enreach

SWYXON

DOCUMENTATION FOR ADMINISTRATORS

As of: July 2024

Legal information

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CONTENTS

ABOUT THIS DOCUMENTATION

This documentation contains the information necessary for making the most effective use of the Swyx solution and the advantages it provides.

Who is this Documentation written for?

The documentation is largely directed at Administrators who are responsible for global or User-specific configuration of SwyxON.

Conventions for the Descriptions

Operating steps

In this documentation, "Click" always means: You click the **left** mouse button once.

Menu operation

Instructions which refer to the selection of certain menu entries will be presented as follows:

My profile | Password

refers to the menu item **Password**" which you will find in the **My profile** menu.

Special design elements

| STOP | This indicates a security notice: ignoring the notice can lead to material damage or loss of data. |

| ⚠ | This indicates a security notice which should be observed in order to avoid possible license infringements, misunderstandings, malfunctions and delays in software operation. |

| ⓘ | This indicates information which should not be skipped. |

| 💡 | This indicates helpful tips that can make using the software easier. |

These are instructions,

... which prompt the User to perform an action requiring several steps (1., 2. etc.).

Online help

To access the help system, click on the **?** icon on the top right on a SwyxON Portal page or in a configuration wizard.

Further information

- For current information on the products, please see our Internet homepage:
  enreach.de
- Under the 'Support' category of the homepage, you can see the latest version of the documentation:
  enreach.de/en/products/support/documentation.html

1   BASICS

SwyxON is the cloud-based further development of the SwyxWare telephony system and offers partners the opportunity to offer their customers unified communications services with a variety of functions via the Internet.

Configuration and maintenance of the SwyxON environment as well as the provision and regular updating of the telephony software are carried out by the provider. The configuration of the virtual telephone systems is carried out by the partner and/or the customer himself.

The billing of telephony services is carried out via a reporting system, which records the ordered Feature Profiles, fax channels, etc. The usage reports are generated automatically and sent to the provider once a month. The scope of use for Users is determined by the provider or partner with the help of so-called Feature Profiles.

For further information on billing see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/profiles_$ and
help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/usage_reports_$.

1.1   REQUIRED SOFTWARE COMPONENTS

To operate SwyxON, the following components are required:

UC Tenant

UC Tenants are unified communications telephone systems created via SwyxON Portal and operated on virtual machines. Each customer company has its own UC Tenant with a SwyxWare installation.

Swyx Control Center und SwyxWare Administration

Via Swyx Control Center and SwyxWare Administration, administrators in customer companies can define settings for their own UC Tenant. Administrators at the partner level without a SwyxWare account can access their customers'SwyxWare Administration and Swyx Control Center for a limited time via authentication token.

See also the SwyxWare documentation for administrators and the Swyx Control Center documentation:

help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/

help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/

SwyxON Portal

Via SwyxON Portal Administrators at Partners and Providers can configure and maintain the SwyxON environment and/or their assigned UC Tenants.

Partner

Partners are created via SwyxON Portal to allow partner companies to define settings for their assigned UC Tenants.

Management Service

The administrative access to the SwyxON services is regulated via the Management Service. Depending on the administration profile, only selected areas of the system are made available to the Administrator for configuration and commands are forwarded to corresponding services.

Resource Management Service (RMS)

RMS coordinates the creation, editing and updating of UC Tenants.

SQL server cluster with databases for UC Tenant and Backend

Database management is performed by multiple SQL databases on separate virtual machines. Each UC Tenant has its own database in which the configuration data and user files such as voicemail messages

or fax files are stored. The backend system also has a separate data-base.

SwyxReporting

Billing relevant data is collected via SwyxReporting and sent to the server as well as the configured e-mail addresses.

Other services

Other services include the central e-mail service, Windows Update Service and Windows Domain Controller.

1.2   NETWORK CONNECTIONS IN SWYXON

SwyxWare Administration and clients in the local customer or partner network are connected to the corresponding UC Tenant via VPN. The connection is encrypted with IPsec. Locations are connected to the customer or partner network via a subnet. Swyx clients outside the local customer network are connected to the corresponding UC Tenant via RemoteConnector.

For further information on connections with VPN Gateways see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/gateway_connection_$.

2 ADMINISTRATION PROFILES

The administrative functions in SwyxON are merged into administration profiles. Each administration profile is a User role which facilitates management of the system with corresponding permissions and restrictions.

Task area	Hierarchy level	Administration profile
SwyxON Environment and Partners	Platform	Advanced Platform Administrator, Platform Administrator
UC Tenants	Partner	Advanced Partner Administrator, Partner Administrator

2.1 COMPARISON OF THE AUTHORIZATIONS

The following table compares the permissions of the administration profiles:

Task	Advanced Platform	Platform	Advanced Partner	Partner
Creating/editing/deleting Administrators on the Platform level	✔			
Deleting the SwyxON change log	✔			
Defining general settings on Platform level	✔			

Task	Advanced Platform	Platform	Advanced Partner	Partner
Configuring/maintaining the SwyxON environment	✔	✔		
Creating/editing Partners	✔	✔		
Creating/editing/deleting Administrators on the Partner level	✔	✔	✔	(✔)
Creating/editing/maintaining UC Tenants	✔	✔	✔	
Configuring sending of usage reports	✔	✔	✔	✔
Displaying the change log of UC Tenants	✔	✔	✔	✔
Managing contingents for Feature Profiles/conference rooms and fax channels	✔	✔	✔	
Creating Feature Profiles	✔	✔		
Replacing Feature Profiles	✔	✔		
Editing Feature Profiles	✔	✔		
Assigning Feature Profiles*	✔	✔	✔	
Creating/editing Calling Rights*	✔	✔	✔	
Assigning Calling Rights*	✔	✔	✔	
Configure recording of Call Detail Records (CDR)*	✔	✔	✔	
Creating/editing Trunks*	✔	✔	✔	
Listen to/handle with trunk recording files			✔	

legend: ✔ = allowed for this administration profile

* = executed via SwyxWare Administration

3   FIRST STEPS WITH SWYXON

The following recommendations are valid for setting up your SwyxON environment:

You will find references to the corresponding instructions for every step.

3.1   OVERVIEW

Task	Explanation
Creating Feature Profiles	Create and edit Feature Profiles to provide your customer a selection of billing relevant SwyxWare features. *Creating and editing Feature Profiles*
Creating UC Tenants	Create UC Tenants to provide your customers with virtual telephone systems. *Creating and editing UC Tenants*
Define VPN settings	Establish the VPN connection settings with the corresponding customer network. *Set VPN settings for UC Tenants (Create Offices))*
Connecting a VPN gateway	The corresponding settings must be established at the customers' VPN gateway in order to connect the customer networks with SwyxON. See the Swyx Partnernet, section SwyxON.
Creating Users	See the Swyx Control Center documentation: help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/ and the SwyxWare documentation for Administrators: help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html

4 LOGGING IN AND LOGGING OUT

You must authenticate yourself to gain access to the SwyxON Portal. You receive the homepage address for the SwyxON Portal and the login data via email or directly from your Administrator.

For information on geoblocking, which prevents login with certain IP addresses, see *List of all countries whose IP addresses are not blocked (Geoblocking)*, page 44.

To log into the SwyxON Portal

⚠️ You can only be logged into SwyxON with one user account at a time.

1 Enter the SwyxON Portal address to your web browser.
   ✓ The login page appears.

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SwyxON Web Portal

User name

Password

Log in

2 Enter your SwyxON user name and your password.
3 Click on Log in.
   ✓ When you first log in, you are requested to set up two-factor authentication via an app on your smartphone.
   For this purpose, the following steps are necessary:
1 In the Configuration Wizard , click on Next.
   ✓ The Configure Two-Factor authentication configuration wizard appears.
2 Load one of the apps displayed onto your smartphone with internet access.
3 Set up the app on your smartphone and start the barcode scan.
4 In SwyxON Portal , click on Next.
   ✓ A barcode appears in the SwyxON Portal for 30 seconds.
5 Point your smartphone camera at the screen to scan the barcode.

ℹ️ If you do not scan the barcode within 30 seconds, you must restart the process. To do this, click on Finish and return to the login page.

   ✓ A 6-digit PIN appears in the app on your smartphone.

ℹ️ For security reasons, the PIN is regenerated every 30 seconds. A PIN is only valid one-off and appropriately for 6 minutes.

6 Enter the PIN on the SwyxON Portal within 6 minutes.

ℹ️ If you do not enter the PIN for setting up two-factor authentication within 6 minutes or enter it incorrectly, you must restart the process. To do this, click on Finish and return to the login page.

   ✓ You are logged in.
   ✓ The SwyxON Portal homepage appears.
   ✓ For all following logins, you must enter the current PIN in the app on your smartphone in SwyxON Portal.

ℹ️ If you cannot access the app, please contact your Administrator.

To log out of the SwyxON Portal

1 Click on your display name in the title bar.

☰ Jones, John 👤

✓ The sub-menu **My Profile** appears.

2 Click on **Logout**.

⚠️ For security reasons, you are automatically logged out after 60 minutes' inactivity.

4.1 FORCED PASSWORD CHANGES

If an Administrator has forced a password change in your configuration, then the **Change Password** page appears.

Change password

New password:

Repeat new password:

Change password

Enter your new password in the **New password** field and confirm the entry in the **Repeat new password** field, see section *4.2 Minimum requirements for passwords*, page 11.

⚠️ It is not possible to use the current password again when changing a password.

Whilst logged in, you can also change your password at all times, see section *To change your password*, page 62.

4.2 MINIMUM REQUIREMENTS FOR PASSWORDS

Complex passwords for SwyxON must at least meet the following requirements:

● The passwords consists at least of eight characters.

- The password consists of any characters meeting at least the four following character categories:
  - upper-case letters such as: [A-Z]
  - lower-case letters such as: [a-z]
  - Numbers [0-9]
  - Non-alphanumeric characters (special characters) such as: full-stops, commas, brackets, blanks, hash tags (#), question marks (?), percent signs (%), ampersands (&).

ℹ️ The number of failed log in attempts is irrelevant, when the Administrator has established a forced password change, and the User attempts to log in with his/her previous password.

ℹ️ Alphabetic characters (such as: ß, ü, ä, è, ô) and non-Latin characters (such as: Ω, π, μ) are not special characters and are regarded as letters.

4.3 LIMITED NUMBER OF LOG IN ATTEMPTS

The number of log in attempts in SwyxON can be limited.

When the maximum number of failed log in attempts has been reached, the account is locked and a message appears with an instruction to contact the Administrator.

You can no longer log into SwyxON via SwyxON Portal using a client or a device until the Administrator has reactivated your account.

⚠️ The Advanced Platform Administrator will not be locked.

ℹ️ The number of failed log in attempts will be reset after a successful login.

5 USER INTERFACE AND MENU NAVIGATION

⚠️ You can only use the full functionality of the web portal if cookies and pop-ups are permitted in your browser settings.

Abb. 5-1: Homepage (Example with additional control elements for visualization)

ℹ️ The elements shown on the User interface are based on context and/or profile, i.e. they vary for each user.
If individual administration areas cannot be accessed or if error messages occur during configuration, please contact your provider.

Title bar

- On the let of the title page, the context title shows the administrative unit selected by you (Partner and, if applicable, additional UC Tenant).

SD Partner / SDUCTenant

- On the right, your name and user picture are displayed.

☰ Jones, John 👤

Click on the field with your name to set the following settings:

Label	Explanation
Language	Select the desired language for the SwyxON interface.
User information	Change your email address or display name.
User's picture	Upload (via Drag & Drop) a user picture. Use images in png format not larger than 100x100 pixels.
Password	Here you can change your password.
Theme	Select a color theme.

- In addition, the title bar may display an icon 📋 , which gives you an overview of UC Tenant-related tasks with just one click. If necessary, other symbols are displayed to indicate information and error messages. Stay with the mouse pointer over an icon to display the information.

- Further information about your current settings is displayed under the title bar. Click on ✖ to hide the information.

Menu bar

On every page, you will see the menu that provides you with access to settings and information such as statistics in the SwyxON Portal.

The menu structure matches the SwyxON administration levels with decreasing hierarchy (Platform, Partner, UC Tenant).

At Partner and UC Tenant level, the menu adapts to the Administrative Unit you have selected (Partner or UC Tenant), i.e. the pages accessed via the menu depend on the Administrative Unit you have selected.

✅ When you have selected a UC Tenant, you can remove the selection by clicking on **Display all** in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

Use the arrow keys to hide or reveal submenu items.

ℹ️ The **Partner** and **UC Tenant** submenu items are only displayed if you have selected a Partner or a UC Tenant.

Button	Explanation
⌄	Show all available sub-menu items
⌃	Hide all available sub-menu items
⌄	Show individual sub-menu items
⌃	Hide individual sub-menu items
‹	Fully hide menu (only appears if you remain above the menu bar with the mouse pointer)

Button	Explanation
❯	Fully display menu

Main area

An overview of your created system units (Distributors, Partners and UC Tenants, if applicable) appears on the start page with buttons for fast access to your tasks - a single click suffices to reach the appropriate menu item.

On the menu pages, various settings appear as well as buttons providing access to configuration wizards.

> To access the help system, click on **?** on the top right on a page or in a configuration wizard.

Footer bar

You can access the following information in the footer bar:

Entry	Function
OSS	Redirects you to the list of open source software that was or is used in the development of SwyxON. Here you will find the corresponding license information.
Data protection	Redirects you to the Swyx privacy policy.
Imprint	Redirects you to the Swyx Imprint.

In the context of a selected UC Tenant you will also find the PermaLink here, see *8.15 UC Tenant (in case of support) fast sharing with PermaLink*, page 38.

5.1   NAVIGATING AND DEFINING SETTINGS

> ℹ The configuration options on menu pages and in configuration wizards depend on your Administrator profile.

To create administrative units and configure basic settings, the corresponding menu pages provide configuration wizards. Use the **Next**, **Back** and **Cancel** buttons to navigate within the configuration wizard. In general, you are offered additional optional settings in step before last.

On the menu pages you can find further settings under various tabs; these can be defined after creation.

> ℹ If inputs are incorrect or missing, **?** and a red margin around the corresponding field are displayed. An explanatory error message appears if you remain over the field with the mouse pointer.

Using the navigation path in configuration wizards and on menu pages, you can find your way around SwyxON Portal and return to a previous step or to a higher-level menu item with just one click.

With a single click on the logo in the title bar, you can return directly to the homepage.

SwyxON

5.2   SEARCHING AND FILTERING IN LISTS

In lists you can click on ▼ in a table column heading to display one or more filter options. The filter icon shows whether a filter is active.

	Explanation
▼	No active filter
⚲	Filter active
Starts with	Condition: Search result starts with this character
Contains	Condition: Search result contains this character
Filter	Action: Apply filter
Delete	Action: Remove filter

Click on a column heading and an arrow ↑ is displayed which shows whether the column is sorted alphabetically backwards or forwards. Click again to reverse sorting or to hide the arrow again.

With a click on ❯ further information appears.

Click on **Elements per page** to define how many list elements are displayed per page.

6   CREATING AND EDITING ADMINISTRATORS

Administrators on the Platform and Partner level have access to platform and multi-customer settings in SwyxON and define the default settings for lower levels, see chapter *2 Administration profiles*, page 8.

⚠️ When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

ℹ️ The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.

Creating Administrators

Edit general settings for administrators

6.1   CREATING ADMINISTRATORS

There is a configuration wizard available for creating Administrators on the Platform and Partner level.

To create an Administrator

1   Select in the menu **Platform | Accounts | Administrators**
or
in the menu, select **Partner** and, if applicable, click in the line of the appropriate Partner on **Select**.
Click on the sub-menu item **Administrators** that additionally appears.

2   Click on **Create Administrator**.
✓ The **Create an Administrator** configuration wizard appears.

3   Define the general settings for the Administrator.

⚠️ If you change the user name the User will have to change his or her password at the next login.

Label	Explanation
User name	Enter a user name the User can use to log into the SwyxON Portal. Allowed format: User login name + "@" + UPN suffix You can use the domain name or an alias for the UPN suffix. *Example: john.jones@company.com*
Display name	Enter a name for the User that is displayed in SwyxON Portal. The display name should correspond to the user's first and last name. *Example: John Jones*
Email address	Enter the email address of the User also used for automatically generated service emails.
Description	Enter a description, if applicable.
Administrator profile	Select the Administration Profile for the User. The Administration Profile defines the User's permissions, see also chapter *2 Administration profiles*, page 8.
Password Authentication	Enter a password for the User, see also section *4.2 Minimum requirements for passwords*, page 11.
Repeat password	Enter the password again to confirm your entry.
Active	Activate this checkbox if you would like to activate the user account directly after creation. Deactivated Users cannot access the SwyxON Portal.

Label	Explanation
Change password on next login	Use this checkbox if you want the User to be required to change his or her password at the next login, see also section *4.1 Forced password changes*, page 11.

ℹ️   When making later changes to settings, click Save to save the settings.

4   Click on Create or Save.
   ✓ After creating an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
   ✓ After resetting the password of an Administrator, a corresponding notification is sent to the email address indicated for the Administrator.
   ✓ The configuration wizard shows a page with additional options.

5   Select the corresponding radio button to create more elements or close the configuration wizard

6   Click on Finish
   ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
   ✓ The Administrator is displayed in the list of Administrators.

6.2   EDIT GENERAL SETTINGS FOR ADMINISTRATORS

You can edit the general settings for Administrators.

To edit the general settings for an Administrator

1   Select in the menu Platform | Accounts | Administrators
   or
   in the menu, select Partner and, if applicable, click in the line of the appropriate Partner on Select.

Click on the sub-menu item Administrators that additionally appears.
   ✓ A list appears with all Administrators on the Platform or Partner level.

✓   To only show or hide blocked Administrators, click on ▼ in the Locked column and select the desired filter option. To remove the filter, click again on ▼ and then on Delete.

2   In the line of the relevant Administrator, click on ❯ .
   See also step 6 Define the general settings for the Administrator. , page 17.

6.3   DELETING ADMINISTRATORS

Depending on your administration profile, you can delete Administrators.

To delete an Administrator

1   Select in the menu Platform | Accounts | Administrators
   or
   select in the menu Partner and click in the line of the corresponding partner on Select.
   Click on the sub-menu item Administrators that additionally appears.

2   In the line of the relevant Administrator, click on 🗑 .

3   Click on Yes to confirm the operation.
   ✓ The Administrator is deleted and can no longer access SwyxON.

7   CREATING AND EDITING FEATURE PROFILES

A Feature Profile consists of the individual features available to a User in SwyxON. The profiles "M" and "L" are preconfigured and include all the features ordered.

Through platform-level Feature Profiles, you define the functions that are available to partners.

> ⚠️ As of SwyxON version 2.55, Feature Profiles can only be created and edited by platform administrators.
> Existing customer-specific Feature Profiles created by partners can be used until further notice, but cannot be changed.

You are provided with the following options for creating Feature Profiles:

- Customizing the preconfigured Feature Profiles
- Creating Feature Profiles

> ℹ️ By default, the Feature Profiles preconfigured by Enreach must be used unchanged.

If a customer-specific Feature Profile was created before V.2.55, you can replace a preconfigured profile with this customer-specific profile, see section *7.3 Replacing Feature Profiles*, page 21.

For information regarding the licensing procedure in SwyxON see the performance specification.

For further information on function profiles, see also https://help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/online_licensing_$ und https://help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/offline_licensing_$.

> ℹ️ The options on menu pages and in configuration wizards depend on your administration profile and on which menu entry you accessed the configuration wizard.

Flat-Rate Feature Profiles

As platform administrator, you can create feature profiles in which particular functions are not to be billed. Instead, only the number of such feature profiles ordered for a customer is billed. The use of particular features is not recorded in usage reports.

First create a function profile with the required functions and then activate **Features of this profile will not be accounted**, see *7.1 Editing Feature Profiles*, page 19, step **(3)**.

Function profiles with flat rate billing are marked with a check mark in the **Profile Price** column.

Editing Feature Profiles

Creating Feature Profiles

7.1   EDITING FEATURE PROFILES

You can edit the available Feature Profiles for all Partners or a selected Partner.

> ⚠️ As of SwyxON version 2.55, Feature Profiles can only be created and edited by platform administrators.

> ⚠️ Adding features is subject to fees. By clicking on **Order with costs** you enter into a payment obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

To edit a Feature Profile for all Partners

1 From the Platform menu, choose Licenses & Features | Tenants | On Premises Tenants.
   ✓ A list appears with all Feature Profiles.

2 In the line of the appropriate Feature Profile, click on ✏ .

3 Define the general settings for the Feature Profile.

Label	Explanation
Name	Enter a name for the Feature Profile.
Description	Enter a description, if applicable.
Features of this profile will not be accounted	Activate the checkbox if particular features in this profile are not to be taken into account during billing, see *Flat-Rate Feature Profiles*, page 19

4 Click on the Features tab in order to add or remove features by activating or deactivating the appropriate checkbox.

⚠ Changing the scope of features changes functionality and billing for users who use the feature profile.

ℹ Features with a red frame are not available to you. If you have any questions, please contact your Administrator.

5 Click on Save.

⚠ Check the additional features which can be ordered under New.

6 Click on Order with costs to confirm the order with costs.

To edit a Feature Profile for a selected Partner

1 In the menu, select Partner.
   ✓ A list appears with all Partners in SwyxON.

2 In the row of the corresponding partner, click on Select.
   ✓ The sub-menu for Partner appears. You can edit the settings for the selected Partner.

3 In the menu, select Partner | Feature Profiles.
   ✓ A list appears with all Feature Profiles for the selected Partner.

4 In the line of the appropriate Feature Profile, click on ✏ .

See also step *3 Define the general settings for the Feature Profile.*, page 20

7.2 CREATING FEATURE PROFILES

You can create Feature Profiles for all Partners or a selected Partner.

⚠ As of SwyxON version 2.55, Feature Profiles can only be created and edited by platform administrators.

A configuration wizard is available for creating Feature Profiles.

To create a Feature Profile for all Partners

1 From the Platform menu, choose Licenses & Features | Tenants | On Premises Tenants.
   ✓ A list appears with all Feature Profiles.

2 Click on Create Feature Profile.
   ✓ The Create a Feature Profile configuration wizard appears.

3 Define the general settings for the Feature Profile.

Label	Explanation
Name	Enter a name for the Feature Profile.
Description	Enter a description, if applicable.

4 In the Configuration Wizard , click on Next.

5 Define the features which the Feature Profile should include.

Label	Explanation
Features	Activate the corresponding checkbox if you want to add the feature to the Feature Profile.

6 Click on Create.
- ✓ The Feature Profile is created.
- ✓ A page is displayed with additional options.

7 Select the corresponding option field to create further elements or close the configuration wizard.

8 Click Finish
- ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.
- ✓ The Feature Profile is displayed in the list of Feature Profiles.

To create a Feature Profile for a selected Partner

1 In the menu, select Partner.
- ✓ A list appears with all Partners in SwyxON.

2 In the line of the appropriate Partner, click on Select if applicable.
- ✓ The sub-menu for Partner appears. You can edit the settings for the selected Partner.

3 In the menu, select Partner | Feature Profiles.
- ✓ A list appears with all Feature Profiles for the selected Partner.

ⓘ Administrators at partner level in the menu select Administration | Feature Profiles.

4 Click on Create Feature Profile.
- ✓ The Create a Feature Profile configuration wizard appears.

See section *To create a Feature Profile for all Partners*, page 20.

7.3   REPLACING FEATURE PROFILES

If you no longer want to use one or more Feature Profiles, you can replace them instead of deleting them. This ensures that one Feature Profile still remains available to the Users of the appropriate Feature Profiles. At Platform level, the Feature Profiles are replaced for all Partners and the assigned UC Tenants, at Partner level you can replace selected Partners' Feature Profiles and the assigned UC Tenants.

⚠ Note that new custom-specific Feature Profiles cannot be created at the partner level.

⚠ Adding features is subject to fees. By clicking on Order with costs you enter into a payment obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

To replace a Feature Profile for one or all Partners

1 Select Platform | Licenses & Features | Features | Function profiles
or
select in the menu Partner and click in the line of the corresponding partner on Select.
Click on the sub-menu item Feature Profiles that additionally appears.
- ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.

ⓘ Administrators at partner level in the menu select Administration | Feature Profiles.

2 In the line of the appropriate Feature Profile, click on 🖉 .

3   Click on **Replace Feature Profile**.
  ✓ The **Replace Feature Profile** configuration wizard appears.

4   Select the Feature Profile to be used as the replacement.

5   In the Configuration Wizard, click on **Next**.

> ⚠️ By changing the feature scope, featureality and billing change for the Users who use the Feature Profile.

6   Click on **Order with costs** or **Replace**.

7   Click on **Finish**.
  ✓ The Feature Profiles are replaced and deactivated, i. e. no longer available for the selected Partners and UC Tenants.
  ✓ Depending on your selection, the option selected appears and/or the configuration wizard being used will be closed.

To replace several Feature Profiles

1   Select **Platform | Licenses & Features | Features | Function profiles**
  or
  select in the menu **Partner** and click in the line of the corresponding partner on **Select**.
  Click on the sub-menu item **Feature Profiles** that additionally appears.
  ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.

> ℹ️ Administrators at partner level in the menu select **Administration | Feature Profiles**.

2   Click on **Replace Feature Profile**.
  ✓ The **Replace Feature Profile** configuration wizard appears.

3   Click on ❯ to select a function profile to be replaced or ❮ to
  remove a function profile from the selection

> 💡 Click on ❯❯ or ❮❮ , to select or deselect all elements.

See also step *4 Select the Feature Profile to be used as the replacement.*, page 22

7.4   REACTIVATING REPLACED FEATURE PROFILES

You can reactivate replaced Feature Profiles. This assigns the Feature Profile instead of the replacement profile to the Users concerned. At Platform level, the Feature Profiles are reactivated for all Partners and the assigned UC Tenants, at Partner level you can reactivate Feature Profiles for selected Partners' and the assigned UC Tenants.

To reactivate a Feature Profile for one or all Partners

1   Select **Platform | Licenses & Features | Features | Function profiles**
  or
  select in the menu **Partner** and click in the line of the corresponding partner on **Select**.
  Click on the sub-menu item **Feature Profiles** that additionally appears.
  ✓ A list appears with all Feature Profiles or the Feature Profiles of the selected Partner.

> ℹ️ Administrators at partner level in the menu select **Administration | Feature Profiles**.

2   In the line of the appropriate Feature Profile, click on ❯ .

3 Click on **Activate Feature Profile**.

4 Click on **Yes** to confirm the operation.
   ✓ The Feature Profile is again longer available for the selected Part-
      ners and UC Tenants.
   ✓ The Feature Profile is no longer displayed in the list of Feature
      Profiles.

7.5 DELETING FEATURE PROFILES

Before deleting a Feature Profile, please ensure that this Feature Profile
is no longer assigned to a User. At Platform level, the Feature Profiles
are deleted for all Partners and the assigned UC Tenants, at Partner
level you can delete Feature Profiles for selected Partners and the
assigned UC Tenants.

ⓘ   You can only delete the Feature Profiles you have compiled yourself.

To delete a Feature Profile for one or all Partners

1 Select **Platform | Licenses & Features | Features | Function
      profiles**
      or
      select in the menu **Partner** and click in the line of the corresponding
      partner on **Select**.
      Click on the sub-menu item **Feature Profiles** that additionally
      appears.
   ✓ A list appears with all Feature Profiles in SwyxON or of the
      selected Partner.

2 In the line of the appropriate Feature Profile, click on 🗑 .

3 Click on **Yes** to confirm the operation.
   ✓ The Feature Profile is deleted and no longer available.

8 CREATING AND EDITING UC TENANTS

Each customer company is viewed as a separate administrative unit in SwyxON. All customer data and configuration data is combined as a UC Tenant. Each customer administrator has exclusive access to his own UC Tenant's data.

⚠ When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

ℹ Under the menu item UC Tenant the UC Tenants of the Partner are displayed, which you have selected under the menu item Partner menu item. If you have not selected a Partner, the UC Tenants for all Partners in SwyxON are displayed.

ℹ To be able to view and edit the settings for a UC Tenant, you must select the appropriate UC Tenant in the menu under UC Tenant. You can also click on Select in the menu under Partner to view all UC Tenants of a Partner.

ℹ The configuration options on menu pages and in configuration wizards depend on your Administrator profile.

💡 When you have selected a UC Tenant, you can remove the selection by clicking on Display all in the menu under UC Tenant. The UC Tenants for all Partners in SwyxON are then displayed again.

UC Tenants order type

8.1 UC TENANTS ORDER TYPE

UC Tenants differ in how they are ordered from the service provider:

UC Tenants ordered directly via SwyxON

These UC Tenants are ordered automatically when the partner pre-configures and creates the corresponding UC Tenant object in his SwyxON area, see *8.4 Create UC Tenants*, page 26

Billing for these UC Tenants is done according to the feature profiles assigned at creation and according to the usage reports.

UC Tenants ordered via Operator

Operator UC Tenants must first be ordered on the product management platform "Swyx Operator".

Assignment of user profiles and licensing is done directly when ordering in Operator. The billing of the created UC tenant is also done via Operator.

ℹ When a UC Tenant is successfully ordered via Operator, the data is forwarded to SwyxON and the corresponding entry appears in the menu UC Tenant Tasks, in the list on the tab Operator Tenants.
You can call the configuration wizard for creating an Operator UC Tenant directly via the button Create UC Tenant in the corresponding line, see *To create a UC Tenant*, page 26 from step 6.

ℹ Operator UC tenants that appear only as entries in the list of UC tenants and have not yet been created are not taken into account when configuring multiple UC tenants in one step (platform, partner administration).

⚠ An Operator UC tenant cannot be removed in SwyxON. This operation must be done via Operator.

ⓘ If a Partner only manages Operator UC Tenants, the following items are not available to him in SwyxON menu:
- Function profiles
- Reporting
- Serial numbers of the server license

8.2 ADD REFERENCES FOR ORDERS OF CLOUD SERVICES

Customers with On Premises Tenants installed in SwyxServer the local network or customers who are SwyxWare for DataCenter using can connect to the Swyx Cloud services via SwyxON the platform to provide Swyx Meeting and Swyx Messenger to their users, see https://help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/cloud_services_$

If you as a partner maintain your own database of SwyxWare customer systems and these systems are licensed via a license key (no online licensing), you must enter appropriate reference information via SwyxON Portal to ensure that you can order from the cloud services.

⚠ Make sure that the Customer ID and Operator Account ID are entered for the Partner under Partners | General Settings.

To add the Cloud Services Reference to the On Premises Tenants

1 In the menu, select Partner.
   ✓ A list appears with all Partners in SwyxON.

2 In the row of the corresponding partner, click on Select.
   ✓ The sub-menu for Partner appears. You can edit the settings for the selected Partner.

3 In the Partnermenu, select | Server License Serial Numbers.
   ✓ The list of all customer systems for which a reference has already been assigned appears.

4 Click on Add Serial.
   ✓ The configuration wizard Add Server License Serial appears.

5 Enter the server serial number from your database and the unique name of the corresponding customer.

6 Click on Next.

7 Click Finish to close the wizard or create another reference.

8.3 VIEWING THE LIST OF ALL UC TENANTS

You can view general information in the list of all UC Tenants.

To view the list of all UC Tenants

1 Select in the menu UC Tenant.
   A list appears with all UC Tenants or the selected Partner's UC Tenants.
   ✓ The following information will appear:

ⓘ Icons may appear to the left of the name that provide hints on update tasks, see also section Status, page 38.

Label	Explanation
Name	UC Tenant's name
Domain	UC Tenant's domain

Label	Explanation
Software version	UC Tenant's software version For UC Tenants ordered via Operator but not created yet, this column is empty. You can click **Select** and then click **Create UC Tenant** to create a UC Tenant with the pre-ordered details.
Language	UC Tenant's language setting
Instance ID	Anonymized UC Tenant's name
Customer ID	UC Tenant's ID for identification purposes
Scale Unit	For optimized resource management, the hardware and software components required to manage and operate UC tenants are combined into a single resource unit called a scale unit For support cases, always specify the Scale Unit of the affected UC Tenants.
Control Center	Click the button to open the Swyx Control Center assigned to this UC Tenant, see *8.8 Accessing Swyx Control Center*, page 30
Select	Click the button to view the UC Tenant and edit the settings, see *8.5 Editing the general settings for UC Tenants*, page 28

8.4 CREATE UC TENANTS

A configuration wizard is available to you for creating UC Tenants.

⚠️ The creation of UC Tenants is subject to fees. By clicking on **Order with costs** you enter into a payment obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

ℹ️ The chargeable order for Operator UC Tenants is placed via Operator.

To create a UC Tenant

1 Select in the menu **UC Tenant**.
   A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 Click on **Create UC Tenant**.
   ✓ The **Create a UC Tenant** configuration wizard appears.

3 If necessary, activate the option **Import On Premises-Tenant with migration file** option if you want to create the UC tenant using a migration file, see *9 Migrate local SwyxWare installation to SwyxON*, page 57

ℹ️ In a migration scenario, no administrator and site settings become required.

4 Select the UC Tenant order type, see *8.1 UC Tenants order type*, page 24

5 If necessary, for an Operator UC Tenant, select the corresponding Operator order from the drop-down list.

6 Click on **Next**.

7 If necessary, select the appropriate migration file with .swyxon extension.
   ✓ The file will be uploaded automatically.

8 Click on **Next**.

9 Set the general settings for the UC Tenant

ℹ️ For Operator UC Tenants, the general settings (name, domain, customer number, etc.) are preconfigured in the Operator and cannot be changed.

⚠ Name and domain must be unique in SwyxON.

⚠ Partner and language cannot be changed afterwards.

⚠ Each customer is only allowed to have one "Not for resale" UC Tenant.

⚠ The maximum test duration is defined by the Provider. If you have any questions, please contact your Provider.

Label	Explanation
Name	Enter a name for the UC Tenant.
Domain	Enter the UC Tenant's network domain.
Partner	Select the Partner to which the UC Tenant should be assigned. Potential preconfigured value: Partner currently selected
Current software version	Name and language of the current software version This option is available with subsequent editing. Click on **Update UC Tenants** to update the software.
Description	Enter a description, if applicable.
Customer ID	Enter an ID to identify the UC Tenant. The Customer ID can, for example, be used in customer relationship management systems.
Active	Activate this checkbox if you would like to activate the UC Tenant directly after creation. Deactivate the checkbox to temporarily deactivate a UC Tenant.

Label	Explanation
Scale Unit	For support cases, always specify the Scale Unit of the affected UC Tenants. This option is available with subsequent editing.
Test UC Tenant	Activate the checkbox to use a UC Tenant in test mode, see also section *7.26 Defining the maximum test duration for UC Tenants*, page 36. Test UC Tenants are not directly billing relevant. For information regarding the licensing procedure in SwyxON see the performance specification.

ⓘ Deactivate **Test UC Tenant** to convert a Test UC Tenant to a regular UC Tenant.

ⓘ An error message appears if updating of a UC Tenant has failed. Click on **Show scheduled tasks** to access the selected UC Tenant's task list and view further information.

ⓘ After editing the settings, click **Save**.

10 Click on **Next**.

11 If necessary, set the location settings for the UC Tenant.

Label	Explanation
Location name	Enter the name of the location.
Country code	Enter the country code.
Area Code	Enter the area code without the preceding '0'.
Public Access Prefix	Enter the code for external calls, e.g.

Label	Explanation
Long distance call prefix	Enter the code for long distance calls.
International call prefix	Enter the code for international calls.
Time zone	Select the time zone this Location is assigned to.

ℹ️ After editing the settings, click Save.

12 In the Configuration Wizard , click on Next.

13 Create a customer Administrator for the UC Tenant.

⚠️ The user name must be unique in SwyxON.

Label	Explanation
User name	Enter a user name the User can use to log into the SwyxON Portal.
Domain	UC Tenant's Domain. The username and domain together represent a user principal name (UPN). *e.g. username@company.net*
Display name	Enter a name for the User that is displayed in SwyxON Portal. The display name should correspond to the user's first and last name. *Example: John Jones*
Email address	Enter the email address of the User also used for automatically generated service emails.
Password Authentication	Enter a password for the User, see also section *4.2 Minimum requirements for passwords*, page 11.

Label	Explanation
Repeat password	Enter the password again to confirm your entry.

ℹ️ When making later changes to settings, click Save to save the settings.

14 In the Configuration Wizard , click on Next.

15 Select language and software version for the UC Tenant.

ℹ️ The selected language may be used for audio files, such as voice announcements, of the UC Tenant. You can change the language when updating the UC Tenant to another software version.

16 If necessary, select Scale Unit and Data Center Network

17 In the Configuration Wizard , click on Next.

18 If necessary, check the function profile assignments that were set when exporting the migration file.

19 Click on Order with costs

20 Click Finish
  ✓ The UC Tenant is displayed in the list of UC Tenants.

8.5 EDITING THE GENERAL SETTINGS FOR UC TENANTS

You can edit the general settings for UC Tenants.

To edit the general settings for a UC Tenant

1 Select in the menu UC Tenant.
  ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
  ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

4 You can edit the following details:

Label	Explanation
Name	Enter a unique name for the UC Tenant.
Description	Enter a description, if applicable.
Customer ID	Enter an ID to identify the UC Tenant. The Customer ID can, for example, be used in customer relationship management systems.
E-mail address for notifications	Enter the e-mail address of the contact person or contact group in the corresponding client company who should be notified before the UC Tenant is updated. In the **Update UC Tenants** configuration wizard, you can activate **Send e-mail (customer)** for this purpose, see *8.13 Update UC Tenants*, page 34.
Active	Activate this checkbox if you would like to activate the UC Tenant directly after creation. Deactivate the checkbox to temporarily deactivate a UC Tenant.
Automatic update allowed	Activated by default Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants.
Productive	Activate the checkbox to indicate that the UC Tenant is used in productive operation.
Not for resale (NFR)	Activate the checkbox to indicate that the UC Tenant is used for free own use.
Test UC Tenant	Activate the checkbox to use a UC Tenant in test mode, see also section *7.26 Defining the maximum test duration for UC Tenants*, page 36. Test UC Tenants are not directly billing relevant. For information regarding the licensing procedure in SwyxON see the performance specification. **Limited/unlimited** If necessary, set a limit for the test duration.

5 Click on **Save**.

6 Select the **Instant Messaging** tab.

Label	Explanation
Operator Account ID	Enter the reference number that is assigned to the partner in the Swyx Operator.
Order number	The number of the order for cloud services.
Use Classic IM	Activate the checkbox if the classic SwyxIt! Messenger should be used.
Deactivate order of Swyx Messenger	Activate the checkbox if any existing Swyx Messenger operator orders are to be deactivated.

7 Click on **Save**.

8.6   RE-CREATING UC TENANTS

If the creation of a UC Tenant has failed you can re-create the UC Tenant with one click. Metadata like name, domain and location settings are retained.

To re-create a UC Tenant

1 Select in the menu **UC Tenant**.
  ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
  ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

4 Click on **Create UC Tenant again**.

5 Click on **Yes** to confirm the operation.
  ✓ The UC Tenant is newly created.
  ✓ The status of the new creation appears in the RMS changelog. When the rebuild is complete **Recreate UC Tenant** is hidden.

8.7   SEND WELCOME EMAILS

You can send a welcome email with login credentials to all users at any time, for example, when you have newly created a UC Tenant or migrated to another Scale Unit.

ℹ️ Welcome emails are delivered to SwyxWare users via the email server. Ensure that an email server has been configured on the UC Tenant and email addresses have been set for all users.
The mentioned settings have to be done via Swyx Control Center, see help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/GeneralSettings-System-SmtpSettings

To send welcome emails

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 In the menu, select **UC Tenant | General Settings | UC Administration**.

4 Click on **Send welcome emails**.

5 Click on **Yes** to confirm the operation.
   ✓ Welcome emails have been sent out

8.8   ACCESSING SWYX CONTROL CENTER

Partner Level Administrators without a SwyxWare user account can access the settings of a UC Tenant for a limited time via Swyx Control Center. You can e. g. define settings for certified SIP phones via Swyx Control Center.

ℹ️ The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

UC-Tenants must be assigned to a compatible Swyx Control Centerversion, see *7.9 Swyx Control CenterEditing-Assignments*, page 23

For information on the administration of UC Tenants via Swyx Control Center, see the Swyx Control Center documentation:
   help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/

For information on geoblocking, which prevents login with certain IP addresses, see *List of all countries whose IP addresses are not blocked (Geoblocking)*, page 44.

ℹ️ UC Tenants V14.10 and higher can be accessed directly without a login dialogue via the list of UC Tenants. Authentication is carried out automatically. The authentication information is stored in a session cookie. The session cookie is deleted when you log out of the Swyx Control Centre.

ℹ️ The session cookie is not deleted when you log out of the SwyxON Portal session. This ensures that the Swyx Control Centre can continue to be used even after logging out of SwyxON.

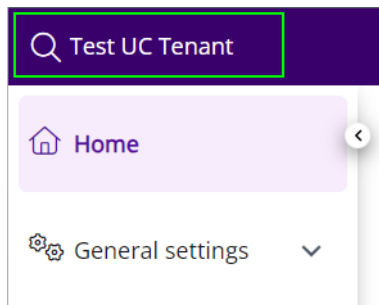## To access Swyx Control Center directly

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 Click in the row of the corresponding UC tenant on **Control Center**.
   ✓ The Swyx Control Centre of the desired UC Tenant appears in a single browser window.

ℹ️ It is not possible to access two or more UC Tenants at the same time.

In Swyx Control Centre you can directly access another UC Tenant (V14.10 and higher) by clicking on the name of the UC Tenant in the top left corner.

See help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/#context/help/switch_UCTenant_$

To access Swyx Control Center with login data (only before V14.10)

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The submenu for **UC Tenant**.

3 Click on **Open Control Centre**.
   ✓ The page **Forwarding to SCC** with the authentication token.

4 Click on **Copy & forward token**.
   ✓ The authentication token is copied to the clipboard of your computer.
   ✓ The Swyx Control Center login page appears.
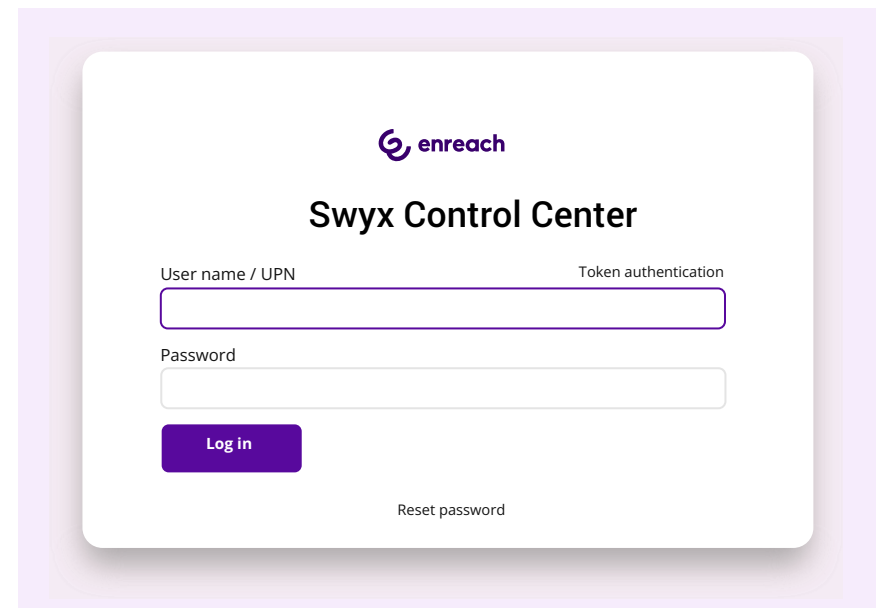
5 Click on **Authentication token** and insert the token to the input field.

6 Click on **Log in**.

To access Swyx Control Center via the UC Tenant page

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

4 Click on **UC Administration**.
   The following information is available:

Label	Explanation
UC Tenant network IP address	IP address for connection of the network with SwyxON
Management network IP address	IP address for connection of the RMS with SwyxON
Remote adminis-tration	IP address and port for remote access to the UC Tenant's SwyxWare Administration, see *8.9 Accessing SwyxWare Administration*, page 32.
Authentication token	Token for accessing a UC Tenant's SwyxWare Administration and Swyx Control Center
Validity	Period of validity for the current token in minutes

5   Click on .

6   Click on **Open Control Center** to be redirected to Swyx Control Center.
   ✓ The Swyx Control Center login page appears.

7   Click on **Authentication token** and insert the token to the input field.

8   Click on **Log in**.

8.9   ACCESSING SWYXWARE ADMINISTRATION

Some of the settings for UC Tenants or SwyxServer are only available via SwyxWare Administration. The following is required for remote administration:

- Installation of SwyxWare Administration on the computer from which access is to be made
- Installation of the remote access tool Remote Admin Connector on the computer from which access is to be made

- Authentication token (SwyxON) or SwyxWare login data
- IP address and port or the UC Tenant's or SwyxServer's FQDN

⚠ Remote Admin Connector must be installed before the installation of the SwyxWare Administration. If there is already a SwyxWare Administration installation on your system, you must uninstall the program and reinstall it after the installation of Remote Admin Connector.

To copy the authentication token

1   Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2   In the row of the corresponding UC tenant, click on **Select**.
   ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3   Select in the menu **UC Tenant | General Settings**.

4   Click on **UC Administration**.
   The following information will appear:

Label	Explanation
UC Tenant network IP address	IP address for connection of the network with SwyxON
Management network IP address	IP address for connection of the RMS with SwyxON
Remote administration	IP address and port for remote access to the UC Tenant's SwyxWare Admin-istration, see section *8.9 Accessing SwyxWare Administration*, page 32.
Authentication token	Token for accessing a UC Tenant's SwyxWare Administration
Validity	Period of validity for the current token in minutes

ℹ The authentication token is created automatically when a UC Tenant is created and is valid for one hour after creation. Reload the page to create a new token.

5 Click on 📄 .
   ✓ The authentication token is stored in your clipboard.
   For information on installation of and login to Remote Admin Connector, see https://help.enreach.com/cpe/latest.version/controlcenter/Swyx/en-US/index.html#context/help/accessing_swyxware_$.

8.10 EDIT OPERATOR UC TENANTS

You can display the information on the Operator wholesaler, operator dealer and customer of the UC Tenant.

You can specify whether the UC Tenant may be managed by the dealer.

You can sort the Operator Tenants list according to a specific dealer.

To edit an Operator UC Tenant

1 Select in the menu UC Tenant.

2 Select the Operator tenants tab.
   ✓ The list of all Operator-UC Tenants or the Operator-UC Tenants of the selected partner appears.

3 In the row of the corresponding UC tenant, click on Select.

4 Select the Operator tab.
   The following information will appear:

Label	Explanation
Wholesaler Account ID	These fields are read by the operator database when the customer account ID is entered.
Wholesaler Account Name	
Dealer Account ID	
Dealer Account Name	
Customer Account Name	
Customer Account ID	Enter the customer's account ID to query the assignment of the dealer and wholesaler to the corresponding operator UC tenant from the operator database.
UC Tenant can be managed by dealers (only for Platform Administrator or Partner-Wholesaler Administrator)	Activate the checkbox if this Operator UC Tenant is to be managed by the dealer of the corresponding customer.

5 Enter the Customer Account ID.

6 Click on Save.
   ✓ The data is queried and appears in the corresponding fields.

7 Select in the menu UC Tenant.

8 Select the Operator tab.
   ✓ The list of all Operator UC Tenants or the Operator UC Tenants of the selected partner appears.

9 Enter the name of the desired retailer in the Filter by retailer: field.
   ✓ Only the Operator UC Tenants of the selected retailer are displayed.

8.11 BLOCKING UC TENANTS FOR AUTOMATIC UPDATES

If you block UC Tenants for automatic updates, you must update these tenants manually, see section *8.13 Update UC Tenants*, page 34.

To block UC Tenants for automatic updates

1 Select in the menu **UC Tenant**.
 ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
 ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

Label	Explanation
Automatic update allowed	Activated by default Deactivate the checkbox if you do not want the UC Tenant to be selectable when updating UC Tenants. This option is available with subsequent editing, see also section *8.5 Editing the general settings for UC Tenants*, page 28.

4 Click on **Save**.

8.12 CONVERTING TEST UC TENANTS TO REGULAR UC TENANTS

You can convert test UC Tenants to regular UC Tenants.

To convert a test UC Tenant to a regular UC Tenant

1 Select in the menu **UC Tenant**.
 ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
 ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.
 See also step *9 Set the general settings for the UC Tenant*, page 26

8.13 UPDATE UC TENANTS

You must update UC Tenants regularly in order to ensure that the customers' systems always have the latest software status and function perfectly.

ⓘ UC Tenants, for whom an update task is scheduled are marked with the icon 🕐 in the list of UC Tenants at UC Tenant level.

ⓘ In the menu under Platform | UC Tenant Tasks | Update Tasks, you can find the current status for all tasks, see section *Status*, page 38.

To update all UC Tenants on the platform or from a Partner

1 In the menu, select **Platform | UC Tenant Tasks | Update Tasks**
 or
 select in the menu **Partner** and click in the line of the corresponding partner on **Select**.

ⓘ Administrators of the partner level choose in the menu **Administration**.

2 Click on **Update UC Tenants** to create an update task..
 ✓ The **Update UC Tenants** configuration wizard appears.

3 Define when the UC Tenants should be updated.

Label	Explanation
Immediately	The update is executed directly after creating the task. If there are other tasks scheduled for an earlier time, they are executed first.
Maintenance window (server time):	The update is executed within the platform maintenance window, see also section *7.11 Defining the maintenance window for UC Tenants*, page 26.

Label	Explanation
Custom time	Click 📅 or 🕐 to select the date or time for the update.

4 In the Configuration Wizard , click on **Next**.

5 Define the update options.

Label	Explanation
Target software version	Select the software version to which you want to update the UC Tenants.
Forced update	Activate the checkbox if update tasks for the selected UC Tenants may only be deleted by Platform level Administrators.
Redeployment	Activate the checkbox if you want the selected UC Tenants to be redeployed. See also *8.29 Viewing UC Tenants' system values and stopping, restarting or setting up instances again*, page 49.
Send E-mail	Activate the checkbox if an email notification on the update should be sent to the Administrators of the appropriate Partner.
Send e-mail (customer)	Select the checkbox to send an e-mail notification about the update to the contact person of the corresponding customer company. You should have entered the corresponding e-mail address under General Settings of the UC Tenant, see *8.5 Editing the general settings for UC Tenants*, page 28.

ⓘ An e-mail notification contains information about the date and software version of the upcoming update.
If you cancel the update, a new notification is sent to the same e-mail addresses.

ⓘ You can select both an older and a newer software version. However, compatibility with older versions cannot be guaranteed.

6 In the Configuration Wizard , click on **Next**.

7 Activate the checkbox in the line of the UC Tenants which you want to select.

💡 Click on ☑ or ➖ to show or hide the complete list of the appropriate Partner's UC Tenants.
Click ☑ or ☐ to select or deselect all elements.

8 Click on **Create**.

9 Click **Finish**
✓ The update task is created and the selected UC Tenants are updated to the selected software version at the point in time defined.

To update a selected UC Tenant

1 Select in the menu **UC Tenant**.
✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

4 Click on **Update UC Tenant**.
✓ The **Update UC Tenants** configuration wizard appears.
See also step *3 Define when the UC Tenants should be updated.*, page 34.

8.14 SOLUTION ADDONS

Using Solution AddOns approved by your platform administrator, you can book and install AddOns such as Swyx VisualGroups for your UC Tenant via SwyxON.

ⓘ For Operator UC Tenants, Solution AddOns are ordered via Operator. You have to install or uninstall the ordered Solution AddOns via SwyxOn.

For information on Swyx Analytics by aurenz see aurenz.de/en/prod-ucts/swyx-edition.html.

For information about Swyx VisualGroups see help.enreach.com/visual-groups/latest.version/web/Swyx/en-US/index.html.

How to book and install Solution AddOns for a UC Tenant

1 Select in the menu **UC Tenant**.
   ✓ The list of your UC Tenants appears.

2 In the row of the corresponding UC tenant, click on **Select**.

3 Select in the submenu **Licenses**.
   ✓ A list appears with all of your Feature Profiles.

4 Select **Solution AddOns**.
   ✓ A list appears with Your Solution AddOns.

Label	Explanation
Name	Name of the Solution AddOn created.
Description	Description for the Solution AddOn.
Software version	Shows the software version of the Solution AddOn.
URLs	Shows the end point at which the Solution AddOn can be reached via the Internet.
Active	✓ indicates that the corresponding Solution AddOn is activated and can be installed for the UC Tenant.
Installed	✓ indicates that the corresponding Solution AddOn is installed for the selected tenant.

5 Click on ✏ in the line of the corresponding Solution AddOn. You can define following settings:

ⓘ For Operator UC Tenants the settings (except for **Version**) are preconfig-ured in Operator and cannot be changed in Swyx Control Center.

Label	Explanation
Name	Name of the Solution AddOn
Description	A brief description of the functionality (optional)
Installed Version (visible only for partner administration)	Shows the version of the Solution AddOn installed on the UC Tenant.
Platform standard (visible only for Partner Administrators)	Displays the version of the Solution AddOn released by the platform administrator. If the **Installed Version** is different from the **Platform Standard** version, the button **Update**.
Version (visible only for platform administra-tors)	Shows the version of the Solution AddOn. A platform administrator can select the version of the Solution AddOn specific to the UC Tenant from the drop-down list. A version update selected here becomes effec-tive immediately after confirmation for the UC Tenant.
Licenses	Select the desired license from the drop-down list and specify the desired number of licenses.

⚠ The booking of Solution AddOn licenses incurs costs. Version changes can also cause costs. If you confirm your entries in the next step, an update is carried out immediately. If necessary, the tenant is automatically restarted.

6 Click on **Save & Update** and confirm the popup window by clicking on **Order with costs**.
   ✓ The Solution AddOn is installed for the selected UC Tenant. The installation process takes a few minutes. The partner administra-tion can set up the AddOn (via Remote Admin Connector) for the Tenant after the installation is complete.

To access the administration of your Solution AddOns

You can access the web portal of your Solution AddOn *Via VPN connec-tion* via browser page or *Via Remote Admin Connector*.

Via VPN connection

1 You need a VPN tunnel from your location to the SwyxON data centre. The required **IP address of the UC Tenant network** address can be found in the SwyxON web portal at **UC Tenant | Select [desired UC Tenant] | UC Administration**.

2 You can access the web portal of your Solution AddOn via the following URL via browser:

Solution AddOn	Admin page
Swyx VisualGroups	http://<Server-IP>/visualgroups/adminvg.aspx
Swyx Analytics by aurenz	https://<Server-IP>:10443 or http://<Server-IP>:10081

> Note that with Swyx Analytics by aurenz, the first time you log in with the username "superuser" without a password. You will then be prompted to specify a SwyxWare Administrator account. Here it makes sense to create a separate Aurenz administration account via the SwyxControlCenter and to store this account for retrieving the CDR data in Aurenz. This ensures a permanent function of Swyx Analytics. For this newly created Aurenz management account, the UPN (username@company.com) must be specified within Aurenz.

Via Remote Admin Connector

The Remote Admin Connector for SwyxIt! is a remote access tool that is automatically installed during the SwyxON installation.

1 Open the Remote Admin Connector.

2 Select **Token Authentication** and fill in the Tenant Name, RemoteConnector Address, and Access Token fields. The required link as well as the corresponding Access Token can be found in the SwyxON web portal at **UC Tenant | General Settings | UC Administration** under **Remote administration** or **Authentication token**.

3 Confirm your entries with **OK**.

4 You can access the web portal of your Solution AddOn via the following URL via browser:

Solution AddOn	Admin page
Swyx VisualGroups	http://127.0.01:9980/visualgroups/adminvg.aspx
Swyx Analytics by aurenz	https://127.0.0.1:10443/ or http://127.0.01:10081/

> ⚠ For the administration of the Solution AddOns via Remote Admin Connector a firewall rule for the used ports is required.

> ℹ Please note that with Swyx Analytics by aurenz the login of the first query is done with the username "superuser" without password. Then log in with your SwyxWare administrator data via UPN (user.name@company.com).

To uninstall a Solution AddOn for a UC Tenant

Uninstallation is also possible if the Solution AddOn has been deactivated by the platform administrator.

1 Click **UC Tenant | Licenses** in the menu.

2 Select **Solution AddOns**.

3 Click in the line of the corresponding Solution AddOn on ✎.

4 Click on **Uninstall**.

> ⚠ When you uninstall the Solution AddOn, the databases associated with the AddOn are also deleted. Please also note that the UC Tenant may restart automatically.

5 Confirm with **Yes**.

8.15 UC TENANT (IN CASE OF SUPPORT) FAST SHARING WITH PERMALINK

You can create a "PermaLink" to refer to a UC Tenant in a support case. The customer service can quickly access the corresponding UC Tenant via permalink.

To create a PermaLink from a UC Tenant

1 Select in the menu **UC Tenant**.
   ✓ The list of your UC Tenants appears.

2 In the row of the corresponding UC tenant, click on **Select**.

3 In the footer bar, right-click on **PermaLink** and select the option of your browser to copy the link to the clipboard.
   ✓ You can now share the PermaLink, for example by inserting it into an e-mail. The link can only be used by users who are authorized to access the corresponding area.

8.16 EDITING UC TENANTS

You can view all scheduled tasks for all UC Tenants. Additionally, you can postpone and delete update tasks which have been created but not yet implemented.

To edit UC Tenant Update tasks

1 Click in the menu on **Platform | UC Tenant Tasks**.

2 Click on **Updates**.
   ✓ A list appears with all planned update tasks.

Label	Explanation
UC Tenant	UC Tenant's name
Partner	UC Tenant's Partner

Label	Explanation
Target version	Software version planned or used for the UC Tenant
Type	Type of execution point in time (immediate, Platform maintenance window or User-defined time)
Start time	(Earliest) begin of execution
Productive	✓ = UC Tenant is used in productive operation
Test	✓ = UC Tenant is used in productive operation. For Test UC Tenants the remaining test duration is displayed, see also section *7.26 Defining the maximum test duration for UC Tenants*, page 36.
NFR	✓ = UC Tenant is used for free own use
Forced.	Task can only be deleted by a Platform level Administrator
Status	Current status of execution:
🕐	Task is in planning
	Task is in progress
✓	Task has been executed
✗	Task failed

3 In the line of the appropriate task, click on ❯ to show more information:

Label	Explanation
Scheduled by	Administrator who has created the task
Latest start	(Latest) begin of execution
Task type	Short description of the task
Instance ID	Anonymized UC Tenant's name

4 In the row of the corresponding task, click **Select** to edit the UC tenant for which the task is scheduled.

5 In the line of the appropriate update task, click on ⊡ to postpone the task.
or
click on **Reschedule selected tasks**.
Set the new execution time for the task and optionally notify the affected partner.

6 In the line of the appropriate task, click on 🗑 to delete a task
or
click on **Delete all tasks**
  ✓ The scheduled tasks selected are rejected, failed tasks are removed from the list.
See also section *8.13 Update UC Tenants*, page 34.

To view the list of all planned UC Tenant tasks

1 Click in the menu on **Platform | UC Tenant Tasks**

2 Click on **All tasks**.
  ✓ A list appears with all tasks scheduled for all UC Tenants in.

3 If necessary, sort the list of tasks according to the desired criteria:

Label	Explanation
Scale Unit	Select a scale unit whose tasks are to be displayed.
Partner (number)	Select a partner, whose charges are to be displayed.
UC Tenant	Select a UC Tenant whose tasks are to be displayed.
Type	Goal of the task, e.g.: "Reset", "Retrieve telemetry data", etc.
Status	Status of the task: "Active", "Finished", "In Planning"
Result	Task result: "Aborted", "Failed", "Successful"
Refresh	Click the button to reset the display after the new filter configuration, if necessary.

  ✓ Only the orders that match the selected criteria will appear.

Label	Explanation
Creation Date	Time and date of Creation
Task type	Short description of the task
UC Tenant	UC Tenant's name
Partner	UC Tenant's Partner
Short Name	Enter a unique Short Name for the Scale Unit. The short name is used for a simplified display in the SwyxON Portal.
Status/ result	Current status or result of execution:
🕐	Task is in planning
⚙	Task is in progress
✓	Task has been executed
✗	Task failed

4   In the line of the appropriate task, click on ❯ to show more information:

Label	Explanation
Finished	Task completion time
Scheduled by	Administrator who has created the task
Latest start	(Latest) begin of execution
ID	Task-ID in RMS (for debugging purposes)
Type	Task type in RMS (for debugging purposes)

8.17 MIGRATE UC TENANTS TO OTHER SCALE UNITS

For optimized resource management, all hardware and software components of the SwyxON platform that are required for the administration and operation of UC tenants are divided into several resource units, called Scale Units. The scale units can be located in different data centers.

When you create a UC tenant, you must assign it to an available scale unit. As a platform or partner administrator, you can assign (migrate) created UC Tenants that are also actively used in operations to other Scale Units as needed.

> As of SwyxON V. 2.45, you can start several migration processes one after the other. Up to five UC tenants can be migrated in parallel. Note that migration durations may differ for different UC tenants.

8.17.1 START MIGRATION

> A running migration can take up to 30 minutes, depending on the size of the system. During this time the telephony functionality is not available to the customer.
> To better plan the migration of desired UC Tenants, first check the list of migration tasks already entered for your Partner or Platform, see *8.17.2 Migration tasks*, page 41.

> After successful migration, it is necessary to update the following settings on the customer side:
> - The endpoint for the VPN must be updated in the configuration of the VPN Gateway in the local customer network.
> The required information(VPN remote peer and identity of the VPN remote peer) can be found under UC Tenant | Network | Offices | 🖉 | Information.
>
> - Mobile clients and SwyxIt!/NetPhone clients must use the new Swyx RemoteConnector endpoint.
> The corresponding endpoints can be found under UC Tenant | Network | RemoteConnector.
> See also
> help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/GeneralSettings-System-RemoteConnector

> You can export the data required for the VPN configuration to a PDF file, see *8.24 Viewing gateway settings for Offices*, page 46.

> The UC tenant remains on the current Scale Unit until a full copy is created on a target scale unit. In the event of a failed migration, telephony functionality is resumed and the migration can be rerun at a later time.

ⓘ   During migration, you cannot edit the offices of the corresponding UC tenant.

ⓘ   If the migration fails, you will be notified by email.

To migrate a UC tenant

1   Select in the menu UC Tenant.
    ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2   In the row of the corresponding UC tenant, click on Select.
    ✓ The submenu for UC Tenant.

3   Click on Migrate UC Tenant.
    ✓ The configuration wizard appears Migrate UC Tenant.

4   Select from the drop-down list Target Scale Unit dropdown list, select a scale unit to which the UC tenant is to be migrated.

5   In the Configuration Wizard , click on Next.

6   Read the current notes that must be followed when migrating to the selected scale unit.

7   When all the necessary requirements for the migration are met, click on Migrate.
    ✓ The UC tenant is in the queue for migration. If there are no other migration tasks on the platform, the process starts immediately.

8   In the configuration wizard, click Finish.
    You can track the progress of the migration using the list Migrations see below.

💡   After a successful migration, you can send a welcome email with the new credentials to all users, see *8.7 Send welcome emails*, page 30

8.17.2 MIGRATION TASKS

A started migration is only entered in the list of UC Tenant Tasks. All migration tasks on the platform are performed sequentially in the chronological order.

You can also track the ongoing migration process or retrace a failed migration.

To view the migration tasks

1   Select in the menu Platform or Partner | UC Tenant Tasks.

2   Click on Migrations.
    ✓ The list of all migration tasks that have just started, are currently running or have failed appears:

Label	Explanation
Tenant	The name of the UC tenant that was entered for the migration.
Instance ID	The instance on which the UC Tenant is operated.
Launched	The date and time when the process of migration was started.
Finished	The date and time at which the process of migration was completed.
Source-Scale Unit	The scale unit from which the UC tenant is/was migrated.
Target Scale Unit	The scale unit to which the UC tenant is/was migrated.
Status	A stage of the migration process in which the migration is currently taking place or in which it has been interrupted.
Result	**Failed** If the migration has failed, the entry remains in the list Migrations so that you can take a closer look at the history.
📎	Click the icon to download a log file from a failed migration.
🗑	Click the icon to delete the failed migration entry.

Label	Explanation
Select	Click the button to view every step of the process.

8.18   SET VPN SETTINGS FOR UC TENANTS (CREATE OFFICES))

UC Tenants are connected to SwyxON via VPN. The settings required for this purpose are combined under the name of "Office" in SwyxON. An Office must be created for each location.

⚠️ As of SwyxON version 3.00, the IKEv1 protocol is no longer supported:
- No new offices can be created with this VPN type.
- An editing of existing IKEv1 offices is blocked.

⚠️ If at least one of your UC Tenants uses the VPN protocol IKEv1, you cannot create any new Offices. You must convert all IKEv1 offices to IKEv2, see *8.18.1 Convert IKE v1 Offices to IKE v2*, page 42

See also *List of all countries whose IP addresses are not blocked (Geoblocking)*, page 44

To define the VPN settings for a UC Tenant

1   Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2   In the row of the corresponding UC tenant, click on **Select**.
   ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.
3   Select in the menu **UC Tenant | Network**.
   ✓ A list appears with the Offices of the selected UC Tenants.
4   Click on **Add Office**.
   ✓ The configuration wizard appears **Add Office**.

5   Define the general settings for the Office.

Label	Explanation
Name	Enter a name for the Office.

6   In the Configuration Wizard , click on "Next".
7   Set the subnet settings for the Office.

ℹ️ You can add further subnets later on.

Label	Explanation
Subnet address	Enter the Offices subnet address.
Subnet mask	Enter the Offices subnet mask.

8   Click on **Create**.

⚠️ If you change the settings for one of several of the customer's Offices, the connection to other locations might be interrupted. Reestablish the VPN connection after you have made your changes to restore the functionality.

   ✓ The Office is displayed in the list of Offices.

8.18.1 CONVERT IKE V1 OFFICES TO IKE V2

The IKEv1 protocol does not comply with current security standards. If one of the UC Tenants uses the VPN connection with IKEv1, a warning message is displayed. You cannot create new offices and must convert the existing IKEv1 connections to IKEv2.

⚠️ Make sure that your hardware supports IKEv2.

⚠ During the conversion of an office and until the necessary configuration has been completed, the telephony functionality is not available to the customer at the corresponding location. Client connections via RemoteConnector continue to work.

⚠ After successful conversion to IKEv2, it is necessary to update the following settings on the customer side:
- The endpoint for the VPN must be updated in the configuration of the VPN Gateway in the local customer network.
The required information(VPN remote peer and identity of the VPN remote peer) can be found under UC Tenant | Network | Offices | 🖉 | Information.
See also
service.swyx.net/hc/en-gb/articles/360000466159-SwyxON-How-to-connect-a-Lancom-gateway-to-SwyxON-with-IKEv2

To convert an IKEv1 office to IKEv2

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
   ✓ The submenu for UC Tenant. You can edit the settings for the selected UC Tenant.

3 Select in the menu UC Tenant | Network.
   ✓ A list appears with the Offices of the selected UC Tenants.

4 In the row of an IKEv1 office, click on 🖉 (see the VPN connection type column).

5 Click on Convert to IKEv2at the top.
   ✓ The Convert to IKEv2configuration wizard appears.

6 Read the safety instructions and check the configuration data.

7 Click on Convert.
   The conversion may take a few minutes.

8 Click Finish
   ✓ The office has been converted to IKEv2 and complies with the new security standards.

9 Check the new gateway settings.

10 Ensure that the required configuration has been carried out on the customer side and check the status of the connection to the UC Tenant.
   You can tell whether an Office is connected to SwyxON by the status icon 📶 in the list of all Offices.

8.19 EDITOFFICES

You can edit the name of an Office. If you have selected the connection type IKE v1 when creating the Office, you can edit the public IP address, too.

To edit name and public IP address for an Office

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
   ✓ The submenu for UC Tenant. You can edit the settings for the selected UC Tenant.

3 Select in the menu UC Tenant | Network.
   ✓ A list appears with all Offices for the selected UC Tenants.
   ✓ The following information appears:

Label	Explanation
Status	The symbol indicates if the Office is connected to SwyxON.
Name	Enter a name for the Office.
Identity	Automatically generated identity for the assignment of Office and UC Tenant
Format: 4-digit-numerical sequence + "@" + UC Tenant domain.
The Identity must be entered to the customer's VPN gateway.

Label	Explanation
Number of networks	Number of subnets created for this Office, see section *8.22 Creating subnets for Offices*, page 45.
VPN connection type	IKE v1 for fixed IP addresses or IKE v2 for fixed or dynamic IP addresses

List of all countries whose IP addresses are not blocked (Geoblocking)

- Ireland
- UK
- Portugal
- Spain
- Andorra
- France
- Belgium
- Netherlands
- Italy
- Austria
- Switzerland
- Lichtenstein
- Greece
- Macedonia
- Montenegro
- Croatia
- Slovenia
- Hungary
- Romania
- Czech Republic
- Slovakia
- Bulgaria
- Serbia
- Bosnia and Herzegovina
- Poland
- Lithuania
- Latvia
- Estonia
- Germany
- Denmark
- Norway
- Finland
- Sweden
- Iceland

8.20 DELETING OFFICES

You can remove Offices in SwyxON.

> ⚠ Do not delete an Office as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting an Office. You can tell whether an Office is connected to SwyxON by the status icon in the list of all Offices.

> ⚠ If you delete an Office, all existing VPN connections may have to be restarted. The VPN gateway may have to be reconnected with SwyxON by restarting.

To delete an office

1. Select in the menu **UC Tenant**.
   - ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2. In the row of the corresponding UC tenant, click on **Select**.
   - ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3   Select in the menu **UC Tenant | Network**.
✓ A list appears with all Offices for the selected UC Tenants.

4   Click on ✎ in the line of the appropriate Office.

5   Click on **Delete**.

8.21 CREATING AND COPYING PRE-SHARED KEYS

An encrypted VPN connection between the customers' companies and SwyxON is initiated via pre-shared key.

To create and copy a pre-shared key

1   Select in the menu **UC Tenant**.
✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2   In the row of the corresponding UC tenant, click on **Select**.
✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3   Select in the menu **UC Tenant | Network**.

4   Click on ✎ in the line of the appropriate Office.

5   Click on **Copy Pre-Shared Key to Clipboard**.
✓ You can use the pre-shared key for the VPN gateway connection settings.

6   Click on **Renew Pre-Shared Key** to create a new pre-shared key and use it for the VPN gateway.

⚠   The re-creation of the pre-shared key results in the cutoff of the VPN connection at the appropriate customer's and therefore to an interruption of services. All ongoing telephone calls are terminated.

8.22 CREATING SUBNETS FOR OFFICES

Subnets enable connecting locations to the VPN gateway which establishes the VPN connection with SwyxON.

To create a subnet for an Office

1   Select in the menu **UC Tenant**.
✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2   In the row of the corresponding UC tenant, click on **Select**.
✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3   Select in the menu **UC Tenant | Network**.

4   Click on ✎ in the line of the appropriate Office.
✓ A list appears with all subnets of the selected Office.

5   Click on **Create subnet**.
✓ The configuration wizard appears **Create subnet**.
See also step *7 Set the subnet settings for the Office.*, page 42

8.23 DELETING SUBNETS

You can delete subnets in SwyxON.

To delete a subnet

1   Select in the menu **UC Tenant**.
✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2   In the row of the corresponding UC tenant, click on **Select**.
✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3   Select in the menu **UC Tenant | Network**.

4   Click on **Subnets**.

5 Click on 🗑 .

6 Click on Save.
   ✓ The subnet no longer appears in the list of subnets of the selected Office.
   See also section *8.21 Creating and copying pre-shared keys*, page 45 and *8.22 Creating subnets for Offices*, page 45.

8.24 VIEWING GATEWAY SETTINGS FOR OFFICES

The settings that must be entered in the customer's VPN gateway are displayed. You can export the settings as PDF.

ℹ️ As a public endpoint for the connection to the Office, you should preferably use the FQDN (VPN remote terminal) instead of the public IP address.

To export the Gateway settings for an Office

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
   ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.

3 Select in the menu UC Tenant | Network.

4 Click on ✏️ .

5 Click on Gateway settings.

6 Click on Export.
   ✓ Depending on your browser settings a PDF will be downloaded.

8.25 VIEW UC TENANTS NETWORK SETTINGS

Swyx Clients outside the local customer network are connected to the UC Tenant via RemoteConnector for SwyxIt!

The IP addresses are allocated automatically and must be entered in the clients' connection settings.

For more information, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/remote_connector_$ and help.enreach.com/cpe/latest.version/Client/Swyx/en-US/index.html#context/help/specify_connection_settings_$.

To view a UC Tenant's network settings

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
   ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.

3 Select in the menu UC Tenant | Network.

4 Click RemoteConnector.
   ✓ The following information will appear:

Label	Explanation
RemoteConnector address	IP address and port which must be entered in the connection settings for mobile clients
UC Tenant network IP address	IP address and port for logon on the SwyxWare Administration For more information, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/swyxware_registration_$.

Label	Explanation
Subnet mask of the UC Tenant's network	Subnet address and port for logon on the SwyxWare Administration For more information, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/swyxware_registration_$.
Management network IP address	IP address for the instance for access via RMS
Subnet mask of the management network	Subnet address for the instance for access via RMS

8.26 ORDERING QUOTAS FOR FEATURE PROFILES

You can order quotas for Feature Profiles by defining the maximum number of users who can use a Feature Profile.

> ⚠ Ordering quotas for Feature Profiles is subject to fees. By clicking on Order with costs you enter into a payment obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

> ℹ If the maximum number is 0, you must order quotas so that further users can use the Feature Profile.

To order quotas for Feature Profiles

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
   ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.

3 In the menu, select UC Tenant | Licenses.

4 Click on Function profiles.

5 Click on Update to retrieve the current usage capacity from the system again.

6 In the line of the appropriate Feature Profile, click on ❯ .

Label	Explanation
Max.	Maximum number of users who can use the selected Feature Profile Increase the number by the additional quantity you wish to order.
Used	Number of users who can currently use the selected Feature Profile
Standard profile	Activate the check box, if you want the selected Feature Profile to be used as the default for all subsequently created Users.

7 Click on Save.

> ⚠ Check under New the quantity to order.

8 Click on Order with costs

8.27 ORDERING UC TENANT FUNCTIONS

You can order for customers
- Conference Rooms
- Fax channels
- and voice message transcription for groups by specifying the maximum number of groups with activated function for a UC Tenant.

⚠ There is a charge for ordering UC Tenant functions. By clicking on **Order with costs** you enter into a payment obligation. For information regarding the licensing procedure in SwyxON see the performance specification.

⚠ No furtherUC tenant functions can be created if this would exceed the specified maximum number.

ℹ The transcription of voice messages is only supported in UC Tenants V14.10 and higher.

ℹ If the maximum number is 0, you must place an order so that further conference rooms and fax channels can be created.

How to order UC Tenant functions

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The following submenu appears **UC Tenant**. You can edit the settings for the selected UC Tenant.
3 In the menu, select **UC Tenant | Licenses**.
4 Click on **Tenant functions**.
5 Click on **Update** to retrieve the current usage capacity from the system again.
6 If necessary, enter the desired values:

Label	Explanation
Max.	Maximum number of conference rooms or fax channels that can be used for the selected UC Tenant. Increase the number by the additional quantity you wish to order.
Created	Number of conference rooms, fax channels or groups with voice message transcription that are currently available on the selected UC Tenant

7 Click on **Save**.

⚠ Check under **New** the quantity to order.

8 Check the order summary and click **Order with costs**.

8.28 ORDERING ADDITIONAL FUNCTIONS

In addition to the ordered feature profiles, you can order additional functions and assign them separately to the desired users.

See also https ://help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/additional_features_$.

To order Additional Features

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The following submenu appears **UC Tenant**. You can edit the settings for the selected UC Tenant.
3 In the menu, select **UC Tenant | Licenses**.
4 Click on **User functions**.

5 Click on Update to retrieve the current usage capacity from the system again.

Label	Explanation
❯	Click the button to order additional features.
Max.	Maximum number of additional features which can be used for the selected UC Tenant Increase the number by the additional quantity you wish to order.
Used	Number of additional features which are currently used on the selected UC Tenant

6 Click on Save.

⚠ Check under New the quantity to order.

7 Check the order summary and click Order with costs.

8.29 VIEWING UC TENANTS' SYSTEM VALUES AND STOPPING, RESTARTING OR SETTING UP INSTANCES AGAIN

You can view the system values of UC Tenants. Should a SwyxWare installation not function properly, you can redeploy the instance on which the UC Tenant affected is operated via the SwyxON Portal. If the setup has failed, you can set up the instance again under the same name. The settings you have defined for the UC Tenant and the network/VPN connection on the portal as well as the settings laid down in the SwyxWare Administration then remain. If the creation of a UC Tenant has failed you can re-create the UC Tenant. Metadata like name, domain and location settings are retained, see 8Re-creating UC Tenants, page 29.

⚠ Stopping or redeploying instances results in an interruption of services at the affected customer's. All ongoing telephone calls are terminated.

⚠ The redeployment of instances is only possible if the software version installed on the UC Tenant is available during the redeployment.

⚠ The redeployment of instances is only available for standard configurations. Special configurations which are not saved on the SwyxON database, such as extra entries in the Windows registry, area not restored.

ℹ The redeployment of instances can take quite a while.

To view the system values of UC Tenants

1 Select in the menu UC Tenant.
  ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on Select.
  ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.

3 Select in the menu UC Tenant | Maintenance.
  ✓ The following information will appear:

Label	Explanation
Host name	Host computer's name
IP address of the datacenter host	Internal IP address of the UC Tenant

Label	Explanation
Subnet mask of the management network	Internal subnet of the UC Tenant
IP address of the management network	IP address of the host computer
Status	Instance status (switched on or off)
System operating period	The period of time since the last restart of the instance
Scale Unit	The name of the scale unit to which the UC Tenant is assigned.
vCPUs	Number of assigned processors
RAM	Available memory resources
VM Ware Template	The virtual machine template on which the tenant is based.
Memory capacity	UC Tenant's assigned/unassigned free memory space

To stop, restart or redeploy an instance

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2 In the row of the corresponding UC tenant, click on Select.
   ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.
3 Select in the menu UC Tenant | Maintenance.
   ✓ Click Stop instance, Start instance or Restart instance.

8.30 DOWNLOADING SWYXWARE TRACE FILES

You can download SwyxWare trace files for troubleshooting purposes.

To download SwyxWare trace files

1 Select in the menu UC Tenant.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2 In the row of the corresponding UC tenant, click on Select.
   ✓ The following submenu appears UC Tenant. You can edit the settings for the selected UC Tenant.
3 Select in the menu UC Tenant | Maintenance.
4 Click on Trace files.
5 Use the search field to filter the list of trace files.
6 Click on Show file list to display the entire list of trace files.

> You can use the standard file filters for the Windows search function.

7 In the line of the appropriate trace file, click on ⤓ to download the file.

You can also download trace files via Remote Admin Connector, see section *8.9 Accessing SwyxWare Administration*, page 32.

8.31 VIEWING TELEMETRY DATA OF UC TENANTS

The following, among others, can be derived from the telemetry data of a UC Tenant:

● devices logged on to SwyxON
● successful progress of database updates
● Information on operation/activity of SwyxWare services

To view the telemetry data of a UC Tenant

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The following submenu appears **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | Maintenance**.

4 Click on **Telemetry**.
   ✓ The following information is available:

Label	Explanation
Reload configuration	Click the button to reload the SwyxWare services. The VM is not restarted in the process.
Server type	Server type based on the installed SwyxWare variant
Licensed	True = SwyxWare installation is currently licensed False = SwyxWare installation is currently not licensed
Expected DB schema version	Database schema that should be used after the last update If the expected and used database schema do not match, an error occurred during the database update. If you have any questions, please contact your Administrator.
Used DB schema version	Database schema that is currently used If the expected and used database schema do not match, an error occurred during the database update. If you have any questions, please contact your Administrator.
Seconds since last server ping	Number of seconds that have passed since the connection between UC Tenant and SwyxON was last confirmed
Seconds since last call	Number of seconds that have past since the last call on the UC Tenant

Label	Explanation
Last instance registration	Time of the last registration of the UC Tenant to SwyxON
Number of Trunks	Number of trunks on the UC Tenant
Number of logged in devices	Number of devices logged in to SwyxON on the UC Tenant
Firmware version	Name and version of the firmware that is used by the logged in devices and services
Name of service	Name of the logged in service
Started at	Time at which the service was started
Started without errors	✓ = No **errors occurred while starting the service** ⊘ = An **error occurred while starting the service**

8.32 DOWNLOADING USAGE REPORTS FROM UC TENANTS

ⓘ For Operator UC Tenants, billing is done via Operator.
Only if a partner operator and SwyxON manages UC Tenants, the billing for both types will appear in its usage report.

In SwyxON, data of the installed users and functions is logged daily. This data is stored in the reporting database.

To get the current status of the database in the current billing period, you can download an interim report(**info report**) in SwyxON Portal. This report records all data since the last monthly report up to the last daily data entry. Downloading this report does not reset the reporting, i.e. next monthly report still records the complete billing period, beginning

with the dispatch time of the preceding monthly report. You can also download older reports again.

To download usage reports from UC Tenants

1 In the menu, select Partner.
  ✓ A list appears with all Partners in SwyxON.

ℹ️ Administrators of the partner level choose in the menu Administration.

2 In the row of the corresponding partner, click on Select.
  ✓ The submenu appears Partner. You can edit the settings for the selected Partner.

3 Click on the additionally appeared submenu item Reporting.

4 Click on Usage reports.
  ✓ A list appears with all usage reports for the selected Partner.

5 Click Download Info Report to download a report with data from the current billing period.
  or

  click ⤓   in the row of the corresponding report to download a monthly report.

✓ A list of all UC Tenants of a partner with billing-relevant information can be found after selecting the corresponding partner in the menu under Partner | Reporting | UC Tenants.

8.33 VIEWING, FILTERING AND EXPORTING THE CHANGE LOG FOR UC TENANTS

AND RESOURCE MANAGEMENT SERVICE (RMS)

All changes to UC Tenants and RMS made via SwyxON Portal are recorded in the change log. You can filter the list to only see the changes made in a certain period of time.

⚠️ When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

ℹ️ You can track changes on SwyxON for 90 days in each case. The changes are no longer be accessible afterward.

ℹ️ The change log for changes made via SwyxWare Administration to UC Tenants is available to you in the SwyxWare Administration. For more information, see https://help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/changelog_$.

To view, filter and export the change log for a UC Tenant

1 Select in the menu UC Tenant.
  ✓ A list appears with all UC Tenants in SwyxON.

2 In the row of the corresponding UC tenant, click on Select.
  ✓ The submenu for UC Tenant.

3 Select in the menu UC Tenant | Change Log | UC Tenant to display the change log of a UC tenant.

4 Click on the entry fields and select the start date in the calendar (left entry field) as well as the end date (right entry field) for the time period during which changes should be shown on the list.

5 Click on Display change log to display the 'Changes for the selected period in the list.

6   To access further information, click on ➤ :

Label	Explanation
Date	Date of change
User name	User who made the change
Kind of modification	Explanation for the change *Example: User configuration changed*
Name	Label of the changed element *Example: User, function*
Item name	Name of the changed element *Example: John Jones, SwyxBCR*
Billing relevant	✓ = change affects billing
Original value	Value saved in the database before the change
Modified value	Value saved in the database after the change
Host name	Computer where the change has been made
Attribute name	Name of the changed attribute

7   Click on **Export change log** to export the displayed change log to a file.

8   Save the downloaded file.

To view the RMS change log

1   In the menu, select **UC Tenant | Change Log | RMS** to display the RMS change log.
  ✓ A list appears with all creation and update tasks for the selected UC Tenant.

2   To access further information, click on ➤ :

- Time and date of change
- Name of the change

8.34   DEFINING THE DATA RETENTION

You can limit the retention time of certain data in the database. After the specified periods have expired, the files are automatically deleted. You can also set the maximum memory size for voice messages.

⚠️   Storage limits set at the platform level cannot be exceeded by the UC Tenants administration. However, customer administrators can set lower values.

⚠️   When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

ℹ️   Partner Administrators cannot edit this setting.

To define the data retention

1   Select in the menu **Platform | General settings**
  or
  select in the menu **Partner** and click in the line of the corresponding partner on **Select**.

ℹ️   Partner Administrators cannot edit this setting.

ℹ️ Administrators of the partner level choose in the menu **Administration**.

Click on the additionally appeared submenu item **General settings**.

2 Click **Retention**.

3 Enter the time span in days after which the following data is deleted from the database:

- Change log
- Reporting data and emails with usage reports
- Call Detail Records (CDR)

  For more information on single connection information, see https://help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#context/help/CDR_$.

- Trunk recordings

  Records of conversations.
  You can control the storage size for the trunk recordings under **UC Tenant | Maintenance | Storage**, see *8.35 Check storage space for trunk recordings*, page 54

- Voice messages

  Personal "answering machine" messages for SwyxWare users or user groups

- Voice message rate

  Maximum memory size for "voicemail" messages addressed to individual users. When the upper limit is reached, the data are updated in rotation (the oldest are deleted, new ones are saved).

- Group voice message rate

  Maximum memory size for "voicemail" messages addressed to user groups.

4 Click on **Save**.

8.35 CHECK STORAGE SPACE FOR TRUNK RECORDINGS

You can view how much storage space is still available for trunk recordings on a UC tenant or on premises tenant.

⚠️ When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

Storage of the trunk recordings

While recording a trunk recording, the data is temporarily stored in a temporary file on the hard disk of the SwyxServer or virtual machine. Subsequently, the trunk recordings are forwarded to the configured target database. If there is no connection to the database or the capacity of the database is not sufficient for new data, the data will remain in the temporary file.

⚠️ The space for temporary data is limited and is also used for other system processes. Data overflow may affect the functionality of the tenant.
To avoid loss of stored data, make sure that the configured database is available and still has enough space for new data.

ℹ️ A customer administrator has the option to download the trunk recordings from the database, e.g. to archive desired recordings in a different location. See help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/download_record_$

UC tenants store trunk recordings in Enreach S3 storage. On Premises Tenants use the internal SwyxWare SQL database. On Premises customers can set up S3 storage with a third-party provider and connect to SwyxWare if desired.

ⓘ To ensure the integrity of the storage process, data for S3 storage can be cached in the internal database before being forwarded to the destination.

To check the storage space for trunk recordings

1 In the **UC Tenant** menu, select | Maintenance | Storage

Label	Explanation
Last updated	The date and time of the last update of the trunk recordings in the database.
Total storage space for trunk recordings	Storage space for trunk recordings in the database, including storage space for temporary files.
Storage space for temporary files in VM	Only the storage space for temporary files.
Recordings in S3 storage	Used storage volume for trunk recordings in Enreach S3 storage
S3 status	**Connected** Connected to the S3 storage **Failed** Connection failed **BucketMissing** The corresponding S3 bucket could not be found **None** No connection to S3 storage was configured
Recordings in Database (On Premises Tenants only)	Used storage volume for trunk recordings in the internal SwyxWare database

8.36 VIEW VOICE MESSAGE TRANSCRIPTION METRICS

Voice message transcription is the conversion of incoming voice messages for users and user groups into text. If this function is activated for the UC Tenant, you can view the corresponding data.

How to view the transcription data of a UC Tenant

1 Select in the menu **UC Tenant**.
   ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.
2 In the row of the corresponding UC tenant, click on **Select**.
   ✓ The following submenu appears **UC Tenant**. You can edit the settings for the selected UC Tenant.
3 Select in the menu **UC Tenant | Maintenance**.
4 Click on **Voice Transcription**.
   ✓ The following information is available:

Label	Explanation
Action	Name of the logged function.
Statistics for	Period in which the data was collected.
Completed Requests	Number of successfully completed transcriptions
Incomplete Requests	Number of failed transcriptions
Total Requests	Number of all transcription processes
Last completed Request	Date and time of the last transcription process.
Pending Transcripts	Number of active transcription processes
Total Duration of all Messages (in seconds)	The total duration of all transcribed voice messages

Label	Explanation
Total Duration of all Transcriptions (in seconds)	The total duration of all transcription processes
Longest Duration for Transcription (in seconds)	The duration of the longest transcription process
Data sent	The amount of data transferred during transcription
Total Chars	The number of characters generated when converting voice messages to text.

8.37 UC TENANTS LÖSCHEN

You can delete UC Tenants in SwyxON.

STOP   Deletion of a UC Tenant includes all allocated users and is irreversible.

⚠️   Do not delete a UC Tenant as long as a VPN connection still exists on the customer's side. The VPN connection must be cut off at least 24 hours prior to deleting a UC Tenant.

To delete a UC Tenant

1 Select in the menu **UC Tenant**.
  ✓ A list appears with all UC Tenants or the selected Partner's UC Tenants.

2 In the row of the corresponding UC tenant, click on **Select**.
  ✓ The submenu for **UC Tenant**. You can edit the settings for the selected UC Tenant.

3 Select in the menu **UC Tenant | General Settings**.

4 Click on **Delete**.
  ✓ A dialogue window with an overview of all users and further elements allocated to the UC Tenant is displayed.

5 Enter your administrator password and click on **Delete** to delete the UC Tenant irrevocably.
  ✓ The UC Tenant and all assigned users are deleted and the UC Tenant Administrator no longer has access to SwyxON.

9 MIGRATE LOCAL SWYXWARE INSTALLATION TO SWYXON

If your customer uses SwyxWare version installed in the local network, you can have the SwyxWare configuration including data migrated to the cloud-based PBX **SwyxON** migrated.

1 In the first step you need to export local SwyxWare installation to a compressed migration file (<filename>.swyxon), see *9.1 Export a SwyxWare installation*, page 57

2. In the second step you have two options: First order a UC Tenant via the product management platform "Swyx Operator" and then create a UC Tenant in SwyxON using the .swyxon file.
or
create a UC Tenant in SwyxON using the .swyxon file. The order is then placed automatically.

See also *10.1 UC Tenants-Bestellungsart*, page 52

This Chapter only describes how to export the SwyxWare. For more information see *10.4 UC Tenants erstellen*, page 54

⚠ When exporting the existing installation you have to assign new SwyxON function profiles to the SwyxWare users.
The type and number of assigned function profiles must be observed when ordering in Swyx Operator, exactly as specified during export.

ℹ Additional functions or Solution AddOns must be ordered and assigned separately via Swyx Operator or after a migration to SwyxON: *10.28 Zusatzfunktionen bestellen*, page 78
and
10.14 Solution AddOns, page 64

⚠ When saving and processing personal data, observe the appropriate applicable legal data protection regulations.

9.1 EXPORT A SWYXWARE INSTALLATION

Before exporting, make sure that the SwyxWare installation meets the following requirements:

Requirements

● All files and configuration data intended for migration must be located in the SQL database assigned to SwyxWare.

⚠ The maximum supported database size for SwyxON import is limited to 1 GB. If your database exceeds this limit, reduce the size of the database by archiving or deleting old files.

⚠ If you store users' fax documents in the computer file system, migration will not be possible.
Run the configuration wizard again ("Start | Programs | SwyxWare | SwyxWare Configuration Wizard") and select **Storing in the database** in the **Memory location for the files** step.

ℹ Call Detail Records (CDR) that reside in an external database or in the computer file system are not migrated.

ℹ The existing trunk recordings (SwyxMonitor) will not be migrated.

> ℹ️ The Mobile Extension Manager feature is not supported in SwyxON.

- Your SIP provider must support the functionality of SwyxON. Please check the list of supported provider profiles at enreach.com/products/sip-provider.html
- Update SwyxWare to one of the versions that supports migration: v11.52.0.0 / v12.41.0.0 / v13.10.0.0
- If you are using SwyxWare in a master/standby configuration, you must convert a SwyxWare installation that you want to export to a stand-alone system, see help.enreach.com/cpe/latest.version/Administration/Swyx/en-US/index.html#page/help/chap_-standby.25.25.html

To export a SwyxWare installation

You have downloaded the file "Cloud.Tool.Export.zip".

1 Copy this file to the computer where SwyxServer is installed and extract its contents to a separate folder.

2 Change to the folder and start "SwyxWareExport.exe".

3 Read the listed instructions again and click **Next**.
   ✓ The connection to the database and the version support are checked:
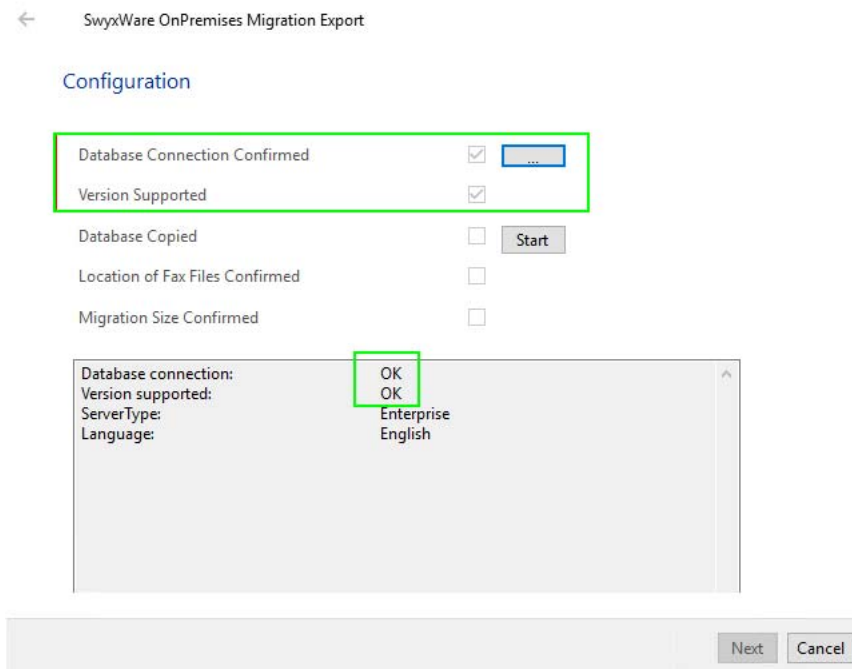
4 If necessary, enter the SQL account data via the **...** Button under **Database Connection**.

5 Click **Start**.
   ✓ The data is prepared.

6 Click on **Next**.

7 Select the desired number of conference rooms, fax and voice channels.

8 Select a default function profile to be assigned to all users. (In the next step you can change the function profile for individual users) See also help.enreach.com/controlcenter/latest.version/web/Swyx/en-US/index.html#context/help/online_licensing_$

9 Click on **Next**.

When ordering in Swyx Operator, pay attention to the function profiles you've assigned to the users.

Once a UC Tenant is created, the administrator and SwyxWare users will receive an invitation to the new system via email. Users can log in with their clients.

10 If necessary, select desired users and click **Change Feature Profile** to assign a different feature profile. For an administrator, you can set "None" as the function profile to avoid unnecessary costs.

11 Click on **Next**.

12 Name the file you want to export and choose a location in the file system.

13 Click **Save**.
   ✓ The data will be exported. The migration file with .swyxon extension is saved in the specified folder.

14 Click **Finish**.

You can now proceed with the second step, see *10.4 UC Tenants erstellen*, page 54

10 EDITING YOUR PROFILE INFORMATION

You can edit your profile information and change the SwyxON Portal display language.

ℹ The configuration options on menu pages and in configuration wizards depend on your administration profile, see chapter *2 Administration profiles*, page 8.

10.1 EDITING YOUR PROFILE INFORMATION

You can upload a user picture and edit your display name and email address.

To edit your profile information

1 Click on your display name in the title bar.

≡ Jones, John ⊚

✓ The **My Profile** menu appears.
2 Click on **User information**.
    ✓ The following information will appear:

Label	Explanation
User name	The user name you use to log into the SwyxON Portal
Display name	Your name as displayed on the SwyxON Portal
Email address	Your email address

Label	Explanation
Administration profile	Defines your permissions, see chapter *2 Administration profiles*, page 8

3 Click on **Save**.

10.1.1 DEFINING YOUR LANGUAGE SETTINGS

You can define the display language for SwyxON Portal.

To define your language settings

1 Click on your display name in the title bar.

≡ Jones, John ⊚

✓ The **My Profile** menu appears.
2 Click on **Language**.
3 Click on the desired language.

10.1.2 SET USER IMAGE AND COLOR THEME

You can set the color theme and upload your user picture.

To define your language settings

1 Click on your display name in the title bar.

≡ Jones, John ⊚

✓ The **My Profile** menu appears.
2 Click on **Theme** and select a color theme.
    ✓ The colors of the portal change.
3 Click on **User picture**.
4 Click in the frame to upload a .png file (max. 100 x 100 px) from a directory in your file system,

or
drag & drop the file into the frame.

5 Click on **Save**.
  ✓ Your user picture has been updated.

10.1.3 CHANGING YOUR PASSWORD

You can change your password for SwyxON.

⚠️ Note the minimum requirements for passwords in SwyxON, see section *4.2 Minimum requirements for passwords*, page 11.

To change your password

1 Click on your display name in the title bar.

≡ Jones, John ⊙

  ✓ The **My Profile** menu appears.

2 Click on **User information**.

3 Click on **Password**.

4 Enter your current password in the **Current password** field.

5 Enter your new password in the **New password** field and confirm the entry in the **Repeat new password** field, see also section *4.2 Minimum requirements for passwords*, page 11.

6 Click on **Save**.
  ✓ Your password is changed and must be used at the next login.