Manager: Manager

## Opening a Configuration

The initial IP address ranges in which Manager searches for IP Office systems are set through the Manager preferences (File | Preferences | Discovery). By default it scans the local network of the Manager PC.

1. Start Manager. If Manager is already started and a configuration is open in it, that configuration must be closed first.

   - If Manager is set to **Auto Connect on start up**, it will scan for IP Office systems automatically and either display the list of systems discovered or automatically start login to the only system discovered.

   - Otherwise, click on ⚒ or select **File | Open Configuration**.

2. The **Select IP Office** window appears, listing those IP Office systems that responded. The list can be sorted by clicking on the column names.
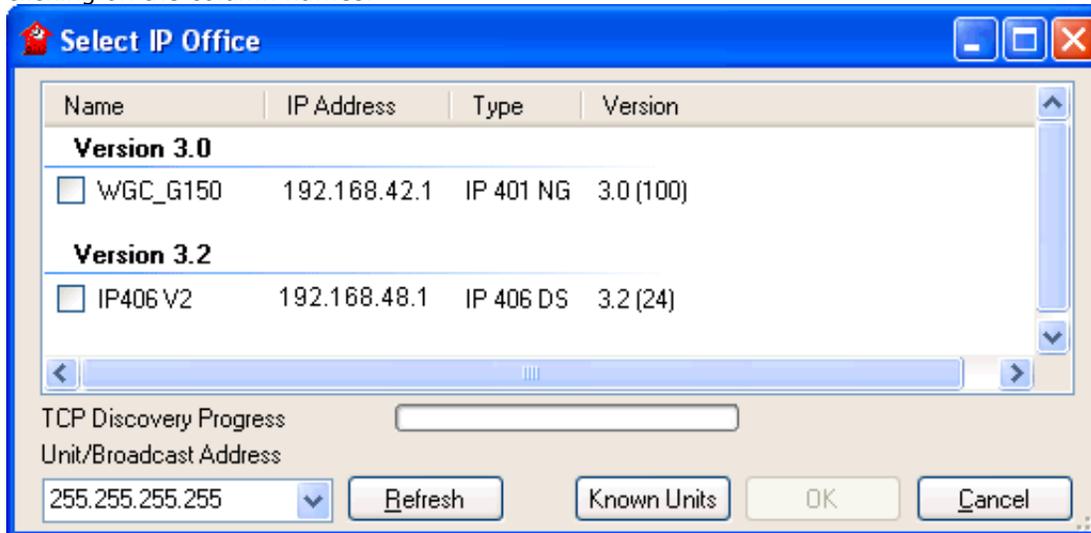
   - If the system required was not found, the **Unit/Broadcast Address** used for the search can be changed. Either enter an address or use the drop-down to select a previously used address. Then click **Refresh** to perform a new search.

   - The address ranges used by Manager for searching can be configured through the **File | Preferences | Discover** tab.

   - A list of known IP Office systems can be stored and used. See Known IP Office Discovery

   - Manager can be configured to search using DNS names. See the **Use DNS** option.

   - IP Office systems found but not supported by the version of Manager being used will be listed as *Not Supported*.

   - If the IP500 V2 system detected is running software other than from its primary folder, a ⚠ warning icon will be shown next to it. The configuration can still be opened but only as a read-only file.

3. When you have located the IP Office system required, check the box next to the system and click **OK**.

4. The IP Office system name and password request is displayed. Enter the required details and click **OK**.

   - **IP Office 3.2 and higher systems:**
     The name and password used must match a Service User account configured within the IP Office system's security settings.

   - **Pre-3.2 IP Office Systems:**

The name must match a Manager operator and the password must match the IP Office system's system password. If the name does not match a Manager operator, the config will still be loaded by using the **Guest (read-only)** operator.
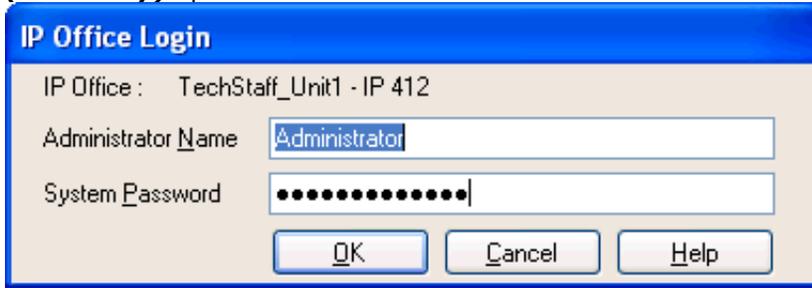

5. Additional messages will inform you about the success or failure of opening the configuration from the IP Office system.

6. Following a successful log in, the configuration is opened in Manager. The menus and options displayed will depend on the type of IP Office configuration loaded.
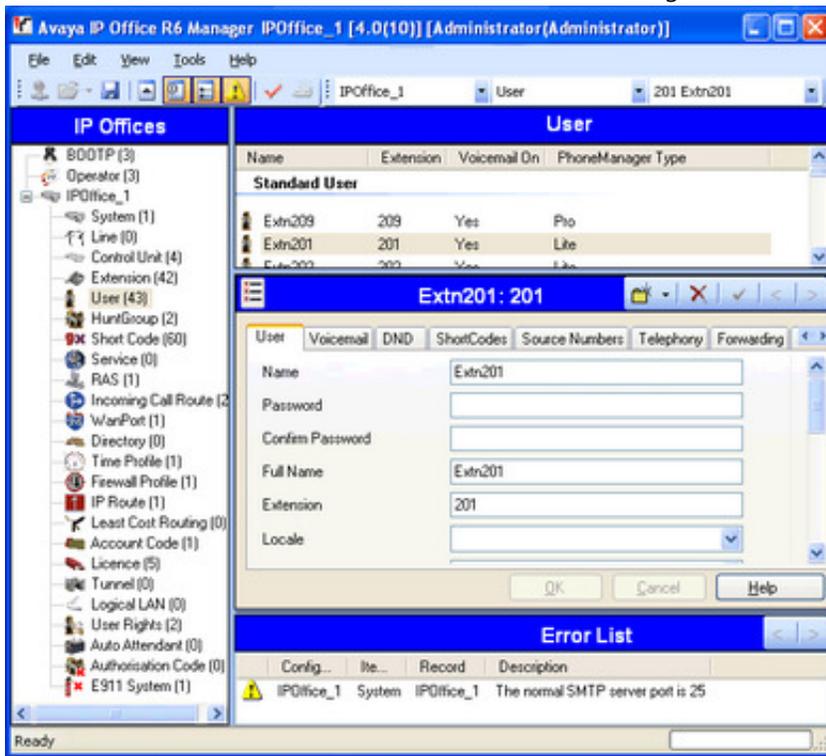
- **Partner Version Configuration**
  This Manager mode is used for configurations for IP Office systems running in Partner Version mode.
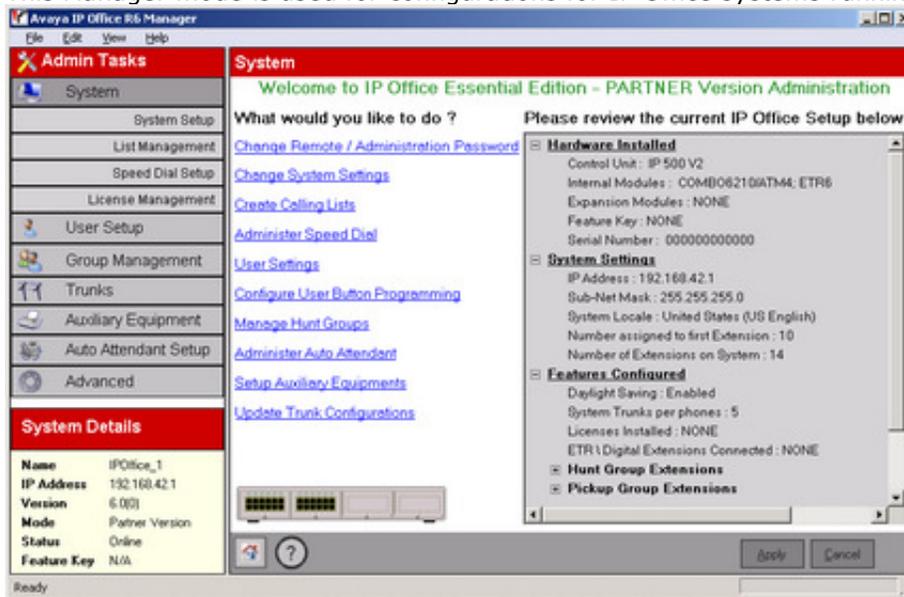
- **IP Office Configuration**
  This Manager mode is used for configurations for IP Office systems running in IP Office mode.

Login Messages

While attempting to login to an IP Office system, various additional messages may be displayed.

Configuration Not Loaded Messages

- **Access Denied**
  This is displayed as the cause if the service user name/password were incorrect, or the service user has insufficient rights to read the configuration. The Retry option can be used to log in again but multiple rejections in a 10 minute period may trigger events, such as locking the user account, set by the Password Reject Limit and Password Reject Action options in the IP Offices security settings.

- **Failed to communicate with IP Office**
  This is displayed as the cause if the network link fails, or the secure communication mode is incorrect (for example Manager is set to unsecured, but the IP Office is set to secure only).

- **Account Locked**
  The account of the Service User name and password being used is locked. This can be caused by a number of actions, for example too many incorrect password attempts, passing a fixed expiry date, etc. The account lock may be temporary (10 minutes) or permanent until manually unlocked. An account can be enabled again through the IP Office's security settings.

Additional Messages

- **Your service user account will expire in X days**
  This message indicates that an Account Expiry date has been set on the IP Office service user account and that date is approaching. Someone with access to the IP Office's security settings will be required unlock the account and set a new expiry date.

- **Your password will expire in X days. Do you wish to change it now?**
  This message indicates that password ageing has been configured in the IP Office's security settings. If your password expires, someone with access to the IP Office's security settings will be required to unlock the account.

- **Change password**
  Through the IP Office's security settings, a service user account can be required to change their password when logging in. The menu provides fields for entering the old password and new password.

- **Contact Information Check - This configuration is under special control**
  This message will appear if a Manager user with administrator rights has entered their contact information into the configuration. For example to indicate that they do not want the configuration altered while a possible problem is being diagnosed. The options available are:

- **Cancel**
  Select this option to close the configuration without making any changes.

- **Set configuration alteration flag**

Select this option if the configuration is being opened because some urgent maintenance action. When the configuration is next opened, the fact that it has been altered will be indicated on the <u>System | System</u> tab.

- **Delete Contact Information**
  Select this option to take the IP Office system out of special control.

- **Leave contact information and flags unchanged** *(Administrators only)*
  This option is only available to service users logging in with administrator rights.

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http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/loading_an_ip_office_configura.htm
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