



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

Software Manager

Administrator Documentation

07/2024

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively “Trademarks”) appearing on Mitel’s Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively “Mitel”), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively “Unify”) or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2024, Mitel Networks Corporation

All rights reserved

Contents

1 Overview.....	4
1.1 Starting SWM.....	4
1.2 Main Window.....	4
2 Step by Step.....	6
2.1 Perform SWS settings.....	6
2.2 Upload Software package.....	8
2.3 Transfer the software package.....	10
2.4 Remove transferred software package.....	11
2.5 Choose packages from SWS.....	12
2.6 Download the software package from SWS.....	13
3 Troubleshooting.....	15
3.1 Available actions.....	15
3.2 Packages locations.....	15
3.3 FAQs.....	16
3.4 How to check why a package is not transferable.....	18
3.5 How to access the SWS packages ("SWS" button enabled).....	19

1 Overview

The SWM (Software Manager) is part of the OpenScope 4000 Assistant/Manager. It is a tool for transferring the following Hotfixes and Releases via a TCP/IP network:

- CSTA HotFixes,
- Platform Hot Fixes,
- RMX Hotfixes,
- Assistant/Manager Hotfixes,
- Loadware HotFixes,
- Fix Releases
- Minor Releases
- Major Releases

SWM will allow the user to upload software to his system (Assistant or Manager) from a local computer or direct download it via internet from SWS.

Activation

Transferred and downloaded packages can be activated (installed) by the

- "Software Activation" application (SWA)

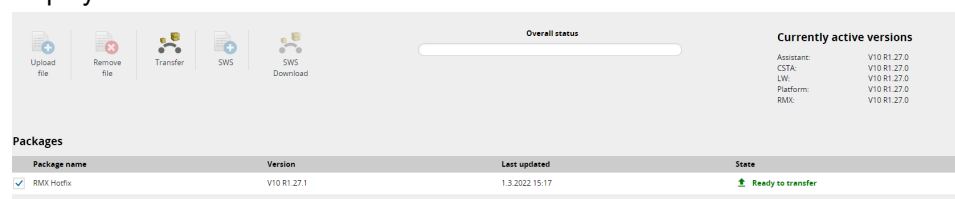
1.1 Starting SWM

To start Software Manager, select from the OpenScope 4000 Assistant/Manager start page:

Software Management -> Software Manager

1.2 Main Window

After the start of Software Manager the main window of the application is displayed.



The main page of SWM is composed of:

- **Header bar**
 - Settings: Set the required data for a connection to SWS.
 - Diagnostics: Open/Save diagnostics information
 - Help: Open Help window
 - Logout: Leave current working sessions

- Functional bar
 - Upload File: Load software packages from client PC into application
 - Remove File: Remove transferred software package from OpenScape 4000 storage
 - Transfer: Transfer selected package from client PC to OpenScape 4000
 - SWS: Browse and filter SWS packages, according to currently active versions
 - SWS Download: Download software packages from SWS to OpenScape 4000 system

- **Overview of packages loaded into application.**

The overview has two sections:

- Packages - contains packages prepared for transfer and packages already transferred on OpenScape 4000.
- SWS: contains a list of packages that can be downloaded to the system.

- **Progress bar**

Overall overview of the transfer or download.

NOTICE: Running transfer or download can be canceled using the **Cancel** button.

NOTICE: IMPORTANT: Files that are loaded into application with the "Upload File" button, are not transferred directly into OpenScape 4000. The transfer must be done separately via the "Transfer" button. It is the same for the files added via SWS, they need to be downloaded via SWS Download in order to have them on the system.

2 Step by Step

2.1 Perform SWS settings

Before using SWS, you must configure SWM settings. Initially, SWS button is disabled, but after the settings are done, SWS button will become available and you can choose software packages for download.

- 1) Press the **"Settings"** button from header bar.



- 2) Settings menu

SWS settings

Not authenticated 

Revoke token

Test whether SWS is reachable

Proxy

Proxy server:

Proxy port:

Save

Result: SWS is not reachable. (01.03.2022 15:03) 

Account configuration

SWS user:

SWS password:

Authenticate

Close

3) Proxy section

- a) A http proxy server can be optionally configured.

IP and FQDN are supported. In case of FQDN a DNS Server, IP must be configured.

If a Proxy Port is not configured the default 80 will be used.

SWS settings

Not authenticated 

Revoke token

Test whether SWS is reachable

Result: SWS is not reachable. (01.03.2022 15:03) 

Account configuration 

SWS user:

SWS password:

Authenticate

Close

Proxy

Proxy server:

Proxy port:

Save

- b) After saving the data, a connection test will be performed automatically.

SWS settings

Not authenticated 

Revoke token

Test SWS availability

Proxy

Proxy server:

192.168.3.11

Proxy port:

447

Save

Info: Proxy data saved
Connectivity tested

4) Account configuration section

- a) After a successful connection test, we can configure the account for SWS.

SWS settings

Not authenticated 

Revoke token

Test whether SWS is reachable

Proxy

Proxy server:

Proxy port:

Save

Result: SWS is not reachable. (01.03.2022 15:03) 

Account configuration

SWS user:

SWS password:

Authenticate

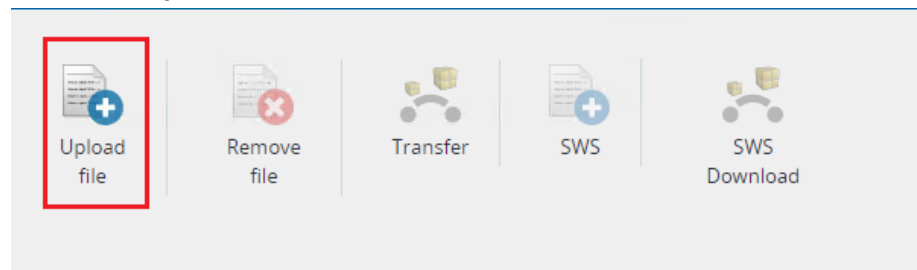
Close

- b) When the Authentication is performed, after a few seconds, a token is generated. This will be used for further authentications without entering the account details each time.
- c) The token can be revoked by pressing "Revoke token" button.

2.2 Upload Software package

You can add the software package from the client PC into the application:

- 1) Press the **"Upload file"** button



- 2) Either drag and drop the file into designated area OR navigate to the file using the "Choose Files" button.

Upload files

Drag & Drop...
(drag a single file, or multiple files together)

Currently active versions

Assistant: V10 R1.27.0

CSTA: V10 R1.27.0

LW: V10 R1.27.0

Platform: V10 R1.27.0

RMK: V10 R1.27.0

Uploaded files

Choose Files | No file chosen

Cancel Add

When the file is uploaded, you will obtain information about its validity.

3) To upload the file to the main screen, press the "Add" button.

Upload files

Drag & Drop...
(drag a single file, or multiple files together)

Currently active versions

Assistant: V10 R1.27.0

CSTA: V10 R1.27.0

LW: V10 R1.27.0

Platform: V10 R1.27.0

RMK: V10 R1.27.0

Uploaded files

RMX Hotfix V10 R1.27.1 p30252n5101bh0127.zip

Choose Files | p30252n5101bh0127.zip

Cancel Add

4) You can see the package as a part of the main table (Packages section).

Upload file

Remove file

Transfer

SWS

SWS

Download

Overall status

Currently active versions

Assistant: V10 R1.27.0

CSTA: V10 R1.27.0

LW: V10 R1.27.0

Platform: V10 R1.27.0

RMK: V10 R1.27.0

Packages

Package name	Version	Last updated	State
✓ RMX Hotfix	V10 R1.27.1	1.3.2022 15:17	Ready to transfer

NOTICE: A major OS4K upgrade can be made by transferring the RLC together with all the available hot fixes of this release via SWM.

To add all the relevant files for the upgrade:

- Click the Browse button, navigate to the desired folder in your local storage and select the files to be added.

A31003-H34B0-M127-01-76A9, 07/2024
OpenScape 4000 Assistant/Manager, Software Manager, Administrator Documentation

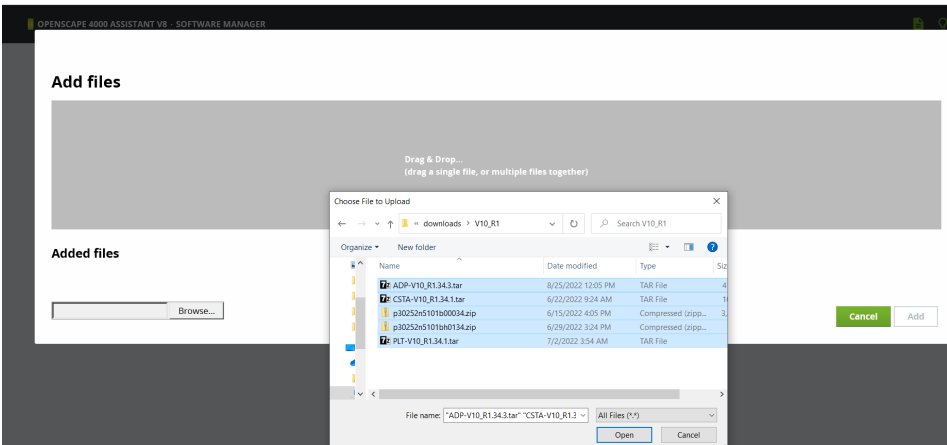
9

Step by Step

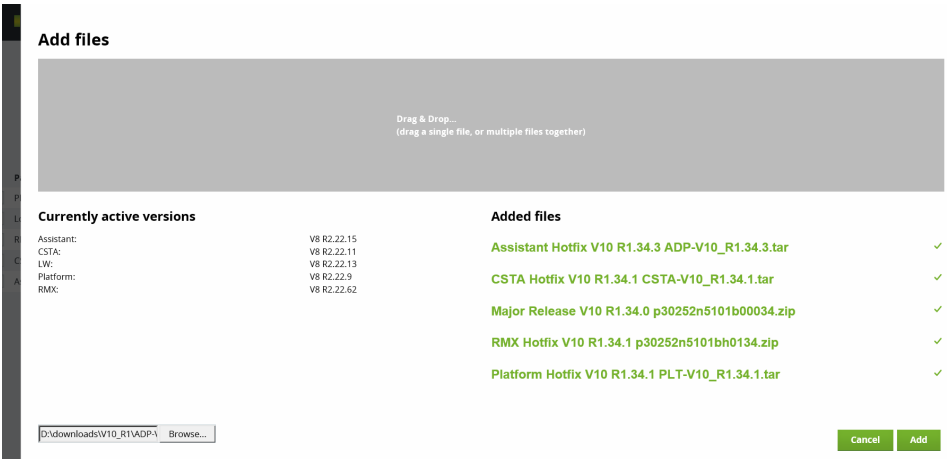
Transfer the software package

or

- Drag and drop a single file or multiples files together in the Drag&Drop area.



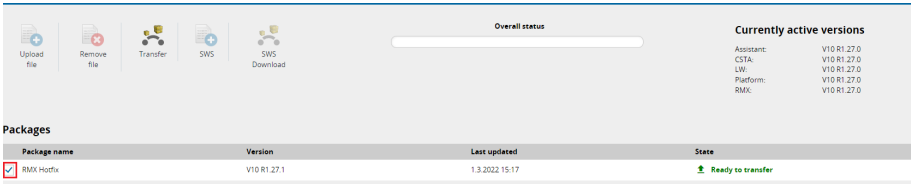
All the files added will be listed under the Added files section, as displayed in the figure below:



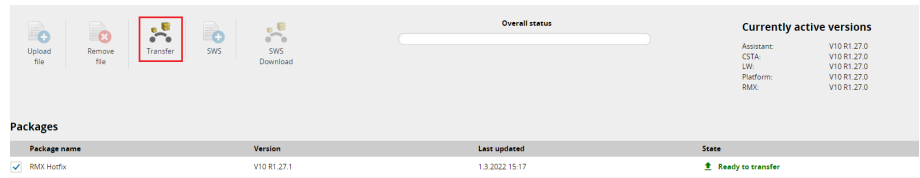
2.3 Transfer the software package

- 1) Choose the file that you want to be transferred to OpenScape 4000 by selecting the respective checkbox.

NOTICE: Currently, only single software package transfer is supported.

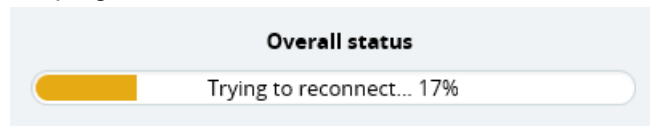


- 2) To start the file transfer, click the **"Transfer"** icon.

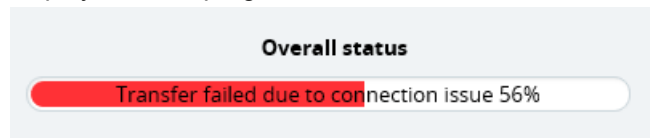


- 3) The status of the transfer of each file is displayed in **"State"** column.
4) The overall status is displayed within the progress bar.

When the Internet connection is not available, a notification is displayed in the progress bar.



When there is an error on the server side, the following message is displayed in the progress bar.



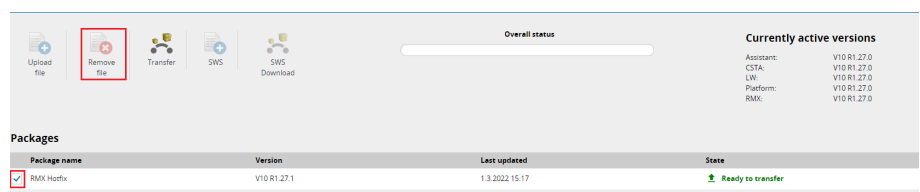
- 5) When the transfer is successfully finished, the package changes its state to **"Activation ready"**.

NOTICE: Transfer of Major/Minor/Fix Release to Assistant initiates Background installation of the transferred package.

2.4 Remove transferred software package

- 1) Chose packages you want to remove.

NOTICE: Only transferred packages can be removed.

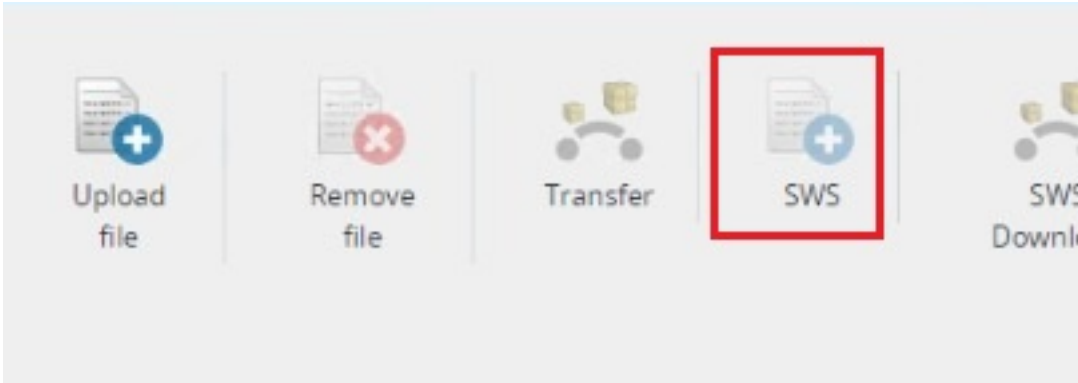


- 2) Press the **"Remove File"** button.
3) Confirm the action.

2.5 Choose packages from SWS

1) Press the "SWS" button

NOTICE: Only if you are authenticated (see SWS settings).



2) SWS popup menu is displayed.

SWS

Available files

(Date & Time: 13.01.2021 9:00)

Packages names: All

	Package name	Version
☒	Platform Hotfix	V10 R0.28.2
☒	Loadware Hotfix	V10 R0.28.2
☐	RMX Hotfix	V10 R0.28.9
☐	RMX Hotfix	V10 R0.28.11
☒	RMX Hotfix	V10 R0.28.12
☒	Assistant Hotfix	V10 R0.28.1
☐	Assistant Hotfix	V10 R0.28.2
☒	Assistant Hotfix	V10 R0.28.3

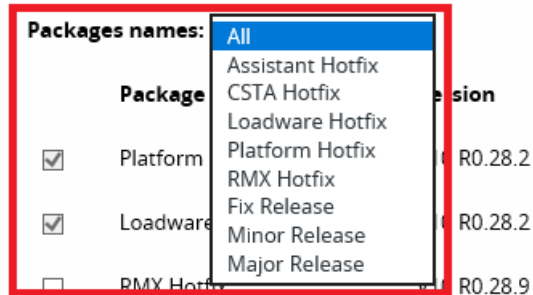
3) Based on what is already active on the system, a list will be generated. This will include the latest HF's that are newer than what's already on the system. The last HF of each category will be preselected. But based on the preferences this can be changed by the user.

- 4) Sorting can be done by category, using the included drop down.

SWS

Available files

(Date & Time: 13.01.2021 9:00)



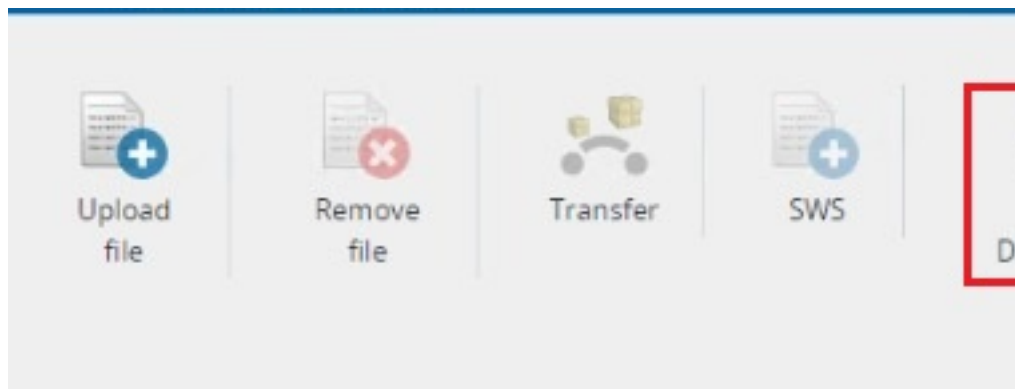
- 5) A refresh of the list can be triggered at any time in order to have the latest info from the SWS server.
- 6) After the selection has finished, the packages can be added to the SWM menu by using the **"Add to list"** button
- 7) The packages will be now listed under the SWS section of SWM.

2.6 Download the software package from SWS

- 1) A second selection can be done in case the user wants to change something in the last minute.

NOTICE: Single and multiple software packages downloads are supported.

- 2) To start the transfer on the system, the **"SWS Download"** button will be used.



- 3) The download status of each file is displayed in **"State"** column.
- 4) The overall status can be checked in the progress bar. Also, from here the download can be canceled. When the download has finished the

selected packages will be available under the "Packages" section, in status "Activation ready".

Upload file

Remove file

Transfer

SWS

SWS Download

Overall status

Currently active versions

Assistant: V10 R1.27.0
CSTA: V10 R1.27.0
LWF: V10 R1.27.0
Platform: V10 R1.27.0
RMC: V10 R1.27.0

Packages

Package name	Version	Last updated	State
☐ RMix Hostfile	V10 R1.27.1	1.3.2022 15:21	Ready to transfer
☐ Assistant Hostfile	V10 R1.27.99	1.3.2022 15:22	merge finished

3 Troubleshooting

3.1 Available actions

Package state	Available actions	Description
Ready to Transfer	Transfer	Package is able to be transferred.
Ready to Download	Download	Package is able to be downloaded.
Ready to Activate	Delete	Package is available on server, it can be deleted or activated (in SWA).
Active	Delete	Package is available on server and it is activated.

3.2 Packages locations

Assistant

Package type	System location
Major Release	/.AS/SWS/RLC
Minor Release	/.AS/SWS/RLC
Fix Release	/.AS/SWS/RLC
RMX Hotfix	/.AS/SWS/PP
CSTA Hotfix	/.AS/SWS/ csta_hf
PLT Hotfix	/.AS/SWS/ os4kplt_hf
LW Hotfix	/.AS/SWS/ LW_HF
Assistant Hotfix	/var/hf

Manager

Package type	System location
Major Release	/.AS/SWS/PP
Minor Release	/.AS/SWS/PP
Fix Release	/.AS/SWS/PP

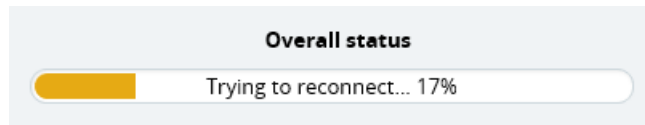
Package type	System location
Assistant Hotfix	/var/hf

3.3 FAQs

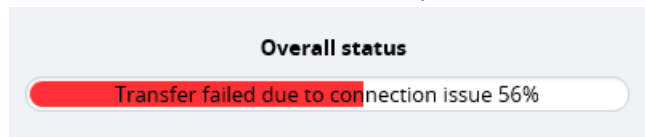
What will happen when the Internet connection is interrupted during the file transfer?

The SWM will try to reconnect for 30 seconds and a notification message will be displayed in the Progress bar.

If the connection is up again during that time, the file transfer will resume.

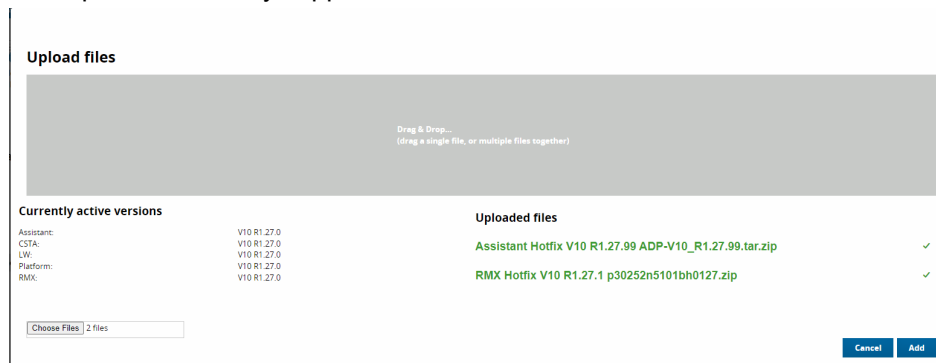


When the reconnecting is not successful, the Progress bar will display Internal Server error and the transfer attempt will be terminated.



What will happen when the user is trying to drag and drop more than one file?

This option is currently supported.



How to proceed when the user wants to transfer a different package than the one that is in "Ready to transfer" state.

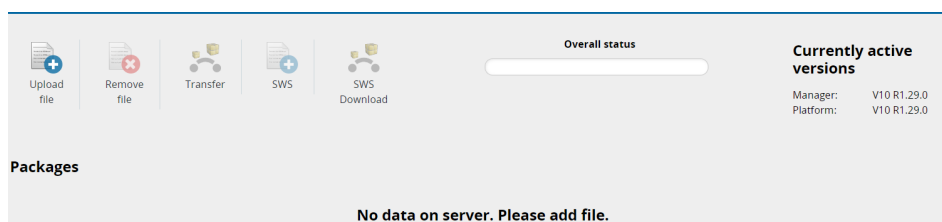
Add the correct software package. It will replace the one in "Ready to transfer" state.

What will happen when the user wants to download multiple packages on the same type, from the main SWS section?

It will download the package containing the latest version.

What will happen when no files are on server on initial load?

The message "No data on server, please add file" will appear in the GUI instead of the table. The user can add a new file.



What will happen when no files are selected from SWS popup and added on the SWS section from the overview?

The same case applies to the SWS section. If no packages were added, message: **"No data in the list. Please add via SWS"** is displayed. The user can proceed and add packages via SWS option.

SWS

Package name	Version	Last updated	State
No data in the list. Please add via SWS.			

What will happen when SWS packages are downloaded?

While the download or the preparation after download are still in progress, the packages are displayed within SWS table.

SWS

Package name	Version	Last updated	State
☐ Assistant Hotfix	V10 R0.28.4	5.3.2021 10:46	Download 3%
☐ RMX Hotfix	V10 R0.28.15	5.3.2021 10:46	Downloading finished. Preparation...

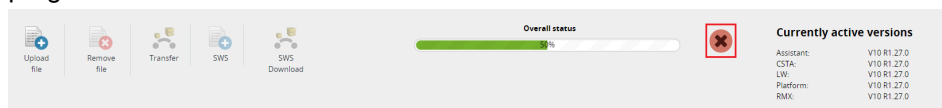
When the preparation will finish, the packages are displayed within Packages table, after an internal refresh of the packages list.

Packages

Package name	Version	Last updated	State
☐ Fix Release	V10 R1.29.0	1.4.2022 11:19	Activated

How to cancel a SWS download?

A current download can be canceled by pressing the "X" button beside the progress bar.



How to update the list of packages ready to be downloaded, from SWS section of the main overview?

Press **"SWS"** button and choose other packages and then press **"Add to list"** button.

What will happen if the user adds a package that is not valid?

The user will see an error message after the addition of a package. Then, the user should add the correct package.

Uploaded files

CSTA Hotfix V10 R1.1.0 CSTA-V10_R1.1.0.tar

The package should have a different version

What will happen if the user adds a non software package file?

Troubleshooting

How to check why a package is not transferable

An error message will be displayed after addition of the file. The user should add a correct software package.

Why the transferred packages are not displayed in Software Manager overview section?

If there is any software package transferred out of the Software Manager (e.g. via SCP, SFTP, HiSPA, Manager,...), it might happen that SWM does not see it. It does complete scan during initial page load. However, this is not done if there is any Software Activation or HBR Backup running. In this case, please wait until it finishes and opens the Software Management page again.

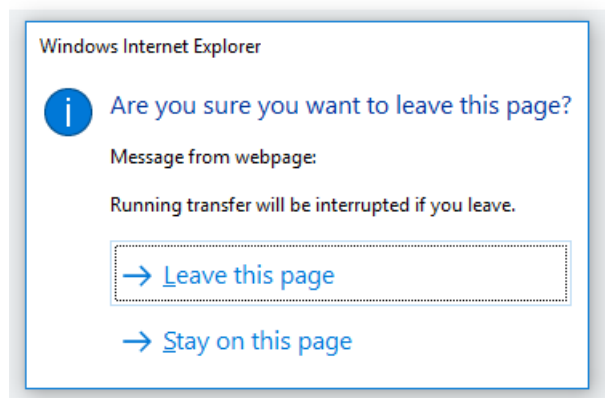
I see the "Server is not available at the moment, please try again later" message on the main page.

Software Management service can be temporarily stopped during some actions like Software Activation. Just wait until it is finished and try again.

Why do I have to confirm the Software Manager page leave?

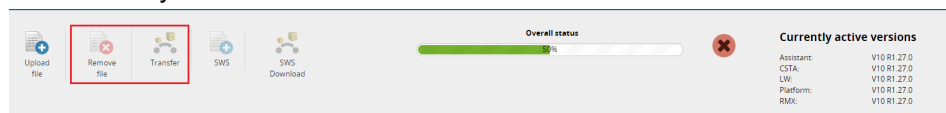
This happens when the Software Manager page is uploading a package. If you would leave, the upload would be interrupted. To avoid this unwanted interruption, the confirmation window is displayed.

Once the upload is finished, the server stops to display the confirmation window because leaving the page does not impact the transfer result anymore.



Why do I see the package uploading even if I did not initiate any transfer?

This happens because the transfer was initiated by some other client. The clients that did not initiate the transfer, are only displaying the progress. Thus, the Function bar (Remove file, Transfer) is locked and the transfer can be canceled only from the client who initiated the transfer.



3.4 How to check why a package is not transferable

Detection is done automatically during adding file into application. Warning dialog is displayed in case that package is not transferable.

The screenshot shows a web interface for uploading files. At the top, there is a section titled "Upload files" with a large grey box containing the text "Drag & Drop... (drag a single file, or multiple files together)". Below this, there are two columns. The left column is titled "Currently active versions" and lists versions for Assistant, CSTA, LW, Platform, and RMX, all showing "V10 R1.27.0". The right column is titled "Uploaded files" and shows a file named "Fix Release V10 R1.27.0 p30252n5101b00027.zip" with a red triangle icon. At the bottom left, there is a "Choose Files" button and a text input field containing "p30252n5101b00027.zip". At the bottom right, there are "Cancel" and "Add" buttons.

Software Release Management versioning

Va Rb.c.d

a - Major Release Number

b - Minor Release Number

c - Fix Release Number

d - HotFix Number

Va Rb.c - Release Number

Major/Minor/Fix release transferability package is transferable when it has higher version than Platform and no system (Assistant/Manager/CSTA/RMX/Platform) version is mentioned in package blacklist.

Manager/ Assistant/Platform/CSTA/ RMX HotFix transferability package is transferable when it has the same release number as the corresponding system release and the HotFix number is higher than the corresponding system (Assistant/Manager/CSTA/RMX/Platform)) HotFix number.

Loadware HotFix transferability

The package is transferable if it has the same release number as RMX system release.

Major/Minor/Fix release package includes:

- **version.info** - this file contains the version of Assistant, RMX, Platform and CSTA which will be created from RLC.
- **blacklist.info (optional)** - this file contains the version of Assistant/RMX/Platform/CSTA from which the RLC activation is NOT allowed.

Cancel running transfer

Running transfer can be canceled by pressing the Cancel button. The process will finish the currently running transfer task and will not initiate the next one.

3.5 How to access the SWS packages ("SWS" button enabled)

The SWS URL is predefined in the SWM SW.

In case of direct Internet access connection, a DNS server IP has to be configured (Webmin).

In case the http traffic is routed via a http proxy in the IT network, the proper proxy configuration is necessary. The proxy Server can be configured as (F)QDN (Fully Qualified Domain Name) or as IP address, in case of IP address for proxy the DNS configuration is optional.

SWS settings

Not authenticated 

Revoke token

Test SWS availability

Result: SWS is not reachable. (07.04.2022 9:28) 

Proxy

Proxy server:

Proxy port:

Save

Account configuration

SWS user:

SWS password:

Authenticate

Close

A configuration will be successful when a token will be generated. At this point the user can proceed on adding packages from SWS.

NOTICE: The proxy port is optional, in case the field is left empty the default "80" will be used.
