



# User Guide for ecMON

**Abstract:** This guide details the Epygi Cloud Monitoring (ecMON) service, primarily aimed at Epygi resellers and distributors.

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# **Document Revision History**

Revision	Date	Description	Valid for Models	Valid for QX/UC FW
1.0	08-Oct-17	Initial Release	ecQXs and QX IP PBXs	6.1.50/ and higher
1.1	08-Dec-17	Added support to configure Event Notification Settings.	dded support to configureecQXs and QX IPvent Notification Settings.PBXs	
1.2	15-Mar-19	Added support for ecMON new features	ecQXs, QX/UC IP PBXs, QX GWs	6.2.40 and higher
1.3	29-Apr-19	Added support for ecMON new features	ecQXs, QX/UC IP PBXs, QX GWs	6.2.45 and higher
1.4	04-Feb-20	Added support for ecMON new features	ecQXs, QX/UC IP PBXs, QX GWs	6.3.1 and higher
1.5	10-Dec-20	Added support for ecMON new features	ecQXs, QX/UC IP PBXs, QX GWs	6.3.28 and higher
1.6	10-Jan-22	Added support for ecMON new features	ecQXs, QX/UC IP PBXs, QX GWs	6.3.76 and higher
1.7	17-Jun-23	Updated	ecQXs, QX/UC IP PBXs, QX GWs	6.4.28 and higher
1.8	07-Aug-24	Updated	ecQXs, QX/UC IP PBXs, QX GWs	6.5.35 and higher

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# 1 Introduction

ecMON is a cloud-based monitoring solution for Epygi products, namely the cloud-based ecQXs, on-prem QX/UC IP PBXs and QX Gateways (henceforth QX). This service designed for Epygi resellers, distributors and Epygi staff, provides effective monitoring and control of these devices in a centralized directory with some key configuration settings and performance parameters. ecMON furnishes real-time event and status



notifications and allows remote web access to QX devices, as well as the IP phones located within the same network as the QX.

For cloud-based ecQXs, ecMON is included and the account for ecMON activation will automatically be generated when a reseller purchases ecQX from the <a href="https://www.epygicloud.com">https://www.epygicloud.com</a> portal. For on-premise QX IP PBXs, ecMON is enabled with a subscription and is annually renewable. The ecMON subscription for the required number of devices can be done from the <a href="https://www.epygicloud.com">https://www.epygicloud.com</a> portal. For on-premise QX IP PBXs, ecMON is enabled with a subscription and is annually renewable. The ecMON subscription for the required number of devices can be done from the <a href="https://www.epygicloud.com">https://www.epygicloud.com</a> portal and this should be completed before any devices can be added to the ecMON account.

**Note:** The described configuration is generic for all Epygi QX and UC products, namely the QX20, QX50, QX60, QX100, QX200, QX5000, QX5000, QXISDN4+, ecQX, QXFXO4, QXE1T1, QXISDN4, QXFXS24 and UC20, UC80.

### 2 Functional Description

ecMON is a web-based service that provides the following functions to Epygi users:

- Displays all monitored QXs in a centralized directory.
- Shows the key configuration settings of QXs, such as the name of the instance, owner, active feature licenses, used price plan including activation/deactivation time, host address, FW version, uptime/downtime duration.
- Shows device information, such as the CPU utilization and the number of simultaneous calls on QXs, active licenses, number of registered phones.
- Receives real-time notifications for system events that may affect the quality of services running on the QX, helping to identify and to resolve issues on the QX. Allows the display of over 70 system events regarding the services running on the QXs.
- Supports remote login access to QX devices through the ecMON application. By virtue of creating a secure tunnel between the QX and ecMON, it will allow remote access to QX units and the phones connected to units even behind a NAT/firewall.
- Uploads the selected firmware file and install it on the selected QXs, or groups of QXs at once.
- Automatic configuration backup
- Upload the selected configuration backup file and restore it on the selected QXs, or groups of QXs at once.
- Uploads the selected music on hold and universal extension recording to the selected devices or groups of devices
- Notifies the QX device owner via email and phone calls when device is unreachable.
- Creates or edits the configuration of any QX via Configuration Editor, which emulates QX's graphical user interface.
- Shows the QX location on the map



**Nolte.** The guide is primarily intended for Epygi resellers and distributors. Hereafter, we will refer to both resellers and distributors as "users", unless it is necessary to specify the roles individually.

# 3 Configuring QX for ecMON

The following needs to be done on the QX web management to support the ecMON service.

#### 3.1 Activate the QX Monitoring:

Login to the QX as admin, go to the **Setup -> Basic Setup -> ecMON** page and enable the **QX Monitoring**.

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**Result:** The QX will immediately connect to the ecMON server and the appropriate event listed in the QX's system events page (see below).

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**Note.** For cloud-based QXs (both Epygi-hosted ecQX and customer-hosted ecQX/ISO instances) the QX Monitoring option is enabled by default. These instances register on ecMON and shown in the ecMON **Devices** list automatically being created on Epygi cloud portal (<u>www.epygicloud.com</u>). On-premise QX devices will be seen in the ecMON's **Devices** list only after registering on ecMON by Epygi users.

#### 3.2 Activate the REST Request option for the system events:

1. Go to the **Status**  $\rightarrow$  **Events**  $\rightarrow$  **Event Settings** page.



- 2. Select the checkbox(es) for desired system event(s) and click Edit.
- 3. Check the **REST Request** option in Actions and click **Save** to apply the changes.



**Result:** The RESTfull requests with event notification will be sent to the ecMON server every time when the event is triggered by QX.

#### 3.3 Access to ecMON server by user

Epygi will create an account based on the information received from the user. The user can then login to ecMON using:

- The ecMON server URL: <u>https://ecmon.epygicloud.com</u>
- The account credentials (username and password) for the user.

These are the ecMON menu options available for the users.

**Note.** the screenshot below is taken from an ecMON login by a reseller. Differences in menu options available to resellers versus distributors will be mentioned in the text.



# 4 Dashboard

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The dashboard for user contains the following information:

- ecQX: The number of ecQX instances belonging to user
- ISO: The number of ISO instances belonging to user
- QX: The number of QX devices belonging to user
- Longest uptime: longest uptime duration among all devices of the user
- IP phones: the number of IP phones on all devices belonging to user
- Registered: the number of all registered phones of user
- IP phones belonging to user classified by brand
- Registered IP phones belonging to user classified by brand
- Registered IP phones belonging to user classified by model

### 5 Devices

After logging into ecMON, all QX devices assigned to the user will be listed in the **Devices** table, as pictured in the example below. The assignment of devices to user (reseller) should be done either by distributor or by the ecMON admin (see chapter 5).



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Note. The coloring indicates the status of the device/instance:

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- White background means that everything is normal with the device
- Red background means that the device is either stopped or running but cannot connect to ecMON server
- Orange-Yellow background means that the device is running and connected to ecMON server, but the voice subsystem is down by some reason.

The **Devices** menu allows searching specific devices by different parameters, monitoring and managing the registered devices. Clicking the name of the specific device will open the configuration options and settings of that device (see section 5).

### 5.1 Menus and Filtering options available on the Devices window

#### The menu bar

🖪 🖪 🍐 🖵 🛡 Map view is used i

is used to filter out and show

the devices of different types, such as **QX**, ecQX or **ISO** and having specific statuses, such as online, offline. When you place the mouse over the icon, it pops up a hint with the purpose of that icon (below).

online devices	Devices currently connected to ecMON
offline devices	Devices currently not connected to ecMON



0		Devices with unseen events
•		Devices with significant CPU load
¢	Master devices	Master devices in the redundant group
¢	Backup devices	Backup devices in the redundant group
	ecQX devices	virtual device installed by Epygi in Epygi's Cloud. The reseller purchases ecQX devices from the https://www.epygicloud.com portal
	ISO devices	virtual device installed by the user from ISO image on his virtual machine. These devices are under customer control
U	QX devices	on-prem QX/UC devices
Map view		Shows the location in Google map for the devices currently listed on the screen

# 6 Users\*

**Note.** This section is available for distributor login only. It shows the list of registered resellers attached to the logged-in distributor.

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Clicking on the name of specific reseller bring the list of devices assigned to that reseller. See below the list of devices belonging to the reseller **Lee Williams**.

**Note.** Distributor will have full access to the devices belonging to the attached resellers and to the list of Price Plans.

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# 7 Device Groups

Devices can be grouped. This allows simplifying the actions to be performed on each device of the group. For example, the firmware update procedure can be specified for a group of devices instead of specifying for each device in the group separately.

To add a new device group, provide a name for the new group and select the devices to be added to that group.





#### Below are examples of device groups:

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Device groups can be used in all places where individual devices are selected.

# 8 Price Plan Packages

The **Price Plan Packages** menu shows the price plan packages assigned to a user by Epygi staff. A Price plan package is a set of ecQX licenses available to user for a specified timeframe. More than one Price Plan Package can be assigned to the same user with overlapping or non-overlapping timeframes.

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### 9 Price Plans

The Price Plan is a set of licenses to be assigned to devices.

The Price Plans are created and assigned to devices by the user (reseller). Users can make changes including adding or deleting license types, as well as, increasing or decreasing the quantities of licensed items.



A user can add a new Price Plan or update the existing Plan Plans.

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**Note.** Price plans are attached to customer-hosted cloud systems (ISO devices) only. ISO devices can have only one price plan attached to it at any point of time. A price plan can be used only to attach to devices of the same user. A price plan can be deleted only if it is not attached to any device.

The concept of the Price Plan Package gives the users the flexibility to make their own license changes when they need them. The customer just tells Epygi what he needs in overall (e.g., seven 3PCC licenses, 50 IP line extensions, etc.) and Epygi sets those general limits in the Price Plan Package. And the user decides how to allocate these licenses among their cloud systems and change the allocations when needed in the Price Plans within the limits set in the package and without the need to ask Epygi Support to do it for them.

#### Here is the step- by- step instruction how to create the price plan by reseller:

 Epygi staff has already created the Price Plan Package(s) based on the customer order. Log into ecMON with your reseller credentials. Click on Price Plans on the left column. Click on the Add New Plan button:



2) On the new price plan page, select the appropriate licenses. Click on the **Add Price Plan** button to complete the plan:



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3) On the Devices page (left column), proceed to the **Configuration** tab, then to **Configure Price Plan** on the left.

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Cevices 0 R <sub>e</sub> Price Plan Packa R <sub>e</sub> Price Plans	Device Information Syst	em Load Pending E	vents 😗	Price Plan Usage	Task List	Configuration Backup List	Firmware Update	Configuration
<ul> <li>Configuration Re</li> <li>Firmware Update</li> </ul>	store Configure Price Plan							
Configuration Ed	nor Price Plan:	FUEEAC -						
	Activate on:	Put EAC Generous Plan 1	m					
	Attaon	Price Plan						

4) After selecting the Price Plan, decide on the date/time for it to take effect (the system still needs to boot for the plan to take effect). So, please be mindful of your hours of operation, as well as, the delay of up to half an hour for the license information to be sent to ecMON before selecting the activation time in the Activate on field. Click on **Attach Price Plan**:



epygı					ecMO	N	
E Devices O Ge Price Plan Packages Ge Price Plans	Cloud EcQX v2 Device Information Syste	m Load Pending Events 🌖	Price Plan Usage	Task List	Configuration Backup List	Firmware Update	Configuration
<ul> <li>Configuration Restor</li> <li>Firmware Updata</li> <li>Configuration Editor</li> </ul>	Configure Price Plan Price Plan:	Pull EAC -					
	Activate on:	2020-May-26 00 00					
	Atum P	riot Plan					

- 5) The same price plan can be attached to one or many devices. ecMON sums up the number of each type of license in all price plans and compare these numbers with the cumulative number of each license type in all price plan packages assigned to the user. The comparison report is displayed at the bottom of the Price Plan Packages tab of the user (see the example below):
- 6) As before, the device needs to be rebooted for the licenses to take effect. There is no need for deleting the old Price Plan. The newly assigned plan just overrides it.
- 7) When you go to the Device Information tab for each system in ecMON, you will see the add-on licenses listed.

### **10 Configuration Restore**

The menu options in this section allow the configuration backup files to be uploaded on ecMON and restored on the selected QX devices at once.

To do so push the Upload Configuration button (see on the left picture below) and select the devices and browse the configuration file on your PC (see the right picture below):

æ	epygi			epygi			
-	Devices Device Groups	Configuration Backups	10	Devices	Upload configu	ration backup	
$a_i$	Price Pain Packages	Land Competition		Device Groups	Select Device:	Select devices	
$\bar{\alpha}_{i}$	Price Plann	Baditup File		sum san san sa again.			
8	<b>Configuration Restor</b>	10		Price Plant	Select Group:	You do out have configured device group	
×	Permanen Lipelate		6	Configuration Restore	Upload Sig		Browne
0	Recordings		1	Pernware Update	Sector and sector		
1	Configuration (1000)		0	Recordings		(Transmitt)	
10	System baseds		血	Configuration Editor		Charmen C.	
			100	Dystern Events			



All backup configuration files you've uploaded you can see in the Configuration Backups list (see below). You can click on the selected backup configuration file to add more devices (or device groups) to the list or restore configuration on all devices (or device groups) in the list.

P trace	Configuration Backups				
Income	Laborat Tar Na Heater				
knobs-henger	Assing the	Listewet Casis Fores	-	Links	A.00
Print Real	conto Samarer/26200 v6.0.40. 0018-4.17. 1000.04	0010-04-20 (0.1)		Auto Salah	(see a
Configuration Rectore	marks asymptical educed in addition of histories	3014 AK 16 30200		land rideou	Contra La Contra
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further a	sonio anila vilato di 200,0.0.0 10000	and of the street		Toper User	1000
	COMPANY OF A REAL WAY AND A REAL OF A REAL OF	3005-10-10 FCM		Transmitter.	1000

# 11 Firmware Update

This section provides menus allowing the specific Firmware version to be uploaded to ecMON and updated on the selected QX devices or group of devices at once.

2B Dashboard	Upload Firmwa	re		
Devices	Contraction of the Contraction			
Device Groups	Select Devica:	UG80 (main) 30		
C Price Plan Packages				
2 <sub>e</sub> Price Plans	Select Group:	Select groups		
G Configuration Restore	I belowed the	Increase to be	-	O Loss of the loss
Firmware Update	-opicad mo.	image.cin	EROWING	C Oploaded 28%
Récordings		And a local division of the local division o		
Configuration Editor		Dectoril		
System Events				
Privacy & Terms				

The uploaded FW will be listed in the Firmware Images table.

	Firmware images			
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the American	(translate)	3022-03-03 90.02	Lass Williams	Contract of Contra
Congrador Research	manulat	3027-09-40 FM-08	Loss Williams	600
A Photographics				
- Secondary				
Company Date				
T. Samplers				
Transit & Series				

Click on the link of the uploaded Firmware, in the opened window add devices or groups of devices.



For the selected devices change the Firmware Update mode to "Allow" - • then use the **Request Firmware Update** button to start the FW update procedure on the selected devices.

epygi				ecMG	ON .			Lee Millaria
I haven	Firmware Image: UC80	5.3.28 image.bir	0					
ALL-124	Danta Nami		Online of Second		Danial Institutes	New Terman Upthe	Sike	2014
Carly may have a	9220 Ameri	Person 1.525		102,318,74-40				
Termann Update	CONTRACTO .	-		100.0001-001			1	
Dennigh -								
Tarty-meridien								
Spectare.								

# 12 Recordings

The **Recordings** menu is used to update the custom voice message(s) universal for all user extensions on the QX. You can upload, for example, the music on hold or the alarm message to all extensions for the selected devices or groups of devices at once.

-	Delferent Devens	Universal Extension Recordings
a.,	Price Plan Peckages	Peconiky File
α,	Printland	
h	Configuration Nectors	
r	Terrisolate Lippine	
0	Recordings	
Ē	Configuration Ealth	
	System Diverse	
D)	Privacy B. Terret.	

To update a custom voice message as a universal extension recording, click the **Upload Recording** button.

In the opened window:

- Select the desired devices one by one or select the predefined group (s) of available devices
- Select the type for the recording, such as hold music or alarm message
- Browse and upload the recording file



Select Device:	Select devices	
Select Group:	Select groups	
Recording Type:	HINT MISE *	
Uniond film	HORD MARKE	Tilliota
different cont	Voca Mai Regular Grieding	- TR PUKON
	Voice Mail Out-of-Office Oreeting	
	mosming Call Blocking	
	Outgoing Call Blocking	
	Call Queue Welcome Merceage	
	Call Queue Prompt	
	Alarmi Melanage	
	Find MerFollow Me Welcome Message	

The uploaded files for recording(s) would be listed in the Universal Extension Recordings table.

vr10,		. comun			
Second Stars	Universal Extension Recordings				
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(10) T(4)	Production and	Harry Mad Pergadat (Senting	1000-10-07 10.W	Lie Mars	
Tarty-starters	faller we	Fight Mark	2008-12-07-14-11	long form	100
Semanticana .	Dydin from the sec	I was the Proceeding of the Westman Strength	people co-cer meghe "	toop Amm	1000
Toop drop	La Cartanità La est ma	And House	200-0-01-02	low rome	1000
Colgonitic data					

After clicking on the desired recording file (Alarm Message in this example), the list of available devices will be displayed as presented in the table below

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Pros Part Packages	Dona Name *	Device Head Address	Alow Lipshan	Pestore Data	tadas	Schenkel	Al	State	Act
Price-Plane	Example.	102.168.24.68							Harriso Deser
Ceregoration Bastare	Eavo COCOL Danias	102.168.1.186			0022-Jan-07 10:46		Change		Herrore Device
Demande Opdate	taxes.00000	192.101.74.200							That soul Davies
Recordings	Source:0000-218	162-10L7A249							Harasa Devis
Semminen.	UC3SLIMMED	102.168.74.40	•		3525-346-07 18-45	-	Charge		Remove Deve
Prowing & Territo	LICOD BANKII	102.188.8.100		3	2022-Jan-07 10-46		Owe		Terrane David

- User can add more devices in the list by clicking the "Add Device" button, or delete the device from the list by pressing the "remove device" button
- User can schedule the update date/time using the calendar widget in the "update schedule at" column and pressing the "Change" button.



After scheduled date/time is set user can control the update action according to the mode of switches in the "Allow update" and "Restore Default" columns:

- 1. If "Allow update" is switched off (in red) then update action will not be performed
- 2. If "Allow update" is switched on (in green) and "Restore Default" is switched off (in red) then at the scheduled time the system default wav file will be replaced by the custom
- 3. If "Allow update" is switched on (in green) and "Restore Default" is switched on (in green) then at the scheduled time the custom wav file will be replaced by the system default

**Note.** The message update procedure gets triggered only after the user presses the "Schedule Recording Update" button.

- Update will take effect for all devices in the list with the update allowed mode switched on  $^{igsimed c}$  .
- The status of update procedure will immediately change to "pending", then upon procedure complete to "update successful".
- The uploaded custom messages become applicable by default to all extensions on the QX, unless no custom messages have been uploaded or recorded. The file name can be of the users' choosing. You select the type of the file in "Recording Type" field and during the upload the QX changes the name to a name assigned to file of that type by the system.

### 13 Configuration Editor

The Configuration Editor allows you to:

- Edit (generate) default configuration for the selected product type and the selected FW version
- Edit (generate) the previously saved configuration for the selected product type and selected FW version
- Download and save the generated configuration files and use them for restoring on a virtual machine either via ecMON or manually via QX user interface.

To start generating the configuration you should open a session by pushing the **Request Session** button. Doing so will open the page where you should select the product type and firmware version (see below), as well as, the session maximum duration. If you don't manage to accomplish your task and save the edited configuration during that timeframe, the configuration will be lost.

Picture below show an example how to request a configuration for UC80 with FW version 6.3.39, to be active for 45 minutes.



699	Dashboard	Resured Conferentian Editor			
	Devices	Request Configuration Editor			
Bat.	Device Groups	Select Configuration:	UC80 Configuration v6.3.39 -		
a,	Price Plan Packages	Operating Disentitioner	46	- A1	anile.
a,	Price Plann	Session, Duration,	45	W.	(118).
Ð,	Configuration Restore		Banant		
۶	Firmware Update				
0	Recordings				
<b>m</b>	Configuration Editor				
	System Events				
Ph	Privacy & Terms				

After pushing the Request button ecMON will create a virtual device with a GUI similar to that of real device. As soon as the device is created, ecMON will give you the link to that device, as well as, the admin password to login (see below).

1 Design	QX Configuration	on Editor					
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Dermore Hellers	UC80-vE2.28	University advant	1000000000.1293.225.21.300100	46 mm.	3022-01-11-17-37		-
American State	CERSO VEA.218			iti nm.	2021-22-04 19-44	102 5 GP Hit 20-81	Dank
Configuration Lifter	Q458 x6.0.28			10 1011	0001-00-04 18:00	2021-02-04-09:25	Date
Taylory Concern.	quan -0.3.38			60 mm.	3021-01-31-0136	3021-01-01-02-09	Design
Treas S Terro	(D6000-v6.0.3)6			101101	1007-01-1320-05	2023-01-12-20.04	Contra la

# 14 ecMON Orders

This section is available for resellers only. It shows the ecQX services ordered and purchased by the reseller.

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Configuration Colors							
echildre Dedera							
A Annual Line							
E Spectrum							
Statute & Same							



# 15 Access List

This menu allows to add aliases for the reseller or distributor.

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# 16 System Events

The following event types are supported by ecMON so far:

- Informational events about the user login/logout
- Warnings concerning device reachability/unreachability
- Error events raised by ecMON in case it cannot connect to users for delivering information about unreachability (if configured so)

See below the example:

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	0 Million	and drawner		Tel: Carlo		other might	many cards maged and same.	



# 17 Managing Devices

If the QX device is configured properly and connected to the ecMON server, it would be immediately listed in the ecMON **Devices** list, like in the screenshot below.

The menus outlined below are available on the ecMON main window when logged in as reseller.

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lectronic ( ) Anno lectronic lectronic lectronic () Anno lectronic	Devices			6 mercente	
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1. Transford 1. (1975) 1980	Corrections		100-100 TA 200		1021-00-1420231
he difficult.	# 1svgGR000307		102.108.74.207	.III No. Mires	(FREE 1/1 4/2 17:00)
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Contract Contract	C (2000) Annual		121100-022.50	TT days 18 ms	and the termine
Francy 6, Sarrey	C.MORDINEE		180,108,75,45	H daga 2 has	1001110-0114-00
	E (ED) and T		102.103.4.100	Tyless Titless	1000 AV (0) (A4 (2)

The monitored units will be shown in the **Devices** List with the following parameters:

- Name for all devices, the default names based on their type (QX, ecQX, ISO) and model will appear. This can be changed by the user (and Epygi staff) to another name if desired.
- **Price Plan** the name of the purchased price plan (only for ecQX/ISO virtual devices).
- Plan Activation At. the price plan's activation time.
- Host Address the IP address or host name of the device.
- **Device Uptime** the device's actual uptime (the output of the "uptime" command in the underlying Linux level this is different than the monitoring start time)
- **Monitor stared/stopped** Time stamp of the start or stop of monitoring of the device in ecMON.

**Note:** If there are pending events for a specific device in the list, the number of events will be notified next to the device name in a red round icon.

Note: The background coloring indicates the monitoring status of the devices (white, red, yellow):

- The devices in red background have not been able to connect to ecMON within the last 10 minutes or more, so they are either stopped or running but lost connection to ecMON.
- White background shows that everything is normal with the device.
- Yellow means that the device is running and connected to ecMON, but the voice subsystem is down by some reason. In other words, PBX/VoIP functionality have been disabled probably after a failure.

**Note:** If there are no ecQX/ISO devices in the list with a price plan then the Price Plan, Activation Time and Deactivation Time columns will not be shown.

**Note:** If there are any redundant systems currently in the environment that are being monitored, they will show up with the following blue icon:



	EpygiProductionQX.epygicibud.com	Andy. White	192,168,1,32	Demo	3 month, 27 days	2020-12-04 16:36	ect2X, internet, US	134	Delete
	U SERVERSEN DET D	Ibaan Gegyan	102.160.74.207			2020-11-20 12:14	internal, AM	(F	Design
ł	C LONGROUND 218 D	Likaman Geographi	192.168.74.207			2020-10-22 15:47	esternal, AM	ø	Date

### 17.1 The filtering options available on the Devices window

The menu bar	٠	٠	0	0	13	13	-	Ψ.	U	Map view	is used to filter out and show
The menu bar											is used to filter out and show

the devices of different types, such as **QX**, **ecQX** or **ISO** and having specific statuses, such as **online**, **offline**. When you place the mouse over the icon, it pops up a hint with the purpose of that icon (below). The **Map** view show the geographic location in Google map of the devices currently listed.

	online devices	Devices currently connected to ecMON
	offline devices	Devices currently not connected to ecMON
0		Devices with unseen events
•		Devices with significant CPU load
4	Master devices	Master devices in the redundant group
8	Backup devices	Backup devices in the redundant group
•	ecQX devices	virtual device installed by Epygi in Epygi's Cloud. The reseller purchases ecQX devices from the https://www.epygicloud.com portal
P	ISO devices	virtual device installed by the user from ISO image on his virtual machine. These devices are under customer control
U	QX devices	on-prem QX/UC devices



Map view	Shows the location in Google map for the	
	devices currently listed on the screen	

#### 17.2 Device Information

Clicking the name for a selected device in the **Devices** list will open a window with information regarding that specific device.

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	Here in the second seco	name de la name de la name 923 1420 1420 1420 1420 1420 1420 1420 1420	60 0.000 10 0.0000 10 0.		ł
120					

- ✓ Active licenses the list of licenses purchased and activated for the device
- ✓ Unique ID the unique ID for the device
- ✓ Price Plan the name of the price plan attached to device
- ✓ Host address the host address of the device
- ✓ Hostname the hostname of the device
- ✓ Registered Endpoints the number of the SIP endpoints registered on the device
- ✓ Firmware the FW version running on the device
- ✓ Uptime the time elapsed since the last reboot
- ✓ Monitoring Started/Stopped the date and time when ecMON started or stopped monitoring of the device last time
- ✓ Timezone the time zone configured on the device
- ✓ Created At the time device is registered with ecMON
- ✓ Last Update At the date/time of the last status update message from device



### 17.3 System Load

The **System Load** section of the Device Information shows the CPU load and the number of simultaneous active calls (and call legs, if any) on the device during the specified time range. The default time range is "Last 30 minutes", you can select the desired time range from the drop-down list in the upper right corner.



### 17.4 Pending Events

The **Pending Events** section of the **Device Information** shows the system events raised by the selected device. In this list you can see only the events configured on the QX to be notified to ecMON via enabling REST Request in Event Settings. In the drop-down list on the right top corner you can select the event reporting timeframe (last 30 minutes, last hour, last 3 hours, etc.)

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### 17.5 Task List

This window allows scheduling of the tasks to run on the device automatically. For now, the **Reboot Device** option is the only one available in the task list.

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н,	Non-Rat Partupe	Onles Information	System Load	Pending Events	Price Plat Usage	1011.14
	Hise Rave Carrigentee Reserve	Add New Task				
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		Received				
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### 17.6 Configuration Backup list

This section shows the automatic backup configuration files from the selected QX with the backup date/time, the backup configuration version and current FW version on the QX. Use the **Backup Now** button to back up the configuration immediately without waiting for the scheduled time configured in the QX automatic backup menu. The buttons in the **Action** column allow to delete the file in the list or restored it on the respective QX device.

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### 17.7 Firmware Update

This section shows the date/time of the last firmware update, the firmware version and the status of the firmware update procedure. According to the picture below the FW version 6.3.76 was successfully updated on the UC80 at 13:25 2022-01-11.



Devices	UC80 (main) Deels Internation Typeser Load	Pending Events Taok Las	Configuration Backup List Foreware Lipitate	Readings Configuration		
West Har Parkaget	Fitment Wage	Lipshoto Clobor Tores	Firmwane Manalon	Device Vensor		Actor
<ul> <li>Proprieta lineajo</li> </ul>	inveges later	2022-01-11-13.35	63.76	6.3.70	P Tantan successfully started	her.
F. Sermony Update						
American C						
Compressentations						
- Spinet-Barris						
Annual & Loriso						

### 17.8 Recordings

This section shows the universal extension recordings successfully uploaded to the selected device as it was configured in the **Recordings** menu for the ecMON main login page. In the picture below two recordings, the hold music and alarm message have been uploaded as universal extension recordings for the QX50.

Devices Devices Devices	Ashot-QX50 Device Information Bystem Load Pending Ev	erts Task Cist Configuration B	ackup Celt Firmware Opdate	Recentings Configuration		
Prop Parc Parkages	Ferrariting Fieldares	Herating Type	Return Delast	Lipstone Classo/Time		. X
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### 17.9 Configuration

This section provides the following menus for configuring and managing the selected device.



#### 17.9.1 General Settings

The menu options under the General Settings allow activating automatic notifications via email and phone call when the device is unreachable.



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Enter the recipients' email addresses separated by semicolons in the **Additional E-mail Address** field to receive an email notification every time the device loses connection to ecMON and re-establishes connection with it. If the additional email addresses are not entered, the email will be sent only to ecMON's admin address.

Enter the request URI in the **Dial & Announce** field for making the phone call notifications every time the device loses connection to ecMON. The request URI needs to have the following syntax:

http[s]://[qxdevice]/clicktoactivate.cgi?user=[username]&pass=[userpassword]

#### Where

- **[qxdevice]** the IP Address or host name of QX. The Dial & Announce service (D&A) and call routing on this QX should be properly configured to support call notification to recipients
- clicktoactivate.cgi is a special command to activate the D&A call on the [qxdevice]
- **[username]** the extension on the [qxdevice] with D&A service enabled and properly configured to call the recipient's phone
- [userpassword] the extension password on the [qxdevice]

An example for D&A request URI:

https://130.193.122.188/clicktoactivate.cgi?user=33333&pass=33333

**How this works.** Every time the device loses connection to ecMON, the latter sends a request to the QX IP PBX at IP address 130.193.122.188. This QX makes a D&A notification call to the recipient(s) configured for the D&A service (under the Caller ID based Services) for the extension 33333.



#### 17.9.2 Event Notification Settings

This section is used to select/deselect the events, which have to be notified to recipients via email. The list of recipients' email addresses is configured in **General Settings**. The e-mail notifications will be sent only for those events that have configured on QX to be sent to ecMON.

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#### 17.9.3 Rename Device

Allows changing of the device name.

#### 17.9.4 Automatic Configuration backup

Allows enabling and scheduling of the automatic configuration backup. Upon receiving a configuration backup request, the QX backups the configuration and sends to ecMON, which stores as many backup files as configured. The user can restore the QX configuration using one of the stored files from the **Configuration Backup List**.





#### 17.9.5 Remote Access Configuration

This feature allows remote access to the QX GUI, as well as provides proxy access to the IP phones in the QX network, either in LAN or WAN side. If remote access is granted, it is available during whole time frame specified in the "Remote Access Configuration". You can increase the timeout up to 7200 seconds (2 hours) if default timeout of 300 seconds (5 mins) is not enough.

#### Remote access to QX GUI

Using the **Devices** tab, select the desired device (QX50-butique in this example) and open it:



- Go to the Configuration -> Remote Access Configuration in the right corner of the menu bar
- Choose the menu option QX GUI Access
- Define the Access Timeout
- Push the Request Remote Access
- When the QX accepts a remote session request, a secure connection is established between the QX and ecMON.
- If access is Granted the Host Address on the Device Information changes into the GUI Access (picture below).
- Pressing the **GUI access** link will open admin login for the QX via a secure connection. Access will be available during the predefined time frame.



• When the time limit is reached the QX will close that connection to ecMON. The configuration changes that were saved in the QX GUI before closing the connection will be applied; those not saved will be lost.



#### Remote access to the IP phones in QX LAN

In order to access the IP phones or other devices in QX network you have to configure manually the proxy settings in your browser. Such configuration is different depend on the used browser. Follow the configuration steps below on both ecMON and on the **Firefox** browser:

- Open the Configuration -> Remote Access Configuration option in the right corner of the ecMON menu bar
- Choose the menu option **Proxy to IP phones**
- Define the Access Timeout
- Push the **Request Remote Access**
- The request for remote access to IP phones will open the window below:



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- Select the **Options** in the **Firefox** menu
- Go to the Settings -> Network Settings
- Select the Manual proxy configuration option
- Fill in the Manual proxy configuration field with the values given from ecMON as shown in figure below:
  - ✓ Proxy: **qxmon.epygicloud.com**
  - ✓ Port: a random port number given from ecMON, in this example: 33019
- Press OK

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**Result.** After making these configuration changes, the IP phones in the QX LAN become accessible through the IP addresses used in **Firefox** browser.



**Note.** If you don't aware of the IP address for the phone then first use the IP address (LAN or WAN) of the QX in **Firefox** browser. After gaining access to the QX GUI, go to the menu **IP Lines**, place the mouse over the option **Web** under the column **Actions** to see the IP address for the desired IP phone.

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Proxy configuration for the *Google Chrome*:

• Go to the Google Chrome menu



• Sellect Settings



• Sellect Proxy Settings





• Fill in the Manual proxy configuration field with the values as shown in figure below:

Proxy: qxmon.epygicloud.com, port: 33001

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The difference between the settings of Google Chrome and Firefox browsers is that the proxy settings in Firefox are only for Firefox browser, and the settings made through Google Chrome apply to the entire computer, including also onto other browsers. Therefore, it is desirable to use Firefox for that kind of access if we do not want other browsers to use computer proxy settings each time.

**Note:** After restarting the QX device in case if the timeout has not yet expired, access will be lost, and it will be necessary to press "Request GUI Access" or "Proxy to IP Phones" access button from ecMON again.

#### 17.9.6 Configure Price Plan

Allows selecting a price plan and activating it for the device (applicable for ISO instances only)



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#### 17.9.7 Update Notes

To add notes, if needed.

#### 17.9.8 Update location

Allows updating the device location in Google maps.



### **18 References**

Refer to the below listed resources to get more details about the configurations described in this guide:

- Registering Devices on Epygi Cloud Monitoring Service (ecMON)
- Manual-I: Installation Guide for QX IP PBXs
- Manual-II: Administration Guide for QX IP PBXs
- Manual-I Administration Guide for ecQX
- Epygi Portal Reseller Guide



Find the above listed document on Epygi Support Portal.

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