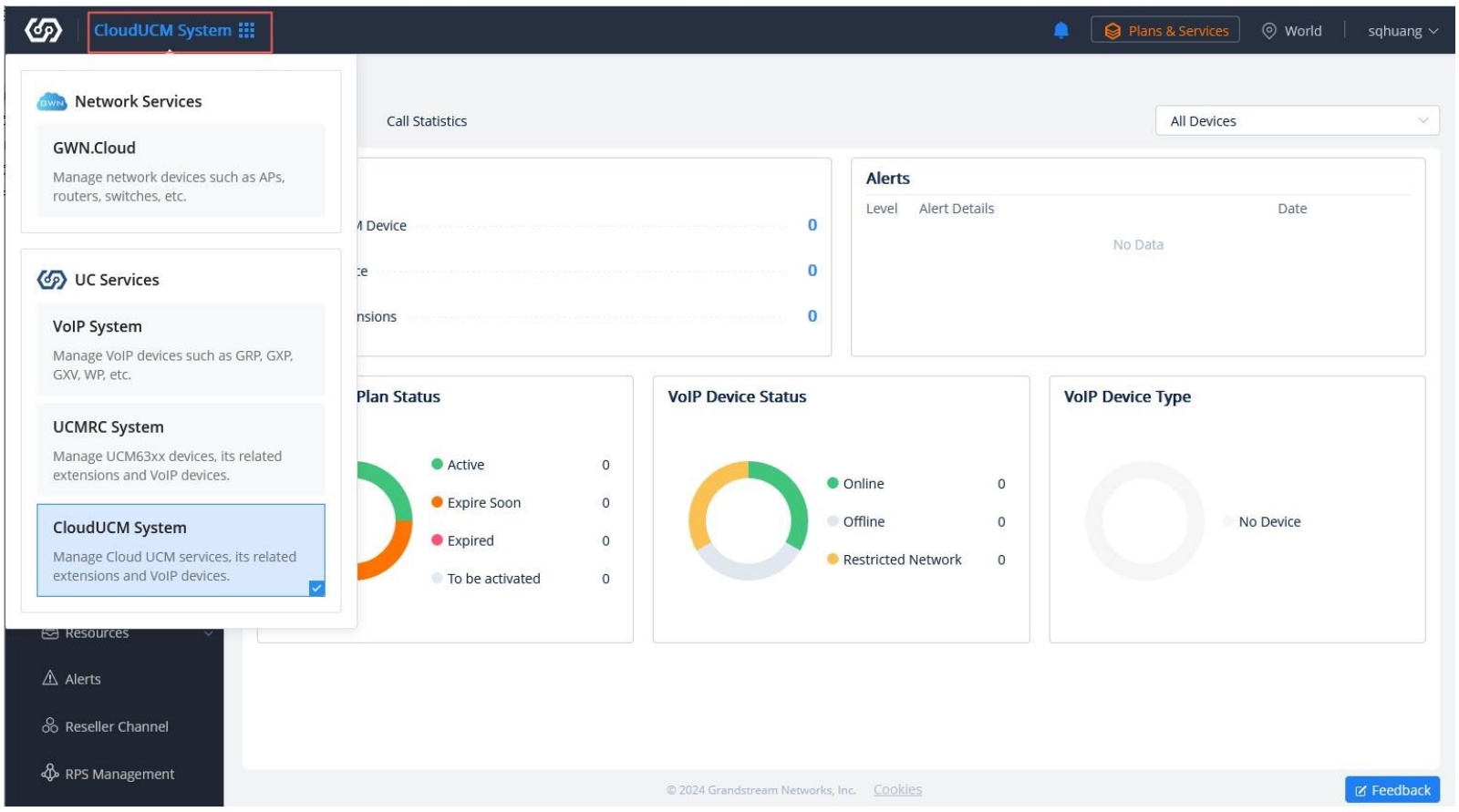
Manage CloudUCM Services Through GDMS

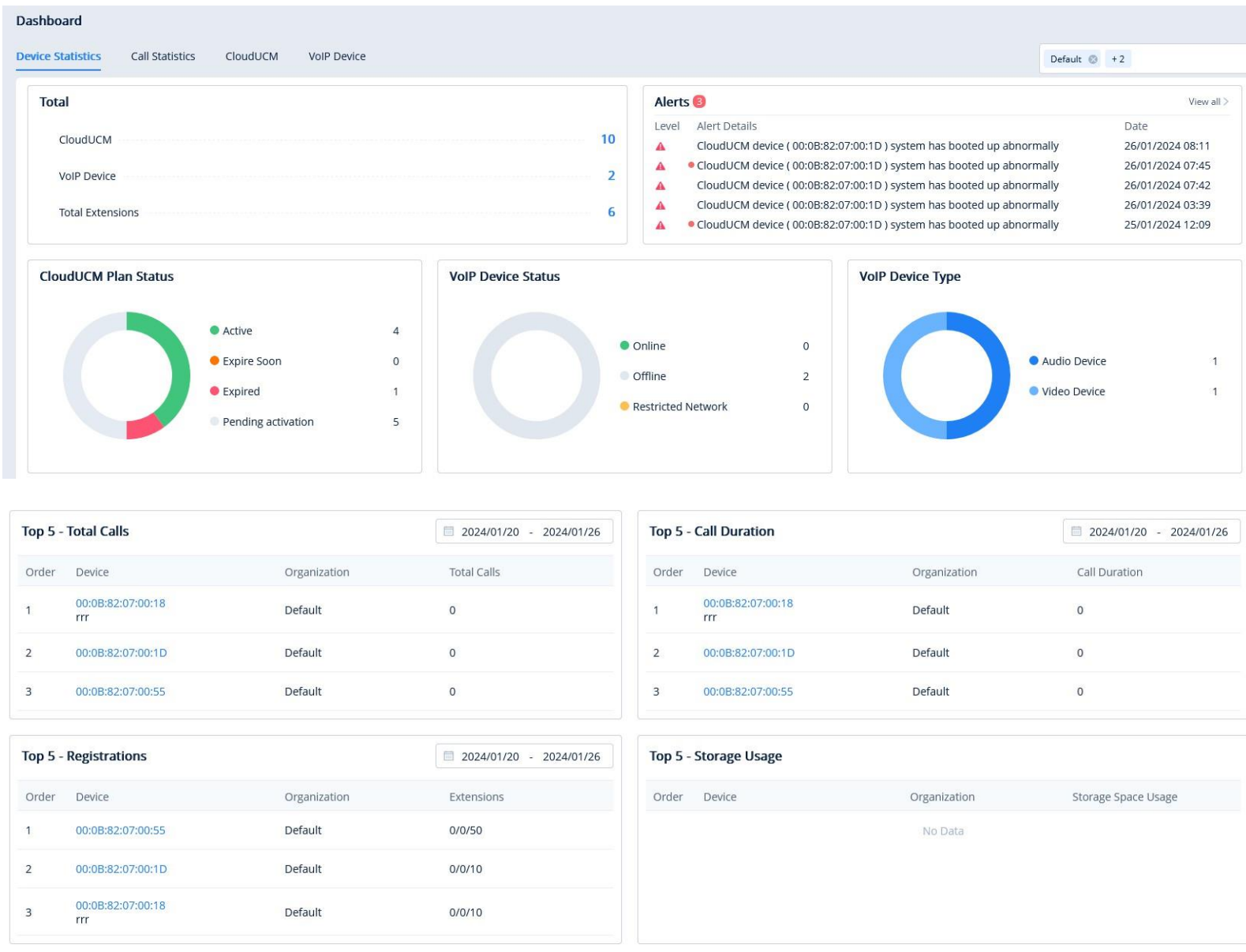
This document introduces management methods for CloudUCM through the GDMS platform.

Functions of CloudUCM System

Switching to CloudUCM System



Dashboard



Support filtering by one or more organizations:

Module	Description
Total	○ **CloudUCM Device:** Display the number of all CloudUCM devices in the enterprise. ○ **VOIP Device:** Display the number of VoIP devices that use the CloudUCM extensions in the enterprise. ○ **Total Extensions:** Display the number of extensions reported by all CloudUCM devices in the enterprise.
Alert	Display the latest 5 high and medium-level alert messages of the CloudUCM devices in the enterprise.
CloudUCM Plan Status	○ **Active: Display the number of CloudUCM that plans are valid** ○ **Expire Soon: Display the number of CloudUCM that plans are about to expire** ○ **Expired: Display the number of CloudUCM that plans have expired** ○ **To be Activated: Display the number of CloudUCM that plans are to be activated**
VoIP Device Status	Display the number of devices that are currently online, offline, and network restricted: ○ **Online:** The network connection between the device and the GDMS platform is normal. ○ **Offline:** The device is disconnected from the GDMS platform. ○ **Network Restricted:** The network connection between the device and the GDMS platform is abnormal.
VoIP Device Type	Display the number of devices in each category: audio and video. ○ **Audio devices:** GRP series, DP series, GXP series, and WP series ○ **Video devices:** GXV series
Top5	**Display the top 5 usage status under the current company or organization searching results:** **Top5 Total Calls: The statistics is depending on the total number of calls in the selected time range, and it displays the top 5 CloudUCM devices.** **Top5 Call Duration: The statistics is depending on the cumulative call duration in the selected time range, and it displays the top 5 CloudUCM devices.** **Top5 Registered Extensions: The statistics is depending on the highest number of registered extensions in a day in the select time range, it displays the top 5 CloudUCM devices.** **Top5 Storage Space Usage: It displays the top 5 CloudUCM devices in storage space usage.**

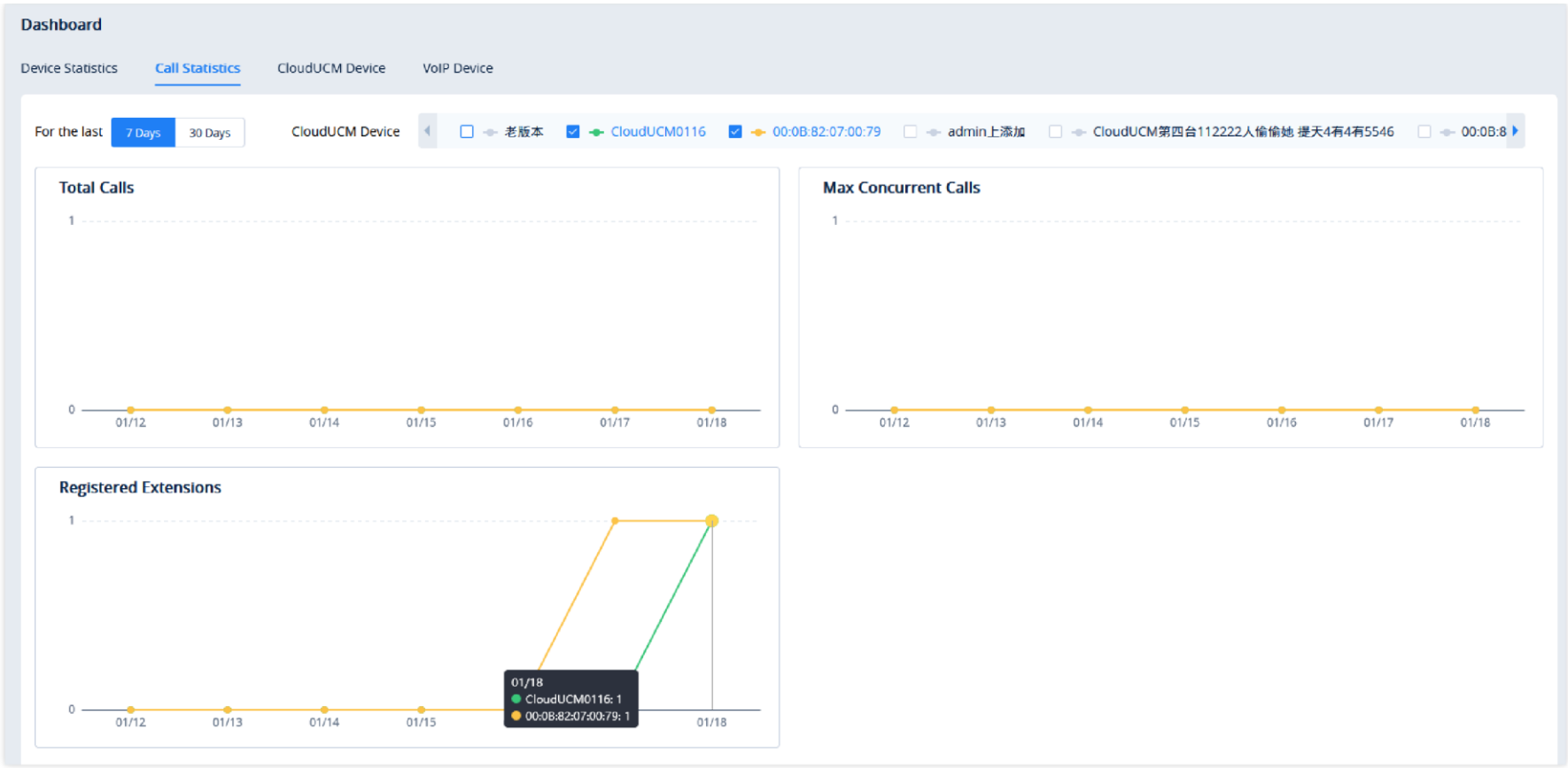
Call Statistics Chart:

You can select multiple CloudUCM devices to view the latest 7-days or 30-days call status chart.

Total Calls: Chart of the total number of calls per day

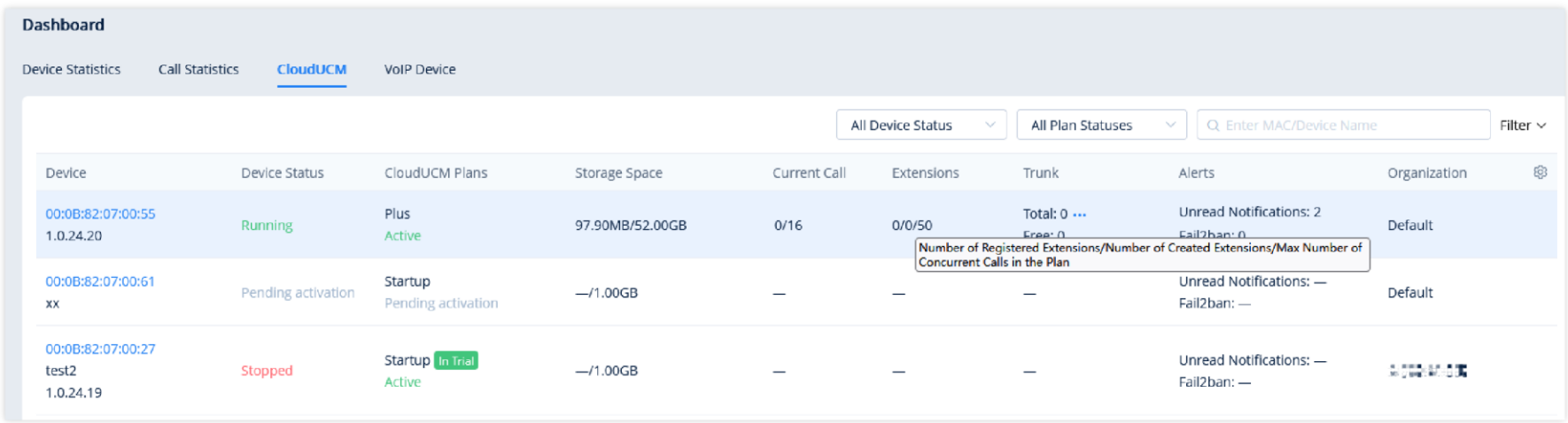
Total Calls: Chart of the number of concurrent calls per day

Registered Extensions: Chart of the number of registered extensions per day



Call Statistics

CloudUCM Device List:

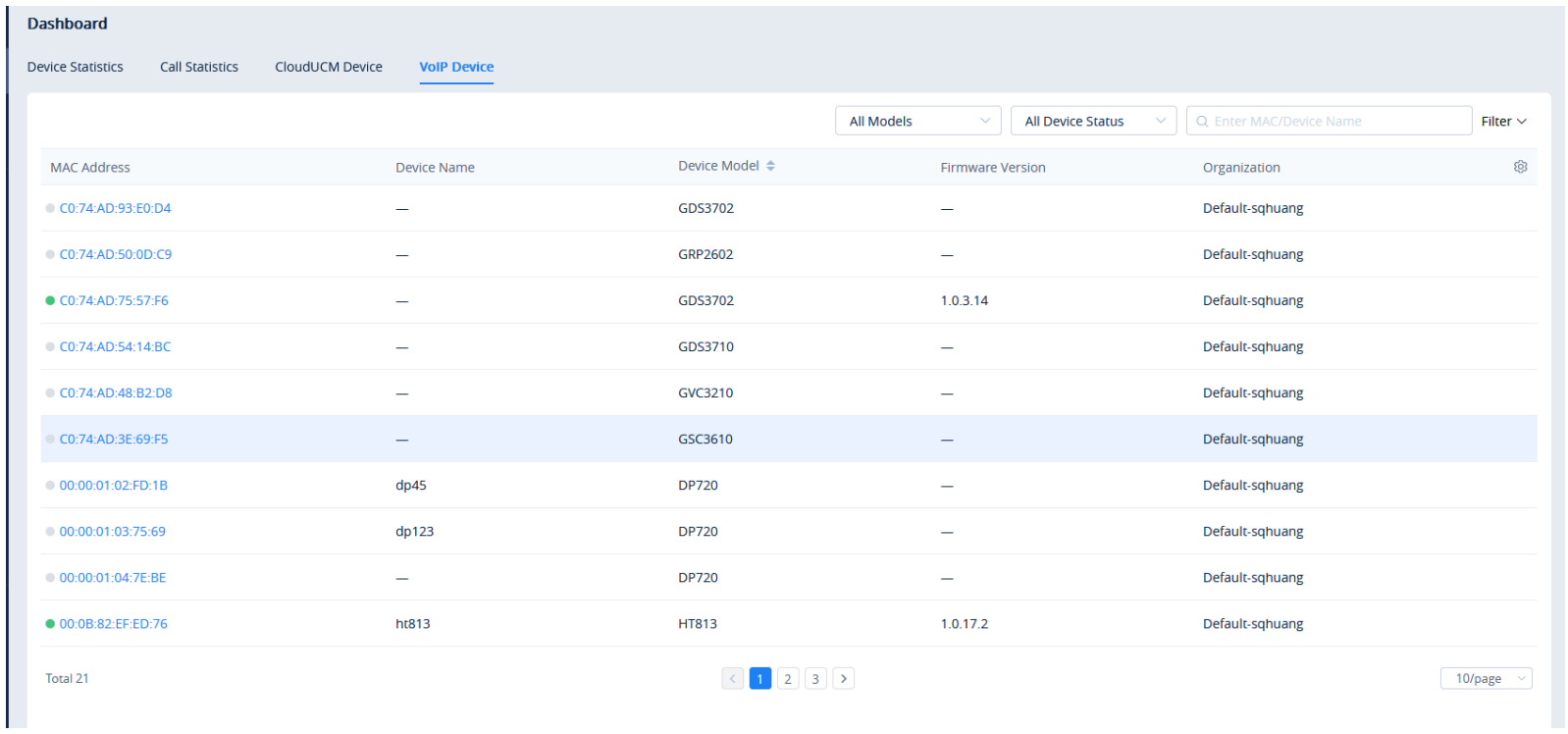


CloudUCM Devices

Display the real-time status of all CloudUCM devices in the current GDMS platform:

- **Device:** Display the MAC address of the device.
- **Device Status:** Display the status of the device. The value can be “To be Activated”, “Running”, “Stopped”, “Starting”, or “Deploying”.
- **CloudUCM Plan:** Display the current plan information and status.
- **Storage Space:** Display the storage space details of UCM local and cloud space usage.
- **Current Calls: Display the current number of calls/the maximum number of concurrent calls of the plan.**
- **SIP Extension: Display the number of currently registered extensions/the number of created extensions/the maximum number of extensions of the plan.**
- **Trunk:** Display the number of total trunks, the number of trunks in idle/busy/abnormal state, and the number of trunks that are unmonitored.
- **Alerts:** Display the number of unread notifications and IP addresses blocked by Fail2ban.
- **Organization:** Display the organization where the device resides.

VoIP Device List: The rules are the same as the VoIP Device List in the Dashboard of UCMRC.



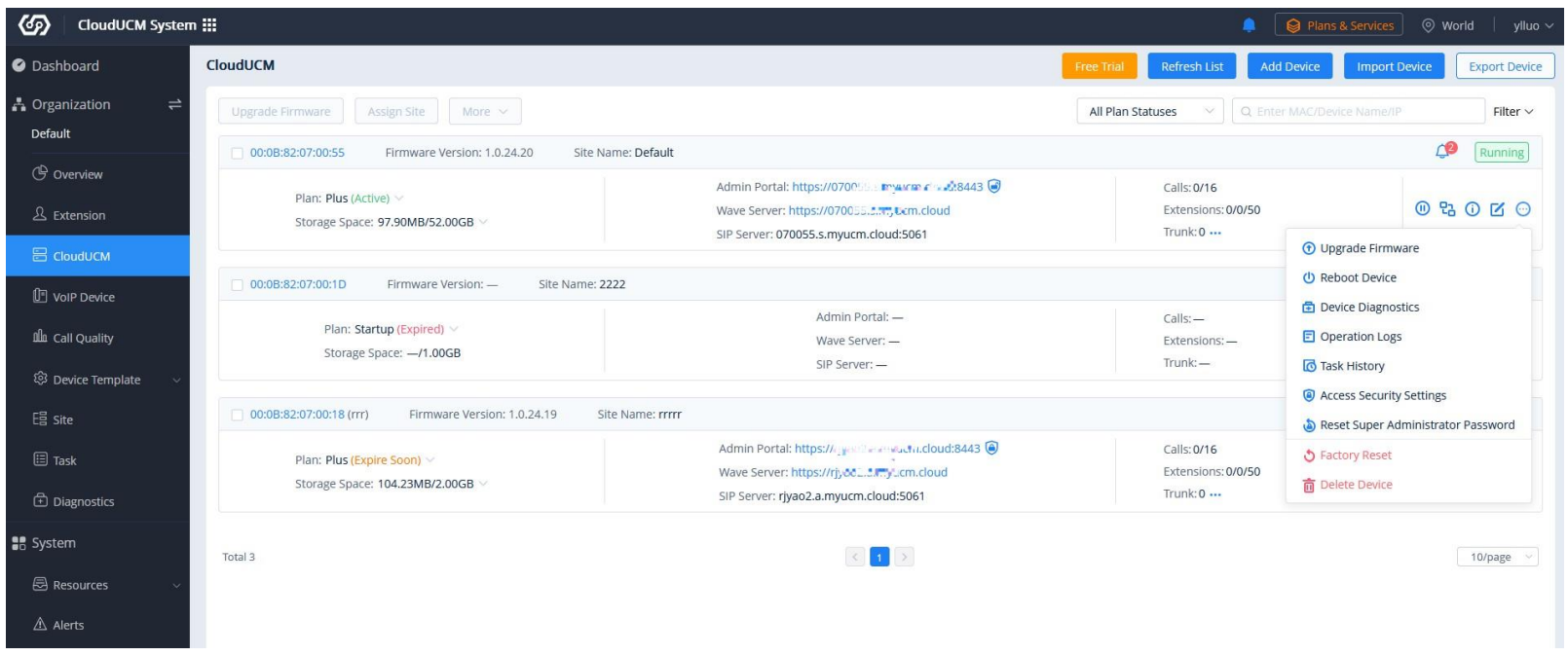
VoIP Devices

Extension

This module is the same as the Extension module in the UCMRC System. After adding a CloudUCM device, the extension of the CloudUCM device will be synchronized to the GDMS platform automatically. If the extension is deleted by the CloudUCM, the user will see the icon ⚠, which indicates the extension is no longer available for registration.

CloudUCM Device

In the CloudUCM Device List, all CloudUCM devices in the current organization are displayed, along with device status, plan information, storage space, CloudUCM server address, the number of calls in real-time, extension number (the number of currently registered extensions/the number of created extensions/the maximum number of extensions in the plan), and Trunk status.



CloudUCM Device List

Status Descriptions:

Status	Description
Device Status	Running Indicates that the CloudUCM device is running properly. Stopped Indicates that the CloudUCM device is not running. (It is possible that the plan has expired, or it has been stopped manually by the administrator.) Waiting Activation Indicates that the CloudUCM device has not been activated yet and it needs to be activated before it can be used. starting Indicates that the CloudUCM device is being started and cannot be accessed in this state. Deploying Indicates that the current CloudUCM device is in the process of deploying services, such as upgrading firmware, upgrading plan services, or restoring configuration, etc. In this state, the CloudUCM device cannot be accessed.
The firmware version is too low	This icon indicates device firmware version too low, and the device cannot be used normally with GDMS.
The Plan is about to expire	Expire Soon This indicator means the plan is expiring soon or already expired.
Trunk Abnormal	Trunk: 4 Indicates that the abnormal trunk exists in the CloudUCM. You can click to view the status of all trunks.
Unread Notification	Indicates that the CloudUCM device has some unread notifications. You can click to access the Web UI of the CloudUCM device.
Fail2ban	Indicates that the CloudUCM device has 2 IP addresses that are blocked by Fail2ban. You can click to access the Fail2ban page on the Web UI of the CloudUCM device.

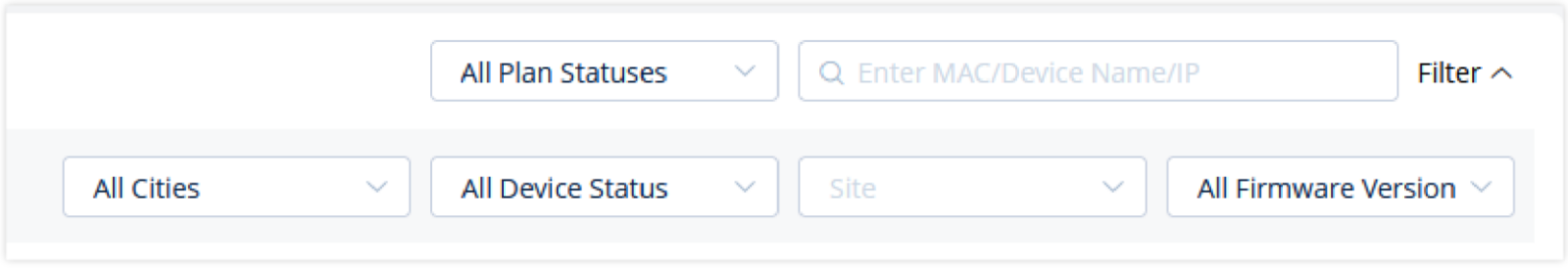
Server Address Descriptions:

Admin Portal: This specifies the CloudUCM device Web UI access address. The username and password of the device are required. Admin Portal User Manual

Wave Server: This specifies the server address of the Wave client. Wave User Manual

SIP Server: This specifies the SIP server address used for registering extensions. IP Phone Configuration User Manual

Filter Device:

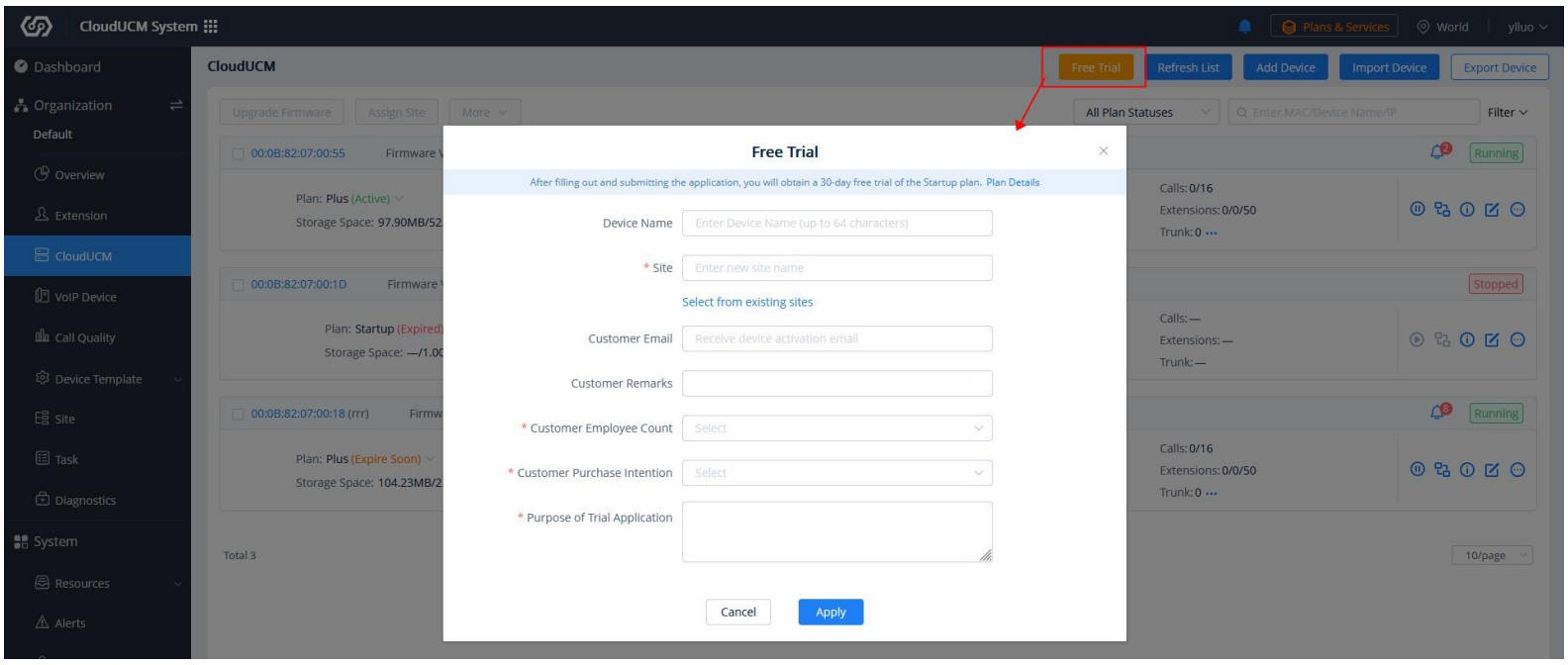


Search Filter

Apply for CloudUCM Free Trial

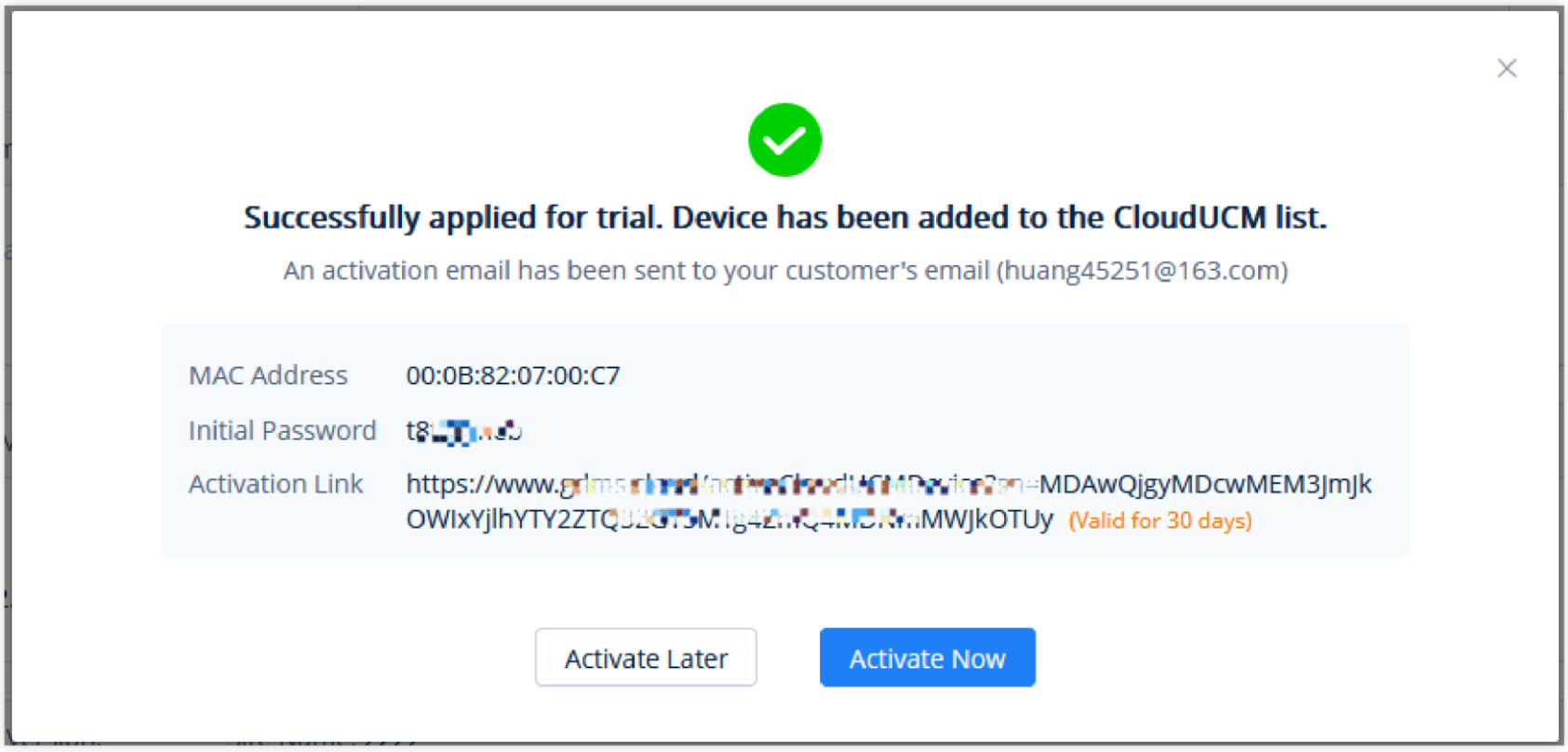
Users can apply for the CloudUCM free trial. If you need more free trials, you can contact your superior channel or Grandstream Support for help. Learn more about CloudUCM Free Trial.

1. Apply in the CloudUCM Device List:



CloudUCM Free Trial Application

2. After applying for the free trial, click the option “Activate Now” in the pop-up window or click the button in the CloudUCM Device List to activate the device. After activating the device, the free trial will be started.



Trial Period Application Successful

3. If you have entered the customer’s email address, an activation email is automatically sent to that configured email address. (Individual and company users do not have the “Customer Email Address” option.)

GDMS

Please activate your CloudUCM to use its services.

MAC Address	00:0B:82:07:00:C7
Initial Password	t8t39meb
Plan Info	SOHO
Effective Duration	90day(s)

Activate Now

Note: The activation link is valid for 30 days.

If the button cannot be clicked, please copy and paste the link below into your browser's address bar.
https://www.gdms.cloud/activeCloudUCMDevice?sn=MDAwQjgyMDcwMEM3JmJkOWIxYjlhYTY2ZTQ3ZGY5MTg4ZmQ4MDNmMWJkOTUy

This is an automatically generated email. Please do not reply.

About Us | Contact Us

Copyright © 2024 Grandstream Networks, Inc. All rights reserved.

Activate the CloudUCM

Free Trial

* Profession: Building

* Superior Channel: ABC

Selling GrandStream Products: On sale / Not sold

* GrandStream Products Monthly Sales: Select

* Expected number of trial plan:

* Use:

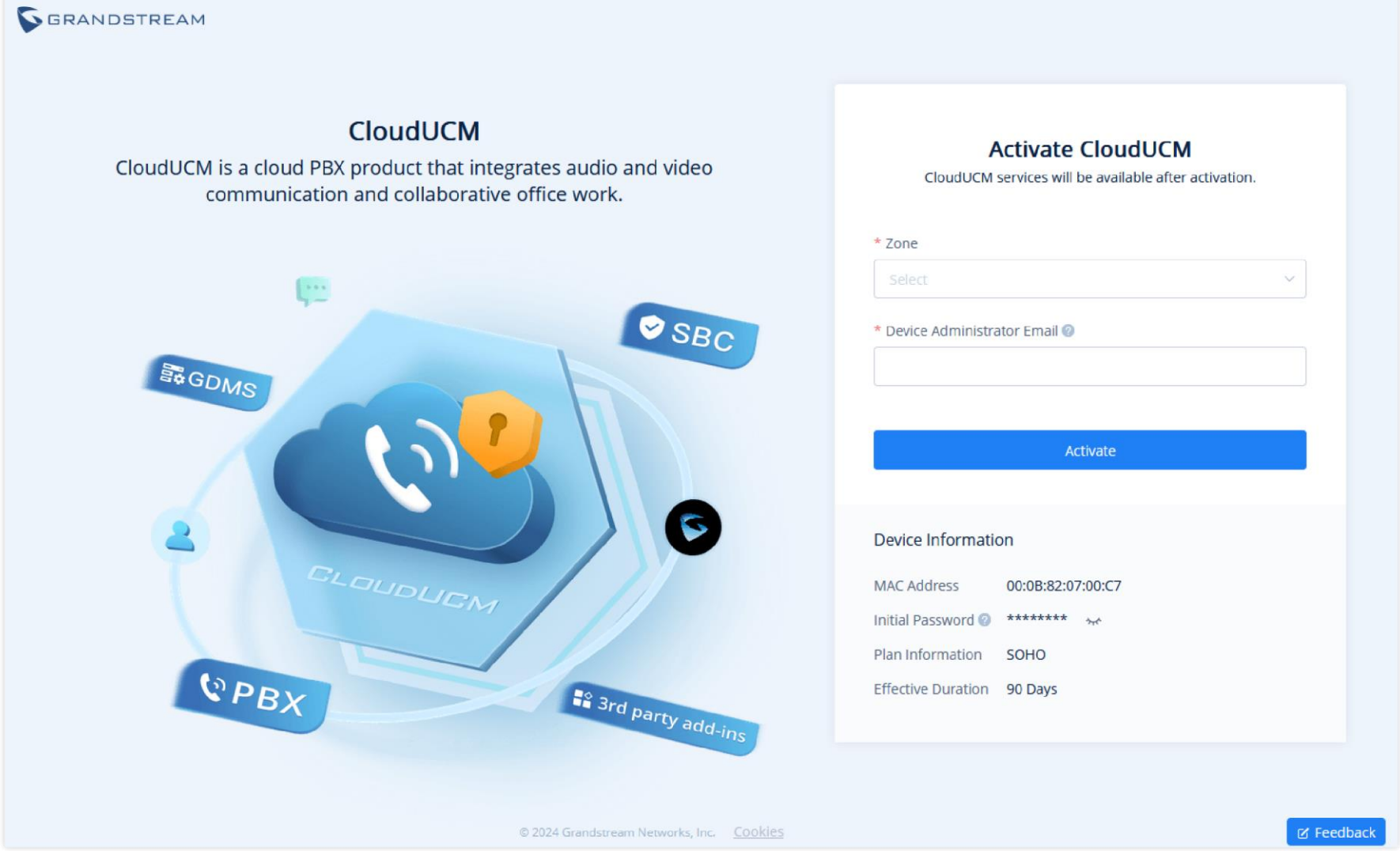
Cancel | Submit

Free Trial Application

Activate CloudUCM Device

For a newly created CloudUCM device, you need to activate the device before you can start using it.

1. You can activate the CloudUCM device by clicking the icon in the activation email or in the CloudUCM Device module of the GDMS platform.



Activate CloudUCM

2. Before activating the CloudUCM device, you need to fill in the following information:

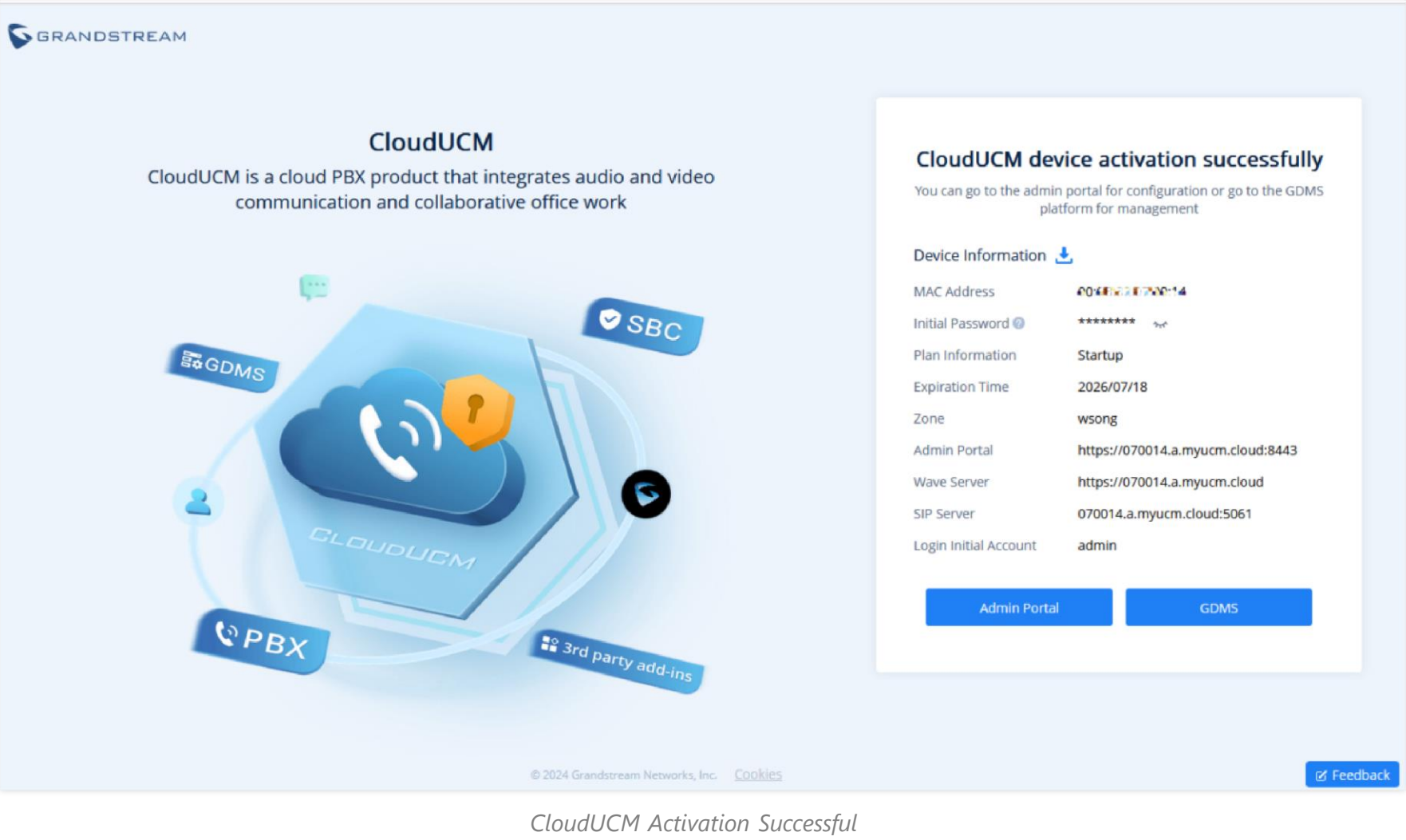
Zone	Select the nearest data center for quick access.
CloudUCM Server Address	Enter your custom service address for easy memorization. **Note:** Only advanced plans support this function.
Device Administrator Email	Enter the administrator email of your CloudUCM device so that you can use it to retrieve the password, receive plan notifications, storage space alerts, etc.

The device information will be displayed after filling the information:

MAC Address	It indicates the virtual MAC address of the CloudUCM device, as a unique identifier for this device.
Initial Password	It indicates the initial password of the CloudUCM device, and it is also the initial password of the super administrator for logging in to the CloudUCM Web UI.
Plan Information	It indicates the plan name for this CloudUCM device.
Valid Duration	It indicates the validity period of this CloudUCM device's plan.

3. The activation may take several minutes. After activating the CloudUCM device, you can quickly access the CloudUCM admin portal to configure the CloudUCM service or add it to the GDMS platform for management.

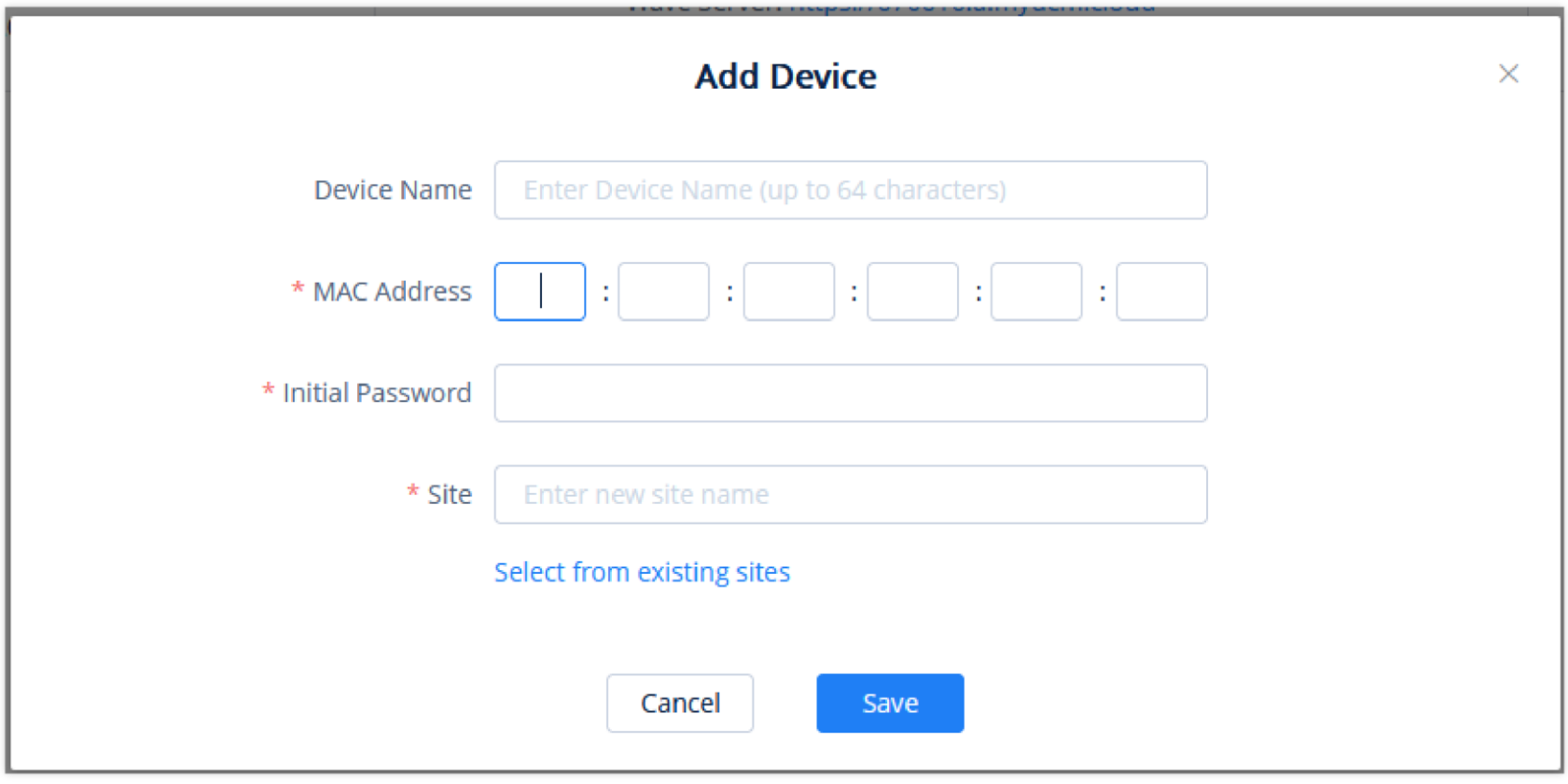
Please refer to the CloudUCM Admin Guide to learn more details.



CloudUCM Activation Successful

Add CloudUCM Device

You will need to enter the MAC address and initial password of your CloudUCM device to add it. The rules are the same as adding UCM devices in the UCMRC System.



Add CloudUCM Device

Import CloudUCM Devices in Batches

The rules are the same as importing UCM devices in batches to the UCMRC System.

Start/Stop CloudUCM Device

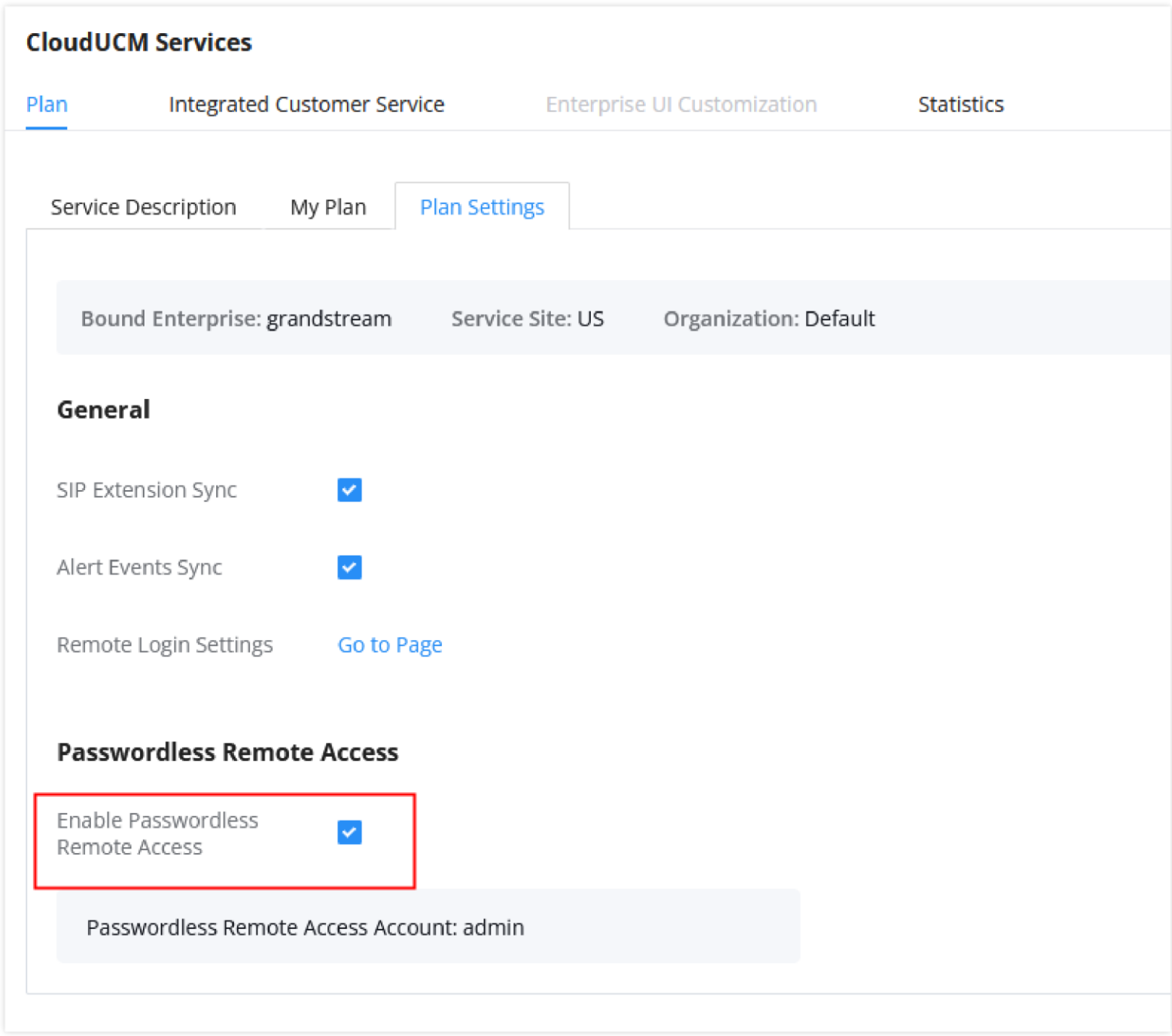
Start Device: When the CloudUCM device stops running or needs to be activated, you can manually start the device. If the current plan has expired, it cannot be started.

Stop Device: When the CloudUCM device is running, you can click the option to stop the device. After stopping the device, the device is no longer accessible.

Remotely Access CloudUCM Device Web UI

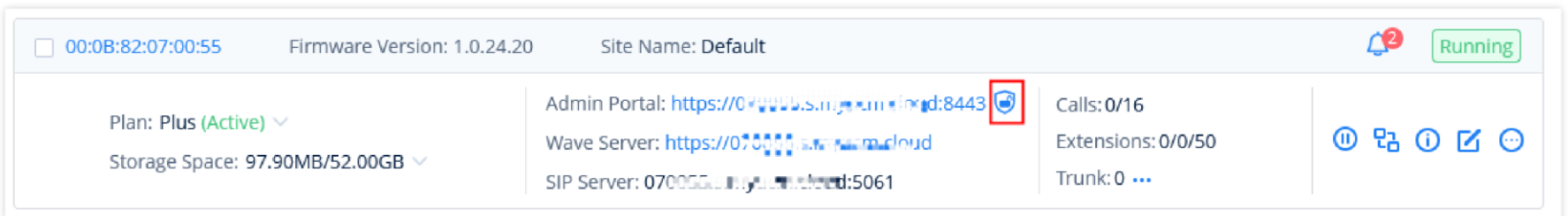
Click the option to remotely access the Web UI of the CloudUCM device on the device list.

- You can access the CloudUCM device Web UI without entering a password. Once the permission is assigned, the user can remotely access the UCM Web UI through the GDMS platform without entering the UCM password.



Enable Passwordless Remote Access

You can also set the CloudUCM device Web UI to be accessible only through the GDMS platform:



Restrict Remote Access through GDMS

View Device Details

In the CloudUCM Device List, you can click the option to view the device details, including the current extension registration status, VoIP device status registered with the extension, storage space usage status, the number of terminals connected to the server address, alert statistics, call statistics, and extension registration statistics.

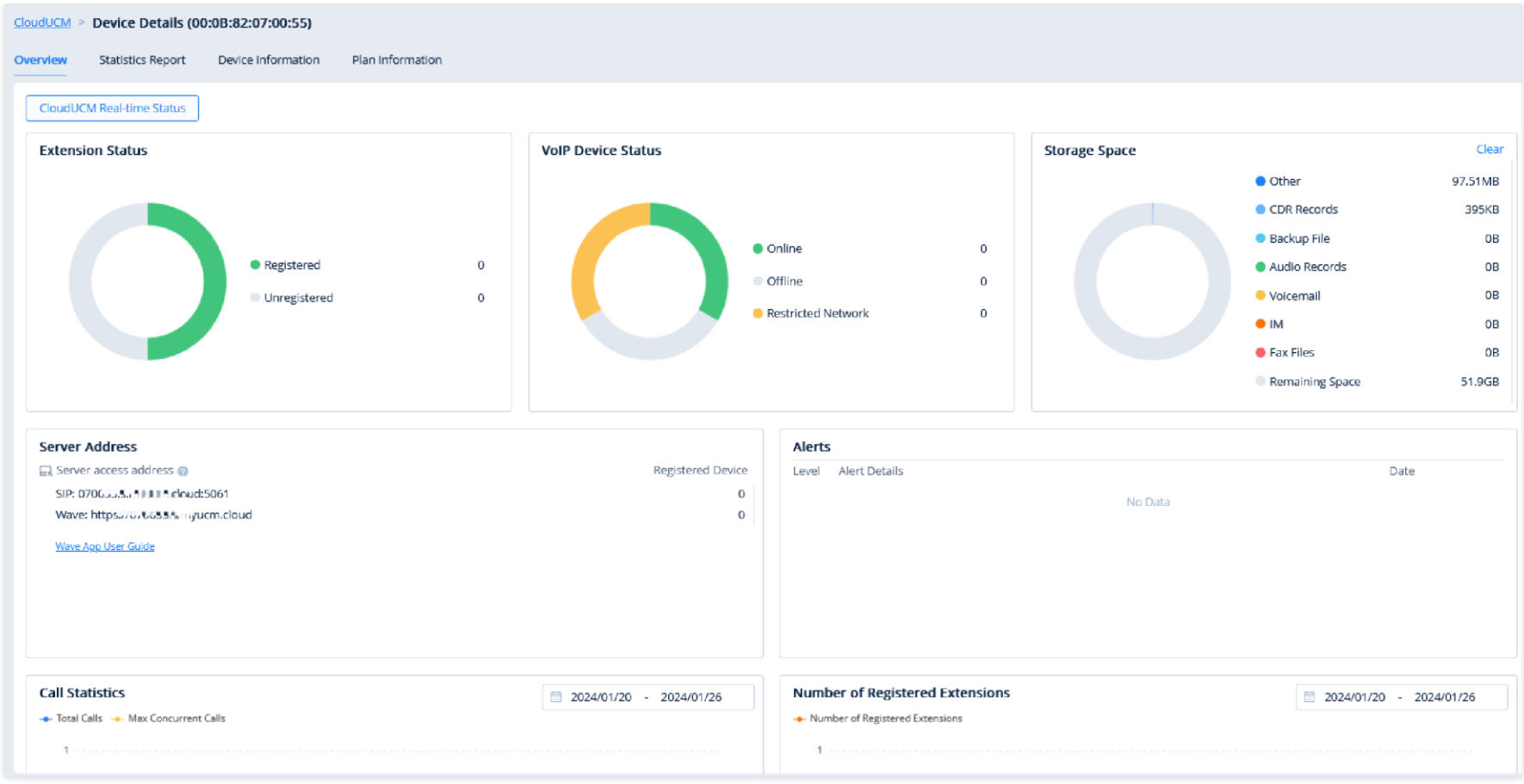
You can view the CloudUCM device daily statistical reports, basic device information, plan information, etc.

Server Address Descriptions:

Admin Portal: This specifies the CloudUCM device Web UI access address. The username and password of the device are required. Admin Portal User Manual

Wave Server: This specifies the server address of the Wave client. Wave User Manual

SIP Server: This specifies the SIP server address used for registering extensions. IP Phone Configuration User Manual



CloudUCM Device Details

Device Information

View Statistics

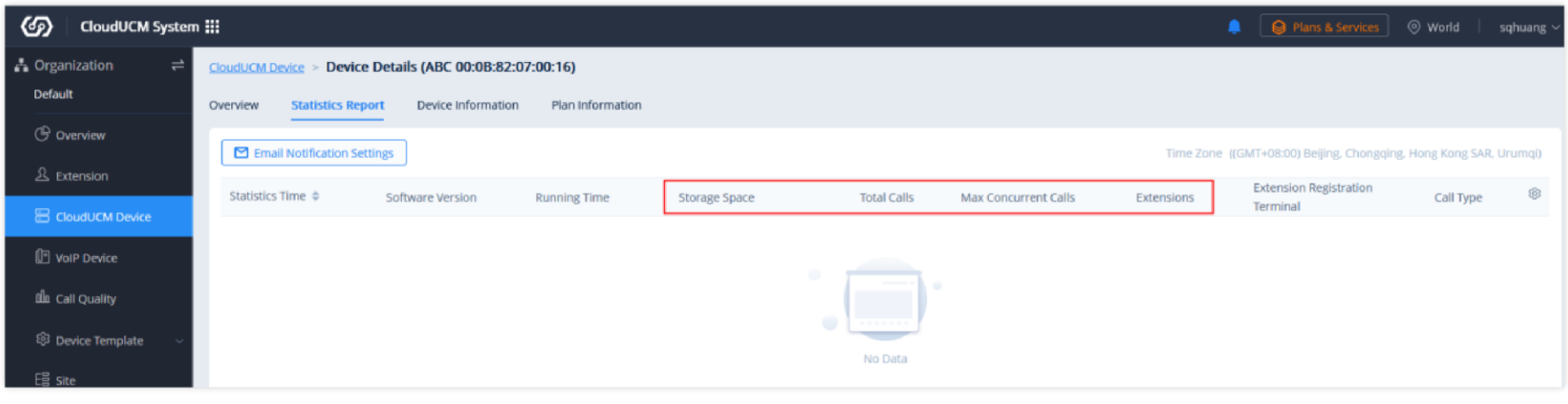
Daily Report

The CloudUCM device collects the data report of the day and sends it to the GDMS user or the configured email box.

Please refer to the screenshot below for the daily report email:

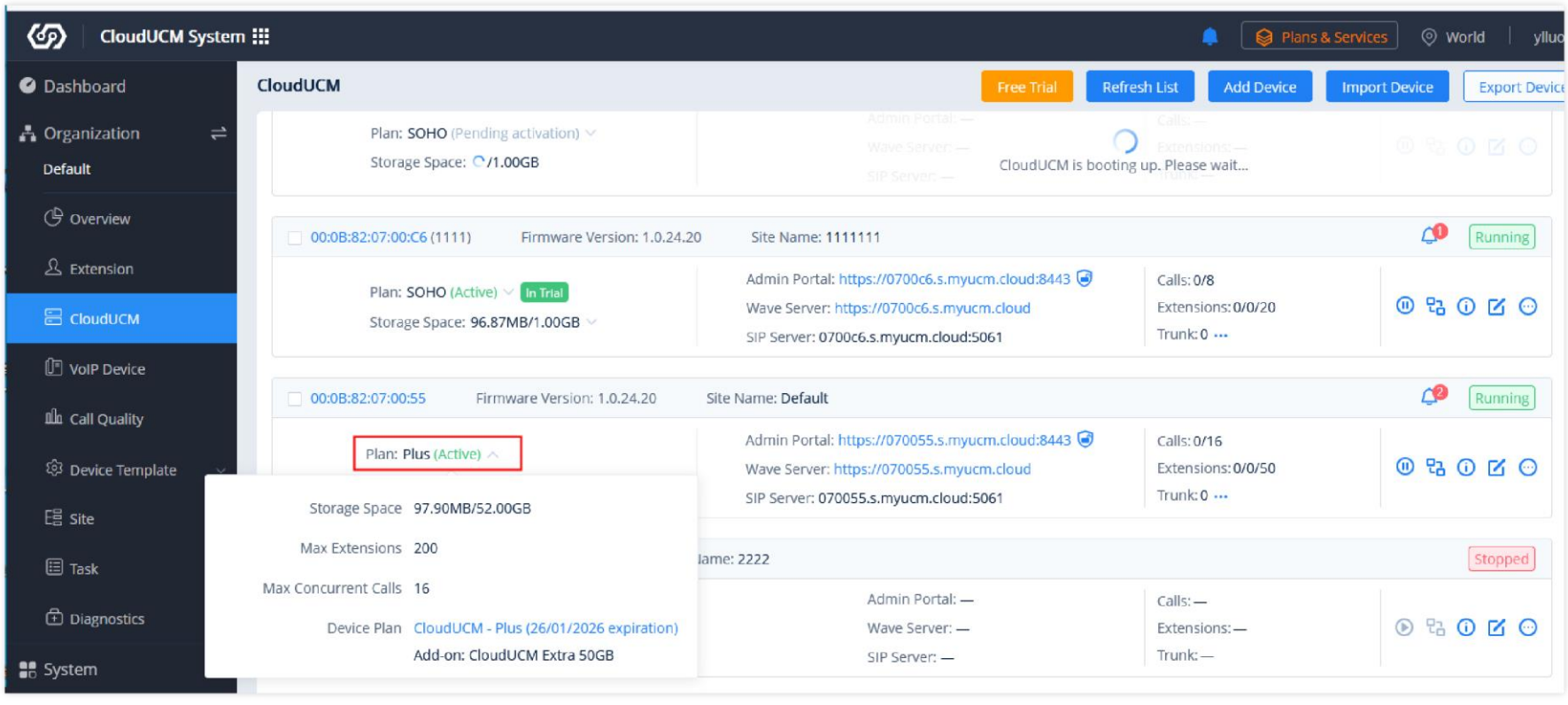
View Statistics Report (Last 30 days)

Except for the fields below, all other rules are the same as UCM devices in the UCMRC System.



CloudUCM Statistics Report

View CloudUCM Device Plan

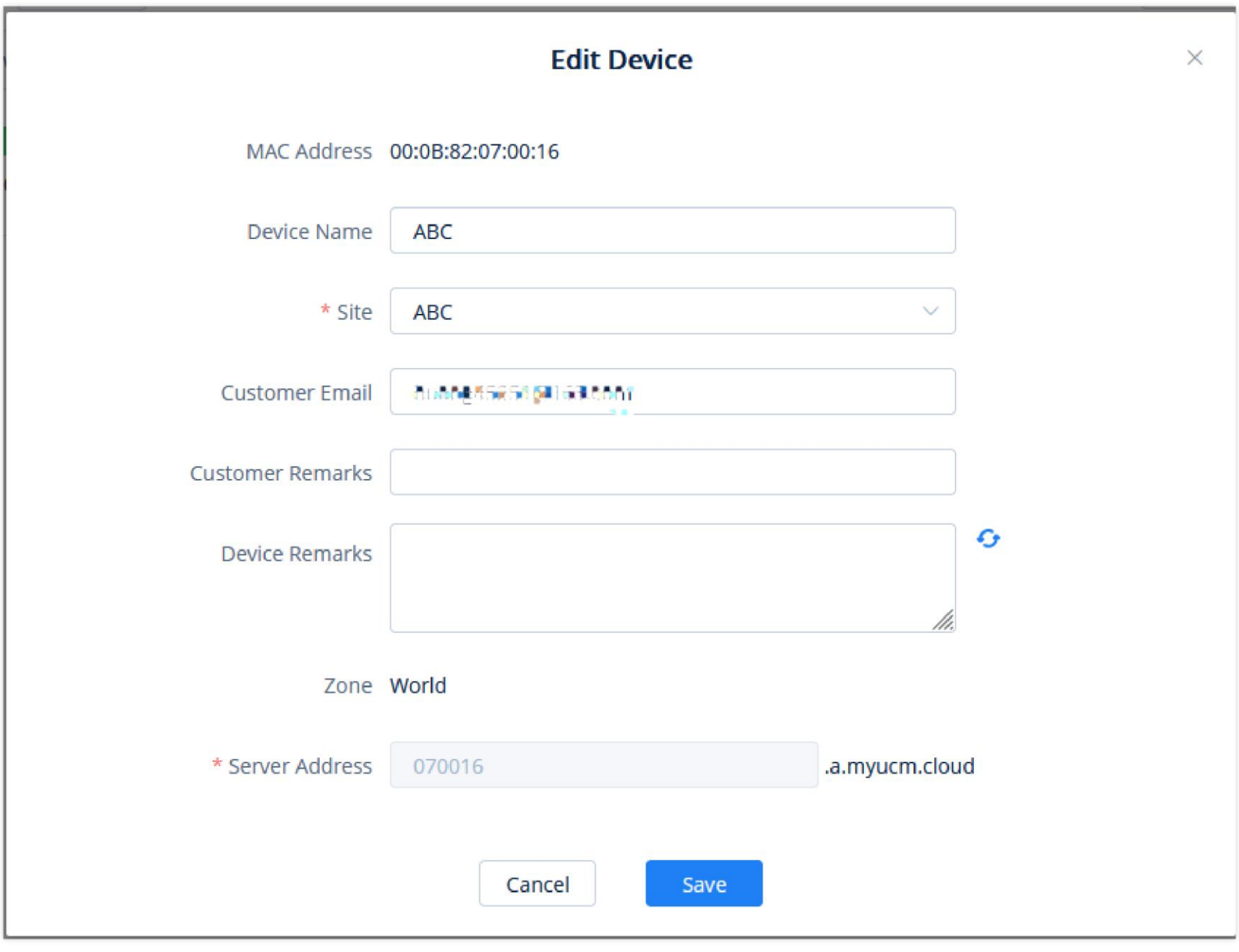


View CloudUCM Device Plan

It displays the storage space (currently used) of the plan, the maximum number of extensions in the plan, the maximum number of concurrent calls, the plan name, and the expiration time.

Edit CloudUCM Device

You can click the option in the CloudUCM Device List to edit the device:



Edit Device

Customer Email: Enter the email address of the customer who uses this device.

Customer Remarks: Enter remarks of the customer who uses this device.

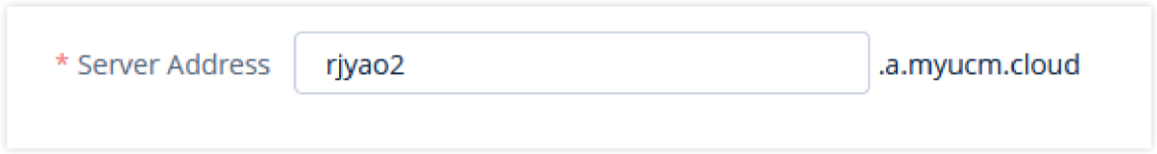
Device Remarks: Enter remarks of the device. The device remarks of the CloudUCM device will be synchronized to the GDMS platform.

Server Address: Enter the server address of the CloudUCM device. The advanced plan allows you to customize the domain name for this server address.

Custom Server Domain Name

Prerequisite: The CloudUCM advanced plans support custom server domain names.

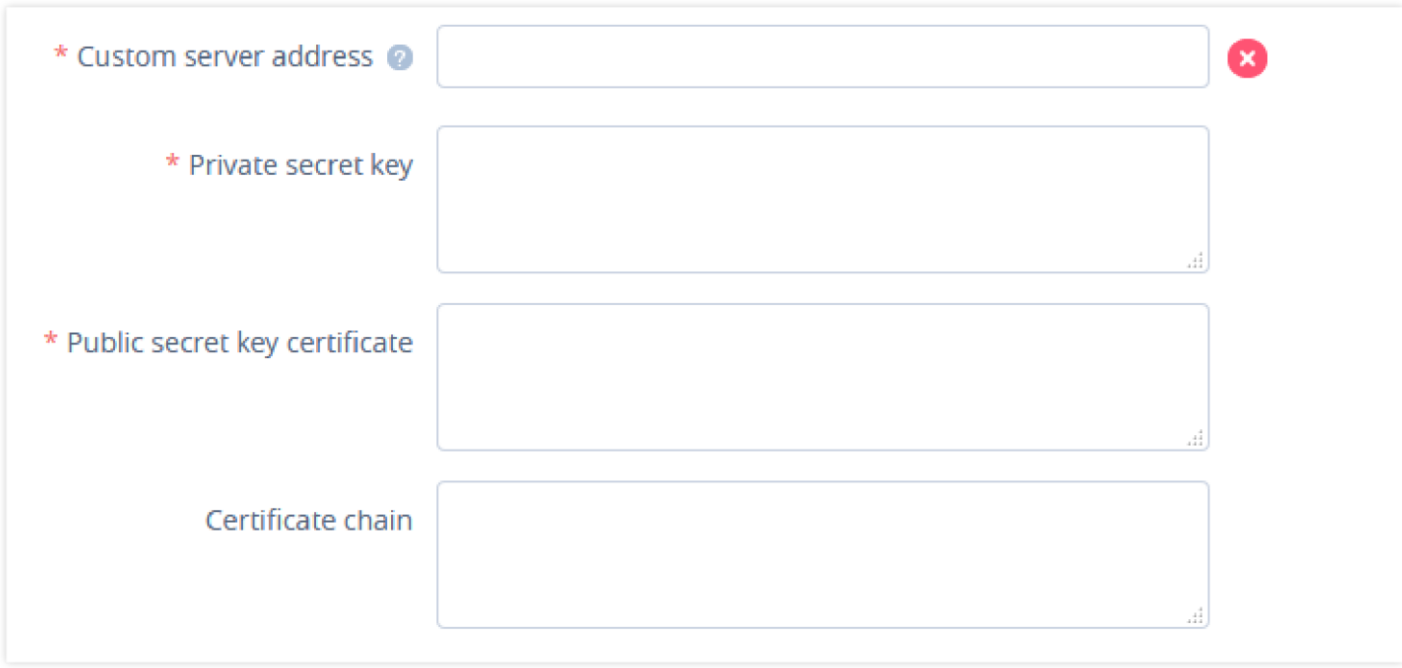
1. On the CloudUCM device editing page, users can customize the server domain name.
2. You can enter the preferred URL, such as {yourdomain}.a.myucm.cloud.



CloudUCM Server Address

3. If the plan has a custom domain name function, the user can click on the “Custom Server Domain Name” option and enter the server address with the private domain name, and the user also needs to enter the custom certificate of the domain name.

> **Note**
>
> The custom address needs to be resolved to the existing default server address (e.g. a.myucm.cloud), otherwise the custom address cannot be recognized, and users cannot connect to the UCM device through the custom address.



Custom Server Address Configuration

> **Notes**
>
> 1. When a plan is downgraded to one that does not support custom server domain names, this server address is restored to the default domain address.
> 2. If the user modifies the custom server address, the phones or Wave applications that use the previous custom server address need to be re-configured with the new custom server address. Otherwise, the service cannot be used normally.

Reboot Device

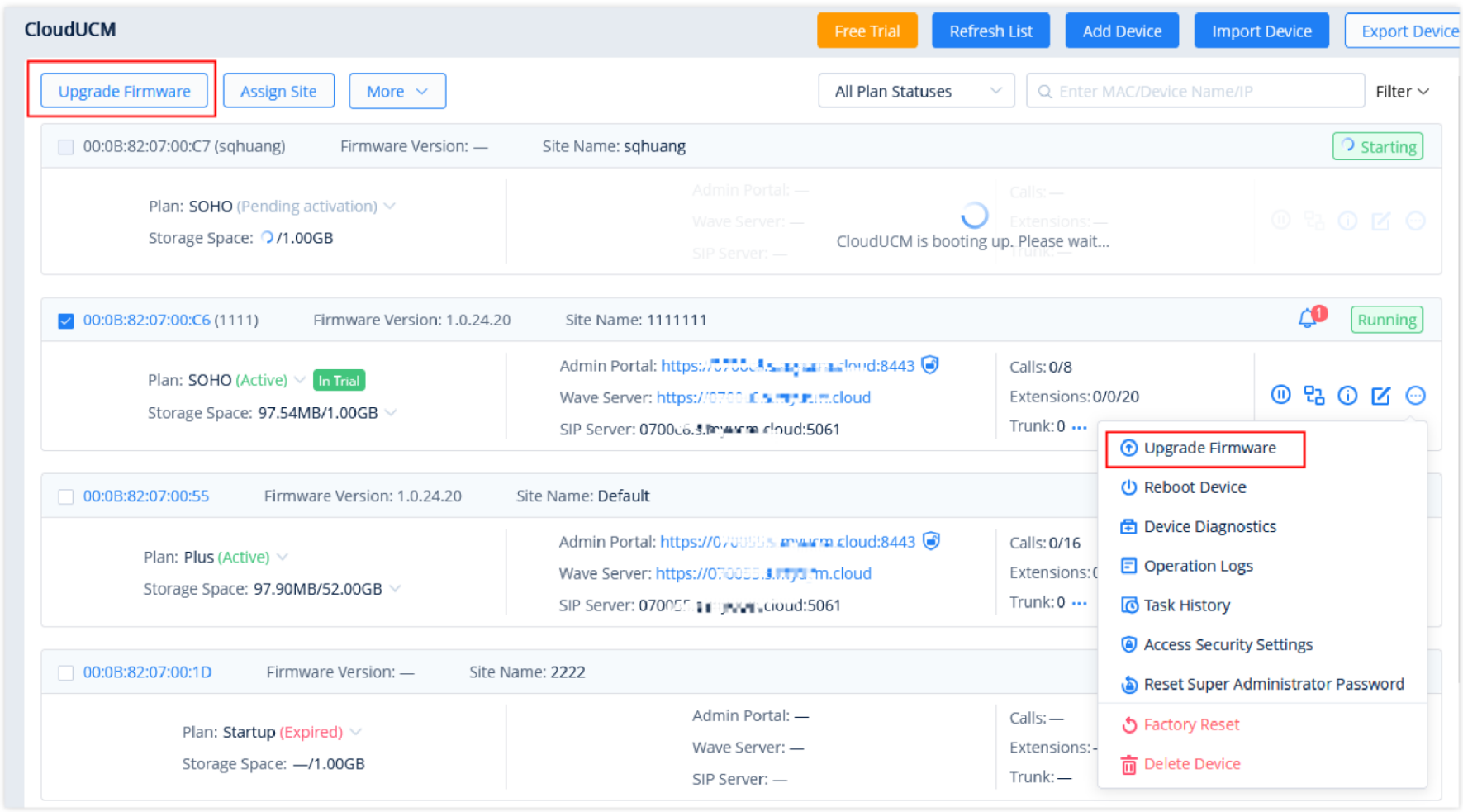
After the device is restarted, its status changes to ”Starting”. After a few minutes, its status changes to “Running”. Other rules are the same as those for UCM devices in the UCMRC System.

Upgrade Firmware

It only supports upgrading to the official CloudUCM firmware version, and it cannot be upgraded if the current firmware is the latest one.

Downgrading the firmware version is not currently supported. Please contact the Grandstream Support if needed.

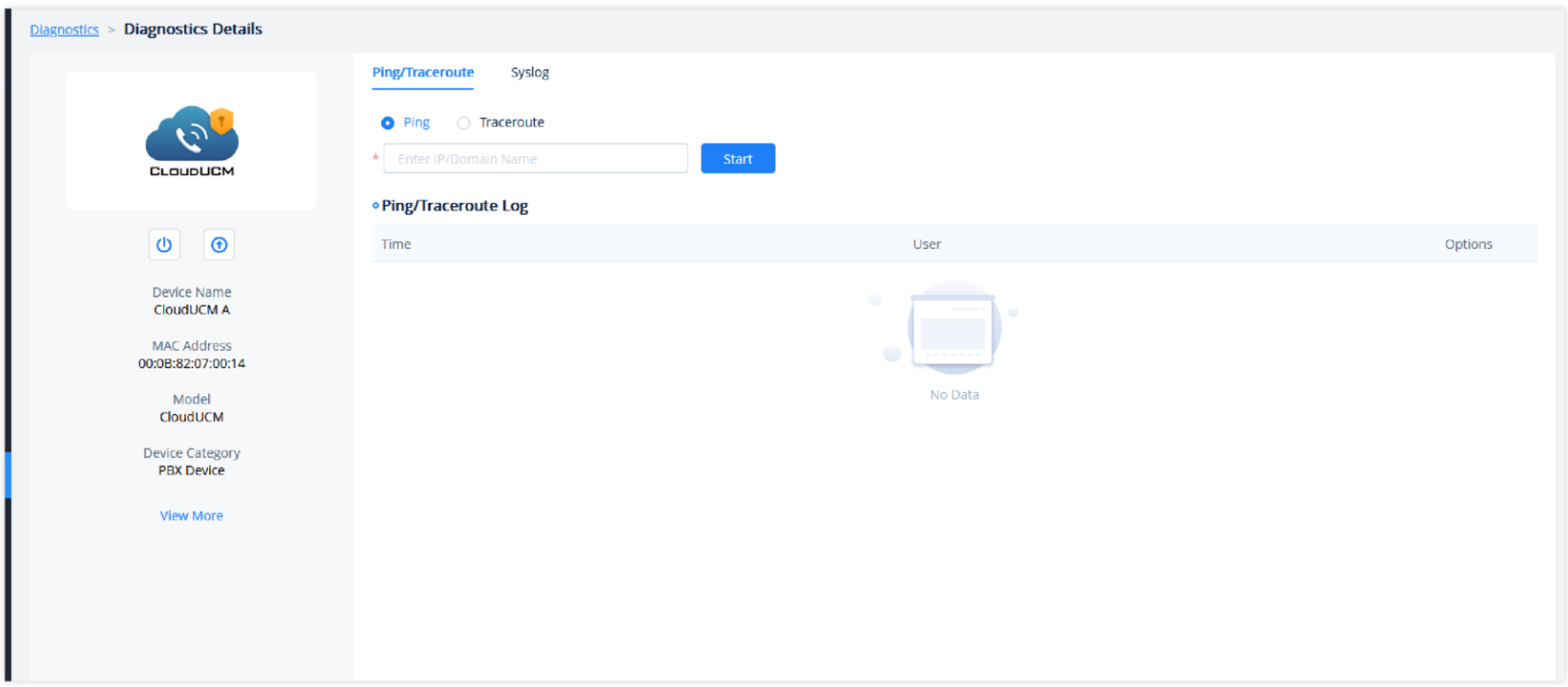
Other rules are the same as those for UCM devices in the UCMRC System.



Upgrade CloudUCM Firmware

CloudUCM Device Diagnostics

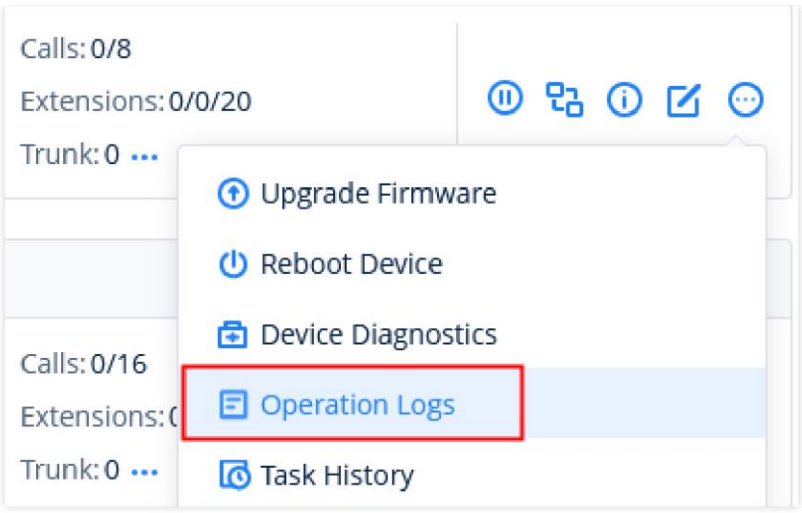
CloudUCM devices only support Ping/Traceroute and Syslog, which are the same as those in the UCMRC System.



Ping/Traceroute

View Device Operation Logs

In the CloudUCM Device List, you can click to view operation logs of devices. The rules are the same as those for UCM devices in the UCMRC System.



Operation Logs

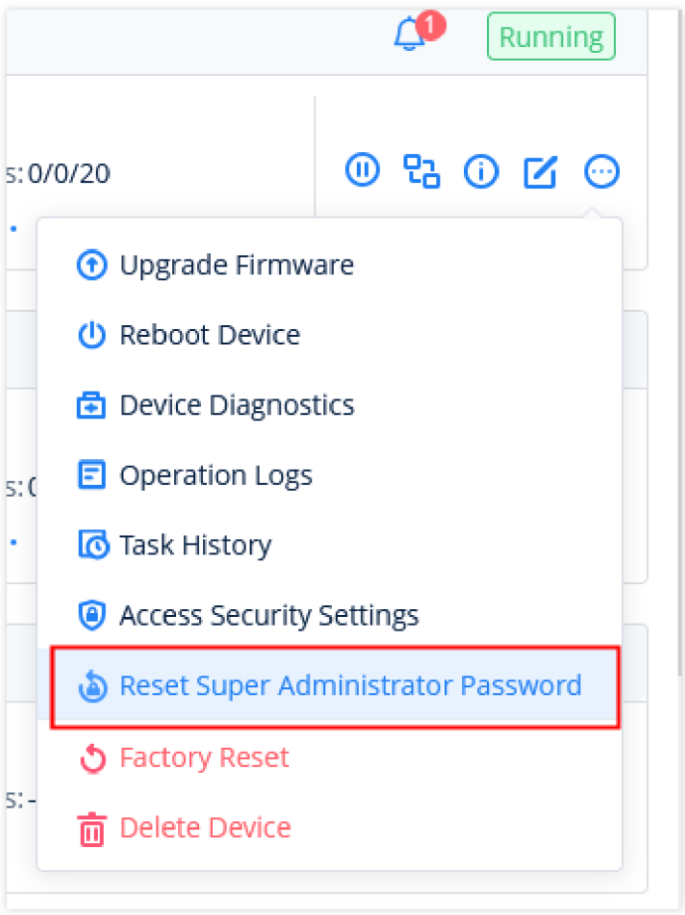
Factory Reset

You can factory reset a single CloudUCM device. After resetting the device, the firmware version is still used the same one before restoration.

> **Note**
>
> Factory reset will not delete backup files.

Reset CloudUCM Super Administrator Password

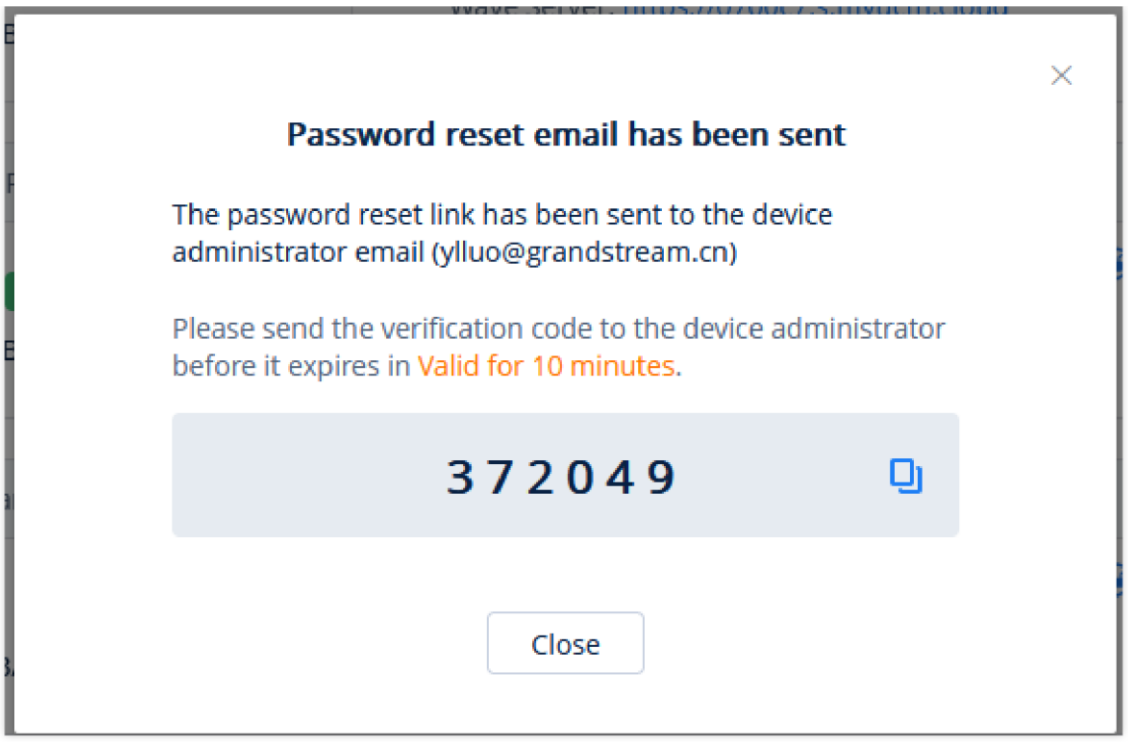
1. In the CloudUCM device list, you can click the option ⋯ and click the option “Reset Super Administrator Password”.



Reset Super Administrator Password

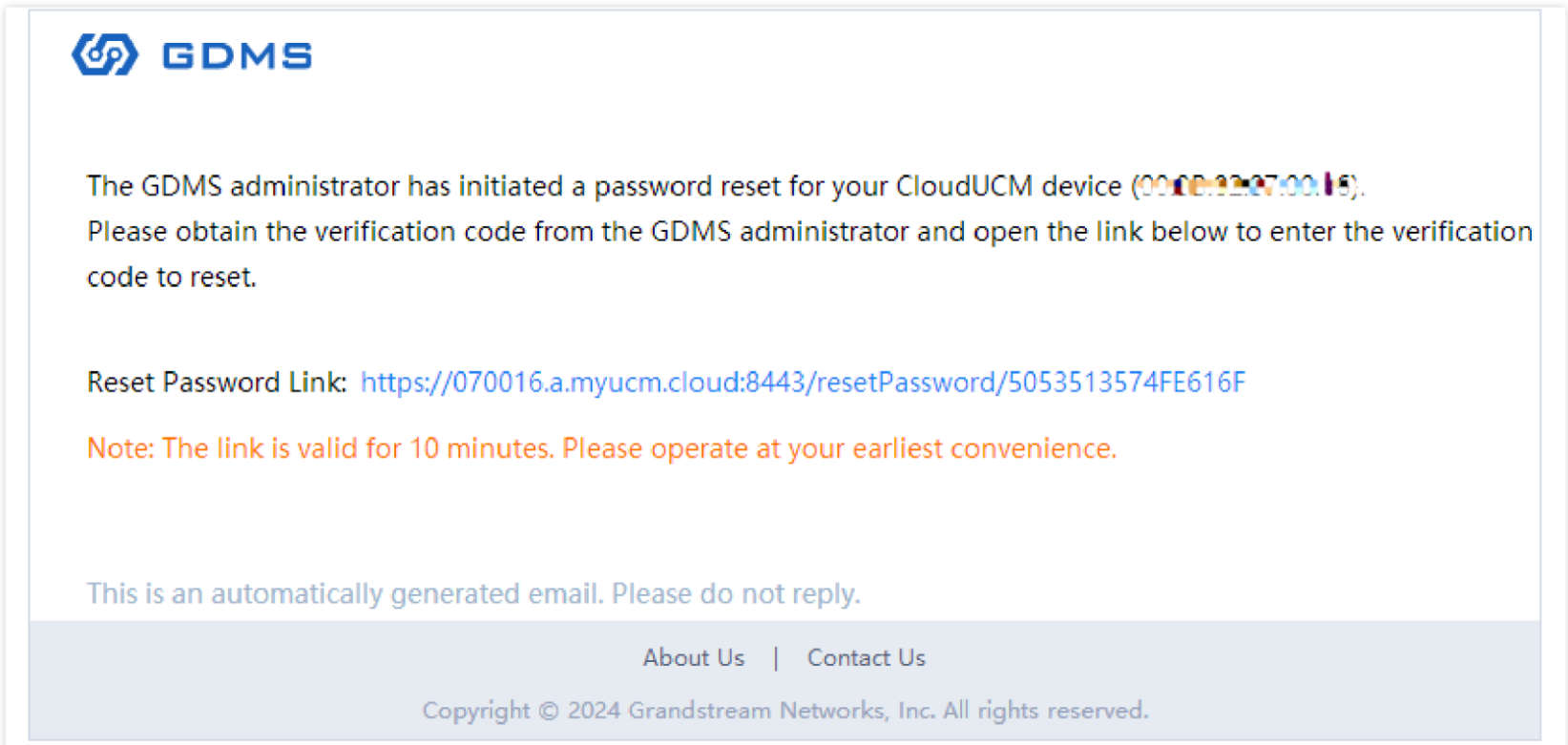
2. After confirming the reset, an email will be sent to the email address of the device administrator:

> **Note**
>
> You will also need to send the 6-digit verification code to the device administrator.



Password reset

3. The device administrator can click the link in the reset password email and enter the 6-digit verification code, then after the verification passes, the device administrator can enter a new password.

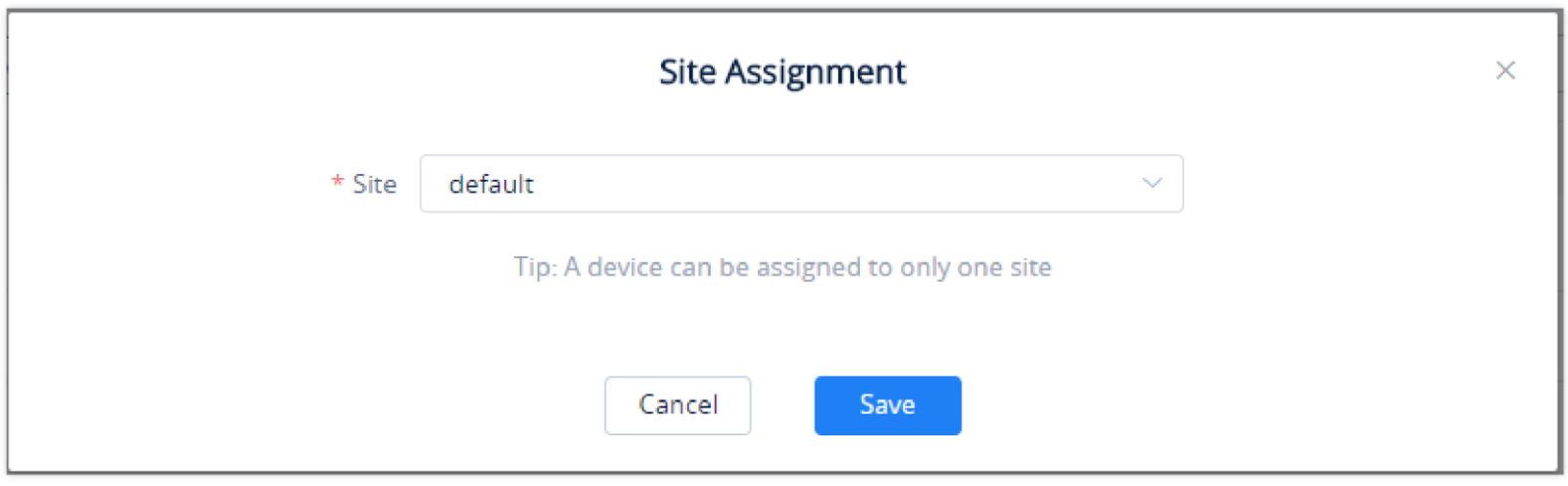


Password Reset Message

Modify Sites in Batches

Users could edit the site of a batch of CloudUCM devices on the GDMS platform. The default site is “default”.

1. Select the desired devices and click on the “**Site Management**” button.



Site Assignment

2. Select the site to assign the selected devices.

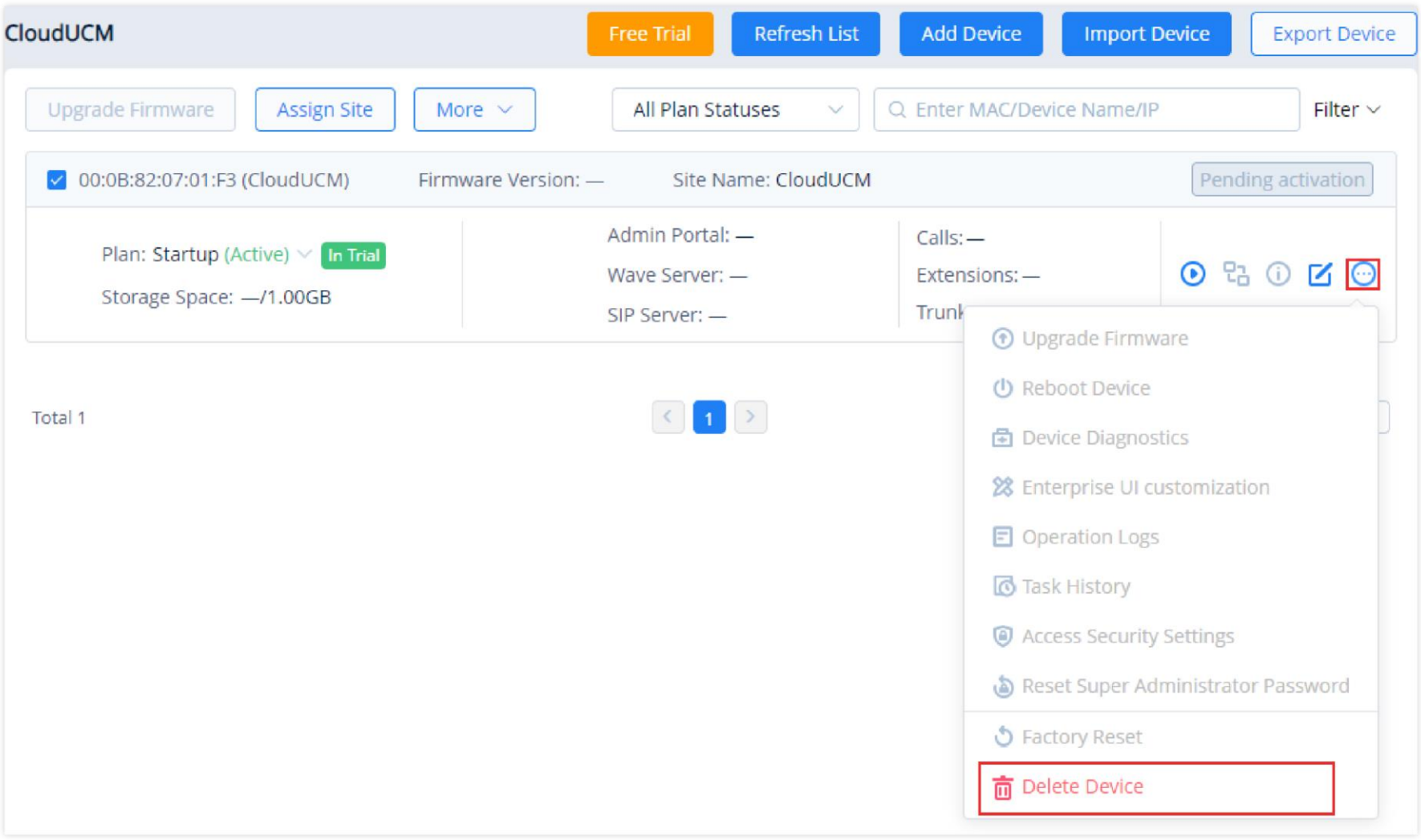
3. Click on the “**Save**” button, and all the selected devices will be transferred to the selected site.

Note

Each device can only be allocated to one single site.

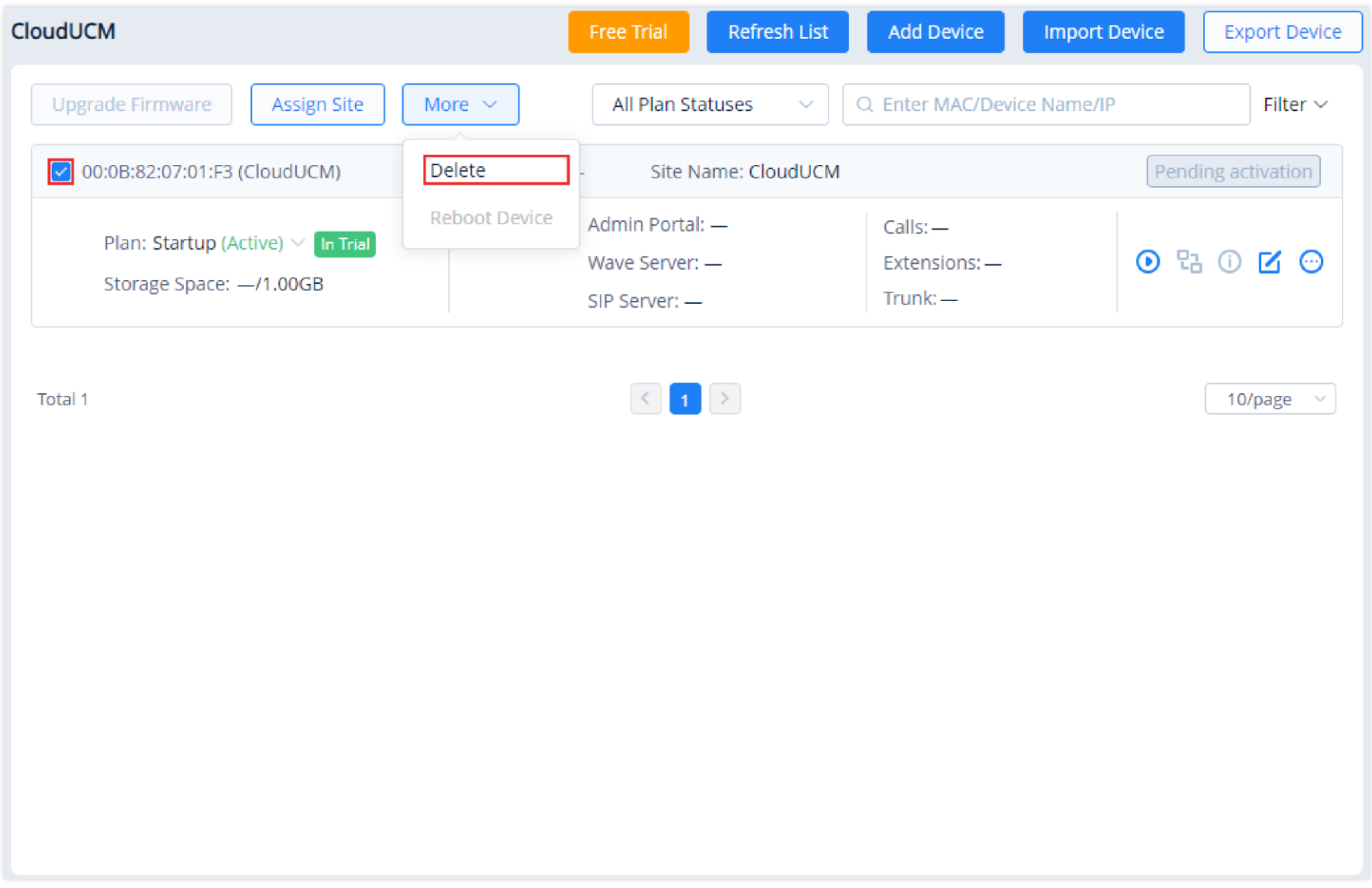
Delete CloudUCM Device

To delete a CloudUCM Device, the user can go click on ⋯ then click "**Delete Device**" as shown in the screenshot below.



Delete Device

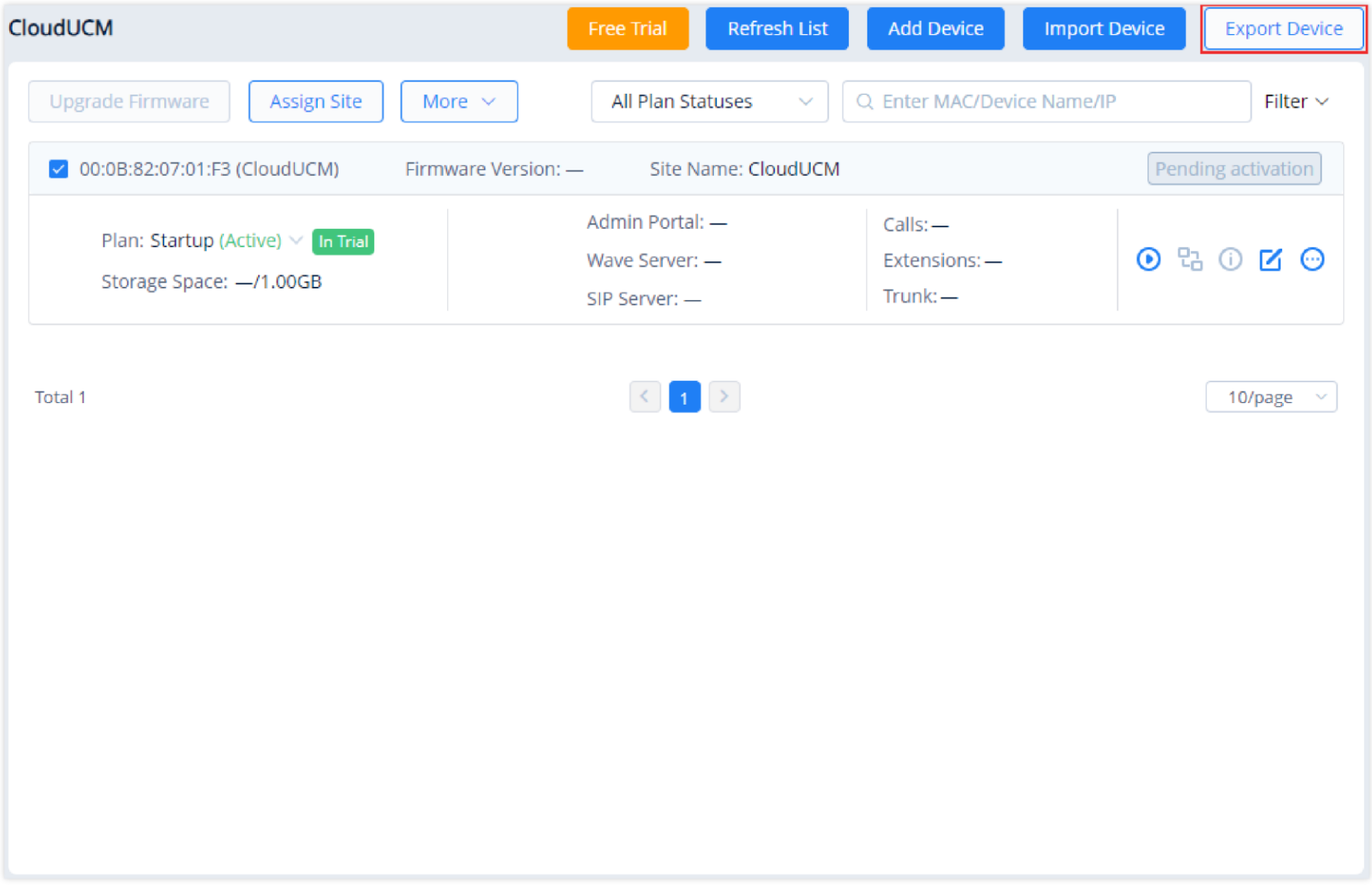
Or, to delete multiple CloudUCM devices at once, please select the device by ticking the box nex to the device's MAC address then go to "**More**", then select "**Delete**".



Delete Devices in Batches

Export CloudUCM Device

To export the list of CloudUCM devices, click on Export Device button. The list created will be in .xls format, and it will include all the CloudUCM devices which are added to the organization. If the user wishes to select the devices to be exported, he/she can tick the box next to the CloudUCM MAC address, then click on "**Export Device**" to export only those selected devices.



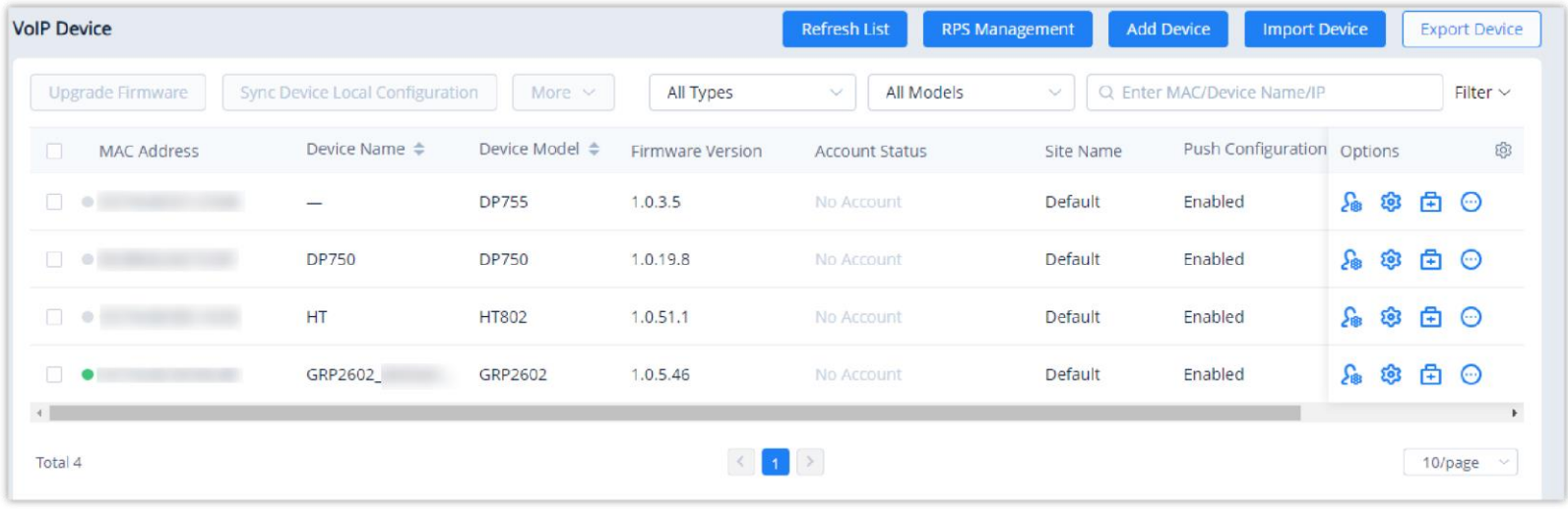
Export Device List

Synchronize CloudUCM Device Alerts to GDMS

1. Users need to enable CloudUCM alert notifications on the management platform of the CloudUCM device. For details, please refer to the CloudUCM User Guide on the CloudUCM product page.
2. The alerts generated in the CloudUCM device will be synchronized to the GDMS platform.
3. Users can view all CloudUCM alert notifications in the GDMS platform, and set the alert notification methods: Email Notification, Message Notification, or SMS Notification.

VoIP Device

The Device page shows all the associated VOIP devices. Users can view the information and status of the devices, the allocated account information, etc. GDMS platform supports to allow users to configure parameters, upgrade firmware, reboot/factory reset devices, view device details, device diagnostics, and other operations.



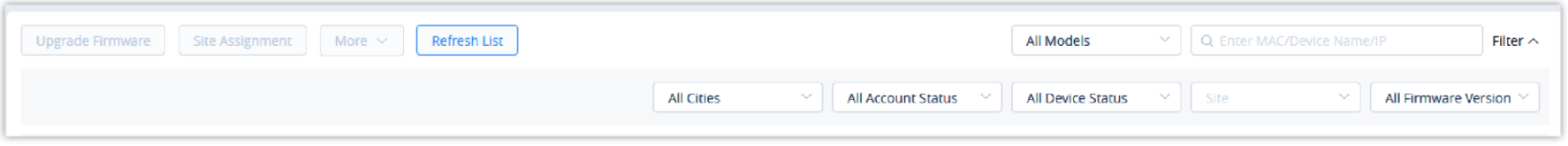
VoIP Device Management

Status	Description
Status Indicator	● The device is offline. The current account status is the last reported status before the device is offline. ● The device is online. ● The device network penetration (NAT) is abnormal, the GDMS server cannot connect to the device, but the device can periodically obtain the configuration.
Account Status	Normal: The allocated accounts from the GDMS platform to the devices are registered successfully, and all accounts can be used normally. When an account is registered normally, the extension number will be displayed. Abnormal: Some of the device's allocated accounts are unregistered. This may be due to the following reasons: ○ The account is not activated. ○ The account registration credentials are incorrect. ○ The account was modified on the device. No Account: GDMS platform does not allocate any account to the device.
Last Config Time	**Synchronizing**: If the account and device parameters were modified, the changes will immediately be pushed to the device. This status will be shown while this is happening. **Date/Time**: The date and time of the last successful provisioning.
Call Status	**Idle:** The SIP account is in an idle state. **Busy:** The SIP account is on a call.
HS Status	✔ The SIP account is configured on the handset. ✔ The SIP account is not configured on the handset.

VoIP Device Management

Operation	Description
Sorting	Click on the sorting buttons ⇕ to sort the list by various columns in ascending/descending order.
Custom Display Option	Click on the ⚙ button on the top right corner of the list to select the columns to show and/or hide.
Search	In addition to being able to search for devices with the search bar near the top-right corner of the page, users can further refine search results by clicking on the **Filter** button by specifying account status, device status, site, city, and firmware version.

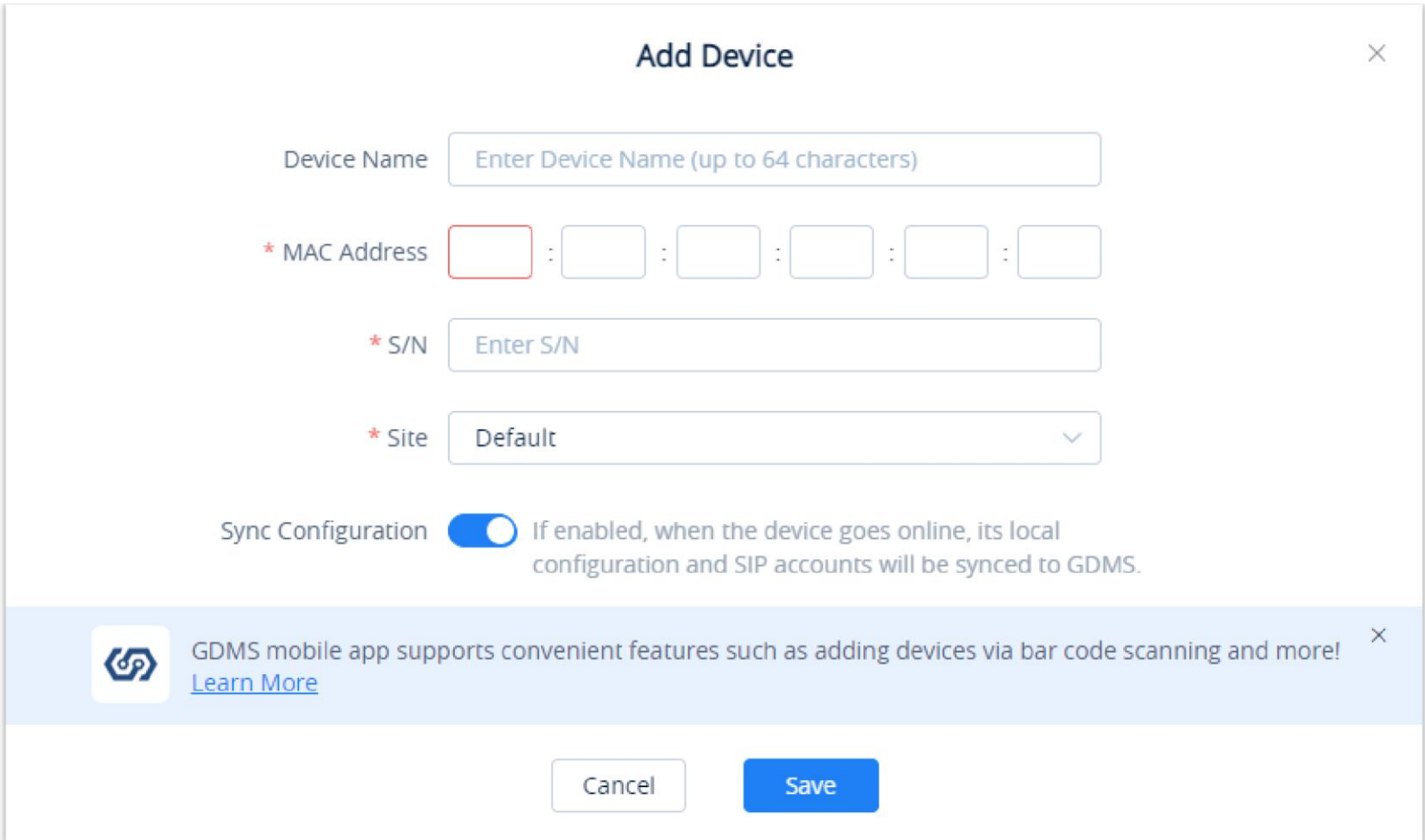
Operation Instructions



Search Devices

Add VoIP Device

To add a new device to GDMS, click on the **Add Device** button. The following window will appear:



Add VoIP Device

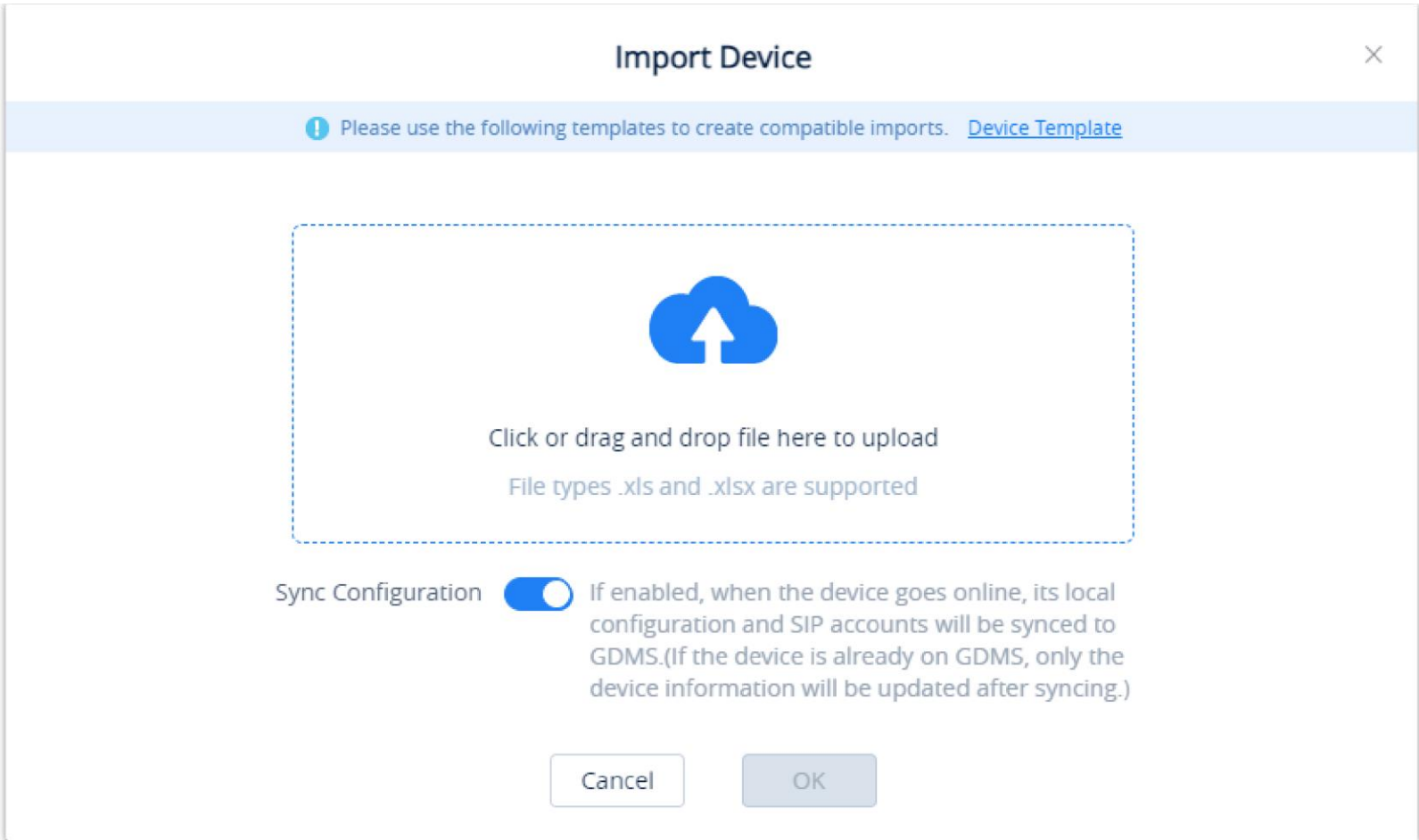
Device Name	(Optional) This option is used to set the name of the device so that the users could identify this device. The maximum number of the input characters is up to 64.
MAC	(Required) This option is used to enter the MAC address of the device. (Locate the MAC address on the MAC tag of the unit, which is on the underside of the device, or on the package)
Serial Number	(Required) This option is used to enter the serial number of the device. (Locate the Serial Number on the MAC tag of the unit, which is on the underside of the device, or on the package)
Select Site	(Required) This option is used to set which site this device belongs to. The default setting is “Default” site.
Sync Configuration	If enabled, when the device goes online, its local configuration and SIP accounts will be synced to GDMS.

Add VoIP Device

- Users could click on the “Save” button to save the configuration.
- Each device can only be associated with only one GDMS account.
- Users can use the search bar on the Device page to find added devices via device name, MAC address, and sites.

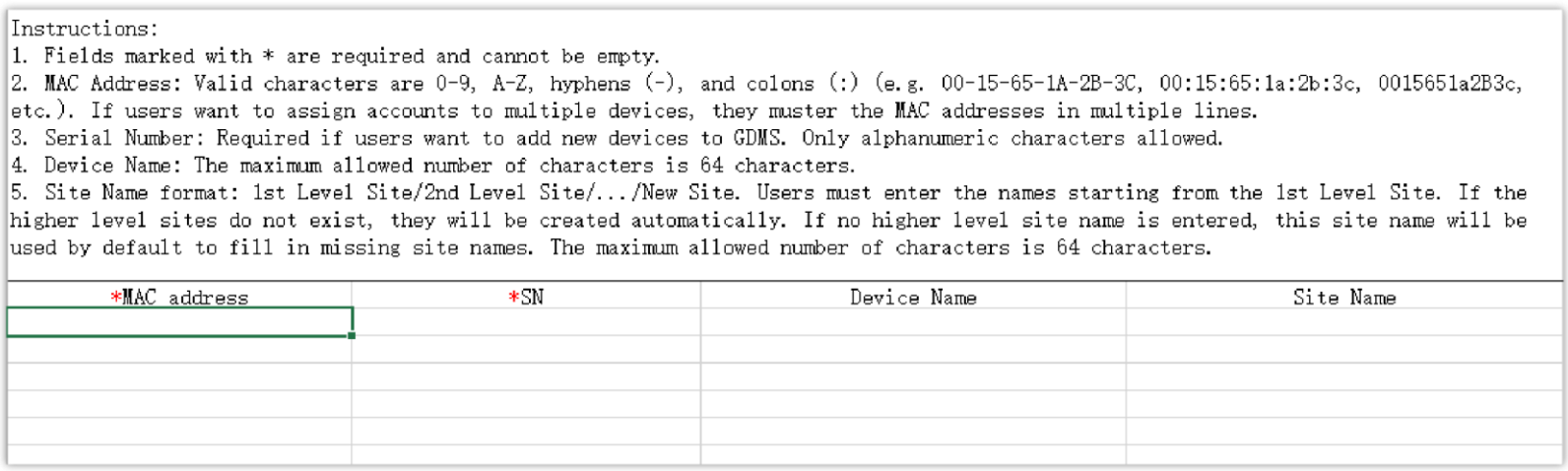
Batch Import VoIP Devices

Users can import multiple devices by uploading a file. Click on the **Import Devices** button on the **Device** page to get started. The following window will appear:



Import VOIP Device

1. Click on the Device Template button to download the template. Users must follow the instructions to enter the required information.



Instructions:
1. Fields marked with * are required and cannot be empty.
2. MAC Address: Valid characters are 0-9, A-Z, hyphens (-), and colons (:) (e.g. 00-15-65-1A-2B-3C, 00:15:65:1a:2b:3c, 0015651a2B3c, etc.). If users want to assign accounts to multiple devices, they muster the MAC addresses in multiple lines.
3. Serial Number: Required if users want to add new devices to GDMS. Only alphanumeric characters allowed.
4. Device Name: The maximum allowed number of characters is 64 characters.
5. Site Name format: 1st Level Site/2nd Level Site/.../New Site. Users must enter the names starting from the 1st Level Site. If the higher level sites do not exist, they will be created automatically. If no higher level site name is entered, this site name will be used by default to fill in missing site names. The maximum allowed number of characters is 64 characters.

*MAC address	*SN	Device Name	Site Name

Import VoIP Device Template

2. The template will have the following fields:

MAC Address	Users need to fill in the MAC address of the device in this field (Required). For instance, 000B82E21234, and it supports to fill ":" and "-" characters in this field.
SN	Users need to fill in the serial number of the device in this field (Required).
Device Name	This option is used to set the name of the device so that the users could identify this device (Optional). The maximum number of the input characters is up to 64.
Site Name	Enter the site to assign this device to (Required). If the site is under more than one level, all site levels must be included in the site name (e.g. first_level/second_level/…/new_site). If the site level does not exist, it will be automatically created. Maximum character limit is 64.

Import VoIP Device Template

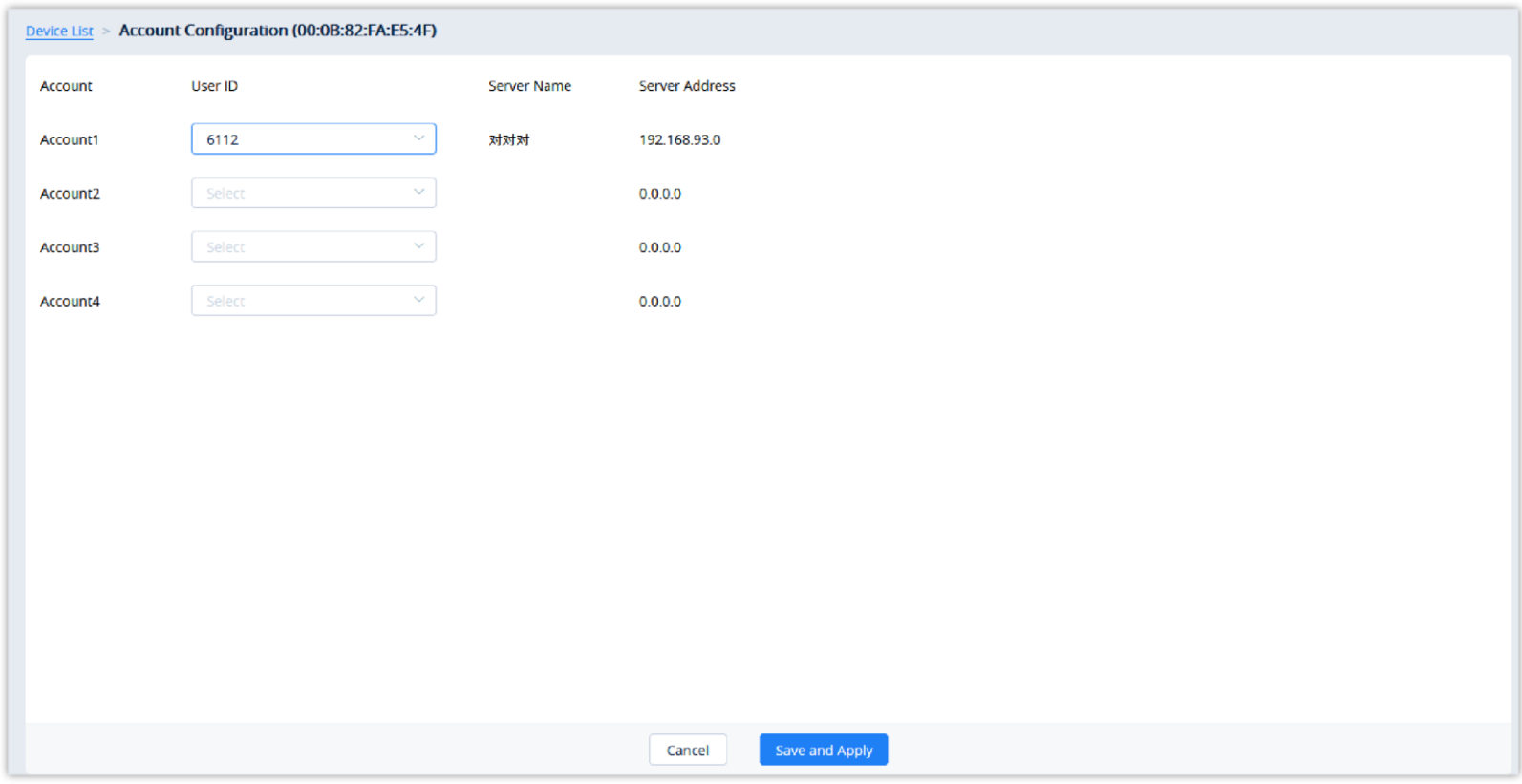
3. Users can drag the file to the pop-up window, or they can click the upload button to select a file from their PC to import.
4. Once the file is imported into GDMS, the result window will appear. If any data failed to import successfully, users can export the problematic data, re-edit, and attempt to import them into GDMS again.
5. The user can choose to sync the devices' configuration by enabling "Sync Configuration". Once that is enabled, the local configuration and SIP accounts will be synchronized to the GDMS.

- If an existing device on GDMS is imported, the device's existing information will be replaced with the newly imported information.
- If a device's MAC address and serial number are invalid, the import will fail.

Configure SIP Account (Non-DP Devices)

Users can configure SIP accounts for each device from the **Device** page.

1. In the devices list, click on the icon corresponding to the account to access the Account configuration page.
2. After clicking the button, users will see the Account configuration page as the figure shows below:



Configure SIP Account

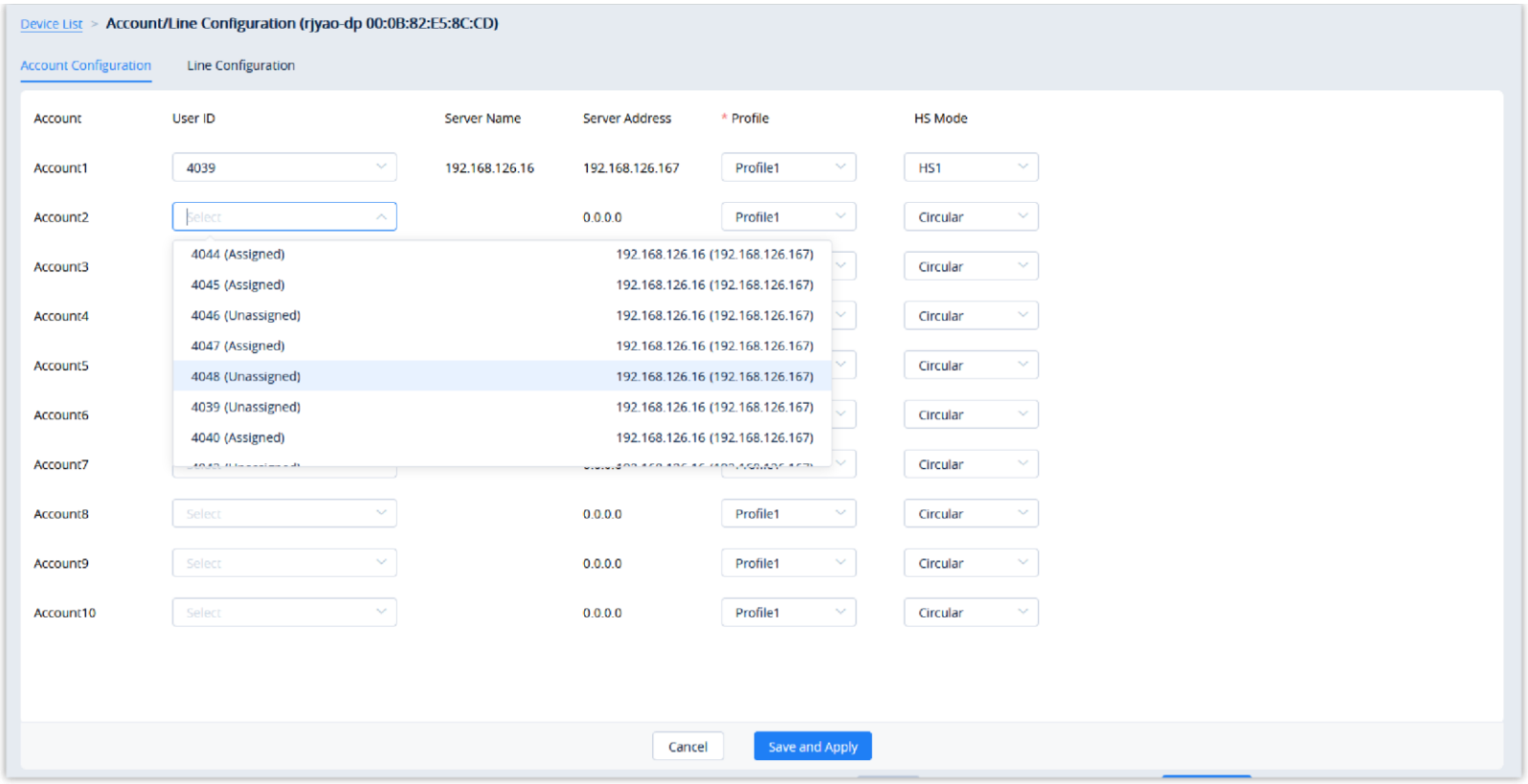
3. On this **Account Configuration** page, users can select the SIP accounts created on the **SIP Account** page to assign to the device.
4. Users could also select to replace the existing SIP account with a specific account or delete the existing accounts.
5. Click on the **Save and Apply** button. The accounts will then be assigned to the device.

- If a device is offline during the account assignment, GDMS will synchronize any changes to it the next time it goes online.
- Settings configured via other means (e.g. endpoint device web portals, Zero Config provisioning, etc.) will not be synchronized to GDMS.

Configure SIP Account/Line (DP Devices)

Users could configure SIP accounts and lines for DP devices. GDMS platform supports to allow users to view the existing SIP accounts for current devices and edit/delete the accounts.

1. In the devices list, click on the icon corresponding to the account to access the Account configuration page.
2. After clicking the button, users will see the figure as shown below:

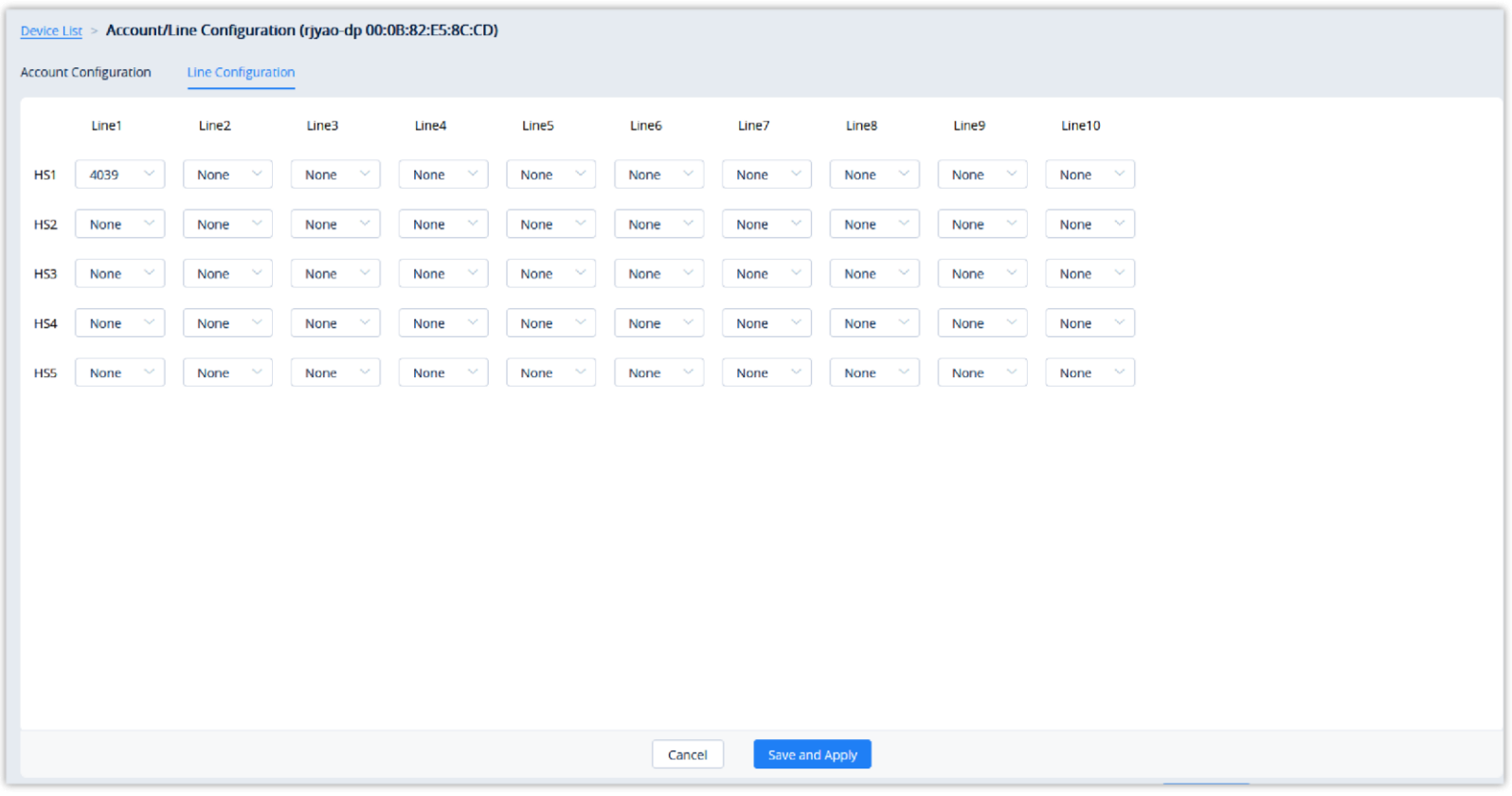


Configure SIP Account for DP Devices

User ID	**Allocated**: This SIP account has already been allocated to other devices; **Unallocated**: This SIP account has not been allocated to any device.
Profile	Different SIP servers cannot be set to the same profile.
HS Mode	If this field is not filled, the default setting is “Circular” mode.

Configure SIP Account for DP Devices

3. To configure the lines for each HS mode, click on the **Line Configuration** tab.



Line Configuration

Set up a line account for each handset and select the SIP accounts from the configured accounts in the device

4. Select the desired SIP accounts to use for each line and handset.

5. Click on the button **Save and Apply** to allocate the SIP accounts or lines to the devices.

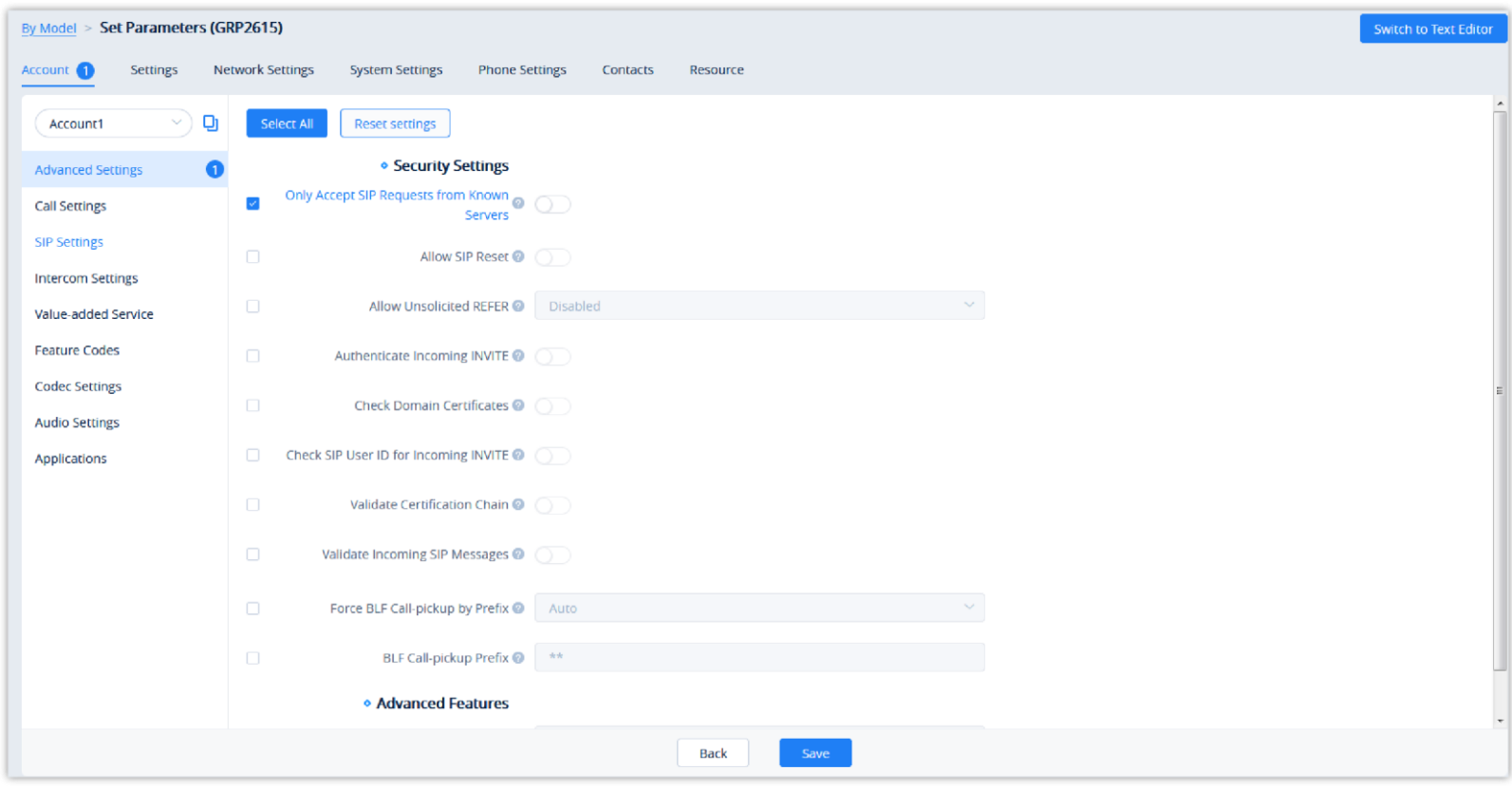
- If a device is offline during the account assignment, GDMS will synchronize any changes to it the next time it goes online.

- Settings configured via other means (e.g. endpoint device web portals, Zero Config provisioning, etc.) will not be synchronized to GDMS.
- For device-specific configuration rules, please refer to the DP device user guide.

Device Parameters Configuration

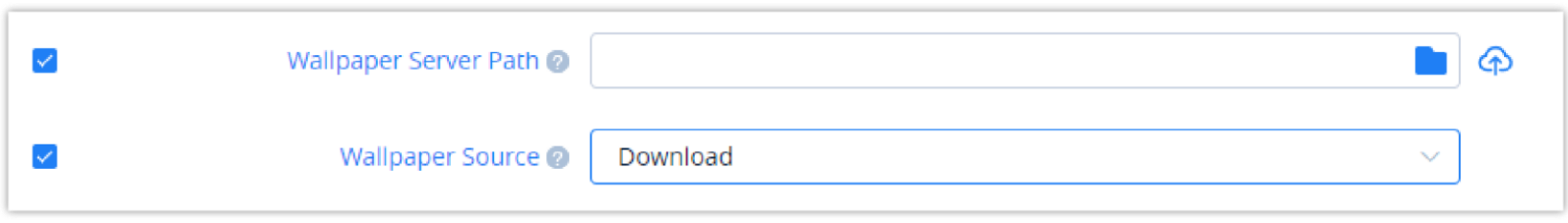
Users can modify the configuration parameters for a single device.

1. In the device list, click on the ⚙ button to go to the **Device Parameters Configuration** page, as shown in the figure below:



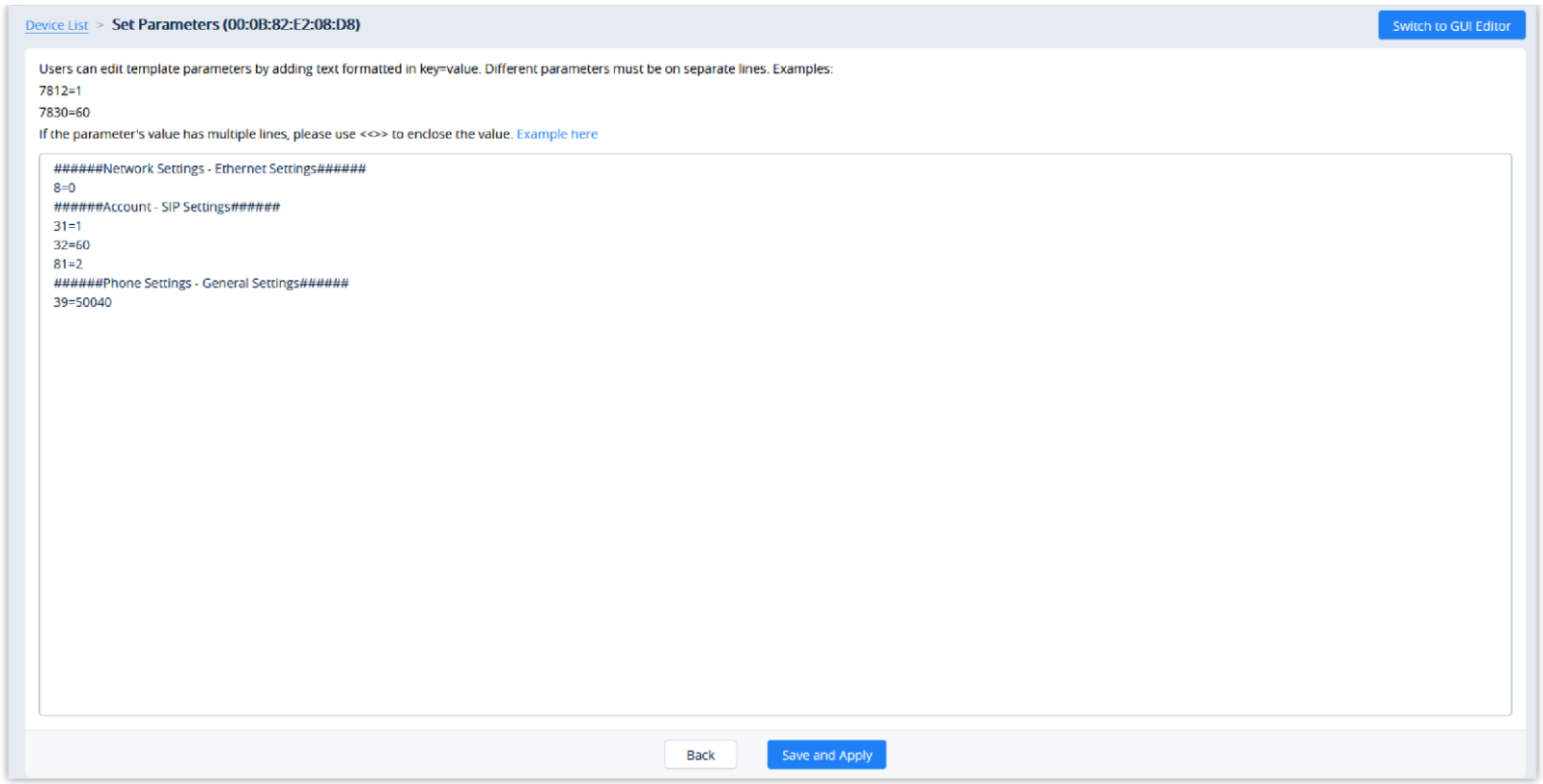
Device Parameter Configuration

- Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
- Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
- Clicking on the button ⧉ following the account, users can copy and paste the current account configuration to other accounts.
- When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.



Ringtone Configuration

2. Modify the desired settings on the page or click on the **Switch to GUI Editor** to configure device settings via text editing (i.e. p-values).



Edit Configuration File

- The format requirement is key=value. The key can be either a P-value or an alias.
- Users can enter the latest parameters and values of a device in the text editor even if the GDMS configuration page does not display the configuration options.

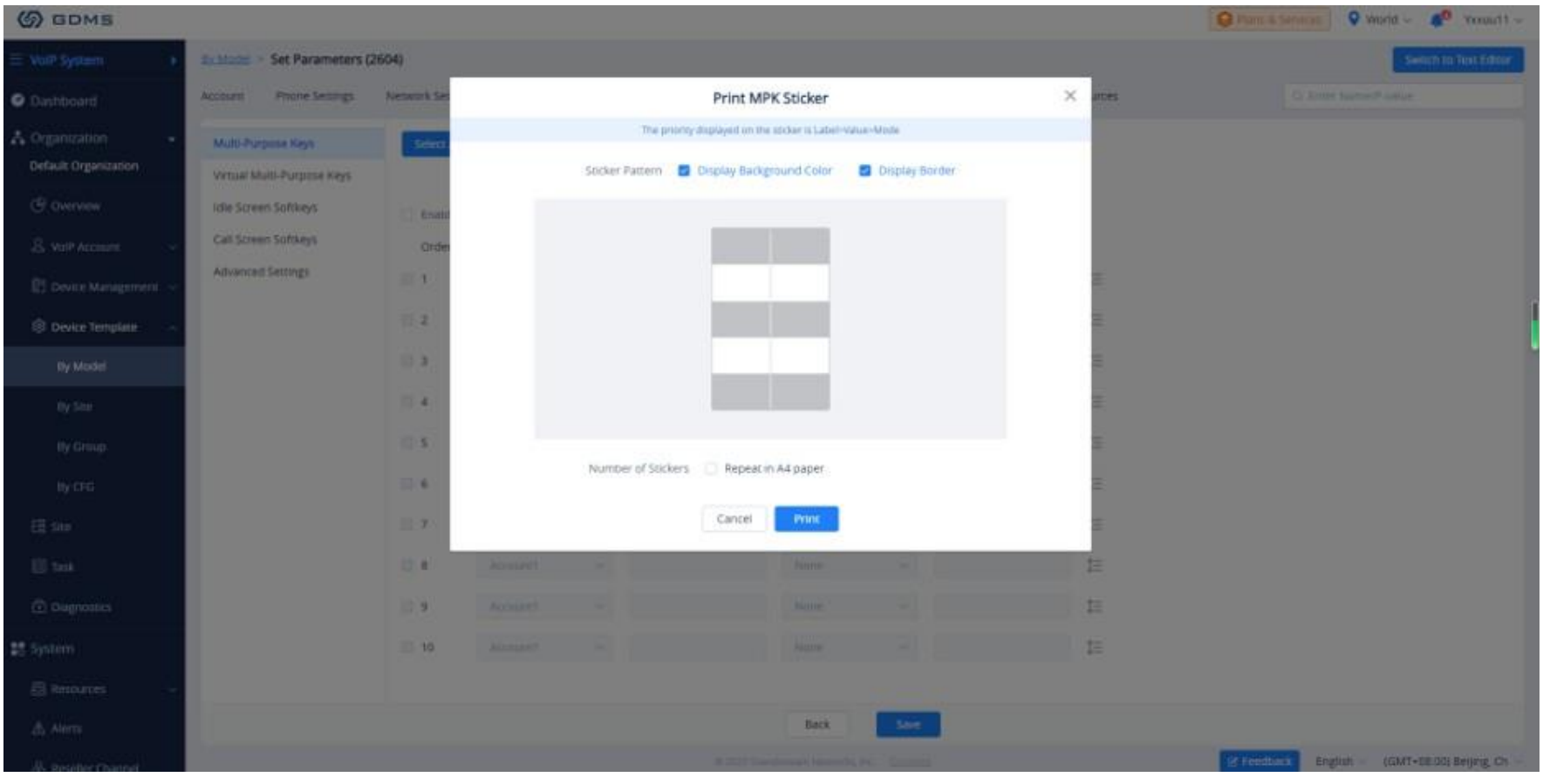
3. Click on the **Save and Apply** button to finalize changes. Only settings that are checked will be pushed to the device.

- If the device is not connected to the GDMS platform currently, the device cannot be synchronized with the GDMS platform.
- When the device is connected to the GDMS platform, the allocated accounts will be synchronized on the device immediately.
- The SIP accounts which are configured manually on the device will not be synchronized to the GDMS platform. For the configuration rules, please refer to the User Guide of the devices.

MPK Stickers Printing

Certian Grandstream IP phones have a MPK sticker placement (GRP2604, GRP2634, GRP2636, GXP2130, GXP2160) to label the MPKs as the user desires. GDMS offers a way to print the stickers when configuring the devices.

You can select whether to pring the background color, whether to display the border, or whether to print repeatedly on the A4 paper.



Print MPK Sticker

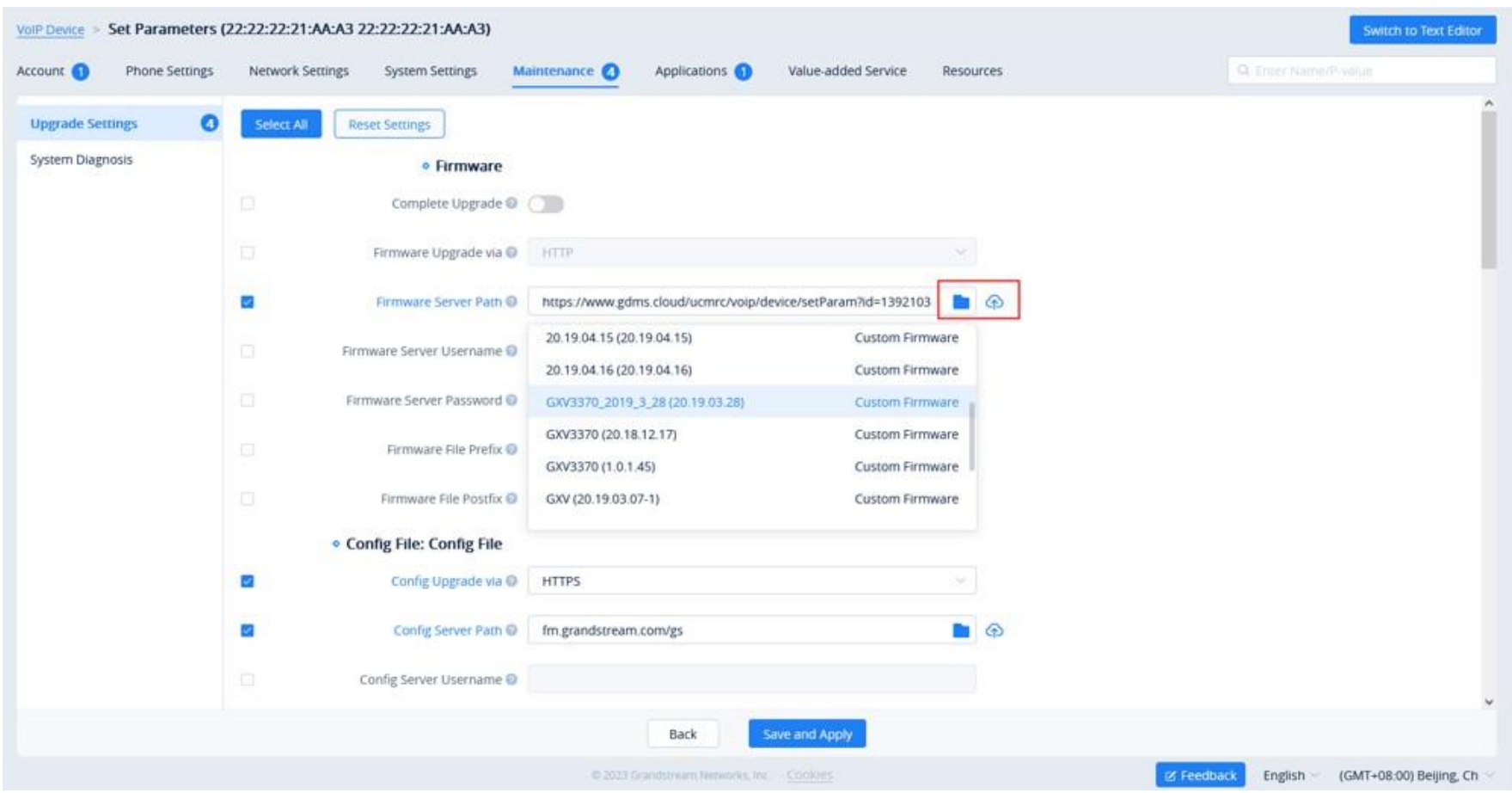
When the user prints MPK sticker repeatedly on an A4 paper, it will be displayed as following.

Multiple MPK Stickers

If you want to print on the native sticker provided with the IP phone unit. Please refer to the following video: https://v.youku.com/v_show/id_XNDc3MDczOTIwOA==.html

Upgrade The Firmware

You can select the firmware path from the existing firmware resource list or directly upload your firmware file by clicking the "Upload" button following the option. Please refer to the screenshot below.

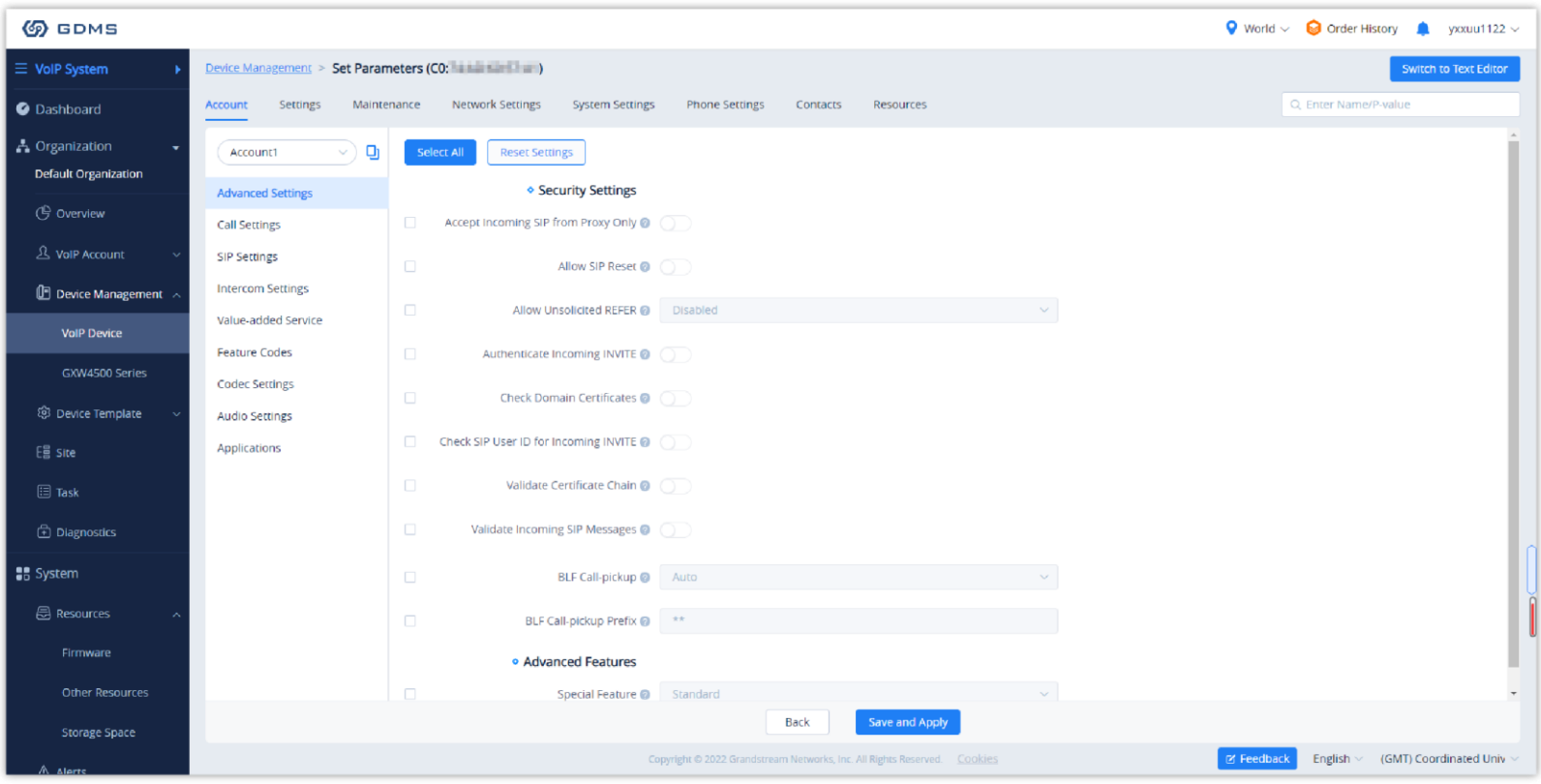


Upgrade Settings – Firmware

Configure Resource Files

Users can configure custom ringtones and languages for devices (Supported models: GXP/DP series).

1. On the Device list, click on the button to go to the **Device Parameters Configuration → Resource Configuration** page, as shown in the figure below:



Resource Configuration

2. On the “Custom Ringtone” page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
3. On the “Language Configuration” page, select a language pack from the resources for the device.
4. Click on the “Save and Apply” button, the device will download the selected resources from the firmware path.

> For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system will intercept the resource file to the maximum limit automatically.

Synchronize Device Local Configuration

Before the device is configured, the user can synchronize the device’s local configuration to the GDMS server.

1. Select a specific device, click icon and select the option “**Synchronize Device Local Configuration**”.
2. Click “**OK**” to confirm synchronization on the pop-up window. Then, the GDMS server will synchronize all the account configurations and parameters of the current device to the GDMS server.
3. Enable Sync SIP Account if you wish to have your SIP accounts synchronized to the GDMS.

> - If the device’s parameter configuration conflicts with the server’s configuration, the device’s local configuration prevails.
> - If the account on the device does not exist on the GDMS server, the SIP account and server are automatically created on the GDMS server.
> - This option can be turned on only for the devices which are online.

Disable Push Configuration

If the user does not want to push any configuration to the device through the GDMS server, please follow the steps below:

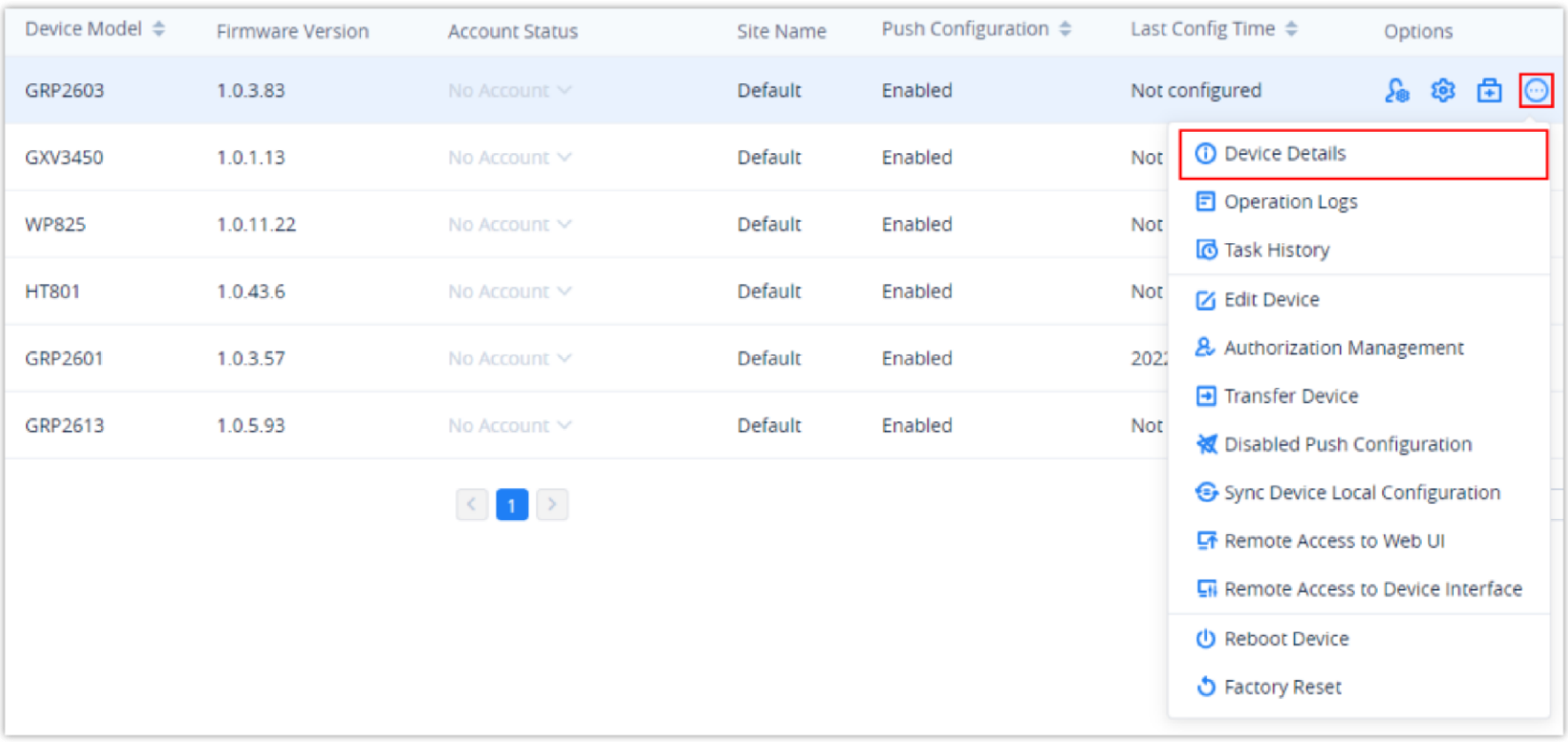
1. Select a specific device, click icon and select the option “**Disable Push Configuration**”.

2. Click "**OK**" to confirm the operation, the account configuration or parameters will not be pushed to the device through the GDMS server anymore, including the scheduled tasks. The configuration that has not been pushed to the device will not be pushed to the device anymore.

> If the user wants to resume pushing the configuration or parameters to the device, the user can click "Enable Push Configuration" option to operate in the GDMS server.

View VoIP Device Details

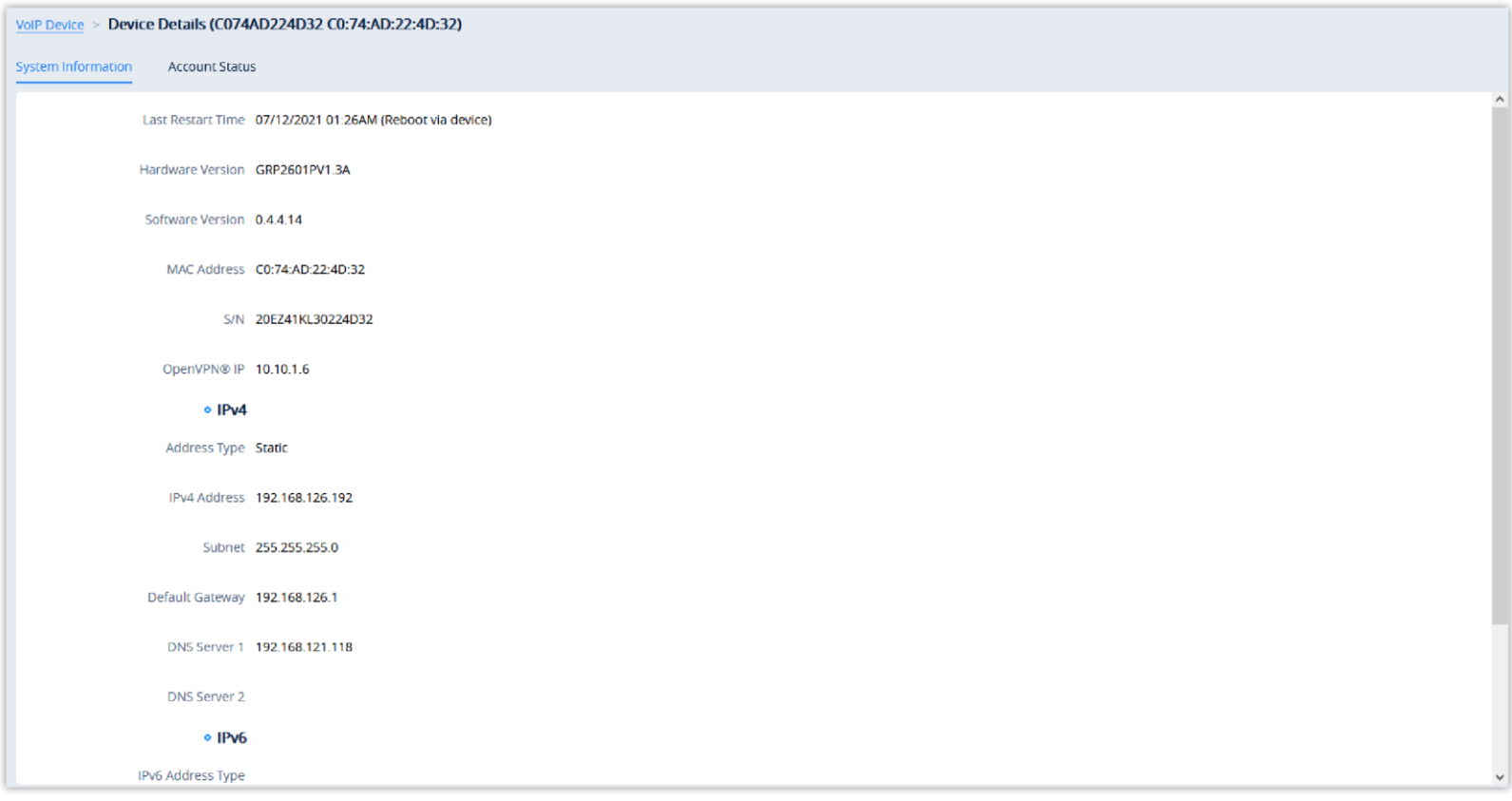
Click on the ⋯ button to view a specific device's system information and account status.



View VoIP Device Details

System Information

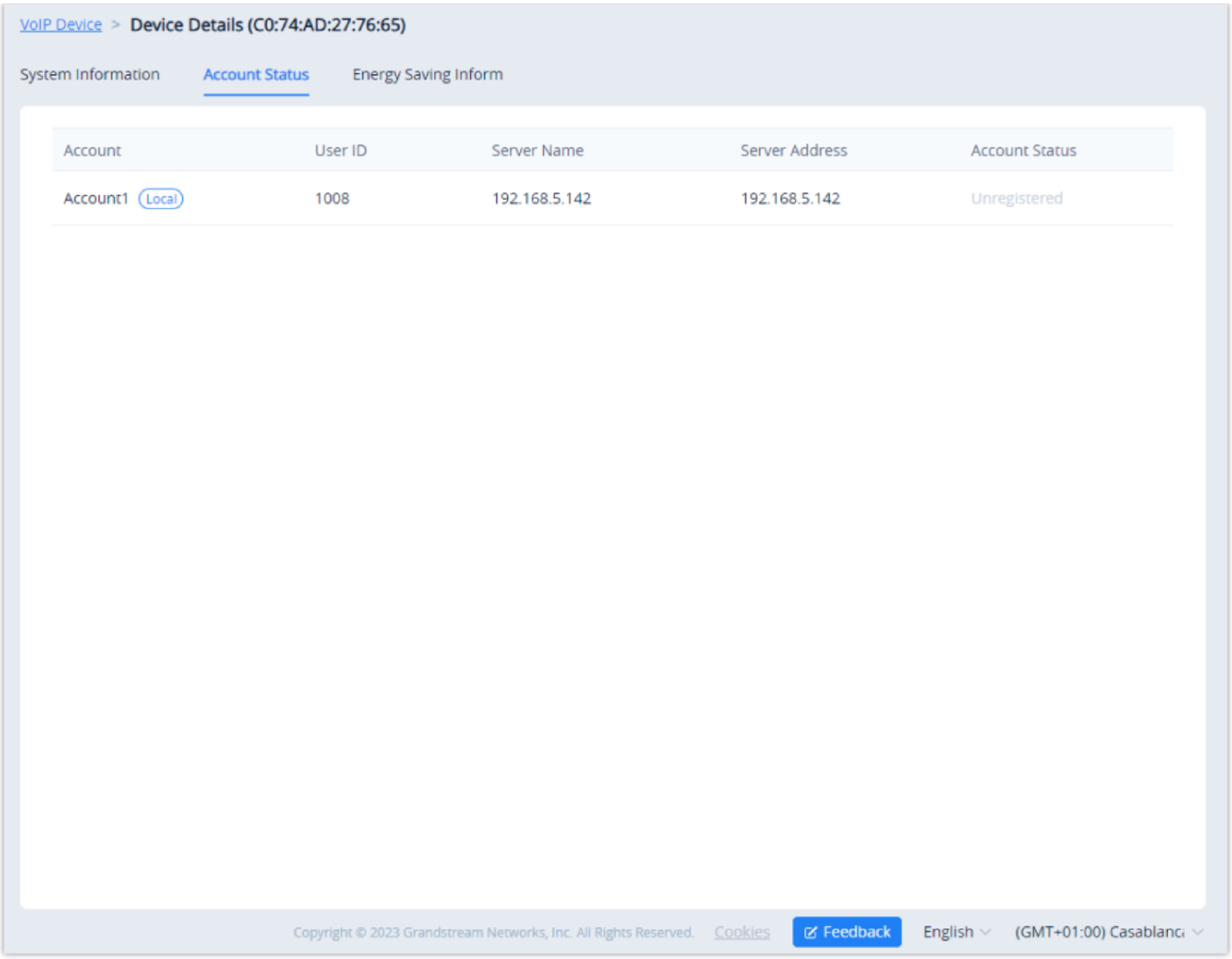
The device details include System information, Network information, Account status, etc.



VoIP Device Details

> The information in this page is obtained from the device in real-time. If the device is offline, the details page will be inaccessible.

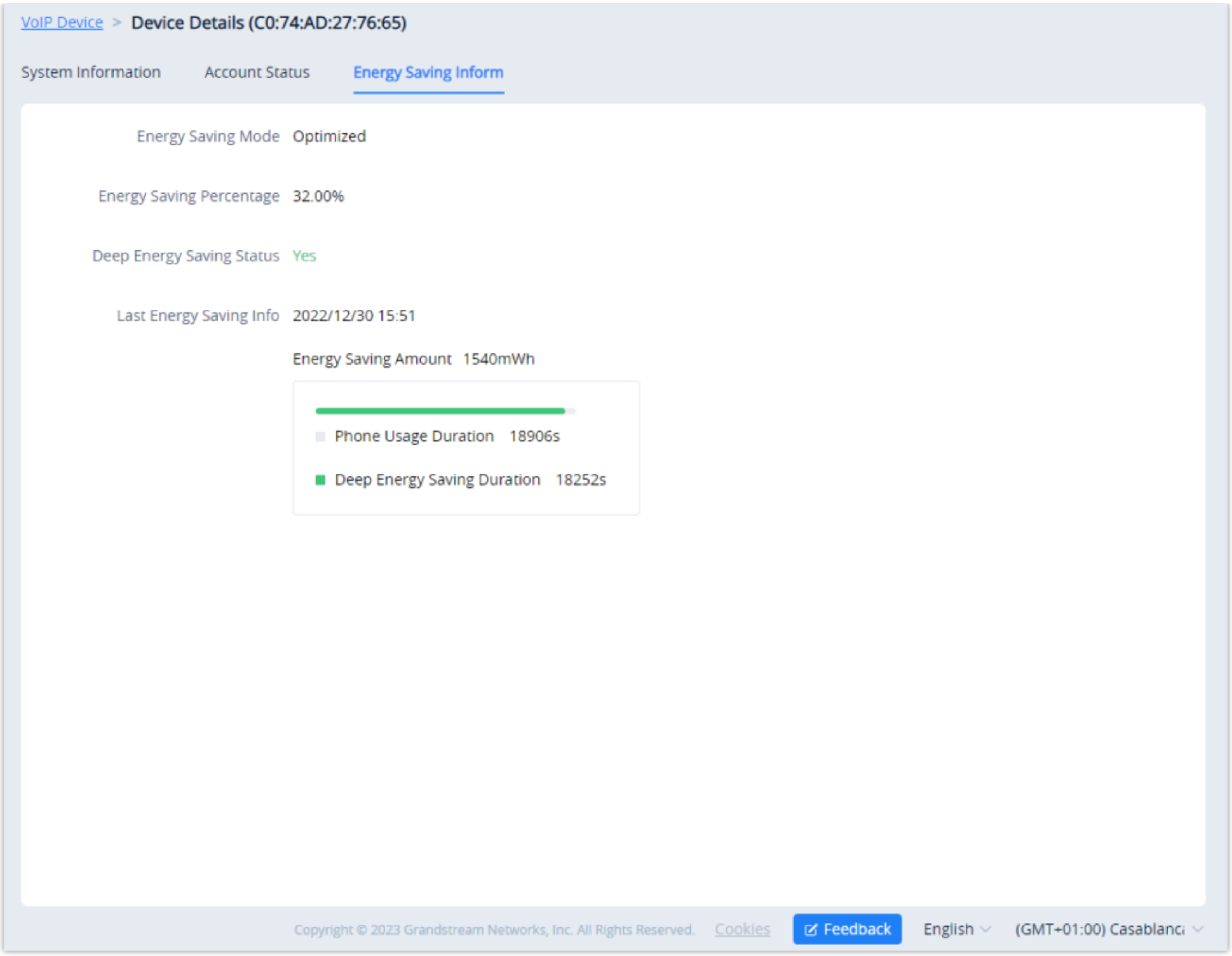
Account Status



Device Details

Energy Saving Inform (GRP Series Only)

If you are viewing the detail of a GRP series IP phone, an additional tab will appear **Energy Saving Inform.** This tab contains information about your GRP device power usage. It provides information about which Energy Saving Mode has been configured on your device, the percentage of the energy saved, whether Deep Energy Saving has been enabled, and information about when the Energy Saving has been enabled with all the related information of how much energy has been saved and how long the phone has been operational under energy saving mode.

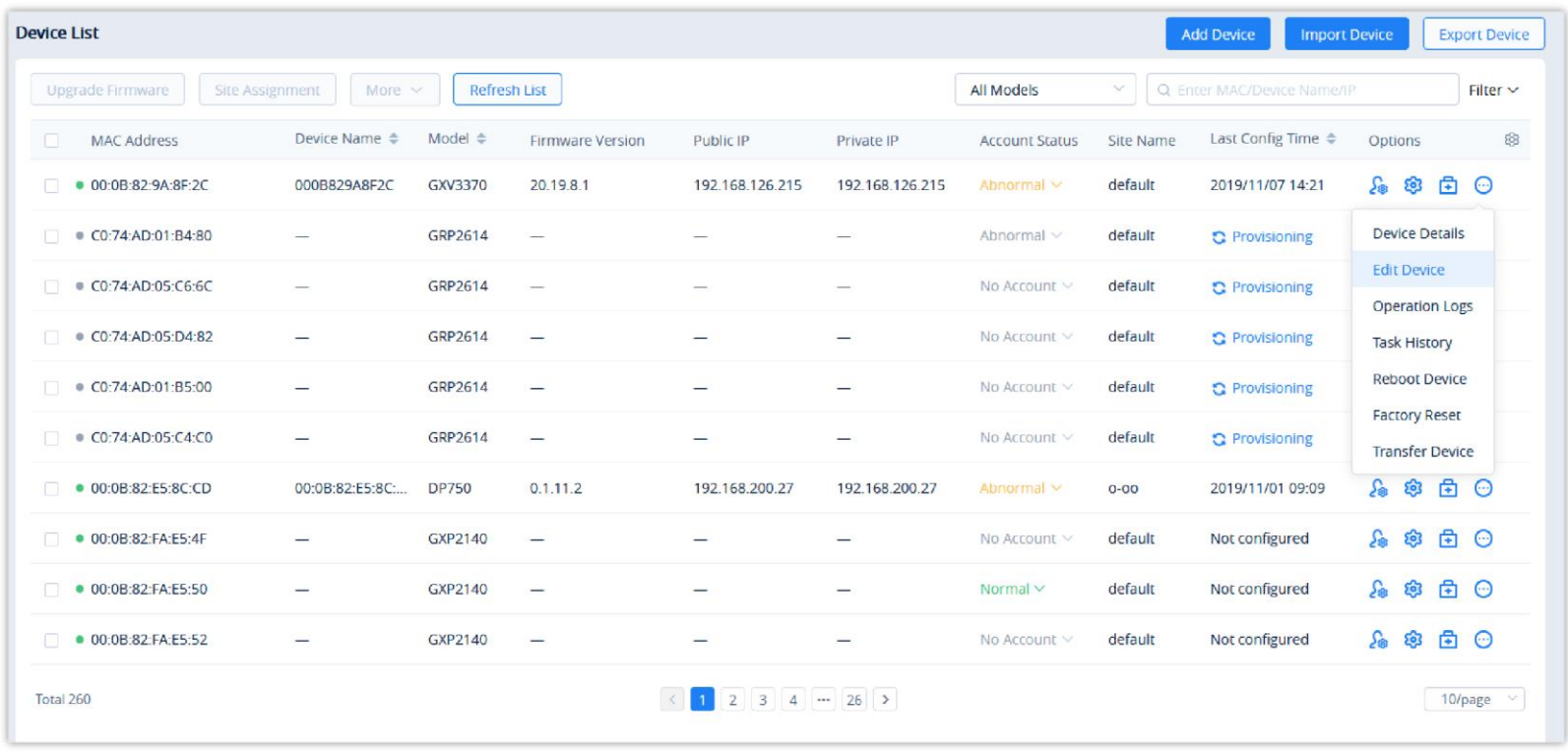


Energy Saving Inform

Edit VoIP Device

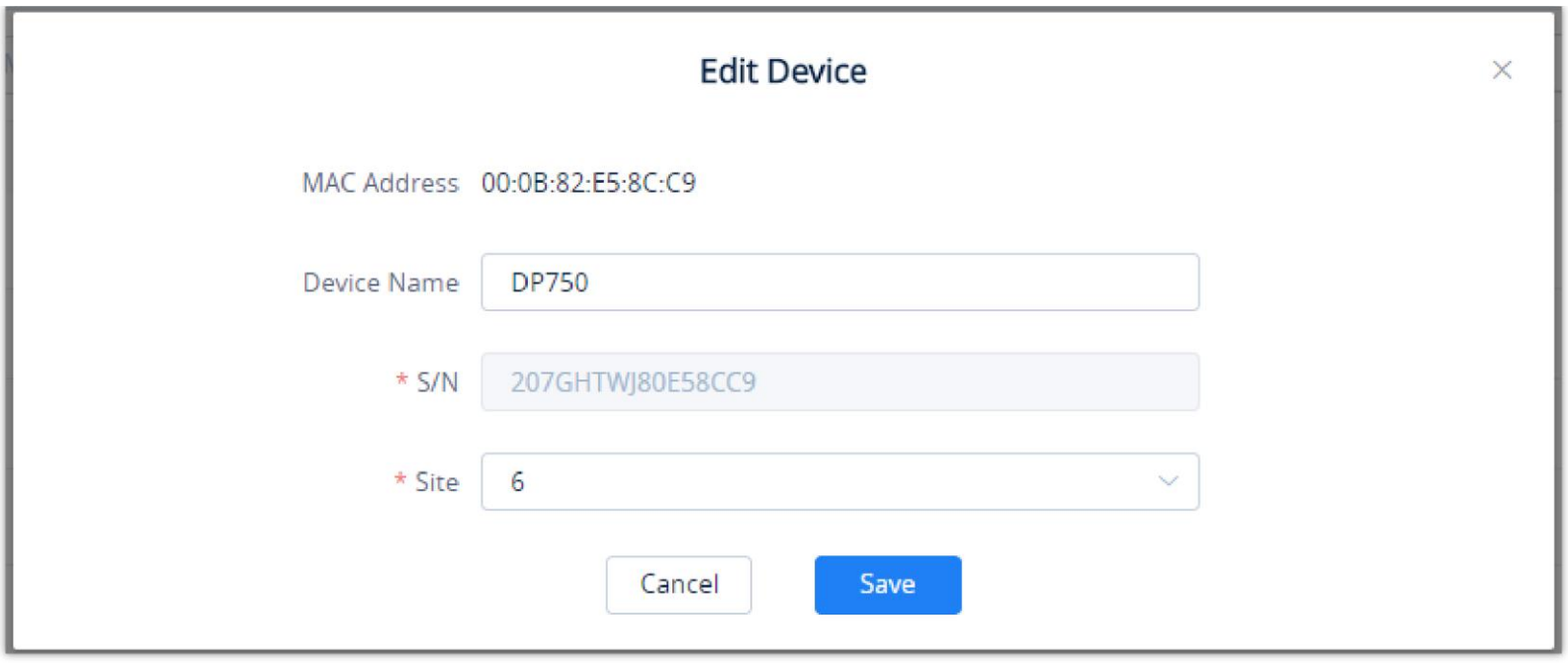
Users could edit the Device name and which site the device belongs to.

1. In the device list, click on the button ⋯ which is following the device, and select **Edit Device** to access the device editing page.



Edit VoIP Device Option

2. Users will see the device editing page as the figure shows below:



Edit VoIP Device

3. Click on the **Save** button to apply the changes on the GDMS platform.

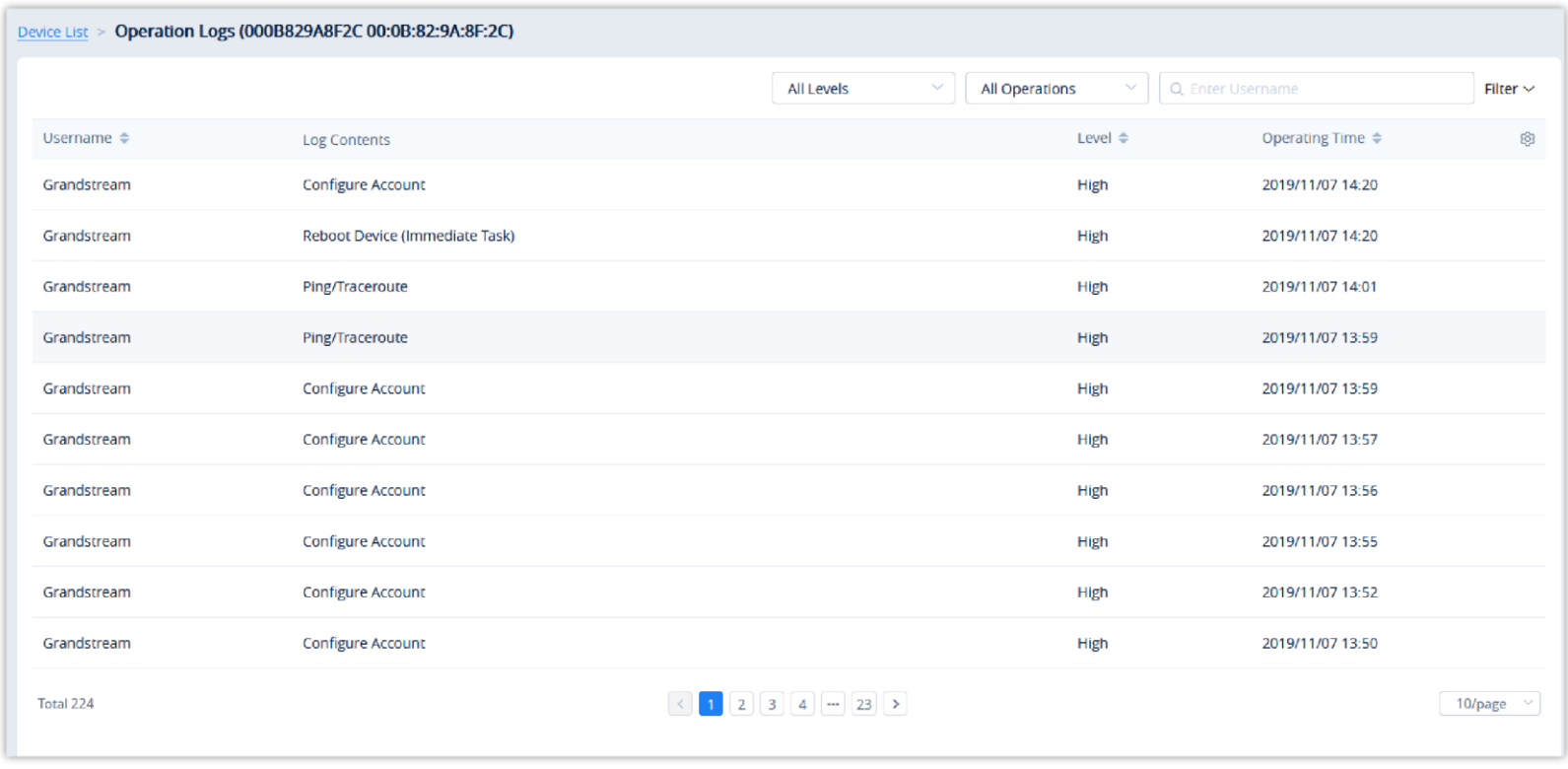
View VoIP Device Operation Logs

Users could view all operation logs for a specific device on the GDMS platform.

1. On the Device List, select the menu button following the specific device, and click on the “Operation Log” button.
2. Access to the Operation Log menu of the device, the menu includes the operation logs of device SIP account configuration, updating configuration parameters, device rebooting, device upgrading/downgrading, device factory reset, device diagnostics, etc.

Note:

Users could only view the device operation logs for the last 30 days.

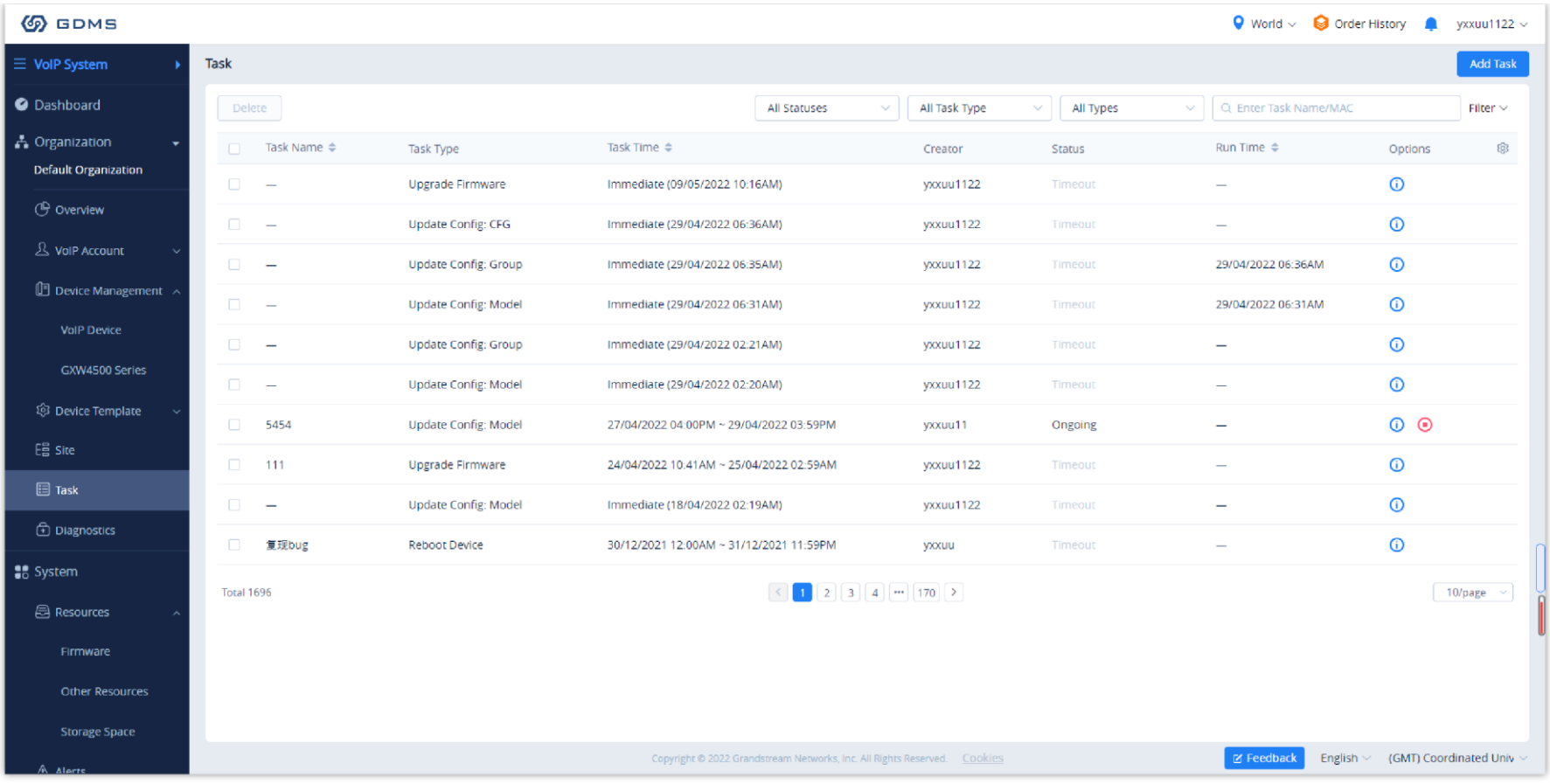


View VoIP Device Operation Logs

View VoIP Device Task History

Users could view all task histories in the sub-system for a specific device on the GDMS platform, including immediate tasks and timed tasks.

1. On the Device List, select the menu button following the specific device, and click on the “Task History” button.
2. Access the Task management page, and search for all tasks of the specific device.

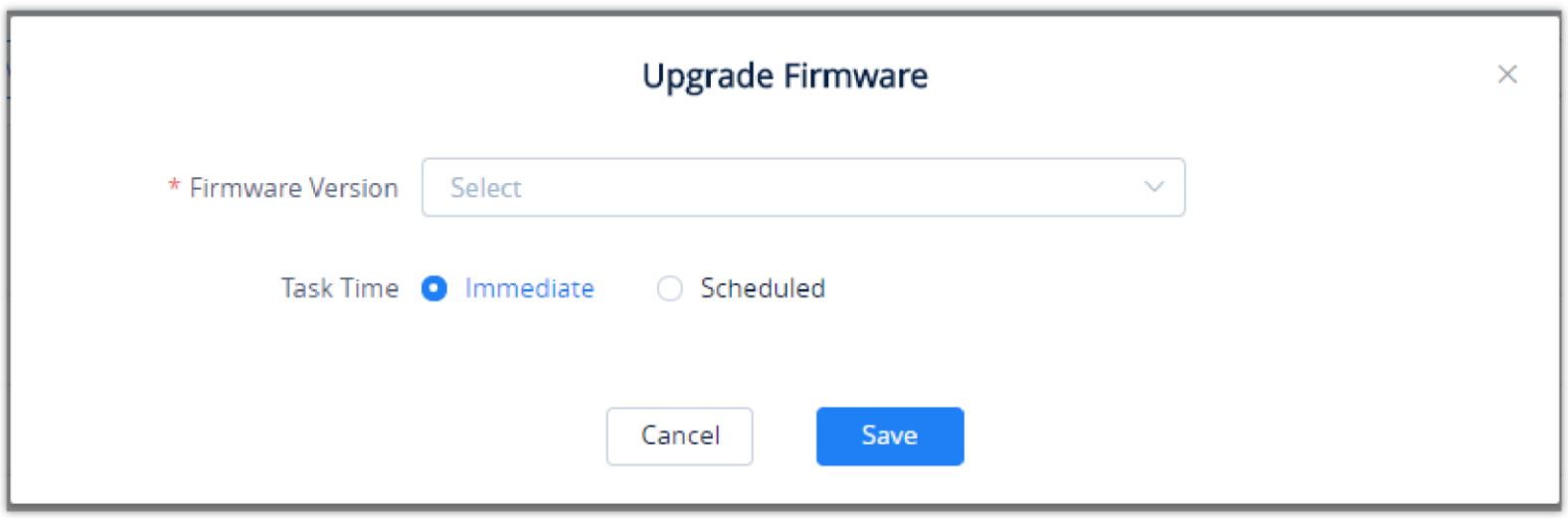


View VoIP Device Task History

Firmware Upgrade

Users could upgrade firmware for a batch of devices to a specific firmware version.

1. In the device list, check multiple devices, and then click on the button **Upgrade Firmware** on the top of the Device page.



Upgrade Firmware

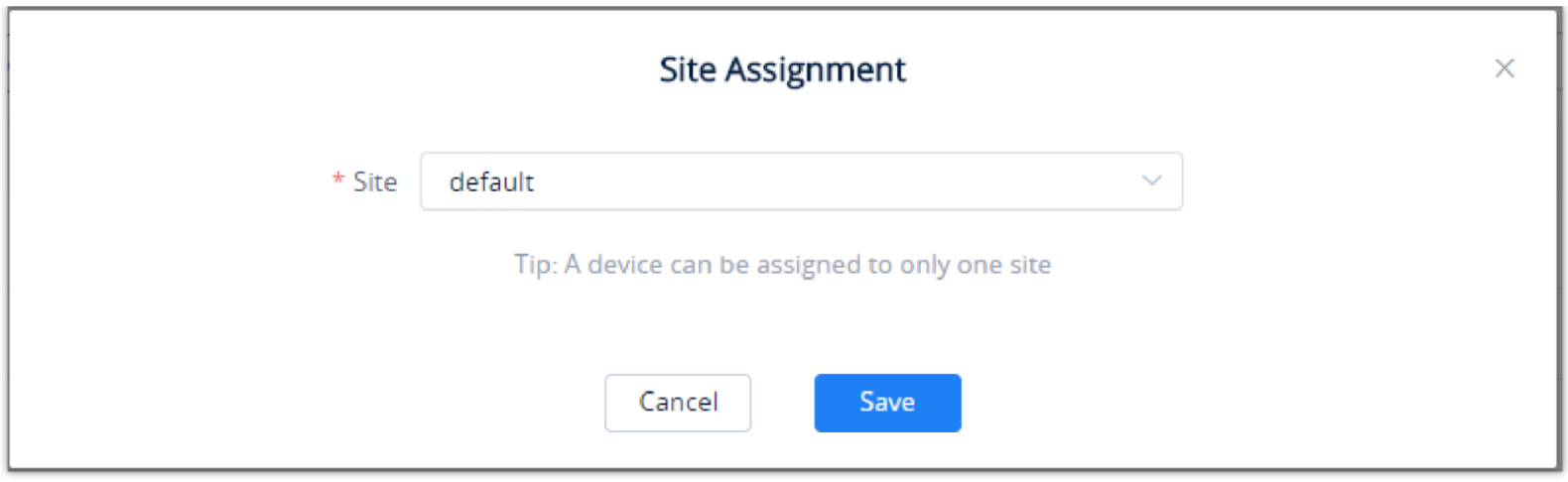
2. Users need to select the firmware version to upgrade to.
3. **Task Time**: Select when to start the firmware upgrade. Users can choose to upgrade immediately or to schedule the firmware upgrade for a specific time.
4. Click on the **Save** button to create the task. Users can check the status of the upgrade by navigating to the **Task Management** page.

- Users cannot batch upgrade different device models or models on different firmware.
- If the desired firmware is not available, users will need to contact their GDMS administrator.

Site Assignment

Users could edit the site of a batch of devices on the GDMS platform. The default site is “default”.

1. Select the desired devices and click on the **Site Assignment** button.



Site Assignment

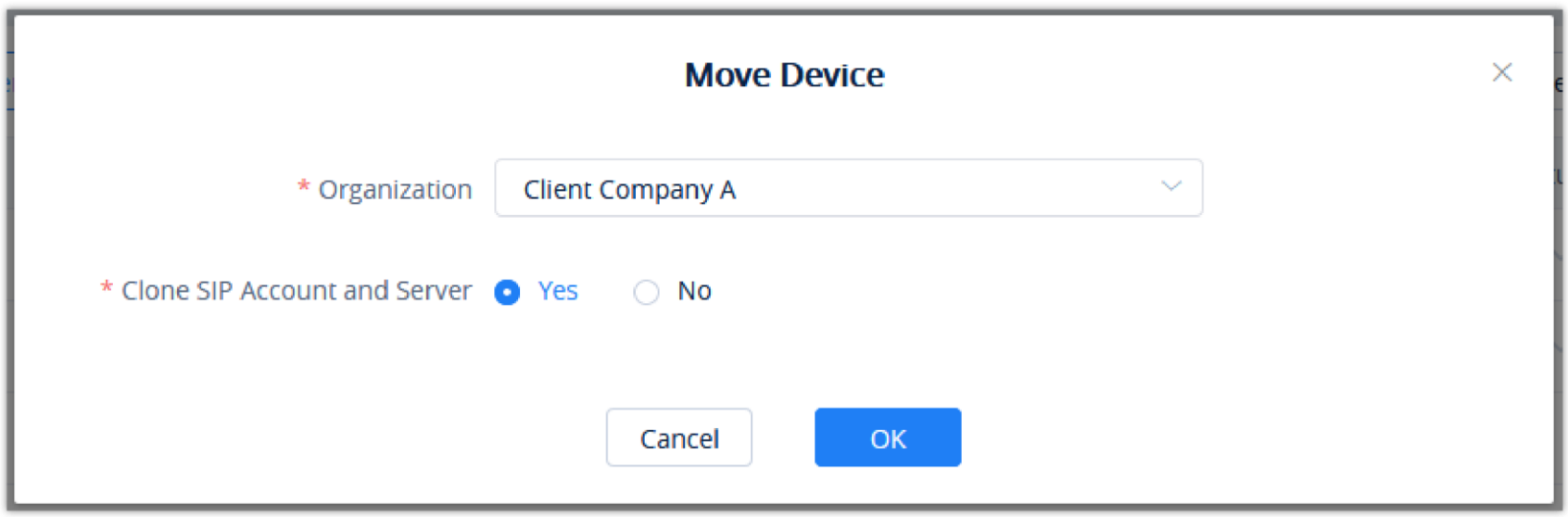
2. Select the site to assign the selected devices.
3. Click on the **Save** button, and all selected devices will be transferred to the selected site.

> Each device can only be allocated to one single site.

Move Device

Users can move devices to other organizations.

1. Select the desired devices and click on **More → Move Device**.

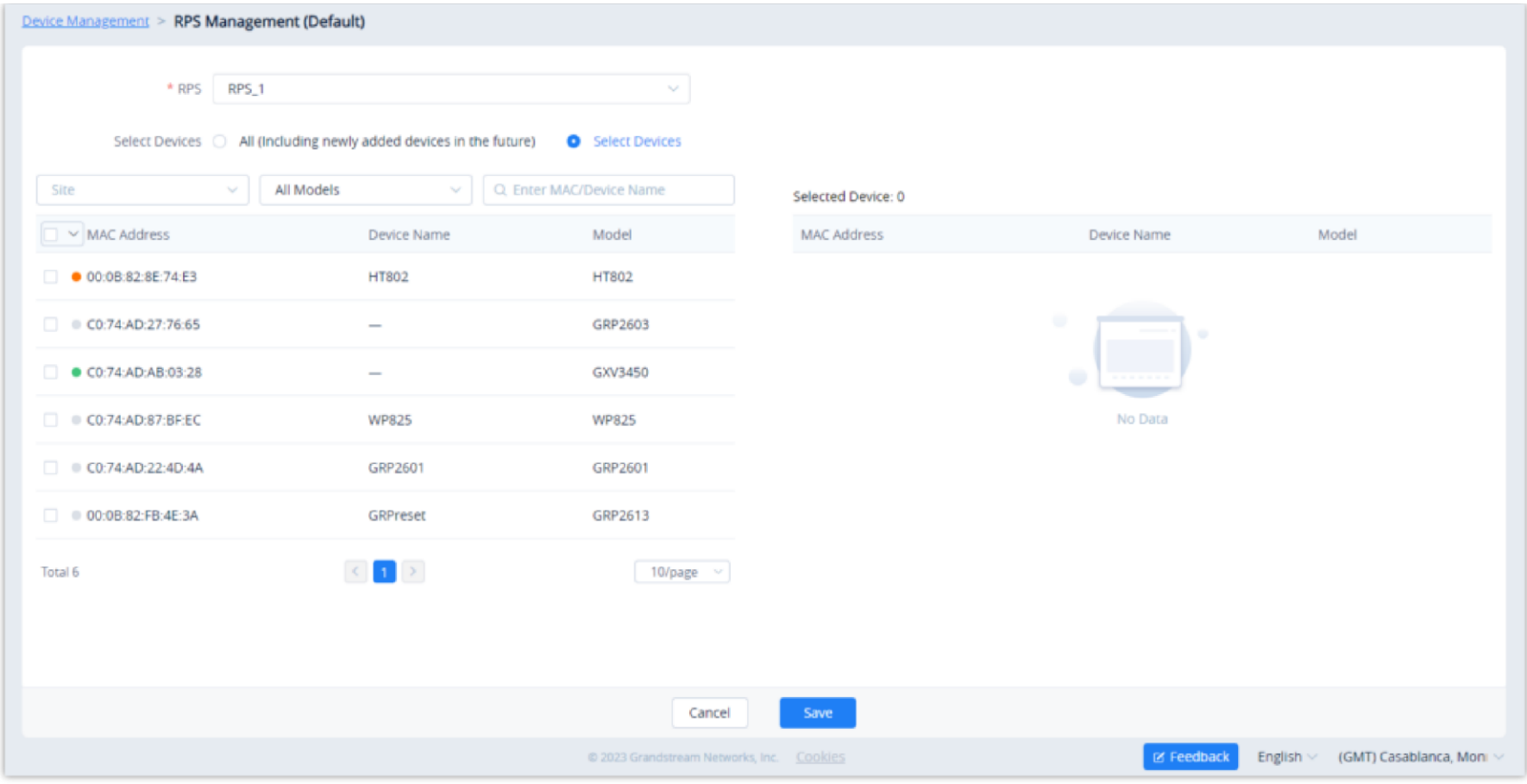


Move Device

2. Select the target organization where to transfer the device.
3. The user needs to select whether to clone the SIP account and server which have been configured in the devices. If the user selects “No”, only the device data are transferred to the new organization, and the configured SIP accounts become empty after moving the devices.

Assign RPS

To assign an RPS to the devices, please click on RPS Management and pick an RPS from the list, then select the devices to configure with the selected RPS.



Assign RPS

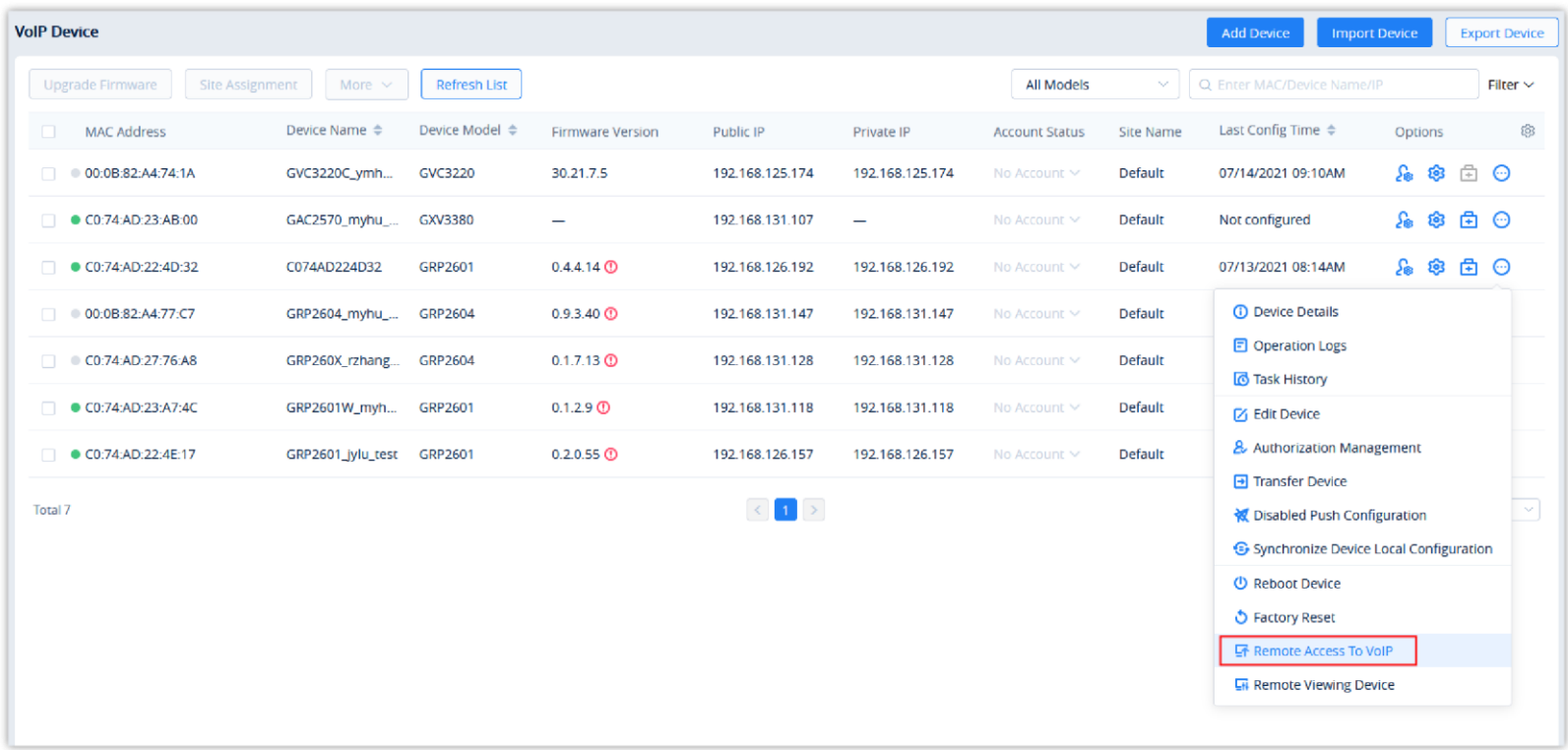
If no RPS has been created, please refer to RPS Management section.

Remote Access to Device Web UI

On the GDMS platform interface, even though the VoIP device is under the internal network, the user can remote access the VOIP device Web UI through the external network for viewing data and configuration.

> This function is only supported in GRP260x starting from firmware version 1.0.3.x and above, GXW450X starting from firmware version 1.0.1.6 and above, and UCM6300 series starting from firmware version 1.0.11.8 and above.

1. Go to the **VoIP Device** interface, click the "**More**" settings for a VoIP device → Remote access to Device Web UI, as the screenshot shows below:



VoIP Device List

2. Go to the Web UI, and log in to the VoIP device through the username and password. As the screenshot shows below:

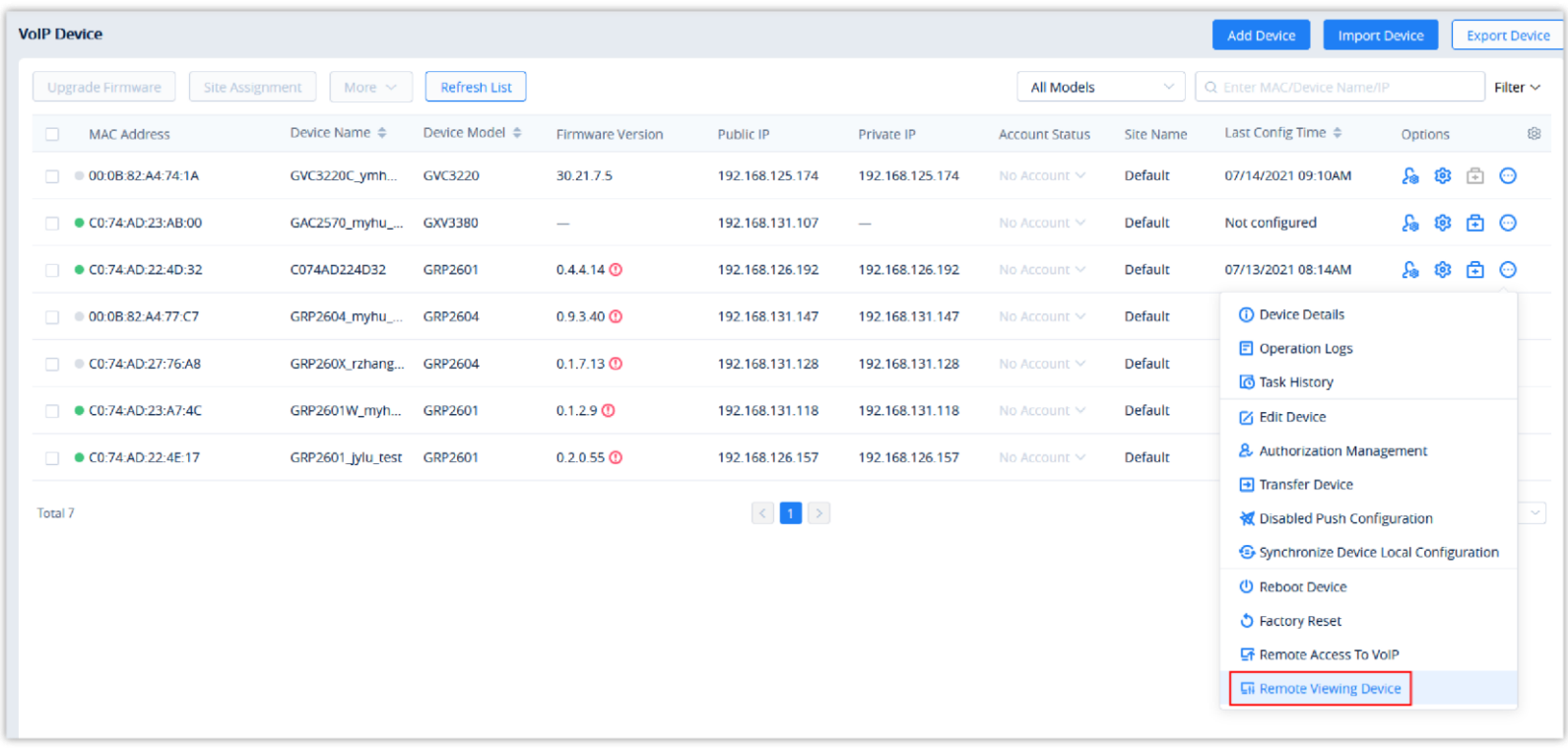
VoIP Device Web Interface

Remote Access to Device Interface

The user can remote access Grandstream devices using the GDMS. This can be performed even if the device is behind a NAT router, and the user will be able to view the screen of the device.

> This function is only supported in GRP260x firmware version 1.0.3.x and above.

1. Go to **VoIP Device** interface, click the "**More**" settings for a VoIP device → Remote access to Device Interface, as the screenshot shows below:



VoIP Device List

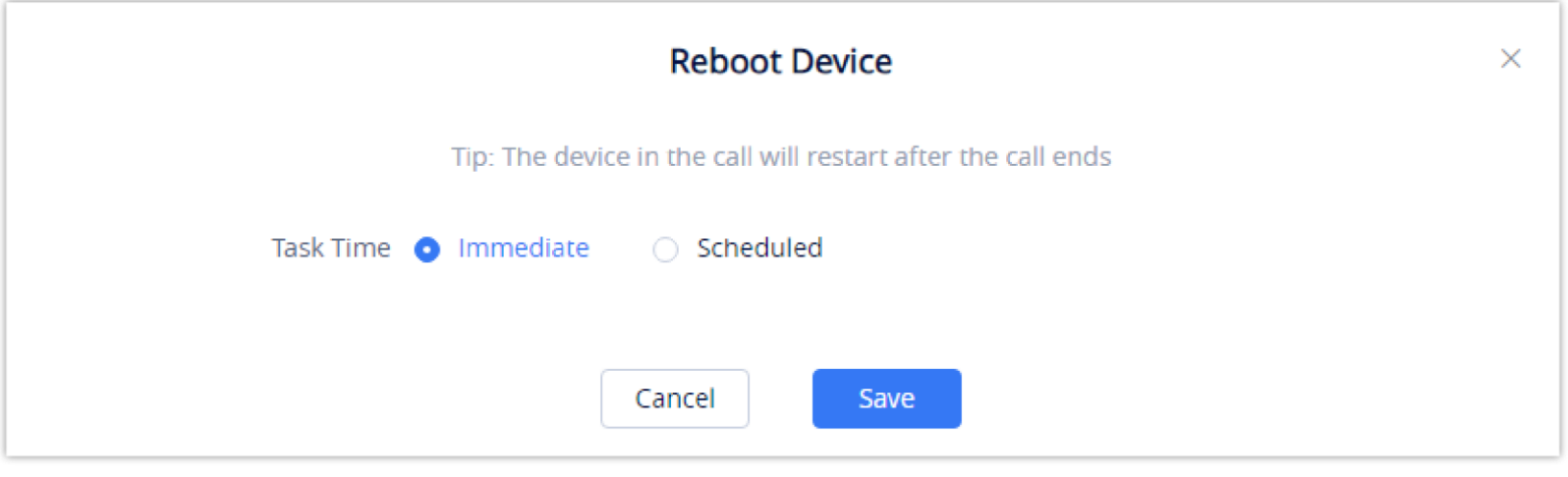
2. Enter the virtual device interface, the user can control the virtual buttons on the device and the LCD screen, as the screenshot shows below:

Virtual Device Interface

Reboot VoIP Device

Users could reboot one device or a batch of devices on the GDMS platform.

1. Select the desired devices and click on **More → Reboot Device**.



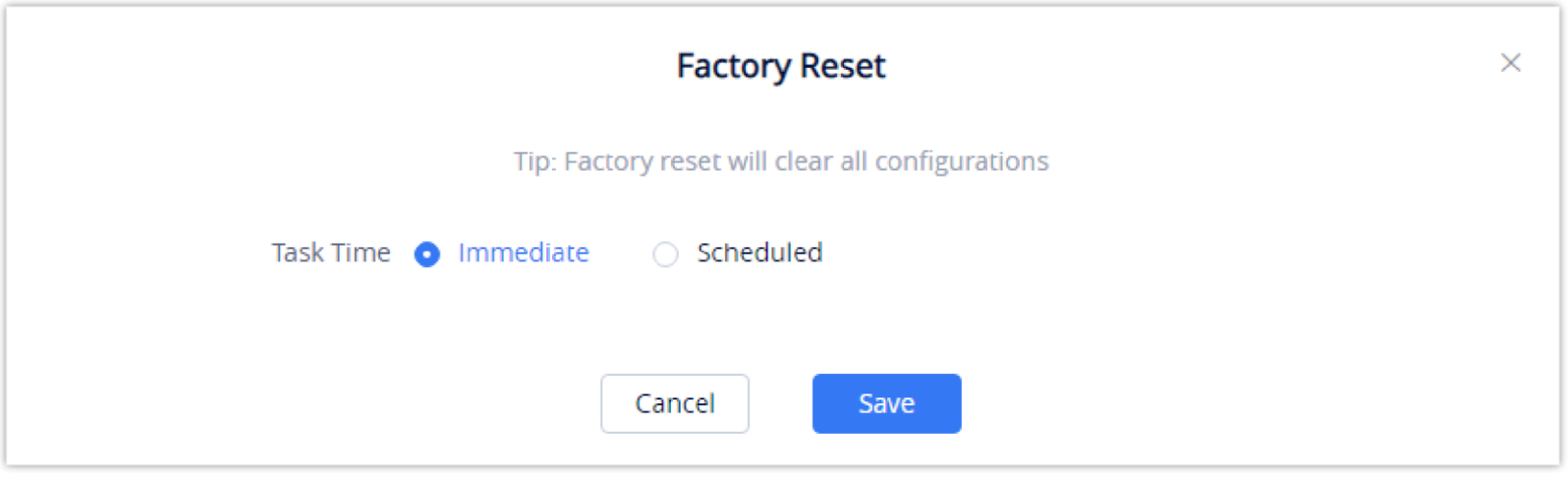
Reboot Device

2. **Task Time**: Select when to start the device reboot. Users can choose to reboot immediately or schedule the reboot for a specific time.
3. Click on the **Save** button to create the task. Users can check the status of the reboot by navigating to the **Task Management** page.

Factory Reset

Users could factory reset one device or a batch of devices on the GDMS platform.

1. Select the desired devices and click on **More → Factory Reset**.



Factory Reset

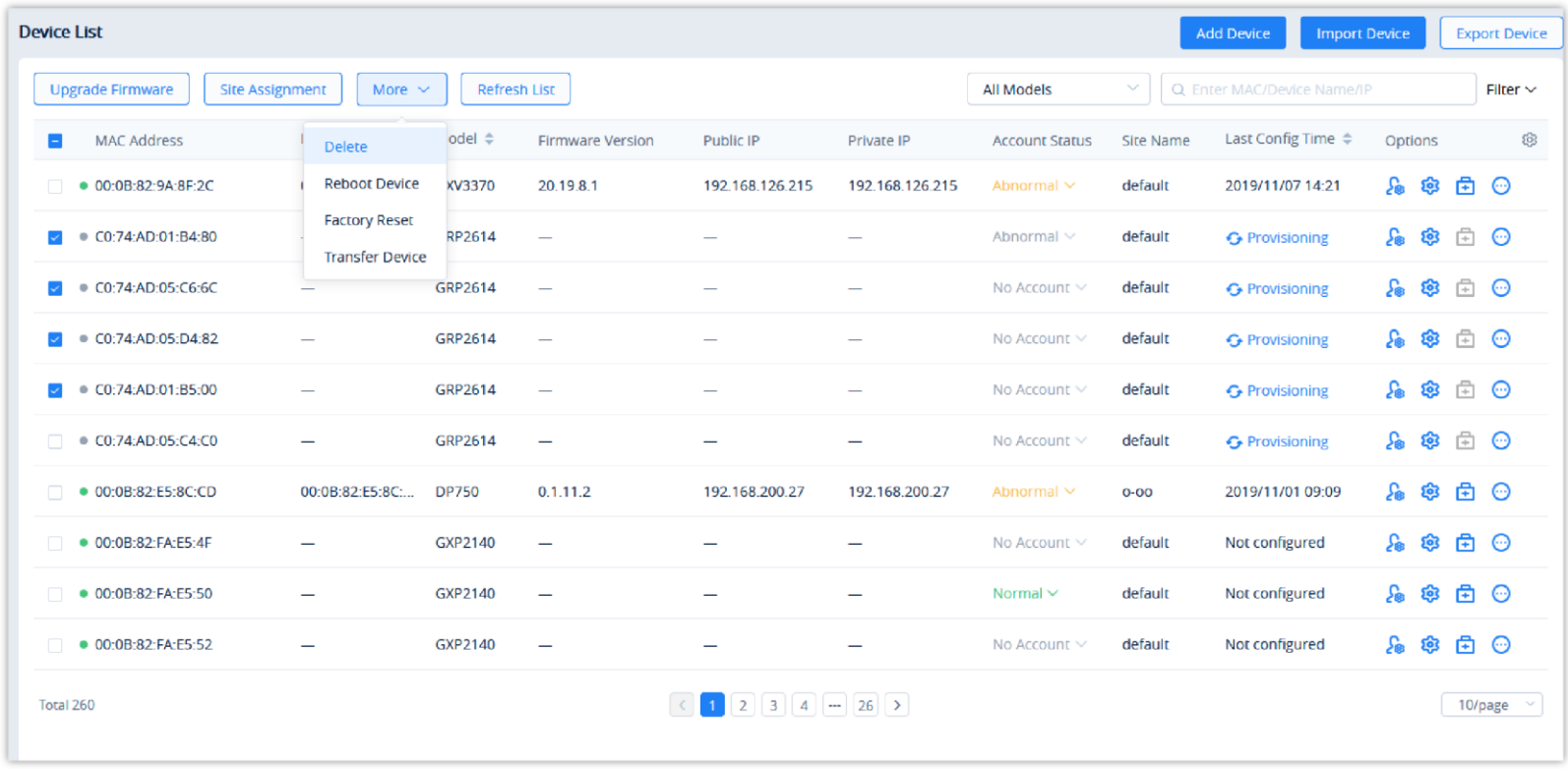
2. **Task Time**: Select when to factory reset the device. Users can choose to factory reset the device immediately or to schedule the factory reset for a specific time.
3. Click on the **Save** button to create the task. Users can check the status of the reboot by navigating to the **Task Management** page.

> Factory resetting a device will erase all existing settings on it such as accounts, call history, contacts, etc. The device will synchronize with GDMS the next time it goes online after the factory reset.

Delete VoIP Device

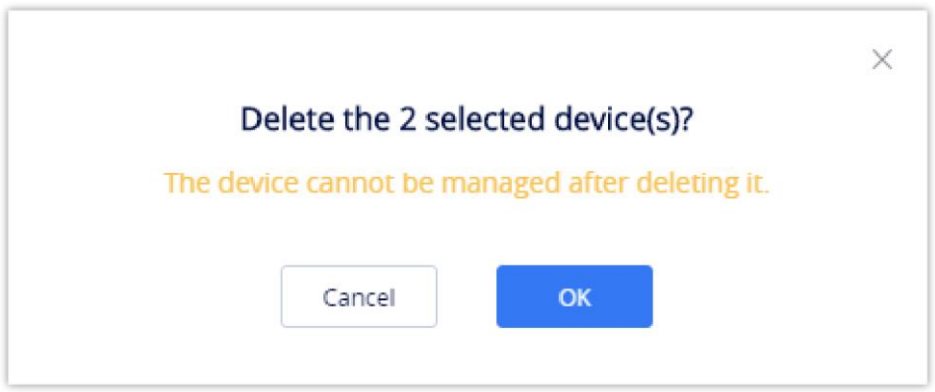
Users could delete one device or a batch of devices on the GDMS platform.

1. Select the desired devices and click on **More → Delete**.



Delete Device

2. Click on the **OK** button on the pop-up window to confirm deleting the devices, and the selected devices will be deleted immediately from the GDMS platform. The scheduled tasks involving the deleted devices will be canceled too.



Delete Device Prompt

Export VoIP Device

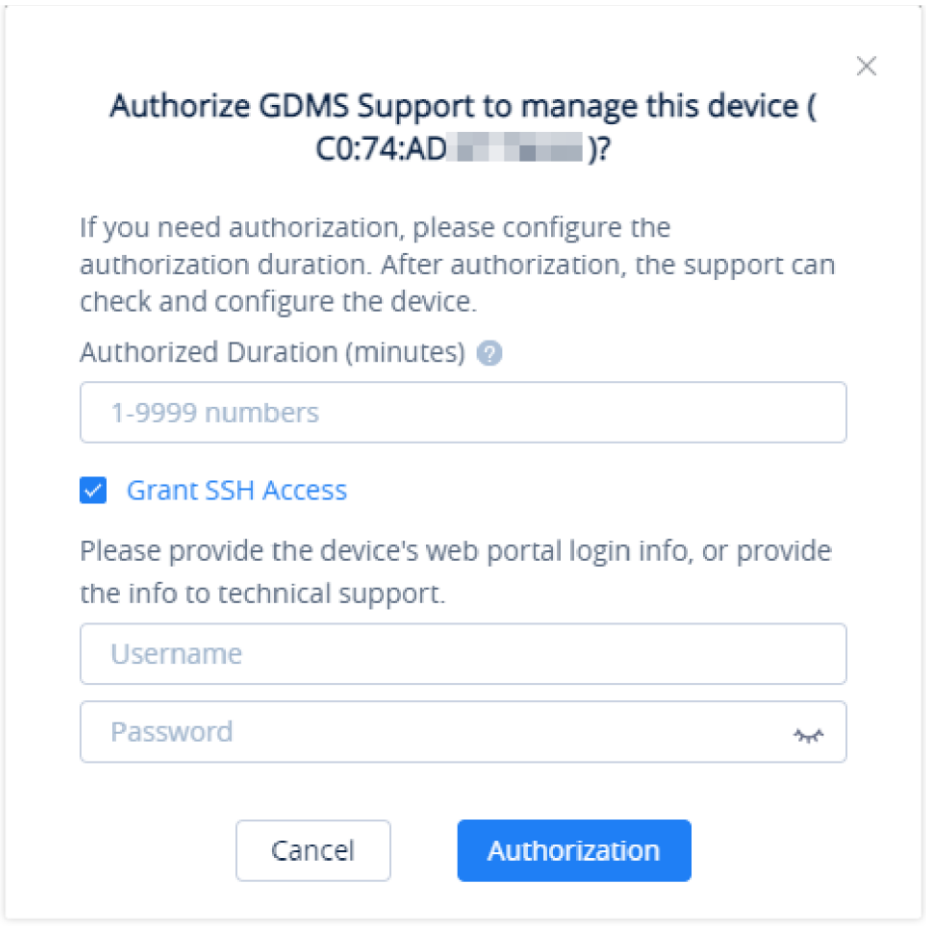
To export the entire device list, click on the Export Device button in the top-right corner of the device list page. The exported list includes all device and account information.

Manage Device via GDMS Support

If the user's device is abnormal and wants Grandstream Support to troubleshoot the problem, the user can enable to manage the device through GDMS Support.

After the authorization is assigned, Grandstream Support can diagnose the device and assign parameters to the device.

1. On the VoIP Device list, click the "More" button ⋯ following the device and select to access the "Authorization Management" interface, as the screenshot shows below:

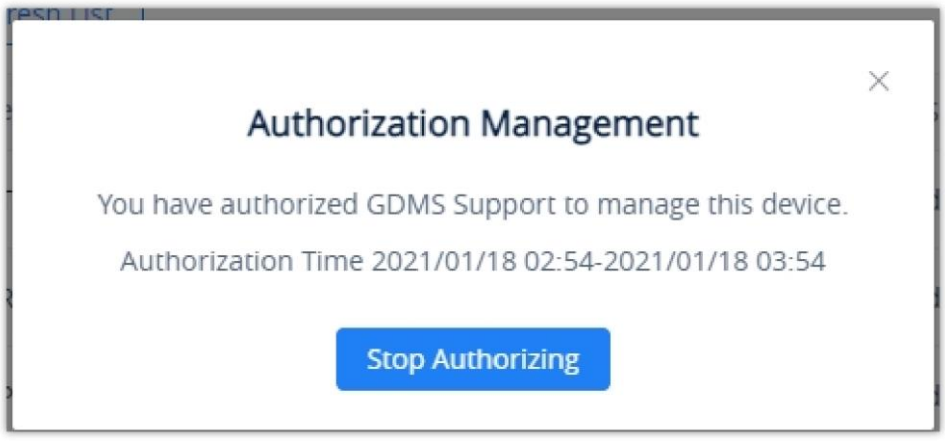


Authorization Management

2. Enter the authorization duration, which can be set between 1 to 9999 minutes, according to the time required for problem troubleshooting.
3. Tick “Grant SSH Access” box to grant access using SSH, then enter the username and password of the VoIP endpoint device SSH information.
4. Once the user clicks the “Authorization” button, Grandstream Support can only manage the device within the authorization period. Once the authorization period ends, Grandstream Support cannot manage the device.

Stop Authorizing Manually

1. When the problem is confirmed, the user can end authorization manually. The user can click the “More” button following the device, and select to access the “Authorization Management” interface, as the screenshot shows below:



Stop Authorizing Manually

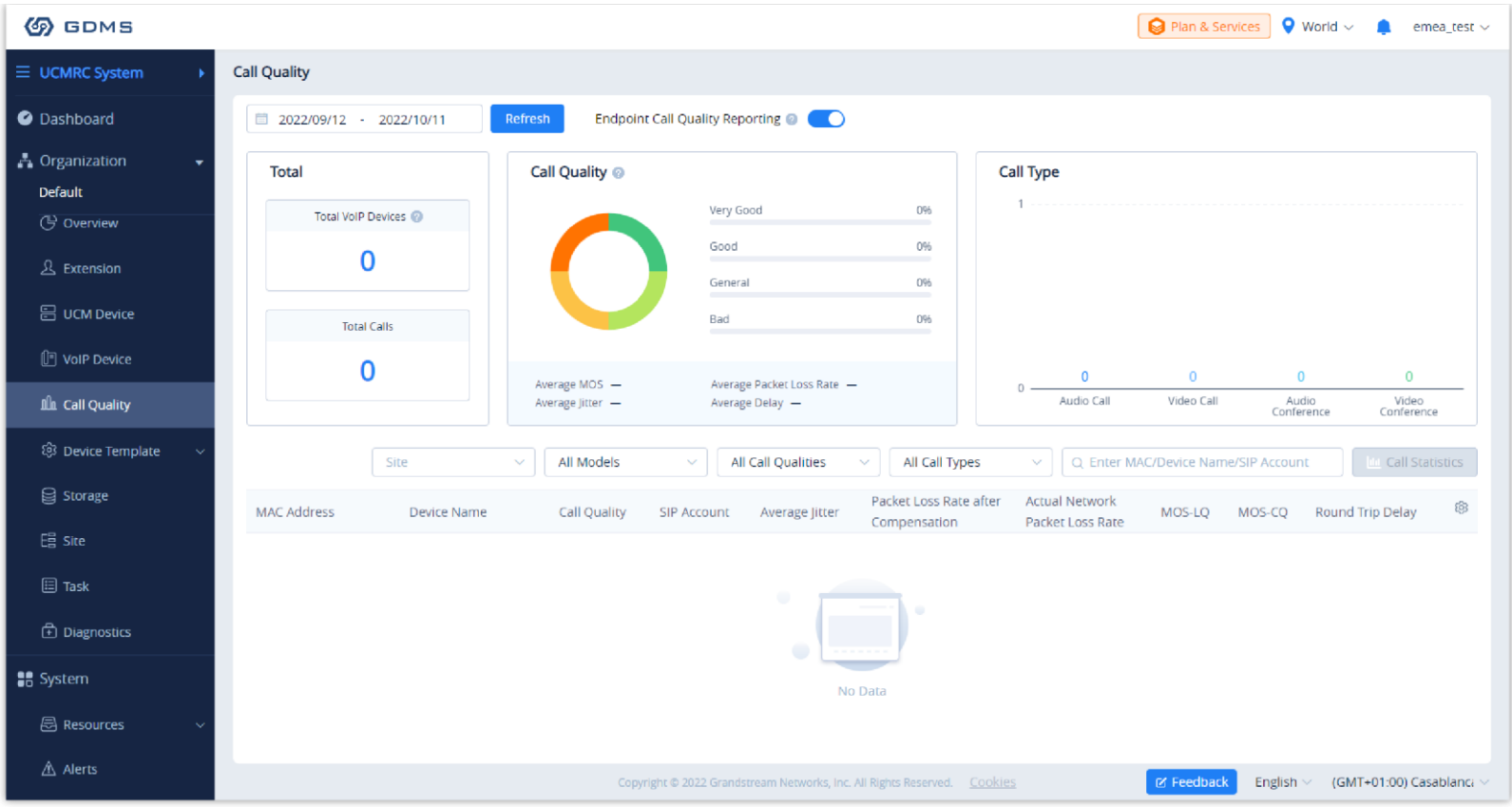
2. The user can click the “Stop Authorizing” button to stop managing the device immediately, and then Grandstream Support cannot manage the device.

Call Quality

Statistics Overview

The interface below displays the call quality reported by the device on the GDMS platform.

Prerequisites: The device must use the SIP account in the UCM server which has the UCM RemoteConnect service so that the device can report the call quality to the GDMS platform. This function is only supported for certain UCM RemoteConnect plans. To check which plans support this feature please refer to the RemoteConnect website: https://ucmrc.gdms.cloud/home



Statistics Overview

Module	Description
Total VoIP Devices	Display the number of VoIP devices reported by the current organization (only display the statistics report for the current filter time)
Total Calls	Display the number of calls reported by the current organization (only display the statistics report for the current filter time)
Call Quality	Display the call quality ratio and average values for the reported call history by the current organization (only display the statistics report for the current filter time)
Call Type	Display the call types for the reported call history by the current organization (only display the statistics report for the current filter time)

Statistics Overview

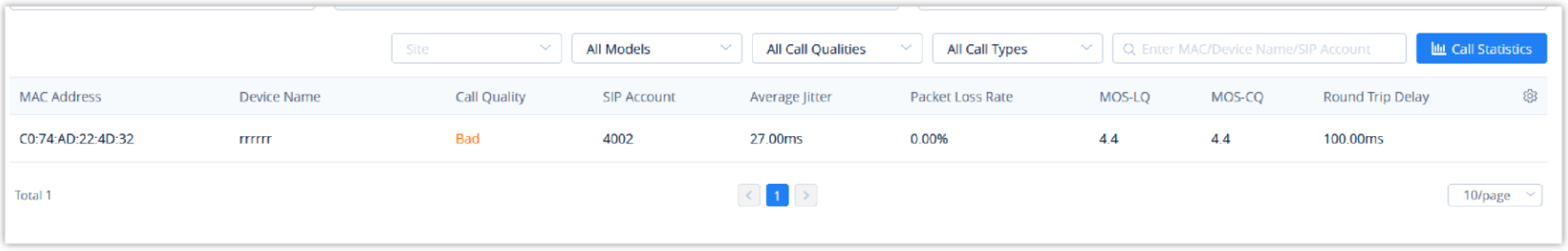
Note

- The user needs to purchase the advanced UCMRC plan which contains this service before using the features. If the phone which has been associated with the GDMS platform has registered the extension which was synchronized from the UCM device to the GDMS platform (assigned through the GDMS platform), the phone will report the call quality to the GDMS platform (the audio will not be collected).
- Supported models: HT8XX, GXV33XX, and GRP260X series.

Call Quality Record

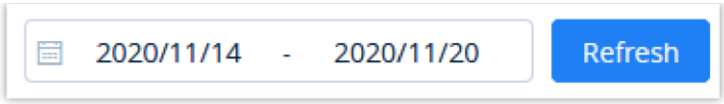
GDMS platform displays all reported call quality records on the **Call Quality** interface.

Please see the screenshot below:



Call Quality Record

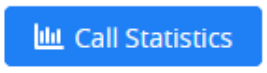
1. GDMS platform supports filtering call quality records by date.



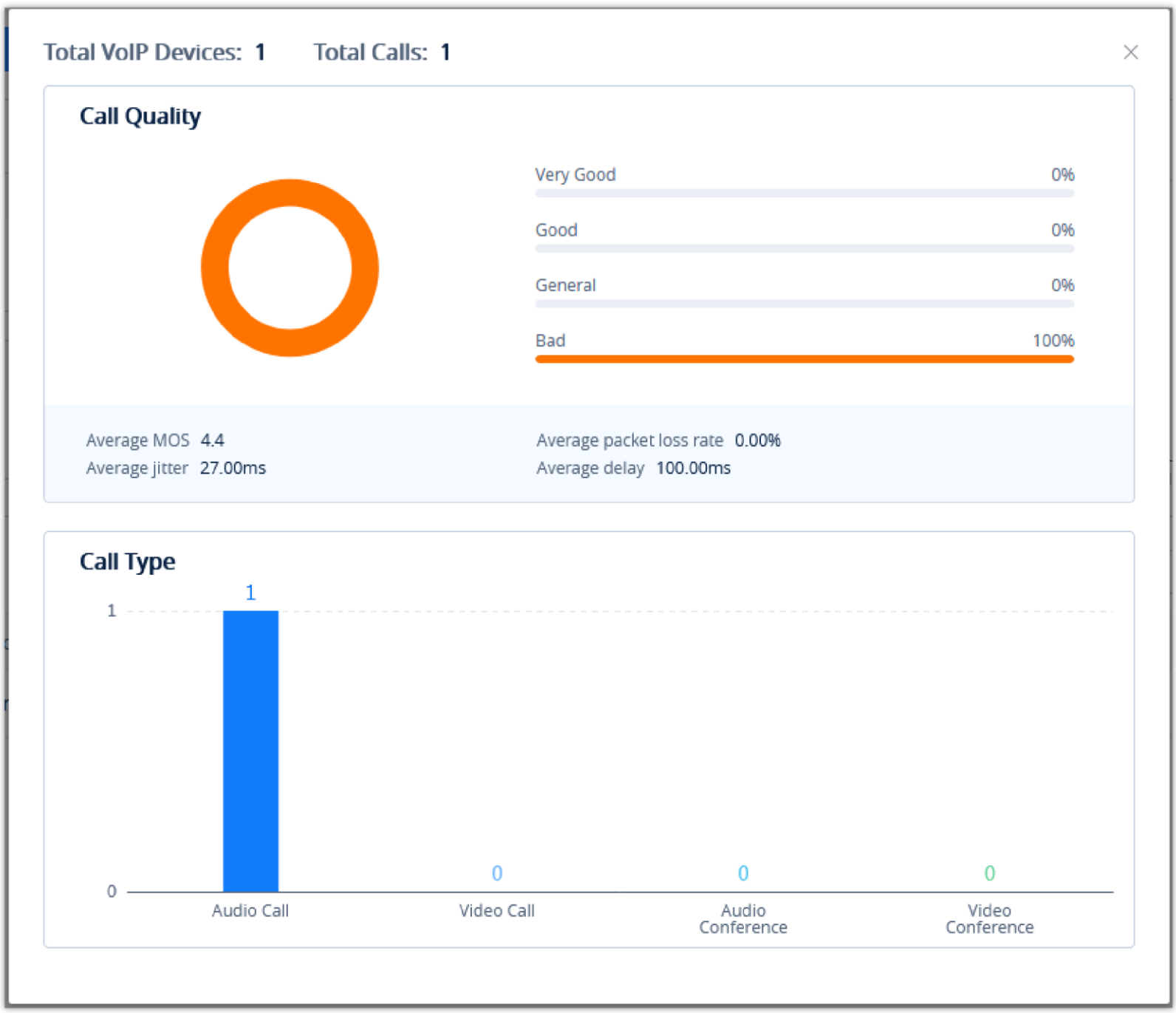
Filter by Date

2. GDMS platform supports search call quality records by site, device model, call quality, and call type.

3. GDMS platform supports to search of call quality records by device MAC address, device name, and SIP Account.

4. Click the **Call Statistics** button 

to view the statistical report of the filtered call quality records.

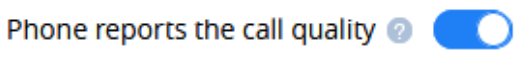


Call Quality Record Report

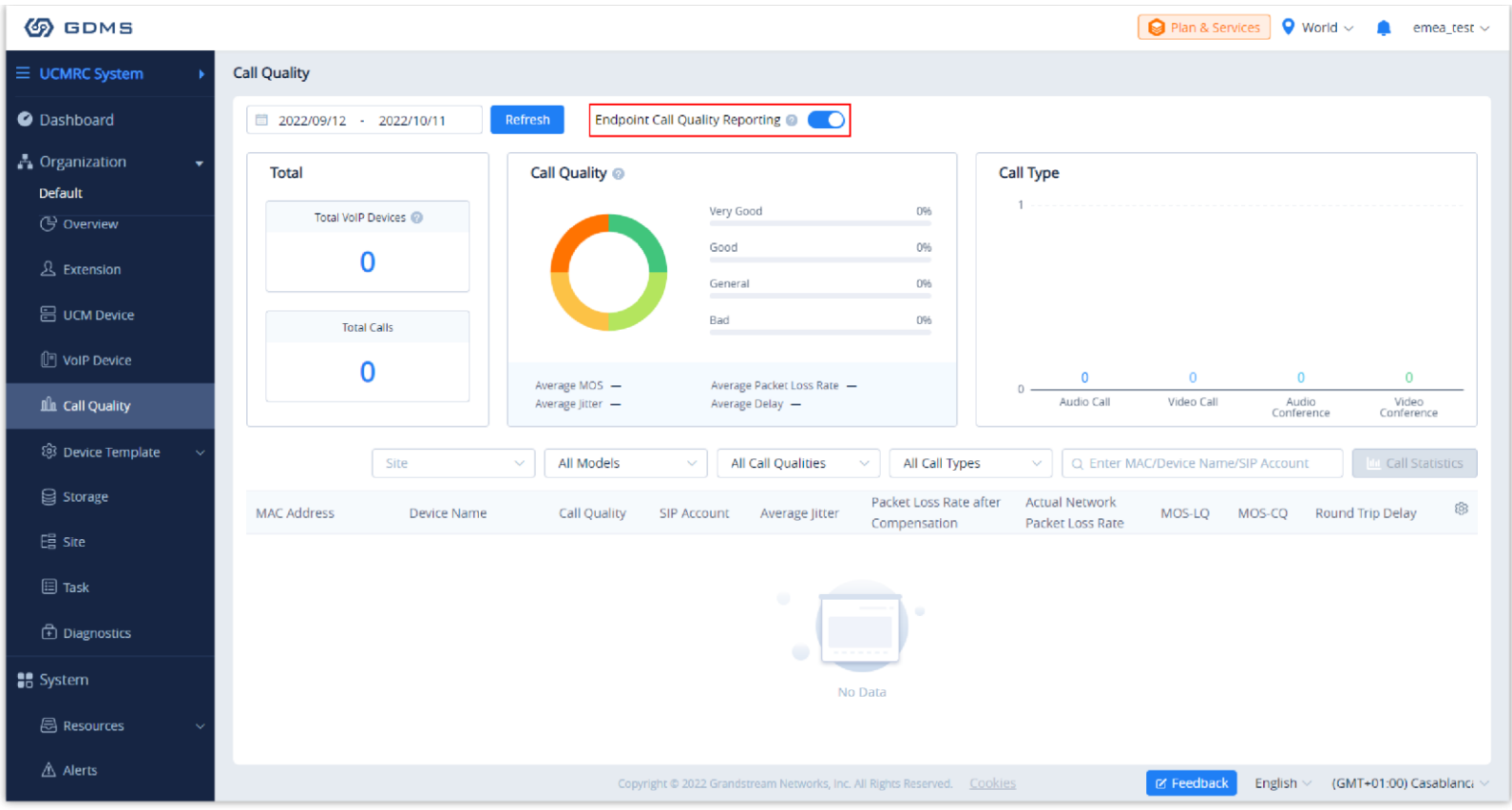
Enable/Disable Call Quality Reporting

Users can enable/disable reporting call quality on the GDMS platform. If the user does not want to view the call quality report, the user can disable this function on the GDMS platform.

On the **Call Quality** interface, the user can click **Phone reports the call quality** button



to disable reporting call quality. When this function is disabled, the devices under the current organization will no longer report the call quality to the GDMS platform.



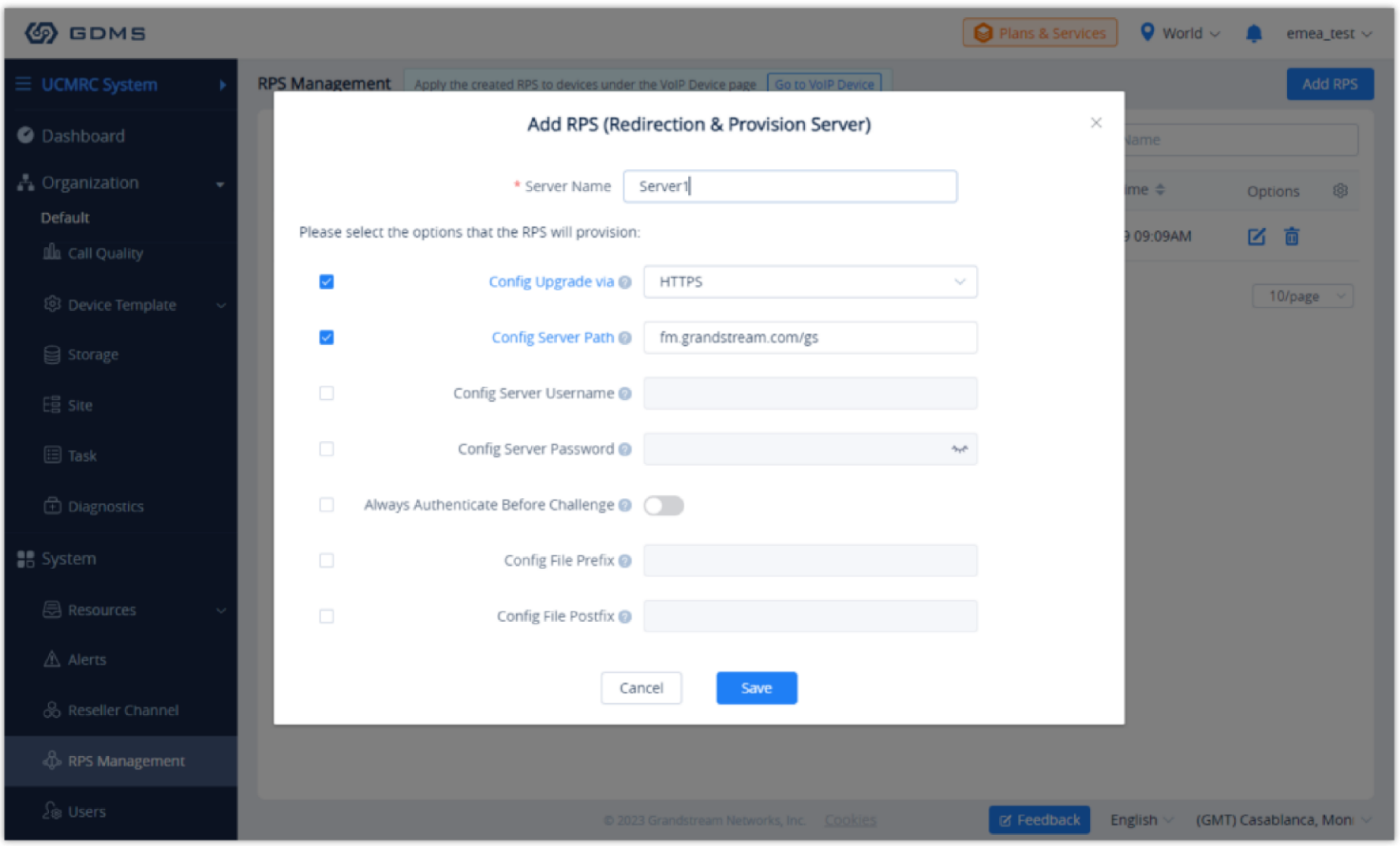
Enable/Disable Call Quality Reporting

RPS Management

RPS (Redirection & Provision Server) allows creating and pushing configuration to many Grandstream devices, this reduces the time and effort spent on configuring the devices manually, which improves the deployment process greatly and lessens the frequency of mistakes that occur when configuring the device manually.

The user can create instances of RPS (Redirection and Provisioning Server).

To configure this option, the user needs to create an RPS server by providing the IP address or FQDN domain of the server, and then select the protocol used for upgrading.

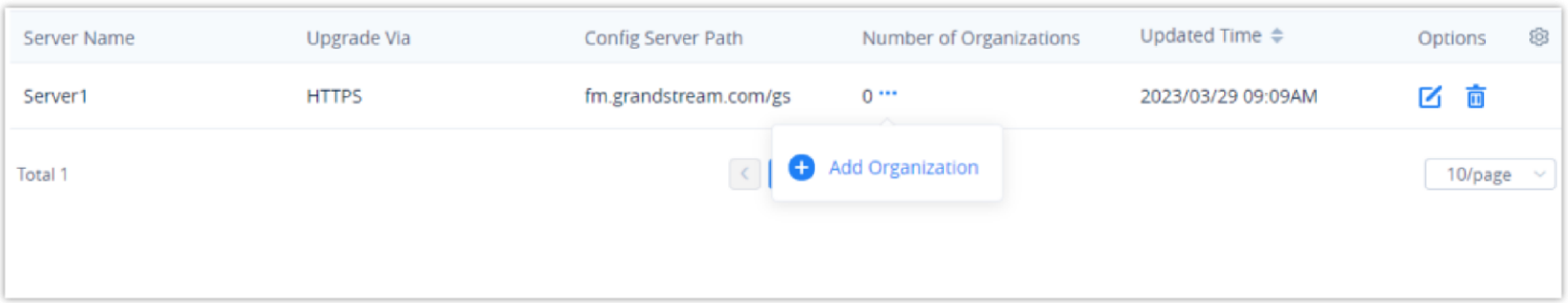


Add Redirection & Provision Server

Server Name	Enter the server name.
Config Upgrade Via	Select the protocol used for configuration upgrade. • TFTP • HTTP • HTTPS

	• FTP • FTPS
Config Sever Path	Enter configuration server path.
Config Server Username	Enter the username to authenticate into the server.
Config Server Password	Enter the password to authenticate into the server.
Always Authenticate Before Challenge	Only applies to HTTP/HTTPS. If enabled, the phone will send credentials before being challenged by the server.
Config File Prefix	If configured, only the configuration file with the matching encrypted prefix will be downloaded and flashed into the phone.
Config File Postfix	If configured, only the configuration file with the matching encrypted postfix will be downloaded and flashed into the phone.

To assign a specific RPS to an organization, click on the three dots and add an organization as indicated in the figure below.



When an RPS is edited, the new RPS will be automatically delivered to the associated devices. If an RPS has been deleted, it only deletes the association between the RPS and the device. The RPS configuration will not be deleted from the device.

Device Template

The **Device Template** page allows users to create templates that can be used to provision devices of the same model or in the same group. Additionally, users can upload configuration files for individual devices and manage them individually.

> Users can only manage the devices in the current organization of the current system.

By Model

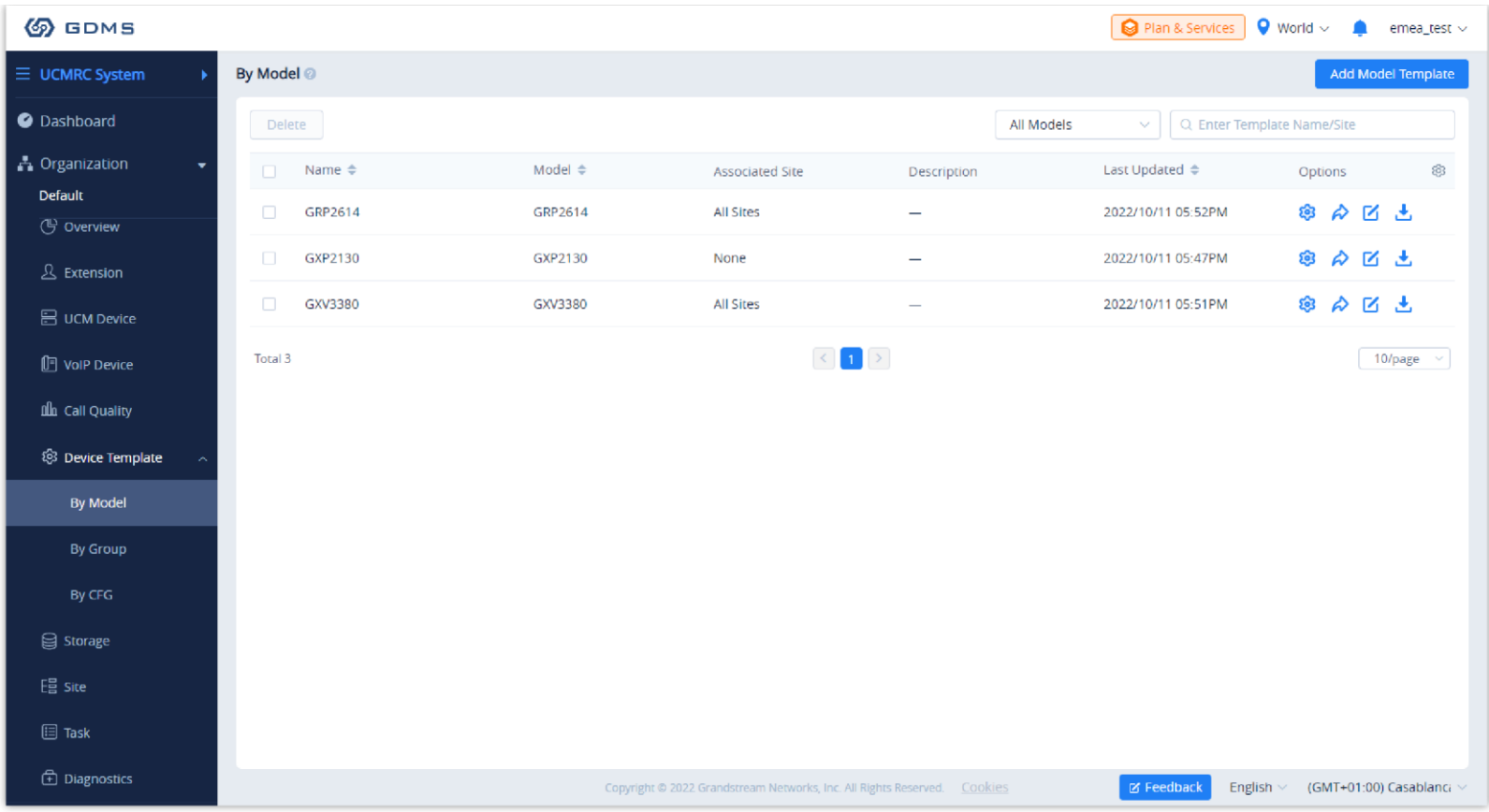
Users could customize the configuration template and classify the templates by device model and site. Users could also configure a batch of devices on the GDMS platform, which means users could create a configuration template for all the same models of devices or create multiple templates for different sites.

Automatic Configuration Push

When a device is added to GDMS for the first time, it will automatically obtain and use the configuration template for its model.

Manual Configuration Push

To manually push the configuration to specific device models, click on the button of the desired models.



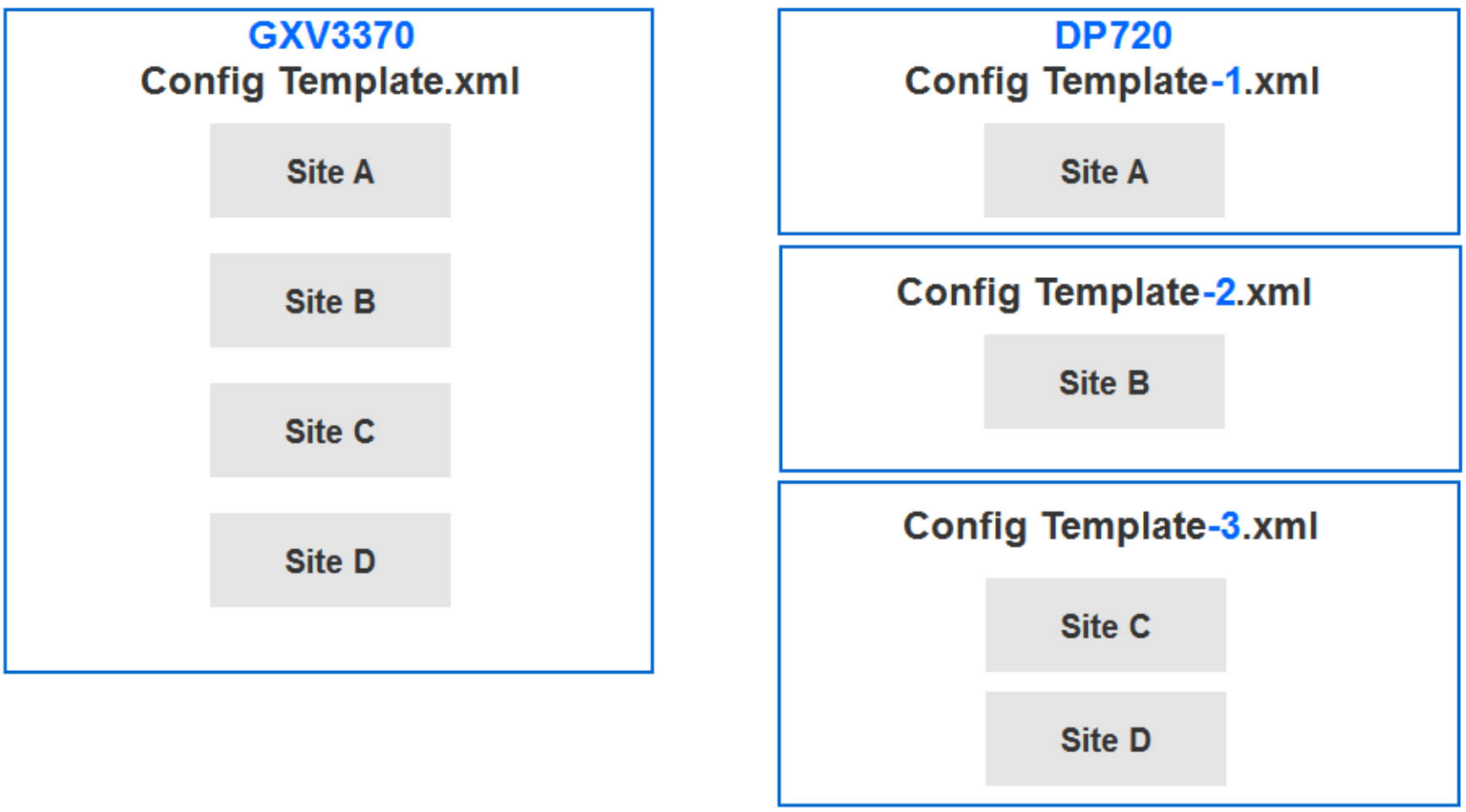
Manual Configuration Push

If a device's setting has not been modified in the Device Management → Device → Set Parameters page, GDMS will automatically update the device with the template settings created in the Device Configuration page.

Example:

For GXV3370 devices, all sites are using the same configuration template and all the devices under site A – D will acquire the same configuration template – GXV3370 Config Template.xml.

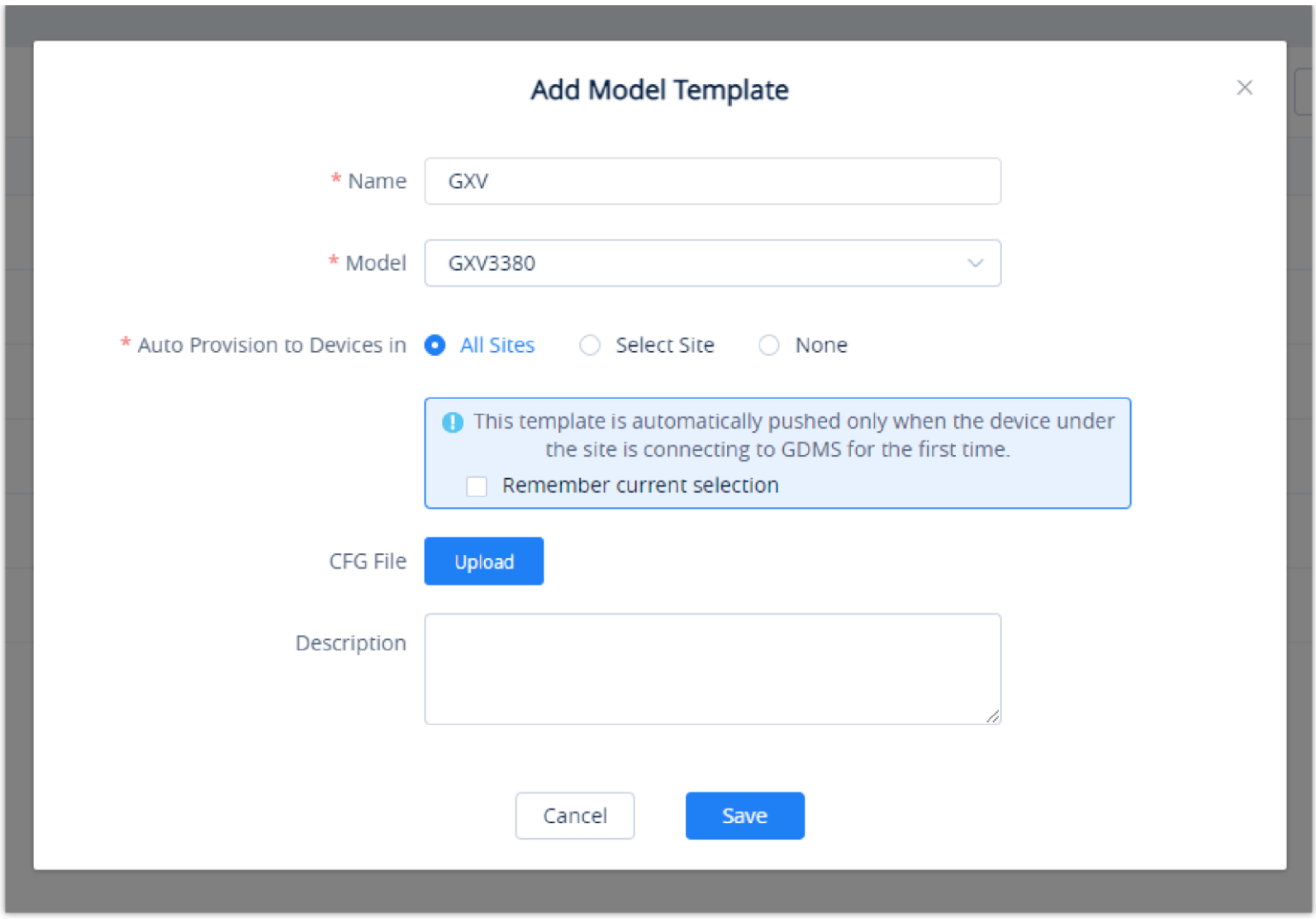
For DP720 devices, different sites have different configuration templates. The DP720 in site A will acquire the DP720 configuration file – Config Template -1.xml; the DP720 in site B will acquire the DP720 configuration file – Config Template -2.xml.



Example – GXV3370

Add Template

To add a configuration template for a specific device model, click on the **Add Template** button on the **By Model** page and enter the following information:



Add Template

Name	Enter the name of the template. This name must be unique and has a maximum character limit of 64.
Model	Select the device model of the template.
Select Site	Select the site for which the template will be used. ● **All Sites:** All devices in all sites will use this template. ● **Select Site:** All devices in the selected sites will use this template. Multiple sites can be selected. ● **None:** GDMS platform will not allocate the template to any device. The user could allocate the template to the device manually.
Description	Users could input the descriptions of the template and the purpose.

Add Template

Once complete, users will be redirected to the **Set Parameters** page to modify the device settings of the template.

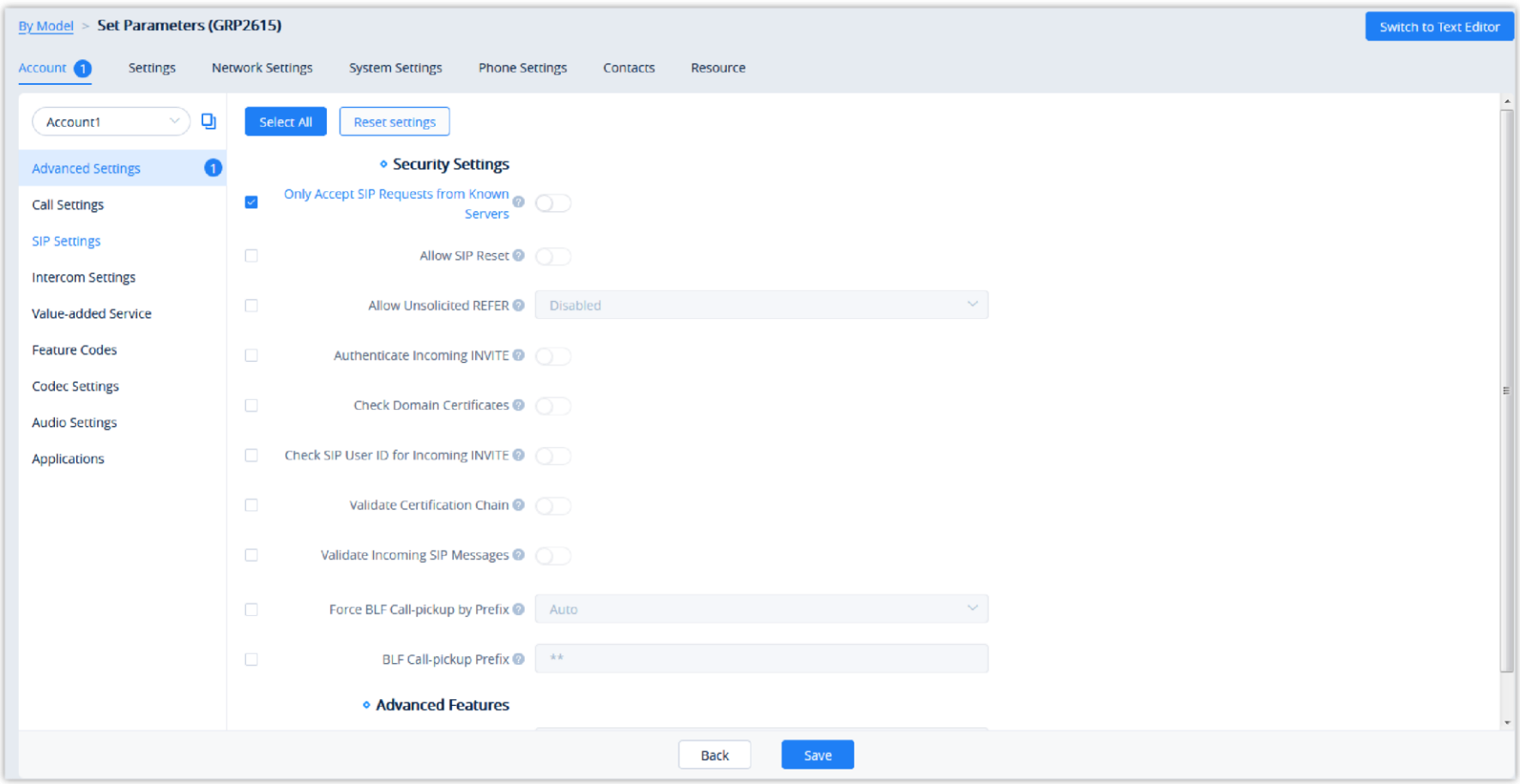
- For the new associated device, when the device first time connects to the GDMS platform, it will acquire the configuration template according to the device model and site automatically. Users do not need to push the configuration template manually.
- Devices already on GDMS will not automatically obtain the settings from newly added configuration templates. Users will need to update these devices manually.

If the GDMS platform has the model configuration template for the current device, and the user does not modify the configuration parameters from the Device Management → Device → Set Parameters menu, the GDMS platform will push the default model configuration template to the device when the device is online. Otherwise, if the user updates the device configuration on the “Set Parameters” menu on the GDMS platform and pushes it to the device, the device will use this configuration as the default configuration.

Set Parameters

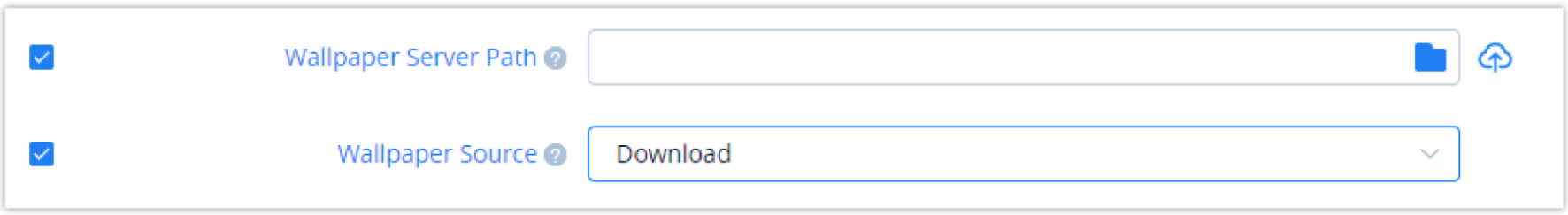
Users can configure model-specific settings when editing model templates.

1. To configure these model-specific settings, click on the ⚙ of the desired template.



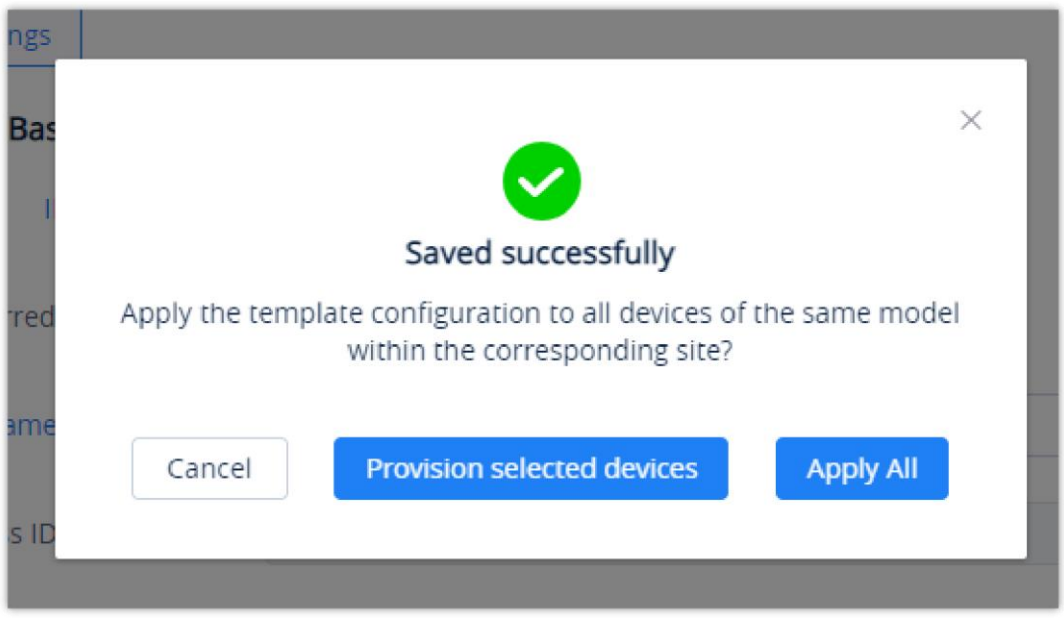
Set Parameters

2. Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
3. Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
4. Clicking on the button ⧉ following the account, users can copy and paste the current account configuration to other accounts.
5. When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.



Ringtone Configuration

6. Modify the desired settings on the page or click on the **Switch to Text Editor** to configure device settings via text editing (e.g. p-values). The key can be either a P-value or an alias.
7. After setting the parameters, the user can click the “Save” button to save the changes. The user can select to apply the template configuration to all the same model devices on the corresponding site. The user can click the option “Provision to Selected Devices” to select the devices to which the user wants to push the parameters. The user can also click the button “Apply All” to push the parameters to all devices.



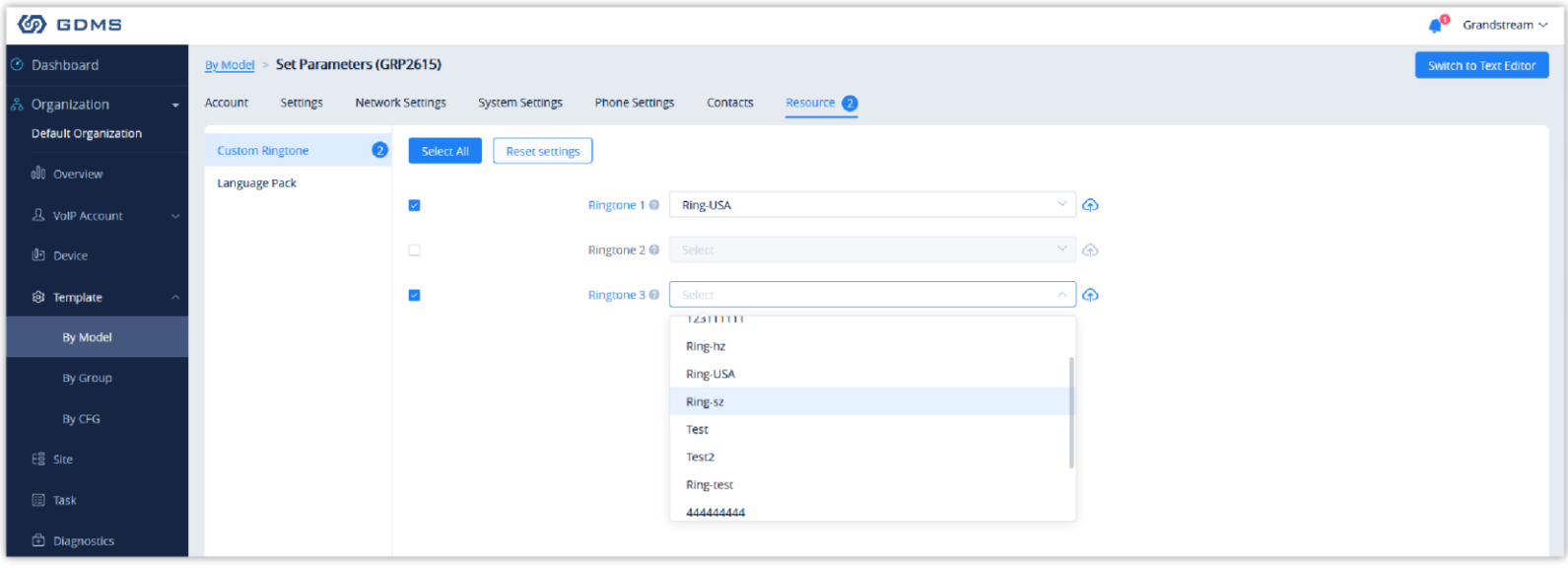
Saved Parameters Successfully

- The available settings for each model template are different. For more details on acceptable configuration values, please refer to the user guide for each device model.
- When the user adds a new model configuration template in the GDMS platform, the GDMS platform will not push the template to the existing devices in the GDMS platform, and the GDMS platform will only push the newly added template automatically to the new associated devices in the system.
- When the settings of a template are modified, the changes will not be automatically applied to related devices. Users will need to manually push the configuration to devices.
- For the newly added devices, the devices will acquire the updated configuration template automatically.
- If a scheduled task involves a modified template, the task will use the template settings at the time of scheduling, not the newly modified settings.
- Users can use the Search function to find the needed parameter.

Configure Resource Files

Users can configure custom ringtones and language for devices (Supported models: GXP/DP series).

1. To configure these model-specific settings, click on the button ⚙ of the desired template to go to the **Parameters Configuration → Resource Configuration** page, as shown in the figure below:



Resource Configuration

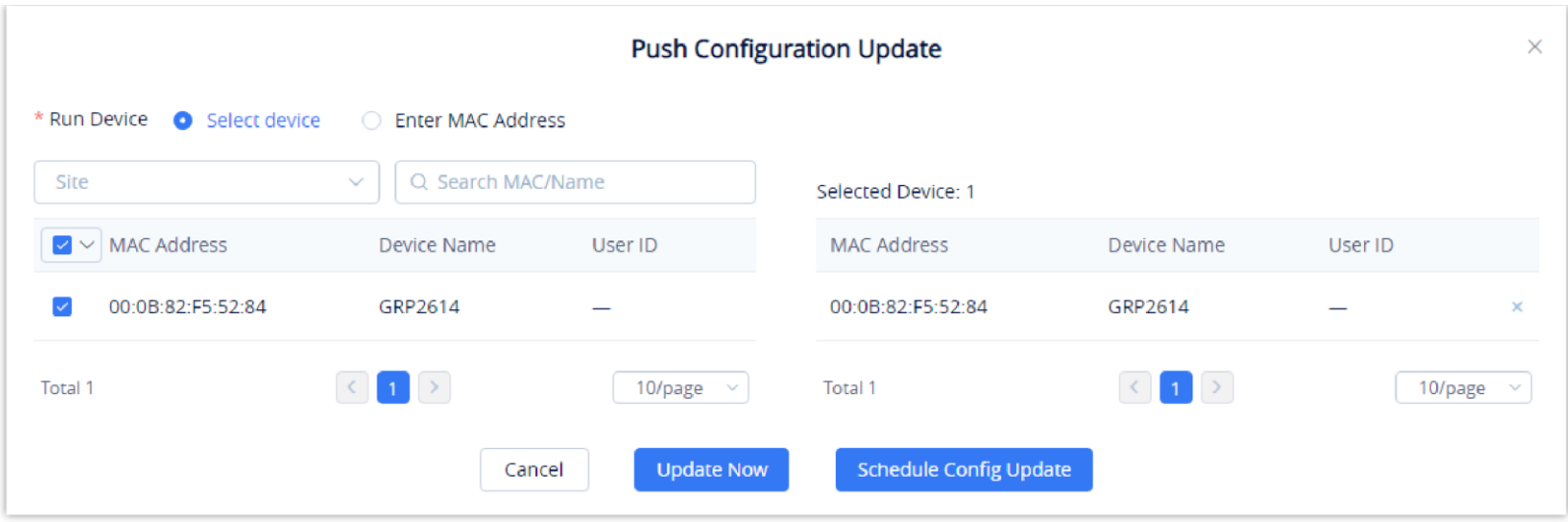
2. On the “Custom Ringtone” page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
3. On the “Language Configuration” page, select a language pack from the resources for the device.
4. After clicking the “Save” button, the device of this model will download the resource file from the firmware path once the device is connected to the GDMS platform for the first time.
5. Or, users can click the “Push” button to push the template of the model to the device. Then, the device will download the resource file from the firmware path.

For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system will intercept the resource file to the maximum limit automatically.

Push Update

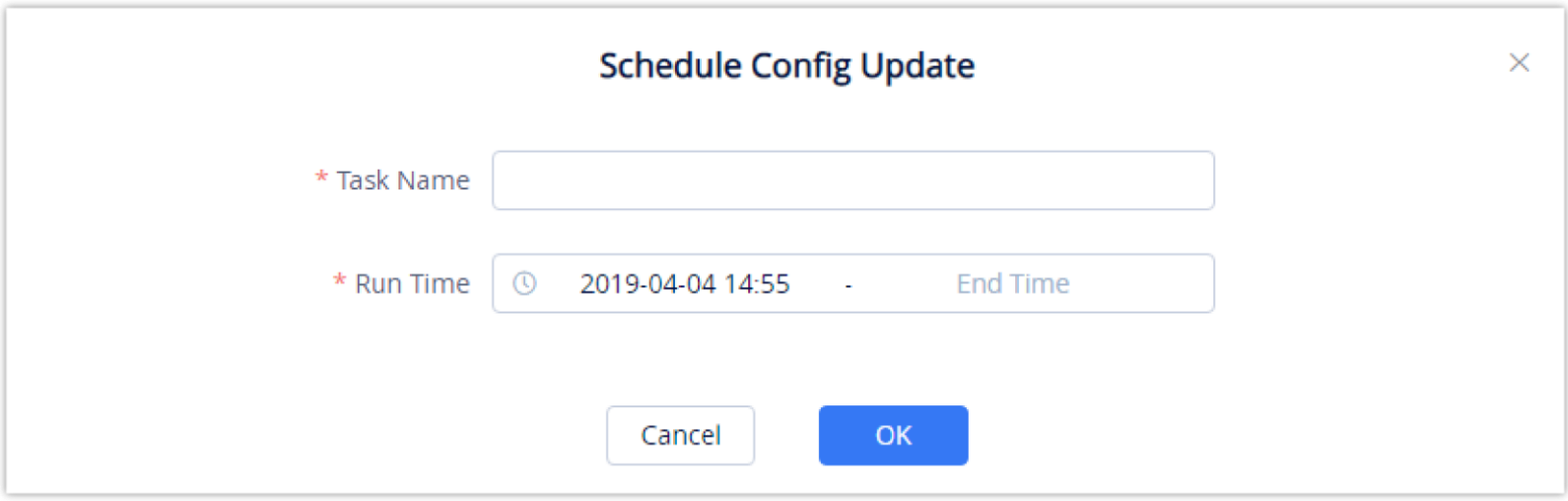
Users could push the configuration template to the device manually.

1. Select a specific configuration template, and click on the button ↗ following the template.



Push Configuration File

2. Users could select any device in this device model to push the configuration template, and the device will be updated with the configuration template.
3. Users can either push the configuration template immediately or schedule the configuration push for a specified time. If the latter is selected, users will need to enter a name and time for the scheduled push.

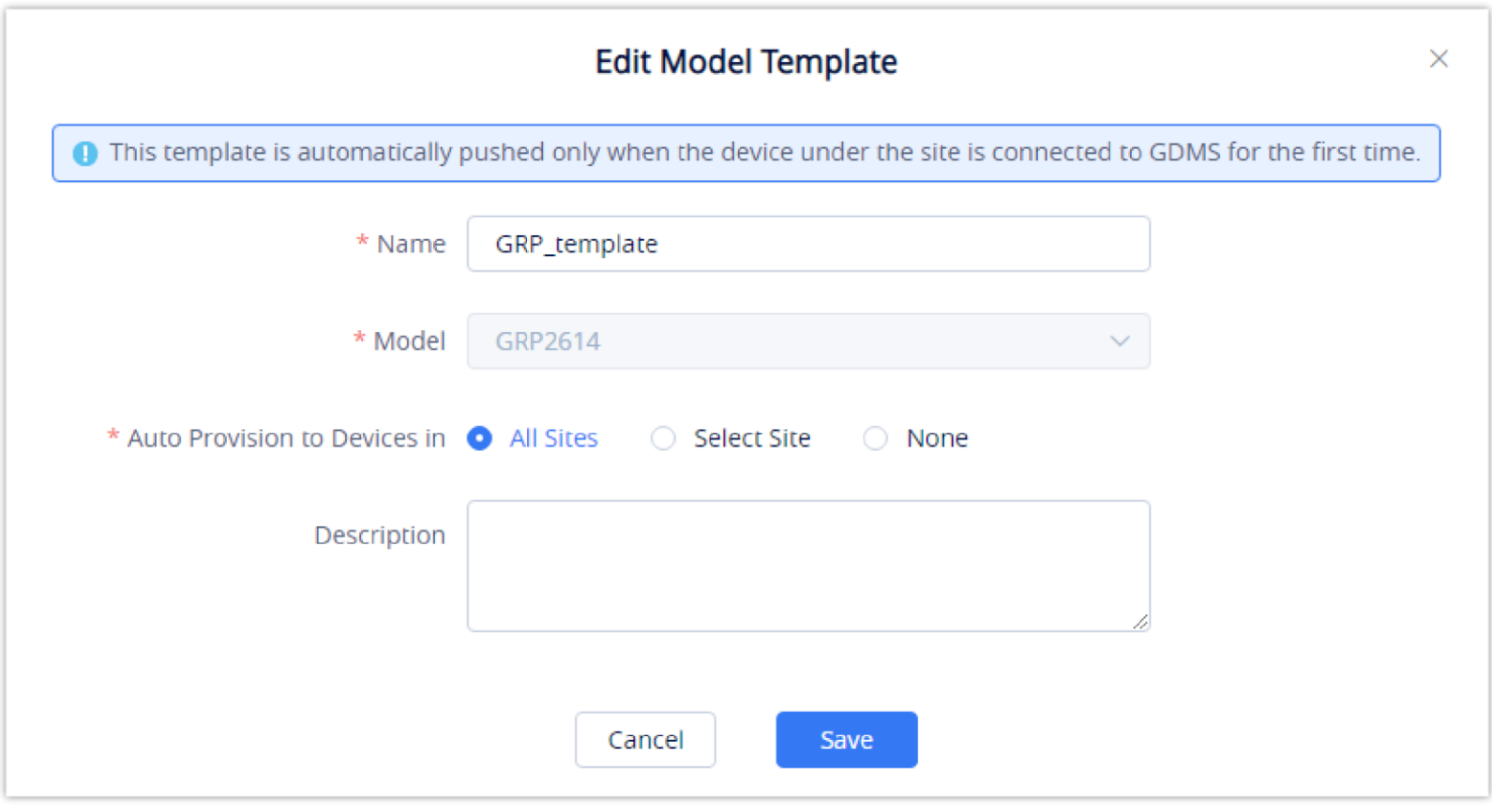


Schedule Config Update

4. Click on the **Save** button to finalize the task. Users can check the task status on the **Task Management** page.

Edit Template

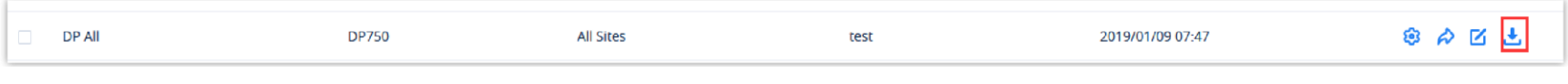
To edit the configuration template's name, site, and description, click on the button for the desired template.



Edit Model Template

Download Model Template Configuration

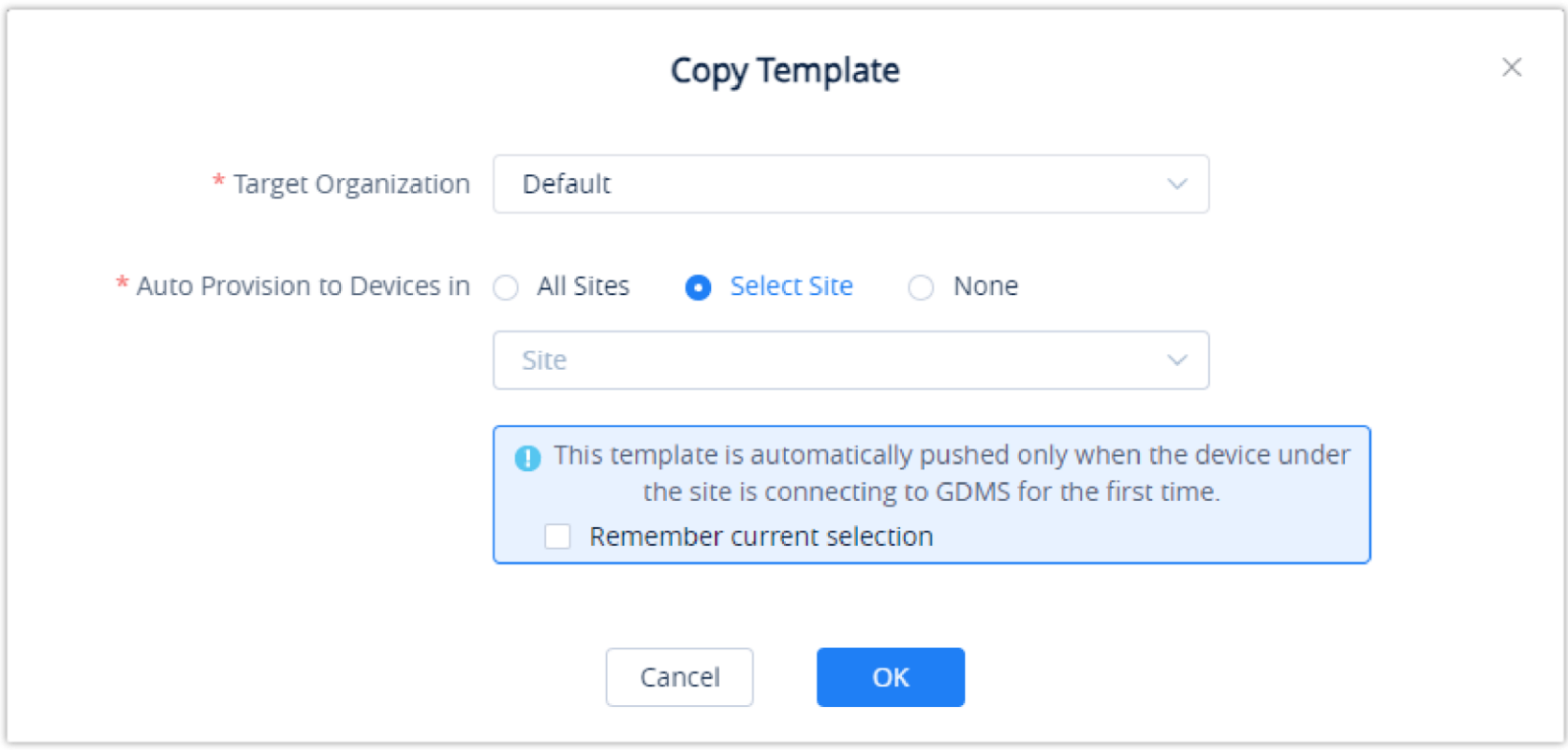
To download the configuration template of a device model, click on the button for the desired template.



Copy Model Template

On the main page of the Model Template, the user can copy one or multiple templates and apply them to a different organization, this allows the user to copy the configuration easily across many organizations.

To copy a template, please tick the box on the left side of the template name, then select Copy Template.



Copy Template

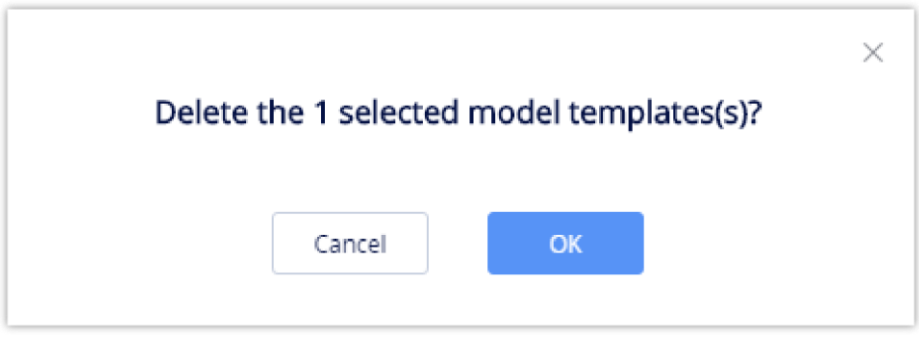
- **Target Organization**: Select the organization to which you want to copy the template to.
- **Auto Provision to Devices in:** You can select “All Sites”, “Select Sites”, or “None”. The rules are the same as those for creating model template.

After the templates have been copied successfully, the templates will be added to the “By Model” page of the selected organization, and the template’s name will be “Original Template Name_Copy”.

Delete Model Template

To delete configuration templates from GDMS, select the desired templates and click on the **Delete** button in the top left corner of the **By Model** page.

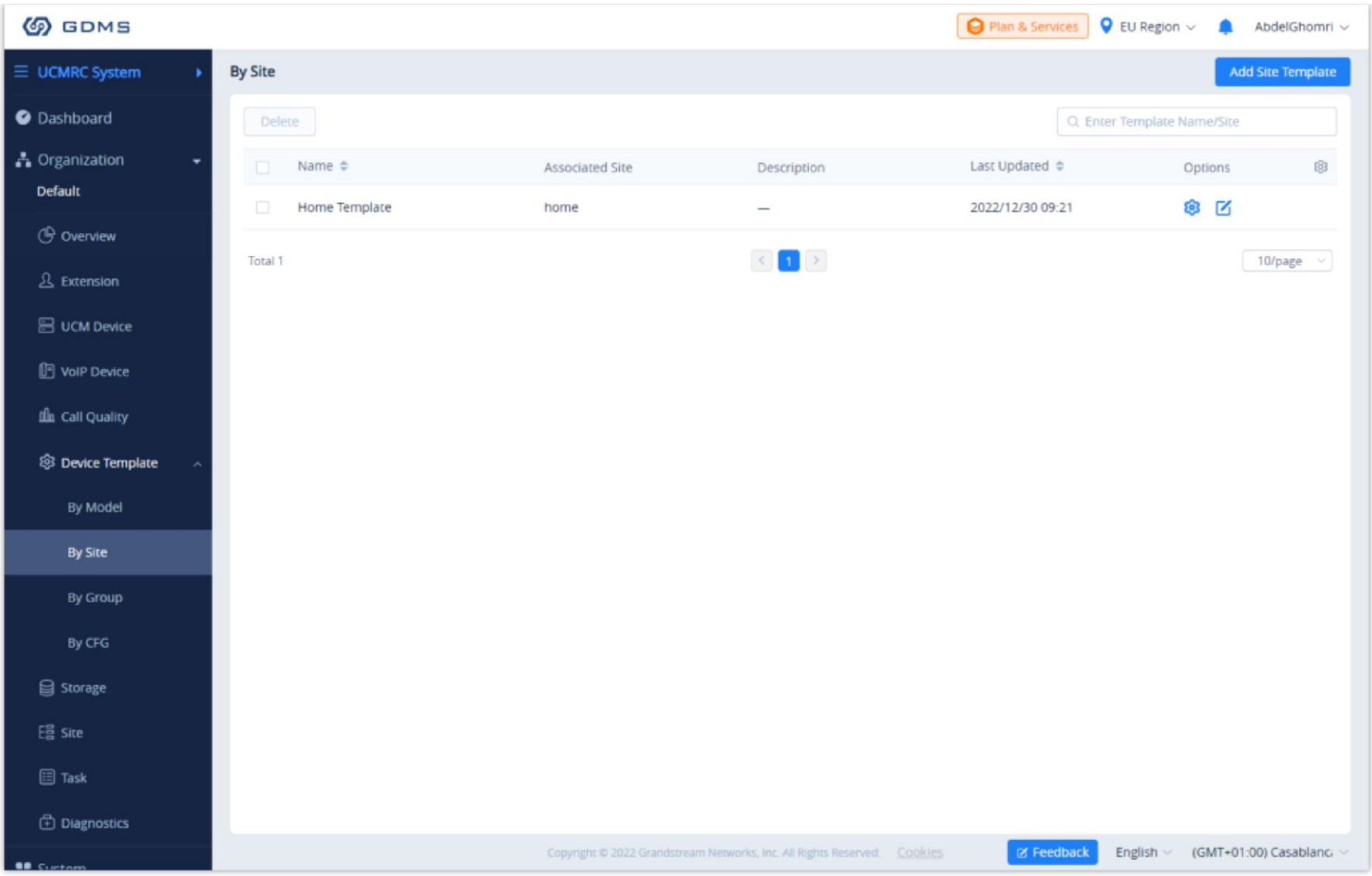
template saved at the time of scheduling. A scheduled task will not fail due to deleted templates.



Delete Template

By Site

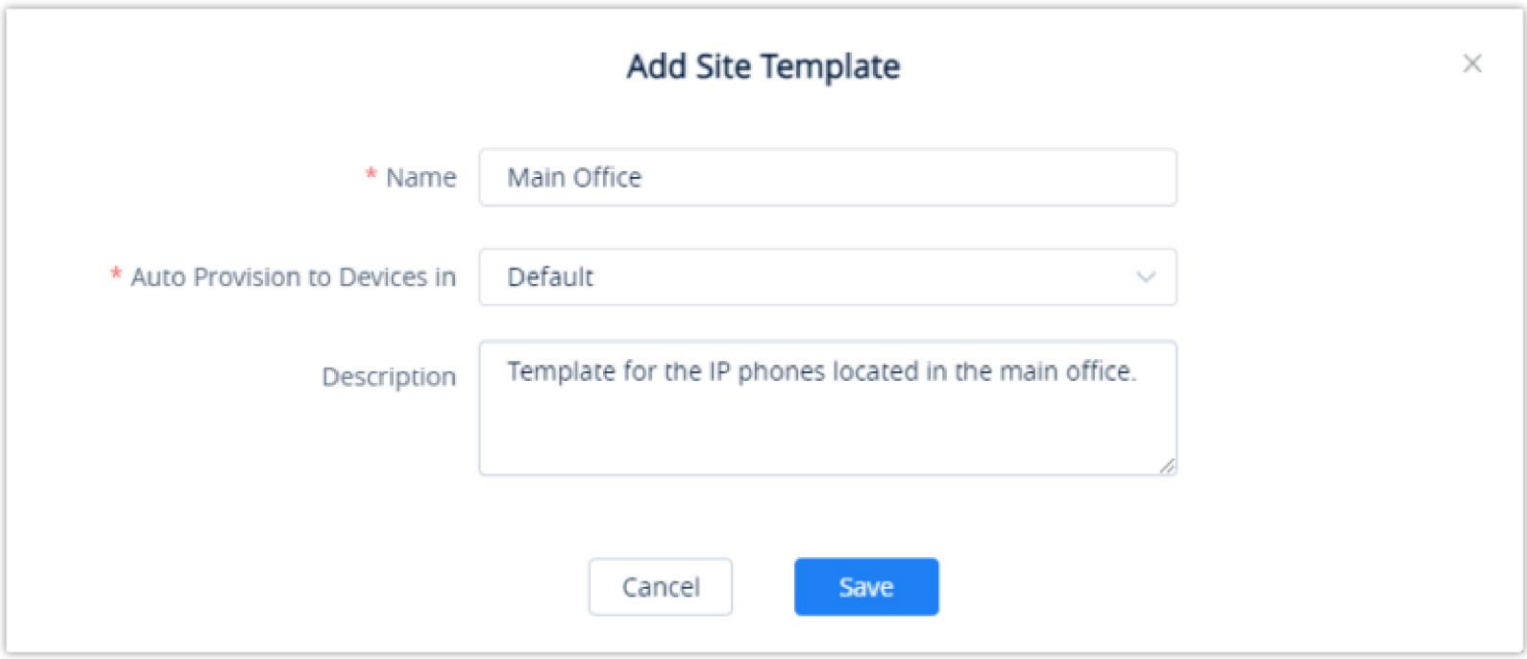
Users can customize device templates based on sites. The users will be able to configure devices based on the sites to which they have been assigned.



Device Template: By Site

Add Site Template

To add a template, please click Add Site Template



Add Site Template

- **Name**: Enter the name of the template.
- **Auto Provision to Devices in**: Choose the site on which the template will be applied to.
- **Description:** Enter a description for the template.

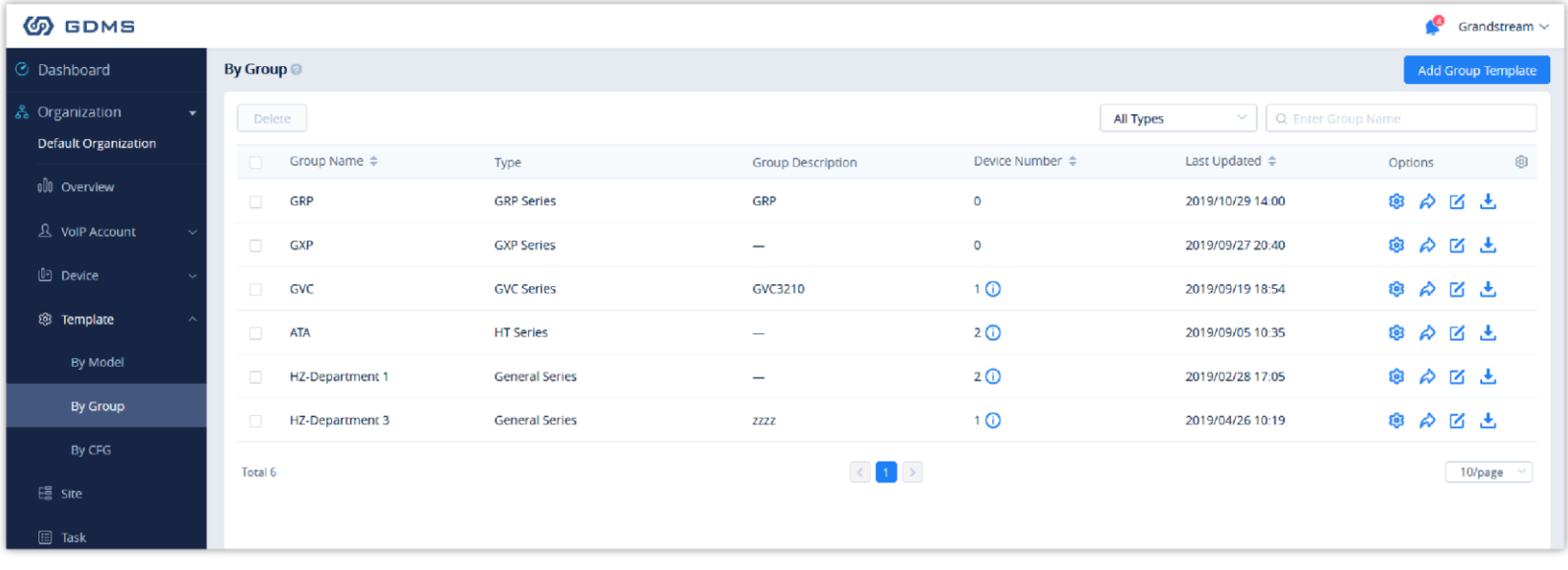
: Use this button to edit the information related to the template.
: Use this button to change the configuration of the template.

By Group

Users could customize the configuration template by group. Users could configure a group and update the configuration template by group. For example, users could classify a batch of devices into a group and configure/manage the devices in the group. Users could push the configuration template to the group members on the GDMS platform.

Users could view the group configuration template and the devices list in each group.

Users could modify the configuration parameters, push the configuration to the devices, edit the group and members, and download the configuration template by group.

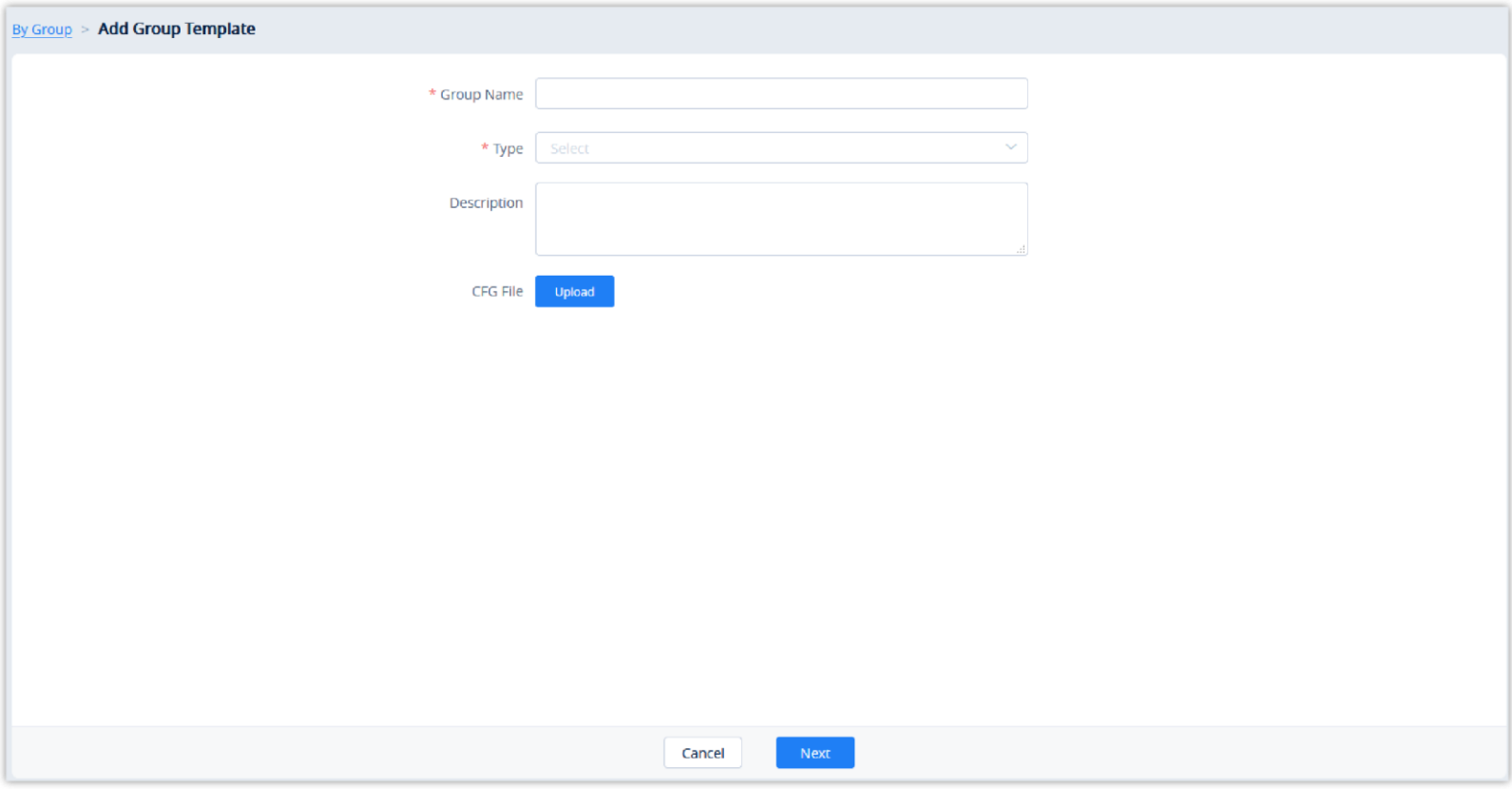


By Group

Add Group

Users can add a group at any time on the GDMS platform.

1. Click on the **Add Group** button at the top right of the **By Group** page.

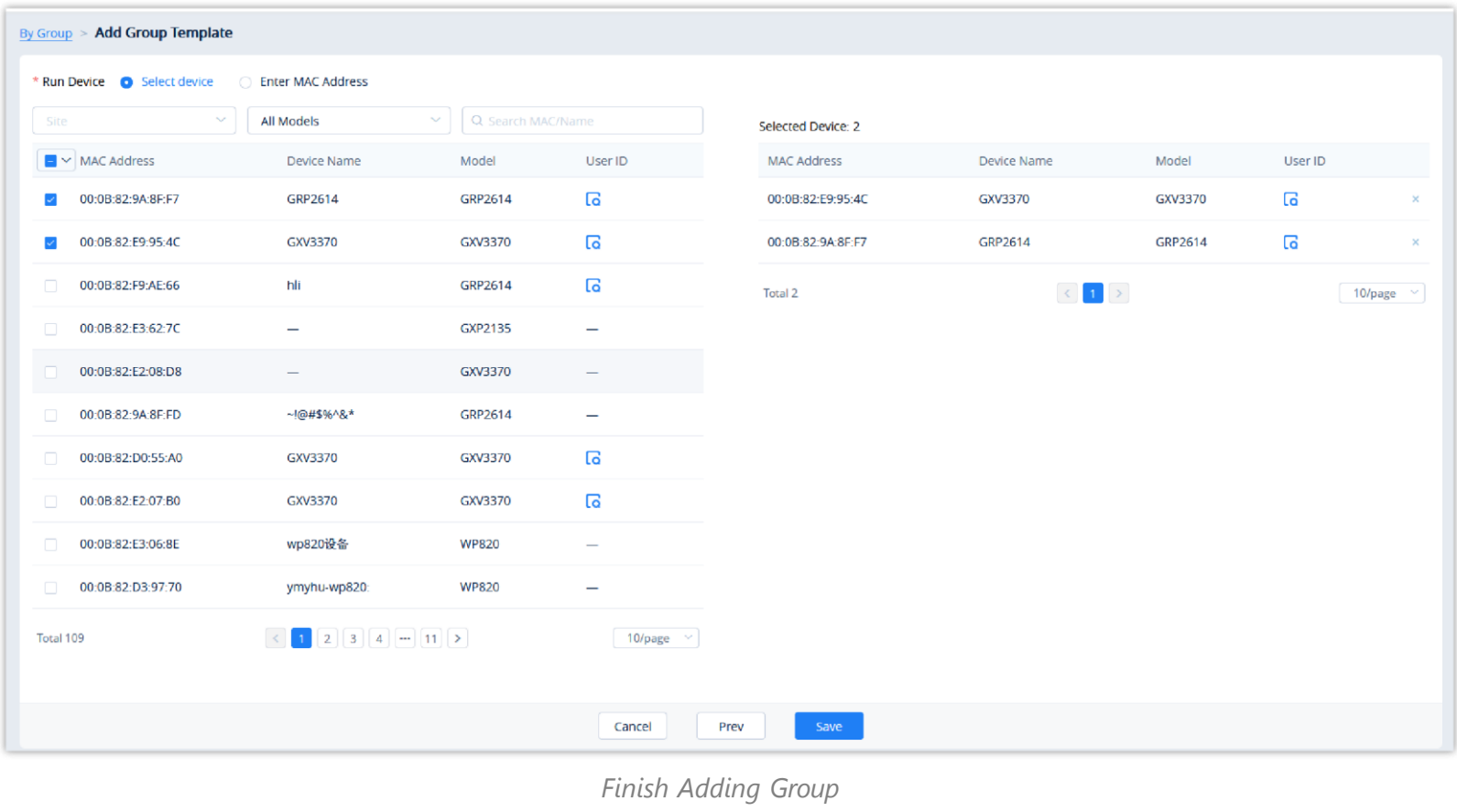


Add Group

Group Name	Enter the name of the group to identify it easily. Names must be unique and have a maximum character limit of 64.
Type	Users need to select the type: ○ Audio phone series: This is used to configure the common configuration parameters of the GXP and GRP series. ○ DP series: Use the configuration template for the DP7xx series. ○ HT series: Use the configuration template for the HT8xx series. ○ GRP series: Use the configuration template for the GRP series. ○ GXP series: Use the configuration template for the GXP21xx series. ○ GXV series: Use the configuration template for the GXV33xx series. ○ GVC series: Use the configuration template for GVC3210.
Description	Enter the detailed description and purpose of the configuration template.

Add Group

2. Once complete, users will be redirected to the device selection page to add devices to the group. Users can either select devices from the list or manually enter the MAC addresses of the devices. Selected devices will be moved to the **Selected Device** list on the right of the page.



Finish Adding Group

3. Users could click on the "Prev" button to go back to the group configuration page to re-edit the group information.
4. Click on the **Save** button to complete the group member selection. Users will then be redirected to the **Set Parameters** page.

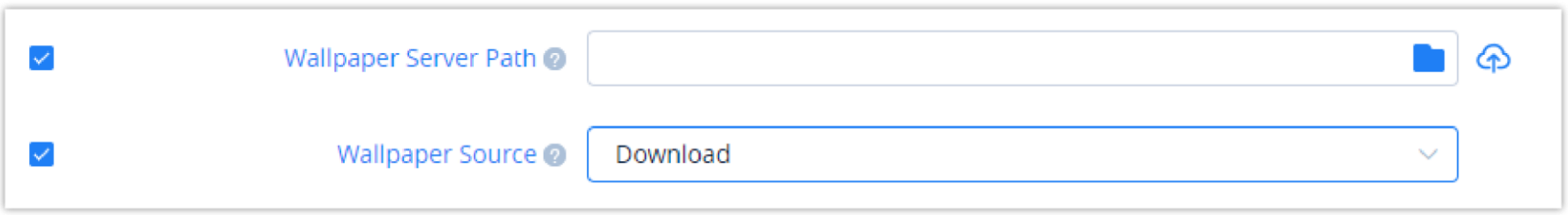
> Users need to set the parameters of the configuration template for the newly added group.

Set Parameters

Users could set the unique parameters of the devices in the group in the configuration template to push the unique parameters to the devices in the group.

Select a specific group, and click on the button to access the group member parameters configuration page.

- Clicking on the **Select All** button will select every option on the current page. Clicking on it again will deselect all the options.
- Clicking on the **Reset Settings** button will restore all settings on the current page to default values.
- Clicking on the button following the account, users can copy and paste the current account configuration to other accounts.
- When users try to configure the device wallpaper or screensaver image, users can select a picture from the resources list, or upload the local picture to GDMS and configure it to the device.



Ringtone Configuration

- Modify the desired settings on the page or click on the Edit Configuration File to configure device settings via text editing (i.e. p-values). The key can be either a P-value or an alias.

> - The available settings for each model template are different. For more details on acceptable configuration values, please refer to the user guide for each device model.
> - When the user adds a new model configuration template in the GDMS platform, the GDMS platform will not push the template to the existing devices in the GDMS platform, and the GDMS platform will only push the newly added template

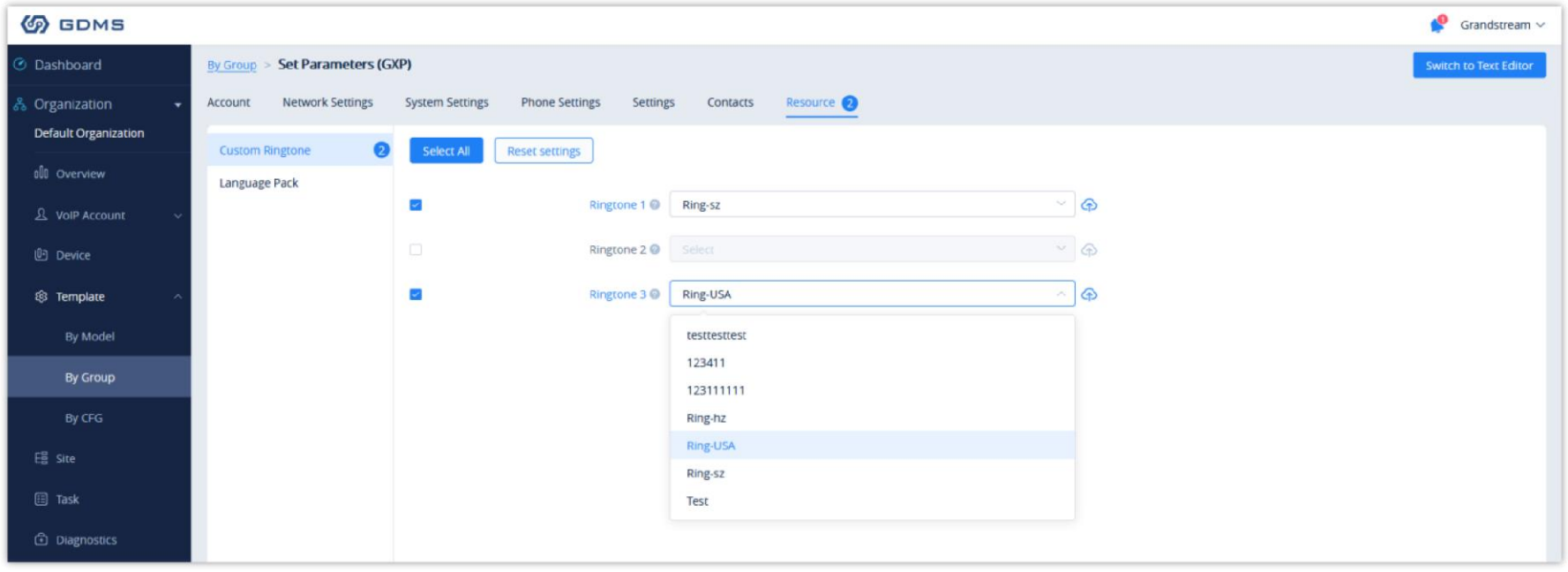
automatically to the new associated devices in the system.

- When the settings of a template are modified, the changes will not be automatically applied to related devices. Users will need to manually push the configuration to devices.
- For the newly added devices, the devices will acquire the updated configuration template automatically.
- If a scheduled task involves a modified template, the task will use the template settings at the time of scheduling, not the newly modified settings.

Configure Resource Files

Users can configure custom ringtones and language for devices (Supported models: GXP/DP series).

1. Select a specific group, and click on the button to access the group member parameters configuration page.



Resource Configuration

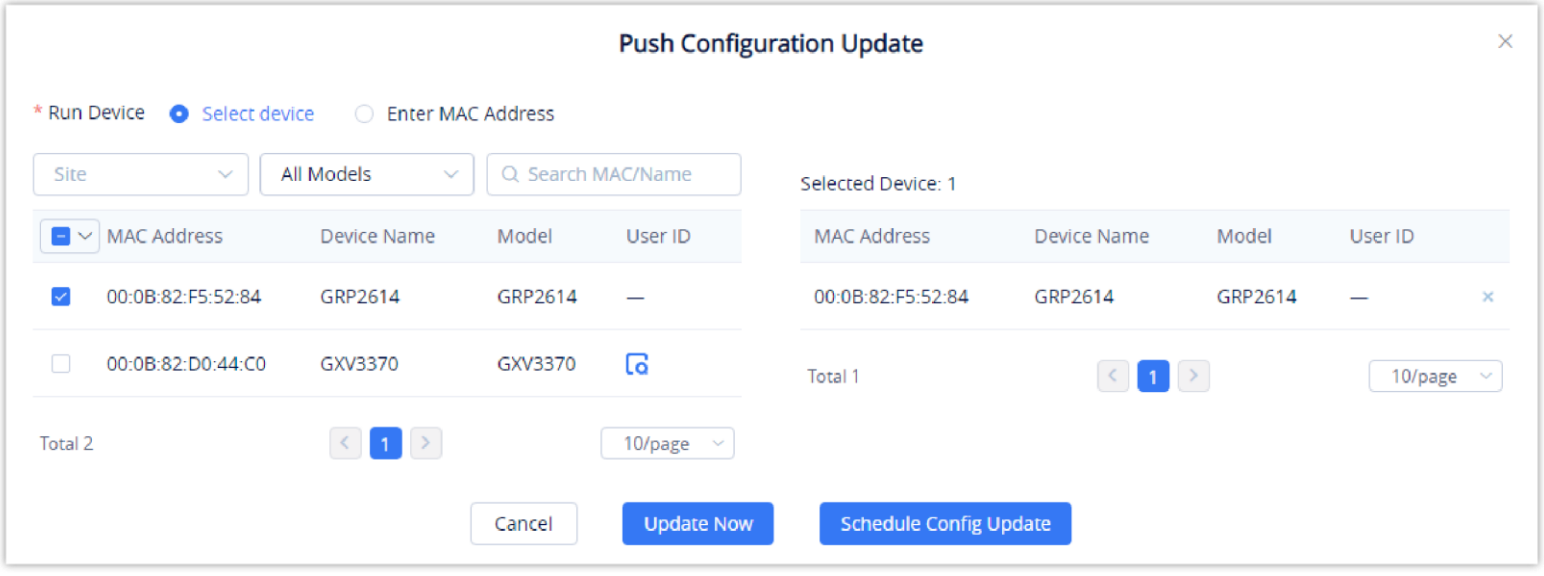
2. On the “Custom Ringtone” page, for Ringtone 1 to Ringtone N, select a ringtone file from the resources for each ringtone index.
3. On the “Language Configuration” page, select a language pack from the resources for the device.
4. After clicking the “Save” button, the configured parameters and resources will be saved in the system. When the user clicks the “Push” button to push the template to the device, the device will download the resource file from the firmware path.

For each device model, the size and duration of each ringtone are different. If the duration and size exceed the limit, the system will intercept the resource file to the maximum limit automatically.

Push Update

Users could push the group configuration template to the device manually.

1. Click on the button for the desired group.



Push Update

2. In addition to being able to push the configuration template to all or select members of the group, users can also push it to non-members.
3. Users can either push the configuration template immediately or schedule the configuration push for a specified time. If the latter is selected, users will need to enter a name and time for the scheduled push.
4. Click on the **Save** button to finalize the task. Users can check the task status on the Task Management page.

Edit Group Template

Users could edit the group name, descriptions, and group members.

1. Click on the button for the desired group.

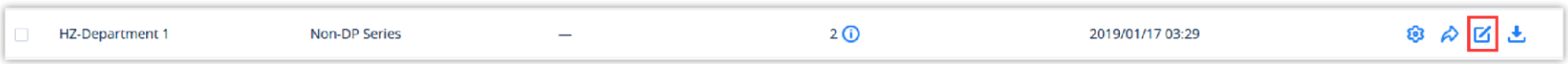


Figure 138: Edit Group

2. Modify the desired settings and click on the **Save** button to finalize changes.

> New members of an existing group will not automatically obtain the group configuration template. The template must be manually pushed to the new member devices.

Download Group Template Configuration

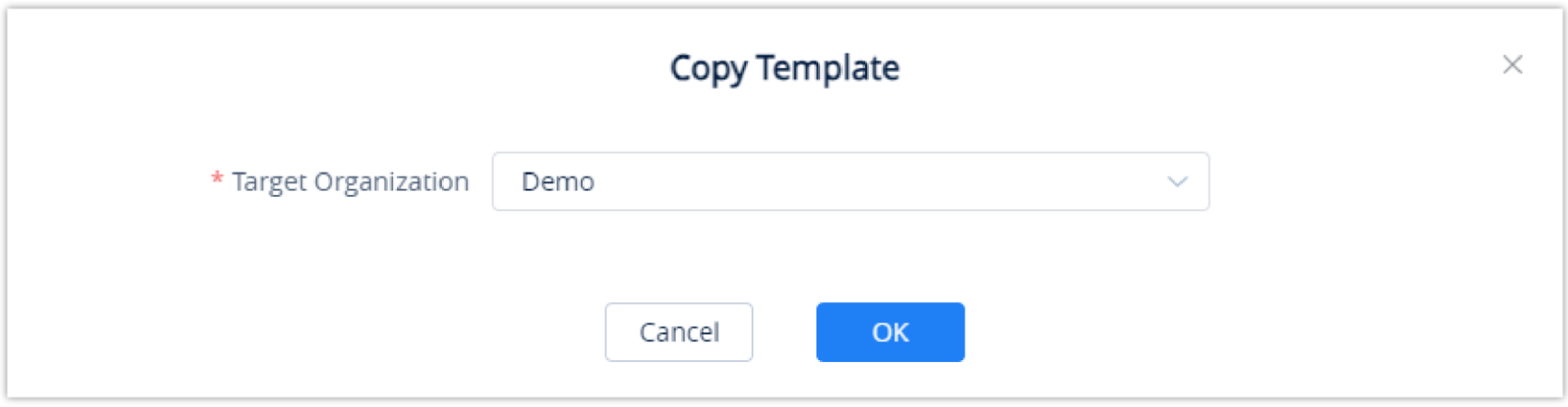
Users can download the group configuration template by clicking on the button for the desired group.

Download Configuration File

Copy Group Template

On the main page of the Group Template, the user can copy one or multiple templates and apply them to a different organization, this allows the user to copy the configuration easily across many organizations.

To copy a template, please tick the box on the left side of the template name, then select Copy Template.



Copy Group Template

Select the organization to which you want to copy the template to by selecting the organization name from the "Target Organization" list.

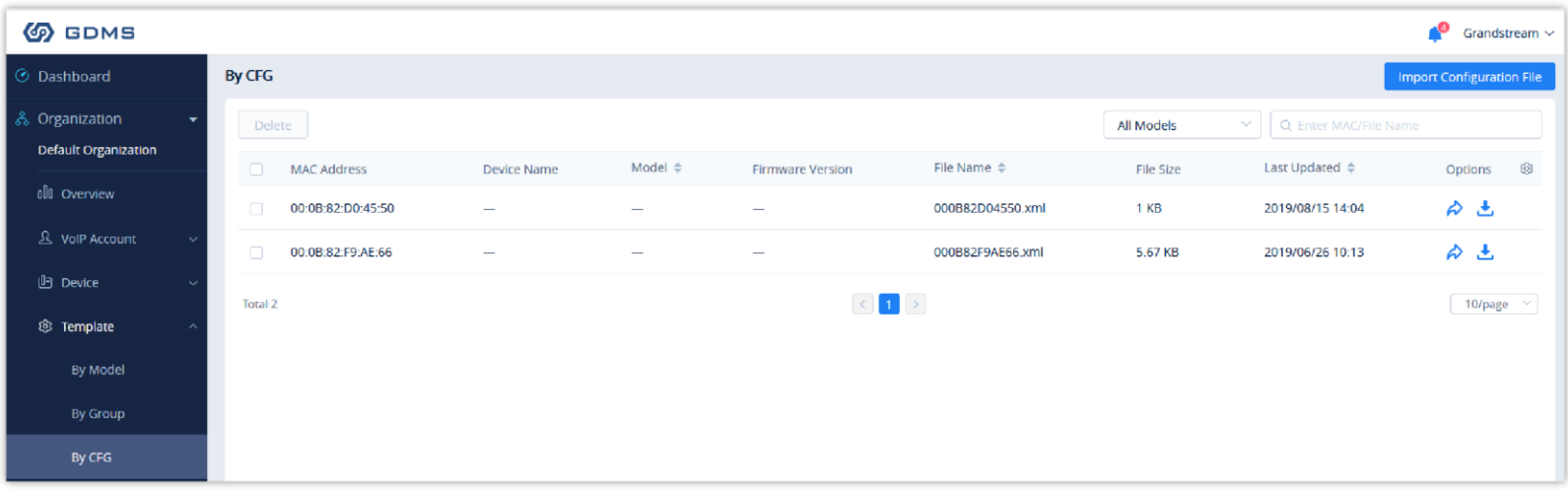
Delete Group Template

Users can delete groups by selecting the desired groups and clicking on the **Delete** button in the top-left corner of the **By Group** page.

> The existing timing tasks involving the group configuration template will be reserved, and the timing task will be executed with the original group configuration template.

By CFG

Users can import configuration files for specific devices. Settings in these uploaded files will be used for their specified device.

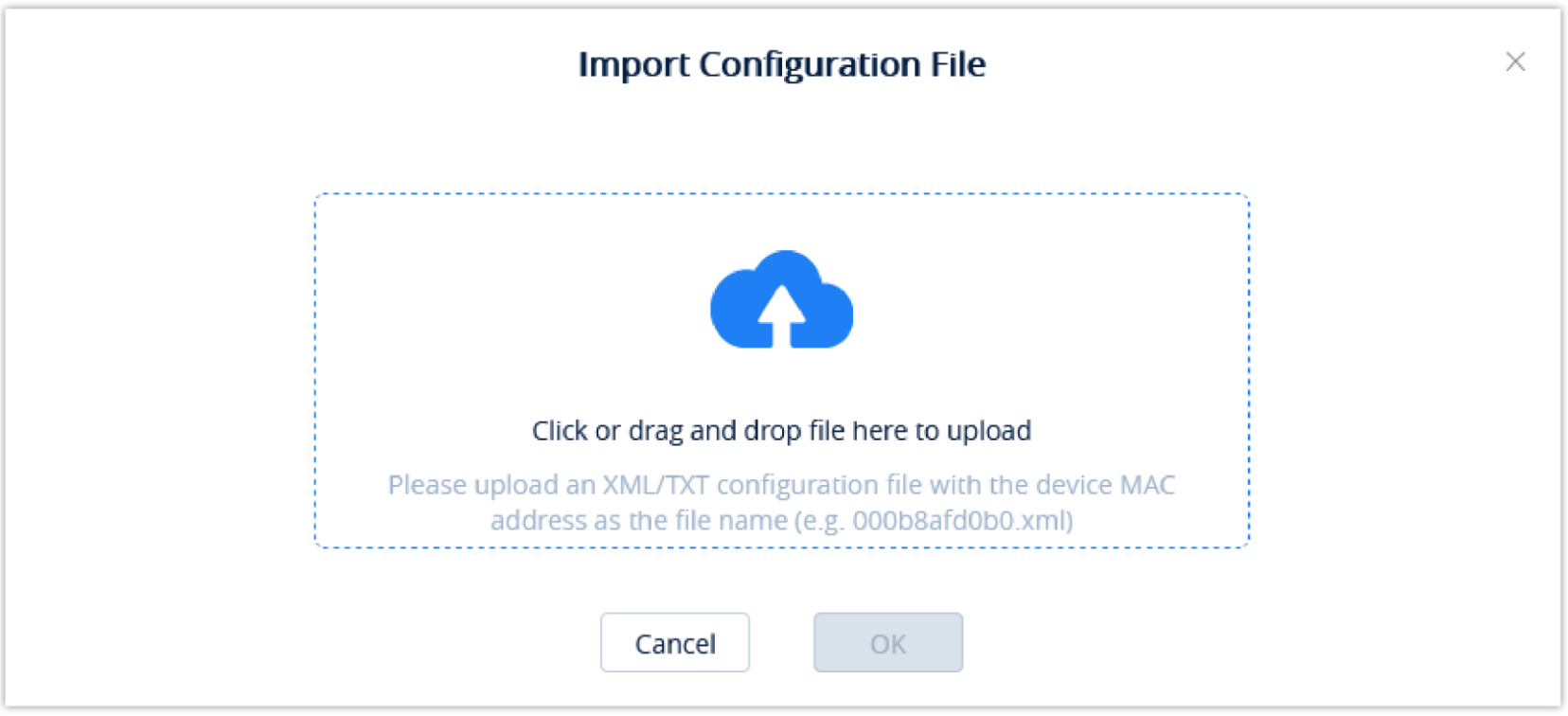


By CFG

Upload CFG File

Users could upload the custom configuration file to the GDMS platform and push the custom configuration file to the device.

1. Click on the **Import Configuration File** button at the top-right corner of the **By CFG** page. The following window will appear:

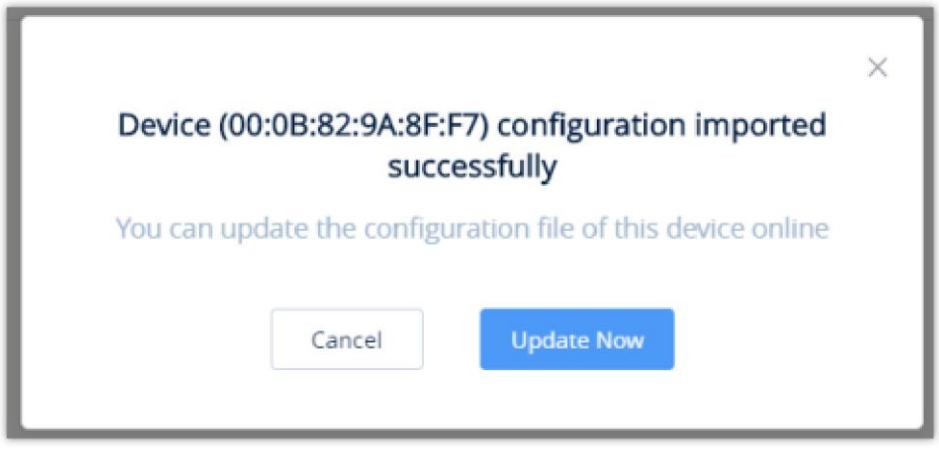


Upload CFG File

2. Drag and drop the file to the window or click on the upload icon to select a file from your PC.

> The uploaded file must be named as the device's MAC address (e.g. 000b82afd0b0.xml).

3. Click on the **OK** button to finalize the import.
4. The following window will appear asking the user to either push the configuration to the specified device immediately or to cancel the configuration push.

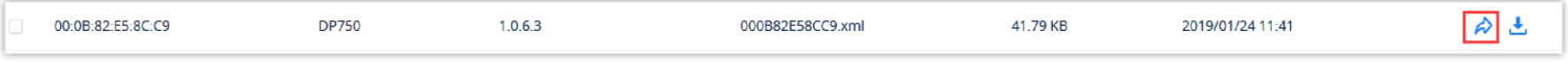


Finalize Import

- Only XML file format is supported for the uploaded custom configuration file.
- If the file name does not meet MAC address format requirements, the import will fail. When uploading another configuration file for an existing device, the previous configuration file will be overwritten

Push Update

Click on the button for the desired device to manually push the configuration to it.



Push Update

Download Configuration File

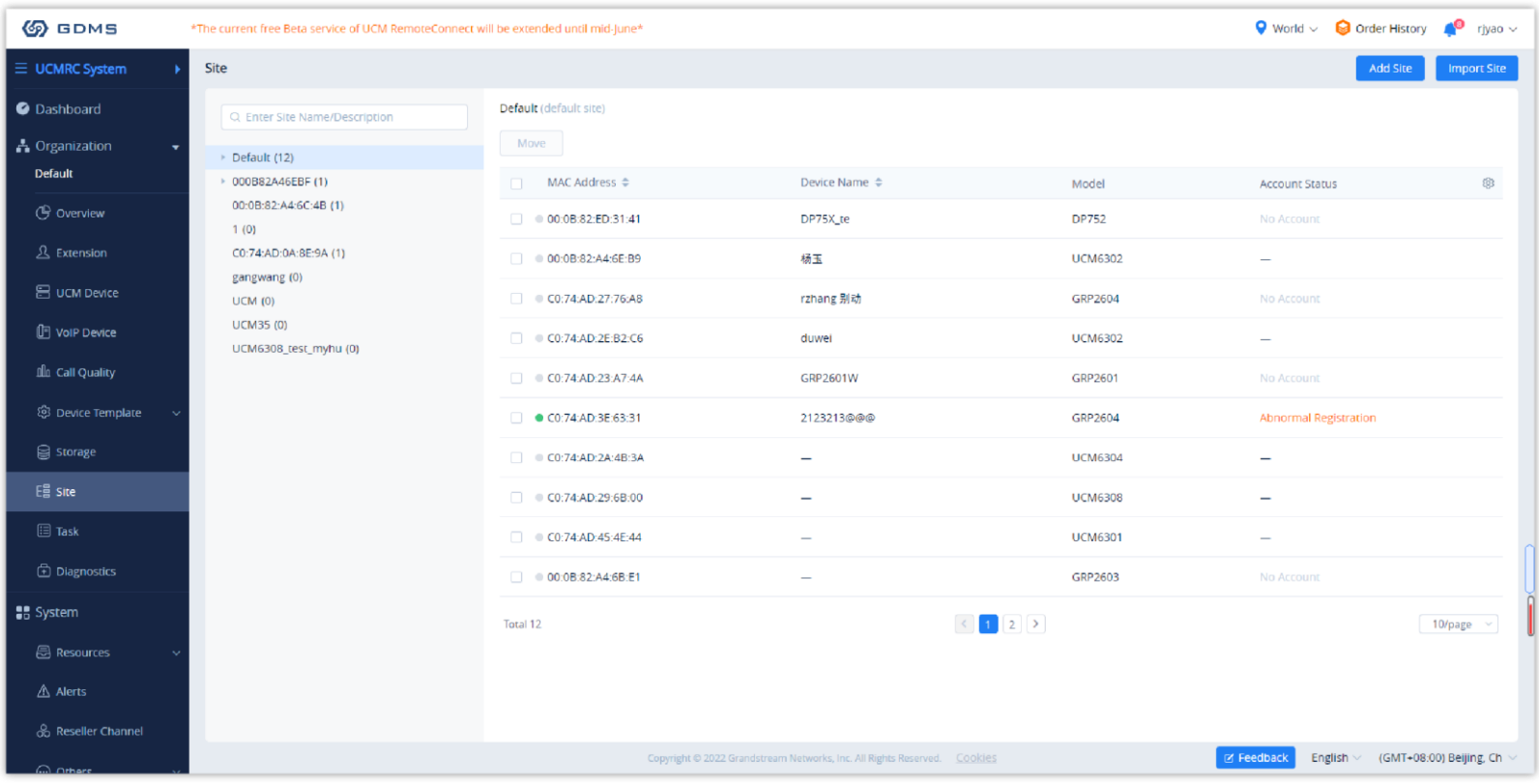
Click on the button for the desired device to get its configuration file.

Delete CFG File

To delete uploaded configuration files from GDMS, select the desired devices in the list and click on the **Delete** button at the top left of the **By CFG** page.

Site Management

Site Management allows users to organize their devices by sites and categories.

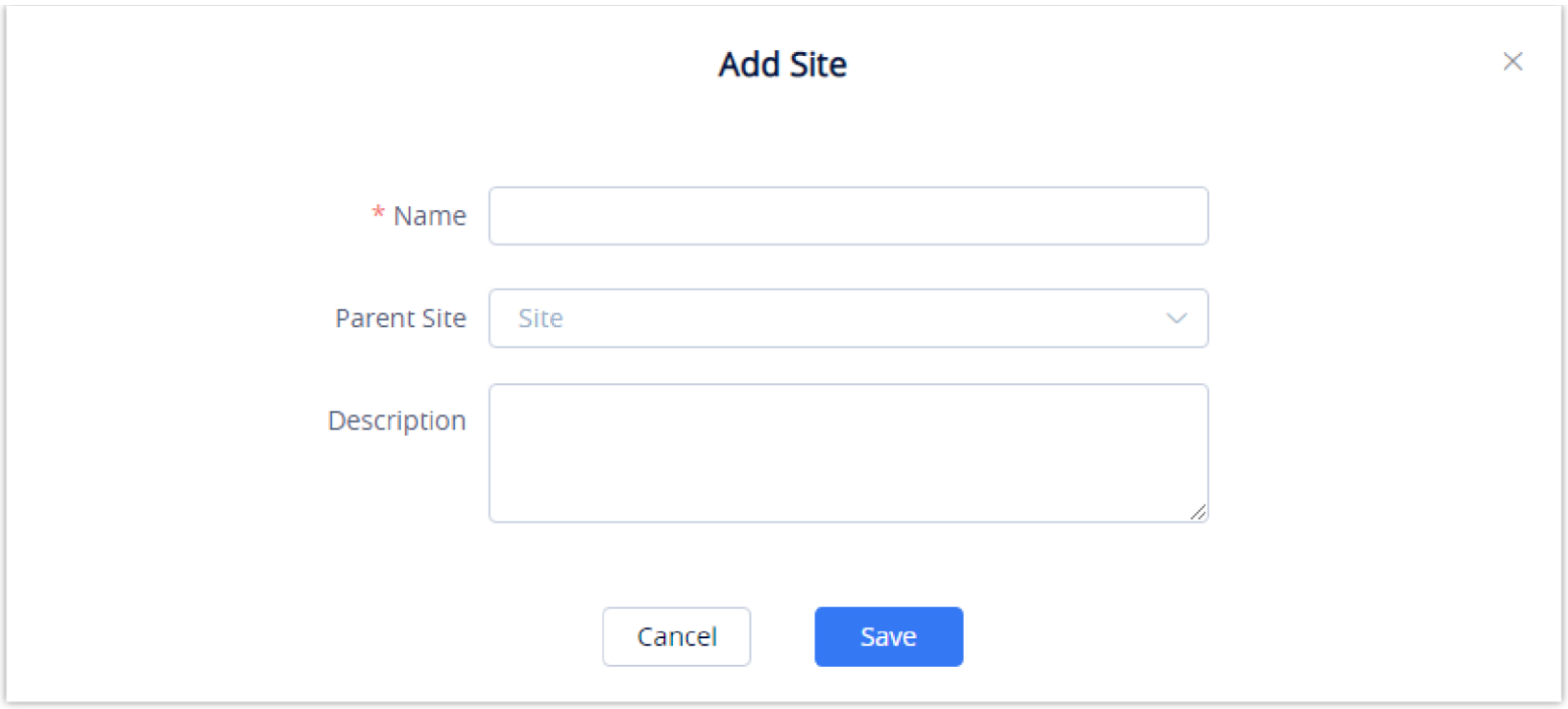


Site Management

Add Site

Users can add a site at any time on the GDMS platform.

1. Click on the **Add Site** button at the top right of the **Site Management** page. To quickly add a sub-site under a specific site, click on the button next to the desired site. Users can create a total of 7 different levels of sites.



Add Site

Site Name	Enter a name for the site to identify it easily. Sites on the same level cannot have the same name.
Superior Site	The parent level of the site. This field can be left blank if the created site is a top-level site.
Site Description	Enter the descriptions of the site.

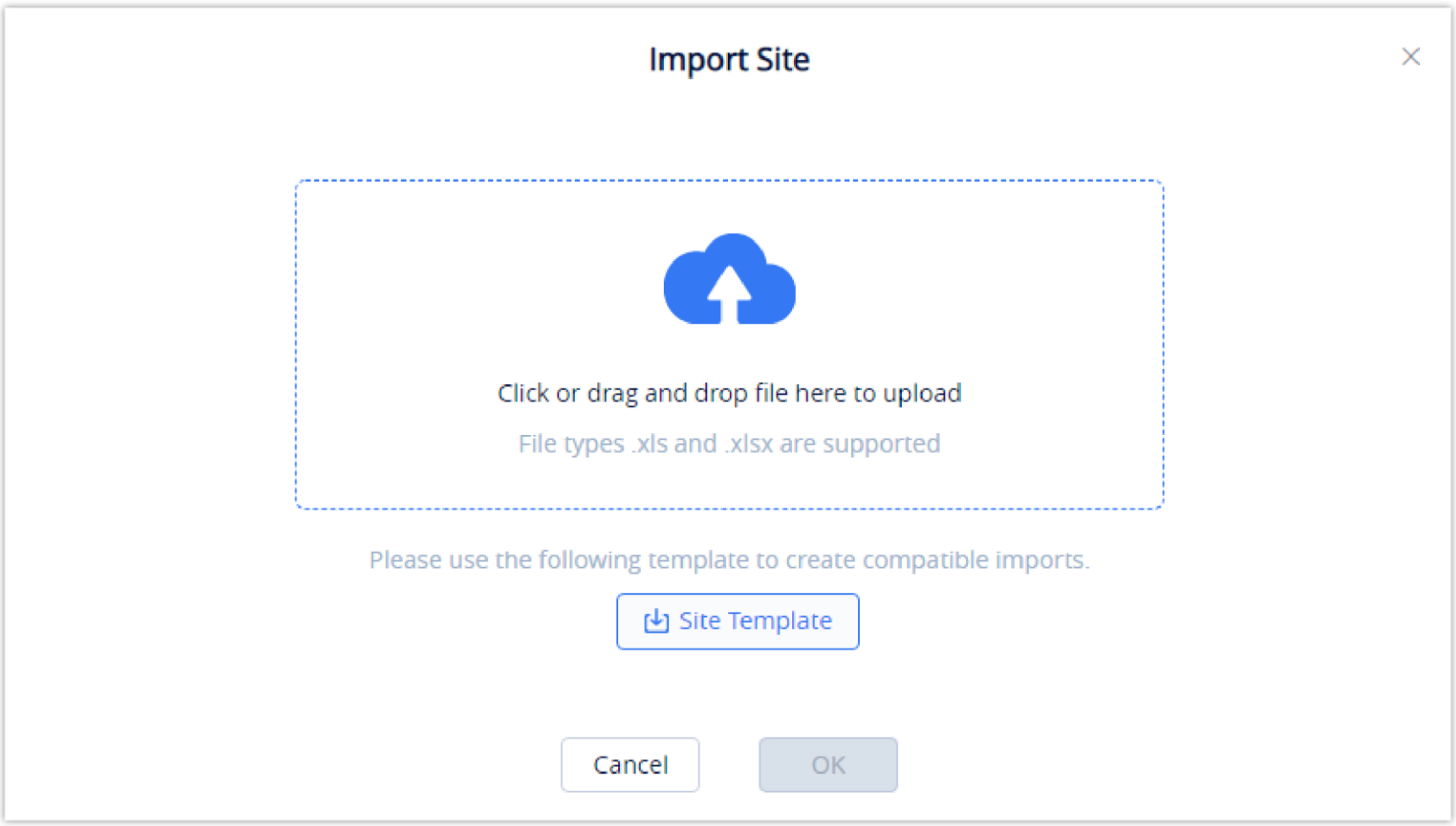
Add Site

2. Once the site is created, users can then assign devices to it.

Batch Import Sites

Users could import a batch of sites into the GDMS platform.

1. Click on the **Import Site** button at the top right corner of the **Site Management** page. The following window will appear:



Import Site

2. Click on the **Download** button to get a template that will be used to import site information.

	A	B
1	Instructions: 1. Fields marked with * are required and cannot be empty. 2. Site Name format: 1st Level Site/2nd Level Site/.../New Site. Users must enter the names starting from the 1st Level Site. If the higher level sites do not exist, they will be created automatically. If no higher level site name is entered, this site name will be used by default to fill in missing site names. 3. Site Name maximum character limit is 64 characters. 4. Site Description maximum character limit is 256 characters.	
2	*Site Name	Description
3		
4		
5		
6		
7		

Site Template

Site Name	Enter the name of the site. If the site is the child of another site, users must enter the entire path (e.g. top-level site/second-level site/third-level site/...new site name).
Description	Enter the descriptions of the site.

Site Template Options

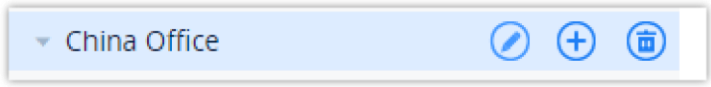
3. Once the template is filled out, drag, and drop the file to the upload window or select the file from your PC. Click on the Import button to confirm the import.
4. When the Excel file is imported into the GDMS platform successfully, the GDMS platform will prompt the execution result. If there is data that failed to be imported, the user could export the failed data and re-edit the Excel file.

> If an imported site has the same name as another site on the specified level, the import will fail.

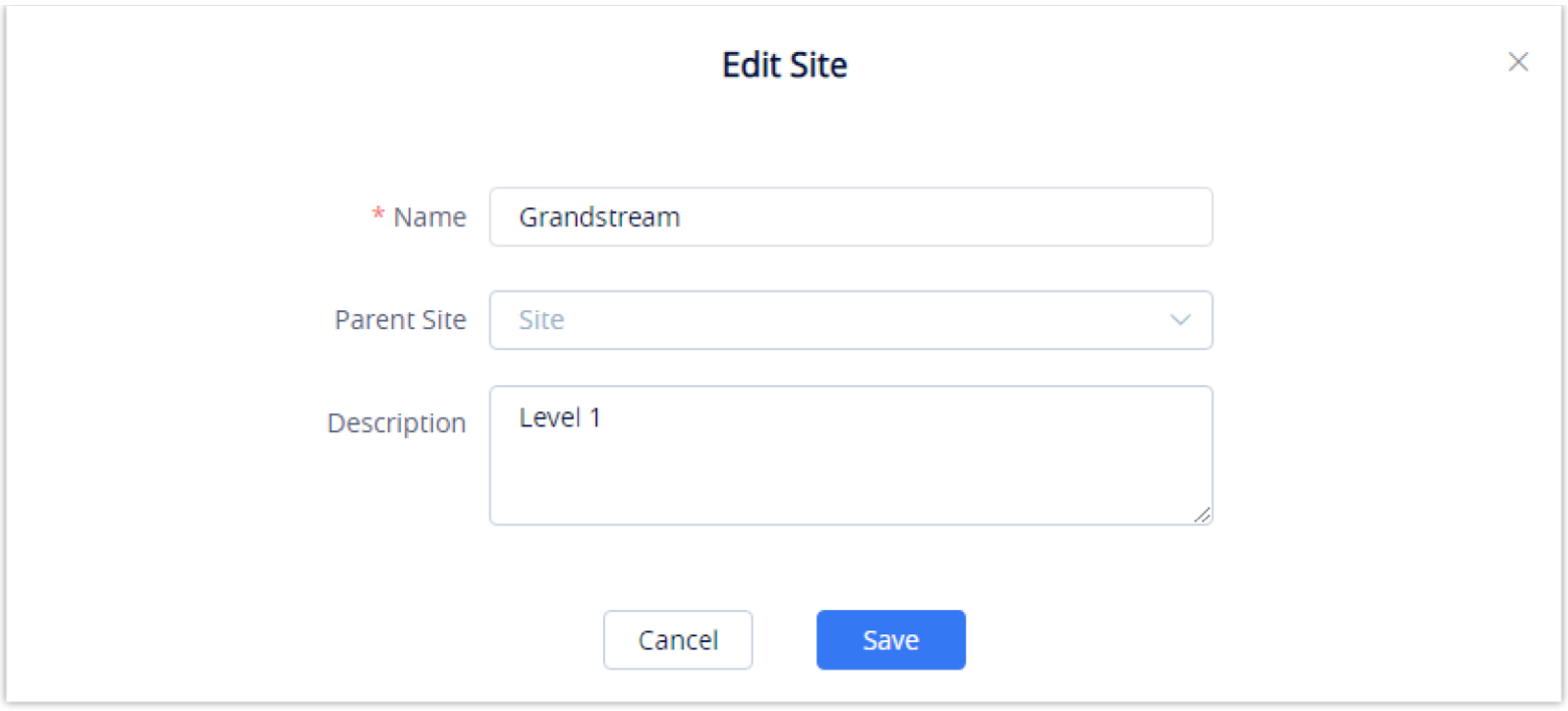
Edit Site

Users could edit the information of the site on the GDMS platform.

1. Click on the button next to the desired site.



2. Edit the desired fields and click on the **Save** button to finalize changes.



Edit Site

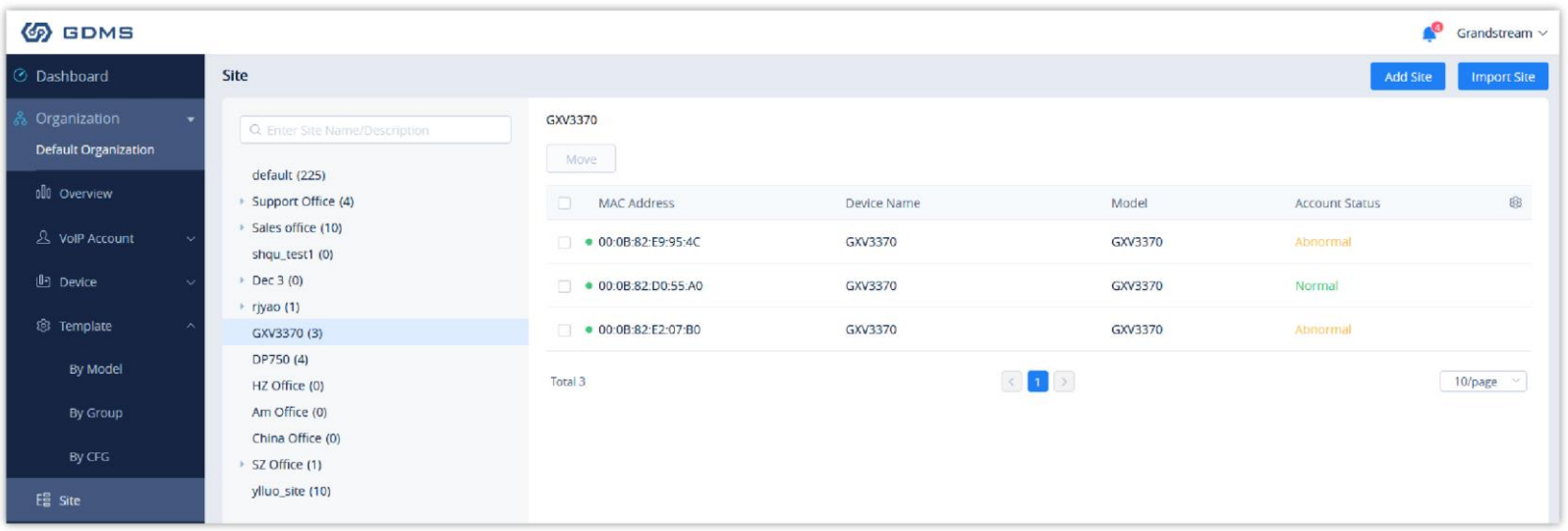
Delete Site

To remove a site from GDMS, click on the button next to the desired site.

> If the selected site has devices assigned to it, the site cannot be deleted unless the devices are assigned to another site beforehand.

View Devices

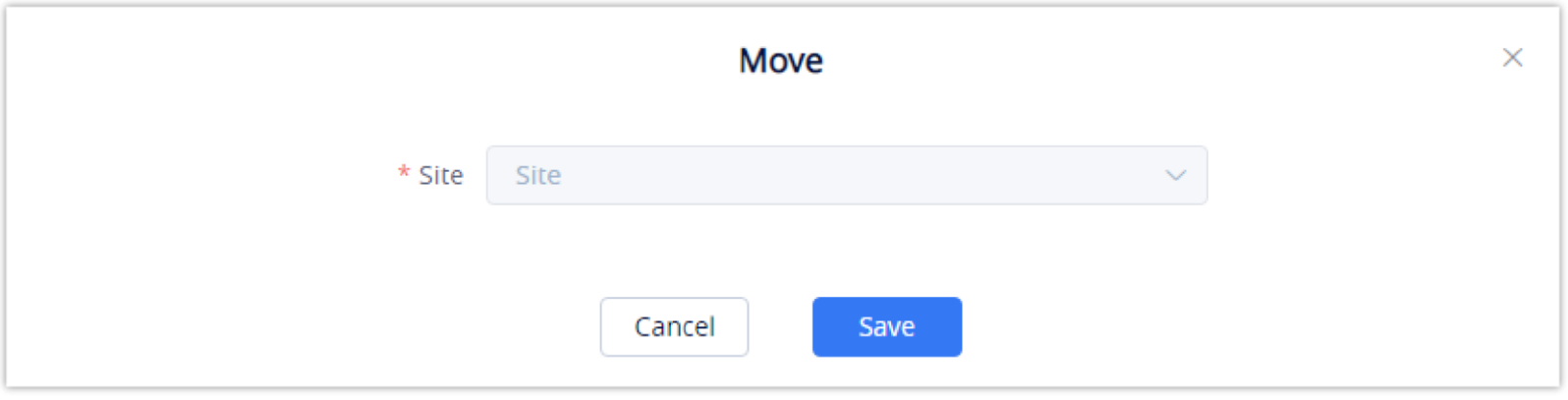
To view all the devices under a specific site, click on the desired site in the **Site Management** list.



View Devices

Transfer Site

Users can select devices on a site and move them to another site by clicking on the **Move** button.



Transfer Site

Clicking on the **Save** button will finalize the move to the specified site.

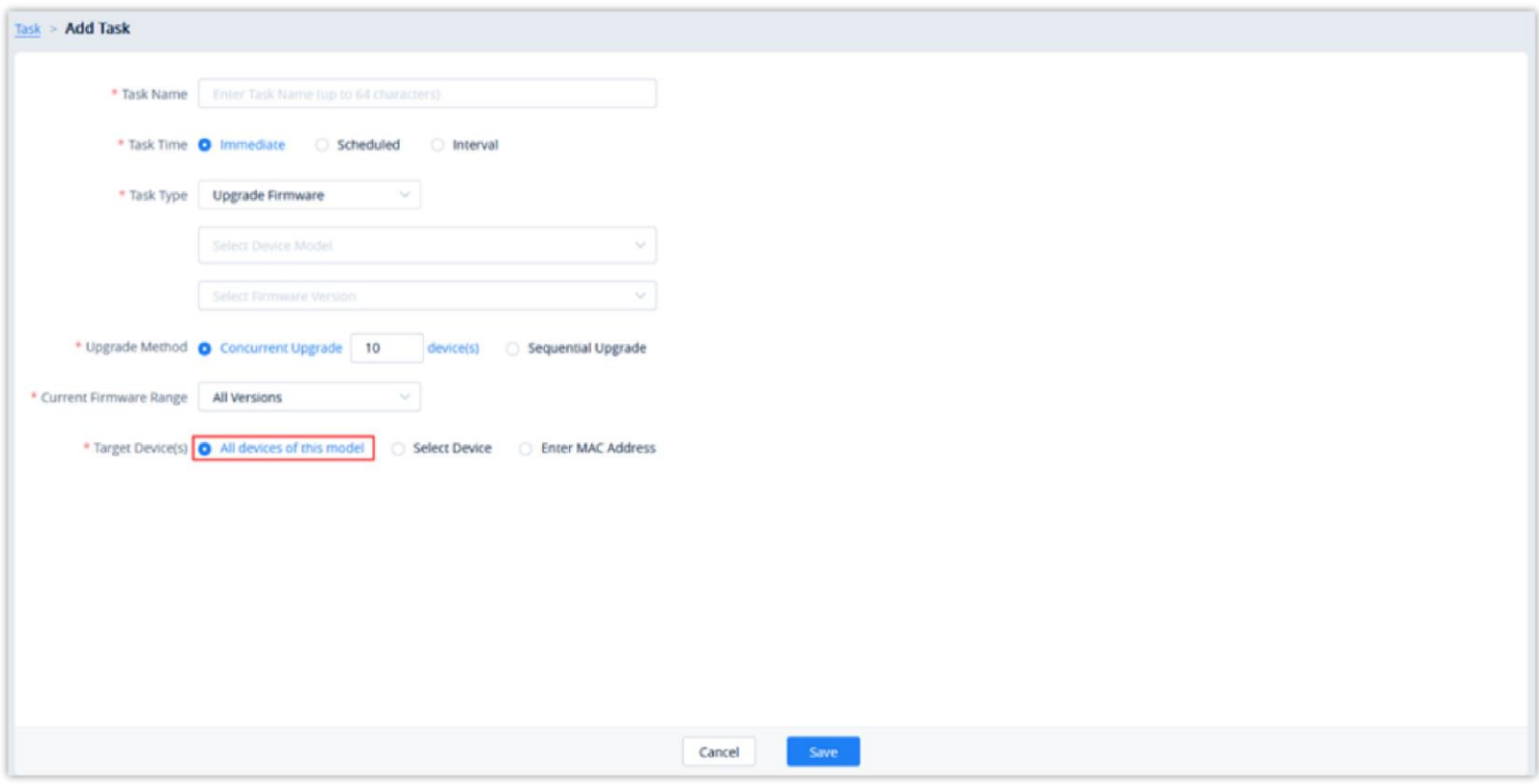
Task Management

The **Task Management** page displays all queued and completed tasks in GDMS such as configuration pushes, firmware upgrades, reboots, and factory resets. Users can add, edit, and delete tasks from this page.

> Users can only manage the devices in the current organization of the current system. If the user does not have the permissions on the device, the user cannot manage tasks on the device.

Add Task

To add a task to GDMS, click on the **Add Task** button.



Add Task

Task Name	Enter the name of the task.
Task Time	• **Immediate:** The task will be run immediately. If the task is not run after 5 minutes, GDMS will automatically close it. • **Scheduled:** Schedule the task to run at a specified time. The task will end at the specified end time, even if there are still devices queued up to run the task. • **Interval:** Users could configure the recurring tasks such as daily, weekly, monthly, Nth week of each month, and perform a certain task. Specify the start date and time when the task will start, then specify the **Duration** of the task. If a device goes online during the duration of the task, the scheduled task will be performed as soon as the device goes online. If the device goes online after the task's duration, the task will not performed on that specific device. • **Permanent:** This option applies only when the task type is Firmware Upgrade. Every time a corresponding device is added, the device will be upgraded. This is a reccurrent task.
Task Type	• **Reboot Device:** VOIP device, UCM6300 Series devices, and CloudUCM. • **Factory Reset:** VOIP devices and CloudUCM. • **Upgrade Firmware:** Users will need to select the device model and firmware version to upgrade to. VoIP device and UCM device. • **Update Config: Model:** Select the model template that will be used for the configuration update push. VOIP device only. • **Update Config: Group:** Select the group template that will be used for the configuration update push. VOIP device only.
Upgrade Method	This option is available only when Upgrade Firmware is selected as the Task Type. • **Sequential Upgrade:** Devices are upgraded one by one in a sequence. Recommended to minimize network traffic.

	● **Concurrent Upgrade:** All devices are upgraded simultaneously. This option may cause heavy network traffic. To ensure network quality, the user can also limit the maximum number of concurrent devices, such as upgrading 10 devices at the same time.
Current Firmware Range	This option is available only when Firmware Upgrade is selected as the Task Type. Devices will be upgraded only if they meet certain requirements: ● **All:** Upgrade all devices regardless of their current firmware version. ● **Specific Firmware Version:** Upgrade devices on the specified firmware version. ● **Firmware Version Range:** For the selected devices, only the devices in a specified firmware version range (Lowest firmware version ≤ x ≤ Highest firmware version) will be upgraded.
Target Device(s)	● All devices of this model. ● Select Device. ● Enter MAC Address.

Add Task

Click on the **Save** button to finalize the task creation. Users can view this task in the **Task Management** list.

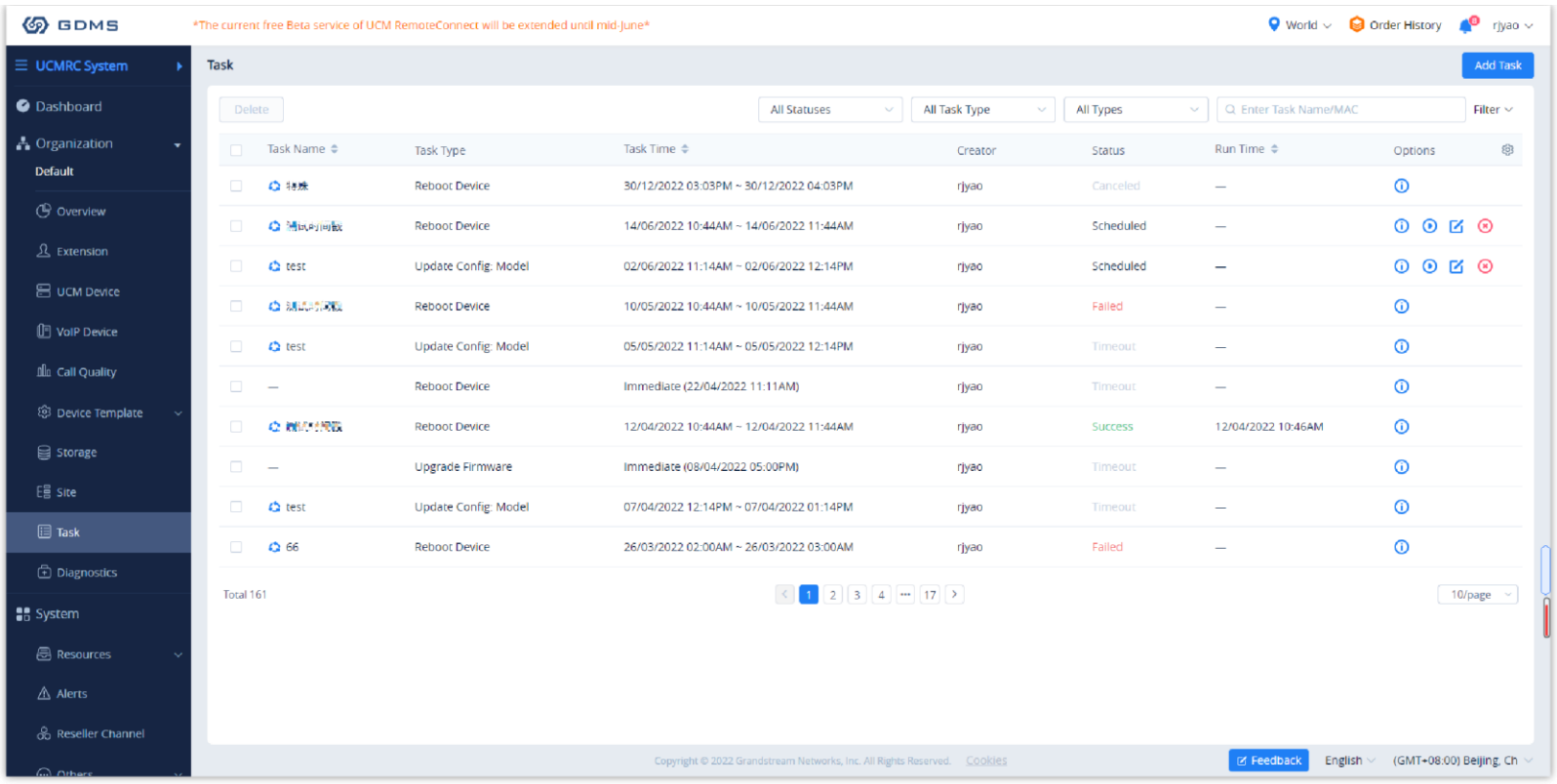
Task Name	Task Type	Task Time	Creator	Status	Run Time	Operation
Immediate Task	Upgrade Firmware	Immediate	yxxu123	Success	2019/03/25 07:06	
1111	Reboot Device	2019/03/20 12:00 ~ 2019/03/21 12:00	yxxu123	Cancelled	—	
Immediate Task	Update Config: Model	Immediate	yxxu123	Timeout	—	
Immediate Task	Update Config: CFG	Immediate	yxxu123	Failed	—	
Immediate Task	Update Config: CFG	Immediate	yxxu123	Failed	—	
Immediate Task	Upgrade Firmware	Immediate	yxxu123	Success	2019/02/21 03:14	
222	Reboot Device	Immediate	yxxu123	Success	2019/02/19 02:51	
222	Upgrade Firmware	2019/02/19 17:00 ~ 2019/02/20 17:00	yxxu	Success	2019/02/19 17:00	

Task Management List

- If there are multiple tasks for 1 device, they will be queued up to run in order of their configured start time.
- If a device is offline, pending tasks associated with the device will be run the next time the device is offline.
- Certain tasks and device setting changes can cause a device to reboot.
- Firmware upgrade tasks may require more time to run due to the size of some firmware files.
- The latest configuration files or firmware will be generated for each cycle of the recurring tasks, and the system will collect all devices of this specific model, and then execute the corresponding task.
- If the task is created in a specific sub-system, the user can view the task only in the corresponding sub-system, and other sub-system users cannot view it.

View Task Status

Users can see the status of all completed and pending tasks by looking at the **Status** column.

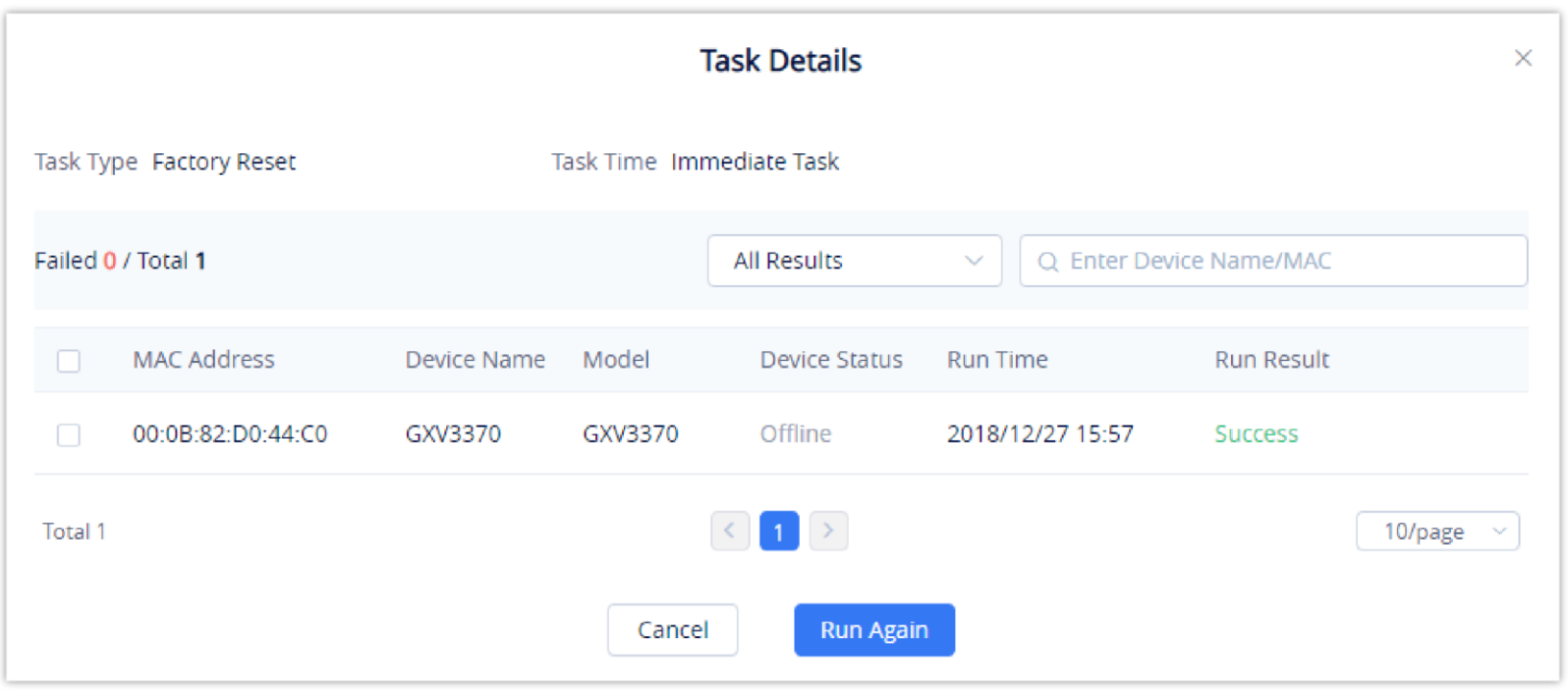


View Task Status

Pending	The task has not been executed yet.
Executing	The task is currently in progress.
Success	The task has been completed successfully.
Failed	The task has failed.
Canceled	The task was canceled.
Timeout	The task was not executed when it arrived at the ending time.
Ended	The task was ended before it could be completed. Some of the involved devices may not have run the task before it ended.

Task Status Description

To view more details about a task, click on the ⓘ button for the desired task. Users can view the task status of each device involved.



Task Status

Pending Executed	The task has not been run yet.

Executing	The task is currently ongoing.
Success	The task has been completed successfully.
Failed	The task has failed. A failure reason will be shown.
Timeout	The task has been sent to the device, but the device has not responded yet.
Success (Timeout)	The task has been completed successfully for this device, but it was completed later than the specified time.
Canceled	The task has been canceled before the starting time.
Ended	The task was ended before it could be completed. Some of the involved devices may not have run the task before it ended.

Task Status Detailed Description

Users could re-create tasks for the executed failed devices or all devices. If the user re-creates tasks for certain devices, all attributes of the task and all executed devices information will be logged on the “Re-create Task” page.

Start Scheduled Tasks

Users can start pending scheduled tasks immediately by clicking on the button.

Cancel Pending Tasks

To cancel a pending task, click on the button for the desired task. The task status will be changed to Cancelled. To run the task again after it is completed, click on **Task Details → Run Again** for the desired task.

If the task is recurring, users could select whether to cancel the entire recurring task or just cancel the single task.

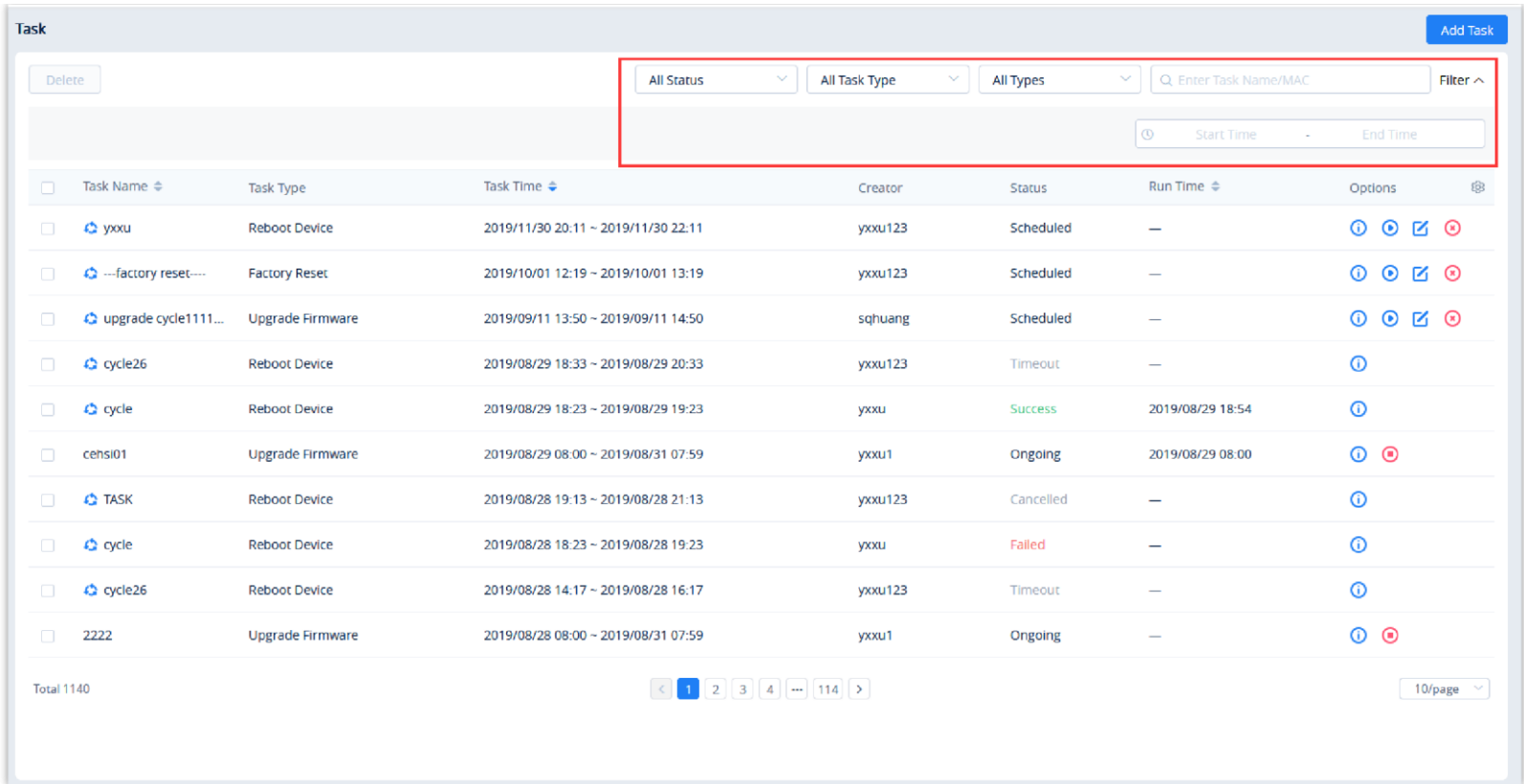
End Task

To stop a running task, click on the button to immediately end it.

If the device has already executed the task (e.g. Reboot Device), the device will finish the task; if the device does not start to execute the task, the device will not execute the task anymore.

Search Task

Users can search for specific tasks by using the search bar and filters at the top-right of the top right corner of the **Task Management** page.



Search Task

Delete Task

Users can delete tasks at any time. Select one or more tasks and click on the **Delete** button at the top of the page to delete them.

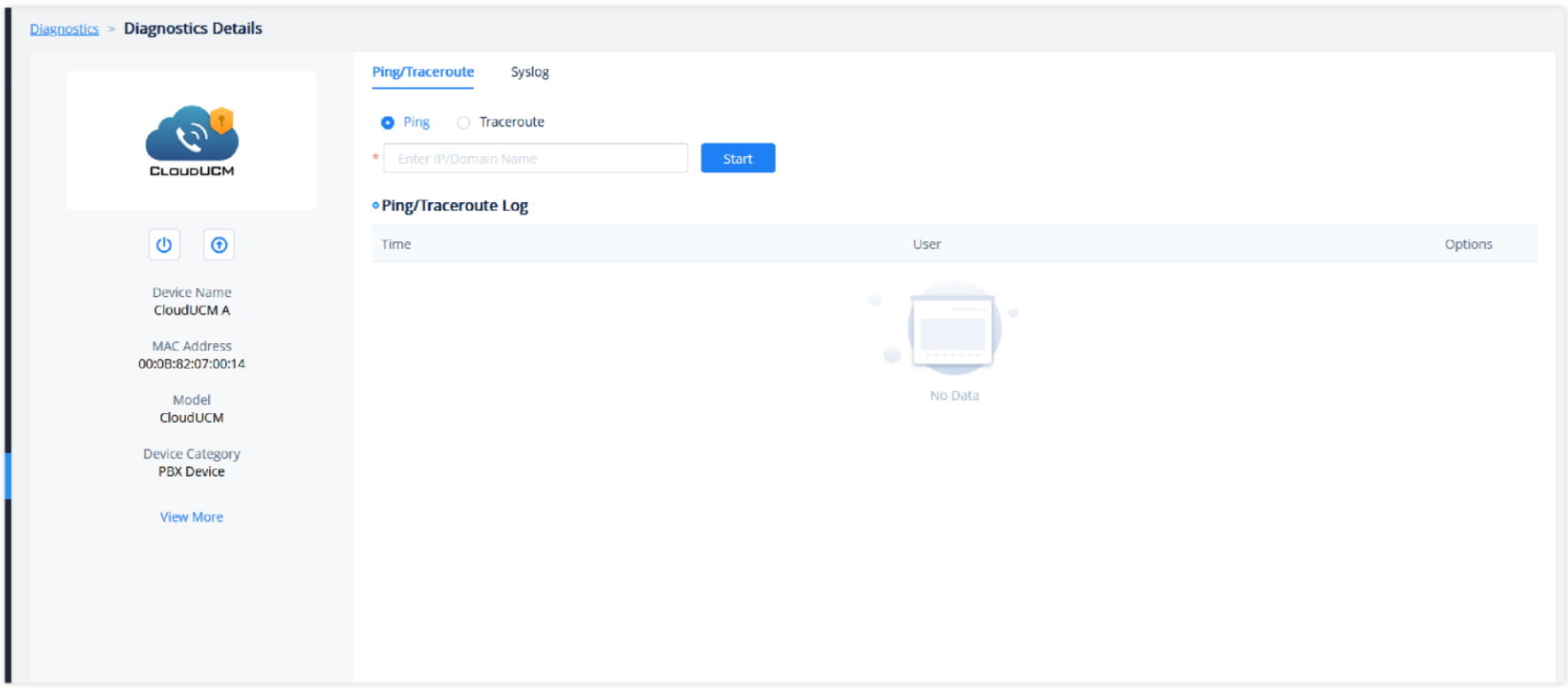
> When deleting ongoing tasks, GDMS will automatically suspend and delete them. Any changes made before the task was suspended cannot be undone.

CloudUCM devices only support reboot and factory reset tasks.

Diagnostics

It displays all diagnostics records for VoIP devices and CloudUCM devices.

CloudUCM devices only support Ping/Traceroute and Syslog, which are the same as those in the UCMRC System.

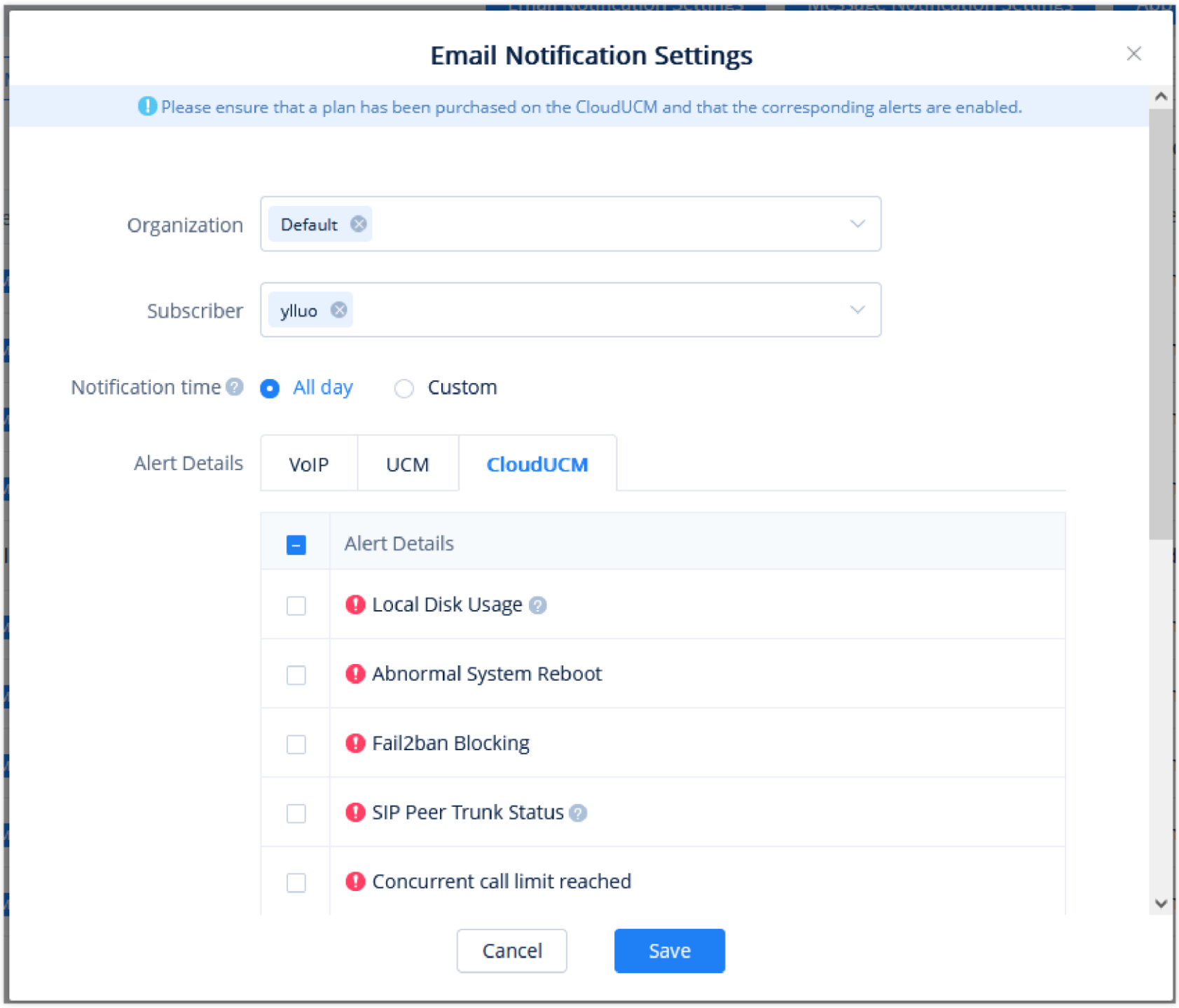


Ping/Traceroute

GDMS Global Function Descriptions (regardless of system)

Alert Settings

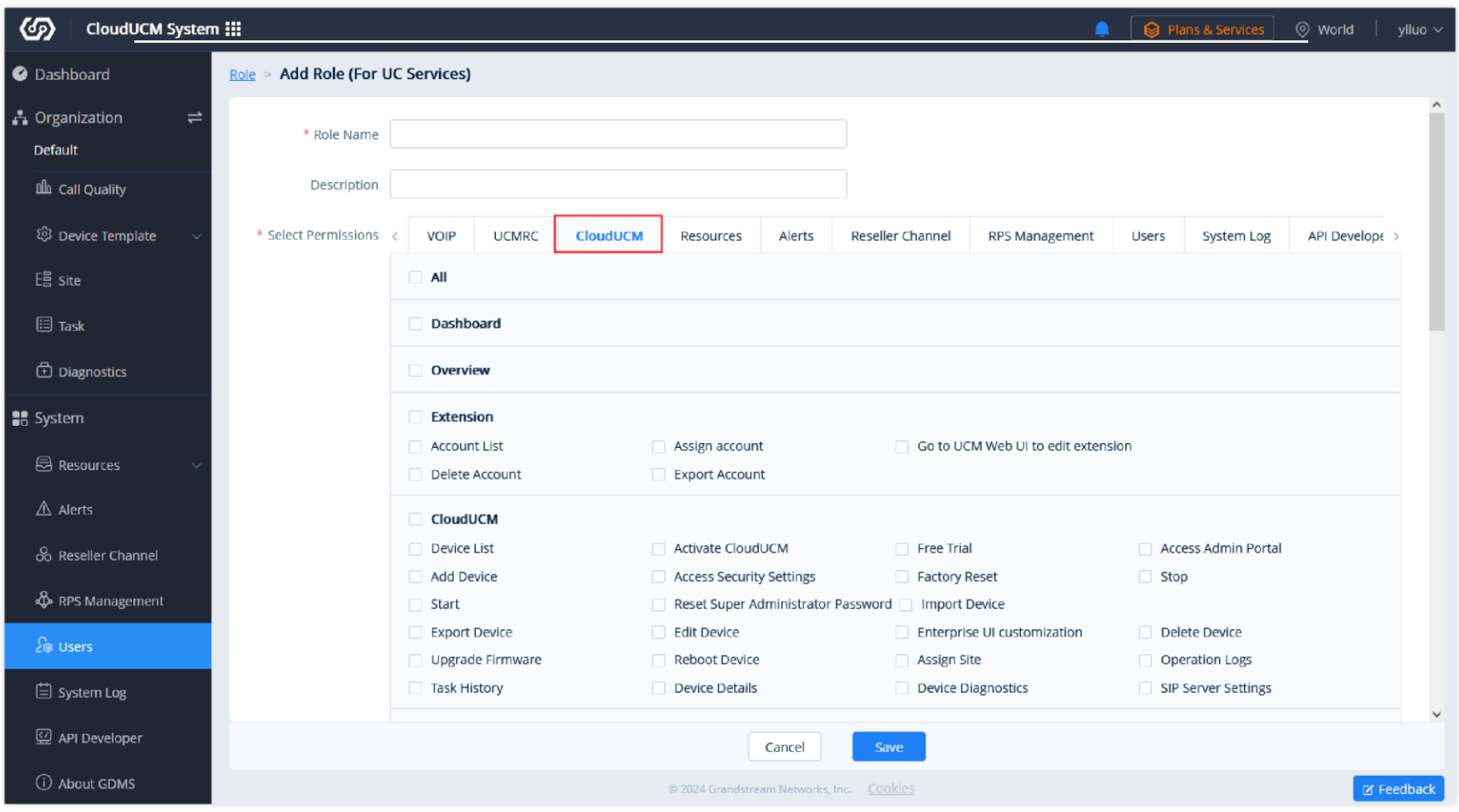
The CloudUCM tab has been added to email alert settings, message alert settings, SMS alert settings, and App alert settings. You can subscribe to CloudUCM-related alert settings there.



Email Notification Settings

Role

Added CloudUCM system-related functions in the permission configuration.



GDMS CloudUCM User Permissions