

Synergy ANALYZE Installation and Configuration Guide

Synergy ANALYZE 20.09.561

June 2020

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Requirements

The following Network and API configuration is required for Synergy ANALYZE.

Network Access for infrastructure components

Source	Destination	Protocol/Port	TCP/UDP	Additional Information
ANY	ANALYZE	HTTP/80	TCP	Web UI
Client Network	ANALYZE	SSH/22	TCP	Administration
ANALYZE	Pexip manager API	HTTP(S)/80,443	TCP	CDR Receiver configuration
ANALYZE	CMS API	HTTP/80	TCP	CDR Receiver configuration
CMS callbridges	ANALYZE	HTTP(S)/8585	TCP	CDR's
ANALYZE	Cisco VCS API	HTTP(S)/80,443	TCP	CDR Harvest
ANALYZE	DNS server	DNS	TCP & UDP	
ANALYZE	213.239.88.80/28 https://licensing.synergysky.com	HTTP(S)/80,443	TCP	Synergy SKY License Management
ANALYZE	84.22.108.36/32	HTTP(S)/80,443	TCP	Software upgrades

API Access Requirements

Component	Minimum Access Level	Notes
Pexip API	Administrator	Used for configuring syslog servers
Cisco VCS	Read only, API access	Used for harvesting CDRs
CMS	API role	Used for configuring CDR receivers

Minimum virtual Server Requirements

CPU	RAM	HDD
6 Cores	16 GB	500 GB

Installation

Synergy ANALYZE can be installed as a standalone Virtual appliance, imported into the Microsoft Azure Infrastructure or imported into the Google Cloud Platform. Synergy ANALYZE provides the same call reporting and tagging functionality regardless of which platform the software is installed on.

Select your preferred platform and follow the instructions before proceeding with the configuration of Synergy ANALYZE.

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Deploying as a Hyper-V

Synergy ANALYZE is a Linux based VM and can be imported into your existing Microsoft Hyper-V environment. The Synergy ANALYZE ova is readily available and requires the administrator to download the ova via the provided ftp download link . Follow the below instructions to import the ANALYZE server .ova into your Microsoft Hyper-V.

Overview

- Download and extract the zip file
- Import extracted files
- Add a disk for data

Supported Hyper-V versions

The Hyper- V image that is to be installed is a Hyper-V gen2 image.

Hyper V Server Requirements

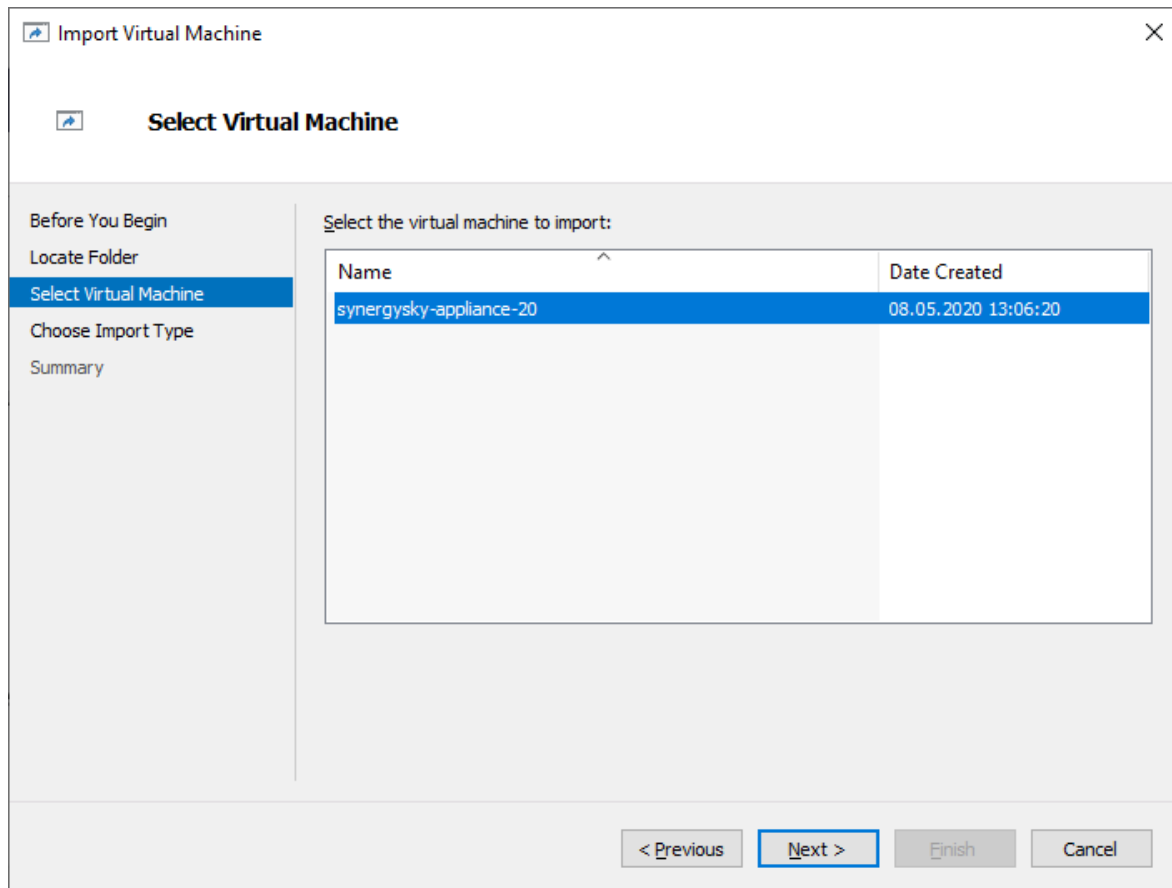
CPU	RAM	HDD
6 Cores	16 GB	500 GB

Network requirements can be found [here](#)

[Download](#) the Synergy ANALYZE Hyper V Virtual Disks and Virtual Machines.

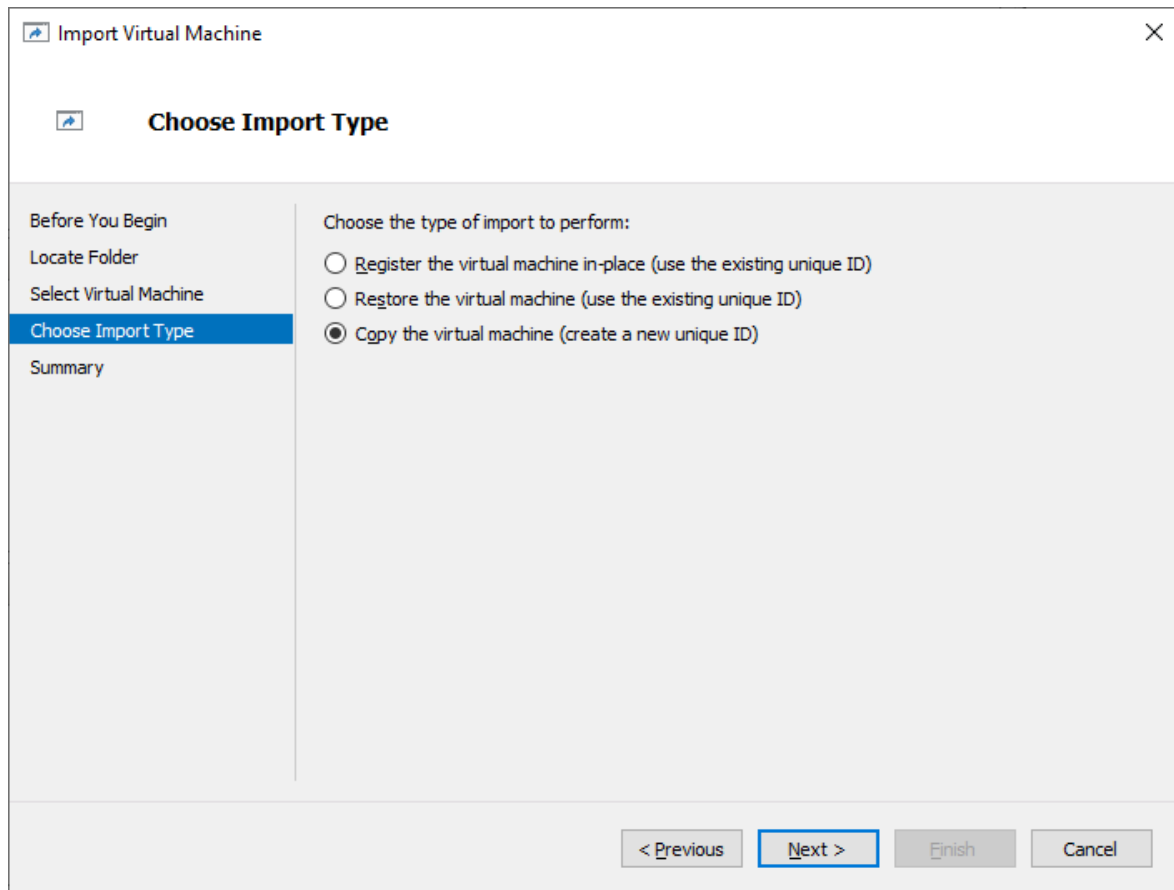
Importing the ANALYZE appliance to Hyper-V

1. Extract the zip file to the location/ server that you would like the virtual hard drive to reside.
2. Open Hyper-V Manager and select 'Import Virtual Machine'
3. Select Next on the 'Before you begin' screen.
4. Select 'Browse' and select the folder that contains the extracted files.



5. On the 'Select Virtual Machine' Window, you should see 'synergysky-appliance-20', then select next.

6. For the import type, select '**Copy the virtual machine (create a new unique ID)**' and select next

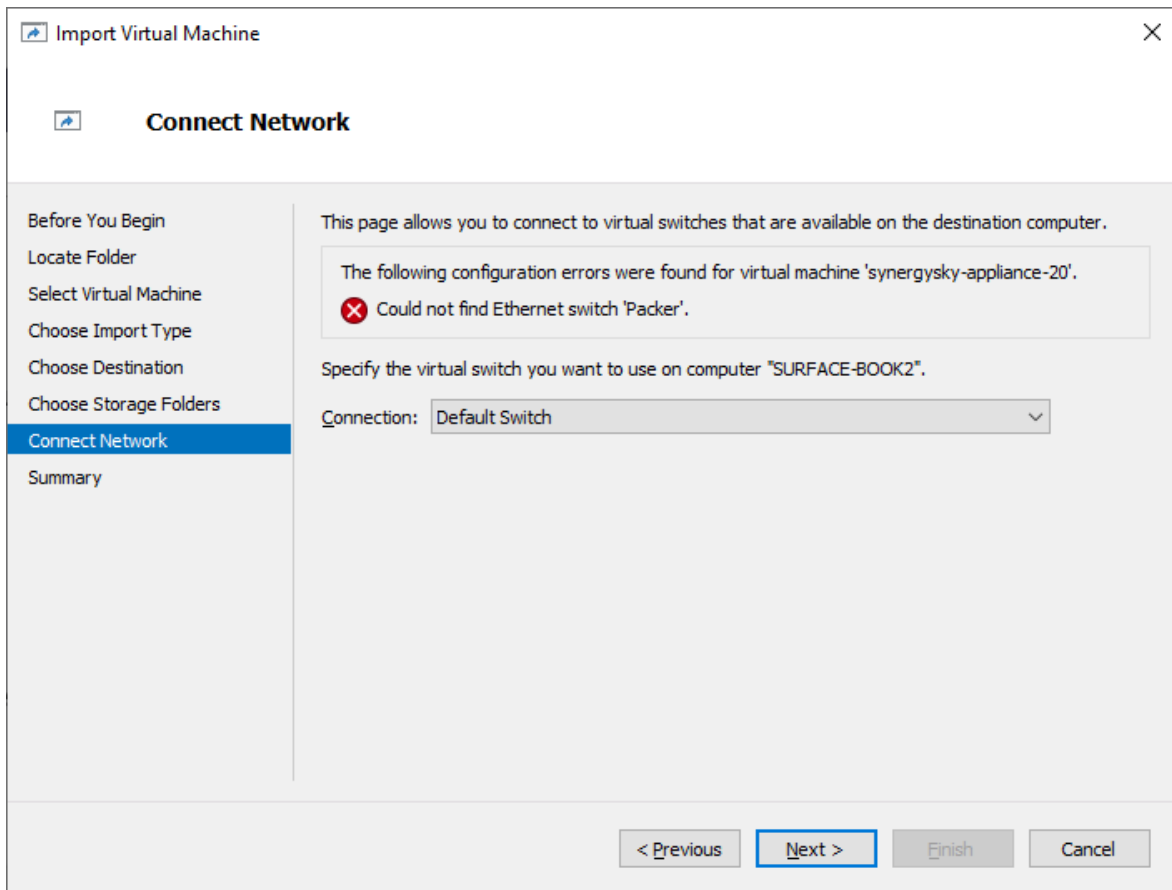


7. Should you wish to do so, you can select the folders for the virtual machine files by amending the default values. If you are satisfied with the default locations, choose next.

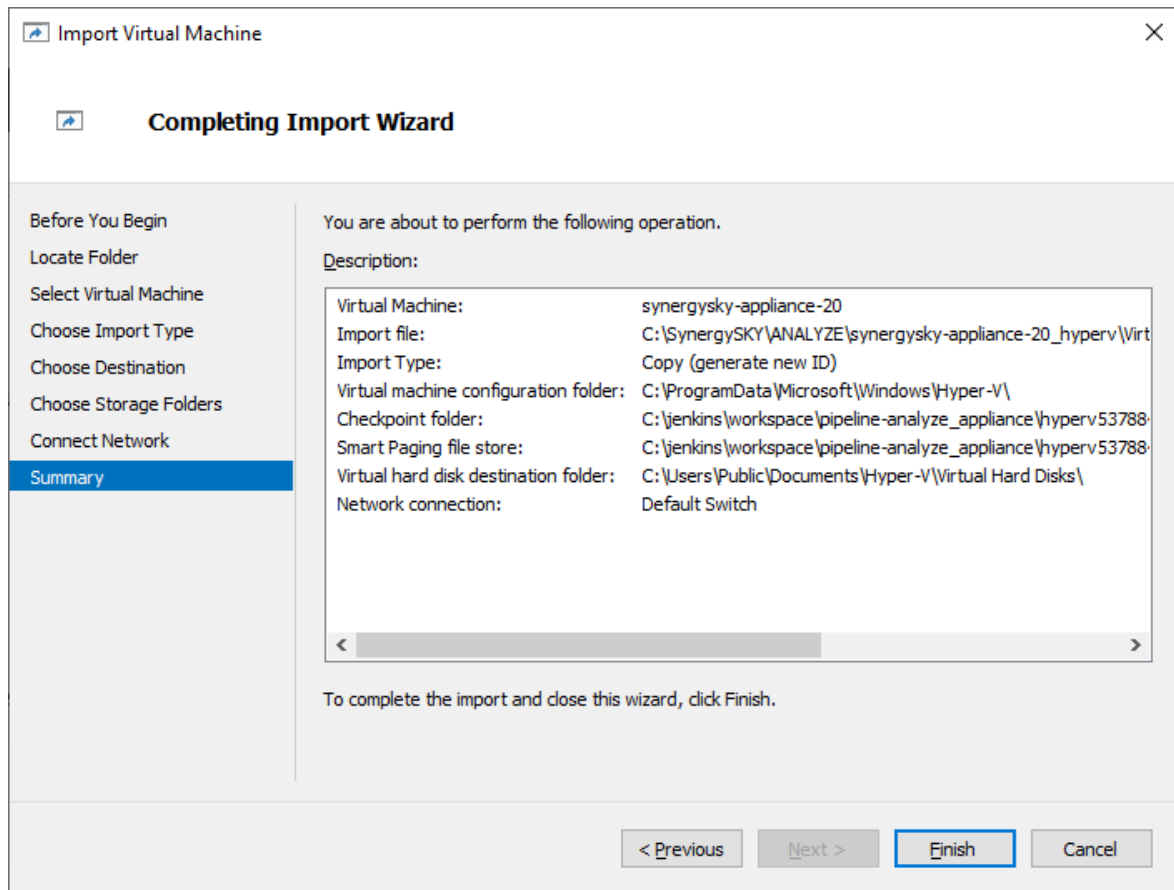
8. Select the folder for where you would like to store your Virtual Hard Disks by click browse and selecting the folder. Click Next

Connect Network Error

If you receive an error notifying you that the network card is unavailable, select a valid network card and click next. If no network card is found, refer to the Hyper-V documentation on how to add network cards.

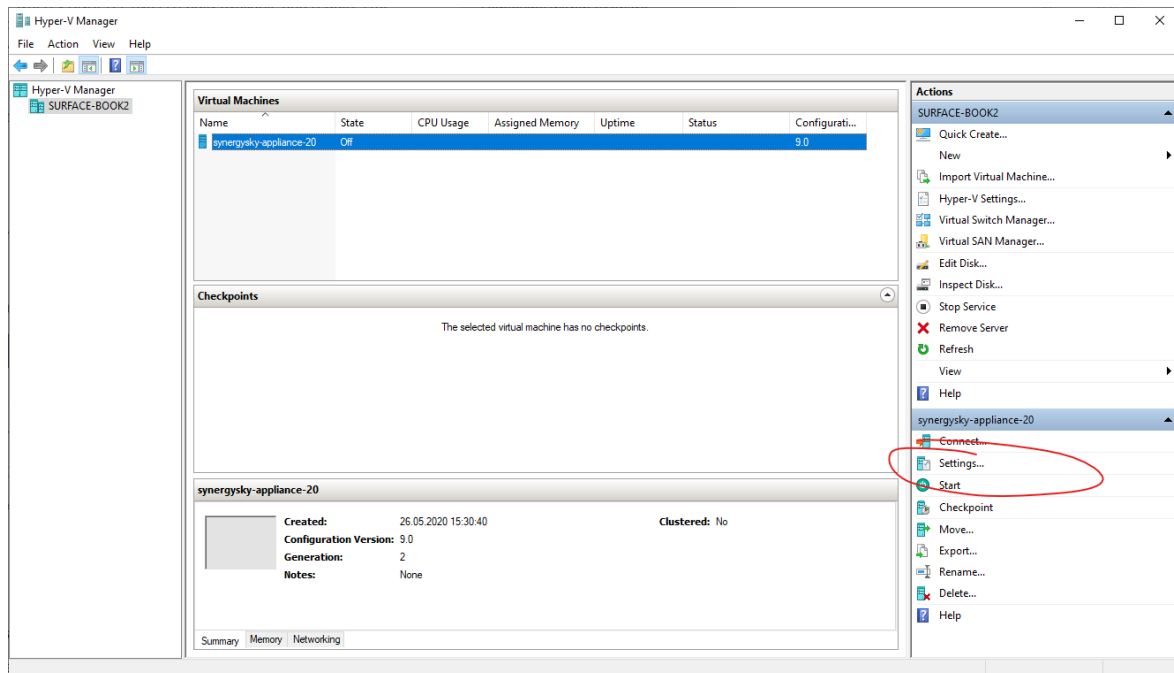


10. Once you have selected all of the required fields, Verify that all of the listed locations are as expected and Select Finish.

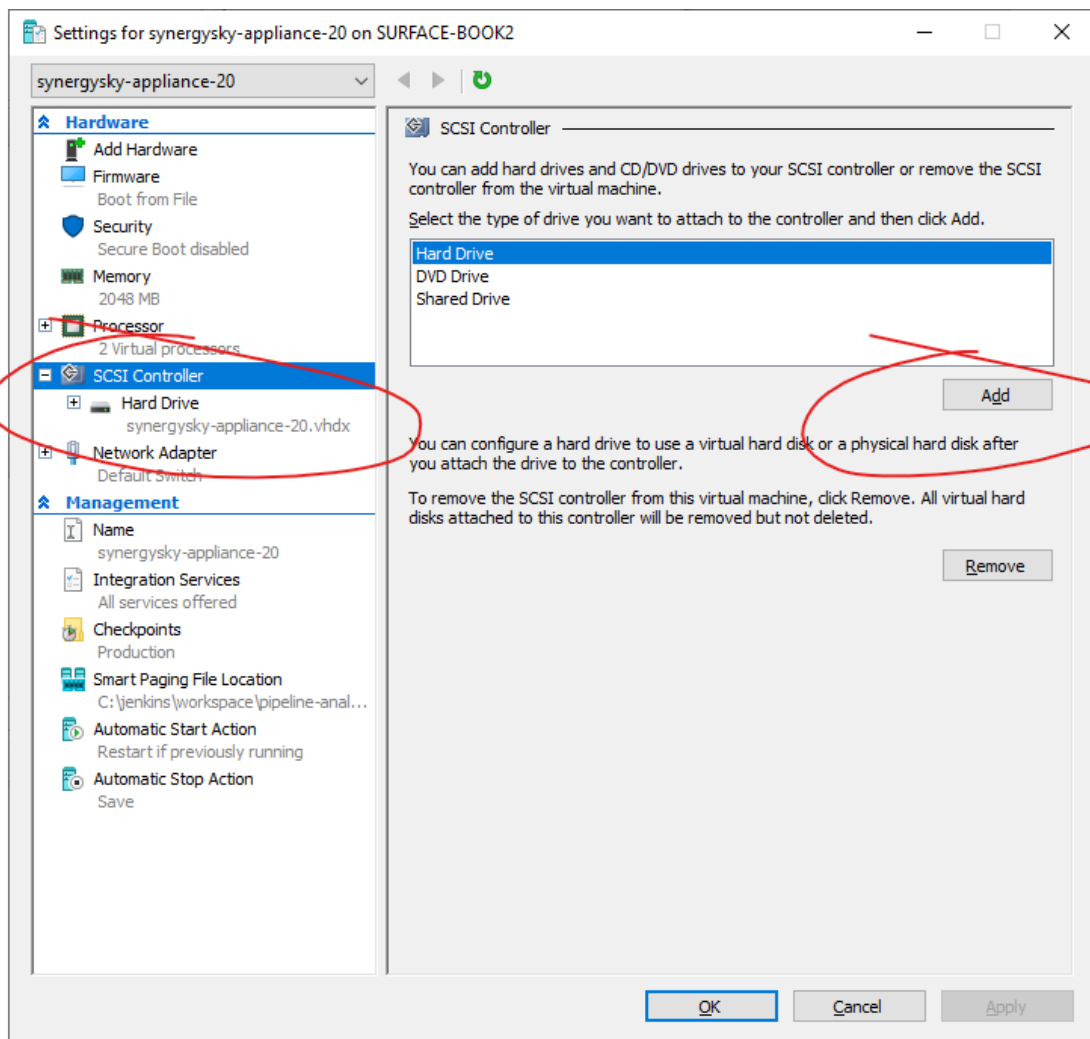


Creating a Secondary Disk

1. Once the image has been imported and is available as a virtual machine in your Hyper-V environment, select the Virtual Machine and choose 'Settings' from the Actions menu

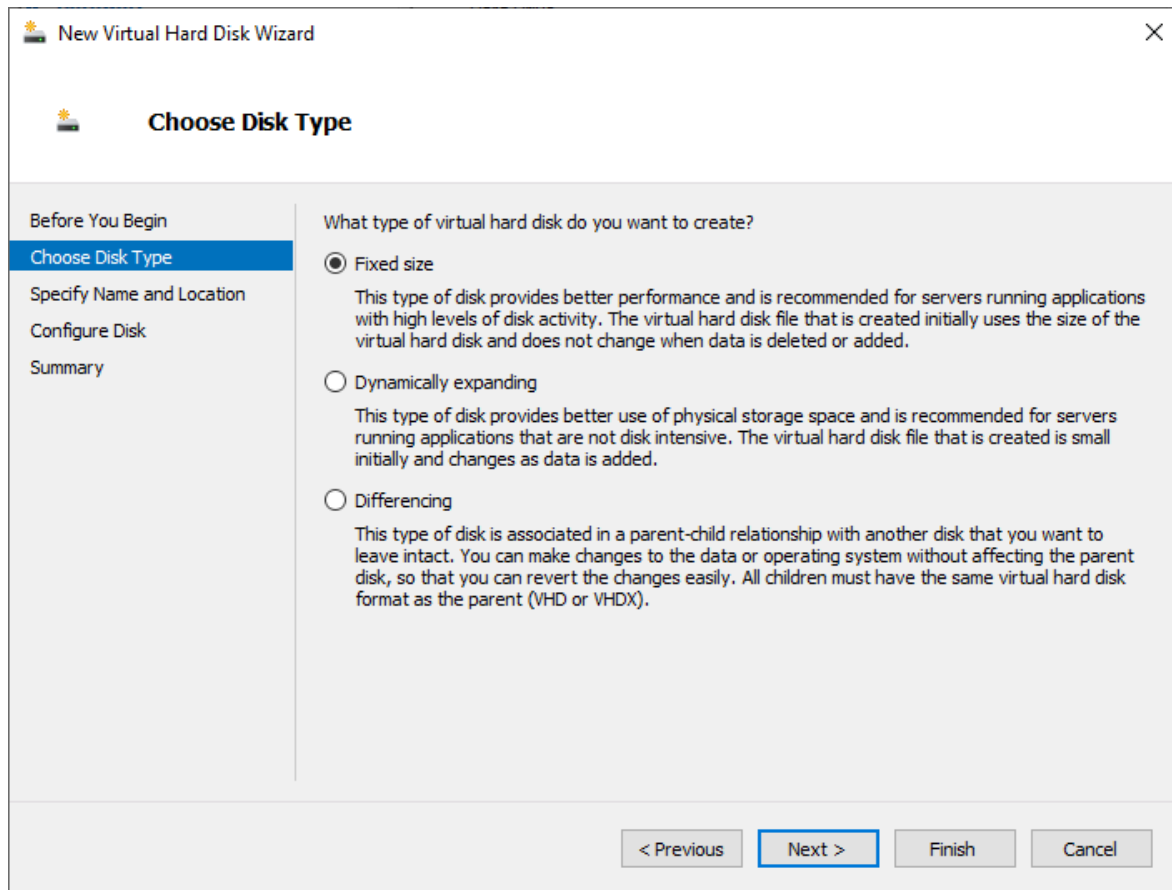


2. Underneath Hardware, Select **SCSI Controller**, highlight 'Hard Drive' from the SCSI Controller list and select 'Add'



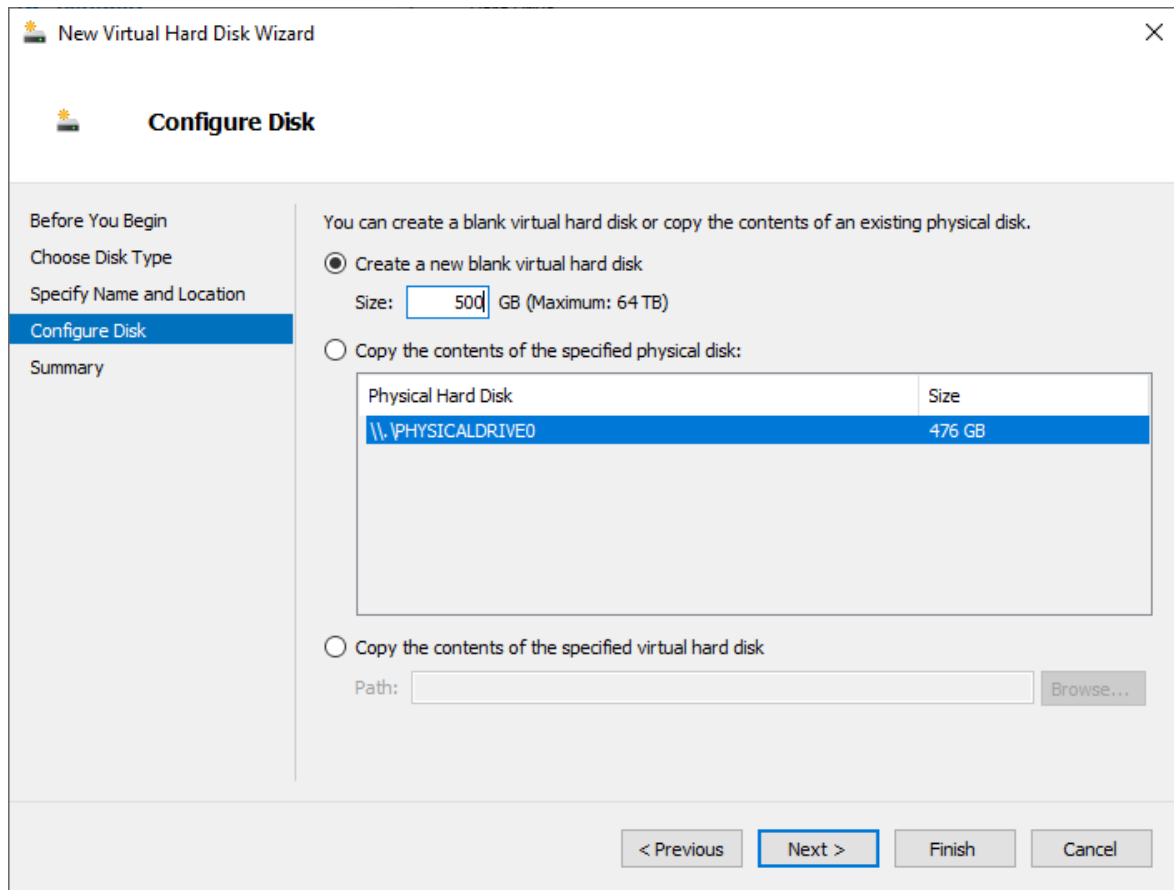
3. Within the 'Hard Drive' screen, select **'New'**

4. For the Disk Type, select the 'Fixed Size' disk and select Next.

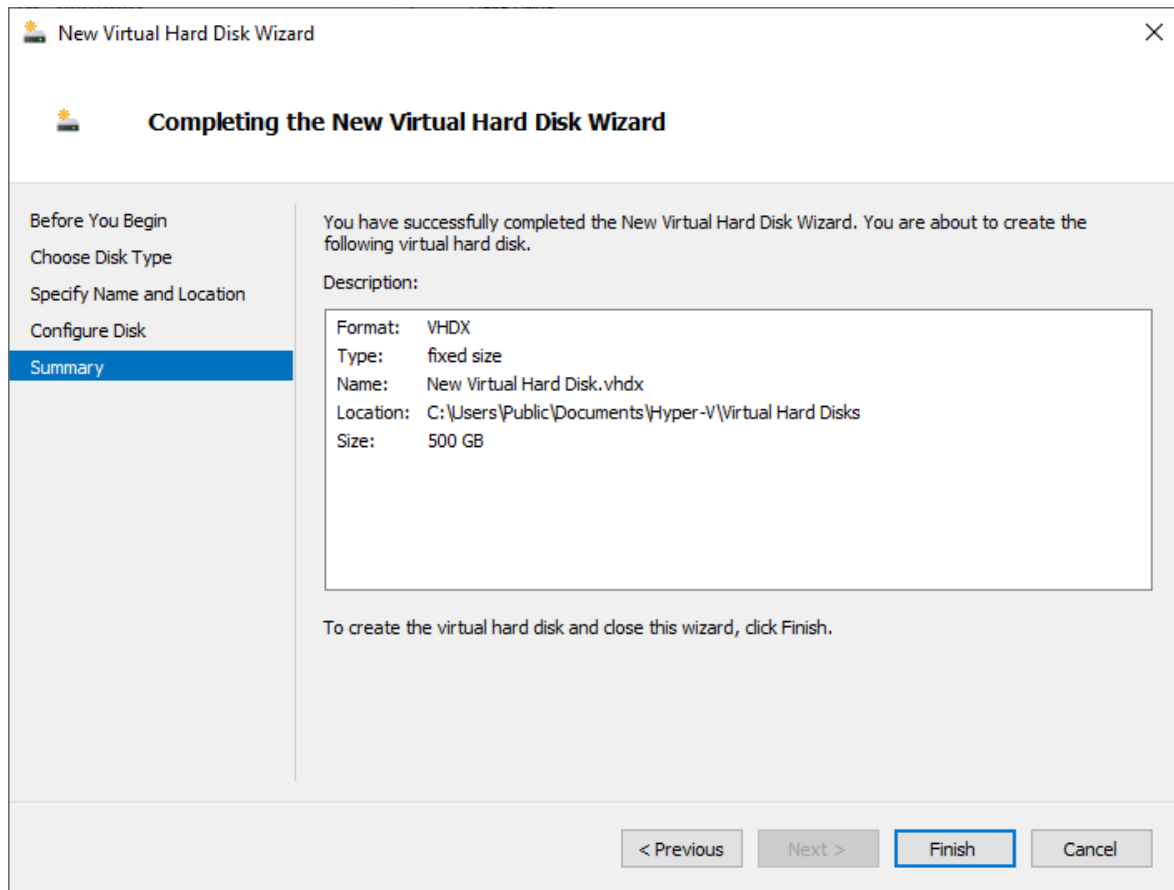


5. Provide your new disk with a name and select the location for where you would like to store the hard disk.

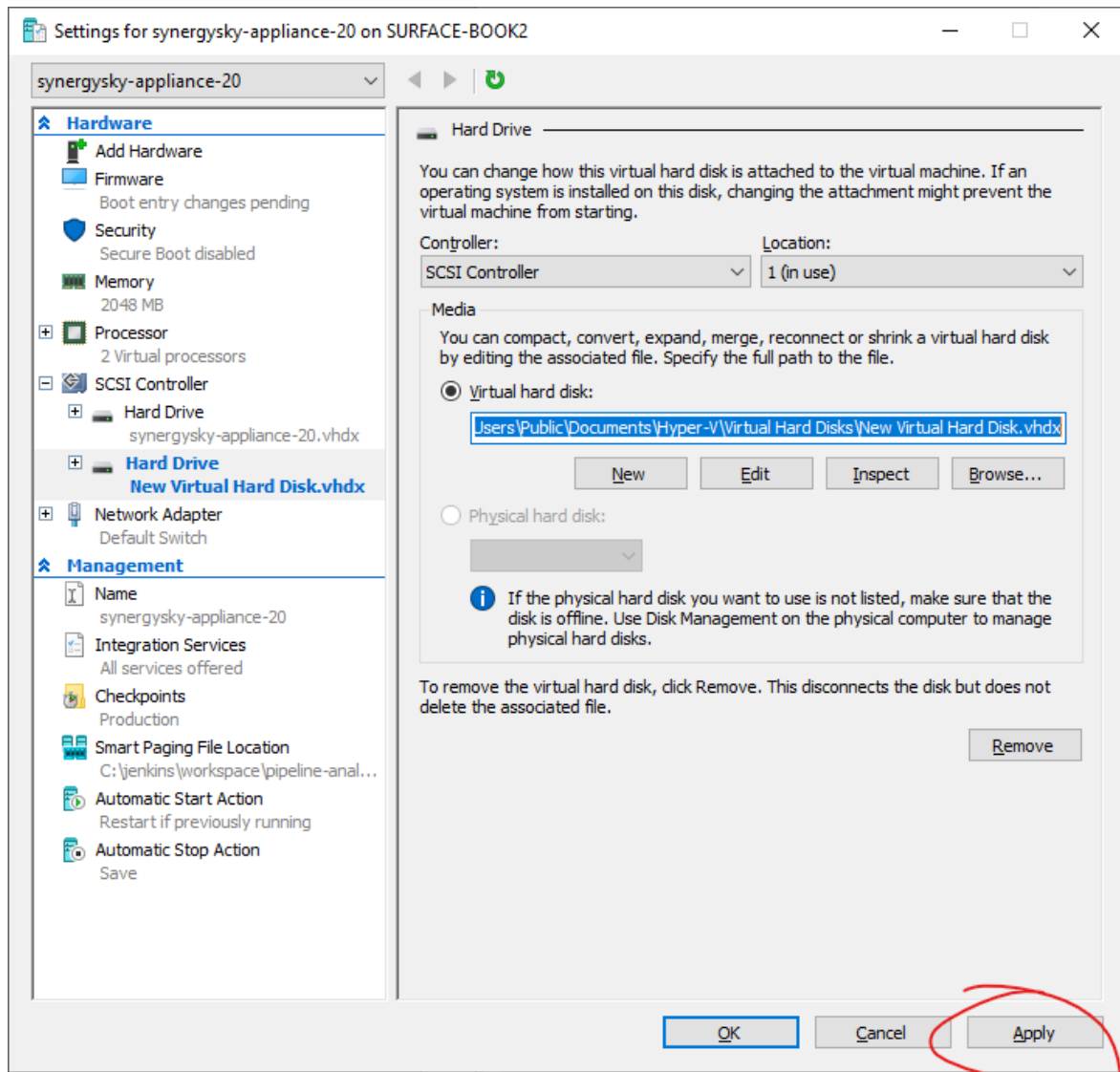
6. We advise to create a blank virtual hard disk with 500GB and select Next.



7. Once you have configured the settings detailed above, we advise that you confirm these with the output from the below screenshot and choose 'Finish'.



8. Upon completion, the secondary disk should now be visible in the 'synergysky-appliance-20' settings screen with the location of the secondary disk in the Virtual hard disk field. Select Apply and you have successfully added a secondary disk for your Synergy ANALYZE appliance.



9. Start the Synergy ANALYZE appliance by clicking start from the Actions menu and proceed to [Configuring Synergy ANALYZE](#) to complete configuration

Deploying within VMware

Synergy ANALYZE is a Linux based VM and can be imported into your existing VMware environment. The Synergy ANALYZE image is readily available and requires the administrator to download the zip file via the provided ftp download link. Follow the below instructions to import the ANALYZE server image into your VMware environment.

Overview

- Download the required image file
- Import the vmdk file
- Start the server after successful installation

Supported VMware versions

The Minimum Supported version is VMware vSphere version 5.5. We recommend installing on VMware vSphere 6.0 and above

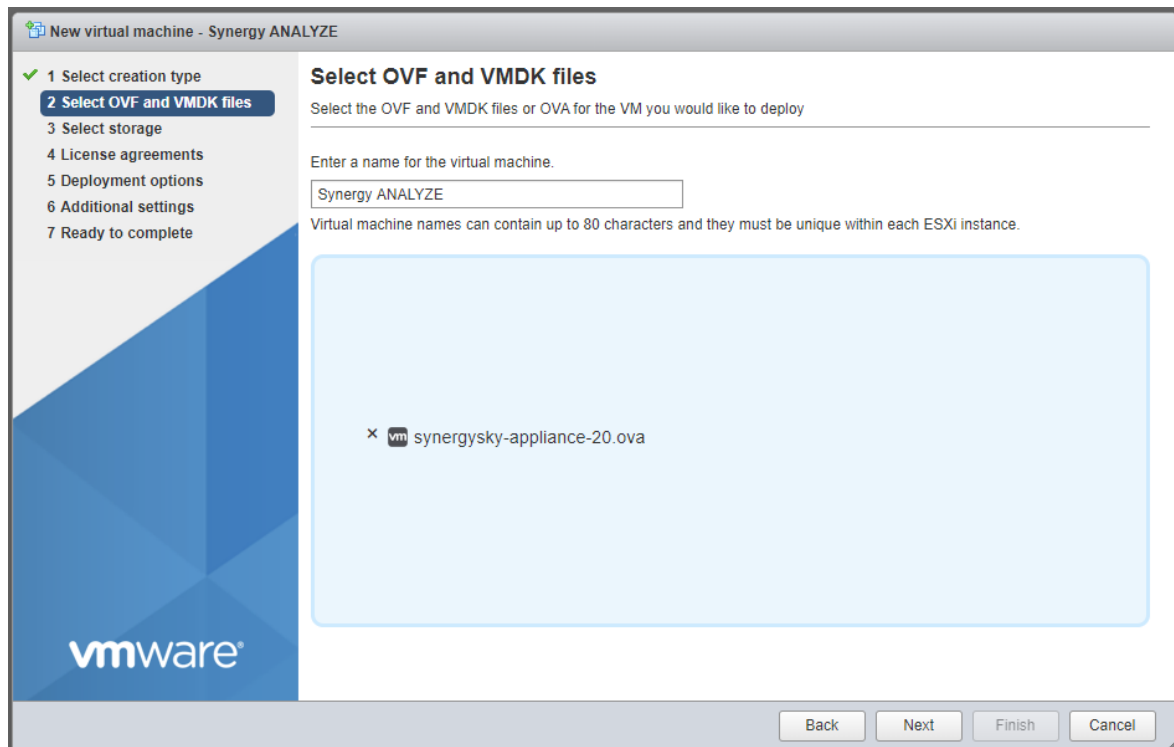
VMware Server Requirements

CPU	RAM	HDD
6 Cores	16 GB	500 GB

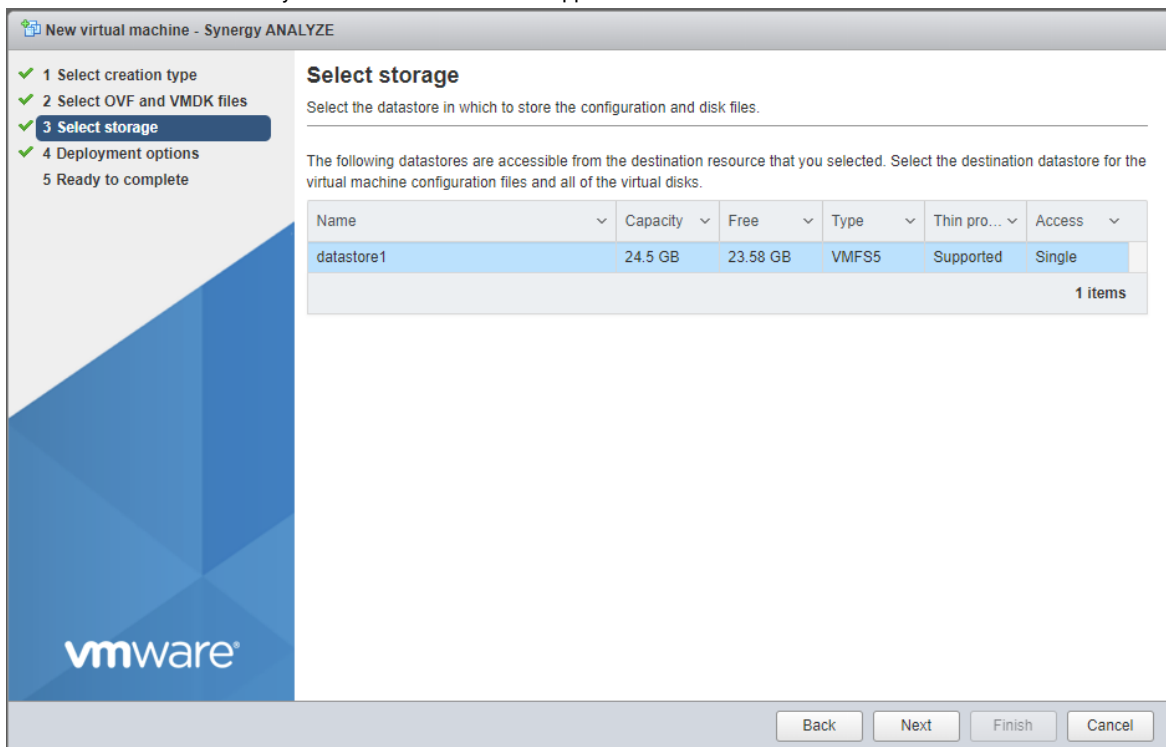
Network requirements can be found [here](#)

Importing the ANALYZE Appliance to VMware

1. [Download](#) the Synergy ANALYZE image from the ftp site to your local machine and extract it
2. Browse to Virtual Machines and choose Create / Register VM
 - a. In the 'New Virtual Machine' window, select 'Deploy a virtual machine from an OVA or OVA file'
3. Type in the name of your Virtual Machine. Browse to the location on your local machine where you downloaded the Synergy ANALYZE appliance and select the file 'synergysky-appliance-20_mwware-disk1.vmdk'

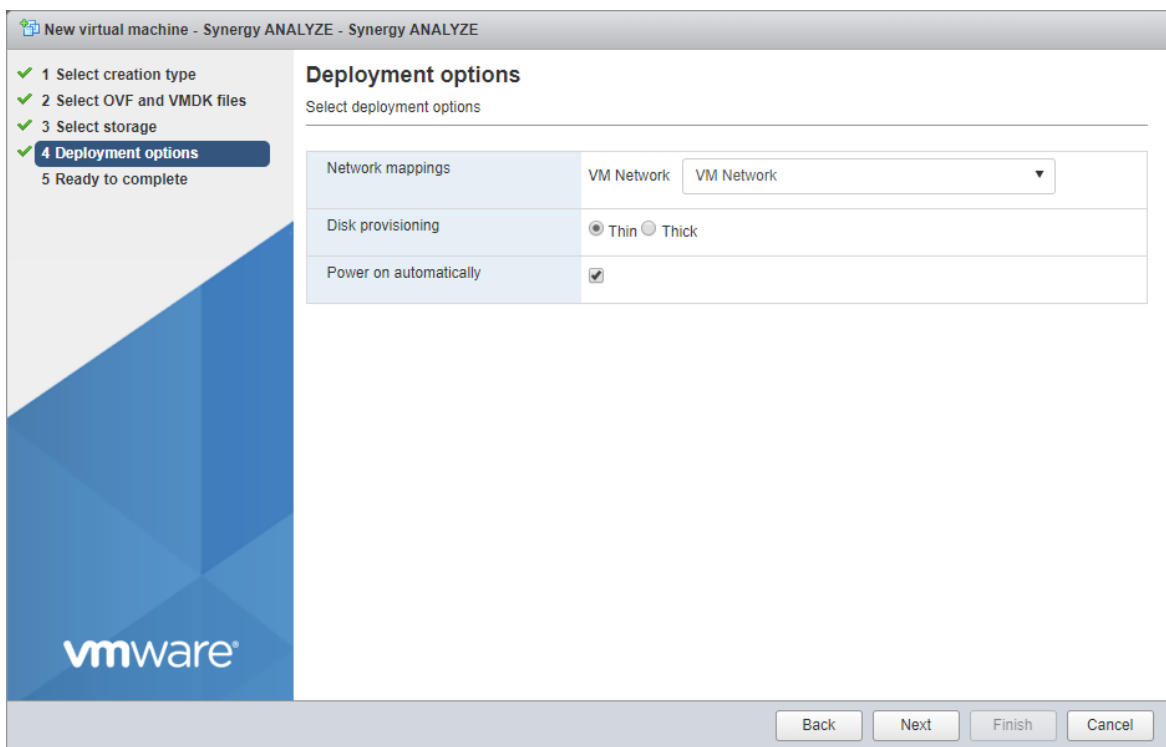


4. Select the data store where you would like the ANALYZE appliance to be installed on

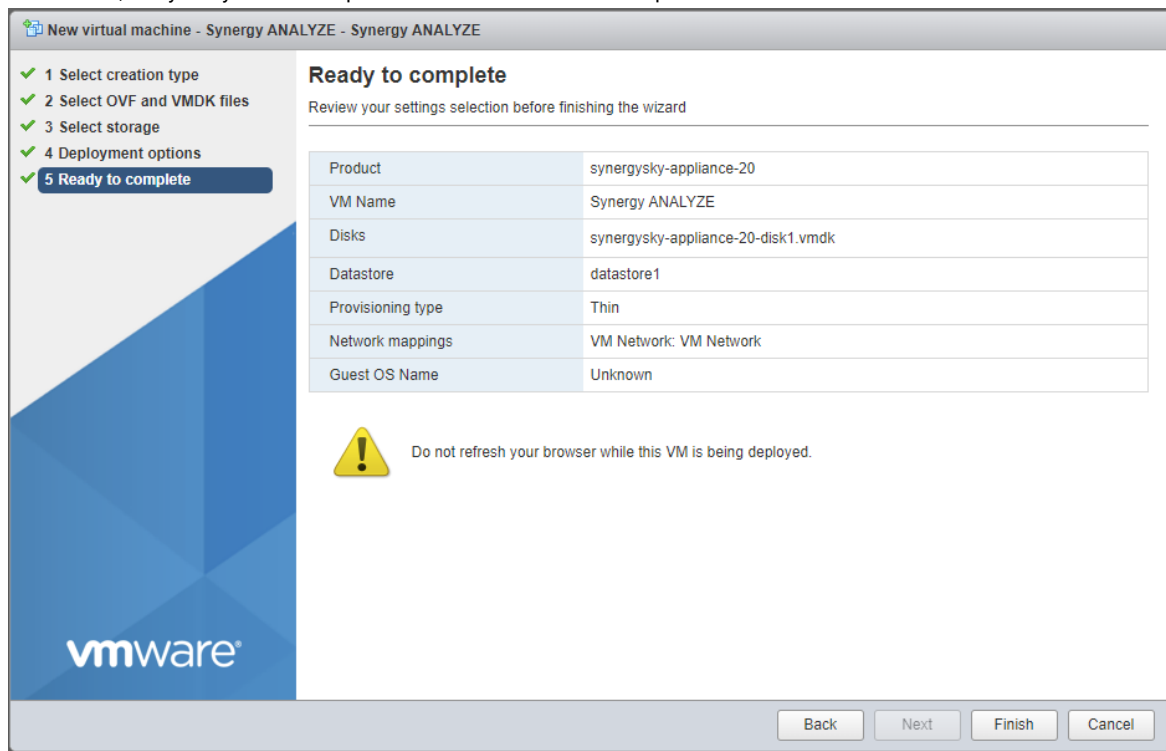


5. Select your deployment options.

- a. Apply your required network mapping
- b. We recommend 'Thin' Disk provisioning to allow for the database to grow as and when call data is processed and stored in the database.



6. Click Next, verify that your Server specifications are inline with the requirements and choose Finish.



7. Once the VM has been created, browse to the 'Virtual Machines' list and Power On the VM.

8. Proceed to [Configuring Synergy ANALYZE](#) to complete configuration

Deploying within an Azure Infrastructure

Synergy ANALYZE is a Linux based VM however this installation can be deployed in the Microsoft Azure Infrastructure. Follow the below instructions to deploy your ANALYZE server in the Microsoft Azure Infrastructure.

Overview

- Create a Resource Group
- Create a Storage Account
- Create a Managed Disk
- Create the Virtual Machine

Prerequisites

- Procure a subscription to Azure.
- [Download](#) the Synergy ANALYZE appliance image
 - a. Clicking on the above link will begin the download. The image is approximately 10GB and download speed is dependent on your network connection to the hosting server.
- Follow the instructions for deploying the virtual machine, any of the steps can be omitted in case of reuse of existing setup.
- API Key from a Synergy SKY representative.

Azure Virtual Machine Requirements

Virtual Machine Type	CPU	RAM	HDD
Standard D4s v3	4 vcpus	16 GB	500 GB

Network requirements can be found [here](#)

Create a Resource Group

In Azure, a Resource Group is a logical folder for all the resources you create, including Disks, Storage Accounts, VM's, and Network Security Groups. If your organization limits the ability to manage Resource Groups, reach out to your Azure Administration Team for assistance.

To create a Resource Group, follow these steps:

1. Select Resource Groups in the menu on the left.
2. Select the +Add button on the top left of the Resource Groups panel.
3. Enter a Name, select your Subscription, and select a region for your Resource Group Location.
4. Select Create to create your Resource Group.

Create a Storage Account

1. Select the Storage Accounts menu on the left.
2. Select the +Add button on the top left of the Storage Accounts panel.
3. On the Create Storage Account panel, provide a name in lowercase characters and numbers.
4. For Resource Group, select "Use Existing" and then pick your resource.
5. The Location can be different from the Resource Group location.
6. Select Create - The Storage Account is created, and added to the list.
7. Select your new Storage Account from the list. You might need to select the Refresh button on the Storage Accounts page.
8. Select Storage Account Overview. Select Blobs in the Services section
Select 'Containers' under 'Blob Service'
9. Select +Container to create a Storage Container in the Storage Account.
10. Enter a name and select OK.
11. Select the Container. An empty blob list appears.
12. Select Upload to select the Synergy SKY Appliance VHD image and upload it to Azure (i.e. synergysky-appliance-20.vhd)
N.B. The upload process can take an hour or more, dependent on your upload speed.

Once you have uploaded the file, if you receive the error 'The specified cookie value in VHD foot indicates that disk 'ssynergysky-appliance-20.vhd' with blob https://synergyanalyze... is not a supported VHD' you may have to reupload the file as this indicates there was a problem during the upgrade process. The problem is normally due to a file upload error that causes file corruption or that the upload completed prematurely.

Create a Managed Disk

The next step will be to create a Disk in Azure. To create a disk, follow these steps:

1. Enter "disks" in the search field at the top of the Azure portal.
2. Select Disks.
3. On the Disks page, select the +Add button to add a new Disk.
4. Provide a Name for the disk (example: synergyskyappliance20).
5. For Resource Group, select "Use Existing", and select your previously created Resource Group.
6. For Location/Region, select the same location as your Storage Account. You must create a disk in the same location as the storage account where you uploaded your VHD.
7. For Source Type, select "Storage blob."
8. In the 'Source blob' field, use the Browse button to select the VHD. Select the Storage Account, then the Container, then the VHD and finally Select.
9. For OS, select "Linux".
10. For VM Generation, select "Gen 2"
11. For Size (GB), enter 11 (this to match the underlying base image size)
12. For Account type, select at least "Standard SSD"
13. Select Create.

Create the Virtual Machine

To create a Synergy SKY Appliance VM in Azure, follow these steps:

1. On the Disks page, select your Disk. A new pane appears with +Create VM.
2. Select +Create VM. The 'Create Virtual Machine' panel appears.
3. In the Basics tab, enter a name for your VM.
4. For Resource Group, select "Use Existing" and select your Resource Group.
5. Location is disabled because it is determined by the disk Storage account location
6. The size button should then appear under the Azure Spot Instance Radio boxes. Click 'Select Size'
7. See [Installation Requirements](#) for more information. Select the size and then the select button at the bottom.
8. The Settings tab activates.
9. The appliance utilizes one network card, and should be set with connectivity according to the [network requirements](#) from the documentation.

Add the data disk to the Virtual Machine

1. In the wizard click 'Next : Disks >'
2. Select Create and attach a new disk, the dialog will activate
3. Fill in name according to your own standard, this will be a data disk storing the database, and other persistent data.
4. Source type shall be "None (empty disk)"
5. Select a size, select at least "Standard SSD" and size 100GB or larger.
6. Create
7. The Host caching should be on "Read-only"
8. Now do any additional setup according to your network, and press "Review + Create", followed by "Create"

Accessing the Virtual Machine

1. Once the VM deployment is complete, select Virtual Machines on the left menu.
2. Select the VM you created. The Public IP Address is listed in the right column of the Overview tab.
3. Use this IP to access Synergy SKY Appliance over ssh, please consult the [manual](#) for default username and password.
 - a. Example: ssh admin@<public ip address>
4. When you see the menu screen, you are ready to continue with the standard [setup instructions](#)

Deploying within Google Cloud Platform

Synergy ANALYZE is a Linux based VM however this installation can be deployed within the Google Cloud platform. Unlike the other Synergy ANALYZE installation types, you are not required to download the ANALYZE ova to import into your GCP Server. The image is available as 'synergy-appliance' when you reach that part of the installation guide. Follow the below instructions to deploy your ANALYZE server in the Microsoft Azure Infrastructure.

Overview

- Create the image in your cloud portal
- Create the VM Instance
- How to log into the Synergy Appliance over SSH for the first time
 - a. Generate SSH-Keys (Windows 10/OS X/Linux)
 - b. Add your public key into Google
- Post install

GCP Minimum Server Requirements

Virtual Machine Type	CPU	RAM	HDD
e2-standard-4	4 vCPU	16 GB	500 GB

Network requirements can be found [here](#)

Pre-requisites

Google Account with subscription

Access to <https://console.cloud.google.com/compute>

API Key from a Synergy SKY representative.

Create the image in your cloud portal Images

1. In your left side menu, press "Images"
2. Press "[+] Create Image" button
3. Name the image: synergisky-appliance (suggested)
4. Select source to be: "cloud storage file"
5. There is no need to download/upload the Synergy ANALYZE image. It already exists within the Google Cloud Platform. Define the cloud storage file using the following file path: synergiskyappliance_images/synergisky-appliance-20.tar.gz
6. Location: select what suits your company
7. Press Create at the bottom of the screen.

This process will take a few minutes to complete. This image will be used for creating the virtual machine hosting the Appliance.

Creating the VM instance

1. In your left side menu press: VM instances
2. Click Create

3. Name your Virtual machine according to your hostname standard.
4. Select appropriate region and zone.
5. In machine configuration select a minimum configuration of
 - a. N1-standard-2
 - b. Meeting room count and video endpoint count affects the amount of required resources.
6. Under Boot disk click "change"
7. Select the tab named "Custom images"
8. Find "synergy-appliance" in the image list (make sure you are in the same project as you created the image in first paragraph).
9. Keep the boot disk type to: Standard persistent disk, and size to: 10GB
10. Press select at the bottom of the screen.

Name ?
Name is permanent

synergy-appliance2

Labels ? (Optional)

+ Add label

Region ?
Region is permanent

europa-north1 (Finland)

Zone ?
Zone is permanent

europa-north1-a

Machine configuration

Machine family

General-purpose Memory-optimized

Machine types for common workloads, optimized for cost and flexibility


Series

N1

Powered by Intel Skylake CPU platform or one of its predecessors

Machine type

n1-standard-2 (2 vCPU, 7.5 GB memory)


	vCPU	Memory
	2	7.5 GB

⌵ CPU platform and GPU

Container ?


Deploy a container image to this VM instance. [Learn more](#)

Boot disk ?

 New 10 GB standard persistent disk
Image
synergy-appliance Change

11. Under firewall ensure its correctly setup according to the requirement document (https://support.synergysky.com/analyze/analyze_prerequisites.htm)
12. Expand the "Management, security, disks, networking, sole tenancy" link
13. Select the "Disks" tab
14. Press "+ Add new disk"
15. Name your disk. I.e. analyze-datadisk1
16. Select type: SSD persistent disk
17. Snapshot schedule can be set up to your company policy - but will effectively work as an automated backup, which is highly recommended.

18. Source type: Blank
19. Mode: Read/Write
20. Size: 100GB or more.

Firewall 
 Add tags and firewall rules to allow specific network traffic from the Internet

Allow HTTP traffic
 Allow HTTPS traffic

Management Security **Disks** Networking Sole Tenancy


Boot disk
Deletion rule
 Delete boot disk when instance is deleted


Encryption
 Data is encrypted automatically. Select an encryption key management solution.

Google-managed key
 No configuration required


Customer-managed key
 Manage via Google Cloud Key Management Service


Customer-supplied key
 Manage outside of Google Cloud

Device name 
 Used to reference the device for mounting or resizing.


Based on instance name (default) 

synergy-appliance2

Additional disks  (Optional)

New disk (synergysky-datadisk2, Blank, 100 GB) 

[^ Less](#)

Your free trial credit will be used for this VM instance. [GCP Free Tier](#) 

21. Press Done.
22. Now disk is added, and we are ready to press Create. This will create our appliance instance on the GCP.

Logging in to the Synergy Appliance over SSH for the first time.

Google uses a login system that is based on public key login (not password), which means the client computer where you access the appliance from must have its SSH-public key added to Google. If you are already familiar with private/public keys over SSH, you can skip the following paragraph.

Generate SSH-Keys (Windows 10/OS X/Linux)

1. Open CMD/Powershell/terminal prompt.
2. Generate your new pair of keys by typing: ssh-keygen

3. Follow the prompt on the screen, for simplicity press enter now to not include password in your key-pair. However it is recommended to set a complex password on your private key.
4. After the key has been generated, print the key out by opening the following file.
5. <home directory>\.ssh\id_rsa.pub.
6. Windows: notepad.exe .ssh\id_rsa.pub
7. Linux/OS X: cat .ssh/id_rsa.pub
8. Copy the content/key to your clipboard.
9. You are now ready to add it into google.

Add your public key into Google

1. In the left menu, press "Meta Data"
2. Select the tab called "SSH Keys"

Metadata

Metadata SSH Keys

Edit

All instances in this project inherit these SSH keys [Learn more](#)

Username ^	Key
admin	ssh-rsa AAAAB3NzaC1yc2EAAAADAQABAAQCY...dYymoZc2qYkgty17x0jxr admin@dextersmythe
admin	ssh-rsa AAAAB3NzaC1yc2EAAAADAQABAAQDD...WSr162thkYPIH18Q01MJg7UUBcvBD admin@DrNo
eh	ssh-rsa AAAAB3NzaC1yc2EAAAADAQABAAQCY...KBkdYymoZc2qYkgty17x0jxr eh@dextersmythe

3. Then press "Edit"
4. Press the large button named: "+ Add item"
5. Paste your public key (from the last paragraph). Into the large text box.
6. At the end of the key - there is a username followed by @ and a hostname, change the username to "admin"
7. joe@computername should say admin@computername

Post install

1. The first time you log into the appliance over ssh with the user admin, a process of setup the data-disk will start. It should take about a minute.
2. Then additional first-time procedures will run for about 2 minutes.
3. When you see the menu screen, you are ready to continue with the standard [setup instructions](#)

Quick Setup Guide

The Core configuration of the Synergy ANALYZE appliance is done from the console of your selected installation platform. API Keys, IP Address Assignment & Software Updates are all performed via the console. Further information and configuration steps can be found below.

Overview

- Configure the IP address unless you want to use DHCP(default)
- Change the Hostname
- Change the admin password (Optional)
- Force a Patch installation (see [Upgrading Synergy ANALYZE](#))
- Run Firmware Upgrade, to ensure latest version (see [Upgrading Synergy ANALYZE](#))
- Restart the server
- Log into the server via SSH again

Configuring the Appliance

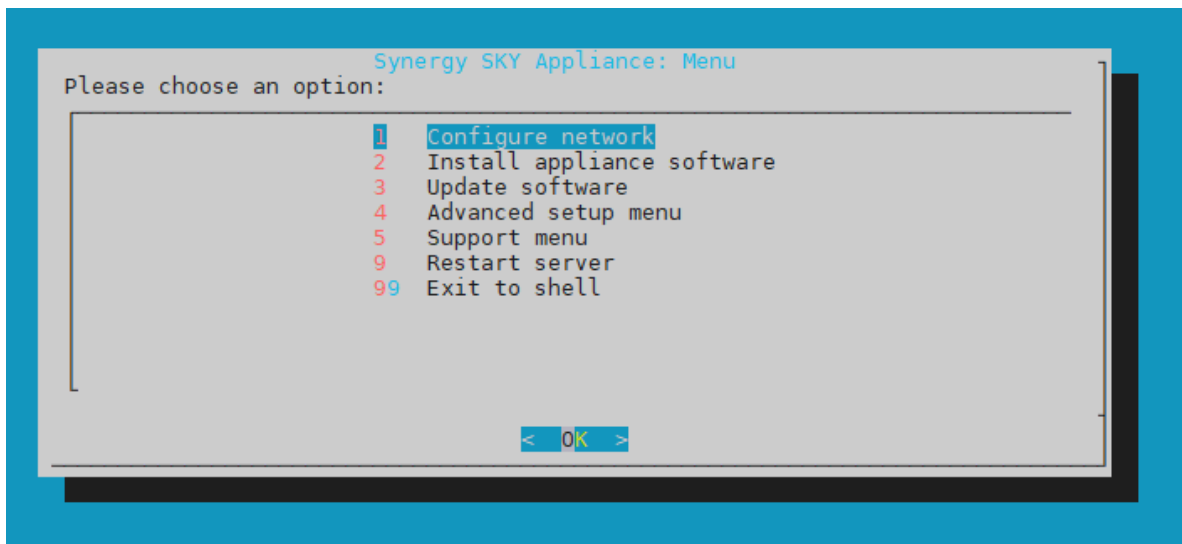
After powering on the VM, you'll be presented with the login screen.

Log in using the default credentials:

Username: *admin*

Password: *SynergySkyWord01*

Once logged in, the main menu will appear:



Configure Network

The first thing you will need to do is to configure the network.

```
----- Synergy SKY (c) 2020 ANALYZE -----
----- Network Configuration on device: System eth0/eth0 -----
-----
0 : Hostname = app20-188.int.synergysky.com
1 : IP Method = DHCP
6 : NTP = ntp.uio.no
7 : Enable Proxy = False
-----
s/q : Exit and Save changes
z : Abort without saving
Select line to edit followed by enter key: █
```

Configure the hostname, IP method (DHCP or static and IP address), NTP server and specify whether to enable proxy or not.

Install Appliance Software

After the network is configured, select item 2 in the menu. You will be prompted for your API key, so make sure to have it at hand.

```
----- Synergy SKY (c) 2020 ANALYZE -----
----- Synergy SKY Software Installer -----
-----
Found Local software version to install: 50.10.685
API key / License
- Do you have your API Key available (Y/N)?y
API Key: █
```

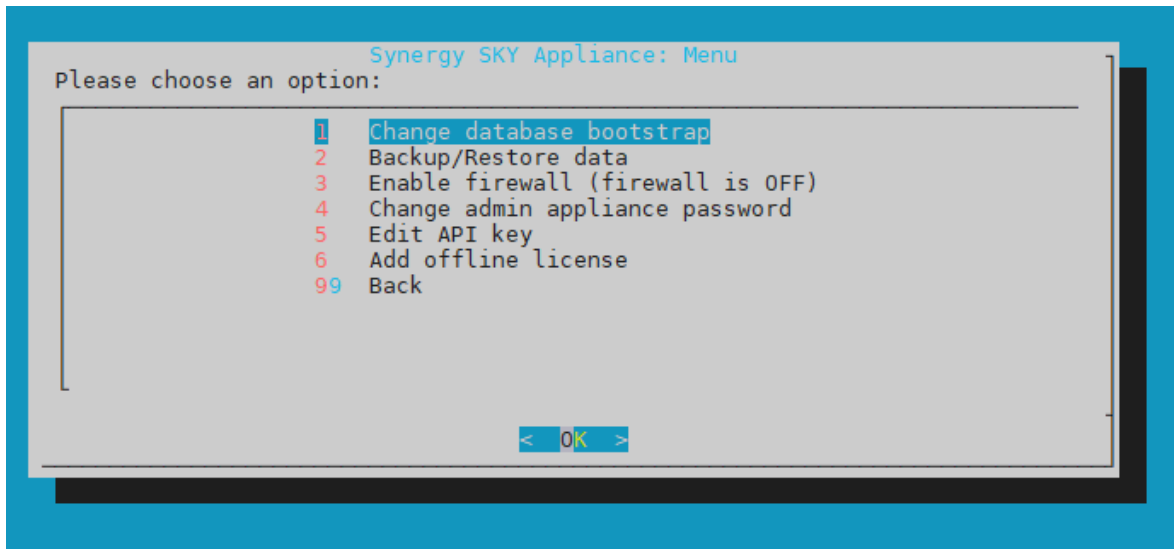
```
----- Synergy SKY (c) 2020 ANALYZE -----
----- Synergy SKY Software Installer -----
-----
Found Local software version to install: 50.10.685
API key / License
- Do you have your API Key available (Y/N)?y
API Key: ████████████████████████████████████████████████████████████████████████████████
OK
API Key/License is valid
Contract Expires on: 5/15/2023 12:00:00 AM
Machine ID: ████████████████████████████████████████████████████████████████████████████████
Found Option keys: ANALYZE: Trial, ANALYZE_GeoAnalytics: True, ANALYZE_Endpoints: 25
API Key status: OK
Found local version: 50.10.685 from 9/10/2020 11:17:43 AM
- Do you want to check for newer version online (Y/N)?n
Pre-Installation summary: ...
All information is now collected
- Do you want to start installation (Y/N)?y
Installing packages on system
(---*) Installing...
Installation done successfully
Starting system configuration
RUNNING : Pre-flight check complete.
(----*) Working on configuration of system...█
```


Once you have provided your API-key you will see information about your license and decide whether you would like to proceed with the installation. The appliance will then connect to the Internet (see [requirements](#)) and download the latest patches and updates. This process will take a few minutes, and you can view the progress in the window.

Once the installation process is completed, you can open ANALYZE in your web browser and complete the [System Settings Configuration](#).

Advanced Setup Menu

If you have requirements further to the basic setup, you can open the advanced setup menu. We strongly recommend that you consult Synergy SKY support before changing to any of the advanced configuration parameters. The only exception is to backup the database. Please refer to [this guide](#) for further details.



System Settings Configuration

Once you have completed installation, you have to access the portal with the url : 'https://<server IP or FQDN>'

You will then be presented with the welcome screen. The first time you log in to the portal, you will have to log in with the default admin user

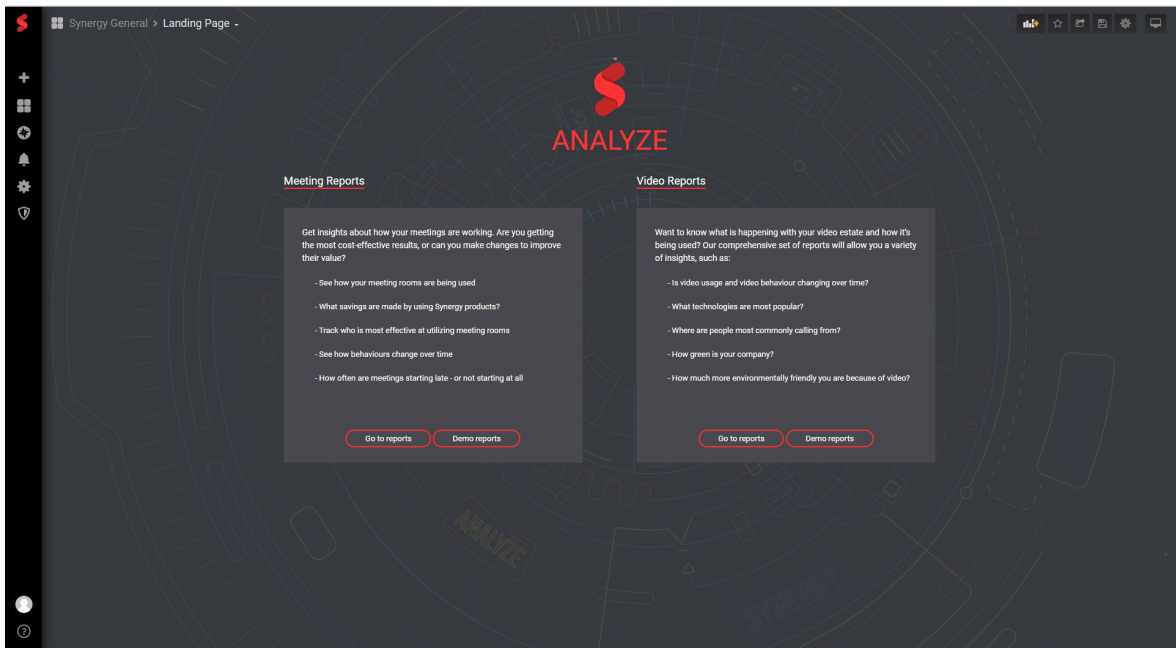
Username: admin@localhost

default password is: Newpassword6

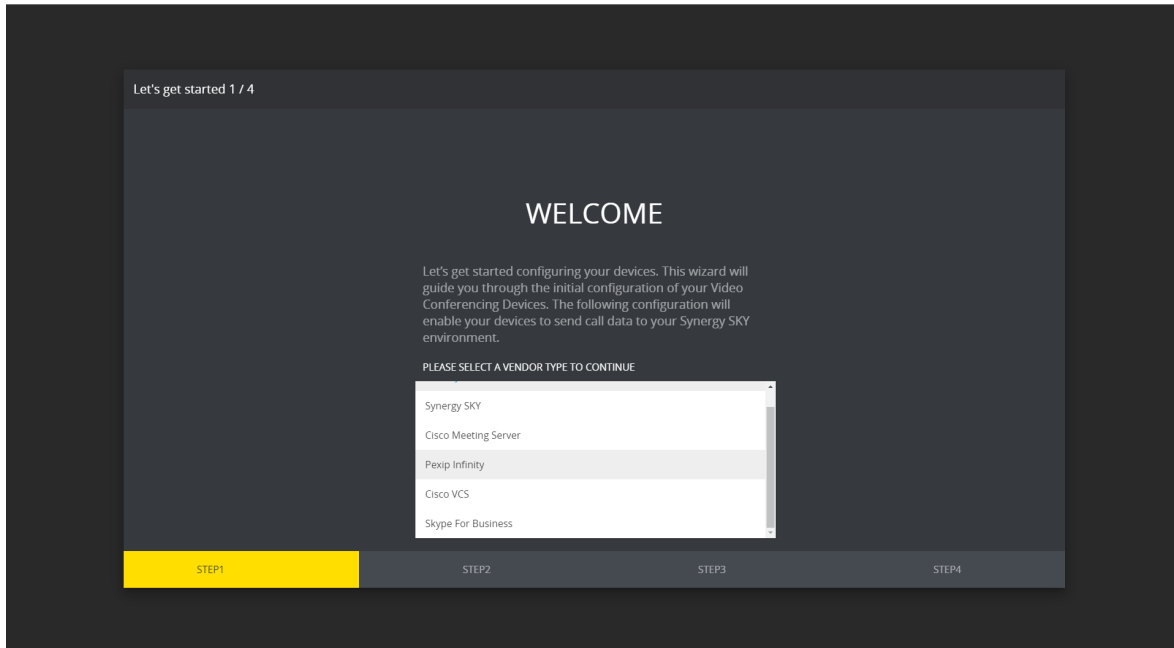
NOTE: We recommend changing the default username and password and assigning yourself new administrator credentials

Upon initial login, you will be presented with the Synergy ANALYZE Dashboard. The dashboard provides you with the option of [Video Reports](#) or [Meeting Reports](#). Select your desired report type and, you will be presented with a blank report.

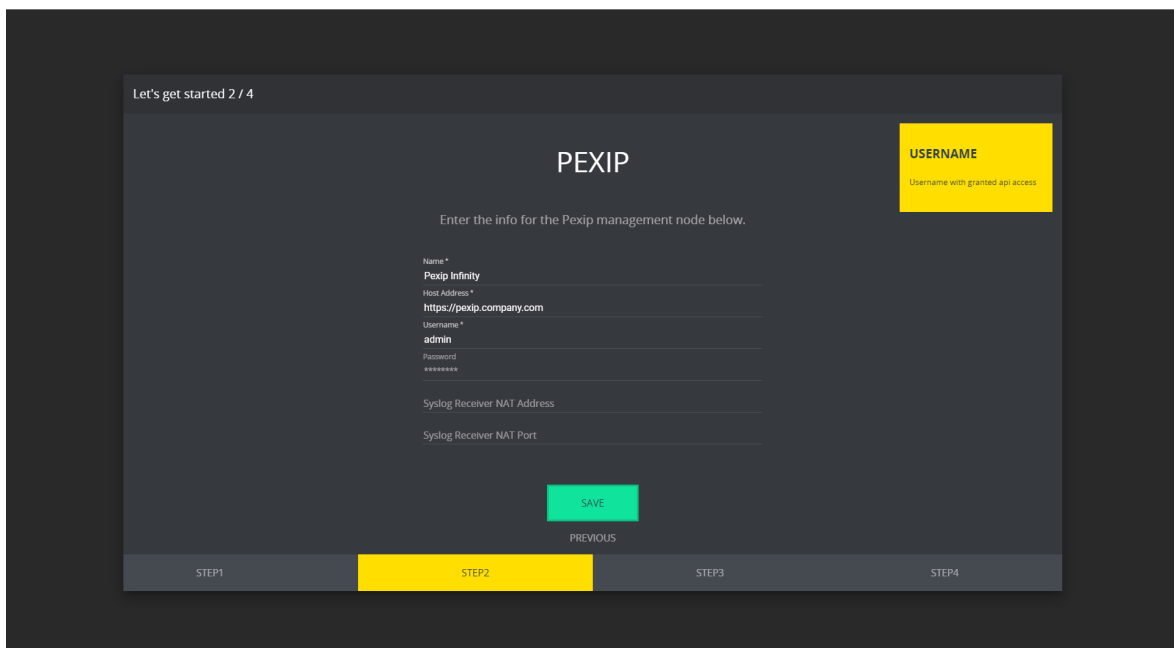
Select 'Configure ANALYZE' at the top right corner of the screen. Use the same credentials as you used in the previous step to log in to the System Configuration page.



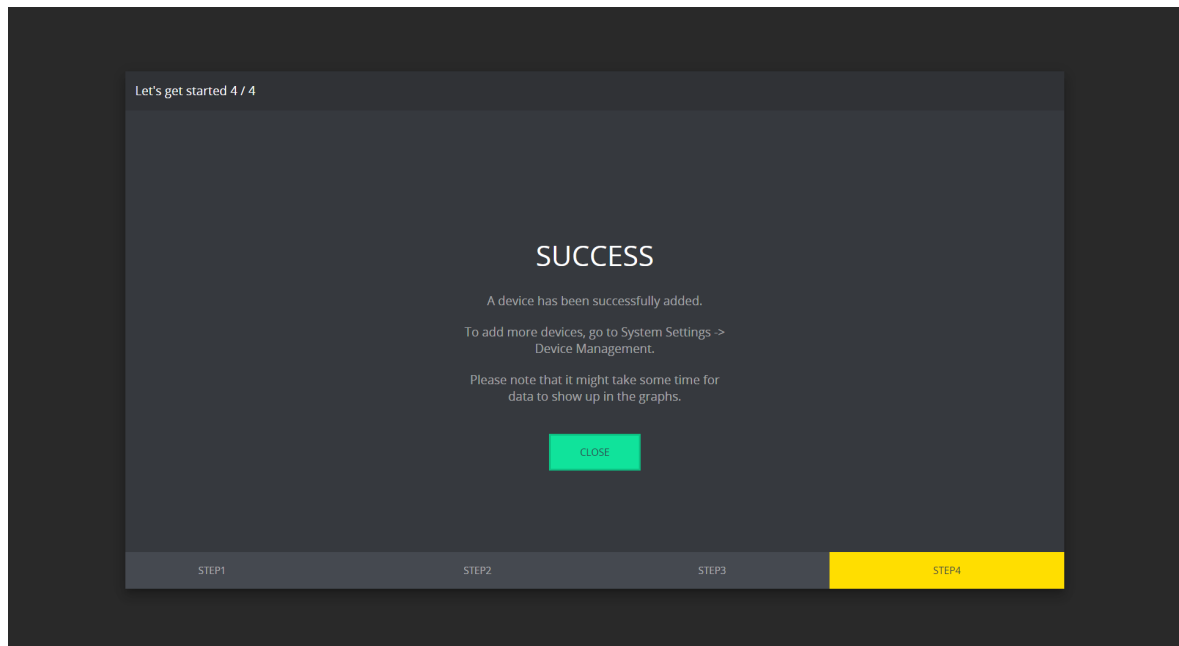
The first time you log in to System Settings, you will be presented with the welcome screen. Within the welcome screen, select your Vendor Type and choose Next



Type in all of the necessary system information and click next. Details about the information required for your device type can be found [here](#)



The system will connect to your selected device and verify API connectivity. Upon successful connection, you will be presented with the 'Success' screen. If a connection error is found, click PREVIOUS, resolve the incorrect connection details and attempt to save your settings once more.



Upon successful configuration of your infrastructure component, you should then be redirected to the Dashboard.

If this is your first time setting up Synergy ANALYZE, be aware that it will take some time for the data to start appearing on the dashboard and in the reports.

System Settings

System settings allows you to make changes to how Synergy ANALYZE is accessed, which devices meeting information is collected from and how the users and devices are tagged. Further information about the various sections in system settings can be found below.

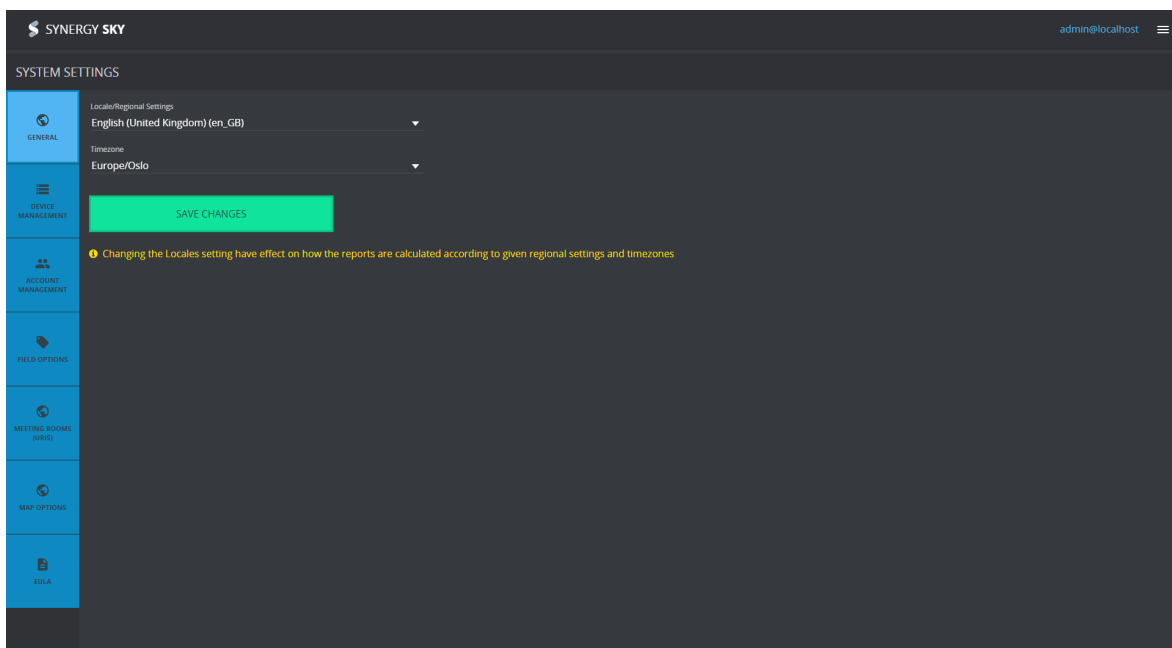
General: Locale and Timezone

The General Configuration Section allows you to set the Local Region and the Timezone that is to be configured in the system. The settings that are configured here have an impact on how the data in the reports is calculated. Some of the reports in ANALYZE are produced based on the region or timezone that is specified in this section.

You can set the timezone you want the report to be in, as well as the locale - which will follow your country numbering and calendar standards. If you need to change the timezone, please refer to [this guide](#).

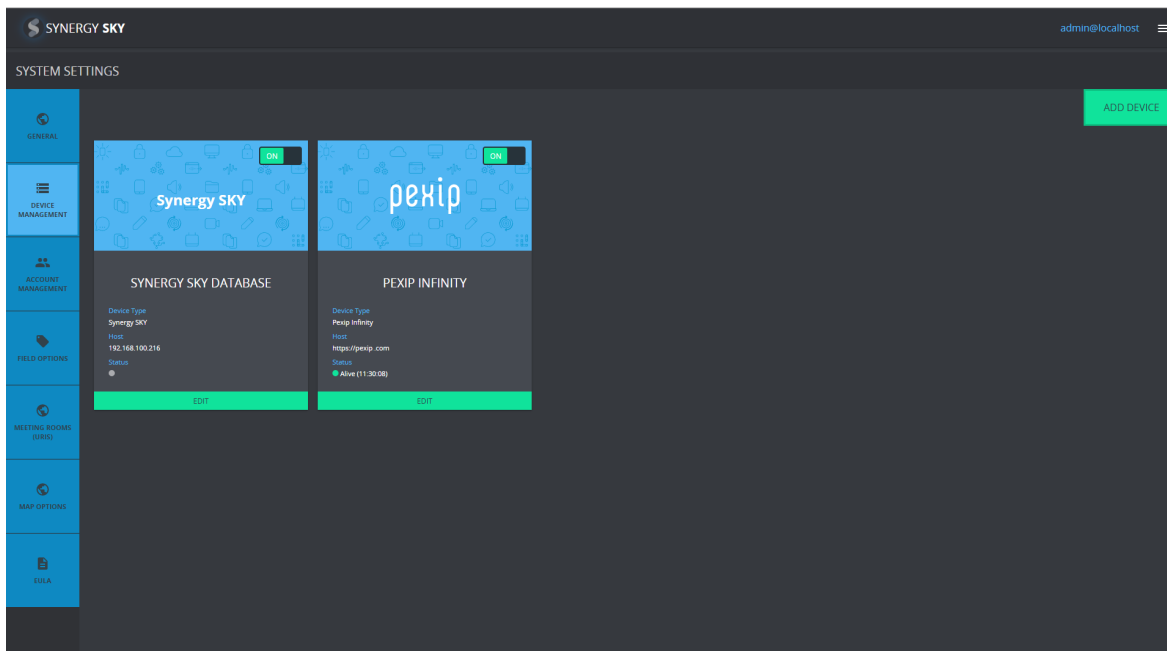
After setting a new locale and timezone you are required to log out and in again for the settings to take effect.

Also when working in report, if your local time zone differs from the one set on the system, you will be notified. Reports are not adjusted to local client timezone.



Device Management:

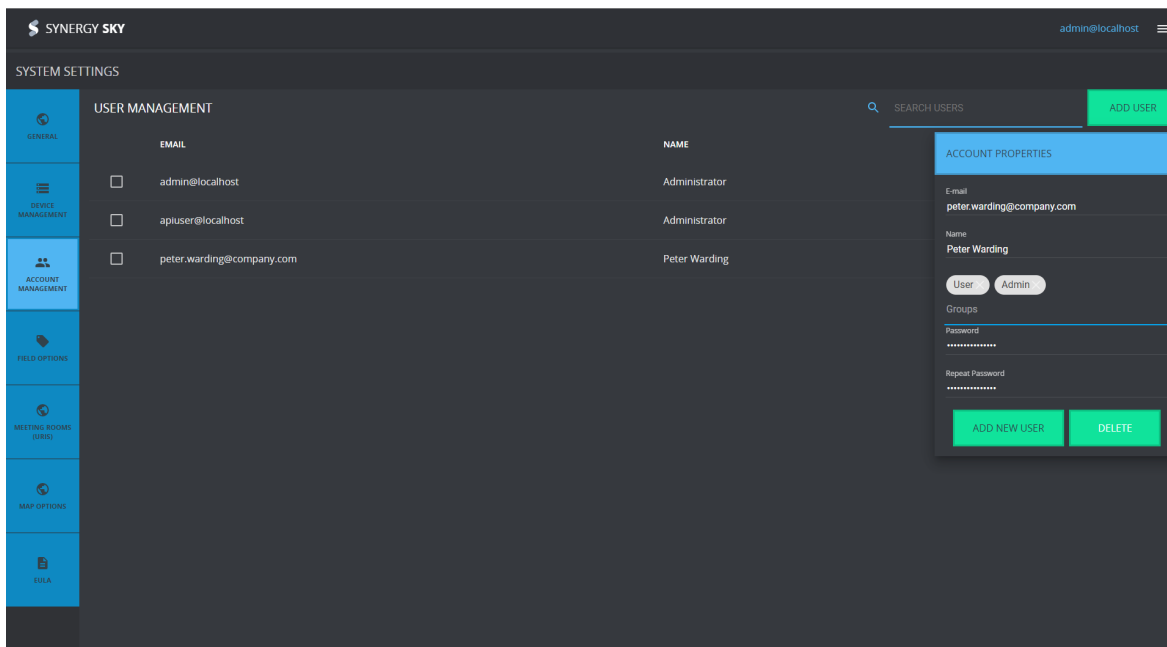
After adding your first device using the “getting started wizard” you can add additional devices from the “Setting - Device Management” screen. Further details about adding devices can be found [here](#)



Account Management: Add and remove additional logins

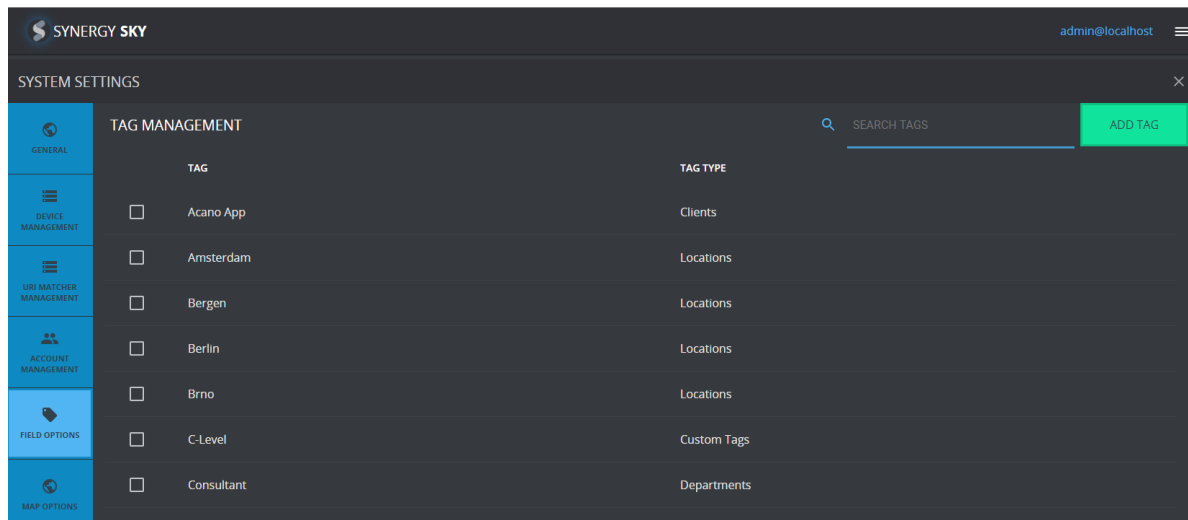
User rights and access to the Synergy ANALYZE platform are configured from this section. Users are divided into two roles, User and Admin. A user that is in the 'User' group is only able to view reports but is not able to make any changes to how the system operates. An Admin is able to log in to the config page, add users, devices and configure field options. The user permission level should be specified when adding the user in the 'Groups section'. Once a user is added to this section, they are then able to log in to ANALYZE and view reports.

The screen shot below shows how to add a user and the required fields for the user to be successfully added.



Field Options: Tag management

Field Options (also referred to as Tag management) is an important part of the report display within Synergy ANALYZE. Each meeting room and user can have multiple tags associated to them, and tags are then used throughout the system when working with reports. A deeper description of the tag system can be found [here](#)

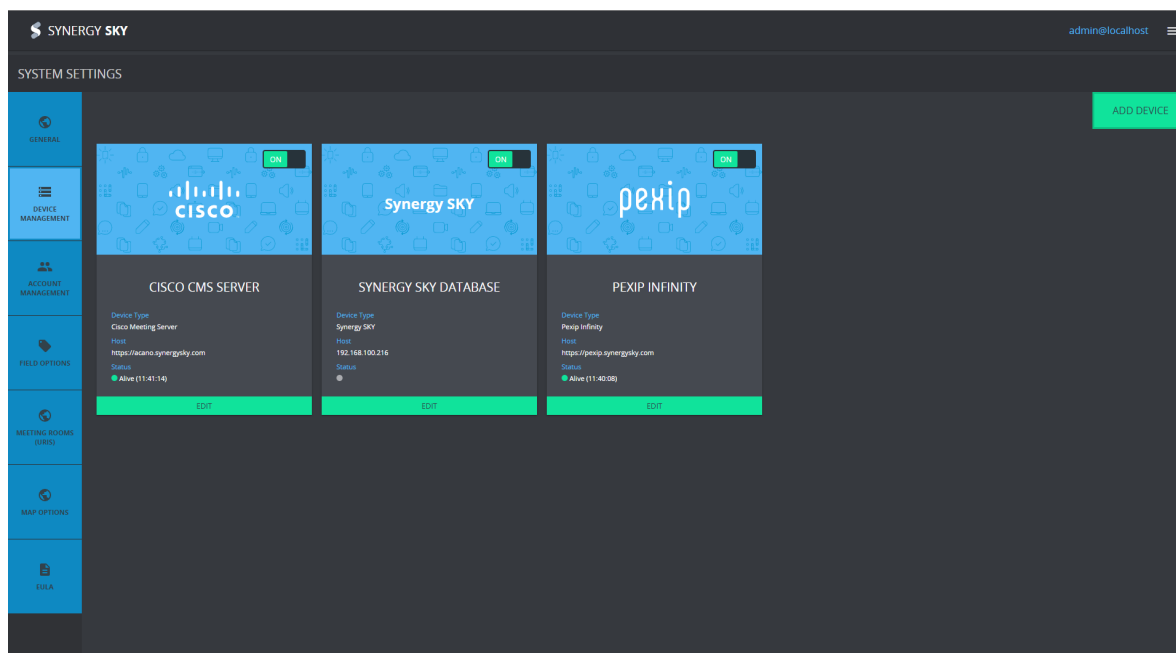


Meeting Rooms: URIs

This section allows for adding of users, devices, device aliases and URIs. These values can then further be assigned to Tags to allow for more granular reporting. Configuring Meeting Rooms and URIs can be done from [here](#)

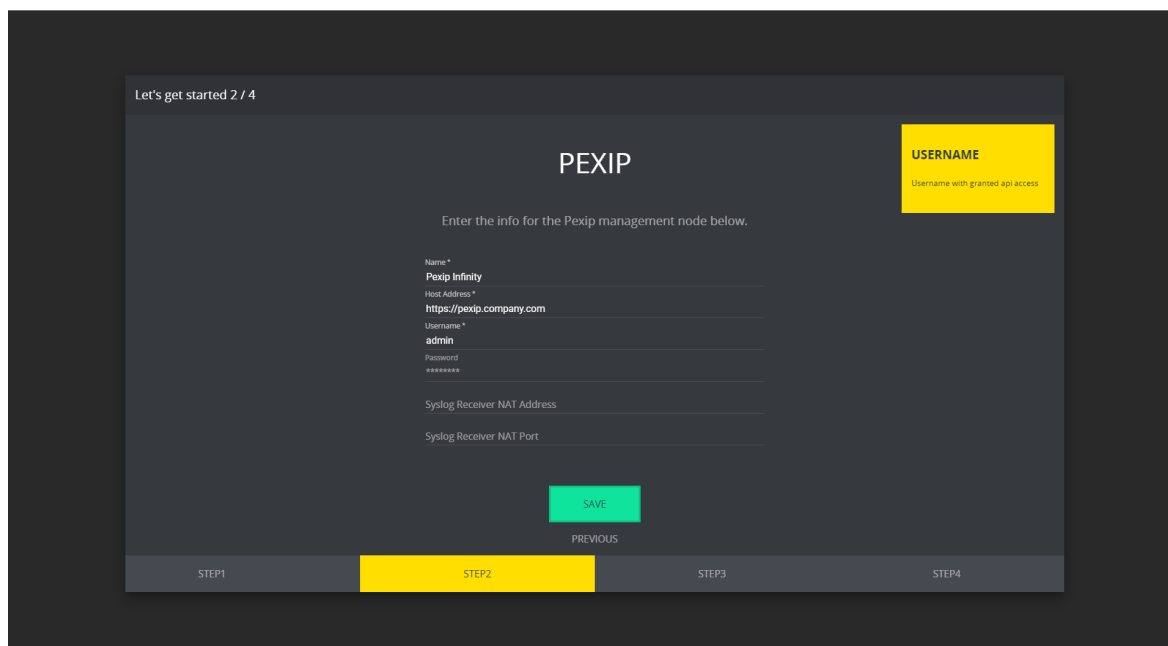
Device Management

The device management section is where all of the devices that are going to be used to gather meeting data are added and administered. Synergy ANALYZE can retrieve data from Pexip Infinity, Cisco Meeting Server, Cisco VCS and Synergy SKY database. Additional information about device types and network requirements can be found in the [network requirements](#).



Adding Pexip Infinity to ANALYZE

- Select 'Add Device' at the top right hand side of the Device Management Page.
- From the dropdown list, select 'Pexip Infinity'
- Enter all of the required information for your Pexip Infinity platform.



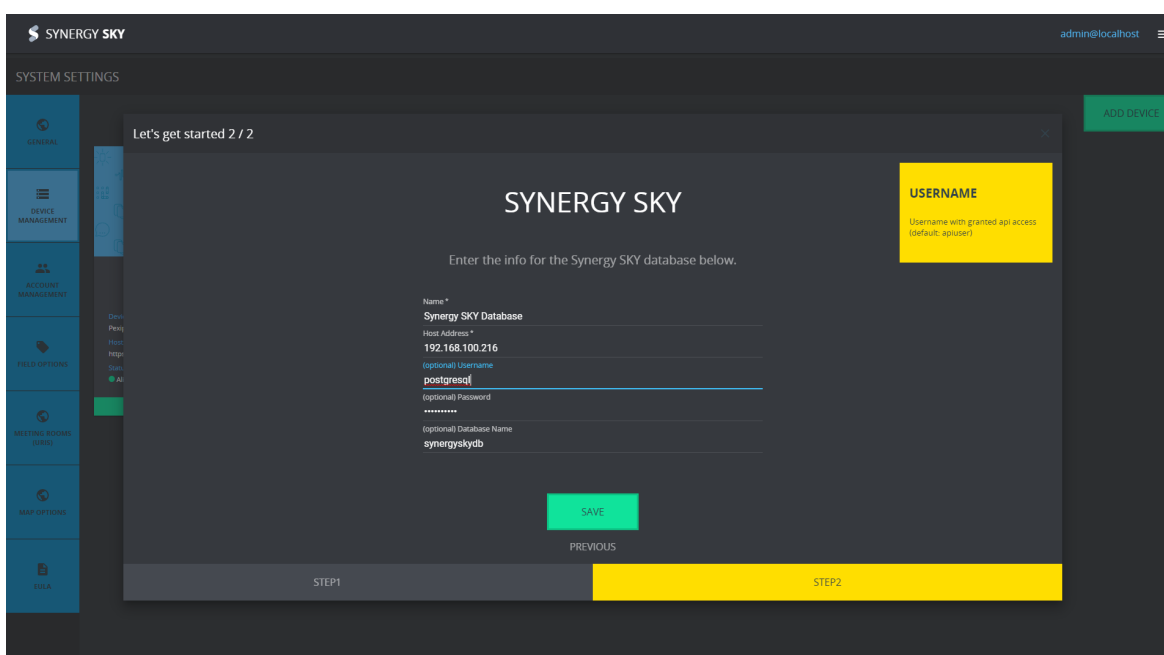
Field	Description
-------	-------------

Name	The Name that will be displayed in the devices list
Host Address	The host address of the Pexip Infinity platform. This can be added as a FQDN (https://pexip.company.com) or as the IP Address of the platform (77.85.65.23)
Username	The username for the account with API access to the server
Password	The password for the specified account
Syslog Receiver NAT Address	The Syslog Receiver NAT Address is required if Network Address Translation in operation in the network.
Syslog Receiver NAT Port	The Syslog Receiver Port is required if Network Address Translation in operation in the network.

Adding Synergy SKY database to ANALYZE

Adding the Synergy SKY database leverages meeting data from Synergy JOIN into ANALYZE and allows for more detailed historical meeting data. Further information about the Synergy SKY database including default database username, password and database name can be found in the [PostGreSQL Database section](#)

- Select 'Add Device' at the top right hand side of the Device Management Page.
- From the dropdown list, select 'Synergy SKY'
- Enter all of the required information for your Synergy SKY database.

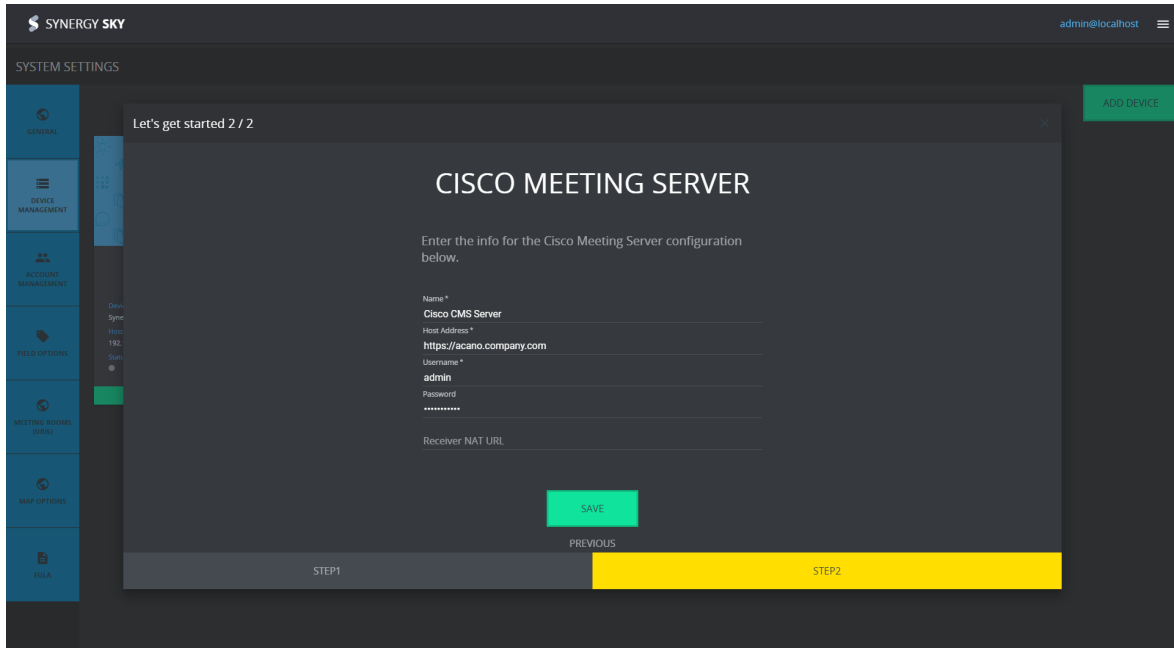


Field	Description
Name	The Name that will be displayed in the devices list
Host Name	The host address of the Synergy SKY database. This can be added as a FQDN (https://pexip.company.com) or as the IP Address of the server (89.32.125.25)
Username	The username for the PostGreSQL database
Password	The password for the PostGreSQL database
Database Name	The name of the Synergy SKY database.

In addition to adding the device to Synergy ANALYZE, the PostGreSQL database should be configured to allow Synergy ANALYZE to retrieve meeting data. Instructions on how to do this can be found [here](#)

Adding Cisco Meeting Server to ANALYZE

- Select 'Add Device' at the top right hand side of the Device Management Page.
- From the dropdown list, select 'Cisco CMS Server'
- Enter all of the required information for your CMS server

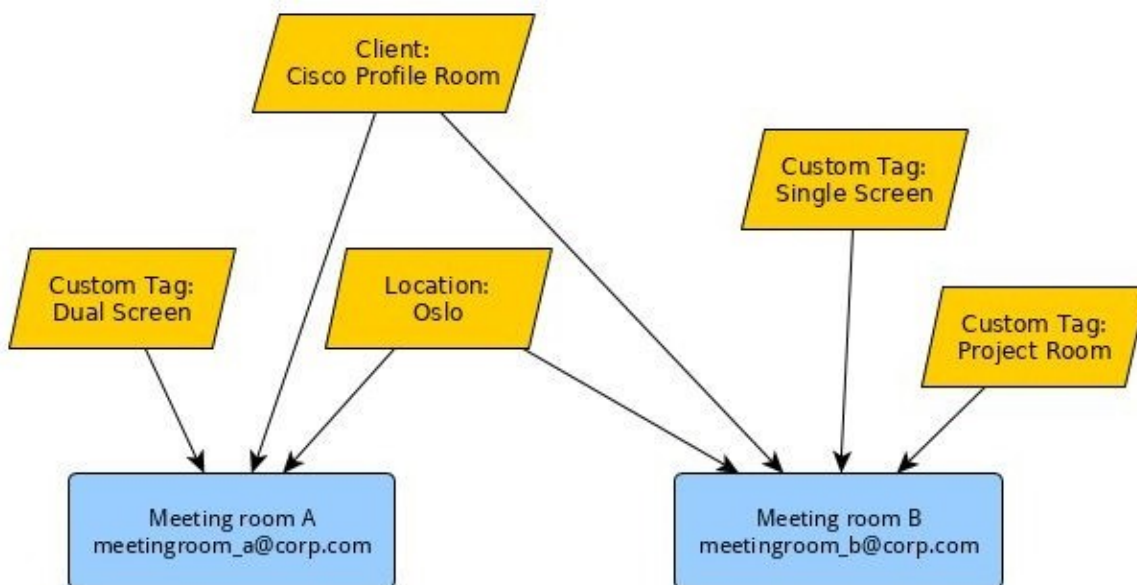


Field	Description
Name	The Name that will be displayed in the devices list
Host Address	The host address of the Cisco Meeting Server. This can be added as a FQDN (https://cms.company.com) or as the IP Address of the Cisco Meeting Server (77.85.65.23)
Username	The username for the account to the Cisco Meeting Server API Access
Password	The password for the Cisco Meeting Server account
Receiver NAT URL	This is required if NAT is in operation. We recommend adding this value in the format http://77.85.65.23:5646

Field Options: Tag Management

When creating reports Synergy ANALYZE tries to figure out as much as possible regarding each call, however some information needs to be configured manually to make the reports more useful.

Each meeting rooms and user can have multiple tags associated to them, and tags are then used throughout the system when working with reports. The system is able to associate users and devices to countries, cities and departments based on the tag that is assigned to them



In some reports, tags define the way in which a series of data is presented or to be even more granular to define which data to filter the reports on. Due to this, the tags represent a very flexible solution to allow viewing data in multiple ways.

Before you can assign tags they need to be created in the “ System Settings - Field Options” . The tags will then appear in the drop-down list, or as an auto-complete when creating/amending users and devices.

Tags are global to the system. There are four different type of tags that can be added to the system. Location, Departments, Clients and Custom Tags

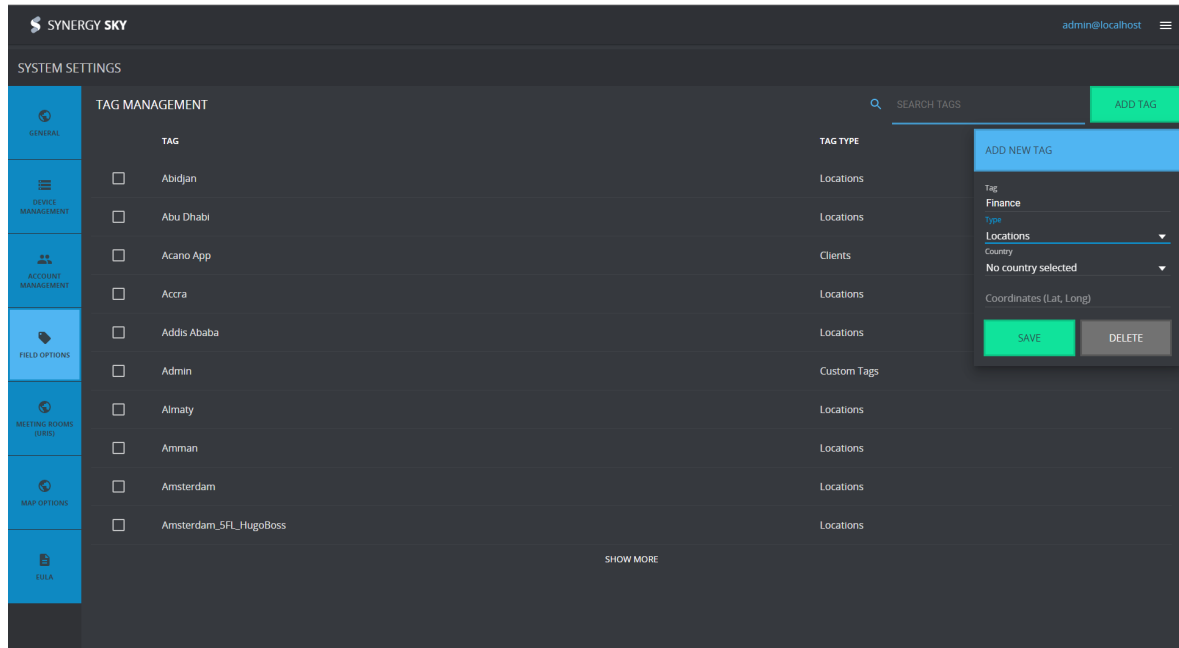
Tag Type	Description
Location	This is typically the city or city and building. multiple meeting rooms can share a location. You are able to add coordinates to the Locations in order to be able to further utilize the Travel/ROI Analytics Reports
Departments	This is even more granular than the location, it could be “Sales”.
Clients	Client used on the meeting room. Could be “Cisco Video Meeting Room”, or even technical description like “Cisco SX20, dual screen”.
Custom Tags	A free form tag used for filtering, this allows you to pivot your data in different ways by applying custom tags to the meeting room. Example could be, “Norway Support”, “C-level” or even “Public meeting rooms”.

Creating tags

- Select 'Add Tag'
- Type in the name of the tag in the 'Tag' field
- Choose Save

If you are adding a Location,

- Type in the name of the country in the 'Tag field'
- Select your desired country from the Drop down list
- If you have the coordinates available, type in the coordinates of the location



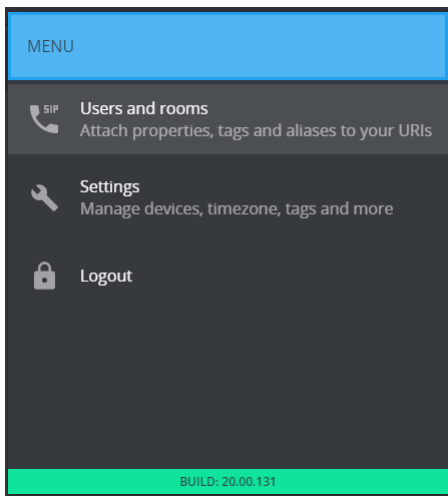
Editing tags

Sometimes department names change or a series of devices is replaced with a new type of series and it is therefore more efficient to change the tag name instead of assigning new tags to all of the associated devices.

- Browse to the tag you would like to Edit and tick the box to the left hand side.
- Scroll to the top of the page and you will now have the option to change the tag name or Delete the tag entirely
- Choose Save

Meeting Rooms: URIs

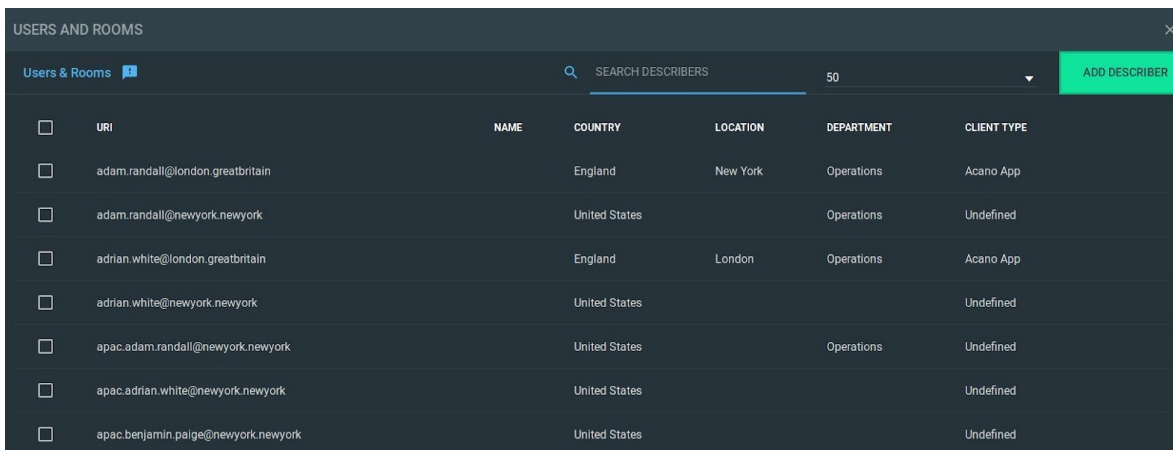
Adding and tagging video rooms is done under 'Menu' - 'Users and Rooms'



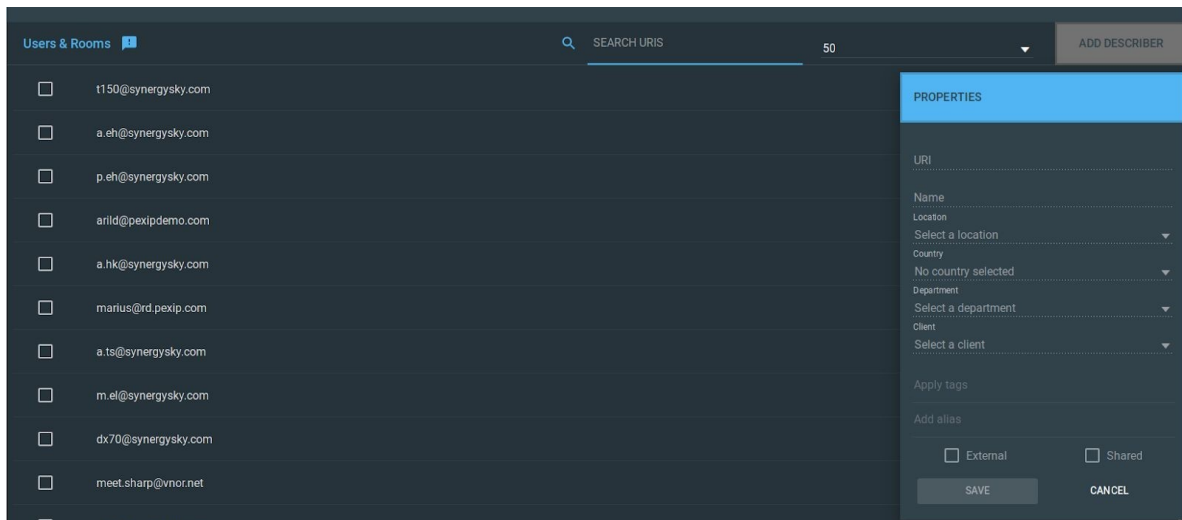
This screen will present you with a list of all the users and meeting rooms that have been added to the system. Adding a meeting room or user will allow the system to tag calls going from and to the given uri (ex. meetingroom@acme.org) with the given information.

A new system will have an empty list. The Administrator will have to go through and add each user and room to the system.

To start adding Users and Rooms, select 'Add Subscriber' at the top right hand corner.

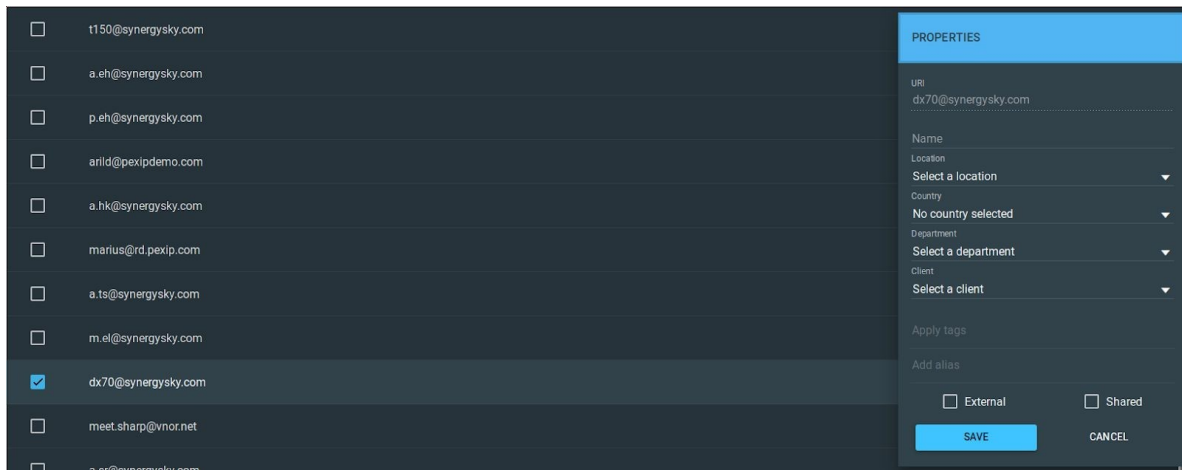


After you click 'ADD DESCRIBER' your current list of existing rooms and users will be replaced by a new list and a dialogue box will appear where you can fill in information about the room and or user



Select which uri you want to add by pressing the check box on the side of the uri. Use the search field to find your meeting room or user. Remember you need to know the uri of your meeting room or user.

The system will populate a list over all seen uri's automatically.



When uri is selected the dialogue will be populated with the URI, now fill in rest of the information accordingly.

PROPERTIES

URI
adam.randall@london.greatbritain

Name

Location
New York

Country
England

Department
Operations

Client
Acano App

Project X ✕ Apply tags

Add alias

External Shared

SAVE CANCEL

You can ignore “Shared” and “External” check boxes - they are deprecated.

Tips: if you select multiple URIs, they will all be tagged with same information.

Press **SAVE** to return to the list over existing meeting rooms and users.

CSV Import

Instead of manually inserting all of your endpoint information, it is possible to do a mass import via CSV file.

You can download an example CSV Template [here](#)

Here is a step by step guide on how to accomplish this

1. Use WinSCP or a similar tool for moving data from your computer to the Analyze server.
 - a. Login with username: admin
 - b. Password: SynergySkyWord01 (if you haven't changed the default password).

2. Navigate to the directory '/home/admin/csvimport'

a. When you log in with winscp, by default you will be placed in the /home/admin directory and should immediately see the csvimport folder.

3. Drag and drop your CSV-file into this folder - Depending on the size of your CSV file, it should should take approximately 10 seconds for the import to complete.

Meeting rooms are matched on the URI. If there is an existing meeting in the database that matches a URI in your CSV file, it will be replaced by the one in the CSV.

If you re-upload the file, it will overwrite your data with the new data in the CSV file.

By scripting the SCP/Copy operation, you can automate the process of updating your meeting-rooms.

Fields that are not filled in will be replaced with "Undefined", in the CustomTag field.

You can create multiple tags by separating them with a pipe | - example: 4-Seat Room|Dual Screen

This will result in two tags being placed on that meeting room - example: '4-Seat Room' and 'Dual Screen'

Populating each field with tags will make the reporting more accurate.

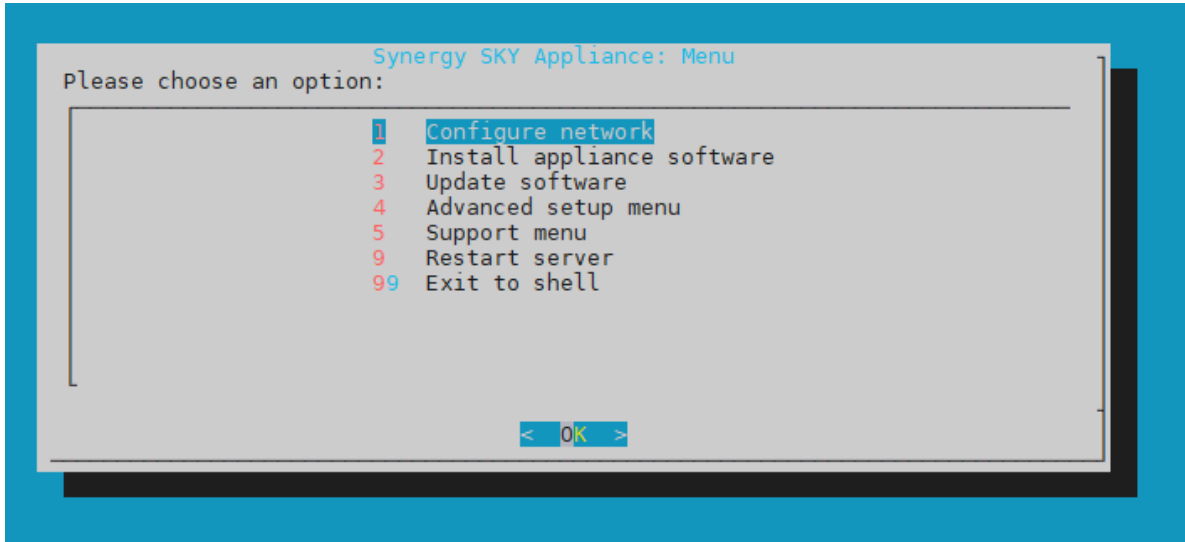
How To

We have collected a few guides that provides step by step instructions on how to configure the Synergy SKY products to fit your needs.

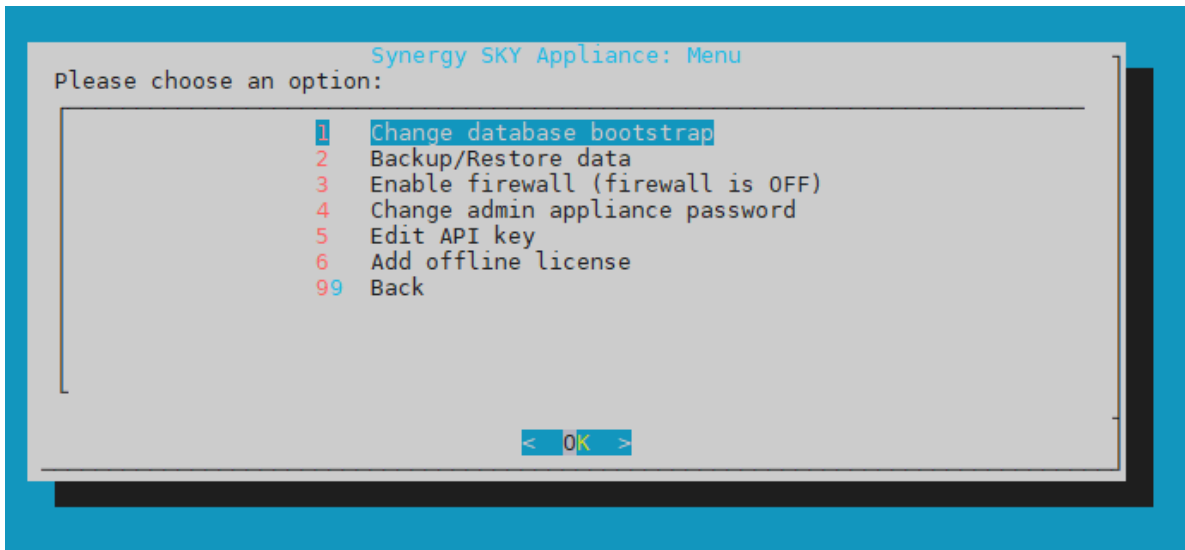
You can find the How To guides in the menu structure on the right hand side, or in the menu above.

How To: Back Up and Restore Database

1. Log on to the appliance with SSH
2. Select '4 Advanced setup menu'

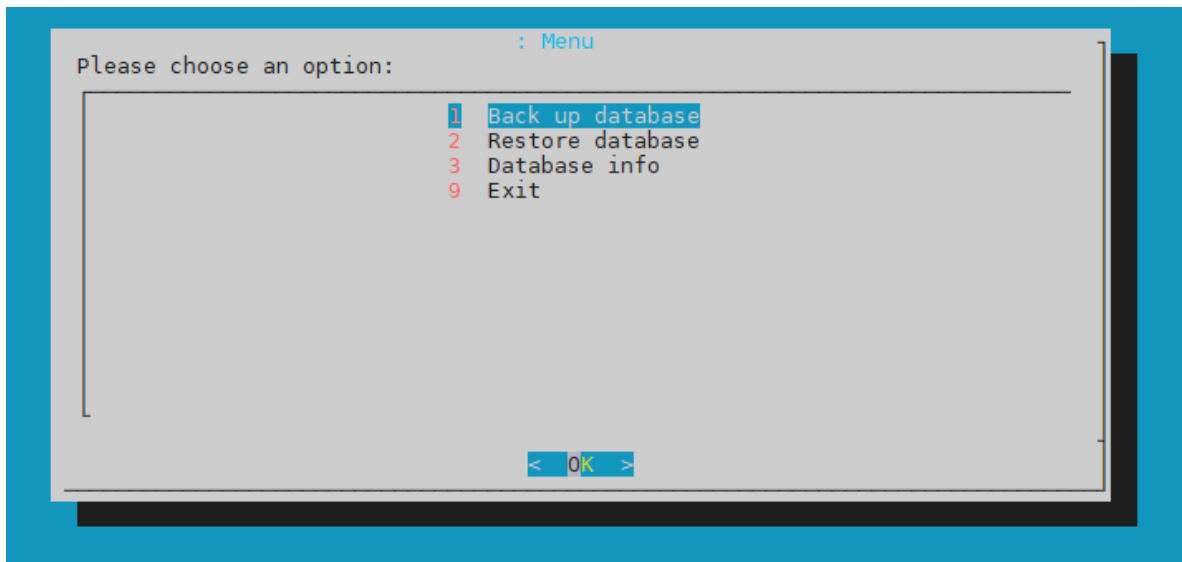


3. Select '2 Backup/Restore data'



Back Up Database

1. Select 'Back up database'



2. Once selected, the database backup will start and the system will provide a progress overview

```
--- Synergy SKY (c) 2020 ANALYZE ---
--- Backup DB ---
-----
- Cleaning old backups
- Trying to stop services currently writing to database.
- Database dump started (database size: 4183 MB)
- Starting dump of pb_backend1
  Current Status: pg_dump: finished item 3565 TABLE DATA calls [o\0]
- Database of pb_backend1 dump done
- Starting dump of synergyskydb
  Current Status: pg_dump: finished item 3689 TABLE DATA row [0/o]
- Database of synergyskydb dump done
- Compressing backup
./
./sql/
./sql/analyze-pb_backend1.backup/
./sql/analyze-pb_backend1.backup/toc.dat
./sql/analyze-pb_backend1.backup/3571.dat.gz
./sql/analyze-pb_backend1.backup/3563.dat.gz
./sql/analyze-pb_backend1.backup/3567.dat.gz
./sql/analyze-pb_backend1.backup/3569.dat.gz
./sql/analyze-pb_backend1.backup/3582.dat.gz
./sql/analyze-pb_backend1.backup/3565.dat.gz
./sql/analyze-pb_backend1.backup/3566.dat.gz
./sql/analyze-pb_backend1.backup/3588.dat.gz
./sql/analyze-pb_backend1.backup/3573.dat.gz
./sql/analyze-pb_backend1.backup/3568.dat.gz
./sql/analyze-pb_backend1.backup/3589.dat.gz
./sql/analyze-pb_backend1.backup/3583.dat.gz
./sql/analyze-pb_backend1.backup/3584.dat.gz
./sql/analyze-pb_backend1.backup/3570.dat.gz
./sql/analyze-pb_backend1.backup/3587.dat.gz
./sql/analyze-pb_backend1.backup/3581.dat.gz
./sql/analyze-pb_backend1.backup/3572.dat.gz
./sql/analyze-pb_backend1.backup/3574.dat.gz
./sql/analyze-pb_backend1.backup/3564.dat.gz
./sql/analyze-pb_backend1.backup/3575.dat.gz
./sql/analyze-pb_backend1.backup/3562.dat.gz
./sql/analyze-pb_backend1.backup/3561.dat.gz
./sql/analyze-pb_backend1.backup/3576.dat.gz
./sql/analyze-pb_backend1.backup/3577.dat.gz
./sql/analyze-pb_backend1.backup/3578.dat.gz
./sql/analyze-pb_backend1.backup/3579.dat.gz
./sql/analyze-pb_backend1.backup/3580.dat.gz
./sql/analyze-pb_backend1.backup/3585.dat.gz
./sql/analyze-pb_backend1.backup/3586.dat.gz
```

- Once the backup process has completed, you will see a summary. The summary shows the file name and size of the backup, as well as a download link to retrieve the backup file.

```
./sql/analyze-synergyskydb.backup/3698.dat.gz
./sql/analyze-synergyskydb.backup/3699.dat.gz
./sql/analyze-synergyskydb.backup/3697.dat.gz
./sql/analyze-synergyskydb.backup/3700.dat.gz
./sql/analyze-synergyskydb.backup/3702.dat.gz
./sql/analyze-synergyskydb.backup/3665.dat.gz
./skysystemversion
- Testing archive
- Trying to start services that was currently stopped.
- Enable backup for download
- Backup created successfully!
- Filename: /var/db/mongodb/backups/download/SynergyAnalyze_20200915T1055_systembackup.tar.gz
- Size: 364M

Download the file over SSH/SCP/SFTP at /var/db/mongodb/backups/download/SynergyAnalyze_20200915T1055_systembackup.tar.gz
or navigate to http://172.17.20.188/Backup/SynergyAnalyze\_20200915T1055\_systembackup.tar.gz using your browser
username: download
password: backup
Press enter to continue
```

Restore Database Backup

In order to restore an database backup, you will need to follow the following process:

- From the main menu, select '4 Advanced setup menu'
- Then select '2 Backup/Restore data'
- Select '2 Restore database'
- Make sure that your backup file is uploaded to the server as specified in the prompt below. If it isn't already, upload it and then refresh the list of available backups.

```
-----
--- Synergy SKY (c) 2020 ANALYZE      ---
--- Restore DB                        ---
-----

- Upload your backup file to /var/db/mongodb/restore/ using SCP/SFTP (WinSCP from windows, scp from *nix) before pressing OK
Select which backup you want to restore

(1) SynergyAnalyze_20200824T0236_systembackup.tar.gz [364M]
(2) SynergyAnalyze_20200728T0735_systembackup.tar.gz [368M]
(3) SynergyAnalyze_20200616T1318_systembackup.tar.gz [358M]
(r) Refresh
(q) Exit
Pick your option followed by return (1-3/r/q)?
```

How To: Upgrade the Software

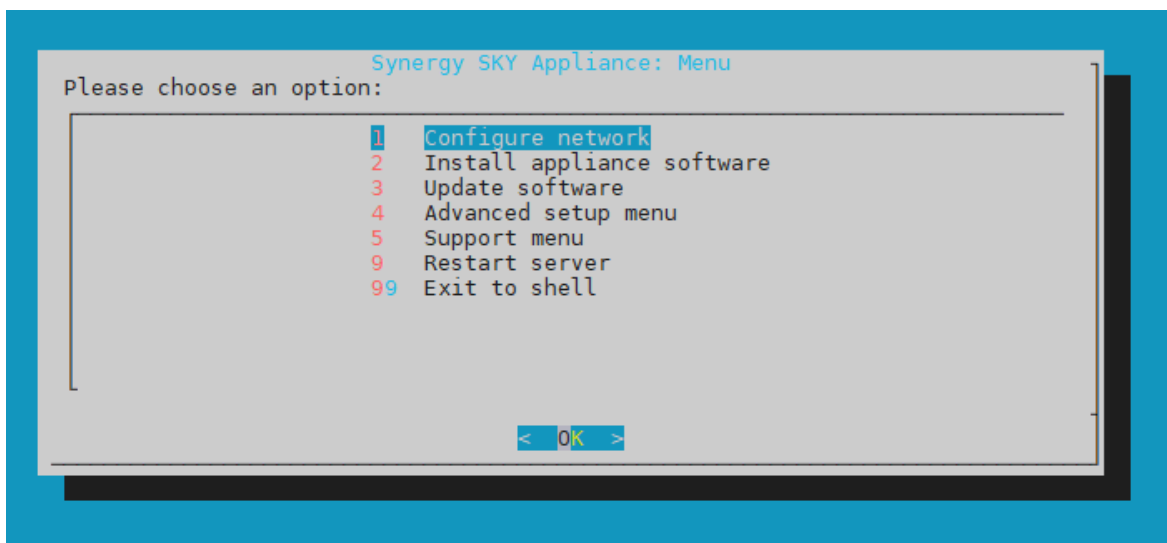
There are two ways of upgrading the appliance software: Online and offline.

Online Upgrade

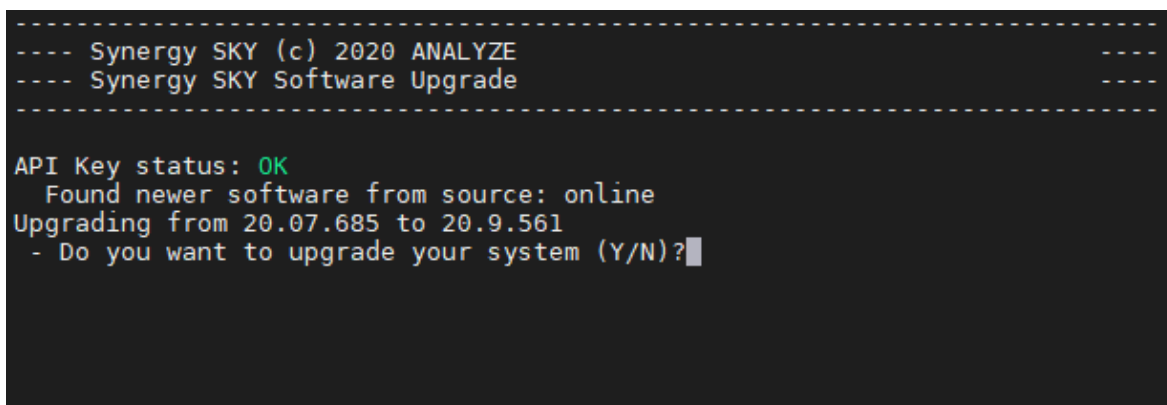
The online upgrade requires the server to have access to the Internet to the Synergy SKY licensing server and download service as set forth in the [requirements](#).

In order to perform an online software upgrade

1. Select '3 Update software' from the main menu



2. The system will automatically discover whether it is offline or online, and if online it will provide information about the latest available software version



3. Select 'Y' to initiate the software upgrade
4. Once the upgrade process is completed, the system will state that the upgrade was done successfully, and restart its services.

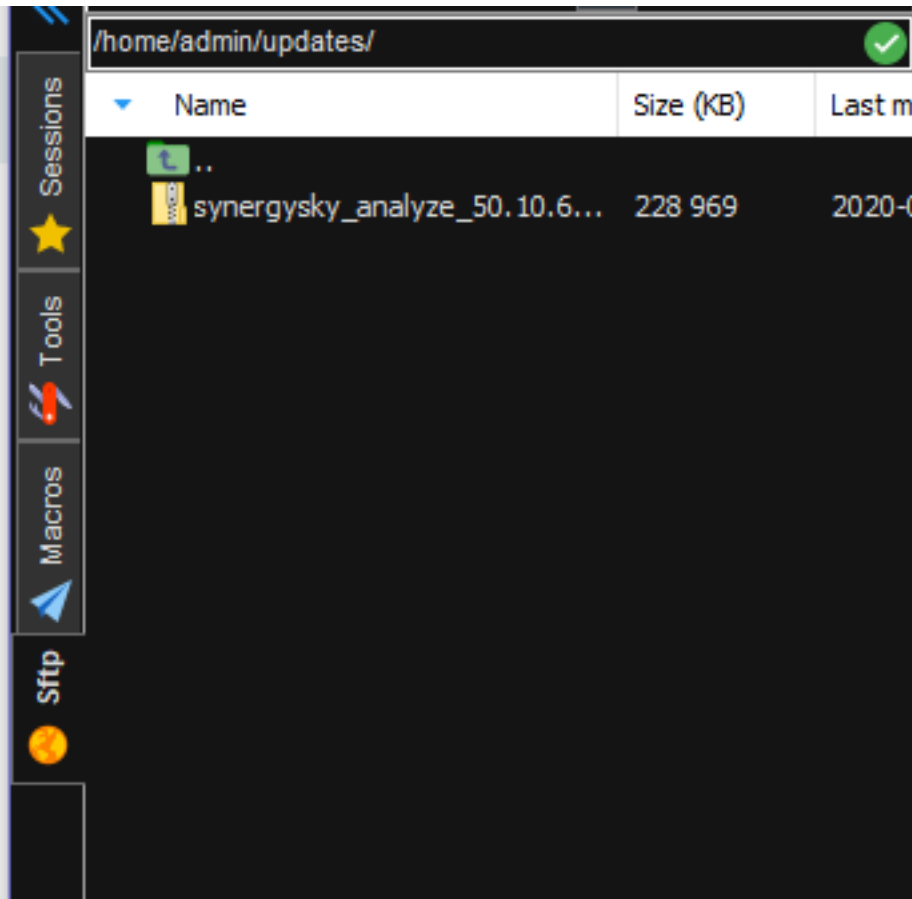
```
----- Synergy SKY (c) 2020 ANALYZE -----
----- Synergy SKY Software Upgrade -----
-----

API Key status: OK
Found newer software from source: offline
Upgrading from 20.07.685 to 50.10.687
- Do you want to upgrade your system (Y/N)?y
(---*) Unpacking software...
Upgrade packages on system
(---*) Installing...
Upgrade done successfully
Restarting services:
donmordgud ejabberd accountant postgres pitbullgeneric1 randymoss configtool conferencecontrol meetingsserver randymossadapter ciscocms_cdrreceiver1
```

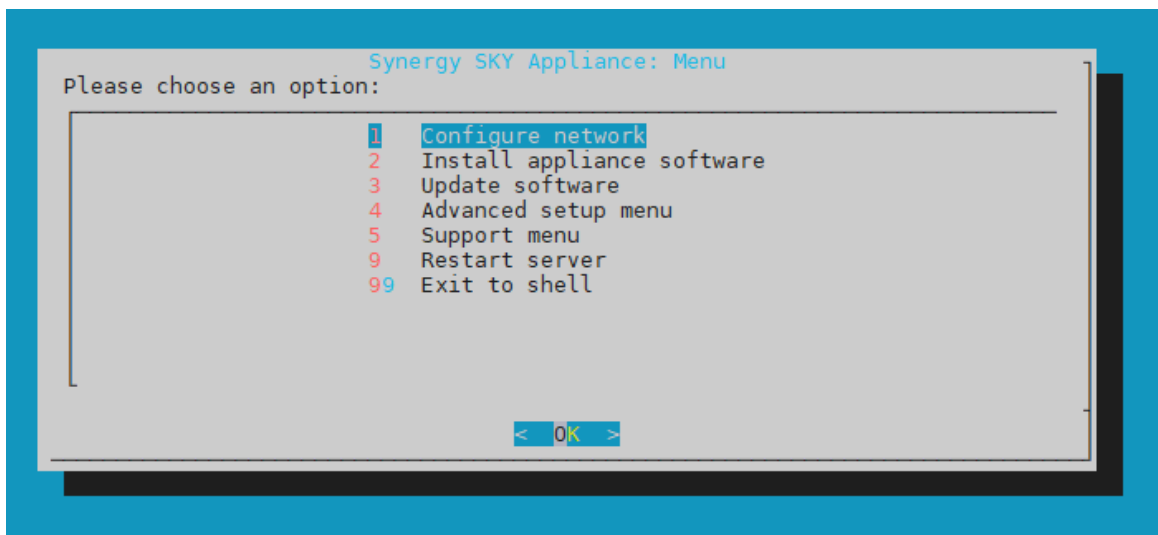
Offline Upgrade

If the server does not have Internet access, you will need to download the software packages and upload them to the server. You can download the latest software from <https://partner.synergysky.com/Download>. Once downloaded, follow these steps:

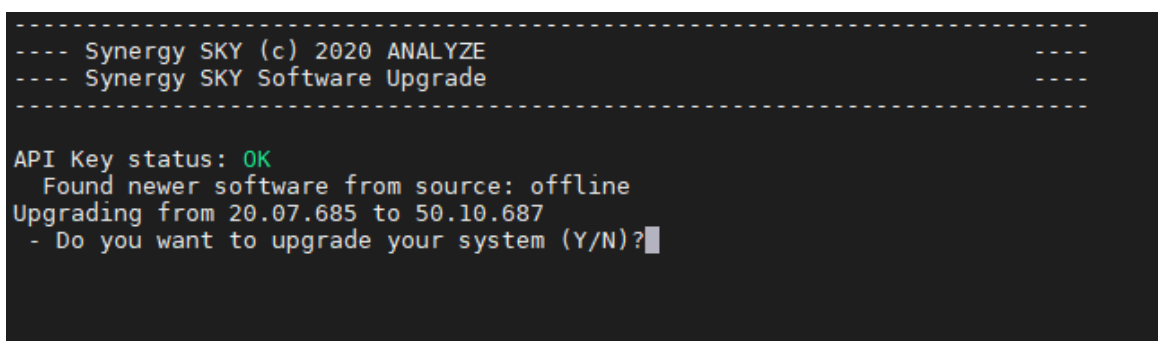
1. Use WinSCP or other tool of your preference and upload the software package to `/home/admin/updates`



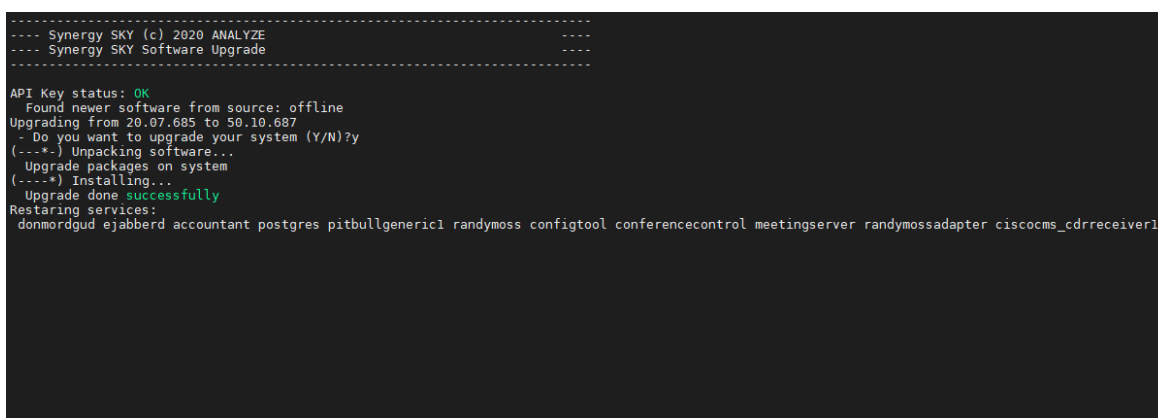
2. Select '3 Update software' from the main menu



- The system will automatically discover whether it is offline or online, and if offline it will provide information about the latest available software version uploaded to the /home/admin/updates folder



- Once the upgrade process is completed, the system will state that the upgrade was done successfully, and restart its services.



How To: Provide Information to Support

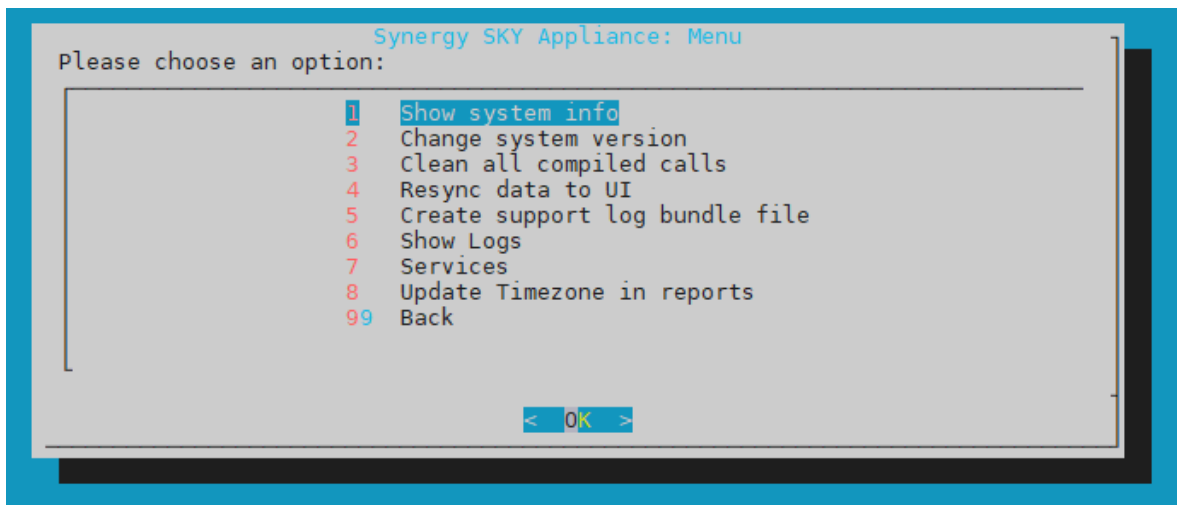
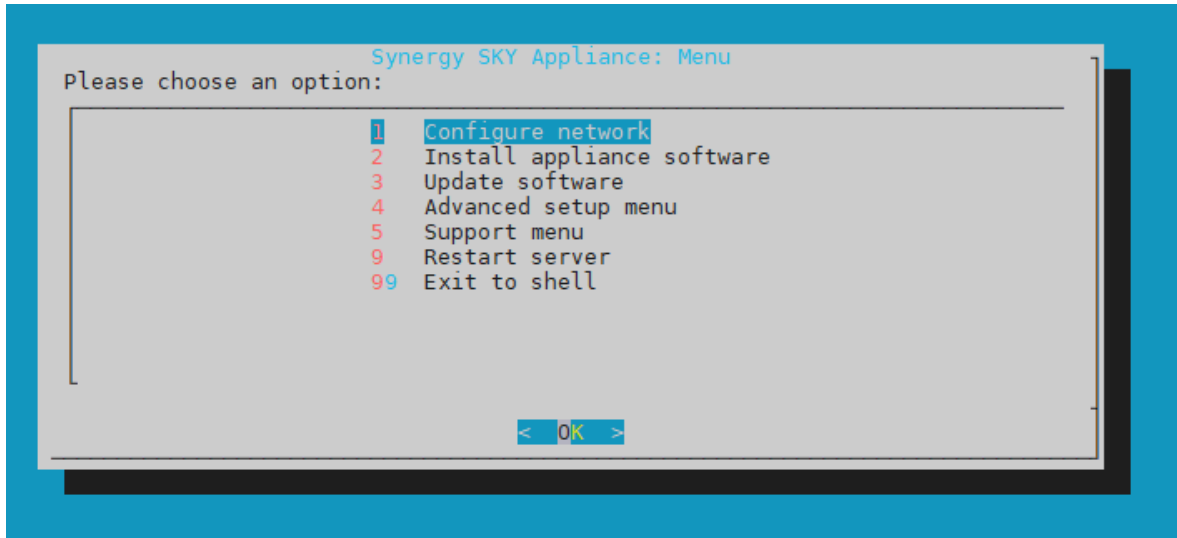
When contacting Synergy SKY support, we will request you to provide certain information. In order to resolve your issue as quickly as possible, make sure to add the following information when you file a ticket with us:

- System information and software version
- Description of the issue

- Logs
- Services overview

Follow the steps below to generate the required information from your installation:

1. Select '5 Support menu' from the main menu



2. Select '1 Show system info' and take a screenshot
3. Select '5 Create support log bundle file'. This will initiate a process that creates an archive of the current logs. Download them from the specified url provided in the summary

```
/tmp/logbundle/etc/vcsscraperprocessor.config.xml
/tmp/logbundle/etc/pexipcdrreceiver.config.xml
/tmp/logbundle/etc/bifrost.config.xml
/tmp/logbundle/etc/cogitoergosum.config.xml
/tmp/logbundle/etc/ringleader.config.xml
/tmp/logbundle/etc/pexipcdrprocessor.config.xml
/tmp/logbundle/etc/demodatabaseid
/tmp/logbundle/etc/randymossadapter.config.xml
/tmp/logbundle/etc/pitbull_dbmapiswiped
/tmp/logbundle/etc/randymoss.config.json
/tmp/logbundle/skypatchversion
/tmp/logbundle/skysystemversion
Support Log bundle is now available for download at:
http://192.168.1.35/Portal/logbundle/synergyskyappliance_logbundle_20200923_084
031.tar.gz
This file will be automatically deleted from the system
Press enter to continue
```

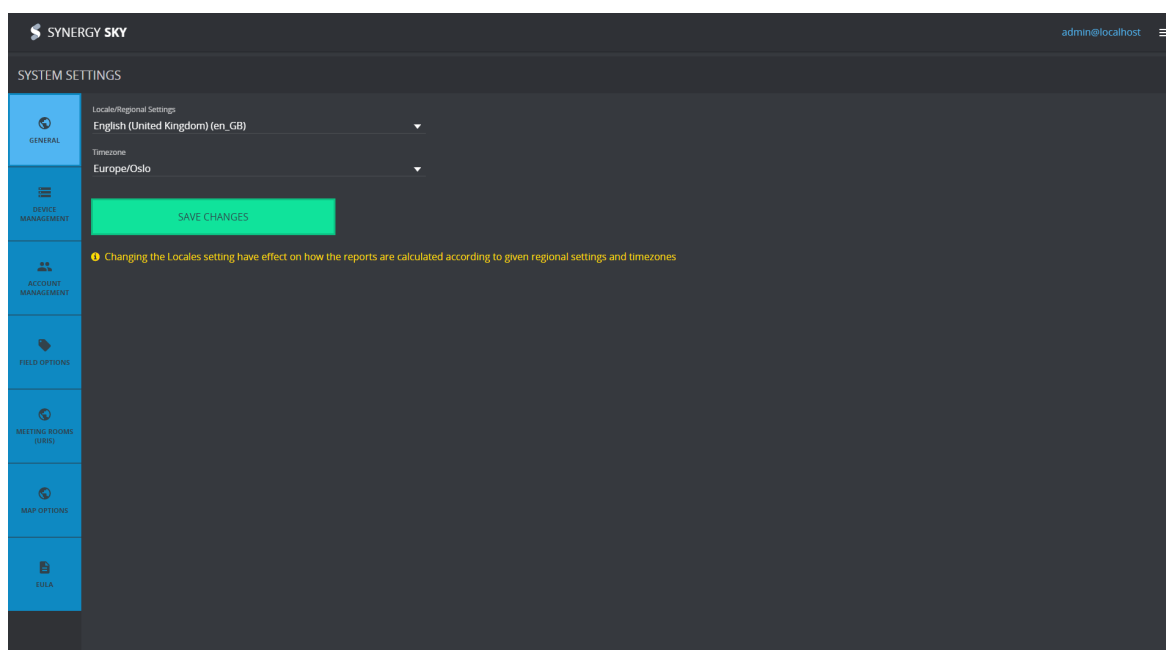
4. Select '7 Services' and take a screenshot

Please attach this information to the support ticket you file with us. If the attachments are too big, you will be provided with a secure upload link once one of our support staff respond to the ticket.

How To: Update Timezone in Reports

Synergy ANALYZE stores all data in UTC time zone. However, report data is presented to the user in the format specified in [System Settings](#). If you would like to change the timezone the reports are presented in, you can do that in the following way:

1. In the Synergy ANALYZE UI, go to System Settings => General. Set the desired timezone.



2. Once the changes are saved, go to the appliance main menu, select '5 Support menu' and then '8 Update Timezone in reports'. The system will then initiate a process that alters the report data and once done all reports will show data in the selected timezone.

