Interaction Edge

Installation and Configuration Guide

For
Model # EDGE-01X0 – 0 span
Model # EDGE-01X1 – 1 span
Model # EDGE-01X2 – 2 span
Model # EDGE-01X4 – 4 span
Model # EDGE-01X8 – 8 span

Interactive Intelligence Customer Interaction Center® (CIC)

Version 2016

Last updated November 13, 2015

(See Change Log for summary of changes.)

Abstract

This document provides essential information for initial installation and configuration of the Interaction Edge appliance. For the latest version of this document, see the Interactive Intelligence product information website (https://my.inin.com/products/edge/Pages/Documentation.aspx).
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Safety instructions

Follow these safety instructions when working with Interaction Edge. These instructions cover the following topics:

Rack mounting considerations ......................................................... 5
Electrical and general safety guidelines ............................................. 5

Important!

Interaction Edge is a network appliance that is permanently sealed. You must not attempt to open it for any repair or modification. Breaking the seal on the appliance automatically voids all warranty and support for the product.

Rack mounting considerations

1. Elevated Operating Ambient Temperature – If the system is installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified.

2. Reduced Airflow – Installation of the equipment in a rack should be such that the amount of airflow required for safe operation of the equipment is not compromised.

3. Mechanical Loading – Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

4. Circuit Overloading - Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on over-current protection and supply wiring.

5. Reliable earthing of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (use of power strips).

Before installing the chassis into a rack:

1. Make sure that the rack is securely anchored onto an unmovable surface or structure before installing the chassis into the rack.

2. Unplug the power cord(s) of the rack before installing the chassis into the rack.

3. Make sure that the system is adequately supported. Make sure that all the components are securely fastened to the chassis to prevent components falling off of the chassis.

4. Be sure to install an AC Power Disconnect for the entire rack assembly. The Power Disconnect must be clearly marked.

5. The rack assembly shall be properly grounded to avoid electrical shock.

6. The rack assembly must provide sufficient airflow to the chassis for proper cooling.

Tip:

For the procedure to install Interaction Edge into a rack, see Unpack and mount Interaction Edge.

Electrical and general safety guidelines

Warning: To avoid potential for an electrical shock hazard, you must provide proper grounding from the chassis to the cabinet frame. Do not attempt to connect power to the system until
1. This product is to be installed in a Restricted Access Location only, such as dedicated equipment rooms, service closets, and so forth.

2. A qualified electrician must perform all connections to AC power and safety grounds, the server must be safety grounded at all time.

3. To avoid potential for an electrical shock hazard, you must provide proper grounding from the chassis to an earth ground. Ground conductor is 12 AWG minimum and is connected from the earth ground stud to the rear of the appliance. The safety ground conductor should be connected to the chassis stud (hexagon green stud) terminated with a closed-loop ring terminal Digikey catalog part number: 920010-09-ND manufactured by 3M (part number MVU10-8RK). Refer to instructions provided with terminals for crimping tool and assembly instructions.

4. Be sure to use power cords that include safety certifications. The power cords must be compliant with the AC voltage requirements in your region. Power cords should be 18 AWG in copper and about 6 feet in length. The power cords connect to each AC power supply unit where each wire is terminated with a lug (Digikey catalog part number: 94774-01-ND).

5. AC power input is at the rear of the system. Connect the AC power cords (terminated with lugs) to the chassis power supply units and connect the other end to a circuit breaker. The circuit breaker shall be Listed, rated max 20A, @ -48Vdc

**Warning:** To avoid electrical shock, check the power cords as follows:

- Use the exact type of power cords as required.
- Be sure to use power cord(s) that include safety certifications.
- The power cord(s) must be compliant with the AC voltage requirements in your region.
- The power cord plug caps must have an electrical current rating that is at least 125% of the electrical current rating of this product.
- The power cord plug caps that plug into the AC receptacles on the power supply units must be an IEC 320, sheet C13, type female connector.
- Plug the Power cord(s) into a socket that is properly grounded before turning on the power.

**Warning:** Follow the guidelines below to avoid possible damages to the system or injury to yourself.

**General electrical safety guidelines**

A readily-accessible disconnect device must be incorporated into the location where Interaction Edge is installed.

- Be aware of the locations of the power switches on the chassis and in the room, so you can disconnect the power supply if an accident occurs.
- Take extra precautionary measures when working with high voltage components. It is not recommended that you work alone.
- Before removing or installing main system components, be sure to disconnect the power first. Turn off the system before you disconnect the power supply.
- Use only one hand when working with powered-on electrical equipment to avoid possible electrical shock.
- Use rubber mats specifically designed as electrical insulators when working with computer systems.
• The power supply units or power cords must include a grounding plug and must be plugged into grounded outlets.

Stop

Danger!
There is a risk of explosion if the CMOS battery is installed inverted or is replaced by an incorrect type of battery. Use only CR2032 3V Lithium batteries. Dispose of used batteries according to the instructions on the battery packaging.

Electric static discharge safety guidelines

Warning: Electrostatic Discharge (ESC) can damage electronic components. To prevent damage to your system, it is important to handle it very carefully. The following measures can prevent ESD damage to critical components:

• Use a grounded wrist strap designed to prevent static discharge.
• Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.
For more Interaction Edge information

Interactive Intelligence product information website

The Interaction Edge product information website contains updates along with other resources related to usage. Each update includes a Readme document that explains new features and fixes included in the update.

The Interaction Edge product information website requires a user name and password for access. If you do not have an Interactive Intelligence account, contact your reseller or Interactive Intelligence sales representative.

The Interaction Edge product information website is at the following address:


Interactive Intelligence newsgroups

Visit the community forum at http://community.inin.com/ to ask questions and gather information regarding Interaction Edge. The Interactive Intelligence Interactive Community is a free and public service provided by Interactive Intelligence to promote an online community devoted to the sharing of ideas and information regarding Interactive Intelligence products. Opinions expressed on the Interactive Community are not those of Interactive Intelligence, and Interactive Intelligence accepts no legal responsibility for their veracity or nature.

Feedback

Submit product feedback and suggestions for Interaction Edge and Interaction Gateway at http://ideas.inin.com. Select the Hardware link to review and promote the ideas of others in the community for Interaction Edge and use Post Idea to submit your own ideas and suggestions.
Overview of Interaction Edge

This section contains the following introductory topics about the Interaction Edge platform:

- What is in the Interaction Edge shipping box? .............................................................9
- Introduction to Interaction Edge ..................................................................................9
- Interaction Edge feature summary ................................................................................10
- Interaction Edge physical description and specifications .............................................11
- Requirements for proper connectivity ........................................................................13

What is in the Interaction Edge shipping box?

Your Interaction Edge package includes the following items:

- One Interaction Edge appliance
- Two power cables
- A product information sheet
- A warning card advising of temperature change limits and other information
- Rack mounting brackets
- Mounting bracket screws

Ensure that all of these parts are available in the box before you proceed.

Introduction to Interaction Edge

Interaction Edge is a hardware appliance that, along with Interaction Gateway software, enables voice and data traffic to be sent over the same network, including IP fax transmissions. It connects T1/E1/ISDN spans from the telephone company (PSTN) or service provider to the LAN. Along with serving as a general telephony gateway, Interaction Edge and Interaction Gateway enable SIP stations, which are defined in the Customer Interaction Center (CIC) server, to communicate with telephones outside of the contact center by using voice over IP (VoIP).

You can use one or more Interaction Edge appliances, including different models, in multiple network configurations. These configurations can use one or more Customer Interaction Center servers, various subsystem servers, and multiple network connections.
Interaction Edge is available in the following models:

- EDGE-01X0 with no TDM spans
- EDGE-01X1 with 1 TDM span (T1 for 23 channels, E1 for 30 channels)
- EDGE-01X2 with 2 TDM spans (T1 for 46 channels, E1 for 60 channels)
- EDGE-01X4 with 4 TDM spans (T1 for 92 channels, E1 for 120 channels)
- EDGE-01X8 with 8 TDM spans (T1 for 184 channels, E1 for 240 channels)

This document applies to all models and indicates any distinctions between models when necessary.

**Interaction Edge feature summary**

Interaction Edge supports the following features:

- **Dual Network Interface Cards (NICs)** – Interaction Edge contains two NICs that enable redundancy, also known as *fallback*, in a single network. If the primary NIC or the network to which it is connected fails, the secondary NIC, using the same IP address, assumes the responsibility for network communications for the Interaction Edge appliance. You are also able to split the teamed NICs into separate functional interfaces for connecting to different networks, customized call routing, and facilitating the sending of different protocols over different interfaces. For more information about splitting the teamed NIC, see [Split teamed network interfaces](#).

- **Customer Interaction Center software product hosting** – Interaction Edge can host both Interaction Media Server 4.0 and 20nn Rn, and Interaction SIP Proxy 4.0 R2 and 20nn Rn. This feature is available on the following Interaction Edge models:
  - 01x0
  - 01x1
  - 01x2

**Important!**

If Interaction Media Server and Interaction SIP Proxy are both installed on Interaction Edge, you must apply only those updates that are produced specifically for Interaction Edge. Updates for these software products have a filename prefix of `EDGE` and an `.MSP` or `.MSI` extension.
When hosted on the Interaction Edge appliance, Interaction Media Server and Interaction SIP Proxy communicate through IP addresses and port numbers, not through any internal mechanism. This method ensures that you can use protocol tracing, also known as packet capture, to view the communications between these applications, Interaction Gateway, and Interaction Edge.

- **Intelligent Platform Management Interface (IPMI)** – This interface enables you to remotely monitor the system status and manage it independently from the operating system.

  **Important!**
  To use IPMI, you must connect the **DIAG** port and the **NIC1** port on the front of the Interaction Edge appliance to one or more networks.

- **LCD interface** – Interaction Edge possesses an LCD panel that displays statistics, status, and enables you to configure the unit, such as setting a static IPv4 address.

- **Ease of IP address setup** – Interaction Edge requires only one IPv4 address for communications. By default, Interaction Edge uses DHCP to acquire an IP address. Alternatively, you can configure Interaction Edge to use a static IP address.

- **Internal USB drive** – Interaction Edge contains an internally-mounted USB drive that contains the factory default settings. You can use this feature to restore the settings that this appliance had when it arrived at your location.

- **Form factor** – Interaction Edge is packaged in a 17-inch, router-size, 1U chassis. This chassis is designed for reduced noise generation and improved airflow. All network and TDM connection ports are on the front, providing straightforward and easily accessible cable connections. You can mount Interaction Edge in a rack or you can place it on a flat surface, such as a shelf.

- **Dual, redundant power supplies** – To ensure that Interaction Edge remains functional on a consistent basis, it contains two redundant power supply units.

- **International Certifications** – Certifications and approvals for Telephony, Safety, Emissions, and Packaging have been obtained to allow Interaction Edge to be sold into many countries in the world including all EU countries. For a complete list of countries in which Interaction Edge can be sold, send an e-mail message to **ProductManagement@inin.com**.

- **Independent operation** – Interaction Edge does not require a keyboard, mouse, or monitor to be attached.

- **Web interfaces** – You can configure Interaction Edge with a web browser. Open a web browser and navigate to the IP address of the Interaction Edge appliance. You can also directly access the web interfaces for Interaction Gateway, Interaction Media Server (if installed and started), and Interaction SIP Proxy (if installed and started). Each product uses specific HTTP and HTTPS as displayed in the following table:

<table>
<thead>
<tr>
<th>Product</th>
<th>HTTP port</th>
<th>HTTPS port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interaction Edge</td>
<td>8081</td>
<td>443</td>
</tr>
<tr>
<td>Interaction Gateway</td>
<td>8082</td>
<td>444</td>
</tr>
<tr>
<td>Interaction SIP Proxy</td>
<td>8080</td>
<td>442</td>
</tr>
<tr>
<td>Interaction Media Server</td>
<td>8083</td>
<td>446</td>
</tr>
</tbody>
</table>

Other specifications and features are listed in other sections of this document.

**Interaction Edge physical description and specifications**

This section illustrates and describes the front and back side controls, ports, interface controls, and indicators on Interaction Edge.
### Interaction Edge front side

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>LCD panel – displays status and diagnostic messages.</td>
</tr>
<tr>
<td>B</td>
<td>LCD panel buttons - Use these buttons to navigate menus, check system status, and edit field values</td>
</tr>
<tr>
<td>C</td>
<td>Soft power switch</td>
</tr>
<tr>
<td>D</td>
<td>USB ports</td>
</tr>
<tr>
<td>E</td>
<td>Diagnostic Port for IPMI</td>
</tr>
<tr>
<td>F</td>
<td>Network Interface Card (NIC) ports</td>
</tr>
<tr>
<td>G</td>
<td>Time-Division Multiplexer (TDM) ports @ 120 Ω</td>
</tr>
<tr>
<td>H</td>
<td>Power Supply Unit (PSU) status indicator – This indicator is off when both PSUs are operating normally. If one of the PSUs fails or is not installed, this indicator displays a flashing green light.</td>
</tr>
</tbody>
</table>

### Interaction Edge back side

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Top cover screws</td>
</tr>
<tr>
<td>B</td>
<td>Fan exhaust openings</td>
</tr>
<tr>
<td>C</td>
<td>(2) 100 - 240v~1A AC power supply</td>
</tr>
<tr>
<td>D</td>
<td>Grounding connector</td>
</tr>
<tr>
<td>E</td>
<td>Power supply &quot;hot swap&quot; latches</td>
</tr>
<tr>
<td>F</td>
<td>Power supply handles</td>
</tr>
<tr>
<td>G</td>
<td>Power supply status indicators</td>
</tr>
<tr>
<td>H</td>
<td>Power supply alarm silence button</td>
</tr>
</tbody>
</table>
Interaction Edge dimensions

All Interaction Edge models have the same physical dimensions:

- **Width:** 17 7/16 inches (43.3 cm)
- **Height:** 1 7/8 inches (4.8 cm)
- **Depth:** 16 ¼ inches (41.3 cm)

Interaction Edge environment specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature range</td>
<td>0° to 35°C; 32° to 95°F</td>
</tr>
<tr>
<td>Non-operating temperature range</td>
<td>-20° to 70°C; -4° to 158°F</td>
</tr>
<tr>
<td>Relative humidity</td>
<td>Operating: 20% to 80% @ 30°C (86°F)</td>
</tr>
<tr>
<td></td>
<td>Non-operating: 10% to 90%</td>
</tr>
<tr>
<td>Acoustic noise (max)</td>
<td>53dB (office)</td>
</tr>
<tr>
<td>Weight (typical)</td>
<td>7.8 kilograms (17.2 pounds)</td>
</tr>
</tbody>
</table>

Interaction Edge power specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC input for power supply</td>
<td>100 – 240V 50/60Hz 4-2A per cord</td>
</tr>
<tr>
<td>Fuse rating</td>
<td>T5A / 250V</td>
</tr>
<tr>
<td>DC output</td>
<td>275 watts</td>
</tr>
</tbody>
</table>

Requirements for proper connectivity

This section provides the requirements and planning that you must complete before you attempt to connect Interaction Edge to lines from the telephone company.

Determine connection type

Contact the telephone company that will be providing Public Switched Telephone Network (PSTN) lines and inquire about the connections types that it will be distributing to your location. The following list provides some of the connection types that are available:

- T1 (North America, Japan, and South Korea)
- E1 (All other locations)
- ISDN PRI

Determine the associated protocols

Different connection types support different protocols. Each of these protocols has specific features. Contact the telephone company and acquire a list of the available protocols for your connection type. Then, determine which features you want to have available in your contact center. This process enables you to determine which connection type and protocol best suits your needs. For a list of supported protocols, see *Interaction Gateway Administrator's Guide*.

RJ-48C wiring diagrams

If you want to build your own cables to connect the Interaction Edge RJ-48C trunk ports to the TELCO connections, use the following wire-to-pin designations:
- **T1/E1/ISDN PRI Cross-over wiring diagram** – Most TELCO connections require this type of cable between the connections and Interaction Edge.

  ![Cross-over Wiring Diagram]

<table>
<thead>
<tr>
<th>Pin</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>NC</td>
</tr>
<tr>
<td>7</td>
<td>NC</td>
</tr>
<tr>
<td>6</td>
<td>NC</td>
</tr>
<tr>
<td>5</td>
<td>XMT_TIP</td>
</tr>
<tr>
<td>4</td>
<td>XMT_RING</td>
</tr>
<tr>
<td>3</td>
<td>NC</td>
</tr>
<tr>
<td>2</td>
<td>RCV_TIP</td>
</tr>
<tr>
<td>1</td>
<td>RCV_RING</td>
</tr>
</tbody>
</table>

- **T1/E1/ISDN PRI Straight-through wiring diagram** – Use this type of cable between the TELCO connections and Interaction Edge only if the Network Interface Unit (NIU), Smart Jack, or TELCO equipment possesses an internal cross-over feature.

  ![Straight-through Wiring Diagram]

<table>
<thead>
<tr>
<th>Pin</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>NC</td>
</tr>
<tr>
<td>7</td>
<td>NC</td>
</tr>
<tr>
<td>6</td>
<td>NC</td>
</tr>
<tr>
<td>5</td>
<td>XMT_TIP</td>
</tr>
<tr>
<td>4</td>
<td>XMT_RING</td>
</tr>
<tr>
<td>3</td>
<td>NC</td>
</tr>
<tr>
<td>2</td>
<td>RCV_TIP</td>
</tr>
<tr>
<td>1</td>
<td>RCV_RING</td>
</tr>
</tbody>
</table>
Interaction Edge setup

This section contains the following topics:

- Install Interaction Edge
- Start Interaction Edge
- Establish the IPv4 address of Interaction Edge
- Establish the IP address of the IPMI
- Start additional product servers on Interaction Edge
- Apply the latest Interaction Edge updates

**Note:**
Interactive Intelligence recommends that you read all instructions in this section to determine the best way to proceed with your installation of Interaction Edge.

**Install Interaction Edge**

The installation of Interaction Edge requires the following tasks:

- **Unpack and mount Interaction Edge**
- **Connect the cables to Interaction Edge**

**Warning:**
Ensure that you have configured your rack assembly and its surrounding environment according to the guidelines in Rack mounting considerations.

**Unpack and mount Interaction Edge**

1. Decide on a suitable location for the rack unit that will hold Interaction Edge. It should be situated in a clean, dust-free area that is well-ventilated. Avoid areas where heat, electrical noise, and electromagnetic fields are generated. You must also place it near a grounded power outlet.

2. Choose a setup location. You must remember the following needs of Interaction Edge when choosing the location where it will reside:
   - Leave approximately 30 inches of clearance in the back of the rack to allow for sufficient airflow and ease of servicing.
   - You should only install this product in a Restricted Access Location, such as dedicated equipment rooms or service closets.

3. Consider the following rack precautions:
   - Ensure that the leveling jacks on the bottom of the rack are fully extended to the floor with the full weight of the rack resting on them.
   - In a single rack installation, ensure that stabilizers are attached to the rack.
   - In multiple rack installations, ensure that the racks are coupled together.
   - Always make sure that the rack is stable before extending a component from the rack. You should never extend more than one component at a time as extending two or more components simultaneously can cause the rack to become unstable.

4. Attach the provided mounting brackets to the Interaction Edge chassis with the provided screws.
   There are multiple methods with which you can install the mounting brackets:
- Flush with front:

- Recessed:

- Midpoint:

**Important!**
Always use a screw in the last position (farthest from the front face of the bracket) to ensure that the mounting bracket is fastened securely to the Interaction Edge chassis. Failure to do so can result in wear or damage to the chassis, which can then cause a change in its mounted angle or separation from the mounting brackets.

5. **Install the system into a rack.**

To mount the system into a rack, screw the faceplate of each mounting bracket on the Interaction Edge chassis directly to the front of the rack.

**Important!**
Ensure that you use two screws for each bracket faceplate.
Connect the cables to Interaction Edge

After you have mounted Interaction Edge into a rack or placed it on a shelf, you must connect the necessary cables for successful operation. The exact number and type of cables that you connect is dependent on your telephony system. To connect the necessary cables, refer to the following table:

<table>
<thead>
<tr>
<th>Cable</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethernet cables</td>
<td>Plug a category 5 (CAT5) or better network cable into the left Interaction Edge NIC port (NIC1) and then connect the available end to a 100Base-T or 1000Base-T network switch.</td>
</tr>
<tr>
<td></td>
<td>Note: Interactive Intelligence recommends that you connect both NIC ports to the network for fallback situations or, if you split the teamed NIC, for connections to separate networks.</td>
</tr>
<tr>
<td></td>
<td>Plug a CAT5 or better network cable into the DIAG port and then connect the available end to a 100Base-T or 1000Base-T network switch.</td>
</tr>
<tr>
<td>AC power cables</td>
<td>Plug the power cables into each socket on the back of the Interaction Edge appliance. There are two redundant power supplies in Interaction Edge.</td>
</tr>
<tr>
<td>Time-Division Multiplexer (TDM) cables</td>
<td>Plug the cable with RJ-48C connectors into the top-left available TDM port on the Interaction Edge appliance. You must connect subsequent TDM cables to the next sequential port (top-to-bottom, left-to-right), as displayed in the following diagram:</td>
</tr>
<tr>
<td></td>
<td>Note: If you use E1 spans, you must change the default span setting on the Settings-Administration page in the Interaction Gateway web interface.</td>
</tr>
</tbody>
</table>

Start Interaction Edge

After you have unpacked, installed, and connected the necessary cables to Interaction Edge, you can turn it on by connecting the power cables to a power source.

When you start Interaction Edge for the first time, the LCD panel displays the following series of messages:

1. Interactive Intelligence
2. Service Starting...
3. Init System...
4. Init Resources...
5. **Opening Spans...**

Note:
Initialization of Interaction Edge can take a few minutes.

Once the spans have been opened, the LCD panel displays **Interaction Edge** and the Interactive Intelligence logo, which indicate that the system is ready for operation.

**Establish the IPv4 address of Interaction Edge**

You can use the following methods to assign an IPv4 address to an active Interaction Edge appliance:

- **Use a DHCP server to assign the Interaction Edge IPv4 address**
- **Assign the Interaction Edge IPv4 address through the web interface**
- **Assign the Interaction Edge IPv4 address through the LCD panel**

Note:
If you have trouble establishing an IP address for Interaction Edge, see *What if Interaction Edge network configuration fails?*

**Use a DHCP server to assign the Interaction Edge IPv4 address**

Note:
If your network environment has a DHCP server, Interaction Edge automatically acquires an IPv4 address.

1. Press and briefly hold the upper left LCD panel control button, as shown below. This displays the IPv4 address that was automatically assigned to Interaction Edge when it started.

2. Write down this IPv4 address and enter it in the address field of a web browser to log on to the Interaction Edge web interface.

**Assign the Interaction Edge IPv4 address through the web interface**

You can assign a static IPv4 address to Interaction Edge by using the web interface.

Important!
To do this procedure, you must first allow Interaction Edge to receive an IPv4 address through DHCP. If you do not have a DHCP server in your network, you must assign the IPv4 address through the procedure, **Assign the Interaction Edge IPv4 address through the LCD panel**.

1. Connect Interaction Edge to your network using a category 5 (CAT5) or better Ethernet network cable.
2. Start the Interaction Edge appliance.
3. After approximately five minutes, press and hold the upper left LCD panel button to view the IPv4 address that was assigned by your DHCP server to the Interaction Edge appliance.
4. Using a remote computer, open a web browser and navigate to the IPv4 address that was displayed on the LCD panel for the Interaction Edge appliance. A dialog box is displayed that prompts you for the user name and password.

5. In the displayed dialog box, enter the following information and select the **OK** button:
   - **User name:** admin
   - **Password:** 1234

   The **Status-System** page is displayed.

   ![Status-System page](image)

6. Select the **Settings** icon in the upper right corner of the page.

   The **Settings-System** page is displayed.

7. If you have split the network interfaces to be separate and not teamed, use the **Network Adapter** list box to select the network interface for which you want to set the IP address. Otherwise, continue to the next step.

8. In the **Address Type** list box, select **Static IP**.

9. In the **IP Address** box, enter the static IPv4 address that you want to assign to the selected NIC in the Interaction Edge appliance.

10. In the **Subnet Mask** box, enter the appropriate sub-network identifier.

11. In the **Default Gateway** box, enter the IPv4 address of the device through which Interaction Edge will send communications to the IP-based network.

12. To enable DNS lookup and resolution, enter the IP addresses of the primary and secondary DNS servers in the **Preferred DNS Server** and **Alternate DNS Server** boxes.

13. If you want to use short host names through Interaction Edge, supply the DNS suffix of the network domain in the **DNS Suffix** box.

   Interaction Edge appends the character string in the **DNS Suffix** box to any short host name that it attempts to contact.

14. Enable the **Reboot Interaction Edge** check box at the bottom of the page.

15. Select the **Apply** button.

   Interaction Edge restarts and uses the static IPv4 address that you configured.
The Interaction Edge installation and configuration is complete and you are ready to begin the initial configuration of the Interaction Gateway software.

**Assign the Interaction Edge IPv4 address through the LCD panel**

This procedure sets the IP address for the NIC1 interface of Interaction Edge. If you have split the teamed network interfaces, you must use the Interaction Edge web UI to set the IP address of NIC2. For more information about setting the IP address of NIC2 in a split network interface configuration, see [Assign the Interaction Edge IPv4 address through the web interface](#).

**Note:**
If you do not have a DHCP server, you must manually assign an available static IPv4 address through the LCD panel.

1. Press and release the lower right button to enter the **Configuration** menu.
   
   The LCD Panel displays **Status About**.
2. Press the lower right button to display **Settings System** in the LCD panel.
3. Press the upper left button to enter the **Settings System** configuration menu.
   
   The **Machine Name** menu item is displayed.
4. Press the lower right button until the **Address Type** menu item is displayed.
5. Press the upper left button to edit the **Address Type** menu item.
6. Press the lower right button until **Static IP** is displayed.
7. Press the upper left button to confirm **Static IP** as the **Address Type**.
8. Press the lower right button once to display the **Host IP Address** menu item.
9. Press the upper left button to edit the IPv4 address.
10. Move the cursor along the IPv4 address by using the upper left and upper right buttons. Once you reach a digit that you want to change, proceed to the next step.
11. Use the lower left and lower right buttons to change the digit.

**Note:**
When you are changing digits, you can only move between 0 (zero) and 9. The sequence of digits does not restart to the beginning or the end of the list. For example, if the current digit is 9 and you attempt to go to the next higher number, 0 (zero) is not displayed; only 9, as it is the end of the digit sequence.

12. When you have finished configuring the IPv4 address, move the cursor to the right—using the upper right LCD panel button—until a check mark is displayed in the LCD panel button icons.
13. Press the upper left button, which corresponds to the check mark icon in the LCD panel, to confirm the change. If you want to cancel your changes, press the lower left button, which corresponds to the X icon in the LCD panel.
14. Press the lower left button to return to the **Settings System** menu.
15. Press the lower right button to scroll to the **Apply** menu item.
16. Press the upper left button, which corresponds to the check mark icon in the LCD panel, to confirm.
   
   Interaction Edge restarts and the static IP address is assigned to NIC1.
Important!

If you exit the **Settings System** menu without applying the change, the IP address procurement process reverts to DHCP.

You have successfully set Interaction Edge to a static IPv4 address.
Establish the IP address of the IPMI

Interaction Edge has an Intelligent Platform Management Interface (IPMI). This interface enables you to view statistics, configure IMPI settings, control the power state of the appliance, and remotely use the Interaction Edge operating system.

**Important!**
To use IPMI, you must connect the **DIAG** port and the **NIC1** port on the front of the Interaction Edge appliance to one or more networks.

Use a DHCP server to assign the IPMI IP address

By default, the IPMI port is set to obtain an IP address from a Dynamic Host Control Protocol (DHCP) server. The IPMI cannot obtain the IP address until you connect category 5 or better Ethernet network cables to the **DIAG** and **NIC1** ports on the front of the Interaction Edge appliance and then connect those cables to your network.

Configure the IPMI IP address settings manually

**Note:**
If you do not use a DHCP server in your network environment, you must do this procedure to set a static IP address.

1. Using a remote computer, open a web browser and navigate to the IPv4 address of the Interaction Edge appliance.
   
   A dialog box is displayed that prompts you for the user name and password.

2. In the displayed dialog box, enter the system administrator user name and password, and select the **OK** button.
   
   The **Status-System** page is displayed.

3. In the upper right corner of the page, select the **Settings** icon.
   
   The **Settings-System** page is displayed.

4. Using the controls in the **Diagnostic Port Settings** area, enter the appropriate information for the IPMI NIC.

   **Note:**
   For descriptions of the controls in the **Diagnostic Port Settings** area, see **Interaction Edge Help**.

5. When you finish configuring IP address settings for the IPMI NIC, select the **Apply** button at the bottom of the page.

Start additional product servers on Interaction Edge

Interaction Edge models 01X0, 01X1, and 01X2 include the following Interactive Intelligence products:

- Interaction SIP Proxy Server
- Interaction Media Server
Note:

To use these products, you must purchase and install the appropriate licenses. By default, these products are not configured to start automatically when Interaction Edge starts. If you plan to install the license for these products, you must first start each product with this procedure.

Caution!

If you are using a release of Interaction Media Server 4.0 prior to SU5 hosted on Interaction Edge models 01x1 (1 TDM span) or 01x2 (2 TDM spans), do not configure Interaction Media Server to use all CPU cores on the Interaction Edge appliance for processing interactions. Interaction Edge hosts other systems, such as Interaction Gateway, Interaction SIP Proxy, and the drivers for the components that connect to TDM spans. Conflicts in CPU core usage can result in irresponsiveness, instability critical process failures, and complete failure of the Interaction Edge appliance.

In the Interaction Media Server web interface, you must enable only the following CPU cores to support Interaction Media Server media engines:

- 1
- 2
- 5
- 6

If you change the CPU core usage configuration, you must restart the Interaction Edge appliance for the changes to take effect. The Interaction Edge edition of Interaction Media Server 4.0 SU5 or later disables your ability to modify the CPU core usage configuration. The CPU core assignments for all applications and services are now controlled internally by Interaction Edge. Also with the Interaction Edge edition of Interaction Media Server 4.0 SU5 or later, the following fields in the Interaction Media Server web interface are now read-only:

- ASR Worker Max. Work Ratio
- ASR Worker Thread Priority
- ASR Worker Max. Threads
- Media Engine CPU Mask
- Media Engine Load Limit
- Media Engine Selection Algorithm
- Media Engine Thread Priority
- Media Engine UDP Sender Loopback
- Allow Hyper Threaded Media Engines
- Max Number of Media Engines (0: one per CPU)
- Min Scheduler Latency [ms]
- Process Priority Class

1. On a remote personal computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   The Authentication Required dialog box is displayed.

2. In the Authentication Required dialog box, enter the administrator credentials for this Interaction Edge appliance and select the OK button.
Note:
The default administrator user name and password are admin and 1234.

The Status-System page is displayed.

3. For the product that you want to start, select the associated expandable button next to the product name in the Services list.

4. In the viewable area under the product name, select the Start button.
   The product service is started.

5. After the service starts, select the associated Configure hyperlink on the right side of the row.
   The web interface for the selected product is displayed.

6. In the upper right corner of the page, select the Help icon.

7. Use the displayed documentation to install the license file for the selected product.
   When you selected the Start button for the product, Interaction Edge changed the product service to start automatically when Interaction Edge restarts.

8. If you purchased a license for an additional product, repeat this procedure for that product.

Apply the latest Interaction Edge updates

Periodically, Interactive Intelligence releases updates that contain new features and fix identified problems in the Interaction Edge appliance or its hosted software products.

Important!
The latest information on updates for Interaction Edge and its hosted software products is available in the Interaction Edge Updates whitepaper on the Interaction Edge product information website (http://my.inin.com/products/edge/pages/default.aspx).
**Note:**

The internal components of the Interaction Edge appliance are not upgradeable. Opening the Interaction Edge appliance to add, remove, or replace any internal component violates the terms of the warranty. Interactive Intelligence will not provide technical support for an Interaction Edge appliance for which the warranty terms have been violated.

If Interactive Intelligence produces a new appliance product that replaces Interaction Edge, a refresh program will be available. The refresh program enables existing Interaction Edge customers to purchase the new replacement product at a discount. The refresh process requires that you return the replaced product to Interactive Intelligence.
Optional Interaction Edge configuration

This section contains the following topics:

- Change network settings .................................................. 27
- Split teamed network interfaces ........................................ 27
- Join split network interfaces ............................................. 29
- Configure time settings .................................................... 30
- Change diagnostic port (IPMI) network settings .................... 31
- Configure SNMP ............................................................. 31
- Manage Interaction Edge restore points ............................... 32
- Administrator accounts ................................................... 34
- Change FTP account credentials ....................................... 36

Change network settings

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
   The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the Log in button.

   The Status-System page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the Settings icon.

   The Settings-System page is displayed.

4. In the Network Settings area, make the necessary configuration changes.

   **Note:**
   You can find descriptions of each control and its settings in Interaction Edge Help. Select the Help icon in the upper right corner of the page.

5. After you have made the necessary changes, select the Apply button at the bottom of the page.

   Interaction Edge saves your changes to the configuration.

   **Tip:**
   Select the Cancel button at the bottom of the page to discard any changes you made since you last selected the Apply button.

Split teamed network interfaces

Splitting the teamed Ethernet network interfaces on the Interaction Edge appliance enables you to have separate connections for connecting to two different networks, VLANs, or routing calls or media through different interfaces. Note that splitting the teamed Ethernet network interfaces disables any redundant functionality if the primary NIC fails.

**Important!**

Disabling the team NICs requires a restart of the Interaction Edge appliance. Ensure that it is not servicing calls when you do this procedure so that you avoid disconnecting any active calls.

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.
2. When prompted, supply the administrator credentials and select the **Log in** button. The **Status-System** page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the **Settings** icon. The **Settings-System** page is displayed.

4. In the **Network Settings** area, select the **Disable Teaming** button.

   Interaction Edge prompts you to confirm the action.

   Interaction Edge notifies you of a pending restart of the appliance.

5. Select the **Confirm** button.

6. Select the **OK** button to restart the appliance immediately.

7. Wait approximately five minutes to ensure that the Interaction Edge appliance and any hosted services have started.
Optional Interaction Edge configuration

8. Open a web browser and navigate to the IP address of the Interaction Edge appliance.

9. When prompted, supply the administrator credentials and select the Log in button.

   The Status-System page of the Interaction Edge interface is displayed.

10. In the upper right corner of the page, select the Settings icon.

   The Settings-System page is displayed.

11. In the Network Settings area, ensure that two network interfaces are present in the Network Adapter list box.

Join split network interfaces

**Important!**
Joining the separate NICs as a team requires a restart of the Interaction Edge appliance. Ensure that it is not servicing calls when you do this procedure so that you avoid disconnecting any active calls.

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
   The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the Log in button.

   The Status-System page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the Settings icon.

   The Settings-System page is displayed.

4. In the Network Settings area, select the Enable Teaming button.

Interaction Edge prompts you to confirm the action.
5. Select the **Confirm** button.
   Interaction Edge makes the requested change and restarts.

6. Wait approximately five minutes to ensure that the Interaction Edge appliance and any hosted services have started.

7. Open a web browser and navigate to the IP address of the Interaction Edge appliance.

8. When prompted, supply the administrator credentials and select the **Log in** button.
   The **Status-System** page of the Interaction Edge interface is displayed.

9. In the upper right corner of the page, select the **Settings** icon.
   The **Settings-System** page is displayed.

10. In the **Network Settings** area, ensure that only one network interface is present in the **Network Adapter** list box.

**Configure time settings**

**Note:**
Interaction Edge synchronizes the system clock with an NTP server for the following events:
- During the Interaction Edge start sequence
- Once a week during operations
- When you select the **Synchronize** button in the Interaction Edge **Settings-System** web interface

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
   The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the **Log in** button.
   The **Status-System** page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the **Settings** icon.
   The **Settings-System** page is displayed.

4. In the **System Time** area, make the necessary configuration changes.

   **Note:**
   You can find descriptions of each control and its settings in Interaction Edge Help. Select the **Help** icon in the upper right corner of the page.

5. After you have made the necessary changes, select the **Apply** button at the bottom of the page.
   Interaction Edge saves your changes to the configuration.
Tip:
Select the Cancel button at the bottom of the page to discard any changes you made since you last selected the Apply button.

Change diagnostic port (IPMI) network settings
1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   Note:
The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the Log in button.
The Status-System page of the Interaction Edge interface is displayed.
3. In the upper right corner of the page, select the Settings icon.
The Settings-System page is displayed.
4. In the Diagnostic Port Settings area, make the necessary configuration changes.

   Note:
You can find descriptions of each control and its settings in Interaction Edge Help. Select the Help icon in the upper right corner of the page.

5. After you have made the necessary changes, select the Apply button at the bottom of the page.
Interaction Edge saves your changes to the configuration.

   Tip:
Select the Cancel button at the bottom of the page to discard any changes you made since you last selected the Apply button.

Configure SNMP
1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   Note:
The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the Log in button.
The Status-System page of the Interaction Edge interface is displayed.
3. In the upper right corner of the page, select the Settings icon.
The Settings-System page is displayed.
4. On the left side of the page, select the Snpmp tab.
The Settings-Snpmp page is displayed.
5. Make the necessary configuration changes.
Note:
You can find descriptions of each control and its settings in Interaction Edge Help. Select the Help icon in the upper right corner of the page.

6. After you have made the necessary changes, select the Apply button at the bottom of the page. Interaction Edge saves your changes to the configuration.

Tip:
Select the Cancel button at the bottom of the page to discard any changes you made since you last selected the Apply button.

Manage Interaction Edge restore points

A restore point is an archive of the operating system, configuration, and files on the Interaction Edge appliance at a specific point in time. The restore points feature enables you to return these components of the Interaction Edge appliance to a previous state. For example, if you make multiple configuration changes that cause Interaction Edge to stop functioning normally, you can retrieve a restore point to return Interaction Edge to its previous operational state. You can create and retrieve restore points manually through the Interaction Edge web interface.

Note:
Interaction Edge creates restore points automatically when you apply Interaction Edge/Interaction Gateway updates. Interaction Edge does not create restore points when you apply updates for Interaction SIP Proxy or Interaction Media Server. Interaction Edge does not create restore points when you apply patches for Interaction Edge/Interaction Gateway.

All Interaction Edge restore points are built upon a base image. The base image is a restore point upon which subsequent restore points are based. Setting a base image on Interaction Edge captures the current state of the operating system, configuration, and files, and deletes all existing restore points. Each restore point that you or Interaction Edge creates contains the changes between the current state of the components on the Interaction Edge appliance and that of the base image.

Interaction Edge supports a maximum number of eight restore points. Once Interaction Edge reaches this maximum number of restore points, it no longer creates restore points when you apply updates. To correct this situation, you must create a new base restore point, which deletes all existing restore points.

Important!
You cannot reverse the application of a restore point. Also, when you apply a restore point, Interaction Edge deletes all subsequent restore points in the list. For example, if the Restore Point Retrieve list box contains four restore points, applying the second restore point deletes the third and fourth restore points from the list.

- #1 (Wednesday, May 23, 2012)
- #2 (Friday, May 25, 2012)
- #3 (Wednesday, June 13, 2012)
- #4 (Thursday, September 6, 2012)

Create an Interaction Edge restore point

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.
Optional Interaction Edge configuration

2. When prompted, supply the administrator credentials and select the **Log in** button.
   
   The **Status-System** page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the **Settings** icon.

   The **Settings-System** page is displayed.

4. On the left side of the page, select the **Updates** tab.

   The **Settings-Updates** page is displayed.

5. Ensure that the **Restore Point Layer Usage** data indicates that a layer is available.

   **Important!**
   
   If Interaction Edge is using all restore point layers, you must create a new base restore point, which is a manual process. The manual creation of a base restore point removes all previously saved restore points. You cannot delete specific restore points from the **Restore Point Retrieve** list box.

6. In the **Restore Point Management** area, enter a brief description in the **User Restore Point Save** box.

   **Tip:**
   
   You do not need to specify a date in the **User Restore Point Save** box. Interaction Edge adds this information automatically.

7. Select the **Save** button that is located to the right of the **User Restore Point Save** box.

   Interaction Edge creates the restore point.

### Retrieve an Interaction Edge restore point

**Caution!**

Retrieving a restore point removes all subsequent restore points and software changes, such as updates and patches, which you applied after the creation date of the restore point. In such a situation, you must reapply updates and patches.

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
   
   The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the **Log in** button.

   The **Status System** page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the **Settings** icon.

   The **Settings-System** page is displayed.

4. On the left side of the page, select the **Updates** tab.

   The **Settings-Updates** page is displayed.

5. In the **Restore Point Retrieve** list box of the **Restore Point Management** area, select the restore point that you want to apply to Interaction Edge.
6. To the right of the **Restore Point Retrieve** list box, select the **Apply** button.

   Interaction Edge applies the selected restore point to the operating system files, configuration, and data and restarts automatically. All subsequent applications of release updates will create restore points built upon this base image.

   For more information about the controls in the **Restore Point Management** area, see *Interaction Edge Help*.

**Administrator accounts**

The Interaction Edge appliance can host the following software systems:

- Interaction Edge web interface (all models)
- Intelligent Platform Management Interface (IPMI) (all models)
- Interaction Gateway (supported on models 01X1, 01X2, 01X4, 01X8)
- Interaction Media Server (supported on models 01X0, 01X1, 01X2)
- Interaction SIP Proxy (supported on models 01X0, 01X1, 01X2)

Each of these systems has an interface through which you can log on using the user name and password for an account. The following table provides the interfaces through which you define the different accounts for these systems:

<table>
<thead>
<tr>
<th>System</th>
<th>User account defined in</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interaction Edge(^1)</td>
<td>Interaction Gateway web interface</td>
</tr>
<tr>
<td>(models 01X1, 01X2, 01X4, 01X8)</td>
<td><strong>Settings</strong>&lt;br&gt;<strong>Administration</strong>&lt;br&gt;Gateway Web Administrator Account&lt;br&gt;Gateway Web Restricted Account</td>
</tr>
<tr>
<td>Interaction Edge</td>
<td>Interaction Edge web interface</td>
</tr>
<tr>
<td>(model 01X0)</td>
<td><strong>Settings</strong>&lt;br&gt;<strong>Administration</strong>&lt;br&gt;Edge Web Administrator Account&lt;br&gt;Edge Web Restricted Account</td>
</tr>
<tr>
<td>Interaction Gateway</td>
<td>Interaction Gateway web interface</td>
</tr>
<tr>
<td></td>
<td><strong>Settings</strong>&lt;br&gt;<strong>Administration</strong>&lt;br&gt;Gateway Web Administrator Account&lt;br&gt;Gateway Web Restricted Account</td>
</tr>
</tbody>
</table>

**Important!**

Interaction Edge model 01X0 does not support or host Interaction Gateway. For the 01X0 model, the Interaction Edge web interface displays custom sets of controls that enable you to define the web accounts that you use to log on to the Interaction Edge web interface.
IPMI

<table>
<thead>
<tr>
<th>Interaction Edge web interface</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Settings</strong></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
</tr>
<tr>
<td><strong>System Administrator Account</strong></td>
</tr>
</tbody>
</table>

Interaction Media Server

<table>
<thead>
<tr>
<th>Interaction Media Server web interface</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Config</strong></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
</tr>
<tr>
<td><strong>Change Login Credentials</strong></td>
</tr>
</tbody>
</table>

Interaction SIP Proxy

<table>
<thead>
<tr>
<th>Interaction SIP Proxy web interface</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Config</strong></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
</tr>
<tr>
<td><strong>Change Login Credentials</strong></td>
</tr>
</tbody>
</table>

1 Interaction Edge models 01X1, 01X2, 01X4, and 01X8 validate log on attempts to the Interaction Edge web interface against the web accounts defined for Interaction Gateway.

The method of defining administrator accounts for Interaction Edge, Interaction Gateway, and IPMI are different than the method for Interaction Media Server and Interaction SIP Proxy. The following diagram displays how you use an account defined in one of these products to log on to another product:
Change system administrator credentials

The system administrator account user name is **ADMIN** and the default password is **1234**. Use these credentials to log on to the IPMI.

**Important!**
Interactive Intelligence recommends that you change the administrator account credentials from the default values to ensure system security.

**Important!**
The **System Administrator Account** credentials are not the credentials that you use to log on to the Interaction Edge web interface. The Interaction Edge web interface uses the credentials that you define through the Interaction Gateway web interface. For more information, see *Interaction Gateway Administrator's Guide*.

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the **Log in** button.

   The **Status System** page of the Interaction Edge interface is displayed.

3. In the upper right corner of the page, select the **Settings** icon.

   The **Settings-System** page is displayed.

4. On the left side of the page, select the **Administration** tab.

   The **Settings-Administration** page is displayed.

5. In the **User Name** box of the **System Administrator Account** area, enter a string of characters as the identifier of this account.

6. In the **New Password** box, enter a password for this administrative account.

7. In the **Confirm New Password** box, re-enter the password to ensure that it is set correctly.

8. At the bottom of the page, select the **Apply** button.

Change FTP account credentials

The default FTP account user name is **iguser** and the default password is **Fetchlogs**.

**Important!**
Interactive Intelligence recommends that you change the FTP account credentials from the default values to ensure security.

1. On a computer, open a web browser and navigate to the IP address of the Interaction Edge appliance.

   **Note:**
The default HTTPS port number for Interaction Edge is 443.

2. When prompted, supply the administrator credentials and select the **Log in** button.

   The **Status System** page of the Interaction Edge interface is displayed.
3. In the upper right corner of the page, select the **Settings** icon.
   The **Settings-System** page is displayed.

4. On the left side of the page, select the **Administration** tab.
   The **Settings-Administration** page is displayed.

5. In the **User Name** box of the **FTP Account** area, enter a string of characters as the identifier of this account.

6. In the **New Password** box, enter a password for this account.

7. In the **Confirm New Password** box, re-enter the password to ensure that it is set correctly.

8. At the bottom of the page, select the **Apply** button.
   Interaction Edge saves the new FTP account credentials.
Interaction Edge LCD panel

This section contains the following topics:

- Introduction to the Interaction Edge LCD panel ................................................................. 38
- View the Interaction Edge LCD panel ................................................................................. 38
- Use the Interaction Edge LCD panel buttons ..................................................................... 38
- Navigate the Interaction Edge LCD menus ......................................................................... 39
- Edit an Interaction Edge field value .................................................................................. 40

Introduction to the Interaction Edge LCD panel

Interaction Edge contains a 20-character, 2-line Liquid Crystal Display (LCD) panel through which you can view the status of Interaction Edge, settings, menus, and field values.

![Interaction Edge LCD panel](image)

To the right of the LCD panel are four buttons that you use for viewing current status information, navigating menus, and editing field values.

View the Interaction Edge LCD panel

The LCD panel displays the following information depending on the state of Interaction Edge:

- **Power-on screen** – This screen is displayed when Interaction Edge is first started. It displays the Interactive Intelligence logo. In this mode, the LCD buttons are not functional.

- **Startup screen** – The LCD panel displays text messages during the startup sequence. These messages provide the current status of Interaction Edge during each phase of the sequence. If no errors occur, these messages are displayed until Interaction Edge reaches the normal runtime state. If there are errors, the LCD panel displays the error and the startup sequence is halted.

- **Runtime screen** – The LCD panel displays the Interactive Intelligence logo when Interaction Edge reaches the normal runtime state. In this state, the LCD buttons are enabled and can be used to enter the menu system.

Use the Interaction Edge LCD panel buttons

To the right side of the LCD panel are four square buttons that enable you to interact with Interaction Edge. These buttons are active only when Interaction Edge has entered the normal runtime state.
<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Press and hold the upper-left button to display the currently-configured IP address and the version of the Interaction Gateway software. Release this button to return to the normal runtime screen.</td>
</tr>
<tr>
<td>2</td>
<td>Press and hold the upper-right button to display a subset of the current state of the SIP and TDM spans. For the SIP spans, the panel displays three arrows on the left that indicate the state of the UDP, TCP, and TLS connections, respectively. An arrow pointing up indicates that the connection is active. An arrow pointing down indicates that the connection is not functioning. For the TDM spans, the panel displays one to eight arrows on the right that indicate the state of the span connections. An arrow pointing up indicates that the D-channel for the span is functional. An arrow pointing down indicates that the D-channel is not functioning.</td>
</tr>
<tr>
<td>3</td>
<td>Press and hold the lower-left button to display the last Interaction Edge status message.</td>
</tr>
<tr>
<td>4</td>
<td>Press and release the lower-right button to enter the Configuration menu.</td>
</tr>
</tbody>
</table>

When you navigate through a menu, the buttons have the following corresponding functions:

- **1** – This button corresponds to the check mark icon in the LCD panel. Pressing this button enables you to edit the current menu item or to enter the submenu for this item.
- **2** – This key corresponds to the down arrow icon in the LCD panel. Pressing this key selects the next item in the menu or, in edit mode, changes the value of the current item in the field to the next lower value.
- **3** – This key corresponds to the X icon in the LCD panel. Pressing this key cancels the current operation and returns to the previous menu or exits the root menu if it is currently displayed.
- **4** – This key corresponds to the up arrow icon in the LCD panel. Pressing this key selects the previous item in the menu or changes the value of the current item in the field to the next higher value.

When you press a button while in a menu, the corresponding navigation icon in the panel changes color to indicate that the action has been executed or to indicate that the appropriate navigation within the menu is conducted.

**Navigate the Interaction Edge LCD menus**

When you enter the **Configuration** menu by pressing button 4, the LCD panel displays the **Product Version** menu item on the left and navigation icons on the right.

The LCD panel can display the following submenus:

- **Status About**
- **Settings System**
The following table displays the items in each submenu:

<table>
<thead>
<tr>
<th>Status About menu</th>
<th>Settings System menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Version</td>
<td>Machine Name</td>
</tr>
<tr>
<td>File Version</td>
<td>Address Type</td>
</tr>
<tr>
<td>Factory Image</td>
<td>Host IP Address</td>
</tr>
<tr>
<td>Machine Name</td>
<td>Subnet Mask</td>
</tr>
<tr>
<td>IP Address</td>
<td>Default Gateway</td>
</tr>
<tr>
<td>Machine Uptime</td>
<td>Primary DNS</td>
</tr>
<tr>
<td>Diagnostic IP</td>
<td>Alternate DNS</td>
</tr>
<tr>
<td></td>
<td>Apply</td>
</tr>
</tbody>
</table>

**Note:**
Use the **Apply** item of the **Settings System** menu to save any changes that you have made to one or more menu items in that menu. If you select the X LCD panel button to return to the Runtime screen, all of your changes are discarded.

**Edit an Interaction Edge field value**

When you are in a submenu, you can edit the values in some fields, such as **Machine Name** and **Address Type**.

1. From the Runtime screen, press the lower right LCD panel button (button #4).
   The **Configuration** menu is entered and the **Status About** menu item is displayed. The navigation icons change to the following example:
   ```
   Status
   About
   ```

2. Press the lower right LCD panel button (button #4) again.
   The **Settings System** menu item is displayed.

3. Select the top left LCD panel button (button #1), which corresponds to the check mark navigation icon.
   The **Machine Name** field is displayed with the current value and the navigation icons change to the following example:
   ```
   Machine Name
   OEM-44RY5X9K4U
   ```
   The first character in the name is highlighted, which indicates that you can change the value of that character by using the LCD panel buttons that correspond to the up and down navigational arrow icons.

4. Press the LCD panel button that corresponds to the up arrow icon (button #4).
   The value changes to a P.

5. To move the cursor to a different location, press the right or left navigation arrow icons (buttons #1 and #2).
6. When you are finished editing the value of this field, move the cursor to the beginning or end of the value. The navigational icons change to display a check mark and an X.

7. To save your changes, press the LCD panel button that corresponds to the check mark icon (button #2). To discard your changes, press the LCD panel button that corresponds to the X icon (button #3).

   The screen returns to the Machine Name menu item with the right, left, up, and down navigational icons.

8. Press the LCD panel button that corresponds to the down arrow navigation icon (button #4) until the Apply menu item is displayed.

9. Press the LCD panel button that corresponds to the check mark navigation icon.

   The changes that you made are applied to Interaction Edge.

**Important!**

When you are editing a value in a field, Interaction Edge restricts the values to ones that are valid for the field. You may need to first edit adjacent values to ensure that you can change the initial value as necessary. IP addresses and host names must always be valid, which can restrict moving the cursor into an empty space as it would invalidate the address or name.
Interaction Edge IPMI reference

This section contains reference information for the pages and their included controls in the Intelligent Platform Management Interface (IPMI). This section includes the following topics:

- System ................................................................. 43
- Server Health .......................................................... 43
- Configuration ......................................................... 44
- Remote Control ....................................................... 49
- Maintenance ........................................................... 50

**Important!**
To use IPMI, you must connect the DIAG port and the NIC1 port on the front of the Interaction Edge appliance to one or more networks.

**System**

The System area contains pages that display summary information for the IPMI and power control options for the Interaction Edge appliance. This area contains the System and System Information pages, which are identical.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firmware Revision</td>
<td>This control displays the version number of the IPMI firmware that is currently used.</td>
</tr>
<tr>
<td>Firmware Build Time</td>
<td>This control displays the date when the firmware was created.</td>
</tr>
<tr>
<td>IP address</td>
<td>This control displays the Internet Protocol (IP) address of the IPMI network interface (the DIAG port on the front of the Interaction Edge appliance).</td>
</tr>
<tr>
<td>MAC address</td>
<td>This control displays the Media Access Control address of the IPMI network interface.</td>
</tr>
<tr>
<td>Remote Console Preview</td>
<td>This control displays the view of the operating system on the Interaction Edge appliance. You can start a remote session that enables you to interact with the Interaction Edge operating system by selecting Remote Control &gt; Console Redirection.</td>
</tr>
<tr>
<td>Power Control via IPMI</td>
<td>This set of controls enables you to control the power state of the Interaction Edge appliance.</td>
</tr>
</tbody>
</table>

**Server Health**

This area enables you to view pages that display the following information:

- Sensor Readings
- Event Log
Sensor Readings
Select this tab to display the current state of the hardware in the Interaction Edge appliance.
This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a sensor type category list box</td>
<td>This control enables you to select which sensors are displayed in the table.</td>
</tr>
<tr>
<td>Table</td>
<td>This control displays the current observed state from the sensor, the name of the sensor, the status of the observed component, and the current reading for the component.</td>
</tr>
<tr>
<td>Refresh button</td>
<td>This control refreshes the sensor data that is displayed in the table. The data is not automatically refreshed.</td>
</tr>
<tr>
<td>Show Thresholds button</td>
<td>This control displays the minimum and maximum states that a sensor observed for the associated component in the table on this page.</td>
</tr>
</tbody>
</table>

Event Log
Select this tab to display the events that have occurred regarding the IPMI or Interaction Edge hardware components.
This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an event log category list box</td>
<td>This control enables you to select which events are displayed in the table.</td>
</tr>
<tr>
<td>Table</td>
<td>This control displays the event items for the currently selected category.</td>
</tr>
<tr>
<td>Clear Event Log button</td>
<td>This control removes all events from the log.</td>
</tr>
</tbody>
</table>

Caution!
This action cannot be undone.

Configuration
This area enables you to change settings for the IPMI and for the Interaction Edge appliance. It contains the following tabs:
- Date and Time
- Mouse Mode
- Network
- SSL Certification
- Port
- IP Access Control
Date and Time
Select this tab to display the Date & Time page, which enables you to configure various chronological settings.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time Zone</strong> list box</td>
<td>This control enables you to select the time zone in which this Interaction Edge appliance is located. This setting does not affect any time zone configuration that you set through the Interaction Edge web interface.</td>
</tr>
<tr>
<td><strong>NTP Enable</strong> options</td>
<td>This set of controls enables you to set whether the IPMI synchronizes the date and time through the Network Time Protocol (NTP). This protocol uses a separate server with which the time is synchronized.</td>
</tr>
<tr>
<td><strong>Primary NTP Server</strong> box</td>
<td>This control enables you to enter the IP address of an NTP server with which the time for IPMI is synchronized.</td>
</tr>
<tr>
<td><strong>Secondary NTP Server</strong> box</td>
<td>This control enables you to enter the IP address of a fallback NTP server should the primary NTP server be unreachable.</td>
</tr>
<tr>
<td><strong>Date</strong> list boxes</td>
<td>These controls enable you to set the current month, day, and year for the IPMI.</td>
</tr>
<tr>
<td><strong>Time</strong> boxes</td>
<td>These controls enable you to set the current hours, minutes, and seconds for the IPMI.</td>
</tr>
<tr>
<td><strong>Daylight Saving Time</strong> check box</td>
<td>This control enables you to specify if IPMI will automatically adjust the time according to Daylight Saving Time.</td>
</tr>
<tr>
<td><strong>Refresh</strong> button</td>
<td>This control refreshes the data displayed on this page.</td>
</tr>
<tr>
<td><strong>Save</strong> button</td>
<td>This control saves any changes that you have made on this page.</td>
</tr>
</tbody>
</table>

Mouse Mode
Select this tab to display the Mouse Mode Setting page, which enables you to configure the mouse for the Interaction Edge operating system.

**Important!**
The mouse mode should always be set to Set Mode to Absolute.

Network
Select this tab to display the Network Settings page. This configuration is only for the IPMI network port. It does not affect the configuration of the Interaction Edge network interface cards (NICs).

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MAC Address</strong> box</td>
<td>This control contains the Media Access Control (MAC) address of the network interface card (NIC) of the IPMI.</td>
</tr>
<tr>
<td><strong>Hostname box</strong></td>
<td>This control enables you to enter the assigned name of the IPMI, if it has one. Normally, the IPMI is identified through an IP address and not a host name.</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Obtain an IP address automatically (use DHCP) option</strong></td>
<td>This control enables you to select if the IPMI obtains an IP address from a Dynamic Host Control Protocol (DHCP) server.</td>
</tr>
<tr>
<td><strong>Use the following IP address option</strong></td>
<td>This control enables you to select if the IPMI uses a static IP address as specified in either the <strong>IPv4 Setting</strong> box or the <strong>IPv6 Setting</strong> box.</td>
</tr>
<tr>
<td><strong>IP Address box</strong></td>
<td>This control enables you to specify a static IPv4 address for the IPMI network connection.</td>
</tr>
<tr>
<td><strong>Subnet Mask box</strong></td>
<td>This control enables you to specify a network subdivision to increase routing efficiency or ease of management.</td>
</tr>
<tr>
<td><strong>Gateway box</strong></td>
<td>This control enables you to specify the IP address of the device through which the IPMI can send communications to another network.</td>
</tr>
<tr>
<td><strong>DNS Server IP box</strong></td>
<td>This control enables you to specify the Domain Name System (DNS) through which the IPMI submits hostnames and receives an IP address for transmission of network communications.</td>
</tr>
<tr>
<td><strong>IPv6 Address box</strong></td>
<td>This control enables you to add an IPv6 address for the IPMI network connection.</td>
</tr>
<tr>
<td><strong>Add IP option</strong></td>
<td>This control enables you to add the entered IPv6 address in the <strong>IPv6 Address</strong> box to the list of configured IP addresses. To complete the process of adding this address, you must select the <strong>Save</strong> button at the bottom of the page.</td>
</tr>
<tr>
<td><strong>Delete IP option</strong></td>
<td>This control enables you to remove the IPv6 address in the <strong>IPv6 Address</strong> box from the configured address list. To complete the process of removing this address, you must select the <strong>Save</strong> button at the bottom of the page.</td>
</tr>
<tr>
<td><strong>Auto Configuration check box</strong></td>
<td>This control enables Interaction Edge to obtain an IPv6 address on an IPv6 routed network.</td>
</tr>
<tr>
<td><strong>DHCPv6 Stateless option</strong></td>
<td>This control enables Interaction Edge to obtain an IPv6 address and connect to the IPv6 networks, wireless networks, and the Internet without a Dynamic Host Control Protocol (DHCP) server. A stateless IPv6 connection enables devices that support IPv6 to create a unique IPv6 address independent of any other network device, proxy server, or DHCP server. This type of IPv6 addressing is intended for small networks and individual devices.</td>
</tr>
<tr>
<td><strong>DHCPv6 Stateful option</strong></td>
<td>This control enables Interaction Edge to obtain an IPv6 address through a DHCPv6 server in an IPv6 network. This type of IPv6 addressing is intended for large networks.</td>
</tr>
<tr>
<td><strong>Address List list box</strong></td>
<td>This control contains the IPv6 addresses that have been added manually.</td>
</tr>
<tr>
<td><strong>DNS Server IP box</strong></td>
<td>This control enables you to specify the IP address of the DNS server that translates hostnames to IPv6 addresses.</td>
</tr>
</tbody>
</table>
**DUID box**
This control displays the DHCPv6 Unique Identifier (DUID) for the IPMI.

**VLAN enable option**
This control enables you to specify that the IPMI uses a virtual local area network (VLAN) for its network communications.

**VLAN disable option**
This control enables you to specify that the IPMI does not use a VLAN for its network communications.

**VLAN ID box**
This control enables you to specify the numeric identifier of the VLAN that you want the IPMI to use for its network communications.

**Lan Interface list box**
This control enables you to select the type of network connection that IPMI uses. The default setting is *Failover*, which uses the dedicated LAN port and the shared LAN port giving precedence to the dedicated port. The dedicated LAN port is the port provided to communicate with the IPMI interface.

**RMCP Port box**
This control enables you to specify the port number on which IPMI receives Remote Management and Control Protocol (RMCP) requests. The default value for this port is 623 (TCP/UDP).

**Save button**
Select this button to save and enable all changes that you specified on this page.

---

**Important!**
Changing the IP address results in disconnection of the current session in your web browser. You must navigate to the new IP address and log on again to continue using the IPMI configuration interface.

---

**SSL Certification**
Select this tab to display the **SSL Upload** page, which enables you to set the Secure Socket Layer (SSL) certificate and a private key for the secure transmission of communications through the IPMI network connection.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New SSL Certificate box</strong></td>
<td>This control enables you to enter the drive, path, and filename of an SSL certificate that you acquired from a valid source. This certificate enables the IPMI to establish a secure connection with other network devices.</td>
</tr>
<tr>
<td><strong>New Private Key box</strong></td>
<td>This control enables you to enter the private key that the IPMI uses to encrypt network communications to other devices.</td>
</tr>
<tr>
<td><strong>Browse buttons</strong></td>
<td>These controls enable you to browse through a window for the location of the associated files.</td>
</tr>
<tr>
<td><strong>Upload button</strong></td>
<td>This control places the new SSL certificate and private key to the IPMI, where they are enabled and used.</td>
</tr>
</tbody>
</table>
Port

This page displays the **Port Settings** page, which enables you to set the ports through which the IPMI receives specific types of network communications. If the specific network communication type does not use the associated port number, the communication request is denied by the IPMI.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web port</strong> box</td>
<td>This control enables you to specify the port number through which the IPMI accepts HyperText Transfer Protocol (HTTP) requests.</td>
</tr>
<tr>
<td></td>
<td>The default value is 80 (TCP).</td>
</tr>
<tr>
<td><strong>Web SSL port</strong> box</td>
<td>This control enables you to specify the port number through which the IPMI accepts Hypertext Transfer Protocol Secure (HTTPS) requests.</td>
</tr>
<tr>
<td></td>
<td>The default value is 443 (TCP).</td>
</tr>
<tr>
<td><strong>IKVM server port</strong> box</td>
<td>This control enables you to specify the port number through which the IPMI accepts Integrated Keyboard Video Mouse (IKVM) requests of remote control connections.</td>
</tr>
<tr>
<td></td>
<td>The default value is 5900 (TCP).</td>
</tr>
<tr>
<td><strong>Virtual media port</strong> box</td>
<td>This control enables you to specify the port number through which the IPMI accepts Virtual Media requests (CD/DVD drive, USB drive, and diskette drive access) for remote control connections. The Virtual Media can be connected to the Interaction Edge appliance or shared as a network resource.</td>
</tr>
<tr>
<td></td>
<td>The default value is 623 (UDP/TCP).</td>
</tr>
<tr>
<td><strong>Save</strong> button</td>
<td>This control enables you to save all port changes to the IPMI configuration.</td>
</tr>
</tbody>
</table>

**Tip:**

Ensure that any firewalls between a remote computer and the Interaction Edge appliance allow communications for the ports and protocols specified on the **Port** page.

IP Access Control

This tab displays the **IP Access Control** page, which enables you to specify the IP addresses that the IPMI will accept or deny as network connections.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enable IP Access Control</strong> check box</td>
<td>This control enables you to specify if the IPMI will use the IP Access Control feature.</td>
</tr>
<tr>
<td><strong>Table</strong></td>
<td>When the <strong>Enable IP Access Control</strong> check box is enabled, this control enables you to select a rule from the displayed rows.</td>
</tr>
<tr>
<td><strong>Add</strong> button</td>
<td>This control enables you to add a new rule to the table.</td>
</tr>
<tr>
<td><strong>Modify</strong> button</td>
<td>This control enables you to change the settings for</td>
</tr>
</tbody>
</table>
When you choose to add or modify a selected rule, the **Add Rule** page is displayed. This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IP Address/Mask</strong></td>
<td>This control enables you to specify the IP address and subnet mask that identifies a specific network device.</td>
</tr>
<tr>
<td><strong>Policy</strong></td>
<td>This control enables you to specify whether the indicated network device is allowed or denied access.</td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>This control enables you to save any changes to the current <strong>IP Access Control</strong> rule to the IPMI configuration.</td>
</tr>
<tr>
<td><strong>Cancel</strong></td>
<td>This control enables you to discard any changes to the existing <strong>IP Access Control</strong> rule.</td>
</tr>
</tbody>
</table>

**Remote Control**

This area enables you to open a remote console to the operating system of the Interaction Edge appliance and manipulate the power state of the Interaction Edge appliance. It contains the following tabs:

- **Console Redirection**
- **Power Control**

**Console Redirection**

Select this tab to display the **Console Redirection** page.

This page contains the following control:

**Launch Console** button – This button enables you to start a remote control session of the Interaction Edge operating system. After processing security certificates, this button launches a Java-based window that displays the interface of the Interaction Edge operating system.

**Caution!**

All changes to the host operating system of the Interaction Edge appliance must be done through the direction of Interaction Intelligence technical support personnel. Any undirected software installations, removals, or configuration changes nullify the warranty of the Interaction Edge appliance.

**Power Control**

Select this tab to display the **Power Control and Status** page, which enables you to affect the power state of the Interaction Edge appliance.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Maintenance

This area enables you to do maintenance tasks on the IPMI. It contains the following tabs:

- **Firmware Update**
- **Unit Reset**
- **IKVM Reset**
- **Factory Default**
- **IPMI Configuration**

#### Firmware Update

This tab displays the **Firmware Update** page, which enables you to place the IPMI in a state that allows you to apply a new revision of firmware for the IPMI device.

This page contains the **Enter Update Mode** button, which enables you to place the IPMI device in a state in which the firmware for the device can be updated.

This page contains the following controls:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset Server option</td>
<td>This control enables you to restart the server as though you selected the Restart feature from the operating system. This is considered a &quot;warm boot&quot; or &quot;soft restart&quot;.</td>
</tr>
<tr>
<td>Power Off Server – Immediate option</td>
<td>This control enables you to shut down the Interaction Edge appliance as though you removed all power from the system.</td>
</tr>
</tbody>
</table>

**Important!**

Interactive Intelligence does not recommend using this option on a functioning Interaction Edge appliance as it could cause problems with the operating system, different aspects of the Interaction Edge appliance, or the Interaction Gateway software. You should use this option only if the Interaction Edge appliance is in an unresponsive state.

<table>
<thead>
<tr>
<th>Power Off Server – Orderly Shutdown option</th>
<th>This control enables you to shut down the Interaction Edge appliance as though you selected the Shutdown feature through the operating system.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power On Server option</td>
<td>This control enables you to start the Interaction Edge appliance after a shutdown.</td>
</tr>
<tr>
<td>Power Cycle Server option</td>
<td>This control enables you to have the Interaction Edge appliance shut itself down as though you selected the Shutdown feature from the operating system. It is then immediately restarted. This is a considered a &quot;cold boot&quot; or a &quot;hard restart&quot;.</td>
</tr>
<tr>
<td>Perform Action button</td>
<td>This control enables you to issue the selected power command to the Interaction Edge appliance.</td>
</tr>
</tbody>
</table>

### Important

Interactive Intelligence does not recommend using this option on a functioning Interaction Edge appliance as it could cause problems with the operating system, different aspects of the Interaction Edge appliance, or the Interaction Gateway software. You should use this option only if the Interaction Edge appliance is in an unresponsive state.
Select Firmware to Upload box  This control enables you to specify the drive, path, and filename of the firmware revision that you want to apply to the IPMI device.

Browse button  This control enables you to use a window to navigate through the file system and locate the firmware revision file that you want to apply to the IPMI device.

Upload Firmware button  This control enables you to start the updating process for the IPMI device firmware after you have specified the firmware revision file in the Select Firmware to Upload box.

Cancel button  This control enables you to abandon the firmware update process.

Note: When you cancel a firmware update, the IPMI device must restart itself. It will then attempt to reconnect your web browser to the IPMI.

Unit Reset

This tab displays the **Unit Reset** page, which enables you to restart the IPMI device.

This page contains the **Reset** button, which enables you to restart the IPMI device. It will then attempt to reconnect your web browser to the IPMI.

IKVM Reset

This tab displays the **IKVM Reset** page, which enables you to restart the Integrated Keyboard Video Mouse (IKVM) feature.

This page contains the **Reset** button, which enables you to restart the IKVM feature and the any associated virtual media connection that you have configured.

Factory Default

This tab displays the **Factory Default** page, which enables you to set the IPMI configuration back to the settings that were present when you received your Interaction Edge appliance.

This page contains the **Restore** button, which enables you to load the IPMI configuration that was present when you received your Interaction Edge appliance.

IPMI Configuration

This tab displays the **IPMI Configuration** page, which enables you to save the current configuration of the IPMI device to a file on your personal computer or network, or load a previous-saved IPMI configuration from a file.

This page contains the following controls:

<table>
<thead>
<tr>
<th><strong>Item</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Save</strong> button</td>
<td>This control enables you to save the current IPMI configuration to a file. A window is displayed that enables you to select the recipient location and filename.</td>
</tr>
<tr>
<td><strong>Reload IPMI Configuration</strong> box</td>
<td>This control enables you to specify the location where a previously-saved configuration file exists.</td>
</tr>
<tr>
<td><strong>Browse</strong> button</td>
<td>This control enables you to display a window through</td>
</tr>
</tbody>
</table>
which you can navigate a file system and locate a previously-saved IPMI configuration file.

| **Reload button** | This control enables you to apply the configuration file that you specified in the **Reload IPMI Configuration** box. |
Troubleshooting Interaction Edge

This section contains information and procedures related to possible problems with the Interaction Edge appliance. It also explains tasks that Interactive Intelligence technical support personnel need to diagnose potential problems with your Interaction Edge appliance. This section contains the following topics:

- Enable diagnostic captures
- Gather log and trace files
- Initiate a factory default reset from Interaction Edge
- What if Interaction Edge network configuration fails?
- One-way audio after stopping and starting Interaction Media Server
- Assign static IP address for DIAG port through IPMI
- A hosted software product fails to register with a remote Customer Interaction Center server
- Cannot connect to the IPMI on the Interaction Edge appliance
- Selecting Close button does not close web interface

Enable diagnostic captures

If you experience network problems with Interaction Edge, you can enable the logging of diagnostic data, which you can then submit to Interactive Intelligence Support for analysis. This diagnostic data is recorded in log files in the \FTPLogs directory of the Interaction Edge appliance. You can download these log files through an FTP connection with the Interaction Edge appliance.

You can enable diagnostic captures for the following areas:

- General
- Network Time Protocol (NTP)
- Performance
- Network packet captures

You enable most of these diagnostic capture areas through the Diagnostics section of the Settings-Administration page of the Interaction Edge web interface.

For more information about these diagnostic capture features, see the "Diagnostics" topic of Interaction Edge Help, which you access by selecting the Help icon in the upper right corner of the Interaction Edge web interface.

Gather log and trace files

If issues develop that suggest a problem with Interaction Edge, Interactive Intelligence technical support personnel will likely request log and trace files from both the suspected Interaction Edge appliance, Interaction Gateway software, and any related Interactive Intelligence systems.

**Interaction Edge and Interaction Gateway files:**

The following files are located in the \Logs directory:

- AdminLog.csv
- CallLog.csv
- IGateway.ininlog
- SIPEngine-IG.ininlog

The following files are located in date-specific directories under the \Logs directory:

- D-Channel trace log files
These files are named Tdm\_x\_yyyyy.pcap where \( x \) represents the TDM span number and \( yyyyy \) represents the time that logging was started. For example, Tdm1\_072412.pcap indicates the D-channel trace on span 1 was started at 7:24:12 AM.

- SIP protocol trace files
  These log files contain packet capture (PCAP) information. They are named SipXXX\_yyyyy.pcap, where the XXX represents the protocol configured for tracing (UDP, TCP, or TLS) and \( yyyyy \) represents the time the tracing started. For example, Sip1UDP\_072412.pcap indicates the SIP tracing on UDP traffic started at 7:24:12 AM.

Customer Interaction Center server files:
- TsServer.ininlog and SIPEngine.ininlog from the appropriate days.

Initiate a factory default reset from Interaction Edge
If, for some reason, the Interaction Edge web interface is not accessible, you can initiate a factory default reset of the Interaction Edge appliance by using the LCD panel buttons

**Caution!**
The default factory settings do not include any software patches, fixes, image updates, default configuration modifications, or updates that were applied prior to you receiving the Interaction Edge appliance. Interactive Intelligence strongly recommends that you do not use this feature unless directed to do so by an Interactive Intelligence Support representative.

1. Restart Interaction Edge through the IPMI.
2. While Interaction Edge is starting, hold down any of the four LCD panel buttons. This will take approximately 60 seconds from a reset or power cycle to the point where the reset sequence begins.
3. The following message is displayed on the LCD panel:
   **Factory Reset? Release All Keys**
4. Release the held button.
5. After you release the button, the following message is displayed:
   **Press & Hold any key for 5 seconds.**
   You have 60 seconds to hold any of the four LCD panel buttons down for 5 seconds. If you do not, Interaction Edge starts normally.
6. Press and hold any LCD panel button for 5 seconds.
   The following message is displayed:
   **Verify Reset!!! Release All Keys.**
7. After you release the held LCD panel button, the following message is displayed:
   **Factory Reset in XXs Held Key will cancel.**
   Interaction Edge starts a 60 second countdown timer and displays the remaining time on the LCD panel, replacing the \( XX \) in the message with the number of seconds remaining. At any time during this countdown, you can hold down any LCD panel button to cancel the factory reset. If the countdown timer reaches 0 (zero), the factory reset process begins.
Important!
If you restore factory settings, Interactive Intelligence strongly recommends that you apply the most recent updates for the Interaction Edge appliance and all software products that it hosts. These software products can include the Interaction Edge editions of Interaction Media Server and Interaction SIP Proxy.

What if Interaction Edge network configuration fails?

In some situations, Interaction Edge is unable to establish a satisfactory network configuration, either using DHCP or a static IPv4 address.

In the event that you are installing an update to any version of Interaction Edge and Interaction Edge does not return to a running state after the normal delayed restart, do the following steps:

- If you are using static IPv4 address settings, verify that the configuration values are valid and reserved on the network.
- Verify that the IPv4 addresses are not in use by any other devices on the network.
- Verify that the IPv4 address is on the correct subnet and that Interaction Edge has a complete physical connection to the network, such as ensuring that the network cables are functioning, the jacks are completely inserted, and so on.
- If you use DHCP to assign an address, verify that the DHCP server on the network is configured correctly. Also, verify that Interaction Edge has network access to that DHCP server.

If the issue persists, contact Interactive Intelligence Technical Support.

One-way audio after stopping and starting Interaction Media Server

If you manually stop Interaction Media Server that is hosted on an Interaction Edge appliance for any reason, such as applying an Interaction Media Server update, you must manually restart Interaction Media Server and then restart the Interaction Edge appliance.

Interaction Edge contains optimizations for CPU resource assignments and network settings when it the appliance starts and Interaction Media Server is set to start automatically. Manually stopping and restarting Interaction Media Server, even without applying an update, interferes with those optimizations, which can result in one-way audio issues.

If you ever manually stop and restart Interaction Media Server, you must restart the Interaction Edge appliance to ensure proper operation.

If you fail to restart Interaction Media Server before restarting the Interaction Edge appliance, the optimizations for CPU resources and network settings will still not be active. In this situation, start Interaction Media Server through the Interaction Edge web interface and then restart the Interaction Edge appliance.

Assign static IP address for DIAG port through IPMI

Important!
Interactive Intelligence strongly recommends that you use the Diagnostic Port Settings area to configure the IP address settings for the diagnostic port of Interaction Edge. Use this procedure only if you cannot access the Interaction Edge web interface and need to change the static IP address of the diagnostic port.

1. To the right of the LCD panel on the Interaction Edge appliance, press and hold the lower right button.
   The LCD panel displays the Product Version menu item on the left and navigation icons on the right.
2. Press the upper right button to scroll down through the Status About menu until you reach the Diagnostic IP menu item.
3. Press the upper left button to display the default IP address of the IPMI (DIAG) port.
4. Connect a category 5 or better Ethernet cable to the DIAG port on the front of the Interaction Edge appliance.
5. Connect the other end of the Ethernet cable to one of the following:
   - Personal computer – If you are using a cross-over Ethernet cable, connect the available end of the Ethernet cable into an available network port on a personal computer.
   - Network – If you are not using a cross-over Ethernet cable, connect the available end of the Ethernet cable into an appropriate device on your network, such as an Ethernet switch.
6. On a connected personal computer, open a web browser and navigate to the IP address that the LCD panel displayed for the Diagnostic IP item.
   The Please Login page of the IPMI is displayed.
7. Enter the system administrator username and password for the IPMI.
   The default credentials are ADMIN and 1234.

   **Note:**
   You define these credentials for the IPMI through the System Administrator Account area of the Settings-Administration page of the Interaction Edge web interface.
8. Select the login button.
   The Summary page is displayed.
9. Near the top of the page, select the Configuration button.
   The Configuration page is displayed.
10. On the left side of the page, select the Network tab.
    The Network Settings page is displayed.
11. Select the Use the following IP address option.
12. In the IPv4 Setting or IPv6 Setting box, enter the appropriate IP address information.
13. You can also enter the following configuration settings:
   - **VLAN** – If you use Virtual Local Area Networks (VLANs), select the enable option and indicate the network number on which you want to access the Interaction Edge IPMI in the VLAN ID box.
   - **Lan Interface** – Select one of the following values from the list box:
     - **Dedicate** – This is the default setting. IPMI uses its own NIC.
     - **Share** – Both IPMI and Interaction Edge use the address and settings of the NIC1 port.
     - **Failover** – If the IPMI NIC fails, IPMI uses the address and settings of the NIC1 port.
   - **RMCP Port** – Enter the port number that you want to use for Remote Management and Control Protocol (RMCP) connections. The default value is 623.
14. After you have entered all necessary network settings, select the Save button at the bottom of the page.

   **Note:**
   If you changed the IP address, your session with IPMI is disconnected. You must navigate your web browser to the new IP address that you specified and log on once again.
A hosted software product fails to register with a remote Customer Interaction Center server

Interaction Edge models 01x0, 01x1, and 01x2 can host Interaction Media Server and Interaction SIP Proxy. One or both of the hosted software products can fail to register with a Customer Interaction Center in a remote location if the network provider restricts the size of the maximum transmission unit (MTU) to fewer than 1500 bytes.

To resolve this issue, use one of the following solutions:

- Have the network provider change the MTU size to 1500 to match those sent by Interaction Media Server on the Interaction Edge appliance.
- Contact Interactive Intelligence technical support to use the Console Redirection feature of the IPMI and then use a Registry editor to create an entry that specifies the maximum MTU size to match that of the network provider:
  
  ```
  HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\Interfaces\<adapter ID>
  
  New DWORD name: MTU
  New DWORD value: (the value specified by the network provider, such as 1300)
  ```

  **Caution!**
  Improper edits to the Registry can cause significant failures in the host operating system of the Interaction Edge appliance. Any edits of the Registry should be done by an Interactive Intelligence technical support representative.

Cannot connect to the IPMI on the Interaction Edge appliance

**Important!**
To use IPMI, you must connect the DIAG port and the NIC1 port on the front of the Interaction Edge appliance to one or more networks.

The default network ports and protocols for the IPMI on the Interaction Edge appliance are as follows:

- 80 TCP – HTTP
- 443 TCP – SSL/HTTP
- 623 TCP/UDP – RMCP (IKVM server port)
- 5900 TCP – VNC (Virtual media port)

**Important!**
Ensure that any firewalls between the remote computer and the Interaction Edge appliance allow communications for these ports on the specified transport layer protocols.

Selecting Close button does not close web interface

The Mozilla Firefox web browser does not close the tab for the Interaction Edge or Interaction Gateway web interface when you select the Close button. This problem occurs because of the default JavaScript security settings in Firefox.

To enable the Close button in Firefox, do the following steps:

1. Start the Firefox web browser.
2. In the address box, enter the following string:
about:config

3. If a warranty warning is displayed, select the I'll be careful, I promise! button.
4. In the Search box at the top of the resulting page, enter close and press the Enter key.
5. In the displayed results, double-click the following entry:
   dom.allow_scripts_to_close_windows
   The value for the item is set to true.
6. Navigate to the Interaction Edge web interface and log on.
7. In the top right corner of the page, select the Logout icon.
8. When prompted, select the OK button.
9. On the resulting page, select the Close button.
   The Firefox tab displaying the Interaction Edge web interface closes.
Appendix A: Third-party licenses

This section contains the licenses for third-party products that this Interactive Intelligence product uses.

**LibTeletone**

libteletone

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Version: MPL 1.1

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The Original Code is libteletone

The Initial Developer of the Original Code is Anthony Minessale II <anthmct@yahoo.com>

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Contributor(s):

Anthony Minessale II <anthmct@yahoo.com>

libteletone.c -- Tone Generator

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## Change Log

The following changes have been made to this document since the Interaction Edge release.

<table>
<thead>
<tr>
<th>Date</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 1, 2012</td>
<td>Initial Release</td>
</tr>
<tr>
<td>July 26, 2012</td>
<td>Fix hidden e-mail address</td>
</tr>
<tr>
<td>October 19, 2012</td>
<td>Service Update 1</td>
</tr>
<tr>
<td>May 20, 2013</td>
<td>Service Update 2</td>
</tr>
<tr>
<td>December 17, 2013</td>
<td>Service Update 3</td>
</tr>
<tr>
<td>September 2, 2014</td>
<td>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.</td>
</tr>
<tr>
<td>March 10, 2014</td>
<td>2015 R1:&lt;br&gt;  - IGW-1155 - Add &quot;@ 120 Ω&quot; for the TDM span connections  &lt;br&gt;  - IGW-1120  &lt;br&gt;   - Add procedure for splitting and joining the NIC1 and NIC2  &lt;br&gt;   - Update content affected by the new teamed NIC split feature  &lt;br&gt;  - IGW-1231 - Add &quot;One-way audio issue after stopping and starting Interaction Media Server&quot; topic in &quot;Troubleshooting&quot; section.  &lt;br&gt;  - Add admonishments for network connections to IPMI requiring that NIC1 also has an active network connection  &lt;br&gt;  - Document configuration restrictions for Interaction Media Server 4.0 SU5 or later when hosted on a 01x1 or 01x2 model of an Interaction Edge appliance  &lt;br&gt;  - Update &quot;Copyright and Trademark Information&quot; page  &lt;br&gt;  - Update content with new terminology for release updates and patches</td>
</tr>
<tr>
<td>November 13, 2015</td>
<td>Corporate rebranding</td>
</tr>
</tbody>
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