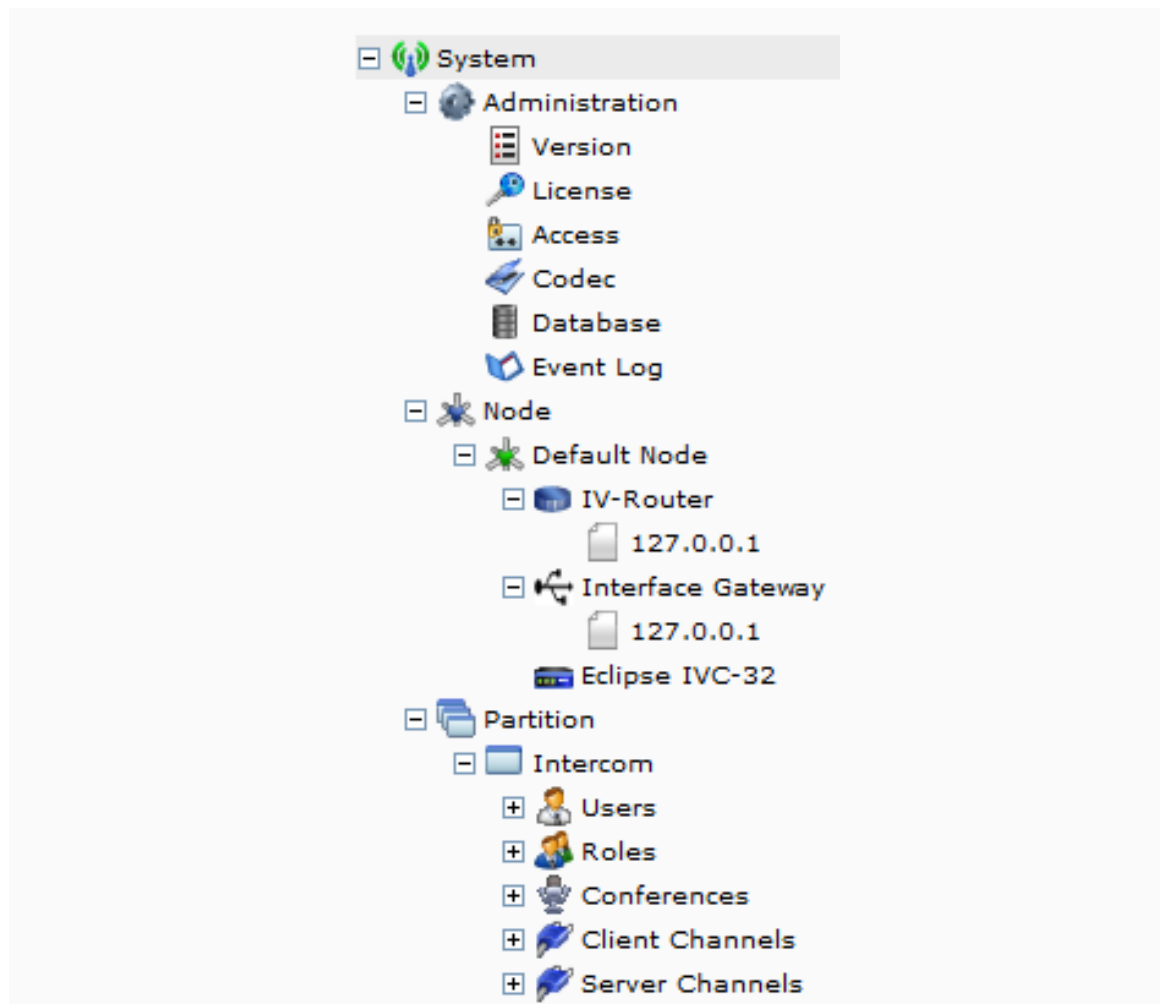


Clear-Com Concert™

Administrator Guide

V.2.7



Document Reference

Clear-Com Concert Administrator Guide

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1 Introduction

This guide is designed to help system administrators configure, manage and monitor **Clear-Com Concert™ (v2.7)**, a multi-user conferencing and intercom application.

The main administrative tool for Concert is the **Concert Management Interface (CMI)**. The CMI is used to administer the following system resources:

- Users and user roles.
- Conferences, channels and access to Clear-Com Eclipse.
- Interface Gateway and IV-Router applications.
- Codecs, licensing and event logging.

The CMI features a web-based interface and an AJAX-enabled navigation tree structure.

Note:

*For all Concert v2.7 release software and documentation, see your Concert DVD.
For information specifically about installing and managing the Concert Server applications, see the **Concert Server Installation Guide**.*

System requirements

The CMI is installed with the Concert Server software. For more information about installing the CMI, see the Concert **Server Installation Guide**.

To access the web-based CMI, use any of the following Internet browsers:

- Google Chrome (all versions).
- Apple Safari 5 or higher.
- Mozilla Firefox v1.0.7 or higher.
- Microsoft Internet Explorer v6.0 or higher.
- Opera v10.0 or higher.

2 Accessing the CMI

To log into the web-based Concert Management Interface (CMI):

1. In the address field of your Internet browser, enter the IP address of the Concert Server.

Note:

If multiple Concert Servers exist within your Concert system, in the case of having multiple Interface Gateway instances, one of the servers will need to be designated as the EMS server which will be the only one accessed using the CMI.

2. When prompted, enter the access credentials which are defaulted to:


Username = **admin**

Password = **admin**

The CMI site is displayed.

Modifying the CMI access credentials

To modify the administrator credentials for the CMI:

1. Go to **Administration > Access** [].
The Access (Web Admin Credentials) page is displayed.
2. In **Username**, enter a username (the default username is **admin**).
3. In **Password**, type a new password. Retype the password in the field below.
4. To apply the change, click **Update**.

Alternatively:

1. Log into the Concert Server (running the EMS application) :

Username = **concert**

Password = **concert**

2. Execute the following command:

```
# sudo htpasswd -bc /etc/httpd/conf/.htpasswd [username] [password]
```

Replace [username] and [password] with the new choice of credentials.

3 Administration

In **Administration** [], you can:

- View version information for installed services and configure the supported Client version.
- View and update your Concert license.
- View and configure the system-wide audio Codec.
- View the system event log.

3.1 Viewing version information for installed services

The top part of the **Version** page shows:

- The names and versions of the three types of Concert Server application (EMS, IV-Router and Interface Gateway) installed on the Concert Server running the EMS server application.
- The install date for each of the applications.

The applications perform the following tasks:

Server Application	Description
EMS	Element Management System. EMS performs as a login server, presence server and database manager. Note: <i>The web-based CMI interfaces directly with EMS. The CMI is used by the system administrator to manage, configure and monitor Concert system resources.</i>
IV-R	IV-Router. The IV-Router is the media router which maintains a dynamic connection with all the Concert Clients in the system. The IV-R maintains conference routing tables for all its Client connections and routes audio between conference participants and text messaging between clients.
Interface Gateway	Interface Gateway. The Interface Gateway is the processing interface to the PCIe audio devices on the server.

Table 1: Concert Server applications

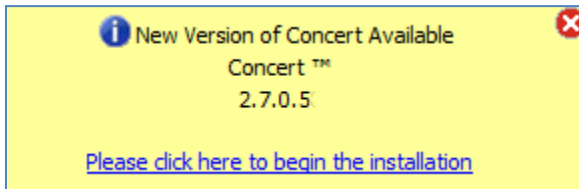
3.2 Client version notification

The lower section of the **Version** page displays the **Client Version Notification** area. This is used to notify connecting clients of available upgrades to the Client software.

Tip: The Concert Server contains a directory with all the Client installer files, which you can access through the web server ([http://\[concert_server_ip\]/client](http://[concert_server_ip]/client)).

To send a version upgrade notification to Concert users:

1. In **Minimum Client Version**, ensure that the version stated (for example, 2.7.0.1), matches the version of the installer files located within the area specified by **Location**.
2. In **Location**, enter a URL in the form of <http://domain/folder>. This URL will be included within the Concert Client notification window as shown below:



Tip: Provided the Clients are installed to a network where the Concert Server is accessible on port 80, you can enter the IP address of the Concert Server, specifying the **client** directory, in the **Location** field ([http://\[concert_server_hostname\]/client](http://[concert_server_hostname]/client)). Otherwise, you'll need to specify a location accessible by clients regardless of location.

Concert users can then download and upgrade the Client application by clicking the notification that is displayed in the Client at log in.

3. To register the notification, click **Update**.

3.3 License information

3.3.1 License types

The EMS application (see **Table 1: Concert Server applications**) is installed when you install the Concert Server software (see the **Clear-Com Concert Server Installation Guide**).

During the installation of the EMS application, the **5-User Perpetual license** is automatically copied to the Concert directory: `/usr/local/clearcom/concert/concert_demo.lic`.

When EMS is first started, the 5-User Perpetual license activates. You have full access to the Concert system for an unlimited time period and the ability to create up to **5 Concert users, 5 Client channels** and **8 Server channels**. There are no other access restrictions.

Note:

Technical support for the 5-User Perpetual license is limited to your Concert documentation and self-serve support resources at the Clear-Com website (<http://www.clearcom.com/support>).

To use Concert with more than 5 users, you must purchase a Concert license from Clear-Com. See the **Licensing Quick Start Guide**, located on the Concert DVD, for more information.

There are two types of licenses:

- **Timed** (1 year) license.
- **Perpetual** license (license does not expire).

Note:


*A **Perpetual** license only works for the Concert Server release it was purchased for (for example, v2.7). To upgrade the Concert Server software, you must purchase a new license. If the Concert Server is never upgraded, the license works forever.*

Important note:

Re-enabling the 5-User Perpetual license restores the limits described above. You must reduce the number of users and channels to those limits, otherwise all Client login attempts will be denied.


3.3.2 Viewing and updating your license

To view and update your license:

1. Go to **Administration > License** [].
The following license information is displayed:

License information		Values / Description
Type		5-User Perpetual License, Timed License (1 year), or Perpetual License.
User Limit	Demo License	5 users
	Timed	10, 15, 20, 30, 55, 105 users
	Perpetual	
Client Channel Limit	Demo License	5 Client channels
	Timed	10, 15, 20, 30, 55, 105 Client channels
	Perpetual	
Server Channel Limit	Demo License	8 Server channels
	Timed	12, 16, 24, 40, 72 Server channels
	Perpetual	
Expiration		<p>Expires in [number of] days at midnight on [Month - DD - YYYY].</p> <p>If the Timed license is nearing its expiry date, the expiration text is displayed in red.</p> <p>If the Timed license has expired, the following text is displayed:</p> <pre>No Valid License Found.</pre> <p>If the 5-User Perpetual license has been activated or you have purchased and installed a Perpetual license, the following text is displayed:</p> <pre>Never (perpetual license).</pre>
Serial Number		Required when updating the Concert license (see the next steps in this procedure).

Table 2: Administration: License information

2. Copy the license file (*.lic) to your PC.
3. In the CMI, navigate to **Administration > License** []. Under **Update License**, click **Browse**. Locate and select the license file (*.lic).

Note:

Browse may be labeled **Choose File**, depending on your browser.

4. To upload the license file to the Concert Server and activate the license, click **Apply**.

A notification is displayed on the license page stating that the license was validated [**License key validation successful!**].

The license information changes to the new license details.


Important note:

The license is only valid for the server for which it was issued. The license **invalidates** if the license file is modified in any way.

If you have a **Timed** license, the license will also invalidate if:

- The system clock is set back more than 24 hours in the past. Correcting the time renders the license valid again (except when the license has reached its expiration date).
- The system clock is set forward more than 24 hours in the future. This is **not** recoverable. The full OS (CentOS 5 and the Concert Server applications) must be reinstalled.
- The license expires normally.


3.4 Access

Administration > Access [] displays the Access (Web Admin Credentials) page in the right-hand pane. The page enables administrators to change their CMI credentials.

See **Modifying the CMI access credentials**.

3.5 Viewing and configuring the Codec

To view and configure the Codec:

1. Go to **Administration > Codec** []. The Codec page (Router Codec Configuration) is displayed in the right-hand pane.
2. In **Active Codec**, the name of the current Codec is highlighted (the default is **Speex Wide**).
3. To configure (change) the Codec, select another Codec from the drop-down list in **Codec Selection**.
4. To confirm the configuration, click **Submit**.

Note:

Configuring (changing) the Codec causes a temporary loss of service to all connected Clients, while they reconnect and synchronize with the new Codec.

3.6 Database

The database management page facilitates backing up and restoring a database, uploading a database archive from your PC as well as downloading a database archive from the Concert Server to your PC. Multiple database backups may be created at any time.

To view and manage the Concert Database:

Go to **Administration > Database** []. The Database page is displayed in the right-hand pane.

3.6.1 Database backup

To create a backup of the existing Concert database, click on the **Perform Backup** button located under **Backup Database**. This action will instantaneously create a full backup of the existing Concert database and will appear under **Database Archives**. It may be performed while the Concert services are running.

3.6.2 Database restore, download and remove

Database Archives contains an entry for each database archive on the server. The following information is presented for each archive entry:

- The date when the archive was created.
- The size of the archive (in either Kilobytes or Megabytes).
- The name of the archive as it exists on the server.
- The actions that may be performed on each archive:

Action	Description
[restore]	To restore the Concert system to the state it was in when the archive was created, click [restore].
[download]	To download the archive to your PC, click [download].
[remove]	To remove the archive <i>entirely</i> from the server, click [remove].

Table 3: Database archive actions

Note:

When you click **restore**, you will be asked to confirm the action before the restore operation begins. If you confirm the restore operation, the page will go blank for approximately 30 seconds before being refreshed. Do **not** manually refresh or resubmit your restore request during this time. Concert services will be temporarily lost during the restore operation.

Warning:

All Concert data within the existing database (users, roles, conferences, channels and devices) will be permanently lost when you perform a restore operation. Backup the database first if you believe you will require this data in future.

3.6.3 Uploading a database from a PC

To upload a database archive, stored on your PC, to the Concert Server:

1. Locate the database archive by clicking the **Browse** or **Choose File** button

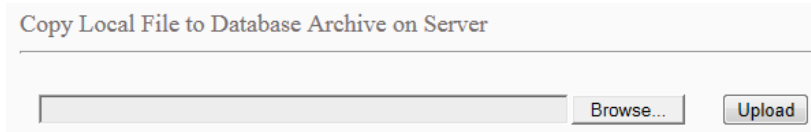


Figure 1: Copy Local File to Database Archive on Server

2. Select the file you want to upload.
3. Click **Upload**.

3.7 Event log

To view the Concert event log, navigate to **Administration > Event Log** []. The Event log page is displayed in the right-hand pane.

The Event Log page records many significant events that occur across the Concert system, from conferencing events (such as a Concert user joining and leaving a conference) to errors (such as a Concert user entering incorrect login credentials).

The record includes:

- The date and timestamp for the event.
- The relevant server application (EMS, IV-Router or Interface Gateway).
- A detailed description of the event.

To clear the Event Log, click **Clear All**.

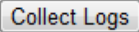
Note:

When the Event log reaches its maximum capacity, a block of the oldest items is removed to create space.

3.7.1 Collect Logs

If you encounter an issue that requires the assistance of a Clear-Com support representative, you can assist their diagnosis of the issue by emailing them a compressed archive of all the Concert logs and configuration files.

To create and download a compressed archive of the Concert logs and configuration files:

1. Click **Collect Logs** []. Creating the archive may take up to 20 seconds.
2. To download the archive to your PC, **either**:
 - Click on the displayed filename
 - **Click** on the download link [[download](#)] .


The downloaded archive can now be emailed to the Clear-Com support representative.

3. To delete the archive from the server, click **remove** [[remove](#)] .

Note:

*Any pre-existing archive is **deleted** when you click **Collect Logs**. Only one compressed archive of the logs and configuration files may exist on the server at any given time.*

4 Node

Node [] comprises all the system nodes within your Concert system. Nodes represent a logical grouping of the following system resources:

- IV-Router server application(s) [ IV-Router].
- Interface Gateway server application(s) [ Interface Gateway].
- Eclipse frame(s) [ Eclipse IVC-32].

If all your system resources are located locally, you may choose to organize those resources under a single node. If your system resources are located at remote locations, then you may choose to organize those resources under two or more nodes. The arrangement of nodes does not affect system operation.

Note:


For a description of the IV-Router and the Interface Gateway applications, see **Table 1: Concert Server applications**.

4.1 Adding and removing a node

To add a node:

1. In **Node**, type the name of the node.
2. **Optional:** In the **Description**, type a brief description of the node (for example, *Physical location of Concert Server and all equipment*).
3. Click **[add]**.

To remove a node:


1. Locate the node you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the node. Click **OK**.

4.2 Modifying the details of a node

To modify the name and description of a node:

1. Locate the node you want to modify in the list. In **Action**, click **[modify]**.
2. Make the changes you require to the name and description for that node.
3. Click **Submit**.

4.3 IV-Routers

Nodes > [Node name] > IV-Router [] displays the IV-Routers (IV-R) page in the right-hand pane. The table displays the hostname and a description for each IV-R application.

An IV-R is a media router. The IV-R maintains:

- A dynamic connection with the Concert Clients.
- Conference routing tables for the Clients.
- Routes audio between conference participants and messaging between clients.

Important Note:


An IV-R **must** be present within a node to authorize an IV-R connection to the EMS, otherwise all Client connection requests will be refused.

4.3.1 Adding and removing an IV-R

To add an IV-R:

1. In the **Hostname IV-Router** field, type the hostname of the IV-R application.
2. **Optional:** In the **Description** field, type a brief description of the IV-R (e.g. *Locally running IV-R*).
3. Click **[add]**

To remove an IV-R:

1. Locate the IV-R application you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the IV-R. Click **OK**.



4.3.2 Modifying the details of an IV-R

To modify the hostname and/or description of an IV-R application:

1. Locate the IV-R application you want to modify in the list. In **Action**, click **[modify]**.
2. The **Details** page for that IV-R is displayed. Make the changes you require to the hostname and description.
3. Click **Submit**.

Tip: You can also modify the hostname and description on the **Details** page dedicated to that particular IV-R application (see the following).

4.3.3 Information pages for each IV-R

Information pages [] dedicated to a particular IV-R are located under the main IV-Routers page [] and can be accessed directly by either clicking on the icon or the IV-R name.

The following pages of information are available for each IV-R listed in the IV-Router page:

Page (tab)		Description
Details		Hostname and brief description of the IV-R application. To edit, click modify .
Info	Server Information	The following server information is displayed: <ul style="list-style-type: none"> • Hostname. • IV-R version number. • Install date and timestamp.
	Configuration Parameters	The following configuration parameters are displayed: <ul style="list-style-type: none"> • Trace level. • EMS Server. • IVR Port (usually 6001). • Management Port (usually 8006).
Statistics		IV-R sourced statistics for Concert users and channels, including: <ul style="list-style-type: none"> • Client's display name • Client version • Client's IP • Duration of the client connection from the time of login • Packets transmitted and received. • Packets lost, recovered and out of order.

Table 4: Node: Information page set for an IV-R

4.4 Interface Gateway nodes

An Interface Gateway is a processing interface to the 4-Wire audio card installed on 4-Wire enabled Concert Servers, facilitating connectivity of 4-Wire audio between Concert and external 4-Wire sources or destination (such as an Eclipse frame, for example). The configuration of each Interface Gateway instance is performed through the Concert Management Interface (CMI).

Note:

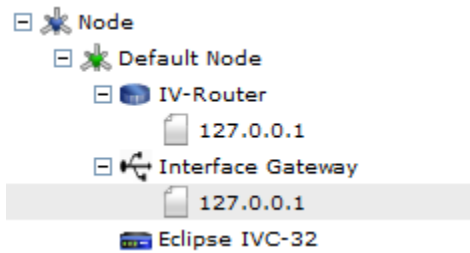
You can run as many Interface Gateway instances on remote servers as you require, providing that each server is entered as an Interface Gateway node element within the CMI.

Note:

The AudioScience ASI5640 audio hardware is included with the purchase of the Concert Server 4W.

4.4.1 Viewing the Interface Gateways page

Navigate to **System > Node > [node_name]** and click on **Interface Gateway** within the navigation tree.



The **Interface Gateways** page is displayed.

INTERFACE GATEWAYS

Interface Hostname	Description	Actions
<input type="text"/>	<input type="text"/>	[add]
127.0.0.1	Local Interface Gateway	[modify] [remove]

Note: Please allow up to 10 seconds for new interface gateway creation.

Figure 2: Interface Gateways page

The main page displays the hostname and a description of the Interface Gateway instance(s). There are also fields for adding a new Interface Gateway instance.

4.4.2 Adding and removing an Interface Gateway node

Important Note:

Only create an Interface Gateway node if you have Clear-Com supported audio hardware installed on one of your Concert servers.

To add an Interface Gateway node:

1. Navigate to **System > Node > [node_name]** and click on **Interface Gateway** within the navigation tree. The **Interface Gateways** page is displayed.
2. Within the **Interface hostname** field, type the hostname of the Interface Gateway.

Note:

You **cannot** modify a hostname once an Interface Gateway has been created. The Interface Gateway must be deleted and recreated to change the hostname.

3. **Optional:** In the **Description** field, type a brief description of the Interface Gateway (for example, *Local 4-Wire Interface*).
4. Click **[add]**. The **Details** page is displayed.
5. The **Base Management Port** is the port used by the EMS to manage the Interface Gateway. Clear-Com recommends that you accept the default value of **8009** for the Base Management Port.

Note:

If choosing a Base Management Port other than 8009, refer to the **Concert Installation Guide** for detailed guidance on modifying port usage.

6. In **IV-Router**, select the IV-R. The first IV-R detected is pre-selected in the drop-down menu.

Note:

Selection of an IV-R is mandatory.

7. In **IV-Router Port**, is the port used by the Interface Gateway when connecting to the IV-R. Clear-Com recommends that you accept the default value of **6001** for the IV-Router Port.

Note:

If choosing an IV-Router Port other than 6001, refer to the **Concert Installation Guide** for detailed guidance on modifying port usage.

- In **Connection Quality**, select the audio quality level for interface connections. Select from the following:

Connection	Description
LAN	Concert is used on a corporate LAN (same office). High and stable bandwidth. High audio quality but more bandwidth is used.
WAN	Concert is used on a corporate WAN (controlled network environment). Bandwidth may be lower between two offices or sites. Audio quality sacrificed for a greater amount of recovery.
Internet	Concert is used on a wireless, low bandwidth or poor quality Internet connection. Bandwidth is uncontrolled, unstable and low. Audio quality is lower. Audio quality sacrificed for the highest level of recovery.

Table 5: Interface Gateway: Connection Quality

- In **Advanced Settings**, you can select (or leave unselected) the following audio QoS settings:

Connection	Description
Silence suppression	Helps reduce bandwidth usage by preventing noise from being passed across the network when participants in a call, conference or channel are not speaking (disabled by default).
Automatic Gain Control (AGC)	Adjusts the gain to an appropriate level for a range of input signal levels (disabled by default).


Table 6: Interface Gateway: Advanced Settings

Note:

*Both silence suppression and AGC should be **disabled** if the audio source for your channel is either music or another continuous audio source.*

- Click **Submit**.

To remove an Interface Gateway:

- In **Action**, click **[remove]**.
- A message is displayed [] asking if you want to remove the Interface Gateway. Click **OK**.

4.4.3 Modifying the details of an Interface Gateway

To modify the details of an Interface Gateway:

1. In **Action**, click **[modify]**.
2. The **Details** page for the Interface Gateway is displayed. Make any changes you require.
3. Click **Submit**.



Tip: You can also modify the details for the Interface Gateway within the **Details** page for the Interface Gateway (see below).

Note:

*It may take up to **10 seconds** for the new Interface Gateway to be created and become configurable. If you click the Interface Gateway tabs or links too early, an error message will be displayed stating the Interface Gateway is currently either not reachable or hardware is not present.*

The message will be displayed until the Interface Gateway is fully created (a maximum of 10 seconds).

4.4.4 Information pages for the Interface Gateway

The information pages [] dedicated to each Interface Gateway are located under the main Interface Gateway page [], and can be accessed directly by clicking either the icon or the name of the Interface Gateway.

The following pages of information are available for the Interface Gateway:

- The **Details** page (See **4.4.2**).
- The **port - channel configuration** page.

Important Note:

*The port-channel configuration page (tab) is labeled with the **system name** of the device(s) to be controlled, for example, **AudioScience ASI56040 (hw: 0,0)**.*

Port - channel configuration

The port-channel configuration page enables you to:

- View all available input and output ports on the installed audio device.
- Associate server channels to physical ports on the audio device.
- Modify or remove those assignments.

- View the connection state for each channel:

[] **Disconnected.**

[] **Connecting.**

[] **Connected.**

- Connect/disconnect port – channel assignments by clicking on one of the connection-state icons shown above.

The page contains two tables. The first (upper table) displays one entry for each configurable input port and the second (lower table) for each configurable output port. Each table comprises:




Field		Description
Port number		Number of input or output ports the audio device supports
Partition		Name of the partition to which channels are filtered.
Channel		Name of the server channel (for example, <i>Party-line 1</i>)
Click to Modify State	Connected	
	Connecting	
	Disconnected	
Status		Disconnected, Connecting or Connected
Action		<p>Buttons used for configuring the port – channel assignments.</p> <p>The actions you can take (configure, modify, apply, cancel & remove) depend on:</p> <ul style="list-style-type: none"> The assignment status of the port. The connection status of a configured channel-port connection. <p>See procedures below for details.</p>

Table 7: Port-Channel configuration table fields

4.4.5 Associating a server channel to an unassigned device port

Note:


Ensure that at least one partition exists and that at least one server channel has been created within that partition. The base Concert installation creates an **Intercom** partition with four server channels.

To associate a partition's server channel to an unassigned device port:

1. Choose an input or output port to configure and click **[configure]** in the **Action** column
Drop-down menus are displayed in the **Partition** and **Channel** columns, and the **Action** buttons change to **[apply]** and **[cancel]**.
2. From the **Partition** drop-down menu, select the partition from which the server channel will be chosen (for example, *Intercom*).
3. From the **Channel** drop-down menu select the server channel that will be assigned to the respective port (for example, *Partyline1*).
4. Click **[apply]**.

Important Note:

Server channels can only be assigned to one input and one output device port on one device.

To connect the configured server channel, click the **Disconnected** status icon [] within the **Click to Modify State** column.


Depending on how fast the browser refreshes, a **Connecting** status icon [] may be displayed when the page refreshes.

Refreshing the page again should result in the **Connected** status icon [] being displayed for the configuration.



Note:

The connection status does not update automatically. To view the current connection status of the channel, you must **manually** refresh the page.



To disconnect the channel, click the **Connecting** status [] or **Connected** status icon [].

When the channel disconnects, the **Disconnected** status icon [] is displayed representing a **Disconnected** state of the port – channel configuration.


To modify/update the channel configuration:

1. Disconnect the channel by clicking the **Connecting** status [] or **Connected** status icon [].
2. The **Action** buttons change to **[modify]** and **[remove]**. Click **[modify]**.
3. Drop-down menus are displayed in the **Partition** and **Channel** columns, and the **Action** buttons change to **[apply]** and **[cancel]**. Change the partition and/or channel, as required.
4. Click **[apply]**.

To remove the channel configuration:

1. Disconnect the channel by clicking the **Connecting** status [] or **Connected** status icon [].
2. The **Action** buttons change to **[modify]** and **[remove]**. Click **[remove]**.

4.5 Eclipse Frame

Node > [Node name] > **Eclipse Frame** [] displays the Eclipse Frame page in the right-hand pane. The table displays the hostname and a brief description of each Eclipse Frame.

Eclipse is the Clear-Com digital matrix intercom system.

Note:

You must use ECS (Eclipse Configuration System), the Eclipse management tool, to add Concert users to ports on an IVC-32 card installed within the Eclipse Frame.

*When a Concert user is configured for Eclipse through ECS, the Eclipse Frame is automatically added to the Concert database (within the first Node of the navigation tree). See **Adding Concert user accounts to an Eclipse Frame**.*

4.5.1 Adding and removing an Eclipse Frame


Note:

It is recommended to only use ECS to Eclipse enable Concert users which will automatically create the Eclipse Frame and copy Eclipse user credentials to the Concert database.

To add an Eclipse Frame using the CMI (not recommended):

1. In the **Eclipse hostname** field, type the hostname of the Eclipse Frame in the following format:
[hostname]:[port]
2. **Optional:** In the **Description** field, type a brief description of the Eclipse Frame (for example, *Eclipse Frame 1*).
3. Click **[add]**.

To remove an Eclipse Frame:



1. Locate the Eclipse Frame that you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the Eclipse Frame. Click **OK**.

4.5.2 Modifying the details of an Eclipse Frame

To modify the hostname and/or description of an Eclipse Frame:

1. Locate the Eclipse Frame you want to modify in the list. In **Action**, click **[modify]**.
2. Make the changes you require to the hostname and description.
3. Click **Submit**.

4.5.3 Information pages for the Eclipse Frame

The information pages [] dedicated to the Eclipse Frame(s) are located under the main Eclipse Frame page [], and can be accessed directly by clicking either the icon or the name of the Eclipse Frame.

The pages comprise the Concert user accounts that can access (are associated with) that particular Eclipse Frame.

Adding Concert user accounts to an Eclipse Frame

Although you can **modify access** to an Eclipse Frame for Concert users, you **cannot add** Concert user accounts to an Eclipse Frame using the CMI.

ECS (Eclipse Configuration System), the Eclipse management tool, must be used to add a Concert user to ports on an IVC-32 card installed within an Eclipse Frame:

1. The Concert user is assigned to a slot on an IVC-32 card, using ECS. That change must then be applied to the Eclipse Frame (not a live feature).
2. ECS automatically updates the Concert database with the Eclipse credentials for the Concert user.

If a Concert user is removed from their slot on the IVC-32 card in ECS, the Concert user cannot access Eclipse even though the user is enabled for Eclipse in EMS. Restoring the Concert user to a slot on the IVC-32 card through ECS will restore access to the Eclipse Frame.

If the Eclipse credentials for a Concert user are deleted in EMS, Eclipse access can only be restored if the Concert user is removed from their slot on the IVC-32 card in ECS then reassigned to the same or another slot on the IVC-32 card. This forces ECS to resend the Eclipse credentials to Concert. See also:

- **6.5 Eclipse issues.**
- Step 5, **5.3.1 Adding Concert users.**
- ECS and Eclipse documentation.

Modifying Eclipse access for a Concert user

To modify access for a Concert user to an Eclipse Frame:

1. Select the Concert user from the list of users under the Eclipse Frame. Click **[modify]**.

Note:

Only Concert users already **enabled** for Eclipse are displayed in this list.

2. The **Key name** is the name that is displayed on the intercom panel whenever the user is called from an Eclipse pane. The key name is limited to 10 characters. Make any changes you require to the Key name.
3. In the Eclipse section of the **Details** page for the Concert user, you can modify the following:

Field	Description
Eclipse username	The existing username is displayed. To change, type into the field.
Eclipse password	The existing password is hidden from view [●●●●●●]. To change the password, type the new password and retype the password in the field below.
Eclipse Frame	The Eclipse Frame to which the user currently has access is displayed. To change the Eclipse Frame, select another Eclipse Frame (or none) from the drop-down list.*
Eclipse access	Eclipse access is currently enabled. To disable Eclipse access, deselect Eclipse Enabled . The following message is displayed under the deselected checkbox: (User will not connect to Eclipse) .

Table 8: Eclipse Frame access

Table notes:

You must create an Eclipse Frame before configuring a user for Eclipse. An error occurs if you attempt to submit the page before creating an Eclipse Frame, with None for Eclipse Frame selected.

4. Click **Submit**.

Note:

You cannot use the information pages for an Eclipse Frame to directly access Concert user accounts that are not associated with that frame.

5 Partition

Partition [] comprises all existing partitions within your Concert system []. The list of partitions is displayed in the right-hand pane.


A partition is a logical grouping of users, roles, channels and conferences, designed to represent an organizational entity such as a corporation. Users are added and then associated to roles which represent a function, department or position within that organization.

5.1 Adding and removing a partition

To add a partition:

1. In **Partition**, type the name of the partition.
2. **Optional:** In the **Description**, type a brief description of the partition (for example, *US Headquarters*).
3. Click **[add]**. The time and date of creation is recorded in **Creation Date/Time**.

To remove a partition:


1. Locate the partition you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the partition. Click **OK**.

5.2 Modifying the details of a partition

To modify the name and description of a partition:

1. Locate the partition you want to modify in the list. In **Action**, click **[modify]**.
2. Make the changes you require to the name and description for that partition.
3. Click **Submit**.

5.3 Users

Partition > **[Named partition]** > **Users** [] displays the Users page (User Table) in the right-hand pane.

5.3.1 Adding Concert users

To add (set up) a new Concert user:

1. Enter the following user details:

Field	Description
Display name	The name of the user displayed on screen. Type the Display name .
Username	The username is required to access the system. Type the Username .
Key name	The abbreviated display name shown on an Eclipse panel key. Type the Key name .
Account enabled	To enable the user account, select the checkbox.
Interface enabled	To enable the user for 4-wire interfaces, select the checkbox.
Eclipse enabled	To enable the user for Eclipse, select the checkbox.

Table 9: Users

2. In **Action**, click **[add]**.
3. The **Details** page for the user is displayed. Some of the fields on the page have already been populated using the information you entered at Step 1.

Under the **Display name** and **Key name** (already populated), are the **First**, **Middle** and **Last** fields. These fields have been populated with components of the **Display name**.

To change this information (for example, by entering the 'real' name of the Concert user), type into the fields.

4. The Concert login **Username** has already been populated. In the **Password (Concert login credential)** fields, type and retype the Concert login password.

5. If the user is enabled for Eclipse, or you plan to enable the user for Eclipse at a later date, enter the following information:
 - a. In **Eclipse Username**, type an Eclipse login username.
 - b. In **Eclipse Password**, type and retype an Eclipse login password.
 - c. In **Eclipse Frame**, select the Eclipse Frame the user can access.
6. To create the new user, click **Submit**.

When you submit the page, the new user is added to the contact list of every existing user within that partition.

Important Note:

You can **modify** Eclipse access for Concert users in the CMI if their Eclipse credentials already exist in EMS, but you cannot **add** Concert user accounts to an Eclipse Frame using the CMI.

To add a Concert user account to an Eclipse Frame, you must use ECS (Eclipse Configuration System), the Eclipse management tool.

For more information, see **Adding Concert user accounts to an Eclipse Frame**.

7. Open the **Roles Associations** page.

Roles help you to organize your Concert users. A role represents a function, department or position within the organizational entity represented by the partition (for more information see **5.4 Roles**).

To associate a user with a particular role (for example, *Product Marketing*), locate the role in the list. In **Permissions**, select the checkbox.

Note:

You **cannot** associate a user with multiple roles.

8. Open the **Channel Associations** page (see also **5.6 Client** channel).

To enable a user to access a channel (such as a program feed, a party-line or a PA system), locate the channel in the list. In **Permissions**, select **Talk** and/or **Listen** permissions for that channel.

Note:

If a user is associated with a role, the user gains:


- Access to the conferences associated with that role.
- Configuration rights to the channels associated with that role.

Channel Listen and Talk privileges are granted to users on a per-user basis.

9. Click **Submit**.

5.3.2 Removing Concert users

To remove a user from the database:

1. In the Users page, locate the user you want to remove.
In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the user. Click **OK**.

Note:

Removing a user who is currently logged into the system will cause that user to be immediately disconnected from Concert.





Disassociating a logged-in user from a role will also cause that user to be immediately disconnected from Concert.

5.3.3 Modifying the details of a Concert user


To modify a Concert user account:

1. In the Users page, locate the user whose details you want to modify. In **Action**, click **[modify]**.
2. Make the changes you require to the user account (see the setup procedure, [section 5.3.1](#)).
3. Click **Submit**.

Tip: You can also access:

- The Users page (User Table) by clicking the **User Table** icon [] at the top of the list of users under the **Users** icon [].
- Full user account information for each user (including the **Role Associations** and **Channel Associations** pages) by clicking on the information pages for that user [] under the **Users** icon [].



5.4 Roles

Partition > [Named partition] > Roles [] displays the Roles page (Role Table) in the right-hand pane.

You can use roles to help organize your Concert users and standardize access permissions to channels and conferences. A role represents a function, department or position within the organizational entity represented by the partition.

A Role can also be thought of as a grouping of permissions which are automatically applied to any user, conference or channel associated with that role.

A user can only be associated with one role at a time.

Tip: You can also access the Roles page (Roles Table) by clicking the **Role Table** icon [] located under the **Roles** icon [].


5.4.1 Adding a role

To add a role to the database:

1. In **Role**, type the name of the role (for example, *PM*).
2. **Optional:** In the **Description**, type a brief description of the role (for example, *Product Marketing*).
3. Click **[add]**.

5.4.2 Removing a role

To remove a role from the database:

1. In the Roles page (Role Table) locate the role you want to remove. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the role. Click **OK**.


5.4.3 Modifying the details of a role

To modify the name and description of a role:

1. In the Roles page (Role Table), locate the role you want to modify. In **Action**, click **[modify]**.
2. The **Details** page is displayed. Make the changes you require to the name and description of the role.
3. Click **Submit**.

5.4.4 Managing role associations

To view and manage the Concert users, conferences and channels associated with a role:

1. Do either of the following:
 - In the Roles page (Role Table) locate a role (for example, *Product Marketing*). In **Action**, click the name for that Role.
 - Click the named Roles page [], located under the Roles page (Role Table).
2. The **User Associations** page is displayed, listing **all** Concert users within the partition. To associate a user with the role, select the checkbox in **Permissions**.
To disassociate a user, deselect the checkbox in **Permissions**.

If the **Permissions** checkbox is grayed out (uneditable) the user is already associated with another role.

3. To save your changes, click **Submit**.
4. The **Conference Associations** page is displayed, listing **all** available conferences. For each conference, select the appropriate permissions.
5. To save your changes, click **Submit**.
6. The **Channels Associations** page is displayed, listing **all** available Client channels. To associate a channel with the role, locate the channel in the list and select the **Configure** checkbox.

Note:

*When you associate a channel with a role, channel configuration rights are granted to all users associated with that role. This enables the user to connect the channel through the **Interfaces** configuration dialog in the Concert Client.*


*Server channels **cannot** be configured using a Client, and are therefore not included on this page.*

7. To save your changes, click **Submit**.

5.5 Conferences

Partition > [**Named partition**] > **Conferences** [] displays the Conferences page (Conference Table). All the public conferences available to Concert users are listed.

A conference provides a well-defined meeting area for users wishing to communicate with each other at any time.

Tip: You can also access the Conferences page (Conference Table) by clicking the **Conference Table** icon [] located under the **Conferences** icon [].

5.5.1 Adding conferences

To add a conference to the database:

1. In **Conference**, type the name of the conference (for example, *Product Engineering 1*).
2. In **Key name**, type the abbreviated display name shown on Eclipse panel keys (for example, *Prodt_Eng1*).
3. **Optional:** In the **Description**, type a brief description of the conference (for example, *All-hands Product Engineering meeting*).
4. To enable the conference as an Interruptible Audio Feed (IAF) conference, select **Interruptible Audio Feed**.


Note:

For more information about granting IAF conference access to users, see **5.5.4 Associating a conference with a role**.

5. Click **[add]**.

5.5.2 Removing conferences

To remove a conference from the database:

1. Locate the conference you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the conference. Click **OK**.

5.5.3 Modifying the details of a conference


To modify the conference details:

1. Locate the conference you want to modify in the list. In **Action**, click **[modify]**.
2. The **Details** page for that conference is displayed. Make any changes you require.
3. Click **Submit**.

5.5.4 Associating a conference with a role

When you associate a conference with a particular role, you grant access permissions to all the users associated with that role.

To associate a conference with a particular role (**Role Associations**):

1. Do either of the following:
 - In the Conference page (Conference Table) locate a conference (for example, *Product Engineering 1*). In **Action**, click the **Name** for that conference.
 - Click the information pages [] for that conference, located under the Conference page (Conference Table).
2. The **Role Associations** page is displayed, listing all the roles in the partition. Make any changes you require to the permissions granted to particular roles.
3. Click **Submit**.

Note:


When you associate an IAF-enabled conference with a role, the conference is displayed in the **Audio Feed** configuration dialog of the Concert Client, for all users who are members of that role. For more information, see your **Concert Client User Guide**.

5.5.5 Associating a conference with a channel


When you associate a conference with a channel, the channel automatically joins the conference (with the specified permissions) upon connection.

When you connect the channel, all audio sent to or received by that channel is also routed through the specified conference. See also **5.6.5 Associating a channel with a conference**.



To associate a conference with a channel (**Channel Associations**):

1. Do either of the following:
 - In the Conference page (Conference Table) locate a conference (for example, *Product Engineering 1*). In **Action**, click the **Name** of the conference.
 - Click the information pages [] for that conference, located under the Conference page (Conference Table).
2. Click the **Channel Associations** tab.
3. The **Channel Associations** page is displayed, listing all the channels in the partition. Make any changes you require to the permissions granted to particular channels.
4. Click **Submit**.

5.6 Client channels

Partition > [Named partition] > Client channels [] displays the Client channels page (Channel Table) in the right-hand pane. All the channels available to Concert users are listed.

Client channels are used exclusively by Concert Clients to bring external audio sources into Concert, such as 4-wire audio from an Eclipse Frame or music broadcast by a radio station.

Tip: You can also access the Client channels page (Channel Table) by clicking the **Channel Table** icon [] located under the **Channels** icon [].


5.6.1 Adding channels

To add a channel:

1. In either **Client Channel** or **Server Channel**, type the name of the channel (for example, *Program Feed*).
2. **Optional:** In the **Description**, type a brief description of the channel (for example, *Event feed from the main mixing board*).
3. In **Key name**, type the abbreviated display name shown on Eclipse panel keys (for example, *Progm_Feed*).
4. Click **[add]**.

5.6.2 Removing channels

To remove a channel:

1. Locate the channel you want to remove in the list. In **Action**, click **[remove]**.
2. A message is displayed [] asking if you want to remove the channel. Click **OK**.

5.6.3 Modifying the details of a channel

To modify the channel details:

1. Locate the channel you want to modify in the list. In **Action**, click **[modify]**.
2. The **Details** page for the channel is displayed. Make any changes you require.
3. Click **Submit**.


5.6.4 Associating a Client channel with a role

Associating Client channels to a role grants any user associated to that same role, local configuration privileges for that channel. Provided the user is also Interface enabled, the user can connect the channel locally, using the **Configuration > Interfaces** dialog in the Concert Client (see the **Concert Client User Guide**).

Important note:

*Server channels are used **exclusively** by the Interface Gateway servers and are therefore not associated with roles.*

To associate a Client channel to a role (**Role Associations**):


1. Do either of the following:
 - In the Client Channels page (Channel Table) locate the required channel (for example, *Program Feed*). In **Action**, click the **Name** of the channel.
 - Click the information pages [] for that channel, located under the Client Channels page (Channel Table).
2. Click the **Role Associations** tab.
3. The **Role Associations** page is displayed, listing all the roles in the partition. Configure the permissions granted to particular roles.
4. Click **Submit**.

5.6.5 Associating a channel with a conference

When you associate a channel with a conference, the channel automatically joins the conference (with the specified permissions) upon connection.

When you connect the channel, all audio sent to or received by that channel is also routed through the specified conference. See also **5.5.5 Associating a conference with a channel**.

To associate a channel with a conference (**Conference Associations**):

1. Do either of the following:
 - In the Channels page (Channel Table) locate the required channel (for example, *Program Feed*). In **Action**, click the **Name** of the channel.
 - Click the information pages [] for the channel, located under the Channels page (Channel Table).
2. Click the **Conference Associations** tab.
3. The **Conference Associations** page is displayed, listing all the conferences in the partition. Make any changes you require to the permissions granted to the channel on joining a conference.
4. Click **Submit**.


5.6.6 Associating users with a channel

Associating a channel with a user places the channel (with the specified access permissions) in the Channels tab of the user's Concert Client.

Note:

*This action only grants the user talk/monitor privileges to the channel, **not** configuration rights.*



To associate a user with a channel (**User Associations**):

1. Do either of the following:
 - In the Channels page (Channel Table) locate the required channel (for example, *Program Feed*). In **Action**, click the **Name** of the channel.
 - Click the information pages [] for the channel, located under the Channels page (Channel Table).
2. The **User Associations** page is displayed, listing all the conferences in the partition. Make any changes you require to the permissions granted to the user on joining a specific channel.
3. Click **Submit**.

5.7 Server channels

Partition > [Named partition] > Server Channels [] displays the Server Channels page (Server Channel Table) in the right-hand pane. All the channels available to Interface Gateway servers are listed.

Server Channels are used exclusively by Interface Gateway servers to bring external audio sources into Concert, such as 4-wire audio from an Eclipse Frame or music broadcast by a radio station.

Tip: You can also access the Server channels page (Server Channels Table) by clicking the **Server Channels Table** icon [] located under the **Server Channels** icon [].

6 Troubleshooting

6.1 Connection issues

Issue	Cause(s)	Solution(s)
<p>The Concert Server is not reachable from my PC (the browser does not display the CMI).</p>	<p>Your firewall may be preventing access.</p> <p>An incorrect hostname was entered for the Concert Server.</p> <p>The Apache Server may be down for some reason.</p>	<p>To reach the CMI from outside the local network where the EMS server application is located, you must set up port forwarding within your firewall on port 80 to the EMS server application.</p> <p>Note: <i>To restrict access to the CMI in future, ensure that you change the default CMI password. See Modifying the CMI access credentials.</i></p> <p>Check that the Concert Server address being entered into your browser is correct.</p> <p>The Concert Server runs an Apache HTTP server to host the CMI. If for some reason this service is down, the server cannot respond to requests from browsers.</p> <p>To check the status of the Apache server, type the following command in the Concert Server's terminal:</p> <pre>service httpd status</pre> <p>If the httpd service reports itself as being stopped, even after rebooting the system, check the Apache logs within the following directory to find a possible reason:</p> <pre>/etc/httpd/logs/</pre>

Instead of the web-based CMI, the Apache 2 Test Page is shown.



Figure 3: Apache 2 Test Page

Apache has been installed, but the EMS server application has been manually uninstalled.

The CMI is either completely or partially unreachable.

Verify your ability to contact the EMS web server. After entering the hostname of the EMS, an authentication dialog should be displayed requesting administrator credentials to access the UI.

If this authentication dialog does not appear, one of the following conditions may exist:

Hostname or IP address entered for the EMS server is incorrect.

Concert Server address is not reachable from your current network.

Apache web server running on the Concert Server has not started.

Enter the correct hostname or IP address.

To determine if the server is reachable, use the **ping** or **telnet** command.

To verify that HTTP services are running on the Concert Server, execute the command:
`sudo service httpd restart`

6.2 Logging into the CMI

Issue	Cause(s)	Solution(s)
<p>The CMI can be accessed, but EMS unreachable notification is displayed.</p>	<p>Condition may exist for the following reasons:</p> <p>EMS application is not started on the Concert Server.</p> <p>Within a VM environment, VM network adapter may not be properly configured.</p> <p>Database may be in an inconsistent state.</p> <p>Firewall and/or SELinux settings have been modified on the Concert Server after installation.</p> <p>Corruption or inconsistent state of the Concert Server exists.</p> <p>EMS application installed on server without first installing CentOS (and Concert) using the Concert DVD.</p>	<p>Execute the command: <code>service ems status.</code></p> <p>If the EMS service is not started, then start EMS by executing the command: <code>sudo service ems restart.</code></p> <p>If running Concert within a VM, verify the VM is reachable from at least the Host platform using the <code>ping</code> command.</p> <p>Attempt to restore the default database (baseline.sql.gz) in <code>/usr/local/clearcom/concert/pgsql</code> by executing the command: <code>sudo service ems restore</code></p> <p>If firewall issues are suspected, try disabling the firewall using the command: <code>sudo system-config-firewall</code> and select Disable</p> <p>If all else fails, backup the database using the command: <code>sudo service ems backup</code> Then copy the database archive to another PC and completely reinstall the Concert Server utilizing the Concert DVD.</p>

<p>The CMI can be accessed, but the IV-R statistics page states that the IV-R is unreachable.</p>	<p>Condition may exist for the following reasons:</p> <p>IV-R application is not started on the Concert Server.</p> <p>IV-R is running on a different server than EMS, but the file has not been copied to the same directory on the remote server.</p> <p>The EMS and IV-R applications are running on different servers.</p> <p>IV-R application was installed on server without using the Concert DVD.</p>	<p>Execute the command: <code>service ivr status</code>.</p> <p>If the IV-R service is not started, then start the IV-R by executing the command: <code>sudo service ivr start</code>.</p> <p>Copy concert_server.pem file located in /usr/local/clearcom/concert/bin/ from the EMS server to the server running the remote IV-R. Then restart the IV-R application on the remote server.</p> <p>This is supported and should normally not be a problem unless TPC Port 8006 is blocked from the PC browsing the CMI to the server running the IV-R. To fully manage Concert through the CMI, both 8003:tcp and 8006:tcp need to be reachable to the EMS and IV-R servers respectively.</p> <p>Both CentOS 6 and Concert must be initially installed using only the Concert DVD. Any other type of installation is not supported.</p>
<p>Uninstalling concert-pgsq rpm deleted the database.</p>	<p>Uninstalling concert-pgsq rpm removes the database, destroying all data.</p>	<p>The database must be backed up prior to uninstalling the concert-pgsq rpm to avoid losing all stored information. Back up the database using the command: <code>sudo service ems backup</code></p>
<p>CMI can be accessed, but the Interface Gateway configuration page reports an error.</p>	<p>Condition may exist for the following reasons:</p> <p>Interface Gateway application was not started on the Concert Server.</p>	<p>Execute the command: <code>service ifgateway status</code>.</p>

	<p>The IP address entered for the Interface Gateway was incorrect.</p> <p>There are no supported audio devices installed on the server running the Interface Gateway application.</p> <p>One or both of the management ports (TCP 8009/8010) are not reachable from the server running the EMS application to the server running the Interface Gateway application.</p> <p>Interface Gateway application installed on server without first installing CentOS (and Concert) using the Concert DVD.</p>	<p>If stopped, then restart the IV-R service by executing the command: <pre>sudo service ifgateway start</pre></p> <p>An Interface Gateway application running on the <u>same server</u> as the EMS may have an IP address as either 127.0.0.1 or the network address of the Concert Server.</p> <p>If the Interface Gateway application is running on a <u>remote server</u>, verify that the remote server's IP address matches what was entered on the Interface Gateway configuration page.</p> <p>Verify that the server running the Interface Gateway has at least one supported audio device installed. (See Server Installation Guide for a list of supported audio hardware)</p> <p>In order to manage remote Interface Gateways running on servers other than the EMS Concert Server, TCP ports 8009 and 8010 must be reachable from the EMS to those servers.</p> <p>To verify that these ports are not being blocked, execute the following command on the EMS server: <pre>telnet [remote_server_ip] 8009</pre> where <code>remote_server_ip</code> is the IP address of the remote server running the Interface Gateway application.</p> <p>If reachable, the following should be printed to screen: Escape character is '^]' Press <CTRL-C> to exit.</p> <p>If a message appears stating the connection was refused, contact your IT department to assist with opening that port.</p> <p>Both CentOS 6 and Concert must be installed using only the Concert DVD. Any other type of installation is not supported.</p>
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6.4 Interface Gateway / Channel issues

Issue	Cause(s)	Solution(s)
<p>Channels will not reconnect.</p>	<p>The IV-R was removed, modified or replaced within the CMI.</p>	<p>An operational IV-Router must be assigned to the Interface Gateway.</p> <p>If you remove, modify or replace an IV-Router node within the CMI that was assigned to an Interface Gateway, you must reassign a valid IV-Router to the Interface Gateway to re-enable its functionality.</p> <p>Go to Node > Interface Gateway. In the Details page for the Interface Gateway, go to IV-Router and select a replacement IV-R.</p>
<p>The Interface Gateway shows no default channel configurations.</p>	<p>Default behavior</p>	<p>There are no default channel configurations created upon installation.</p> <p>Available ports must be manually configured. For more information, see 4.4 Interface Gateway.</p>
<p>What is the difference between an input channel and an output channel?</p>	<p>The Interface Gateway application automatically detects the capabilities of the first <u>supported</u> PCI or PCIe audio device found on the server where the application is running. The capabilities detected take the form of input and output ports.</p> <p>An input port is the point at which audio is brought into Concert from an external source (such as a device supplying 4-wire audio). Assigning a channel label to and connecting this port, brings 4W audio into Concert and thereby enables Concert users to listen to this audio source when they join the Channel or a conference that has been associated to this channel within the CMI.</p> <p>An output port provides Concert with the capability of routing Concert audio to an external audio target (such as a PA (Public Announce) system).</p> <p>Note that a channel will only be displayed within the Concert client if:</p> <ul style="list-style-type: none"> • The Channel has been explicitly associated with the user through the User-Channel associations page. • The channel is associated to a conference to which the user has access. <p>For more information, see 4.4 Interface Gateway.</p>	

The Client channels that I created in the CMI are not displayed in the Client.

To display client channels within the **Channels tab** of a client, the channel must be directly associated to the Concert user through the CMI's :

- Client Channel's **User Associations** page.
- User's **Client Channel Associations** page.

For more information, see **4.4 Interface Gateway**.

6.5 Eclipse issues

Issue	Cause(s)	Solution(s)
<p>Concert client's Soft Panel not connecting to Eclipse.</p>	<p>Concert user has not been manually assigned to an IVC-32 port using the ECS configuration tool.</p> <p>Concert user was originally configured within ECS, but their IVC-32 configuration was later removed.</p> <p>The Eclipse credentials for a Concert user were deleted and need to be restored.</p>	<p>To enable Eclipse access for a Concert user, the user must be assigned an IVC-32 slot within ECS (<i>Eclipse Configuration System</i>). That change must then be applied to the Eclipse Frame (not a live feature) within ECS.</p> <p>If a Concert user is removed from their slot on the IVC-32 card in ECS, the Concert user cannot access Eclipse even though the user is enabled for Eclipse in EMS. Restoring the Concert user to a slot on the IVC-32 card will restore their access to the Eclipse Frame.</p> <p>For more information, see 4.5 Eclipse Frame.</p> <p>Note: No manual configuration within the CMI is necessary to Eclipse enable a Concert user. Instead, all configurations should be performed through ECS, which will automatically update the Concert database.</p> <p>If the Eclipse credentials for a Concert user are deleted in CMI, Eclipse access can only be restored if the Concert user is removed from their slot on the IVC-32 card in ECS then reassigned to the same or another slot on the IVC-32 card. The credentials for the user are then sent back to EMS.</p> <p>For more information, see 4.5 Eclipse Frame.</p>

Table 10: Eclipse issues

6.6 Audio issues

Issue	Cause(s)	Solution(s)
<p>The channel audio volume is either too low or the audio is garbled.</p>	<p>The Noise Filter / Silence Suppression option may be incorrectly enabled for the type of source provided, such as music or a constant tone.</p>	<p>Disable Noise Filter / Silence Suppression within the configuration dialog (Client) or CMI page (Interface Gateay).</p> <p>If the channel was connected within the CMI, also disable AGC.</p> <p>Alternatively, try increasing the volume at the audio source.</p> <p>For more information about the Interface Gateway's Details page, see 4.4 Interface Gateway nodes.</p>

Table 11: Audio issues