

# ALM PRO+

## Administrator manual



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# Contents

General.....	3
Login.....	3
Users .....	3
Manage Users .....	4
Import/Export users.....	4
Operations.....	5
Manage stats.....	5
Manage desks .....	6
Import/Export desks .....	6
Reports.....	6
Actions.....	7
Logging .....	8
Settings – Groups - Users.....	9
Licenses .....	10
Settings.....	11
Group policy.....	11
User policy.....	13
Manage user groups .....	13
Features and permissions (values).....	13
Custom day parts (times).....	14
License Manager .....	14
Sys admins.....	15
Change e-mail/password .....	15
Manage admins.....	16
Service & support.....	17
Licensing.....	17
Ordering Information.....	17
Additional Information.....	18

## General

This manual covers the ALM Pro+ management console.

The ALM Pro+ management console is a web-based application, hosted within the customer's environment and collaborates with the ALM Pro client software.

The main features of the ALM management console are:

- Manage ALM profiles and users
- Manage ALM client features and permissions
- Manage ALM license usage and renewal
- Display Reports and export statistics and data

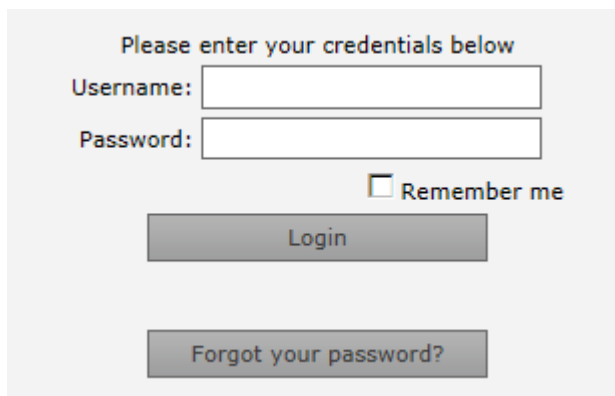
## Login

! Make sure that you've received the application URL and login credentials from your system administrator before proceeding with the next step.

To open ALM Pro+, browse to your custom server application URL followed by /admin, e.g.

<http://almproplus.yourdomain.com/admin>

Use the credentials to login below



Please enter your credentials below

Username:

Password:

Remember me

Login

Forgot your password?

## Users

The Users menu contains the following items:



- Manage Users - display and edit individual users
- Import Users - import users from an external source
- Export Users - export users to an external source

# Manage Users

Initially the list of users will be empty. However, each time the ALM Pro client connects to ALM Pro+ (e.g. by starting ALM from the desktop PC) it will verify if the user already exists and if not, create it automatically. As a result, over time all ALM Pro users will be listed here.

By default, only the User Name field will be populated (equals the extension mobility User Name used to login the phone) and the display name will remain empty.

MANAGE USERS		
Manage Users		
	User Name	Display Name
Edit New Delete <input type="checkbox"/>	0-ccUser-0	disp0-hhUser-0
Edit New Delete <input type="checkbox"/>	alm.user1-0	alm.user1-0
Edit New Delete <input type="checkbox"/>	2-jjUser-2	disp2-eeUser-2
Edit New Delete <input type="checkbox"/>	3-aaUser-3	disp3-ccUser-3
Edit New Delete <input type="checkbox"/>	4-aaUser-4	disp4-jjUser-4

# Import/Export users

To enrich the data, the Display Names can either be edited manually or you can use the export function to export the data to an external editor, e.g. Microsoft Excel, populate the display names and import the resulting file back into ALM Pro+.

### EXPORT USERS

Export Users

Please press the button below to export all users into an xml file.

### IMPORT USERS

Import Users

Clear all users:

Upload file for import:

Upload

Maximum file size: 4Mb

! Tick the box "Clear all users" to overwrite all existing users in ALM Pro+, otherwise the users will be added instead.

# Operations

The operations menu contains the following items:



- Manage Stats - display a detailed overview of all ALM events
- Manage Desks - display and edit available office space/inventory
- Import Desks - import inventory information from external sources
- Export Desks - export inventory information to external sources

## Manage stats

The Manage Stats menu displays all events records by ALM Pro clients and allows you to sort, filter and edit the displayed information:

MANAGE STATS												
Drag a column header here to group by that column												
	Id	Local Time	Local Time Zone	Server Time	Client Name	Client IP	Phone MAC	Phone IP	Phone Type	User Name	Action ID	Major Version
Edit New Delete <input type="checkbox"/>	10262	June 20, 2012 09:13:00	0	June 20, 2012 09:13:00	DENWAPC1	192.168.0.155	001C58D5F267	192.168.0.153		alm.user2	Session unlocked	4
Edit New Delete <input type="checkbox"/>	10261	June 18, 2012 14:48:00	0	June 18, 2012 14:48:41	DENWAPC1	192.168.0.155	001C58D5F267	192.168.0.153		alm.user2	Session unlocked	4
Edit New Delete <input type="checkbox"/>	10260	June 18, 2012 14:19:00	0	June 18, 2012 14:19:49	DENWAPC1	192.168.0.155	001C58D5F267	192.168.0.153		alm.user2	Session unlocked	4

Enter text into the input fields to filter the data in real-time or drag columns to the grey area to group the data. e.g. to quickly find people who are still using a specific old phone model or older ALM software as in the example below:

MANAGE STATS												
Major Version ▲		Minor Version ▲										
	Id	Local Time	Local Time Zone	Server Time	Client Name	Client IP	Phone MAC	Phone IP	Phone Type			
▼ Major Version: 1												
▶ Minor Version: 0												
▼ Major Version: 3 (Continued on the next page)												
▼ Minor Version: 5 (Continued on the next page)												
Edit New Delete <input type="checkbox"/>	10239	May 07, 2012 17:47:00	0	May 07, 2012 17:47:52	DENWAPC1	192.168.0.155						
Edit New Delete <input type="checkbox"/>	10230	May 07, 2012 17:04:00	0	May 07, 2012 17:04:44	MSLAPTOP5715	192.168.0.156	001C58D5F267	192.168.0.153	cp-7911g			
Edit New Delete <input type="checkbox"/>		May 07,		May 07,								

## Manage desks

Use the Manage desks menu to manage inventory, useful to report on desk space and office space usage.

Each phone, identified by its MAC id is assigned a Site code, Area Code and Desk Code (all three optional and max 3 characters). This allows the reports to group and filter phone usage on desk, area and site level.

MANAGE DESKS				
Manage Users				
#	Phone MAC	Site Code	Area Code	Desk Code
Edit New Delete <input type="checkbox"/>	SEP0102030401020304	FIN	AMS	813
Edit New Delete <input type="checkbox"/>	SEP0102030401020321	FIN	AMS	214

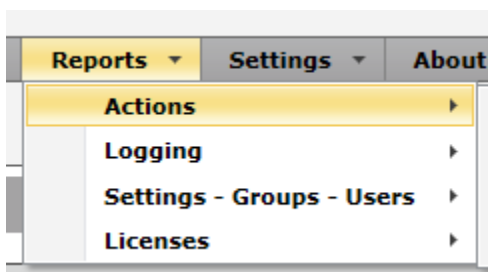
## Import/Export desks

Use these options to import/export the inventory into an xml file which can be read or written by external applications, like Microsoft Excel. Useful to feed the information from an external database

IMPORT DESKS	
Import Users	
Clear all desks:	<input type="checkbox"/>
Upload file for import:	<input type="text"/> <input type="button" value="Browse..."/>
Upload	Maximum file size: 4Mb
<input type="button" value="Start Importing"/>	

## Reports

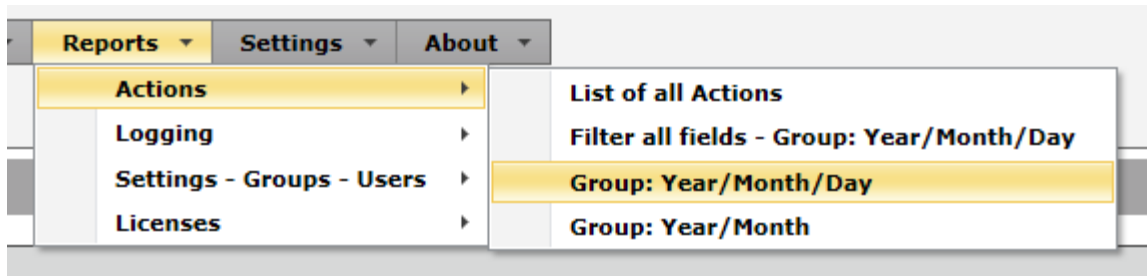
The following report categories are available:



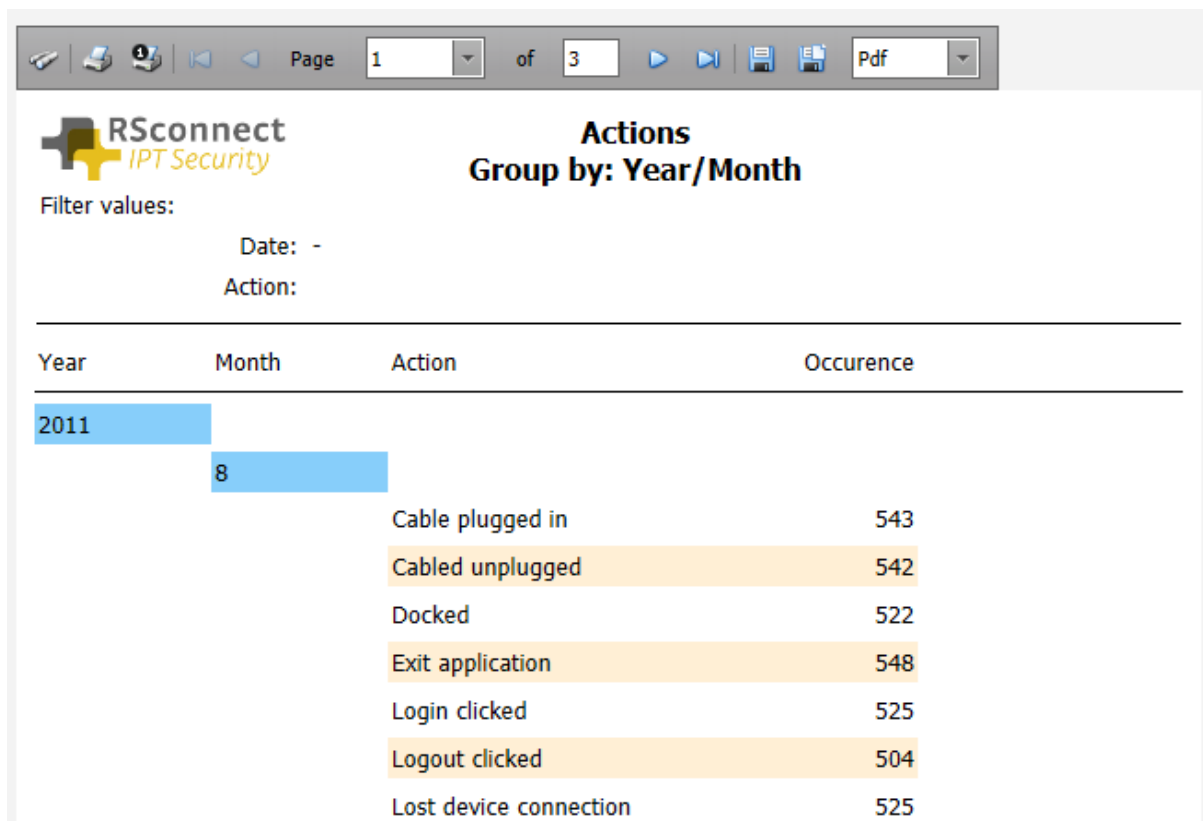
- Actions - report ALM user actions
- Logging - report phone usage
- Settings - report (custom) ALM settings
- Licenses - report license distribution

# Actions

The **actions** reports display the activities of the ALM users. Activities are actions like logon, lock the pc, unlock the pc, etc.



These reports show statistics about the usage of ALM, grouped by year/month/day and filtered by customer criteria:

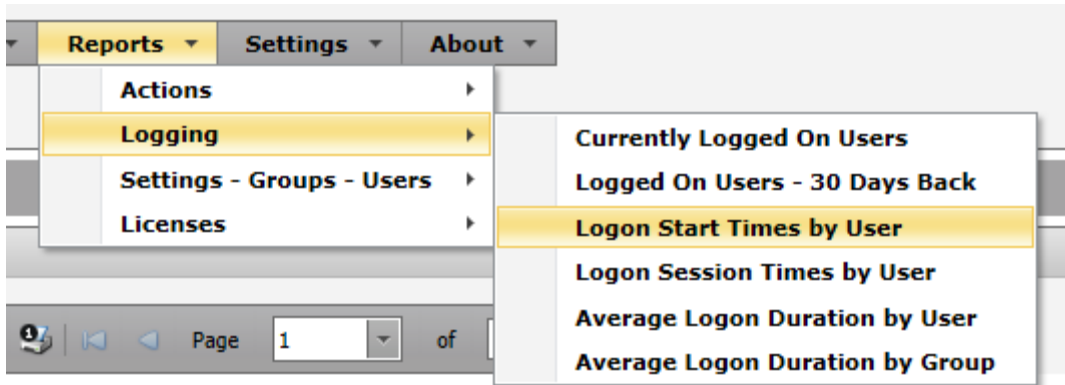
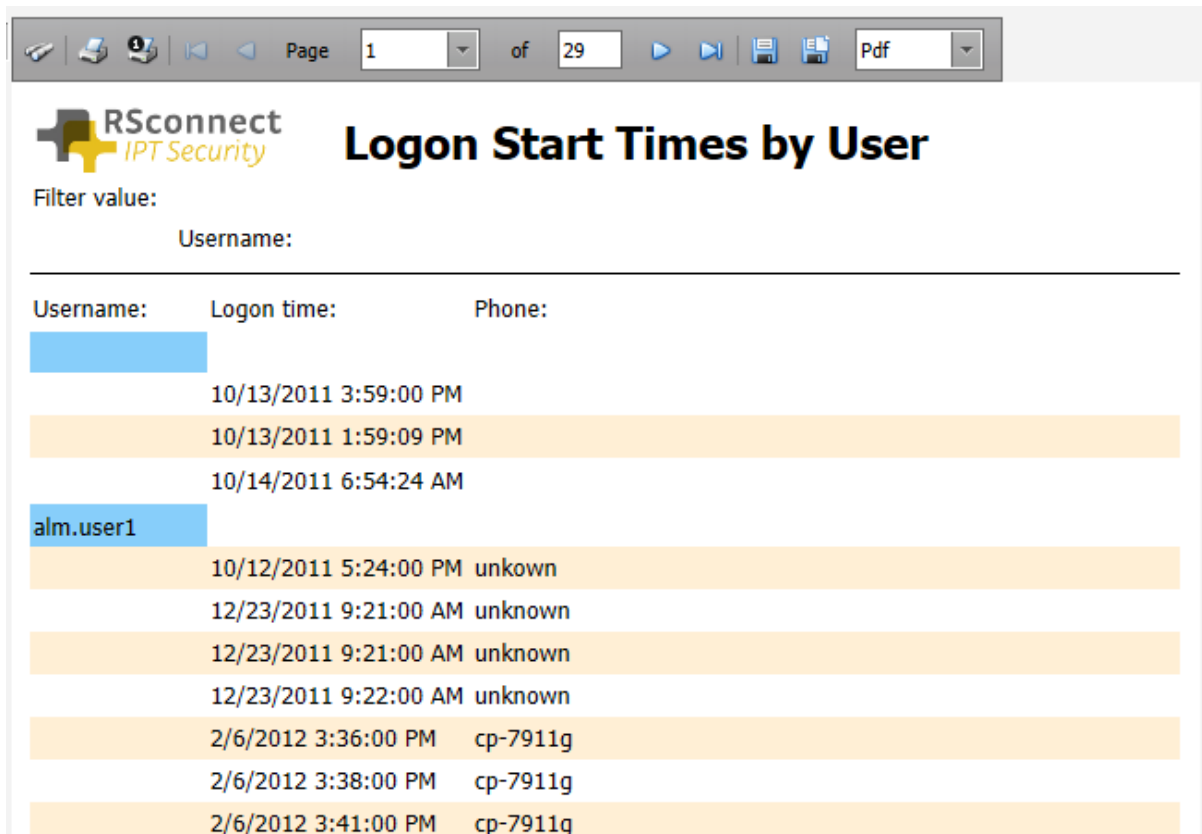


The screenshot shows the 'Actions' report interface. At the top, there is a navigation bar with 'Page 1 of 3' and a 'Pdf' button. The report title is 'Actions Group by: Year/Month'. Below the title, there are filter values for 'Date: -' and 'Action:'. The main data is presented in a table with the following columns: Year, Month, Action, and Occurrence.

Year	Month	Action	Occurrence
2011	8	Cable plugged in	543
		Cabled unplugged	542
		Docked	522
		Exit application	548
		Login clicked	525
		Logout clicked	504
		Lost device connection	525

# Logging

The **Logging** reports show timelines, login, logout durations, etc and could be helpful managing your VoIP capacity and report defects on regular usage.

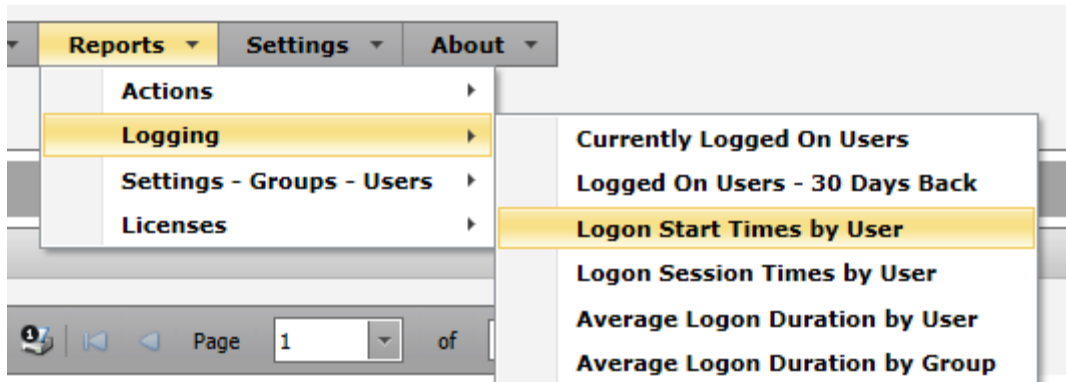



Username:	Logon time:	Phone:
[Redacted]	10/13/2011 3:59:00 PM	
[Redacted]	10/13/2011 1:59:09 PM	
[Redacted]	10/14/2011 6:54:24 AM	
alm.user1	10/12/2011 5:24:00 PM	unknown
	12/23/2011 9:21:00 AM	unknown
	12/23/2011 9:21:00 AM	unknown
	12/23/2011 9:22:00 AM	unknown
	2/6/2012 3:36:00 PM	cp-7911g
	2/6/2012 3:38:00 PM	cp-7911g
	2/6/2012 3:41:00 PM	cp-7911g




## Settings – Groups - Users

The **Settings-Groups-Users** reports display information about the ALM settings and permissions granted.



Page 1 of 1 Pdf



### Group Settings

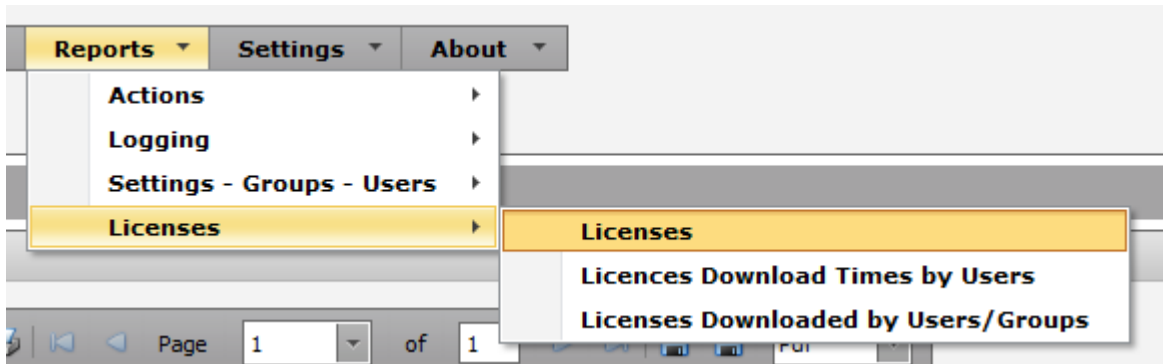
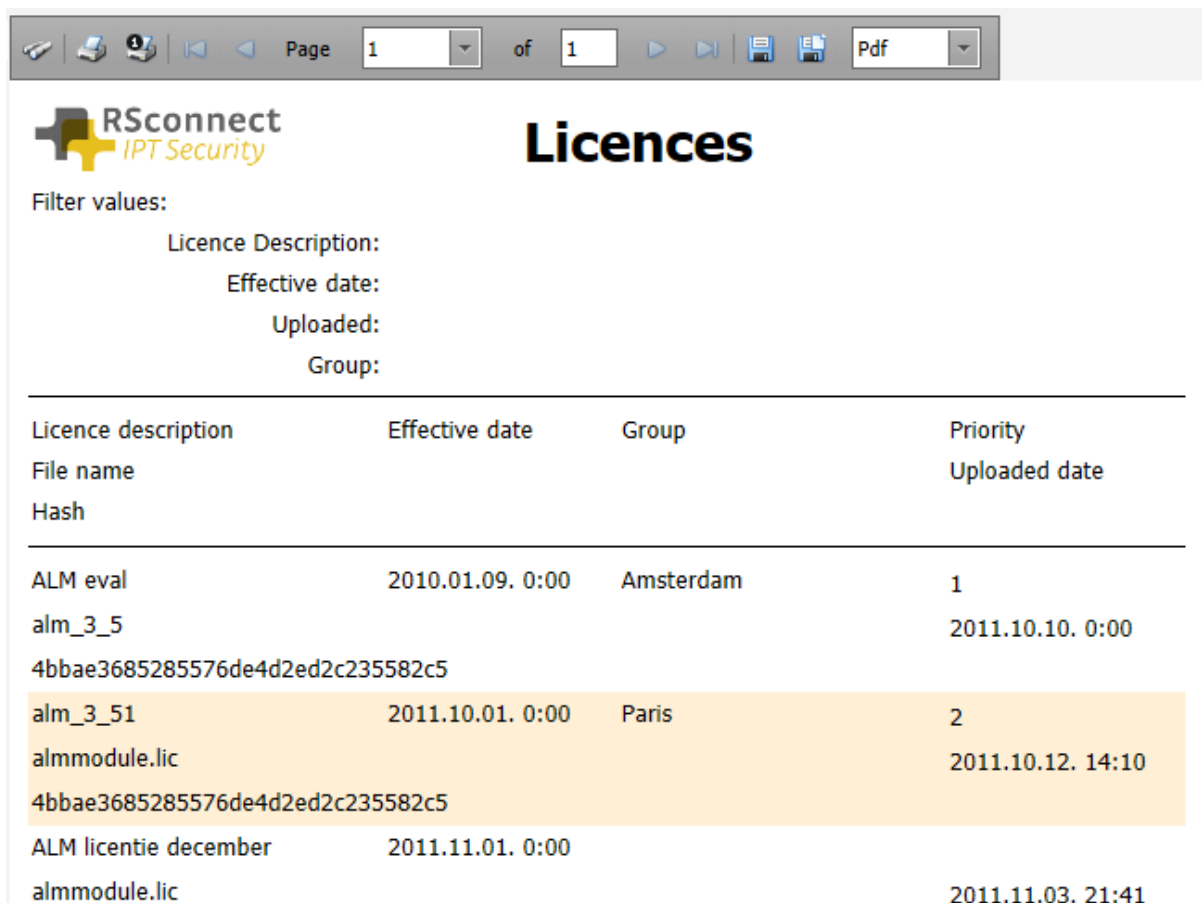
Filter values:

Group name:  
Setting description:  
Setting value:

Group	Priority	Setting description	Value
<b>Amsterdam</b>	1	Skip WiFi NIC during detect	true
		Allow users to change logon settings	true
		Host file	c:\program files\alm\hosts.csv
<b>Paris</b>	2	Log file folder location	Application
		Find IP Phone	Manual

# Licenses

The **Licenses** reports show the licenses in use and downloaded by ALM clients

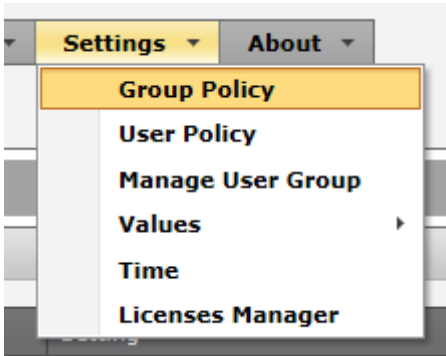



The screenshot shows the 'Licences' report page. At the top, there is a toolbar with navigation icons and a 'Pdf' button. The RSconnect logo and the title 'Licences' are displayed. Below the title, there are filter values for 'Licence Description', 'Effective date', 'Uploaded', and 'Group'. The main content is a table with the following data:

Licence description	Effective date	Group	Priority
ALM eval	2010.01.09. 0:00	Amsterdam	1
alm_3_5			2011.10.10. 0:00
4bbae3685285576de4d2ed2c235582c5			
alm_3_51	2011.10.01. 0:00	Paris	2
almmodule.lic			2011.10.12. 14:10
4bbae3685285576de4d2ed2c235582c5			
ALM licentie december	2011.11.01. 0:00		
almmodule.lic			2011.11.03. 21:41

# Settings

Open the Settings menu at the top to display the following options:



The Settings menu allows you to configure ALM and user settings

- Group policy - Create groups and assign permissions and settings
- User policy - Assign individual permissions and settings to specific users
- Manage User Group - Assign users to groups
- Values - Manage default values for ALM settings
- Time - Manage custom day parts for reporting purposes
- License Manager - Upload and assign new ALM Pro license files

## Group policy

Open the Group Policy to display the groups currently defined.

It's recommended to create a group for each geographical location of your organization. However other ways of splitting your ALM users is possible, such as by department or function.

Note that a user (employee) can be a member of multiple groups at the same time.

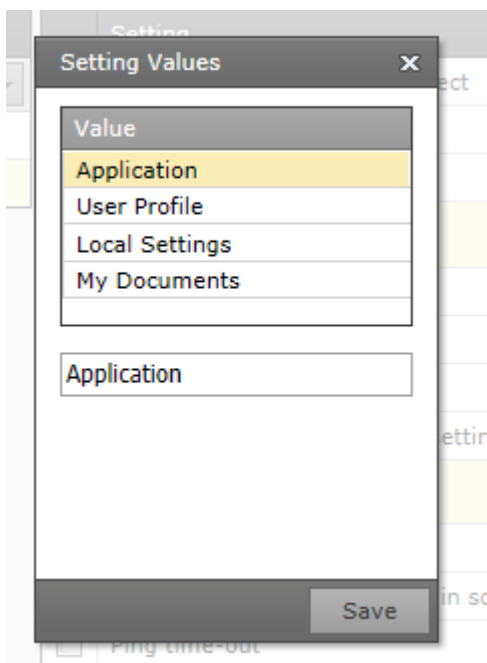
Group Policy			
#	Description	Priority	Default
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<a href="#">Edit</a> <a href="#">New</a> <a href="#">Delete</a>	Amsterdam	1	<input checked="" type="checkbox"/>
<a href="#">Edit</a> <a href="#">New</a> <a href="#">Delete</a>	Paris	2	<input type="checkbox"/>

Click on a description of a group (e.g. Amsterdam) to display its defined settings:

Setting	Value	
<input type="checkbox"/> Skip VM Ware NIC during detect	true	
<input type="checkbox"/> Skip WiFi NIC during detect	true	
<input type="checkbox"/> Enable logging	false	
<input checked="" type="checkbox"/> Log file folder location	Application	Change Default Value
<input type="checkbox"/> Autodetect IE proxy settings	true	
<input type="checkbox"/> User interface language	en	
<input type="checkbox"/> Override CCM user page	http://	
<input type="checkbox"/> Allow users to change logon settings	true	
<input checked="" type="checkbox"/> Find IP Phone	Manual	Change Default Value
<input type="checkbox"/> Host file	c:\program files\alm\hosts.csv	
<input type="checkbox"/> Show detection results on main screen	true	

To include/exclude a setting in a group, simply check or uncheck the checkbox.

In order to change the default value for the setting, click the button "Change Default value". This will display a popup listing the available options.



## User policy

Open the Settings/User menu to manage individual settings for specific users. Individual settings receive higher priority over group settings.

USER POLICY					
User Policy					
	User Name	Display Name	Setting	Value	Groups
			<input type="checkbox"/> Skip VM Ware NIC during detect	true	<input type="checkbox"/> Amsterdam
			<input type="checkbox"/> Skip WiFi NIC during detect	true	<input type="checkbox"/> Paris
			<input type="checkbox"/> Enable logging	false	
			<input type="checkbox"/> Log file folder location	Application	
			<input type="checkbox"/> Autodetect IE proxy settings	true	
			<input type="checkbox"/> User interface language	en	
			<input type="checkbox"/> Override CCM user page	http://	
			<input type="checkbox"/> Allow users to change logon settings	true	
			<input type="checkbox"/> Find IP Phone	Automatic CDP/LLDP	
			<input type="checkbox"/> Host file	c:\program files\alm\hosts.csv	
			<input type="checkbox"/> Show detection results on main		
Edit New Delete	0-ccUser-0	disp0-hhUser-0			
Edit New Delete	alm.user1-0	alm.user1-0			
Edit New Delete	2-jjUser-2	disp2-eeUser-2			
Edit New Delete	3-aaUser-3	disp3-ccUser-3			
Edit New Delete	4-aaUser-4	disp4-jjUser-4			
Edit New Delete	5-hhUser-5	disp5-hhUser-5			
Edit New Delete	6-aaUser-6	disp6-ggUser-6			
Edit New Delete	7-aaUser-7	disp7-ddUser-7			
Edit New Delete	8-iiUser-8	disp8-ccUser-8			
Edit New Delete	9-ggUser-9	disp9-bbUser-9			
Edit New Delete	10-ddUser-10	disp10-kkUser-10			
Edit New Delete	11-kkUser-11	disp11-aaUser-11			

## Manage user groups

Open the Settings/Manage User Group menu to assign users to defined groups.

MANAGE USER GROUPS		
Manage User Groups		
Group Name	User Name	Display Name
Amsterdam	3-aaUser-3	disp3-ccUser-3
Paris	6-aaUser-6	disp6-ggUser-6
	8-iiUser-8	disp8-ccUser-8
	12-iiUser-12	disp12-ccUser-12
	13-bbUser-13	disp13-jjUser-13
	14-bbUser-14	disp14-kkUser-14
	11-kkUser-11	disp11-aaUser-11

## Features and permissions (values)

Open the Settings/Values menu to manage to available features and permissions.

Settings Values				
Id	#	Description	Default Value	Registry Key
10	Edit New Delete	Skip VM Ware NIC during detect	true	any
20	Edit New Delete	Skip WiFi NIC during detect	true	any
30	Edit New Delete	Enable logging	false	any
40	Edit New Delete	Log file folder location	Application	LogFileLocation

Although by default all supported features and permissions are listed, during the lifetime of the application, additional features might be added.

Open the Manage Settings default values menu to view and/or edit the possible options for each of the setting as listed below:

MANAGE SETTINGS DEFAULT VALUES		
Settings Default Values		
#		Value
>	Setting: Skip VM Ware NIC during detect	
>	Setting: Skip WiFi NIC during detect	
>	Setting: Enable logging	
▼	Setting: Log file folder location	
	Edit New Delete	Application
	Edit New Delete	User Profile
	Edit New Delete	Local Settings
	Edit New Delete	My Documents
>	Setting: Autodetect IE proxy settings	
>	Setting: User interface language	

## Custom day parts (times)

Open the Settings - Time menu to view and/or edit the day parts. Day parts are useful to group reported start- and end times into day parts

MANAGE TIME				
Time				
		Description	Start	End
	Edit New Delete	Early	00:00	09:00
	Edit New Delete	Morning	09:00	11:30
	Edit New Delete	Lunch	11:30	12:30
	Edit New Delete	Afternoon	12:30	17:00
	Edit New Delete	Late	17:00	23:59

## License Manager

Especially when multiple ALM locations need to be maintained, the License Manager is helpful in managing, scheduling and deployment of license updates.

Open the Settings/License manager to display the current licenses in use:

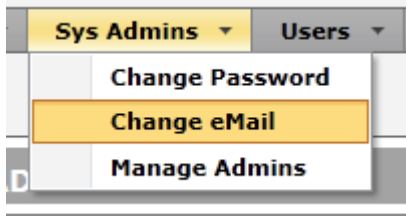
LICENCE MANAGER							
Licence Manager							
Local Date/Time: Friday, June 29, 2012							
Current Licence: ALM Server							
Effective Date: 5/1/2012 12:00:00 AM							
File Name: almmodule.lic							
	Description	Uploaded	File Name	Effective Date	Group Id	File Data Hash	Download Licence file
Edit New Delete	ALM Server	5/9/2012	almmodule.lic	5/1/2012	Paris; 2	6c244e571bab0dcd021c01accf013ff5	<a href="#">Download</a>
Edit New Delete	ALM licentie december	11/3/2011	almmodule.lic	11/1/2011		8f19837c1a8dfea144042c3dc274375d	<a href="#">Download</a>
Edit New Delete	alm_3_51	10/12/2011	almmodule.lic	10/1/2011	Paris; 2	4bbae3685285576de4d2ed2c235582c5	<a href="#">Download</a>
Edit New Delete	ALM eval	10/10/2011	alm_3_5	1/9/2010	Amsterdam; 1	4bbae3685285576de4d2ed2c235582c5	<a href="#">Download</a>

When there is a new license available for your organization (typically once a year), your organization's administrative contact will be notified to download its file from the RSconnect CSC.

Once downloaded it can be added to this page to schedule a deployment.

Each ALM client application will check on a regular basis if there's a new license available for the group to which the ALM client user belongs.

## Sys admins



## Change e-mail/password

Use the Change Password and Change e-mail options to update the currently logged in user data.

### CHANGE EMAIL ADDRESS

#### Change Mail

Username: [redacted]

eMail address:

### CHANGE PASSWORD

#### Change eMail

Username: [redacted]

New password:

## Manage admins

! Depending on your permissions and the version of ALM Pro+ this feature might not be available.

Use the Manage Admins menu to manage admins who have access to ALM Pro+ within your organization.

MANAGE ADMINS		
Manage Admins		
	User Name	e Mail
New Delete	[REDACTED]	[REDACTED]
New Delete	[REDACTED]	[REDACTED]
New Delete	[REDACTED]	[REDACTED]



## Service & support

### Contact

#### Email:

Email Address	Use For
<a href="mailto:sales@rsconnect.net">sales@rsconnect.net</a>	Sales, ordering and pricing information
<a href="mailto:support@rsconnect.net">support@rsconnect.net</a>	Support (please include your service and support ID when available)
<a href="mailto:licensing@rsconnect.net">licensing@rsconnect.net</a>	for licensing inquiries or licensing updates

#### Phone:

Monday till Friday 08.00am - 06.00pm (08:00-18:00) CET (GMT+1)

Tel. +31 88 - 1221 880 (English and Dutch)

#### RSconnect Website:

- [www.rsconnect.net](http://www.rsconnect.net)
- [www.rsconnect.nl](http://www.rsconnect.nl)

## Licensing

ALM uses a license file which contains the license information, this file is stored in the installation directory.

Depending on the license method ALM may display a balloon message if the license is about to expire. The system administrator needs to renew the license.

To update the license please refer to the "ALM software and license upgrade instructions" document available on the RSconnect website or via [licensing@rsconnect.net](mailto:licensing@rsconnect.net).

## Ordering Information

Please send your quotation requests to [sales@rsconnect.net](mailto:sales@rsconnect.net) along with the number of licenses you require.

1 ALM Pro client license is required for 1 PC/Phone combination, the license is not user or phone based. When two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

## Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- <http://www.rsconnect.net>
- [sales@rsconnect.net](mailto:sales@rsconnect.net)