



Mida Deployment Guide

Mida Attendant Console For Microsoft Teams

Document Version: 1.1



Document Information

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1.0	01/09/2021	First approved version of this manual	-	C 3.1.0
1.1	12/10/2022	New section for install a certificate	Section	C 2.2..0

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1. Introduction

1.1 Legal Statements

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Mida Platform

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Mida Attendant Console

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1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, option and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant for system configuration.

1.3 Audience

The present document addresses both end users and system administrators of the products.

1.4 Notations



This document highlights, where possible, the main parameters and operations through **bold** or *italics* text and all parts that might be critical during system configuration or use. Critical parts are also marked with Warning symbol reported here on the left.

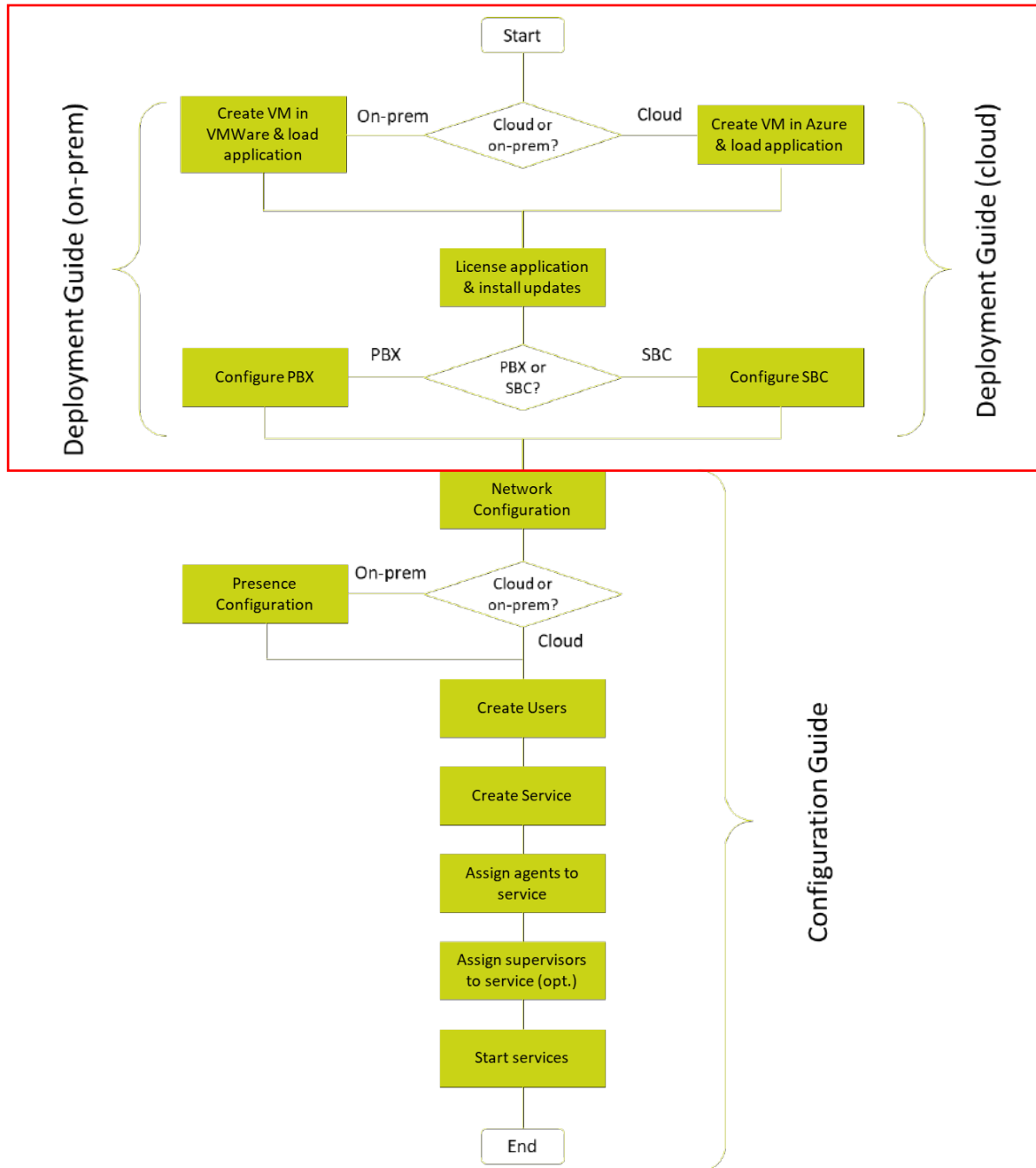
1.5 Operations Flow

The flow chart represented below gives a step-by-step view of the actions required in order to completely set up Mida Attendant Console. This guide covers the initial part of the deployment, including the following logical steps:

- Creation of the VM in MS Azure
- Deployment of the Attendant Console image onto the VM
- Licensing of Attendant Console
- Installation of any required application update (may not be required)
- Configuration of the SBC

The second part, that covers the full configuration of the application, is detailed in another manual (see [Mida Attendant Console – Configuration Guide - Azure](#))

The flow chart will be visible in various points along this manual, in order to inform which step is being described.



This Guide is intended to help you deploy Mida Solutions’ applications. Please be aware that in order to use Mida’s products you should also complete the instructions included [in the Configuration Guide](#) of the product you purchased.

2. Deploying Mida Attendant Console via Azure Marketplace

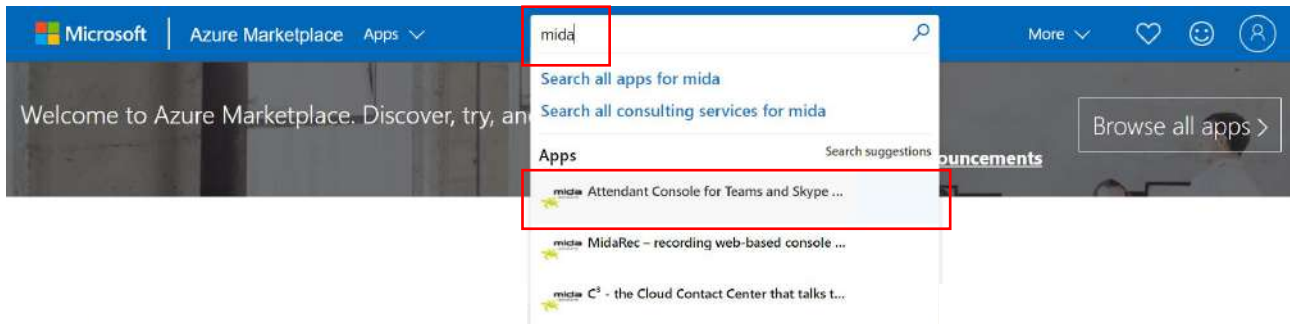
Deploying Mida Attendant Console via Azure Marketplace is very simple as it comes almost entirely pre-configured. This Deployment Guide is intended to help you configure Mida Solutions' Attendant Console. Please be aware that Mida Attendant Console for Microsoft Teams can be used just in conjunction with Mida C³ Cloud Contact Center.

Therefore, please make sure you have completed the deployment instructions included in [Mida C³ Cloud Contact Center Deployment Guide](#) before proceeding with this guide.

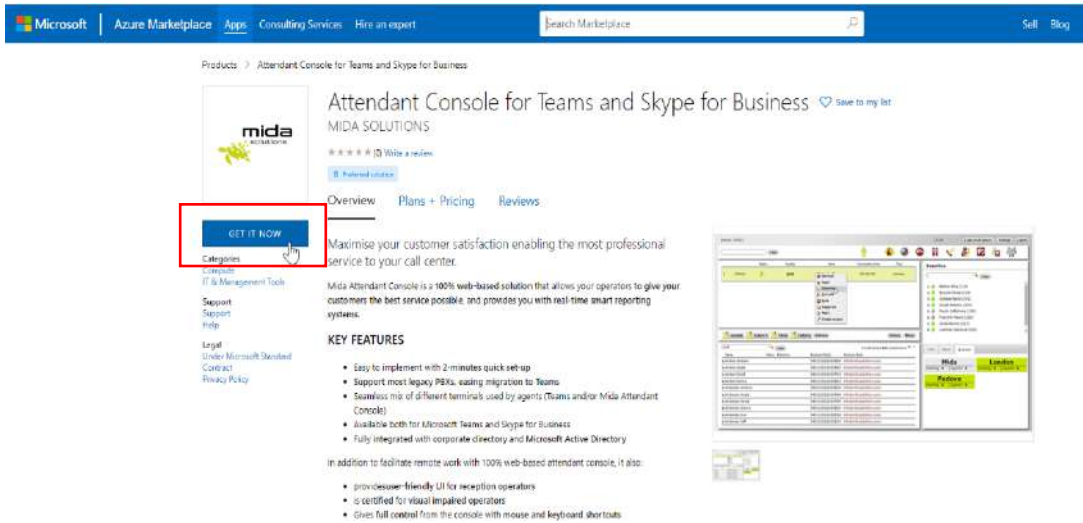
Follow the next steps to complete the deployment successfully.

2.1 Azure Marketplace

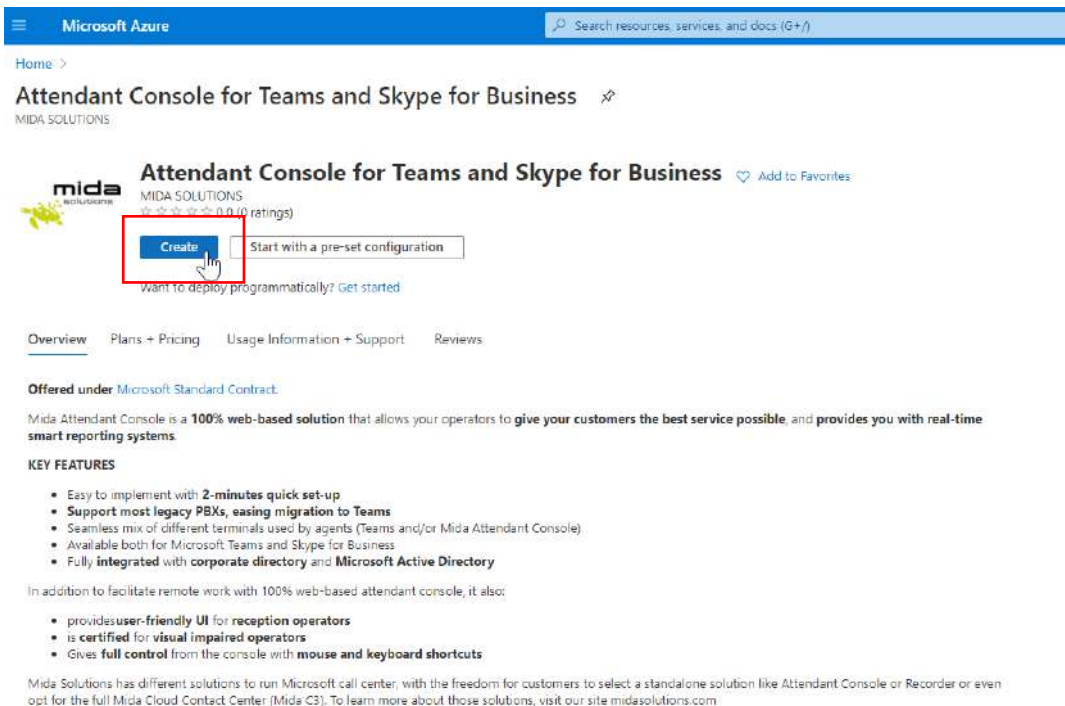
1. Access the [Azure Marketplace](#);
2. In the menu on the top, search for **Mida Attendant Console**



3. Click on **Mida Attendant Console for Microsoft Teams and Skype for Business**,
4. Click on **Get it now** and then on continue



5. Click on **Create**;



The procedure will guide you through the steps required to create your virtual machine in Microsoft Azure and install Mida Attendant Console. The display will show a window with a number of tabs: each tab is a step forward in the deployment process, as detailed in the next Sections.

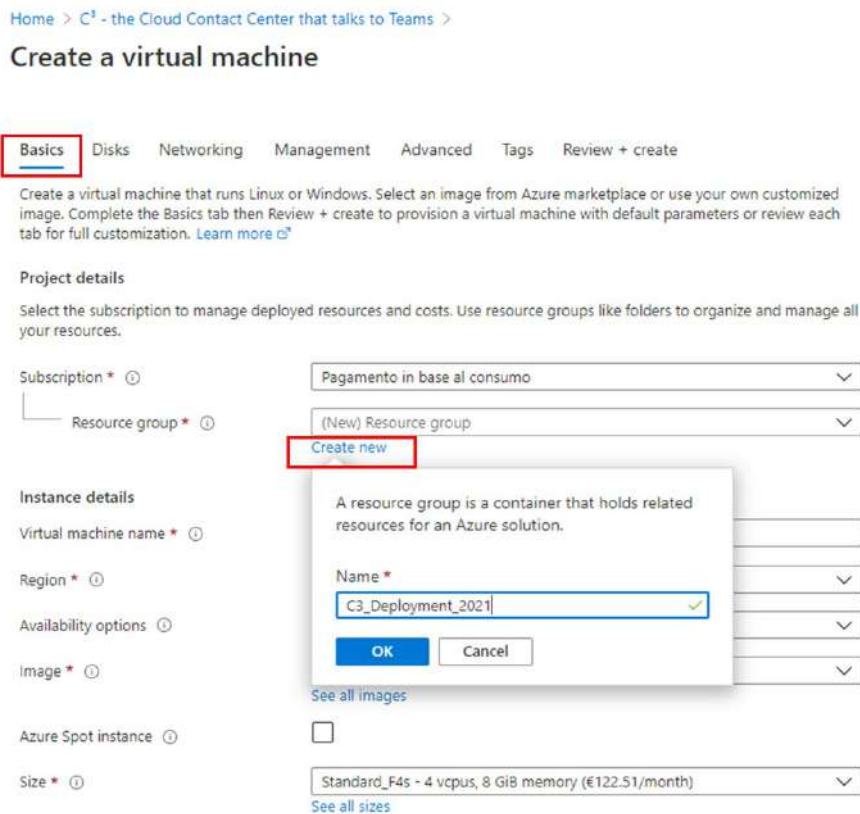


Note: the whole procedure assumes you have the possibility to create a Virtual Machine in Microsoft Azure: this usually requires some form of contract to be signed with Microsoft.

2.2 Basic

In the **Basic** tab, configure the fields as:

- Resource group:** select the desired resource group or create a new group (as in the figure below);



Home > C³ - the Cloud Contact Center that talks to Teams >

Create a virtual machine

Basics | Disks | Networking | Management | Advanced | Tags | Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. [Learn more](#)

Project details

Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription *

Resource group * Create new

Instance details

Virtual machine name *

Region *

Availability options

Image *

Azure Spot instance

Size * See all sizes

Modal Dialog:

A resource group is a container that holds related resources for an Azure solution.

Name *

- Virtual machine name:** insert you preferred name (in the figure below “C³-Deployment”);
- Region:** select your Country area
- Size:** this field should be automatically set to the minimum required size for the C³ – Cloud Contact Center to work. The table below gives further information about the VM specifications based on the requirements of the contact center in terms of agents and channels. In case of doubts, please contact support@midasolutions.com to verify the best size for your needs.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
F2S (2vCPU, 4GB RAM, 160GB vHDD)	200	150
F4S (4vCPU, 8GB RAM, 320GB vHDD)	400	300
F8S (8vCPU, 16GB RAM, 640GB vHDD)	800	600

e. **Authentication type:** select **Password** and insert the desired credentials.

Leave the other field as by default.

Create a virtual machine

Basics Disks Networking Management Advanced Tags Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. [Learn more >](#)

Project details
Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription *

Resource group *
[Create new](#)

Instance details

Virtual machine name *

Region *

Availability options

Image *
[See all images](#)

Azure Spot instance

Size *
[See all sizes](#)

Administrator account

Authentication type SSH public key Password

Username *

Password *

Confirm password *

Inbound port rules
Select which virtual machine network ports are accessible from the public internet. You can specify more limited or granular network access on the Networking tab.

Public inbound ports * None Allow selected ports

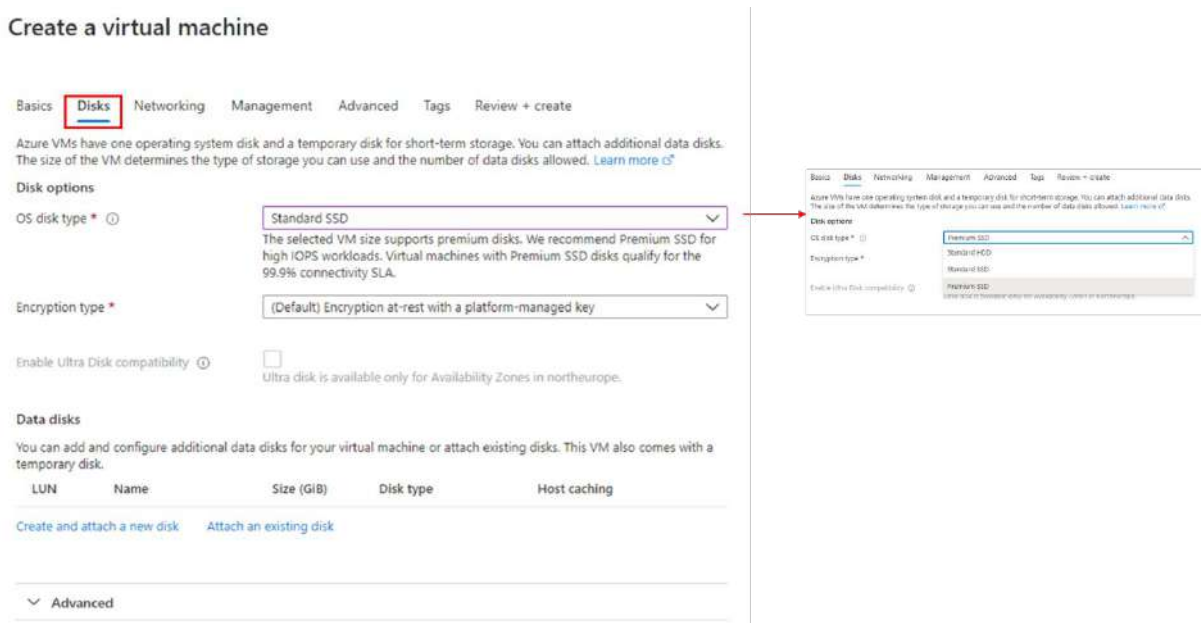
Select inbound ports *

Warning: This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.



2.3 Disks

1. Proceed clicking on **Next: Disks** and select the desired **OS disk type**. No other settings are required.



Note: this step creates a minimal disk that is good enough for PoC or trial purposes, but would not be sufficient for a fully operational system. The table below provides the guidelines for sizing the disk based on the number of channels and users. Please refer to your Mida Solutions reference person if you have any doubt in its interpretation or if your requirements are not included.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
2vCPU, 4GB RAM, 160GB vHDD	200	150
4vCPU, 8GB RAM, 320GB vHDD	400	300
8vCPU, 16GB RAM, 640GB vHDD	800	600

If you also would deploy Mida Recorder, the disk size should be selected based on the traffic volume and on retention period. As a rule of thumb, 1 Erlang of traffic under an average usage (8 busy hours/day) requires about 8 Gbyte of storage every month (30 days). You may try to use this rule in order to size the additional disk required by the recorder, but it's strongly suggested that you consult your Mida Solutions reference person to get advice.

In order to compute the required disk size, follow these steps:

- Determine the peak Erlang rate **E** of your network. This value is used to license the recorder, so it should be available from the license itself or by contacting your Mida Solutions representative
- Determine the number of busy hours **BH** for your network. This is the number of hours where you expect to have traffic to be recorded
- Determine the retention period **RP** for the recorded calls, i.e. how long such calls must be kept in the Recorder's storage
- Compute the required storage (in GB) using the following formula:

$$S = \frac{E \times BH \times RP \times 34560}{1024 \times 1024}$$

2. Proceed clicking on **Next: Networking**;

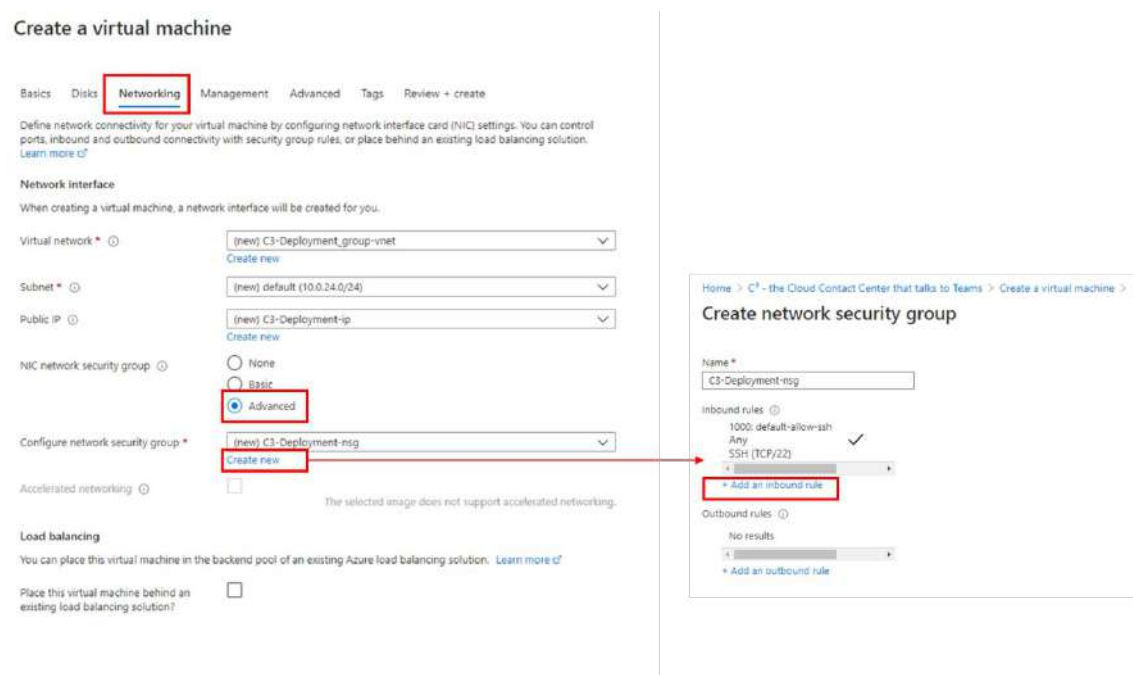
2.4 Networking

In the **Networking** tab:

- Virtual network:** select the desired virtual network from the dropdown menu;
- NIC network security group:** select advanced and create a new security group.

The network security group allows to define which network ports should be opened. You will have to configure them as detailed below.

To start, click **Create new** in the **Configure network security group** option.

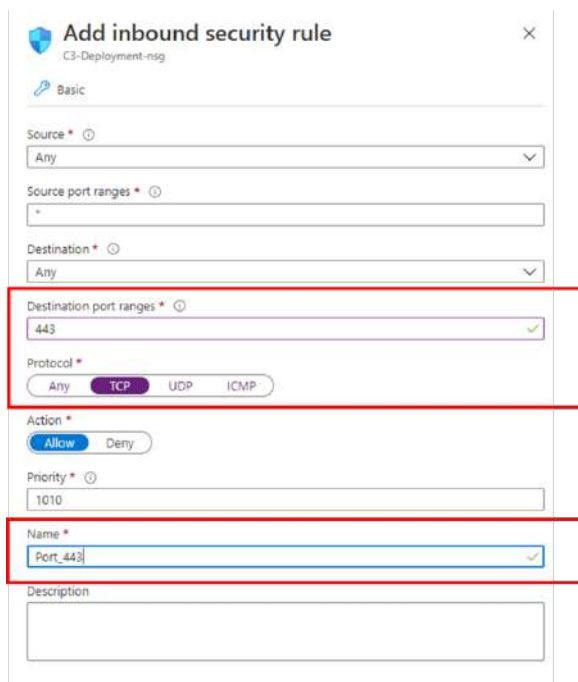


The screenshot shows the 'Create a virtual machine' wizard in the Azure portal, specifically the 'Networking' tab. The 'NIC network security group' section has 'Advanced' selected. A red box highlights the 'Create new' link for '(new) C3-Deployment-nsg'. An arrow points to a secondary window titled 'Create network security group' showing the configuration for 'C3-Deployment-nsg' with an 'Add an inbound rule' button highlighted.

In order to add the inbound security rules, click on **Add an inbound rule** and, in the **Add inbound security rule** section insert the **Destination port ranges**, select the **Protocol** and give the new port the desired **Name**. Do this for all the ports listed in the table below.

Ports to be opened are:

- **443/tcp,**
- **80/tcp,**
- **4573/tcp,**
- **5060/tcp,**
- **10000-20000/udp,**
- **161/udp, 5060/udp,**
- **5038/tcp,**
- **3535/tcp,**
- **3536/tcp.**



Add inbound security rule
C3-Deployment-nsg

Basic

Source *
Any

Source port ranges *
*

Destination *
Any

Destination port ranges *
443

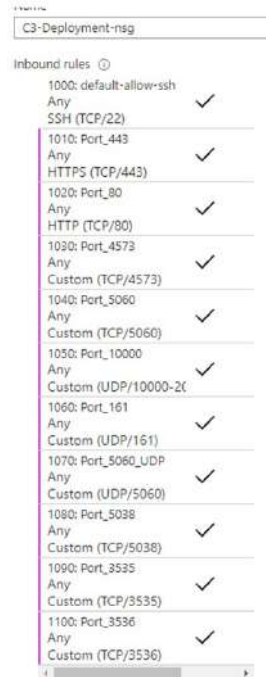
Protocol *
Any TCP UDP ICMP

Action *
Allow Deny

Priority *
1010

Name *
Port_443

Description



C3-Deployment-nsg

Inbound rules

1000: default-allow-ssh	Any	SSH (TCP/22)	✓
1010: Port_443	Any	HTTPS (TCP/443)	✓
1020: Port_80	Any	HTTP (TCP/80)	✓
1030: Port_4573	Any	Custom (TCP/4573)	✓
1040: Port_5060	Any	Custom (TCP/5060)	✓
1050: Port_10000	Any	Custom (UDP/10000-20000)	✓
1060: Port_161	Any	Custom (UDP/161)	✓
1070: Port_5060_UDP	Any	Custom (UDP/5060)	✓
1080: Port_5038	Any	Custom (TCP/5038)	✓
1090: Port_3535	Any	Custom (TCP/3535)	✓
1100: Port_3536	Any	Custom (TCP/3536)	✓

Once completed, the opened port list should look as shown in the picture on the right.

If the configuration is completed, click **OK** and then **Next: Management**.

2.5 Management

1. In the **Management** tab, just select the desired **Boot diagnostic**

Create a virtual machine

Basics Disks Networking **Management** Advanced Tags Review + create

Configure monitoring and management options for your VM.

Azure Security Center
Azure Security Center provides unified security management and advanced threat protection across hybrid cloud workloads.
[Learn more](#)

Your subscription is protected by Azure Security Center basic plan.

Monitoring

Boot diagnostics Enable with managed storage account (recommended) Enable with custom storage account Disable


Enable OS guest diagnostics

Identity

System assigned managed identity

Azure Active Directory

Login with AAD credentials (Preview)

 This image does not support Login with AAD.

Auto-shutdown

Enable auto-shutdown

[Review + create](#) [< Previous](#) [Next: Advanced >](#)

2. Click on **Review + create** once complete.
3. In the **Review + create** page, review all Virtual Machine details and click on **Create** to proceed with the Virtual Machine deployment.

Create a virtual machine

Validation passed

Basics Disks Networking Management Advanced Tags **Review + create**

PRODUCT DETAILS

C³ - the Cloud Contact Center that talks to Teams
by MIDA SOLUTIONS
Microsoft Enterprise Contract | Privacy policy
Not covered by credits ⓘ
0.0000 EUR/hr

Standard F2s
by Microsoft
Terms of use | Privacy policy
Subscription credits apply ⓘ
0.0953 EUR/hr
Pricing for other VM sizes

TERMS

By clicking "Create", I (s) agree to the legal terms and privacy statement(s) associated with the Marketplace offering(s) listed above; (b) authorize Microsoft to bill my current payment method for the fees associated with the offering(s), with the same billing frequency as my Azure subscription; and (c) agree that Microsoft may share my contact, usage and transactional information with the provider(s) of the offering(s) for support, billing and other transactional activities. Microsoft does not provide rights for third-party offerings. See the [Azure Marketplace Terms](#) for additional details.

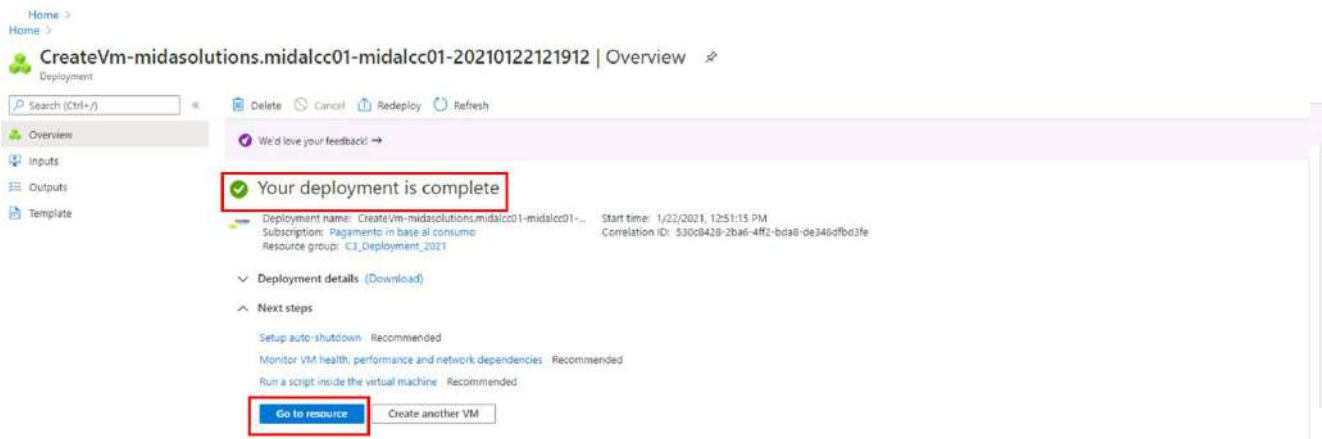
Name

Preferred e-mail address *

Preferred phone number *

Create < Previous Next > Download a template for automation

This may take a while and the system will notify you once the procedure is complete.



Home > Home > CreateVm-midasolutions.midalcc01-midalcc01-20210122121912 | Overview

Deployment

Search (Ctrl+F)

Delete Cancel Redeploy Refresh

We'd love your feedback: →

Your deployment is complete

Deployment name: CreateVm-midasolutions.midalcc01-midalcc01-... Start time: 1/22/2021, 12:51:15 PM
Subscription: Pagamento in base al consumo Correlation ID: 530c8428-2ba6-4ff2-bda8-de346dfbd3fe
Resource group: C3_Deployment_2021

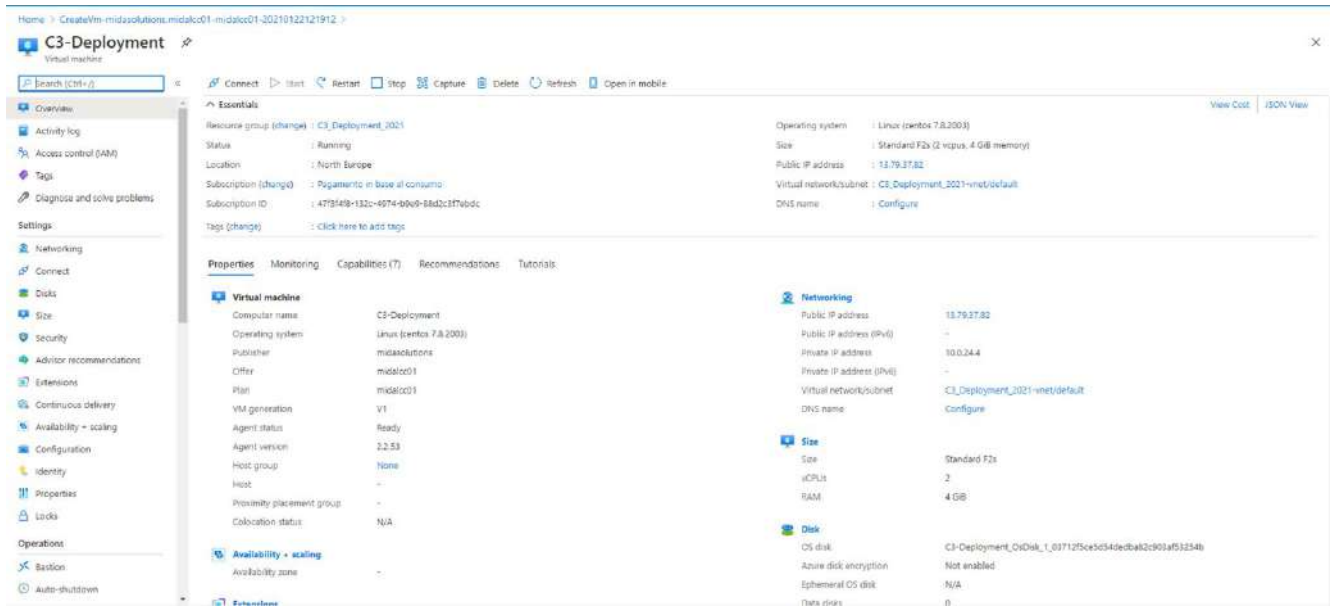
Deployment details (Download)

Next steps

- Setup auto-shutdown Recommended
- Monitor VM health, performance and network dependencies Recommended
- Run a script inside the virtual machine Recommended

Go to resource Create another VM

When the deployment is completed, click **Go to resource**.
The page below will appear.

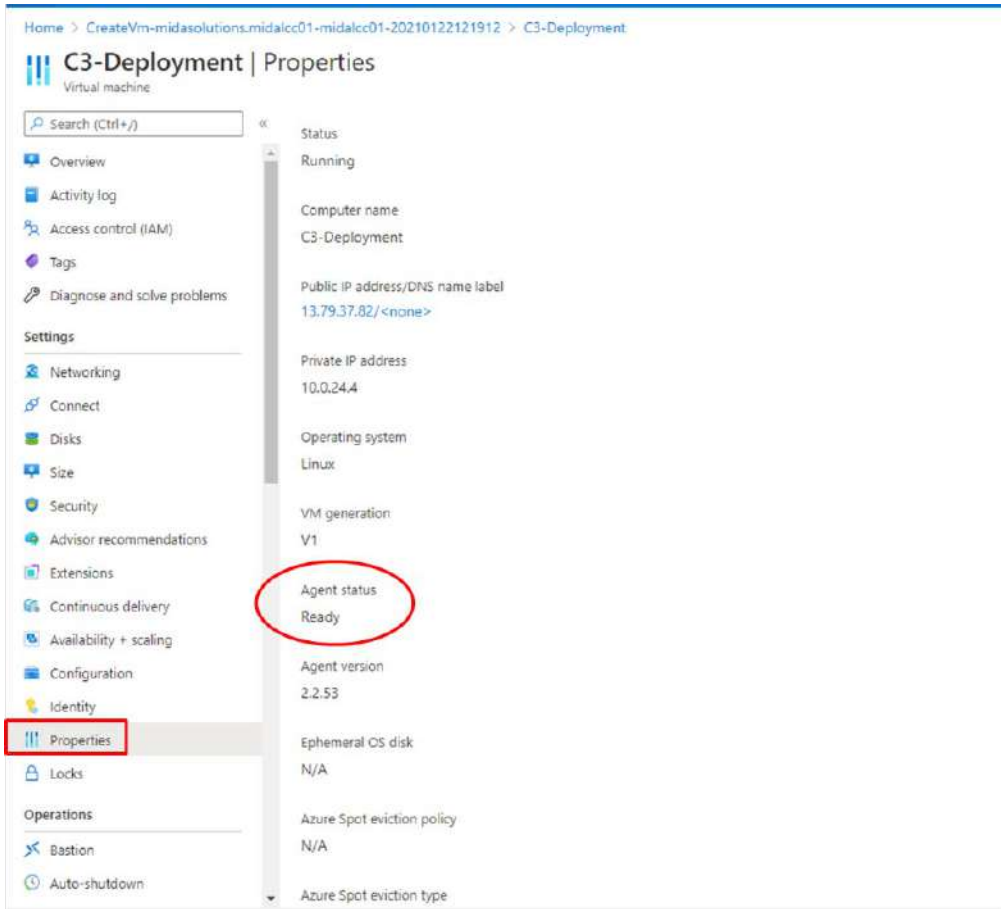


The screenshot displays the Azure portal interface for a virtual machine named 'C3-Deployment'. The 'Essentials' section shows the resource group as 'C3_Deployment_2021', status as 'Running', location as 'North Europe', and subscription as 'Pogamzto in base al consumo'. The 'Properties' section provides detailed information:

Category	Property	Value
Virtual machine	Computer name	C3-Deployment
	Operating system	Linux (kernel 7.8.200)
	Publisher	midasolutions
	Offer	midalc01
	Plan	midalc01
	VM generation	V1
	Agent status	Ready
	Agent version	2.2.53
	Host group	None
	Host	-
Availability + scaling	Proximity placement group	-
	Collocation status	N/A
	Availability zone	-
Networking	Public IP address	13.79.37.82
	Public IP address (IPv6)	-
	Private IP address	10.0.24.4
	Private IP address (IPv6)	-
Size	Size	Standard F2s
	vCPUs	2
Disk	RAM	4 GB
	OS disk	C3-Deployment_OsDisk_1_03712f5ce5d54decba82c903af53254b
Disk	Azure disk encryption	Not enabled
	Ephemeral OS disk	N/A
	Data disks	0

Please note that, in order to use the VM, Microsoft Azure needs to activate an agent. If the agent activation is not automatically configured, open the created virtual machine from the virtual machine list, and go to **Setting > Properties**.

In Properties you can see if the agent status is ready, as in the figure below. If not, you need to activate it.

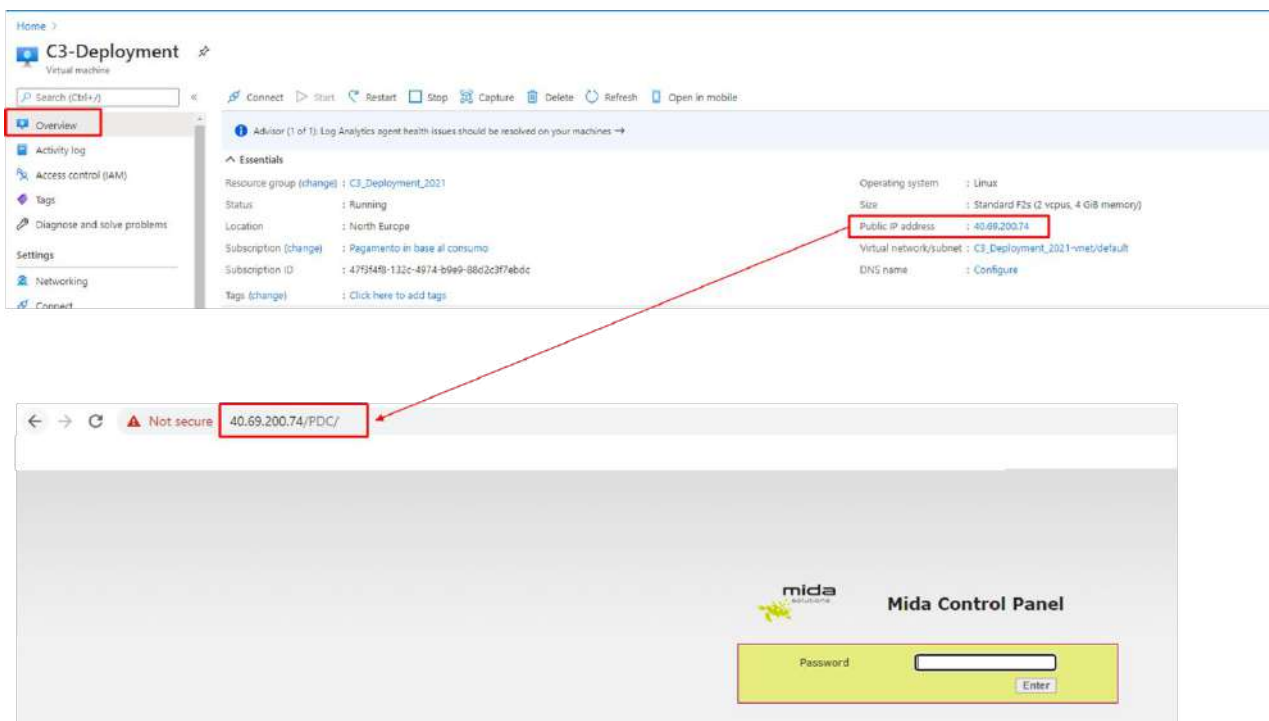


3. License application & install updates

3.1 License Request and Setup

In order to use the Mida products you have chosen, you need to install a valid system license. Please note that the Virtual Machine you download from Azure Marketplace comes already with 30 days trial license with some limitations. It is for evaluation purposes only. If you plan to have a final deployment you should follow the procedures below to obtain a valid perpetual license.

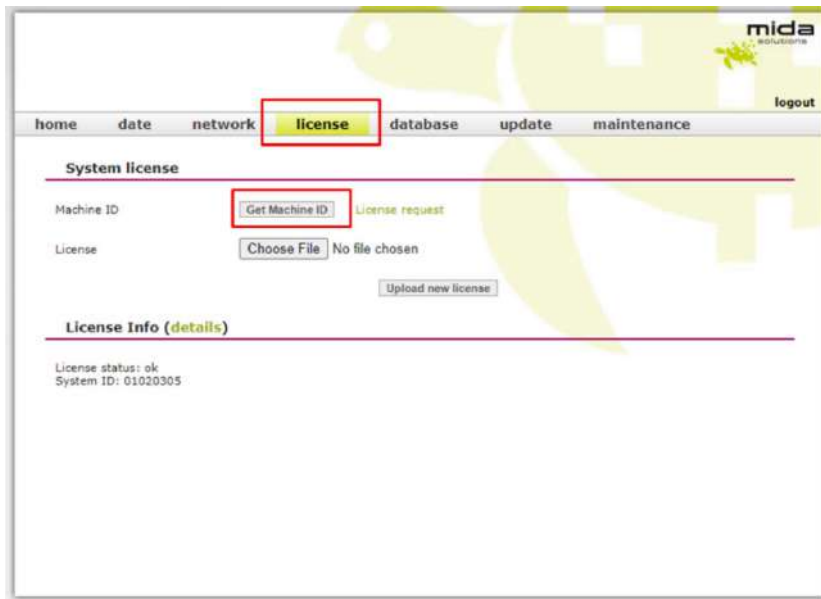
The Virtual Machine has a Public IP address. You can find it in the overview panel. Copy and paste it in a web browser, adding `/PDC/`, as in the figure below.



The first-access password is admin, do not forget to change it for future login.

Open the “license” tab (see picture below).

Press **Get Machine ID**.



Download the MidaGetLicense.mmid file from the system: this is required to submit a license request. Now you should get in contact with Mida Solutions to get your license. To do so, use the online **license request** form: <http://www.midasolutions.com/support/license-request/>

The form (see following picture) shall be filled reporting all relevant information such as your name and surname, email address, phone number, end customer company name, and reseller or System integrator you prefer to involve.

Upload the Machine ID file you just downloaded (.mmid) and specify the license type you are requesting for: trial or final license. Click on the authorization flag, insert optional notes and press submit.

License Request

Have you completed our VM download process? Fill this form to get the license and start using our products in minutes!

First Name*

Please complete this required field.

Last Name*

Please complete this required field.

Email*

Please complete this required field.

Phone Number*

Company Name (end customer)*

Reseller or System Integrator name*

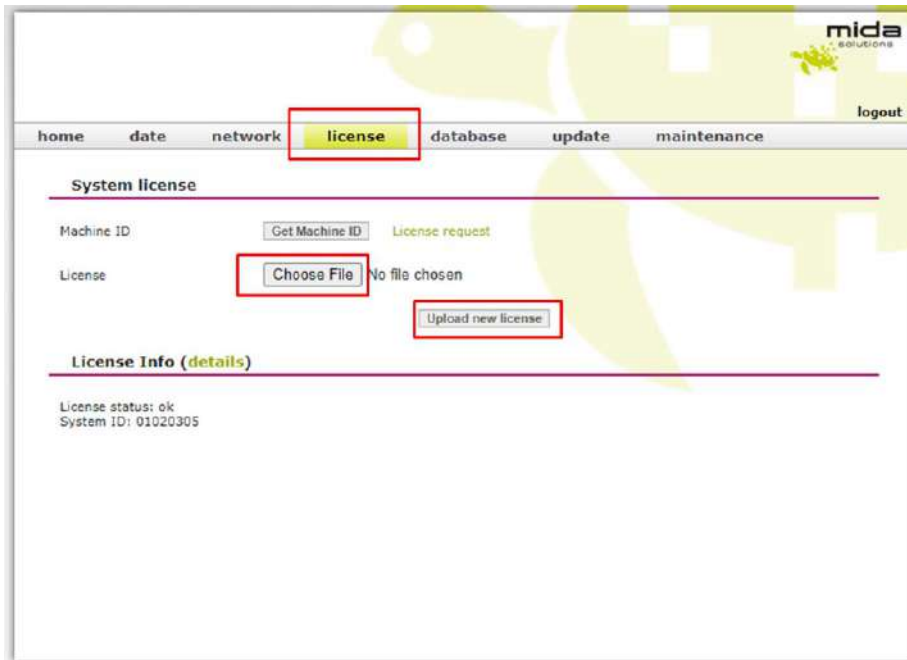
Machine ID (.mmid)*
 Nessun file selezionato

License type*
 Trial
 Final

You will receive immediately a confirmation email and Mida will process your request as soon as possible.

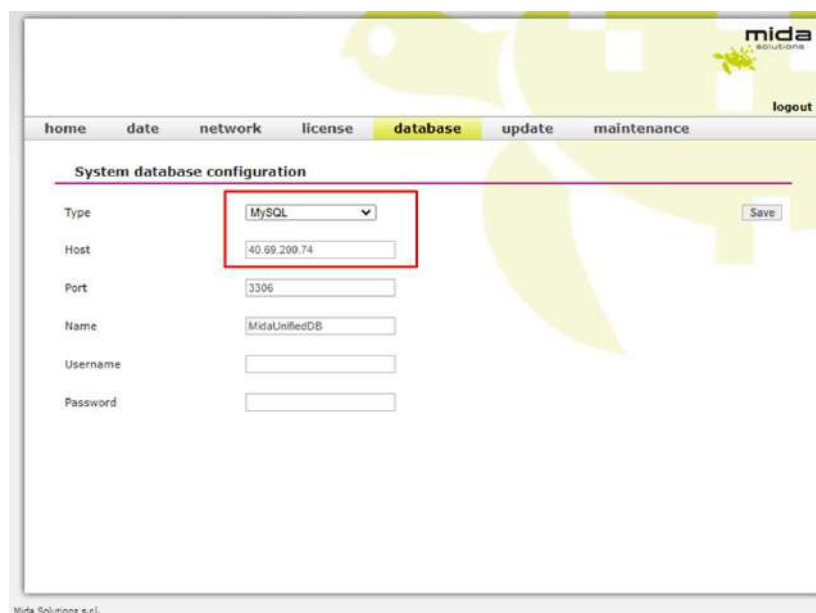
Once you have received the **license file** from Mida Solutions, go back to the “/PDC/” web page you used to generate the .mmid file and upload it.

To do so, press **Upload new license** (as in the picture below).



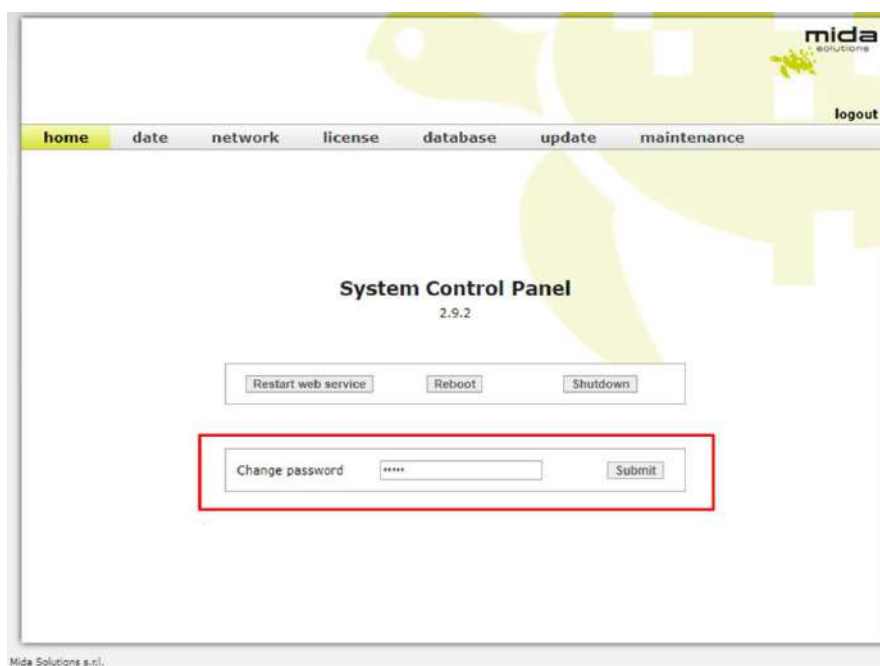
3.2 Preference settings - database

In the database area you can configure the application's database. **Mida products normally make use of an internal database** (as in the picture below), **but can also use an external one.**



If you decide to use the internal database, don't change the default settings that appear in the page. Otherwise, select the database type (it could be MySQL or MS SQLServer) and provide values for all the required parameters.

To change the default password for the /PDC/, you should now go to home section, and set the new one.



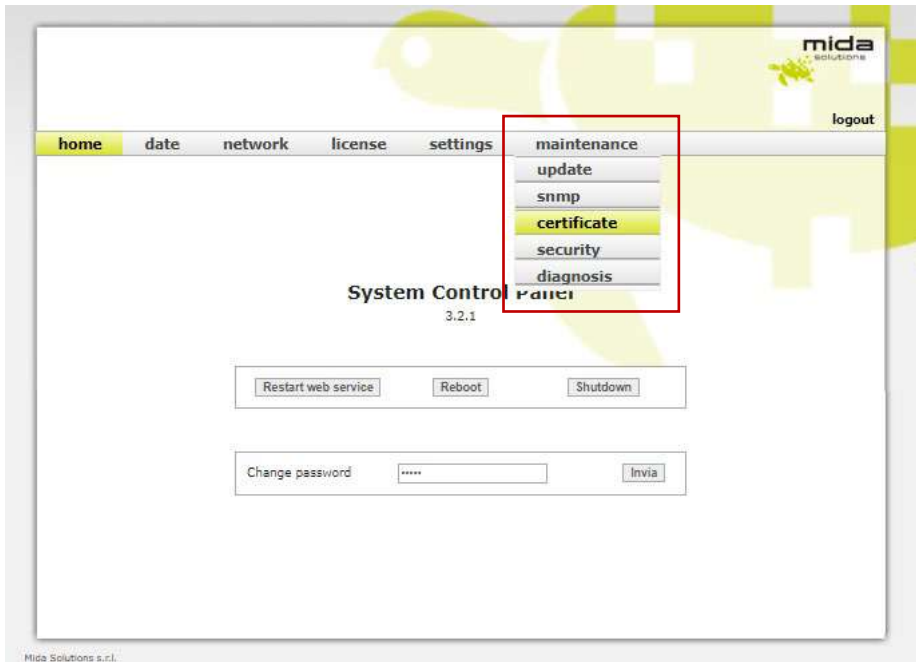
Now you have correctly set the license and you can start using Mida Solutions' products. If you like, you can customize other sections (like "date", "maintenance") or you can leave them by default.

For further details on the Control Panel please refer to "Mida Appliance-Administration Manual".

For further details on the main platform portal and administration options please refer to "Mida Unified Portal-Administration & User Manual".

3.3 Request and install a certificate

In the menu bar that appears, go to the *Maintenance*, and select *Certificate*.



The standard Private Key is SHA256 and 2048.

Private Key

Algorithm

Private key

Setup all the fields of "Certificate Request", then click to generate and download in order to have the CSR.

Certificate Request

Common Name

Country

State/Province

Locality

Organization

Organizational Unit Name

Email Address

Go ahead with the creation of certificate with your certification authority and when ready upload on this section.

Certificate

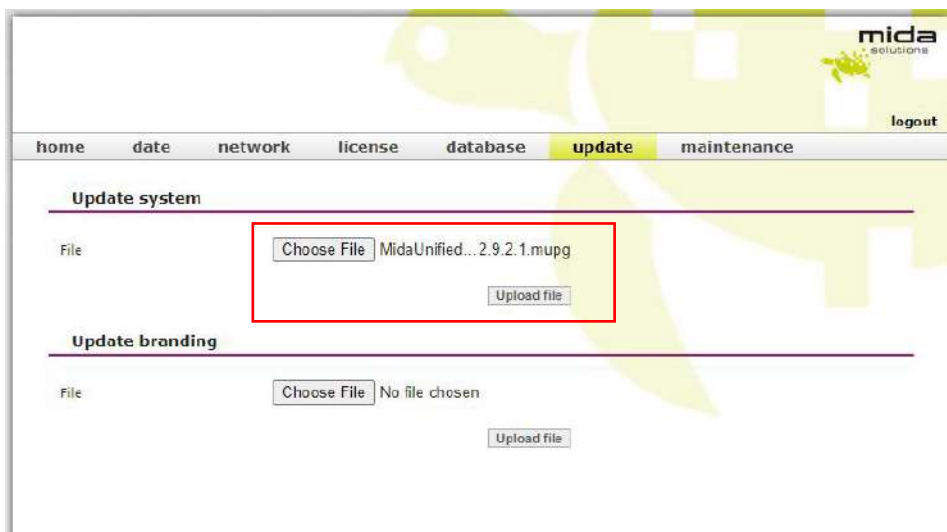
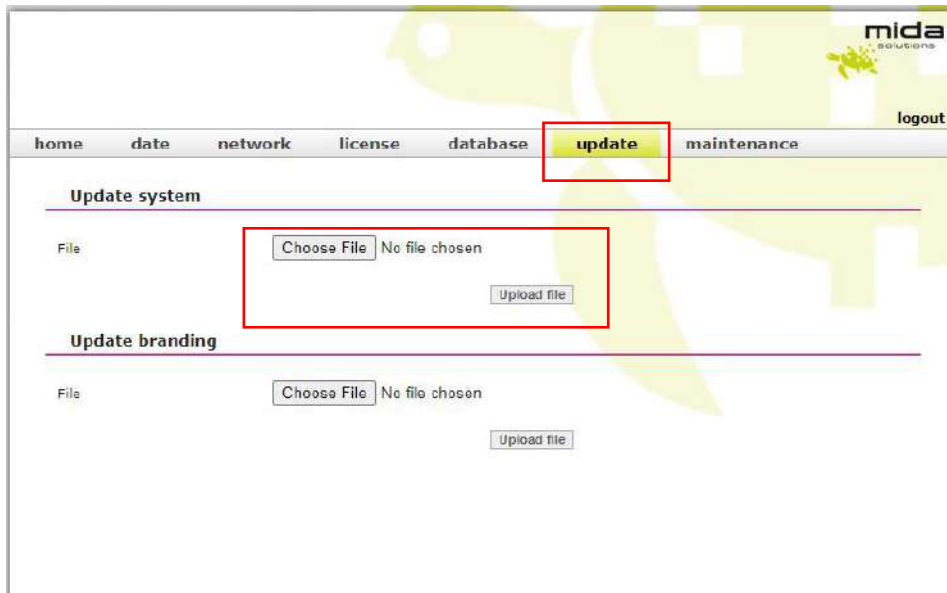
Certificate

Nessun file selezionato

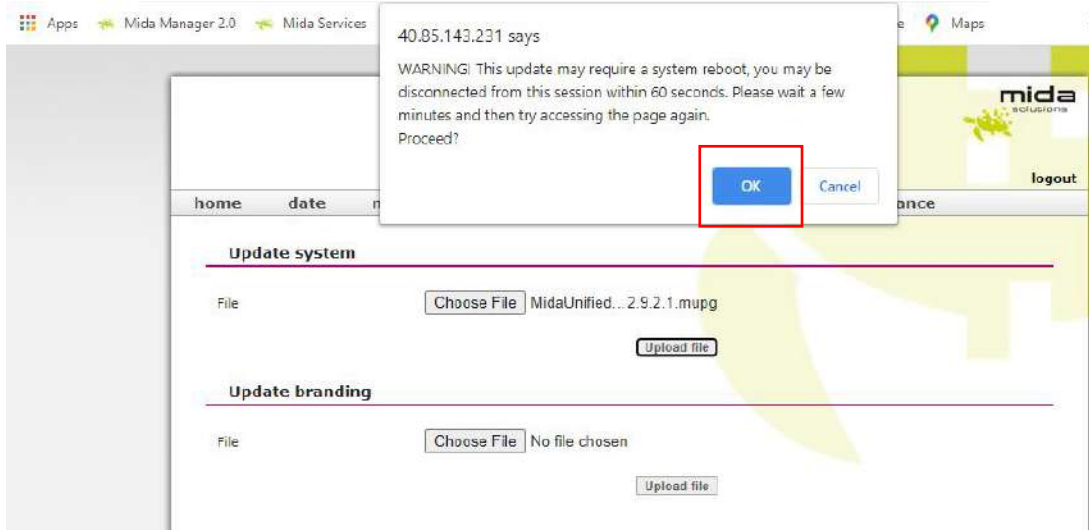
3.4 Update a new release

To make sure the installed version is the last one, **contact Mida Solutions at licensing@midasolutions.com**. In the event there is a more recent release available, we will send you a file (.mupg) to update it. You should then go to the “update” section of the PDC to upload and install it (as in the picture below).

The update process normally requires some minutes, please wait and follow the instruction.



After clicking on “upload file” a pop up will appear to warn you the upload may require a system reboot to be completed. Click ok and then wait for the update to be completed, the process might take some minutes.



When the file is correctly uploaded, you will see a written notice. Now the update process will start.



Update in progress...

The system is currently updating, please wait...

Once the update has finished, in the “home” section you will see the new system release (as in the picture below). It is always a good practice to reboot the VM after updating it with a new release.

