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## Mida Deployment Guide

Mida Teams Compliance Recorder

Document Version: 1.1

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## **Document Information**

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## 1. Introduction

#### 1.1 Legal Statements

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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

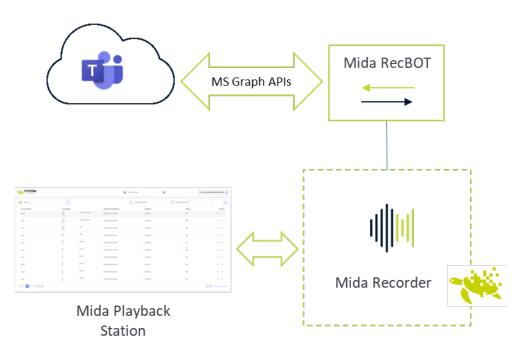
The present document addresses both end users and system administrators of the products.

#### 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.

#### **BEFORE YOU START**

Before starting with the configuration, we would like you to acknowledge how Mida Teams Compliance Recorder works. Basically, recordings are made by a bot (hereafter Mida RecBOT) and then call audio files and metadata are made available in Mida Playback station, from where you can search and listen to the recordings.



#### HOW DOES MIDA RECORDER FOR MS TEAM WORK?

Mida RecBOT uses the Microsoft Graph APIs to connect to MS Teams and receive full information about the calls that are made/received by MS Teams users (both Teams to Teams, Teams to PSTN, PSTN to Teams). In the configuration phase, you can set whether it records all users' calls or just some.



Recorded calls are sent to the server where you have installed an executable file (hereafter called MidaRec.exe).

Mida RecBOT must run as a service in a Windows Virtual Machine and acts as a Gateway in the general Mida Recorder architecture. Collected calls are temporarily kept in the RecBOT's storage until they are transferred to a Mida Recorder Archiver, where they will be managed and made available to the authorized users.

Following our instructions below, you must configure a collector within Mida Unified Portal (MUP), allowing the collector to access and copy all the recorded files from the MidaRec.exe folder. You can set your preferred backup frequency.

#### 1.5 **Operations Flow**

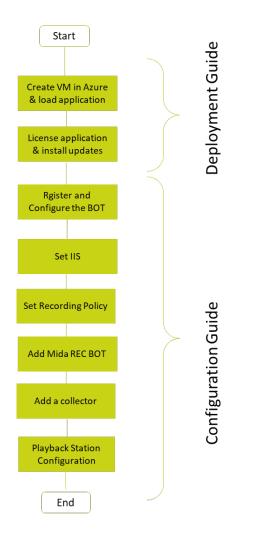
The flow chart represented below gives a step-by-step view of the actions required in order to completely set up Mida Teams Compliance Recorder. This guide covers the initial part of the deployment, including the following logical steps:

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

The second part, that covers the full configuration of the application, is detailed in another manual (see Mida Teams Compliance Recorder – Configuration Guide - Azure).

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 Recorder via Azure Marketplace

Deploying Mida Recorder via Azure Marketplace is very simple as it comes almost entirely pre-configured.

Follow the next steps to complete the deployment successfully.

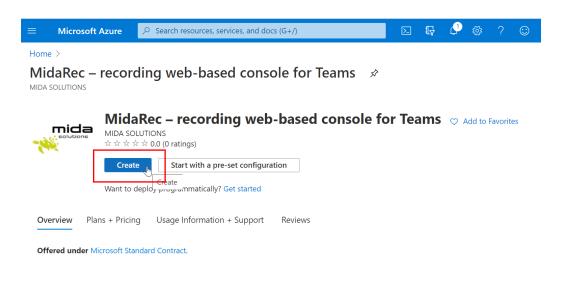
#### 2.1 Azure Marketplace

- 1. Access the <u>Azure Marketplace;</u>
- 2. In the menu on the top, search for Mida Recorder



Hicrosoft Azure Marketplace Apps V	mida	م	More $\checkmark$	♡ © (R)
Welcome to Azure Marketplace. Discover, try, an		apps for mida consulting services for mida		Browse all apps >
	Apps	Search suggestions ndant Console for Teams and Skype	ouncements	
	mida Mida	aRec – recording web-based console		
-	mida C³ -	the Cloud Contact Center that talks t		

- 3. Click on *MidaRec recording web-based console for Teams,*
- 4. Click on **Get it now** and then on continue clicking on *Create*.



The procedure will guide you through the steps required to create your virtual machine in Microsoft Azure and install Mida Recorder. 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.



<u>Note</u>: 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



#### Create a virtual machine

Basics Disks Networking	Management Advanced Tags Review + create	
	inux or Windows. Select an image from Azure marketplace or use your own n Review + create to provision a virtual machine with default parameters or re 😅	
Project details		
Select the subscription to manage d your resources.	leployed resources and costs. Use resource groups like folders to organize a	and manage all
Subscription * ①	Pagamento in base al consumo	$\sim$
Resource group * (i)	(New) Resource group Create new	$\sim$
Instance details Virtual machine name * ①	A resource group is a container that holds related resources for an Azure solution.	
Region * (i)	Name *	$\sim$
Availability options (i)	C3_Deployment_2021	$\sim$
Image * 🕠	OK Cancel	$\sim$
Azure Spot instance ①	See all images	
Size * 🕡	Standard_F4s - 4 vcpus, 8 GiB memory (€122.51/month)	$\sim$
	See all sizes	

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

- a. *Resource group*: select the desired resource group or create a new group (as in the figure below);
- b. *Virtual machine name*: insert you preferred name (in the figure below "*C*<sup>3</sup>-*Deployment*");
- c. Region: select your Country area
- d. *Size*: this field should be automatically set to the minimum required size for the Mida Recorder 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 <u>support@midasolutions.com</u> 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 Mar	nagement Advanced Tags Review + create			
	Windows. Select an image from Azure marketplace or use your own customize w + create to provision a virtual machine with default parameters or review eac			
Project details				
Select the subscription to manage deploye your resources.	ed resources and costs. Use resource groups like folders to organize and manag	ge all		
Subscription * ①	Pagamento in base al consumo	$\sim$		
Resource group * ①	(New) C3_Deployment_2021 Create new	$\checkmark$		
Instance details				
Virtual machine name * 💿	C3-Deployment	~		
Region * 🛈	(Europe) North Europe	$\sim$		
Availability options ③	No infrastructure redundancy required	$\sim$		
Image * 🛈	Mida LiteCallCenter - Gen1 See all images	$\checkmark$	Azure Spot instance (j)	See al images
Azure Spot instance ①			Size * (i)	Standard, F4s - 4 vcpus, 8 Gi8 memory (€139.13/month)
Size * ①	Standard_F2s - 2 vcpus, 4 GiB memory (€69.56/month) See all sizes	~	Administrator account Authentication type ③	Standard, F4s - 4 vcput, & Gi8 memory (#19+13/month) Standard, F2s - 2 vcput, 4 Gi8 memory (#69-56/month) See all sizes
	See all sizes			-
Administrator account				
Authentication type ③	SSH public key  Password			
Username * 🕕	Mida_Admin	~		
Password * ①		~		
Confirm password * ④		~		
Inbound port rules				
Select which virtual machine network po network access on the Networking tab.	rts are accessible from the public internet. You can specify more limited or gran	nular		
Public inbound ports * ①	O None			
	Allow selected ports			
Select inbound ports *	SSH (22)	$\sim$		
	This will allow all IP addresses to access your virtual machine. This is recommended for testing. Use the Advanced controls in the Networking to to create rules to limit inbound traffic to known IP addresses.	only tab		

#### 2.3 Disks

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

<u>Note</u>: 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



For 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.

Create a virtual mad	hine				
	em disk and a temporary disk for shor	ags Review + create t-term storage. You can attach additiona Imber of data disks allowed. Learn more		Azure VMs have one operating system	Management Advanced Tags Review + cruate data and a transport pild for intertweet and output this can attack additional data data.
OS disk type *		premium disks. We recommend Premiu nachines with Premium SSD disks qualify		Disk options OS dnk type * () Encryption type * Enable Ultra Disk compatibility ()	Stensium SSD         ^]           Standard HOD
Encryption type *		vith a platform-managed key Availability Zones in northeurope.	~		utas souri i olobodi ovy or klasovny cresi in komounge.
Data disks					
You can add and configure addition temporary disk.	al data disks for your virtual machine (	or attach existing disks. This VM also cor	nes with a		
LUN Name	Size (GiB) Disk type	Host caching			
Create and attach a new disk A	ttach an existing disk				
✓ Advanced					

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

- Determine the peak hour 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 per day **BH** for your network. This is the number of hours where you expect to have traffic to be recorded in a day
- Determine the retention period **RP**, in days, 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:

- a. Virtual network: select the desired virtual network from the dropdown menu;
- b. 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.

Create a virtual machine

Define network connectivity for your virtu	nagement Advanced Tags Review + create al machine by configuring network interface card (NIC) settings. You can control y with security group rules, or place behind an existing load balancing solution. rk interface will be created for you.	
Virtual network * ①	(new) C3-Deployment_group-vnet	
Subnet * (i) Public IP (i)	(new) default (10.0.24.0/24)  (new) C3-Deployment-ip (rew) C3-Deployment-ip Create new	$\label{eq:constant} \mbox{Home} > \mbox{C}^{s} \mbox{ the Cloud Contact Center that talks to Teams} > \mbox{Create a virtual machine} > \mbox{Create network security group}$
NIC network security group ③	None     Basic     Advanced	Name * C3-Deployment-risg Inbound rules ①
Configure network security group *	(new) C3-Deployment-nsg	Any SSH (TCP/22)
Accelerated networking ①	The selected image does not support accelerated networking.	+ Add an inbound rule Outbound rule
Load balancing		No results
You can place this virtual machine in the b	backend pool of an existing Azure load balancing solution. Learn more C	Add an outbound rule
Place this virtual machine behind an existing load balancing solution?		

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	×	THOMAS -
C3-Deployment-nsg		C3-Deployment-nsg
Basic purce * ()		Inbound rules ① 1000: default-allow-ssh Any SSH (TCP/22)
Any purce port ranges * ()	~	1010: Port_443 Any HTTPS (TCP/443)
* estination * ①		1020: Port_80 Any HTTP (TCP/80)
Any estination port ranges * ①	~	1030: Port_4573 Any ✓ Custom (TCP/4573)
443 rotocol *	~	1040: Port_5060 Any ✓ Custom (TCP/5060)
Any TCP UDP ICMP		1050: Port_10000 Any Custom (UDP/10000-20
Allow Deny		1060: Port_161 Any Custom (UDP/161)
riority * ① 1010		1070: Port_5060_UDP Any ✓ Custom (UDP/5060)
lame * Port_443	~	1080: Port_5038 Any Custom (TCP/5038)
escription		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*
- 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

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 of
Your subscription is protected by Azure Security Center basic plan.
Monitoring
Boot diagnostics () Enable with managed storage account (recommended)
<ul> <li>Enable with custom storage account</li> </ul>
ODisable
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 >
Create a virtual machine
📀 Vəlidation passed
Basics Disks Networking Management Advanced Tags Review + create
PRODUCT DETAILS

C<sup>3</sup> - the Cloud Contact Center that Not covered by credits ① talks to Teams 0.0000 EUR/hr

Subscription credits apply ①

By clicking "Create", I (a) 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.

0.0953 EUR/hr Pricing for other VM sizes

ICT Mida

Ĺ

by MIDA SOLUTIONS Microsoft Enterprise Contract | Privacy

by Microsoft Terms of use | Privacy policy

policy Standard F2s

TERMS

Name

Create

Preferred e-mail address \*
Preferred phone number \*

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

< Previous Next > Download a template for automation



Home > Home > CreateVm-midaso	lutions.midalcc01-midalcc01-20210122121912   Overview 🖈
P Search (Ctrl+/) «	🕫 Delete 🛇 Cancel 🖞 Redeploy Ѷ Refresh
👃 Overview	Ø We'd love your feedback! →
😨 Inputs	
Outputs	Your deployment is complete
Template	Deployment name: CreateVm-midasolutions.midalcc01 Start time: 1/22/2021, 12:51:15 PM     Subscription: Pagamento in base al consumo     Correlation ID: 530c8428-2ba6-4ff2-bda8-de348dfbd3fe     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

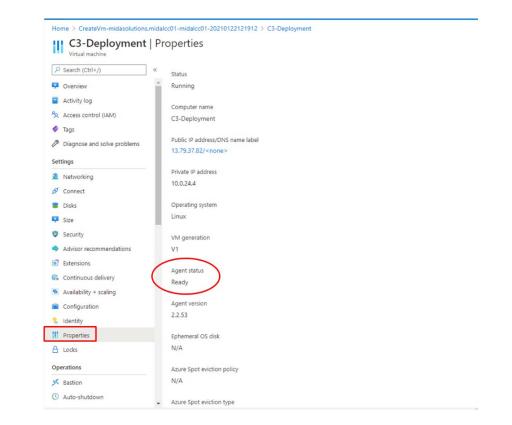
When the deployment is completed, click **Go to resource.** The page below will appear.

C3-Deployment	Å			
₽ Search (Ctrl+/)	« 💋 Connect 🕞 Start 🦿 Res	start 🔲 Stop 🞉 Capture 💼 Delete 🖒 Refresh 📘 Open in mobile		
Overview	↑ Essentials			View Cost JSON View
Activity log	Resource group (change) : C3_De	ployment_2021	Operating system : Linux (cen	tos 7.8.2003)
R Access control (IAM)	Status : Runnin	ng	Size : Standard F	F2s (2 vcpus, 4 GiB memory)
Tags	Location : North	Europe	Public IP address : 13.79.37.8	2
	Subscription (change) : Pagam	iento in base al consumo	Virtual network/subnet : C3_Deploy	/ment_2021-vnet/default
Diagnose and solve problems	Subscription ID : 47f3f4	f8-132c-4974-b9e9-88d2c3f7ebdc	DNS name : Configure	
ettings	Tags (change) : Click h	ere to add tags		
Networking				
Ø Connect	Properties Monitoring C	apabilities (7) Recommendations Tutorials		
Disks	Virtual machine		Se Networking	
Size	Computer name	C3-Deployment	Public IP address	13.79.37.82
Security	Operating system	Linux (centos 7.8.2003)	Public IP address (IPv6)	
		midasolutions	Private IP address	
Advisor recommendations	Publisher	midasolutions	Private iP address	10.0.24.4
	Publisher Offer	midalce01	Private IP address (IPv6)	10.0.24.4
Extensions		midalcc01 midalcc01		- C3_Deployment_2021-vnet/default
Extensions Continuous delivery	Offer	midalcc01	Private IP address (IPv6)	
Extensions Continuous delivery	Offer Plan VM generation Agent status	midalco11 midalco11 V1 Ready	Private IP address (IPv6) Virtual network/subnet DNS name	- C3_Deployment_2021-vnet/default
Extensions     Continuous delivery     Availability + scaling	Offer Plan VM generation Agent status Agent version	midaleco1 midaleco1 V1 Ready 2.2.53	Private (P address (IPv6) Virtual network/subnet DNS name Size	- C3_Deployment, 2021-vnet/default Configure
Extensions Continuous delivery Availability + scaling Configuration	Offer Plan VM generation Agent status Agent version Host group	midalcc01 midalcc01 V1 Ready 2.2.53 None	Private IP address (IPv6) Virtual network/subnet DNS name	- C3_Deployment_2021-vnet/default
Extensions     Continuous delivery     Availability + scaling     Configuration     Identity	Offer Plan VM generation Agent status Agent version Host group Host	midalco1 midalco1 V1 Ready 22.53 None	Private IP address (IPv6) Virtual network/subnet DNS name Size Size	- C3_Deployment, 2021vret/default Configure Standard F2s
Extensions     Continuous delivery     Availability + scaling     Configuration     Identity     Properties	Offer Plan VM generation Agent status Agent version Host group Host Proximity placement group	midaleco1 midaleco1 V1 Ready 2.2.53 None	Private IP address (IP-6) Virtual network/subnet DNS name IP Size Size vCPUs	C3.Deployment, 2021 - vnet/default Configure Standard F2s 2
Extensions     Continuous delivery     Availability + scaling     Configuration     Identity     Properties     Locks	Offer Plan VM generation Agent status Agent version Host group Host	midalco1 midalco1 V1 Ready 22.53 None	Private IP address (IP-6) Virtual network/subnet DNS name Size Size vCPUs RAM 2016k	- C3. Deployment, 2021met/default Configure Standard F2s 2 4 GiB
2 Extensions 4 Continuous delivery 3 Availability + scaling 4 Configuration 4 Configuration 5 Locks 5 Locks 5 perations	Offer Plan VM generation Agent status Agent version Host group Host Proximity placement group	midaleco1 midaleco1 V1 Ready 2.2.53 None	Private IP address (IP-6) Virtual network/subnet DNS name Size VCPUs RAM Si bik OS disk	C3_Deployment_2021+-vret/default Configure Standard F2S 2 4 GiB C3-Deployment_OrDisk_1_03712f5ce5d54dedba82c903af53254b
Advisor recommendations Extensions Continuous delivery Availability - scaling Configuration Configu	Offer Plan VM generation Agent status Agent version Host group Host Proximity placement group Colocation status	midaleco1 midaleco1 V1 Ready 2.2.53 None	Private IP address (IP-6) Virtual network/subnet DNS name Size Size vCPUs RAM 2016k	- C3. Deployment, 2021met/default Configure Standard F2s 2 4 GiB

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.



Home >				
C3-Deployment 🖈				
	💋 Connect 🕞 Star	Restart 🗌 Stop 🞉 Capture 📋 Delete 🖒	Refresh 🔋 Open in mobile	
📮 Overview	Advisor (1 of 1): Loo	g Analytics agent health issues should be resolved on your machine	5 →	
Activity log	∧ Essentials			
Access control (IAM)		) : C3_Deployment_2021		Operating system : Linux
🗳 Tags	Status	: Running		Size : Standard F2s (2 vcpus, 4 GiB memory)
Diagnose and solve problems	Location	: North Europe		Public IP address : 40.69.200.74
Settings	Subscription (change)	: Pagamento in base al consumo		Virtual network/subnet : C3_Deployment_2021-vnet/default
2 Networking	Subscription ID	: 47f3f4f8-132c-4974-b9e9-88d2c3f7ebdc		DNS name : Configure
Connect	Tags (change)	: Click here to add tags		
← → C ▲ Not secure	e 40.69.200.74/PDC			
			mida	Mida Control Panel
			Passwor	rd Enter

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.

					solution
ome date	network lie	ense database	update	maintenance	logo
System license					
Machine ID	Get Machine	ID License request			
License	Choose Fi	le No file chosen			
		Upload new lice	nse		
License Info (d	etails)				
License status: ok System ID: 01020305					

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**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: <u>http://www.midasolutions.com/support/license-request/</u>

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)* Scegli file) Nessun file selezionato
license type*
O Trial
O 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).



			- 4	0	7		
				1	4		logout
home	date	network	license	database	update	maintenance	
Syst	em licens	e					
Machine	e ID	Get N	lachine ID Lie	cense request			
License		Cho	ose File No file	chosen	_		
				Upload new licen	ise		
Lice	nse Info (	details)					
License	status: ok						
	ID: 0102030	05					

#### 3.2 Preference settings

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.

nome date	network license	database	update	maintenance	lo
System databas	se configuration				
Туре	MySQL 🗸	0			Save
Host	40.69.200.74				
Port	3306				
Name	MidaUnifiedDB				
Username					
Password					

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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.

							solutions
home	date	network	license	database	update	maintenance	logout
nome	oute	Incentoria	neelise	Gutabase	update	maniteliunce	
			Syste	m Control I	Panel		
			0,010	2.9.2	uner		
		Restart	web service	Reboot	Shutdov	vn	
		Change pa	ssword	•		Submit	
a Solutions s.r.l.							

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 Update a new release

To make sure the installed version is the last one, **contact Mida Solutions at <u>licensing@midasolutions.com</u>**. 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.



						1	logo
nome	date	network	license	database	update	maintenance	
Upd	late system	n			$\frown$		
File		Cho	ose File Midal	Unified2.9.2.1.m	nupg		
				Upload	file		
				opioud	IIIC		
Upd	late brandi	ng				_	1.5
File		Cho	ose File No file	e chosen			
				Upload	file		
				opioud			

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.

🚻 Apps 🗮 Mida Manager 2.0 🗮 Mid	40.85.143.231 says WARNING! This update may require a system reboot, you may be disconnected from this session within 60 seconds. Please wait a few minutes and then try accessing the page again. Proceed?
home da	OK Cancel ance
Update s File	Choose File MidaUnified2.9.2.1.mupg
Update b	
File	Choose File No file chosen

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



						logout	
ome date	network	license	database	update	maintenance		
Update system	m						
File		e successfully e File No file	uploaded. Updating chosen Upload 1			T	•
Update brand	ling						Update in progress
File	Choose	e File No file	chosen				The system is currently updating, please wait
			Upload t	ile			

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.

Save to confirm.

nome	date	network	license	database	update	maintenance	logo
			Syste	m Control I	Panel		
				2.9.2.1			
		Restart w	eb service	Reboot	Shutdowr	1	