

# Oracle® Enterprise Communications Platform User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# About this Guide

The Oracle Enterprise Communications Platform (Oracle ECP) User Guide explains how to use all aspects of the Oracle ECP User Interface (UI). This guide is targeted toward administrators and can help them in their daily roles of monitoring inventory and running their own instance of Oracle ECP.

## Documentation Set

The following table lists the documentation set for Oracle® Enterprise Communications Platform.

**Table 1 Documentation Set**

Document Name	Document Description
Oracle ECP User Guide	<ul style="list-style-type: none"> <li>Explains how to use all aspects of Oracle ECP's browser-based user interface.</li> </ul>
Oracle ECP Security Guide	Provides description of security-oriented features used by and available on Oracle ECP.

## My Oracle Support

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Call the Customer Access Support main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

- For Technical issues such as creating a new Service Request (SR), select **1**.
- For Non-technical issues such as registration or assistance with My Oracle Support, select **2**.
- For Hardware, Networking and Solaris Operating System Support, select **3**.

You are connected to a live agent who can assist you with My Oracle Support registration and opening a support ticket.

My Oracle Support is available 24 hours a day, 7 days a week, 365 days a year.

# Revision History

The following table provides the revision history for this document.

**Table 1 ECP User Guide Revision History**

Date	Revision Details
March 2026	26.1.1 Release Update

# 1

## Introduction to Oracle ECP

Oracle Enterprise Communications Platform (Oracle ECP) is a modern IoT management system designed to unify and secure device, network, and connectivity management across large enterprise IoT deployments. Built for performance and scalability on Oracle Cloud Infrastructure (OCI), Oracle ECP provides a centralized platform for organizations to efficiently orchestrate, monitor, and maintain fleets of IoT and edge computing devices and their connectivity, supporting the needs of critical business operations.

Within ECP, users can oversee a wide range of attributes of their connected environment from a single, user-friendly console. The platform brings together device management, connectivity management, and edge management, empowering you to maintain oversight of hardware assets, ensure secure and efficient network operations, and leverage edge computing for local data processing—all designed to meet stringent enterprise security requirements.

### **Device Management**

Oracle ECP simplifies the process of managing large numbers of IoT and mobile devices. You can securely onboard new devices, organize them into logical groups, and continuously monitor their health and activity. Powerful search and filtering tools help you quickly identify specific assets, while automated tools streamline tasks. Security is woven into every interaction—you can set and enforce access controls and monitor for compliance, reducing risk and ensuring that your devices are always protected and up to date.

### **Connectivity Management**

Oracle ECP provides tools to administer and optimize device connectivity across a wide range of network types, including Wi-Fi, cellular (4G/5G), Ethernet, and satellite. From the ECP interface, you can monitor network usage, address congestion or unusual traffic patterns, set thresholds for data transfer, and receive real-time alerts regarding connectivity health and security. The platform's design ensures secure connectivity and helps detect and respond to anomalies that may indicate performance issues or potential security threats.

### **Edge Management**

Oracle ECP embraces edge computing by allowing you to manage Cloud Connectors deployed close to your data sources. Edge management functions enable you to deliver low-latency applications, process data efficiently near its origin, and maintain operations even when connections to the cloud are intermittent. Cloud Connectors serve as intelligent IoT gateways, providing secure bridging between local devices and OCI services. With ECP, you gain full visibility and control over your edge computing landscape, ensuring both operational continuity and data security.

### **Mobile Device Management**

Mobile Device Management (MDM) within Oracle ECP provides comprehensive control and visibility over your organization's endpoints. Through a unified interface, you can administer device enrollment, enforce security policies, and perform actions such as remote lock or wipe as needed. Oracle ECP integrates directly with your MDM provider, presenting key management and monitoring capabilities through a single pane of glass. This integration improves oversight, streamlines support, and helps ensure that all mobile devices remain compliant, secure, and ready for enterprise use.

## Cloud Connector

Oracle's Cloud Connector is a cornerstone of the Enterprise Communications Platform, serving as a robust and versatile edge device that ensures your organization remains seamlessly connected, no matter where business happens. Designed for resilience and flexibility, Cloud Connectors securely and redundantly link back to the ECP cloud using broadband, cellular, and satellite networks—delivering reliable connectivity even in remote or demanding locations. This redundancy helps maintain constant access to cloud services, reducing downtime and ensuring that critical operations remain uninterrupted. All Cloud Connector devices are fully managed through the central ECP UI, which gives you precise, real-time control and monitoring from anywhere.

Beyond enabling cloud connectivity, Cloud Connector provides rich local network capabilities for branch offices, manufacturing sites, and remote business hubs. It functions as a secure local gateway, offering firewall services, programmable control of ports, and high-performance Wi-Fi for on-premises users and devices. Built on Oracle Linux and managed through ECP, the Cloud Connector enables centralized deployment of software updates, operating system management, and local application hosting. You can monitor real-time bandwidth usage and network load directly from ECP, proactively optimizing network performance and security at the edge. By combining layered connectivity with local management and robust security, the Cloud Connector forms an essential link between enterprise sites and the Oracle ECP cloud platform.

# Cloud Connector Network Connectivity Overview

As gateway devices, Cloud Connectors provide a range of network connectivity options for connecting to Oracle Enterprise Communications Platform (Oracle ECP). Administrators can choose one or more network and media options to support customer business goals such as redundancy, traffic separation, bandwidth control, and security optimization.

### Note

The Cloud Connector's internet access is intended exclusively for business use to enable Oracle application and service operations.

Oracle ECP displays network connectivity for onboarded Cloud Connectors on the Edge Node Inventory page. Although the Ethernet network interface is the default, cellular and satellite include interfaces and use connectivity services from the Mobile Network Operator (MNO) that manages the SIM card.

After you onboard a Cloud Connector, you can view the network connectivity type on the Edge Node Inventory page. You can view more details by accessing the Network tab on the Edge Node Details page.

The Dashboard page displays information related to different types of network connectivity.

- [About AT&T Accounts](#)
- [About Vodafone Accounts](#)
- [About Starlink Accounts](#)

## About AT&T Accounts

Oracle Enterprise Communications Platform (Oracle ECP) supports Mobile Network Operator (MNO) account-related settings and functionality designed to accommodate differences in how

proprietary MNO accounts and cellular networks work. AT&T MNO accounts operate through the AT&T Control Center for external management of SIM cards.

Oracle ECP connectivity management services support device and Cloud Connector connections directly to ECP Cloud, through an ECP gateway (such as an on-premises Cloud Connector), and through APIs that can interface to device manufacturer clouds and other third-party service provider clouds such as those offered by an MNO. Each Cloud Connector or device in a customer's ECP inventory that is using a SIM Card for connectivity is associated with a MNO account that defines how connectivity services are provided over the cellular network. Some settings and functionality available in Oracle ECP apply for one MNO account type and not others.

AT&T MNO accounts operate through the AT&T Control Center for external management of SIM cards. Devices and Cloud Connector equipped with AT&T SIM cards are automatically assigned during onboarding to a default rate plan configured per GBU guidelines for the customer. AT&T MNO accounts support setting network priority for prioritized handling of associated data traffic in network congestion scenarios and changing rate plans to support optimal connectivity service volumes.

## About Vodafone Accounts

Vodafone Mobile Network Operator (MNO) accounts operate through the Vodafone IoT Global Platform for external management of SIM cards. Devices and Cloud Connectors equipped with Vodafone SIM cards are automatically assigned during onboarding to a default Service Profile configured per GBU guidelines for the customer.

The Vodafone Service Profile does not support setting network priority to allow for prioritized handling in network congestion scenarios and has no support for changing rate plans.

Connectivity service rates, services, and terms and conditions of service are defined through the Vodafone Service Profile. Any changes you make to a Service Profile affects the grouped properties of the Vodafone MNO account. If you change the Access Point Name (APN) associated with a Vodafone SIM card, the change could automatically include a change to the associated rate, region, or terms and conditions of service because these properties are interconnected. It is important to understand all MNO account properties and associated contractual agreements before you make a change to a Vodafone Service Profile. Therefore, in the case of an APN change for a Vodafone SIM card, Oracle ECP warns you that additional MNO account-related changes can occur (for instance, because an APN is associated with a region).

### Note

Vodafone SIMs may have a latency of up to 48 hours in showing data usage on the item overview page.

## About Starlink Accounts

Oracle Enterprise Communications Platform (Oracle ECP) offers Satellite as a connectivity mode for Cloud Connectors by way of Starlink. With satellite, your Oracle ECP Cloud Connectors can communicate from any location that supports a Starlink account.

To begin, you must establish a Starlink account, choose a service plan, and purchase Starlink terminals (see [starlink.com](https://starlink.com)). Provide those details to Oracle to establish operations with Oracle ECP. Then you can associate terminals with Cloud Connectors through the Oracle ECP user interface or APIs.

A Starlink account is a collection of service lines and associated terminals with a corresponding Account ID. An enabled user can configure the service account to provide API access. Access the Starlink portal to add users to your account.

- You must use a Starlink enterprise account to manage Starlink terminals in a given Country or Region. When you deploy Starlink in a specific country or region, you must deploy to the Starlink account for the specified country.
- Oracle ECP provides connectivity management for Starlink in multiple countries, so it supports multiple Starlink accounts.
- Oracle adds Starlink accounts to Oracle ECP by way of the gitlab pipeline, which provides account info, credentials, and system level default service plan.
- All calls to Starlink APIs use the OAuth client grant for authentication. A service account (distinct from an enterprise account) is used to configure the client ID, secret, and service account name. Creating a service account is a manual procedure performed by a user with access to a Starlink enterprise account. Note: You can use a service account to manage multiple accounts in multiple countries.

 **Note**

Starlink connectivity is supported only on the official Cloud Connector.

# 2

## Getting Started with Oracle ECP

Get started with Oracle Enterprise Communications Platform (Oracle ECP) by completing a few initial steps in the Oracle Cloud Console and in Oracle ECP.

You activate your cloud account, provision your Oracle ECP environment from My Applications (including selecting the correct subscription and region), and then sign in to Oracle ECP for the first time using your Oracle Cloud credentials. The process also shows where to find your tenant URL and where to view subscription and billing information in the Oracle Cloud console.

### First Time Setup of Your Oracle ECP Service

To provision the Oracle Enterprise Communications Platform (Oracle ECP) service, you must complete several steps both within the Oracle Cloud console and Oracle ECP itself.

#### Prerequisites:

- Contact your Oracle Cloud sales representative to set up a subscription for Oracle ECP.

The high-level deployment process includes the following steps.

1. Receive the Account Activation email sent to the designated administrator. This email contains a link to activate the Oracle Cloud Console account.
2. Complete the initial account setup by either creating a new account or using an existing one, and specify the Cloud Account name, which will become your Oracle ECP tenant name.
3. Receive a second email confirming that your cloud account has been created. This email contains the account name you entered and a link to sign in.
4. Login to the Oracle Cloud Console and navigate to My Applications to create your environment, triggering the creation of the Oracle ECP tenant.
5. Login to Oracle ECP for the first time using your Oracle Cloud account credentials.

### Activate Your Cloud Account

After your order is processed, you receive an email that includes a link for activating your account within the Oracle Cloud Console.

#### Before You Begin

- Open the welcome message from Oracle Cloud to complete the activation steps that enable login.

#### Procedure

1. Select **Add to existing cloud account** if you already have an Oracle Cloud Console account or select **Activate Your Account** to create a new one.

Your web browser opens to either the New Cloud Account Information sign up form or your existing Oracle Cloud Console account.

2. Enter your **First name**, **Last name**, and **Email address**.

The email address is also the username for signing in to the account. The person you specify here will be the first administrator to access the account and can create other users. This person also has full administrator permissions in your account.

3. Enter a **Password** and confirm when prompted.
4. Ensure your home **Region** is correct.
5. Enter your cloud account name. This is the name that will be used as the name in the URL of your Oracle Enterprise Communications Platform (Oracle ECP) tenant.
6. Click **Create**.

Within 1-2 hours of clicking Create, you will receive a second email from Oracle confirming that your cloud account has been created. This email will include a button for you to sign in.

## Request Your ECP Tenant in Application Manager

After your Oracle Cloud account is active and your Oracle Enterprise Communications Platform (Oracle ECP) subscription is enabled, Oracle sends a second email. Use the Oracle Cloud Console My Applications page to request your Oracle ECP tenancy.

Perform the following steps after receiving your confirmation email.:

1. Login to the Oracle Cloud Console to display an overview of your Oracle ECP Service details.  
The Oracle Cloud Console opens to a page displaying an Overview of your Oracle ECP Service details.
2. Navigate to **My Applications**.
3. Select the **Environments** tab and click **Create**.  
The **Create environment** page displays.
4. Ensure the correct **Subscription ID** and **Region** are selected for your organization. Your home **Region** determines where your subscription's environments and data will reside. You cannot change this after signing up. If you are unsure of your home region, contact your sales representative before you create your account. For the latest supported regions, see the *What's New* guide.
5. Enter environment details.
  - **Name**—Enter any value for your internal tracking. This field is used only as a reference for the Oracle Cloud Console's My Applications environment and is not used within the Oracle ECP tenant.
  - **Admin Username**—Enter the Identity domain user name for the user who will be the administrator for the Oracle ECP environment. The user must have been added previously to the Oracle Cloud Console.

### Note

Additional Oracle ECP users are created and managed in the Oracle ECP, not in the Oracle Cloud console.

- **Instance Type**—The default value is PRODUCTION. There are currently no other supported types.
- **Identity Domain**—Optionally, select or specify an identity domain for your service. Identity domains enable secure access control.

6. Click **Create** to submit your environment request.  
You are returned to the **Environments** tab. Once your environment has been created, it will be listed here.

Once submitted, your request is validated and passed to the Oracle ECP Service Manager for provisioning. While provisioning, the status shows as **Creating**. Once your Oracle ECP tenant is ready the status will show **Active**. The Oracle ECP link becomes available once the environment status is Active.

To view the Oracle ECP URL, click on the **Name** of the instance. It is labeled as **Service console**.

The URL has the following form:

```
https://<Account Name>.iot.ocs.oraclecloud.com/ecp/ui
```

#### Note

You can disregard the environment's **Name** field in terms of Oracle ECP functionality; it is only for Application Manager reference. The Oracle ECP tenant name and configuration are handled separately within Oracle ECP after provisioning.

## Perform the Initial Login to Oracle ECP

Once you have created your Oracle Enterprise Communications Platform (Oracle ECP) tenant, and it displays as Active in the My Applications Environments tab, you can log into Oracle ECP.

### Context

Use the following procedure to log in to Oracle ECP for the first time.

### Procedure

1. Find the Oracle ECP **URL** by navigating to the **My Applications, Environments** tab, finding your tenant, and clicking the **Name** of your instance, or selecting Actions and selecting View application.  
The Oracle ECP URL is labeled as **Service console**.
2. Select the URL to access the Oracle ECP application.
3. Alternatively, navigate to the **My Applications, Environments** tab, select **Actions, View application** and you are redirected to the Oracle ECP application.
4. Log in to Oracle ECP using your Oracle Cloud Console credentials, then click **Sign In**.  
The ECP Dashboard page displays.
5. Create additional Oracle ECP accounts to create more users. For information on adding users, see User Management.

After a user is added to Oracle ECP, the system delivers a welcome email to that user that includes a link for setting a password.

## Review and Manage ECP Billing

You can review and manage your Oracle Enterprise Communications Platform (Oracle ECP) account and billing information in the Oracle Cloud console.

To access your subscription details:

1. Login to the Oracle Cloud Console.
2. From the main menu, select **Billing & Cost Management**, then click **Subscriptions**. The **Subscriptions** page displays a table listing your subscriptions. Select the hyperlink of a particular subscription to view the following details:
  - Name
  - Type
  - Status
  - Start date (UTC)
  - Renewal date (UTC)
  - Total commitment value

This page also contains the following links to view rate card and usage information:

- **Services**—Shows details about purchased services.
- **Usage**—Displays information about your actual usage.

For more information on using the Oracle Cloud console to manage your billing, see the [Billing Tools Overview](#).

# 3

## Add Hardware to ECP Inventory

Oracle Enterprise Communications Platform (Oracle ECP) users start their journey by adding hardware to the Inventory for their hardware to connect, send data, and be managed from the cloud service.

### Topics:

- [About Preparing to Add Hardware](#)
- [Hardware Lifecycle States](#)
- [Onboard Cloud Connectors Manually](#)
- [Onboard Devices Manually](#)
- [Onboard Hardware in Bulk](#)
- [Review Onboarding Requests](#)
- [Review Offboarding Requests](#)
- [Activate an Oracle ECP Cloud Connector](#)

## About Preparing to Add Hardware

You can prepare to add hardware to Oracle Enterprise Communications Platform (Oracle ECP) platform by reviewing the details for the Cloud Connectors and devices to be deployed and by checking the applicable Oracle ECP lifecycle state information.

You can add the hardware (also called onboarding) required to support your organization's business objectives to your Oracle ECP Inventory. Administrators gather the hardware details from supporting resources (such as vendor documentation, order details, and deployment plans) to collect information required to set up the Cloud Connectors and devices for remote access. After the hardware is onboarded and the hardware shipment is received at the deployment site, any authorized Oracle ECP user can complete the physical installation of Cloud Connectors and devices on your network.

Adding hardware to ECP Inventory requires specifying identifiers, authentication credentials, and other essential information used to provision hardware for secure connections over networks. All Oracle ECP log on persona (also called user roles) must perform onboarding as the first step of adding the Cloud Connectors and devices on the platform.

There are two ways to onboard hardware in the Oracle ECP UI: by typing values in fields directly on screen (to add a maximum of five devices or Cloud Connectors at a time), or by [Onboard Hardware in Bulk](#) which contains values for onboarding (for a maximum of one hundred devices or Cloud Connectors at a time). Whether you upload the values using a CSV file or type the values on screen, Oracle ECP validates each field (per entry) to enforce requirements, such as field length and supported characters. For details about data entry for fields on the onboarding form, see [User Input Requirements](#).

**Note**

Some spreadsheet applications automatically change long numbers in the cells of a Comma-Separated Value file (.CSV) to exponential notation format. For long fields such as the ICCID identifier, be sure to change the cell format (for example, from General to Number) to see the value as originally specified. You will have to repeat the format change to see the original value for long fields in future sessions when the file is saved in .CSV format.

After onboarding and physical installation on the network, all Cloud Connectors and devices progress through a series of lifecycle states that start with onboarding and continue through decommissioning (removal from Oracle ECP). These lifecycle states are explained later.

**Prepare for Cloud Connector Onboarding**

In Oracle ECP, a Cloud Connector is a gateway component that plays a primary role in connectivity to Oracle ECP Cloud and managing device life cycles. To onboard a Cloud Connector to Oracle ECP specify a friendly name that distinguishes the hardware. The name you specify must be unique for the customer. Besides the name, Oracle ECP requires only that you specify the serial number, planned connectivity type (Cellular or Ethernet), and planned authentication type, along with any required credentials (such as a client secret). For a cellular Cloud Connector equipped with Subscriber Information Module (SIM) cards from the external Mobile Network Operator (MNO) that will provide cellular connectivity services, onboarding requires you to specify additional information: the Integrated Circuit Card Identifier (ICCID) number that identifies each SIM card and a check to enable Optional Connectivity by way of a Cellular interface. You can optionally specify other information such as the make, model, and description for the hardware.

**Note**

The ICCID is usually printed on the physical SIM card, provided through Oracle supply chain work flows, and available on the SIM Cards Inventory Page (Unassigned tab).

If Oracle ECP is unable to validate values specified with the Add Hardware process, detailed messages display after you click Submit to help you correct any entry errors. ECP notifications inform you about the progress of onboarding activities and the Requests page provides current information about the progress of onboarding. Completing the deployment of a Cloud Connector requires an Oracle ECP user at the customer premises or field location to receive the equipment and finish the physical installation steps. The final steps include configuring parameters for operating on your network. After a Cloud Connector communicates with the cloud for the first time, it becomes active in Oracle ECP and can be managed and monitored remotely by authorized users. After onboarding, physical installation, and activation, a Cloud Connector progresses through lifecycle states for which details display on the Dashboards page. See [Hardware Lifecycle States](#) for more information about the states of Cloud Connector life cycles.

**Prepare for Device Onboarding**

Devices can range from basic sensors that record measurements to more complex equipment such as mobile devices that generate data as they perform many different functions. Devices generate data and connect over networks to collect and exchange data. Gather the following hardware and deployment details to onboard an device:

Device Type	Decide which of the custom device types created during deployment apply for the customer's device needs.
Enable MDM	Decide whether to onboard Mobile Device Management (MDM) enabled devices to Oracle ECP and trigger automatic device onboarding and setup on the external Ivanti Neurons for MDM Solution as you review onboarding results.
Device OS Type	Indicate the Operating System for any MDM-enabled devices you will onboard to Oracle ECP. Note: Oracle ECP supports the Android Operating System only for integrated onboarding of MDM-enabled devices, that is, onboarding devices just onboarded to Oracle ECP to the Ivanti Neurons for MDM Solution.
Name (Required)	Create a friendly name for the Device. The name must be unique for the customer.
Connectivity Type (Required)	Decide which connectivity type you want the device to use for connecting to the Internet. Valid values: Cellular   Wi-Fi   Ethernet   Customer Managed Connectivity.
Serial Number	Obtain the device serial number.
Make	Obtain the name of the device manufacturer.
Model	Obtain the model name the manufacturer uses to identify the device.
Device ID	Obtain the device identifier. <b>Note:</b> The device identifier must be unique for the customer. Oracle ECP generates an identifier automatically if you do not specify one.
MAC	Obtain the Media Access Control (MAC) address that will serve as the physical address for this Device in one of the following formats: <ul style="list-style-type: none"> <li>• XX:XX:XX:XX:XX:XX</li> <li>• XX-XX-XX-XX-XX-XX</li> <li>• XXXX.XXXX.XXXX</li> </ul>
IMEI	Obtain the 14-17 digit International Mobile Equipment Identity (IMEI) number that identifies the device associated with a SIM card when you plan to choose Cellular connectivity. You need one for each SIM card. IMEI is required for MDM cellular devices.

ICCID (Required for Cellular connectivity)	Obtain the 19-20 digit Integrated Circuit Card ID (ICCID) found on the back of the SIM Card when you plan to choose Cellular connectivity. You need one for each SIM card.
Description	Prepare any additional details about the device that you want on this record. Characters: Minimum-0   Maximum-100.
Authentication (Required)	Plan the method for how you want the device to authenticate before connecting to the Cloud. <ul style="list-style-type: none"> <li>Client Secret—8-40 characters to use for authenticating the device.</li> <li>No Authentication—No additional information is required.</li> </ul> <p><b>Note:</b> Oracle ECP does not support telemetry data ingestion to cloud for an device configured for no authentication.</p>
Device will be moving	Decide whether or not to select this if the device will be in motion (for example, installed in a moving vehicle). This value provides information only and has no associated functionality.
Country	Note the country where the device will be installed. <ul style="list-style-type: none"> <li>When you choose <b>United States (the)</b>, Oracle ECP requires entries for the remaining address fields.</li> <li>When you choose a country other than the United States, Oracle ECP requires only the Street Address.</li> </ul>
Street Address	Note the street address for the building where the device will be installed. When the selected country is the United States, Oracle ECP requires the street address.
City/Town	Note the city or town in which the device will be installed. When the selected country is the United States, Oracle ECP requires the city or town.
State/Region/Province	Note the state in which the device will be installed. when the selected country is the United States. For other countries, enter the region or province.
Zip/Postal Code	Note the zip code or postal code for the city in which the device will be installed. When the selected country is the United States, the zip or postal code can be five numeric characters.

The four-digit extension is optional and must follow a hyphen, if specified. When a country other than the United States is selected, the postal code is optional.

If Oracle ECP is unable to validate values specified during onboarding, detailed messages display after you click Submit to help you correct any field entry errors. Oracle ECP notifications inform you about onboarding activity and the Requests page provides related details. Completing the deployment of an device requires an Oracle ECP user at the customer premises or field location to receive the equipment and finish the physical installation steps. The final steps include configuring parameters for operating on the customer's network. After an device communicates with the Cloud for the first time, it becomes active in Oracle ECP and can be managed and monitored remotely by authorized users. After onboarding, physical installation, and activation, an device progresses through lifecycle states for which details display on the Dashboard page. See [Hardware Lifecycle States](#) for more information about the states of device life cycles.

### Indirectly Connected Devices

Indirectly connected devices are devices that receive their connectivity from a Cloud Connector. The Cloud Connector acts as a gateway providing a connection into the Oracle ECP Cloud. Indirectly connected devices operate like the directly connected devices that do not use an ECP Cloud Connector to connect to the cloud. For example, indirectly connected devices are onboarded using the same Oracle ECP onboarding process, have the same lifecycle states, and have metrics (such as onboarding counts and connectivity states) represented in visualizations on the dashboards.

Indirectly connected devices are defined as such in the Device Type profile which are pre-provisioned. When you choose a Device Type that's defined as an indirectly connected device, Edge Node is the only available connectivity type. After selecting Edge Node as the connectivity type, the process adds the Edge Nodes drop-down to allow you to choose the currently-onboarded Cloud Connector by name that will provide connectivity to the indirectly connected device.

### Mobile Device Management-enrolled Devices

Mobile Device Management-enrolled devices are also enrolled in the Ivanti Neurons for Mobile Device Management (MDM) Solution. The combination of the Enable MDM check box on the onboarding form and access to the external MDM enable integrated onboarding of supported devices to ECP. In addition to onboarding, Oracle ECP supports MDM-enabled device progression through MDM-relevant life cycle states and sending MDM actions to devices. Customers with MDM-enrolled devices get the Devices Managed by MDM card on the Devices dashboard for all user roles.

Devices require onboarding in Oracle ECP and enrollment in the MDM solution. See [MDM Onboarding Appendix](#) for details per supported device type.

## MDM-Specific Onboarding Requirements

When onboarding an MDM device, you must complete the following required fields in addition to the standard onboarding.

The following fields must be filled out when onboarding MDM-specific devices:

- Enable MDM
- Device OS Type (this field only appears only after selecting Enable MDM)

For more information on MDM Onboarding, refer to the [MDM Onboarding Appendix](#).

**Note**

For MDM Windows devices, the MDM-Lock and MDM-Unlock options are not supported.

## MDM-managed Device Lifecycle States

Oracle Enterprise Communications Platform (Oracle ECP) maintains lifecycle states that reflect the progression of a device through the planned stages of activity.

MDM-managed devices progress through the three standard Oracle ECP lifecycle states. Because they are involved in the state progression for the ECP lifecycles, the MDM Device States from the MDM platform display on the MDM Tab of the Devices Detail Page. The lifecycle states have unique meaning when interacting with MDM server functions which are:

1. When an MDM-managed device is onboarded to Oracle ECP, the lifecycle state changes to Onboarded.
2. When an MDM-managed device is registered on the MDM server, the lifecycle state in Oracle ECP changes from Onboarded to Active.
3. When a Wipe and Deactivate action is performed on the device, the state moves to Inactive. If only the Wipe action is performed, the device is wiped but remains in active state.

MDM-managed Devices also have the following **MDM Device Status** states on the external platform which are viewable on the MDM Tab:

- The Active state indicates that the device is onboarded to the external MDM platform and is in the working state.
- The Wipe Sent state indicates that a Wipe action has been issued for removing applications and data from the device.
- The Wipe Pending state indicates that a Wipe action is pending for the device.
- The Pending MDM-Wiped state indicates that the device has been wiped and can be re-onboarded to the MDM platform.
- The Pending MDM state indicates that the device is not yet onboarded (registered) on the MDM platform.

## Automatic Geocoding for Satellite Configuration

When you choose satellite connectivity for the Oracle Enterprise Communications Platform (Oracle ECP Cloud Connector during onboarding, the system requires the longitude and latitude coordinates for the physical location of the Cloud Connector. Oracle ECP can automatically insert the coordinates into the configuration fields when you enter a sufficient physical address.

Oracle ECP uses a system of match-codes to determine the longitude and latitude coordinates. An exact match is the best scenario, but certain inexact matches can also generate the necessary coordinates.

Insufficient matches generate an error message saying Oracle ECP cannot provide automatic geocoding. When Oracle ECP cannot provide automatic geocoding, you can enter the coordinates manually.

During bulk Cloud Connector onboarding by way of a .csv file, good matches will be automatically accepted. Insufficient matches will be rejected. Oracle ECP displays a list of the rejections on the Requests Details page.

**Note**

Oracle ECP displays the longitude and latitude coordinates on the Cloud Connector More Information drawer under the Location heading.

## Hardware Lifecycle States

Oracle Enterprise Communications Platform (Oracle ECP) maintains a lifecycle state for each hardware object that it manages. After you onboard hardware, the Inventory and Request pages displays up-to-date information about each Cloud Connector and Device, including this lifecycle state, which can transition across all interactions with the platform.

Understanding the lifecycle states for devices and Cloud Connectors helps ensure equipment can exchange data with the Oracle ECP platform and be managed effectively. While devices and Cloud Connector share several lifecycle states, some are hardware specific. The actions available on individual devices and Cloud Connectors in inventory depend on their current lifecycle state. Cloud Connectors and Devices share the three essential lifecycle states. The following table adds valid actions available on a Cloud Connector.

Lifecycle State	Description	Valid Actions
Onboarded	The onboarding request from Oracle ECP has completed successfully, and the platform is waiting for the device or Cloud Connector to connect to ECP cloud.	<ul style="list-style-type: none"> <li>Edit</li> <li>Move Edge Nodes</li> <li>Decommission</li> <li>Change APN (MNO)</li> <li>Change Data Plan (MNO)</li> <li>Change Service Plan (Satellite)</li> </ul>
Inactive	<p>The initial state when onboarding to Oracle ECP has started for a device or Cloud Connector. Onboarding is not complete at this phase, and the equipment cannot send data or communicate with the cloud.</p> <p>The Inactive lifecycle state can also indicate that equipment is not functioning – for example, due to an issue or because of a manual action a local user performs (for example, as part of troubleshooting).</p> <p>An administrator controlling a device or Cloud Connector from the cloud can also change the lifecycle state to Inactive.</p>	<ul style="list-style-type: none"> <li>Edit</li> <li>Move Edge Nodes</li> <li>Decommission</li> <li>Change APN (MNO)</li> <li>Change Data Plan (MNO)</li> <li>Change Service Plan (Satellite)</li> </ul>

Lifecycle State	Description	Valid Actions
Active	The device or Cloud Connector has connected with Oracle ECP and has been Authenticated. The hardware can communicate with Oracle ECP and is ready for functionality or monitoring tasks.	<ul style="list-style-type: none"> <li>• Edit</li> <li>• Reboot<sup>1</sup></li> <li>• Move Edge Nodes</li> <li>• Manage Application<sup>1</sup></li> <li>• Manage Platform<sup>1</sup></li> <li>• Get Platform Logs<sup>1</sup></li> <li>• Decommission</li> <li>• Change APN (MNO)</li> <li>• Change Data Plan (MNO)</li> <li>• Change Service Plan (Satellite)</li> </ul>

ECP tracks additional transient lifecycle states with the following states on the Requests page to indicate the progress of onboarding and offboarding:

- Submitted: The initial state of Device or Cloud Connector submitted to be onboarded on ECP cloud.
- Pending SIM: The state of cellular equipment waiting for the assignment of a SIM card.
- Onboarding: The state of a Device or Cloud Connector for which the onboarding request has been submitted for processing by downstream systems.
- Failed: The state of a Device or Cloud Connector that could not be onboarded due to some internal error or for which SIM assignment was rejected due to unavailability of the requested SIM.

## Additional Cloud Connector Lifecycle States and Updates

Each Cloud Connector runs a tightly controlled OS and system container stack. To maintain security, feature availability, and compatibility with your Oracle ECP environment, Cloud Connectors must be kept up to date. Cloud Connector upgrades are managed centrally, ensuring they all stay in sync with ECP's latest capabilities and compliance requirements.

Administrators have full management capabilities through the Oracle ECP cloud UI — everything from configuration to monitoring and updates is available with no special user action. Most users will find that Cloud Connectors remain “Active” and require no manual intervention.

### Unattended Upgrades

To simplify device management and security, all Cloud Connectors are set to upgrade themselves automatically when a new platform release becomes available. This process is unattended, meaning the Cloud Connector will detect its own version (“Active,” “Restricted,” or “Outdated”) and perform any needed updates in the background. Administrators do not need to initiate or manage these upgrades—Oracle ECP orchestrates the process centrally, making sure all Cloud Connectors are kept up-to-date with the latest capabilities and compliance standards.

<sup>1</sup> These actions are not available if the Cloud Connector is in a Disconnected connectivity state.

**Note**

You still can perform discretionary upgrades. See the [Update the Cloud Connector Platform](#) section.

**Behavioral Exceptions: Transitory States**

During certain periods, particularly after cloud upgrades or if a Cloud Connector has not been connected for some time, it might be running an older version. To manage compatibility and feature differences, ECP uses two additional lifecycle states—these are temporary and only occur during the automated upgrade window:

- **Restricted:** If a Cloud Connector is 1 or 2 major/minor versions behind the up-to-date version, it enters the “Restricted” state. In Restricted, basic and existing features remain available, but new features introduced in later releases will not function until the Cloud Connector completes its upgrade. The UI may display a banner or warning, but the system will update the Cloud Connector as soon as possible—no user action is necessary. You will also observe a corresponding incident of appropriate severity in the issues Tab.
- **Outdated:** If a Cloud Connector is running 1 version ahead of the cloud, which is rare, but can occur in staggered updates, or is 3 or more versions behind, it moves to the “Outdated” state. In this case, only fundamental operations such as upgrade and reboot are permitted, and all other local management actions are locked. You will see a corresponding incident with the appropriate severity listed in the Issues tab, and a red banner indicating that the Cloud Connector is in an outdated state will appear on that Cloud Connector’s details page. When in the Outdated state:
  - The only allowed actions on a Cloud Connector are
    - \* [Reboot<sup>1</sup>](#)
    - \* Move Edge Nodes
    - \* [Manage Platform<sup>1</sup>](#)
    - \* Decommission
    - \* Change APN (MNO)
    - \* Change Data Plan (MNO)
    - \* Change Service Plan (Satellite)
  - The right panel content is hidden and an error banner indicates outdated software is running.
  - Previously activated Cloud Connectors in this state must be manually updated with the Manage Platform function.

Both Restricted and Outdated are designed to be temporary, self-correcting states. Oracle ECP works to resolve these conditions automatically through its unattended upgrade process. Once complete, the Cloud Connector returns to Active state, regaining full functionality and management capabilities.

**Note**

Lifecycle states are managed based on major and minor software release versions; new patches do not prompt auto upgrades.

## MDM Device Lifecycle and Connectivity States

Devices managed by MDM have dependencies on the MDM platform.

MDM-Enabled Devices progress through the three standard Oracle ECP lifecycle states. When an MDM-enabled device is onboarded to Oracle ECP, the lifecycle state changes to Onboarded. At the point when an MDM-enabled device is registered on Ivanti Neurons for MDM, and ECP is alerted of this, the lifecycle state in Oracle ECP changes from Onboarded to Active. The Wipe action for an MDM-enabled device provides two actions. First you can just Wipe the device which will leave it reset to the factory settings, but Active in Oracle ECP. You can also choose to Wipe and Deactivate the device, and this will leave it set to Inactive.

### Connectivity States based on Connectivity Type

The connectivity type an MDM-managed device uses plays a part in determining that Device's connectivity state. For both Customer Managed Connectivity and WiFi/Ethernet connectivity, if the device has not communicated with the MDM service for more than 65 minutes, it is considered disconnected at the MDM level. Refer to the following tables:

**Table 3-1 Customer Managed Connectivity**

MDM Connectivity	ECP Device Connectivity State
Connected	Connected
Disconnected	Disconnected

**Table 3-2 WiFi/Ethernet Connectivity**

MDM Connectivity	ECP Device Connectivity State
Connected	Connected
Disconnected	Disconnected

**Table 3-3 Cellular Connectivity**

Connectivity per Connection	ECP Device Connectivity State
<ul style="list-style-type: none"> <li>MDM - Connected</li> <li>Cellular - Connected</li> </ul>	Connected
<ul style="list-style-type: none"> <li>MDM - Connected</li> <li>Cellular - Disconnected</li> </ul>	Connected
<ul style="list-style-type: none"> <li>MDM - Disconnected</li> <li>Cellular - Connected</li> </ul>	Connected
<ul style="list-style-type: none"> <li>MDM - Disconnected</li> <li>Cellular - Disconnected</li> </ul>	Disconnected

## Onboard Cloud Connectors Manually

Onboard Cloud Connectors to Oracle Enterprise Communications Platform (Oracle ECP) to make the hardware manageable remotely and prepare it for physical installation on the network on customer premises or in the field.

### Before You Begin

- Gather the information in the following procedure's table before you begin.

### Context

You can onboard an Oracle Cloud Connector with its preinstalled system platform. Oracle ECP uses the equipment details you enter on the onboarding form to create an onboarding request.

#### ① Note

If you change the Hardware Type after filling in some or all of the fields, Oracle ECP displays the "Change device type" dialog where you can cancel the change or proceed to change the device type. When you select "Change device type", Oracle ECP clears all fields and you must enter information for the newly selected hardware type.

### Procedure

1. Click the **Edge Nodes Inventory** tab, and click **Add Hardware** to start the guided process for onboarding hardware.

2. Click **Start** in the first panel.

Oracle ECP displays the step number and action for each step of the process.

3. For **Hardware Type**, click **Edge Nodes**.
4. For **Onboarding Method**, click **Manually add edges**.
5. For the **Edge 1** section, do the following:

Name (Required)	<p>Enter a friendly name for the Cloud Connector.</p> <ul style="list-style-type: none"> <li>• Must be unique for the tenant.</li> <li>• Must start with alphanumeric characters.</li> <li>• Allowed characters: alphanumeric characters, underscore, hyphen, and space.</li> <li>• Leading and trailing spaces are not allowed.</li> <li>• Allowed character length: 2-100.</li> </ul>
Serial Number (Required)	<p>Enter the Cloud Connector serial number. This value is found on the Cloud Connector's local UI.</p>
Make	<p>Select <b>Oracle</b> from the drop-down list.</p>
Model	<p>Select the appropriate model from the drop-down list.</p>
MAC	<p>Enter the 12 characters of the Media Access Control (MAC) address that will serve as the WAN address for this Cloud Connector in one of the following formats:</p> <ul style="list-style-type: none"> <li>• XX:XX:XX:XX:XX:XX</li> <li>• XX-XX-XX-XX-XX-XX</li> </ul>

	<ul style="list-style-type: none"> <li>XXXX.XXXX.XXXX</li> </ul>
Primary Internet Connection	Ethernet. Not editable.
Secondary Internet Connection	<p>Select one or more secondary internet connection types from the drop-down list. This is optional. Precedence is set later on the Internet Preferences screen.</p> <ul style="list-style-type: none"> <li>Cellular—When you select cellular, Oracle ECP displays the ICCID fields. One ICCID is required. When you want to use two SIM cards, enter the second ICCID. Enter the 19-20 digit Integrated Circuit Card ID (ICCID) found on the back of the SIM Card.</li> <li>Satellite—When you select satellite, Oracle ECP displays the Starlink Identifier field. (Required) Enter the Starlink Identifier, which is the kit serial number or the terminal serial number.</li> </ul>
SIM 1 ICCID (Required)	<p>The Integrated Circuit Card Identification (ICCID) number that identifies the SIM card in slot #1.</p> <div data-bbox="959 1010 1463 1199" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Note</b></p> <p>Do not change the global Vodafone SIM shipped and installed in this slot on the Cloud Connector.</p> </div> <p>(Optional) Use the toggle to activate the SIM card during onboarding.</p>
SIM 2 ICCID	<p>Required when you use a second SIM card. The Integrated Circuit Card Identification (ICCID) number that identifies the SIM card in slot #2. When you enter the ICCID for the second SIM card, Oracle ECP displays the Activate toggle for the second SIM card.</p> <p>(Optional) Use the toggle to activate the SIM card during onboarding.</p>
Description	<p>Enter additional details about the Cloud Connector.</p> <ul style="list-style-type: none"> <li>Allowed characters: alphanumeric characters, underscore, hyphen, comma, and space.</li> <li>Allowed character length: 0 to 255.</li> </ul> <p>Must be between 1 and 100 characters.</p>

Authentication	<p>Select a method for how you want the Cloud Connector to authenticate before connecting to the Cloud. This setting Must match what is provisioned on the Cloud Connector at activation time.</p> <ul style="list-style-type: none"> <li>• Certificate (Default)</li> <li>• Client Secret <ul style="list-style-type: none"> <li>– Allowed character length: 8-40.</li> </ul> </li> </ul>
Edge will be moving	<p>Select this if the Cloud Connector will be in motion (for example, installed in a moving vehicle).</p>
Country (Required for Satellite Connectivity)	<p>Click to select the country where the Cloud Connector will be installed.</p> <ul style="list-style-type: none"> <li>• When you choose United States, Oracle ECP requires entries for the remaining address fields.</li> <li>• When you choose a country other than the United States, Oracle ECP requires only the Street Address.</li> </ul>
Street Address (Required for Satellite Connectivity)	<p>Enter the street address for the building where the Cloud Connector will be installed. Required for all Satellite connectivity, regardless of country.</p> <ul style="list-style-type: none"> <li>• Must start with alphanumeric character.</li> <li>• Allows alphanumeric characters along with spaces and dots.</li> <li>• Allowed character length: 0-100.</li> </ul>
City/Town (Required for Satellite Connectivity)	<p>Enter the city or town where the Cloud Connector will be installed. When the selected country is the United States, Oracle ECP requires the city or town.</p> <ul style="list-style-type: none"> <li>• Allowed character length: 0-100.</li> </ul>
State/Region/Province (Required for Satellite Connectivity)	<p>United States—Select the state where the Cloud Connector will be installed. When the selected country is the United States, Oracle ECP requires the State.</p> <p>All other countries—Enter the state, region or province manually. Allowed character length: 1-100.</p>
Zip/Postal Code (Required for Satellite Connectivity)	<p>Enter the postal code for the location.</p>

Latitude (Required for Satellite Connectivity)	Enter the latitude of the satellite kit location. Must be between -90° and +90°, supporting up to six decimal places.
Longitude (Required for Satellite Connectivity)	Enter the longitude of the satellite kit location. Must be between -180° and +180°, supporting up to six decimal places.

6. For the **Authentication** section, do the following:

Authentication	<p>Select a method for how you want the Cloud Connector to authenticate before connecting to the Cloud. This setting Must match what is provisioned on the Cloud Connector at activation time.</p> <ul style="list-style-type: none"> <li>• Certificate (Default)</li> <li>• Client Secret <ul style="list-style-type: none"> <li>– Allowed character length: 8-40.</li> </ul> </li> </ul>
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7. If you are onboarding the Cloud Connector with Satellite connectivity, you must do the following in the **Registration address** section:

Edge will be moving	Select this if the Cloud Connector will be in motion (for example, installed in a moving vehicle).
Country	<p>Click to select the country where the Cloud Connector will be installed.</p> <ul style="list-style-type: none"> <li>• When you choose United States, Oracle ECP requires entries for the remaining address fields.</li> <li>• When you choose a country other than the United States, Oracle ECP requires only the Street Address.</li> </ul>
Street Address	<p>Enter the street address for the building where the Cloud Connector will be installed. Required for all Satellite connectivity, regardless of country.</p> <ul style="list-style-type: none"> <li>• Must start with alphanumeric character.</li> <li>• Allows alphanumeric characters along with spaces and dots.</li> <li>• Allowed character length: 0-100.</li> </ul>
City/Town	<p>Enter the city or town where the Cloud Connector will be installed. When the selected country is the United States, Oracle ECP requires the city or town.</p> <ul style="list-style-type: none"> <li>• Allowed character length: 0-100.</li> </ul>

State/Region/Province	United States—Select the state where the Cloud Connector will be installed. When the selected country is the United States, Oracle ECP requires the State. All other countries—Enter the state, region or province manually. Allowed character length: 1-100.
Zip/Postal Code	Enter the postal code for the location.
Latitude (Required for Satellite Connectivity)	Enter the latitude of the satellite kit location. Must be between -90° and +90°, supporting up to six decimal places.
Longitude (Required for Satellite Connectivity)	Enter the longitude of the satellite kit location. Must be between -180° and +180°, supporting up to six decimal places.

**Note**

If your service location has no street address, enter its coordinates in the Latitude and Longitude fields.

- To onboard additional Cloud Connectors, Click the + character opposite Edge 1 to display another set of empty specification fields to onboard another Cloud Connector. You can onboard up to five Cloud Connectors at a time this way.

**Note**

You cannot add other hardware types in this step. All additions must be Cloud Connectors.

- Click **Continue** to validate the information you just entered.

Oracle ECP either moves to the Review and Submit screen with a notification about your onboarding request. If validation is not successful, error messages appear at the top of the form. If fields do not pass validation, provide or correct information as detailed in the error message.

- Click **Submit** on the Review and Submit screen to complete the onboarding process. Oracle ECP will move to the Onboarding Request Details screen so you can monitor this onboarding request.

The Review and Submit screen summarizes the onboarding details for all Cloud Connectors specified.

You can download a report about this onboarding request from the Onboarding Request Details screen.

You can now proceed to activate the Cloud Connector. See the [Set up a Cloud Connector](#) Appendix for next steps.

# Onboard Devices Manually

Onboard a device to Oracle Enterprise Communications Platform (Oracle ECP) to allow monitoring the device and ingestion of device telemetry data to ECP Cloud.

## Before You Begin

- Gather the necessary Device information as described in [About Preparing to Add Hardware](#).

### Note

Refer to the [User Input Requirements](#) topic for the onboarding form field data requirements and validations.

## Context

Oracle ECP lets you create a request for onboarding one type of device at a time when you click **Add Hardware**. Device Types cannot be combined within a single Add Hardware request. Within the work flow, you may change the Device Type even after filling in some or all of the fields. When you do so, Oracle ECP displays the Change device type dialog. When you click **Change device type**, Oracle ECP clears all fields and you must enter information for the newly selected device type. You must onboard each type of device in a separate Add Hardware request.

### Note

When you click **Cancel** in the Change device type dialog, Oracle ECP leaves the fields as they were.

## Procedure

1. Access the **Inventory** page, and click **Add Hardware** to start the guided process for onboarding hardware.
2. Click **Start** in the first panel (#01) to begin specifying the device.  
Oracle ECP displays the step number and action for each step of the process in the right pane.
3. For **Hardware Type**, click **Devices**.
4. For **Onboarding Method**, click **Manually add devices**.
5. For **Device Type**, click the appropriate Device Type in the drop-down list.  
Oracle ECP displays some or all of the following configuration fields according to the device type.
6. For the fields in the **Overview**, **Authentication**, and **Registration Address** sections, review or type values as follows:

Enable MDM (for MDM Devices only)	Click to onboard Mobile Device Management (MDM) enabled devices to ECP and enable easy onboarding to the external Ivanti Neurons for MDM Solution after you review the onboarding requests.
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<p><b>Note</b></p> <p>Check <b>Enable MDM</b> when you plan to use Oracle ECP with the external MDM for a single-pane view and streamlined operation of the managed devices on both platforms.</p>	<p>Note: When the Enable MDM check box is selected, the <b>Device OS Type</b> field displays each supported device operating system (OS) and the <b>Connectivity Type</b> drop-down displays each supported Connectivity Type for MDM-enabled device onboarding.</p>
<p>Device OS Type (for MDM Devices only)</p>	<p>Displays when you click the <b>Enable MDM</b> check box. Click the drop-down and select the operating system type for the MDM-enabled devices to be onboarded. Valid values:</p> <ul style="list-style-type: none"> <li>• Android</li> <li>• iOS</li> <li>• Windows</li> </ul> <p><b>Note</b></p> <p>Onboarding supports a single Device OS Type per onboarding form session. If you specify a second Device OS Type, a validation error displays at the top of the page.</p>
<p>Name (Required)</p>	<p>Type a friendly name for the Device as follows:</p> <ul style="list-style-type: none"> <li>• Must be unique for the tenant.</li> <li>• Must start with alphanumeric characters.</li> <li>• Allowed characters: alphanumeric characters, underscore, hyphen, and space.</li> <li>• Allowed character length: 2-100.</li> </ul>
<p>Serial Number</p>	<p>Type the serial number of the device.</p> <ul style="list-style-type: none"> <li>• Allowed character length: 1-100.</li> </ul>
<p>Make</p>	<p>Type the name of the manufacturer of the device as follows:</p> <ul style="list-style-type: none"> <li>• Must start with an alphanumeric character.</li> </ul>

	<ul style="list-style-type: none"> <li>Allowed characters: Alphanumeric characters along with underscore, hyphen, and space.</li> <li>Allowed character length: 0-100.</li> </ul>
Model	<p>Type the model name the manufacturer uses to identify the device as follows:</p> <ul style="list-style-type: none"> <li>Must start with an alphanumeric character.</li> <li>Allowed characters: Alphanumeric characters along with underscore, hyphen, and space.</li> <li>Allowed character length: 0-100.</li> </ul>
Device ID	<p>Type the device identifier as follows:</p> <ul style="list-style-type: none"> <li>Must be unique for the tenant.</li> <li>Allowed characters: Alphanumeric characters, exclamatory mark ( ! ), at the rate of (@), Pound (#), Dollar (\$), Percentage (%), Caret (^), Ampersand (&amp;), Asterisk (*), Brackets ( ), Minus ( - ), underscore ( _ ), Equals (=), Plus ( + ), square brackets ( [] ), curly brackets ( {} ), backward slash ( \ ), Pipe (   ), Semi Colon ( ; ), Single quote ( ' ), Double Quote ( " ), Comma ( , ), Angular brackets ( &lt; &gt; ), Period ( . ), Question mark ( ? ), Tilde ( ~ ), back tick ( ` ).</li> <li>Cannot be a snowflake ID where validation is on numerals 0-9 or upper case letters A-Z, excluding I, L, O, and U must be 10-13 characters in length.</li> <li>Allowed character length: 1-100.</li> </ul> <p><b>Note</b> Oracle ECP generates an identifier automatically if you do not specify one.</p>
MAC	<p>Enter the 12 characters of the Media Access Control (MAC) address that will serve as the physical address for this Device in one of the following formats:</p> <ul style="list-style-type: none"> <li>XX:XX:XX:XX:XX:XX</li> <li>XX-XX-XX-XX-XX-XX</li> <li>XXXX.XXXX.XXXX</li> </ul>
Connectivity Type (Required)	<p>Click a connectivity type in the drop-down list to specify how you want the device to connect to the Internet. Valid values:</p>

	<ul style="list-style-type: none"> <li>Cellular (Adds the SIM 1 ICCID, IMEI 1, SIM 2 ICCID, fields and the Activate button.)</li> <li>Wi-Fi</li> <li>Ethernet</li> <li>Customer Managed Connectivity</li> </ul>
Organization (for MDM Devices only)	Select an organization from the drop-down list.
SIM 1 ICCID (Required for a cellular connection.)	<p>This field displays when you choose Cellular connectivity.</p> <ul style="list-style-type: none"> <li>Enter the 19-20 digit Integrated Circuit Card ID (ICCID).</li> </ul>
IMEI 1	<p>This field displays when you choose Cellular connectivity. IMEI 1 is required for MDM devices and optional for non-MDM devices.</p> <ul style="list-style-type: none"> <li>Enter the 14-17 digit International Mobile Equipment Identity (IMEI) number that identifies the device associated with a SIM card.</li> </ul>
Activate	(Optional) Use the toggle to activate the SIM card during onboarding.
SIM 2 ICCID (Required for a second cellular connection.)	<p>This field displays when you choose Cellular connectivity. Use when you want to add a second SIM card.</p> <ul style="list-style-type: none"> <li>Enter the 19-20 digit Integrated Circuit Card ID (ICCID).</li> </ul>
IMEI 2 (Optional)	<p>This field displays when you choose Cellular connectivity. Optional to use when you want to add a second SIM card.</p> <ul style="list-style-type: none"> <li>Enter the 14-17 digit International Mobile Equipment Identity (IMEI) number that identifies the device associated with a SIM card.</li> </ul>
Activate	(Optional) Use the toggle to activate the SIM card during onboarding.
Description	<p>Enter additional details about the device.</p> <ul style="list-style-type: none"> <li>Allowed character length: 0-100.</li> </ul>
Authentication (Required)	Select a method for how you want the device to authenticate before connecting to the Cloud.

	<ul style="list-style-type: none"> <li>• Client Secret (Default) <ul style="list-style-type: none"> <li>– Must include at least 1 lowercase, 1 uppercase, and 1 numeral.</li> <li>– Allowed characters include Alphanumeric characters, exclamatory mark ( ! ), at the rate of (@), Pound (#), Dollar(\$), Percentage (%), Ampersand (&amp;), Equals (=), Question mark ( ? ), underscore ( _ ), Period (.), Comma ( , ), Colon ( : ), Semi Colon ( ; ), Plus ( + ), Minus ( - ), Forward slash ( / ), backward slash ( \ ), Angular brackets ( &lt; &amp; &gt; )</li> <li>– Allowed character length: 8-40.</li> </ul> </li> <li>• No Authentication—No additional information is required.</li> </ul> <p><b>Note:</b> Oracle ECP does not support telemetry data ingestion to cloud for a device configured for no authentication.</p>
Device will be moving	Select this if the device will be in motion (for example, installed in a moving vehicle). This value provides information only and has no associated functionality.
Country	<p>Click to select the country where the device will be installed.</p> <ul style="list-style-type: none"> <li>• When you choose <b>United States (the)</b>, Oracle ECP requires entries for the remaining address fields.</li> <li>• When you choose a country other than the United States, Oracle ECP requires only the Street Address.</li> </ul>
Street Address	<p>Enter the street address for the building where the device will be installed. When the selected country is the United States, Oracle ECP requires the street address.</p> <ul style="list-style-type: none"> <li>• Must start with alphanumeric character.</li> <li>• Allows alphanumeric characters along with spaces and dots.</li> <li>• Allowed character length: 0-100.</li> </ul>
City/Town	<p>Enter the city or town in which the device will be installed. When the selected country is the United States, Oracle ECP requires the city or town.</p> <ul style="list-style-type: none"> <li>• Allowed character length: 0-100.</li> </ul>

State/Region/Province	<p>Click to select the state in which the device will be installed.</p> <ul style="list-style-type: none"> <li>Required when the selected country is the United States.</li> <li>For other countries, enter the region or province. Allowed character length: 1-100.</li> </ul>
Zip/Postal Code	<p>Enter the zip code or postal code for the city in which the device will be installed.</p> <ul style="list-style-type: none"> <li>When the selected country is the United States, the zip or postal code field allows five numeric characters. The four-digit extension is optional and must follow a hyphen. Allowed characters: Digits and hyphen.</li> <li>When you select a country other than the United States, the postal code is optional. Allowed character length: 1-20.</li> </ul>

- (Optional) Click the + character opposite **<Device Type> 1** to display another set of empty specification fields to onboard another device. You can onboard up to five devices at a time this way. **Note:** You cannot add other device types in this step. All additions must be Devices.

After you specify values for all required fields, Oracle ECP activates the Continue button.

- Click **Continue** to move to the final step of the Add Hardware process.

A progress bar moves across the bottom of the page as Oracle ECP processes the values for each field. After Oracle ECP successfully validates fields and confirms that processing is complete, the Review Hardware screen summarizes the onboarding activities for each device specified.

- Click **Submit** to upload the hardware information to Inventory.

The Requests page displays summary information. For rows that include the **View** button, click to display more details.

[Review Onboarding Requests](#)

## Onboard Hardware in Bulk

Oracle Enterprise Communications Platform Oracle ECP provides a Comma Separated Value (.csv) formatted template file that you can use to onboard multiple pieces of hardware in one work flow. You can onboard up to one hundred Cloud Connectors or devices at one time with the .csv template.

### Before You Begin

- [Download the CSV Template for Bulk Boarding](#) and replace the sample information with the actual equipment details in the same format. Provide a row of equipment details for each item you want to onboard.
- When you onboard MDM-enabled devices, confirm that the customer's MDM account is functional on Oracle ECP before onboarding.

## Context

Add hardware to Oracle ECP in bulk by using the appropriate .csv file template. Oracle recommends preparing the file in advance. When you specify the fields to onboard an MDM-enabled device, Oracle ECP creates an onboarding profile for subsequent onboarding of the devices on the external MDM. The external MDM onboarding profile is automatically available on the Ivanti Neurons for Mobile Device Management Solution.

### Note

Oracle ECP displays an error when any required fields are missing information.

During bulk Cloud Connector onboarding, Oracle ECP can automatically populate the longitude and latitude fields required for Satellite connectivity when the addresses in the .csv file are sufficient to discover the coordinates. When Oracle ECP detects insufficient addresses, the Requests Details page displays a list of the rejections. You can manually enter the longitude and latitude coordinates in the rejected Cloud Connectors and then onboard them one at a time.

## Procedure

1. Access the **Inventory** page and click **Add Hardware** to start the guided process for onboarding hardware to Oracle ECP.
2. Click **Start** in panel 01 to begin the process.
3. For **Hardware Type**, click either **Devices** or **Edge Nodes**.
4. For the **Onboarding Method**, click either **Import device list (recommended)** or **Import edge list (recommended)** and do the following:
  - Devices—Select a Device Type from the drop-down list. Oracle ECP displays the Download CSV Template link and the Drag and Drop box under Onboarding Method.
  - Edge Nodes—Oracle ECP displays the Download CSV Template link and the Drag and Drop box under Onboarding Method.
5. Click **Drag and Drop**, navigate to the CSV file, and drag the file into the Drag and Drop box.

Note: You can drag and drop only one file.

Oracle ECP lists the selected file by name below the Drag and Drop box.

6. Click **Continue** to proceed to the next step of the guided process.
7. Review the details of the request and click **Submit** to start onboarding and go to the Requests page.

Oracle ECP notifies you as each onboarding request is processed. The notification includes a link to the Requests page which summarizes each onboarding request.

## Next Steps

- If you onboard MDM-enabled devices after Oracle ECP onboarding, you can download a QR code or enrollment token on the Onboarding Request Details page. You can provide the QR code or token to end users along with instructions to facilitate onboarding to the external MDM using the onboarding profile created during ECP onboarding.

## Download the Oracle ECP CSV Template for Bulk Onboarding

Oracle Enterprise Communications Platform Oracle ECP provides a Comma Separated Value (CSV) formatted template file that you can use to onboard multiple pieces of hardware in one procedure.

### Context

Use the following procedure to download the CSV template that you need for the bulk hardware onboarding procedure. Save the file to a local location for future use when you will drag and drop it into a field during the bulk hardware onboarding procedure.

### Procedure

1. Access the **Edge Nodes Inventory** page or **Devices Inventory** page, and click **Add Hardware**.
2. Click **Start** in panel 01 to begin the process.
3. For **Onboarding Method**, do one of the following:
  - For devices, click **Import device list (recommended)**
  - For Cloud Connector, click **Import edge node list (recommended)**
4. If you selected Devices, do the following:
  - Select a device type from the drop-down list.
  - Click **Download CSV Template**.
5. If you selected Edge Nodes, click **Download CSV Template**.

Oracle ECP downloads the template to the default downloads folder.

### Next Steps

- Access the template and follow its format to add up to one hundred devices (of a single type).
- [Onboard Hardware in Bulk](#)

# 4

## The Requests Tab

Administrators use the Requests Tab on Oracle Enterprise Communications Platform (Oracle ECP) to monitor the progress of the requests submitted when onboarding or offboarding hardware.

### Topics:

- [Review Onboarding Requests](#)
- [Review Offboarding Requests](#)

## Review Onboarding Requests

Oracle Enterprise Communications Platform (Oracle ECP) Requests page summarizes the progress of the requests that administrators submit when onboarding hardware.

### Context

The Requests page shows a count of request items with each request state. You can view more details when you click on the specific request.

### Procedure

1. Click on the Requests tab from the bottom panel.
2. On the Requests page, click the drop-down menu at the top left to select the equipment type for the requests you want to review. Two of the four values in this menu are onboarding options: Onboarding Devices and Onboarding Cloud Connectors.  
  
The Requests page displays rows of equipment onboarding request summaries, based on the value chosen.
3. On the Requests page, use the following controls to make adjustments as needed to view the onboarding information that interests you.
  - **Search Bar**—Use the filter chips to reduce the viewable results based on organization or other features of the request.
  - **Created**—Use the filter chip to reduce the viewable results based on when the Request was created. Values: Last 30 Minutes, Last 1 Hour, Last 12 Hours, Last 24 Hours, Last 7 Days.
  - **Status**—Use the filter chip to view the request states for onboarding requests.

#### Note

See [Table 4-1](#) for definitions of the **Request Status** attribute.

4. On the Requests page, click on the link in the 'Details' column to view details in the request overview page.

## Requests Status States

After submitting an onboarding request or decommissioning an Cloud Connector or Device, Oracle ECP reports the state of that request on the Requests screen.

**Table 4-1 Request States and Status**

Request Status	Definition
Completed	Indicates that Oracle ECP has successfully completed the onboarding or offboarding request. If onboarding is requested for multiple hardware items at once, the onboarding request state is Completed only if onboarding is successful for all.
Failed	Indicates that Oracle ECP was unable to complete all or part of the onboarding or decommissioning actions. Failed requests require you to take actions to verify and remediate problems such as an internal system error. For an onboarding request, a SIM allocation request rejection can cause the Failed state. If onboarding is requested for multiple devices at once and one or more fail, the request state is Failed. You must view all associated information and repeat actions for the equipment that fails to onboard successfully.
Initiated	Indicates that Oracle ECP has confirmed that downstream systems have accepted the information specified during onboarding for processing.
	<div data-bbox="1138 1157 1466 1346" style="border: 1px solid #ccc; border-radius: 10px; padding: 10px;"> <p><b>Note</b></p> <p>Initiated state is not applicable for offboarding.</p> </div>
Pending	Indicates that Oracle ECP has successfully added all validated data for the record in Inventory and that the hardware is ready for physical installation on the network when received.
Partial	Indicates partial completion of onboarding or offboarding request for Cloud Connectors.
	<div data-bbox="1138 1608 1466 1797" style="border: 1px solid #ccc; border-radius: 10px; padding: 10px;"> <p><b>Note</b></p> <p>This state is applicable only for Cloud Connectors.</p> </div>

## Onboarding Request Details Page

Oracle Enterprise Communications Platform (Oracle ECP) provides the Onboarding Request Details page to let you check the progress of onboarded devices. Since each onboarding request can contain one or many Devices and Cloud Connectors, the page includes a list of all equipment and the relevant data and states in the request.

The Onboarding Request Details page is divided into two sections, and you can click the **Back** arrow to return to the Requests page to review more onboarding summary information.

### Onboarding Request Details Overview

The Onboarding Request Details page includes a list at the top of the page of high-level information about a request for each Device or Cloud Connector. On the right side of the page, there is a panel with the count of SIM cards, MDM Devices, Decommissioned Devices provided and the count of equipment in each of the [Requests Status States](#).

This page is where you find QR codes used to enroll certain Devices into the MDM platform when applicable. For each MDM-enabled onboarding request with the checked MDM box, the three dots on the top-right corner of the screen displays a drop-down that lets you download a QR code or enrollment token that can be used to enroll this devices on the MDM platform. For each MDM device, the right panel also indicates the OS Type.

The screenshot shows the 'Onboarding Request Details' page for a 'Completed' request. The page header includes the request date (Oct 30 2025, 12:04 AM), user name (lot-cloudops\_wv\_gpp@oracle.com), GBU (CGBU), and customer ID (dp2iad2508bta01-dev). A 'Download Report' button is visible in the top right corner.

The main content area is titled 'Requested devices' and features a search bar and filter chips for 'Connectivity type Cellular', 'Lifecycle state Active', 'MDM enabled Yes', 'Status InProgress', and 'Type Body Worn Camera'. Below the filters, there are 3 items listed in a table:

Name	Lifecycle state	Request status	MDM enabled	Error details	Type
iscellular-false-mdm-cmc	Onboarded	Success	Yes	--	QA_DDT_with_sensor_iscellular_false
iscellular-false-mdm-eth	Onboarded	Success	Yes	--	QA_DDT_with_sensor_iscellular_false
iscellular-false-mdm-wifi	Onboarded	Success	Yes	--	QA_DDT_with_sensor_iscellular_false

On the right side, the 'More details' panel shows the following counts:

- Success: 3
- Failure: 0
- In progress: 0
- SIMs: 0
- Decommissioned: 0
- MDM Device Count: 3
- OS Type: Android

### Onboarding Request Details Table

The Onboarding Requests Details Table lets you view and narrow a list of all Devices or Cloud Connectors added to Oracle ECP in a single request. You can click filter chips to add them into the search field and narrow the selection of data. Key filter chips for Devices include:

- Lifecycle state
- Status
- Connectivity Type
- MDM Enabled
- Type

Key filter chips for Cloud Connectors include:

- Lifecycle state
- Status

Cloud Connectors or Devices listed in the table are all part of a single Onboarding Request. The attributes that display depend on whether the Onboarding request was for Devices or Cloud Connectors and you will recognize values that relate to the onboarded equipment. Some column headers are hidden, and you can click the **Columns** control to remove and add column headers to the table.

#### Note

If the Device or Cloud Connector has already been offboarded, the Requests devices panel on the page displays the message, "All entities have been removed." in the Onboarding Requests panel.

Be sure to review the **Error Details** column that provides more information when Oracle ECP encounters problems with an individual Device or Cloud Connector.

#### Download an Onboarding Request Record

You can download a file of each request to serve as a record or informational resource. Click **Download Report** at the top of the page to download a comma-separated value (CSV) file (`OnboardingRequest-device-MM-DD-YYYYHHMMSS.CSV`) to the default location for downloads.

## Review Offboarding Requests

The Oracle Enterprise Communications Platform (Oracle ECP) Requests page summarizes the progress of offboarding requests for IoT Devices or Cloud Connectors.

#### Context

When you decommission a Device or Cloud Connector, Oracle ECP adds the Device or Cloud Connector to the Offboarding table on the Requests page where you can view the progress the request. The Requests page shows the number of requests, the request state, and the number of SIM cards associated with each request. You can display more detail when you click the individual requests in the list.

#### Procedure

1. Go to the **Requests** page.
2. On the Requests page, click the drop-down menu at the top left to select the equipment type for the offboarding requests you want to review. You can select Offboarding Devices or Offboarding Cloud Connectors.

The Requests page displays rows of single or batch offboarding request summaries.

3. On the Requests page, use the following controls to make adjustments to view the offboarding information that interests you.
  - **Search Bar**—Use the filter chips to narrow the search results based on organization or other features of the request.
  - **Created**—Use to narrow the results based on when the Request was created. Values: Last 30 Minutes | Last 1 Hour | Last 12 Hours | Last 24 Hours | Last 7 Days.
  - **Status**—Use to view the request states for offboarding requests.

**Note**

See [Table 4-1](#) for definitions of the **Request Status** attribute.

4. On the Requests page, click the link in the Details column to view details in the request overview page.

## Offboarding Request Details Page

Oracle Enterprise Communications Platform (Oracle ECP) displays the Offboarding Request Details page where you can check the progress of offboarded devices. Because each offboarding request can contain one or more IoT Devices and Cloud Connectors, the page includes a list of all offboarded equipment with details.

### Offboarding Request Details Overview

The Offboarding Request Details page displays a list of high-level information about requests and provides counts of the successes or failures for each Device or Cloud Connector. On the right side of the page, there is a panel with the count of SIM cards provided and the count of equipment in each of the [Requests Status States](#).

### Offboarding Request Details Table

On the Offboarding Requests Details Table lets you can view and narrow a list of all hardware offboarded in a single request. This table is visible only for failed Offboarding Requests. Use the filter chips in the search field to narrow the selection of data. The prominent filter chips are:

- Connectivity State
- Connectivity Type
- MDM Enabled
- Type

The Cloud Connectors or Devices listed in the table are all part of the single Offboarding Request. Available attributes will be familiar and depend on if the Offboarding request was for Devices or Cloud Connectors. While some headers will be hidden, you can add them with the **Columns** control.

**Note**

If the Device or Cloud Connector has already been offboarded, the Requests devices panel on the page displays the message, "Offboarding request completed successfully" in the Offboarding Requests panel.

Be sure to review the **Error Details** column that provides more information when Oracle ECP encounters problems with an individual Device or Cloud Connector.

### Download an Offboarding Request Record

You can download a file of each failed Offboarding Request to serve as a record or informational resource. Click **Download Report** at the top of the page to download a comma-separated value (CSV) file (`OffboardingRequest-device-MM-DD-YYYYHHMMSS.CSV`) to the default location for downloads.

# 5

## The Inventory Page

The Oracle Enterprise Communications Platform (Oracle ECP) Inventory page lists onboarded hardware and provides access to manage your hardware inventory.

The Inventory tab includes a context chooser that switches the Inventory view and refreshes the table and related controls to display the items, columns, filters, and actions for the selected inventory type.

### Navigating the Inventory Page

From the Inventory context chooser, you can switch the Inventory view between Devices and Edge Nodes. When you change the inventory view, the Inventory table refreshes to show only the items for that inventory type, and the page updates the columns, filters, and available actions accordingly. Item names in the table link to a corresponding details page where you can view additional information for the selected item and perform inventory-specific tasks.

## The Inventory Page Display and Operations

The Oracle Enterprise Communications Platform (Oracle ECP) Inventory page displays controls for managing the hardware and Mobile Network Operators (MNO) you use with Oracle ECP. You can customize the display to show the types of information you want to see.

From the Inventory tab, you can choose to see the [Devices Inventory](#) and [Edge Nodes Inventory](#) pages by selecting the one you want from the drop-down list at the top of the page. The pages contain the following controls.

### Unique Controls and Actions

The following controls are unique to the Inventory page.

**Actions**—Click to see a list of actions you can apply to a selection from the Inventory table. The actions are unique to the inventory type.

**Inventory Table**—View a list of your inventory according to the type you select. When you select a row, which represents one piece of hardware, you can apply actions from the Actions drop-down list to the selected hardware depending on conditions. To see more information about a piece of hardware, click its Name, which is a link to [The IoT Device Details Page](#) page or [The Edge Node Details Page](#), depending on the inventory table displayed.

**Default Filter Chips**—Oracle ECP provides a set of unique filter chips per inventory type (located below the Search field), which are based on a sub-set of the column headers. To refine your search, click one or more filter chips to move them into the Search field. After you put a filter chip into the Search field you can further refine your search by clicking the filter chip to see a list of additional filters. You can add multiple filter chips to Search and you can add multiple additional filters per chip type. You can remove filter chips from the search bar when you no longer want the filter applied, but you cannot delete them from Oracle ECP. The default filter chips always remain available on the page. See [About Device Filter Chips](#) and [About Edge Node Filter Chips](#).

**Temporary Filter Chips**—When you want to search for a piece of information that is not supported by one of the default filter chips, you can create a temporary filter chip. For example,

type a serial number or some other value from the inventory table in the Search field and press Enter. Oracle ECP creates a temporary filter chip for that serial number and displays the corresponding results. You can use only one temporary filter chip at a time, but you can combine the temporary filter chip with one or more of the default filter chips. Temporary filter chips are dynamic. Oracle ECP deletes the temporary filter chip when you leave the Inventory page, switch to a different page, or remove the filter chip from Search. You must add the temporary filter chip again the next time you want to search for the specified data. Temporary filter chips do not display any additional parameters.

Although you can create multiple temporary filter chips, Oracle ECP supports using only the first one created. For example, if you create a temporary filter chip for Serial Number first and then another for MNO, Oracle ECP uses the temporary filter chip for Serial Number because you created it first.

**Note**

Oracle recommends that you do not create a temporary filter chip for a column designated with one of the default filter chips.

**Quick Multi-select**—Tables within the Inventory tab that display checkboxes next to each row support quick multi-select. Users can select a continuous range of items by holding down the Shift key and clicking, enabling efficient bulk actions. To do that:

1. Click the checkbox next to the first item to select it.
2. Hold down the Shift key on your keyboard.
3. While holding the Shift key, scroll if necessary, and click on the row of the last desired item in the range.

**Note**

Do not click the link in the first column, as this will take you to the item's details page.

4. All items between the first and last selection will be selected.
5. Proceed to perform the required bulk action using the available buttons at the top of the table.

**Note**

This Shift-click selection method is available in all Inventory tab tables that support row checkboxes, even if a "Select All" option is not visible.

**Navigation**—Click the O-Tag icon in the lower right corner of the page to go to the Ask Oracle page for Oracle ECP.

# 6

## Devices Inventory

The Devices Inventory page lists the devices you use with Oracle Enterprise Communications Platform (Oracle ECP) and information about them along with actions you can perform to manage the inventory.

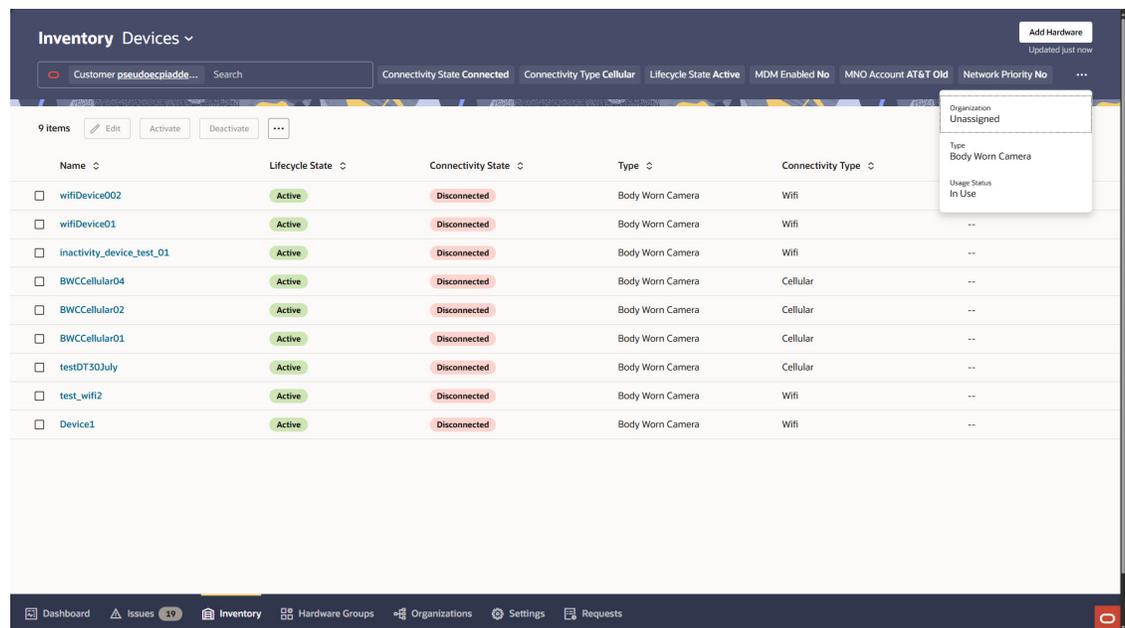
### Topics:

- [The Devices Inventory Page](#)
- [The Device Details Page](#)
- [Management Tasks for Devices](#)
- [MDM-Enabled Device Monitoring](#)

## The Devices Inventory Page

The Devices Inventory page displays a table with column headings that show information about the devices you use with Oracle Enterprise Communications Platform (Oracle ECP). The page includes a search field and a row of default filter chips at the top. Some filter chips are visible, and additional filters can be accessed through the "more options" menu (ellipsis) next to the visible filter chips. Actions such as Edit, Activate, and Deactivate appear as buttons above the table, with more actions available under the "more options" menu (ellipsis). You can select a device name to view more details, and use the tabs at the bottom of the page to navigate to other sections.

The following screen capture shows the Devices Inventory page with the [default filter chips](#), default column headings, sample data, and the [Actions](#) buttons above the table.



## Devices Inventory Page Column Headers

You can customize the Oracle Enterprise Communications Platform (Oracle ECP) Device Inventory page by choosing which column headers to display. Certain column headers are visible by default when you open the Inventory tab. To tailor the information displayed, click the Columns button in the top corner of the Inventory tab and select or deselect the column headers you want to show or hide.

### Devices Inventory Page Column Headers

Key to the following table:

- \* — Default header
- \*\* — Sort and filter functions unavailable

Column Header Name	Description
Name*	The name specified during onboarding for the device.
Lifecycle State*	The state of the device regarding being in service with Oracle ECP: Active   Inactive   Onboarded.
Connectivity State*	The ability of the device to communicate with Oracle ECP: Connected   Disconnected.
Type*	A user-defined category that indicates the kind of device. For example, USB Video Camera could be listed as a device type.
Connectivity Type*	Indicates Customer Managed Connectivity. The specified connection type: Wi-Fi   Cellular   Edge Node   Ethernet.
Organization	The name of the Organization using the device.
Customer	The name of customer tenant where device is onboarded.
Serial Number	The serial number of the device.
Make	The brand or manufacturer of the device.
Model	The model of the device as specified by the manufacturer.
Address	The location where the customer plans to install the device after onboarding.
MNO (SIM 1)	The name of the Mobile Network Operator providing connectivity for a cellular device. (For SIM 1 of 1 or 1 of 2)
MNO (SIM 2)	The name of the second Mobile Network Operator providing connectivity for a cellular device when you use two MNOs. (For SIM 2 of 2)
MNO Account (SIM 1)	The name of the associated MNO Account that defines connectivity service use for an MNO. (For SIM 1 of 1 or 1 of 2)
MNO Account (SIM 2)	The name of the associated MNO Account that defines connectivity service use for a second MNO. (For SIM 2 of 2)
APN (SIM 1)	The name of the gateway between the mobile network and another computer network. (For SIM 1 of 1 or 1 of 2)

Column Header Name	Description
APN (SIM 2)	The name of the gateway between the mobile network and second computer network. (For SIM 2 of 2)
ICCID (SIM 1)	The Integrated Circuit Card Identification number for a SIM card. (For SIM 1 of 1 or 1 of 2)
ICCID (SIM 2)	The Integrated Circuit Card Identification number for a second SIM card. (For SIM 2 of 2)
IMEI (SIM 1)	The unique International Mobile Equipment Identity number for the device. Required only for SIM 1.
IMEI (SIM 2)	The unique International Mobile Equipment Identity number for the device.
Edge Name	Indirectly Connected devices specify the name of the Cloud Connector that serves as the gateway into ECP Cloud.
Last Seen Timestamp	The date and time Oracle ECP last detected the device.
Authentication Method	The method the device uses to authenticate to Oracle ECP: No Authentication   Client Secret.
Usage Status**	Indicates whether or not the device is in use: In Use   Not In Use.
Network Priority (SIM 1)**	Indicates whether or not an device with a SIM card from an MNO with support for network priority gets priority treatment, for example, in a high-demand scenario: Yes   No. (For SIM 1 of 1 or 1 of 2)
Network Priority (SIM2)**	Indicates whether or not an device with a SIM card from an MNO with support for network priority gets priority treatment, for example, in a high-demand scenario: Yes   No. (For SIM 2 of 2)
Data Plan (SIM 1)**	The amount of data usage allocated for the device (usually monthly). The data plan usage amount displays only for an device using a SIM card managed by an MNO with support for data plan changes. An device with a SIM card from an MNO with no support for data plan changes, displays "- -" in the Data Plan column because data plan changes are not applicable. (For SIM 1 of 1 or 1 of 2)
Data Plan (SIM 2)**	The amount of data usage allocated for the device (usually monthly). The data plan usage amount displays only for an device using a SIM card managed by an MNO with support for data plan changes. An device with a SIM card from an MNO with no support for data plan changes, displays "- -" in the Data Plan column because data plan changes are not applicable. (For SIM 2 of 2)
MDM Enabled	Indicates whether or not an device is MDM-enabled and is onboarded to Oracle ECP for operation with the Ivanti Neurons for Mobile Device Management Solution: Yes   No.

## Actions on the Devices Inventory Page

Oracle Enterprise Communications Platform (Oracle ECP) provides a number of actions that you can use to help manage your devices. The Lifecycle State and Connectivity State affect which actions are available for use at any particular time.

On the Device Inventory page, you must select one or more devices in the table before Oracle ECP can perform an action. The action applies only to the selected devices, except for the inventory report. The inventory report includes inventory information for all Devices in the table. Oracle ECP can perform the following actions on one or more selected devices, except Update APN, from the Devices Inventory page.

### Actions

You can perform the following actions from the Device Details page.

Action	Description
Edit	Use to change the information about the device in the Edit Device form. Use to toggle "Device will be moving" on and off, as well.
Activate Device	Use to put a device added to the inventory into service with Oracle ECP.
Message Device	Displays the history of messages to and from the device. Allows you send messages or commands to the device.
Update APN	Use to update the SIM card in one or more selected devices to use a different Access Point Name to access the Mobile Network Operator.
Deactivate Device	Use to temporarily remove a device from service with Oracle ECP.
Decommission	Use to remove the selected device from service. The inventory does not list decommissioned devices.
Download Inventory Report (Icon in the upper right corner of the page.)	Use to download a .csv file of the entire inventory. Note: Some spreadsheet applications automatically change long numbers in the cells of a Comma-Separated Value file (.csv to exponential notation format. For long fields such as the ICCID identifier, be sure to change the cell format (for example, from General to Number) to see the value as originally specified. You will have to repeat the format change to see the original value for long fields in future sessions when the file is saved in .csv format.

## About Device Filter Chips

To refine the data displayed on the Oracle Enterprise Communications Platform (Oracle ECP) Devices Inventory page, you can narrow a search by using the default filter chips, typing the name of a column header, or typing other text in the Search field.

### Default Device Filter Chips

Oracle ECP displays the Search field empty by default. The available filter chips, located below the Search field, are based on a subset of the [column headings](#) available for the page.

When you click a filter chip, Oracle ECP moves it into the Search field. You can add multiple filter chips to the Search field and you can combine them with custom filter chips.

When a filter chip is in the Search field, click it to see the list of additional filter values available for that filter type. For example, the Lifecycle filter chip offers Active, Inactive, and Onboarded as additional filters. After selecting a filter value, click outside the filter chip panel to update the table.

The following table lists and describes the default filter chips on the Devices Inventory page.

- Filter Chip: Displays the name of the filter chip.
- All Filters: Lists all the values available for the filter chip type.

Filter Chip	All Filters
Customer	Current selection
Connectivity State	Connected   Disconnected
Connectivity Type	Indicates Customer Managed Connectivity. Cellular   Ethernet   Wi-Fi   Edge Node.
Life Cycle	Active   Inactive   Onboarded
MDM Enabled	Yes   No. Yes indicates that an device is MDM-enabled and is onboarded to ECP for operation through the Ivanti Neurons for Mobile Device Management Solution.
MNO Account	Requires at least one cellular device to exist in the tenant. The values displayed depend on the MNO account used for onboarding the cellular devices.
Network Priority	Yes   No
Organization	The organization in the hierarchy this device belongs to.
Type	All types of Devices in use
Usage Status	In Use   Not In Use

### Custom Filtering

When you want to search the [Devices Inventory Page Column Headers](#) that are not represented by a default filter chip, you can type arbitrary text of your choice into the Search field. For example, suppose you want to see results for Serial Number. Type some or all of the number and press Enter. Oracle ECP searches the Serial Number column and displays results for Serial Number. Oracle ECP limits the number of custom filters to three.

#### Note

When you download the inventory report for an device, the report shows only the data that corresponds to the filters you selected.

## The Device Details Page

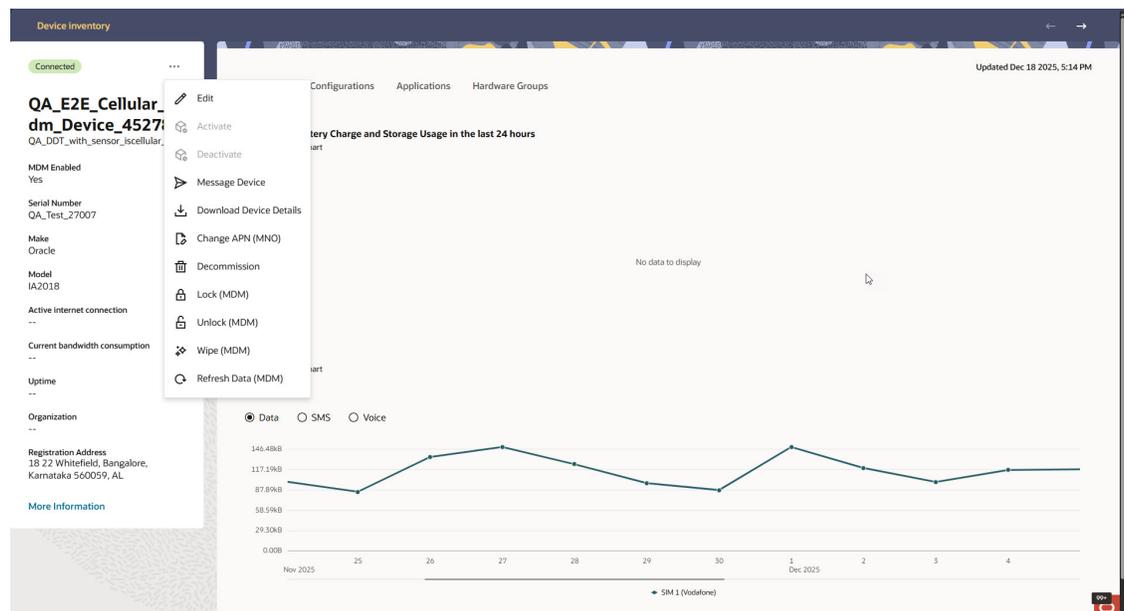
On the Device Inventory page in Oracle Enterprise Communications Platform (Oracle ECP), the name of each device appears as a link. Click the device name to view more information about that device on the Device Details page.

The following screen capture shows an example of the Device Details page, where you can see the Connectivity State and the device name along with identifying information in the left

pane. The Overview tab is selected by default and when data is available, you can visualize the relevant data for the device type of the selected Device. For example, for a connected cellular device, you can choose to display a line plot of Data, SMS, or Voice usage. The page also displays tabs for Configurations, Applications, and Hardware Groups. All MDM related information can be found in the [More Information Drawer - Devices](#).

### Note

Some data that Oracle ECP can display and the menu actions users can perform on the Device Details Page apply only for Devices that are Active (life cycle state) and Connected (connectivity state).



The left pane includes the Connectivity State and identifying information (including network identification). You can interact with controls on the page as follows:

- Click the **Device Inventory** arrow above the left pane to return to the Devices Inventory page.
- Click the **Previous Item** and **Next Item** arrows at the top right of the page to display the Device Details page for the previous device or next device in the Devices Inventory table.
- Click the three dots at the top of the left pane to display a list of the [Actions on the Device Details Page](#). The available actions on the menu depend on the device type, settings, and your role.

### Right Pane

The right pane displays Device information on tabs that apply for the device types in your inventory:

- The Overview tab includes charts to show usage:
  - For devices with cellular as the connectivity type, the tab displays a usage chart (selected via SMS, Data, and Voice buttons).
  - For MDM-managed devices, the chart includes a line plot for Remaining Battery Usage (only for devices for which the external MDM reports battery data to ECP, when

available) and a line plot for Storage Usage. You can hover on a data point in a line plot on a chart to view associated information. You can click the legend (beneath the chart) for a line plot to include or remove it on the chart. Some charts include sliders you can adjust to see greater or lesser time spans. Grab the two parallel lines at either end of the slider to move it.

- **Configurations tab:** Shows the list of configuration profiles applied to the device, with columns for Name, Type, Description, and Status.
- **Applications tab:** Lists the applications associated with the device, including columns for Application, Version, Status, and Installed date and time.
- **Hardware Groups tab:** Displays hardware groups linked to the device, with columns for Name, number of Hardware, Configurations, and Applications.

## The Configurations Tab

The Configurations tab under Device Details in Oracle Enterprise Communications Platform (Oracle ECP) provides a comprehensive summary of all configuration policies applied to the selected device.

This page allows you to quickly assess which settings, compliance rules, and device management controls have been assigned and successfully implemented on the device. The information aids in monitoring device status, troubleshooting configuration issues, and ensuring continuous compliance with organizational policies.

You can use the Search functionality to find a specific configuration you are looking for.

Oracle ECP displays the following columns:

Name	The title or identifier of the applied configuration or policy.
Type	The category or class of configuration.
Description	A brief summary of the configuration's purpose or any additional context.
Status	Indicates the application status of the configuration on the device.

## The Applications Tab

The Applications tab under Device Details in Oracle Enterprise Communications Platform (Oracle ECP) provides a comprehensive view of the software applications associated with the selected device.

This page allows you to review which applications are currently installed, their version, and their installation status in one place.

You can use the Search functionality to find a specific application you are looking for.

Oracle ECP displays the following columns:

Application	The name of the software application associated with the device.
Version	The version number of the application.

Status	Indicates whether the application is currently installed or not.
Installed	Additional details on installation status (typically used for further status qualifiers or timestamps).

**Note**

You can sort the table by clicking on either the **Version** column header or the **Installed** column header. This changes the order of the rows accordingly.

## The Hardware Groups Tab

The Hardware Groups tab under Device Details in Oracle Enterprise Communications Platform (Oracle ECP) provides a summary view of the hardware group associations for the selected device.

This page shows you which hardware groups the device is part of, along with the number of hardware devices, configurations, and associated applications in each group.

Name	The name of the hardware group assigned to the device.
Hardware	The total number of hardware devices in the group.
Configuration	The number of configurations associated with the group.
Applications	The number of applications associated with the group.

## Actions on the Device Details Page

Oracle Enterprise Communications Platform (Oracle ECP) lets you perform actions to manage Devices in inventory.

Oracle ECP can perform the following actions on the device displayed on the Device Details page.

**Note**

The display of actions on menus is affected by your user role, the device type, and the device connectivity state, lifecycle state, and settings.

Edit	Use to change the information in any of the Description and Placement fields for the device. Use to toggle "Device will be moving" on and off, as well.
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Activate	Use to put an device that you added to the inventory into service with Oracle ECP.
Change APN	Use to update the SIM card in the selected device to use a different Access Point Name (APN) for accessing the Mobile Network Operator (MNO).
Message Device	Use to send a text message or AT command to the device. Valid for cellular devices only.
Change Data Plan	Use to set the network priority and to set the data plan for an device (when supported by the MNO). The ECP Admin can change both the data plan and the network priority. The GBU Admin can change only the network plan.  Note:Oracle ECP updates the data plan information on the Device Inventory page every five minutes.
Deactivate	Use to temporarily remove a device from service with Oracle ECP.
Decommission	Use to permanently remove the selected device from service, your inventory, and the Oracle ECP database. When decommissioning an MDM-enabled device, the action: <ul style="list-style-type: none"> <li>• Unenrolls the device from the MDM-platform</li> <li>• Removes all applications on the device</li> <li>• Restores the device to the default settings</li> </ul>
MDM-Refresh Data MDM-managed devices only	Use to update the MDM-managed device information in the Oracle ECP database with the latest information from the external MDM platform.

## More Information Drawer - Devices

The Device Details page includes a More Information link that opens the More Information drawer. When clicked, the More information drawer expands from the right side of the screen and includes the following tabs when relevant for the selected device:

### Status Tab

Use to review the following details about the device.

Lifecycle State	Active   Inactive   Onboarded
Lifecycle State Detail	A descriptive phrase that provides additional monitoring- or troubleshooting-related information for a Lifecycle State. For example, a directly connected Device in the Active

	Lifecycle State may have the Lifecycle State Detail of In Service after connecting to the cloud and authenticating.
MDM Device Status	The current managed devices status as reported by the device's MDM system.
MDM Compliance Status	The compliance state as assessed by the MDM system.
Connectivity Type	The specified connection type: Cellular, Ethernet, Wi-Fi.
Usage Status	Displays either In Use or Not in Use.
Description	A description entered when adding the device to inventory displays.
Location GPS Coordinates	The latitude and longitude of the device location.
Last Modified	The date and time the Administrator most recently modified the attributes or status of the device.
Last Updated from Device	The most recent time interval since the device last sent an update.

### Details Tab

Use to review the following details about the device.

Device OS	The operating system installed on the device.
Management Profile	The management mode or profile used for the device.
Device ID	A unique identifier assigned to the device to distinguish and manage the device in inventory and communications.
Protocol	Lists the supported communication protocols used by the device to interact with the platform.
Inventory MAC Address	The unique Media Access Control address assigned to the device network interface and registered in inventory.
LAN IP Address	The current IP address assigned to the device on the local area network.
Remaining Battery Charge	The current battery level percentage as reported by the device.
Onboarding Date and Time	The date and time when the device onboarding process completed.
Onboarding User	The user name of the person who added the device to inventory.

**Cellular Tab**

Use to review the following details for devices that use one or more SIM cards for connectivity. The tab displays a section for each SIM card.

**Note**

ECP does not display the Cellular tab for a device with no SIM card.

IMSI (International Mobile Subscriber Identifier)	The digit string that uniquely identifies the mobile network subscriber.
IMEI (International Mobile Equipment Identifier)	The digit string that uniquely identifies the device.
APN	The Access Point Name used to establish a connection between the gateway and the mobile network.
MNO	The Mobile Network Operator that is providing connectivity services via the SIM card in the device.
MNO Account	The name of the MNO account that defines the connectivity service and accessible APNs.
ICCID	The unique Integrated Circuit Card Identification number assigned to the SIM card.
SIM Activation State	Displays either Active or Inactive.
Monthly Data Plan	An agreement between a Mobile Network Operator (MNO) with support for account rate tier changes and a customer. The data plan specifies how much mobile data can be accessed for a set price, usually per month. At this time, ECP displays values only for devices with AT&T SIM cards.
Network Priority	Use to switch the data traffic for a Device with an AT&T SIM card between standard and prioritized networks. When enabled, the device moves to AT&T's prioritized network when there is congestion on the standard network.
IP Address	A numeric label assigned to devices that use the internet to communicate.
Latest Data Session Start	The time stamp when the last data session started.
Current / Home Country	The currently registered (roaming or home) country for the SIM, as reported by the network.

Current MCC / MNC / Operator	The Mobile Country Code, Mobile Network Code, and network operator name currently associated with the SIM card registration.
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### Authentication Tab

Use to review the following details about the Device displayed:

Authentication Method	No Authentication   Client Secret.
Client Secret	A text string specified as the Client Secret during onboarding when Client Secret is the selected authentication method. You can click the eye icon to display the Secret instead of the string of asterisks that masks the string.

## MDM-Enabled Device Monitoring

In Oracle Enterprise Communications Platform (Oracle ECP), users can onboard different types of MDM-enabled devices as supported by the selected device profile, device operating system, and device connectivity type. Oracle ECP enables users to monitor and manage MDM-enabled devices according to the level of support provided through the external MDM.

Oracle ECP displays information for an MDM-enabled device in different sections of the Device Details page. The Ivanti Neurons for MDM Solution reports the following details to ECP for MDM-enabled devices when the information is available based on external platform capabilities for the device and operating system.

Operating System	Operating System Version	Remaining Battery Percent	Storage Usage Percent	Compliance Status	Latitude	Longitude
Android	Yes	Yes	Yes	Yes	Yes	Yes
iOS	Yes	No	Yes	Yes	Yes	Yes
Windows OS	Yes	Yes	Yes	Yes	Yes	Yes

## MDM-Enabled Device Information

Administrators who manage Devices on Oracle Enterprise Communications Platform (Oracle ECP) can identify Mobile Device Management-enabled Devices (MDM) in Inventory and display Oracle ECP lifecycle states and device information that reflects activities performed on the MDM platform.

Administrators can review information for MDM-enabled devices in Oracle ECP as follows:

### On the Device Inventory Page

Identify table rows that describe an MDM-enabled device.	Check for a value of Yes in the <b>MDM Enabled</b> column. Click the Hide or Show Columns icon to add the <b>MDM Enabled</b> column.
Filter the table results to show MDM-enabled devices.	Click the <b>MDM Enabled</b> filter chip to add it to the Search field. Set the filter to Yes to display MDM-enabled devices.

Navigate to the Device Details page to drill down and see more device information.

Click the link in the **Name** column to navigate to the Device Details page.

### On the Device Details Page

The following table outlines the available MDM data fields, their descriptions, and where each can be found.

**Table 6-1 MDM Data Fields and Locations in the Device Details Page**

Attributes	Details	Location
MDM Device Status	<ul style="list-style-type: none"> <li>• Lifecycle states supported on the ECP platform:               <ul style="list-style-type: none"> <li>– Active: Device is onboarded and is in working state.</li> <li>– Wipe Sent: Wipe command has been issued to the device.</li> <li>– Wipe Pending: Wipe command has been pending for the execution on the device.</li> <li>– Pending MDM-Wiped: Device has been wiped and can be re-onboarded to MDM.</li> <li>– Pending MDM: Device is not enrolled on the MDM platform.</li> </ul> </li> <li>• The Fully Managed management profile indicates that an MDM-enabled device is owned by the company and fully controlled remotely by the external MDM. The Work Profile management profile indicates a corporate-owned device that includes a device user's personal data separate from corporate applications and data.</li> </ul>	More Information > Status tab
Compliance Status	Displays a value of Compliant or Noncompliant to indicate whether the device adheres to policy defined on the MDM platform. Policies and requirements for handling non-compliance in MDM-enabled devices vary by Global Business Unit (GBU) and customer. The GBU Administrator and ECP Administrator roles can take actions in the MDM platform to address non-compliance according to GBU guidelines.	More Information > Status tab

**Table 6-1 (Cont.) MDM Data Fields and Locations in the Device Details Page**

Attributes	Details	Location
Device Location	The Latitude and Longitude values of the device's location.	More Information > Status tab
Remaining Battery Charge Percentage	Indicates the percentage of the battery's charge available.	Overview tab
Storage Usage Percentage	Indicates the percentage of storage capacity in use for the device.	Overview tab
Last Updated from MDM time stamp	Indicates how recently the device information in Oracle ECP was synchronized with device information from the MDM platform.	More Information > Status tab
GBU Application section	Shows the name, version, installation date and time stamp for each GBU application installed on the MDM-enabled device.	Applications tab

## The MDM Tab

Oracle Enterprise Communications Platform (Oracle ECP) provides users with a view of Mobile Device Management (MDM) enabled device information on the MDM tab of the Device Details page.

The General Info section lets administrators check the compliance and device states for the MDM-enabled device and see the available resources (battery and local storage), location, management profile, and the time elapsed since the last update from the device.

### Note

An external platform issue prevents the display of the remaining battery charge for MDM-enabled devices that use the iOS operating system.

MDM-enabled devices display the following MDM device status information on the MDM tab:

- Active: Device is on-boarded and is in working state.
- Wipe Sent: Wipe command has been issued to the device.
- Wipe Pending: Wipe command has been pending for the execution on the device.
- Pending MDM-Wiped: Device has been wiped and can be re-onboarded to MDM.
- Pending MDM: Device is not enrolled on the MDM platform.

The Fully Managed management profile indicates that an MDM-enabled device is owned by the company and fully controlled remotely by the external MDM. The Work Profile management profile indicates a corporate-owned device that includes a device user's personal data separate from corporate applications and data.

The Compliant state indicates that an MDM-enabled device adheres to policies defined on the Ivanti Neurons for MDM Solution. GBU Administrators can access the external MDM to investigate and resolve concerns related to MDM-enabled device compliance.

The GBU Applications section lists the Oracle Global Industry Unit (GIU) applications installed on the MDM-enabled device with the version and date installed for each. ECP updates the list of applications periodically and when you use the Refresh MDM Data action.

## Wipe and Deactivate an MDM-managed Device

You can wipe and deactivate an MDM-managed device directly from the device details page in Oracle Enterprise Communications Platform (Oracle ECP) to remove applications and data.

### Before You Begin

- To remove applications and data from an MDM-managed Device, you must identify the device in your inventory and then drill down to the device details page.

### Context

Oracle ECP can send the Wipe command to remove applications and data from your MDM-managed Device. This is useful when you need to retire the device, lose the device, or to prepare it for re-onboarding to Oracle ECP. The Wipe action displays a dialog that will allow you to choose

- Wipe the applications and data only - leaving the device in the Active lifecycle state.
- Additionally deactivate the device which requires the device be re-enrolled into the MDM platform.

### Note

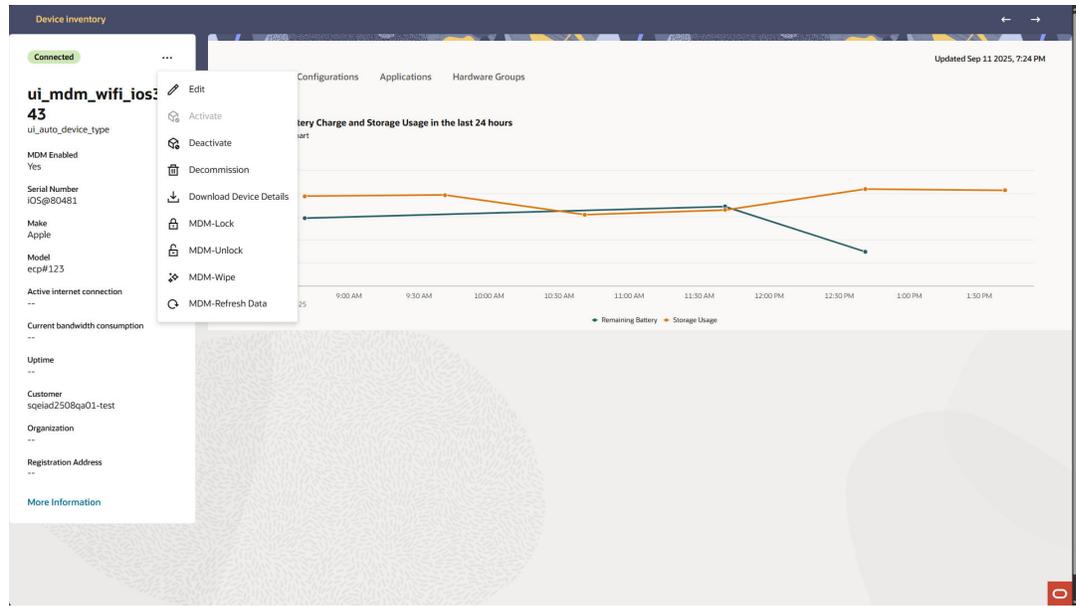
When a user deletes an MDM-managed device directly from the MDM Platform (Ivanti Neurons), the MDM data is removed from Oracle ECP and the MDM tab. The MDM Device Status moves to "Pending MDM" meaning that the device is not yet registered on the MDM platform. A notification is generated at this point.

### Procedure

1. On the Devices Inventory page, find the MDM-managed device you want to Wipe. You can optionally use the **MDM Enabled** filter chip in the **Search** field and set the value to **Yes**.
2. On the chosen MDM-managed device, click the link in the **Name** column. This action navigates to the Device Details page for the selected device.
3. Click the Actions menu (ellipsis) and select **MDM-Wipe**.

The confirmation message displays: Wipe device <device name>? This will permanently remove all data from the device and return the device

to factory default settings, requiring onboarding to MDM.



#### 4. Choose the appropriate action for the selected Device:

- **Cancel:** Exit without making a change to the selected MDM-managed Device.
- **Wipe:** Remove of all applications and data and return to the default settings (as provided by the reseller or manufacturer). The device remains onboarded in ECP and the MDM Platform
- **Wipe and Deactivate:** Request to remove all applications and data and restore to default settings (as provided by the reseller or manufacturer), and deactivation of the MDM-managed device in ECP.

**What to Do Next** If you wipe and deactivate the MDM-managed Device, it can be re-enrolled to the external MDM but does not need to be re-onboarded to Oracle ECP. Otherwise, the Device is ready to be retired. If you only wipe the device, then the MDM-managed Device remains in the Active lifecycle state on Oracle ECP and is manageable on the MDM Platform.

## Lock or Unlock an MDM-Enabled Device

ECP users can access MDM-enabled devices from the Inventory page to lock and unlock the device screen for an MDM-enabled device.

### Before You Begin

- To lock or unlock the screen of an MDM-enabled device, you must have the device name assigned during onboarding or the International Mobile Equipment Identity (IMEI) number to identify the device on the Devices Inventory page.

### Context

Use the lock and unlock functionality from the MDM platform to lock and unlock MDM-enabled devices to resolve user lock-out scenarios and when no screen lock passcode is set. The Unlock action sets the passcode to the default Personal Identification Number (PIN).

### Procedure

1. Access the **Devices Inventory** page.
2. On the Devices Inventory page, use page controls to distinguish MDM-Enabled devices. For example, you can use the **Hide or Show Columns** icon to add the **MDM Enabled**

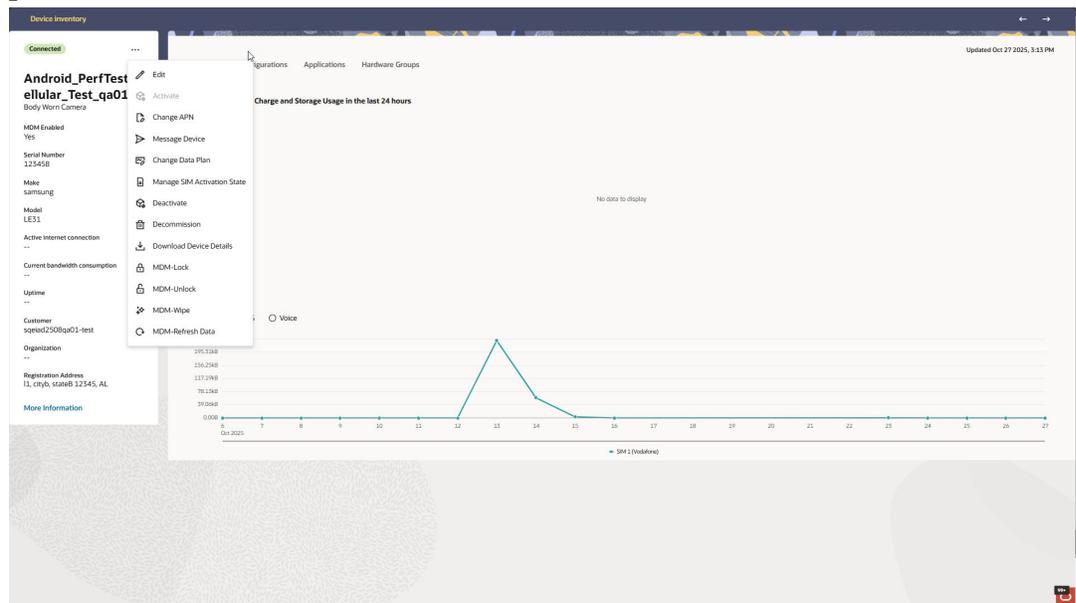
column to the table and use the IMEI or Name for the device to choose the appropriate row with the value set to **Yes**.

3. On the row of the MDM-enabled device that requires locking or unlocking, click the device name link in the **Name** column.

Oracle ECP navigates to the Device Details page for the selected device.

4. On the Device Details page, click the Actions menu (ellipsis) and select the action to perform:
  - **MDM-Lock**: To lock the selected MDM-enabled device.
  - **MDM-Unlock**: To unlock the selected MDM-enabled device.

The appropriate confirmation message displays: *This will lock the device. Do you want to proceed?* or *This will unlock the device. Do you want to proceed?*



After you lock a device, a message displays: *Successfully submitted lock request*. When you lock an MDM-enabled device, it is inaccessible until the device user enters the passcode that unlocks the screen. Unlock sets the default screen lock passcode automatically. After you unlock a device a message displays: *Successfully submitted unlock request*. If Oracle ECP is unable to submit the request for the lock or unlock action, a message details the error at the top of the page. When you unlock an MDM-enabled device, it is accessible until a user locks the screen, or until the screen locks automatically after the configured time interval. For security reasons, the user of the MDM-enabled device is responsible for setting a new password immediately to replace the default passcode.

## Refresh MDM Data

All roles can access MDM-enabled devices from the Devices Inventory page to refresh the device information from the Mobile Device Management (MDM) platform.

### Context

Device information changes on the MDM platform can affect the state information of MDM-enabled devices onboarded to Oracle ECP. Administrators can update the device state information from the MDM platform to display the latest device state information in Oracle ECP.

### Before You Begin

- To update state information for an MDM-enabled device, you must have the device name assigned during onboarding or the International Mobile Equipment Identity (IMEI) number associated with the SIM card to identify the device on the Devices Inventory page.

### Procedure

1. Access the **Devices Inventory** page.
2. On the Devices Inventory page use page controls to distinguish the MDM-Enabled devices, then choose the appropriate device row based on either the IMEI number or the name used to onboard the MDM-enabled device. For example, you can add the **MDM Enabled** filter chip to the **Search** field and set the value to **Yes** to filter the table to include only MDM-Enabled devices.
3. On the row of the MDM-enabled device that needs an update, click the device name link in the **Name** column of the row for the device.

The device name link navigates to the Devices Details page.

4. Click the Actions menu (ellipsis) and select **MDM-Refresh Data**.

Oracle ECP displays: `Successfully submitted refresh data request`. When Oracle ECP cannot submit the request for the MDM-Refresh Data action, a message provides details of the error at the top of the page.

## Management Tasks for Devices

After you add devices to Oracle Enterprise Communications Platform (Oracle ECP), you may need to manage their operations. Oracle ECP provides access to such tasks through the Inventory page and from each Device details page.

## Ways to View Devices Connected to a Cloud Connector

When you want to view a list of devices connected to an Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector, use the following method.

If you are in the process of decommissioning an Cloud Connector with connected devices, you can get a list of connected devices directly from the decommissioning drawer instead of using the preceding procedure. The decommissioning drawer displays links to Download Device Details and View Details. You can download a list of connected devices or view the list online. When you view the list online, you can click the name an Cloud Connector and go directly the Edge Node Details page where you can disconnect devices.

## View Details of Devices Connected to Cloud Connectors

Before you can decommission a Cloud Connector used with the Oracle Enterprise Communications Platform (Oracle ECP), you must disconnect all devices from the target Cloud Connector. You can either view the list of connected devices online or download a spreadsheet.

### Context

The following procedure explains how to view the details of connected devices from the Devices tab on the Decommission Edge Node drawer.

### Procedure

1. Access the **Inventory** page and select **Edge Nodes** from the context drop-down list.
2. On the Edge Nodes Inventory page, **select the row** of the target Cloud Connector.

3. In the **Actions** drop-down list, click **Decommission**.  
Oracle ECP displays the Decommission Edge Node drawer.
4. In the Decommission Edge Node drawer, click **View Details**.  
Oracle ECP displays a list of all devices connected to the selected Cloud Connector.

### Next Steps

- [Disconnect Devices From a Cloud Connector](#)
- [Decommission a Cloud Connector](#)

## Edit a Device

When you want to edit the details about one of your Oracle Enterprise Communications Platform (Oracle ECP) devices, you can do so from the Devices Inventory page.

### Context

In the Update Device dialog, Oracle ECP displays the requirements for the data you can enter when you click the field.

### Procedure

1. Access the **Inventory** page, select **Devices** from the drop-down list, and select the check box for the device you want to edit.
2. In the **Actions** menu, click **Edit**.  
Oracle ECP displays the Edit Device drawer.
3. Edit any of the following fields, except those that are Read-Only.

Authentication Method (Read-Only)	N/A
Description (Optional)	Valid values: 0-255 alphanumeric characters. Can include underscore, hyphen, comma, and space characters.
Device will be moving	Used for troubleshooting. Default: Deselected. Valid values: Deselected   Selected.
Country (Optional)	Choose from the drop-down list. When you choose the United States of America, you must complete the Street Address, City-Town, State, and Zip Code fields.
Street Address	Required when you select Country. Must be an address in the United States when you select United States for Country. Valid values: Alphanumeric characters. Can include special characters. Allows one space between words and does not allow leading or trailing spaces.
City   Town	Required only for United States addresses. Valid values: 0-100 alphanumeric characters. Can include special characters. Allows one space between words and does

	not allow leading or trailing spaces. Must begin with an alphabetical character.
State   Region   Province	Required only for United States addresses. Alphanumeric characters. Can include special characters. Allows one space between words and does not allow leading or trailing spaces.
Zip   Postal Code	Required only for United States addresses. Valid values for U.S. addresses: 5 digits minimum. You can append the Plus-4 digits. Valid values for non-U.S. addresses: 0-20 alphanumeric characters. Can include hyphen and underscore characters.
Type (Read-only)	N/A
Make	N/A
Serial Number	N/A
Protocol (Read-only)	N/A
Connectivity Type (Read-only)	N/A
ICCID 1(Read-Only)	N/A
IMEI 1	The International Mobile Equipment Identity (IMEI) identifies the device associated with a SIM card. Two IMEI fields display when two SIM cards are associated with the device. Default: None. <ul style="list-style-type: none"> <li>• Required for MDM-enrolled devices using cellular connectivity.</li> <li>• Not a required field for non-MDM devices requiring cellular connectivity.</li> </ul>
ICCID 2	SIM #2's ICCID
IMEI 2	SIM #2's IMEI

4. Click **Update Device**.

Oracle ECP displays a success status message. Upon success, the updates take effect.

## Activate a Device

When you need to activate a device with Oracle Enterprise Communications Platform (Oracle ECP) other than during onboarding, you must perform the activation procedure before the device can communicate with a mobile network or the Oracle ECP cloud.

### Before You Begin

- On the Devices Inventory page, confirm that the inactive device you want to activate is in the In Service or Pending Install life cycle state.

### Context

You can select only one device at a time on the device table for the following procedure.

**Procedure**

1. Access the **Inventory** page, select **Devices** from the drop-down list, and select the check box for the device you want to activate.
2. Click the **Actions** menu and click **Activate**.  
Oracle ECP displays a confirmation dialog.
3. Click **Activate Device**.  
Oracle ECP displays a success status message. Upon success, cellular devices begin connecting to the mobile network and Wi-Fi devices begin connecting to Oracle ECP.

## Deactivate a Device

When you need to temporarily remove a device from active service with Oracle Enterprise Communications Platform (Oracle ECP), you can deactivate the device.

**Before You Begin**

- On the Devices Inventory page, confirm that the target device is in the Active Lifecycle State.

**Context**

The result of the following procedure is immediate and deactivates both the device and the associated SIM card, as well.

You can select only one device at a time on the devices table for the following procedure.

**Procedure**

1. Access the **Inventory** page, select **Devices** from the drop-down list, and select the check box for the device you want to deactivate.
2. From the **Actions** drop-down list, click **Deactivate**.  
Oracle ECP displays a confirmation dialog.
3. Click **Deactivate Device**.  
Oracle ECP displays a success status message. Upon success, the device stops sending and receiving data in the network, but remains in your inventory.

## Message a Device

When you want to debug connections to a device, you can message the device from the Oracle Enterprise Communications Platform (Oracle ECP) Inventory page with AT commands.

**Before You Begin**

- On the Devices Inventory page, confirm that the device Connectivity Type is Cellular. You cannot message a device connected by Wi-Fi.

**Procedure**

1. Go to the **Inventory** page, select **Devices** from the drop-down list, and select the check box for the device you want to message.
2. On the **Inventory** page, click the three ellipses (next to Deactivate) to open the actions menu.
3. On the **Actions** menu, click **Message Device**.  
Oracle ECP opens the Message Device drawer.

4. In the Message Device drawer, select the SIM card you want to message.
5. In the Message Device drawer, enter the AT command in the **Enter Command** field and click the **Send** arrow. Valid values: 1-160 characters.

Oracle ECP displays any warnings.

#### Note

Messaging is asynchronous, which means responses may take some time to return. Allow time to get a response. You can optionally return to the message device drawer to check on status at a later time or to send another message.

6. Close the Message Device drawer.

#### Next Steps

- (Optional) Go to the **Actions** menu and click **Message Device** to view the response from the device or to send another message.

## Activate a SIM Card from the Device Details Page

When you want to activate a Subscriber Identity Module (SIM) card for use with a device you use with Oracle Enterprise Communications Platform (Oracle ECP), you can do so from the SIM Card Device Details page.

### Context

After performing the following procedure, an activated device using the activated SIM card can connect to cellular services.

### Procedure

1. Access the **Inventory** page and click **Devices** on the context drop-down list.
2. On the Devices Inventory page, click the name of the cellular Device you want to affect. Oracle ECP displays the corresponding Device Details Page.
3. On the **Device Details** page, click the **ellipses** at the top of the left pane to display the **Actions** menu.
4. On the **Actions** menu, click **Manage SIM Activation State**.
5. In the **Manage SIM Activation State** panel (displayed on the right), locate the SIM you wish to manage. Select the **Activate** checkbox.
6. Click **Update** to apply your changes.

In a few moments, Oracle ECP displays a success message and changes the SIM Activation State to Active.

## Manage the SIM Activation State

When you want to activate or deactivate SIM cards assigned to a device, you can toggle them on and off by selecting the device and opening the Manage SIM Activation State drawer. The drawer lists the SIM cards and provides a toggle for each one.

### Context

The following procedure applies to both Cloud Connectors and Devices with cellular connectivity.

### Before You Begin

- Confirm the SIM card you want to activate or deactivate is assigned to a device.

### Procedure

1. Go to the **Inventory** page and select **Devices** from the drop-down list.
2. On the Devices Inventory page, click the name of the device associated with the SIM cards you want to activate or deactivate.

Oracle ECP displays the Device Inventory details page.

3. On the Device Inventory details page, click the three ellipses in the left pane to open the actions menu.
4. On the **Actions** menu, click **Manage SIM Activation State**.

Oracle ECP displays the Manage SIMs Activation State drawer.

5. In the Manage SIMs Activation State drawer, use the toggle to activate or deactivate the SIM card.

6. Click **Update**.

Oracle ECP displays a success message.

## Change the APN for Devices

To change the Access Point Names (APN) that a Subscriber Identity Module (SIM) card in Oracle Enterprise Communications Platform (Oracle ECP) inventory uses to access the Mobile Network Operator (MNO), use the Change APN action from the Devices Inventory page.

### Context

Use the following procedure to update the APN for one or more devices that use SIM cards. To update the APN for SIM cards in multiple devices, select the devices for which the SIM cards are associated with the same MNO. To change the APN for multiple devices using AT&T SIM cards, the SIM cards must have the same MNO Account and rate plan.

If you change the APN for a device that uses a Vodafone SIM card, Oracle ECP displays a dialog box to inform you that a changing to a different Access Point Name changes the Customer Service Profile for the SIM card and may have an impact on connectivity service. To prevent unexpected changes, check your Vodafone Customer Service Profile details to confirm that only acceptable changes occur when you update the APN.

### Procedure

1. Go to the **Inventory** page and select **Devices** from the drop-down list.
2. (Optional) On the **Inventory** page, click the **Hide or Show Columns** icon (top of table, right) to add the column headings for APN, MNO, and MNO Account, if they are not already displayed to help you find your targets.
3. On the **Inventory** page, select one or more devices and click the three ellipses (next to Deactivate) to open the actions menu.
4. On the actions menu, click **Change APN**.  
Oracle ECP opens the Change APN drawer.
5. In the Change APN drawer, do the following:
  - From the MNO Account drop-down list, select the MNO account you want to affect.
  - From the Access Point Network drop-down list, either select the APN you want or enter the new APN you want to use.
6. Click **Change APN**.

Oracle ECP returns to the Devices Inventory page and displays the message `Update APN request submitted successfully`. After a few seconds you can see the APN you selected in the APN column for each device selected for the APN update of its SIM card.

## Decommission a Device

When you no longer want to use a device with Oracle Enterprise Communications Platform (Oracle ECP), you can remove it from your inventory. Note that Oracle ECP does not retain any information about the device in the database after decommissioning.

### Context

You can select multiple devices for the following procedure.

#### Note

When you want to take an device offline temporarily, rather than permanently, see [Deactivate a Device](#).

### Procedure

1. Access the **Devices Inventory** page, select each device that you no longer want to use with Oracle ECP.

If you decommission a Mobile Device Management-enabled device in Oracle ECP, the device is also removed from the MDM platform. Devices can be re-onboarded to the MDM and to Oracle ECP.

2. From the **Actions** drop-down list, click **Decommission**.

Oracle ECP displays a confirmation dialog.

3. In the confirmation dialog, click **Decommission Device**.

Oracle ECP displays a success status message with the name of the decommissioned device.

### Next Steps

- You may now [Review Offboarding Requests](#) on the Requests screen to monitor as this process completes.

## Disconnect Devices From a Cloud Connector

When you want to disconnect a device from a Cloud Connector, you must decommission the device from service with Oracle Enterprise Communications Platform (Oracle ECP).

### Procedure

1. Access the **Inventory** page, select **Edge Nodes** from the context drop-down list, and click the **name** in the row of the target Cloud Connector.

Oracle ECP displays the Edge Nodes Details page.

2. On the Edge Nodes Details page, click the **Devices** tab.

Oracle ECP displays a list of all devices connected to the target Cloud Connector.

3. Click the **Decomission** button icon in the Actions column for an device.

Oracle ECP displays a confirmation dialog.

4. Click **Decommission Device**.
5. Repeat steps 3 and 4 for each connected device.

#### Next Steps

- [Decommission a Cloud Connector](#)

## Download Digital Twin Report

From the Oracle Enterprise Communications Platform (Oracle ECP) Inventory page, you can download a spreadsheet that lists all your digital twins with detailed information about each one. You might want the report to share with others or to save as a record.

#### Procedure

1. Access the **Inventory** page and select **Devices** from the context menu.
2. On the Devices page, click the name of the target device.  
Oracle ECP displays the Device Details page.
3. On the Device Details page, open the **Actions** menu and click **Download DT Details**.  
Oracle ECP downloads a .json file to your browser.

## Download a Device Inventory Report

From the Oracle Enterprise Communications Platform (Oracle ECP) Inventory page, you can download a spreadsheet that lists all your devices with detailed information about each one. You might want the report to share with others or to save as a record of your inventory at a point in time.

#### Before You Begin

- Add or remove any filters. Oracle ECP applies the selected filters when generating the report.

#### Context

The report Oracle ECP generates includes all devices in your inventory, regardless of any selections you make in the table.

#### Procedure

1. Access the **Inventory** page and select **Devices** from the context drop-down list.
2. Click the **Export** button (download icon) located in the upper right corner of the Devices Inventory table, next to the **Columns** button..

Oracle ECP immediately downloads a .csv file containing the device inventory data to your local machine.

#### Note

Some spreadsheet applications automatically change long numbers in the cells of a Comma-Separated Value file (.csv) to exponential notation format. For long fields such as the ICCID identifier, be sure to change the cell format (for example, from General to Number) to see the value as originally specified. You will have to repeat the format change to see the original value for long fields in future sessions when the file is saved in .csv format.

## Download a List of Devices Connected to Cloud Connectors

Before you can decommission an Cloud Connector used with the Oracle Enterprise Communications Platform (Oracle ECP), you must disconnect all devices from the target Cloud Connector. You can either view the list of connected devices online or download a spreadsheet.

### Context

The following procedure explains how to download a spreadsheet of connected devices from the Decommission Edge Node drawer.

### Procedure

1. Access the **Inventory** page and select **Edge Nodes** from the context drop-down list.
2. On the Edge Nodes Inventory page, **select the row** of the target Cloud Connector.
3. Above the table, click the **More Actions** button (ellipses). In the menu that appears, select **Decommission**.

Oracle ECP displays the Decommission Edge Node drawer.

4. In the Decommission Edge Node drawer, click **Download**.  
Oracle ECP downloads a .csv file to your browser.
5. Open the spreadsheet to see the names and other information about all of the Devices connected to the target Cloud Connector.

### Next Steps

- [Disconnect Devices From a Cloud Connector](#)
- [Decommission a Cloud Connector](#)

# 7

## Edge Nodes Inventory

The Edge Nodes page on the Inventory page lists the Cloud Connectors you use to support Oracle Enterprise Communications Platform (Oracle ECP) operations. You can set the column headings, select the search filters, and reach other information and operations from the page.

### Topics:

- [The Edge Nodes Inventory Page](#)
- [The Edge Node Details Page](#)
- [Management Tasks for Cloud Connectors](#)

## The Edge Nodes Inventory Page

The Edge Nodes Inventory page displays a table with headings that you can choose to display information about the Cloud Connectors you use with Oracle Enterprise Communications Platform (Oracle ECP). The page includes a search field and a row of default filter chips at the top for finding Cloud Connectors on the list. Some filter chips are visible, and additional filters can be accessed through the "more options" menu (ellipsis) next to the visible filter chips. Actions such as Edit, Reboot appear as buttons above the table, with more actions available under the "more options" menu (ellipsis). You can reach other information and operations from the page by clicking the name of a Cloud Connector or the tabs at the bottom of the page.

The following screen capture shows the Edge Nodes page with the default filter chips, default column headings, sample data, and the [Actions](#) drop-down list.

## Edge Nodes Inventory Page Column Headers

You can customize the Oracle Enterprise Communications Platform (Oracle ECP) Edge Node Inventory page by choosing from the following list of column headers to display the information you want to see.

### Edge Nodes Inventory Page Column Headers

Key to the following table:

- \* — Default header
- \*\* — Sort and filter functions unavailable

Column Header Name	Description
Name*	Displays the name you specified for the Cloud Connector.
Life Cycle State*	Displays the state of the Cloud Connector in Oracle ECP relative to being in service: Active   Inactive   Onboarded.
Connectivity State*	Displays the ability of the device to communicate with Oracle ECP.

Column Header Name	Description
Connectivity Type*	Displays the specified connection types: Ethernet   Cellular   Satellite.
Ethernet*	Displays the connectivity status of the Ethernet connection. Connected-green check mark   Disconnected-orange check mark   Hardware Error-red cross   Disabled -two dashes.
Cellular*	Displays the connectivity status of the Cellular connection. Connected-green check mark   Disconnected-orange check mark   Hardware Error-red cross   Disabled -two dashes.
Satellite*	Displays the connectivity status of the Satellite connection. Connected-green check mark   Disconnected-orange check mark   Hardware Error-red cross   Disabled -two dashes.
Serial Number*	Displays the serial number of the Cloud Connector.
Make	Displays the name of the brand or manufacturer of the device.
Model	Displays the model number of the device as specified by the manufacturer.
Address	Displays the location where the customer plans to install the Cloud Connector after onboarding.
ICCID (SIM1)	Displays the Integrated Circuit Card Identification number for SIM card number 1.
ICCID (SIM2)	Displays the Integrated Circuit Card Identification number for SIM card number 2.
IMEI (SIM1)	Displays the International Mobile Equipment Identity unique number for the Cloud Connector using SIM card number 1.
IMEI (SIM2)	Displays the International Mobile Equipment Identity unique number for the Cloud Connector using SIM card number 2.
MNO (SIM1)	Displays the name of the Mobile Network Operator providing connectivity for a cellular Cloud Connector with SIM card 1.
MNO (SIM2)	Displays the name of the Mobile Network Operator providing connectivity for a cellular Cloud Connector with SIM card 2.
MNO Account (SIM1)	Displays the name of the Mobile Network Operator providing connectivity for a cellular Cloud Connector. Displays the name of the MNO Account associated with the rate plan that defines connectivity services use.
MNO Account (SIM 2)	Displays the name of the MNO Account using SIM card number 2 that defines the connectivity that services use.
APN (SIM1)	Displays the name of the gateway between the mobile network and another computer network using SIM card number 1.
APN (SIM2)	Displays the name of the gateway between the mobile network and another computer network using SIM card number 2.
Usage Status**	Displays whether or not the Cloud Connector is in use: In Use   Not In Use.

Column Header Name	Description
Network Priority (SIM1)**	Indicates whether or not the data traffic on the Cloud Connector using SIM card number 1 gets preferential treatment (for example, in a high-demand scenario) over the data traffic of other equipment using the cellular network: Yes   No.
Network Priority (SIM2)**	Indicates whether or not the data traffic on the Cloud Connector using SIM card number 2 gets preferential treatment (for example, in a high-demand scenario) over the data traffic of other equipment using the cellular network: Yes   No.
Data Plan (SIM 1)	Displays the amount of data (monthly usage tier) set by the data plan in use for an Cloud Connector equipped with SIM card number 1 from an MNO that supports changes to data usage. Note: An Cloud Connector equipped with a SIM card from an MNO that does not support data plan changes displays "- -" to indicate that data plan changes do not apply.
Data Plan (SIM 2)	Displays the amount of data (monthly usage tier) set by the data plan in use for an Cloud Connector equipped with SIM card number 2 from an MNO that supports changes to data usage. Note: An Cloud Connector equipped with a SIM card from an MNO that does not support data plan changes displays "- -" to indicate that data plan changes do not apply.
Last Seen Timestamp	Displays the date and time Oracle ECP last detected the Cloud Connector.
Terminal Serial Number	Displays the satellite terminal serial number when satellite is used for connectivity.
Kit Serial Number	Displays the serial number of the kit when satellite is used for connectivity.

## Actions on the Edge Nodes Inventory Page

Oracle Enterprise Communications Platform (Oracle ECP) provides a number of actions that you can use to help manage your Cloud Connectors. Your role and the state of the selected Cloud Connector affects which actions are available for use at any time. Actions such as Edit, Reboot appear as buttons above the table, with more actions available under the "more options" menu (ellipsis).

Oracle ECP can perform the following actions you select on the Edge Nodes Inventory page:

### Note

The actions on the Edge Nodes Inventory page are single-select only, except for Update APN (MNO), Change Data Plan, and Download Inventory Report. The Download Inventory Report action ignores check box selections and includes information for Cloud Connectors that match your selected filters.

Edit	Use to change the information in any of the Description and Edge Location fields for the
------	--

	selected Cloud Connectors. Use to toggle "Edge will be moving" on and off, as well.
Reboot	Use to restart the selected Cloud Connectors.
Manage Application	Use to update applications on the selected Cloud Connectors and to see details about installed applications.
Manage Platform	Use to update the platform software, operating system, platform manager, and hardware-profile drivers and to see details about platform software currently installed on the selected Cloud Connectors.
Get Platform Logs	Use the specify the start time and end time for platform logs you want to download for the selected Cloud Connectors.
Change APN (MNO)	Use to open the Update APN drawer for changing the APN for the selected Cloud Connectors. See the following section for details on this action.
Change Service Plan	Use to open the Change Satellite Service Plan drawer, where you can select a service plan from the drop-down list. You can also toggle Additional Priority on and off in the drawer and view settings for the selected {Varref: edgenodeName}Cloud Connector.
Decommission	Use to remove the selected Cloud Connector from service. Also disconnects any associated satellite terminal and SIM.
Download Inventory Report. (Icon in the upper right corner of the page.)	Use to download a .csv file with detailed information about your Cloud Connectors. The Oracle ECP ignores any selections you make among the Cloud Connectors listed, but applies any filters you set in Search to determine the Cloud Connectors to report. The download includes data from all columns (default and additional). Note: Some spreadsheet applications automatically change long numbers in the cells of a Comma-Separated Value file (.CSV) to exponential notation format. For long fields such as the ICCID identifier, be sure to change the cell format (for example, from General to Number) to see the value as originally specified. You will have to repeat the format change to see the original value for long fields in future sessions when the file is saved in .CSV format.

## About Edge Node Filter Chips

To refine the data displayed on the Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Inventory page, you can narrow a search by using the default filter chips, typing the name of a column header, or typing other text in the Search field.

### Default Edge Node Filter Chips

The default filter chips, located below the Search field, are based on a subset of the [column headings](#) available for the page. The Search field is empty by default. You add filter chips to the Search field by clicking them. You can add multiple filter chips to the Search field and you can combine them with those you create from the column headings.

When you click the filter chip, Oracle ECP, moves it into the Search field. You can add multiple filter chips to the Search field and you can combine them with custom filter chips.

When a filter chip is in the Search field, click it to see the list of additional filter values available for that filter type. For example, the Life Cycle filter chip offers Active, Inactive, and Onboarded as additional filters.

The following table lists and describes the default filter chips on the Edge Nodes Inventory page.

- Filter Chip—Displays the name of the filter chip type.
- Default Filter—Displays the name of the default filter among those available for the filter chip type.
- All Filters—Lists all the parameters available for the filter chip type.

Filter Chip	Default Filter	All Filters
Customer	The customer at the top of the list.	Any other customer
Connectivity State	Connected	Connected   Disconnected
Connectivity Type	Cellular	Cellular   Ethernet   Satellite
Data Plan	0MB	0MB   500 MB   100MB   2GB   3GB   5GB   10GB   20GB   100GB   500GB
Organization	Unassigned	Unassigned   All Organizations
GBU	The GBU at the top of the list.	Any other GBU.
Lifecycle State	Active	Active   Inactive   Onboarded
Network Priority	No	No   Yes
MNO	The MNO at the top of the list.	Any other MNO
MNO Account	The MNO Account at the top of the list.	Any other MNO account
Usage Status	In Use	In Use   Not In Use

### Custom Filtering

When you want to search the [Edge Nodes Inventory Page Column Headers](#) that are not represented by a default filter chip, you can type arbitrary text of your choice into the Search field. For example, suppose you want to see results for Serial Number. Type some or all of the word and press Enter. Oracle ECP searches the Serial Number column and displays results for Serial Number. You can combine custom filters with the default filter chips to get specific results. Oracle ECP limits the number of custom filters to three.

## Actions on the Edge Nodes Details Page

Oracle Enterprise Communications Platform (Oracle ECP) provides a number of actions that you can use to help manage your Cloud Connector. Your role and the state of the Cloud Connector in view affect which actions are available for use at any time.

### Actions

You can perform the following actions from the Edge Node Details page. Some actions require the Cloud Connector to be connected and in the active state, as noted with the asterisk (\*).

Edit	Use to change the information in any of the Description and Placement fields for the selected Cloud Connector. Use to toggle "Edge will be moving" on and off, as well.
Reboot	*Use to restart the selected Cloud Connector.
Manage Application	*Use to update applications on the selected Cloud Connector.
Manage Platform	*Use to update the platform software, operating system, platform manager, and hardware-profile drivers on the selected Cloud Connector.
Activate Terminal	Use to put a satellite terminal associated with an Cloud Connector into service with Oracle ECP.
Deactivate Terminal	Use to temporarily remove a satellite terminal associated with an Cloud Connector from service with Oracle ECP. Note: When any of the required onboarding configuration input for the satellite terminal is incorrect or the terminal is not associated with an Oracle ECP will not activate the terminal.
Get Platform Logs	*Use to generate a log file for the platform and make it available for downloading from the <b>Logs</b> tab.
Change APN (MNO)	*Use to update the Access Point Name. This action appears only when the selected Cloud Connector has an active SIM card.
Manage SIM Activation State	Use to enable and disable the use of cellular services on the Cloud Connector. Available when the selected Cloud Connector is onboarded with cellular as the secondary internet connectivity type.
Decommission	Use to remove the selected Cloud Connector from service. Also disconnects any associated satellite terminal and SIM.

## On Demand Logs

When you want to see the logs for your Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector platforms and applications to help with troubleshooting and other needs, any Oracle ECP Administrator can generate and download the log files on demand.

Upon activation, an Cloud Connector stores logs in temporary .log files. When the log rotation cycle occurs, the Cloud Connector creates a .zip file and stores the log details from the temporary file in a .zip file for that hour. If one or more users requests the log for the same duration, the latest log request with the same file name overwrites the old log file. Oracle ECP stores the on demand log in .a zip file for seven days from the time at which log file is created in OCI Cloud.

On the Edge Node Details page, the Logs tab displays the Application Logs and Platform Logs tables with the following information.

**File Name**—Name of the log file with the application name as well as the UTC time stamp for when the log was generated. The files display in date order with the newest file first. You can use the ascending-descending arrows to reverse the order.

**Date and Time of Expiration**—The date and time when the download link expires, which is displayed in your local time. A warning icon displays next to the time stamp an hour before the link is due to expire. You can hover over the icon to see the number of minutes left before expiry.

**Download**—Click the icon to download the log file. Oracle ECP uses the gzip format.

For instructions, see:

- [Get Platform Logs](#)
- [Get Application Logs](#)

## The Edge Node Details Page

Oracle Enterprise Communications Platform (Oracle ECP) displays the names of Cloud Connectors on the Inventory page table as links. When you click the link, Oracle ECP displays the Edge Nodes Details page with tabs where you can see detailed information about the selected Cloud Connector and perform more actions.

### Left Panel

The left panel shows identifying information that includes the Serial Number, Make, and Model for the Cloud Connector, along with the customer name and registration address (bottom). The left panel also displays the network interface that is providing the active Internet connection, the current bandwidth consumption for that network interface, and the uptime to show the time elapsed since the Cloud Connector was last rebooted. At the bottom of the left panel, you will find a More Information link. When you click on it, a **More Information** drawer opens that provides additional details about the selected Cloud Connector including status, platform, cellular, satellite, and authentication information.

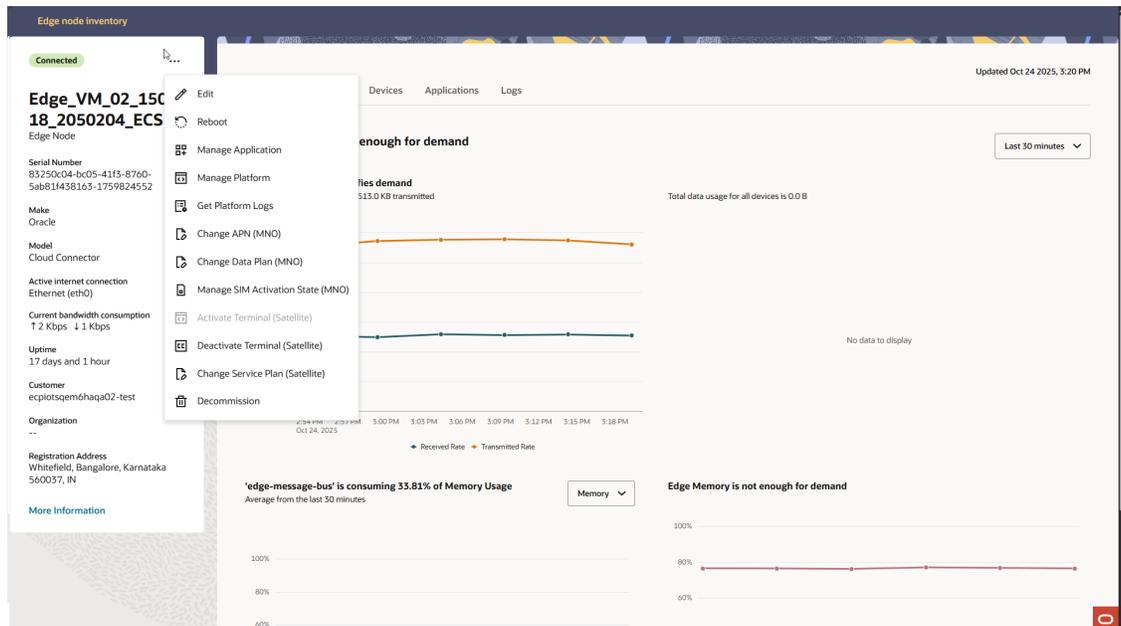
When you click the ellipsis menu (three dots) at the top of the left pane (next to connectivity status), Oracle ECP displays a list of [Actions on the Edge Nodes Details Page](#).

**Note**

The actions shown on the menu depend on your devices and settings. For example, the menu does not display actions related to cellular connectivity for non-cellular devices.

**Right Panel**

The right panel displays tabs for managing your Cloud Connector.



- [Edge Nodes Details Page - Overview Tab](#)
- [Edge Nodes Details Page - Network Tab](#)
- [Edge Nodes Details Page - Devices Tab](#)
- [Edge Nodes Details Page - Applications Tab](#)
- [Edge Nodes Details Page - Logs Tab](#)

## Edge Nodes Details Page - Overview Tab

The Overview tab displays a consolidated view of the resource and bandwidth utilization for the selected Cloud Connector. This information aids field operators and IT administrators in monitoring system health and identifying resource constraints. The pane includes four primary graphs, each summarized by an interpretation headline.

The Overview Tab includes four graphs as follows:

### WAN Bandwidth Usage

This time-series line graph shows in-use WAN bandwidth, visualizing both inbound and outbound traffic rates (in bits per second) for the Cloud Connector over the selected time frame.

- Received Rate (Rx) and Transmitted Rate (Tx) are plotted to help determine current network load and identify periods of high activity.

- The chart title contextualizes the current state. This is useful for assessing if external network connectivity is a limiting factor for the Cloud Connector's operations.

### Top 5 Attached Devices by Bandwidth Usage

This donut chart displays the top 5 LAN devices currently attached to the Cloud Connector, ranked by their bandwidth usage over the selected period.

- Devices are labeled by their onboarded Device name, hostname, or MAC address in that order of preference as available.
- The chart segments show each device's proportional data usage, and the center totals provide overall received and transmitted traffic for this group.
- The graph title summarizes the key finding (e.g., which device is consuming the most bandwidth).

### Top 5 Local Applications by Resource Usage

This bar chart lists the top 5 user applications running on the Cloud Connector, displaying their relative consumption for the selected metric:

- Use the drop-down menu to switch between **Memory**, **CPU Usage**, or **Network Usage**.
- The graph displays the 5 applications with the highest usage in the selected category, alongside percentages for clarity.
- The chart title identifies the most demanding application.

### Resource Demand Trend (Storage, CPU, Memory)

This multi-line time series graph tracks utilization of six key resource categories. Each is plotted as a percentage (0–100%) of total capacity over time, helping to identify trends or resource saturation.

- Root User Storage
- Platform User Storage
- GBU User Storage
- ECP User Storage
- CPU Usage
- Memory Usage
- The interpretation headline reflects the system's overall state, such as whether memory or storage is nearing capacity.

### Interpreting the Graph Titles

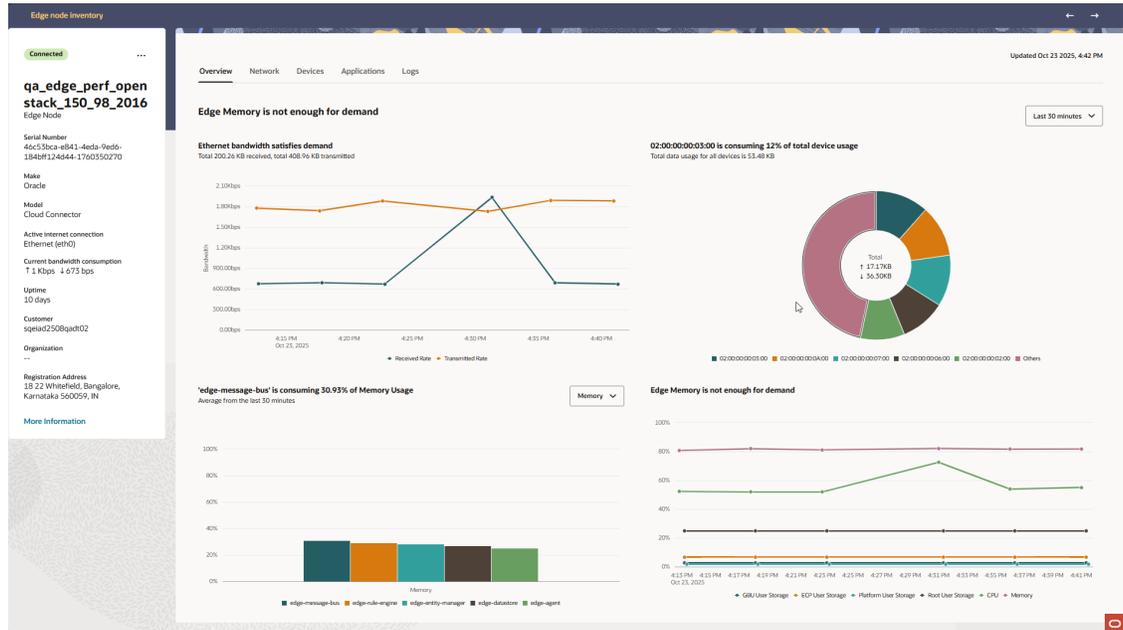
Each graph headline briefly interprets the data, highlighting any notable loads, constraints, or points of interest for rapid awareness. These tools offer an at-a-glance dashboard for users managing Cloud Connectors in the field, providing actionable insight into system and network performance.

### Choosing a time scale for graphs

You can change the period of time for which the graphs and charts are displayed by using the time scale drop down in the upper right side of the screen. The following periods are available:

- Last 30 Minutes
- Last 1 Hour

- Last 24 Hours
- Last 7 Days
- Last 30 Days



## Edge Nodes Details Page - Network Tab

The Network Tab on the Oracle ECP Edge Node Details Page displays information about each active network interface on your Cloud Connector. It is important that you start using the page by selecting the target interface with the **Interface Chooser**. The page then updates to show the context and relevant information for your selected interface.

The left pane displays standard identifying information about this Cloud Connector. This pane lists which WAN interface is in use, and carrier information about the WAN link if applicable. You can view an additional grouping of information about this Cloud Connector by selecting the **More Information** link in the left pane which opens the More Information drawer for review.

In the right pane, select the Network tab. Use the interface chooser to select an interface you want to review or update. When you choose an interface, Oracle ECP displays relevant graphs on the screen and enables only valid actions in the Actions "... " menu.

The graphs shown on the Network tab depend on the selected interface. The following table lists which graphs are available for each interface type:

**Table 7-1** Graphs displayed on the Network Tab

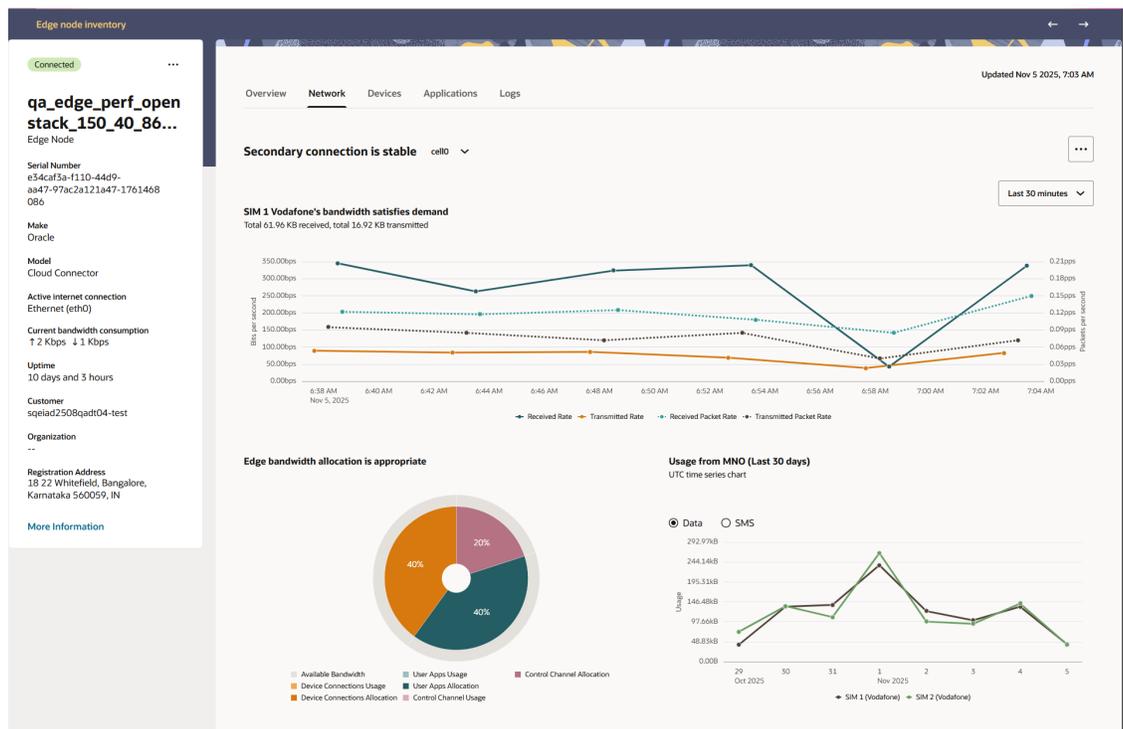
Interface Type	Graphs shown
Cellular Network Interface - WAN	<ul style="list-style-type: none"> <li>• This interface's Bandwidth Demand reported by this Cloud Connector</li> <li>• Bandwidth Distribution</li> <li>• Bandwidth Usage reported by this interface's network operator</li> </ul>

**Table 7-1 (Cont.) Graphs displayed on the Network Tab**

Interface Type	Graphs shown
Satellite Network Interface - WAN	<ul style="list-style-type: none"> <li>This interface's Bandwidth Demand reported by this Cloud Connector</li> <li>Bandwidth Distribution</li> <li>Bandwidth Usage reported by this interface's network operator</li> </ul>
Broadband Network Interface - WAN	<ul style="list-style-type: none"> <li>This interface's Bandwidth Demand reported by this Cloud Connector</li> <li>Bandwidth Distribution</li> </ul>
Ethernet Network Interface - LAN	<ul style="list-style-type: none"> <li>This interface's Bandwidth Demand reported by this Cloud Connector</li> </ul>
WiFi Network Interface (LAN)	<ul style="list-style-type: none"> <li>This interface's Bandwidth Demand reported by this Cloud Connector</li> </ul>

For each of these five types of screens:

- The bandwidth demand graph's title is a health description of the currently chosen interface, and is located to the left of the interface drop-down list.
- The bandwidth demand graph displays the currently chosen interface's throughput measured in packets per second and bits per second throughput for both inbound and outbound traffic. The time scale of this graph is selectable with the period drop-down list, located under the right pane action menu, ....
- Hovering over graph legends highlights the corresponding trend line.
- Clicking a graph legend shows or hides the selected data on the graph.
- Hovering over a graph point displays detailed data for that point.



## Review a Cellular Network Interface (WAN)

You can review the settings for a cellular network interface on an Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector Network tab. You can edit some values, while others are read-only.

### Tab Overview

When you choose a cellular interface on the network tab, Oracle ECP shows two graphs below the interface picker. Be aware that the top graph reflects data usage as reported by the Cloud Connector, whereas the second graph reflects data and SMS usage as reported from the MNO.

- Cellular interface bandwidth rate - This graph displays transmitted and received bandwidth over time, in both bits per second and packets per second. The default display is the last 30 minutes, which can be changed with the period drop-down located above the graph.
- Data and SMS Usage - This switchable graph displays data or SMS usage in the last 30 days or less. You must select the Data or SMS option button.

### Before You Begin

- Identify the Cloud Connector that requires network interface updates by name so that you can select the appropriate hardware on the Edge Nodes Inventory page.
- The interface name of a cellular network interface is **cell0**.

### Context

From the Network tab on the Edge Node Details page, choose the Action menu options that let you check or update network settings and host proxy settings for a cellular network interface on a Cloud Connector.

1. Go to the **Inventory** page and click **Edge Nodes**.
2. On the Edge Nodes page, use the **Name** column to locate the Cloud Connector you want to edit and click the name.

Oracle ECP displays the Edge Node Details page.

3. On the **Edge Nodes Details** page, click the **Network** tab.
4. On the **Network** tab, click the drop-down list next to the interface stability status at the top of the page, and click **cell0**.
5. On the **Action** menu, click **Edit Settings**.

Oracle ECP opens the cell0 Edit Settings drawer.

6. In the Edit Settings drawer, you can only edit Enable, Preferred SIM, and APN. The other information in the drawer is read-only.

Enable Cellular Connectivity	Click the toggle to enable or disable the cellular network interface. When you disable cellular connectivity, all fields become read-only.
Preferred SIM	Select which SIM card you want to take priority during onboarding.
Network Preference	The name of the network cell0 is using.
Firmware Version	The version of the installed firmware.

Signal Strength	A value displayed in decibels relative to one milliwatt (dBm) indicates the strength of the connection between the cellular network interface and a nearby cellular tower.
Subnet Mask	The bitmask for the IP address.
Gateway	The IP address of the host on the network that will send local network traffic to other networks.
Hardware Model	The name the manufacturer assigned to identify the model for the network interface controller (NIC).
Bearer MNO	The MNO name returned by the MNO.
IP Address	The IP address that identifies the Cloud Connector on the network.
DNS	The IP address of the Domain Name System (DNS) server.

SIM1 information includes:

SIM1 ICCID	The Integrated Circuit Card Identification (ICCID) number that identifies the SIM card in slot #1.
SIM1 IMEI	The International Mobile Equipment Identity (IMEI) that identifies the Cloud Connector as the equipment using the SIM card in slot #1.
IMSI	The International Mobile Subscriber Identifier (IMSI) digit string that uniquely identifies the mobile network subscriber.
APN	Displays the Access Point Name (APN) for the SIM Card used in the enabled cellular interface. When the cellular interface is enabled and the Mobile Network Operator for the SIM card supports other approved APNs, you can click the drop-down to choose one.

SIM2 information includes:

SIM2 ICCID	The Integrated Circuit Card Identification (ICCID) number that identifies the SIM card in slot #2.
SIM2 IMEI	The International Mobile Equipment Identity (IMEI) that identifies the Cloud Connector as the equipment using the SIM card in slot #2.
IMSI	The International Mobile Subscriber Identifier (IMSI) digit string that uniquely identifies the mobile network subscriber.

APN	Displays the Access Point Name (APN) for the SIM Card used in the enabled cellular interface. When the cellular interface is enabled and the Mobile Network Operator for the SIM card supports other approved APNs, you can click the drop-down to choose one.
-----	--

7. Do one of the following:
  - Click **Save** to update the settings.
  - Click **Cancel** to return to the Network tab.

## Review a Satellite Network Interface

You can review settings for a satellite network interface on a Cloud Connector's Network tab. Some values may be editable.

### Tab Overview

When you choose a satellite interface on the network tab, Oracle ECP shows several scorecards on the screen. When you click each scorecard, Oracle ECP shows a trend graph below the scorecard row that corresponds to that scorecard's information. Below the scorecard's trend graph is a graph of data consumption per day this Cloud Connector.

### Before You Begin

- This information equally applies to Cloud Connectors that connect to the internet over broadband or your local network's internet connectivity.
- Identify the Cloud Connector that requires a satellite network interface update by name so that you can select the appropriate hardware on the Edge Nodes Inventory page.
- The interface name of a satellite network interface is **Satellite**.
- The interface name of a network interface used for broadband connectivity is **eth0** by default. This can be reassigned.

### Context

From the Network tab, choose an Action menu option that lets you check or update satellite network interface.

### Procedure

1. Log on to Oracle ECP and go to the Inventory page.
2. Click the first drop-down at the top of the page and click **Edge Nodes**.
3. Check for the Cloud Connector by name to choose the row for the equipment that requires satellite interface updates, then click the link in the **Name** column.

The Edge Node Details page opens.

4. Click the drop-down at the top of the Network tab to choose the satellite interface.
5. To review the satellite interface settings, click the **Action** menu and choose **Edit Settings**.
6. Oracle ECP displays the following values for your review.

Enable	This toggle for enabling the satellite interface.
Network Preference	Based on the Internet preference setting, the priority of this WAN interface.

MAC Address	The Medium Access Control (MAC) address assigned to the network interface.
IP Address	The IP address that identifies the Cloud Connector on the network.
Subnet Mask	The a subnet for the IP address.
Gateway	The IP address of the host on the network that will send local network traffic to other networks.
DNS	The IP address of the Domain Name System (DNS) server.

7. If you have changed any values, click **Save** to update the settings, otherwise click **cancel** to return to the Network tab.

Other options for a satellite network interface:

- [Prioritize Internet \(WAN\) Interfaces](#)
- [Review Proxy Settings](#)
- [Assign Ethernet Ports](#)
- [Update Firewall Settings](#)

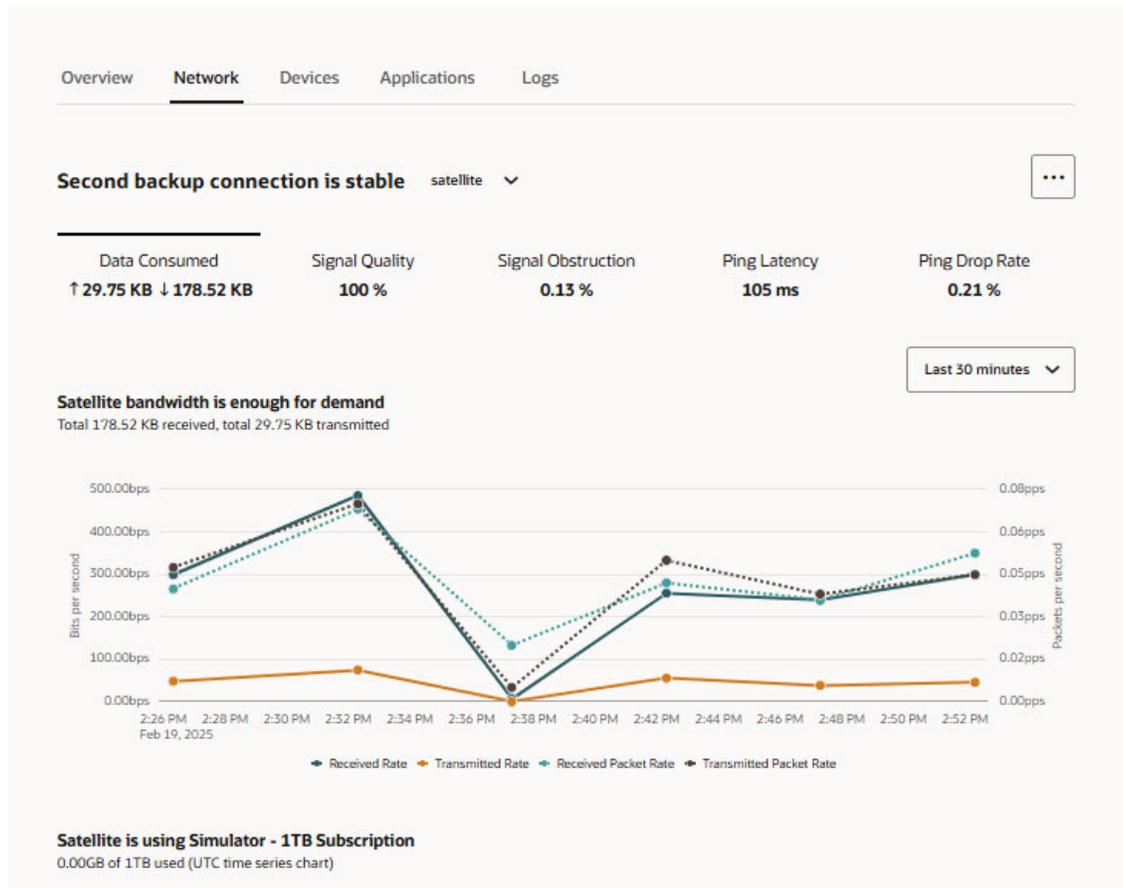
You can also learn more about each scorecard:

- [Data Consumed Scorecard](#)
- [Signal Quality Scorecard](#)
- [Signal Obstruction Scorecard](#)
- [Ping Latency Scorecard](#)
- [Ping Drop Rate Scorecard](#)

## Data Consumed Scorecard

The Oracle Enterprise Communications Platform (Oracle ECP) Data Consumed scorecard displays information about the amount of data received and transmitted by way of satellite. The information can help you monitor and troubleshoot Starlink connectivity.

The Data Consumed tab label displays the aggregated number of bytes transmitted and received at the time you clicked the tab or when you click Refresh. Below the tab label, Oracle ECP displays line graphs showing the Received Rate, Transmitted Rate, Received Packet Rate, and Transmitted Packet Rate in terms of bits per second (bps) and packets per second (pps) incrementally for the time period you select. Depending on the data reflected, the scaling and units will change between bytes, KB, MB, GB for optimal visualization.

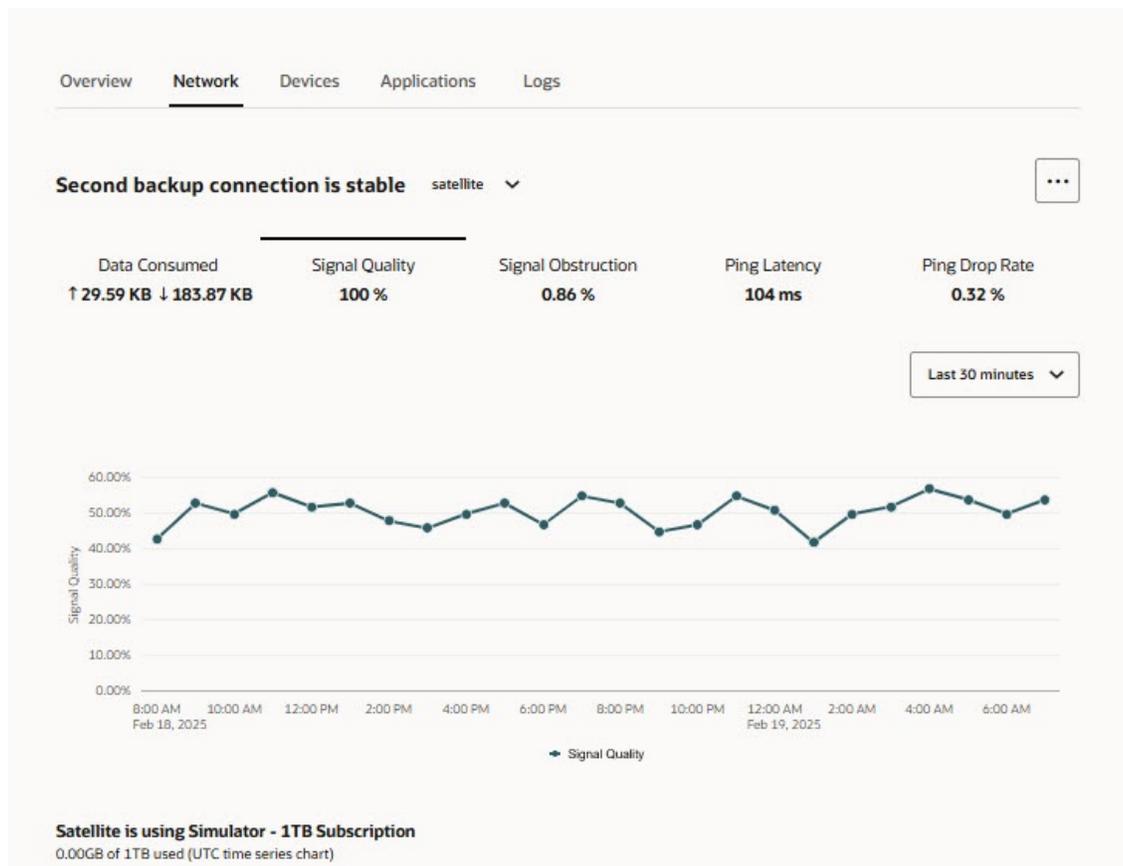


## Signal Quality Scorecard

The Oracle Enterprise Communications Platform (Oracle ECP) Signal Quality Scorecard displays information about the signal quality as a percentage during the time period you select for this scorecard.

In satellite communications, signal quality is about the reliability and clarity of the signal from the satellite to the satellite terminal. Signal strength meters on the satellite terminal assess the signal level and aggregate the data as a percentage.

Oracle ECP displays the aggregated percentage on the Signal Quality tab at the time you clicked the tab or when you click Refresh. Below the tab, Oracle ECP displays a line graph showing the percentage of signal quality in increments according to the time period you select.

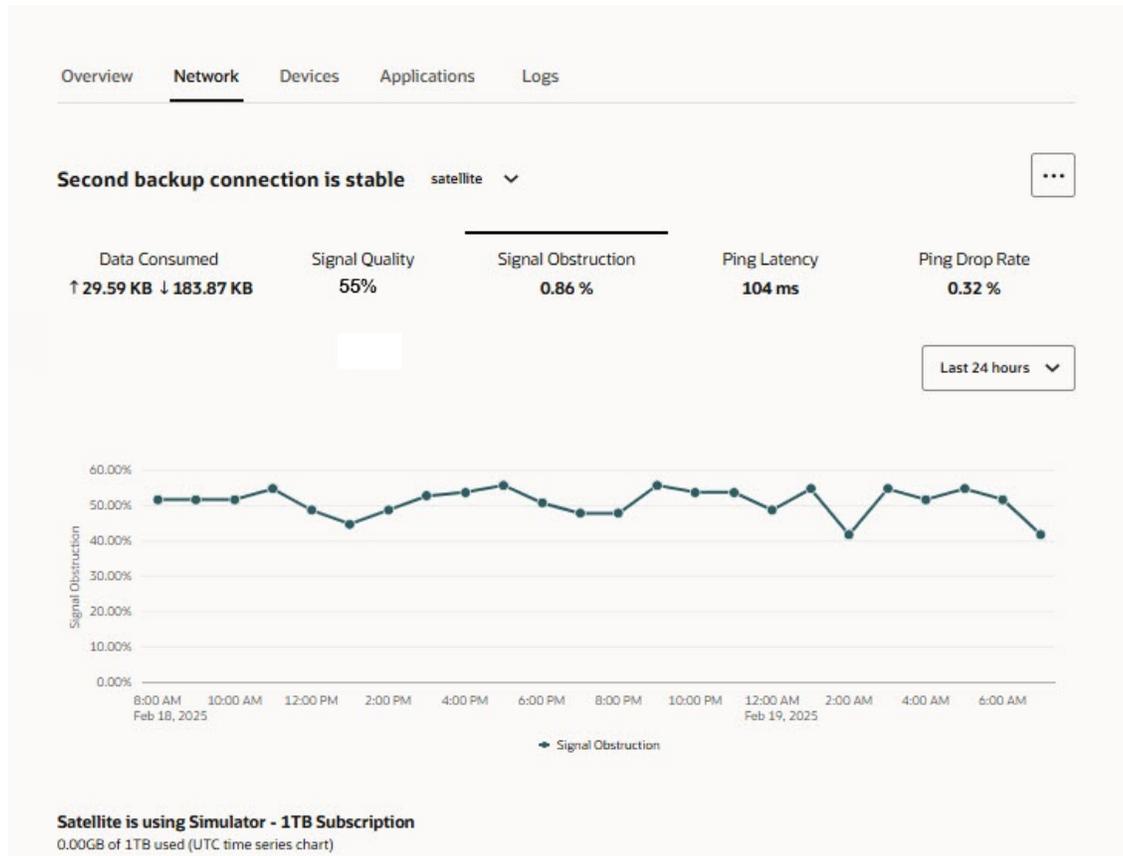


## Signal Obstruction Scorecard

The Oracle Enterprise Communications Platform (Oracle ECP) Signal Obstruction Scorecard displays information about the percentage of time the signal from the satellite was obstructed during the time period you select for this scorecard. The information can help you monitor and troubleshoot Starlink connectivity.

In satellite communications, signal obstruction can occur when an object such as a tree, a building, or a bridge blocks the communication path between the satellite and the satellite terminal. Certain kinds of weather, equipment malfunctions, terminal misalignment, damaged cables, and other electronic devices nearby can also interfere with the signal causing a blockage. The result is communication loss because the signal is obstructed.

Oracle ECP monitors signal obstruction and reports the aggregated percentage on the Signal Obstruction tab at the time you clicked the tab or when you click Refresh. Below the tab, Oracle ECP displays a line graph showing the percentage of obstruction in increments according to the time period you select.



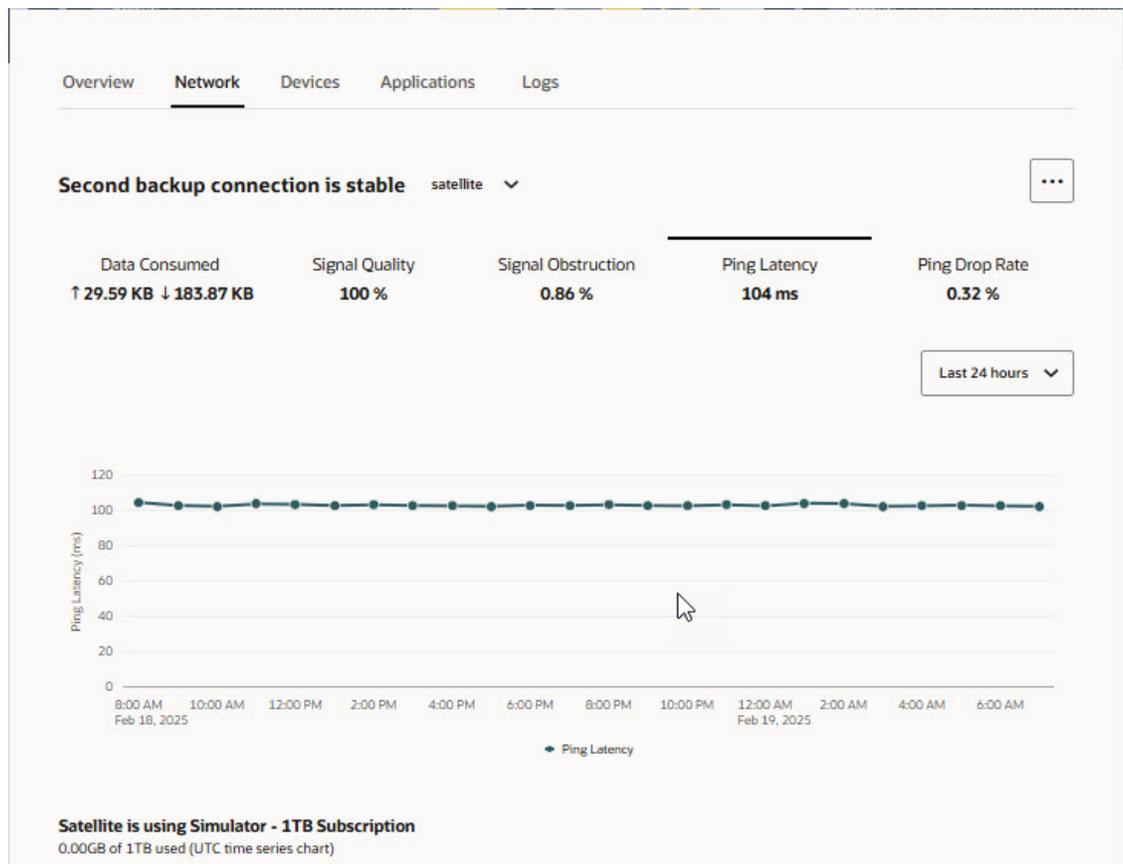
## Ping Latency Scorecard

The Oracle Enterprise Communications Platform (Oracle ECP) Ping Latency scorecard shows the amount of time needed for a data packet to travel from an Cloud Connector using Starlink connectivity to your server. The information can help you monitor and troubleshoot Starlink connectivity.

The Ping Latency tab label displays the aggregated latency in milliseconds at the time you clicked the tab or when you click Refresh. A low ping latency implies a quicker travel time for data, which can provide a more fluid and timely experience for the user. A high ping latency rate can lead to a noticeable lag in data reception. Factors that can affect the ping rate include:

- Location of the server
- Number of devices on the network
- Connection speed
- ISP throttling
- Number of applications running at the same time

Below the tab label, Oracle ECP displays a line graph showing the ping latency incrementally in milliseconds (ms) for the time period you select.



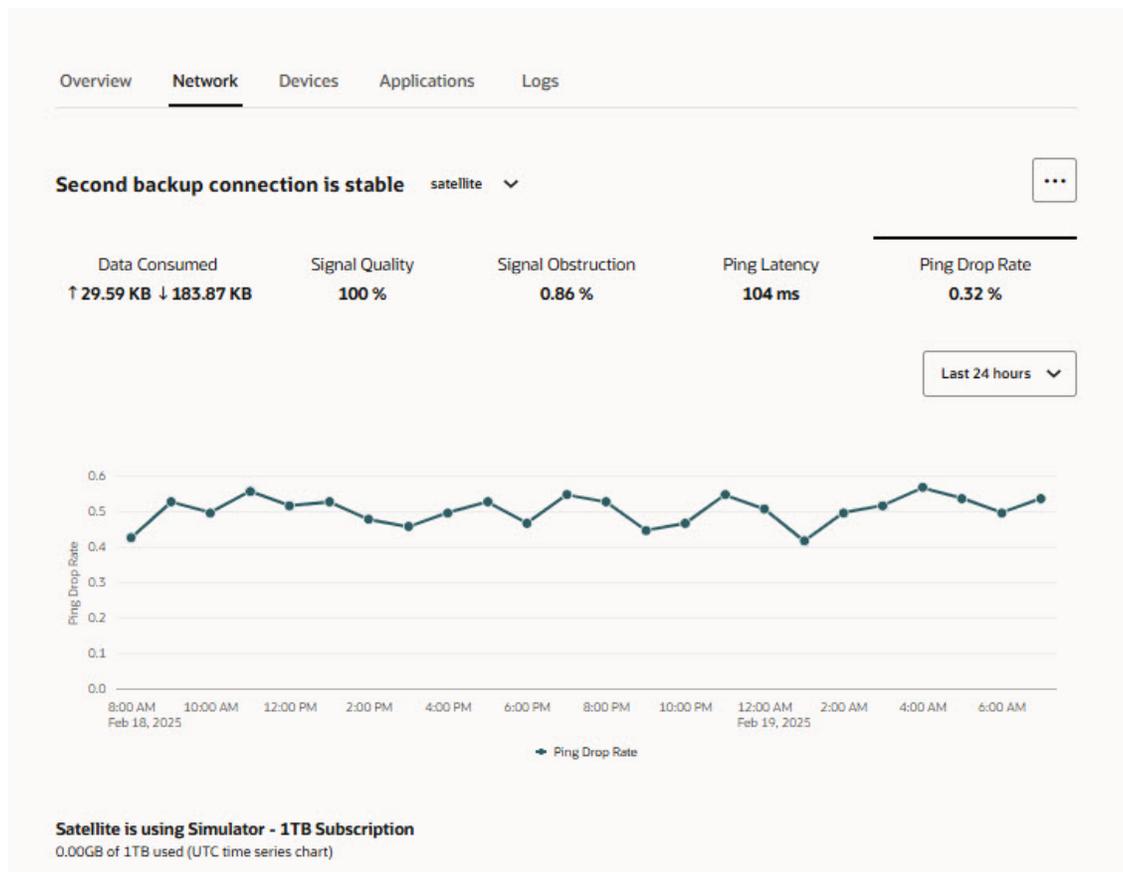
## Ping Drop Rate Scorecard

The Oracle Enterprise Communications Platform (Oracle ECP) Ping Drop Rate scorecard shows percent of packet loss during the time period you select. The information can help you monitor and troubleshoot Starlink connectivity.

The Ping Drop Rate tab label displays the aggregated drop rate percentage at the time you clicked the tab or when you click Refresh. Below the tab, the Ping Drop Rate line graph shows the ping drop rate incrementally during the time period you select. The ping drop rate indicates the percentage rate at which your system drops packets traveling by way of Starlink connectivity. A high ping drop rate can lead to a noticeable lag or loss of data. An acceptable ping drop rate for most applications falls between 1% and 2%. Factors that can affect the ping drop rate include:

- Infrastructure and network problems
- Devices running beyond capacity
- Outdated hardware
- Wireless networks
- Security threats

Below the tab label, Oracle ECP displays a line graph showing the ping drop rate percentage incrementally for the time period you select.



## Review a Broadband Network Interface

You can review settings for a broadband network interface on a Cloud Connector's Network tab. Some values may be editable.

### Tab Overview

When you choose a broadband interface on the network tab, Oracle ECP shows one graph on the screen. This graph reflects received and transmitted bandwidth on the interface in both bits per second and packets per second over the chosen period.

### Before You Begin

- The default interface name of a network interface used for broadband connectivity is **eth0**. It will appear as Broadband in the edit settings drawer.

### Context

From the Network tab, choose an Action menu option that lets you check or update a broadband network interface.

### Procedure

- Log on to Oracle ECP and go to the Inventory page.
- Click the first drop-down at the top of the page and click **Edge Nodes**.
- Check for the Cloud Connector by name to choose the row for the equipment that requires network interface setting updates, then click the link in the **Name** column.

The Edge Node Details page opens.

- Click the drop-down at the top of the Network tab to choose the broadband network interface.

You can identify a broadband network interface by the range of actions available.

5. To review the network settings for the broadband interface, click the **Action** menu and choose **Edit Settings**.
6. Oracle ECP displays the following values for your review.

Enable	This toggle can be changed to enable or disable this interface.
DHCP	Enable this toggle for the Cloud Connector to retrieve its IP address and other network information from the broadband provider's DHCP server. If this is set to disabled, you must enter IP information manually.
Network Preference	Based on the Internet preference setting, the priority of this WAN interface.
MAC Address	The Medium Access Control (MAC) address assigned to the network interface.
IP Address	The IP address that identifies the Cloud Connector on the network.
Subnet Mask	The a subnet for the IP address.
Gateway	The IP address of the host on the network that will send local network traffic to other networks.
DNS	The IP address of the Domain Name System (DNS) server.

7. Configure the network information if you disabled the DHCP toggle.
8. If you have changed any values, click **Save** to update the settings, otherwise click **cancel** to return to the Network tab.

Other options for a satellite network interface:

- [Prioritize Internet \(WAN\) Interfaces](#)
- [Review Proxy Settings](#)
- [Assign Ethernet Ports](#)
- [Update Firewall Settings](#)

## Update a Wi-Fi Network Interface

You can review and update settings for a Wi-Fi interface on a Cloud Connector's Network tab. Some common values for the interface are ediable.

### Tab Overview

When you choose a Wi-Fi interface on the network tab, Oracle ECP shows a graph below the interface picker.

- Wi-Fi interface bandwidth rate - This graph displays transmitted and received bandwidth over time, in both bits per second and packets per second.

### Before You Begin

- Identify the Cloud Connector that requires Wi-Fi updates by name so that you can select the appropriate hardware on the Edge Nodes Inventory page.
- The interface names of the Wi-Fi interfaces are **wlan0** for the 2.4 GHz radio and **wlan1** for the 5 GHz radio.

### Context

From the Network tab you can choose an Action menu option that lets you check or update Wi-Fi network interface.

### Procedure

1. Log on to Oracle ECP and go to the Inventory page.
2. Click the first drop-down at the top of the page and click **Edge Nodes**.
3. Choose the row of the Cloud Connector that requires network interface setting updates and click the link in the **Name** column.

The Edge Node Details page opens.

4. Click the drop-down at the top of the Network tab to choose the Wi-Fi network interface. Valid options are **wlan0** and **wlan1**.
5. Click the **Action** menu and choose **Edit Settings**.

The wlan0 or wlan1 Network Settings drawer opens.

6. Review IP settings of this Wi-Fi as required:

Wi-Fi interface network IP information:

Enable	Toggle this Wi-Fi interface from Enabled to Disabled.
Make	The manufacturer name of this Wi-Fi hardware.
Firmware Version	The firmware version of this Wi-Fi hardware.
IP Address	The IP address of this Wi-Fi interface.
Subnet Mask	The DNS address devices connecting to this Wi-Fi interface will use.
Static IP	The IP address, used in conjunction with the Static Subnet Mask that defines the network that locally connected devices should be configured on to connect to this Cloud Connector. For instance, a Static IP might be  192.168.1.100  , which, when combined with a Static Subnet Mask, directs devices to the correct network segment.
Static Subnet Mask	The subnet mask portion of the network identifier used with the Static IP that defines the network that locally connected devices

	<p>should be configured on to connect to this Cloud Connector.</p> <p>Typically, this would be a value like</p> <p>255 . 255 . 255 . 0</p> <p>, which determines the scope of the local network.</p>
--	--

Wi-Fi interface wireless network information:

Band	Reports the operational frequency band for this Wi-Fi interface as 2.4 GHz or 5 GHz.
Operation Mode	Reports the 802.11 wireless standard for this Wi-Fi network interface.
SSID	The unique Service Set Identifier (SSID) assigned to the Wi-Fi network during Cloud Connector onboarding. You can change this value.
Password	The password for this SSID assigned during Cloud Connector onboarding used to connect to this Wi-Fi interface. You can change this value.
Key Management	Reports key management protocol used with the Wi-Fi interface.
Security Protocol	Reports the security protocol used for encrypting data with this Wi-Fi interface.
Country Code	The country code where this Wi-Fi interface operates and determines broadcast details and compliance. This field defaults to Auto, but may be changed as necessary.
Channel	The Wi-Fi channel which this Wi-Fi interface is using.

- If you have changed any values, click **Save** to update the settings, otherwise click **cancel** to return to the Network tab.

Other options for a Wi-Fi network interface:

- [Review Proxy Settings](#)
- [Edit LAN DHCP Server Values](#)
- [Manage Devices on a Wireless Network](#)
- [Update Firewall Settings](#)

## Review a LAN-facing Ethernet Interface

Oracle Enterprise Communications Platform (Oracle ECP) lets you check or edit network settings for a LAN-facing Ethernet network interface on the Network tab (Edge Node Details page).

### Tab Overview

When you choose an Ethernet interface that supports LAN connectivity on the network tab, Oracle ECP shows one graphs below the interface picker.

- Cellular interface bandwidth rate - This graph displays transmitted and received bandwidth over time, in both bits per second and packets per second.

### Before You Begin

- Identify the Cloud Connector that requires network interface updates by name so that you can select the appropriate hardware on the Edge Nodes Inventory page.
- The interface names of the LAN-facing Ethernet interfaces are eth2 and eth3 by default. They can be reassigned to other ports by using the [Assign Ethernet Ports](#) drawer.

### Context

From the Network tab (Edge Node Details page) choose the Action menu option that let you check or update network settings and host proxy settings for a Ethernet network interface on a Cloud Connector.

### Procedure

- Log on to Oracle ECP and go to the Inventory page.
- Click the first drop-down at the top of the page and click **Edge Nodes**.
- Identify the Cloud Connector by name to choose the row for the equipment that requires network interface setting updates, then click the link in the **Name** column.

The Edge Node Details page opens.

- Click a LAN-facing interface name from the the drop-down at the top of the Network tab
- To update the network settings for the Ethernet interface, click the **Action** menu, choose **Edit Settings**, and specify changes as specified below:

<b>Enable</b>	Click the toggle to disable and enable this Ethernet interface.
<b>MAC Address</b>	The MAC address of this interface.
<b>IP Address</b>	The IP address of this interface.
<b>Subnet Mask</b>	The subnet for this interface.
<b>Static IP</b>	The IP address, used in conjunction with the Static Subnet Mask that defines the network that locally connected devices should be configured on to connect to this Cloud Connector. For instance, a Static IP might be  192.168.1.100

	, which, when combined with a Static Subnet Mask, directs devices to the correct network segment.
<b>Static Subnet Mask</b>	The subnet mask portion of the network identifier used with the Static IP that defines the network that locally connected devices should be configured on to connect to this Cloud Connector. Typically, this would be a value like  255 . 255 . 255 . 0  , which determines the scope of the local network.

To edit Dynamic Host Control Protocol (DHCP) Server settings, see [Edit LAN DHCP Server Values](#) . To manage devices, see [Manage Wi-Fi Network](#).

- To update the host proxy settings for an Ethernet interface, click the **Action** menu choose **Edit Proxy** :

The strings for proxy and no proxy can start with "https://" or "http://" followed by alphanumeric characters, slashes, dots or dashes. Proxy strings can optionally include a port for routing traffic indirectly to destination servers and services.

- Proxy—Click the field and enter a string to specify the URL for the host that will serve as the intermediary between the Cloud Connector and the Internet.
- No Proxy—Click the field and enter a local network-specific string that will exclude traffic destined for certain hosts from using the proxy for a firewall.

- Click **Save** to update the settings with changes made from Action menu options.

Other options for a local LAN-facing Ethernet interface:

- [Review Proxy Settings](#)
- [Edit LAN DHCP Server Values](#)
- [Assign Ethernet Ports](#)
- [Update Firewall Settings](#)

## Bandwidth Classification and Allocation

The Bandwidth Classification and Allocation feature provides visibility into the inbound and outbound WAN traffic on your Cloud Connector including how it is allocated and utilized by different traffic types. This allows administrators to monitor network demand in real time, identify bandwidth bottlenecks, and adjust allocations to ensure high-priority traffic is always served.

Bandwidth to and from the Cloud Connector can be classified into three separate traffic classes:

- **Control Channel:** Traffic generated by the platform itself (e.g., services, agent, logger, system processes). This is critical for system health and connectivity. By default, the control channel allocation is fixed at 20% of available bandwidth.
- **User Apps:** Traffic for user-deployed applications on the Cloud Connector. This class is adjustable and usually allotted a significant share.

- **Device Connections:** All other LAN forwarded device-to-device traffic moving through the Cloud Connector.

You may allocate bandwidth between User Apps and Device Connections in 10% increments; the Control Channel remains at its fixed minimum to maintain platform reliability. The sum of all allocations always equals 100%.

### Understanding the Bandwidth Distribution Graph

The bandwidth distribution graph is found on the Cloud Connector's Network tab when you select a WAN interface. The chart title and supporting text dynamically indicate when any class has reached a critical threshold. The main visualization is a two-ring donut chart:

- **Outer Ring:** Shows real-time usage of bandwidth within each class.
- **Inner Ring:** Illustrates the allocated bandwidth for each class as a segment of the total.

Hovering over any segment lets you see:

- The traffic class type
- The current data usage
- The configured or default allocation as a percentage of total bandwidth
- The percentage of allocation used in real time
- The transmit (Tx) packet drop counts
- The receive (Rx) packet drop counts

#### Note

If a class exceeds its allocation noted as reaching 100%, traffic from this class may experience packet drops. These drops are shown in the chart's tooltip (Tx or Rx drop fields).

## Configure WAN Bandwidth Allocation

You can configure the allocation of certain traffic classes on the Cloud Connector.

This procedure ensures a reserved amount of bandwidth on the chosen WAN connection for the traffic type. You can review the Bandwidth Distribution Graph on the Overview tab to learn if a traffic classification is experiencing packet drops and adjust as necessary back on this page.

### Context

Bandwidth allocation is configured on WAN interfaces only.

### Procedure

1. From the Edge Nodes Details page, click the **Network** tab.
2. On the Network tab, select a WAN interface from the drop-down list next to the interface stability status at the top of the page. Valid choices are **Satellite-WAN2 (ethx)**, and **Cellular (cell0)**. **Broadband-WAN1 (ethx)** is valid in the default case, but check your configuration for which interface your broadband connection uses.
3. On the **Action** menu, click **Edit Settings**. Oracle ECP opens the Edit Settings drawer for the interface chosen in step 2.

4. Following the **Bandwidth distribution** section, change the **User Apps** traffic classification as appropriate. Since Control Channel is fixed, Oracle ECP will divide the remainder bandwidth percentage usage between User Apps and Devices.
5. Do one of the following:
  - Select **Save** to update the settings.
  - Select **Cancel** to return to the Network tab.

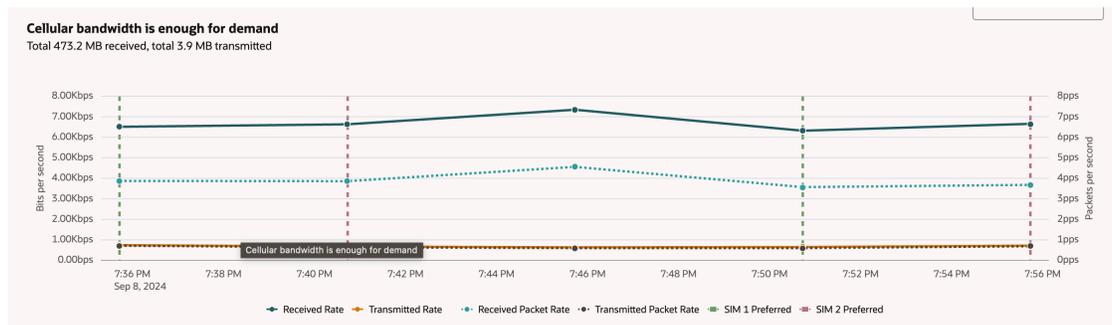
## Dual SIM Charts

When a Cloud Connector starts up with both SIMs inserted in the system and the active (in-use) SIM changes, the Network tab's graphs display these changeover events for clear tracking.

### Cellular Bandwidth Usage

This chart illustrates how the computer's cellular bandwidth usage relates to changes in the active SIM card over time. The vertical dashed lines superimposed on the chart mark the specific moments when the preferred SIM slot switches—green lines indicate when SIM 1 becomes active, and red lines indicate when SIM 2 takes precedence. By aligning these switchover points with ongoing bandwidth and packet rate trends, users can clearly see when and how often the device transitions between SIM cards during network activity.

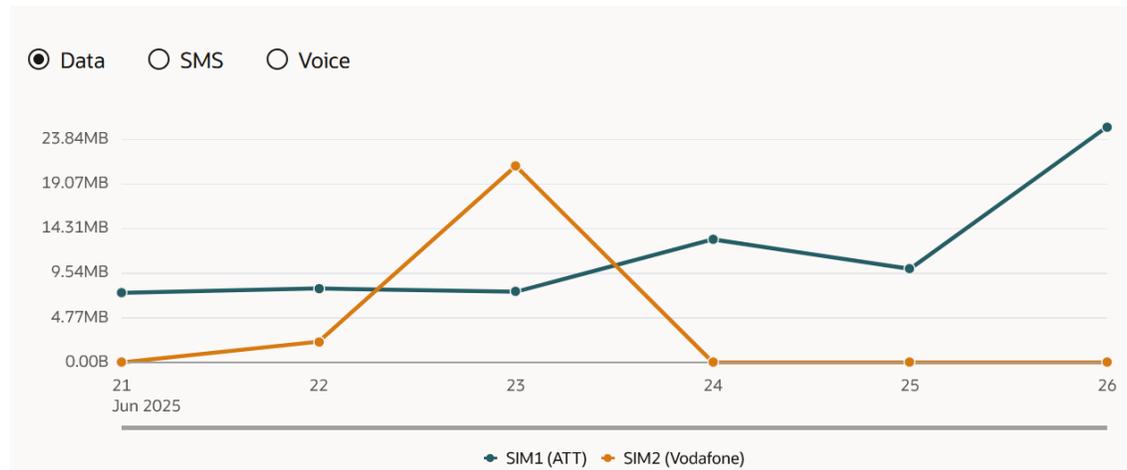
**Figure 7-1 SIM Change in the Cellular Bandwidth Usage chart**



These SIM switching indicators provide valuable context for troubleshooting and analyzing connectivity. For example, if users observe performance issues or connectivity drops, the SIM switch markers help pinpoint whether these issues coincide with changes in the active SIM. In this particular chart, there is no noticeable impact on bandwidth or packet rates at the moments of SIM card changeover, demonstrating that the device handles the transitions smoothly without interrupting ongoing network activity.

### SIM Tracking in the Cellular MNO Usage Chart

This chart illustrates mobile data usage as reported by the mobile network operator for each SIM card installed in the device. The two colored lines represent daily data consumption for each SIM, providing a visual overview of how usage varies over time depending on which SIM is active or being used for data traffic.

**Figure 7-2 SIM Change in the MNO Usage Chart**

This type of visualization helps users better understand and track data consumption patterns across multiple providers. By reviewing these trends, users can identify which SIM is responsible for higher usage, evaluate the effectiveness of network switching strategies, and troubleshoot issues related to data consumption. This information can also assist with managing data plan allocations and keeping track of carrier-specific network performance.

## Network Interface Architecture

The system's internal network is designed with a simplified architecture to ensure seamless connectivity for users. Here are the key components:

- **Bridged LAN and WiFi**—All LAN-facing Ethernet ports and WiFi ports are configured in a bridge, creating a unified network. This means they share the same IP address, typically 192.168.0.1, forming a single LAN network. Users have the flexibility to change this IP address if needed.
- **DHCP Server**—The Dynamic Host Configuration Protocol (DHCP) server is set up to assign IP addresses to devices connected within the bridge. It manages IP addresses for the entire bridged network.
- **Firewall**—The firewall is configured for inbound traffic filtering, securing both the LAN and WAN sides of the network. It ensures that incoming traffic adheres to defined security rules.
- **Proxy Settings**—Proxy configurations are applied at the system level, meaning they are system-wide and not specific to individual interfaces. This ensures consistent network behavior.

## Network Interface Actions

The Oracle Cloud Connector can provide multiple network interfaces to support business applications. The variety of network interfaces have unique attributes and settings tailored to their role in LAN or WAN environments and to the specific media layer they operate on. Therefore, depending on the interface you choose to review statistics on or make changes to, the Oracle ECP will reveal only the contextually relevant values and options.

The following is a collection of all actions you can perform for network interfaces. They appear as configuration drawers on the cloud UI. Not every following procedure is applicable to every

network interface type. Refer to each interface type's Review and Configuration page to learn which drawer is an option.

Depending on the Cloud Connector models in your network, you will have different numbers of identical interfaces to support different loads from a single Cloud Connector. Refer to the hardware guide for more information.

## Edit LAN DHCP Server Values

You can configure the Dynamic Host Control Protocol (DHCP) server settings on a Cloud Connector's LAN interfaces. These are generally the Wi-Fi interfaces and properly assigned Ethernet ports.

### Before You Begin

- Determine the LAN interface you want to configure DHCP on. name of a Cloud Connector with a configured Wi-Fi interface so that you can access the Edge Node Details page to edit the DHCP server settings.
  - All interfaces share the same DHCP server, so you only need to set it once per Cloud Connector.
1. From the Edge Node Details page, click the **Network** tab.
  2. Choose a WAN interface from the the Interface drop down menu.  
Valid LAN devices are **wlan0**, **wlan1**, **eth2**, and **eth3**.
  3. From the Action "... " menu, choose **Edit DHCP Server**.  
The **Edit DHCP Server** drawer opens.
  4. You may now configure the essential values for this DHCP server.
    - **Edge DHCP server IP address** - The static IP address on the LAN that each remote device connects with to obtain its IP address.
    - **Subnet Mask** - The subnet portion used to define the network where DHCP services are available.
    - **DHCP start address** - The starting address in the range of DHCP server addresses.
    - **DHCP end address** - The ending address in the range of DHCP server addresses.
  5. Click **Save** to save any changes.

## Assign Ethernet Ports

You can set the Cloud Connector's Ethernet port assignments as they are used for WAN or LAN connectivity in your deployment.

### About this Task

You can change which wired Ethernet ports on the rear of a Cloud Connector are used for which purpose by using the Ethernet Preferences option. The default assignments are:

- eth0 - Broadband (WAN)
- eth1 - Satellite terminal (WAN)
- eth2 - LAN interface1
- eth3 - LAN inteface 2

**Before You Begin** Depending on your Cloud Connector model, you have 4 or more Ethernet ports available. The Ethernet Preferences drawer shows you the interface names for Ethernet connections display in the first column and the default Connection Type in the second column.

Identify the connection type you want to reassign, hold its "==" icon, and move it up or down to be next to the interface it should use.

1. From the Edge Node Details page, click the **Network** tab.
2. Choose a wired Ethernet interface from the the Interface drop down menu.  
Valid Ethernet interfaces are **eth0**, **Satellite**, **eth2** and **eth3**.
3. From the Action "... " menu, choose **Edit Ethernet Preferences**.  
The Ethernet Preferences drawer opens.
4. Click and hold the "swap" symbol (==) next to the connection type that you want to reassign.  
The pointer turns to a hand when it's moved over the swap symbol to indicate you are moving it.
5. Move that connection type to settle it next to the physical interface where you want it assigned.
6. After your reassignments are complete, click **save**.

## Prioritize Internet (WAN) Interfaces

You can set the preference for which of the available Internet-facing Wide Area Network (WAN) interfaces a Cloud Connector uses for its outbound connectivity.

### About this Task

The Oracle Cloud Connector provides 3 distinct connection types for communicating with the internet and ultimately back to the Oracle ECP cloud service. These types are the terrestrial mobile/cellular network, satellite connectivity, or fixed wireline/broadband. You can set the order which a cloud connector will choose to connect with. If the highest priority source of Internet access is disabled or becomes unavailable, the Internet preference level indicates the order in which the platform uses each WAN-facing interface connection for Internet access.

**Before You Begin** The preference levels are for WAN interfaces are:

- Primary
- Secondary
- Tertiary

The default values are set at onboarding time. The mechanism to set interface priority is by ordering interface type to the preference level on the **Internet Preferences** drawer. When the highest available interface becomes unavailable, then that Cloud Connector fails over to use the next available interface for its internet connectivity.

1. From the Edge Node Details page, click the **Network** tab.
2. Choose a WAN interface from the the Interface drop down menu.  
Valid WAN devices are Satellite, Cellular, or Broadband. On the Network tab they are listed as **cell0**, **Satellite**, and **eth0**.
3. From the Action "... " menu, choose **Edit Internet Preferences**.  
The Internet Preferences drawer opens.
4. Drag the "swap" symbol (==) corresponding to an interface to the correct preference level position.
5. Click **Save** when complete.

You can check the Active internet connection by reviewing the left-side Cloud Connector overview.

## Update Firewall Settings

You can configure firewall settings on appropriate Cloud Connector interfaces by working in the **Edit Firewall** option available on the **Action** menu.

### Before You Begin

- Identify the Cloud Connector that requires firewall setting updates by name so you can select the appropriate hardware on the Edge Nodes Inventory page.
- Inspect the firewall configuration items currently set to determine whether you need to remove or add firewall configuration rows.

### Context

To choose the appropriate protocol and the port to open using firewall settings, you must understand the nature of the traffic that the firewall needs block or admit. For example, DNS lookup traffic could require the speed benefits of using a User Datagram Protocol (UDP) connection to support faster transmission for a time-sensitive DNS server.

### Procedure

1. Start from a selected Edge Node details page, and click the Network tab.
2. Choose the interface from the drop-down where you will configure the firewall.
3. Click the **Action** menu (...) and select **Edit Firewall**.
4. Delete or Edit a firewall entry to address your use case.
  - Remove any previously specified firewall setting rows that should no longer be applied to the firewall configuration by clicking the trash can icon on the associated row.
  - Add a new firewall setting row by clicking **Add setting**, then click the **Protocol** drop-down to choose Transmission Control Protocol (TCP) or User Datagram Protocol (UDP) as the protocol.
  - Click **Open Port** to specify a port number between 1 and 65,535 to open to support the desired firewall operation.
  - Repeat the preceding three steps if you need to remove and add multiple firewall setting rows to address firewall configuration for multiple types of traffic on the network interface.
  - Click the check mark to process the protocol and port changes. The new row displays at the bottom of the drawer.
5. Click **Update** to save the firewall settings for the selected network interface.

## Check Cloud Connector Interface Proxy and No Proxy

The Cloud Connector has a provision to include and/or exclude traffic destined for certain hosts by using standard proxy/noproxy provisions.

If your local network requires a destination proxy as an intermediary between networks, you can specify the details in the Cloud Connector UI. Likewise, you can configure a noproxy address (or address pattern) to specify exceptions for proxy usage.

**Note**

You cannot change Proxy settings on an onboarded Cloud Connector. You must deboard the Cloud Connector and edit the proxy values from the local UI.

**Check Proxy Settings on the ECP Dashboard**

Although a Cloud Connector's proxy settings must be completed prior to activation, they can be reviewed from the Network tab of a Cloud Connector's details page.

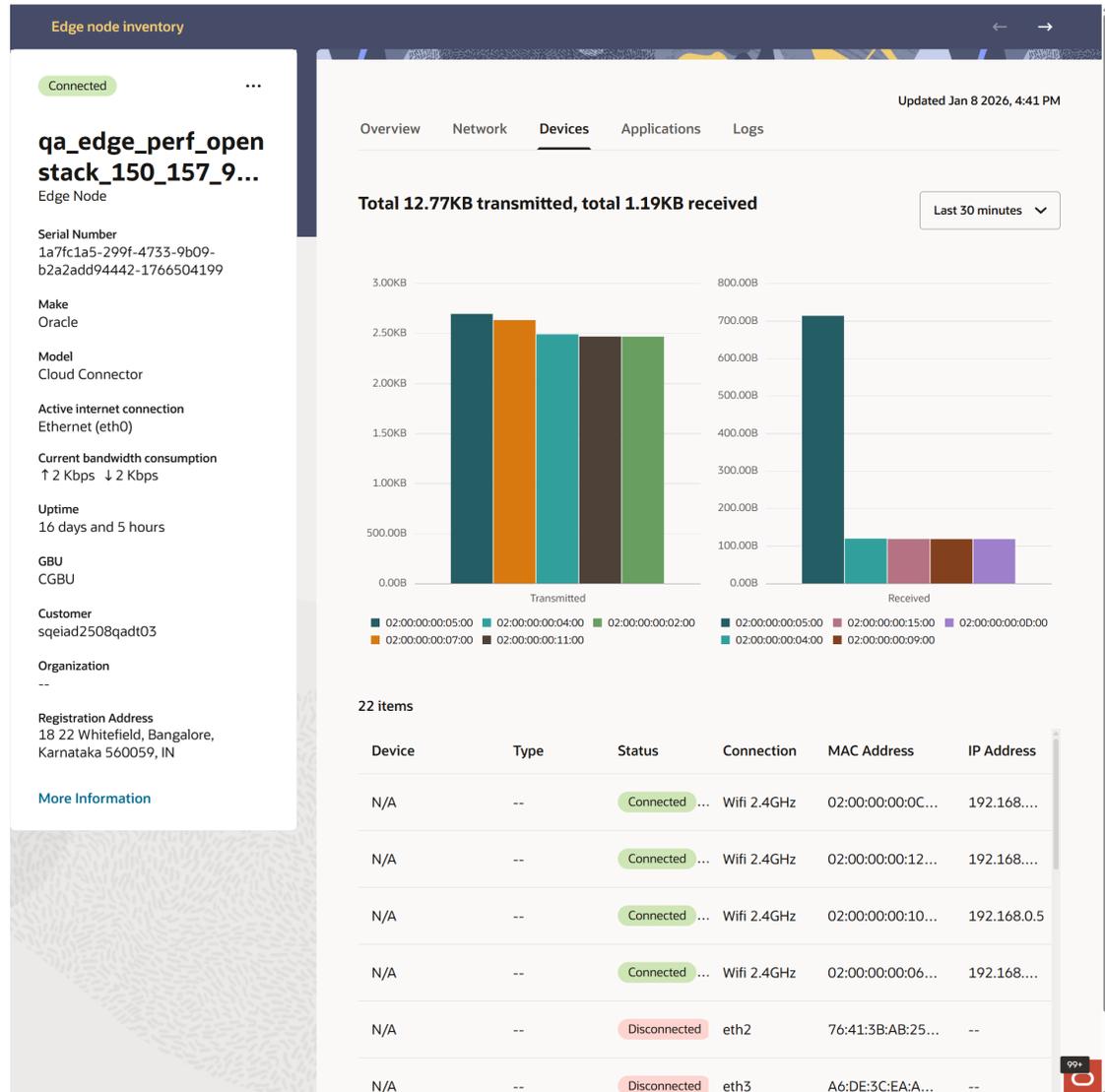
1. From the **Network** tab, choose the interface whose proxy you want to check.
2. From the **Action** menu, choose View Proxy.
3. The Proxy Settings drawer expands revealing the proxy information.

## Edge Nodes Details Page - Devices Tab

The Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Devices tab lists information about the Wi-Fi-connected Devices on the selected Cloud Connector.

The Devices tab on the Edge Nodes Details page lists the Wi-Fi Connected Devices and includes the name of the Wi-Fi connected Device, the Device Type, Status of the Device on managed Wi-Fi (Blocked, Connected, or Disconnected), the Wi-Fi radio connected to, MAC Address, IP Address, Latest Bandwidth Usage, and Last Activity from this device.

The following screen capture shows an example of the Devices tab with sample data.



## Edge Nodes Details Page - Applications Tab

Cloud Connectors rely on applications to perform their operations. The Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Applications tab displays information about the health and status of the applications.

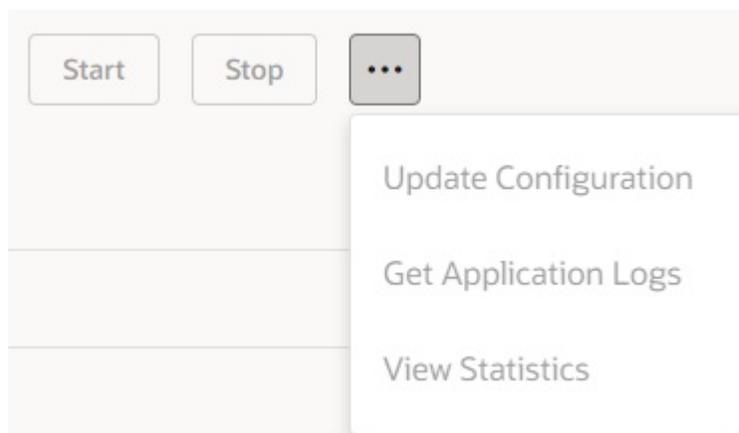
### Applications Tab

The following screen capture shows an example of the Applications tab with sample data. The pie charts are interactive, as follows:

- Click the legends below each pie chart to show and hide data types.
- Hover over the sections of the pie chart to see counts for the data type.

Application	Version	Installed	Type	Status
edge-agent	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-datastore	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-entity-manager	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-logger	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-message-bus	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-monitor	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-platform-manager-proxy	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-rule-engine	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running
edge-vault	25.4.13.5.3	Oct 13 2025, 11:03 PM	System	Running

Below the pie charts, the Applications tab displays a table of applications and corresponding details along with the Start and Stop buttons. Click the three dots in the box to the right of "Stop" to display more Actions.



**Start**—Start the application.

**Stop**—Stop the application.

**Update Configuration**—Displays the Update Application Configuration drawer that shows:

- The name, version, installed date, and status of the application.
- A drop-down list of configurations you can choose to use.

**Get Application Logs**—Displays the Get Application Logs drawer that shows:

- Date pickers for searching for application logs and the Get Logs button.

**View Statistics**—Displays the Application Statistics drawer that shows:

- The Name, Version, date Installed, and Status of the application.
- The data refresh interval drop-down list.
- Memory Usage, CPU Usage, and Net Input.

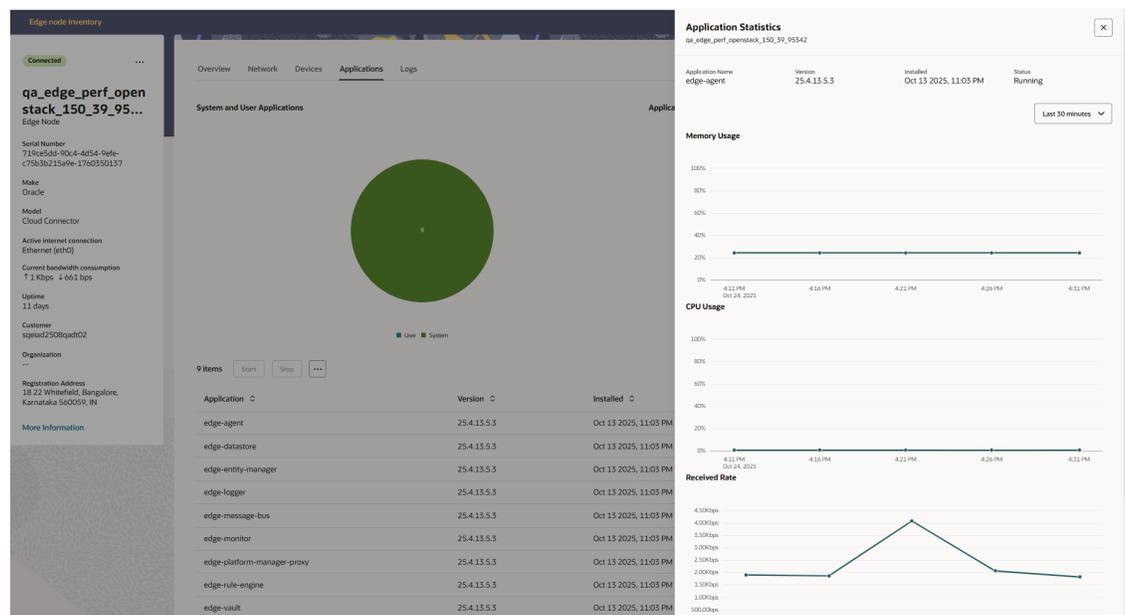
## Actions on the Edge Node Applications Tab

You can click the more dots in the Actions column for each application running on an Cloud Connector to perform application-level actions, generate logs, update the configuration, and view statistics in the Application Statistics drawer.

You can start an application, update an application configuration, retrieve log files from the application, and view statistics about the application.

### View Cloud Connector Application Statistics

On the Application tab on Edge Nodes Details page, click View Statistics to open the Application Statistics drawer. The following screen capture shows an example of the Application Statistics drawer.



This page displays the following data for the application in graph form.

- Memory Usage—Percent over time
- CPU Usage—Percent over time
- Received Data
- Transmitted Data

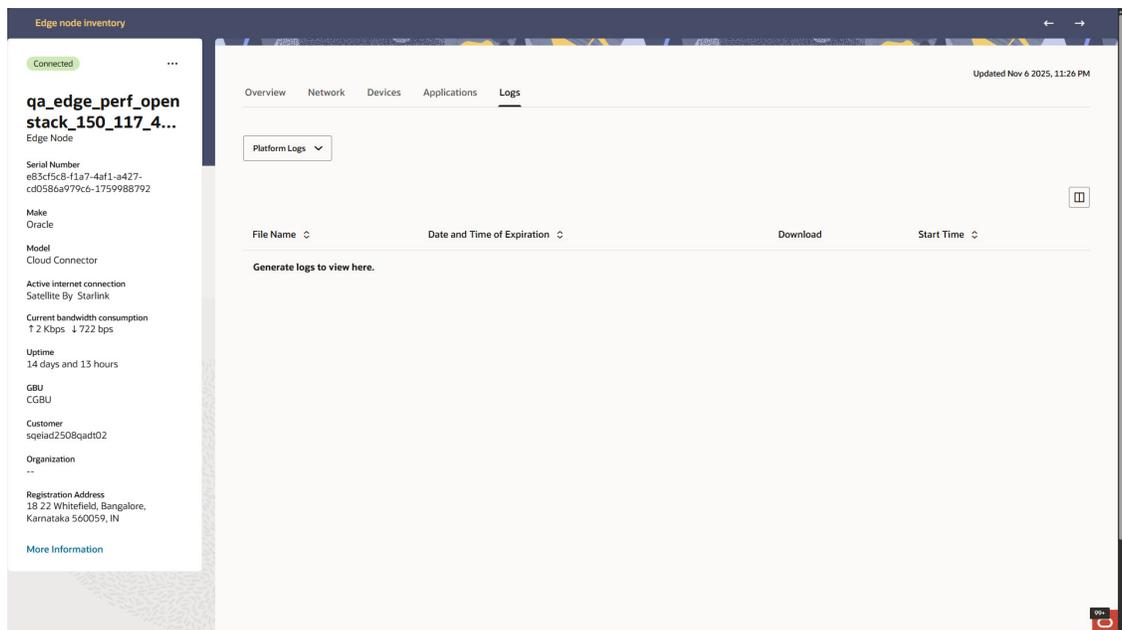
You can choose from the following time frames for the data:

- Last 30 Minutes (default)
- Last 1 Hour
- Last 24 Hours
- Last 7 Days
- Last 30 Days

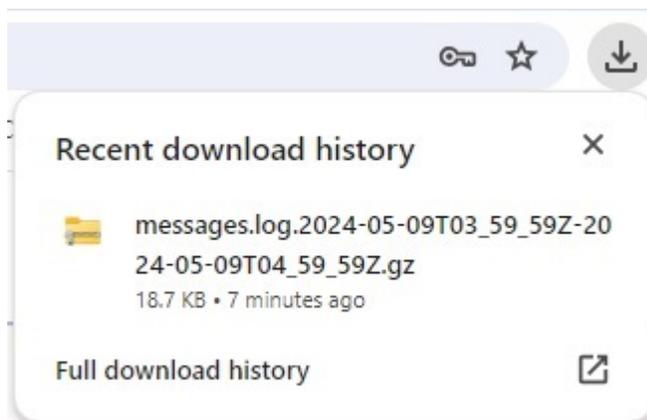
## Edge Nodes Details Page - Logs Tab

The Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Details page Logs tab displays lists of Platform Logs and Application Logs that you can download. You populate the lists when you click either Get Platform Logs or Get Application Logs from the Actions menu on the Edge Nodes Details page. At the top of the Logs tab, a context chooser lets you select between viewing Platform Logs and Application Logs. Use this chooser to specify the type of logs you want to view. After selecting the desired context, the corresponding logs are displayed below. The log list updates automatically based on your selection, showing available log files along with details such as file name, expiration time, and download options.

The following screen capture shows an example of the Edge Nodes Log tab with a context chooser to choose between on-demand Platform log files and Application log files with timestamps. You generate the [On Demand Logs](#) by clicking either [Get Platform Logs](#) or [Get Application Logs](#) on the Actions menu on the Edge Nodes Details page.



When you click the download icon, Oracle ECP downloads the file to your browser where you can open it in an application you choose. The following screen capture shows an example from the Chrome browser with a log file download.



## Edge Node Details Page - More Information Drawer

The Cloud Connector Details page includes a More Information link that opens the More Information drawer. When clicked, the More information drawer expands from the right side of the screen and includes the following tabs when relevant for the selected Cloud Connector:

### Status Tab

Use to review the Status.

Lifecycle State	Active   Inactive
Lifecycle State Detail	A descriptive phrase that provides additional monitoring- or troubleshooting-related information for a Lifecycle State. For example, a directly connected Device in the Active Lifecycle State may have the Lifecycle State Detail of In Service after connecting to the cloud and authenticating.
Connectivity Type	The specified connection type: Cellular, Ethernet, Wi-Fi.
Usage Status	Displays either In Use or Not in Use.
Description	A description entered when adding the device to inventory displays.
Location GPS Coordinates	The latitude and longitude of the device location.
Last Updated from Edge Node	The month, date, year, and time the Cloud Connector was last updated from the Edge Node.

### Details Tab

Use to review the Cloud Connector's details.

Platform OS	The name of the installed operating system.
Platform OS Version	The version of the installed operating system.
Platform Manager	The name of the installed Platform Manager tool.
Platform Manager Version	The version of the installed Platform Manager tool.
MAC Address	The Media Access Control address that the manufacturer assigned to identify the Cloud Connector on the network.
Onboarding Date and Time	The date and time when the Cloud Connector onboarding process completed.
Onboarding User	The user name of the person who added the Cloud Connector to inventory.

**Cellular Tab**

Use to review the following details for Cloud Connectors that use one or more SIM cards for connectivity. The tab displays a section for each SIM card.

**Note**

Oracle ECP does not display the Cellular tab for a Cloud Connector with no SIM card.

IMEI	International Mobile Equipment Identifier is the digit string that uniquely identifies the Cloud Connector.
ICCID	The unique Integrated Circuit Card Identification number assigned to the SIM card.
MNO	The Mobile Network Operator that is providing connectivity services via the SIM card in the Cloud Connector.
MNO Account	The name of the MNO account that defines the connectivity service and accessible APNs.
APN	The Access Point Name used to establish a connection between the gateway and the mobile network.
SIM Activation State	Displays either Active or Inactive.
SIM Connectivity	Indicates whether the SIM card is currently connected to the cellular network (Connected) or not (Disconnected).
Monthly Data Plan	An agreement between a Mobile Network Operator (MNO) with support for account rate tier changes and a customer. The data plan specifies how much mobile data can be accessed for a set price, usually per month. At this time, Oracle ECP displays values only for Cloud Connectors with AT&T SIM cards.
Network Priority	Use to switch the data traffic for a Cloud Connector with an AT&T SIM card between standard and prioritized networks. When enabled, the Cloud Connector moves to AT&T's prioritized network when there is congestion on the standard network.
IP Address	A numeric label assigned to Cloud Connectors that use the internet to communicate.
Latest Data Session Start	The time stamp when the last data session started.

Latest Data Session End	The time stamp when the last data session ended.
-------------------------	--

### Satellite Tab

Use the Satellite tab to see the following details about the selected Cloud Connector:

Terminal Serial Number	The serial number on the terminal.
Kit Serial Number	The serial number on the terminal kit box.
Starlink Account ID	The Starlink account identification number.
Starlink Account Name	The Starlink account name.
Service Plan Name	The name of the Starlink plan owned.
Additional Priority	Yes No
Lifecycle State (from Starlink)	Active Inactive
Last Downlink Throughput	Downlink throughput in Mbps.
Last Uplink Throughput	Uplink throughput in Mbps.
Signal Quality	The extrapolated signal-to-noise ratio. The ratio is from 0–10dB, which is represented as a percentage from 0–100%.
Signal Obstruction	The moving average of amount of time the Starlink terminal has been obstructed.
Location	The latitude and longitude reported by the Starlink terminal.

### Authentication Tab

Use to review the authentication details about the Cloud Connector displayed:

Authentication Method	No Authentication   Client Secret.
Client Secret	A text string specified as the Client Secret during onboarding when Client Secret is the selected authentication method. You can click the eye icon to display the Secret instead of the string of asterisks that masks the string.

## Management Tasks for Cloud Connectors

After you add Cloud Connectors to Oracle Enterprise Communications Platform (Oracle ECP), you may need to manage their operations. Oracle ECP provides access to such management tasks through the actions menu on the Inventory page.

## Edit a Cloud Connector

When you want to edit the description, location, or other details about one of your Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connectors, you can do so from the Edge Nodes Inventory page.

### Context

In the Edit Edge Node drawer, Oracle ECP displays the requirements for the data you can enter when you click the field.

### Procedure

1. Go to the **Inventory** page, select **Edge Nodes** from the drop-down list, and select the check box in the row of the Cloud Connector you want to update.
2. On the Edge Nodes Inventory page, select an Edge Node, and click **Edit**.  
Oracle ECP displays the Edit Edge Node drawer.
3. Edit the following fields. (The others are Read-Only.)

Description	Valid values: 0-255 alphanumeric characters. Can include underscore, hyphen, comma, and space characters.
Edge will be moving	Used for troubleshooting. Default: Deselected. Valid values: Deselected   Selected.
Country	Choose from the drop-down list.
Street Address	Required when you select Country. Must be an address in the United States when you select United States for Country. Valid values: Alphanumeric characters. Can include spaces and dots.
City   Town	Required only for United States addresses. Valid values: 0-100 alphabetical characters. Can include spaces. Must begin with an alphabetical character.
State   Region   Province	Required only for United States addresses. Select a State from the drop-down list.
Zip   Postal Code	Required only for United States (U.S.) addresses. Valid values for U.S. addresses: 5 digits minimum. You can append the Plus-4 digits. Valid values for addresses outside of the U.S.: 0-100 alphanumeric characters. Can include hyphen and underscore characters.
Latitude	Available only when Satellite is a selected connectivity type. Oracle ECP populates this field when you enter a sufficient address. When the address is insufficient, you can enter the

	latitude manually. Must be between -90° and +90°, supporting up to six decimal places.
Longitude	Available only when Satellite is a selected connectivity type. Oracle ECP populates this field when you enter a sufficient address. When the address is insufficient, you can enter the longitude manually. Must be between -180° and +180°, supporting up to six decimal places.

4. Click **Update**.

Oracle ECP displays any error messages in the drawer. Upon success, Oracle ECP displays a toast message in the parent window.

## Reboot a Cloud Connector

When you need to reboot a Cloud Connector, you can do so from the Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Inventory page.

### Before You Begin

- On the Edge Nodes Inventory page, confirm that the target Cloud Connector is the Active Lifecycle State and is in the Connected Connectivity State.

### Procedure

- Access the **Inventory** page, select **Edge Nodes** from the drop-down list, and select the check box in the row of the Cloud Connector you want to reboot.

- From the **Actions** drop-down list, click **Reboot**.

Oracle ECP displays a confirmation dialog.

- In the confirmation dialog, click **Reboot Edge**.

Oracle ECP begins the reboot immediately and displays a success status message.

## Cloud Connector Platform Management

Oracle Enterprise Communications Platform (Oracle ECP) uses a group of components called a platform to operate Cloud Connectors and provides the Platform Manager tool on the User Interface to help you manage and coordinate the platform components. Oracle installs the platform on the Cloud Connectors initially, but you may periodically need to update the versions of the platform components.

The platform includes the Platform Manager, the Operating System, the Global Business Unit (GBU) component, and some drivers. To use the Platform Manager, select a Cloud Connector on the Edge Nodes Inventory page that is in the Supported state and click Manage Platform on the Actions menu. Oracle ECP opens the Manage Platform drawer where you can select different versions of the components to deploy on the Cloud Connectors. The drawer displays following information about the currently available platforms.

- Edge ID**—The ID number of the selected Cloud Connector. Valid values: 5 to 100 alphanumeric characters. Can include the underscore and hyphen characters. The edge ID must be unique for the tenant.

- **Serial Number**—The serial number of the selected Cloud Connector. Valid values: 5 to 100 alphanumeric characters. Can include the underscore and hyphen characters.
- **MAC Address**—The MAC address of the selected Cloud Connector. Valid values: Hexadecimal 0-9, A-F, and a-f. Format: XX:XX:XX:XX:XX:XX or XX-XX-XX-XX-XX-XX or XXXX.XXXX.XXXX .
- **Model**—The model name of the selected Cloud Connector. Valid values: 0-100 alphanumeric characters. Only the underscore, hyphen, and space special characters allowed. The model must start with an alphanumeric character.
- **Current Platform**—The names of the currently installed platform packages.
- **Version**—The version of each platform currently installed.

In the Manage Platform drawer, when you click the **Select a new package for deployment** drop-down list, Oracle ECP displays a list of all available platform packages with the following information:

- **Package Name**—The names and versions of the available packages.
- **Creator**—The name of the person or entity that created the application. (Optional—May or may not display a name.)
- **Creation Date**—The date when the version of the package was created.
- **Expiration Date**—The date when the version of the package expires.

In the Manage Platform drawer, when you select a platform, Oracle ECP displays the following information about the platform:

- **Creation Date**—The date when the version of the package was created.
- **Expiration Date**—The date when the version of the package expires.
- **Documentation**—The link to the package Release Notes or other documentation, if available.
- **Package Contents**—The description of each component in the selected package.
- **Version**—The version of each component in the selected package.

The Manage Platform drawer shows the deployment options below the selected package. The only supported choice at this time is Immediate, which deploys the package right away when you click Deploy.

See [Update the Cloud Connector Platform](#).

## Update the Cloud Connector Platform

Periodically you may need to update the version of the Oracle Enterprise Communications Platform (Oracle ECP) platform running on a Cloud Connector. The platform is the operating system. Oracle delivers the platform software in a package, which you deploy onto the Cloud Connector.

### Before You Begin

- On the Edge Nodes Inventory page, confirm that the target Cloud Connector is in the Active Lifecycle State and is in the Connected Connectivity State.

### Procedure

Use the following procedure to install or update a platform.

1. Access the **Inventory** page, select **Edge Nodes** from the drop-down list, and select the check box in the row of the Cloud Connector you want to update.

2. From the **Actions** drop-down list, click **Manage Platform**.

Oracle ECP displays the Manage Platform drawer, listing all the current platforms.

3. In the **Manage Platform** drawer click the **Select a new package for deployment** drop-down list, scroll through the platforms, and select the one you want to install.

Oracle ECP displays the Package Name, Creator, Creation Date, and Expiration Date, and a link to the package Release Notes or other platform documentation when available.

4. In the **Manage Platform** drawer under **Deployment**, Immediate is the only supported choice at this time.

- Click Immediate—Default. The only supported choice at this time is Immediate, which deploys the package right away when you click Deploy.
- Click Scheduled—(Reserved for future use.)

5. Click **Deploy**.

Oracle ECP displays a message with the success state of the deployment. The message includes a link to the Edge Platform Deployment tab where you can view the details of the deployed package and link to more information about the Cloud Connector.

## Get Platform Logs

When you want to view your Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector platform logs, access the Inventory page to generate and download the platform log files. Any user with an Oracle ECP Administrator role can generate and download the log files.

### Before You Begin

- Confirm that the target Cloud Connector Life Cycle State is "Active" and the Connectivity State is "Connected".

### Context

Oracle ECP lets you collect logs data for a platform on the date of your choice for a period of time that interests you. On the **Logs** tab, you can click the down arrow in the right pane and choose **Platform** to list the newly generated logs of that type. Note that Oracle ECP displays the log creation time stamp in Coordinated Universal Time (UTC), but you use your local time in the date picker. In the following procedure, the maximum time span you can specify is the last twenty-four hours.

### Procedure

1. Access the **Inventory** page and select **Edge Nodes** on the Inventory context drop-down List.
2. In the **Edge Nodes table**, click the **Name** of the target Cloud Connector.
3. On the **Edge Nodes details page**, open the **Actions menu**, and click **Get Platform Logs**.

Oracle ECP displays the Get Platform Logs drawer with the time and date picker open.

4. On the date picker, pick the calendar date for which you want to collect logs data, then click **Done**.

Oracle ECP displays the **Select logs duration** slider.

5. Click the knob on the slider track and drag it right to set the hours of log data collection at 1-24 hours.
6. Click **Get Logs** to process the logs request.

Oracle ECP displays an acknowledgment message and increments the O-tag when the log file is transferred which can take several minutes.

- Click the **Logs** tab, locate the target log file in the **Platforms** section, and click the **download icon**.

## Cloud Connector Application Management

Cloud Connectors rely on applications to perform their operations and Oracle Enterprise Communications Platform (Oracle ECP) provides the minimum set of applications required to run the system. You can install and manage other applications to meet the needs of your deployment with the tools Oracle ECP provides.

Oracle ECP provides the Cloud Connector management tools by way of the Actions drop-down list on the Inventory tab. When you select an Active and Connected Cloud Connector on the Edge Nodes Inventory page and click Manage Application on the Actions drop-down list, Oracle ECP displays the Manage Application drawer with the following information about the currently installed applications.

Edge ID	The ID number of the selected Cloud Connector. The ID number of the selected Cloud Connector. Valid values: 5 to 100 alphanumeric characters with only the underscore and hyphen special characters allowed. The edge ID must be unique for the tenant.
Serial Number	The serial number of the selected Cloud Connector. The serial number of the selected Cloud Connector. Valid values: 5 to 100 alphanumeric characters with only the underscore and hyphen special characters allowed.
MAC Address	The MAC address of the selected Cloud Connector. Valid values: Hexadecimal 0-9, A-F, and a-f. Format: XX:XX:XX:XX:XX:XX or XX-XX-XX-XX-XX-XX or XXXX.XXXX.XXXX .
Model	The model name of the selected Cloud Connector. Valid values: 0-100 alphanumeric characters with only the underscore, hyphen, and space special characters allowed.. The model must start with an alphanumeric character.
Application	The name of the application.
Version	The version of each application currently installed.
Installed	The date when the current version of the software was installed.
Type	The type of application.
Status	The current state of the application. Active   Created   Running   Paused   Exited   Unknown.

**Note**

You cannot stop or remove system applications.

In the Manage Application drawer, when you click the **Select a new package for deployment** drop-down list, Oracle ECP displays a list of all available applications with the following information:

Package Name	The names and versions of the available packages.
Creator	The name of the person or entity that created the application. (Optional—May or may not display a name.)
Creation Date	The date when the version of the package was created.
Expiration Date	The date when the version of the package expires.

In the Manage Application drawer, when you select a package Oracle ECP displays the following information about the package:

Creation Date	The date when the version of the package was created.
Expiration Date	The date when the version of the package expires.
Documentation	The link to the package Release Notes or other documentation, if available.
Package Contents	The description of each component in the selected package.
Version	The version of each component in the selected package.

The Manage Platform drawer shows the deployment options below the selected package. The only supported choice at this time is Immediate, which deploys the package right away when you click Deploy.

To see more details about the applications on a particular Cloud Connector, click the name of the Cloud Connector on the Cloud Connector Inventory page to go to the Edge Node Details page. On the Edge Node Details page, click the Applications tab. In the Applications drop-down list, click the application you want to know about.

See [Install or Update a Cloud Connector Application](#).

## Install or Update a Cloud Connector Application

Periodically you may need to update the version of an application running on an Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector or install a new one.

Oracle delivers application software in a package, which you deploy onto the Cloud Connector from the Manage Application drawer on the Edge Nodes Inventory page.

### Before You Begin

- On the Edge Nodes Inventory page, confirm that the target Cloud Connector is in the Active Activation State and is in the Connected Connectivity State.

### Context

Use the following procedure to install or update an application.

### Procedure

1. Access the **Inventory** page, select **Edge Nodes** from the drop-down list, and select the check box in the row of the Cloud Connector you want to update.
2. From the **Actions** drop-down list, click **Manage Application**.  
Oracle ECP opens the Manage Application drawer. At the top is a list of the applications installed on the Cloud Connector that includes helpful information such as application version and installation date.
3. In the **Manage Application** drawer click the **Select a new package for deployment** drop-down list, scroll through the applications, and select the package you want to deploy.  
Oracle ECP displays the Package Name, Creation Date, Expiration Date, Package Contents and Version. The Documentation column includes a link to the package Release Notes or other application documentation when available for your selected package.
4. Click a value to indicate the timing for the deployment of the selected package. Under **Deployment**, "Immediate" is the only supported choice at this time.
  - Immediate—Default. The only supported choice at this time is Immediate, which deploys the package right away when you click Deploy.
  - Scheduled—(Reserved for future use.)
5. Click **Deploy**.  
Upon successful start up, Oracle ECP displays a message at the bottom of the age to confirm that deployment of the selected application is in progress. The message includes a link to the Edge Application Deployment page where you can view the percentage of deployment complete (top left), along with details of the selected hardware and package contents. The Selected Hardware section includes a link in the **Name** column that you can click to navigate to the Edge Node Details page.

## Get Application Logs

When you want to view your Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector application logs, access the Inventory page to generate and download the application log files. Any user with an Oracle ECP Administrator role can generate and download the log files.

### Before You Begin

- Confirm that the target Cloud Connector Life Cycle State is "Active" and the Connectivity State is "Connected".

### Context

When you go to the Logs tab, you can find the newly generated logs for applications in the Application Logs table. Note that Oracle ECP displays the log creation time stamp in Coordinated Universal Time (UTC), but you use your local time in the date picker. In the following procedure, the maximum time span you can specify is the last twenty-four hours.

**Procedure**

1. Access the **Inventory** page and select **Edge Nodes** on the Inventory context drop-down List.
2. In the **Edge Nodes table**, click the **Name** of the target Cloud Connector.
3. On the **Edge Nodes details page**, click the **Applications tab**.
4. On the **Applications tab**, locate the application running on the target Cloud Connector and click the three dots in the **Actions** column.  
Oracle ECP displays the Actions menu.
5. In the **Actions** menu, click **Get Application Logs**.  
Oracle ECP displays the Get Application Logs drawer with the time and date picker.
6. In the date picker, click the **Start Time** field.  
Oracle ECP displays the time and date picker with the current twenty-four hour date range and the local time.
7. In the Start Time picker, do the following:
  - Date—Click one of the dates.
  - Time—Click the time stamp, set the start time, and click Done.
8. In the End Time picker, do the following:
  - Date—Click one of the dates.
  - Time—Click the time stamp, set the end time, and click Done.
9. Click **Get Logs**.  
Oracle ECP displays an acknowledgment message and increments the O-tag when the log file is transferred which can take several minutes.
10. Click the **Logs** tab, locate the target log file in the **Applications** section, and click the **download icon**.

When the list of log files fills the center pane, you can scroll to view more logs in the list.

## Change APN (MNO) from Cloud Connector

Oracle Enterprise Communications Platform (Oracle ECP) lets you change the Access Point Name (APNs) that a Subscriber Identity Module (SIM) card in Oracle ECP Inventory uses to access the Mobile Network Operator (MNO) by way of the Update APN action on the Edge Nodes Inventory page or the Edge Node Details page.

**Context**

The following steps let you update the APN toward the MNO for one or more SIM cards providing cellular connectivity to Cloud Connectors.

**Procedure**

1. Go to the **Inventory Page**.
2. On the Inventory page, select **Edge Nodes** from the context drop-down menu.
3. (Optional) On the Edge Nodes Inventory page click the **Hide or Show Columns** icon (top of table, right) to add the column headings for APN, MNO, and MNO Account, if they are not already displayed.

To update the APN for SIM cards in multiple Cloud Connectors, select Cloud Connectors for which the SIM cards are associated with the same MNO. To change the APN for

multiple Cloud Connectors that use AT&T connectivity services, the SIM cards must have the same MNO Account and data plan.

4. On the Edge Nodes Inventory page, identify the Cloud Connectors you want to update and select the corresponding check boxes on the Edge Nodes Inventory page.
5. Click the **Actions** menu and select **Change APN (MNO)**.
6. In the Update APN drawer, click the **Access Point Network** drop-down and select the APN you want to use from the list of APNs that the MNO allows the SIM card to use.
7. Click **Change APN**.

#### Note

When you change the APN for a Cloud Connector that uses a Vodafone SIM card, Oracle ECP displays a dialog box to inform you that a changing to a different Access Point Name changes the service profile for the SIM card and may affect connectivity service. If you are unsure about the change, you can cancel the action. Otherwise, click **Update APN** on the dialog box.

Oracle ECP closes the Update APN drawer and displays a message at the bottom of the screen: Update APN request submitted successfully. Make sure to update and match the new APN on the devices. If there are issues, Oracle ECP displays related information at the top of the page. After a few seconds you can check the rows for the Cloud Connectors with SIM updates to see the APN you selected in the APN column for each.

## Change the Country Code for a Cloud Connector Associated with a Starlink Terminal

When you want to relocate an Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector associated with a Starlink terminal to a different country, you must use the following process.

The process includes the following steps:

1. Confirm that you have a Starlink account for the country where you want to locate the Cloud Connector already onboarded and present in Oracle ECP. [About Starlink Accounts](#).
2. [Decommission a Cloud Connector](#)—Decommission the target Cloud Connector (which breaks the association with the Starlink terminal).
3. Onboard the Cloud Connector with the [Onboard Edge Nodes Manually](#) procedure. In the procedure you must choose Satellite as a secondary connectivity method, enter the Starlink user terminal identifier, and set the country code you want along with other details.
4. (Optional) Go to [The Edge Nodes Inventory Page](#) and confirm the target Cloud Connector displays the correct country. If the Country column is not displayed, click the Show-Hide icon and click Country.

## Change the Satellite Service Plan

When you want to change the satellite service plan in use with an Oracle Enterprise Communications Platform (Oracle ECP) Cloud Connector, you can do so from the Edge Nodes Details page.

### Context

In the following procedure you can select a satellite service plan, set the quantity for each Data Block size and toggle Additional Priority on and off. The list of service plans comes from the vendor during the discovery process.

### Procedure

1. Access the **Edge Nodes Inventory** page and click the name of the Cloud Connector using the satellite service you want to change.

Oracle ECP displays the Edge Nodes Details page.

2. On the **Edge Nodes Details** page, click the three **ellipses** in the left panel to expand the actions menu, and click **Change Service Plan (Satellite)**.

3. In the Change Satellite Service Plan drawer, you can do the following:

- Toggle Additional Priority on and off.
- Select a plan from the Service Plan drop-down list.
- Set the quantity for each Data Block size.

4. Click **Apply**.

Oracle ECP displays a message to acknowledge whether the action is successful or not.

## Decommission a Cloud Connector

When you no longer want to use a Cloud Connector with Oracle Enterprise Communications Platform (Oracle ECP), you can remove it from your inventory with the following procedure. Oracle ECP retains historical information about the decommissioned Cloud Connector in the database after decommissioning.

### Note

Decommissioning a Cloud Connector is a final action. Once decommissioned, it can no longer re-onboard it to Oracle ECP. The Cloud Connector must be returned to Oracle before the hardware can be reused.

### Before You Begin

- You must disconnect all devices associated with the target Cloud Connector before you can decommission the Cloud Connector. [Disconnect Devices From a Cloud Connector](#)

### Context

When you decommission an Cloud Connector with a satellite connection, Oracle ECP deactivates the satellite service line and removes the terminal from service. The terminal becomes available for assignment to another Cloud Connector.

### Procedure

1. Access the **Inventory** page, select **Edge Nodes** from the context drop-down list, and select the check box in the row of the Cloud Connector you want to decommission.

2. From the **Actions** drop-down list, click **Decommission**.

Oracle ECP displays the Decommission Edge Node drawer.

3. In the Decommission Edge Node drawer, do one of the following:

- Decommission Edge button is enabled—With no devices connected to the selected Cloud Connector, Oracle ECP enables the Decommission button. Click the button to decommission the Cloud Connector.
- Decommission Edge button is disabled—With devices connected to the target Cloud Connector, Oracle ECP disables the Decommission Edge button until you disconnect them all. Click **View Details** to go to the Edge Node Details tab and disconnect all connected devices by clicking the trash can icon one-by-one. Return to the Decommission Edge Node drawer and decommission the target Cloud Connector.

Oracle ECP displays a status message with the name of the decommissioned Cloud Connector.

#### Next Steps

- [Review Offboarding Requests](#) on the Requests screen to monitor as this process completes.

## Download a Cloud Connector Inventory Report

From the Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Inventory page, you can download a .csv file after you apply filters that lists all your Cloud Connectors with detailed information about each one. You might want the report to share with others or to save as a record of your inventory at a point in time.

#### Before You Begin

- Add or remove any filters. Oracle ECP applies the selected filters when generating the report.

#### Context

The report Oracle ECP generates includes all Cloud Connectors in your inventory after filters are applied, regardless of any selections you make in the table.

#### Procedure

1. Access the **Inventory** page and select **Edge Nodes**.
2. Click the **Export** button (download icon) located in the upper right corner of the Cloud Connector Inventory table, next to the **Columns** button..

Oracle ECP downloads .csv file to your desktop.

## Activate a SIM Card on a Cloud Connector

You may find it easier to activate a SIM card from the Oracle Enterprise Communications Platform (Oracle ECP) Edge Node Details page than from the SIM Card Details page. For example, you do not need to know the name of the SIM card to activate directly from an Cloud Connector.

#### Before You Begin

- Confirm the target SIM card is assigned to the selected Cloud Connector and the SIM card state is "deactivated".

#### Context

After you successfully perform the following procedure, the Cloud Connector using the activated SIM card can use cellular services. This procedure does not affect Wi-Fi or Ethernet services.

### Procedure

1. Access the **Edge Nodes Inventory** page and click the **name** of the Cloud Connector you want to affect.
2. On the Cloud Connector Details page, click the **three ellipses** in the left pane. Oracle ECP displays the **Actions** menu.
3. On the **Actions** menu, click **Manage SIM Activation State**.
4. In the **Manage SIM Activation State** panel (displayed on the right), locate the SIM you wish to manage. Select the **Activate** checkbox.
5. Click **Activate SIM**.  
Oracle ECP displays a success message.
6. Click **Update** to apply your changes.  
In a few moments, Oracle ECP displays a success message and changes the SIM Activation State to Active.

## Deactivate a SIM Card on a Cloud Connector

You may find it easier to deactivate a SIM card from the Oracle Enterprise Communications Platform (Oracle ECP) Edge Node Details page than from the SIM Card Details page. For example, you do not need to know the name of the SIM card to deactivate directly from an Cloud Connector.

### Before You Begin

- Confirm the target SIM card is Activated.

### Context

After you successfully perform the following procedure, the Cloud Connector using the deactivated SIM card can no longer use cellular services. The procedure does not affect Wi-Fi or Ethernet services.

### Procedure

1. Access the **Edge Nodes Inventory** page and click the **name** of the Cloud Connector you want to affect.  
Oracle ECP displays the Edge Nodes Details page.
2. On the Cloud Connector Details page, click the **three ellipses** in the left pane. Oracle ECP displays the actions menu.
3. On the **Device Details** page, click the **ellipses** at the top of the left pane to display the **Actions** menu.
4. On the **Actions** menu, click **Manage SIM Activation State**.
5. In the **Manage SIM Activation State** panel (displayed on the right), locate the SIM you wish to manage. Select the **Deactivate** checkbox.
6. In the actions menu, click **Deactivate SIM**.  
Oracle ECP displays a confirmation dialog.
7. Click **Update** to apply your changes.

In a few moments, Oracle ECP displays a success message and changes the SIM Activation State to Deactivated.

## Manage Devices on a Wireless Network

Oracle Enterprise Communications Platform (Oracle ECP) lets you manage devices connected to two different Wi-Fi LAN networks of the Cloud Connector.

### Before You Begin

- Identify by name the Cloud Connector that includes the wireless network interface that the Devices you are interested in managing use for Internet connectivity. You must also note the names of any Devices that need to be blocked from connecting on the wireless network. Confirm that you have a static IP address for each Device that you want to allow on the wireless network.

### Context

Any onboarded Device that uses Wi-Fi connectivity can use the SSID and password to connect to the Oracle ECP-managed wireless networks provided by Cloud Connectors. You can manage Device access to the wireless networks from the Network tab of the Edge Node Details page.

#### Note

If you choose to block an MDM-managed device with the Customer Managed Device device type, you must enter the MAC address manually.

### Procedure

1. From the Edge Nodes **Inventory** page, identify a Cloud Connector with a wireless network interface and click the **Name** column to drill down to that Cloud Connector's details page.
2. Click the Network tab, then click the drop-down arrow on the right pane to choose the wireless interface (wlan0 or wlan1) of the wireless network on which you want to manage Devices.
3. On the right pane, click the **Action** menu (...) and choose **Manage Devices**.  
The Manage LAN Devices drawer opens.
4. To allow a Device on the managed wireless network:
  - a. Click **Add device** to add a blank row to the drawer.
  - b. Click the **Device Name** drop-down and select the device that you want to allow on the wireless network.
  - c. In the **Static IP** field enter an available static IP address on your network in dotted-decimal format.
  - d. Click the check icon to process the changes on the row.
5. To block a Device currently allowed on the managed wireless network:
  - a. Choose the row for the Device and click the pencil icon.
  - b. Click the check box in the **Block MAC Address** column header to enable blocking the device from the wireless network.
  - c. Click the check icon to process the changes on the row.
6. To block a Device not currently using the managed wireless network:

- a. Click **Add device** to add a blank row to the drawer.
  - b. Click the **Device Name** drop-down and select a Device that you want to block from accessing the wireless network. Oracle ECP provides the MAC address for the Device you selected.
  - c. Click the check box in the **Block MAC Address** column header to enable blocking the device from the wireless network.
  - d. Click the check icon to process the changes on the row.
7. To remove the block for a Device and admit it to the wireless network:
    - Choose the row for the Device and click the pencil icon.
    - Click the check box in the **Block MAC Address** column header to clear the block.
    - Click Static IP and enter an available static IP address.
    - Click the check icon to process the changes on the row.
  8. Click **Update** to save the changes made.

# 8

## Organizational Hierarchies

The hierarchy management feature in Oracle Enterprise Communications Platform (Oracle ECP) provides you a way to organize and manage all devices (including MDM devices) across your organization.

Organizational hierarchies let you to model your business's real-world structure within Oracle ECP. You can create custom organizational structures—such as regions, buildings, departments, rooms, or any groupings that fit your business operations. The hierarchy is a tree structure, similar to a file system, constructed from "Organization" elements rather than folders. The structure can reflect physical, logical, or operational divisions—such as regions, towns, and stores.

You determine what each organizational element is named and what it represents. For example, an organization might model a hospital chain at the highest level, subdividing by state, town, hospital, and then down to units like cardiac, ICU, or NICU. Deeper levels might represent device states such as "staging," "production," or "storage." Assigning devices to these structures ensures management reflects your actual business operations.

Devices can easily be located, tracked, and reassigned as the organizational structure changes.

### Note

Devices can belong to only one organization at a time.

### Hardware Groups

Alongside organizations, Oracle ECP introduces the concept of "Hardware Groups." Hardware Groups allow you to manage configurations, applications, and policies for specific sets of devices—regardless of where those devices are in the organizational hierarchy. Devices can be added to Hardware Groups either manually or through Criteria. For example, you can create a Criteria that automatically selects all devices in a particular organization, or multiple organizations, for a hardware group.

Every device in a hardware group receives the same configuration. Changes to a hardware group's configuration are automatically deployed to all its devices.

Organizations have an indirect relationship to hardware groups. For instance, a hardware group's Criteria can select all devices within a specific organizational unit (or units) to be included.

Users should consider the relationship between their Organizational Hierarchy and Hardware Groups to determine how best to segment and configure devices, as device configuration may drive how you build your organizational model.

### Example: Using Hierarchies and Hardware Groups Together

Take a hospital system as an example. Their hierarchy might start with the hospital chain, then divide by state, town, hospital name, and then by hospital units such as cardiac or ICU. Further, they might segment by device status (for example, staging, production, storage). Devices in "staging" might have different configurations than those in "production"; as you

move devices between these groups, their configurations (including policies or network access) automatically change based on their new assignment.

## Create an Organizational Hierarchy

Setting up the organizational hierarchy is typically a one-time process. However, the Oracle Enterprise Communications Platform (Oracle ECP) platform offers the flexibility to update and modify this structure whenever needed.

1. Select the **Organizations** tab at the bottom of the screen.
2. Click the **Plus** icon to create a new parent organization.  
The **New top level organization** drawer opens.
  - **Name**—Enter the name for this parent organization.
  - **Description**—Optionally provide a brief description of the parent organization.
3. Click **Create** to complete the action or **Cancel** to return to the **Organizations** page.
4. Add a child organization by selecting the parent organization and clicking **Add Child**.  
The **New organization** drawer opens, showing the parent organization to which this organization belongs.
  - **Name**—Enter the name for this child organization.
  - **Description**—Optionally provide a brief description of the child organization.
5. Click **Create** to complete the action or **Cancel** to return to the **Organizations** page.
6. Optionally, expand the parent organization to check that the newly added child organization is there.
7. Repeat the process to add as many organizations as you need.

## Edit an Organizational Hierarchy

You can edit the information configured for each organizational hierarchy.

1. Select the **Organizations** tab at the bottom of the screen.
2. Select an organization and click **Edit**.
3. Make your required updates.
4. Click **Update** to save the changes or **Cancel** to return to the **Organizations** page.  
The **Organizations** page reflects your changes.

## Delete an Organizational Hierarchy

You can delete organizational hierarchies that are no longer needed.

### Note

To delete an organizational hierarchy, it must be completely empty, with no hardware assigned to it.

1. Select the **Organizations** tab at the bottom of the screen.

2. Browse to the organization you want to delete and click **Delete**.

The Oracle Enterprise Communications Platform (Oracle ECP) prompts the user to confirm.

**Note**

If you attempt to remove an organizational hierarchy with allocated hardware, the Oracle ECP notifies you that you need to first delete the assigned hardware before proceeding with the deletion of the hierarchy.

3. Click **Delete** to complete the deletion or **Cancel** to return to the **Organizations** page.

The Organizations page reflects your changes.

## Unassign or Move Devices Between Organizations

Administrators have the ability to transfer devices between organizations and also can remove a device from an organization if needed.

**Context:** When devices are moved, it triggers automatic updates to the device's hardware group, configurations, and applications based on the destination organization's settings.

**Before You Begin:**

- To confirm the device's current organization, select the **Inventory** tab.
  - Identify the source and destination organizations by selecting the **Organizations** tab and navigating to the organizational hierarchy page
1. Select the **Inventory** tab at the bottom of the screen to navigate to the **Inventory** page and select the device to move.
  2. Click the **More Actions** icon and select **Move Devices**.  
The **Move devices** drawer opens.
  3. Select the destination organization for the device. Select **Unassigned** to remove the device from its organization.
  4. Click **Move** to complete the move or **Cancel** to return to the Inventory page.

**Note**

It may take a few minutes for the Oracle ECP to reflect the device move and up to 60 minutes for configuration and application updates to be available.

5. Optionally, you can initiate an MDM refresh on the device to pull updates immediately.

**Note**

An MDM refresh is used to pull updates immediately from Ivanti Neuron only. However, to push the configuration and application updates to devices can still take up to 60 minutes.

## Add an Unassigned Device To an Organization

You can add unassigned devices to organizations.

You must have administrative privileges to add an unassigned device to an organization.

1. Select the **Inventory** tab at the bottom of the screen to navigate to the **Inventory** page and select the device to assign.
2. Click the **More Actions** icon and select **Move Devices**.  
The **Move Devices** drawer opens.
3. Select the organization to which you want to assign the device.
4. Click **Move** to complete the move or **Cancel** to return to the Inventory page.

### Note

It may take a few minutes for the Oracle Enterprise Communications Platform (Oracle ECP) to reflect the device assignment and up to 60 minutes for configuration and application updates to be available.

5. Optionally, you can initiate an MDM refresh on the device to pull updates immediately.

# 9

## Hardware Groups

Oracle Enterprise Communications Platform (Oracle ECP) provides a feature for creating and managing hardware groups, simplifying device classification, configuration, and application management.

This feature allows you to organize devices with similar hardware specifications and software across multiple devices.

Users can create hardware groups, edit group details, and configure groups settings, which include criteria, configurations, and applications.

When adding hardware groups, you can choose between creating a **Criteria Driven** group or a **Manual Selection** group.

- **Criteria Driven**—Define dynamic criteria that will automatically include current and future hardware meeting the specified criteria.
- **Manual Selection**—Manually select individual devices to include in the group.

For MDM devices, Oracle ECP utilizes Ivanti Neurons to manage and apply configurations and applications. In Ivanti Neurons, a hardware group is referred to as a device group.

### Note

If a user unknowingly deletes a device group from Ivanti Neurons that is provisioned in the Oracle ECP platform, it can have negative consequences on onboarded MDM devices in production environments.

When you create or delete a hardware group that contains MDM devices within the Oracle ECP platform, these changes are automatically synchronized with Ivanti Neurons.

## Configuration and Application Deployment for MDM Devices

Hardware groups enable you to deploy configurations and applications to MDM devices through the Oracle Enterprise Communications Platform (Oracle ECP) platform, leveraging the integration between Ivanti Neurons and ECP.

Within the Ivanti Neurons platform, you create and manage the configurations and applications intended for your devices. Ivanti Neurons then pushes these configurations and applications to Oracle ECP, making them available for deployment to hardware groups within Oracle ECP.

In Ivanti Neurons, hardware groups are referred to as device groups. When you create a hardware group in Oracle ECP that contains any MDM device, configuration, or application, the group is synchronized back to Ivanti Neurons and displayed as a device group.

**Note**

Non-MDM devices can be added to hardware groups; however, they will not display the Applications and Configuration tabs on the Item Overview page, and no applications or configurations can be assigned to them.

**Steps to Deploy Configurations and Applications to MDM Devices in Oracle ECP:**

1. In Ivanti Neurons, create and select the configurations and applications you want to deploy to your MDM devices. These selections are automatically pushed to Oracle ECP.
2. In Oracle ECP, create a hardware group by either manually adding devices or defining selection criteria. For example, organizational hierarchies can be used as criteria.
3. Assign the required configurations and applications to the hardware group for deployment.

## Create a Hardware Group

Users create hardware groups first and then add devices to those groups.

1. Select the **Hardware Groups** tab at the bottom of the screen.
2. Click **Create hardware group**.

The **New hardware group** drawer opens.

<b>GBU</b> field	Specify the GBU to which this hardware group belongs.
<b>Customer</b> field	Enter the customer to which this hardware group belongs.
<b>Name</b> field	Enter this hardware group's name.
<b>Description</b> field	Provide a brief description of this hardware group.

**Note**

You can sort the table by clicking any of the column headers, changing the order of the rows accordingly.

3. **How would you like to add hardware to this group?**—Select one of the following ways to create this hardware group:
  - **Add using criteria that will be applied to current and future hardware**
  - **Add individual hardware**

**Note**

You can navigate to the **Inventory, Devices** page to see a list of all devices not linked to organizations by clicking on **View unassigned hardware**.

4. Click **Create** to complete the action or **Cancel** to return to the Hardware Groups page.

The newly created hardware group appears in the Hardware Groups table.

5. Click the newly-created hardware group.

The hardware group overview page displays, consisting of 3 tabs, depending on whether you are adding devices based on criteria or manually:

- **Criteria** (only if you have selected **Add using criteria that will be applied to current and future hardware**)
- **Devices** (only if you have selected **Add individual hardware**)
- **Configurations**
- **Applications**

6. **Criteria**—Click the **Edit** icon to specify the hardware criteria for this group.

- **Type** drop-down list—Select the type of criteria to include.
- **Value** drop-down list—Based on the value you selected for **Type**, this drop-down list displays all valid values for that criteria type. Select the value to include.

Devices which meet this criteria are automatically included in the hardware group.

#### **Note**

You only see the **Criteria** tab when you have selected **Add using criteria that will be applied to current and future hardware**.

7. Click **Update** to complete the action or **Cancel** to return to the hardware group overview page.
8. **Devices**—Click **Add to Group**.
9. Select all devices you want to add and click **Add** to complete the action or **Cancel** to return to the hardware group overview page.

#### **Note**

You only see the **Devices** tab when you have selected **Add individual hardware**.

10. Click the **Configurations** tab and click the **Edit** icon to open the **Configurations** drawer.

<b>Name</b> drop-down list	Select a configuration from the list provided by Ivanti.
<b>Type</b> field	The type of configuration selected. This is a read-only field.
<b>Description</b> field	A description of the configuration selected. This is a read-only field.
<b>Actions</b> icons	Click the <b>Check mark</b> icon to add the configuration to the hardware group or the <b>X</b> icon to cancel the action. When a configuration is added it appears within the drawer.

## Add a Configuration To a Hardware Group

You can add configurations to an existing hardware group.

1. Select the **Hardware Groups** tab at the bottom of the screen.
2. Select the hardware group to which you want to add a configuration by selecting the group name link.  
That hardware group's details page displays.
3. Select the **Configurations** tab and select the **Edit** icon.  
The Configurations drawer opens.
4. From the **Name** drop-down list select the Configuration to add and select the **checkmark** icon.
5. Click **Update** to save your changes or **Cancel** to return to the hardware group's details page.

## Add an Application To a Hardware Group

You can add applications to an existing hardware group.

1. Select the **Hardware Groups** tab at the bottom of the screen.
2. Select the hardware group to which you want to add an application by clicking on the group name link.  
That hardware group's details page displays.
3. Select the **Applications** tab and select the **Edit** icon.  
The Applications drawer opens.
4. From the **Name** drop-down list select the Application to add and select the **checkmark** icon.
5. Click **Update** to save your changes or **Cancel** to return to the hardware group's details page.

## Add a Device To an Existing Manual Based Hardware Group

You can add a device to an existing hardware group.

1. Select the **Hardware Groups** tab at the bottom of the screen.
2. Select the hardware group to which you want to add a device by selecting the group name link.  
That hardware group's details page displays.
3. Select **Add to Group**.  
The Add devices to group drawer opens.
4. Select the devices to add.
5. Click **Add** to save the devices to the hardware group or **Cancel** to return to the hardware group's details page

## Edit Selection Criteria For a Criteria Based Hardware Group

You can edit the configured selection criteria for a hardware group.

1. Select the **Hardware Groups** tab at the bottom of the screen.
2. Select the hardware group for which you want to update selection criteria by selecting the group name link.  
The Hardware selection criteria drawer opens.
3. Add criteria using the following steps:
  - a. **Type**—Select one of the following criteria types:
    - MDM Enabled
    - OS Version
    - Device Model
    - Organizations
    - OS Type
    - Device Type
    - Connectivity Type
  - b. **Value**—Select a value from the drop-down list. The options are based on the **Type** you selected.
  - c. Select the **Check mark** icon.
4. Edit existing criteria using the following steps:
  - a. Select the **Edit** icon in the row of the criteria to update.
  - b. Update the **Value** of the criteria.
  - c. Select the **Check mark** icon to save the changes or the **Delete** icon to leave the existing value.
5. Delete existing criteria by selecting the **Delete** icon in the row of the criteria to delete.
6. Click **Update** to save the changes or **Cancel** to return to the Hardware Groups page.

## Perform Additional Hardware Group Actions

There are several actions you can perform on existing hardware groups including editing hardware group details, editing and deleting hardware group selection criteria, and deleting hardware groups.

You can perform the following additional hardware group actions:

- Edit Hardware group details—Navigate to the Hardware Groups page, select the row of the hardware group you want to update, and select **Edit**. The hardware group's drawer opens, allowing you to update the **Name** and **Description** fields for the Hardware Group.
- Delete a hardware group—Navigate to the Hardware Groups page, select the row of the hardware group you want to delete, and select the **Delete** icon.

**Note**

If the **Delete** icon is not active when you select a hardware group, it means that group has hardware assigned to it and it cannot be deleted.

# 10

## The Issues Page

The Issues page displays information about incidents and warnings that Oracle Enterprise Communications Platform (Oracle ECP) detects for your hardware. The tab displays a list of issues and controls to help you find the details you want to know about.

### Topics:

- [The Issues Page Display and Operations](#)
- [The Issues Details Page](#)

## The Issues Page Display and Operations

The Oracle Enterprise Communications Platform (Oracle ECP) Issues page provides controls for searching, viewing, and managing issues the system detects.

The screenshot displays the Oracle ECP Issues page for a specific issue. The header shows the issue title: "IMEI mismatch detected for ICCID 8901170327000000368: Expected IMEI 32523523523523 doesn't match received IMEI 890117032786300." with a "High" severity indicator and a "Delete" button. Below the header, there are tabs for "Status", "New", "Type", "Routine", and "Topic", "Devices". The main content is divided into two sections: "Issue Summary" and "More details".

**Issue Summary**

To solve this issue:

- The IMEI value provided by the Mobile Network Operator (MNO) does not match the IMEI of the device onboarded into the system. To resolve this issue, you should either update the IMEI using the Edit device feature or deactivate the SIM card associated with the mismatched IMEI.

**Affected Devices**

Name	Lifecycle state	Connectivity state	Type	Connectivity type	ICCID
testmdmioscellular	Active	Connected	Body Worn Camera	Cellular	--

**More details**

- Incident #25591
- Source testmdmioscellular
- First reported May 16 2025, 6:45 PM
- Last reported May 19 2025, 3:32 PM
- Occurrence count 3251

### Unique Display Elements

The Issues page displays the common [Oracle ECP User Interface Elements and Operations](#), as well as the following unique ones.

**Export**—Click Export and Oracle ECP downloads a report containing details about the issues on the list.

**Change Status**—Click the specific issue, and then click the Change Status to change the status of an issue. Values: Start | Resolve | Withdraw.

The Issue column specifies which events are incidents and which are warnings. You can perform the following actions:

- **Incidents**—Incidents require your action and do not go away by themselves. Status choices include: Work In Progress, Resolved, and Withdrawn.

- **Warnings**—Warnings come and go, and do not require your direct action. You cannot perform any status choices except for Delete.

Each row on the Issues page displays a summary for the corresponding issue or warning. If comprehensive details are available for an incident or warning, the summary text displays as a clickable link. When you move the cursor over such a summary, a hand cursor appears, indicating that you can access additional details. Clicking a link in the Summary column takes you to the corresponding summary or details page, where you can view occurrence data, affected devices, and recommended solutions. If an incident or warning does not have a details or summary page, the summary appears as unlinked text, and the cursor remains an arrow. In this case, the item is not clickable and does not display a hand cursor, indicating that no further information is available for that row. If you interact with an event that does not provide additional details, Oracle ECP may display a notification informing you that further information is not available.

**Delete:** Click on the specific issue, and then click the Delete icon next to the Change Status function to delete the issue from the list.

**View Notifications**—To view recent notifications for incidents and warnings, click the Oracle icon (shown as an oval-shaped O) at the lower right-hand corner of the page to open the notifications panel. Bell icon notifications for issues and warnings appear at the bottom right of the interface. Clicking the bell icon navigates directly to the notifications list on the Ask Oracle page, where you can review all incident and warning notifications in a single location.

### Notifications Panel

Oracle ECP notifies you of incidents, warnings, and alerts. Incidents and warnings are displayed on the Issues page and the notifications panel. Alerts are displayed only on the notifications panel, but you are notified of any new alerts with toast messages at the bottom right corner of your screen.

To see alerts, warnings, and incidents, click the Ask Oracle icon in the lower right corner of the Issues page. Oracle ECP displays the notifications panel, which displays a scrollable list of notifications.

When the notifications panel contains notifications, the Ask Oracle icon on the Issues page displays a counter that indicates the number of new or unread notifications. When all the notifications have been read or dismissed, the counter displays 0 until new notifications occur.

To see more details about a specific Alert, click the respective Notification. Oracle ECP takes you to the Overview page of that specific Alert.

#### **Note**

Clicking a warning notification in the notifications panel redirects you to the warning's issue overview page.

You can dismiss notifications you no longer need. When you close the notifications panel ECP returns the Issues page. Oracle ECP purges notifications after 90 days.

#### **Note**

Oracle ECP does not support filtering or sorting notifications at this time.

## About Issues Filter Chips

To refine the data displayed on the Oracle Enterprise Communications Platform (Oracle ECP) Issues page, you can narrow a search by using the default filter chips, typing the name of a column header, or typing other text in the Search field.

Oracle Enterprise Communications Platform (Oracle ECP) provides a set of permanent filter chips based on a sub-set of the column headers. After you move a filter chip into the Search field you can further refine your search by left-clicking the filter chip to see a list of additional choices for the filter type. You can add multiple filter chips to Search and you can select multiple parameters per chip type. You can also add additional, temporary filter chips. Oracle ECP provides the following filter chips and parameters:

### Default Filter Chips

Filter Chip	Filter Definition	All Filters
Severity	Search for issues by relative severity or impact. Default: Low	High   Medium   Low
Issue	Search for issues by the type of issue. Default: Incident	<ul style="list-style-type: none"> <li>Incidents—Issues that require manual intervention to resolve. A user must take action to correct the problem and then Resolve or Withdraw the incident.</li> <li>Warnings—Self-resolving Issues that automatically resolve when the condition that generated the Issue no longer exists.</li> </ul>
Status	Search for issues by State. Default: New	<ul style="list-style-type: none"> <li>Active - Currently active</li> <li>New—The incident is newly created and is waiting for user to transition to In Progress, Resolved, or Withdrawn.</li> <li>In Progress—The user is actively working to resolve the incident.</li> <li>Resolved—The user corrected the problem and marked the incident as Resolved.</li> <li>Withdrawn—The user determined that no corrective action is needed and marked it as Withdrawn.</li> </ul> <p>Warnings:</p> <ul style="list-style-type: none"> <li>Active—The condition that generated the warning still exists.</li> <li>Resolved—The condition that generated the warning no longer exists.</li> </ul>
First Reported	Period when Issue/Warning was first reported. Default: Last 30 Minutes	Last 30 Minutes   Last Hour   Last 12 Hours   Last 24 Hours   Last 7 Days. Days

Filter Chip	Filter Definition	All Filters
Last Reported	Period when Issue/Warning was last reported. Default: Last 30 Minutes	Last 30 Minutes   Last Hour   Last 12 Hours   Last 24 Hours   Last 7 Days
Topic	Issues by notification topic. You can subscribe for notifications for the topics that interest you. Default: Edge Nodes	<ul style="list-style-type: none"> <li>Data Usage—Issues related to cellular Data, Voice, or SMS usage.</li> <li>Edge Nodes—Issues related to Cloud Connectors (Incidents and Warnings).</li> <li>Devices—Issues related to Devices (Incidents and Warnings).</li> <li>System—Issues related to the Oracle ECP platform or System components.</li> </ul>
Type	Issues by type. Default: Routine	Maintenance   Outage   Routine

### Additional Filter Chips

When you want to search using a column header that is not in the permanent filter set, you can create a temporary one. For example, type "Topic" in the Search field and press Enter. Oracle ECP creates a temporary filter chip for "Topic". When you leave the Issues page or remove the filter from Search, Oracle ECP clears the filter.

#### Note

Temporary filter chips do not display any additional parameters.

## The Issues Details Page

When Oracle Enterprise Communications Platform (Oracle ECP) detects issues, the Issues page displays the name of the issue in the Summary column as a link. When you click the link, Oracle ECP displays the Issues Details page where you can see Occurrence Details, Affected Device, and Recommended Solution information.

The following screen capture shows an example of the Issues Details page. The page shows the Issue title, the Occurrence Details, the Issue summary with the proposed solution, and the Affected Edge Node or Device information.

If you click on the specific affected edge node from the table, the edge node's Details page displays. This shows the concerned edge node or device details. The panel on the right shows the incident overview, the network, the specific devices, the applications, and the logs.

The screenshot shows the Oracle Issues Details Page for a high-priority issue. The header displays the issue title "Service unavailable due to location restrictions for DISHT00004500143." with a "High" severity indicator and a "Delete" button. Below the header, the issue is categorized as "New" status, "Routine" type, and "Edge Nodes" topic. The "Issue Summary" section provides a solution: "Upgrade to Mobile Global or Mobile Priority service plan." The "Affected Edge Nodes" table lists one node with a "Disconnected" connectivity state. The "More details" sidebar shows incident information, source, customer, and reporting dates.

**Service unavailable due to location restrictions for DISHT00004500143.** High

Status: New | Type: Routine | Topic: Edge Nodes

Last updated 5 seconds ago

### Issue Summary

To solve this issue:

- Upgrade to Mobile Global or Mobile Priority service plan.

### Affected Edge Nodes

Name	Lifecycle state	Connectivity state	Serial Number	Connectivity type
QA_Automation_EdgeNode_86591	Onboarded	Disconnected	T89Y91490	Ethernet,Satellite

### More details

Incident #392696

Source QA\_Automation\_EdgeNode\_86591

Customer ecpiotdp2m7fqa02-test

First reported May 19 2025, 9:30 PM

Last reported May 20 2025, 11:03 AM

Occurrence count 24

There are three dots on the top right corner. This allows you to change the status of the issue. Values: Start | Resolve | Withdraw. The Delete icon is next to the three dots which you can use to delete the issue.

# 11

## The Settings Page

The Oracle Enterprise Communications Platform (Oracle ECP) Settings tab provides access to five administrative functions: Accounts, My Settings, Thresholds, Storage Management, and User Management.

### The Settings Page Display and Operations

The Oracle Enterprise Communications Platform (Oracle ECP) Settings page displays links to pages with details about your accounts, profile settings, devices and Cloud Connector usage thresholds, and user management. The linked pages also provide management actions.

The following tables describe the pages, information, and operations available by way of the Settings page.

**Table 11-1 MDM Accounts**

Element Name	Description
Account	The name of the Mobile Device Management account.
URL	The URL for the account used with the Ivanti Neurons for MDM Solution.

**Table 11-2 My Settings**

Element Name	Description
First Name	Displays your first name.
Last Name	Displays your last name.
Phone Number	Displays your phone number.
Email (Read Only)	Displays your email address.
Automatic update frequency	Displays the automatic update frequency you chose.
Notifications	Displays your choices for receiving notifications.

**Note**

All fields on the My Settings panel are initially "Read-Only". To edit the options in the panel, click the "Edit" icon on the top right corner of the screen. Select "Update" to apply any changes. "Cancel" will return to the read only mode.

**Table 11-3 Thresholds**

Element Name	Description
Device Type	Lists all the device types you use with Oracle ECP, followed by any Daily and Monthly usage thresholds you set for Data, SMS, Voice, and Last Update From Device.
Data Usage (MB)	The Megabytes of daily and monthly data you set as the usage threshold for a device type. With the threshold set to zero (0), Oracle ECP provides no Data Usage notification.
SMS Usage (Count)	The number of daily and monthly SMS messages allowed for the Device Type. With the threshold set to zero (0), Oracle ECP provides no SMS Usage notification.
Voice Usage (Seconds)	The seconds of daily and monthly Voice Usage allowed for the Device Type. With the threshold set to zero (0), Oracle ECP provides no Voice Usage notification.
Last Update from Device (Minutes)	The number of minutes that can elapse between transmissions of device information to the cloud before Oracle ECP sends a notification. Device Types with the value zero (0) specified for Last Update from Device provide no usage notifications with regard to the device information updates sent to the cloud for devices onboarded with the Device Type.

**Note**

All fields on the Thresholds panel are initially "Read-Only". To edit the options in the panel, click the "Edit" icon on the top right corner of the screen. Select "Update" to apply any changes. "Cancel" will return to the read only mode.

**Table 11-4 User Management**

Element Name	Description
Name	The name for the user.
Email	The email for the user.
Phone Number	The phone number for the user.
Roles	The roles assigned to the users.
Revoke the Customer Admin/ Add the Customer Admin	Use to revoke the Customer Admin role for the user.
Add	Use the plus (+) button to add new users.
Delete	Use the trash can icon to delete users.

## Accounts

The Accounts link on the Oracle Enterprise Communications Platform (Oracle ECP) Settings page navigation pane launches the Accounts page, which displays a drop-down list of the account types your role allows you to view and manage.

You can view [Mobile Device Management \(MDM\)](#) accounts.

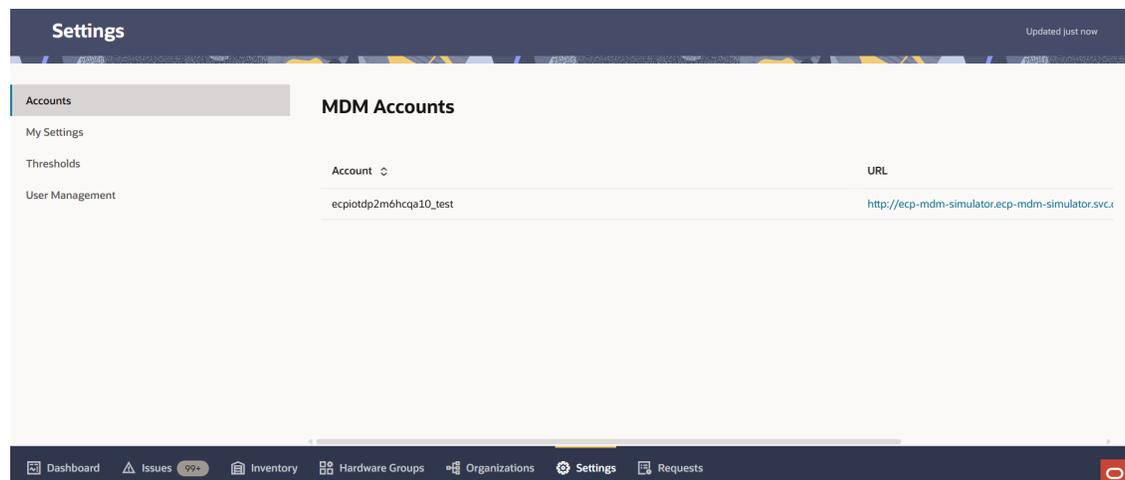
### Note

To change the credentials for accessing your accounts, contact Oracle Software-as-a-Service (SaaS) Operations.

## MDM Accounts

You can view account information for your Mobile Device Management (MDM) enabled devices on the MDM Accounts page that you access from the Accounts panel on the Settings page.

The following screen capture shows an example of the Accounts table for MDM-enabled devices.



**Table 11-5 MDM Accounts Column Headers**

Column Header	Description
Account	Lists your MDM accounts by name.
URL	Lists the URL for the account used with the Ivanti Neurons for MDM Solution.

## My Settings

The My Settings tab you access from the Oracle Enterprise Communications Platform (Oracle ECP) Settings page, displays fields where you configure your profile, refresh frequency, and delivery method for notifications.

The following screen capture shows My Settings on the Settings page.

Account	Customer	URL	Administrators	MDM User Name
dp2iad2508dtqa02_test	dp2iad2508dtqa02-test	https://na2.mobileiron.com	1	--
dp2iad2508qadt35	dp2iad2508qadt35	http://ecp-mdm-simulator.ecp-md	0	--
prashantskuesting_test	prashantskuesting-test	https://na2.mobileiron.com	0	--
pseudoecpiaddevdp203_test	pseudoecpiaddevdp203-test	https://na2.mobileiron.com	0	--
skutenantesting1_test	skutenantesting1-test	https://na2.mobileiron.com	0	--

Table 11-6 My Settings

Element Name	Description
First Name	Displays your first name.
Last Name	Displays your last name.
Phone Number	Displays your phone number.
Email	Displays your email address.
Automatic update frequency	Displays the automatic update frequency you chose. Valid values: Pause automatic updates (stops refreshing data on all screens)   1 minute   3 minutes   5 minutes.
Notifications	Displays your choices for receiving notifications. You can choose In-App and Email when in Edit mode.

**Note**

All fields on the My Settings panel are initially "Read-Only". To edit the options in the panel, click the "Edit" icon on the top right corner of the screen. Select "Update" to apply any changes. "Cancel" will return to the read only mode.

## Change My Settings

Authorized users can change their Oracle Enterprise Communications Platform Oracle ECP profile settings including contact information, automatic update frequency, and notifications preferences.

### Context

Use the following procedure to update your profile information as needed to keep your name, phone number, and notification preferences current in Oracle ECP. You may make only the changes you want and click Update.

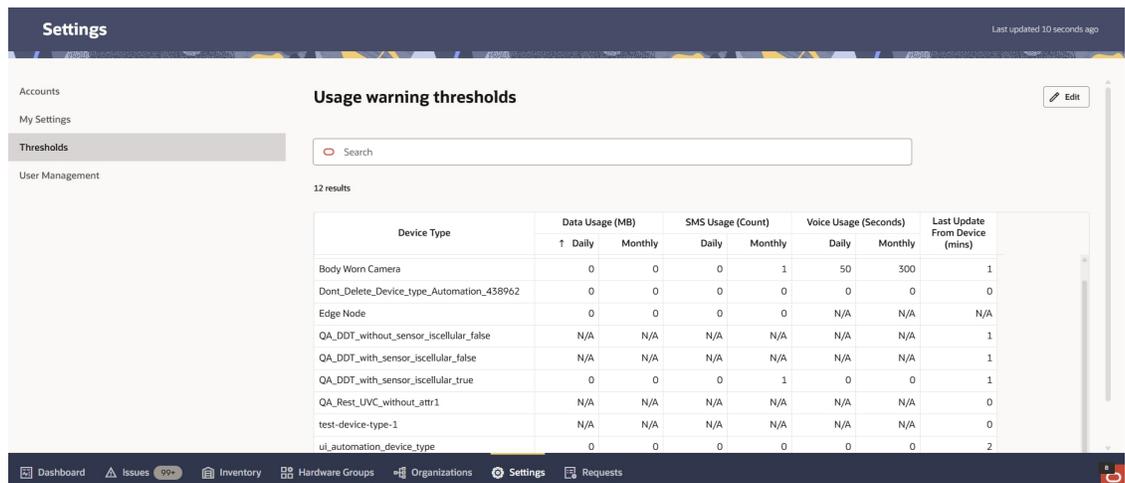
**Procedure**

1. Access the **Settings** page and click **My Settings**. Click on **Edit** on the top right corner of the screen to enter Edit-mode.
2. (Optional) In the **Profile** section, you can update your first name, last name, or phone number to provide accurate contact information.
3. (Optional) In the **Automatic update frequency** section, choose a value to indicate how often you want to update data values displayed on all screens. Default: Paused (displayed on Read-Only). Valid values: Pause automatic updates (stops refreshing data on all screens) | 1 minute | 3 minutes | 5 minutes.
4. (Optional) In the **Choose notifications** section, select the types of notifications you want to receive in the Notifications Panel of Ask Oracle Page for Edge Nodes, Devices, Data Usage, and System. You can select or deselect **In-App**, **Email**, or both for each type of notification.
5. Click **Update** to save any changes. Click **Cancel** to discard any changes.

## Thresholds

The Thresholds page on the Oracle Enterprise Communications Platform (Oracle ECP) Settings page displays a table where you can view thresholds for generating Data, SMS, and Voice usage notifications when usage exceeds the specified threshold.

The following screen capture shows an example of the Thresholds page.



**Table 11-7 Thresholds**

Column Header	Description
Device Type	Lists all the device types you use with Oracle ECP, followed by any Daily and Monthly usage thresholds you set for Data, SMS, Voice, and Last Update From Device.
Data Usage	The Megabytes of daily and monthly data you set as the usage threshold for a device type. With the threshold set to zero (0), Oracle ECP provides no Data Usage notification.

Table 11-7 (Cont.) Thresholds

Column Header	Description
SMS Usage	The number of daily and monthly SMS messages allowed for the Device Type. With the threshold set to zero (0), Oracle ECP provides no SMS Usage notification.
Voice Usage	The seconds of daily and monthly Voice Usage allowed for the Device Type. With the threshold set to zero (0), Oracle ECP provides no Voice Usage notification.
Last Update from Device	The number of minutes that can elapse between transmissions of device information to the cloud before Oracle ECP sends a notification. Device Types with the value zero (0) specified for Last Update from Device provide no usage notifications with regard to the device information updates sent to the cloud for devices onboarded with the Device Type.

 **Note**

All fields on the Thresholds panel are initially "Read-Only". To edit the options in the panel, click the "Edit" icon on the top right corner of the screen. Select "Update" to apply any changes. "Cancel" will return to the read only mode.

## Set Device Usage Thresholds

Oracle Enterprise Communications Platform (Oracle ECP) Administrators can set usage thresholds to trigger events and notifications. You can see the events details on the Issues page and you can see the notifications on the Ask Oracle page.

### Before You Begin

- Calculate a usage estimate for each device type based on customer plans or recent SIM card usage details. If necessary, adjust the estimates to accommodate customer business goals and monitoring strategy, then specify maximum usage estimates for the device types you want to monitor.

### Context

In the following procedure, you set the thresholds for triggering events and notifications for Data, SMS, and Voice usage. You can set thresholds for Daily usage-only, Monthly usage-only, or both. When you enter zero (0) for Daily or Monthly, Oracle ECP generates no events or notifications for that time period. You do not need to set thresholds for every Device Type or Usage type.

### Procedure

1. Access the **Settings** page and click **Thresholds**. Click on **Edit** on the top right corner of the screen.
2. On the Thresholds page, do the following for each Device Type you want monitored:
  - **Data Usage (MB):**—Enter the maximum number of megabytes of Data you want to allow for each device type you want to monitor.

- **SMS Usage (Count):**—Enter the maximum number of SMS messages you want to allow for each device you want to monitor.
  - **Voice Usage (Seconds)**—Enter the maximum number of seconds of Voice usage you want to allow for each device you want to monitor.
  - **Last Update From Device (Minutes)**—Enter the maximum number of minutes you want Oracle ECP to wait between usage updates.
3. At the bottom of the page, click **Update** to set the usage threshold values. You can discard any changes by using the **Cancel** button to return to the Read-Only mode that displays the current Threshold settings.

Oracle ECP displays the message `Updated successfully` upon a successful update.

## Storage Management

The Storage Management link in the Oracle Enterprise Communications Platform (Oracle ECP) Settings page navigation pane opens the Storage Management page, which displays a table listing all your customers and information about their utilization of the Oracle ECP database.

The following screen capture shows an example of the Storage Management page with the customer database utilization table and management controls. Use the filter chips located below the Search field to help narrow your search.

The screenshot shows the Oracle ECP Settings page for Storage Management. The page includes a search bar, filter chips for 'Customer ecpcumuluspint1jan13' and 'Utilization Status Good', and a table with columns: Customer, Utilization Status, Current Overall Utilization, Telemetry Utilization, Event Utilization, and Activity Log Utilization. The table currently displays 'No data to display.'

Column	Description
GBU	The name of the Global Business Unit hosting the Customer.
Customer	The name of the Customer corresponding to the data in the row.
Utilization Status	<ul style="list-style-type: none"> <li>• Good—Utilization is less than 80%.</li> </ul>

	<ul style="list-style-type: none"> <li>Warning—Utilization is between 80% and 90%.</li> <li>Critical—Utilization is more than 90%.</li> </ul>
Current Overall Utilization	<p>When you view the Storage Management page, Oracle ECP calculates database usage versus database capacity and reports the usage as a percentage of capacity at the time you view the page.</p> <p>The figures reported here may not be purely the summation of Telemetry Utilization, Event Utilization, and Activity Log. The figures may include other data, as well.</p>
Telemetry Utilization	<p>The percent of the database used for time-series data from devices and computed attributes used for metrics. Default: 90 days. Configurable range: 30-550 days.</p>
Event Utilization	<p>The percent of the database used for events and issues operations. Default: 30 days. Configurable range: 30-90 days.</p>
Activity Log Utilization	<p>The percent of the database storage used by tenant-specific requests and activity records, such as onboarding actions. Default: 90 days. Configurable range: 30-90 days.</p>

### Storage Management Controls

From the Storage Management page, you can update your data retention policy and purge data per record. The page displays buttons and a drop-down list where you can access the controls. Select the row in the table for the record you want to affect and use either the buttons or the drop-down list to open the edit drawer. In the edit drawers, you can set the number of days for Telemetry, Events, and Activity Logs.

### Update Retention Policy

The following screen capture shows an example of the Update Global Retention Policy drawer. Use the editable fields to set the number of days to retain data.

## Update Global Retention Policy

**▲ Data older than selected number of days will be deleted.**

Once deleted, you cannot recover it.

### Current Utilization

Status	Total
Good	2 % (76.33 GB)
Telemetry	Event
0 % (108.56 MB)	0 % (716.08 MB)
Activity Log	
0 % (60.89 kB)	

### Retention Policy

#### Telemetry

Days  
550

#### Events

Days  
90

#### Activity Log

Days  
90

### Purge Data

The following screen capture shows an example of the Purge Global Data drawer. Select a policy to display the edit field for setting the number of days after which Oracle ECP purges data.

## Purge Global Data

**▲ Data older than selected number of days will be deleted.**

Once deleted, you cannot recover it.

### Current Utilization

Status	Total
Good	2 % (76.33 GB)
Telemetry	Event
0 % (108.56 MB)	0 % (716.08 MB)
Activity Log	
0 % (60.89 kB)	

### Retention Policy

- Purge Telemetry
- Purge Events
- Purge Activity Log

## Review Oracle ECP Storage and Utilization Information

When you want to know how much storage your Oracle Enterprise Communications Platform (Oracle ECP) customers are using for certain types of utilization, you can view the totals and percentages on the Storage Management page.

### Procedure

1. Go to **Settings**, select **Storage Management**, and select a row in the table.

Oracle ECP displays the following information:

- Customer —The name of the customer associated with Global Business Unit.
- Utilization Status—
  - Good—Utilization is less than 80%.
  - Warning—Utilization is between 80% and 90%.
  - Critical—Utilization is more than 90%.

#### Note

The figures reported here may not be purely the summation of Telemetry Utilization, Event Utilization, and Activity Log. The figures may include other data, as well.

- Current Overall Utilization—Oracle ECP calculates database usage versus database capacity and reports the usage as a percentage of capacity as of the time you view the page.
  - Telemetry Utilization—The percent of the database used for time-series data from devices and computed attributes used for metrics. Default: 90 days. Configurable range: 30-550 days.
  - Event Utilization—The percent of the database used for events and issues operations. Default: 30 days. Configurable range: 30-90 days.
  - Activity Log Utilization—The percent of the database storage used by tenant-specific requests and activity records, such as onboarding actions. Default: 90 days. Configurable range: 30-90 days.
2. (Optional) Select **View Storage** to review the same storage utilization and the Current Retention Policy from within the **View Storage** drawer.

## User Management

Oracle® Enterprise Communications Platform (Oracle ECP) relies on integration with Oracle® Identity Cloud Service (IDCS) for managing users assigned the two Oracle user roles: Global Business Unit (GBU) Administrator and Oracle ECP Administrator. Administrators use the Oracle ECP cloud UI to add users to the platform, assign user roles, and search and sort account information on the User Management page.

**Note**

- All Oracle ECP user lifecycle management must be performed using the Oracle ECP Cloud UI. You may not manage users from the IDCS console.
- Do not perform any type of IDCS group management on the users that appear in and use the Oracle ECP service.
- Failure to follow these guidelines may result in unexpected behavior on your Oracle ECP tenancy and service.

**Table 11-8 User Management**

Element	Description
Name	The name of the user.
Email	The email of the user.
User Name	The username of the user.
Phone Number	The phone number of the user.
Roles	The roles assigned to the user.
Revoke the Customer Admin	Use to revoke the Customer Admin role for the user.
Add	Use the plus (+) button to add new users.
Delete	Use the trash can icon to delete users.

When you add a user to Oracle ECP, the platform requires you to specify a role for a user. Users without roles have no privileges on the platform.

Continue reading for Management Tasks available in User Management.

## Add an ECP User

Oracle Enterprise Communications Platform (Oracle ECP) allows authorized Oracle ECP users to add users on the User Management page.

### Context

Use the following procedure to add administrators to your Oracle ECP deployment.

After you add a user administrator, Oracle ECP sends a notification email message with the URL for accessing the Oracle ECP log on page. If the user does not access the link within two days, it expires and you must delete the user and repeat the steps for adding the user.

### Procedure

1. Go to the **Settings** page and click **User Management**.
2. On the User Management page, click the plus icon located above the Name column.  
Oracle ECP opens the Add User drawer.
3. In the Add User drawer, do the following to specify the contact information and role for the new user:

First Name	Enter the first name of the new user.
------------	---------------------------------------

Last Name	Enter the last name of the new user.
Email	Enter the new user's email address. A valid email address must include an email prefix, the @ character, and a domain name. For example, name@useremail.com.
Phone Number	Enter the area code and phone number for the new user.

- Click **Add** to save the contact and role information for the new user.

Oracle ECP displays a success message at the bottom of the page or any related errors are shown in the drawer where you can make any corrections and re-submit the request to add the user. The **Cancel** button can be used to abandon adding the user.

**Note**

The role setting takes effect 10 minutes after applied both for **Add** and **Edit**.

## Delete an ECP User

Administrators can delete Oracle® Enterprise Communications Platform (Oracle ECP) users who no longer need to perform tasks on the platform.

### Context

Delete a user to remove the account for the user from the platform. Deleting a user also deletes the user information from Oracle® Identity Cloud Service (IDCS). You will not be able to recover a user account that you delete, but you can add a user to the platform again.

ECP Administrators and GBU Administrators cannot delete users who are also IDCS Administrators. The delete icon (trash can) is disabled for an Oracle ECP user who is also an IDCS Administrator. GBU Administrators can delete users assigned the GBU Administrator role, but cannot delete users with multiple roles assigned.

**Note**

If you close or refresh the browser while deleting an ECP user, the action can interrupt user deletion processing.

### Procedure

- Access the **Settings** page and click **User Management**.
- Select the user entry row in the table and click the **Trash Can** button to delete the user.  
Oracle ECP displays a confirmation dialog.
- In the confirmation dialog, click **Delete** to confirm removal of the user account from the platform and from IDCS.  
Oracle ECP displays a delete notification message at the bottom of the screen: *User deleted successfully.*
- (Optional) To correct a user deletion error, click the **Undo** button on the notification message within ten seconds.

Oracle ECP notifies you of the success or failure of the undo action for user deletion.

## Search and Sort User Information

Administrators can search for Oracle Enterprise Communications Platform (Oracle ECP) users by known account information and sort the user account information displayed on the User Management page.

### Context

ECP Administrators can see ECP Admin and GBU Admin users on the User Management page

Customer Admins can see All Users and ECOP Users on the User Management page.

### Procedure

1. Access the **Settings** page and click **User Management**.
2. To search for a user on the platform, create a custom filter chip (full text search) by entering information you know about the user in the **Search** field at the top of the page. For example, type the user's first name and press **Enter**.
3. Sort the user information displayed by clicking the **Name** and **Email** column headings.

Clicking the column heading toggles between an ascending and descending sort by the information in that column. You can also click the **Hide or Show Columns** icon to add the **User Name** column header to the page.

# 12

## The Dashboard Page

Administrators use Oracle Enterprise Communications Platform (Oracle ECP) to monitor the operation and health of the devices and Cloud Connectors on the platform. Role-specific collections of graphs, pie charts, and tables display SIM card usage information, onboarding counts, and Lifecycle State and Connectivity State information at a glance.

### Topics:

- [Dashboard Display and Operations](#)
- [How to Use the Devices Tab](#)
- [How to Use the Edge Nodes Tab](#)

## Dashboard Display and Operations

As you populate your Oracle Enterprise Communications Platform (Oracle ECP) inventory of devices and Cloud Connectors, Oracle ECP collects and transmits data about them to a centralized system. The system uses the data for visualizations on the Dashboard. The tabs and visualizations and you see depend on your administrative role.

The Dashboard groups the visualizations, called cards, to provide a focused view of information about your inventory and related activity. Administrators can view the data on the Dashboard tabs to observe how the volume of inventory is growing from onboarding activity, see how many devices are in specific connectivity and life cycle states, and check the usage of connectivity services by devices and Cloud Connectors. The Dashboard displays the following cards per tab.

### Note

Some visualizations on the Dashboard include the label **UTC time series chart** to indicate that the information is based on time stamps provided in the Universal Time Coordinated (UTC) standard used for world-wide regulation of clocks. Plotted data shows a series of data points indexed in UTC time instead of local time.

### Devices

Dashboard Representation of Data	Description
Device Usage (last 30 days)	Displays device cellular data usage by category (SMS, Data, or Voice) day-by-day for the last thirty days on a line graph. Hover or click points on the graph to display the usage for a particular date.
Total Usage (last 30 days)	Displays total cellular usage by category (SMS, Data, or Voice) for each customer over the last thirty days. Device type includes all cellular devices.

Dashboard Representation of Data	Description
Devices Onboarded (last 30 days)	<p>Displays an interactive line graph of the number of devices onboarded each day in the last thirty days. Hover over a point on the graph, which represents a day, to see the number of devices onboarded that day.</p> <p>The day-to-day count (past or present) will change when you decommission Devices. The count on the graph will always match the inventory.</p> <p>For example, suppose you onboard five Devices on December 17th and five more on December 18th. The graph will show five Devices for each of those dates. Suppose you decommission two Devices on December 18th. The graph will update to show only three Devices for the 18th.</p>
Lifecycle State	<p>Displays a pie chart with the count of devices in each life cycle state. To view only life cycle states that interest you, click the color-coded box for each state you want to remove in the legend below the pie chart. Click the box for a state a second time to return the data for that state to the pie chart.</p>
Connectivity State	<p>Displays a pie chart that represents the count of devices in each connectivity state. For a single customer, you can right-click the pie chart to see more data about that customer's inventory. To display the count for a single connectivity state that interests you, click the color-coded box for the other state in the legend below the pie chart. The first click removes the color from the legend box and removes the associated count data for that state from the pie chart. Click the box in the legend a second time to return the associated state data to the pie chart. Also displays a list of devices in the selected connectivity state for the category.</p>
Devices managed by MDM	<p>For Customers onboarded to ECP as MDM tenants, when MDM data is available this card displays charts for visualizing Mobile Device Management-enabled device state information. The first pie chart includes a data segment (slice) with a count of the MDM-enabled devices in each Life Cycle State. The second pie chart includes a data segment with the count of the Compliant MDM-enabled devices and a data segment with the count of the Non-Compliant MDM-enabled devices. Note: A GBU Administrator assigned as MDM Administrator must access the external MDM to help resolve non-compliance with GBU policies (such as password length or required applications).</p>

### Edge Nodes Tab

Dashboard Representation of Data	Description
Edge Node Usage (last 30 days)	<p>Displays a line graph of Data and SMS usage day-by-day for the last thirty days. Hover or click points on the graph to display the usage for a particular date.</p>

Dashboard Representation of Data	Description
Total Usage (last 30 days)	Displays a line graph of the total cellular Data and SMS usage for the last thirty days. Hover or click points on the graph to display the usage for a particular date.
Edge Nodes Onboarded (last 30 days)	<p>Displays an interactive line graph of the number of Cloud Connectors onboarded each day in the last thirty days. Hover over a point on the graph, which represents a day, to see the number of Cloud Connectors onboarded that day.</p> <p>The day-to-day count (past or present) will change when you decommission Cloud Connectors. The count on the graph will always match the inventory.</p> <p>For example, suppose you onboard five Cloud Connectors on December 17th and five more on December 18th. The graph will show five Cloud Connectors for each of those dates. Suppose you decommission two Cloud Connectors on December 18th. The graph will update to show only three Cloud Connectors for the 18th.</p>
Lifecycle State	Displays a pie chart with the count of Cloud Connectors in each life cycle state. To view only life cycle states that interest you, click the color-coded box for each state you want to remove in the legend below the pie chart. Click the box for a state a second time to add the data for that state to the chart again.
Connectivity State	Displays a pie chart that represents the count of Cloud Connectors in each connectivity state. Right-click the pie chart to see more data about the inventory. To display the count for a single connectivity state that interests you, click the color-coded box for the other state in the legend below the pie chart. The first click removes the color from the legend box and removes the associated count data for that state from the pie chart. Click the box in the legend a second time to return the associated state data to the pie chart.

## Dashboard Drill-Down Functionality

The Dashboard Drill-down functionality in Oracle Enterprise Communications Platform (Oracle ECP) allows users to navigate from aggregated data shown in pie charts and bar graphs on the Dashboard page directly to the corresponding detailed records in the Inventory. For example, you might see a chart segment that represents all of your disconnected or connected devices across all customers. By using the drill-down feature, you can quickly view a complete list of these devices, or even narrow down to see the items belonging to a specific customer. This makes it easy to move from a high-level overview to actionable details with just a few clicks.

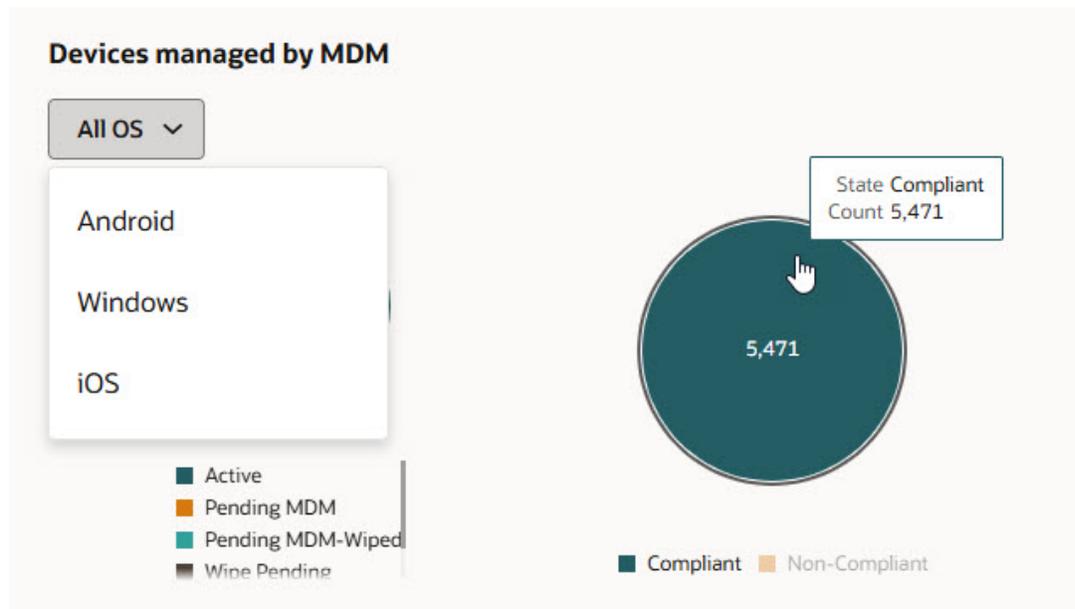
### Note

Dashboard Drill-down is only supported for pie charts and bar graphs in the Dashboard. Line graphs and tables do not support Drill-down behavior.

## How To Use Dashboard Drill-Down

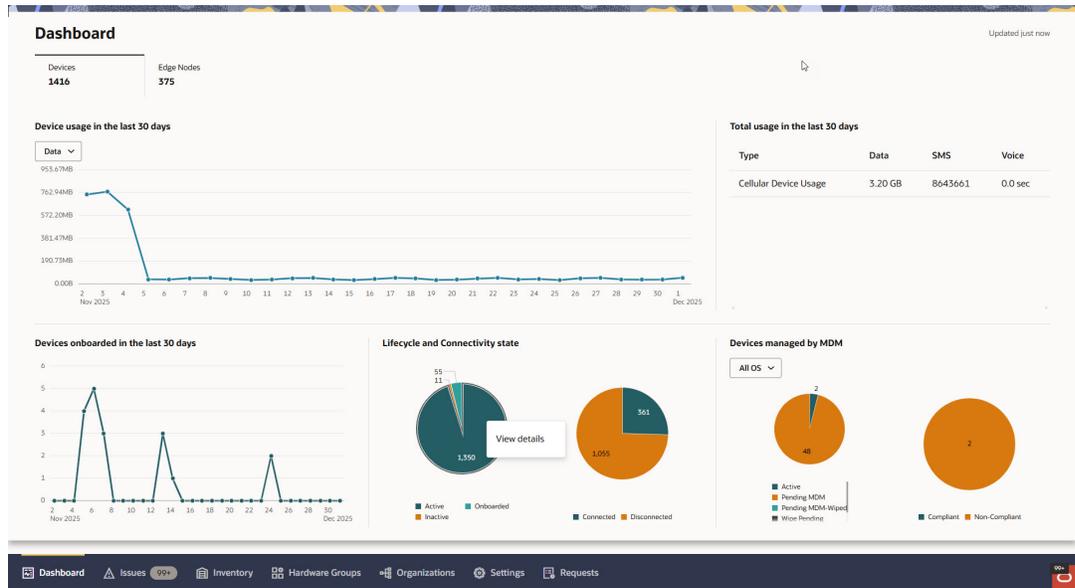
Based on selected segment, you must perform the following steps to use the Drill-down functionality.

- Drill-down is available only on charts with drill-down support in the Devices and Edge Nodes tabs.
  - Some charts provide a context chooser dropdown for refining device or asset type before Drill-down.
  - The Drill-down process and drawer layout depend on your admin role.
  - The Drill-down either displays a detail panel or directly navigates to the Inventory, with all relevant filters populated automatically.
1. On the Dashboard page, select a tab, depending on what kind of data you wish to inspect.
  2. Find the pie chart or bar graph for the metric you want to investigate. Choose the right context chooser from the dropdown above the chart to refine by device or asset type, if available. Hover over the chart segment to view its state and item count.



A tooltip appears, displaying the state (for example, "Active" or "Connected") and the count of items in that segment.

3. Right-click on the chart segment and select **View details** from the context menu. You are taken directly to the Inventory page.



- The Inventory page related to your dashboard selection opens up with filter chips automatically populated to match the segment you chose.

The Inventory Devices page displays a list of 1350 items. The table below shows a sample of the data:

Name	Lifecycle State	Connectivity State	Type	Connectivity Type	Organization
Ethernet_Address	Active	Disconnected	Body Worn Camera	Ethernet	--
Wifi_Address	Active	Disconnected	Body Worn Camera	Wifi	--
ui_sanity_ethernet5424	Active	Disconnected	ui_auto_device_t...	Ethernet	--
Check_failure	Active	Connected	Body Worn Camera	Cellular	--
zzz_wifi	Active	Disconnected	ui_auto_device_t...	Wifi	--
test-cellular-vod	Active	Connected	Body Worn Camera	Cellular	--
test-cellular-att	Active	Connected	Body Worn Camera	Cellular	--
QA_EZE_Cellular_Device_12009	Active	Connected	Body Worn Camera	Cellular	--
ui_sanity_Cellular3103	Active	Connected	ui_auto_device_t...	Cellular	--
QA_EZE_Cellular_Device_57441	Active	Connected	Body Worn Camera	Cellular	--
Sanity-Wifi	Active	Disconnected	Body Worn Camera	Wifi	--
ui_sanity_CMC0816	Active	Disconnected	ui_auto_device_t...	Customer Managed Connectivity	/ui_auto_org_1784
ui_sanity_Cellular6457	Active	Connected	ui_auto_device_t...	Cellular	/ui_auto_org_1784
test-vod001	Active	Connected	Body Worn Camera	Cellular	/ui_auto_org_1784

## How to Use the Devices Tab

You can use the Devices Tab of the Oracle Enterprise Communications Platform (Oracle ECP) Dashboard Page to display counts of the Devices in each life cycle state and connectivity state, and to check cellular connectivity service usage and counts of devices onboarded to Inventory.

The following information describes how to use the graphs, charts, and tables on the Devices Tab of the Dashboard Page.

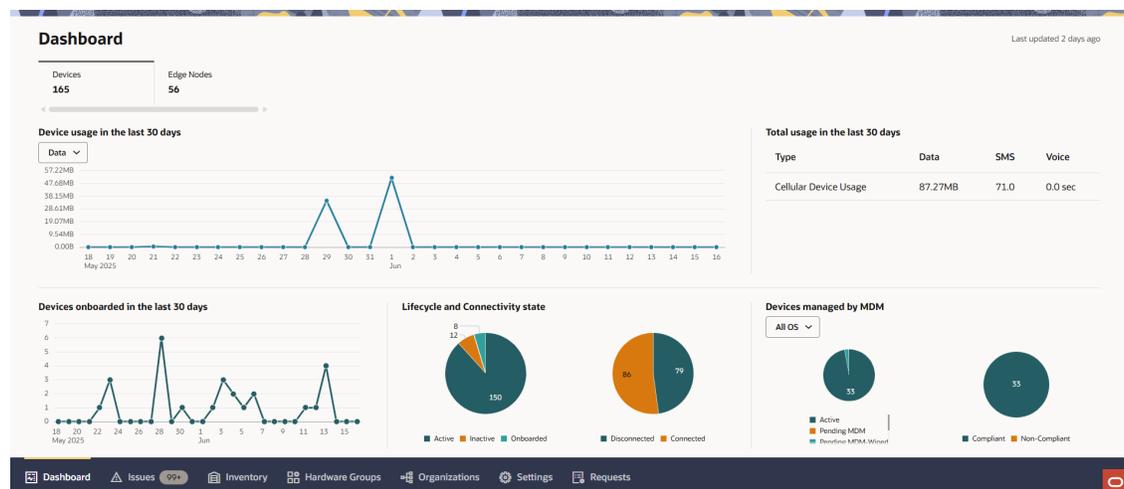
## Device Usage (last 30 days) Line Graph and Usage (last 30 days) Table

You can select SMS, Data, or Voice from the drop-down list to select the usage data to plot on the line graph. The usage table Data, SMS, and Voice counts reflect any hierarchical selections for the page that apply for your role.

### Note

Metrics for MDM-enabled devices that you onboard with Cellular as the Connectivity Type are included in the device usage information on the Devices tab dashboard. For MDM-enabled devices that you onboard with other connectivity types, you can view state counts on the Devices managed by MDM card.

Figure 12-1 Devices Tab



You can adjust the Device Usage line graph to see usage data for Data, SMS, and Voice within a thirty-day period using the context specifier drop-down list above the graph.

You can set the sort order for the "total usage in the last 30 days" table by clicking the arrows in a table heading to sort the rows by ascending or descending values in that column.

### Devices Onboarded in the Last 30 Days

You can view the counts of Devices onboarded in the last thirty days.

- Hover over or click data points on a line graph to see the onboarding count for Devices day-to-day.

### Lifecycle and Connectivity State

You can view the states of Devices onboarded in the last thirty days.

- Hover over or click a segment of a pie chart to view the count of Devices in the corresponding state.
- Right-click a data segment of the Lifecycle State pie chart or the Connectivity State pie chart to navigate to the Inventory Page to see more detailed data.

- For customers onboarded to Oracle ECP as MDM tenants, the **Devices managed by MDM** card displays pie charts for the MDM-enabled device Connectivity States and the MDM Compliance States (between the Lifecycle State and Connectivity State pie charts). You can click the drop-down to change from the default All OS view to a view for the MDM-enabled device state information for devices that use the operating systems.

## How to Use the Edge Nodes Tab

You can use the Oracle Enterprise Communications Platform (Oracle ECP) Edge Nodes Tab on the Dashboard Page to view the number of Cloud Connectors added to Inventory and the number of Cloud Connectors in each Lifecycle State and Connectivity State.

The following information describes how to use the graphs and charts on the Edge Nodes Dashboard.

### States and Counts of Onboarded Cloud Connectors

The following screen capture shows the Edge Nodes tab on the Dashboard page.

**Figure 12-2 Edge Nodes Onboarded Line Graph with Lifecycle State and Connectivity State Pie Charts**



- Hover over or click data points on the line graph to see day-to-day onboarding count for Cloud Connectors.
- Hover over or click a segment of the pie charts to view the count of Cloud Connectors in the corresponding state.
- To view only the states in the pie chart that interest you, click one or more color-coded boxes in the legend below the pie chart to hide the states associated with colors. Click the box in the legend a second time to restore a removed state to the pie chart.
- Right-click a data segment (slice) of any of the graphs to navigate to the Inventory Page and have the state associated with the segment you clicked applied as a filter.

# 13

## ECP User Interface Reference

The following information explains the icons and behavior of the Oracle Enterprise Communications Platform (Oracle ECP) User Interface.

### Topics:

- [Oracle ECP User Interface Elements and Operations](#)
- [Page Refresh Behavior on the Oracle ECP User Interface](#)
- [Activate Your Cloud Account](#)
- [Perform the Initial Login to Oracle ECP](#)
- [User Input Requirements](#)

## Logging In to Oracle ECP

After your administrator creates your account, you will receive an email with setup and login instructions. Save this email so you can refer to it later when you sign in.

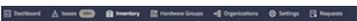
## Oracle ECP User Interface Elements and Operations

The Oracle Enterprise Communications Platform (Oracle ECP) User Interface displays elements, information, and operations to help you manage your inventory. Some elements and operations are common to multiple pages, while others are unique to a page.

The following table explains the common elements on the User Interface and notes the pages where they occur.

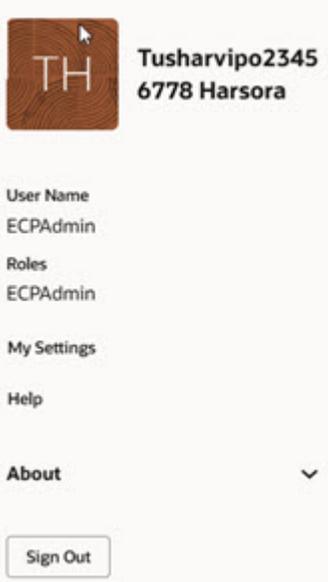
### Note

See the Dashboard, Issues, Inventory, and Settings page documentation for information about the elements and operations that are unique to those pages.

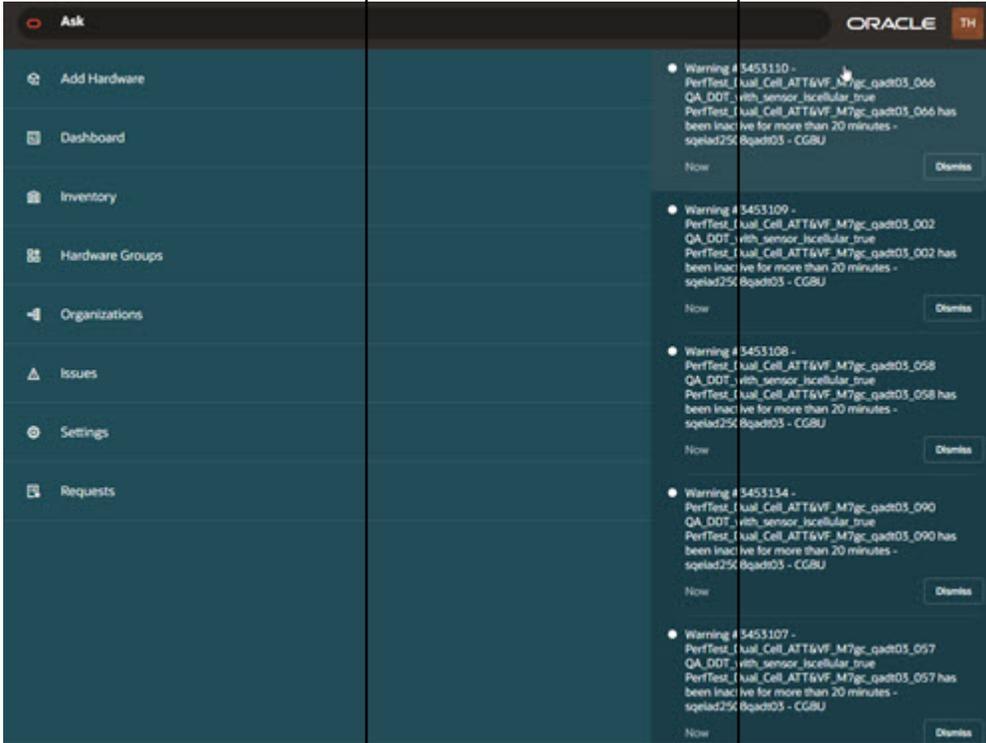
Elements on the User Interface	Functionality	Page Found On
<p><b>Navigation Tabs</b> The Inventory page displays tabs at the bottom that lead to other pages. Some of the other pages display sub-tabs for more granular operations.</p> 	<p>The page navigation links display at the bottom of the page. Click a link to navigate to the corresponding page. The horizontal bar above the page name indicates the current page.</p>	<ul style="list-style-type: none"><li>• Dashboard Page</li><li>• Issues Page</li><li>• Inventory Page</li><li>• Hardware Groups Page</li><li>• Organizations Page</li><li>• Settings Page</li><li>• Requests Page</li></ul>

Elements on the User Interface	Functionality	Page Found On
<p><b>Search Field</b> Some pages display an Ask Oracle Search field where you can insert filter chips or type text.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>ⓘ Note</b></p> <p>In the Search box, instead of pressing Enter after you enter your text or filter chips, click outside the Search panel to update the search.</p> </div> 	<p>Use the following methods to conduct a search.</p> <ul style="list-style-type: none"> <li>Type alphanumeric characters to find the data you want.</li> <li>Click a filter chip to add it to the Search field with the default search parameter. When the filter chip is in the Search field, click outside the Search panel to update the search. Some filter chips are visible by default above the table, while others can be accessed by clicking the “more options” menu next to the visible filter chips.</li> <li>Create a custom filter chip.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Custom filters cannot search on an existing filter chip column header name.</li> <li>When searching for an address, you can search on only one part of the address at a time. For example, only the street address or only the city.</li> </ul>	<ul style="list-style-type: none"> <li>Issues Page</li> <li>Inventory Page</li> <li>Hardware Groups Page</li> <li>Settings Page (GBU Admin and ECP Admin) - Accounts, Thresholds, Storage Management, User Management tab</li> <li>Requests Page</li> </ul>

Elements on the User Interface	Functionality	Page Found On
<p><b>Inventory Context Drop-Down List</b></p> <p>The Inventory page displays a drop down list of contexts, according to your role. For example, the context list for the Customer and GBU Admins includes only Devices and Edge Nodes and the ECP Admin context list includes Devices, Edge Nodes, and Assigned SIM Cards, Unassigned SIM Card and Satellite Terminals.</p>	<p>Click Devices (the default) to see all the types of inventory tables you can work with, depending on your role.</p> <p>For example, the Customer Admin and GBU Admin can see only Devices and Edge Nodes while the ECP Admin role can also see Assigned SIM Cards, Unassigned SIM Cards, Satellite Terminals and MNO..</p> <p>Click to see a list of data types to display on the Edge Nodes Applications tab.</p>	<ul style="list-style-type: none"> <li>• Dashboard Page</li> <li>• Inventory Page</li> <li>• Edge Nodes - Overview Tab, Network Tab, Logs Tab</li> <li>• Issues Page</li> <li>• Inventory Page</li> <li>• Settings Page</li> <li>• Requests Page</li> </ul>
<p>Devices</p>	<p>Click to manually refresh the page.</p>	
<p>Edge Nodes</p>		

Elements on the User Interface	Functionality	Page Found On
<p><b>User Menu</b> Oracle ECP displays a tinted square in the upper right hand corner of the Ask Oracle page with your initials. When you click the square, Oracle ECP displays the name of the user, the role, and an actions menu.</p>  <p>User Name —Displays your user name. Roles —Displays your role or persona. My Settings—Click to go to the Settings page, where you can edit your profile, set the automatic update frequency, and specify how you want to receive notifications. Help—Click to reach the My Oracle Support page. About—Click to see the software version number and Privacy Policy. Sign Out—Click to exit Oracle ECP.</p>	<p>Click your initials on the Ask Oracle page to display the User menu, which includes links to helpful information and lets you sign out:</p> <ul style="list-style-type: none"> <li>• User Names</li> <li>• Roles</li> <li>• Settings</li> <li>• Help</li> <li>• About</li> <li>• Sign Out</li> </ul>	<ul style="list-style-type: none"> <li>• Ask Oracle Page</li> </ul>

Elements on the User Interface	Functionality	Page Found On
<p><b>Add Hardware Button</b> Oracle ECP displays the Add Hardware button at the upper right hand corner of the Inventory page. The button launches the Add Hardware work flow.</p> 	Click to launch the add hardware wizard.	<ul style="list-style-type: none"> <li>• Inventory Page</li> </ul>
<p><b>Hide or Show Columns Selector</b> Oracle ECP displays the following icon at the upper right corner of the Inventory table. Use it to hide or show the columns in the Inventory table.</p> 	Click to see the list of columns you can show or hide.	<ul style="list-style-type: none"> <li>• Inventory Page</li> <li>• Requests Page</li> </ul>
<p><b>Show or Mask Secret String</b> By default, Oracle ECP displays a string you type as dots to provide security. Click the eye icon to toggle the display of the string between the text version and dot-obscured version.</p> 	Click the eye icon to change the secure display of a string you type from dots to text.	<ul style="list-style-type: none"> <li>• Onboarding Form Client Secret field</li> <li>• Edge Node UI Client Secret field</li> </ul>

Elements on the User Interface	Functionality	Page Found On
<p><b>The Ask Oracle Icon</b> Oracle ECP displays the O-tag in the bottom right corner of the Dashboard, Issues, Inventory, and Settings pages. Click it to go to the Ask Oracle page where you can navigate to other pages and find a list of notifications.</p>  <p>The following screen capture shows an example of the Ask Oracle page with navigation links on the left and notifications on the right. Click the notifications to view the details.</p> <p>Notifications about Usage Reports include the name of the user who initiated creating the report.</p> <p>Note: Usage reports expire after the specified end date. When the report expires, Oracle ECP no longer displays the download icon.</p>	<p>Click to go to the Oracle ECP Home page.</p> <p>The Ask Oracle button displays a counter (the small, black square) to indicate the number of notifications. Click the icon to go to the Ask Oracle page that includes the notifications panel and navigation links to Oracle ECP pages.</p>	<ul style="list-style-type: none"> <li>• Dashboard Page</li> <li>• Issues Page</li> <li>• Inventory Page</li> <li>• Hardware Groups Page</li> <li>• Organizations Page</li> <li>• Settings Page</li> <li>• Requests Page</li> </ul>
		

Elements on the User Interface	Functionality	Page Found On
<p><b>Download Report Button</b> The Download Report Button appears as an upward down arrow icon in the upper right corner of the Issues and Inventory page. Use the Download Report button to generate a spreadsheet report of issues. Generating a report of all issues, can take some time. Use the search filter to narrow your query, which can decrease the amount of time Oracle ECP needs to generate the report.</p> 	Click to download a report of all the issues displayed on the issues page.	<ul style="list-style-type: none"> <li>• Issues Page</li> <li>• Inventory Page</li> </ul>

## Page Refresh Behavior on the Oracle ECP User Interface

The Oracle Enterprise Communications Platform (Oracle ECP) user interface provides manual and auto-refresh functionality on the Dashboard, Issues, Issues Details, Inventory, Inventory Details for devices and Cloud Connectors, Settings-User Management, Onboarding Requests, and Onboarding Request Details pages.

The page refresh functionality behaves as follows:

- You can choose either manual or automatic refresh, when available.
- When automatic refresh is available, you can choose a refresh frequency for auto-refresh. When you change the refresh frequency, the change applies everywhere in the current session.
- When automatic refresh is available, the default refresh setting enables auto-refresh and the default time interval is every minute.
- Upon refresh, Oracle ECP loads the same number of pages of data that was previously loaded. For example, if three pages of data are loaded, Oracle ECP re-loads three pages of data if that many pages of data is still available in the database. The UI displays a spinner when loading is in progress. On the Inventory and Issues pages, the numeric record counter updates after Oracle ECP loads each page.
- For Inventory and Issues tables, where the number of records can be large, Oracle ECP disables auto-refresh when over 500 records are loaded. When a table contains over 500 records, refreshing typically takes longer than all auto-refresh frequency options creating a continual update cycle. Oracle ECP disables auto-refresh to prevent this scenario. Oracle ECP displays a warning banner when auto-refresh is disabled.
- One way to avoid Oracle ECP disabling auto-refresh is to use one or more filters to reduce the number of records to load when you scroll to retrieve data.
- When Oracle ECP must disable auto-refresh due to the number of records loaded in the table, it automatically re-enables auto-refresh after reducing the number of records through filtering or when you browse away from the table. Oracle ECP displays a toast message when auto-refresh is re-enabled.

- After either auto-refresh or manual refresh completes when a table is present, Oracle ECP returns to the location in the table that was in view when refresh started. All table selections prior to auto-refresh or manual refresh remain selected after refresh.
- When a pop-up or drawer opens on the User Interface, Oracle ECP suspends auto-refresh until the pop-up or drawer closes. When auto-refresh is suspended and someone else adds, removes, or modifies records, the updated set of records does not display until auto-refresh resumes or the current action from the pop-up or the drawer refreshes the page.
- When you apply a sort order on the Inventory and Issues pages, Oracle ECP loads only the first page of data. The sort order does not reduce the data-like filtering, but temporarily reduces the number of records which re-enables auto-refresh if it was disabled. Use scrolling to cause more records to load.
- Oracle ECP maintains the sort order and filter selections throughout auto-refresh, manual refresh, and scrolling.

### Exceptions

- The Thresholds tab on the Settings page allows only manual refresh.
- The My Settings tab on the Settings page offers no manual or auto-refresh.
- The Device and Edge Node details pages allow manual and auto-refresh, but they differ in behavior. Auto-refresh gathers information from the database. Manual refresh gathers information from and performs a full update of the charts.

## User Input Requirements

Oracle Enterprise Communications Platform (Oracle ECP) requires the following rules and conventions for user input.

**Table 13-1 Onboarding Input**

Field Name	Requirements
Device Type	<ul style="list-style-type: none"> <li>• Required for devices only.</li> <li>• Displays as a drop-down list.</li> </ul>
Name	<ul style="list-style-type: none"> <li>• Required for both devices and Cloud Connectors.</li> <li>• Must be unique per tenant.</li> <li>• Allowed number of characters: Minimum 2. Maximum 100.</li> </ul>
Connectivity Type	<ul style="list-style-type: none"> <li>• Required for devices only.</li> <li>• Displays as a drop-down list.</li> </ul>
Serial Number	<ul style="list-style-type: none"> <li>• Optional for devices.</li> <li>• Mandatory for Cloud Connectors.</li> <li>• Allowed character length: Minimum: 0. Maximum: 100.</li> </ul>
Make	<ul style="list-style-type: none"> <li>• Optional for devices. Displays as an input field. Allowed number of characters: Minimum 0. Maximum 100.</li> <li>• Optional for Cloud Connectors. Displays a drop-down list.</li> </ul>

Table 13-1 (Cont.) Onboarding Input

Field Name	Requirements
Model	<ul style="list-style-type: none"> <li>Optional for devices. Displays as an input field. Allowed number of characters: Minimum 0. Maximum 100.</li> <li>Mandatory for Cloud Connectors when you populate Make. Displays a drop-down list.</li> </ul>
Device ID	<ul style="list-style-type: none"> <li>Optional field for devices only.</li> <li>ID must be unique per tenant.</li> <li>Allowed characters: Alphanumeric characters, Exclamation mark ( ! ), At sign ( @ ), Pound ( # ), Dollar ( \$ ), Percentage ( % ), Caret ( ^ ), Ampersand ( &amp; ), Asterisk ( * ), Parens ( ), Minus ( - ), Underscore ( _ ), Equals ( = ), Plus ( + ), Square brackets ( [ ] ), Curly brackets ( { } ), Backward slash ( \ ), Pipe (   ), Semi Colon ( ; ), Single quote ( ' ), Double Quote ( " ), Comma ( , ), Angle brackets ( &lt; &gt; ), Period ( . ), Question mark ( ? ), Tilde ( ~ ), Back tick ( ` )</li> <li>Cannot be a snowflake ID that has a digit (0-9) or uppercase letter (A-Z, excluding the characters I, L, O, and U).</li> <li>Allowed character length is 0 to 100.</li> <li>Does not support a user-provided ID for the Edge Node ID.</li> </ul>
MAC Address	<ul style="list-style-type: none"> <li>Optional field.</li> <li>Format: XX:XX:XX:XX:XX:XX or XX-XX-XX-XX-XX-XX or XXXX.XXXX.XXXX.</li> <li>Allowed characters: Hexadecimal 0-9, A-F, a-f.</li> </ul>
Primary Internet Connection	<ul style="list-style-type: none"> <li>Read-only field for Cloud Connectors only.</li> </ul>
Secondary Internet Connection	<ul style="list-style-type: none"> <li>Optional field for Cloud Connectors only. Displays as check boxes.</li> </ul>
Description	<ul style="list-style-type: none"> <li>Optional field.</li> <li>Allowed number of characters: Minimum 0. Maximum 255.</li> </ul>
Authentication	<ul style="list-style-type: none"> <li>Displays as option buttons.</li> <li>Values for devices: Client Secret   No Authentication.</li> <li>Values for Cloud Connectors: Certificate   Client Secret.</li> </ul>
Device or Edge Will Be Moving	<ul style="list-style-type: none"> <li>Optional. Displays as a check box.</li> <li>Allowed values: Selected (yes)   Unselected (no).</li> </ul>
Country	<ul style="list-style-type: none"> <li>Optional.</li> <li>Displays as a drop-down list.</li> </ul>
Street Address	<ul style="list-style-type: none"> <li>Mandatory when you select a Country.</li> <li>Allowed character length: Minimum 1. Maximum 100.</li> <li>Can include all characters, including special characters such as "?" and "@."</li> <li>Only one space is allowed between words.</li> <li>Leading and trailing spaces are not allowed.</li> </ul>

**Table 13-1 (Cont.) Onboarding Input**

Field Name	Requirements
City/Town	<ul style="list-style-type: none"> <li>Mandatory for addresses in the United States.</li> <li>Optional for addresses outside of the United States.</li> <li>Allowed character length: Minimum 1. Maximum 100.</li> <li>Can include all characters, including special characters such as "?" and "@."</li> <li>Only one space is allowed between words.</li> <li>Leading and trailing spaces are not allowed.</li> </ul>
State/Region/Province	<p>For addresses in the United States</p> <ul style="list-style-type: none"> <li>Mandatory.</li> <li>Select from the drop-down list.</li> </ul> <p>For addresses outside of the United States</p> <ul style="list-style-type: none"> <li>Optional.</li> <li>Allowed character length: Minimum 0. Maximum 100.</li> <li>Can include all characters, including special characters such as "?" and "@."</li> <li>Only one space is allowed between words.</li> <li>Leading and trailing spaces are not allowed.</li> </ul>
Zip/Postal Code	<p>For addresses in the United States, the address code is:</p> <ul style="list-style-type: none"> <li>Mandatory.</li> <li>Allowed characters: Digits and hyphen.</li> <li>Format: Five digits followed by the hyphen and optional four digits. For example, 12345 or 12345-1234.</li> </ul> <p>For addresses outside of the United States, the address code is:</p> <ul style="list-style-type: none"> <li>Optional.</li> <li>Allowed character length: Minimum 0. Maximum 20.</li> </ul>
Edge Name	<ul style="list-style-type: none"> <li>Displays as a drop-down list for devices.</li> <li>Not applicable for Cloud Connector onboarding.</li> </ul>
Serial Number	<ul style="list-style-type: none"> <li>Optional for devices.</li> <li>Mandatory for Cloud Connectors.</li> <li>Allowed character length: Minimum: 0. Maximum: 100.</li> </ul>
Latitude	<ul style="list-style-type: none"> <li>Must be between -90° and 90°, supporting up to six decimal places.</li> </ul>
Longitude	<ul style="list-style-type: none"> <li>Must be between -180° and 180°, supporting up to six decimal places.</li> </ul>

**Table 13-2 Other Device and Cloud Connector Related User Inputs**

Field	Requirements
APN	<ul style="list-style-type: none"> <li>Select a value from the drop-down list.</li> </ul>

**Table 13-2 (Cont.) Other Device and Cloud Connector Related User Inputs**

Field	Requirements
SMS	<ul style="list-style-type: none"> <li>Must not be all spaces or empty.</li> <li>Allowed character length: Minimum 0. Maximum 160.</li> </ul>
IMEI	<ul style="list-style-type: none"> <li>Requires numeric entry. Cannot be all spaces or empty.</li> <li>Allowed length: Minimum 14. Maximum 17.</li> <li>Must be unique across Inventory for the first 14 characters.</li> </ul>
ICCID	<ul style="list-style-type: none"> <li>Mandatory when Connectivity Type is Cellular.</li> <li>Allowed characters: Digits, only.</li> <li>Allowed number of digits: 19-20.</li> </ul>
Enable MDM	<ul style="list-style-type: none"> <li>Displays for customers onboarded as MDM Tenants only.</li> <li>Check box must be enabled to onboard an MDM-enabled device.</li> </ul>

**Table 13-3 User Management Input**

Field	Requirements
First Name	<ul style="list-style-type: none"> <li>Allowed character length: Minimum 1. Maximum 100.</li> </ul>
Last Name	<ul style="list-style-type: none"> <li>Allowed character length: Minimum 1. Maximum 100.</li> </ul>
Email	<ul style="list-style-type: none"> <li>Allowed character length: Minimum 5. Maximum 100.</li> <li>First character cannot be at sign ( @ ) or a period ( . )</li> <li>Allows only one at sign ( @ ) in the email address.</li> <li>The email address must not end with the at sign ( @ ) or a period ( . ).</li> </ul>
Phone Number	<ul style="list-style-type: none"> <li>Allowed character length: Minimum 5. Maximum 100.</li> <li>Special characters allowed: plus( + ), space ( ),hyphen ( - ), dot ( . ), and open and close parentheses ( )</li> <li>Special characters allowed at the start of the phone number: Open parentheses ( and plus ( + ) sign (Hyphen is not allowed at the start of the phone number).</li> </ul>

## About Bookmarking Frequently Used Pages

To save time when you want to access frequently used Oracle Enterprise Communications Platform (Oracle ECP) pages, you can bookmark the Add Hardware, Dashboard, Inventory (Devices, Edge Nodes, SIM Cards), Issues, Requests, and Settings pages as well as the Details pages for Devices and Edge Nodes.

You can bookmark Oracle ECP pages with the following guidelines.

- When you bookmark the SIM Cards Inventory page, Oracle ECP displays the associated Device Details page when you use the bookmark.
- You can bookmark the Requests page and the Single request Onboarding and Offboarding details pages. When you use the Single Request Details page bookmark after clearing the browser cache, Oracle ECP displays the default Requests page.
- When you launch a bookmark for a child page, Oracle ECP displays the parent page and the default tab.
- When you clear the browser cache, the browser clears all data associated with the web page. For Oracle ECP, that means after you clear the browser cache:
  - The bookmark for a Device Details page displays the Devices Inventory page.
  - The bookmark for an Edge Nodes Details page displays the Edge Nodes Inventory page.
- You cannot bookmark an empty Device Details page.
- When you delete a Device or Cloud Connector for which you bookmarked a valid Device Details page, the bookmark will take you only to the Device or Edge Node Inventory page instead of the Device Details page.
- Oracle ECP does not support bookmarking pages displayed as the result of user-defined filter chips.
- You can bookmark tabs on pages, but when you use the bookmark the display defaults to the first tab on the page. For example, suppose you bookmark the User Management tab on the Settings page. When you use the bookmark, the display defaults to the Thresholds tab which is the first tab on the page.

# A

## MDM Onboarding Appendix

Oracle Enterprise Communications Platform (Oracle ECP) supports automated MDM enrollment for managed devices. Each supported platform uses a unique procedure for getting the MDM client software on the device. This appendix provides guidance for each supported platform.

Supported platforms include:

- [Android Onboarding](#)
- [iPhone/iOS Onboarding](#)
- [Windows Onboarding](#)

For a device to be completely added to Oracle ECP and MDM managed, it needs to be onboarded to both the MDM platform and Oracle ECP. Oracle ECP then aims to provide a "single pane of glass" for MDM and other management functions. GIU users will not need to interact with Oracle ECP Administrators to onboard their devices, regardless of platform.

The following is an overview of the order of events for each platform:

- Android:
  1. The Device is onboarded to Oracle ECP - See [Onboard Cloud Connectors Manually](#)
  2. Oracle ECP generates a QR code - See [Onboarding Request Details Overview](#)
  3. The device scans the QR code which enrolls it in the MDM platform
- iOS/iPhone:
  1. The device is registered in Apple Business Manager (ABM), and assigned to an MDM platform instance
  2. The device is powered up and enrolled in the MDM platform
  3. The device is onboarded to Oracle ECP - See [Onboard Cloud Connectors Manually](#)
- Windows:
  1. The Microsoft Windows computer is onboarded to Oracle ECP as a Device - See [Onboard Windows Devices for MDM Platform](#).
  2. Oracle ECP generates MDM login credentials for users to manually enroll devices.
  3. The user sets up the Windows machine using the provided MDM credentials.

### Note

For onboarding requests with multiple devices, you can download a single CSV containing all of the login credentials using the **Download Report** button on the Request Details page.

## Identify iOS Devices in ABM for MDM Enrollment

Oracle Enterprise Communications Platform (Oracle ECP) lets users onboard iOS devices in MDM supervised mode in order to view and track device attributes from the ECP Cloud UI. An Apple Business Manager (ABM) account holder aids in setting the devices to begin the automated enrollment process.

### Before You Begin

- MDM-managed iOS devices use the Ivanti Neurons for Mobile Device Management Solution. You communicate with your device reseller to provide the Device Enrollment Program ID your organization uses while procuring equipment. The reseller must specify the Device Enrollment Program ID in the reseller portal before your fleet of iOS devices can be associated with your organization and prepared for MDM enrollment.
  - Complete the iOS MDM Certificate registration between your ABM account and your Ivanti Neurons account. When successful, Ivanti Neurons will appear as an MDM Server in your ABM Console.
1. Contact your iPhone reseller to provide the Device Enrollment Program ID and the list of iOS devices you are enrolling. The device list must include the following information for each iOS device you want to use with MDM:
    - Device type as iPhone or iPad
    - IMEI1 and IMEI2 (when applicable)
    - Serial Number of the device
    - Model of the Device
  2. After your reseller has registered your devices, Set each device in the ABM console to use Ivanti Neurons as its MDM server.

Proceed to set up each phone as outlined in [Complete iOS Device Enrollment in MDM](#).

## Complete iOS Device Enrollment in MDM

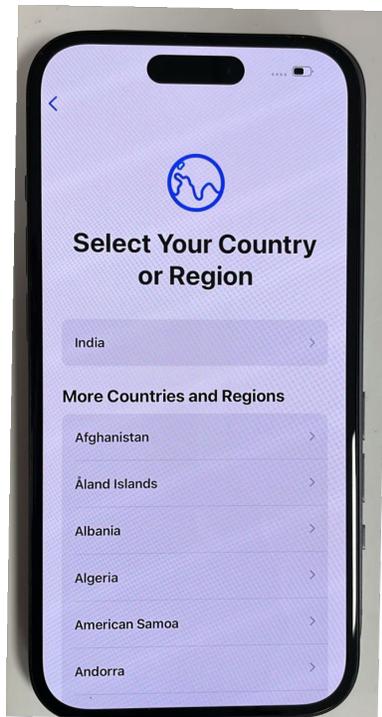
After iOS devices are registered with Apple Business Manager, and set for automated MDM enrollment, you have to complete the process on each iPhone to be MDM managed. When they are turned on for the first time, automated enrollment in MDM begins after a brief set-up procedure.

### Before you Begin:

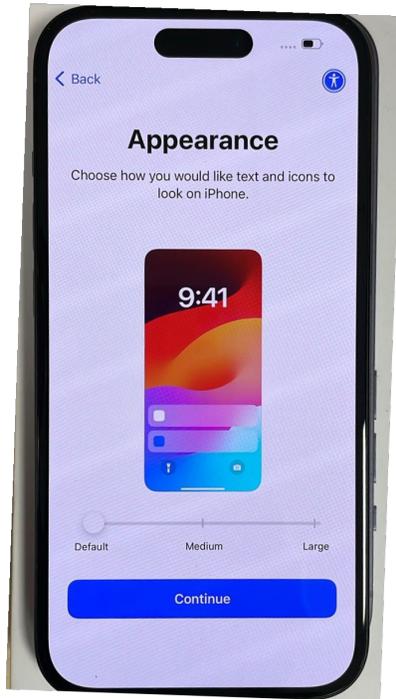
- The iPhone reseller has confirmed the enrollment of this device in reseller portal.
  - The iPhone is properly assigned to the correct MDM server in ABM.
  - The iOS device has been turned on and is connected to WiFi.
1. Select the iOS device's target language as English.



2. Select the Country or Region where this iOS device is used.



3. Tap Continue on the **Appearance** screen.

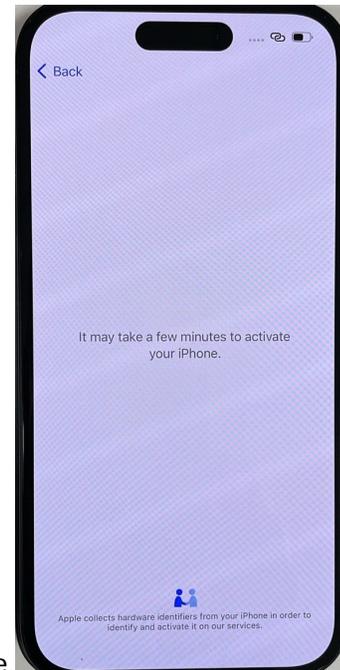
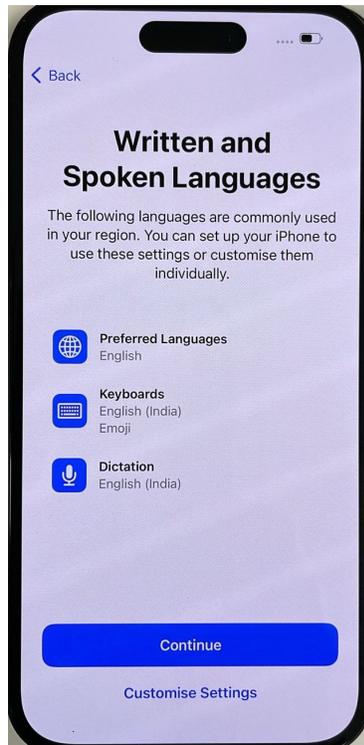


The **Quick Start** screen will display. Tap **Set Up Without Another Device** and the phone



will proceed to the next step.

4. Tap Continue on the **Written and Spoken Languages** screen after the appropriate selections are made.



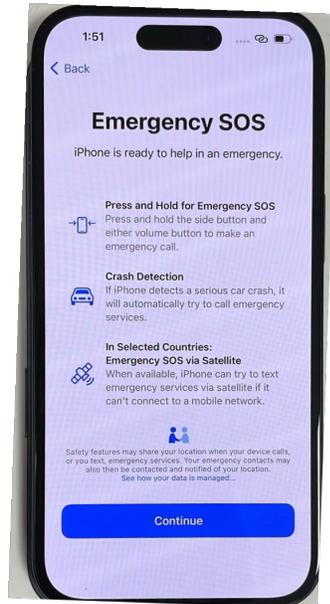
The iOS device will take a few minutes to activate.

5. Tap **Enroll this iPhone** when the **Remote Management** screen displays



The **Configuring iPhone** screen will indicate progress.

6. Tap Continue on the Emergency SOS screen.



The iPhone will complete setup and present the home screen.



You may now onboard this device to ECP.

## Onboard Android Devices to the MDM platform

Oracle Enterprise Communications Platform (Oracle ECP) generates a QR Code after you onboard Android MDM-enabled devices to Oracle ECP. The QR code supports an enrollment profile to register devices on the Ivanti Neurons for Mobile Device Management (MDM).

Users receive a QR code generated from Oracle ECP at the conclusion of the onboarding process for that device. The QR code is available from the Onboarding Requests Details page for a device to be MDM managed. Go to the Actions > Download QR Code on this page.

Android devices must be onboarded to Oracle ECP and you must obtain the QR code referenced in the [Onboarding Request Details Page](#) topic. You will need to provide the QR code and setup instructions to device owners.

1. Turn on the device. On the **Welcome** screen, tap 6 times to activate the scanner.
2. Scan the QR code.
3. Ensure internet access over Wi-Fi or through cellular connectivity.
4. At the **This device belongs to your organization** screen, click **Next**.
5. On the **Set up your phone** screen, accept the prompt for installing the Ivanti Go application, respond to the prompts, and confirm that the installation is successful.
6. Accept the terms and conditions that apply for the device. For example, for a Samsung device, you may also need to choose **Activate Samsung Knox Standard** to allow the device to be confirmed and managed remotely. Each device type operates uniquely.
7. Access the device home and begin using your Android mobile device.

After clicking **Refresh MDM Data** from an individual device's Action menu, you can confirm the Android device is MDM-managed by observing the MDM tab populated with data.

## Onboard Windows Devices for MDM Platform

Using your unique MDM login credentials, you can complete onboarding a Windows device into Ivanti Neurons for MDM.

### Prerequisites:

- You must have a clean installation of Microsoft Windows
  - MDM must be enabled for this device on Oracle Enterprise Communications Platform Oracle ECP
  - The device OS type must be set to Windows
- Windows devices must be onboarded to Oracle ECP and you must obtain the unique credentials from the [Onboarding Request Details Page](#) page.

1. Within Oracle ECP, obtain your unique enrollment credentials by navigating to the Oracle ECP onboarding Request Details page, selecting your Windows device from the list, and selecting **View Enrollment Details**.

A drawer opens with the MDM credentials, the PIN Expiration date, and a direct link to enroll the device.

2. Within your Windows device, select the enrollment link or copy and paste the link into a new browser window.

The **Settings, Accounts, Setup a Work or School Account** page displays.

3. Select **Enroll only in device management**.

A window displays with the Username and Server Name fields prepopulated.

4. **UserName**—The Enrollment User username you obtained from Oracle ECP Enrollment Details.

5. **MDM Server URL**—Enter the server URL (**login.mobileiron.com**) and click **Next**.

This launches the Ivanti Neurons login page.

6. Complete enrollment by entering the PIN when the sign-in page displays with your username pre-filled.

7. Optionally, you can verify that the device is connected by checking for an Ivanti account link on your Windows device under **Settings, Accounts, Access Work or School**.

# B

## Set up a Cloud Connector

After first onboarding your Cloud Connector to the Oracle Enterprise Communications Platform (Oracle ECP) service, you must access the local user Interface (UI) on the Cloud Connector to configure the hardware for operation on the local network, and then activate the Cloud Connector.

The combination of onboarding the Cloud Connector in the cloud UI and activating the Cloud Connector on its local UI is required for a complete deployment. This chapter explains what is required on the local UI and additional actions you can perform. Once a Cloud Connector is fully onboarded, connected, and active in Oracle ECP service, you can only manage it from the Oracle ECP cloud interface.

### Log in to a Cloud Connector for the first time

To initially access the Cloud Connector's local UI, connect to it using either a wired or wireless interface. Both methods in this procedure will start you on the login screen.

#### Procedure

1. Unpack the Cloud Connector from packaging, connect the power cord, and plug it into a power source.
2. Attach the appropriate interface cables to each interface port that you plan to configure on the Cloud Connector and to the appropriate equipment for the local network.
3. If you're using Ethernet, perform the following steps:
  - a. Confirm your computer's Ethernet interface will get its IP addressing by DHCP.
  - b. Use an Ethernet cable to connect your computer to the Cloud Connector's LAN1 or LAN2 port. Do not plug anything else into the Cloud Connector at this point.
  - c. Open a web browser and enter the following IP address and port in your browser's address bar: `https://192.168.0.1:8440`.

The Cloud Connector's local UI uses a self-signed, locally generated certificate for HTTPS. The browser (Chrome) shows a full-page warning: "Your connection is not private" (error: NET::ERR\_CERT\_AUTHORITY\_INVALID or similar). Details: Certificate issuer is "self-signed" or unknown authority; no valid chain to trusted CA." To proceed in Chrome: Click **Advanced** (blue link at bottom). Click **Proceed to [IP:8440] (unsafe)** (gray link).

- d. Click on **Settings**, and when prompted, enter the initial username (user) and password (Welcome), and click **Sign in**.
4. If you're using Wi-Fi, perform the following steps. Open a web browser on a computer or mobile device to access the Cloud Connector local UI through one of the following sources:
  - a. Connect your computer's Wi-Fi interface to the Cloud Connector's default SSID (Oracle-ECP-xxxx) with default password (mypass1234). <nnnn> is the last four digits of the Cloud Connector's serial number
  - b. Open a web browser and enter the following IP address and port in your browser's address bar: `https://192.168.0.1:8440`.

The Cloud Connector's local UI uses a self-signed, locally generated certificate for HTTPS. The browser (Chrome) shows a full-page warning: "Your connection is not private" (**error: NET::ERR\_CERT\_AUTHORITY\_INVALID** or similar). Details: Certificate issuer is "self-signed" or unknown authority; no valid chain to trusted CA." To proceed in Chrome: Click **Advanced** (blue link at bottom). Click **Proceed to [IP:8440] (unsafe)** (gray link).

- c. Click on **Settings**, and when prompted, enter the initial username (user) and password (Welcome), and click **Sign in**.
5. You can now proceed to [Activate the Cloud Connector](#).

### Troubleshooting

- If your browser is unresponsive when trying to access `https://192.168.0.1:8440`, try entering `https://172.16.135.1:8440` instead.

## Activate the Cloud Connector

For your Cloud Connector to be manageable by Oracle ECP, it must be onboarded on the cloud UI and then activated from the local UI. This procedure explains how to activate the Cloud Connector.

The Tenant User Authentication screen displays the Cloud Connector's serial number at the top of the screen. This value is required for onboarding the Cloud Connector on the ECP service. Before activation, set the [proxy](#) if required, the WAN interfaces' priority, and set up the local LAN.

**Before you begin:** Obtain the URL, username, and password of the tenant where you are onboarding this Cloud Connector. Keep in mind that some functions cannot be performed once the Cloud Connector has been onboarded into the Oracle ECP service. Plan to perform these items first:

- [Setting the Cloud Connector proxy](#)

### Note

Proxy settings are required for certain networks. Failure to configure your proxy may prevent activation.

- [Test the WAN Interfaces' Connectivity](#)
  - [Sending AT commands to the cellular modem](#)
1. Click the **Activation** tab on the Local UI.
  2. Click each field in the **Tenant User Authentication** section, then type or paste the required information:
    - **Tenant FQDN** - the Fully Qualified Domain Name (FQDN) for the customer tenant where this Cloud Connector will be onboarded.
    - **Tenant Username** - the username for onboarding this Cloud Connector.
    - **Tenant Password** - the password for onboarding this Cloud Connector.

The **Activate** button is enabled after the UI validates the values in updated fields.

3. Click **Activate** to request Cloud Connector activation for the specified FQDN.

After clicking **Activate**, the system moves to the Information tab for you to monitor the status of this process.

At this point, with this Cloud Connector previously onboarded in the Oracle ECP Service, after a few minutes, you will observe its entry in the Inventory screen move to a connected and activated state, ready for use.

### Note

After activation, you cannot make any configurations from the Local UI. You must offboard this Cloud Connector before making any changes from the local UI.

## Review Activation Status

Numerous actions performed at the local UI have logging available from the Information tab.

### About this task

This task will be performed after any other task is completed on the Cloud Connector

1. Click the Information tab on the bottom of the screen.

The screenshot displays the Oracle Cloud Connector UI. At the top, the 'Information' tab is selected, showing 'View Details' and 'Updated just now'. Below this, system information is listed: Serial Number 59cf71ba-b002-4354-9387-944f017c126d-1750859513, Platform Version GA\_25.3.12.7.2, and OS Version 9.5-GA\_25.3.12.7.2. The main content area is divided into three sections: 'Activate' (In Progress), 'Settings' (Updated), and 'eth1' (Failed). The 'Activate' section shows 'Activation Details' with a log of system messages. The log includes information about connected interfaces, installer script existence, URL discovery, dependency checking, service name verification, certificate generation, and agent bootstrapping. The bottom navigation bar shows 'Activation', 'Settings', 'Devices', and 'Information' tabs, with 'Information' currently active.

2. Correct any errors that the Cloud Connector UI identifies in error messages and repeat the steps for configuring and activating from the step at which the error occurs.

# Configure Networking on the Cloud Connector's Local UI

Before activating your Cloud Connector, you can configure various networking parameters and feature sets.

None of the following tasks are required for activating and onboarding your Cloud Connector. These are advanced topics for network administrators and architects.

## Assign Ethernet Ports on the Local UI

You can set the Cloud Connector's Ethernet port assignments as they are used for WAN or LAN connectivity in your deployment. Cross reference the rear-panel image in this guide to help you.

### About this Task

You can change which wired Ethernet ports on the rear of a Cloud Connector are used for which purpose by using the Ethernet Preferences option. The default assignments are:

- eth0 - Broadband (WAN)
- eth1 - Satellite terminal (WAN)
- eth2 - LAN interface1
- eth3 - LAN interface 2

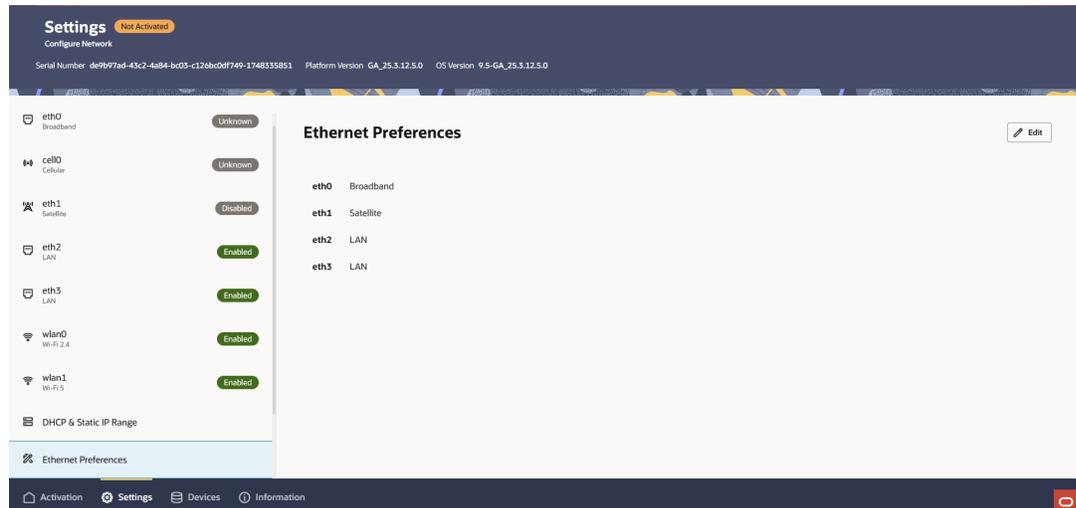
### Note

The Ethernet Preferences assignment only updates the internal mapping of the Cloud Connector's labels to the physical ports. It does not automatically reconfigure the physical connections. Ensure that the devices plugged into the Cloud Connector's ports match the corresponding labels configured in the software.

### Before You Begin

Depending on your Cloud Connector model, you have 4 or more Ethernet ports available. The Ethernet Preferences screen shows the physical interface names in the first column and the default Connection Type in the second column. Identify the connection type you want to reassign, hold its "==" icon, and move it up or down to be next to the interface it should use.

1. From the Settings tab, click **Ethernet Preferences**. The Ethernet Preferences screen appears.



2. Click the **Edit** button to make changes.  
The swap symbols appear next to each interface. The pointer turns to a hand when it's moved over the swap symbol to indicate you are moving it.
3. Click and hold the “swap” symbol (==) next to the connection type that you want to reassign.
4. Move that connection type to settle it next to the physical port label where you want it assigned.
5. After your reassignments are complete, click **Update**.

## Prioritize Internet (WAN) Interfaces on the Local UI

You can set the preference for which of the available Internet-facing Wide Area Network (WAN) interfaces a Cloud Connector uses for its outbound connectivity.

### About this Task

The Oracle Cloud Connector provides 3 distinct connection types for communicating with the internet and ultimately back to the Oracle ECP cloud service. These types are the terrestrial mobile/cellular network, satellite connectivity, or fixed wireline/broadband. You can set the order which a cloud connector will choose to connect with. If the highest priority source of Internet access is disabled or becomes unavailable, the Internet preference level indicates the order in which the platform uses each WAN-facing interface connection for Internet access.

### Before You Begin

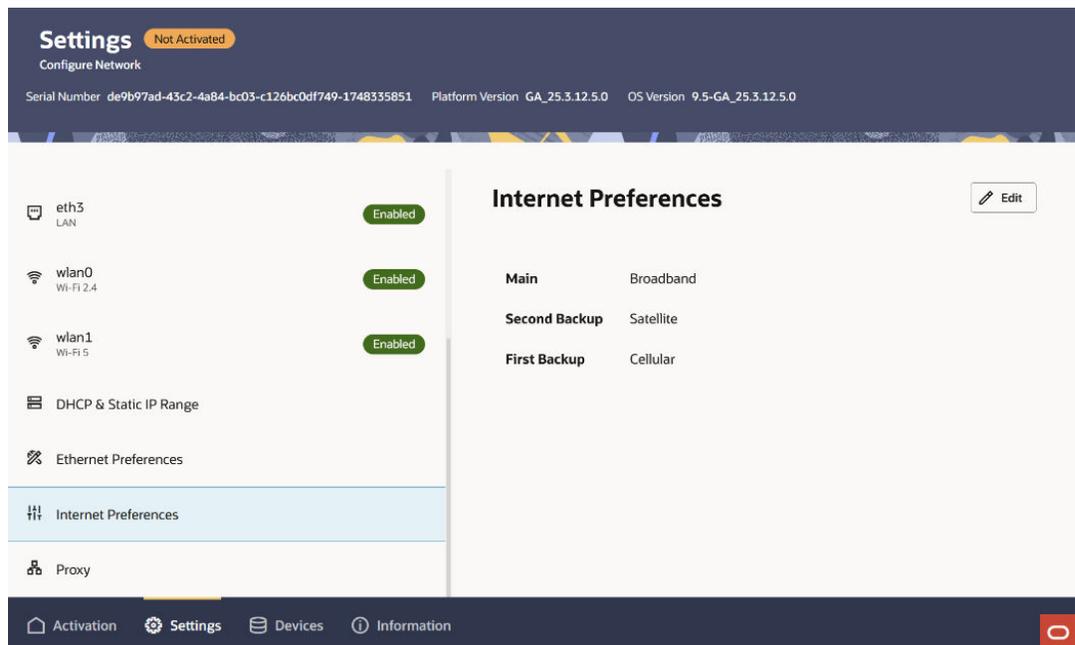
The preference levels are for WAN interfaces are:

- Primary
- Main Backup
- Second Backup

The default values are set at onboarding time, prior to Cloud Connector activation. The mechanism to set interface priority is by ordering interface type to the preference level on the **Internet Preferences** drawer. When the highest available interface becomes unavailable, then that Cloud Connector fails over to use the next available interface for its internet connectivity.

1. From the Settings tab, click **Internet Preference**. The Internet Preference Screen appears.
2. Click and hold the “swap” symbol (==) next to the WAN interface that you want to prioritize.

The pointer turns to a hand when it's moved over the swap symbol to indicate you are moving it.



3. Move that WAN interface to settle it next to the correct priority.
4. After your reassignments are complete, click **Update**.

## Cloud Connector Interface Proxy and No Proxy

The Cloud Connector has a provision to include and/or exclude traffic destined for certain hosts by using standard proxy/noproxy provisions. Proxy settings must be completed before you activate each Cloud Connector, and can only be reviewed from the Cloud UI.

If your local network requires a destination proxy as an intermediary between networks, you can specify the details in the Cloud Connector UI. Likewise, you can configure a noproxy address (or address pattern) to specify exceptions for proxy usage.

### Procedure

1. From the Settings tab, click **Proxy**. The Proxy screen appears.
2. Configure the Proxy and No Proxy fields according to your network requirements.

#### **Note**

Proxy Settings strings can start with "https://" or "http://" followed by alphanumeric characters, slashes, dots or dashes. Proxy strings can optionally include a port for routing traffic indirectly to destination servers and services.

3. After you enter the settings, click **Update**

## Set the Static IP range for LAN Devices

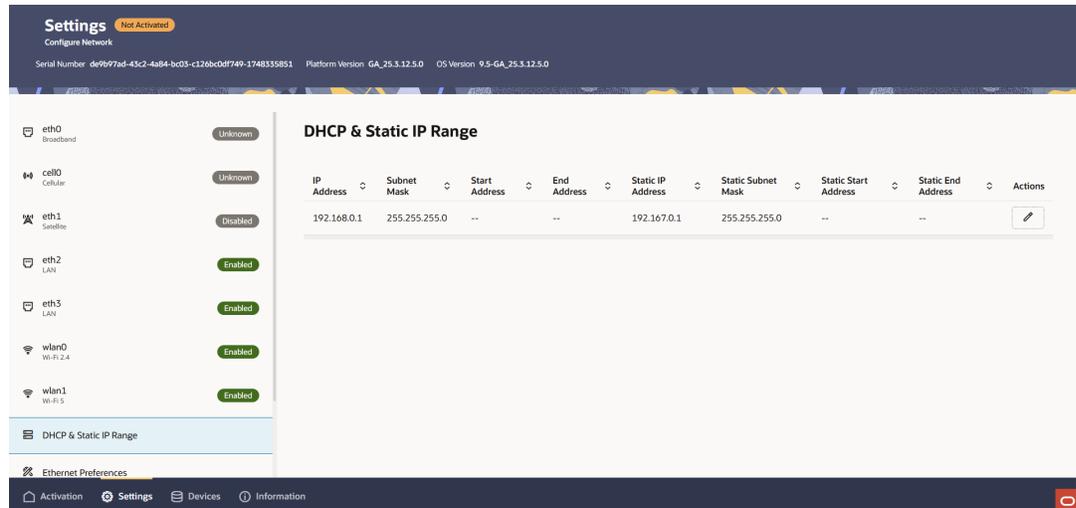
You can check and update the static IP address range used for the Devices that access the LAN networks which include managed wireless and wired local devices. If you are not

providing connectivity for any devices, you can ignore this screen. Devices that connect to the Cloud Connector can only connect back to the OCI network, and not to the public internet.

The DHCP & Static IP Range screen show both DHCP and Static IP settings.

Consider the local LAN needs in your deployment.

1. From the Settings tab, click **DHCP & Static IP Settings** in the left panel. The DHCP & Static IP Settings screen appears.



2. Review the current settings by observing
  - Static IP Address & Static Subnet mask to define the network where static IP address are used
  - Start Static Address where static IP addressing begins
  - End Static Address where static IP addressing ends
3. Click the pencil icon in the Actions column and the Edit DHCP and Static IP Range drawer expands.
4. Enter the following values in the Static Range section of this drawer:

Static IP Address	Enter the IP address of the DHCP server.
Static Subnet Mask	Enter the subnet mask for the DHCP server.
Static Start Address	Enter the starting IP address which defines the range of static IP addresses.
Static End Address	Enter the ending IP address which defines the range of static IP addresses.

5. Click **Update** to save any changes.

## Set the DHCP Server

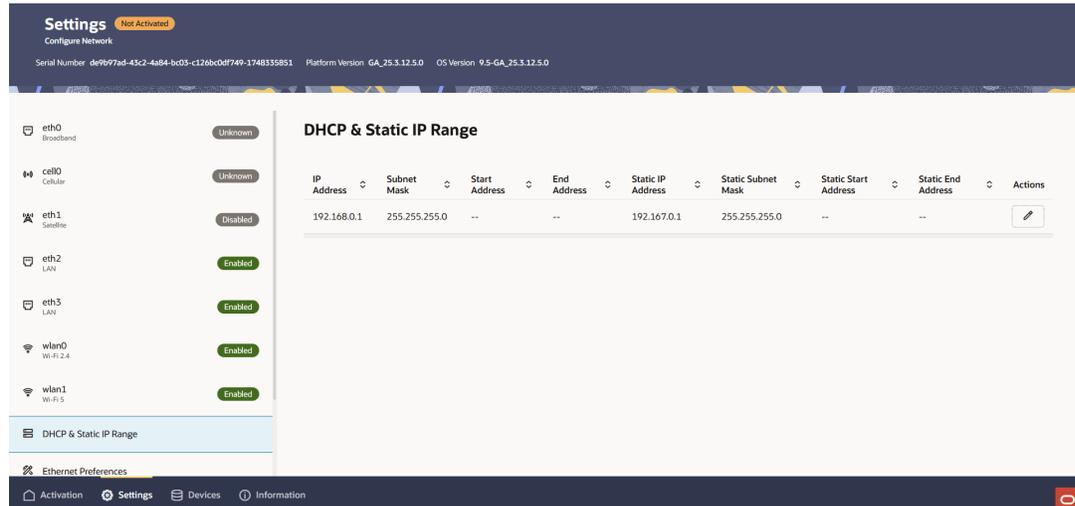
You can check and update the DHCP address range used for the Devices that access the LAN networks which include managed wireless and wired local devices. If you are not providing

connectivity for any managed devices, you can ignore this screen. Devices that connect to the Cloud Connector can only connect back to the OCI network, and not to the public internet.

The DHCP Server Settings show the IP Address and the Subnet Mask for the DHCP server configured on the Cloud Connector, along with the starting and ending IP addresses for the pool of addresses used for DHCP server operation.

Consider the local LAN needs in your deployment.

1. From the Settings tab, click **DHCP & Static IP Settings** in the left panel. The DHCP & Static IP Settings screen appears.



2. Review the current settings by observing
  - IP Address & Subnet mask to define the network
  - Start Address where DHCP-served addresses begin
  - End Address where DHCP-served addresses end
3. Click the pencil icon in the Actions column and the Edit DHCP and Static IP Range drawer expands.
4. Enter the following values in the DHCP Range section of this drawer to define the DHCP server's operation:

IP Address	Enter the IP address of the DHCP server.
Subnet Mask	Enter the subnet mask for the DHCP server.
Starting IP Address	The starting IP address of the DHCP server IP address range.
Ending IP Address	The ending IP address of the DHCP server IP address range.

5. Click **Update** to save any changes.

## Set Cloud Connector Authentication

You can set the authentication method which a Cloud Connector uses to log in to the ECP service.

1. From the **Activation** tab's screen, expand the Authentication Type drop down.
2. Click **Client Secret** as the authentication method. The **Secret** field becomes editable.

3. Enter an 8-40 character string. This must match what is specified during onboarding in service UI's **Secret** field.
4. Click **Certificate** for certificate-based authentication, but realize the certificate exchange must be performed outside of the ECP cloud UI.

## Perform Additional Activities on the Local UI

The Cloud Connector provides many functions regarding its maintenance, managed Wi-Fi capabilities, cellular connectivity at various network layers. With the complexity of this edge computing device, many functions must be servicable.

### Review and Block/Unblock Locally Connected Devices

Wired and wireless devices will connect to the Cloud Connector LAN either using a LAN Ethernet interface or one of the two wireless interfaces. Other than wireless authentication, the Devices tab lets you block and unblock these devices based on their MAC addresses.

1. Click the **Devices** tab at the bottom of the page.
2. Observe the list of connected devices and their attributes.

MAC	MAC address of the device
IP Address	IP Address of the device
Status	Device status of: <ul style="list-style-type: none"> <li>• <b>Connected:</b> The device is actively connected to the Cloud Connector's Wi-Fi network.</li> <li>• <b>Blocked:</b> The device has been manually blocked by the user and cannot connect to the Wi-Fi network.</li> <li>• <b>Disconnected:</b> The device is no longer connected to the local network.</li> </ul>
Connection	Which radio this device is connected to
Last Activity	Last time the device and this Cloud Connector exchanged packets
Last Wi-Fi Speed	Last upload and download speeds from the device.

3. Select one or more devices by checking the checkbox next to their MAC addresses.
4. Click **Block** available in the UI. A toast message may appear to confirm the block action. Click Confirm if prompted.

#### Note

Blocking a device triggers a Wi-Fi restart on the Cloud Connector. This means that the Wi-Fi interface on this cloud connector will restart causing all devices, blocked ones included, to reconnect.

5. Manually refresh the page or switch Cloud Connector tabs to see the updated list.
6. Reselect one or more blocked devices by checking the checkbox next to their MAC addresses.
7. Click **Unblock** to allow that device to communicate through this Cloud Connector on the LAN.
8. Manually refresh the page or switch Cloud Connector tabs to see the updated list.

## Review and Update the Cellular Interface

You can review and update the cellular network interface on the Oracle Enterprise Communications Platform (Oracle ECP) Settings page. In addition to reviewing the network information provided by the Mobile Network Operator (MNO) and the cellular radio's hardware information, you can set which SIM card you want to determine the MNO used for connectivity.

### About this Task

For a cellular network interface with two SIM cards, Oracle ECP displays identifying information for both SIM cards. Oracle ECP sets SIM Card 1 as the Preferred SIM by default, which you can change. The MNO associated with the SIM Card displays only for the Preferred SIM card.

1. Go to the **Settings** page and click cellular interface **cell0**.
2. In the right panel, review the general interface values.

Enable	Displays whether this interface is enabled for use.
Preferred SIM	Displays which SIM card is in use.
Network Preference	Displays the priority you set on the local UI for this interface.
Model	Displays the Model number of this cellular modem.
Firmware Version	Displays the firmware version this cellular modem is running,
IP Address	Displays the MNO-supplied IP address of this Ethernet interface.
Subnet Mask	Displays the specified bitmask in dot-decimal notation to distinguish the host and network portions of an IP address.
DNS Server	Displays the MNO-supplied IP address of the Domain Name System (DNS) server traffic exiting this interface will use.
Gateway	Displays the MNO-supplied IP address of the host on the network that will send local network traffic to other networks.
Bearer MNO	Displays the Bearer MNO, as reported by the active SIM-MNO
Signal Strength	Displays the current signal strength in dB for the connected radio network.

3. In the right panel, you can review the SIM 1 and SIM 2 information.

ICCID	Displays the Integrated Circuit Card Identification (ICCID) number that identifies the SIM card.
IMSI	Displays the International Mobile Subscriber Identifier (IMSI) digit string that uniquely identifies the mobile network subscriber.
IMEI	Displays the International Mobile Equipment Identity (IMEI) that identifies the Cloud Connector as the equipment using the SIM card.
APN	Displays the Access Point Name for the SIM Card for the cellular interface enabled on the Cloud Connector.

4. (Optional) In the right panel, click **Edit** to update the SIM in-use preference to either SIM 1 or SIM 2 and update the APN accordingly.
5. (Optional) In the right panel, enable or disable the interface.
6. Click **Update** to save the changes.

## Review and Update a Satellite or Broadband Interface

Satellite and broadband network interfaces function similarly as they are both WAN facing and are standard Ethernet interfaces on a Cloud Connector. Prior to activation, each one can be reviewed and updated.

1. Click the **Settings** tab at the bottom of the page.
2. Click either **Broadband** or **Satellite** interfaces in the left panel.
3. Review the standard Ethernet interface values in the right panel.

Enable	Indicates if this interface is enabled for WAN connectivity.
DHCP (broadband only)	Indicates if this broadband interfaces will get its network information from a DHCP server.
Network Preference	States the preference for this interface as you selected in the <a href="#">Prioritize Internet (WAN) Interfaces on the Local UI</a> topic
MAC Address	The MAC address of this Ethernet interface
IP Address	The IP address of this Ethernet interface
Subnet Mask	A bitmask specified in dot-decimal notation to distinguish the host and network portions of an IP address.
Gateway	The IP address of the host on the network that will send local network traffic to other networks.

DNS Server	The IP address of the Domain Name System (DNS) server traffic exiting this interface will use
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- Click **Edit** to make changes to the following values:

Enable (Broadband and Satellite)	Set to enable or disable this interface.
DHCP (Broadband)	Set to enabled to retrieve network information from a DHCP server. If this is disabled, you can enter the following IP settings manually
IP Address (Static IP Broadband)	Set the static IP address of this Ethernet interface
Subnet Mask (Static IP Broadband)	Set the bitmask for the previously specified IP address.
Gateway (Static IP Broadband)	Set the IP address of the host on the network that will send local network traffic to other networks.
DNS Server (Static IP Broadband)	Set the IP address of the Domain Name System (DNS) server traffic exiting this interface will use

- Click **Update** to save any changes.

## Review and Update LAN Interfaces

The Cloud Connector contains 2 LAN interfaces that function identically to each other. Prior to activation, each one can be reviewed and updated. These interfaces provide local connectivity through the Cloud Connector itself and to OCI for Oracle-hosted services. The Cloud Connector's local LAN also includes the Wi-Fi interfaces for wireless applications.

When providing connectivity to local clients, you can choose to provision them with addresses either statically or dynamically. The Cloud Connector keeps these two networks separate. When using static IP addressing, use the Static IP and Static Subnet Address to define the network. When using DHCP, use the IP Address and Subnet Mask to define the network.

- Click the **Settings** tab at the bottom of the page.
- Click an Ethernet labeled as "LAN".
- Review the Ethernet interface's values in the right panel.

Enable	Indicates if this interface is enabled for use.
MAC Address	The MAC address of this Ethernet interface
IP Address	The local DHCP-supplied IP address of this Ethernet interface
Subnet Mask	The local DHCP-supplied subnet portion for this Ethernet interface.
Static IP	If local clients are provisioned with static IP addresses, ensure that they are assigned

	from this IP address and the following Static Subnet Address as a subnet.
Static Subnet Address	Defines the local subnet to use for statically defined IP addressing.

- Click **Edit** to make changes to the following values:

Enable	Set to enable or disable this interface.
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- Click **Update** to save any changes.

## Review and Update Wi-Fi Interfaces

The Cloud Connector contains 2 Wi-Fi interfaces that function identically to each other. One interface operates on the 2.4 GHz band, and the other interface operates on the 5 GHz band. Prior to activation, each interface can be reviewed and updated. These interfaces provide local connectivity through the Cloud Connector itself and to OCI for Oracle-hosted services. The Cloud Connector's local LAN also includes the two Ethernet interfaces for wired applications.

Context: The Cloud Connector's Wi-Fi interfaces provide LAN connectivity to wireless devices. When providing connectivity to local clients, you can choose to provision them with addresses either statically or dynamically. The Cloud Connector keeps these two networks separate. When using static IP addressing, use the Static IP and Static Subnet Address to define the network. When using DHCP, use the IP Address and Subnet Mask to define the network.

Context: You can set the SSID, Wi-Fi password, and country code for a Wi-Fi interface.

- Click the **Settings** tab at the bottom of the page.
- Click a Wi-Fi interface. Note that the Wi-Fi interface's frequency of 2.4 GHz or 5.0 GHz is labeled for identification.
- Review the Wi-Fi interface's values in the right panel.

Enable	Indicates if this interface is enabled for use.
Make	The make of this Wi-Fi radio.
Firmware Version	The firmware version running on this Wi-Fi radio.
IP Address	The IP address of this interface
Subnet Mask	A bitmask specified in dot-decimal notation to distinguish the host and network portions of an IP address.
Static IP	If local clients are provisioned with static IP addresses, ensure that they are assigned from this IP address and the following Static Subnet Address as a subnet.
Static Subnet Address	Defines the local subnet to use for statically defined IP addressing.
Band (Read Only)	The frequency band used for Wi-Fi communications.

Operation Mode (Read Only)	Indicates the applicable 802.11 wireless standards and the associated modes of operation for the Wi-Fi network interface.
Security Protocol (Read Only)	Indicates the security protocol used with the Wi-Fi interface.
Key Management (Read Only)	Indicates the encryption method used to authenticate users over wireless local area networks (WLANs). The default setting is Wi-Fi Protected Access (WPA) - Pre-Shared Key (PSK) mode.
Channel Width (Read Only)	Indicates how much of the frequency range a Wi-Fi channel uses.
Channel	Indicates the specific frequency range at which devices using Wi-Fi can communicate in the broader Wi-Fi band.
SSID	The unique Service Set Identifier (SSID) assigned to identify the Wi-Fi network during Cloud Connector set up.
Password	Replace the default password with the wireless network password specified on the .csv file used to provide onboarding details.
Country Code	The default Country Code is <b>Auto</b> , which enables an Cloud Connector to scan and detect radio frequencies and determine the Country Code to set.

4. Click **Edit** to make changes to the following values:

Enable	Set to enable or disable this interface.
SSID	Set the SSID for this wireless network.
Password	Set the password for this wireless network
Country Code	Set a specific country code for this wireless network, or set to Auto.

5. Click **Update** to save any changes.

## Send AT Commands to a Cloud Connector

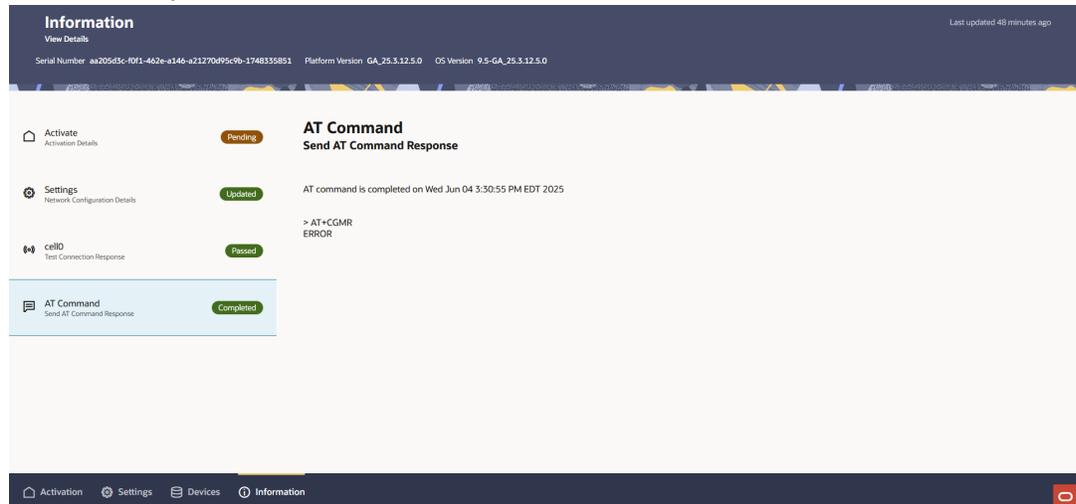
You can send AT commands to the cellular modem on an ECP Cloud Connector.

A cellular modem connects connects your Cloud Connector to an Mobile Network Operator's (MNO) cellular network as defined by the selected SIM card. AT commands are a method to directly program and query the cellular modem in debugging situations.

You can send AT commands directly to your Cloud Connector from the cellular interface page.

1. Click the **Settings** tab at the bottom of the page.
2. Click the **Cellular** interface in the left panel.

3. Click the **Actions** drop down menu in the right panel.
4. Click Send AT Command. The Send AT command drawer opens.
5. Enter a valid AT command to send to the cellular modem.
6. Click **Send**. The Information tab opens and updates with progress as the cellular modem returns its response.



## Test the WAN Interfaces' Connectivity

You can test the network interfaces of a Cloud Connector from the local UI before activation.

Each WAN interface page on the local UI provides a button to test the interface's ability to reach the internet. These tests aim to successfully validate a network connection to a public DNS server or recently accessed IP address for cellular interfaces. Before configuring and testing interfaces, confirm that the Proxy and No Proxy strings are set as required for local network operation.

In addition, the Cloud Connector performs an automatic test for all WAN interfaces when user changes configuration from the Settings tab. The result of the test updates the WAN interface connectivity state on the local UI, and these states expire after 5 minutes.

### Before you begin:

You can also manually click **Test Connection** to check the connection to the Google DNS server at 8.8.8.8 or to the last connected IP address (if **Tenant FQDN** on the **Tenant User Authentication** screen is not configured). The WAN interfaces must have valid IP configuration to perform the test.

1. Click the **Settings** tab at the bottom of the page.  
You are required to [authenticate locally](#) to this Cloud Connector.
2. Click either **Broadband**, **Cellular**, or **Satellite** interfaces in the left panel.
3. Click **Test Connection** in the right panel. Cellular testing requires you click the **Actions** menu to reveal the **Test Connection** button. The Information tab opens and updates with

progress of the connection test response.

The screenshot displays the 'Information' page in the Oracle Local UI. At the top, it shows system details: Serial Number de9b97ad-43c2-4a84-bc05-c126bc0df749-1748335851, Platform Version GA\_25.3.12.5.0, and OS Version 9.5-GA\_25.3.12.5.0. Below this, there are three main sections: 'Activate' (Activation Details) with a 'Pending' status, 'Settings' (Network Configuration Details) with an 'Updated' status, and 'eth0' (Test Connection Response) with a 'Passed' status. The 'eth0' section is highlighted in light blue. To the right of the 'eth0' section, a message states: 'Interface can connect to https://8.8.8.8 on Thu Jun 05 6:28:02 AM EDT 2025. This test result does not update the Settings page interface state.' At the bottom, a navigation bar includes 'Activation', 'Settings', 'Devices', and 'Information' (which is selected), along with a red 'O' icon.