



# Liebert® iCOM CMS™ Administration Portal

Installer/User Guide

### **Technical Support Site**

If you encounter any installation or operational issues with your product, check the pertinent section of this manual to see if the issue can be resolved by following outlined procedures. For additional assistance, visit <https://www.VertivCo.com/en-us/support/>

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# 1 ICOM CMS ADMINISTRATION PORTAL

The web-based Admin Portal manages the mobile application. Administrators can track cooling units in their organization, managing them by divisions and buildings. Administrators also manage user access to the mobile application and assign cooling units to specific users.

Figure 1.1 Administration Portal

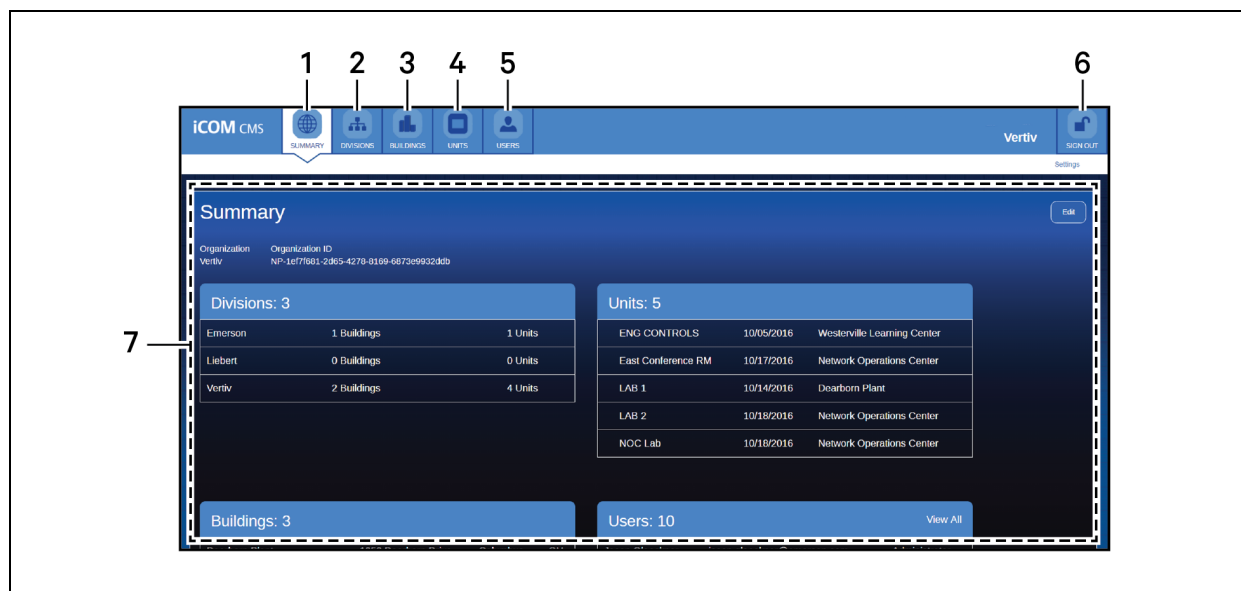


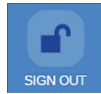
Table 1.1 Administration Portal Controls and Options

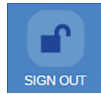
ITEM	DESCRIPTION
1	Summary icon. When selected, displays a summary of the mobile-app management information. See <a href="#">Administration Summary</a> on page 7.
2	Divisions icon. When selected, displays the organization's division-management panel. See <a href="#">Divisions and Buildings</a> on page 9.
3	Buildings icon. When selected, displays the organization's building-management panel. See <a href="#">Managing Buildings</a> on page 9.
4	Units icon. When selected, displays the organization's registered cooling units. See <a href="#">Units</a> on page 11.
5	Users icon. When selected, displays the organization's mobile-app users. See <a href="#">Users</a> on page 13.
6	Sign Out icon. When clicked, logs you out of the portal. See <a href="#">Logging out</a> on the next page.
7	Summary/Content panel. Displays a summary of the mobile-app management information or the content relevant to the selected icon.

## 1.1 Logging-on to the Admin Portal

1. Open the Admin Portal in your browser.  
The log-in screen opens.
2. Type the user name and password, and click *Sign In*  
The Summary panel displays, see [Administration Summary](#) on page 7.

## 1.2 Logging out



1. Click .  
The confirmation dialog opens.
2. Click *Sign Out*.  
The log-in screen displays.

## 1.3 Setting Activity Time-out for the Applications

You can set the iCOM CMS web UI and the mobile application to time out after a period of inactivity.

1. On the console, click *Settings*.  
The Settings panel opens.
2. Select the length of time for inactivity for the applications, then click *Save*.

### Timeout options

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#### Desktop

Number of minutes of inactivity before the iCOM CMS web user interface times out. Options are 10, 20, or 30 minutes.

#### Mobile

Number of minutes of inactivity before the mobile application times out. Options are 10, 20, or 30 minutes.

## 1.4 Setting Password Expiration

You can set the number of days to elapse before passwords expire and must be reset by the user.

1. On the console, click *Settings*.  
The Settings panel opens.
2. Select the number of days before passwords expire, then click *Save*.

### Expiration options

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#### Password Expiration

Number of days to elapse before a password must be reset. Options are 90, 180, and 360 days.

## 1.5 Administration Summary

At log-on, the panel displayed is a summary of registered cooling units and the users, buildings, and divisions of the organization. See [Administration Portal](#) on page 5.

You can also update the name of the organization from this panel, see [Editing organization name](#) below.

### Summary options

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#### Organization

Name of the administrated organization. See [Editing organization name](#) below.

#### Organization ID

Unique cloud-identification number for the organization. This ID is also displayed on the Cloud Setup panel of the web UI when the iCOM-CMS unit is registered.

### 1.5.1 Editing organization name

1. On the Summary panel, click *Edit*.  
The Edit Organization dialog opens.
2. In Name, enter the name of the organization, then click *Save*.

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## 2 DIVISIONS AND BUILDINGS

### 2.1 Managing Divisions

Click the "Divisions" icon to display the Divisions panel.

Divisions of the organization are the first level of cooling-unit management. Buildings and the units they contain are assigned to divisions. Then, users are assigned to divisions, which allows them to see building and units of the division on the mobile app.

#### 2.1.1 Adding Divisions

1. On the Divisions panel, click *new division*.  
The Add/Edit Division dialog opens.
2. Enter the name of the division and click *Save*.

#### 2.1.2 Editing Divisions

1. On the Divisions panel, hover the mouse over the division, then click *edit*.  
The Add/Edit Division dialog opens.
2. Enter the updated name of the division and click *Save*.

#### 2.1.3 Deleting Divisions

1. On the Divisions panel, hover the mouse over the division to remove, then click *delete*.  
A confirmation dialog opens.
2. Click *Delete*.

### 2.2 Managing Buildings

Click the "Buildings" icon to display the Buildings panel.

Buildings contain the cooling units that are monitored by the users via the mobile app. Buildings are assigned to divisions, which are subsequently assigned to users based on the units they want to monitor.

#### 2.2.1 Adding Buildings

1. On the Buildings panel, click *new building*.  
The Add/Edit Building dialog opens.
2. Enter the name (required) and address (optional) of the building.
3. Assign the building to a division, then click *Save*.  
A building must be assigned to a division to be available to users.

#### 2.2.2 Editing Buildings

1. On the Buildings panel, hover the mouse over the building, then click *edit*.  
The Add/Edit Building dialog opens.
2. Enter the updated building information and click *Save*.

#### 2.2.3 Deleting Buildings

1. On the Buildings panel, hover the mouse over the building to remove, then click *delete*.  
A confirmation dialog opens.
2. Click *Delete*.

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## 3 UNITS

### 3.1 Managing Units

Click the "Units" icon to display the Units panel.

When a the iCOM CMS unit is registered via Cloud Setup (of the iCOM CMS Web User Interface), the cooling units are listed on the Units panel of the Admin Portal. Units are assigned to buildings. The buildings belong to divisions. Users are assigned the divisions that manage the buildings/units the want to monitor via the mobile app.

#### 3.1.1 Adding Units

Units are only added by registration by cloud registration in the iCOM CMS web UI. Once registered, units appear on the Units panel. For registration steps, refer to "Cloud Set-up for Mobile Access" in the *iCOM CMS Web User Interface User Manual*, available at <https://www.vertivco.com/en-us/support/>.

#### 3.1.2 Editing Units

1. On the Units panel, hover the mouse over the unit, then click *edit*.  
The editable fields become accessible.
2. Enter the updated description or building and click *Save*.

#### 3.1.3 Assigning Multiple Units to a Building

1. On the Units panel, click to check the boxes next to the units to update, then click *Assign Selected to Single Building*.  
The Add Selected Units to Single Building dialog opens.
2. Enter select the building in the drop-down and click *Save*.

#### 3.1.4 Deleting Units

1. On the Units panel, hover the mouse over the unit to remove, then click *delete*.  
A confirmation dialog opens.
2. Click *Delete*.

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## 4 USERS

### 4.1 Managing Users

Click the "Users" icon to display the Users panel.

Users are added and assigned the units that they view/manage via the mobile app on this panel. There are 3 levels of user:

- Administrators add and manage buildings and divisions, assign units to buildings, and manage access and unit assignments for other users of the mobile app.
- Mobile users view their assigned units via the mobile app.
- Contacts appear in the mobile app contact list for forwarding status/alert messages by Mobile Users.

#### 4.1.1 Adding Users

1. On the Users panel, click *New User*.  
The Add/Edit User dialog opens.
2. Refer to the [User administration options](#) below, and enter the user information, then click *Save*.

#### User administration options

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##### User Roles

Access levels of the iCOM CMS mobile-app users.

- Admin = Adds and edits divisions, buildings, and users, and manages access of other users to the mobile app. Includes Mobile User access and are listed as a Contact.
- Mobile User = Views/Manages units via the mobile app. Also listed as a Contact.
- Contact = Listed in mobile app contact list for forwarding status/alert messages by Mobile Users.

##### Receive Alarm By:

Method used to send status/alert messages to the user.

- Email = Sends SMS-text messages to the email address entered.
- SMS = Sends SMS-text messages to the mobile number entered. If the mobile number is not entered, the phone number is used.
- Push = Sends "push notifications," and sends messages whether or not the mobile app is open/in-use by the user. Push is always enabled and cannot be disabled.

##### First Name

First name of the user.

##### Last Name

Last name of the user.

##### Email

Email address of the user.

## Password

For new users, a “create password” message is sent to the entered email address. For existing users, a “reset password” email can be sent, see [Resetting the password for a user](#) below.

## Position

Title/Job description of the user.

## Phone Number

Office telephone number of user.

## Mobile Number

Mobile telephone number of user

## Company

Organization name listed on the Summary panel. See [Editing organization name](#) on page 7.

## Units Assigned

List of units the user may view/manage via the mobile app. See [Assigning units to a user](#) below.

### 4.1.2 Editing Users

1. On the Users panel, hover the mouse over the user, then click *edit*.  
The Add/Edit User dialog opens.
2. Update the user information, then click *Save*.

### 4.1.3 Resetting the password for a user

If a user loses or forgets a password, an administrator can send a “reset” email.

**NOTE: Contact-level users do not receive passwords because they do not access the mobile app or Admin Portal.**

1. On the Users panel, hover the mouse over the user, then click *edit*.
2. Click *Send Reset Password Email*, then *Save*.  
An email with instructions for resetting the password is sent to the listed email address.

### 4.1.4 Assigning units to a user

Units are listed by division under their buildings on the Add/Edit User dialog. If you don't see the units that you want to assign, make sure that they are registered, have been assigned to a building, and the building is assigned to a division, see [Divisions and Buildings](#) on page 9.

1. On the Users panel, hover the mouse over the user, then click *edit*.
2. Click to check the box next to the building name to assign all of the units in the building to the user.  
– or –  
Click the drop-down arrow next to the building name to display the list of units in the building, then click to check the box for specific units.
3. Click *Save*.

### 4.1.5 Deleting Users

1. On the Users panel, hover the mouse over the user to remove, then click *delete*.  
A confirmation dialog opens.
2. Click *Delete*.

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