

Spotlight User Guide 6.42

-
- [Introduction](#)
 - [Overview](#)
 - [Logging In](#)
 - [User Interface Overview](#)
 - [Navigation](#)
 - [Dashboard](#)
 - [Configuration](#)
 - [Security Audit](#)
 - [Options](#)
 - [Admin](#)
 - [Dashboard](#)
 - [Display Data](#)
 - [Dashboard Interface](#)
 - [Widgets](#)
 - [Dashboard Drill-Down](#)
 - [Configuration](#)
 - [Overview](#)
 - [Locating Configuration Items](#)
 - [Browse Environments](#)
 - [Navigation](#)
 - [General Tab](#)
 - [Options Tab](#)
 - [Compare Versions](#)
 - [Compare Items](#)
 - [Watchlist](#)
 - [Attachments](#)
 - [Searching Spotlight](#)
 - [Security Audit](#)
 - [Genesys Permission Model](#)
 - [Display Columns](#)
 - [Filter/Search](#)
 - [Permission Changes](#)
 - [Reporting](#)
 - [Options](#)
 - [Service Alerts](#)
 - [Release Management](#)
 - [Administration](#)
-

Introduction

This document is an introduction to **Spotlight v6.41** - Auditing module. This document will explore in summary as well as detail, the features of Spotlight including:

- [Dashboard](#)
 - [Configuration Management](#)
 - [Security Audit](#)
 - [Admin](#)
 - [Options](#)
-

Overview

Spotlight Audit maintains a fully-versioned model of every object and setting in the **Genesys Configuration Management Environment (CME)**.

When Spotlight is first connected it takes a complete copy of the **CME** data. Thereafter it uses connections to **Genesys Configuration Server** and **Genesys Message Server**, via **Platform SDK**, to inform of additions, deletions and changes to objects and settings and updates its model with a new version of the object or setting.

The model therefore contains the entire history of the configuration, its objects and settings with information on when changes occurred and who made the changes.

Logging In

Spotlight is accessed through any Internet Browser however Chrome and Firefox are recommended.

To open Spotlight, enter its URL (<http://SERVERNAME/Spotlight+>) into your browser address bar.

Spotlight uses windows authentication, so in most cases you will not need to enter a username or password, Spotlight will utilise your domain username and password. In some cases, depending on the way **IIS** has been configured on the Spotlight server, you may be required to enter your domain username and password.

For future access, it is recommended that you add Spotlight as a favourite in your browser or as a short cut on your desktop.

User Interface Overview

This section of the user guide will provide an overview of each of these areas of Spotlight and further sections of the user guide will explore each feature in more detail.

Navigation

After accessing Spotlight, each area of Spotlight can be accessed using the navigation tools displayed in the top right corner of each screen.



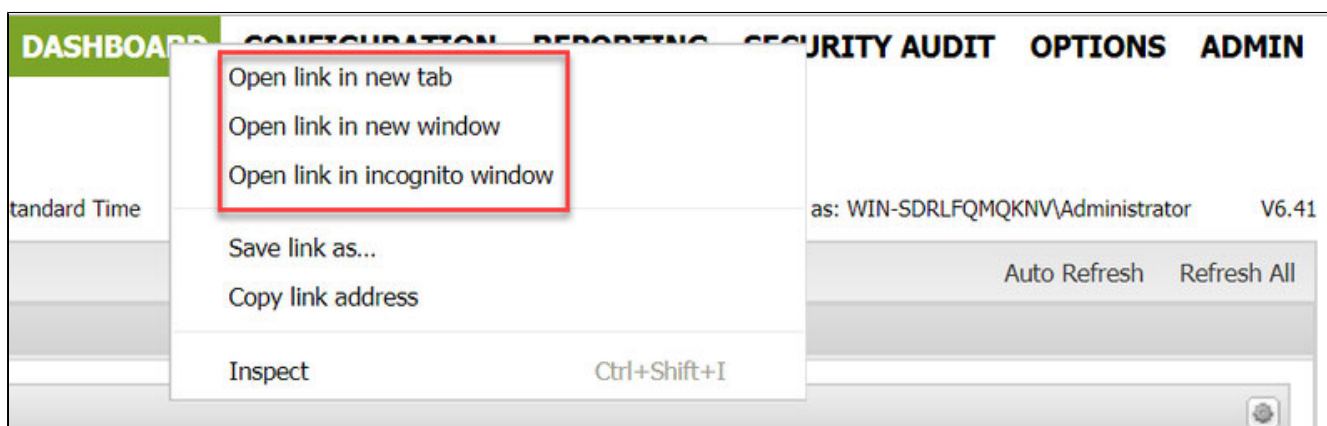
The current area of Spotlight being viewed is highlighted in green and white text.

Below the Navigation Tools is an area displaying:

- Customer Name
- UI Time Zone
- User logged in
- Spotlight version number



You can select any area (with the exception of **Options**) to navigate to that area, or right click and select **Open in new tab** or **Open in new window** to open in a separate browser tab or window.



Options will instead, open a pop up window.



Dashboard

The Spotlight **Dashboard** presents a summary of:

- The number of changes made

- The number of changes made per item type
- The number of changes made per user
- When the changes were made



Configuration

The **Configuration** tab is used to look at detailed change information, which items have changed, what property has changed, which user made the change and when was the change made.

Browse Environments	Indicators	Item Name	Item Type	Version	Last Updated	Updated By
DEMOSE		Action Codes	Action Code Group	1	09 Feb 2018, 19:05:08	System
		Alarm Conditions	Alarm Condition Group	1	09 Feb 2018, 19:05:08	System
		Application Templates	Application Template Group	1	09 Feb 2018, 19:05:08	System
		Applications	Application Group	1	09 Feb 2018, 19:05:08	System
		Business Attributes	Business Attribute Group	1	09 Feb 2018, 19:05:08	System
		Calling Lists	Calling List Group	1	09 Feb 2018, 19:05:08	System
		Campaigns	Campaign Group	1	09 Feb 2018, 19:05:08	System
		Fields	Field Group	1	09 Feb 2018, 19:05:08	System
		Filters	Filter Group	1	09 Feb 2018, 19:05:08	System
		Folders	Folder Group	1	09 Feb 2018, 19:05:08	System

Page 1 of 4 | Back | Displaying 1 - 10 of 10

Users can browse the items that are tracked by Spotlight, search for changes, compare item versions and add Attachments to items.

Security Audit

The **Security Audit** tab displays the unique Permissions of Genesys Objects (Tenants, Folders, and Configuration Items). The data in the Security Audit tab is populated only when a Genesys event occurs, namely –

- When a permissions change of a folder occurs
- When a permissions change of a configuration object occurs
- When a Genesys folder is created
- When the contents of a Genesys folder changes

- When a Genesys folder or configuration item is deleted

Security Audit								
Added Date	Updated By	Item DBID	Item Type	Change Type	Item Name	Unique Permissions	Current Folder	Folder Path
2017-11-29 12:49:23	gking	262	Folder	Folder Ch...	Person Folder 1	All Inherited	Persons	\Configuration\Environm...
2017-11-29 12:48:54	gking	262	Folder	Item Crea...	Person Folder 1	All Inherited	Persons	\Configuration\Environm...
2017-11-29 12:48:26	gking	601	Person	Item Dele...	Person5499			
2017-11-29 09:19:17	gking	103	Filter	Item Crea...	Filter3	All Inherited	Filters	\Configuration\Environm...
2017-11-29 08:37:20	gking	111	Agent Gro...	Item Crea...	Agent Group 2	All Inherited	Agent Groups	\Configuration\Environm...

The data displayed in the **Security Audit** tab can be filtered using a combination of fields, and the results of any search can be exported to a csv file.

Filter

Environment:

DEMOSRV

▼

From (inc):

2018-02-10

📅

To (inc):

2018-02-10

📅

Updated By:

🔍

Item DBID:

🔍

Item Type:

🔍

Change Type:

▼

🔍

Item Name:

🔍

Unique Permissions:

🔍

Current Folder:

🔍

Folder Path:

🔍

Search

Export

Options

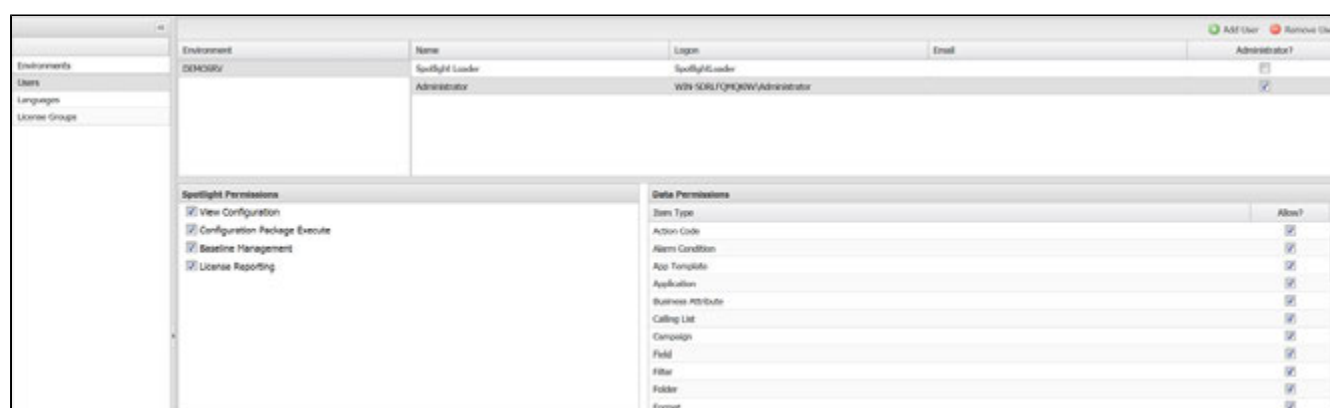
The **Options** tab can be used to allow each Spotlight user to set their own email address and change their Spotlight password.



The 'User Options' dialog box is a light gray window with a title bar and a close button (X) in the top right corner. It contains three labeled input fields: 'Options for Environment:' with a dropdown menu showing 'DEV', 'Email Address:' with a text field containing 'gking@test.com', and 'Language:' with a dropdown menu showing 'English'. At the bottom, there are two buttons: 'Save' and 'Close'.

Admin

The **Admin** tab is used to create new Spotlight users and manage existing Spotlight users including setting permission levels. This area of Spotlight can only be accessed by users with Administrative rights.



The screenshot shows the 'Admin' tab interface. On the left is a sidebar with a tree view containing 'Environments', 'Users', 'Languages', and 'License Groups'. The main area is divided into two sections. The top section is a table with columns: 'Environment', 'Name', 'Login', 'Email', and 'Administrator?'. It lists two users: 'Spotlight Leader' and 'Administrator'. The bottom section is titled 'Spotlight Permissions' and contains two sub-sections: 'Spotlight Permissions' (with checkboxes for 'View Configuration', 'Configuration Package Execute', 'Baseline Management', and 'License Reporting') and 'Data Permissions' (a table listing various data types like 'Item Type', 'Action Code', 'Alarm Condition', etc., with an 'Allow?' column).

In addition, the Admin tab can also be used to:

- Adjust language localisation settings
- Create License Groups
- Add additional Reporting Services Links

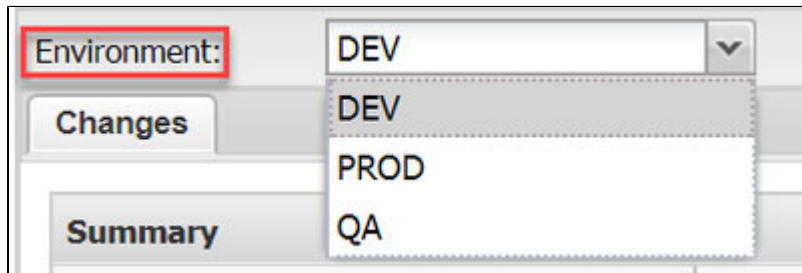
Dashboard

The **Spotlight Dashboard** presents a summary of the changes made to the systems tracked by Spotlight. It allows a user to quickly see how

many changes have been made, when in the day they have been made, the most common items that are changing and which users are those making the most changes.

Display Data

To show data within the **Spotlight Dashboard**, a user must select an **Environment** from the drop-down box.



relevant to that environment.

The dashboard will then load with change data

Dashboard Interface

The next section of this user guide will provide a brief overview of each area of the Dashboard User Interface.

Widgets

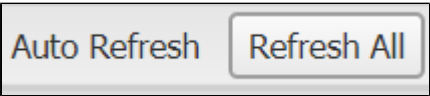
The dashboard consists of a series of widgets which present specific information to the user

- Summary
- Users - Today
- Users - Yesterday
- Item Types - Today
- Item Types - Yesterday
- Hourly Change Interval - Today
- Hourly Change Interval - Yesterday
- Config Packages (+/-24hrs)

Refresh All/Auto Refresh

All the **Dashboard** widgets are reliant on the data in them being up to date. This data can be refreshed automatically (**Auto Refresh**) or

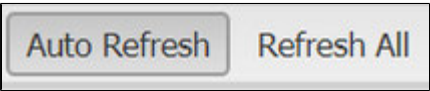
manually (**Refresh All**) to ensure the widgets contain the latest change information.



To turn on Auto Refresh:

- Select the **Auto Refresh** icon
- Enter the refresh interval in seconds
- Select **OK**

When Auto Refresh is turned on, the icon will be surrounded by a grey box. It can be turned off by selecting the **Auto Refresh** button again



Widgets Settings

Many of the widgets have a **Settings** button, which allow the user to set thresholds to visually indicate when the number of change exceeds acceptable limits.



The specific settings for individual widgets will be explored further within this user guide

Set thresholds for Change Summary...			
System	Latest Change (hrs)	Today & Yesterday Count	
		Lower	Upper
CME	1	70	300
GAX	1	-1	-1

the user in one place, a summary of the number of changes being made to the systems tracked by Spotlight.

Widgets

The **Spotlight Dashboard** contains a series of standard widgets, which are designed to present

Summary

The **Summary** widget, is a summary of the number of changes made to each system tracked by Spotlight

Summary					
System	Latest Change	Today	Yesterday	Week	Month
CME	2019-02-10 13:11:33	1,891	4,296	1,897	1,897
		1,845	4,056	1,897	1,897

For each system, the widget shows, the number of changes made on the current day, previous day, and cumulative totals for the past 7 days (Week) and past 30 days (Month).

A total for each of the above categories is also shown detailing the changes for all systems tracked by Spotlight. The date/time of the last change to each system is also shown.

The colours used in this widget can be altered using the settings button. When selected, the user can set the lower and upper thresholds for the number of changes for the current and previous day.

To do so:

- Double click either the **Lower** or the **Upper** value
- Over type the value to change
- Select **Update**

Set thresholds for Change Summary...

System	Latest Change (hrs)	Today & Yesterday Count	
		Lower	Upper
CME	1	70	300
GAX	1	-1	-1

Update

Cancel

- Any changes below the lower value will have a green background.
- Any changes between the lower and upper values will have an amber background.
- Any changes greater than the upper value will have a red background.

A user can also alter the settings for the **Latest Change** field.

To do so:

- Double click **Latest Change** field
- Over type the value
- Select **Update**

System	Latest Change (hrs)	Today & Yesterday Count	
		Lower	Upper
CME	1	70	300
GAX	1	-1	-1

Update Cancel

The colour of the text will change from green to red when the latest change is longer than the threshold set in hours.

NB: in order for the colour changes to take affect, a user must select **Refresh All** or wait until the screen refreshes when an **Auto Refresh** rate has been set

Users

The **Users** widgets show for each system tracked by Spotlight, the top five users who made changes to the system as well as the number of changes they made.

Two widgets are provided, showing data from today in one and yesterday in the other.

The colours used in these two widgets can be altered using the settings button. When selected, the user can set the lower and upper thresholds for the number of changes per User.

Users - Today	
CME	
default	1,030
Baseline	811
	1,841
GAX	
-	0
	0

To do so:

- Double click either the **Lower** or the **Upper** value
- Over type the value to change
- Select **Update**

Lower	Upper
100	200
<div> <div>Update</div> <div>Cancel</div> </div>	

- Any changes below the lower value will have a green background.
- Any changes between the lower and upper values will have an amber background.
- Any changes greater than the upper value will have a red background

NB: in order for the colour changes to take affect, a user must select **Refresh All** or wait until the screen refreshes when an **Auto Refresh** rate has been set

Item Types

The **Item Types** widgets show for each system tracked by Spotlight, up to the top five Item Types that have been changed. For each item type, the widgets also indicate the number of changes made, as well as the total changes.

Item Types - Today	
CME	
Agent Group	1,004
Person	503
App Option	181
Folder	77
Group	22
	1,787
GAX	
0	0
	0

Two widgets are provided, showing data from today in one and yesterday in the other.

The colours used in these two widgets can be altered using the settings button. When selected, the user can set the lower and upper thresholds for the number of changes per Item Type. To do so:

- Double click either the **Lower** or the **Upper** value
- Over type the value to change
- Select **Update**

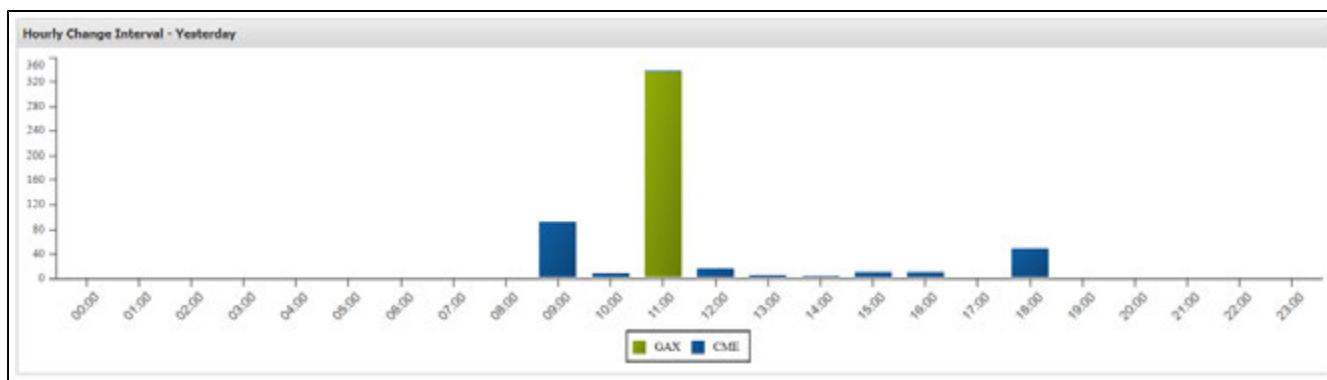
Lower	Upper
5	25
<div> <div>Update</div> <div>Cancel</div> </div>	

- Any changes below the lower value will have a green background.
- Any changes between the lower and upper values will have an amber background.
- Any changes greater than the upper value will have a red background.

NB: in order for the colour changes to take affect, a user must select **Refresh All** or wait until the screen refreshes when an **Auto Refresh** rate has been set

Hourly Change Interval

The **Hourly Change Interval** widgets are bar charts which show graphically the distribution of Spotlight changes across each hour of a day. Two widgets are provided, showing data from today in one and yesterday in the other.



Config Packages

The **Config Packages** widget is only populated with data when the **Release Management** features of Spotlight have been installed.

This widget displays the history of **Configuration Packages** that have run in the last 24hrs or are due to run in the next 24hrs.

For each package, the widget displays:

- Start Time- The time when it ran (History) or is due to run (Scheduled)
- Package Name
- User - The Genesys user who ran or has scheduled the package to run
- The package status
- Package result

Config Packages (+/- 24hrs)			
Start Time	Package Name	Status	Result
History			
2018-02-09 12:04:30	SQL test	Completed	Success
2018-02-09 12:22:26	Audit	Completed	Success
2018-02-09 12:27:54	SQL Upload	Completed	Success
2018-02-09 12:29:25	SQL Upload	Completed	Success
2018-02-09 15:32:49	Test Rollback Rollback 2018-02-09T02:21:53	Completed	Success
2018-02-09 15:51:00	Test Rollback	Completed	Success
2018-02-09 15:54:14	Test Rollback Rollback 2018-02-09T02:51:00	Completed	Success
2018-02-09 16:18:59	Test Email	Completed	Success
2018-02-09 16:21:53	Test Email Rollback 2018-02-09T04:18:59	Completed	Success
Scheduled			
2018-02-09 13:30:00	Audit	Scheduled	-
2018-02-01 10:05:00	Test Email Rollback 2018-02-09T04:18:59	Scheduled	-

Dashboard Drill-Down

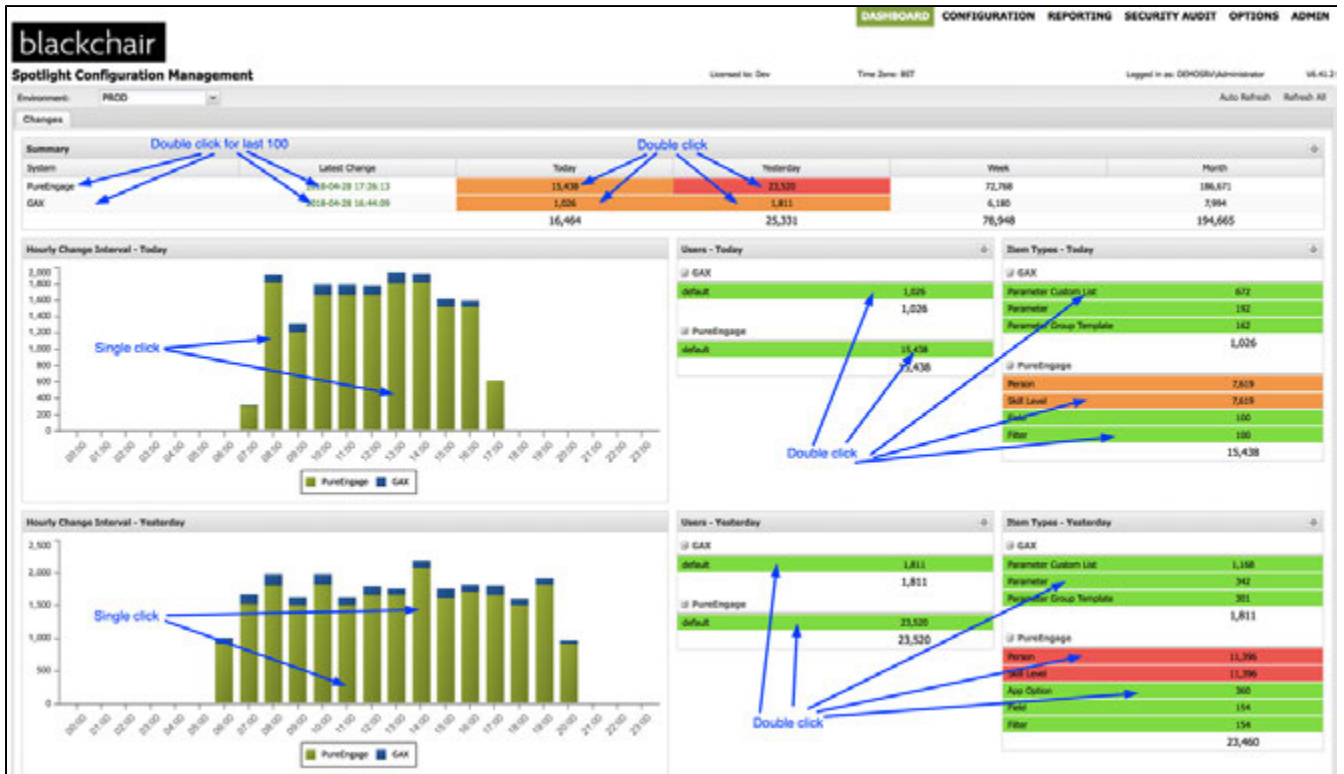
The following click events will open (in a new window), the Configuration page displaying the expected number of results. This allows users to drill down from within the Dashboard Widgets to see detailed information as follows

Double clicks:

- Change Summary - System: Last 100 changes for the selected system
- Change Summary - Latest Change: Last 100 changes for the selected system
- Change Summary - Today: All changes today for the selected system
- Change Summary - Yesterday: All changes yesterday for the selected system
- Users - Today: All changes today by the selected user
- Item Types - Today: All changes today for the selected item type
- Users - Yesterday: All changes yesterday by the selected user
- Item Types - Yesterday: All changes yesterday for the selected item type

Single clicks

- Hourly Change Interval - Today: All changes today for the selected hourly period (includes all systems)
- Hourly Change Interval - Yesterday: All changes yesterday for the selected hourly period (includes all systems)



The resulting 'results' can then be added to an RM package or exported for instance. as described further in this user guide.

Configuration

The **Configuration** tab allows users to browse the items that are tracked by Spotlight, Search Changes, Compare Versions and Add Attachments.

Overview

Below you will find a quick overview of each area of the **Configuration** tab user interface.

Browse Environments	Indicators	Item Name	Item Type	Version	Last Updated	Updated By
SEARCH		Action Codes	Action Code Group	1	09 Feb 2018, 19:05:08	System
		Alarm Conditions	Alarm Condition Group	1	09 Feb 2018, 19:05:08	System
		Application Templates	Application Template Group	1	09 Feb 2018, 19:05:08	System
		Applications	Application Group	1	09 Feb 2018, 19:05:08	System
		Business Attributes	Business Attribute Group	1	09 Feb 2018, 19:05:08	System
		Calling Lists	Calling List Group	1	09 Feb 2018, 19:05:08	System
		Campaigns	Campaign Group	1	09 Feb 2018, 19:05:08	System
		Fields	Field Group	1	09 Feb 2018, 19:05:08	System
		Filters	Filter Group	1	09 Feb 2018, 19:05:08	System
		Folders	Folder Group	1	09 Feb 2018, 19:05:08	System

Browse Environments

Here you can select which Spotlight Environment to view.

Browse Environments

DEV

PROD

QA


Selecting an environment will allow the user to browse through its folder structure containing the items that

Spotlight tracks.











Folders

Items tracked by Spotlight are arranged in folders.

The top folders represent the systems tracked by Spotlight (e.g. **CME**), with subsequent folders representing groups of items in the system (e.g. **Action Code Group, Filter Group** etc).

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	CME	CME Group	1	07 Feb 2018, 22:37:26	System
	GAX	GAX Group	1	07 Feb 2018, 22:37:44	System

These subsequent folders contain the specific items tracked by Spotlight (e.g. **Action Codes, Filters** etc).

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	Action Codes	Action Code Group	1	07 Feb 2018, 22:37:26	System
	Alarm Conditions	Alarm Condition Group	1	07 Feb 2018, 22:37:26	System
	Application Templates	Application Template Group	1	07 Feb 2018, 22:37:26	System
	Applications	Application Group	1	07 Feb 2018, 22:37:26	System
	Business Attributes	Business Attribute Group	1	07 Feb 2018, 22:37:27	System
	Calling Lists	Calling List Group	1	07 Feb 2018, 22:37:26	System
	Campaigns	Campaign Group	1	07 Feb 2018, 22:37:26	System
	Fields	Field Group	1	07 Feb 2018, 22:37:27	System
	Filters	Filter Group	1	07 Feb 2018, 22:37:27	System
	Folders	Folder Group	1	07 Feb 2018, 22:37:27	System

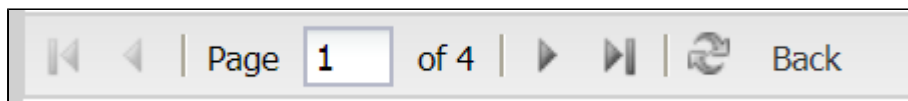
Page 1 of 4

Back

Displaying 1 - 10 of 35

Page Navigation

Navigation of the spotlight environment is done in a number of ways, including single click and double click selections.



Forward and **Backwards** arrows are also utilised to navigate to subsequent or previous sections, as Spotlight displays 10 items on screen at a time.

General

When an item is selected, the **General** tab will show the settings used to configure the item in the source system.

General		Options			
Version:		<input type="button" value="Add this version to Config Package"/>		<input type="button" value="Add this version to Compare"/>	
<div>3</div>		Current		Previous	
Name :		(Environment) DEV4 Test		(Environment) DEV4	
Version :		3		2	
Last Updated By:		default		Baseline	
Updated Date:		28 Nov 2017, 14:19:23		17 Nov 2017, 13:26:41	
Property		Value			
Tenant :		Environment			
State Enabled :		True			

These settings can be seen for previous versions of the item as well as the current version. Any values in red indicate that a change has occurred since the previous version of the item.

Options

The **Options** tab shows the Child items of the item currently being viewed.

General Options					
Name	Type	Version	Last Updated	Updated By	
SpotlightAuditServerECQA	Server	1	17 Nov 2017, 1...	default	
SpotlightAuditServerECQA - confserv	Connection	1	17 Nov 2017, 1...	default	
SpotlightAuditServerECQA - MessageServer	Connection	1	17 Nov 2017, 1...	default	

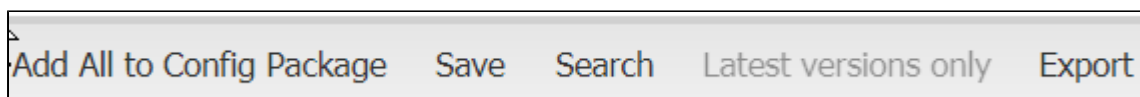
Page 1 of 1

Displaying 1 - 3 of 3

For instance, if a user is viewing an agent in CME, **Options** could include the skills assigned to the agent and the agent groups they are a member of amongst others.

Search Menu

- The **Search** button can be used to create Spotlight custom searches
- The **Export** button can be used to export the results of a search to a csv file
- The **Save** button can be used to save the parameters used to search to a **Custom Search**
- The **Add All to Config Package** button is used to add search results to a configuration package
- **Latest versions only** button will filter the search results to only show the maximum version of each item



Search

This section of **Configuration** allows the user to perform a **Latest Change** search in the environment selected or any custom searches that a user has created and saved.

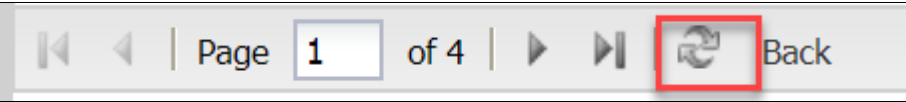
Search

Last 100 Changes

TSERVER

Refresh

Select this button to refresh the Spotlight screen, to show the latest change information.



Locating Configuration Items

Items tracked by Spotlight can be located within the Spotlight Environment in a number of ways.

- **Browsing** the Spotlight Environment
- Viewing the results of a **Latest Change** search
- Viewing the results of a **Custom** search

Each of these methods is explained further throughout this user guide.

Browse Environments

The first way to locate and view a Spotlight item is to browse the Environment. To begin browsing:

- Select the environment to browse from the **Browse Environments** section to the left of the main spotlight screen.













The screen will refresh, and the items tracked by Spotlight can be viewed. The items are contained within folders, with the first folders representing the systems Spotlight tracks.

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	CHE	CHE Group	1	07 Feb 2018, 22:37:26	System
	GAX	GAX Group	1	07 Feb 2018, 22:37:44	System

- To open a folder, double click on the Item name.
- The screen will refresh showing the items/folders contained within that folder.
- The user can continue to double click on any subsequent folders to open them, until they have located the specific Spotlight item they wish to view.

Subsequent folders represent the groups of items in these systems (**e.g. Action Code Groups, Filter Groups etc**). These subsequent folders contain the actual specific item tracked by Spotlight (**e.g. Action Codes, Filters etc**).

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	Action Codes	Action Code Group	1	07 Feb 2018, 22:37:26	System
	Alarm Conditions	Alarm Condition Group	1	07 Feb 2018, 22:37:26	System
	Application Templates	Application Template Group	1	07 Feb 2018, 22:37:26	System
	Applications	Application Group	1	07 Feb 2018, 22:37:26	System
	Business Attributes	Business Attribute Group	1	07 Feb 2018, 22:37:27	System
	Calling Lists	Calling List Group	1	07 Feb 2018, 22:37:26	System
	Campaigns	Campaign Group	1	07 Feb 2018, 22:37:26	System
	Fields	Field Group	1	07 Feb 2018, 22:37:27	System
	Filters	Filter Group	1	07 Feb 2018, 22:37:27	System
	Folders	Folder Group	1	07 Feb 2018, 22:37:27	System

Navigation

The following tools can be used to navigate throughout the **Configuration** tab of Spotlight, when Browsing or when viewing the results of a Search.

Page Navigation

Spotlight displays 10 items/folders on screen at the one time. Where a folder contains more than 10 items/folders, the items are split across several pages.

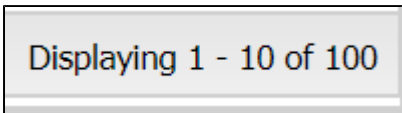


The page navigation tools can be used to navigate to subsequent or previous pages as follows

- First Page
- Previous Page
- Go direct to a page number - enter the number then return on keyboard
- Next Page
- Last Page
- Refresh - refresh the contents of the current screen
- Back - navigate to the previous folder level

Displaying

This section will display how many items are in the folder or search, and the range of items that is currently being viewed on screen.



Sorting

By default, all columns in the spotlight screen are sorted in ascending order.

To change the sort order:

- Select the drop-down arrow to the right of the column name
- Select **Sort Ascending** or **Sort Descending**





Item Name	Item Type
(Environment) asmith	<div><div><div>A↓</div><div>Z↓</div></div><div>Sort Ascending</div><div><div>Z↓</div><div>A↓</div></div><div>Sort Descending</div></div>
cspencer - (Environment) BS_Email	
(Environment) cspencer	
(Environment) asmith	
	Person

An alternative method is to simply select the **Column Name**. If the column is currently in ascending order, it will change to descending order. If the column is currently in descending order, it will change to ascending order.

Indicators

The Indicator column displays icons which specify the status of the Spotlight items on screen. The icons indicate if an item has been:

- added to a **Watch List**
- contains **Child Items** (folder objects only)
- has an **Attachment** added to it
- has been **Deleted**.

Indicators	Item Name
	(Environment) asmith
	cspencer - (Environment) BS_Email
	(Environment) cspencer
	(Environment) asmith
	(Environment) yogimi
	(Environment) SF_Agent_001
 	(Environment) Emails
	cspencer - (Environment) BS_Email
	(Environment) cspencer
	(Environment) SF_Agent_001

Hover

When an item has an icon beside it, when the user hovers their mouse cursor over the icon, Spotlight will indicate what the icon represents as follows.

- **Folders:** This item has children
- **Attachments:** This item has attachments
- **Watch List:** This item is being watched
- **Delete:** This item has been deleted

Short Cut Menu

If a user right clicks an item or folder, a shortcut menu will be presented that allows the user to perform an action on that item. The contents

of the shortcut menu will depend on a number of factors including:

- The type of item
- If Release Management is installed and the user has permissions for this
- If the item is on v1 or above

Each of these shortcut menu features will be explored throughout this user guide

Indicators	Item Name
	(Environment) asmith
	cspencer - (Environment) BS_Email
	(Environment) cspencer
	(Environment) asmith
	(Environment) yogimi
	(Environment) SF_Agent_001
⊘	(Environment) Emails
	cspencer - (Environment) BS_Email
	(Environment) cspencer
	(Environment) SF_Agent_001

Edit Attachments

Add to Watch List

Compare Versions

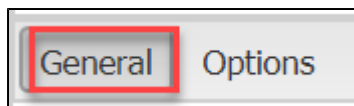
Add To Compare

Add to Config Package...

Roll Back...

General Tab

When an item is selected in the Browse/Search window, the lower portion of the screen will display the item details in two tabs – **General** and **Options**.



Item Details

The **General** tab allows a user to see how the item is configured in its source system. By default, the current version is displayed and the values of the item that have changed from the previous version is shown to the right-hand side.

Values in red indicate a change has occurred.

General		Options
Version:	<div>Add this version to Config Package</div> <div>Add this version to Compare</div>	
16	Current	Previous
Name :	TServer_Alcatel_A4400_760	
Version :	16	15
Last Updated By:	gking	
Updated Date:	29 Nov 2017, 09:27:07	
Property	Value	
Password :	*****	
Type :	T-Server	
Version :	7.6.0	
Is Application Server :	True	
State Enabled :	False	True
Template :	TServer_Alcatel_A4400_760	
Working Directory :	.	

As well as these settings, Spotlight also displays the date/time of when the item was last updated and the name of the user who made the update.

Change Version

The **General** tab by default show the latest version of the item. A user can view the settings of any previous version also. To do so:

- Select the version number from the version drop down to the left of the item details

General
Options

Version:
Add this version to Config Package
Add this version to Compare

16
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

Current
Name : TServer_Alcatel_A4400_760
Version : 16
Last Updated By: gking
Updated Date: 29 Nov 2017, 09:27:07
Property Value
Password : *****
Type : T-Server
Version : 7.6.0
Is Application Server : True
State Enabled : False
Template : TServer_Alcatel_A4400_760
Working Directory : .
Command Line :

- The screen will refresh and the version selected will be loaded

Options Tab

The **Options** tab shows Spotlight items that are related to the item being currently viewed.

General
Options

For instance, if a user is viewing an agent in CME, **Options** would include the skills assigned to the agent and the agent groups they are a member of amongst others.

Properties

When the **Options** tab is selected, a list of related items for the item selected is presented. This list shows the Item Name, Type, and Version, when it was last updated and who made the update.

General Options					
Indicators	Name	Type	Version	Last Updated	Updated By
	MessageServer - WIN-SQRJFQMJDIV	Server	1	09 Jan 2018, 11...	Baseline
	MessageServer - snl	Flexible Property	1	09 Jan 2018, 11...	Baseline
	MessageServer - uninstall	Flexible Property	1	09 Jan 2018, 11...	Baseline
	MessageServer - uninstall	Flexible Property	1	09 Jan 2018, 11...	Baseline
	MessageServer - _WIZARD_	Flexible Property	1	09 Jan 2018, 11...	Baseline
	MessageServer - _ProgID_	Flexible Property	1	09 Jan 2018, 11...	Baseline
	MessageServer - log - all	Application Option	1	09 Jan 2018, 11...	Baseline
	MessageServer - log - expire	Application Option	1	09 Jan 2018, 11...	Baseline
	MessageServer - log - segment	Application Option	1	09 Jan 2018, 11...	Baseline
	MessageServer - log - verbose	Application Option	1	09 Jan 2018, 11...	Baseline

Page 1 of 3

Displaying 1 - 10 of 27

Item Details

To view the details of the option item:

- Right click the option item
- Select **Show Details**

General

Options

Indicators	Name
	MessageServer - WIN-SDRLFQMKNV
	MessageServer - sml
	MessageServer - uninstall
	MessageServer - uninstall
	MessageServer - _WIZARD_

Edit Attachments

Add to Watch List

Add To Compare

Show Details

- A new window will open, containing the settings used to configure the option item in its source system.

Details

Version:

Add this version to Config Package

Add this version to Compare

4

Name :

TServer_Alcatel_A4400_760 - WIN-SDRLFQMKNV

Version :

4

Last Updated By :

gking

Updated Date:

29 Nov 2017, 08:37:03

Property

Value

Application :

TServer_Alcatel_A4400_760

Host :

WIN-SDRLFQMKNV

Port :

7000

Backup Server :

0

Reconnect Timeout :

20

Reconnect Attempts :

3

Account :

SYSTEM

Account Type :

SYSTEM Account

Change Version

By default, these details show the current version of the option item. As we have seen with Spotlight items, the user can view previous versions by using the version drop down box and selecting the version number.

Details

Version:

Add this version to Config Package

Add this version to Compare

4

▼

Name :

TServer_Alcatel_A4400_760 - WIN-SDRLFQMKNV

Version :

4

Last Updated By :

gking

Updated Date:

29 Nov 2017, 08:37:03

Property

Value

Application :

TServer_Alcatel_A4400_760

Host :

WIN-SDRLFQMKNV

Port :

7000

Backup Server :

0

Reconnect Timeout :

20

Reconnect Attempts :

3

Account :

SYSTEM

Account Type :

SYSTEM Account

Again, the screen will refresh to contain the settings for that version of the child item

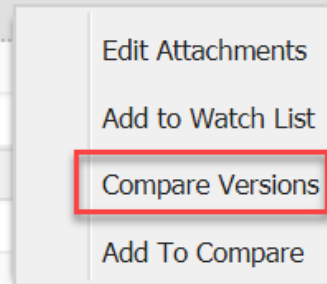
Compare Versions

We have already seen that it is possible in Spotlight to view the settings of a previous version of a **Configuration** Item and an **Option** Item. It would also be very useful to be able to look at two different versions of an item together. Spotlight provides a method which allows the user to do so.

To compare item versions:

- Right click an item to display the shortcut menu. This can be done in the Spotlight main window, or within the Option items list depending on which item you wish to compare.
- Select **Compare Versions**.

Indicators	Item Name	Item Type
	MessageServer	Application
	SCS	Application
	TServer_Alcatel_A4400_760 2	Application
	TServer_Alcatel_A4400_760 New	Application
	SpotlightAuditServer	Application
	SpotlightAuditServerEC	Application



NB: This feature is only available when an item has more than one version.

- A new window will open and will allow you to determine what is to be compared as follows

By Version Number

The default option is to compare version numbers. By default, Spotlight compares the current version with the previous version, however this can be altered. To do so:

- Use the drop-down box to select the first version
- Use the drop-down box to select the second version
- Select **Go**

- The screen will refresh and the settings for both versions will be loaded. Any differences between the versions will be shown in red text.

Show Difference Only		
Field Name	Left	Right
BCID	2723	2723
BCVersion	16	15
Deleted	false	false
Password		
Type	T-Server	T-Server
Version	7.6.0	7.6.0
Is Application Server	True	True
State Enabled	False	True
Template	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760
Working Directory	.	.
Command Line	.	.
Auto Restart	True	False
Timeout Startup	90	90
Timeout Shutdown	90	90
Redundancy Type	Warm Standby	Warm Standby
Command Line Arguments	.	.
Component Type	Unknown	Unknown

By Date/Time

An alternative to setting the version numbers to compare is to set specific dates/time to compare. This is useful when you do not know what the last version was that was working, however you do know on what date it was working.

The date and time can be set for both the first and second versions to compare.

Compare Versions

Left

☒ Date:

☐ Version:

16

Right

☒ Date:

☐ Version:

15

Close

Go

- To set the date for the first version to compare, select the **Calendar**
- Next use the calendar to navigate to the date to use, then select the date

Compare Versions

Left

☒ Date:
 ☐ Version:

Show Difference Only

Field Name

BCID

BCVersion

◀

November 2017

▶

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today

- Repeat this process for the second version to compare
- To set the time for the first and second versions to compare, first select the **Time** drop down
- Select the time to use from the list that appears

Compare Versions

Left

☒ Date:

11/29/2017

☐ Version:

15

Show Difference Only

Field Name	
BCID	
BCVersion	
Deleted	
Password	
Type	
Version	
Is Application Server	

12:00 AM

12:05 AM

12:10 AM

12:15 AM

12:20 AM

12:25 AM

12:30 AM

12:35 AM

12:40 AM

12:45 AM

12:50 AM

12:55 AM

1:00 AM

1:05 AM

1:10 AM

- Repeat this process for the second version to compare.
- Finally select **Go** to run the comparison

Compare Versions

Left

☒ Date: 11/29/2017 11:50 AM
 ☐ Version: 16

Right

☒ Date: 11/28/2017 12:00 AM
 ☐ Version: 15

Close

Go

Show Difference Only

Field Name	Left	Right
BCID	2723	2723
BCVersion	16	15
Deleted	false	false
Password		
Type	T-Server	T-Server
Version	7.6.0	7.6.0
Is Application Server	True	True
State Enabled	False	True
Template	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760
Working Directory	.	.
Command Line	.	.
Auto Restart	True	False
Timeout Startup	90	90
Timeout Shutdown	90	90
Redundancy Type	Warm Standby	Warm Standby
Command Line Arguments	.	.
Component Type	Unknown	Unknown

- The screen will refresh and the settings for both versions will be loaded. Any differences between the versions will be shown in red text.

Combination

As well as comparing based on version numbers and date/times, Spotlight allows the user to use a combination of both. The version number can be set for one version to compare and the date/time can be set for the other version being compared.

- The date, time and version numbers are set as previously described.
- As previously, to run the comparison select **Go**

Differences Only

Items tracked by Spotlight can often be very complicated and consist of lots of settings. Therefore, when comparing versions, there may be many fields to view in order to see what has changed.

Spotlight assists the user in this process by highlighting in red the fields that have changed. Spotlight assists further by allowing the user to only view what has changed.

- To see only the changes, select **Show Difference Only**.

- The screen refreshes and all fields that are the same in both versions are removed, allowing the user to focus only on the data that has changed.

Show Difference Only		
Field Name	Left	Right
BCVersion	16	15
State Enabled	False	True
Auto Restart	True	False

Compare Items

In addition to comparing two versions of the same item, it is also possible to compare multiple items. This may be useful for example to ensure that all applications of the same type have consistent settings

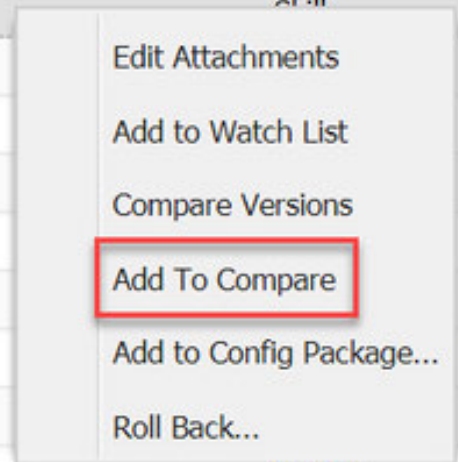
In addition to comparing all parent properties of these items, all child values are also compared. This comparison is a flexible tool and allows the following

- Compare multiple versions of the same item
- Compare multiple different items
- Compare multiple items across environments
- Any combination of the above

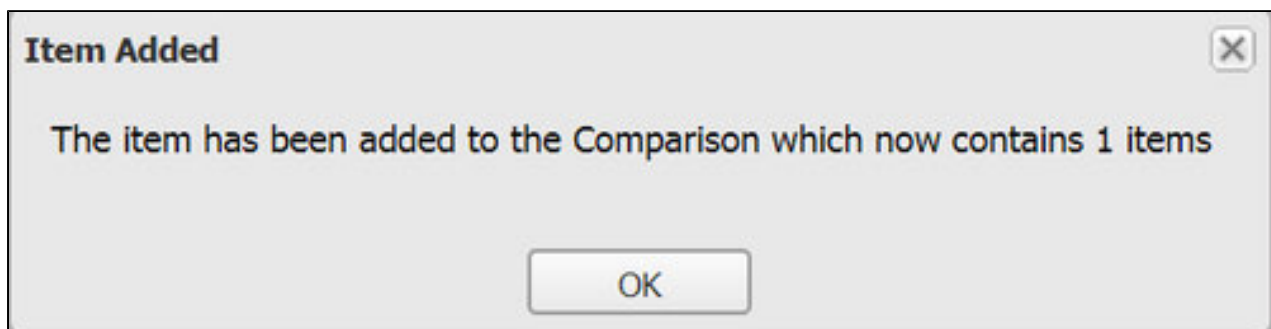
To add items to a comparison:

- Right click an item to display the shortcut menu. Multiple items can also be added at the same time, using the **CTRL** button. This can be done in the Spotlight main window, or within the **Option** items list depending on which items you wish to compare.
- Select **Add to Compare**.

Item Name	Item Type
(Environment) DEV4 Test	Client
(Environment) DEV4	
(Environment) Place2037	
SpotlightAuditServerECQA - confserv	
SpotlightAuditServerECQA	
SpotlightAuditServerECQA	
SpotlightAuditServerQA - confserv	
SpotlightAuditServerQA - MessageServer	
SpotlightAuditServerQA	Server



- You will receive a success message, indicating that the item has been added to the comparison



- Additional items can be added into the comparison by repeating the process above.

The same functionality can be used to add multiple versions of the same item to the compare. This has the added benefit of allowing users to see all the parent and child settings in the same screen.

- To do so, add the current version of the item to the compare.
- Next, using the **Version Drop down**, select a previous version
- Select **Add This Version to Compare**.

General
Options

Version:

Add this version to Config Package
Add this version to Compare

3
3
2
1

Current
Previous

Name : (Environment) DEV4 Test (Environment) DEV4

Version : 3 2

Last Updated By: default Baseline

Updated Date: 28 Nov 2017, 14:19:23 17 Nov 2017, 13:26:41

Property Value

Tenant : Environment

State Enabled : True

To add items to the comparison from another Spotlight Environment, the process above can be repeated after locating the items in said environment.

When multiple items have been added to the comparison a button is available to the top left corner of the **Configuration** tab, indicating the number of items added to the comparison. Hovering your mouse over this field will display the list of items in the comparison list.

Spotlight Configuration Management

Compare (3)

Browse Env

DEMOSEV
DEV
PROD

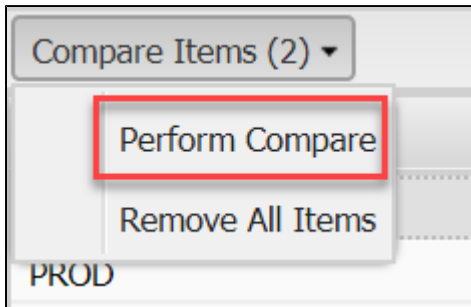
Compare Items

DEMOSEV - (Environment) dave
DEMOSEV - (Environment) dave
DEMOSEV - (Environment) dave

Indicators

The perform the comparison:

- Select **Compare Items**
- Select **Perform Compare** to compare the selected items.

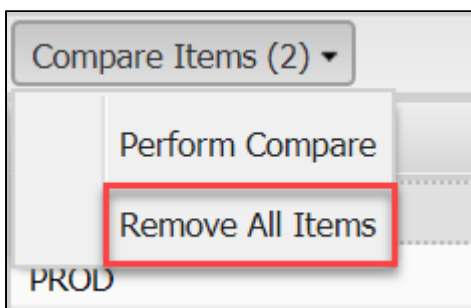


The comparison screen will show the items added to the comparison side by side. Any difference between the settings of the first item added and the other items added will be highlighted in red.

Spotlight Item Comparison				
	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760 New	
Item Name	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760 New	
Environment	PROD	PROD	PROD	
Version	16	15	14	
Updated Date	29 Nov 2017, 09:27:07	29 Nov 2017, 08:37:03	29 Nov 2017, 08:37:03	
Updated By	gking	gking	gking	
Is Deleted?	No	No	No	
: Item Properties				
Password	****	****	****	
Type	T-Server	T-Server	T-Server	
Version	7.6.0	7.6.0	7.6.0	
Is Application Server	True	True	True	
State Enabled	False	True	True	
Template	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760	TServer_Alcatel_A4400_760	
Working Directory	.	.	.	
Command Line	.	.	.	

You can change which item is classed as the first item, and therefore the starting point of the comparison by selecting the new item to compare and dragging it to the first column.

The **Remove All** button can be used to remove all items from the comparison.



The Spotlight configuration items that can be fully compared are as follows:

<ul style="list-style-type: none"> • Access Code • Access Number • Action Code • Agent Login • Annex Tab • Application • Application Option • Application Rank • Application Template • Application Type • Attribute Value • Calling List Info • Calling List Treatment • Campaign • Clearance Script • Component • Component Definition • Connection 	<ul style="list-style-type: none"> • DN • Destination DN • Field • Filter • Format • Format Field • Host • IVR Port • Intervals/Volume Periods • Login Info • Objective Record • Objective Table • Origination DN • Person • Port Info • Reaction Script • Role Member 	<ul style="list-style-type: none"> • Script • Security • Server • Skill • Skill Level • Solution • Statistical Day • Statistical Table • Subcode • Switching Office • Table Access • Table Day • Time Zone • Transaction • Treatment • Voice Platform Profile • Voice Prompt
---	---	---

Spotlight Configuration items that allow partial comparison are as follows:

- Access Group (will not compare DN Annex Tab, or members)
- Agent Group (will not compare DN Annex Tab, or members)
- Alarm Condition (will not compare Script Annex Tab)
- Business Attribute (will not compare Attribute Value Annex Tab)
- Calling List (will not compare Treatment Annex Tab)
- Campaign Group (will not compare Campaign Annex Tab)
- DN Group (will not compare DN Annex Tab, or members)
- Folder (will not compare objects contained in the Folder)
- IVR (will not compare IVR Port Annex Tab)
- Place (will not compare DN Annex Tab)
- Place Group (will not compare DN Annex Tab, or members)
- Role (will not compare members)
- Switch (will not compare Agent Login or DN Annex Tab)
- Tenant (will not compare objects contained in the Tenant)

Watchlist

The **Watch List** allows users to mark Spotlight items to be watched with the purpose of generating alerts when the item changes. The user can define exactly what is being watched, what type of changes will result in an alert being sent to them, as well as the method of the alert (**depending on how Spotlight has been deployed**).

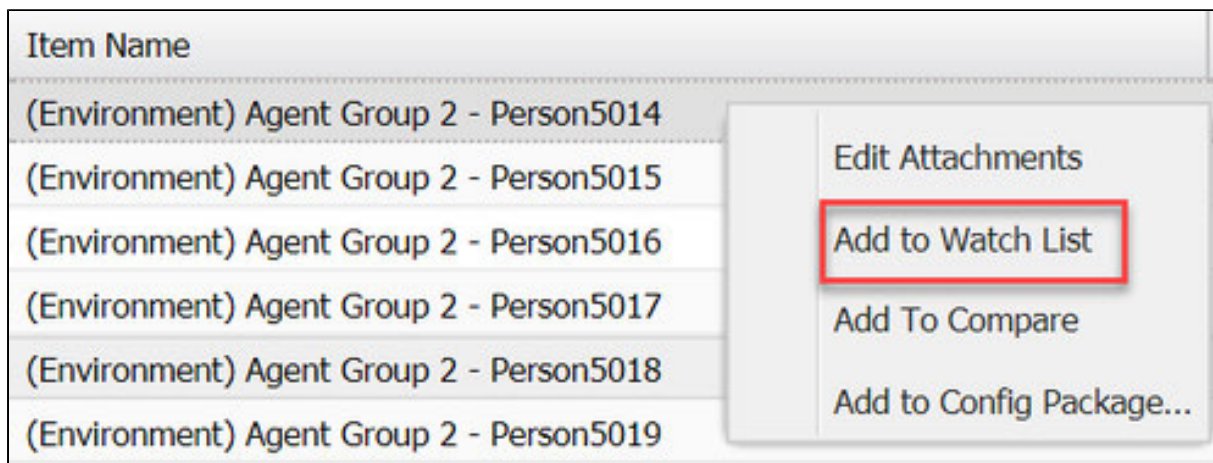
Alerts are in near real time, allowing a user to quickly check to ensure any changes made to the items in their Watch List are correct, before the changes can significantly affect the business.

In addition to browsing and searching, the **Watch List** is a powerful tool that allows users to focus on Spotlight items that are of most interest to them and relevant to their job role.

Add Items

Any item tracked by Spotlight can be added a user's Watch List, including Option Items.
To add a Spotlight item to the Watch List:

- Navigate to that item within Spotlight. This can be done by browsing the environment, or using the search features.
- Once the item has been located, the user should right click the item
- Select **Add to Watch List**.



- A new window will appear which can be used to select the settings used by the Watch List for that item.
- Here the user will decide how they wish to be contacted by the Watch List, and what changes to the item they will be notified about from the following list
 - Updates
 - Deletions
 - New Children
 - Child Updates
 - Child Deletes

Add to Watch List

×

Add: (Environment) Agent Group 2 - Person5014

Notify

Contact Method:

EEmail

▼

☒ Updates

☒ Deletions

☒ New Children


☒ Child Updates

☒ Child Deletes

Close

Save

- Select the Contact Method – **Email**
- Check the relevant check boxes
- Select **Save**
- The main Spotlight screen will refresh, and a **Green Circle** icon will be shown against the icon in the **Indicators** column indicating that it is now being watched.

Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	MessageServer	Application	3	09 Jan 2018, 17:15:54	Not Supplied
	SCS	Application	1	09 Jan 2018, 11:53:07	Baseline
	TServer_Akabel_A4400_760 2	Application	1	09 Jan 2018, 11:53:07	Baseline
	TServer_Akabel_A4400_760 New	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServer	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerEC	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerDEV	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerECDEV	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerQA	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerECQA	Application	1	09 Jan 2018, 11:53:07	Baseline

Page 1 of 2

Back

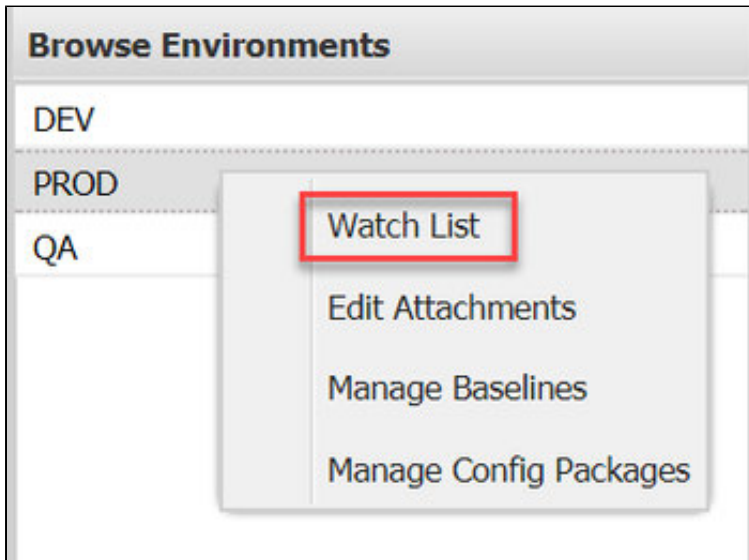
Displaying 1 - 10 of 18

Viewing/Editing

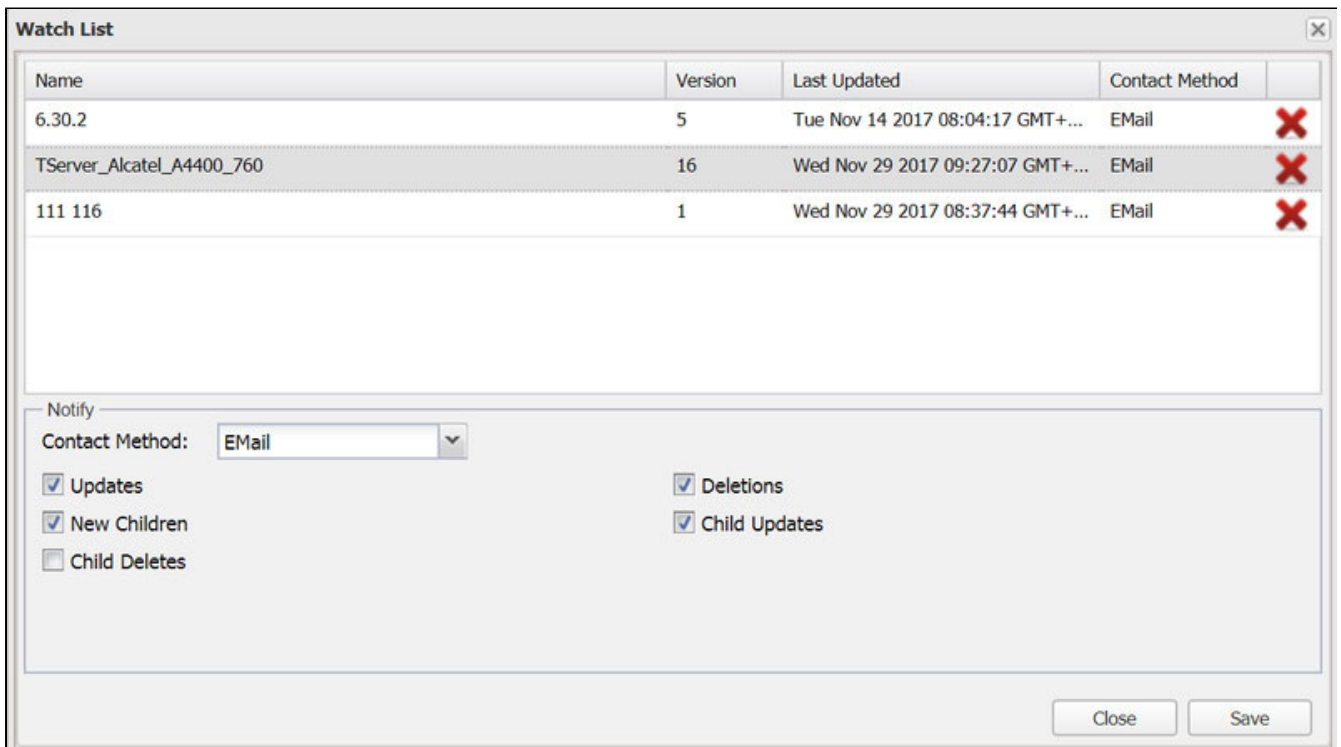
Once a user has added Spotlight items to their Watch List, it is useful for them to be able to view their Watch List. This allows the user to see exactly which items they are watching; the settings used for each item and will allow them to amend the items and settings of their Watch List.

To view a Watch List:

- Right click the Spotlight Environment under **Browse Environments**
- Select **Watch List**.



- A new window will open containing the details of the Watch List. In the top section of the screen, you can see the Spotlight items that are being watched. This includes the name of the item, its current version, when it was last updated and the contact method used by the **Watch List**.



To view the settings used by any item in the **Watch List**

- Select the **Item Name**
- The lower section of the screen will be populated with these settings

To amend any of the settings for an item on the **Watch List**

- Select or deselect the appropriate check boxes
- Select **Save**

Notify

Contact Method:

☒ Updates
 ☒ Deletions
☒ New Children
 ☒ Child Updates
☐ Child Deletes

To remove an item from the **Watch List**

- Select the **Red Cross** icon to the right of the contact method in the top section of the screen.
- The screen will refresh with the item removed

Name	Version	Last Updated	Contact Method	
6.30.2	5	Tue Nov 14 2017 08:04:17 GMT+...	Email	
TServer_Alcatel_A4400_760	16	Wed Nov 29 2017 09:27:07 GMT+...	Email	
111 116	1	Wed Nov 29 2017 08:37:44 GMT+...	Email	

Notifications

When an item being watched changes, Spotlight will send an email notification to any users that has that item on their Watch List. The email includes the name of the item that is being watched, the type of item it is and what has been changed. It also provides a link - **You can view the Item here**, which allows the user to navigate directly to the Search tool in Spotlight to locate the item.

Attachments

Spotlight allows users to add attachments to any folder or item within the Spotlight Environment. These attachments allow knowledge of the systems tracked by Spotlight to be built, as the attachments can relate directly to the specific item they are added to.

NB: Attachments can be viewed by all Spotlight users, not just the user who adds the attachment.

Attachment Types

Attachments can be **Notes**, **Links** and/or **Documents**.

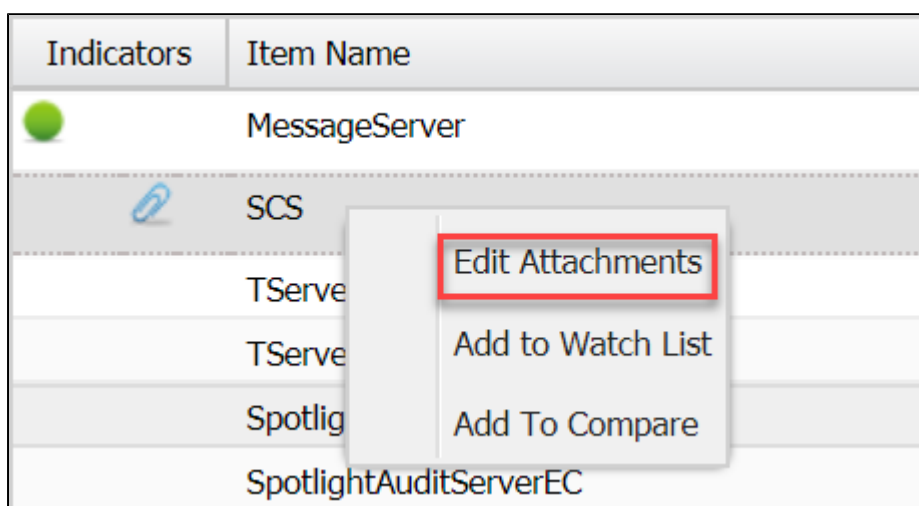
Examples could include:

- **Note:** A few sentences explaining why an item has been changed or exactly how it is configured.
- **Documents:** A system user guide or process maps.
- **Link:** URL of the manufacturer's web site or online help feature.

Adding Attachments

To access the attachments of a Spotlight item:

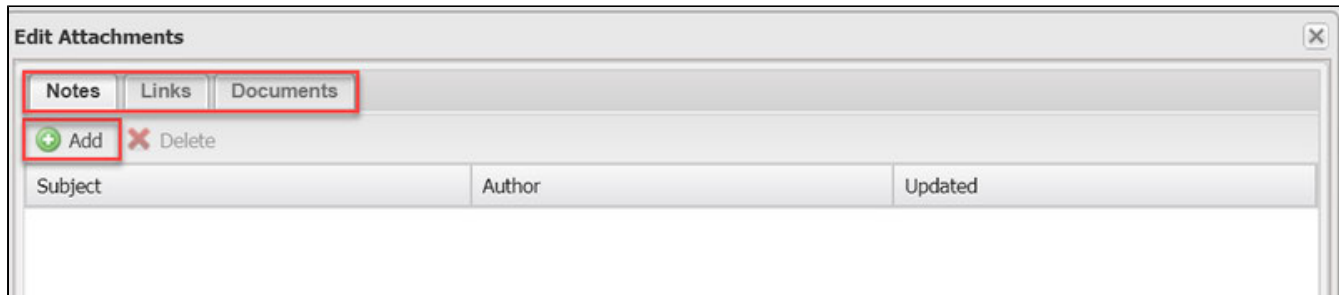
- Navigate to that item within Spotlight. This can be done by browsing the environment, or using the search feature.
- Right click the item, and then select **Edit Attachments**



- A new window will open, which contains a tab each for, **Notes**, **Links** and **Documents**

To add an attachment:

- Select the appropriate tab (**Notes, Links, Documents**)
- Select **Add**

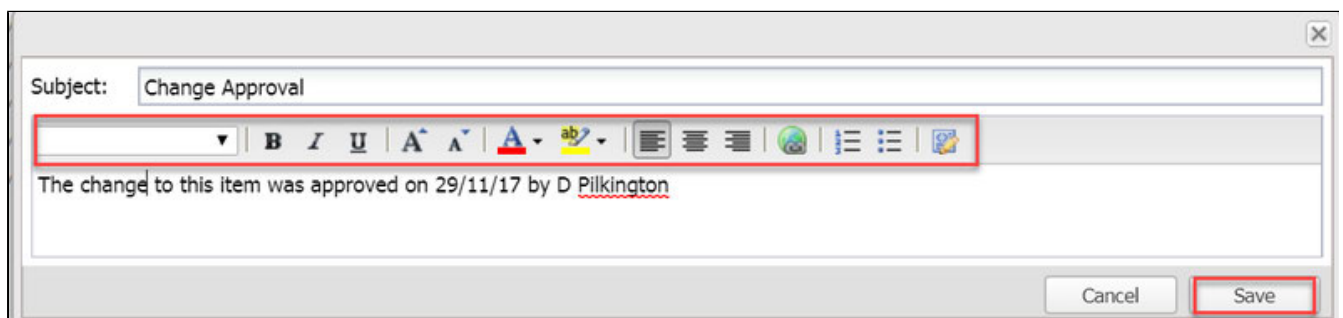


- A new window will open, specific to the type of attachment being added

Notes

The note is created using a simple text editor.

- Enter the subject
- Content of the note
- Select **Save** to create the note.



The text editor includes features which allow the user to format the note including:

- Text Fonts
- Bold/Italic/Underline
- Text Size
- Text Colours
- Highlight Colours
- Text Alignment
- List/Bullets
- Hyperlinks

After a note has been saved, the screen will refresh, and summary details of the note can be viewed along with those of any other notes that have previously been created



The 'Edit Attachments' window has three tabs: 'Notes', 'Links', and 'Documents'. The 'Notes' tab is active, showing a table with columns 'Subject', 'Author', and 'Updated'. There are '+ Add' and '- Delete' buttons above the table.

Subject	Author	Updated
Change Approval	Administrator	29 November 2017 13:03:41

To view the details of any note

- Double click it.
- It can then be edited as required, making sure to save any changes

Links

To add a link:

- Enter the name of the link
- Enter the URL address of the link
- Select **Save** to create the link.



The 'Add Link' form has two input fields: 'Name:' with the value 'Blackchair' and 'Link:' with the value 'www.theblackchair.com'. A red box highlights these fields. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button also highlighted by a red box.

- The screen will refresh, and details can be seen for the link created and any link previously created.

To open a link, simply select the URL (**link**)

Name	Link	Author	Updated
Blackchair	www.theblackchair.com	Administrator	29 November 2017 13:06:00

Documents

To add a document:

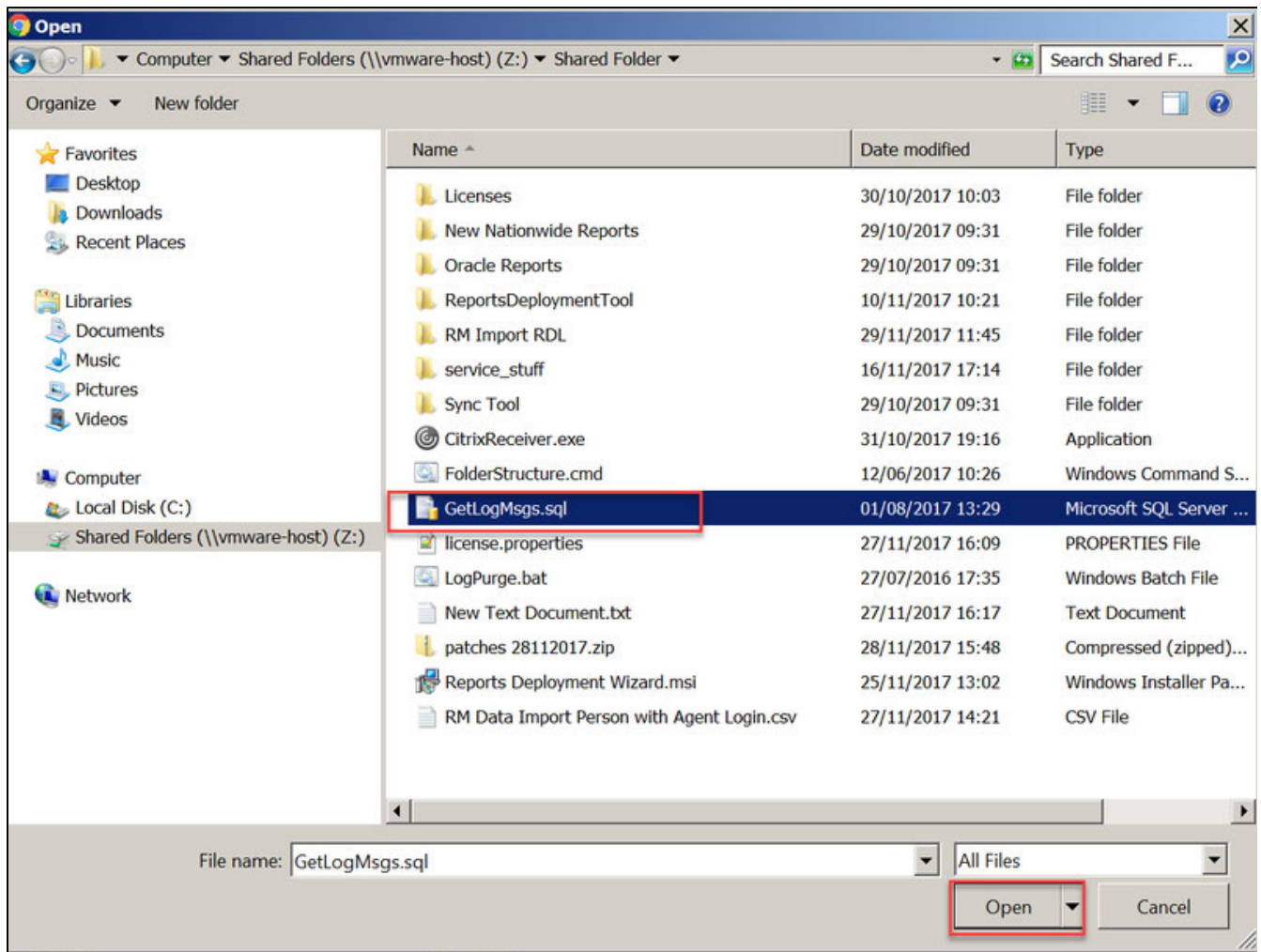
- Enter the name of the document to be added
- Select **Browse**

Name: Genesys Log DB SQL Script

Attachment: C:\fakepath\GetLogMsgs.sql Browse...

Cancel Save

- A new window will open, which will allow you to locate the document to be added on your computer or network.



- Locate the document
- Select **Open**.
- Select **Save** in the Spotlight window. The document will be uploaded to Spotlight
- The screen will refresh, and the document can be seen along with documents previously added.



To open a document

- Select the name of the document
- The document will open in the appropriate program for that document type e.g. word, excel etc.

Deleting

To remove an attachment:

- Select the appropriate tab (**Notes, Links, and Documents**)
- Select the attachment
- Select **Delete**



- The screen will refresh with the attachment removed

Icon

When an attachment has been added to an item, Spotlight will indicate this by displaying a **Paper Clip** icon beside the item in the **Indicators** column on the main Spotlight screen.

Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	MessageServer	Application	3	09 Jan 2018, 17:15:54	Not Supplied
	SCS	Application	1	09 Jan 2018, 11:53:07	Baseline
	TServer_Alcatel_A4400_760 2	Application	1	09 Jan 2018, 11:53:07	Baseline
	TServer_Alcatel_A4400_760 New	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServer	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerEC	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerDEV	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerECDEV	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerQA	Application	1	09 Jan 2018, 11:53:07	Baseline
	SpotlightAuditServerECQA	Application	1	09 Jan 2018, 11:53:07	Baseline

Page 1 of 2 Back

Displaying 1 - 10 of 18

Searching Spotlight

Spotlight allows you to search for items it tracks, either by performing a standard **Last 100 Changes** search or a user created **Custom** search. In this section of the User Guide, we will explore how to perform both type of searches and the search results screen.

Last 100 Changes

The **Last 100 Changes** search will display the last 100 changes made to items in your Spotlight Environment.

It will allow you to see what items have been changed recently, when they were changed, who made the changes and will allow you to drill down to view exactly what changes have been made.

To run the **Latest Change** search:

- Select the environment to search
- Select **Last 100 Changes** from the Search toolbar




Browse Environments
DEV
PROD
QA





Search
Last 100 Changes
TSERVER

- The screen will refresh and the results of the search will appear, with ten results appearing on each page.

Search Results

Once a user has performed a **Latest Change** or **Custom Search** the screen will refresh and the results of the search will appear.

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	BCSP_Parameter1 (Environment)	Folder	2	08 Mar 2018, 19:25:26	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Server	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	3	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - default	Port Info	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:14:12	default



Page 1 of 10

 Back

Displaying 1 - 10 of 100

The results will show for each item returned:

- Item Name
- Item Type
- Version
- Last Updated
- Updated By
- Any Icons that apply to that item

The User can then select any search result item to view the details of that item. As with browsing, this information is presented in the lower section of the screen in the **General** tab.

General

Options

Version:

Add this version to Config Package

Add this version to Compare

16

Current

Previous

Name :

TServer_Alcatel_A4400_760

Version :

16

15

Last Updated By:

gking

gking

Updated Date:

29 Nov 2017, 09:27:07

29 Nov 2017, 08:37:03

Property

Value

Password :

Type :

T-Server

Version :

7.6.0

Is Application Server :

True

State Enabled :

False

True

Template :

TServer_Alcatel_A4400_760

Working Directory :

.

Command Line :

As well as viewing the **General** and **Options** tabs for the items in the search results, all other actions as described in the **Browsing** section of this guide can also be performed after a search, such as:

- Change the Sort order
- Add/remove columns
- Edit/View Attachments
- Add items to your Watch List
- Compare item versions
- Add items to comparison list
- Add items to a Configuration Package

Export Search Results

Once a search has been run (either last 100 changes or a custom search), the result can be exported to a file. To do so:

- Select **Export** in the top right corner of the search results

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	BCSP_Parameter1 (Environment)	Folder	2	08 Mar 2018, 19:25:26	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Server	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	3	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - default	Port Info	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:14:12	default

Page 1 of 10 Back Displaying 1 - 10 of 100

- Select **Include BCID**, to include the blackchair ID of each item
- Select **Export**

Export Search Results

☒ Include BCID?

Export

- Open or Save the file

Do you want to open or save **Spotlight Search Results - DEMOSRV - 2018-03-09 08_54_58.csv** (9.03 KB) from **localhost**?

Open
Save
Cancel

Custom Searches

As well as the **Last 100 Changes** search, Spotlight allows users to create and save their own custom searches. This allows users to pinpoint exactly the change information that is relevant to their job role, and allows the user to easily run the same search repeatedly.

To create a custom search:

- Select **Search** in the top right corner of the main Spotlight screen

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	BCSP_Parameter1 (Environment)	Folder	2	08 Mar 2018, 19:25:26	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Server	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	3	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - default	Port Info	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:14:12	default

Page 1 of 10 Back Displaying 1 - 10 of 100

- A new window will open where you can enter the settings used to perform the search

Search

Environment: Genesys Prod

Item Name:

Modified by:

Modified between:

and:

Filter By:

Available

Access Code (SwitchAccessCME)
Access Group (AccessGroupCME)
Access Number (AccessNumberCME)
Action Code (ActionCodeCME)
Agent Group (AgentGroupCME)
Agent Login (AgentLoginCME)
Alarm Condition (AlarmCondtnCME)
Application (ApplicationCME)

→
←

Selected

Cfg Package Ref:

Display details:

Sort by: Modified Date

Descending

Items to Show: 100

☐ Latest versions only
☐ Exclude deleted versions

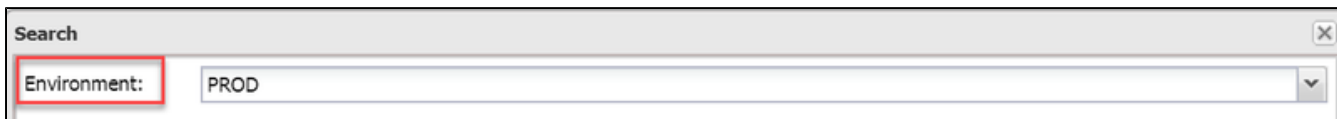
Close

Search

These settings will allow the user to constrain exactly which results are returned.

- Enter search parameters as follows. Only the Environment is mandatory

Environment: From the dropdown list, select the Spotlight Environment to search within.



A screenshot of a search window titled 'Search'. It contains a label 'Environment:' followed by a dropdown menu. The dropdown menu is open, showing 'PROD' as the selected option. The 'Environment' label is highlighted with a red box.

NB: Users may only have access to one environment.


Item Name: Use this field to enter text that should be contained within the names of the items returned in the search. The search results will only include Spotlight items that include this text within its name.



A screenshot of a text input field labeled 'Item Name:'. The field contains the text '%Tserver%'. The text is underlined in red.

NB: This field allows free text and is optional.

Modified By: Use this field to enter the name of the user who has modified the Spotlight item, in order to return items that have by altered by this user. The search results will only include Spotlight items that have been modified by this user.



A screenshot of a text input field. The field contains the text 'gking'.

NB: This field allows free text and is optional.

Modified Between: Four fields are available which allow you to enter the start/end dates and start/end times to be used when performing the search. The search results will only include Spotlight items that have been modified within these dates/times.



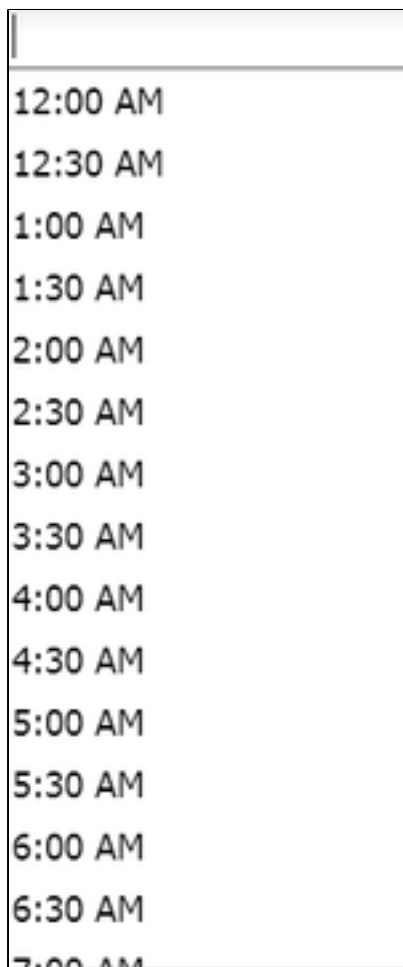
A screenshot of a form with four input fields for date and time selection. The first two fields are labeled 'Modified between:' and the last two are labeled 'and:'. Each field has a calendar icon and a dropdown arrow.

To select a date

- Select the calendar icon
- Pick the date



To select a time, use the drop-down menu and select the time.



NB: These fields are optional.

Filter By: This section allows the user to select which Spotlight item types to include in the search. A list is provided of all item types tracked by Spotlight.

To add an Item Type

- Select its name in the **Available** section
- Use the left arrow to move the item to the **Selected** section.

The screenshot shows a 'Filter By' section with two main areas: 'Available' and 'Selected'. The 'Available' section is a list box containing the following items: Access Code (SwitchAccessCME), Access Group (AccessGroupCME), Access Number (AccessNumberCME), Action Code (ActionCodeCME), Agent Group (AgentGroupCME), Agent Login (AgentLoginCME), Alarm Condition (AlarmCondtnCME), and Application (ApplicationCME). To the right of the list box are two buttons: a right-pointing arrow (→) and a left-pointing arrow (←). The 'Selected' section is an empty box to the right of the 'Available' section.

To deselect an Item Type

- Select its name in the **Selected** section
- Use the left arrow to move it back to the **Available** section.
- If a parent item type is added, the search will also return results for all child items, for example selecting Applications will also return results for Application Options.

NB: If no Item Types are selected, by default Spotlight will search all Item Types.

Cfg Package Ref: This field will allow the user to search using a **Configuration Package** reference number, which can be set when these packages are deployed. Packages can only be deployed if the Spotlight instance has a **Release Management** license.

The screenshot shows a text input field labeled 'Cfg Package Ref:'. The field contains the text 'CR101'.

Sort By: This field will allow the user to determine how the search results are sorted.

Display details:

Sort by:

Items to Show:

Modified By

Ascending

Descending

- Use the drop box to choose from: Name, Modified date & Modified By.
- Use the drop down to select whether the results will be displayed in Ascending or Descending order.

Items to Show: This field will allow the user to determine how many items will be included within the search results. The options are: 10, 50, 100 or 250.

Items to Show:

10

100

250

500

1000

10000

Latest Versions Only: When checked, only the latest version of an item will be displayed in search results

Exclude Deleted Versions: When checked, any items that have been deleted will not appear in search results. This can only be selected if **Latest Version Only** has also been selected

Display details:

Sort by:

Items to Show:

☒ Latest versions only ☐ Exclude deleted versions

- Once you have entered all the necessary settings for a custom search, select **Search** to perform the search.
- The screen will refresh and the results of the latest changes search will appear in the main Spotlight screen.

NB: After a Custom Search has been run, if the Search button is selected again, the previous parameters entered will be displayed.

Save a Search

Once a Custom Search has been created and run, the user can then save this search so it can be run repeatedly.
To save the search:

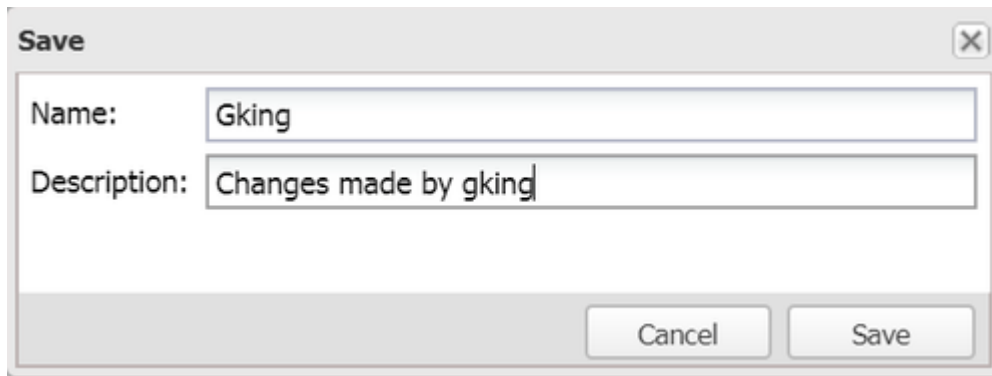
- Select **Save** in the top right of the search result screen

Add All to Config Package Save Search Latest versions only Export					
Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	BCSP_Parameter1 (Environment)	Folder	2	08 Mar 2018, 19:25:26	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Server	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1	Application	3	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - default	Port Info	2	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - Message_Server	Connection	1	08 Mar 2018, 19:23:40	default
	SpotlightAuditServerGKCOPY1 - confserv	Connection	1	08 Mar 2018, 19:14:12	default

Page 1 of 10 Back

Displaying 1 - 10 of 100

- A new window will open; here the name and description of the search can be entered
- Next select **Save** to save the custom search or **Cancel** if you do wish to continue with the save

A 'Save' dialog box with a title bar containing a close button. It has two text input fields: 'Name:' with the value 'Gking' and 'Description:' with the value 'Changes made by gking'. At the bottom right are 'Cancel' and 'Save' buttons.

Save

Name: Gking

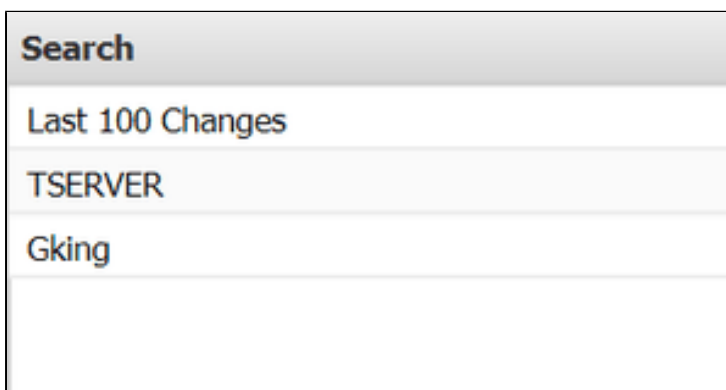
Description: Changes made by gking

Cancel Save

Saved Searches

Once a user has created and saved a **Custom Search**, it can be accessed using the **Search** section to the right of the Spotlight screen. To run a saved **Custom Search**

- Select the name of the saved search.
- The screen will refresh and the results of the search will appear.

A 'Search' section with a header and a list of saved searches.

Search

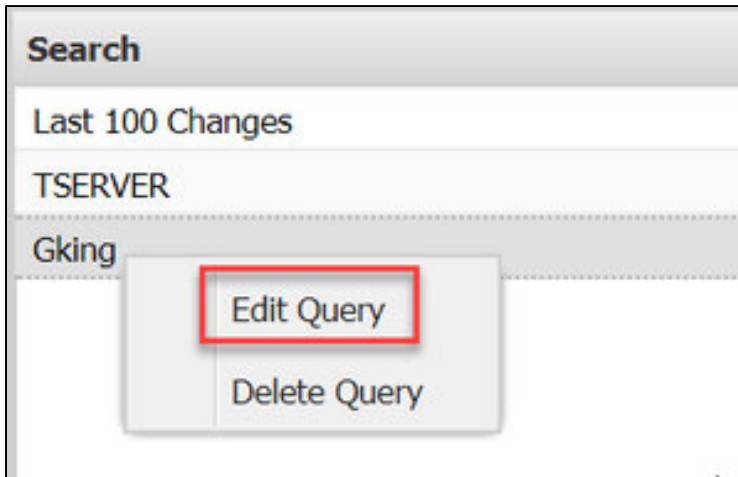
Last 100 Changes

TSERVER

Gking

To edit a saved **Custom Search**

- Right click the name of the search in the Search section
- Select **Edit Query**



- The user will be presented with the same window that was used to create the search. Here you can edit any of the details used to create the search.

Security Audit

The **Security Audit** tab displays the unique Security Permissions of Genesys Objects (Tenants, Folders, and Configuration Items). The data in the Security Audit tab is populated only when a Genesys event occurs, namely –

- When a permissions change of a folder occurs
- When a permissions change of a configuration object occurs
- When a Genesys folder is created
- When the contents of a Genesys folder changes
- When a Genesys folder or configuration item is deleted

Security Audit								
Added Date	Updated By	Item DBID	Item Type	Change Type	Item Name	Unique Permissions	Current Folder	Folder Path
2017-11-29 12:49:23	gking	262	Folder	Folder Ch...	Person Folder 1	All Inherited	Persons	\Configuration\Environm...
2017-11-29 12:48:54	gking	262	Folder	Item Crea...	Person Folder 1	All Inherited	Persons	\Configuration\Environm...
2017-11-29 12:48:26	gking	601	Person	Item Dele...	Person5499			
2017-11-29 09:19:17	gking	103	Filter	Item Crea...	Filter3	All Inherited	Filters	\Configuration\Environm...
2017-11-29 08:37:20	gking	111	Agent Gro...	Item Crea...	Agent Group 2	All Inherited	Agent Groups	\Configuration\Environm...

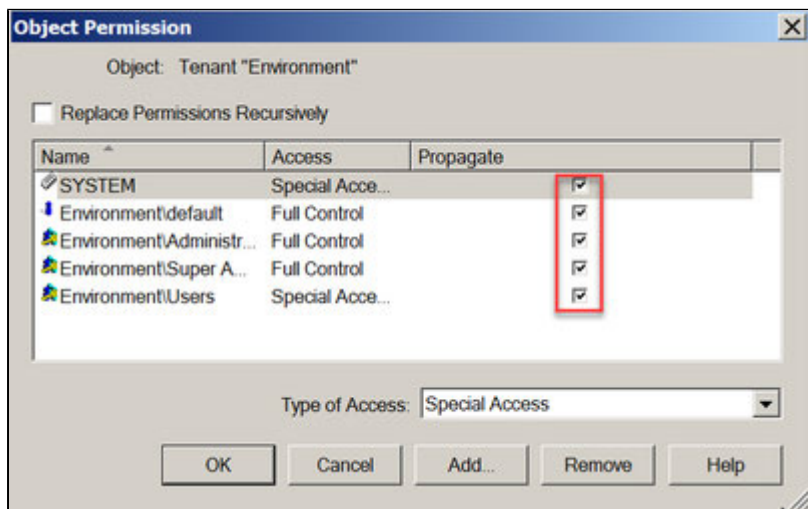
When any of the above events occurs, Spotlight checks the objects affected and records any unique security permissions, that is, security permissions that are not propagated from the parent folder.

NB: The Security Audit tab uses the Genesys SDK and requires the use of a Genesys Username/Password.

Genesys Permission Model

In Genesys, when you set permissions for folders or objects that are parents to other objects, the Object Permission dialog box displays Propagate check boxes for every access entry.

If you select this box when you define permissions for a folder or parent object, these permissions are automatically propagated for all objects within that folder or for child objects of that parent object.



When an object derives a permission from its parent object, this permission is called **inherited**. Most objects have inherited permissions. When an object generates a unique permission, this permission is called **intrinsic**.

Intrinsic permissions are recorded in the Genesys Configuration database however inherited permissions are not, they are implied by the objects folder location or parent relationship.

The Spotlight Permissions Audit indicates whether a permission on a Genesys object is inherited or unique, and where it is unique, displays the full details of the permission (User/Group name, Access Type, Access Level)

Display Columns

The **Security Audit** tab displays data in the following columns

- **Added Date** – The date the event occurred
- **Updated By** – The Genesys user who initiated the event
- **Item DBID** – Database ID of the affected object
- **Item Type** – The type of Genesys item
- **Change Type** – The event type (Folder Change, Permission Change, Item created or Item deleted)
- **Item Name** – The name of the affected item
- **Unique Permissions** – User/group Name, Access Type and Access Level
- **Current Folder** – The name of the folder the affected item is located in
- **Folder Path** – The full folder path of the affected item

- **Grey** – Item Deleted
- **Blue** – Item Created
- **Amber** – Folder Change
- **Red** – Permission Change

Filter/Search

The data displayed in the **Security Audit** tab can be filtered using multiple criteria.

Three parameters are mandatory:

- Environment
- From Date
- To Date

To perform a search using only the mandatory parameters:

- From the **Environment** drop down, select which environment to display data for.
- Enter a **From** and **To** date using the Calendar tools
- Select **Search**

Filter

Environment:

DEV

From (inc):

2017-11-27

To (inc):

November 2017

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today

Updated By:

Item DBID:

Item Type:

Change Type:

Item Name:

Unique Permissions:

Current Folder:

Folder Path:

Search

Export

Further parameters can be used to Filter/Search the displayed data further:

- Updated By
- Item DBID
- Item Type
- Change Type
- Item Name
- Unique Permissions
- Current Folder
- Folder Path

To do so:

- Select the relevant Filter check boxes
- Enter the text to search by or select using the drop down (Change Type).
- Once the parameters have been set, select **Search**.

Updated By: default ☒

Item DBID: ☐

Item Type: Skill ☒

Change Type: Permission Change ☒

Item Name: Test Skill ☒

Unique Permissions: ☐

Current Folder: ☐

Folder Path: ☐

Search

Export

- Where a parameter is a free text box, and you do not know the full text to search by, you can enter a star symbol *****, before, after or before and after the text entered as a wildcard. For Example - ***ant, Gr*** and ***an*** entered in the **Updated By** field will all return any items updated by the user **Grant**.

To export the results of a Filter/Search

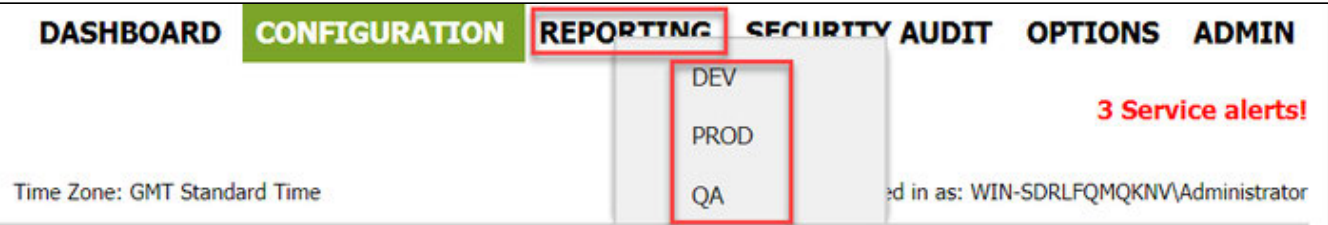
- Select the **Export** button.
- A csv file will be created which can be viewed or saved.

Permission Changes

To determine whether permissions have changed for an object, inherited or intrinsic, you can search for the **Item Name** and **Change Type** (Permission Change) and see which unique permissions have been set, when they were set and which user set them.

Reporting

The **Reporting** tab is used to access Spotlight Reports which are delivered in **Microsoft Reporting Services (SSRS)**.



Typically, each Spotlight Environment will have its own set of reports, accessed by selecting **Reporting** and then the name of the **Environment**.

These links are created during the installation process, however additional links can be set up by **Spotlight Administrators** from within Spotlight – further details can be found in the [Spotlight 6.42 Admin Guide](#)

Options

The **Options** tab can be used by Spotlight users to change the email address which is used by the **Watchlist** and **Release Management Notification** functions, and set the display language of the **Spotlight UI**.



The 'User Options' dialog box contains three input fields: 'Options for Environment:' with a dropdown menu showing 'DEV', 'Email Address:' with a text field containing 'gking@test.com', and 'Language:' with a dropdown menu showing 'English'. At the bottom are 'Save' and 'Close' buttons.

To set an email address:

- Use the dropdown to select an environment
- Enter an email address in the field provided
- Select **Save** to confirm.



The 'User Options' dialog box is shown with the 'Options for Environment:' dropdown menu open, displaying a list of options: 'DEV', 'PROD', and 'QA'. The 'Email Address:' field is empty. The 'Language:' dropdown menu is also open, showing 'English'. The 'Save' button is highlighted with a red box.

To change the language of the Spotlight UI:

- Select the **Language** dropdown
- Select the appropriate language
- Select **Save** to confirm.

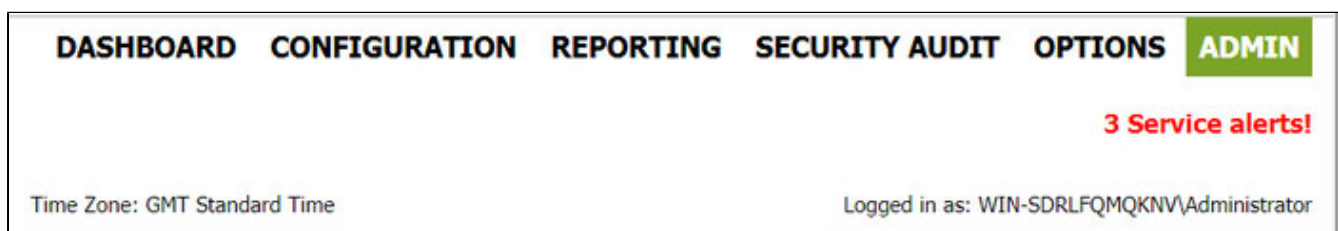


The image shows a 'User Options' dialog box with a close button (X) in the top right corner. Inside the dialog, there are three fields: 'Options for Environment:' with a dropdown menu showing 'DEV', 'Email Address:' with an empty text input field, and 'Language:' with a dropdown menu showing 'English'. The 'Language:' label and the 'Save' button at the bottom are highlighted with red rectangles.

- The UI then requires to be refreshed in order for the new language to take effect.

Service Alerts

Service Alerts are used to indicate if each Spotlight database has been updated in the last day. If the answer is **NO**, an alert appears in the top right corner of each spotlight screen.



The image shows the top navigation bar of the Spotlight application. It contains several menu items: 'DASHBOARD', 'CONFIGURATION', 'REPORTING', 'SECURITY AUDIT', 'OPTIONS', and 'ADMIN' (which is highlighted in green). Below the navigation bar, on the right side, there is a red alert message that says '3 Service alerts!'. At the bottom left, it says 'Time Zone: GMT Standard Time', and at the bottom right, it says 'Logged in as: WIN-SDRLFQMKNV\Administrator'.

Service Alerts can be turned off for individual environments by entering new key values in the **EnvironmentsKV slconfig** table as follows.

- **Envid** – the environment id as found in the Environment table
- **Envkey** – ENV_SHOW_ALERT
- **Envvalue** - False

Release Management

The **Release Management** features in Spotlight can be used by Spotlight Users to make changes directly to objects within Genesys using the **Genesys SDK**.

There are three separate Release Management features:

- Roll Back

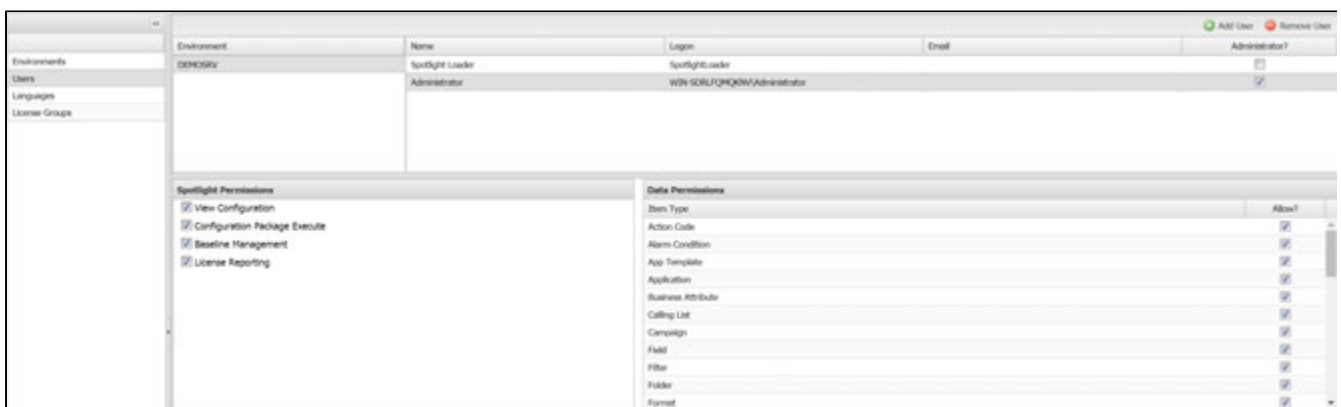
- Baselines
- Configuration Packages

Further details on the Release Management features of Spotlight can be found in the [Spotlight 6.42 Release Management Guide](#)

Administration

The Admin seen in Spotlight is used to manage:

- Spotlight Environments - add reporting links
- Spotlight Users
- Languages
- License Groups



NB: This section can only be accessed by Spotlight Admin Users.

Further details on the administration of Spotlight can be found in the [Spotlight 6.42 Admin Guide](#)