

Spotlight Release Management User Guide 6.49

Blackchair Spotlight
Release Management User Guide

Version 6.49

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Introduction

The features of **Release Management** can be used to make changes directly within Spotlight to source systems such as Genesys or Avaya.

NB: Release Management is installed as standard, however requires an additional licence and the features enabled. Each feature can be restricted to specific users, with each user requiring source system credentials to execute changes (ie relevant login to Genesys or Avaya)

There are three separate Release Management features:

- Roll Back
- Baselines
- Automation Packages

Roll Back allows a user to set an individual item back to its previous values.

The item properties and all its child items will be used as their state at the selected version of this item. Alternatively you may enter a custom date to be used for the state of this item and its child items:

Use version Use date

Version: 10 Date: Tue, 21 January 2020 11 : 22 : 56

System Type: CME

User Name: default

Password: [masked]

Reference:

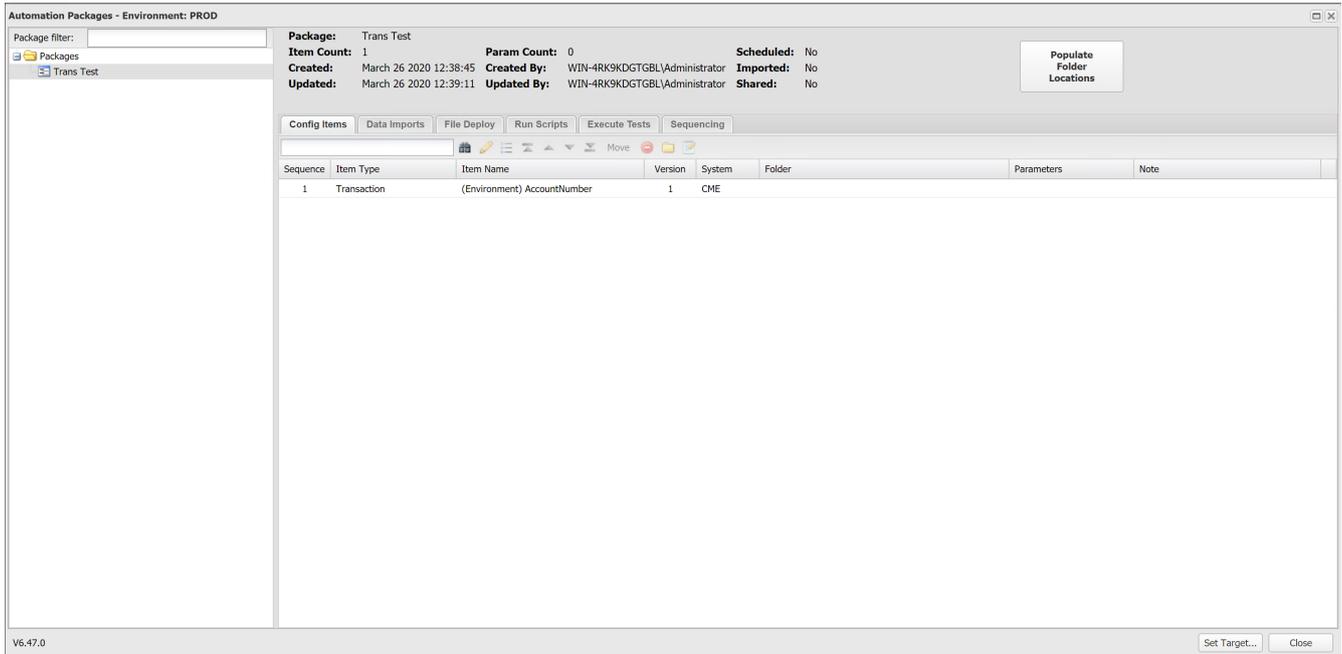
Go

Baselines can be used to restore a full system to a previous point in time. **NB: This applies only to Genesys systems**

Name	Baseline	Created By	Created Date	Status
LFG - Test	04 December 2019 11:00:00	Administrator	04 December 2019 20:30:30	Completed with e...
Test	05 December 2019 08:00:00	Administrator	05 December 2019 15:44:53	
AEP	06 January 2020 18:10:00	Administrator	07 January 2020 18:10:42	
Walgreens	13 January 2020 01:00:00	Administrator	14 January 2020 17:02:31	

Automation Packages allow a user to collect different parts of the Genesys/Avaya configuration in a given Spotlight Environment into an Automation Package, to be copied to the same or another Spotlight Environment. The elements of the package can be any object at any level in a parent – child – child.... structure, subject to the restrictions of the source system, Data Import csv files, Files/Scripts and Cyara Tests.

In building the package, the user declares whether an object should be created, modified or deleted in the target environment, whether it must or must not already exist, the sequence of execution of the copy and the timing of the execution.



Roll Back

The roll back feature in Spotlight Release Management is a quick way to revert a configuration item back to a previous version, without the need to create an Automation Package.

To roll back an item:

- Locate it by either browsing the spotlight environment or performing a standard/custom search.
- Right click the item
- Select **Roll Back**. This command will only be available where the item is at a version greater than 1.

Indicators	Item Name	Item Type
	CoreyPeep_06 - (Environment) sk_SRVC_SYST_WLS_TASK	Skill Level
	(Environment) CoreyPeep_06	Person
	CoreyPeep_05 - (Environment) sk_SRVC_SYST_WLS_TASK	Skill Level
	(Environment) CoreyPeep_05	Person
	CoreyPeep_03 - (Environment) sk_SRVC_SYST_WLS_TASK	Skill Level
	(Environment) CoreyPeep_03	Person
	CoreyPeep_01 - (Environment) sk_SRVC_SYST_WLS_TASK	Skill Level
	(Environment) CoreyPeep_01	Person
	(Environment) sk_SRVC_SYST_WLS_TASK	Skill
	(Environment) Environment_BCSAMAgentsGPluseWFM_Default - d	Agent Group

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General Options

- Edit Attachments
- Add to Watch List
- Compare Versions
- Add To Compare
- Roll Back...

- A new window opens allowing the user to define what to roll back and to set source system credentials.
- Use the **Version** drop down to select which version to restore the item to.

Use version

Version: 10

System 9

User Name 8

Password 7

Reference 6

5

4

3

2

1

Go

- Alternatively, select the **Use Date** radio button, and enter a specific date and time. This can be used when you do not know the exact version number.
- The **Date** radio button will not allow a date to be selected that is before the date of version 1 of the item or a future date

Use date

Date: Tue, 21 January 2020 11 : 26 : 01

January 2020						
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	31	1
2	3	4	5	6	7	8

Today

- The item to be restored will be restored to its original folder unless it is deleted in the source system, in which case, users can choose to restore the item to its original folder, or to the default root folder

Roll Back Item

The item properties and all its child items will be used as their state at the selected version of this item. Alternatively you may enter a custom date to be used for the state of this item and its child items:

Use version Use date

Version: 1 Date: Thu, 26 March 2020 16 : 06 : 48

System Type: CME

User Name:

Password:

Reference:

Options

Restore to original folder: Skills\Corey Skills

Restore to default root folder

Go

- Next enter your username and password, which must have the correct permissions to change the item.
- Optionally enter a reference number for the change
- Select **GO**.

Roll Back Item

The item properties and all its child items will be used as their state at the selected version of this item. Alternatively you may enter a custom date to be used for the state of this item and its child items:

Use version Use date

Version: 1 Date: Thu, 26 March 2020 16 : 06 : 48

System Type: CME

User Name: default

Password: *****

Reference:

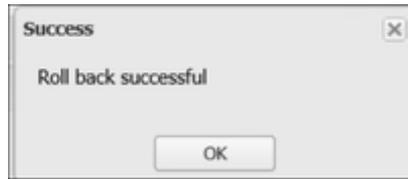
Options

Restore to original folder: Skills\Corey Skills

Restore to default root folder

Go

- The item will be rolled back, and you will receive a confirmation message.



When Spotlight rolls back the item, it creates a new version of the item using the settings of the version\Date & Time that was selected. If the item was previously deleted, the new version will be at v1 as the item is being recreated.

Baselines

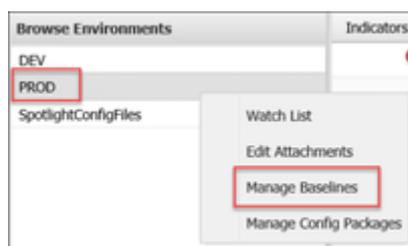
Baselines is a feature of **Release Management** that allows users to create system restore points which can restore a full CME system to a previous point in time. These restore points can be created for any date/time after Spotlight has been installed.

NB: This feature only applies to Genesys Systems

Create

To create a baseline:

- Right Click an environment
- Select **Manage Baselines**



- Select **New Baseline**

 A screenshot of the "Manage Baselines" window. At the top, there are buttons for "New Baseline" (highlighted with a red box), "Delete", and "Refresh Status". Below the buttons is a table with the following data:

Name	Baseline	Created By	Created Date	Status
LFG - Test	04 December 2019 11:00:00	Administrator	04 December 2019 20:30:30	Completed with e...
Test	05 December 2019 08:00:00	Administrator	05 December 2019 15:44:53	
AEP	06 January 2020 18:10:00	Administrator	07 January 2020 18:10:42	
Walgreens	13 January 2020 01:00:00	Administrator	14 January 2020 17:02:31	

- Select the Date/Time of the restore point
- Enter a name
- Enter comments - optional

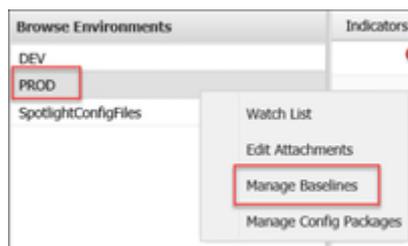
- Select **Save**

NB: By default, the baseline is created using the current date/time, however it can also be created using past dates/times using the appropriate dropdown.

Restore

To restore your system using a baseline:

- Right Click an environment
- Select **Manage Baselines**



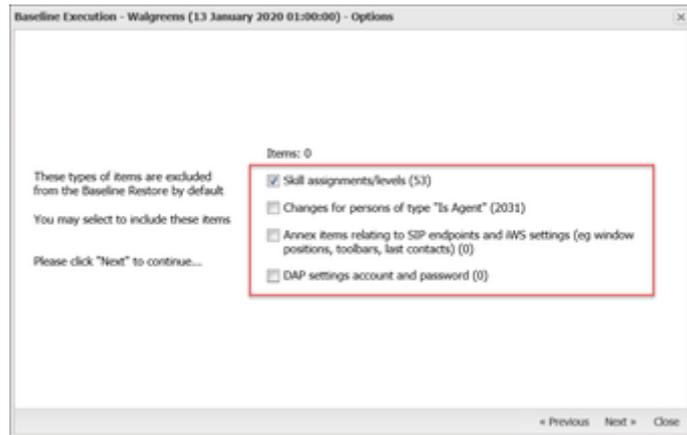
- Select the name of the baseline
- Select **Restore Baseline**

Name	Baseline	Created By	Created Date	Status
LFG - Test	04 December 2019 11:00:00	Administrator	04 December 2019 20:30:30	Completed with e...
Test	05 December 2019 08:00:00	Administrator	05 December 2019 15:44:53	
AEP	06 January 2020 18:10:00	Administrator	07 January 2020 18:10:42	
Walgreens	13 January 2020 01:00:00	Administrator	14 January 2020 17:02:31	
Pre NFL Advert Changes	21 January 2020 11:30:00	Administrator	21 January 2020 11:31:39	

- Select **Next**



- By default, a baseline will not restore certain not technical items such as user passwords. To include these in the restore select the relevant check boxes and then select **Next**



- Enter valid Credentials
- Enter the name of the person auctioning the restore
- Enter a reference number
- Enter an email address
- Select **Next**

Baseline Execution - Walgreens (13 January 2020 01:00:00) - Credentials

Execution details for the Baseline Restore

Please enter your Genesys credentials

This Baseline Restore contains 0 items

Please click "Next" to continue...

CME

Genesys Username*: gking

Genesys Password*: *****

Reviewer*: D Pilkington

Reference*: Wall1

Notification Email: gking@test.com

Terminate on Error?:

< Previous Next > Close

- Select **Restore Baseline**



- Select **Yes** at the confirmation message

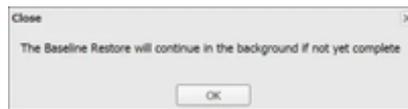


- A new screen will open displaying the progress of the baseline. This baseline may take a while to run depending on the number of changes it is making. Selecting **Close** will allow you to continue working in Spotlight.

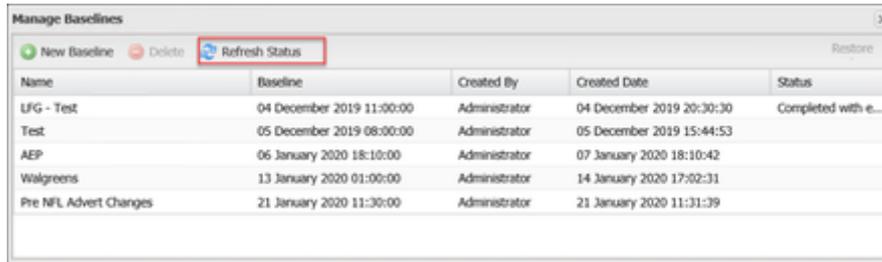
Timestamp	Message
11:15:14	Finding Baseline Items for TVR Rollback'
11:15:14	Found 1486 Baseline Items for TVR Rollback'
11:15:14	Connecting to CfgSvc:127.0.0.1:2020 as Application 'default' User 'default'
11:15:14	Connected to CfgSvc:127.0.0.1:2020 as Application 'default' User 'default'
11:15:14	Starting Execution of Baseline Restore TVR Rollback'
11:15:14	Retrieving item from Spotlight: '6.30.2' (Skill) (1 of 1486)...
11:15:14	Processing item: '\Environment' 6.30.2' (Skill) with action Delete...
11:15:14	Item belongs to tenant 'Environment'...
11:15:14	Finished Item: '\Environment' 6.30.2' (Skill), Result: OK - Deleted
11:15:15	Retrieving item from Spotlight: 'Skill Test Comma Test' (Skill) (2 of 1486)...
11:15:15	Processing item: '\Environment' Skill Test Comma Test' (Skill) with action Delete...
11:15:15	Item belongs to tenant 'Environment'...
11:15:15	Finished Item: '\Environment' Skill Test Comma Test' (Skill), Result: OK - Deleted
11:15:15	Retrieving item from Spotlight: 'MessageServer' (Application) (3 of 1486)...
11:15:15	Processing item: 'MessageServer' (Application) with action Create or Modify...
11:15:16	Finished Item: 'MessageServer' (Application), Result: OK

Close

- Select **OK** at the confirmation message



- The baseline will run in the background and will show a complete message on the **Manage Baseline** screen when complete

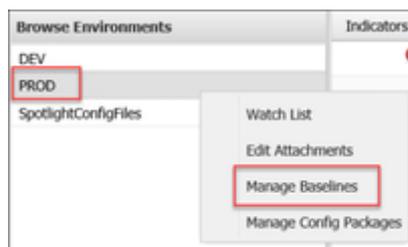


- The **Refresh Status** button can be used at any time to update the status column

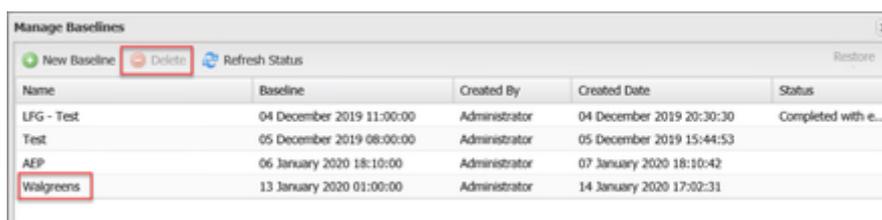
Delete

To delete a baseline:

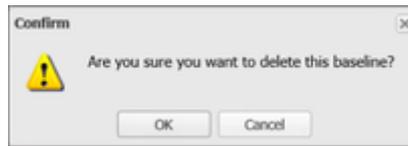
- Right Click an environment
- Select **Manage Baselines**



- Select the Baseline
- Select **Delete**



- Select **Yes** at the confirmation message



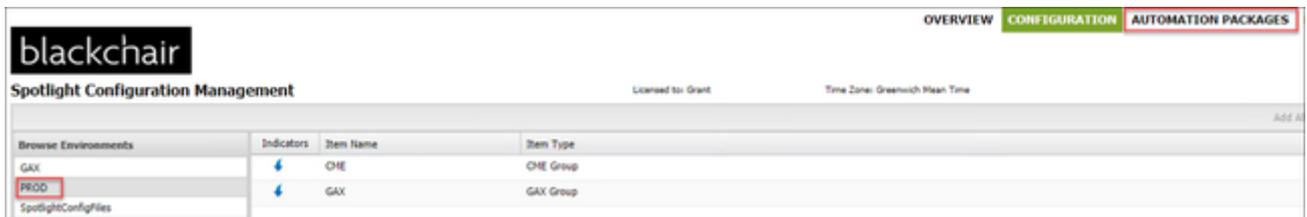
Automation Packages - Overview

This section of the user guide provides an overview of **Automation Packages**. Detailed explanations of each feature and instructions for each feature will be included in later sections of this user guide.

Accessing Automation Packages

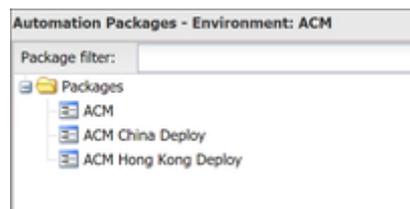
Existing **Automation Packages** can be accessed as follows:

- In **Configuration**, select an environment under **Browse Environments**
- Select **Automation Packages** from the ribbon



Automation Package List

The Automation Packages window displays all the Automation Packages that have already been created in the Spotlight Environment selected.

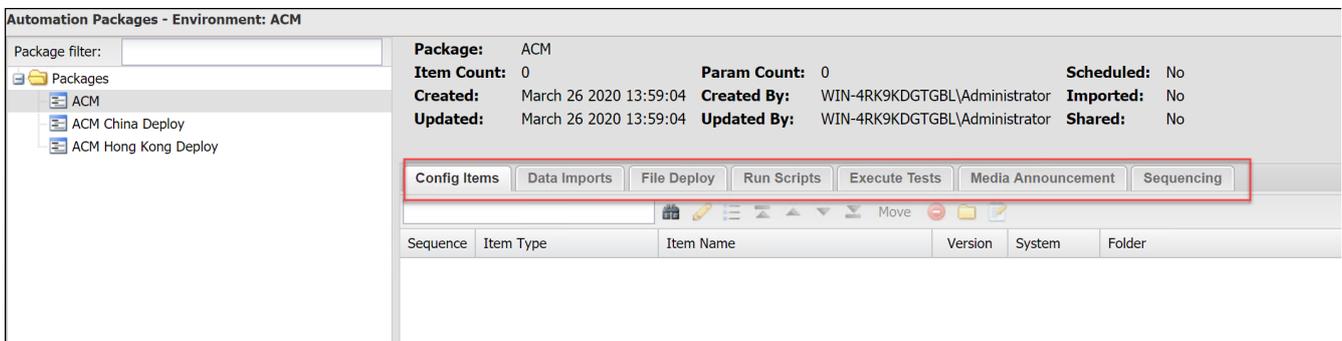


To view the details of a package, select the package name. When a package is selected, the window refreshes and displays the details of the package in the right-hand side of the window.

The top section of the window displays the package settings, and the bottom section displays the contents and settings of the package in six tabs –

- Config Items
- Data Imports
- File Deploy
- Run Scripts
- Execute Tests
- Media Announcement - Avaya Communication Manager only
- Sequencing

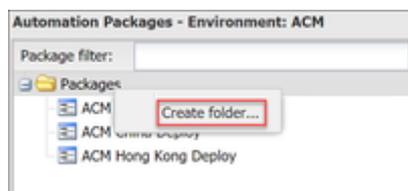
At the bottom of the window is the **Close** button, which will close the Automation Package window, and the **Set Target** button which opens a new window where the target spotlight environment and other options can be set, when the package is ready to be deployed.



Package Folders

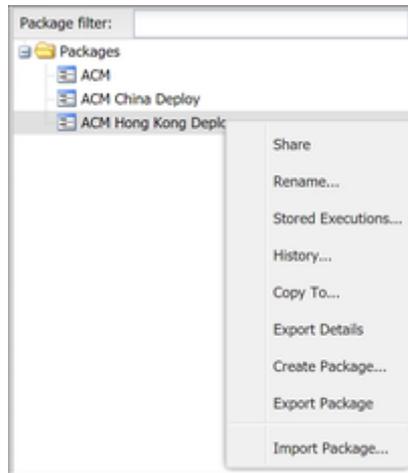
Automation Packages can be contained within folders to help organise the packages.

- New folders can be created
- Folders can be deleted
- Folders can be renamed
- Packages can be moved between folders



Package Actions

Right clicking a package name will open a short cut menu, allowing you to perform the following actions to a package:



- **Share/Unshare** – Change the package from private to public or public to private
- **Rename** – Change the name of the package
- **Unschedule** – Cancel the scheduling of the package
- **Stored Executions** – External scripts that can trigger the execution of the package
- **History** – View the execution history of the package and create a rollback package
- **Copy To** – Copy the package to another spotlight environment
- **Export Details** – Create a csv file containign the package details
- **Create Package** – Create a blank package without adding a configuration item
- **Export Package**
 - Create an xml file of configuration items that can be used to create a new package using the import command.
- **Delete** – Delete the package
- **Import Package** – Create a package by importing an xml file from an existing package

Settings

The package settings display the following information:

Package:	Test	Param Count:	1	Scheduled:	No	Populate Folder Locations From Audit	Populate Folder Locations From Genesys	Set Parameters
Item Count:	1	Created By:	WIN-N75IPCLBLK5\Administrator	Imported:	No			
Created:	August 14 2020 11:51:00	Updated By:	WIN-N75IPCLBLK5\Administrator	Shared:	No			
Updated:	August 14 2020 11:55:09							

- **Package** – The name of the package
- **Item Count** – The number of items included in the package
- **Created** – The date and time when the package was created
- **Updated** – The date and time when the package was last updated
- **Param Count**– The number of parameters defined in the package

- **Created By** – The Spotlight user that created the package
- **Updated By** – The Spotlight User that updated the package
- **Scheduled** – Whether the package will run at a scheduled date/time
- **Imported** – Indicates if the package was created by importing an existing package
- **Shared** – Whether the package is private or shared (public)
- **Populate Folder Locations From Audit** – used to retrieve current Genesys folder paths for each item in the package using data in Spotlight database
- **Populate Folder Locations From Genesys**– used to retrieve current Genesys folder paths for each item in the package directly from Genesys
- **Set Parameters** – used to define the values to replace the set parameters during execution of the package

Configuration Items

The **Config Items** tab displays a list of the configuration items that are included in the package. Almost any item can be added to a package from within Spotlight (subject to SDK limitations).

The following information is shown for each item:

- **Sequence** – The order in which the item will be executed in the automation package
- **Item Type** – The source system item type of the item
- **Item Name** – The name of the item in the source system
- **Version** – The Spotlight version of the item
- **System** – The name of the source system
- **Folder**
 - The retrieved Genesys folder location or overridden folder location of the item
- **Parameters**
 - The number of parameters defined for the item

In addition, the tab also indicates if the package item has been deleted from the source system and is therefore unavailable.

Sequence	Item Type	Item Name	Version	System	Folder	Parameters
1	Application	ActiveMQGK	9	CME	<Tenant>^Applications^Grant	1
2	Person	(Environment) a	2	CME	<Tenant>^Persons^Coreys People	
3	Person	(Environment) admin	1	CME	<Tenant>^Persons	
4	Person	(Environment) afriio	1	CME	<Tenant>^Persons^CCASimulator	
5	Person	(Environment) AgentSim_2	1	CME	<Tenant>^Persons^agent sim	
6	Person	(Environment) AgentSim_0	1	CME	<Tenant>^Persons^agent sim	
7	Person	(Environment) AgentSim_1	1	CME	<Tenant>^Persons^agent sim	

At the top of the Config Items tab is a section which allows you to perform actions to the Config items, such as:

- Searching for an item
- Setting item overrides
- Setting item execution rules
- Setting the execution order of items
- Removing an item from the package
- Setting the folder location of items

- Adding a text note to an item

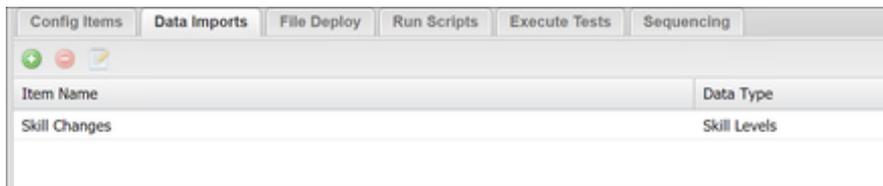


Overrides allow users to change the values of an item in a package. These overrides vary depending on the item type, but could include the name of the item, the folder in which the item is deployed to or the Annex Tab entries of the item.

Data Imports

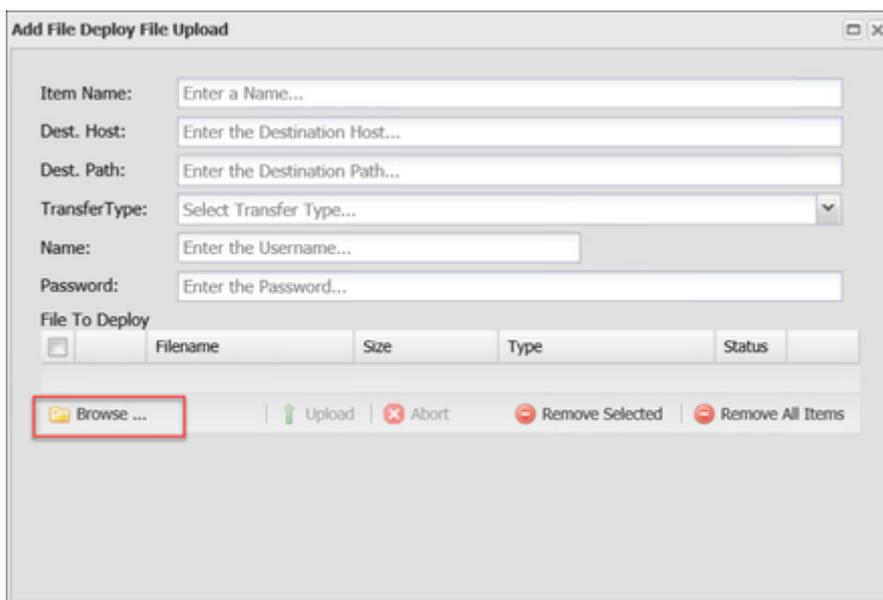
The Data Imports feature in an Automation Package allows bulk data to be uploaded using csv files. There are many types of data which this method can be used for such as agent skill levels, application options and agent logins amongst others.

In this tab, users can add and remove these Data Imports as well as edit the contents of current data imports.



File Deploy

Automation Packages can include files that are deployed to a host when the package is executed. These files can be any file type; however, a common example would be WAR files use by web applications.



The File Deploy tab allows users to add or remove files from a package and presents the following information for each file.

- **Item Name** – New file name
 - **Dest Host** – The server the file is to be deployed to
 - **Dest Path** – The path on the host server
 - **Transfer Type** – Method of file transfer
 - **Name/Password**
 - If required to access the
- Host/Path**
- **File to Deploy** – Browse for the original file

Parameters can now be used to set the **Host, Path, Name** and **Password** values

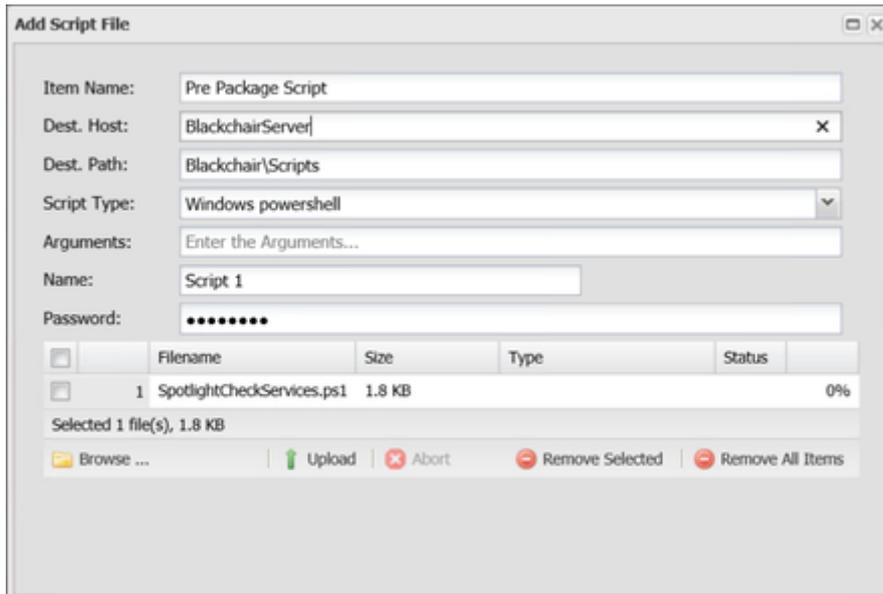
Run Scripts

The Run Scripts feature can be used to upload and execute **Windows Power Shell (ps1)** and **Linux (sh)** scripts to a server as part of a Release Management Automation Package. **SCP** is used to transfer the script to the server and **SSH** is used to execute.

	Item Name	Host	Path	Script Type	Arguments	Name	Script File
<input type="checkbox"/>	1 Pre Package Script	BlackchairServer	Blackchair\Scripts	Windows powershell		Script 1	SpotlightCheckServic...

The screen is similar to the File Deploy window, allows users to add or remove scripts from a package and presents the following information for each file.

- **Item Name** – New file name
 - **Dest Host** – The server the script is to be deployed to
 - **Dest Path** – The path on the host server
 - **Script Type**
 - Linux shell or windows power shell
 - **Arguments**
 - Script arguments if required
 - **Name/Password**
 - If required to access the
- Host/Path**
- **Script File** – Browse for the script



Parameters can now be used to set the **Host, Path, Arguments, Name** and **Password** values

The Spotlight user must have permissions to upload the script to the server location, run the script and execute each of the steps within the script.

Execute Tests

The Execute Test feature can be used to specify a **Cyara** or **Empirix** test that should run as part of the Release Management Automation package. Tests are retrieved using the username/password/account id for your **Cyara** system and the username/password for your **Empirix** system.

Execute Tests												
Sequence	Item Name	Testing Partn	Username	Account Id	Test	Test Executic	Wait Time	On Success		On Failure		
								Action	Email	Action	Email	
1	Cyara 1	Cyara	adem.gashi	166	Apple...	Execute C...	No	Continue	No	Continue	No	

Users can choose to execute the test and continue, or execute and wait for a response from the test. Users can also determine what action should be undertaken within the package based on the test response, **Success** or **Failure**.

Add Test [X]

Test Name:

Testing Partner: [v]

Username:

Password:

Account Id:

Available Tests: [v]

Test Execution: [v]

Wait Time: [v]

Timeout Action: [v]

On Success

Send email to

Action [v]

On Failure

Send email to

Action [v]

Media Announcement

The Media Announcement tab can be used to upload announcement files to an Avaya Media Server

Config Items Data Imports File Deploy Run Scripts Execute Tests Media Announcement Sequencing							
Item Name	Name Space	Content Group	Content Id	Announcement File Name	Overwrite File	Note	<input type="button" value="Remove Selected"/>

Add Media File [X]

Item Name:

Name Space: [v]

Content Group: [v]

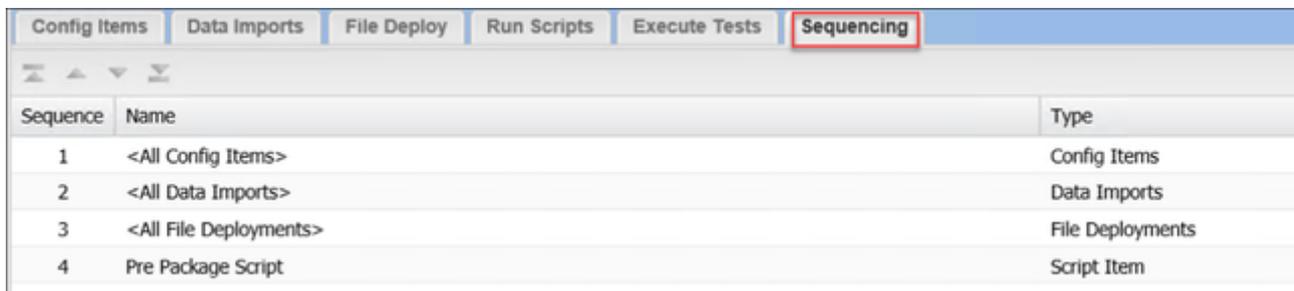
Content Id:

Overwrite File: Yes No

Announcement File Name:

Sequencing

The Sequencing tab can be used to set the order in which the items within the automation package will run.



Sequence	Name	Type
1	<All Config Items>	Config Items
2	<All Data Imports>	Data Imports
3	<All File Deployments>	File Deployments
4	Pre Package Script	Script Item

Set Target

Selecting the **Set Target** button within an Automation Package opens the **Execute** or **Schedule Automation Package** window where the target Spotlight Environment and other options are set.

In addition to setting the target environment, the following settings/options are also configured:

- **Source System Credentials** – username and password for source system
- **Reviewer** – The name of the person who has reviewed the package
- **Reference** – Free text field to enter a reference for the package
- **Notification Email** – Email address of user who will receive notifications when the package is executed
- **Error Action** - Specify the action to take if there is an error on package execution
- **Error Package** – Specify another package to execute if there is an error on package execution
- **Schedule** – Allows scheduling of the package
- **Store for Execution** – Stores the package so it can be executed by an external script

Execute or Schedule Config Package

Select the Execution details for Config Package "COMCEL"

Environment: PROD

CME/GAX

User Name: default

Password:

Find Target Tenants

Tenant: Environment

Reviewer: J Owen

Reference: CR249

Notification Email: gking@test.com

Error Action: Execute Package

Error Action Package: comcel1

Schedule: Store for Execution:

Current Scheduled Start Time: Wed, 25 March 2020 09:59 (UTC)

Set New Time: Wed, 25 March 2020 09 : 59

Test Schedule Cancel

The last option in this window is the **Test** button. This can be used to test the execution of the package and will indicate if there are any warnings which need to be addressed before execution.

Test Package Report - Skill Upload Monday - Target Environment: PROD (Environment)

Sequence	Item Type	Item Name	System	Exists In Spotlight?	Exists In Target?	Execution Rule	Uses A Preceding Item?	Warnings
1	Application	TServer_Alcatel_A4400_7...	CME	Yes	No	Create/Modify	No	Connection Server 'WFMServer' is n... 
2	Person	(Environment) Person5040	CME	Yes	Yes	Create/Modify	No	
3	Alarm Condition	Application Failure	CME	Yes	Yes	Create/Modify	No	

Close

Automation Packages

In most cases, the first step in building a Automation Package is to add **Configuration Items** to the package.

Any item within the Spotlight UI (subject to source system limitations – see below) can be added to an existing or new package, and this can be the current version of the item or any previous version.

Creating a Package

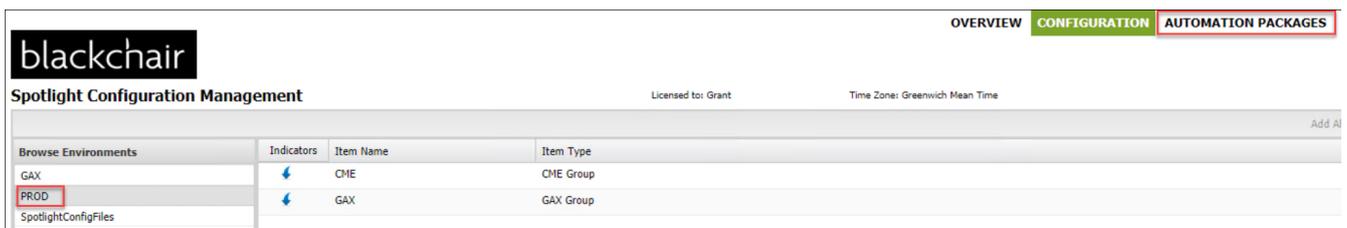
A Automation Package can be created in three ways –

- Creating a new package within the **Manage Automation Packages** screen
- Importing an existing exported package
- By adding a configuration item to a package, and selecting **New**, as described in the **Adding Items** section below

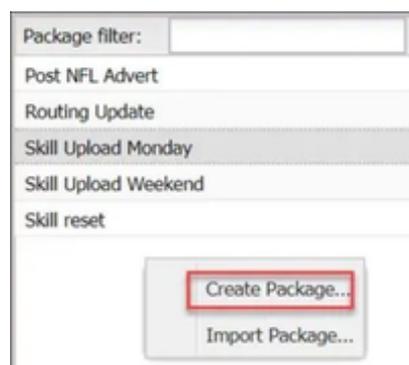
New Package

To create a new package in the **Manage Automation Packages** screen:

- In **Configuration**, select an environment under **Browse Environments**
- Select **Automation Packages** from the ribbon



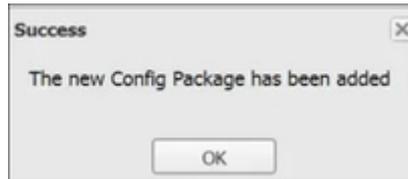
- The Automation Packages window displays all the Automation Packages that have already been created in the Spotlight Environment selected
- Right click below the names of the existing packages and select **Create Package**



- Enter a name for the package
- Select **OK**



- You will receive a confirmation message when the package has been created, select **OK**.

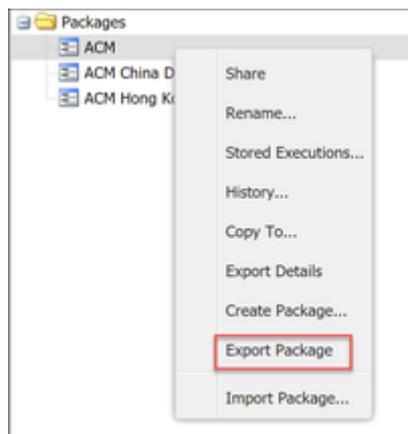


Import/Export a Package

Spotlight provides the functionality to Export an Automation Package to a xml file. This xml file in turn can then be used to import a automation package into Spotlight. This is principally used to transfer configuration between two spotlight systems that are not connected.

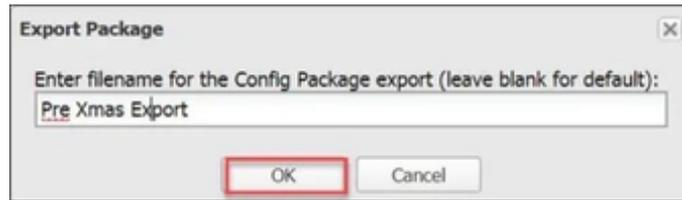
To Export a package:

- In the **Manage Automation Packages** screen, right click the package to export
- Select **Export Package**



NB: If the package to be exported includes Data Imports and/or files to deploy, only the Configuration Items will be exported.

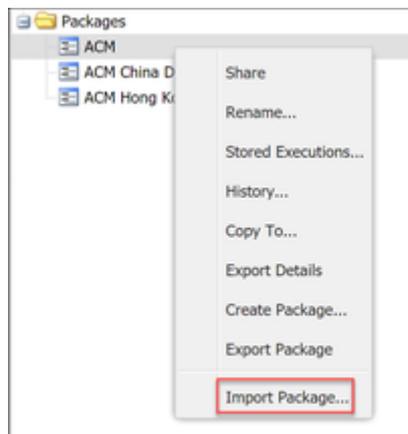
- Enter a name for the package
- Select **OK**



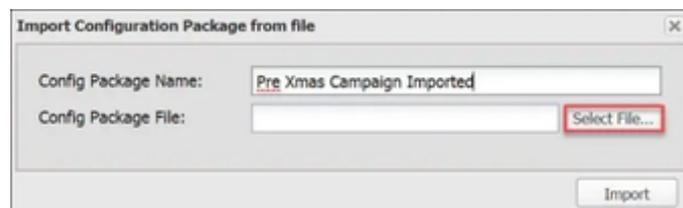
- Depending on the type of browser being used, you may have the option to specify where the file should be saved, or it will be saved to a default location

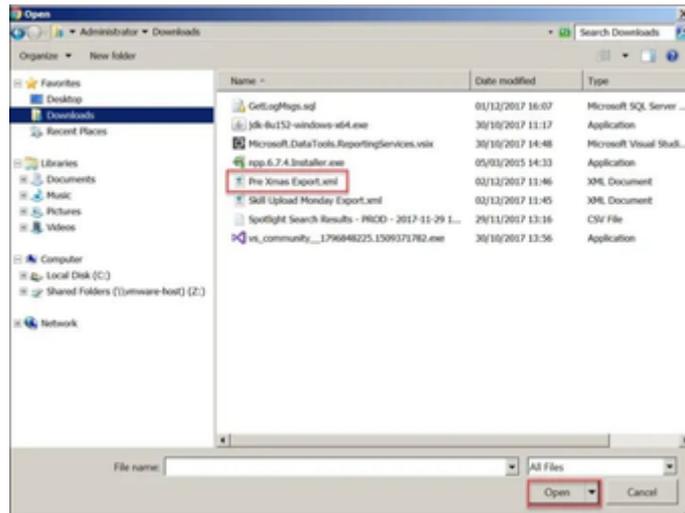
To import a package:

- In the **Manage Automation Packages** screen, right click below the names of the existing packages
- Select **Import Package**

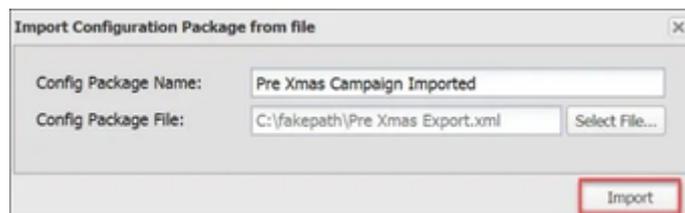


- Enter a name for the package
- Select **Select File** to browse for the xml file previously saved

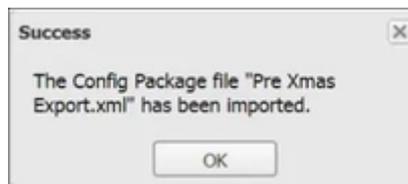




- Select **Import**



- You will receive a confirmation message when the package has been imported, select **OK**



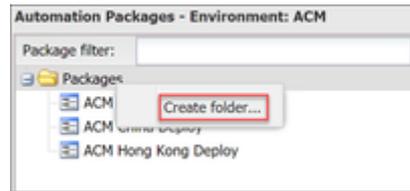
NB: It is also possible to Export all packages from a Spotlight instance and Import into another Spotlight instance. This process is documented in the Export/Import All Packages section of this guide.

Package Folders

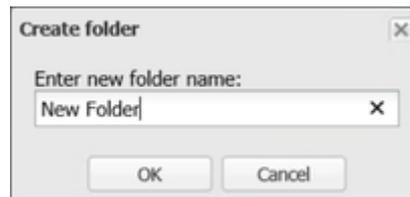
Automation Packages can be contained within folders to help organise the packages.

To create a new folder:

- Right Click the existing folder
- Select **Create Folder**



- Enter a **Name** for the folder
- Select **OK**



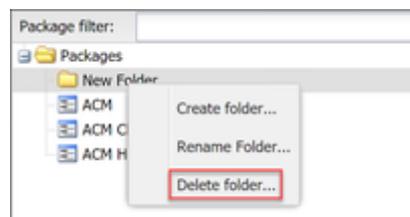
To place a automation package in a folder:

- Drag and drop the package to the desired folder

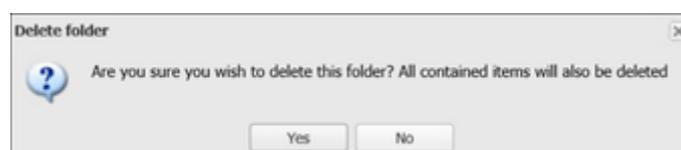


To delete a folder:

- Right click the folder
- Select **Delete** Folder



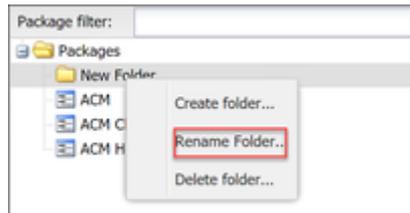
- You will receive a warning indicating the folder and any packages within the folder will be deleted - select **Yes** to continue or **NO** to cancel



- To avoid packages being deleted, ensure they are moved to another folder before attempting to delete the folder no longer required

To Rename a folder:

- Right click the folder
- Select **Rename** Folder



- Enter the new name
- Select **OK**



Configuration Items

Configuration Items are any items tracked by Spotlight . These items can be added to an Automation Package subject to the source system limitations below

Genesys SDK Limitations

The following item types cannot be used in an Automation Package or can only be added by way of automation package data import.

- Tenant
- Switch
- Switching office
- Security Settings
- Timezones
- Folders (can be created in a package when an item is transferred or imported)
- Hosts (use data import)

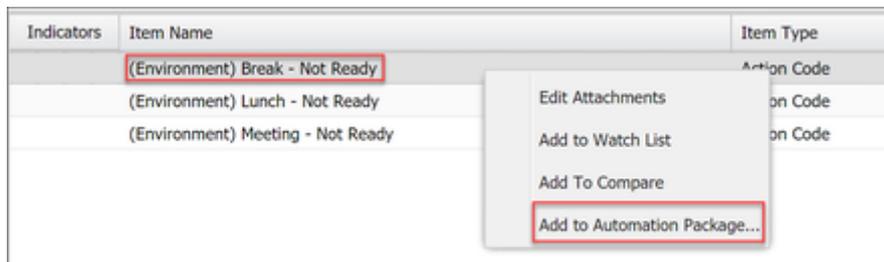
Adding Items

To add an item to an Automation Package, you must first locate it within the Spotlight UI. You can locate an item by browsing the folder structure of the Spotlight UI or by performing a standard or customised search.

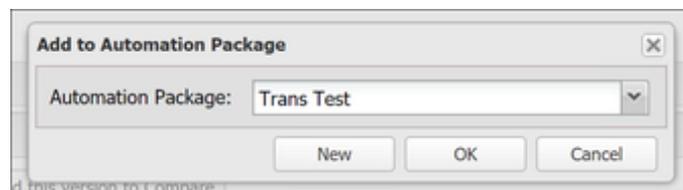
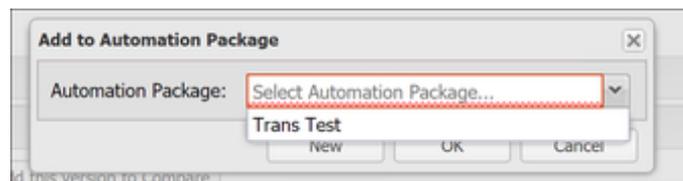
Single Item

When the Spotlight item has been located, you can add it to a package as follows:

- Right click the item and select **Add to Automation Package**

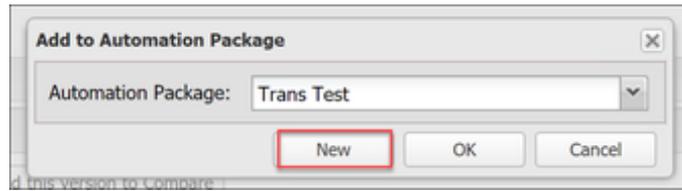


- A new window opens where you can select the package the item should be added to by using the drop-down list
- Once you have selected the package name, select **OK** to complete the action

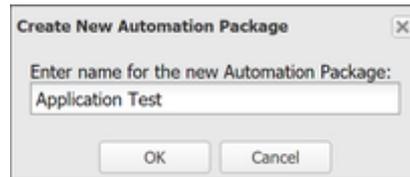


If you wish to add the item to a new package:

- In the **Add to Package** screen, select **New**

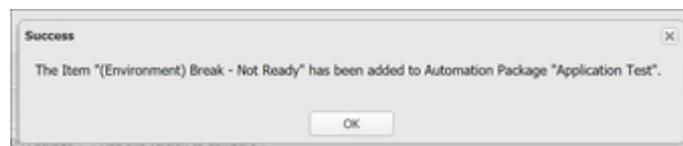


- Enter the name of the package
- Select **OK**



- The new package will now be available to select from the drop-down list, and the item can be added as previously described above.
- You will receive a confirmation message when the new automation package has been created - select **OK**

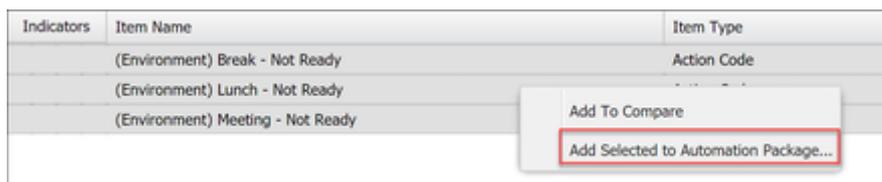
- Select **OK** to add the item to the package
- You will receive a confirmation message when the item has been added to the package - select **OK**



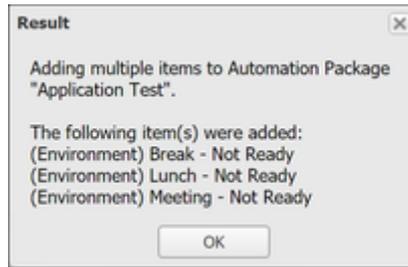
Multiple Items

To add multiple configuration to a package:

- Select multiple items by using the **CTRL** key on your keyboard
- Right click any item and select "**Add Selected to Automation Package**"



- Follow the instructions above to add to a new or existing package
- You will receive a confirmation message when the items have been added to the package - select **OK**



Adding Search Results

In addition to adding multiple items to a package using the method above, it is also possible to add the results of a Search to a package:

To do so:

- Perform a "**Last 100 Changes**" or "**Custom Saved**" search
- Select "**Add All to Automation Package**"

Indicators	Item Name	Item Type	Version	Last Updated	Updated By
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - d	Agent Group	2	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - Test Grant	Agent Group	2	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - Test Dave	Agent Group	2	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - AgentSim_2...	Agent Group	2	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default	Group	2416	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default	Group	2415	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default	Group	2414	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default	Group	2413	26 Mar 2020, 12:16:14	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - AgentSim_2...	Agent Group	2	26 Mar 2020, 12:16:09	default
	(Environment) Environment_BCSAMAgentsGPlusWFM_Default - AgentSim_2...	Agent Group	2	26 Mar 2020, 12:16:09	default

- If the Search included items that are now deleted, you will receive the following message.
- Select "**Yes**" to add all items, or "**No**" to add only those that have not been deleted



- A new window opens as before, where you can select the package the item should be added to by using the drop-down list.
- If you wish to add the item to a new package, first select **New** and then enter the name of the package, before selecting **OK**. The new package will now be available to select from the drop-down list, and the item can be added as previously described above.

If you do not wish to add the full search results, you can see those to add using the "**Multiple Items**" method described above, or add them all and then remove those that are not required.

Previous Versions

To add a previous version of an item to a package:

- Select the item name
- Select the **version** number using the drop down in the **General** tab
- Select **Add this version to Automation Package**

Version: 2416

Add this version to Automation Package Add this version to Compare

Current

Name : (Environment) Environment_BCSAMAgentsGPluseWFM_Default

Version : 2416

Last Updated By: default

Updated Date: 26 Mar 2020, 12:16:14

- A new window will open, where the version to be used can be confirmed by selecting **Use Version XX**

Add versioned item to Automation Package

The item properties and all its child items will be used as their state at version 2415 of this item.
Alternatively you may enter a custom date to be used for the state of this item and its child items:

Date: Thu, 26 March 2020 14 : 35 : 22

Use custom date

Use version 2415

- Alternatively, the calendar controls can be used to select a version on a custom date\time

Add versioned item to Automation Package

The item properties and all its child items will be used as their state at version 2415 of this item.
Alternatively you may enter a custom date to be used for the state of this item and its child items:

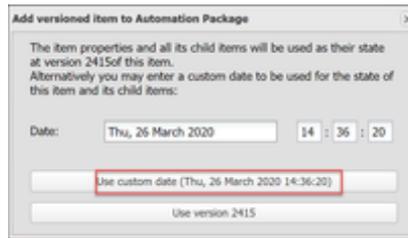
Date: Thu, 26 March 2020 14 : 36 : 20

March 2020

S	M	T	W	T	F	S
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	31	1	2	3	4
5	6	7	8	9	10	11

Today

- Once the custom date has been set, select **Use Custom Date XX**.



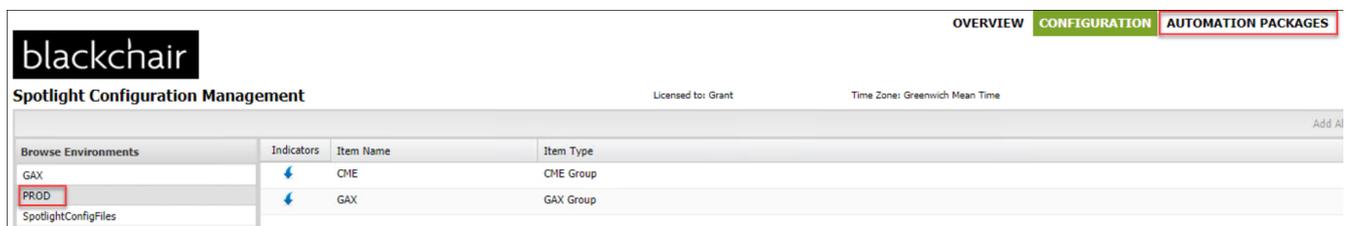
- With either method, a new window opens as before, where you can select the package the item should be added to by using the drop-down list.
- If you wish to add the item to a new package, first select **New** and then enter the name of the package, before selecting **OK**. The new package will now be available to select from the drop-down list, and the item can be added as previously described above.

Managing Configuration Items

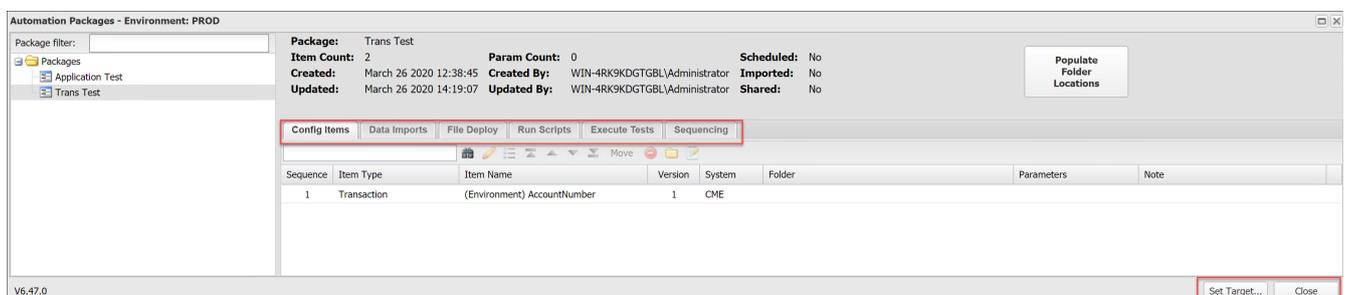
Once Configuration Items have been added to a package, they can be managed in a number of different ways from within the package.

Existing Automation Packages can be accessed as follows:

- In **Configuration**, select an environment under **Browse Environments**
- Select **Automation Packages** from the ribbon



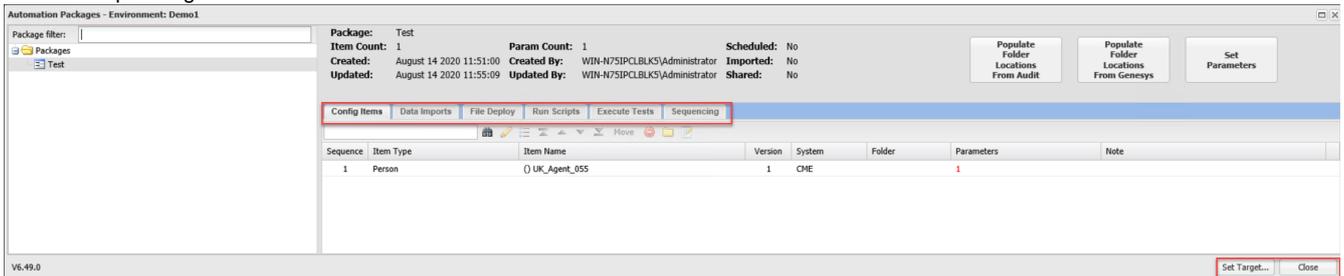
The Automation Packages window displays all the Automation Packages that have already been created in the Spotlight Environment selected. To view the details of a package, select the package name.



Configuration Item Actions

When a package is selected, the window refreshes and displays the details of the package in the right-hand side of the window in six tabs

- Config Items
- Data Imports
- File Deploy
- Run Scripts
- Execute Tests
- Media Announcements - Avaya only
- Sequencing



The package configuration items can be managed by using the icons in the toolbar at the top of the screen as follows:



Search

The search feature makes it easier to locate items that have been added to an automation package.

To search for an item

- Enter the name of the item in the text box (full or partial text)
- Select the **Search** icon.

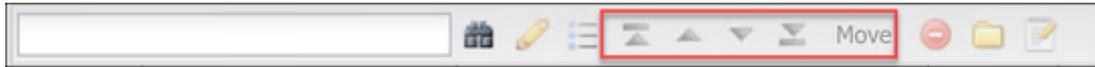


The item will then be highlighted on screen. If there are more items that match the entered text, you can select the Search icon again to navigate to the next match.

Set Sequence

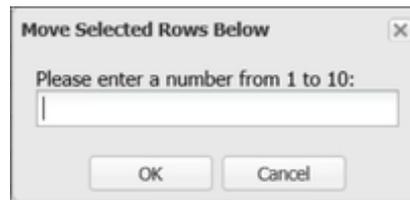
The sequence in which items in an automation package are executed is very important as some items may be dependent on other items in the package. Getting the sequence wrong may mean that the package fails.

By default, when individual items are added to a package, the package sequence is determined by the order in which items are added. If multiple items are added to a package at the same time, the sequence is determined by the Spotlight table "CPOBJECTTYPESEQ". This table determines if items should be placed higher in the sequence than others, because other items may have a dependency on them. The sequence can always be altered using the sequence tools.



Once an item in the package is selected, the tools can be used to:

- Using the **Sequence Arrows**
 - Make the item first in the sequence
 - Make the item last in the sequence
 - Move the item up one place in the sequence
 - Move the item down one place in the sequence
- Using the **Move** button, move the item to any sequence location
 - Select **Move**
 - Enter the sequence number
 - Select **OK**



- Drag and drop the item to any sequence location

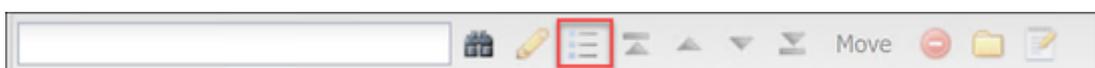
Execution Rules

When an automation package is executed, the package needs to know what to do with each item in the source system, i.e. is it to be created, deleted or modified. It also needs to know what to do if the item already exists.

These are called the execution rules and need to be set for each item in the package.

To set an execution rule:

- Select the name of the item
- Multiple items can be selected by first selecting **CTRL** on your keyboard, and then each item
- Select the **Execution Rules** icon



- A new window will open which contains four rule options as follows:
- The execution rule can be changed from the default value by selecting the relevant check box beside the rule you wish to use
- Select **Save**



Remove

Items can be removed from a package. To do so:

- Select the item name
- Select the **Remove** icon



- A new window will open where you can confirm that the item is to be removed by selecting **Yes** or **No**



Populate Folder Locations

The folder to which a configuration item is deployed to, by default is the base folder of the Item Type, eg Applications, Persons etc.

This can be overridden by allowing spotlight to retrieve the current folder path of all items. To do so:

- Select the **Populate Folder Location from Audit** icon or
- Select the **Populate Folder Location from Genesys** icon

Package: Test	Param Count: 1	Scheduled: No	Populate Folder Locations From Audit	Populate Folder Locations From Genesys	Set Parameters
Item Count: 1	Created By: WIN-N75IPCLBLK5\Administrator	Imported: No			
Created: August 14 2020 11:51:00	Updated By: WIN-N75IPCLBLK5\Administrator	Shared: No			
Updated: August 14 2020 11:55:09					

- Enter your username and password if **Genesys** was selected
- Select **OK**

Genesys Credentials [X]

Please enter your Genesys credentials. This will overwrite any item folders already defined within the package

Genesys Username:

Genesys Password:

- If Audit was selected - the data will be retrieved from the Spotlight database
- Each item will now show its current folder location

Set Parameters

Release Management packages can have placeholders for parameters and when executed these parameters are replaced by values set by the user. These values are set using the Set Parameters button. This button will only be displayed in a package where parameters have been added.

Package: Test	Param Count: 1	Scheduled: No	Populate Folder Locations From Audit	Populate Folder Locations From Genesys	Set Parameters
Item Count: 1	Created By: WIN-N75IPCLBLK5\Administrator	Imported: No			
Created: August 14 2020 11:51:00	Updated By: WIN-N75IPCLBLK5\Administrator	Shared: No			
Updated: August 14 2020 11:55:09					

For more details on this feature, please read the **Override Parameters** section below.

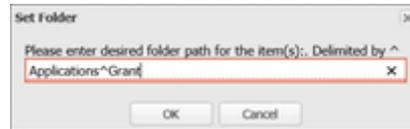
Set Folder

All items in an automation package can be deployed to a different specific folder than the current folder location using the **Set Folder** icon. To do so:

- Select the item name
- Multiple items can be selected by first selecting **CTRL** on your keyboard, and then each item
- Select the **Set Folder** icon



- A new window will open - set the folder, ensuring you use the hat symbol (^) between sub folders
- Where the item is being deployed to another Tenant and to a non standard folder, then enter a double hat (^) before the start of the folder path
- Select **OK** to action.



- If you wish to change the folder, repeat the process above.
- To delete the folder location, repeat the process above, removing the folder text.

NB: The folder should be the full path to the folder. Excluding the Tenant Name.

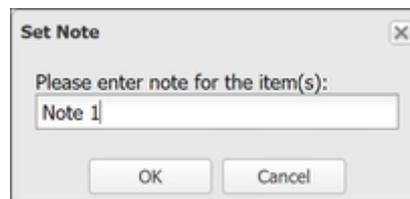
Set Note

A text note can be added to each configuration item in the package. To do so:

- Select the item name
- Multiple items can be selected by first selecting **CTRL** on your keyboard, and then each item
- Select the **Set Note** icon



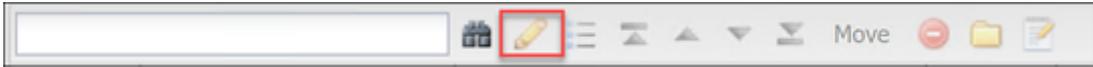
- A new window will open - enter up to 10 characters
- Select **OK** to action.



Sequence	Item Type	Item Name	Version	System	Folder	Parameters	Note
1	Action Code	(Environment) Break - Not Ready	1	CME			Note 1
2	Action Code	(Environment) Break - Not Ready (2)	1	CME			Note 1
3	Action Code	(Environment) Lunch - Not Ready	1	CME			Note 1
4	Action Code	(Environment) Meeting - Not Ready	1	CME			

Overrides

Overrides allow users to change certain values of an item in a package.



There are two main reasons to use overrides:

- To modify existing values in one environment. An example of this type of override may be to change the logging level of all applications, with a separate package to change them all back to current values.
- Reflecting differences between environments when copying items between environments. This could be for example changing the name of the items when they are copied to a new environment, the folder they are located in, or more complex changes such as setting different annex tab entries, options or Application connections.

The types of values that can be set by overrides vary depending on the item type. Most item types will allow you to change the name of the item and the folder it is located within as well as any of its annex entries. Other item types will allow further changes that are only relevant to that item type, such as the Item Type of Application allows overrides to be set for Application Options and Application Connections.

Set Overrides

To alter the overrides for an item:

1. Select the item name
2. Select the **Override** icon
3. Alternatively, you can double click the name of the item



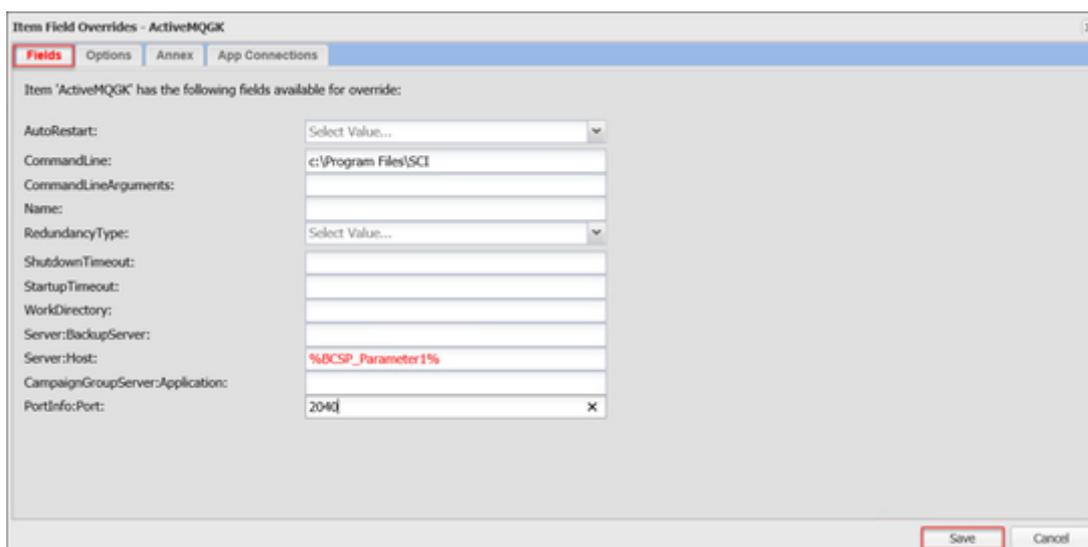
A new window will open with a number of tabs dependant on the item type that has been selected.

Fields

The fields that can be set using an override vary depending on the item type. Some item types such as Formats do not have any fields which can be overridden, whereas some item types such as Applications have multiple fields that can be overridden.

To override an items fields

- Enter the new field value in the relevant free text box or S
- Select the value from the provided drop down. Drop downs are provided where the field can only be from a list of values.



- Once the Fields are set, select **Save**

Annex

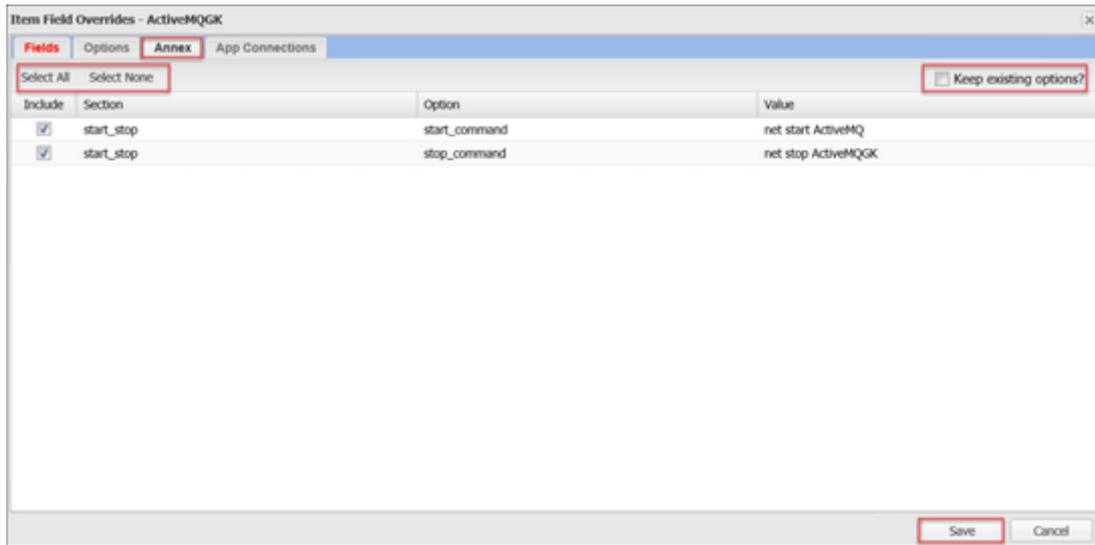
The **Annex tab** override displays all the CME Annex Tab entries for the selected item, detailing each section, option and value.

It is possible to include all the **Annex tab** entries, exclude all of the entries or include some of the entries in the Automation package.

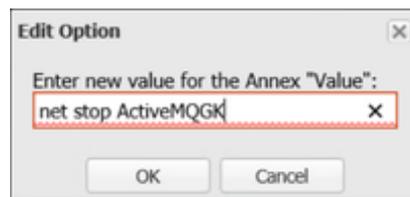
This can be done by

- **Select All** to include them all
- **Select None** to exclude them all
- By using the individual check boxes to select which annex tab entries to include.

In addition, selecting Keep existing options, will ensure that any options in the target system are retained.



- In addition, the value of each **Annex Tab Section**, **Option** and **Value** can be changed by double clicking the relevant field and entering the new value in the free text field.



- Once the Annex Tab entries have been set, select **Save**

Application Options

The **Options** overrides tab is very similar to the **Annex Tab** override, however only becomes available when the item selected is an Application. Here all the applications options are listed, detailing the section, option and value of each

As with **Annex Tab** entries, users can decide which options to include in the package, keep existing options and can also choose to alter the **Section**, **Option** and **Value** of the **Application Options**.

The method to do so is the same as **Annex Tab** entries and is described above. Once the overrides are set, select **Save**

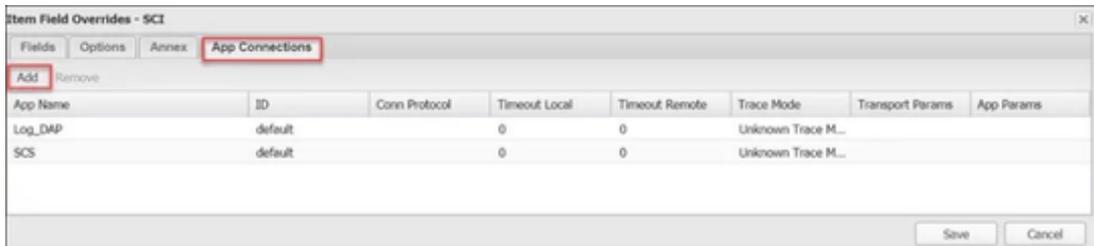
Application Connections

The App Connections override displays all the applications connections that have been set for the application selected.

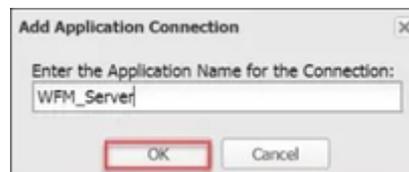
It is possible to add new connections or remove existing connections.

To add a new connection:

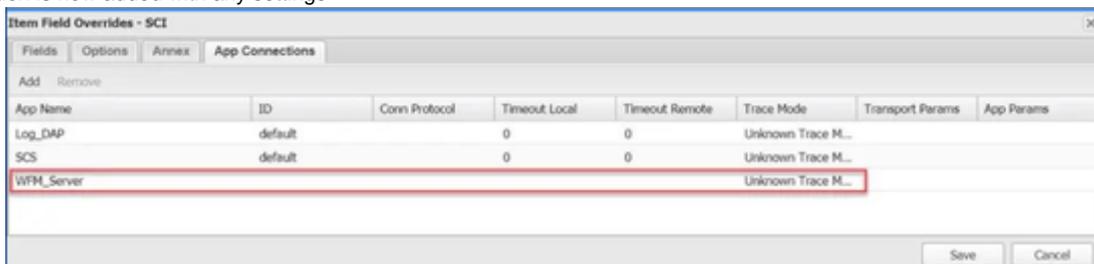
- Select **Add**



- Enter the name of the Application that is connected
- Select **OK**



The connection is now added with any settings



To add connection settings:

- Double select the added connection
- Enter the connection parameters
- Select **OK**

This same method can be used to edit an existing connection. To do so:

- Double select the added connection
- Edit the connection parameters as required
- Select **OK**

To remove a connection:

- Select the Application name
- Select **Remove**
- Once the overrides are set, select **Save**

App Name	ID	Conn Protocol	Timeout Local	Timeout Remote	Trace Mode	Transport Params	App Params
Log_DAP	default		0	0	Unknown Trace M...		
SCS	default		0	0	Unknown Trace M...		
WFM_Server	1234		60	120	Trace Is Turned Off		

Override Parameters

Any override value, File Deploy Value, Script Value or folder location for any configuration item can be set using a parameter instead of an actual value. This parameter can then be replaced at the point of execution of the package by a user defined value.

These parameters can be used for example to repeat a package execution with different override values, without having to rebuild the package.

NB: These placeholders can be replaced either when the package is Stored for Execution and executed from a command line utility, or the package is executed from within the UI, in this case using the Set Parameters button

Adding Parameters

To set a parameter:

- Locate the override or folder location where you want to set a parameter
- Enter the following string - **%BCSP_ParameterN%** where N is the parameter number
- The parameter will appear in red text

Fields Options Annex App Connections

Item 'CCPulse+' has the following fields available for override:

AutoRestart:	Select Value...
CommandLine:	
CommandLineArguments:	
Name:	
RedundancyType:	Select Value...
ShutdownTimeout:	%BCSP_Parameter3%
StartupTimeout:	%BCSP_Parameter3%
WorkDirectory:	%BCSP_Parameter1%
PortInfo:Port:	%BCSP_Parameter2%
Server:BackupServer:	Blackchair %BCSP_Parameter4% Server
Server:Host:	

- Save the override or folder location as per the standard override process described above.

The same parameter number can be using to set the same value to multiple overrides in the same item or in multiple configuration items.

Parameters can also be included as part of a text string, either at the start, end or in the middle of the string. Only the values within the % text will be replaced at execution

Set Parameters

Automation Management packages can have placeholders for parameters and when executed these parameters are replaced by values set by the user. These values are set using the Set Parameters button. This button will only be displayed in a package where parameters have been added.

Package: Walgreens
Item Count: 12 Param Count: 1 Scheduled: No

Populate Set

Created:	January 14 2020 17:28:04	Created By:	WIN-4RX9KDG7G8L\Administrator	Imported:	No	Folder Locations	Parameters
Updated:	January 21 2020 12:04:09	Updated By:	WIN-4RX9KDG7G8L\Administrator	Shared:	No		

To set parameter values:

- Select **Set Parameters**
- A list of the parameters will be displayed, showing for each:
 - Name
 - Path
 - Value

Name	Path	Value
BCSP_Parameter1	/ActiveMQGK/CfgServer:Host	PROD

- To set the value, double click on a parameter
- Enter the value in the pop up window
- Select OK

Enter new value for the parameter	
PROD	X
OK	Cancel

- Continue with further parameters
- When all are set, select **Done**

The set value can now be displayed each each parameter by again selecting Set Parameter. These values can be changed at any point by following the process above

Name	Path	Value
BCSP_Parameter1	/ActiveMQGK/CfgServer:Host	PROD

Store for Execution

To store the package for execution:

- In the Set Target screen, select the Store for Execution check box
- Optional - Enter an ID (text or number up to 10 digits) - this will be used when deploying the package

- Select **OK**
- If the entered ID is already in use, the user will have the option to enter a new reference or delete the existing stored execution



- If the ID field is left blank, when **OK** is selected, a system generated ID will instead be displayed and can be used to execute the package.



Data Import

The **Data Imports** feature enables certain types of bulk data to be uploaded during an automation package execution. Example uses of this feature include uploading large scale agent skill changes or creating a large number of agent logins.



The data to be uploaded is contained within csv files, and then these files are added to the automation package.

The following data types can be uploaded using this method:

Genesys

- Agent Groups with Annex
- Agent Groups with Person
- Agent Logins
- Application Annex
- Application Options
- DN
- DN Groups with DN
- DNs with Access Numbers

- Persons with Agent Logins
- Person with Annex
- Persons with App Rank
- Disable CME Objects
- Remove Person Logins
- Remove DN Group DNs
- Hosts
- Places with Annex
- Places with DN
- Skill Levels
- Transactions
- Delete Objects

Avaya

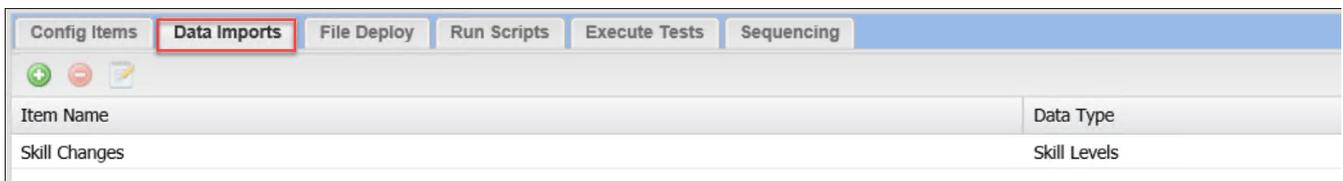
- Avaya Stations
- Avaya Delete Objects
- Avaya Agent Login IDs
- Avaya Hunt Groups
- Avaya Route Patterns
- Avaya VDNs
- Avaya Vector Announcements

The Data Imports tab in an Automation Package will allow you to add new csv files, delete an existing file or amend the data in an existing file.

Add

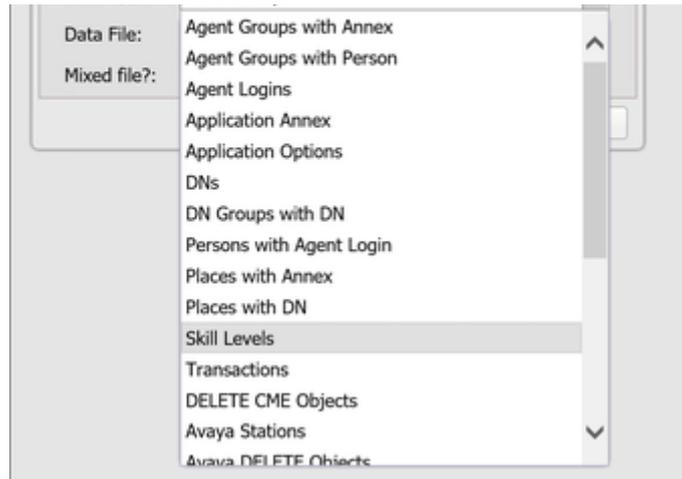
To add a new data import csv file

- Select the **Add** icon, which will open a new window.

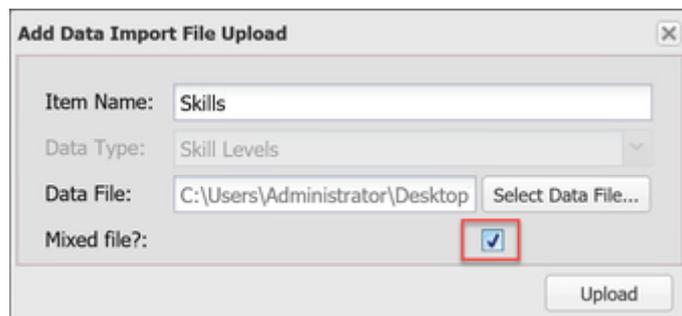


- Enter the item name - This is not necessarily the name of the csv file, instead it could be a description of what the file is being used for – eg Overnight Skills Reset etc.
- Using the drop down, select the **Data Type**

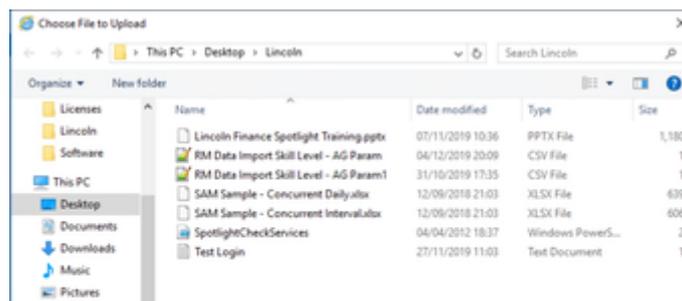
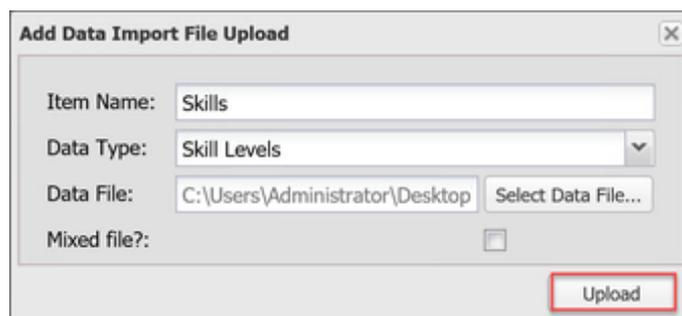


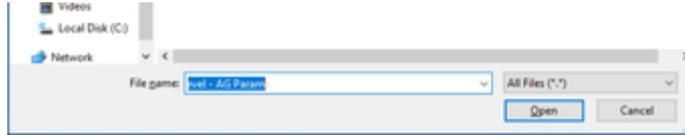


- Multiple Data Types can be uploaded using a single csv file. In this circumstance, a Data Type does not have to be selected, instead **Mixed File** should be selected

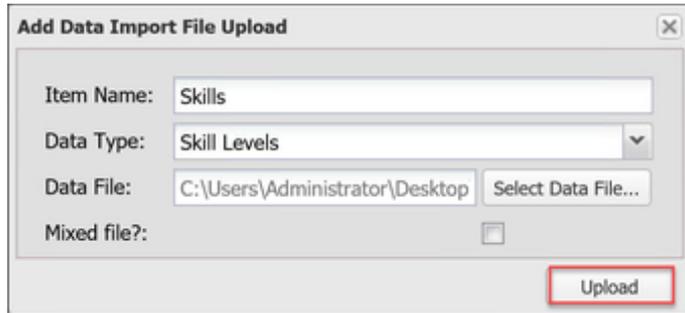


- Choose the file to upload by selecting **Select Data File** and the browsing for the csv file





- Select **Upload** to add the csv file to the configuration package.



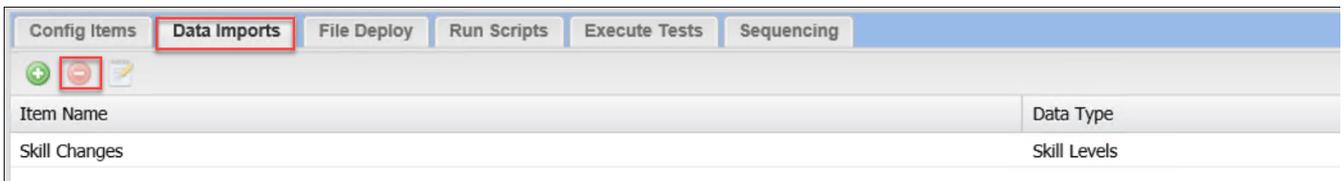
- A confirmation message is received with the csv file is uploaded
- Select the **OK**



Remove

To remove a data import file:

- Select the name of the item
- Select the **Remove**



- You will be asked if you wish to proceed, select **Yes** to continue or **No** to cancel.



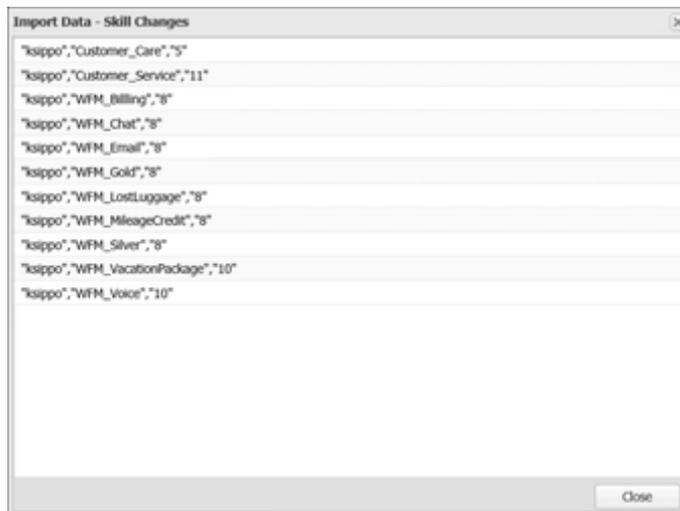


Edit

The csv files that are to be uploaded using the **Data Import** feature can also be amended from within the automation package.

To do so:

- Double click the name of the item to amend.
- A new window will open displaying the data within the csv file.



- To amend, double click any line of data and edit the data in the next window.
- To save the amendment select **OK**

Set Note

The **Set Note** icon can be used to add comments to any items added to the package.

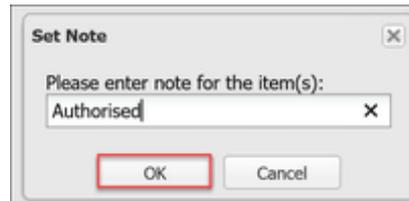
To set a note:

- Select the item

- Select **Set Note**



- In the pop up window, enter comments
- Select **OK**



File Format

In order for the **Data Import** feature to work correctly, it is important that the csv files conform to specific formats dependant on the data type that is being uploaded. Below are the formats for each data type as well as further details regarding how the upload of each data type works. **All csv files should not include headers**

NB: If you use the RM Data Import reports to generate your csv file, the additional folder entries have to be manually added, as these columns in the report export will be blank. The additional folder should be the full folder path, excluding the Tenant name.

Data Type	Purpose	Guideline	CSV File Format	Example
Agent Groups with Annex	Create/update Agent Groups	<ul style="list-style-type: none"> • A Tenant must be selected • If the Agent Group does not exist it will be created • If the Agent Group exists in a different folder it will be moved to the specified folder 	agent group base folder,full folder path,agent group name,section,option,value NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column	,Agent Group\Folder1,XXX,TE_XXX_VAG,virtual,script,Skill(skill1) > 0 & Skill(skill2) = 1
Agent Groups and associate Person	Create/update Agent Groups and associate Persons	<ul style="list-style-type: none"> • A Tenant must be selected • If the Agent Group does not exist it will be created • If the Agent Group exists in a different folder it will be moved to the specified folder 	agent group base folder,full folder path,agent group name,person username NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column	,Agent Groups\Folder1\Folder2,Test Group,Agent_123
Agent Logins	Create/update Agent Logins	<ul style="list-style-type: none"> • A Tenant must be selected • If the Agent Login does not exist it will be created • If the Agent Login exists in a different folder it will be moved to the specified folder • If a Username is specified, the Agent Login will be associated 	agentlogin switch,agentlogin base folder,full folder path,login code,username,section,option,value NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column	eg:Switch_XY,,Switches\Switch\Agent Logins\Folder1\Folder2,40011,Agent_123,sect,opt,val

		<p>to that Username (Person)</p> <ul style="list-style-type: none"> The switch must exist 		
Appli cation Annex	Update existing Applications with the given Annex	<ul style="list-style-type: none"> The Application MUST exist 	application name,section,option,value	Test App,sect,opt,val
Appli cation s Optio ns	Update existing Applications with the given Options	<ul style="list-style-type: none"> The Application MUST exist 	application name,section,option,value	Test App,sect,opt,val
DN	Create/update DNs	<ul style="list-style-type: none"> A Tenant must be selected If the DN does not exist it will be created If the DN exists in a different folder it will be moved to the specified folder The switch must exist 	dn switch, dn base folder, full folder path, dn number, dn type, dn alias, dn route type, dn switch specific type, DNGroup, section, option, value	Switch_XY,, Switches\Switch\DNs\Folder1\Folder 2,40011,ACD Queue, Switch_XY_40011, Default, 1, DNGroup 1,sect, opt, val
DN Grou ps with DN	Create/update DN Groups and associate DNs	<ul style="list-style-type: none"> A Tenant must be selected If the DN Group does not exist it will be created If the DN Group exists in a different folder it will be moved to the specified folder The switch must exist 	dn group base folder, full folder path, dn group name, dn group type, dn switch, dn number <i>NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column</i>	,DN Groups\Folder1\Folder2,VQ Group A,ACD Queues,Switch_XY, Test_VQ
Perso ns with Agent Logins	Create/update Persons and associate Agent Logins	<ul style="list-style-type: none"> A Tenant must be selected If the Person does not exist it will be created If the Person exists in a different folder it will be moved to the specified folder If the Agent Login is already associated with another Person, the Agent Login will not be changed The switch must exist 	person base folder, full folder path, username, firstname, lastname, employeeid, accessgroup, agent login switch, agent login code ,email, External ID, PASSWORD The password filed is not the actual password, it can be used to set all passwords to "PASSWORD", otherwise leave blank <i>NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column</i>	, Persons\Folder 1,gking,Grant, King, 0001,AG1,Switch1,0001, gking@test.com, Ext1, PASSWORD
Place s with Annex	Create/update Places and their Annex	<ul style="list-style-type: none"> A Tenant must be selected If the Place does not exist it will be created If the Place exists in a different folder it will be moved to the specified folder 	place base folder, full folder path, place name, section, option, value <i>NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column</i>	,Places\Folder1\Folder2,PL50012, sect,opt,val
Place s with DN	Create/update Places and associate DNs	<ul style="list-style-type: none"> A Tenant must be selected If the Place does not exist it will be created If the Place exists in a different folder it will be moved to the specified folder If the DN is already associated with another 	place base folder, full folder path, place dn switch, dn number <i>NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column</i>	,Places\Folder1\Folder2,PL50012, Switch_XY,40011

		Place, the DN will not be changed		
Skill Levels	Create/update Agent Skill Levels	<ul style="list-style-type: none"> A Tenant must be selected. The Agent and Skill MUST exist 	username,skill name,new level	Agent 1, Mortgages, 1
Transactions	Create/update Transactions	<ul style="list-style-type: none"> A Tenant must be selected If the Transaction does not exist it will be created If the Transaction exists in a different folder it will be moved to the specified folder 	transaction base folder,full folder path,transaction name,transaction type,section,option,value	,Transactions\Folder1\Folder2, TRX_TEST,List,sect,opt,val
Deleted Objects	Delete objects	<ul style="list-style-type: none"> A Tenant must be selected Valid object types are Application, DN, Place, Transaction, Skill Levels 	object type,object id1,object id2,object id3,object id4	Application,Test Application,,, DN, Switch_XY,40011,, Place,PL50012,,, Transaction,List,TRX_TEST
DN with Access Number	Create/Update DNs with Access Numbers	<ul style="list-style-type: none"> A Tenant must be selected If the DN does not exist it will be created If the DN exists in a different folder it will be moved to the specified folder The switch must exist 	dn switch,dn base folder,full folder path,dn number,dn type,dn alias,dn route type,dn switch specific type, access switch name, access number	Switch_XY,, Switches\Switch\DNs\Folder1\Folder 2,40011,ACD Queue, Switch_XY_40011, Default, 1, Switch A, 100111
Person with Annex	Create/update Persons and their Annex	<ul style="list-style-type: none"> A Tenant must be selected If the Person does not exist it will be created If the Person exists in a different folder it will be moved to the specified folder 	person base folder,full folder path,user name, first name, last name, Employee ID, Access Group, Email Address, External ID, Password section,option,value NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column	, Persons\Folder 1,gking,Grant, King, 0001,AG1,gking@test.com, ID1, password, sec, opt, val
Persons with Rank	Create/update Persons and their Rank	<ul style="list-style-type: none"> A Tenant must be selected If the Person does not exist it will be created If the Person exists in a different folder it will be moved to the specified folder 	person base folder,full folder path,user name, first name, last name, Employee ID, Access Group, Email Address, External ID, Password app type, app ran! NB: Base folder column should be left blank. The base folder value needs to be included in the full folder path column	, Persons\Folder 1,gking,Grant, King, 0001,AG1,gking@test.com, ID1, password, app1, admin
Hosts	Create/update Hosts and their Annex	<ul style="list-style-type: none"> A Tenant must be selected If the Host does not exist it will be created If the Host exists in a different folder it will be moved to the specified folder 	host base folder, full folder path, host name, host IP, os name, os version, lca port, scs name, section, option, value	
Remove DN from Group	Remove DNs from a DN Group		DN Group Name, DNSWitch, DN Number	DN Group 1, SIP Switch, 12345
Remove			Username, Login Code	Kingg, 123561

Agent Login	Remove Login Code form a Person object			
Disable Person	Disable Person Object		object type, username	person, C123456

File Deploy

Automation Packages can include files that are deployed to a host when the package is executed. These files can be any file type; however, common examples would be WAR files use by web applications or audio files.

Item Name	Filename	Host	Path	Protocol
1 TRansfer 1	hw.ps1	localhost	c:\Blackchair\Files	FTP
2 SH File	hw.sh	localhost	c:\Blackchair\Files	FTP
3 Trans	Transactions.csv	localhost	c:\Blackchair\Files	FTP

The **File Deploy** tab allows users to add or remove files from a package. When the package is executed, the added files will be deployed to the Host/Path defined in the package for each file.

Add

To add files to a Configuration Package:

- Select the **Add Icon** to open the **Add File Deploy File Upload** window

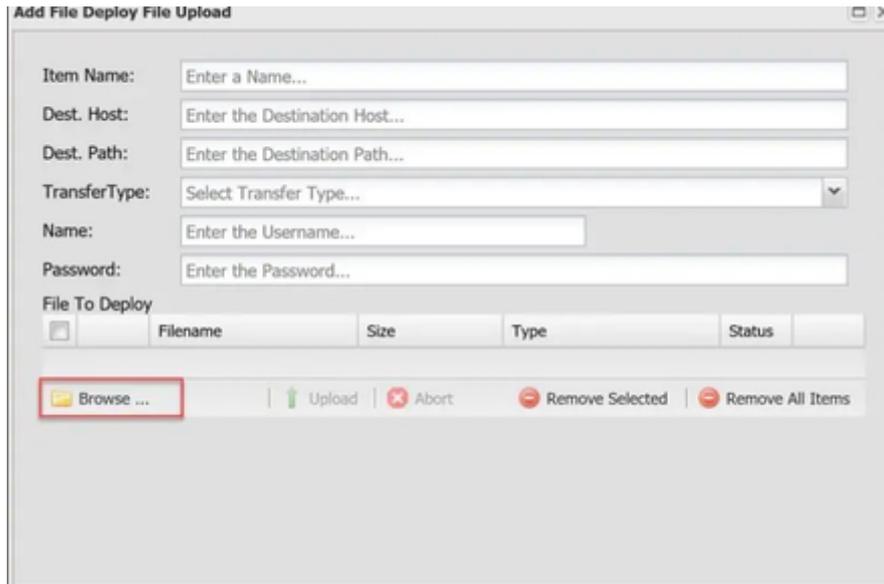
Item Name	Filename	Host	Path	Protocol	Note
-----------	----------	------	------	----------	------

This window can be used to select the files to add to the package, and set the deployment parameters for each file, individually or as a group of files.

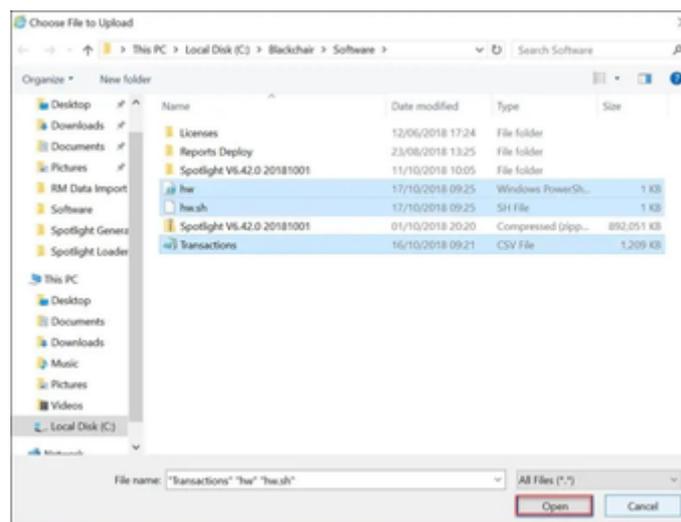
To select files to add to the package:

- Select **Browse**





- Select the files to add (**CTRL** and **SHIFT** can be used to select multiple files)
- Select **Open**



- Each file requires the following information to be defined. It can be added in this screen for all files before uploading, added later before deployment or modified later before deployment
 - Item Name - this is not the file name, it is the name of the item displayed in the package
 - Destination Host
 - Destination Path
 - Transfer Type (**SCP**, **SFTP**, **FTP** or **Network Share**)
 - Username - if required
 - Password - if required
- Parameters can now be used to set the **Host**, **Path**, **Name** and **Password** values. For further information re setting Parameter values, please refer to the **Override Parameter** section of this guide.

NB: The deployment values are mandatory, and require to be entered before a package is executed or scheduled, however not all are required when adding a file to the package. This data can be added later. Spotlight indicates which values are mandatory for upload.

- If you wish to remove files added in this screen before uploading to the package, use the **Check Boxes** to indicate which files to remove and then select **Remove Selected**.
- To remove all files, select **Remove All Items**

File To Deploy	Filename	Size	Type	Status
<input type="checkbox"/>	1 hw.ps1	28 bytes		0%
<input type="checkbox"/>	2 hw.sh	22 bytes		0%
<input type="checkbox"/>	3 Transactions.csv	1.2 MB		0%

Selected 3 file(s), 1.2 MB

Browse ... Upload Abort Remove Selected Remove All Items

- When ready to upload the files to the package, select the **Upload** button

File To Deploy	Filename	Size	Type	Status
<input type="checkbox"/>	1 hw.ps1	28 bytes		0%
<input type="checkbox"/>	2 hw.sh	22 bytes		0%
<input type="checkbox"/>	3 Transactions.csv	1.2 MB		0%

Selected 3 file(s), 1.2 MB

Browse ... Upload Abort Remove Selected Remove All Items

- Each file will upload in turn, and a progress is displayed
- At any point, if you wish to stop the upload, select **Abort**

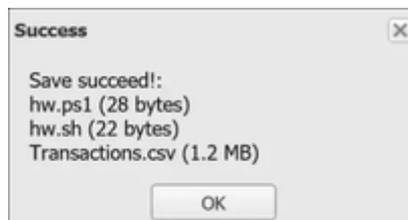
File To Deploy	Filename	Size	Type	Status
<input type="checkbox"/>	1 hw.ps1	28 bytes		✓ 100%
<input type="checkbox"/>	2 hw.sh	22 bytes		✓ 100%
<input type="checkbox"/>	3 Transactions.csv	1.2 MB		🔄 100%

Selected 3 file(s), 1.2 MB

Browse ... Upload Abort Remove Selected Remove All Items



- You will receive a confirmation message once the files have been uploaded to the configuration package
- Select **OK**

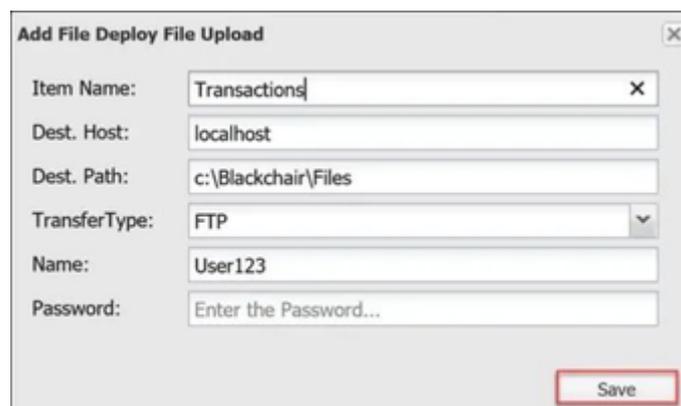


Modify Deployment Parameters

Once the files have been added to a package, the deployment parameters can be modified, but only on a file by file basis. Therefore, set as much information as possible before adding the files to the package.

To modify deployment parameters:

- Double click the required file
- Enter new parameters or adjust the existing parameters
- Select **Save**



Set Note

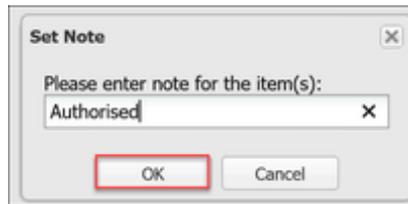
The **Set Note** icon can be used to add comments to any items added to the package.

To set a note:

- Select the item
- Select **Set Note**



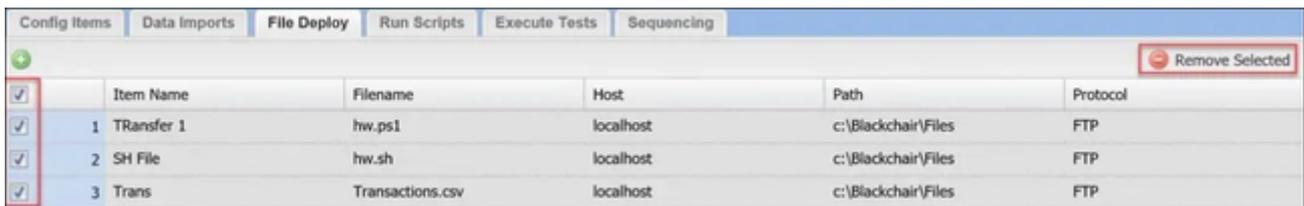
- In the pop up window, enter comments
- Select **OK**



Remove

To remove files from a Configuration Package

- Using the check boxes, select the files to remove
- Select the **Remove Selected** button



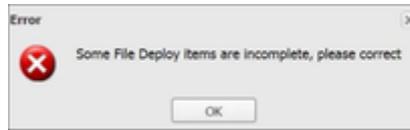
- Select **Yes** to continue or **No** to cancel



Executing the Package

When an automation package is scheduled or executed, and the package contains files to deploy, Spotlight will check to ensure that deployment parameters have been set for each file.

Where values are missing, Spotlight will display a warning message, indicating that the package cannot be scheduled or executed until the data is complete.



Run Scripts

Configuration Packages can include scripts that are deployed to a host and executed when the package is executed. Currently **Windows Power Shell (ps1) and Linux (sh)** scripts are supported

Item Name	Host	Path	Script Type	Arguments	Name	Script File	Note
1 Script 1	abc	abc	Windows powershell			SpotlightCheckServices.ps1	

The **Run Scripts** tab allows users to add or remove scripts from a package and specify any required arguments to execute the script correctly. The scripts can be executed in the required order as determined by the user - see the **Sequencing** section below for further details.

Add

To add scripts to a Configuration Package:

- Select the **Add Icon** to open the **Add Script File** window

Item Name	Host	Path	Script Type	Arguments	Name	Script File	Note
1 Script 1	abc	abc	Windows powershell			SpotlightCheckServices.ps1	

This window can be used to select the scripts to add to the package, and set the deployment parameters for each script, individually or as a group.

To select scripts to add to the package:

- Select **Browse**

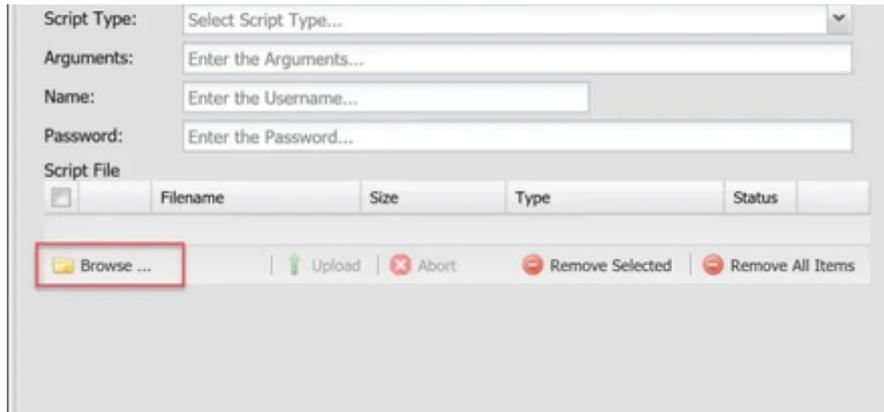


Add Script File

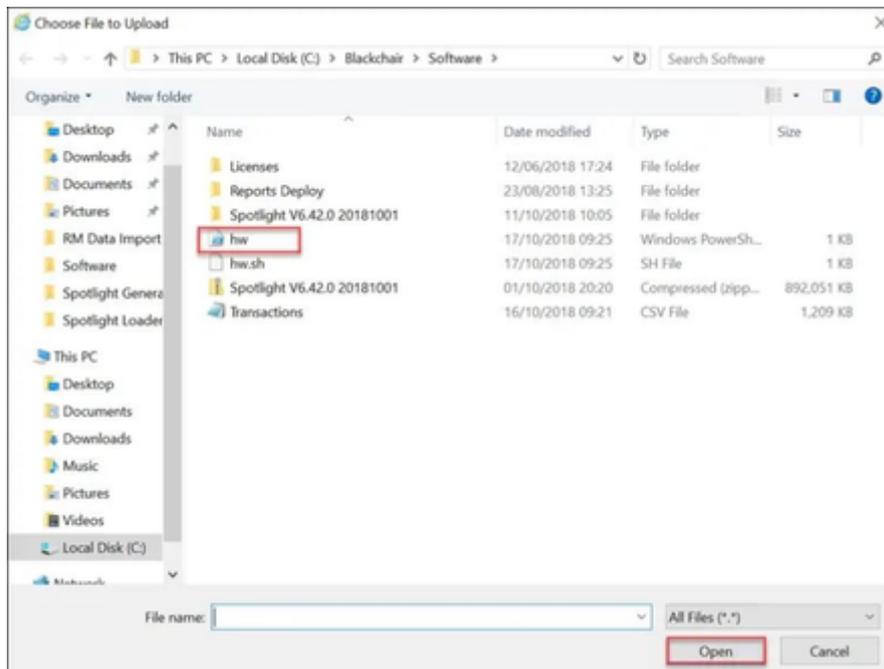
Item Name:

Dest. Host:

Dest. Path:



- Select the scripts to add (**CTRL** and **SHIFT** can be used to select multiple files). **If you wish to add PS1 and SH files, these should be uploaded in batches separately**
- Select **Open**



- Each script requires the following information to be defined. It can be added in this screen for all files before uploading, added later before deployment or modified later before deployment
 - Item Name - this is not the file name, it is the name of the item displayed in the package
 - Destination Host
 - Destination Path
 - Script Type - Linux Shell or Windows Powershell
 - Arguments - if required
 - Username - if required
 - Password - if required
- Parameters can now be used to set the **Host**, **Path**, **Arguments**, **Name** and **Password** values. For further information re setting Parameter values, please refer to the **Override Parameter** section of this guide.

NB: The deployment parameters are mandatory, and require to be entered before a package is executed or scheduled, however they are not required when adding a file to the package. This data can be added later, and is useful as it allows the package to be built by a user who does not have the required username/password to deploy.

NB: if all parameters are the same except Item Name, add the matching parameters here, and add the name later to each item individually.

- If you wish to remove scripts added in this screen before uploading to the package, use the **Check Boxes** to indicate which scripts to remove and then select **Remove Selected**.
- To remove all scripts , select **Remove All Items**

	Filename	Size	Type	Status
<input type="checkbox"/>	1 hw.ps1	28 bytes		0%

Selected 1 file(s), 28 bytes

Browse ... | Upload | Abort | Remove Selected | Remove All Items

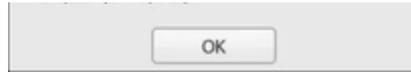
- When ready to upload the scripts to the package, select either the **Upload** button

	Filename	Size	Type	Status
<input type="checkbox"/>	1 hw.ps1	28 bytes		0%

Selected 1 file(s), 28 bytes

Browse ... | Upload | Abort | Remove Selected | Remove All Items

- Each script will upload in turn, and a progress is displayed
- At any point, if you wish to stop the upload, select **Abort**
- You will receive a confirmation message once the files have been uploaded to the configuration package
- Select **OK**



Modify Deployment Parameters

Once the scripts have been added to a package, the deployment parameters can be modified, but only on a file by file basis. Therefore, set as much information as possible before adding the files to the package.

To modify deployment parameters:

- Double click the required script
- Enter new parameters or adjust the existing parameters
- Select **Save**

Edit Scripts

To edit a script, double click on it and modify the settings as desired

Set Note

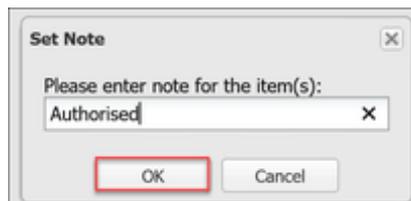
The **Set Note** icon can be used to add comments to any items added to the package.

To set a note:

- Select the item
- Select **Set Note**



- In the pop up window, enter comments
- Select **OK**



Remove

To remove scripts from a Configuration Package

- Using the check boxes, select the files to remove
- Select the **Remove Selected** button

Config Items Data Imports File Deploy Run Scripts Execute Tests Sequencing									
Item Name	Host	Path	Script Type	Arguments	Name	Script File	Note	Remove Selected	
1 Script 1	abc	abc	Windows powershell			SpotlightCheckServices.ps1			

- Select **Yes** to continue or **No** to cancel



Executing the Package

When a configuration package is scheduled or executed, and the package contains scripts to deploy, Spotlight will check to ensure that deployment parameters have been set for each script. Where values are missing, Spotlight will display a warning message, indicating that the package cannot be scheduled or executed until the data is complete.

Execute Tests

The Execute Test feature can be used to specify a **Cyara** or **Empirix** test that should run as part of the Release Management Configuration package. Tests are retrieved using the username/password/account id for your **Cyara** system and the username/password for your **Empirix** system.

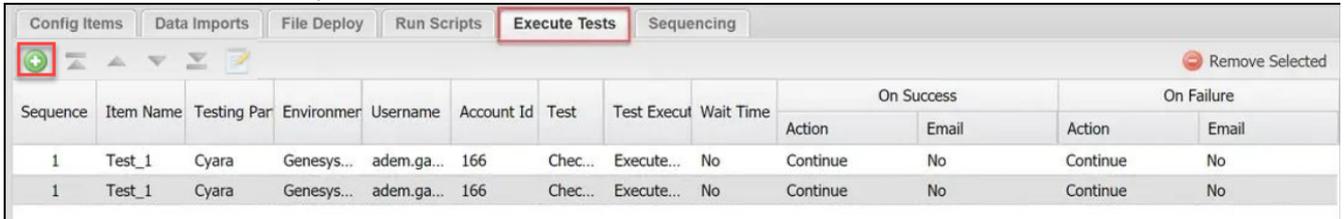
Config Items Data Imports File Deploy Run Scripts Execute Tests Sequencing													
Sequence	Item Name	Testing Par	Environmer	Username	Account Id	Test	Test Execut	Wait Time	On Success		On Failure		Remove Selected
									Action	Email	Action	Email	
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No	
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No	

Users can choose to execute the test and continue, or execute and wait for a response from the test. Users can also determine what action should be taken within the package based on the test response, **Success** or **Failure**.

Add

To add a test to a Configuration Package:

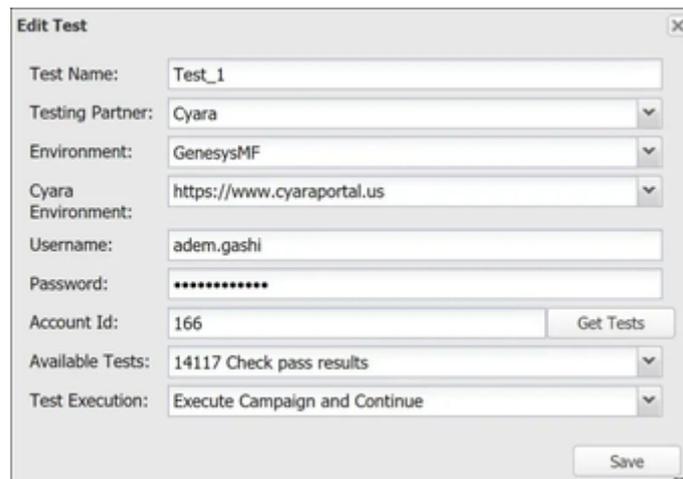
- Select the **Add Icon** to open the **Add Test** window



Sequence	Item Name	Testing Par	Environmer	Username	Account Id	Test	Test Execut	Wait Time	On Success		On Failure	
									Action	Email	Action	Email
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No

Enter the following information:

- Test Name - name of the test as it will appear in the package
- Testing Partner - select from the drop down (Cyara or Empirix)
- Environment
- Cyara Environment
- Username
- Password
- Account ID - Cyara only
- Select **Get Tests** button - Cyara only
- Choose a test from the **Available Tests** drop down
- Select the **Test Execution** method from the drop down - **Execute and Continue** or **Execute and Wait** (see below)
- Select **Save**



Edit Test

Test Name: Test_1

Testing Partner: Cyara

Environment: GenesysMF

Cyara Environment: https://www.cyaraportal.us

Username: adem.gashi

Password:

Account Id: 166

Available Tests: 14117 Check pass results

Test Execution: Execute Campaign and Continue

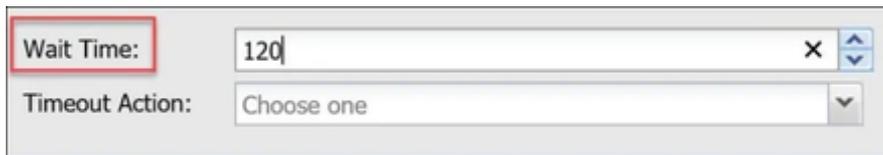
Test Execution

When **Execute and Continue** is selected in the **Test Execution** drop down, the test will execute and Spotlight will then continue with the configuration package deployment. When **Execute and Wait** is selected, Spotlight will wait until it has checked and received a response from the test before proceeding with any further actions in the package.

Users can specify how long to wait for a response and the actions Spotlight should take upon success/failure of the test as follows:

Wait Time

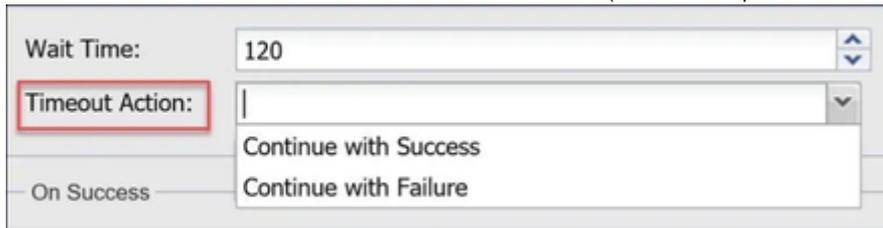
This is the maximum time in seconds that the test should take to complete. Specify this value by typing or using the provided arrows



A screenshot of a configuration window. The 'Wait Time' field is highlighted with a red box and contains the value '120'. To its right is a text input field with '120' and a clear 'X' button and a spinner. Below it, the 'Timeout Action' dropdown menu is open, showing 'Choose one' as the selected option.

Timeout Action

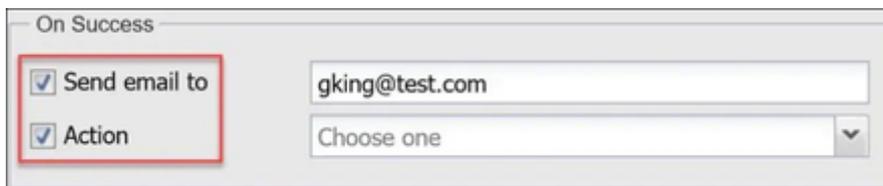
Use the drop down to determine if the test is deemed a success or failure if it times out (does not complete within the specified wait time)



A screenshot of a configuration window. The 'Wait Time' field contains '120'. The 'Timeout Action' dropdown menu is highlighted with a red box and is open, showing two options: 'Continue with Success' and 'Continue with Failure'. Below the dropdown, there is a section labeled 'On Success'.

On Success

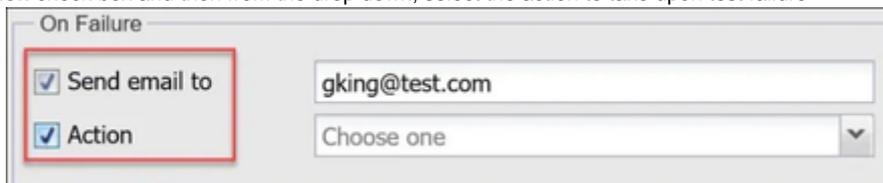
- Select the check box and enter the email address that should receive confirmation if the test is successful.
- Select the **Action** check box and then from the drop down, select the action to take upon test success



A screenshot of the 'On Success' configuration section. Two checkboxes, 'Send email to' and 'Action', are checked and highlighted with a red box. The 'Send email to' field contains 'gking@test.com'. The 'Action' dropdown menu is open, showing 'Choose one' as the selected option.

On Failure

- Select the Check box and enter the email address that should receive confirmation if the test fails
- Select the **Action** check box and then from the drop down, select the action to take upon test failure



A screenshot of the 'On Failure' configuration section. Two checkboxes, 'Send email to' and 'Action', are checked and highlighted with a red box. The 'Send email to' field contains 'gking@test.com'. The 'Action' dropdown menu is open, showing 'Choose one' as the selected option.

Actions

The actions that can set upon **success** or **failure** are as follows:

On Success

Send email to gking@test.com

Action

On Failure

Send email to

Action

Stop Package Execution
Continue/No Action
Rollback
Execute Package
Choose one

- **Stop Package Execution**
 - the package will stop executing with any remaining tasks uncompleted
- **Continue/No Action**
 - the package execution will continue
- **Rollback**
 - the package execution will cease and any changes already made will be rolled back
- **Execute Package**
 - a further package can be specified to execute instead of the current package

When Execute Package is selected as an action, further values require to be set to choose the environment/package to execute, as follows

- Environment
- Automation Package
- Genesys Username/Password
- Select **Find Target Tenants**
- Select Tenant
- Select **Save**

On Success

Send email to gking@test.com

Action Execute Package

Environment: MF

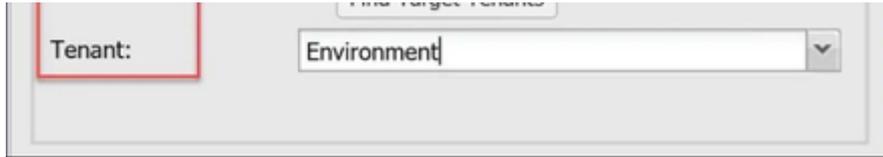
Config Package Action Code

CME/GAX

User Name: default

Password:

Find Target Tenants



Modify Deployment Parameters

Once the Tests have been added to a package, the test parameters can be modified

To modify test parameters:

- Double click the required test
- Enter new parameters or adjust the existing parameters
- Select **Save**

Edit Test

To edit a test, double click on it and modify the settings as desired

Set Note

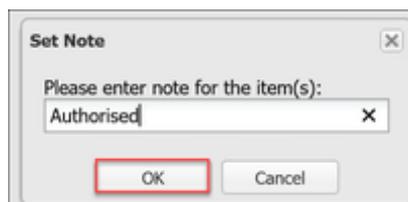
The **Set Note** icon can be used to add comments to any items added to the package.

To set a note:

- Select the item
- Select **Set Note**



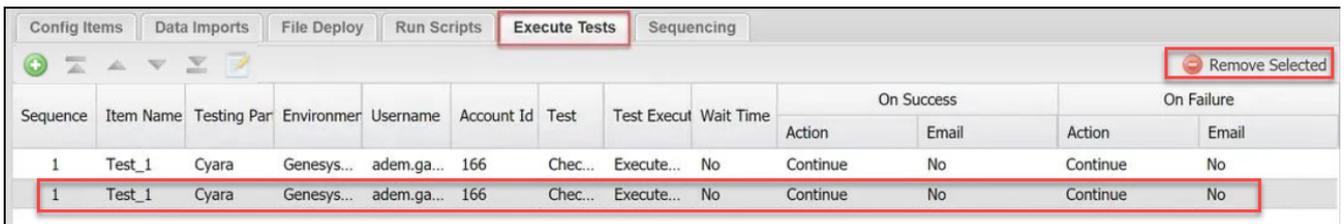
- In the pop up window, enter comments
- Select **OK**



Remove

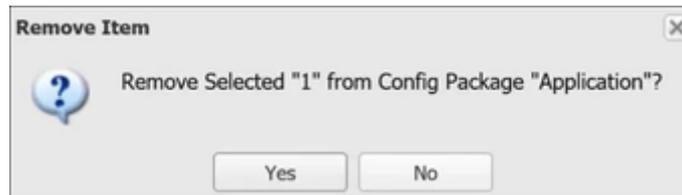
To remove tests from a Configuration Package

- Using the select the test to remove
- Select the **Remove Selected** button



Sequence	Item Name	Testing Par	Environmer	Username	Account Id	Test	Test Execut	Wait Time	On Success		On Failure	
									Action	Email	Action	Email
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No
1	Test_1	Cyara	Genesys...	adem.ga...	166	Chec...	Execute...	No	Continue	No	Continue	No

- Select **Yes** to continue or **No** to cancel



Media Announcements

The Media Announcement tab can be used to upload announcement files to an Avaya Media Server

Add

to add a new Media Announcement

- Select the **Add** icon, which will open a new window.



	Item Name	Name Space	Content Group	Content Id	Announcement File Name	Overwrite File	Note
--	-----------	------------	---------------	------------	------------------------	----------------	------

- Enter the item name

- Select **Get Name Spaces**
- Select **Name Space** from the dropdown
- Select the **Content Group** from the dropdown
- Enter a **Content ID**
- Select to overwrite and existing file (**Yes/No**)

Item Name:

Name Space:

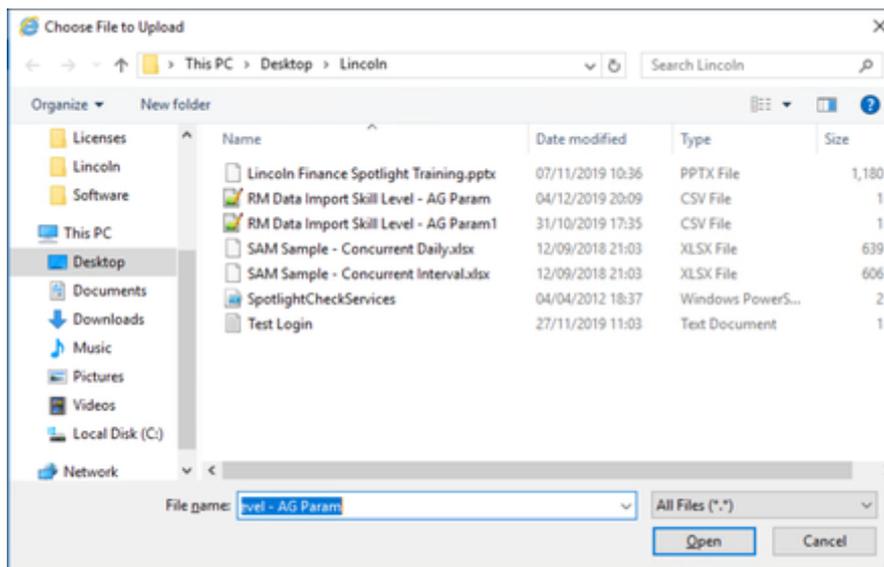
Content Group:

Content Id:

Overwrite File: Yes No

- Choose the announcement to upload by selecting **Select File** and then browse for the file

Announcement File Name:



- Select **Save**

Item Name:

Name Space:

Content Group:

Content Id:

Overwrite File: Yes No

Announcement File Name:



A simple rectangular form with a 'Save' button in the bottom right corner.

Remove

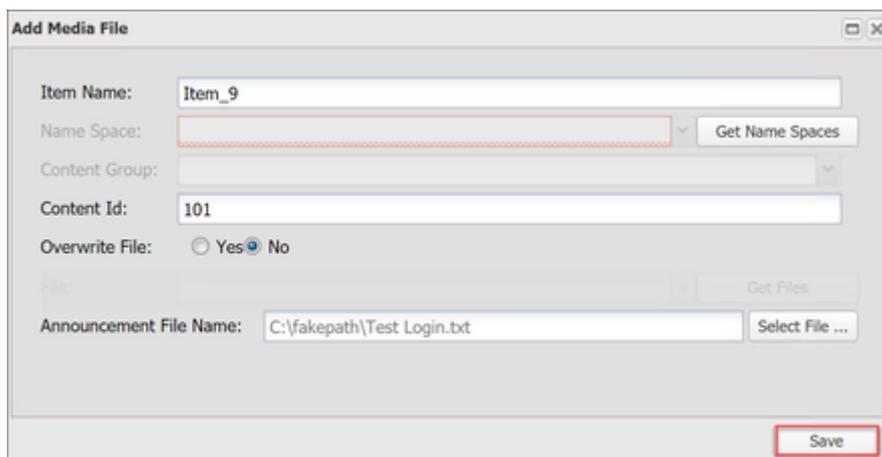
To remove an announcement from an Automation Package

- Using the check boxes, select the files to remove
- Select the **Remove Selected** button
- Select **Yes** to continue or **No** to cancel

Edit

To edit the details of the announcement:

- Double click the announcement
- Make any required changes
- Select **Save**



The 'Add Media File' dialog box contains the following fields and controls:

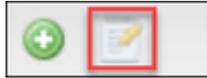
- Item Name:** Text input field containing 'Item_9'.
- Name Space:** Dropdown menu (currently empty) and a 'Get Name Spaces' button.
- Content Group:** Dropdown menu (currently empty).
- Content Id:** Text input field containing '101'.
- Overwrite File:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- File:** Text input field (currently empty) and a 'Get Files' button.
- Announcement File Name:** Text input field containing 'C:\fakepath\Test Login.txt' and a 'Select File ...' button.
- Save:** A red-bordered button at the bottom right.

Set Note

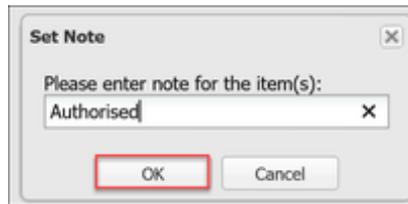
The **Set Note** icon can be used to add comments to any items added to the package.

To set a note:

- Select the item
- Select **Set Note**



- In the pop up window, enter comments
- Select **OK**

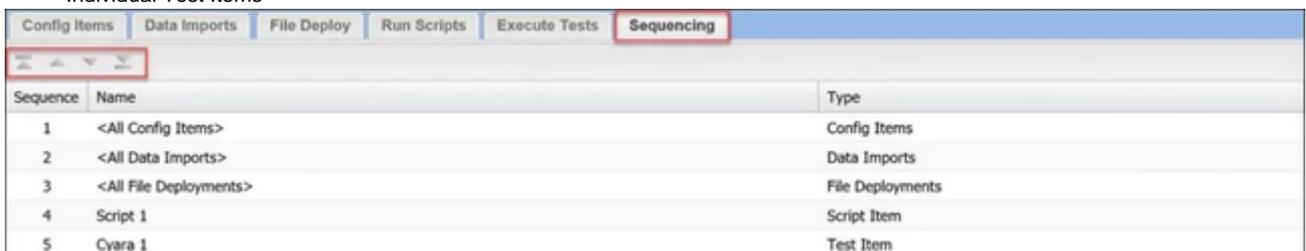


Sequencing

The Sequencing tab can be used to set the order in which the items within the automation package will run during deployment of the package

The items that can be sequenced are:

- All Config Items
- All Data Imports
- All File Deployments
- Individual Script Items
- Individual Test Items



Sequence	Name	Type
1	<All Config Items>	Config Items
2	<All Data Imports>	Data Imports
3	<All File Deployments>	File Deployments
4	Script 1	Script Item
5	Cyara 1	Test Item

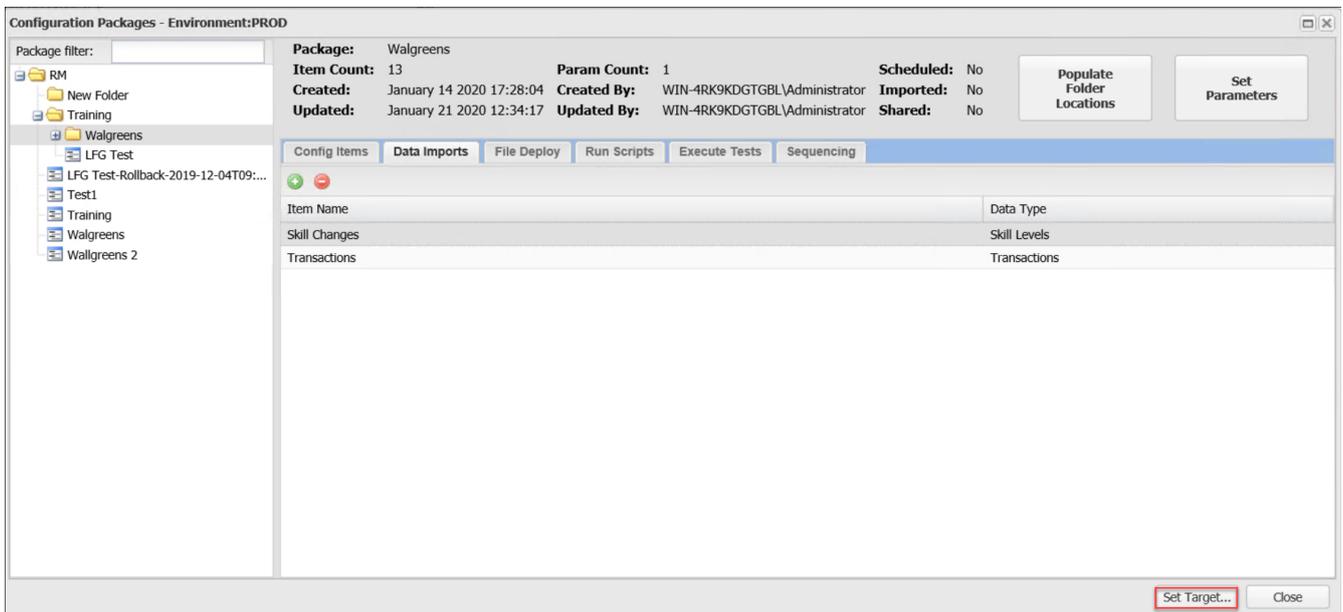
To change the sequence:

- Select an Item
- Using the **Sequence Arrows**
 - Make the item first in the sequence
 - Make the item last in the sequence
 - Move the item up one place in the sequence
 - Move the item down one place in the sequence

Set Target

Once an Automation Package has been built, the next step is to set the target for the package.

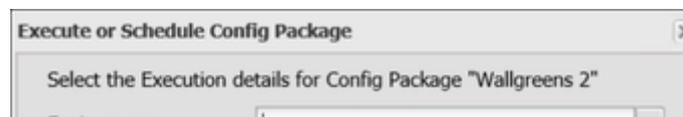
This is done by selecting the **Set Target** button which opens the Set Target window where the target Spotlight Environment and other options can be set.



Environment

An Automation Package can be built in one Spotlight environment and deployed to the same environment or can be deployed to another Spotlight environment. For example, it could be used to make large scale change in one environment or it could be used to transfer configuration from a staging environment to a production environment.

The Target environment is set by selecting the name of the Environment using the Environment drop down.



NB: If Tests have been included in the package, the Environment selected must match the Environment specified in the tests.

Credentials

Automation packages write data to the source system (Genesys CME/Avaya CM) databases and as such credentials for these source systems are required in order to execute an automation package.

- For Avaya CM and Genesys CME/GAX usernames and password require to be entered in the relevant fields.

In addition, If the package contains Genesys items, the CME/GAX Tenant also requires to be provided. To do so :

- Enter a CME/GAX username and password
- Select **Find Target Tenants**. This will populate the Tenant drop down which can be used to select the correct Tenant.

Settings

The next section of the **Set Target** window allows the following settings to be determined.

- **Reviewer** – The name of the person who has reviewed the package
- **Reference** – Free text field to enter a reference for the package
- **Notification Email** – Email address of user who will receive notifications when the package is executed. Two notifications are sent, when the package starts and when the package completes.
- **Error Action** - Specify the action to take if there is an error on package execution. Choose from the following actions
 - **Continue** - process the remainder of the package

- **Stop Execution**
- **Roll Back** - generate a rollback package and execute to the same environment. This will reverse any changes already made
- **Execute Package** - choose another package to execute instead
- **Rollback and Execute package** - generate a rollback package and execute to reverse the changes, then execute another user defined package
- **Error Package** – Specify another package to execute if there is an error on package execution. This is only available if **Execute Package** or **Rollback and Execute Package** were selected above
- **Store for Execution**
 - Stores the package so it can be executed by an external script.

Reviewer:	<input type="text" value="J Owen"/>
Reference:	<input type="text" value="CR249"/>
Notification Email:	<input type="text" value="gking@test.com"/>
Error Action:	<input type="text" value="Rollback and Execute package"/>
Error Action Package:	<input type="text" value="comcel1"/>
Schedule:	<input type="checkbox"/>
Store for Execution:	<input checked="" type="checkbox"/>

Scheduling

When an Automation package has been built, it can be executed immediately or it can be scheduled to run at a later time.

To schedule the package to execute

- Select the **Schedule** checkbox
- The default date/time is 24hrs ahead of current time

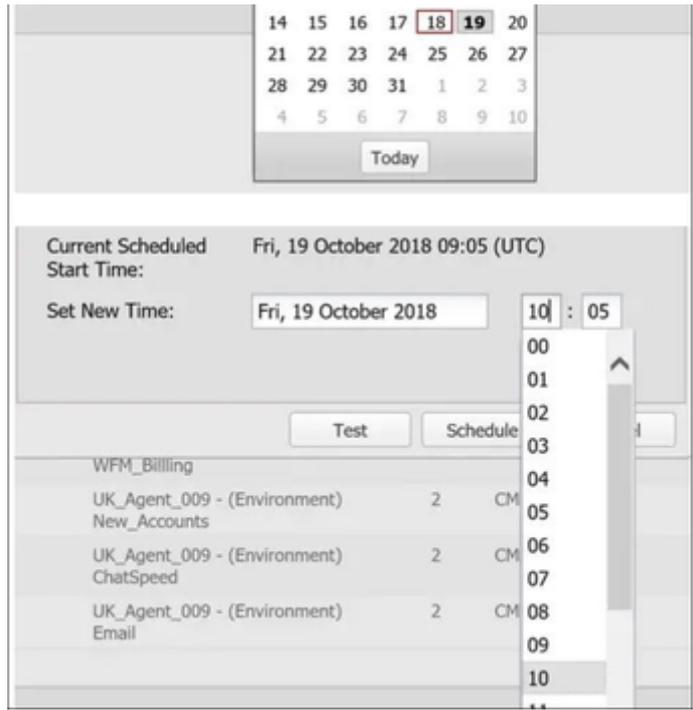
Schedule:	<input checked="" type="checkbox"/>	Store for Execution:	<input type="checkbox"/>
Current Scheduled Start Time:	Wed, 25 March 2020 09:59 (UTC)		
Set New Time:	<input type="text" value="Wed, 25 March 2020"/>	<input type="text" value="09"/>	<input type="text" value="59"/>

- Next using the **Calendar** and **time** controls to enter the date and time, or enter these manually.

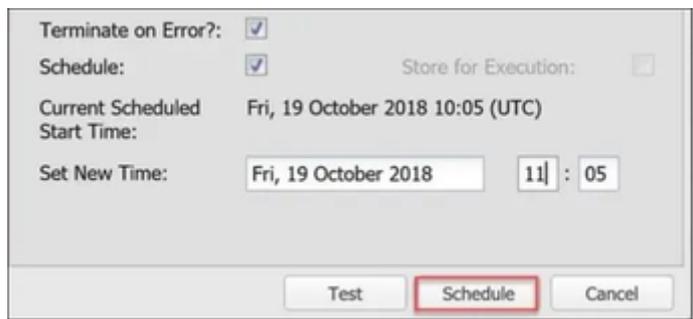
Schedule:	<input checked="" type="checkbox"/>	Store for Execution:	<input type="checkbox"/>
Current Scheduled Start Time:	Fri, 19 October 2018 09:05 (UTC)		
Set New Time:	<input type="text" value="Fri, 19 October 2018"/>	<input type="text" value="10"/>	<input type="text" value="05"/>

October 2018

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13



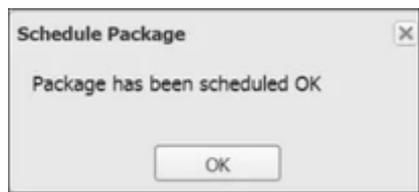
- Finally, select the **Schedule** icon to complete the scheduling of the package.



If the package contains Tests and the environment specified for each test does not match the target environment of the package, then a warning will be displayed



- Select OK at the confirmation message



- The package summary will update to indicate the package has been scheduled and will display the date and time when the package is due to execute.
- This schedule can be amended or cancelled at any time by the user who scheduled the package or a spotlight administrator

Testing

Before executing or scheduling a package, it is recommended to first test it. This will test the package execution and **indicate** if there are any issues that are likely to stop the package from executing successfully.

The test process applies to Configuration Items only within the package, and performs the following tests:

- Checks if the each item still exists in Spotlight
- Checks if each item exists in the target environment
- Checks if each item has any dependencies
- Checks if any dependent items are in the target environment or earlier within the package

To test the package:

- Select the **Test** button.

Reviewer: Jason Owen

Reference: CR2312

Notification Email: gking@test.com

Terminate on Error?:

Schedule: Store for Execution:

Current Scheduled Start Time: Fri, 19 October 2018 09:13 (UTC)

Set New Time: Fri, 19 October 2018 10 : 13

Test Execute Now Cancel

- A new window will open which displays the test results
- Any issues that need to be addressed in the package are highlighted in the **Warnings** column
- If any warnings are displayed, these should be reviewed, the necessary amendments made in the package and then the package should be retested



Sequence	Item Type	Item Name	System	Exists In Spotlight?	Exists In Target?	Execution Rule	Uses A Preceding Item?	Warnings
1	Application	AgentDesktop_Sample	CME	Yes	No	Create/Modify	No	Connection Server 'wfm' is not avail... 
2	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
3	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
4	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
5	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
6	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
7	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
8	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	
9	Skill Level	UK_Agent_009 - (Environ...	CME	Yes	Yes	Create/Modify	No	

- Test results can be exported to a csv file by selecting **Export**
- The csv file will list all the details that are displayed within the test window for each item, including the warnings

Execute

Once the package has been built and tested, it can be scheduled to execute at a later date/time or it can be executed immediately.

To execute the package immediately

- Select the **Execute Now** button.

Execute or Schedule Config Package ✕

Select the Execution details for Config Package "Application"

Environment:

CME/GAX

User Name:

Password:

Tenant:

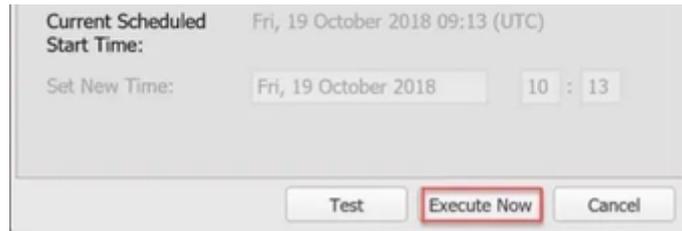
Reviewer:

Reference:

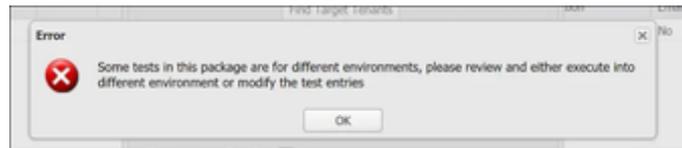
Notification Email:

Terminate on Error?:

Schedule: Store for Execution:



If the package contains Tests and the environment specified for each test does not match the target environment of the package, then a warning will be displayed



- A new window will open which displays the Execution Log. This shows the actions that the package is executing and indicates if there were any errors
- When the log indicates that Spotlight has disconnected from the **Configuration Server**, select **Close**



Command Line Utilities

Automation Packages can be stored for execution so they can be run by an external scripting tool, normally as part of a wider change management process. In addition to storing the packages from within the UI as previously described, packages can also be stored, executed and imported using command line utilities.

Import

The Import Automation **Package** tool is used to import automation packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window. The command to execute the package is as follows:

Usage: IMPORTCONFIGPACKAGE.EXE /creator=<creator> /name=<name> /share=yes|no /environment=<envname> path\filename.xml|zip

Where

- creator is username as defined in Spotlight, usually domain\username
- name is name of the package
- share must be yes or no, default yes if undefined or invalid parameter
- environment is Name
- path\filename.xml|zip is the name of the package file to import and may be an xml or zip file

Returns

- ID in ConfigPackage table
- 0 if error

Errors

- Environment does not exist
- Filename.zip|xml does not exist
- Creator does not exist

Store for Execution

The **STORECPEXECUTION.EXE** tool is used to store packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window. The command to execute the package is as follows:

Usage: STORECPEXECUTION.EXE /storein<envname> /executein=<envname> /username=<user> /password=<password> /Tenant=<tenantname> /Reference=<ref > /terminate=yes|no /execid=<executionid> /configpackgeid=<id>

Where

- **storein** is the name of the environment the execution is to be stored in.
- **executein** is the name of the environment the package is to be executed into
- **Username** is source system username
- **Password** is source system password
- **Tenant** is tenant identifier
- **Reference** is character string
- **Terminate** is yes or no, default no
- **Execid** is execution identifier specified by user

- **Configpackageid** - ID in ConfigPackage spotlight db table. Also returned by the Import Utility

Returns

- 1 if stored OK
- 0 if error

Errors

- storein environment does not exist
- Executein environment does not exist
- Tenant does not exist
- Execid already exists
- Configpackageid does not exist

Execute

The **ConfigPackage** tool is used to deploy stored packages and is located in the Spotlight Loader folder. To access, open this folder in a CMD window. The command to execute the package is as follows:

Usage: StartConfigPackage.exe /ID=<id> [/BCSP_Parameter<n>=<value>]...

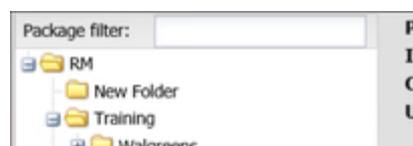
Example: StartConfigPackage.exe /ID=abc123 /BCSP_Parameter1=String1 /BCSP_Parameter2=String2 /BCSP_Parameter3="String 3"

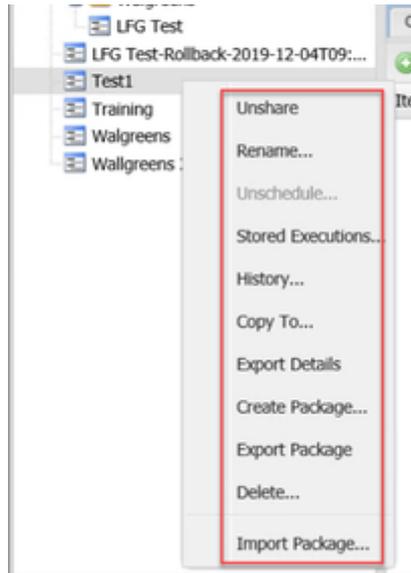
Important Notes

- Where the string contains a space, it should be included in quotes
- If the value itself contains quotes, in case in double quotes - "Quote"d String"
- If more values are set than placeholders in the package, unused values will be ignored
- If less values are specified in the command than placeholders in the package, the missing placeholders will not be replaced

Package Actions

Right clicking a package name will open a short cut menu, allowing you to perform the following actions to a package:





Share/Unshare

- Change a package from private to public or public to private by selecting **Share** or **Unshare**

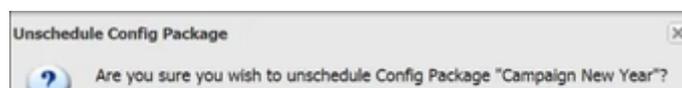
Rename

- Change the name of a package by selecting **Rename**
- Enter a new name
- Select **OK**.



Unschedule

- Cancel the scheduling of the package by selecting **Unschedule**
- Select **Yes** at the confirmation message.





NB: Unless a packaged is Shared, it can only be unscheduled by the user who scheduled the package or by a spotlight administrator

Stored Executions

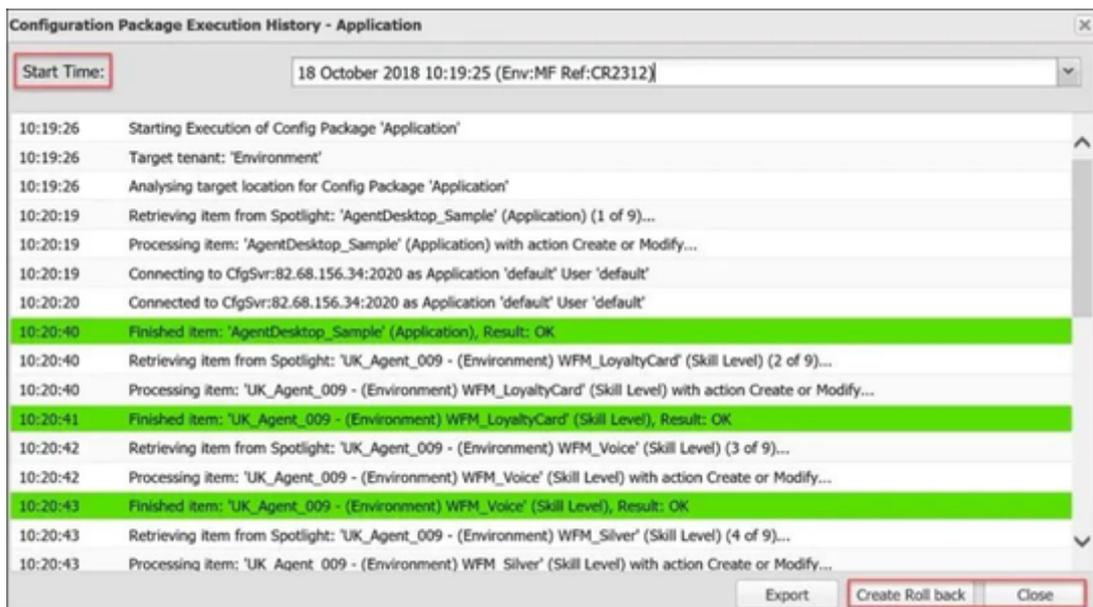
View the packages stored to be run by external scripts that can trigger the execution of the package

History

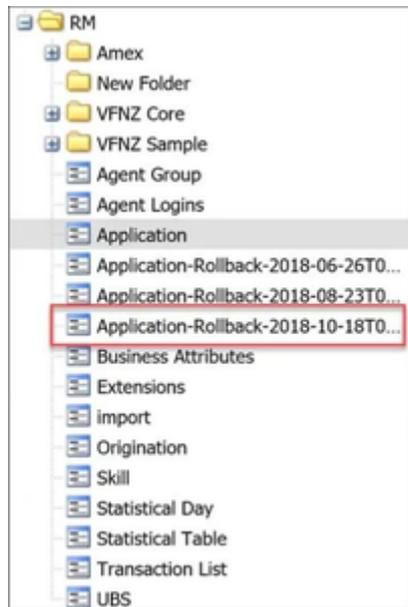
After an automation package has been executed, it is possible to create a **Roll Back** package from the **History** window, to reverses the changes the automation package has made. The **Roll Back** is a snapshot of the configuration of all the items in the package just before it was executed

To create the Roll Back package:

- Select the Package Execution time
- Select **Create Roll Back**
- Select **Close**



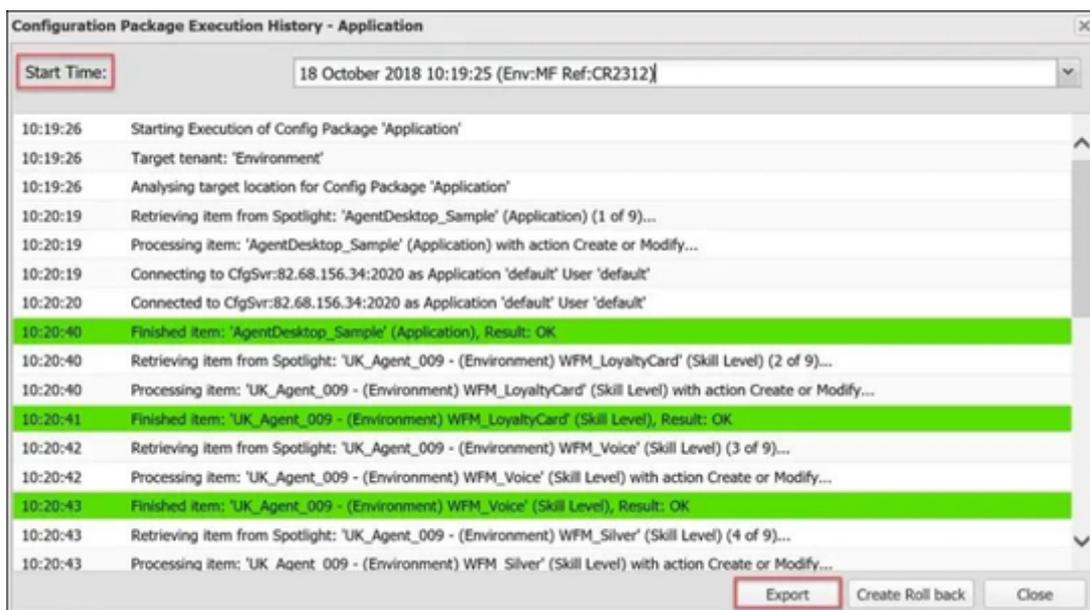
- The Roll Back package is now available in the Automation Package window and can be executed to reverse the changes made by the original package execution.
- The package name will include the Date/Time of the Roll Back point



NB: If the original package contained a **Data Import** csv file, the entries in the csv file are shown as **Configuration Items** in the Roll Back package

To export the package deployment history to a CSV file:

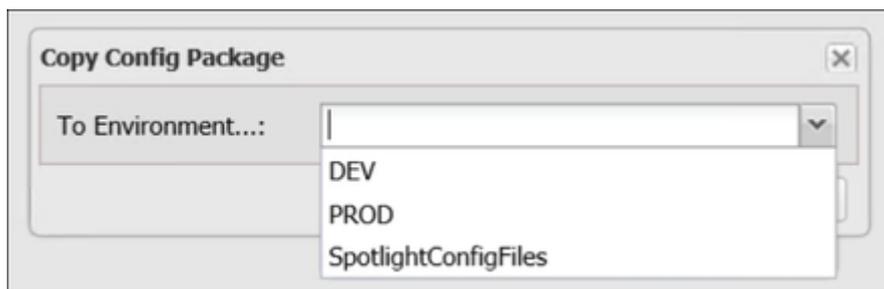
- Select the Package Execution time
- Select **Export**
- The CSV file can then be opened or saved



Copy To

This option allows the user to copy the full package from the Spotlight Environment it was created in to another Spotlight Environment.

- Select **Copy To**
- Using the drop down, select the **Environment**



- Select **OK**



- Select **OK** at the confirmation message
-

Export Details

Selecting **Export Details** will allow a user to create a CSV file containing summary details for the package and information relating to the configuration items, data imports and file deploys in the package.

The CSV file can be opened or saved to a user defined location.

Create a Package

For information on this feature, please refer to the earlier "**Creating a Package - New Package**" section of this User Guide.

Export a Package

For information on this feature, please refer to the earlier "**Creating a Package - Import/Export a Package**" section of this User Guide.

Import a Package

For information on this feature, please refer to the earlier "**Creating a Package - Import/Export a Package**" section of this User Guide.

WIP Export/Import All Packages

Spotlight provides the ability to export all Automation Packages from an environment within a Spotlight instance and import into an environment in another Spotlight instance. An example of when this could be used, would be when a client wishes to move Spotlight from one server to another.

To Export the packages:

- Select the Configuration tab
- Select the Environment containing the packages
- Select Automation Packages
- Right click the top level package folder
- Select Export Packages - a new window will open
- Select the packages to export, either individually or by using the select all checkbox
- Select Export - a zip file will be created

To Import the packages:

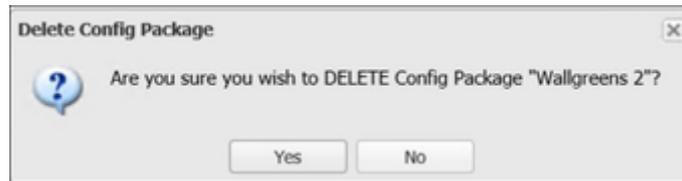
- Select the Configuration tab in the 2nd Spotlight instance
 - Select the Environment you wish to import the packages to
 - Select Automation Packages
 - Right click the top level package folder
 - Select Import Packages - a new window will open
 - Select Browse
 - Located the previously exported zip file
 - Select Open and then Import
 - Select the packages to export, either individually or by using the select all checkbox
 - Select if each package should be Shared
 - Select if each package should overwrite an existing package of the same name
 - Before importing, the delete button can be used to remove any packages you decide not to import
 - Select Import
-

Delete

To delete a package:

- Select the package name

- Select **Delete**
- Select **Yes** at the confirmation message.



Permissions

By default, all users of Spotlight can create **Automation Packages** in the Environments they have access to, however only those that have the correct permissions can execute an **Automation Package** or a **Baseline**.

This allows Automation packages to be used in a way which allows users to build a list of changes to configuration manager, and a supervisor to check and execute these changes.

NB: Any users that use Spotlight to make changes to the source system require to have the correct permissions set in that source system

Access to Spotlight and permission levels are set in the **Admin** section of Spotlight, and only **Spotlight Administrators** have access to this area. Further information on configuring user permissions can be found in the Spotlight Admin Guide