

The Server Management Dashboard enables Partners to manage any of the Allworx systems by entering the serial number or end customer information into the Allworx Portal either through the Connect server registration process or for other models, using the Add Server feature.

Equipment Requirements

The table below indicates a list of all equipment and requirements necessary to perform the operations described within this document.

Equipment	Requirements
Windows PC	<ul style="list-style-type: none">• Internet connection• Supported browsers<ul style="list-style-type: none">• Internet Explorer 10 or 11 and later• Microsoft Edge• Google Chrome (Latest Release)• Mozilla Firefox (Latest Release)
Allworx System Administrator's Guide	Registration chapter. The guide is specific to the Allworx System Software setup and configuration of the Allworx Server. This guide is available at: https://allworxportal.com/

Intended Audience

This guide is for Allworx Partners, Distributors, and Technical Support with access to the Allworx Partner Portal.

Server Management Dashboard

Quick Start Guide



Layout

Enter the search criteria in the fields provided or use the available drop-down menu and select an option. Click **Search** to filter the Allworx server records or **Reset** to return the search fields to the original state.

Return to the Allworx Portal Home page.

See ["To add or register an Allworx server:" on page 3](#) for more information.

Server Management

Home > Server Management

Add / Register Server

Search Date Ranges for Servers Added

Start Date: End Date:

By: Contains:

Machine Type: Server Status:

Creates an Excel spreadsheet of the displayed Allworx servers and associated registration information.

Show Only Hidden Servers

[Export Server List to Excel](#)

	MAC Address	Server Model	System Name	End Customer Company	Site/Server ID	Status
<input type="radio"/>	00:0A:DD:01:11:11	Connect 324	Acme 324	Acme Parts	10020	Registered
<input type="radio"/>	00:0A:DD:02:22:22	Connect 731	Dallas	Misha's Office Supply	10019	Activated
<input type="radio"/>	00:0A:DD:03:33:33	Connect 731		Widget Components	10018	Activated
<input type="radio"/>	00:0A:DD:04:44:4A	Connect 731	Sacramento	Components, Inc.	10017	Saved
<input type="radio"/>	00:0A:DD:05:55:5B	Connect 731		DS Smith Industries	10016	Registered

See ["Server Status" on page 4](#) for more information.

Select server to manage, then choose a function to perform.

-Select Management Function-

See ["To manage the displayed Allworx servers:" on page 3](#) for more information.

Clicking any column heading sorts the Allworx server information in ascending or descending order.

To access the Allworx Server Management Dashboard:

1. Open a browser window and navigate to <https://allworxportal.com/>.
2. Click **Server Management** in the left column. This opens the Server Management Dashboard page.

To add or register an Allworx server:

1. Access the Allworx Server Management Dashboard. See [“To access the Allworx Server Management Dashboard:” on page 3](#) for more information.
2. Click **Add/Register Server**. Enter the Allworx serial number in the field provided, and then click **Continue** or **Cancel**. The Server Registration form displays.
3. Complete the Server Registration form.
4. Click an option:

Register	Completes the registration process. Only available for Allworx Connect servers.
Save	Adds the server to the Dashboard server list. For Connect servers, holds the registration for later completion and submission.
Reset	Clears the registration form.
Cancel	Disregards the request.

To manage the displayed Allworx servers:

1. Access the Allworx Server Management Dashboard. See [“To access the Allworx Server Management Dashboard:” on page 3](#) for more information.
2. Locate and click the radio button to the left of the listed server.
3. Click the Management Function drop-down arrow and select an option:

Initiate RMA	Initiates the process to submit an RMA for the selected server. To return to the main page, click the Server Management tab.
View Feature Keys	Displays the feature keys associated with the selected Allworx server. Click the Click here link to return to the main page.
View Site History	Displays all registration records with the same Site/Server ID. Click View to see the Server Registration Details in a separate browser window. Click the Click here link to return to the main page.
View Server History	Displays all registration records for the selected Allworx server. Click View to see the Server Registration Details in a separate browser window. Click the Click here link to return to the main page.

Server Management Dashboard

Quick Start Guide



View Registration Details	Displays the selected Allworx server registration information. Click the Server Management tab to return to the main page.
Modify/Complete Registration	Displays the selected Allworx server registration form to update or complete the registration information. See "To add or register an Allworx server:" on page 3 for more information. Click the Cancel button to return to the main page.

Server Status

6x, 6x12, 24x, or 48x	Status always displays as saved. No other status applies to these server models.						
Connect Servers	Status depends on the registration process: <table><tr><td>Saved</td><td>Registration process is not complete.</td></tr><tr><td>Registered</td><td>Registration process is complete, the Allworx Connect server is not activated.</td></tr><tr><td>Activated</td><td>The Allworx Connect server is activated and ready for use.</td></tr></table>	Saved	Registration process is not complete.	Registered	Registration process is complete, the Allworx Connect server is not activated.	Activated	The Allworx Connect server is activated and ready for use.
Saved	Registration process is not complete.						
Registered	Registration process is complete, the Allworx Connect server is not activated.						
Activated	The Allworx Connect server is activated and ready for use.						

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