MOTOROLA SOLUTIONS

Orchestrate User Guide

MN007834A01-AC

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● To confirm troubleshooting results and analysis before taking action

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Document History

Version	Description	Date
MN007834A01-AA	Connection Center on page 19 was updated.	October 2023
MN007834A01-AB	The following sections were updated: ● Orchestrate Dashboard with Existing Configuration on page 15 ● Connection Center on page 19	January 2024
MN007834A01-AC	The manual was redesigned to describe the default user workflow within Orchestrate.	May 2024

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About This Manual

This manual describes the use of Orchestrate solution – a cloud-based workflow management tool. In Orchestrate you can create custom workflows between Avigilon Alarms and MOTOTRBO radios or Ally and manage your workspace.

Related Information

Go to https://learning.motorolasolutions.com/ to view the current course offerings and technology paths.

For associated information, refer to the following documents:

Related Information	Purpose
Orchestrate Deployment Guide	This manual is developed as a support tool for Motorola Solutions employees and channel partners. The chapters within this manual present information on deploying the solution and onboarding radios and talkgroup.
Orchestrate System Planner	Provides information concerning the impact of the solution on pre-sales system planning considerations.
CommandCentral Admin 2.0 Online Help	Provides instructions on how to use CommandCentral Admin 2.0.
Orchestrate Activation Checklist	This document describes steps required to configure other products with Orchestrate.

Chapter 1

Orchestrate Overview

Orchestrate is a cloud-based interface tool designed to allow customers to define connections between their products. It is part of the Safety and Security Ecosystem.

In Orchestrate, administrators can create rule-based, automated workflows between technologies to enhance efficiency, and improve response times, effectiveness, and overall safety.

Orchestrate equips network operations teams with the capability to detect triggers across a number of installed devices and, consequently, to quickly take actions to reduce risk of breaches and downtime by automatically executing the proper procedure. Orchestrate helps accelerate reliable network configuration changes, so that teams can increase agility, reduce costs and strengthen security.

1.1
Safety and Security Ecosystem

Safety and Security Ecosystem is an integrated technology ecosystem that unifies voice, data, video, and analytics to connect and empower the individuals who keep our communities safe.

The common platform that these Motorola Solutions technologies are built upon allows for the aggregation of all data generated throughout an enterprise to create powerful workflows and collaborations:

- Unified communications to enable team collaboration with voice and multimedia
- Centralizing all data to drive deeper analytics, and to ensure that data can be shared and accessed by all appropriate teams
- Allowing the users to connect across an entire event lifecycle, to better detect, analyze, communicate, and respond when incidents arise.

Eventually, the Enterprise Platform will encompass an entire portfolio of solutions. As the API becomes standardized, new Motorola Solutions products or third-party solutions can be easily integrated into the platform and workflows.

When all of the components of the technology ecosystem are built on one common platform, it allows for a seamless sharing of data across applications, devices, and teams, and it also enables the creation of customized and automated technology workflows.

1.2
Logging On to Orchestrate

Prerequisites: Obtain your username or email address, and your password. For details, contact Motorola Solutions.

Procedure:

1. In your Chrome browser, enter the Orchestrate URL:

   For US customers: `orchestrate.commandcentral.com`
   For Canada customers: `orchestrate.commandcentral.ca`

   The CommandCentral Sign On Window appears.

Figure 1: CommandCentral Sign On Window
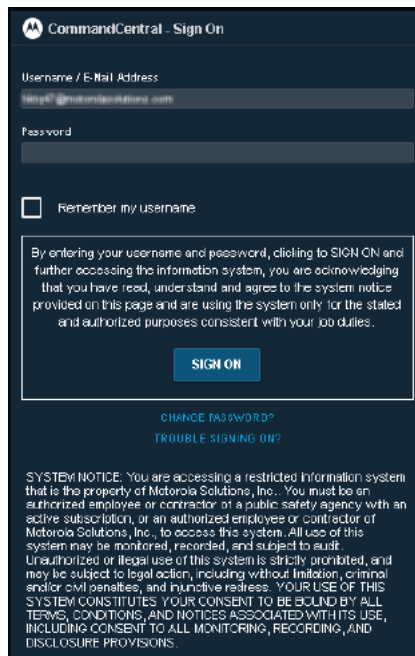
2. Type your Username or Email address.

3. Type your password.

   Passwords are case-sensitive.

4. Click **SIGN ON**.

Result:
Orchestrate Dashboard opens.

Before you access Orchestrate, you must accept the CommandCentral Terms and Conditions on behalf of your agency.

Figure 2: Orchestrate Terms and Conditions
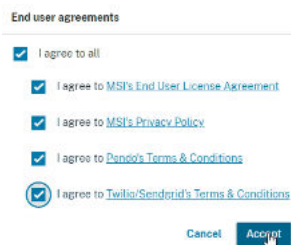
If a new feature or a UI change has been introduced since your last logon, a pop-up box with the newest release notes displays, where you can see the full list of new features. When you close that view, it will not appear again on your next logon.

1.3
Orchestrate Dashboard Overview

When you log on to an Orchestrate account, your Orchestrate dashboard appears. For new accounts, the dashboard is initially empty.

At the top of the screen, the Common Header is located. In the Common Header you can access the Application Switcher that allows you to switch to other applications from the CommandCentral suite, or access a user help.

Figure 3: Common Header Icons

When you click [icon], the **Information** pane displays.

- In the **My Agency Info** section you can find your Agency Name and Agency ID, which you can copy or reference for additional support.

- In the **Help** section, the contact information and a link to the MSI Learning Experience Portal display. You can also launch an inbuilt guide by clicking **In-app User Guide**.

- In the **What's New** section, you can access the release notes and read about all the new features and bug fixes introduced in each Orchestrate release.

- In the **Contact Us** section, you can submit questions, feedback, feature requests, and bug reports. When you fill out this form, a support case is created for further investigation if needed.

- In the **Agreements** section you can find the agreements that you have previously accepted.

Figure 4: What's New Section
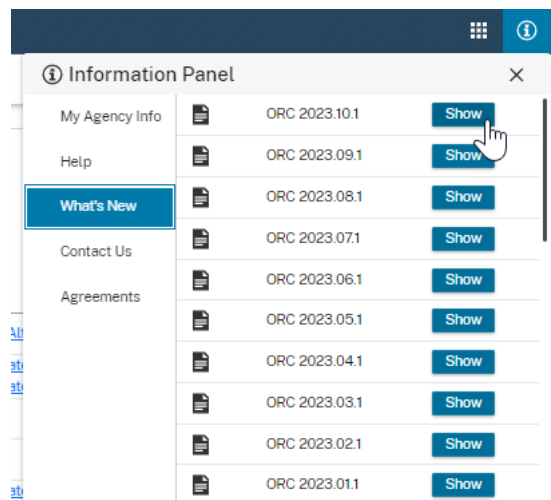
Below the Common Header is the Orchestrate dashboard. It consists of workspaces – within each workspace, users can create workflows that consist of triggers and actions.

A workflow defines integrations across multiple products. Triggers represent the events originating from various sensors, software, and devices supported by our technology ecosystem. Actions represent the possible responses to these triggers.

After a workflow is deployed, its actions activate when the triggers occur.

To start working with workspaces and workflows, you must first configure the products that work with Orchestrate. When a product is properly configured, its available list of triggers and actions becomes

available for you in the workflow creation screen. Product configuration takes place in the Connection Center. When you do not have any products configured in Orchestrate, a Connection Center Call to Action displays in the center of the dashboard.

Figure 5: Connection Center Call to Action
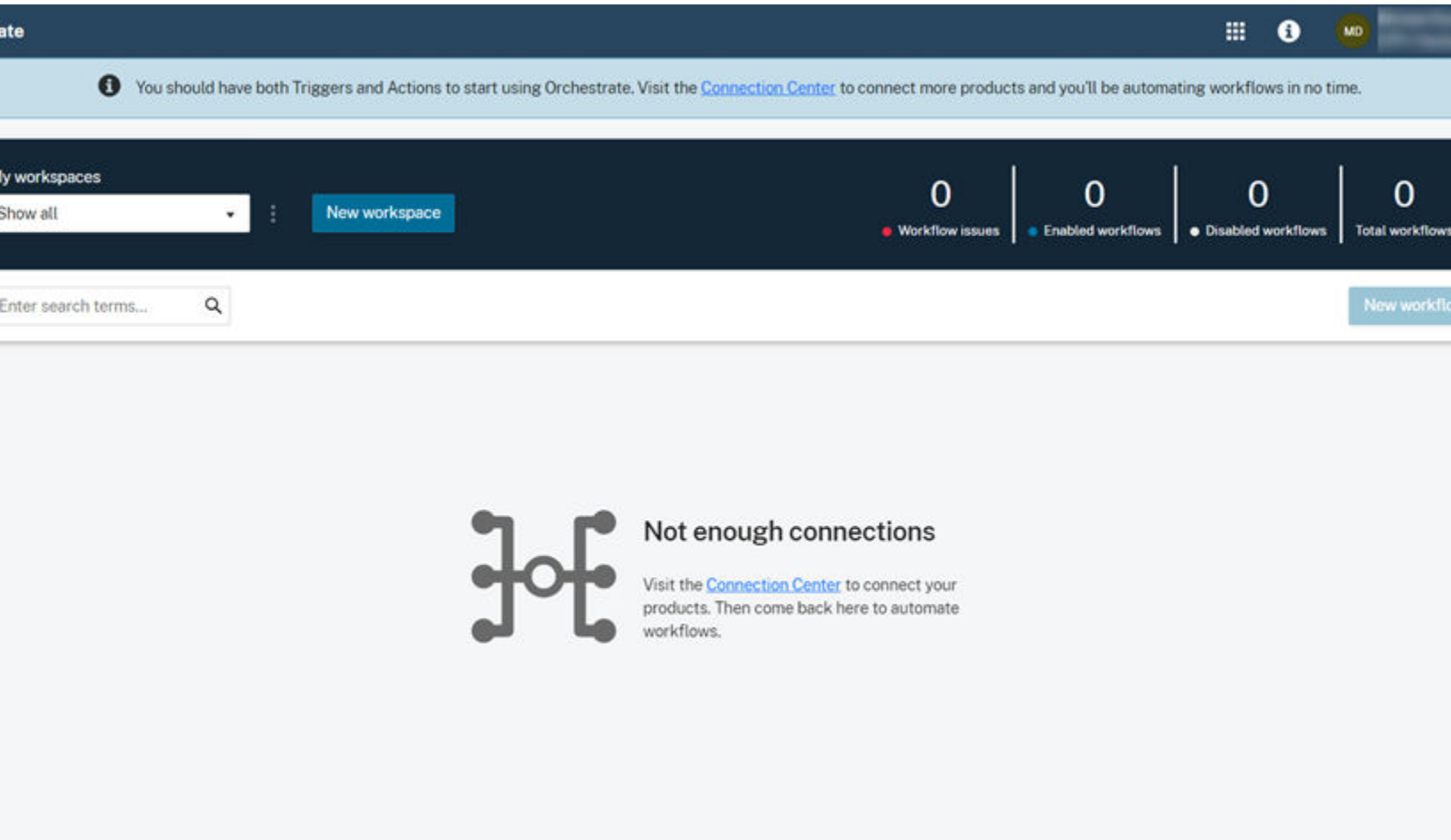
For more information on configuring products, see Connection Center on page 19.

When you have products configured in Orchestrate, you can now start managing your dashboard by creating workspaces and workflows. For more information, see Workspaces on page 15 and Orchestrate Dashboard Management on page 21.

1.3.1
Orchestrate Dashboard with Existing Configuration

When you have products configured in the Connection Center, all workflows specified in your agency display in the dashboard on succesful signon.

Figure 6: Orchestrate Dashboard with Workflows

In the main part of the dashboard, the workspace selector display.

1.3.2
Workspaces

In your dashboard, all workflows defined for your agency are organized within workspaces. Each workflow defines the connection and interactions between your products.

By double-clicking a workflow card you can access the workflow creation screen – for more information, see Creating Workflows on page 24.

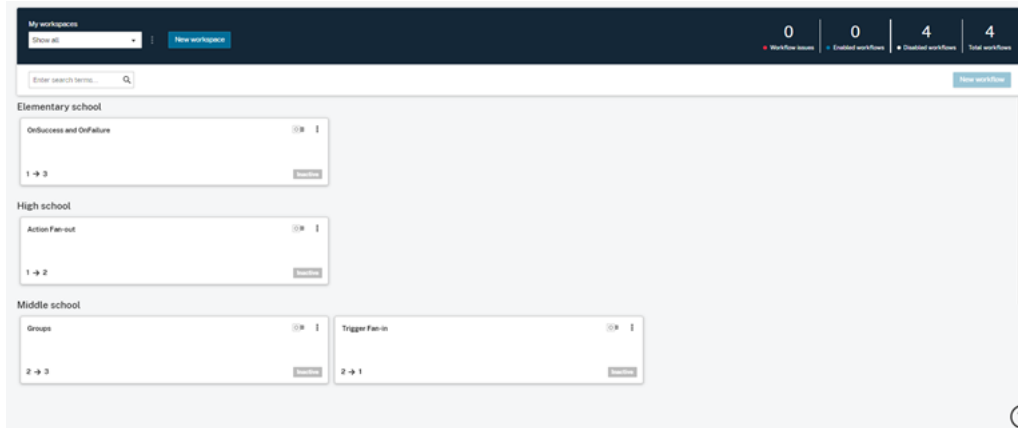The workspaces in your dashboard and the workflows within each workspace are displayed in alphabetical order.

At the top of the dashboard, the following items display:

● **My workspaces** drop-down list that includes all the workspaces defined in your agency,

● **New workspace** button used to create new workspaces,

● the number of created workflows (separate counters for the workflows with issues, the enabled workflows, and the disabled workflows are available).

● `Enter search terms...` field, where you can search for specific workflows or nodes. For more information, see Search Field on page 16.

The dashboard can be divided into separate workspaces, according to your agency needs (in the example, these are **Elementary school**, **High school**, and **Middle school**). In a workspace you can create new workflows and manage the existing ones. Each workspace may contain a different set of workflows, and you can select a specific workspace to view only the workflows created in that specific workspace.

Figure 7: Workspace Selected
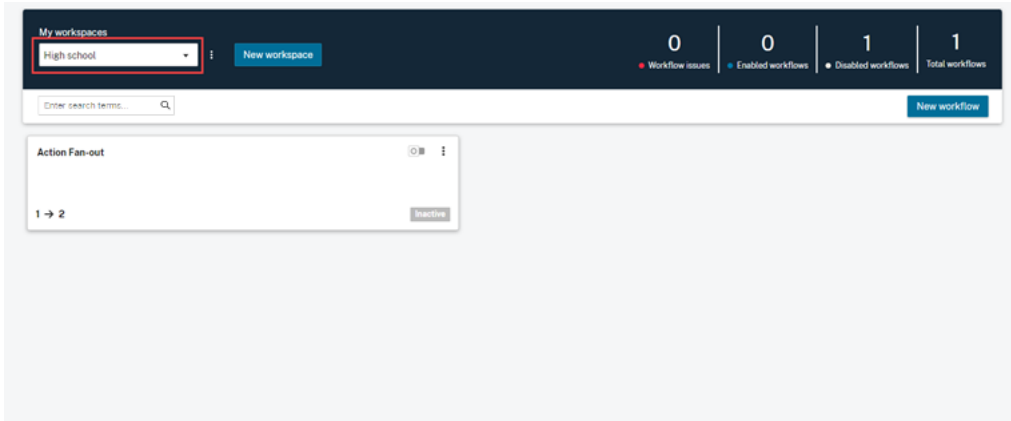
In empty workspaces the instructions for creating new workflows display.

Figure 8: Empty Workspace
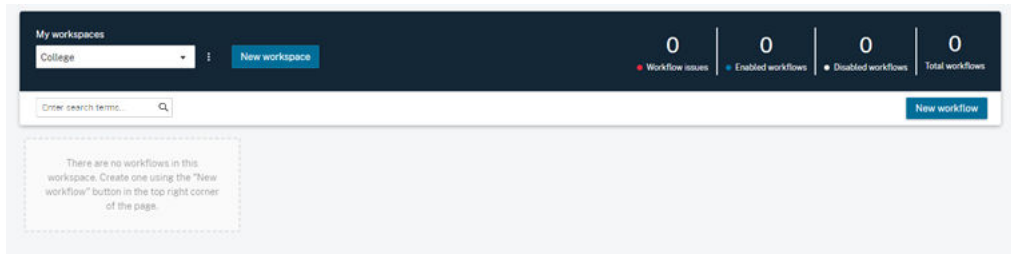
To return to the overview of all the workflows in your agency, at the top of the dashboard, from the **My workspaces** drop-down list select **Show all**.

1.3.3
Search Field

By using the search field, you can filter your active workspace to display only the workflows that include a searched text string in their titles, or the workflows that include triggers or actions containing the entered text string.

After you enter a text string in the search field, your active workspace is filtered to display only the relevant results.

> **NOTE:** Punctuation marks are not searchable.

When **Show all** is selected under **My workspaces**, the results from all workspaces in your agency display.

Figure 9: Workflow Found
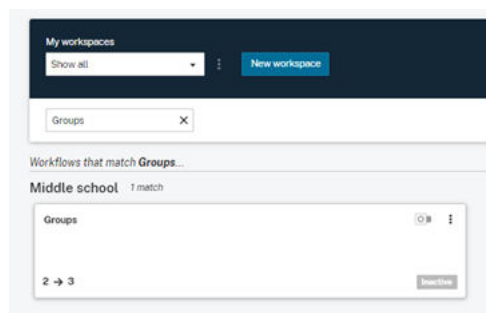
If you select a specific workspace from **My workspaces** list, the possible relevant results from other workspaces do **not** display.

Figure 10: Workflow Not Found
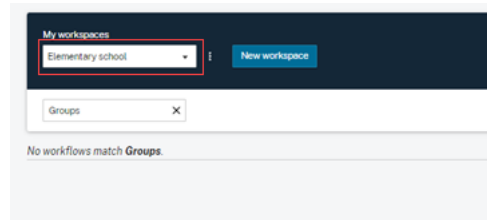
The search results also include the workflow cards which triggers or actions contain the searched text string.

Figure 11: Searching for Text String in Nodes
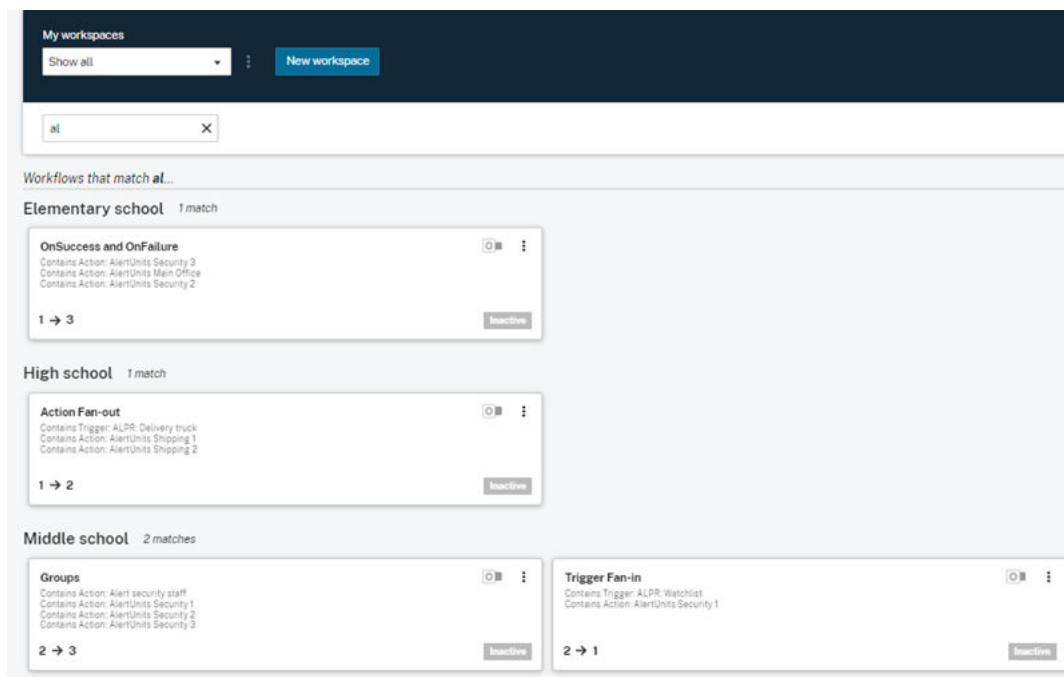
You can use quotation marks (" ") to narrow down your search only to results that contain the specific text string independently. See the following figure for the comparison of search results with and without quotation marks:

Figure 12: Quotation Marks in Search
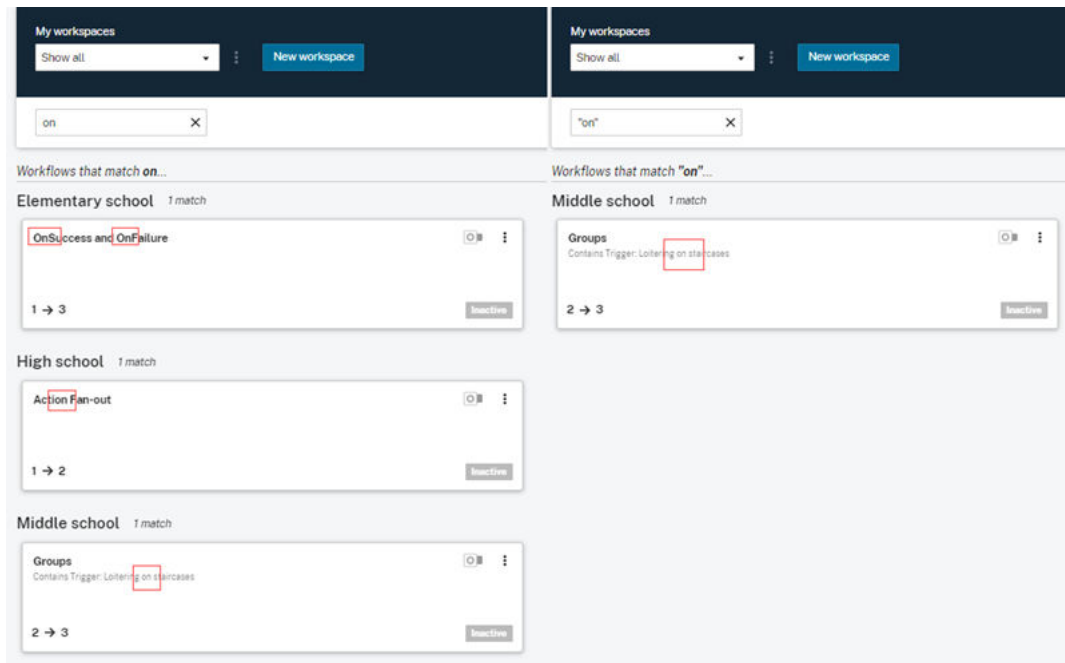
1.4
Selecting Orchestrate Theme

In the Orchestrate Settings you can select the theme of your interface by choosing between the Light Mode and the Dark Mode.

Procedure:

1. From the navigation on the left, select ⚙ **Settings**.
2. Select **Orchestrate**.
3. Under **Theme**, select the option according to your preferences.

   Any theme change is automatically applied.

Chapter 2

Connection Center

Authorized users have access to the **Connection Center** configuration section, where they can view and configure their products that integrate with Orchestrate.

Figure 13: Connection Center Icon
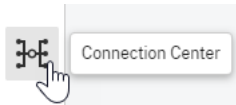
For each product supported by Orchestrate, a product tile displays. Each tile contains a logo and a brief description of the product. The tile also contains a button to configure the product.

Figure 14: Connection Center
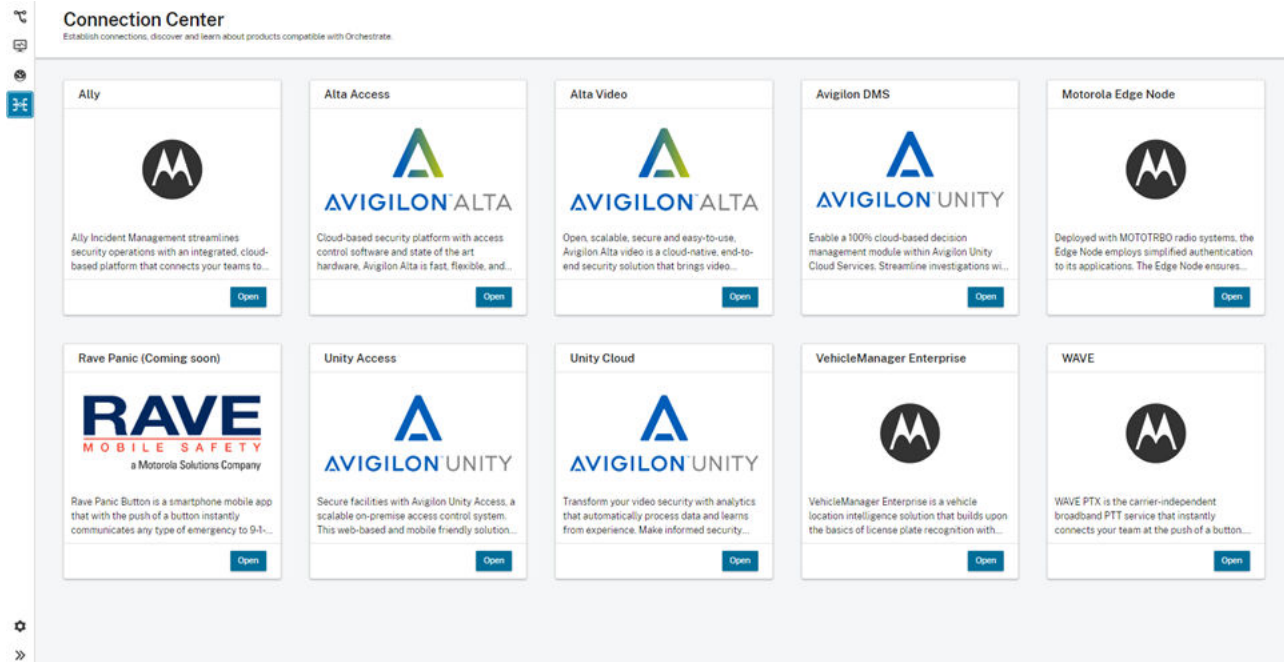
Select **Open** for the desired product to be navigated to that product details page.

Figure 15: Avigilon Product Details Page
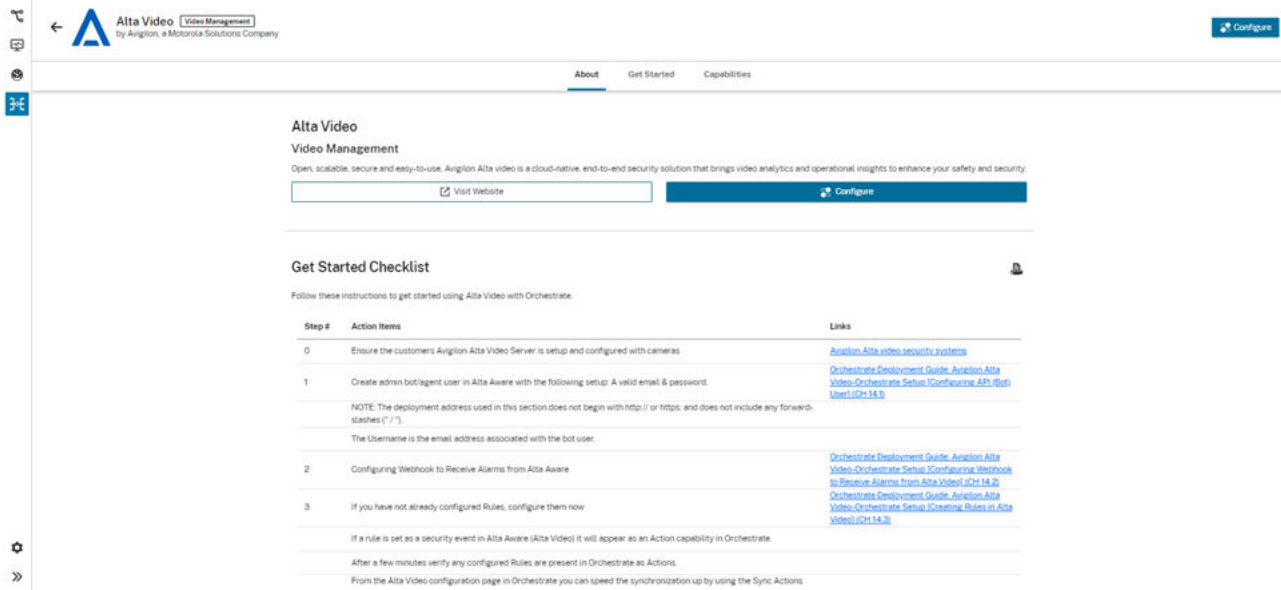
In the details page you can access a link to learn more product information.

The **Get Started Checklist** provides a step-by-step guide for connecting the product to Orchestrate. It also provides any prerequisite configurations required of the product, and the links for more information.

You can print the checklist by selecting 🖶 .

Under **Capabilities** you can see the examples of Triggers or Actions that can be used in your workflows.

📝 **NOTE:** Connection Center requires appropriate system permissions in CommandCentral Admin 2.0. For **Admin 2.0** application assignment, **Configure connections (integrations)** permission must be provisioned. For more information, refer to *CommandCentral Admin 2.0 Online Help*.

For more information on products that integrate with Orchestrate, see *Orchestrate Deployment Guide*.

⚠ **IMPORTANT:** Changes to trigger and action names may affect other users. If you rename your triggers or actions in Orchestrate, the radios in your ecosystem also receive the updated trigger or action name.

Chapter 3

Orchestrate Dashboard Management

After you configure products to work with Orchestrate, you can manage your agency workspaces and create workflows that consist of triggers and actions per the configured products.

3.1
Managing Workspaces

With appropriate user permissions, you can create new workspaces to logically divide the workflows operating within your agency. For each workspace that you create you can select a specific set of available triggers and actions from your agency ecosystem. The selected items will be available for workflow creation within the given workspace.

For more information on permissions, see Orchestrate Permissions and Access Control Lists on page 48.

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. From the left-hand menu, select ⛸ **Workflows**.

3. To create a new workspace, perform the following actions:

    a. At the top of the dashboard, click **New workspace**.

       Create a new workspace screen opens.

    b. At the top of the screen, enter a name for the new workspace.

    c. From each of the application groups, select the items that you want to enable for workflow creation within the new workspace.

       The selected Triggers and Actions display in the **Preview** section.

       Figure 16: Creating a Workspace
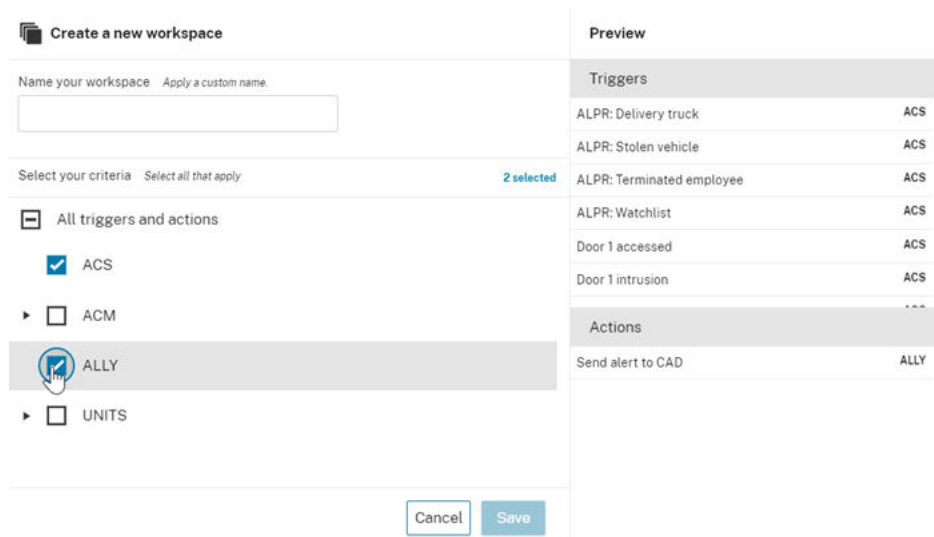
  d. When ready, click **Save**.

4. To change the available Triggers and Actions within a workspace, perform the following actions:

  a. At the top of the dashboard, from the **My workspaces** drop-down list, select the workspace for which you want to change the available Triggers and Actions.

  b. Next to the workspace name, select ⋮ → **Edit**.

  Edit *<Workspace name>* **workspace** screen opens. Select the items that you want to enable for workflow creation within the workspace, and click **Save** when ready.

5. To delete a workspace, perform the following actions:

  a. At the top of the dashboard, from the **My workspaces** drop-down list, select the workspace that you want to delete.

  b. Next to the workspace name, select ⋮ → **Delete**.

  c. When prompted, enter the workspace full name and click **Delete**.

  ⚠ **IMPORTANT:** You cannot revert this operation – all workflows associated with the workspace will be deleted.

3.2
Sharing Workspaces

With appropriate user permissions, you can provision the workspaces in your agency to be either public or private.

Public workspaces are available for all users in your agency. Your system permissions determine which actions you can perform in them (viewing, editing, deleting). For more information, see Orchestrate Permissions and Access Control Lists on page 48.

Private workspaces are available only for a specifically defined Access Control List of your agency users. Their system permissions determine which actions they can perform in private workspaces (viewing, editing, deleting). Unauthorized users do not see private workspaces that were not shared with them. Workspaces are private by default on creation.

Perform the following steps to configure user access to a specific workspace in your agency:

Procedure:

1. At the top of the dashboard, from the **My workspaces** drop-down list, select the workspace which Access Control settings you want to work with.

  The workspace Access Control window appears.

Figure 17: Workspace Access Control Window

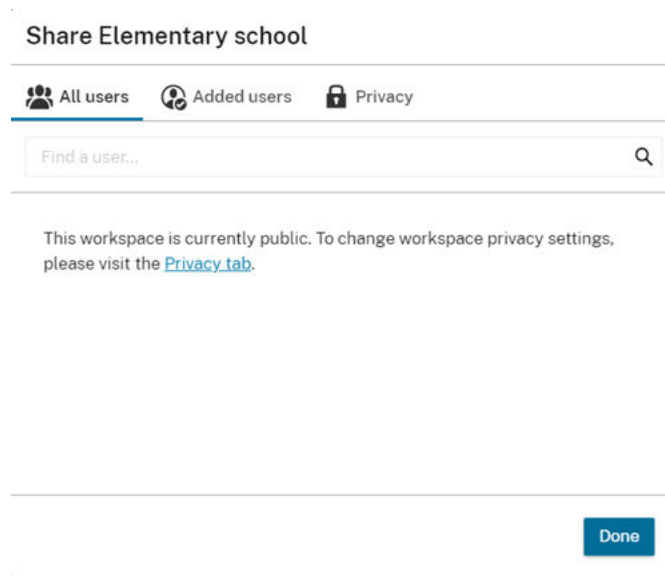**All users** tab includes the list of all your agency members. In this tab you can share the workspace with new users by adding them to the list of added users. You can also remove the users from the list to revoke the access to a particular workspace.

Added users tab includes the list of all the users with which the workspace is shared. In this tab you can remove the users from the list to revoke the access to a particular workspace.

In the **Privacy** tab you can make a particular workspace public or private. When a workspace is public, it is available for all users in your agency. When a workspace is private, you can configure the user access in **All users** and **Added users** tabs.

2. In the **Privacy** tab, click **Make workspace private**.

3. To share a private workspace with the desired users, perform the following actions:

   a. Select **All users** tab.

   b. Next to the user that you want to share the workspace with, click ![icon] .

4. To revoke the access to a workspace for particular users, perform one of the following actions:

   ● In **All users** tab, next to the user that you want to revoke the access for, click ![icon]

   ● In **Added users** tab, next to the user that you want to revoke the access for, click ![icon]

5. To share a private workspace with all users in your agency, in the **Privacy** tab, click **Make workspace public**.

   Your workspace is now public and available for all the users in your agency.

3.3
Workflows Management

In Orchestrate, a workflow defines integrations across multiple products, and it consists of triggers and actions. Triggers represent the events originating from various sensors, software, and devices supported by

our technology ecosystem. Actions represent the possible responses to these triggers. After a workflow is deployed, its actions activate when the triggers occur.

Within your instance of Orchestrate, all components of your technology ecosystem are populated and accessible to be incorporated into workflows. This includes software, sensors, devices, and analytics.

As you add additional technology pieces to your ecosystem, those pieces are automatically added to the Orchestrate portal and are made available for your workflows. You have full control and autonomy of the workflows within your enterprise – you can view, edit, and add workflows according to the needs and capabilities of your business or technology.

Figure 18: Workflow Card
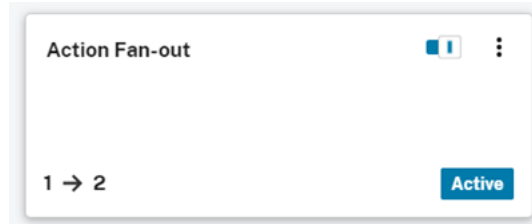
When you double-click a workflow card or select ⋮ → **Open**, the workflow creation screen opens.

Figure 19: Workflow Details Example

3.3.1
Creating Workflows

Perform the following steps to create a new workflow within one of your existing workspaces or edit an existing workflow.

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. From the left-hand menu, select ⌇ **Workflows**.

3. Perform one of the following actions:

If…	Then…
If you want to create a new workflow,	perform the following actions: a. At the top of the dashboard, from the **My workspaces** drop-down list, select the workspace in which you want to create a new workflow. b. In the top-right corner of the screen, select **New workflow**.

If…	Then…
If you want to edit an existing workflow,	perform one of the following actions: ● in that workflow card, select ⋮ → **Open**, ● double-click that workflow card.

Workflow creation screen appears.

The selection pane on the left-hand side contains the available triggers and actions that can be explored and searched through by using the **All Triggers** and **All Actions** tabs, as well as the **Grouped by Application** tab which filters triggers and actions based on which application they are associated with. The application filters that are available to you depend on your custom configuration.

Orchestrate records the last time that a product with triggers fired a trigger event. An icon displays next to the name of the products with triggers – when you hover over that icon, a tooltip displays. The tooltip states the time of the last trigger event (`Last triggered X seconds/minutes/hours/ days/weeks/months/years ago`). The time value is accurate when you load the Orchestrate page. Then, the pane refreshes automatically every five minutes, and the tooltip information is updated accordingly.

Figure 20: Last Recorded Trigger Time
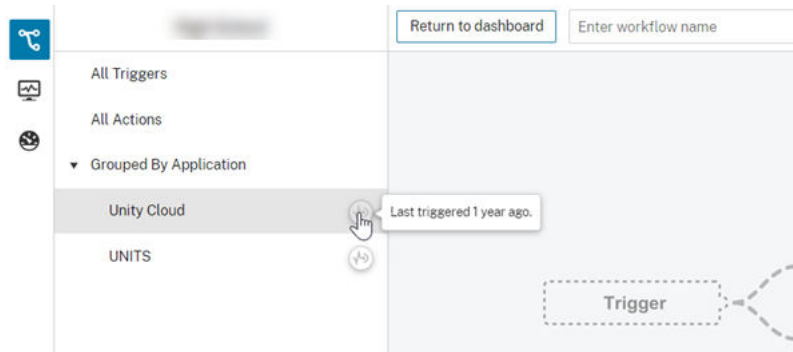
In the top-right corner of the screen you can perform the following actions with your workflow:

● undo and redo your changes to the workflow (the limit for undo operations is 100)

● delete your workflow

● enable/disable your workflow

● discard all changes to the workflow

● save your workflow

Figure 21: Workflow Operations

In the bottom-right corner of the screen, there are zoom and pan controls, which can be used to navigate across the workflow configuration area. Their location is fixed. All buttons on either tool can be long-pressed to perform their action repeatedly.

● To fully zoom in, press CTRL + 1

- To fully zoom out, press CTRL + 0

  NOTE: It is not possible for two or more users to edit the same workflow simultaneously. When two users save changes to the same workflow, the second user to save that workflow receives a notification asking them to refresh the page to see the most recent state of the workflow.

4. From the pane on your left-hand side, select the **All Triggers** tab.

5. Select a desired trigger, and drag and drop it onto the workflow configuration area.

6. From the pane on your left-hand side, select the **All Actions** tab.

7. Select a desired capability, then drag and drop it onto the workflow configuration area.

   Capability cards have Segment Names listed on them. If multiple segments use the same capability name, you can differentiate between them by checking their Segment Names.

   Figure 22: Segment Name on Node Card
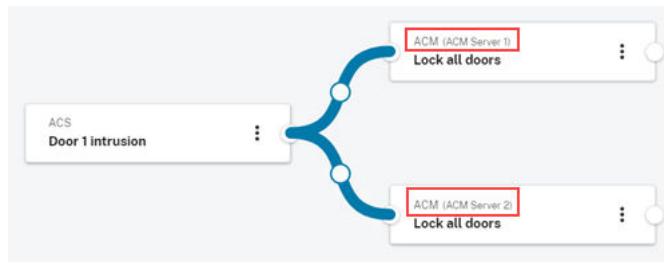
   NOTE:
   You can create a group of multiple triggers or actions by dragging and dropping them onto one another. You can then name your group accordingly by selecting **Rename** from the node menu.

   Figure 23: Renaming Group Node
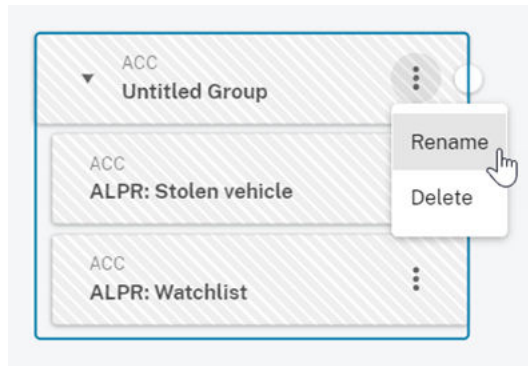
   If any of the triggers within a trigger group occurs, the workflow is initiated. When it happens, all actions in the action group for this workflow are performed.

   You can also remove a trigger or an action from an existing triggers/actions group by dragging and dropping it outside of the group node. When you remove the last but one item from a group, the remaining item is no longer treated as a group, but as a single workflow node.

8. To connect the trigger and action nodes, click the circle at the end of one of the nodes, and drag a line to the other node.

Figure 24: Connecting Triggers and Actions

9. At the top of the screen, in the **Enter workflow name** field, enter a unique workflow name

10. To undo/redo your changes to the workflow, in the top-right corner of screen click the appropriate buttons. To discard all edits to the workflow, select **Discard**.

11. To save and deploy your changes, in the top-right corner of the screen, select **Save workflow**.

    If you did not set a name for your workflow, you are prompted to enter the workflow name at this point. If there are invalid configurations within your workspace, saving is not allowed. Hovering over **Save Workflows** displays the information about the issue, and the invalid nodes are highlighted.

    A new workflow is created. The workflow is paused on creation by default.

    NOTE: You can create a four-nodes long workflow at maximum, that is a workflow which consists of a trigger node, and three consecutive connected action nodes. Workflows that consist of more than four consecutive nodes cannot be saved. If you try to create such a workflow and save your workspace, the following pop-up displays:

Figure 25: Maximum Chain Depth Information

Maximum chaining depth is 4 and maximum failover depth is 4. Remove nodes exceeding these depths before saving the workspace.

Postrequisites:
After you save your workflow, enable it by clicking the toggle switch icon in the top-right corner of the screen. You can also enable the workflow by returning to the dashboard and clicking the toggle switch icon in the workflow card.

Figure 26: Starting Workflows
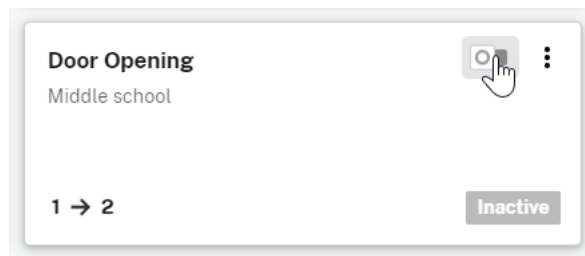
3.3.1.1
Touch Support

Orchestrate has full touch support. For most interfaces, tapping is equivalent to left-clicking.

The following are the touch controls for editing workflows:

- Tap nodes to select them,

- Drag nodes to move them,

- Long-press nodes to multi-select,

- Drag workflow canvas to pan,

- Pinch workflow canvas to zoom in/out

- Drag from one node port to another to create a band,

- Tap band center point, then select the desired option to change the connection type,

- Tap band center point, then tap **Delete connection** to delete a band,

- Tap band, then drag the white dots near its ends to move the existing band,

- Scroll lists of nodes by dragging up/down on the gray region to the left of the list

3.3.1.2
Smaller Displays Support

Orchestrate display scales appropriately for tablets and similarly-sized computer windows.

NOTE: Smartphone displays are not yet supported.

For smaller displays, the workflow edit page includes the following enhancements:

- The side tray and the side navigation are stacked on top of one another (rather than displaying side-by-side).

- The side navigation can be collapsed by clicking « at the bottom of the screen. With the sections collapsed, the ⊞ **Expand** button becomes available.

- On mobile devices, a button is available within the workflow canvas – when tapped, it launches a full-screen view.

3.3.2
Creating On-Failure Workflows

In the event of failure to send an alert to the destination of your first choice, you can set up a backup on-failure workflow. The On-Failure connection is established between two action nodes.

Procedure:

1. Open an existing workflow or create a new one.

   See .

2. Select an action node from the panel on the left-hand side, and drag and drop it on the workflow configuration area.

3. Connect the new action node to the existing one.

   A new connection is created with a clickable circle in the middle of the connection bar.

   Figure 27: On-Failure Connection Creation
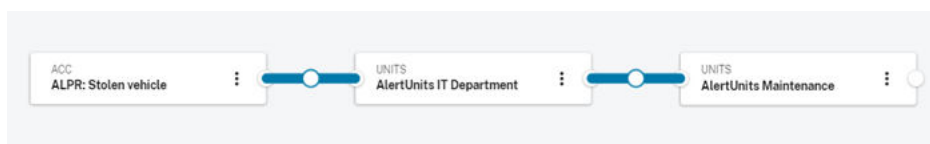
4. Click the circle in the middle of the connection bar, and from the **Connection type** list, select **unsuccessful**.

Figure 28: Workflow Connection Options
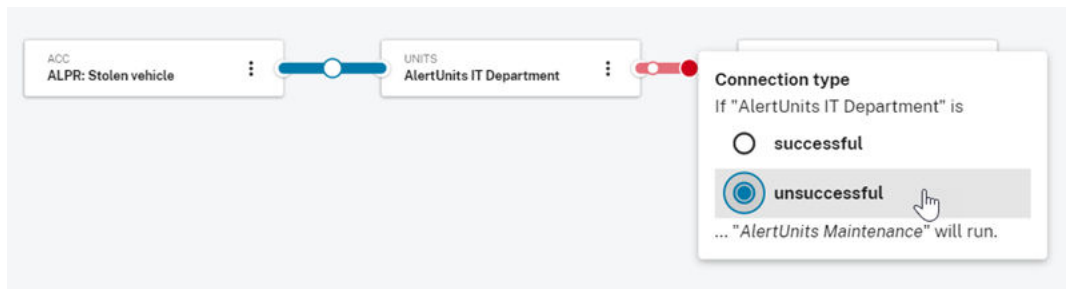
The connection bar color turns from blue to red. The selected destination acts now as a backup. It is alerted when the first trigger-action connection fails.

> 📝 **NOTE:**
> Similarly to the **successful** connections between group nodes, if any of the actions in the first node fails, the **unsuccessful** branch is triggered, and all actions defined for the connection are performed.

Figure 29: On-Failure Connection for Groups
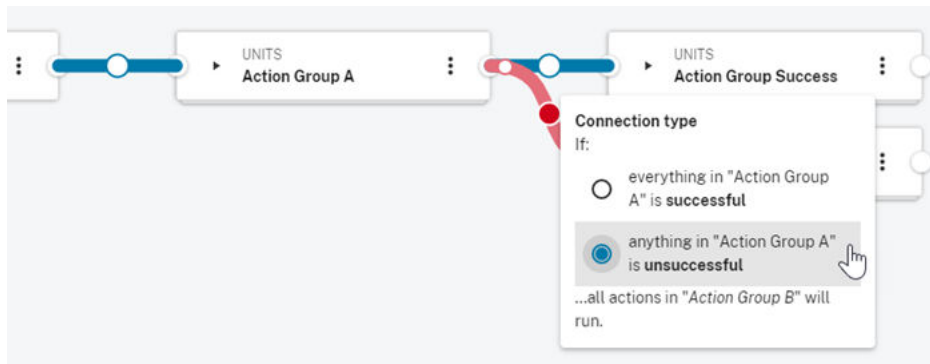
5. To save and deploy your configuration, in the top-right corner of the dashboard, click **Save workflows**.

3.3.3
Deleting Actions and Triggers

Procedure:

1. During workflow creation choose the action or trigger that you want to delete, and select its menu ⋮ icon.

   A list of options appears.

2. From the list, select **Delete**, and confirm the deletion when prompted.

3.3.4
Deleting Workflows

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. In your workflow dashboard, choose a workflow that you want to delete, and in its workflow card select

   ⋮ → **Delete**.

3. When prompted, confirm your operation by clicking **Delete**.

   ⚠ **IMPORTANT:** You cannot revert this operation.

3.3.5
Duplicating Workflows

You can create duplicates of your existing workflows.

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. In your workflow dashboard, choose a workflow that you want to duplicate, and in its workflow card

   select ⋮ → **Duplicate**.

   The duplicate of your workflow is created according to the following naming scheme: **<workflow-name>** - copy (**<X>**).

3.3.6
Renaming Workflows

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. In your workflow dashboard, choose a workflow that you want to rename, and in its workflow card

   select ⋮ → **Rename**.

3. In the workflow name field, enter the new name and click anywhere on the screen or press ENTER to save your input.

   📝 **NOTE:** You can also rename workflows in the workflow creation screen.

3.3.7
Replacing Dead Nodes

If a trigger or action is removed from the product's end, it is no longer visible in the **All Triggers** or **All Actions** tabs. If any of the deleted nodes was a part of one of your workflows, this node is marked in red as deleted. In your dashboard, a workflow with unavailable nodes is labeled in red with **Issues**, and is taken into account in the **Workflow issues** counter at the top of the dashboard.

Figure 30: Deleted Node
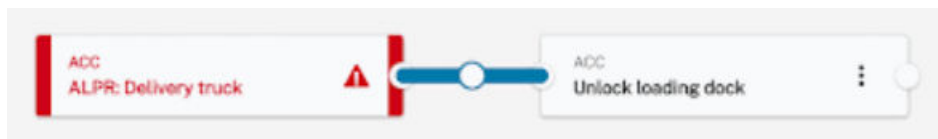
Also, if any of those cards was a part of a workflow, that workflow is disrupted and should be fixed to include only the valid nodes. You should delete a dead node from your workspace and then replace it with a new node.

> **NOTE:** Non text-capable units are also not visible within the selection pane. Orchestrate workflows do not currently communicate with them.

Procedure:

1. Locate a workflow with an issue, and in that workflow card select ⋮ → **Open**.

2. Click the red warning icon on the dead node, and from the list select **Delete**.

   If the deleted node had any connected nodes, on deletion you are still able to see the other connected nodes.

   Figure 31: Dead Node in a Workflow

   Figure 32: Workflow after Dead Node Deletion
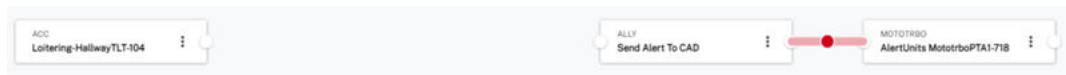
   You can then add a new node from the side tray to complete the disrupted workflow.

Postrequisites: In the top-right corner of the screen, save and deploy your changes by clicking **Save workflow**.

3.3.8
Enabling/Disabling Workflows

Your workflows are **Inactive** on creation. You must manually enable them after saving. You can also manually disable a workflow when you temporarily do not want it to be operable.

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. In your workspace, choose a workflow that you want to enable or disable, and in the top-right corner of its workflow card turn the toggle on/off.

   The workflow automatically changes status to **Active** or **Inactive**, according to your selection.

3.4
Enabling/Disabling Workflows Globally

With appropriate user permissions, you can globally enable or disable all your workflows, for example when you want to ensure that all your workflows are actionable at the same time.

For more information on permissions, see Orchestrate Permissions and Access Control Lists on page 48.

When you globally re-enable your workflows, only the workflows that were set as **Active** will turn on – the workflows that were **Inactive** will remain turned off until you enable them manually.

Procedure:

1. From the navigation on the left, select ⚙ **Settings**.

2. Select **Orchestrate**.

3. To globally disable your workflows, under **Global workflow enable/disable** turn off the **Toggle Workflows On/Off** setting and confirm when prompted.

   Figure 33: Pausing Workflows Warning
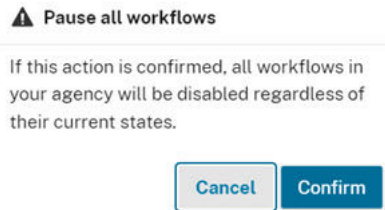
   All your workflows are immediately disabled. The following notification displays at the top of your dashboard:

   Figure 34: Workflows Disabled
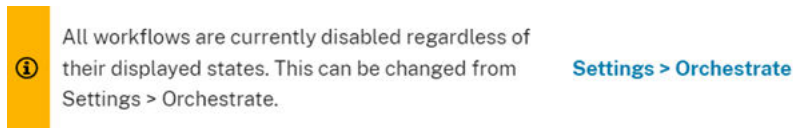
4. To re-enable your workflows globally according to their displayed states, under **Global workflow enable/disable** turn on the **Toggle Workflows On/Off** setting and confirm when prompted.

   Figure 35: Resuming Workflows
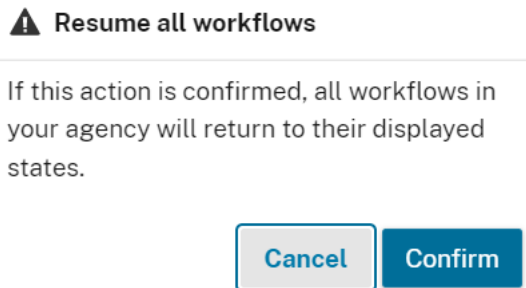
   All your workflows are immediately resumed.

3.5
Moving Workflows to Different Workspaces

You can move workflows from one workspace to another according to your agency's needs. A workflow can be moved to any workspace, even if it contains capabilities that are not enabled for that workspace.

While editing a workflow, only the capabilities enabled for the current workspace are available in the sidetray. This means that when a capability that is not enabled for the workspace is removed from a workflow, it cannot

be added back (unless the workflow is first moved back into a workspace with that capability enabled, or that capability is enabled for the workspace).

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. In your workflow dashboard, choose a workflow that you want to move to another workspace, and in its workflow card select ⋮ → **Move** → *<workspace name>*.

   The workflow is immediately moved to the selected workspace.

3.6
Enabling Workflow Suppression

You can globally turn on or turn off the workflow suppression for all your products. When the workflow suppression is enabled, any time a workflow is executed, it is prevented from running again for 10 minutes.

Procedure:

1. From the navigation on the left, select ⚙ **Settings**.

2. Select **Orchestrate**.

3. Turn on or turn off the **Workflow suppression** toggle according to your agency needs.

3.7
Simulating Workflows
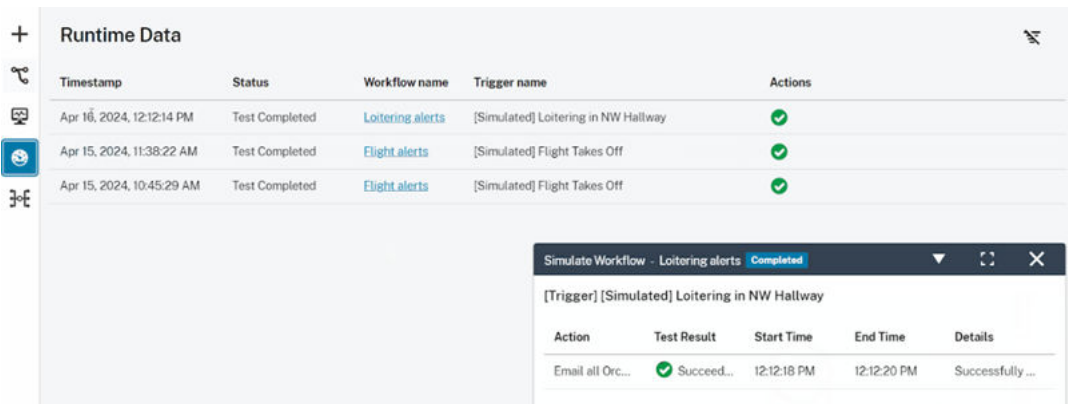
You can test, troubleshoot, and trial-run your workflows by manually simulating them, without sending a trigger event from the source system.

Starting a simulated workflow triggers the workflow as if a trigger event was received from the source system. Other workflows with the same trigger will **not** run. The simulated workflow executes all appropriate actions that follow. For example, in Figure 37: Simulating Workflows on page 34, the simulated workflow sends a real message to the connected radios. If Orchestrate has received an event from the selected trigger before, the most recent event is replayed. This enables executed actions to behave the same way they would if the workflow were initiated by a real event. Otherwise, a default event is used.

In either case, the trigger name is preceded with [Simulated], so that the event can be easily identified as a simulation.

When a simulated workflow begins, a pop-up opens to show the progress of the workflow. This pop-up shows the results of all actions as soon as the workflow completes. Historic simulated workflows can also be viewed in the Runtime Data Table – for more information, see Runtime Data Table on page 35.

Figure 36: Simulated Workflows in Runtime Data Table

Procedure:

1. Find a saved workflow that you want to simulate.

2. Open the workflow in workflow editor.

3. On the trigger card click **Simulate workflow**.

   Figure 37: Simulating Workflows
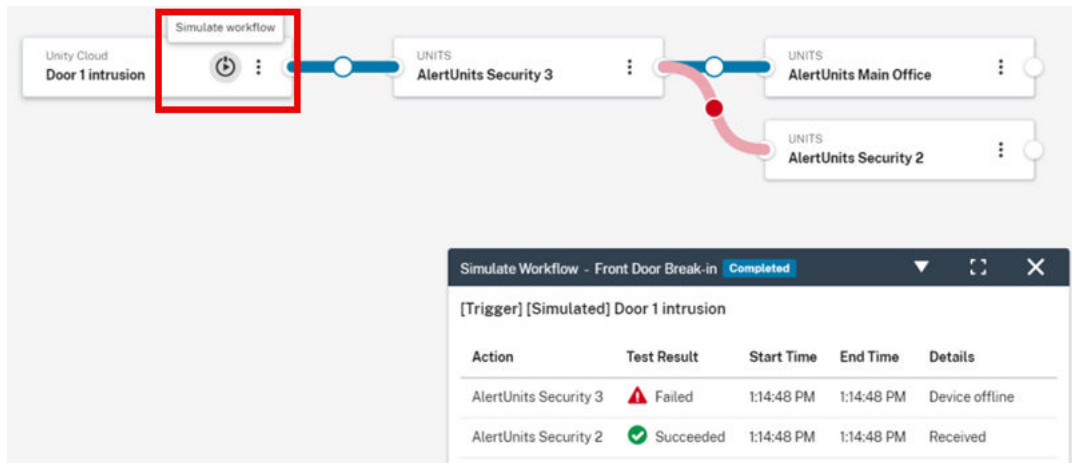
   The workflow does **not** need to be enabled for it to be simulated.

   ⚠ **CAUTION:** Simulating a workflow triggers real actions – ensure that by simulating a given trigger you are not accidentally triggering unwanted actions.

4. Verify the status of the simulated workflow.

Postrequisites: If you encounter errors as a result of your simulation, troubleshoot the simulated workflow and test it again.

Chapter 4

Runtime Data Table

From the left-hand menu, you can access the Runtime Data Table, where you can monitor your workflow execution history, and observe which actions were performed when a specific trigger was activated.

In the Runtime Data Table, one entry per each firing of the workflow trigger displays. In each row, the following items display:

- the date and time of the trigger firing (in local time – your timezone displays in the top-right corner of the window, next to the `Last synced` timestamp

- the overall status of the workflow

- the name of the workflow that fired, with a direct link to the specific workflow

  NOTE:
  The workflow name stored in the table is the name from the time of the workflow execution. If the workflow is renamed later, this does **not** change the value stored in the Runtime Data Table. If the linked workflow has been deleted, a warning displays.

- the name of the specific trigger within that workflow that fired

- the states of the actions that follow the trigger

  NOTE: Actions which were **not** initiated as a result of a workflow execution are not displayed in the Runtime Data Table.

The table does not load all the content at once – to load more content, you need to scroll down.

The workflow can have one of the following statuses:

In progress
The workflow has started, but it has not yet finished reaching the end of all its possible actions.

Completed
The workflow execution has completed. It is possible that some of the actions ended in failures.

Suppressed
The workflow cannot run because it has already run within the last 10 minutes and it was not acknowledged.

When you hover over the icons in the **Actions** column, you can see the action name, the date and time of the latest update for that action, and its state. The following Action state icons can display for an entry:
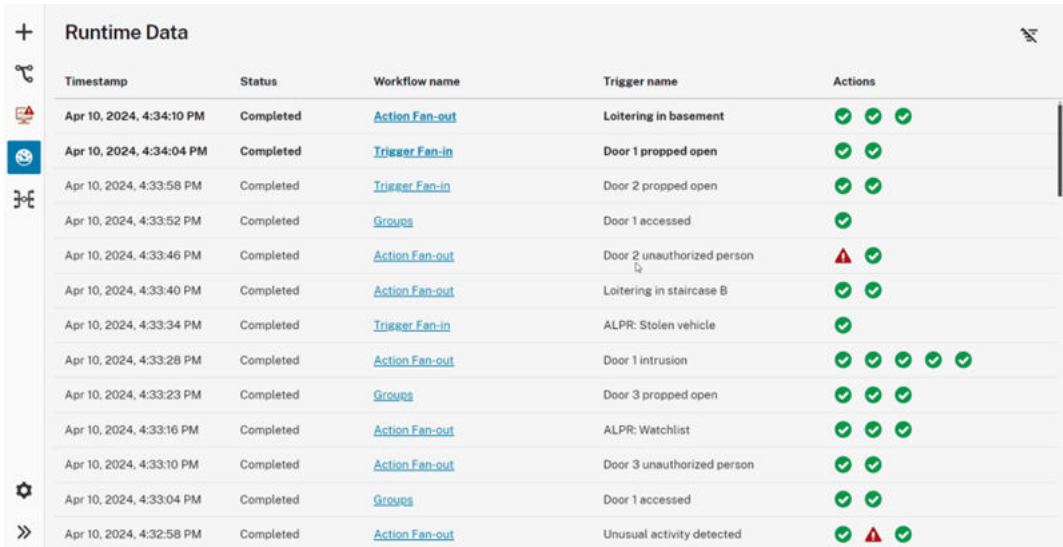
✅ **Succeeded** – the action was fired and a success response was received.

⚠️ **Failed** – the action was attempted to be fired, but there was a failure response, or there was no response and a timeout.

Figure 38: Runtime Data Table Example

The Runtime Data Table updates in real-time. Newly started or completed workflows automatically appear at the top of the table. The new rows are bolded for 10 seconds for increased visibility. If you are scrolled down when new rows are added, a pop-up notifies you of the new data with a button you can click to scroll to the top of the table.

The runtime data row updates twice. The first update occurs when the workflow starts (no actions display). The second update occurs when the workflow completes (all the actions display as either **Succeeded** or **Failed**).

4.1
Filtering Runtime Data Table

The Runtime Data Table can be filtered to only show the desired information.

The following are available filtering criteria:

Workspace
Workflow
Triggers
Actions
Workflow status
Action status
Date
Time

Procedure:

1. From the left-hand menu select 🌀 **Runtime data**.

2. In the top-right corner click ⟱ **Filter**.

    The Runtime Data Table filter pane opens.

Figure 39: Runtime Data Table Filter Pane

3. In the dropdowns and the calendar, provide your filtering criteria.

4. Click **Apply**.

Postrequisites: To see all Runtime Data Table entries again, in the Runtime Data Table filter pane click **Clear**.

Chapter 5

System Health Dashboard

From the left-hand menu, you can access the System Health Dashboard, which shows all known product service disruption incidents for your agency.

> **NOTE:**
> The System Health Dashboard icon may differ depending on the highest severity of active incidents in your system, ranging from regular black to red.

Figure 40: System Health Dashboard Icons Based on Incident Severity

Figure 41: System Health Dashboard

When one of your components from a specific product family registers operational problems, an incident is raised. The incident is assigned its unique **Incident ID**, and its creation date and time displays in **Opened** column. The **Severity** of the incident is configured per product.

When you click a specific incident, the incident details section expands. It includes the path of the incident, its summary, a timeline of updates, and incident resolution details for resolved or expired incidents.

> **NOTE:** The path of the incident contains a link to the source product. Selecting the link might require authentication to that product.

Figure 42: Incident Details

In the top-left corner of the page, you can switch between viewing current and past incidents by selecting **Current** or **Past**. Past incidents are marked as `RESOLVED` (for example when the service was restored), or `EXPIRED` (the incident was resolved because no automatic update was received and the incident is more than seven days old).

Users with `Recipient of urgent notifications` permission receive emails for all incident creations, updates, and resolutions.

5.1
Disabled Incident Notifications

Some incidents can be muted based on your product configuration. When an incident is muted, you do not receive notifications from Orchestrate about the incident updates. The updates are still visible in the System Health Dashboard interface.

The incidents with disabled notifications are marked in the System Health Dashboard with the following icon –

🔇 .

IMPORTANT:
Using notifications for all incident changes is strongly recommended, unless one of the following criteria is met:

- A customer has chosen to explicitly disable notifications in a product or connector configuration interface.

- The product has an alternate means of notifying the users about incidents.

Chapter 6

Inactivity Monitor

Besides monitoring the last time a trigger occurred in a product in the Runtime Data Table, you can set thresholds on a per-product basis for any product with triggers – this can be done in the **Inactivity Monitor** in the **Settings** page.

When a threshold is set and enabled, the information whether the threshold is exceeded or not displays. If the time since the last trigger occurred is greater than the established threshold, the threshold is considered to be exceeded. You can also enable email alerts to inform your agency administrators when the threshold changes status from exceeded to not exceeded, and vice versa.

If a threshold is exceeded, it does not necessarily imply a system issue – the threshold may be set too low, or your agency activity for a particular day is exceptionally low.

Setting the threshold time too low may result in more frequent false-positive emails, and setting the threshold time too high may result in delayed alerts if a system is down. A workflow administrator should choose a threshold based on the expected activity from the source system. Activity is based on the triggers sent to Orchestrate from the respective product, whether or not they are mapped to workflows. If the source product has the ability to send a trigger at a regular interval, this period can be used as the threshold time.

6.1
Configuring Inactivity Monitor

When you enable product thresholds in your Inactivity Monitor, your agency is alerted when Orchestrate has not received any trigger events from this product within a designated time interval. Alerts are sent to your agency administrators when the threshold is exceeded, and again when service is restored.

Procedure:

1. From the navigation on the left, select ⚙️ **Settings**.
2. Under **Inactivity Monitor**, next to the desired product, click **Edit**.
3. Enter the desired threshold value, and from the dropdown select the desired time unit.
4. Optional: If you want to enable email alerts for the agency administrators, select the **Notify** check box.
5. Click **Save**.
6. Turn on the **Status** toggle for the configured product threshold.

   The threshold is enabled for the selected product. If the configured threshold is exceeded, a toast notification displays, and the threshold status is **Exceeded!** in the settings.

   If the threshold is not exceeded, the threshold status is **Not Exceeded** in the settings.
7. To edit an existing product threshold, perform the following actions:

   a. From the navigation on the left, select ⚙️ **Settings**.
   b. Under **Inactivity Monitor**, next to the product which threshold you want to edit click **Edit**.
   c. If you want to enable email alerts for the agency administrators, select the **Notify** check box.
   d. Enter the new threshold value, and from the dropdown select the desired time unit.

  e. Click **Save**.

   The threshold value is updated, and a toast notification displays at the top of the screen. If the threshold changes status from exceeded to not exceeded or vice versa, another toast notification displays.

8. To disable an existing product threshold, perform the following actions:

  a. From the navigation on the left, select ⚙ **Settings**.

  b. Under **Inactivity Monitor**, next to the product which threshold you want to disable, click **Edit**.

  c. Turn off the **Enable Email Alert** toggle.

  d. Click **Save**.

Chapter 7

Audit Considerations for Orchestrate

All user actions in Orchestrate that modify data in any way are audited and viewable in CommandCentral Audit.

You can access the Audit application by using the application switcher in the top-right of the page.

The following is the list of audited events (also referred to as Actions):

```
Create workflow
Edit workflow
Enable workflow
Disable workflow
Delete workflow
Create workspace
Edit workspace
Delete workspace
Add user to workspace ACL
Remove user from workspace ACL
Make workspace public
Make workspace private
Change trigger friendly name
Change action friendly name
Change product threshold config
Globally re-enable all workflows
Globally disable all workflows
Accept terms & conditions
```

For each event, the following fields are recorded (if applicable):

Timestamp
Action (a value from the previous list)
Details (a new state, or what changed if applicable)
User ID
Object Id/Name/Url

Events related to workflows, workspaces, and settings include URLs. If a specific object was not deleted in Orchestrate, users can click the URL in Audit to navigate to that object in Orchestrate.

NOTE: Renaming triggers and actions and accepting Terms and Conditions do not include URLs.

Chapter 8

Orchestrate Troubleshooting/FAQ

If you run into errors in Orchestrate, you can search the list of potential issues for possible causes, tips and solutions.

I cannot log on to Orchestrate

1. Ensure that you are using the correct URL:

   For US customers: `orchestrate.commandcentral.com`

   For Canada customers: `orchestrate.commandcentral.ca`

2. Ensure that you are using your correct user name/email.

   Figure 43: Login Screen
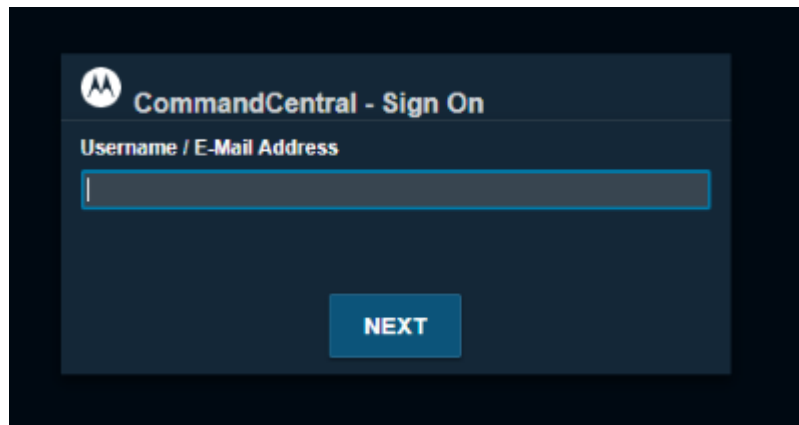
   If not, contact Support Services.

3. Ensure that you have correct password.

Figure 44: Login and Password
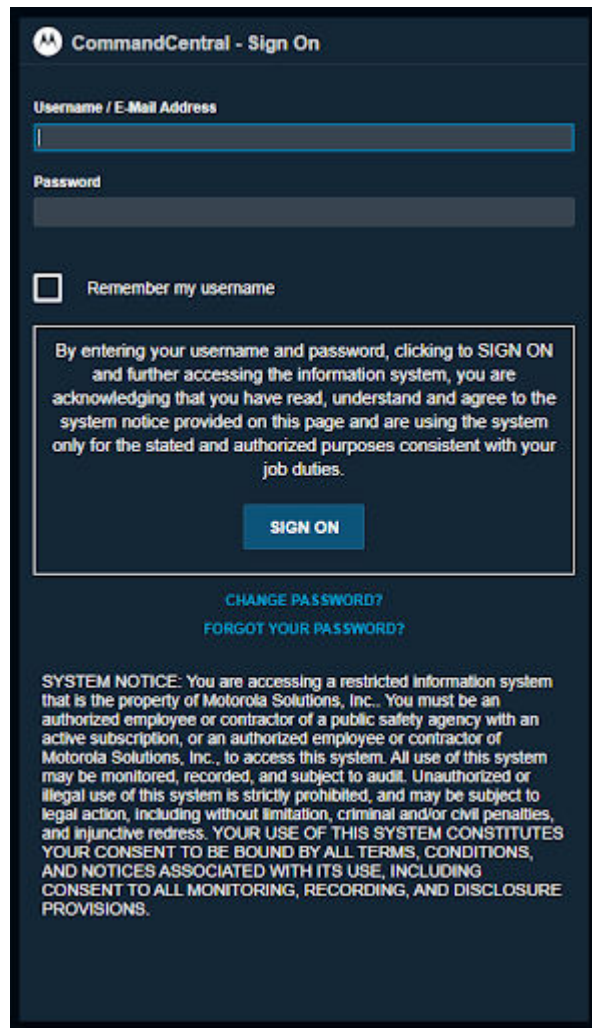
If not, follow the links from the sign on page.

I logged in, but my cards/nodes are not appearing

In the case of your Workspace loading failure, you are redirected to one of the error pages describing the issue.

1. Confirm that each system (MOTOTRBO or Avigilon Unity Video Cloud Connection) is functioning.

2. Confirm that your user identity is associated with the same Agency as your MOTOTRBO or Avigilon Unity Video Cloud Connection.

3. Contact Support.

I cannot find the card I am looking for

1. Use one of the grouping choices to limit the number of cards/nodes you are sorting through.

2. Use Search.

Figure 45: Search View
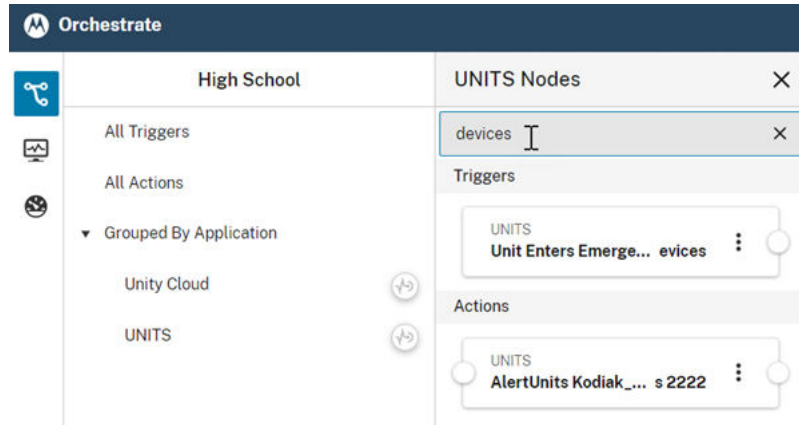
3. If you cannot see the whole name of a card, hover over the name of the card – the original card name and the current full name display.

Figure 46: Card Full Name

4. Switch to **Show all** workspace – a node may be not visible because it is not a part of the active workspace.

5. If you are not seeing your Ally CAD system cards, confirm that your Ally Tenant ID is loaded (this is a part of the original setup/onboarding).

If you do not know your Ally Tenant ID, contact your Ally sales/support representative.

Figure 47: Integration Settings
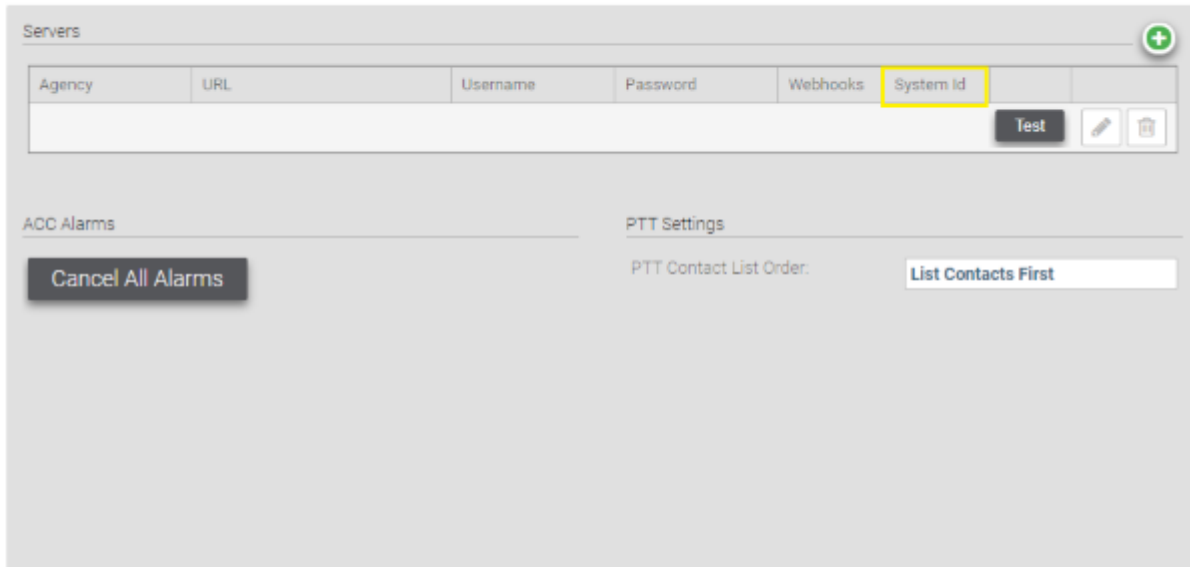
A card name was changed, and I need to see its original name

Hover over the title to see the original name.

Some of the trigger/action cards I expect to see are not showing

See the "Troubleshooting" section in the *Orchestrate Deployment Guide*.

I need to add a new trigger or action

See the "Troubleshooting" section in the *Orchestrate Deployment Guide*.

The workflow is not functioning

1. If `All workflows are currently disabled...` is shown at the top of your workspace, deploy the workflows by going to **Settings → Orchestrate** and turning on the **Toggle Workflows On/Off**.

2. If a single workflow is not functioning, start it by clicking the toggle switch icon in the top-right corner.

    Figure 48: Starting Workflows
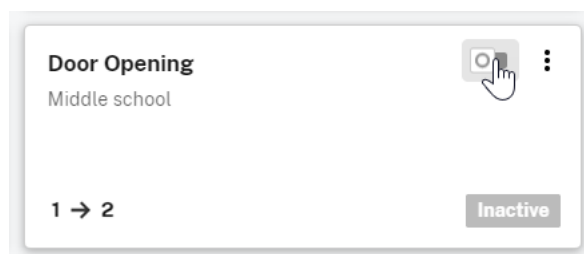
3. Ensure that the following Edge systems are running:

    a. Cloud Connector and Avigilon Unity Video

    b. MOTOTRBO Edge Node

    c. Ally

4. If a specific radio is a part of the workflow in question, ensure that the radio is turned on and that it is registered to the system.

5. Repeat Triggers – Orchestrate intentionally squelches duplicate triggers if they are close together and if they did not receive an acknowledgement. This is done to avoid annoyance alarms.

   a. Wait until the timeout before re-attempting the trigger (the default is 10 minutes).

   b. Use a different trigger. If you are using a key sequence to drive testing, set up multiple test triggers.

Talkgroup Action does not run

A talkgroup action may fail to run for up to one minute after its alias is updated in CommandCentral Admin.

My saving attempt failed

Orchestrate deploys everything that is saved. If you have something in your workflow that cannot be deployed, the system prevents you from saving.

Tooltips near the save button indicate if there are any problems on the workspace that are preventing the save from being processed.

Unsavable cards are shaded.

I just logged in, and the workflows looks different

The reason for a different workflows look is that another user may have made changes that have overwritten or changed the workflows.

Warnings about conflicting workflow saves

The Orchestrate workspace is a shared entity for all the users of an agency. When two users save changes to the same workflow, the second user to save that workflow receives a notification asking them to refresh the page to see the most recent state of the workflow.

Orchestrate Permissions and Access Control Lists

Orchestrate users can have different permissions within the solution. Permissions depend on the user's role within their agency. For example, users in your agency may have either the Admin or the Reader role established in the system, with the Admins performing all operations available in Orchestrate, and the Readers only viewing the content in Orchestrate, without edit permissions (renaming workflows, pausing and playing, editing and creating workspaces, etc.)

For a list of default roles, see Default Orchestrate Roles on page 50.

To access the Orchestrate UI and view the content, users must have the Orchestrate service enabled and the view permission granted in CommandCentral Admin 2.0 application. All additional permissions, depending on your agency needs, can be independently assigned to specific users, in the per-role Application permissions module.

For more information on user groups, roles, and permisions, see "Groups Management" and "Role Management" in the *CommandCentral Admin 2.0 Online Help*.

Workspaces in Orchestrate also track a list of users which have been assigned to them by using Access Control Lists (ACLs). For assigned users, any action which they have permissions to perform can be performed within the context of that workspace. Some permissions supersede ACLs, but having one of these permissions is not the same as being added to all ACLs. For example, the `View all workspaces` and `Edit workflows in assigned workspaces` permissions do not grant a user the capability to edit all workflows in all workspaces. The users with those permissions are able to view all workspaces, but they can only edit those in which they are a part of the ACL.

Workspaces are currently the only entity handled by ACLs. When users are removed from your agency in CommandCentral Admin, they remain on the ACL until explicitly removed by an authorized user.

A.1
Orchestrate Permission List

Orchestrate access control is managed through a combination of permissions managed in CommandCentral Admin and Workspace access control lists (ACLs) managed in Orchestrate. Permissions control **which** actions a user can perform, and ACLs control **where** a user can perform those actions.

> **IMPORTANT:** Permissions that apply to "all workflows" or "all workspaces" are elevated permissions, which supersede ACLs.

Currently, user permissions are **not** managed on a per-workspace basis. A user either is, or is not, a part of the workspace's ACL. A user's global permissions are applied to all workspaces which they have been added to. Workspaces are currently the only entities which have their own ACLs.

Table 1: Orchestrate Permissions

Permission Name	Capabilities
`Edit all workflows`	Enables the user to perform the following workflow edit actions: ● Creating workflows in any workspace,

Permission Name	Capabilities
	- Editing workflows in any workspace, - Deleting workflows in any workspace, - Duplicating workflows in any workspace, - Moving workflows between any workspaces. Includes all capabilities of `View all workspaces` Includes all capabilities of `Turn on/off all workflows`
`Turn on/off all workflows`	Enables the user to perform the following actions: - Toggling on/off the state of workflows in any workspace, - Turning on/off all workflows globally in the **Settings** section. Includes all capabilities of `View all workspaces`
`Manage access for all workspaces`	Enables the user to perform the following actions: - Managing user access for all workspaces, - Making all workspaces public/private. Includes all capabilities of `View all workspaces`
`Delete all workspaces`	Enables the user to delete any workspace. Includes all capabilities of `View all workspaces`
`Edit all workspaces`	Enables the user to perform the following actions: - Editing workspaces, - Creating new workspaces. Includes all capabilities of `View all workspaces`
`View all workspaces`	Enables the user to view all workspaces (including all associated workflows and runtime data).
`Rename triggers and actions`	Enables the user to rename triggers and actions (renames globally).
`Recipient of urgent notifications`	Enables the user to perform the following actions: - Receiving email notifications for incident creation/update/deletions, - Receiving email notifications for exceeded/restored thresholds.
`Edit product thresholds`	Enables the user to edit product threshold configurations.

Permission Name	Capabilities
View (Access Orchestrate UI)	Enables the user to perform the following actions: ● Accessing and viewing most of the Orchestrate UI, ● Viewing workflows in assigned workspaces, ● Viewing associated runtime data in assigned workspaces.
Edit workflows in assigned workspaces	Enables the user to perform the following actions: ● Editing workflows in assigned workspaces, ● Creating workflows in assigned workspaces, ● Deleting workflows in assigned workspaces, ● Duplicating workflows in assigned workspaces, ● Moving workflows between assigned workspaces. Includes all capabilities of `Turn on/off workflows in assigned workspaces`
Turn on/off workflows in assigned workspaces	Enables the user to turn on/off workflows in assigned workspaces.
Manage access for assigned workspaces	Enables the user to manage the user access for assigned workspaces.
Edit assigned workspaces	Enables the user to edit the assigned workspaces.

A.2
Default Orchestrate Roles

When the Orchestrate service is enabled, several default Roles are provisioned in CommandCentral Admin. The default Roles are only created one time per agency, and they are not maintained long-term by Orchestrate. You can use the default Roles, modify them to more precisely meet your agency's needs, or ignore them and create new Roles with unique permission combination.

Refer to the following table for a list of permissions associated with the default Roles established in Orchestrate.

Table 2: Default Orchestrate Roles

Role name	Role description	Associated Permissions

Orchestrate Admin	Orchestrate Admins have Super Admin Permissions, and they can perform every action available in the Orchestrate UI.	`View (Access Orchestrate UI)`
		`Manage access for all workspaces`
		`Edit all workspaces`
		`Delete all workspaces`
		`View all workspaces`
		`Manage access for assigned workspaces`

Role name	Role description	Associated Permissions

		`Edit assigned workspaces`
		`Edit all workflows`
		`Turn on/off workflows in assigned workspaces`
		`Edit workflows in assigned workspaces`
		`Rename triggers and actions`
		`Edit product thresholds`
		`Turn on/off all workflows`

Orchestrate Agency Workspace Owner	Agency Workspace Owners are responsible for managing workspaces. They can perform all workspace management actions in all workspaces (assigning, editing, deleting, viewing), and they can also create new workspaces. They cannot edit workflows.	`View (Access Orchestrate UI)`
		`Manage access for all workspaces`
		`Edit all workspaces`
		`Delete all workspaces`
		`View all workspaces`
		`Manage access for assigned workspaces`
		`Edit assigned workspaces`

Orchestrate Workspace Manager	Workspace Managers are responsible for managing access in the workspaces they have access to. They also have all the capabilities of **Orchestrate Workflow Editor**.	`View (Access Orchestrate UI)`
		`Manage access for assigned workspaces`
		`Turn on/off workflows in assigned workspaces`
		`Edit workflows in assigned workspaces`
		`Rename triggers and actions`

Orchestrate Workflow Editor	Workflow Editors are responsible for configuring and editing workflows within a workspace that they are assigned to. They also maintain the ability to rename capabilities Agency-Wide.	`View (Access Orchestrate UI)`
		`Turn on/off workflows in assigned workspaces`
		`Edit workflows in assigned workspaces`
		`Rename triggers and actions`

Orchestrate Reader	Readers can view all resources with the exception of Workspaces that they are not assigned to through the resources ACL.	`View (Access Orchestrate UI)`
Orchestrate Issue Stakeholder	Responders do not have access to the Orchestrate UI at all, but they are alerted of incident, health, and threshold changes (and other future urgent notifications). This allows for controlling notifica-	`Recipient of urgent notifications`

Role name	Role description	Associated Permissions
	tions on a user-by-user ba-sis.	

A.3
Managing Orchestrate Permissions in Admin

All permissions, depending on your agency needs, can be independently assigned in CommandCentral Admin 2.0 application in the Application permissions module. The permissions are managed per role, so that you can assign specific application permissions to each role in your agency, according to your needs.

Procedure:

1. Log on to Orchestrate by using your CommandCentral Admin credentials.

2. At the top of the screen, select ⊞ → **Admin 2.0**

   CommandCentral Admin 2.0 opens in a new tab.

3. Select **Roles**.

4. Select a role for which you want to manage the Orchestrate permissions.

5. From the left-hand side navigation list, under **Application permissions**, select **Orchestrate**.

   If **Orchestrate** is not available, you must assign the **Orchestrate** application to the role. Select **Role details**, and from the **Application assignments** select **Orchestrate**.

6. Under **Orchestrate permissions**, select all the permissions that you want to assign to the particular role in your agency.

7. When ready, in the top-right corner of the screen click **Save**.