



A MITEL
PRODUCT
GUIDE

CloudLink Daemon Solution Guide

May 2025

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Preface

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This chapter contains the following sections:

- [Purpose](#)
- [Intended Audience](#)

1.1 Purpose

The guide provides an overview of CloudLink Daemon and various information on standard and debug views.

1.2 Intended Audience

The guide is intended for Mitel Administrators and Mitel Partners.

CloudLink Daemon – An Overview

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This chapter contains the following sections:

- [CloudLink Daemon Supported Platforms](#)

The CloudLink Daemon is a software component designed to be embedded in multiple unified communication platforms. The primary function of the CloudLink Daemon is to facilitate the connection between Mitel CloudLink enabled applications and the Mitel Platforms deployed in the enterprise LAN, such as the communication platform. This enables seamless integration and communication between cloud-based applications and Mitel platforms deployed in enterprise networks, enhancing the overall functionality and flexibility of the enterprise communication systems.

The CloudLink Daemon (CLD) is not intended to replace the CloudLink Gateway. Rather, it complements the gateway by enabling additional features such as Inventory Management and Programming Reach-Through capabilities.

2.1 CloudLink Daemon Supported Platforms

The CloudLink Daemon supports the following platforms:

- MSL
 - MiVoice Border Gateway (MBG 11.5, 11.6 with MSL 12.1 Servicelink upgrade, and MBG 12.0)
 - MiVoice Business MiVB 10.1 SP1
 - MiCollab 9.8 SP2 and higher
- OpenScape Business V3R3 FR2 and higher
- SIP-DECT
- MiCC-B 10.1 and higher
- MiVoice 5000 8.2 SP2
- OpenScape Voice V10R3 FR33 HF3*
- OpenScape UC (including Management Apps) V10R6 FR7 HF1
- OpenScape Session Border Controller V11R2.1.0
- OpenScape 4000 V11.R0.22

The look and feel of the CloudLink Daemon dashboard is slightly different for each platform.

Note:

An OpenScape Voice (OSV) node supports a connection to only one CloudLink CMP. Connecting multiple CMPs to the same OSV node for CLD integration isn't supported and can cause connection failures.

CloudLink Daemon is available by default in Mitel Standard Linux (MSL) version 11.0.110 and version 12.1 onward.

i Note:

Note that MSL version 12.0 is not supported.

Configuration Prerequisites

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The CloudLink Daemon uses outgoing requests to https://*.mitel.io to download updates, send inventory reports, and establish tunnels. If a proxy is configured on the host platform, it is used for these connections.

User Interface access to CloudLink Daemon

This chapter contains the following sections:

- [Standard View](#)
- [Debug View](#)

There are two views in the CloudLink Daemon as mentioned above.

The CloudLink dashboard is a web interface that allows users to manage and monitor their CloudLink devices.

i Note:

The user interface of the CloudLink Daemon access is restricted to authenticated users.

The CloudLink Daemon user interface is displayed in the language chosen for the host's platform management interface. If the chosen language is unavailable, the browser's preferred language is used. If CloudLink does not support the host's platform language, English is used as the default.

The initial screen of CloudLink Daemon is shown in the image below.

CloudLink Daemon

Standard view [Switch to debug view](#)

About

Version 1.6.2

[Mitel Cloud Services Terms and Conditions](#)
[Licenses](#)

Linking your system to CloudLink allows you to easily manage Cloud applications at the edge.

To activate, you will need a CloudLink account with administrator rights. If you do not have access to CloudLink, please talk to your authorized reseller.

[Link to CloudLink](#)

Perform the following procedure to connect or link your system to your CloudLink account.

i Note:

Even if the MiCollab server is already connected to CloudLink, the CloudLink daemon still needs to be connected

i Note:

Requires CloudLink account with administrator rights.

1. Click **Link to CloudLink**.

The **Sign in to Mitel** page is displayed.

2. Enter your CloudLink username and password.

For more information, refer [Log in to Mitel Administration page](#)

Note:

It is recommended that all the platforms be connected to the same CloudLink account.

Note:

If the email address provided is associated with multiple accounts, you will be prompted to enter the account number. If you already have a CLGW (CloudLink Gateway), please ensure you enter the same CloudLink account number so that both services are deployed in the same CloudLink Account.

5.1 Standard View

The standard view when CloudLink Daemon is connected:

CloudLink Daemon

Standard view [Switch to debug view](#)

About

Version	1.7.6+50 Mitel Cloud Services Terms and Conditions Licenses
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CloudLink Registration

Account	Mitel Administration
Account ID	UK_MiVB_SB_CloudLink 264614711 Disconnect from CloudLink

Inventory Report Submission

Last	Wed, 18 Sep 2024 02:19:00 BST +0100
Next	Thu, 19 Sep 2024 02:19:00 BST +0100

CloudLink Daemon Update

Schedule	Every day <input type="button" value="v"/> 01:23 <input type="button" value="v"/> Reschedule
Last update	Tue, 17 Sep 2024 01:35:06 BST +0100
Last check	Wed, 18 Sep 2024 01:23:00 BST +0100
Next check	Thu, 19 Sep 2024 01:23:00 BST +0100 Pause

CloudLink Gateway Integration

CloudLink Gateway is installed

[Status](#)

Tunnels

Component	Tunnel	Status	Control	Description
MSL	Server Manager	started	Stop	Remote access via Mitel Administration
MiVoice Border Gateway	administration web interface	started	Stop	Remote access via Mitel Administration

[Start all tunnels](#) [Stop all tunnels](#)

When CloudLink Daemon is connected, it provides the following functionality

- [About](#)
- [CloudLink Registration](#)
- [Inventory Report Submission](#)
- [CloudLink Daemon Update](#)
- [CloudLink Gateway Integration](#) (appears if there is a CloudLink Gateway installed)
- [Tunnels](#)

5.1.1 About

- Displays the information on the version, terms, conditions, and licenses.

5.1.2 CloudLink Registration

- Displays the information on the connected Account and Account ID.
- Click the **Mitel Administration** link to connect to the Mitel Administration portal.
- Click the **Disconnect from CloudLink** link to disconnect from the CloudLink Daemon.

5.1.3 Inventory Report Submission

You can view the time of the last and next scheduled reports. An updated inventory report is sent daily.

An inventory report is submitted when:

- The daemon is connected to a CloudLink account.
- Change of relevant data is detected (for example, change of tunnel status, install/removal of supported component).
- The daemon is restarted.

The inventory report is sent to the system manager service in the CloudLink platform. This report is utilized by Mitel Administration for managing system inventory details.

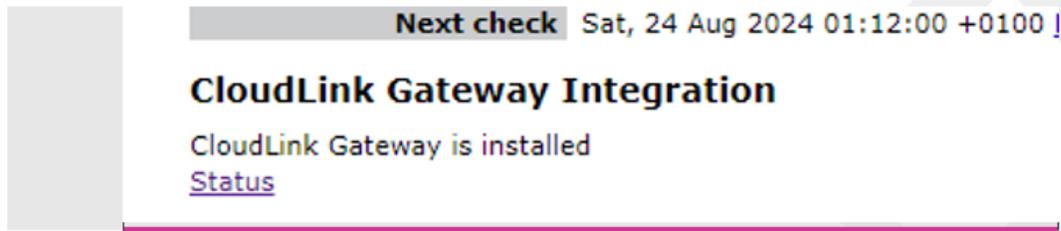
5.1.4 CloudLink Daemon Update

You can view the Schedule, Last update, Last check, and Next check options.

- The CloudLink Daemon is automatically updated. The user can choose daily or weekly updates manually.
- From the **Schedule** drop-down, you can choose when the automatic updates can be run. Once the Schedule is selected, click **Reschedule** to confirm.
- The user can pause the update by clicking **Pause** but cannot turn off the updates.
- If an update is available, the user can see an additional link to trigger the updates manually.

5.1.5 CloudLink Gateway Integration

CloudLink Gateway Integration panel appears only if a gateway is installed.



For more information on CloudLink Gateway, refer to the [CloudLink Gateway User Guide](#).

5.1.6 Tunnels

A set of tunnels is available to connect to the components within this platform, enabling access to the management user interfaces from the cloud.

The tunnels are disabled by default and can be started or stopped in the dashboard.

To start tunnel(s) of each component, under **Tunnels**, click **Start**.



Note:

The tunnels are disabled by default for security reasons and can be started or stopped whenever required.



Note:

Remote Reach Through for ESM creates a unique secure tunnel to the system console (ESM) for MiVoice Business. The ESM provides the capability to launch or connect to another MiVoice Business system console, this functionality is not supported or is blocked when operating within a secure tunnel.

5.2 Debug View

A debug view is required to access additional information and controls, which are intended to be used for troubleshooting purposes.

CloudLink Daemon

Debug view [Switch to standard view](#)

About

Version	1.7.6+50
Build number	50
Git commit hash	42b014ab820b54dbf3183bd2ad72e720e5c73006
Git branch	main
	Mitel Cloud Services Terms and Conditions
	Licenses

CloudLink Registration

	Mitel Administration
Account	UK_MIVB_SB_CloudLink
Account ID	354614711 (5b881f07-2c68-4638-b5dd-b1f850a76cda)
Partner ID	695785261
User ID	udg0m9ytj31bsih7v8c6
Type	client
Role	ACCOUNT_ADMIN
	Disconnect from CloudLink

Inventory Report Submission

Last	Wed, 18 Sep 2024 02:19:00 BST +0100
Next	Thu, 19 Sep 2024 02:19:00 BST +0100
	Preview inventory report
	Submit inventory report

CloudLink Daemon Update

Schedule	Every day 01:23 Reschedule
Last update	Tue, 17 Sep 2024 01:35:06 BST +0100
Last check	Wed, 18 Sep 2024 01:23:00 BST +0100
Next check	Thu, 19 Sep 2024 01:23:00 BST +0100 Pause

CloudLink Gateway Integration

CloudLink Gateway is installed

[Status](#)

Tunnels

Component	Tunnel	Status	Control	Description	Local Address	Public URL
MSL	Server Manager	started	Stop	Remote access via Mitel Administration	https://127.0.0.1:443	https://946705a2-fbae-5b17-ad70-3193f6442a8e.eu-central-1.eu.little-mole.mitel.io
MIVoice Border Gateway	administration web interface	started	Stop	Remote access via Mitel Administration	https://127.0.0.1:443	https://15295a29-d7e6-5cbd-6709-9da9c22f0392.eu-central-1.eu.little-mole.mitel.io

[Start all tunnels](#) [Stop all tunnels](#)

When CloudLink Daemon is connected in the Debug view, there is an option to view **Preview inventory report** under **Inventory Report Submission**. The preview inventory report displays the data that is being transferred to Mitel.

Under **Tunnels**, the **Public URL** is used internally by the Mitel Administration to enable remote access.

