



# **Avaya Integrated Management Release 6.0 Overview**

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# Chapter 1: Avaya Integrated Management offers

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## Avaya Integrated Management offers

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### Overview

Use the comprehensive set of tools in Avaya Integrated Management to efficiently manage converged voice and data networks. With Avaya Integrated Management applications, you can:

- Configure, monitor, and optimize the performance of Avaya media servers, gateways and endpoints
- Control network quality

Avaya Integrated Management applications' standards-based architecture provides the flexibility to integrate with multiple Avaya Aura™ Communication Manager servers in your existing network, and the scalability to evolve your systems as your needs change. Avaya Integrated Management complies with widely accepted standards, such as Simple Network Management Protocol (SNMP) and Lightweight Distribution Access Protocol (LDAP), and is compatible with standard operating systems such as Red Hat Linux and Microsoft® Windows®,

The Avaya Integrated Management offers are designed to meet the varied needs of a broad range of customers, from small businesses having one medium sized office to large businesses with thousands of users at a single location, as well as corporations that run multiple branch offices and distributed communication networks.

#### **Note:**

Avaya Integrated Management Release 6.0 applications for Communication Manager are tested with DEFINITY Release 9.5 up to Communication Manager Release 6.0. There is no guarantee that Avaya Integrated Management Release 6.0 applications will function properly with Communication Manager releases higher than 6.0. Avaya recommends that to ensure proper support you upgrade Avaya Integrated Management whenever you upgrade the Communication Manager software.

[Table 1: Avaya Integrated Management Release 6.0 Offers](#) on page 8 also lists the Avaya Integrated Management applications that are included in each offer. The offers are described in detail in the following pages. For a description of the applications, select the links in the table.

**Table 1: Avaya Integrated Management Release 6.0 Offers**

Site Administration Release 6.0	Performance and Administration Release 6.0	Network Management Release 6.0
<a href="#">Avaya Site Administration</a> on page 19	<a href="#">Avaya MultiSite Administration</a> on page 22	<a href="#">Network Management Console with VoIP System View</a> on page 23
	<a href="#">Avaya Fault and Performance Manager</a> on page 21	<a href="#">Avaya Software Update Manager</a> on page 25
	<a href="#">Integrated Management Database</a> on page 22	<a href="#">Configuration Backup Restore</a> on page 24
		<a href="#">Avaya Secure Access Administration</a> on page 25
		<a href="#">Provisioning and Installation Manager for Branch Gateways</a> on page 26
		<a href="#">Provisioning and Installation Manager for IP Office</a> on page 27
		<a href="#">IP Office Manager</a> on page 27
		<a href="#">Avaya G450/G350/G250 Manager</a> on page 30
		<a href="#">Avaya G430 Manager</a> on page 31
		<a href="#">Avaya P330/G700 Manager</a> on page 31
		<a href="#">Avaya C360 Manager</a> on page 30
		<a href="#">NM Backup Utility</a> on page 28

**Related topics:**

[Site Administration Release 6.0 offer \(formerly Administration Tools offer\)](#) on page 9  
[Performance and Administration Release 6.0 offer](#) on page 10



## Site Administration Release 6.0 offer (formerly Administration Tools offer)

Site Administration is a Microsoft Windows solution for Avaya Integrated Management. Site Administration is designed for small-to-medium size networks that run on Microsoft Windows platforms.

The management tools provided in this offer are as follows:

- Site Administration
- COPSSH SCP Server

See Chapter 2: Avaya Integrated Management applications for a description of Site Administration.

To install COPSSH SCP Server, you can use either an existing SCP server or the Site Administration Installer. When you install COPSSH SCP Server from the Site Administration Installer, the SCP server is installed on the same PC as the Site Administration applications. During COPSSH SCP Server installation, you create a login and password for a Windows user. After the COPSSH SCP Server is installed, you can select Windows users on that PC and configure them as users for the SCP server. When SCP users log on to the PC, they are automatically logged on to the SCP server.

The Site Administration offer provides one user license.

### Related topics:

[Site Administration: Client computer requirements](#) on page 9

### Site Administration: Client computer requirements

To install the applications provided in the Site Administration offer, the Microsoft Windows computer must meet the minimum requirements provided in [Table 2: Site Administration: Microsoft Windows client computer requirements](#) on page 9.

**Table 2: Site Administration: Microsoft Windows client computer requirements**

Component	Required	Comments
Operating System	Microsoft Windows XP Professional with Service Pack 3, Microsoft Windows 2003 Standard Edition server with Service Pack 2, Microsoft Windows 2003 Enterprise Edition server with Service Pack 2, Microsoft Windows Vista Business (32-bit and 64-bit editions) with Service Pack 2, Microsoft Windows Vista Enterprise (32-bit and 64-bit editions) with Service Pack 2, Microsoft Windows 7,	

Component	Required	Comments
	Microsoft Windows 2008 Standard Edition server with Service Pack 2, or Microsoft Windows 2008 Enterprise Edition server with Service Pack 2	
Processor	latest Intel or AMD-based processors	
Hard Drive	1 GB	Required to install all of the client components.
Memory	512 MB RAM	
Monitor	SVGA 1024 X 768 display	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56 Kbps Modem	May be required for remote access to the computer.
Other Software	Internet Explorer 6.0 with Service Pack 1 or Service Pack 2, Internet Explorer 7.0 Service Pack 1, or Internet Explorer 8.0, Mozilla Firefox 3.0 or 3.5 and Java Runtime Environment 1.6.0_16.	Required to access the Integrated Management Launch Page and Web-based clients.

## Performance and Administration Release 6.0 offer

Performance and Administration is the premier solution to manage large converged networks. This offer includes the Avaya Integrated Management advanced management tools, which run on Red Hat Linux. Combined with Network Management Release 6.0, you have the full complement of products that allow you to do the following:

- Administer the myriad of features in Communication Manager
- Monitor your entire voice and data network from a central location
- Manage the Avaya network media servers and IP endpoints

The Avaya Integrated Management applications provided in this offer are:

- Avaya MultiSite Administration
- Avaya Fault and Performance Manager
- Avaya Integrated Management Database

See Chapter 2: Avaya Integrated Management applications for a description of each application.

### Related topics:

[Performance and Administration: Server requirements](#) on page 11

[Performance and Administration: Client computer requirements](#) on page 11

[JRE 1.6.0\\_11 replaced with JRE 1.6.0\\_16](#) on page 13

### Performance and Administration: Server requirements


To install the applications provided in the Performance and Administration offer (formerly System Management offer), the server must meet the minimum requirements provided in [Table 3: Performance and Administration: Red Hat Enterprise Linux server requirements](#) on page 11.

On Red Hat Enterprise Linux (RHEL), an incorrectly configured `etc/hosts` file causes the failure of `IMDAddApp` or `mfpconfig`.

Before you install Performance and Administration, configure the `etc/hosts` file for Performance and Administration by adding the following lines at the end of the `hosts` file.

- 127.0.0.1 localhost.localdomain localhost
- 135.27.155.141 vmwaremsa1.ccdsv.com vmwaremsa1

**Table 3: Performance and Administration: Red Hat Enterprise Linux server requirements**

Component	Required	Comments
Operating System	RHEL release 5.4 or earlier (32-bit and 64-bit x86 version)   <b>Note:</b> You can install Performance and Administration on VMWare running one of the supported operating systems.	Only English operating systems are supported Requires RHEL release 5.4 for new installations Supports RHEL release 4.x for systems upgrading to release 6.0
Processor	latest Intel or AMD-based processors	Supports a maximum of two processors
Hard drive	10 GB	
Memory	2.0 GB RAM	
Network Connectivity	TCP/IP 100 Mbit Network Card	
Web Browser	Not required	Does not support Linux Web client
Monitor	SVGA 1024 X 768 display	

### Performance and Administration: Client computer requirements

Once you install the applications on the Linux server, you can access them from the Linux server, or from a Windows client computer using a Web browser. The client computer must meet the minimum requirements provided in [Table 4: Performance and Administration: Microsoft Windows Client computer requirements](#) on page 12.

**Table 4: Performance and Administration: Microsoft Windows Client computer requirements**

Component	Required	Comments
Operating System	Microsoft Windows XP Professional with Service Pack 3, Microsoft Windows 2003 Standard Edition server with Service Pack 2, Microsoft Windows 2003 Enterprise Edition server with Service Pack 2, Microsoft Windows Vista Business (32-bit and 64-bit editions) with Service Pack 2, Microsoft Windows Vista Enterprise (32-bit and 64-bit editions) with Service Pack 2, Microsoft Windows 7, Microsoft Windows 2008 Standard Edition server with Service Pack 2, or Microsoft Windows 2008 Enterprise Edition server with Service Pack 2	
Processor	latest Intel or AMD-based processors	
Hard Drive	10 GB	Required to install all of the client components.
Memory	1 GB RAM	
Monitor	SVGA 1024 X 768 display	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56 Kbps Modem	Optional
Other Software	Internet Explorer 6.0 with Service Pack 1 or Service Pack 2, Internet Explorer 7.0, or Internet Explorer 8.0. Java Runtime Environment 1.6.0_16 Mozilla Firefox 3.0 or 3.5	Required to access the Integrated Management Launch Page and Web-based clients.

**Related topics:**

[Configuring /etc/hosts file](#) on page 12

**Configuring /etc/hosts file**

On RHEL, an incorrectly configured `/etc/hosts` file may sometimes cause `IMDAddApp` or `mfpconfig` failure.

Before you install Performance and Administration, ensure that you configure the `etc/hosts` file for Performance and Administration.

- 
1. Open the `etc/hosts` file.
  2. At the end of the file, add the following lines:  

```
127.0.0.1 localhost.localdomain localhost
135.27.155.141 vmwaremsal.ccdsv.com vmwaremsal
```
- 

### JRE 1.6.0\_11 replaced with JRE 1.6.0\_16

Avaya Integrated Management ensures that new installations or upgrades of Performance and Administration 6.0 on RHEL 5 (32 or 64 bits) display the JRE version as 1.6.16.

Performance and Administration enables the new Java Plug-in by default. If you encounter any issues while running the applets with the new Java plug-in, revert to old Java plug-in.

To revert to the old Java plug-in:

- 
1. Click **Start**.
  2. Click **Control Panel**.
  3. Double-click **Java Control Panel**.
  4. Click the **Advanced** tab on Java Control Panel.
  5. Scroll to the **Java Plug-in entry**.
  6. Clear the **Enable next-generation Java Plug-in** check box.
  7. Click **OK** and restart the browser.
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## Network Management Release 6.0 offer

Network Management (formerly Enterprise Network Management offer) is a Microsoft Windows solution for Avaya Integrated Management. It provides a complete converged solution that helps you manage your VoIP network through a common Web-based user interface. This offer provides the ability to see your whole voice system structure and hierarchy. You are able to administer and manage Avaya voice systems and Avaya converged devices (such as media gateways and servers).

With the Network Management offer, you can:

- View the entire voice system structure and hierarchy
- Administer and manage Avaya voice systems and Avaya converged devices (such as media gateways and servers)

The Network Management offer includes the IP Office Manager, which is used to administer and manage IP Office devices in your network.

The Avaya Integrated Management applications provided in this offer are as follows:

- Network Management applications:
  - Avaya Network Management Console with VoIP System View
  - Avaya Software Update Manager
  - Avaya Provisioning and Installation Manager for Branch Gateways
  - Avaya Configuration Backup Restore
  - Avaya SMON Manager



Avaya SMON Manager is not available for users installing Network Management release 6.0 for the first time. Avaya SMON Manager is still available to Network Management users if your system is upgraded from a previous release to Network Management release 6.0.

- Avaya Secure Access Administration
- Network Management User Administration
- Avaya Provisioning and Installation Manager for IP Office
- IP Office Manager
- NM Backup Utility
- NM Easy Restore Utility
- Avaya Device Managers:
  - Avaya G450/G350/G250 Manager
  - Avaya P330/G700 Manager
  - Avaya C360 Manager
  - Avaya G430 Manager

COPSSH SCP Server is an additional component installed on the Windows server so that Avaya Software Update Manager can use this SCP server for a secure file transfer.

See Chapter 2: Avaya Integrated Management applications for a description of each application.

The Network Management offer provides one server license for the Avaya Network Management Console and the provisioning tools, including Software Update Manager.

**Note:**

If you have installed the Avaya Network Management for Avaya Aura™ Communication Manager Branch offer (formerly Communication Manager Branch Edition), you do not need to install a license file, and you will not be prompted to install a license file.

Network Management Release 6.0 supports VMWare-based installations. This allows you to use the same hardware with multiple virtual machines to install Network Management on one of the virtual machines. The system resources of the virtual machine must meet the minimum system requirements as described in [the table](#).

**Related topics:**

[Network Management: server requirements](#) on page 15

[Network Management: client computer requirements](#) on page 16

[JRE 1.6.0\\_11 replaced with JRE 1.6.0\\_16](#) on page 17

## Network Management: server requirements


To install the applications provided in the Network Management offer, the server must meet the minimum requirements provided in [Table 5: Network Management: Microsoft Windows server requirements](#) on page 15.

**Note:**

Because Network Management release 6.0 supports VMWare-based installations, you can use the same hardware with multiple virtual machines to install Network Management on a virtual machine. The system resources of the virtual machine must meet the minimum system requirements provided in [Table 5: Network Management: Microsoft Windows server requirements](#) on page 15.

**Table 5: Network Management: Microsoft Windows server requirements**

Component	Required	Comments
Operating System	Microsoft Windows XP Professional with Service Pack 3, Microsoft Windows 2003 Standard Edition server with Service Pack 2, Microsoft Windows 2003 Enterprise Edition server with Service Pack 2, Microsoft Windows 7, Microsoft Windows Vista Business with Service Pack 2 (32-bit and 64-bit editions), Microsoft Windows Vista Enterprise Service Pack 2 (32-bit and 64-bit editions) Microsoft Windows 2008 Standard Edition server with Service Pack 2, or	Only English operating systems are supported.

Component	Required	Comments
	Microsoft Windows 2008 Enterprise Edition server with Service Pack 2   <b>Note:</b> You can install Network Management on VMWare running one of the supported operating systems.	
Processor	latest Intel or AMD-based processors	Supports a maximum of two processors
Hard Drive	40 GB	
Memory for	2.0 GB RAM	
Network Connectivity	TCP/IP 100 Mbit Network Card	Supports only one network interface. Does not support dual network interface cards (NICs) or additional software network interfaces, such as a VPN interface.
Modem	56 Kbps modem for remote access	Optional
Monitor	SVGA 1024 X 768 display	
Web Browser	Internet Explorer 6.0 with Service Pack 1 or Service Pack 2, Internet Explorer 7.0 with Service Pack 1, Internet Explorer 8.0 or Mozilla Firefox 3.0 or 3.5.	Required to access the Integrated Management Launch Page and Web-based clients.

## Network Management: client computer requirements

Once you install the Network Management applications on the Windows server, you can access the applications from the Windows server, or from a Windows client computer using a Web browser. The client computer must meet the minimum requirements provided in [Table 6: Network Management: Microsoft Windows client computer requirements](#) on page 16.

**Table 6: Network Management: Microsoft Windows client computer requirements**

Component	Required	Comments
Operating System	Microsoft Windows XP Professional with Service Pack 3, Microsoft Windows 2003 Standard Edition server with Service Pack 2, Microsoft Windows 2003 Enterprise Edition server with Service Pack 2,	



Component	Required	Comments
	Microsoft Windows 7, Microsoft Windows 2008 Standard Edition server with Service Pack 2, or Microsoft Windows 2008 Enterprise Edition server with Service Pack 2	
Processor	latest Intel or AMD-based processors	
Hard Drive	10 GB	Required to install all of the client components.
Memory	1 GB RAM	
Monitor	SVGA 1024 X 768 display	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56Kbps Modem	Optional. May be required for remote access to the client computer.
Other Software	Internet Explorer 6.0 with Service Pack 1 or Service Pack 2, Internet Explorer 7.0 with Service Pack 1, Internet Explorer 8.0, Mozilla Firefox 3 or 3.5 and Java Runtime Environment 1.6.0_16	Required to access the Integrated Management Launch Page and Web-based clients.

## JRE 1.6.0\_11 replaced with JRE 1.6.0\_16

New or upgraded installations of Network Management, use the JRE version 1.6.0\_16. Network Management enables the new Java Plug-in functionality by default. However, if there are issues running applets (e.g., applications that only work on older JRE version) with the new Java Plug-in, the user can revert to the old Java plug-in.

To revert to the old Java plug-in:

- 
1. Click **Start**.
  2. Click **Control Panel**.
  3. Double-click **Java Control Panel**.
  4. Click the **Advanced** tab on Java Control Panel.
  5. Scroll to the **Java Plug-in** entry.

6. Clear the **Enable next-generation Java Plug-in** check box.
  7. Click **OK** and restart the browser.
-

# Chapter 3: Avaya Integrated Management applications

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## Avaya Integrated Management applications

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### Avaya Integrated Management applications overview

This chapter provides a description of all the Avaya Integrated Management applications. The applications are grouped by the following categories:

- [Avaya Site Administration](#) on page 19
- [Avaya Fault and Performance Manager](#) on page 21
- [Network Management Console with VoIP System View](#) on page 23
- [Device Managers](#) on page 29

The application description also includes details of the Avaya Integrated Management offers for the respective application.

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## Site Administration

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### Avaya Site Administration

Site Administration is a stand-alone application installed on a Microsoft Windows client computer. Use the comprehensive tools in Site Administration to simplify the day-to-day administration and maintenance tasks of Avaya media servers and Avaya messaging platforms. The Windows-based GUI of the application simplifies moving, adding, changing, and basic traffic analysis as easy as pointing and clicking.

Site Administration provides graphical station and system administration screens and easy-to-use wizards for basic administration tasks. With Site Administration, you can:

- View and administer system-wide settings.
- Add, change, swap, and delete stations.
- Change phone types and feature buttons. You can assign features to phone buttons by clicking a button on the picture.
- Create station templates to save time when adding stations.
- Print button labels for your phones.
- Add or delete subscriber accounts on your messaging systems.
- Look up extensions and query the voice system for stations matching specific criteria.
- Add change and delete Announcements.
- Perform backup and restore Announcements.
- Generate and schedule a Communication Manager command report that can be printed, exported, or sent as an e-mail.
- Export data from your voice system to a file that other software applications such as, spreadsheet or database, can use.
- Import data from a spreadsheet or database application into your voice system.
- Use the Graphically Enhanced DEFINITY Interface (GEDI) to administer voice systems. If there is an administration activity that you cannot do with one of Avaya Site Administration's wizards or shortcuts, you can generally do it with GEDI.
- Start a terminal emulation (cut-through) session to administer devices that are not supported by GEDI. When you use terminal emulation, you are making changes directly to the device.

Site Administration is provided in the Avaya Integrated Management Release 6.0 Site Administration offer.

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## Performance and Administration applications

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### Avaya Fault and Performance Manager

Avaya Fault and Performance Manager provides the following:

- Network map or system view of your converged network.
- Tabular tools to monitor the status and performance of the devices on your network.
- View the network to examine faults and performance data from the Avaya media servers on the network.

In addition, Avaya Fault and Performance Manager collects configuration, fault, and performance data from the Secure Services Gateway or directly from an IP-enabled voice system using OSSI, and then displays the data in text, tables, and graphic formats.

The Avaya Fault and Performance Manager:

- Gives alerts when voice system faults and performance problems occur.
- Aids in isolating and identifying fault and performance problems.
- Provides the tools to help fix fault and performance problems.
- Collects configuration, fault, and performance data from your systems (by a schedule set by you).
- Stores system exceptions data and performance measurements in a database.
- Generate reports on the data. Data can be presented as text, tables, and graphs.

In addition to monitoring your voice systems, Avaya Fault and Performance Manager also provides alarm management (not performance monitoring) for several adjuncts related to your voice systems including INTUITY Audix, DEFINITY Audix, Call Management System, Conversant, SAL and INTUITY Interchange. Avaya Fault and Performance Manager supports up to 400 systems.

Avaya Fault and Performance Manager provides the following features:

- Graphical User Interface (GUI) — Provides the following views of the managed nodes in your network: system groups, DCS trunk connectivity, IP trunk connectivity, and clusters.
- Alarm Reception and Forwarding — Detects alarms from your voice system (or other Avaya system) and relays them to the Avaya Technical Service Center. Also provides a ping service to inform if a system is unreachable.
- Configuration Display — Enables you to browse the configuration and administered properties of managed nodes in both a graphic view and a table view.

- Notes Page for each Voice System — Enables you to create your own knowledge database.
- Cut Through — Provides access to your voice systems to perform routine maintenance and administrative tasks.
- System Status Reporting — Creates reports about the status of your voice systems. Includes information such as connection state, connect times, attempts, requests, errors, and alarms. You can define a wide variety of tabular and graphical reports covering performance, configuration, and exception data from any combination of systems. You can restrict reports to components of interest; for example, a specific hardware location or a list of trunk groups.
- Report Manager — Enables you to define the parameters for individual reports for all or selected systems. The report options include performance, configuration, and exceptions. You can view the reports on screen in both the table and chart formats or direct the reports to a printer, HTML file, GIF file, or ASCII file.
- Data Collection — Enables you to specify the types of data to collect from each system, the schedule for collecting the data, and how long to store the data.
- Exception Logging — Enables you to specify conditions for exception logging. This includes performance thresholds and fault or error conditions.
- Exception Alerting — Enables you to specify an alert level for each exception. The level and location of the alert are displayed in the Configuration and Status window as long as the condition persists.

Avaya Integrated Management Release 6.0 Performance and Administration offer provides Avaya Fault and Performance Manager.

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## Integrated Management Database

Avaya Integrated Management Database is a common data store for device data (such as configurations of voice systems, SIP servers, messaging systems, system adjuncts, and managed applications) and user accounts. Avaya MultiSite Administration and Avaya Fault and Performance Manager helps you retrieve this data and verify user accounts.

Avaya Integrated Management Database is provided in the Avaya Integrated Management Release 6.0 Performance and Administration offer.

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## Avaya MultiSite Administration

Avaya MultiSite Administration is a client-server based application that provides multi-user, graphical, Web-based management of multiple converged Avaya media servers and media gateways. Avaya MultiSite Administration provides a centralized management of distributed networks and campus environments. The intuitive and task-based programs (wizards) in Avaya MultiSite Administration help you to learn and implement administrative tasks quickly, which

was previously difficult and time consuming. You can set these tasks to be implemented immediately or at a specified time.

Avaya MultiSite Administration provides the following powerful features:

- Remote and multiple administration capabilities, where multiple administrators can remotely and simultaneously administer the same or separate Avaya media servers.
- Graphical station and system administration screens.
- Easy-to-use wizards for basic administration tasks.
- Cut through (using terminal emulation) to administer other telephony devices.

With MultiSite Administration, you can:

- View and administer system-wide settings.
- Add stations, swap stations, move multiple stations, and delete stations. You can also move one or more stations from one voice system to another while you maintain the same extension.
- Change phone types and feature buttons. You can assign features to phone buttons by clicking a button on the picture.
- Create station templates that saves you time when adding stations.
- Print button labels for your phones.
- Add or delete subscriber accounts on your messaging systems.
- Look up extensions and query the voice system for stations matching the specific criteria.
- View log files.
- Collect data and generate report in real time or at a scheduled time. You can also build a report template.
- Cut through to a voice system or messaging system.

MultiSite Administration validates the data you enter for extensions and ports, as well as ranges and field types before it sends data to a voice system.

Avaya Integrated Management Release 6.0 Performance and Administration offer provides Avaya MultiSite Administration.

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## Network Management applications

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### Network Management Console with VoIP System View

Avaya Network Management Console is the platform and the focal point for initiating all Network Management activities. Network Management Console provides a single system view

of the entire deployment, which includes topology, faults, and status display. Network Management Console automatically detects devices on the network and displays them in an intuitive, hierarchical navigation tree. The different views of the navigation tree helps the administrator to view the network by IP subnet, device type, or logically by voice systems.

The elements in the navigation tree are color coded to indicate the fault status. Network Management Console also serves as a focal point for viewing fault event notifications, which are collected and displayed in the Event Browser. The administrator can also configure actions to be executed upon receipt of particular types of notifications.

Network Management Console serves as a launch point for all other applications in the Network Management offer. Applications can be easily launched from the menu bar, either globally, or focused on a device selected in the navigation tree. Network Management Console also provides built-in capabilities to launch a telnet or web browser session on the selected device in the tree.

Avaya Network Management Console with VoIP System View is provided in the Avaya Integrated Management Release 6.0 Network Management offer. For information on Network Management Console, refer to the *Avaya Integrated Management Release 6.0 Network Management Console User Guide*.

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## Configuration Backup Restore

The Configuration Backup Restore application allows you to backup and restore device configurations and configure multiple devices. Configuration Backup Restore uses Simple Network Management Protocol (SNMP) and Trivial File Transfer Protocol (TFTP) or Secure Copy Protocol (SCP) to exchange information with the devices in the network.

Before you use SCP, install an SCP server on the management station. After you define the users on the SCP server, you can configure Configuration Backup Restore as an SCP user.

When you make changes to a device's configuration, you may find that the overall effect of the configuration change may have a negative effect on the performance of the device in your network. Configuration Backup Restore provides a method for backing up device configurations before you make changes. In addition, you can schedule automatic, periodic backups.

Device configurations are saved in files and stored in a library. You can download a configuration file to any appropriate device. For example, if you save the configuration of an Avaya G350 Device, it can only be downloaded to an Avaya G350 Device. You can also select a group of devices to which you can download a single configuration file. This can result in a consistent configuration of the devices in your network.

Configuration Backup Restore is provided in the Avaya Integrated Management Release 6.0 Network Management offer. For information on Network Management Console, refer to the *Avaya Integrated Management Release 6.0 Configuration Backup Restore User guide*.



---

## Avaya Software Update Manager

Avaya Software Update Manager helps network managers with enterprise networks containing dozens or hundreds of Avaya devices ensure that all devices are running with the most current version of the device (agent) software/firmware. This application downloads the necessary update software to managed Avaya devices. Avaya Software Update Manager can also check the software versions currently in use against the latest versions available from Avaya and recommend updates when a newer version is available. You can use Avaya Software Update Manager to take a new release from Avaya's Web site and store it on your hard disk for subsequent downloading to the appropriate devices.

The Avaya Software Update Manager server stores all the software retrieved from the Web and can download the software to appropriate devices. Files containing embedded software can also be copied to the server.

Avaya Software Update Manager supports upgrades of TN boards, media gateways, and converged infrastructure switches. The server can be reached locally or via remote access. This provides the ability to update the software on your devices from anywhere in the world.

Avaya Software Update Manager does *not* support version to version upgrade for Communication Manager on System Platform. To upgrade from Communication Manager 5.X to Communication Manager 6.0 you need a manual process to migrate to a System Platform based solution. This manual process is not supported by Avaya Software Update Manager.

Avaya Software Update Manager is provided in the Avaya Integrated Management Release 6.0 Network Management offer. For information on Network Management Console, refer to the *Avaya Integrated Management Release 6.0 Software Update Manager User Guide*.

---

## Avaya Secure Access Administration

Avaya Secure Access Administration is a centralized application used to define users and assign their privileges for access to device configuration applications.

Avaya Secure Access Administration is used to:

- Define device users
- Create instances of device users on devices, with or without SNMPv3 management access

Avaya Secure Access Administration is provided in the Avaya Integrated Management Release 6.0 Network Management offer. For information on Network Management Console, refer to the *Avaya Integrated Management Release 6.0 Avaya Secure Access Administration User Guide*.

---

## Provisioning and Installation Manager for Branch Gateways

Avaya Provisioning and Installation Manager for Branch Gateways provides the capability to remotely configure Avaya media gateways on a network-wide basis. It provides integrated network system views that ease centralized configuration tasks, especially provisioning and installing large numbers of gateways simultaneously.

Using the wizards available in Avaya Provisioning and Installation Manager for Branch Gateways, you can:

- Create templates and device profiles for future use.
- Import and export device profiles and templates.
- Save templates and device profiles as an incomplete status or completed.
- Copy configuration templates and device profiles to create placeholders for different parameters.
- Create a template from scratch or import data from an electronic pre-installation worksheet (EPW).
- Distribute a template through bulk provisioning to a group of devices.
- Send a profile to a device and make a choice to distribute now, schedule for a later, or make pending.
- Configure G450, G430, G350, and G250 media gateways with Standard Local Survivability (SLS) updates that include parameters such as automatic route selection (ARS) rules and dial plans. The Standard Local Survivability provides basic call processing controller functionality in the event that a main controller or LSP is unavailable.
- Store notes about templates and device profiles.

Avaya Provisioning and Installation Manager for Branch Gateways supports the following media gateways:

- Avaya G250
- Avaya G250-BRI
- Avaya G250-DS1
- Avaya G250-DCP
- Avaya G350
- Avaya G430
- Avaya G450
- TGM550

Avaya Provisioning and Installation Manager for Branch Gateways is provided in the Avaya Integrated Management Release 5.2 Network Management offer. For information on Network Management Console, refer to the online help of the Provisioning and Installation Manager.

---

## Provisioning and Installation Manager for IP Office

Avaya Provisioning and Installation Manager for IP Office provides the capability to remotely configure IP Office devices on a network-wide basis. It provides integrated network system views that ease centralized configuration tasks, especially provisioning and installing large numbers of devices simultaneously.

Through the use of wizards that prompt you for required information, Avaya Provisioning and Installation Manager for IP Office enables you to:

- Create templates and device profiles for future use.
- Import and export device profiles and templates.
- Save templates and device profiles as an incomplete status or completed.
- Copy configuration templates and device profiles to create placeholders for different parameters.
- Distribute a template through bulk provisioning to a group of devices.
- Send a profile to a device and make a choice to distribute now, schedule for a later, or make pending.
- Store notes about templates and device profiles.

Avaya Provisioning and Installation Manager for IP Office is provided in the Avaya Integrated Management Release 6.0 Network Management offer.

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## IP Office Manager

IP Office Manager is an off-line editor that you can use to view and edit an IP Office system configuration. IP Office Manager receives a copy of the current IP Office system configuration. The required changes are incorporated in this copy and sent back to the IP Office system to activate the changes.

This means that changes to the active configuration in the system that occur between IP Office Manager receiving and sending back the copy may be overwritten. For example this may affect changes made by users through their phone or voice mail mailbox after the copy of the configuration is received by IP Office Manager.

IP Office Manager performs the following functions for IP Office systems:

- Configuration Settings Editor - In configuration mode, Manager is used to edit configuration settings for IP Office systems. Those settings control the call and data

function that the IP Office system provides to users and callers. Refer to the Configuration Mode section.

- **Security Settings Editor** - In security mode, Manager is used to edit the security settings of IP Office 3.2+ systems. Those settings are used to control user access to the configuration settings of the IP Office. Refer to the Security Mode section.
- **Upgrade Wizard** - The Upgrade Wizard is a component of Manager used to upgrade the firmware run by the control unit and expansion modules within an IP Office system
- **Embedded Memory Card Management** - For systems with a compact flash card installed, use IP Office 4.2+ Manager to view and manage the files stored on the card. To access the files, go to **File > Advanced > Embedded File Management...**
- **BOOTP Server** - Manager acts as a BOOTP server, providing software files in response to BOOTP requests from IP Office systems. This task is required for maintenance. This function can be switched off if not required.
- **Time Server** - Manager acts as an Internet Time server (RFC868), providing the time in response to requests for IP Office systems. This function can be switched off if not required.

IP Office Manager is provided in the Avaya Integrated Management Release 6.0 Network Management offer. For information on IP Office Manager, refer to the online help of IP Office Manager.

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## NM Backup and Easy Restore Utility

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### NM Backup Utility

The Avaya NM Backup Utility is used to back up multiple configuration files, database and application data of the Network Management Console, Provisioning and Installation Manager for Gateways, and Provisioning and Installation Manager for IP Office applications. You can choose to back up one or more applications as part of a backup job. This wizard helps you to setup a new backup job or edit an existing one.

You can run the backup job immediately or schedule it to run later. When the backup operation is complete, the utility creates a compressed archive and a text file with essential information about the contents of the archive. The text file is only for your convenience and is not needed during the restore operation. You can choose to store the backup archive on an FTP server or locally on the Network Management server while setting up the job.

The utility backs up various configuration files and application data which are essential to restore the Network Management server in case of an unrecoverable error. You need not recreate all the administered settings when you bring up the Network Management server. Instead you can restore the information from the backup archive stored on the Network

Management or remote FTP server. If you are installing a Service Pack, it is recommended that you take a backup before installing the Service Pack.

For Network Management Console, the back up job includes discovery configurations, Network Map Definitions, Communication Manager Server passwords and licensing information and various other files. The Network Management Console backup also includes the settings for the Avaya Secure Access Administration, Configuration Backup Restore and Software Update Manager applications.

The database back up includes the Network Management Console, AIM-Admin, PIM for Gateways, PIM for IP Office, and User Admin databases. Configuration files of Provisioning and Installation Manager (PIM) for Gateways, Provisioning and Installation Manager for IP Office are also included in the backup.

Installation-specific information such as SSO Configuration files, licensing information, Integrated Management application jobs, environment and binary files (software libraries etc.) are also bundled with the backup archive.

For information on NM Backup Utility, refer to the *Avaya Integrated Management Release 6.0 Network Management Console User Guide*.

---

## NM Easy Restore Utility

NM Easy Restore Utility is used to restore the backup taken using the NM Backup Utility. The user can enter the path of the backup archive stored either on the Network Management or FTP server during backup to restore the data.

For information on how to use NM Backup Utility and NM Easy Restore Utility, refer to the *Avaya Integrated Management Release 5.2 Network Management Console User Guide*.

---

## Device Managers

Avaya Integrated Management Release 5.2 provides a group of Network Management applications. The Network Management applications include device manager applications that are specific to individual media gateways.

Using these powerful, mouse-driven tools, network managers can set up and configure all device parameters, including:

- Standard port settings
- Port security
- Redundancy modes
- Device-specific functions

The device managers described below are provided in the Avaya Integrated Management Release 5.2 Network Management offer.

---

## Avaya C360 Manager

The Avaya C360 Manager provides full management capabilities for Avaya C360 Devices. This includes the ability to view three aspects of device management:

- Device Manager: Provides a view of the configuration of the device including VLAN configuration, configured LAGs, port mirroring, and traps.
- Routing Manager: Provides a view of the Layer 3 routing and forwarding functions of the device.
- Device SMON: Provides advanced monitoring capabilities for the device including detailed information on switch, port, extended port, and VLAN statistics, as well as notification of user-defined events.



### **Caution:**

Avaya SMON Manager is not available for users installing Network Management release 6.0 for the first time. Avaya SMON Manager is still available to Network Management users if your system is upgraded from a previous release to Network Management release 6.0.

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## Avaya G450/G350/G250 Manager

The Avaya G450/G350/G250 Manager provides full management capabilities for Avaya G450/G350/G250 Devices. This includes the ability to view three aspects of device management:

- Device Manager: Provides a view of the configuration of the device, including VoIP Media Gateway parameters, Ethernet port parameters, WAN port configuration and traps.
- Routing Manager: Provides a view of the Layer 3 routing and forwarding functions of the device.
- Policy Based Routing Manager: Provides a view of the configuration and maintenance of Policy Based Routing on the Avaya G450/G350/G250 device.

---

## Avaya G430 Manager

The Avaya G430 Manager provides full management capabilities for Avaya G430 Devices. This includes the ability to view three aspects of device management:

- Device Manager: Provides a view of the configuration of the device, including VLAN configuration, port redundancy, port mirroring, switch connected addresses and traps.
- Routing Manager: Provides a view of the Layer 3 routing and forwarding functions of the device.
- Policy Based Routing Manager: Provides a view of the configuration and maintenance of Policy Based Routing on the Avaya G430 device.

---

## Avaya P330/G700 Manager

The Avaya P330/G700 Manager provides full management capabilities for Avaya P330 and Avaya G700 Devices. This includes the ability to view five aspects of device management:

- Device Manager: Provides a view of the configuration of the device including VLAN configuration, configured LAGs, port mirroring, and traps.
- Routing Manager: Provides a view of the Layer 3 routing and forwarding functions of the device.
- Device SMON: Provides advanced monitoring capabilities for the device including detailed information on switch, port, extended port, and VLAN statistics, as well as notification of user-defined events.



### Caution:

Avaya SMON Manager is not available for users installing Network Management release 6.0 for the first time. Avaya SMON Manager is still available to Network Management users if your system is upgraded from a previous release to Network Management release 6.0.

- AnyLayer SMON: Provides advanced monitoring capabilities for Avaya P333R modules in the device.



### Caution:

Avaya SMON Manager is not available for users installing Network Management release 6.0 for the first time. Avaya SMON Manager is still available to Network

Management users if your system is upgraded from a previous release to Network Management release 6.0.

- Load Balancing Manager: Provides load balancing capabilities using Avaya P333R-LB router modules.



# Chapter 2: What's new in this release

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## What's new in this release

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### Integrated Management Release 6.0 – enhancements

Integrated Management Release 6.0 supports Avaya Aura™ Communication Manager running on the Next Gen S8800 server platform in simplex and duplex modes.

- Support for the new platform Next Gen S85xx server
- Support for the new platform Next Gen S87xx server

Integrated Management 6.0 is compatible with IP Office Manager 8.0 and IP Office Release 6.0.

From this release, you do not require license to continue using Network Management applications. As a result, WebLM is removed from the Network Management 6.0 installation. If WebLM is detected during an upgrade, it will be removed from the Network Management server.

The following name changes were done to applications in Avaya Integrated Management Release 5.2 Service Pack 3.

You will not see any name changes if you are upgrading to Avaya Integrated Management Release 6.0 from Avaya Integrated Management Release 5.2 Service Pack 3 or later.

You will see name changes if you are upgrading to Avaya Integrated Management Release 6.0 from Avaya Integrated Management Release 5.2.

Old Name	New Name
Enterprise Network Management	Network Management
Communication Manager	Avaya Aura™ Communication Manager
Communication Manager Branch Edition	Avaya Aura™ Communication Manager Branch
Communication Manager Branch Edition - Central Manager	Branch Central Manager

Old Name	New Name
Configuration Backup and Restore Manager	Configuration Backup Restore
System Management	Performance and Administration
Administration Tools	Site Administration
ENM Backup Utility	NM Backup Utility
ENM Easy Restore Utility	NM Easy Restore Utility
ENM Log Viewer	NM Log Viewer

---

## What's new for Fault and Performance Manager

Avaya Fault and Performance Manager Release 6.0 introduces the following enhancements:

- Support for the following Avaya Aura™ Communication Manager servers:
  - VCM on S8510
  - VCM on S8300D
  - VCM on S8800
- Support for SNMP v3
- Support for SAL 1.8 as voice adjunct (managed node)
- Support for Communication Manager 6.0 duplex configuration
- Support for use of Authentication File System (AFS) with AES encryption for ASG Authentication

---

## What's new for Integrated Management Database

Avaya Integrated Management Database Release 6.0 introduces the following enhancements:

- Support for the following platforms running Avaya Aura™ Communication Manager 6.0:
  - VCM on S8510 server
  - VCM on S8300D server
  - VCM on S8800 server
- Support for SNMP v3
- Support for SAL 1.8 as voice adjunct (managed node)

---

## What's new for MultiSite Administration

Avaya MultiSite Administration Release 6.0 introduces the following enhancements:

- Support for the following Avaya Aura™ Communication Manager servers:
  - VCM on S8510
  - VCM on S8300D
  - VCM on S8800
- Support for use of Software Duplication Parity with Hardware Duplication for Duplex configuration
- Support for use of Authentication File System (AFS) with AES encryption for ASG Authentication
- Support for Multinational E.164 Extension Prefixes
- Support for Dial Plan Admin Refactoring
- Increase in maximum skills per agent from 60 to 120
- Increase in number of skills to 8000
- Increase in number of Hunt Groups to 8000
- Increase in number of vectors and Policy Routing Table (PRT ) to 8000
- Native support for 1408/1416 Set Types

---

## What's new for Network Management Console with VoIP System View

The Avaya Integrated Management Network Management Release 6.0 introduces the following enhancements in the Network Management Console application.

- Support for Avaya Aura™ Communication Manager Release 6.0.  
Network Management Console supports the following functions on Communication Manager 6.0:
  - Discovery and display of devices in the Device Type view
  - Proper correlation of devices in the VoIP System View
  - Basic administration tasks such as Adding, Deleting, and Modifying devices
  - Network Discovery Wizard
- Support for Avaya Aura™ Communication Manager Release 6.0 on System Platform on the following hardware platforms:

- S85XX
- S8300D
- S88XX (Next Gen)

Network Management Console discovers the Communication Manager instance of Communication Manager running on System Platform and displays it in the Device Type view

- From this release, you do not require a license to continue using Network Management applications. As a result, WebLM is removed from the Network Management 6.0 installation. When WebLM is detected during an upgrade, the system removes it from the Network Management server.
- From this release, Network Management Console discovers the simplex and duplex servers properly. Network Management Console also displays these discovered servers properly in the VoIP System view.
- Improved encryption mechanism to connect to Avaya Aura™ Communication Manager

Currently, Network Management applications use the DES (Data Encryption Standard) encryption mechanism for ASG challenge and response used to connect to Communication Manager. From this release, all Network Management applications that connect to Communication Manager also support the use of ASG challenge and response with AES (Advanced Encryption Standard) encryption.

As both DES and AES encryptions are supported, the application determines the encryption method to use based on the length of the challenge string

- Network Management Console polls the alarm MIB on the G860 and provides the most up-to-date and accurate information about the alarms. This enhancement has been included because the traps sent by the G860 are not reliable.
- Network Management Console can connect to a Communication Manager device using SSH. You can right-click the device listed in the View, and select SSH. You can also launch SSH from the Tools menu of Communication Manager.
- Network Management Console discovers and displays the IP500-V2 Control Unit in IP Office mode.
- You can select the family of devices to discover from the **Discovery Types** tab in the **Discovery Options** dialog box. You can select from the following available family of devices:
  - **Communication Manager**
  - **Media Gateways And Switches**
  - **IP Office**
  - **Phone**
  - **Partner Devices**
  - **Others**

- Support for IP Office Release 6.0.

This release provides IP Office 6.0 support in the following:

- Discovery, including VoIP SystemView
- Port Connections
- Secure Access Administration
- Fault Monitoring
- Software Update Manager
- Provisioning and Installation Manager for IP Office
- IP Office System Status
- NM Backup Utility and NM Easy Restore

- Support for IP Office additional SNMP traps.

Network Management Console's Event Manager displays all the new traps supported in the IP Office 6.0 firmware.

- Support for IP Office in the NM Backup and the NM Easy Restore Utility.

This release supports backup and restore of the IP Office related files using the NM Backup and the NM Easy Restore Utility tools. The NM Backup utility also saves the configuration files of Provisioning and Installation Manager for IP Office.

- Support for IP Office Manager 8.0

You can start IP Office Manager 8.0 on an IP Office device to see detailed information not presented in the System View. A new instance of IP Office manager opens each time you start the application from the Network Management Console.

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## What's new for Software Update Manager

Software Update Manager Release 6.0 introduces the following enhancements:

- Software Update Manager does not support the upgrade to system platform. There is no upgrade from the 5.2 release to the 6.0 release. You will only be able to view content in the 6.0 release.
- Supports the 85XX Communication Manager platform.
- Supports the S8800 Communication Manager platform.
- Supports ASG with DES and AES encryption.
- No option to update the licence file or the authentication file. These features are disabled.
- Supports IP500-V2 IP Office device.

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## What's new for Provisioning and Installation Manager for Branch Gateways

Provisioning Installation Manager for Branch Gateways introduces the following enhancement:

Support for Avaya Aura™ Communication Manager Release 6.0.

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## What's new for Provisioning and Installation Manager for IP Office

Provisioning Installation Manager for IP Office introduces the following enhancements:

- Supports IP Office Manager 8.0
- Supports IP500–V2 IP Office device
- Supports IP Office 6.0

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## What's new for Site Administration

Site Administration Release 6.0 introduces the following enhancements.

- System Capacity changes for the addition of Policy Routing Tables and Policy Routing Points
- Support IPv6 for CM connectivity
- Site Administration Release 6.0 supports the following Set types
  - 1408
  - 1416
  - 16CC
- Support for the administration of the Call Unpark and Extended Call Pickup feature button on SIP Stations.
- Increase in Skills per Agent-loginId
- Increase in Hunt Groups on Hunt Group Object
- Increase in Vectors on Vector Object
- Increase in Policy Routing Tables on VDN objects
- VDN field for Hunt Group object
- Redirect to VDN field on Hunt Group object
- Work State Can Be Forced on COR object

- Can Force Work State on COR object
- Location field in station object
- Support Enable Q-SIP on the Trunk-Group object
- Support QSIG Reference Trunk Group on the Trunk Group object
- Support Check Q-SIP per Call on the Trunk Group object
- Near-end Number (Local Host) on the Trunk-Group object
- Far-end Number (Remote Host) on the Trunk-Group object
- SIP Reference Trunk Group on the Trunk-Group object
- Administration of an \* or # in front of a VDN [V1 – V9] or Vector [AZ, AA-ZZ]
- Support for CMM 6.0 using LDAP interface

What's new in this release



# Chapter 3: Avaya Integrated Management Documentation

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## Related documentation

Avaya Integrated Management Release 6.0 documents, organized by offer, are:

- Overview Guides, all offers:
  - Implementing Avaya Integrated Management Release 6.0
  - Avaya Integrated Management Release 6.0 Overview
- Site Administration Offer (formerly Administration Tools offer) (continued)
  - Installation guide and Release notes:
    - Avaya Integrated Management Release 6.0 Site Administration Installation and Upgrade
    - Avaya Integrated Management Site Administration Release 6.0 Release Notes
  - Standalone Help files:

Avaya Integrated Management Release 6.0 Site Administration Standalone Help System
- Performance and Administration Offer (formerly System Management offer) (continued)
  - Installation guide and Release notes:
    - Avaya Integrated Management Release 6.0 Performance and Administration Installation and Upgrade
    - Avaya Integrated Management Performance and Administration Offer release 6.0 Release Notes
  - Configuration Guides:
    - Avaya Integrated Management Release 6.0 MultiSite Administration Configuration
    - Avaya Integrated Management Release 6.0 Avaya Fault and Performance Manager Configuration
    - Avaya Integrated Management Release 6.0 Integrated Management Database Configuration

- Standalone Help files:
  - Avaya Integrated Management Release 6.0 MultiSite Administration Standalone Help System
  - Avaya Integrated Management Release 6.0 Avaya Fault and Performance Manager Standalone Help System
  - Avaya Integrated Management Release 6.0 Avaya Fault and Performance Manager MOs Help
  - Avaya Integrated Management Release 6.0 Integrated Management Database Standalone Help System
- Network Management Offer (formerly Enterprise Network Management offer)
  - Installation guide and Release notes:
    - Avaya Integrated Management Release 6.0 Network Management Installation and Upgrade
    - Avaya Integrated Management Network Management Release 6.0 Release Notes
  - Configuration Guides:
    - Avaya Integrated Management Release 6.0 Network Management Configuration
    - Avaya Integrated Management Release 6.0 Network Management for Avaya Aura™ Communication Manager Branch Configuration
  - Standalone Help files:
    - Avaya Integrated Management Release 6.0 Provisioning and Installation Manager for Gateways Standalone Help System
    - Avaya Integrated Management Release 6.0 Provisioning and Installation Manager for IP Office devices Standalone Help System
    - Avaya Aura™ Communication Manager Branch Release 2.0 Local Manager Standalone Help System
  - Network Management Application User Guides:
    - Avaya Integrated Management Release 6.0 Configuration Backup Restore User Guide
    - Avaya Integrated Management Release 6.0 Network Management Console User Guide
    - Avaya Integrated Management Release 6.0 Software Update Manager User Guide
    - Avaya Integrated Management Release 6.0 Avaya Secure Access Administration User Guide
  - Device Manager User Guides:
    - Avaya Integrated Management C360 Manager User Guide

- Avaya Integrated Management G450/G350/250 Manager User Guide
- Avaya Integrated Management G430 Manager User Guide
- Avaya Integrated Management P330 Manager User Guide



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