

# Implementing Avaya Aura<sup>®</sup> Experience Portal on multiple servers

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# **Chapter 1: Introduction**

# **Purpose**

This document provides information about installing the Avaya Aura® Experience Portal software on two or more dedicated server machines.

## Intended audience

This document is intended for anyone who is involved with installing, configuring, and verifying Avaya Aura<sup>®</sup> Experience Portal in a multiple server environment at a customer site. The audience includes and is not limited to implementation engineers, field technicians, business partners, solution providers, and customers.

# Related resources

### **Documentation**

The following table lists the documents related to Experience Portal. Download the documents from the Avaya Support website at <a href="http://www.avaya.com/support">http://www.avaya.com/support</a>:

Title	Description	Audience
Implementing Avaya Aura® Experience Portal on a single server	Provides procedures and information about installing the Experience Portal software on a single server machine.	Implementation engineers
Deploying Avaya Aura® Experience Portal in an Avaya Customer Experience Virtualized Environment	Provides procedures for deploying the Experience Portal virtual application in the Avaya Customer Experience Virtualized Environment. This document includes installation, configuration, initial administration,	Implementation engineers

Title	Description	Audience
	troubleshooting, and basic maintenance checklists and procedures.	
Troubleshooting Avaya Aura® Experience Portal	Provides general information about troubleshooting and resolving system problems. This document also provides detailed information and procedures for finding and resolving specific problems.	Implementation engineers
Administering Avaya Aura® Experience Portal	Provides general information about and procedures for administering and configuring specific Avaya Aura® Experience Portal functions and features using a web-based interface.	Implementation engineers
Upgrading to Avaya Aura <sup>®</sup> Experience Portal 7.0.1	Describes how to upgrade your Voice Portal or Avaya Aura® Experience Portal system to version 7.0.1.	Implementation engineers

# **Viewing Avaya Mentor videos**

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

### **Procedure**

- To find videos on the Avaya Support website, go to <a href="mailto:support.avaya.com">support.avaya.com</a> and perform one of the following actions:
  - In Search, type Avaya Mentor Videos to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to <a href="www.youtube.com/AvayaMentor">www.youtube.com/AvayaMentor</a> and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

### Note:

Videos are not available for all products.

# **Support**

Go to the Avaya Support website at <a href="http://support.avaya.com">http://support.avaya.com</a> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

# Chapter 2: Avaya provided operating system installation

When you purchase an Avaya provided server offer for Avaya Aura® Experience Portal, Avaya supplies the hardware for each server that is a part of the Experience Portal system. With each server, Avaya may also include one or more additional dual in-line memory module (DIMM) cards and Avaya Secure Access Link (SAL) or the Avaya Access Security Gateway (ASG) solution.

The Avaya Aura® Experience Portal bundled server option includes the following:

- The hardware required for the number of Experience Portal servers.
- The Enterprise Linux installer that is used to install the Avaya Enterprise Linux operating system.
- The Experience Portal software that runs on each EPM and MPP server in the system.
- The Orchestration Designer software.

Orchestration Designer is an Eclipse plug-in tool that provides an integrated GUI for application design and implementation. Use Orchestration Designer to create speech applications that conform to the Experience Portal requirements and recommendations.

### **Related Links**

Preparing to connect to Avaya Enterprise Linux using a crossover Ethernet cable on page 10

To install Avaya Enterprise Linux on a server using a crossover connection from a laptop, you must configure the laptop to establish communication between the laptop and the server.

Installing and configuring Avaya Enterprise Linux on page 12

# Preparing to connect to Avaya Enterprise Linux using a crossover Ethernet cable

To install Avaya Enterprise Linux on a server using a crossover connection from a laptop, you must configure the laptop to establish communication between the laptop and the server.

### Before you begin

- Install the Avaya provided hardware on the server.
- Install additional DIMM cards on the server.

- Ensure that eth1, which is also called port 2, is available for use when you connect to the server using a crossover network cable.
- Obtain the following equipment for the remote connection:
  - Telnet client and secure shell (SSH) client programs installed on the laptop.



PuTTY is a popular, free program that can function as both a Telnet client and as an SSH client.

- A crossover Ethernet or a CAT5 network cable that connects the laptop to the Services port on the server, eth1.

### About this task

Use the procedure to prepare the laptop to connect to Avaya Enterprise Linux using a crossover Ethernet cable.

### Procedure

1. Connect a crossover Ethernet (or CAT5) network cable from the laptop to the temporary services port eth1.



### Note:

The eth1 port is also called port 2.

2. Configure the laptop with the following settings:

```
ipaddress=192.11.13.5
netmask=255.255.255.252
gateway=192.11.13.4
```

- 3. Verify link connectivity between the system and the server.
  - a. At the command line prompt, enter the ping 192.11.13.6 command.
  - b. Check the LED on the temporary Services port and the LED on the network card of the laptop.

The LED light flashes green when the link is connected.

- c. The screen displays the response from the server that shows that the server is operational.
- 4. Insert the Enterprise Linux Installer software into a DVD drive on the Experience Portal
- 5. Reboot the server so that the server starts from the Avaya Enterprise Linux Installer software.

### Next steps

Install or upgrade Avaya Enterprise Linux.

### **Related Links**

Avaya provided operating system installation on page 10

# Installing and configuring Avaya Enterprise Linux

### Before you begin

- Install the Avaya provided hardware at the customer site.
- Connect a keyboard and a monitor to the server if you install Avaya Enterprise Linux using a direct connection.
- Configure the laptop if you use a crossover Ethernet connection. For more information, see Preparing to connect to Avaya Enterprise Linux using a crossover Ethernet cable on page 10.
- Complete the installation worksheet to answer the questions raised during the installation.

### Important:

When you install Avaya Enterprise Linux on a server, the system erases existing data from the server. If required, back up the existing data before you install Avaya Enterprise Linux.

### **Procedure**

- 1. Insert the Enterprise Linux Installer DVD into the DVD drive.
- 2. Reboot the server so that the server boots from the Enterprise Linux Installer software.
- 3. If you install from the console:

In the Avaya Enterprise Linux installer Welcome screen, type 1 and press Enter at the boot prompt to select the **Fresh Install** option.

# Important:

You must enter your selection in the Welcome screen within 60 seconds. Otherwise, the installer runs a search function to locate an Ethernet crossover connection on the eth1 interface.

The system displays the file transfer message, and then the Warning screen.

- 4. If you install on a laptop through a crossover Ethernet connection to eth1:
  - a. On a command line, enter the ping -t 192.11.13.6 command to determine when the server completes the reboot.
  - b. After the screen displays the response from the server, type Ctrl+C to stop the ping command.
  - c. Open a Telnet client, such as PuTTY, and connect to the IP address 192.11.13.6.

# Note:

The default client is SSH. Ensure that you select telnet.

# Important:

Initiate the telnet session within 5 minutes of the server responding to the ping command. If you do not initiate the telnet session, the installer ejects the DVD and reboots the server.

### Note:

To use the Windows command telnet as the telnet client:

- Enter the telnet command.
- b. At the Microsoft Telnet> prompt, enter the set term vt100 command.
- c. At the Microsoft Telnet> prompt, enter the open 192.11.13.6 command.

**Note**: When using telnet connection, the install screen might not display the information clearly.

The system displays the file transfer message and then the Warning screen.

5. On the Warning screen, type Yes and press Enter to continue with the installation.

### Note:

Instead of displaying the Warning screen, the system might display the **No Disks** found! /dev/sda missing error. To resolve this error, type n and press Enter at the **Eject CD/DVD before rebooting** prompt.

The system displays the Network-related information screen.

- 6. Enter the following details on the Network-related information screen:
  - **Hostname or FQDN**: Type the hostname of the server.
  - IP Address (eth0): Type a static IP address of the server.
  - SubNetmask: Type the subnet mask of the server.
  - Gateway: Type the IP address of the gateway.
  - **DNS Domain**: Type the domain name of the server.
  - **DNS Server 1**: Type the IP address of the first DNS server.
  - **DNS Server 2**: Type the IP address of the second DNS server.
  - **DNS Server 3**: Type the IP address of the third DNS server.
- 7. Press Enter.

The system displays the network related information that you have entered.

8. Type Yes and press Enter to confirm the network related information.

The system displays the Time Zone selection screen.

9. Type the required option and press Enter to select a region.

The system displays the list of corresponding time zones.

10. Type the required option and press Enter to select a time zone.

The system displays the time zone information that you have specified.

11. Type c and press Enter to confirm the details.

The system displays the Date and Time screen.

- 12. Specify the date details:
  - · day of month
  - month
  - year
- 13. Specify the time details:
  - hours
    - ₩ Note:

Type the hour in 24 hour format.

- minutes
- 14. Press Enter.

The system displays the Date and Time the that you have specified.

15. Type yes and press **Enter** to confirm the date and time information.

The system displays the NTP Configuration screen.

- 16. On the NTP Configuration screen, enter the following details:
  - NTP server 1: Type the IP address of the first NTP server.
  - NTP server 2: Type the IP address of the second NTP server.
  - NTP server 3: Type the IP address of the third NTP server.
  - Note:

You can leave all the NTP server addresses blank as the Experience Portal system automatically configures NTP on all servers, other than the primary EPM, to synchronize with the primary EPM.

17. Press Enter.

The system displays the NTP information that you have specified.

18. Type yes and press **Enter** to confirm the NTP details.

The system erases all existing data, and installs Avaya Enterprise Linux. When the installation is complete, the system ejects the DVD and reboots the server.

# Important:

Once the server reboots, you can no longer access the server remotely through telnet. You must use an SSH client, such as PuTTY.

PuTTY can function as an SSH client as well as a telnet client.

19. Remove the Avaya Enterprise Linux DVD from the DVD drive.

The installation is complete.

20. (Optional) Log in to Linux on the Experience Portal server after the server reboots.

The Enterprise Linux Installer creates the following accounts:

User name	Group	Purpose	
sroot	root	Avaya Services root access	
craft	susers	Avaya Services non-root access	
cust	susers	Customer non-root access	
		Note:	
		To enable this account, set your password as mentioned in the next step.	
root	root	Customer root access	
		Note:	
		To enable this account, set your password as mentioned in the next step.	

### Note:

- The root login is disabled after the installation of Avaya Enterprise Linux. If you need the password for the sroot or the craft account, contact Avaya Services.
- You cannot log in directly as a root user except through the console. Log in as a non-root user and switch to a root account using the su command.
- If you install from the console, log in to the local Linux console as sroot.
- If you install through a crossover Ethernet connection to eth1:
  - Use a secure shell (SSH) client, such as PuTTY, to open an SSH connection to the 192.11.13.6 IP address.
  - Log in to Linux as craft and enter the su sroot command to change to the user sroot.
- 21. **(Optional)** For security reasons, change the passwords of the two Linux customer-related accounts created during the installation.

# Note:

If this procedure is performed by an Avaya Services representative, you should either have the customer enter the new passwords, or enter default passwords. If you enter default passwords, share the passwords with the customers and request the customers to change the passwords immediately.

- a. Enter the passwd root command.
- b. Type the password and press Enter.
- c. Confirm the password at the prompt.
- d. Enter the passwd cust command.
- e. Type the password and press Enter.
- f. Confirm the password at the prompt.

### **Next steps**

After you install Avaya Enterprise Linux, you can:

- Perform the software installation prerequisite tasks on this server.
- Install Avaya Enterprise Linux on another Avaya-provided server by repeating this procedure.
- Install the Experience Portal software.

### **Related Links**

Avaya provided operating system installation on page 10

# **Chapter 3: Customer provided operating** system installation

When you purchase the Avaya Aura® Experience Portal software-only offer, you are responsible for obtaining and installing Release 6.5 64 bit or later. In addition, the Red Hat Enterprise Linux Server 6.5 64 bit that you install must:

- · Run in 64-bit mode.
- Include the bash package.



### Note:

To install the mod nss package in the Servers/ Web Servers directory, configure the package to use an alternate port and not use any of the following reserved Experience Portal ports: 80, 443, 8005, 8009, 8080, 8443, and 9443.

For details about obtaining Red Hat Enterprise Linux Server 6.5 64 bit, see the Red Hat website, http://www.redhat.com.

For hardware requirements, see Avaya Aura® Experience Portal Overview and Specification.

If you have already installed Red Hat Enterprise Linux Server 6.5 64 bit and want to verify that you have the correct RPM versions, see Identifying RPM issues on page 94.



### Note:

Before installing Red Hat Enterprise Linux Server 6.5 64 bit for the software-only offer, you must install and integrate all the new hardware into the system.

### **Related Links**

Installing Red Hat Enterprise Linux Server on page 17

# **Installing Red Hat Enterprise Linux Server**

### Before you begin

Complete the Installation worksheet to answer the questions raised during the installation:

### About this task

The default values provided for the Red Hat Enterprise Linux Server installation are suitable from an Experience Portal perspective. However, there are instances where you must select values other

than the default. The following steps are guidelines to installing Red Hat Enterprise Linux Server and provide instructions for instances when the default values are not suitable for Experience Portal.

### **Procedure**

1. Reboot the server so that it boots from the media of a supported version of Red Hat Enterprise Linux Server.

The system displays the **Welcome to Red Hat Enterprise Linux** screen.

- 2. Select the **Install or upgrade an existing system** option.
- 3. Select **English** as the language to use during the installation process.
- 4. Select the U.S. English keyboard option.
- 5. Select **Basic Storage Devices** to install Red Hat Enterprise Linux Server.
- 6. Select the Fresh Installation option.
- 7. Enter a hostname for the system.
- 8. To configure the network:
  - a. Ensure that eth0, the main Ethernet interface, is enabled.
  - b. Select **Connect automatically** to start the connection automatically when the system boots.
  - c. On the **IPv4 Settings** tab, configure the following settings using the values specified on the installation worksheet:
    - · Static IP address
    - Netmask
    - Gateway
    - DNS servers
    - · Search domains
- 9. Enter the applicable timezone.
- 10. Enter the root password. Ensure that you enter the value that you have specified in the installation worksheet.
- 11. Select the **Use All Space** option on the partitioning screen.
- 12. Select **Basic Server** as the installation type as **Basic Server** is the recommended option.
- 13. (Optional) Select the Customize now option on the screen to customize the installation.
  - Note:

To include Red Hat Enterprise Linux Server languages other than English, press the **Customize now** button and install the languages.

- 14. Complete the installation and reboot the system.
- 15. After the system reboots, complete the post-installation configuration procedures.
  - a. Set the system clock.

b. Create a non-root account. Ensure that you use the value that you have specified in the installation worksheet.

### Note:

After the Experience Portal software is installed, use a non-root account to log in and then change to root account by using the su command.

- c. Disable the firewall.
- d. Disable SELinux.
- 16. Configure Avaya Secure Access Link (SAL) or the Avaya Access Security Gateway (ASG) solution if you have purchased a maintenance agreement with Avaya services, and the server is the Primary EPM server.

### **Next steps**

After you install Red Hat Enterprise Linux Server:

- Perform the software installation prerequisite tasks on this server.
- Install Red Hat Enterprise Linux Server on another customer provided server by repeating this procedure.

### **Related Links**

<u>Customer provided operating system installation</u> on page 17

# Chapter 4: Experience Portal software installation prerequisites

# Software installation prerequisites overview

Complete these tasks before you install the Avaya Aura® Experience Portal software on the server.

~	Description	
	Make sure that the hard drive is partitioned properly in order to create sufficient space for Experience Portal software installation. For more information, see <i>Partition requirements for hard drive</i> in <i>Administering Avaya Aura</i> ® <i>Experience Portal</i> .	
	Ensure that you have access to the Avaya Aura® Experience Portal site-specific licensing information from Avaya. Make sure that you have access to the Avaya Aura® Experience Portal site-specific licensing information from Avaya, as described in the <i>License Requirements</i> topic in <i>Upgrading to Avaya Aura® Experience Portal 7.0</i> .	
	Verify that you can access all of the target systems using at least one of the following methods:	
	• A computer on the customer's network that has an SSH client to reach the target system	
	A keyboard, monitor, and mouse, attached directly to the target system	
	<ul> <li> A cross-over cable that connects a second computer that has a keyboard, monitor, mouse, and an SSH client.</li> </ul>	
	Disable any firewall or anti-virus software on the target systems.	
	Check to see if there are any Experience Portal patches available on the Avaya online support visite, <a href="http://support.avaya.com">http://support.avaya.com</a> . If there are, download those patches before you begin the installation.	
	Verify that all servers are running the correct version of Avaya Enterprise Linux or Red Hat Enterprise Linux as described in Verifying the Linux version number on page 21.	
	Verify that all servers can communicate with one another as described in <u>Verifying server</u> <u>communication worksheet</u> on page 22.	
	Make sure that none of the mount points are stale or hung. For details, see Checking for stale or hung mount points on page 28.	
	Verify that the time is synchronized between all the Experience Portal servers. For details, see Verifying server time synchronization on page 29.	

~	Description	
	Important:	
	If the time is not properly synchronized between the EPM and MPP servers, the upgrade process could hang.	
	To connect your Experience Portal system to an external Oracle database, you must first obtain the JDBC driver from Oracle. For details, see <a href="Installing Oracle JDBC driver">Installing Oracle JDBC driver</a> on page 30.	

# Verifying the Linux version number

### **Procedure**

- 1. On the Experience Portal server, log in to Linux as any user.
- 2. If you are using:
  - Avaya Enterprise Linux, enter the swversion command.

The result should state that it is version RH6.5.64-AV01EP7FP1 or later. If this version is not correct, contact Avaya technical support.

• Red Hat Enterprise Linux, enter the cat /etc/issue command.

The result should be Release 6.5 64 bit or later. If you have an earlier version of Red Hat, you must update the system.



If you are not sure which operating system a server is using, enter the swversion command. If the command returns information about your operating system, the server is running Avaya Enterprise Linux.

3. If you are using Red Hat Enterprise Linux, enter the rpm -aq | grep redhat-release command to ensure that the Linux build version is correct.

The result should state that it is build redhat-release-server-6Server-6.5.0.1.el6.x86\_64. If this build is not correct, please obtain the latest 6.4 build from Red Hat.

# Verifying server communication worksheet

Complete these tasks to ensure that all Experience Portal servers can communicate with each other and with all external servers.

~	Description
	Verify that the primary EPM server can communicate with all servers as described in <u>Verifying</u> communication between the primary EPM server and all other servers on page 22.
	Verify that the MPP servers can communicate with all servers as described in <u>Verifying</u> communication between the primary <u>EPM</u> server and all other servers on page 22.
	If you plan to configure an EPM server, verify that the EPM server can communicate with all servers as described in Optional: Verifying communication between the auxiliary EPM server and all other servers on page 26.

### Related Links

<u>Verifying communication between the primary EPM server and all other servers</u> on page 22 <u>Verifying communication between the MPP servers and all other servers</u> on page 24 <u>Optional: Verifying communication between the auxiliary EPM server and all other servers</u> on page 26

Manually mapping hostnames to connect the primary EPM with other servers on page 27

# Verifying communication between the primary EPM server and all other servers

### About this task

The planned primary EPM server must have a static IP address and hostname, and it must be able to communicate with all other Experience Portal servers using either:

- A Domain Name Server (DNS) to translate hostnames to their corresponding IP addresses
- The /etc/hosts file to map the IP addresses and hostnames

# Important:

If the servers cannot communicate with one another, you will encounter installation errors and be forced to rerun the installation.

In addition, the primary EPM server must also be able to communicate with all external servers such as the PBX, application servers, speech servers, and the Communication Manager.

### **Procedure**

- 1. Log in to Linux on the Experience Portal Primary EPM server.
- 2. Verify the primary EPM server's IP address and hostname:
  - a. Enter the hostname -i command.

This command can return more than one IP address including 127.0.0.1. The IP address of the EPM server is the address other than 127.0.0.1. If this check fails, you must manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.

b. Enter the hostname -s command.

This command should return the server's hostname and not localhost. If this check fails, you need to manually map the hostnames as described in <a href="Manually mapping">Manually mapping</a> hostnames to connect the primary EPM with other servers on page 27.

- 3. Verify that the primary EPM server can communicate with all MPP servers:

  - b. Wait for the system to respond with the contact information.
  - c. If either of this check fails, you need to manually map the hostnames as described in <u>Manually mapping hostnames to connect the primary EPM with other servers</u> on page 27.
  - d. If your Experience Portal system contains more than one MPP server, repeat this step for each of the MPP servers.
- 4. If this system has an auxiliary EPM server, verify that the primary EPM server can communicate with the auxiliary EPM server by hostname or IP address:
  - a. Enter the ping -c 4 <auxiliary\_epm\_hostname> command, where: <auxiliary\_epm\_hostname> is the hostname of the auxiliary EPM server.
  - b. Wait for the system to respond with the contact information.
  - c. If this check fails, enter the ping -c 4 <auxiliary\_epm\_ipaddress> command,
     where:

<auxiliary epm ipaddress> is the IP address of the auxiliary EPM server.

- d. Wait for the system to respond with the contact information.
- e. If both of these checks fail, you need to manually map the hostnames.
- 5. Verify that the primary EPM server can communicate with the external servers by hostname or IP address:
  - a. Enter the ping -c 4 <server hostname> command, where:

<server\_hostname> is the hostname of the one of the following external components
attached to your Experience Portal system:

- A PBX server.
- · An application server.
- A speech server.
- · Communication Manager.

- · Avaya SIP Enablement Services.
- b. Wait for the system to respond with the contact information.
- c. If this check fails, enter the ping -c 4 <server\_ipaddress> command, where: <server\_ipaddress> is the IP address of the server whose hostname you specified in the previous ping command.
- d. Wait for the system to respond with the contact information.
- e. If both of these checks fail, you need to manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.
- f. Repeat this procedure for each external server in your Experience Portal system.

### **Related Links**

Verifying server communication worksheet on page 22

Complete these tasks to ensure that all Experience Portal servers can communicate with each other and with all external servers.

# Verifying communication between the MPP servers and all other servers

### About this task

All planned Experience Portal servers must be able to communicate with each other using either:

- A Domain Name Server (DNS) to translate hostnames to their corresponding IP addresses
- The /etc/hosts file to map the IP addresses and hostnames

# Important:

If the servers cannot communicate with one another, you will encounter installation errors and be forced to rerun the installation.

In addition, the servers must also be able to communicate with all external servers such as the PBX, application servers, speech servers, and the Communication Manager.

### **Procedure**

- 1. Log in to Linux on the Experience Portal MPP server.
- 2. Verify that the MPP server can communicate with the EPM server by hostname or IP address:
  - a. Enter the ping -c 4 <epm\_hostname> command, where: <epm hostname> is the hostname of the EPM server.
  - b. Wait for the system to respond with the contact information.
  - c. If this check fails, enter the ping -c 4 <epm ipaddress> command, where:

- <epm\_ipaddress> is the IP address of the EPM server.
- d. Wait for the system to respond with the contact information.
- e. If both of these checks fail, you need to manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.
- f. If your Experience Portal system contains an auxiliary EPM server, repeat this step for the auxiliary EPM server.
- Verify that the MPP server can communicate with the external servers by hostname or IP address:
  - a. Enter the ping -c 4 <server\_hostname> command, where:

<server\_hostname> is the hostname of the one of the following external components
attached to your Experience Portal system:

- · A PBX server.
- An application server.
- · A speech server.
- Communication Manager.
- Avaya SIP Enablement Services.
- b. Wait for the system to respond with the contact information.
- c. If this check fails, enter the ping -c 4 <server\_ipaddress> command, where: <server\_ipaddress> is the IP address of the server whose hostname you specified in the previous ping command.
- d. Wait for the system to respond with the contact information.
- e. If both of these checks fail, you need to manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.
- f. Repeat this procedure for each external server in your Experience Portal system.
- 4. If you have additional MPP servers in your Experience Portal system, repeat this procedure for each MPP server.

### **Related Links**

Verifying server communication worksheet on page 22

Complete these tasks to ensure that all Experience Portal servers can communicate with each other and with all external servers

# Optional: Verifying communication between the auxiliary EPM server and all other servers

### About this task

All planned Experience Portal servers must be able to communicate with each other using either:

- A Domain Name Server (DNS) to translate hostnames to their corresponding IP addresses
- The /etc/hosts file to map the IP addresses and hostnames

# Important:

If the servers cannot communicate with one another, you will encounter installation errors and be forced to rerun the installation.

In addition, the EPM server must also be able to communicate with all external servers such as the PBX, application servers, speech servers, and the Communication Manager.

### **Procedure**

- 1. Log in to Linux on the Auxiliary EPM server.
- 2. Verify that the auxiliary EPM server can communicate with all MPP servers:
  - a. Enter the ping -c 4 <mpp\_hostname> command, where:
     <mpp hostname> is the hostname of the MPP server you are testing.
  - b. Wait for the system to respond with the contact information.
  - c. If either of this check fails, you need to manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.
  - d. If your Experience Portal system contains more than one MPP server, repeat this step for each of the MPP servers.
- 3. Verify that the auxiliary EPM server can communicate with the external servers:
  - a. Enter the ping -c 4 <server hostname> command, where:

<server\_hostname> is the hostname of the one of the following external components
attached to your Experience Portal system:

- A PBX server.
- An application server.
- · A speech server.
- Communication Manager.
- Avaya SIP Enablement Services.

- b. Wait for the system to respond with the contact information.
- c. If this check fails, enter the ping -c 4 <server\_ipaddress> command, where: <server\_ipaddress> is the IP address of the server whose hostname you specified in the previous ping command.
- d. Wait for the system to respond with the contact information.
- e. If both of these checks fail, you need to manually map the hostnames as described in Manually mapping hostnames to connect the primary EPM with other servers on page 27.
- f. Repeat this procedure for each external server in your Experience Portal system.

### **Related Links**

<u>Verifying server communication worksheet</u> on page 22

Complete these tasks to ensure that all Experience Portal servers can communicate with each other and with all external servers.

# Manually mapping hostnames to connect the primary EPM with other servers

### About this task

To manually map hostnames to IP addresses without a DNS, you need to edit the /etc/hosts file on the planned primary EPM server so that it includes an entry for each of the servers in the Experience Portal system.

### **Procedure**

- 1. Log into Linux on the planned primary EPM server.
- 2. Back up the original file prior to editing it by entering the cp /etc/hosts /etc/hosts.bak command.
- 3. With the ASCII text editor of your choice, open the /etc/hosts file.
- 4. Make sure that the first line contains 127.0.0.1 localhost localhost.localdomain, with the IP address and hostnames separated by spaces or tabs.
- 5. Create a new line for each server in the Experience Portal system using the format IP\_address hostname1 hostname2... where:

IP\_address is the IP address of a server in the Experience Portal system and hostname1 hostname2... is one or more hostnames, separated by tabs or spaces, to associate with the IP address.

You should have one entry for each of the following components used in your Experience Portal system:

· All MPP servers.

- The auxiliary EPM server, if one is planned for this Experience Portal system.
- All PBX servers.
- All application servers.
- All speech servers.
- · Communication Manager.
- Avaya SIP Enablement Services.
- Save and close the file.

### Example

The following shows a properly-formatted /etc/hosts file with two MPP servers:

```
127.0.0.1 localhost localhost.localdomain #Required first line
123.123.123.122 epm_server_hostname #Primary EPM server IP address
and hostname
123.123.123.123 first_mpp.domainname.com first_MPP #First MPP server
123.123.123.123 second_mpp.domainname.com second_MPP #Second MPP server
```

### **Related Links**

Verifying server communication worksheet on page 22

Complete these tasks to ensure that all Experience Portal servers can communicate with each other and with all external servers.

# Checking for stale or hung mount points

If you have file systems saved on the Experience Portal servers, check if the mounts points are stale or hung. Stale or hung mount points can cause RPM installations to not respond while installing the Experience Portal software.

### About this task

Use this procedure to check for stale or hung mount points on the Experience Portal servers.

### **Procedure**

- 1. On the Experience Portal server, log in to Linux as any user.
- 2. Enter the df command.

If the server:

- Responds to the command, the mount points are working.
- Does not respond to the command, then a mount point is stale or is not responding.
  - Note:

Run the umount command to unmount any stale or hung mount points.

# Verifying server time synchronization

### About this task

If you plan to install the EPM and MPP software on separate servers, ensure that the time is synchronized across the servers. Experience Portal automatically configures the Network Time Protocol (NTP) software that synchronizes the servers. Ensure the following:

- The time synchronization is relatively close before you install or upgrade the Experience Portal software. Otherwise the installation process may not complete successfully.
- If there is a difference in the time, the time on all planned MPP servers must lag behind that of the planned EPM server. The NTP software has to set the time on the MPP servers ahead by a small amount instead of trying to adjust the time backward.

### Note:

Experience Portal only requires that the EPM and MPP servers are synchronized. However, you must also synchronize all servers that Experience Portal connects to. including the application server, any speech servers, and the PBX. For more information, see External time sources on page 81.

### **Procedure**

- 1. On each Experience Portal server, in the same time frame, run the date command.
- 2. Verify that all Experience Portal servers report the time within a few seconds of each server response. If there is a time difference, verify that the planned MPP servers lag behind the planned EPM server.
  - For example, an MPP server time of 2:10:00 and a EPM server time of 2:10:03 is acceptable.
- 3. If one or more servers differ by more than a few seconds, set the appropriate date and time by running the date MMDDhhmmYY.ss command, where MMDDhhmmYY.ss is the two-digit month, day, hour, minute, year, and seconds you want to set based on the 24-hour clock.
  - For example, to set the date to 2:15:35 p.m. on March 31, 2008, you must enter date 0331141508.35.

# Time Synchronization between the external database and EPM servers

If you connect an Experience Portal system to an external database, you must synchronize the time so that the time is the same across all servers. While Experience Portal only requires that the EPM and media server time be synchronized, make sure that you also synchronize all of the servers that Experience Portal connects to. For more information, see the External time sources topic in the Implementing Avaya Aura® Experience Portal on multiple servers guide.

# Installing the Oracle JDBC driver

### Before you begin

To connect your Experience Portal system to an external Oracle database, you must first obtain the JDBC driver from Oracle. The Oracle JDBC driver is not shipped with Experience Portal.

Download the Oracle JDBC driver from <a href="http://www.oracle.com/technetwork/database/enterprise-edition/jdbc-112010-090769.html">http://www.oracle.com/technetwork/database/enterprise-edition/jdbc-112010-090769.html</a>. From section **Oracle Database 11g Release 2 (11.2.0.3) JDBC Drivers**, download files ojdbc6.jar and orai18n.jar.

# **!** Important:

Web browsers might change the file extension of the files to .zip when the files are downloaded. Rename the files to ojdbc6.jar and orai18n.jar.

### About this task

To have the Oracle JDBC driver installed by the Experience Portal install program, perform the following steps after you install or upgrade Linux. It is recommended that you perform the procedure before you install or upgrade Experience Portal.

The procedure also provides information about how to install the Oracle JDBC driver after you install or upgrade Experience Portal.

### **Procedure**

- 1. Log in to Linux on the Primary Experience Portal server as a root user.
- 2. Run the mkdir ~/OracleJDBC command to create the ~/OracleJDBC folder.
- 3. Copy the ojdbc6.jar and orai18n.jar driver files to the ~/OracleJDBC folder.

# **!** Important:

Do not delete the Oracle JDBC driver files from the ~/OracleJDBC directory after you install or upgrade Experience Portal. You will need the files if you reinstall or upgrade Experience Portal.

- 4. If you install the Oracle JDBC driver after you install or upgrade the Experience Portal server, you must do the following:
  - a. Run the /sbin/service vpms stop command to stop the vpms service.
  - b. Run the cd \$AVAYA\_HOME/Support/Database command to navigate to the appropriate directory.
  - c. Run the bash InstallOracleJDBC.sh command to install the JDBC driver.

# Important:

Run the InstallOracleJDBC.sh command only after you download the Oracle driver in the ~/OracleJDBC directory on the server.

- d. Run the /sbin/service vpms start command to start the vpms service.
- 5. Repeat the procedure on each Auxiliary Experience Portal server.

# Chapter 5: Installing the EPM and MPP software on different servers

# Installing the EPM software on the primary EPM server

All Avaya Aura<sup>®</sup> Experience Portal systems require a primary EPM server running the Experience Portal Manager (EPM) software.

### Before you begin

- Complete the <u>Primary EPM server installation worksheet</u> on page 110 and have it available to help answer the questions raised during the installation.
- Before you install the software, read the Experience Portal release notes on the Experience Portal installation DVD under <code>Documentation</code>. These release notes contain information about the product that is not included in the formal documentation set.
- Download any patches for Avaya Aura<sup>®</sup> Experience Portal Release 7.0.1 from the Avaya Support Web site at http://support.avaya.com.
- Ensure that you have the Experience Portal installation DVD that is shipped with the Experience Portal product or that you know where on the network the Experience Portal installation files reside.

### **Procedure**

1. Log into the server on which you want to install the primary EPM software.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

2. Insert the Avaya Aura® Experience Portal 7.0.1 software installation DVD into the DVD drive of the server.



These instructions assume that you are going to access the Experience Portal installation DVD by mounting the appropriate DVD drive on the target system. If you

want to access the installation DVD files from a shared network directory or a local directory, you can copy the files from the Experience Portal installation DVD to that directory. However, that directory must be readable by all users on the system. If the directory is only readable by the root or sroot user, the installation script will encounter errors and will not complete successfully.

- 3. Mount the Avaya Aura® Experience Portal 7.0.x software installation DVD. The mount command depends on the server's hardware and operating system.
  - If you are working with Avaya Enterprise Linux, mount the DVD by entering the mount /mnt/cdrom command, where /mnt/cdrom is the mount point typically associated with the DVD drive in the fstab file.
  - If you are working with a supported version of Red Hat Enterprise Linux Server, to mount the DVD:
    - Run the mkdir /media/cdrom command.
      - Note:

This command is required only if the /media/cdrom mount point does not exist.

- Run the mount /dev/cdrom /media/cdrom command.

# **Marning:**

When Red Hat Enterprise Linux Server automatically mounts the DVD, the files on the DVD are not executable. You must manually mount the Experience Portal installation DVD using the commands shown above.

If the mount commands shown above do not work, consult your server documentation for the appropriate mount command.

- 4. Change to the mount point directory.
- 5. Enter the bash installvp command and press Enter to start the installation script. The system displays the message For the Experience Portal installer to run, 32-bit glibc must be installed.
- 6. Type Y or press Enter to proceed with the 32-bit glibc installation.
- 7. On the Installation Destination screen, if you want to:
  - Use the default /opt/Avaya/ExperiencePortal installation directory, press Enter.
  - Change the directory, type the new installation directory name and press Enter to change the displayed directory.

Specify an absolute directory path containing only standard English alphanumeric characters and the symbols / (forward slash), \_ (underscore), - (hyphen),  $\sim$  (tilde), or . (period).

### **Important:**

When choosing installation options, wait for the next prompt before pressing a key. The installation stores your key presses in a buffer and enters all the key presses after the current processing completes. For example, if you press the <code>Enter</code> key repeatedly while the system is performing its prerequisite checks, you might unintentionally skip options you want to change. Use the **Previous** option on any screen to go back and change your earlier choices.

- 8. Press Enter to move to the next screen.
- 9. On the Experience Portal Feature Selection screen, press Enter to accept the default installation options of **EPM** and **Documentation**.
- 10. Press Enter to move to the next screen.
- 11. On the Version Confirmation screen, verify that:
  - The **Install Type** says **Full Install** for all selected features.
  - The **New Version** column indicates that you are installing release 7.0.1.
- 12. Press Enter to move to the next screen.
- 13. Read through the end user license agreement.
- 14. On the final End User License Agreement page, type 1 and press Enter to select option 1 I accept the terms of the license agreement.

The screen refreshes with 1 - I accept the terms of the license agreement as the selected option.

- 15. Press Enter to accept the agreement.
- 16. Press Enter to move to the next screen.

Experience Portal automatically starts the Prerequisite Checker, which analyzes your system's hardware and operating system configuration.

17. After the configuration analysis is complete, the Prerequisite Checker displays a message stating whether all prerequisite checks passed followed by the first Prerequisite Status page. Press Enter to view the rest of the Prerequisite Status pages.

If any of the prerequisite installation fails, examine the Prerequisite Status pages carefully to determine which checks failed. You must correct these issues before you can continue with this procedure.

18. When all prerequisite checks pass, press Enter to move to the next screen.

Experience Portal automatically starts the Prerequisite Installer, which attempts to install the required software on the Experience Portal server.

19. After the Prerequisite Installer completes installing the required software, the installer displays the Installation Status pages. Press Enter to view the rest of the Installation Status pages.

If any prerequisite installations fail, examine the Installation Status pages carefully to determine which installations failed. You must correct these issues before you can continue with this procedure.

- 20. When all prerequisites are successfully installed, press Enter to move to the next screen.
- 21. On the EPM Type screen, press Enter to accept the default option 1 Primary EPM.
- 22. Press Enter to move to the next screen.
- 23. On the EPM Administrator screen:
  - a. Type the name you want to use for a EPM user account that will have access to all Experience Portal management functions and press Enter.

The Experience Portal administrator uses this account to log in to the EPM Web interface to administer the Experience Portal system. The account is assigned the Administration user role as well as the Auditor and User Manager user roles. For details about User Roles, see *Administering Avaya Aura® Experience Portal* on <a href="http://support.avaya.com">http://support.avaya.com</a>.

b. Type the password for this account and press Enter.

### Note:

All passwords you enter during the installation must:

- · Be at least eight characters in length.
- Contain at least one alphabetic character and one digit.
- Not be the same as the associated user name.
- c. To confirm the password, type the password again and press <code>Enter.</code>
- 24. Press Enter to move to the next screen.
- 25. You can create a PostgreSQL database user account that can read the report data in the Experience Portal database. If you:
  - Want to create the report reader database account:
    - a. Type 1 and press Enter.
    - b. Press Enter to confirm your selection.
    - c. To use the account name in square brackets ([]), press Enter at the installation prompt. Otherwise, type a unique user name for the account and press Enter.
    - d. Type a password for the account and press Enter.
    - e. Confirm the password by typing the password again and press Enter.
  - Do not want to create the report reader account:
    - a. Verify that option 2 No is selected. If it is not selected, type 2 and press Enter.
    - b. Press Enter to confirm your selection.

### Note:

This user account can only read those tables in the Experience Portal database that store report data. Speech application developers can use this account to log in to the database to create custom reports using any SQL-enabled report generation tool.

- 26. Press Enter to move to the next screen.
- 27. On the Database Login for Auxiliary EPM screen, you can specify whether you want to create a PostgreSQL user account for the optional Auxiliary EPM server.

This account allows each Auxiliary EPM server limited access to the main Experience Portal database, and it is required if you plan to configure an Auxiliary EPM server.

- If you want to create the Auxiliary EPM login account:
  - a. Type 1 and press Enter.
  - b. Press Enter to confirm your selection.
  - c. Type the password for this account and press Enter.
  - d. Confirm the password by typing it again and pressing Enter.
- If you do not want to create the Auxiliary EPM account:
  - a. Verify that option 2 No is selected. If it is not selected, type 2 and press Enter.
  - b. Press Enter to confirm your selection.
- 28. Press Enter to move to the next screen.
- 29. On the Product ID screen, type the Product ID created with the Automatic Registration Tool (ART) for this Experience Portal system and press Enter.

The notification feature uses the Product ID to generate SNMP traps. SNMP traps are unsolicited notifications of significant events from an SNMP agent to an SNMP manager. The SNMP agent resides on a managed network device.

- 30. Press Enter to move to the next screen.
- 31. Experience Portal uses the ssl protocol to establish a secure connection between its servers. This connection requires a security certificate that can be created by Experience Portal or purchased from a third-party company. On the Security Certificate screen:
  - If you want Experience Portal to create a security certificate:
    - a. Verify that option 1 Create a new certificate for this server is selected. If not, type 1 and press Enter.
    - b. Press Enter to confirm that selection.

# Note:

The Experience Portal installer generates and installs a SHA256 2048 bit server certificate by default. The installer also generates and installs a SHA256 2048 bit EPM Root certificate.

- If you want to import a self-signed or third party certificate, ensure the following:
  - The certificate is in PKCS12 format. The certificate must be formatted as a PKCS#12 file. A PKCS#12 file always includes a certificate and the corresponding key, and the certificate is encrypted and requires a password. If the certificate is not self-signed then the PKCS#12 file must include the CA certificates.
  - If the "Extended Key Usage" is specified in the X509.V3 certificate extension, specify "Server Authentication" (also called "serverAuth") and Client Authentication" (also called "clientAuth"), for the usage.
  - The certificate resides on the local server or on an NFS-mounted drive that is locally accessible.

To import a self-signed or third party certificate, do the following:

- a. Verify that option 2 Import a certificate from a specified location is selected. If not, type 2 and press Enter.
- b. Press Enter to confirm that selection.
- c. Type the full file path and name of the security certificate and press <code>Enter</code>. The screen displays the location that you entered for your verification.
- d. Type the password for the security certificate and press Enter.
- 32. Press Enter to move to the next screen.
- 33. On the Security Certificate Verification screen, verify the security certificate and press Enter to move to the next screen.
  - Tip:

Record the fingerprint information from this security certificate. During MPP software installation, you are presented with the public key retrieved from the EPM server for verification. The fingerprint information from the public key must match the fingerprint information from the EPM security certificate.

If the imported certificate is a chained certificate, then the final signed certificate (also called the end certificate) of the chained certificate is displayed on the EPM.

- 34. On the Pre Installation Summary screen, verify the installation information and press Enter to install the Experience Portal software.
  - Experience Portal displays the Installation Progress screen and begins installing the software. During the install, it displays messages indicating its progress.
  - The installation process can appear completed or stopped even though it is still processing and installing the software. Wait until Experience Portal displays the Post Installation Summary screen.
- 35. On the Post Installation Summary screen, verify that the Installation Progress Bar has reached 100% and that the message ...done installing feature\_name appears for each feature that you selected on the Experience Portal Feature Selection screen.

#### Note:

If the **Installation Progress Bar** on the Installation Progress screen stops at 25% and the Post Installation Summary screen states that no summary information could be found, see *Upgrading to Avaya Aura*<sup>®</sup> *Experience Portal 7.0.1* on <a href="http://support.avaya.com">http://support.avaya.com</a>.

36. Press Enter to end the installation script.

During the installation process, Experience Portal creates several log files that you can use to verify what happened during installation. When the installation process is complete, Experience Portal moves these logs to the standard log directory and displays the exact path on the screen. You can view the detailed logs at \$AVAYA\_HOME/logs/install\_<date>. For more information, see *Implementing Avaya Aura® Experience Portal 7.0.1 on multiple servers* on http://support.avaya.com.

- 37. To unmount and eject the DVD:
  - a. Change the directory to a location that is outside the mount point. For example, enter the cd / command to change to the root directory.
  - b. Unmount the DVD as described in the server documentation.
  - c. To eject the Experience Portal installation DVD, press the button on the DVD drive or enter the eject command.
- 38. Load the environment variables created during the installation by logging out of Linux and then logging back in.
  - a. Log out of the Linux system.
  - b. If you are logged in remotely, log back in to Linux by entering a non-root user name and password at the prompts, and log back in as root or sroot.
    - On an Avaya Enterprise Linux server, enter the su sroot command.
    - On a Red Hat Enterprise Linux Server, enter the su command.
  - c. If you are logged in directly through a console, log in to the local Linux console as sroot.
- 39. Check the status of the vpms service by entering the service vpms status command.

If the vpms service is running properly, the command displays messages indicating that the tomcat, SL, and ActiveMQ services are all running. The command ends with the message: Overall Status: VPMS is running.

#### **Next steps**

- Install any required patches that you download from the Avaya online support Web site, <a href="http://support.avaya.com">http://support.avaya.com</a>.
- Install the MPP software on the MPP servers as described in MPP software installation on page 38.
- For security reasons, change the password of the EPM user account created during the installation as described in the *Changing your account password* topic in the *Administering Avaya Aura*<sup>®</sup> *Experience Portal* guide. The Experience Portal administrator uses this account to log in to the EPM web interface to administer the Experience Portal system.

# Install the MPP software

#### MPP software installation

When you install the primary EPM software, Experience Portal automatically records the name and location of the primary EPM server. It then adds that information into a file that can be used to install the MPP software on a server without further user input. Therefore, after you have installed the EPM software there are two MPP installation options.

#### **Interactive MPP install**

On each server, you launch the Experience Portal installation program and answer the prompts as they are displayed, just as you did for the EPM software installation. For details, see Installing the MPP software interactively on page 38.

#### Silent MPP install

On each server, you copy the installation files to a local directory on the MPP and run the silent install utility. No prompts are displayed, but any error messages are displayed at the end of the install process and all messages are recorded in the installation log files.

By default, the silent installer:

- Uses the default installation directory /opt/Avaya/ExperiencePortal.
- Specifies the IP address of the server on which you installed the primary EPM software to be the server from which the MPP should download its public key.
- · Generates a new security certificate for the MPP.



You can change these options before running the silent installer, but if you do so, you are responsible for saving the customized install file in case you need to reinstall at a later date.

For details, see Installing the MPP software without user input on page 44.

# Installing the MPP software interactively

#### Before you begin

- Make sure you have installed the EPM software on the primary EPM server as described in Installing the EPM software on the primary EPM server on page 31.
- Complete the MPP server installation worksheet on page 113 and have it available to help answer the questions raised during the installation.
- Download any patches for Avaya Aura<sup>®</sup> Experience Portal Release 7.0.1 from the Avaya Support Web site at http://support.avaya.com.
- Ensure that you have the Experience Portal installation DVD that is shipped with the Experience Portal product or that you know where on the network the Experience Portal installation files reside.

#### **Procedure**

1. Log into the server on which you want to install the MPP software.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.

2. Insert the Avaya Aura® Experience Portal 7.0.1 software installation DVD into the DVD drive of the server.



These instructions assume that you are going to access the Experience Portal installation DVD by mounting the appropriate DVD drive on the target system. If you want to access the installation DVD files from a shared network directory or a local directory, you can copy the files from the Experience Portal installation DVD to that directory. However, that directory needs to be readable by all users on the system because the Experience Portal installation script changes users during execution. If the directory is only readable by the root or sroot user, the installation script will encounter errors and will not complete successfully. You also need to ensure the directory name does not contain spaces. If there are spaces in the directory name, the installation script will encounter errors and will not complete successfully.

- 3. Mount the Avaya Aura® Experience Portal 7.0.x software installation DVD. The mount command depends on the server's hardware and operating system.
  - If you are working with Avaya Enterprise Linux, mount the DVD by entering the mount /mnt/cdrom command, where /mnt/cdrom is the mount point typically associated with the DVD drive in the fstab file.
  - If you are working with a supported version of Red Hat Enterprise Linux Server, to mount the DVD:
    - Run the mkdir /media/cdrom command.



#### Note:

This command is required only if the /media/cdrom mount point does not exist.

- Run the mount /dev/cdrom /media/cdrom command.



#### Warning:

When Red Hat Enterprise Linux Server automatically mounts the DVD, the files on the DVD are not executable. You must manually mount the Experience Portal installation DVD using the commands shown above.

If the mount commands shown above do not work, consult your server documentation for the appropriate mount command.

- 4. Change to the mount point directory.
- 5. Enter the bash installvp command and press Enter to start the installation script. The system displays the message For the Experience Portal installer to run, 32-bit glibc must be installed.
- 6. On the Installation Destination screen, if you want to:
  - Use the default /opt/Avaya/ExperiencePortal installation directory, press Enter.
  - Change the directory, type the new installation directory name and press Enter to change the displayed directory.

Specify an absolute directory path containing only standard English alphanumeric characters and the symbols / (forward slash), \_ (underscore), - (hyphen),  $\sim$  (tilde), or . (period).

# **!** Important:

When choosing installation options, wait for the next prompt before pressing a key. The installation stores your key presses in a buffer and enters all the key presses after the current processing completes. For example, if you press the <code>Enter</code> key repeatedly while the system is performing its prerequisite checks, you might unintentionally skip options you want to change. Use the **Previous** option on any screen to go back and change your earlier choices.

7. On the Installation Destination screen, press Enter to upgrade the software in the same location as the previous release.

# **!** Important:

You must not change the installation directory when upgrading to a new release.

- 8. Press Enter to move to the next screen.
- 9. On the Experience Portal Feature Selection screen:
  - a. Type 1 and press Enter to clear EPM.

The screen refreshes with only **Documentation** selected.

b. Type 2 and press Enter to select MPP.

The screen refreshes with both MPP and Documentation selected.

- c. Press Enter to confirm your selections.
- 10. Press Enter to move to the next screen.
- 11. On the Version Confirmation screen, verify that the **New Version** column indicates that you are about to install release 7.0.1 of the MPP software.
- 12. Press Enter to move to the next screen.
- 13. Read through the end user license agreement.

14. On the final End User License Agreement page, type 1 and press Enter to select option 1 -I accept the terms of the license agreement.

The screen refreshes with 1 - I accept the terms of the license agreement as the selected option.

- 15. Press Enter to accept the agreement.
- 16. Press Enter to move to the next screen.
  - Experience Portal automatically starts the Prerequisite Checker, which analyzes your system's hardware and operating system configuration.
- 17. After the configuration analysis is complete, the Prerequisite Checker displays a message stating whether all prerequisite checks passed followed by the first Prerequisite Status page. Press Enter to view the rest of the Prerequisite Status pages.
  - If any of the prerequisite installation fails, examine the Prerequisite Status pages carefully to determine which checks failed. You must correct these issues before you can continue with this procedure.
- 18. When all prerequisite checks pass, press Enter to move to the next screen.
  - Experience Portal automatically starts the Prerequisite Installer, which attempts to install the required software on the Experience Portal server.
- 19. After the Prerequisite Installer completes installing the required software, the installer displays the Installation Status pages. Press Enter to view the rest of the Installation Status pages.
  - If any prerequisite installations fail, examine the Installation Status pages carefully to determine which installations failed. You must correct these issues before you can continue with this procedure.
- 20. When all prerequisites are successfully installed, press Enter to move to the next screen.
- 21. On the Primary EPM Server Location screen, type the hostname or IP address of the Primary EPM server and press Enter.
- 22. Press Enter to move to the next screen.
- 23. On the Public Key Verification screen, if you recorded the fingerprint information from the EPM security certificate during the primary EPM software installation, compare it to the Public Key fingerprint information presented in this screen. The fingerprint information from Public Key should match the fingerprint information from the EPM security certificate.
  - If the public key could not be downloaded, see MPP could not import EPM key on page 99.
- 24. Press Enter to move to the next screen.

- 25. Experience Portal uses the ssl protocol to establish a secure connection between its servers. This connection requires a security certificate that can be created by Experience Portal or purchased from a third-party company. On the Security Certificate screen:
  - If you want Experience Portal to create a security certificate:
    - a. Verify that option 1 Create a new certificate for this server is selected. If not, type 1 and press Enter.
    - b. Press Enter to confirm that selection.

#### Note:

The Experience Portal installer generates and installs a SHA256 2048 bit server certificate by default. The installer also generates and installs a SHA256 2048 bit EPM Root certificate.

- If you want to import a self-signed or third party certificate, ensure the following:
  - The certificate is in PKCS12 format. The certificate must be formatted as a PKCS#12 file. A PKCS#12 file always includes a certificate and the corresponding key, and the certificate is encrypted and requires a password. If the certificate is not self-signed then the PKCS#12 file must include the CA certificates.
  - If the "Extended Key Usage" is specified in the X509.V3 certificate extension, specify "Server Authentication" (also called "serverAuth") and Client Authentication" (also called "clientAuth"), for the usage.
  - The certificate resides on the local server or on an NFS-mounted drive that is locally accessible.

To import a self-signed or third party certificate, do the following:

- a. Verify that option 2 Import a certificate from a specified location is selected. If not, type 2 and press Enter.
- b. Press Enter to confirm that selection.
- c. Type the full file path and name of the security certificate and press Enter.

The screen displays the location that you entered for your verification.

- d. Type the password for the security certificate and press Enter.
- 26. Press Enter to move to the next screen.
- 27. On the Security Certificate Verification screen, verify the security certificate and press Enter to move to the next screen.



When you add the MPP to Experience Portal through the EPM Web interface, the EPM displays the MPP security certificate. You should record the fingerprint information from this security certificate so that you can compare it to the one displayed in the EPM Web interface.

If the imported certificate is a chained certificate, then the final signed certificate (also called the end certificate) of the chained certificate is displayed in the EPM Web interface.

- 28. On the Pre Installation Summary screen, verify the installation information and press Enter to install the Experience Portal software.
  - Experience Portal displays the Installation Progress screen and begins installing the software. During the install, it displays messages indicating its progress.
  - The installation process can appear completed or stopped even though it is still processing and installing the software. Wait until Experience Portal displays the Post Installation Summary screen.
- 29. On the Post Installation Summary screen, verify that the Installation Progress Bar has reached 100% and that the message ...done installing feature\_name appears for each feature that you selected on the Experience Portal Feature Selection screen.
  - Note:

If the **Installation Progress Bar** on the Installation Progress screen stops at 25% and the Post Installation Summary screen states that no summary information could be found, see *Upgrading to Avaya Aura*<sup>®</sup> *Experience Portal 7.0.1* on <a href="http://support.avaya.com">http://support.avaya.com</a>.

30. Press Enter to end the installation script.

During the installation process, Experience Portal creates several log files that you can use to verify what happened during installation. When the installation process is complete, Experience Portal moves these logs to the standard log directory and displays the exact path on the screen. You can view the detailed logs at \$AVAYA\_HOME/logs/install\_<date>. For more information, see *Implementing Avaya Aura® Experience Portal 7.0.1 on multiple servers* on <a href="http://support.avaya.com">http://support.avaya.com</a>.

31. Enter the /sbin/service mpp status command to verify that the MPP system manager is running.

The MPP server returns the message mppsysmgr (pid <pid>) is running, where <pid> is the process id.

- 32. To unmount and eject the DVD:
  - a. Change the directory to a location that is outside the mount point. For example, enter the cd / command to change to the root directory.
  - b. Unmount the DVD as described in the server documentation.
  - c. To eject the Experience Portal installation DVD, press the button on the DVD drive or enter the eject command.
- 33. Load the environment variables created during the installation by logging out of Linux and then logging back in.
  - a. Log out of the Linux system.

- b. If you are logged in remotely, log back in to Linux by entering a non-root user name and password at the prompts, and log back in as root or sroot.
  - On an Avaya Enterprise Linux server, enter the su sroot command.
  - On a Red Hat Enterprise Linux Server, enter the su command.
- c. If you are logged in directly through a console, log in to the local Linux console as sroot.
- 34. To verify that NTP is operating properly on the MPP enter the /usr/sbin/ntpq -np command.

The system displays a status message similar to the following:

#### Ensure that:

- The remote IP address points to the Primary EPM server.
- The jitter value is *not* 4000.

#### Next steps

- Install any required patches that you download from the Avaya online support Web site, <a href="http://support.avaya.com">http://support.avaya.com</a>.
- If desired, install the MPP software on another server machine by repeating this procedure on that machine.
- If desired, install the auxiliary EPM software as described in <a href="Optional: Installing the EPM">Optional: Installing the EPM</a> software on auxiliary EPM server on page 52.
- If the Experience Portal software has been installed on all server machines, configure and test
  the Experience Portal system as described in <a href="Experience Portal basic system configuration">Experience Portal basic system configuration</a>
  overview on page 60.

# Installing the MPP software without user input

#### Before you begin

If you want to change any of the default installation options for all MPPs, edit the default MPP answer file as described in <u>Customizing the MPP silent install file for all MPPs</u> on page 48. You can change the:

- Security certificate setting to specify that the MPP should use a 3rd party certificate instead of one generated by Experience Portal.
- Installation directory (default: /opt/Avaya/ExperiencePortal).
- IP address of the primary EPM server.

#### About this task



To install the MPP software silently, you need to copy the installation files to the MPP or any other accessible file server. If you are using Red Hat Enterprise Linux Server 6.5 64 . vou can share the appropriate directory on the EPM server with your MPP servers instead of copying the files. This option does not work with Avaya Enterprise Linux because network shares cannot be created with that operating system.

In order to work with all operating systems, these instructions assume that you are copying the files directly to the MPP. If you are sharing the EPM directory or using a file server, make the necessary adjustments to this procedure.

#### **Procedure**

1. Log in to Linux on the Experience Portal MPP server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.

2. Make sure that the local directory into which you want to copy the files already exists. If not, create it.

You can create a directory using the following command: mkdir /opt/ <directory name>.



#### Note:

Ensure that the directory name does not contain spaces. If there are spaces in the directory name, the installation script will encounter errors and will not complete successfully.

3. Copy the Experience Portal software .iso file from the EPM server to the MPP with a utility such as scp.

If you are using scp, enter the scp -rp <NON ROOT USER>@<EPM HOSTNAME>:/opt/ Avaya/InstallAgent/download/<ISO Name>.iso /opt/<directory name> command, where:

- <NON ROOT USER> is the name of a non-root user account on the EPM server
- <EPM HOSTNAME> is the hostname or IP address of the EPM server
- /opt/Avaya/InstallAgent/download/ is the directory in which the EPM software is installed.
- <ISO NAME>.iso is the name of the ISO file to be transferred.
- <directory name> is the name of the local directory that you have created.

For example, scp -rp NonRoot@EPM\_HOSTNAME:/opt/Avaya/InstallAgent/
download/7.0.1.0.1305.iso /opt/<directory name>

The message for authenticity of host and the RSA key fingerprint is displayed if you are using scp with this host for the first time.

#### For example:

```
The authenticity of host '<host_IP_address> (<host_IP_address>)' can't be established. RSA key fingerprint is b9:de: 40:81:62:7d:ba:ba:13:a1:e6:fa:69:8c:72:f1.
```

4. Select Yes to continue connecting. The following message is displayed:

Warning: Permanently added 'host IP address' (RSA) to the list of known hosts.

- 5. Enter the non root user password.
- 6. Copy the mppanswerfile from the EPM server to the MPP. You can use a utility such as scp.

For example: scp <Non\_Root\_USER>@<EPM\_HOSTNAME>:/opt/Avaya/
ExperiencePortal/VPMS/share/mppanswerfile /opt/mppanswerfile

- 7. Enter the non root user password.
- 8. Mount the installation iso file.

For example, enter the cd /opt/<directory name> command.

- 9. Change to the mount point directory.
- 10. Enter the mount -o loop <ImageFileName> <MountPoint> command to mount the ISO image. For example, enter the mount -o loop 7.0.1.0.1305.iso /mnt/cdrom command.
- 11. Enter the bash silentinstallmpp /opt/mppanswerfile command to start the installation script.

As the script proceeds, it produces messages similar to the following:

```
Starting silent install for Avaya Aura Experience Portal MPP. This will take several minutes to complete. Please wait...
```

The Avaya Aura Experience Portal installation has completed. Review the following information. If there are errors or warnings, then please review the installation logs.

Installing Documentation...

...done installing Documentation

Installing MPP...

...done installing MPP

Moving installation logs to: /opt/Avaya/ExperiencePortal/logs/ <install log directory>

- 12. Enter the /sbin/service mpp status command to verify that the MPP system manager is running.
  - The MPP server returns the message mppsysmgr (pid <pid>) is running, where <pid> is the process id.
- 13. Load the environment variables created during the installation by logging out of Linux and then logging back in.
  - a. Log out of the Linux system.
  - b. If you are logged in remotely, log back in to Linux by entering a non-root user name and password at the prompts, and log back in as root or sroot.
    - On an Avaya Enterprise Linux server, enter the su sroot command.
    - On a Red Hat Enterprise Linux Server, enter the su command.
  - c. If you are logged in directly through a console, log in to the local Linux console as sroot.
- 14. To verify that NTP is operating properly on the MPP enter the /usr/sbin/ntpg -np command.

The system displays a status message similar to the following:

```
remote refid st t when poll reach delay offset jitter
_____
123.123.123.123 127.127.1.0 6 u 23 64 1 0.354 0.361 0.004
```

#### Ensure that:

- The remote IP address points to the Primary EPM server.
- The iitter value is *not* 4000.
- 15. After the installation has completed, you can either delete the local directory into which you copied the installation files or leave those files on the server in case you need to reinstall the MPP.
- 16. If this is the last MPP server in the Experience Portal system, you can delete the files in the \$AVAYA HOME/EPM/share directory on the EPM server, especially if you have saved the relevant installation files to the MPP server.

# Important:

If you leave the files on the EPM or MPP servers and you have included secure information such as the password for a third-party certificate in the MPP answer file, verify that you secure the local installation directory so that only root or sroot users have access to those files.

#### **Next steps**

- Install any required patches that you download from the Avaya online support Web site, <a href="http://">http://</a> support.avaya.com.
- If desired, install the MPP software on another server machine by repeating this procedure on that machine.

- If desired, install the auxiliary EPM software as described in Implementing Avaya Aura® Experience Portal on multiple servers.
- If the Experience Portal software has been installed on all server machines, configure and test the Experience Portal system as described in *Implementing Avaya Aura® Experience Portal on* a single server.

# **Customizing the MPP silent install file for all MPPs**

Follow this procedure to change the default options specified in the MPP installation answer file created by the EPM for all MPPs.

#### About this task



#### Tip:

If you want to change the install file for a specific MPP, you should do that after you copy the installation files to the MPP.

#### **Procedure**

- Log in to Linux on the EPM server.
- 2. Change to the share directory by entering the cd \$AVAYA HOME/VPMS/share command, where \$AVAYA HOME is the environment variable pointing to the name of the installation directory specified during the EPM software installation. The default variable definition is /opt/Avaya/ExperiencePortal.
- 3. Make a back up copy of the original MPP answer file by entering the cp mppanswerfile mppanswerfile original command.
- 4. Open mppanswerfile in an ASCII editor.
- 5. Change the information as appropriate. Verify that you read the instructions in the file carefully before you change any of the information or the installation will not run properly.
- 6. Save and close the file.

# Authorizing the EPM to upgrade the MPP

#### About this task

You need to execute the DownloadPK.bash command on the MPP servers to authorize the EPM to perform MPP upgrades from the Software Upgrade page in Experience Portal. This command downloads the public key of the EPM and adds it to the MPP server's authorized key list.



#### Note:

Execute this command only if you want to use the Software Upgrade feature in EPM.

#### **Procedure**

1. Log into the MPP server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

- 2. Enter the cd /opt/Avaya/InstallAgent/bin command.
- 3. Enter the ./DownloadPK.bash < EPM\_Hostname, or EPM IP address > command.

This command retrieves the public key from the EPM. The public key authorizes the EPM to upgrade the MPP.

As the script proceeds, it produces messages similar to the following:

4. Verify the public key and press Enter to add the public key to the authorized key list.

# Directory details of the EPM system components

Most Experience Portal components and log files are located in the directory that you specify during installation. However, several components cannot be relocated and are stored in fixed paths even if you specify a path that is different from the default installation directory.

The following table describes some of the components that are stored in fixed paths.

Standard RHEL packages that might be installed with or used by Experience Portal, such as Apache and NTP, are not included in this list.

Component	Directory
Experience Portal Manager web application	/opt/Tomcat/tomcat/webapps/VoicePortal
Avaya Aura® Experience Portal Management web services	/opt/Tomcat/tomcat/webapps/axis2
Application log manager	/opt/Tomcat/tomcat/webapps/axis
Alarm manager	/opt/Tomcat/tomcat/webapps/axis
Network log manager	/opt/Tomcat/tomcat/webapps/axis

Component	Directory	
Avaya License Manager	The co-located WebLM is installed in the /opt/Tomcat/tomcat/webapps/ WebLM directory.	
	* Note:	
	If you use an external WebLM, the license manager may be installed in a different directory on the external system.	
Experience Portal database	The Postgres files are installed in the /var/lib/pgsql directory.	
	Note:	
	Most of the database data is in the /var/lib/pgsql/data directory.	
Java	/usr/java	
Tomcat for EPM	/opt/Tomcat	
Tomcat for SMS and Email Processor	/opt/MMSServer	
Apache Axis: web services container	/opt/Tomcat/tomcat/webapps/axis	
Apache Axis2: Web services container	/opt/Tomcat/tomcat/webapps/axis2	
Postgres Database	/var/lib/pgsql	
Experience Portal Backup	/opt/Avaya/backup	
Install Agent	/opt/Avaya/InstallAgent	
Core Services	/opt/coreservices, /opt/Avaya/CoreServiceConfig, /opt/Avaya/ CoreServiceInstall	

# User accounts created during Experience Portal software installation

During Experience Portal software installation, the following user accounts are created for use on various systems to support Experience Portal operation and management.

System	User name	Password	Purpose
EPM Web interface	User defined	User defined	The Experience Portal administrator uses this account to administer and configure the Experience Portal system.
PostgreSQL on the primary and optional auxiliary EPM server	postgres	Automatically generated	Since Experience Portal 7.0, this password is automatically generated in the database configuration file. This password is no longer user defined as in the case of previous releases.

System	User name	Password	Purpose
			EPM uses this account to log in to the Experience Portal database to store and retrieve data.
			The database administrator uses this account to access the Experience Portal database to install new updates or patches and perform database backups.
			Note:
			If you make changes to the Experience Portal database, the EPM might not function properly, and data might be lost. You must then reinstall the EPM software.
PostgreSQL on the primary and optional auxiliary EPM server	User defined Default user name is: reportwriter	User Defined	This user account can only read those tables in the Experience Portal database that store report data. Speech application developers can use this account to log in to the database to create custom reports using any SQL-enabled report generation tool.
PostgreSQL on the optional auxiliary EPM server	User defined Default user name is: report	User defined	This user account can only change the data in the tables that store report data in the Experience Portal database on the Auxiliary EPM server.
Linux on the EPM server	postgres	User defined	Used to run the psql tool for interactive database access and internally used to run database processes.
			<b>★</b> Note:
			If you make manual changes to the Experience Portal database, the EPM might not function properly, and data might be lost. You must reinstall the EPM software.
Linux on the EPM and MPP servers	avayavp	Login disabled	Used internally to run some Experience Portal processes.
	apache (UCID 48)	Login disabled	This account is created when the httpd RPM is installed and it is used by the Apache server.

# Chapter 6: Optional: Installing the EPM software on auxiliary EPM server

The Avaya Aura® Experience Portal system may include one or more auxiliary EPM servers running the Experience Portal Manager software. The auxiliary EPM server handles Application Interface web service requests, shares Application Logging web service requests when the Primary EPM is in service, and handles all requests when the Primary EPM is down.

#### Before you begin

- Complete the <u>Auxiliary EPM server installation worksheet</u> on page 115 and have it available to help answer the questions raised during the installation.
- Download any patches for Avaya Aura<sup>®</sup> Experience Portal Release 7.0.1 from the Avaya Support Web site at http://support.avaya.com.
- Install the EPM software on the primary EPM server as described in <u>Installing the EPM</u> software on the primary EPM server on page 31.
- Ensure that you have the Experience Portal installation DVD that is shipped with the Experience Portal product or that you know where on the network the Experience Portal installation files reside.

#### Procedure

1. Log into the server on which you want to install the auxiliary EPM software.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

2. Insert the Avaya Aura® Experience Portal 7.0.1 software installation DVD into the DVD drive of the server.

#### Tip:

These instructions assume that you are going to access the Experience Portal installation DVD by mounting the appropriate DVD drive on the target system. If you want to access the installation DVD files from a shared network directory or a local directory, you can copy the files from the Experience Portal installation DVD to that directory. However, that directory must be readable by all users on the system. If the directory is only readable by the root or sroot user, the installation script will encounter errors and will not complete successfully.

- 3. Mount the Avaya Aura<sup>®</sup> Experience Portal 7.0.x software installation DVD. The mount command depends on the server's hardware and operating system.
  - If you are working with Avaya Enterprise Linux, mount the DVD by entering the mount /mnt/cdrom command, where /mnt/cdrom is the mount point typically associated with the DVD drive in the fstab file.
  - If you are working with a supported version of Red Hat Enterprise Linux Server, to mount the DVD:
    - Run the mkdir /media/cdrom command.

# Note:

This command is required only if the /media/cdrom mount point does not exist.

- Run the mount /dev/cdrom /media/cdrom command.

# ⚠ Warning:

When Red Hat Enterprise Linux Server automatically mounts the DVD, the files on the DVD are not executable. You must manually mount the Experience Portal installation DVD using the commands shown above.

If the mount commands shown above do not work, consult your server documentation for the appropriate mount command.

- 4. Change to the mount point directory.
- 5. Enter the bash installvp command and press Enter to start the installation script. The system displays the message For the Experience Portal installer to run, 32-bit glibc must be installed.
- 6. Type Y or press Enter to proceed with the 32-bit glibc installation.
- 7. On the Installation Destination screen, if you want to:
  - Use the default /opt/Avaya/ExperiencePortal installation directory, press Enter.
  - Change the directory, type the new installation directory name and press Enter to change the displayed directory.

Specify an absolute directory path containing only standard English alphanumeric characters and the symbols / (forward slash), \_ (underscore), - (hyphen),  $\sim$  (tilde), or . (period).

### Important:

When choosing installation options, wait for the next prompt before pressing a key. The installation stores your key presses in a buffer and enters all the key presses after the current processing completes. For example, if you press the <code>Enter</code> key repeatedly while the system is performing its prerequisite checks, you might unintentionally skip options you want to change. Use the **Previous** option on any screen to go back and change your earlier choices.

- 8. Press Enter to move to the next screen.
- 9. On the Experience Portal Feature Selection screen, press Enter to accept the default installation options of **EPM** and **Documentation**.
- 10. Press Enter to move to the next screen.
- 11. On the Version Confirmation screen, verify that:
  - The Install Type says Full Install for all selected features.
  - The **New Version** column indicates that you are installing release 7.0.1.
- 12. Press Enter to move to the next screen.
- 13. Read through the end user license agreement.
- 14. On the final End User License Agreement page, type 1 and press Enter to select option 1 I accept the terms of the license agreement.

The screen refreshes with 1 - I accept the terms of the license agreement as the selected option.

- 15. Press Enter to accept the agreement.
- 16. Press Enter to move to the next screen.

Experience Portal automatically starts the Prerequisite Checker, which analyzes your system's hardware and operating system configuration.

17. After the configuration analysis is complete, the Prerequisite Checker displays a message stating whether all prerequisite checks passed followed by the first Prerequisite Status page. Press Enter to view the rest of the Prerequisite Status pages.

If any of the prerequisite installation fails, examine the Prerequisite Status pages carefully to determine which checks failed. You must correct these issues before you can continue with this procedure.

- 18. When all prerequisite checks pass, press Enter to move to the next screen.
  - Experience Portal automatically starts the Prerequisite Installer, which attempts to install the required software on the Experience Portal server.
- 19. After the Prerequisite Installer completes installing the required software, the installer displays the Installation Status pages. Press Enter to view the rest of the Installation Status pages.

If any prerequisite installations fail, examine the Installation Status pages carefully to determine which installations failed. You must correct these issues before you can continue with this procedure.

- 20. When all prerequisites are successfully installed, press Enter to move to the next screen.
- 21. On the EPM Type screen:
  - a. Type 2, and press Enter to select Auxiliary EPM.
    - The screen refreshes with **Auxiliary EPM** selected.
  - b. Press Enter to confirm your selection.
- 22. Press Enter to move to the next screen.
- 23. On the Primary EPM Server Location screen, type the hostname or IP address of the Primary EPM server and press Enter.
- 24. Press Enter to move to the next screen.
- 25. On the Public Key Verification screen, if you recorded the fingerprint information from the EPM security certificate during the primary EPM software installation, compare it to the Public Key fingerprint information presented in this screen. The fingerprint information from Public Key should match the fingerprint information from the EPM security certificate.
  - If the public key could not be downloaded, see MPP could not import EPM key on page 99.
- 26. Press Enter to move to the next screen.
- 27. On the Database Login Check for Auxiliary EPM screen, type the password for the user you specified for the Auxiliary EPM to access the external Experience Portal database user when you installed the EPM software on the Primary server and press Enter.
- 28. Press Enter to move to the next screen.
  - Experience Portal makes sure that it can contact the Primary EPM server, and that the password you entered matches the one specified when the Primary EPM server was installed. If the connection can be established and the password is correct, Experience Portal continues to the next screen.
- 29. To confirm the password, type the password again and press Enter.
- 30. You can create a PostgreSQL database user account on the Auxiliary EPM server that can read the report data in the Auxiliary Experience Portal database. If you:
  - Want to create the report reader database account:
    - a. Type 1 and press Enter.
    - b. Press Enter to confirm your selection.
    - c. To use the account name in square brackets ([]), press Enter at the installation prompt. Otherwise, type a unique user name for the account and press Enter.
    - d. Type a password for the account and press Enter.
    - e. To confirm the password, type the password again and press Enter.

- Do not want to create the report reader account:
  - a. Verify that option 2 No is selected. If it is not selected, type 2 and press Enter.
  - b. Press Enter to confirm your selection.

#### Note:

This user account can only read those tables in the Experience Portal database that store report data. You should create this account if you plan to set up an external database on this server that is shared by multiple Experience Portal systems and you want to create custom reports for the database using an SQL-enabled report generation tool.

- 31. Press Enter to move to the next screen.
- 32. You can create a PostgreSQL database user account on the Auxiliary EPM server that can allow external systems to write report data into the Experience Portal database on this server.

You should create this account if you plan to set up an external database on this server that is shared by multiple Experience Portal systems.

- If you want to create the report writer database account:
  - a. Type 1 and press Enter.
  - b. Press Enter to confirm your selection.
  - c. To use the account name in square brackets ([]), press Enter at the installation prompt. Otherwise, type a unique user name for the account and press Enter.
  - d. Type the password for this account and press Enter.
  - e. Confirm the password by typing it again and pressing Enter.
- If you do not want to create the report writer account, press Enter.

#### Note:

This user account can only change the data in the tables that store report data in the Experience Portal database on the Auxiliary EPM server.

- 33. Press Enter to move to the next screen.
- 34. Experience Portal uses the ssl protocol to establish a secure connection between its servers. This connection requires a security certificate that can be created by Experience Portal or purchased from a third-party company. On the Security Certificate screen:
  - If you want Experience Portal to create a security certificate:
    - a. Verify that option 1 Create a new certificate for this server is selected. If not, type 1 and press Enter.
    - b. Press Enter to confirm that selection.

#### Note:

The Experience Portal installer generates and installs a SHA256 2048 bit server certificate by default. The installer also generates and installs a SHA256 2048 bit EPM Root certificate.

- If you want to import a self-signed or third party certificate, ensure the following:
  - The certificate is in PKCS12 format. The certificate must be formatted as a PKCS#12 file. A PKCS#12 file always includes a certificate and the corresponding key, and the certificate is encrypted and requires a password. If the certificate is not self-signed then the PKCS#12 file must include the CA certificates.
  - If the "Extended Key Usage" is specified in the X509.V3 certificate extension, specify "Server Authentication" (also called "serverAuth") and Client Authentication" (also called "clientAuth"), for the usage.
  - The certificate resides on the local server or on an NFS-mounted drive that is locally accessible.

To import a self-signed or third party certificate, do the following:

- a. Verify that option 2 Import a certificate from a specified location is selected. If not, type 2 and press Enter.
- b. Press Enter to confirm that selection.
- c. Type the full file path and name of the security certificate and press  ${\tt Enter.}$

The screen displays the location that you entered for your verification.

- d. Type the password for the security certificate and press <code>Enter</code>.
- 35. Press Enter to move to the next screen.
- 36. On the Security Certificate Verification screen, verify the security certificate and press Enter to move to the next screen.

# Tip:

When you add an Auxiliary EPM to Experience Portal through the EPM Web interface, the EPM displays the Auxiliary EPM's security certificate. You should record the fingerprint information from this security certificate so that you can compare it to the one displayed in the EPM Web interface.

If the imported certificate is a chained certificate, then the final signed certificate (also called the end certificate) of the chained certificate is displayed on the EPM.

37. On the Pre Installation Summary screen, verify the installation information and press Enter to install the Experience Portal software.

Experience Portal displays the Installation Progress screen and begins installing the software. During the install, it displays messages indicating its progress.

The installation process can appear completed or stopped even though it is still processing and installing the software. Wait until Experience Portal displays the Post Installation Summary screen.

38. On the Post Installation Summary screen, verify that the Installation Progress Bar has reached 100% and that the message ...done installing feature\_name appears for each feature that you selected on the Experience Portal Feature Selection screen.

#### Note:

If the **Installation Progress Bar** on the Installation Progress screen stops at 25% and the Post Installation Summary screen states that no summary information could be found, see *Upgrading to Avaya Aura*<sup>®</sup> *Experience Portal 7.0.1* on <a href="http://support.avaya.com">http://support.avaya.com</a>.

39. Press Enter to end the installation script.

During the installation process, Experience Portal creates several log files that you can use to verify what happened during installation. When the installation process is complete, Experience Portal moves these logs to the standard log directory and displays the exact path on the screen. You can view the detailed logs at \$AVAYA\_HOME/logs/install\_<date>. For more information, see *Implementing Avaya Aura® Experience Portal 7.0.1 on multiple servers* on http://support.avaya.com.

- 40. To unmount and eject the DVD:
  - a. Change the directory to a location that is outside the mount point. For example, enter the cd / command to change to the root directory.
  - b. Unmount the DVD as described in the server documentation.
  - c. To eject the Experience Portal installation DVD, press the button on the DVD drive or enter the eject command.
- 41. Load the environment variables created during the installation by logging out of Linux and then logging back in.
  - a. Log out of the Linux system.
  - b. If you are logged in remotely, log back in to Linux by entering a non-root user name and password at the prompts, and log back in as root or sroot.
    - On an Avaya Enterprise Linux server, enter the su sroot command.
    - On a Red Hat Enterprise Linux Server, enter the su command.
  - c. If you are logged in directly through a console, log in to the local Linux console as sroot.
- 42. Check the status of the *vpms* service by entering the service vpms status command.

If the vpms service is running properly, the command displays messages indicating that the tomcat, SL, and ActiveMQ services are all running. The command ends with the message: Overall Status: VPMS is running.

#### Next steps

• Install any required patches that you download from the Avaya online support Web site, <a href="http://support.avaya.com">http://support.avaya.com</a>.

If the Experience Portal software has been installed on all server machines, configure and test the Experience Portal system as described in <a href="Experience Portal basic system configuration overview">Experience Portal basic system configuration overview</a> on page 60.		

# Chapter 7: Configuring and initializing the Avaya Aura Experience Portal system

# **Experience Portal basic system configuration overview**

After you install Experience Portal Manager and at least one Media Processing Platform, you can configure and test the Avaya Aura® Experience Portal system. After you have successfully tested the system, you can configure the optional Experience Portal features.

# Important:

You must complete the following steps in the order given or you might encounter errors during the procedures.

Step	Description	~
1	If you plan to have the system maintained by Avaya Services, set up the Avaya Services access requirements as described in Configuring the Avaya Service accounts on page 61.	
2	Log in to the EPM Web interface.	
	Tip:	
	Once you have logged in, click the <b>Help</b> button on the appropriate EPM Web pages for information on how to configure the EPM Web page.	
3	Install the Experience Portal license file as described in <u>Installing the license</u> <u>file</u> on page 64.	
4	Add at least one Voice over IP (VoIP) H.323 or SIP connection as described in <u>Adding H.323 connections</u> on page 70 or <u>Adding a SIP connection</u> on page 70.	
5	Add all of the installed MPP servers as described in Adding the MPP servers on page 71.	
6	Add one or more Automatic Speech Recognition (ASR) servers as described in Adding ASR servers on page 71.	
7	Add one or more Text-to-Speech (TTS) servers as described in Adding TTS servers on page 71.	

Step	Description	~
8	If you have installed the EPM software on an optional auxiliary EPM server, add the auxiliary EPM server to the Experience Portal system as described in Optional: Adding the auxiliary EPM server on page 72.	
9	Add the Experience Portal test application as described in Adding the Experience Portal test application on page 73.	
10	Start all MPPs in the Experience Portal system as described in Starting all MPP servers on page 72.	
11	Connect the EPM server to an external time source so that all servers in the Experience Portal system are synchronized as described in <a href="External time">External time</a> sources on page 81.	
12	EPM can accept input in non-English languages. Configure EPM to accept input in Chinese, Japanese, or Korean as described in:	
	<ul> <li>Configuring Chinese on Avaya Enterprise Linux on page 83</li> <li>Configuring Japanese on Avaya Enterprise Linux on page 84</li> </ul>	
	Configuring Korean on Avaya Enterprise Linux on page 85	
13	To enable organization level access in Experience Portal, enter the EnableOrganizations command. For more information, see Administering Avaya Aura® Experience Portal.	

# **Configuring the Avaya Service accounts**

#### Before you begin

Make sure you have the Avaya Service Account authentication file generated by the Authentication File System (AFS) tool.

# Important:

After you run this script, customers using Avaya Enterprise Linux cannot log in to Experience Portal server with the sroot account and must use the root account. Before you run this script, log in to the Experience Portal server with the root account to make sure that the password for the root account is set correctly.

# Note:

When you run the AFS tool, select New System – Product: Avaya Aura Experience
 Portal Release: 7.x to generate the AFS file. This step is required for Experience
 Portal fresh install or upgrade to Avaya Aura® Experience Portal 7.0.

#### **Procedure**

- 1. Log into Linux on the Experience Portal server. If you are using:
  - Avaya Enterprise Linux or if the Avaya Service accounts have already been installed on this server, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.
  - Red Hat Enterprise Linux Server 6.5 64, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.
- 2. Copy the Avaya Service Account authentication file to the /tmp directory on the server.
- 3. Navigate to the Support/VP-Tools directory and enter the cd /opt/Avaya/ InstallAgent/bin command.
- 4. Enter the bash AddServiceAccounts /<authentication file path>/ authentication file name command, where authentication file path is the fully-qualified path to the authentication file you copied to the server and authentication file name is the name of the authentication file you copied to the server.
- 5. Press Enter to continue adding Avaya service accounts for this system.

#### The following warning message is displayed:

```
Primary EPM found; creating EPM admin user init
Creating EPM service account
Checking System [EP, EP,]
 Added SDResource name=init type=USER desc=
   Added SDPropertyContainer name=Default category=Default desc=
     Added SDProperty name=roles
     Added SDProperty name=createTime
Return value for adding EPM admin user init: 0
Loading file /tmp/AF-7000112969-080808-155712.xml
useradd: warning: the home directory already exists.
Not copying any file from skel directory into it.
Utility has completed. Please review the information above for possible errors
```

#### Note:

This is an informational message and needs no corrective action.

The AddServiceAccounts script changes the following Linux accounts so that you can only log into them using the Avaya Services challenge/response authentication procedure:

User name	Group	Purpose	
sroot	root	Avaya Services root access	
craft	susers	Avaya Services non-root access	

In addition, the script creates the EPM user account init, which has Administration, Auditor, and User Manager privileges and uses the same Avaya Services challenge/response authentication procedure.

#### **Next steps**

Repeat this procedure for each Experience Portal server on which you want to create the Avaya Service accounts.

# Logging in to the EPM Web interface using the Avaya Services init account

#### **Procedure**

1. Open an Internet Explorer (IE) browser and enter the URL of your Experience Portal system.

The URL is: http://EPM-server/VoicePortal.

EPM-server is the hostname or the IP address of the system where the primary EPM software is installed.



#### Note:

Enable TLS security in your IE browser.

- 2. In the User Name field, enter init.
- 3. Click Submit.
- 4. Use the challenge information to generate the appropriate response password for the init account, and enter the password in the Password field.
- 5. Click Logon.

The system logs you in to EPM.

# Logging in to the Experience Portal Web interface

The Experience Portal Manager (EPM) Web interface is the main interface to the Experience Portal system.

#### **Procedure**

Open an Internet Explorer browser and enter the URL for your Experience Portal system.

The default URL is: https://EPM-server/VoicePortal, where EPM-server is the hostname or IP address of the system where the primary EPM software is installed.



#### Note:

TLS security must be enabled in the IE browser. For more information on configuring browsers to use TLS security, see Configuring browsers to use TLS security on page 67.

2. In the User Name field, enter the user name of the EPM Administration account that was created during the installation procedure.

The user name must match the specified Administration account name exactly, including case.

- 3. Click Submit.
- 4. In the **Password** field, enter the password assigned to the EPM Administration account during the installation procedure.

The password must match the password assigned to the specified user name exactly, including case.

#### 5. Click Logon.

If the user name and password:

- Match what was specified for the Administration account during installation, the EPM displays the Avaya Aura Experience Portal Management System Home page with the Experience Portal version number and **Legal Notice** display text box.
- Do not match the Administration user account, the EPM displays an error message and returns you to the **User Name** prompt so that you can try again.

# Important:

Be careful when you enter the user name and password a second time, because the EPM will automatically lock the user account out of the system if you specify too many incorrect user name and password combinations.

# Installing the license file

You require a license file for the Experience Portal operation as the license file defines the telephony ports and the ASR and TTS connections that you are authorized to use. Avaya sends the Experience Portal license file separately in an email.

#### Before you begin

If the WebLM server does *not* reside on the Experience Portal EPM server, you can upgrade the WebLM software to version 6.3 as described in the file Support/WebLM/Licensing Installation Instructions.pdf that is available on the Experience Portal server.

#### About this task



#### Note:

If you do not receive a license file from Avaya, contact your Avaya representative or Avaya Partner representative.

#### **Procedure**

1. Open the email that contains the Experience Portal license file.

2. Detach the license file from the email and store the license file locally on either the WebLM server or on a computer that is accessible to the Experience Portal servers from a network connection.

For example, you can install the license file on any server from which you can access the EPM Web interface.

- 3. Log in to the EPM Web interface using an account with the Administration user role.
- 4. From the EPM main menu, select **Security > Licensing**.

The Licensing page displays the license information and the location of the License server.

5. If the **License Server URL** field is blank or if the location of WebLM has changed, type the location of the license server in the **Location** field.

The URL must be in the format https://webLM-machine:port\_num/WebLM/
LicenseServer, where Weblm-machine is the hostname or IP address of the WebLM
server and :port\_num is an optional parameter that consists of a colon followed by the port
number for the WebLM server. If WebLM uses the default configuration, specify: 8443 or
52233. If no port number is specified, Experience Portal sets the default to 8443 for a
coresident WebLM server and 52233 for a standalone WebLM.

6. Click Verify.

The browser opens a separate window and displays the Avaya WebLM page, which contains a **License Administration** link.

7. Click License Administration.

The system displays the Web License Manager Logon page.

- 8. If you have done a fresh installation of the WebLM server, you have to do the following:
  - a. Enter the default user name admin.
  - b. Enter the default password weblmadmin.
  - c. Press Enter or click the arrow button to log in.
  - d. Enter the details on the Change Password page. Make sure that you type weblmadmin in the Current Password field.
  - e. Click Submit.
  - f. On the Logon page, log in with your new password.
- 9. If you have an existing WebLM server, you have to do the following:
  - a. Type the user name.
  - b. Type the password.
  - c. Click Continue.
- 10. On the Install License page, click **Browse** to locate the Experience Portal license file.
- 11. Select the license file, and click **Install**.

WebLM uploads the license file from your computer to the WebLM server and displays the message License file installed successfully.

- 12. Log out of the Web License Manager and close the Web License Manager page.
- 13. On the EPM Licensing page, click **Apply**.
- 14. Click **OK** to confirm the change.
- 15. Verify that the new licensing information is correct.

# **External systems configuration worksheet**

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

~	Description
	You need at least one Windows system with a Microsoft Internet Explorer (IE) browser that is configured to use TLS security as described in Configuring browsers to use TLS security on page 67.
	For all speech servers running IBM WebSphere and Nuance RealSpeak 4.0.12 speech servers with Red Hat Enterprise Linux, you need to set the LD_ASSUME_KERNEL environment variable to handle a multi-threaded environment as described in <a href="Configuring Red Hat Enterprise Linux Server6.5.64">Configuring Red Hat Enterprise Linux Server6.5.64</a> environment variables for speech servers on page 67.
	If you are running Orchestration Designer applications with a WebSphere Application Server (WAS) and Nuance speech servers, you need to configure the MIME type declarations as described in Configuring a WebSphere Application Server to work with Nuance speech servers on page 68.
	To use A-Law encoding with a Nuance server that supports Automatic Speech Recognition (ASR), you need to configure Nuance server as described in <a href="Configuring A-Law encoding for Nuance ASR servers">Configuring A-Law encoding for Nuance ASR servers</a> on page 68.
	If you want to use Nuance SWI_rawScore, you need to configure additional parameters on the Nuance speech server as described in the Nuance documentation.

#### **Related Links**

Configuring browsers to use TLS security on page 67
Configuring Red Hat Enterprise Linux Server 6.5.64 environment variables for speech servers on page 67

For all IBM WebSphere and Nuance RealSpeak 4.0.12 speech servers running Red Hat Enterprise Linux Server 6.5.64 in the Experience Portal system, you need to set the LD\_ASSUME\_KERNEL environment variable to handle a multithreaded environment.

Configuring a WebSphere Application Server to work with Nuance speech servers on page 68

If you are running Orchestration Designer applications with a WebSphere Application Server (WAS) and Nuance speech servers, you need to manually declare the grammars that Orchestration Designer uses on the WAS.

<u>Configuring A-Law encoding for Nuance ASR servers</u> on page 68

<u>Configuring parameters for getting recognition results from Nuance server on page 69</u>

# Configuring browsers to use TLS security

A web interface to the EPM for administering Experience Portal is included with the EPM software. To access the EPM Web interface, you must use a Microsoft Internet Explorer (IE8, IE9, or IE10 in compatibility mode) browser that is configured to use TLS security.

#### **Procedure**

- 1. In an IE browser window, select **Tools** > **Internet Options**.
- 2. Go to the **Advanced** tab.
- 3. In the **Security** section, ensure that the **Use TLS 1.0** check box is selected. If not, select the check box.
- 4. Click OK.

#### **Related Links**

External systems configuration worksheet on page 66

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

# Configuring Red Hat Enterprise Linux Server 6.5.64 environment variables for speech servers

For all IBM WebSphere and Nuance RealSpeak 4.0.12 speech servers running Red Hat Enterprise Linux Server 6.5.64 in the Experience Portal system, you need to set the LD\_ASSUME\_KERNEL environment variable to handle a multithreaded environment.

- 1. If you are running IBM servers or Nuance servers started from the command line:
  - a. On each speech server in the Experience Portal system, open the /etc/profile file in an ASCII editor.
  - b. Add the line Export LD ASSUME KERNEL=2.4.19v to the file.
  - c. Save and close the file.
- 2. If you are running Nuance servers as a Linux service:
  - a. On each Nuance speech server in the Experience Portal system, open the /etc/init.d/OSSservice file in an ASCII editor.

- b. Add the line LD\_ASSUME\_KERNEL=2.4.19v; export LD\_ASSUME\_KERNEL to the file.
- c. Save and close the file.

#### **Related Links**

External systems configuration worksheet on page 66

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

# Configuring a WebSphere Application Server to work with Nuance speech servers

If you are running Orchestration Designer applications with a WebSphere Application Server (WAS) and Nuance speech servers, you need to manually declare the grammars that Orchestration Designer uses on the WAS.

#### **Procedure**

- 1. Open a Web browser and go to http://<WAS\_ipaddress>:9090/admin, where <WAS\_ipaddress> is the IP address of your WAS server.
- 2. Log in as AnyOne.
- 3. Expand **Environment** in the left-hand pane.
- 4. Click **Virtual Hosts** in the expanded list.
- 5. In the right-hand pane, select the virtual host that manages your speech applications or, if you have not created a separate virtual host, select **default host**.
- 6. Click MIME Types.
- 7. Look for the application/srgs+xml MIME type. If it does not exist, click **New** and add it. If it does exist, select it and click **Edit**.
- 8. Add grxml grammar to the application/srgs+xml MIME type extensions.
- 9. Stop and then restart the WAS server.

#### **Related Links**

External systems configuration worksheet on page 66

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

# Configuring A-Law encoding for Nuance ASR servers

If you want to use A-Law encoding with a Nuance server that supports Automatic Speech Recognition (ASR), you need to configure the additional parameters.

#### **Procedure**

- 1. On each Nuance server machine, log in to the operating system and navigate to the directory in which the Nuance Baseline.xml file is stored.
- 2. Open the Baseline.xml file in an ASCII editor.
- Add the following additional value to both the swirec\_audio\_media\_type and swiep\_audio\_media\_type parameters:

```
<value>audio/x-alaw-basic;rate=8000</value>
```

- 4. Save and close the file.
- 5. Restart the Nuance server.
- 6. Repeat this procedure for any other Nuance ASR servers in the Experience Portal system.

#### **Related Links**

External systems configuration worksheet on page 66

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

# Configuring parameters for getting recognition results from Nuance server

You must configure parameters in the NSSserver.cfg and Baseline.xml files of the Nuance speech server to get the recognition results of *no match* from the Nuance server.

#### Before you begin

#### About this task

Make sure that you have installed the following applications:

- NSS 5.0.7 or higher
- NRec 9.0.11 or higher

#### **Procedure**

- 1. On each Nuance server machine, log in to the operating system.
- 2. Navigate to the usr/local/Nuance/SpeechServer/server/config directory in which the Nuance NSSserver.cfg file is stored.

server.mrcpl.osrspeechrecog.result.sendnomatch VXIString true

- 3. Open the NSSserver.cfg file in an ASCII editor.
- 4. Define the values as given below:

```
server.mrcp2.osrspeechrecog.mrcpdefaults.VSP.server.osrspeechrecog.result.sendnomatch VXIString true
```

- 5. Save and close the file.
- 6. Open the Baseline.xml file in an ASCII editor.
- 7. Define the value as given below:

```
<param name="swisr_result_enable_speech_mode"> <value> 1 </value> </param>
```

8. Restart the NSSservice.

#### **Related Links**

External systems configuration worksheet on page 66

In order to work with Experience Portal, you need to set configuration options in the 3rd party products.

# **Adding H.323 connections**

#### Before you begin

Ensure that the switch is configured.

#### **Procedure**

- 1. From the EPM main menu, select **System Configuration > VolP Connections** and go to the H.323 tab.
- 2. Click Add.
- 3. On the Add H.323 Connection page, enter the appropriate information and click **Save**.
- 4. Repeat this procedure for each H.323 connection you want to add.

# Adding a SIP connection

#### Before you begin

Configure Communication Manager.

- 1. From the EPM main menu, select **System Configuration > VolP Connections** and go to the SIP tab.
- 2. Click Add.
- 3. On the Add SIP Connection page, enter the appropriate information and click **Save**.

# Adding the MPP servers

#### **Procedure**

- 1. From the EPM main menu, select **System Configuration > MPP**.
- 2. On the MPP Server page, click **Add**.
- 3. On the first Add MPP Server page, enter the appropriate information and click **Continue**.
- 4. On the second Add MPP Server page, enter the appropriate information and click **Save**.

If you logged in using the init account, make sure you enter the appropriate LDN number for the server in the LDN field. If you do not specify an LDN number, Experience Portal uses the default value (000)000-0000.



#### Note:

Make sure you verify the security certificate details in the MPP Certificate section, and check the Trust new certificate check box. You cannot save the MPP page unless the check box is selected.

# Adding ASR servers

#### **Procedure**

- 1. From the EPM main menu, select **System Configuration > Speech Servers**.
- 2. On the ASR tab of the Speech Servers page, click **Add**.
- 3. On the Add ASR Server page, enter the appropriate information and click **Save**.
- 4. Repeat this procedure for each ASR server you want to add.
  - After you save the changes, the **System Monitor** web page and the **MPP Manager** web page on EPM display the Restart Required configuration status for MPPs that are in the Running state.
- Restart the MPP server.

# Adding TTS servers

- 1. From the EPM main menu, select **System Configuration > Speech Servers**.
- 2. On the TTS tab of the Speech Servers page, click Add.
- 3. On the Add TTS Server page, enter the appropriate information and click **Save**.
- 4. Repeat this procedure for each TTS server you want to add.

After you save the changes, the **System Monitor** web page and the **MPP Manager** web page on EPM display the **Restart Required** configuration status for MPPs that are in the **Running** state.

5. Restart the MPP server.

# Optional: Adding the auxiliary EPM server

#### Before you begin

Ensure that you configure the Outcall Web Service Authentication on the EPM Settings page.

#### **Procedure**

- 1. Log in to the EPM Web interface using an Administration user role.
- 2. From the EPM main menu, select **System Configuration > EPM Server**.
- 3. On the EPM Servers page, click Add.
- 4. On the first Add EPM Server page, enter the appropriate information and click **Continue**.
- 5. On the second Add EPM Server page, enter the appropriate information.
  If you logged in using the init account, make sure that the LDN number specified in the LDN field matches the information in the Avaya Services database for this server.
- 6. Click OK.

# Starting all MPP servers

#### Before you begin

Add all of the installed MPP servers as described in Adding the MPP servers on page 71.

- 1. From the EPM main menu, select System Management > MPP Manager.
- 2. On the MPP Manager page, make sure that the **Mode** column says **Online** for all servers. If any servers are shown as **Offline**:
  - a. Click the Selection check box next to each Offline MPP server.
  - b. Click the **Online** button in the **Mode Commands** group and confirm your selection when prompted by the system.
- 3. Click the Selection check box in the first column header of the MPP server table to select all MPP servers.

4. Click **Start** in the **State Commands** group and confirm your selection when prompted by the system.

Experience Portal starts the MPP servers. This process can take several minutes depending on how many servers there are in your system.

- 5. After a few minutes, click **Refresh**, and verify the following for all MPP servers:
  - Mode is Online
  - State is Running
  - Config is OK
- 6. Make sure that all licensed telephony ports are correctly allocated to the MPP servers:
  - a. From the EPM main menu, select **Real-Time Monitoring > Port Distribution**.
  - b. On the Port Distribution page, verify the details in the **Mode** and **State** columns.

#### **Next steps**

Once the MPP servers start successfully, the Avaya Aura<sup>®</sup> Experience Portal system is available. You can now test it by running the sample application as described in Running the sample application on page 75.

# Adding the Experience Portal test application

## Before you begin

If you want to test Automatic Speech Recognition (ASR) resources, ensure that you add one or more ASR servers to the Experience Portal system.

If you want to test Text-to-Speech (TTS) resources, ensure that you add one or more TTS servers to the Experience Portal system.

#### About this task

You can use the sample application that is installed with Experience Portal to test how the system handles telephony resource requests.

- If you run the sample application as a VoiceXML application, Experience Portal uses the default CCXML page installed on the MPP server to provide basic CCXML controls. The VoiceXML application tests:
  - ASR resources
  - TTS resources
  - Bridge transfers
  - Blind transfers
  - Supervised transfers
  - Several audio prompt formats
  - Audio prompt recording and playback

- If you run the sample application as a CCXML application, Experience Portal uses a more advanced CCXML page that provides all the functionality of the VoiceXML application and you can test the following CCXML features:
  - Call conferencing
  - Call classification
  - Call merge for calls using a SIP connection

#### **Procedure**

- 1. From the EPM main menu, select **System Configuration > Applications**.
- 2. On the Applications page, click **Add**.

EPM displays the Add Application page.

3. In the **Name** field, type the name you want to use to identify the application on the system. After you save the application, this name cannot be changed.

For example, type Test App.

4. Enter the required parameters for the application.

The following table provides information on the parameters that you must enter for each application type.

Application type	Required parameters					
VoiceXML	In the MIME Type field, select VoiceXML.					
application	In the VoiceXML URL field, type http://MPP_Identifier/mpp/misc/avptestapp/intro.vxml, where MPP_Identifier is the hostname or IP address of any one of the MPP servers in the Experience Portal system.					
CCXML application	In the MIME Type field, select CCXML.					
	In the CCXML URL field, type http://MPP_Identifier/mpp/misc/avptestapp/root.ccxml, where MPP_Identifier is the hostname or IP address of any one of the MPP servers in the Experience Portal system.					

5. Click **Verify** to make sure that the system can locate the sample application page.

If EPM can find the specified page, EPM displays the page in a separate browser window. If this check succeeds, continue with this procedure. Otherwise, correct the information in the **VoiceXML URL** or **CCXML URL** field and repeat this step until the system can locate the sample application page.



Instead of opening the file in a separate window, the browser might prompt you to save the file as a text file. You can choose to save the file and use text editor to open the file.

- 6. If you want to test ASR resources, complete the following steps:
  - a. Select the type of ASR server you want to use from the ASR drop-down list.
  - b. From the Languages list, select English(US) en-us.

- 7. If you want to test TTS, complete the following steps:
  - a. Select the type of TTS server you want to use from the TTS drop-down list.
  - b. From the Voices list, select one or more of the English(US) voices.
- 8. To associate one or more incoming numbers with this application, enter the appropriate information in the **Application Launch** group.
- 9. To test transcriptions, go to the **Transcription** section of the **Reporting Parameters** group and set the transcription parameters.
  - Note:

You can set the transcription parameters only if you have the Privacy Manager user role.

10. Click Save.

EPM displays the Applications page with the test application listed in the table.

# Running the sample application

#### **Procedure**

1. Call the test application number.

The test application number is the number that you specify when you add the test application to the Experience Portal system.

- 2. If you run the test application as a VoiceXML application, press:
  - 1 for Automatic Speech Recognition (ASR)
  - 2 for Text-to-Speech (TTS)
  - 3 for Bridge Transfer
  - 4 for Blind Transfer
  - 5 for Consultative Transfer
  - 6 for Audio test
  - 7 to Exit
- 3. If you run the test application as a CCXML application, press:
  - 1 for Automatic Speech Recognition (ASR)
  - 2 for Text-to-Speech (TTS)
  - 3 for Bridge Transfer
  - 4 for Blind Transfer
  - 5 for Consultative Transfer
  - 6 for Audio test

- 7 to test Conferencing
- 8 to test Merge
- 9 to test Call Classification
- 0 to Exit

#### **Next steps**

After you run the application, you can create reports to verify the application's performance and, if you have enabled transcriptions, view the transcription data.

#### **Related Links**

<u>Test Application result for Call Classification option</u> on page 76

<u>Test Application result for Call Conferencing option</u> on page 77

<u>Test Application result for Call Merge option on page 77</u>

# Test Application result for Call Classification option

When you run the test application as a CCXML application, and press 9 to test call classification, the application plays the following prompts based on the call status:

Call Status	Prompt				
Line is busy	he busy tone is detected.				
Invalid number is detected	Fail to create call.				
Call is connected and human voice is heard	Detected live voice.				
Call is connected and a recorded message is detected	Detected answering machine.				
Call is connected and fax is detected	Detected fax.				
Call is connected and sit tone is detected	The sit tone is detected.				
Trunks are busy	The fast busy tone is detected.				
Call classification detection does not detect anything within the specified timeout period	Timeout is detected.				
Error occurs during call classification detection	Error occurs while detecting.				
Call is not answered	No answer is detected.				

#### **Related Links**

Running the sample application on page 75

# Test Application result for Call Conferencing option

When you run the test application as a CCXML application, and press 7 to test call conferencing, the application plays the following prompts based on the call status:

Call Status	Prompt					
Call to destination fails	Fail to create call.					
Call is successful	Thank you.					
	Note:					
	When the call conference is successful, the application plays additional prompts.					
	For H323, enter 9 with the phone number. Otherwise, the call fails.					

#### **Related Links**

Running the sample application on page 75

## **Test Application result for Call Merge option**

When you run the test application as a CCXML application, and press 8 to test call merging, the application plays the following prompts based on the call status:

Call Status	Prompt					
The application detects H.323 connection	This option is not supported in H.323. Please use SIP.					
Merge is successful.	Thank you.					
	Note:					
	After playing the thank you prompt, the application merges the call.					
	This option is not supported for H.323.					

#### **Related Links**

Running the sample application on page 75

# Configure and run the Application Interface test client

Use the Application Interface test client to validate the Application Interface web service and the Experience Portal outcall functionality. The Application Interface test client is available in \$AVAYA HOME/Support/OutCallTest/VPAppIntfClient.

#### **Related Links**

Configuring Experience Portal for outcall on page 78 Running the Application Interface test client VPAppIntfClient.sh on page 78

# **Configuring Experience Portal for outcall**

#### About this task



#### Important:

This configuration is required only if you use Experience Portal to perform outcalls or the Application Interface web service to launch VXML and CCXML applications.

#### **Procedure**

- 1. Ensure that at least one of the ports in the system is configured to allow outbound calls. For more information on configuring ports, see Administering Avaya Aura® Experience Portal.
- 2. The VPAppIntfService Web service version authenticates users that are configured as Experience Portal users. The user must have the Web Services role.

#### Related Links

Configure and run the Application Interface test client on page 77

# Running the Application Interface test client VPAppIntfClient.sh

## Before you begin

Ensure that you configure Experience Portal for the Application Interface test client as described in Configuring Experience Portal for outcall on page 78.

#### **Procedure**

- 1. Log in to Linux locally as sroot, or log in remotely as a non-root user and change the user to root by entering the su - sroot command.
- 2. Navigate to the Application Interface test client directory by entering the cd \$AVAYA HOME/ Support/OutCallTest/VPAppIntfClient command.
- 3. Enter the ./VPAppIntfClient.sh -n <outcall-username> -p <outcall password> command to request the number of available outbound ports.
  - <outcall-username> is an Experience Portal user configured from EPM Web interface.
  - <outcall password> is the password for <outcall-username> that is configured from the EPM Web interface.



The user must have the Web Services user role.

4. Verify that the Application Interface test client displays a response that shows the total ports and unused ports available for outcalls.

#### For example:

Mon Jun 03 16:55:26 PDT 2013:VPAppIntfServiceClient: queryResources succeeded, Total Resources = 0, Unused H323 = 0, Unused SIP = 0

Mon Jun 03 16:55:26 PDT 2013: VPAppIntfServiceClient: exiting

- 5. Enter the ./VPAppIntfClient.sh —R 1 —A <application-name> —T <number-to-dial> —n <outcall-username> —p <outcall password> command to initiate an outcall and launch a VoiceXML application.
  - <application-name> is the name of the application that you specify on the application page.
  - <number-to-dial> is the phone number to place the outcall to.
  - <outcall-username> is the Experience Portal username configured with the Web Services
    role in the EPM.
  - <outcall password> is the password assigned to the outcall-username above that was configured on the EPM -> Users page.
- 6. Verify that the dialed phone number rings.
- 7. Answer the phone and verify that the specified application handles the call.

## Note:

The application handles the call in the same way as when an actual user calls into the system.

- 8. Verify that the Application Interface test client displays the following:
  - A response that shows the result of the LaunchVXML operation.
  - The total ports and the unused ports available for outcalls.

#### For example:

Mon Jun 03 17:00:31 PDT 2013: VPAppIntfServiceClient: launchVXML succeeded, SessionID = scaaep134-2013155001030-5, TotalRes = 100, UnusedH323 = 0, UnusedSIP = 99

Mon Jun 03 17:00:31 PDT 2013: VPAppIntfServiceClient: exiting

#### **Related Links**

Configure and run the Application Interface test client on page 77

# **Configuring Software Upgrade in EPM**

You can upgrade the MPPs running on the Experience Portal system from the Software Upgrade page in the EPM web interface. If you want to use the Software Upgrade functionality, you need to authorize the EPM to upgrade the MPPs. For more information on Software Upgrade, see *Administering Avaya Aura*® *Experience Portal*.

If you don't want to use the Software Upgrade functionality to upgrade the MPPs, disable the InstallAgent RPM.



#### Note:

Disabling the InstallAgent package is optional.

Disable the InstallAgent package if you don't want EPM to use a public key-based SSH mechanism to remotely administer the MPP upgrades, and if you don't want this package installed on your system.

#### **Related Links**

Optional: Disabling the InstallAgent RPM on page 80 Reinstalling the InstallAgent RPM on page 80

## Optional: Disabling the InstallAgent RPM

#### **Procedure**

Delete the .ssh directory by entering the rm -r /home/vpinstall/.ssh command.

Or

If you want to save the .ssh directory for future reference, you can rename the directory. For example, to rename the .ssh file to .sshOld, enter the mv /home/vpinstall/.ssh / home/vpinstall/.sshOld command.

2. Enter the chmod -s /opt/Avaya/InstallAgent/bin/InstallAgent command to disable the InstallAgent RPM.

The command removes the user ID permission from the InstallAgent package.

#### **Related Links**

Configuring Software Upgrade in EPM on page 79

## Reinstalling the InstallAgent RPM

#### About this task

If you have previously disabled the InstallAgent RPM, as described in Optional Disabling the InstallAgent RPM on page 80, and want to use the Software Upgrade feature to upgrade the MPPs, you need to reinstall the InstallAgent RPM.

#### **Procedure**

On the Experience Portal server, enter the rpm -U <IA RPM> --replacepkgs command to reinstall the InstallAgent RPM.

For example, rpm -U av-ia-6.0.0.0-3302.rpm -replacepkgs.

## Note:

The InstallAgent RPM is located in the external/installagent directory of the Experience Portal installation image.

#### Related Links

Configuring Software Upgrade in EPM on page 79

## **External time sources**

To make sure that the reporting and logging activities across all servers in your network are synchronized to the same time, use the same external time source for the following:

- The server running the Primary EPM software
- Any application servers running on dedicated machines
- All available speech servers
- All PBX switches
- · All email servers

You can use a corporate or a public time server as the external time source.

## Note:

Avaya only provides guidelines for public time servers. Ensure that the servers you choose are accessible through your corporate firewall. Some public time servers either limit the amount of access a particular site has or charge for their services. If you select a public time server, make sure that the time server meets all requirements before you change the ntp.conf file on the Primary EPM server.

#### **Related Links**

Configuring the Primary EPM server to point to an external time source on page 81

# Configuring the Primary EPM server to point to an external time source

#### Before you begin

Make sure you have the server names or IP addresses of one or two appropriate external time sources. For more information, see External time sources on page 81.

#### **Procedure**

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.

- 2. Open the /etc/ntp.conf file in an ASCII text editor.
- 3. Edit the /etc/ntp.conf file to add the server you want to use as the primary external time source and an explicit declaration to set the local clock. If desired, you can also add a server to use as the secondary time source if the primary source cannot be found. The format is:

```
server xxxx
                       // primary external time server
server yyyy
                       // optional secondary external time server
server 127.127.1.0
                      // set local clock to time received from external server
fudge 127.127.1.0 stratum 10
driftfile /var/lib/ntp/drift
authenticate no
```

Where xxxx and yyyy are either server names or IP addresses of the external time servers you want to use.



#### Note:

The typical settings for driftfile and authenticate are shown above. If the ntp.conf file at your site has different settings, check with your system administrator before you change them.

The following uses the external time sources clock.sic.he.net and

```
ntp-1.cede.psu.edu:
```

```
server clock.sjc.he.net
                                  // primary external time server
restrict clock.sjc.he.net nomodify
server ntp-1.cede.psu.edu
                                  // secondary time server
restrict ntp-1.cede.psu.edu nomodify
                                  // set local clock
server 127.127.1.0
fudge 127.127.1.0 stratum 10
driftfile /var/lib/ntp/drift
authenticate no
```

- 4. Save and close the file.
- 5. Using a text editor of your choice, open the /etc/ntp/step-tickers file.

This file is used for initial time setup on the EPM.

6. Add a line in the file to specify the time source server names or IP addresses.

For example, if you are using the servers clock.sjc.he.net and ntp-1.cede.psu.edu, you would add the following lines:

```
clock.sjc.he.net
ntp-1.cede.psu.edu
```

7. Save and close the file.

8. Restart the ntpd daemon by entering the /sbin/service ntpd restart command.

#### The system returns:

```
Shutting down ntpd: [OK]
Synchronizing with time server [OK]
Starting ntpd: [OK]
```

#### **Related Links**

External time sources on page 81

# Non-English language support

## Non-English character support on the EPM web pages

While the EPM You can use non-English characters when entering field values if you have the appropriate languages installed on the EPM server. Avaya Enterprise Linux, Avaya provides font files for Chinese, Japanese, and Korean.

#### **Related Links**

<u>Configuring Chinese on Avaya Enterprise Linux</u> on page 83

<u>Configuring Japanese on Avaya Enterprise Linux</u> on page 84

<u>Configuring Korean on Avaya Enterprise Linux</u> on page 85

# Configuring Chinese on Avaya Enterprise Linux Procedure

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the  $\mathfrak{su}$  – command.

2. Navigate to the Linux font directory by entering the cd /usr/share/fonts command.



If the font directory does not already exist, create the directory by entering the mkdir /usr/share/fonts command, then navigate to the directory you just created.

3. Copy the Chinese font file to the font directory by entering the cp \$AVAYA\_HOME/Support/fonts/zh CN/TTzh CN.tar .command.

## **!** Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

- 4. Extract the font file by entering the  $tar -xvf TTzh_CN.tar$  command.
- 5. Copy the system language file to the Linux system configuration directory by entering the cp \$AVAYA HOME/Support/fonts/zh CN/i18n /etc/sysconfig/ command.
- 6. Navigate to the Java fonts directory by entering the cd \$JAVA\_HOME/jre/lib/fonts command.
- 7. Create the fallback directory by entering the mkdir fallback command.
- 8. Navigate to the fallback directory by entering the cd fallback command.
- 9. Copy the Chinese font files to the fallback directory by entering the cp /usr/share/fonts/zh CN/TrueType/\*.ttf .command.

## Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

10. Reboot the EPM server machine by entering the reboot command.

#### Related Links

Non-English character support on the EPM web pages on page 83

# Configuring Japanese on Avaya Enterprise Linux

#### **Procedure**

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the  $\mathtt{su}\,$  – command.

2. Navigate to the Linux font directory by entering the cd /usr/share/fonts command.

## Note:

If the font directory does not already exist, create the directory by entering the mkdir /usr/share/fonts command, then navigate to the directory you just created.

3. Copy the Japanese font file to the font directory by entering the cp \$AVAYA\_HOME/Support/fonts/ja/TTja.tar . command.

## Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

- 4. Extract the font file by entering the tar -xvf TTja.tar command.
- 5. Copy the system language file to the Linux system configuration directory by entering the cp \$AVAYA HOME/Support/fonts/ja/i18n/etc/sysconfig/command.
- 6. Navigate to the Java fonts directory by entering the cd \$JAVA\_HOME/jre/lib/fonts command.
- 7. Create the fallback directory by entering the mkdir fallback command.
- 8. Navigate to the fallback directory by entering the cd fallback command.
- 9. Copy the Japanese font files to the fallback directory by entering the cp /usr/share/fonts/ja/TrueType/\*.ttf .command.

## Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

10. Reboot the EPM server machine by entering the reboot command.

#### Related Links

Non-English character support on the EPM web pages on page 83

# Configuring Korean on Avaya Enterprise Linux

#### **Procedure**

Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- · Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the  $\mathtt{su}\,$  – command.

2. Navigate to the Linux font directory by entering the cd /usr/share/fonts command.

## Note:

If the font directory does not already exist, create the directory by entering the mkdir /usr/share/fonts command, then navigate to the directory you just created.

3. Copy the Korean font file to the font directory by entering the cp \$AVAYA\_HOME/Support/fonts/ko/TTko.tar . command.

## **!** Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

- 4. Extract the font file by entering the tar -xvf TTko.tar command.
- 5. Copy the system language file to the Linux system configuration directory by entering the following command:

```
cp $AVAYA HOME/Support/fonts/ko/i18n /etc/sysconfig/ command.
```

- 6. Navigate to the Java fonts directory by entering the cd \$JAVA\_HOME/jre/lib/fonts command.
- 7. Create the fallback directory by entering the mkdir fallback command.
- 8. Navigate to the fallback directory by entering the cd fallback command.
- 9. Copy the Korean font files to the fallback directory by entering the cp /usr/share/fonts/ko/TrueType/\*.ttf .command.

## Important:

Make sure you include the . (period) at the end of the cp command to indicate that you want Linux to copy the files to the current directory.

10. Reboot the EPM server machine by entering the reboot command.

### **Related Links**

Non-English character support on the EPM web pages on page 83

# Disabling the display of avayavp user name in the RedHat Enterprise Linux GUI login page user list

#### About this task

If you have installed a graphical interface for RHEL 6.4, the RHEL 6.4 GUI login page displays a list of users on the startup screen.

This list also includes the avayavp user. To eliminate potential security hazard, you must disable the RHEL 6.4 GUI login page from listing users.

#### **Procedure**

1. To disable the login page from listing users, enter the following command on the console:

```
sudo -u gdm gconftool-2 --type bool --set /apps/gdm/simple-greeter/
disable user list true
```

2. To verify that the user list is disabled on the login page, enter the following command on the console:

```
sudo -u gdm gconftool-2 --get /apps/gdm/simple-greeter/
disable_user_list
```

If the command returns the value as True, then the login page does not display the list of

# Chapter 8: Troubleshooting installation issues

# Installation log files

The installation log files contain detailed information about the installation process.

You can run the EPInstallationVerifier script to check if the installation or upgrade was successful. The script parses the install logs and reports if the installation or upgrade was successful. To run the script, enter the ./EPInstallationVerifier <InstallationLogDirectory> command where <InstallationLogDirectory> is located in /opt/Avaya/ExperiencePortal/logs and is specified at the end of each upgrade. An example of the command: ./EPInstallationVerifier /opt/ Avaya/ ExperiencePortal/logs/install\_2012-06-25.000.

Avaya Aura® Experience Portal creates several log files during the installation process. If the installation process:

- Completes successfully, Experience Portal copies the log files to \$AVAYA\_HOME/logs/install\_date, where \$AVAYA\_HOME is the environment variable pointing to the installation path you specified on the Installation Destination installation screen and date is the date the installation process was run. The default installation directory is /opt/Avaya/ExperiencePortal.
- Does not complete successfully, Experience Portal leaves the log files in /opt/ \_Avaya\_Voice-Portal\_temp.

#### General installation log files

Log filename	Description					
VP_Install.log	Main log containing output from all EPM and MPP installation processes. This is the first log file you should consult if you need to troubleshoot an installation issue.					
	Note:					
	This file contains detailed log messages which might appear to be warnings or errors, but can safely be ignored, particularly if those warnings do not appear in the installation summary (ISSummary.log).					
ISSummary.log	Summary of the Experience Portal installation, including any warning or error messages encountered during the installation.					
ISOpt.log	InstallShield generated log containing internal data.					

Log filename	Description				
installSequence.log	Subset of ISOpt.log				
prereqchecker.log	Detailed information from the Prerequisite Checker.				
prereqchecker.out.log	Results from the Prerequisite Checker.				
prereqchecker.err.log	Any internal errors encountered by the Prerequisite Checker.				
prereqinstaller.log	Detailed information from the Prerequisite Installer.				
prereqinstaller.out.log	Results from the Prerequisite Installer.				
prereqinstaller.err.log	Any internal errors encountered by the Prerequisite Installer.				
SetIAVersion <component>.lo</component>	Version history of the Experience Portal components installed. The <pre><component> can be VPMS, MPP, or Docs.</component></pre>				
ExtensionsPersistFiles.log	A directory containing files used to preserve properties during EPM upgrades.				
installStatus.log	Log file generated for use by auto upgrade to log and track major steps during the installation				
GetIAVersionVPMS.err.log	Log file containing any warning messages generated while trying to retrieve version information as part of an upgrade. The presence of a warning in this log file does not necessarily indicate an error.				

## MPP-specific installation log files

Log filename	Description				
av-mpp- <buildnumber>- Install-<date>.log</date></buildnumber>	mppinstall.sh script output.				
av-mpp- <buildnumber>- Install-rpm-<date>.log</date></buildnumber>	Output from the Red Hat Package Manager (RPM) during the MPP software installation.				
mpp.cert.gen.out.log	Results from the security certificate generation process.				
mpp.cert.gen.err.log	Any internal errors generated from the certificate generation process.				
mpp.cert.imp.out.log	Results from the security certificate import process.				
mpp.cert.imp.err.log	Any internal errors generated from the certificate import process.				
mpp.key.import.out.log	Results from the public key import process from the EPM.				
mpp.key.import.err.log	Any internal errors generated from the public key import process from the EPM.				
mpp.key.log	Summary and fingerprint information about the public key imported by the MPP from the Primary EPM.				

# **EPM-specific installation log files**

Log filename	Description			
vpms.cert.gen.out.log	Results from the security certificate generation process.			
vpms.cert.gen.err.log	Any internal errors generated from the certificate generation process.			
vpms.cert.imp.out.log	Results from the security certificate import process.			
vpms.cert.imp.err.log	Any internal errors generated from the certificate import process.			

Log filename	Description			
vpms.cert.log	Summary and fingerprint information about the certificate generated during EPM installation that is used for communication with the MPP and any Auxiliary EPMs.			

# **Fixing Prerequisite Checker failures**

### Solution

#### **Procedure**

 Examine the Prerequisite Checker pages to determine exactly what problems were encountered.



#### Tip:

If the error is UnknownHostException: localhost, see Prerequisite Checker fails with UnknownHostException:localhost on page 90.

2. Upgrade your system to meet the minimum hardware and operating system requirements for Experience Portal

## **Next steps**

If you aborted the installation, enter installvp/autoupgradevp to start the installation.

After you upgrade your system, you can resume the Experience Portal installation script at the current point as long as you did not exit the installation script or restart your Experience Portal server. If you want to:

- Resume the script, type 2 and press Enter until you go past the first Prerequisite Status page. Experience Portal reruns the Prerequisite Checker and you can then continue with the installation instructions.
- Quit the installation script, type 3 and press Enter, then type 1 and press Enter to confirm.

## Prerequisite Checker fails with UnknownHostException:localhost

If you receive an error during the prerequisite check for the localhost, or a faultString reporting UnknownHostException:localhost during Experience Portal installation or upgrade, it is likely that the /etc/hosts file of the server is not properly set up. As a result, the installation script cannot deploy certain Experience Portal components correctly.

The /etc/hosts file is a simple text file that associates IP addresses with one or more hostnames. The format is one line per IP address, with the associated hostnames separated by white space (spaces or tabs).

#### Solution

#### **Procedure**

1. Log into Linux on the EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- · Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

- 2. Back up the original file prior to editing it by entering the cp /etc/hosts /etc/hosts.bak command.
- 3. With the ASCII text editor of your choice, open the /etc/hosts file.
- 4. Verify that:
  - The first line contains 127.0.0.1 localhost localhost.localdomain, with the IP address and hostnames separated by spaces or tabs
  - If the file has other entries, each entry must be in the form <code>IP\_address</code> <code>hostname1</code> <code>hostname2...</code>, where <code>IP\_address</code> is the IP address of a server in the Experience Portal system and <code>hostname1</code> <code>hostname2...</code> is one or more hostnames, separated by tabs or spaces, to associate with the IP address.

#### **Example**

The following shows a properly-formatted /etc/hosts file with two MPP servers:

```
127.0.0.1 localhost localhost.localdomain #Required first line
123.123.123 temp_server_hostname #Primary EPM server IP address
and hostname
123.123.123.123 first_mpp.domainname.com first_MPP #First MPP server
123.123.123.123 second_mpp.domainname.com second_MPP #Second MPP server
```

# **Fixing Prerequisite Installer failures**

The Prerequisite Installer installs additional software required for Experience Portal such as the Apache Web Server, Tomcat, and php. The majority of this software comes from RPMs installed by the Prerequisite Installer.

Installer failures are generally the result of installing Experience Portal on a server running a:

 More recent supported version of Red Hat Enterprise Linux Server. Although Experience Portal does support updates to Red Hat Enterprise Linux Server, some system RPMs in the newer updates can conflict with some of the RPMs that Experience Portal is attempting to install.  Customized Red Hat Enterprise Linux Server installation that is missing an RPM required by one of the Experience Portal prerequisite RPMs.

### Solution

#### **Procedure**

- 1. Examine the Prerequisite Installer report to determine exactly what problems were encountered and what log file, if any, is available for more information.
  - For an example of one such error, see <u>Sample Prerequisite Installer error message</u> on page 92.
- 2. If you are using a supported version of Red Hat Enterprise Linux Server and the Prerequisite Installer fails for any of the php RPMs, install the following RPMs from your Red Hat Enterprise Linux Server installation DVD or the Red Hat support website:

```
• php-common.x86 64
```

- php-process.x86 64
- 3. If that does not solve the problem, see <u>Identifying RPM issues</u> on page 94 for more information.

### Next steps

If you aborted the installation, enter installvp/autoupgradevp to start the installation.

After you fix any prerequisite software issues, you can resume the Avaya Aura<sup>®</sup> Experience Portal installation script at the current point as long as you did *not* exit the installation script or restart your Avaya Aura<sup>®</sup> Experience Portal server. If you want to:

- Resume the script, type 2 and press Enter until you go past the first Installation Status page. Avaya Aura® Experience Portal reruns the Prerequisite Installer and you can then continue with the installation instructions.
- Quit the installation script, type 3 and press Enter, then type 1 and press Enter to confirm.

# Sample Prerequisite Installer error message

The following is an example of the error messages produced by the Prerequisite Installer when the installer encounters a more recent version of the JDK than Experience Portal was about to install. You can use this example as a guideline for solving any Prerequisite Installer issues you encounter.

-----

=====

```
Installation Status
______
- Third-Party
| - Semanage Libraries-----Success
- ActiveMQ-----Success
| - GCC and C++ Shared Libraries -----Success
| - Java(TM) 2 SDK Standard Edition-----Failed
The following line indicates the start of the error information:
     Error: RPM Installation failed with the following detail.
     jdk-1.7.0 45-fcs.x86 64.rpm install
     - original directory='/mnt/cdrom/external'
     - RPM install directory='/mnt/cdrom/external/J2SDK'
     - RPM name = 'jdk-1.7.0 45-fcs.x86 64.rpm'
    - LOG file = '/tmp/Avaya/install-rpm.log'
     >>>>Starting RPM installation: 'rpm -U --replacepkgs
jdk-1.7.0 45-fcs.x86 64.rpm'
The following two lines show the installed JDK version and why it does not match the version
Experience Portal needs to install:
     package jdk-1.7.0_48-fcs (which is newer than jdk-1.7.0_45-fcs)
is
      Already Completed
     >>>>>RPM Installation failed: Exit Code: 2
     _____
The following three lines restate the error that the version found was not the version expected:
     RPM installation check: Expecting 'Found' = 'Expected'.
     Expected: jdk-1.7.0_45-fcs.x86_64.rpm Found: jdk-1.7.0_45-fcs
Out of Date
     Non-compliant Java SDK found. Enter "rpm -e j2sdk" in the
command line
to uninstall the SDK, then run the prerequisite installer
again.
______
Install aborted due to installation failure.
______
```

#### To resolve this issue:

1. If you want to verify that this version is actually installed, enter the rpm -q jdk command.

- 2. Before you remove the more recent RPM version that you have installed, check the Avaya online support Web site, <a href="http://support.avaya.com">http://support.avaya.com</a>, to make sure that a solution to this issue has not been posted. If no solution is available:
  - a. Look at the RPM installation check line, which is the third highlighted line in the example. In this case, the Prerequisite Installer expected that the version it found installed on the system would be identical to the version it was installing. The solution is to remove the more recent version and let the Prerequisite Installer install the JDK version Experience Portal requires.
  - b. To remove the installed JDK version, enter the rpm -e jdk command.
  - c. Once the JDK has been removed, return to the Experience Portal installation script and resume the installation.

# **Identifying RPM issues**

If you have installed a supported version of Red Hat Enterprise Linux Server, you should also verify that the correct RPMs are installed on your system. If you are registered with Red Hat to automatically receive updates, there might be a conflict with one or more of the updated RPMs.

The Experience Portal installation included a file that lists the RPMs and version numbers in the supported version of Red Hat Enterprise Linux Server. This file is installed in \$AVAYA\_HOME/Support/RedHat-RPM-Lists and on the Experience Portal installation DVD under Support/RedHat-RPM-Lists.

You can generate a listing of the RPMs that are currently installed on your system and then compare the RPMs you have installed against what has been verified. Other versions than the ones verified might cause your Experience Portal system not to operate.



If the list of RPMs installed on your system does not exactly match the list of RPMs in the RedHat-RPM-Lists file that is located in the Support directory of the Experience Portal installation DVD, it does not necessarily mean there is a problem. However, if you are still experiencing problems after you have reviewed the installation log files and initial configuration settings, you might bring your system in line with the verified list of RPMs to see if that solves the problem.

## **Solution**

#### **Procedure**

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

Log in to the local Linux console as sroot.

Or log in remotely as a non-root user and then change the user to sroot by entering the su
 sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

- 2. Enter the cat /etc/issue command.
- 3. Verify that the version is Release 6.5 64 bit or later.
- 4. To get a list of the RPMS installed on your system and redirect the list to a file, enter the rpm -qa | sort> /tmp/rpmlist.txt command.
  - When the system has finished generating rpmlist.txt, it stores the file in the /tmp directory.
- 5. To find any differences between the RPMs currently installed and the RPMs that are required for Experience Portal, enter the diff /tmp/rpmlist.txt \$AVAYA\_HOME/Support/RedHat-RPM-Lists/RHEL6.4.txt command.
- 6. Review the reported differences and bring the installed RPMs in line with the RPMs listed in the Support > RedHat-RPM-Lists directory of the Experience Portal installation DVD.
- 7. If you need the correct version of an RPM, download it from Red Hat website, <a href="http://www.redhat.com">http://www.redhat.com</a>.
- 8. Once you have identified the problems and downloaded any required RPMs:
  - To upgrade an RPM to a different version, enter the rpm -U <path>/rpmname command, where <path> is the complete path and rpmname is the filename of the RPM you are updating.
  - To install an RPM, enter the rpm -i path/rpmname command, where path/rpmname is the complete filename and path of the RPM you are installing.
  - To remove an RPM, enter the rpm -e rpmname command, where rpmname is the name of the RPM you are removing.
    - Important:

Do not specify a file path when you remove an RPM.

# Installation Progress Bar stops at 25% completed

If the **Installation Progress Bar** does not advance beyond 25% completed and the Post Installation Summary screen states that no summary information could be found, then InstallShield has encountered an internal error and the Experience Portal installation or upgrade was not successful.

This error condition is shown in the following example:

Installation Progress
Note: The last portion of the install might take several minutes to complete.

```
Please be patient and wait for the Post Installation Summary to be
displayed.
Installing Avaya Aura Experience Portal. Please wait...
|----|
              25%
                              50%
                                                              100%
0 응
Post Installation Summary
The Avaya Aura Experience Portal
installation has completed. Review the following information.
If there are errors or warnings, then please review the installation
logs.
No summary information could be found; please check the log files for
information
Press 3 to Finish or 5 to Redisplay [3]
java.io.IOException: java.io.IOException: /opt/ Avaya Voice-Portal temp/
MoveLogFiles: not found
      at java.lang.UNIXProcess.<init>(UNIXProcess.java:143)
      at java.lang.Runtime.execInternal(Native Method)
      at java.lang.Runtime.exec(Runtime.java:566)
      at com.installshield.util.Java2ProcessExec.processExec(Unknown
Source)
      at com.installshield.util.ProcessExec.executeProcess(Unknown
Source)
com.installshield.wizardx.actions.ExecWizardAction.executeProcess(Unknown
      at com.installshield.wizardx.actions.ExecWizardAction.run(Unknown
Source)
      at java.lang.Thread.run(Thread.java:534)
```

In this case, no Experience Portal software was actually installed or upgraded.

## Solution

#### **Procedure**

- 1. Type 3 to finish the aborted installation or upgrade process.
- 2. Return to the beginning of the installation or upgrade procedure you were following and rerun the Experience Portal installation script installvp or autoupgradevp.

## **EPM** install finishes with an Axis error

A known issue with Axis sometimes affects the EPM software installation. If this problem occurs, the EPM software installer displays either Exception: AxisFault or Warning: Axis may not

be accepting new applications properly, as shown in the following Post Installation Summary screens.

#### First sample Post Installation Summary screen:

```
Installing EPM...
Possible Error during operation: Register vpappLog with Axis
- Start error description -
Exception: AxisFault
faultCode: {http://schemas.xmlsoap.org/soap/
envelope/}Server.generalException
faultSubcode:
faultString: Couldn't find an appropriate operation for XML QName
{http://xml.apache.org/axis/wsdd/}deployment
 faultActor:
 faultNode:
faultDetail:
 {http://xml.apache.org/axis/}hostname:takuma.avaya.com
- End error description -
Possible Error during operation: Deploy Core Services (Part 2/2)
- Start error description -
Error: Could not deploy network log server: 255
Error: Could not deploy alarm server: 255
- End error description -
Second sample Post Installation Summary screen showing the Warning: Axis may not be
accepting new applications properly message:
Installing Documentation...
...done installing Documentation
Installing EPM...
Possible Error during operation: Start Tomcat
- Start error description -
Warning: Axis may not be accepting new applications properly
- End error description -
...done installing EPM
Installing MPP...
...done installing MPP
In this case, you need to:
```

## **Solution**

#### **Procedure**

- 1. Type 3 to finish the incomplete installation process.
- 2. Return to the beginning of the installation procedure you were following and rerun the Experience Portal installation script installvp or autoupgradevp.

# Install hangs at Post Installation Summary screen

A known InstallShield issue sometimes causes the software installation to hang, especially if there is a long delay between steps.

In this case, the Post Installation Summary screen displays:

```
Post Installation Summary

The Avaya Aura Experience Portal installation has completed. Review the following information. If there are errors or warnings, then please review the installation logs.

Installing Documentation...

Press 3 to Finish or 5 to Redisplay [3]
```

## Solution

#### **Procedure**

Restart the installation script from the beginning, making sure that you do not pause too long between steps.

The Post Installation Summary screen should display messages similar to the following:

```
Post Installation Summary

The Experience Portal installation has completed. Review the following information. If there are errors or warnings, then please review the installation logs.

Installing Documentation...
...done installing Documentation

Installing EPM...
...done installing EPM

Press 3 to Finish or 5 to Redisplay [3] 3

Moving installation logs to: /opt/Avaya/ExperiencePortal/logs/install_2013-12-12.000

[sroot@vpms-server cdrom]# reboot
```

# MPP installation is hanging

Any hung or stale NFS mount points can cause RPM installations to hang while installing the Experience Portal software.

## Solution

### **Procedure**

- 1. On the MPP server, enter the df command.
- 2. If the server:
  - Responds to this command, then all NFS mount points are operational. Make sure that the EPM and MPP clocks are properly synchronized .
  - Does not respond to the command, continue with this procedure.
- 3. Enter the umount -1 command to unmount any file systems.
- 4. If not already done, exit the Experience Portal installation script.
- 5. If the automount feature is enabled, disable it by commenting out the appropriate lines in the server's /etc/fstab file.
- 6. Reboot the server.
- 7. Restart the installation script from the beginning.

# MPP could not import EPM key

The EPM installs correctly but the Public Key Verification screen displayed during the MPP installation contains the error:

Failed to import key from specified host. Please check the following: URL: http://EPM-server/cert.pem

The most common cause of this error is that the iptables firewall is enabled on the primary EPM server.

## **Solution**

#### **Procedure**

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- · Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su - command.

- 2. Determine whether the iptables firewall is active by entering the service iptables status command.
- 3. If the firewall is:
  - Running, disable it by entering the chkconfig --del iptables command and proceed to Step 4.
  - Not running, try to manually download the certificate by entering the curl http://EPM-server/cert.pem command, where EPM-server is the domain name or IP address of the system where the Primary EPM software is installed.
    - If the command displays the lines ----BEGIN CERTIFICATE---- and ----END CERTIFICATE----, regardless of what information is displayed between those lines, continue with this procedure. Otherwise, contact your Avaya Services representative.
- 4. Restart the *vpms* service by entering the /sbin/service vpms restart command.
  - You will see a series of messages as the command starts to shut down EPM components. When the command has successfully stopped all relevant components, the system displays the message: VPMS Shutdown Status: [ OK ].
  - The command immediately starts the relevant components. When the command is run successfully, the system displays the message: VPMS Start Status: [ OK ].
- 5. Verify that you can log in to the EPM Web interface as described in the *Logging in to the Avaya Aura*<sup>®</sup> *Experience Portal web interface* topic in the *Administering Avaya Aura*<sup>®</sup> *Experience Portal* guide.
- 6. Return to the MPP server and either continue the current installation or restart the installation process.

# Changing the Product ID for an existing Experience Portal system

## Before you begin

If you have just installed or upgraded the Experience Portal software and are still logged into the server, verify that you reloaded the environment variables as described in Reloading the Experience Portal environment variables on page 107.

#### **Procedure**

1. Log in to Linux on the Experience Portal Primary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

Log in to the local Linux console as sroot.

Or log in remotely as a non-root user and then change the user to sroot by entering the su
 sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

- 2. Navigate to the Support/VP-Tools directory by entering the cd /opt/Avaya/ ExperiencePortal/Support/VP-Tools command.
- 3. Stop *vpms* service by entering the service vpms stop command.
- 4. To run the script:

On Linux: Enter the bash ResetProductID New\_ProductID command where New\_ProductID is the product ID that you want to use.

- 5. Restart *vpms* service by entering the **service vpms** restart command.
- 6. Restart all MPPs by entering the service mpp restart
- 7. Follow any on-screen instructions displayed by the script.

# Changing the Avaya Enterprise Linux network configuration for an existing Avaya Aura® Experience Portal server

#### **Procedure**

To change the Avaya Enterprise Linux network configuration after you have installed the operating system, enter the system-config-network command and follow the prompts.

# Changing PostgreSQL user account passwords

#### Before you begin

If you have just installed the EPM software and are still logged into the EPM server, make sure that the environment variables are properly loaded.

#### About this task

Experience Portal uses the following PostgreSQL user accounts:

Default account name	Description
postgres	The database administrator can use this account to log in to the local Avaya Aura® Experience Portal database and perform database administration tasks.

Default account name	Description					
	The password for this account is automatically generated. You cannot add other accounts of this type, delete this account, or change the account name.					
	Important:					
	Contact the Avaya Services representative to modify the local VoicePortal database as the database contains critical configuration information used to run the system.					
report	This user account can only read those tables in the Experience Portal database that store report data. Speech application developers can use this account to log in to the database to create custom reports using any SQL-enabled report generation tool.					
	You can have any number of accounts of this type with any account names.					
reportwriter	This user account can only change the data in the tables that store report data in the Experience Portal database on the Auxiliary EPM server.					
	You can have any number of accounts of this type with any account names.					
	Important:					
	Contact the Avaya Services representative to modify the tables that store report data in the local VoicePortal database.					
vpcommon	This account allows each Auxiliary EPM server limited access to the main Experience Portal database, and it is required if you plan to configure an Auxiliary EPM server.					
	You can delete this account or set the password for this account, but you cannot add other accounts of this type or change the account name.					

Use the SetDbPassword.sh script to change all account passwords and add and delete all accounts except for postgres, which you cannot delete.

#### **Procedure**

1. Log in to Linux on the Primary or Auxiliary EPM server.

If you are an Avaya Services representative and are using Avaya Enterprise Linux, or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and enter the su sroot command to change the user to sroot.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and enter the su - command to change the user to root.

2. Enter the cd \$AVAYA\_HOME/Support/VP-Tools/SetDbPassword command, where \$AVAYA\_HOME is an environmental variable pointing to the name of the installation directory specified during the Experience Portal software installation.

- 3. Enter the bash SetDbPassword.sh update -u *username* command, where *username* is the name of the user account whose password you want to change.
- 4. Type the password you want to use for this account and press Enter.
  - When you change the password for the postgres account, Experience Portal stops and then restarts the **vpms** service.
- 5. Enter the /sbin/service vpms status command to verify if the vpms service has started.

#### **Next steps**

If you change the password for the vpcommon account on the primary EPM server, you must also change the password on the auxiliary EPM server.

# Time synchronization problems

Experience Portal uses Network Time Protocol (NTP) to control and synchronize the clocks when the EPM and MPP software is running on different servers. The dedicated MPP servers and the optional auxiliary EPM server point to the primary EPM server as the reference clock.

To troubleshoot synchronization errors, perform the following procedures in the order given, advancing to the next procedure only if the problem continues to persist.

# Determining whether the servers are synchronized

#### **Procedure**

- 1. Simultaneously log in to Linux on the EPM server, each MPP server, and, if configured, the optional auxiliary EPM server.
- 2. On each server, during the same time enter the date command.
- 3. Verify that each MPP server and the optional auxiliary EPM server are synchronized with the primary EPM server.
- 4. If you find one or more unsynchronized servers, follow the procedure <u>Verify that the NTP service is operating properly</u> on page 103 below.

# Verify that the NTP service is operating properly

#### **Procedure**

1. If necessary, log in to Linux on each unsynchronized MPP or auxiliary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

2. Enter the /sbin/service ntpd status command.

If the server returns a message stating that the NTP service is running, continue with this procedure. Otherwise, go to <u>Synchronizing the MPP or auxiliary EPM clock with the primary EPM on page 104</u>.

- 3. To verify that the NTP service is operating properly, enter the /usr/sbin/ntpq -np command
- 4. A status message similar to the following appears:

remote offset =======	jitter =======	refid =======	st =====	t ====	when	poll 	reach 	delay =======
123.123.1 0.361		LOCAL(0)	6	u	23	64	1	0.354

If the jitter value displayed is 4000, go to <u>Synchronizing the MPP or auxiliary EPM clock</u> with the primary <u>EPM</u> on page 104.



The remote IP address displayed should point to the primary EPM server.

# Synchronizing the MPP or auxiliary EPM clock with the primary EPM

#### **Procedure**

- 1. If you are working with an MPP server and the MPP software is running, stop it using the EPM Web interface:
  - a. Log in to the EPM Web interface using an account with the Administration or Operations user role.
  - b. From the EPM main menu, select **System Management > MPP Manager**.
  - c. On the MPP Manager page, click the selection box associated with the MPP that you want to stop, then click **Stop** in the **State Commands** group.
  - d. Confirm the action when requested.

e. Wait until the operational state changes to Stopped.

To check this, click **Refresh** and look at the **State** field.



The operational state changes when the last active call completes or the operational grace period expires, whichever comes first.

2. If necessary, log in to Linux on the server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- · Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the su – command.

- 3. If you are working with:
  - An MPP server, stop the mpp process by entering the /sbin/service mpp stop command.
  - The auxiliary EPM server, stop the *vpms* service by entering the /sbin/service *vpms* stop command.
- 4. Restart the NTP process by entering the /sbin/service ntpd restart command.

#### The system returns:

```
Shutting down ntpd: [OK]
Synchronizing with time server [OK]
Starting ntpd: [OK]
```

## Note:

After you restart the NTP process, wait up to 10 minutes for the server to synchronize with the EPM.

5. After you give the servers enough time to synchronize themselves, verify that the process worked by entering the /usr/sbin/ntpq -np command.

A status message similar to the following appears:

remote offset jitter	refid	st	t	when	poll	reach	delay
=======================================	========	=====	====	=====	:======		========
123.123.123.123 0.361 0.004	LOCAL(0)	6	u	23	64	1	0.354

## Note:

The remote IP address displayed should point to the primary EPM server.

- 6. If the jitter value is still set to 4000, go to Advanced time synchronization troubleshooting on page 106 below. Otherwise continue with this procedure.
- 7. If you are working with:
  - An MPP server, start the mpp process by entering the /sbin/service mpp start command.
  - The auxiliary EPM server, start the *vpms* service by entering the /sbin/service *vpms* start command.
- 8. Verify the service has started by entering the /sbin/service mpp status or /sbin/service vpms status command.

## Advanced time synchronization troubleshooting

#### **Procedure**

1. If necessary, log in to Linux on the MPP or auxiliary EPM server.

If you are an Avaya Services representative, and use Avaya Enterprise Linux or if the Avaya Service accounts are installed on this server:

- · Log in to the local Linux console as sroot.
- Or log in remotely as a non-root user and then change the user to sroot by entering the su
   sroot command.

Otherwise, log in to Linux locally as root, or log in remotely as a non-root user and then change the user to root by entering the  $\mathfrak{su}$  – command.

- 2. Using an ASCII text editor, open the following files on the server and ensure that the hostname or the IP address of the primary EPM server is correct:
  - /etc/ntp.conf
  - /etc/ntp/step-tickers
- 3. If the IP address or hostname is incorrect in either of the above files, fix it then save and close the files. Otherwise simply close the files.
- 4. If the primary EPM server is synchronized with an external clock, verify that the /etc/ntp.conf file on the primary EPM server is properly set up.
- 5. If you made any changes to the files:
  - a. Stop the appropriate service by entering the service mpp stop or /sbin/service vpms stop command.
  - b. Restart the NTP process by entering the /sbin/service ntpd restart command.
    The system returns:

```
Shutting down ntpd: [OK]
Synchronizing with time server [OK]
Starting ntpd: [OK]
```



After you restart the NTP process, wait up to 10 minutes for the server to synchronize with the EPM.

c. After you give the servers enough time to synchronize themselves, verify that the process worked by entering the /usr/sbin/ntpq -np command.

A status message similar to the following appears:

remote delay	offset	refid jitter	st	t	when	poll	reach
=======	======= =======	======================================	=====	:===	=====	======	=========
123.123. 0.354		LOCAL(0) 0.004	6	u	23	64	1

## Note:

The remote IP address displayed should point to the primary EPM server.

- 6. If the jitter value is still set to 4000:
  - a. Reboot the server.
  - b. Enter the /usr/sbin/ntpq -np command.
  - c. If the jitter value is still set to 4000, reinstall the MPP or auxiliary EPM software.

# Time Synchronization between external database and EPM servers

If you connect a Experience Portal system to an external database, you may want to make sure that you synchronize the time so that it is same across all servers. While Experience Portal only requires that the EPM and MPP server time be synchronized, you can also synchronize all the servers that Experience Portal connects to. For more information, see the *External time sources* topic in the *Implementing Avaya Aura*® *Experience Portal on multiple servers* guide.

# Reloading the Experience Portal environment variables

After you install or upgrade an Experience Portal server, you need to load the new environment variables.

#### **Procedure**

- 1. Log completely out of the Linux system.
- 2. If you are on the console and are working with:
  - Avaya Enterprise Linux, enter the su sroot command.
  - Red Hat Enterprise Linux Server, enter the su command.

## Note:

If you are a remote user, log in to Linux by entering a non-root user name and password at the prompts.

# File system check (fsck) reports number of day's error

If a file system check (fsck) is performed during the boot up process and indicates an error of extremely large number of days since the file system was checked, it is likely that:

- · The system's clock was set backwards manually.
- NTP was reconfigured and then restarted at the time of OS or software installation.

#### Following is an example of the error message:

```
Sep 20 13:34:35 i3250-mpp fsck: RHE4.0-AV11.3EP2 has gone 49706 days without being checked, check forced.

Sep 20 13:34:35 i3250-mpp fsck: RHE4.0-AV11.3EP2:
```

## **Related Links**

Solution on page 108

## **Solution**

### **Procedure**

You can ignore the number of days reported since the last check. Regardless of the exact number of days since the file system was last checked, fsck performs this check and reports the file system errors.

#### **Related Links**

File system check (fsck) reports number of day's error on page 108

# **Chapter 9: Installation worksheets**

# Installation worksheets for the Avaya Aura<sup>®</sup> Experience Portal dedicated server configuration

Before you begin the installation of Avaya Aura<sup>®</sup> Experience Portal on two or more dedicated servers, you should complete these installation worksheets. They are your guide to collecting the information necessary for a successful Experience Portal installation and configuration.

All users should complete:

- One copy of the <u>Primary EPM server installation worksheet</u> on page 110.
- One copy of the MPP server installation worksheet on page 113 for each planned MPP.
- If desired, one copy of the Auxiliary EPM server installation worksheet on page 115.

In addition, if this deployment includes:

- H.323 connections, complete one copy of the <u>H.323 installation worksheet</u> on page 119 for each connection.
- SIP connections, complete one copy of the <u>SIP installation worksheet</u> on page 121 for each connection that you want to configure.
- Automatic Speech Recognition (ASR) servers, complete one copy of the <u>ASR server</u> installation worksheet on page 117 for each ASR server
- Text-to-Speech (TTS) servers, complete one copy of the <u>TTS server installation worksheet</u> on page 118 for each TTS server
- Speech applications, complete one copy of the <u>Speech application installation worksheet</u> on page 122 for each application that will be deployed on the Experience Portal system.

# **Primary EPM server installation worksheet**

Complete this worksheet if you are installing the EPM server on a dedicated Experience Portal server.

Requirement/ Information Needed	Your value	Notes
Ensure that the hardware meets the minimum requirements. For more information on minimum server machine hardware requirements, see Avaya Aura® Experience Portal Overview and Specification on http://support.avaya.com.		
What access method are you going to use?	Local keyboard, mouse, and monitor  Remote access via SSH client or modem	
Server information	IP address  Host name	The hostname cannot contain spaces or periods.
Avaya Enterprise Linux network configuration information	Subnet mask on Corporate LAN  Default gateway	
	Primary DNS Server	
	DNS domain name	
	Time zone	
For customer-provided hardware, is Release 6.5 64 bit or later installed?	Yes No	If No, install Release 6.5 64 bit or later as described in <u>Customer provided</u> operating system installation on page 17.

Requirement/ Information Needed	Your value	Notes
Is the default language for Linux set to English?	Yes No	If No, set the default language to English. You can change the default language after Experience Portal is installed.
Can all planned Experience Portal servers communicate with one another?	Yes No	For more information, see the Verifying server communication worksheet topic in the Implementing Avaya Aura® Experience Portal on multiple servers guide.
For Avaya Enterprise Linux, user account passwords	cust account password:  root account password:	
For Red Hat Enterprise Linux	root account password:	
Server 6.5 64 , user accounts and passwords	Non-root account name:	
passing. 13	Non-root account password:	
Installation directory, if different from default		Default directory: /opt/Avaya/ ExperiencePortal
		Specify an absolute directory path containing only standard English alphanumeric characters and the symbols / (forward slash), _ (underscore), - (hyphen), ~ (tilde), or . (period).
EPM Web interface administration user	User name:	The Experience Portal administrator uses this account to log in to the EPM Web
name and password	Password:	interface to administer the Experience Portal system. The account is assigned the Administration user role as well as the Auditor and User Manager user roles. For details about User Roles, see Administering Avaya Aura® Experience Portal on http://support.avaya.com.
postgres database account password		From EP 7.0 onwards, this password is automatically generated.
Do you want to create a database account that can access the report information in the database?	YesNo If Yes, account user name, if different from the default:	Default user name is: report  This user account can only read those tables in the Experience Portal database that store report data. Speech application developers can use this account to log in to the database to create custom reports

Your value	Notes
Password:	using any SQL-enabled report generation tool.
	Note:
	The report user name cannot be the same as any of the EPM Web interface administration user account names or the report writer user account name.
Yes No	With this account, the auxiliary EPM server gets limited access to the main Experience Portal database. The access
If Yes, account password:	is required to configure an auxiliary EPM server. For details, see Administering Avaya Aura® Experience Portal.
	For information about license requirements, see Avaya Aura® Experience Portal Overview and Specification on <a href="http://support.avaya.com">http://support.avaya.com</a> .
The location of the existing certificate:	
The existing certificate's password:	
Yes	
If Yes, what is the Listed Directory Number (LDN) for this server?	
Where is the Avaya Service Account authentication file located?	
License server URL, if not located on the EPM server:	
WebLM password:	
The name or IP address of primary time source:	
	Password: YesNo  If Yes, account password: The location of the existing certificate: The existing certificate's password: YesNo  If Yes, what is the Listed Directory Number (LDN) for this server?  Where is the Avaya Service Account authentication file located?  License server URL, if not located on the EPM server:  WebLM password:  The name or IP address of primary time

Requirement/ Information Needed	Your value	Notes
	The name or IP address of secondary time source:	
Do you want to enter values in the EPM in languages other than English?	Yes No	

### MPP server installation worksheet

Complete the following worksheet for each planned Media Processing Platform (MPP) server on this Experience Portal system.

Requirement or information needed	Your value	Notes
Ensure that the hardware meets the minimum requirements. For more information on minimum server machine hardware requirements, see Avaya Aura® Experience Portal Overview and Specification on http://support.avaya.com.		
What access method are you going to use?	Local keyboard, mouse, and monitor  Remote access via SSH client or modem	
Corporate LAN IP address		
PBX LAN IP address, if different from the corporate LAN		
Avaya Enterprise Linux network configuration information	Subnet mask on Corporate LAN  Subnet mask on PBX LAN, if different from Corporate LAN	

Requirement or information needed	Your value	Notes
	Default gateway	
	Primary DNS Server	
	DNS domain name	
	Time zone	
Is the default language for Linux set to English?	Yes No	If No, set the default language to English. You can change the default language after Experience Portal is installed.
Maximum simultaneous calls		The maximum number of calls that this MPP can handle at any one time. It is equivalent to the maximum number of ports that Experience Portal will allocate to this MPP.
		For assistance in sizing your MPP server capacity and setting the correct value for the <b>Maximum Simultaneous Calls</b> parameter for each MPP server, contact your Avaya Services representative or Avaya Business Partner. For more information about MPP server capacity, see <i>Avaya Aura</i> Experience Portal Overview and Specification on <a href="http://support.avaya.com">http://support.avaya.com</a> .
Will Avaya Services maintain this server?	Yes No If Yes, what is the Listed Direct Number (LDN) for this server?	ory

# **Auxiliary EPM server installation worksheet**

Complete this worksheet if you are installing an auxiliary EPM server.

Requirement/ Information Needed	Your value	Notes
	е	
Ensure that the hardware meets the minimum requirements. For more information on minimum server machine hardware requirements, see Avaya Aura® Experience Portal Overview and Specification on http://support.avaya.com.		
What access method are you going to use?	Local keyboard, mouse, and monitor  Remote access via SSH client or modem	
Server information	IP address  Host name	The host name cannot contain spaces or periods.
Avaya Enterprise Linux network configuration information	Subnet mask on Corporate LAN  Default gateway  Primary DNS Server  DNS domain name	See Avaya provided operating system installation on page 10.
For customer-provided hardware, is Release 6.5 64 bit or later installed?	YesNo	See <u>Customer provided operating</u> <u>system installation</u> on page 17.

Requirement/ Information Needed	Your value	Notes
Is the default language for Linux set to English?	Yes No	If No, set the default language to English. You can change the default language after Experience Portal is installed.
Can all planned Experience Portal servers communicate with one another?	Yes No	For more information, see <i>Implementing Avaya Aura® Experience Portal on multiple servers</i> on <a href="http://support.avaya.com">http://support.avaya.com</a> .
For Avaya Enterprise Linux, user account	cust account password:	
passwords	root account password:	
For Red Hat Enterprise Linux	root account password:	
Server 6.5 64, user accounts and passwords	Non-root account name:	
passwords	Non-root account password:	
Installation directory, if different from default		Default directory: /opt/Avaya/ ExperiencePortal
		Specify an absolute directory path containing only standard English alphanumeric characters and the symbols / (forward slash), _ (underscore), - (hyphen), ~ (tilde), or . (period).
Primary EPM server host name or IP address		
If Yes, account password:		See Primary EPM server installation worksheet on page 110
postgres database account password		From EP 7.0 onwards, this password is automatically generated.
Do you want to create	Yes	Default user name is: report
a database account that can access the report information in the database?	No If Yes, account user name, if different from the default: Password:	This user account can only read those tables in the Experience Portal database that store report data. Speech application developers can use this account to log in to the database to create custom reports using any SQL-enabled report generation tool.

Requirement/	Your value	Notes
Information Needed	е	
		Note:
		The report user name cannot be the same as any of the EPM Web interface administration user account names or the report writer user account name.
Do you want to create	Yes	Default user name is: reportwriter
a database account that can write report data into the database?	If Yes, account user name, if different from the default:	This user account can only change the data in the tables that store report data in the Experience Portal database on the Auxiliary EPM server.
	Password:	You should create this account if you plan to set up an external database on this server that is shared by multiple Experience Portal systems.
		Note:
		The report user name cannot be the same as the EPM Web interface administration user account name or the report reader account name.
Third-party SSL certificate information.	The location of the existing certificate:	
	The existing certificate's password:	
Will Avaya Services	Yes	
maintain this server?	No	
	If Yes, what is the Listed Directory Number (LDN) for this server?	

## **ASR** server installation worksheet

Complete a copy of the following worksheet for each Automatic Speech Recognition (ASR) server in the Experience Portal system.

Requirement or information needed	Your value
Server name	

Requirement or information needed	Your value	
IP address		
Server type	Loquendo, minimum version:	
	Nuance Recognizer (using Real Speak), minimum version:	
	Nuance Recognizer (using Vocalizer), minimum version:	
	Note:	
	For information about the supported minimum versions, see the Self Service Compatibility Matrix on the Avaya Support site at <a href="http://support.avaya.com">http://support.avaya.com</a> .	
Total number of Nuance or Loquendo licenses available on this speech server		
Configured languages		
Will Avaya Services maintain this server?	Yes No If Yes, what is the Listed Directory Number (LDN) for this server?	

## **TTS** server installation worksheet

Complete a copy of the following worksheet for each Text-to-Speech (TTS) server in the Experience Portal system.

Requirement or information needed	Your value
Server name	
IP address	
Server type	Loquendo, minimum version:
	Nuance RealSpeak, minimum version:
	Nuance Vocalizer, minimum version:

Requirement or information needed	Your value
Total number of Nuance or Loquendo licenses available on this speech server	Note:  For information about the supported minimum versions, see the Self Service Compatability Matrix on the Avaya Support site at <a href="http://support.avaya.com">http://support.avaya.com</a> .
Configured voices	
Will Avaya Services maintain this server?	Yes No If Yes, what is the Listed Directory Number (LDN) for this server?

## H.323 installation worksheet

Complete the following worksheet for each H.323 connection that you want to use with this Experience Portal system.



#### **!** Important:

Configure the PBX.

Requirement or information needed	Your value
Do you want to use supervised transfers or perform outbound calling with the Application Interface web service?	Yes No  Note:  If Yes, you need Communication Manager 3.1 build 369 or later with the Avaya Special Application SA8874 feature.
PBX name	
Gatekeeper IP address	

Requirement or information needed	Your value
Alternative Gatekeeper IP address	
Codecs installed on the switch	
Does the PBX use Media Encryption?	Yes No
Hunt Group information Grou	up 1
Pilot number	
Station range	
First station password	
What type of passwords does the group use?	Identical Sequential
What type of calls are the ports used for?	Inbound only Inbound and outbound Maintenance
Hunt Group information Grou	up 2
Pilot number	
Station range	
First station password	
What type of passwords does the group use?	Identical Sequential
What type of calls are the ports used for?	Inbound only Inbound and outbound Maintenance
Hunt Group information Grou	up 3
Pilot number	
Station range	
First station password	
What type of passwords does the group use?	Identical Sequential
What type of calls are the ports used for?	Inbound only Inbound and outbound

Requirement or information needed	Your value
	Maintenance
Hunt Group information Grou	up 4
Pilot number	
Station range	
First station password	
What type of passwords does	Identical
the group use?	Sequential
What type of calls are the	Inbound only
ports used for?	Inbound and outbound
	Maintenance
Hunt Group information Grou	up 5
Pilot number	
Station range	
First station password	
What type of passwords does the group use?	Identical
	Sequential
What type of calls are the ports used for?	Inbound only
	Inbound and outbound
	Maintenance

## SIP installation worksheet

Complete the following worksheet for each SIP connection that you want to configure on this Experience Portal system.

You can configure as many SIP connections as you need. However, only one SIP connection can be enabled at any one time.

#### Important:

Configure the PBX and Avaya Aura® Session Manager.

Requirement or information needed	Your value
Do you want to use Secure Real-time Transport Protocol	Yes
(SRTP)?	No

Requirement or information needed	Your value
	Note:
	If Yes, you need Avaya Aura <sup>®</sup> Session Manager with Communication Manager version 5.2.
PBX name	
What proxy transport do you	TCP
want to use?	TLS
SIP Domain	
Proxy server address	
Proxy server port, if different	
from the default	Note:
	The default for TCP is 5060, and the default for TLS is 5061.
Listener port, if different from	
the default	Note:
	The default for TCP is 5060, and the default for TLS is 5061.
P-Asserted-Identity, if used	
Simultaneous call settings	Maximum number of calls that this connection can handle at any one time
	If desired, specify the number of simultaneous calls that can be:
	Inbound
	Outbound
	Note:
	If you specify the number of inbound and outbound calls, the values should add up to the maximum number of calls.

# Speech application installation worksheet

Complete the following worksheet for each speech application you want to deploy on the Experience Portal system.



For information about using Orchestration Designer to create speech applications, see the Orchestration Designer documentation at <a href="http://support.avaya.com/">http://support.avaya.com/</a>.

Requirement or information needed	Your value
Application name	
What is the application MIME	VoiceXML
type?	CCXML
	CCXML/VoiceXML
If the MIME type is VoiceXML or CCXML/VoiceXML, what is the URL to the initial VoiceXML page?	
If the MIME type is CCXML or CCXML/VoiceXML, what is the URL to the initial CCXML page?	
If the application uses Automatic Speech Recognition (ASR) resources, which are the languages that you require?	
If the application uses Text-to-Speech (TTS) resources, which are the voices that you require?	
What is the application used for?	Specific inbound calls Inbound calls not handled by another application Outbound calls
	Note:  If the application is used for outbound calls, configure the Application Interface web service. For details, see Administering Avaya Aura® Experience Portal.
Which dialed numbers are associated with the application?	
Which server performs DTMF processing?	The ASR server. You must select this option if the DTMF grammar uses the ECMA script.

Requirement or information needed	Your value
	The MPP server.
If the application is not developed using Orchestration Designer, do you want to add the log and call flow data information to the Experience Portal report database so that the information appears in the application reports?	YesNo   Note:  If Yes, configure the Application Logging web service.

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