



# **Deploying Avaya Aura<sup>®</sup> Communication Manager on System Platform**

Release 6.3  
18-604394  
Issue 6  
June 2015

## Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

## Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

## Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

## Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com> or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means a hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

## Hosted Service

THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU

MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER, THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION, AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

## Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/LICENSEINFO) OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

## License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface

with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

**Database License (DL).** End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than one Instance of the same database.

**CPU License (CP).** End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

**Named User License (NU).** You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

**Shrinkwrap License (SR).** You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### **Heritage Nortel Software**

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants You a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### **Virtualization**

Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software

("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <http://support.avaya.com/Copyright> or such successor site as designated by Avaya. You agree to the Third Party Terms for any such Third Party Components.

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### **Preventing Toll Fraud**

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### **Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com> or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: <http://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

#### **Trademarks**

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya and Avaya Aura® are registered trademarks of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

# Contents

<b>Chapter 1: Introduction</b>	9
Purpose	9
Intended audience	9
Document changes since last issue	9
Technical Assistance	9
Related resources	10
Documentation	10
Training	11
Viewing Avaya Mentor videos	11
Support	12
Warranty	12
<b>Chapter 2: Overview</b>	13
System Platform overview	13
Communication Manager overview	14
Communication Manager templates overview	15
Topology	17
Components	18
<b>Chapter 3: Deployment process</b>	20
Checklist for Communication Manager installation	21
<b>Chapter 4: Planning and preconfiguration</b>	24
Customer configuration information	24
Passwords field descriptions	24
Configuration tools and utilities	25
Server hardware and resources	25
Registering the system	26
Registering for PLDS	27
Downloading software from PLDS	27
Verifying the downloaded ISO image	28
Verifying the ISO image on a Linux-based computer	28
Verifying the ISO image on a Windows-based computer	28
Writing the downloaded software to DVD	29
DVD requirements	29
Writing the ISO image to DVD or CD	29
Creating an electronic preinstallation worksheet	30
<b>Chapter 5: Initial setup and connectivity</b>	32
Hardware installation checklist	32
Connectivity checklist	32
Software installation checklist	33
What Avaya provides	33

Preinstallation tasks for System Platform.....	34
Server installation.....	34
Connecting your laptop to the server.....	34
<b>Chapter 6: System Platform configuration.....</b>	<b>37</b>
Installing System Platform software.....	37
Verifying the System Platform image on the DVD.....	37
Starting the installation.....	37
Selecting the type of keyboard.....	41
Verifying the System Platform server hardware.....	42
Network integration.....	43
Configuring network settings for System Domain.....	43
System Domain Network Configuration field descriptions.....	45
Configuring network settings for Console Domain.....	46
System Platform Console Domain Network Configuration field descriptions.....	47
System Platform configuration.....	47
Installing the Services virtual machine.....	47
Configuring System Platform time to synchronize with an NTP server.....	51
Configuring the time zone for the System Platform server.....	52
Configuring the date and time for the System Platform server.....	52
Configuring System Platform passwords.....	53
Checking network configuration.....	54
<b>Chapter 7: System Platform initial administration.....</b>	<b>56</b>
Verifying installation of System Platform.....	56
Accessing System Platform.....	57
Connecting to the server through the services port.....	57
Enabling IP forwarding to access System Platform through the services port.....	58
Browser support for System Platform Web Console.....	59
Accessing the System Platform Web Console.....	59
Accessing the command line for System Domain.....	60
Accessing the command line for Console Domain.....	61
Port assignment.....	61
Checking network configuration.....	62
Verifying virtual machine installation.....	63
Confirming template network configuration.....	63
<b>Chapter 8: Communication Manager configuration.....</b>	<b>65</b>
Configuring system settings for System Platform.....	65
System configuration field descriptions.....	65
Installing a solution template.....	67
Search Local and Remote Template field descriptions.....	70
Beginning installation of template.....	71
Template Details button descriptions.....	71
Template Installation button descriptions.....	72
Installing Communication Manager using the Installation Wizard.....	72

Virtual machine details.....	72
New customer login.....	73
DHCP.....	74
Branch Session Manager.....	75
Reviewing summary information.....	75
Confirming installation.....	76
Confirm Installation button descriptions.....	76
<b>Chapter 9: Communication Manager initial administration.....</b>	<b>77</b>
Verifying virtual machine installation.....	77
Confirming template network configuration.....	77
Licensing for Communication Manager.....	78
Accessing WebLM.....	79
Obtaining the WebLM host ID.....	80
Activating license entitlements in PLDS.....	81
Installing a license file using WebLM.....	82
Installing the authentication file.....	83
Accessing System Management Interface.....	87
Communication Manager configuration.....	88
Server role.....	89
Communication Manager network configuration.....	92
Duplication parameters configuration.....	95
<b>Chapter 10: Managing patches.....</b>	<b>99</b>
Patches.....	99
Viewing firmware, software updates, or service pack.....	99
Downloading patches.....	100
Configuring a proxy.....	100
Patch installation.....	101
Installing kernel patch on simplex configuration.....	101
Installing regular patch on simplex configuration.....	102
Installing security patch on simplex configuration.....	102
Installing kernel patch on duplex configuration.....	103
Installing regular patch on duplex configuration.....	104
Installing security patch on duplex configuration.....	105
Installing kernel patch on high availability configuration.....	106
Installing security patch on high availability configuration.....	106
Removing patches.....	107
Removing Kernel patch when the status of the patch is installed.....	107
Removing Regular patch when the status of the patch is installed.....	107
Removing Security patch when the status of the patch is installed.....	107
Removing kernel patch when the status of the patch is active on simplex configuration.....	108
Removing regular patch when the status of the patch is active on simplex configuration.....	108
Removing security patch when the status of the patch is active on simplex configuration....	108
Removing kernel patch when the status of the patch is active on duplex configuration .....	109

Removing regular patch when the status of the patch is active on duplex configuration.....	110
Removing security patch when the status of the patch is active on duplex configuration.....	110
Removing kernel patch when the status of the patch is active on high availability configuration.....	111
Removing security patch when the status of the patch is active on high availability configuration.....	112
Search Local and Remote Patch field descriptions.....	112
Patch List field descriptions.....	114
Patch Detail field descriptions.....	115
<b>Chapter 11: Administering SAL on System Platform.....</b>	<b>117</b>
Configuring SAL Gateway on System Platform.....	117
SAL Gateway.....	117
Configuration prerequisites.....	118
Changing the Product ID for System Platform.....	119
System and browser requirements.....	119
Starting the SAL Gateway user interface.....	119
Configuring the SAL Gateway.....	120
Configuring a proxy server.....	122
Configuring SAL Gateway communication with a Concentrator Core Server.....	124
Configuring SAL Gateway communication with a Concentrator Remote Server.....	125
Configuring NMS.....	126
Managing service control and status.....	127
Applying configuration changes.....	128
Managed element worksheet for SAL Gateway.....	129
Adding a managed element.....	129
Using a stand-alone SAL Gateway.....	131
<b>Chapter 12: Post installation verification.....</b>	<b>133</b>
Installation tests.....	133
Reviewing the template state on System Platform Web Console.....	133
Checking date and time settings.....	134
Verifying the license status.....	134
Viewing the license status.....	134
License Status field descriptions.....	135
Verifying the software version.....	136
Verifying survivable server registration.....	136
Verifying the mode of the server.....	137
<b>Chapter 13: Troubleshooting installation.....</b>	<b>138</b>
Troubleshooting System Platform installation.....	138
Template DVD does not mount.....	138
System Platform installation problems.....	138
Cannot ping Console Domain or get to the Web Console.....	139
Troubleshooting Communication Manager installation.....	140
DVD does not read.....	140

Service port not working.....	140
System time drifts over a period of weeks.....	141
Survivable server fails to sync with main server.....	141
Branch Session Manager fails to completely install.....	142
System Manager fails to synchronize with the Communication Manager main server settings....	143
<b>Appendix A: Installation worksheet for System Platform.....</b>	<b>144</b>
<b>Appendix B: Installation and configuration worksheets for Communication Manager.</b>	<b>155</b>
Communication Manager configuration worksheets.....	155
<b>Appendix C: Managed element worksheet for SAL Gateway.....</b>	<b>158</b>
<b>Appendix D: EPW file.....</b>	<b>159</b>
An EPW file.....	159
Selecting a template installation method.....	160
Select Template button descriptions.....	160
<b>Appendix E: PCN and PSN notifications.....</b>	<b>161</b>
PCN and PSN notifications.....	161
Viewing PCNs and PSNs.....	161
Signing up for PCNs and PSNs.....	162

# Chapter 1: Introduction

---

## Purpose

This document provides procedures to install Avaya Aura® System Platform, license and authentication files, and Avaya Aura® Communication Manager.

---

## Intended audience

This document is intended for anyone who wants to install, configure, and verify Avaya Aura® Communication Manager. The audience includes and is not limited to implementation engineers, field technicians, business partners, and customers.

---

## Document changes since last issue

The following sections have been updated since the last issue:

- Updated the *Communication Manager overview* section.
- Updated the *Network Configuration field descriptions* section.
- Updated the *Duplication Parameters field descriptions* section.

---

## Technical Assistance

Avaya provides the following resources for technical assistance.

### Within the US

For help with feature administration and system applications, call the Avaya Technical Consulting and System Support (TC-SS) at 1-800-225-7585.

### International

For all international resources, contact your local Avaya authorized dealer for additional help.

## Related resources

### Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
Design		
<i>Avaya Aura® Communication Manager System Capacities Table, 03-300511</i>	Describes the system capacities for Communication Manager.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Implementation		
<i>Installing and Configuring Avaya Aura® System Platform Release 6.3</i>	Describes the installation instructions for Avaya Aura® System Platform.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Upgrading to Avaya Aura® Communication Manager Release 6.3</i>	Describes the Communication Manager upgrade instructions.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Installing and Configuring Avaya WebLM Server</i>	Describes the installation instructions for Avaya WebLM Server.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Secure Access Link 2.1 SAL Gateway Implementation</i>	Describes the implementation instructions for SAL Gateway.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Understanding		
<i>Avaya Aura® Communication Manager Feature Description and Implementation, 555-245-205</i>	Describes the features that you can administer using Communication Manager.	Sales Engineers, Solution Architects, Support Personnel
<i>Getting Started with Avaya PLDS</i>	Describes Avaya PLDS.	Sales Engineers, Support Personnel

## Training

The following courses are available on <https://www.avaya-learning.com>. To search for the course, in the **Search** field, enter the course code and click **Go**.

Course code	Course title
<b>Understanding</b>	
1A00234E	Avaya Aura® Fundamental Technology
AVA00383WEN	Avaya Aura® Communication Manager Overview
ATI01672VEN, AVA00832WEN, AVA00832VEN	Avaya Aura® Communication Manager Fundamentals
Docu00158	Whats New in Avaya Aura® Release 6.2 Feature Pack 2
5U00060E	Knowledge Access: ACSS - Avaya Aura® Communication Manager and CM Messaging Embedded Support (6 months)
<b>Implementation and Upgrading</b>	
4U00030E	Avaya Aura® Communication Manager and CM Messaging Implementation
ATC00838VEN	Avaya Media Servers and Implementation Workshop Labs
4U00115V	Avaya Aura® Communication Manager Implementation Upgrade (R5.X to 6.X)
4U00115I, 4U00115V	Avaya Aura® Communication Manager Implementation Upgrade (R5.X to 6.X)
AVA00838H00	Avaya Media Servers and Media Gateways Implementation Workshop
ATC00838VEN	Avaya Media Servers and Gateways Implementation Workshop Labs
<b>Administration</b>	
AVA00279WEN	Communication Manager - Configuring Basic Features
AVA00836H00	Communication Manager Basic Administration
AVA00835WEN	Avaya Communication Manager Trunk and Routing Administration
5U0041I	Avaya Aura® Communication Manager Administration
AVA00833WEN	Avaya Communication Manager - Call Permissions
AVA00834WEN	Avaya Communication Manager - System Features and Administration
5U00051E	Knowledge Access: Avaya Aura® Communication Manager Administration

## 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 web site, listed under the video document type, and on the Avaya-run channel on YouTube.

## Procedure

- To find videos on the Avaya Support web site, go to <http://support.avaya.com>, select the product name, and select the *videos* checkbox to see a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to <http://www.youtube.com/AvayaMentor> 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 site.

### **Note:**

Videos are not available for all products.

---

## Support

Visit the Avaya Support website at <http://support.avaya.com> 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.

---

## Warranty

Avaya provides a 90-day limited warranty on Communication Manager. To understand the terms of the limited warranty, see the sales agreement or other applicable documentation. In addition, the standard warranty of Avaya and the details regarding support for Communication Manager in the warranty period is available on the Avaya Support website at <http://support.avaya.com/> under **Help & Policies > Policies & Legal > Warranty & Product Lifecycle**. See also **Help & Policies > Policies & Legal > License Terms**.

# Chapter 2: Overview

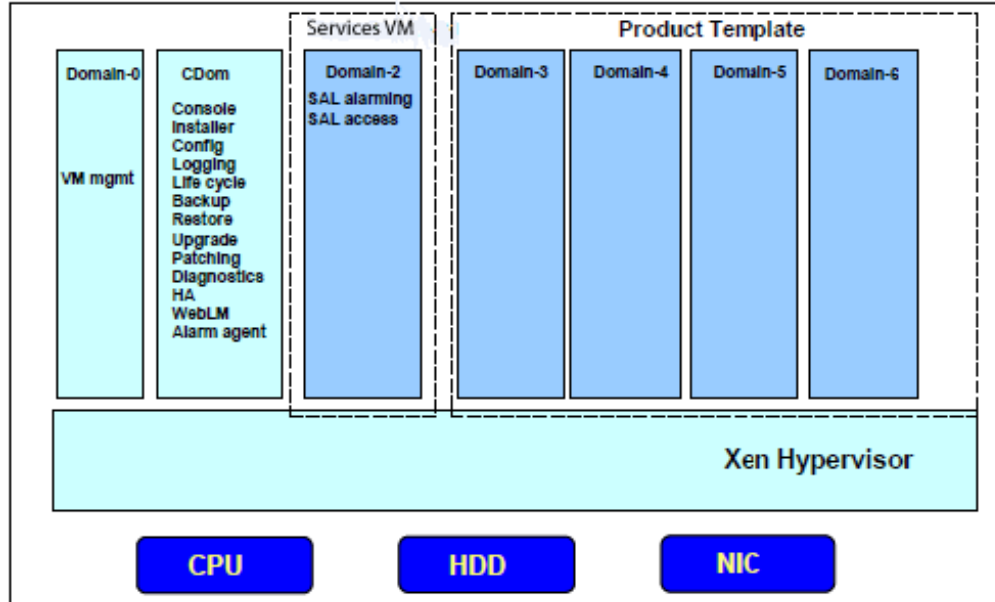
## System Platform overview

Avaya Aura® System Platform technology delivers simplified deployment of Unified Communications and Contact Center applications. This framework leverages virtualization technology, predefined templates, common installation, licensing, and support infrastructure.

System Platform:

- is a software platform running CentOS plus Xen open source hypervisor for virtual machine monitoring and management
- hosts one or more Avaya products, each running on its own virtual server (virtual machine), all running on a single physical server platform
- provides a set of utilities commonly required for Avaya products, including installation, upgrade, backup/restore, licensing server, hardware monitoring and alarming, and remote access

The following figure shows an abstraction of the System Platform virtualized environment:



Avaya deploys System Platform through a *virtual appliance* model. The model includes:

- An Avaya-defined common server platform

- An Operating System (O/S) for allocating and managing server hardware resources (CPU, memory, disk storage, and network interfaces) among virtual machine instances running on the server platform
- System Platform
- An Avaya solution template containing a bundled suite of pre-integrated Avaya software applications
- A Secure Access Gateway, supporting a Secure Access Link (SAL) for remote diagnosis by Avaya or an Avaya Partner.

### **Advantages of System Platform**

Advantages of System Platform include:

- Consolidation of servers
- Simpler maintenance
- Faster disaster recovery
- Easy installation of any Avaya Aura® solution template (bundled applications suite) on a single server platform
- Simpler and faster deployment of applications and solutions
- Efficient licensing of applications and solutions
- Security
- Portability of applications
- Reduction of operating costs
- Avaya common look-and-feel Web Console (Web Graphical User Interface) for server, virtual machine, application, and overall solution management.
- Remote access and automated alarm reporting for Network Management Systems monitored by Avaya Services and Avaya Partners personnel
- Coordinated backup and restore
- Coordinated software upgrades

---

## **Communication Manager overview**

Communication Manager is an extensible, scalable, and secure telephony application that connects to private and public telephone networks, Ethernet LANs, and the Internet. Communication Manager organizes and routes voice, data, image, and video transmissions.

With the Communication Manager Release 6.3.6 security service patch, you can receive and validate the certificate that uses the SHA-2 signing algorithm and 2048 bit RSA keys. Using Communication Manager System Management Interface, you can import the third-party trusted certificate that uses the SHA-2 signing algorithm.

**\* Note:**

To obtain the security service pack details, go to the Avaya Support website at <http://support.avaya.com>.

For information about certificates, see *Avaya Aura® Communication Manager Security Design*, 03-601973 and *Administering Avaya Aura® Communication Manager*, 03-300509.

**Key features**

- Robust call processing capabilities
- Application integration and extensibility
- Advanced workforce productivity and mobility features
- Built-in conferencing and contact center applications
- E911 capabilities
- Centralized voice mail and attendant operations across multiple locations
- Connectivity to a wide range of analog, digital, and IP-based communication devices
- Support for SIP, H.323, and other industry-standard communications protocols over different networks
- More than 700 powerful features
- High availability, reliability, and survivability

For more information about Communication Manager, see *Avaya Aura® Communication Manager Overview and Specification*.

**Related links**

[Communication Manager templates overview](#) on page 15

---

## Communication Manager templates overview

Communication Manager as a template is a virtualized version that runs on System Platform. The Communication Manager template image has all the features that Communication Manager supports whether the image is on a duplicated server or a branch server. The templates support Communication Manager duplication on HP ProLiant DL360p G8 or Dell™ PowerEdge™ R620 Server.

**\* Note:**


The Communication Manager installation and administration Web pages refer to Survivable Core as Enterprise Survivable Server (ESS) and Survivable Remote as Local Survivable Processor (LSP) respectively.

The Communication Manager templates are available in two categories: Communication Manager for Main/Survivable Core and Communication Manager for Survivable Remote.

**Table 1: Applications and servers supported with Communication Manager Main and Survivable Core templates**

Template name	Filename	Applications	Supported servers
Simplex CM Main/ Survivable Core	CM_Simplex.ovf	<ul style="list-style-type: none"> <li>• Communication Manager</li> <li>• Communication Manager Messaging</li> <li>• Utility Services</li> </ul>	<ul style="list-style-type: none"> <li>• HP ProLiant DL360 G7</li> <li>• HP ProLiant DL360p G8</li> <li>• Dell™ PowerEdge™ R610</li> <li>• Dell™ PowerEdge™ R620</li> <li>• S8800</li> </ul>
Duplex CM Main/ Survivable Core	CM_Duplex.ovf	<ul style="list-style-type: none"> <li>• Communication Manager</li> </ul>	<ul style="list-style-type: none"> <li>• HP ProLiant DL360 G7</li> <li>• HP ProLiant DL360p G8</li> <li>• Dell™ PowerEdge™ R610</li> <li>• Dell™ PowerEdge™ R620</li> <li>• S8800</li> </ul>
Main embedded version	CM_onlyEmbed.ovf	<ul style="list-style-type: none"> <li>• Communication Manager</li> <li>• Communication Manager Messaging</li> <li>• Utility Services</li> </ul>	<ul style="list-style-type: none"> <li>• S8300D Server</li> <li>• S8300E Server</li> </ul>

**Table 2: Applications and servers supported with Communication Manager Survivable Remote templates**

Template Name	Filename	Applications	Supported Servers
Simplex Survivable Remote	CM_SurvRemote.ovf	<ul style="list-style-type: none"> <li>• Communication Manager</li> <li>• Branch Session Manager</li> <li>• Utility Services</li> </ul>	<ul style="list-style-type: none"> <li>• HP ProLiant DL360 G7</li> <li>• HP ProLiant DL360p G8</li> <li>• Dell™ PowerEdge™ R610</li> <li>• Dell™ PowerEdge™ R620</li> <li>• S8800</li> <li>• S8510</li> </ul> <p> <b>Note:</b> You can install Simplex Survivable Remote on an HP ProLiant DL360p G8 or Dell™ PowerEdge™ R620 Server. You can install Simplex Survivable Remote on an S8510 Server with 8-Gb memory as an upgrade only.</p>

*Table continues...*

Template Name	Filename	Applications	Supported Servers
Embedded Survivable Remote	CM_SurvRemoteEmbedded.ovf	<ul style="list-style-type: none"> <li>• Communication Manager</li> <li>• Branch Session Manager</li> <li>• Utility Services</li> </ul>	<ul style="list-style-type: none"> <li>• S8300D Server</li> <li>• S8300E Server</li> </ul> <p><b>* Note:</b></p> <p>You can install Embedded Survivable Remote on:</p> <ul style="list-style-type: none"> <li>• S8300D Server in a G250, G350, G430, G450, or G700 Branch Gateway.</li> <li>• S8300E Server in a G430 or G450 Branch Gateway.</li> </ul>

### Related links

[Communication Manager overview](#) on page 14

## Topology

Avaya deploys System Platform through a *virtual appliance* model. This model includes:

- An Avaya-defined common server platform
- An Operating System (OS) for allocating and managing server hardware resources (CPU, memory, disk storage, and network interfaces) among virtual machine instances running on the server platform
- System Platform
- An Avaya solution template containing a bundled suite of pre-integrated Avaya software applications such as Communication Manager, Communication Manager Messaging, Utility Server, and Survivable Remote BranchSession Manager
- A Secure Access Gateway, supporting a Secure Access Link (SAL) for remote diagnosis by Avaya or an Avaya Partner

The following figure shows an example of Communication Manager deployment on the System Platform:

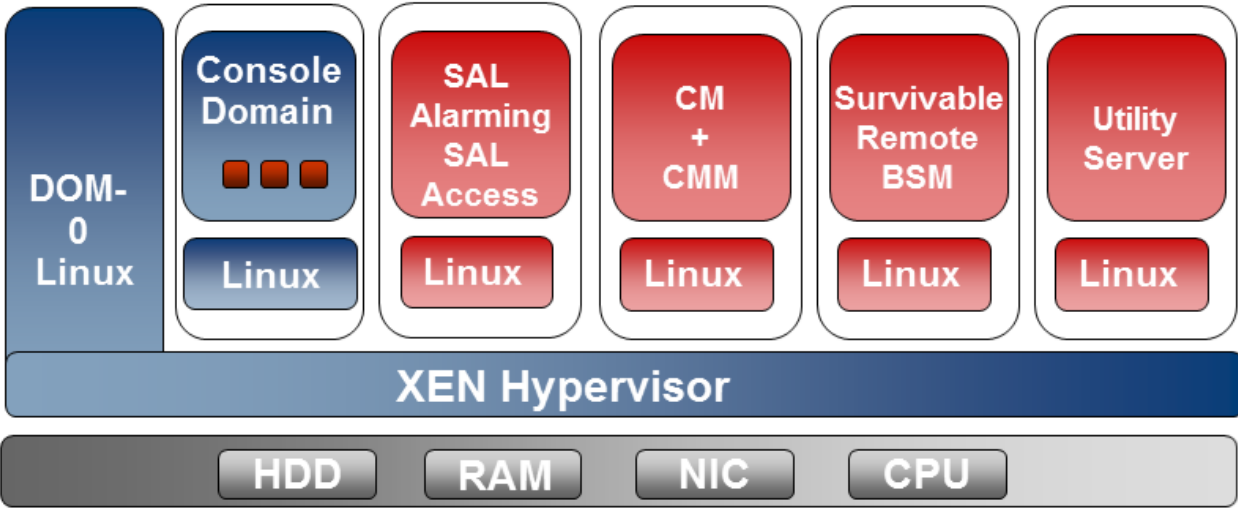


Figure 1: Communication Manager deployment on System Platform

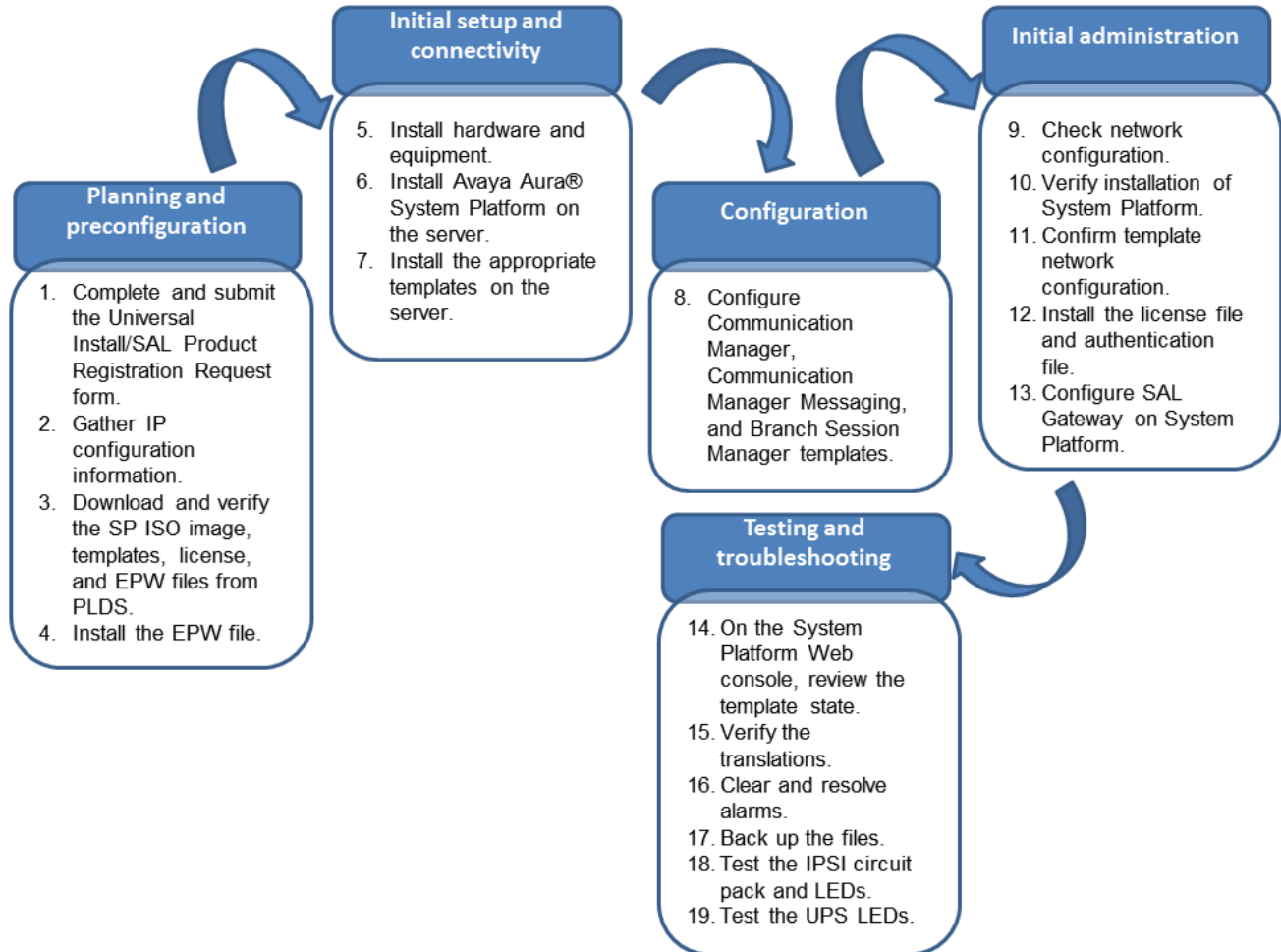
# Components

Components	Description
Standard equipment racks	The racks are used to mount the servers and gateways. The customer-supplied racks must be EIA-310D (or equivalent) standard 19-in. (48-cm) 4-post equipment racks. They must be properly installed and solidly secured. Ensure that the screws that come with the racks are present. If using an enclosed rack cabinet, ensure that the cabinet has adequate ventilation.
Simplex server	Needed if you are using a simplex core or survivable remote template.  For physical installation information, see the installation documentation for the particular server.
Duplicated server	Needed if you are using a duplex core template.  For physical installation information, see the installation documentation for the particular server.
S8300E or S8300D server	Needed if you are using an embedded main or embedded survivable remote template.  For physical installation information, refer to the appropriate gateway quick start book.

Table continues...

Components	Description
A laptop with an Ethernet crossover cable or, optionally, a USB keyboard, USB mouse, and VGA monitor	<p>These are connected to the servers for installing System Platform and Communication Manager applications. You cannot use the keyboard, mouse, and monitor with Avaya S8300D Server.</p> <p><b>* Note:</b></p> <p>Depending on the capabilities of the network interface card in your laptop, you might be able to use a straight-through cable for this connection. See the documentation for your laptop.</p> <p>The supported keyboard types are sg-latin1, sk-qwerty, slovene, sv-latin1, trq, uauuff, uk, and us.</p>
DVD writer application	The application writes the software ISO images to the blank DVDs. Download the ISO images from the Product Licensing and Delivery System (PLDS) website, <a href="http://plds.avaya.com">http://plds.avaya.com</a> .
Blank DVDs	The media for the ISO images.
Bootable DVD, if available	Contains the System Platform and Communication Manager installer files.
CAT5 Ethernet cable	Connects the servers to the enterprise network.
Crossover Ethernet cable	Connects collocated duplicated servers.
Uninterruptible Power Supply (UPS)	Provides power during a power outage. You can order a UPS from Avaya.
VPN SAL Gateway	<p>Accesses the application servers.</p> <p>This is optional.</p>
Correct firewall rules to secure the customer network	
Filled-out worksheets with the system and network information	This information is used for configuring System Platform and Communication Manager as part of the installation process.
Access to the customer network	
EPW file	<p>The Electronic Pre-Installation Worksheet can be filled out ahead of time, speeding up the installation time.</p> <p>This is optional.</p>

# Chapter 3: Deployment process




**Figure 2: Communication Manager deployment process**

## Related links

[Checklist for Communication Manager installation](#) on page 21

## Checklist for Communication Manager installation

Use this checklist to ensure that you installed Communication Manager according to Avaya recommendation. If you are installing a duplex template, follow this checklist to install Communication Manager on the second server.

#	Task	Note	✓
1	Complete and submit the Universal Install/SAL Product Registration Request form. When opening the Excel based form, click <b>Enable Macros</b> ; otherwise, the form automation will not work. Submit the completed form using the built in e-mail button.	 <b>Important:</b> Submit the registration form three weeks before the planned installation date.	
2	Gather the required information about installation, such as IP configuration information, DNS addresses, and address information for Network Time Protocol (NTP) servers.		
3	Download the following files from the PLDS website: <ul style="list-style-type: none"> <li>• System Platform installer ISO image file</li> <li>• Appropriate solution templates and license files</li> <li>• Electronic Pre-installation Worksheet file</li> </ul>	See <a href="#">Downloading software from PLDS</a> on page 27.	
4	Verify that the downloaded ISO images match the images on the PLDS website.	See <a href="#">Verifying the ISO image on a Linux-based computer</a> on page 28 and <a href="#">Verifying the ISO image on a Windows-based computer</a> on page 28.	
5	Write the ISO images to separate DVDs. See <a href="#">Writing the ISO image to DVD or CD</a> on page 29.		
6	Install the Electronic Pre-installation Worksheet file and fill out the fields	See <a href="#">Creating an EPW file</a> on page 30	
7	If you are installing System Platform from a laptop, perform the following tasks: <ul style="list-style-type: none"> <li>• Ensure that a Telnet and Secure Shell application are installed on the laptop. Avaya supports use of the open source Telnet/SSH client application PuTTY.</li> <li>• Configure the IP settings of the laptop for direct connection to the server.</li> <li>• Disable use of proxy servers in the Web browser on the laptop.</li> </ul>	See <a href="#">Configuring the laptop for direct connection to the server</a> on page 34. See <a href="#">Disabling proxy servers in Microsoft Internet Explorer</a> on page 35 or <a href="#">Disabling proxy servers in Mozilla Firefox</a> on page 35 .	
8	If you are installing System Platform from a laptop, connect the laptop to the server.	See <a href="#">Connecting to the server through the services port</a> on page 57.	

*Table continues...*

#	Task	Note	✓
	<p><b>* Note:</b></p> <p>If you are using an S8300D server, ensure that the gateway is on the latest firmware.</p>		
9	Turn on the server.		
10	Put the DVD in the DVD drive on the server.	See <a href="#">Starting the installation from your laptop</a> on page 38 or <a href="#">Starting the installation from the server console</a> on page 40 depending on your selection of the installation method.	
11	<p>If using the server console to install System Platform, enter the <b>vspmediacheck</b> command and press <b>Enter</b>.</p> <p>The <b>vspmediacheck</b> command verifies that the image on the System Platform DVD is not corrupt.</p>	See <a href="#">Starting the installation from your laptop</a> on page 38 or <a href="#">Starting the installation from the server console</a> on page 40 depending on your selection of installation method.	
12	If using your laptop to install System Platform, establish a Telnet connection to the server.	See <a href="#">Starting the installation from your laptop</a> on page 38.	
13	Select the required keyboard type.	See <i>Selecting the type of keyboard</i> .	
14	Verify that the image on the System Platform DVD is not corrupt.	See <a href="#">Verifying the System Platform image on the DVD</a> on page 37.	
15	Configure the network settings for the System Domain (Domain-0).	See <a href="#">Configuring network settings for System Domain</a> on page 43.	
16	<p>Configure the network settings for the Console Domain.</p> <p>See <a href="#">Configuring network settings for Console Domain</a> on page 46.</p>		
17	<p>Configure the time zone for the System Platform server.</p> <p>See <a href="#">Configuring the time zone for the System Platform server</a> on page 52.</p>		
18	Configure the System Platform passwords.	See <a href="#">Configuring System Platform passwords</a> on page 53.	
19	<p>Verify that System Platform installed correctly.</p> <p>See <a href="#">Verifying installation of</a> on page 56.</p>		

Table continues...

#	Task	Note	✓
20	Configure the SAL gateway.		
21	Select the required Communication Manager template.	See <a href="#">Installing a solution template</a> on page 67.	
22	Confirm the template network configuration. See <a href="#">Confirming template network configuration</a> on page 63.	Complete this step only if you are using an EPW file.	
If installing the template using the Installation Wizard instead of the EPW file, complete these additional tasks.			
23	Specify IP address and host name for the Communication Manager virtual machine.		
24	Specify the user ID and password for the privileged administrator.  * <b>Note:</b> You may not need to add a privileged administrator for Communication Manager, but you may need it for BranchSession Manager.	See <a href="#">Configuring Customer Login</a> on page 73.	
25	If the template includes Utility Services, configure DHCP.	See <a href="#">Configuring DHCP</a> on page 74.	
26	If the template includes Branch Session Manager, configure Branch Session Manager.	See <a href="#">Installing Branch Session Manager</a> on page 75.	
27	Review the summary information and check if you need to change any setting.	See <a href="#">Reviewing summary information</a> on page 75.	
28	Proceed with the Communication Manager installation.	See <a href="#">Confirming installation</a> on page 76.	

**Related links**

[Deployment process](#) on page 20

# Chapter 4: Planning and preconfiguration

---

## Customer configuration information

---

### Passwords field descriptions

 **Note:**

Passwords for all users including `root` must adhere to the following rules:

- Include a minimum of 8 characters.
- Include no more than five repeating characters.
- Cannot include the last password as part of a new password.
- Cannot include the user ID as part of the password.
- Cannot be changed more than once a day.

Name	Description
<b>root Password</b>	The password for the root login.
<b>admin Password</b>	The password for the admin login.
<b>cust Password</b>	The password for the cust login.  The cust login is for audit purposes. It has read-only access to the Web Console, except for changes to its password, and no command line access.
<b>Idap Password</b>	The password for the Idap login.  System Platform uses a local LDAP directory to store login and password details. Use this login and password to log in to the local LDAP directory. This login does not have permissions to access the System Platform Web Console.

---

## Configuration tools and utilities

Use the following configuration tools and utilities while deploying Communication Manager on System Platform:

- Duplex Communication Manager template
- Simplex Communication Manager template
- Laptop with an Ethernet crossover cable
- USB keyboard
- USB mouse
- VGA monitor
- Crossover Ethernet cable
- VPN SAL Gateway
- S8300E or S8300D Server
- Installation worksheet for System Platform
- Communication Manager configuration worksheet
- Managed element worksheet for SAL Gateway
- PuTTY, WinSCP, and WinZip
- a browser for accessing the Communication Manager SMI pages

**Note:**

Currently, SMI supports Internet Explorer 7.0, and Mozilla Firefox 3.6 and later.

---

## Server hardware and resources

You can install System Platform on S8300E or S8300D, S8510, S8800, HP ProLiant DL360 G7, HP ProLiant DL360p G8, Dell™ PowerEdge™ R610, or Dell™ PowerEdge™ R620 server. The servers arrive at the customer's site with all the appropriate components and memory, and nothing needs to be added to the servers on site.

On the S8800 Server, S8510 Server, HP ProLiant DL360 G7 Server, Dell™ PowerEdge™ R610 Server, HP ProLiant DL360p G8 server, and Dell™ PowerEdge™ R620 server, the services port is located on the back of the servers, while it is located on the faceplate of the S8300E or S8300D Server.

During the installation, you will need to boot the servers. The S8800 and the S8300E or S8300D servers take in excess of seven minutes to boot. The server is ready to boot when the power-on LED changes from a fast flashing state to a slow flashing state. For duplicated servers, you can complete the installation by using only a keyboard and monitor. If you do not have a mouse, use the **Tab** key to navigate between fields.

## Registering the system

### About this task

Registering System Platform and applications in the solution template ensures that Avaya has a record of the system and it is ready for remote support if needed.

Avaya assigns a Solution Element ID (SE ID) and Product ID to each SAL Gateway and managed device that is registered. In System Platform, managed devices are the components of System Platform and of the applications in the solution template. The SE ID makes it possible for Avaya Services or Avaya Partners to connect to the managed applications remotely. The Product ID is in alarms that are sent to alarm receivers from the managed device. The Product ID identifies the device that generated the alarm. This data is critical for correct execution of various Avaya business functions and tools.

### \* Note:

- For a description of any elements you must register with your Solution Template, see your Avaya Aura<sup>®</sup> solution documentation.

Registrations are performed in two stages: before installation of System Platform, the solution template, and SAL Gateway and after installation. The first stage of registration provides you with the SE IDs and Product Identifications required to install the products. For solution templates that include Communication Manager, the first stage of registration also provides you with the system ID (SID) and module ID (MID). The second stage of the registration makes alarming and remote access possible.

### Procedure

1. Gain access to the registration form and follow the instructions. The SAL registration form is available at <http://support.avaya.com>. In the Help & Policies section, click **More Resources**. The system displays the More Resources page. Click **Avaya Equipment Registration**, and search for *SAL Universal Install Form Help Document*.
2. Complete the Universal Install Product Registration page and submit it at least three weeks before the planned installation date.

Provide the following:

- Customer name
- Avaya Sold-to Number (customer number) where the products will be installed
- Contact information for the person to whom the registration information should be sent and whom Avaya can contact if any questions come up
- Products in the solution template and supporting information as prompted by the form

Avaya uses this information to register your system. When processing of the registration request is complete, Avaya sends you an email with an ART install script attached. This script includes instructions for installation and the SE IDs and Product IDs that you must enter in SAL Gateway to add managed devices. For solution templates that include Communication Manager, the ART install script also includes the SID and MID.

3. Complete and submit the Universal Install Alarm Registration page after the installation is complete.

**Related links**

[Configuration prerequisites](#) on page 118

[SAL Gateway](#) on page 117

[Gateway Configuration field descriptions](#) on page 121

---

## Registering for PLDS

**Procedure**

1. Go to the Avaya Product Licensing and Delivery System (PLDS) website at <https://plds.avaya.com>.

The PLDS website redirects you to the Avaya single sign-on (SSO) webpage.

2. Log in to SSO with your SSO ID and password.

The PLDS registration page is displayed.

3. If you are registering:

- as an Avaya Partner, enter the Partner Link ID. If you do not know your Partner Link ID, send an email to [prmadmin@avaya.com](mailto:prmadmin@avaya.com).
- as a customer, enter one of the following:
  - Company Sold-To
  - Ship-To number
  - License authorization code (LAC)

4. Click **Submit**.

Avaya will send you the PLDS access confirmation within one business day.

---

## Downloading software from PLDS

**About this task**

 **Note:**

You can download product software from <http://support.avaya.com> also.

**Procedure**

1. Type <http://plds.avaya.com> in your Web browser to go to the Avaya PLDS website.
2. Enter your Login ID and password to log on to the PLDS website.
3. On the Home page, select **Assets**.
4. Select **View Downloads**.

5. Search for the available downloads using one of the following methods:
  - By download name
  - By selecting an application type from the drop-down list
  - By download type
  - By clicking **Search Downloads**
6. Click the download icon from the appropriate download.
7. When the system displays the confirmation box, select **Click to download your file now**.
8. If you receive an error message, click the message, install Active X, and continue with the download.
9. When the system displays the security warning, click **Install**.

When the installation is complete, PLDS displays the downloads again with a check mark next to the downloads that have completed successfully.

---

## Verifying the downloaded ISO image

---

### Verifying the ISO image on a Linux-based computer

#### About this task

Use this procedure to verify that the md5 checksum of the downloaded ISO image matches the md5 checksum that is displayed for the ISO image on the PLDS Web site.

Use this procedure if you downloaded ISO images to a Linux-based computer.

#### Procedure

1. Enter `md5sum file name`, where *file name* is the name of the ISO image. Include the .iso file name extension.
2. Compare the md5 checksum of the ISO image to be used for installation with the md5 checksum that is displayed for the ISO image on the PLDS Web site.
3. Ensure that both numbers are the same.
4. If the numbers are different, download the ISO image again and reverify the md5 checksum.

---

### Verifying the ISO image on a Windows-based computer

#### About this task

Use this procedure to verify that the md5 checksum of the downloaded ISO image matches the md5 checksum that is displayed for the ISO image on the PLDS Web site.

Use this procedure if you downloaded ISO images to a Windows-computer.

### Procedure

1. Download a tool to compute md5 checksums from one of the following Web sites:

- <http://www.md5summer.org/>
- <http://code.kliu.org/hashcheck/>

 **Note:**

Avaya has no control over the content published on these external sites. Use the content only as reference.

2. Run the tool on the downloaded ISO image and note the md5 checksum.
3. Compare the md5 checksum of the ISO image to be used for installation with the md5 checksum that is displayed for the ISO image on the PLDS Web site.
4. Ensure that both numbers are the same.
5. If the numbers are different, download the ISO image again and reverify the md5 checksum.

---

## Writing the downloaded software to DVD

---

### DVD requirements

Use high-quality, write-once, blank DVDs. Do not use multiple rewrite DVDs which are prone to error.

When writing the data to the DVD, use a slower write speed of 4X or a maximum 8X. Attempting to write to the DVD at higher or the maximum speed rated on the disc is likely to result in write errors.

 **Note:**

If the software files you are writing on media are less than 680 Mb in size, you can use a CD instead of a DVD.

---

## Writing the ISO image to DVD or CD

### Before you begin

1. Download any required software from PLDS.
2. Verify that the md5 checksum of the downloaded ISO image matches the md5 checksum that is displayed for the ISO image on the PLDS Web site.

### About this task

If you are writing to a DVD, this procedure requires a computer or server that has a DVD writer and software that can write ISO images to DVD. If you are writing to a CD, this procedure requires a computer or server that has a CD writer and software that can write ISO images to CD.

#### Important:

When the ISO image is writing to the DVD, do not run other resource-intensive applications on the computer. Any application that uses the hard disk intensively can cause a buffer underrun or other errors, which can render the DVD useless.

### Procedure

Write the ISO image of the installer to a DVD or CD.

---

## Creating an electronic preinstallation worksheet

### Before you begin

You must have the zip file for the standalone installation wizard downloaded from PLDS and installed on your computer.

### About this task

To create an electronic preinstallation worksheet (EPW), you use a standalone installation wizard. The standalone installation wizard is the same as the installation wizard that launches as part of the template installation. By downloading, installing, and filling out the fields in the standalone installation wizard file ahead of time, you save time during the template installation. The standalone installation wizard installs only on a Windows-based computer.

### Procedure

1. Unzip the standalone installation wizard file, and extract the file to a location on your computer.
2. Find the `setup_wizard.exe` file and click it to begin the setup.
3. Click through the Setup screens to complete the installation.

The installation creates a shortcut link within the **Start > Programs** menu.

4. To begin the standalone installation wizard, select **Start > Programs > *PreinstallWizardname* > Run *PreinstallWizardname***, where *PreinstallWizardname* is the name of the standalone installation wizard for the template, for example, SP Pre-installation Wizard.

The standalone installation wizard opens in your default browser.

5. On the Load Files page, select the appropriate template, and then click **Next Step**.
6. On the CM Template Type page, select the template you plan to install, and then click **Next Step**.

7. Complete the fields on the rest of the screens. Click **Next Step** to move from screen to screen.
8. On the Save page, read the warning text, and then click **Accept**.
9. Click **Save EPW file**, and save the file to a location on your computer.  
Give the file a unique name that identifies the template.

**Related links**

[Installing Communication Manager using the Installation Wizard](#) on page 72

# Chapter 5: Initial setup and connectivity

---

## Hardware installation checklist

Use this checklist while connecting hardware.

No.	Task	Notes	✓
1	Unpack crate and boxes.	Use phillips headscrewdriver and a 7/16" wrench.	
2	Position rack and mount the server.		
3	Adjust leveling feet.	After positioning the equipment, lower the leveling feet using a screwdriver or wrench to support and secure the cabinet.	
4	Connect the server to AC power.	Three different circuits	

---

## Connectivity checklist

No.	Task	Notes	✓
1	If using a laptop to install System Platform, establish a Telnet connection to the server.		
2	Configure the network settings for the System Domain (Domain 0).	See Configuring network settings for System Domain.	
3	Configure the network settings for the Console Domain.	See <a href="#">Configuring network settings for Console Domain</a> on page 46.	
4	Manually configure the IP address, subnet mask, and default gateway of the laptop before you connect the laptop to the server.		

*Table continues...*

No.	Task	Notes	✓
5	To connect directly to the services port, disable the proxy servers in Internet Explorer or Firefox.		
6	Connect the laptop to the server.	If you are using S8300D Server, ensure that the gateway is on the latest firmware.	

---

## Software installation checklist

Use this checklist while installing software for Communication Manager.

No.	Task	✓
1	Install the Electronic Pre-installation Worksheet file and fill out the fields.	
2	Install Telnet and Secure Shell application on the laptop.	
3	Install the Communication Manager template.	

---

## What Avaya provides

Avaya provides the following items

- For standalone servers: One Avaya S8800, HP ProLiant DL360 G7, HP ProLiant DL360p G8, Dell™ PowerEdge™ R610, or Dell™ PowerEdge™ R620 servers for a Communication Manager simplex configuration, and two Avaya S8800, HP ProLiant DL360 G7, HP ProLiant DL360p G8, Dell™ PowerEdge™ R610, or Dell™ PowerEdge™ R620 servers for a Communication Manager duplex configuration.

For embedded servers: One Avaya S8300D Server with a choice of gateways, such as the Avaya G430 Branch Gateway or Avaya G450 Branch Gateway.

- Slide rails to mount the servers in a standard 19-inch, 4-post rack that have square holes.
- Other hardware as ordered, such as an uninterruptible power supply (UPS). UPS is a required component.
- System Platform installation software.
- Communication Manager installation software.
- Product registration form. The form is available on the Avaya Support website at <http://support.avaya.com>. Click **HELP & POLICIES > More Resources > Avaya Equipment Registration**. Under **Non-Regional (Product) Specific Documentation**, click **Universal Install/SAL Product Registration Request Form**.

---

## Preinstallation tasks for System Platform

---

### Server installation

Depending on your server type, refer to one of the following hardware installation guides:

- For S8300D server with G250 Branch Gateway: *Quick Start for Hardware Installation: Avaya G250 Branch Gateway*
- For S8300D server with G350 Branch Gateway: *Quick Start for Hardware Installation: Avaya G350 Branch Gateway*
- For S8300D server with G430 Branch Gateway: *Quick Start for Hardware Installation: Avaya G430 Branch Gateway*
- For S8300D server with G450 Branch Gateway: *Quick Start for Hardware Installation: Avaya G450 Branch Gateway*
- For S8300D server with G700 Branch Gateway: *Quick Start for Hardware Installation: Avaya G700 Branch Gateway*
- For S8800 server: *Installing the Avaya S8800 Server for Avaya Aura® Communication Manager*
- For HP ProLiant DL360p G8 Server: *Installing the HP ProLiant DL360p G8 Server*
- For Dell™ PowerEdge™ R620 Server: *Installing the Dell™ PowerEdge™ R620 Server*

---

### Connecting your laptop to the server

#### Configuring the laptop for direct connection to the server

##### About this task

You must manually configure the IP address, subnet mask, and default gateway of the laptop before you connect the laptop to the server.

 **Note:**

The following procedure is for Microsoft Windows XP, but the steps can vary slightly with other versions of Windows.

##### Procedure

1. Click **Start > Control Panel**.
2. Double-click **Network Connections > Local Area Connection**.
3. In the Local Area Connection Status dialog box, click **Properties**.
4. In the **This connection uses the following items** box, click **Internet Protocol (TCP/IP)**.
5. Click **Properties**.

6. In the Internet Protocol (TCP/IP) Properties dialog box, select **Use the following IP address** on the **General** tab.

 **Caution:**

Do not click the **Alternate Configuration** tab.

7. In the **IP address** field, enter a valid IP address.  
For example: 192.11.13.5
8. In the **Subnet mask** field, enter a valid IP subnet mask.  
For example: 255.255.255.252
9. In the **Default gateway** field, enter the IP address that is assigned to the default gateway.  
For example: 192.11.13.6
10. Click **OK**.

## Disabling proxy servers in Microsoft Internet Explorer

### About this task

Before connecting directly to the services port, disable the proxy servers in Microsoft Internet Explorer.

### Procedure

1. Start Microsoft Internet Explorer.
2. Select **Tools > Internet Options**.
3. Click the **Connections** tab.
4. Click **LAN Settings**.
5. Clear the **Use a proxy server for your LAN** option.

 **Tip:**

To re-enable the proxy server, select the **Use a proxy server for your LAN** option again.

6. Click **OK** to close each dialog box.

## Disabling proxy servers in Mozilla Firefox

Before connecting directly to the services port, disable the proxy servers in Firefox.

 **Note:**

This procedure is for Firefox on a Windows-based computer. The steps can vary slightly if you are running Linux or another operating system on your laptop.

### Procedure

1. Start Firefox.

2. Select **Tools > Options**.
3. Select the **Advanced** option.
4. Click the **Network** tab.
5. Click **Settings**.
6. Select the **No proxy** option.

 **Tip:**

To re-enable the proxy server, select the appropriate option again.

7. Click **OK** to close each dialog box.

# Chapter 6: System Platform configuration

---

## Installing System Platform software

---

### Verifying the System Platform image on the DVD

#### About this task

Use this procedure to verify that the System Platform image copied correctly to the DVD.

The system displays the CD Found screen if you are installing System Platform from a laptop, or if you are installing System Platform from the server console and entered the **vspmediacheck** command at the boot prompt on the Avaya screen.

#### Procedure

On the CD Found screen, perform one of the following actions:

- To test the DVD, use the **Tab** key to select **OK**.
- To skip the test and begin the installation immediately, select **Skip**.

If you choose to test the DVD, the system displays another screen with a progress bar and the percentage of completion. After the test is complete, the system displays whether the image passed the test.

#### Note:

If the DVD you are using becomes corrupt, you must write a new DVD with the System Platform image. Before using the new DVD, ensure that you restart the server.

The system displays the System Domain Network Configuration screen.

#### Next steps

Configure the network settings for System Domain (Domain-0). See [Configuring network settings for System Domain \(Domain-0\)](#) on page 43.

---

## Starting the installation

### Installation methods

Use one of the following methods to install System Platform:

- Laptop connected to the services port on the server.
- Video monitor, keyboard, and mouse connected to the appropriate ports on the server. This option does not apply to the S8300D server. To install to the S8300D server, you must use a laptop connected to the services port.

**\* Note:**

You can complete the installation by using only a keyboard and monitor. If you do not have a mouse, use the Tab key to navigate between fields.

If you use a laptop to install the software, you must have an SSH and Telnet client application such as PuTTY installed on the laptop and Telnet must be enabled to install System Platform. Make sure that you change the network settings on the laptop before connecting to the server. See [Configuring the laptop for direct connection to the server](#) on page 34.

## Powering on a server

### Procedure

1. If using a duplicated server, perform the following steps:
  - a. Wait for the fast flashing of the power-on LED (about 3 flashes per second) to cease to about 1 flash per second.
  - b. Turn on the server by pressing the power-on button.

The LED will change to solid indicating that the server is booting up. The LED will remain solid indicating that the server is booted.
  - c. Insert the CD/DVD to the server.
2. If using S8300E or S8300D Server, perform the following steps:
  - a. Seat the circuit pack for the first time or re-seat the circuit pack if it was already seated.
  - b. Power on the gateway in which S8300E or S8300D Server resides, if the gateway is not powered on.
  - c. Connect the USB CD/DVD drive to the server.

**\* Note:**

The attached CD/DVD drive that S8300E or S8300D Server uses for software installation runs on a battery. Ensure that the battery is fully charged and its on/off switch is set in the on position during the installation.

## Starting the installation from your laptop

### Before you begin

- A Telnet/SSH application, such as PuTTY, is installed on your laptop.
- IP settings of the laptop are configured for direct connection to the server.
- Use of proxy servers is disabled.

**\* Note:**

On S8800 Server, HP DL360 G7 Server, Dell R610 Server, HP DL360 G8 Server , Dell R620 Server, eth1 is the services port labeled 2 on the server itself.

On S8300D Server, eth0 is the services port, which is on the front of the server face plate and is marked as "SERVICES".

## Procedure

1. Connect your laptop to the services port with an Ethernet crossover cable.

If you do not have a crossover cable, use an IP hub.

**\* Note:**

Some laptop computer Network Interface Cards (NICs) provide an internal crossover option that makes it possible to use a straight-through Ethernet cable for this connection. See the documentation for your laptop computer to determine whether this option is available.

2. Turn on the server.
3. Insert the System Platform DVD in the server DVD drive.  
The server starts from the DVD.
4. Verify that the laptop can ping the service port by performing the following steps:

- a. Click **Start > Run**.
- b. Enter `ping -t IP_Address`.

**\* Note:**

Wait for the `ping` command to return several continuous responses before proceeding to the next step.

5. Open a Telnet session by performing the following steps:

**! Important:**

If you use a Telnet client other than PuTTY or forget to set the proper terminal emulation for the PuTTY client, the system might display an incorrect Keyboard Type. This issue has no effect on the installation process.

- a. Open the PuTTY program.
- b. In the **Host Name** field, enter *Host\_Name*.
- c. Under **Connection type**, select **Telnet**.
- d. Under **Window** in the left navigation pane, select **Translation**.
- e. Under **Received data assumed to be in which character set** , select **UTF-8** from the list.
- f. Click **Open** to open a PuTTY session.

The system displays the Keyboard Type screen.

## Next steps

Select the required keyboard type. See [Selecting the type of keyboard](#) on page 41.

## Related links

[Configuring the laptop for direct connection to the server](#) on page 34

[Powering on a server](#) on page 38

## Starting the installation from the server console

### Note:

This procedure does not apply to embedded servers such as the S8300D Server. See the following topic for information on the S8300D Server.

### Before you begin

Connect a USB keyboard, USB mouse, and video monitor to the server.

### Procedure

1. Turn on the server.
2. Insert the System Platform DVD in the server DVD drive.  
The server boots up from the System Platform DVD and displays the Avaya screen.
3. Within 30 seconds of the system displaying the Avaya screen, type **vspmediacheck** at the boot prompt on the Avaya screen, and press **Enter**.

The **vspmediacheck** command verifies that the image on the System Platform DVD is not corrupt.

### Important:

If you do not press **Enter** or type **vspmediacheck** within 30 seconds of the system displaying the Avaya screen, the system disables installation through the server console and enables installation through the services port. The system then displays the Waiting for Telnet connection screen, and then you can connect to the server through Telnet. To install through the server console at this point, reset the server to restart the installation.

The system displays the Keyboard Type screen.

## Next steps

Select the required keyboard type. See [Selecting the type of keyboard](#) on page 41.

## Related links

[Powering on a server](#) on page 38

## Starting the installation from the S8300D Server console

### Before you begin

Get a USB DVD drive.

## Procedure

1. Install the S8300D card into a G450 Branch Gateway or G430 Branch Gateway.
2. Connect a USB DVD drive to the gateway, and then insert the System Platform DVD.
3. Connect the laptop to the services port of the S8300D Server.
4. Verify that the laptop can ping the service port by performing the following steps:

- a. Click **Start > Run**.
- b. Enter `ping -t IP_Address`.  
For example: `ping -t 192.11.13.6`

 **Note:**

Wait for the `ping` command to return several continuous responses before proceeding to the next step.

5. Open a Telnet session by performing the following steps:

 **Important:**

If you use a Telnet client other than PuTTY or forget to set the proper terminal emulation for the PuTTY client, the system might display an incorrect Keyboard Type. This issue has no effect on the installation process.

- a. Open the PuTTY program.
- b. In the **Host Name** field, enter *Host\_Name*.  
For example: `192.11.13.6`
- c. Under **Connection type**, select **Telnet**.
- d. Under **Window** in the left navigation pane, select **Translation**.
- e. Under **Received data assumed to be in which character set**, select **UTF-8** from the list.
- f. Click **Open** to open a PuTTY session.

The system displays the Keyboard Type screen.

## Next steps

Select the required keyboard type. See [Selecting the type of keyboard](#) on page 41.

---

## Selecting the type of keyboard

### Procedure

1. On the Keyboard Type screen, select the type of keyboard that you have.

The supported keyboard types are sg-latin1, sk-qwerty, slovene, sv-latin1, trq, ua-utf, uk, and us.

2. Use the `Tab` key to highlight **OK** and press **Enter**.

The system displays one of the following screens:

- The system displays the CD Found screen if you are installing System Platform from a laptop, or if you are installing System Platform from the server console and entered the `vspmediacheck` command at the boot prompt on the Avaya screen.

See [Verifying the System Platform image on the DVD](#) on page 37.

- The system displays the System Domain Network Configuration screen if you are installing System Platform from the server console and did not enter the `vspmediacheck` command at the boot prompt on the Avaya screen. See [Configuring network settings for System Domain \(Domain-0\)](#) on page 43.

### Next steps

- Verify that the System Platform image copied correctly to the DVD. See [Verifying the System Platform image on the DVD](#) on page 37.

OR

- Configure the network settings for System Domain (Domain-0). See [Configuring network settings for System Domain \(Domain-0\)](#) on page 43

---

## Verifying the System Platform server hardware

### Before you begin

- You are performing a new installation of the System Platform software.
- You have completed the task, [Selecting the type of keyboard](#) on page 41

### About this task

After [Selecting the type of keyboard](#) on page 41, the System Platform installer automatically performs a hardware check of the server platform. Since the servers supported by Avaya must meet all prerequisites for the System Platform, any platform options, and a specific solution template, the server hardware check normally passes. In this case, the System Platform installation continues transparently to the next phase, [Verifying the System Platform image on the DVD](#) on page 37. However, in the rare circumstance when the hardware check halts the System Platform installation, one or both of the following messages appear. (In the following examples, the first number represents what hardware resources the system nominally requires, and the second number represents what hardware resources the server actually has available for the system.)

The installation is going to abort due to the following reasons:

- The expected minimum size of hard disk is 80 GB, but the actual number of hard disk is 40 GB.
- The expected number of hard disk is 2, but the actual number of hard disk is 1.

Or:

The installer has detected the following problems:

- The expected number of CPU(s) is 2, but the actual number of CPU(s) is 1.

Do you still want to continue the installation?

In either case, capture the exact details of the error message and contact your Avaya technical support representative for further instructions.

**\* Note:**

For any instance of the latter message, do not continue with the System Platform installation.

**Next steps**

If the server hardware check passed, continue with [Verifying the System Platform image on the DVD](#) on page 37

---

## Network integration

---

### Configuring network settings for System Domain

**Procedure**

1. On the System Domain Network Configuration screen, complete the following fields:

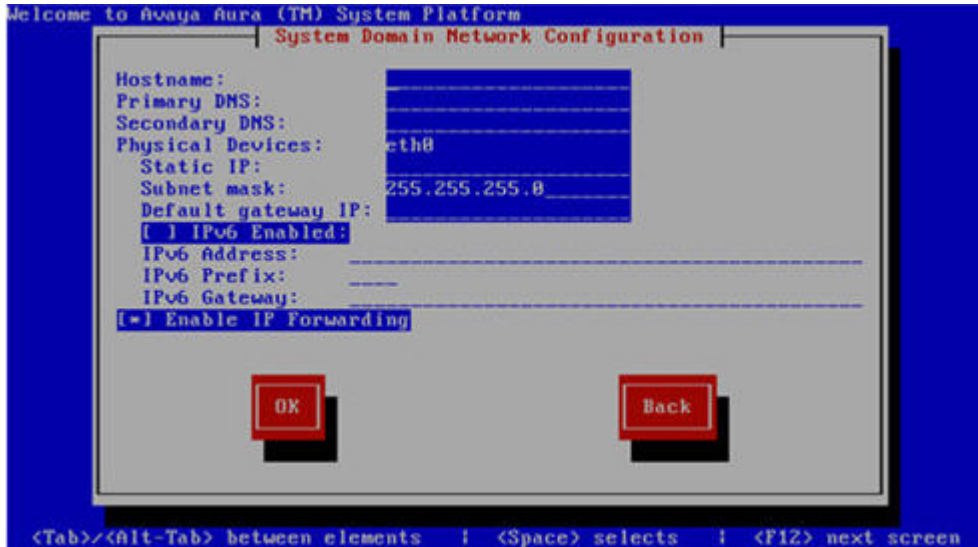
- **Hostname**

Depending on requirements of your solution template, you might need to enter the host name for System Domain as a fully qualified domain name (FQDN), for example, `SPDom0.mydomainname.com`. Otherwise, just enter the IP address for System Domain, or enter the hostname for System Domain in non-FQDN format. When using a Domain Name System (DNS) server in your network, the System Domain hostname must be FQDN format.

- **Primary DNS**

- (Optional) **Secondary DNS**

For descriptions of the fields on this page, see [System Domain Network Configuration field descriptions](#) on page 45.



2. Perform the following steps to configure the interface that is connected to the customer network:
  - a. Use the `Tab` key to highlight the **Physical Devices** field.
  - b. Complete the **Static IP** field.
  - c. Modify the subnet mask if necessary. The server displays a default value of 255.255.255.0.
3. Complete the **Default gateway IP** field.
4. Use the `Tab` key to highlight the **IPv6 Enabled** field. Press the `Spacebar` to either enable or disable entering IP addresses in IPv6 format.
5. If you have enabled IPv6, fill in the following fields:
  - **IPv6 Address**
  - **IPv6 Prefix**
  - **IPv6 Gateway**
6. Use the `Tab` key to highlight the **Enable IP Forwarding** field. Press the `Space bar` to either enable or disable the IP forwarding as desired.

**\* Note:**

IP forwarding is enabled by default and is denoted by an asterisk (\* character).

7. Use the `Tab` key to highlight **OK** and press **Enter** to accept the configuration.
8. If IP forwarding is enabled, a confirmation message displays. Use the `Tab` key to highlight **OK** and press **Enter**.

The system displays the System Platform Console Domain Network Configuration screen.

## Next steps

Configure network settings for Console Domain. See [Configuring network settings for Console Domain](#) on page 46.

## System Domain Network Configuration field descriptions

Name	Description
<b>Hostname</b>	Depending on requirements of your solution template, you might need to enter the host name for System Domain as a fully qualified domain name (FQDN), for example, <code>SPDom0.mydomainname.com</code> . Otherwise, just enter the IP address for System Domain, or enter the hostname for System Domain in non-FQDN format. When using a Domain Name System (DNS) server in your network, the System Domain hostname must be FQDN format.
<b>Primary DNS</b>	The primary Domain Name System (DNS) server address.
<b>Secondary DNS</b>	(Optional) The secondary DNS server address.
<b>Physical Devices</b>	This field displays the physical Ethernet interface (NIC) that connects to the customer network. You must configure this interface for IP.  The specific Ethernet interface number depends on the server model being used.
<b>Static IP</b>	The static IP address for the Ethernet interface that connects to the customer network.
<b>Subnet Mask</b>	The subnet mask for the Ethernet interface that connects to the customer network.
<b>Default gateway IP</b>	The default gateway IP address.  This default gateway IP address will be used for all the virtual machines if you do not specify gateway IP addresses for them.
<b>IPv6 Enabled</b>	The indicator to show whether the IP addresses required by System Platform must be IPv6-compliant.
<b>IPv6 Address</b>	The IPv6-compliant IP address of System Domain.
<b>IPv6 Prefix</b>	The IPv6 prefix for <b>IPv6 Address</b> .
<b>IPv6 Gateway</b>	The IP address of the default gateway for IPv6 traffic.

*Table continues...*

Name	Description
<b>Enable IP Forwarding</b>	<p>The indicator to show whether IP forwarding is enabled.</p> <p>An asterisk on the left of the field denotes that IP forwarding is enabled.</p> <p>IP forwarding enables access through the services port to virtual machines on System Platform, including System Domain and Console Domain. IP forwarding must be enabled for both SSH and Web Console access.</p>

## Configuring network settings for Console Domain

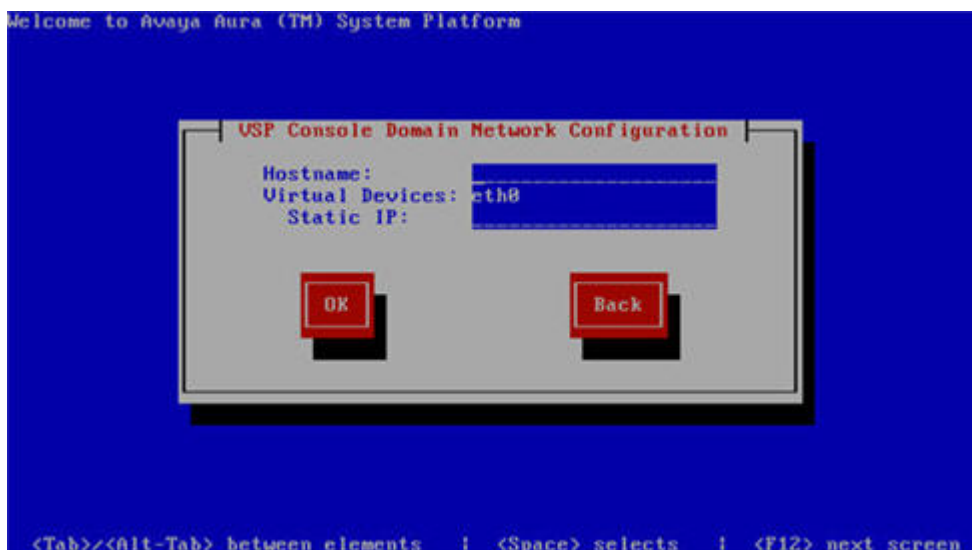
### Procedure

1. On the VSP Console Domain Network Configuration screen, complete the following fields to set up the Console Domain network:

- **Hostname.**

Depending on requirements of your solution template, you may need to enter the host name for Console Domain as a fully qualified domain name (FQDN), for example, `SPCdom.mydomainname.com`. Otherwise, just enter the IP address for Console Domain or enter the hostname for Console Domain in non-FQDN format.

- **Static IP**




2. Select **OK** and press **Enter** to accept the configuration and display the Services VM Network Configuration screen.

## Next steps

Install and configure the Services Virtual Machine. See [Installing the Services virtual machine](#) on page 47.

## System Platform Console Domain Network Configuration field descriptions

Name	Description
Hostname	Depending on requirements of your solution template, you may need to enter the host name for Console Domain as a fully qualified domain name (FQDN), for example, <code>SPCdom.mydomainname.com</code> . Otherwise, just enter the IP address for Console Domain or enter the hostname for Console Domain in non-FQDN format.
Static IP	The IP address for the Console Domain.   <b>Note:</b> The Console Domain does not have a physical interface. It has a virtual interface that uses the physical interface in System Domain (Domain-0). Because System Domain acts like a bridge, the IP address that you enter here must be a valid IP address. Further, the Console Domain must be on the same network as System Domain (Domain-0).
Virtual Devices	The virtual device (port) assigned to the Console Domain (Cdom) virtual machine. Default value (eth0) automatically assigned. No user input necessary.

## System Platform configuration

### Installing the Services virtual machine

Beginning with System Platform release 6.2, the Secure Access Link Gateway (SAL Gateway) no longer runs on the System Platform Console Domain (cdom) virtual machine. Instead, SAL Gateway runs on an independent Services virtual machine (services\_vm domain) on your Avaya Aura<sup>®</sup> solution server. As with the earlier implementation of the SAL Gateway running on the cdom virtual machine, this new configuration supports secure remote access to local server resources, and

forwards alarms (SNMP traps) from your local solution server to a remote Network Management System (NMS).

Releases of the Services virtual machine are independent of System Platform releases, so your system can use Services VM 2.0, or you can upgrade your system to use a later version of the Services VM. When you upgrade the Services VM, the process preserves the earlier Master Agent configuration. For information on upgrading the Services VM, see *Implementing and Administering Services-VM on Avaya Aura® System Platform*, which is available from Avaya Support at <http://support.avaya.com>. After the upgrade, you configure the Net-SNMP Master Agent in Services VM to forward either SNMPv2c or SNMPv3 traps to your NMS.

For *new System Platform installations* (not an upgrade procedure), you must install the Services virtual machine as part of the platform installation process. An exception to this requirement occurs when implementing a centralized SAL system, with the SAL Gateway running on a separate, dedicated server elsewhere in your network. In this case, you disable Services virtual machine installation during installation of System Platform.

For platform upgrades (not a new System Platform installation), the platform upgrade process manages installation of the new Services VM and SAL Gateway transparently except where an administrator must enter configuration values.

For more information about SAL capabilities, see *Secure Access Link 2.2 SAL Gateway Implementation*, at <http://support.avaya.com>.

## Before you begin

- You have completed the task, “Configuring network settings for Console Domain.”
- If you plan to deploy a standalone SAL Gateway on a server elsewhere in your network, you must download, install, and configure the SAL 2.2 software on that server. For instructions, see the SAL Gateway installation section of *Avaya Secure Access Link 2.2 Gateway Implementation*, available at the Avaya Support website at <http://support.avaya.com>.

## About this task

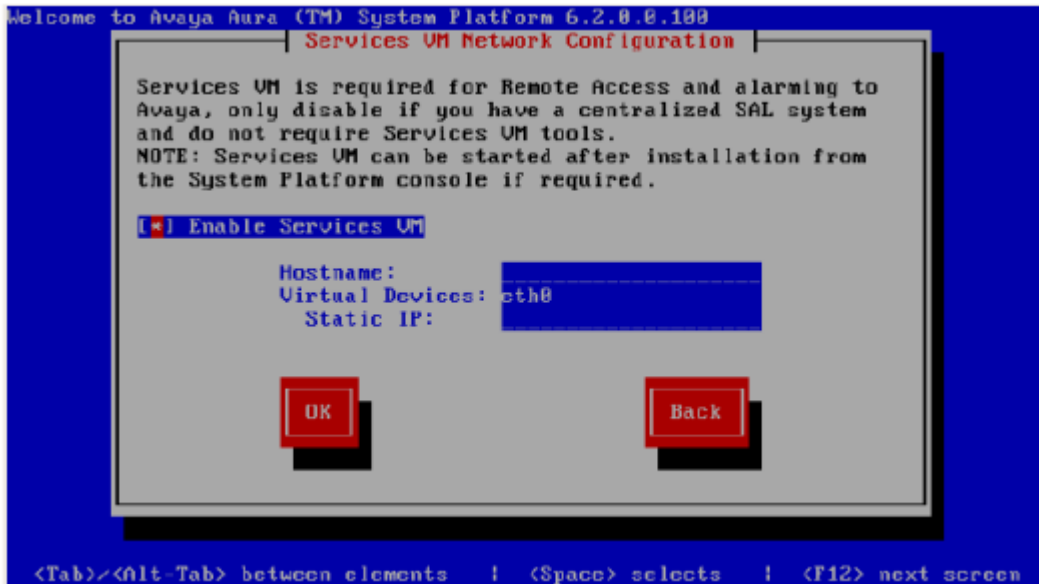
Use this procedure to install the Services VM in an enabled or disabled state, when the Services VM Network Configuration window displays during System Platform installation .

## Procedure

1. If you have a separate server dedicated for centralized SAL support, clear the **Enable Services VM** option in the Services VM Network Configuration window and click **OK**. Otherwise, leave the **Enable services VM** option enabled and begin with step [2](#) on page 49.

If you disable the **Enable Services VM** option, System Platform installation automatically continues to “Configuring System Platform time to synchronize with an NTP server.”

- In the Services VM Network Configuration window, enter a **Hostname** for the Services virtual machine.



- Enter a **Static IP** address for the Services virtual machine.

The IP address must be on the same subnet assigned to the Domain 0 (dom0) and Console Domain (cdom) virtual machines.

- Click **OK**.

The Time Zone Selection screen is displayed.

### Next steps

Configure the time zone for the server.

### Related links

[Services VM Network Configuration field descriptions](#) on page 49

[Select Services VM footprint size field descriptions](#) on page 50

## Services VM Network Configuration field descriptions

Name	Description
<b>Enable Services VM</b>	<p>Enables or disables remote access. Also supports local or centralized alarm reporting.</p> <p>Default value: <b>Enabled</b></p> <p>Leave the <b>Enable services VM</b> option enabled (check mark) for remote access and local SAL support, or disabled (no check mark) if you have a separate server dedicated for independent/centralized remote access and SAL support.</p>

*Table continues...*

Name	Description
<b>Hostname</b>	The name you assign to the Services virtual machine.
<b>Static IP address</b>	The IP address you assign to the Services virtual machine. The address must be on the same subnet assigned to the Domain 0 (dom0) and Console Domain (cdom) virtual machines.
<b>Virtual devices</b>	The virtual device (port) assigned to the Services virtual machine. Default value (eth0) automatically assigned. No user input necessary.

### Related links

[Installing the Services virtual machine](#) on page 47

## Select Services VM footprint size field descriptions

If you chose to leave Services VM support enabled while [Installing the Services virtual machine](#) on page 47, the Services VM installer opens the Selecting a Services VM footprint size window appears, prompting you to specify the size of Services VM required to support your Avaya Aura solution. Most Avaya Aura® solutions install a **Normal** size Services VM.

### \* Note:

Do not specify the size of the Services VM footprint to be **Medium** or **Small** unless specified in your Avaya Aura® solution template requirements.

The Selecting a Services VM footprint size window also provides examples of resource consumption for each footprint size selection.

Name	Description
<b>Services VM footprint size</b>	<p>The default value for <b>Services VM footprint size</b> is <b>Normal</b>. Specify only the exact footprint size required by the solution template you are deploying in your network. If you specify a footprint size larger than the template requires, the template may not install due to insufficient remaining server resources. This in turn may require you to reinstall the System Platform, this time specifying only the <b>Services VM footprint size</b> precisely required by the solution template.</p> <ul style="list-style-type: none"> <li>• <b>Normal</b>: Default Services VM footprint size for most templates.</li> <li>• <b>Medium</b>: Services VM footprint size required to support certain larger solution templates.</li> <li>• <b>Large</b>: Services VM footprint size required to support only the largest solution templates.</li> </ul>

**Related links**

[Installing the Services virtual machine](#) on page 47

---

## Configuring System Platform time to synchronize with an NTP server

**About this task**

For solution templates supporting the Network Time Protocol (NTP), the use of an NTP server within your network is the preferred configuration for synchronizing System Platform server time to a standards-based NTP time source. Otherwise, manually configure the System Platform server to a local time setting.

**Procedure**

1. Click **Server Management > Date/Time Configuration**.  
The system displays the Date/Time Configuration page with default configuration settings.
2. In the Select Time Zone panel, select a time zone and click **Save** at the bottom of the page.  
The system sets the selected time zone on the System Platform virtual machines (System Domain (Dom-0) and Console Domain). The system also updates the time zone on the other virtual machines.
3. Click **Use NTP for date and time**.  
The Set Time and Date panel changes and displays fields and buttons for configuring, pinging, querying, and removing NTP servers.
4. Click **Ping** to check whether System Platform can reach the specified time server (NTP host) in your network.
5. Specify the IP address or hostname of a time server in your network and click **Add** in the Set Time and Date panel.  
The new time server is added to the configuration file for the local NTP daemon, and the new server should appear in the **Added Servers** list.
6. Click **Save** to synchronize the System Platform time with the NTP server.  
System Platform restarts for the NTP synchronization to take effect.
7. Log in again to the System Platform Web Console.
8. Click **Server Management > Date/Time Configuration**.  
The system displays the Date/Time Configuration page with default configuration settings.
9. Click **Query State** to check the NTP (Network Time Protocol) status.  
The system displays the status of the NTP daemon (NTPd) on System Platform. The various time sources in the NTPd status table appear in order of use. The primary (active) NTP

server is listed first in the table, followed by one or more entries for fallback (backup) NTP servers in a preferred order.

---

## Configuring the time zone for the System Platform server

### Procedure

1. On the Time Zone Selection screen, select the time zone of the server location.

 **Note:**

On the main server, you must select the time zone relevant to the server location. With ESS or LSP, you must set up the time zone, which is the same as that of the main server. In a failover situation, the ESS or the LSP provide the correct time information to display on the telephones with the help of the time zone and the translation information.

2. Select **OK** and press **Enter** to accept the configuration and display the Date/Time and NTP setup screen.

### Next steps

Configure date and time for the server.

---

## Configuring the date and time for the System Platform server

### About this task

For solution templates supporting the Network Time Protocol (NTP), the use of an NTP server within your network is the preferred configuration for synchronizing System Platform server time to a standards-based NTP time source. Otherwise, manually configure the System Platform server to a local time setting.

### Procedure

1. Set the current date and time on the Date/Time and NTP setup screen.

 **Note:**

Ensure that the time set here is correct on initial installation. Changing the time in a virtual machine environment causes virtual machines to restart.

2. If you are using an NTP server, perform the following steps on the Date/Time and NTP setup screen:
  - a. Select **Use NTP** if you are using one or more NTP servers.
  - b. In the **NTP server** fields, enter the DNS name or the IP address of your preferred NTP servers.
3. Select **OK** and press **Enter** to accept the configuration and display the Passwords screen.

## Next steps

Configure System Platform passwords.

## Configuring System Platform passwords

The system assigns default passwords for each login. You have the option of keeping the default passwords. Use this procedure when you want to change the passwords.

### Before you begin

Configure the date and time for the System Platform server.

### Procedure

1. Click **User Administration > Change Password**.
2. In the **Old password** field, enter the old password
3. Type the new password.
4. Confirm the new password.
5. Click **Change Password**.

The following table shows the default password for each login.

Login	Default password	Capability
root	root01	Advanced administrator
admin	admin01	Advanced administrator
cust	cust01	Normal administrator  The cust login is for audit purposes. It has read only access to the Web Console, except for changes to its password, and no command line access.
manager (for ldap)	root01	Administrator for the System Platform local Lightweight Directory Access Protocol (LDAP) directory.  System uses a local LDAP directory to store login and password details. Use this login and password to login to the local LDAP directory.  This login does not have permissions to access the System PlatformWeb console.

**! Important:**

Enter new passwords instead of using the default passwords. Exercising best practice for password security, make careful note of the passwords that you set for all logins. Customers are responsible for managing their passwords. Passwords for all users including root must adhere to the following rules:

- Include a minimum of eight characters.
- Include no more than five repeating characters.
- Cannot include the last password as part of a new password.
- Cannot include the user ID as part of the password.
- Cannot be changed more than once a day.

**\* Note:**

The Avaya Services craft login uses Access Security Gateway (ASG) for authentication. If you are using the craft login, you must have an ASG tool to generate a response for the challenge that is generated by the login page. Many ASG tools are available such as Avaya Token Mobile, Avaya Web Mobile, and Site Manager. The first two ASG tools must be able to reach the ASG manager servers behind the Avaya firewall. The Avaya Services representative uses Site Manager to pull the keys specific to a site before visiting that site. At the site, the Avaya Services representative uses those keys to generate a response for the challenge generated by the Logon page.

## Result

The installation takes approximately 6 minutes. During this time, you can see the Package Installation page with progress bars, followed by the Running page, as the system completes the post-install scripts. After the installation is completed, the system ejects the DVD and reboots the server. If you used a laptop for installation, the telnet session supporting the System Platform installation is dropped.

After the reboot, the system displays the Linux login page for System Domain (Domain-0).

---

## Checking network configuration

### Procedure

1. Log in to the System Platform Web Console.
2. Click **Server Management > Network Configuration**.
3. In the Network Configuration page, ensure that the following fields have the same values that you setup during System Platform installation:
  - **Dom0 Hostname**
  - **Primary DNS**
  - **Secondary DNS**
  - **Physical Network Interface**

- **Gateway address**
- **Network mask**
- **DNS**

4. Log out from the System Platform Web Console.

# Chapter 7: System Platform initial administration

---

## Verifying installation of System Platform

### Before you begin

To access the System Platform Web Console from a laptop that is connected to the services port, enable IP forwarding. See [Enabling IP forwarding to access through the services port](#) on page 58.

### About this task

#### Important:

You cannot get to Console Domain until the system finishes the first boot process.

After installing System Platform, use this procedure to successfully log on to:

- The System Domain (Domain-0) command line as `root`, and run the `check_install` command.
- The Console Domain (Cdom) Web Console as `admin`.

#### Note:

The System Platform installation program installs the Console Domain after installing the System Domain. Availability of the login prompt for the System Domain does not necessarily mean that the Console Domain was installed successfully.

The actions in this procedure help verify successful installation of System Platform . It can also identify various issues associated with an unsuccessful installation.

#### Important:

If you cannot log in to Console Domain as `admin` or access the System Platform Web Console, contact Avaya using any of the technical support options at <http://support.avaya.com>.

### Procedure

1. Go to the System Domain command line.
2. Enter the command, `check_install`.

If `check_install` finds no issues, the following message displays in the command line interface:

```
Cursory checks passed.
```

If `check_install` command indicates a problem, wait a few minutes and run the command again. If the problem persists, contact Avaya using any of the technical support options at <http://support.avaya.com>.

3. Type `exit` to exit root login.
4. Type `exit` again to exit the System Domain.
5. Go to the System Platform Web Console.
6. Perform the following steps to log in to Console Domain as `admin`:
  - a. Start PuTTY from your computer.
  - b. In the **Host Name (or IP Address)** field, type the IP address of Console Domain.
  - c. In the **Connection type** field, select **SSH**, and then click **Open**.
  - d. When prompted, log in as `admin`, and type the password that you entered for the admin login during System Platform installation.
  - e. Type `exit` to exit Console Domain.

---

## Accessing System Platform

---

### Connecting to the server through the services port

#### Before you begin

- A Telnet/SSH application, such as PuTTY, is installed on your laptop.
- IP settings of the laptop are configured for direct connection to the server.
- Use of proxy servers is disabled.

#### Procedure

1. Connect your laptop to the services port with an Ethernet crossover cable.

If you do not have a crossover cable, use an IP hub.

 **Note:**

Some laptop computer Network Interface Cards (NICs) provide an internal crossover option that makes it possible to use a straight-through Ethernet cable for this connection. See the documentation for your laptop computer to determine whether this option is available.

2. Start a PuTTY session.
3. In the **Host Name (or IP Address)** field, type `192.11.13.6`.

The system assigns the IP address 192.11.13.6 to the services port.

4. For **Connection type**, select **SSH**.
5. In the **Port** field, type `22`.
6. Click **Open**.

 **Note:**

The system displays the PuTTY Security Alert window the first time you connect to the server.

7. Click **Yes** to accept the server's host key and display the PuTTY window.
8. Log in as **admin** or another valid user.
9. When you finish the session, type `exit` and press **Enter** to close PuTTY.

#### Related links

[Configuring the laptop for direct connection to the server](#) on page 34

[Disabling proxy servers in Mozilla Firefox](#) on page 35

[Disabling proxy servers in Microsoft Internet Explorer](#) on page 35

---

## Enabling IP forwarding to access System Platform through the services port

### About this task

To access virtual machines on System Platform by connecting a laptop to the services port, you must enable IP forwarding on Domain-0. You must enable IP forwarding to access both SSH and the System Platform Web Console.

You can set the IP forwarding status to be enabled or disabled during System Platform installation. The system enables IP forwarding by default.

 **Note:**

For security reasons, always disable IP forwarding after finishing your task.

### Procedure

1. To enable IP forwarding:
  - a. Start an SSH session.
  - b. Log in to Domain-0 as administrator.
  - c. In the command line, type `ip_forwarding enable`.
2. To disable IP forwarding:
  - a. Start an SSH session.
  - b. Log in to Domain-0 as administrator.
  - c. In the command line, enter `ip_forwarding disable`.

An alternative to the previous command is `service_port_access disable`.

---

## Browser support for System Platform Web Console

The System PlatformWeb Console supports the following Web browsers:

- Microsoft Internet Explorer version 8 and version 9.
- Mozilla Firefox version 18 and version 19.

---

## Accessing the System Platform Web Console

### Before you begin

To access the System Platform Web Console from a laptop that is connected to the services port, enable IP forwarding. See [Enabling IP forwarding to access through the services port](#) on page 58.

### About this task

#### Important:

You cannot get to Console Domain until the system finishes the first boot process.

You can get to the System Platform Web Console from a Web browser on your laptop or another computer connected to the same network as the System Platform server.

### Procedure

1. Open a compatible Web browser on a computer that can route to the System Platform server.

System Platform supports Microsoft Internet Explorer versions 7 through 9, and Firefox versions 3.6 through 19.

2. Type the URL: `https://ipaddress`, where *ipaddress* is the IP address of the Console Domain that you configured during installation of System Platform.

#### Note:

This is a secure site. If you get a certificate error message, follow the instructions on your browser to install a valid certificate on your computer.

3. Enter a valid user ID.
4. Click **Continue**.
5. Enter a valid password.
6. Click **Log On**.

The system displays the License Terms page when you log in for the first time.

7. Click **I Accept** to accept the end-user license agreement.

The system displays the Virtual Machine List page in the System Platform Web Console.

**Related links**

[Enabling IP forwarding to access System Platform through the services port](#) on page 58

---

## Accessing the command line for System Domain

**About this task**

If you have physical access to the system, you can log in to the system directly. When you connect to the services port, you are connected to System Domain. You can also use an SSH (Secure Shell) client such as PuTTY to set up a remote connection from your computer. After logging in, the system prompts you with the Linux command prompt.

 **Note:**

Administrators use the command line for System Domain to perform a small number of tasks. Access to the command line for System Domain is reserved for Avaya or Avaya Partners for troubleshooting.

**Procedure**

1. Start PuTTY from your computer.
2. In the **Host Name (or IP Address)** field, type the IP address of System Domain.

 **Tip:**

You can get the IP address of Domain-0 from the Virtual Machine Management page of the Web Console. In the navigation pane of the Web Console, click **Virtual Machine Management > Manage**.

3. In the **Connection type** field, select **SSH**, and then click **Open**.
4. When prompted, log in as `admin`.
5. Once logged in, type the following command to log in as the root user: `su - root`
6. Enter the password for the `root` user.

 **Tip:**

To get to Console Domain from System Domain, type `xm list`, note the ID for `udom`, and then type `xm console udom-id`. When prompted, log in as `admin`. Then type `su - root` and enter the root password to log in as root.

To exit Console Domain and return to System Domain, press `Control+J`.

7. After performing the necessary tasks, type `exit` to exit root login.
8. Type `exit` again to exit System Domain.

---

## Accessing the command line for Console Domain

### About this task

#### Important:

You cannot get to Console Domain until the system finishes the first boot process.

#### Note:

Administrators go to the command line for Console Domain to perform a small number of tasks. Access to the command line for Console Domain is normally reserved only for Avaya or Avaya Partners for troubleshooting.

### Procedure

1. Start PuTTY from your computer.
2. In the **Host Name (or IP Address)** field, type the IP address of Console Domain.

#### Tip:

The IP address of Console Domain (cdom) is the same as the IP address of the System Platform Web Console.

3. In the **Connection type** field, select **SSH**, and then click **Open**.
4. When prompted, log in as `admin`.
5. Once logged in, type the following command to log in as the root user: `su - root`
6. Enter the password for the `root` user.
7. After performing the necessary tasks, type `exit` to exit root login.
8. Type `exit` again to exit Console Domain.

---

## Port assignment

The main virtual machine, survivable remote virtual machines, and survivable core virtual machines use a specific port across a customer network for registration and translation distribution. Use the **firewall** command with *suser* level access, to change the firewall settings from the command line.

#### Note:

Use ports 80 and 443 to gain access to System Management Interface. Use port 5022 for a secured System Access Terminal (SAT).

Use the information in the following table to determine the ports that must be open in the customer network in a survivable core virtual machine environment.

Port	Used by	Description
20	ftp data	-
21	ftp	-
22	ssh/sftp	-
23	telnet server	-
68	DHCP	-
514	Communication Manager 1.3 to download the translations.	-
1719 (UDP port)	The survivable core virtual machine to register to the main virtual machine.	This a survivable core virtual machine registers with the main virtual machine using port 1719. For more information about survivable core virtual machine registration, see <i>Avaya Aura® Communication Manager Survivability Options</i> , 03-603633.
1024 and later	Processor Ethernet	TCP outgoing
1956	Command server - IPSI	-
2312	Telnet firmware monitor	-
5000 to 9999	Processor Ethernet	TCP incoming
5010	IPSI/Virtual machine control channel	-
5011	IPSI/Server IPSI version channel	-
5012	IPSI/Virtual machine serial number channel	-
21874 (TCP port)	The main virtual machine that downloads translations to the survivable core virtual machine.	The main virtual machine uses port 21874 to download translations to the survivable core virtual machine and the survivable remote virtual machines.

## Checking network configuration

### Procedure

1. Log in to the System Platform Web Console.
2. Click **Server Management > Network Configuration**.
3. In the Network Configuration page, ensure that the following fields have the same values that you setup during System Platform installation:
  - **Dom0 Hostname**
  - **Primary DNS**

- **Secondary DNS**
  - **Physical Network Interface**
  - **Gateway address**
  - **Network mask**
  - **DNS**
4. Log out from the System Platform Web Console.

---

## Verifying virtual machine installation

### Before you begin

You must wait about 5 minutes after the template installs before you try to access the Web console.

### About this task

Some applications within the template may take longer to install than others. You may want to verify that they are running before proceeding. This is an optional task.

### Procedure

1. Log in to the System Platform Web console.
2. Under the **Virtual Machine List**, check the **State** column to determine that all virtual machines are running.
3. If some of the virtual machines are not running, you may click the **Version** link to open the Detailed Version Information for domain page.

You can view the installation progress within this page.

4. When done, click **Close** to close the detail page.

---

## Confirming template network configuration

### Before you begin

You must be logged into the System Platform Web Console to perform this task.

### About this task

Once the installation is complete, verify that the appropriate fields were populated within the Network Configuration screen. If you installed a template with Branch Session Manager, you need to complete some fields.

### Procedure

1. Select **Server Management > Network Configuration**.
2. Verify the settings shown in the various sections.

3. Within the bsm section, fill in the following fields:
  - **Enrollment Password:** This is the enrollment password from System Manager.
  - **SIP Entity IP Address:** This is the IP address of the Branch Session Manager's Security Module that is used for signaling. The IP address must match the one used for BSM as a SIP Entity specified in System Manager.
4. Click **Save**.

# Chapter 8: Communication Manager configuration

---

## Configuring system settings for System Platform

### Procedure

1. Click **Server Management > System Configuration**.
2. On the System Configuration page, modify the fields as appropriate. If the default settings are satisfactory, no changes are necessary.
3. Click **Save**.

---

## System configuration field descriptions

Use the System Configuration page to configure Internet proxy server settings, change the current keyboard language setting, configure WebLM server information, disable or reenable collection of System Platform statistics, disable or reenable autodiscovery of System Platform servers, and configure various elements of the installed solution template.

### **Note:**

If an administrator modifies WebLM parameters in the System Configuration page, for example, to configure an alternate WebLM Server, then the Web console halts the local instance of WebLM. If the administrator clicks the License Manager menu option, the web console goes to the alternate instance of WebLM. If the administrator blanks out WebLM host and port values, the Web console recovers WebLM default values, resaves them, and then restarts the local instance of WebLM.

Refer to the Release Notes for more information about any known issues relating to WebLM behavior.

### Proxy Configuration

Name	Description
Status	Specifies whether an http proxy should be used to access the Internet, for example, when installing templates, upgrading patches, or upgrading platform.

*Table continues...*

Name	Description
<b>Host</b>	The address for the proxy server.
<b>Port</b>	The port address for the proxy server.


### Cdom Session Timeout

Name	Description
<b>Session Timeout Status</b>	Specifies whether Cdom session timeout is enabled or disabled.
<b>Session Timeout (minutes)</b>	The maximum amount of time in minutes that a Cdom session remains open since the last user transaction with the System Platform Web Console or the Cdom CLI.

### WebLM Configuration

Name	Description
<b>SSL</b>	Specifies whether the Secure Sockets Layer (SSL) protocol will be used to invoke the WebLM server. Select <b>Yes</b> if the alternate WebLM application has an HTTPS web address. Otherwise, select <b>No</b> if the alternate WebLM application has an HTTP web address. Default value = <b>Yes</b> .
<b>Host</b>	The IP address or hostname extracted from the web address of the WebLM application. Default value = <b>&lt;cdom_IP_address&gt;</b> .
<b>Port</b>	The logical port number extracted from the web address of the WebLM application, for example, <b>4533</b> . Default value = <b>52233</b>

### Other System Configuration

Name	Description
<b>Keyboard Layout</b>	Determines the specified keyboard layout for the keyboard attached to the System Platform server.
<b>Statistics Collection</b>	<p>If you disable this option, the system stops collecting the statistics data.</p> <p> <b>Note:</b></p> <p>If you stop collecting statistics, the system-generated alarms will be disabled automatically.</p>
<b>SNMP Discovery</b>	By default, this feature enables SNMPv2 management systems to automatically discover any System Platform server in the network, including retrieval of server status and vital statistics. This is useful, for example, when using System Manager to view the entire inventory of System Platform servers across multiple enterprise solutions at a glance. This feature eliminates the tedious and error-prone task of manually adding a large number of System Platform servers to an SNMP management system, where that system typically requires three or more IP addresses for each System Platform server instance. SNMP management systems can also query any recognized System Platform server for its logical configuration.

*Table continues...*

Name	Description
	<p>System Platform supports network discovery of values for the following MIB objects:</p> <ul style="list-style-type: none"> <li>• <a href="#">RFC 1213</a> (MIB-2, autodiscovery): sysDescr, sysObjectID, sysUpTime, sysContact, sysName, sysLocation, and sysServices</li> <li>• <a href="#">RFC 2737</a> (Entity MIB) get/getnext/getbulk: <ul style="list-style-type: none"> <li>entPhysicalTable: One table entry for the Dom0 physical interface.</li> <li>entLogicalTable: One table entry for the Cdom virtual machine, and one table entry for each virtual machine associated with the installed solution template. Each entry contains the virtual machine name, type, software version, and IP address.</li> </ul> </li> </ul> <p>If you disable this option, SNMP manager systems will be unable to automatically discover this System Platform server.</p>
<b>Syslog IP Address</b>	IP address of the Syslog server, which collects log messages generated by the System Platform operating system.

## Installing a solution template

### Before you begin

- Determine if you will be using an Electronic Pre-installation Worksheet (EPW) file to configure the solution template while installing it. You must create the EPW file before installing the template.
- Ensure that your browser option to block pop-up windows is disabled.

### About this task

#### Important:

Some Avaya Aura® solutions do not support template installation using all four of the possible file source options (PLDS, CD/DVD, USB, SP\_Server). See template installation topics in your Avaya Aura® solution documentation to determine the correct option for installation of your solution template.

Approximate installation times for the Communication Manager templates are as follows:

- CM\_Duplex: 15 minutes
- CM\_Simplex: 25 minutes
- CM\_onlyEmbed: 50 minutes
- CM\_SurvRemote: 30 minutes. If installing , add another 30 minutes to the installation time.
- CM\_SurvRemoteEmbed: 65 minutes. If installing , add another 30 minutes to the installation time.

### Procedure

1. Log in to the System Platform Web Console as admin.

2. If installing from a USB flash drive, connect the flash drive to the server.
3. If installing from a single CD or DVD, insert the CD or DVD in the server CD or DVD drive.
4. If installing from multiple DVDs, copy the DVDs to the server:

- a. Click **Server Management > File Manager**.
- b. Insert the first DVD.
- c. Click **View DVD/CD**.
- d. After the system mounts and reads the DVD, click **Copy Files**.

The files are copied to the /vsp-template/cdrom directory on the server.

- e. When the system finishes copying the files, insert the second DVD.
- f. Click **View DVD/CD**.

- g. After the system mounts and reads the DVD, click **Copy Files**.

The files are copied to the /vsp-template/cdrom directory on the server.

- h. Repeat for remaining DVDs

- i. After the system finishes copying the files, select the template in the **/vsp-template/** field of the **Copy from Server DVD/CD** area.

- j. Click **Finalize copy**.

The files are copied to the template-specific directory that you selected in the previous step, and the cdrom directory is deleted.

 **Important:**

If the writable DVD does not mount, write the ISO images to high-quality DVDs and use a slower write speed.

5. Click **Virtual Machine Management > Templates** in the navigation pane.

The system displays the Search Local and Remote Template page. Use this page to select the template to install on System Platform.

6. Click **Install**, and then, in the **Install Template From** field, select the location of the template to be installed.

If you copied multiple DVDs to the server, select **SP Server**.

 **Note:**

If the software is located on a different server (for example, Avaya PLDS or HTTP), and depending on your specific network environment, configure a proxy if necessary to access the software. See [Configuring a proxy](#) on page 100.

7. If you selected **HTTP** or **SP Server** in the **Install Template From** field, enter the complete URL or path of the template files.
8. Click **Search** to display a list of template descriptor files (each available template has one template descriptor file).

9. On the Select Template page, click the required template, and then click **Select** to continue.

The system displays the Template Details page with information on the selected template and its Virtual Appliances.

10. Click **Install** to begin the template installation.

 **Note:**

System Platform automatically performs a hardware check of the server platform. Servers supported by Avaya must meet all prerequisites for System Platform, any platform options, and a specific solution template. If the server hardware check performed at this time passes, template installation proceeds normally. However, in a circumstance where the hardware check halts template installation, one or both of the following messages appear:

- **Template Future Upgrade warning** – There is enough disk space to proceed with the current template installation/upgrade. However, there might not be enough disk space for a future template upgrade.
- **Insufficient disk space or memory resources message** – Insufficient resources to install this template (<template\_name>).

In either case, capture the exact details of the error message and go to the Avaya Support website at <http://support.avaya.com/> for current documentation, product notices, knowledge articles related to the topic, or to open a service request.

 **Note:**

If the template you selected supports an Electronic Pre-installation Worksheet (EPW), the system prompts you to continue without an EPW or to provide an EPW file. The system also prompts you with pages that require your input such as IP addresses for the applications that are in the template. These pages vary according to the template you are installing. If you provided an EPW file, some of these pages contain data from the EPW.

 **Note:**

If you are installing a Communication Manager template from a DVD, ensure that you remove the CD/DVD from the CD-ROM/DVD tray after the template installation completes.

 **Important:**

If you are installing from a USB flash drive, remove the flash drive when the installation is complete. The presence of a flash drive connected to the server might prevent that server from rebooting.

## Next steps

If you are following this document as part of upgrading your Communication Manager template, see *Upgrading to Avaya Aura® Communication Manager* for further instructions.

## Search Local and Remote Template field descriptions

Use the Search Local and Remote Template page to select the template to install on System Platform, to upgrade an installed template, or to delete an installed template.

Name	Description
<b>Install Template From</b>	<p>Locations from which you can select a template and install it on System Platform. Available options are as follows:</p> <p><b>Avaya Downloads (PLDS)</b></p> <p>The template files are located in the Avaya Product Licensing and Delivery System (PLDS) website. You must enter an Avaya SSO login and password. The list contains your company's templates. Each line in the list begins with the "sold-to" number to allow you to select the appropriate template for the site where you are installing. Hold the mouse pointer over the selection to view more information about the "sold-to" number.</p> <p><b>HTTP</b></p> <p>The template files are located on an HTTP server. You must enter the template URL information.</p> <p><b>SP Server</b></p> <p>The template files are located in the <code>/vsp-template</code> file system in the Console Domain of the System Platform server.</p> <p><b>SP CD/DVD</b></p> <p>The template files are located on a CD or DVD in the CD/DVD drive on the server.</p> <p><b>SP USB Disk</b></p> <p>The template files are located on a USB flash drive connected to the server.</p>
<b>SSO Login</b>	<p>Active only when you select the <b>Avaya Downloads (PLDS)</b> option to search for a template.</p> <p>Login id for logging on to Single Sign On.</p>
<b>SSO Password</b>	<p>Active only when you select the <b>Avaya Downloads (PLDS)</b> option to search for a template.</p> <p>Password for Single Sign On.</p>

## Search Local and Remote Template button descriptions

Name	Description
<b>Install</b>	Installs the solution template. This button only displays if there is not an installed System Platform template.
<b>Configure Proxy</b>	Active only when you select the HTTP option to search for a solution template.  Lets you configure a proxy for the HTTP address.  Configures a proxy for Secure Access Link(SAL) and alarming functions to gain access to the Internet.
<b>Upgrade</b>	Upgrades the installed solution template from the selected template location option. This button only displays if there is an installed System Platform template.
<b>Delete</b>	Deletes the installed and active template. This button only displays if there is an installed System Platform template.

---

## Beginning installation of template

### Procedure

1. On the Select Template page, select the CM template file (OVF) and click **Select**. The system displays the CM ID, vendor, and version details.
2. Click **Install**.

The Template Installation page shows the installation progress. The template installation time varies, depending on which template is being installed.

---

## Template Details button descriptions

Name	Description
<b>Install</b>	Begins the template installation.

---

## Template Installation button descriptions

Name	Description
Cancel	Cancels the template installation that is currently in progress.

---

## Installing Communication Manager using the Installation Wizard

The topics in this section are applicable if installing Communication Manager templates using the Installation Wizard rather than the filled-out EPW file. Use the worksheets in the appendix to fill in the fields.

### Related links

[Confirm Installation button descriptions](#) on page 76

---

## Virtual machine details

### Entering virtual machine IP address and hostname

#### Procedure

1. In the Template Details page, the top portion shows the fields that are setup during System Platform installation. In the bottom portion, fill in the following fields for the Communication Manager virtual machine:
  - a. IP address
  - b. Hostname
2. Click **Next Step**.

### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

## Network Settings field descriptions

### Virtual Machine

Name	Description
IP Address	Is the IP address of the application virtual machine.
Hostname	Is the host name of the application virtual machine.

*Table continues...*

Name	Description
	For Branch Session Manager, the Hostname must be a fully qualified domain name; it is not a requirement for the other applications. The Branch Session Manager application shows only if installing the Simplex Survivable Remote or Embedded Survivable Remote template.

**Related links**

[Installing Communication Manager using the Installation Wizard](#) on page 72

---

## New customer login

### Configuring Customer Login

#### About this task

The login created here is for the privileged administrator.

#### Procedure

1. Fill in all the fields.
2. Click **Next Step**.

**Related links**

[Installing Communication Manager using the Installation Wizard](#) on page 72

### Customer Login field descriptions

#### Field descriptions

Name	Description
Login name	Is the user ID of the privileged administrator.
Password	Is the password of the privileged administrator.
Re-type password	Is the same password as entered for the <b>Password</b> field.

**Related links**

[Installing Communication Manager using the Installation Wizard](#) on page 72

---

## DHCP

### Configuring DHCP

#### About this task

If you are installing a template that provides Utility Services, you have the option of enabling DHCP.

Enable and configure DHCP if you want Communication Manager to act as an internal Dynamic Host Configuration Protocol server for telephones. If you plan to use an external DHCP server, then do not enable the internal DHCP. You can access additional, more advanced DHCP configuration options through the web console of the Utility Services after completing the installation.

#### Procedure

1. Select **Enable DHCP** to enable the internal DHCP server.
2. Fill in all the fields.
3. Click **Next Step**.

#### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

### DHCP field descriptions

Name	Description
<b>Enable DHCP</b>	When selected, enables the internal DHCP server. If you are using an external DHCP server, then do not select.
<b>DHCP Network Address</b>	The network IP address for the DHCP subnet.
<b>DHCP Subnet Mask</b>	The subnet mask associated with the network.
<b>DHCP Router address</b>	The IP address of the router on the DHCP subnet.
<b>DHCP Pool IP address range</b>	The range of IP addresses to be used within the DHCP pool.
<b>DHCP DNS Server IP address</b>	(Optional) The IP address of a DNS server if used.
<b>DHCP WINS Server IP address</b>	(Optional) The IP address of a WINS server if used.

#### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

---

## Branch Session Manager

### Installing Branch Session Manager

#### About this task

If you are installing either the Simplex Survivable Remote or the Embedded Survivable Remote template, you have the option of installing Branch Session Manager.

#### Procedure

1. On the Configure Branch Session Manager page, select **Install Session Manager**.
2. Fill in all the fields.
3. Click **Next Step**.

#### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

### Branch Session Manager field descriptions

Name	Description
<b>Install Session Manager</b>	When selected, installs Branch Session Manager.
<b>DNS Search</b>	Is the DNS domain name for the search list in the form of, for example, domain.com. If more than one search list name, separate them with commas.
<b>System Manager IP</b>	Is the IP address of the System Manager server.
<b>System Manager FQDN</b>	Is the fully qualified domain name of the System Manager server.
<b>Trust Management Password</b>	Is the Enrollment Password used to access the System Manager server.
<b>Re-type Password</b>	Is the same password as entered for the <b>Trust Management Password</b> field.

#### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

---

## Reviewing summary information

#### Procedure

1. Review the summary information that may show incomplete settings. If you want to go to previous installation step for completing those settings, click the **Previous Step** link.
2. Click **Next Step**.

---

## Confirming installation

### About this task

The Confirm Installation page shows you which required and optional fields were not set. You may go back and complete those fields or continue with the installation without completing those fields. You may complete the installation with incomplete fields.

When used as an EPW, this page's title is Save.

### Procedure

1. To correct or complete any fields
  - Select the appropriate page from the navigation pane.
  - Click **Previous Step** to return to the appropriate page.
2. To continue, click **Install** to start the template installation.

### Result

At this time, the installation progress screen resumes.

Approximate installation times for the Communication Manager templates are as follows:

- CM\_Duplex: 15 minutes
- CM\_Simplex: 25 minutes
- CM\_onlyEmbed: 50 minutes
- CM\_SurvRemote: 30 minutes. If installing , add another 30 minutes to the installation time.
- CM\_SurvRemoteEmbed: 65 minutes. If installing , add another 30 minutes to the installation time.

The template installation is complete when the message `Template Installation Completed Successfully` displays in the top section of the page.

---

## Confirm Installation button descriptions

Name	Description
<b>Install</b>	Starts the template installation. Shows only when part of the actual template installation.
<b>Download installation package</b>	Allows you to save the EPW file to a location of your choice. Shows only when used as an EPW.

### Related links

[Installing Communication Manager using the Installation Wizard](#) on page 72

# Chapter 9: Communication Manager initial administration

---

## Verifying virtual machine installation

### Before you begin

You must wait about 5 minutes after the template installs before you try to access the Web console.

### About this task

Some applications within the template may take longer to install than others. You may want to verify that they are running before proceeding. This is an optional task.

### Procedure

1. Log in to the System Platform Web console.
2. Under the **Virtual Machine List**, check the **State** column to determine that all virtual machines are running.
3. If some of the virtual machines are not running, you may click the **Version** link to open the Detailed Version Information for domain page.

You can view the installation progress within this page.

4. When done, click **Close** to close the detail page.

---

## Confirming template network configuration

### Before you begin

You must be logged into the System Platform Web Console to perform this task.

### About this task

Once the installation is complete, verify that the appropriate fields were populated within the Network Configuration screen. If you installed a template with Branch Session Manager, you need to complete some fields.

### Procedure

1. Select **Server Management > Network Configuration**.

2. Verify the settings shown in the various sections.
3. Within the bsm section, fill in the following fields:
  - **Enrollment Password:** This is the enrollment password from System Manager.
  - **SIP Entity IP Address:** This is the IP address of the Branch Session Manager's Security Module that is used for signaling. The IP address must match the one used for BSM as a SIP Entity specified in System Manager.
4. Click **Save**.

---

## Licensing for Communication Manager

Use Avaya Product Licensing and Delivery System (PLDS) to generate and download license files for Communication Manager 6.0 and later. Earlier versions of Communication Manager, except Communication Manager 5.2.1 that is part of Avaya Aura® Midsize Business Template, continue to use the Remote Feature Activation (RFA) online tool for license files.

When you place an order for Communication Manager, the license entitlements on the order are automatically created in PLDS. After you create license entitlements, you receive an email notification from PLDS. This email notification includes a license activation code (LAC). Using LAC, you can quickly activate the newly purchased license entitlements in PLDS. You can then download the license file. After you obtain the license file, use WebLM to install the license file.

### **Note:**

To install a license file on a newly installed or upgraded Communication Manager 6.0, you have a 30-day grace period from the day of installation or upgrade.

### Centralized licensing

If you have more than one Communication Manager servers, use the Centralized Licensing feature. Using this feature, you can install up to 600 license files for Communication Manager on a single System Manager WebLM server. After installing a license file for a given Communication Manager main server (simplex or duplex pair), link the Communication Manager main server to the license file in WebLM.

The Centralized Licensing feature provides the following advantages:

- Eliminates the need to install and configure multiple WebLM servers, one for each Communication Manager main server.
- Eliminates the need to log in to each WebLM server to manage licenses for each Communication Manager main server.
- Reduces the VMware licensing cost for installing and configuring multiple WebLM OVAs on VMware.
- Provides a centralized view of license usage for Communication Manager.

**\* Note:**

The standalone (non-System Manager) WebLM server does not support the Centralized Licensing feature. .

For System Manager and Communication Manager centralized licensing backward compatibility, see <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

**Duplicated server licensing**

For a duplicated pair configuration on System Platform Console Domain WebLM, you must install the license file on both servers. The system does not synchronize the license file from active server with standby server. To activate a Communication Manager license file for a duplicated pair, provide the WebLM host ID for both servers. The license file that the system generates includes both host IDs. You must install that license file on both servers in the duplicated pair.

However, if you are using System Manager WebLM or WebLM virtual application for licensing a duplicated pair configuration, you do not need to install the license file on both servers. Instead, you must add both active and standby instances in System Manager WebLM and configure the WebLM URL on both the instances to map to the System Manager WebLM. To activate a Communication Manager license file for a duplicated pair you do not need to provide host IDs on both servers.

**Survivable server licensing**

For Communication Manager 6.0 and later, you must install license files for the Communication Manager main server, not for survivable servers. Survivable servers receive licensing information from the main server.

**Related links**

[Obtaining the WebLM host ID](#) on page 80

[Activating license entitlements in PLDS](#) on page 81

[Installing a license file using WebLM](#) on page 82

---

## Accessing WebLM

### Accessing WebLM from the System Platform Web console

**Procedure**

1. Start the System Platform Web Console and log in.
2. In the navigation pane, click **Server Management > License Management**.
3. On the License Management page, click **Launch WebLM License Manager**.
4. When WebLM displays its Logon page, enter the user name and password for WebLM. For initial login to WebLM, the user name is `admin`, and the password is `weblmadmin`. However, you must change the password the first time that you log in to WebLM.

**Related links**

[Licensing for Communication Manager](#) on page 78

## Accessing WebLM from the System Manager Web console

### Procedure

1. Log on to the System Manager Web console.
2. On the System Manager Web console, click **Services > Licenses**.

The system displays the WebLM Home page.

### Related links

[Licensing for Communication Manager](#) on page 78

## Accessing the standalone WebLM Open Virtualization Appliance

### Before you begin

Deploy the WebLM OVA on a virtual machine.

### Procedure

Using the WebLM OVA IP address, log on to the WebLM interface.

The system displays the WebLM Home page.

### Related links

[Licensing for Communication Manager](#) on page 78

---

## Obtaining the WebLM host ID

### About this task

You must provide the WebLM host ID or Centralized Licensing ID to activate the license file in PLDS.

- Obtain the WebLM host ID from the Server Properties page of the WebLM server.
- Obtain the WebLM Centralized ID from the Server Properties page of the System Manager WebLM server.

### Important:

- On System Platform Console Domain WebLM, if you are licensing a duplicated pair configuration, you must install the license file on both servers. The system does not synchronize the license file from active server to standby server.
- If you are using System Manager WebLM or WebLM virtual application for licensing a duplicated pair configuration, you do not need to install the license file on both servers.

### Procedure

1. Start the WebLM Web interface and log in.
2. In the left navigation pane, click **Server Properties**.

The system displays the Server Properties page.

3. Make a note of the host ID (MAC address) that is displayed in the **Primary Host ID** field.

**Related links**

[Licensing for Communication Manager](#) on page 78

---

## Activating license entitlements in PLDS

**Before you begin**

Obtain the Host ID of WebLM if you are activating license entitlements on a new License Host.

**About this task**

Use License Activation Code (LAC) to activate one or more license entitlements. You can activate all of the licenses, or you can specify a number of licenses to activate from the quantity available. Upon successful activation of the license entitlements, PLDS creates an Activation Record and sends an Activation Notification email message to the customer who is registered with the entitlements. The Activation Record and Activation Notification provide details on the number of activated licenses and the License Host. The license file can be accessed on the License/Keys tab of the Activation Record in PLDS and is also an attachment to the Activation Notification email message. You must install the license file on WebLM to use the licenses.

For more information on PLDS, see *Getting Started with Avaya PLDS* at <http://support.avaya.com>.

**Procedure**

1. Type <http://plds.avaya.com> in your Web browser to go to the Avaya PLDS website.
2. Enter your Login ID and password to log on to the PLDS website.
3. In the **LAC(s)** field of the Quick Activation section, enter the LAC that you received in an email message.

 **Note:**

If you do not have an email message with your LAC, you can search for your entitlements and locate the LAC. See *Getting Started with Avaya PLDS*.

 **Note:**

The Quick Activation automatically activates all license entitlements on the LAC. However, you can remove line items or specify a number of licenses to activate from the quantity available.

4. Enter the License Host information.

You can either create a new license host or use an existing license host.

 **Note:**

Communication Manager servers in a duplicated pair share the same license host. Separate (non-duplicated pair) Communication Manager servers cannot share a single license host.

5. Click **Next** to validate the registration detail.

6. Enter the License Host Information.
  - The Host ID of the WebLM server. The Host ID is obtained from the Server Properties page of the WebLM server where the license file is installed.
  - If you are using Centralized Licensing, enter the Centralized Licensing ID of the WebLM server where the license file is installed. Obtain the Centralized Licensing ID from the Server Properties page of the System Manager WebLM server.
7. Enter the number of licenses to activate.
8. Review the Avaya License Agreement and accept the agreement if you agree.
9. Perform the following steps to send an activation notification email message:
  - a. In the **E-mail to** field, enter the email addresses of the additional activation notification recipients.
  - b. Enter the comments or special instructions in the **Comments** field.
  - c. Click **Finish**.
10. Click **View Activation Record**.
  - The **Overview** tab displays a summary of the license activation information.
  - The **Ownership** tab displays the registration information.
  - The **License/Key** tab displays the license files resulting from the license activation. In general, a single license file will be generated for each application. From the **License/Key** tab, you can view and download the license file. Install each license file on the WebLM server associated with the License Host.
  - The **License/Key** tab displays the license files resulting from the license activation. Communication Manager and Call Center are licensed together in a single license file. Communication Manager Messaging is licensed its own separate license file. From **License/Key** tab, you can view and download the license files. Each license file must be installed on the WebLM server that is associated with the License Host.

#### Related links

[Licensing for Communication Manager](#) on page 78

---

## Installing a license file using WebLM

### Before you begin

- Get the license file from the Avaya Product Licensing and Delivery System (PLDS) website at <https://plds.avaya.com>.
- If the capacity of the currently installed license file is greater than the capacity of the license file being installed, and if the current usage of that greater capacity exceeds the capacity of the license file being installed, you must first uninstall the higher capacity license file, and then install the new lower capacity license file. If you do not reduce the license usage to the lower capacity of the newly installed license file, Communication Manager enters in the License Error mode with the 30-day grace period.

## About this task

### Important:

- On System Platform Console Domain WebLM, if you are licensing a duplicated pair configuration, you must install the license file on both servers. The system does not synchronize the license file from active server to standby server.
- If you are using System ManagerWebLM or WebLM virtual application for licensing a duplicated pair configuration, you do not need to install the license file on both servers.

## Procedure

1. Start the WebLM Web interface and log in.
2. In the left navigation pane, click **Install license**.
3. On the Install license page, enter the license file path. You can also click **Browse** to select the license file.
4. Click **Install** to install the license file.

For more information about installing and troubleshooting license file, see *Installing and Configuring Avaya WebLM Server*.

## Related links

[Licensing for Communication Manager](#) on page 78

---

# Installing the authentication file

## Authentication files for Communication Manager

The authentication file contains Access Security Gateway (ASG) keys and the server certificate for Communication Manager. With the ASG keys, Avaya Services can securely gain access to the customer system.

System Platform and Communication Manager share the same authentication file. The system installs a default authentication file with System Platform. However, you must replace the default file with a unique file. The Authentication File System (AFS) creates unique authentication files. AFS is an online application that you can download from <http://rfa.avaya.com>.

### Authentication files for duplicated servers and survivable servers

For duplicated pair configurations, you must install the same authentication file on both the active server and standby server. The system does not automatically synchronize the authentication file from active server to standby server.

Each survivable server must have its own unique authentication file. You must install a unique file from the System Platform Web Console of each server.

### About the authentication file

AFS authentication files have a plain text XML header with encrypted authentication data and an encrypted server certificate.

Each authentication file contains an authentication file ID (AFID) that identifies the file. You need this AFID to create a new authentication file for an upgrade or to replace the current authentication file on the server.

#### Related links

[Licensing for Communication Manager](#) on page 78

## Installing authentication file

### Before you begin

Create and download the authentication file.

### Procedure

1. Install the authentication file from the System Platform Web Console of the Communication Manager server.
2. When you install the authentication file on the System Platform, the system automatically installs the file on Communication Manager, Utility Server, and any other virtual machines on the server. Every time you upgrade Communication Manager to a new major release, you must create and install a new authentication file.

#### Related links

[Licensing for Communication Manager](#) on page 78

## Starting the AFS application

### Before you begin

AFS is available only to Avaya service personnel and Avaya Partners. If you are a customer and need an authentication file, contact Avaya or your authorized Avaya Partner.

You must have a login ID and password to start the AFS application. You can sign up for a login at <http://rfa.avaya.com>.

### Procedure

1. Enter <http://rfa.avaya.com> in your Web browser.
2. Enter your login information and click **Submit**.
3. Click **Start the AFS Application**.  
A security message is displayed.
4. Click **I agree**.  
The AFS application starts.

#### Related links

[Licensing for Communication Manager](#) on page 78

## Downloading an authentication file for a new system

### About this task

You can choose to download the authentication file directly from AFS to your computer, or you can have the authentication file sent in an e-mail message.

### Procedure

1. Start and log in to AFS. See [Starting the AFS application](#) on page 84.
2. In the **Product** field, select **SP System Platform/VE VMware**.
3. In the **Release** field, select the release number of the software, and then click **Next**.
4. Select **New System**, and then click **Next**.
5. Enter the fully qualified domain name (FQDN) of the host system where Communication Manager is installed. For duplicated Communication Manager servers, enter the alias FQDN.
6. Enter the FQDN of the Utility Server.
7. If you want to download the authentication file directly from AFS to your computer:
  - a. Click **Download file to my PC**.
  - b. Click **Save** in the File Download dialog box.
  - c. Select the location where you want to save the authentication file, and then click **Save**.
  - d. Click **Close** in the Download complete dialog box to complete the download.

After the authentication file is created, AFS displays a confirmation message that contains the system type, release, and authentication file ID (AFID).

8. If you want to have the authentication file sent in an e-mail message:
  - a. Enter the e-mail address in the **Email Address** field.
  - b. Click **Download file via email**.

AFS sends the e-mail message that includes the authentication file as an attachment and the AFID, system type, and release in the message text.

- c. Save the authentication file to a location on the e-mail recipient's computer.

After the authentication file is created, AFS displays a confirmation message that contains the system type, release, and authentication file ID (AFID).

9. To view the header information in the authentication file, go to the location where the file is saved and use WordPad to open the file.

The header includes the AFID, product name and release number, and the date and time that the authentication file was generated.

### Related links

[Licensing for Communication Manager](#) on page 78

## Obtaining the AFID from System Platform Web console

### Procedure

1. Start the System Platform Web Console and log in.
2. In the navigation pane, click **User Administration > Authentication File**.

The AFID is displayed in the **AFID** field. An AFID of 7100000000 is the default authentication that is installed with System Platform. The default file must be replaced with a unique file.

### Related links

[Licensing for Communication Manager](#) on page 78

## Installing an authentication file

### Before you begin

You must create and download the authentication file from AFS.

### About this task

System Platform and Communication Manager share the same authentication file. When you install the authentication file in System Platform, the file is automatically installed on Communication Manager, Utility Server, and any other virtual machines on the server. However, the user account must be created on Communication Manager for the authentication file to be installed on Communication Manager. Once the user account is created, the authentication file that is installed on System Platform (default or unique), is automatically installed on Communication Manager. The authentication file must be installed on Communication Manager for you to log in to Communication Manager.

### Procedure

1. Start the System Platform Web Console and log in.
2. Select **User Administration > Authentication File**.
3. Click **Upload**.
4. In the Choose File to Upload dialog box:
  - a. Find and select the authentication file.
  - b. Click **Open**.

#### **Note:**

To override validation of the AFID and date and time, select **Force load of new file** on the Authentication File page. Select this option if you:

- must install an authentication file that has a different unique AFID than the file that is currently installed, or
- have already installed a new authentication file but must reinstall the original file

Do *not* select this option if you are replacing the default authentication file with a unique authentication file.

5. Click **Install**.

The system uploads the selected authentication file and validates the file. The system installs the authentication file if it is valid.

6. To confirm that the authentication file is installed on Communication Manager, check the Authentication File page from the System Management Interface (SMI) after the Communication Manager template has been installed.

#### Related links

[Licensing for Communication Manager](#) on page 78

---

## Accessing System Management Interface

### About this task

You can gain access to SMI remotely through the corporate LAN connection, or directly from a portable computer connected to the server through the services port.

If the server is not connected to the network, you must access the SMI directly from a portable computer connected to the server through the services port.

### Procedure

1. Open a compatible Web browser.

Currently, SMI supports Internet Explorer 7.0, and Mozilla Firefox 3.6 and later.

2. In your browser, choose one of the following options depending on server configuration:

- LAN access by IP address

To log on to the corporate LAN, type the unique IP address of the S8xxx Server in the standard dotted-decimal notation, such as `http://192.152.254.201`.

- LAN access by host name

If the corporate LAN includes a domain name service (DNS) server that is administered with the host name, type the host name, such as `http://media-server1.mycompany.com`.

- Portable computer access by IP address

To log on to the services port from a directly connected portable computer, the IP address must be that of the IP address of the Communication Manager server.

3. Press `Enter`.

#### **Note:**

If your browser does not have a valid security certificate, you see a warning with instructions to load the security certificate. If you are certain your connection is secure, accept the server security certificate to access the Logon screen. If you plan to use this computer and browser to access this or other S8xxx Servers again, click the main menu link to **Install Avaya Root Certificate** after you log in.

The system displays the Logon screen.

4. In the **Logon ID** field, type your user name.

 **Note:**

If you use an Avaya services login that is protected by the Access Security Gateway (ASG), you must have an ASG tool to generate a response for the challenge that the Logon page generates. Many ASG tools are available such as Avaya Token Mobile, Avaya Web Mobile, and Site Manager. The first two ASG tools must be able to reach the ASG manager servers behind the Avaya firewall. The Avaya Services representative uses Site Manager to pull the keys specific to a site before visiting that site. At the site, the Avaya Services representative uses those keys to generate a response for the challenge generated by the Logon page.

5. Click **Continue**.
6. Type your password, and click **Logon**.

After successful authentication, the system displays the home page of the Communication Manager SMI.

---

## Communication Manager configuration

To complete the installation, you must use the Communication Manager System Management Interface (SMI) to complete the configuration tasks. You must also have IP forwarding enabled. If you disabled it as part of the System Platform installation, see [Enabling IP forwarding to access System Platform through the services port](#) on page 58.

The primary areas are:

- Server role—Use to indicate whether the server is a main, survivable core, or survivable remote server.
- Network configuration—Use to configure the IP-related settings for the server. Many of the fields are prepopulated with data generated as part of the System Platform and template installation.
- Duplication parameters—Use to configure the duplication settings if you installed the Duplex Main/Survivable Core template.

### Related links

[Communication Manager network configuration](#) on page 92

## Server role

### Server role configuration

A telephony system may be made up of several servers, each fulfilling a certain role, such as main or primary server, a second redundant server, Survivable Remote server, or Survivable Core server. You configure the individual server roles using the System Management Interface. Depending on the server role, configure at least two of the following data:

- Server settings
- Survivable data
- Memory

### Template type and server role

The Communication Manager template installed on the server determines which roles are available. The following table summarizes the roles for which you can configure the individual servers:

Template type	Main or primary server	Survivable Remote server	Survivable Core server	Second server
Simplex Main/ Survivable Core	✓		✓	
Duplex Main/ Survivable Core	✓		✓	✓
Embedded Main	✓			
Simplex Survivable Remote		✓		
Embedded Survivable Remote		✓		

### Related links

[Communication Manager configuration](#) on page 88

## Configuring server role

### Before you begin

Log into Communication Manager System Management Interface.

### Procedure

1. In the menu bar, click **Administration > Server (Maintenance)**.
2. Click **Server Configuration > Server Role**.
3. In the Server Role page, fill-in the fields from the following sets:
  - a. **Server Settings**

b. **Configure Survivable Data**\* **Note:**

If you are configuring server role for the main server, this set will not be displayed.

c. **Configure Memory**

4. Click **Change** to apply the server role configuration.

**Related links**

[Communication Manager configuration](#) on page 88


**Server Role field descriptions****Server Settings field descriptions**

Name	Description
<b>This Server is</b>	Specifies the role of the server. The possible server roles are: <ul style="list-style-type: none"> <li>• <b>a main server</b> : Select this role if a primary server.</li> <li>• <b>an enterprise survivable server (ESS)</b> : Select this role if a survivable core server.</li> <li>• <b>a local survivable server (LSP)</b> : Select this role if a survivable remote server.</li> </ul>
<b>SID</b>	Is the system ID.  This ID must be the same for the main server and each survivable server.  Avaya provides the system ID when you submit the Universal Install/SAL Product Registration Request form.
<b>MID</b>	Is the module ID.  The main server module ID must be 1 and that of other servers must be unique and 2 or above. If a survivable remote server, the MID must match the Cluster ID/MID for that server.


**Configure Survivable Data field descriptions**

Name	Description
<b>File Synchronization address at the main cluster (PE address)</b>	Are the IP addresses of the NICs of the main server and the second redundant server connected to a LAN to which the Survivable Remote or the Survivable Core server is also connected.


*Table continues...*

Name	Description
	<p> <b>Note:</b></p> <p>If a second server is not used, do not fill in this field.</p> <p>The Survivable Remote or the Survivable Core server must be able to ping these addresses. Avaya recommends use of the enterprise LAN for file synchronization.</p>
<b>File Synchronization address at the alternate main cluster (PE address)</b>	<p>Is the IP address of the interface to be used as alternate file synchronization interface.</p> <p>Refer to the <b>File Synchronization address at the main cluster (PE Address)</b> field description for information on how to fill in this field.</p>

### Configure Memory field descriptions

Name	Description
<b>This Server's Memory Setting</b>	<p>Is this server's template-specific memory settings. Each template has a memory size value associated with it: Large Survivable, Medium Survivable, or Small Survivable. The choices vary depending on the template installed. The choice must be equal to or less than the memory setting for the main server.</p> <p> <b>Note:</b></p> <p>When you configure S8300E or S8300D Server as a local survivable processor, the system displays the value of the <b>This Server's Memory Setting</b> field as Small Survivable.</p>
<b>Main Server's Memory Setting</b>	<p>Is the main server's template-specific memory settings. The choices are Large, Medium, or Small and vary depending on the template installed.</p>

### Button descriptions

Name	Description
<b>Change</b>	<p>Updates the system configuration files with the current values on the page and restarts the Communication Manager processes.</p>
<b>Restart CM</b>	<p>Updates the system configuration files with the current values on the page.</p> <p> <b>Note:</b></p> <p>Click <b>Restart CM</b> only after configuring the complete settings of the server. Too many restarts may escalate to a full Communication Manager reboot.</p>

## Related links

[Communication Manager configuration](#) on page 88

---

# Communication Manager network configuration

Use the Network Configuration page to configure the IP-related settings for the server.

### Note:

Some of the changes made on the Network Configuration page may affect the settings on other pages under **Server Configuration**. Make sure that all the pages under **Server Configuration** have the appropriate configuration information.

The Network Configuration page enables you to configure or view the settings for the hostname, alias host name, DNS domain name, DNS search list, DNS IP addresses, server ID, and default gateway.

- If the configuration setting for a field is blank, you can configure that setting from the Network Configuration page.
- If the configuration setting for a field is already obtained from an external source, such as System Platform or Console Domain, that field is view-only.
- If you want to change the configuration setting obtained from an external source, you must navigate to the external source used to configure the setting.

You can also configure the IP-related settings for each Ethernet port to determine how each Ethernet port is to be used (functional assignment). Typically, an Ethernet port can be configured without a functional assignment. However, any Ethernet port intended for use with Communication Manager must be assigned the correct functional assignment. Make sure that the Ethernet port settings in the Network Configuration page match the physical connections to the Ethernet ports. However, the labels on the physical ports may be shifted by 1. For example, eth0 may be labeled as 1 and eth1 may be labeled 2 and so on. Ethernet ports may be used for multiple purposes, except for the services port. Currently, there is no services port within Communication Manager.

The Network Configuration page displays the network interfaces that will be used by Communication Manager. This will be eth0 for all Communication Manager templates except CM\_Duplex. For CM\_Duplex, the network interfaces will be eth0 and eth1.

To activate the new settings in the server, you must restart Communication Manager. Make sure that you restart Communication Manager only after configuring the complete settings of the server. Too many restarts may escalate to a full Communication Manager reboot.

## Related links

[Communication Manager configuration](#) on page 88

[Configuring the Communication Manager network](#) on page 93

[Network Configuration field descriptions](#) on page 93

## Configuring the Communication Manager network

### Before you begin

Log in to Communication Manager System Management Interface on the server on which you want to configure the network.

### About this task

For the Duplex Survivable Core template, additional fields display for configuring Communication Manager for duplication. This enables Communication Manager to duplicate data on the second server.

### Procedure

1. In the menu bar, click **Administration > Server (Maintenance)**.
2. Click **Server Configuration > Network Configuration**.
3. Fill in all the fields.

For configuring the Communication Manager Duplex Survivable Core OVA, the system displays additional fields. You can use the same values to duplicate the data on the second Communication Manager server.

If IPv6 is not enabled, you cannot configure the IPv6 fields.

For field descriptions, see the *Network Configuration field descriptions* section.

4. Click **Change** to save the network configuration.
5. Click **Restart CM**.

#### **Note:**

If configuring for duplication, restart Communication Manager only after you configure the duplication parameters.

It takes about 2 minutes to start and stabilize the Communication Manager processes. Additional time is required to start the port networks, the gateway, and the phones, depending on your enterprise configuration.


### Related links

[Communication Manager network configuration](#) on page 92


## Network Configuration field descriptions

Name	Description
<b>Host Name</b>	Is the host name of the server and is often aligned with the DNS name of the server.
<b>Alias Host Name</b>	Is the alias host name for duplicated servers only. When the server is duplicated and is running in survivable mode, make sure that the alias host name field is populated.

*Table continues...*

Name	Description
<b>DNS Domain</b>	Is the domain name server (DNS) domain of the server.
<b>Search Domain List</b>	<p>Is the DNS domain in the form of domain.com, for example. If more than one list, separate them with commas.</p> <p>Is the DNS domain name for the search list in the form of, for example, domain.com. If more than one search list name, separate them with commas.</p>
<b>Primary DNS</b>	Is the primary DNS IP address.
<b>Secondary DNS</b>	Is the secondary DNS IP address. This field is optional.
<b>Tertiary DNS</b>	Is the tertiary DNS IP address. This field is optional.
<b>Server ID</b>	Is the unique server ID, which is a number between 1 and 256. If a duplicated server or survivable server, the number cannot be 1.
<b>Default Gateway IPv4</b>	Is the default gateway IP address.
<b>Default Gateway IPv6</b>	The IPv6-compliant IP address of the default gateway.
<b>IP Configuration</b>	<p>Is the set of parameters for configuring an Ethernet port. The parameters are:</p> <ul style="list-style-type: none"> <li>• IPv4 Address</li> <li>• Subnet Mask</li> <li>• IPv6 Address</li> <li>• Prefix</li> <li>• Alias IP Address: IPv4 Address(for duplicated servers only)</li> <li>• Alias IP Address: IPv6 Address (for duplicated servers only)</li> </ul> <p> <b>Note:</b></p> <p>You may configure as many Ethernet ports as available on the NICs of your server.</p>
<b>Functional Assignment.</b>	<ul style="list-style-type: none"> <li>• Corporate LAN/Processor Ethernet/Control Network</li> <li>• Corporate LAN/Control Network</li> <li>• Duplication Link</li> </ul>

## Button descriptions

Name	Description
<b>Change</b>	Updates the system configuration files with the current values on the page and restarts the Communication Manager processes.
<b>Restart CM</b>	<p>Updates the system configuration files with the current values on the page.</p> <p> <b>Note:</b></p> <p>Click <b>Restart CM</b> only after configuring the complete settings of the server. Too many restarts may escalate to a full Communication Manager reboot.</p>

## Related links

[Communication Manager network configuration](#) on page 92

# Duplication parameters configuration

## Duplication parameters

When you install the Duplex Main/Survivable Core template, the system displays the Duplication Parameters page. Configuring duplication parameters ensures that your telephony applications run without interruption even as the primary server faces operational problem.

Duplicated Communication Manager servers are not the same thing as the System Platform High Availability Failover feature.

The duplication type setting must be the same for both servers. If you are changing the already configured duplication parameters, make sure that you do it in the following order:

1. Busy-out the standby server and change the settings on the standby server.
2. Change the settings on the active server. This causes a service outage.
3. Release the standby server.

### Important:

Changing the duplication parameters on the active server results in the standby server becoming the active server. Moreover, the new active server will not be available for call processing.

In the Duplication Parameters page, configure the following settings for the server:

- Duplication type for the servers: Communication Manager supports two server duplication types—software-based duplication and encrypted software-based duplication.
- Duplication parameters of the other server: Configure the hostname, server ID, Corporate LAN IP address and the duplication link IP address for the other server.

- Processor Ethernet parameters: Configure the Processor Ethernet interchange priority level for the server and the IP address that enables the server to determine whether its Processor Ethernet interface is working or not.

## Related links

[Communication Manager configuration](#) on page 88

## Configuring duplication parameters

### Before you begin

Log in to Communication Manager System Management Interface.

### Procedure

1. In the menu bar, click **Administration > Server (Maintenance)**.
2. Click **Server Configuration > Duplication Parameters**.
3. Fill in all the fields for the server.

If IPv6 is not enabled, you cannot configure the IPv6 fields.

For field descriptions, see the *Duplication Parameters field descriptions* section.

4. Click **Change**.
5. Click **Restart CM**.

In the pop-up confirmation page, click **Restart Now** if you want to restart the server immediately. Click **Restart Later**, if you want to restart the server later.


## Related links

[Communication Manager configuration](#) on page 88



## Duplication Parameters field descriptions

Name	Description
Select Server Duplication	Specifies the duplication method. The choices are:  <b>This is a duplicated server using software-based duplication:</b> Software-based duplication provides memory synchronization between an active and a standby server by using a TCP/IP link.  <b>This is a duplicated server using encrypted software-based duplication:</b> Encrypted software-based duplication provides memory synchronization between an active and a standby server by using AES 128 encryption.
Hostname	Is the host name of the other server.

*Table continues...*

Name	Description
<b>Server ID</b>	Is the unique server ID of the other server, which must be an integer between 1 and 256.
<b>Corporate LAN/PE IP</b>	<ul style="list-style-type: none"> <li>• <b>IPv4:</b> Is the IP address for the Corporate LAN/Processor Ethernet interface for the other server.</li> <li>• <b>IPv6:</b> Is the IPv6-compliant address for the Corporate LAN/Processor Ethernet interface for the other server.</li> </ul>
<b>Duplication IP</b>	<ul style="list-style-type: none"> <li>• <b>IPv4:</b> Is the IP address of the duplication interface of the other server. This is typically 192.11.13.13 for the first server and 192.11.13.14 for the second server.</li> <li>• <b>IPv6:</b> Is the IPv6-compliant address of the duplication interface of the other server.</li> </ul>
<b>PE Interchange Priority</b>	<p>Is a simple relative priority as compared to IPSIs in configurations that use both Processor Ethernet and IPSIs. Select one of the following priority levels:</p> <ul style="list-style-type: none"> <li>• <b>HIGH:</b> Favors the server with the best PE state of health (SOH) when PE SOH is different between servers.</li> <li>• <b>EQUAL:</b> Counts the Processor Ethernet interface as an IPSI and favors the server with the best connectivity count.</li> <li>• <b>LOW:</b> Favors the server with the best IPSI connectivity when IPSI SOH is different between servers.</li> <li>• <b>IGNORE:</b> Does not consider the Processor Ethernet in server interchange decisions.</li> </ul>
<b>IP address for PE Health Check</b>	<ul style="list-style-type: none"> <li>• <b>IPv4:</b> Is the IP address that enables the server to determine whether its PE interface is working or not.</li> </ul> <p> <b>Note:</b></p> <p>The network gateway router is the default address. However, you can use the IP address of any other device on the network that responds.</p> <ul style="list-style-type: none"> <li>• <b>IPv6:</b> Is the IPv6-compliant address that enables the server to determine whether its PE interface is working or not.</li> </ul>

## Button descriptions

Name	Description
<b>Change</b>	<p>Updates the system configuration files with the current values on the page and restarts the Communication Manager processes.</p> <p>A dialog box is displayed with three buttons: <b>Restart Now</b>, <b>Restart Later</b>, and <b>Cancel</b>.</p> <p> <b>Note:</b></p> <p>Click <b>Restart Now</b> only after configuring the complete settings of the server. Too many restarts may escalate to a full Communication Manager reboot.</p>
<b>Restart CM</b>	<p>Updates the system configuration files with the current values on the page.</p> <p> <b>Note:</b></p> <p>Click <b>Restart CM</b> only after configuring the complete settings of the server. Too many restarts may escalate to a full Communication Manager reboot.</p>

## Related links

[Communication Manager configuration](#) on page 88

# Chapter 10: Managing patches

---

## Patches

A patch provides critical security, performance, and stability fixes or updates. A service pack is a bundle of updates, fixes, enhancements, and previously released patches.

When a service pack is available on the Avaya support website, the supporting information clearly states the issues addressed in the service pack. You must implement the service packs even if you are not facing any problems. This will help keep the systems up to date and minimize the likelihood of any future impact from known issues.

### **Note:**

Some patches might be service affecting and can require a Communication Manager reboot. Please see Product Correction Notice (PCN) or individual release notes to check for service affecting patches.

You can view the Product Correction Notice (PCN) and Release Notes for the latest patches, go to <http://support.avaya.com> and perform the [Viewing firmware, software updates, or service pack](#) on page 99 procedure.

For information about service packs and support entitlements, see *Service Pack and Dot Release Guardian overview* and *Guardian enforcement for Service Packs*.

---

## Viewing firmware, software updates, or service pack

### Procedure

1. Go to the Avaya Support website at <http://support.avaya.com/>.
2. Click **DOWNLOADS**.
3. On the Download page, in the **Enter Product Name** field, type Avaya Aura® Communication Manager.
4. In the **Choose Release** field, select the specific release from the drop-down list.
5. Select the link for **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates**.
6. Select the link for the Software Update, Service Pack, or Patch.

---

## Downloading patches

### Procedure

1. Log on to System Platform Console Domain (cdom) Web interface.
2. Click **Server Management > Patch Management**.
3. Click **Download/Upload**.
4. On the Search Local and Remote Patch page, choose a location to search for a patch from the following options:
  - Avaya Downloads (PLDS)
  - HTTP
  - SP Server
  - SP CD/DVD
  - SP USB Disk
  - Local File System
  - If you select **HTTP** or **SP Server**, specify the **Patch URL**.
  - If you select **HTTP**, click **Configure Proxy** to specify a proxy server, if required.
  - If you select **Local File System**, click **Add** to locate the service pack file on your computer and then upload.
5. Click **Search** to search for the required patch.
6. Select the patch and click **Select**.

---

## Configuring a proxy

### About this task

If the template files are located on a different server (for example, Avaya PLDS or HTTP), configure a proxy server address and port.

### Procedure

1. On the Search Local and Remote Template Patch page, click **Configure Proxy**.
2. On the System Configuration page, select **Enabled** for the **Proxy Status** field.
3. Specify the proxy address.
4. Specify the proxy port.
5. Click **Save** to save the settings and configure the proxy.

---

## Patch installation

You can install the following patches on Communication Manager:

- Security
- Kernel
- Regular

### Important:

Perform a system backup before applying a patch. When you install the latest patch, the installation program automatically uninstalls the previous patch. So when you remove a patch, the system is not reverted to the state it was in before the patch was installed. You must re-install the previous patch to revert the system to the state it was in before the patch was installed.

You can download the patches to your local computer, or to System Platform from the Avaya Product Licensing and Delivery System (PLDS) website at <http://plds.avaya.com>.

---

## Installing kernel patch on simplex configuration

### About this task

#### Note:

The Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is CM\_Simplex, CM\_onlyEmbed, CM\_SurvRemote, or CM\_SurvRemoteEmbed, the Communication Manager server configuration is considered to be simplex.

### Procedure

1. To save the translations file, log on to Communication Manager and run the save translation SAT command.
2. Gain access to System Platform Console Domain (cdom).
3. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
4. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.
5. Click **Install**.
6. Click **Commit**.

The kernel patch installation is complete.

---

## Installing regular patch on simplex configuration

### About this task

 **Note:**

The Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is CM\_Simplex, CM\_onlyEmbed, CM\_SurvRemote, or CM\_SurvRemoteEmbed, the Communication Manager server configuration is considered to be simplex.

### Procedure

1. To save the translations file, log on to Communication Manager and run the save translation SAT command.
2. Gain access to System Platform Console Domain (cdom).
3. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.

4. Download the patch.

When the patch is successfully downloaded, the system displays the Patch Detail page.

5. Click **Install**.

The Regular patch installation is complete.

---

## Installing security patch on simplex configuration

### About this task

 **Note:**

The Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is CM\_Simplex, CM\_onlyEmbed, CM\_SurvRemote, or CM\_SurvRemoteEmbed, the Communication Manager server configuration is considered to be simplex.

### Procedure

1. To save the translations file, log on to Communication Manager and run the save translation SAT command.
2. Gain access to System Platform Console Domain (cdom).
3. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.

4. Download the patch.

When the patch is successfully downloaded, the system displays the Patch Detail page.

5. Click **Install**.

The security patch installation is complete.

---

## Installing kernel patch on duplex configuration

### About this task

#### **Note:**

Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is CM\_Duplex, the Communication Manager server configuration is considered to be duplex.

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. To save the translations file, log on to the Communication Manager associated with the active server and execute the `save translation all` command.
3. Log on to cdom of the standby server.
4. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
5. Download the patch.

When the patch is successfully downloaded, the system displays the Patch Detail page.

6. Click **Install**.
7. Click **Commit**.
8. Log on to Communication Manager and wait for the standby server to refresh.
9. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.
10. To switch the servers, execute the `server -i` command or use the Interchange Servers page of SMI.
11. Wait for the servers to interchange and the system to restart.
12. Log on to cdom of the new standby Communication Manager server.
13. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
14. Download the patch.

When the patch is successfully downloaded, the system displays the Patch Detail page.

15. Click **Install**.

16. Click **Commit**.
17. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

The kernel patch installation is complete.

---

## Installing regular patch on duplex configuration

### About this task

#### **Note:**

Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is `CM_Duplex`, the Communication Manager server configuration is considered to be duplex

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. Log on to SMI of the active server.
3. Click **Administration > Server (Maintenance)**.
4. In the left navigation pane, click **Server Upgrades > Pre Update/Upgrade Step**.
5. Click **Continue**.
6. Log on to `cdom` of the standby server.
7. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
8. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.
9. Click **Install**.
10. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes` (for Update/Upgrade).
11. To switch the servers, execute the `server -i` command or use the Interchange Servers page of SMI.
12. Wait for the servers to interchange and the system to restart.
13. Log on to `cdom` of the new standby Communication Manager server.
14. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
15. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.

16. Click **Install**.
17. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

The regular patch installation is complete.

---

## Installing security patch on duplex configuration

### About this task

#### **Note:**

The Communication Manager server configuration can be observed on the System Platform Console Domain Web interface. To view the server configuration, see **Virtual Machine Management > Manage**. If the **Current template installed** field is `CM_Duplex`, the Communication Manager server configuration is considered to be duplex.

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. To save the translations file, log on to the Communication Manager server associated with the active server and execute the `save translation all` command.
3. Log on to cdom of the standby server.
4. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
5. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.
6. Click **Install**.
7. Log on to Communication Manager and wait for the standby server to refresh.
8. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.
9. To switch the servers, execute the `server -i` command or use the Interchange Servers page of SMI.
10. Wait for the servers to interchange and the system to restart.
11. Log on to cdom of the new standby Communication Manager server.
12. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
13. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.
14. Click **Install**.

15. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

The security patch installation is complete.

---

## Installing kernel patch on high availability configuration

### Procedure

1. To save the translations file, log on to Communication Manager associated with the Primary/Active server and execute the save translation command.
2. Log on to cdom associated with the Primary/Active server.
3. In the left navigation pane, click **Main > Server Management > High Availability**.
4. Click **Stop HA**.
5. In the left navigation pane, click **Server Management > Patch Management > Download/Upload**.
6. Download the patch.  
When the patch is successfully downloaded, the system displays the Patch Detail page.
7. Click **Install**.
8. Click **Commit**.
9. Click **Main > Server Management > High Availability**.
10. Click **Start HA**.

---

## Installing security patch on high availability configuration

### Procedure

1. To save the translations file, log on to Communication Manager associated with the Primary/Active server and execute the `save translation` command.
2. Log on to cdom associated with the Primary/Active server.
3. In the left navigation pane of the Home page, click **Main > Server Management > High Availability**.
4. Click **Stop HA**.
5. In the left navigation pane of the Home page, click **Server Management > Backup/Restore > Backup**.
6. In the left navigation pane of the Home page, click **Server Management > Patch Management > Download/Upload**.
7. Download the patch.

When the patch is successfully downloaded, the system displays the Patch Detail page.

8. Click **Install**.
9. Click **Main > Server Management > High Availability**.
10. Click **Start HA**.

---

## Removing patches

---

### Removing Kernel patch when the status of the patch is installed

#### Procedure

1. Click **Server Management > Patch Management**.
2. Click **Manage**.  
The Patch List page displays the list of patches and the current status of the patches.
3. On the Patch List page, click on the patch that you want to remove.
4. Click **Remove**.

---

### Removing Regular patch when the status of the patch is installed

#### Procedure

1. Click **Server Management > Patch Management**.
2. Click **Manage**.  
The Patch List page displays the list of patches and the current status of the patches.
3. On the Patch List page, click on the patch that you want to remove.
4. Click **Remove**.

---

### Removing Security patch when the status of the patch is installed

#### Procedure

1. Click **Server Management > Patch Management**.
2. Click **Manage**.  
The Patch List page displays the list of patches and the current status of the patches.
3. On the Patch List page, click on the patch that you want to remove.

4. Click **Remove**.

---

## Removing kernel patch when the status of the patch is active on simplex configuration

### Procedure

1. To save the translations file, log on to Communication Manager and execute the **save translation** command.
2. Gain access to System Platform Console Domain (cdom).
3. In the left navigation pane, click **Server Management > Patch Management**.
4. Click **Manage**.
5. On the Patch List page, click on the patch that you want to remove.
6. Click **Remove**.
7. Click **Commit**.

---

## Removing regular patch when the status of the patch is active on simplex configuration

### Procedure

1. To save the translations file, log on to Communication Manager and execute the **save translation** command.
2. Gain access to System Platform Console Domain (cdom).
3. In the left navigation pane, click **Server Management > Patch Management**.
4. Click **Manage**.
5. On the Patch List page, click on the patch that you want to remove.
6. Click **Remove**.

---

## Removing security patch when the status of the patch is active on simplex configuration

### Procedure

1. To save the translations file, log on to Communication Manager and execute the **save translation** command.
2. Gain access to System Platform Console Domain (cdom).

3. In the left navigation pane, click **Server Management > Patch Management**.
4. Click **Manage**.
5. On the Patch List page, click on the patch that you want to remove.
6. Click **Remove**.

---

## Removing kernel patch when the status of the patch is active on duplex configuration

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. To save the translations file, log on to Communication Manager associated with the active server and execute the `save translation` command.
3. Log on to cdom of the standby server.
4. Click **Server Management > Patch Management**.
5. Click **Manage**.
6. On the Patch List page, click on the patch that you want to remove.
7. Click **Remove**.
8. Click **Commit**.
9. Log on to Communication Manager and wait for the standby server to refresh.
10. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.
11. To switch the servers, execute the `server -i` command or use the Interchange Servers page of SMI.
12. Wait for the servers to interchange and the system to restart.
13. Log on to cdom of the new standby Communication Manager server.
14. Click **Server Management > Patch Management**.
15. Click **Manage**.
16. On the Patch List page, click on the patch that you want to remove.
17. Click **Remove**.
18. Click **Commit**.
19. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

---

## Removing regular patch when the status of the patch is active on duplex configuration

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. Go to Communication Manager SMI of the active server.
3. Click **Administration > Server Maintenance > Server Upgrades > Pre Update/Upgrade**.
4. Click **Continue**.
5. Log on to cdom of the standby server.
6. Click **Server Management > Patch Management**.
7. Click **Manage**.
8. On the Patch List page, click on the patch that you want to remove.
9. Click **Remove**.
10. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes` (for Update/Upgrade).
11. To switch the servers, run the `server -i` command or use the Interchange Servers page of SMI.
12. Wait for the servers to interchange and the system to restart.
13. Log on to cdom of the new standby Communication Manager server.
14. Click **Server Management > Patch Management**.
15. Click **Manage**.
16. On the Patch List page, click on the patch that you want to remove.
17. Click **Remove**.
18. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

---

## Removing security patch when the status of the patch is active on duplex configuration

### Procedure

1. Log on to Communication Manager and determine which server is the active server.
2. To save the translations file, log on to the Communication Manager associated with the active server and execute the `save translation` command.

3. Log on to cdom of the standby server.
4. Click **Server Management > Patch Management**.
5. Click **Manage**.
6. On the Patch List page, click on the patch that you want to remove.
7. Click **Remove**.
8. Log on to Communication Manager and wait for the standby server to refresh.
9. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.
10. To switch the servers, run the `server -i` command or use the Interchange Servers page of SMI.
11. Wait for the servers to interchange and the system to restart.
12. Log on to cdom of the new standby Communication Manager server.
13. Click **Server Management > Patch Management**.
14. Click **Manage**.
15. On the Patch List page, click on the patch that you want to remove.
16. Click **Remove**.
17. Execute the `server` command or check the Status Summary page of SMI to see if the **Standby Refreshed** field displays `yes`.

---

## Removing kernel patch when the status of the patch is active on high availability configuration

### Procedure

1. To save the translations file, log on to Communication Manager associated with the Primary/Active server and execute the `save translation` command.
2. Log on to CDOM associated with the Primary/Active server.
3. In the left navigation pane, click **Main > Server Management > High Availability**.
4. Click **Stop HA**.
5. Click **Server Management > Patch Management**.
6. Click **Manage**.
7. On the Patch List page, click on the patch that you want to remove.
8. Click **Remove**.
9. Click **Commit**.

## Removing security patch when the status of the patch is active on high availability configuration

### Procedure


1. To save the translations file, log on to Communication Manager associated with the Primary/Active server and execute the **save translation** command.
2. Log on to cdom associated with the Primary/Active server.
3. In the left navigation pane, click **Main > Server Management > High Availability**.
4. Click **Stop HA**.
5. Click **Server Management > Patch Management**.
6. Click **Manage**.
7. On the Patch List page, click on the patch that you want to remove.
8. Click **Remove**.

## Search Local and Remote Patch field descriptions

Use the Search Local and Remote Patch page to search for available patches and to upload or download a patch.

Name	Description
<b>Supported Patch File Extensions</b>	The patch that you are installing must match one of the extensions in this list: *.tar.gz,*.tar.bz,*.gz,*.bz,*.zip,*.tar,*.jar,*.rpm,*.patch.
<b>Choose Media</b>	Displays the available location options for searching a patch. Options are: <ul style="list-style-type: none"> <li>• <b>Avaya Downloads (PLDS):</b> The template files are in the Avaya Product Licensing and Delivery System (PLDS) website. You must enter an Avaya SSO login and password. The list contains all your company's entitled templates. Each line in the list begins with the <code>sold-to</code> number to allow you to select the appropriate template for the site where you are installing. Hold the mouse pointer over the selection to view more information about the <code>sold-to</code> number.</li> <li>• <b>HTTP:</b> A different server stores the files. You must specify the Patch URL for the server.</li> </ul>

*Table continues...*

Name	Description
	<ul style="list-style-type: none"> <li>• <b>SP Server:</b> Files are located in the vsp-template file system in the System Platform server. You must specify the Patch URL for the server.</li> </ul> <p> <b>Tip:</b></p> <p>To move files from your laptop to the System Platform Server, some errors can occur because System Domain (Domain-0) and Console Domain support only SCP, but most laptops do not come with SCP support. You can download the following two programs to enable SCP (Search the Internet for detailed procedures to download them):</p> <ul style="list-style-type: none"> <li>- Pscp.exe</li> <li>- WinSCP</li> </ul> <ul style="list-style-type: none"> <li>• <b>SP CD/DVD:</b> Files are located in a System Platform CD or DVD.</li> <li>• <b>SP USB Device:</b> Files are located in a USB flash drive. This option is: <ul style="list-style-type: none"> <li>- supported for RPM patch upgrades not exceeding the storage capacity of the flash drive.</li> <li>- not supported for full-platform (ISO) upgrades to System Platform 6.2 or later.</li> </ul> </li> <li>• <b>Local File System:</b> Files are located in a local computer.</li> </ul>
Patch URL	<p>Active only when you select <b>HTTP</b> or <b>SP Server</b> as the media location.</p> <p>URL of the server where the patch files are located.</p>

### Button descriptions

Button	Description
Search	Searches for the available patches in the media location you specify.
Configure Proxy	<p>Active only when you select <b>HTTP</b> as the media location option.</p> <p>Opens the System Configuration page and lets you configure a proxy based on your specifications.</p> <p>If the patches are located in a different server, and depending on your network setup, configure a proxy address and port.</p>

*Table continues...*

Button	Description
Add	Displays when <b>Local File System</b> is selected and adds a patch file to the local file system.
Upload	Displays when <b>Local File System</b> is selected and uploads a patch file from the local file system.
Download	Downloads a patch file.

## Patch List field descriptions

The Patch List page displays:

- Patches you can install or remove on the System Platform server.
- In three separate panels, the fields associated with System Platform patches, services\_vm patches, and Solution Template patches.

### Components with patches

Name	Description
System Platform	List of patches available for System Platform.
services_vm	List of patches available for the Services Virtual Machine.
Templates	List of patches available for a specific solution template.

### Fields per patch

Name	Description
Patch ID	File name of a patch. Click the name to view more details about the patch.
Description	Information about the patch, for example, if the patch is available for System Platform, the description is shown as <i>SP patch</i> .
Status	Status of a patch.  Possible values of <b>Status</b> are <b>Installed</b> , <b>Not Installed</b> , <b>Active</b> , and <b>Not Activated</b> .
Service Affecting	Shows if installing the patch causes the associated virtual machine to restart.

### Button descriptions

Button	Description
Refresh	Refreshes the patch list.

## Patch Detail field descriptions

The Patch Detail page provides detailed information about a patch. Use this page to view details of a patch or to install, commit, roll back, or remove a patch.

Name	Description
<b>ID</b>	File name of the patch file.
<b>Version</b>	Version of the patch file.
<b>Product ID</b>	Name of the virtual machine.
<b>Description</b>	Virtual machine name for which the patch is applicable.
<b>Detail</b>	Virtual machine name for which the patch is applicable. For example, Console Domain (cdom patch).
<b>Dependency</b>	Shows if the patch file has any dependency on any other file.
<b>Applicable for</b>	Shows the software load for which the patch is applicable.
<b>Service affecting when</b>	Shows the action (if any) that causes the selected patch to restart the System Platform Web Console.
<b>Restart this console when</b>	Shows the conditions or circumstances when the System Platform Web Console must be restarted.
<b>Disable sanity when</b>	Shows at what stage the sanity is set to disable.
<b>Status</b>	Shows if the patch is available for installing or already installed.
<b>Patch File</b>	Shows the URL for the patch file.
<b>Publication Date</b>	Shows the publication date of the patch file.  This field is used by Service Pack and Dot Release Guardian. For more information, see "Service Pack and Dot Release Guardian overview."
<b>License Required</b>	Shows whether Service Pack Guardian performs a license check for the service pack. For more information, see "Guardian enforcement for Service Packs."  This field is applicable only for products that support Service Pack Guardian. Communication Manager is the only product that supports this feature.
<b>Rollbackable</b>	Shows whether you can roll back the patch after installation.

**Button descriptions**

Button	Description
<b>Refresh</b>	Refreshes the Patch Details page.
<b>Patch List</b>	Opens the Patch List page, that displays the list of patches.
<b>Install</b>	Installs the respective patch.
<b>Rollback</b>	Rolls back the installed patch if the <b>Rollbackable</b> field value is <code>Yes</code> .
<b>Remove</b>	<p>Uninstalls the respective patch.</p> <p>This button uninstalls, but does not delete, the patch file from the system. The patch is available for reinstallation.</p> <p>When you remove a patch, the system reverts to a completely unpatched state, and you must reinstall previous patches as required.</p>
<b>Remove Patch File</b>	<p>Deletes the respective patch file from the system.</p> <p>After the patch file is deleted, it is unavailable for reinstallation. To reinstall the patch, you must download the patch again.</p>

# Chapter 11: Administering SAL on System Platform

---

## Configuring SAL Gateway on System Platform

---

### SAL Gateway

Secure Access Link (SAL) Gateway provides Avaya support engineers and Avaya Partners with alarming and remote access to the applications on System Platform. System Platform includes an embedded SAL Gateway. SAL Gateway software is also available separately for standalone deployments. The SAL Gateway program on System Platform receives alarms from applications in the solution template and forwards them to Secure Access Core Concentrator Servers at Avaya and applicable Avaya Partners. SAL Gateway can also forward alarms to the customer's Network Management System (NMS) if configured to. The SAL gateway program also polls designated service providers for connection requests.

#### Remote Serviceability

System Platform utilizes SAL as Avaya's exclusive method for remote delivery of services. System Platform can be serviced remotely, possibly eliminating a service technician visit to the customer site. System Platform uses the customer's Internet connectivity to help remote support. All communication is outbound from the customer's environment using encapsulated Hypertext Transfer Protocol Secure (HTTPS). SAL requires upload bandwidth (customer to Avaya or Avaya Partner) of at least 90 KB/s with latency no greater than 150 ms (round trip). Business Partners without a SAL Core Concentrator Server must provide their own IP-based connectivity (for example, B2B VPN connection) to deliver remote services.

#### **Note:**

Avaya Partners and customers must register SAL at least three weeks before activation during System Platform installation. Avaya support will be delayed or not possible if SAL is improperly implemented or not operational. System Platform and SAL do not support modem connections.

#### Standalone SAL Gateway

You can choose to use a standalone SAL Gateway instead of the SAL Gateway that is embedded in System Platform. You might prefer a standalone gateway if you have a large network with many Avaya devices. The standalone gateway makes it possible to consolidate alarms from many Avaya devices and send those alarms from one SAL Gateway instead of multiple SAL Gateways sending alarms. See **Secure Access Link** on <http://support.avaya.com> for more information about standalone SAL Gateway.

If you use a standalone SAL Gateway, you must add it as an SNMP trap receiver for System Platform. See [Adding an SNMP trap receiver](#) on page 131. You can also disable the SAL Gateway that is embedded in System Platform so that it does not send duplicate heart beat messages to Avaya. See [Disabling SAL Gateway](#) on page 132.

## SAL Gateway configuration

The SAL Gateway includes a Web-based user interface that provides status information, logging information, and configuration interfaces. You must configure the SAL Gateway and other devices for alarming and remote access. The devices include System Platform's System Domain (dom 0), Console Domain (cdom), and other products that are in the installed solution template. For example, virtual machines might include Communication Manager, Communication Manager Messaging, Session Manager, and other applications in the template.

To configure SAL, perform these high-level steps:

1. Register the system.

You must submit the Universal Install/SAL Registration Request form to obtain from Avaya the information that you must enter in SAL Gateway.

Avaya assigns a Solution Element ID (SE ID) and Product ID to each SAL Gateway and managed device that is registered. In System Platform, managed devices are the components of System Platform and of the applications in the solution template. The SE ID makes it possible for Avaya Services or Avaya Partners to connect to the managed applications remotely. The Product ID is in alarms that are sent to alarm receivers from the managed device. The Product ID identifies the device that generated the alarm. This data is critical for correct execution of various Avaya business functions and tools.

2. Configure the SAL Gateway.

The SAL Gateway provides remote access to those devices that are configured for remote access within it. It controls connections to managed elements, new or updated models, and verifies certificates for authentication.

### Related links

[Configuration prerequisites](#) on page 118

[Registering the system](#) on page 26

---

## Configuration prerequisites

Before configuring the SAL Gateway, you must start the registration process and receive product registration information from Avaya.

To register a product, download and complete the *SAL Universal Install Form Help Document* form and submit the form to Avaya. The form includes complete instructions.

The SAL registration form is available at <http://support.avaya.com>. In the Help & Policies section, click **More Resources**. The system displays the More Resources page. Click **Avaya Equipment Registration**, and search for *SAL Universal Install Form Help Document*.

### Note:

Submit the registration form three weeks before the planned installation date.

**Related links**

[Registering the system](#) on page 26

[SAL Gateway](#) on page 117

[Registering the system](#) on page 26

---

## Changing the Product ID for System Platform

**Before you begin**

You must have registered the system and obtained a Product ID for System Platform from Avaya. The Product ID is in alarms that System Platform sends to alarm receivers. The Product ID identifies the device that generated the alarm. This data is critical for correct execution of various Avaya business functions and tools.

**About this task**

When you install System Platform, a default Product ID of 1001119999 is set. You must change this default ID to the unique Product ID that Avaya provides.

**Procedure**

1. In the navigation pane of the System Platform Web Console, click **Server Management > SNMP Trap Receiver Configuration**.
2. On the SNMP Trap Receiver Configuration page, delete the ID in the **Product ID** field and enter the unique Product ID for System Platform Console Domain.

 **Note:**

VSPU is the model name for Console Domain.

3. Click **Save**.

---

## System and browser requirements

Browser requirements for accessing the SAL Gateway user interface:

- Microsoft Internet Explorer 7, 8, or 9
- Firefox 3.6 through 19

System requirements:

- A computer with access to the System Platform network.

---

## Starting the SAL Gateway user interface

**Procedure**

1. Log in to the System Platform Web Console.

2. In the navigation pane of the System Platform Web Console , click **Server Management > SAL Gateway Management**.
3. On the **Server Management: SAL Gateway Management** page, click **Enable SAL Gateway**.
4. On the SAL Gateway Management page, click **Launch SAL Gateway Management Portal**.
5. When the SAL Gateway displays the Log on page, enter the same user ID and password that you used for the System Platform Web Console.

To configure SAL Gateway, you must log in as `admin` or another user that has an advanced administrator role. Users that have an administrator role can only view configuration of the SAL Gateway.

After you log in, the Managed Element page of the SAL Gateway user interface displays. If the SAL Gateway is running, the system displays two messages at the top of the page:

- `SAL Agent is running`
- `Remote Access Agent is running`

---

## Configuring the SAL Gateway

### About this task

Use this procedure to configure the identity of the SAL Gateway. This information is required for the SAL Gateway to communicate with the Secure Access Concentrator Core Server (SACCS) and Secure Access Concentrator Remote Server (SACRS) at Avaya.

### Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Gateway Configuration**.
2. On the Gateway Configuration page, click **Edit**.
3. On the **Gateway Configuration** (edit) page, complete the following fields:

- **IP Address**
- **Solution Element ID**
- **Alarm ID**
- **Alarm Enabled**

For field descriptions, see [Gateway Configuration field descriptions](#) on page 121.

4. (Optional) Complete the following fields if the template supports inventory collection:
  - **Inventory Collection**
  - **Inventory collection schedule**
5. Click **Apply**.

 **Note:**

The configuration changes do not take effect immediately. The changes take effect after you apply configuration changes on the Apply Configuration Changes page.

6. To cancel your changes, click **Undo Edit**.

The system restores the configuration before you clicked the **Edit** button.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

### Next steps


After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

### Related links

[Gateway Configuration field descriptions](#) on page 121

[Applying configuration changes](#) on page 128

## Gateway Configuration field descriptions

Name	Description
<b>Hostname</b>	<p>A host name for the SAL Gateway.</p> <p> <b>Warning:</b></p> <p>Do not edit this field as the SAL Gateway inherits the same hostname as the CentOS operating system that hosts both the System Platform Web Console and the SAL Gateway.</p>
<b>IP Address</b>	<p>The IP address of the SAL Gateway.</p> <p>This IP address must be different from the unique IP addresses assigned to either the Cdom or Dom0 virtual machines.</p>
<b>Solution Element ID</b>	<p>The Solution Element ID that uniquely identifies the SAL Gateway. Format is (000) 123-4567.</p> <p>If you have not obtained Solution Element IDs for the system, start the registration process.</p> <p>The system uses the SAL Gateway Solution Element ID to authenticate the SAL Gateway and its devices with the Secure Access Concentrator Remote Server.</p>
<b>Alarm ID</b>	<p>The Product ID (also called Alarm ID) for the SAL Gateway. This ID should start with a 5 and include ten digits.</p>

*Table continues...*

Name	Description
	The system uses the value in the this field to uniquely identify the source of Gateway alarms in the Secure Access Concentrator Core Server.
<b>Alarm Enabled</b>	Enables the alarming component of the SAL Gateway. This check box must be selected for the SAL Gateway to send alarms.
<b>Inventory Collection</b>	Enables inventory collection for the SAL Gateway.  When this check box is selected, SAL Gateway collects inventory information about the supported managed devices and sends it to the Secure Access Concentrator Core Server for Avaya reference. This feature is intended for services personnel working on tickets and must review the configuration of managed devices. For more information on this feature, see the <i>Secure Access Link Gateway 1.8 Implementation Guide</i> . This document is available at <a href="http://support.avaya.com">http://support.avaya.com</a>
<b>Inventory collection schedule</b>	Interval in hours at which the SAL Gateway collects inventory data.

**Related links**

[Configuring the SAL Gateway](#) on page 120

[Registering the system](#) on page 26

---

## Configuring a proxy server

**About this task**

Use the Proxy Server page to configure proxy settings if required for SAL Gateway to communicate with the Secure Access Concentrator Remote Server and the Secure Access Concentrator Core Server.

**Procedure**

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Proxy**.
2. On the Proxy Server page, complete the following fields:
  - **Use Proxy**
  - **Proxy Type**
  - **Host**
  - **Port**
3. Click **Apply**.
4. (Optional) When you complete configuration of SAL Gateway, you can use the **Test** button to test connectivity to the proxy server.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

## Next steps

After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

## Related links



[Proxy Server field descriptions](#) on page 123

[Applying configuration changes](#) on page 128

## Proxy Server field descriptions

The Proxy Server page of the SALGateway user interface provides you the options to view and update the proxy server configuration for SAL Gateway. SAL Gateway uses the proxy configured on this page to establish external connections.

The page displays the following fields:

Name	Description
<b>Use Proxy</b>	Check box to enable the use of a proxy server.
<b>Proxy Type</b>	The type of proxy server that is used. Options are: <ul style="list-style-type: none"> <li>• <b>SOCKS 5</b></li> <li>• <b>HTTP</b></li> </ul>
<b>Host</b>	The IP address or the host name of the proxy server. SAL Gateway takes both IPv4 and IPv6 addresses as input.
<b>Port</b>	The port number of the Proxy server.
<b>Login</b>	Login if authentication is required for the HTTP proxy server. <p> <b>Important:</b></p> <p>SAL Gateway in System Platform does not support authenticating proxy servers.</p>
<b>Password</b>	Password for login if authentication is required for the HTTP proxy server. <p> <b>Important:</b></p> <p>SAL Gateway in System Platform does not support authenticating proxy servers.</p>
<b>Test URL</b>	The HTTP URL used to test the SAL Gateway connectivity through the proxy server. The Gateway uses the proxy server to connect to the URL you provide.

The page displays the following buttons:

Name	Description
<b>Test</b>	Initiates a test of the SAL Gateway connectivity through the proxy server to the URL specified in the <b>Test URL</b> field. You can initiate a test before or after applying the configuration changes.
<b>Edit</b>	Makes the fields on the Proxy Server page available for editing.
<b>Apply</b>	Saves the configuration changes.

#### Related links

[Configuring a proxy server](#) on page 122

## Configuring SAL Gateway communication with a Concentrator Core Server

### About this task

Use the Core Server page of the SAL Gateway user interface to review settings for communication between SAL Gateway and a Secure Access Concentrator Core Server (SACCS) at Avaya Data Center. The SACCS handles alarming and inventory. Do not change the defaults unless you are explicitly instructed to.

### Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Core Server**.

The Core Server page displays.

2. Do not change the defaults on this page.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

3. (Optional) When you complete configuration of SAL Gateway, you can use the **Test** button to test connectivity to the defined Secure Access Concentrator Core Servers.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

### Next steps

After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

The system does not connect to the new Secure Access Concentrator Core Server until you restart the SAL Gateway.

**Related links**

[Core Server field descriptions](#) on page 125

[Applying configuration changes](#) on page 128

**Core Server field descriptions**

Name	Description
<b>Passphrase</b>	Default passphrase is <code>Enterprise-production</code> . Do not change the default unless you are explicitly instructed to do so. This passphrase is used to establish a channel for communication between the SAL Gateway and the Secure Access Concentrator Core Server.
<b>Primary Core Server</b>	IP Address or the host name of the primary Secure Access Concentrator Core Server.  The default value is <code>secure.alarming.avaya.com</code> .
<b>Port</b>	Port number of the primary Secure Access Concentrator Core Server.  The default value is <code>443</code> .
<b>Secondary Core Server</b>	This value must match the value in the <b>Primary Core Server</b> field.
<b>Port</b>	This value must match the value in the <b>Port</b> field for the primary server.

**Related links**

[Configuring SAL Gateway communication with a Concentrator Core Server](#) on page 124

## Configuring SAL Gateway communication with a Concentrator Remote Server

**About this task**

Use the Remote Server page of the SAL Gateway user interface to review settings for communication between SAL Gateway and a Secure Access Concentrator Remote Server (SACRS) at Avaya Data Center. The SACRS handles remote access, and updates models and configuration. Do not change the defaults unless you are explicitly instructed to.

**Procedure**

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Remote Server**.

The Remote Server page displays.

2. Do not change the defaults on this page unless you are explicitly instructed to.

3. (Optional) When you complete configuration of SAL Gateway, you can use the **Test** button to test connectivity to the defined Secure Access Concentrator Remote Servers.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

### Next steps

After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

The system does not connect to the new Secure Access Concentrator Remote Servers until you restart the SAL Gateway.

When you restart the SAL Gateway, the system closes all active connections.

### Related links

[Remote Server field descriptions](#) on page 126

[Applying configuration changes](#) on page 128

## Remote Server field descriptions

Name	Description
<b>Primary Remote Server</b>	The IP address or host name of the primary Secure Access Concentrator Remote Server.  The default value is <code>sl1.sal.avaya.com</code> .
<b>Port</b>	The port number of the primary Secure Access Concentrator Remote Server.  The default value is <code>443</code> .
<b>Secondary Remote Server</b>	This value must match the value in the <b>Primary Remote Server</b> field.
<b>Port</b>	This value must match the value in the <b>Port</b> field for the primary server.

### Related links

[Configuring SAL Gateway communication with a Concentrator Remote Server](#) on page 125

---

## Configuring NMS

### About this task

Use this procedure to specify SNMP trap destinations. When you configure Network Management Systems (NMSs), the SAL Gateway copies traps and alarms (encapsulated in traps) to each NMS that you configure.

## Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Administration > NMS**.
2. On the Network Management Systems page, complete the following fields:
  - **NMS Host Name/ IP Address**
  - **Trap port**
  - **Community**
3. Click **Apply**.
4. (Optional) Use the **Add** button to add multiple NMSs.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

## Next steps

After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

## Related links

[Network Management Systems field descriptions](#) on page 127

[Applying configuration changes](#) on page 128

## Network Management Systems field descriptions

Name	Description
<b>NMS Host Name/ IP Address</b>	The IP address or host name of the NMS server.
<b>Trap port</b>	The port number of the NMS server.
<b>Community</b>	The community string of the NMS server.  Use <code>public</code> as the <b>Community</b> , as SAL agents support only public as community at present.

## Related links

[Configuring NMS](#) on page 126

## Managing service control and status

### About this task

Use this procedure to view the status of a service, stop a service, or test a service that the SAL Gateway manages.

### Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Service Control & Status**.

The system displays the Gateway Service Control page. The page displays several Gateway Services such as:

- **SAL Agent**
- **Alarming**
- **Inventory**
- **Health Monitor**
- **Remote Access**
- **SAL Watchdog**
- **SAL SNMP Sub-agent**
- **Package Distribution**

The Gateway Service Control page also displays the status of each service as:

- **Stopped**
- **Running**

2. Click one of the following buttons:

- **Stop** to stop a service.
- **Start** to start a service that is stopped.
- **Test** to send a test alarm to the Secure Access Concentrator Core Server.

 **Important:**

Use caution if you stop the Remote Access service. Stopping the Remote Access service blocks you from accessing SAL Gateway remotely.

---

## Applying configuration changes

### Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Administration > Apply Configuration Changes**.

The system displays the Apply Configuration Changes page.

2. Click the **Apply** next to **Configuration Changes**.

See the *Secure Access Link Gateway 2.2 Implementation Guide* for more information. This document is available at <http://support.avaya.com>.

When you click **Apply**, the system restarts the SAL Gateway and updates the Gateway with the new values you configured.

The SAL Gateway misses any alarms that are sent while it restarts.

## Managed element worksheet for SAL Gateway

Use this worksheet to record the information required by an administrator to add managed devices to the SAL Gateway.

System Domain (Domain-0) does not have alarming enabled; however, the System Domain has its own Product ID (Alarm ID).

Console Domain (cdom or udom) has alarming enabled. System Domain sends all syslog (system logs) to Console Domain, which then triggers alarms for System Domain.

Managed device (virtual machine)	IP Address	SE ID	Product ID	Model	Notes
System Domain (Domain-0)				VSP_2.0.0.0	
Console Domain (cdom or udom)				VSPU_2.1.1.2	

### Related links

[Adding a managed element](#) on page 129

## Adding a managed element

### Before you begin

Complete the Managed Element Worksheet for SAL Gateway.

### About this task

Perform this procedure for each Solution Element ID (SE ID) in the registration information from Avaya.

### Procedure

1. In the navigation pane of the SAL Gateway user interface, click **Secure Access Link Gateway > Managed Element**.
2. On the Managed Element page, click **Add new**.
3. Complete the fields on the page as appropriate.
4. Click **Add**.
5. Click **Apply** to apply the changes.

## Next steps

After completing configuration of SAL Gateway, you must apply configuration changes for the configuration to take effect. This task is performed on the Apply Configuration Changes page and restarts the SAL Gateway. To minimize disruption of services and alarms, apply configuration changes only after you finish configuration of SAL Gateway.

## Related links

[Managed Element field descriptions](#) on page 130

[Applying configuration changes](#) on page 128

[Managed element worksheet for SAL Gateway](#) on page 129

## Managed Element field descriptions

Name	Description
<b>Host Name</b>	Host name for the managed device. This must match the host name on the Network Configuration page of the System Platform Web Console ( <b>Server Management &gt; Network Configuration</b> in the navigation pane).
<b>IP Address</b>	IP address of the managed device.
<b>NIU</b>	Not applicable for applications that are installed on System Platform. Leave this field clear (not selected).
<b>Model</b>	The model that is applicable for the managed device.
<b>Solution Element ID</b>	The Solution Element ID (SE ID) of the device. The SE ID makes it possible for Avaya Services or Avaya Partners to connect to the managed applications remotely.
<b>Product ID</b>	The Product ID (also called Alarm ID). The Product ID is in alarms that are sent to alarm receivers from the managed device. The Product ID identifies the device that generated the alarm.
<b>Provide Remote Access to this device</b>	Check box to allow remote connectivity to the managed device.
<b>Transport alarms from this device</b>	(Optional) Check box to enable alarms from this device to be sent to the Secure Access Concentrator Core Server.
<b>Collect Inventory for this device</b>	Check box to enable inventory collection for the managed device.  When this check box is selected, SAL Gateway collects inventory information about the managed device and sends it to the Secure Access Concentrator Core Server for Avaya reference. This feature is intended for services personnel working on

*Table continues...*

Name	Description
	tickets and must review the configuration of managed devices. For more information on this feature, see the <i>Secure Access Link Gateway 1.8 Implementation Guide</i> . This document is available at <a href="http://support.avaya.com">http://support.avaya.com</a> .
<b>Inventory collection schedule</b>	Interval in hours at which the SAL Gateway collects inventory information about the managed device.
<b>Monitor health for this device</b>	Check box to enable health monitoring of the managed device by SAL Gateway. SAL Gateway uses heartbeats to monitor health. Heartbeats must be configured on the device.
<b>Generate Health Status missed alarm every</b>	Interval in minutes at which SAL Gateway generates an alarm if it does not receive a heartbeat from the managed device.  You must restart the SAL Gateway for the configuration changes to take effect. SAL Gateway starts monitoring heartbeats from the device after the restart and generates alarms if it does not receive a heartbeat within the configured interval.
<b>Suspend health monitoring for this device</b>	Check box to suspend health monitoring for the managed device.
<b>Suspend for</b>	Number of minutes to suspend health monitoring for the managed device. SAL Gateway resumes monitoring the device after the configured time elapses.

**Related links**

[Adding a managed element](#) on page 129

---

## Using a stand-alone SAL Gateway

### Adding an SNMP trap receiver

#### About this task

Use this procedure to add an SNMP trap receiver for System Platform. If you are using a standalone SAL Gateway, you must add it as an SNMP trap receiver.

#### Procedure

1. In the navigation pane of the System Platform Web Console, click **Server Management > SNMP Trap Receiver Configuration**.
2. On the SNMP Trap Receiver Configuration page, complete the following fields:
  - **IP Address**

- **Port**
- **Community**

3. Click **Add SNMP Trap Receiver**.

## Disabling SAL Gateway

The locally embedded SAL must be in a disabled state if your Avaya Aura® solution requires a stand-alone SAL Gateway server.

Disable the local SAL if your Avaya Aura® solution requires a higher-capacity, stand-alone SAL Gateway server. This configuration is more appropriate for handling SNMP trap/alarm forwarding and Avaya remote services for a larger Enterprise solution.

Disable the SAL Gateway running on the Services Virtual Machine if you determine, for example, that after expanding your existing Avaya Aura® solution, this SAL Gateway no longer has enough capacity to handle the increased requirements for trap/alarm forwarding and remote services. In this case, install and configure the SAL Gateway on an independent server elsewhere in your network.

### About this task

Use this procedure to disable the SAL Gateway running on the System Platform Services Virtual Machine.

#### **Note:**

- If you installed System Platform version 6.2 or later, and deselected the **Enable Services VM** default setting during that process, then neither the embedded SAL nor the local Services Virtual Machine will be active. (With System Platform version 6.2 or later, SAL no longer runs on the Cdom virtual machine, but instead runs on a Services Virtual Machine or services\_vm.) In this scenario, you take no action to disable the embedded SAL Gateway before installing and launching the SAL Gateway on a stand-alone server.
- With System Platform version 6.2 or later, disabling the Services Virtual Machine also disables the local SAL gateway running on that virtual machine.

### Procedure

1. In the navigation pane of the System Platform Web Console, click **Server Management > SAL Gateway Management**.
2. On the SAL Gateway Management page, click **Disable SAL Gateway**.

# Chapter 12: Post installation verification

---

## Installation tests

You need to perform a number of post installation administration, verification, and testing tasks to ensure that the various system components are installed and configured as desired as part of Communication Manager installation.

This section provides a list of tasks for testing the template, server, and system component installation and configuration. Some tests cannot be performed until the complete solution is installed and configured, including port networks. See the *Implementing the Avaya Aura® Communication Manager Solution*, 03–603559, book for the installation and configuration tasks.

Perform the following post installation administration and verification tasks:

- Reviewing the template state on the System Platform Web Console.
- Verifying the translations
- Clearing and resolving alarms
- Backing up the files.

The following tests can be done only after the port networks and UPS are installed and configured.

- Testing the IPSI circuit pack
- Testing the IPSI LEDs
- Testing the UPS LEDs.

Refer to the relevant server installation document for your server-specific postinstallation administration and verification tasks. Also refer to *LED Descriptions for Avaya Aura® Communication Manager Hardware Components* for understanding the states that LEDs on different components of your system denote.

---

## Reviewing the template state on System Platform Web Console

### About this task

Avaya recommends performing this task to ensure the successful installation of your Communication Manager template.

### Procedure

1. Log in to the System Platform Web Console.
2. On the Virtual Machine List page, check that the **State** column shows **Running** for the Communication Manager template.
3. Log out from the System Platform Web Console.

---

## Checking date and time settings

### About this task

By checking date and time settings on System Platform Web Console, you will ensure that correct time zone has been setup on System Platform server. Also, if a network time processor has been setup, you will ensure that System Platform is able to ping the network time processor.

### Procedure

1. Log in to the System Platform Web Console.
2. Click **Server Management > Date / Time Configuration**.
3. Check that the **Local Time** and **UTC Time** fields show the correct time settings.
4. If network time processor IP address is present in the **Time Server** field, click **Ping** and check that the network time processor is pinged successfully.
5. Log out from the System Platform Web Console.

---

## Verifying the license status

---

### Viewing the license status

#### Before you begin

You must be logged in to the System Management Interface (SMI).

#### About this task

Use this procedure to view the status of the license for Communication Manager and Communication Manager Messaging. The license can be installed and valid, unlicensed and within the 30-day grace period, or unlicensed and the 30-day grace period has expired. The License Status page also displays the System ID and Module ID.

### Procedure

1. In the menu bar, click **Administration > Licensing**.

2. In the navigation pane, click **License Status**.

The License Status page displays the license mode and error information in case of any error.

#### Related links

[License Status field descriptions](#) on page 135

[Accessing System Management Interface](#) on page 87

## License Status field descriptions

Name	Description
<b>CommunicaMgr License Mode</b>	<p>Status of the license. Possible statuses are:</p> <ul style="list-style-type: none"> <li>• Normal: The Communication Manager license mode is normal and there are no license errors.</li> <li>• Error: The Communication Manager license has an error and the 30-day grace period is active.</li> <li>• No License: The Communication Manager license has an error and the 30-day grace period has expired. The Communication Manager software is running, but blocks normal call processing. The switch administration software remains active so you can correct license errors (for example, reducing the number of stations).</li> </ul>
<b>checking application CommunicaMgr version</b>	<p>Version of Avaya Aura® Communication Manager.</p> <p>For example, R016x.00.0.340.0.</p>
<b>WebLM server used for License</b>	<p>Displays the WebLM server URL used for the license.</p> <p>For example, <code>https://10.18.2.8:52233/WebLM/LicenseServer</code>.</p>
<b>Module ID</b>	<p>The Communication Manager main server has a default module ID of 1. You can configure the Module ID on the Server Role page.</p> <p>Each survivable server has a unique module ID of 2 or greater.</p> <p>The module ID must be unique for the main server and all survivable servers.</p>
<b>System ID</b>	<p>Communication Manager has a default system ID of 1. You can configure the System ID on the Server Role page.</p>

*Table continues...*

Name	Description
	<p>The system ID is common across the main server and all survivable servers.</p> <p>Avaya provides the system ID when you submit the Universal Install/SAL Product Registration Request form.</p>

**Related links**

[Viewing the license status](#) on page 134

---

## Verifying the software version

**Before you begin**

You must be logged into the Communication Manager System Management Interface.

**About this task**

Since the system is running on a new software release, you must log in with the `craft` user ID. You cannot use the `dadmin` user ID.

**Procedure**

1. In the menu bar, click **Administration > Server (Maintenance)**.
2. Click **Server > Software Version**.
3. Verify that the **CM Reports as:** field shows the correct software load.
4. In the menu bar, click **Log Off**.

---

## Verifying survivable server registration

**Before you begin**

Log in to a Communication Manager SAT session.

**About this task**

If you installed a Survivable Core or Survivable Remote template on the server, verify that the template is registered with the main server. This task could take several minutes to complete.

**Procedure**

1. Enter `list survivable-processor` to open the Survivable Processor screen.
2. Verify that the **Reg** field is set to **y**, indicating that the survivable server has registered with the main server.

3. Verify that the **Translations Updated** field shows the current time and date, indicating that the translations have been pushed down to the survivable server.

---

## Verifying the mode of the server

### Procedure

1. Under **Server (Maintenance)**, click **Server > Status Summary**.
2. Verify the **Mode** field:
  - **Active** on an active server.
  - **StandBy** on a standby server.
  - **BUSY OUT** on a server that is busied out.
3. To verify the process status, click **Server > Process Status**.
4. Under **Frequency**, click **Display Once**.
5. Click **View**.
6. Verify all operations are:
  - **Down** for dupmanager
  - **UP** all other operations

# Chapter 13: Troubleshooting installation

---

## Troubleshooting System Platform installation

---

### Template DVD does not mount

The template DVD does not mount automatically.

#### Troubleshooting steps

##### Procedure

1. Log in to the Console Domain as admin.
2. Enter `su -`
3. Enter the root password.
4. Run the following commands:

```
> ssh dom0.vsp /opt/avaya/vsp/template/scripts/udomAttachCd
> mount /dev/xvde /cdrom/
```

---

## System Platform installation problems

#### Troubleshooting steps

##### About this task

After completing installation of System Platform, you can perform this procedure to check for problems with the installation. For example, you might set an IP address for the System Domain or Console Domain that is already being used by another host.

##### **Note:**

The checking requires that both System Domain and Console Domain are installed as a part of System Platform installation. Console Domain is installed after System Domain and the availability of the login prompt for System Domain does not necessarily mean that Console Domain is installed. If the `check_install` command indicates a problem accessing Console Domain, wait for a couple minutes and type the command again.

If you are unable to access System Domain through an IP connection, try connecting to the System Platform server through the console or the services port.

### Procedure

1. Log in to Domain-0 as root.
2. Type the command `check_install`.

If the command finds no issues, it will display the following message: `cursor` checks passed. This message indicates that the System Platform installation checking has passed successfully.

---

## Cannot ping Console Domain or get to the Web Console

Use this procedure to determine if the state of the Console Domain virtual machine is the reason why you cannot get to the System PlatformWeb Console.

### Troubleshooting steps

#### About this task

The Web Console runs on the Console Domain virtual machine, so if output of the `xm list` command described in this procedure shows that the Console Domain virtual machine is in either a normal or abnormal shutdown state, then the administrator is likely to lose access to the Web Console.

#### Important:

If you encounter these symptoms after completing the following procedure, go to the Avaya Support website at <http://support.avaya.com>. Take no further action to troubleshoot the issue locally.

### Procedure

1. Log in to the System Domain (Domain-0) as `admin`.
2. Enter `su -` to log in as root.
3. At the prompt, type `xm list`.

The `xm list` command shows information about the running virtual machines in a Linux screen.

Two virtual machines are running now: System Domain (shown as `Domain-0`) and Console Domain (shown as `ucom` in `xm list`).

A state of `r` indicates that the virtual machine is running. A state of `b` indicates that the virtual machine blocked.

**\* Note:**

The blocked state does not mean that there is a problem with the virtual machine. The blocked state only means that the virtual machine is not using any CPU time.

Other possible virtual machine states are:

- p: paused
- s: shutdown
- c: crashed

For more information about the information displayed, see the Linux manual page for the `xm` command.

4. On the Linux screen, type `exit` to log off as root. Type `exit` again to log off from System Domain (Domain-0).

**Example**

**xm list output:**

Name	ID	Mem	VCPUs	State	Time (s)
Domain-0	0	512	2	r-----	60227.8
cm	17	1024	1	-b-----	14898.2
utility_server	18	512	1	-b-----	1909.0

---

## Troubleshooting Communication Manager installation

---

### DVD does not read

#### Troubleshooting steps

**About this task**

The DVD may be corrupted or the DVD player may be failing.

**Procedure**

Burn another DVD.

---

### Service port not working

## Troubleshooting steps

### Procedure

1. Recheck the connection process.
2. Ensure that web browser proxy is turned off.

---

## System time drifts over a period of weeks

## Troubleshooting steps

### Procedure

Use an NTP clock source through system platform to time sync.

---

## Survivable server fails to sync with main server

## Troubleshooting steps

### Procedure

1. On the survivable remote server:
  - a. Access the Communication Manager System Management Interface.
  - b. In the navigation pane, click **Server Configuration > Server Role**.
  - c. Verify the **This Server is** field is set to a local survivable processor (LSP) and the other fields are filled out correctly.

 **Note:**

If you change any of the configuration settings, click **Change**, then click **Restart now** for the changes to take effect.

2. On the main server:
  - a. Start a SAT session.
  - b. Enter `list survivable-processor`.
  - c. Verify the following fields contain the specified values:
    - Reg: **y**. If set to **n**, then the survivable remote server has not registered with the main server.
    - Act: **n**
    - Translation Updated: Displays the time stamp when translations were last updated.

## Branch Session Manager fails to completely install

CM\_SurvRemote and CM\_SurvRemoteEmbed templates include Branch Session Manager. After the template installation is finished, allow 20 additional minutes for the Branch Session Manager virtual machine to install and initialize. The Virtual Machine Management page on the System Platform Web console should list the Branch Session Manager's application state as *Running*. If not, follow these troubleshooting steps.

### Troubleshooting steps

#### About this task

Perform the following troubleshooting steps if the replica group state is not **Synchronized**, **Queued for Repair**, or **Repairing**, or if the replica group is stuck in the **Starting** state.

#### Procedure

1. Log in to the System Manager Web interface.
2. Under **Services**, click **Replication**.
3. Select the appropriate **Replica Group** for the Session Manager server.
4. Click **View Replica Nodes**.
5. Verify information in the `/etc/hosts` file of the System Manager:
  - a. Log in to the CLI of the System Manager.
  - b. Verify the `/etc/hosts` file has the IP address, FQDN, and hostnames of itself and all of the associated Session Managers (applicable only if DNS is not used for host resolution of an IP address).

#### **Note:**

Hostname is case sensitive.

6. Enter the `smconfig` command and verify the basic data entry values of Session Manager.
7. Enter `initTM`. The command should complete within 10 minutes. If it does not complete within that time, continue with the next step.
8. Verify that the system date and time on the Session Manager server is the same as the system date and time on the System Manager virtual machine. Trust certificate initialization can fail if the clocks differ by more than a few seconds.
9. Verify the information on the Network Configuration page on the System Platform Web Console (**Server Management** > **Network Configuration**).
10. On System Manager, verify the Session Manager is synchronized.

---

## System Manager fails to synchronize with the Communication Manager main server settings

When the primary System Manager server and Communication Manager main server become nonfunctional, the secondary System Manager server and Communication Manager survivable core server become active. During the failback, to retain the administration changes made to the Communication Manager main server and to avoid any data corruption on System Manager, perform the following procedure:

### Solution

1. Log on to the System Manager web console.
2. On the User Management page, select the users that you added when the survivable core server is active.
3. Export users.

The system exports the users that you select to the XML and Excel file. The XML file contains the name of the Communication Manager survivable core server. You must change the survivable core server name to point to the main server.

For more information about exporting users in bulk, see *Administering Avaya Aura® System Manager*.

4. To delete the users that you exported in Step 3, select the users, and click **Delete**.
5. Open the XML or Excel file and change the Communication Manager name from the survivable remote server to the main server.
6. Import the users back on the primary System Manager server.
7. On the Manage Elements page, delete the survivable remote server entry.

# Appendix A: Installation worksheet for System Platform

Use the System Platform preinstallation worksheet to help you gather in advance vital configuration values for successful installation, and for initial administration immediately following installation.


The System Platform installer application requires you to fill in various fields. Having the values required for these fields in advance helps the installation to progress more efficiently and accurately. It is likewise important and useful to gather information in advance about other key fields important for System Platform administration immediately following installation.

Print out the following tables and work with your network administrator to fill in the rows.

## System Configuration

Name	Value	Description
<b>Proxy Configuration:</b>		
<b>Status</b>		Specifies whether an http proxy should be used to access the Internet, for example, when installing templates, upgrading patches, or upgrading platform.
<b>Address</b>		The address for the proxy server.
<b>Port</b>		The port address for the proxy server.
<b>Cdom Session Timeout</b>		
<b>Session Timeout Status</b>		Specifies whether Cdom session timeout is enabled or disabled.
<b>Session Timeout (minutes)</b>		The maximum time in minutes that a Cdom session remains open after the last user transaction with the System Platform Web Console or Cdom CLI.
<b>WebLM Configuration:</b>		
<b>SSL</b>		Specifies whether the Secure Sockets Layer (SSL) protocol will

*Table continues...*

Name	Value	Description
		be used to invoke the WebLM server. Select <b>Yes</b> if the alternate WebLM application has an HTTPS web address. Otherwise, select <b>No</b> if the alternate WebLM application has an HTTP web address. Default value = <b>Yes</b> .
Host		The IP address or host name extracted from the web address of the WebLM application. Default value = <code>&lt;cdom_IP_address&gt;</code> .
Port		The logical port number extracted from the web address of the WebLM application, for example, 4533. Default value = 52233
<b>Other System Configuration:</b>		
Syslog IP Address		IP address of the Syslog server, which collects log messages generated by the System Platform operating system.
Keyboard Layout		Determines the specified keyboard layout for the keyboard attached to the System Platform server.
Statistics Collection		<p>If you disable this option, the system stops collecting the statistics data.</p> <p> <b>Note:</b></p> <p>If you stop collecting statistics, the system-generated alarms will be disabled automatically.</p>
SNMP Discovery		By default, this feature enables SNMPv2 management systems to automatically discover any System Platform server in an Avaya Aura® based network, including retrieval of server status and vital statistics. This is useful, for example, when using System Manager to view the entire inventory of System Platform servers across multiple Avaya Aura® enterprise solutions at a

*Table continues...*

Name	Value	Description
		<p>glance. This feature eliminates the tedious and error-prone task of manually adding extra System Platform servers to an SNMP management system, where that system often requires three or more IP addresses for each System Platform server. SNMP management systems can also query any recognized System Platform server for the logical server configuration.</p> <p>System Platform supports network discovery of values for the following MIB objects:</p> <ul style="list-style-type: none"> <li>• <a href="#">RFC 1213</a> (MIB-2, autodiscovery): sysDescr, sysObjectID, sysUpTime, sysContact, sysName, sysLocation, and sysServices</li> <li>• <a href="#">RFC 2737</a> (Entity MIB) get/getnext/getbulk: <ul style="list-style-type: none"> <li>entPhysicalTable – One table entry for the Dom0 physical interface.</li> <li>entLogicalTable – One table entry for the Cdom virtual machine, and one table entry for each virtual machine associated with the installed solution template. Each entry contains the virtual machine name, type, software version, and IP address.</li> </ul> </li> </ul> <p>If you disable this option, SNMP manager systems will be unable to automatically discover this System Platform server.</p>

### Enable IPv6 Configuration

Name	Value	Description
Turn On IPv6		Enables IPv6.

## General Network Settings Configuration

Name	Value	Description
Default Gateway		The default gateway IP address.
Primary DNS		The primary Domain Name System (DNS) server address.
Secondary DNS		(Optional) The secondary DNS server address.
Domain Search List		The search list, which is normally determined from the local domain name. By default, it contains only the local domain name. You can change this by listing the domain search path that you want following the <i>search</i> keyword, with spaces or tabs separating the names.
Cdom Hostname		Depending on requirements of your solution template, you may need to enter the host name for Console Domain as a fully qualified domain name (FQDN), for example, <code>SPCdom.mydomainname.com</code> . Otherwise, just enter the IP address for Console Domain or enter the hostname for Console Domain in non-FQDN format.
Dom0 Hostname		Depending on requirements of your solution template, you might need to enter the host name for System Domain as a fully qualified domain name (FQDN), for example, <code>SPDom0.mydomainname.com</code> . Otherwise, just enter the IP address for System Domain, or enter the hostname for System Domain in non-FQDN format. When using a Domain Name System (DNS) server in your network, the System Domain hostname must be FQDN format.
Physical Network Interface		The physical network interface details for eth0 and eth1.
Domain Dedicated NIC		Applications with high network traffic or time-sensitive traffic often

*Table continues...*

Name	Value	Description
		<p>have a dedicated NIC. This means the virtual machine connects directly to a physical Ethernet port and usually requires a separate cable connection to the customer network.</p> <p>See template installation topics for more information.</p>
<b>Bridge</b>		<p>The bridge details for the following:</p> <ul style="list-style-type: none"> <li>• <b>avprivate</b>: This is called a private bridge because it does not use any Ethernet interface, so it is strictly internal to the server. The System Platform installer attempts to assign IP addresses that are not in use.</li> <li>• <b>avpublic</b>: This bridge uses the Ethernet interface associated with the default route, which is usually eth0, but can vary based on the type of the server. This bridge usually provides access to the LAN for System Platform elements (System Domain (Dom-0) and Console Domain) and for any guest domains that are created when installing a template. The IP addresses specified during System Platform installation are assigned to the interfaces that System Domain (Dom-0) and Console Domain have on this bridge.</li> <li>• <b>template bridge</b>: These bridges are created during the template installation and are specific to the virtual machines installed.</li> </ul>
<b>Domain Network Interface</b>		<p>The domain network interface details for System Domain (Dom-0) or Console Domain that are grouped by domain based on your selection.</p>

*Table continues...*

Name	Value	Description
<b>Global Template Network Configuration</b>		The set of IP addresses and host names of the applications hosted on System Platform. Also includes the gateway address and network mask.
<b>VLAN</b>		Required only when installing System Platform on the S8300D server.

## Services Virtual Machine Configuration

Name	Value	Description
<b>Enable Services VM</b>		Enables or disables remote access. Also supports local or centralized alarm reporting.  Default value: <b>Enabled</b>  Leave the <b>Enable services VM</b> option enabled (checkmark) for remote access and local SAL support, or disabled (no checkmark) if you have a separate server dedicated for independent/centralized remote access and SAL support.
<b>Hostname</b>		The name assigned to the Services Virtual Machine
<b>Static IP address</b>		The IP address assigned to the Services Virtual Machine. The address must be on the same subnetwork assigned to the Domain 0 (dom0) and Console Domain (cdom) virtual machines.
<b>Virtual devices</b>		The virtual device (port) assigned to the Services Virtual Machine. Default value (eth0) automatically assigned. No user input necessary.

## Ethernet Configuration

Name	Value	Description
<b>Speed</b>		Sets the speed in MB per second for the interface. Options are: <ul style="list-style-type: none"> <li>• 10 Mb/s half duplex</li> <li>• 10 Mb/s full duplex</li> </ul>


*Table continues...*

Name	Value	Description
		<ul style="list-style-type: none"> <li>• 100 Mb/s half duplex</li> <li>• 100 Mb/s full duplex</li> <li>• 1000 Mb/s full duplex</li> </ul> <p>Auto-Negotiation must be disabled to configure this field.</p>
Port		<p>Lists the available Ethernet ports.</p> <p>Auto-Negotiation must be disabled to configure this field.</p>
Auto-Negotiation		<p>Enables or disables autonegotiation. By default it is enabled, but might cause some problems with some network devices. In such cases you can disable this option.</p>

### Bonding Interface Configuration

Name	Value	Description
Name		<p>Is a valid bond name.</p> <p>It should match regular expression in the form of "bond[0-9]+".</p>
Mode		<p>Is a list of available bonding modes that are supported by Linux.</p> <p>The available modes are:</p> <ul style="list-style-type: none"> <li>• Round Robin</li> <li>• Active/Backup</li> <li>• XOR Policy</li> <li>• Broadcast</li> <li>• IEEE 802.3ad</li> <li>• Adaptive Transmit Load Balancing</li> <li>• Adaptive Load Balance</li> </ul> <p>For more information about bonding modes, see <a href="http://www.linuxhorizon.ro/bonding.html">http://www.linuxhorizon.ro/bonding.html</a>.</p>

*Table continues...*

Name	Value	Description
		<p> <b>Note:</b></p> <p>The default mode of new bonding interface is Active/Backup.</p>
<b>Slave 1/Primary</b>		<p>Is the first NIC to be enslaved by the bonding interface.</p> <p>If the mode is Active/Backup, this will be the primary NIC.</p>
<b>Slave 2/Secondary</b>		<p>Is the second NIC to be enslaved by the bonding interface.</p> <p>If the mode is Active/Backup, this will be the secondary NIC.</p>

## Static Route Configuration

 **Note:**


A network restart or VM reboot is necessary to enable static route updates in the web console.

Name	Value	Description
<b>Interface</b>		The bridge through which the route is enabled.
<b>Network Address</b>		The IP address of a destination network associated with an Avaya (or Avaya Partner) remote services host.
<b>Network Mask</b>		The subnetwork mask for the destination network.
<b>Gateway</b>		The address of a next-hop gateway that can route System Platform traffic to or from a remote services host on the destination network.

## SNMP Trap Receiver Configuration

Name	Value	Description
<b>Product Id</b>		<p>Product ID for System Platform Console Domain.</p> <p>When you install System Platform, a default Product ID of 1001119999 is set. You must change this default ID to the unique Product ID that Avaya provides.</p>

*Table continues...*

Name	Value	Description
		 <b>Note:</b> VSPU is the model name for Console Domain.
<b>IP Address</b>		IP address of the trap receiver.
<b>Port</b>		Port number on which traps are received.
<b>Community</b>		SNMP community to which the trap receiver belongs. Must be <code>public</code> .
<b>Device Type</b>		Default setting is <b>INADS</b> . Do not change this settings.
<b>Notify Type</b>		Default setting is <b>TRAP</b> . Do not change this setting.
<b>Protocol Version</b>		Default setting is <b>V2c</b> . Do not change this setting.

## Password Configuration

 **Note:**

Passwords must be at least six characters long. Use uppercase and lowercase alphabetic characters and at least one numeral or special character.

Name	Value	Description
<b>root Password</b>		The password for the root login.
<b>admin Password</b>		The password for the admin login.
<b>cust Password</b>		The password for the cust login.  The cust login is for audit purposes. It has read-only access to the Web Console, except for changes to its password, and no command line access.
<b>Idap Password</b>		The password for the Idap login.  System Platform uses a local LDAP directory to store login and password details. Use this login and password to log in to the local LDAP directory. This login does not have permissions to access the System Platform Web Console.

## Network Time Protocol Configuration

Name	Value	Description
NTP server 1		<p>The host name or IP address of an NTP server, visible in the Web Console when you click <b>Query State</b> in the Date and Time Configuration page, under <b>Server Management</b>. When displayed, either of the following special characters precede each server host name or IP address. Each character has a special meaning, as follows:</p> <ul style="list-style-type: none"> <li>Asterisk character (*): The preferred server (referenced by the local system), chosen by System Platform.</li> <li>Plus character (+): Indicates a high-quality candidate for the reference time that System Platform can use if the selected time source becomes unavailable.</li> </ul> <p>Avaya preconfigures several server names before system delivery. You can add more NTP reference servers by clicking <b>Add</b> in the Date and Time Configuration page under <b>Server Management</b>.</p>
NTP server 2		
NTP server 3		
NTP server 4		

## Ping targets configuration

Name	Value	Description
Ping Target (IP Address/HostName)		IP address or host name of the gateway to the network. You can add multiple ping targets to verify if the System Platform server is connected to network.
Interval (sec)		Interval after which the local System Platform server sends ICMP pings to listed ping targets.

*Table continues...*

Name	Value	Description
<b>Timeout (sec)</b>		Timeout interval after which no ICMP reply indicates a network failure.

# Appendix B: Installation and configuration worksheets for Communication Manager

---

## Communication Manager configuration worksheets

### Installation Wizard screens

Use the following worksheets to gather information needed to fill in the fields when using the Installation Wizard as part of the template installation. The Installation Wizard is also used to create the Electronic Pre-installation Worksheet file. Fill out worksheets for each server being installed.

### Network Settings fields

Field	Value	Note
Communication Manager virtual machine IP address		
Communication Manager virtual machine hostname		
Utility Server virtual machine IP address		If template includes Utility Services.
Utility Server virtual machine hostname		If template includes Utility Services.
Branch Session Manager virtual machine IP address		If template includes Branch Session Manager.
Branch Session Manager virtual machine hostname		If template includes Branch Session Manager. Must be a fully qualified domain name.

### Customer Login fields

Field	Value	Note
Login name		For privileged administrator
Password		For privileged administrator

### DHCP fields

Gather data only if planning to use the internal DHCP server, which is only available if the template contains Utility Services.

Field	Value	Note
DHCP Network Address		
DHCP Subnet Mask		
DHCP Router IP address		
DHCP Pool IP address range		
DHCP DNS Server IP address		Optional
DHCP WINS Server IP address		Optional

### Branch Session Manager fields

Field	Value	Note
DNS Search		Domain name
System Manager IP		
System Manager FQDN		
Trust Management Password		

### Communication Manager System Management Interface screens

Use the following worksheets to gather information needed to fill in the fields when accessing various System Management Interface (SMI) screens. Fill out worksheets for each server being installed.

#### Server Role fields

Field	Value	Note
This server is		Specifies whether server will be a main, survivable core, or survivable remote server.
System ID		
Module ID		

If the server is a survivable server, additional data is needed

Field	Value	Note
Registration address at the main server (C-LAN or PE address)		
File Synchronization address at the main cluster (PE address)		
File Synchronization address at the alternate main cluster (PE address)		

## Network Configuration fields

Field	Value	Note
Hostname		
Alias hostname		Required only for duplication.
DNS domain		
Search domain list		Domain name
Primary DNS		
Secondary DNS (Optional)		
Tertiary DNS (Optional)		
Server ID (between 1 and 256)		The main server is always 1
Default gateway		
IP address for IP configuration of eth0		
Subnet mask for IP configuration of eth0		
Alias IP address for eth0		Required only for duplication.
IP address for IP configuration of eth1		
Subnet mask for IP configuration of eth1		
Alias IP address for eth1		Required only for duplication.

## Duplication Parameters fields

These parameters are needed only with duplicated servers and are for the second server.

Field	Value	Note
Hostname		
Server ID		Must be between 2 and 256. The main server is always 1; a duplicated server is generally 2.
Corporate LAN/PE IP address		
Duplication IP		
IP address for PE health check		

# Appendix C: Managed element worksheet for SAL Gateway

Use this worksheet to record the information required by an administrator to add managed devices to the SAL Gateway.

System Domain (Domain-0) does not have alarming enabled; however, the System Domain has its own Product ID (Alarm ID).

Console Domain (cdom or udom) has alarming enabled. System Domain sends all syslog (system logs) to Console Domain, which then triggers alarms for System Domain.

Managed device (virtual machine)	IP Address	SE ID	Product ID	Model	Notes
System Domain (Domain-0)				VSP_2.0.0.0	
Console Domain (cdom or udom)				VSPU_2.1.1.2	

## Related links

[Adding a managed element](#) on page 129

# Appendix D: EPW file

## An EPW file

An Electronic Pre-installation Worksheet (EPW) file plays an important role in installing a template. It helps you to set up and save those parameters required during the template installation ahead of time. When installing the template, you upload the EPW file and let the installation happen with minimal intervention.

Using an EPW file provides the following benefits:

- If you are installing the Duplex Main/Survivable Core template, you can copy and modify an EPW to provide an EPW for each server.
- If you need to install a template on multiple survivable core or remote servers, you can copy and modify an EPW to generate EPWs for multiple survivable servers. This is especially useful if you have as many as 250 survivable servers.
- If you need to reinstall a template, you can reuse the original EPW with all the correct specifications.

### EPW file creation

The EPW file shows the same configuration pages that displays in the Installation Wizard if you install the template without using the EPW file. The configuration pages that the EPW file shows depend on which template you select. The following table summarizes the configuration pages applicable for different Communication Manager templates:

Template	Network Settings page	Customer Login page	DHCP page	Branch Session Manager page	Summary page
Duplex Main/Survivable Core	✓	✓			✓
Simplex Main/Survivable Core	✓	✓	✓		✓
Embedded Survivable Remote	✓	✓	✓	✓	✓
Simplex Survivable Remote	✓	✓	✓	✓	✓

*Table continues...*

Template	Network Settings page	Customer Login page	DHCP page	Branch Session Manager page	Summary page
Embedded Main	✓	✓	✓		✓

You will find the tasks corresponding to the pages listed in the above table later in this document that explain how to setup the installation parameters in those pages.

---

## Selecting a template installation method

### Before you begin

If using an Electronic Pre-installation Worksheet (EPW) file, you must have it filled out and in an accessible location. If not using an EPW file, make sure you have the filled-out worksheet available.

### About this task

When installing a template, you can either upload a filled-out EPW file or continue with the installation process. Using an existing EPW file ensures that Communication Manager is installed across the enterprise in a standard manner.

### Procedure

- To upload an EPW file:
  - Click **Browse EPW file** to locate the EPW file on the computer or enterprise network.
  - Click **Upload EPW file** to upload the file.
- To continue installation without an EPW file, click **Continue without EPW file**.

Refer to the installation and configuration worksheet when filling in the fields.

---

## Select Template button descriptions

Name	Description
<b>Select</b>	Confirms the template selection and shows the next page.
<b>Browse EPW File</b>	Opens a Browse window that allows you to locate the EPW file.
<b>Upload EPW file</b>	Uploads the EPW file for installing the template.
<b>Continue without EPW file</b>	Proceeds to installing the template without using an EPW file.
<b>Cancel</b>	Cancels the action.

# Appendix E: PCN and PSN notifications

---

## PCN and PSN notifications

Avaya issues a product-change notice (PCN) in case of any software update. For example, a PCN must accompany a service pack or a patch that needs to be applied universally. Avaya issues product-support notice (PSN) when there is no patch, service pack, or release fix, but the business unit or services need to alert Avaya Direct, Business Partners, and customers of a problem or a change in a product. A PSN can also be used to provide a workaround for a known problem, steps to recover logs, or steps to recover software. Both these notices alert you to important issues that directly impact Avaya products.

---

## Viewing PCNs and PSNs

### About this task

To view PCNs and PSNs, perform the following steps:

### Procedure

1. Go to the Avaya Support website at <http://support.avaya.com>.

 **Note:**

If the Avaya Support website displays the login page, enter your SSO login credentials.

2. On the top of the page, click **DOCUMENTS**.
3. On the Documents page, in the **Enter Your Product Here** field, enter the name of the product.
4. In the **Choose Release** field, select the specific release from the drop-down list.
5. Select the appropriate filters as per your search requirement. For example, if you select Product Support Notices, the system displays only PSNs in the documents list.

 **Note:**

You can apply multiple filters to search for the required documents.

---

## Signing up for PCNs and PSNs

### About this task

Manually viewing PCNs and PSNs is helpful, but you can also sign up for receiving notifications of new PCNs and PSNs. Signing up for notifications alerts you to specific issues you must be aware of. These notifications also alert you when new product documentation, new product patches, or new services packs are available. The Avaya E-Notifications process manages this proactive notification system.

To sign up for notifications:

### Procedure

1. Go to the Avaya Support Web Tips and Troubleshooting: eNotifications Management page at <https://support.avaya.com/ext/index?page=content&id=PRCS100274#>.
2. Set up e-notifications.

For detailed information, see the **How to set up your E-Notifications** procedure.

# Index

## A

Accessing WebLM .....	<a href="#">80</a>
activating license entitlements .....	<a href="#">81</a>
administering customer login .....	<a href="#">73</a>
admin password .....	<a href="#">24</a>
AFID	
obtaining from System Platform .....	<a href="#">86</a>
AFS	
starting .....	<a href="#">84</a>
authentication file	
downloading for new system .....	<a href="#">85</a>
installation .....	<a href="#">84</a>
installing .....	<a href="#">86</a>
authentication files	
about .....	<a href="#">83</a>
Avaya courses .....	<a href="#">11</a>
Avaya S8xxx Servers	
accessing System Management Interface .....	<a href="#">87</a>

## B

beginning installation of template .....	<a href="#">71</a>
Branch Session Manager page	
field descriptions .....	<a href="#">75</a>
browser	
System Platform support .....	<a href="#">59</a>

## C

check_install command .....	<a href="#">138</a>
Check_install command .....	<a href="#">138</a>
checking date and time settings .....	<a href="#">134</a>
checking network configuration .....	<a href="#">54, 62</a>
checklist	
Communication Manager installation .....	<a href="#">21</a>
connectivity .....	<a href="#">32</a>
hardware installation .....	<a href="#">32</a>
software installation .....	<a href="#">33</a>
command line	
accessing Console Domain .....	<a href="#">61</a>
accessing System Domain .....	<a href="#">60</a>
Communication Manager .....	<a href="#">25</a>
configuration .....	<a href="#">88</a>
deployment components .....	<a href="#">18</a>
deployment example .....	<a href="#">17</a>
deployment on System Platform .....	<a href="#">17</a>
license .....	<a href="#">78</a>
S8300D .....	<a href="#">18</a>
S8300E .....	<a href="#">18</a>
security SHA-2	
enhancements .....	<a href="#">14</a>
software installation checklist .....	<a href="#">33</a>

Communication Manager installation	
checklist .....	<a href="#">21</a>
Communication Manager installation wizard .....	<a href="#">159</a>
Communication Manager overview .....	<a href="#">14</a>
Communication Manager template .....	<a href="#">15</a>
configuring	
duplication parameters .....	<a href="#">96</a>
configuring Branch Session Manager .....	<a href="#">75</a>
configuring DHCP .....	<a href="#">74</a>
configuring network .....	<a href="#">93</a>
configuring server role .....	<a href="#">89</a>
confirming	
template network configuration .....	<a href="#">63, 77</a>
confirming installation .....	<a href="#">76</a>
Confirm Installation page	
button descriptions .....	<a href="#">76</a>
connectivity	
checklist .....	<a href="#">32</a>
console domain	
configuring network settings .....	<a href="#">46</a>
Console Domain	
accessing command line .....	<a href="#">61</a>
Console Domain Network Configuration screen	
configuring .....	<a href="#">46</a>
craft password .....	<a href="#">24</a>
creating	
EPW file .....	<a href="#">30</a>
Customer Login page	
field descriptions .....	<a href="#">73</a>
cust password .....	<a href="#">24</a>

## D

date	
configuring .....	<a href="#">52</a>
Date/Time and NTP setup screen	
configuring .....	<a href="#">52</a>
deployment	
configuration tools and utilities .....	<a href="#">25</a>
process flow .....	<a href="#">20</a>
S8300D .....	<a href="#">25</a>
S8300E .....	<a href="#">25</a>
SAL Gateway .....	<a href="#">25</a>
deployment process .....	<a href="#">20</a>
DHCP	
configuring .....	<a href="#">74</a>
DHCP DNS Server IP address .....	<a href="#">74</a>
DHCP field descriptions .....	<a href="#">74</a>
DHCP network address .....	<a href="#">74</a>
DHCP pool IP address range .....	<a href="#">74</a>
DHCP router address .....	<a href="#">74</a>
DHCP subnet mask .....	<a href="#">74</a>
DHCP WINS Server IP address .....	<a href="#">74</a>

## Index

document changes .....	9	I	
document purpose .....	9	installation	
Downloading patches .....	100	server hardware .....	25
downloading software .....	27	using laptop .....	38
duplication parameters .....	95	using S8300D Server console .....	40
Duplication Parameters		using server console .....	40
field descriptions .....	96	worksheet .....	144
DVD		installation prerequisites for Communication Manager .....	155
does not mount automatically .....	138	installation tests .....	133
requirements .....	29	installing	
writing ISO image .....	29	authentication file .....	84
DVD does not read .....	140	kernel patch on duplex configuration .....	103
<b>E</b>		kernel patch on high availability configuration .....	106
electronic preinstallation worksheet		kernel patch on simplex configuration .....	101
creating .....	30	regular patch on duplex configuration .....	104
enhancements		regular patch on simplex configuration .....	102
Communication Manager .....	14	security patch on duplex configuration .....	105
security SHA-2 .....	14	security patch on high availability configuration .....	106
entering virtual machine IP address and hostname		security patch on simplex configuration .....	102
without using EPW file .....	72	installing Branch Session Manager .....	75
EPW file .....	159	installing Communication Manager using Installation Wizard .....	72
creating .....	30	installing hardware	
equipment		checklist .....	32
Avaya-provided .....	33	installing patches .....	101
<b>F</b>		Intended audience .....	9
field descriptions		Internet Explorer	
Duplication Parameters .....	96	disabling proxy servers .....	35
Managed Element page .....	130	System Platform support .....	59
Network Configuration .....	93	IP forwarding	
Patch Detail page .....	115	disabling .....	58
Patch List page .....	114	enabling .....	58
Proxy Server page .....	123	IP settings	
S8300D .....	90	configuring on laptop .....	34
S8300E .....	90	ISO image	
Search Local and Remote Patch page .....	112	verifying on DVD .....	37
Server Role .....	90	verifying on Linux-based computer .....	28
Firefox		verifying on Windows-based computer .....	28
disabling proxy servers .....	35	writing to DVD or CD .....	29
System Platform support .....	59	<b>K</b>	
from the Avaya Support website		keyboard	
viewing firmware, software updates, or service packs .....	99	selecting type .....	41
<b>G</b>		Keyboard Type screen .....	41
Gateway Configuration		<b>L</b>	
field descriptions .....	121	laptop	
<b>H</b>		configuring to connect to server .....	34
host ID		connecting to server .....	57
obtaining .....	80	using to install System Platform .....	38
		ldap password .....	24
		legal notice .....	
		license	
		viewing status .....	134

license entitlements		Patch List page	
activating .....	<a href="#">81</a>	field descriptions .....	<a href="#">114</a>
license file		PCN .....	<a href="#">161</a>
installing .....	<a href="#">82</a>	PCN notification .....	<a href="#">161</a>
License Status		PCNs .....	<a href="#">161</a>
field descriptions .....	<a href="#">135</a>	PLDS .....	<a href="#">27</a>
licensing		downloading software .....	<a href="#">27</a>
Communication Manager .....	<a href="#">78</a>	powering on	
<b>M</b>		S8300D .....	<a href="#">38</a>
managed element		S8300E .....	<a href="#">38</a>
adding in SAL Gateway .....	<a href="#">129</a>	server .....	<a href="#">38</a>
worksheet for SAL Gateway .....	<a href="#">129</a> , <a href="#">158</a>	Product ID	
Managed Element page		changing for System Platform .....	<a href="#">119</a>
field descriptions .....	<a href="#">130</a>	product registration .....	<a href="#">118</a>
<b>N</b>		proxy	
network configuration .....	<a href="#">92</a>	configuring for System Platform .....	<a href="#">100</a>
Network Configuration		proxy server	
field descriptions .....	<a href="#">93</a>	configuring for SAL Gateway .....	<a href="#">122</a>
Network Management Systems page		Proxy Server page	
field descriptions .....	<a href="#">127</a>	field descriptions .....	<a href="#">123</a>
network port		proxy servers	
open port .....	<a href="#">61</a>	disabling in Firefox .....	<a href="#">35</a>
network settings		disabling in Internet Explorer .....	<a href="#">35</a>
configuring for console domain .....	<a href="#">46</a>	PSN .....	<a href="#">161</a>
configuring for system domain (domain-0) .....	<a href="#">43</a>	PSN notification .....	<a href="#">161</a>
Network Settings page		PSNs .....	<a href="#">161</a>
field descriptions .....	<a href="#">72</a>	<b>R</b>	
NMS		registering .....	<a href="#">27</a>
configuring for SAL Gateway .....	<a href="#">126</a>	registration	
field descriptions .....	<a href="#">127</a>	of system .....	<a href="#">26</a>
NTP server		related resources	
configuring in System Platform .....	<a href="#">52</a>	documentation .....	<a href="#">10</a>
synchronizing with .....	<a href="#">51</a>	remote server	
<b>O</b>		configuring .....	<a href="#">125</a>
overview		field descriptions .....	<a href="#">126</a>
Communication Manager .....	<a href="#">14</a>	Remote Server	
System Platform .....	<a href="#">13</a>	field descriptions .....	<a href="#">126</a>
<b>P</b>		removing	
passwords		kernel patch when the status of the patch is active on	
configuring in System Platform .....	<a href="#">53</a>	duplex configuration .....	<a href="#">109</a>
default .....	<a href="#">53</a>	kernel patch when the status of the patch is active on	
Passwords screen		high availability configuration .....	<a href="#">111</a>
configuring .....	<a href="#">53</a>	kernel patch when the status of the patch is active on	
field descriptions .....	<a href="#">24</a>	simplex configuration .....	<a href="#">108</a>
Patch Detail page		regular patch when the status of the patch is active on	
field descriptions .....	<a href="#">115</a>	duplex configuration server .....	<a href="#">110</a>
patches .....	<a href="#">99</a>	regular patch when the status of the patch is active on	
patch installation .....	<a href="#">101</a>	simplex configuration .....	<a href="#">108</a>
		security patch when the status of the patch is active on	
		duplex configuration .....	<a href="#">110</a>
		security patch when the status of the patch is active on	
		high availability configuration .....	<a href="#">112</a>
		security patch when the status of the patch is active on	
		simplex configuration .....	<a href="#">108</a>

Removing Kernel patch when the status of the patch is installed .....	<a href="#">107</a>
Removing Regular patch when the status of the patch is installed .....	<a href="#">107</a>
Removing Security patch when the status of the patch is installed .....	<a href="#">107</a>
requirements	
for System Platform installation .....	<a href="#">33</a>
reviewing summary information .....	<a href="#">75</a>
reviewing the template state	
on System Platform Web Console .....	<a href="#">133</a>
root password .....	<a href="#">24</a>

## S

S8300D	
installing System Platform .....	<a href="#">40</a>
SAL Core Server	
configuring .....	<a href="#">124</a>
field descriptions .....	<a href="#">125</a>
SAL Gateway .....	<a href="#">117</a>
adding a managed element .....	<a href="#">129</a>
applying configuration changes .....	<a href="#">128</a>
browser requirements .....	<a href="#">119</a>
configuring .....	<a href="#">120</a>
configuring a proxy server .....	<a href="#">122</a>
configuring Concentrator Core Server .....	<a href="#">124</a>
configuring network management system .....	<a href="#">126</a>
configuring NMS servers .....	<a href="#">125, 126</a>
configuring remote server .....	<a href="#">125, 126</a>
configuring SAL Core Server .....	<a href="#">124, 125</a>
disabling .....	<a href="#">132</a>
managing service control and status .....	<a href="#">127</a>
prerequisites for configuration .....	<a href="#">118</a>
registering .....	<a href="#">26</a>
starting user interface .....	<a href="#">119</a>
worksheet for managed elements .....	<a href="#">129, 158</a>
Search Local and Remote Patch page	
field descriptions .....	<a href="#">112</a>
Search Local and Remote Template page	
field descriptions .....	<a href="#">70</a>
Secure Access Gateway Server .....	<a href="#">117</a>
Select Template page	
button descriptions .....	<a href="#">160</a>
server	
connecting laptop .....	<a href="#">57</a>
S8300E .....	<a href="#">25</a>
services port .....	<a href="#">25</a>
Server	
hardware checks .....	<a href="#">42</a>
server; verify if active .....	<a href="#">137</a>
server console	
using to install System Platform .....	<a href="#">40</a>
server installation .....	<a href="#">34</a>
Server Role	
field descriptions .....	<a href="#">90</a>
server role configuration .....	<a href="#">89</a>

servers	
accessing System Management Interface .....	<a href="#">87</a>
services port	
accessing System Platform through .....	<a href="#">58</a>
Services virtual machine (VM)	
installing .....	<a href="#">47</a>
Services VM	
network configuration .....	
field descriptions .....	<a href="#">49</a>
VM footprint size	
field descriptions .....	<a href="#">50</a>
signing up	
PCNs and PSNs .....	<a href="#">162</a>
SNMP trap receivers	
adding .....	<a href="#">131</a>
software installation	
checklist .....	<a href="#">33</a>
solution template	
installing .....	<a href="#">67</a>
registering applications .....	<a href="#">26</a>
Status	
SAL Gateway service .....	<a href="#">127</a>
support	
contact .....	<a href="#">12</a>
survivable server	
registration .....	<a href="#">136</a>
system	
configuring .....	<a href="#">65</a>
System Configuration page	
configuring .....	<a href="#">65</a>
field descriptions .....	<a href="#">65</a>
System Domain	
accessing command line .....	<a href="#">60</a>
system domain (domain-0)	
configuring network settings .....	<a href="#">43</a>
System Domain Network Configuration screen	
field descriptions .....	<a href="#">45</a>
System Manager	
fails to synchronize with the Communication Manager	
main server settings .....	<a href="#">143</a>
System Platform	
check_install command .....	<a href="#">138</a>
Communication Manager deployment .....	<a href="#">17</a>
overview .....	<a href="#">13</a>
registering .....	<a href="#">26</a>
System Platform Web Console	
accessing .....	<a href="#">59</a>

## T

technical assistance .....	<a href="#">9</a>
Telnet	
opening session from laptop to System Platform server	
.....	<a href="#">38</a>
template	
installing .....	<a href="#">67</a>
Template Details page	

Template Details page ( <i>continued</i> )		obtaining host ID .....	<a href="#">80</a>
button descriptions .....	<a href="#">71</a>	worksheet	
Template Installation page		installation .....	<a href="#">144</a>
button descriptions .....	<a href="#">72</a>	SAL Gateway managed elements .....	<a href="#">129</a> , <a href="#">158</a>
time			
configuring .....	<a href="#">52</a>		
time zone			
configuring .....	<a href="#">52</a>		
Time Zone Selection screen			
configuring .....	<a href="#">52</a>		
training .....	<a href="#">11</a>		
troubleshooting			
DVD does not mount .....	<a href="#">138</a>		
DVD does not read .....	<a href="#">140</a>		
failure to access Web console .....	<a href="#">139</a>		
failure to ping Console Domain .....	<a href="#">139</a>		
service port not working .....	<a href="#">140</a>		
Session Manager fails to install .....	<a href="#">142</a>		
survivable server fails to sync with main .....	<a href="#">141</a>		
system time drifts over a period of weeks .....	<a href="#">141</a>		
Troubleshooting			
System Platform installation problems .....	<a href="#">138</a>		
 <b>U</b>			
uploading EPW file .....	<a href="#">160</a>		
 <b>V</b>			
verify			
virtual machine installation .....	<a href="#">63</a> , <a href="#">77</a>		
verify if the server is standby .....	<a href="#">137</a>		
verifying server is active .....	<a href="#">137</a>		
verifying software version .....	<a href="#">136</a>		
videos .....	<a href="#">11</a>		
viewing firmware, software updates, or service packs			
from the Avaya Support website .....	<a href="#">99</a>		
Virtual Machine			
footprint size .....	<a href="#">50</a>		
Virtual Machine Management page			
field descriptions .....	<a href="#">70</a>		
VSP Console Domain Network Configuration screen			
configuring .....	<a href="#">46</a>		
field descriptions .....	<a href="#">47</a>		
vspmediacheck .....	<a href="#">37</a>		
 <b>W</b>			
Warranty .....	<a href="#">12</a>		
Web browser			
System Platform support .....	<a href="#">59</a>		
Web Console			
accessing .....	<a href="#">59</a>		
WebLM			
access .....	<a href="#">80</a>		
accessing from System Platform .....	<a href="#">79</a>		