Using Configuration Validation Tool

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Chapter 1: Introduction

Purpose

This document describes Configuration Validation Tool, which is a Web-based tool to generate reports based on the current configuration settings of Avaya products using a common interface.

Intended audience

This document is intended for Avaya customers, associates, affiliates, and BusinessPartners who can use Configuration Validation Tool to validate and troubleshoot configuration settings in Avaya products. This tool reduces the time required to validate configuration settings in an Avaya product, as compared to the time taken for manual checking of the same settings.

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.

Chapter 2: Configuration Validation Tool

Overview

Configuration Validation Tool (CVT) is a web-based tool that you can use to validate and troubleshoot the current configurations of the following Avaya products:

Product	Supported releases for common platform test	Supported releases for comprehensive test
Avaya Aura® Communication Manager	5.2.1 and 6.0.1	5.2.1 SP9 and later, 6.0.1SP3 and later, 6.2.x and later, and 6.3 and later.
Avaya Aura® Session Manager	5.2 and later	5.2 and later
Avaya Aura® System Manager	5.2 and later	5.2 and later
Avaya Aura® System Platform	1.1 and later	1.1 and later
Avaya Contact Recorder	10.1.2, 11, and 12	10.1.2, 11, and 12
Application Enablement Services	Supports all versions except hardware platforms IBMX306 and IBMX306M for validation.	Supports all versions except hardware platforms IBMX306 and IBMX306M for validation.
Avaya Aura®Collaboration Environment	Collaboration Environment 2.0+	Collaboration Environment 2.0+

You can navigate to CVT from the Avaya Support site using any of the following options on the Avaya Diagnostics & Tools page:

- The **Products** button.

  Displays a list of products and the tools that support these products. For example, you can see CVT next to Avaya Aura® Communication Manager, Avaya Aura® Session Manager and other products that the tool supports.

- The **Tools** button.

  Displays a list of tools and the products that these tools support. For example, you can see Avaya Aura® Communication Manager under CVT.

- The **Filter** search.

  Displays the tool that matches the key words that you enter in search. For example, if you type Configuration Validation Tool, the webpage displays the **Configuration Validation** button.

You can connect CVT remotely to an Avaya product to automatically validate configuration data, and generate error reports in the configuration settings for a particular time frame. You receive an email notification when the report generation is complete.

The report contains detailed information about the failed validations and the validations with warnings.

Configuration Validation Tool usage requirements

To use Configuration Validation Tool, you must have remote connectivity to the supported products through any of the following:

- Modem
- Secure Access Link
- Avaya Diagnostic Server

Note:

You can have only limited access through a Modem.

Creating a configuration validation report

Before you begin

- If you are an Avaya associate, get the following:
  - A single sign-on (SSO) account.
  - A Location ID assigned to a particular customer or an SEID.
- If you are an Avaya customer or BusinessPartner, get the following:
  - A registered account with Avaya.
  - A Location ID assigned to a particular customer.

About this task

Use this task to validate the current configuration of your Avaya product and generate reports for any errors in the configurations.

Procedure

1. Log on to the Avaya Support website at support.avaya.com.
2. In the header menu, click **Diagnostics & Tools**.
3. On the login page, perform the following:
   - If you are an Avaya associate, type your SSO account information.

- If you are an Avaya customer or BusinessPartner, type your registered Avaya account information.

The webpage displays the Avaya Diagnostics & Tools.

4. Use one of the following options to navigate to Configuration Validation Tool.
   - Click **Products**.

     The webpage displays a list of products and the tools that support these products. Click **Configuration Validation**.
   - Click **Tools**.

     The webpage displays a list of tools and the products that these tools support. Click **Configuration Validation**.
   - Type `Configuration Validation` and click **Filter**.

     The webpage displays a list of tools based on the search key words. Click **Configuration Validation**.

     To clear the search results, delete the key words in the **Filter** field, and click **Filter**.
5. On the CVT home page, click **Create Configuration Validation Report**.
6. On the Avaya Diagnostic Portal page, perform the following:

   If you are an Avaya associate:
   - Enter the Location ID or SEID.
   - Click **Lookup Now**.

   If you are an Avaya BP:
   - Enter the Location ID.
   - Click **Lookup Now**.
7. CVT displays a list of devices for the Location ID or the SEID that you entered.

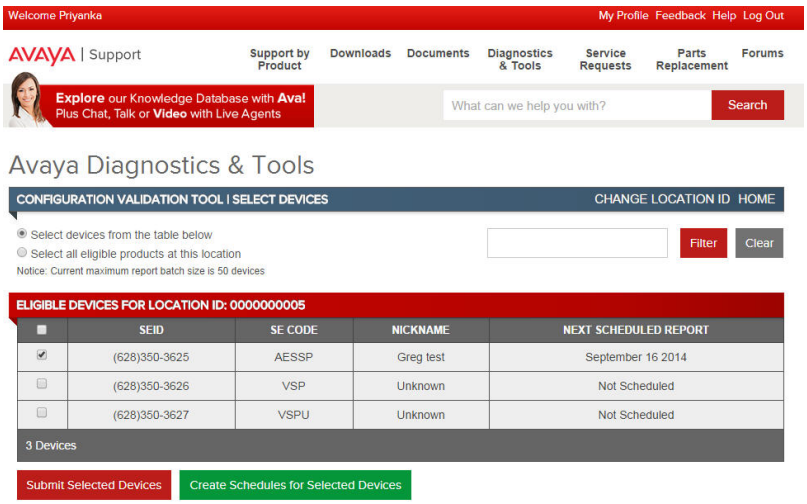

Figure 1: Configuration Validation Tool Select Devices screen

8. The **Select devices from the table below** option is selected by default. Click the check box next to the device for which you want to create a report.

   Note:

   Select the **Select all eligible products at this location** option to create a report for all the eligible products.

9. Click **Submit Selected Devices**. CVT displays a page with some fields for verification.
10. In the **Report Name** field, enter the report name.
11. In the **Email** field, enter additional email addresses on which you want to receive an email notification.
12. Click **Create reports**.

    CVT displays the following message: `Request successful!`.

Viewing my reports

Before you begin

- If you are an Avaya associate, get a single sign-on (SSO) account.
- If you are an Avaya customer or BusinessPartner, get a registered account with Avaya.

About this task

Use this task to view previously requested reports for validating the current configuration of your Avaya product.

Procedure

1. Log on to the Avaya Support website at support.avaya.com. .
2. In the header menu, click **Diagnostics & Tools**.
3. On the login page, perform the following:
   - If you are an Avaya associate, type your SSO account information.
   - If you are an Avaya customer or BusinessPartner, type your registered Avaya account information.

   The webpage displays the Avaya Diagnostics & Tools.
4. Use one of the following options to navigate to Configuration Validation Tool.
   - Click **Products**.

     The webpage displays a list of products and the tools that support these products. Click **Configuration Validation**.
   - Click **Tools**.

The webpage displays a list of tools and the products that these tools support. Click **Configuration Validation**.

- Type `Configuration Validation` and click **Filter**.

  The webpage displays a list of tools based on the search key words. Click **Configuration Validation**.

  To clear the search results, delete the key words in the **Filter** field, and click **Filter**.

5. Click **View My Reports**.
6. In the table on the Configuration Validation Tool page, click **View** in the REPORT column, for your selected Avaya product.

   Note:

   The REPORT column has one of the following values:

   - View : The column displays View, if the configuration validation request is complete and the report is generated.
   - Pending : The status of a report is pending, if the configuration validation request is not complete.

7. You can either save the report or see the **View My Reports** page in the Avaya Diagnostic Portal page.

The configuration validation report

The configuration validation report has multiple sections. Reports for some products, such as the Avaya Contact Recorder have a different format. The report generated by the Configuration Validation Tool is available in a PDF format and consists of three parts.

The first part of the report contains a two-column table with the following headings:

- Settings: Describes the type of configuration settings.
- Status: Describes the status of the configuration settings. The configuration settings are grouped into two status types that are displayed in the following order:
  - FAILED (in red color font)
  - WARNING (in black color font)

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Configuration Status - (628)368-1220 Script Version (Release 20130916)	
Setting	Status
Absence of send failures in SM100 logs? (Last: Oct 9 18:34:33)	FAILED
Bandwidth to SMGR over 1MB/s? 0.031 MB/s snd(est), 0.977 MB/s rcv	FAILED-1
Is eth0 Full Duplex? (Half)	FAILED-3
No adaptation flapping? Last flap:	FAILED-6
No potential location conflicts? blacklab.cm bluelab.cm	FAILED-7
Zero errors on all NICs?	FAILED-7
Write performance ok? 50MB in 1090ms, 0500ms, BBU:n/a	FAILED-8
Do all users only have 1 domain?	FAILED-9
Does MAC of eth3 match ifcfg-eth3?	FAILED-9
Alarm setup for SMGR NMS?	WARNING
All entity links up? (22/23)	WARNING
Are all ESS/LSPs marked down? (BlackLab-CM-AAM,BlackLab-CM-IMS,BlackLab-CM-Inbo	WARNING
Is ASM 622 (6220.6220051) at latest dot release 6240.6240051?	WARNING
Is BIOS firmware latest? Current: 20110128 Latest: 20110505	WARNING
Is alarmid SALASM=5000000000 valid/nondefault?	WARNING
Is alarmid SALSM=12345 valid/nondefault?	WARNING
Is traceSM100 capturing turned off?	WARNING
NICs have links? None for: eth1	WARNING

Figure 2: Sample of the first part of the report

However, CVT generates a report with a different format for Avaya Contact Recorder. The report for Avaya Contact Recorder has the following columns:

- Test name : Provides the test name for the configuration settings.
- Settings : Describes the type of configuration settings.
- Status : Provides the status of the configuration settings. The status can be any one of the following:
  - FAILED (in a red color font)
  - OK (in a green color font)
- Recommendation : In case the status of the configurations settings is FAILED, the Recommendation column displays a solution for it. In case the status of the configuration settings is OK, the column displays N/a.

Configuration Status - (628)083-7445			
Test Name	Setting	Status	Recommendation
NIC card duplex mismatch	[eth1]Speed:	FAILED	The link should be at least 100Mb
DISK Space Issues	/dev/sda3:Use 45% /dev/sda2:Use 3%	OK	N/a
Incorrect patch implementation	No backup jar is found under witness install directory. Also, file permission is correct.	OK	N/a
Link Flap Issues	No link flap occurrence exists.	OK	N/a
Very Old ACR Release/Patch	Release:11.0 Latest GA patch:110085	OK	N/a
Memory Leak	Total Memory =132972544	OK	N/a
Errors/Collisions on NIC card	Zero errors on all NICs, such as [eth0], [eth1]	OK	N/a

Figure 3: Sample report for ACR

The second part of the report contains the detailed information of the failed validations or the validations with warning. The report also contains the validation time for the failed logs or with the logs with warnings.

```
Failed Log for Product - (628)368-1220
=====================================================
RUNNING validateSM now.. Wed Oct  9 18:33:01 EDT 2013
=====================================================
************************************************************
validateSM.unenc log - 20130916 - started Wed Oct  9 18:33:01 EDT 2013
************************************************************
==========================================================================
Test: skel_doexit
About me. (Graceful exit) [  NOTE  ]
==========================================================================

  Date Run: Wed Oct  9 18:36:28 EDT 2013
 Arguments: ./validateSM.customer --batch -a -m -q
Current Dir: /home/craft
Trap Signal: 0
Signal Desc: (Graceful exit)
   VERSION: 20130916 (23 days ago)
WIKIVERSION: 20131009 (0 days ago)
SKELVERSION: 20130912

System Information:
============================ 2013/10/09 +06:33:04 PM ==========================
IP:10.251.136.23
Product: Session Manager
Version: 6220.622005
Time Zone: EDT -0400
You are: root@bwlcc1smgr1.prog1.com
```

Figure 4: Sample of the second part of the report

Note:

Some products like Avaya Contact Recorder do not generate a failed validation log.

The third part of the report contains the session details on the product .

```
Session Details on Product - (000)703-5043
[11/19/2013 16:16:30 GMT] (+0.0s) Checking script age... up to date.
[11/19/2013 16:16:31 GMT] (+1.1s) Attempting connection...
Successfully connected to product: (000)703-5043.
[11/19/2013 16:20:16 GMT] (+225.4s) Connection established...
[11/19/2013 16:20:28 GMT] (+238.1s) Switching to superuser (sroot)...
[11/19/2013 16:20:52 GMT] (+262.0s) Changing to ~inads directory...
[11/19/2013 16:21:09 GMT] (+278.7s) Software version (R015x.02.1.016.4) is supported.
[11/19/2013 16:21:09 GMT] (+278.7s) Sending validateCM.customer script...
[11/19/2013 16:22:13 GMT] (+342.6s) Script transfer complete...
[11/19/2013 16:22:19 GMT] (+348.9s) Running validateCM: Release 20131114
[11/19/2013 16:24:08 GMT] (+457.8s) validateCM found 16 possible issues.
[11/19/2013 16:24:29 GMT] (+478.6s) Successfully retreived fail log details.
[11/19/2013 16:24:29 GMT] (+478.7s) Execution Complete...
[11/19/2013 16:24:39 GMT] (+488.7s) validateCM removed from remote device.
Product connection closed.
```

Figure 5: Sample of third part of the report

Searching for a report

You can search for a report using a Location ID or SEID.

About this task

Use the following procedure to search for a report using a Location ID or an SEID.

Procedure

1. On the CVT home page, click **Search Reports**.
2. Enter the Location ID In the **Location ID** field, or enter the SEID in the **SEID** field.
3. Click **Search**.

   CVT displays a table with the list of reports that match your search criteria.

Example

Next steps

Creating a schedule for reports

CVT allows the user to create, manage, and update a schedule for reports. The user can also delete these schedules.

About this task

Use the following procedure to create a schedule for the reports.

Procedure

1. On the CVT landing page, click **Manage Report Schedule**.
2. Enter the Location ID and click **Lookup Now**.
3. Click **Create New Schedules**. The CVT Create Schedule page displays a table with a list of devices that have not been scheduled and also the details of the devices.

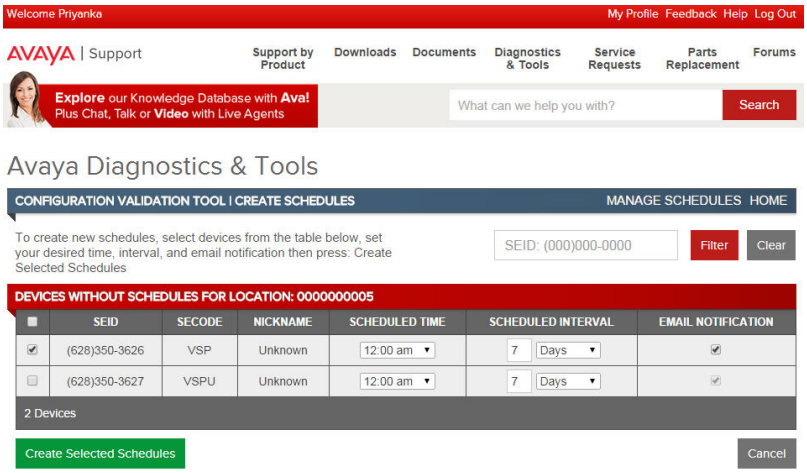

Figure 6: Creating a schedule for reports

4. Select the check box for the device that you want to schedule a report for.
5. In the **SCHEDULED TIME** field , click the time you want to schedule for the report for the particular device.

   Note:

   The scheduled time is the local time for the device that you select.

6. In the **SCHEDULED INTERVAL** column , enter the number of days, weeks, or, months and click the drop-down arrow to select weeks, days, or months.

   Note:

   - You can schedule a report for minimum seven days.
   - The first scheduled report will occur within 24 hours of the designated scheduled time.

7. Clear the **EMAIL NOTIFICATION** check box in case you don't want an email notification.

   The first scheduled report will occur within 24 hours at the designated scheduled time

8. Click **Create Selected Schedules**. The

   CVT displays a message with the number of schedules created successfully.

Updating a report schedule

About this task

Use the following procedure to modify a report schedule or delete a schedule.

Procedure

1. Select the check box for the device for which you want to modify or delete a schedule.
2. Modify the **SCHEDULED TIME**, **SCHEDULED INTERVAL**, or the **EMAIL NOTIFICATION** option. Click **Update Selected Schedules**.

   Note:

   Click **Delete Selected Schedules** to delete the selected schedules.

   CVT displays a message asking for a confirmation to delete the schedule. Click **Delete Schedules**.

Comments on this document? infodev@avaya.com

Chapter 3: Troubleshooting CVT Errors

Troubleshooting a connection error

Condition

A connection error occurs when a system is not reachable through a modem or IP (Internet Protocol) and the Configuration Validation Tool is not able to perform the health check validation for the system . In such a case the Configuration Validation Tool is also not able to generate a health check report for the system. The connection errors are the most common errors that occur with the Configuration Validation Tool.

The following flowchart summarizes the steps to troubleshoot connection errors.

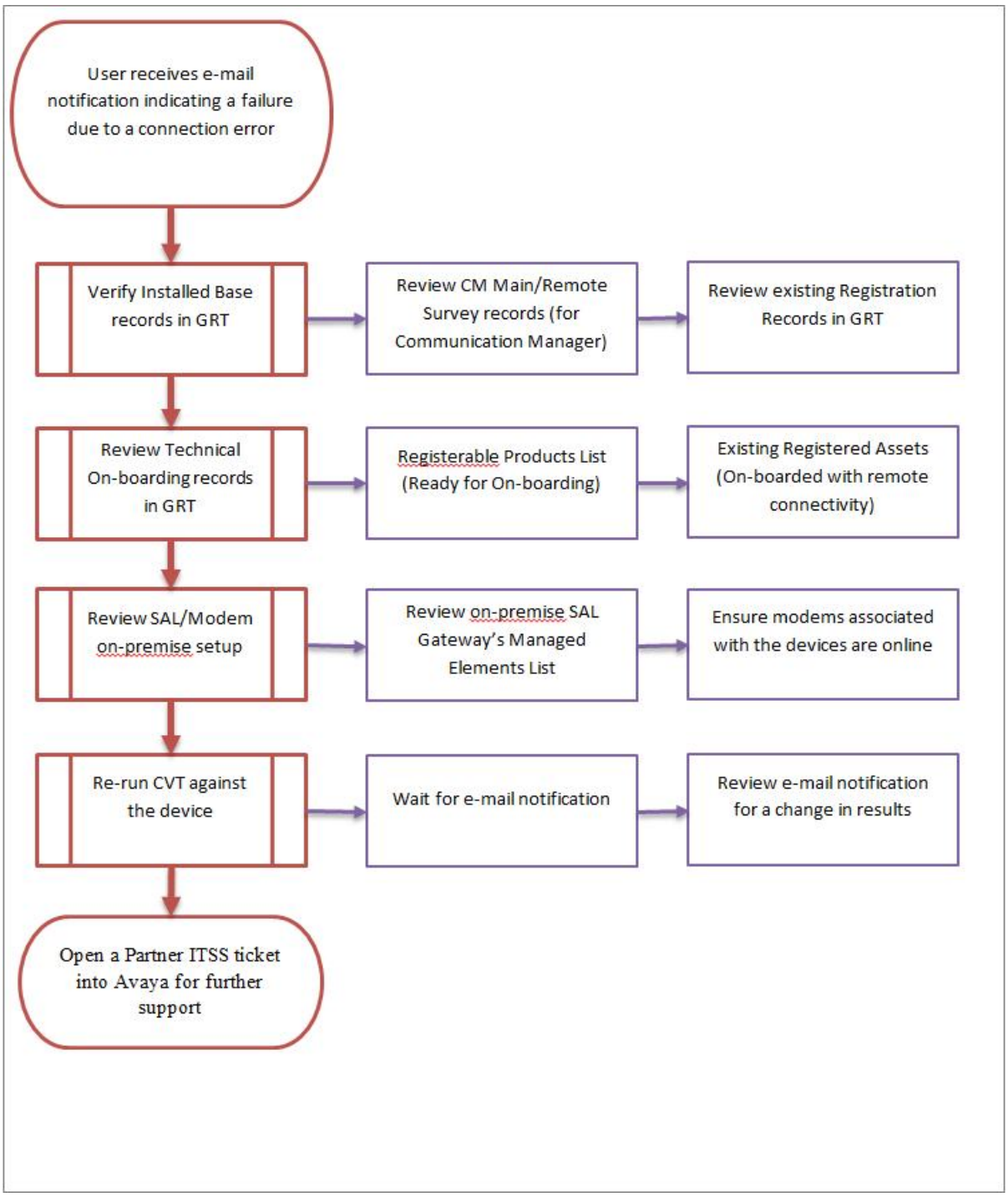

Figure 7: Flowchart to troubleshoot connection errors

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Troubleshooting a connection error

1. Navigate to the Global Registration home page at https://grt.avaya.com.

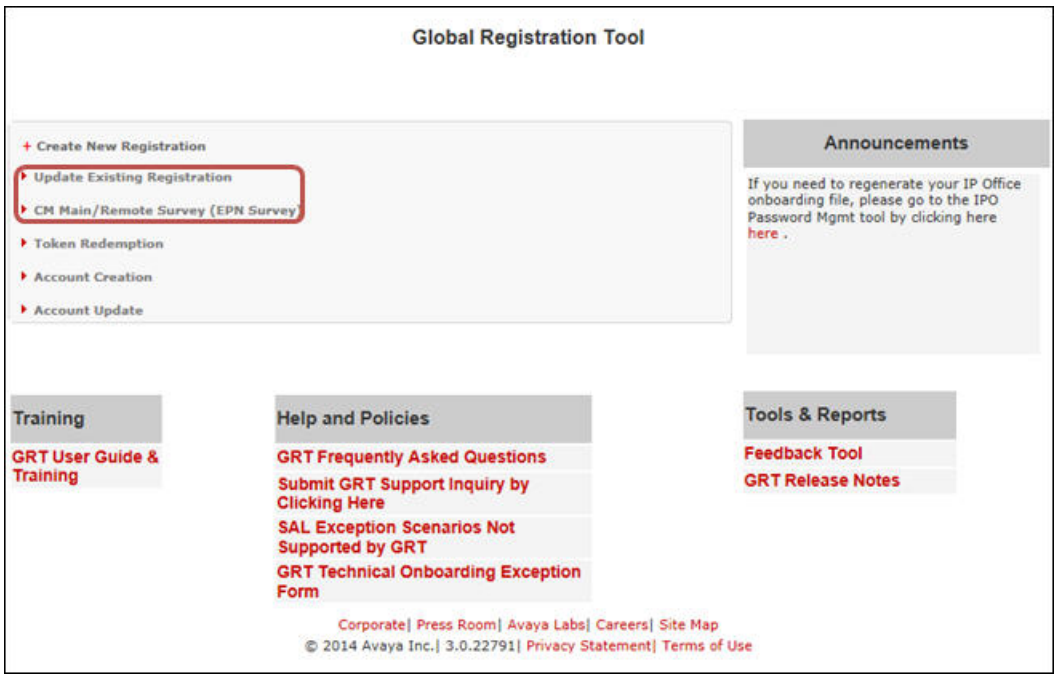

Figure 8: Global Registration Tool Home Page

2. Click **CM main/Remote Survey (EPN Survey)** to see the assets currently visible to Avaya. Update any records as necessary.
3. Click **Update Existing Registration** to verify if the Avaya systems are properly on-boarded.
   a. On the Registration List page, enter the Sold To/ FL number in the **SoldTO/FL** field.

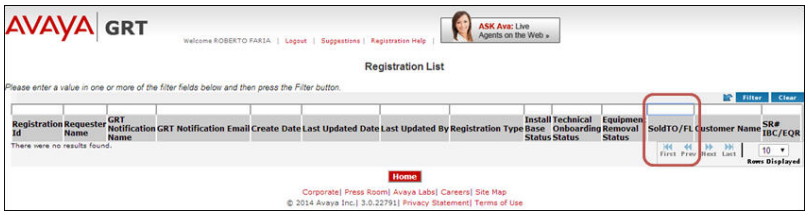

Figure 9: GRT Registration List

   b. Click **Filter**.
   c. Verify the records and check if there are any open records.
   d. Click **Home**.
4. Click the **Create New Registration** link.

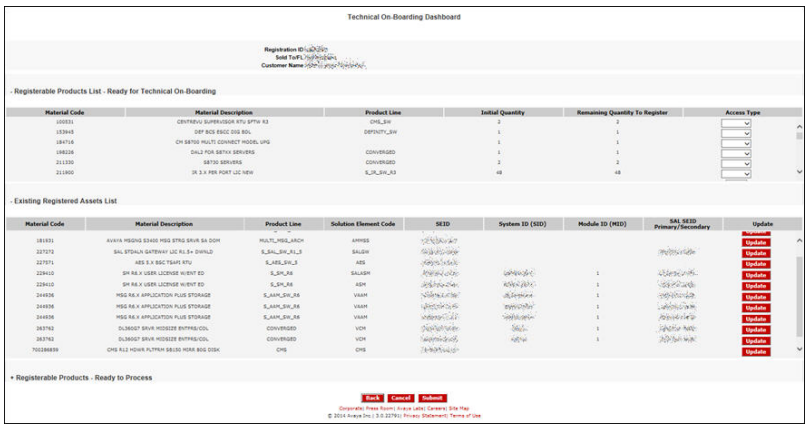

Figure 10: Technical On-Boarding Dashboard

5. Enter the SoldTo/FL number. The page displays a summary of registered and unregistered assets.
6. Click **Update** corresponding to the name of the asset that you want to register.
7. In the **Registered Assets** list, log in to each of the SAL Gateways listed against the assets.
8. Open the **Managed Elements** list in the SAL Gateway and ensure that the SEID of the asset match.

   Provision any missing assets using the SEID information from the **Registered Assets** list.
9. Ensure that the modem associated , with the particular asset is plugged in, connected to a PSTN line and turned on.

   Verify the Existing Registered Assets list for assets on-boarded with a modem connection, and ensure the data is accurate.
10. Rerun the CVT to check if the connectivity issues are resolved.

Troubleshooting a connection error through device polling

Device polling failures can provide additional insight into customer or partner resolvable connectivity problems. As part of troubleshooting CVT connection issues, please review the polling troubleshooting guide and ensure that polling is working properly for the devices being used with CVT. You can access the guide on https://downloads.avaya.com/css/P8/documents/100156577 .

Troubleshooting a session error

Condition

Session errors can be a result of environmental or device-specific problems. Session errors usually require the assistance of Avaya IT Support. You can open a ticket through the Partner ITSS portal to get support to resolve the problem.

Opening an ITSS ticket

1. Navigate to the ITSS page at https://partner-itss.avaya.com.

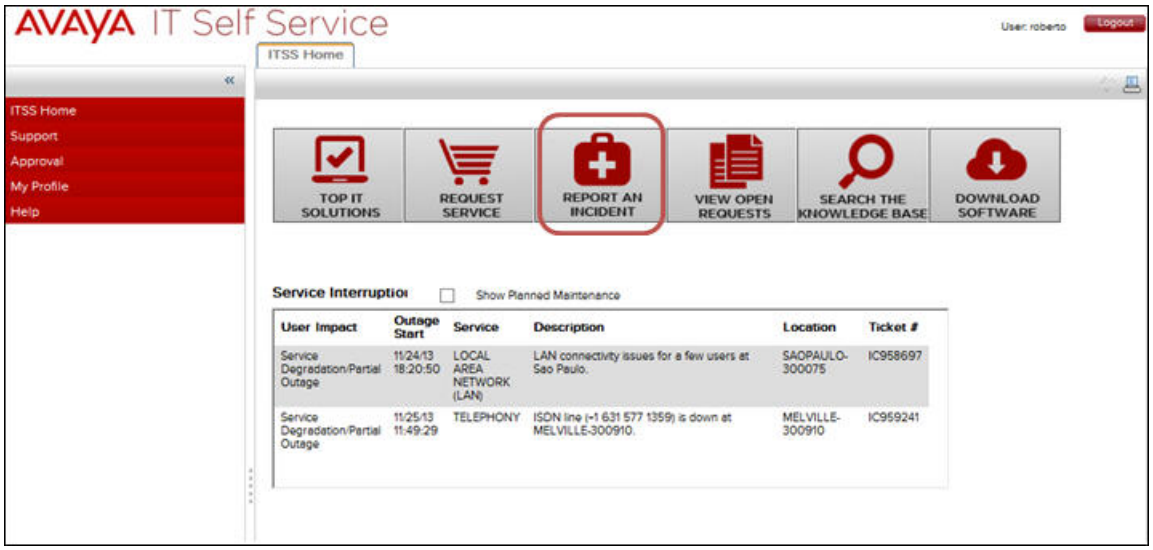

Figure 11: ITSS Home Page

2. Click **Report An Incident**.
3. Click the **Service Family** arrow and select **Corporate Applications**.
4. Click the **Service** arrow and select **CVT-SERVICE**.

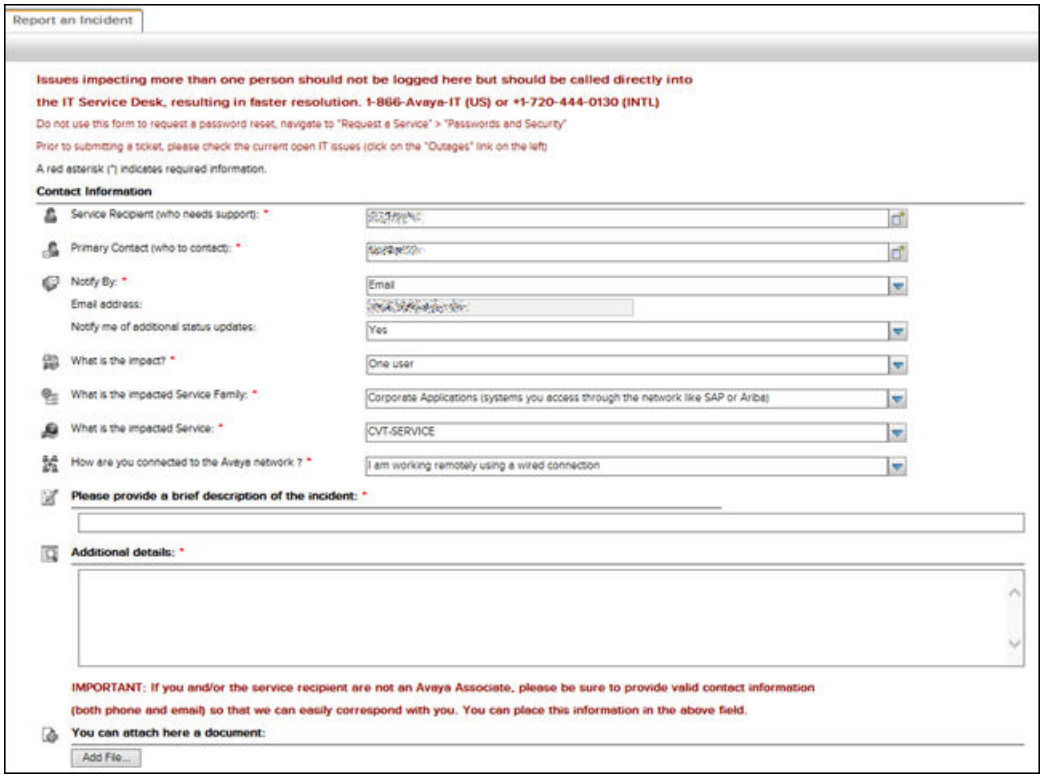

Figure 12: Report an Incident Screen

5. From the notification email that you receive about the session error, copy and paste details such as , Error Description, Report ID, Product, SEID, Location ID, Report Name, and result into the **Additional Details** section of the ITSS ticket.
6. Include a description of any work done with the assets in GRT as well as on-premise (SAL/ modem).
7. Click **Submit** to raise the ITSS ticket.