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**Virtualization**

Each virtual appliance has its own ordering code. Note that each instance of a virtual appliance must be ordered separately. If the end-user customer or Business Partner wants to install two of the same type of virtual appliances, then two virtual appliances of that type must be ordered.

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Chapter 1: Introduction

Purpose
This document describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.

Intended audience
This document is intended for people who want to gain a high-level understanding of the product features, functions, capacities, and limitations.

Document changes since last issue
The following changes have been made to this document since the last issue:

• Updated the topic New in this release on page 9 to include the updates of Presence Services Release 6.2.
• Updated the topic Other Avaya applications on page 13 to include the latest version of the products.

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

June 2014

Avaya Aura® Presence Services Overview and Specification 5
Comments? infodev@avaya.com
### Title | Description | Audience
--- | --- | ---
Design | Avaya Aura® Virtualized Environment Solution Description | Sales Engineers

**Implementation**

**Deploying Avaya Aura® Presence Services**

Describes the implementation of Presence Services. Describes the required and optional components and requirements. Contains procedures for implementing, upgrading, and uninstalling Presence Services.

Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel

**Maintenance and Troubleshooting**

**Troubleshooting Avaya Aura® Presence Services**

Describes the troubleshooting procedures for Presence Services.

Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel

**Administration**

**Administering Avaya Aura® Presence Services**

Describes the administrative procedures for Presence Services. Describes the maintenance and configuration procedure for presence components.

Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel

### Training

The following courses are available on the Avaya Learning website at [http://www.avaya-learning.com](http://www.avaya-learning.com). To search for the course, log in to the Avaya Learning Center, enter the course code in the **Search** field and click **Go**.

<table>
<thead>
<tr>
<th>Course code</th>
<th>Course title</th>
</tr>
</thead>
<tbody>
<tr>
<td>3U00125O</td>
<td>Designing Avaya Aura® Presence Services – Tech Sales L1</td>
</tr>
</tbody>
</table>

### Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit [http://www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and enter **Presence Services** in the Search channel field to view the list of available videos.
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: Presence Services overview

Overview

Presence is an indication of the availability of an individual at a point in time and readiness to communicate across a set of services, such as telephony and instant messaging. The presence or availability of a person is indicated by states like Busy and Away. These states indicate the availability of the individual to communicate with other users at that point in time.

Presentity refers to the visibility of a person on a shared communication network. The persons who are a part of the presentity group have access to the presence status of another person while reflecting their own active status. They are referred to as Watchers. To receive presence updates for a given presentity, a watcher must subscribe to the feature or service.

Presence Services is a single point of reference where different Presence entities collect. It supports Presence information gathered from a diverse range of sources. This information is aggregated on a per-user basis, and then made available to applications that include the Presence feature.

Applications interested in a user's presence must first subscribe to receive Presence information. Presence aware applications may use the Local Presence Service (LPS) to subscribe to Presence Services.

When an application subscribes to Presence Services, it receives Presence change notifications containing aggregated presence for a user and the communication resources available to the user. LPS runs co-resident on the application server. Using this information, the application can provide visual indications about user presence to an end-user client Graphical User Interface (GUI).

Presence Services uses LPS to efficiently transfer Presence information between the Presence server and the application servers. Presence Services uses presentities and watchers to do this. Presence Services facilitates the secure exchange of telephony availability and instant messaging (IM) information between applications.

In the business world, users employ the exchange of presence information to locate other users in a workplace. They also know when to contact helpdesk executives to address customer inquiries and help customer services to troubleshoot problems in real time.

Presence Services provides a Presence aggregation service that collects Presence information from Avaya and third-party sources and distributes Presence information to Avaya tools. It also aggregates Presence information from a wide variety of Avaya endpoints, including the one-X® family of clients.
Presence Services also supports the XMPP instant messaging protocol. By using a set of collectors, Avaya Presence Services serves as a conduit between end-users allowing them to use the Presence Services core Presence capabilities with these other Presence sources.

Presence Services is compatible with client software from Microsoft, IBM Lotus, and open source. You can see on-the-phone status on several phones and Internet messaging status in the Microsoft Office Communicator and other Internet Messaging applications. Some of the main applications are:

- The AES Collector allows Presence Services to report telephony Presence from Connection Manager endpoints. The collector collects Presence from H323 and DCP telephones and SIP telephones administered as OPTIM extensions.
- The Exchange Collector allows Presence Services to collect and publish the Calendar and Out of Office Assistant information for Exchange Mailboxes.

### Key features of Presence Services

Some of the key features of Presence Services include:

- Incorporates the Presence Model which uses a set of complex rules engaged in an algorithm to arrive at an aggregated presence for a user.
- Ability to support several protocols, such as SIP/SIMPLE and XMPP protocols. Enables it to aggregate and federate presence with most major IM and messaging solutions, as well as a number of user productivity tools.
- Incorporates an architectural design that improves network traffic management. Using server-to-server updates, Presence Services efficiently collects and publishes presence information, reducing traffic on the network.

### New in this release

Presence Services 6.2 supports:

- 16,000 H.323 and SIP users for each node and up to 125,000 H.323 and SIP users in an eight-node cluster.
- High Availability. For more information about High Availability, see *Deploying Avaya Aura® Presence Services*.
- Multiple Presence Services domains on a single Presence Services system.
- Inter domain Presence Services to Presence Services federation.
- Domino Calendar integration with the IBM Domino Enterprise deployment.
- Presence Services 6.2 supports Lync integration with a clustered deployment.
- The Do Not Disturb mechanism.
• Root Certificate Authority (CA) certificates and generates server certificates by using the SHA256 signature algorithm with a 2048 bit key.

Feature comparison

The following table summarizes the operational and functional changes in Presence Services by release. The intent of this table is to identify changes in the way existing functionality is invoked or changes to existing functional behavior.

A “Y” indicates that the corresponding item is available in the specific release.

<table>
<thead>
<tr>
<th>Functionality</th>
<th>6.0</th>
<th>6.1</th>
<th>6.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Control Lists</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Microsoft Exchange Collector</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>XMPP federation with a third-party server</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Simple Authentication &amp; Security Layer</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Inter-Tenant Communication Control</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Avaya Common Servers</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>Virtualized Environment compatibility</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>
Chapter 3: Interoperability

Product compatibility

For the latest and most accurate compatibility information, go to http://support.avaya.com/CompatibilityMatrix/Index.aspx.

Operating system compatibility

The following table provides information about the operating system versions compatible with the various releases of Presence Services.

<table>
<thead>
<tr>
<th>Presence Services release</th>
<th>Linux version</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.2</td>
<td>Red Hat Enterprise Linux 5.7 version 5</td>
</tr>
<tr>
<td>6.1</td>
<td>Red Hat Enterprise Linux 5.3 version 5</td>
</tr>
<tr>
<td>6.0</td>
<td>Red Hat Enterprise Linux 5.3</td>
</tr>
</tbody>
</table>

Hardware requirements

Avaya-provided hardware:

The hardware requirements provided by Avaya for Presence Services are as follows:

- CPU: X5670 2.93 Ghz 6-core or better.
- Front Side Bus (FDSB): 1333 MHz or equivalent.
- Layer 2 cache: 4 MB or equivalent.
- Hyperthreading enabled/SMP Kernel 2.6: Yes/Yes.
- Hard Disk: 3 x 300 GB SAS 2.5" disks (Serial Attached SCSI): 15000 RPM or equivalent required.

**Note:**

Avaya recommends that you configure hard disks as RAID 5.

- Memory: 32 GB of RAM.
• Network Interface: 100/1000 full duplex Ethernet NIC.

Customer-provided hardware

• Processor. 2 x E526672.9 Ghz 6-core.
• Memory. 32 GB (8 x 4GB).
• Raid. RAID 5 - P420.
• Disk Drives. 3-300GB 10K RPM Hard Drive SAS 2.5"
• Additional Total NICs. DUAL PORT 1 GB ETHER DAUGHTER CARD (The total number of NIC Ports is four.)
• Removable Media. DVD-R/W SATA Internal.

Local Presence Service (standalone, JBoss, or WAS)

RHEL, Java

* Note:
The hardware requirements for linux are applicable when you perform a software-only installation.

External entities

The Presence Services server might interact with the following external entities:

• Application Servers hosting presence-aware applications. In this case, Presence Services provides an LPS that runs co-resident on the application server. The LPS maintains local subscriptions, performs access control, and exchanges data with the regional or central Presence Services server using the SIP Server-to-Server (S2S) protocol. Applications using the LPS might be requesting Presence information by subscribing and receiving notifications from Presence Services or might be providing Presence information to Presence Services for aggregation.

• Presence Sources. There is a variety of other presence sources from where Presence Services can collect presence information:
  - Communication Manager (through AES) for Avaya telephony devices
  - Microsoft-RTC (OCS) for Microsoft presence
  - XMPP Server for XMPP presence

• Avaya Aura® Session Manager for presence of endpoints connected to Session Manager. Presence Services and Avaya applications must share a sizeable user data to provide a unified view of a specific user within the enterprise. This data includes the user identities within various presence domains, such as enterprise handle, Avaya Aura® Communication Manager extension, and Microsoft-RTC. In addition, the user has access control lists that the user must share among various applications and Presence Services components, such as Presence Services server and Presence Services LPS. Presence Services relies on Avaya Aura® System Manager to provide all the user data instead of implementing a User Management administration infrastructure. Presence Services uses Database Replication to retrieve data from a centralized management service and get change notifications.
To summarize, System Manager is the repository for all of the information that the Presence server needs to provide different functionalities. This includes user data and data about the systems to which a user might be connected. For example, CM extensions, MOC handles, and XMPP addresses. The data that the Presence Services needs is replicated between System Manager and the Presence server through the database replication services.

Other Avaya applications

To successfully operate Presence Services, you must install the following Avaya applications that are compatible with the Avaya Aura® framework.

⚠️ **Note:**

It is important to install each component with the correct version.

- **Avaya Aura® System Platform 6.3.1.**
  
  If you are installing Presence Services on System Platform on the Avaya Aura® S8800/Dell™ PowerEdge™ R610/HP ProLiant DL360 G7 server, you require System Platform 6.2.2.

- **Avaya Aura® Dell™ PowerEdge™ R620 and HP ProLiant DL360p G8 server.**

- **Avaya Aura® System Manager 6.3.8.**

- **Avaya Aura® Session Manager 6.3.8.**

- **Application Enablement Services (AES) 6.2 and later versions.**

- **Avaya Aura® System Manager 6.3.8 that manages Communication Manager 6.2.1.**

- **Avaya Aura® Unified Communication Manager 6.1 in System Manager that manages CS 1000 7.6.**

⚠️ **Note:**

Non-SIP deployments require AES.

For information about the Avaya Aura® components, see *Avaya Aura® Core Solution Description*.
Chapter 4: Performance specifications

Capacity and scalability specification

<table>
<thead>
<tr>
<th>Resource</th>
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<th>Release 6.0</th>
<th>Release 6.1.x</th>
<th>Release 6.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIP endpoints for general business configurations</td>
<td>18,000</td>
<td>18,000</td>
<td>36,000</td>
<td>36,000</td>
</tr>
</tbody>
</table>
Chapter 5: Licensing requirements

Licensing

To successfully deploy Presence Services in a customer site, you require a valid Presence Services license.

🌟 Note:

You can find the license for Presence Services on the System Manager WebLM server.

The most important aspects of a license are:

- Number of users
- Expiration date
- Version number

At any given time, a license is in one of three states:

- Valid. The license is operational.
- Grace. The license is operational, but will expire soon. This state can last up to 30 days.
- Expired. The license is no longer operational and the grace period has elapsed.

When the license enters the grace period, it generates an error log. When a license expires, it generates a fatal log.

Presence Services license renewal

Presence Services licenses operate in the same way as all of the other Avaya Aura® products that reside within the System Manager framework. That is to say, you must use Avaya Product Licensing and Delivery System (PLDS).

PLDS provides customers, Avaya Partners, distributors, and Avaya Associates with easy-to-use tools for managing license entitlements and electronic delivery of software and related license files. Using PLDS, you can perform operations such as license activations, license upgrades, license moves, and software downloads. When you place an order for a PLDS-licensed software product such as Presence Services, the license entitlements on the order are automatically created in PLDS. Once these license entitlements are created, you receive an e-mail notification from PLDS. This e-mail notification includes a license activation code (LAC). Using the LAC, you can quickly find and activate the newly purchased license entitlements in PLDS. You can then download the license file.
You must provide the WebLM host ID to activate the license file in PLDS. The WebLM host ID is the MAC address of the server and is obtained from the WebLM Web interface. The WebLM Web Host ID is the System Manager host ID.

**Note:**

WebLM host ID should be the System Manager host ID.
Chapter 6: Virtualization specification

Virtualization specification

Presence Services Release 6.2 and later is available as an open virtual application (OVA) that can be installed on VMware vSphere Release 5.0 and 5.1. The Presence Services VMware virtualization environment is available in a vAppliance package, which is ready for deployment on VMware certified hardware.

For more information on virtualization, see Avaya Aura® Presence Services using VMware® in the Virtualized Environment Deployment Guide.

VMware components

<table>
<thead>
<tr>
<th>VMware software component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXi Host</td>
<td>The physical machine running the ESXi Hypervisor software.</td>
</tr>
<tr>
<td>ESXi Hypervisor</td>
<td>A platform that runs multiple operating systems on a host computer at the same time.</td>
</tr>
<tr>
<td>vSphere Client</td>
<td>vSphere Client is an application that installs and manages virtual machines. vSphere Client connects to a vCenter server or directly to an ESXi host if a vCenter Server is not used. The application is installed on a personal computer or accessible through a web interface.</td>
</tr>
<tr>
<td>vCenter Server</td>
<td>vCenter Server provides centralized control and visibility at every level of the virtual infrastructure. vCenter Server provides VMware features such as High Availability and vMotion.</td>
</tr>
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