



Deploying Avaya Operations Support System for Business Partners

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Chapter 1: Introduction

Purpose

This document contains planning details, checklists, and procedures describing the installation, configuration, and administration of Avaya Operations Support System (OSS) deployed at a Business Partner site.

Change history

The following table describes key changes for each issue of this document.

Issue	Release date	Summary of changes
Release 1.1, Issue 1	January 2016	First version of this document. All content is new.
Release 1.1, Issue 2	January 2016	Updated commands so they can be copied and pasted directly from the document.
Release 1.1, Issue 3	February 2016	Clarified CentOS version support.
Release 1.1.0.1, Issue 4	March 2016	<ul style="list-style-type: none">• Updated information about configuring outbound certificates.• Moved Resources content from the Introduction chapter into a separate chapter at the end of this document. <p> Note: On the Support website, this document replaces the previous Release 1.0 versions.</p>

Chapter 2: Overview of Avaya Operations Support System

Avaya Operations Support System (OSS) can be deployed by Business Partners (BPs) using Powered. BPs can deploy OSS on a virtual machine or a physical server. OSS is delivered as an RPM package that the BP installs using `yum` on a server with CentOS 6 operating system, update 4 or a higher update.

Important:

OSS does not support CentOS 7.

OSS performs the following major functions:

- Integrates with One Source Cloud to obtain purchase details.
- Tracks subscriptions and monitors licenses.
- Generates and updates product licenses for the associated WebLM instance.

Interactions with One Source Cloud

To use all OSS functionality, you must also have access to One Source Cloud. You can access One Source Cloud through the web using your SSO credentials. You place the orders in One Source Cloud and OSS is notified of the orders. One Source Cloud does the following:

- Acts as a central interface for you to place orders and request quotes. One Source Cloud handles direct BP interactions related to purchasing and billing.
- Interacts with OSS to provide subscription services.

OSS communicates with One Source Cloud over a secure HTTPS connection to obtain the following:

- A list of active subscriptions for BPs.
- License files for each subscription.

OSS also includes a REST client that BPs can use to enable automated provisioning of the IP Office and IP Office Contact Center Cloud product instances.

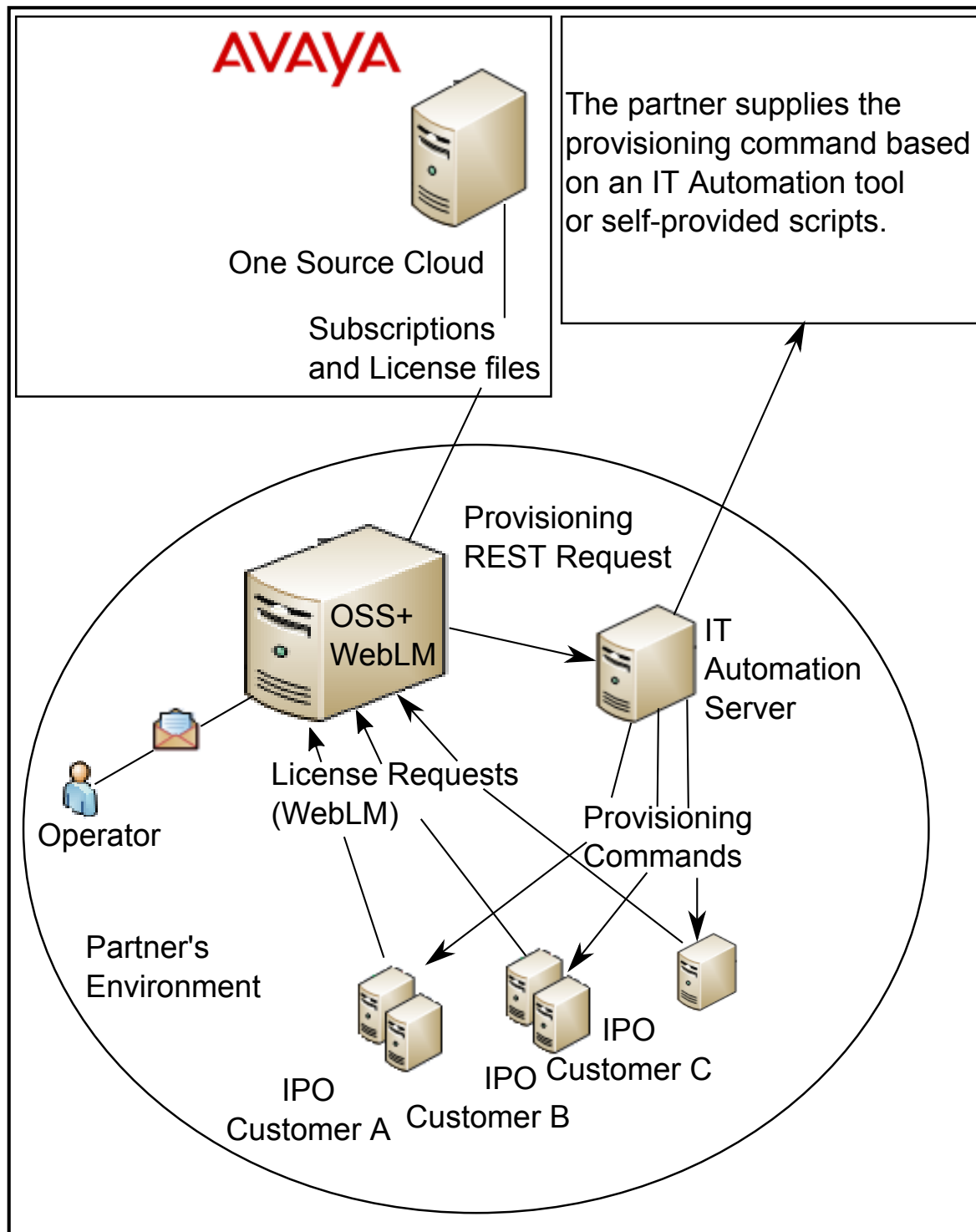
Related links

[Topology](#) on page 9

[Components](#) on page 10


Topology

The following image shows the architecture of OSS deployed on a virtual machine.



Components

The following key components are associated with OSS:

Component	Description
OSS interface	The OSS server includes an interface where you can create administrative users, complete configuration, and track subscriptions.
WebLM	WebLM is a licensing program that is embedded within OSS . WebLM provides licenses for the IP Office and IP Office Contact Center Cloud instances. To avoid licensing errors, Avaya recommends that you avoid adding or deleting licences with WebLM. Use OSS to manage licensing for all product instances when possible.
One Source Cloud	<p>One Source Cloud is deployed by Avaya. As a Business Partner, you can access One Source Cloud from a web browser. You request quotes and place orders in the One Source Cloud web interface. OSS passes the order notification to you and downloads the licences to the embedded WebLM.</p> <p> Note: One Source Cloud is not part of OSS, but it is required for OSS to function.</p>

Related links

[Overview of Avaya Operations Support System](#) on page 8

Chapter 3: Deployment process

You must perform the following key tasks in order to deploy the Avaya Operations Support System (OSS). Use this table and the checklists throughout this document to track your deployment progress.

Task	Description
Planning.	Planning tasks include: <ul style="list-style-type: none">• Reviewing prerequisites and system requirements.• Setting up a virtual machine if you plan to deploy OSS using VMWare.• Setting up your operating system. For more information about planning, see Planning and preinstallation checklist on page 12.
Initial setup.	Initial setup includes planning, installing OSS and verifying the installation. For more information, see Initial setup checklist on page 14.
Configuration.	Configuration tasks include: <ul style="list-style-type: none">• Populating configuration settings in the OSS interface.• Updating the default password in the embedded WebLM.• Adding or updating certificates.• Setting up optional automation. For more information about configuration, see Configuration checklist on page 17.

After you finish the configuration tasks, you can perform ongoing administration tasks to monitor and maintain OSS. For more information about OSS administration, see the “Administration” chapter in this document.

 **Important:**


Each Business Partner can deploy only one OSS.

Chapter 4: Planning and preconfiguration

Review all planning information in this chapter before you install OSS.

Planning and preinstallation checklist

The following checklist describes the planning tasks you must perform before installing and configuring the OSS.

No.	Task	Notes	✓
1	Review deployment prerequisites and system requirements.	None.	
2	Set up a dedicated server for installing OSS.	You can use a physical server or virtual machine with a CentOS 6 operating system, update 4 or a higher update.  Important: OSS does not support CentOS 7.	

Deployment prerequisites

Knowledge and skills

- Knowledge of setting up and using VMware virtual machines if you plan to deploy OSS on VMware.
- Knowledge of basic Linux commands and CentOS 6, update 4 or a higher update, for installing OSS.

 **Important:**

OSS does not support CentOS 7.


Equipment and software

- A virtual machine or physical server to deploy OSS.

- Access to One Source Cloud, which is deployed by Avaya. You can access One Source Cloud from a web browser using the Link ID and credentials provided by Avaya.
- A Simple Mail Transfer Protocol (SMTP) account, such as SendGrid.

System requirements

The following are the system requirements for deploying OSS.

Supported platforms	OSS officially supports the following platforms: <ul style="list-style-type: none">• Physical server• VMware, including vCloud
Operating system	CentOS 6, 64-bit, update 4 or a later update.  Important: OSS does not support CentOS 7.
Standard hardware specifications	<ul style="list-style-type: none">• 15 GB of RAM with 4 CPU cores• 100 GB hard drive
Server host name	The OSS server requires a DNS resolvable FQDN set as the host name. This is required for the IP Office and IP Office Contact Center Cloud product instances to access the WebLM embedded in OSS.
Network interface	The WebLM embedded in OSS requires you to configure the network on <code>eth0</code> . Do not use <code>eth1</code> or any other IP interface.

Chapter 5: Initial setup and connectivity

Initial setup checklist

The following checklist describes the initial setup tasks you must perform before configuring OSS.

No.	Task	✓
1	Verify the server host name.	
2	Download and validate the GNU Privacy Guard (GPG) key.	
3	Install Avaya Operations Support System.	
4	Verify the installation.	

Verifying the server host name

About this task

The OSS server requires a DNS resolvable FQDN set as the host name. This is required for the IP Office and IP Office Contact Center Cloud product instances to access the WebLM embedded in OSS.

Before you begin

Review planning and system requirements.

Procedure

1. Run the command `hostname -f` to check the server host name.
2. Ensure the resulting FQDN DNS resolves to the IP address of the OSS.

Ensure there is an entry in `/etc/hosts` with the IP address, fully qualified system host name, and optionally the short name.

An example of an entry is `192.168.1.41 oss.example.com oss.`

Downloading and validating the Avaya Operations Support System GPG key

About this task

OSS RPMs are cryptographically signed by Avaya to ensure authenticity. Use this procedure to download and validate the OSS public GNU Privacy Guard (GPG) key. You must download the key file to the `/etc/pki/rpm-gpg/` directory for `yum` to find it.

Procedure

1. To download the GPG, enter the following command:

```
sudo curl -o /etc/pki/rpm-gpg/RPM-GPG-KEY-avaya-oss \
http://yum.avaya.com/oss-repo/RPM-GPG-KEY-avaya-oss
```

Do not add any spaces or characters after `\` in the command.

2. Enter the following command:

```
gpg --quiet --with-fingerprint /etc/pki/rpm-gpg/RPM-GPG-KEY-avaya-oss
```

3. Ensure the displayed fingerprint is 09D8 52A4 85D9 9F61 88A2 EBB7 31BD 6E91 9E52 2283.

Important:

If the displayed key signature does not match, do not proceed.

Installing Avaya Operations Support System

About this task

This procedure provides the steps for setting up the OSS on a virtual machine or a physical server. You must install OSS on a server that is reachable from the network where the instances of IP Office and IP Office Contact Center will be deployed.

Important:

Each Business Partner can deploy only one OSS.

Before you begin

- Verify the server host name.
- Download and validate the OSS public GPG key.
- Ensure that you have a:
 - Dedicated CentOS server for OSS.
 - Secure Shell (SSH) application, such as PuTTY, on the machine you are using to install OSS.

Procedure

1. Open an SSH session to the designated OSS server.
2. Log in as `root`.
3. To download the `yum` repository file, enter the following command:

```
sudo curl -o /etc/yum.repos.d/avaya-oss.repo \  
http://yum.avaya.com/oss-repo/avaya-oss.repo
```

Do not add any spaces or characters after `\` in the command.

The repository file enables `yum` to install and upgrade the OSS RPM.

4. To install OSS, enter the following command:

```
sudo yum install avaya-oss
```

5. When prompted to answer `yes` or `no`, enter `y` or `yes`.

You will receive a question from `yum` about whether to import `/etc/pki/rpm-gpg/RPM-GPG-KEY-avaya-oss` and `/etc/pki/rpm-gpg/RPM-GPG-KEY-CentOS-6`.

Next steps

To ensure OSS uses the latest kernel version, reboot the operating system.

Related links

[Verifying the Avaya Operations Support System installation](#) on page 16

Verifying the Avaya Operations Support System installation

Procedure

To verify the installation, enter the following command:

```
yum list avaya-oss
```

Next steps

Perform configuration. See the “Configuration” chapter in this document.

Chapter 6: Configuration

This chapter describes mandatory and optional configuration tasks.

After configuration is complete, you can use OSS to track and manage subscriptions. If you do not configure automation, you must manage your subscriptions manually.

Configuration checklist

The following checklists describe mandatory and optional configuration tasks for OSS.

Mandatory configuration

No.	Task	Notes	✓
1	Open the ports that OSS uses.	OSS does not use any UDP server ports. You can harden or block access to any other ports.	
2	Create the initial OSS user.	Before logging in to the OSS interface for the first time, you must create an initial user.	
3	Configure OSS settings.	Configure the following tabs in the OSS interface: <ul style="list-style-type: none">• General• Alerts — Optional• Backups• OneSource Cloud• Automation — Optional You can update configuration settings anytime.	
4	Update WebLM credentials.	You must change the default WebLM password.	

Optional configuration

The order in which you perform optional configuration tasks is not important.

Optional task	Notes	✓
Configure automation.	<p>To configure automation, you must set up a subscription management REST API server. Avaya provides code for a simple reference REST API server written in Java, which can be downloaded from https://github.com/avaya/oss-example-automation. This server accepts the REST API call from the OSS server and displays the raw data on the screen.</p> <p>If you configure automation, you must populate the Automation tab in the OSS interface configuration settings.</p>	
Configure certificates.	You can install and manage certificates in the OSS interface.	

Ports assignments

You must open the following OSS ports:

TCP Port	Protocol	Purpose
22	SSH	Installation and upgrade.
443	HTTPS	OSS interface.
80	HTTP	<p>Redirect to HTTP port 443.</p> <p>* Note: OSS functions normally without the redirect of port 80. In this case, the HTTP browser access is not redirected to the OSS interface.</p>
52233	HTTPS	WebLM uses this port for the interface and licensing API.

OSS does not use any UDP server ports. You can harden or block access to any other ports.

Creating the initial Avaya Operations Support System user Procedure

1. In a web browser, type the IP address or FQDN of the OSS server.
2. Dismiss the SSL security warning that appears on your screen.
3. Accept the Software Tool License Terms.

4. Create the initial user.
 - a. Follow the instructions and complete the fields on the screen.
 - b. When prompted, enter the email address and password that you will use to log in to the OSS interface.
5. Use the credentials that you created for the initial user to log in to the OSS interface.


Next steps

Populate the OSS configuration settings.

Avaya Operations Support System configuration settings

Use the OSS interface to configure settings in the following tabs:

- General
- Alerts — Optional
- Backups
- OneSource Cloud
- Automation — Optional

When you finish configuring your settings, you can click  to access the rest of the interface. You can modify your configuration settings later if needed.

Configuring general settings

About this task

Use the General tab in the OSS interface to configure information about email notifications and WebLM.

Before you begin

- You must have an SMTP account, such as SendGrid. This account is required for OSS email notifications.
- Log in to the OSS interface in a web browser.

Procedure

1. In the navigation pane, click the **General** tab .
2. Enter your SMTP server name.
For example, if you are using SendGrid, enter `smtp.sendgrid.net` as the SMTP server.
3. Enter the port number for your SMTP server.
For example, port 2525.

4. Enter the user ID and password for your SMTP account.
5. In **From email address**, enter the email address that you want to appear in the **From** field of OSS emails.

When OSS users receive an automatic email notification, the email will look like it was sent from the address you enter in this field.

6. In **OSS operator emails**, enter the email addresses of the people to whom email notifications need to be sent.
7. Verify the name and host ID of the WebLM instance.

This information is automatically populated in the interface.

Configuring alerts

About this task

You can configure OSS to send you alarms and alerts. This configuration is optional.

Before you begin

Set up a Simple Network Management Protocol (SNMP) trap and syslog server . You can find information on the internet to help you set up your SNMP trap and syslog server.

Procedure

1. In the navigation pane, click the **Alerts** tab .
2. Enter the send address for your SNMP trap.
3. Enter the appropriate community type for the SNMP trap in **SNMP Trap Community**.
For example, if you are using a public SNMP trap, enter `public` .
4. Enter your syslog server address and port number.
5. **(Optional)** Move the slider to indicate whether you want to receive SNMP alert emails.

Configuring backups

About this task

You must select a location for OSS backups to be stored.

Before you begin

Ensure that you know the credentials for the backup location that you choose.

Procedure

1. On the navigation pane, click the **Backups** tab.
2. From the drop-down menu, select a backup location.

The options are:

- SFTP server
- Dropbox

To set up a Dropbox account, see <https://www.dropbox.com/>.

- Google Drive

To set up a Google Drive account, see http://www.google.com/drive/apps.html?usp=ad_search.

3. Enter the credentials and details indicated on the screen.

The information you need to provide varies depending on the location that you select. For example, for a Google Drive, you just need to enter an authorization code. For SFTP, you must enter the host name, port, and destination folder.

Configuring One Source Cloud credentials

About this task

You must enter your One Source Cloud credentials in OSS.

Before you begin

Ensure that you can access One Source Cloud.

Procedure

1. In the navigation pane, click the **OneSource Cloud** tab .
2. Enter your One Source Cloud link ID.
3. Enter your One Source Cloud password.

Configuring automation

About this task

You can optionally configure automation with OSS. When automation is configured, OSS creates IP Office and IP Office Contact Center instances when you place or change an order and removes instances when you cancel an order.

Before you begin

- Set up the REST API server using the infrastructure provided by Avaya. For more information, see [Optional automation configuration](#) on page 22.
- You must know your REST API details to complete this procedure.

Procedure

1. In the navigation pane, click the **Automation** tab .
2. Enter the URL of your REST API server.

3. Enter your REST API user name and password.
4. **(Optional)** Verify connectivity using the **Test message** button.

Changing the default WebLM password

About this task

You can access WebLM on port 52233. For security reasons, you must change the default WebLM password that is automatically created when you install OSS.

Procedure

1. In your web browser, enter `https://<OSS Server IP address>:52233/WebLM` to access the WebLM interface.
2. Dismiss the SSL security warning that appears on your screen.
3. Enter the default credentials to log in to the WebLM interface.

The default credentials are:

- **User name:** admin
- **Password:** weblmadmin

4. Change the password using the instructions in the WebLM interface.

Optional automation configuration

You can optionally automate subscription management in OSS. If you choose not to configure automation, then you must manage all subscriptions manually using the email notification you receive for the subscription. Automation is especially useful if you need to manage multiple subscriptions. You can configure partial or complete automation depending on your needs. For example, if you only automate adding or allocating orders, all other subscription changes must be performed manually. If you configure complete automation, any orders you add, change, or delete are processed automatically.

To configure automation, you must set up a subscription management REST API server. Avaya provides code for a simple reference REST API server written in Java, which can be downloaded from <https://github.com/avaya/oss-example-automation>. This server accepts the REST API call from the OSS server and displays the raw data on the screen.

API descriptions

You must set up a subscription management server that accepts POST with a JSON request body in the following format:

Command name	Type	Description
<code>action</code>	String	This string can include the following options: <ul style="list-style-type: none"> • <code>allocate</code>: Create a new subscription or instances required for the specified <code>subscriptionData</code> or <code>subscriptionType</code>. • <code>deallocate</code>: Delete an existing subscription. • <code>changeSubscriptionType</code>: Change an existing subscription type. For example, you can add a new IP Office Contact Center instance when the type changes from IP Office to IP Office + IP Office Contact Center. • <code>test</code>: Verify that the Subscription Management REST server is reachable.
<code>webLMURL</code>	String	The address of the WebLM licensing server, which must be provisioned in a new subscription.
<code>webLMHostId</code>	String	The host ID of the WebLM licensing server. This ID for reference purposes.
<code>subscriptionId</code>	String	The ID of the subscription.
<code>clid</code>	String	The centralized license ID of the subscription. This value is also known as the WebLM ID.
<code>subscriptionData</code>	<code>subscriptionData</code> strings. See subscriptionData descriptions on page 23.	Data passed from One Source Cloud.
<code>additionalProperties</code>	List<String>	Additional key value pairs from One Source Cloud.

subscriptionData descriptions

The following table describes the `subscriptionData` information that you must include when you allocate a subscription. The `subscriptionData` is passed from One Source Cloud.

Command name	Type	Description
<code>subscriptionID</code>	String	The ID of the subscription.
<code>subscriptionDesc</code>	String	A description of the subscription.
<code>subscriptionType</code>	String	The type of instance. For example, "IPO" or "IPO+IPOCC".
<code>subscriptionLabel</code>	String	Optional label. You can also enter "null".
<code>subscriptionStartDate</code>	String	The start date in the format "yyyy-MM-ddTHH:mm:ssX".

Table continues...

Command name	Type	Description
<code>subscriptionEndDate</code>	String	The end date in the format "yyyy-MM-ddTHH:mm:ssX".
<code>accountName</code>	String	The name of the account holder.
<code>accountAddress</code>	String	The account address, including an address line, the city, state or province, and postal code. For example: <pre>"accountAddress" : { "addressline1" : "55 GCP", "city" : "Ottawa", "state" : "Ontario", "country" : "Canada", "postalCode" : "H0H0H0" }</pre>
<code>technicalContact</code>	String	The contact information for a technical contact, including first and last name, phone number, and email.
<code>subscriptionLocation</code>	String	The value must be set to "Primary".
<code>orderID</code>	String	The ID number for your order.
<code>deploymentMode</code>	String	The type of deployment. The values can be "Private" or "Public".

Testing the REST API interface

About this task

Testing helps to ensure that your subscription management server can handle the REST requests that OSS sends. You can perform these tests using [cURL](#).

Procedure

1. Create a file that contains the required request body using the templates in [REST API commands](#) on page 24.
2. Run the test using the following command:

```
curl -X POST -H "Content-Type:application/json" --user "<user:password>"
<serverAddress>/subscriptionMgmt --data @<file.json>
```

If you are using the sample reference server provided by Avaya, the request is logged on the console.

REST API commands

Program your REST automation server with one or more of the following commands:

Allocate.json command

```
{
  "action" : "allocate",
  "webLMURL" : "http://www.example.com:52233/WebLM/",
}
```



```

"webLMHostId" : "EXAMPLE-ID",
"subscriptionId" : "669",
"clid" : "00001",
"subscriptionData" : {
  "subscriptionID" : "669",
  "orderID" : null,
  "subscriptionDesc" : "IPO/IPOCC",
  "subscriptionType" : null,
  "subscriptionLabel" : null,
  "subscriptionStartDate" : "2015-02-25T15:31:57Z",
  "subscriptionEndDate" : "2017-02-25T15:31:57Z",
  "subscriptionModifiedDate" : "2015-06-17T18:43:42Z",
  "accountName" : "Mr. Cust",
  "accountAddress" : {
    "addressline1" : "55 GCP",
    "addressline2" : null,
    "addressline3" : null,
    "city" : "Ottawa",
    "state" : "Ontario",
    "country" : "Canada",
    "postalCode" : "POSTCODE"
  },
  "technicalContact" : {
    "firstName" : "Joe",
    "lastName" : "Partner",
    "phoneNumber" : "9999999999",
    "email" : "example@site.com"
  },
  "subscriptionLocation" : "US West",
  "deploymentMode": "Public"
}
}

```

Deallocate.json command

```

{
  "action" : "deallocate",
  "webLMURL" : "http://www.example.com:52233/WebLM/",
  "webLMHostId" : "EXAMPLE-ID",
  "subscriptionId" : "669",
  "clid" : "00001"
}

```

Test.json command

```


{
  "action" : "test",
  "webLMURL" : "http://www.example.com:52233/WebLM/",
  "webLMHostId" : "EXAMPLE-ID"
}

```

Optional certificate configuration

OSS includes a default self-signed SSL certificate. The CA used to sign this certificate is generated with random input upon OSS installation. The default certificate expires three years from the date of installation.

You might want to replace the default self-signed certificate. You might also require additional certificates if you have another server, such as a REST API server for automation. Use the OSS

interface to install new certificates and manage existing certificates. In the OSS interface, from  > **Certificates**, you can access the following options:




- Manage installed certificates.
- Generate a Certificate Signing Request (CSR) for OSS.
- Install a CSR response if you have a pending CSR request.
- Install a server certificate.
- Install an outbound certificate.

Managing installed certificates

About this task

You can use the OSS interface to view and manage the certificates you have installed.

Procedure

- In the OSS interface, click  and then **Certificates**.
- Click the **Installed Certificates** tab.
- Click the **Alias** column to sort your installed certificates by name.
- Click  to view details for a selected certificate.
- Click  to delete a selected certificate.

Generating a certificate signing request


About this task

Before installing a server certificate, you must generate a Certificate Signing Request (CSR).

Note:


When you have a Generate CSR request pending, the interface presents an option to install the CSR response.

Procedure

1. In the OSS interface, click  and then **Certificates**.
2. Click the **Generate CSR** tab.
3. Complete the information described in [CSR value descriptions](#) on page 26.
4. Click **Generate CSR** to complete the CSR.

CSR value descriptions

Provide the following information to generate a CSR:


Value name	Description
<i>commonName</i>	The fully qualified host name used in DNS lookups that the OSS server runs on. For example, <code>hostname.example.com</code> .
<i>orgUnitName</i>	The value used to differentiate between different divisions within an organization, such as, Internet Security Unit or Human Resources. This variable can also be used to specify a Doing Business As (DBA) value.
<i>orgName</i>	The legal name for your organization that is registered with the appropriate city, state, country, or regional authority.
<i>city</i>	The city where the organization resides. Some organizations only have local standing. For example, if your organization is registered with the City Clerk for the City of Cambridge in the State of Massachusetts, then <i>Locality</i> must contain <code>Cambridge</code> .
<i>stateOrProv</i>	The physical location of the organization. For example, if your organization is incorporated in Delaware but has a DBA within California, use <code>California</code> .  Note: Do not use an abbreviated version of the name. For example, California is a valid state name, but CA is not.
<i>countryCode</i>	The two-character country or region code in which the organization resides. For example, the country code for the United States is US and for Canada, the code is CA.

Installing the CSR response

About this task

When you have a Generate CSR request pending, the interface presents an option to install the CSR response.

Procedure

1. In the OSS interface, click  and then **Certificates**.
2. Click the **Install CSR Reponse** tab.
3. Select one of the following options:
 - **from text**
 - **from file(s)**
4. Copy text or upload files with the following details:
 - Signed certificate
 - Certificate chain

The certificate chain information is optional.
5. Click **Install**.
6. Refresh the browser.

Result


Once the certificate is installed, you can manage it from the Installed Certificates tab.

Installing a server certificate

About this task

To install a server certificate, you can copy text or upload files with the required information.

Procedure

1. In the OSS interface, click  and then **Certificates**.
2. Click the **Install Server Certificate** tab.
3. Select one of the following options:
 - **from text**
 - **from file(s)**
4. Copy text or upload files with the following details:
 - Signed certificate
 - Private key
 - Certificate chain

The certificate chain information is optional.
5. Click **Install**.

Result


Once the certificate is installed, you can manage it from the Installed Certificates tab.

Installing an outbound certificate

About this task

Use this procedure to install certificates for outbound SSL connections using the OSS interface.

Procedure

1. In the OSS interface, click  and then **Certificates**.
2. Click the **Install Outbound Certificate** tab.
3. Select one of the following options:
 - **from text**
 - **from file(s)**
4. Enter a certificate alias.

5. Perform one of the following:
 - If you are using the “text” method, copy the required information into the **Signed certificate** field.
 - If you are using the “file” method, upload the signed certificate.
6. Click **Install**.

Result

Once the certificate is installed, you can manage it from the Installed Certificates tab.

Chapter 7: Administration

This chapter describes key administration tasks that you can perform any time. You must complete configuration before you can perform administration tasks.

You can perform the following administration tasks from the OSS interface:

- Create, edit, and delete OSS users.
- View and manage alerts.
- View subscriptions.

Working with Avaya Operations Support System settings


About this task

You can access OSS settings any time.

Before you begin

Log in to the OSS interface.

Procedure

1. Click .
2. Select one of the available options.

You can perform the following tasks from the OSS settings menu:

- Update your configuration settings.
- Change your password. You must enter both your current password and your new password.
- Log out of the interface.

User management

You can use the OSS interface to add, edit, and delete additional administrative users. These users can also access and use the OSS interface.

Adding an administrative user


About this task

Use this procedure to add new users that can log in to and use the OSS interface.

Before you begin

Log in to the OSS interface.

Procedure

1. Click the **Users** tab.
2. Click  at the bottom of the screen.
3. In the Create User window:

- a. Enter the email address that the new user will use to log in.
- b. Enter a password for the new user and confirm the password.

The interface displays a warning if the password is unsuitable. For example, you might receive a warning informing you that the password is too short.

- c. Enter the first and last name of the new user.
- d. Click **Create**.

The list of OSS users displays the new user that you added.

Editing and deleting users



About this task

In the OSS interface, you can edit user information, enable or disable users, and delete users.

Before you begin


Log in to the OSS interface and click the **Users** tab.

Procedure

- To update user information:
 1. Click  next to the user that you want to update.
 2. Edit the email address, first name, or last name of the user as required.
 3. Click **Edit** to confirm your changes.
- To enable or disable a user:
 1. Click  next to the appropriate user.
 2. Move the **User Enabled** slider to the appropriate position.

When the slider is grey, the user is disabled. Disabled users cannot log in to the OSS interface until they are re-enabled.

By default, new users are enabled.

3. Click **OK** to confirm your change.
- To delete a user:
 1. Click  next to the appropriate user.
 2. Click **Delete** to confirm the change.

Monitoring and analysis

Subscription monitoring

The Subscriptions tab in the OSS interface enables you to view and track your Cloud subscriptions. The OSS interface displays the following details for each subscription:

- Subscription and order ID
- Type of subscription
- Status of subscription

For example, whether the subscription is active or disabled.

- Name
- Contact and email
- Actions

You can add, change, or delete subscriptions using the One Source Cloud interface. You receive a notification email every time you place an order or make a subscription change.

Alert monitoring

The Alerts tab in the OSS interface displays a list of alerts or alarms. You can view the following information for each alert:

- Alert ID
- Date
- Severity
- Title of the alert

You can click  to view details and actions for each alert.

Avaya Operations Support System recovery

The default OSS configuration uses a local database for backups. To restart normal operations, you must configure a backup server and restore the instance from the local database.

Backups

OSS is configured by default to use a local database for backups. OSS creates a new backup:

- Everyday at 3:00 a.m.
- Within 5 minutes of a database entity change, such as a configuration change or a status change to a subscription.

OSS uploads the Backup file to the location you configured in the OSS interface.

Important:

OSS only keeps the last backup made.

Related links

[Configuring backups](#) on page 20

Restoring Avaya Operations Support System

About this task

To restore your OSS database, you can do one of the following:

- Update all product subscriptions with a new FQDN by reconfiguring the WebLM address.
- Discard the new host and restore the backup on a server with the same host name as the previous instance.

If you use a new host name, subscriptions that are configured with the old host name will be affected. The restored OSS raises an alarm if it detects a changed FQDN.

Before you begin

Ensure you have the latest OSS backup.

Procedure

1. Install a new instance of OSS and accept the Software Tool License Terms.
2. In the OSS interface, click **Restore from backup** on the Create Initial User page.
3. Enter the credentials for the backup server.

Result

The system attempts to restore OSS.

Related links

[Configuring alerts](#) on page 20

Upgrading Avaya Operations Support System

About this task

OSS checks the `yum` repository daily and sends a notification email if a new version is available. You can alternatively configure `yum` to update all software automatically. OSS sends an email after an upgrade is completed.

Use this procedure to perform a manual upgrade. You do not need to perform this procedure if `yum` is configured to update software automatically.

Procedure

Run the following command:

```
yum update avaya-oss
```

Next steps

To ensure OSS uses the latest kernel version, reboot the operating system.

Chapter 8: Resources

Documentation

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

Title	Use this document to:	Audience
Planning		
<i>OnAvaya™ and Powered by IP Office and IP Office Contact Center Reference Configuration for Business Partners</i>	Understand system architecture and network engineering requirements for the Cloud environment.	<ul style="list-style-type: none">• Sales engineers• Business Partners
Implementing		
<i>Deploying OnAvaya™ and Powered by IP Office and IP Office Contact Center for Business Partners</i>	Understand the Cloud environment deployment tasks that Business Partners perform.	<ul style="list-style-type: none">• Implementation engineers• Business Partners

Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type the product name and then select the product from the drop-down list.
6. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.

For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.

8. Click **Enter**.

Support

Go to 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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a Web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base at no extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base to look up potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya User ID and password.

The Support page appears.

3. Enter the product in **The InSite Knowledge Base** text box.
4. Click the red arrow to obtain the Search Results.
5. Select relevant articles.

Glossary

Domain Name System (DNS)	An Internet Engineering Task Force (IETF) standard for ASCII strings to represent IP addresses. The DNS is a distributed internal directory service used mostly to translate between domain names and IP addresses. Avaya 9600 Series IP Telephones can use DNS to resolve names into IP addresses. In DHCP, TFTP, and HTTP files, DNS names can be used whenever IP addresses are available as long as a valid DNS server is identified first.
Fully Qualified Domain Name (FQDN)	The complete domain name for a specific computer or host on the internet.
keystore	A repository of private keys and certificates used by SSL servers to authenticate themselves to SSL clients. The keystore provides the SSL server credentials.
One Source Cloud	A web-based application that is used to manage licenses and billing.
Simple Mail Transfer Protocol (SMTP)	A TCP/IP protocol used for sending and receiving e-mail. Most e-mail systems that send mail over the Internet use SMTP to send messages from one server to another and to send messages from an e-mail client to an e-mail server.
Simple Network Management Protocol (SNMP)	SNMP is a standard network management protocol that is used to remotely monitor and manage network-capable devices such as computers, switches, and gateways. SNMP provides a way for monitored objects (SNMP agents) and monitoring objects (SNMP managers) to exchange status messages.
Syslog	A standard used for message logging.
truststore	A repository of trusted SSL servers or Certificate Authorities trusted to identify servers. There are no private keys in the truststore. The truststore verifies the SSL server credentials.
Web License Manager	A product that provides support for installing licenses, configuring centralized licenses, or deleting license files. Also known as WebLM.

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