



Avaya Aura[®] Documentation Catalog

Release 8.1.x
Issue 5
May 2021

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 in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. 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 or on the express behalf of 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: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" 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.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <https://support.avaya.com/LicenseInfo>, UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" 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 as set forth below in the Designated System(s) License (DS) section as applicable. 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 set of Designated Processors that hosts (physically or virtually) 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 types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. 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 as indicated in the order, Documentation, or as authorized by Avaya in writing. 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.

Named User License (NU). End User may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. "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). End User 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") as indicated in the order, Documentation, or as authorized by Avaya in writing.

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 is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer 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

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, 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: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. 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).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL

PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC 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 FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

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: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

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

Contact Avaya Support

See the Avaya Support website: <https://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: <https://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, its licensors, its suppliers, 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 is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Contents

Chapter 1: Introduction	5
Purpose	5
Change history	5
Chapter 2: Avaya Aura® Overview	6
Avaya Aura® overview	6
Chapter 3: Library	7
Avaya Aura® Solution documentation	7
Appliance Virtualization Platform documentation	8
AVP Utilities documentation	8
System Manager documentation	9
Avaya WebLM documentation	10
Avaya Device Adapter documentation	10
Session Manager documentation	11
Communication Manager documentation	12
Application Enablement Services documentation	15
Branch Gateway documentation	16
Presence Services documentation	17
Media Server documentation	18
Common Server documentation	19

Chapter 1: Introduction

Purpose

This document lists the various guides of Avaya Aura® solution.

This document is intended for people who want to locate a Avaya Aura® guide and related information.

Change history

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

Issue	Date	Summary of changes
5	May 2021	Updated the following sections: . <ul style="list-style-type: none">• System Manager documentation on page 9• Common Server documentation on page 19
4	October 2020	For release 8.1.3: <ul style="list-style-type: none">• Updated section Session Manager documentation on page 11.• Updated section Branch Gateway documentation on page 16.• Added Avaya Aura® Data Privacy guidelines to the respective product's document list.
3	March 2020	For Release 8.1.2, updated the section: Avaya Device Adapter documentation on page 10.
2	October 2019	For Release 8.1.1: <ul style="list-style-type: none">• Updated the document titles with Release 8.1.x.• Avaya Converged Platform document titles are renamed to Avaya Solutions Platform.
1	July 2019	Release 8.1 document.

Chapter 2: Avaya Aura® Overview

Avaya Aura® overview

Avaya Aura® is a flagship communications solution that uses an IP and SIP-based architecture to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure. This architecture provides on-demand access to advanced collaboration services and applications that improve employee efficiency. Avaya Aura® is available under Core or Power Suite Licenses. Each suite provides a customized set of capabilities designed to meet the needs of different kinds of users. Customers might mix Core and Power licenses on a single system based on their needs.


The following are some of the capabilities that Avaya Aura® solution provides:

- Support for up to 28 instances of Session Manager and 300,000 users and 1 million devices
- Support for up to 18,000 simultaneously registered H.323 endpoints out of 41,000 endpoints per single Communication Manager server and SIP endpoints in an enterprise
- Advanced Session Management Capabilities
- Converged voice and video call admission control
- SIP features, including E911, which reports the desk location of the caller
- Avaya Communication Server 1000 SIP networking and feature transparency
- Session Manager SIP routing adaptations
- A central management application, System Manager, for all Avaya Aura® applications and Avaya Communication Server 1000, with single authentication

Chapter 3: Library

Avaya Aura[®] Solution documentation

The following table lists the documents related to Avaya Aura[®] solution. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
<i>What's New in Avaya Aura[®] Release 8.1.x</i>	Provides an overview of the new features in Avaya Aura [®] solution.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Avaya Aura[®] Core Solution Description</i>	Provides a high level description of reference configuration for the solution.  Note: From Avaya Aura [®] Release 8.0.1, the content of the <i>Avaya Aura[®] Solution Design Considerations and Guidelines</i> document is merged into <i>Avaya Aura[®] Core Solution Description</i> .	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Planning for Deploying Avaya Aura[®] applications</i>	Provides planning information for deploying Avaya Aura [®] applications on supported platforms.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Planning for Upgrading Avaya Aura[®] applications to Release 8.1.x</i>	Provides planning information for upgrading Avaya Aura [®] applications on supported platforms.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Avaya Aura[®] Release 8.1 x Release Notes</i>	Contains enhancements, fixes, and workaround for the Avaya Aura [®] applications.	System administrators Services and support personnel

Appliance Virtualization Platform documentation

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

Title	Description	Audience
Implementing		
<i>Deploying Avaya Aura® Appliance Virtualization Platform</i>	Deploy, configure, and administer Avaya Aura® Appliance Virtualization Platform.	Implementation personnel
<i>Upgrading Avaya Aura® Appliance Virtualization Platform</i>	Upgrade Avaya Aura® Appliance Virtualization Platform.	Implementation personnel
Administration		
<i>Avaya Aura® Appliance Virtualization Platform and AVP Utilities Data Privacy Guidelines</i>	Describes how to administer Avaya Aura® Appliance Virtualization Platform to fulfill Data Privacy requirements.	Implementation personnel, system administrator, service and support personnel

AVP Utilities documentation

The following table lists the documents related to Avaya Aura® AVP Utilities. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
<i>Avaya Aura® AVP Utilities Overview and Specifications</i>	Provides an overview of the Avaya Aura® AVP Utilities features.	Sales Engineers
<i>Deploying Avaya Aura® AVP Utilities</i>	Describes the instructions for deploying and migrating to Avaya Aura® AVP Utilities.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Administering Avaya Aura® AVP Utilities</i>	Describes the instructions for administering Avaya Aura® AVP Utilities.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Avaya Aura® Appliance Virtualization Platform and AVP Utilities Data Privacy Guidelines</i>	Describes how to administer Avaya Aura® AVP Utilities to fulfill Data Privacy requirements.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel

System Manager documentation

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

Title	Description	Audience
Design		
<i>Avaya Aura® System Manager Overview and Specification</i>	Understand high-level product features and functionality.	Customers and sales, services, and support personnel
<i>Administering Avaya Aura® System Manager</i>	Administering System Manager applications and install patches on System Manager applications.	Customers and sales, services, and support personnel
<i>Avaya Aura® System Manager Certificate Management</i>	Understand certificate management.	Customers and sales, services, and support personnel
<i>Avaya Aura® System Manager Data Privacy Guidelines</i>	Describes how to administer System Manager to fulfill Data Privacy requirements.	System administrators and IT personnel
Using		
<i>Using the Solution Deployment Manager client</i>	Deploy System Manager applications and install patches on System Manager applications.	System administrators
<i>Avaya Aura® System Manager Solution Deployment Manager Job-Aid</i>	Deploy System Manager applications and install patches on System Manager applications.	System administrators
Implementation		
<i>Upgrading Avaya Aura® System Manager</i>	Upgrade the Avaya Aura® System Manager application to Release 8.1.x.	Implementation personnel
<i>Deploying Avaya Aura® System Manager in Virtual Appliance</i>	Deploy System Manager applications in Virtual Appliance.	Implementation personnel
<i>Deploying Avaya Aura® System Manager in Virtualized Environment</i>	Deploy System Manager applications in Virtualized Environment.	Implementation personnel
<i>Deploying Avaya Aura® System Manager in Infrastructure as a Service Environment</i>	Deploy System Manager applications in Infrastructure as a Service Environment.	Implementation personnel
<i>Deploying Avaya Aura® System Manager in Software-Only Environment</i>	Deploy System Manager applications in Software-Only Environment.	Implementation personnel
Maintenance and Troubleshooting		
<i>Avaya Aura® System Manager SNMP Whitepaper</i>	Monitor System Manager using SNMP.	System administrators and IT personnel

Table continues...

Title	Description	Audience
<i>Troubleshooting Avaya Aura® System Manager</i>	Perform maintenance and troubleshooting tasks for System Manager and Avaya Aura® applications that System Manager supports.	System administrators and IT personnel

Avaya WebLM documentation

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

Title	Description	Audience
Implementing		
<i>Deploying standalone Avaya WebLM in Virtual Appliance</i>	Deploy the application in virtual appliance environment by using Solution Deployment Manager	Implementation personnel
<i>Deploying standalone Avaya WebLM in Virtualized Environment</i>	Deploy the application in virtualized environment.	Implementation personnel
<i>Deploying standalone Avaya WebLM in Infrastructure as a Service Environment</i>	Deploy the application on cloud services.	Implementation personnel
<i>Deploying standalone Avaya WebLM in Software-Only Environment</i>	Deploy the application in software-only environment.	Implementation personnel
<i>Upgrading standalone Avaya WebLM</i>	Upgrade the application.	Implementation personnel
Administering		
<i>Administering standalone Avaya WebLM</i>	Perform administration tasks	System administrators

Avaya Device Adapter documentation

The following table lists the documents related to Avaya Device Adapter Snap-in. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
<i>Avaya Device Adapter Snap-in Reference</i>	Provides overview and feature descriptions, interoperability, performance specifications, configurations and troubleshooting.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Avaya Device Adapter User Guide for Avaya Aura® Call Center Elite Agents</i>	Describes user operations that can be performed on Device Adapted phones in Avaya Aura® Call Center Elite.	Avaya Aura® Call Center Elite agents and supervisors

Session Manager documentation

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

Title	Description	Audience
Overview		
<i>Avaya Aura® Session Manager Overview and Specification</i>	Describes the key features of Session Manager.	System administrators
<i>Avaya Aura® Session Manager Security Design</i>	Describes the security considerations, features, and solutions for Session Manager.	Network administrators, services, and support personnel
Implementation		
<i>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtualized Environment</i>	Describes how to deploy the Session Manager virtual application in a virtualized environment.	Services and support personnel
<i>Deploying Avaya Aura® Session Manager in Infrastructure as a Service Environment</i>	Describes how to deploy the Session Manager in the Infrastructure as a Service (IaaS) environment.	Services and support personnel
<i>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Software-Only Environment</i>	Describes how to deploy the Session Manager in the Software-Only environment.	Services and support personnel
<i>Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtual Appliance</i>	Describes how to deploy the Session Manager in Virtual Appliance.	Services and support personnel
<i>Routing Web Service API Programming Reference</i>	Describes how to use the System Manager Routing Web Service API for Session Manager.	Services and support personnel

Table continues...

Title	Description	Audience
<i>Avaya Aura® Session Manager Element Manager Web Service API Programming Reference</i>	Describes how to get programmatic access to Session Manager Dashboard and User Registration status data.	Services and support personnel
Administration		
<i>Administering Avaya Aura® Session Manager</i>	Describes the procedures to administer Session Manager using System Manager.	System administrators
<i>Avaya Aura® Session Manager Case Studies</i>	Provides common administration scenarios.	System administrators
<i>Avaya Aura® Session Manager Data Privacy Guidelines</i>	Describes how to administer Session Manager to fulfill Data Privacy requirements.	System administrators, Network administrators, services, and support personnel
Installation and upgrades		
<i>Upgrading Avaya Aura® Session Manager</i>	Describes the procedures to upgrade Session Manager to the latest software release.	Services and support personnel
Maintaining and Troubleshooting		
<i>Maintaining Avaya Aura® Session Manager</i>	Contains the procedures for maintaining Session Manager.	Services and support personnel
<i>Troubleshooting Avaya Aura® Session Manager</i>	Contains the procedures to troubleshoot Session Manager, resolve alarms, and replace hardware.	Services and support personnel

Communication Manager documentation

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

Title	Description	Audience
Design		
<i>Avaya Aura® Communication Manager Overview and Specification</i>	Provides an overview of the features of Communication Manager	Sales Engineers, Solution Architects
<i>Avaya Aura® Communication Manager Security Design</i>	Describes security-related issues and security features of Communication Manager.	Sales Engineers, Solution Architects
<i>Avaya Aura® Communication Manager System Capacities Table</i>	Describes the system capacities for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects

Table continues...

Title	Description	Audience
<i>LED Descriptions for Avaya Aura® Communication Manager Hardware Components</i>	Describes the LED for hardware components of Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
<i>Avaya Aura® Communication Manager Hardware Description and Reference</i>	Describes the hardware requirements for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
<i>Avaya Aura® Communication Manager Survivability Options</i>	Describes the system survivability options for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
<i>Avaya Aura® Core Solution Description</i>	Provides a high level description for the solution.	Sales Engineers, Solution Architects
Maintenance and Troubleshooting		
<i>Avaya Aura® Communication Manager Reports</i>	Describes the reports for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Maintenance Procedures for Avaya Aura® Communication Manager, Branch Gateways and Servers</i>	Provides procedures to maintain Avaya servers and gateways.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Maintenance Commands for Avaya Aura® Communication Manager, Branch Gateways and Servers</i>	Provides commands to monitor, test, and maintain Avaya servers and gateways.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
<i>Avaya Aura® Communication Manager Alarms, Events, and Logs Reference</i>	Provides procedures to monitor, test, and maintain Avaya servers, and describes the denial events listed on the Events Report form.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Administration		
<i>Administering Avaya Aura® Communication Manager</i>	Describes the procedures and screens for administering Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
<i>Administering Network Connectivity on Avaya Aura® Communication Manager</i>	Describes the network connectivity for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
<i>Avaya Aura® Communication Manager SNMP Administration and Reference</i>	Describes SNMP administration for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel

Table continues...

Title	Description	Audience
Administering Avaya Aura® Communication Manager Server Options	Describes server options for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
<i>Avaya Aura® Communication Manager Data Privacy Guidelines</i>	Describes how to administer Communication Manager to fulfill Data Privacy requirements.	Sales Engineers, Implementation Engineers, Support Personnel
Implementation and Upgrading		
<i>Deploying Avaya Aura® Communication Manager in Virtualized Environment</i>	Describes the implementation instructions while deploying Communication Manager on VMware and Kernel-based Virtual Machine (KVM).	Implementation Engineers, Support Personnel, Solution Architects
<i>Deploying Avaya Aura® Communication Manager in Virtual Appliance</i>	Describes the implementation instructions while deploying Communication Manager on Appliance Virtualization Platform.	Implementation Engineers, Support Personnel, Solution Architects
<i>Deploying Avaya Aura® Communication Manager in Infrastructure as a Service Environment</i>	Describes the implementation instructions while deploying Communication Manager on Amazon Web Services, Microsoft Azure, Google Cloud Platform.	Implementation Engineers, Support Personnel, Solution Architects
<i>Deploying Avaya Aura® Communication Manager in Software-Only Environment</i>	Describes the implementation instructions while deploying Communication Manager on a software-only environment.	Implementation Engineers, Support Personnel, Solution Architects
<i>Upgrading Avaya Aura® Communication Manager</i>	Describes instructions while upgrading Communication Manager.	Implementation Engineers, Support Personnel, Solution Architects
Understanding		
<i>Avaya Aura® Communication Manager Feature Description and Implementation</i>	Describes the features that you can administer using Communication Manager.	Sales Engineers, Solution Architects, Support Personnel
<i>Avaya Aura® Communication Manager Screen Reference</i>	Describes the screens that you can administer using Communication Manager.	Sales Engineers, Solution Architects, Support Personnel
<i>Avaya Aura® Communication Manager Special Application Features</i>	Describes the special features that are requested by specific customers for their specific requirement.	Sales Engineers, Solution Architects, Avaya Business Partners, Support Personnel

Application Enablement Services documentation

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

Title	Description	Audience
Design		
<i>Avaya Aura® Application Enablement Services Overview and Specification</i>	Understand high-level product features and functionality.	Customers and sales, services, and support personnel
<i>Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide</i>	Installing TSAPI and CVLAN Client and SDK	Customers and sales, services, and support personnel
Using		
<i>Upgrading Avaya Aura® Application Enablement Services</i>	Upgrading Application Enablement Services applications.	System administrators and IT personnel
<i>Administering Avaya Aura® Application Enablement Services</i>	Administering Application Enablement Services applications and install patches on Application Enablement Services applications.	System administrators and IT personnel
<i>Avaya Aura® Application Enablement Services Data Privacy Guidelines</i>	Describes how to administer Application Enablement Services to fulfill Data Privacy requirements.	Sales Engineers, Implementation Engineers, Support Personnel
Implementation		
<i>Deploying Avaya Aura® Application Enablement Services for Microsoft® Lync Server Products</i>	Deploy Application Enablement Services applications in Microsoft Lync Server Products	Implementation personnel
<i>Deploying Avaya Aura® Application Enablement Services in Virtual Appliance</i>	Deploy Application Enablement Services applications in Virtual Appliance	Implementation personnel
<i>Deploying Avaya Aura® Application Enablement Services in Virtualized Environment</i>	Deploy Application Enablement Services applications in Virtualized Environment	Implementation personnel
<i>Deploying Avaya Aura® Application Enablement Services in Infrastructure as a Service Environment</i>	Deploy Application Enablement Services applications in Infrastructure as a Service Environment	Implementation personnel
<i>Deploying Avaya Aura® Application Enablement Services in a Software-Only Environment</i>	Deploy Application Enablement Services applications in Software-Only Environment	Implementation personnel
Maintenance and Troubleshooting		

Table continues...

Title	Description	Audience
<i>Maintaining Avaya Aura® Application Enablement Services</i>	Maintaining Application Enablement Services applications and install patches on Application Enablement Services applications.	System administrators and IT personnel

Branch Gateway documentation

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

Title	Description	Audience
Installing and implementing		
<i>Quick Start for Hardware Installation: Avaya G430 Branch Gateway</i>	Describes how to install G430 Branch Gateway in the basic configuration.	Solution architects, implementation engineers, and support personnel
<i>Deploying and Upgrading Avaya G430 Branch Gateway</i>	Describes how to install and upgrade G430 Branch Gateway, perform basic configuration tasks, insert media modules, and connect external devices.	Solution architects, implementation engineers, and support personnel
Administering		
<i>Administering Avaya G430 Branch Gateway</i>	Describes how to configure and manage G430 Branch Gateway after the installation. Contains the detailed information about G430 Branch Gateway features and their implementation.	Solution architects, implementation engineers, and support personnel
<i>Avaya Branch Gateway G430 CLI Reference</i>	Describes the CLI commands for G430 Branch Gateway configuration.	Solution architects, implementation engineers, and support personnel
<i>Avaya Aura® G430 Gateway Data Privacy Guidelines</i>	Describes how to administer G430 Branch Gateway to fulfill Data Privacy requirements.	Solution architects, implementation engineers, and support personnel

Title	Description	Audience
Installing and implementing		
<i>Quick Start for Hardware Installation: Avaya G450 Branch Gateway</i>	Describes how to install G450 Branch Gateway in the basic configuration.	Solution architects, implementation engineers, and support personnel

Table continues...

Title	Description	Audience
<i>Deploying and Upgrading Avaya G450 Branch Gateway</i>	Describes how to install and upgrade G450 Branch Gateway, perform basic configuration tasks, insert media modules, and connect external devices.	Solution architects, implementation engineers, and support personnel
Administering		
<i>Administering Avaya G450 Branch Gateway</i>	Describes how to configure and manage G450 Branch Gateway after the installation. Contains the detailed information about G450 Branch Gateway features and their implementation.	Solution architects, implementation engineers, and support personnel
<i>Avaya Branch Gateway G450 CLI Reference</i>	Describes the CLI commands for G450 Branch Gateway configuration.	Solution architects, implementation engineers, and support personnel
<i>Avaya Aura® G450 Data Privacy Guidelines</i>	Describes how to administer G450 Branch Gateway to fulfill Data Privacy requirements.	Solution architects, implementation engineers, and support personnel

Presence Services documentation

The following table lists the documents related to Presence Services. Download the documents from the Avaya Support website at <https://support.avaya.com>.

Title	Use this document to:	Audience
Overview		
<i>Avaya Aura® Presence Services Snap-in Reference</i>	Find information about the product characteristics, interoperability, administer, and configure.	Sales Engineers, System administrators, and support personnel
<i>Avaya Breeze® platform Overview and Specification</i>	Find information about the product characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales Engineers
Administering		
<i>Administering Avaya Breeze® platform</i>	Find the procedures to administer and configure Avaya Breeze® platform.	System administrators and support personnel

Table continues...

Title	Use this document to:	Audience
<i>Administering Avaya Aura® System Manager</i>	Find the procedures to administer and configure System Manager.	System administrators and support personnel
Implementing		
<i>Deploying Avaya Breeze® platform</i>	Find the procedures to install Avaya Breeze® platform.	Avaya professional services, implementation engineers, support personnel, and system administrators

Media Server documentation

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

Title	Description	Audience
Implementing and administering		
<i>Deploying and Updating Avaya Aura® Media Server Appliance</i>	Deploy and update Avaya Aura® Media Server appliance.	System administrators, implementation engineers, and support personnel.
<i>Implementing and Administering Avaya Aura® Media Server</i>	Deploy update, upgrade and patch, non-appliance versions of Avaya Aura® Media Server deployed on Platform Vendor Independent (PVI) servers.	System administrators, implementation engineers, and support personnel
<i>Performance Measurements Reference Avaya Aura® Media Server</i>	Evaluate system performance metrics. Troubleshoot events and alarms.	System administrators, implementation engineers, and support personnel
Migrating and Installing		
<i>Deploying Avaya Aura® Appliance Virtualization Platform</i>	Deploy, configure, and administer Avaya Aura® Appliance Virtualization Platform.	System administrators, implementation engineers, and support personnel

Table continues...

Title	Description	Audience
<i>Upgrading Avaya Aura® Appliance Virtualization Platform</i>	Upgrade Avaya Aura® Appliance Virtualization Platform.	System administrators, implementation engineers, and support personnel
Using		
<i>Using Web Services on Avaya Aura® Media Server</i>	Develop web services to provision and manage Avaya Aura® Media Server	Avaya Professional Services and application developers

Common Server documentation

The following table lists the documents related to Common servers used by Avaya Aura® applications. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
Installation and upgrades		
<i>Installing the Dell™ PowerEdge™ R620 Server</i>	Describes the installation procedures for the Dell™ PowerEdge™ R620 server.	Services and support personnel
<i>Installing the Dell™ PowerEdge™ R630 Server</i>	Describes the installation procedures for the Dell™ PowerEdge™ R630 server.	Services and support personnel
<i>Installing the HP ProLiant DL380p G8 Server</i>	Describes the installation procedures for the HP ProLiant DL380p G8 server.	Services and support personnel
<i>Installing the HP ProLiant DL360 G9 Server</i>	Describes the installation procedures for the HP ProLiant DL360 G9 server.	Services and support personnel
<i>Installing the Avaya Solutions Platform 120 Series</i>	Describes how to install Avaya Solutions Platform 120 Series.	Sales and deployment engineers, solution architects, and support personnel
<i>Installing the Avaya Solutions Platform 130 Appliance</i>	Describes how to install Avaya Solutions Platform 130 Appliance.	Sales and deployment engineers, solution architects, and support personnel
Maintaining and Troubleshooting		
<i>Maintaining and Troubleshooting Dell™ PowerEdge™ R620 Server</i>	Contains the procedures to troubleshoot Dell™ PowerEdge™ R620, resolve alarms, and replace hardware.	Services and support personnel

Table continues...

Title	Description	Audience
<i>Maintaining and Troubleshooting the Dell™ PowerEdge™ R630 Server</i>	Contains the procedures to troubleshoot Dell™ PowerEdge™ R630, resolve alarms, and replace hardware.	Services and support personnel
<i>Maintaining and Troubleshooting HP ProLiant DL380p G8 Server</i>	Contains the procedures to troubleshoot HP ProLiant DL380p G8, resolve alarms, and replace hardware.	Services and support personnel
<i>Maintaining and Troubleshooting the HP ProLiant DL360 G9 Server</i>	Contains the procedures for maintaining HP ProLiant DL360 G9.	Services and support personnel
<i>Maintaining and Troubleshooting the Avaya Solutions Platform 120 Series</i>	Describes procedures to maintain and troubleshoot Avaya Solutions Platform 120 Series.	Sales and deployment engineers, solution architects, and support personnel
<i>Maintaining and Troubleshooting Avaya Solutions Platform 130 Appliance</i>	Describes procedures to maintain and troubleshoot Avaya Solutions Platform 130 Appliance.	Sales and deployment engineers, solution architects, and support personnel

Index

A

Avaya Aura®
 overview [6](#)

B

Branch Gateway
 documentation [16](#)

D

documentation
 Appliance Virtualization Platform [8](#)
 Application Enablement Services [15](#)
 Avaya Aura solution [7](#)
 Avaya Device Adapter [10](#)
 AVP Utilities [8](#)
 Branch Gateway [16](#)
 Common Server [19](#)
 Communication Manager [12](#)
 Media Server [18](#)
 Presence Services [17](#)
 Session Manager [11](#)
 System Manager [9](#)
 WebLM [10](#)

P

Purpose
 documentation catalog [5](#)