



Avaya MultiVantage™ Configuration Manager

Release 1.2
Installation and Configuration

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Avaya Web Page

The world wide web home page for Avaya is:
<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is 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 Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Trademarks

See the preface of this document.

Ordering Information

Call: Avaya Publications Center
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Write: GlobalWare Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attention: Avaya Account Management

Email: totalware@gwsmail.com
For additional documents, refer to the section in "About This Book" entitled "Related Resources."

Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their web site at www.avaya.com/direct or call 800-426-2455.

Comments

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Preface

Purpose

This book explains how to install and configure Avaya MultiVantage™ Configuration Manager (Configuration Manager), how to test the installation, and how to troubleshoot it.

Prerequisites

Installing and setting up Configuration Manager requires familiarity with network administration, knowledge of the Red Hat implementation of the Linux operating system, and proficiency with Linux administration. This knowledge is not taught in this book but is essential for a successful installation.

For this reason, we highly recommend that workstation or network administrators take the primary role in installation.

Intended Audience

We wrote this book for workstation or network administrators.

Conventions Used in This Book

In this book, we use the following typographical conventions:

- We use bold type for emphasis and for any information that you should type; for example: **save translation**.
- We use Courier font for any information that the computer screen displays; for example: `login`.
- We use arrows to indicate options that you should select on cascading menus; for example: “Select File>Open” means choose the “Open” option from the “File” menu.

Additional Resources

You may find the following additional resources helpful.

For help using Configuration Manager, look in the Configuration Manager online help. It explains how to perform basic administration tasks. To access the online help, start the Configuration Manager client and choose **Help>Help Topics**.

For help with complex administration tasks, see the *Administrator's Guide for Avaya MultiVantage™ Software*, which explains system features and interactions in detail. You can access this document from the VisAbility home page.

Tell Us What You Think!

Let us know how this book measured up to your expectations. Your opinions are crucial to helping us meet your needs! You can send us your comments by mail, fax, or e-mail, as follows:

Mail: Avaya, Inc.
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 Lincroft, NJ 07738
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E-mail: document@avaya.com

How to Get This Book (and Others) on the Web

To view or download the latest version of this book, complete the following steps:

1. Install your internet browser.

Most computers are sold with browsers already installed.

2. Get access to the Internet.

If you do not already have access to the Internet, contact an Internet Service Provider (ISP) and set up an account.

3. Set up your browser preferences.

Refer to the documentation that came with your browser.

4. Install Adobe Acrobat Reader with Search, version 5.0 or later.

This is available on your CD-ROM or from: <http://www.adobe.com>.

5. Access <http://www.avaya.com/support>

6. Click Product Documentation.

7. Click System and Network Management.

8. Under the heading “VisAbility Management Suite,” locate the heading, “Avaya MultiVantage™ Configuration Manager” and then click the link corresponding to the software release for which you want documentation.

9. Locate the title of the book you want and then click it.

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Haverhill, MA 01835
USA

1 Resources and Notices

Avaya provides our customers with a variety of planning, consulting, and technical services. The sections below briefly describe the resources and services that are available.

Client executives are your primary contact to obtain information and explore options to meet your specific business needs.

Getting Help with the Installation

If you are located within the United States and you want help installing or setting up Avaya MultiVantage™ Configuration Manager (Configuration Manager), call your Avaya representative.

If you are located outside the United States, call your Avaya representative or distributor. Call at least 4 weeks before the date on which you want to install Configuration Manager.

Avaya Technology and Consulting (ATAC)

ATAC works with client teams to develop detailed solutions for connectivity to MultiVantage™ solutions. The ATAC also designs network configurations to support Configuration Manager.

Avaya Remote Network Implementation Services (RNIS)

For this product, RNIS offers customers the following services:

- Verify platform readiness
- Remotely install Configuration Manager
- Configure the network management server for each voice system to be managed by Configuration Manager
- Verify customer acceptance

Avaya Technical Service Organization (TSO)

The TSO provides support for Configuration Manager to client teams, field technicians, and customers. The TSO will bill customers for support on a time and materials basis if the following conditions exist:

- Customers do not have a current maintenance agreement
- Customers do not procure and install the required systems and software as defined in the VisAbility Management Suite Services Support Plan
- Customers request support that is outside the purchase agreement

The TSO does not support hardware or software that customers purchase from third-party vendors.

Avaya Network Management Software Systems Support Group (NMSSS)

The Network Management Software Systems Support (NMSSS) group in Tampa Bay answers customer calls about applications in the VisAbility Management Suite. NMSSS will either answer your questions directly or connect you with an associate who can answer questions about your application.

Avaya Contact Information

You may find the following contact information helpful at various times during the process of installing and setting up this product. This information was accurate at the time this book went to press. We update this information with each new release of Configuration Manager.

Customers can access only the resources in [Table 1](#) (not [Table 2](#)). To view Avaya web sites, Avaya recommends that you use Internet Explorer.

Table 1. Customer-Accessible Resources

Resource	Contact Information
Avaya Support Centre	http://support.avaya.com/
Network Management Software Systems Support group	1-800-237-0016.
Avaya Technical Services Organization (TSO)	For calls about Avaya Site Administration: 1-800-242-2121 extension 15312.
Remote Network Implementation Services (RNIS)	http://www1.avaya.com/enterprise/who/docs/implementation-services/fullprodinfo.html
Toll Fraud Intervention	1-800-643-2353 prompt 1.

Table 2. Avaya Internal Resources

Resource	Contact Information
Avaya Enterprise Management Support	http://aem-support.dr.avaya.com/
Avaya Technology and Consulting Team (ATAC)	Phone: 1-888-297-4700 Main site (requires a password): http://forum.avaya.com
Remote Network Implementation Services (RNIS)	http://associate2.avaya.com/sales_market/products/data-implementation-services/
VisAbility Management Services Support Plan	http://associate2.avaya.com/solution/support_plans/#Enterprise
VMS002 Form	http://associate2.avaya.com/sales_market/products/data-implementation-services/ Then click "Avaya VisAbility™ Management Suite Configuration Request Form #2."

Third-Party Resources

The table below lists contact information for third-party vendors.

Table 3. Vendor web sites

Vendor	Web Sites
Microsoft	Main site: http://www.microsoft.com
Red Hat Linux	Main site: http://www.redhat.com

System Security Notices

Customers are solely responsible for the security of their system, network, and access to hardware and software. The sections below define the precautions that all customers should take to maintain the security of their systems.

Network Security

Configuration Manager uses the standard security features on the Red Hat Linux.

Avaya strongly recommends that customers use passwords to prohibit access to their systems and to routinely change those passwords to maintain security.



SECURITY ALERT:

Customers should always change passwords immediately after external vendors have completed installation, maintenance, troubleshooting, or other tasks on their system.

Toll Fraud Security

Although Configuration Manager is generally not at risk for toll fraud, customers are solely responsible for the security of their entire telecommunications system.

Toll Fraud is the unauthorized use of a company's telecommunications system by unauthorized parties. Unauthorized parties are persons other than the company's employees, agents, subcontractors, or persons working on behalf of the company. Toll fraud can result in substantial additional charges for the company's telecommunications services.

The company's system manager is responsible for the security of the company's system, which includes programming and configuring the equipment to prevent unauthorized use.

Avaya Disclaimer

Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunications services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use.

Toll Fraud Intervention

If customers suspect that they are a victims of toll fraud and need technical assistance, they should refer to the phone number listed for "[Toll Fraud Intervention](#)" on page 11.

2 Overview

Avaya MultiVantage™ Configuration Manager (Configuration Manager) is a client-server based MultiVantage software administration application that offers these powerful features:

- enables multiple administrators to administer the same (or separate) MultiVantage solutions at the same time, remotely;
- offers graphical station and system administration screens;
- offers easy-to-use wizards for basic administration tasks;
- lets you cut through (using terminal emulation) to administer other telephony devices.

Installation Checklist

1. Prepare the Configuration Manager server.

- a. Purchase computers (if necessary) that meet the hardware and software requirements on [page 16](#).
- b. Install computers (if necessary).
- c. Ensure TCP/IP connectivity between the Configuration Manager server, Configuration Manager client, and MultiVantage solutions. Troubleshoot problems with the LAN/WAN administrator.

2. Prepare MultiVantage solutions. ([page 17](#))

3. Install Configuration Manager. ([page 19](#))

4. Set up Configuration Manager. ([page 29](#))

5. Test the Installation.

Test that a Configuration Manager client can connect to each voice system. Test that clients can (or cannot) access the parts of Configuration Manager that you specified when setting user permissions.

6. Troubleshoot, if appropriate.

3 System Requirements

Client Requirements

Avaya MultiVantage™ Configuration Manager (Configuration Manager) client workstations should meet the following requirements:

Parameter	Requirement
Operating system	Windows NT 4.0, 98, XP, or 2000.
Other software	Netscape 6.2 (provided), or Internet Explorer 5.5 and Java Runtime Environment 1.3.1_02 (provided)
Processor	PII-600 MHz
RAM	256 MB
Available Disk Space	Minimum: 100 MB on the drive that contains the Windows System folder (normally but not always the C: drive) Maximum: Up to 1 GB (if this computer is running all client applications in the suite)
CD-ROM	Optional
Network Connectivity	TCP/IP
IP Addresses	Static or dynamic (DNS preferred)
Display	SVGA

Server Requirements

Any server that you use to run Configuration Manager server software must meet the following requirements:

Parameter	Recommended
Operating system	Linux 7.3
Processor	1.3 GHz Pentium 3 or Pentium 4
RAM	1 GB
Available Disk Space	40 GB
CD-ROM	Required for installation
Network Connectivity	10/100 network card
Modem	56K required for remote support

Red Hat Recommendations

For Configuration Manager to work, when Red Hat is installed and set up on the Configuration Manager server, specific options Red Hat must be enabled.

Instructions for setting up Red Hat are available in the Avaya VisAbility Management Suite Implementation Guidelines, which is available from your client executive. The instructions are also available in the Configuring Red Hat Linux document, which is available under the “VisAbility” heading of the System and Network Management area of the Support Centre web site. (see ["How to Get This Book \(and Others\) on the Web" on page 7](#)).

4 Preparing MultiVantage Solutions for Use with Configuration Manager

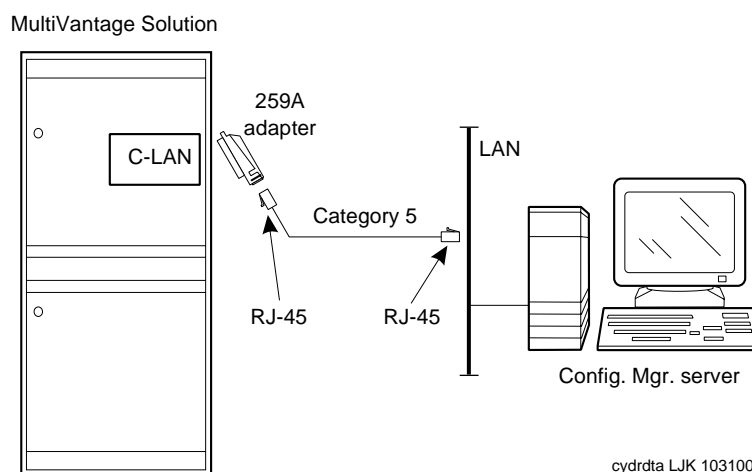
Before you can use Avaya MultiVantage™ Configuration Manager (Configuration Manager), you must complete the following activities for each MultiVantage solution that you want to access using Configuration Manager:

- Connect MultiVantage solutions to the network
- Create a login for Configuration Manager on each MultiVantage Solution.

Connecting servers to the network

To function properly, Configuration Manager must be connected to your MultiVantage solutions via a TCP/IP connection. New Avaya voice systems have TCP/IP connectivity built-in, whereas legacy voice systems require the use of a C-LAN circuit pack. [Figure 1](#) illustrates a TCP/IP connection from the Configuration Manager server to a legacy Avaya voice system via a C-LAN circuit pack.

Figure 1. Connecting via C-LAN circuit pack



Creating a MultiVantage software login

On each MultiVantage Solution that you want to administer using Configuration Manager, you must create a unique login and enable it with super-user privileges. For instructions, see the *Avaya MultiVantage™ Systems Little Instruction Book for Basic Administration*. A copy is available on the VisAbility home page and on the VisAbility software installation CDs.

5 Installing Configuration Manager

Installation Prerequisites

Before you install Avaya MultiVantage™ Configuration Manager (Configuration Manager), be sure that the computers you plan to install it on meet the requirements listed in "[System Requirements](#)" on page 15.

Configuration Manager requires a functioning LAN to operate. The instructions in this section assume that your LAN is fully operational and that all Configuration Manager computers can ping each other.

To install Configuration Manager server software, you must have a root login on the Red Hat Linux server. To install the Configuration Manager client shortcut, you must have Windows Administrator privileges.

Giving Avaya Access to Configuration Manager

If your company has a support agreement with Avaya, then you need to install a modem on the Linux server. This enables Avaya service personnel to remotely troubleshoot and correct problems. If you ever need an Avaya service representative to perform remote troubleshooting or maintenance, make sure that you have the modem phone number on hand.

Installing the Configuration Manager Server Software

To install Configuration Manager server software, you must have a root login on the Red Hat Linux server. Then, complete the following steps:

1. Insert the "Avaya VisAbility Management Suite: Linux Server Installation" CD into the CD-ROM drive.

The CD browser window appears automatically.

2. Open terminal emulation by clicking the terminal emulation icon in the Red Hat toolbar.

3. In the terminal emulation window, type **cd /mnt/cdrom** and press **Enter**.

4. Type **./vms_setup.bin** and press **Enter**.

Red Hat displays the installation wizard.

5. At the Welcome page, click **Next**.

6. If you see a message that rpmspec has not already been installed, click "Yes, launch the install routine for rpmspec for me" and click **Next**.

7. If you see a message box that gives you the option to select All or Custom, choose whether to install all products (All) or just a subset (Custom).

If you choose "All", go to [Step 9](#).

If you choose "Custom," go to [Step 8](#).

8. In the product installation screen, ensure that MultiVantage Configuration Manager is selected and click **Next**.

Darkly shaded or depressed buttons are selected. Raised buttons are NOT selected.

9. Review the summary page, and do one of the following:

— If the information is accurate, click **Next**.

— If the information is inaccurate, click **Back** to correct the error.

10. Read the Sun license agreement, click **Accept** if you accept it, and click **Next**.

11. Read the Apache license agreement, click **Accept** if you accept it, and click **Next**.
12. Read the Configuration Manager license agreement, click **Accept** if you accept it, and click **Next**.

The installation wizard displays the message, "Installing System Management Linux Server. Please wait." Subsequently, the installer displays the message, "Creating uninstaller." Finally, it displays the message, "The InstallShield Wizard has successfully installed System Management Linux Server. Click Finish to exit the wizard."

13. Click **Finish**.

The wizard closes.

14. In the terminal emulation window, type **reboot** and press **Enter**.

This ensures that the Tomcat web server shuts down and restarts properly. Wait while the system reboots. After the system has rebooted, it displays the Red Hat login dialog box.

Installing Configuration Manager Client Software

To install Configuration Manager clients, you must use a Windows login that has Administrator privileges. Save yourself time by ensuring that you have adequate hard disk space to install this product (see [page 15](#)). Then, complete the following sections.

Starting the Installation

1. Shut down all applications running on the PC.
2. Insert the CD, "Avaya VisAbility Management Suite: Windows Client Installation" into the CD-ROM drive.

Wait a moment for the CD browser window to appear automatically.

3. Click **Install Network Management Client Products**.

The installation program prepares the installation wizard and displays the Welcome page.

4. At the Welcome page, click **Next**.

The installation program displays a list of the applications and shortcuts that you can install. By default, the option for Required Components is checked.

5. Select **Shortcut for MultiVantage Configuration Manager**, along with any other programs or shortcuts you want to install.

When you select the shortcut for Configuration Manager, the installation program automatically also selects the option for Avaya Site Administration because Avaya Site Administration must be installed with Configuration Manager to enable cut-thru access to voice systems.

6. Verify that you have enough available hard disk space on your PC to install the shortcut(s).

- a. If you don't, click **Cancel** to exit the installation program.

Restart the installation at **Step 1** when you have made adequate hard disk space available.

- b. If you do, click **Next**.

The installation program displays the summary page.

7. Check the summary page and do one of the following:
 - a. If it contains errors, click **Back** to correct the errors.
 - b. If it is accurate, click **Finish**.

A note advises you that if an installation wizard asks you if you want to reboot, you should NOT reboot until the final installation wizard (in your situation) has run. Click **OK**.

Depending on which options you selected in **Step 5**, the master installation wizard launches one or more of the following installation wizards, in the following order:

—Netscape installation wizard

—Java Runtime Environment (only if you select a shortcut, Directory Enabled Management, or VAL Manager)

—Required components installation wizard

—Avaya Site Administration installation wizard

- Avaya Terminal Emulation installation wizard
- VAL Manager installation wizard
- VoIP Monitor installation wizard
- System Management Client Shortcuts installation wizard.
- Adobe installation wizard

This book explains only the screens that appear if you select the Configuration Manager shortcut option. If you select additional options, you may see other screens in between the ones described below.

Installing the Java Runtime Environment

First, The Java Runtime Environment installation wizard runs.

1. Read the terms and conditions of the Sun license agreement, and do one of the following:

- a. If you agree to the terms and conditions, click **Yes**.

The installation wizard displays any Release Notes.

- b. If you do not agree to the terms and conditions, click **Cancel**.

This will terminate the installation wizard for this application. The installation program will display the wizard for the next application that you selected (if any) in [Step 5 on page 22](#). In that event, **refer to the installation documentation for that application and skip the rest of this procedure.**

2. Specify the location where you want to install the JRE and click **Next**.

To change the location, click **Browse** and navigate to where you want to install the JRE.

3. Specify the browser(s) that you want this JRE plug-in to work with and click Next.

The installation wizard copies the necessary files to your computer, then displays a message and exits when the installation is complete.

Then, the Required Components installation wizard runs.

Installing the Required Components

When you install the Required Components, the installation program is setting up the necessary files so that you can launch VisAbility Management Suite applications from the VisAbility home page.

1. At the Welcome screen, click **Next**.
2. Specify the location where you want to install the Required Components and click **Next**.

To change the location, click **Browse** and navigate to where you want to install the Required Components.

3. Enter the computer name or fully-qualified domain name (FQDN) of the VisAbility Network Management Server.

The VisAbility Network Management Server is either a Windows server or a Linux server. It is the location where this client PC will look for the VisAbility home page. If you have installed (or plan to install) both the Windows server and the Linux server, enter the Windows server information here. If you have installed (or plan to install) only the Linux server, then enter the Linux server information here.

You can type the computer name or the FQDN. The FQDN is the host name followed by the IP domain name. For example: `dnapc1.department.company.com`.

4. Check the summary page and do one of the following:
 - a. If it contains errors, click **Back** to correct the errors.
 - b. If it is accurate, click **Next**.

The installation wizard displays a message that the installation of Required Components is complete.

5. Click **Finish**.

The Avaya Site Administration installation wizard runs.

Installing Avaya Site Administration

1. At the Welcome screen, click **Next**.

The installation wizard checks to see if you have earlier versions of Avaya Site Administration already installed on this computer. If you do, it will indicate this, and it will ask if you want the wizard to remove the old version, or if you want to remove it yourself.

2. When you see the above message, do one of the following:
 - a. To preserve your Avaya Site Administration settings, click **Yes**.
We recommend this option.
 - b. To uninstall the old version yourself, click **No**.

This will terminate the installation wizard for this application. The master installation program will display the next installation wizard (if any) corresponding to the selections you chose in **Step 5 on page 22**.

After you finish any other installation wizards, and after you remove Avaya Site Administration yourself, you must restart the master installation wizard (**Step 2 on page 21**) to install Configuration Manager.

If the installation wizard does *not* detect a copy of Avaya Site Administration on this computer, then it displays the appropriate license agreements.

3. If applicable, read the terms and conditions of the Avaya Site Administration license agreement, and do one of the following:
 - a. If you agree to the terms and conditions, click **Yes**.
The installation wizard displays any Release Notes.
 - b. If you do not agree to the terms and conditions, click **Cancel**.
This will terminate the installation wizard for this application. The installation program will display the wizard for the next application that you selected (if any) in **Step 5 on page 22**. In that event, **refer to the installation documentation for that application and skip the rest of this procedure**.
4. Read the Release Notes and click **Next**.

If this is the first time Avaya Site Administration has been installed on this computer, then the installation wizard displays the Destination page.

5. If applicable, verify that the pathname displayed in the “Destination Folder” field is where you want to install Avaya Site Administration
 - a. If it is, click **Next**.
 - b. If it isn’t, click **Browse**, specify to the location where you want to install, and click **Next**.

The installation wizard displays the summary page.

6. Check the summary page and do one of the following:
 - a. If it contains errors, click **Back** to correct the errors.
 - b. If it is accurate, click **Finish**.
7. Indicate whether or not you want a shortcut for Avaya Site Administration installed on your desktop and click **Next**.

The installation wizard displays a message indicating that the Avaya Site Administration installation is complete. Then, the master installation program launches the installation wizard for Avaya VisAbility Management Suite Client Shortcuts.

Specifying the Configuration Manager Server

1. At the Welcome screen, click **Next**.
2. Enter the computer name or FQDN of the Configuration Manager server computer and click **Next**.

You recorded this information when you installed the Configuration Manager server software on Linux. The installation wizard then displays a summary page.

3. Check the summary page and do one of the following:
 - a. If it contains errors, click **Back** to correct the errors.
 - b. If it is accurate, click **Finish**.

Finishing the Installation

After the final wizard runs, a message appears indicating that the installation is complete and that you can now reboot your computer if any of the installation wizards indicated that this was necessary. To finish the installation, complete the following steps:

1. On the CD Browser screen, click **Exit**.
2. Remove the CD from the CD-ROM drive.
3. Reboot (if appropriate).

Repeat this process, starting at ["Starting the Installation" on page 21](#), on all other Windows computers that you want to serve as Configuration Manager clients.

Uninstalling Configuration Manager

This section explains how to remove Configuration Manager. This procedure contains only the basic steps. For more information on the Linux package uninstall, refer to the Linux system documentation.



To preserve current data, back up data to a file or archive device.

Procedure

Only root users should remove Configuration Manager. The remove script prompts you to back up the database to a file or an archive device.

1. Close all windows and applications.
2. Log off the network server.
3. **Optional.** If you are backing up the database before you remove Configuration Manager, connect the archive device.
4. At the login prompt, type **root** and press **ENTER**.
5. At the password prompt, type the root password and press **ENTER**.
6. Open a terminal window
7. Type **cd/ usr/local/avaya/uninstall** and press **ENTER**.

Doing so sets up the Configuration Manager environment.

8. Type **./uninstaller.bin** and press **ENTER**.

The installation wizard appears followed by the Welcome screen.

9. Select the application to be removed
10. Click **NEXT** and follow the wizard prompts.

6 Setting Up Configuration Manager

To set up Avaya MultiVantage™ Configuration Manager (Configuration Manager), you will complete the following basic activities, which are described in more detail in this chapter:

1. Start Configuration Manager. ([page 29](#))
2. Set up the Configuration Manager server. ([page 30](#))
3. Add voice systems and or messaging systems. ([page 30](#))
4. Change the administrative password. ([page 33](#))
5. Add users and specify permissions. ([page 33](#))
6. Start the queue. ([page 34](#))
7. Initialize voice systems. ([page 35](#))

Starting Configuration Manager

1. Go to an Configuration Manager client PC and choose **Start>Programs>Avaya>MultiVantage Configuration Manager**.

The above step assumes that you installed Configuration Manager in the default location. If you installed it elsewhere, navigate to that location to start Configuration Manager.

2. At the Login dialog box, enter your Login ID, your password, and click **Login**.

The first time you start Configuration Manager, enter the administrative Login ID **admin** and the password **admin123**.

Setting Up the Configuration Manager Server

The first time you log into Configuration Manager, it will automatically display the Configuration Manager Server configuration wizard. To set up the Configuration Manager server, complete the following steps:

1. At the Welcome page, click **Next**.
2. Enter the name for this server that you want to appear in Configuration Manager screens.
3. (Optional) Complete any other fields on this screen.
4. Click **Next**.
5. Enter the IP Address of the Configuration Manager server.
(Optional) You can click the **Ping** buttons next to any of these addresses to check connectivity to those servers. After clicking Ping, click **OK** to close the response window.
6. (Optional) Enter the Gateway IP addresses.
7. (Optional) Specify the number of minutes after which inactive Configuration Manager users should automatically be disconnected from the server.
8. Click **Next**.
Configuration Manager displays the Summary page.
9. If the information presented is accurate, click **Finish**.
If it is not accurate, click **Back** to correct the error. If you click **Finish**, then Configuration Manager displays the Voice System Table, which you will use to add voice systems, as explained in the next section.

Adding Voice and Messaging Systems

1. With the Voice System table displayed, click **Add Device**.
Configuration Manager displays the Welcome page of the Add Device Configuration wizard.
2. At the Welcome page, click **Next**.
Configuration Manager displays the Company Information page and fills in some of the fields using information that you entered when you configured Configuration Manager server.
3. (Optional) Enter any supplemental company information.

4. Click **Next**.
5. Complete the fields as follows and click **Next**.

Field Name	Description
Device Name	Enter the name of the voice system that you want to appear in Configuration Manager screens. What you enter here does not affect the voice system.
IP Address	Enter the IP address associated with the voice system.
Port Number	Enter the voice system administration IP port number that Configuration Manager should use to communicate with this voice system.
Cut-Through Port Number	Enter the IP port number that Configuration Manager should use when attempting to “cut through” to a MultiVantage solution using terminal emulation.
Group/Region Assignment	If your company uses any type of regional code or designation, enter it here.
Voice System Type	Enter the type of voice system this is (for example, DEFINITY R).
Version	Enter the release number of the MultiVantage software that is running on this voice system.
Administrative Login	Enter the login ID that Configuration Manager should use to access this system.
Password	Enter the password associated with this login ID. This is not applicable if you selected ASG.
ASG Key	Enter the ASG Key associated with this login ID. This is not applicable if you are not using ASG.
Function Location Number	If your company uses any type of location code, enter it here.
Site Phone Number	Enter the phone number of a person who is physically proximate to this voice system.

6. (Optional) Specify information about any messaging systems that you want Configuration Manager to be able to access, and click **Next**.

Field Name	Description
Messaging System Name	Enter the name of the messaging system that you want to appear in Configuration Manager screens. What you enter here does not affect the messaging system.
IP Address	Enter the IP address associated with this messaging system.
Port Number	Enter the messaging system administration IP port number that Configuration Manager should use to communicate with this messaging system.
Login Name	Enter the login ID that Configuration Manager should use to access this system.
Password	Enter the password associated with this login ID
System Password	This is a second password that exists on some messaging systems. If you messaging system has a system password, enter it here.

7. Verify the information that you entered.

If it is accurate, click **Finish**. If it is not, click **Back** to fix the error. If you click Finish, Configuration Manager displays the message, "Congratulations!"

8. Click **OK**.

Configuration Manager displays the Voice Systems table again.

9. To exit the table, click **Cancel**.

The first time you click Cancel, the Configuration Manager client closes. Restart the client. Subsequently, when you click Cancel on this screen, it simply clears the right side of the screen.

Changing the Administrative Password

So that anyone reading this manual cannot log in to your copy of Configuration Manager as an administrator, it is highly advisable to change the administrative password very shortly after logging into Configuration Manager for the first time.

To change the administrative password, complete the following steps:

1. With the MCM Manager tab displayed, click **User Configuration**.

Configuration Manager displays the Configuration Manager User table.

2. Highlight the row associated with the Login ID `admin` and click **Update User**.

Configuration Manager displays the Update User dialog box.

3. Click **Change** next to the Password label.

Configuration Manager displays the Change Password dialog box.

4. Enter the new password twice and click **Change**.

Remember to note the new password and save it in a secure location.

Adding Users

To add users, complete the following steps:

1. From the MCM Manager tab, click **MCM User Configuration**.
2. With the **Configuration Manager Users** tab on top, click **Add User**.
3. Complete the Add User screen.
4. Click **Add**.
5. Click the **Users on Switches** tab.
6. Click **Add User**.

7. Complete the fields on this page as follows, and click **Add**.
 - a. Select the user's ID from the drop-down list.
 - b. Enter and re-enter the password associated with that ID.
 - c. Enter the user's name, company name, title, and phone number (the required fields).
 - d. From the list on the right, select the voice system(s) that you want this user to be able to access using Configuration Manager.

Shift-Click to select multiple contiguous voice systems.
 - e. Place a check mark in each check box corresponding to the access permissions you want this user to have on the voice system(s) that you selected in the previous step.
 - f. (Optional) Complete the non-required fields.
8. Repeat this process. for each user you want to add.

Starting the Queue

You must start the queue running before you can use Configuration Manager to access or make changes to that voice system. To start the queue, complete the following steps:

1. From the main screen, click the **MCM Manager** tab, if it is not already displayed.
2. Click **System Resources**.
3. Click **Start Queue**.
4. Click **OK**.

Initializing Voice Systems

You must initialize each voice system that you want to use with Configuration Manager, before you use Configuration Manager to access or make changes to that system. To initialize a voice system in Configuration Manager, complete the following steps:

1. From the main screen, click the **MCM Manager** tab, if it is not already displayed.
2. Click **System Resources**.
3. Click **Initialize System**.
4. Click **OK**.

Glossary and Abbreviations

A

ATAC

See [“Avaya Technology and Consulting \(ATAC\)” on page 9.](#)

M

MultiVantage software

The call processing software that runs on MultiVantage solutions. Formerly known as DEFINITY software.

MultiVantage solution

Any of the products that run MultiVantage software. Formerly known as DEFINITY system, DEFINITY ECS, switch, PBX, or voice system.

N

Network Management Server

This is the Windows box that you can install Windows-based VisAbility Management applications on.

Network Management System

A system that lets you monitor the health and status of devices on your data network. For example, HP OpenView.

R

RNIS

See [“Avaya Remote Network Implementation Services \(RNIS\)” on page 9.](#)

S

System Management Server

This is the Linux box that you install Configuration Manager on.

T

TSO

See [“Avaya Technical Service Organization \(TSO\)” on page 10.](#)

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