Avaya Integrated Management Release 3.0

Standard Management Installation and Upgrade

14-300479
Issue 1
June 2005
Material ID 700364094

Notice

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

Warranty

Avaya Inc. provides a limited warranty on this product. 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 through the following Web site: http://www.avaya.com/support.

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 may 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 Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

Disclaimer

Avaya is not responsible for any modifications, additions or deletions to the original published version of this documentation unless such modifications, additions or deletions were performed by Avaya. Customer and/or End User agree 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 the Customer or End User.

How to Get Help

For additional support telephone numbers, go to the Avaya support Web site: http://www.avaya.com/support. If you are:

- Within the United States, click the *Escalation Management* link. Then click the appropriate link for the type of support you need.
- Outside the United States, click the *Escalation Management* link. Then click the *International Services* link that includes telephone numbers for the international Centers of Excellence.

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 is not 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).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer 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
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Information Technology Equipment, AS/NZS 60950:2000.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998.

The equipment described in this document may contain Class 1 LASER Device(s). These devices comply with the following standards:

- EN 60825-1, Edition 1.1, 1998-01
- 21 CFR 1040.10 and CFR 1040.11.

The LASER devices used in Avaya equipment typically operate within the following parameters:

Typical Center Wavelength	Maximum Output Power
830 nm - 860 nm	-1.5 dBm
1270 nm - 1360 nm	-3.0 dBm
1540 nm - 1570 nm	5.0 dBm

Luokan 1 Laserlaite

Klass 1 Laser Apparat

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposures. Contact your Avaya representative for more laser product information.

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997, EN55022:1998, and AS/NZS 3548.

Information Technology Equipment - Immunity Characteristics - Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6
- Mains Frequency Magnetic Field IEC 61000-4-8
- Voltage Dips and Variations IEC 61000-4-11

Power Line Emissions, IEC 61000-3-2: Electromagnetic compatibility (EMC) - Part 3-2: Limits - Limits for harmonic current emissions.

Power Line Emissions, IEC 61000-3-3: Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

REN Number

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

This equipment complies with Part 68 of the FCC rules. On either the rear or inside the front cover of this equipment is a label that contains, among other information, the FCC registration number, and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

For G350 and G700 Media Gateways:

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. The digits represented by ## are the ringer equivalence number (REN) without a decimal point (for example, 03 is a REN of 0.3). If requested, this number must be provided to the telephone company.

For all media gateways:

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed 5.0. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

REN is not required for some types of analog or digital facilities.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/ REN/ A.S. Code	Network Jacks
Off premises station	OL13C	9.0F	RJ2GX, RJ21X, RJ11C
DID trunk	02RV2-T	0.0B	RJ2GX, RJ21X
CO trunk	02GS2	0.3A	RJ21X
	02LS2	0.3A	RJ21X
Tie trunk	TL31M	9.0F	RJ2GX
Basic Rate Interface	02IS5	6.0F, 6.0Y	RJ49C
1.544 digital interface	04DU9-BN	6.0F	RJ48C, RJ48M
	04DU9-IKN	6.0F	RJ48C, RJ48M
	04DU9-ISN	6.0F	RJ48C, RJ48M
120A4 channel service unit	04DU9-DN	6.0Y	RJ48C

For G350 and G700 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/ REN/ A.S. Code	Network Jacks
Ground Start CO trunk	02GS2	1.0A	RJ11C
DID trunk	02RV2-T	AS.0	RJ11C
Loop Start CO trunk	02LS2	0.5A	RJ11C
1.544 digital interface	04DU9-BN	6.0Y	RJ48C
	04DU9-DN	6.0Y	RJ48C
	04DU9-IKN	6.0Y	RJ48C
	04DU9-ISN	6.0Y	RJ48C
Basic Rate Interface	02IS5	6.0F	RJ49C

For all media gateways:

If the terminal equipment (for example, the media server or media gateway) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Technical Service Center at 1-800-242- 2121 or contact your local Avaya representative. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. It is recommended that repairs be performed by Avaya certified technicians.

The equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment, if it uses a telephone receiver, is hearing aid compatible.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Installation and Repairs

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier’s Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC’s Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

To order copies of this and other documents:

Call: Avaya Publications Center
Voice 1.800.457.1235 or 1.207.866.6701
FAX 1.800.457.1764 or 1.207.626.7269

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

For the most current versions of documentation, go to the Avaya support Web site: http://www.avaya.com/support.

Contents

Chapter 1: Introduction

Purpose

The purpose of this book is to provide the following information:

- Hardware and software requirements for Microsoft® Windows® servers and Windows client PCs.
- Pre-installation tasks that must be completed prior to installation.
- Procedures to install the products in the Avaya Integrated Management, Standard Management offer. If any of the products included in this offer are already installed on your system, those products will be upgraded during this installation.

Prerequisites

System administrators who install the Standard Management software should be experienced in installing software on Windows operating systems.

Intended Audience

This book is written for system administrators who are responsible for installing software on Windows servers and clients.

Conventions Used in This Book

The following typographical conventions are used:

- **Bold** type is used to indicate information that you type, buttons in a window, and the **Enter** key on the keyboard. It is also used for emphasis.
- `Courier` font is used for any information that the computer screen displays.
- Arrows indicate options that you select from cascading menus; for example, “Select File > Open” means choose the “Open” option from the “File” menu.

Support Resources

Avaya provides a variety of planning, consulting, and technical services. The following sections describe the resources and services that are available.

Avaya Technology and Consulting (ATAC)

Avaya Technology and Consulting (ATAC) works with client teams to develop detailed solutions for connectivity to Avaya Communication Manager solutions. The ATAC also designs network configurations.

Communications, Solutions, and Integration (CSI) Group of Software Services

Avaya Communications, Solutions, and Integration (CSI) Group of Software Services offers customers the following services:

- Platform readiness verification
- Remote implementation and installation
- Network management server configuration
- Customer acceptance verification
- Custom on-site services

The CSI Group consists of the following two teams:

- **Converged Solutions Implementation Engineering**

  The Converged Solutions Implementation Engineering (CSIE) team implements multi-site media gateway (G350/G650/G700) deployment projects for both voice and data design. The overall direction of the CSIE team is to bring the correct methodology to these complex deployments that span various regions and to provide continuity to the overall project from the voice and data implementation standpoint.

- **Data Network Implementation Engineering (formerly RNIS)**

  The Data Network Implementation Engineering team implements and/or upgrades existing or new data networks. This team analyzes the customer's network design requirements and performance expectations, and then creates the hardware and software installation specification used to implement data devices including Cajun, VPN, Wireless LAN, Secure Gateways, Extreme, and multi-vendor data equipment.

The CSI Group provides support on a contract basis. You can purchase various implementation offers from the CSI Group in Tampa, Florida. See Table 1: Customer-Accessible Resources on page 11 for contact information.

Avaya Technical Service Organization (TSO)

The Avaya Technical Service Organization (TSO) provides support to the Avaya Integrated Management 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 provide remote access.
- Customers do not have a current maintenance agreement.
- Customers do not procure and install the required systems and software as defined in the Integrated Management 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 Avaya Network Management Software Systems Support Group (NMSSS) in Tampa Bay, Florida answers customer calls about products in Avaya Integrated Management. NMSSS will either answer your questions directly or connect you with an associate who can answer questions about the products.

Customized Management Solutions for Avaya Integrated Management

The Integrated Management Product Team understands customer's needs and is focused on customer satisfaction. See Table 1: Customer-Accessible Resources on page 11 for contact information. The Product Team will assist customers with Avaya Integrated Management projects and will provide:

- **Project Management** — An Integrated Management project person will work with the customer to access configuration and customization requirements for any or all applications within each Avaya Integrated Management offer. If custom work is required, the evaluation will include a proposed statement of work and price. Note that this offer is *not* intended to provide installation for customers that choose to implement Integrated Management applications using Avaya Services or third-party implementation services.
- **Training** — Basic training can be performed remotely using an interactive medium to display the applications and a conference bridge for audio. On-site training can be customized to meet the customer's needs. Customized training will focus on application functionality that is relevant to the customer and provide focused knowledge transfer to facilitate application-specific training.

Avaya Contact Information

Table 1 and Table 2 provide contact information that you may use if you need assistance during the process of installing and setting up Avaya Integrated Management. To access the links in Table 2, you must be able to access the Avaya intranet.

Table 1: Customer-Accessible Resources

Resource	Contact Information
Avaya Support Center	http://www.avaya.com/support
Network Management Software Systems Support (NMSSS)	+1 800 237-0016
Communications, Solutions, and Integration (CSI) Group of Software Services	+1 800 730-9108, prompt 3
Integrated Management Product Team	Send email to: AIMtraining@avaya.com
Toll Fraud Intervention	+1 800 643-2353, prompt 1

Table 2: Avaya Internal Resources

Resource	Contact Information
Avaya System Management Support	http://aem-support.dr.avaya.com
Avaya Technology and Consulting (ATAC)	+1 888 297-4700, prompt 2,6 http://forum.avaya.com (requires a password)
Communications, Solutions, and Integration (CSI) Group of Software Services	http://associate2.avaya.com/sales_market/products/data-implementation-services/
Integrated Management Services Support Plan	http://associate2.avaya.com/solution/support_plans/#Enterprise

Product Documentation

The latest version of Avaya Integrated Management product documentation, including this book, is available from the Avaya Support Web Site. To view or download these books from the Web, you must have access to the Internet, an Internet browser, and Adobe Acrobat Reader, version 5.0 or later. Adobe Acrobat Reader is provided on the Avaya Integrated Management CDs and is also available from http://www.adobe.com. See How to Access Books on the Web for instructions on how to view or download these books.

How to Access Books on the Web

To view or download books from the Avaya Support Web Site, follow these steps:

1. Access http://www.avaya.com/support.
2. In the left column, click **System and Network Management**.
3. Scroll to **Integrated Management**, locate the product name, and click the link corresponding to the software release to display a list of available books for that product.

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! Send us your comments by mail, fax, or e-mail as follows:

Mail: Avaya Inc.
Avaya Integrated Management Documentation Team
Room 3C-313
307 Middletown Lincroft Rd.
Lincroft, NJ 07738
USA

Fax: Avaya Integrated Management Documentation Team
+ 1 732 852-2469

E-mail: document@avaya.com
Subject: Avaya Integrated Management Documentation Team

Chapter 2: Overview

Standard Management

The Standard Management is a Windows solution for Avaya Integrated Management. It is designed for small-to-medium size networks that run Windows platforms. With this offer, you receive the following management tools:

- **Avaya Site Administration**

  Avaya Site Administration enables you to administer and manage Avaya voice systems and Avaya converged devices.

- **Avaya Voice Over IP Monitoring Manager** (90-day trial version)

  Avaya Voice Over IP (VoIP) Monitoring Manager enables you to monitor and review the quality of a call on an Avaya VoIP network.

The Standard Management offer provides one user license. Customers can purchase two additional options—one that is for up to five Avaya Communication Managers and provides up to five user licenses, and another that is for up to ten Avaya Communication Managers and provides up to ten user licenses. In addition, an add-on option is available that provides unlimited client licenses for Avaya Site Administration.

Standard Management CDs

Standard Management is provided on the following CDs:

- Avaya Site Administration (See Chapter 3: Avaya Site Administration Installation on page 15.)
- VoIP Monitoring Manager (90-day trial) (See Chapter 4: VoIP Monitoring Manager Installation on page 19.)

Chapter 3: Avaya Site Administration Installation

Overview of Avaya Site Administration

Avaya Site Administration is a Windows application that enables you to

- administer and manage voice systems running Avaya Communication Manager software
- add, change, and remove mailboxes on messaging systems

To simplify your day-to-day administration tasks (such as finding unused stations, changing users, and adding users), Avaya Site Administration provides several wizards. At any time, you can use the GEDI in Avaya Site Administration to enter Avaya Communication Manager commands that you would typically enter from a terminal emulation window or system administration terminal (SAT).

Avaya Site Administration CD

The Avaya Site Administration CD contains products that you install directly onto a Windows PC. See PC Requirements on page 16for the minimum PC requirements. Before installing this CD, also see Pre-Installation Tasks on page 15.

The Standard Management CD contains the following applications:

- Avaya Site Administration
- Adobe Acrobat Reader (required to view documents)

Pre-Installation Tasks

Before installing Avaya Site Administration, you must complete the following pre-installation tasks.

1. Check the minimum hardware and software requirements. See PC Requirements on page 16.
2. For upgrade installations, check that all previous sequential upgrades and/or major releases were installed before installing this release. If the wizard detects a software upgrade that is not sequential, the wizard will stop and display a message to install the skipped releases. The wizard will then abort the installation.

3. Carefully review *Avaya Integrated Management Implementation Guidelines*, document number 555-233-163. This document is available from the Avaya Support Web Site. (See How to Access Books on the Web on page 12.) This document describes server configuration requirements and provides pre-installation forms that must be completed before you begin installing the Avaya Integrated Management products. The pre-installation forms contain information that you will need to install the products, such as IP addresses, server domain names, and port addresses.
4. Carefully review this entire book before you install the software.

PC Requirements

Table 3 provides the requirements for the PC.

Table 3: Windows Client PC Requirements

Component	Required	Comments
Operating system	Microsoft Windows 2000, Windows XP Professional, or Windows 2003	
Processor	600 MHz Pentium®	
Hard Drive	1 GB	
Memory	256 MB RAM	
Monitor	SVGA 1024 X 768 display	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K Modem	May be required to access the voice system or messaging system.
CD-ROM Drive		Required for installation.

Installing the Software

The procedure to install or upgrade the contents of the Avaya Site Administration CD is generally the same.

1. Close all open windows and applications.
2. Insert the **Avaya Integrated Management 3.0, Avaya Site Administration CD** into the CD-ROM drive.

   The Avaya Integrated Management Avaya Site Administration 3.0 window appears. It provides a main menu.

   Note:

   Install Acrobat Reader if it is not already installed on the computer.
3. Click **Install Avaya Site Administration**.

   The Welcome dialog box appears.
4. Click the **Next** button.

   The License Agreement dialog box appears.
5. Read the license type agreement. If you accept the license type, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install Avaya Site Administration unless you accept the license type.

   The Choose Destination Location dialog box appears. By default, the applications will be installed in **c:\Program Files\Avaya**.
6. Perform one of the following steps:

   - To install the applications in the default folder, click the **Next** button.
   - To change the folder where the applications will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

   The Select Features dialog box appears. This dialog box displays the applications and components you can install.

   Note:

   You must install the Required Components. You cannot deselect it.
7. Make sure **Site Administration** is selected, and then click the **Next** button.

   The Start Copying Files dialog box appears.
8. Click the **Next** button.

   The Setup Status message box appears showing the status of the installation. When the installation is complete, the InstallShield Wizard Complete dialog box appears.

9. Click the **Finish** button.
10. Remove the CD from the drive, and then click **Exit**.

To run Avaya Site Administration, select **Start>All Programs>Avaya>Site Administration**, or double-click on the Site Administration icon on your desktop. For information on how to use Avaya Site Administration, access the online help.

Note:

Regularly check the Avaya Support Web Site for software updates.

Uninstalling the Software

This section describes how to uninstall Avaya Site Administration.

To uninstall Avaya Site Administration:

1. Select **Start>Control Panel**.

   The Control Panel window appears.
2. Click on **Add or Remove Programs**.

   The Add or Remove Programs window appears.
3. Click on **Avaya Integrated Management Client Standard 3.0**.
4. Click the **Remove** button.

   The Welcome dialog box appears.
5. Click the **Remove** option button.
6. Click the **Next** button.

   A dialog box appears prompting you to confirm that you want to remove the application.
7. Click the **Yes** button.

   The Setup Status message box appears. After the application is removed, the Maintenance Complete message box appears.
8. Click the **Finish** button.
9. Close the Add or Remove Programs window.
10. Close the Control Panel window.

Chapter 4: VoIP Monitoring Manager Installation

Overview of Avaya VoIP Monitoring Manager

Avaya Voice Over IP (VoIP) Monitoring Manager is a VoIP Quality of Service (QoS) monitoring tool. It enables you to monitor and review the quality of a call on an Avaya VoIP Network.

Avaya VoIP Monitoring Manager allows you to view QoS data experienced at the endpoints and during a session. This data displays in real-time or for previously active endpoints. With this information, you can begin to troubleshoot and isolate problems.

Avaya VoIP Monitoring Manager allows you to:

- **Search Endpoints.** You can search endpoints active from a specified time in the past or between a date range. Advanced search options enable you to narrow your search to match phone numbers, network addresses, or QoS levels.
- **View Reports.** Once you have a list of endpoints, you can select one or more endpoints in a session and view the associated reports. The reports display QoS data such as jitter, round trip time (RTT), and packet loss. This is particularly useful for monitoring gateways or locating problems at a particular endpoint.

  Since you can view reports for endpoints involved in a session, this will assist you with determining problems that occur between two endpoints or in an isolated area of the network.
- **Export Reports.** You can export the report data to a comma separated value (csv) file. You can open this file in most database and spreadsheet programs such as Microsoft Excel. Exporting the data to a spreadsheet enables you to manipulate the data so you can create your own reports.
- **Generate Automatic Alarms.** You can generate Simple Network Management Protocol (SNMP) Traps/Alarms, which allow the VoIP Monitoring Manager to alert you when the jitter, RTT or packet loss reaches certain levels. You can routinely monitor the network and troubleshoot problems.

Avaya VoIP Monitoring Manager Components

The Avaya VoIP Monitoring Manager incorporates the Avaya VoIP Monitoring Manager Real-time Transport Control Protocol (RTCP) Monitor and the Avaya VoIP Monitoring Manager Server, which accepts connections from the Avaya VoIP Monitoring Manager Client. The server software must be installed on the network to work correctly. A Windows SNMP Agent must also be installed on the server.

VoIP Monitoring Manager also uses a database. During installation, the VoIP Monitoring Manager Integrated MSDE Database is installed by default. However, you can choose to install a different Microsoft SQL database.

The components and their relationship are described in more detail in the following sections.

Avaya VoIP Monitoring Manager Server

The Avaya VoIP Monitoring Manager Server acts as a proxy between the MSDE database and the Avaya VoIP Monitoring Manager Client. It manages connectivity to the database and provides an interface to configure the Avaya VoIP Monitoring Manager RTCP Monitor. The server resides on the same PC as the RTCP Monitor. The database can reside on the same PC as the server and RTCP Monitor, or it can reside on a separate machine.

Avaya VoIP Monitoring Manager RTCP Monitor

The Avaya VoIP Monitoring Manager RTCP Monitor collects the RTCP packets sent from the Avaya endpoints and stores the information in a proprietary database. The RTCP Monitor also runs as a sub-agent of the Windows SNMP Agent. All the information contained in the database can be queried using Microsoft SQL.

Avaya VoIP Monitoring Manager Client

The Avaya VoIP Monitoring Manager Client provides the graphical user interface (GUI). The client does not communicate with the RTCP Monitor, does not use the Windows SNMP service, and does not communicate with the database. The data that is displayed is gathered from the server. The client may be installed on the same machine as the server, or it may be installed on another machine on the network.

Avaya VoIP Monitoring Manager Web Client

The Avaya VoIP Monitoring Manager Client can run as a Web application in a browser. This is useful if you only have the server installed. To run the Avaya VoIP Monitoring Manager Client as a Web application, the following requirements must be met:

- The server must be running a Web server. The Apache Web server is automatically installed on the server when the Avaya VoIP Monitoring Manager Server software is installed.

- The Web server must be configured to publish the file to the following VoIP Monitoring Manager installation path:
  C:\Program Files\Avaya\VoIP Monitoring Manager\jars\ClientApplet.htm

  Note:

  The server installation will apply this configuration.

If you run the Web client, you will not have access to some of the features—such as connecting to a new server — that are available in the application.

WebLM License Server

The WebLM License Server manages your licenses for Avaya Integrated Management products. It is required when you purchase the VoIP Monitoring Manager license key to activate VoIP Monitoring Manager beyond the 90-trial period. The WebLM License Server is not required to use the 90-day trial version.

The WebLM License Server application is provided on the VoIP Monitoring Manager CD. If you have purchased the VoIP Monitoring Manager license key, install the WebLM License Server. If the WebLM License Server is already installed on another server, you do not have to install it. During the installation, you will be prompted for the IP address of the server where the WebLM application is installed.

See Avaya VoIP Monitoring Manager License Key on page 30 for more information about VoIP Monitoring Manager licenses. See Installing VoIP Monitoring Manager Licenses on page 50 for instructions on how to install VoIP Monitoring Manager licenses.

Pre-Installation Tasks

Before installing Avaya VoIP Monitoring Manager, you must complete the following pre-installation tasks.

1. Check the minimum hardware and software requirements for the following:
   - Windows server (See VoIP Monitoring Manager Server Requirements on page 23.)
   - Windows client PC (See VoIP Monitoring Manager Client Requirements on page 25.)

   Note:

   The client and server software communicate using Java Remote Method Invocation (RMI), and use port 1099 on the machine on which the server is running. If this port is unavailable, the server will attempt to use the following ports: 49177, 51173, or 63006. Although it is unlikely that all of these ports will be in use on a single machine, ensure that at least one of these ports is available.

2. If you are upgrading from the previous release, check that all previous sequential upgrades and/or major releases of Avaya VoIP Monitoring Manager were installed before installing this release. If the wizard detects a software upgrade that is not sequential, the wizard will stop and display a message to install the skipped releases. The wizard will then abort the installation.

   Note:

   If you are upgrading Avaya VoIP Monitoring Manager and there are previous releases of other Integrated Management applications on the Windows server, you must either upgrade the other Integrated Management applications to this version of VoIP Monitoring Manager, or install the new version of VoIP Monitoring Manager on another Windows server.

3. If you have a large system (greater than 1000 simultaneous IP calls) or plan to keep historic VoIP Monitoring Manager data for long periods of time, it is recommended that you install VoIP Monitoring Manager on a separate server than that on which Network Management Console with System View is installed.
4. Ensure that the Windows Simple Network Management Protocol (SNMP) Agent is installed on the Windows server and set to start automatically. (See Ensuring Windows SNMP Service is Installed on page 26.)
5. Check for valid Community IDs. (See Checking for Valid Community ID on page 27.)
6. Configure two Avaya Communication Manager administration forms—the IP Network Region formand the System Parameters IP-Options form. (See Configuring the Avaya Communication Manager Administration Forms on page 27.)
7. Identify the RTCP Listen Port for the Avaya Communication Manager. The default is 5005.
8. Carefully review *Avaya Integrated Management Implementation Guidelines*, document number 555-233-163. This document is available from the Avaya Support Web Site. (See How to Access Books on the Web on page 12.) This document describes server configuration requirements and provides pre-installation forms that must be completed before you begin installing the Avaya Integrated Management products. The pre-installation forms contain information that you will need to install the products, such as IP addresses, server domain names, and port addresses.
9. Complete the Ready Reckoner form. This form is available in the *Avaya Integrated Management Implementation Guidelines*, document number 555-233-163. Completing this form will help you predict the size of your database and therefore help you determine if the MSDE database will meet your needs. If not, a larger database such as Microsoft SQL can be installed. You can also use the Ready Reckoner form to adjust numbers, such as RTCP Reporting Intervals and History Days to determine how to set them to achieve the desired goal. Changing some numbers can help you obtain better data.
10. Carefully review this entire book before you start the installation.

VoIP Monitoring Manager System Requirements

Table 4 and Table 5 provide the minimum system requirements to install and operate the VoIP Monitoring Manager Server and Client software.

Table 4: VoIP Monitoring Manager Server Requirements

Component	Required	Comments
Operating System	Microsoft Windows 2003 Standard Edition server, Microsoft Windows 2003 Enterprise Edition server, Microsoft Windows 2000 server, or Microsoft Windows XP Professional	Only English operating systems are supported.
Processor	2.8 GHz Pentium® 4	A maximum of two processors is supported.
Hard Drive	40 GB	
Memory	1.5 GB RAM	
Network Connectivity	TCP/IP 100 Mbit Network Card	Only one network interface is supported. Dual network interface cards (NICs) or additional software network interfaces, such as a VPN interface, are not supported.
Modem	56K modem for remote access	
CD-ROM Drive		Required for installation.
Monitor	SVGA 1024 X 768 display	
SNMP Agent	The Simple Network Management Protocol (SNMP) Agent is the Windows Service that runs on your computer. It is provided with the Windows operating system CD but is not installed by default. When installing the VoIP Monitoring Manager, you will be prompted to install it, if it is not already installed.	
		1 of 2

Table 4: VoIP Monitoring Manager Server Requirements (continued)

Component	Required	Comments
Extra Software	Anti-virus software pcAnywhere	Required for Avaya support. pcAnywhere is required for remote access by Avaya Services.
Web Browser	Internet Explorer 6.0	Required for access to the Integrated Management Launch Page and web-based clients.
Integration with HP OpenView Network Node Manager	HP OpenView 7.0.1 or HP OpenView 7.5. HP OpenView 7.5 requires a patch.	HP OpenView is not included on any Avaya Integrated Management CD. Customers must purchase, install, and maintain HP OpenView. While Avaya services support Integrated Management when installed over HP OpenView, they do not support the HP OpenView product itself.
Port	The client and server software communicate using Java Remote Method Invocation (RMI), and use port 1099 on the machine on which the server is running. If this port is unavailable, the server will attempt to use the following ports: 49177, 51173, or 63006. Although it is unlikely that all of these ports will be in use on a single machine, ensure that at least one of these ports is available.	
		2 of 2

Table 5: VoIP Monitoring Manager Client Requirements

Component	Required	Comments
Operating System	Microsoft Windows 2000, Windows XP Professional, or Windows 2003.	Only English operating systems are supported.
Processor	600 MHz Pentium®	
Hard Drive	1 GB	
Memory	256 MB RAM	
Monitor	SVGA 1024 X 768 display	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K Modem	May be required for remote access to the client PC.
CD-ROM Drive		Required for installation.
Web Browser	Internet Explorer 6.0	Required to access the Integrated Management Launch Page and web-based client.

Ensuring Windows SNMP Service is Installed

The Windows SNMP Service must be installed on the VoIP Monitoring Manager Server. The Windows SNMP Service enables the RTCP Monitor to publish the data and is required for the VoIP Monitoring Manager Server software to function.

The Windows SNMP Service is provided on the Microsoft Windows operating system CD. It is not automatically installed when the Windows operating system is installed. Before installing the VoIP Monitoring Manager software, you must confirm that the Windows SNMP Service is installed on the VoIP Monitoring Manager server and set to start automatically. To do this, follow these steps:

1. Click **Start > Settings > Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services** from the list in the **Name** column.
4. Scroll down to see if **SNMP Service** is installed. It should appear in the **Name** column and be set to start automatically.
5. If SNMP Service is not set to run automatically or does not appear, do one of the following:
   - If the SNMP service is installed but not set to run automatically, do the following:
     1. Right-click on **SNMP** and select **Properties** from the context menu.

        The SNMP Service Properties dialog box opens.
     2. Select **Automatic** from the **Startup Type** drop down list and click **OK**.
   - If the Windows SNMP Service is not installed, you must install it from the Windows operating system CD.

Note:

When you install the SNMP Service from the Windows operating system CD, you must configure a community name with write-access. VoIP Monitoring Manager will attempt to initially connect using the community name, *private*. For security reasons, it is recommended that a different community name be chosen. (See Checking for Valid Community ID on page 27.)

Checking for Valid Community ID

The Community ID assigned for your Windows SNMP Servicemust match the Community ID defined in the Server Options dialog box. By default, the Community ID with read-write privileges is private, but this may have been changed. Read-write privileges are required for loading, changing, and saving configuration options.

To check for a valid Community ID, follow these steps:

1. Click **Start > Settings > Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services** from the list in the **Name** column.
4. Scroll down to **SNMP Service**.
5. Right-click on **SNMP Service** and select **Properties** from the context menu.
6. Click the **Security** tab.

   The Accepted community names list box displays the Windows SNMP Service community names.

   Note:

   The Community ID in the Server Options dialog box must match the ID in the Windows SNMP Service list of Accepted community names.

Configuring the Avaya Communication Manager Administration Forms

There are two Avaya Communication Manager administration forms—the System Parameters IP-Options form and the IP Network Region form—that you administer so that the server running Avaya Communication Manager sends RTCP reports to the RTCP Monitor. When you administer the System Parameters IP-Options form, the IP Network Region forms are set, by default, with the same values. You can then, optionally, make changes to a network region by changing the region's IP Network Region form.

Use the following SAT commands to make changes to the values on the forms:

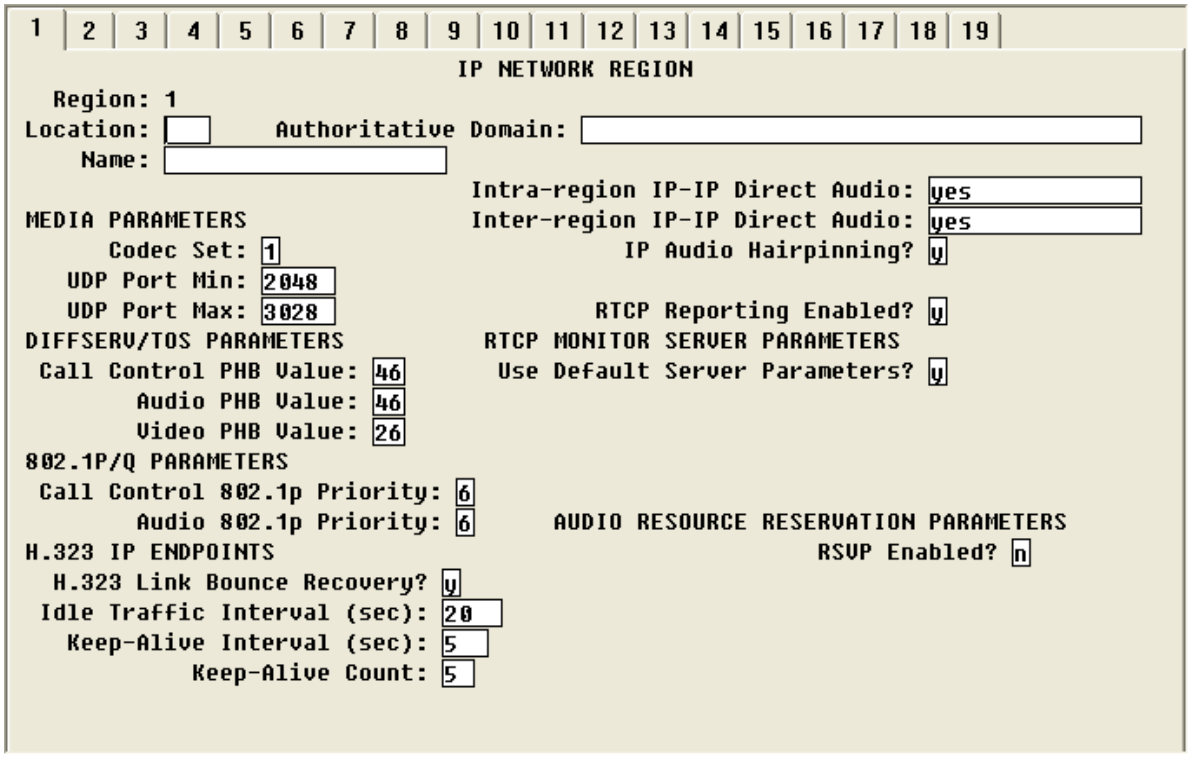
- **change ip-network-region <x>** where x is a number from 1 to 250.
- **change system-parameter ip-options**

Configuring the IP Network Region Form

Figure 1 shows an IP Network Region form. To configure this form, follow these steps:

1. Set the `RTCP Reporting Enabled?` field to y (yes).
2. Set the `Use Default Server Parameters?` field to y (yes). This indicates that this network region uses the default values specified on the System Parameters IP-Optionsform.

Figure 1: IP Network Region Form



In some cases, you may not want to set the Default Parameters to yes. Set the field to n (no) and specify the IP address of the Windows PC running the server for that network region.

An example of when you might not want to set the Default Parameters to yes is if you have multiple servers installed on a large system in order to reduce the network traffic between a set of endpoints and the RTCP Monitor (e.g. low bandwidth link between endpoints in one network region and a remote RTCP Monitor). The network traffic resulting from RTCP reports being sent from the endpoints to the RTCP Monitor is usually low, less than 40 bytes per second per currently active VoIP call (RTP session). Therefore, it is usually unnecessary to have multiple RTCP Monitors.

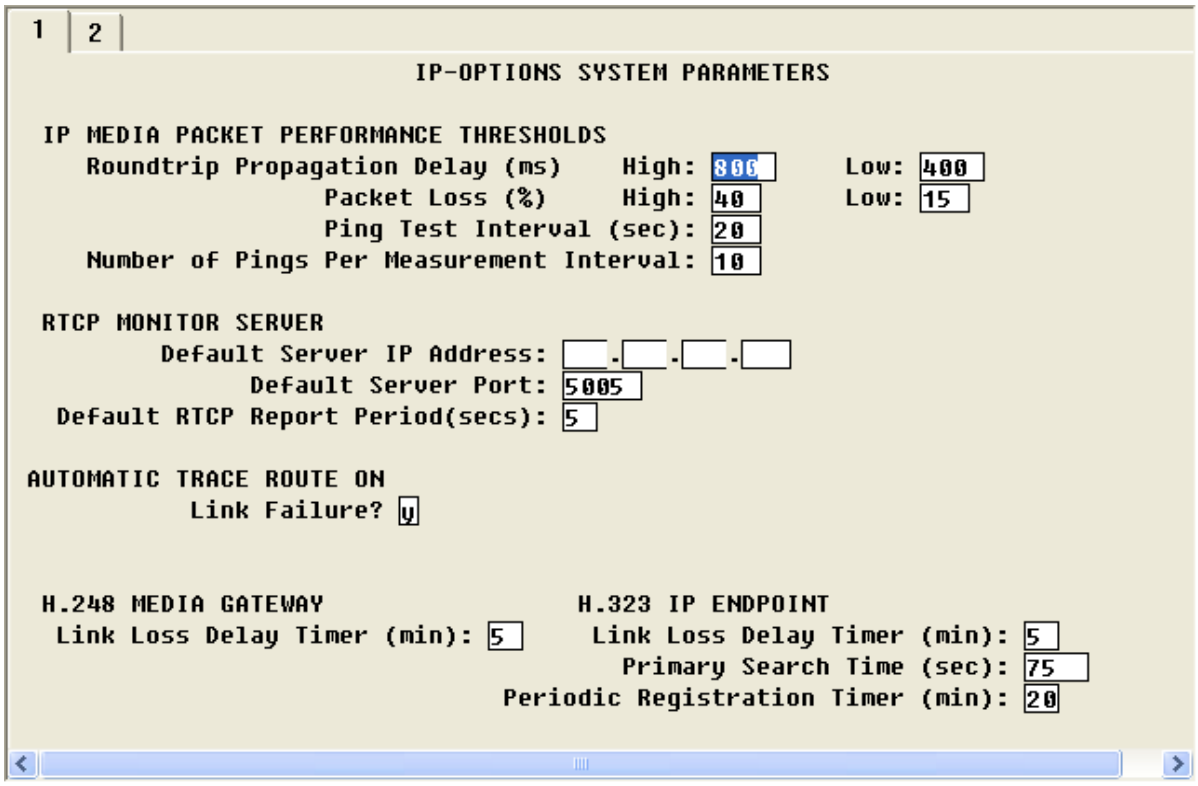
If multiple Servers are installed on the system then the endpoints in each network region can be configured to send their RTCP reports to different RTCP Monitors.

Configuring the System Parameters IP-Options Form

Figure 2 shows a Systems Parameters IP-Options form. To configure this form, locate the heading `RTCP MONITOR SERVER` and follow these steps:

1. Set the `Default Server IP Address` to the address of the Windows PC running the VoIP Monitoring Manager Server.
2. Set the `Default RTCP Report Period (secs)` to `10`. This will reduce the amount of data that needs to be stored and thereby help ensure the MSDE or MSSQL database does not reach its limit too quickly.

Figure 2: System Parameters IP-Options Form



VoIP Monitoring Manager CD

The VoIP Monitoring Manager CD contains the following applications:

- VoIP Monitoring Manager Client (90-day trial version)
- VoIP Monitoring Manager Server (90-day trial version)
- WebLM License Server (optional component required when multiple VoIP Monitoring Manager servers are installed)
- Adobe Acrobat Reader (required to view documents)

Note:

The VoIP Monitoring Manager Server software must be installed on a machine connected to the network. The VoIP Monitoring Manager Client software may be installed on the same machine as the server, or it may be installed on another machine on the network.

Avaya VoIP Monitoring Manager License Key

The Monitoring Management offer provides a 90-day trial version of VoIP Monitoring Manager. Customers have the option of purchasing the VoIP Monitoring Manager license key. This key is required to fully activate the VoIP Monitoring Manager beyond the 90-day trial period. The license key is available as an add-on option in the Avaya Integrated Management offers. When a license key is purchased, an instance of WebLM License Server is required to manage the license key. See WebLM License Server on page 21 for more information about the WebLM License Server. See Installing VoIP Monitoring Manager Licenses on page 50 for instructions on how to install VoIP Monitoring Manager licenses.

Microsoft SQL 2000 Database

During VoIP Monitoring Manager installation, you can install your own database if you do not want to install the MSDE database provided on the VoIP Monitoring Manager CD. If you are installing Microsoft SQL 2000 database, it is recommended that you install it on the same server as VoIP Monitoring Manager to ensure optimal performance.

If VoIP Monitoring Manager with the MSDE database is already installed on the server, and you plan to install the Microsoft SQL 2000 database on the same server, you must uninstall the MSDE database.

To uninstall MSDE, follow these steps:

1. Click **Start > Settings > Control Panel**.
2. Select **Add or Remove Programs**.
3. Click **Microsoft SQL Server Desktop Engine**.
4. Click the **Remove** button.

Installing the Software

Use this procedure to install VoIP Monitoring Manager Server, VoIP Monitoring Manager Client, and WebLM Server on the Windows server. The procedure to install or upgrade Avaya VoIP Monitoring Manager is generally the same.

Note:

If you are upgrading Avaya VoIP Monitoring Manager and there are previous releases of other Integrated Management applications on the Windows server, you must either upgrade the other Integrated Management applications to this version of Avaya VoIP Monitoring Manager, or install the new version of Avaya VoIP Monitoring Manager on another Windows server.

1. Ask all users to log off the system.
2. Close all open windows and applications.
3. Insert the **Avaya Integrated Management, VoIP Monitoring Manager 3.0** CD into the CD-ROM drive.

   The Avaya Integrated Management VoIP Monitoring Manager window appears. It provides the main menu.

   Note:

   Install Acrobat Reader if it is not already installed on the computer.
4. Click **Install Monitoring Server**.

   The Welcome dialog box appears.
5. Click the **Next** button.

   The Information dialog box appears.
6. Click the **Next** button.

   The License dialog box appears.

7. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install VoIP Monitoring Manager unless you accept the license agreement.

   The Choose Destination Location dialog box appears. By default, the application will be installed in **c:\Program Files\Avaya**.

8. Perform one of the following steps:

   - To install the applications in the default folder, click the **Next** button.
   - To change the folder where the applications will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

   The Select Features dialog box appears. This dialog box displays the applications you can install. See WebLM License Server on page 21 for information about the WebLM application.

9. Make sure the applications you want to install are selected, and click the **Next** button.

   The Enter Avaya Integrated Management Server IP Address dialog box appears.

10. Enter the IP Address of your Avaya Integrated Management Launch Page Server, and then click the **Next** button. One of the following appears:

    - If IIS (Microsoft's Web Server) is detected on the server, the Setup Type dialog box appears. IIS will cause a conflict with the Apache HTTP Server. You can change the port IIS runs on or turn IIS off. To do this, perform one of the following steps:
      - To change the port that IIS runs on, select **Change the port that IIS runs on**, and click the **Next** button.

        The IIS Port Change dialog box appears.

        - Enter a new port for IIS to run on, and click the **Next** button.

          The Enter VoIP Monitoring Manager Server Port dialog box appears. Go to Step 11.

      - To turn IIS off, select **Set IIS WWW Publishing Service to Manual**, and click the **Next** button.

        The Enter VoIP Monitoring Manager Server Port dialog box appears. Go to Step 11.

    - If IIS (Microsoft's Web Server) is not detected on this server, the Enter VoIP Monitoring Manager Server Port dialog box appears. Go to Step 11.

11. Enter the number of the RTCP Listen Port, and then click the **Next** button.

    Note:

    The RTCP Listen Port must be the same as that administered on the Avaya Communication Manager Server. The default is 5005. See Configuring the Avaya Communication Manager Administration Forms on page 27.

    The Install New Database or Use an Existing Database dialog box appears.

12. Based on whether you are installing VoIP Monitoring Manager on a Windows 2000, Windows 2003, or Windows XP Professional server; or installing VoIP Monitoring Manager and using a database already installed, go to one of the following sections:

    - If you want to install the MSDE database that is included on the VoIP Monitoring Manager CD and you have a Windows 2000 server, go to Installing VoIP Monitoring Manager and MSDE on a Windows 2000 Server on page 33.
    - If you want to install the MSDE database that is included on the VoIP Monitoring Manager CD and you have a Windows 2003 or Windows XP Professional server, go to Installing VoIP Monitoring Manager and MSDE on a Windows 2003 or Windows XP Professional Server on page 37.
    - If you want to use a database that is already installed, go to Installing VoIP Monitoring Manager With a Database Already Installed on page 40. This procedure is the same for Windows 2000, Windows 2003, or Windows XP Professional servers.

Installing VoIP Monitoring Manager and MSDE on a Windows 2000 Server

Use this procedure if you want to install the MSDE database that is provided on the VoIP Monitoring Manager CD and you have a Windows 2000 server. This procedure also includes installation of the WebLM server application.

1. See Installing the Software on page 31 and perform Steps 1 through 11. At Step 11, the following dialog box appears:

   The Install New Database or Use an Existing Database dialog box appears.

2. Select **Install MSDE from this CD**.

   A message appears stating MSDE will automatically be installed after VoIP Monitoring Manager is installed and the computer reboots.

3. Click the **OK** button.

   The Database Login Information dialog box appears. The MSDE Administrative login is provided.

4. Enter the MSDE Administrator password, confirm the password, and then click the **Next** button.

   Note:

   After you set the MSDE Administrator password, make a note of it in a secure location. Do not change the MSDE Administrator login provided.

   - If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 5.
   - If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
     - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

       The Enter WebLM Port Information dialog box appears. Go to Step 5.
     - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

       A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

       The Setup Summary dialog box appears. Go to Step 6.
5. Enter the port number on which the WebLM License Server should run, and then click the **Next** button. The default port is 3999.

   The Setup Summary dialog box appears.
6. Review the setup information, and then click the **Next** button.

   The Apache HTTP Server Welcome dialog box appears.
7. Click the **Next** button.

   The Apache License Agreement dialog box appears.
8. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install Apache software unless you accept the license agreement.

   The Apache information dialog box appears.
9. Read about the Apache HTTP server, and then click the **Next** button.

   The Server Information dialog box appears.

10. Enter the Network Domain, Server Name, and Administrator's e-mail address. By default, Apache HTTP server programs and short cuts will be installed for all users. Choose to install only for current user if desired.

    Note:

    Network Domain, Server Name, and Administrator's e-mail fields must be completed. The Administrator's e-mail address allows the system to notify the administrator if problems occur during the Apache installation.

11. Click the **Next** button.

    The Setup Type dialog box appears.

12. Confirm that **Typical** is selected, and then click the **Next** button.

    The Choose Destination Location dialog box appears. By default, the files will be installed in **c:\Program Files\Apache Group**.

13. Perform one of the following steps:

    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

    The Ready to Install Program dialog box appears.

14. Click the **Install** button.

    The installation status bar for the Apache HTTP server appears. When the installation is complete, the Installation Wizard Completed dialog box appears.

15. Click the **Finish** button.

    The installation status bar for JRE appears. When the installation is complete, one of the following dialog boxes appears:

    - If you are installing the WebLM License Server, the Java 2 License Agreement dialog box appears. Go to Step 16.
    - If you are not installing the WebLM License Server, the Installation Wizard Completed dialog box appears. Go to Step 20.

16. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

    Note:

    You cannot install Java 2 software unless you accept the license agreement.

    The Custom Setup window appears. By default **Development Tools** is selected.

17. Perform one of the following steps:
    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

      The Browser Registration dialog box appears.
18. Click the **Install** button.

    The installation status bar for Java appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
19. Click the **Finish** button.

    A message appears stating Java Development Kit will be used to install Apache Tomcat.
20. Click the **OK** button.

    The installation status bar for VoIP Monitoring Manager appears. When the installation is complete, a message appears stating MSDE will automatically be installed after you reboot the computer.
21. Click the **OK** button.

    The InstallShield Wizard Completed dialog box appears.
22. Remove the CD from the CD-ROM drive, and then click the **Finish** button to restart the server.

    After the server has restarted, the InstallShield Wizard for MSDE appears.
23. Click the **Next** button.

    A message appears stating the MSDE database will be installed on Windows with Mixed Mode Security.
24. Click the **OK** button.

    The Ready to Install the Program dialog box appears.
25. Click the **Install** button.

    The MSDE Service Pack Installation Steps dialog box appears.
26. Download the latest service pack for MSDE as instructed.

    Note:

    It is recommended that you complete the VoIP Monitoring Manager installation, and then download and install the MSDE service pack.
27. Click the **Next** button.

    A message appears stating that this download is for new installations only. If you already have an earlier version of MSDE and would like to upgrade to MSDE 2000 Service Pack 3a (SP3a), you will need to use the SQL Server 2000 SP3a download.

28. Click the **OK** button.

    The installation status bar appears. When the installation is complete, the InstallShield Wizard Complete dialog box appears.

29. Click the **Finish** button to restart the server.

You can access VoIP Monitoring Manager by selecting **Start > Programs > Avaya > VoIP Monitoring Manager**. For more information about VoIP Monitoring Manager, access the online help after you start the application.

Initial configuration tasks must be performed the first time you use VoIP Monitoring Manager. See *Avaya VoIP Monitoring Manager Release 3.0 Configuration,* document number 555-233-510, for procedures you must perform the first time you run the software.

Installing VoIP Monitoring Manager and MSDE on a Windows 2003 or Windows XP Professional Server

Use this procedure if you want to install the MSDE database that is provided on the VoIP Monitoring Manager CD and you have a Windows 2003 or Windows XP Professional server. This procedure also includes installation of the WebLM server application.

1. See Installing the Software on page 31 and perform Steps 1 through 11. At Step 11, the following dialog box appears:

   The Install New Database or Use an Existing Database dialog box appears.

2. Select **Install MSDE from this CD**.

   A message appears stating the MSDE database will be installed on Windows with Mixed Mode Security.

3. Click the **OK** button.

   The Database Login Information dialog box appears. The MSDE Administrative login is provided.

4. Enter the MSDE Administrator password, confirm the password, and then click the **Next** button.

   Note:

   After you set the MSDE Administrator password, make a note of it in a secure location. Do not change the MSDE Administrator login provided.

   - If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 5.

- If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
  - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

    The Enter WebLM Port Information dialog box appears. Go to Step 5.
  - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

    A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

    The Setup Summary dialog box appears. Go to Step 6.

5. Enter the port number on which the WebLM License Server should run, and then click the **Next** button. The default port is 3999.

   The Setup Summary dialog box appears.
6. Review the setup information, and then click the **Next** button.

   The MSDE Service Pack Installation Steps dialog box appears.
7. Download the latest service pack for MSDE as instructed.

   Note:

   It is recommended that you complete the VoIP Monitoring Manager installation, and then download and install the MSDE service pack.
8. Click the **Next** button.

   A message appears stating that this download is for new installations only. If you already have an earlier version of MSDE and would like to upgrade to MSDE 2000 Service Pack 3a (SP3a), you will need to use the SQL Server 2000 SP3a download.
9. Click the **OK** button.

   The Apache HTTP Server Welcome dialog box appears.
10. Click the **Next** button.

    The Apache License Agreement dialog box appears.
11. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

    Note:

    You cannot install Apache software unless you accept the license agreement.

    The Apache information dialog box appears.
12. Read about the Apache HTTP server, and then click the **Next** button.

    The Server Information dialog box appears.

13. Enter the Network Domain, Server Name, and Administrator's e-mail address. By default, Apache HTTP server programs and short cuts will be installed for all users. Choose to install only for current user if desired.

    Note:

    Network Domain, Server Name, and Administrator's e-mail fields must be completed. The Administrator's e-mail address allows the system to notify the administrator if problems occur during the Apache installation.

14. Click the **Next** button.

    The Setup Type dialog box appears.

15. Confirm that **Typical** is selected, and then click the **Next** button.

    The Choose Destination Location dialog box appears. By default, the files will be installed in **c:\Program Files\Apache Group**.

16. Perform one of the following steps:

    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

    The Ready to Install Program dialog box appears.

17. Click the **Install** button.

    The installation status bar for the Apache HTTP server appears. When the installation is complete, the Installation Wizard Completed dialog box appears.

18. Click the **Finish** button.

    The installation status bar for JRE appears. When the installation is complete, one of the following dialog boxes appears:

    - If you are installing the WebLM License Server, the Java 2 License Agreement dialog box appears. Go to Step 19.
    - If you are not installing the WebLM License Server, the Installation Wizard Completed dialog box appears. Go to Step 23.

19. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

    Note:

    You cannot install Java 2 software unless you accept the license agreement.

    The Custom Setup window appears. By default **Development Tools** is selected.

20. Perform one of the following steps:
    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

      The Browser Registration dialog box appears.
21. Click the **Install** button.

    The installation status bar for Java appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
22. Click the **Finish** button.

    A message appears stating Java Development Kit will be used to install Apache Tomcat.
23. Click the **OK** button.

    The installation status bar for MSDE appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
24. Click the **OK** button.

    The installation status bar for VoIP Monitoring Manager appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
25. Remove the CD from the CD-ROM drive, and then click the **Finish** button to restart the server.

You can access VoIP Monitoring Manager by selecting **Start > Programs > Avaya > VoIP Monitoring Manager**. For more information about VoIP Monitoring Manager, access the online help after you start the application.

Initial configuration tasks must be performed the first time you use VoIP Monitoring Manager. See *Avaya VoIP Monitoring Manager Release 3.0 Configuration,* document number 555-233-510, for procedures you must perform the first time you run the software.

Installing VoIP Monitoring Manager With a Database Already Installed

Use this procedure if you want to use a local or remote database that is already installed. The procedure is the same for Windows 2000, Windows 2003, or Windows XP Professional servers. This procedure also includes installation of the WebLM server application.

1. See Installing the Software on page 31 and perform Steps 1 through 11. At Step 11, the following dialog box appears:

   The Install New Database or Use an Existing Database dialog box appears.
2. Select **Use a database currently installed**.

   The Where is Your Database Located? dialog box appears.

3. Based on whether the database is installed on this server or another server, go to one of the following sections:
   - If the database is installed on this machine, go to Database is Installed on This Machine on page 41.
   - If the database is installed on another machine, go to Database is Installed on Another Machine on page 44.

Database is Installed on This Machine

Use this procedure if the database you are using is installed on this server.

1. See Installing VoIP Monitoring Manager With a Database Already Installed on page 40 and perform Steps 1 and 2. At Step 2, the following dialog box appears:

   The Where is Your Database Located? dialog box appears.

2. Select **Locally, on this machine**, and click the **Next** button.

   The Does the Database Need to be Initialized? dialog box appears.

3. Perform one of the following steps:
   - If yes, select **Yes, it needs to be initialized**, and click the **Next** button.

     The Configure Existing Database dialog box appears. Back up the existing database as recommended. After the database is backed up, click the **Next** button.
     - If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 4.
     - If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
       - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

         The Enter WebLM Port Information dialog box appears. Go to Step 4.
       - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

         A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

         The Setup Summary dialog box appears. Go to Step 5.

- If no, select **No, it has existing VoIP data**, and click the **Next** button.

  The Upgrade Existing Database on Local Machine dialog box appears. Back up the existing database as recommended. After the database is backed up, click the **Next** button.

  - If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 4.
  - If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
    - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

      The Enter WebLM Port Information dialog box appears. Go to Step 4.
    - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

      A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

      The Setup Summary dialog box appears. Go to Step 5.

4. Enter the port number on which the WebLM License Server should run, and click the **Next** button. The default is 3999.

   The Setup Summary dialog box appears.

5. Review the setup information, and then click the **Next** button.

   The Apache HTTP Server Welcome dialog box appears.

6. Click the **Next** button.

   The Apache License Agreement dialog box appears.

7. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install Apache software unless you accept the license agreement.

   The Apache information dialog box appears.

8. Read about the Apache HTTP server, and then click the **Next** button.

   The Server Information dialog box appears.

9. Enter the Network Domain, Server Name, and Administrator's e-mail address. By default, Apache HTTP server programs and short cuts will be installed for all users. Choose to install only for current user if desired.

   Note:

   Network Domain, Server Name, and Administrator's e-mail fields must be completed. The Administrator's e-mail address allows the system to notify the administrator if problems occur during the Apache installation.

10. Click the **Next** button.

    The Setup Type dialog box appears.

11. Confirm that **Typical** is selected, and then click the **Next** button.

    The Choose Destination Location dialog box appears. By default, the files will be installed in **c:\Program Files\Apache Group**.

12. Perform one of the following steps:

    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

    The Ready to Install Program dialog box appears.

13. Click the **Install** button.

    The installation status bar for the Apache HTTP server appears. When the installation is complete, the Installation Wizard Completed dialog box appears.

14. Click the **Finish** button.

    The installation status bar for JRE appears. When the installation is complete, one of the following dialog boxes appears:

    - If you are installing the WebLM License Server, the Java 2 License Agreement dialog box appears. Go to Step 15.
    - If you are not installing the WebLM License Server, the Installation Wizard Completed dialog box appears. Go to Step 19.

15. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

    Note:

    You cannot install Java 2 software unless you accept the license agreement.

    The Custom Setup window appears. By default **Development Tools** is selected.

16. Perform one of the following steps:
    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

      The Browser Registration dialog box appears.
17. Click the **Install** button.

    The installation status bar for Java appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
18. Click the **Finish** button.

    A message appears stating Java Development Kit will be used to install Apache Tomcat.
19. Click the **OK** button.

    The installation status bar for VoIP Monitoring Manager appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.
20. Remove the CD from the CD-ROM drive, and then click the **Finish** button to restart the server.

You can access VoIP Monitoring Manager by selecting **Start > Programs > Avaya > VoIP Monitoring Manager**. For more information about VoIP Monitoring Manager, access the online help after you start the application.

Initial configuration tasks must be performed the first time you use VoIP Monitoring Manager. See *Avaya VoIP Monitoring Manager Release 3.0 Configuration,* document number 555-233-510, for procedures you must perform the first time you run the software.

Database is Installed on Another Machine

Use this procedure if the database you are using is installed on another server.

1. See Installing VoIP Monitoring Manager With a Database Already Installed on page 40 and perform Steps 1 and 2. At Step 2, the following dialog box appears:

   The Where is Your Database Located? dialog box appears.
2. Select **Remotely, on another machine**, and click the **Next** button.

   The Does the Database Need to be Initialized? dialog box appears.
3. Perform one of the following steps:
   - If yes, select **Yes, it needs to be initialized**, and click the **Next** button.

     The Enter the Database Server IP Address dialog box appears.

     a. Enter the IP Address of your database location, and click the **Next** button.

        The Configure Existing Database dialog box appears.

b. Back up the existing database as recommended. After the database is backed up, click the **Next** button.

- If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 4.
- If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
  - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

    The Enter WebLM Port Information dialog box appears. Go to Step 4.
  - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

    A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

    The Setup Summary dialog box appears. Go to Step 5.

- If no, select **No, it has existing VoIP data**, and click the **Next** button.

  The Enter the Database Server IP Address dialog box appears.

  a. Enter the IP Address of your database location, and click the **Next** button.

     The Upgrade Existing Database on a Remote Machine dialog box appears.

  b. Back up the existing database on remote machine as recommended. After the database is backed up, click the **Next** button.

  - If you are installing the WebLM License Server, the Enter WebLM Port Information dialog box appears. Go to Step 4.
  - If you are not installing the WebLM License Server, the Enter WebLM Server Information dialog box appears. Perform one of the following steps:
    - If you have licenses to activate VoIP Monitoring Manager beyond the 90-day trial period, enter the IP address of the server on which the WebLM License Server application is installed, and then click the **Next** button.

      The Enter WebLM Port Information dialog box appears. Go to Step 4.
    - If you do not have licenses for VoIP Monitoring Manager, leave the IP address field blank, and then click the **Next** button.

      A message appears stating you have not entered a WebLM IP address and VoIP Monitoring Manager will run as an evaluation version for 90 days. Click the **OK** button.

      The Setup Summary dialog box appears. Go to Step 5.

4. Enter the port number on which the WebLM License Server should run, and click the **Next** button. The default is 3999.

   The Setup Summary dialog box appears.

5. Review the setup information, and then click the **Next** button.

   The Apache HTTP Server Welcome dialog box appears.

6. Click the **Next** button.

   The Apache License Agreement dialog box appears.

7. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install Apache software unless you accept the license agreement.

   The Apache information dialog box appears.

8. Read about the Apache HTTP server, and then click the **Next** button.

   The Server Information dialog box appears.

9. Enter the Network Domain, Server Name, and Administrator's e-mail address. By default, Apache HTTP server programs and short cuts will be installed for all users. Choose to install only for current user if desired.

   Note:

   Network Domain, Server Name, and Administrator's e-mail fields must be completed. The Administrator's e-mail address allows the system to notify the administrator if problems occur during the Apache installation.

10. Click the **Next** button.

    The Setup Type dialog box appears.

11. Confirm that **Typical** is selected, and then click the **Next** button.

    The Choose Destination Location dialog box appears. By default, the files will be installed in **c:\Program Files\Apache Group**.

12. Perform one of the following steps:

    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

    The Ready to Install Program dialog box appears.

13. Click the **Install** button.

    The installation status bar for the Apache HTTP server appears. When the installation is complete, the Installation Wizard Completed dialog box appears.

14. Click the **Finish** button.

    The installation status bar for JRE appears. When the installation is complete, one of the following dialog boxes appears:

    - If you are installing the WebLM License Server, the Java 2 License Agreement dialog box appears. Go to Step 15.
    - If you are not installing the WebLM License Server, the Installation Wizard Completed dialog box appears. Go to Step 19.

15. Read the license agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

    Note:

    You cannot install Java 2 software unless you accept the license agreement.

    The Custom Setup window appears. By default **Development Tools** is selected.

16. Perform one of the following steps:

    - To install the files in the default folder, click the **Next** button.
    - To change the folder where the files will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

      The Browser Registration dialog box appears.

17. Click the **Install** button.

    The installation status bar for Java appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.

18. Click the **Finish** button.

    A message appears stating Java Development Kit will be used to install Apache Tomcat.

19. Click the **OK** button.

    The installation status bar for VoIP Monitoring Manager appears. When the installation is complete, the InstallShield Wizard Completed dialog box appears.

20. Remove the CD from the CD-ROM drive, and then click the **Finish** button to restart the server.

You can access VoIP Monitoring Manager by selecting **Start > Programs > Avaya > VoIP Monitoring Manager**. For more information about VoIP Monitoring Manager, access the online help after you start the application.

Initial configuration tasks must be performed the first time you use VoIP Monitoring Manager. See *Avaya VoIP Monitoring Manager Release 3.0 Configuration,* document number 555-233-510, for procedures you must perform the first time you run the software.

Installing the Client Software

Use this procedure to install VoIP Monitoring Manager Client on the Windows server or another PC. The procedure to install or upgrade Avaya VoIP Monitoring Manager Client is generally the same. The VoIP Monitoring Manager Client may be installed on the same machine as the VoIP Monitoring Manager Server, or it may be installed on another machine on the network.

1. Ask all users to log off the system.
2. Close all open windows and applications.
3. Insert the **Avaya Integrated Management, VoIP Monitoring Manager 3.0** CD into the CD-ROM drive.

   The Avaya Integrated Management, VoIP Monitoring Manager window appears. It provides the main menu.

   Note:

   Install Acrobat Reader if it is not already installed on the computer.
4. Click **Install Monitoring Server**.

   The Welcome dialog box appears.
5. Click the **Next** button.

   The Information dialog box appears.
6. Click the **Next** button.

   The License dialog box appears.
7. Read the license type agreement. If you accept the license agreement, click the **I accept the terms of the license agreement** option button, and then click the **Next** button.

   Note:

   You cannot install VoIP Monitoring Manager unless you accept the license agreement.

   The Choose Destination Location dialog box appears. By default, the application will be installed in **c:\Program Files\Avaya**.
8. Perform one of the following steps:
   - To install the applications in the default folder, click the **Next** button.
   - To change the folder where the applications will be installed, click the **Change** button, specify the folder you want to use, and then click the **Next** button.

   The Select Features dialog box appears. By default, all components are selected.

9. Click the check boxes for **VoIP Monitoring Manager Server** and **WebLM Server** to deselect them. Only **VoIP Monitoring Manager Client** should be selected. Click the **Next** button.

   The Enter Avaya Integrated Management Server IP Address dialog box appears.

10. Enter the IP Address of your Avaya Integrated Management Launch Page Server, and then click the **Next** button.

    The Enter VoIP Monitoring Manager Server IP Address dialog box appears.

11. Enter the IP address of your VoIP Monitoring Manager Server, and click the **Next** button.

    The Setup Summary dialog box appears.

12. Review the setup information and then click the **Next** button.

    The installation status bar appears. When the installation is complete, the InstallShield Wizard Complete dialog box appears.

13. Remove the CD from the CD-ROM drive, and then click the **Finish** button to restart the computer.

Changing the RTCP Listen Port

The RTCP Listen Port must be the same as that administered on the Avaya Communication Manager Server. Use this procedure to change the RTCP Listen Port on the VoIP Monitoring Manager server to match the port number administered on the Communication Manager. When you install the VoIP Monitoring Manager server, you are prompted for the RTCP Monitoring Listen Port. The default is 5005. See Configuring the Avaya Communication Manager Administration Forms on page 27 for more information.

To change the RTCP Listen Port, follow these steps:

1. Start the VoIP Monitoring Manager server application.
2. On the **Edit** menu, click **Options**.

   The **Server Options** dialog box displays.

3. Click the **RTCP** tab and enter the new RTCPListen Port.
4. Click **OK** to save the changes and close the dialog box or **Cancel** to close without saving.

   The VoIP Monitoring Manager Server will reset the properties and attempt to re-connect to the Windows SNMP Agent based on the new properties.

Note:

Changing the RTCP port displays a warning indicating it must match the port configured on the Avaya Communication Manager Server. See http://www.iana.org/assignments/port-numbers and your Avaya Communication Manager documentation. It is unusual to change the listen port from the default of 5005. The default should be suitable in most situations.

Note:

An SNMP Community ID with write privileges must be configured before changes can be applied. (See Checking for Valid Community ID on page 27.)

Installing VoIP Monitoring Manager Licenses

After the WebLM License Server is installed, you can install the VoIP Monitoring Manager licenses so that you can use VoIP Monitoring Manager beyond the 90-day trial period.

Note:

To purchase the licenses, contact your Avaya representative.

To install VoIP Monitoring Manager licenses, follow these steps:

1. Select **Start>Programs>Avaya>Avaya Integrated Management WebLM Server Login**.

   The Web License Manager login page appears.
2. In the **User Name** field, enter the default user name **admin**.
3. In the Password field, enter the default password, **weblmadmin**.
4. Click the **Login** button.

   Note:

   See the administrator for the WebLM License Server for the login and password to use after you log in for the first time using the default user name and password.
5. Click **Install Licenses** in the left-hand panel of the window.
6. Click the **Browse** button and select the license files you want to install.
7. Click the **Install** button to install the selected license files.

   Note:

   An error message appears if the license file name is invalid, belongs to another license server, or is already installed on the current license server.
8. Click **Licensed Products > IMMS** in the left-hand panel to display the license details.

Index

Symbols

A

B

C

F

H

I

P

R

S

T

V

W