AVAYA

Avaya VisAbility™ Management Suite
Release 1.2
Installation Overview

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1 **Welcome**

Purpose

This book lists the requirements for computers that run components of the Avaya VisAbility™ Management Suite, lists pre-installation tasks, and describes the installation process at a high level, with references to the appropriate product documentation for application-specific installation instructions.

Prerequisites

Installing the suite requires familiarity with standard Windows installation wizards, as well as familiarity with Linux operating systems.

Intended Audience

We wrote this book for system administrators who are responsible for installing software on Windows-based PCs and Linux-based systems.

Conventions Used in This Book

In this book, we use the following typographical conventions:

- We use bold type for emphasis and for any information that you should type; for example: **save translation**.

- We use Courier font for any information that the computer screen displays; for example: `login`.

- We use arrows to indicate options that you should select on cascading menus; for example: "Select File>Open" means choose the "Open" option from the "File" menu.

Additional Resources

The following additional books exist to help you during installation and configuration of selected applications in the suite:

- Avaya ATM WAN Survivable Processor Manager Installation and Configuration, 555-233-223.

- Avaya Directory Enabled Management Installation and Implementation, 555-038-101.

- Avaya MultiService Network Manager Installation Guide

- Avaya MultiVantage Configuration Manager Installation and Configuration, 555-233-137

- Avaya MultiVantage Fault and Performance Manager Installation and Configuration, 555-233-138

- Avaya Proxy Agent Installation and Configuration, 555-233-139

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How to Get This Book on the Web

To view or download the latest version of this book, perform the steps listed next.

1. Install your internet browser.

   Most computers are sold with browsers already installed.

2. Get access to the Internet.

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

3. Set up your browser preferences.

   Refer to the documentation that came with your browser.

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

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

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

6. Click `Product Documentation`.

7. Click `System and Network Management`.

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

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

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2 Introduction

The products in the Avaya VisAbility™ Management Suite 1.0 are delivered on the installation CDs listed below:

- Linux Server Installation CD
- Windows Server Installation CD
- MultiService Network Manager (2-CD set)
- Windows Client Installation CD

Technical Support

If you have questions regarding implementation offers for the Avaya VisAbility Management Suite, contact the Remote Network Implementation Services (RNIS) group in Tampa FL, at: 1-800-730-9108, prompt 3. Note that this organization does not handle technical support questions for VisAbility implementations.

Due to configuration complexities, we strongly recommend that you seek professional installation services for the following VisAbility applications: Avaya Directory Enabled Management, Avaya MultiVantage Configuration Manager, Avaya MultiVantage Fault and Performance Manager, and Avaya MultiVantage Proxy Agent. If you choose to install a VisAbility application or the VisAbility suite yourself and you encounter difficulties, contact the Technical Support Center. Time and Materials charges may apply if Avaya Services is required to correct a faulty installation.

Pre-Installation Tasks

The list below describes activities you must perform before installing the suite. The list refers you to the appropriate application-specific documentation, if there is any, for detailed instructions on installing and configuring the given application.

1. Check the minimum hardware requirements for the Linux server (Chapter 3), Windows server (Chapter 4), and Windows client PC (Chapter 5).

2. Collect the system administrator login IDs and passwords for the Linux and Windows servers.

   You will need these to install the VisAbility Management Suite.

3. Complete the appropriate VMS00x Administration Request forms.

   These forms contain the information that you will need to install the products, including: IP addresses, server domain names, and port addresses. Your Avaya client executive downloads this form from an internal Avaya web site and completes it with your input. The VMS001 form must be completed for installations of Avaya MultiVantage Fault and Performance Manager or Avaya MultiVantage Proxy Agent. The VMS002 form must be completed for installations of Avaya MultiVantage Configuration Manager. The VMS003 form must be completed for installations of Avaya Directory Enabled Management.

4. If you are installing any applications that have installation and configuration guides, then print the guides.

   Installation and configuration guides exist for VisAbility Management Suite applications that are complex to install or configure. See "Additional Resources" on page 6 of this document for a list. These guides explain how to install and set up selected applications within the suite. You can print the guides any of the following ways:

   — From the Support Centre web site, Product Documentation area (see "How to Get This Book on the Web'' on page 7).

   — From the installation autorun menu.

   — After the products are installed, you can also view and print the guides from the Products page on and the VisAbility Home page.

Upgrade Procedures

This release of the Avaya VisAbility Management Suite runs on Linux RedHat 7.3. If your Linux-based computer is running an earlier version of RedHat, you must upgrade before installing the suite.

Before you upgrade, make a copy of the file `/etc/services`. After you upgrade, paste the file in its original directory. This process ensures that the RedHat settings that were specified during the original RedHat installation are preserved. The Avaya VisAbility Management Suite needs only a subset of the standard RedHat services. Copying and replacing this services file ensures that only the necessary services are turned on.

For instructions on upgrading your RedHat operating system, consult your RedHat documentation or contact your preferred system administration group.

3 Linux Server Installation

The Linux Server Installation CD contains the following items:

- Avaya MultiVantage Configuration Manager

- Avaya MultiVantage Fault and Performance Manager

- Avaya MultiVantage Proxy Agent

- MultiVantage Maintenance (mvmaint)

- Self-extract file for Windows Clients and VisAbility Shortcuts

- Avaya VisAbility Management Home Page

- Apache Tomcat Web Server

- Adobe Acrobat Reader for Linux

- Adobe Acrobat Reader for Windows

- Installation and Configuration guide for selected products.
  See *"Additional Resources" on page 6* of this document for a list.

Hardware Requirements for the Linux Server

The table below contains the minimum hardware requirements for the Linux servers.

Table 3-1. Linux Server Hardware Requirements

Component	Recommended	Comments
Processor	1.3 GHz Pentium 4	1.3 GHZ Pentium 3 is acceptable
Available Space	40 GB	
Available Memory	1.5 GB	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K	Avaya Services needs the modem for remote access
CD-ROM Drive	Required	

Pre-Installation Tasks

Your Linux server must be configured as described in the Avaya VisAbility Management Suite Implementation Guidelines, which is available from your Avaya client executive's team. The Implementation Guidelines covers many areas; specific instructions for setting up the Linux server are only one part of the document. These instructions may also be found under the "VisAbility" heading in the System and Network Management area of the Avaya Support Centre web site. For instructions on accessing these documents, see "How to Get This Book on the Web" on page 7.

Installation Procedure

MultiVantage products can run co-resident on a single Linux server. Customers can choose to install the MultiVantage Fault and Performance Manager and the MultiVantage Proxy Agent on a second Linux server.

⚠

WARNING
Security Alert: During the installation, the installation wizard *turns off* the internal firewall around the Linux server. This allows internal users to telnet to the Linux server and to use their web browser to access the Windows client shortcuts. Do *not* turn on the internal Linux firewall after the installation. The customer's network firewall provides the needed security to prohibit access to the Linux server from outsiders.

Complete the procedure below to install the contents of the Linux Server Installation CD.

1. Ask all users to log off the system.

2. At the login prompt, type `root` and press **Enter.**

3. At the password prompt, type the root password and press **Enter.**

4. Insert the CD listed below into the CD-ROM drive.

   Avaya VisAbility Management Suite
   Advanced Converged Management
   Linux Server Installation

   Result: The server opens a browser window.

5. Close the CD browser window.

6. Open a terminal emulation window.

   To do so using the Red Hat toolbar, click the Terminal Emulation icon.

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

8. In the command line, type `./vms_setup.bin` and press **Enter.**

   Result: The system starts the installation wizard.

9. At the Welcome screen, read the page and click **Next** to display the Setup screen.

10. At the Setup screen, select one of the options below:

    Custom Option (default)

    — Click **Next** to accept the Custom option and select the products to install.

    — At the Product Installation screen, select the options you want to install on this Linux server. Then click **Next** to display the Summary screen.

    — Review the list and select one of the options below:

       — If the list is incorrect, click **Back** to make any changes.

       — If the list is correct, click **Next** to continue.

       Result: The system displays the first License Agreement.

    All Option

    — Select **All** and click **Next** to install all products and components on this Linux server.

       Result: The system displays the first License Agreement.

       The installation wizard first displays all of the license agreements for the products, and then installs the products and components. The installation wizard displays progress messages for each installation.

       When all selected products and components have been installed, the installation wizard displays the message that the installation was successfully completed and that you can now reboot the computer.

11. Click **Finish.**

    Result: The installation wizard closes. The system displays the terminal emulation window.

12. Reboot the Linux server.

To do so, type the commands below in the terminal emulation window:

— To remove the CD from the drive, type `eject` and press **Enter.**

— To reboot the computer, type `reboot` and press **Enter.**

13. If you are installing any applications that have installation and configuration guides, then print the guides.

Installation and configuration guides exist for VisAbility Management Suite applications that are complex to install or configure. See "Additional Resources" on page 6 for a list. These guides explain how to install and set up selected applications within the suite. You can print the guides any of the following ways:

— From the Support Centre web site, Product Documentation area (see "How to Get This Book on the Web'' on page 7).

— From the installation autorun menu.

— After the products are installed, you can also view and print the guides from the Products page on and the VisAbility Home page.

4 Windows Server Installation

The Windows-based products are delivered on separate CDs:

- Windows Server Installation CD

  This CD contains most of the Windows-based products in the suite. Any products not included on this CD are delivered on the next CD (set).

- Avaya MultiService Network Manager CD set

  This set consists of two CDs: an installation CD and the documentation and utilities CD.

Contents of the Installation CDs

The **Windows Server Installation CD** includes:

- Avaya ATM WAN Survivable Processor Manager

- Avaya VoIP Monitoring Manager

- Avaya MultiService Network Manager with MultiService SMON Manager

- Avaya Directory Enabled Management

- NMSI components for HP OpenView

- Self-extract file for Windows Clients

- Avaya VisAbility Management Home Page

- Netscape Navigator web browser

- Apache Web Server

- Apache Tomcat Web Server

- Adobe Acrobat Reader for Linux

- Adobe Acrobat Reader for Windows

- Java Development Kit (JDK)

The **Avaya MultiService Network Manager CD** set includes:

- Avaya MultiService Network Manager Installation CD; contains the Avaya MultiService SMON Manager. These are also on the Windows Server Installation CD.

- Avaya MultiService Network Manager Documentation and Utilities CD.

- Envelope with key to activate the Avaya MultiService Network Management SMON Manager.

Requirements for the Windows Server

The table below contains the minimum hardware requirements for the Windows servers.

Table 4-1. Windows Server Requirements

Component	Recommended	Comments
Processor	1.3 GHz Pentium 4	1.3 GHZ Pentium 3 is acceptable
Available Space	40 GB	
Available Memory	1 GB	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K	Required for Avaya support.
CD-ROM Drive	Required	
Extra Software	• anti-virus software • pcAnywhere	Required for Avaya support.
Web browser	• Netscape 6.2 or • Internet Explorer 5.5	

Installation Procedure

The installation process for the Windows server lets you install the products on multiple Windows servers. We recommend that you install Avaya Directory Enabled Management on one Windows server and install the remaining products on a second Windows server.

During the installation process, you can select the products to install on a specific server.

Complete the procedure below to install the contents of the Windows Server Installation CD.

1. Ask all users to log off the system.

2. Close all open windows and applications.

3. Insert the CD listed below into the CD-ROM drive.

Avaya VisAbility Management Suite
Advanced Converged Management
Windows Server Installation

4. At the CD menu screen, select **Install Windows Server Products.**

5. At the Welcome screen, read the text and click Next.

6. At the Products Install screen, select all of the options **except:**

— Do not select the "Avaya Directory Enabled Management" option if you plan to install this product on a separate Windows Server.

— The "NMSI Components for HP OpenView" option is "grayed out" and cannot be selected unless HP OpenView is installed on the Windows server. HP OpenView is not included in the VisAbility suite.

7. Click **Next** to display the Summary screen.

The Summary screen lists the options you selected.

8. Review the list and select one of the options below:

— If the list is incorrect, click **Back** to make any changes.

— If the list is correct, click **Next** to continue.

* Note: The system displays a warning message that cautions you not to reboot your computer during the installations process. For some products, you will see a message that prompts you to reboot after the product is installed. Do not reboot this computer until the installation is complete on this computer.

9. Click **OK** to start the installation.

The master installation wizard launches the individual installation wizard for each product, in the order listed below:

— Netscape Navigator web browser

— Java Development Kit (JDK)

— Apache web server - Select the option "Run as a server for all users"

— Apache Tomcat servlet engine - Set up as "NT service"

— Avaya ATM WAN Survivable Processor Manager - Select "Server" to install client-server components

— Avaya VisAbility Management Home Page

— Avaya VoIP Monitoring Manager

— Avaya Directory Enabled Management (if selected)

— NMSI Components for HP OpenView (if selected)

— Adobe Acrobat Reader

10. When the master installation wizard prompts you to remove the Windows Server Installation CD and insert the installation CD for the Avaya MultiService Network Manager, complete the following steps:

a. Follow the instructions on the wizard screens to install the Avaya MultiService Network Manager.

b. Select all options under the Custom install. All third-party icons will be installed.

c. Do not reboot.

d. Remove the CD and reinsert the Windows Server Installation CD.

The master installation wizard completes the installation of all selected products and displays the message that the installation was successfully completed and that you can now reboot the computer.

11. On the CD menu, click **Exit.**

12. Remove the CD from the drive.

13. Reboot the Windows server.

14. If you are installing any applications that have installation and configuration guides, then print the guides.

Installation and configuration guides exist for VisAbility Management Suite applications that are complex to install or configure. See "Additional Resources" on page 6 for a list. These guides explain how to install and set up selected applications within the suite. You can print the guides any of the following ways:

— From the Support Centre web site, Product Documentation area (see "How to Get This Book on the Web'' on page 7).

— From the installation autorun menu.

— After the products are installed, you can also view and print the guides from the Products page on and the VisAbility Home page.

5   Windows Client Installation

The Windows Client Installation CD is primarily intended for installing Windows standalone products and VisAbility shortcuts on remote client PCs.

After the VisAbility Home page is installed on the Linux and Windows servers, users can download and install these same products from the Products page that resides on the VisAbility Home page.

Contents of the Windows Client Installation CD

- Avaya Site Administration

- Avaya Terminal Emulator

- Avaya Voice Announcement Over LAN Manager

- Avaya VoIP Monitoring Manager

- VisAbility shortcuts

- Required components

- Netscape Navigator web browser

- Adobe Acrobat Reader for Windows

- Java Runtime Environment (JRE)

Requirements for Window Client PCs

The table below contains the requirements for hardware and web browsers for the Windows client PCs.

Table 5-1. Windows Client Requirements

Component	Recommended	Comments
Operating System	Microsoft Windows 98, Windows NT 4.0, or Windows 2000	
Processor	600 MHz Pentium 2	
Available Space	1 GB	Required to install all of the client components.
Available Memory	256 MB	
Monitor	SVGA	Required for Avaya support.
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K	Optional. May be needed for remote access to the client PC.
CD-ROM Drive	Required	
Web browser	• Netscape 6.2 or • Internet Explorer 5.5	Required to access the VisAbility Home page and web-based client components.

Installation Procedures

Complete the procedure below to install the contents of the Windows Client Installation CD.

1. Close all open windows and applications.

2. Insert the CD listed below into the CD-ROM drive.

    Avaya VisAbility Management Suite
    Advanced Converged Management
    Windows Client Installation

    Result: The PC opens a browser window and displays the splash screen for a few sections. Then the system displays the CD menu screen.

* **Note:** Do not close the browser window.

3. At the CD menu screen, select **Install Windows Client VisAbility Products.**

4. At the Welcome screen, read the text and click **Next** to display the Selection screen.

5. At the Selection screen, select products and shortcuts that you want to install and click **Next.**

6. At the Summary screen, review the list and perform one of the actions below:

— If the list is incorrect, click **Back** to make any changes.

— If the list is correct, click **Next** to continue.

The system displays a warning message that cautions you not to reboot your computer during the installations process. For some products, you will see a message that prompts you to reboot after the product is installed. Do not reboot the computer until the installation of all products and components are completed on that computer.

7. Click **OK.**

Result: The master installer launches the first installation wizard.

The master installation wizard launches an installation wizard for each product, in the order listed below:

— Netscape Navigator

— Java Development Kit

— Required components

— Avaya Site Administration

— Avaya Voice Announcement Over LAN Manager

— Avaya VoIP Monitoring Manager

— VisAbility shortcuts

— Adobe Acrobat Reader

The master installation wizard completes the installation of all selected products and displays the message that the installation was successfully completed, and that you can now reboot the computer.

8. On the CD browser screen, click **Exit.**

9. Remove the CD from the drive.

10. Reboot the PC.