



**Installation and Upgrades  
for Avaya G700 Media Gateway and  
Avaya S8300 Media Server**

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#### 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 Contacts* link. Then click the appropriate link for the type of support you need.
- Outside the United States, click the *Escalation Contacts* 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 using 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              |

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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**



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) 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。

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Haverhill, MA 01835 USA  
Attention: Avaya Account Management

E-mail: [totalware@gwsmail.com](mailto:totalware@gwsmail.com)

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

## Contents

|   |           |
|---|-----------|
| <b>About This Book.</b> . . . . .                           | <b>19</b> |
| Overview . . . . .  | 19        |
| Audience . . . . .  | 19        |
| Using this book . . . . .                                   | 19        |
| Conventions . . . . .                                       | 20        |
| Physical dimensions . . . . .                               | 20        |
| Terminology . . . . .                                       | 21        |
| Typography . . . . .  | 21        |
| Commands . . . . .  | 21        |
| Keys. . . . .   | 21        |
| User input . . . . .  | 22        |
| System output and field names. . . . .                      | 22        |
| Downloading this book . . . . .                             | 23        |
| Downloading this book . . . . .                             | 23        |
| Safety labels and security alert labels . . . . .           | 24        |
| Related resources . . . . .                                 | 24        |
| Technical assistance . . . . .                              | 25        |
| Within the United States. . . . .                           | 25        |
| International . . . . .                                     | 25        |
| Trademarks. . . . .   | 26        |
| Ordering Documentation . . . . .                            | 26        |
| Sending us comments. . . . .                                | 26        |
| <br>  |           |
| <b>Chapter 1: G700 Installation and Upgrades:</b>           |           |
| <b>Roadmaps and Reference Information . . . . .</b>         | <b>27</b> |
| What wizards are available . . . . .                        | 27        |
| Where are the most recent versions of the Wizards . . . . . | 27        |
| When to use each wizard . . . . .                           | 28        |
| About the Avaya Installation Wizard (IW) . . . . .          | 30        |
| What the IW Does and Does Not Do . . . . .                  | 31        |
| Electronic Worksheets and Templates. . . . .                | 32        |
| About the Upgrade Tool. . . . .                             | 33        |
| You cannot use the Upgrade Tool to: . . . . .               | 33        |
| About the Avaya Gateway Installation Wizard. . . . .        | 34        |
| About the Installation Roadmap and Task Lists. . . . .      | 35        |
| Checklist 1:  |           |
| Install a New G700  |           |
| with an S8300 (Primary or LSP) . . . . .                    | 35        |

## Contents

|   |    |
|---|----|
| Checklist 2:<br>Install a New G700 without an S8300 . . . . .   | 38 |
| Checklist 3<br>Upgrade an Existing G700 with an<br>S8300A to R2.2 . . . . .                                     | 40 |
| Checklist 4<br>Upgrade an Existing G700 with an<br>S8300B to R2.2.x . . . . .                                   | 42 |
| Checklist 5:<br>Upgrade an Existing G700 without<br>an S8300 . . . . .  | 44 |
| About Connection and Login Methods. . . . .   | 45 |
| What physical access methods are available . . . . .  | 45 |
| Laptop configuration for direct connection to the services port . . . . .                                       | 46 |
| What network settings are required on the laptop . . . . .  | 47 |
| Configuring the laptop for a direct connection . . . . .  | 47 |
| About connection methods . . . . .  | 51 |
| Connecting a laptop to services port of S8300 . . . . .   | 51 |
| Connecting a laptop to the G700 serial port . . . . .   | 52 |
| Connecting a laptop to the customer LAN . . . . .   | 53 |
| Connecting an external modem to the S8300 media server . . . . .  | 53 |
| Setting up Windows for modem connection to the<br>media server (Windows 2000 or XP) . . . . .                   | 54 |
| Configuring the Remote PC for PPP Modem<br>Connection (Windows 2000 or XP, Terminal Emulator, or ASA) . . . . . | 54 |
| Using Windows for PPP Modem Connection (Windows 2000 or XP) . . . . .   | 55 |
| Using Avaya Terminal Emulator for LAN<br>Connection to Communication Manager . . . . .                          | 56 |
| Using Avaya Terminal Emulator for Modem<br>Connection to Communication Manager . . . . .                        | 57 |
| About Log in Methods . . . . .  | 58 |
| Logging in to the media server from your laptop using Telnet. . . . .   | 58 |
| Logging in to the S8300 Web Interface from your Laptop . . . . .  | 59 |
| Open the Communication Manager SAT Screens . . . . .  | 63 |
| Logging in to the P330 stack Processor with a<br>Direct Connection to the S8300 Services Port . . . . .         | 63 |
| Logging in to the P330 Stack Processor with a LAN Connection . . . . .  | 64 |
| Logging in to the P330 Stack Processor with a Direct Serial Connection . . . . .                                | 64 |
| Logging in to the P330 Stack Processor with Device Manager. . . . .   | 65 |
| About Avaya Site Administration . . . . .   | 65 |
| Configuring Avaya Site Administration . . . . .   | 65 |
| About navigation for G700 CLI commands . . . . .  | 67 |
| About terminal emulation function keys for Communication Manager . . . . .                                      | 69 |

|  |           |
|--|-----------|
| <b>Chapter 2: Hardware Installation for the G700 Media Gateway and S8300 Media Server.</b> . . . . . | <b>71</b> |
| About hardware components . . . . .  | 71        |
| What are the main elements of the G700 media gateway . . . . .                                       | 71        |
| What comprises the G700 media gateway chassis and processors . . . . .                               | 72        |
| What are the media modules . . . . .   | 72        |
| What are data expansion modules . . . . .  | 74        |
| What are stackable ethernet switches . . . . .   | 75        |
| What are the functions of the S8300 LED Indicators . . . . .   | 78        |
| Media servers supporting the G700 media gateway . . . . .  | 79        |
| What is the S8300 media server . . . . .   | 79        |
| What is the S8500 media server . . . . .   | 80        |
| What is the S8700/S8710 media server . . . . .   | 80        |
| About endpoint and adjunct components . . . . .  | 80        |
| About installation planning . . . . .  | 81        |
| What the planning documentation provides . . . . .   | 81        |
| Who needs a Single Sign-On (SSO) authentication login . . . . .                                      | 82        |
| What site verification does . . . . .  | 82        |
| What network integration requires . . . . .  | 82        |
| About installation and cabling . . . . .   | 83        |
| Verifying the on-site checklist . . . . .  | 83        |
| Verifying Environmental conditions . . . . .   | 84        |
| Power Verification . . . . .   | 84        |
| Grounding Verification . . . . .   | 84        |
| Unpacking and checking the order . . . . .   | 85        |
| Installing the G700 media gateway . . . . .  | 85        |
| Preparing the G700 media gateway . . . . .   | 86        |
| Mounting the G700 media gateway in the rack . . . . .  | 87        |
| Inserting the Avaya S8300 media server (if necessary for standalone service or LSP) . . . . .        | 89        |
| Inserting media modules . . . . .  | 91        |
| Inserting an Expansion Module . . . . .  | 94        |
| Inserting an Avaya X330STK Stacking Module . . . . .   | 95        |
| Cabling multiple units . . . . .   | 96        |
| Attaching Ground Conductors . . . . .  | 100       |
| What are general grounding requirements . . . . .  | 100       |
| What are approved grounds . . . . .  | 101       |
| Connecting the Safety Ground . . . . .   | 103       |

## Contents

|  |            |
|--|------------|
| Connecting AC Power . . . . .  | 104        |
| What are the G700 AC power requirements . . . . .                                      | 104        |
| Testing the AC Outlet . . . . .  | 104        |
| Plugging in AC Power . . . . .   | 106        |
| Checking and Connecting DC Power . . . . .   | 107        |
| <b>Chapter 3: Installing a New G700 with an S8300 . . . . .</b>                        | <b>109</b> |
| Installation Overview . . . . .  | 110        |
| About G700 components . . . . .  | 110        |
| About software and firmware files . . . . .  | 110        |
| About access to the Unity CD. . . . .  | 111        |
| System Access. . . . .   | 112        |
| What provides initial access to the G700 . . . . .                                     | 112        |
| How is normal access to the S8300 and G700 provided . . . . .                          | 112        |
| Connecting directly to a target S8300 . . . . .  | 112        |
| Connecting directly to the remote primary server<br>(S8300, S8500, or S8700). . . . .  | 113        |
| Connecting using the customer's LAN. . . . .   | 113        |
| Before Going to the Customer Site. . . . .   | 114        |
| Upgrading to release 2.2 (Install TFTP server or<br>obtain USB CD-ROM drive) . . . . . | 114        |
| Collecting Upgrade Information . . . . .   | 115        |
| Planning Forms that the Project Manager provides. . . . .                              | 115        |
| Getting the Serial Number of the G700,<br>if Necessary. . . . .                        | 115        |
| Checking the FTP Server for Backing up Data. . . . .                                   | 115        |
| Obtaining update (patch) files, if needed . . . . .                                    | 116        |
| If using IA770, obtaining update and language files . . . . .                          | 117        |
| Obtaining an IA770 update file . . . . .   | 117        |
| Obtaining Optional language files . . . . .  | 118        |
| If using IA770, obtain Ethernet interface IP address and subnet mask . . . . .         | 118        |
| Completing the RFA process<br>(Obtaining license and password file) . . . . .          | 118        |
| Install the S8300 . . . . .  | 121        |
| Inserting the S8300 . . . . .  | 121        |
| Installing Communication Manager Software . . . . .                                    | 121        |
| Setting telnet parameters . . . . .  | 121        |
| Remastering the hard drive and installing the software . . . . .                       | 122        |
| Verifying Software Version . . . . .   | 128        |
| Copying Files to the S8300 hard drive . . . . .  | 128        |

|  |     |
|--|-----|
| Verifying the Time, Date, and Time Zone. . . . .                                 | 130 |
| Installing License and Authentication Files . . . . .                            | 130 |
| Saving Translations . . . . .  | 132 |
| Installing Communication Manager update (patch) files, if any . . . . .          | 132 |
| Configuring the S8300. . . . .   | 133 |
| Providing the keys.install File (If Necessary) . . . . .                         | 147 |
| Setting the media server's time. . . . .   | 148 |
| If using IA770, install messaging software. . . . .                              | 149 |
| Configure the G700 Media Gateway . . . . .                                       | 150 |
| Assigning IP Addresses of the G700 Media Gateway Components . . . . .            | 150 |
| Checking for IP connections . . . . .  | 154 |
| Setting up the Controller List for the G700 . . . . .                            | 156 |
| Setting the LSP Transition Points . . . . .                                      | 158 |
| Configuring an X330 Expansion Module (If Necessary) . . . . .                    | 159 |
| Install New Firmware on the G700 . . . . .                                       | 160 |
| Using the Installation Wizard — G700 firmware . . . . .                          | 160 |
| Manual upgrade procedures — G700 firmware . . . . .                              | 160 |
| Verifying the Contents of the tftpboot Directory. . . . .                        | 161 |
| Determining which firmware to install on the G700 . . . . .                      | 161 |
| Installing New Firmware on the P330 Stack Processor . . . . .                    | 163 |
| Setting rapid spanning tree on the network . . . . .                             | 164 |
| Installing new firmware on the G700 Media Gateway Processor . . . . .            | 165 |
| Installing new firmware on the media modules . . . . .                           | 166 |
| Installing IA770 update (patch) files, if any . . . . .                          | 168 |
| Administer Communication Manager . . . . .                                       | 169 |
| Administering an S8300 primary controller . . . . .                              | 170 |
| Assigning Node Names and IP Addresses for the LSPs . . . . .                     | 170 |
| Administering Network Regions . . . . .  | 171 |
| Associating LSPs with Network Regions . . . . .                                  | 172 |
| Administering IP Interfaces . . . . .  | 173 |
| Administering the LSP Form . . . . .   | 174 |
| Administering an S8500 or S8700 primary controller . . . . .                     | 175 |
| Assigning Node Names and IP Addresses for the C-LANs and LSPs . . . . .          | 176 |
| Administering Network Regions . . . . .  | 176 |
| Assigning LSPs to the Network Regions. . . . .                                   | 179 |
| Administering IP Interfaces . . . . .  | 179 |
| Administering the LSP Form . . . . .   | 181 |
| Administering the Media Gateway . . . . .  | 182 |
| Considerations for IP Phones Supported by a Local Survivable Processor . . . . . | 186 |
| Transition of Control from Primary Controller to LSP . . . . .                   | 187 |

## Contents

|   |            |
|---|------------|
| Set Up SNMP Alarming on the G700 . . . . .  | 188        |
| Configuring the primary server to report alarms to a services support agency                          | 188        |
| Administering INADS phone numbers and Enabling alarms to INADS . . .                                  | 189        |
| Configuring the G700 Media Gateway to send its traps<br>to a network management system (NMS). . . . . | 189        |
| Configuring an SNMP community string for traps . . . . .  | 190        |
| Configuring the destination for G700 SNMP traps . . . . .   | 190        |
| Complete the Installation of the S8300<br>(if the Primary Controller) . . . . .                       | 191        |
| Backing up the system . . . . .   | 191        |
| If using IA770, administer Communication Manager for Integrated Messaging. . .                        | 192        |
| Complete the Installation Process<br>(for an S8300 LSP) . . . . .                                     | 192        |
| <b>Chapter 4: Installing a New G700 without an S8300 . . . . .</b>                                    | <b>193</b> |
| Installation overview. . . . .  | 194        |
| What are the system components . . . . .  | 194        |
| About G700 components . . . . .   | 194        |
| About firmware files . . . . .  | 194        |
| About the TFTP server. . . . .  | 194        |
| What provides initial access to the G700 . . . . .  | 194        |
| How is normal access to the S8300 and G700 provided . . . . .   | 195        |
| Connecting directly to a target S8300 . . . . .   | 195        |
| Connecting directly to the remote primary server<br>(S8300, S8500, or S8700). . . . .                 | 195        |
| Connecting using the customer's LAN. . . . .  | 196        |
| Before going to the customer site . . . . .   | 197        |
| Collecting Installation Information . . . . .   | 197        |
| Planning forms that the Project Manager provides . . . . .  | 197        |
| Getting the Serial Number of the G700,<br>if Necessary. . . . .                                       | 197        |
| Installing the Gateway Installation Wizard . . . . .  | 198        |
| Setting Up the TFTP Server on Your Laptop or<br>on a Customer PC, if Necessary. . . . .               | 198        |
| Downloading G700 firmware files to your TFTP directory . . . . .                                      | 199        |
| Copying a bundled firmware file . . . . .   | 199        |
| Downloading individual firmware files . . . . .   | 199        |
| Configure the G700 . . . . .  | 201        |
| Assigning the IP addresses of the G700 media gateway components . . . . .                             | 201        |
| Checking for IP connections . . . . .   | 206        |

|   |            |
|---|------------|
| Setting up the controller list for the G700 . . . . .                   | 207        |
| Setting the LSP Transition Points . . . . .                             | 210        |
| Configuring an X330 Expansion Module (If Necessary) . . . . .           | 210        |
| Prepare to install firmware on the G700 . . . . .                       | 211        |
| Accessing the P330 Stack Processor . . . . .                            | 211        |
| Verifying the contents of the tftpboot directory . . . . .              | 211        |
| Determining which firmware to install on the G700 . . . . .             | 212        |
| Install New Firmware on the G700 Media Gateway . . . . .                | 214        |
| Installing New Firmware on the P330 Stack Processor . . . . .           | 214        |
| Setting rapid spanning tree on the network . . . . .                    | 214        |
| Installing new firmware on the G700 Media Gateway Processor . . . . .   | 215        |
| Installing new firmware on the media modules . . . . .                  | 217        |
| Administer Communication Manager . . . . .                              | 219        |
| Administering an S8300 primary controller . . . . .                     | 219        |
| Assigning Node Names and IP Addresses for the LSPs . . . . .            | 220        |
| Administering Network Regions . . . . .                                 | 220        |
| Associating LSPs with Network Regions . . . . .                         | 222        |
| Administering IP Interfaces . . . . .                                   | 222        |
| Administering the LSP Form . . . . .                                    | 223        |
| Administering an S8500 or S8700/S8710 primary controller . . . . .      | 224        |
| Assigning Node Names and IP Addresses for the C-LANs and LSPs . . . . . | 225        |
| Administering Network Regions . . . . .                                 | 225        |
| Assigning LSPs to the Network Regions. . . . .                          | 228        |
| Administering IP Interfaces . . . . .                                   | 229        |
| Administering the LSP Form . . . . .                                    | 230        |
| Administering the Media Gateway . . . . .                               | 231        |
| Complete the Installation Process . . . . .                             | 235        |
| <br>  |            |
| <b>Chapter 5: Upgrading an Existing S8300A to R2.2 . . . . .</b>        | <b>237</b> |
| About upgrading an existing S8300A to R2.2 . . . . .                    | 237        |
| Release 2.2 upgrade scenarios . . . . .                                 | 238        |
| Accessing the Unity CD . . . . .  | 239        |
| Accessing the S8300 . . . . .   | 240        |
| About the major tasks to upgrade<br>the S8300A to release 2.1 . . . . . | 240        |
| Before going to the customer site . . . . .                             | 240        |
| Installing TFTP server or obtaining USB CD-ROM drive . . . . .          | 241        |
| Filling in the EPW, if upgrading from release 1.1 . . . . .             | 241        |
| Planning forms provided by the project manager . . . . .                | 242        |

## Contents

|   |     |
|---|-----|
| Getting the serial number of the G700,<br>if necessary . . . . .  | 242 |
| Checking the number of allocated ports . . . . .  | 242 |
| Checking the FTP server for backing up data . . . . .   | 243 |
| Obtaining S8300 software and G700 firmware . . . . .  | 243 |
| Obtaining update (patch) files, if needed. . . . .  | 244 |
| If using IA770, checking stored messages size,<br>obtaining patch (or RFU) and language files . . . . . | 246 |
| Completing the RFA process<br>(obtaining license and authentication files) . . . . .                    | 247 |
| Preparing for the upgrade to R2.2 on-site . . . . .   | 250 |
| Accessing the S8300 . . . . .   | 250 |
| Checking current software release . . . . .   | 251 |
| Pre-Upgrade Tasks — If the S8300 is the primary controller . . . . .                                    | 252 |
| Getting IA770 data and stopping IA770<br>(if IA770 is being used). . . . .                              | 255 |
| Creating an IA770 test message . . . . .  | 256 |
| Determining whether optional languages are needed. . . . .  | 256 |
| Backing up system files . . . . .   | 259 |
| Recording configuration information. . . . .  | 261 |
| Upgrading the S8300A. . . . .   | 262 |
| Installing the pre-upgrade software update (patch), if necessary . . . . .                              | 263 |
| Linux migration backup<br>(if current release is 1.x) . . . . .   | 264 |
| Replacing the S8300A with the S8300B Media Server . . . . .   | 267 |
| Upgrading the S8300B Media Server . . . . .   | 268 |
| Setting telnet parameters . . . . .   | 269 |
| Remastering the hard drive and installing the upgrade software . . . . .                                | 269 |
| Verifying software version . . . . .  | 275 |
| Copying files to the S8300 . . . . .  | 275 |
| Ensuring that messaging is disabled (if IA770 is being used) . . . . .                                  | 277 |
| Configuring network parameters . . . . .  | 278 |
| Verifying connectivity . . . . .  | 279 |
| Restoring data . . . . .  | 280 |
| Restoring data backup<br>(if upgrading from a Pre-1.2 release) . . . . .                                | 280 |
| Restoring the Linux migration backup file<br>(if upgrading from R1.2.x through R1.3.x) . . . . .        | 282 |
| Restoring data backup<br>(if upgrading from R2.0.x) . . . . .   | 285 |
| Verifying the time, date, and time zone. . . . .  | 288 |

|   |            |
|---|------------|
| Installing post-upgrade Communication Manager<br>update file from your laptop, if any . . . . . | 289        |
| Verifying media server configuration. . . . .   | 290        |
| Installing the new license file, if any . . . . .   | 292        |
| Installing the new authentication file, if any . . . . .  | 293        |
| Saving translations (if not using IA770 and S8300 is not an LSP) . . . . .                      | 294        |
| Verifying operation . . . . .   | 294        |
| Next steps . . . . .  | 295        |
| Upgrading the firmware on the G700 Media Gateway. . . . .                                       | 296        |
| Upgrading the G700 using the Installation Wizard . . . . .                                      | 296        |
| Upgrading the G700 using the Upgrade Tool . . . . .   | 297        |
| Upgrading the G700 using CLI commands . . . . .   | 297        |
| Verifying the contents of the tftpboot directory . . . . .                                      | 297        |
| Determining which firmware to install on the G700 . . . . .                                     | 298        |
| Installing new firmware on the P330 Stack Processor . . . . .                                   | 300        |
| Setting rapid spanning tree on the network . . . . .  | 300        |
| Installing new firmware on the G700 Media Gateway Processor. . . . .                            | 301        |
| Installing new firmware on the media modules . . . . .  | 303        |
| Installing new firmware on other G700 media gateways . . . . .                                  | 305        |
| Post-upgrade tasks . . . . .  | 306        |
| If using IA770: . . . . .   | 307        |
| Install and restart IA770 . . . . .   | 307        |
| Saving translations . . . . .   | 313        |
| Installing IA770 patch (or RFU) files<br>and optional language files, if any . . . . .          | 313        |
| Complete the upgrade process<br>(S8300 is the primary controller) . . . . .                     | 314        |
| <b>Chapter 6: Upgrading an Existing S8300B to R2.x . . . . .</b>                                | <b>317</b> |
| Major tasks to upgrade the S8300B to release 2.x<br>and upgrade the G700 firmware. . . . .      | 318        |
| Before going to the customer site . . . . .   | 319        |
| Planning forms that the project manager provides . . . . .                                      | 319        |
| Getting the serial number of the G700, if necessary . . . . .                                   | 319        |
| Checking the number of allocated ports . . . . .  | 320        |
| Checking the FTP server for backing up data . . . . .   | 320        |
| Obtaining S8300 software and G700 firmware. . . . .   | 320        |
| Obtaining update (patch) files, if needed. . . . .  | 321        |
| Obtaining update and language files, if using IA770 . . . . .                                   | 322        |
| Checking for IA770 stored messages size . . . . .   | 322        |
| Obtaining an IA770 update file . . . . .  | 323        |

## Contents

|  |     |
|--|-----|
| Obtaining optional language files . . . . .  | 323 |
| Completing the RFA process (obtaining license and password file). . . . .                        | 323 |
| On-site Preparation for the Upgrade . . . . .  | 326 |
| Accessing the S8300 . . . . .  | 326 |
| Completing pre-upgrade tasks — If the target S8300 is the primary controller                     | 327 |
| Getting IA770 (AUDIX) Data and Stopping IA770<br>(if IA770 is being used) . . . . .              | 330 |
| Determining whether optional languages are needed. . . . .                                       | 330 |
| Downloading optional language files, if needed. . . . .  | 332 |
| Creating an IA770 test message for the upgrade . . . . .   | 333 |
| Shutting down IA770. . . . .   | 333 |
| Backing up S8300 recovery system files. . . . .  | 334 |
| Installing new license and<br>authentication files, if necessary . . . . .                       | 336 |
| Renaming old license and authentication files<br>in S8300 FTP directory, if necessary . . . . .  | 337 |
| Copying license and authentication files to the<br>S8300 hard drive (from your laptop) . . . . . | 337 |
| Saving translations<br>(only if new license and/or authentication files installed) . . . . .     | 341 |
| Transferring files from a CD or laptop . . . . .   | 341 |
| Upgrade the S8300. . . . .   | 343 |
| Upgrading the S8300 using the wizard. . . . .  | 343 |
| Upgrading the S8300 using manual installation. . . . .   | 343 |
| Installing new software . . . . .  | 344 |
| Making the upgrade permanent. . . . .  | 351 |
| Installing post-upgrade Communication Manager<br>update file from your laptop, if any . . . . .  | 352 |
| Upgrade the G700 Firmware . . . . .  | 353 |
| Upgrading G700 firmware using the installation wizard . . . . .                                  | 353 |
| Upgrading G700 firmware using the upgrade tool . . . . .   | 354 |
| Upgrading G700 firmware using manual upgrade procedures . . . . .                                | 354 |
| Verifying the contents of the tftpboot directory . . . . .                                       | 354 |
| Determining which firmware to install on the G700 . . . . .                                      | 355 |
| Installing new firmware on the P330 stack processor. . . . .                                     | 357 |
| Setting rapid spanning tree on the network . . . . .   | 357 |
| Installing new firmware on the G700 Media Gateway Processor . . . . .                            | 358 |
| Installing new firmware on the media modules . . . . .   | 360 |
| Installing new firmware on other G700 media gateways . . . . .                                   | 362 |

|  |            |
|--|------------|
| Post-upgrade tasks . . . . .   | 363        |
| Installing IA770 patch (or RFU) files, if any . . . . .                                  | 363        |
| Completing the upgrade process<br>(S8300 is the primary controller) . . . . .            | 364        |
| <b>Chapter 7: Upgrading an existing G700 without an S8300 . . . . .</b>                  | <b>367</b> |
| About the existing G700 upgrade. . . . .   | 367        |
| What are the G700 system components . . . . .  | 367        |
| About firmware files . . . . .   | 368        |
| About the TFTP server. . . . .   | 368        |
| About system access . . . . .  | 368        |
| Accessing the G700 . . . . .   | 368        |
| Before going to the customer site . . . . .  | 369        |
| Planning forms that the project manager provides . . . . .                               | 369        |
| Getting the serial number of the G700,<br>if necessary . . . . .                         | 370        |
| Setting up the TFTP server on your laptop or<br>on a customer PC, if necessary . . . . . | 370        |
| Installing the Gateway Installation Wizard . . . . .                                     | 370        |
| Downloading G700 firmware files to your TFTP directory . . . . .                         | 371        |
| Copying a bundled firmware file . . . . .  | 371        |
| Downloading individual firmware files . . . . .  | 371        |
| On-site preparation for the upgrade . . . . .  | 373        |
| Accessing the P330 stack processor. . . . .  | 373        |
| Verifying the contents of the tftpboot directory . . . . .                               | 374        |
| Determining which firmware to install on the G700 . . . . .                              | 374        |
| Install new firmware on the G700 Media Gateway. . . . .                                  | 376        |
| Firmware installation procedures . . . . .   | 376        |
| Installing new firmware on the P330 stack processor. . . . .                             | 377        |
| Setting rapid spanning tree on the network . . . . .                                     | 377        |
| Installing new firmware on the G700 Media Gateway Processor . . . . .                    | 378        |
| Installing new firmware on the media modules . . . . .                                   | 380        |
| <b>Chapter 8: Connecting telephones and adjunct systems . . . . .</b>                    | <b>383</b> |
| Installation and wiring of telephones and power supplies . . . . .                       | 384        |
| About connectable telephones and consoles . . . . .                                      | 384        |
| Connecting telephones . . . . .  | 385        |
| Connecting an analog station or 2-wire digital station . . . . .                         | 385        |
| Installing an 808A Emergency Transfer Panel and<br>associated telephones . . . . .       | 386        |
| Installing and wiring telephone power supplies . . . . .                                 | 388        |

## Contents

|   |     |
|---|-----|
| 1152A1 mid-span power distribution unit . . . . .   | 391 |
| Connecting the 1152A1 PDU cables . . . . .  | 393 |
| P333T-PWR power over ethernet stackable switch . . . . .                                    | 395 |
| 1151B1 and 1151B2 power supplies . . . . .  | 398 |
| Complete the telephone installation process . . . . .                                       | 401 |
| Installing the coupled bonding conductor . . . . .  | 401 |
| Installing over-voltage and sneak-current<br>circuit protection . . . . .                   | 402 |
| IA 770 INTUITY AUDIX messaging application . . . . .  | 403 |
| Shared resources of IA770 coresidency . . . . .   | 403 |
| Where is the IA770 location and software . . . . .  | 404 |
| How are voice communication and control messages sent . . . . .                             | 404 |
| The need for an AUDIX hunt group . . . . .  | 404 |
| IA 770 INTUITY AUDIX installations and S8300<br>upgrades for IA 770 INTUITY AUDIX . . . . . | 405 |
| INTUITY AUDIX LX messaging system . . . . .   | 405 |
| ASAI co-resident DEFINITY LAN gateway (DLG) . . . . .                                       | 406 |
| PROCR administration task summary<br>(for the S8300 Media Server) . . . . .                 | 407 |
| Supported Ethernet Interfaces . . . . .   | 408 |
| Call center . . . . .   | 408 |
| About Avaya G700 announcement software . . . . .  | 409 |
| Avaya Integrated Management . . . . .   | 411 |
| Avaya ATM WAN Survivable Processor Manager . . . . .  | 411 |
| Avaya Directory Enabled Management . . . . .  | 412 |
| Avaya MultiService Network Manager . . . . .  | 412 |
| Avaya MultiService SMON Manager . . . . .   | 413 |
| Avaya Fault and Performance Manager . . . . .   | 413 |
| Avaya Proxy Agent . . . . .   | 413 |
| Avaya Configuration Manager . . . . .   | 413 |
| Avaya Site Administration . . . . .   | 414 |
| Avaya Terminal Configuration . . . . .  | 414 |
| Avaya Terminal Emulator . . . . .   | 414 |
| Avaya Voice Announcement Over LAN Manager . . . . .   | 415 |
| Avaya VoIP Monitoring Manager . . . . .   | 415 |
| Uninterruptible power supply (UPS) . . . . .  | 416 |
| Terminal server installation . . . . .  | 417 |
| Installing and administering the terminal server . . . . .                                  | 417 |
| What are the distance limits for the terminal server. . . . .                               | 418 |
| How is the terminal server cabling connected. . . . .                                       | 419 |

|   |     |
|---|-----|
| Connecting the IOLAN+ to the adjunct and the LAN . . . . .  | 419 |
| Administering the IOLAN+ . . . . .  | 420 |
| Navigating the IOLAN+ terminal server . . . . .   | 424 |
| Administering the gateway . . . . .   | 425 |
| Administering an IOLAN+ port . . . . .  | 425 |
| Testing connectivity through the IOLAN+ . . . . .   | 427 |
| Potential failure scenarios and repair actions . . . . .  | 429 |
| Administering IP services . . . . .   | 429 |
| Call detail recording (CDR) . . . . .   | 431 |
| Connecting CDR equipment . . . . .  | 431 |
| Administering CDR data collection. . . . .  | 431 |
| Administering CDR parameters. . . . .   | 432 |
| Testing the switch-to-adjunct link . . . . .  | 434 |
| Reliable Data Transport Tool (RDTT) package . . . . .   | 435 |
| What does the RDTT package contain . . . . .  | 435 |
| Downloading the RDTT package . . . . .  | 435 |
| Installing the RDTT package . . . . .   | 436 |
| Administering the RDTT package . . . . .  | 436 |
| Related topics . . . . .  | 436 |
| Printers . . . . .  | 436 |
| DS1/T1 CPE loopback jack . . . . .  | 437 |
| Installing a loopback jack . . . . .  | 437 |
| Installing a loopback jack with a smart jack . . . . .  | 437 |
| Installing a loopback jack without a smart jack . . . . .   | 438 |
| Administering a loopback jack . . . . .   | 439 |
| Testing a loopback jack with a smart jack . . . . .   | 439 |
| Testing the DS1 span from the ICSU to the loopback jack . . . . .   | 439 |
| Checking the integrity of local equipment . . . . .   | 440 |
| Testing the integrity of data sent over the loop . . . . .  | 441 |
| Testing the DS1 span from the smart jack<br>to the network interface termination or fiber multiplexer (MUX) . . . . . | 444 |
| Testing the DS1 span from the loopback jack<br>to the smart jack . . . . .  | 444 |
| Testing a loopback jack without a smart jack . . . . .  | 448 |
| Configurations using fiber multiplexers . . . . .   | 451 |
| Checking for the presence of DC . . . . .   | 451 |
| External modems . . . . .   | 452 |
| Hardware required when configuring modems . . . . .   | 452 |
| Multi-Tech MT5634ZBA-USB-V92 . . . . .  | 452 |
| Configuring the MT5634ZBA-USB-V92 modem . . . . .   | 453 |

## Contents

|   |     |
|---|-----|
| Multi-Tech MT5634ZBA-V92-GLOBAL . . . . .   | 453 |
| Administering Multi-Tech modems . . . . .   | 453 |
| Busy tone disconnect equipment for non-U.S. installations . . . . .               | 454 |
| Music-on-hold . . . . .   | 455 |
| Installing an unregistered music source on a G700 or G350 Media Gateway . . . . . | 455 |
| Installing a registered music source on a G700 or G350 Media Gateway . . . . .    | 458 |
| Paging and announcement equipment . . . . .                                       | 459 |
| Adjunct Information Sources . . . . .   | 460 |
| Call Management System . . . . .  | 460 |
| INTUITY AUDIX Messaging Systems . . . . .   | 461 |
| Avaya Modular Messaging System . . . . .  | 461 |
| ASAI and DEFINITY LAN Gateway . . . . .   | 461 |
| Avaya Interactive Response . . . . .  | 461 |
| Avaya EC500 Extension to Cellular and Off-PBX Stations . . . . .                  | 462 |
| Converged Communications Server . . . . .   | 462 |
| Seamless Converged Communications across Networks (SCCAN) . . . . .               | 462 |
| Call Accounting Systems . . . . .   | 462 |
| Appendix A: Technical Information. . . . .  | 463 |
| Avaya G700 Media Gateway Technical Specifications . . . . .                       | 463 |
| Cabling Equipment . . . . .   | 464 |
| Appendix B: Information Checklists . . . . .                                      | 467 |
| Installer's Checklist . . . . .   | 468 |
| Serial Number and Login Information . . . . .                                     | 469 |
| G700 Serial Numbers . . . . .   | 469 |
| Logins . . . . .  | 469 |
| Set-Up for P330 Stack Processor . . . . .   | 470 |
| Set Up for G700 Media Gateway Processor (MGP) . . . . .                           | 471 |
| Set Up for VoiP Resources . . . . .   | 472 |
| Set Up for S8300 Media Server . . . . .   | 473 |
| Installation Site Information. . . . .  | 475 |
| Stack Layout . . . . .  | 476 |
| Appendix C: Equipment List . . . . .  | 477 |
| Appendix D: Install the Avaya TFTP Server . . . . .                               | 485 |
| Index . . . . .   | 491 |

# About This Book

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## Overview

This document provides procedures to install, upgrade, or add to an Avaya G700 Media Gateway controlled by an Avaya S8300, S8500, or S8700/S8710 Media Server. It also includes information on connecting telephones and adjuncts to the G700.

This chapter provides information about the document including: the intended audience, the organization, conventions used, how to get help, and how to download, order, and comment on the document.

---

## Audience

This book is for the following audiences:

- Trained field installation and maintenance personnel
  - Technical support personnel
  - Network engineers and technicians
  - Authorized Business Partners
- 

## Using this book

This book is organized into five installation and/or upgrade scenarios:

- [Chapter 3: Installing a New G700 with an S8300](#)
- [Chapter 4: Installing a New G700 without an S8300](#)
- [Chapter 5: Upgrading an Existing S8300A to R2.2](#)
- [Chapter 6: Upgrading an Existing S8300B to R2.x](#)
- [Chapter 7: Upgrading an existing G700 without an S8300](#)

## About This Book

Read [Chapter 1: G700 Installation and Upgrades: Roadmaps and Reference Information](#), before you begin the installation. Chapter 1 contains checklists for the four installation and upgrade scenarios. Then read and follow the procedures in the chapters that apply to the installation or upgrade scenario you are working with. Chapter 1 also contains information on alternative methods to connect to and access a G700 system.

Read [Chapter 2: Hardware Installation for the G700 Media Gateway and S8300 Media Server](#) for instructions on installing and cabling the hardware.

Read [Chapter 8: Connecting telephones and adjunct systems](#) if you need to install phones or adjuncts. Chapter 8 covers the IA 770 INTUITY™ AUDIX® Messaging Application, the INTUITY LX Messaging System, the G700 Sourced Announcements, Avaya Integrated Management, the Uninterruptible Power Supply (UPS), Universal Serial Bus (USB) Modems, and other adjuncts.

See the following appendices for system specifications, forms you must complete for the installation, and comcodes and other information that you need to order equipment:

- [Appendix A: Technical Information](#) contains specifications and other technical information that you need to install an S8300 Media Server with a G700 Media Gateway.
- [Appendix B: Information Checklists](#) contains the pre-installation worksheets that you will need to have filled in before you start an installation or upgrade.
- [Appendix C: Equipment List](#) contains the information that you need to order equipment.
- [Appendix D: Install the Avaya TFTP Server](#) contains instructions for installing and configuring the Avaya TFTP Server software.

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## Conventions

This section describes the conventions that we use in this book.

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### Physical dimensions

- All physical dimensions in this book are in English units followed by metric units in parentheses.
- Wire gauge measurements are in AWG followed by the diameter in millimeters in parentheses.

---

## Terminology

*Avaya Communication Manager* is the application that provides call control and the Avaya telephony feature set. This application was referred to as *MultiVantage Software* or as *Avaya Call Processing (ACP)* in previous releases. The term *Multivantage* is still used in some CLI commands and in the Web interface. In most of these cases, it is synonymous with *Communication Manager*.

---

## Typography

This section describes the typographical conventions for commands, keys, user input, system output, and field names.

### Commands

- Commands are in **constant-width bold** type.

Example:

Type **change-switch-time-zone** and press **Enter**.

- Command variables are in *bold italic* type when they are part of what you must type, and in *plain italic* type when they are not part of what you must type.

Example:

Type **ch** *ma* *machine\_name*, where *machine\_name* is the name of the call delivery machine.

- Command options are in **bold** type inside square brackets.

Example:

At the DOS prompt, type **copybcf [-F34]**.

### Keys

- The names of keys are in **bold sans serif** type.

Example:

Use the **Down Arrow** key to scroll through the fields.

- When you must press and hold a key and then press a second or third key, we separate the names of the keys are separated with a plus sign (+).

Example:

Press **ALT+D**.

## About This Book

- When you must press two or more keys in sequence, we separate the names of the keys are separated with a space.

Example:

Press **Escape J**.

- When you must press a function key, we provide the function of the key in parentheses after the name of the key.

Example:

Press **F3 (Save)**.

## User input

- User input is in **bold** type, whether you must type the input, select the input from a menu, or click a button or similar element on a screen or a Web page.

Example:

- Type **exit**, and then press **Enter**.
- On the **File** menu, click **Save**.
- On the Network Gateway page, click **Configure > Hardware**.

## System output and field names

- System output and field names on the Web screen are in **bold monospaced type**.

System output on the CLI screen are in `Courier New type`.

Example:

- The system displays the following message:  
**The installation is in progress** (Web output)  
`The installation is in progress` (CLI output)
- Type **y** in the **Message Transfer?** field.

---

## Downloading this book

You can view or download the latest version of the *Installation and Upgrades for Avaya G700 Media Gateway and Avaya S8300 Media Server, 555-234-100*, from the Avaya Web site at: <http://support.avaya.com>. You must have access to the Internet, and a copy of Acrobat Reader must be installed on your personal computer.

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5. The system displays the Product Documentation Search Results page.
6. Scroll down to find the latest issue number, and then click the book title that is to the right of the latest issue number.
7. On the next page, scroll down and click one of the following options:
  - **PDF Format** to download the book in regular PDF format
  - **ZIP Format** to download the book in zipped PDF format

## Safety labels and security alert labels

Observe all caution, warning, and danger statements to help prevent loss of service, equipment damage, personal injury, and security problems. This book uses the following safety labels and security alert labels:



**CAUTION:**

A caution statement calls attention to a situation that can result in harm to software, loss of data, or an interruption in service.



**WARNING:**

A warning statement calls attention to a situation that can result in harm to hardware or equipment.



**WARNING:**

Use an ESD warning to call attention to situations that can result in ESD damage to electronic components.



**DANGER:**

A danger statement calls attention to a situation that can result in harm to personnel.



**SECURITY ALERT:**

A security alert calls attention to a situation that can increase the potential for unauthorized use of a telecommunications system.

---

## Related resources

The CD, *Documentation for Avaya Communication Manager, Media Gateways and Servers*, 03-300151, contains a comprehensive library of documents.

For a summary of what is new in the June 2004 release of Avaya Communication Manager, see *Highlights of Avaya Communication Manager*, 555-245-704.

For more information on the Avaya G700 Media Gateway and related features, see the following books:

| Title  | Number      |
|--|-------------|
| Overview for Avaya G700 Media Gateway and Avaya S8300 Media Server | 555-234-200 |
| Maintenance Commands Reference                                     | 555-245-101 |
| Maintenance Alarms Reference                                       | 555-245-102 |
| Maintenance Procedures   | 555-245-103 |
| Quick Start: Avaya G700 Media Gateway Hardware Installation        | 555-233-150 |

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## Technical assistance

Avaya provides the following resources for technical assistance.

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### Within the United States

For help with:

- Feature administration and system applications, call the Avaya Technical Consulting - System Support at 1-800-225-7585
- Maintenance and repair, call the Avaya National Customer Care Support Line at 1-800-242-2121
- Toll fraud, call Avaya Toll Fraud Intervention at 1-800-643-2353
- Security issues, call Avaya Corporate Security at 1-877-993-8442

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### International

For technical assistance, call the International Technical Assistance Center (ITAC) at +905-943-8801.

For all international resources, contact your local Avaya authorized dealer.

## Trademarks

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## Ordering Documentation

In addition to this book, other description, installation, maintenance, and administration books, and documentation library CDs, are available.

This document (555-234-100) and any other Avaya documentation can be ordered directly from the Avaya Publications Center toll free at 1-800-457-1235 (voice) and 1-800-457-1764 (fax). International customers should use +1.207.866.6701 (voice) and +1.207.626.7269 (fax).

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## Sending us comments

Avaya welcomes your comments about this book. To reach us by:

- Mail, send your comments to:  
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Westminster, CO 80234 USA
- E-mail, send your comments to:  
*document@avaya.com*
- Fax, send your comments to:  
1-303-538-1741

Ensure that you mention the name and number of this book, *Installation and Upgrades for Avaya G700 Media Gateway and Avaya S8300*, 555-234-100.

# Chapter 1: G700 Installation and Upgrades: Roadmaps and Reference Information

This chapter provides guidance on how to use this book along with connection, login, and other reference information that you will need to perform the installation and upgrade procedures in later chapters.

This Chapter is organized as follows:

- [What wizards are available](#)
- [About the Installation Roadmap and Task Lists](#)
- [About Connection and Login Methods](#)
- [About navigation for G700 CLI commands](#)
- [About terminal emulation function keys for Communication Manager](#)

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## What wizards are available

To save time on installations and upgrades, three distinct tools are available for your use:

- Avaya Installation Wizard
- Gateway Installation Wizard
- Upgrade Tool

**Note:**

These tools do not replace all normal installation or upgrade procedures described in this document. However, they do automate some or many of the tasks associated with an installation or an upgrade. The tasks that these tools automatically perform are noted in subsequent chapters of this document.

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## Where are the most recent versions of the Wizards

You can find the most recent versions of the wizards, as well as wizard Job Aids at <http://support.avaya.com/avayaiw>.

 **Tip:**

Field- and page-level online help is available with all the wizards.

## When to use each wizard

[Table 1](#) shows at-a-glance when you would use each tool.

### Table Legend:

IW= Avaya Installation Wizard

UT = Upgrade Tool

GIW = Gateway Installation Wizard).

**Table 1: When to use each wizard**

| Component                    | Use                     | New Installation | Upgrade Software | Upgrade Firmware |
|------------------------------|-------------------------|------------------|------------------|------------------|
| <b>S8500 or S8700/ S8710</b> | as a Primary Controller | IW               | IW               |                  |
| <b>S8300</b>                 | as an LSP               | IW               | IW, UT*          |                  |
|                              | as a Primary Controller | IW               | IW               |                  |
| <b>G350 or G700</b>          | with an S8300           | IW               |                  | IW, UT†          |
|                              | without an S8300        | GIW              |                  | UT               |

\*. Use the UT to schedule upgrades of multiple LSPs. Use the IW on site for an immediate upgrade of a single LSP.

†. Use UT to schedule upgrades of multiple gateways. Use the IW on site for an immediate upgrade of a single gateway or G700 stack.

[Table 2](#) summarizes when you would use each tool and what it does for you.

**Table 2: What each wizard does for you**

| If you need to:   | Then use:   |
|---|---|
| <p>Install new or upgrade existing S8300, S8500 or S8700/S8710 Media Servers, including:</p> <ul style="list-style-type: none"> <li>● The G350 or G700 that contains an S8300</li> <li>● Other G700s in the stack</li> <li>● G350/G700 media modules</li> </ul> | <p>The <b>Avaya Installation Wizard (IW)</b> on site, with a laptop connection to the Services port on the media server.</p> <p><b>NOTE:</b> Since the source files for an upgrade are large, the IW requires that these source files be accessible (to the media server running the IW) over a high-bandwidth connection. The files could be on the media server's hard drive (ftp/pub directory), on a CD-ROM drive connected to the media server, or on the CD-ROM drive or hard drive on a technician's laptop directly connected to the media server. If the source files are available on one of these media, you could use the IW from a remote location using a dialup PPP connection to the media server (with modem enabled) running the IW.</p> <p>This wizard installs new (or upgrades existing) software on media servers and performs the initial configuration. It upgrades firmware on new or existing media gateway processors and media modules.</p> <p>You will also use the Electronic Pre-installation Worksheet, which you get from your project manager. For the S8300/G700, you may also use the Name and Number List and the Custom Template with the wizard for more comprehensive custom installations.</p> |

**Table 2: What each wizard does for you (continued)**

| If you need to:   | Then use:  |
|---|--|
| Install a new G350 or G700 that does not contain an S8300   | <p>The <b>Gateway Installation Wizard</b> (GIW) on site, with a laptop connection to the G350 or G700.</p> <p>This wizard configures the IP addresses for the gateway, including the gateway processors, the controller list, and the VoIP engine.</p> <p>The GIW does not install firmware on the G350 or G700 or their media modules. You can install firmware manually, or use the UT.</p>  |
| Schedule upgrades of multiple, geographically-distributed LSPs or G350/G700 gateways, all of which have the same remote primary controller — S8300, S8500, or S8700/S8710 | <p>The <b>Upgrade Tool</b> (UT), running on the primary controller, using a remote network connection.</p> <p>This tool enables you to upgrade:</p> <ul style="list-style-type: none"> <li>● the software on all LSPs registered with the primary controller</li> <li>● the processor and media module firmware for all gateways currently or previously registered with the primary controller.</li> </ul> <p><b>NOTE:</b> If the customer has purchased and installed the MultiService Software Update Manager, you may wish to use it, instead, to upgrade G350 or G700 Media Gateways. However, the Software Update Manager cannot upgrade LSPs.</p> |

2 of 2

## About the Avaya Installation Wizard (IW)

You can use the Avaya Installation Wizard (IW) as a tool to assist you in the installation and upgrade processes for S8300, S8500, and S8700/S8710 Media Servers, and G350 and G700 Media Gateways. The Installation Wizard is designed to get you up and running in a basic installation as quickly as possible. For customized installations, optional custom templates are also available.

The Avaya Installation Wizard ships with the media server software and is accessible on the home page of the Integrated Management web interface. The most recent version of IW, as well as its documentation, can be accessed online at <http://support.avaya.com/avayaiw>.

**Note:**

To use the IW, Communication Manager Release 2.0 or later must be running on the media server (S8300, S8500, or S8700/S8710). If the correct release of Communication Manager has not been installed on the media server, you need to upgrade the software before you begin using the IW.

## What the IW Does and Does Not Do

The IW automates some but not all tasks in an S8300 Media Server installation.

### Tasks IW automates

Of the tasks described in Chapter 3, Installing a New G700 with an S8300, the IW automates the following:

- [Configuring the S8300](#) on page 133
- [Configure the G700 Media Gateway](#) on page 150 and its subtasks
- [Installing Communication Manager update \(patch\) files, if any on page 132](#)
- [Administering Network Regions](#) on page 171

**Note:**

The IW administers the S8300 network region as the default, 1.

- [Administering the Media Gateway](#) on page 182

**Note:**

In addition, you can use the IW to upgrade media server software or gateway firmware on a previously-installed system.

The IW automates similar tasks in Chapters 4–6.

### Tasks IW does not automate

You must perform the following tasks manually, even though you are using the IW:

- All hardware installation
- Tasks in [Before Going to the Customer Site](#) on page 114
- Any tasks related to adding LSPs to the primary controller you are installing, as documented in [Administer Communication Manager](#) on page 169:
- Any tasks related to administration of the primary controller in [Administer Communication Manager](#) on page 169
- [Set Up SNMP Alarming on the G700](#) on page 188, if required

### Electronic Worksheets and Templates

The IW can be used either with or without the Electronic Pre-installation Worksheet (EPW). It is recommended that you use the EPW with the IW.

To enable the IW to automatically configure and install the system, obtain the following Excel spreadsheet files from the project manager and load them onto your laptop:

- [Electronic Pre-installation Worksheet](#)
- [Names/Number List Template \(for S8300/G700 only\)](#)
- [Customization Template](#)

**Note:**

Information on how to use these files is contained within the files themselves.

#### Electronic Pre-installation Worksheet

For greatest efficiency, obtain the Electronic Pre-Installation Worksheet (EPW), which is filled in by the customer and Avaya project manager. This worksheet is an Excel spreadsheet from which IW automatically pulls data to configure and install the S8300/S8500/S8700/S8710 Media Servers, G350/G700 Media Gateways, P330 Stack Processor, and VoiP Engines.

The EPW also can be used to supply basic translations for the S8300/G700 configuration. The default values used by the wizard can be viewed at <http://support.avaya.com/avayaiw> under the "View Default Parameters" link. If the wizard defaults do not meet the customer's needs, you can use a custom template.

Once the EPW has been imported, all the values from the EPW appear as defaults in the wizard.

#### Names/Number List Template (for S8300/G700 only)

The Names/Number Template, like the EPW, is an Excel spreadsheet that contains user administration data. The IW pulls this data to automatically administer users on the new system. This administration includes users' names, extensions, telephone types, classes of service, languages, locations, and voice mail capability. The native display name (unicode) is included.

As each user's name and accompanying data is imported, the wizard will administer the station using the provided information along with default values for other station fields. After the import has completed, each station will be ready to be plugged into the wall jack and activated. Analog and digital phones will be ready for a TTI registration sequence. IP phones will be ready for an IP registration sequence.

## Customization Template

The Customization Template is a third Excel spreadsheet that allows automatic administration of key custom Communication Manager translations.

These translations are:

- Classes of Service
- Feature Access Codes
- Trunk Access Codes
- Telephone button assignments
- TTI codes
- Voice mail hunt group number and coverage path

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## About the Upgrade Tool

The Upgrade Tool allows you to schedule automatic upgrades of Local Survivable Processors (LSPs) and G350 and G700 Media Gateways from the primary controller. The primary controller can be an S8300, S8500 or an S8700/S8710. With the upgrade tool, you do not have to physically be at the LSP and gateway locations in order to perform the upgrades. Additionally, you do not have to run the upgrades one by one. You simply enter the needed information for all LSPs, G350s, and G700s into the upgrade tool. Then, at the scheduled time, the Upgrade Tool automatically upgrades the software and firmware on all the specified LSPs and gateways.

### Note:

You must still complete the normal prerequisite tasks such as completing the RFA process for license files and downloading the most recent .tar file (for an LSP) to the /var/home/ftp/pub directory or uploading the most recent firmware (for a media gateway) to a TFTP server.

The Upgrade Tool ships with the media servers and is available on the home page of the media server's Maintenance Web Interface. For more information, see *Job Aid: Upgrade Tool and Worksheets*.

## You cannot use the Upgrade Tool to:

- Install a new LSP or G350 or G700 Media Gateway.  
For each new installation, you must be on site and use the Avaya Installation Wizard (for an LSP), the Avaya Gateway Installation Wizard (for a media gateway), or perform a manual installation.
- Upgrade LSPs that require remastering the hard drive.  
This includes upgrading Communication Manager from 1.x to 2.x and migrating an S8300 version A to version B (the B version is required for release 2.1 and later).

## G700 Installation and Upgrades: Roadmaps and Reference Information

- Upgrade an active LSP (which has taken control of calls because of a problem with the primary controller).
- Upgrade the S8300 Media Server acting as the primary controller.
- Upgrade an S8500 or S8700/S8710 Media Server.
- Upgrade P330 Expansion modules.
- Upgrade G600, G650, CMC1, SCC1, or MCC1 Media Gateways.

---

## About the Avaya Gateway Installation Wizard

Use the Avaya Gateway Installation Wizard (GIW) to configure a new G350 or G700 Media Gateway that is controlled by a remote media server but does not have an S8300 installed in slot V1. The GIW enables you to configure the gateway IP addresses without having to enter CLI commands. You can also use the GIW to install firmware on the G700 and its components.

Use the GIW to configure a new G700 Media Gateway that is controlled by a remote S8300, S8500, or S8700/S8710 Media Server and that does *not* have an S8300 LSP.

**Note:**

To use the GIW to install firmware on the G700, you must first complete the normal pre-installation tasks such as downloading the most recent firmware to a TFTP server. Also, you cannot use the GIW to configure an X330 Expansion module.

The GIW can be accessed online at <http://support.avaya.com/avayaiw>. For more information, see *Job Aid: Avaya Gateway Installation Wizard and Pre-installation Worksheet*.

---

## About the Installation Roadmap and Task Lists

From your planning sheets, you can determine what type of installation or upgrade is involved with the G700 Media Gateway. Use [Table 3](#) to determine which task list is most appropriate for your upgrade or installation.

**Table 3: Task lists for your upgrade or installation**

|                                   | <b>G700 with an S8300 (Primary or LSP)</b>   | <b>G700 without an S8300</b>          | <b>G700 Controlled by an S8300 with IA 770 INTUITY AUDIX Messaging</b>   |
|-----------------------------------|--|---------------------------------------|--|
| <b>New Installation</b>           | Checklist 1<br>Chapter 2<br>Chapter 3  | Checklist 2<br>Chapter 2<br>Chapter 4 | See Installation Checklists in the IA 770 INTUITY AUDIX Messaging documentation, available on the Avaya S8300, S8500, and S8700/S8710 Media Server Library CD, 555-233-825 |
| <b>Upgrade an Existing System</b> | <u>S8300A to R2.1:</u><br>Checklist 3<br>Chapter 5<br><u>S8300B to R2.1:</u><br>Checklist 4<br>Chapter 6 | Checklist 5<br>Chapter 7              |  |

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### Checklist 1: Install a New G700 with an S8300 (Primary or LSP)

Use Checklist 1 to install a G700 Media Gateway with the following characteristics:

- The G700 has an S8300 Media Server configured as the primary controller  
or,
- The G700 has an S8300 Media Server configured as an LSP and is controlled by an S8300, S8500, or an S8700/S8710 Media Server.

You will use Chapters 2 and 3 with this checklist.

## G700 Installation and Upgrades: Roadmaps and Reference Information

For help with connecting to and logging in to the G700 or S8300, see [About connection methods](#) in this chapter.

### Checklist 1: Install New G700 with an S8300 (Primary or LSP)

| Major Tasks  | Subtasks  |
|--|---|
| <a href="#">Installation Overview</a> on page 110  | <ul style="list-style-type: none"><li>- G700 components</li><li>- Software and firmware files</li><li>- Access to the Unity CD</li><li>- Access to the S8300 and G700</li></ul>   |
| <a href="#">Before Going to the Customer Site</a> on page 114                                      | <ul style="list-style-type: none"><li>- Install TFTP Server or Obtain USB CD Drive</li><li>- Get planning forms</li><li>- Get the G700 serial number</li><li>- Check FTP server for backups</li><li>- Obtain update files, if needed</li><li>- If using IA770, obtain update and language files, if needed</li><li>- If using IA770, obtain Ethernet interface IP address and Subnet mask</li><li>- Complete the RFA process</li><li>- Obtain static craft password</li></ul> |
| <a href="#">Hardware Installation for the G700 Media Gateway and S8300 Media Server</a> on page 71 | <ul style="list-style-type: none"><li>- On site checklist</li><li>- Unpack and check the order</li><li>- Install the G700</li><li>- Cable multiple units</li><li>- Attach ground conductors</li></ul>   |
| <a href="#">Install the S8300</a> on page 121  | <ul style="list-style-type: none"><li>- Insert the S8300</li><li>- Remaster the hard drive and install new software</li><li>- Download update and security files</li><li>- Verify time, date, and time zone</li><li>- Install license and authentication files</li><li>- Save translations</li><li>- Install Communication Manager Update (patch), if any</li><li>- Install IA770 update (patch), if any</li></ul>  |
| <a href="#">Configuring the S8300</a> on page 133  | <ul style="list-style-type: none"><li>- Backup data</li><li>- Set server identities</li><li>- Configure Ethernet interfaces</li><li>- Configure LSP</li><li>- Configure Ethernet adjuncts</li><li>- Configure External DNS server</li><li>- Set Static network routes, if necessary</li><li>- Configure network time server</li><li>- Set modem interface</li><li>- Update system</li><li>- Load Key files, if necessary</li></ul>  |

1 of 3

**Checklist 1: Install New G700 with an S8300 (Primary or LSP) (continued)**

| Major Tasks  | Subtasks   |
|--|--|
| <a href="#">If using IA770, install messaging software</a> on page 149                             | <ul style="list-style-type: none"> <li>- Log in to the S8300 platform</li> <li>- Stop the system</li> <li>- Auto-install the messaging software</li> <li>- Restart the system</li> <li>- Enable messaging on the S8300 Web interface</li> </ul>  |
| <a href="#">Configure the G700 Media Gateway</a> on page 150                                       | <ul style="list-style-type: none"> <li>- Assign IP addresses to the G700 processors</li> <li>- Set up IP routing for the stack</li> <li>- Set up default IP route for the G700</li> <li>- Check IP connections</li> <li>- Set up controller list for the G700</li> <li>- Configure X330 Expansion Module, if necessary</li> </ul>  |
| <a href="#">Install New Firmware on the G700</a> on page 160                                       | <ul style="list-style-type: none"> <li>- Verify contents of the tftp directory</li> <li>- Determine which firmware to install</li> <li>- Install firmware on the P330 stack processor</li> <li>-Set Rapid Spanning Tree</li> <li>- Install firmware on the G700 media gateway processor</li> <li>- Install firmware on the media modules</li> <li>- Install firmware on other G700s in the stack or network, if any</li> </ul> |
| <a href="#">Administer Communication Manager</a> on page 169                                       | <ul style="list-style-type: none"> <li>- Reboot the system</li> <li>- Assign node names, if necessary</li> <li>- Administer network regions</li> <li>- Assign LSPs to network regions</li> <li>- Administer IP interfaces</li> <li>- Administer the LSP form</li> <li>- Add media gateway</li> <li>- Verify changes</li> <li>- Enable announcements, if necessary</li> <li>- Save translations</li> </ul>                      |
| <a href="#">Considerations for IP Phones Supported by a Local Survivable Processor</a> on page 186 |  |
| <a href="#">Set Up SNMP Alarming on the G700</a> on page 188                                       |  |
| <a href="#">Complete the Installation of the S8300 (if the Primary Controller)</a> on page 191     | <ul style="list-style-type: none"> <li>- Register the system</li> <li>- Back up the system</li> <li>- Check planning documentation</li> <li>- Connect and administer test endpoints</li> <li>- Complete electrical installation</li> <li>- Enable adjunct systems</li> </ul>   |

**Checklist 1: Install New G700 with an S8300 (Primary or LSP) (continued)**

| Major Tasks   | Subtasks  |
|---|---|
| <a href="#">If using IA770, administer Communication Manager for Integrated Messaging</a> on page 192 |   |
| <a href="#">Complete the Installation Process (for an S8300 LSP)</a> on page 192                      | <ul style="list-style-type: none"> <li>- Check planning documentation</li> <li>- Connect and administer test endpoints</li> <li>- Complete electrical installation</li> <li>- Enable adjunct systems</li> </ul> |

**3 of 3**

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**Checklist 2:  
Install a New G700 without an S8300**

Use Checklist 2 to install a G700 Media Gateway with the following characteristics:

- The G700 does not have an S8300 and is controlled by an external S8300, S8500, or S8700/S8710 Media Server.

You will use Chapters 2 and 4 with this checklist.

For help with connecting to and logging in to the G700, see [About connection methods](#) in this chapter.

**Checklist 2: Install a New G700 without an S8300**

| Major Task   | Subtasks   |
|--|--|
| <a href="#">Before going to the customer site</a> on page 197                                      | <ul style="list-style-type: none"> <li>- Get planning forms</li> <li>- Get the G700 serial number</li> <li>- Install the Gateway Installation Wizard</li> <li>- Set up TFTP server, if necessary</li> <li>- Download firmware files</li> </ul> |
| <a href="#">Hardware Installation for the G700 Media Gateway and S8300 Media Server</a> on page 71 | <ul style="list-style-type: none"> <li>- On site checklist</li> <li>- Unpack and check the order</li> <li>- Install the G700</li> <li>- Cable multiple units</li> <li>- Attach ground conductors</li> </ul>                                    |

**1 of 2**

**Checklist 2: Install a New G700 without an S8300 (continued)**

| Major Task   | Subtasks  |
|--|---|
| <a href="#">Configure the G700</a> on page 201                             | <ul style="list-style-type: none"> <li>- Assign IP addresses to the G700 processors</li> <li>- Set up IP routing for the stack</li> <li>- Set up default IP route for the G700</li> <li>- Check IP connections</li> <li>- Set up controller list for the G700</li> <li>- Configure X330 Expansion Module, if necessary</li> </ul>   |
| <a href="#">Prepare to install firmware on the G700</a> on page 211        | <ul style="list-style-type: none"> <li>- Verify contents of the tftp directory</li> <li>- Determine which firmware to install</li> </ul>  |
| <a href="#">Install New Firmware on the G700 Media Gateway</a> on page 214 | <ul style="list-style-type: none"> <li>- Install firmware on the P330 stack processor</li> <li>-Set Rapid Spanning Tree</li> <li>- Install firmware on the G700 media gateway processor</li> <li>- Install firmware on the media modules</li> <li>- Install firmware on other G700s in the stack or network, if any</li> </ul>  |
| <a href="#">Administer Communication Manager</a> on page 219               | <ul style="list-style-type: none"> <li>- Reboot the system</li> <li>- Assign node names, if necessary</li> <li>- Administer network regions</li> <li>- Assign LSPs to network regions</li> <li>- Administer IP interfaces</li> <li>- Administer the LSP form</li> <li>- Add media gateway</li> <li>- Verify changes</li> <li>- Enable announcements, if necessary</li> <li>- Save translations</li> </ul> |
| <a href="#">Complete the Installation Process</a> on page 235              | <ul style="list-style-type: none"> <li>- Check planning documentation</li> <li>- Connect and administer test endpoints</li> <li>- Complete electrical installation</li> <li>- Enable adjunct systems</li> </ul>   |

**2 of 2**

## Checklist 3

### Upgrade an Existing G700 with an S8300A to R2.2

**▲ Important:**

You must replace the S8300A with an S8300B for this upgrade.

Use Checklist 3 to upgrade a G700 Media Gateway with the following characteristics:

- The G700 has an S8300A Media Server configured as the primary controller.

or,

- The G700 has an S8300A Media Server configured as an LSP and is controlled by either an S8300, S8500, or S8700/S8710 Media Server.

You will use Chapter 5 with this checklist. For help with connecting to and logging in to the G700 or S8300, see [About connection methods](#) in this chapter.

**Checklist 3: Task List to Upgrade an Existing G700 with an S8300A (R1.x or R2.0.x to R2.2)**

| Major Tasks   | Subtasks   |
|---|--|
| <a href="#">Before going to the customer site</a> on page 240         | <ul style="list-style-type: none"> <li>- Install TFTP server or obtain USB CD drive</li> <li>- Fill in EPW (if upgrading from 1.1)</li> <li>- Get planning form</li> <li>- Get the G700 serial number</li> <li>- Check number of allocated ports</li> <li>- Check FTP server for back up</li> <li>- Get software/firmware files</li> <li>- Download Communication Manager and IA770 update (patch) software to laptop, if necessary</li> <li>- Complete the RFA process</li> <li>- Obtain static craft password</li> </ul> |
| <a href="#">Preparing for the upgrade to R2.2 on-site</a> on page 250 | <ul style="list-style-type: none"> <li>- Check current software release</li> <li>- Pre-Upgrade tasks — If the Target S8300 is the Primary Controller</li> <li>- Get IA770 data and stop IA770</li> <li>- Back up system files</li> <li>- Record configuration information</li> </ul>   |

**Checklist 3: Task List to Upgrade an Existing G700 with an S8300A (R1.x or R2.0.x to R2.2) (continued)**

| Major Tasks  | Subtasks  |
|--|---|
| <a href="#">Upgrading the S8300A</a> on page 262   | <ul style="list-style-type: none"> <li>- Install the pre-upgrade update</li> <li>- Linux Migration Backup</li> <li>- Replace the S8300A</li> <li>- Remaster and Upgrade the S8300:</li> <li>- Verify software version</li> <li>- Copy licence and authentication files to the S8300</li> <li>- Disable messaging</li> <li>- Configure S8300 network parameters</li> <li>- Verify connectivity to backup server</li> <li>- Restore backup data</li> <li>- Verify date and time</li> <li>- Install post-upgrade patch, if necessary</li> <li>- Verify S8300 configuration</li> <li>- Install license file, if necessary</li> <li>- Install authentication file, if necessary</li> <li>- Save translations (if not using IA770)</li> <li>- Verify operation</li> </ul>   |
| <a href="#">Upgrading the firmware on the G700 Media Gateway</a> on page 296               | <ul style="list-style-type: none"> <li>- Decide whether to use the Installation Wizard</li> <li>If not using the Wizard:                         <ul style="list-style-type: none"> <li>- Verify contents of the tftp directory</li> <li>- Determine which firmware to install</li> <li>- Install firmware on the P330 stack processor</li> <li>- Set Rapid Spanning Tree</li> </ul> </li> <li>-Install firmware on the G700 media gateway processor</li> <li>- Install firmware on the media modules</li> <li>- Install firmware on other G700s in the stack or network, if any</li> <li>If using IA770:                         <ul style="list-style-type: none"> <li>- Install and restart IA770</li> <li>- Save translations</li> <li>- Install IA770 update (patch), if any</li> <li>- Install optional language files, if any</li> </ul> </li> </ul> |
| <a href="#">Complete the upgrade process (S8300 is the primary controller)</a> on page 314 | <ul style="list-style-type: none"> <li>- Check media modules</li> <li>- Enable scheduled maintenance</li> <li>- Busyout trunks</li> <li>- Check for translation corruption</li> <li>- Resolve alarms</li> <li>- Re-enable alarm origination</li> <li>- Back up system</li> <li>- Restart LSPs, if any</li> </ul>  |

## Checklist 4

### Upgrade an Existing G700 with an S8300B to R2.2.x

Use Checklist 4 to upgrade a G700 Media Gateway with the following characteristics:

- The G700 has an S8300B Media Server configured as the primary controller.
- or,
- The G700 has an S8300B Media Server configured as an LSP and is controlled by either an S8300, S8500, or S8700/S8710 Media Server.

You will use Chapter 6 with this checklist. For help with connecting to and logging in to the G700 or S8300, see [About connection methods](#) in this chapter.

#### Checklist 4: Task List to Upgrade an Existing G700 with an S8300B (R2.0.x to R2.2.x)

| Major Tasks   | Subtasks  |
|---|---|
| <a href="#">Before going to the customer site</a> on page 319   | <ul style="list-style-type: none"> <li>- Get planning form</li> <li>- Get the G700 serial number</li> <li>- Check number of allocated ports</li> <li>- Check FTP server for back up</li> <li>- Get software/firmware files</li> <li>- If using IA770, obtain update and language files, if any</li> <li>- Complete the RFA process</li> <li>- Obtain static craft password</li> <li>- Download update (Patch) software to laptop, if necessary</li> </ul> |
| <a href="#">On-site Preparation for the Upgrade</a> on page 326 | <ul style="list-style-type: none"> <li>- Pre-Upgrade tasks — If the Target S8300 is the Primary Controller</li> <li>- Get IA770 data and stop IA770</li> <li>- Back up recover system files</li> <li>- Install new license and authentication files, if necessary</li> <li>- Save translations, if new license and/or authentication files installed</li> <li>- Transfer files from CD or laptop</li> </ul>   |

1 of 2

**Checklist 4: Task List to Upgrade an Existing G700 with an S8300B (R2.0.x to R2.2.x)  
(continued)**

| Major Tasks  | Subtasks   |
|--|--|
| <a href="#">Upgrade the S8300</a> on page 343  | Install the Upgrade Software: <ul style="list-style-type: none"> <li>- Decide whether to use the Wizard</li> <li>- Manual installation</li> <li>- Upgrade S8300</li> <li>- Make the upgrade permanent</li> <li>- Install Communication Manager update (patch), if any</li> <li>- Install IA770 update (patch), if any</li> </ul>   |
| <a href="#">Upgrade the G700 Firmware</a> on page 353  | <ul style="list-style-type: none"> <li>- Decide whether to use the Installation Wizard</li> <li>If not using the Wizard:                             <ul style="list-style-type: none"> <li>- Verify contents of the tftp directory</li> <li>- Determine which firmware to install</li> <li>- Install firmware on the P330 stack processor</li> <li>- Set Rapid Spanning Tree</li> <li>- Install firmware on the G700 media gateway processor</li> <li>- Install firmware on the media modules</li> <li>- Install firmware on other G700s in the stack or network, if any</li> </ul> </li> </ul> |
| <a href="#">Installing IA770 patch (or RFU) files, if any</a> on page 363                    | <ul style="list-style-type: none"> <li>- Download the update software</li> <li>- View the update documentation</li> </ul>  |
| <a href="#">Completing the upgrade process (S8300 is the primary controller)</a> on page 364 | <ul style="list-style-type: none"> <li>- Check media modules</li> <li>- Enable scheduled maintenance</li> <li>- Busy out trunks</li> <li>- Check for translation corruption</li> <li>- Resolve alarms</li> <li>- Re-enable alarm origination</li> <li>- Back up system</li> <li>- Restart LSPs, if any</li> </ul>  |

**2 of 2**

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## Checklist 5: Upgrade an Existing G700 without an S8300

Use Checklist 5 to upgrade a G700 Media Gateway with the following characteristics:

- The G700 does not have an S8300 and is controlled by an external S8300, S8500, or S8700/S8710 Media Server.

You will use Chapter 7 with this checklist. For help with connecting to and logging in to the G700, see [About connection methods](#) in this chapter.

### Checklist 5: Task List to Upgrade an Existing G700 without an S8300

| Major Tasks  | Subtasks   |
|--|--|
| <a href="#">Before going to the customer site</a> on page 369              | <ul style="list-style-type: none"><li>- Get planning forms</li><li>- Get the G700 serial number</li><li>- Set up TFTP server, if necessary</li><li>- Install the Gateway Installation Wizard on laptop</li><li>- Download firmware files</li></ul>   |
| <a href="#">On-site preparation for the upgrade</a> on page 373            | <ul style="list-style-type: none"><li>- Verify contents of the tftp directory</li><li>- Determine which firmware to install</li></ul>  |
| <a href="#">Install new firmware on the G700 Media Gateway</a> on page 376 | <ul style="list-style-type: none"><li>- Install firmware on the P330 stack processor</li><li>-Set Rapid Spanning Tree</li><li>- Install firmware on the G700 media gateway processor</li><li>- Install firmware on the media modules</li><li>- Install firmware on other G700s in the stack or network, if any</li></ul> |

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## About Connection and Login Methods

This section describes the various ways of connecting to, and logging into, the Avaya™ S8300 Media Server and the Avaya™ G700 Media Gateway. Use this chapter as a reference for the other chapters in this book.

The procedures in this book assume that you are connecting to the S8300 and/or the G700 with an Avaya Services laptop. However, the methods apply for any type of PC.

This chapter is organized as follows:

- [What physical access methods are available](#)
- [Laptop configuration for direct connection to the services port](#)
- [About connection methods](#)
- [About Log in Methods](#)
- [About navigation for G700 CLI commands](#)

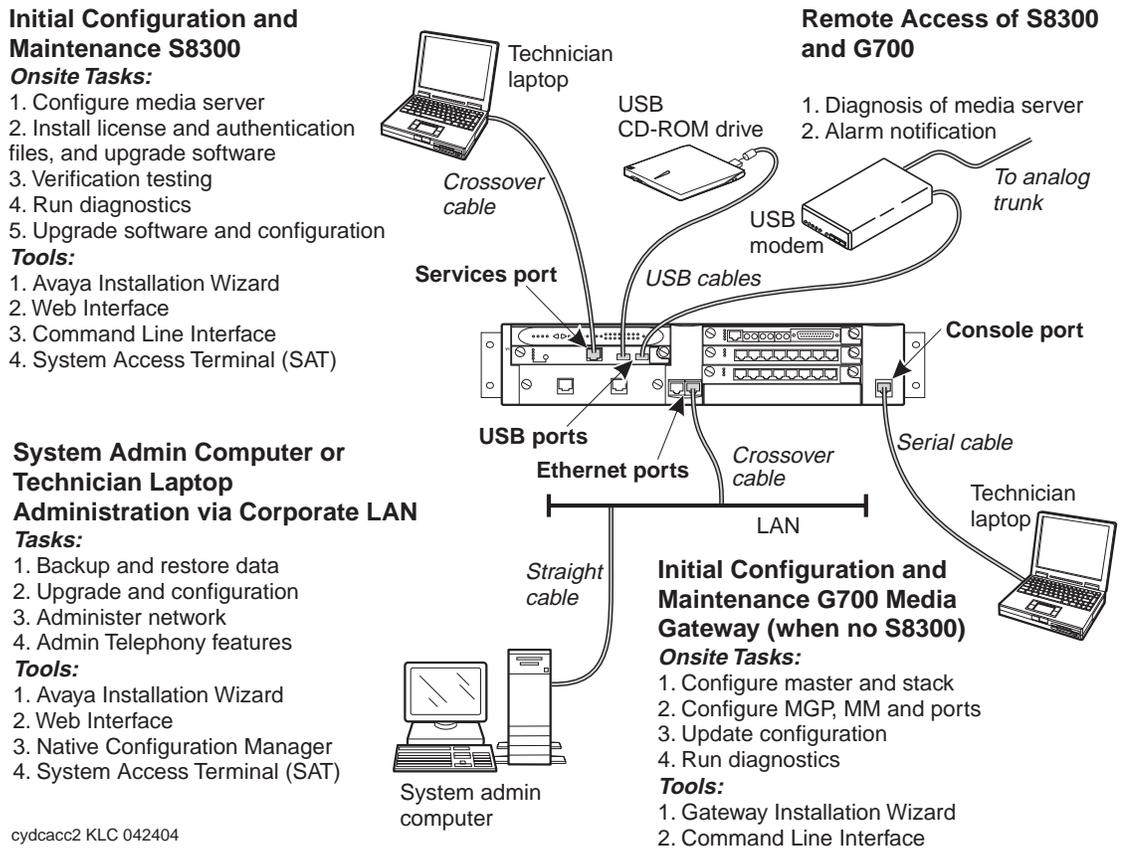
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### What physical access methods are available

[Figure 1](#) reviews physical access methods for the S8300 and G700. Check for the locations of the following ports:

- If the S8300 is present in the G700,
  - Services port in the center of the S8300
  - USB ports on the right side of the S8300
- If the S8300 is not present in the G700,
  - Ethernet ports (EXT 1/ EXT 2) in the bottom center of the G700
  - You will need to connect the G700 to the customer's LAN using one of these ports for loading the latest software.
  - Console port at the lower right of the G700

Figure 1: Summary of S8300 and G700 Access Methods and Tasks



## Laptop configuration for direct connection to the services port

There is a special configuration that you need to use for a direct connection to the Media Server Services port.

**Note:**

Avaya Service technicians can use the NetSwitcher program to configure alternate network profiles so they can easily connect to a number of different systems. NetSwitcher configures a profile for each type of system for easy future access without requiring you to reset TCP/IP properties or browser settings manually. NetSwitcher is available from an Avaya Services CTSA.

## What network settings are required on the laptop

A laptop connected directly to the Services Ethernet interface on the S8300, S8500, or S8700/S8710 Media Server requires a specific configuration as described in this section.

On any operating system, the network settings need to reflect the following:

- *TCP/IP properties.* Set the laptop's TCP/IP properties as follows:
  - IP address: **192.11.13.5**
  - Subnet mask: **255.255.255.252**
- *Browser settings.* Configure the browser for a direct connection to the Internet. Do *not* use proxies.
- *Server address.* Access the S8300 media server using the URL <http://192.11.13.6>

The names of the dialog boxes and buttons vary on different operating systems and browser releases. Use your computer's help system if needed to locate the correct place to enter this information.

## Configuring the laptop for a direct connection

Set the TCP/IP properties on Windows systems. TCP/IP administration varies among Windows systems.

### Note:

Make a record of any IP addresses, DNS servers, or WINS entries that you change when you configure your services computer. Unless you use the NetSwitcher program or an equivalent, you will need to restore these entries to connect to other networks.

### To check your version of windows

1. Log in to your laptop, and double-click the **My Computer** icon on your desktop.  
The My Computer window opens.
2. Click **Help** on the My Computer window's toolbar.  
The Help menu opens and displays the version of Windows installed on your laptop.
3. Follow one of the two procedures below, depending on your operating system.

### To change TCP/IP properties and network settings (Windows 2000 and XP)

1. Right-click My Network Places on your desktop or under the Start menu in XP.
2. Select **Properties** to display the **Network and Dial-up Connections** window.  
Windows should have automatically detected the Ethernet card in your system and created a LAN connection for you. More than one connection may appear.
3. Right-click the correct **Local Area Connection** from the list in the window.

4. Select **Properties** to display the **Local Area Connection Properties** dialog box.
5. Select **Internet Protocol (TCP/IP)**
6. Click the **Properties** button.

The **Internet Protocol (TCP/IP) Properties** screen appears.

7. On the General tab, select the radio button **Use the following IP address**. Enter the following:
  - IP address: **192.11.13.5**
  - Subnet mask: **255.255.255.252**

**Note:**

Record any IP addresses, DNS settings, or WINS entries that you change. You may need to restore them later to connect to another network.

**8. Disable DNS service as follows:**

- a. Click the radio button labeled **Use the following DNS server addresses**. The entries for Preferred DNS server and Alternate DNS server should both be blank.
- b. Click the **Advanced** button at the bottom of the screen.

The **Advanced TCP/IP Settings** screen appears.

- c. Click the **DNS** tab. Verify that no DNS server is administered.

The **address** field should be blank.

**9. Disable WINS Resolution as follows:**

- a. Click the **WINS** tab. Make sure WINS is not administered.

The **address** field should be blank.

- b. Click **OK**.

If warned about an empty primary WINS address, click **Yes** to continue.

10. Click **OK** twice to accept the address information and close the **TCP/IP** and **Local Area Connection Properties** dialog boxes.

11. Reboot the system if directed to do so.

After you have made these changes to your computer's network configuration information, the **Network and Dial-up Connections** window shows the status of the **Local Area Connection**:

- **Enabled** appears when the laptop's Ethernet cable is connected to the server.
- **Disabled** or **unplugged** appears if the NIC is not connected to anything.

## To change TCP/IP properties (Windows 95, 98, NT 4.0, and Millennium Edition [ME])

1. Access your computer's network information.  
On your desktop:
    - *Windows 95, 98, and NT*: Right-click **Network Neighborhood**.
    - *Windows ME*: Right-click **My Network Places**.
  2. Select **Properties** to display the Network dialog box.
  3. Locate the TCP/IP properties as follows:
    - *Windows 95, 98, and ME*: On the **Configuration** tab, scroll through the installed network components list to the TCP/IP part of the devices list. Select the TCP/IP device that corresponds to your Ethernet card.
    - *Windows NT*: On the Protocols tab, select **TCP/IP** in the installed network components list.
  4. Select the **Properties** button.
  5. In the TCP/IP Properties box, click the **IP Address** tab.
  6. Click the radio button to **Specify an IP address**.  
Enter the following:
    - IP address: **192.11.13.5**
    - Subnet mask: **255.255.255.252**
- Note:**  
Record any IP addresses, DNS settings, or WINS entries that you change. You may need to restore them later to connect to another network.
7. Disable DNS service as follows:
    - *Windows 95, 98, and Me*: Click the **DNS Configuration** tab. Verify that the **Disable DNS** radio button is selected.
    - *Windows NT*: Click the **DNS** tab.
      - a. If any IP addresses appear under **DNS Service Search Order**, make a note of them in case you need to restore them later.
      - b. Select each IP address in turn and click the **Remove** button.
  8. Disable WINS Resolution as follows:
    - *Windows 95, 98, and Me*: Click the **WINS Configuration** tab. Verify that the **Disable WINS Resolution** radio button is selected.
    - *Windows NT*: Click the **WINS Address** tab.
      - a. If any IP addresses appear for the Primary and Secondary WINS servers, make a note of them in case you need to restore them later.

- b. Clear each server entry.
- c. Clear the checkbox for **Enable DNS for WINS Resolution**.
9. Click OK twice to accept the address information and close the **Network** dialog box.
10. Reboot the system if directed to do so.

### Disabling or bypassing proxy servers in Web browser

If you are connecting a laptop directly to the Services Ethernet interface on the S8300 faceplate, you must either disable or bypass proxy servers as described below.

#### Note:

The Microsoft Internet Explorer (IE) browser is recommended. If you use IE, it must be version 5.5 or higher. You can use Netscape, but some features of the web interface may not work properly. If you use Netscape, it must be version 6.2 or higher.

### To check or change proxy settings

1. Open your Internet browser.
2. Verify that you have a direct connection with no proxies, using one of the following options:
  - **For Internet Explorer:**
    - a. Select **Tools > Internet Options**.
    - b. Click the **Connections** tab.
    - c. Click the **LAN Settings** button.
    - d. If **Use a proxy server for your LAN** is not selected, no change is necessary; click **Cancel** to exit.
    - e. If **Use a proxy server for your LAN** is selected, you can:
      - Deselect it and click **OK** to exit
      - or,
      - Leave it selected and configure your browser to bypass the proxy server whenever you are connected to the S8300 services port:
        - i. Click **Advanced**
        - ii. Type **192.11.13.6** in the Exceptions box. If there are other entries in this box, add to the list of entries and separate entries with a “,”.
        - iii. Click **OK** to exit.
  - **For Netscape:**
    - a. Select **Edit > Preferences**.
    - b. Under Category, click **Advanced**.

- c. Click **Proxies**.
- d. If **Direct connection to the Internet** is selected, no change is necessary; click **Cancel** to exit.
- e. If **Direct connection to the Internet** is not selected, you can:
  - select it and click **OK** to exit
  - or,
  - Leave it unselected and configure your browser to bypass the proxy server whenever you are connected to the S8300 services port:
    - i. Select **Manual Proxy Configuration** and click **View**
    - ii. Type **192.11.13.6** in the **Exceptions** box (or in the **No Proxy for:** box in later versions of Netscape). If there are other entries in this box, add to the list of entries and separate entries with a ";".
    - iii. Click **OK** to exit.

## About connection methods

### Connecting a laptop to services port of S8300

#### To connect your laptop directly to the S8300 media server

1. Make sure your laptop meets the hardware and software requirements.
2. Plug an Ethernet crossover cable (MDI to MDI-X) into the 10/100 BaseT Ethernet network interface card (NIC) on your laptop.
  - Crossover cables of various lengths are commercially available.
  - See [Table 4](#) for pinout connections if needed. Crossover of the transmit and receive pairs (as shown) is required.

**Table 4: Crossover cable pinout chart**

| Pin to S8300 Services Port | Connects to | Pin to Laptop Ethernet card |
|----------------------------|-------------|-----------------------------|
| 8                          |             | 8                           |
| 7                          |             | 7                           |
| 6                          |             | 2                           |
| 5                          |             | 5                           |

**1 of 2**

**Table 4: Crossover cable pinout chart (continued)**

| Pin to S8300 Services Port | Connects to | Pin to Laptop Ethernet card |
|----------------------------|-------------|-----------------------------|
| 4                          |             | 4                           |
| 3                          |             | 1                           |
| 2                          |             | 6                           |
| 1                          |             | 3                           |
| <b>2 of 2</b>              |             |                             |

3. Connect the other end of the crossover cable to the Services port on the front of the S8300.
4. If your laptop is configured with the correct network settings, you can now open your Internet browser or start a Telnet session and log in. When accessing the server from a directly connected laptop, always type the following IP address in the browser's Address or Location field to access the server: **192.11.13.6**

## Connecting a laptop to the G700 serial port

To configure a G700 that *does not have an S8300*, you may need to set up a direct connection from your laptop's serial port to the G700 Console (serial) port.

### To connect a laptop directly to the serial port on the G700 media gateway

1. For a stacked configuration, locate the device that contains the master controller for the stack.  
 Check the LED panel on the upper left of each G700 or P330 device in the stack as follows:
  - G700 Media Gateway: a lit **MSTR** LED indicates that this unit is the stack master.
  - A non-G700 P330 device: a lit **SYS** LED indicates that this unit is the stack master.
2. Connect the RS-232 serial cable and DB-9 adapter cable provided with the G700 between your laptop and the G700.
  - a. Attach one end of the RS-232 cable to the RJ-45 jack on the front of the G700 that is the stack master. The serial port is on the lower right side of the chassis, labeled **Console**.
  - b. Plug the other end of the RS-232 cable into the RJ-45 jack on the DB-9 adapter cable.
  - c. Connect the other end of the DB-9 adapter cable to the 9-pin serial port on your laptop.
3. Use a serial-connection program such as HyperTerminal to access the P330 stack processor.

## Connecting a laptop to the customer LAN

To connect to the customer's LAN, either on site or remotely over the Internet, your PC must be assigned an IP address on the LAN. The IP address can be a static address on the customer's LAN that you enter in the TCP/IP properties or it can be assigned dynamically with DHCP. Ask the customer how they want you to make the connection.

## Connecting an external modem to the S8300 media server

Each S8300 Media Server requires a Universal Serial Bus (USB) modem for maintenance access and to call out an alarm. The external modem may be connected to the S8300 media server through a universal serial bus (USB) connection, providing dial-up access. The modem type is not optional and must be the specific modem that is shipped with the S8300. Other requirements include:

- The modem requires its own external analog line.
- The remote connection should support a data speed of at least 33.6 Kbps.
- The remote PC must be administered for PPP connections in order to connect through a modem.

A dial-up connection is typically used only for services support of the server, not for routine administration. If the Server is administered to report OSS alarms, it uses the same line for alarm notification. The server cannot report any new alarms while this line is in use.

### To set up a dial-up connection

1. Connect one end of the modem's USB cable to an available USB port on the S8300 Media Server's faceplate. Either USB1 or USB2 can be used.
2. Connect the other end of the cable to the external modem.
3. Connect the modem to an external analog line.

**Note:**

The modem that is shipped with the S8300 obtains its power from the USB interface. There is no power connection.

4. Verify operation as instructed by the modem's documentation.
5. To enable the modem, access the S8300 Media Server's Maintenance Web Pages (see [Logging in to the S8300 Web Interface from your Laptop](#) on page 59), and click Enable/Disable Modem on the main menu

The system displays the Enable/Disable Modem window.

6. Click the radio button for one of the following:

- Enable modem for one incoming call — use this option if you want to provide one-time access to the Media Server over the modem.
- Enable modem for unlimited incoming calls — use this option if you want to provide regular dial-up access to the Media Server for Services personnel or some other reason.

The modem is now ready to receive calls.

### Setting up Windows for modem connection to the media server (Windows 2000 or XP)

**Note:**

The remote dial-up PC must be configured for PPP access.

#### To set up windows for modem connection to the media server (Windows 2000 or XP):

1. Right-click **My Network Places** and click **Properties**.
2. Click **Make New Connection** and follow the Network Connection Wizard:
3. Select **Dial-up to private network** on the **Network Connection Type** screen.
4. In the **Phone number** field, enter the appropriate telephone number inserting special digits such as 9 and 1 or \*70, if necessary.
5. On the **Connection Availability** screen, click **For all users** or **Only for myself**, as appropriate.
6. On the **Completing the Network Connection Wizard** screen, type the name you want to use for this connection. This name will appear in the **Network and Dial-up Connections** list.
7. Check the **Add a shortcut to my desktop**, if desired, and click **Finish**.
8. If a **Connect** screen appears, click **Cancel**.

### Configuring the Remote PC for PPP Modem Connection (Windows 2000 or XP, Terminal Emulator, or ASA)

#### To configure the remote PC for PPP modem connection (Windows 2000 or XP, Terminal Emulator, or ASA):

1. On your PC's desktop, right-click **My Network Places** and click **Properties**.  
The system deploys the **Network and Dial-up Connections** window.
2. Double click the connection name you made in the previous task, [Setting up Windows for modem connection to the media server \(Windows 2000 or XP\)](#).

**Note:**

Depending on your system, the **Connect** screen may appear, from which you must select **Properties**.

3. Click the **Security** tab.
4. Select the **Advanced (custom settings)** radio button.
5. Check the **Show terminal window** checkbox.
6. Click the **Networking** tab.
7. In the **Components** box, verify that **Internet Protocol (TCP/IP)** and **Client for Microsoft Networks** are both checked.
8. Select **Internet Protocol (TCP/IP)** and click **Properties**.
9. Click the **Advanced** button.
10. Uncheck (clear) the **Use default gateway on remote network** box.
11. Click **OK** three times to exit and save the changes.

## Using Windows for PPP Modem Connection (Windows 2000 or XP)

**Note:**

To access the system, you may need RAS access and ASG Mobile access.

### To use Windows for PPP modem connection (Windows 2000 or XP):

1. Return to the **Network and Dial-up Connections** window and right-click the connection you just created.
2. Select **Connect**.
3. Leave the **User Name**, **Password**, and **Domain** fields blank. If the **Dial** field is blank, enter the appropriate telephone number.
4. Click the **Dial** button. When the media server's modem answers, the system displays the **After Dial Terminal** window.
5. Log on to the LAN.
  - a. Enter your remote access login name and password.
  - b. When the **Start PPP Now!** message appears, click **Done**.

The system displays a small double-computer icon in the lower right portion of your screen.
6. Double click the double-computer icon.
7. The system displays the connection's **Dialup Status** box.
8. Click on the **Details** tab.
9. Note the **Server** IP address.

10. Open a telnet session to the S8300:

Type `telnet <ip-address>`, where `<ip-address>` is the **Server** IP address, as noted in the **Dialup Status** box from Step 9.

11. Access SAT or use the CLI commands as needed.

## Using Avaya Terminal Emulator for LAN Connection to Communication Manager

If you have the Terminal Emulator installed on your PC, use the following steps to establish a LAN connection to your Media Server:

### Note:

The remote dial-up PC must be configured for PPP access.

### To use Avaya Terminal Emulator for LAN connection to Communication Manager

1. Double-click the Terminal Emulator icon on your desktop. Alternatively, go to the Start menu, select Programs, then select Avaya, and finally select Terminal Emulator.

The system displays the Terminal Emulator.

2. From the menu bar across the top of the screen, select **Phones**, then select **Connection List**.

The system displays the **Connections** window.

3. From the menu bar across the top, select **Connection**, then select **New Connection**.

The system displays the **Connection Settings** window.

4. Put in a name for the connection. Usually, this will be the name of your media server.

5. In the **Host** window, click **Telnet**.

6. Click the **Emulation** tab at the top.

The system displays the **Emulation** tab.

7. From the Emulator dragdown box, select the emulator you desire, usually 513BCT (default), AT&T 4410, AT&T or DECVT100.

8. In the **Keyboard** window, select **pbx**.

9. Click the **Network** tab.

The system displays the **Network** tab.

10. In the IP address field, type the IP address of the media server.

11. In the TCP/IP port number field, leave **23** if you want to log in at the Linux command line. Type **5023** if you want to log in directly to the Communication Manager SAT command line.

12. Click **OK**.

The **Connection Settings** window disappears.

13. On the **Connections** window, double-click the name of the connection you just set up.
  - If you used port **5023**, the Login prompt for the Communication Manager software appears.
  - If you used port **23**, the Login prompt for the S8300 Linux software appears.
14. Log in to Communication Manager to access the SAT command prompt screen. If you are logging in as *craft*, you log in to the S8300 Linux software. Then, see [Open the Communication Manager SAT Screens](#) on page 63.

## Using Avaya Terminal Emulator for Modem Connection to Communication Manager

If you have the Terminal Emulator installed on your PC, use the following steps to establish a modem connection to your Media Server:

### To use Avaya Terminal Emulator for Modem Connection to Communication Manager

1. Complete steps 1–8 in [To use Avaya Terminal Emulator for LAN connection to Communication Manager](#) on page 56.
2. Click the **Modem** tab.

The system displays the **Modem** tab.
3. In the IP address field, type the IP address of the connection's **Dialup Status** box as noted in Step 9 in [To use Windows for PPP modem connection \(Windows 2000 or XP\)](#).
4. In the **TCP/IP Port Number** field, leave **23** if you want to log in at the Linux command line. Type **5023** if you want to log in directly to the Communication Manager SAT command line.
5. In the **Modem** field, use the dragdown box to select the type of modem that your PC uses.
6. In the **Serial port** field, select the **COM** port you are using for your modem connection.
7. In the **Baud rate** field, select **9500** from the dragdown box.
8. Click the **Dial Numbers** tab.

The system displays the **Display Numbers** tab.
9. Type the phone number of the media server as appropriate. Enter 1 in the **Country Code** field for long-distance.
10. Click **OK**.

11. On the **Connections** window, double-click the name of the connection you just set up.  
The PC dials up the media server, and when connected, the login prompt for the Communication Manager software appears.
12. Log in to Communication Manager to access the SAT command prompt screen. If you are logging in as *craft*, you log in to the S8300 Linux software. Then, see [Open the Communication Manager SAT Screens](#) on page 63.

---

## About Log in Methods

This section describes how to log on to the S8300, S8500, or S8700/S8710 media servers using Telnet or the built-in Web Interface and how to start a SAT session. The last procedure in this section describes logging in to the P330 stack processor when you have a direct serial connection to the G700 Console port.

These procedures assume:

- You have a crossover cable directly connected from your laptop to the Services port on the media server, and your laptop is configured for a direct connection.
- or,
- You are connected to the S8300, S8500, or S8700/S8710 media server over the customer's LAN, either remotely or on site.

In this case, your laptop must be configured to connect to the customer's LAN, and you would use the LAN IP address of the S8300 instead of 192.11.13.6.

## Logging in to the media server from your laptop using Telnet

### To run telnet

1. Make sure you have an active Ethernet or serial connection from your computer to the Media Server.
2. Access the telnet program.  
For example:
  - a. On a Windows system, go to the **Start** menu and select **Run**.
  - b. Type **telnet 192.11.13.6** to access the media server CLI.
3. When the **login** prompt appears, type the appropriate user name (for example, *cust* or *craft*).
4. When prompted, enter the appropriate password.
5. If you log in as *craft*, you are prompted to suppress alarm origination.  
Generally you should accept the default value (yes).

6. Enter your terminal type.

Accept the default value, or enter the appropriate type for your computer. For example, you may use type **ntt**, a terminal type available for Windows NT4.0 or Windows 98. For Windows 2000, use **w2ktt**.

7. If prompted for a high-priority session, typically answer **n**.

The system displays the telnet prompt. It may take the form `<username@devicename>`.

## Logging in to the S8300 Web Interface from your Laptop

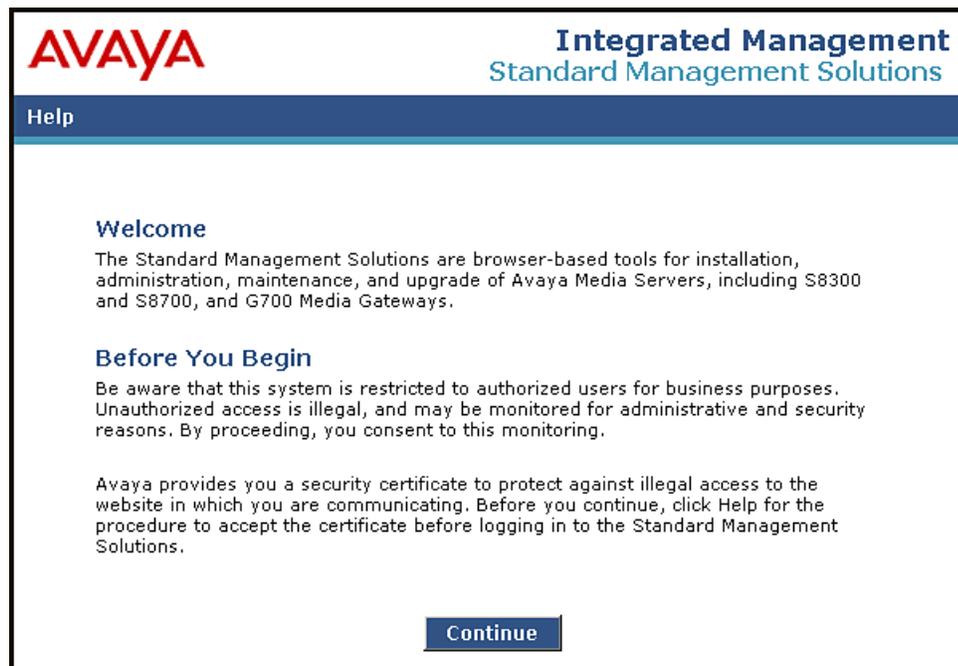
### To run the Web Interface

1. Open Internet Explorer (5.5 or later) on your computer.
2. In the Address (or Location) field of your browser, type the **192.11.13.6** (or, for a LAN connection, the IP address of the media server on the customer LAN) and press **Enter**.

*If your browser does not have a valid security certificate, you will see a warning screen and instructions to load the security certificate.*

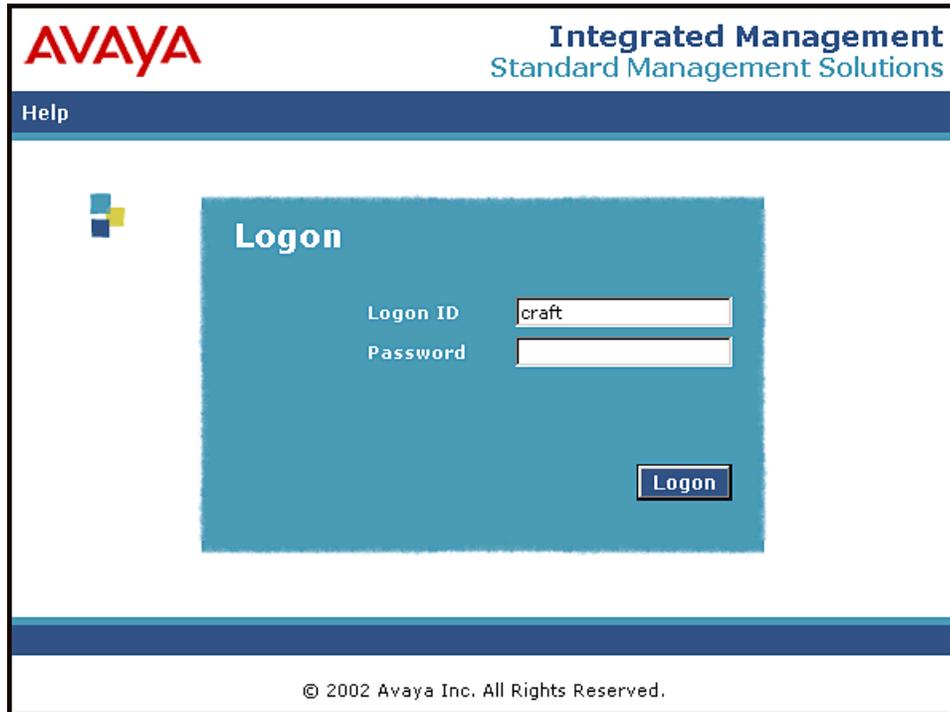
3. The system displays the **Welcome** screen.

### Welcome Screen



4. Click the **Continue** button.
5. Accept the Client Authentication and Security Certificate to access the **Login** screen.  
The system displays the **Login** screen.

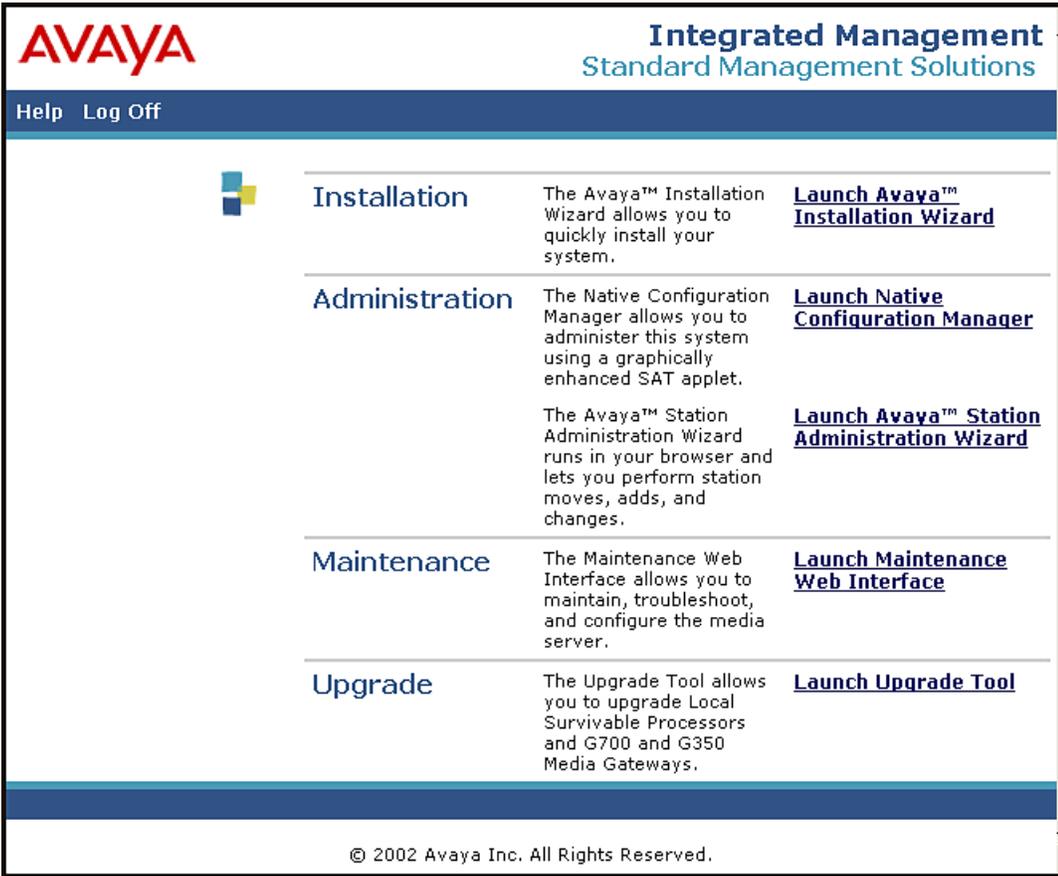
Login Screen



6. Log in as *craft*.
7. Select **yes** for Suppress Alarm Origination.

The system displays the main menu for the Integrated Management Suite.

Main Menu



8. Click on the link for **Launch Maintenance Web Interface**

The system displays the S8300 main menu in the left panel and a usage-agreement notice in the right window.

S8300 Main Menu/Usage Agreement Notice

The screenshot shows the Avaya Integrated Management Maintenance Web Pages interface. At the top left is the Avaya logo. At the top right, it says 'Integrated Management Maintenance Web Pages' and 'This Server: [1] doc-icc1'. Below the header is a navigation menu on the left with categories: Alarms, Diagnostics, Server, Server Configuration, Server Upgrades, Data Backup/Restore, Security, Media Gateways, and Miscellaneous. The main content area on the right is titled 'Notice' and contains several paragraphs of text regarding software licenses (Red Hat Linux, Apache Software Foundation, Avaya Inc., miniLZO, LZO) and warranty information. At the bottom of the notice, it says 'Copyright © 2004 - Avaya Inc. All rights reserved.'

9. Check the top of the left panel. Note that:
- The Avaya media server you are logged into is identified by name and server number.
  - The S8300 media server number is always 1.

## Open the Communication Manager SAT Screens

### To run SAT:

1. If you already have a valid telnet session in progress, access the SAT program by typing **sat** or **dsat** at the telnet prompt.

Or, to open SAT directly from your laptop:

- a. Click **Start > Run**
- b. Type **telnet 192.11.13.6 5023**, and press **Enter**.

2. Log in to the Communication Manager as *craft* or *dadmin*.

Enter your login confirmation information as prompted:

- *Password prompt*—Type your password in the **Password** field, and click **Login** or press **Enter** again.
- *ASG challenge*—If the login is Access Security Gateway (ASG) protected, you will see a challenge screen. Enter the correct response and click **Login** or press **Enter**.

3. Enter your terminal type.

Accept the default value, or enter the appropriate type for your computer. For example, you may use type *ntt*, a terminal type available for Windows NT4.0 or Windows 98. For Windows 2000, use *w2ktt*.

The system displays the SAT interface.

4. Enter SAT commands as appropriate.

## Logging in to the P330 stack Processor with a Direct Connection to the S8300 Services Port

### Note:

If you are upgrading an S8300/G700 remotely, connect to the customer LAN and telnet to the IP address of the P330 stack master (that is, the P330 stack processor running as the stack master). The IP address is the address assigned on the customer LAN, not 192.11.13.6.

### To log in with a direct connection to the S8300 services port:

1. With a direct connection to the S8300 services port, telnet to the S8300 IP address.

Type **telnet 192.11.13.6**.

2. Login as *craft* or *cust*.

3. Telnet to the P330 stack master stack processor.

Type **telnet <xxx.xxx.xxx.xxx>**, where **<xxx.xxx.xxx.xxx>** is the IP address of the P330 stack master processor on the customer's LAN.

4. Login at the **Welcome to Avaya P330** screen.

**Login:** *xxx* from the planning documentation

**Password:** *xxx* from the planning documentation

You are now logged-in at the Supervisor level. The prompt appears as **P330-1(super)#**.

**Note:**

To check the syntax of a command in the command line interface, type as much of the command as you know followed by **help**. For example:

```
P330-1(super)#> set help
```

you will be given the current list of **set** commands available. If you type:

```
P330-1(super)#> set interface help
```

you will be given a much more restricted list of command possibilities that address the possible interfaces to be set.

For a complete list of command line interface commands, type **help** or refer to the *Avaya P330 User's Guide* (available at [www.avaya.com/support](http://www.avaya.com/support)).

## Logging in to the P330 Stack Processor with a LAN Connection

### To log in with a LAN connection:

1. With a connection to the customer's LAN (either remotely or on site), telnet to the P330 stack processor IP address.

Type **telnet** *<xxx.xxx.xxx.xxx>*, where *<xxx.xxx.xxx.xxx>* is the IP address of the P330 stack master processor on the customer's LAN.

2. Login at the **Welcome to Avaya P330** screen.

**Login:** *xxx* from the planning documentation

**Password:** *xxx* from the planning documentation

You are now logged-in at the Supervisor level. The prompt appears as **P330-1(super)#**.

## Logging in to the P330 Stack Processor with a Direct Serial Connection

Use this procedure to access the G700 processors when your laptop is directly connected to the Console port using a serial cable.

### To access the G700 using the Console (serial) port

1. Launch Windows® HyperTerminal or any other terminal emulation program.

**Note:**

For most Windows-based PCs, you access the HyperTerminal program from the **Start** menu by selecting **Programs**, then **Accessories**.

2. Choose **Call - Connect** (for HyperTerminal) or the appropriate call command for your terminal emulation program.
3. Login at the **Welcome to Avaya P330** screen.

**Login:** *xxx from the planning documentation*

**Password:** *xxx from the planning documentation*

You are now logged-in at the Supervisor level. The prompt appears as **P330-1(super)#**.

## Logging in to the P330 Stack Processor with Device Manager

To access the Device Manager, you must have access to the corporate LAN in which the P330 Stack Processor resides.

### To access Device Manager, do the following:

1. Open a compatible Internet browser on your computer.  
Currently this includes Internet Explorer 5.0 (or higher) and Netscape Navigator 4.7 and 6.2. The Java Plug-in 1.2.2 or 1.3.1 is required.
2. In the **Address** (or **Location**) field of your browser, type the IP address or name of the P330 Stack Processor and press **Enter**.

If the network includes a domain name service (DNS) server that has been administered with this IP device's name, you can type the processor's name into the address field instead of the IP address. For example, **http://P330-stack1.mycompany.com**

#### **Note:**

The Device Manager is *not* available through the S8300 Media Server. You must be connected to either the P330 Stack Processor or G700 Media Gateway processor through the corporate LAN.

A GUI rendering of the stack devices appears.

3. Proceed with Media Gateway or stack device administration.

---

## About Avaya Site Administration

A single license for Avaya Site Administration is included with the Standard Integrated Management package.

## Configuring Avaya Site Administration

When Avaya Site Administration is initially installed on a client machine, it needs to be configured to communicate with Communication Manager on the S8300 Media Server.

When it runs initially, after downloading, you need to create a new entry for the switch connection. To create new entries for the switch, follow the procedure [To Add an S8300 Switch Administration Item](#) on page 66.

### To Add an S8300 Switch Administration Item

1. Click **File > New > Voice System**.

The system displays the **Add Voice System** window.

2. Enter a name in the **Voice System Name:** field.

As a technician configuring Avaya Site Administration on your laptop, use a generic name, because you will be able to use this connection name for all S8300 Media Servers.

3. Click **Next**.

The **Connection Type** dialog box displays.

4. Click the **Network connection** radio button.

5. Click **Next**.

The **Network Connection** dialog box displays.

6. Enter the IP address used to connect to the S8300.

7. Click **Next**.

The **Network Connection/Port Number** dialog box displays.

8. in the **TCP/IP Port Number:** field, type the appropriate port number.

Use port **23** for the *craft* login. Use port **5023** for the *cust* login.

9. Click **Next**.

The **Network Connection/Timeout Parameters** dialog box displays. Leave the default values for the timeout parameters.

10. Click **Next**.

The **Login Type** dialog box displays.

11. Click the **“I want to login manually each time”** radio button.

12. Click **Next**.

The **Switch Summary** dialog box displays.

13. Check the information.

Use the **Back** button to make corrections, if necessary.

14. Click the **Test** button to test the connection.

15. When the connection is successfully tested, click **Next**; and then, **Finish**.

## Logging in to the S8300 with ASA

Avaya Site Administration supports a terminal emulation mode, which is directly equivalent to a SAT command interface. Avaya Site Administration also supports other features, including the GEDI and Data Import. For more information refer to the **Online Help**, **Guided Tour**, and **Show Me** accessed from the Avaya Site Administration Help menu.

### To start Avaya Site Administration

1. Click **Start > Programs > Avaya > Site Administration**.
2. Select the switch (media server) you want to access.
3. When prompted, log in.
4. When you are logged in, click **Start GEDI**.

---

## About navigation for G700 CLI commands

[Table 5](#) describes a few Command Line Interface commands that you will need to navigate among the processors on the G700.

### Note:

This navigational aid assumes that you are logged in to the P330 stack processor. Default mode is **Supervisor** with a **P330-1(super)#** command-line prompt.

**Table 5: Navigational aid for G700 CLI commands**

| Command   | Purpose                                 | Prompt   |
|---|---|--|
| <code>super</code>  | change to supervisor mode               | <b>P330-y(super)#</b><br>or <b>&lt;MG-xxx&gt;-y(super)#</b><br>where <b>xxx</b> is the media gateway number assigned on the <b>add media-gateway</b> form, and <b>y</b> is the "module number" of the G700 in the stack. |
| <code>configure</code>  | change to configuration mode            | <b>P330-1(configure)#</b><br>or <b>&lt;MG-001&gt;-1(configure)#</b>  |
| <code>session &lt;module #&gt;<br/>mgp</code><br>(from a stack processor session) | open a CLI session on the mgp processor | <b>&lt;MG-001&gt;-1(super)#</b>  |

1 of 2

Table 5: Navigational aid for G700 CLI commands (continued)

| Command  | Purpose   | Prompt                             |
|--|---|------------------------------------|
| <code>session &lt;module #&gt;<br/>stack</code><br>(from an MGP session) | open a CLI session on the stack processor   | <b>P330-1(super)#</b>              |
| <code>session icc</code><br>(from an MGP session)                        | open a CLI session on the S8300 processor   | <b>craft@&lt;host name&gt;&gt;</b> |
| <code>session &lt;#&gt;</code>   | open a session on the stack processor in module (i.e. another G700)<#> in the stack | <b>P330-&lt;#&gt;(super)#</b>      |
| <code>exit</code>  | close the current session (and revert to the previous session)                      |                                    |
| <code>&lt;command&gt; help</code>  | displays help for <command>   |                                    |

**2 of 2**

The command-line prompts in an MGP session use the media gateway name that is assigned when the gateway is configured.

You can telnet to another processor from a current telnet session.

Differences between CLI commands for the G700 and G350 are described in an Application Note available at the [Avaya Resource Library](#).

---

## About terminal emulation function keys for Communication Manager

When you log in to the Communication Manager SAT screens, your terminal emulation may not display function keys on the screen to help you determine which function keys to press. Use [Table 6](#) as a guide for **ntt** terminal emulation.

**Table 6: Key sequences for ntt terminal emulation**

| Key Sequence |             | Function Key | Function       |
|--------------|-------------|--------------|----------------|
| ESC          | (alpha O) P | F1           | Cancel         |
| ESC          | (alpha O) Q | F2           |                |
| ESC          | (alpha O) R | F3           | Execute        |
| ESC          | (alpha O) S | F4           |                |
| ESC          | (alpha O) T | F5           | Help           |
| ESC          | (alpha O) U | F6           | Go to Page "N" |
| ESC          | (alpha O) V | F7           | Next Page      |
| ESC          | (alpha O) W | F8           | Previous Page  |

[Table 7](#) lists key presses for **w2ktt** terminal emulation.

**Table 7: Key sequences for w2ktt terminal emulation**

| Key Sequence |   | Function Key | Function      |
|--------------|---|--------------|---------------|
| ESC          | x | F1           | Cancel        |
| ESC          |   | F2           |               |
| ESC          | e | F3           | Execute       |
| ESC          |   | F4           |               |
| ESC          | h | F5           | Help          |
| ESC          |   | F6           |               |
| ESC          | n | F7           | Next Page     |
| ESC          | p | F8           | Previous Page |



## Chapter 2: Hardware Installation for the G700 Media Gateway and S8300 Media Server

Configurations using the G700 media gateway consist of three main elements:

- G700 Media Gateway
- S8300, S8500, or S8700/S8710 Media Server
- Avaya Communication Manager software

The chapter is organized in two main sections:

- [About hardware components](#) - Describes the G700 and S8300 components.
- [About installation and cabling](#). - Provides hardware installation and cabling procedures.

**Note:**

See *Quick Start: Avaya G700 Media Gateway Hardware Installation*, 555-233-150, for an overview of the G700 hardware and cabling.

---

### About hardware components

This section describes the components of an Avaya G700 Media Gateway and an Avaya S8300 Media Server.

---

### What are the main elements of the G700 media gateway

The main elements of a G700 Media Gateway are:

- G700 chassis and processors
- Media modules
- Avaya Data Expansion Modules

Figure 2: G700 media gateway with an S8300 media server: front view



Figure notes:

- |  |  |
|--|--|
| 1. Media module slot #1 (V1)                                 | 5. 10/100 Base-T Ethernet ports (ext1, ext2) |
| 2. S8300 services port (used with cross-over ethernet cable) | 6. Media module slot #2 (V2)                 |
| 3. S8300 USB ports   | 7. Media module slot #3 (V3)                 |
| 4. Expansion module slot                                     | 8. Media module slot #4 (V4)                 |
|  | 9. Console interface                         |

## What comprises the G700 media gateway chassis and processors

The G700 Media Gateway chassis is a 19-inch, 2u rack-mountable unit modeled after the Avaya P330 stackable switching products. A partial list of technical specifications of the G700 appears in [Appendix A: Technical Information](#).

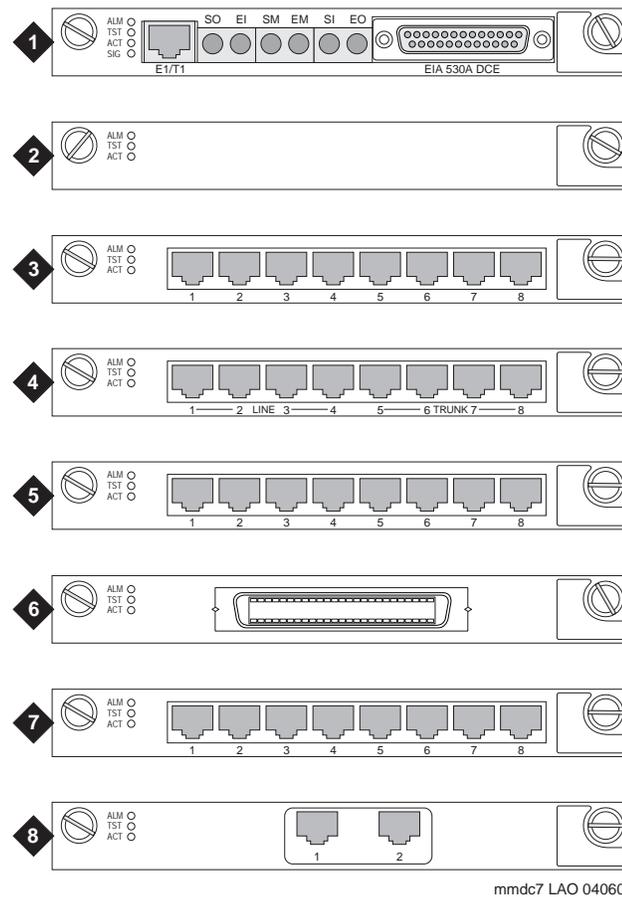
The G700 has three internal processors:

- P330 stack processor (also known as *Layer 2 switching processor*)
- Media gateway processor (MGP)
- Voice over IP (VoIP) processor

## What are the media modules

Media modules are optional, plug-in circuit assemblies. They provide traditional interfacing of service provider network access solutions (such as T1/E1) and connections to TDM-based endpoints (such as DCP digital phones and analog phones). The available media modules are (as shown in [Figure 3: Media modules](#) on page 73):

Figure 3: Media modules



## Figure notes:

1. Avaya MM710 T1/E1 Media Module
2. Avaya MM760 VoIP Media Module for additional VoIP resources
3. Avaya MM711 Analog Media Module for connection to 8 analog stations or CO trunks
4. Avaya MM714 Analog Media Module for connection to 4 analog stations and 4 CO trunks. Analog DID trunk connections are to be associated with the ports labeled "Line" and not "Trunk".
5. Avaya MM712 DCP Media Module for connection to 8 DCP stations
6. Avaya MM717 DCP Media Module for connection to 24 DCP stations (*see the Caution below* for limitations on the use of the MM717)
7. Avaya MM720 BRI Media Module for connection to 8 ports for international BRI trunks
8. Avaya MM722 BRI Media Module for connection to 2 ports for international BRI trunks

For detailed descriptions of the media modules see *Hardware Guide for Avaya Communication Manager*, 555-245-207.

**! CAUTION:**

**A maximum of 3** MM717 24-port DCP Media Modules can be installed in a single G700. Also, the ports on the MM717 are intended for in-building use only. Phone lines connected to those ports are not to be routed out-of-building. Failure to comply with this restriction could cause harm to personnel or equipment.

**Note:**

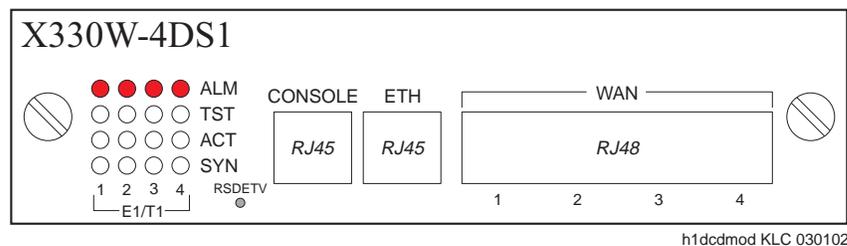
A shielded cable for the MM710 Media Module is required to meet emission requirements in European Union countries. The use of a shielded cable for the MM710 is preferred for installations worldwide.

The media modules enable the G700, with its primary controller, to host a variety of functions ranging from IP phones to traditional analog telephony ports. The media modules contain trunk or line interfaces and their associated circuitry. Each of the four media module slots has access to the 512-time-slot TDM bus, a 10/100 base T port, power (+5V, -48 V phantom) and ground. Each media module can be accessed and reset from the G700 Media Gateway Processor (MGP) or from the primary controller, and its status is indicated by an LED display.

## What are data expansion modules

The G700 Media Gateway can accommodate any of the Avaya Data Expansion Modules. With expansion modules, customers can add additional LAN and WAN access modules directly to the G700.

**Figure 4: Expansion Module (example)**



Two expansion modules that the customer may purchase are:

- Avaya X330 WAN access routing module
- Avaya P330 LAN expansion module

## What the Avaya X330 WAN access routing module provides

Customers with multiple branch offices need network solutions that are simple, flexible, and scalable. These customers may purchase the Avaya X330 WAN Access Routing Module as part of their configuration. This WAN Access Module provides WAN routing to the P330. The Avaya X330 WAN Access Routing Module also provides WAN access that can be used with external firewalls or VPN Gateways.

The Avaya X330 WAN Access Routing Module can be managed by three methods:

- Integrated Web-based management
- Avaya MultiService Network Manager
- Command Line Interface (CLI)

## What the Avaya P330 LAN expansion module provides

Another Data Expansion that customers might purchase as part of their network is the Avaya P330 LAN Expansion Module. Features of this Data Expansion Module include:

- Maximum flexibility to the data stack
- Standard auto-negotiation
- Link Aggregation Group (LAG)
- LAG redundancy
- Link redundancy
- Congestion control
- 802.1Q/p VLAN priority

### CAUTION:

Avaya Expansion Modules and Octaplane Stacking Modules are not hot-swappable. The G700 Media Gateway must be turned off before you remove or insert an Expansion Module. If there is an S8300 present that is also turned on, the S8300 should be shut down first, by pressing the Shutdown button until the OK to Remove LED shows a steady light.

## What are stackable ethernet switches

The G700 Media Gateway can accommodate any of the Avaya stackable ethernet switches. With stackable ethernet switches, customers can add additional IP ports to the G700 in an octaplane stack of up to 10 units cabled together.

### What the Avaya P330 stackable ethernet switch provides

The Avaya P330 family of stackable ethernet switches includes:

- A range of modules with 10/100/1000 Mbps ports
- A Layer 3 capability
- ATM Expansion sub-module.

The Avaya g2T switch has 24x10/100 Mbps ports and an Expansion sub-module slot. The optional expansion sub-modules provide additional Ethernet, Fast Ethernet, and Gigabit Ethernet connectivity. You can connect up to 10 Avaya P330 switches in a stack. Moreover, this stack can be either in one rack or split over several racks using the X330LC Long Cable.

Features of the Avaya P330 ethernet switches are:

- Avaya X330STK stacking sub-module that is used to connect Avaya P330 switches in a stack by way of the Octaplane.
- Avaya P330 BUPS back-up power supply module.  
The Avaya P330 BUPS can support up to four Avaya P330 switches.
- One RJ45/RS232 front panel console connector that is used for both terminal and modem sessions.
- Two fan units with operation sensors for each switch.
- One virtual IP address for managing the whole stack that allows the P330 stack to be managed as a single entity.
- The ability to hot-swap one switch at a time by activation of the redundant cable:
  - Does not disrupt the operation of other Avaya P330 switches.
  - Does not change stack configuration.
  - Does not require network downtime.

### What the Avaya C360 stackable ethernet switch provides

The Avaya C360 family of stackable Ethernet workgroup switches includes:

- A range of modules with 24 or 48 10/100 Mbps ports and two 1-GB SFP slots for Gigabit Ethernet connections
- A Layer 3 capability
- Simple API for XML (SAX) capability

The available C360 switch models are as follows:

- C363T Multilayer switch

This switch has 24 10/100 Mbps ports and two 1-Gigabit Ethernet ports. Maximum power consumption is 45 Watts.

- C363T-PWR

This switch has 24 10/100 Mbps ports with Power over Ethernet (PoE) and two 1-Gigabit Ethernet ports. Maximum power consumption is 45 Watts. Its power output per PoE port is 12.5 Watts.

- C364T

This switch has 48 10/100 Mbps ports and two 1-Gigabit Ethernet ports. Maximum power consumption is 55 Watts.

- C364T-PWR

This switch has 48 10/100 Mbps ports with Power over Ethernet (PoE) and two 1-Gigabit Ethernet ports. Maximum power consumption is 55 Watts. Its power output per PoE port is 15 Watts.

A C360 switch can co-reside in a stack with P330 switches. As a result, a C360 switch can be used as an expansion module for a G700 Media Gateway. An Avaya C360 stack can contain up to 10 switches and up to three backup power supply units. The stacked switches connect using the Avaya X360STK stacking sub-modules that plug into a slot in the back of the Avaya C360. If the stack is split between two racks you can connect the C360s by using the X330SC or X330LC cables. The Avaya X330RC cable connects the top and bottom switches in the stack and provides redundancy and hot-swappability in the same way that modules can be swapped in a modular switching chassis.

Features of the C360 stackable ethernet switch include:

- You can connect up to 10 Avaya C360 switches in a stack.

Moreover, this stack can be either in one rack, split over several racks using the X330LC Long Cable, simply stacked without a rack.

- Avaya X360STK stacking sub-module that is used to connect Avaya C360 switches in a stack by way of the Octaplane.

- Avaya C360 BUPS back-up power supply module.

The Avaya C360 BUPS can support up to four Avaya C360 switches.

- One RJ45/RS232 front panel console connector that is used for both terminal and modem sessions.
- Three fan units with operation sensors for each switch.
- One virtual IP address for managing the whole stack that allows the C360 stack to be managed as a single entity.

## Hardware Installation for the G700 Media Gateway and S8300 Media Server

- The ability to hot-swap one switch at a time by activation of the redundant cable:
  - Does not disrupt the operation of other Avaya C360 switches.
  - Does not change stack configuration.
  - Does not require network downtime.
- Connection through Telnet from the front panel ports of any switch:
  - Multiple levels of password protection
  - Login and inactivity timeouts

### What are the functions of the S8300 LED Indicators

A set of LED indicators the faceplate of the S8300 are separate from those of the G700. A shutdown button is also on the faceplate, which when depressed for about three seconds, will shut down the system, including the operating software on the S8300. The LED flashes when shutdown is in progress and remains on steady when it is safe to remove the S8300 or to power down.

The functions of the other LEDs are:

- The red Major Alarm indicator on the S8300 is off when the system is operational unless a Major Alarm has been raised.
- The green Test LED on the S8300 is on when a test is in progress.
- The yellow ACT LED on the S8300 is on whenever a G700, an IP telephone, or an IP console is registered with the S8300. It is off when none of these IP endpoints are registered.
- The green OK-to-Remove LED on the S8300 indicates that shutdown is complete and that it is safe to remove the server or power down the system.

When the S8300 is a local survivable processor (LSP), no LEDs will be lit during normal operations. In case of a network failure or loss of contact with the primary S8300 (or S8500 or S8700/S8710), the G700 Media Gateway will register with the LSP. At that time, the red Alarm LED will light.

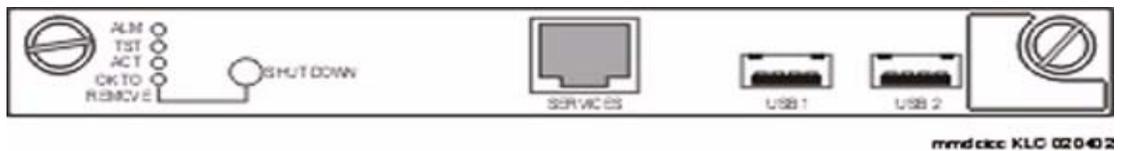
When you first power up the S8300, the red Major Alarm LED will be lit. During startup, an LED test will run, after which all LEDs will be off. At this point, you can connect to the S8300. There will be another flash of LEDs when Communication Manager starts.

## Media servers supporting the G700 media gateway

Each G700 is associated with a primary call controller. The primary controller may be an S8300, S8500, or S8700/S8710 Media Server. The S8300 is on a circuit pack that is always installed in slot V1 of a G700. The S8500 or S8700/S8710 is housed in a separate box that connects to the G700 over a network through a C-LAN circuit pack. Both media servers can support multiple G700s.

The S8300 Media Servers can be configured as either a primary server or a Local Survivable Processors (LSP). The G700 with a media server supports the entire range of adjuncts and peripheral equipment supported by Communication Manager.

**Figure 5: Avaya S8300B Media Server**



### What is the S8300 media server

The S8300 Media Server is an Intel processor complex that mounts in the first media module slot (V1) of the G700 Media Gateway. The S8300B Media Server has:

- Avaya Communication Manager (For a full description see: <http://www.avaya.com/support>)
- Administration and maintenance provisioning software
- 20 G or 30 G hard drive
- 512 MB RAM (in two 256 MB DIMM strips)
- Web server
- Linux OS (Red Hat)
- Support of H.248 and H.323 Protocols
- TFTP server and other IP services

**Note:**

The current version (B) of the S8300 is backward compatible with the previous (A) version. The A version has a 20 G hard drive and 256 MB RAM.

### What is a Local Survivable Processor (LSP)

The S8300 Media Server can act as a survivable call-processing server for remote or branch customer locations. As an LSP, the S8300 Media Server carries a complete set of Communication Manager features, and its license file allows it to function as a survivable call processor. If the link between the remote G700 Media Gateways and the primary controller is broken, those telephones and G700s that are designated to receive backup service from the LSP will register with the LSP. The LSP will provide control to those registered devices in a license error mode (see *Hardware Guide for Avaya Communication Manager*, 555-245-207).

### What is the S8500 media server

The G700 Media Gateway can be controlled by an external S8500 Media Server. The S8500 is connected to the G700 over the network through a C-LAN circuit pack in the G600, SCC1, or MCC1.

### What is the S8700/S8710 media server

The G700 Media Gateway can be controlled by an external S8700/S8710 Media Server (sometimes referred to as an ECC configuration). Both the S8700/S8710 with the G600 Media Gateway (IP Connect) and the 8700 with the SCC1 or the MCC1 Media Gateways (Multi-Connect) can control the G700. The S8700/S8710 is connected to the G700 over the network through a C-LAN circuit pack in the G600, SCC1, or MCC1.

Information on installing the G700 using the S8500 or S8700/S8710 as the primary controller can be found in Chapters 4 and 6 in this book.

---

## About endpoint and adjunct components

Additional components and adjunct systems provide sets of tools that allow the customer to obtain the best possible performance.

Other components and adjunct systems that make up the S8300 Media Server with a G700 Media Gateway include:

- Analog phones and fax machines
- DCP phones
- IP phones
- IP Softphones
- LAN Ethernet switches
- Avaya Integrated Management
- INTUITY AUDIX LX Messaging System
- IA 770 INTUITY AUDIX Messaging Application

- ASAI Co-Resident DEFINITY LAN Gateway (DLG)
- Call Center
- Uninterruptible Power Supply (UPS)
- Universal Serial Bus (USB) Modems

See [Chapter 8: Connecting telephones and adjunct systems](#) for more information on installing adjuncts.

---

## About installation planning

In the following sections of this installation guide, you will be guided through the installation of several configurations. Before the G700 components are physically installed on the customer's site, several steps will already have been completed to assure that the actual installation will go smoothly:

- Sales personnel have verified that the product is suited to the customer's application.
- Planning and implementation personnel have conducted preliminary inspections of the site and of the other equipment to assure that the S8300/G700 solution will operate at its full potential.
- A data network readiness assessment has been completed to assure that the solution will function optimally within the customer's network.

Each of these processes have been documented before the installation. You should verify that you have all the necessary information before going to the site (see [Appendix B: Information Checklists](#)).

## What the planning documentation provides

To guide you in your preparations for the installation, use the Installer's Checklists (see [Appendix B: Information Checklists](#)) to verify that you have the tools, software, and information that you need to install the G700.

The planning documentation will provide you with information about:

- What equipment you will be installing
- What kind of system you will be integrating
- Whom to contact on site about delivery, system questions, or network concerns
- Whom to contact at your home office in case of questions
- Whether you need a special pass or an escort
- How to gain entrance to the installation location if it is locked
- Where to install equipment
- Where to find a telephone near the installation location

## Who needs a Single Sign-On (SSO) authentication login

You should obtain a personal Single Sign-On (SSO) for Remote Feature Activation (RFA) website authentication login before going to the site for installation. You must complete the authentication process before you can be assigned an SSO authentication login.

As a first-time user:

- Business Partners should point their browsers to the Business Partner portal option sales\_market, services-voice, training tools and procedures to select RFA (or go directly to: <http://rfa.avaya.com>).
- Associates should point their browsers to the Avaya Associate portal (or go directly to: <http://rfa.avaya.com>).
- Contractors should point their browsers to Avaya.com (or go directly to: <http://rfa.avaya.com>).

From that point, log into SSO and complete the process to obtain your personal login.

## What site verification does

A pre-installation site inspection allows you to verify that the site requirements have been met for adequate environmental conditions, power and grounding availability, safety, and security conditions. If you find discrepancies between the specifications necessary for proper installation of equipment and the conditions on site, contact your Project Manager before proceeding with the installation.

## What network integration requires

Integration into the customer's network will require coordination with the network manager and the planning and implementation personnel. They will ascertain the customer's need for DHCP service and the intended network configuration and applications. In addition, Avaya offers Network Readiness services to assist in evaluating and preparing the network for all configurations.

The Project Manager will provide information to be used by the installers. The documentation must include dial plans and other telephony information, as well as IP addresses, IP masks, and other network information. This information will be specific to each customer. To install the solution in an efficient manner, you must collect and organize this information before going to the site.

---

## About installation and cabling

The Avaya G700 Media Gateways can be installed in a variety of configurations:

- As a standalone unit with one G700
- With multiple G700 Media Gateways in a stack
- In combinations of Media Gateways and Avaya P330 family devices.

Up to ten G700 Media Gateways and/or Avaya P330s devices can be combined in a single stack. The G700s can be controlled by an Avaya S8300, S8500, or S8700/S8710 Media Server.

In a typical installation, you arrive at the site equipped with all the tools and information needed to install a G700 and, possibly, an S8300.

In this section, you complete the following procedures:

- [Verifying the on-site checklist](#) on page 83
- [Verifying Environmental conditions](#) on page 84
- [Unpacking and checking the order](#) on page 85
- [Installing the G700 media gateway](#) on page 85
- [Cabling multiple units](#) on page 96
- [Attaching Ground Conductors](#) on page 100

**Note:**

When installing a G700, complete all tasks in this chapter to install the gateway before doing the media server administration (for example, `add media-gateway`).

---

## Verifying the on-site checklist

When you reach the customer's site, verify each item on the Installer's Checklist (see [Appendix B: Information Checklists](#).)

 **Tip:**

It is recommended that you consult with the customer network manager for IP and DNS addressing, as well as for testing the installation.

Also, before proceeding with the installation, you should verify that the proper environmental and safety conditions exist.

## Verifying Environmental conditions

Verify that temperatures and clearances are within the recommended technical parameters. Consult the table of Technical Specifications in [Appendix A: Technical Information](#).

 **CAUTION:**

Verify that temperature and clearance ranges are within tolerable limits. The thermal sensors may shut down equipment if it is subjected to conditions beyond the recommended limits. Equipment can be damaged if these restrictions are not respected.

## Power Verification

Check that an adequate number of power outlets are available. Verify that the G700 Media Gateways and the other equipment in the rack do not present a possible overcurrent or overload to the customer's branch circuit and/or power distribution strip. Power requirements are listed in [Appendix A: Technical Information](#).

 **WARNING:**

Do not overload the power circuit.

## Grounding Verification

Ensure that the installation site has access to approved grounds and that either a trained technician or a licensed electrician will be verifying all grounds and installing the Supplementary Ground Conductor (consult [Attaching Ground Conductors](#)).

 **WARNING:**

Installation in a Restricted Access Location and secure access are required in Finland and Norway.

The G700 Media Gateway relies on two ground connections (mains plug with an earth contact and a permanent Supplementary Ground Conductor). Because of unreliable earthing concerns in Finland and Norway, the G700 Media Gateway must be installed in a Restricted Access Location (RAL). An RAL is defined as an access that can be gained only by trained service personnel or customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the G700 Media Gateway is gained by the use of a tool (such as a lock and key) or other means of security.

If you have any questions about the safety conditions, contact your Project Manager. When you have verified that the site is ready for a safe installation, proceed with the installation.

---

## Unpacking and checking the order

Cross-check your customer's order with the planning documentation you have been given. media modules, telephones and other equipment are listed on your planning and shipping documentation. Placement for the media modules and other equipment are indicated, as well. Verify that all necessary elements have been received and are in good condition. If there are missing or damaged elements, contact the Project Manager for instructions. The planning documentation will list contact information for the Project Manager and other key personnel.

 **CAUTION:**

Wear an anti-static wrist ground strap whenever handling components of an Avaya G700 Media Gateway. Connect the strap to an approved ground, such as an unpainted metal surface.

If you have any questions about the equipment order, or if the equipment has been damaged, contact your Project Manager. When you have verified that the order is complete and that you have all of the necessary components and tools, proceed with the installation.

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## Installing the G700 media gateway

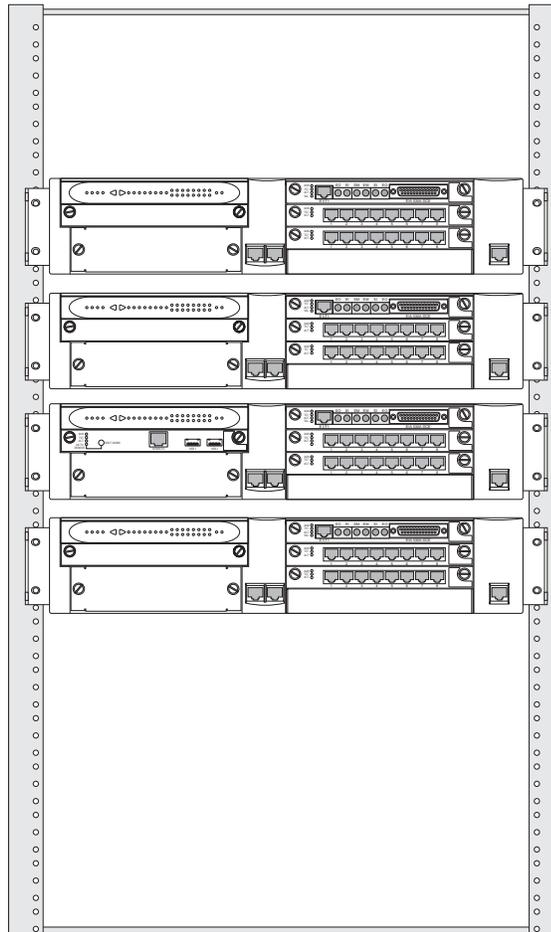
After you have verified the site conditions and the shipment, you proceed with the installation of the hardware.

Perform the following steps:

- [Preparing the G700 media gateway](#) on page 86
- [Mounting the G700 media gateway in the rack](#) on page 87

[Figure 6: Avaya G700 Media Gateways](#) on page 86 shows a stack of four G700 Media Gateways installed in a rack-mounted configuration. Of the four G700s, only one contains an S8300 Media Server in slot V1 (second up from the bottom).

Figure 6: Avaya G700 Media Gateways



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## Preparing the G700 media gateway

The instructions that follow guide you through a process of preparing the Avaya G700 Media Gateway after you have mounted the empty chassis in the rack. It is possible to equip an empty G700 chassis before positioning it in the rack. If you are working where space is limited, you may wish to prepare the G700 before rack insertion.

**⚠ CAUTION:**

When handling any components of an S8300 Media Server with G700 Media Gateways, wear an anti-static wrist ground strap. Connect the strap to an approved ground such as an unpainted metal surface.

The G700 can stand on a flat surface or be mounted in the standard 19-inch rack. If the G700 is to be mounted in a rack, you have the choice of fastening the unit to the rack either at the front of the unit or at the middle. This positioning choice will depend on space arrangements. In either case, mounting brackets must be attached to the sides of the chassis, either at the center or to the front of the chassis.

### To affix mounting brackets to the G700

1. Remove the screws from the bracket kit.
2. Position a bracket over the desired mounting position.
3. Affix the bracket to the chassis with the screws provided.
4. Tighten with the screwdriver.
5. Repeat on the other side.

If the G700 is to be a table-top unit, four feet must be attached to the bottom of the unit. Use the following procedure to do this:

### To affix feet on the table-top G700

**Note:**

Use this procedure only if the G700 will be installed as a table-top unit (not in a data rack).

1. Remove the four feet from their packaging.
2. Turn the G700 Media Gateway over to allow the feet to be mounted.
3. Position one foot into the mounting site near the corner of the chassis.
4. Press the plastic rivet into the foot with a stylus until it is firmly seated on the chassis.

You have now prepared the G700 Media Gateway for mounting, and, assuming you are going to use a data rack, you are ready to mount the chassis in the rack.

## Mounting the G700 media gateway in the rack

The G700 Media Gateway mounts in a standard 19-inch rack. It is held in place by screws through the two mounting ears. The unit can be mounted either in the center of the unit or at the front of the unit; however, only the front mount allows use of the guides for electrical cables. To avoid balancing problems and cabling complications, the racks should be filled from the bottom; that is, mount units in the lower positions first.

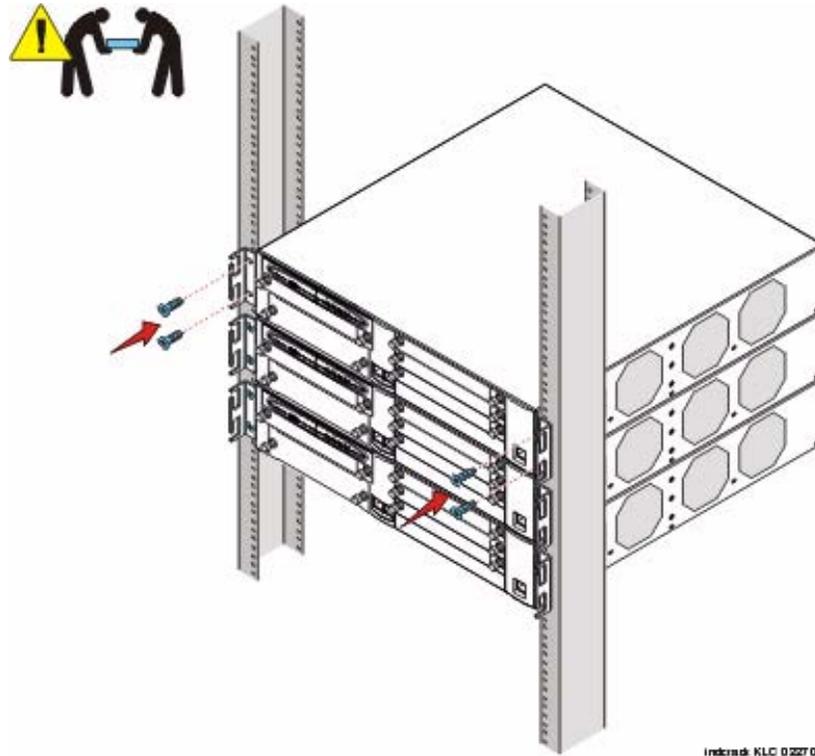
Before mounting the G700, check for the following:

- Ensure that the rack is bolted to the floor and is earthquake-protected, if required. If the rack is not securely fixed in place, do not proceed with the installation.
- If the G700 is being mounted in a rack with other equipment already installed, the G700 must be positioned to avoid imbalance.

## Hardware Installation for the G700 Media Gateway and S8300 Media Server

- The G700 is shipped with 3 sets of four mounting screws. Choose the set of screws that match the screw holes in the rack being used.
- The G700 weighs 22.5 pounds (10 kg) empty and between 27 and 34 pounds (between 12 and 16 kg) when equipped with media modules. Two people may be needed to mount the G700 Media Gateway in the rack.

**Figure 7: Rack Mounting**



### To mount the G700 media gateway in the rack

1. Position the G700 in the rack.  
Assure that there is adequate ventilation.
2. Verify that the screw holes are aligned with the rack hole positions.
3. Insert the mounting screws.  
Use two screws on each side.
4. Tighten the mounting screws.  
Avoid overtightening.
5. Verify that ventilation vents are not obstructed.
6. Repeat to add other G700 media gateways to the rack, as described in the planning documents.

If you are installing multiple G700s, continue building the stack. Up to 10 units can be linked together ([Figure 14: Cabling Multiple Units in a Single Rack](#) on page 97); these may be G700s or Avaya P330 family switches.

At this point, you have mounted the G700 chassis in the rack and are ready to insert S8300 Media Servers and media modules as required in the planning documentation.

---

## Inserting the Avaya S8300 media server (if necessary for standalone service or LSP)

The S8300 Media Server is inserted into the G700 Media Gateway slot #1 (v1), whether it is the primary server or configured as a Local Survivable Processor (LSP). The S8300 can only be inserted in the slot (v1) on the left side of the G700 Media Gateway. The LED module must be pulled from the G700 chassis to provide clearance for the S8300 Media Server.

 **Tip:**

If you need to install the CWY1 card (for embedded messaging) on the S8300, do so now. For Communication Manager Release 2.2, the CWY1 card is no longer needed.

 **CAUTION:**

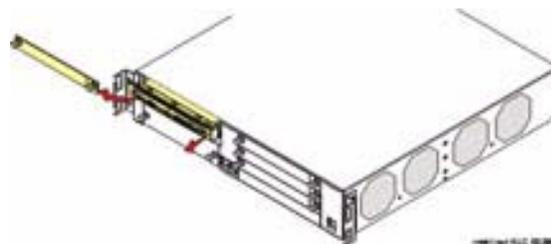
If you are removing an S8300, use the shutdown button to stop the operating system (press and hold for 2-3 seconds). The OK to Remove LED will flash while the shutdown is in progress and will turn steady green when it is safe to remove the S8300.

### To insert the S8300 into slot #1 of the G700 media gateway

1. Clear the left side of the G700 Media Gateway.
  - a. Remove the blank plate from slot #1.
  - b. Then, disengage the LED module and remove it from the G700 Media Gateway.
2. Line up the Avaya S8300 Media Server module squarely with its bay opening.

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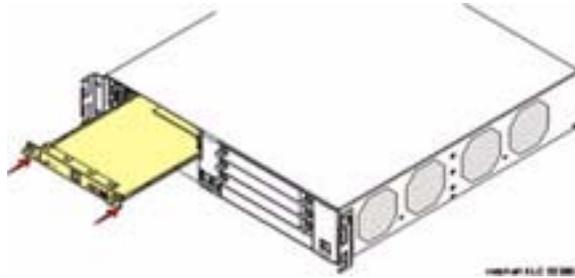
**Figure 8: Clear the left side of the G700 Media Gateway**



- Engage both sides of the S8300 Media Server module in the interior guides and guide the module halfway into the chassis.

---

**Figure 9: Insert S8300**

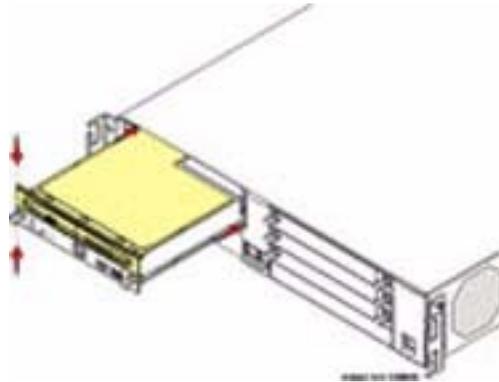


- Align the LED module in its guides and gently push it into place, keeping the LED module safely within its guides and maintaining an even pressure to assure that the module does not become twisted or disengage from the guides.

Guide the longer, left side of the LED module into the chassis until the shorter, right edge of the module can engage in its guides.

---

**Figure 10: Align the LED module and the S8300 Media Server**



- Push steadily and firmly until the faceplates of the S8300 Media Server and the LED module are even and then push the two units into the housing together.
- Apply firm pressure to engage the connectors.  
The connector has different length pins. The long pins will engage first to provide grounding. Medium length and short pins will provide power and signal.

7. Tighten the captive screws on the S8300 Media Server module.

**⚠ WARNING:**

To prevent access to electrical hazards by unauthorized personnel and to ensure continued compliance to radiated emissions requirements, all captive screws must be securely tightened such that they cannot be loosened without the use of a tool.

**Figure 11: Tighten screws**



## Inserting media modules

Following the planning documentation, you can insert the required media modules into their designated bays. The G700 Media Gateway can accommodate up to four media modules, or plug-in circuit packs. The choice of media modules is dictated by the offer selected by the customer and the configuration of the system.

Consult the planning documentation and the order form to determine which modules you will be installing. The planning documents also indicate into which slots the modules are to be inserted. The media modules available at this time are:

- Avaya MM710 T1/E1 Media Module
- Avaya MM760 VoIP Media Module
- Avaya MM711 Analog Media Module (8 ports, stations or trunks)
- Avaya MM714 Analog Media Module (4 station ports and 4 trunk ports)

**Note:**

Analog DID trunk connections are to be associated with the ports labeled "Line" and not "Trunk".

- Avaya MM712 8-port DCP Media Module
- Avaya MM717 24-port DCP Media Module (Install no more than 3 in a single G700. The ports must be used in-building only)
- Avaya MM720 8-port BRI Media Module
- Avaya MM722 2-port BRI Media Module

For detailed descriptions of the media modules see *Hardware Guide for Avaya Communication Manager*, 555-245-207.



**WARNING:**

The Avaya G700 media gateway must not be operated with any slots open. Failure to cover empty slots with the supplied blank plates can cause overheating due to inadequate air distribution.



**CAUTION:**

**A maximum of 3** MM717 24-port DCP Media Modules can be installed in a single G700. Also, the ports on the MM717 are intended for in-building use only. Phone lines connected to those ports are not to be routed out-of-building. Failure to comply with this restriction could cause harm to personnel or equipment.



**CAUTION:**

The connector pins can be bent or damaged if the module is handled roughly, or if misaligned and then forced into position.



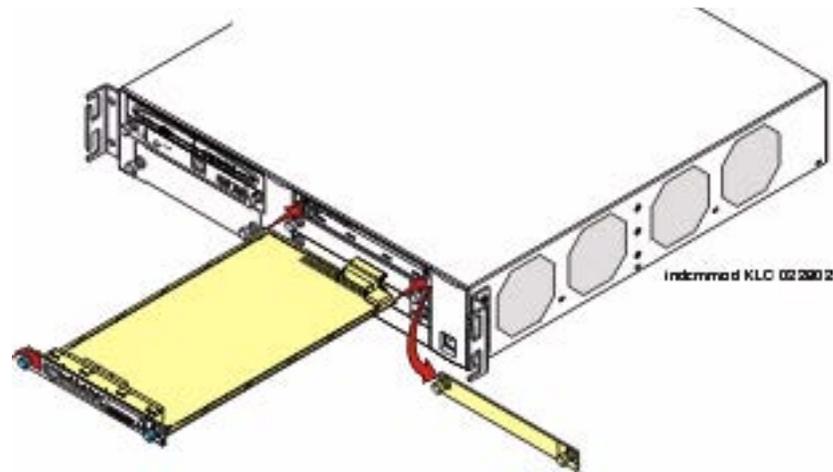
**CAUTION:**

Separate ESD paths to the chassis ground connect to the media modules at the spring-loaded captive screws. Use a screw driver to ensure the captive screws are securely tightened to prevent damage to the equipment.

### To insert media modules

1. Remove the blank plate from the empty bay.
2. Position the media module squarely before the selected bay on the front of the G700 Media Gateway chassis and engage both sides of the module in the interior guides.
3. Slide the module slowly into the chassis, maintaining an even pressure to assure that the module does not become twisted or disengaged from the guides.

---

**Figure 12: Insert Media Module**

4. Apply firm pressure to engage the connectors.

The media module connector has different length pins. The long pins will engage first to provide grounding. Medium length and short pins will provide power and signal.

5. Lock the media module into the chassis by tightening the spring-loaded captive screws on the front of the module.

**⚠ WARNING:**

To prevent access to electrical hazards by unauthorized personnel and to ensure continued compliance to international radiated emissions requirements, all captive screws must be securely tightened such that they cannot be loosened without the use of a tool.

**⚠ WARNING:**

After you have connected telephones to the various media modules, be sure to add circuit protection to the lines (see [Complete the telephone installation process](#) on page 401).

At this point, you have readied the G700, inserted the S8300, if required, and inserted the media modules, as described in the planning documentation. Next, if required, the Expansion Module should be inserted into its bay.

## Inserting an Expansion Module

The Expansion Modules provide increased networking and connectivity capabilities. These modules may be mounted on the G700 Media Gateway in the slot on the lower left side of the unit below slot V1 (see [G700 media gateway with an S8300 media server: front view](#) on page 72).

 **CAUTION:**

The Expansion Module is not hot-swappable. That is, the G700 must be powered off before you insert or remove an Expansion Module. If there is an active S8300 present, the S8300 should be shut down by pressing and holding the Shutdown button for 2-3 seconds. The OK to remove LED will flash during shutdown and turn on steady when it is safe to power down.

### To insert an Expansion Module into the G700 media gateway

 **CAUTION:**

Turn off the power to the unit if the equipment has been in operation.

1. Remove the blank plate covering the bay.
2. Align the printed circuit board with the interior guide rails.

**Note:**

The printed circuit board fits into the guide rail. The metal base plate does not.

3. Firmly press the Expansion Module into the G700 Media Gateway until it is completely inserted.
4. Tighten the two screws on the front panel of the Expansion Module.

 **WARNING:**

To prevent access to electrical hazards by unauthorized personnel and to ensure continued compliance to international radiated emissions requirements, all captive screws must be securely tightened such that they cannot be loosened without the use of a tool.

 **WARNING:**

The Avaya G700 Media Gateway must not be operated with any slot open. Empty slots must be covered with the supplied blank plates.

At this point, you have readied the G700, inserted the S8300, if required, inserted the media modules and the Expansion Module, as required in the planning documents. If more than one unit (G700 and/or Level 2 switches and routers) will be connected in the configuration you are installing, the next step will be to insert an Avaya X330STK Stacking Sub-Module.

## Inserting an Avaya X330STK Stacking Module

G700 Media Gateways can be mounted in equipment stacks with routers, switches, or other G700s. The stack is limited to ten elements. To link multiple units, each G700 must be equipped with an Avaya X330STK Stacking Module, which is mounted through the rear panel (back view) of the G700.

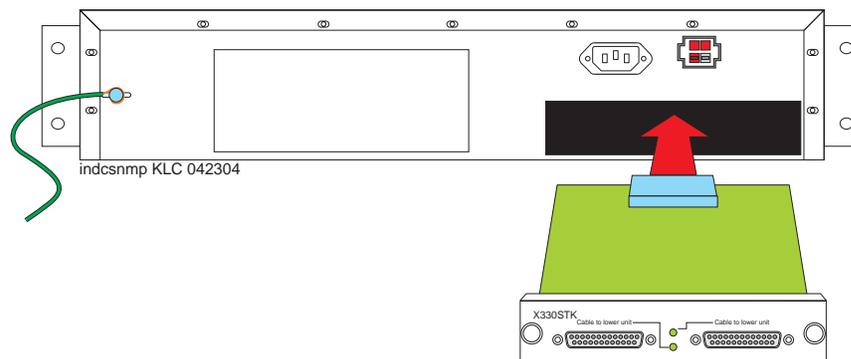
**⚠ CAUTION:**

The Stacking Sub-Module is not hot-swappable. That is, the G700 must be powered off before you insert or remove a Stacking Module. If there is an active S8300 present, the S8300 should be shut down by pressing the Shutdown button. Hold the button in 2–3 seconds until the OK to Remove LED starts flashing. When the LED turns on steady, power can be safely turned off.

### To insert an Avaya X330STK Stacking Module

1. Remove the blank plate from the back of the G700.
2. Insert the Avaya X330STK Stacking Module gently in the bay in the back of the G700, ensuring that the metal base plate is aligned with the guide rails.

**Figure 13: Insert Stacking Module in G700 (back view)**



3. Press the Avaya X330STK Stacking Module in firmly until the connector at the back of the module is completely inserted into the internal connector on the G700.
4. Tighten the screws on either side of the module.

At this point, the required modules and cabling units have been inserted into the G700 Media Gateway. The next step will be to install cabling.

## Cabling multiple units

Avaya G700 Media Gateways can be mounted in equipment stacks with routers, switches, or other Media Gateways. These elements are all compatible and are installed similarly. Consult Avaya P333T User Guide for installation and cabling information. To link multiple units, each G700 Media Gateway must be equipped with an Avaya X330STK Stacking Module on the rear panel. Then, each unit in the stack is linked to the one above it. Finally, the bottom unit is linked to the top unit. Stacks should always be built from the bottom, and new units should be added at the top. Up to 10 units can be stacked in this way.

When deciding where to position the unit, ensure that:

- It is accessible and cables can be connected easily.
- Cabling is away from sources of electrical noise such as radio transmitters, broadcast amplifiers, power lines and fluorescent lighting fixtures.
- Water or moisture cannot enter the case of the unit.
- There is a free flow of air around the unit and the vents in the sides of the case are not blocked.

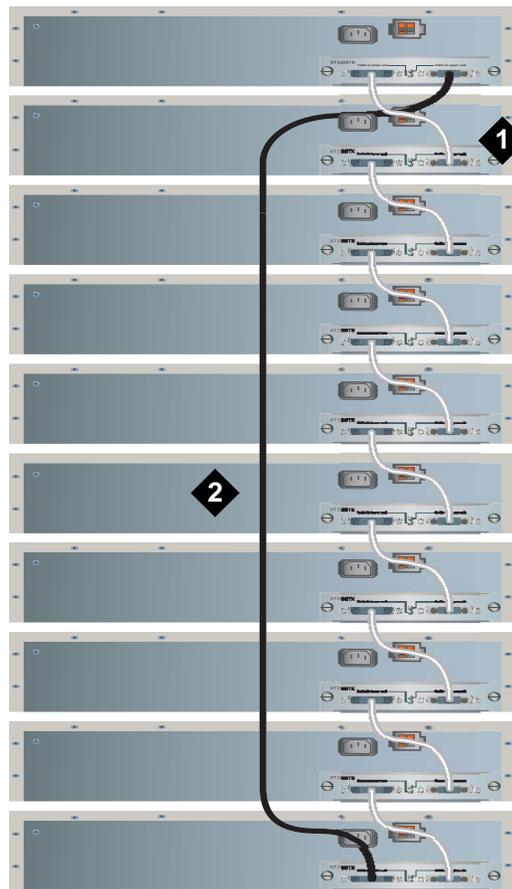
The two ends of the Octaplane cables incorporate different connectors. Each connector can only be connected to its matching interface.

The following cables are used to connect stacked units:

- Short Octaplane cable (Avaya X330SC) - light, ivory-colored cable used to connect adjacent units.
- Long Octaplane and Extra-Long Octaplane cables (Avaya X330LC/X330L-LC) - light, ivory-colored cable used to connect units from two different physical stacks or those separated by more than 12 inches (30 cm).
- Redundant and Long Redundant cables (Avaya X330RC/X330L-RC) - black cable used to connect the top and bottom switches of a stack.

---

**Figure 14: Cabling Multiple Units in a Single Rack**



**Figure notes:**

- 1. Short Octaplane cable (X330SC)
- 2. Redundancy cable (X330RC)

### To connect units within a single stack

1. Connect the light grey connector of the short Avaya X330SC cable (12 in, 30 cm) to the port marked “to upper unit” in the bottom-most stack element.
2. Connect the dark grey connector of the same short X330SC cable to the port marked “to the lower unit” in the unit above.
3. Repeat until you reach the top element in the stack.

Up to ten G700s and/or other Cajun devices can be stacked together.

### To implement stack redundancy:

4. Use the Redundant Cable to connect the port marked “to lower unit” on the bottom element to the port marked “to upper unit” on the top element of the stack.

If you have elements of a stack in two racks, you must use the Avaya X330LC cable to connect them. You may not link more than 10 units to form a stack, but those units can be mounted in more than one rack.

### To link elements in multiple racks

1. Use the long (6ft, 2 m) Avaya X330LC cable to connect elements in two racks.
2. Connect the Avaya X330LC cable (dark grey connector) to the port on first unit of the stack marked “to the lower unit.”
3. Connect the Avaya X330LC cable (light grey connector) to the port on the last unit in the stack marked “to the upper unit.”

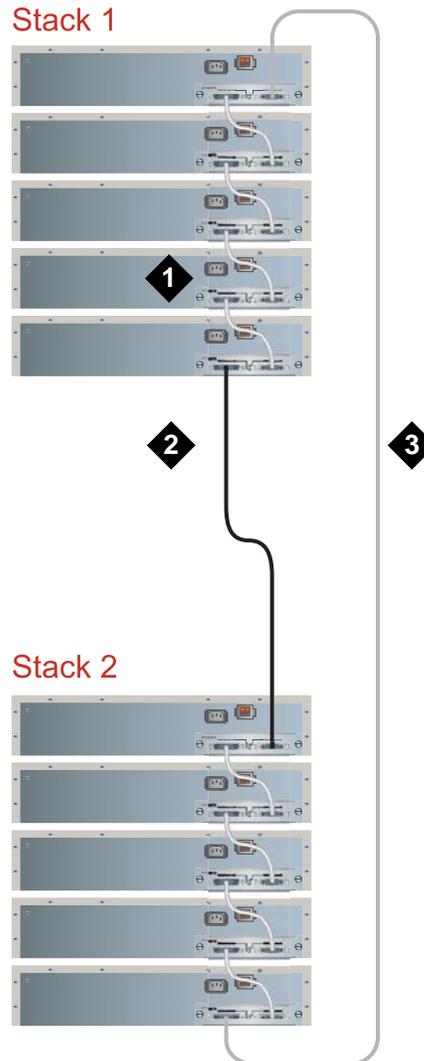
### To implement stack redundancy:

4. Connect the dark grey connector of the black Redundancy Cable (X330RC) to the port marked “to lower unit” on the bottom unit of the stack.
5. Connect the light grey connector of the black Redundancy Cable to the port marked “to upper unit” on top unit of the stack.

#### **CAUTION:**

Do not cross-connect two stack elements with two Octaplane (light-colored) cables. If you wish to cross-connect for redundancy, use a black redundancy cable.

---

**Figure 15: Linking Units in Multiple Racks****Figure notes:**

1. Short Octaplane cable (X330SC)
2. Redundancy cable (X330RC)
3. Long cable (X330LC)

---

You have now mounted the fully equipped Avaya G700 Media Gateway in the rack, and cabled units together as described in the planning documents. When all the units are mounted, and cabled, you are ready to connect to electrical ground conductors.

## Attaching Ground Conductors

To assure safe installation and operation, carefully read all requirements, recommendations and instructions. Pay special attention to all CAUTION, WARNING, and DANGER statements.



**WARNING:**

Make sure that the G700 has a reliable earth ground connection, whether it is connected directly to a branch circuit or to a power distribution strip.



**WARNING:**

Installation in a Restricted Access Location and secure access are required in Finland and Norway.



**CAUTION:**

System grounding must comply with the general rules for grounding provided in Article 250 of the National Electrical Code (NEC), National Fire Protection Agency (NFPA) 70, or the applicable electrical code in the country of installation.

## What are general grounding requirements

**For AC Input:** - Two safety grounds are required to ensure safe operation of the G700 Media Gateway:

- Ground conductor — part of the AC power cord
- Field-installed green/yellow conductor, referred to as the Supplementary Ground Conductor

Both safety grounds must be connected to an approved ground. If a power cord accompanies the G700, use that cord whenever possible.

**For DC Input:** - The +48Vdc lead provided for DC power input to the G700 Media Gateway must be grounded at the source to an approved ground. The -48Vdc is the active lead. Both leads must be floating at the input to the G700. In addition, the Supplementary Ground Conductor must be installed on the G700 and connected to an approved ground.

The customer must select a location for the G700 Media Gateway installation that is no more than 25 feet (7.6 m) from an approved ground. If this location requirement is not met, the customer must contact a licensed electrician to install a Supplementary Ground Conductor per Article 250 of the National Electrical Code (NEC).



**WARNING:**

If the installation location is greater than 25 feet (7.6 m) from an approved ground, do not install the Avaya G700 Media Gateway until a licensed electrician is present to install a Supplementary Ground Conductor.

A 25 foot (7.6 m) Supplementary Ground Conductor is provided with the equipment, and is constructed of 10 AWG (4.0 mm<sup>2</sup>) wire, with an insulated ring terminal crimped to one end that is suitable for the #8 (M4) stud/screw on the rear of the G700 chassis.

The customer will need to provide a means of connecting this Supplementary Ground Conductor to an approved ground according to Article 250 of the National Electrical Code (NEC).

A ground block is available for use when multiple G700 Media Gateways are being installed. The ground block, intended for rack mounting, has ten terminals available for terminating Supplementary Ground Conductors. Up to ten G700 Media Gateways can be grounded at the block installed close to the equipment (on a rack) and then a single ground conductor can be routed from the same block to an approved ground. If the ground block is to be used, it must be ordered separately.

 **DANGER:**

Failure to install both grounds will void the Product Safety certifications (UL and the CE Mark) on the product, as well as allow a hazard to be present that could result in death or severe personal injury.

Because of unreliable earthing concerns in Finland and Norway, the G700 Media Gateway must be installed in a restricted access location. A restricted access location is defined as access that can be gained by only Service Personnel or Customers who have been instructed about the reasons for the restricted access and any safety precautions that must be taken. In these cases, access to the G700 Media Gateway is gained by the use of a tool (such as a lock and key) or other means of security.

 **WARNING:**

For Installations in Finland and Norway, the Avaya G700 Media Gateway relies on two ground connections (mains plug with an earth contact, and a Supplementary Ground Conductor).

## What are approved grounds

An approved ground is the closest acceptable medium for grounding the building entrance protector, entrance cable shield, or a single-point ground of electronic telephony equipment. If more than one type of approved ground is available on the premises, the grounds must be bonded together as required in Section 250-81 of the NEC for the US or per the local electrical code regulations in the country of installation.

Approved grounds can be any of the following options:

- **Grounded building steel**

The metal frame of the building, where it is effectively grounded by one of the following grounds:

- Acceptable metallic water pipe
- Concrete encased ground
- Ground ring

### ● Acceptable water pipe

A metal underground water pipe, at least 1/2-in. (1.3 cm) in diameter, in direct contact with the earth for at least 10 ft. (3m). The pipe must be electrically continuous (or made electrically continuous by bonding around insulated joints, plastic pipe, or plastic water meters) to the point where the protector ground wire connects. A metallic underground water pipe must be supplemented by the metal frame of the building, a concrete-encased ground, or a ground ring.

If these grounds are not available, the water pipe ground can be supplemented by one of the following types of grounds:

- Other local metal underground systems or structures — Local underground structures such as tanks and piping systems.
- Rod and pipe electrodes - A 5/8-in. (1.6 cm) solid rod or 3/4-in. (2 cm) conduit or pipe electrode driven to a minimum depth of 8 ft. (2.4 m).
- Plate electrodes — A minimum of 2 sq. ft. (0.185 sq. m) of metallic surface exposed to the exterior soil.

### ● Concrete encased ground

An electrode encased by at least 2 in. (5.1 cm) of concrete and located within and near the bottom of a concrete foundation or footing in direct contact with the earth. The electrode must be at least 20 ft. (6.1 m) of one or more steel reinforcing bars or rods, 1/2-in. (1.3 cm) in diameter, or at least 20 ft. (6.1 m) of bare solid copper, 4 AWG (26mm<sup>2</sup>) wire.

### ● Ground ring

A buried ground that encircles a building or structure at a depth of at least 2.5 ft (0.76 m) below the earth's surface. The ground ring must be at least 20 ft. (6.1 m) of 2 AWG (35 mm<sup>2</sup>), bare copper wire.

### ● Approved floor grounds

Floor grounds are those grounds on each floor of a high-rise building that are suitable for connection to the ground terminal in the riser closet and to the cabinet single-point ground terminal.

Approved floor grounds may include the following:

- Building steel
- Grounding conductor for the secondary side of the power transformer feeding the floor
- Metallic water pipes
- Power-feed metallic conduit supplying panel boards on the floor
- Grounding point specifically provided in the building for that purpose

### **WARNING:**

If the approved ground or approved floor ground can only be accessed inside a dedicated power equipment room, then connections to this ground must be made by a licensed electrician.

## Connecting the Safety Ground

Proper grounding of the G700 Media Gateway installation safeguards the system, users and service personnel by providing protection from lightning, power surges, AC mains faults, power crosses on central office trunks, and electrostatic discharge (ESD).

Local electrical installation codes must be followed when installing G700 Media Gateways.

**⚠ WARNING:**

Connection of both grounds (through the AC or DC Power Cord and the Supplementary Ground Conductor) is required for safe operation of the G700 Media Gateway.

**⚠ WARNING:**

An improper ground can cause electrical shock as well as equipment failures and service outages.

### To attach the ground wires

1. Remove the ground screw on the rear of the chassis adjacent to the ground symbol:



2. Place the ring terminal of the 10 AWG (4.0 mm<sup>2</sup>) Supplementary Ground Conductor on the screw.
3. Replace the ground screw to the chassis and securely tighten the screw such that it cannot be loosened without the use of a tool.

The ground block is provided for use with more than one G700 (or other Cajun devices) in the rack. It is usually mounted by the customer electrician.

**If the ground block has been purchased:** Proceed with step 4; otherwise, proceed with step 7.

4. Cut the Supplementary Ground Conductor (which has one end attached to the grounding screw on the chassis) to the length needed to terminate it into one of the terminals of the ground block.

Do not coil the Supplementary Ground Conductor.

5. Attach one end of the remaining 10 AWG (4mm<sup>2</sup>) ground wire to one of the terminals in the ground block and the other end to an approved ground.
6. Cut this ground wire to the length needed to reach the approved ground.

Do not coil this wire.

### If the ground block is not being used, simply:

7. Attach the Supplementary Ground Conductor to an approved ground.
8. Connect the AC power cable to the inlet receptacle on the rear of the chassis.

You have now mounted the fully equipped G700 Media Gateway in the rack, cabled units together as described in the planning documents, and connected to electrical ground conductors. When all the units are mounted, cabled, and grounded, you are ready to apply power.

---

## Connecting AC Power

For North American installations, the AC Power Cord terminates on one end with a NEMA-15P plug to connect to the AC main socket-outlet at the wall. For installations in other regions, the plug to be used must comply with the local regulations and be marked as such, be suitable for the current and voltage being used, and contain an earthing pin for connection to ground at the AC mains socket-outlet through the cord.

To prevent accidental interruption of power to the G700 Media Gateway, do not connect the G700 Media Gateway to a switch-controlled AC wall socket-outlet. In addition, Avaya Inc. highly recommends that the customer use a UPS for back-up power.

Advise your customer to verify through a licensed electrician that the ground connection at the AC outlet to be used is attached to an approved ground.

## What are the G700 AC power requirements

The G700 Media Gateway uses an auto-ranging 100-240 Vac power supply, 50 to 60 Hz, 5 A maximum at 100-120 Vac and 2 A maximum at 200-240 Vac. The AC power source must be single phase, 3-conductor (Line, Neutral and Ground) with a 15 A circuit breaker for 100-120 Vac or a 10 A circuit breaker for 200-240 Vac.

## Testing the AC Outlet

### **WARNING:**

The following recommended test equipment, tests and diagrams are intended only for North American installations at 110 to 125 Volts AC. For installations in other regions, have a licensed electrician verify the ground and voltages.

### **WARNING:**

If the AC outlet tests indicate that the power requirements are not met, your customer must contact a licensed electrician. DO NOT install the system until all requirements are met.

## What are possible AC Fault Conditions

If the AC outlet tests reveal any of the following conditions, they must be corrected BEFORE the system can be installed:

- Open ground
- Hot and neutral reversed
- Open hot
- Open neutral
- Hot and ground reversed

### **WARNING:**

Hazardous voltages are present during this test. Follow all instructions carefully when working the AC power line voltages.

## To verify ground using an Ideal 61-035 Circuit Tester (or equivalent)

1. Plug the circuit tester into the outlet that you want to test.

If the circuit is properly grounded, the yellow and white lights on the tester illuminate.

2. Unplug the tester.

### **WARNING:**

If the tester indicates any type of ground fault, your customer must contact a licensed electrician. DO NOT install the system.

## To verify voltages using a Volt-Ohm Millimeter (VOM) (U.S. and countries using 110 to 125 Vac power)

### **WARNING:**

Hazardous voltages are present during this test. Follow all instructions carefully when working with AC power line voltages.

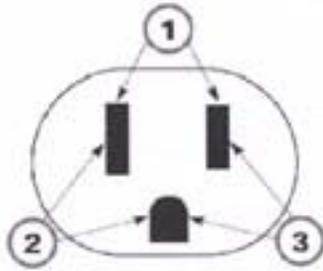
1. Ensure that the VOM is set to read Volts AC

#### **Note:**

The following example is for North American voltages (110 to 125 Vac). Use the appropriate voltages for local power.

2. Set the VOM to the lowest scale on which you can read 130 Vac.

3. Measure the AC voltages in the following order:



**Figure notes:**

1. Phase to neutral should be 110 to 125 Vac.
2. Neutral to ground should be less than 1 Vac.
3. Phase to ground should be 110 to 125 Vac.

**⚠ WARNING:**

If the voltage readings do not measure the values given, the AC outlet is improperly wired — **DO NOT INSTALL THE SYSTEM**. Advise the customer to have a licensed electrician correct the problem.

Once the ground and voltages have been verified to be correct for the installation, you are now ready to power the system.

## Plugging in AC Power

### To connect to AC power

1. Plug the power cord into the G700
2. Plug the power cord into the outlet that was tested.

**Note:**

There is no On/Off power switch on the G700 Media Gateway. The AC inlet serves as the disconnect device. To disconnect power from the G700 Media Gateway, remove the power cord plug from the AC inlet.

The G700 Media Gateway will power up. The LEDs on the media modules, the S8300 Media Server, and the G700 Media Gateway will flash at power-up. Each element will conduct a series of self-tests.

3. The LEDs on the G700 LED panel will flash, and the red ALM LED will light up until the self-tests on the G700 Media Gateway have completed.
4. The LEDs on the S8300 Media Server will light as described in the following sequence:
  - a. ALM - RED - lights up, then turns off
  - b. TEST - GREEN – lights up, then turns off
  - c. ACTIVE - YELLOW – lights up, then turns off
  - d. OK To REMOVE - GREEN - lights up, then turns off

- e. LEFT LED in SERVICES port - GREEN (10 MB link speed) lights up, then turns off
- f. LEFT LED in SERVICES port - YELLOW (100 MB link speed) lights up, then turns off
- g. RIGHT LED in SERVICES port - GREEN lights up, then turns off

When you first power up the S8300, the red Major Alarm LED will be lit. During startup, self-tests will run, after which all LEDs will be off. At this point, you can connect to the S8300. There will be another flash of LEDs when Communication Manager starts.

5. Verify the following LED's status:

- On the media modules: all LEDs are off.

**Note:**

If the initial administration of all media modules is not completed, an alarm LED will light.

- The master LED (labeled MSTR) or the system LED (labeled SYS) lights on one and only one module in the stack.
- On the G700 media gateway, the green CPU LED is illuminated, when both the P330 stack processor (Layer 2 Switching Processor) and the G700 Media Gateway Processor (MGP) are in a normal operational state.

The red ALM LED lights whenever an alarm exists in the G700 Media Gateway Processor. The ALM LED might signal either a hardware failure or a software or firmware condition that could be cleared by resetting the processor. It will also light because the license file for the S8300 has not yet been installed.

---

## Checking and Connecting DC Power

**Note:**

Perform this check procedure only if you are installing a G700 that is using the DC input-power option rather than AC input-power.

Before you connect the G700 media gateway DC feed cable to the DC power source, check the DC power source using a KS-20599 digital voltmeter (or equivalent).

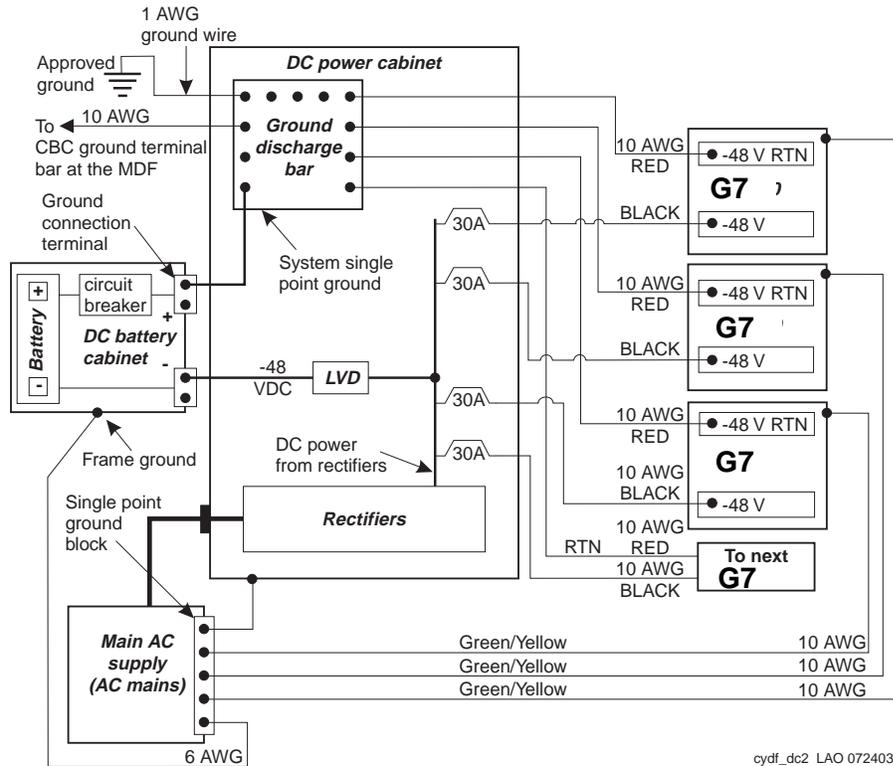
### To check DC power

1. Verify that the meter reads between -41Vdc and -56 Vdc across the -48Vdc and -48V Return distribution leads from the DC source.
2. Verify that the meter reads 0V between the -48V Return lead of the DC power source and the approved ground.
3. If either step 1 or step 2 fails the verification, **DO NOT PROCEED with step 4.**  
Request that a qualified electrician resolve the problem.

## Hardware Installation for the G700 Media Gateway and S8300 Media Server

4. Connect the DC feed cable for each G700 to the G700 chassis.
5. Connect the DC feed cable for each G700 to the DC power source.
  - a. Connect the red insulated 10 AWG lead to the -48Vdc Return (positive) source.
  - b. Connect the black insulated 10 AWG lead to the -48Vdc (negative) source.

**Figure 16: DC Wiring Diagram**



You have now completed the initial installation of the G700 Media Gateway.

## Chapter 3: Installing a New G700 with an S8300

This chapter covers the procedures to install a new Avaya G700 Media Gateway with an Avaya S8300B Media Server. The S8300 can be configured as either the primary controller or as a local survivable processor (LSP).

The new S8300 normally ships **without** Communication Manager software installed on the hard drive. The hard drive contains only the remastering program (RP) software, which remasters the hard drive and installs the Communication Manager Software from the Unity CD. To install the software, you need to have the Avaya TFTP Server installed on your laptop or use an external USB CD-ROM drive.

However, the S8300B may occasionally ship with Communication Manager software installed. In this case you must use an external USB CD-ROM drive — you cannot use the TFTP server on the laptop. See [About access to the Unity CD](#) on page 111 for more information.

The G700 ships with the firmware installed on the G700 processors and media modules. However, you may need to upgrade Communication Manager, G700 firmware, and/or media module firmware if the latest available versions are not currently installed.

### **Important:**

This installation procedure requires that TFTP server software is installed on the technician's laptop. If the TFTP server is not installed on the laptop, you can use an external USB CD-ROM drive instead.

If the S8300 is configured as an LSP, the primary controller, running Avaya Communication Manger, can be either another S8300, or an S8500 or S8700/S8710 Media Server.

### **Note:**

Procedures to install or upgrade an S8500 or S8700/S8710 Media Server are not covered in this document. See *Avaya S8300, S8500, and S8700 Media Server Library*, which is on the Avaya Support website (<http://www.avaya.com/support>) or on the CD, 555-233-825.

The steps to install an S8300 configured as an LSP are the same as the steps to install an S8300 configured as the primary controller, with the following additional considerations:

- The version of Communication Manager on the LSP must be the same as, or later than, the version running on the primary controller.
- For an LSP, you administer Communication Manager translations on the primary controller, *not* on the LSP. The primary controller then copies the translations to the LSP.

### **Tip:**

The Avaya Installation Wizard (IW) can be used to configure the server ([Configuring the S8300](#) on page 133) and install G700 firmware ([Install New Firmware on the G700](#) on page 160) after the Communication Manager software is installed.

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## Installation Overview

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### About G700 components

A P330 stack processor is built into the G700 Media Gateway. (This processor is also known as the *Layer 2 switching processor*). The G700 also contains an MGP processor, a VoIP processor, and media modules. Updating the firmware for one or more of these processors and/or media modules is a required part of most S8300 software upgrades.

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### About software and firmware files

A new S8300 Media Server should have only the remaster program (RP) software installed on its hard drive. The G700 components should have current releases of firmware installed. It may be necessary to install an update (patch) on the S8300 after installing the Communication Manager software, and/or to upgrade the G700 and media module firmware.

The file containing the S8300 software and G700 firmware has a \*.tar extension. The \*.tar file is on the “Unity” CD-ROM that you take to the site. Additional files that may be needed are the most recent versions of the software update (patch) file and G700 firmware files. You may need to obtain these files from the Avaya Support web site.

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## About access to the Unity CD

The R2.2Communication Manager software and other files needed for the R2.2upgrade are on the Unity CD that you take to the customer site.

You can make the Unity CD available to the upgrade process in one of two ways:

- **Recommended:** Place the CD in the CD-ROM drive on the technician's laptop. This method requires that the Avaya TFTP Server software (available at [support.avaya.com](http://support.avaya.com)) is installed on the technician's laptop. This method requires that the S8300B **does not** have Communication Manager software installed on its hard drive.

or,

- Place the CD in an external USB CD-ROM drive connected to one of the USB ports on the S8300 faceplate. This method works whether or not Communication Manager software is installed on the S8300B hard drive.

 **Important:**

Before you go the site, you must either have the TFTP server installed on your laptop (recommended) or have an external USB CD-ROM drive.

The new S8300B will normally not have Communication Manager software installed on its hard drive. You should check the S8300B that you will be installing (or ask the customer to check) before going to the site to determine whether you need to have the external USB CD-ROM drive. If software is not installed, the label on the hard drive will say "S8300B Hard Drive Without CM Software." If software is installed, the label will indicate the software release. If software is installed, you must use the external USB CD-ROM drive because the TFTP server on your laptop will not work.

This chapter describes the upgrade procedure with the TFTP Server software installed on the laptop and using the laptop CD-ROM drive as source of the upgrade software. For instructions on obtaining and installing the Avaya TFTP Server, see [Appendix D: Install the Avaya TFTP Server](#)

## System Access

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### What provides initial access to the G700

Before the P330 stack processor is configured with an IP address, the only way to access it is with a direct connection from your laptop to the Console port on the G700. With this connection, you can assign the IP addresses to the G700 processors, which can then be accessed over the customer LAN.

### How is normal access to the S8300 and G700 provided

You can access the S8300 and G700 in several ways with either a direct connection or LAN connection.

**Note:**

Before the Upgrade Tool can be used to upgrade software on an LSP or firmware on a G700, as summarized below, the LSP must be administered on the primary controller.

### Connecting directly to a target S8300

If you are at the location of the target S8300 (primary or LSP), you can connect directly to the S8300 Services port.

#### To install or upgrade directly

1. Install the S8300 software by:
  - Opening the Web interface and using the Avaya Installation Wizard
  - or,
  - Opening the Web interface and using the main menu
2. Upgrade the G700 firmware by:
  - Opening the Web interface and using the Avaya Installation Wizard or the Upgrade Tool
  - or,
  - Opening a telnet session to the S8300, and then telnet to the P330 stack processor

## Connecting directly to the remote primary server (S8300, S8500, or S8700)

In this case, the target S8300 is an LSP. If you are at the location of the remote primary server, you can connect directly to the remote server's Services port.

### To install or upgrade the target LSP remotely

1. Install the S8300 (LSP) software by:
  - Opening the Web interface and using the Avaya Installation Wizard or Upgrade Tool
2. Upgrade the G700 firmware by:
  - Opening the Web interface and using the Avaya Installation Wizard or Upgrade Tool
  - or,
  - Opening a telnet session to the primary server and then telnet to the P330 stack processor and perform the installation commands

**Note:**

For direct connections, the TFTP server must be on the Customer LAN, not on your laptop.

## Connecting using the customer's LAN

If you can connect to the customer's LAN, you can:

1. Install the S8300 software by:
  - Opening the Web interface on the S8300 and using the Avaya Installation Wizard
  - or,
  - Opening the Web interface on the S8300 and using the main menu
2. Upgrade the G700 firmware by:
  - Opening the Web interface on the primary server and using the Avaya Installation Wizard or Upgrade Tool
  - or,
  - Opening a telnet session to the P330 stack processor and perform the installation commands

**Note:**

For LAN connections, the TFTP server can be your laptop or a customer computer on the LAN.

See [About Connection and Login Methods](#) on page 45 for details on how physically to connect and log into the G700.

## Before Going to the Customer Site

The procedures in this section should be completed before going to the customer site or before starting a remote installation.

Perform the following pre-installation tasks:

[Upgrading to release 2.2 \(Install TFTP server or obtain USB CD-ROM drive\)](#)

[Collecting Upgrade Information](#)

[Obtaining update \(patch\) files, if needed](#)

[If using IA770, obtaining update and language files](#)

[Completing the RFA process \(Obtaining license and password file\)](#)

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## Upgrading to release 2.2 (Install TFTP server or obtain USB CD-ROM drive)

Upgrading Communication Manager on an S8300 to release 2.2 requires remastering the S8300B hard drive. After remastering the drive, the remastering program looks for the Communication Manager software files on:

- Your laptop if a TFTP server is installed
- or,
- An external USB CD-ROM drive

You must have the Avaya TFTP server software installed on your laptop or take a USB CD-ROM drive to the site. If you do not already have the Avaya TFTP server installed on your laptop, you can obtain the software from the Avaya Support website and install it as described in [Appendix D: Install the Avaya TFTP Server](#).

 **Important:**

If the new S8300B that you will be installing has Communication Manager software installed on its hard drive, you must use an external USB CD-ROM drive instead of the TFTP server on your laptop. See [About access to the Unity CD](#) on page 111.

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## Collecting Upgrade Information

### Planning Forms that the Project Manager provides

The project manager should provide you with forms that contain all the information needed to prepare for this installation. The information primarily consists of:

- IP addresses
- Subnet mask addresses
- Logins and passwords
- People to contact
- The type of system
- Equipment you need to install

Verify that the information provided by the project manager includes all the information requested in your planning forms.



[Appendix B: Information Checklists](#), provides several checklists to help you gather the installation and upgrade information.

### Getting the Serial Number of the G700, if Necessary

For a new installation of a G700 with an S8300, you need the serial number of the G700 Media Gateway in order to complete the creation of the customer's license file on the [rfa.avaya.com](http://rfa.avaya.com) web site. To get this number, look for the serial number sticker on the back of the G700 chassis. If the unit is delivered directly to the customer and you will not have phone or LAN line access from the customer site to access the [rfa.avaya.com](http://rfa.avaya.com) web site, this task will require a preliminary trip to the customer site.

### Checking the FTP Server for Backing up Data

During the installation and upgrade procedures, you will need to back up the system data to an FTP server. Normally, you will use an FTP server on the customer's LAN for backups.

To do this, you will need information on how to get to the backup location:

- Login ID and password
- IP address
- Directory path on the FTP server

Check with your project manager or the customer for this information.



### **Important:**

Before going to the customer site, make sure that you can use a customer server for backups.

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## Obtaining update (patch) files, if needed

If one or more updates are required for this installation or upgrade procedure, and the update files are not on your software CD, download the update files from the Avaya Support web site to your laptop.

Updates may or may not be needed, depending on the release of Communication Manager. For both new installations and upgrades, you may need to install an update after the installation or upgrade. For an upgrade, you may need an update before the upgrade as well.

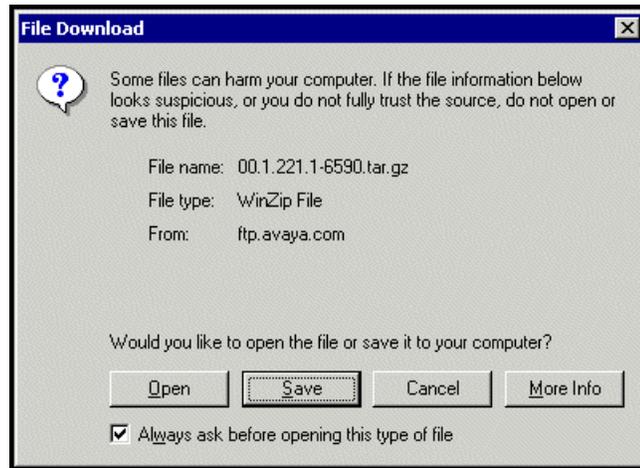
### To perform a pre-upgrade update

1. On your laptop, create a directory to store the file (for example, c:\S8300download).
2. Connect to the LAN using a browser on your laptop or the customer's PC and access <http://www.avaya.com/support> on the Internet to copy the required Communication Manager update file to the laptop.
3. At the Avaya support site, select the following links:
  - a. **Software & Firmware Downloads**
  - b. **S8300 Media Server**
  - c. **Software Downloads**
4. In the **Software Downloads** list, click on the link for the appropriate Communication Manager release (for example, **Avaya Communication Manager Software Updates for 2.0.1**).
5. On the **Document Preview/Software Updates** page, find a link called **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release number).

After this link, there should be a link starting with "PCN: " Click on this link to read about the release and software load to which this update applies.
6. Click on **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release that is currently running on the S8300).

The File Download window displays.

## File download window



7. Click the **Save** button and browse to the directory on your laptop in which you want the file saved.

---

## If using IA770, obtaining update and language files

If IA700 will be installed, determine whether an update (patch) is needed and/or optional languages are used. If so, obtain the data files.

### Obtaining an IA770 update file

If an IA770 update is required after the upgrade, obtain the update file from the Avaya Support web site.

#### To obtain an IA770 update file

1. On the Avaya Support website, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.
4. Under Software Download, double click on the update for this release. For example, **IA 770 INTUITY AUDIX Embedded Messaging Application Patches for 1.3**.
5. Double click on the update file name. For example, **C6039rf+c.rpm**
6. Click on Save and browse to the location on your laptop where you want to save the file.

## Obtaining Optional language files

Optional languages are any language other than English (*us-eng* or *us-tdd*). If optional languages will be used with this IA770, you will download the appropriate language files from a language CD. The customer should have the language CDs at the site. If not, you need to obtain the appropriate language CDs and take them to the site.

---

## If using IA770, obtain Ethernet interface IP address and subnet mask

If IA770 Integrated Messaging is to be installed, you must obtain an IP address and subnet mask to be used for the Ethernet interface for the H.323 integration. The subnet mask must be the same as that used for the media server (control network), and is entered on the Configure Server Web screen when you configure the S8300.

---

## Completing the RFA process (Obtaining license and password file)

Every S8300 media server and local survivable processor (LSP) requires a current and correct version of a license file in order to provide the expected call-processing service.

The license file specifies the features and services that are available on the S8300 media server, such as the number of ports purchased. The license file contains a software version number, hardware serial number, expiration date, and feature mask. The license file is reinstalled to add or remove call-processing features. New license files may be required when upgrade software is installed.

The Avaya authentication file contains the logins and passwords to access the S8300 media server. This file is updated regularly by Avaya services personnel, if the customer has a maintenance contract. All access to Communication Manager from any login is blocked unless a valid authentication file is present on the S8300 media server.

A new license file and the Avaya authentication file may be installed independently of each other or any other server upgrades.

**Note:**

For an upgrade, you do not normally need to install a new authentication file (with a .pwd extension). However, if one is required, follow the same steps as with a license file.

## Downloading license file and Communication Manager versions for an LSP

The license file of the S8300 as a Local Survivable Processor must have a feature set that is equal to or greater than that of the media server that acts as primary controller (an S8300, S8500, S8700, S8710, or Blade Server). This is necessary so that if control passes to the LSP, it can allow the same level of call processing as that of the primary controller.

Additionally, the LSP must have a version of Communication Manager that is the same as, or later than, that of the primary controller.

### Note:

The license file requirements of the LSP should be identified in your planning documentation.

## To download the license file to your laptop



Additional documentation on creating license files can be found on the RFA web site: <http://rfa.avaya.com>.

1. Use Windows File Explorer or another file management program to create a directory on your laptop for storing license and authentication files (for example, C:\licenses).
2. Access the Internet from your laptop and go to Remote Feature Activation web site, [rfa.avaya.com](http://rfa.avaya.com).
3. Use the System ID, the SAP ID of the customer, or the SAP ID of the switch order to locate the license and authentication files for the customer.
4. Check that the license and authentication files are complete.  
You might need to add the serial number of the customer's G700.
5. If the files are not complete, complete them.
6. Use the download or E-mail capabilities of the RFA web site to download the license and authentication files to your laptop.

## Running the Automatic Registration Tool (ART) for the INADS IP address, if necessary

This step is necessary only if the configuration of the customer's INADS alarming modem has changed.

### Note:

**Business Partners** call 800-295-0099. ART is available only to Avaya associates.

## Installing a New G700 with an S8300

The ART tool is a software tool that generates an IP address for a customer's INADS alarming modem. This IP address is required for configuring the S8300's modem for alarming.

### Note:

You must generate a license and authentication file before you use the ART tool. Also, the ART process is available *only* to Avaya personnel. You need an ART login ID and password, which you can set up at the ART web site. Non-Avaya personnel must contact their service support or customer care center for INADS addresses, if required.

### To run the ART

1. Access the ART web site on your laptop at <http://art.dr.avaya.com>.
2. Select **Administer S8x00 Server products for installation script**.
  - a. Log in.
  - b. Enter the customer information.
  - c. Select **Installation Script**.
  - d. Click **Start Installation script & IP Addr Admin**.

A script file is created and downloaded or emailed to you.

3. You can use the installation script to set up an IP address and other alarming parameters automatically.

### Obtaining the static *craft* password (Avaya technicians only)

After installing new software and new Authentication file, you will need to use a static craft password to access the customer's system. This static password will enable you to log in to the S8300 with a direct connection to the Services port without the ASG challenge/response. To obtain the static password, call the ASG Conversant number, 800-248-1234 or 720-444-5557 and follow the prompts to get the password. In addition to your credentials, you will need to enter the customer's Product ID or the FL or IL number.

**Business Partners** must use the *dadmin* password. Call 877-295-0099 for more information.

---

## Install the S8300

---

### Inserting the S8300

#### To insert the S8300

 **CAUTION:**

Be sure to wear a properly grounded ESD wrist strap when handling the S8300 Media Server. Place all components on a grounded, static-free surface when working on them. When picking up the hard drive, be sure to hold it only on the edges.

1. When inserting the S8300 circuit pack, the LED module (above slot V1) must also be removed or inserted together with the S8300.

Disengage the LED module and the S8300 circuit pack and remove them together from the G700.

2. The LED panel (above slot V1) must be inserted together with the S8300 circuit pack.
  - a. Insert both the LED panel and S8300 circuit pack about 1/3 of the way into the guides (the guides are in slot V1 for the S8300 and above slot V1 for the LED panel).
  - b. Push both circuit packs (together) back into the guides, gently and firmly, until the front of each circuit pack aligns with the front of the G700.
3. Secure the S8300 faceplate with the thumb screws.

Tighten the thumb screws with a screw driver.
4. Power up the G700 by plugging in the power cord.
5. Connect the laptop to the Services port on the faceplate of the S8300.

---

## Installing Communication Manager Software

### Setting telnet parameters

The Microsoft telnet application may be set to send a carriage return (CR) and line feed (LF) each time you press **Enter**. The installation program interprets this as two key presses. You need to correct this before you telnet to the server.

**Note:**

This procedure is done entirely on your laptop, not on the S8300.

### To set telnet parameters

1. Click **Start > Run** to open the Run dialog box.
2. Type `telnet` and press **Enter** to open a Microsoft Telnet session.
3. Type `unset crlf` and press **Enter**.
4. Type `display` and press **Enter** to confirm that `Sending only CR` is set.
5. Close the window by clicking on the **X** in the upper-right corner.

This resets your Microsoft telnet defaults and does not need to be done each time you use Telnet.

## Remastering the hard drive and installing the software

### To do before you start the upgrade

1. Verify that the S8300B is inserted in slot V1.
2. Verify good AC power connections to the G700.
3. Avaya recommends using a UPS backup for media servers.  
If a UPS is present, make sure the G700 is plugged into the UPS.
4. Verify that all Ethernet connections are secure, to ensure the file transfer process is not interrupted.
5. Insert the Unity CD in the CD-ROM drive:
  - If TFTP server software is installed on your laptop, **start the TFTP server program** (TFTPServer32.exe), and insert the Communication Manager unity CD in the laptop's CD drive.

#### **CAUTION:**

Verify good AC power connections to the laptop. Do not attempt a remastering using only the laptop's battery power.

#### **Note:**

Shut down all applications on the laptop except for the TFTP server and the telnet client. Other background applications can overly use laptop resources.

**Note:**

Ensure that the **Outbound file** path is set to the root of your laptop's CD-ROM drive. (For example, D:\)

To check:

- i. Open the **System** menu in the TFTP server program
- ii. Select **Setup**
- iii. Open the **Outbound** tab.
- iv. To change the **Outbound file** path, click the **Browser** button and select the **CD** drive.

or,

- If your laptop does not have TFTP server software installed, attach an external USB CD-ROM drive to one of the USB ports on the S8300B and insert the Unity CD in the drive.

**To begin the upgrade**

1. Click **Start > Run** to open the **Run** dialog box.

2. Type `telnet 192.11.13.6` and press **Enter**.

The first RP screen should display.

### **NOTE: If you get the login prompt instead of the RP screen**

If the telnet login prompt appears instead of the RP screen, the hard drive contains a Communication Manager software release. In this case, if you have a USB CD-ROM drive, connect the drive to a USB port on the S8300 and insert the unity CD. Then log in to the telnet session (using the initial *craft* login) and use the **Shutdown Server** feature on the Maintenance Web Interface to reboot the system. After the reboot completes, telnet to 192.11.13.6 and the RP screen should now be displayed.

If you do not have the USB CD-ROM, you cannot proceed with the upgrade procedure described in this chapter. However, you can upgrade the Communication Manager software using the procedure described in [Chapter 6: Upgrading an Existing S8300B to R2.x](#) and then return to this chapter.

### **To upgrade using the procedure in [Chapter 6: Upgrading an Existing S8300B to R2.x](#)**

1. Complete the procedures starting at [Installing new license and authentication files, if necessary](#) on page 336 and ending with [Making the upgrade permanent](#) on page 351. Note that you must have a copy of the license and authentication files on your laptop and install them before doing the upgrade.
2. Return to this chapter and complete the procedures starting with [Verifying software version](#) on page 275, using the initial *craft* login.
3. Complete all the remaining procedures **except** installation of the license and authentication files, which was done in step 1.

Alternatively, you can obtain a USB CD-ROM drive or an S8300B with only the RP software and proceed from [Remastering the hard drive and installing the upgrade software](#) on page 269.

## The first RP screen



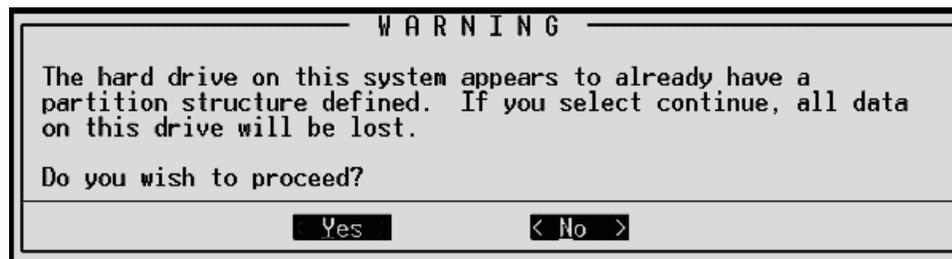
### Tip:

To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

4. Select **Install** and press **Enter**.

If a **Warning** screen appears,

## RP Warning screen



select **Yes** and press **Enter**.

### Note:

At this point, the installation script looks for the Unity CD either on your laptop or in a CD drive connected to the USB port. If you do not have the TFTP server running on the laptop, and a CD drive is not attached to a USB port, you will see the **Select Installation Media** screen:

### The Select Installation Media screen

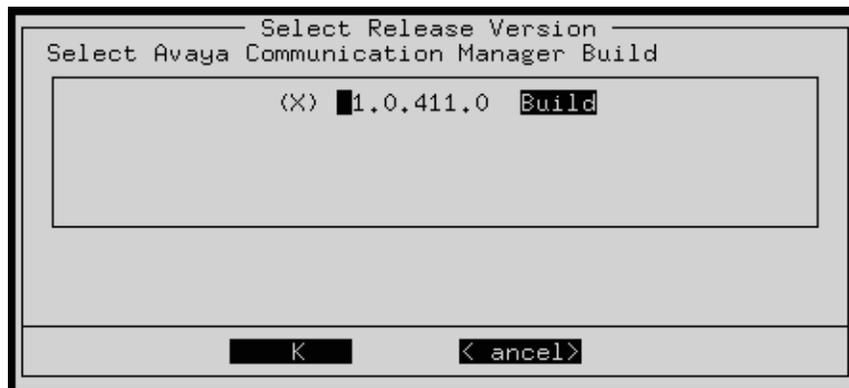


If you see the Select Installation Media screen:

- a. Start up the TFTP server on your laptop, or connect a USB CD-ROM drive to one of the USB ports.
- b. Insert the unity CD in the laptop or USB drive.
- c. Select either **TFTP** or **CDROM**.
- d. Select **OK**, and press **Enter**.

The **Select Release Version** screen appears.

### The Select Release Version screen



5. Select the appropriate release version (if more than one) then select **OK** and press **Enter**.

At this point, the following processes are initiated:

- a. The S8300 hard drive is reformatted.
- b. The Linux operating system is installed.
- c. Once the drive is properly configured, the program begins installing Communication Manager software and reports the progress.

## Communication Manager installation progress

```

21:26:38 | copying iputils-20020124-8.i386.rpm
21:26:38 | copying libattr-2.0.8-3.i386.rpm
21:26:38 | copying libcap-1.10-12.i386.rpm
21:26:39 | copying libelf-0.8.2-2.i386.rpm
21:26:39 | copying libgcc-3.2-7.i386.rpm
21:26:39 | copying libjpeg-6b-21.i386.rpm
21:26:39 | copying libtermcap-2.0.8-31.i386.rpm
21:26:39 | copying libtool-libs-1.4.2-12.i386.rpm
21:26:39 | copying losetup-2.11r-10.i386.rpm
21:26:39 | copying lrzsz-0.12.20-14.i386.rpm
21:26:39 | copying lsof-4.69-2.i386.rpm
21:26:39 | copying ltrace-0.3.10-12.i386.rpm
21:26:39 | copying mailx-8.1.1-26.i386.rpm
21:26:39 | copying mingetty-1.00-3.i386.rpm
21:26:39 | copying mktmp-1.5-16.i386.rpm
21:26:39 | copying ncompress-4.2.4-31.i386.rpm
21:26:39 | copying net-tools-1.60-7.i386.rpm
21:26:40 | copying patch-2.5.4-14.i386.rpm
21:26:40 | copying pcre-3.9-5.i386.rpm
21:26:40 | copying popt-1.8-0.69AV1.i386.rpm
21:26:40 | copying rdate-1.2-5.i386.rpm
21:26:40 | copying rusers-0.17-21.i386.rpm
21:26:40 | copying setserial-2.17-9.i386.rpm

```

These processes take 15–30 minutes. When the media server is ready to reboot, the following screen flashes for about 5 seconds.

### Software and firmware update reminder



When the installation is complete, the CD drive door opens and the system reboots automatically. The reboot takes 1–3 minutes.

In the event you used the laptop TFTP server and you have a problem with power and the S8300 does not reboot, there are two methods of recovery:

- Use the USB CD-ROM to plug into the S8300 and repeat the remastering process using the Unity CD.

## Installing a New G700 with an S8300

- Arrange access to another hard drive (comcode 700307028) should it be necessary to perform the TFTP remaster procedure on it.

### Tip:

You can use the Avaya Installation Wizard to perform all of the following procedures up to [Configure the G700 Media Gateway](#) on page 150.

---

## Verifying Software Version

### Note:

Since the system is now running a new software release, you must login with the **initial craft ID and password**. (You cannot use **dadmin** at this point.)

### To verify the software version:

1. Log on to Integrated Management and launch the Maintenance Web Interface.
2. Under Server, click **Software Version**.
3. Verify that the media server is running Release 2.2software.

The **Report as:** string should show **R012x.01** at the beginning of the string. For example, **R012x.01.0.411.1**.

### Tip:

Normally, you would need to use the Make Upgrade Permanent function on the Web Interface at this point. However, this is not necessary for this upgrade because there is no previous software version in the alternate partition.

---

## Copying Files to the S8300 hard drive

During reformatting of the hard drive, a new directory, `/var/home/ftp/pub`, was created. For release 2.0 and later, this `pub` directory will be used in place of the `/var/home/ftp` directory that was used in previous releases.

You must copy the remaining required files to the `pub` directory on the S8300 hard drive. This includes, but is not limited to:

- Post-upgrade software update (patch)
- License file
- Avaya authentication file
- New firmware files

## To copy files to the S8300 hard drive

1. Log on to Integrated Management and launch the Maintenance Web Interface.

**Note:**

Since the system is now running a new software release, you must login with the **initial craft ID and password**. (You cannot use **dadmin** at this point.)

2. Under Miscellaneous click **Download Files**.

### Download Files screen

**Download Files**

The Download Files Web page lets you download files to the media server.

File(s) to download from the machine I'm using to connect to the server

File(s) to download from the LAN using URL

Proxy Server  (e.g proxy.domain:3152)

Install this file on the local server  
 \*\*If the above box is checked, you may specify only one file for downloading.

3. Select "Files to download from the machine I'm using to connect to the server" and browse to each file you want to copy to the S8300. Leave the "Install this file on the local server" checkbox **unchecked**.

If you need to download an IP Telephone firmware file, download this file last with the "Install this file on the local server" checkbox **checked**.

**Note:**

To manually FTP files from your laptop to `/var/home/ftp/pub`, you must change the directory to `pub` after starting ftp and logging in; that is, type `cd pub`.

## Installing a New G700 with an S8300

4. Click on **Download** to copy the files to the S8300. The transfer is complete when you see the message,

**Files have been successfully uploaded to the server**



**Important:**

Remove the Unity CD from the CD drive.

---

## Verifying the Time, Date, and Time Zone

**To verify the Time, Date, and Time Zone:**

1. Under Server click **Server Date/Time**.

**Server Date/Time Window**

**Server Date/Time**

The Server Date/Time Web page lets you reset date and time when the server is used as its own time source.

The current time is: **Wed Aug 20 19:10:00 MDT 2003**

Date  (mm/dd/yyyy)

Select time  (hh:mm)  
*Use 24-hour format*

Time Zone  
America/Denver  
America/Detroit  
America/Dominica  
America/Edmonton  
America/Eirunepi  
America/El\_Salvador  
America/Ensenada  
America/Fort\_Wayne

**Submit** **Help**

2. Verify or set the media server's time close enough to the NTS's time, date, and time zone that synchronization can occur (within about 5 minutes).

## Installing License and Authentication Files

**To install license and authentication files**

1. Under Security, select **License File**.

The **License File** screen displays.

## License File Screen

**License File**

The License File Web page allows installation of Avaya license files.

CommunicaMgr License Mode: Normal  
 Network used for License: Carrier MGP  
 License Serial Number is 01DR12310260 on carrier MGP

Undo last install  
 Install the license file I previously downloaded  
 Install the license file specified below

File Path

URL

Proxy Server  e.g proxy.domain:3152)

2. Select "Install the license file I previously downloaded" and click **Submit**.

The system tells you the license is installed successfully.

3. Under Security, select **Authentication File**.

The **Authentication File** screen displays.

## Install Authentication Screen

**Authentication File**

The Authentication File Web page allows installation of Avaya authentication files.

Install the Authentication file I previously downloaded  
 Install the Authentication file I specified below

File Path

URL

Proxy Server  (e.g. proxy.domain:3152)

4. Select "Install the Authentication file I previously downloaded" and click **Install**.

The system tells you the authentication is installed successfully

## Saving Translations

**Note:**

**Skip** this procedure if the S8300 is an LSP.

### To save translations

1. In a telnet session, open a SAT session, and log in again as *craft* (or *dadmin*).
2. At the SAT prompt, type `save translation` and press **Enter**.

When the save is finished, the system displays the message:

**Command successfully completed**

---

## Installing Communication Manager update (patch) files, if any

**Note:**

**Skip** this procedure if there are no Communication Manager update files to install.

### To install Communication Manager update files

1. From your laptop, open a telnet session to the S8300.

If IA770 will be used with this system, the IA770 software is automatically installed after the Communication Manager software is installed. If the IA770 installation has not completed, the following warning screen will appear.

```
Red Hat Linux release 8.0 (Psyche)
Kernel 2.4.20-AV7 on an i686
Login: craft
Password:
Last login: Fri Oct 31 09:46:17 from services-laptop

WARNING

CHIA Installation in progress
ACM must remain stopped until completed.
NIS Logins are unavailable during install
Suppress alarm origination? (y/n) [y] █
```

 **CAUTION:**

If this warning screen appears, close the telnet session, wait about 5 minutes, and try again.

2. At the telnet prompt, type `cd /var/home/ftp/pub` and press **Enter** to access the FTP directory.
3. At the prompt, type `ls -ltr` and press **Enter** to list files in the FTP directory.  
The S8300 displays a list of files in the FTP directory.
4. Verify that the directory contains the update .tar.gz file you have uploaded, if any.
5. Type `update_unpack <update> .tar.gz`, and press **Enter**,  
where `<update>` is the release or issue number of the latest update file (for example, `00.0.218.4-1003.tar.gz`).
6. Type `update_show` again and press **Enter** to list Communication Manager files.  
Verify the new software file was installed.
7. Type `update_activate <update>`, and press **Enter**,  
where `<update>` is the release or issue number of the latest update file (for example, `00.0.218.4-1003`). Do *not* use the .tar.gz extension at the end of the file name.  
The S8300 goes through a software **reset system 4**. The S8300 also may display the message:  

```
/opt/ecs/sbin/drestart 1 4 command failed
```

  
Ignore this message. You must wait until the restart/reset has completed before entering additional commands.  
The S8300 displays a message that the update was applied.
8. Type `update_show` again and press **Enter** to list Communication Manager files.  
Verify the new software file was applied.

---

## Configuring the S8300

### Tip:

You can use the Avaya Installation Wizard to complete this procedure.

### To configure the S8300 server using the Maintenance Web Interface

#### CAUTION:

For a new installation, be sure you have set the time and timezone before proceeding. Failure to do so may cause network problems later.

1. On the S8300 Web page main menu, click on **Configure Server** under Server Configuration and Upgrade. The system displays the **Configure Server** screen.

## Configure Server Screen

**Configure Server**

**Steps**

- Review Notices**
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP
- Set Static Routes
- Configure Time Server
- Set Modem Interface
- Update System

**Review Notices**

 **WARNING:** The following Web pages guide you through the process of configuring this server. To correctly configure this server, you must complete all steps in this sequence. Some parts of the configuration take effect immediately. Other parts do not change until the process is complete. If you do not complete all steps, the server will not function properly.

The configuration process runs in a separate browser window in front of the main browser window. The list to the left of this window shows the steps in the process. The blue bar highlights the step that you are currently completing. You can return to the main browser window at any time.

Before you begin, you must have the following information:

- ◆ IP address for this server.
- ◆ Host name for this server
- ◆ Function assignment and configuration information for each operational ethernet interface.
- ◆ IP addresses of UPS units.
- ◆ DNS configuration (if used).
- ◆ DHCP server configuration (if used).
- ◆ Configuration data for static network routes (if used).
- ◆ Network Time Server configuration data.
- ◆ Modem return route data from Avaya Services (if Avaya Services supports this server).

Click CONTINUE to proceed.

**Continue** **Help**

2. Click **Continue**.

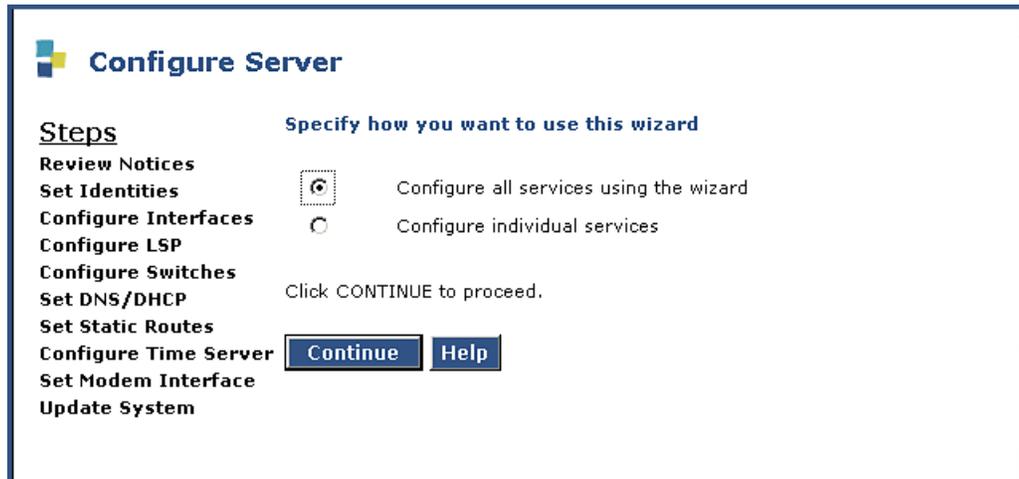
The system displays the **Back Up Data Notice** screen. Do one of the following options:

- For a new installation, a backup at this point is unnecessary. Perform a backup after the installation.
- For an upgrade, perform the backup, as described in [To back up the system](#) on page 191.

3. Click **Continue**.

The **Select Method** screen appears.

## Select Method Screen



4. Click **Configure all services using the wizard**.

With this option, the wizard guides you through the screens to configure all of the IP services.

**Note:**

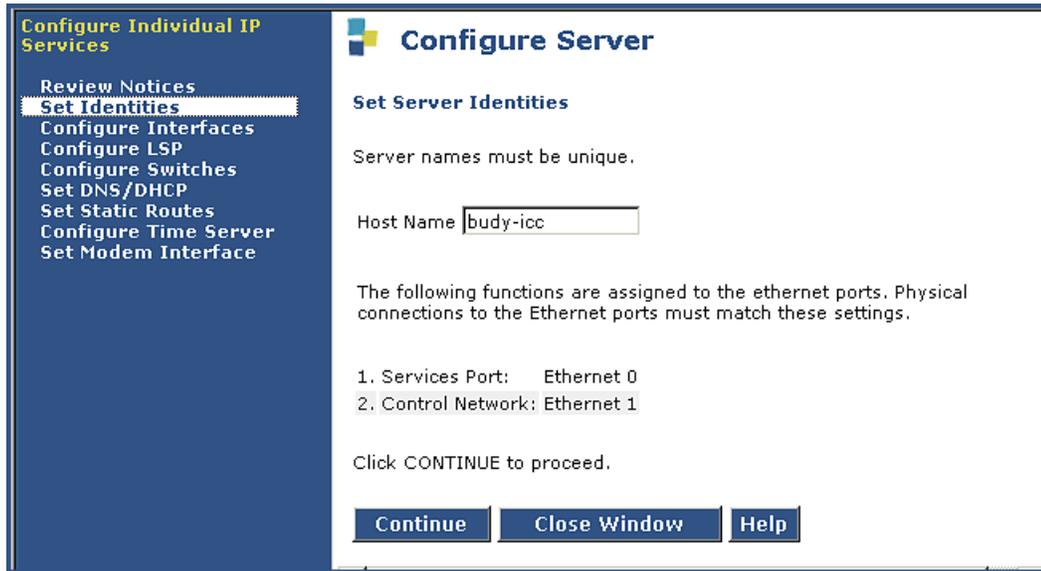
This option is for the built-in configuration wizard, *not* the Avaya Installation Wizard (IW).

If you are upgrading an existing system, you may also click **Configure individual services**. This method is useful after an initial configuration has been completed and one or more services need to be changed.

5. Click **Continue**.

The **Set Server Identities** screen appears.

## Set Server Identities Screen



6. Enter the host name for this server in the **Host Name** field (see your planning forms).  
The host name uniquely identifies this server.

**! CAUTION:**

If the S8300 on the G700 is hosting an IA 770 INTUITY AUDIX Messaging Application *with Digital Networking*, the name *must* be 10 characters or less.

**Note:**

The screen also lists the current physical cabling to the server. For example, the Services laptop is connected to Ethernet interface 0. Ethernet functions are fixed on the S8300 media server and cannot be changed.

7. Click **Continue**.

The **Configure Ethernet Interfaces** screen appears.

## Configure Ethernet Interfaces Screen

**Configure Individual IP Services**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP
- Set Static Routes
- Configure Time Server
- Set Modem Interface

**Configure Server**

**Configure Ethernet Interfaces**

**Ethernet 0: Laptop**

IP address 192.11.13.6  
Subnet mask 255.255.255.252

**Ethernet 1: Control Network**

IP address server1 (redtail)   
Gateway   
Subnet mask   
Speed (Current speed : 100 Megabit full duplex) AUTO SENSE

**Ethernet 1: Integrated Messaging**

IP address server1 (redtail)   
Subnet mask

Click CHANGE to change values.

8. Use your planning forms to complete the fields for the:

- **Ethernet 1: Control Network**

- **IP Address server1 (*hostname*)** assigned to the S8300 Media Server. Check your planning forms.
- **Gateway** with the IP address of the default gateway of the subnet.
- **Subnet mask** with the value of the subnet mask of the hosting subnet.
- **Speed** which should be set to Auto Sense.

- **Ethernet 1: Integrated Messaging**

- **IP Address server1 (*hostname*)** assigned to Integrated Messaging. Check your planning forms.
- **Subnet mask** with the *same* value as the subnet mask of the hosting media server.

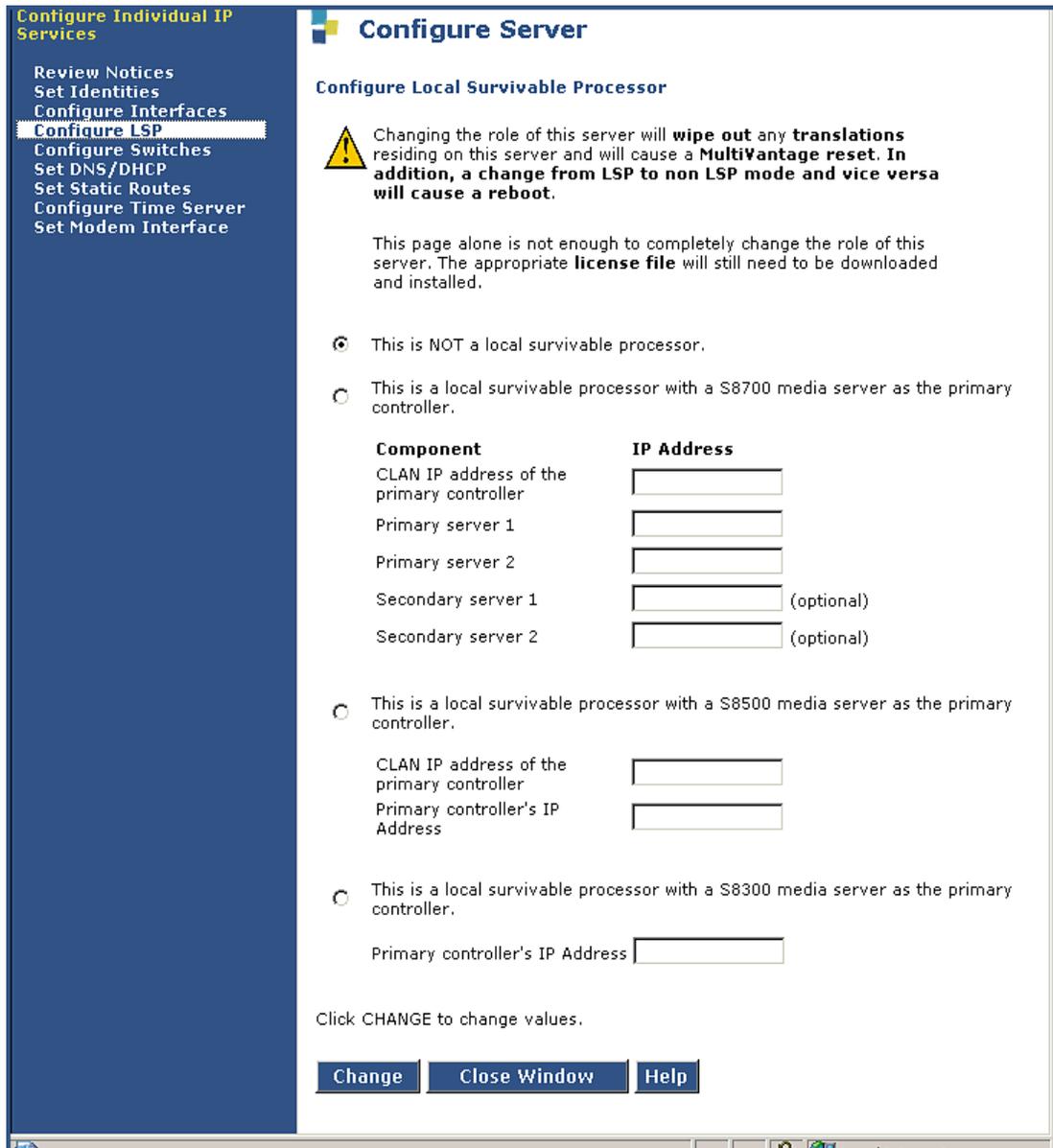
**! CAUTION:**

Do not guess on the addresses on this screen. If you enter the wrong addresses, Integrated Messaging will not be installed, service will be disrupted across the customer's network and may be difficult to correct.

9. Click **Continue**.

The **Configure Local Survivable Processor** screen appears.

### Configure Local Survivable Processor Screen



10. Select one of the following options:

- This is NOT a local survivable processor.
- This is a local survivable processor (LSP) with an S8700/S8710 media server as the primary controller.
- This is a local survivable processor (LSP) with an S8500 media server as the primary controller.
- This is a local survivable processor with a S8300 media server as the primary controller.

11. If you clicked the LSP option with an S8500 or S8700/S8710, complete the additional fields as follows:

**CLAN IP address of the primary controller** — the IP address of any CLAN board in the S8700/S8710 media server configuration.

**IP address of server 1 (required)** — the IP address of the primary S8700/S8710 server.

**IP address of server 2 (optional)** — the IP address of the duplicated primary S8700/S8710 server. If server 2 is present, this specific IP address must also be entered.

**IP address of secondary server 1 (optional)** — the IP address of the secondary S8700/S8710 server.

**IP address of secondary server 2 (optional)** — the IP address of the duplicated secondary S8700/S8710 server

**Note:**

The CLAN boards must be TN799DP running version 5 or greater firmware. Be sure to check the firmware version for these boards on the S8500 or S8700/S8710. For information on how to upgrade the firmware on the S8500 or S8700/S8710, please see the section "Upgrade Firmware in Selected Port Cabinet Packs" in *Upgrading the Avaya Media Server Configuration* in the S8700/S8710 documentation portion of this documentation CD (*Avaya S8300, S8500, and S8700 Media Server Library CD, 555-233-825*).

12. If you clicked the LSP option with an S8300, simply enter the IP address of the S8300 server.
13. Click **Continue**.

The **Ethernet Adjuncts** screen appears.

### Ethernet Adjuncts Screen

**Configure Individual IP Services**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches**
- Set DNS/DHCP
- Set Static Routes
- Configure Time Server
- Set Modem Interface

**Configure Server**

**Ethernet Adjuncts**

**UPS**

Number of UPS Units

UPS 1

IP Address

SNMP GET

SNMP SET

Click CHANGE to change values.

## Installing a New G700 with an S8300

14. In the **Number of UPS Units** field, select the number of Uninterruptible Power Supplies (UPS) units connected to the S8300 Media Server.

This number is usually **0** or **1**.

15. If you enter **1** in the **Number of UPS Units** field, enter its IP address in the **UPS 1 IP Address** field.

The system will use this address to trap power loss signals from the UPS.

16. (Optional) If you enter **1** in the **Number of UPS Units** field, enter the SNMP community strings for the UPS in the **SNMP GET** and **SET** fields.

17. Click **Continue**.

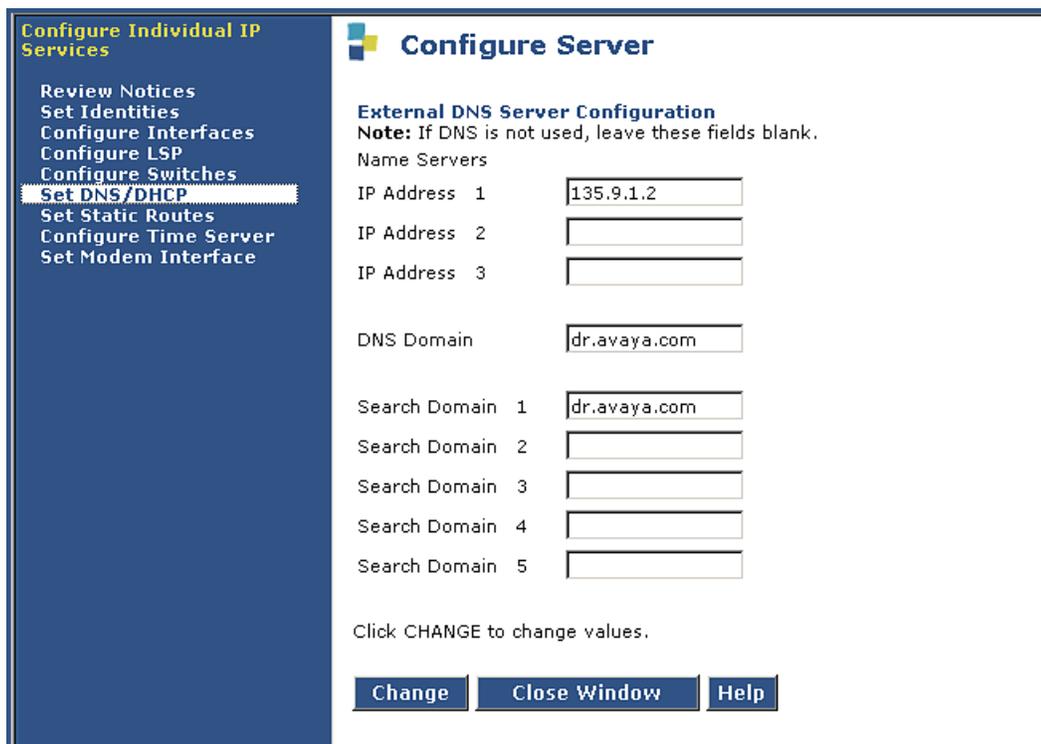
The **External DNS Server Configuration** screen appears.

Most corporate networks have one or more domain name service (DNS) servers that associate an IP address with a device's name. When the DNS is administered with the S8300 Media Server name, you will be able to access the S8300 server by name as well as IP address over the corporate network.

### **CAUTION:**

If you configure an external DNS server, the DNS will be an extra device that, if not working properly, can cause delays in S8300 access.

## External DNS Server Configuration Screen



**Configure Individual IP Services**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP**
- Set Static Routes
- Configure Time Server
- Set Modem Interface

### Configure Server

#### External DNS Server Configuration

**Note:** If DNS is not used, leave these fields blank.

Name Servers

|              |  |
|--------------|--|
| IP Address 1 | <input type="text" value="135.9.1.2"/> |
| IP Address 2 | <input type="text"/>                   |
| IP Address 3 | <input type="text"/>                   |

DNS Domain

Search Domain 1

Search Domain 2

Search Domain 3

Search Domain 4

Search Domain 5

Click CHANGE to change values.

18. Enter the appropriate IP addresses from your planning documentation.

Complete the following fields:

- In the **Name Servers** fields, enter the IP addresses for up to 3 DNS servers on the corporate network.

The S8300 Media Server checks the DNS servers in the order in which their addresses are entered for name-to-IP address resolution.

- In the **DNS Domain** field, enter the name for the part of the network on which the DNS server(s) reside (for example, *mycompany.com*).

Internet domains are sets of addresses generally organized by location or purpose.

- In the **Search Domain** fields, **1 to 5**, enter the names of the domains that will be searched, in order, if a user enters an unqualified or incomplete name (such as a host name only without its domain).

**Note:**

For **Search Domain 1**, enter the *same domain name* you entered in the **DNS Domain** field above.

19. Click **Close Window**.

The **Static Network Routes** screen appears.

Static Network Routes are used only if the customer has defined additional routes for IP packets other than through the default gateway. Leave these entries blank, unless the planning documentation supplies routing information.

### Set Network Routes Screen

**Configure Individual IP Services**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP
- Set Static Routes**
- Configure Time Server
- Set Modem Interface

### Configure Server

**Static Network Routes (Optional)**

Add routes by filling in the fields. Remove routes by deleting information from the fields.

|    | <u>IP Address</u>    | <u>Subnet Mask</u>   | <u>Gateway</u>       | <u>Interface</u>     |
|----|----------------------|----------------------|----------------------|----------------------|
| 1. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 2. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 3. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 4. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 5. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 6. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 7. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 8. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 9. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Click CHANGE to change values.

20. Click **Continue**.

The system displays the **Network Time Server** screen.

The **Network Time Server** screen allows you to set up the Network Time Protocol (NTP) Service.

## Network Time Server Screen

**Configure Individual IP Services**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP
- Set Static Routes
- Configure Time Server**
- Set Modem Interface

### Configure Server

#### Network Time Server

Time of Day Synchronization

Disable NTP, Use Local Clock  
 Enable NTP, Use Local Clock  
 Use these Network Time Servers:

Primary  (IP Address or DNS Name)  
 Trusted Key:  (Leave blank if not used)

Secondary   
 Trusted Key:  (Leave blank if not used)

Tertiary   
 Trusted Key:  (Leave blank if not used)

Multicast Client Support  Yes  No

Additional Trusted Keys:   
 Requested Key:   
 Control Key:

Install keys file from /var/home/ftp/pub/keys.install  
 Do not install a new keys file

Click CHANGE to change values.

Make the following choices, according to the planning documentation:

- Choose **Disable NTP** if the user does not want the Network Time Protocol to run on the S8300 Media Server.

Select this option to disable Network Time Protocol (NTP) and use the media server's own clock as a time source. You typically choose this option if this is the only media server in the configuration and it will not be synchronized with an external time source.

- Choose **Enable NTP** if the S8300 Media Server will be the primary NTP server.

Optionally, you can provide the address of the survivable S8300 Media Server in the local survivable configuration. Select this option to enable NTP and use the media server's own clock as a time source. You typically choose this option if there is more than one media server in the configuration (for example, this or another media server may be acting as an LSP standby unit), and an external time source is not available to provide

synchronization between the units. Select this option to enable NTP and use its own clock as a time source. You need to set up the time clock with Set Server Time/Timezone option. You need to set the server clock using the Set Server Time / Timezone screen. You can do this now, then return to the Configure Server window.

- Choose **Use these Network Time Servers** to enter up to three time servers.

Select this option to enable NTP and be synchronized with an external time source on the corporate network.

21. If you did not select **Use these Network Time Servers** in the previous step, click **Continue** and go to the next step.

If you selected **Use these Network Time Servers** in the previous step, complete the following fields:

Specify up to three network time servers by IP address or DNS name in the order in which you want the S8300 Media Server to check them. You should always specify at least two.

- **Primary** — Enter an IP address or DNS name.

If a trusted key is required, enter a valid key number in the **Trusted Key** field.

- **Secondary** — Enter an IP address or DNS name.

If a trusted key is required, enter a valid key number in the **Trusted Key** field.

- **Tertiary** — Enter an IP address or DNS name.

If a trusted key is required, enter a valid key number in the **Trusted Key** field.

- **Multicast Client Support** — Select **Yes** if the NTS routinely broadcasts its timing messages to multiple clients.

Select **No** if the S8300 Media Server is to poll (directly request the time from) the NTS.

- **Additional trusted keys** (optional) — If you want to encrypt the messages between an NTS and the S8300 Media Server, list the valid key numbers, up to 3, provided by your LAN administrator on the pre installation worksheet.

Trusted keys function like a checksum to make sure the time packets are valid. Use a blank space as a delimiter if there is more than one key (for example, 2 3 6 to specify valid keys 2, 3, and 6). These numbers are associated with encryption codes in a "keys" file.

- **Request key** — Enter a key to send a remote query request.

Only 1 key is allowed in this field.

- **Control key** — Enter a key to query and request changes to an NTS.

Only 1 key is allowed in this field.

22. If you have a file named *keys.install* to allow the media server to communicate with the NTS, select **Install keys from var/home/ftp/keys.install**.

If you do not have a *keys.install* file, select **Do not install a new keys file**.

**Note:**

If you have a *keys.install file*, upload or create it now, if possible. See [Providing the keys.install File \(If Necessary\)](#) on page 147. If you upload the keys file later, you have to run the Configure Server wizard again to have the system recognize it.

Click **Continue**.

23. At the next screen, **Set Modem Interface**, you can set up the Modem Interface IP Address for Avaya-provided service.

### Set Modem Interface Screen

The screenshot shows a web-based configuration interface. On the left is a dark blue sidebar with a list of menu items: 'Configure Individual IP Services', 'Review Notices', 'Set Identities', 'Configure Interfaces', 'Configure LSP', 'Configure Switches', 'Set DNS/DHCP', 'Set Static Routes', 'Configure Time Server', and 'Set Modem Interface' (which is highlighted with a white background). The main content area is white and titled 'Configure Server' with a small logo. Below the title is the section 'Set Modem Interface'. A text box explains: 'Avaya services must assign the following IP address if Avaya services maintains this product.' Below this is a text input field labeled 'IP Address:' containing the value '10.3.0.1'. There is a checkbox labeled 'Set International Modem Setting' which is currently unchecked. At the bottom of the main area, it says 'Click CONTINUE to proceed.' and there are two buttons: 'Continue' and 'Help'.

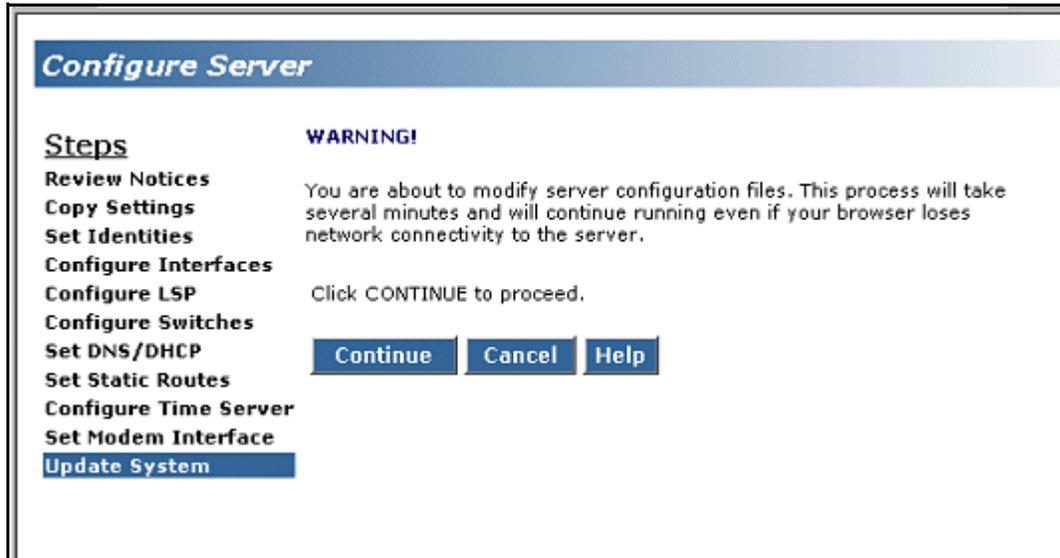
**Note:**

The Modem IP Address for the Avaya INADS alarming is assigned by the ART tool. You should have obtained this address when you performed [Running the Automatic Registration Tool \(ART\) for the INADS IP address, if necessary](#) on page 119.

Click **Continue**.

The next **Warning** screen indicates that the data entry process has concluded and that the system is ready to be configured.

## Warning Screen



### Note:

This is the final step in configuring the system. When you click **Continue**, all the configuration information will be written to disk and implemented. This step normally completes in about 5 minutes.

This is your last chance to cancel or correct the configuration.

24. To check, or possibly change, something you entered on a previous screen, use your browser's **Back** button to page back through the **Configure Server** screens.
25. Check or change the items in question.
26. Click the **Continue** button to move forward again, whether you change anything or not. If you don't do this, information in the wizard may not be processed correctly.

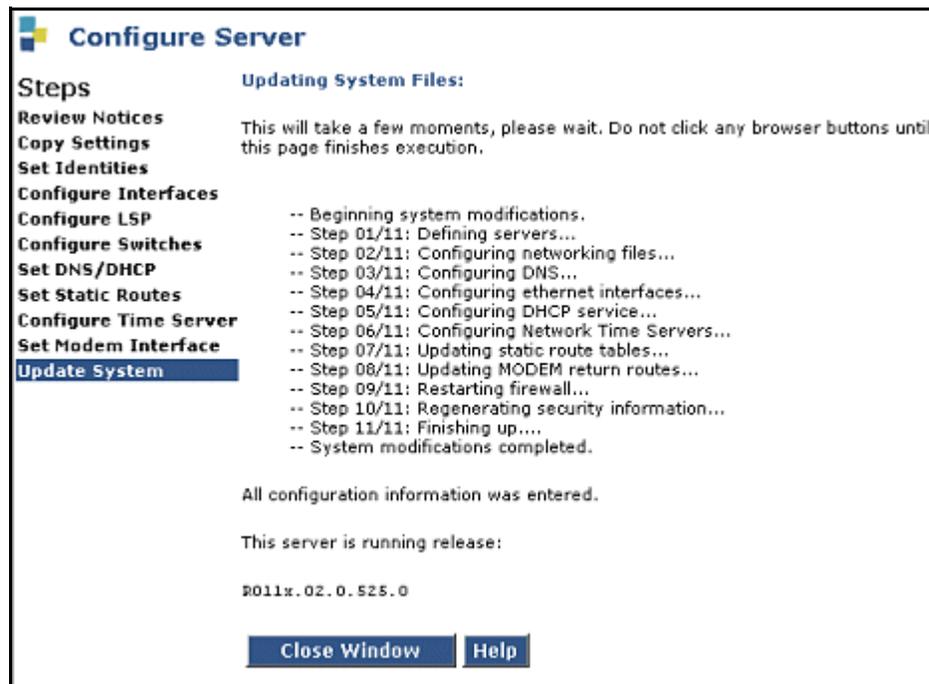
### Note:

For any configuration, it is always safe to **Cancel** the configuration, and run the Configure Server wizard again later from the beginning. You might use this option if you are checking or modifying settings on a server that has already been configured, and there is not a large amount of new information to enter.

27. On the **Update System** screen, if you are satisfied that everything is set correctly, click **Continue**.

You can watch the progress of the configuration at the **Updating System Files** screen. If the configuration status displays stops updating at some point and the screen appears to freeze, you may have lost contact with the server. In this case, the configuration process will continue and you can log back on and pick up where left off.

## Updating System Files Screen



When the process is complete, you will receive a notification.

28. Click **Close Window** and continue the configuration of the G700 Media Gateway on the command line interface.

---

## Providing the keys.install File (If Necessary)

Use this procedure only if you selected one of the customer-provided keys options in the previous procedure.

If encryption between the NTS and S8300 Media Server is to be used for additional security, you *must* provide a keys.install file that specifies for each key:

- The key number
- The encryption type
- The key code

If the keys file is short, the network administrator can create one now during configuration if needed:

### To create the key file

1. On a directly connected laptop or other computer, create a flat-text file named *keys.install*, with the correct keys information using any ASCII application (for example, Notepad).
2. Upload the *keys.install* file using the **Upload Files to Server** screen as described earlier.
3. When finished, click on the **Configure Server** wizard window to resume server configuration.

The keys file can be loaded in one of the following two ways. If a *keys.install* file was previously created on or downloaded to the services laptop or another computer on the network, it can be installed now, as follows:

### To upload the keys file

1. In the main menu under **Miscellaneous**, click the **Upload Files to Server** link.
2. Locate the *keys.install* file on your computer or network, then click **Load File**.  
The file is uploaded to the media server's FTP directory.
3. When finished, click on the **Configure Server** wizard window to resume server configuration.

Longer files may be transferred from the network time server to the S8300 Media Server as follows:

### To download or copy the keys file

1. Using either the **Download Files to Server** screen or the Transfer files using an FTP procedure to access the keys file listed on your pre installation worksheet.  
In both cases, the file is transferred to the media server's FTP directory.
2. When finished, click on the **Configure Server** wizard window to resume server configuration.
3. After the *keys.install* file is uploaded, select the location where it resides, usually in the **/var/home/ftp** subdirectory. (Services personnel may direct you to use the **/tmp** directory.)
4. If a keys file is not used, or if the correct *keys.install* file is already installed, select the option not to install a new keys file.

## Setting the media server's time

### To set the media server's time

1. In the main menu under Server, click **Set Server Time / Timezone**.  
The S8300 displays the **Set Server Time/Timezone** window.
2. Set the media server's time close enough to the NTS's time, date, and time zone that synchronization can occur (within about 5 minutes).

3. When finished, click on the **Configure Server** wizard window to continue.

After NTP is enabled, time changes greater than 15 minutes will disrupt the synchronization with the NTS and NTP will shut down. You need to set the server's clock now so that synchronization can take place.

4. When finished, click **Continue**.

---

## If using IA770, install messaging software

If you are using IA770 Integrated Messaging, you must install the messaging software at this time.

The tasks to accomplish this are:

1. Log in to the S8300 Media Server command line.
2. Stop the system.
3. Auto-install the IA770 messaging software.
4. Restart the system.
5. Enable messaging on the S8300 Media Server Web interface.

For detailed information on performing these tasks, refer to *Avaya IA770 INTUITY AUDIX Messaging, Release 2.0, Installation, Upgrades, and Troubleshooting*, 11-300399.

## Configure the G700 Media Gateway

This section describes the procedures for assigning IP addresses to the G700 components and for assigning IP routing.

The section contains:

[Assigning IP Addresses of the G700 Media Gateway Components](#)

[Setting up the Controller List for the G700](#)

[Configuring an X330 Expansion Module \(If Necessary\)](#)

---

## Assigning IP Addresses of the G700 Media Gateway Components



The Avaya Installation Wizard (IW) performs this task automatically.

This section describes how to assign the IP addresses and IP routes to the G700 Media Gateway and its components. The IP addresses should be available to you on the IP Addressing Planning Form. The command arguments you will be supplying include:

- VLAN — Virtual Local Area Network: a defined network segment that allows users on that segment to have priority services in sharing information with each other.

If the network is not using VLANs, the VLAN should be 1. Otherwise, use the VLAN numbers indicated in your planning forms. The G700 Media Gateway should be assigned the same VLAN as the VLAN to which the Ethernet ports are connected. The P330 stack processor might or might not be assigned to the customer's network management VLAN.

- IP address — the unique identifier assigned to an entity on the customer LAN.
- Netmask — the subnet mask for the customer's LAN segment.
- Destination — distant networks to which the IP route command needs to send packets.

Usually generalized to 0.0.0.0 for networks other than the local segment.

- default gateway — the gateway the ip route command specifies to get to the distant networks.

This section contains the following procedures:

[To access the P330 stack processor](#)

[To assign the IP address to the P330 stack processor](#)

[To establish IP routing for the stack](#)

[To check the serial number of the G700 media gateway processor](#)

[To assign the IP address to the G700 media gateway processor](#)

[To assign the default IP route to the G700 media gateway](#)

[To assign IP addresses to the VoIP resources](#)

[Checking for IP connections](#)

### To access the P330 stack processor

1. Set up a direct connection to the G700 Console (serial) port and access the P330 stack processor using Hyperterminal (or similar terminal emulation application).
2. Login as *root*.

### To assign the IP address to the P330 stack processor

1. At the **P330-1(super)#** prompt, type `nvram init` to recondition the processor.

This command ensures that any existing configuration information is cleared so you can enter the IP address and IP route information.

The system prompts you to verify that you want to erase the configuration.

2. Answer the prompt by typing `y(es)`.

The process re-initializes the G700 software back to factory defaults so new IP addresses can be stored correctly in the software. It also clears all configuration and administration on the G700 Media Gateway.

The G700 Media Gateway re-initializes.

3. Type `configure` to change to configuration mode.

4. At the **P330-1(configure)#** prompt, type `set interface inband <vlan> <ip_address> <netmask>` to assign an IP address to the P330 stack processor.

`<vlan>` is the vlan number, usually 1, to be established on the S8300 for the G700 Media Gateways. The `<ip_address> <netmask>` is the assigned address and subnet for the P330 stack processor.

5. Type `reset` and press **Enter** to reset the stack.

Select **Yes** at the dialog box that asks if you want to continue.

All LEDs flash. As the unit powers up, self-tests are run. When the G700 MPG or P330 stack processor has reset, login again to continue.

6. Login at the **Welcome to P330** menu.

The prompt **P330-1(super)#** appears.

7. Type `configure` to obtain the **P330-1(configure)#** prompt.

### To establish IP routing for the stack

1. Type `show interface inband` to verify that the Avaya P330 stack server (Layer 2 Switching Processor) has the correct address.

## Installing a New G700 with an S8300

2. Type `set ip route 0.0.0.0 <default-gateway>` to specify the gateway to handle addresses outside of the local subnet.

`<default-gateway>` is the IP address of the customer's default network gateway. This address should be available in the planning documentation.

3. Press **Enter** to save the destination and gateway IP addresses.
4. Type `show ip route`.

The route net and route host tables appear. Verify that the information is correct.

After you have configured the P330 stack processor, you assign an IP address to the G700 Media Gateway Processor (MGP). Your first task is to check the serial number of the MGP.

### To check the serial number of the G700 media gateway processor

1. At the **P330-1(configure)#** prompt, type `session mgp`.
2. At the **MG-???-1(super)#** prompt, type `show system` to list various attributes of the G700.

The system displays a list of attributes, as shown in the following example:

### Show System List for G700 Media Gateway

```

                                     Welcome to Media Gateway Processor
                                     FW version 21.25.0

MG-001-1(super)# show system
Uptime(d,h:m:s): 8, 21:34:15
System Name      : -- Empty --
System Location  : -- Empty --
System Contact   : -- Empty --
MAC Address      : 00-04-0D-02-06-CA
Serial No        : 01DR12310260
Model No         : G700
HW Uintage       : 00
HW Suffix        : A
FW Uintage       : 21.25.0

Media Gateway Power Supplies
      VOLTAGE(U)  ACTUAL(U)  STATUS
-----
DSP Complex      3.4         3.369  OK
MGP               5.1         5.099  OK
Media Modules    -48.0        -48.360 OK
VoIP DSP         1.6         1.590  OK
VoIP 8260       2.5         2.480  OK

MG-001-1(super)#
```

3. Write the serial number on your planning document.

Make sure it matches the serial number sticker on the back of the G700 Media Gateway chassis. If there is a difference, the serial number in the displayed list is correct. You will need this later.

After you have assigned an IP address to the G700 processor, telnet directly to the G700 media gateway processor and login (the login name and password are provided in the planning documentation).

### To assign the IP address to the G700 media gateway processor

1. At the **MG-???-n(super)#** prompt, type `configure` to change to configuration mode.
2. Type `nvram init` to recondition the processor.

This command ensures that any existing configuration information is cleared so you can enter the IP address and IP route information.

The system prompts you to verify that you want to erase the configuration.

3. Answer the prompt by typing `y(es)`.

This process re-initializes the G700 software back to factory defaults so new IP addresses can be stored correctly in the software. It also clears all configuration and administration on the G700 Media Gateway.

The G700 Media Gateway re-initializes.

4. At the **P330-1(configure)#** prompt, type `session mgp`.
5. At the **MG-???-1(super)#** prompt, type `configure` to change to configuration mode.
6. Type `set interface mgp <vlan> <ip_address> <netmask>` to assign an IP address to the G700 Media Gateway.

`<vlan>` is the vlan to be established on the customer's local network. This is usually 1. The `<ip_address> <netmask>` is the assigned IP address and subnet for the G700 media gateway.

#### CAUTION:

If this G700 contains an S8300 configured as an LSP, use the VLAN administered on the primary controller.

7. At the **MG-???-n(configure)#** prompt, type `reset mgp`.

A system prompt asks to confirm the reset.

8. Select **Yes** at the dialog box that asks if you want to continue.

The G700 Media Gateway processor resets. The LEDs on the G700 Media Gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

9. Log in again at the **Welcome to P330** menu.
10. At the **P330-1(configure)#** prompt, type `session mgp`.
11. At the **MG-???-1(super)#** prompt, type `configure` to reach the configuration level of the command line interface.

12. Type `show interface mgp` to verify that the G700 media gateway has the correct IP address.

### To assign the default IP route to the G700 media gateway

1. At the **MG-???-n(configure)#** prompt, type

```
set ip route 0.0.0.0 0.0.0.0 <default_gateway>
```

to specify the gateway to handle addresses outside of the local subnet.

*<default\_gateway>* is the IP address of the default network gateway. This address should be available in the planning documentation.

2. Type `show ip route mgp` to view the results.
3. Repeat Step 1 for additional ip routes, if needed.

Usually, only a default route is needed. Refer to your planning document.

From the G700 media gateway processor command line interface, you assign IP addresses to the VoIP resource resident on the G700 media gateway and to any installed MM760 VoIP media modules.

### To assign IP addresses to the VoIP resources

1. At the **MG-???-n(configure)#** prompt, type `set interface voip <number> <ip address>`

*<number>* is the slot number of the VoIP media module. **v0** designates the VoIP resource resident on the G700 Media Gateway motherboard. The MM760 VoIP Media Modules are designated according the slot (for example, **v1**, **v2**, **v3**, **v4**) in which the media module has been installed.

*<ip address>* is the IP address of the VoIP resource.

For example: `set interface voip v0 132.236.73.3`

2. Type `show interface` to display a table of all configured interfaces, including all VoIP Media Modules.
3. Type `show voip v0` to display the VoIP resource on the motherboard.

#### Note:

It is not necessary to configure the VLAN, netmask, or IP routes for VoIP engines. The media gateway parameters are applied automatically.

## Checking for IP connections

After you have assigned IP addresses to the P330 Stack Processor (Layer 2 Switching Processor), the G700 Media Gateway MGP, media modules, and the VoIP resources, validate the IP connections.

## To run the ping command

1. At the **MG-???-n(config)#** prompt, type **ping mgp <IP\_address>**

where *<IP\_address>* is the address of an S8300, S8500, or S8700 Media Server, the VoIP engine, or any other functioning endpoint accessible on the customer's LAN. It is recommended to ping endpoints on both the same subnet and a different subnet.

Ping results appear on the screen, similar to the following example.

### Ping MGP results

```
MG-???-1(configure)# ping mgp 135.122.49.55
PING 135.122.49.55: 56 data bytes
64 bytes from 135.122.49.55: icmp_seq=0. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=1. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=2. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=3. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=4. time=0. ms
----135.122.49.55 PING Statistics----
5 packets transmitted, 5 packets received, 0% packet loss
round-trip (ms) min/avg/max = 0/0/0
```

2. Check that the same number of packets transmitted were also received.

3. Type **ping voip v0 <IP\_address>**

*<IP\_address>* is the address of the G700, or any other functioning endpoint on the customer's LAN.

Ping results appear on the screen, similar to the following example.

### Ping VoIP results

```
MG-???-1(configure)# ping voip v0 135.122.49.55

----135.122.49.55 PING Statistics----
5 packets transmitted, 5 packets received, 0 packet loss
round-trip(ms) min/avg/max = 0/1/0
```

---

## Setting up the Controller List for the G700

**Note:**

The Avaya Gateway Installation Wizard (GIW) performs this task automatically.

To complete the configuration of the G700 media gateway, you need to administer a list of primary and alternate controllers. This list begins with the IP address of the primary controller. In the event that the G700 media gateway loses contact with its primary controller, it will seek to re-register with the primary controller first, then with the other controllers on this list. The other controllers are S8500 or S8700/S8710 media servers that can act as the primary controller, or S8300 media servers configured as Local Survivable Processors (LSPs).

Up to four IP addresses separated by commas can be entered to form the controller list.

### To set the MGP controller list

1. At the **MG-???-n(configure)#** prompt, type the following commands to designate the primary, secondary, and LSP controllers for this G700:

a. `clear mgc list`

b. `set mgc list <ip_address> [,<ip_address> [,<ip_address> [,<ip_address>]]]`

where, the first *<ip\_address>* is the IP address of the primary controller for this G700. If the primary controller is an S8700, this is the IP address of a C-LAN board that is connected to a pair of duplicated S8700/S8710s. If the primary controller is an S8300, this is the IP address of the S8300.

The next three *<ip\_address>* parameters are optional IP addresses of up to three alternate controllers. Each of the three optional controllers can be an S8700/S8710 duplicated pair or an S8300 configured as an LSP, depending on the G700's primary controller.

**! CAUTION:**

If you need to change the `mgc list`, you must run `clear mgc list` before running `set mgc list` again.

[Table 8](#) describes the possible optional controllers for an S8300 and S8700/S8710 primary controller:

**Table 8: Possible optional controllers for various primary controllers**

| If primary controller is | Then, controller IP addresses can be  |
|--------------------------|---|
| S8300                    | <b>First:</b> IP address of the S8300 primary controller.<br><b>Next three:</b> one, two, or three IP addresses of S8300s configured as LSPs.                                 |
| S8500 or S8700 or S8710  | <b>First:</b> IP address of the C-LAN for the S8500 or S8700/S8710 primary controller.<br><b>Next three:</b> one, two, or three IP addresses of alternate C-LANs and/or LSPs. |
|                          |   |

**Note:**

For an S8500 or S8700/S8710 primary controller, the last three IP addresses in the list can be either the addresses of C-LANS (which are connected to the same S8500 or pair of S8700/S8710s that act as primary controllers) or addresses of LSPs. If you enter a combination of both, you must list C-LANs first and the LSPs last, *after* the C-LANs.

2. Type `reset mgp` at the **MG-???-n(configure)#** prompt to reset the G700 media gateway processor.

A system prompt asks you to confirm the reset.

3. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

The system ultimately returns you to the **P330-1 (configure)** prompt.

At the **P330-1(configure)#** prompt, type `session mgp`.

At the **MG-001-1(super)#** prompt, type `configure` to change to the configuration mode.

### Note:

Because the G700 media gateway has registered with its primary controller, the prompt name has changed; for example, to **MG-001-1**.

Type `show mgc` to display the list of available servers and their IP addresses.

For example:

### Show Call Controller Status Screen

```
MG-001-1(configure)# show mgc
CALL CONTROLLER STATUS
-----
Registered           : YES
Active Controller    : 135.9.71.95
H248 Link Status     : UP
H248 Link Error Code: 0x0
MGC List Management  : Static

CONFIGURED MGC HOST           DHCP SPECIFIED MGC HOST
-----
135.9.71.95                   -- Not Available --
- Not Available --           -- Not Available --
- Not Available --           -- Not Available --
- Not Available --           -- Not Available --
```

The Gateway will have registered with the primary controller, if present. If the primary controller is running and has been administered properly, the **Registered** field says **YES** and the **H248 Link Status** says **UP**. If the controller is not running, the **Registered** field says **NO** and the **H248 Link Status** says **DOWN**.

## Setting the LSP Transition Points

You must set the length of time that the G700 searches, in the event of a network problem, for primary controllers (for example, additional CLAN connections) with which to register. After this search time has elapsed, the G700 will search for an LSP with which to register. You must also set the total time the G700 searches for either a primary controller and an LSP, after which the G700 resets. And finally, you must define how many primary controllers, from 1 to 4, are in the controller list you just defined.

### To set LSP transition points

1. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times primary-search <search-time>`

where `<search-time>` is the time in minutes that the G700 searches for a primary controller before looking for an LSP. The range is from **1** to **60**.

2. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times total-search <search-time>`  
where *<search-time>* is the total time in minutes that the G700 searches for both primary controllers or LSPs. The range is from **1** to **60**.
3. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times transition-point <#_of_primary>`  
where *<#\_of\_primary>* is the number of primary controllers in the controller list. If the primary controller is an S8500 or S8700, the range is from **1** to **4**. If the primary controller is an S8300, *<#\_of\_primary>* must be **1**.

---

## Configuring an X330 Expansion Module (If Necessary)

User Guides and Quick Start Guides for the expansion modules are available on the Avaya Support web site:

### To obtain the appropriate Avaya Support Web site document

1. Go to the Avaya Support web site: <http://avaya.com/support>.
2. In the list on under Technical Database, click on **LAN, Backbone, and Edge Access Switches**.
3. Under Wiring Closet & Distribution, click on **P330 Stackable Switching**.
4. Click on **All Documents**.
5. Select the appropriate document for the expansion module you are installing.

## Install New Firmware on the G700

This section describes the procedures to install firmware on the G700 Media Gateway processors and media modules.

The section contains:

[Using the Installation Wizard — G700 firmware](#)

[Manual upgrade procedures — G700 firmware](#)

---

## Using the Installation Wizard — G700 firmware

Installing firmware on the G700 can be completed most efficiently by using the Avaya Installation Wizard (IW).

The G700 is shipped with firmware installed for all G700 components. When you installed the Communication Manager software, the latest versions of the G700 firmware was copied to the S8300 tftpboot directory. The IW displays the installed firmware versions and the available versions and allows you to request a firmware upgrade for any component whose installed firmware is not the latest.

On the Integrated Management main menu, click Launch Avaya Installation Wizard. To use the Installation Wizard to upgrade firmware on the G700, be sure to select the "Upgrade a previously installed Media Server with new software and/or Media Gateway firmware" on the Usage Options screen. The Usage Options screen appears in the Installation Wizard after a few introductory screens.

Continue through the Media Server screens, choosing not to upgrade the Communication Manager software. When you get to the G700 firmware upgrade screen, click the **Action** button to view the versions of the currently installed firmware and the firmware available in the tftp directory. Select each component for which there is a firmware version that is later than the installed version.

Go to <http://support.avaya.com/avayaiw> to download job aids for using the Installation Wizard or Upgrade Tool.

---

## Manual upgrade procedures — G700 firmware

This section contains the following tasks:

[Verifying the Contents of the tftpboot Directory](#)

[Determining which firmware to install on the G700](#)

[Installing New Firmware on the P330 Stack Processor](#)

[Installing new firmware on the G700 Media Gateway Processor](#)

[Installing new firmware on the media modules](#)

[Installing IA770 update \(patch\) files, if any](#)

## Verifying the Contents of the tftpboot Directory

Before proceeding with the G700 firmware installation, you should check the */tftpboot* directory on the TFTP server to make sure the firmware versions match those listed in the planning documentation. If they do not, you must copy the correct firmware versions into the */tftpboot* directory using the following procedure:

1. Download the firmware files from the support Website to your laptop.
2. Using the Web Interface on the S8300 Media Server, copy the firmware files from your laptop to the */var/home/ftp/pub* directory on the S8300, or

Alternatively, you can "ftp" the files from your laptop to the *pub* directory.

3. Copy the firmware files from the *pub* directory to the */tftpboot* directory, using the S8300 Media Server command line interface.

### Note:

For detailed information on this procedure, see "Appendix 2" in *Job Aid: Replacing the G700 Media Gateway*, 555-245-752, Issue 4, January, 2005.

## Determining which firmware to install on the G700

Conduct the following procedure to compare software versions running on the G700 processors and media modules with the versions in you planning documents. If the versions do not match, you need to install the new firmware for those components.

### To determine if new firmware for the P330 stack processor is necessary

1. At either the **P330-1(super)#** or **P330-1(configure)#** prompt, type **dir**.

The system displays the directory list of software for the P330 stack processor.

### Directory list for P300 stack processor

| M# | file                           | ver num | file type    | file location | file description    |
|----|--------------------------------|---------|--------------|---------------|---------------------|
| -- | ----                           | -----   | -----        | -----         | -----               |
| 1  | module-config<br>Configuration | N/A     | Running Conf | Ram           | Module              |
| 1  | stack-config                   | N/A     | Running Conf | Ram           | Stack Configuration |
| 1  | EW_Archive                     | 4.0.4   | SW Web Image | NV-Ram        | WEB Download        |
| 1  | Booter_Image                   | 3.2.5   | SW BootImage | NV-Ram        | Booter Image        |

## Installing a New G700 with an S8300

2. Check the version number (ver num) of the EW\_Archive file to see if it matches the Release Letter.

If not, you must upgrade the P330 stack processor.

3. Type `show image version`

The system displays the list of software.

### Show image version List for P330 stack processor

| Mod | Module-Type              | Bank | Version |
|-----|--------------------------|------|---------|
| 3   | Avaya G700 media gateway | A    | 0.0.0   |
| 3   | Avaya G700 media gateway | B    | 4.0.17  |

4. Check the version number of the stack software image file in Band B to see if it matches the your planning document.

If not, you must upgrade the P330 stack processor.

### To determine if new firmware is required for the MGP, VoIP module, and installed media modules

1. Type `session mgp`
2. At the **MG-001-1(super)#** prompt, type `show mg list_config`

The system displays the list of software.

### Show MG list\_config

```
eyp
```

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(B) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

3. Refer to the list to check the FW vintage number of the G700.

In the TYPE column, find G700, then check the matching field in the FW VINTAGE column to see if it matches the vintage number in your planning forms. If not, you must install new firmware on the G700 media gateway. Also check if the release number in the FW VINTAGE column contains (A) or (B) to designate the software bank. If the list shows B, you will upgrade A. If the list shows A, you will upgrade B.

4. Refer to the VOIP FW column and row for slot V0 (same row occupied by the G700 information) to see if the number matches the VoIP firmware identified in your planning forms.

If not, you must also upgrade the G700 media gateway motherboard VoIP module.

**Note:**

The VoIP processor on the motherboard is upgraded using the same firmware image file as the VoIP media modules; for example, the file mm760v8.fdl is vintage #8.

5. Check the FW VINTAGE column for vintages of each of the installed media modules: MM710, MM711, MM712, MM720, and/or MM760 to see if they match the FW vintages in the planning forms.

If not, you must upgrade them, as well.

## Installing New Firmware on the P330 Stack Processor

### To install P330 stack processor firmware

1. From your S8300 telnet session, telnet back to the P330 stack processor:

Type `telnet <xxx.xxx.xxx.xxx>`

where `<xxx.xxx.xxx.xxx>` is the IP address of the P330 stack master processor on the customer's LAN.

2. At the **P330-1(configure)#** prompt, type

```
copy tftp SW_image <file> EW_archive <ew_file>
<tftp_server_address> <Module#>
```

where `<file>` is the full-path name for the image file with format and vintage number similar to viisa3\_8\_2.exe,

`<ew_file>` is the full-path name for the embedded web application file with format similar to p330Tweb.3.8.6.exe,

`<tftp_server_ip_address>` is the IP address of the TFTP server, and

`<Module#>` is the number, 1 through 10, of the media gateway in the stack. If there is only one G700 media gateway, the number is 1.

3. Verify that the download was successful when the prompt returns:

- a. type `show image version <module #>` and check the version number in the Version column for Bank B.

## Installing a New G700 with an S8300

- b. type `dir <module #>` and check the version number in the ver num column for the EW\_Archive file.
4. Type `reset <module #>`.

## Setting rapid spanning tree on the network

Spanning Tree (STP) is a loop avoidance protocol. If you don't have loops in your network, you don't need STP. The "safe" option is always to leave STP enabled. Failure to do so on a network with a loop (or a network where someone inadvertently plugs the wrong cable into the wrong ports) will lead to a complete cessation of all traffic. Rapid Spanning Tree is a fast-converging protocol, faster than the earlier STP, that *enables* new ports much faster (sub-second) than the older protocol. Rapid Spanning Tree works with all Avaya equipment, and can be *recommended*.

Rapid Spanning Tree is set using the P330 stack processor command line interface.

### To enable/disable spanning tree

1. Open a telnet session on the P330 stack processor, using the serial cable connected to the Console port of the G700.
2. At the **P330-x(super)#** prompt, type `set spantree help` and press **Enter** to display the set spantree commands selection.
3. To enable Spanning Tree, type `set spantree enable` and press **Enter**.
4. To set the **rapid spanning tree** version, type `set spantree version rapid-spanning-tree` and press **Enter**.

The 802.1w standard defines differently the default path cost for a port compared to STP (802.1d). In order to avoid network topology change when migrating to RSTP, the STP path cost is preserved when changing the spanning tree version to RSTP. You can use the default RSTP port cost by typing the CLI command `set port spantree cost auto`.

#### Note:

Avaya P330s now support a "Faststart" or "Portfast" function, because the 802.1w standard defined it. An edge port is a port that goes to a device that cannot form a network loop.

To set an **edge-port**, type `set port edge admin state module/port edgeport`.

For more information on the Spanning Tree CLI commands, see the *Avaya P330 User's Guide* (available at <http://www.avaya.com/support>).

## Installing new firmware on the G700 Media Gateway Processor

### To install MGP firmware

1. At the **P330-1(configure)#** prompt, type `session mgp` to reach the G700 media gateway processor.
2. Type `configure` at the **MG-???-1(super)#** prompt to enter configuration mode, which will change the prompt to **MG-???-1(configure)#**.
3. At the **MG-???-1(configure)#** prompt, type `show mgp bootimage` to determine which disk partition (bank) is in the **Active Now** column.

You will update the bank that is *not* listed as Active Now. The system displays the following screen:

### Example: Show mgp bootimage

|                     |                            |
|---------------------|----------------------------|
| <u>FLASH MEMORY</u> | <u>IMAGE VERSION</u>       |
| Bank A              | 109                        |
| Bank B              | 210                        |
| <u>ACTIVE NOW</u>   | <u>ACTIVE AFTER REBOOT</u> |
| Bank B              | Bank B                     |

4. At the **MG-???-1(configure)#** prompt, type
 

```
copy tftp mgp-image <bank> <filename> <tftp_server_ip_address>
```

 to transfer the mgp image from the tftp server to the G700,
 where
   
**<bank>** is the bank that is *not* Active Now (Bank A in the example).
   
**<filename>** is the full path name of the mgp firmware image file, which begins with mgp and will be similar to the name mgp\_8\_0.bin.
   
**<tftp\_server\_ip\_address>** is the IP address of the S8300.
   
For example:
 

```
copy tftp mgp-image a mgp_8_0.bin 195.123.49.54
```

 The screen shows the progress.
5. Type `set mgp bootimage <bank>`
 where **<bank>** is the same letter you entered in the previous step.
6. At the **MG-???-1(configure)#** prompt, type `reset mgp`.
 A system prompt asks you to confirm the reset.

## Installing a New G700 with an S8300

7. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

8. When the **P330-1(super)#** prompt appears, type **session mgp**.

9. At the **MGP-???-1(super)#** prompt, type **configure**.

10. Verify that the download was successful when the prompt returns.

Type **show mg list\_config**.

The system displays the list of software.

### Example: Show mg list\_config

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 230 (A)    | 67      |
| V1   | ICC  | S8300 | A      | 72         | 00         | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 58         | N/A     |
| V3   | ANA  | MM711 | A      | 2          | 57         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 58         | N/A     |

## Installing new firmware on the media modules

For upgrades of active media modules, you need to take the media modules out of service before initiating the upgrade process. To do this, go to a SAT session on the primary controller and issue a **busyout** command.

### Note:

Skip this busyout procedure if the media modules are not in service; for example during an initial installation.

### To busyout board (for active media modules)

1. Go to a SAT session on the primary controller and enter the command,

**busyout board vx**

where **x** is the slot number of the media module to be upgraded.

2. Verify the response,

Command Successfully Completed

3. Repeat for each media module to be upgraded.

## To install media module firmware

1. Be sure that you have checked for the current vintage of the VoIP Module for the v0 slot (on the G700 motherboard).

This VoIP module does not occupy a physical position like other media modules.

2. At the **P330-1(configure)#** prompt, type `session mgp`.
3. At the **MG-001-1(super)#** prompt, type `configure` to change to the configuration mode.
4. Type `copy tftp mm-image v<slot #> <filename mm>  
<tftp_server_ip_address>`

where

`<slot #>` is the slot of the specific media module,

`<filename mm>` the full-path name of the media module firmware file in a format such as mm712v58.fdl, and

`<tftp_server_ip_address>` is the ip address of the S8300.

Two or three minutes will be required for most upgrades. The VoIP media module upgrade takes approximately 5 minutes. Screen messages indicate when the transfer is complete.

5. After you have upgraded all the media modules, verify that the new versions are present.

At the **MG-???-1(configure)#** prompt, type `show mg list_config`

The list of software appears.

## Show MG list\_config

| SLOT | TYPE  | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|-------|-------|--------|------------|------------|---------|
| ---- | ----- | ----- | -----  | -----      | -----      | -----   |
| V0   | G700  | DAF1  | A      | 00         | 21.25.0(A) | 26      |
| V1   | ICC   | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP   | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA   | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1   | MM710 | A      | 1          | 8          | N/A     |

6. In the **TYPE** column, find the particular media module (v1 through v4), then check the matching field in the **FW VINTAGE** column to see if it matches the planning documentation.

### Note:

Slot V1 can contain either a media module or the S8300, which will show as  
TYPE ICC.

7. Check the **VOIP FW** column and row for slot v0 to see if the number matches the VoIP firmware identified in the planning documentation.

## Installing a New G700 with an S8300

8. Type `reset <module #>`  
where `<module #>` is the number of the G700 in the stack.
9. When the reset is finished, type `show mm` to verify the upgrade.

### To release board (if media module was busied out)

1. When the upgrade procedure is complete, go to the SAT session and release the board

Type `release board vx`

where `x` is the slot number of the upgraded media module.

2. Verify the response,

Command Successfully Completed

#### Note:

If you see the response, `Board Not Inserted`, this means that the media module is still rebooting. Wait one minute and repeat the `release board` command.

3. Repeat the `release board` command for each media module that was busied out.

## Installing IA770 update (patch) files, if any

#### Note:

The Avaya Installation Wizard cannot be used for this procedure.

If IA770 is being used, a post-upgrade update (patch) for IA770 may be required. See the IA770 documentation for procedures to install an update. The update file and documentation can be found on the Avaya Support Web Site at <http://support.avaya.com>.

### To obtain the post-upgrade update file and documentation

1. On the Avaya Support Web site, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.

### To download the IA770 patch software

1. Under Software Download, double click on **IA 770 INTUITY AUDIX Embedded Messaging Application Patches**.
2. Double click on the update file name for this release.  
For example, **C6039rf+c.rpm**.

3. Click on **Save** and browse to the location on your laptop where you want to save the file.

### To view the IA770 patch documentation

1. Under Documentation Library, double click on **Latest IA 770 INTUITY AUDIX Documentation**.
2. Double click on **View HTM**.
3. Double click on **Adding and Removing Software Packages**.
4. Double click on **Adding Software Packages**.

This takes you to the window entitled **Add Announcement Sets and Other Software Packages**, which contains the instructions for installing the update software.

---

## Administer Communication Manager

### **Important:**

The administration procedures in this section are done on the media server that is the primary controller for the new G700 you previously installed. This primary controller may or may not be the S8300 you installed in the G700.

The primary controller for the G700/S8300 you are installing must be administered to enable communication between the primary controller and the G700/S8300. The administration differs somewhat depending on whether the primary controller is an S8300 or the primary controller is an S8500 or S8700/S8710.

When the primary controller is an S8300, it could be:

- The S8300 you previously installed
- A separate, possibly remote, S8300.

In the first case, the G700/S8300 you installed is a standalone (or “ICC”) configuration. In the second case, the S8300 you installed is configured as an LSP.

Perform one of the following two administration procedures in this section:

- [Administering an S8300 primary controller](#)
- [Administering an S8500 or S8700 primary controller](#)

---

## Administering an S8300 primary controller

 **CAUTION:**

This administration applies only to the primary controller. If the S8300 you installed is configured as an LSP, do *not* perform this administration on it. Translations are automatically copied to the LSP from the S8300 primary controller.

**Skip this section** and go to [Administering an S8500 or S8700 primary controller](#) on page 175 if the primary controller is an S8500 or S8700/S8710.

This document covers only the administration of Communication Manager required for the G700 media gateway to communicate with the primary controller over a customer's network. For the majority of administration required, see "*Administrator's Guide to Avaya Communication Manager, 555-233-506*," or "*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504*."

In this section, you will use the SAT interface to:

- [Assigning Node Names and IP Addresses for the LSPs](#)
- [Administering Network Regions](#)
- [Associating LSPs with Network Regions](#)
- [Administering IP Interfaces](#)
- [Administering the LSP Form](#)

 **CAUTION:**

Before continuing, be sure you have saved translations in Communication Manager.

Begin by resetting the system.

### To reset the System

1. Telnet to the S8300, log in, and open a SAT session (type **sat** or **dsat**).
2. At the SAT prompt, type **reset system 4**  
The system reboots.
3. After the reboot is complete, telnet to the S8300, login, and open a SAT session.

## Assigning Node Names and IP Addresses for the LSPs

If the S8300 network configuration includes LSPs, they must be specified on the **Node Names** screen.

**To assign node names**

1. At the S8300 SAT prompt, type `change node-names ip` to open the **Node Names** screen.

**Example Node Names Screen**

```

change node-names ip                                     Page 1 of 1
                                                    IP NODE NAMES
Name          IP Address          Name          IP Address
default_____ 0__0__0__0__          _____    _____.____.____.____
node-10-lsp    192.168.1__50__      _____    _____.____.____.____
node-11-lsp    192.168.1__51__      _____    _____.____.____.____
_____        _____.____.____.____  _____    _____.____.____.____
_____        _____.____.____.____  _____    _____.____.____.____
_____        _____.____.____.____  _____    _____.____.____.____

```

2. Enter the name and IP addresses for the LSPs.
3. Press **F3 (Enter)** when complete.

**Administering Network Regions**

Before assigning an IP network region to a G700, you must define network region on the IP Network Region form. After a network region is defined, you can assign it to the various network elements (servers, gateways, IP phones).

The information you need to do this should be provided in your planning documentation. Use the system defaults if the planning documentation does not specify otherwise.

For a G700 with an S8300 as primary controller, there will usually be one network region, defined as 1. The procedure below uses 1 for the network region number as an example but the procedure applies for any network region number from 1 to 250.

**To define IP network region 1**

 **CAUTION:**  
 Defining IP network regions can be quite complex. For detailed information on the use and administration of IP network regions, see “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

1. At the SAT prompt, type `change ip-network-region 1`.  
 The S8300 displays the **IP Network Region** screen.

## IP Network Region Screen

```
change ip-network-region 1                               Page 1 of 19
                                                    IP NETWORK REGION
  Region: 1
Location:                               Home Domain:
  Name:
                                                    Intra-region IP-IP Direct Audio: yes
AUDIO PARAMETERS                               Inter-region IP-IP Direct Audio: yes
  Codec Set: 1                                       IP Audio Hairpinning? y
UDP Port Min: 2048
UDP Port Max: 3028
                                                    RTCP Reporting Enabled? n
                                                    RTCP MONITOR SERVER PARAMETERS
DiffServ/TOS PARAMETERS                       Use Default Server Parameters? y
  Call Control PHB Value: 34
    Audio PHB Value: 46
802.1P/Q PARAMETERS
  Call Control 802.1p Priority: 7
    Audio 802.1p Priority: 6
                                                    AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                               RSVP Enabled? n
  H.323 Link Bounce Recovery? y
  Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
    Keep-Alive Count: 5
```

2. If necessary, complete the fields as described in “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

**Note:**

It is strongly recommended to use the defaults in the screen. However, for the **RTCP Enabled** and **RSVP Enabled** fields, the entry should be **n** (no).

3. Press **F3 (Enter)** to submit the screen.

## Associating LSPs with Network Regions

If the primary controller has LSPs, you can associate each LSP with one or more network regions. In the event of a network failure, IP telephones assigned to a network region will register with an LSP associated with that region.

This procedure associates up to six LSPs with a network region.

### To associate LSPs with a network region

1. On the **IP Network Region** screen, go to page 2.

IP Network Region Screen, page 2

```

change ip-network-region 1                                     Page 2 of 19
                                                           IP NETWORK REGION
LSP NAMES IN PRIORITY ORDER
1  node-10-LSP_____
2  _____
3  _____
4  _____
5  _____
6  _____

```

2. Enter the names of up to six LSPs to be associated with region 1.  
The LSP names must be the same as administered on the **Node Names** screen.
3. Submit the form.
4. Repeat for each network region with which you want to associate LSPs.

Administering IP Interfaces

This procedure assigns network region 1, as an example, to the S8300 media server.

To assign the network region to the S8300

1. At the SAT prompt, type `change ip-interfaces procr`.  
The S8300 displays the **IP Interfaces** screen for the media server.

IP Interfaces Screen

```

change ip-interfaces procr                                     Page 1 of 1
                                                           IP INTERFACES
Type: PROCR
Node Name: procr
IP Address: 135.9.41.146
Subnet Mask: 255.255.255.0
Enable Ethernet Port?
Network Region: 1

```

2. The field **Enable Ethernet Port?** should indicate *y* (yes). The **Node Name** should be the IP address of the S8300 media server.

## Administering the LSP Form

If the primary controller has LSPs, you must enter the LSP node names on the LSP form to enable the LSPs to get translations updates from the primary controller. Once the LSPs are successfully entered on the **LSP** screen, their status can be viewed with the `display lsp` command.

**Note:**

The LSP node names must be administered on the node-names-ip form before they can be entered on the **LSP** screen.

### To add LSP names to the LSP screen

1. At the S8300 SAT prompt, type `change lsp` to open the **LSP** screen.

#### LSP Screen

```
change lsp                                     Page 1 of 16
                                LOCAL SURVIVABLE PROCESSOR
Number  NAME                IP Address                Service
                                State?                    Translations
                                Updated
1      node-10-LSP_         192.168.1.50              in-service    14:21 5/4/2003
2      _____          _____                  out-of-service
3      _____          _____                  out-of-service
4      _____          _____                  out-of-service
5      _____          _____                  out-of-service
6      _____          _____                  out-of-service
7      _____          _____                  out-of-service
8      _____          _____                  out-of-service
9      _____          _____                  out-of-service
10     _____          _____                  out-of-service
11     _____          _____                  out-of-service
12     _____          _____                  out-of-service
13     _____          _____                  out-of-service
14     _____          _____                  out-of-service
15     _____          _____                  out-of-service
16     _____          _____                  out-of-service
```

2. Enter the node name for each LSP supported by the primary controller and submit the form.

Skip to [Administering the Media Gateway](#) on page 182.

---

## Administering an S8500 or S8700 primary controller

In this case, the S8300 you have installed is configured as an LSP.

 **CAUTION:**

This administration applies only to the primary controller that controls the S8300 LSP that you are installing. The primary controller can be an S8500 or S8700 media server. Do *not* administer the S8300 LSP. Translations are automatically copied to the LSP from the primary controller.

**Skip this section** and go to [Administering an S8300 primary controller](#) on page 170 if the primary controller is an S8300.

**Note:**

Some of the procedures in this section may have been completed previously as part of a normal media server installation.

This document covers only the administration of Communication Manager required for the G700 media gateway to communicate with the primary controller over a customer's network. For the majority of required administration, see "*Administrator's Guide to Avaya Communication Manager, 555-233-506*," or "*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504*."

In this section, you will use the SAT interface on the primary controller to:

- [Assigning Node Names and IP Addresses for the C-LANs and LSPs](#)
- [Administering Network Regions](#)
- [Assigning LSPs to the Network Regions](#)
- [Administering IP Interfaces](#)
- [Administering the LSP Form](#)

**Note:**

For information on installing the CLAN boards on the S8500 or S8700 port networks and complete information on installing an S8700 media server, see the Installation documentation on the "*Avaya S8300, S8500, and S8700 media server Library CD, 555-233-825*."

## Assigning Node Names and IP Addresses for the C-LANs and LSPs

**Note:**

The CLAN boards must be TN799DP running version 5 or greater firmware. Be sure to check the firmware version for these boards on the S8700. For information on how to upgrade the firmware on the S8700, please see the section "Upgrade Firmware in Selected Port Cabinet Packs" in *Upgrading the Avaya media server Configuration* in the S8700 documentation portion of this documentation CD, "Avaya S8300, S8500, and S8700 media server Library CD, 555-233-325."

### To assign node names and IP addresses

1. At the SAT prompt, type `change node-names ip` to open the **Node Names** screen.

#### Example Node Names Screen

|                      |                     |             |                     |
|----------------------|---------------------|-------------|---------------------|
| change node-names ip |                     | Page 1 of 1 |                     |
| IP NODE NAMES        |                     |             |                     |
| Name                 | IP Address          | Name        | IP Address          |
| default_____         | 0__0__0__0__        | _____       | ____.____.____.____ |
| node-1-clan__        | 192.168.1__124      | _____       | ____.____.____.____ |
| node-2-clan__        | 192.168.1__97       | _____       | ____.____.____.____ |
| node-10-lsp__        | 192.168.1__50       | _____       | ____.____.____.____ |
| node-11-lsp__        | 192.168.1__51       | _____       | ____.____.____.____ |
| _____                | ____.____.____.____ | _____       | ____.____.____.____ |
| _____                | ____.____.____.____ | _____       | ____.____.____.____ |
| _____                | ____.____.____.____ | _____       | ____.____.____.____ |

2. Enter the name and IP address for the C-LANs and LSPs.
3. Press **F3 (Enter)** when complete.

## Administering Network Regions

Before assigning an IP network region to a G700, you must define network region on the IP Network Region form. After a network region is defined, you can assign it to the various network elements (servers, gateways, IP phones).

The information you need to do this should be provided in your planning documentation. Use the system defaults if the planning documentation does not specify otherwise.

For a G700 with an S8300 LSP and an S8500 or S8700 as the primary controller, there may be more than one network region, since there can be up to 250 G700 media gateways connected to the S8500 or S8700 with thousands of telephones in the network. In this case, you define a network region for each CLAN board on the S8500 or S8700 port networks, though they may also have the same network region.

The G700, in this case, may also share the same network region as the CLAN board(s). However, it may have a different network region because of the geographic distances of the

connections between the G700 and the S8500 or S8700. The G700 network region may also differ because of the nature of the endpoints connected to it.

## To define IP network regions for the G700 and CLAN board(s)

### CAUTION:

Defining IP network regions can be quite complex. For detailed information on the use and administration of IP network regions, see “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

1. On the SAT screen of the primary controller for the G700 media gateway, type **change ip-network-region <network\_region>**

where <network\_region> is the region you will assign to the G700 media gateway. This region number may or may not match the network region of the S8500 or S8700 CLAN boards.

The system displays the **IP Network Region** screen.

### IP Network Region Screen

```

change ip-network-region 1                               Page 1 of 19
                                                    IP NETWORK REGION
  Region: 1
Location:                               Home Domain:
  Name:
AUDIO PARAMETERS                                     Intra-region IP-IP Direct Audio: yes
  Codec Set: 1                                       Inter-region IP-IP Direct Audio: yes
UDP Port Min: 2048                                   IP Audio Hairpinning? y
UDP Port Max: 3028                                   RTCP Reporting Enabled? n
                                                    RTCP MONITOR SERVER PARAMETERS
  DiffServ/TOS PARAMETERS                             Use Default Server Parameters? y
  Call Control PHB Value: 34
    Audio PHB Value: 46
802.1P/Q PARAMETERS
  Call Control 802.1p Priority: 7
    Audio 802.1p Priority: 6
AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                                    RSVP Enabled? n
  H.323 Link Bounce Recovery? y
  Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
    Keep-Alive Count: 5

```

2. Complete the fields as described in “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

### Note:

It is strongly recommended to use the defaults in the screen. However, for the **RTCP Enabled** and **RSVP Enabled** fields, the entry should be **n** (no).

## Installing a New G700 with an S8300

3. If the network region of the G700 (1 in this example) is different from that of the S8500 or S8700 CLAN board(s), you must interconnect the two regions.

Press **NextPage** twice to display page 3, of the **Inter Network Region Connection Management** screen.

This screen shows the source region (1) and the first 15 destination network region numbers. (Pages 4–19 show destination regions 16–250).

### IP Network Region Screen, Page 3

```
display ip-network-region 1                               Page 3 of 19
                    Inter Network Region Connection Management

src dst
rgn rgn      codec-set  direct-WAN  WAN-BW-limits  Intervening-regions
1  1          1
1  2
1  3
1  4
1  5
1  6
1  7
1  8
1  9          3
1  10
1  11
1  12
1  13
1  14
1  15
```

4. Type the number for the type of codec set (1–7) that the S8500 or S8700 will use to interconnect the G700 and the C-LAN board(s) in the row corresponding to the region of the C-LAN.

In this example, the C-LAN is in region 9 and codec-set type 3 is to be used for the interconnection between region 1 and region 9. (In this example, codec type 1 is used for communication within region 1)

The SAT command, **list ip-codec-set**, lists the types of codecs available on this server.

For more detail about the Inter Network Region Connection Management form, see “*Administration for Network Connectivity for Avaya Communication Manager*, 555-233-504.”

5. Press **F3 (Enter)** when complete.

## Assigning LSPs to the Network Regions

If the primary controller has LSPs, you can assign the LSPs to network regions. In the event of a network failure, IP telephones assigned to a network region will register with the LSPs assigned to that region.

This procedure assigns up to six LSPs to a network region.

### To assign LSPs to a network region

1. On the **IP Network Region** screen, go to page 2.

#### IP Network Region Screen, page 2

|                             |                   |              |
|-----------------------------|-------------------|--------------|
| change ip-network-region 1  |                   | Page 2 of 19 |
|                             | IP Network Region |              |
| LSP NAMES IN PRIORITY ORDER |                   |              |
| 1                           | node-10-LSP_____  |              |
| 2                           | _____             |              |
| 3                           | _____             |              |
| 4                           | _____             |              |
| 5                           | _____             |              |
| 6                           | _____             |              |

2. Enter the names of up to six LSPs to be assigned to region 1.  
The LSP names must be the same as administered on the **Node Names** form.
3. Submit the form.
4. Repeat for each network region to which you want to assign LSPs.

## Administering IP Interfaces

### To define the IP interfaces of the S8500 or S8700 port network CLAN boards

**Note:**

This should have already been established as a part of normal S8500 or S8700 installation.

1. Type `change ip-interfaces` to open the **IP Interfaces** screen.

**IP Interfaces Screen**

```

change ip-interfaces procr                                     Page 1 of 1

                                IP INTERFACES

                                Type: C-LAN
                                Slot: 01A03
                                Code/Suffix: TN799 d
                                Node Name: procr
                                IP Address: 135.9.41.146
                                Subnet Mask: 255.255.255.0
                                Gateway Address: 135.9.41.254
                                Enable Ethernet Port? y
                                Network Region: 1
                                VLAN: 0

                                Number of CLAN Sockets Before Warning: 400
    
```

2. Complete the fields as described the in [Table 9](#).

**Table 9: IP interfaces field descriptions**

| Field                 | Conditions/Comments   |
|-----------------------|---|
| Type                  | Either C-LAN.   |
| Slot                  | The slot location for the circuit pack.   |
| Code/Suffix           | Display only. This field is automatically populated with TN799 for C-LAN.   |
| Node name             | The unique node name for the IP interface. The node name here must already be administered on the Node Names screen.  |
| IP Address            | The IP address (on the customer LAN) of the C-LAN.  |
| Subnet Mask           | The subnet mask associated with the IP address for this IP interface.<br>For more information on IP addresses and subnetting, see “Administration for Network Connectivity for Avaya Communication Manager, 555-233-504”. |
| Gateway Address       | The address of a network node that serves as the default gateway for the IP interface.  |
| Enable Ethernet Port? | The Ethernet port must be enabled ( <b>y</b> ) before it can be used. The port must be disabled ( <b>n</b> ) before changes can be made to its attributes on this screen.   |
| Network Region        | The region number for this IP interface.  |

Table 9: IP interfaces field descriptions (continued)

| Field                                 | Conditions/Comments   |
|---------------------------------------|---|
| VLAN                                  | The VLAN number assigned to the C-LAN, if any.  |
| Number of CLAN Sockets Before Warning | The threshold for the number of sockets used by this C-LAN that triggers a warning message to be sent to the error log. |

2 of 2

3. Close the screen.

### Administering the LSP Form

If the primary server has LSPs, you must enter the LSP node names on the LSP form to enable the LSPs to get translations updates from the primary controller. Once the LSPs are successfully entered on the LSP form, their status can be viewed with the `display lsp` command.

**Note:**

The LSP node names must be administered on the node-names-ip form before they can be entered on the LSP form.

#### To add LSP names to the LSP screen

1. At the SAT prompt, type `change lsp` to open the **LSP** screen.

#### LSP Screen

```

change lsp                                     Page 1 of 16
                LOCAL SURVIVABLE PROCESSOR
Number NAME          IP Address          Service          Translations
                State?          Updated
1      node-10-LSP_  192.168.1.50      in-service       14:21 5/4/2003
2      _____
3      _____
4      _____
5      _____
6      _____
7      _____
8      _____
9      _____
10     _____
11     _____
12     _____
13     _____
14     _____
15     _____
16     _____
out-of-service

```

## Installing a New G700 with an S8300

2. Enter the node name for each LSP supported by the primary controller.
3. Submit the form.

---

## Administering the Media Gateway

To perform the procedures in this section, telnet to the primary controller, log in, and open a SAT session.



### CAUTION:

Before administering a media gateway, make sure that the gateway has been fully configured.

In this section, you will do the procedures:

[To add a media gateway](#)

[To verify changes](#)

[To enable announcements, if necessary](#)

[To save Communication Manager translations](#)

### To add a media gateway

1. At the SAT prompt, type `add media-gateway <number>`

where *<number>* is the gateway number from 1 to *n*. (*n* is 50 for an S8300 and 250 for an S8500 or S8700).

The S8300 displays the **Media Gateway** screen.

Add media gateway Screen

```
add media-gateway 1                               Page 1 of 1
                                         MEDIA GATEWAY
      Number: 1                                   IP Address: 135.9.41.150
      Type: g700                                  FW Version/HW Vintage: 21.13.0 /0
      Name: Swainsons                             MAC Address:
      Serial No: 012X06230551                    Encrypt Link? y
Network Region: 1                                Location: 1
Registered? n                                   Controller IP Address:
                                                Site Data:

Slot  Module Type                               Name
V1:
V2:
V3:
V4:

V8:
V9:
```

- 2. Complete the **Name** field with the hostname assigned to the G700 media gateway.
- 3. Complete the **Identifier** field with the serial number of the G700 media gateway.

You can obtain the serial number by typing the **show system** command at the MGP command line interface.

 **CAUTION:**

Be sure the serial number for the G700 media gateway you enter in this procedure matches *exactly* the serial number displayed in the **show system** command. The serial number is case-sensitive, and if entered incorrectly, will prevent the S8300 media server from communicating with the G700 media gateway.

- 4. Complete the **Network Region** field with the value supplied in the planning documentation.
- 5. If specifically requested by the customer or your planning documents, type **gateway-announcements** in the V9 field.

This field allows you to enable announcements on the G700 media gateway. V9 is a virtual slot. There is no announcement board associated with it. The announcements for the G700 are available in the G700 firmware and are administered in the same way as announcements on the TN2301 circuit pack used on S8500 or S8700 port networks.

If there are multiple G700 media gateways sharing announcements, then enable announcements on the G700 whose trunks will receive the announcements most often.

## Installing a New G700 with an S8300

6. Press **F3 (Enter)** to save your changes.

If properly administered, the G700 should register with the primary controller within 1–2 minutes. The **IP Address**, **MAC Address**, and **Module Type** fields are populated automatically after the G700 media gateway registers with the server.

7. Type `change media-gateway` to view the **Media Gateway** screen.

### Media Gateway screen (after registration with primary controller)

```
change media-gateway 1                                     Page 1 of 1
                                          MEDIA GATEWAY
Number: 1                                           IP Address: 135.9.41.150
Type: g700                                         FW Version/HW Vintage: 21.13.0 /0
Name: Swainsons                                   MAC Address: 00:04:0d:02:06:ca
Serial No: 012X06230551                           Encrypt Link? y
Network Region: 1                                  Location: 1
Registered? y                                     Controller IP Address: 135.9.41.146
                                          Site Data:
Slot  Module Type                                     Name
V1:   S8300                                           ICC MM
V2:   MM712                                           DCP MM
V3:   MM711                                           ANA MM
V4:   MM710                                           T1/E1 MM

V8:
V9:
```

The media modules installed in the G700 are listed next to their slot numbers. Verify that a G700 media gateway has been successfully added.

### To verify changes

1. At the SAT prompt, type `list media-gateway`.

### Media-Gateway Report screen

```
list media-gateway
                                          MEDIA-GATEWAY REPORT
Number  Name          Serial No/          IP Address/          Type  NetRgn
Reg?
                                          FW Ver/HW Vint     Cntrl IP Addr
1      LabA          01DR07128730      135.177.49.57      g700  1      y
                                          21 .13 .0 /0      135.177.49.59
2      Data MG2     02DR01130356      135.177.49.90      g350  1      n
                                          11 .2 .0 /0       135.177.49.40
```

2. Verify that the G700 media gateway has registered.

The `y` in the registered field signifies that the G700 media gateway has registered. If the G700 should become unregistered, the `y` will become an `n`, but the IP address will remain assigned to the G700 media gateway. If the G700 has never been registered, the IP Address field will be blank.

If the G700 fails to register, two common causes are:

- The serial number added as the **Identifier** for the G700 is wrong. To check, log back into the G700 gateway and type `show system`. Check the serial number that appears.
- There is no IP connection between the G700 and the S8300. To check, type `show mgc` and then `ping mgp <controller_address>`.

### To enable announcements, if necessary

1. *Only if specifically requested by the customer or your planning documents*, at the SAT prompt, type `enable announcement-board <gateway_number> v9`  
where `<gateway_number>` is the number of the G700 media gateway you added.  
`v9` is the virtual slot (for example, `2v9` means media gateway number 2, slot V9).
2. Press **Enter** to enable announcements.

The system displays the message

```
Command successfully completed
```

### To save Communication Manager translations

Save translations again after all Communication Manager administration is complete.

1. At the SAT prompt, type `save translation`

---

## Considerations for IP Phones Supported by a Local Survivable Processor

A DHCP server assigns IP addresses to IP endpoints dynamically. Avaya IP phones perform a DHCP discover request to receive an IP address, as well as receive parameters necessary to function correctly. These parameters include the location of the call control server, the location of the TFTP server, as well as the directory on the TFTP server from which the phone receives its upgrades.

When preparing a DHCP server to work with Avaya IP phones, there is an option that must be administered to allow the Avaya phone to receive the DHCP offer. This option is “site-specific-option-number” (sson) 176. Different DHCP servers allow for this administration in different ways, but the sson option must be mapped to 176. Then the option can be set up to send the information desired to the Avaya phones for the intended activity.

The sson option sends a string that includes the IP address of the Avaya Call Controller with which the phone will register (“MCIPADD=www.xxx.yyy.zzz”). In an S8500 or S8700 system, this is a CLAN address; in an S8300 system, this is the IP address of the S8300. Multiple addresses can be administered to allow for LSP failover. The second address in the MCIPADD list may be an IP address for a second S8700 CLAN board or an LSP. If a second CLAN board is used, then the third address must be the LSP, and any subsequent addresses should be alternate LSPs. Local LSPs should appear first in the list, with remote LSPs later in the list as possible back ups.

If an IP phone loses its connection to the primary controller, it will try to register with an LSP associated with its network region (as defined on page 3 of the IP Network Region form). However, if the phone resets, it loses this information and goes to the DHCP server for a controller. If the only controller in the MCIPADD list is the primary controller, and if the connection to the primary controller is down, the phone cannot register. Having an LSP in the MCIPADD list gives the IP phones an alternate controller in this situation.

**Note:**

It is strongly recommended that at least one LSP be administered in the MCIPADD list.

Also included in the sson option string is the “MCPORT=1719”. This is the port the phone will listen on for signalling traffic to the call controller. Next is the tftp server field. This field indicates to the phone where it is to receive firmware updates, along with the tftp directory field.

All phones for which the DHCP server has an LSP as the second address in the MCIPADD list should be administered to be in the same network region. Or, if administered to be in different network regions, the network regions involved should be interconnected. Use the ip-network-map form on the primary controller to put the IP phones in the same network region. On the ip-network-map form, a range of IP addresses (or a subnet) can be specified to be in a single network region. Enter the IP address range, or subnet, that contains the IP addresses of the IP phones and enter the desired network region number for that address range. The same address range or subnet must then be administered on the DHCP server. If it is not desired that all the phones be in the same network region, the form "ip-network-region #" should be used to interconnect all the network regions that contain those phones.

---

## Transition of Control from Primary Controller to LSP

When the network connection between the G700 and the S8500 or S8700 goes down, control of endpoints connected to the G700 goes to the next point in the primary controller list, which will be either a second CLAN board or the LSP. At this point, the S8500 or S8700 alarms to notify the customer and services personnel that the network connection between the S8500 or S8700 and G700 has problems. If control passes to the LSP, the LSP's license allows it to support the G700 endpoints for up to 10 days, within which the network problems should be resolved.

The customer must pass control back to the S8500 or S8700 manually, by selecting **Shutdown this server** from the S8300 web page (includes selecting the option to restart after shutdown), or a technician must run `reset system 4` from the Linux command line. When the system reboots, the G700 and its endpoints reregister with the primary controller, in this case the S8500 or S8700.

---

## Set Up SNMP Alarming on the G700

Setting up SNMP alarm reporting involves two main tasks:

- Configuring the primary server to report alarms to a services support agency
- Configuring the G700 Media Gateway to send its traps to a network management system (NMS)

---

### Configuring the primary server to report alarms to a services support agency

The primary server may be an S8300, S8500, or S8700/S8710 Media Server. The media server supports two methods for reporting alarms. Either, both, or no alarm-reporting method may be used at a given site.

- OSS Method.

The server's software applications and hardware devices under its control can generate Operations Support System (OSS) alarms. These alarms are recorded in the server logs, and may be reported to Avaya's Initialization and Administration System (INADS), or another services support agency over the server's modem interface.

To provide OSS alarm notification, the server requires a USB connection to a modem that is connected to an analog line. The modem must be configured using the media server's Web Interface, in the **Set Modem Interface** screen, and enabled to send and receive calls using the **Enable/Disable Modem** screen.

**Note:**

Configuration of the OSS alarming method can only be done using Linux shell commands.

- SNMP Method

SNMP traps may be sent in User Datagram Protocol (UDP) to a corporate network management system (NMS) using the **Configure Trap Destinations** screen on the media server's Web Interface. The OSS and SNMP alarm-notification methods operate independently of each other; either or both may be used. Currently, the following NMSs are supported:

- Avaya Fault and Performance Manager, as a standalone application, or integrated within Avaya MultiService™ Network Manager
- Avaya MultiService™ Network Manager

- HP Openview

To provide SNMP alarm notification, on the server Web Interface use the **Configure Trap Destinations** screen to set up SNMP destinations in the corporate NMS.

## Administering INADS phone numbers and Enabling alarms to INADS

The following procedure, using the primary server's Linux shell commands, administers the dial-out modem to send alarms in the OSS method. In this example, the primary server is an S8300, and the services support agency is Avaya's Initialization and Administration System (INADS).

Perform this task after all Communication Manager administration is complete.

### Note:

Do these steps only if the S8300 is the primary controller and the customer has a maintenance contract with Avaya. Use the information you acquired from the ART tool (see [Running the Automatic Registration Tool \(ART\) for the INADS IP address, if necessary](#)).

Also, a USB modem must have already been installed.

### To add INADS phone numbers and Enable alarms to INADS

1. With a direct connection to the S8300 Services port, open a telnet session and log in as *craft* (or *dadmin*).
2. At the Linux prompt, type `almcall -f INADS phone number -s <second-number>` and press **Enter**.
3. At the prompt, type `almenable -d b -s y` and press **Enter**.
4. Type `almenable` and press **Enter** to verify that the alarms are enabled.
5. Log off

---

## Configuring the G700 Media Gateway to send its traps to a network management system (NMS)

Configuring the G700 Media Gateway to send SNMP traps to the primary server can be accomplished by two commands:

- P330 stack processor CLI command `set snmp community trap [community string]`
- Media Gateway Processor (MGP) CLI command `set snmp trap <IP address> enable`

## Configuring an SNMP community string for traps

SNMP requires community strings to be used for each SNMP 'request'. You can set only three community strings on the G700 — one each for read requests, write requests, and traps.

### To configure an SNMP community string for traps

1. Telnet to the P330 stack processor.
2. Log in as *root*.
3. At the **P330-1(super)#** prompt, type `set snmp community trap [community string]` and press **Enter**.
4. Type `exit`

## Configuring the destination for G700 SNMP traps

Events occurring on the G700 cause SNMP traps to be generated. The G700 MGP can be configured to send SNMP traps to any network management system (NMS) in the network, including the primary server (S8300, S8500, or S8700). The MGP CLI `set snmp trap` command is the way to configure the NMS network element that will receive those traps.

The command syntax is:

```
set SNMP trap <IP address> {enable/disable}  
[ {all|power|temp|app|module|config|voice|operations} ]
```

where

*<IP address>* is the IP address of the NMS trap receiver that will be receiving the traps from the G700, and

[ {*all|power|temp|app|module|config|voice|operations*} ] indicates the groups whose traps will be sent to the specified receiver. If no keywords follow the IP address entry, then 'all' traps will be enabled for the specified receiver.

If 'enable' or 'disable' is used without a trap designation keyword, then 'all' traps is assumed. Up to ten trap receivers can be configured.

### To configure the destination for G700 SNMP traps

1. At the **P330-1(super)#** prompt, type `session mgp`
2. At the **mg-xxx-n(super-user)#** prompt, type `configure` and press **Enter**.
3. At the **mg-xxx-n(configure)#** prompt, type  
`set snmp trap <IP address> enable`  
and press **Enter**.
4. Type `exit`

## Complete the Installation of the S8300 (if the Primary Controller)

Consult the planning documentation to obtain the necessary information to complete the installation.

Part of the final process will be to:

- Connect and administer test endpoints
- Test the endpoints
- Administer Communication Manager for trunks, features, networking, or other items required by the customer
- Complete the electrical installation
- Enable adjunct systems

**Note:**

Follow the existing process and procedures to register the S8300.

---

## Backing up the system

### To back up the system

1. Make sure you have the IP address of the customer's FTP backup server.
2. On the S8300 main menu, select **Backup Now**.  
The system displays the **Backup Now** screen.
3. Select the type of data you want to back up by selecting the appropriate data set.
4. Select a backup method, normally **FTP**, to indicate the destination to which the system sends the backup data.
5. Complete the following fields:

- **User name**

You must enter a valid user name to enable the media server to log in to the FTP server. If you want to use the anonymous account, type **anonymous** in this field. If you do not want to use the anonymous account, type the actual user name in this field.

- **Password**

You must enter a password that is valid for the user name you entered. If you are using anonymous as the user name, you must use your email address as the password. However, the FTP site may have a different convention.

- **Host name**

Enter the DNS name or IP address of the FTP server to which the backup data is sent. To enter an IP address, use the dotted decimal notation (for example, 192.11.13.6).

- **Directory**

Enter the directory on the corporate repository to which you want to copy the backup file. When you enter a forward slash (/) in the directory field, the system copies the backup file to the default directory. The default directory for backup data on the FTP server is /var/home/ftp. If you do not want to use the default directory, you must enter the path name for the directory.

6. Click **Start Backup**.

The system displays the results of your backup procedure on the **Backup Now** results screen.

This completes the installation of the G700 Media Gateway with an S8300 Media Server as primary controller.

---

## If using IA770, administer Communication Manager for Integrated Messaging

A number of administration tasks must be performed to allow IA770 Integrated Messaging to work. These tasks are explained in detail in *Avaya IA770 INTUITY AUDIX Messaging, Release 2.0, Installation, Upgrades, and Troubleshooting*, 11-300399.

---

## Complete the Installation Process (for an S8300 LSP)

Consult the planning documentation to obtain the necessary information to complete the installation.

Part of the final process will be to:

- Connect and administer test endpoints
- Test endpoints
- Complete the electrical installation
- Enable adjunct systems

This completes the installation of the G700 Media Gateway with an S8300 LSP.

# Chapter 4: Installing a New G700 without an S8300

This chapter covers the procedures to install the firmware on a new Avaya G700 Media Gateway without an Avaya S8300 Media Server. The G700 is controlled by an external primary server running Avaya Communication Manger. The primary server can be an Avaya S8500 or S8700/S8710 Media Server or an S8300 residing in another G700.

**Note:**

Procedures to install or upgrade an S8500 or S8700/S8710 Media Server are not covered in this document. See *Avaya S8300, S8500, and S8700 Media Server Library*, which is on the Avaya Support website (<http://www.avaya.com/support>) or on the CD, 555-233-825.



**Tip:**

The Avaya Gateway Installation Wizard (GIW) performs these tasks automatically

[Assigning the IP addresses of the G700 media gateway components](#)

[Checking for IP connections](#)

[Setting the LSP Transition Points](#)

However, the GIW does *not* configure an X330 Expansion module. This task you must still perform manually, as described in:

[Configuring an X330 Expansion Module \(If Necessary\)](#)

---

## Installation overview

---

### What are the system components

#### About G700 components

A P330 Stack Processor is built into the G700 Media Gateway. (This processor is also known as the *Layer 2 switching processor*). In addition, the G700 contains:

- Media Gateway Processor (MGP)
- VoIP processor
- Up to four media modules
- Possibly an expansion module

Installing the firmware for one or more of these processors and/or media modules is a required part of most new installations.

#### About firmware files

You should obtain the firmware files for the G700 before going on-site. You can obtain the firmware files in bundled form on a CD or you can go to the Avaya Support website and download the individual firmware files onto your services laptop.

#### About the TFTP server

To install firmware on a G700 without an S8300 or LSP, you must first copy the firmware files to an external TFTP server on the customer LAN. The TFTP server can be a customer computer or it can be set up on your services laptop.

---

### What provides initial access to the G700

Before the P330 stack processor is configured with an IP address, the only way to access it is with a direct connection from your laptop to the Console port on the G700. With this connection, you can assign the IP addresses to the G700 processors, which can then be accessed over the customer LAN.

---

## How is normal access to the S8300 and G700 provided

You can access the S8300 and G700 in several ways with either a direct connection or LAN connection.

**Note:**

Before the Upgrade Tool can be used to upgrade software on an LSP or firmware on a G700, as summarized below, the LSP must be administered on the primary controller.

### Connecting directly to a target S8300

If you are at the location of the target S8300 (primary or LSP), you can connect directly to the S8300 Services port.

**To install or upgrade directly**

1. Install the S8300 software by:
  - Opening the Web interface and using the Avaya Installation Wizard
  - or,
  - Opening the Web interface and using the main menu
2. Upgrade the G700 firmware by:
  - Opening the Web interface and using the Avaya Installation Wizard or the Upgrade Tool
  - or,
  - Opening a telnet session to the S8300, and then telnet to the P330 stack processor

### Connecting directly to the remote primary server (S8300, S8500, or S8700)

In this case, the target S8300 is an LSP. If you are at the location of the remote primary server, you can connect directly to the remote server's Services port.

**To install or upgrade the target LSP remotely**

1. Install the S8300 (LSP) software by:
  - Opening the Web interface and using the Avaya Installation Wizard or Upgrade Tool
2. Upgrade the G700 firmware by:
  - Opening the Web interface and using the Avaya Installation Wizard or Upgrade Tool
  - or,

## Installing a New G700 without an S8300

- Opening a telnet session to the primary server and then telnet to the P330 stack processor and perform the installation commands

**Note:**

For direct connections, the TFTP server must be on the Customer LAN, not on your laptop.

## Connecting using the customer's LAN

If you can connect to the customer's LAN, you can:

1. Install the S8300 software by:

- Opening the Web interface on the S8300 and using the Avaya Installation Wizard  
or,
- Opening the Web interface on the S8300 and using the main menu

2. Upgrade the G700 firmware by:

- Opening the Web interface on the primary server and using the Avaya Installation Wizard or Upgrade Tool  
or,
- Opening a telnet session to the P330 stack processor and perform the installation commands

**Note:**

For LAN connections, the TFTP server can be your laptop or a customer computer on the LAN.

See [About Connection and Login Methods](#) on page 45 for details on how physically to connect and log into the G700.

---

## Before going to the customer site

The procedures in this section should be completed before going to the customer site or before starting a remote installation.

This section covers:

---

### Collecting Installation Information

#### Planning forms that the Project Manager provides

The project manager should provide you with forms that contain all the information needed to prepare for this installation.

The information primarily consists of:

- IP addresses
- Subnet mask addresses
- Logins and passwords
- People to contact
- Type of system
- Equipment needed

Verify that the information provided by the project manager includes all the information requested in your planning forms.



**Tip:**

[Appendix B: Information Checklists](#), provides several checklists to help you gather the installation and upgrade information.

#### Getting the Serial Number of the G700, if Necessary

For an upgrade of an existing G700, the existing license file can usually be reused. However, if the customer is adding feature functionality (for example, adding BRI trunks), or if the upgrade is between major releases (for example, 1.3 to 2.0), you will need the serial number of the G700. To get this number, ask the customer's administrator to log in to the S8300 web page and select **View License Status** from the main menu to display the serial number.

For a new installation, you need the serial number of the G700 Media Gateway in order to complete the creation of the customer's license file on the [rfa.avaya.com](http://rfa.avaya.com) web site. To get this

## Installing a New G700 without an S8300

number, look for the serial number sticker on the back of the G700 chassis. If the unit is delivered directly to the customer and you will not have phone or LAN line access from the customer site to access the [rfa.avaya.com](http://rfa.avaya.com) web site, this task will require a preliminary trip to the customer site.

---

## Installing the Gateway Installation Wizard

### To obtain the and install the GIW software

1. Go to [support.avaya.com/avayaiw](http://support.avaya.com/avayaiw).
2. Double-click on **Download Gateway Installation Wizard (GIW)**.
3. Scroll down to the GIW program file, and double-click on the filename (for example, **GIW-2.0-4.exe**).
4. Save it to a directory on your laptop.
5. Double-click on the GIW Readme file (for example, **GIW-2.0-4.README**).
6. Save this file to your laptop.
7. Follow the instructions in the Readme file to install the GIW.

---

## Setting Up the TFTP Server on Your Laptop or on a Customer PC, if Necessary

A tar.gz file, which you obtain from a CD-ROM or a website, contains new G700 firmware. To load the firmware on a G700 Media Gateway, you must place this tar.gz file on a TFTP server that is connected to the customer's LAN. The TFTP server can be a customer computer or it can be your laptop if you have arranged with the customer to connect your laptop to the LAN.

### Note:

A Linux or Unix TFTP server should be used only if the customer already has an existing one. In these cases, you download the tar.gz file to your laptop and give it to the customer for proper placement and execution.

To obtain the TFTP server software and install it, see [Appendix D: Install the Avaya TFTP Server](#).

---

## Downloading G700 firmware files to your TFTP directory

To install new firmware for the G700 processors and the media modules, you first need to move the new firmware files to a directory on the TFTP server. The installation program reads the new firmware files from this directory on the TFTP server.

Perform one of the two procedures in this section, depending on whether you have a bundled tar.gz file on a CD or wish to download individual firmware files from the Avaya Support website.

### Copying a bundled firmware file

**Note:**

Your laptop (or the customer's PC) must have WinZip or other file zipping software for this procedure.

#### To copy the tar.gz file from the CD-ROM to your TFTP directory and unzip it

1. Insert the G700 software CD into your laptop or PC CD-ROM drive.
2. Use Windows File Explorer or another file management program to access the files on the CD-ROM drive.
3. Copy the tar.gz file (G700-11.3-0009.0.tar.gz or similar identifier) to the C:\tftp directory (or your alternate tftp location).
4. Use winZip or another zipfile tool to unzip the file.

You may need to unzip an additional tar.gz file embedded in the original file. You should continue to unzip tar.gz files until you see listed files with extensions as shown in the [Table 10: Firmware file formats](#) on page 200 below.

### Downloading individual firmware files

#### Download the firmware files from the Web to your TFTP directory

**Note:**

The sequence of links on the website may be somewhat different than described here.

1. Access the [www.avaya.com/support](http://www.avaya.com/support) website.
2. At the Avaya support site, click on **Software & Firmware Downloads**
3. Click on the following sequence:
  - a. > **G700 Media Gateway & S8300 Media Server.**
  - b. > **Firmware Downloads.**

## Installing a New G700 without an S8300

### c. > G700 Firmware Downloads.

The system displays a list of firmware files.

4. Locate the file names that match the files listed in your planning documentation.

The file names will approximate those listed in [Table 10](#):

#### Note:

The latest firmware versions may differ from those listed in [Table 10](#). Also, the appropriate firmware version may depend on the hardware vintage and/or on the release of Communication Manager. See *Communication Manager Software/ Firmware Compatibility Matrix* under Software & Firmware Downloads on [support.avaya.com](http://support.avaya.com).

**Table 10: Firmware file formats**

| Component                                | Firmware Version Format | Example            |
|--|-------------------------|--------------------|
| P330 Stack Processor                     | viisa<version id>       | viisa4_0_17.exe    |
| P330 Stack Processor                     | p330<version id>        | p330Tweb.4.0.4.exe |
| G700 Media Gateway                       | mgp<version id>         | mgp_21_22_0.bin    |
| VoIP Media Module and Motherboard VoIP   | mm760<version id>       | mm760v24.fdl       |
| 8-port DCP Media Module                  | mm712<version id>       | mm712v5.fdl        |
| 24-Port DCP Media Module                 | mm717<version id>       | mm717v2.fdl        |
| 8-port/trunk Analog Media Module         | mm711<version id>       | mm711v59.fdl       |
| 4-station/4-CO trunk Analog Media Module | mm714<version id>       | mm714v59.fdl       |
| T1/E1 Media Module                       | mm710<version id>       | mm710v8.fdl        |
| 8-port BRI Media Module                  | mm720<version id>       | mm720v4.fdl        |
| 2-port BRI Media Module                  | mm722<version id>       | mm722v2.fdl        |

5. Double-click the file name.

The system displays a **File Download** window.

6. Click on **Save this file to disk**.
7. Save the file to the **C:\tftp** directory (or your alternate tftp location).
8. Use WinZip or another zip file tool to unzip the file, if necessary.

---

## Configure the G700

 **Tip:**

The Avaya Gateway Installation Wizard (GIW) performs tasks automatically in the sections:

[Assigning the IP addresses of the G700 media gateway components](#)

[Checking for IP connections](#)

[Setting the LSP Transition Points](#)

However, the GIW does *not* configure an X330 Expansion module. This task you must still perform manually, as described in:

[Configuring an X330 Expansion Module \(If Necessary\)](#)

For a new installation of a G700 Media Gateway, you must complete the following configuration tasks:

1. Assign IP addresses to the G700 processors
2. Assign IP routes for the gateway
3. Set up the controller list

---

## Assigning the IP addresses of the G700 media gateway components

 **Tip:**

The Avaya Gateway Installation Wizard (GIW) performs this task automatically.

This section describes how to assign the IP addresses and IP routes to the G700 Media Gateway and its components. The IP addresses should be available to you on the IP Addressing Planning Form. The command arguments you will be supplying include:

- VLAN — Virtual Local Area Network: a defined network segment that allows users on that segment to have priority services in sharing information with each other.

If the network is not using VLANs, the VLAN should be 1. Otherwise, use the VLAN numbers indicated in your planning forms. The G700 Media Gateway should be assigned the same VLAN as the VLAN to which the Ethernet ports are connected. The P330 stack processor might or might not be assigned to the customer's network management VLAN.

## Installing a New G700 without an S8300

- IP address — the unique identifier assigned to an entity on the customer LAN.
- Netmask — the subnet mask for the customer's LAN segment.
- Destination — distant networks to which the IP route command needs to send packets.  
Usually generalized to 0.0.0.0 for networks other than the local segment.
- default gateway — the gateway the ip route command specifies to get to the distant networks.

This section contains the following procedures:

[To access the P330 stack processor](#)

[To assign the IP address to the P330 stack processor](#)

[To establish IP routing for the stack](#)

[To check the serial number of the G700 media gateway processor](#)

[To assign the IP address to the G700 media gateway processor](#)

[To assign the default IP route to the G700 media gateway](#)

[To assign IP addresses to the VoIP resources](#)

[Checking for IP connections](#)

### To access the P330 stack processor

1. Set up a direct connection to the G700 Console (serial) port and access the P330 stack processor using Hyperterminal (or similar terminal emulation application).
2. Login as *root*.

### To assign the IP address to the P330 stack processor

1. At the **P330-1(super)#** prompt, type `nvram init` to recondition the processor.

This command ensures that any existing configuration information is cleared so you can enter the IP address and IP route information.

The system prompts you to verify that you want to erase the configuration.

2. Answer the prompt by typing `y(es)`.

The process re-initializes the G700 software back to factory defaults so new IP addresses can be stored correctly in the software. It also clears all configuration and administration on the G700 Media Gateway.

The G700 Media Gateway re-initializes.

3. Type `configure` to change to configuration mode.

4. At the **P330-1(configure)#** prompt, type `set interface inband <vlan> <ip_address> <netmask>` to assign an IP address to the P330 stack processor.  
  
<vlan> is the vlan number, usually 1, to be established on the S8300 for the G700 Media Gateways. The <ip\_address> <netmask> is the assigned address and subnet for the P330 stack processor.
5. Type `reset` and press **Enter** to reset the stack.  
  
Select **Yes** at the dialog box that asks if you want to continue.  
  
All LEDs flash. As the unit powers up, self-tests are run. When the G700 MPG or P330 stack processor has reset, login again to continue.
6. Login at the **Welcome to P330** menu.  
  
The prompt **P330-1(super)#** appears.
7. Type `configure` to obtain the **P330-1(configure)#** prompt.

### To establish IP routing for the stack

1. Type `show interface inband` to verify that the Avaya P330 stack server (Layer 2 Switching Processor) has the correct address.
2. Type `set ip route 0.0.0.0 <default-gateway>` to specify the gateway to handle addresses outside of the local subnet.  
  
<default-gateway> is the IP address of the customer's default network gateway. This address should be available in the planning documentation.
3. Press **Enter** to save the destination and gateway IP addresses.
4. Type `show ip route`.  
  
The route net and route host tables appear. Verify that the information is correct.

After you have configured the P330 stack processor, you assign an IP address to the G700 Media Gateway Processor (MGP). Your first task is to check the serial number of the MGP.

### To check the serial number of the G700 media gateway processor

1. At the **P330-1(configure)#** prompt, type `session mgp`.
2. At the **MG-???-1(super)#** prompt, type `show system` to list various attributes of the G700.  
  
The system displays a list of attributes, as shown in the following example:

### Show System List for G700 Media Gateway

```

Welcome to Media Gateway Processor
FW version 21.25.0

MG-001-1(super)# show system
Uptime(d,h:m:s): 8, 21:34:15
System Name      : -- Empty --
System Location  : -- Empty --
System Contact   : -- Empty --
MAC Address      : 00-04-0D-02-06-CA
Serial No        : 01DR12310260
Model No         : G700
HW Vintage       : 00
HW Suffix        : A
FW Vintage       : 21.25.0

Media Gateway Power Supplies
VOLTAGE(U)  ACTUAL(U)  STATUS
-----
DSP Complex  3.4          3.369  OK
MGP           5.1          5.099  OK
Media Modules -48.0        -48.360 OK
VoIP DSP     1.6          1.590  OK
VoIP 8260    2.5          2.480  OK

MG-001-1(super)#
```

3. Write the serial number on your planning document.

Make sure it matches the serial number sticker on the back of the G700 Media Gateway chassis. If there is a difference, the serial number in the displayed list is correct. You will need this later.

After you have assigned an IP address to the G700 processor, telnet directly to the G700 media gateway processor and login (the login name and password are provided in the planning documentation).

### To assign the IP address to the G700 media gateway processor

1. At the **MG-???-n(super)#** prompt, type **configure** to change to configuration mode.
2. Type **nvrाम init** to recondition the processor.

This command ensures that any existing configuration information is cleared so you can enter the IP address and IP route information.

The system prompts you to verify that you want to erase the configuration.

3. Answer the prompt by typing `y(es)`.

This process re-initializes the G700 software back to factory defaults so new IP addresses can be stored correctly in the software. It also clears all configuration and administration on the G700 Media Gateway.

The G700 Media Gateway re-initializes.

4. At the **P330-1(configure)#** prompt, type `session mgp`.
5. At the **MG-???-1(super)#** prompt, type `configure` to change to configuration mode.
6. Type `set interface mgp <vlan> <ip_address> <netmask>` to assign an IP address to the G700 Media Gateway.

`<vlan>` is the vlan to be established on the customer's local network. This is usually 1. The `<ip_address> <netmask>` is the assigned IP address and subnet for the G700 media gateway.

 **CAUTION:**

If this G700 contains an S8300 configured as an LSP, use the VLAN administered on the primary controller.

7. At the **MG-???-n(configure)#** prompt, type `reset mgp`.

A system prompt asks to confirm the reset.

8. Select **Yes** at the dialog box that asks if you want to continue.

The G700 Media Gateway processor resets. The LEDs on the G700 Media Gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

9. Log in again at the **Welcome to P330** menu.
10. At the **P330-1(configure)#** prompt, type `session mgp`.
11. At the **MG-???-1(super)#** prompt, type `configure` to reach the configuration level of the command line interface.
12. Type `show interface mgp` to verify that the G700 media gateway has the correct IP address.

### To assign the default IP route to the G700 media gateway

1. At the **MG-???-n(configure)#** prompt, type

```
set ip route 0.0.0.0 0.0.0.0 <default_gateway>
```

to specify the gateway to handle addresses outside of the local subnet.

`<default_gateway>` is the IP address of the default network gateway. This address should be available in the planning documentation.

2. Type `show ip route mgp` to view the results.

## Installing a New G700 without an S8300

3. Repeat Step 1 for additional ip routes, if needed.

Usually, only a default route is needed. Refer to your planning document.

From the G700 media gateway processor command line interface, you assign IP addresses to the VoIP resource resident on the G700 media gateway and to any installed MM760 VoIP media modules.

### To assign IP addresses to the VoIP resources

1. At the **MG-???-n(configure)#** prompt, type **set interface voip <number> <ip address>**

*<number>* is the slot number of the VoIP media module. **v0** designates the VoIP resource resident on the G700 Media Gateway motherboard. The MM760 VoIP Media Modules are designated according the slot (for example, **v1**, **v2**, **v3**, **v4**) in which the media module has been installed.

*<ip address>* is the IP address of the VoIP resource.

For example: **set interface voip v0 132.236.73.3**

2. Type **show interface** to display a table of all configured interfaces, including all VoIP Media Modules.
3. Type **show voip v0** to display the VoIP resource on the motherboard.

#### Note:

It is not necessary to configure the VLAN, netmask, or IP routes for VoIP engines. The media gateway parameters are applied automatically.

## Checking for IP connections

After you have assigned IP addresses to the P330 Stack Processor (Layer 2 Switching Processor), the G700 Media Gateway MGP, media modules, and the VoIP resources, validate the IP connections.

### To run the ping command

1. At the **MG-???-n(config)#** prompt, type **ping mgp <IP\_address>**

where *<IP\_address>* is the address of an S8300, S8500, or S8700 Media Server, the VoIP engine, or any other functioning endpoint accessible on the customer's LAN. It is recommended to ping endpoints on both the same subnet and a different subnet.

Ping results appear on the screen, similar to the following example.

## Ping MGP results

```

MG-???-1(configure)# ping mgp 135.122.49.55
PING 135.122.49.55: 56 data bytes
64 bytes from 135.122.49.55: icmp_seq=0. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=1. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=2. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=3. time=0. ms
64 bytes from 135.122.49.55: icmp_seq=4. time=0. ms
----135.122.49.55 PING Statistics----
5 packets transmitted, 5 packets received, 0% packet loss
round-trip (ms) min/avg/max = 0/0/0

```

2. Check that the same number of packets transmitted were also received.

3. Type `ping voip v0 <IP_address>`

`<IP_address>` is the address of the G700, or any other functioning endpoint on the customer's LAN.

Ping results appear on the screen, similar to the following example.

## Ping VoIP results

```

MG-???-1(configure)# ping voip v0 135.122.49.55

----135.122.49.55 PING Statistics----
5 packets transmitted, 5 packets received, 0 packet loss
round-trip(ms) min/avg/max = 0/1/0

```

---

## Setting up the controller list for the G700

### Note:

The Avaya Gateway Installation Wizard (GIW) performs this task automatically.

To complete the configuration of the G700 media gateway, you need to administer a list of primary and alternate controllers. This list begins with the IP address of the primary controller. In the event that the G700 media gateway loses contact with its primary controller, it will seek to re-register with the primary controller first, then with the other controllers on this list. The other controllers are S8500 or S8700/S8710 media servers that can act as the primary controller, or S8300 media servers configured as Local Survivable Processors (LSPs).

Up to four IP addresses separated by commas can be entered to form the controller list.

### To set the MGP controller list

1. At the **MG-???-n(configure)#** prompt, type the following commands to designate the primary, secondary, and LSP controllers for this G700:

a. `clear mgc list`

b. `set mgc list <ip_address> [,<ip_address> [,<ip_address> [,<ip_address>]]]`

where, the first *<ip\_address>* is the IP address of the primary controller for this G700. If the primary controller is an S8700, this is the IP address of a C-LAN board that is connected to a pair of duplicated S8700/S8710s. If the primary controller is an S8300, this is the IP address of the S8300.

The next three *<ip\_address>* parameters are optional IP addresses of up to three alternate controllers. Each of the three optional controllers can be an S8700/S8710 duplicated pair or an S8300 configured as an LSP, depending on the G700's primary controller.

 **CAUTION:**

If you need to change the mgc list, you must run `clear mgc list` before running `set mgc list` again.

[Table 11](#) describes the possible optional controllers for an S8300 and S8700/S8710 primary controller:

**Table 11: Possible optional controllers for various primary controllers**

| If primary controller is | Then, controller IP addresses can be  |
|--------------------------|---|
| S8300                    | <b>First:</b> IP address of the S8300 primary controller.<br><b>Next three:</b> one, two, or three IP addresses of S8300s configured as LSPs.                                 |
| S8500 or S8700 or S8710  | <b>First:</b> IP address of the C-LAN for the S8500 or S8700/S8710 primary controller.<br><b>Next three:</b> one, two, or three IP addresses of alternate C-LANs and/or LSPs. |
|                          |   |

**Note:**

For an S8500 or S8700/S8710 primary controller, the last three IP addresses in the list can be either the addresses of C-LANS (which are connected to the same S8500 or pair of S8700/S8710s that act as primary controllers) or addresses of LSPs. If you enter a combination of both, you must list C-LANs first and the LSPs last, *after* the C-LANs.

2. Type `reset mgp` at the **MG-???-n(configure)#** prompt to reset the G700 media gateway processor.

A system prompt asks you to confirm the reset.

3. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

The system ultimately returns you to the **P330-1 (configure)** prompt.

At the **P330-1(configure)#** prompt, type `session mgp`.

At the **MG-001-1(super)#** prompt, type `configure` to change to the configuration mode.

**Note:**

Because the G700 media gateway has registered with its primary controller, the prompt name has changed; for example, to **MG-001-1**.

Type `show mgc` to display the list of available servers and their IP addresses.

For example:

**Show Call Controller Status Screen**

```

MG-001-1(configure)# show mgc
CALL CONTROLLER STATUS
-----
Registered           : YES
Active Controller    : 135.9.71.95
H248 Link Status     : UP
H248 Link Error Code: 0x0
MGC List Management  : Static

CONFIGURED MGC HOST           DHCP SPECIFIED MGC HOST
-----
135.9.71.95                   -- Not Available --
- Not Available --           -- Not Available --
- Not Available --           -- Not Available --
- Not Available --           -- Not Available --

```

The Gateway will have registered with the primary controller, if present. If the primary controller is running and has been administered properly, the **Registered** field says **YES** and the **H248 Link Status** says **UP**. If the controller is not running, the **Registered** field says **NO** and the **H248 Link Status** says **DOWN**.

## Setting the LSP Transition Points

You must set the length of time that the G700 searches, in the event of a network problem, for primary controllers (for example, additional CLAN connections) with which to register. After this search time has elapsed, the G700 will search for an LSP with which to register. You must also set the total time the G700 searches for either a primary controller and an LSP, after which the G700 resets. And finally, you must define how many primary controllers, from 1 to 4, are in the controller list you just defined.

### To set LSP transition points

1. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times primary-search <search-time>`  
where *<search-time>* is the time in minutes that the G700 searches for a primary controller before looking for an LSP. The range is from **1** to **60**.
2. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times total-search <search-time>`  
where *<search-time>* is the total time in minutes that the G700 searches for both primary controllers or LSPs. The range is from **1** to **60**.
3. At the **MG-001-1(configure)#** prompt, type `set mgp reset-times transition-point <#_of_primary>`  
where *<#\_of\_primary>* is the number of primary controllers in the controller list. If the primary controller is an S8500 or S8700, the range is from **1** to **4**. If the primary controller is an S8300, *<#\_of\_primary>* must be **1**.

---

## Configuring an X330 Expansion Module (If Necessary)

User Guides and Quick Start Guides for the expansion modules are available on the Avaya Support web site:

### To configure an X330 Expansion Module

1. Go to the Avaya Support web site: <http://avaya.com/support>.
2. In the list on under Technical Database, click on **LAN, Backbone, and Edge Access Switches**.
3. Under Wiring Closet & Distribution, click on **P330 Stackable Switching System**.
4. Click on **All Documents**.
5. Select the appropriate document for the expansion module you are installing.

---

## Prepare to install firmware on the G700

Before installing new firmware on the G700 processors and media modules, you need to:

- [Accessing the P330 Stack Processor](#)
- [Verifying the contents of the tftpboot directory](#)

---

### Accessing the P330 Stack Processor

See [About Connection and Login Methods](#) on page 45 for details on how to set up a connection and login.

Log on to the P330 stack processor using one of the following methods:

- Using a LAN connection, telnet to the IP address of the P330 stack processor and log in.
- If you are *not* using your laptop as the TFTP server, you can connect your Laptop directly to the G700 Console (Serial) Port.

Then, use HyperTerm or a similar terminal emulation application to log in to the P330 stack processor Command Line Interface.

You are now logged-in at the Supervisor level with prompt **P330-1(super)#**.

---

### Verifying the contents of the tftpboot directory

Before proceeding with the G700 firmware installation, you should check the */tftpboot* directory on the TFTP server to make sure the firmware versions match those listed in the planning documentation. If they do not, you must copy the correct firmware versions into the */tftpboot* directory using the following procedure:

1. Download the firmware files from the support Website to your laptop.
2. Using the Web Interface on the S8300 Media Server, copy the firmware files from your laptop to the */var/home/ftp/pub* directory on the S8300, or

Alternatively, you can "ftp" the files from your laptop to the *pub* directory.

3. Copy the firmware files from the *pub* directory to the */tftpboot* directory, using the S8300 Media Server command line interface.

**Note:**

For detailed information on this procedure, see "Appendix 2" in *Job Aid: Replacing the G700 Media Gateway*, 555-245-752, Issue 4, January, 2005.

## Determining which firmware to install on the G700

Conduct the following procedure to compare software versions running on the G700 processors and media modules with the versions in your planning documents. If the versions do not match, you need to install the new firmware for those components.

### To determine if new firmware for the P330 stack processor is necessary

1. At either the **P330-1(super)#** or **P330-1(configure)#** prompt, type **dir**.

The system displays the directory list of software for the P330 stack processor.

#### Directory list for P300 stack processor

| M# | file          | ver num | file type    | file location | file description     |
|----|---------------|---------|--------------|---------------|----------------------|
| 1  | module-config | N/A     | Running Conf | Ram           | Module Configuration |
| 1  | stack-config  | N/A     | Running Conf | Ram           | Stack Configuration  |
| 1  | EW_Archive    | 4.0.4   | SW Web Image | NV-Ram        | WEB Download         |
| 1  | Booter_Image  | 3.2.5   | SW BootImage | NV-Ram        | Booter Image         |

2. Check the version number (ver num) of the EW\_Archive file to see if it matches the Release Letter.

If not, you must upgrade the P330 stack processor.

3. Type **show image version**

The system displays the list of software.

#### Show image version List for P330 stack processor

| Mod | Module-Type              | Bank | Version |
|-----|--------------------------|------|---------|
| 3   | Avaya G700 media gateway | A    | 0.0.0   |
| 3   | Avaya G700 media gateway | B    | 4.0.17  |

4. Check the version number of the stack software image file in Band B to see if it matches the your planning document.

If not, you must upgrade the P330 stack processor.

### To determine if new firmware is required for the MGP, VoIP module, and installed media modules

1. Type **session mgp**

- At the **MG-001-1(super)#** prompt, type `show mg list_config`

The system displays the list of software.

**Show MG list\_config**

```

eyp
-----
SLOT  TYPE    CODE    SUFFIX  HW VINTAGE  FW VINTAGE  VOIP FW
-----
V0    G700    DAF1    A        00           21.25.0(B)  26
V1    ICC     S8300   A        00           5            N/A
V2    DCP     MM712   A        2            5            N/A
V3    ANA     MM711   A        3            16           N/A
V4    DS1     MM710   A        1            8            N/A

```

- Refer to the list to check the FW vintage number of the G700.

In the TYPE column, find G700, then check the matching field in the FW VINTAGE column to see if it matches the vintage number in your planning forms. If not, you must install new firmware on the G700 media gateway. Also check if the release number in the FW VINTAGE column contains (A) or (B) to designate the software bank. If the list shows B, you will upgrade A. If the list shows A, you will upgrade B.

- Refer to the VOIP FW column and row for slot V0 (same row occupied by the G700 information) to see if the number matches the VoIP firmware identified in your planning forms.

If not, you must also upgrade the G700 media gateway motherboard VoIP module.

**Note:**

The VoIP processor on the motherboard is upgraded using the same firmware image file as the VoIP media modules; for example, the file mm760v8.fdl is vintage #8.

- Check the FW VINTAGE column for vintages of each of the installed media modules: MM710, MM711, MM712, MM720, and/or MM760 to see if they match the FW vintages in the planning forms.

If not, you must upgrade them, as well.

---

## Install New Firmware on the G700 Media Gateway

Follow the procedures in this section to install firmware on the G700 processors and media modules.

This section covers:

[Installing New Firmware on the P330 Stack Processor](#)

[Installing new firmware on the G700 Media Gateway Processor](#)

[Installing new firmware on the media modules](#)

### Installing New Firmware on the P330 Stack Processor

#### To install P330 stack processor firmware

1. [Accessing the P330 Stack Processor.](#)

2. At the **P330-1(configure)#** prompt, type

```
copy tftp SW_image <file> EW_archive <ew_file>  
  <tftp_server_address> <Module#>
```

where *<file>* is the full-path name for the image file with format and vintage number similar to viisa3\_8\_2.exe,

*<ew\_file>* is the full-path name for the embedded web application file with format similar to p330Tweb.3.8.6.exe,

*<tftp\_server\_ip\_address>* is the IP address of the TFTP server, and

*<Module#>* is the number, 1 through 10, of the media gateway in the stack. If there is only one G700 media gateway, the number is 1.

3. Verify that the download was successful when the prompt returns:

- a. type `show image version <module #>` and check the version number in the Version column for Bank B.

- b. type `dir <module #>` and check the version number in the ver num column for the EW\_Archive file.

4. Type `reset <module #>`.

### Setting rapid spanning tree on the network

Spanning Tree (STP) is a loop avoidance protocol. If you don't have loops in your network, you don't need STP. The "safe" option is always to leave STP enabled. Failure to do so on a network

with a loop (or a network where someone inadvertently plugs the wrong cable into the wrong ports) will lead to a complete cessation of all traffic. Rapid Spanning Tree is a fast-converging protocol, faster than the earlier STP, that *enables* new ports much faster (sub-second) than the older protocol. Rapid Spanning Tree works with all Avaya equipment, and can be *recommended*.

Rapid Spanning Tree is set using the P330 stack processor command line interface.

### To enable/disable spanning tree

1. Open a telnet session on the P330 stack processor, using the serial cable connected to the Console port of the G700.
2. At the **P330-x(super)#** prompt, type `set spantree help` and press **Enter** to display the set spantree commands selection.
3. To enable Spanning Tree, type `set spantree enable` and press **Enter**.
4. To set the **rapid spanning tree** version, type `set spantree version rapid-spanning-tree` and press **Enter**.

The 802.1w standard defines differently the default path cost for a port compared to STP (802.1d). In order to avoid network topology change when migrating to RSTP, the STP path cost is preserved when changing the spanning tree version to RSTP. You can use the default RSTP port cost by typing the CLI command `set port spantree cost auto`.

#### Note:

Avaya P330s now support a "Faststart" or "Portfast" function, because the 802.1w standard defined it. An edge port is a port that goes to a device that cannot form a network loop.

To set an **edge-port**, type `set port edge admin state module/port edgeport`.

For more information on the Spanning Tree CLI commands, see the *Avaya P330 User's Guide* (available at <http://www.avaya.com/support>).

## Installing new firmware on the G700 Media Gateway Processor

### To install MGP firmware

1. At the **P330-1(configure)#** prompt, type `session mgp` to reach the G700 media gateway processor.
2. Type `configure` at the **MG-???-1(super)#** prompt to enter configuration mode, which will change the prompt to **MG-???-1(configure)#**.
3. At the **MG-???-1(configure)#** prompt, type `show mgp bootimage` to determine which disk partition (bank) is in the **Active Now** column.

You will update the bank that is *not* listed as Active Now. The system displays the following screen:

### Example: Show mgp bootimage

| <u>FLASH MEMORY</u> | <u>IMAGE VERSION</u> |
|---------------------|----------------------|
| Bank A              | 109                  |
| Bank B              | 210                  |

| <u>ACTIVE NOW</u> | <u>ACTIVE AFTER REBOOT</u> |
|-------------------|----------------------------|
| Bank B            | Bank B                     |

4. At the **MG-???-1(configure)#** prompt, type

```
copy tftp mgp-image <bank> <filename> <tftp_server_ip_address>
```

to transfer the mgp image from the tftp server to the G700,

where

<bank> is the bank that is *not* Active Now (Bank A in the example).

<filename> is the full path name of the mgp firmware image file, which begins with mgp and will be similar to the name mgp\_8\_0.bin.

<tftp\_server\_ip\_address> is the IP address of the S8300.

For example:

```
copy tftp mgp-image a mgp_8_0.bin 195.123.49.54
```

The screen shows the progress.

5. Type `set mgp bootimage <bank>`

where <bank> is the same letter you entered in the previous step.

6. At the **MG-???-1(configure)#** prompt, type `reset mgp`.

A system prompt asks you to confirm the reset.

7. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

8. When the **P330-1(super)#** prompt appears, type `session mgp`.

9. At the **MGP-???-1(super)#** prompt, type `configure`.

10. Verify that the download was successful when the prompt returns.

Type `show mg list_config`.

The system displays the list of software.

**Example: Show mg list\_config**

| SLOT | TYPE  | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|-------|-------|--------|------------|------------|---------|
| ---- | ----- | ----- | -----  | -----      | -----      | -----   |
| V0   | G700  | DAF1  | A      | 00         | 230(A)     | 67      |
| V1   | ICC   | S8300 | A      | 72         | 00         | N/A     |
| V2   | DCP   | MM712 | A      | 2          | 58         | N/A     |
| V3   | ANA   | MM711 | A      | 2          | 57         | N/A     |
| V4   | DS1   | MM710 | A      | 1          | 58         | N/A     |

**Installing new firmware on the media modules**

For upgrades of active media modules, you need to take the media modules out of service before initiating the upgrade process. To do this, go to a SAT session on the primary controller and issue a **busyout** command.

**Note:**

Skip this busyout procedure if the media modules are not in service; for example during an initial installation.

**To busyout board (for active media modules)**

1. Go to a SAT session on the primary controller and enter the command,
 

```
busyout board vx
```

 where **x** is the slot number of the media module to be upgraded.
2. Verify the response,
 

```
Command Successfully Completed
```
3. Repeat for each media module to be upgraded.

**To install media module firmware**

1. Be sure that you have checked for the current vintage of the VoIP Module for the v0 slot (on the G700 motherboard).
 

This VoIP module does not occupy a physical position like other media modules.
2. At the **P330-1(configure)#** prompt, type **session mgp**.
3. At the **MG-001-1(super)#** prompt, type **configure** to change to the configuration mode.
4. Type **copy tftp mm-image v<slot #> <filename mm> <tftp\_server\_ip\_address>**

where

**<slot #>** is the slot of the specific media module,

**<filename mm>** the full-path name of the media module firmware file in a format such as

## Installing a New G700 without an S8300

mm712v58.fdl, and

`<tftp_server_ip_address>` is the ip address of the S8300.

Two or three minutes will be required for most upgrades. The VoIP media module upgrade takes approximately 5 minutes. Screen messages indicate when the transfer is complete.

5. After you have upgraded all the media modules, verify that the new versions are present.

At the **MG-???-1(configure)#** prompt, type **show mg list\_config**

The list of software appears.

### Show MG list\_config

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(A) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

6. In the **TYPE** column, find the particular media module (v1 through v4), then check the matching field in the **FW VINTAGE** column to see if it matches the planning documentation.

#### Note:

Slot V1 can contain either a media module or the S8300, which will show as  
TYPE ICC.

7. Check the **VOIP FW** column and row for slot v0 to see if the number matches the VoIP firmware identified in the planning documentation.
8. Type **reset <module #>**  
where **<module #>** is the number of the G700 in the stack.
9. When the reset is finished, type **show mm** to verify the upgrade.

### To release board (if media module was busied out)

1. When the upgrade procedure is complete, go to the SAT session and release the board  
Type **release board vx**  
where **x** is the slot number of the upgraded media module.
2. Verify the response,  
Command Successfully Completed

**Note:**

If you see the response, `Board Not Inserted`, this means that the media module is still rebooting. Wait one minute and repeat the `release board` command.

3. Repeat the `release board` command for each media module that was busied out.

---

## Administer Communication Manager

 **Important:**

The administration procedures in this section are done on the media server that is the primary controller for the new G700 you previously installed. This primary controller may or may not be the S8300 you installed in the G700.

The primary controller for the G700 you are installing must be administered to enable communication between the primary controller and the G700. The administration differs somewhat depending on whether the primary controller is an S8300 or the primary controller is an S8500 or S8700/S8710.

Perform one of the following two administration procedures in this section:

- [Administering an S8300 primary controller](#)
- [Administering an S8500 or S8700/S8710 primary controller](#)

---

### Administering an S8300 primary controller

This document covers only the administration of Communication Manager required for the G700 media gateway to communicate with the primary controller over a customer's network. For the majority of administration required, see "*Administrator's Guide to Avaya Communication Manager, 555-233-506*," or "*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504*."

In this section, you will use the SAT interface to:

- [Assigning Node Names and IP Addresses for the LSPs](#)
- [Administering Network Regions](#)
- [Associating LSPs with Network Regions](#)
- [Administering IP Interfaces](#)
- [Administering the LSP Form](#)

**! CAUTION:**

Before continuing, be sure you have saved translations in Communication Manager.

Begin by resetting the system.

**To reset the System**

1. Telnet to the S8300, log in, and open a SAT session (type **sat** or **dsat**).
2. At the SAT prompt, type **reset system 4**  
The system reboots.
3. After the reboot is complete, telnet to the S8300, login, and open a SAT session.

**Assigning Node Names and IP Addresses for the LSPs**

If the S8300 network configuration includes LSPs, they must be specified on the **Node Names** screen.

**To assign node names**

1. At the S8300 SAT prompt, type **change node-names ip** to open the **Node Names** screen.

**Example Node Names Screen**

```
change node-names ip                                     Page 1 of 1
                                                         IP NODE NAMES
Name              IP Address          Name              IP Address
default_____  0_.0_.0_.0_         _____        _____
node-10-lsp      192.168.1_.50       _____        _____
node-11-lsp      192.168.1_.51       _____        _____
=====         _____          _____        _____
=====         _____          _____        _____
=====         _____          _____        _____
```

2. Enter the name and IP addresses for the LSPs.
3. Press **F3 (Enter)** when complete.

**Administering Network Regions**

Before assigning an IP network region to a G700, you must define network region on the IP Network Region form. After a network region is defined, you can assign it to the various network elements (servers, gateways, IP phones).

The information you need to do this should be provided in your planning documentation. Use the system defaults if the planning documentation does not specify otherwise.

For a G700 with an S8300 as primary controller, there will usually be one network region, defined as **1**. The procedure below uses 1 for the network region number as an example but the procedure applies for any network region number from 1 to 250.

## To define IP network region 1

### CAUTION:

Defining IP network regions can be quite complex. For detailed information on the use and administration of IP network regions, see “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

1. At the SAT prompt, type **change ip-network-region 1**.

The S8300 displays the **IP Network Region** screen.

### IP Network Region Screen

```

change ip-network-region 1                               Page 1 of 19
                                                         IP NETWORK REGION
Region: 1
Location:                                               Home Domain:
Name:
AUDIO PARAMETERS                                       Intra-region IP-IP Direct Audio: yes
                                                         Inter-region IP-IP Direct Audio: yes
Codec Set: 1                                           IP Audio Hairpinning? y
UDP Port Min: 2048                                     RTCP Reporting Enabled? n
UDP Port Max: 3028                                     RTCP MONITOR SERVER PARAMETERS
                                                         Use Default Server Parameters? y
DiffServ/TOS PARAMETERS
Call Control PHB Value: 34
Audio PHB Value: 46
802.1P/Q PARAMETERS
Call Control 802.1p Priority: 7
Audio 802.1p Priority: 6                               AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                                     RSVP Enabled? n
H.323 Link Bounce Recovery? y
Idle Traffic Interval (sec): 20
Keep-Alive Interval (sec): 5
Keep-Alive Count: 5

```

2. If necessary, complete the fields as described in “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

### Note:

It is strongly recommended to use the defaults in the screen. However, for the **RTCP Enabled** and **RSVP Enabled** fields, the entry should be **n** (no).

3. Press **F3 (Enter)** to submit the screen.

## Associating LSPs with Network Regions

If the primary controller has LSPs, you can associate each LSP with one or more network regions. In the event of a network failure, IP telephones assigned to a network region will register with an LSP associated with that region.

This procedure associates up to six LSPs with a network region.

### To associate LSPs with a network region

1. On the **IP Network Region** screen, go to page 2.

#### IP Network Region Screen, page 2

```
change ip-network-region 1                                     Page 2 of 19
                                                                IP NETWORK REGION
LSP NAMES IN PRIORITY ORDER
1  node-10-LSP_____
2  _____
3  _____
4  _____
5  _____
6  _____
```

2. Enter the names of up to six LSPs to be associated with region 1.  
The LSP names must be the same as administered on the **Node Names** screen.
3. Submit the form.
4. Repeat for each network region with which you want to associate LSPs.

## Administering IP Interfaces

This procedure assigns network region 1, as an example, to the S8300 media server.

### To assign the network region to the S8300

1. At the SAT prompt, type `change ip-interfaces procr`.  
The S8300 displays the **IP Interfaces** screen for the media server.

## IP Interfaces Screen

```
change ip-interfaces procr                                     Page 1 of 1

                                     IP INTERFACES

                                     Type: PROCR

                                     Node Name: procr
                                     IP Address: 135.9.41.146
                                     Subnet Mask: 255.255.255.0

Enable Ethernet Port?
Network Region: 1
```

2. The field **Enable Ethernet Port?** should indicate *y* (yes). The **Node Name** should be the IP address of the S8300 media server.

## Administering the LSP Form

If the primary controller has LSPs, you must enter the LSP node names on the LSP form to enable the LSPs to get translations updates from the primary controller. Once the LSPs are successfully entered on the **LSP** screen, their status can be viewed with the `display lsp` command.

**Note:**

The LSP node names must be administered on the node-names-ip form before they can be entered on the **LSP** screen.

### To add LSP names to the LSP screen

1. At the S8300 SAT prompt, type `change lsp` to open the **LSP** screen.

## LSP Screen

```
change lsp                                     Page 1 of 16
                                LOCAL SURVIVABLE PROCESSOR
Number NAME                IP Address                Service
                                State?                Translations
                                Updated
1      node-10-LSP_      192.168.1.50                in-service      14:21 5/4/2003
2      _____                out-of-service
3      _____                out-of-service
4      _____                out-of-service
5      _____                out-of-service
6      _____                out-of-service
7      _____                out-of-service
8      _____                out-of-service
9      _____                out-of-service
10     _____                out-of-service
11     _____                out-of-service
12     _____                out-of-service
13     _____                out-of-service
14     _____                out-of-service
15     _____                out-of-service
16     _____                out-of-service
```

2. Enter the node name for each LSP supported by the primary controller and submit the form.

Skip to [Administering the Media Gateway](#) on page 231 to continue.

---

## Administering an S8500 or S8700/S8710 primary controller

Complete the procedures in this section if the primary controller for the G700 you are installing is an S8500, S8700 or S8710. If the primary controller is an S8300, you should have completed the procedures in [Administering an S8300 primary controller](#) on page 219.

This document covers only the administration of Communication Manager required for the G700 media gateway to communicate with the primary controller over a customer's network. For the majority of required administration, see "*Administrator's Guide to Avaya Communication Manager, 555-233-506*," or "*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504*."

In this section, you will use the SAT interface on the primary controller to:

- [Assigning Node Names and IP Addresses for the C-LANs and LSPs](#)
- [Administering Network Regions](#)
- [Assigning LSPs to the Network Regions](#)
- [Administering IP Interfaces](#)

- [Administering the LSP Form](#)

**Note:**

For information on installing the CLAN boards on the S8500 or S8700 port networks and complete information on installing an S8700 media server, see the Installation documentation on the “Avaya S8300, S8500, and S8700 media server Library CD, 555-233-825.”

## Assigning Node Names and IP Addresses for the C-LANs and LSPs

**Note:**

The CLAN boards must be TN799DP running version 5 or greater firmware. Be sure to check the firmware version for these boards on the S8700. For information on how to upgrade the firmware on the S8700, please see the section "Upgrade Firmware in Selected Port Cabinet Packs" in *Upgrading the Avaya media server Configuration* in the S8700 documentation portion of this documentation CD, “Avaya S8300, S8500, and S8700 media server Library CD, 555-233-325.”

### To assign node names and IP addresses

1. At the SAT prompt, type `change node-names ip` to open the **Node Names** screen.

#### Example Node Names Screen

```
change node-names ip Page 1 of 1
```

| IP NODE NAMES   |                       |       |                   |
|-----------------|-----------------------|-------|-------------------|
| Name            | IP Address            | Name  | IP Address        |
| default_____    | 0__ . 0__ . 0__ . 0__ | _____ | __ . __ . __ . __ |
| node-1-clan ___ | 192.168.1 __.124      | _____ | __ . __ . __ . __ |
| node-2-clan     | 192.168.1 __.97__     | _____ | __ . __ . __ . __ |
| node-10-lsp     | 192.168.1 __.50__     | _____ | __ . __ . __ . __ |
| node-11-lsp     | 192.168.1 __.51__     | _____ | __ . __ . __ . __ |
| =====           | __ . __ . __ . __     | _____ | __ . __ . __ . __ |
| =====           | __ . __ . __ . __     | _____ | __ . __ . __ . __ |
| =====           | __ . __ . __ . __     | _____ | __ . __ . __ . __ |

2. Enter the name and IP address for the C-LANs and LSPs.
3. Press **F3 (Enter)** when complete.

## Administering Network Regions

Before assigning an IP network region to a G700, you must define network region on the IP Network Region form. After a network region is defined, you can assign it to the various network elements (servers, gateways, IP phones).

The information you need to do this should be provided in your planning documentation. Use the system defaults if the planning documentation does not specify otherwise.

## Installing a New G700 without an S8300

For a G700 with an S8300 LSP and an S8500 or S8700 as the primary controller, there may be more than one network region, since there can be up to 250 G700 media gateways connected to the S8500 or S8700 with thousands of telephones in the network. In this case, you define a network region for each CLAN board on the S8500 or S8700 port networks, though they may also have the same network region.

The G700, in this case, may also share the same network region as the CLAN board(s). However, it may have a different network region because of the geographic distances of the connections between the G700 and the S8500 or S8700. The G700 network region may also differ because of the nature of the endpoints connected to it.

### To define IP network regions for the G700 and CLAN board(s)

 **CAUTION:**

Defining IP network regions can be quite complex. For detailed information on the use and administration of IP network regions, see “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

1. On the SAT screen of the primary controller for the G700 media gateway, type **change ip-network-region <network\_region>**

where **<network\_region>** is the region you will assign to the G700 media gateway. This region number may or may not match the network region of the S8500 or S8700 CLAN boards.

The system displays the **IP Network Region** screen.

## IP Network Region Screen

```

change ip-network-region 1                               Page 1 of 19
                                                    IP NETWORK REGION
  Region: 1
Location:                               Home Domain:
  Name:
                                                    Intra-region IP-IP Direct Audio: yes
AUDIO PARAMETERS                               Inter-region IP-IP Direct Audio: yes
  Codec Set: 1                                       IP Audio Hairpinning? y
UDP Port Min: 2048
UDP Port Max: 3028
                                                    RTCP Reporting Enabled? n
                                                    RTCP MONITOR SERVER PARAMETERS
DiffServ/TOS PARAMETERS                       Use Default Server Parameters? y
  Call Control PHB Value: 34
    Audio PHB Value: 46
802.1P/Q PARAMETERS
  Call Control 802.1p Priority: 7
    Audio 802.1p Priority: 6
                                                    AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS                               RSVP Enabled? n
  H.323 Link Bounce Recovery? y
  Idle Traffic Interval (sec): 20
  Keep-Alive Interval (sec): 5
    Keep-Alive Count: 5

```

2. Complete the fields as described in “*Administration for Network Connectivity for Avaya Communication Manager, 555-233-504.*”

**Note:**

It is strongly recommended to use the defaults in the screen. However, for the **RTCP Enabled** and **RSVP Enabled** fields, the entry should be **n** (no).

3. If the network region of the G700 (1 in this example) is different from that of the S8500 or S8700 CLAN board(s), you must interconnect the two regions.

Press **NextPage** twice to display page 3, of the **Inter Network Region Connection Management** screen.

This screen shows the source region (1) and the first 15 destination network region numbers. (Pages 4–19 show destination regions 16–250).

### IP Network Region Screen, Page 3

```
display ip-network-region 1                                     Page 3 of 19
Inter Network Region Connection Management

src dst
rgn rgn      codec-set direct-WAN WAN-BW-limits Intervening-regions
1 1          1
1 2
1 3
1 4
1 5
1 6
1 7
1 8
1 9          3
1 10
1 11
1 12
1 13
1 14
1 15
```

4. Type the number for the type of codec set (1–7) that the S8500 or S8700 will use to interconnect the G700 and the C-LAN board(s) in the row corresponding to the region of the C-LAN.

In this example, the C-LAN is in region 9 and codec-set type 3 is to be used for the interconnection between region 1 and region 9. (In this example, codec type 1 is used for communication within region 1)

The SAT command, **list ip-codec-set**, lists the types of codecs available on this server.

For more detail about the Inter Network Region Connection Management form, see “*Administration for Network Connectivity for Avaya Communication Manager*, 555-233-504.”

5. Press **F3 (Enter)** when complete.

## Assigning LSPs to the Network Regions

If the primary controller has LSPs, you can assign the LSPs to network regions. In the event of a network failure, IP telephones assigned to a network region will register with the LSPs assigned to that region.

This procedure assigns up to six LSPs to a network region.

### To assign LSPs to a network region

1. On the **IP Network Region** screen, go to page 2.

IP Network Region Screen, page 2

```

change ip-network-region 1                                     Page 2 of 19

                                     IP Network Region

LSP NAMES IN PRIORITY ORDER
1  node-10-LSP_____
2  _____
3  _____
4  _____
5  _____
6  _____

```

2. Enter the names of up to six LSPs to be assigned to region 1.  
The LSP names must be the same as administered on the **Node Names** form.
3. Submit the form.
4. Repeat for each network region to which you want to assign LSPs.

Administering IP Interfaces

To define the IP interfaces of the S8500 or S8700 port network CLAN boards

**Note:**  
This should have already been established as a part of normal S8500 or S8700 installation.

1. Type **change ip-interfaces** to open the **IP Interfaces** screen.

IP Interfaces Screen

```

change ip-interfaces procr                                     Page 1 of 1

                                     IP INTERFACES

                                     Type: C-LAN
                                     Slot: 01A03
Code/Suffix: TN799 d
Node Name: procr
IP Address: 135.9.41.146
Subnet Mask: 255.255.255.0
Gateway Address: 135.9.41.254
Enable Ethernet Port? y
Network Region: 1
VLAN: 0

Number of CLAN Sockets Before Warning: 400

```

2. Complete the fields as described the in [Table 12](#).

**Table 12: IP interfaces field descriptions**

| Field                                 | Conditions/Comments  |
|---------------------------------------|--|
| Type                                  | Either C-LAN.  |
| Slot                                  | The slot location for the circuit pack.  |
| Code/Suffix                           | Display only. This field is automatically populated with TN799 for C-LAN.  |
| Node name                             | The unique node name for the IP interface. The node name here must already be administered on the Node Names screen.   |
| IP Address                            | The IP address (on the customer LAN) of the C-LAN.   |
| Subnet Mask                           | The subnet mask associated with the IP address for this IP interface.<br>For more information on IP addresses and subnetting, see “ <i>Administration for Network Connectivity for Avaya Communication Manager, 555-233-504</i> ”. |
| Gateway Address                       | The address of a network node that serves as the default gateway for the IP interface.   |
| Enable Ethernet Port?                 | The Ethernet port must be enabled ( <b>y</b> ) before it can be used. The port must be disabled ( <b>n</b> ) before changes can be made to its attributes on this screen.  |
| Network Region                        | The region number for this IP interface.   |
| VLAN                                  | The VLAN number assigned to the C-LAN, if any.   |
| Number of CLAN Sockets Before Warning | The threshold for the number of sockets used by this C-LAN that triggers a warning message to be sent to the error log.  |

3. Close the screen.

## Administering the LSP Form

If the primary server has LSPs, you must enter the LSP node names on the LSP form to enable the LSPs to get translations updates from the primary controller. Once the LSPs are successfully entered on the LSP form, their status can be viewed with the `display lsp` command.

**Note:**

The LSP node names must be administered on the node-names-ip form before they can be entered on the LSP form.

**To add LSP names to the LSP screen**

1. At the SAT prompt, type `change lsp` to open the **LSP** screen.

**LSP Screen**

```
change lsp
```

| LOCAL SURVIVABLE PROCESSOR |                     |              |                |                      |
|----------------------------|---------------------|--------------|----------------|----------------------|
| Number                     | NAME                | IP Address   | Service State? | Translations Updated |
| 1                          | <u>node-10-LSP_</u> | 192.168.1.50 | in-service     | 14:21 5/4/2003       |
| 2                          | _____               |              | out-of-service |                      |
| 3                          | _____               |              | out-of-service |                      |
| 4                          | _____               |              | out-of-service |                      |
| 5                          | _____               |              | out-of-service |                      |
| 6                          | _____               |              | out-of-service |                      |
| 7                          | _____               |              | out-of-service |                      |
| 8                          | _____               |              | out-of-service |                      |
| 9                          | _____               |              | out-of-service |                      |
| 10                         | _____               |              | out-of-service |                      |
| 11                         | _____               |              | out-of-service |                      |
| 12                         | _____               |              | out-of-service |                      |
| 13                         | _____               |              | out-of-service |                      |
| 14                         | _____               |              | out-of-service |                      |
| 15                         | _____               |              | out-of-service |                      |
| 16                         | _____               |              | out-of-service |                      |

Page 1 of 16

2. Enter the node name for each LSP supported by the primary controller.
3. Submit the form.

---

## Administering the Media Gateway

To perform the procedures in this section, telnet to the primary controller, log in, and open a SAT session.

 **CAUTION:**

Before administering a media gateway, make sure that the gateway has been fully configured.

In this section, you will do the procedures:

## Installing a New G700 without an S8300

[To add a media gateway](#)

[To verify changes](#)

[To enable announcements, if necessary](#)

[To save Communication Manager translations](#)

### To add a media gateway

1. At the SAT prompt, type `add media-gateway <number>`

where `<number>` is the gateway number from 1 to  $n$ . ( $n$  is 50 for an S8300 and 250 for an S8500 or S8700).

The S8300 displays the **Media Gateway** screen.

### Add media gateway Screen

```
add media-gateway 1                                     Page 1 of 1
                                          MEDIA GATEWAY
      Number: 1                                         IP Address: 135.9.41.150
      Type: g700                                       FW Version/HW Vintage: 21.13.0 /0
      Name: Swainsons                                   MAC Address:
      Serial No: 012X06230551                         Encrypt Link? y
Network Region: 1                                     Location: 1
      Registered? n                                   Controller IP Address:
                                          Site Data:

      Slot  Module Type                               Name
      V1:
      V2:
      V3:
      V4:

      V8:
      V9:
```

2. Complete the **Name** field with the hostname assigned to the G700 media gateway.
3. Complete the **Identifier** field with the serial number of the G700 media gateway.

You can obtain the serial number by typing the `show system` command at the MGP command line interface.

#### CAUTION:

Be sure the serial number for the G700 media gateway you enter in this procedure matches *exactly* the serial number displayed in the `show system` command. The serial number is case-sensitive, and if entered incorrectly, will prevent the S8300 media server from communicating with the G700 media gateway.

4. Complete the **Network Region** field with the value supplied in the planning documentation.

5. If specifically requested by the customer or your planning documents, type **gateway-announcements** in the V9 field.

This field allows you to enable announcements on the G700 media gateway. V9 is a virtual slot. There is no announcement board associated with it. The announcements for the G700 are available in the G700 firmware and are administered in the same way as announcements on the TN2301 circuit pack used on S8500 or S8700 port networks.

If there are multiple G700 media gateways sharing announcements, then enable announcements on the G700 whose trunks will receive the announcements most often.

6. Press **F3 (Enter)** to save your changes.

If properly administered, the G700 should register with the primary controller within 1–2 minutes. The **IP Address**, **MAC Address**, and **Module Type** fields are populated automatically after the G700 media gateway registers with the server.

7. Type `change media-gateway` to view the **Media Gateway** screen.

**Media Gateway screen (after registration with primary controller)**

```

change media-gateway 1                                     Page 1 of 1
                                MEDIA GATEWAY
      Number: 1                                           IP Address: 135.9.41.150
      Type: g700                                         FW Version/HW Vintage: 21.13.0 /0
      Name: Swainsons                                    MAC Address: 00:04:0d:02:06:ca
      Serial No: 012X06230551                            Encrypt Link? y
Network Region: 1                                       Location: 1
      Registered? y                                     Controller IP Address: 135.9.41.146
                                                    Site Data:

      Slot  Module Type                                Name
      V1:   S8300                                     ICC MM
      V2:   MM712                                     DCP MM
      V3:   MM711                                     ANA MM
      V4:   MM710                                     T1/E1 MM

      V8:
      V9:

```

The media modules installed in the G700 are listed next to their slot numbers. Verify that a G700 media gateway has been successfully added.

**To verify changes**

1. At the SAT prompt, type `list media-gateway`.

### Media-Gateway Report screen

```
list media-gateway
MEDIA-GATEWAY REPORT
```

| Number<br>Reg? | Name     | Serial No/<br>FW Ver/HW Vint | IP Address/<br>Cntrl IP Addr   | Type | NetRgn |
|----------------|----------|------------------------------|--------------------------------|------|--------|
| 1              | LabA     | 01DR07128730<br>21 .13 .0 /0 | 135.177.49.57<br>135.177.49.59 | g700 | 1 y    |
| 2              | Data MG2 | 02DR01130356<br>11 .2 .0 /0  | 135.177.49.90<br>135.177.49.40 | g350 | 1 n    |

2. Verify that the G700 media gateway has registered.

The *y* in the registered field signifies that the G700 media gateway has registered. If the G700 should become unregistered, the *y* will become an *n*, but the IP address will remain assigned to the G700 media gateway. If the G700 has never been registered, the IP Address field will be blank.

If the G700 fails to register, two common causes are:

- The serial number added as the **Identifier** for the G700 is wrong. To check, log back into the G700 gateway and type `show system`. Check the serial number that appears.
- There is no IP connection between the G700 and the S8300. To check, type `show mgc` and then `ping mgp <controller_address>`.

### To enable announcements, if necessary

1. *Only if specifically requested by the customer or your planning documents*, at the SAT prompt, type `enable announcement-board <gateway_number> v9`  
where *<gateway\_number>* is the number of the G700 media gateway you added.  
*v9* is the virtual slot (for example, *2v9* means media gateway number 2, slot V9).
2. Press **Enter** to enable announcements.

The system displays the message

```
Command successfully completed
```

### To save Communication Manager translations

Save translations again after all Communication Manager administration is complete.

1. At the SAT prompt, type `save translation`

---

## Complete the Installation Process

Consult the planning documentation to obtain the necessary information to complete the installation. Part of the final process will be to:

- Connect and administer test endpoints
- Test the endpoints
- Complete the electrical installation
- Enable adjunct systems

This completes the upgrade procedures.

## **Installing a New G700 without an S8300**

# Chapter 5: Upgrading an Existing S8300A to R2.2

---

## About upgrading an existing S8300A to R2.2

This chapter covers the procedures to upgrade the Communication Manager software to release 2.2 on an installed Avaya S8300 Media Server, version A. The current Communication Manager release can be any pre-2.2 release. These procedures require replacing version A of the S8300 with version B. This chapter also covers the procedures to upgrade the firmware on an installed Avaya G700 Media Gateway.

**⚠ Important:**

This chapter assumes that the currently installed S8300 is version A. If the currently installed S8300 is version B, follow the upgrade procedures in [Chapter 6: Upgrading an Existing S8300B to R2.x](#).

The B version of the S8300 shows a “B” on the faceplate (see [Figure 17: S8300B version faceplate](#) on page 237) — the version is not indicated on the faceplate of the A version.

---

**Figure 17: S8300B version faceplate**



---

The S8300 version can also be determined with the SAT command, `list config all`. The B version is listed as **S8300B**. The A version is listed as **S8300**.

The S8300 can be configured as either the primary controller or as a local survivable processor (LSP). When the S8300 is an LSP, the primary controller running Avaya Communication Manager can be either another S8300 or an Avaya S8500 or S8700/S8710 Media Server.

The steps to upgrade an S8300 configured as an LSP are the same as the steps to upgrade an S8300 configured as the primary controller, with the following additional considerations:

- The version of Communication Manager running on the LSP must be the same as, or later than, the version running on the primary controller.
- If upgrading both the primary controller and the LSP, the LSP must be upgraded first. Then, with Communication Manager turned off on the LSP, the primary controller is upgraded.

## Upgrading an Existing S8300A to R2.2

- Do not save translations on an LSP.



### CAUTION:

These upgrade procedures require remastering the hard drive on the S8300B. This can result in a service interruption of 3–4 hours, or up to 6 hours if IA770 is being used.



### Tip:

You may skip some of the procedures described in this chapter depending on the upgrade scenario. Watch for the **skip to** instructions.



### Tip:

Because of the replacement of the S8300A and the reformatting of the S8300B hard drive, the Avaya Installation Wizard (IW) cannot support upgrades of Communication Manager to release 2.2 when starting with the S8300A version. However, the IW and the Upgrade Tool can still be used for the media gateway and media module firmware upgrades.

---

## Release 2.2 upgrade scenarios

The upgrade procedures are slightly different depending on the upgrade scenario. The main differences between the scenarios are summarized in [Table 13](#) and are noted in the detailed procedures.

**Table 13: Release 2.2 upgrade scenarios**

| Upgrade From | S8300 B Hard Drive has Remastering Software Only                          | S8300 B Hard Drive has R2.0.x Software Installed             |
|--------------|---|--|
| R 1.x        | Linux Migration backup<br>Remaster and upgrade<br>Linux Migration restore | Linux Migration backup<br>Upgrade<br>Linux Migration restore |
| R 2.0.x      | Data backup<br>Remaster and upgrade<br>Data restore                       | Data backup<br>Upgrade<br>Data restore                       |
|              | Move hard drive from A to B<br>Upgrade                                    |  |

The unshaded cells in this table are the most common and recommended upgrade scenarios. The shaded cells are scenarios that are unlikely or not recommended.

The new S8300B media server will normally not have Communication Manager software installed on it. If it does, remastering the hard drive is still recommended but could be replaced with a standard upgrade.

If the current system has a 2.0.x release of Communication Manager installed, it is possible to move the hard drive from the S8300A to the S8300B and then upgrade to 2.2. This save a few steps but it is not recommended for the following reasons:

- If the S8300 A hard drive is not moved, it provides a means to quickly revert to the original configuration, if necessary.
- Hardware could be damaged in the process of changing hard drives.
- Only the Fujitsu hard drives can be moved.
- The hard drives on the S8300B have a larger capacity than the hard drives on S8300A. This larger capacity is not needed for R 2.2 but may be needed in the future.

---

## Accessing the Unity CD

The R2.2 Communication Manager software and other files needed for the R2.2 upgrade are on the Unity CD that you take to the customer site. You can make the Unity CD available to the upgrade process in one of two ways:

- **Recommended:** Place the CD in the CD-ROM drive on the technician's laptop. This method requires that the Avaya TFTP Server software (available at [support.avaya.com](http://support.avaya.com)) is installed on the technician's laptop. In addition, this method requires that the S8300B **does not** have Communication Manager software installed on its hard drive.

or,

- Place the CD in an external USB CD-ROM drive connected to one of the USB ports on the S8300 faceplate. This method works whether or not Communication Manager software is installed on the S8300B hard drive.

### **Important:**

Before you go to the site, either you must have the TFTP server installed on your laptop (recommended), or you must have an external USB CD-ROM drive.

The new S8300B will normally not have Communication Manager software installed on its hard drive. You should check the S8300B that you will be installing (or ask the customer to check) before going to the site to determine whether you need to have the external USB CD-ROM drive.

- If software is not installed, the label on the hard drive will say "S8300B Hard Drive Without CM Software."
- If software is installed, the label will indicate the software release.

In this case, you must use the external USB CD-ROM drive because the TFTP server on your laptop will not work.

## Upgrading an Existing S8300A to R2.2

This chapter describes the upgrade procedure with the TFTP Server software installed on the laptop and using the laptop CD-ROM drive as source of the upgrade software. For instructions on obtaining and installing the Avaya TFTP Server, see [Appendix D: Install the Avaya TFTP Server](#).

---

## Accessing the S8300

To access the S8300 on-site, you normally connect the technician's laptop directly to the Services port on the S8300 using a crossover cable. See [About Connection and Login Methods](#) on page 45 for instructions on accessing the S8300 and G700.

---

## About the major tasks to upgrade the S8300A to release 2.1

This section provides an outline of the major tasks to upgrade the S8300A to release 2.2 on the S8300B and upgrade the G700 firmware.

This section covers:

[Before going to the customer site](#)

[Preparing for the upgrade to R2.2 on-site](#)

[Upgrading the S8300A](#)

[Upgrading the firmware on the G700 Media Gateway](#)

[Post-upgrade tasks](#)

---

## Before going to the customer site

The procedures in this section should be completed before going to the customer site or before starting a remote installation.

Do the following procedures:

- [Installing TFTP server or obtaining USB CD-ROM drive](#) on page 241



### Important:

If the new S8300B that you will be installing has Communication Manager software installed on its hard drive, you must use an external USB CD-ROM drive instead of the TFTP server on your laptop. See [Accessing the Unity CD](#) on page 239 for more information.

- [Installing TFTP server or obtaining USB CD-ROM drive](#) on page 241
- [Filling in the EPW, if upgrading from release 1.1](#) on page 241
- [Planning forms provided by the project manager](#) on page 242
- [Getting the serial number of the G700, if necessary](#) on page 242
- [Checking the number of allocated ports](#) on page 242
- [Checking the FTP server for backing up data](#) on page 243
- [Obtaining S8300 software and G700 firmware](#) on page 243
- [Obtaining update \(patch\) files, if needed](#) on page 244
- [If using IA770, checking stored messages size, obtaining patch \(or RFU\) and language files](#) on page 246
- [Completing the RFA process \(obtaining license and authentication files\)](#) on page 247

## Installing TFTP server or obtaining USB CD-ROM drive

Upgrading Communication Manager on an S8300 to release 2.2 normally requires remastering the S8300B hard drive. After remastering the drive, the remastering program looks for the Communication Manager software files on:

- An external USB CD-ROM drive, or
- The laptop, if a TFTP server is installed

You must have either the Avaya TFTP server software installed on your laptop or take a USB CD-ROM drive to the site. If you do not already have the Avaya TFTP server installed on your laptop, you can obtain the software from the Avaya Support website and install it as described in [Appendix D: Install the Avaya TFTP Server](#).



### **Important:**

If the new S8300B that you will be installing has Communication Manager software installed on its hard drive, you must use an external USB CD-ROM drive instead of the TFTP server on your laptop. See [Accessing the Unity CD](#) on page 239 for more information.

## Filling in the EPW, if upgrading from release 1.1

If you are upgrading from release 1.1, you will need to do a complete configuration of the S8300 after the upgrade to release 2.2. The most efficient way to do this is to fill in the Electronic Pre-installation Worksheet (EPW) and use the Avaya Installation Wizard to complete the server configuration task. You should download the latest version of the EPW from <http://support.avaya.com/avayaiw/> to your laptop. You can fill in most or all of the configuration information before going to the site. Any missing information can be added to the EPW at the site by viewing the configuration screens using the Maintenance Web Interface before the upgrade.

### Planning forms provided by the project manager

The Project Manager should provide you with forms that contain all the information needed to prepare for this installation. The information includes IP addresses, subnet mask addresses, logins, passwords, people to contact, the type of system, and equipment you need to install.

Verify that the information provided by the project manager includes all the information requested in your planning forms.



[Appendix B: Information Checklists](#) provides several checklists to help you gather the installation and upgrade information.

### Getting the serial number of the G700, if necessary

To create a new license file or update an existing license file, you need the serial number of the G700 in which the S8300 is installed.

For an upgrade of an installed S8300, the existing license file can usually be reused. However, if the customer is adding feature functionality (for example, adding BRI trunks), or if the upgrade is between major releases (for example, 1.3 to 2.1), you will need an updated license file. To get the serial number of the G700, ask the customer's administrator to log into the S8300 web page and select **View License Status** from the main menu to display the serial number. The serial number should also be on a sticker on the back of the G700 chassis but this number is occasionally incorrect.

### Checking the number of allocated ports



Release 2.2 of Communication Manager supports a maximum of 900 ports if the S8300 is a primary controller. If the existing system has more than 900 ports allocated, then there may be a problem with the upgrade and you need to escalate.

#### To check the system for the maximum number of ports

1. Type the SAT command, `display system-parameters customer options` and press **Enter**.
2. Verify that the **Maximum Ports:** field is 900 or less.

## Checking the FTP server for backing up data

During the installation and upgrade procedures, you will need to back up the system data to an FTP server. Normally, you will use an FTP server on the customer's LAN for backups.

To do this, you will need information on how to get to the backup location:

- Login ID and password
- IP address
- Directory path on the FTP server

Check with your project manager or the customer for this information.



### **Important:**

Before going to the customer site, make sure that you can use a customer server for backups.

## Obtaining S8300 software and G700 firmware

The file containing the software for the S8300 has a \*.tar extension and contains both the S8300 software and the G700 and media module firmware. The \*.tar file is on a CD-ROM that you take to the site. This CD is called the "unity CD" because it contains software for all of the Linux servers. Additional files that may be needed are license and authentication files, and the most recent versions of the software update (patch) files and G700 firmware files.

## Upgrading an Existing S8300A to R2.2

The process for upgrading to release 2.2 of Communication Manager varies slightly, depending on the release from which you are upgrading.

**Table 14: R2.2 Upgrade requirements depending on pre-upgrade release**

| <b>Software Release Before Upgrade to Release 2.1</b>                         | <b>Upgrade Requirement</b>   |
|---|--|
| Release 1.1.x and all other 1.x.x releases not listed below<br>R011x.01.xxx.x | No pre-upgrade update (patch) required. You need to back up only translation files. Once the hard drive is remastered and the new software is installed, you must reconfigure the media server as if it were a new installation using the Avaya Installation Wizard.             |
| Release 1.2.x, 1.3.0.<br>R011x.02.110.4<br>R011x.03.526.6                     | You must apply a pre-upgrade update (patch) to the system files before backing up the system and translations files using Linux Migration Backup/Restore (LMBR). Once the hard drive is remastered and the new software is installed, you can restore all the files using LMBR*. |
| Release 1.3.1.x<br>R011x.03.1.531.0<br>R011x.03.1.5xx.x                       | No pre-upgrade update (patch) required. Back up the system and translations files using Linux Migration Backup/Restore (LMBR). Once the hard drive is remastered and the new software is installed, you can restore all the files using LMBR.                                    |
| Release 2.0.x<br>R012x.00.0.000.0<br>R012x.01.x.xxx.x                         | No pre-upgrade update (patch) is required. Back up the system and translations files using Data Backup/Restore†. Once the hard drive is remastered and the new software is installed, you can restore the files using Data Backup/Restore.                                       |

\*. The LMBR backup contains backup sets for the translations, OS and system files.

†. The Data backup contains backup sets for the translations, OS and system files, security files, and AUDIX data, if any

## Obtaining update (patch) files, if needed

If one or more updates are required for this installation or upgrade procedure, and the update files are not on your software CD, download the update files from the Avaya Support web site to your laptop.

Updates may or may not be needed, depending on the release of Communication Manager. For both new installations and upgrades, you may need to install an update after the installation or upgrade. For an upgrade, you may need an update before the upgrade as well.

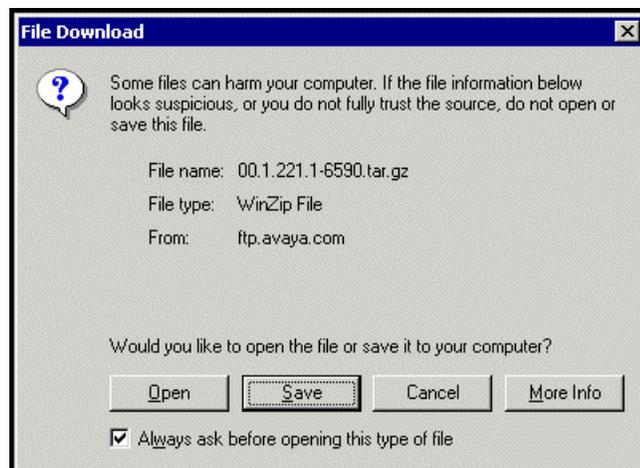
### To perform a pre-upgrade update

1. On your laptop, create a directory to store the file (for example, c:\S8300download).
2. Connect to the LAN using a browser on your laptop or the customer's PC and access <http://www.avaya.com/support> on the Internet to copy the required Communication Manager update file to the laptop.
3. At the Avaya support site, select the following links:
  - a. **Software & Firmware Downloads**
  - b. **S8300 Media Server**
  - c. **Software Downloads**
4. In the **Software Downloads** list, click on the link for the appropriate Communication Manager release (for example, **Avaya Communication Manager Software Updates for 2.0.1**).
5. On the **Document Preview/Software Updates** page, find a link called **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release number).

After this link, there should be a link starting with "PCN: " Click on this link to read about the release and software load to which this update applies.
6. Click on **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release that is currently running on the S8300).

The File Download window displays.

### File download window



## Upgrading an Existing S8300A to R2.2

7. Click the **Save** button and browse to the directory on your laptop in which you want the file saved.

### To upgrade from release 1.2.x or 1.3.0

1. If you are upgrading from release 1.2.x or 1.3.0, on the **Document Preview/Software Updates** page, locate the update file name that matches the load currently installed on the system you are upgrading.

The file name ends with .tar.gz (*for example*, if upgrading from 1.3, the filename will be similar to 03.0.526.5-1003.tar.gz).

2. Double-click the file name.

The system displays a **File Download** window.

3. Click the **Save** button and browse to the directory on your laptop in which you want the file saved.

### If using IA770, checking stored messages size, obtaining patch (or RFU) and language files

If IA700 is installed, check the size of stored messages, determine whether an update (patch) is needed, and/or optional languages are used.

When upgrading Communication Manager to release 2.2 from a previous release, the size of the messages stored in IA770 must be less than 72 hours due to a change in the voice encoding algorithm from CELP to G.711. Before the going to the site, have the customer check the size of messages stored in IA770 and, if greater than 72 hours, contact your service support center.

### To check the size of stored messages

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **System Configuration and Status > System Status**.
3. Look for “Used Hours of Speech” in the list.

If more than 72 hours is reported, the customer must delete some messages before the upgrade. Or, you can enter the Linux CLI command,

```
/vs/bin/util/vs_status.
```

## To obtain IA770 patch file

If an IA770 update is required after the upgrade, obtain the update file from the Avaya Support web site.

1. On the Avaya Support website, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.
4. Under Software Download, double click on the update for this release.

For example, **IA 770 INTUITY AUDIX Embedded Messaging Application Patches for 1.3**.

5. Double click on the update file name.

For example, **C6039rf+c.rpm**

6. Click on Save and browse to the location on your laptop where you want to save the file.

## Obtaining optional language files

Optional languages are any language other than English (*us-eng* or *us-tdd*). If optional languages are used with this IA770, you will download the appropriate language files from a language CD after the upgrade. The customer should have the language CD(s) at the site. If not, you need obtain the appropriate language CD(s) and take them to the site.

## Completing the RFA process (obtaining license and authentication files)

Every S8300 media server and local survivable processor (LSP) requires a current and correct version of a license file in order to provide the expected call-processing service.

The license file specifies the features and services that are available on the S8300 media server, such as the number of ports purchased. The license file contains a software version number, hardware serial number, expiration date, and feature mask. The license file is reinstalled to add or remove call-processing features. New license files may be required when upgrade software is installed.

The Avaya authentication file contains the logins and passwords to access the S8300 media server. This file is updated regularly by Avaya services personnel, if the customer has a maintenance contract. All access to Communication Manager from any login is blocked unless a valid authentication file is present on the S8300 media server.

A new license file and the Avaya authentication file may be installed independently of each other or any other server upgrades.

**Note:**

For an upgrade, you do not normally need to install a new authentication file (with a .pwd extension). However, if one is required, follow the same steps as with a license file.

### **Downloading license file and Communication Manager versions for an LSP**

The license file of the S8300 as a Local Survivable Processor must have a feature set that is equal to or greater than that of the media server that acts as primary controller (an S8300, S8500, S8700, S8710, or Blade Server). This is necessary so that if control passes to the LSP, it can allow the same level of call processing as that of the primary controller.

Additionally, the LSP must have a version of Communication Manager that is the same as, or later than, that of the primary controller.

**Note:**

The license file requirements of the LSP should be identified in your planning documentation.

### **To download the license file to your laptop**



Additional documentation on creating license files can be found on the RFA web site: <http://rfa.avaya.com>.

1. Use Windows File Explorer or another file management program to create a directory on your laptop for storing license and authentication files (for example, C:\licenses).
2. Access the Internet from your laptop and go to Remote Feature Activation web site, [rfa.avaya.com](http://rfa.avaya.com).
3. Use the System ID, the SAP ID of the customer, or the SAP ID of the switch order to locate the license and authentication files for the customer.
4. Check that the license and authentication files are complete.  
You might need to add the serial number of the customer's G700.
5. If the files are not complete, complete them.
6. Use the download or E-mail capabilities of the RFA web site to download the license and authentication files to your laptop.

### **Running the Automatic Registration Tool (ART) for the INADS IP address, if necessary**

This step is necessary only if the configuration of the customer's INADS alarming modem has changed.

**Note:**

**Business Partners** call 800-295-0099. ART is available only to Avaya associates.

The ART tool is a software tool that generates an IP address for a customer's INADS alarming modem. This IP address is required for configuring the S8300's modem for alarming.

**Note:**

You must generate a license and authentication file before you use the ART tool. Also, the ART process is available *only* to Avaya personnel. You need an ART login ID and password, which you can set up at the ART web site. Non-Avaya personnel must contact their service support or customer care center for INADS addresses, if required.

### To run the ART

1. Access the ART web site on your laptop at <http://art.dr.avaya.com>.
2. Select **Administer S8x00 Server products for installation script**.
  - a. Log in.
  - b. Enter the customer information.
  - c. Select **Installation Script**.
  - d. Click **Start Installation script & IP Addr Admin**.

A script file is created and downloaded or emailed to you.
3. You can use the installation script to set up an IP address and other alarming parameters automatically.

### Obtaining the static *craft* password (Avaya technicians only)

After installing new software and new Authentication file, you will need to use a static craft password to access the customer's system. This static password will enable you to log in to the S8300 with a direct connection to the Services port without the ASG challenge/response. To obtain the static password, call the ASG Conversant number, 800-248-1234 or 720-444-5557 and follow the prompts to get the password. In addition to your credentials, you will need to enter the customer's Product ID or the FL or IL number.

**Business Partners** must use the *dadmin* password. Call 877-295-0099 for more information.

## Preparing for the upgrade to R2.2 on-site

When you arrive on-site, you must perform the following tasks in preparation for the upgrade to release 2.1:

- [Accessing the S8300](#) on page 250
- [Checking current software release](#) on page 251
- [Pre-Upgrade Tasks — If the S8300 is the primary controller](#) on page 252
- [Getting IA770 data and stopping IA770 \(if IA770 is being used\)](#) on page 255
- [Backing up system files](#) on page 259
- [Recording configuration information](#) on page 261

## Accessing the S8300

To perform the installation and upgrade procedures you will need to connect your laptop to the S8300 Services port using a crossover cable. You will use both Telnet and the Maintenance Web Interface to perform the procedures.

For a direct connection to the S8300 Services port, your laptop must be properly configured. See [Laptop configuration for direct connection to the services port](#) on page 46.

### To access the S8300 using telnet

1. Click **Start > Run** to open the Run dialog box.
2. Type `telnet 192.11.13.6` and press **Enter**.
3. Log in as **craft** or **dadmin**.

Accept the defaults for Suppress Alarm Origination (**y**) and Terminal Type (**vt100**). At this point, you get the bash prompt and can enter CLI commands.

### To access the S8300 using the Maintenance Web Interface

1. Launch the Web browser.
2. Type **192.11.13.6** in the **Address** field to open the **logon** page.
3. Log on as *craft* or *dadmin*, when prompted.
4. Click **Launch Maintenance Web Interface** to get to the **Main Menu**.

## To access the SAT

1. From the bash CLI, type **SAT** and press **Enter**.  
Or, to open SAT directly from your laptop,
  - a. Click **Start > Run**.
  - b. Type **telnet 192.11.13.6 5023** and press **Enter**.
2. Log in as *craft* or *dadmin*.
3. Enter **w2ktt** for the **Terminal Type** (if you are running Windows 2000 on your laptop).
4. Accept the default (*y*) for **Suppress Alarm Origination**.

## Checking current software release

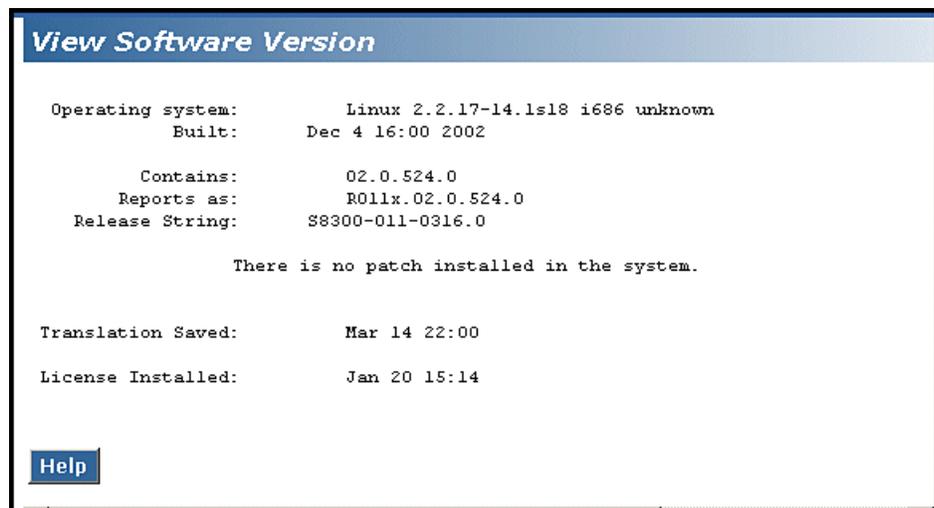
Check the release of Communication Manager currently running on the S8300 to determine whether a pre-upgrade update is required.

### To check the current software release

5. Log in to the Web interface on the S8300 and launch the Maintenance Web Interface.
6. Choose **View Software Version** under Server Configuration and Upgrades.

The system displays the **View Software Version** screen.

### Software Version Screen



7. Check the **Reports as:** field for the release number of the S8300 software.

In this example, the release number is reported as R011x.02.0.524.0. This corresponds to release 1.2.0. [Table 15](#) maps the release number to the **Reports as:** field, and specifies whether or not a pre-upgrade update is required.

**Table 15: Software Release Numbers**

| Release Number Reported as                       | Release Number    | Pre-upgrade update Required? |
|--|-------------------|------------------------------|
| From:<br>R011x.01.0.xxx<br>To:<br>R011x.01.9.xxx | 1.1.0 to<br>1.1.9 | No                           |
| From:<br>R011x.02.0.xxx<br>To:<br>R011x.03.0.xxx | 1.2.0 to<br>1.3.0 | Yes                          |
| From:<br>R011x.03.1.xxx<br>To:<br>R011x.03.9.xxx | 1.3.1 to<br>1.3.9 | No                           |
| From:<br>R012x.00.0.xxx<br>To:<br>R012x.00.9.xxx | 2.0.0 to<br>2.0.9 | No                           |
|  |                   |                              |

### Pre-Upgrade Tasks — If the S8300 is the primary controller

*Skip to [Upgrading the S8300A](#) on page 262, if the S8300 is configured as an LSP.*

 **CAUTION:**

If you are upgrading an S8300 primary controller that has LSPs registered to it, the LSPs must be upgraded **before** the primary controller. (You can use the SAT command, list media-gateway, to see if there are LSPs registered to the S8300.)

Perform the following procedures if you are upgrading an S8300 that is configured as a primary controller:

- [To clear alarms](#)
- [To check link status](#)

- [To record all busyouts](#)
- [To disable scheduled maintenance](#)
- [To check for translation corruption](#)
- [To save translations](#)
- [To stop Communication Manager on an LSP](#)
- [To disable alarm origination](#)

**Note:**

It is no longer necessary to disable Terminal Translation Initialization (TTI) before an upgrade or to enable it after an upgrade.

### To clear alarms

1. On the Maintenance Web Interface under Alarms, click **Current Alarms**.
2. If no alarms are listed, skip the next two steps.
3. If alarms are listed, click **Clear All**.
4. Resolve any remaining major alarms through the Communication Manager SAT.

### To check link status

1. Open a SAT session.
2. Enter `display communication-interface links`.  
Note all administered links.
3. Enter `status link number` for each administered link.
4. Enter `list signaling group`.  
Note the signaling groups listed by number.
5. For each of the signaling groups listed, enter `status signaling group number`.  
Make a note (write down) of any links that are down.

### To record all busyouts

1. At the SAT prompt, type `display errors` and press **Enter**.
2. Look for type 18 errors and record (write down) any trunks that are busied out — you will return them to their busy-out state after the upgrade.

### To disable scheduled maintenance

Scheduled daily maintenance must not interfere with the upgrade.

1. At the SAT prompt, type `change system-parameters maintenance` and press **Enter**.

## Upgrading an Existing S8300A to R2.2

2. If scheduled maintenance is in progress, set the **Stop Time** field to 1 minute after the current time.

or,

If scheduled maintenance is not in progress, set the **Start Time** field to a time after the upgrade will be completed.

For example, if you start the upgrade at 8:00 P.M. and the upgrade takes 90 minutes, set the **Start Time** field to 21:30.

### To check for translation corruption

1. At the SAT prompt, type `newterm` and press **Enter**.
2. Enter your terminal type and press **Enter**.

If you see the message,

```
Warning: Translation corruption found
```

follow the normal escalation procedure for translation corruption before continuing the upgrade.

### To save translations

1. At the SAT prompt, type `save translation` and press **Enter**.
2. Under **Command Completion Status** you should see `Success`.

### To stop Communication Manager on an LSP

Skip this procedure if no LSPs are registered to the S8300.

For configurations with LSPs, the LSPs can run the same version or a later version of Communication Manager than the version running on the primary controller. Normally, the primary controller and the LSPs should run the same version of Communication Manager. Therefore, an upgrade to an LSP is usually accompanied by an upgrade of the primary controller.

#### Note:

You should upgrade the LSP **before** you upgrade the primary controller.

Before you upgrade the primary controller, you need to shut down Communication Manager on the LSPs. This prevents the phones and other endpoints attached to the G700 from trying to register with the LSPs while you are upgrading the primary controller.

1. Open a telnet session on the S8300 (LSP).
2. Telnet to the LSP.
3. At the command line, type `stop -acfn` and press **Enter**.

The S8300 (LSP) shuts down Communication Manager.

 **CAUTION:**

The LSP's Communication Manager must remain shut down while you upgrade the primary controller. When you complete the primary controller upgrade, run **save translation** on the primary controller before restarting Communication Manager on the LSP. The save translations process will automatically cause the G700's endpoints to reregister with the primary controller.

After the primary controller has been upgraded, you need to restart the LSPs.

### To disable alarm origination

If alarm origination is enabled during the upgrade, unnecessary alarms will be sent to the Operations Support System (OSS) destination number(s). Even if you selected **Suppress Alarm Origination** when you logged in, alarm origination will be automatically re-enabled when the system reboots after the software upgrade. Use this procedure to prevent alarm origination from being re-enabled after reboot.

 **CAUTION:**

If you do not disable alarm origination, the system can generate alarms during the upgrade, resulting in unnecessary trouble tickets.

1. Logoff the SAT session.
2. At the command prompt, type **almenable -d n -s n**, where
  - d n sets the dialout option to **neither** (number)
  - s n disables SNMP alarm origination

**Note:**

Be sure to reset alarm origination after the upgrade.

3. Type **almenable** (without any options) to verify the alarm origination status.

You should see:

```
incoming: enable
Dial Out Alarm Origination: neither
SNMP Alarm Origination: n
```

## Getting IA770 data and stopping IA770 (if IA770 is being used)

*Skip to [Backing up system files](#) on page 259 if IA770 is not being used.*

If IA770 is being used, you need to collect data, leave a test message, and shut down IA770 before backing up the files.

## Creating an IA770 test message

### To test IA770 after the migration

1. Write down the number of a test voice mailbox, or create one if none exists.
2. Write down the number of the IA770 hunt group.
3. Leave a message on the test mailbox that will be retrieved after the migration.

## Determining whether optional languages are needed

### To determine the system language

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **Global Administration** then **Messaging Administration**.
3. Enter the *craft* password.
4. At the command prompt, enter `display system-parameters features`.  
The **System-Parameters Features** screen displays.
5. Go to page 3.

### System-Parameters Features screen

```
redtail          Active          Alarms: none          Logins: 1
display system-parameters features          Page 3 of 4
SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
Transfer Type: enhanced_cover_0          Transfer Restriction: digits
Covering Extension: 50104

ANNOUNCEMENT SETS
System: us-eng          Administrative: us-eng

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 5 mins          Incr 2: 0 days 0 hrs 15 mins
Incr 3: 0 days 0 hrs 30 mins          Incr 4: 0 days 1 hrs 0 mins
Incr 5: 0 days 2 hrs 0 mins          Incr 6: 0 days 6 hrs 0 mins
Incr 7: 1 days 0 hrs 0 mins          Incr 8: 2 days 0 hrs 0 mins
Incr 9: 7 days 0 hrs 0 mins          Incr10: 14 days 0 hrs 0 mins

enter command: display system-parameters features
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage
```

6. Under **Announcement Sets**, note the main system language listed after **System**:

In this example, the main system language is English (**us-eng**). If the system language is anything other than us-eng or us-tdd, you will need to download the appropriate language files from a language CD after the upgrade.

**Note:**

Starting with release 2.1, only English language files (us-eng and us-tdd) are included with the Communication Manager software. Before release 2.1, Latin American Spanish and Canadian French (lat-span and french-c) were also included.

7. Press **F1** to cancel the command.
8. Type **exit** and press **Enter** to close the CLI interface.
9. Click on **Main Menu** to return to the Maintenance Web Interface.

**To identify other needed languages**

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **Utilities**, then **Software Management**, then **Messaging System Software Display**.  
The **IA770 Messaging Application** screen displays.

## A770 Messaging Application screen

**AVAYA** Avaya IA 770 Intuity™ AUDIX® Messaging Application  
Server Name: 135.9.80.70

**High level packages installed on redtail in Package Priority order**

|                         |         |  |
|-------------------------|---------|--|
| audixed                 | 1.3-1.5 | Avaya C-Hawk Intuity AUDIX (CHIA) - Versioning Package |
| webserv                 | 6.0-54  | Messaging Web Server Utility Files                     |
| <a href="#">CHIAset</a> | 6.0-54  | Messaging Platform CHIA Set                            |
| swmgmt                  | 6.0-48  | Software Management                                    |
| syseval                 | 6.0-48  | System Evaluation Utility                              |
| C6054rf+a               | 6.0-54  | INTUITY Platform CHIA Set RFU                          |
| <a href="#">APPLset</a> | 6.0-48  | AUDIX(R) Application Set                               |
| A6048rf+a               | 6.0-48  | INTUITY Platform APPL Set RFU                          |
| us-eng                  | R7.0-1  | US-ENG System Announcements                            |
| us-tdd                  | R7.0-1  | US-Tdd System Announcements                            |

[Display software in alphabetical order](#)  
[Display software installation time](#)

**Indicator meaning:**  
\* = Package does not match what was installed from the software release.  
+ = Package is in addition to what was installed from the software release.  
? = A package within set does not match what was installed from the software release.

Return to Main   Software Management Menu   Help

3. Note the **System Announcements** language files listed.

In this example, **us-eng** and **us-tdd** are listed. If Latin-Spanish (**lat-span**) and Canadian French (**french-c**) are listed, ask if these will be used with the release 2.2 system. If any other language files are listed, you will need to download the additional language files from a language CD after the upgrade.

### To stop IA770

1. Type `telnet 192.11.13.6` and press **Enter**.
2. Log in as *craft* or *dadmin*.

#### Note:

You must enter the commands in the next two steps using upper-case as indicated.

3. Type `stop -s Audix`, and press **Enter** to shut down AUDIX.

The shutdown takes a few minutes.

4. Type `watch /vm/bin/ss`, and press **Enter** to monitor the shutdown.

The watch command automatically refreshes every few seconds. When the shutdown is complete, you see only the voicemail and audit processes. For example:

```
voicemail:(10)
```

```
audit http:(9)
```

Press **Ctrl+C** to break out of the `watch` command.

5. Type `/vs/bin/util/vs_status`, and press **Enter** to verify that AUDIX is shut down.

When AUDIX is shut down, you see the message

```
Voice System is Down.
```

 **Important:**

After upgrading an S8300 media server, you must upgrade the G700 or G350 media gateway firmware and media module firmware before restarting IA770.

## Backing up system files

For releases 1.2.0 through 1.3.9, this backup is optional but recommended in case there is a need to back out of the upgrade.

 **CAUTION:**

If the current release of Communication Manager is 1.1.x or 2.0.x, you **must** use this procedure to back up system, security, and translations data (including AUDIX data if IA770 is installed). For these releases, you will restore some or all of the backup sets after the upgrade.

To perform a backup, you need an FTP address, directory path, and a user ID and password to access an FTP server on the customer's network. Check with your project manager or the customer for this information.

### To back up data

1. On the Maintenance Web Interface under Data Backup/Restore, click **Backup Now**.

The **Backup Now** screen displays.

 **Tip:**

Depending on the Communication Manager software version, the following screen may look slightly different.

### Backup Now screen

#### Backup Now

The Backup Now Web page lets you store data separate from the Avaya media server. Select the type of data and the method to backup. Encrypting the data while backing up provides you a high level of security and is strongly encouraged.

**Data Sets**

- Avaya Call Processing (ACP) Translations
  - Save ACP translations prior to backup
  - Do NOT save ACP translations prior to backup
- Server and System Files
- Security Files
- AUDIX
  - AUDIX Announcements
  - AUDIX Translations and Messages
  - AUDIX Translations, Names, and Messages
  - AUDIX Translations and Names
  - AUDIX Translations

**Backup Method**

FTP

User Name

Password

Host Name

Directory

Email

User Name

Domain Name

Mail Server

**\*\*Please Note:** Depending on the size of the backup, the email may or may not work, as all mail servers have a maximum size they'll accept.

**Encryption**

Encrypt backup using pass phrase

2. Select all data sets:

- Avaya Call Processing (ACP) Translations
- Save ACP translations prior to backup

**Note:**

Select this option only if the S8300 is a primary controller. Do not select it if the S8300 is an LSP.

- Server and System Files
- Security Files

3. If the AUDIX options are available, select AUDIX and select AUDIX Translations, Names, and Messages.
4. Select **FTP** for the backup method.  
Fill in the User Name, Password, Host Name, and Directory fields with information provided by the customer.
5. Click **Start Backup** to back up the files.

**Note:**

The backup and restore processes use the ping service to check connectivity to the backup server. If a backup or restore operation fails, ensure that the ping service is enabled:

- i. On the Maintenance Web Interface, under Security, select **Firewall**.
  - ii. In the Service column, find ping.
  - iii. The checkboxes for both **Input to Server** and **Output from Server** should be checked.
6. To check the status of the backup,
    - a. Click **Backup History** on the main menu.
    - b. Select the backup set and click **Check Status**.  
You can click **Refresh** to update the screen while the backup is running.
  7. When the backup is finished, you will see  
The final status for your backup job is shown below  
on the **Backup History Result** screen. Check for any errors reported on this screen. You should see a *Success* message for each backup set.
  8. If the AUDIX options are available, repeat Steps 3–7 for AUDIX Announcements.

## Recording configuration information

If you have not already done so, you must record the current server configuration data, which will be re-entered after the upgrade. If you are upgrading from release 1.2 or later, most of the configuration data will be re-entered automatically with the restore process. However, if you are upgrading from a pre-1.2 release, you will need to re-enter all of the server configuration data.

### To view and record the current configuration data

1. Launch the Maintenance Web Interface.
2. Under Server Configuration and Upgrades, click **Configure Server**.
3. Click **Continue** on the first and second screen.
4. On the **Select method for configuring server** screen, select **Configure all services using the wizard** and click **Continue**.

## Upgrading an Existing S8300A to R2.2

5. View and record the configuration information on each screen, and click **Continue** to move to the next screen.
6. When you get to the **Update System** screen, click **Cancel**.

The best way to record the configuration data is to fill in the Electronic Pre-installation Worksheet (EPW). You then have the option to use the Installation Wizard to do the server configuration task. If you do not have the EPW, you can record the current configuration data and enter it manually after the upgrade.

7. If upgrading from 1.2 or later, record the data displayed on the **Configure Interface** screen:
  - Server IP address
  - Gateway IP address,
  - Subnet mask

You can skip the remaining configuration screens.

8. If upgrading from pre-1.2 release, record the data from all configuration screens.

---

## Upgrading the S8300A

### CAUTION:

This upgrade procedure, including remastering the hard drive on the S8300, requires a service interruption of approximately 4 hours, or up to 6 hours if IA770 is being used.

This section describes the procedures for upgrading the S8300A Media Server from a pre-2.2 release of Communication manager to release 2.2.

Upgrading an S8300 to release 2.2 requires removing the S8300A and replacing it with an S8300B. The new S8300B should have the remastering program (RP) software installed on its hard drive. The remastering program remasters the hard drive and installs the R 2.2 Communications Manager software. These procedures are described in this section.

This section covers:

- [Installing the pre-upgrade software update \(patch\), if necessary](#) on page 263
- [Linux migration backup \(if current release is 1.x\)](#) on page 264
- [Replacing the S8300A with the S8300B Media Server](#) on page 267
- [Upgrading the S8300B Media Server](#) on page 268

---

## Installing the pre-upgrade software update (patch), if necessary

A pre-upgrade update is required only if the current software is between **1.2.0** and **1.3.0**.

If the current software release is between **1.1.0** and **1.1.9**, or between **2.0.0** and **2.0.9**, skip this update installation procedure and go to [Replacing the S8300A with the S8300B Media Server](#) on page 267.

If the current software release is **1.3.1**, skip this update installation procedure and go to [Linux migration backup \(if current release is 1.x\)](#) on page 264.

**Note:**

Typically, any existing updates (patches) should be removed before installing a new update. However, removing existing updates is not necessary for this procedure.

### To copy pre-upgrade update file to the media server

1. Make sure the software CD is in the CD-ROM drive of your laptop.
2. On the Maintenance Web Interface, under Miscellaneous, click **Download Files**.
3. Select the download method, "Files to download from the machine I'm using to connect to the server."

**Note:**

**Do not** select the checkbox, "Install this file on the local server."

4. Browse to the directory on the software CD (or laptop) that contains the pre-upgrade update file.
5. Select the pre-upgrade update file and click **Download**.

### To install the pre-upgrade update (patch)

1. Use Telnet to access the media server.
  - a. Click **start > Run** to open the Run dialog box.
  - b. Type `telnet 192.11.13.6` and press **Enter**.
  - c. Log in as *craft*.
2. Type `cd /var/home/ftp` and press **Enter** to access the ftp directory.
3. At the prompt, type `ls -ltr` and press **Enter** to list files in the ftp directory.

The S8300 displays a list of files in the ftp directory.

4. Verify that the directory contains the **\*.tar.gz** file you have uploaded.
5. Type `sudo patch_install patch.tar.gz` and press **Enter**.

where *patch* is the release or issue number of the update file. (For example, `03.0.526.5-1003.tar.gz`).

## Upgrading an Existing S8300A to R2.2

6. Type `patch_show` and press **Enter** to list Communication Manager files to verify the new software file was installed.
7. Type `sudo patch_apply patch` and press **Enter**.

where *patch* is the release or issue number of the update file. (For example, 03.0.526.5-1003. Do *not* use the \*.tar.gz extension at the end of the file name).

The media server goes through a software **reset system 4**. You must wait until the restart/reset has completed before entering additional commands. The reset should take 1–2 minutes (or longer if messaging is enabled).

8. Type `patch_show` again and press **Enter** to list Communication Manager files to verify the new software file was applied.
9. Before proceeding, type `statapp -c` to view the status of the processes.

Make sure everything except **dupmgr** shows **UP**. **Communication Manger** should show 65/65 UP or, if IA770 is installed, 67/67 UP. To stop the continual refresh of the `statapp` command, type **Ctrl-C**.

### Note:

The number of processes (65/65) may vary depending on the configuration. For a normal state, the second number should not be greater than the first number. For example, the numbers 64/65 UP would indicate that a process did not come up and should be investigated before proceeding.

10. Close the telnet session.

---

## Linux migration backup (if current release is 1.x)

### Important:

Skip to [Replacing the S8300A with the S8300B Media Server](#) on page 267 if the current software release is 2.x. If you are upgrading from a 2.x release, the Linux Migration Backup may not work. After the upgrade, you will restore data from the system backup you did earlier.

In this section, you will use the Linux Migration Backup procedure on the Maintenance Web Interface to save the system files and translations. After the upgrade, you will use the Linux Migration Restore feature to restore these files.

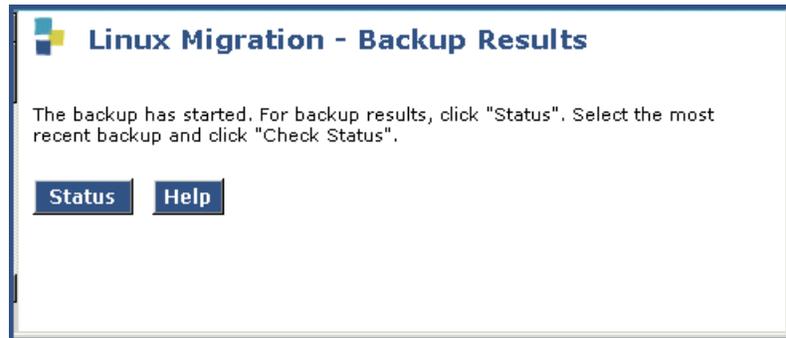
### To perform the Linux migration backup

1. Launch the Maintenance Web Interface. Under Server Configuration click **Linux Migration (Backup/Restore)**.

The **Linux Migration - Backup** screen displays.



### Linux Migration - Backup Results screen



4. Click **Status** to see the backup progress.

**Note:**

The Linux Migration backup status function is not enabled for release 1.3.1. To check the backup status when upgrading from 1.3.1, select **Backup Status** under **Data Backup/Restore** on the Maintenance Web Interface menu. The **Linux Migration - Backup History** screen displays. Select the appropriate backup set and click **Check Status**.

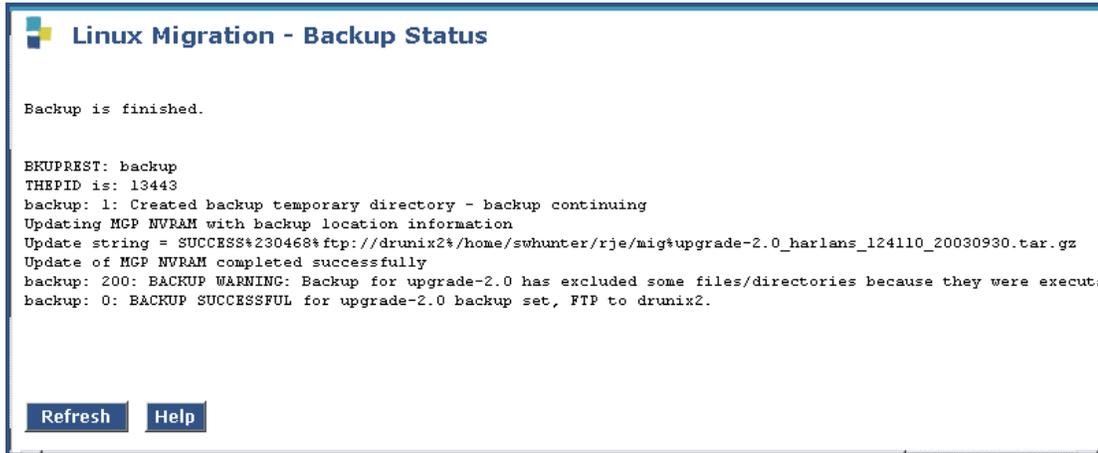
### Linux Migration - Backup History screen



5. Select the backup set and click **Check Status** to see the backup results.

If the backup is in progress, click on **Refresh** until the **Backup is finished** message appears.

## Linux Migration - Backup Status screen



```

Linux Migration - Backup Status

Backup is finished.

EKUPREST: backup
THEPID is: 13443
backup: 1: Created backup temporary directory - backup continuing
Updating MCP NVRAM with backup location information
Update string = SUCCESS*230468*ftp://drunix2%/home/swhunter/rje/mig*upgrade-2.0_harlans_124110_20030930.tar.gz
Update of MCP NVRAM completed successfully
backup: 200: BACKUP WARNING: Backup for upgrade-2.0 has excluded some files/directories because they were execut
backup: 0: BACKUP SUCCESSFUL for upgrade-2.0 backup set, FTP to drunix2.

Refresh Help

```

### CAUTION:

The screen will show **Backup is finished** when the backup is completed. However, also verify that the message, **Backup Successful** also appears in the last line. If any error messages appear stating that the backup failed, follow the normal escalation procedures.

## Replacing the S8300A with the S8300B Media Server

### To remove the S8300A and insert the S8300B

1. On the Maintenance Web Interface, under Server select **Shutdown Server**.
2. Select the **Delayed Shutdown** option and *uncheck* the "Restart server after shutdown," checkbox.
3. Click the **Shutdown** button.  
Click **OK** to confirm.
4. When the **OK to Remove** LED on the S8300 faceplate goes on steady, it is safe to remove the S8300.

### CAUTION:

Be sure to wear a properly grounded ESD wrist strap when handling the S8300 Media Server. Place all components on a grounded, static-free surface when working on them.

5. Loosen the two thumb screws on the S8300 faceplate.

## Upgrading an Existing S8300A to R2.2

6. When removing or inserting the S8300 circuit pack, the LED module (above slot V1) must also be removed or inserted together with the S8300.

Disengage the LED module and the S8300 circuit pack and remove them together from the G700.

7. If the IA770 INTUITY AUDIX module (CWY1 card) is installed on the S8300A, move it from the S8300A to the S8300B.

**Note:**

The CWY1 unit and its associated integration is supported for updates/upgrades of existing installations.

8. The LED panel (above slot V1) must be reinserted together with the S8300 circuit pack.
  - a. Insert both the LED panel and S8300 circuit pack about 1/3 of the way into the guides  
The guides are in slot V1 for the S8300 and above slot V1 for the LED panel.
  - b. Push both circuit packs (together) back into the guides, gently and firmly, until the front of each circuit pack aligns with the front of the G700.
9. Secure the S8300 faceplate with the thumb screws.

Tighten the thumb screws with a screw driver.

**Note:**

If the LED panel is not inserted all the way in, all of the status lights (on the left side of the LED panel) will be on. If this is the case, press the LED panel all the way in.

10. Reconnect the laptop to the services port of the new S8300B.

---

## Upgrading the S8300B Media Server

- [Setting telnet parameters](#) on page 269
- [Remastering the hard drive and installing the upgrade software](#) on page 269
- [Verifying software version](#) on page 275
- [Copying files to the S8300](#) on page 275
- [Ensuring that messaging is disabled \(if IA770 is being used\)](#) on page 277
- [Configuring network parameters](#) on page 278
- [Verifying connectivity](#) on page 279
- [Restoring data backup \(if upgrading from a Pre-1.2 release\)](#) on page 280
- [Restoring the Linux migration backup file \(If upgrading from R1.2.x through R1.3.x\)](#) on page 282
- [Restoring data backup \(If upgrading from R2.0.x\)](#) on page 285

- [Verifying the time, date, and time zone](#) on page 288
- [Installing post-upgrade Communication Manager update file from your laptop, if any](#) on page 289
- [Verifying media server configuration](#) on page 290
- [Installing the new license file, if any](#) on page 292
- [Installing the new authentication file, if any](#) on page 293
- [Saving translations \(if not using IA770 and S8300 is not an LSP\)](#) on page 294
- [Verifying operation](#) on page 294

## Setting telnet parameters

The Microsoft Telnet application may be set to send a carriage return (CR) and line feed (LF) each time you press **Enter**. The installation program sees this as two key presses. You need to correct this before you Telnet to the server.

### Note:

This procedure is done entirely on your laptop, not on the S8300.

### To set telnet parameters

1. Click **Start > Run** to open the Run dialog box.
2. Type `telnet` and press **Enter** to open a Microsoft Telnet session.
3. Type `unset crlf` and press **Enter**.
4. Type `display` and press **Enter** to confirm that **Sending only CR** is set.
5. Type `quit` and press **Enter** to save the setting and close the window.

This procedure resets your Microsoft Telnet defaults and does not need to be done each time you use Telnet.

## Remastering the hard drive and installing the upgrade software

### To do before you start the upgrade

1. Verify that the S8300B is inserted in slot V1.
2. Verify good AC power connections to the G700.
3. Avaya recommends using a UPS backup for media servers.  
If a UPS is present, make sure the G700 is plugged into the UPS.
4. Verify that all Ethernet connections are secure, to ensure the file transfer process is not interrupted.

## Upgrading an Existing S8300A to R2.2

5. Insert the Unity CD in the CD-ROM drive:

- If TFTP server software is installed on your laptop, **start the TFTP server program** (TFTPServer32.exe), and insert the Communication Manager unity CD in the laptop's CD drive.

 **CAUTION:**

Verify good AC power connections to the laptop. Do not attempt a remastering using only the laptop's battery power.

**Note:**

Shut down all applications on the laptop except for the TFTP server and the telnet client. Other background applications can overly use laptop resources.

**Note:**

Ensure that the **Outbound file** path is set to the root of your laptop's CD-ROM drive. (For example, D:\)

To check:

- i. Open the **System** menu in the TFTP server program
- ii. Select **Setup**
- iii. Open the **Outbound** tab.
- iv. To change the **Outbound file** path, click the **Browser** button and select the **CD** drive.

or,

- If your laptop does not have TFTP server software installed, attach an external USB CD-ROM drive to one of the USB ports on the S8300B and insert the Unity CD in the drive.

### To begin the upgrade

1. Click **Start > Run** to open the **Run** dialog box.

2. Type `telnet 192.11.13.6` and press **Enter**.

The first RP screen should display.

**NOTE: If you get the login prompt instead of the RP screen**

If the telnet login prompt appears instead of the RP screen, the hard drive contains a Communication Manager software release. In this case, if you have a USB CD-ROM drive, connect the drive to a USB port on the S8300 and insert the unity CD. Then log in to the telnet session (using the initial *craft* login) and use the **Shutdown Server** feature on the Maintenance Web Interface to reboot the system. After the reboot completes, telnet to 192.11.13.6 and the RP screen should now be displayed.

If you do not have the USB CD-ROM, you cannot proceed with the upgrade procedure described in this chapter. However, you can upgrade the Communication Manger software using the procedure described in [Chapter 6: Upgrading an Existing S8300B to R2.x](#) and then return to this chapter.

**To upgrade using the procedure in [Chapter 6: Upgrading an Existing S8300B to R2.x](#)**

1. Complete the procedures starting at [Installing new license and authentication files, if necessary](#) on page 336 and ending with [Making the upgrade permanent](#) on page 351. Note that you must have a copy of the license and authentication files on your laptop and install them before doing the upgrade.
2. Return to this chapter and complete the procedures starting with [Verifying software version](#) on page 275, using the initial *craft* login.
3. Complete all the remaining procedures **except** installation of the license and authentication files, which was done in step 1.

Alternatively, you can obtain a USB CD-ROM drive or an S8300B with only the RP software and proceed from [Remastering the hard drive and installing the upgrade software](#) on page 269.

### The first RP screen



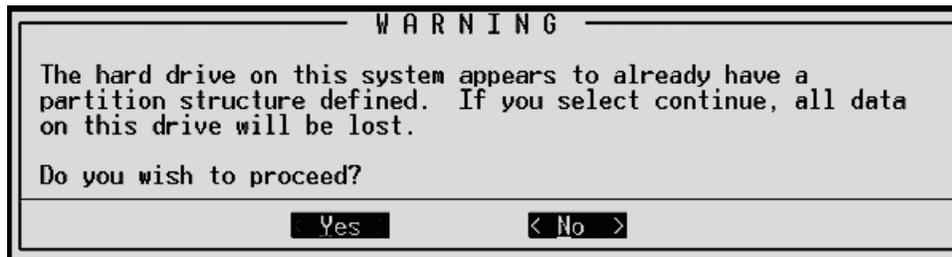
 **Tip:**

To navigate on these screens, use the arrow keys to move to an option, then press the space bar to select the option. Press **Enter** to submit the screen.

4. Select **Install** and press **Enter**.

If a **Warning** screen appears,

### RP Warning screen



select **Yes** and press **Enter**.

**Note:**

At this point, the installation script looks for the Unity CD either on your laptop or in a CD drive connected to the USB port. If you do not have the TFTP server running on the laptop, and a CD drive is not attached to a USB port, you will see the **Select Installation Media** screen:

## The Select Installation Media screen

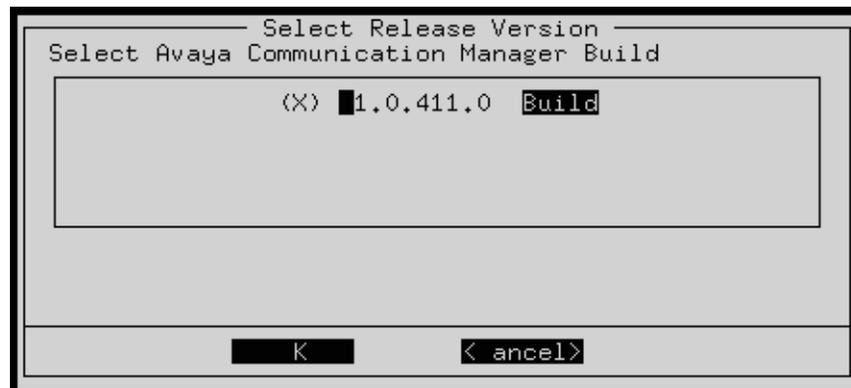


If you see the Select Installation Media screen:

- a. Start up the TFTP server on your laptop, or connect a USB CD-ROM drive to one of the USB ports.
- b. Insert the unity CD in the laptop or USB drive.
- c. Select either **TFTP** or **CDROM**.
- d. Select **OK**, and press **Enter**.

The **Select Release Version** screen appears.

## The Select Release Version screen



5. Select the appropriate release version (if more than one) then select **OK** and press **Enter**.

At this point, the following processes are initiated:

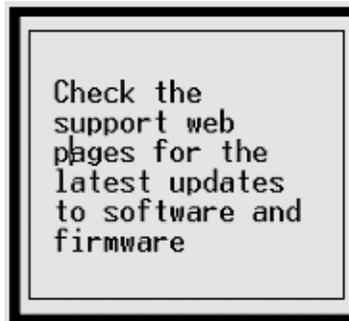
- a. The S8300 hard drive is reformatted.
- b. The Linux operating system is installed.
- c. Once the drive is properly configured, the program begins installing Communication Manager software and reports the progress.

### Communication Manager installation progress

```
21:26:38 | copying iputils-20020124-8.i386.rpm
21:26:38 | copying libattr-2.0.8-3.i386.rpm
21:26:38 | copying libcap-1.10-12.i386.rpm
21:26:39 | copying libelf-0.8.2-2.i386.rpm
21:26:39 | copying libgcc-3.2-7.i386.rpm
21:26:39 | copying libjpeg-6b-21.i386.rpm
21:26:39 | copying libtermcap-2.0.8-31.i386.rpm
21:26:39 | copying libtool-libs-1.4.2-12.i386.rpm
21:26:39 | copying losetup-2.11r-10.i386.rpm
21:26:39 | copying lrzsz-0.12.20-14.i386.rpm
21:26:39 | copying lsof-4.69-2.i386.rpm
21:26:39 | copying ltrace-0.3.10-12.i386.rpm
21:26:39 | copying mailx-8.1.1-26.i386.rpm
21:26:39 | copying mingetty-1.00-3.i386.rpm
21:26:39 | copying mktmp-1.5-16.i386.rpm
21:26:39 | copying ncompress-4.2.4-31.i386.rpm
21:26:39 | copying net-tools-1.60-7.i386.rpm
21:26:40 | copying patch-2.5.4-14.i386.rpm
21:26:40 | copying pcre-3.9-5.i386.rpm
21:26:40 | copying popt-1.8-0.69AV1.i386.rpm
21:26:40 | copying rdate-1.2-5.i386.rpm
21:26:40 | copying rusers-0.17-21.i386.rpm
21:26:40 | copying setserial-2.17-9.i386.rpm
```

These processes take 15–30 minutes. When the media server is ready to reboot, the following screen flashes for about 5 seconds.

#### Software and firmware update reminder



When the installation is complete, the CD drive door opens and the system reboots automatically. The reboot takes 1–3 minutes.

In the event you used the laptop TFTP server and you have a problem with power and the S8300 does not reboot, there are two methods of recovery:

- Use the USB CD-ROM to plug into the S8300 and repeat the remastering process using the Unity CD.

- Arrange access to another hard drive (comcode 700307028) should it be necessary to perform the TFTP remaster procedure on it.

## Verifying software version

### Note:

Since the system is now running a new software release, you must login with the **initial craft ID and password**. (You cannot use *dadmin* at this point.)

### To verify the software version

1. Log on to Integrated Management and launch the Maintenance Web Interface.
2. Under Server, click **Software Version**.
3. Verify that the media server is running Release 2.2 software.

The **Report as:** string should show **R012x.01** at the beginning of the string. For example, **R012x.01.0.411.1**.

### Tip:

Normally, you would need to use the **Make Upgrade Permanent** function on the Web Interface at this point. However, this is not necessary for this upgrade because there is no previous software version in the alternate partition.

## Copying files to the S8300

During reformatting of the hard drive, a new directory, `/var/home/ftp/pub`, was created. For release 2.0 and later, this *pub* directory will be used as the `/var/home/ftp` directory that was used in previous releases.

You must copy the remaining required files to the `pub` directory on the S8300 hard drive. This includes, but is not limited to:

- the post-upgrade software update file
- License file
- Avaya authentication file (if needed)
- New firmware files

### Note:

If you are copying a license file or authentication file, be sure the `/var/home/ftp/pub` directory contains no files with a `*.pwd` or `*.lic` extension. There should be only one of each of these file types in this directory. If any of these file types exist in the `pub` directory, move, rename, or delete them before you copy the new files.

## To copy files to the S8300

1. Log on to Integrated Management and launch the Maintenance Web Interface.

**Note:**

Since the system is now running a new software release, you must login with the **initial craft ID and password**. (You cannot use *dadmin* at this point.)

2. Under Miscellaneous click **Download Files**.

The **Download Files** screen displays.

### Download Files screen

**Download Files**

The Download Files Web page lets you download files to the media server.

File(s) to download from the machine I'm using to connect to the server

File(s) to download from the LAN using URL

Proxy Server  (e.g proxy.domain:3152)

Install this file on the local server  
\*\*If the above box is checked, you may specify only one file for downloading.

3. Select **Files to download from the machine I'm using to connect to the server** and browse to each file you want to copy to the S8300.

Leave the “Install this file on the local server” checkbox **unchecked**.

If you are downloading an IP Telephone software file, download this file last with the **Install this file on the local server** checkbox **checked**. Note that the software file must be in a special .tar format to use this feature. See *4600 Series IP Telephone LAN Administrator's Guide*, 555-233-507, for information about installing IP Telephone software.

**Note:**

To manually FTP files from your laptop to /var/home/ftp/pub, you must `cd` to pub after starting ftp and logging in; that is, type `cd pub`.

4. Click on **Download** to copy the files to the S8300.

The transfer is complete when you see the message, **Files have been successfully uploaded to the server.**

**Important:**

Remove the Unity CD from the CD drive.

## Ensuring that messaging is disabled (if IA770 is being used)

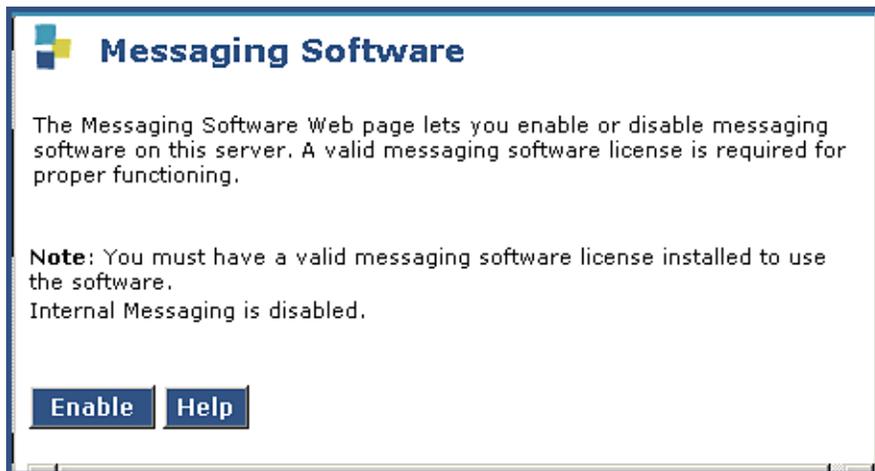
If the system is using IA770:

### To disable IA770 messaging

1. Click **Messaging Software** under Miscellaneous.

The **Messaging Software** screen displays.

### Messaging Software screen



2. If the **Enable** button shows at the bottom of the screen, messaging is already disabled. If the **Disable** button is showing, messaging is currently enabled, so click the **Disable** button.

## Configuring network parameters

**Note:**

For this procedure, you must have the host name, subnet mask, and IP address of the S8300, and the IP address of the default gateway.

Because the software upgrade resets the configuration data, you must reconfigure the network parameters on the S8300 before restoring the backup files. Also, it is possible that the new software added or changed some of the configuration fields or screens.

### To configure network parameters

1. Under Server Configuration click **Configure Server** to start the configure server process.
2. Click **Continue** through the **Review and Backup Notices** to get to the **Specify how you want to use this wizard** screen.

### Specify how you want to use this wizard screen



3. Select **Configure individual services** and click **Continue**.
4. Click **Configure Interfaces** from the “Configure Individual IP Services” list on the left. The **Configure Ethernet Interfaces** screen displays.

## Configure Ethernet Interfaces screen

5. Fill in the correct server IP address, Gateway, and Subnet mask.

If these fields are already filled in, overwrite them with the correct information. Leave the Integrated Messaging fields blank.

Click **Change** to update the system files.

### Note:

If an **Action Cancelled** message appears before the success message, refresh the screen and click **Change** again.

6. When the configuration change is complete, the screen displays **Successfully configured ethernet interfaces**. Click **Close Window**.

At this point, the system resets the IP interfaces.

## Verifying connectivity

To verify that the Ethernet port is working, ping the FTP server where the Linux-Migration backup file is stored.

### To verify connectivity

1. On the Maintenance Web Interface, under Diagnostics click **Ping**.

## Upgrading an Existing S8300A to R2.2

2. Enter the IP address where the Linux-Migration backup file is stored.
3. Click **Execute Ping**.

If the ping is successful, continue with restoring the system files. Otherwise, check the IP address and connectivity to the server.

## Restoring data

In this section you will restore the system data that you backed up. Do **only one** of the following three procedures, depending on how you backed up the data:

- [Restoring data backup \(if upgrading from a Pre-1.2 release\)](#) on page 280
- [Restoring the Linux migration backup file \(If upgrading from R1.2.x through R1.3.x\)](#) on page 282
- [Restoring data backup \(If upgrading from R2.0.x\)](#) on page 285

### Note:

The backup and restore processes use the ping service to check connectivity to the backup server. If a backup or restore operation fails, ensure that the ping service is enabled:

- i. On the Maintenance Web Interface, under **Security**, select **Firewall**.
- ii. In the Service column, find ping.
- iii. The checkboxes for both **Input to Server** and **Output from Server** should be checked.

## Restoring data backup (if upgrading from a Pre-1.2 release)

Do these tasks only if you have upgraded from a pre-1.2 release.

### To restore translations from a pre-1.2 release

1. Select **View/Restore Data** under **Data Backup/Restore**.
2. Select **FTP** and enter the information for the FTP backup server.  
Click **View**.
3. Select the Communication Manager translations backup set to restore (filename begins with "xln").  
Click **Restore**.

**Note:**

**Do not** restore the system or security backup sets (filenames beginning with "os" and "security"). If you backed up the AUDIX data, you will need to restore the AUDIX backup sets as separate steps. The AUDIX translations, names, and messages backup set filename begins with "audix-tr-name-msg". The AUDIX announcement backup set filename begins with "audix-ann".

**To configure the server using the Avaya Installation Wizard**

If you have upgraded from a pre-1.2 release, you must enter all server configuration information. You can do this most easily using the Avaya Installation Wizard (IW), which will do the server configuration and install the license and password files. If you have filled in the **Electronic Pre-installation Worksheet (EPW)**, the IW will read the configuration data from the EPW. Otherwise, you will need to enter the configuration data into the IW. When finished with the Wizard, return to [If using IA770](#): on page 307.

**To configure the server using the Maintenance Web Interface**

If you are not using the Installation Wizard, you can enter the configuration information manually.

1. Select **Configure Server** on the Maintenance Web Interface menu.
2. Click **Continue** on the first two screens.

When you get to the screen titled **Specify how you want to use this wizard**, select **Configure all services using the wizard**. Then enter the configuration information on each configuration screen.

3. When you complete all the new fields, if necessary, click **Continue** on the **Update System** screen.

The **Update System** screen displays each configuration task as it completes. When done, the screen displays the line **All configuration information was entered**.

4. Click **Close Window**.
5. Log on to a Telnet session.
6. Type `/opt/ws/drestart 1 4` to capture the configuration data. You should see the response, `Killed`.

**Skip to** [Verifying the time, date, and time zone](#) on page 288.

## Restoring the Linux migration backup file (If upgrading from R1.2.x through R1.3.x)

Do these tasks only if the original release was between **1.2.0** and **1.3.9**, and you performed a Linux Migration backup.

 **CAUTION:**

Be sure to restore data using the **Linux Migration - Backup/Restore** process. At this point, if you restore the backup sets that you created with the normal **Data Backup/Restore** process, the system will be damaged and the only recovery path is to remaster the S8300 hard drive again. This recovery procedure can be started using the `remaster` command, which is described in *Maintenance Commands for Avaya Communication Manager, Media Gateways and Servers*, 03-300191. After running the remaster command, reboot the S8300 to start the RP program and proceed with [Remastering the hard drive and installing the upgrade software](#) on page 269.

 **CAUTION:**

The **Linux Migration Restore** must be run only once. Running restore more than once may corrupt the system data. If a restore appears to have not completed, check **Backup History** and **Backup Logs** on the Web Interface, and check the system log in the bash CLI. If all of these sources indicate that a restore has not completed, you can safely rerun the restore.

### To restore the Linux migration backup file

1. On the Maintenance Web Interface, under Server Upgrades click **Linux Migration (Backup/Restore)**.

The **Linux Migration - Backup/Restore** screen displays.

### Linux Migration - Backup/Restore screen



**Linux Migration - Backup/Restore**

The Linux Migration Backup Restore Web page lets you perform backups and restores during a Linux Migration.

 **Warning:** This is a special upgrade scenario. Do not use this page unless instructed to do so by the upgrade release notes.

Display status.

Initiate new backup or restore.

2. Select **Initiate new backup or restore** and click **Submit**.

The **Linux Migration - Backup/Restore Initiate** screen displays.

### Linux Migration - Backup/Restore Initiate screen

**Linux Migration - Backup/Restore Initiate**

**Warning:** This is a special upgrade scenario. Do not use this page unless instructed to do so by the upgrade release notes.

**Backup Method**

FTP

User Name

Password

Host Name

Directory

Local PC Card    Retain  data sets at destination

**Restore Method**

FTP

User Name

Password

Host Name

Directory

Local PC Card

Local Directory

3. Under **Restore Method**, select **FTP**.

Fill in the **User Name**, **Password**, **Host Name (enter host IP Address)**, and **Directory** fields for the location of the backup file on the customer's server. If you backed up the Linux-Migration backup file to your laptop, use **anonymous** for User Name, your email address for Password, **192.11.13.5** for Host Name, and **\** for Directory.

4. Click **Submit**.

The **Linux Migration - Restore List** screen displays.

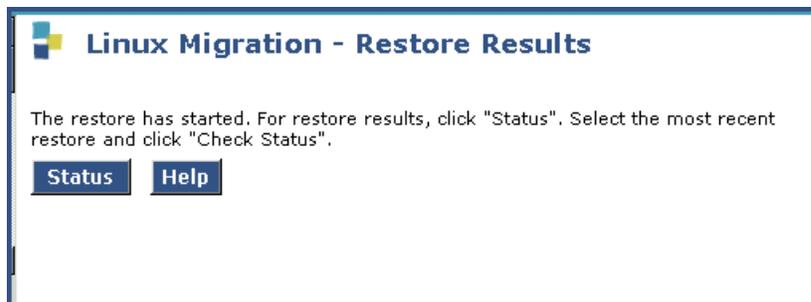
### Linux Migration - Restore List screen



5. Select the backup set to restore, check both **Force** options, and click **Restore**.

The **Linux Migration - Restore Results** screen displays.

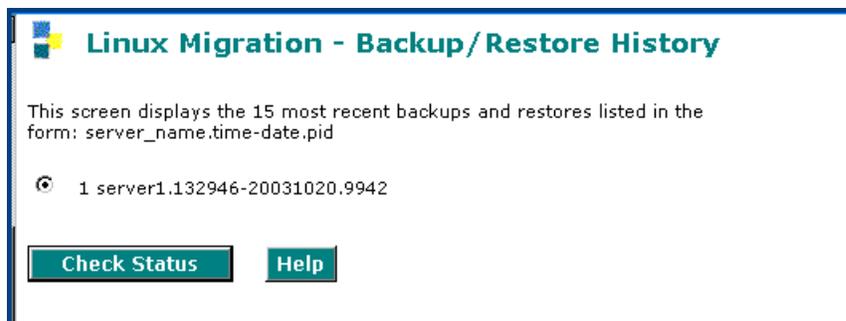
### Linux Migration - Restore Results screen



6. Click **Status** to view the restore progress.

The **Linux Migration - Backup/Restore History** screen displays.

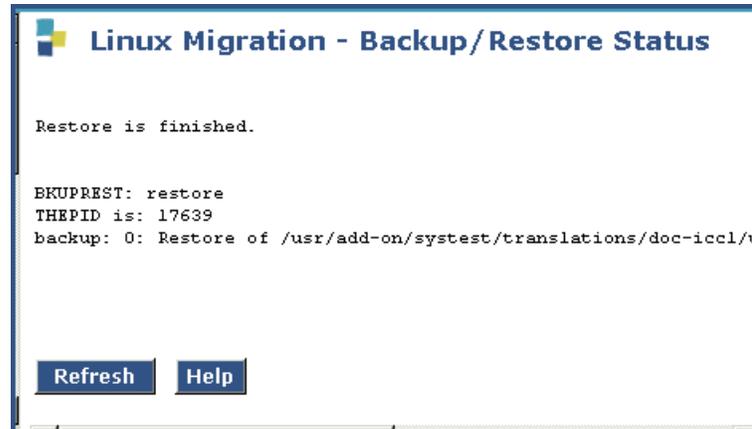
### Linux Migration - Backup/Restore History screen



7. Select the backup set and click **Check Status** to view the restore progress.

The Linux Migration - Backup/Restore Status screen displays.

#### Linux Migration - Backup/Restore Status screen



When the restore is finished, the screen will show **The final status is shown below**. If the restore was successful, you will see **Completed Successfully**.

#### CAUTION:

At this point, you should not use any customer logins. Use only the *craft* login.

**Skip to** [Verifying the time, date, and time zone](#) on page 288.

## Restoring data backup (If upgrading from R2.0.x)

Do these tasks only if you upgraded from release 2.0.x.

### To restore data backup (if upgrading from R2.0.x)

1. On the Maintenance Web Interface, under Data Backup/Restore select **View/Restore Data**.

The **View/Restore Data** screen displays.

## View/Restore Data screen

**View/Restore Data**

The View/Restore Web page lets you view backup data files from different sources.

**View current backup contents in**

FTP

User Name

Password

Host Name

Directory

Local Directory

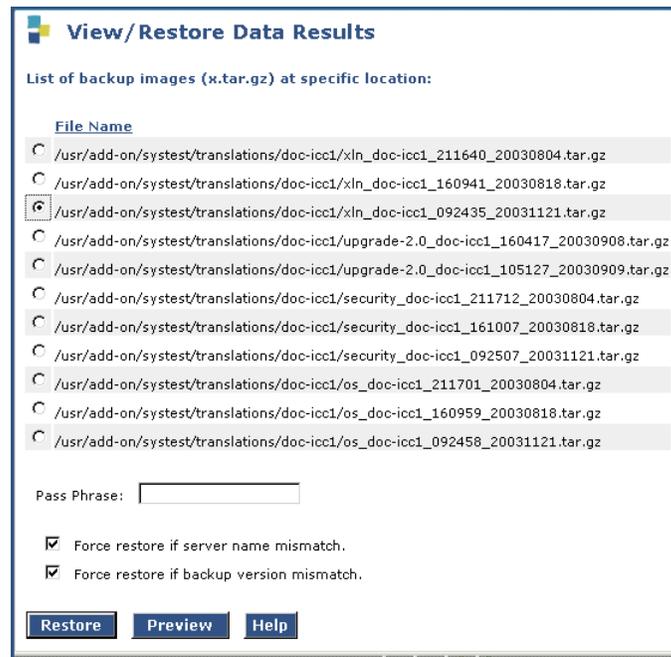
2. Select **FTP**.

Fill in the **User Name**, **Password**, **Host Name (enter host IP Address)**, and **Directory** fields for the location of the backup file on the customer's server.

3. Click **View**.

The **View/Restore Data Results** screen displays.

## View/Restore Data Results screen



4. Select the backup set to restore.

Note that the time and date are embedded in the file name. Select the backup sets with the current time and date stamp.

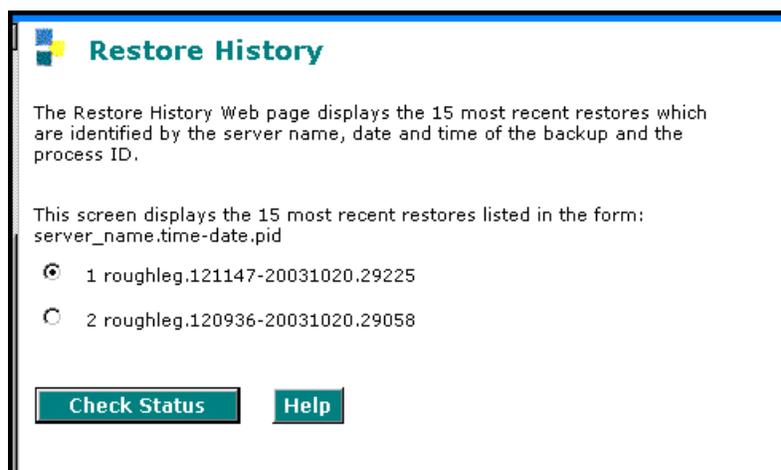
5. Select both **Force** options, and click **Restore**.

6. To monitor the restore progress:

a. Select **Restore History**

The **Restore History** screen displays.

## Restore History screen



## Upgrading an Existing S8300A to R2.2

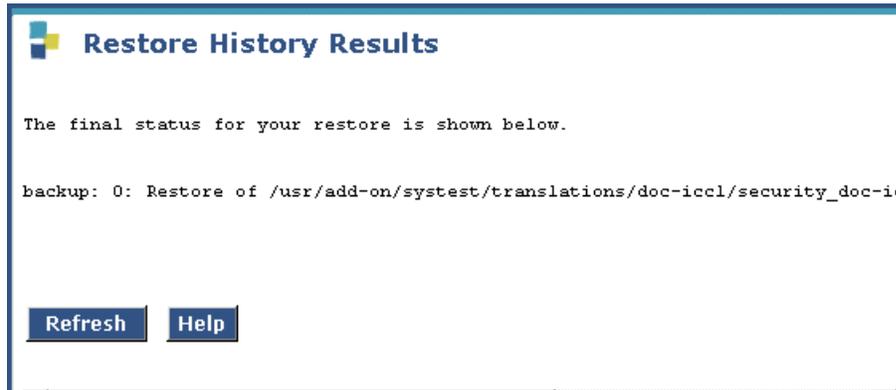
b. Select the backup set being restored and click **Check Status**.

The **Restore History Results** screen displays.

c. Click **Refresh** periodically until the message,

**The final status for your restore is shown below** appears.

### Restore History Results screen



Repeat the restore procedure for each backup set, except the AUDIX data (msg and annc files), if any:

- Translations: xln files
- System: os files
- Security: security files

## Verifying the time, date, and time zone

### To verify the time, date, and time zone

1. Under Server click **Server Date/Time**.

The **Server Date/Time** screen displays.

## Server Date/Time screen

**Server Date/Time**

The Server Date/Time Web page lets you reset date and time when the server is used as its own time source.

The current time is: **Wed Aug 20 19:10:00 MDT 2003**

Date  (mm/dd/yyyy)

Select time  (hh:mm)  
Use 24-hour format

Time Zone  
 America/Denver  
 America/Detroit  
 America/Dominica  
 America/Edmonton  
 America/Eirunepe  
 America/El\_Salvador  
 America/Ensenada  
 America/Fort\_Wayne

2. Verify or set the media server's time close enough to the NTS's time, date, and time zone that synchronization can occur (within about 5 minutes).

## Installing post-upgrade Communication Manager update file from your laptop, if any

Skip this procedure if there is no Communication Manager update file to install.

### ⚠ CAUTION:

The software update may or may not be call-preserving.

### To install the post-upgrade software update

1. Open a telnet session.  
Click **Start > Run** to open the Run dialog box.
2. Type `telnet 192.11.13.6` and press **Enter**.
3. Log in with the initial *craft* ID and password.  
You cannot use *dadmin* at this point.

### Note:

If you restored the security backup set from a 2.x release, you should be able to use the normal *craft* login.

## Upgrading an Existing S8300A to R2.2

4. Type `cd /var/home/ftp/pub` and press **Enter** to access the pub directory.
5. At the prompt, type `ls -ltr` and press **Enter** to list files in the pub directory.  
The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager **.tar.gz** file you have downloaded, if any.
6. Type `sudo update_unpack <update>.tar.gz` and press **Enter**.  
where **<update>** is the release or issue number of the latest update file.  
For example, `03.0.219.0-4925.tar.gz`
7. Type `update_show` and press **Enter** to list Communication Manager files to verify the new software file was installed.  
If `hot` is shown in the **Type** column, the update does not require a system restart.  
If `cold` is shown in the **Type** column, a system restart is required.
8. Type `sudo update_activate <update>` and press **Enter**.  
where **<update>** is the release or issue number of the latest software file.  
For example, `03.0.219.0-4925`. (Do *not* use the `.tar.gz` extension at the end of the file name)
  - If asked to restart the system, select **Yes**. You must wait until the restart/reset has completed before entering additional commands.
  - If the system displays the message:  

```
/opt/ecs/sbin/drestart 1 4 command failed
```

ignore this message.
9. Type `update_show` again and press **Enter** to list Communication Manager files.  
Verify that the new software file was applied. The **Status** should show `activated`.

## Verifying media server configuration

### Note:

If you upgraded from a pre-1.2 release, you should have already completed the server configuration (see [To configure the server using the Avaya Installation Wizard](#) on page 281. In this case, skip to [Installing the new license file, if any](#) on page 292.

At this point, you should not have to enter any configuration information. In the following procedure, click **Continue** to open each configuration screen and verify the that configuration information is correct.

### To verify media server configuration

1. Under Server Configuration click **Configure Server** to start the configure server process.  
Click **Continue** until you reach the screen titled **Specify how you want to use this wizard**.

## Specify how you want to use this wizard screen

**Configure Server**

**Steps**

- Review Notices
- Set Identities
- Configure Interfaces
- Configure LSP
- Configure Switches
- Set DNS/DHCP
- Set Static Routes
- Configure Time Server
- Set Modem Interface
- Update System

**Specify how you want to use this wizard**

Configure all services using the wizard

Configure individual services

Click CONTINUE to proceed.

**Continue** **Help**

2. Select **Configure all services using the wizard**.

3. Click **Continue** through all the screens.

Check for new screens and new fields on existing screens as mentioned in the planning forms.

**Note:**

You must click **Continue** through all the screens whether there are changes or not. You **do not** need to enter **Static Network Route** information.

4. Click **Continue** on the **Update System** screen.

The **Updating System Files** screen displays each configuration task as it completes. When done, the screen displays the line **All configuration information was entered**.

5. Click **Close Window**.

6. Log on to a Telnet session.

7. Type `/opt/ws/drestart 1 4` to capture the configuration data.

You should see the response, `Killed`.

## Installing the new license file, if any

**! CAUTION:**

Be sure to install the license file **before** the authentication file.

You need to load a new license file when upgrading to a new major release of Communication Manager or when changing the feature set.

**Note:**

If the S8300 is already set up for remote access, Avaya services personnel can copy new license and authentication files directly into the /pub directory on the server. Avaya personnel will notify you when the new files are in place as agreed (for example, by telephone or E-mail). After they are loaded into the /pub directory, install them using the **License File** and **Authentication File** screens under **Security** on the Maintenance Web Interface.

### To install the new license file, if any

1. On the Maintenance Web Interface under **Security**, click **License File**.

The **License File** screen displays.

#### License File screen

**License File**

The License File Web page allows installation of Avaya license files.

CommunicationsMgr License Mode: Normal  
Network used for License: Carrier MGP  
License Serial Number is 01DR12310260 on carrier MGP

Undo last install  
 Install the license file I previously downloaded  
 Install the license file specified below

File Path    
URL   
Proxy Server  e.g proxy.domain:3152)

2. Select **Install the license file I previously downloaded**.

Browse to the license file on the services laptop, and click **Submit**. The system tells you when the license is installed successfully.

## Installing the new authentication file, if any

### To install the new authentication file

1. On the Maintenance Web Interface under **Security**, click **Authentication File**.

The **Authentication File** screen displays.

### Authentication File screen

**Authentication File**

The Authentication File Web page allows installation of Avaya authentication files.

Install the Authentication file I previously downloaded  
 Install the Authentication file I specified below

File Path

URL

Proxy Server  (e.g. proxy.domain:3152)

2. Select **Install the Authentication file I previously downloaded**.

Browse to the authentication file on the services laptop, and click **Install**. The system tells you when the authentication is installed successfully

3. Verify that the restoration of the backup files was successful by testing the *craft* login.

Telnet to **192.11.13.6** and login as *craft*, using the normal *craft* password.

#### Note:

If you log into SAT and see the `Translation corruption` message, ignore it for now.

**Note:**

**Avaya Services personnel only:** You may need to use the static *craft* password at this point. The static password will enable you to log in to the S8300 with a direct connection to the Services port without the ASG challenge/response. To obtain the static password, call the ASG Conversant number, 800-248-1234 or 720-444-5557, and follow the prompts to get the password. In addition to your credentials, you will need to enter the customer's Product ID or the FL or IL number.

**Note:**

**Avaya Business Partners** should call 877-295-0099.

### Saving translations (if not using IA770 and S8300 is not an LSP)

**Skip** this procedure if the S8300 is an **LSP**, or if **IA770** is being used.



**CAUTION:**

If the system is using IA770, **do not** save translations at this time. Skip to [Verifying operation](#) on page 294. You will save translations **after** installing the new IA770 software.

#### To save translations (S8300 is not LSP, and IA770 is not used)

1. In a telnet session, open a SAT session.
2. Log in again as *craft*.

**Note:**

If you see the `Translation corruption` message on the first SAT screen, ignore it. Go to [Verifying operation](#) on page 294. You will need to save translations later.

3. Type `save translation` and press **Enter**.

When the save is finished, the system displays the message,  
`Command successfully completed.`

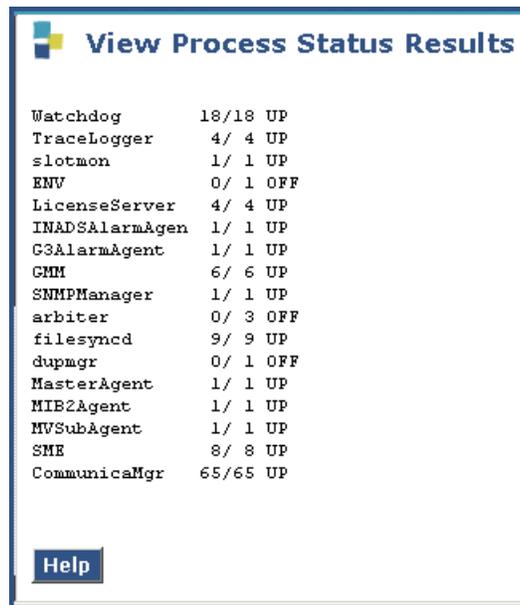
## Verifying operation

#### To verify operation

1. On the Maintenance Web Interface under Server, click **Process Status**.
2. Select **Summary and Display once** and click **View**.

The **View Process Status Results** screen displays.

## View Process Status Results screen



| View Process Status Results |       |     |
|-----------------------------|-------|-----|
| Watchdog                    | 18/18 | UP  |
| TraceLogger                 | 4/ 4  | UP  |
| slotmon                     | 1/ 1  | UP  |
| ENV                         | 0/ 1  | OFF |
| LicenseServer               | 4/ 4  | UP  |
| INADSAlarmAgen              | 1/ 1  | UP  |
| G3AlarmAgent                | 1/ 1  | UP  |
| GMM                         | 6/ 6  | UP  |
| SNMPManager                 | 1/ 1  | UP  |
| arbiter                     | 0/ 3  | OFF |
| filesyncd                   | 9/ 9  | UP  |
| dupmgr                      | 0/ 1  | OFF |
| MasterAgent                 | 1/ 1  | UP  |
| MIB2Agent                   | 1/ 1  | UP  |
| MVSubAgent                  | 1/ 1  | UP  |
| SME                         | 8/ 8  | UP  |
| CommunicaMgr                | 65/65 | UP  |

Help

3. Make sure everything except **ENV**, **arbiter**, and **dupmgr** shows **UP**.

**Communication Manager** should show **65/65 UP**.

The number of processes (65/65) may vary depending on the configuration. For a normal state, the second number should not be greater than the first number. For example, the numbers 64/65 UP would indicate that a process did not come up and should be investigated before proceeding.

4. Using a telephone, make test calls to verify that call processing is working.

## Next steps

This completes the S8300 upgrade process for upgrading to release 2.2. You now must upgrade the G700 and media module firmware and then install and restart IA770, if installed on the S8300.

## Upgrading the firmware on the G700 Media Gateway

The tasks in this section can be completed most efficiently by using the Avaya Installation Wizard or the Upgrade Tool.

- If the S8300 is a primary controller, use the Installation Wizard.
- If the S8300 is one of several LSPs controlled by the same primary controller, use the Upgrade Tool.

In either case, you can complete the tasks manually.

**Note:**

The IW and Upgrade Tool can also be used to upgrade firmware on the G350.

 **CAUTION:**

If the passwords to log on to the P330 stack processor or the media gateway processor (MGP) have been changed from the defaults, you must change them back to the original default passwords before using the Installation Wizard or Upgrade Tool.

Go to <http://support.avaya.com/avayaiw> to download job aids for using the Installation Wizard or Upgrade Tool.

This section covers:

[Upgrading the G700 using the Installation Wizard](#) on page 296

[Upgrading the G700 using the Upgrade Tool](#) on page 297

[Upgrading the G700 using CLI commands](#) on page 297

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## Upgrading the G700 using the Installation Wizard

On the Integrated Management main menu, click **Launch Avaya Installation Wizard**.

### To upgrade firmware on the G700 using the Installation Wizard

1. Select the **Upgrade a previously installed Media Server with new software and/or Media Gateway firmware** on the **Usage Options** screen.

The **Usage Options** screen appears in the Installation Wizard after a few introductory screens.

2. Continue through the Media Server screens, choosing not to upgrade the Communication Manager software.

3. When you get to the **G700 Firmware Upgrade** screen, click the **Action** button to view the versions of the currently installed firmware, and the firmware available in the tftp directory.
4. Select each component for which there is a firmware version that is later than the installed version.

---

## Upgrading the G700 using the Upgrade Tool

On the Integrated Management main menu, click **Launch Upgrade Tool**. Follow the instructions to upgrade the G700 and media module firmware.

---

## Upgrading the G700 using CLI commands

If you are using the Avaya Installation Wizard or the Upgrade Tool:

- Skip to [If using IA770](#): on page 307 if IA770 is being used, or
- Skip to [Complete the upgrade process \(S8300 is the primary controller\)](#) on page 314 if IA770 is not being used.

If you are not using the Avaya Installation Wizard or Upgrade Tool, conduct the following manual procedures to update the firmware running on the G700 Media Gateway processors and media modules.

This section covers:

- [Verifying the contents of the tftpboot directory](#) on page 297
- [Determining which firmware to install on the G700](#) on page 298
- [Installing new firmware on the P330 Stack Processor](#) on page 300
- [Installing new firmware on the G700 Media Gateway Processor](#) on page 301
- [Installing new firmware on the media modules](#) on page 303
- [Installing new firmware on other G700 media gateways](#) on page 305

## Verifying the contents of the tftpboot directory

Before proceeding with the G700 firmware installation, you should check the */tftpboot* directory on the TFTP server to make sure the firmware versions match those listed in the planning documentation. If they do not, you must copy the correct firmware versions into the */tftpboot* directory using the following procedure:

1. Download the firmware files from the support Website to your laptop.

## Upgrading an Existing S8300A to R2.2

- Using the Web Interface on the S8300 Media Server, copy the firmware files from your laptop to the `/var/home/ftp/pub` directory on the S8300, or

Alternatively, you can "ftp" the files from your laptop to the `pub` directory.

- Copy the firmware files from the `pub` directory to the `/ftpboot` directory, using the S8300 Media Server command line interface.

**Note:**

For detailed information on this procedure, see "Appendix 2" in *Job Aid: Replacing the G700 Media Gateway, 555-245-752, Issue 4, January, 2005.*

## Determining which firmware to install on the G700

Conduct the following procedure to compare software versions running on the G700 processors and media modules with the versions in you planning documents. If the versions do not match, you need to install the new firmware for those components.

### To determine if new firmware for the P330 stack processor is necessary

- At either the **P330-1(super)#** or **P330-1(configure)#** prompt, type `dir`.

The system displays the directory list of software for the P330 stack processor.

#### Directory list for P300 stack processor

| M# | file                           | ver num | file type    | file location | file description    |
|----|--------------------------------|---------|--------------|---------------|---------------------|
| 1  | module-config<br>Configuration | N/A     | Running Conf | Ram           | Module              |
| 1  | stack-config                   | N/A     | Running Conf | Ram           | Stack Configuration |
| 1  | EW_Archive                     | 4.0.4   | SW Web Image | NV-Ram        | WEB Download        |
| 1  | Booter_Image                   | 3.2.5   | SW BootImage | NV-Ram        | Booter Image        |

- Check the version number (ver num) of the EW\_Archive file to see if it matches the Release Letter.

If not, you must upgrade the P330 stack processor.

- Type `show image version`

The system displays the list of software.

**Show image version List for P330 stack processor**

| Mod   | Module-Type              | Bank | Version |
|-------|--------------------------|------|---------|
| ----- | -----                    | ---- | -----   |
| 3     | Avaya G700 media gateway | A    | 0.0.0   |
| 3     | Avaya G700 media gateway | B    | 4.0.17  |

4. Check the version number of the stack software image file in Band B to see if it matches the your planning document.

If not, you must upgrade the P330 stack processor.

**To determine if new firmware is required for the MGP, VoIP module, and installed media modules**

1. Type `session mgp`
2. At the `MG-001-1(super)#` prompt, type `show mg list_config`

The system displays the list of software.

**Show MG list\_config**

```

eyp

```

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| ---- | ---- | ----  | ----   | -----      | -----      | -----   |
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(B) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

3. Refer to the list to check the FW vintage number of the G700.  
In the TYPE column, find G700, then check the matching field in the FW VINTAGE column to see if it matches the vintage number in your planning forms. If not, you must install new firmware on the G700 media gateway. Also check if the release number in the FW VINTAGE column contains (A) or (B) to designate the software bank. If the list shows B, you will upgrade A. If the list shows A, you will upgrade B.
4. Refer to the VOIP FW column and row for slot V0 (same row occupied by the G700 information) to see if the number matches the VoIP firmware identified in your planning forms.

If not, you must also upgrade the G700 media gateway motherboard VoIP module.

**Note:**

The VoIP processor on the motherboard is upgraded using the same firmware image file as the VoIP media modules; for example, the file mm760v8.fdl is vintage #8.

## Upgrading an Existing S8300A to R2.2

5. Check the FW VINTAGE column for vintages of each of the installed media modules: MM710, MM711, MM712, MM720, and/or MM760 to see if they match the FW vintages in the planning forms.

If not, you must upgrade them, as well.

## Installing new firmware on the P330 Stack Processor

### To install P330 stack processor firmware

1. From your S8300 telnet session, telnet back to the P330 stack processor:

Type `telnet <xxx.xxx.xxx.xxx>`

where `<xxx.xxx.xxx.xxx>` is the IP address of the P330 stack master processor on the customer's LAN.

2. At the **P330-1(configure)#** prompt, type

```
copy tftp SW_image <file> EW_archive <ew_file>
<tftp_server_address> <Module#>
```

where `<file>` is the full-path name for the image file with format and vintage number similar to `viisa3_8_2.exe`,

`<ew_file>` is the full-path name for the embedded web application file with format similar to `p330Tweb.3.8.6.exe`,

`<tftp_server_ip_address>` is the IP address of the TFTP server, and

`<Module#>` is the number, 1 through 10, of the media gateway in the stack. If there is only one G700 media gateway, the number is 1.

3. Verify that the download was successful when the prompt returns:

- a. type `show image version <module #>` and check the version number in the Version column for Bank B.

- b. type `dir <module #>` and check the version number in the ver num column for the EW\_Archive file.

4. Type `reset <module #>`.

## Setting rapid spanning tree on the network

Spanning Tree (STP) is a loop avoidance protocol. If you don't have loops in your network, you don't need STP. The "safe" option is always to leave STP enabled. Failure to do so on a network with a loop (or a network where someone inadvertently plugs the wrong cable into the wrong

ports) will lead to a complete cessation of all traffic. Rapid Spanning Tree is a fast-converging protocol, faster than the earlier STP, that *enables* new ports much faster (sub-second) than the older protocol. Rapid Spanning Tree works with all Avaya equipment, and can be *recommended*.

Rapid Spanning Tree is set using the P330 stack processor command line interface.

### To enable/disable spanning tree

1. Open a telnet session on the P330 stack processor, using the serial cable connected to the Console port of the G700.
2. At the **P330-x(super)#** prompt, type `set spantree help` and press **Enter** to display the set spantree commands selection.
3. To enable Spanning Tree, type `set spantree enable` and press **Enter**.
4. To set the **rapid spanning tree** version, type `set spantree version rapid-spanning-tree` and press **Enter**.

The 802.1w standard defines differently the default path cost for a port compared to STP (802.1d). In order to avoid network topology change when migrating to RSTP, the STP path cost is preserved when changing the spanning tree version to RSTP. You can use the default RSTP port cost by typing the CLI command `set port spantree cost auto`.

#### Note:

Avaya P330s now support a "Faststart" or "Portfast" function, because the 802.1w standard defined it. An edge port is a port that goes to a device that cannot form a network loop.

To set an **edge-port**, type `set port edge admin state module/port edgeport`.

For more information on the Spanning Tree CLI commands, see the *Avaya P330 User's Guide* (available at <http://www.avaya.com/support>).

## Installing new firmware on the G700 Media Gateway Processor

### To install MGP firmware

1. At the **P330-1(configure)#** prompt, type `session mgp` to reach the G700 media gateway processor.
2. Type `configure` at the **MG-???-1(super)#** prompt to enter configuration mode, which will change the prompt to **MG-???-1(configure)#**.
3. At the **MG-???-1(configure)#** prompt, type `show mgp bootimage` to determine which disk partition (bank) is in the **Active Now** column.

You will update the bank that is *not* listed as Active Now. The system displays the following screen:

### Example: Show mgp bootimage

| <u>FLASH MEMORY</u> | <u>IMAGE VERSION</u> |
|---------------------|----------------------|
| Bank A              | 109                  |
| Bank B              | 210                  |

| <u>ACTIVE NOW</u> | <u>ACTIVE AFTER REBOOT</u> |
|-------------------|----------------------------|
| Bank B            | Bank B                     |

4. At the **MG-???-1(configure)#** prompt, type

```
copy tftp mgp-image <bank> <filename> <tftp_server_ip_address>
```

to transfer the mgp image from the tftp server to the G700,

where

<bank> is the bank that is *not* Active Now (Bank A in the example).

<filename> is the full path name of the mgp firmware image file, which begins with mgp and will be similar to the name mgp\_8\_0.bin.

<tftp\_server\_ip\_address> is the IP address of the S8300.

For example:

```
copy tftp mgp-image a mgp_8_0.bin 195.123.49.54
```

The screen shows the progress.

5. Type `set mgp bootimage <bank>`

where <bank> is the same letter you entered in the previous step.

6. At the **MG-???-1(configure)#** prompt, type `reset mgp`.

A system prompt asks you to confirm the reset.

7. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

8. When the **P330-1(super)#** prompt appears, type `session mgp`.

9. At the **MGP-???-1(super)#** prompt, type `configure`.

10. Verify that the download was successful when the prompt returns.

Type `show mg list_config`.

The system displays the list of software.

**Example: Show mg list\_config**

| SLOT | TYPE  | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|-------|-------|--------|------------|------------|---------|
| ---- | ----- | ----- | -----  | -----      | -----      | -----   |
| V0   | G700  | DAF1  | A      | 00         | 230(A)     | 67      |
| V1   | ICC   | S8300 | A      | 72         | 00         | N/A     |
| V2   | DCP   | MM712 | A      | 2          | 58         | N/A     |
| V3   | ANA   | MM711 | A      | 2          | 57         | N/A     |
| V4   | DS1   | MM710 | A      | 1          | 58         | N/A     |

**Installing new firmware on the media modules**

For upgrades of active media modules, you need to take the media modules out of service before initiating the upgrade process. To do this, go to a SAT session on the primary controller and issue a **busyout** command.

**Note:**

Skip this busyout procedure if the media modules are not in service; for example during an initial installation.

**To busyout board (for active media modules)**

1. Go to a SAT session on the primary controller and enter the command, **busyout board vx** where **x** is the slot number of the media module to be upgraded.
2. Verify the response,   
Command Successfully Completed
3. Repeat for each media module to be upgraded.

**To install media module firmware**

1. Be sure that you have checked for the current vintage of the VoIP Module for the v0 slot (on the G700 motherboard).  
This VoIP module does not occupy a physical position like other media modules.
2. At the **P330-1(configure)#** prompt, type **session mgp**.
3. At the **MG-001-1(super)#** prompt, type **configure** to change to the configuration mode.
4. Type **copy tftp mm-image v<slot #> <filename mm> <tftp\_server\_ip\_address>**  
where  
**<slot #>** is the slot of the specific media module,  
**<filename mm>** the full-path name of the media module firmware file in a format such as

## Upgrading an Existing S8300A to R2.2

mm712v58.fdl, and

`<tftp_server_ip_address>` is the ip address of the S8300.

Two or three minutes will be required for most upgrades. The VoIP media module upgrade takes approximately 5 minutes. Screen messages indicate when the transfer is complete.

5. After you have upgraded all the media modules, verify that the new versions are present.

At the **MG-???-1(configure)#** prompt, type **show mg list\_config**

The list of software appears.

### Show MG list\_config

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(A) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

6. In the **TYPE** column, find the particular media module (v1 through v4), then check the matching field in the **FW VINTAGE** column to see if it matches the planning documentation.

#### Note:

Slot V1 can contain either a media module or the S8300, which will show as  
TYPE ICC.

7. Check the **VOIP FW** column and row for slot v0 to see if the number matches the VoIP firmware identified in the planning documentation.
8. Type **reset <module #>**  
where **<module #>** is the number of the G700 in the stack.
9. When the reset is finished, type **show mm** to verify the upgrade.

### To release board (if media module was busied out)

1. When the upgrade procedure is complete, go to the SAT session and release the board  
Type **release board vx**  
where **x** is the slot number of the upgraded media module.
2. Verify the response,  
Command Successfully Completed

**Note:**

If you see the response, `Board Not Inserted`, this means that the media module is still rebooting. Wait one minute and repeat the `release board` command.

3. Repeat the `release board` command for each media module that was busied out.

## Installing new firmware on other G700 media gateways

### Installing G700 firmware in a stack configuration

If the customer has multiple G700 media gateways connected in an IP stack, you can stay connected to the master G700/P330 and "session" over from the master P330 Stack Processor to the next G700 in the stack. If you are dialed in remotely, you should have automatically dialed in to the stack master. For a local installation, you should have plugged your laptop into the stack master P330, which you can identify by the LED panel on the upper left of each G700 or P330 device in the stack.

The LEDs signal as follows:

- On the G700 Media Gateway: a lit **MSTR** LED indicates that this unit is the stack master.
- On the P330 device: a lit **SYS** LED indicates that this unit is the stack master.

The G700 and P330 at the bottom of the stack is module number 1, the next module up is number 2, and so on. However, the stack master can be any module in the stack, depending on the actual model, the vintage firmware it runs, and whether the S8300 is inserted into it.

**Note:**

You do not need to configure the other P330 processors in the stack. These will use the IP address and IP route of the master stack processor. However, you will need to check firmware on all devices of the other G700s in the stack, including the media gateways themselves, and update the firmware as required.

You may also use the "session stack" command to access other standalone P330 processors in the stack (those that are not part of a G700 unit).

### To "session" over to another G700/P330 in a stack

1. At the **MG-001-1(configure)#** prompt, type `session stack`

The **P330-1(configure)#** prompt appears.

2. At the **P330-1(configure)#** prompt, type `session <mod_num> mgp`

where `<mod_num>` is the next P330 processor in the stack.

If you are currently logged in to the master stack processor, `<mod_num>` would be `2`, for the second G700/P330 processor in the stack.

3. For other G700s in the stack, repeat the steps described previously to install firmware for the stack processor, MGP, and media modules.

### Installing G700 firmware in a remote, no stack configuration

If additional G700 media gateways are supported in the configuration, but they are not attached as a stack, then you must configure each G700, with all of its devices, including the P330 processors. Additionally, you must check firmware and update the firmware as required.

---

## Post-upgrade tasks

Complete the following tasks after you have finished the upgrade:

### If using IA770:

1. [Install and restart IA770](#) on page 307
2. [Saving translations](#) on page 313
3. [Installing IA770 patch \(or RFU\) files and optional language files, if any](#) on page 313

### Complete the upgrade process (S8300 is the primary controller):

4. [To check media modules](#) on page 314
5. [To enable scheduled maintenance](#) on page 314
6. [To busy out trunks](#) on page 315
7. [To check for translation corruption](#) on page 315
8. [To resolve alarms](#) on page 315
9. [To re-enable alarm origination](#) on page 315
10. [To back up the system](#) on page 315
11. [To restart LSPs \(if any\)](#) on page 315

---

## If using IA770:

### Install and restart IA770

#### To install and restart IA770

1. Telnet to `192.11.13.6`
2. Log in as **craft** or *dadmin*.
3. Type `cd /usr/CHIA`
4. Install IA770:
  - a. Type `sudo ./autoinstall`
  - b. When prompted to stop call processing, select **y**.  
The installation should take about 10 minutes from this point.

#### Note:

Communication Manager will shutdown.

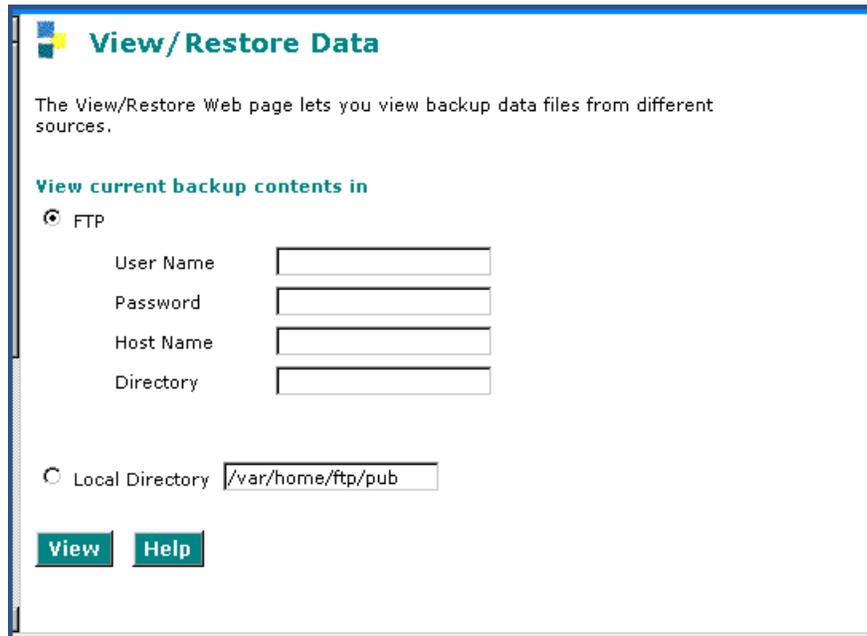
- c. Ensure that the autoinstall script completed successfully.  
You will see the message,  
`Successful Completion of IA770 Automatic Installation.`
5. Enable messaging:
  - a. Go to the Web Interface and select **Messaging Software** under Miscellaneous.
  - b. If the **Enable** button shows at the bottom of the screen, click it to enable messaging.  
If the **Disable** button is showing, messaging is already enabled.

#### Note:

This does not start messaging. Communication Manager and Messaging are still stopped at this point.

6. Restore AUDIX data:
  - a. Under Data Backup/Restore, click **View/Restore Data**.  
The **View/Restore Data** screen displays.

### View/Restore Data screen



The screenshot shows a web browser window with the title "View/Restore Data". Below the title is a brief description: "The View/Restore Web page lets you view backup data files from different sources." Underneath, there is a section titled "View current backup contents in" with two radio button options. The first option, "FTP", is selected. To its right are four input fields labeled "User Name", "Password", "Host Name", and "Directory". The second option, "Local Directory", is unselected and has a text box containing the path "/var/home/ftp/pub". At the bottom of the form are two buttons: "View" and "Help".

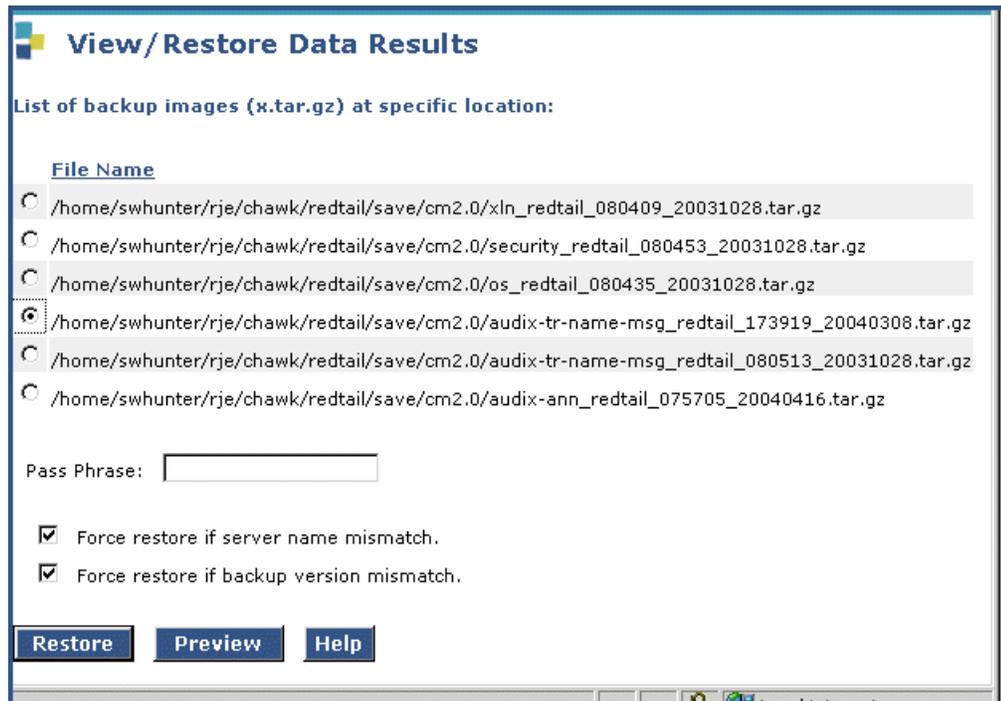
- b. Select FTP and enter the information for the location of the backed up **AUDIX Translations, Names, and Messages** and click **View**.

The **View/Restore Data Results** screen displays.

**Note:**

The backup and restore processes use the ping service to check connectivity to the backup server. If a backup or restore operation fails, ensure that the ping service is enabled. On the Maintenance Web Interface, under Security select **Firewall**. In the **Service** column, find **ping**. The checkboxes for both **Input to Server** and **Output from Server** should be checked.

## View/Restore Data Results screen



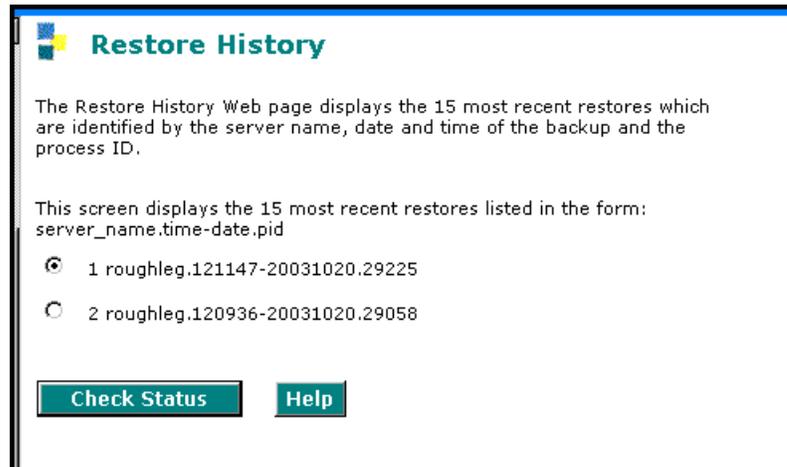
- c. Select the **AUDIX Translations, Names, and Messages** backup set (that is, the file with **audix-tr-name-msg** in the filename)
- d. Select both **Force** options, and click **Restore**.

## To monitor the restore progress

1. Select **Restore History**.

The **Restore History** screen displays.

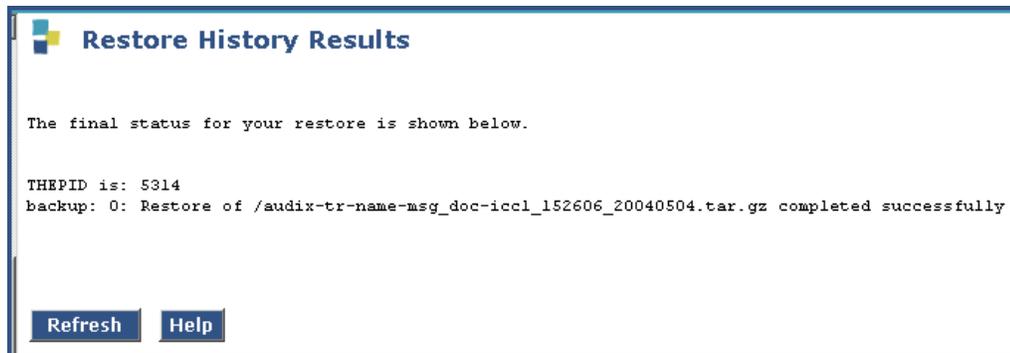
### Restore History screen



2. Select the backup set being restored, and click **Check Status**.

The **Restore History Results** screen displays.

### Restore History Results screen



3. Click **Refresh** periodically until the **Completed Successfully** message appears.

This restore process could take 30 minutes or longer.

#### **Note:**

Warning messages similar to the message shown on this screen are expected and do not require any action.

### To restart Communication Manager

1. Open a Telnet session to the S8300 and type `start -a`
2. Ensure that all Communication Manager processes come up.

## To monitor the startup of IA770

1. Type `watch /VM/bin/ss`

The display will periodically refresh automatically. When you see the following display, the IA770 startup is complete.

### IA770 startup complete screen

```

Every 2s: /VM/bin/ss                               Fri Apr 30 15:36:04 2004
NETWORKING: (2)
Anet  acc_lan

VOICE MAIL: (30)
Adata Aidip Ais_net Dm  Mcm  Mwip  Rcm  Traf  Umer  audit  tr_stdout
Adm   Aim   Alog   Er  Mpm  Pip  Trace UMSd  Usc(8) getpstats wdog

PLATFORM: (30)
AD    cdhstub  conv  express(4)  logdaemon  spDskMgr  swtts_dio  vrop
alerter cim  dskmgr  iCk  mtc.cpci  spadc  tsm
aspfs  cioX(6)  ehs  ldbstub  sn  spip  vlip

MAINTENANCE: (4)
aom.p  aom_call.p  logServer  vexLogd

craft@redtail> _

```

2. Press **Ctrl+C** to break out of the `watch` command.

## To verify operation

1. In the Maintenance Web Interface, under Server, click **Process Status**.
2. Select **Summary and Display once** and click **View**.  
the **View Process Status Results** screen displays.

### View Process Status screen



3. Make sure everything except **ENV**, **arbiter**, and **dupmgr** shows **UP**. **Communication Manger** should show **65/65 UP** or, if IA770 is installed, **67/67 UP**.

The number of processes (67/67) may vary depending on the configuration. For a normal state, the second number should not be greater than the first number. For example, the numbers 66/67 UP would indicate that a process did not come up and should be investigated before proceeding.

4. Using a telephone, make test calls to verify that call processing is working.
5. Run an IA770 sanity test:
  - a. Type `/vs/bin/display`
  - b. All states should be `Insertv` with an associated phone number.
  - c. Retrieve the test message saved before the upgrade.

## Saving translations

### To save translations

1. In the telnet session, open a SAT session.
2. Log in again as *craft*.
3. Type **save translation** and press **Enter**.  
When the save is finished, the system displays the message,  
`Command successfully completed.`
4. If an IA770 post-upgrade update (patch) is required, see the IA770 documentation for procedures to install the update.

## Installing IA770 patch (or RFU) files and optional language files, if any

### Note:

The Avaya Installation Wizard cannot be used for this procedure.

If IA770 is being used, a post-upgrade update (patch) for IA770 may be required. See the IA770 documentation for procedures to install an update. The update file and documentation can be found on the Avaya Support Web Site at <http://support.avaya.com>.

### To obtain the post-upgrade update file and documentation

1. On the Avaya Support Web site, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.

### To download the IA770 patch software

1. Under Software Download, double click on **IA 770 INTUITY AUDIX Embedded Messaging Application Patches**.
2. Double click on the update file name for this release.  
For example, **C6039rf+c.rpm**.
3. Click on **Save** and browse to the location on your laptop where you want to save the file.

### To view the IA770 patch documentation

1. Under Documentation Library, double click on **Latest IA 770 INTUITY AUDIX Documentation**.

## Upgrading an Existing S8300A to R2.2

2. Double click on **View HTM**.
3. Double click on **Adding and Removing Software Packages**.
4. Double click on **Adding Software Packages**.

This takes you to the window entitled **Add Announcement Sets and Other Software Packages**, which contains the instructions for installing the update software.

### To download optional language files

1. Insert the optional language CD in your laptop's CD-ROM drive.
2. On the Maintenance Web Interface, under Miscellaneous, select **Download Files**.
3. Select the "Files to download from the machine I'm using to connect to the server" download method.
4. Browse to the laptop CD and select each language file that you wish to copy.
5. Click the **Download** button. When the transfer is complete, the message "Files have been successfully downloaded to the server" is displayed.
6. If more than four optional language files need to be downloaded, repeat this procedure.
7. To install the language files, under Miscellaneous click **Messaging Administration**, then **Utilities**, then **Software Management**, then **Software Installation**. Follow the instructions to install the language software.

---

## Complete the upgrade process (S8300 is the primary controller)

Telnet to the S8300 (primary controller) and open a SAT session to complete the following procedures.

### To check media modules

1. Type `list configuration all` and press **Enter**.
2. Verify that the software is communicating with all media modules and that all media modules are listed in the reports.
3. Make test telephone calls to verify that Communication Manager is working.

### To enable scheduled maintenance

1. Type `change system-parameters maintenance` and press **Enter**.
2. Ensure that the **Start Time** and **Stop Time** fields' administration is the same as before the upgrade.

### To busy out trunks

1. Busy out trunks that were busied out before the upgrade (see [Pre-Upgrade Tasks — If the S8300 is the primary controller](#) on page 252).

### To check for translation corruption

1. Type `newterm` and press **Enter**.

If you do not get a login prompt and see the following message:

```
Warning: Translation corruption detected
```

follow the normal escalation procedure for translation corruption before continuing the upgrade.

### To resolve alarms

1. On the Maintenance Web Interface, under Alarms click **Current Alarms** to examine the alarm log.
2. If any alarms are listed, click **Clear All**.
3. Resolve new alarms since the upgrade through Communication Manager using the appropriate maintenance reference.

### To re-enable alarm origination

1. Telnet to the S8300 and log on.
2. At the command prompt, type `almenable -d b -s y`  
where  
`-d b` sets the dialout option to *both* (numbers)  
`-s y` enables SNMP alarm origination
3. Type `almenable` (without any options) to verify the alarm origination status.

### To back up the system

Using the Maintenance Web Interface, back up the system as you did before the upgrade selecting **Save Translations** and all backup sets.

### To restart LSPs (if any)

To restart Communication Manager on LSPs (if any) after the upgrade:

1. Open a Telnet session on the S8300 (LSP).
2. At the command prompt, type `start -ac` and press **Enter**.

This completes the upgrade process for a G700 with an S8300.

## **Upgrading an Existing S8300A to R2.2**

# Chapter 6: Upgrading an Existing S8300B to R2.x

This section covers the procedures to upgrade the software on an installed Avaya S8300B Media Server to a 2.x release. This chapter also covers the procedures to upgrade the firmware on an installed Avaya G700 Media Gateway.

 **Important:**

This chapter assumes that the currently installed S8300 is version B, which is required to run Communication Manager release 2.1 or greater. If the currently installed S8300 is version A, follow the upgrade procedures in [Chapter 5: Upgrading an Existing S8300A to R2.2](#)

The S8300 can be configured as either the primary controller or as a local survivable processor (LSP). When the S8300 is an LSP, the primary controller, running Avaya Communication Manager, can be either another S8300 or an Avaya S8500 or S8700 series Media Server.

The steps to upgrade an S8300 configured as an LSP are the same as the steps to upgrade an S8300 configured as the primary controller, with the following additional considerations:

- The version of Communication Manager running on the LSP must be the same as, or later than, the version running on the primary controller.
- If upgrading both the primary controller and the LSP, the LSP must be upgraded first. Then, with Communication Manager turned off on the LSP, the primary controller is upgraded.

 **CAUTION:**

This upgrade procedure requires a service interruption of approximately 2 hours, or up to 4 hours if IA770 is being used.

 **Tip:**

The Upgrade Tool performs the following tasks automatically:

- [Upgrade the S8300](#) on page 343
- [Determining which firmware to install on the G700](#) on page 355
- [Upgrade the G700 Firmware](#) on page 353.

## Major tasks to upgrade the S8300B to release 2.x and upgrade the G700 firmware

The major tasks to upgrade the S8300B to release 2.x and upgrade the G700 firmware are:

[Before going to the customer site](#)

[On-site Preparation for the Upgrade](#)

[Upgrade the S8300](#)

[Upgrade the G700 Firmware](#)

[Post-upgrade tasks](#)

---

## Before going to the customer site

The procedures in this section should be completed before going to the customer site or before starting a remote installation.

This section covers:

- [Planning forms that the project manager provides](#) on page 319
- [Getting the serial number of the G700, if necessary](#) on page 319
- [Checking the number of allocated ports](#) on page 320
- [Checking the FTP server for backing up data](#) on page 320
- [Obtaining S8300 software and G700 firmware](#) on page 320
- [Obtaining update and language files, if using IA770](#) on page 322
- [Completing the RFA process \(obtaining license and password file\)](#) on page 323

---

## Planning forms that the project manager provides

The project manager should provide you with forms that contain all the information needed to prepare for this installation. The information primarily consists of IP addresses, subnet mask addresses, logins, passwords, people to contact, the type of system, and equipment you need to install. Verify that the information provided by the project manager includes all the information requested in your planning forms.



[Appendix B: Information Checklists](#) provides several checklists to help you gather the installation and upgrade information.

---

## Getting the serial number of the G700, if necessary

For an upgrade of an existing G700, the existing license file can usually be reused. However, if the customer is adding feature functionality (for example, adding BRI trunks), or if the upgrade is between major releases (for example, 1.3 to 2.0), you will need the serial number of the G700. To get this number, ask the customer's administrator to log in to the S8300 web page and select **View License Status** from the main menu to display the serial number. The serial number should also be on a sticker on the back of the G700 chassis but this number is occasionally incorrect.

## Checking the number of allocated ports

Release 2.x of Communication Manager supports a maximum of 900 ports if the S8300 is a primary controller. If the existing system has more than 900 ports allocated, then there may be a problem with the upgrade and you need to escalate. Ask the customer to check the system for the maximum number of ports. This can be done using the SAT command, `display system-parameters customer-options`. Verify that the **Maximum Ports:** field is 900 or less.

---

## Checking the FTP server for backing up data

During the installation and upgrade procedures, you will need to back up the system data to an FTP server. Normally, you will use an FTP server on the customer's LAN for backups.

To do this, you will need information on how to get to the backup location:

- Login ID and password
- IP address
- Directory path on the FTP server

Check with your project manager or the customer for this information.



**Important:**

Before going to the customer site, make sure that you can use a customer server for backups.

---

## Obtaining S8300 software and G700 firmware

The file containing the software for the S8300 has a **\*.tar** extension and contains both the S8300 software and the G700 firmware. The **\*.tar** file is on a CD-ROM that you take to the site. This CD is called the “unity CD” because it contains software for all of the Linux servers.

Additional files that may be needed are:

- License file
- Authentication file
- Software update (patch) files (most recent version)
- G700 firmware file (most recent version)

## Obtaining update (patch) files, if needed

If one or more updates are required for this installation or upgrade procedure, and the update files are not on your software CD, download the update files from the Avaya Support web site to your laptop.

Updates may or may not be needed, depending on the release of Communication Manager. For both new installations and upgrades, you may need to install an update after the installation or upgrade. For an upgrade, you may need an update before the upgrade as well.

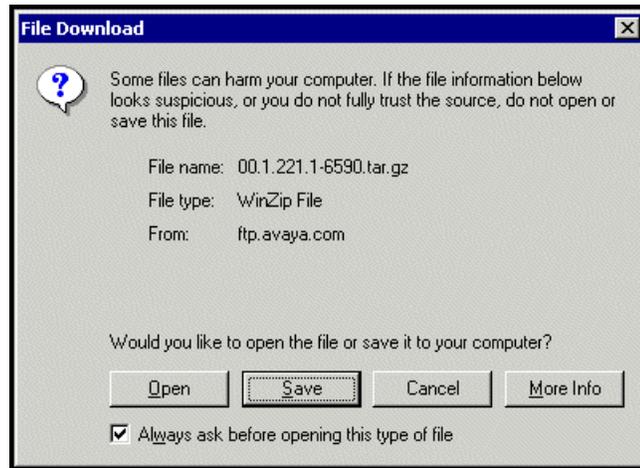
### To perform a pre-upgrade update

1. On your laptop, create a directory to store the file (for example, c:\S8300download).
2. Connect to the LAN using a browser on your laptop or the customer's PC and access <http://www.avaya.com/support> on the Internet to copy the required Communication Manager update file to the laptop.
3. At the Avaya support site, select the following links:
  - a. **Software & Firmware Downloads**
  - b. **S8300 Media Server**
  - c. **Software Downloads**
4. In the **Software Downloads** list, click on the link for the appropriate Communication Manager release (for example, **Avaya Communication Manager Software Updates for 2.0.1**).
5. On the **Document Preview/Software Updates** page, find a link called **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release number).

After this link, there should be a link starting with "PCN: " Click on this link to read about the release and software load to which this update applies.
6. Click on **Latest Avaya Communication Manager x.x.x Software Update** (where **x.x.x** is the release that is currently running on the S8300).

The File Download window displays.

### File download window



7. Click the **Save** button and browse to the directory on your laptop in which you want the file saved.

---

## Obtaining update and language files, if using IA770

If IA700 is installed, determine whether an update (patch) is needed and/or optional languages are used. If so, you will need to obtain the data files.

### Checking for IA770 stored messages size

When upgrading Communication Manager to release 2.x from a previous release, the size of the messages stored in IA770 must be less than 72 hours due to a change in the voice encoding algorithm from CELP to G.711. Before the going to the site, have the customer check the size of messages stored in IA770 and, if greater than 72 hours, contact your service support center.

#### To check the IA770 stored messages size

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **System Configuration and Status > System Status**.

Look for “Used Hours of Speech” in the list. If more than 72 hours is reported, the customer must delete some messages before the upgrade.

Or, you can use the CLI command, `/vs/bin/util/vs_status`.

## Obtaining an IA770 update file

If an IA770 update is required after the upgrade, obtain the update file from the Avaya Support web site.

### To obtain an IA770 update file

1. On the Avaya Support website, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.
4. Under Software Download, double click on the update for this release. For example, **IA 770 INTUITY AUDIX Embedded Messaging Application Patches for 1.3**.
5. Double click on the update file name. For example, **C6039rf+c.rpm**
6. Click on Save and browse to the location on your laptop where you want to save the file.

## Obtaining optional language files

Optional languages are any language other than English (**us-eng** or **us-tdd**). If optional languages other than English are used for announcements, you will need to download the optional languages from a language CD after the upgrade. Before going to the site, obtain the appropriate language CDs or determine that they are available at the site.

---

## Completing the RFA process (obtaining license and password file)

Every S8300 media server and local survivable processor (LSP) requires a current and correct version of a license file in order to provide the expected call-processing service.

The license file specifies the features and services that are available on the S8300 media server, such as the number of ports purchased. The license file contains a software version number, hardware serial number, expiration date, and feature mask. The license file is reinstalled to add or remove call-processing features. New license files may be required when upgrade software is installed.

The Avaya authentication file contains the logins and passwords to access the S8300 media server. This file is updated regularly by Avaya services personnel, if the customer has a maintenance contract. All access to Communication Manager from any login is blocked unless a valid authentication file is present on the S8300 media server.

A new license file and the Avaya authentication file may be installed independently of each other or any other server upgrades.

**Note:**

For an upgrade, you do not normally need to install a new authentication file (with a .pwd extension). However, if one is required, follow the same steps as with a license file.

### **Downloading license file and Communication Manager versions for an LSP**

The license file of the S8300 as a Local Survivable Processor must have a feature set that is equal to or greater than that of the media server that acts as primary controller (an S8300, S8500, S8700, S8710, or Blade Server). This is necessary so that if control passes to the LSP, it can allow the same level of call processing as that of the primary controller.

Additionally, the LSP must have a version of Communication Manager that is the same as, or later than, that of the primary controller.

**Note:**

The license file requirements of the LSP should be identified in your planning documentation.

### **To download the license file to your laptop**



Additional documentation on creating license files can be found on the RFA web site: <http://rfa.avaya.com>.

1. Use Windows File Explorer or another file management program to create a directory on your laptop for storing license and authentication files (for example, C:\licenses).
2. Access the Internet from your laptop and go to Remote Feature Activation web site, [rfa.avaya.com](http://rfa.avaya.com).
3. Use the System ID, the SAP ID of the customer, or the SAP ID of the switch order to locate the license and authentication files for the customer.
4. Check that the license and authentication files are complete.  
You might need to add the serial number of the customer's G700.
5. If the files are not complete, complete them.
6. Use the download or E-mail capabilities of the RFA web site to download the license and authentication files to your laptop.

### **Running the Automatic Registration Tool (ART) for the INADS IP address, if necessary**

This step is necessary only if the configuration of the customer's INADS alarming modem has changed.

**Note:**

**Business Partners** call 800-295-0099. ART is available only to Avaya associates.

The ART tool is a software tool that generates an IP address for a customer's INADS alarming modem. This IP address is required for configuring the S8300's modem for alarming.

**Note:**

You must generate a license and authentication file before you use the ART tool. Also, the ART process is available *only* to Avaya personnel. You need an ART login ID and password, which you can set up at the ART web site. Non-Avaya personnel must contact their service support or customer care center for INADS addresses, if required.

### To run the ART

1. Access the ART web site on your laptop at <http://art.dr.avaya.com>.
2. Select **Administer S8x00 Server products for installation script**.
  - a. Log in.
  - b. Enter the customer information.
  - c. Select **Installation Script**.
  - d. Click **Start Installation script & IP Addr Admin**.A script file is created and downloaded or emailed to you.
3. You can use the installation script to set up an IP address and other alarming parameters automatically.

### Obtaining the static *craft* password (Avaya technicians only)

After installing new software and new Authentication file, you will need to use a static craft password to access the customer's system. This static password will enable you to log in to the S8300 with a direct connection to the Services port without the ASG challenge/response. To obtain the static password, call the ASG Conversant number, 800-248-1234 or 720-444-5557 and follow the prompts to get the password. In addition to your credentials, you will need to enter the customer's Product ID or the FL or IL number.

**Business Partners** must use the *dadmin* password. Call 877-295-0099 for more information.

## On-site Preparation for the Upgrade

Perform the following tasks before starting the software upgrade on the S8300:

- [Accessing the S8300](#) on page 326
- [Completing pre-upgrade tasks — If the target S8300 is the primary controller](#) on page 327
- [Getting IA770 \(AUDIX\) Data and Stopping IA770 \(if IA770 is being used\)](#) on page 330
- [Backing up S8300 recovery system files](#) on page 334
- [Installing new license and authentication files, if necessary](#) on page 336
- [Saving translations \(only if new license and/or authentication files installed\)](#) on page 341
- [Transferring files from a CD or laptop](#) on page 341

---

## Accessing the S8300

To perform the installation and upgrade procedures you will need to connect your laptop to the S8300 Services port using a crossover cable. For a direct connection to the S8300 Services port, your laptop must be properly configured. See [Laptop configuration for direct connection to the services port](#) on page 46.

You will use both telnet and the Maintenance Web Interface to perform the procedures.

### To access the S8300 using telnet

1. Click **Start > Run** to open the **Run** dialog box.
2. Type `telnet 192.11.13.6` and press **Enter**.
3. Log in as *craft* or *dadmin*.

### To access the S8300 using the Maintenance Web interface

1. Launch the Web browser.
2. Type **192.11.13.6** in the **Address** field to open the **Logon** page.
3. Log on as *craft* or *dadmin* when prompted.
4. Click **Launch Maintenance Web Interface** to get to the **Main Menu**.

### To access SAT

1. From the bash CLI, type **SAT** and press **Enter**.  
Or, to open SAT directly from your laptop,  
Click **Start > Run**, type `telnet 192.11.13.6 5023`, and press **Enter**.

2. Log in as *craft* or *dadmin*.
3. Enter **w2ktt** for the **Terminal Type** (if you are running Windows 2000 on your laptop).
4. Accept the default (y) for **Suppress Alarm Origination**.

---

## Completing pre-upgrade tasks — If the target S8300 is the primary controller

If the S8300 is configured as an LSP, skip to [Upgrade the S8300](#) on page 343.

 **CAUTION:**

If you are upgrading an S8300 primary controller that has LSPs registered to it, the LSPs must be upgraded **before** the primary controller. (You can use the SAT command, `list media-gateway`, to see if there are LSPs registered to the S8300.)

Perform the following procedures if you are upgrading an S8300 that is configured as a primary controller:

- [To clear alarms](#)
- [To check link status](#)
- [To record all busyouts](#)
- [To disable scheduled maintenance](#)
- [To check for translation corruption](#)
- [To save translations](#)
- [To stop Communication Manager on an LSP](#)
- [To disable alarm origination](#)

**Note:**

It is no longer necessary to disable Terminal Translation Initialization (TTI) before an upgrade or to enable it after an upgrade.

### To clear alarms

1. On the Maintenance Web Interface under Alarms, click **Current Alarms**.
2. If no alarms are listed, skip the next two steps.
3. If alarms are listed, click **Clear All**.
4. Resolve any remaining major alarms through the Communication Manager SAT.

### To check link status

1. Open a SAT session.
2. Enter `display communication-interface links`.  
Note all administered links.
3. Enter `status link number` for each administered link.
4. Enter `list signaling group`.  
Note the signaling groups listed by number.
5. For each of the signaling groups listed, enter `status signaling group number`.  
Make a note (write down) of any links that are down.

### To record all busyouts

1. At the SAT prompt, type `display errors` and press **Enter**.
2. Look for type 18 errors and record (write down) any trunks that are busied out — you will return them to their busy-out state after the upgrade.

### To disable scheduled maintenance

Scheduled daily maintenance must not interfere with the upgrade.

1. At the SAT prompt, type `change system-parameters maintenance` and press **Enter**.
2. If scheduled maintenance is in progress, set the **Stop Time** field to 1 minute after the current time.

or,

If scheduled maintenance is not in progress, set the **Start Time** field to a time after the upgrade will be completed.

For example, if you start the upgrade at 8:00 P.M. and the upgrade takes 90 minutes, set the **Start Time** field to 21:30.

### To check for translation corruption

1. At the SAT prompt, type `newterm` and press **Enter**.
2. Enter your terminal type and press **Enter**.

If you see the message,

```
Warning: Translation corruption found
```

follow the normal escalation procedure for translation corruption before continuing the upgrade.

### To save translations

1. At the SAT prompt, type `save translation` and press **Enter**.
2. Under **Command Completion Status** you should see `Success`.

### To stop Communication Manager on an LSP

Skip this procedure if no LSPs are registered to the S8300.

For configurations with LSPs, the LSPs can run the same version or a later version of Communication Manager than the version running on the primary controller. Normally, the primary controller and the LSPs should run the same version of Communication Manager. Therefore, an upgrade to an LSP is usually accompanied by an upgrade of the primary controller.

#### Note:

You should upgrade the LSP **before** you upgrade the primary controller.

Before you upgrade the primary controller, you need to shut down Communication Manager on the LSPs. This prevents the phones and other endpoints attached to the G700 from trying to register with the LSPs while you are upgrading the primary controller.

1. Open a telnet session on the S8300 (LSP).
2. Telnet to the LSP.
3. At the command line, type `stop -acfn` and press **Enter**.

The S8300 (LSP) shuts down Communication Manager.

#### CAUTION:

The LSP's Communication Manager must remain shut down while you upgrade the primary controller. When you complete the primary controller upgrade, run `save translation` on the primary controller before restarting Communication Manager on the LSP. The save translations process will automatically cause the G700's endpoints to reregister with the primary controller.

After the primary controller has been upgraded, you need to restart the LSPs.

### To disable alarm origination

If alarm origination is enabled during the upgrade, unnecessary alarms will be sent to the Operations Support System (OSS) destination number(s). Even if you selected **Suppress Alarm Origination** when you logged in, alarm origination will be automatically re-enabled when the system reboots after the software upgrade. Use this procedure to prevent alarm origination from being re-enabled after reboot.

#### CAUTION:

If you do not disable alarm origination, the system can generate alarms during the upgrade, resulting in unnecessary trouble tickets.

1. Logoff the SAT session.

## Upgrading an Existing S8300B to R2.x

2. At the command prompt, type `almenable -d n -s n`, where  
-d n sets the dialout option to **neither** (number)  
-s n disables SNMP alarm origination

**Note:**

Be sure to reset alarm origination after the upgrade.

3. Type `almenable` (without any options) to verify the alarm origination status.

You should see:

```
incoming: enable
```

```
Dial Out Alarm Origination: neither
```

```
SNMP Alarm Origination: n
```

---

## Getting IA770 (AUDIX) Data and Stopping IA770 (if IA770 is being used)

**Skip to** [Backing up S8300 recovery system files](#) on page 334 if IA770 is not being used.

If IA770 is being used, you need to collect optional language data (if this had not been done before arriving at the site), leave a test message, and shut down IA770 before backing up the files.

## Determining whether optional languages are needed

### To determine the system language

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **Global Administration**; then **Messaging Administration**.
3. Enter the *craft* password.
4. At the command prompt, enter **display system-parameters features**.  
The **SYSTEM PARAMETERS FEATURES** screen displays.
5. Go to page 3.

## System Parameters Features screen

```

redtail          Active          Alarms: none          Logins: 1
display system-parameters features          Page 3 of 4
SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
Transfer Type: enhanced_cover_0          Transfer Restriction: digits
Covering Extension: 50104

ANNOUNCEMENT SETS
System: us-eng          Administrative: us-eng

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 5 mins          Incr 2: 0 days 0 hrs 15 mins
Incr 3: 0 days 0 hrs 30 mins          Incr 4: 0 days 1 hrs 0 mins
Incr 5: 0 days 2 hrs 0 mins          Incr 6: 0 days 6 hrs 0 mins
Incr 7: 1 days 0 hrs 0 mins          Incr 8: 2 days 0 hrs 0 mins
Incr 9: 7 days 0 hrs 0 mins          Incr10: 14 days 0 hrs 0 mins

enter command: display system-parameters features
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage

```

6. Under **Announcement Sets**, note the main system language listed after **System:** In this example, the main system language is English (**us-eng**). If the system language is anything other than **us-eng** or **us-tdd**, you will need to download the appropriate language files from a language CD after the upgrade.

**Note:**

Starting with release 2.1, only English language files (**us-eng** and **us-tdd**) are included with the Communication Manger software. Before release 2.1, Latin American Spanish and Canadian French (**lat-span** and **french-c**) were also included.

**To determine other languages**

1. On the Maintenance Web Interface, under Miscellaneous select **Messaging Administration**.
2. Select **Utilities**; then **Software Management**; then **Messaging System Software Display**.  
The **Messaging System Software Display** screen displays.

## Messaging System Software Display screen

**AVAYA** Avaya IA 770 Intuity™ AUDIX® Messaging Application  
Server Name: 135.9.80.70

**High level packages installed on redtail in Package Priority order**

|                         |         |  |
|-------------------------|---------|--|
| audixed                 | 1.3-1.5 | Avaya C-Hawk Intuity AUDIX (CHIA) - Versioning Package |
| websrv                  | 6.0-54  | Messaging Web Server Utility Files                     |
| <a href="#">CHIAset</a> | 6.0-54  | Messaging Platform CHIA Set                            |
| swmgmt                  | 6.0-48  | Software Management                                    |
| syseval                 | 6.0-48  | System Evaluation Utility                              |
| C6054rf+a               | 6.0-54  | INTUITY Platform CHIA Set RFU                          |
| <a href="#">APPLset</a> | 6.0-48  | AUDIX(R) Application Set                               |
| A6048rf+a               | 6.0-48  | INTUITY Platform APPL Set RFU                          |
| us-eng                  | R7.0-1  | US-ENG System Announcements                            |
| us-tdd                  | R7.0-1  | US-Tdd System Announcements                            |

[Display software in alphabetical order](#)  
[Display software installation time](#)

**Indicator meaning:**  
\* = Package does not match what was installed from the software release.  
+ = Package is in addition to what was installed from the software release.  
? = A package within set does not match what was installed from the software release.

Return to Main   Software Management Menu   Help

3. Note the **System Announcement** language files listed. In this example, **us-eng** and **us-tdd** are listed. If any language files other than these two are listed, you will need to download the additional language files from a language CD after the upgrade.

## Downloading optional language files, if needed

Skip to [To shut down IA770](#) on page 333 if optional language files are not needed. If the optional language files are needed, copy the files from the language CD to /var/home/ftp/pub.

### To download optional language files

1. Insert the optional language CD in your laptop's CD-ROM drive.
2. On the Maintenance Web Interface, under Miscellaneous, select **Download Files**.

3. Select the **Files to download from the machine I'm using to connect to the server** download method.
4. Browse to the laptop CD and select each language file that you wish to copy.
5. Click the **Download** button.

When the transfer is complete, the message

**Files have been successfully downloaded to the server**

is displayed.

6. If more than four optional language files need to be downloaded, repeat this procedure.

Copies of the optional language files are now in the **/var/home/ftp/pub** directory and will be automatically installed during the upgrade process.

## Creating an IA770 test message for the upgrade

### To test IA770 after the upgrade

1. Write down the number of a test voice mailbox, or create one if none exists.
2. Write down the number of the IA770 hunt group.
3. Leave a message on the test mailbox that will be retrieved after the upgrade.

## Shutting down IA770

### To shut down IA770

1. Type `telnet 192.11.13.6` and press **Enter**.
2. Log in as *craft* or *dadmin*.
3. Type `stop -s Audix` and press **Enter** to shut down AUDIX.

The shutdown will take a few minutes.

4. Type `watch /VM/bin/ss` and press **Enter** to monitor the shutdown.

The watch command will automatically refresh every few seconds. When the shutdown is complete, you will see only the voicemail and audit processes. For example:

**voicemail:(10)**

**audit http:(9)**

Press **Ctrl+C** to break out of the `watch` command.

5. Type `/vs/bin/util/vs_status` and press **Enter** to verify that AUDIX is shut down.

When AUDIX is shut down, you will see

```
voice system is down
```



### **Important:**

After the upgrading an S8300, you must upgrade the G700 or G350 and media module firmware before restarting IA770.

---

## **Backing up S8300 recovery system files**

Before installing the S8300 software, you should back up the system data in case there's a need to back out of the upgrade. You should back up to an FTP server on the customer's network. To do this, you need an FTP address and directory path and a user ID and password to access the customer's network. Check with your project manager or the customer for this information. You can also back up the system data to the S8300 hard drive.

### **To back up S8300 recovery system data**

1. Under Data Backup/Restore, click **Backup Now**.

The **Backup Now** screen displays.

Backup Now screen

**Backup Now**

The Backup Now Web page lets you store data separate from the Avaya media server. Select the type of data and the method to backup. Encrypting the data while backing up provides you a high level of security and is strongly encouraged.

**Data Sets**

Avaya Call Processing (ACP) Translations

Save ACP translations prior to backup  
 Do NOT save ACP translations prior to backup

Server and System Files

Security Files

AUDIX

AUDIX Announcements  
 AUDIX Translations and Messages  
 AUDIX Translations, Names, and Messages  
 AUDIX Translations and Names  
 AUDIX Translations

**Backup Method**

FTP

User Name   
 Password   
 Host Name   
 Directory

Email

User Name   
 Domain Name   
 Mail Server

\*\*Please Note: Depending on the size of the backup, the email may or may not work, as all mail servers have a maximum size they'll accept.

**Encryption**

Encrypt backup using pass phrase

2. Select all data sets:

- Avaya Call Processing (ACP) Translations
- Save ACP translations prior (do not save ACP translations if this is an LSP).
- Server and System Files
- Security Files

3. If the AUDIX options are available, select AUDIX and select AUDIX Translations, Names, and Messages

## Upgrading an Existing S8300B to R2.x

4. Select the **FTP** for the backup method and fill in the appropriate fields with information provided by the customer.
5. Click **Start Backup** to back up the files.

**Note:**

The backup and restore processes use the ping service to check connectivity to the backup server. If a backup or restore operation fails, ensure that the ping service is enabled.

- i. On the Maintenance Web Interface, under **Security** select **Firewall**.
- ii. In the **Service** column, find **ping**.

The checkboxes for both **Input to Server** and **Output from Server** should be checked.

6. To check the status of the backup:
  - a. Under **Data Backup/Restore**, click **Backup History**.
  - b. Select the backup file and click **Check Status** to open the **Backup History Results** screen.

When the backup is finished, the **Backup History Results** screen displays

**The final status for your backup job is shown below.**

For each backup set, the message

**BACKUP SUCCESSFUL**

displays, if the set was backed up successfully.

7. If the AUDIX options are available, repeat Steps 3–6 for AUDIX Announcements.

---

## Installing new license and authentication files, if necessary

Skip to [Transferring files from a CD or laptop](#) on page 341 if you are not installing a new license or password file.

For an upgrade, you need to install a license file when:

- Upgrading to a new major release of Communication Manager (for example, R2.x to R3.x)
- Changing the feature set

**Note:**

If the S8300 is already set up for remote access, Avaya services personnel can copy new license and authentication files directly into the FTP directory on the server. Avaya personnel will notify you when the new files are in place as agreed (for example, by telephone or E-mail). After they are loaded into the FTP directory, install them using the **License File** and **Authentication File** screens from the S8300 main menu web-page.

**Note:**

Before an upload or download, be sure the S8300 FTP directory (/var/home/ftp/pub) contains no files with a .pwd or .lic extension. Only one of these files can exist in this directory. If one exists, move, rename, or delete it.

## Renaming old license and authentication files in S8300 FTP directory, if necessary

Before an upload or download, be sure the S8300 FTP directory (/var/home/ftp/pub) contains no files with a .pwd or .lic extension. Only one of these files can exist in this directory. If one exists, move, rename, or delete it.

### To rename old license and authentication files in S8300 FTP directory

1. Open a telnet session on the S8300.
2. At the command prompt, type `cd /var/home/ftp/pub` and press **Enter**.
3. Type `ls -l` and press **Enter**.

The system displays a list of files.

4. Check the list of files to see if any files with .lic or .pwd suffixes are in the directory.
5. If any .lic or .pwd files exist, rename them.

For example, type `mv <filename>.lic <filename> .lic.old`, or  
`mv <filename>.pwd <filename> .pwd.old` and press **Enter**.

6. Leave the telnet session open for a later task.

## Copying license and authentication files to the S8300 hard drive (from your laptop)

Use the following procedure to transfer the license and password files from the CD or hard drive on your laptop to the S8300 hard drive.

### To copy license and authentication files to the S8300 hard drive from your laptop

1. Log on to the S8300 Web Interface

## Upgrading an Existing S8300B to R2.x

2. In the main menu under Miscellaneous, click **Download Files**.

The **Download Files** screen displays.

### Download Files screen

**Download Files**

The Download Files Web page lets you download files to the media server.

File(s) to download from the machine I'm using to connect to the server

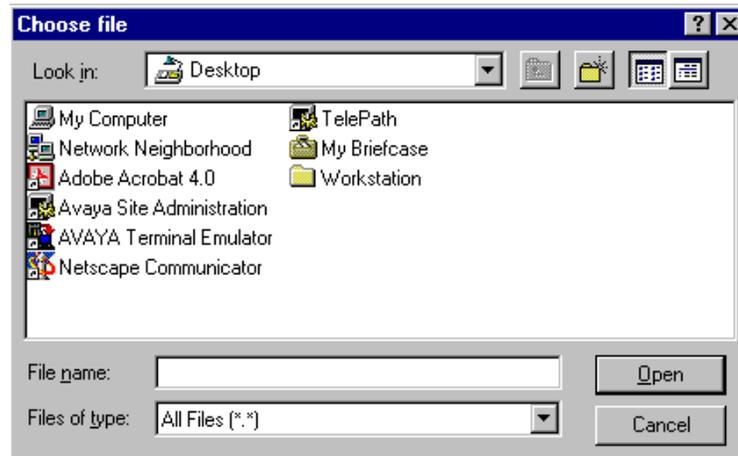
File(s) to download from the LAN using URL

Proxy Server  (e.g proxy.domain:3152)

3. Select **Files to download from the machine I'm using to connect to the server** and click **Browse** for the first field.

The S8300 displays the **Choose File** screen, which allows you to select files from your laptop.

## Choose File Screen



4. Locate the customer's license (**.lic**) file.
5. When you have selected the **.lic** file, click **Open** in the dialog box.
6. Click **Browse** for the second field.
7. Locate the customer's **.pwd** file on your laptop.
8. When you have selected the **.pwd** file, click **Open** in the dialog box.
9. When you have finished entering the files to be copied, click **Download**.

When the files are successfully transferred, the system displays the status screen.

## To install license and authentication files, if necessary

1. Under Security, select **License File**.

The **License File** screen displays.

## License File Screen

**License File**

The License File Web page allows installation of Avaya license files.

CommunicationsMgr License Mode: Normal  
Network used for License: Carrier MGP  
License Serial Number is 01DR12310260 on carrier MGP

Undo last install  
 Install the license file I previously downloaded  
 Install the license file specified below

File Path    
URL   
Proxy Server  e.g proxy.domain:3152

2. Select **Install the license file I previously downloaded** and click **Submit**.

The system tells you the license is installed successfully.

3. Under Security, select **Authentication File**.
4. The **Authentication File** screen displays.

## Authentication File screen

**Authentication File**

The Authentication File Web page allows installation of Avaya authentication files.

Install the Authentication file I previously downloaded  
 Install the Authentication file I specified below

File Path    
URL   
Proxy Server  (e.g. proxy.domain:3152)

5. Select **Install the Authentication file I previously downloaded** and click **Install**.

The system tells you the authentication file is installed successfully

## Saving translations (only if new license and/or authentication files installed)

Skip this procedure if the S8300 is an LSP.

### To save translations

1. In the telnet session, open a SAT session. and log in as *craft* (or *dadmin*).
2. At the SAT prompt, type **save translation** and press **Enter**.

When the save is finished, the system displays the message,  
Command successfully completed.

---

## Transferring files from a CD or laptop

Normally, during an upgrade, you will have the CD-ROM that contains the latest software to install. The latest software for the S8300 has a file name that has a **.tar** extension and reflects the most recent load of software (*For example only: S8x00-02.1-01.0.411.1.tar*). The latest update (patch) software for Communication Manager has a **.tar.gz** extension and a file name that reflects the most recent load of software (*for example only, 01.0.411.1-6592.tar.gz*).

This **.tar** file will also contain the most recent firmware for the G700 Media Gateway, the various media modules, and the P330 Stack Processor.

### Tip:

The Avaya Installation Wizard performs tasks automatically starting with this section. When you get to the Wizard's Usage Options page, select **Upgrade a previously installed media server . . .**

### To transfer files from a CD or laptop

1. Insert the Unity CD into the CD-ROM drive.
2. Log in to the S8300 Web interface.
3. Under Miscellaneous, click **Download Files**.

The **Download Files** screen displays.

## Download Files Screen

**Download Files**

The Download Files Web page lets you download files to the media server.

File(s) to download from the machine I'm using to connect to the server

File(s) to download from the LAN using URL

Proxy Server  (e.g proxy.domain:3152)

4. Select **Files to download from the machine I'm using to connect to the server**, then click **Browse** for the first file.

The S8300 displays the **Choose File** window, which allows you to select files from your laptop.

5. Browse to the *tarfiles* directory on the CD (or to where the **.tar** files are stored on your laptop).
6. Double-click the filename of the **.tar** file for the upgrade software (for example, S8x00-02.1-01.0.411.1.tar ). You need only one **.tar** file for the upgrade software.
7. Repeat the previous two steps for each additional file that you want to upload. (For example, the latest software update file, if any).
8. Click **Download**.

The download should take about 3 minutes. When the files are successfully transferred, the system displays the **Download Files Results** screen with the following message:

**The following files have been successfully uploaded to the server**

 **CAUTION:**

At this point you are finished with the software CD-ROM. **Remove the CD from your laptop now** to avoid possible problems the next time your laptop is rebooted.

---

## Upgrade the S8300

This section describes the procedures to upgrade the S8300 Media Server to Communication Manager release 2.x. To upgrade from a pre-2.0, use the procedures in [Chapter 5: Upgrading an Existing S8300A to R2.2](#).

You can perform one of two upgrade options:

- [Upgrading the S8300 using the wizard](#)
- [Upgrading the S8300 using manual installation](#)

---

### Upgrading the S8300 using the wizard

You can complete the tasks in this section manually, as described. However, these tasks can be completed most efficiently by using the Avaya Installation Wizard or the Upgrade Tool. If the S8300 is a primary controller, use the Installation Wizard. If the S8300 is one of several LSPs controlled by the same primary controller, use the Upgrade Tool.

To use the Installation Wizard, go to the Integrated Management main menu and click Launch Avaya Installation Wizard. To use the Upgrade Tool, go to the Integrated Management main menu and click Launch Avaya Upgrade Tool.

 **Important:**

You should use the version of the Installation Wizard (IW) that corresponds to the release of Communication Manager you are upgrading **from**. When you use the IW, you will be asked if you want to install the latest version of the IW from your laptop or from the Avaya Support website. Be sure not to install a later version of the IW than the version of Communications Manager you are upgrading from. For example, if you are upgrading Communication Manager from release 2.1 to release 2.2, you cannot use the 2.2 version of the IW.

---

### Upgrading the S8300 using manual installation

If you are not using the Avaya Installation Wizard or Upgrade Tool, use the following steps to upgrade the S8300 to the most recent load of software:

1. [Installing new software](#) on page 344
2. [Making the upgrade permanent](#) on page 351
3. [Installing post-upgrade Communication Manager update file from your laptop, if any](#) on page 352

## Installing new software

 **CAUTION:**

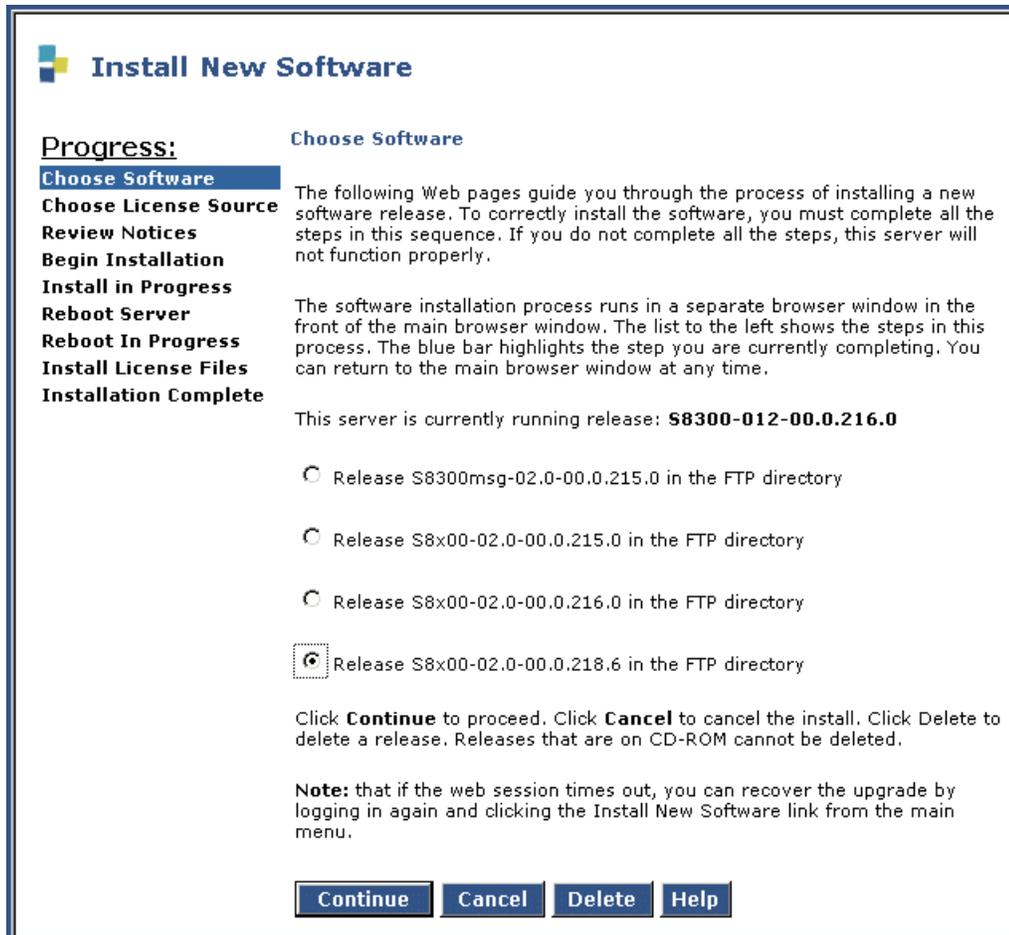
For a new installation, be sure to set the time and time zone before installing the S8300 software. Failure to do so may cause network problems.

### To install new software

1. Launch the Maintenance Web Interface.
2. Under Server Upgrades, click **Install New Software**.

The S8300 displays the **Choose Software** screen.

### Choose Software Screen



**Install New Software**

**Progress:**

- Choose Software**
- Choose License Source
- Review Notices
- Begin Installation
- Install in Progress
- Reboot Server
- Reboot In Progress
- Install License Files
- Installation Complete

**Choose Software**

The following Web pages guide you through the process of installing a new software release. To correctly install the software, you must complete all the steps in this sequence. If you do not complete all the steps, this server will not function properly.

The software installation process runs in a separate browser window in the front of the main browser window. The list to the left shows the steps in this process. The blue bar highlights the step you are currently completing. You can return to the main browser window at any time.

This server is currently running release: **S8300-012-00.0.216.0**

- Release S8300msg-02.0-00.0.215.0 in the FTP directory
- Release S8x00-02.0-00.0.215.0 in the FTP directory
- Release S8x00-02.0-00.0.216.0 in the FTP directory
- Release S8x00-02.0-00.0.218.6 in the FTP directory

Click **Continue** to proceed. Click **Cancel** to cancel the install. Click Delete to delete a release. Releases that are on CD-ROM cannot be deleted.

**Note:** that if the web session times out, you can recover the upgrade by logging in again and clicking the Install New Software link from the main menu.

**Continue** **Cancel** **Delete** **Help**

- On the **Choose Software** screen, select the software release number that you want to install.

If more than one release is listed, you should normally install the highest release number. The release to install should be indicated in your planning documentation.

- Click **Continue**.

The S8300 displays the **Choose License Source** screen.

### Choose License Source screen



## Install New Software

**Progress:**

- Choose Software
- Choose License Source
- Review Notices
- Begin Installation
- Install in Progress
- Reboot Server
- Reboot In Progress
- Install License Files
- Installation Complete

**Choose License Source**

You must have a software license file before you install this software release. If you do not have this file available, use tools in the main window to transfer it to the system. DO NOT continue this installation until it is available.

Select a source for the license files:

I will supply the license files myself when prompted later in this process.

I want to reuse the license files from the currently active partition on this server.

It is not normally necessary to update the authentication information, but if the new software documentation instructs you to, you may update it as well.

Do not update authentication information.

Update authentication information as well as license information.

Click **Continue** to proceed. Click **Cancel** to cancel the install.

**Note:** that if the web session times out, you can recover the upgrade by logging in again and clicking the Install New Software link from the main menu.

Continue
Cancel
Help

- If you have installed the license and authentication files, select the following:
  - I want to reuse the license files from the currently active partition on this server.
  - Do not update authentication information.

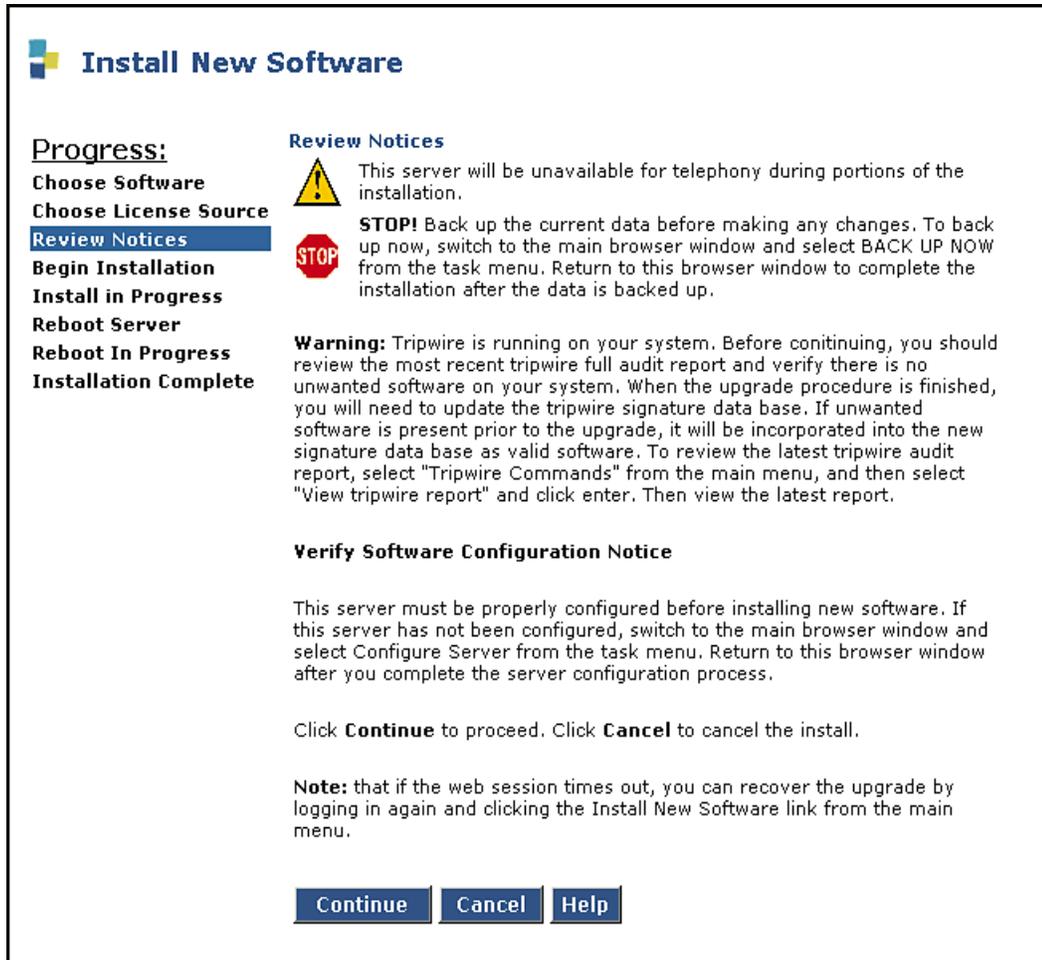
For a normal installation, the license and authentication files should have been installed at this point. If these files have not been installed, select the following:

- I will supply the license/authentication files myself when prompted later in this process.
- Update authentication information as well as license information.

6. Click **Continue**.

The system displays the **Review Notices** screen.

**Review Notices screen**

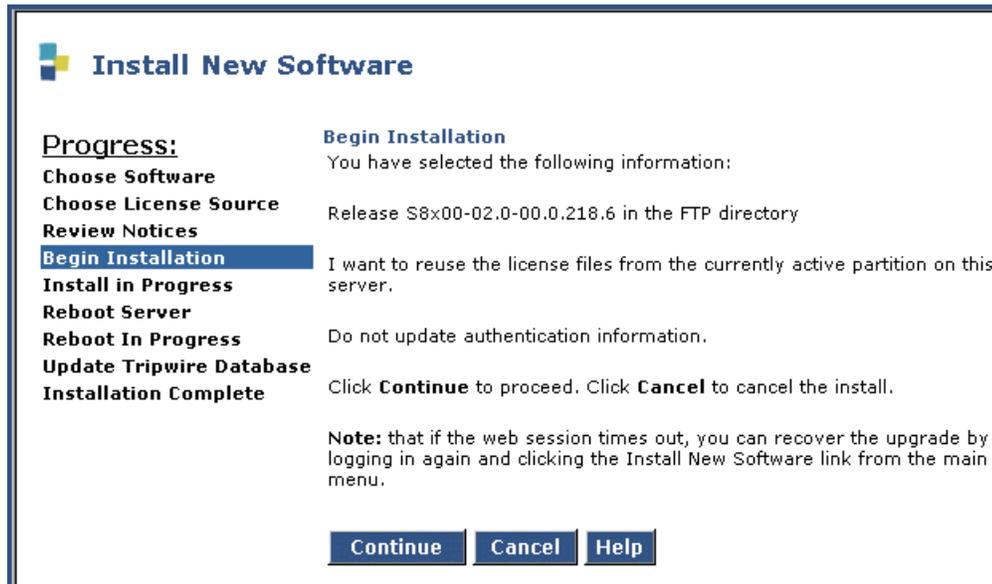


7. For a new installation, or if you previously ran a backup, you do not need to run a backup at this time.

If your planning documents instruct you to enable Tripwire, follow the instructions to reset the signature database.

8. Click **Continue**.

The S8300 displays the **Begin Installation** screen, which summarizes the request you have made.

**Begin Installation screen**

**Install New Software**

**Progress:**

- Choose Software
- Choose License Source
- Review Notices
- Begin Installation**
- Install in Progress
- Reboot Server
- Reboot In Progress
- Update Tripwire Database
- Installation Complete

**Begin Installation**

You have selected the following information:

Release S8x00-02.0-00.0.218.6 in the FTP directory

I want to reuse the license files from the currently active partition on this server.

Do not update authentication information.

Click **Continue** to proceed. Click **Cancel** to cancel the install.

**Note:** that if the web session times out, you can recover the upgrade by logging in again and clicking the Install New Software link from the main menu.

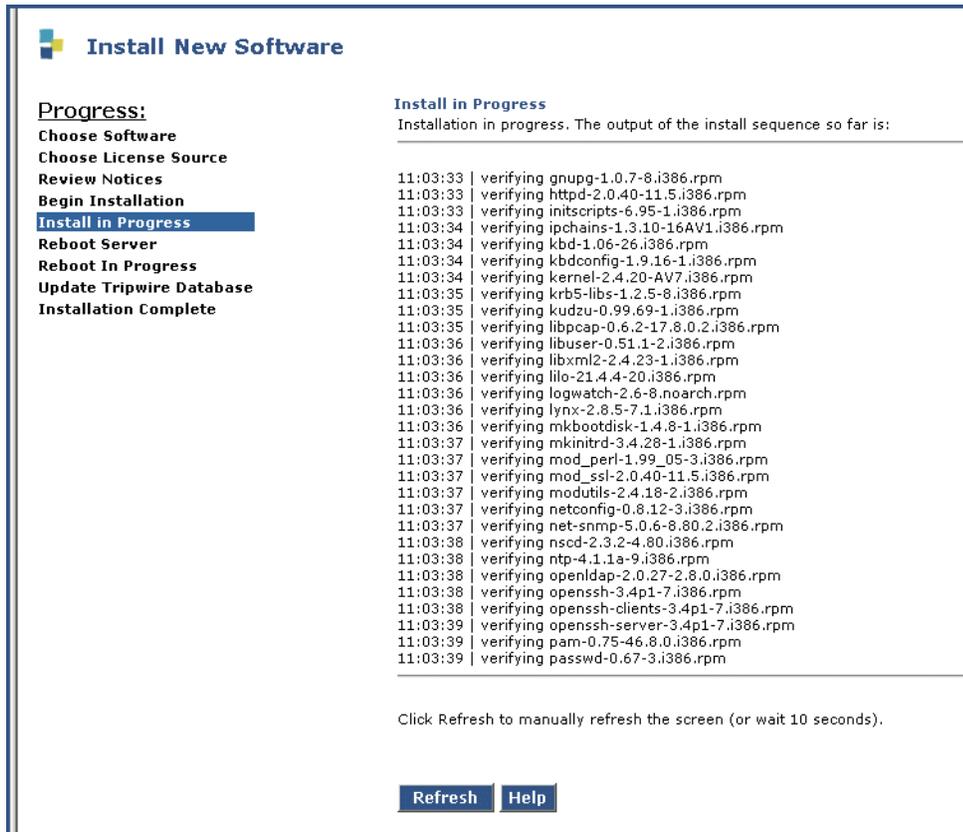
**Continue** **Cancel** **Help**

9. Click **Continue**.

The S8300 displays the **Install in Progress** screen.

## Upgrading an Existing S8300B to R2.x

### Install in Progress screen



**Install New Software**

**Progress:**

- Choose Software
- Choose License Source
- Review Notices
- Begin Installation
- Install in Progress**
- Reboot Server
- Reboot In Progress
- Update Tripwire Database
- Installation Complete

**Install in Progress**

Installation in progress. The output of the install sequence so far is:

```
11:03:33 | verifying gnupg-1.0.7-8.i386.rpm
11:03:33 | verifying httpd-2.0.40-11.5.i386.rpm
11:03:33 | verifying initscripts-6.95-1.i386.rpm
11:03:34 | verifying ipchains-1.3.10-16AV1.i386.rpm
11:03:34 | verifying kbd-1.06-26.i386.rpm
11:03:34 | verifying kbdconfig-1.9.16-1.i386.rpm
11:03:34 | verifying kernel-2.4.20-AV7.i386.rpm
11:03:35 | verifying krb5-libs-1.2.5-0.i386.rpm
11:03:35 | verifying kudzu-0.99.69-1.i386.rpm
11:03:35 | verifying libpcap-0.6.2-17.8.0.2.i386.rpm
11:03:36 | verifying libuser-0.51.1-2.i386.rpm
11:03:36 | verifying libxml2-2.4.23-1.i386.rpm
11:03:36 | verifying lilo-21.4.4-20.i386.rpm
11:03:36 | verifying logwatch-2.6-8.noarch.rpm
11:03:36 | verifying lynx-2.8.5-7.1.i386.rpm
11:03:36 | verifying mkbootdisk-1.4.8-1.i386.rpm
11:03:37 | verifying mkinitrd-3.4.28-1.i386.rpm
11:03:37 | verifying mod_perl-1.99_05-3.i386.rpm
11:03:37 | verifying mod_ssl-2.0.40-11.5.i386.rpm
11:03:37 | verifying modutils-2.4.18-2.i386.rpm
11:03:37 | verifying netconfig-0.8.12-3.i386.rpm
11:03:37 | verifying net-snmp-5.0.6-8.80.2.i386.rpm
11:03:38 | verifying nscd-2.3.2-4.80.i386.rpm
11:03:38 | verifying ntp-4.1.1a-9.i386.rpm
11:03:38 | verifying openldap-2.0.27-2.8.0.i386.rpm
11:03:38 | verifying openssh-3.4p1-7.i386.rpm
11:03:38 | verifying openssh-clients-3.4p1-7.i386.rpm
11:03:39 | verifying openssh-server-3.4p1-7.i386.rpm
11:03:39 | verifying pam-0.75-46.8.0.i386.rpm
11:03:39 | verifying passwd-0.67-3.i386.rpm
```

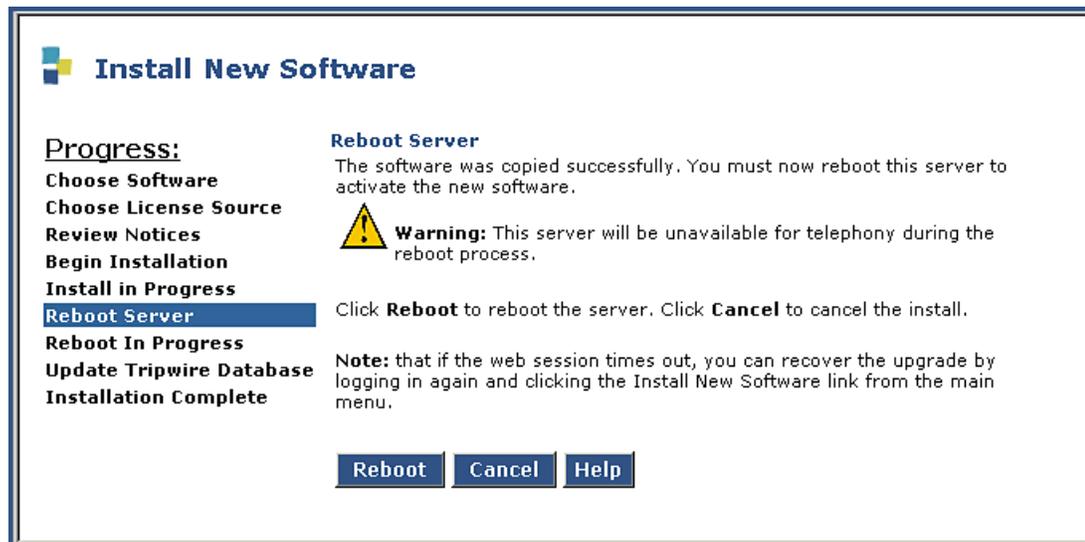
Click Refresh to manually refresh the screen (or wait 10 seconds).

[Refresh](#) [Help](#)

10. The installation should take 10 to 20 minutes.

The **Install in Progress** screen refreshes every 10 seconds or on demand by clicking the **Refresh** button. When complete, the S8300 displays the **Reboot Server** screen.

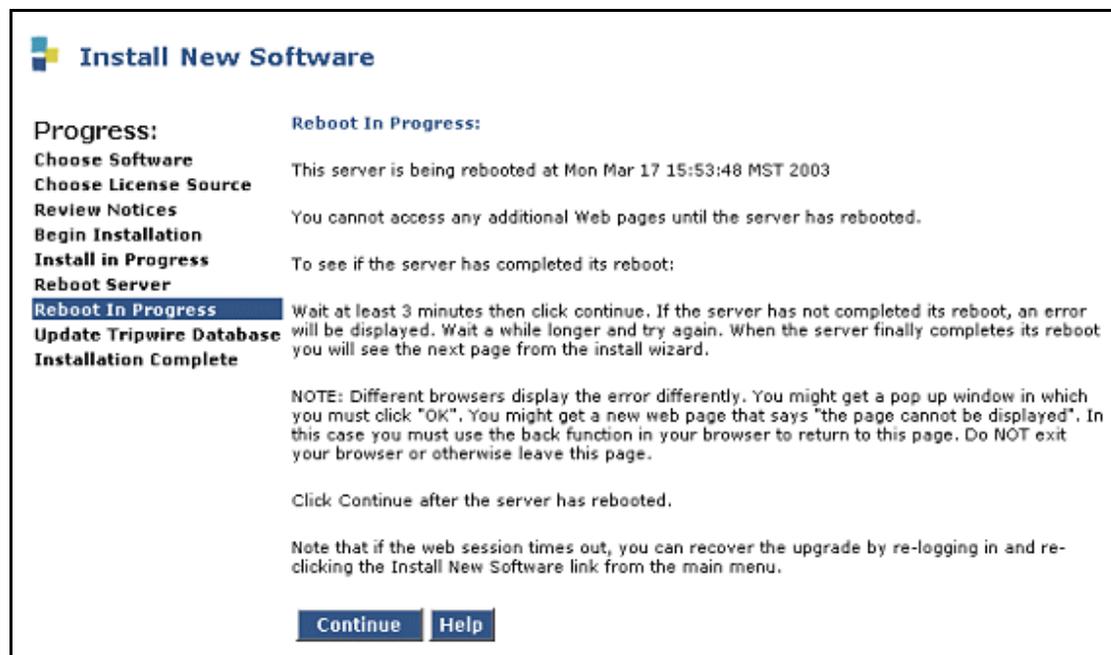
## Reboot Server screen

11. Click **Reboot**.

If IA770 is being used, it may take approximately 5 minutes to shut down IA770 before the reboot begins.

The S8300 displays the **Reboot in Progress** screen.

## Reboot in Progress screen



## Upgrading an Existing S8300B to R2.x

### Note:

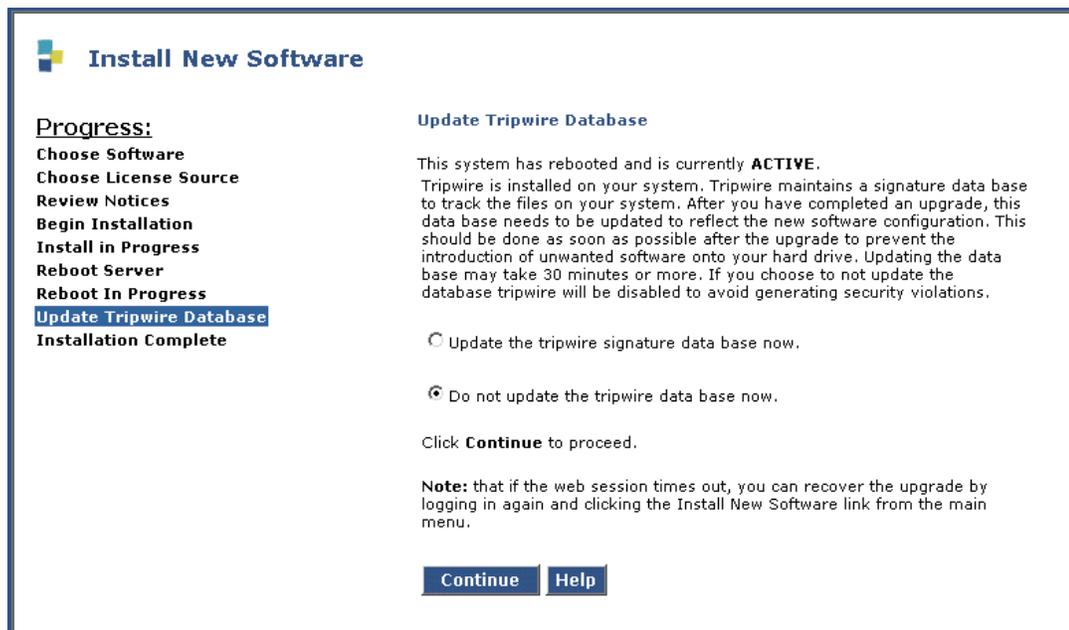
The reboot can take 20 minutes or longer. The system does not automatically tell you when the reboot is complete.

Wait 5 minutes and then click **Continue**. If you click **Continue** before the reboot is finished, the screen will display **Expired Page**. If you see the **Expired Page** message, refresh the browser. If the **Session Timeout** screen appears, close the screen, logoff, and log on again. Click the **Pickup** button.

If IA770 is being installed when you click **Continue** and you get the **Expired Page** message, enter the 192.11.13.6 URL in the address window of your browser. When you log in you will be able to monitor the IA770 installation progress.

12. When the reboot is complete, clicking **Continue** will display the **Update Tripwire Database** screen.

### Update Tripwire Database screen

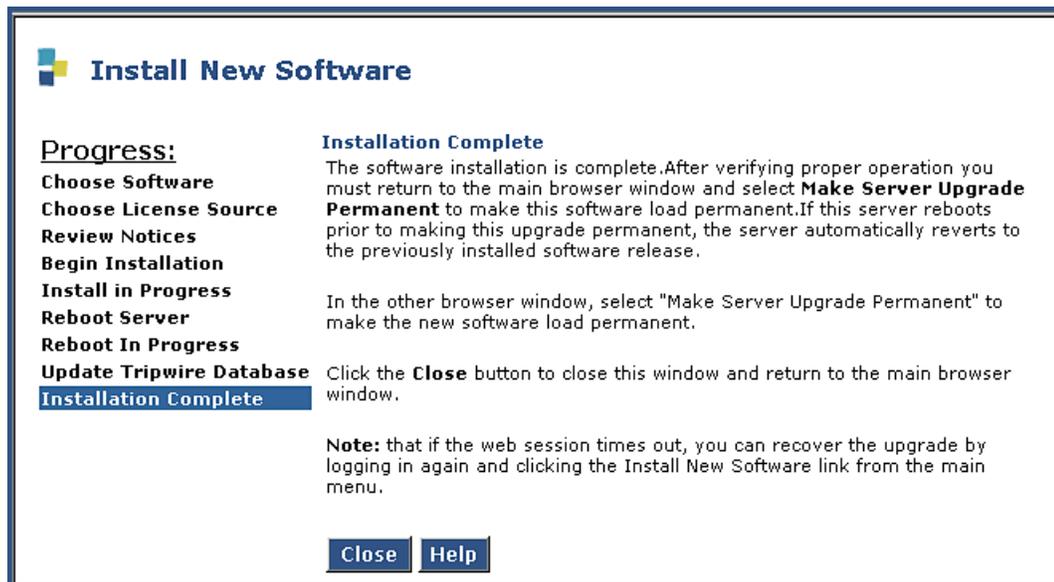


The screenshot shows a web interface titled "Install New Software". On the left, a vertical list of progress steps is shown: "Choose Software", "Choose License Source", "Review Notices", "Begin Installation", "Install in Progress", "Reboot Server", "Reboot In Progress", "Update Tripwire Database" (highlighted in blue), and "Installation Complete". The main content area is titled "Update Tripwire Database" and contains the following text: "This system has rebooted and is currently **ACTIVE**. Tripwire is installed on your system. Tripwire maintains a signature data base to track the files on your system. After you have completed an upgrade, this data base needs to be updated to reflect the new software configuration. This should be done as soon as possible after the upgrade to prevent the introduction of unwanted software onto your hard drive. Updating the data base may take 30 minutes or more. If you choose to not update the database tripwire will be disabled to avoid generating security violations." Below this text are two radio button options: "Update the tripwire signature data base now." (unselected) and "Do not update the tripwire data base now." (selected). A "Continue" button is highlighted in blue. Below the buttons is a note: "Note: that if the web session times out, you can recover the upgrade by logging in again and clicking the Install New Software link from the main menu." At the bottom right, there are "Continue" and "Help" buttons.

13. Unless instructed in your planning documents to update the tripwire database, select **Do not update the tripwire data base now** and click **Continue**.

The system displays the **Installation Complete** screen.

## Installation Complete screen



14. Click **Close**.

You are returned to the main menu.

15. Under Server, click **Software Version** to verify the new software version.

## Making the upgrade permanent

### CAUTION:

You must make the upgrade of the software permanent so that the software is recognized and kept on the S8300. If you fail to make software permanent, then the next time you reboot, old software will become active.

### To make the upgrade permanent

1. From the Maintenance Web Interface main menu, under Server Upgrades click **Make Upgrade Permanent**.

The S8300 displays the **Make Upgrade Permanent** window.

2. Click **Submit**.

When the new S8300 upgrade software is permanent, the S8300 displays the message:

**The commit operation completed successfully**

## Installing post-upgrade Communication Manager update file from your laptop, if any

**Skip to [Upgrade the G700 Firmware](#)** on page 353 if there is no Communication Manager update file to install.



### CAUTION:

The software update may or may not be call-preserving.

### To install post-upgrade Communication Manager update file from your laptop

1. Click **Start > Run** to open the **Run** dialog box.
2. Type `telnet 192.11.13.6` and press **Enter**.
3. Log in with the initial *craft* ID and password. (You cannot use *dadmin* at this point.)
4. Type `cd /var/home/ftp/pub` and press **Enter** to access the pub directory.
5. At the prompt, type `ls -ltr` and press **Enter** to list files in the pub directory.

The media server displays a list of files in the FTP directory. Verify that the directory contains the Communication Manager **.tar.gz** file you have uploaded, if any.

6. Type `sudo update_unpack <update>.tar.gz`, and press **Enter**.

where **<update>** is the release or issue number of the latest update file. (For example, `03.0.219.0-4925.tar.gz`).

7. Type `update_show` and press **Enter** to list Communication Manager files.

Verify that the new software file was installed.

8. Type `sudo update_activate <update>`, and press **Enter**.

where **<update>** is the release or issue number of the latest software file. (For example, `03.0.219.0-4925`. Do *not* use the **.tar.gz** extension at the end of the file name).

The system may initiate a software `reset system 4`. You must wait until the restart/reset has completed before entering additional commands.

If the system displays the message,

**/opt/ecs/sbin/drestart 1 4 command failed**

ignore this message.

9. Type `update_show` again and press **Enter** to list Communication Manager files.

Verify that the new software file was applied.

---

## Upgrade the G700 Firmware

This section describes how to upgrade firmware on the components of the G700, including the Media Gateway Processor (MGP), the P330 Stack Processor, and any installed media modules.

The tasks in this section can be completed most efficiently by using the Avaya Installation Wizard (IW) or the Upgrade Tool. If the S8300 is a primary controller, use the Installation Wizard. If the S8300 is an LSP, use the Upgrade Tool on the primary controller. Or, in either case, you can complete the tasks manually as described below.

Choose one of three upgrade options:

- [Upgrading G700 firmware using the installation wizard](#) on page 353
- [Upgrading G700 firmware using the upgrade tool](#) on page 354
- [Upgrading G700 firmware using manual upgrade procedures](#) on page 354

**Note:**

The IW and Upgrade Tool can also be used to upgrade firmware on the G350.



**Important:**

The IW, running on an S8300 primary controller in a stack, can be used to upgrade G700 firmware on any G700 in the stack; that is, G700s connected by the Octaplane cable. However, the IW cannot be used to upgrade G700s connected to the primary controller over the LAN and not connected in the stack.



**CAUTION:**

If the passwords to log on to the P300 stack or the MGP have been changed from the defaults, you must change them back to the original default passwords before using the Installation Wizard or Upgrade Tool. The IW will prompt for new passwords.

Go to <http://support.avaya.com/avayaiw> to download job aids for using the Installation Wizard or Upgrade Tool.

---

## Upgrading G700 firmware using the installation wizard

### To use the installation wizard to upgrade firmware on the G700

1. On the Integrated Management main menu, click **Launch Avaya Installation Wizard**.
2. Select the **Upgrade a previously installed Media Server with new software and/or Media Gateway firmware** on the **Usage Options** screen.

The **Usage Options** screen appears in the Installation Wizard after a few introductory screens.

## Upgrading an Existing S8300B to R2.x

3. Continue through the Media Server screens, choosing not to upgrade the Communication Manager software.
4. When you get to the G700 firmware upgrade screen, click the **Action** button to view the versions of the currently installed firmware and the firmware available in the tftp directory.
5. Select each component for which there is a firmware version that is later than the installed version.

---

## Upgrading G700 firmware using the upgrade tool

On the Integrated Management main menu, click **Launch Upgrade Tool**. Follow the instruction to upgrade the G700 and media module firmware.

---

## Upgrading G700 firmware using manual upgrade procedures

If you are using the Avaya Installation Wizard or the Upgrade Tool:

- **Skip to [Installing IA770 patch \(or RFU\) files, if any](#)** on page 363 if IA770 is being used, or
- **Skip to [Completing the upgrade process \(S8300 is the primary controller\)](#)** on page 364 if IA770 is not being used.

If you are not using the Avaya Installation Wizard or Upgrade Tool, conduct the following manual procedures to update the firmware running on the G700 Media Gateway processors and media modules:

### G700 Pre-Upgrade Tasks

1. [Verifying the contents of the tftpboot directory](#) on page 354
2. [Determining which firmware to install on the G700](#) on page 355

### G700 Upgrade Tasks

1. [Installing new firmware on the P330 stack processor](#) on page 357
2. [Installing new firmware on the G700 Media Gateway Processor](#) on page 358
3. [Installing new firmware on the media modules](#) on page 360
4. [Installing new firmware on other G700 media gateways](#) on page 362

## Verifying the contents of the tftpboot directory

Before proceeding with the G700 firmware installation, you should check the `/tftpboot` directory on the TFTP server to make sure the firmware versions match those listed in the planning

documentation. If they do not, you must copy the correct firmware versions into the `/tftpboot` directory using the following procedure:

1. Download the firmware files from the support Website to your laptop.
2. Using the Web Interface on the S8300 Media Server, copy the firmware files from your laptop to the `/var/home/ftp/pub` directory on the S8300, or

Alternatively, you can "ftp" the files from your laptop to the `pub` directory.

3. Copy the firmware files from the `pub` directory to the `/tftpboot` directory, using the S8300 Media Server command line interface.

**Note:**

For detailed information on this procedure, see "Appendix 2" in *Job Aid: Replacing the G700 Media Gateway*, 555-245-752, Issue 4, January, 2005.

## Determining which firmware to install on the G700

Conduct the following procedure to compare software versions running on the G700 processors and media modules with the versions in you planning documents. If the versions do not match, you need to install the new firmware for those components.

### To determine if new firmware for the P330 stack processor is necessary

1. At either the **P330-1(super)#** or **P330-1(configure)#** prompt, type `dir`.

The system displays the directory list of software for the P330 stack processor.

#### Directory list for P300 stack processor

| M#  | file                           | ver num | file type    | file location | file description    |
|-----|--------------------------------|---------|--------------|---------------|---------------------|
| --- | ----                           | -----   | -----        | -----         | -----               |
| 1   | module-config<br>Configuration | N/A     | Running Conf | Ram           | Module              |
| 1   | stack-config                   | N/A     | Running Conf | Ram           | Stack Configuration |
| 1   | EW_Archive                     | 4.0.4   | SW Web Image | NV-Ram        | WEB Download        |
| 1   | Booter_Image                   | 3.2.5   | SW BootImage | NV-Ram        | Booter Image        |

2. Check the version number (ver num) of the EW\_Archive file to see if it matches the Release Letter.

If not, you must upgrade the P330 stack processor.

3. Type `show image version`

The system displays the list of software.

**Show image version List for P330 stack processor**

| Mod   | Module-Type              | Bank | Version |
|-------|--------------------------|------|---------|
| ----- | -----                    | ---- | -----   |
| 3     | Avaya G700 media gateway | A    | 0.0.0   |
| 3     | Avaya G700 media gateway | B    | 4.0.17  |

4. Check the version number of the stack software image file in Band B to see if it matches the your planning document.

If not, you must upgrade the P330 stack processor.

**To determine if new firmware is required for the MGP, VoIP module, and installed media modules**

1. Type `session mgp`
2. At the **MG-001-1(super)#** prompt, type `show mg list_config`

The system displays the list of software.

**Show MG list\_config**

```

eyp

```

| SLOT  | TYPE  | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|-------|-------|-------|--------|------------|------------|---------|
| ----- | ----- | ----- | -----  | -----      | -----      | -----   |
| V0    | G700  | DAF1  | A      | 00         | 21.25.0(B) | 26      |
| V1    | ICC   | S8300 | A      | 00         | 5          | N/A     |
| V2    | DCP   | MM712 | A      | 2          | 5          | N/A     |
| V3    | ANA   | MM711 | A      | 3          | 16         | N/A     |
| V4    | DS1   | MM710 | A      | 1          | 8          | N/A     |

3. Refer to the list to check the FW vintage number of the G700.  
 In the TYPE column, find G700, then check the matching field in the FW VINTAGE column to see if it matches the vintage number in your planning forms. If not, you must install new firmware on the G700 media gateway. Also check if the release number in the FW VINTAGE column contains (A) or (B) to designate the software bank. If the list shows B, you will upgrade A. If the list shows A, you will upgrade B.
4. Refer to the VOIP FW column and row for slot V0 (same row occupied by the G700 information) to see if the number matches the VoIP firmware identified in your planning forms.

If not, you must also upgrade the G700 media gateway motherboard VoIP module.

**Note:**

The VoIP processor on the motherboard is upgraded using the same firmware image file as the VoIP media modules; for example, the file mm760v8.fdl is vintage #8.

5. Check the FW VINTAGE column for vintages of each of the installed media modules: MM710, MM711, MM712, MM720, and/or MM760 to see if they match the FW vintages in the planning forms.

If not, you must upgrade them, as well.

## Installing new firmware on the P330 stack processor

### To Install P330 stack processor firmware

1. From your S8300 telnet session, telnet back to the P330 stack processor:

Type `telnet <xxx.xxx.xxx.xxx>`,

where `<xxx.xxx.xxx.xxx>` is the IP address of the P330 stack master processor on the customer's LAN.

2. At the **P330-1(configure)#** prompt, type

```
copy tftp SW_image <file> EW_archive <ew_file>
  <tftp_server_address> <Module#>
```

where `<file>` is the full-path name for the image file with format and vintage number similar to `viisa3_8_2.exe`,

`<ew_file>` is the full-path name for the embedded web application file with format similar to `p330Tweb.3.8.6.exe`,

`<tftp_server_ip_address>` is the IP address of the TFTP server, and

`<Module#>` is the number, 1 through 10, of the media gateway in the stack. If there is only one G700 media gateway, the number is 1.

3. Verify that the download was successful when the prompt returns:

- a. type `show image version <module #>` and check the version number in the Version column for Bank B.

- b. type `dir <module #>` and check the version number in the ver num column for the EW\_Archive file.

4. Type `reset <module #>`.

## Setting rapid spanning tree on the network

Spanning Tree (STP) is a loop avoidance protocol. If you don't have loops in your network, you don't need STP. The "safe" option is always to leave STP enabled. Failure to do so on a network with a loop (or a network where someone inadvertently plugs the wrong cable into the wrong

## Upgrading an Existing S8300B to R2.x

ports) will lead to a complete cessation of all traffic. Rapid Spanning Tree is a fast-converging protocol, faster than the earlier STP, that *enables* new ports much faster (sub-second) than the older protocol. Rapid Spanning Tree works with all Avaya equipment, and can be *recommended*.

Rapid Spanning Tree is set using the P330 stack processor command line interface.

### To enable/disable spanning tree

1. Open a telnet session on the P330 stack processor, using the serial cable connected to the Console port of the G700.
2. At the **P330-x(super)#** prompt, type `set spantree help` and press **Enter** to display the set spantree commands selection.
3. To enable Spanning Tree, type `set spantree enable` and press **Enter**.
4. To set the **rapid spanning tree** version, type `set spantree version rapid-spanning-tree` and press **Enter**.

The 802.1w standard defines differently the default path cost for a port compared to STP (802.1d). In order to avoid network topology change when migrating to RSTP, the STP path cost is preserved when changing the spanning tree version to RSTP. You can use the default RSTP port cost by typing the CLI command `set port spantree cost auto`.

#### Note:

Avaya P330s now support a "Faststart" or "Portfast" function, because the 802.1w standard defined it. An edge port is a port that goes to a device that cannot form a network loop.

To set an **edge-port**, type `set port edge admin state module/port edgeport`.

For more information on the Spanning Tree CLI commands, see the *Avaya P330 User's Guide* (available at <http://www.avaya.com/support>).

## Installing new firmware on the G700 Media Gateway Processor

### To install MGP firmware

1. At the **P330-1(configure)#** prompt, type `session mgp` to reach the G700 media gateway processor.
2. Type `configure` at the **MG-???-1(super)#** prompt to enter configuration mode, which will change the prompt to **MG-???-1(configure)#**.
3. At the **MG-???-1(configure)#** prompt, type `show mgp bootimage` to determine which disk partition (bank) is in the **Active Now** column.

You will update the bank that is *not* listed as Active Now. The system displays the following screen:

**Example: Show mgp bootimage**

|                     |                            |
|---------------------|----------------------------|
| <u>FLASH MEMORY</u> | <u>IMAGE VERSION</u>       |
| Bank A              | 109                        |
| Bank B              | 210                        |
| <u>ACTIVE NOW</u>   | <u>ACTIVE AFTER REBOOT</u> |
| Bank B              | Bank B                     |

4. At the **MG-???-1(configure)#** prompt, type

```
copy tftp mgp-image <bank> <filename> <tftp_server_ip_address>
```

to transfer the mgp image from the tftp server to the G700,

where

<*bank*> is the bank that is *not* Active Now (Bank A in the example).

<*filename*> is the full path name of the mgp firmware image file, which begins with mgp and will be similar to the name mgp\_8\_0.bin.

<*tftp\_server\_ip\_address*> is the IP address of the S8300.

For example:

```
copy tftp mgp-image a mgp_8_0.bin 195.123.49.54
```

The screen shows the progress.

5. Type `set mgp bootimage <bank>`

where <*bank*> is the same letter you entered in the previous step.

6. At the **MG-???-1(configure)#** prompt, type `reset mgp`.

A system prompt asks you to confirm the reset.

7. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

8. When the **P330-1(super)#** prompt appears, type `session mgp`.

9. At the **MGP-???-1(super)#** prompt, type `configure`.

10. Verify that the download was successful when the prompt returns.

Type `show mg list_config`.

The system displays the list of software.

### Example: Show mg list\_config

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 230(A)     | 67      |
| V1   | ICC  | S8300 | A      | 72         | 00         | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 58         | N/A     |
| V3   | ANA  | MM711 | A      | 2          | 57         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 58         | N/A     |

## Installing new firmware on the media modules

For upgrades of active media modules, you need to take the media modules out of service before initiating the upgrade process. To do this, go to a SAT session on the primary controller and issue a `busyout` command.

### Note:

Skip this busyout procedure if the media modules are not in service; for example during an initial installation.

### To busyout board (for active media modules)

1. Go to a SAT session on the primary controller and enter the command,  
`busyout board vx`  
where `x` is the slot number of the media module to be upgraded.
2. Verify the response,  
Command Successfully Completed
3. Repeat for each media module to be upgraded.

### To install media module firmware

1. Be sure that you have checked for the current vintage of the VoIP Module for the v0 slot (on the G700 motherboard).  
This VoIP module does not occupy a physical position like other media modules.
2. At the `P330-1(configure)#` prompt, type `session mgp`.
3. At the `MG-001-1(super)#` prompt, type `configure` to change to the configuration mode.
4. Type `copy tftp mm-image v<slot #> <filename mm>`  
`<tftp_server_ip_address>`  
where  
`<slot #>` is the slot of the specific media module,  
`<filename mm>` the full-path name of the media module firmware file in a format such as

mm712v58.fdl, and

`<tftp_server_ip_address>` is the ip address of the S8300.

Two or three minutes will be required for most upgrades. The VoIP media module upgrade takes approximately 5 minutes. Screen messages indicate when the transfer is complete.

- After you have upgraded all the media modules, verify that the new versions are present.

At the **MG-???-1(configure)#** prompt, type `show mg list_config`

The list of software appears.

### Show MG list\_config

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(A) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

- In the **TYPE** column, find the particular media module (v1 through v4), then check the matching field in the **FW VINTAGE** column to see if it matches the planning documentation.

#### Note:

Slot V1 can contain either a media module or the S8300, which will show as  
TYPE ICC.

- Check the **VOIP FW** column and row for slot v0 to see if the number matches the VoIP firmware identified in the planning documentation.
- Type `reset <module #>`  
where `<module #>` is the number of the G700 in the stack.
- When the reset is finished, type `show mm` to verify the upgrade.

### To release board (if media module was busied out)

- When the upgrade procedure is complete, go to the SAT session and release the board  
Type `release board vx`  
where `x` is the slot number of the upgraded media module.
- Verify the response,  
Command Successfully Completed

### Note:

If you see the response, `Board Not Inserted`, this means that the media module is still rebooting. Wait one minute and repeat the `release board` command.

3. Repeat the `release board` command for each media module that was busied out.

## Installing new firmware on other G700 media gateways

### Installing G700 firmware in a stack configuration

If the customer has multiple G700 media gateways connected in an IP stack, you can stay connected to the master G700/P330 and "session" over from the master P330 Stack Processor to the next G700 in the stack. If you are dialed in remotely, you should have automatically dialed in to the stack master. For a local installation, you should have plugged your laptop into the stack master P330, which you can identify by the LED panel on the upper left of each G700 or P330 device in the stack.

The LEDs signal as follows:

- On the G700 Media Gateway: a lit **MSTR** LED indicates that this unit is the stack master.
- On the P330 device: a lit **SYS** LED indicates that this unit is the stack master.

The G700 and P330 at the bottom of the stack is module number 1, the next module up is number 2, and so on. However, the stack master can be any module in the stack, depending on the actual model, the vintage firmware it runs, and whether the S8300 is inserted into it.

### Note:

You do not need to configure the other P330 processors in the stack. These will use the IP address and IP route of the master stack processor. However, you will need to check firmware on all devices of the other G700s in the stack, including the media gateways themselves, and update the firmware as required.

You may also use the "session stack" command to access other standalone P330 processors in the stack (those that are not part of a G700 unit).

### To "session" over to another G700/P330 in a stack

1. At the **MG-001-1(configure)#** prompt, type `session stack`

The **P330-1(configure)#** prompt appears.

2. At the **P330-1(configure)#** prompt, type `session <mod_num> mgp`

where `<mod_num>` is the next P330 processor in the stack.

If you are currently logged in to the master stack processor, `<mod_num>` would be `2`, for the second G700/P330 processor in the stack.

3. For other G700s in the stack, repeat the steps described previously to install firmware for the stack processor, MGP, and media modules.

### Installing G700 firmware in a remote, no stack configuration

If additional G700 media gateways are supported in the configuration, but they are not attached as a stack, then you must configure each G700, with all of its devices, including the P330 processors. Additionally, you must check firmware and update the firmware as required.

---

## Post-upgrade tasks

After the upgrade is complete, perform the following post-upgrade tasks:

[Installing IA770 patch \(or RFU\) files, if any](#) on page 363

[Completing the upgrade process \(S8300 is the primary controller\)](#) on page 364

---

## Installing IA770 patch (or RFU) files, if any

### Note:

The Avaya Installation Wizard cannot be used for this procedure.

If IA770 is being used, a post-upgrade update (patch) for IA770 may be required. See the IA770 documentation for procedures to install an update. The update file and documentation can be found on the Avaya Support Web Site at <http://support.avaya.com>.

### To obtain the post-upgrade update file and documentation

1. On the Avaya Support Web site, double click on **Messaging** in the list on the left.
2. Scroll down to the INTUITY links and double click on **IA 770 INTUITY AUDIX Messaging Application**.
3. Double click on **All Documents**.

### To download the IA770 patch software

1. Under Software Download, double click on **IA 770 INTUITY AUDIX Embedded Messaging Application Patches**.
2. Double click on the update file name for this release.  
For example, **C6039rf+c.rpm**.

3. Click on **Save** and browse to the location on your laptop where you want to save the file.

### To view the IA770 patch documentation

1. Under Documentation Library, double click on **Latest IA 770 INTUITY AUDIX Documentation**.
2. Double click on **View HTM**.
3. Double click on **Adding and Removing Software Packages**.
4. Double click on **Adding Software Packages**.

This takes you to the window entitled **Add Announcement Sets and Other Software Packages**, which contains the instructions for installing the update software.

---

## Completing the upgrade process (S8300 is the primary controller)

Telnet to the S8300 (primary controller) and open a SAT session:

1. [To check media modules](#) on page 364
2. [To enable scheduled maintenance](#) on page 364
3. [To busy out trunks](#) on page 365
4. [To check for translation corruption](#) on page 365
5. [To resolve alarms](#) on page 365
6. [To re-enable alarm origination](#) on page 365
7. [To back up the system](#) on page 365
8. [To restart LSPs \(if any\)](#) on page 365

### To check media modules

1. Type `list configuration all` and press **Enter**.
2. Verify that the software is communicating with all media modules and that all media modules are listed in the reports.
3. Make test telephone calls to verify that Communication Manager is working.

### To enable scheduled maintenance

1. Type `change system-parameters maintenance` and press **Enter**.
2. Ensure that the **Start Time** and **Stop Time** fields' administration is the same as before the upgrade.

### To busy out trunks

1. Busy out trunks that were busied out before the upgrade (see [To record all busyouts](#) on page 328).

### To check for translation corruption

1. Type `newterm` and press **Enter**.

If you do not get a login prompt and see the following message:

```
Warning: Translation corruption detected
```

follow the normal escalation procedure for translation corruption before continuing the upgrade.

### To resolve alarms

1. On the Maintenance Web Interface, under Alarms click **Current Alarms** to examine the alarm log.
2. If any alarms are listed, click **Clear All**.
3. Resolve new alarms since the upgrade through Communication Manager using the appropriate maintenance book.

### To re-enable alarm origination

1. Telnet to the S8300 and log on.
2. At the command prompt, type `almenable -d b -s y`,  
where  
`-d b` sets the dialout option to *both* (numbers)  
`-s y` enables SNMP alarm origination
3. Type `almenable` (without any options) to verify alarm origination enabled status.

### To back up the system

1. Using the Maintenance Web Interface, back up the system as you did before the upgrade selecting **Save Translations** and all backup sets.

### To restart LSPs (if any)

To restart Communication Manager on an LSP after the upgrade:

1. Open a Telnet session on the S8300 (LSP).
2. At the command line, type `start -ac` and press **Enter**.

This completes the upgrade process for a G700 with an S8300.

## **Upgrading an Existing S8300B to R2.x**

# Chapter 7: Upgrading an existing G700 without an S8300

This section covers the procedures to upgrade the firmware on an existing Avaya G700 Media Gateway without an Avaya S8300 Media Server. The G700 is controlled by an external primary server running Avaya Communication Manger. The primary server can be an Avaya S8500 or S8700-series Media Server or an S8300 residing in another G700.

**Note:**

Procedures to install or upgrade an S8500 or S8700-series Media Server are not covered in this document. See *Avaya S8300, S8500, and S8700 Media Server Library*, which is on the Avaya Support website (<http://www.avaya.com/support>) or on the CD, 555-233-825.

**Note:**

The Upgrade Tool performs the following tasks automatically:

- [Determining which firmware to install on the G700](#)
- [Install new firmware on the G700 Media Gateway](#)

---

## About the existing G700 upgrade

To upgrade the firmware on an existing Avaya G700 Media Gateway without an Avaya S8300 Media Server, you perform the following major tasks:

1. [Before going to the customer site](#)
2. [On-site preparation for the upgrade](#)
3. [Install new firmware on the G700 Media Gateway](#)

---

## What are the G700 system components

A P330 Stack Processor is built into the G700 Media Gateway. (This processor is also known as the *Layer 2 switching processor*). In addition, the G700 contains:

- Media Gateway Processor (MGP)
- VoIP processor
- Up to four media modules
- Possibly an expansion module

## Upgrading an existing G700 without an S8300

Installing the firmware for one or more of these processors and/or media modules is a required part of most new installations.

### About firmware files

You should obtain the firmware files for the G700 before going on-site. You can obtain the firmware files in bundled form on a CD or you can go to the Avaya Support website and download the individual firmware files onto your services laptop.

### About the TFTP server

To install firmware on a G700 without an S8300 or LSP, you must first copy the firmware files to an external TFTP server on the customer LAN. The TFTP server can be a customer computer or it can be set up on your services laptop.

---

## About system access

### Accessing the G700

See [About Connection and Login Methods](#) on page 45 for details on how to connect and log into the G700. You can access the G700 in several ways.

#### Direct connections

- If you are at the location of the primary server, you can connect directly to the Services port on the server and:
  - Open the Web Interface and use the Upgrade Tool.
  - Or, telnet to the server, and then telnet to the P330 stack processor
- If you are at the location of the G700, you can connect directly to the G700 Console port and open a Hyperterm session to access the P330 stack processor.

For direct connections, the TFTP server must be on the customer LAN; *not* on your laptop.

#### LAN connections

If you can connect to the customer's LAN, you can:

- Use your Internet Explorer browser to access the Web Interface on the primary server and use the Upgrade Tool.
- Telnet to the P330 stack processor and perform the installation commands.

For LAN connections the TFTP server either can be your laptop or a customer computer on the LAN.

---

## Before going to the customer site

Perform the following tasks before going to the customer site:

- [Planning forms that the project manager provides](#) on page 369
- [Getting the serial number of the G700, if necessary](#) on page 370
- [Setting up the TFTP server on your laptop or on a customer PC, if necessary](#) on page 370
- [Installing the Gateway Installation Wizard](#) on page 370
- [Downloading G700 firmware files to your TFTP directory](#) on page 371

---

## Planning forms that the project manager provides

The project manager should provide you with forms that contain all the information needed to prepare for this installation. The information primarily consists of:

- IP addresses
- Subnet mask addresses
- Logins and passwords
- People to contact
- The type of system
- Equipment you need to install

Verify that the information provided by the project manager includes all the information requested in your planning forms.



[Appendix B: Information Checklists](#), provides several checklists to help you gather the installation and upgrade information.

## Getting the serial number of the G700, if necessary

For an upgrade of an existing G700, the existing license file can usually be reused. However, if the customer is adding feature functionality (for example, adding BRI trunks), or if the upgrade is between major releases (for example, 1.3 to 2.1), you will need the serial number of the G700.

### To get the G700 serial number

1. Ask the customer's administrator to log in to the S8300 Web page.
2. Select **View License Status** from the main menu to display the serial number.

The serial number should also be on a sticker on the back of the G700 chassis, but this number is occasionally incorrect.

---

## Setting up the TFTP server on your laptop or on a customer PC, if necessary

A **tar.gz** file, which you obtain from a CD-ROM or a website, contains new G700 firmware. To install the firmware on a G700, you must place this **tar.gz** file on a TFTP server that is connected to the customer's LAN. The TFTP server can be a customer computer, or it can be your laptop, if you have arranged with the customer to connect your laptop to the LAN.

### Note:

A Linux or Unix TFTP server should be used only if the customer already has an existing one. In these cases, you download the **tar.gz** file to your laptop and give it to the customer for proper placement and execution.

To obtain the TFTP server software and install it, see [Appendix D: Install the Avaya TFTP Server](#).

---

## Installing the Gateway Installation Wizard

### To obtain the and install the GIW software

1. Go to [support.avaya.com/avayaiw](http://support.avaya.com/avayaiw) and double-click on **Download Gateway Installation Wizard (GIW)**.
2. Scroll down to the **GIW** program file.
3. Double-click on the filename (for example, **GIW-2.0-4.exe**), and save it to a directory on your laptop.

4. Double-click on the GIW Readme file (for example, **GIW-2.0-4.README**) and save this file to your laptop.
5. Follow the instructions in the Readme file to install the GIW.

---

## Downloading G700 firmware files to your TFTP directory

To install new firmware for the G700 processors and the media modules, you first need to move the new firmware files to a directory on the TFTP server. The installation program reads the new firmware files from this directory on the TFTP server.

Perform one of the two procedures in this section, depending on whether you have a bundled tar.gz file on a CD or wish to download individual firmware files from the Avaya Support website.

### Copying a bundled firmware file

**Note:**

Your laptop (or the customer's PC) must have WinZip or other file zipping software for this procedure.

#### To copy the tar.gz file from the CD-ROM to your TFTP directory and unzip it

1. Insert the G700 software CD into your laptop or PC CD-ROM drive.
2. Use Windows File Explorer or another file management program to access the files on the CD-ROM drive.
3. Copy the tar.gz file (G700-11.3-0009.0.tar.gz or similar identifier) to the C:\tftp directory (or your alternate tftp location).
4. Use winZip or another zipfile tool to unzip the file.

You may need to unzip an additional tar.gz file embedded in the original file. You should continue to unzip tar.gz files until you see listed files with extensions as shown in the [Table 16: Firmware file formats](#) on page 372 below.

### Downloading individual firmware files

#### Download the firmware files from the Web to your TFTP directory

**Note:**

The sequence of links on the website may be somewhat different than described here.

1. Access the [www.avaya.com/support](http://www.avaya.com/support) website.

## Upgrading an existing G700 without an S8300

2. At the Avaya support site, click on **Software & Firmware Downloads**
3. Click on the following sequence:
  - a. > **G700 Media Gateway & S8300 Media Server.**
  - b. > **Firmware Downloads.**
  - c. > **G700 Firmware Downloads.**

The system displays a list of firmware files.

4. Locate the file names that match the files listed in your planning documentation.  
The file names will approximate those listed in [Table 16](#):

**Note:**

The latest firmware versions may differ from those listed in [Table 16](#). Also, the appropriate firmware version may depend on the hardware vintage and/or on the release of Communication Manager. See *Communication Manager Software/ Firmware Compatibility Matrix* under Software & Firmware Downloads on [support.avaya.com](http://support.avaya.com).

**Table 16: Firmware file formats**

| Component                                | Firmware Version Format | Example            |
|--|-------------------------|--------------------|
| P330 Stack Processor                     | viisa<version id>       | viisa4_0_17.exe    |
| P330 Stack Processor                     | p330<version id>        | p330Tweb.4.0.4.exe |
| G700 Media Gateway                       | mgp<version id>         | mgp_21_22_0.bin    |
| VoIP Media Module and Motherboard VoIP   | mm760<version id>       | mm760v24.fdl       |
| 8-port DCP Media Module                  | mm712<version id>       | mm712v5.fdl        |
| 24-Port DCP Media Module                 | mm717<version id>       | mm717v2.fdl        |
| 8-port/trunk Analog Media Module         | mm711<version id>       | mm711v59.fdl       |
| 4-station/4-CO trunk Analog Media Module | mm714<version id>       | mm714v59.fdl       |
| T1/E1 Media Module                       | mm710<version id>       | mm710v8.fdl        |
| 8-port BRI Media Module                  | mm720<version id>       | mm720v4.fdl        |
| 2-port BRI Media Module                  | mm722<version id>       | mm722v2.fdl        |

5. Double-click the file name.  
The system displays a **File Download** window.

6. Click on **Save this file to disk**.
7. Save the file to the **C:\tftp** directory (or your alternate tftp location).
8. Use WinZip or another zip file tool to unzip the file, if necessary.

---

## On-site preparation for the upgrade

Before installing new firmware on the G700 processors and medial modules you need to prepare on-site by:

- [Accessing the P330 stack processor](#) on page 373
- [Verifying the contents of the tftpboot directory](#) on page 374

as described in this section.

---

## Accessing the P330 stack processor

See [About Connection and Login Methods](#) on page 45 for details on how to set up a connection and login.

Log on to the P330 stack processor using one of the following methods:

- Using a LAN connection, telnet to the IP address of the P330 stack processor and log in.
- If you are *not* using your laptop as the TFTP server, you can connect your Laptop directly to the G700 Console (Serial) Port. Then use HyperTerm or a similar terminal emulation application to log in to the P330 stack processor Command Line Interface (CLI).

You are now logged-in at the Supervisor level with prompt **P330-1(super)#**.

---

## Verifying the contents of the tftpboot directory

Before proceeding with the G700 firmware installation, you should check the */tftpboot* directory on the TFTP server to make sure the firmware versions match those listed in the planning documentation. If they do not, you must copy the correct firmware versions into the */tftpboot* directory using the following procedure:

1. Download the firmware files from the support Website to your laptop.
2. Using the Web Interface on the S8300 Media Server, copy the firmware files from your laptop to the */var/home/ftp/pub* directory on the S8300, or

Alternatively, you can "ftp" the files from your laptop to the *pub* directory.

3. Copy the firmware files from the *pub* directory to the */tftpboot* directory, using the S8300 Media Server command line interface.

**Note:**

For detailed information on this procedure, see "Appendix 2" in *Job Aid: Replacing the G700 Media Gateway*, 555-245-752, Issue 4, January, 2005.

## Determining which firmware to install on the G700

Conduct the following procedure to compare software versions running on the G700 processors and media modules with the versions in you planning documents. If the versions do not match, you need to install the new firmware for those components.

### To determine if new firmware for the P330 stack processor is necessary

1. At either the **P330-1(super)#** or **P330-1(configure)#** prompt, type **dir**.

The system displays the directory list of software for the P330 stack processor.

#### Directory list for P300 stack processor

| M# | file                           | ver num | file type    | file location | file description    |
|----|--------------------------------|---------|--------------|---------------|---------------------|
| 1  | module-config<br>Configuration | N/A     | Running Conf | Ram           | Module              |
| 1  | stack-config                   | N/A     | Running Conf | Ram           | Stack Configuration |
| 1  | EW_Archive                     | 4.0.4   | SW Web Image | NV-Ram        | WEB Download        |
| 1  | Booter_Image                   | 3.2.5   | SW BootImage | NV-Ram        | Booter Image        |

2. Check the version number (ver num) of the EW\_Archive file to see if it matches the Release Letter.

If not, you must upgrade the P330 stack processor.

3. Type `show image version`

The system displays the list of software.

**Show image version List for P330 stack processor**

| Mod   | Module-Type              | Bank | Version |
|-------|--------------------------|------|---------|
| ----- | -----                    | ---- | -----   |
| 3     | Avaya G700 media gateway | A    | 0.0.0   |
| 3     | Avaya G700 media gateway | B    | 4.0.17  |

4. Check the version number of the stack software image file in Band B to see if it matches the your planning document.

If not, you must upgrade the P330 stack processor.

**To determine if new firmware is required for the MGP, VoIP module, and installed media modules**

1. Type `session mgp`

2. At the **MG-001-1(super)#** prompt, type `show mg list_config`

The system displays the list of software.

**Show MG list\_config**

```

eyp

```

| SLOT | TYPE  | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|-------|-------|--------|------------|------------|---------|
| ---- | ----- | ----- | -----  | -----      | -----      | -----   |
| V0   | G700  | DAF1  | A      | 00         | 21.25.0(B) | 26      |
| V1   | ICC   | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP   | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA   | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1   | MM710 | A      | 1          | 8          | N/A     |

3. Refer to the list to check the FW vintage number of the G700.

In the TYPE column, find G700, then check the matching field in the FW VINTAGE column to see if it matches the vintage number in your planning forms. If not, you must install new firmware on the G700 media gateway. Also check if the release number in the FW VINTAGE column contains (A) or (B) to designate the software bank. If the list shows B, you will upgrade A. If the list shows A, you will upgrade B.

4. Refer to the VOIP FW column and row for slot V0 (same row occupied by the G700 information) to see if the number matches the VoIP firmware identified in your planning forms.

If not, you must also upgrade the G700 media gateway motherboard VoIP module.

**Note:**

The VoIP processor on the motherboard is upgraded using the same firmware image file as the VoIP media modules; for example, the file mm760v8.fdl is vintage #8.

5. Check the FW VINTAGE column for vintages of each of the installed media modules: MM710, MM711, MM712, MM720, and/or MM760 to see if they match the FW vintages in the planning forms.

If not, you must upgrade them, as well.

---

## Install new firmware on the G700 Media Gateway

 **Tip:**

You can use the Upgrade Tool (running on the primary controller) to perform this task automatically. The Upgrade Tool can also be used to upgrade firmware on the G350.

 **Important:**

The procedures in this section copy firmware files from a TFTP server to the G700. The TFTP server can be an S8300 primary controller, a customer server, or the technician's laptop (if TFTP server software is installed). Before starting this procedure, ensure that:

- The firmware files have been stored on the TFTP server.
- The G700 has connectivity to the TFTP server over the customer's LAN.

If the TFTP server is on the laptop, and the laptop is not connected to the LAN, you can administer a private network between the laptop and G700 with a physical connection through one of the Ethernet ports on the G700.

---

## Firmware installation procedures

Follow the procedures in this section to install firmware on the G700 processors and media modules manually:

1. [Installing new firmware on the P330 stack processor](#) on page 377
2. [Installing new firmware on the G700 Media Gateway Processor](#) on page 378
3. [Installing new firmware on the media modules](#) on page 380

## Installing new firmware on the P330 stack processor

### To install P330 stack processor firmware

1. At the **P330-1(configure)#** prompt, type

```
copy tftp SW_image <file> EW_archive <ew_file>
  <tftp_server_address> <Module#>
```

where *<file>* is the full-path name for the image file with format and vintage number similar to viisa3\_8\_2.exe,

*<ew\_file>* is the full-path name for the embedded web application file with format similar to p330Tweb.3.8.6.exe,

*<tftp\_server\_ip\_address>* is the IP address of the TFTP server, and

*<Module#>* is the number, 1 through 10, of the media gateway in the stack. If there is only one G700 media gateway, the number is 1.

2. Verify that the download was successful when the prompt returns:
  - a. type `show image version <module #>` and check the version number in the Version column for Bank B.
  - b. type `dir <module #>` and check the version number in the ver num column for the EW\_Archive file.
3. Type `reset <module #>`.

## Setting rapid spanning tree on the network

Spanning Tree (STP) is a loop avoidance protocol. If you don't have loops in your network, you don't need STP. The "safe" option is always to leave STP enabled. Failure to do so on a network with a loop (or a network where someone inadvertently plugs the wrong cable into the wrong ports) will lead to a complete cessation of all traffic. Rapid Spanning Tree is a fast-converging protocol, faster than the ealier STP, that *enables* new ports much faster (sub-second) than the older protocol. Rapid Spanning Tree works with all Avaya equipment, and can be *recommended*.

Rapid Spanning Tree is set using the P330 stack processor command line interface.

### To enable/disable spanning tree

1. Open a telnet session on the P330 stack processor, using the serial cable connected to the Console port of the G700.
2. At the **P330-x(super)#** prompt, type `set spantree help` and press **Enter** to display the set spantree commands selection.

## Upgrading an existing G700 without an S8300

3. To enable Spanning Tree, type `set spantree enable` and press **Enter**.
4. To set the **rapid spanning tree** version, type `set spantree version rapid-spanning-tree` and press **Enter**.

The 802.1w standard defines differently the default path cost for a port compared to STP (802.1d). In order to avoid network topology change when migrating to RSTP, the STP path cost is preserved when changing the spanning tree version to RSTP. You can use the default RSTP port cost by typing the CLI command `set port spantree cost auto`.

### Note:

Avaya P330s now support a "Faststart" or "Portfast" function, because the 802.1w standard defined it. An edge port is a port that goes to a device that cannot form a network loop.

To set an **edge-port**, type `set port edge admin state module/port edgeport`.

For more information on the Spanning Tree CLI commands, see the *Avaya P330 User's Guide* (available at <http://www.avaya.com/support>).

## Installing new firmware on the G700 Media Gateway Processor

### To install MGP firmware

1. At the **P330-1(configure)#** prompt, type `session mgp` to reach the G700 media gateway processor.
2. Type `configure` at the **MG-???-1(super)#** prompt to enter configuration mode, which will change the prompt to **MG-???-1(configure)#**.
3. At the **MG-???-1(configure)#** prompt, type `show mgp bootimage` to determine which disk partition (bank) is in the **Active Now** column.

You will update the bank that is *not* listed as Active Now. The system displays the following screen:

### Example: Show mgp bootimage

|                     |                            |
|---------------------|----------------------------|
| <u>FLASH MEMORY</u> | <u>IMAGE VERSION</u>       |
| Bank A              | 109                        |
| Bank B              | 210                        |
| <u>ACTIVE NOW</u>   | <u>ACTIVE AFTER REBOOT</u> |
| Bank B              | Bank B                     |

4. At the **MG-???-1(configure)#** prompt, type

```
copy tftp mgp-image <bank> <filename> <tftp_server_ip_address>
```

to transfer the mgp image from the tftp server to the G700,

where

<bank> is the bank that is *not* Active Now (Bank A in the example).

<filename> is the full path name of the mgp firmware image file, which begins with mgp and will be similar to the name mgp\_8\_0.bin.

<tftp\_server\_ip\_address> is the IP address of the S8300.

For example:

```
copy tftp mgp-image a mgp_8_0.bin 195.123.49.54
```

The screen shows the progress.

5. Type `set mgp bootimage <bank>`

where <bank> is the same letter you entered in the previous step.

6. At the **MG-???-1(configure)#** prompt, type `reset mgp`.

A system prompt asks you to confirm the reset.

7. Select **Yes** at the dialog box that asks if you want to continue.

The G700 media gateway processor resets. The LEDs on the G700 media gateway and the media modules flash. These elements each conduct a series of self-tests. When the LEDs on the media modules are extinguished and the active status LEDs on the G700 media gateway are on, the reset is complete.

8. When the **P330-1(super)#** prompt appears, type `session mgp`.

9. At the **MGP-???-1(super)#** prompt, type `configure`.

10. Verify that the download was successful when the prompt returns.

Type `show mg list_config`.

The system displays the list of software.

**Example: Show mg list\_config**

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 230(A)     | 67      |
| V1   | ICC  | S8300 | A      | 72         | 00         | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 58         | N/A     |
| V3   | ANA  | MM711 | A      | 2          | 57         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 58         | N/A     |

## Installing new firmware on the media modules

For upgrades of active media modules, you need to take the media modules out of service before initiating the upgrade process. To do this, go to a SAT session on the primary controller and issue a `busyout` command.

**Note:**

Skip this busyout procedure if the media modules are not in service; for example during an initial installation.

### To busyout board (for active media modules)

1. Go to a SAT session on the primary controller and enter the command,  
`busyout board vx`  
where `x` is the slot number of the media module to be upgraded.
2. Verify the response,  
`Command Successfully Completed`
3. Repeat for each media module to be upgraded.

### To install media module firmware

1. Be sure that you have checked for the current vintage of the VoIP Module for the v0 slot (on the G700 motherboard).  
This VoIP module does not occupy a physical position like other media modules.
2. At the **P330-1(configure)#** prompt, type `session mgp`.
3. At the **MG-001-1(super)#** prompt, type `configure` to change to the configuration mode.
4. Type `copy tftp mm-image v<slot #> <filename mm>`  
`<tftp_server_ip_address>`  
where  
`<slot #>` is the slot of the specific media module,  
  
`<filename mm>` the full-path name of the media module firmware file in a format such as `mm712v58.fdl`, and  
  
`<tftp_server_ip_address>` is the ip address of the S8300.  
Two or three minutes will be required for most upgrades. The VoIP media module upgrade takes approximately 5 minutes. Screen messages indicate when the transfer is complete.
5. After you have upgraded all the media modules, verify that the new versions are present.  
At the **MG-???-1(configure)#** prompt, type `show mg list_config`  
The list of software appears.

**Show MG list\_config**

| SLOT | TYPE | CODE  | SUFFIX | HW VINTAGE | FW VINTAGE | VOIP FW |
|------|------|-------|--------|------------|------------|---------|
| V0   | G700 | DAF1  | A      | 00         | 21.25.0(A) | 26      |
| V1   | ICC  | S8300 | A      | 00         | 5          | N/A     |
| V2   | DCP  | MM712 | A      | 2          | 5          | N/A     |
| V3   | ANA  | MM711 | A      | 3          | 16         | N/A     |
| V4   | DS1  | MM710 | A      | 1          | 8          | N/A     |

6. In the **TYPE** column, find the particular media module (v1 through v4), then check the matching field in the **FW VINTAGE** column to see if it matches the planning documentation.

**Note:**

Slot V1 can contain either a media module or the S8300, which will show as  
TYPE ICC.

7. Check the **VOIP FW** column and row for slot v0 to see if the number matches the VoIP firmware identified in the planning documentation.
8. Type `reset <module #>`  
where `<module #>` is the number of the G700 in the stack.
9. When the reset is finished, type `show mm` to verify the upgrade.

**To release board (if media module was busied out)**

1. When the upgrade procedure is complete, go to the SAT session and release the board

Type `release board vx`

where `x` is the slot number of the upgraded media module.

2. Verify the response,

Command Successfully Completed

**Note:**

If you see the response, `Board Not Inserted`, this means that the media module is still rebooting. Wait one minute and repeat the `release board` command.

3. Repeat the `release board` command for each media module that was busied out.

This completes the G700 firmware upgrade procedures.



# Chapter 8: Connecting telephones and adjunct systems

This section provides information on connecting telephones and other adjunct systems. To install and wire telephones and connect their power supplies, follow the instructions in

- [Installation and wiring of telephones and power supplies](#) on page 384
- [Complete the telephone installation process](#) on page 401

In addition, you may need to install one or more adjunct systems or devices. Follow the instructions in:

- [IA 770 INTUITY AUDIX messaging application](#) on page 403
- [INTUITY AUDIX LX messaging system](#) on page 405
- [ASAI co-resident DEFINITY LAN gateway \(DLG\)](#) on page 406
- [Call center](#) on page 408
- [Avaya Integrated Management](#) on page 411
- [Uninterruptible power supply \(UPS\)](#) on page 416
- [Terminal server installation](#) on page 417
- [Call detail recording \(CDR\)](#) on page 431
- [Reliable Data Transport Tool \(RD TT\) package](#) on page 435
- [Printers](#) on page 436
- [DS1/T1 CPE loopback jack](#) on page 437
- [External modems](#) on page 452
- [Busy tone disconnect equipment for non-U.S. installations](#) on page 454
- [Music-on-hold](#) on page 455
- [Paging and announcement equipment](#) on page 459
- [Adjunct Information Sources](#) on page 460

For these adjunct systems, consult the documentation specific to the system for complete installation instructions.

Your planning documentation specifies the equipment you will be installing.



**WARNING:**

To reduce the risk of fire, use only 26 AWG or larger telecommunication line cords when installing telephones or adjuncts.

## Installation and wiring of telephones and power supplies

The wiring procedures are the same for most Avaya telephones and other equipment.

This section provides wiring examples of similar installation procedures. These are examples only; actual wiring procedures may vary at each site. For a complete description of wiring procedures, refer to "Installing and Wiring Telephones" in *Installing the Avaya xzxxS8700 Media Server with the Avaya MCC1 or the Avaya SCC1 Media Gateway*.

After installing the hardware, dial plans, trunks, and other telephone features must be administered. These procedures are provided in the *Administrator's Guide for Avaya Communication Manager*. Refer to the *Installation for Adjuncts and Peripherals for Avaya Communication Manager*, 555-233-116, to install the necessary peripheral equipment

These references are on the *Avaya S8300, S8500, and S8700 Media Server Library CD*, 555-233-825.

## About connectable telephones and consoles

[Table 17: Connectable Telephone and Consoles](#) on page 384 lists the telephones and consoles supported by the Avaya S8300 Media Server in a G700 Media Gateway (consult: <http://support.avaya.com>).

**Table 17: Connectable Telephone and Consoles**

| Telephone and Console Models                          | Type                   |
|---|------------------------|
| 46xx series:<br>4602, 4606, 4612, 4620, 4624, 4630    | Internet Protocol (IP) |
| 2420  | Digital                |
| 64xx series:<br>6402, 6402D, 6408D+, 6416D+M, 6424D+M | Digital                |
| 603F Avaya Callmaster IV                              | Digital                |
| 607A Avaya Callmaster V ACD Console                   | Digital                |
| 606A Avaya CallMaster VI ACD Console                  | Digital                |
| Enhanced Attendant Consoles:<br>302D                  | Digital                |
| 62xx series:<br>6211, 6219                            | Analog                 |

1 of 2

**Table 17: Connectable Telephone and Consoles (continued)**

| Telephone and Console Models  | Type     |
|---|----------|
| 2500, 2554  | Analog   |
| 9040 Avaya TransTalk  | Wireless |
| 3127 Avaya Soundstation/SoundPoint<br>Speakerphones:<br>3127-ATR, -STD, -EXP, -APE, -APX, -MIC, -PMI                | Analog   |
| 3127 Avaya Soundstation/SoundPoint<br>Speakerphones:<br>3127-DCP, -DCS, -DCE, -DPE, -DPX, -DDP, -DDX,<br>-MIC, -PMI | Digital  |

**2 of 2**

\*. For information on administering 46xx series IP Telephones, see *4600 Series IP Telephone LAN Administrator's Guide*, 555-233-507.

## Connecting telephones

Various analog, digital, and IP telephones can be connected to the G700 Media Gateway. In addition, you may need to install an 808A Emergency Transfer Panel. Examples of these procedures follow:

- [Connecting an analog station or 2-wire digital station](#)
- [Installing an 808A Emergency Transfer Panel and associated telephones](#)

## Connecting an analog station or 2-wire digital station

This example is typical of the 2-wire digital stations (2420, 64xx, 302D), 2-wire analog stations (2500), analog Central Office (CO) trunks, Direct Inward Dial (DID) trunks, and external alarms.

### To connect an analog or 2-wire digital station

1. Choose a peripheral to connect (such as a 2-wire digital station).
2. Choose the media module to use and its media gateway and slot number; for example, MM711 Analog Media Module, Media Gateway 002, Slot V2.
3. Choose a port circuit on the MM711 Media Module; for example, port 03.

## Connecting telephones and adjunct systems

- Install cross-connect jumpers to connect the pins from the 2-wire digital station to the appropriate pins on the MM711 Media Module. [Table 18](#) shows a pinout chart for two-wire stations.

**Table 18: Two-Wire Station Pinout Chart**

| Jack Name          | 1     | 2   | 3   | 4        | 5       | 6     | 7  | 8       |
|--------------------|-------|-----|-----|----------|---------|-------|----|---------|
| <b>BRI-T</b>       |       |     | +TX | +RX      | -RX     | -TX   | -V | GND     |
| <b>ADJUNCT</b>     | +Vadj | T0  | -V  | GNDVoice | RRVoice | +V    | S0 | TTVoice |
| <b>DSS (QUEST)</b> | DTX   |     | DRX |          |         | OKdig | -V | +V      |
| <b>DSS (ISDN)</b>  |       |     |     |          |         |       |    |         |
| <b>BRI-A</b>       |       |     | GND | TX       | RX      | -V    |    |         |
| <b>BRI-U</b>       |       |     |     | TX       | RX      |       | -V | GND     |
| <b>DCP</b>         | TX1   | TX2 | RX1 |          |         | RX2   | -V | +V      |
| <b>ANALOG</b>      |       |     |     | TIP      | RING    |       |    |         |
| <b>HANDSET</b>     |       |     | -TX | +RX      | -RX     | +TX   |    |         |

- Administer using *Administrator's Guide for Avaya Communication Manager*.

**Figure 18: 2500-Type Analog Telephone Wiring**



**Figure notes:**

- 2500-Type Analog Station
- MM711 Analog Media Module, Position 1V301

## Installing an 808A Emergency Transfer Panel and associated telephones

**Note:**

Install only 1 emergency transfer power panel per system.

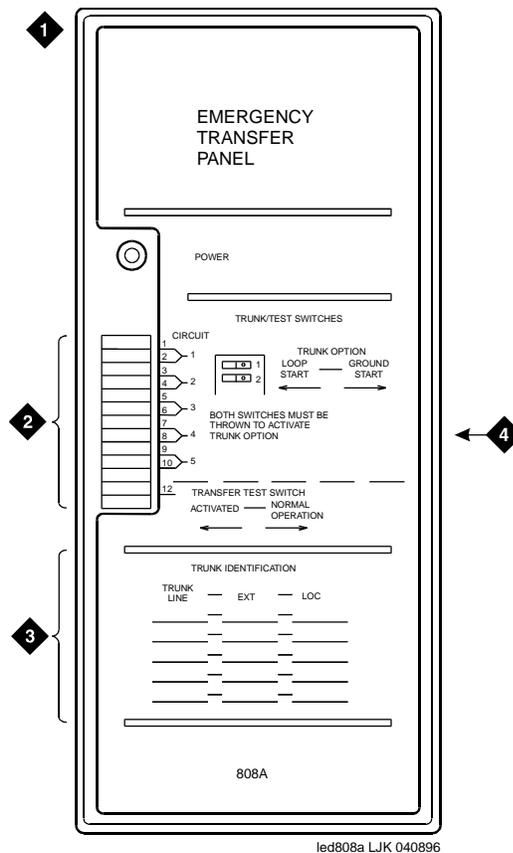
Emergency transfer capability is provided by an 808A Emergency Transfer Panel (or equivalent) mounted next to the trunk/auxiliary field. See [Figure 19: 808A Emergency Transfer Panel](#) on page 387.

Use analog telephones for emergency transfer. The 2500-type telephones can also be used as normal extensions. Emergency transfer capability may be provided on analog **CO** and Wide Area Telecommunications Service (**WATS**) trunks.

The transfer panel provides emergency trunk bypass or power-fail transfer for up to 5 incoming **CO** trunk loops to 5 selected station sets. The 808A equipment's Ringer Equivalency Number (REN) is 1.0A.

For information on installing the 808A Emergency Transfer Panel, see *808A Emergency Transfer Panel Installation Instructions*, which ships with the Emergency Transfer Panel.

**Figure 19: 808A Emergency Transfer Panel**



**Figure notes:**

- 1. 808A emergency transfer panel
- 2. Circuit start selection switches
- 3. Trunk identification label
- 4. 25-pair male connector

### Installing and wiring telephone power supplies

This section provides information and wiring examples of installation procedures for various telephone and console power supplies. These are examples only and actual wiring procedures may vary at each site.

**Note:**

Refer to the *Installation for Adjuncts and Peripherals for Avaya Communication Manager*, 555-233-116, to install the necessary peripheral equipment.

The power is provided to telephones or consoles either centrally or locally.

Centrally located power supplies include:

- [1152A1 mid-span power distribution unit](#) on page 391
- [P333T-PWR power over ethernet stackable switch](#) on page 395

Local power supplies include:

- [1151B1 and 1151B2 power supplies](#) on page 398

#### Typical adjunct power connections

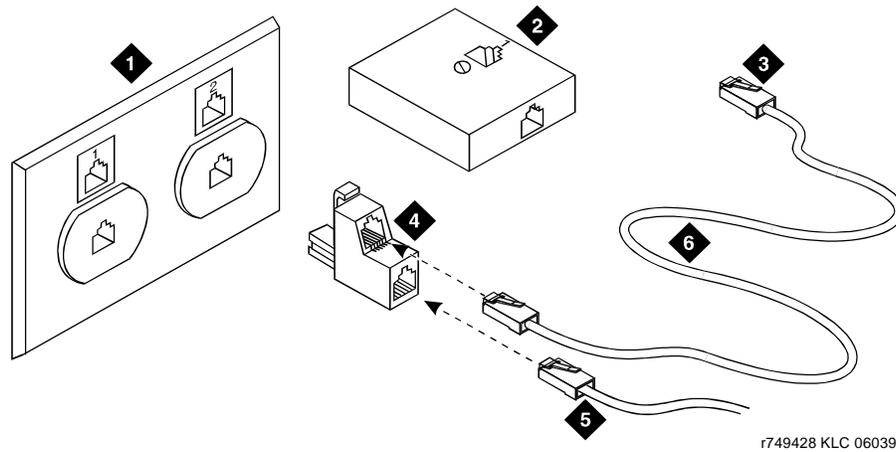
The 400B2 adapter is convenient for connecting local -48 VDC power to a modular plug. See [Figure 20: 400B2 Adapter Connecting to a Modular Plug](#) on page 389.

Each port network can provide power for up to three attendant consoles. This source of power is preferred for the attendant consoles because it has the same battery backup as the G700 Media Gateway.

Adjunct power can be provided locally at the telephone or console by either the 1151A1 or 1151A2 power supply. The 1151A1 is a standard (no battery backup) power supply unit. The 1151A2 is a battery backup version of the 1151A1. Either power supply can support one telephone with or without an adjunct. The maximum loop range is 250 feet (76 meters). Two modular jacks are used. Power is provided on the PHONE jack, pins 7 and 8 (- and +, respectively). Adjunct power can be provided from the equipment room or equipment closet with the 1145B power unit.

Refer to *Avaya S8300, S8500, and S8700 Media Server Library CD*, 555-233-825, for detailed power supply information and installation procedures.

**Figure 20: 400B2 Adapter Connecting to a Modular Plug**



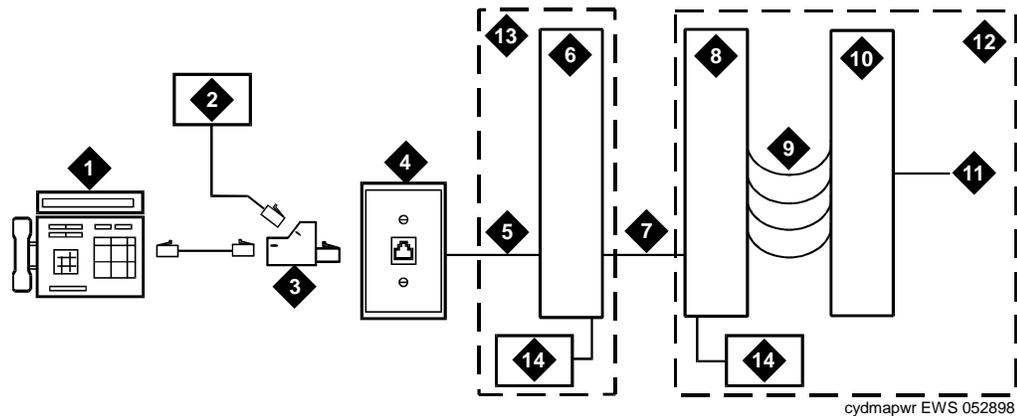
**Figure notes:**

- |                                       |   |
|---------------------------------------|---|
| 1. Flush-Mounted Information Outlet   | 4. 400B2 Adapter                                      |
| 2. Surface-Mounted Information Outlet | 5. To Telephone                                       |
| 3. To Individual Power Unit           | 6. Destination Service Access Point (DSAP) Power Cord |

**Typical adjunct power connections end-to-end**

[Figure 21: Example Adjunct Power Connections](#) on page 390 shows typical connection locations for adjunct power.

**Figure 21: Example Adjunct Power Connections**



**Figure notes:**

- |  |  |
|--|--|
| 1. Typical display telephone   | 9. 100P6A patch cord or jumpers  |
| 2. Individual power supply (Such as 1151B) (Not used if item 14 is used) | 10. System side of MDF   |
| 3. 400B2 adapter   | 11. 25-pair cable to digital line modular jack                                     |
| 4. Information outlet (modular jack)                                     | 12. Equipment room   |
| 5. 4-pair D-Inside Wire (DIW) cable                                      | 13. Satellite location   |
| 6. Satellite site or adapter location                                    | 14. Bulk power supply. Install at satellite location or equipment room (not both). |
| 7. 25-pair D-Inside Wire (DIW) cable                                     |  |
| 8. Station side of MDF   |  |

**Auxiliary power for an attendant console**

The nonessential functions of an attendant console and its optional 26A1 or 24A1 selector console derive power from an auxiliary power source. Provide auxiliary power for an attendant console through this cable so the console remains fully operational during short power outages.

**Note:**

Only 1 console can derive auxiliary power from the system and through the auxiliary cable located in the trunk/auxiliary field.

A console's maximum distance from its auxiliary power source is:

- 800 feet (244 m) for a 302A1
- 350 feet (107 m) for a 301B1 and 302D

An attendant console can also derive auxiliary power from:

- Individual 1151B or 1151B2 power supply
- MSP-1 power supply
- 258A-type adapters
- Bulk power supplies

## Local and Phantom Power

An attendant console's maximum distance from the system is limited. See [Table 19: Attendant Console Cabling Distances](#) on page 391.

**Table 19: Attendant Console Cabling Distances**

| Enhanced Attendant Console (302D) | 24 AWG Wire (0.26 mm <sup>2</sup> ) |        | 26 AWG Wire (0.14 mm <sup>2</sup> ) |        |
|-----------------------------------|-------------------------------------|--------|-------------------------------------|--------|
|                                   | Feet                                | Meters | Feet                                | Meters |
| With Selector Console             |                                     |        |                                     |        |
| Phantom powered                   | 800                                 | 244    | 500                                 | 152    |
| Locally powered                   | 5000                                | 1524   | 3400                                | 1037   |
| Without Selector Console          |                                     |        |                                     |        |
| Phantom powered                   | 1400                                | 427    | 900                                 | 274    |
| Locally powered                   | 5000                                | 1524   | 3400                                | 1037   |

## 1152A1 mid-span power distribution unit

The 1152A1 Mid-Span Power Distribution Unit (PDU) is an Ethernet power supply that provides power to up to 24 46xx-series IP telephones or wireless LAN (WLAN) access points. This unit is used with a 10/100BaseTx standard Ethernet network over a standard TIA/EIA-568 Category 5, 6 or 6e cabling plant. The 1152A1 meets the current requirements of the IEEE802.3af standard for resistive detection.

The 1152A1 PDU complies with the Underwriters Laboratories Inc. (UL) standard UL 1950, second edition.

**Table 20: 1152A1 PDU UL 1950 Compliance**

| Complies | UL 1950                  |
|----------|--------------------------|
| Approved | CSA C22.2 No.950 Std.    |
| Approved | CE Regulatory Compliance |
| Approved | EN 60950                 |
| Approved | TUV EN 60950             |

For safety instructions, see [Important 1152A1 PDU Safety Instructions](#) on page 392. For installation instructions, see [Connecting the 1152A1 PDU cables](#) on page 393.

### Important 1152A1 PDU Safety Instructions

Please read the following helpful tips. Retain these tips for later use.

When using this switch, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons:

- Read and understand all instructions.
- Follow all warnings and instructions marked on this switch.
- This product can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it near water.
- The 1152A1 PDU contains components sensitive to electrostatic discharge. Do not touch the circuit boards unless instructed to do so.
- This product should be operated only from the type of AC (and optional DC) power source indicated on the label. If you are not sure of the type of AC power being provided, contact a qualified service person.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of line or electric shock.
- Disconnect the cords on this product and refer servicing to qualified service personnel under the following conditions:
  - The power supply cord or plug is damaged or frayed
  - Liquid has been spilled into it
  - Exposed to rain or water
  - Dropped or the housing has been damaged
  - Exhibits a distinct change in performance
  - Operates abnormally when following the operating instructions

### Using the 1152A1 PDU

The 1152A1 PDU is used to power the 46xx series of IP telephones in addition to providing 10/100 megabits per second Ethernet connection.

Generation 1 Avaya IP telephones can receive power from the 1152A1 using an in-line adapter. This adapter provides the resistive signature so that the 1152A1 allows power to flow to the telephone. The generation 2 telephones do not need an adapter.

The 1152A1 PDU has 24, 10/100 Base-T ports, each can supply up to 16.8 watts using the internal power supply and operates on a 100-240 volts AC, 60/50 hertz power source.

The 1152A1 PDU is 1U high and fits in most standard 19-inch racks. It can also be mounted on a shelf. Refer to the user's guide that comes with the unit for complete installation instructions.

## To connect the 1152A1 PDU

**! CAUTION:**

The 1152A1 PDU has no ON/OFF switch. To connect or disconnect power to the 1152A1 PDU, simply insert or remove the power cable from the AC power receptacle on the rear of the 1152A1 PDU.

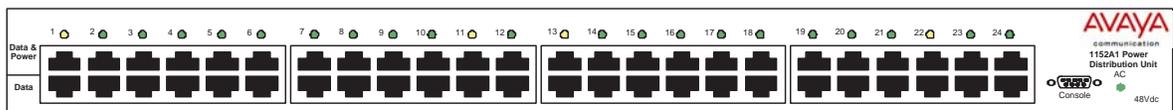
1. Plug a power cord into the power socket on the rear of the 1152A1 Power Distribution Unit.
2. Plug the other end of the power cord into the power receptacle.

The 1152A1 PDU powers up, and the internal fans begin operating.

The 1152A1 PDU then runs through its Power On Self Test (POST), which takes less than 10 seconds. During the test, all the ports on the unit are disabled and the LEDs light up. For more information on the test, refer to the user's guide that comes with the unit.

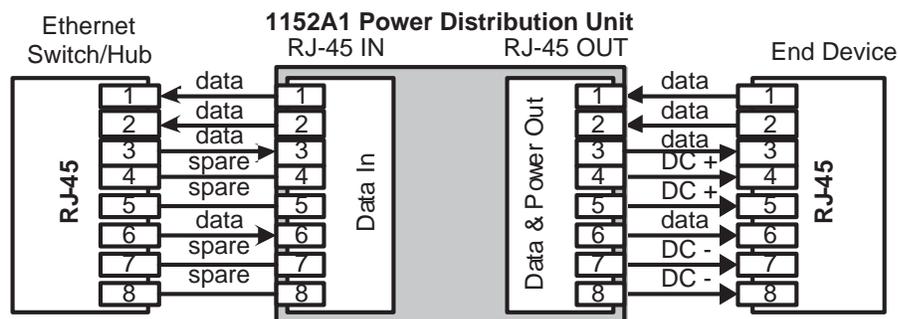
## Connecting the 1152A1 PDU cables

All of the ports on the front of the 1152A1 PDU are configured as data route-through ports for all data wires (pins 1, 2, 3 and 6).



Use a standard CAT5, CAT6 or CAT6e straight-through Ethernet cable (not supplied), including all 8 wires (4 pairs) as shown in [Connecting cables to telephones and other end devices](#) on page 394.

**Figure 22: Connecting telephones and other end devices to the 1152A1 PDU**



## Connecting telephones and adjunct systems

For Data-In ports connect the Ethernet cable leading from the Ethernet Switch/Hub to the Data port. For Data & Power Out ports connect the Ethernet cable leading to the telephone or other end device to the corresponding Data & Power port.

### Note:

Be certain to connect correspondingly numbered Data and Data & Power ports.

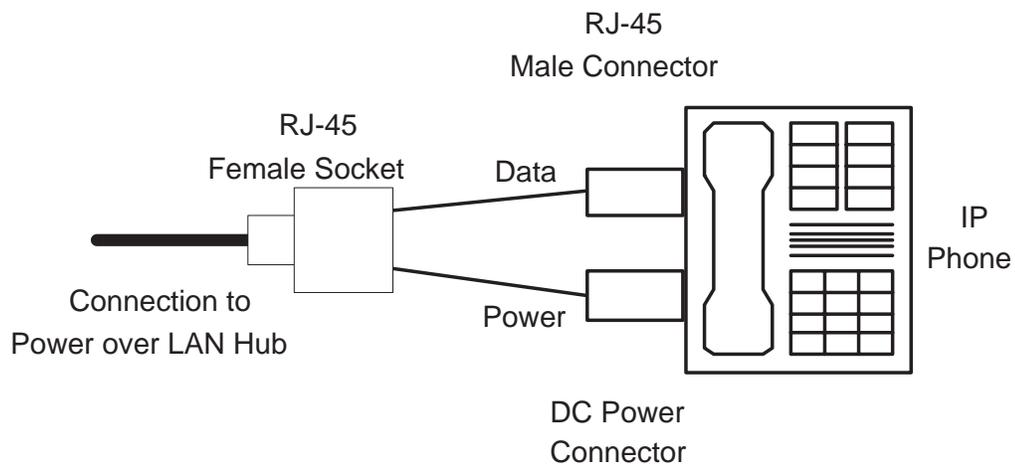
## Connecting cables to telephones and other end devices

The 1152A1 PDU contains line-sensing capabilities that enable it to send power only to end devices designed to receive power from the LAN. These end devices, termed Power over LAN Enabled, receive power once they are connected to the 1152A1 PDU.

To safeguard devices that are not enabled, the 1152A1 PDU detects devices that are not enabled so does not send power. Note that data continues to flow using the Ethernet cable regardless of the status of the end device.

End devices that are not enabled to receive power directly may receive power and data through an external splitter. The external splitter separates the power and data prior to connection to the end device (see [Figure 23: Connecting an IP telephone with an external splitter](#) on page 394).

**Figure 23: Connecting an IP telephone with an external splitter**



Before connecting telephones or other end devices to the 1152A1 PDU, determine if the device:

- Is Power over LAN Enabled or not.

If not, you may safely connect the telephone; however, the port supplies no power and functions as a normal Ethernet data port.

- Requires an external splitter or whether it requires only a single RJ45 connection.

If an external splitter is needed, be certain to use a splitter with the correct connector and polarity.

- Power requirements are consistent with the 1152A1 PDU voltage and power ratings.  
Refer to Appendix B in the user's guide that comes with the unit for voltage and power ratings.

### To connect telephones and other end devices to the 1152A1 PDU

1. Connect an Ethernet cable to the telephone using an external splitter or directly (if the device is Power over LAN Enabled).
2. Connect the opposite end of the same cable to the RJ45 wall outlet.
3. On the front panel of the 1152A1 PDU, monitor the response of the corresponding port LED.  
If it lights up GREEN, the unit has identified your telephone as a Power over LAN telephone.

## P333T-PWR power over ethernet stackable switch

The P333T-PWR power supply complies with the Underwriters Laboratories Inc. (UL) standard UL 1950, second edition.

**Table 21: P333T-PWR UL 1950 Compliance**

| Complies | UL 1950           |
|----------|-------------------|
| Approved | C22.2 No.950 Std. |
| Approved | CE                |

For safety instructions, see [Important 1152A1 PDU Safety Instructions](#) on page 392. For installation instructions, see [Connecting the P333T-PWR switch](#) on page 397.

### Important P333T-PWR switch safety instructions

Please read the following helpful tips. Retain these tips for later use.

When using this switch, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons:

- Read and understand all instructions.
- Follow all warnings and instructions marked on this switch.
- This product can be hazardous if immersed in water.  
To avoid the possibility of electrical shock, do not use it near water.
- The Avaya P333T-PWR switch and modules contain components sensitive to electrostatic discharge.  
Do not touch the circuit boards unless instructed to do so.
- This product should be operated only from the type of AC (and optional DC) power source indicated on the label.

## Connecting telephones and adjunct systems

- If you are not sure of the type of AC power being provided, contact a qualified service person.
- Do not allow anything to rest on the power cord.  
Do not locate this product where the cord will be abused by persons walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of line or electric shock.
- Disconnect the cords on this product and refer servicing to qualified service personnel under the following conditions:
  - The power supply cord or plug is damaged or frayed
  - Liquid has been spilled into it
  - Exposed to rain or water
  - Dropped or the housing has been damaged
  - Exhibits a distinct change in performance
  - Operates abnormally when following the operating instructions

### Using the P333T-PWR switch

The P333T-PWR Power over Ethernet Stackable Switch can be used to power 46xx series IP telephones in addition to providing a 10/100 megabits per second Ethernet connection. The switch can form part of a stack with the G700 Media Gateway or members of the P330 stackable switching system.

 **CAUTION:**

The Avaya P333T-PWR switch does not contain any user-serviceable components inside. Do not open the case.

 **CAUTION:**

The P333T-PWR switch can be used only indoors and in a controlled environment.

The P333T-PWR switch has 24, 10/100 Base-T ports, each of which can supply up to 16.5 watts using the internal power supply and operates on a 100–240 volts AC, 5.3 amperes, 50/60 hertz power source with the option of using the 44~57 volts DC, 15 amperes to boost the inline power.

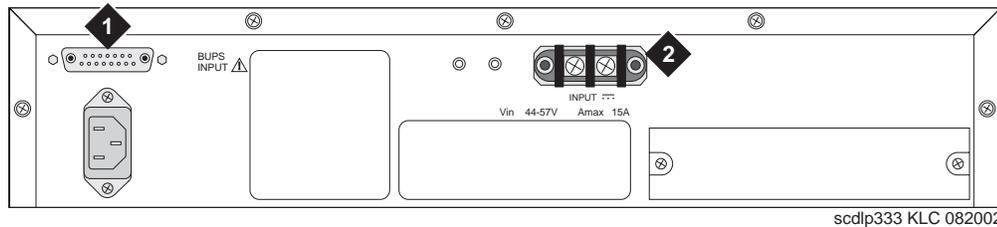
The P333T-PWR switch can be placed in a wiring closet or on a flat, stable surface like a desk. Screws are provided for mounting in a standard 19-inch rack.

## Connecting the P333T-PWR switch

### To power up—AC input

1. Insert the power cord into the power connector (BUPS or AC Power Supply) on the rear of the unit. See [Figure 24: Connectors on the P333T-PWR switch](#) on page 397.

**Figure 24: Connectors on the P333T-PWR switch**



**Figure notes:**

- |                          |                        |
|--------------------------|------------------------|
| <b>1. BUPS connector</b> | <b>2. AC connector</b> |
|--------------------------|------------------------|

2. Insert the other end of the power cord into a non-switched electrical outlet or the connector on the BUPS.

The unit powers up and performs a self-test procedure. The LEDs flash at regular intervals after the self-test procedure is completed successfully.

### To power up—DC input (optional)

The P333T-PWR switch can operate on the AC input only. However, you may wish to use the optional DC input for the following:

- To backup the power over Ethernet ports
- To provide more than 200 watts for the power over Ethernet ports

**Note:**

Please refer to the P333T-PWR switch User's Guide for more information.

## Connecting the cables

### To connect IP telephones, PCs, servers, routers, workstations, and hubs:

1. Connect the Ethernet connection cable (not supplied) to a 10/100 megabits per second port on the front panel of the Avaya P333T-PWR switch.

**Note:**

Use standard RJ45 connections and a CAT5 cable for 100 megabits per second operation.

## Connecting telephones and adjunct systems

2. Connect the other end of the cable to the Ethernet port of the PC, server, router, workstation, IP telephone, switch, or hub.

**Note:**

Use a crossover cable when connecting the Avaya P333T-PWR switch to a switch or hub.

3. Check that the appropriate link (LNK) LEDs light up.

## 1151B1 and 1151B2 power supplies

The 1151B1 and 1151B2 power supplies are local power supplies. The telephones or consoles connect directly to them through an RJ45 connector. The 1151B2 has a battery backup.

These power supplies comply with the Underwriters Laboratories Inc. (UL) Standard UL 60950 third edition.

**Table 22: 1151B1 and 1151B2 Power Supply UL 60950 Compliance**

| Complies  | UL 60950 |
|-----------|----------|
| Certified | CSA 22.2 |
| Approved  | EN6950   |
| Approved  | CE       |

For safety instructions, see [Important safety instructions for 1151B1 and 1151B2 Power Supplies](#) on page 398. For installation instructions, see [Connecting the 1151B1 or 1151B2 power supplies](#) on page 400.

### Important safety instructions for 1151B1 and 1151B2 Power Supplies

Please read the following helpful tips. Retain these tips for later use.

When using this power supply, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons:

- Read and understand all instructions.
- Follow all warnings and instructions marked on this power supply.
- This product can be hazardous if immersed in water. To avoid the possibility of electrical shock, do not use it near water.
- To reduce the risk of electric shock, do not disassemble this product except to replace the battery.

- This product should be operated only from the type of AC power source indicated on the label. If you are not sure of the type of AC power being provided, contact a qualified service person.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of line or electric shock.
- Disconnect the cords on this product and refer servicing to qualified service personnel under the following conditions:
  - The power supply cord or plug is damaged or frayed
  - Liquid has been spilled into it
  - Exposed to rain or water
  - Dropped or the housing has been damaged
  - Exhibits a distinct change in performance
  - Operates abnormally when following the operating instructions

### Using the 1151B1 and 1151B2 power supplies

The 1151B1 and 1151B2 Power Supplies can be used to supply local power to ISDN-T 85xx and 84xx series and 46xx series telephones connected to a media gateway and to the 302D Attendant Console that requires auxiliary power for its display. The unit can supply power to adjunct equipment such as S201A and CS201A speakerphones or a 500A Headset Adapter attached to any currently manufactured analog, **DCP**, or ISDN-T telephone equipped with an adjunct jack.

 **CAUTION:**

The power supply can be used *only* with telecommunications equipment, indoors, and in a controlled environment.

The power supply has a single output of -48 volts DC, 0.4 amperes and can operate from either a 120 volts AC 60 hertz power source (105 to 129 volts AC) or a 220/230/240 volts AC 50 hertz power source (198 to 264 volts AC). Input voltage selection is automatic. The output capacity is 19.2 watts.

The power supply can be placed on a flat surface such as a desk. For wall-mounting, keyhole slots are provided on the bottom of the chassis.

 **CAUTION:**

Do not locate the unit within 6 inches (15 centimeters) of the floor.

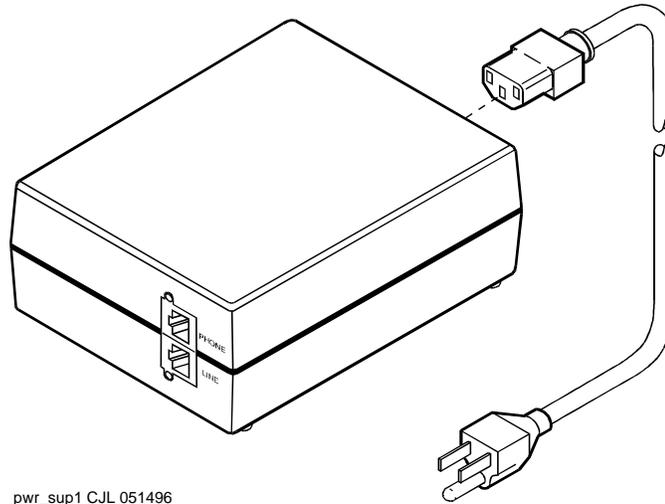
### Connecting the 1151B1 or 1151B2 power supplies

The 1151B1 is a standard (no battery backup) power supply unit. The 1151B2 is a battery backup version of the 1151B1. Either power supply can support one telephone with or without an adjunct. The maximum loop range is 250 feet (76 meters). Two modular jacks are used. Power is provided on the PHONE jack, pins 7 and 8 (- and +, respectively).

The PHONE and LINE jacks are 8-pin female non-keyed 657-type jacks that can accept D4, D6, and D8 modular plug cables. See [Figure 25: 1151B2 Power Supply — Front](#) on page 400.

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**Figure 25: 1151B2 Power Supply — Front**



pwr\_sup1 C.JL 051496

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## Complete the telephone installation process

Consult the planning documentation to obtain the necessary information to complete the installation. Part of the final process involves:

- [Installing the coupled bonding conductor](#) on page 401
- [Installing over-voltage and sneak-current circuit protection](#) on page 402

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### Installing the coupled bonding conductor

The Coupled Bonding Conductor (CBC) provides mutual inductance coupling between the CBC and the telephone cables that are exposed to lightning. The conductor can be a 10 AWG (4 mm<sup>2</sup>) wire tie wrapped to the exposed cables, a metal cable shield around the exposed cables, or six spare pairs from the exposed cable. In a high-rise building, connect the CBC to an approved building ground on each floor.

Before you begin, be sure the telephone lines are cross-connected to the appropriate media module(s).

#### To install the CBC:

1. Connect one end of the conductor to a telephone cable building entrance protector ground that is connected to an approved ground.
2. Route the rest of the conductor next to the exposed telephone cables being protected until they reach the cross-connect nearest to the telephone system.
3. Terminate the other end to the single-point ground block provided for the telephone system.

#### Note:

Position the non-exposed telephone cables at least 12 inches (30.5 cm) away from exposed telephone cables whenever possible.

---

## Installing over-voltage and sneak-current circuit protection

Over-voltage and sneak fuse protection measures are necessary for the safe operation of the G700 Media Gateway system. Out-of-building installations of telephones or other standard (tip/ring) devices/terminals that connect to the Avaya G700 Media Gateway Media Modules require over-voltage and sneak current protection at both building entry points. Sneak current protectors must have a maximum of 350 mA and a minimum voltage rating of 600V.

The following devices have been evaluated or tested and approved to protect the Media Modules from over-voltages and sneak current protection:

- Avaya MM712 DCP: either 146E IROB (In-Range Out-of-Building) or 4C3S-75 solid state protectors for surge and sneak current.
- Avaya MM710 T1/E1: over-voltage and sneak protection for the Avaya MM710 T1/E1 Media Module is provided on the Media Module itself.
- Avaya MM711 Analog: analog trunks use the 507B or 110-SCP-9 sneak current protectors. Over-voltage protection is normally provided by the local telephone company. Analog voice terminals use one of the following types of combined over-voltage and sneak current protection:
  - Gas tube with heat coil: 4B1E-W
  - Solid state with heat coil: 4C1S
  - IROB: 146C (4-lines) or 146F (25-lines)



**WARNING:**

Only service-trained personnel must install these circuit protection devices.

---

## IA 770 INTUITY AUDIX messaging application

**Note:**

For complete information on IA 770 INTUITY AUDIX Installations, including the S8300 hard drive replacement, see the IA INTUITY AUDIX documentation on the *Avaya S8300, S8500, and S8700 Media Server Library CD, 555-233-825*, or *Avaya IA770 INTUITY AUDIX Messaging, Release 2.0, Installation, Upgrades, and Troubleshooting, 11-300399*. Both of these documents are included in the IA 770 INTUITY AUDIX Messaging Application Technician Kit.

The IA 770 INTUITY AUDIX Messaging Application runs only on a G700 Media Gateway controlled by an S8300 Media Server.

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### Shared resources of IA770 coresidency

Because it is coresident on the S8300, the INTUITY AUDIX system uses many of the S8300 resources for call processing, data storage, and access and use of administrative tools.

Specifically, the INTUITY AUDIX system uses the following:

- The S8300 hard drive for data storage and retrieval
- The S8300 TFTP server
- License file downloads and updates
- Backup and restore of data
- Software updates and upgrades
- The IP address of the S8300 for remote administration access and TCP/IP networking functions such as Digital Networking, Message Manager, and Internet Messaging
- The S8300 license file for feature activation
- The S8300 General Alarm Manager for alarm display

As a result, the administrator administers some functions of the INTUITY AUDIX system by directly administering the INTUITY AUDIX application, while the administrator administers other functions of the INTUITY AUDIX system by administering the S8300 platform.

**To access the INTUITY AUDIX IA770 administration screens and web pages - 4.** Click on the **Messaging Administration** link from the S8300 Web Interface Main Menu.

## Where is the IA770 location and software

The INTUITY AUDIX system software is loaded directly onto the S8300 hard drive.

**Note:**

For pre-CM2.2 releases, the INTUITY AUDIX system also requires the use of a CWY1 board. This board connects directly to the S8300 processor through the S8300 Time Division Multiplexing (TDM) bus. Once installed, this board hosts portions of the INTUITY AUDIX platform software. INTUITY AUDIX uses this board to convert messages to the code-excited linear prediction (CELP) format, convert text to speech, and process touchtones.

## How are voice communication and control messages sent

In earlier versions of INTUITY AUDIX that ran on a separate PC connected to a switch, the voice communication (messages, announcements, greetings, and so on) occurred over analog voice ports, while control messages (timestamps, called and calling party data, message-waiting signals, and so on) occurred over a data link on the LAN or through X.25 protocol connections.

Since the IA 770 INTUITY AUDIX system runs on a CWY1 circuit board that you plug directly into the S8300 processor (pre-CM2.2 releases), the analog voice ports and the data link do not use physical ports. Instead, the INTUITY AUDIX software and the switch software send voice signals to one another using virtual ports over the TDM bus connection of the CWY1 board (pre-CM2.2 releases) and processor board.

For Communication Manager Release 2.2, the CWY1 circuit board is no longer necessary.

## The need for an AUDIX hunt group

The logic of voice ports, however, remains the same. This logic means that an INTUITY AUDIX hunt group must still be defined with 4 or 8 virtual voice ports and extension numbers. Other switch administration tasks that are associated with proper hunt group functions, such as creating COR, COS, and coverage paths, are also required. The S8300 and INTUITY AUDIX software applications send control messages to each other by using the same shared S8300 processor, and therefore, administration of a data link is not required.

---

## IA 770 INTUITY AUDIX installations and S8300 upgrades for IA 770 INTUITY AUDIX

To install an IA 770 INTUITY AUDIX system, you must install the INTUITY AUDIX software. Depending on the software release (pre-CM2.2), you may also need to install the CWY1 board. The INTUITY AUDIX software is included in the S8300 software load (the **.tar** file), but it must be installed using INTUITY AUDIX installation tools.

To install the IA 770 INTUITY AUDIX system on an S8300 system, you may have to replace the hard drive of the S8300, replace the S8300 Media Server, and/or upgrade the S8300 software first. The hard drive and server replacements require a backup of translations to your laptop and a subsequent restore of translations. See [About the Installation Roadmap and Task Lists](#) on page 35 for more information on specific installation scenarios.

For complete information on IA 770 INTUITY AUDIX Installations, including the S8300 hard drive replacement, see the IA INTUITY AUDIX documentation on the *Avaya S8300, S8500, and S8700 Media Server Library CD*, 555-233-825, or *Avaya IA770 INTUITY AUDIX Messaging, Release 2.0, Installation, Upgrades, and Troubleshooting*, 11-300399. Both of these documents are included in the IA 770 INTUITY AUDIX Messaging Application Technician Kit

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## INTUITY AUDIX LX messaging system

The process of integrating an INTUITY AUDIX LX system with an Avaya S8300 Media Server involves a series of tasks to prepare the switch to work with the INTUITY AUDIX LX system.

The procedures for this process are fully documented in *INTUITY AUDIX LX Release 1.0 Documentation*, 585-313-818. The information is contained in a document with the title INTUITY AUDIX LX Release 1.0 LAN Integration with S8300 and DEFINITY® Systems.

## ASAI co-resident DEFINITY LAN gateway (DLG)

The DEFINITY LAN Gateway (DLG) is an application that enables communications between TCP/IP clients and Communication Manager call processing. In more technical terms, the DLG application is software that both routes Internet work messages from one protocol to another (ISDN to TCP/IP) and bridges all ASAI message traffic (by way of a TCP/IP tunnel protocol).

The DLG listens for client connections (a specific IP Address) over a well-known TCP port (5678). The client accesses the DLG's services by connecting to TCP port 5678 at the IP address of the DLG's Ethernet interface, which can be a MAPD (TN801B), a Processor (TN2314), or a C-LAN (TN799). The client then exchanges TCP Tunnel Protocol messages with the DLG to request a connection to a specific Computer Telephony Integration (CTI) link. The DLG authenticates the client based on its administration and then establishes or refuses the connection. Once a connection is established, the ASAI layer 3 messages are transparently passed through the DLG (that is, the DLG does not process any message content). Each TCP connection to the DLG has a one-to-one correspondence with a CTI link.

The DLG application is packaged either **externally** on a separate circuit pack (the TN801 MAPD circuit pack) or **internally**, where it co-resides with Communication Manager. The externally packaged DLG is referred to as the **MAPD DLG**, and the internally packaged DLG is referred to as the **Co-Resident DLG**. The Co-Resident DLG and the MAPD DLG accomplish the same basic function (ASAI to Ethernet transport).

The Co-Resident DLG is application software that co-resides with Communication Manager on the Media Server running Communication Manager. No physical installation or MAPD-specific administration is required for the Co-Resident DLG. In terms of switch-based connectivity, the Co-Resident DLG is supported by the following platforms:

- Avaya S8300 Media Server with Avaya G700 Media Gateway

Administration of the Co-Resident DLG is carried out on the switch using the **change ip-services** SAT command. When the service type DLG is specified on the **IP Services** screen, the **DLG administration** screen displays. The Co-Resident DLG does not rely on ports. Port allocation is not required for administering the Co-Resident DLG.

For Avaya S8300 Media Server with Avaya G700 Media Gateway, the Co-Resident DLG relies on the S8300 Media Server for Ethernet connectivity.

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## PROCR administration task summary (for the S8300 Media Server)

To administer PROCR on the S8300 Media Server with G700 Media Gateway:

1. On the SAT interface, type `display system-parameters customer-options`.

Go to page 4 and make sure that **Processor Ethernet** is enabled.

2. Type `display ip-interfaces`

Make sure the PROCR is administered and its **Ethernet port** is enabled. If the PROCR is not listed (PROCR should appear in the **Type** option field), add the PROCR.

To administer CTI links:

1. Use the `display system-parameters customer-options` command and make sure the following option is set to `yes`:

```
Co-Res DEFINITY LAN GATEWAY (y)
```

2. Use the `add cti-link` command to administer a CTI link.

3. Use the `change ip-services` command and specify a **Service Type** of **DLG**.

When **Service Type DLG** is entered, the system adds a **DLG Administration** page as the last of the form.

4. Complete the **DLG Administration** page to add your client information.

**Note:**

A CTI link must be administered before a link number can be entered. For more information and detailed procedures, refer to *CallVisor® ASAI Technical Reference*, 555-230-220.

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## Supported Ethernet Interfaces

[Table 23: Ethernet Interfaces](#) on page 408 summarizes Ethernet interfaces used by several current switching platforms:

**Table 23: Ethernet Interfaces**

| <b>Platform</b>   | <b>Processor Ethernet Interface?</b> | <b>C-LAN (TN799) Ethernet Interface</b> |
|---|--------------------------------------|---|
| DEFINITY Servers<br>csi, si, and r                      | No                                   | Yes                                     |
| Avaya S8100 Media Server (formerly DEFINITY ONE/ IP600) | Yes                                  | Yes                                     |
| Avaya S8300 Media Server with Avaya G700 Media Gateway  | Yes                                  | No                                      |

---

## Call center

The S8300 Media Server provides an excellent solution for a small call center. The S8300 Media Server with the G700 Media Gateway supports the following call center capabilities:

- All three Avaya call center packages:
  - Avaya Call Center Basic
  - Avaya Call Center Deluxe
  - Avaya Call Center Elite
- Up to 450 agents
- A maximum of 16 ASAI links
- Avaya G700 announcement software

## About Avaya G700 announcement software

Voice announcements are used in a call center environment to announce delays, direct customers to different departments, and entertain and inform calling parties. The announcement capability is standard and comes co-resident on the G700. The G700 announcement software has many of the functions of the TN2501AP VAL circuit pack.

See [Table 24: Comparison between the G700 Announcement software and the VAL circuit pack](#) on page 409 for differences between the Avaya G700 Announcement software and the VAL circuit pack. For more information on Avaya G700 Announcement software, see the *Administrator's Guide for Avaya Communication Manager*, 555-233-506, Chapter 13, "Managing Announcements".

**Table 24: Comparison between the G700 Announcement software and the VAL circuit pack**

| Area description   | TN2501AP (VAL) circuit pack   | Avaya G700 announcement software               |
|--|---|--|
| Requires hardware  | Yes   | No   |
| Maximum storage time per board for TN750 or TN2501AP                   | Up to 60 minutes at 64 Kbps sample rate   | Up to 20 minutes at 64Kbps uncompressed speech |
| Concurrent Calls per Announcement                                      | 50 when using a DEFINITY Server SI or DEFINITY Server CSI<br>1,000 when using the DEFINITY Server R, S8500, or S8700/S8710 Media Server | 1,000  |
| Backup and restore over LAN  | Yes   | Yes  |
| Recording Method   | Use PC or telephone   | Use PC or telephone                            |
| File portability to multiple DEFINITY or Communication Manager servers | Yes   | Yes  |

1 of 2

**Table 24: Comparison between the G700 Announcement software and the VAL circuit pack (continued)**

| <b>Area description</b>                            | <b>TN2501AP (VAL) circuit pack</b>   | <b>Avaya G700 announcement software</b>              |
|--|--|--|
| Playback quality                                   | Toll quality   | Toll quality   |
| Backup speed                                       | 2.6 seconds for each 60 seconds of announcement time   | 2.6 seconds for each 60 seconds of announcement time |
| Reliability  | High   | High   |
| Firmware downloadable                              | Yes  | Yes  |
| Number of boards per system                        | 5 on the DEFINITY CSI and DEFINITY SI<br>10 on the DEFINITY R and S8500 or S8700/S8710 Media Server                  | 10 per configuration                                 |
| Announcements per board                            | 256  | 256  |
| Maximum number of announcements in a configuration | 128 DEFINITY Server CSI or DEFINITY Server Si<br>1,000 DEFINITY Server R<br>3,000 S8500, or S8700/S8710 Media Server | 3,000 over multiple G700 Media Gateways              |
| Format   | CCITT A-law or u-law   | CCITT A-law or u-law                                 |
| Sample bits  | 8  | 8  |
| Sample rate  | 8,000 KHz  | 8,000 KHz  |
| Channels   | Mono   | Mono   |

**2 of 2**

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## Avaya Integrated Management

Avaya Integrated Management provides a comprehensive set of network and system management solutions for the converged voice and data environment. Avaya Integrated Management is available in several different offers. Each offer includes an appropriate set of applications to meet different business needs. Contact your client executive to learn which offer best meets the needs of your enterprise.

Avaya Integrated Management architecture provides standards-based infrastructure for integrated management applications. The individual applications over time will become integrated with a common look and feel. The available products include:

- [Avaya ATM WAN Survivable Processor Manager](#)
- [Avaya Directory Enabled Management](#)
- [Avaya MultiService Network Manager](#)
- [Avaya MultiService SMON Manager](#)
- [Avaya Fault and Performance Manager](#)
- [Avaya Proxy Agent](#)
- [Avaya Configuration Manager](#)
- [Avaya Site Administration](#)
- [Avaya Terminal Configuration](#)
- [Avaya Terminal Emulator](#)
- [Avaya Voice Announcement Over LAN Manager](#)
- [Avaya VoIP Monitoring Manager](#)

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### Avaya ATM WAN Survivable Processor Manager

Avaya ATM WAN Survivable Processor Manager is a Windows (98/NT/2000) client/server software tool with which administrators can upload translations from a main Media Server to the Avaya ATM WAN Survivable Processor Manager workstation. Once translations are uploaded, administrators can then download them from the workstation to a maximum of 15 separate ATM WSP Media Servers using LAN connectivity.

## Avaya Directory Enabled Management

Avaya Directory Enabled Management is a web-based software solution that provides real-time Directory-based (LDAP) read/write access to Media Servers. Avaya Directory Enabled Management provides the capability to keep data, such as station and subscriber data, synchronized with its image in the LDAP data store, and provides a rules engine that facilitates the management of these servers/applications, based on events (add/delete/modify) that take place at servers or applications. Currently, Avaya Directory Enabled Management operates only with Microsoft Internet Explorer.

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## Avaya MultiService Network Manager

Avaya MultiService Network Manager provides customers with either a standalone product or one that can integrate with the HP OpenView NMS, and includes applications that allow customers to manage network devices. These applications include:

- Avaya MultiService Address Manager — displays a centralized list of hosts in the network, and correlates among IP addresses, MAC addresses, and device port connectivity.
- Avaya MultiService Configuration Manager — provides quick network setup and installation, fast recovery for faulty devices, downloading/uploading configuration data, backup of configuration files, and export of configuration files to other sources for reporting or analysis.

Accessible from within Avaya MultiService Configuration Manager, Avaya MultiService EZ2Rule Manager is a campus-wide application that provides Quality of Service (QoS) management for small sites with limited bandwidth resources. In addition, Avaya MultiService EZ2Rule Manager enables the user to preview the application of new rules before network deployment, ensuring accurate and consistent deployment of priorities in the network.

- Avaya MultiService Console — provides the discovery of IP-enabled devices, hierarchical map representation, device status, fault monitoring, and a launch point for device managers.
- Avaya MultiService Software Update Manager — downloads software to managed Avaya MultiService devices, and performs all necessary software maintenance operations. These operations include checking current software versions against the latest versions available from the Avaya Web site, recommending updates, and providing an inventory of Avaya MultiService data devices residing on the network.
- Avaya MultiService VLAN Manager — a graphical application for VLAN management that allows for configuration and monitoring of VLAN use. Avaya MultiService VLAN Manager assigns and maintains VLAN numbering and naming, tracks additions and changes to the network, validates VLAN name and tag values, and monitors the number of VLANs in order to assist in maintenance tasks.

Avaya MultiService Network Manager supports converged network environments composed of multi-vendor equipment from key vendors and will be enhanced to support all Avaya IP voice systems and data devices to create a full convergence solution.

---

## Avaya MultiService SMON Manager

Avaya MultiService SMON Manager monitors the Ethernet and provides complete visibility of all switched traffic in the network. Although SMON Manager is an application provided with Avaya MultiService Network Manager, SMON Manager requires a license key before it can be used.

---

## Avaya Fault and Performance Manager

Avaya Fault and Performance Manager operates standalone or with Avaya MultiService Network Manager and/or HP OpenView to provide a network map or system view of a converged network. Use it to view fault and performance data, busyout boards and ports, acknowledge exceptions, and configure collection times and information.

---

## Avaya Proxy Agent

Avaya Proxy Agent is the SNMP proxy agent that provides an interface to Media Servers running DEFINITY Release 9 software through and including current versions of Avaya Communication Manager. Avaya Proxy Agent provides a protocol conversion between the proprietary OSSI protocol and SNMP.

---

## Avaya Configuration Manager

Avaya Configuration Manager allows you to administer Media Servers running DEFINITY Release 9 software through and including Avaya current versions of Avaya Communication Manager. Multiple administrators can access multiple Media Servers. Administrators can perform station moves/adds/changes, print button labels, as well as many other common administrative activities. Avaya Configuration Manager provides a web-based Graphical User Interface (GUI) client that runs in the supported browsers and allows administrators access Communication Manager from any workstation on the network.

## Avaya Site Administration

Avaya Site Administration is a PC-based Windows (98/NT/2000) tool that lets you administer Media Servers running DEFINITY Release 9 software through and including current versions of Avaya Communication Manager, and AUDIX Messaging Systems. Avaya Site Administration simplifies administration with an easy-to-use interface that offers wizards and GEDI (Graphically Enhanced DEFINITY Interface), as well as terminal emulation.

---

## Avaya Terminal Configuration

Avaya Terminal Configuration is a web-based client application that allows end users to access Media Servers in order to configure personal station set preferences and features. Avaya Terminal Configuration runs on top of Avaya Directory Enabled Management software, and therefore requires that Avaya Directory Enabled Management software be installed.

---

## Avaya Terminal Emulator

Avaya Terminal Emulator is a Windows (98/NT/2000) application that provides direct connectivity capabilities. It can be run either as a standalone application or run from Avaya Site Administration. Avaya Terminal Emulator includes the following features:

Connection List — lets you store and organize information about the systems to which you regularly connect and allows you to connect to them by double-clicking.

FTP Manipulator — lets you transfer files to and from your computer to a remote system.

Icon Manager — lets you assign functionality to icons that come as part of Avaya Terminal Emulator or to your own icons.

Telnet connection — lets you launch a telnet session to remote systems that you are accessing over a LAN or WAN.

Terminal Emulator — lets you access systems using a modem, data module, PDM, or direct connection.

---

## Avaya Voice Announcement Over LAN Manager

Avaya Voice Announcement over LAN Manager lets you use your LAN to transfer recorded announcements to the TN2501AP boards located in remote Media Servers.

Avaya Voice Announcement over LAN Manager offers the following capabilities:

- View the current status of TN2501AP board announcements
- Simplified administration to add/change/remove announcements
- Copy/backup announcement files from a supported TN2501AP board to Avaya Voice Announcement over LAN Manager using a customer's LAN
- Copy/restore announcement files to a supported TN2501AP board from Avaya Voice Announcement over LAN Manager using a customer's LAN

---

## Avaya VoIP Monitoring Manager

Avaya VoIP Monitoring Manager is Windows 2000 application that allows you to monitor real-time Quality of Service (QoS) measurements for VoIP systems. Avaya VoIP Monitoring Manager offers a client GUI accessible from your LAN or using remote access. Avaya VoIP Monitoring Manager can generate traps associated with VoIP QoS sent to any NMS, and can receive RTCP packets from IP telephones, IP soft phones, VoIP engines (on G700 Media Gateways), and Prowler boards. Avaya VoIP Monitoring Manager can operate as a standalone application, or it can be integrated with Avaya MultiService Network Manager.

## Uninterruptible power supply (UPS)

Several varieties of the Avaya Uninterruptible Power Supply (UPS) are available. A typical example, the 700 VA 120 V Online UPS provides 700 VA/490 Watts/5.8 amps at 120 Volts AC and battery holdover of 9 minutes at full load. Two optional Extended Battery Modules (EBM24) extend the run time to 156 minutes at full load. The UPS groups the six available 5-15R receptacles into two groups of three to make it possible for customers to shutdown one set of loads to allow longer run times for more critical loads during a power failure. Power management is included. The UPS chassis can be installed in a tower or mounted in a data rack. Serial interface capabilities and alarm contacts are standard.

The types of UPS units available include:

- AS1 700VA 120V Online UPS
- AS1 700VA 230V Online UPS
- AS1 700VA 100V Online UPS Japan
- AS1 700VA 200V Online UPS Japan
- AS1 1500VA 120V Online UPS
- AS1 1500VA 230V Online UPS
- AS1 1500VA 100V Online UPS Japan
- AS1 1500VA 200V Online UPS Japan

UPS add-on modules include the following:

- Extended Battery Module - EBM24 700-1000 VA
- UPS Extended Battery Module - EBM48 1500-2000 VA
- SNMP MODULE 700-2000 VA
- BYPASS DISTRIBUTION MODULE 120V 700-1500 VA
- PWR UPS BYPASS DISTR MOD S1 700 VA - 2K VA

Full Details on these units can be found in *Hardware Guide for Avaya Communication Manager*, 555-245-207.

## Terminal server installation

This section provides information on connecting adjunct equipment to a G700 or G350 Media Gateway with an S8300 Media Server using a terminal server ([Figure 26: Switch-to-adjunct LAN connectivity through a terminal server](#) on page 417). Avaya supports the IOLAN+ 104 terminal server.

Any device that does not support a direct TCP/IP connection, but that does support an RS232 interface, can connect through a terminal server. System printers and some CDR devices use RS232 connections and can connect through a terminal server.

You can connect up to four adjuncts through one terminal server.

**Figure 26: Switch-to-adjunct LAN connectivity through a terminal server**

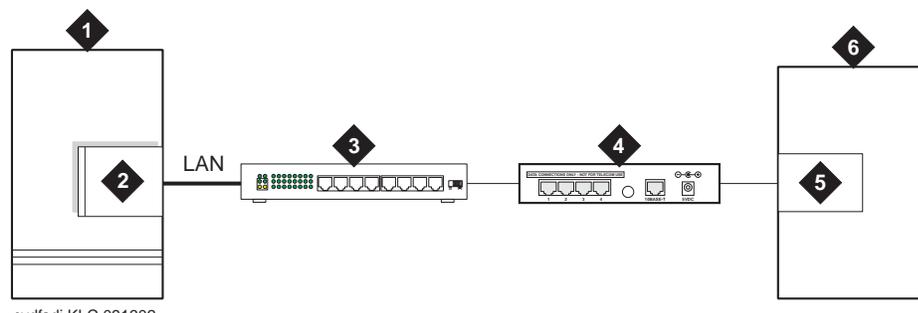


Figure notes:

- |   |                    |
|---|--------------------|
| 1. switch   | 4. terminal server |
| 2. IP connection on an S8300/G700 or G350 configuration | 5. serial port     |
| 3. 10/100Base-T Hub (optional)                          | 6. CDR adjunct     |

## Installing and administering the terminal server

Make sure you have all the equipment on site before the installation. You must have the hardware listed in [Table 25: Required equipment](#) on page 417.

**Table 25: Required equipment**

| Comcode   | Description   | Qty | Supplier |
|-----------|---|-----|----------|
| 700015084 | IOLAN+ 104 communications server                            | 1   | Avaya    |
| NA        | RJ45-to-DB25 connector for IOLAN+ (supplied with 700015084) | 4   | Avaya    |

1 of 2

**Table 25: Required equipment (continued)**

| Comcode                            | Description   | Qty       | Supplier          |
|------------------------------------|---|-----------|-------------------|
| NA                                 | DB25-to-DB9 connector for PC COM port   | 1         | Avaya             |
| NA                                 | RS232 Null modem (if needed for PC or printer connectivity)                   | 1 or more | Avaya             |
| 405369042                          | Male/female adapter (if necessary)  | 1 or more | Avaya             |
| 846943306<br>or<br>104154414<br>NA | 6-inch RJ45 crossover cord, or<br>10/100Base-T auto-sensing LAN hub or router | 1<br>1    | Avaya<br>Customer |
| 102631413<br>NA                    | 259A adapter, or<br>CAT5 cross connect hardware and connecting blocks         | 1         | Avaya<br>Customer |
| NA                                 | RJ45 UTP Category 5 modular cords   | 1–2       | Customer          |
| NA                                 | 451A in-line RJ45 adapters, as needed to connect modular cords together       |           |                   |

**2 of 2**

You also need a computer (laptop) with the HyperTerminal software program for the initial administration of the IOLAN+ and to set up the ports.

### **What are the distance limits for the terminal server**

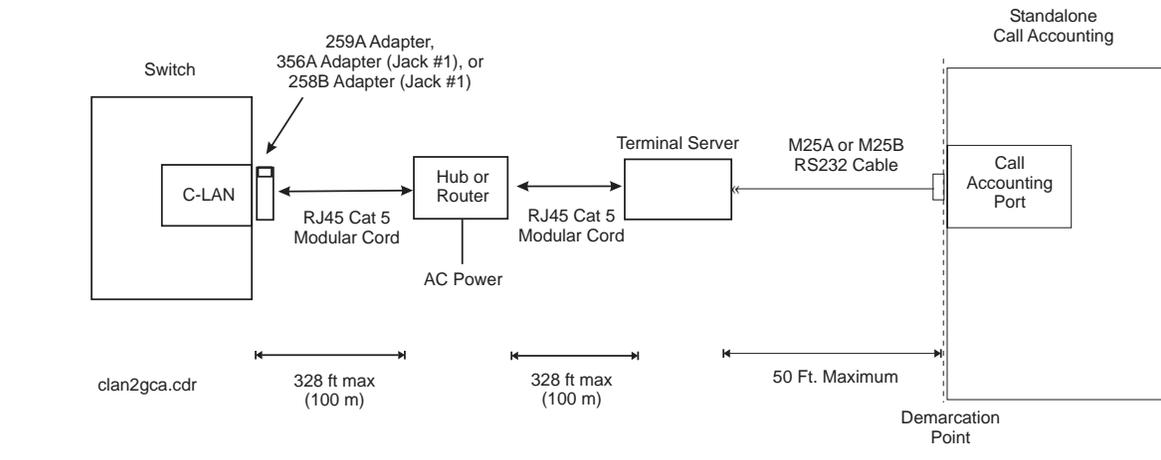
The distance limit from the switch to the LAN hub is 328 feet (100 meters). The distance limit from the LAN hub to the terminal server is 328 feet (100 meters). If installed, the limit from the terminal server to the adjunct is 50 feet (15 meters).

However, to achieve greater distance limits, the switch's LAN hub/router may be connected to a WAN and the hub/router for the terminal server also connected to the same WAN.

## How is the terminal server cabling connected

[Figure 27](#) shows the connection between the terminal server port and a call accounting system.

**Figure 27: Stand-alone call accounting system link using a terminal server**



**Note:**

You can connect the S8300 Media Server directly to the terminal server with a data crossover cable. This connection eliminates the need for a hub or router in the middle, but the connection also allows the S8300 Media Server and the terminal server to communicate only with each other. With this connection, the S8300 Media Server and the terminal server should be configured with the same subnet.

The general connection process requires:

- [Connecting the IOLAN+ to the adjunct and the LAN](#) on page 419
- [Administering the IOLAN+](#) on page 420
- Test the connectivity back through the switch

## Connecting the IOLAN+ to the adjunct and the LAN

Connect the adjunct to the IOLAN+, using the RJ45-to-DB25 cable and the null modem. You can use a male/female adapter. See [Figure 28](#).

Figure 28: Connecting an adjunct to the IOLAN+

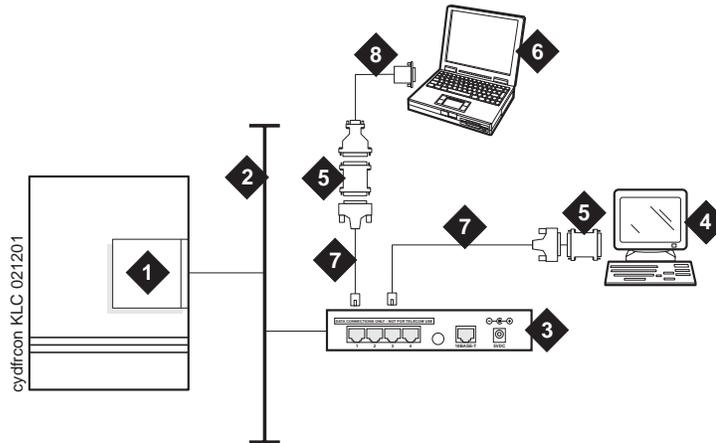


Figure notes:

- |  |  |
|--|--|
| 1. IP connection on an S8300/G700 or G350                                | 5. Null modem                                |
| 2. Local area network (LAN)  | 6. PC or laptop (for initial administration) |
| 3. IOLAN+ 104 terminal server  | 7. DB25-to-RJ45 cable                        |
| 4. Adjunct (system management terminal or a system printer, for example) | 8. DB25-to-DB9 cable                         |

Follow these typical steps:

**Note:**

Depending on the adjunct's connections, you may not need all of these pieces.

**To Connect the IOLAN+ to the adjunct and the LAN**

1. Connect the null modem adapter to COM1 port on the adjunct.

**Note:**

The null modem is an important element in this setup. Without it, data may not transfer correctly.

2. Connect the other end of the null modem adapter to the DB25 to RJ45 cable.
3. Connect the RJ45 end to any port on the IOLAN+.

**Administering the IOLAN+**

To administer the IOLAN+ the first time, you must connect a PC or laptop to the RS232 Port 1 on the IOLAN+ terminal server. Follow these typical steps:

**Note:**

Depending on the computer's COM port, you may not need all of these pieces.

### To connect the IOLAN+

1. Connect the DB9 end of the DB9-to-DB25 cable to the COM port on the PC or laptop.
2. Connect the DB25 end to the null modem adapter.
3. Connect the other end of the null modem adapter to the DB25 to RJ45 cable.
4. Connect the RJ45 end to Port 1 of the IOLAN+.

Before beginning the initial administration, make sure you have the following information:

- New IP address and subnet mask for IOLAN+
- Host name for IOLAN+
- IP address of S8300 Media Server Ethernet interface
- Port number of S8300 Media Server Ethernet interface where adjunct connects

Use the HyperTerminal software program that comes with Windows 95/98/NT/2000 to administer the IOLAN+.

### To set up HyperTerminal on the computer

1. Open HyperTerminal.
2. Click on **File > Properties > Connect** tab.  
In the Connect using: field, select **COM *n***  
where ***n*** is the communication port your computer is using.
3. Click on **CONFIGURE**  
Set the **bits per second** field to **9600**.  
Set the **Flow control** field to **Hardware**.
4. Click **OK**.
5. Press **ENTER** to get the login prompt.

### To administer the IOLAN+ the first time

1. At the login prompt type **any text** and press **ENTER**.

## Connecting telephones and adjunct systems

- At the second prompt type `set term ansi` and press **ENTER** to view the **Connections Menu**.

```
Name: port 2                CONNECTIONS MENU                Terminal: 2

      Connection          Host

      1                *** FREE ** === Commands ===
      2                *** FREE ** | Telnet      ^T|
      3                *** FREE ** | Rlogin     ^R|
      4                *** FREE ** | Port       ^P|
                        | Admin mode ^A|
                        | CLI         |
                        | Lock        |
                        | Logout     ^D|
                        |=====|

-----
IOLAN PLUS v4.02.00 a CDi                                iolan
```

- Under **Connection** select **Port 1** (the port to which the adjunct is connected) and press **ENTER** to access the **Commands** menu.
- Select **Admin mode > Password** and press **ENTER**.

```
Name: port 2                ADMINISTRATION MENU                Terminal: 2

gateway      Examine/modify gateway table.
host         Examine/modify host table.
line         Terminal configuration organised by line.
password     Specify password to allow modification of menu items.
port         Terminal configuration organised by port.
quit         Return to connections menu.
server       Examine/modify Server parameters.
stats        Examine Server statistics.

Password    [          ]

-----
IOLAN PLUS v4.02.00 a CDi                                iolan-st
```

- Type `iolan`, the default password, and press **ENTER**.  
The **Administration Menu** changes, offering more options.

6. Select **server** and press **ENTER** to view the **Server Configuration** menu.

```

** Administrator **                SERVER CONFIGURATION                Terminal: 2

Name                               [iolan      ]                Debug mode   [0      ]
IP address                         [123.45.67.89 ]
Subnet mask                        [222.222.0.0  ]
Ethernet address [00:80:d4:03:11:cd]                Ethernet interface [AUTO]
Language                           [English  ]
Identification                       ]
Lock                                [Disabled]
Password limit                      [5      ]
CR to initiate                      [No  ]
SNAP encoding                       [Disabled]
Boot host                           [                ] Boot diagnostics [Enabled ]
Boot file                           [                ]
Init file                           [                ]
MOTD file                           [                ]
Domain name                         [                ]
Name server                         [                ]                NS Port   [53      ]
WINS server                         [                ]

-----

Name used for prompts and message on bottom right of screen.

IOLAN PLUS v4.02.00 a CDi                iolan

```

7. Fill in the following fields with information appropriate to your network.

Leave the default settings for the other fields.

- **Name:**
- **IP address:** (for IOLAN+)
- **Subnet mask:**

8. Press **ENTER** and select **Save & Exit** to effect the changes.

You must reboot the server any time you change an **IP address** or **Local Port** value.

### To reboot the IOLAN+

1. Press **ENTER** to view the **Administration Menu**.

```
** Administrator **                ADMINISTRATION MENU                Terminal: 2

access      Remote System Access (PPP).
change      Change login and/or admin password.
gateway     Examine/modify gateway table.
host        Examine/modify host table.
kill        Kill TCP connections on serial line.
line        Terminal configuration organised by line.
port        Terminal configuration organised by port.
quit        Return to connections menu.
reboot     Reboot Server.
server      Examine/modify Server parameters.
stats       Examine Server statistics.
trap        Examine/modify SNMP Trap parameters.

Port                [ 2 ]

-----

IOLAN PLUS v4.02.00 a CDi                iolan
```

**Note:**

The following steps re-initialize the IOLAN+ so it knows it's connected to the LAN through its IP address.

2. Select **reboot** and press **ENTER**.
3. Press the space bar to restart the IOLAN+.

### Navigating the IOLAN+ terminal server

Refer to the IOLAN+ user guide for details. In general, you must:

- Use the arrow keys to move to a menu item.
- Use the **TAB** key to move from field to field horizontally.
- Use the **ENTER** key to choose an item.

## Administering the gateway

**Note:**

If the S8300 Media Server and IOLAN+ are in the same subnet, skip this step.

### To administer the gateway for IOLAN+

1. Select **Admin mode > Password** and press **ENTER**.
2. Type **iolan** and press **ENTER**.
3. Select **gateway** to access the **Gateway** menu
4. Fill in the following fields for **Entry 1**:
  - **Destination:** S8300 Media Server *IP address*
  - **Gateway:** *Gateway address*
  - **Netmask:** *Subnet mask*

**Note:**

The following steps re-initialize the IOLAN+ so it knows it's connected to the LAN through your gateway.

5. Select **reboot** and press **ENTER**.
6. Press the space bar to restart the IOLAN+.

## Administering an IOLAN+ port

Use this procedure when connecting an adjunct or serial COM port on a PC directly (locally) to the IOLAN+ (see [Figure 28: Connecting an adjunct to the IOLAN+](#) on page 420).

### To administer an IOLAN+ port

1. Select **Admin mode > Password** and press **ENTER**.
2. Type **iolan** and press **ENTER**.
3. Select **port** and press **ENTER**.

## Connecting telephones and adjunct systems

### 4. Type *port number* and press **ENTER** to view the **Port Setup Menu**

where *port number* is the port that the adjunct connects to,

```
** Administrator **
PORT SETUP MENU
Terminal: 2
Hardware
Speed          [9600 ]   Flow ctrl    [xon/xoff]   Keys
Parity         [None]   Input Flow   [Enabled ]   Hot  [^]      Intr  [^C]
Bit            [8]     Output Flow  [Enabled ]   Quit [^@]     Kill  [^U]
Stop           [1 ]
Break         [Disabled] IP Addresses
Monitor DSR    [Yes ]   Src  [           ]   Mask [           ]
Monitor DCD    [No ]   Dst  [           ]

User
Name  [port 2 ]   Options
Terminal type [undef ] Rlogin/Telnet [Telnet] Access
TERM  [           ] Debug options  [No ]   Authentication [None ]
Video pages [0]   Map CR to CR LF [No ]   Mode           [Raw ]
CLI/Menu [CLI]   Hex data       [No ]   Connection     [None ]
Reset Term [No ] Secure         [No ]   Host           [           ]
MOTD      [No ] Local Port     [0 ]
Remote Port  [5101]

IOLAN PLUS v4.02.00 a CDi
iolan
```

### 5. Fill in the following fields.

Leave the default settings for the other fields.

- **Speed: 9600**
- **Monitor DSR: Yes**
- **Monitor DCD: No**
- **Name: *port number* or other descriptive name**
- **Terminal type: undef**
- **CLI/Menu: CLI**
- **Reset Term: No**
- **Flow ctrl: xon/xoff**
- **IP addresses: *leave blank***
- **Mask: *leave blank***
- **Access: Remote**
- **Authentication: None**
- **Mode: Raw**
- **Connection: None**

- **Host:** *leave blank or enter S8300 Media Server IP Address*
  - **Remote Port:** *0*
  - **Local Port:** *must match the value of Remote Port on the IP Services screen of the Communication Manager software*
6. Press **ENTER** and select **Save & Exit** to effect the changes.
  7. Press **ENTER** again to view the **Administration Menu**.
  8. Select **kill** to disable the port connection.
  9. Repeat the steps for each additional port you want to administer.
  10. When administration is complete, from the **Connections Menu**, select **logout** (or press **Ctrl D**).
  11. Close HyperTerminal.

At this point, you have established a connection path from the adjunct through the IOLAN+ to the S8300 Media Server.

## Testing connectivity through the IOLAN+

### To test connectivity through the IOLAN+

1. On the system management terminal, press **ENTER** to get the login prompt to the Communication Manager switch.

**Note:**

If you get garbled text, check the baud rate setting on the **Port Setup Menu**. You can adjust it up or down.

2. If no login prompt appears, log back into the IOLAN+ through HyperTerminal.
3. Select **Admin mode > stats** and press **ENTER** twice.
4. Select **users** and press **ENTER**.

## Connecting telephones and adjunct systems

5. Look at the port that the adjunct is connected to and see if there is any traffic.

If not, check all your connections and administration fields.

```
** Administrator **                SERVER STATISTICS                Terminal: 2
1. port1                          Talking to host 172.22.22.67.5111<DSR+CTS+DCD >DTR+RTS
2. port 2                          SERVER STATISTICS                <DSR+DCD >DTR+RTS
3. port 3                          waiting for DSR or DCD           >DTR+RTS
4. port 4 modem                    waiting for DSR or DCD           >DTR+RTS
REM <unknown>                      logged out
LOG                                  logger not enabled

-----

Press <RETURN> to see list of options.
IOLAN PLUS v4.02.00 a CDi                iolan-st
```

After you have successfully administered and validated the connection between the adjunct and the S8300 Media Server through the IOLAN+, you can disconnect the laptop or other PC from the IOLAN+. No further IOLAN+ administration is required.

## Potential failure scenarios and repair actions

If a link goes down between the terminal server and the switch, you must reboot the terminal server for the link come back up. If you are performing a software upgrade or if a system reset occurs, you must reboot the terminal server to restore the link. See [To reboot the IOLAN+](#) on page 424 for instructions.

```
change node-names ip
```

Page 1 of 1

| NODE NAMES         |                     |           |                     |
|--------------------|---------------------|-----------|---------------------|
| Name               | IP Address          | Name      | IP Address          |
| 1. switch-clan____ | 123.456.7 .89       | 17. _____ | ____.____.____.____ |
| 2. callactg_____   | 123.456.9 .00       | 18. _____ | ____.____.____.____ |
| 3. termserver_____ | 123.456.11 .00      | 19. _____ | ____.____.____.____ |
| 4. pmslogpc_____   | 123.456.78 .00      | 20. _____ | ____.____.____.____ |
| 5. _____           | ____.____.____.____ | 21. _____ | ____.____.____.____ |
| 6. _____           | ____.____.____.____ | 22. _____ | ____.____.____.____ |
| 7. _____           | ____.____.____.____ | 23. _____ | ____.____.____.____ |
| 8. _____           | ____.____.____.____ | 24. _____ | ____.____.____.____ |
| 9. _____           | ____.____.____.____ | 25. _____ | ____.____.____.____ |
| 10. _____          | ____.____.____.____ | 26. _____ | ____.____.____.____ |
| 11. _____          | ____.____.____.____ | 27. _____ | ____.____.____.____ |
| 12. _____          | ____.____.____.____ | 28. _____ | ____.____.____.____ |
| 13. _____          | ____.____.____.____ | 29. _____ | ____.____.____.____ |
| 14. _____          | ____.____.____.____ | 30. _____ | ____.____.____.____ |
| 15. _____          | ____.____.____.____ | 31. _____ | ____.____.____.____ |
| 16. _____          | ____.____.____.____ | 32. _____ | ____.____.____.____ |

---

## Administering IP services

For each adjunct that you connect using TCP/IP, you need to administer IP services to establish the IP address/TCP port pairing. The IP address is associated with the node name that you just administered. In this example, we are administering the primary call detail recording (CDR) connection as end-to-end TCP/IP.

### To administer IP services

1. Type **change ip-services** and press **RETURN** to assign the CDR endpoint.

## Connecting telephones and adjunct systems

- In the `Service Type` field, enter **CDR1** for the call accounting link.

```
change ip-services                                     Page 1 of 3
```

| IP SERVICES  |         |            |            |             |             |  |
|--------------|---------|------------|------------|-------------|-------------|--|
| Service Type | Enabled | Local Node | Local Port | Remote Node | Remote Port |  |
| CDR1         |         | procr      | 0          | callacctg   | 5101        |  |

- In the **Local Node** field, enter the node name for the switch.  
In this example, enter **procr**.
- The **Local Port** field defaults to 0 for all client applications.  
You cannot make an entry in this field.
- In the **Remote Node** field, enter the node name for the adjunct, as administered on the **Node Names** screen.  
For the call accounting application, type **callacctg**.
- In the **Remote Port** field, enter the TCP listen port assigned to the adjunct.  
The recommended value for CDR1 is 5101.

**Note:**

This number must match the port administered on the end device. If you are using the Downloadable Reliable Session-Layer Protocol tool, this must match the port administered in the Server application. If you are using a terminal server, this number must match the `Local Port` number on the Port Setup menu. Consult the documentation for your Call Accounting system to determine the appropriate port for the CDR device.

- Go to Page 3 and type **n** in the **Reliable Protocol** field for the CDR Service Type.  
You do not use RSP with a terminal server.

```
change ip-services                                     Page 3 of 3
```

| SESSION LAYER TIMERS |                   |              |      |                 |              |           |                    |
|----------------------|-------------------|--------------|------|-----------------|--------------|-----------|--------------------|
| Service Type         | Reliable Protocol | Packet Timer | Resp | Session Message | Connect Cntr | SPDU Cntr | Connectivity Timer |
| CDR1                 | n                 | 3            |      |                 | 1            | 1         | 1                  |

- Press **ENTER** to save your changes.

---

## Call detail recording (CDR)

This section provides information on connecting call detail recording (CDR) equipment.

---

### Connecting CDR equipment

The interface between an Avaya media server and CDR equipment is a Processor Ethernet Connection.

CDR equipment connects to one of the two IP connections (EXT 1 or EXT 2) on the front of the G700 or G350 Media Gateway. As with C-LAN connections, the CDR adjunct may be a terminal server or a CDR application using RSP.

**Note:**

A printer or customer premises equipment (CPE) can also be used as the output receiving device. Please see on page 426 of this book for instructions on using a printer.

---

### Administering CDR data collection

**Note:**

To send CDR data using a processor Ethernet interface to a device on the LAN/WAN, you have the option to enable/disable RSP.

#### To administer CDR Data Collection

1. Setup the CDR adjunct to be ready to collect CDR data.

Record the **IP address** and the **port number** of the CDR adjunct, which could be a terminal server or a CDR application that uses RSP.

If the CDR adjunct is an application that uses RSP, start the application to listen for a client connection at the port.

2. Access the **IP Services** screen in Communication Manager (see [Administering IP services](#) on page 429), and do the following:
  - a. In the **Service Type** field, enter **CDR1** or **CDR2**.
  - b. In the **Local Node** field, enter **procr**.
  - c. The **Local Port** field defaults to 0 for all client applications.

You cannot make an entry in this field.

## Connecting telephones and adjunct systems

- d. In the **Remote Node** field, enter the node name you assigned to the CDR adjunct in step 2.
  - e. In the **Remote Port** field, enter the port number used by the CDR adjunct determined in step 1.
3. Go to Page 3 and do the following:
- a. Enter **y** in the **Reliable Protocol** field if you have a CDR application using RSP.  
Enter **n** if the CDR adjunct is connected through a terminal server.
  - b. If RSP is being used, complete the **Packet Resp Timer** and **Connectivity Timer** fields with a reasonable value that matches the network condition (recommended values are **30** and **60** seconds, respectively).
  - c. Accept the defaults in the other fields.
4. Administer CDR parameters as described in [Administering CDR parameters](#) on page 432.

---

## Administering CDR parameters

You must administer CDR parameters to let the system know that the adjunct is connected through TCP/IP. For details on all fields on the **CDR System Parameters** screen, see *Administrator's Guide for Communication Manager*, 555-233-506.

## To administer CDR parameters

1. Type **change system-parameters cdr** and press **RETURN**.

The **CDR System Parameters** screen appears.

```

change system-parameters cdr                               Page 1 of 1
                                CDR SYSTEM PARAMETERS

Node Number (Local PBX ID):                               CDR Date Format: month/day
  Primary Output Format: unformatted   Primary Output Endpoint: CDR1
  Secondary Output Format: unformatted Secondary Output Endpoint: CDR2
    Use ISDN Layouts? n                               EIA Device Bit Rate: 9600
    Use Enhanced Formats? n   Condition Code 'T' for Redirected Calls? n
Modified Circuit ID Display? n   Remove # From Called Number? n
    Record Outgoing Calls Only? y   Intra-switch CDR? n
  Suppress CDR for Ineffective Call Attempts? y   CDR Call Splitting? y
    Disconnect Information in Place of FRL? n   Attendant Call Recording? y
                                                Interworking Feat-flag? n
Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
                                                Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n
  Record Called Agent Login ID Instead of Group or Member? n
    Inc Trk Call Splitting? n
Record Non-Call-Assoc TSC? n
  Record Call-Assoc TSC? n   Digits to Record for Outgoing Calls: dialed
  Privacy - Digits to Hide: 0                               CDR Account Code Length: 4

```

2. In the **Primary Output Format** field, enter a format specific to the call accounting system, if necessary.

In the example, **unformatted** is used. If you were sending data directly to a printer, you would use **printer**.

3. In the **Primary Output Endpoint** field, type **CDR1**.
4. If you use a secondary output device, and that device is also connected through TCP/IP, complete the **Secondary Output Format** field.

Also, type **CDR2** in the **Secondary Output Endpoint** field.

5. Press **ENTER** to save your changes.

---

## Testing the switch-to-adjunct link

You can use the test, status, busyout and release commands to find and correct problems with CDR links. For more information about these commands, see *Maintenance Commands for Avaya Communication Manager 2.2, Media Gateways and Servers*, 03-300191.

```
status cdr-link
                CDR LINK STATUS
                Primary          Secondary
                Link State: up    extension not administered
                Maintenance Busy? no
```

Work with the vendor to test the link from the call accounting adjunct.

If a link does not come up immediately, use the **busyout cdr-link** and **release cdr-link** commands to bring up the link.

Additional administration procedures for CDR equipment are provided in the *Administrator's Guide for Avaya Communication Manager*, 555-233-506.

---

## Reliable Data Transport Tool (RDTT) package

Avaya provides this free software application to help vendors and customers develop CDR applications that use the reliable session protocol to collect CDR data from an Avaya Media Server. The Reliable Data Transport Tool (RDTT) is a testing tool and thus is not supported by Avaya.

---

### What does the RDTT package contain

The RDTT package consists of the following:

- Specifications for the Reliable Session Protocol
- The Client application (Client.exe)

This application is designed to help you test the reliable session protocol without use of an Avaya Media Server.

- The Server application (Server.exe)

This application is designed to help you understand the reliable session protocol and to start building your products to work with the Avaya media server.

- User Guide

This document contains information about the client and server applications.

---

### Downloading the RDTT package

The RDTT package is available from the Avaya support Web site as a self-extracting executable.

#### To download the RDTT package

1. Go to the Avaya Customer Support Web site at <http://avaya.com/support>.
2. In the **Search For** text box, type **reliable** and click **Go**.
3. Select **Reliable Data Transport Client/Server Tool** from the list of links that are found.
4. When asked, save the **RDTT.exe** file to a temporary folder on your computer.

It is approximately 1.6 to 2.0MB in size.

## Installing the RDTT package

### To install the RDTT package

1. Double-click the **RDTT.exe** file.

The Install Shield Wizard steps you through the installation.

2. When prompted to select Client or Server, select both programs.
3. Continue with the installation.

Use the default destination folder and program folder.

---

## Administering the RDTT package

See the instructions in the user\_guide.doc file to administer the RDTT tool on a PC.

---

## Related topics

See the following topics related to CDR:

- Chapter 16, “Collecting Billing Information,” in *Administrator’s Guide for Avaya Communication Manager, 555-233-506*.
- “Call Detail Recording” in Chapter 21, “Features and Technical Reference” in *Administrator’s Guide for Avaya Communication Manager, 555-233-506*.

---

## Printers

For connecting a printer to a G700 or G350 Media Gateway, see [Terminal server installation](#) on page 417 for more information.

---

## DS1/T1 CPE loopback jack

This section provides information on how to install and use a DS1 loopback jack to test the DS1 span between the Avaya Media Server or Gateway and the network interface point. *The loopback jack is required when DC power is at the interface to the integrated channel service unit (ICSU).*

**Note:**

Do not remove the loopback jack after installation. It should always be available for remote tests of the DS1 span.

**Note:**

For G700 or G350 Media Gateway systems, the channel service unit (CSU) is integrated within the MM710 Media Module. This means that there is no need for a separate external device. The loopback jack isolates the MM710 internal CSU from the DC power and properly loops the DC span power.

This section covers:

[Installing a loopback jack](#) on page 437

[Administering a loopback jack](#) on page 439

[Testing a loopback jack with a smart jack](#) on page 439

[Testing a loopback jack without a smart jack](#) on page 448

[Configurations using fiber multiplexers](#) on page 451

---

## Installing a loopback jack

You can use one of two installation options:

- [Installing a loopback jack with a smart jack](#) on page 437
- [Installing a loopback jack without a smart jack](#) on page 438

### Installing a loopback jack with a smart jack

Use one of the following installation methods:

- Install the loopback jack at the interface to the smart jack, if possible.

This position provides maximum coverage of CPE wiring when remote loopback tests are run.

- If the smart jack is not accessible, install the loopback jack at the extended demarcation point.

## Connecting telephones and adjunct systems

- If there is no extended demarcation point, install the loopback jack directly at the network interface point as shown in [Figure 29](#).
- If there is an extended demarcation point and the smart jack is not accessible, install the loopback jack as shown in [Figure 30](#).
- If there is an extended demarcation point, but the smart jack is accessible, install the loopback jack as shown in [Figure 31](#).

### To install the loopback jack with a smart jack

1. Disconnect the RJ-48 (8-wide) connector at the appropriate interface point, and connect the loopback jack in series with the DS1 span.

See [Figure 29](#) through [Figure 31](#).

2. Plug the H600-383 cable from the MM710 into the female connector on the loopback jack.
3. Plug the male connector on the loopback jack cable into the network interface point.

**Note:**

Do not remove the loopback jack after installation. This is not a test tool and should always be available to remotely test a DS1 span.

## Installing a loopback jack without a smart jack

Use one of the following installation methods:

- Install the loopback jack at the point where the cabling from the ICSU plugs into the *dumb* block.
- If there is more than one *dumb* block, choose the one that is closest to the Interface Termination feed or the fiber MUX, to provide maximum coverage for loopback jack tests.

Refer to [Figure 32](#) and [Figure 33](#).

### To install the loopback jack without a smart jack

1. Disconnect the RJ-48 (8-wide) connector at the appropriate interface point, and connect the loopback jack in series with the DS1 span.

See [Figure 32](#) through [Figure 33](#).

2. Plug the H600-383 cable from the ICSU, or from the MM710, into the female connector on the loopback jack.
3. Plug the male connector on the loopback jack cable into the network interface point.

**Note:**

Do not remove the loopback jack after installation. This is not a test tool and should always be available to remotely test a DS1 span.

---

## Administering a loopback jack

### To administer a loopback jack

1. At the management terminal, type `change ds1 location`  
where *location* is the DS1 interface circuit pack corresponding to the loopback jack.
2. Verify that the **near-end CSU** type is set to `integrated`.
3. On page 2 of the form, change the **supply CPE loopback jack power** field to `y`.  
Setting this field to `y` informs the technician that a loopback jack is present on the facility and allows the technician to determine that the facility is available for remote testing.
4. Enter `save translation` to save the new information.

---

## Testing a loopback jack with a smart jack

The loopback jack and smart jack isolate faults by dividing the DS1 span into three sections (see [Figure 29](#) through [Figure 31](#)).

These three sections are:

- From the MM710 to the loopback jack
- From the loopback jack to the smart jack (network interface point)
- From the smart jack to the CO

The first two sections are your responsibility. The last is the responsibility of the DS1 service provider.

## Testing the DS1 span from the ICSU to the loopback jack

The DS1 span test has 2 parts:

- Checking for circuit connectivity  
The first part of the test powers-up the loopback jack and sends a signal from the DS1 circuit pack, through the wiring, to the loopback jack. The test allows about 10 seconds for the signal to loop around the loopback jack and return to the DS1 circuit pack. Then it sends the results to the management terminal and proceeds to the second part of the test.
- The second part of the test sends the standard, 3-in-24 DS1 stress-testing pattern from the DS1 board, through the loopback jack, and back to a bit error detector and counter on the DS1 board. A bit-error rate counter displays the results on the management terminal until you terminate the test.

Always perform both parts of the test. Proceed as follows.

## Checking the integrity of local equipment

Before you go any further, make sure that the problem is actually on the DS1 span by testing the equipment that connects to the span at the near end. Test the DS1 circuit pack, and perform any needed maintenance or repairs.

### To test the DS1 span

1. On the SAT, type `busyout board xxxvS`

where **xxx** is the administered number of the G700 or G350 (for example, **002**), and **vS** is the slot number on the G700 or G350 of the Media Module (for example, **V3**). The **v** is not a variable and needs to be included in the command exactly where shown. A sample address for a DS1 circuit pack on a G700 or G350 Media Gateway might look like this: **002V3**.

2. Type `busyout board xxxvS`

where **xxx** is the administered number of the G700 or G350 (for example, 002), and **vS** is the slot number on the G700 or G350 of the Media Module (for example, V3).

3. Type `change ds1 xxxvS` to open the **DS1 administration** form.

4. Make sure that the **near-end csu type** field is set to `integrated`.

5. Go to page 2 of the **DS1 administration** form, and verify that the value of the **TX LBO** field is 0dB.

6. If the value of the **TX LBO** field is not 0dB, record the current value.

Then set the **TX LBO** field to 0dB for testing.

7. Press **ENTER** to make the changes.

8. Type `test ds1-loop xxxvS cpe-loopback-jack`

where **xxx** is the administered number of the G700 or G350 (for example, 002), and **vS** is the slot number on the G700 or G350 of the Media Module (for example, V3).

The loopback jack powers up. Active, DS1 facility alarms (if any) clear. After about 20 seconds, the first set of results appears on the terminal.

9. If **FAIL** appears on the terminal display, there may be a fault in the wiring between the ICSU and the loopback jack or the loopback jack may itself be faulty.

Isolate the problem by replacing the loopback jack and repeating Step 8.

10. If **FAIL** still appears after the loopback jack has been replaced, suspect a wiring problem.

Replace the cable between the ICSU and the loopback jack. Then repeat Step 8.

11. When **PASS** appears on the terminal, proceed with the second part of the test, checking the integrity of transmitted data.

## Testing the integrity of data sent over the loop

Now perform the second part of the test, checking for data errors.

**Note:**

The loss of signal (LOS) alarm (demand test #138) is not processed during this test while the 3-in-24 pattern is active.

### To test the integrity of data sent over the loop

1. At the SAT, type `clear meas ds1 loop XXXVS` to zero out the bit-error counter.  
where **XXX** is the administered number of the G700 or G350 (for example, **002**), and **VS** is the slot number on the G700 or G350 of the Media Module (for example, **V3**).
2. Type `clear meas ds1 log XXXVS` to zero out the performance measurement counter.
3. Type `clear meas ds1 esf XXXVS` to zero out the ESF error count.
4. Type `list meas ds1 sum XXXVS` to display the bit error count.
5. Step through [Table 26: DS1 Troubleshooting](#) to troubleshoot.

**Table 26: DS1 Troubleshooting**

| Condition   | Solution   |
|---|--|
| The value of the <b>Test: cpe-loopback-jack</b> field is <code>Pattern 3-in-24</code> | The loopback jack test is active.  |
| The value of the <b>Synchronized</b> field is <code>N</code>                          | Retry the test 5 times.  |
| The value of the <b>Synchronized</b> field remains <code>N</code> after 5 tries.      | Excessive bit errors are likely. Check for intermittent connections or broken wires in an SPE receive or transmit pair, and repair as necessary. Then repeat Step 1. |
| The value of the <b>Bit-error count</b> field is <i>non-zero</i>                      | Repeat Step 1 several times.   |
| The value of the <b>Synchronized</b> field is <code>Y</code>                          | The DS1 circuit pack has synchronized to the looped 3-in-24 pattern and is counting bit errors in the pattern.   |

**1 of 2**

**Table 26: DS1 Troubleshooting (continued)**

| Condition   | Solution  |
|---|---|
| The value of the <b>Bit-error count</b> field pegs at 75535 or increments by 100s or 1000s each time you repeat Step 1. | Suspect loose or corroded connections, severe crosstalk, or impedance imbalances between the two conductors of the receive or transmit pair. Wiring may need replacement.   |
| The value of the <b>Bit-error count</b> field is 0  | There are no obvious wiring problems. Verify this by repeating Step 1 at 1-minute to 10-minute intervals until you are certain. If the test reports no errors for 1 minute, the error rate is less than 1 in 10 <sup>8</sup> . If the test reports no errors for 10 minutes, the error rate is less than 1 in 10 <sup>9</sup> . |

**2 of 2**

Once you are fairly certain that the test is reporting no errors (after at least 1 error-free minute), confirm that the 3-in-24 pattern error detector is operating.

6. Type `test ds1-loop xxxvs inject-single-bit-error` where **xxx** is the administered number of the G700 or G350 (for example, **002**), and **vs** is the slot number on the G700 or G350 of the Media Module (for example, **V3**).
7. Type `list meas ds1 sum xxxvs` to display the bit error count again.
8. Step through [Table 27: DS1 Bit-error count troubleshooting](#) on page 442 to troubleshoot.

**Table 27: DS1 Bit-error count troubleshooting**

| Condition   | Solution                                  |
|---|---|
| The value of the <b>Bit-error count</b> field is greater than 1                                   | Replace the ICSU, and retest.             |
| The value of the <b>Bit-error count</b> field is still greater than 1 after you replace the ICSU. | Replace the DS1 circuit pack, and retest. |
| The value of the <b>Bit-error count</b> field is 1  | The test passed.                          |

9. Type `test ds1-loop location end cpe-loopback-jack-test` to end the test.

Wait about 30 seconds for the DS1 to reframe on the incoming signal and clear DS1 facility alarms. Use [Table 28: Evaluation of DS1 loopback test results](#) on page 443 to evaluate the test results and to determine the solution.

**Table 28: Evaluation of DS1 loopback test results**

| Condition   | Solution   |
|---|--|
| Loopback termination fails with an error code of 1313.                                      | The span is still looped somewhere, possibly at the loopback jack, at the ICSU, or somewhere in the network.   |
| The red LED on the loopback jack is on.   | Replace the ICSU, and re-run the test.   |
| Loopback termination still fails.   | Replace the DS1 circuit pack, and repeat the test  |
| The DS1 cannot frame on the incoming span's signal after the loopback jack power down.      | There is something wrong with the receive signal into the loopback jack from the dumb block or the smart jack.   |
| The span failed the service provider's loopback test.                                       | The problem is in the service provider's network.  |
| The service provider successfully loop tested the span, up to the smart jack.               | The wiring between the loopback jack and the smart jack is suspect. Test, and make repairs, as needed.   |
| You cannot locate and repair the problem in the time available and must terminate the test. | The test will not terminate normally in the absence of a good framing signal. You have to reset the circuit pack. Enter <code>reset board xxxvs</code> . |
| The test terminated normally.   | Proceed with <a href="#">To restore DS1 administration</a> .   |

### To restore DS1 administration

1. At the SAT, type `change ds1 xxxvs` to open the **DS1 administration** form.
2. Go to page 2 of the **DS1 administration** form.
3. Change the value of the **TX LBO** field to the original value that you wrote down when you were administering the DS1 for the test.
4. Press **ENTER** to save the changes.

### To release the DS1 circuit pack

1. At the SAT, type `release board xxxvs`.
2. Leave the loopback jack in place.

## Testing the DS1 span from the smart jack to the network interface termination or fiber multiplexer (MUX)

To test the DS1 span from the smart jack to the CO:

1. Have the service provider run a smart-jack loopback test against the network interface wiring that links the smart jack to the CO (section 3 in [Figure 29](#) through [Figure 31](#)).
2. If the tests fails, there is a problem on the network side.

Have the service provider correct it.

## Testing the DS1 span from the loopback jack to the smart jack

### Note:

This test cannot isolate the problem if there are problems in the wiring between the far-end CO and the far-end ICSU. You must coordinate this test with the DS1 service provider.

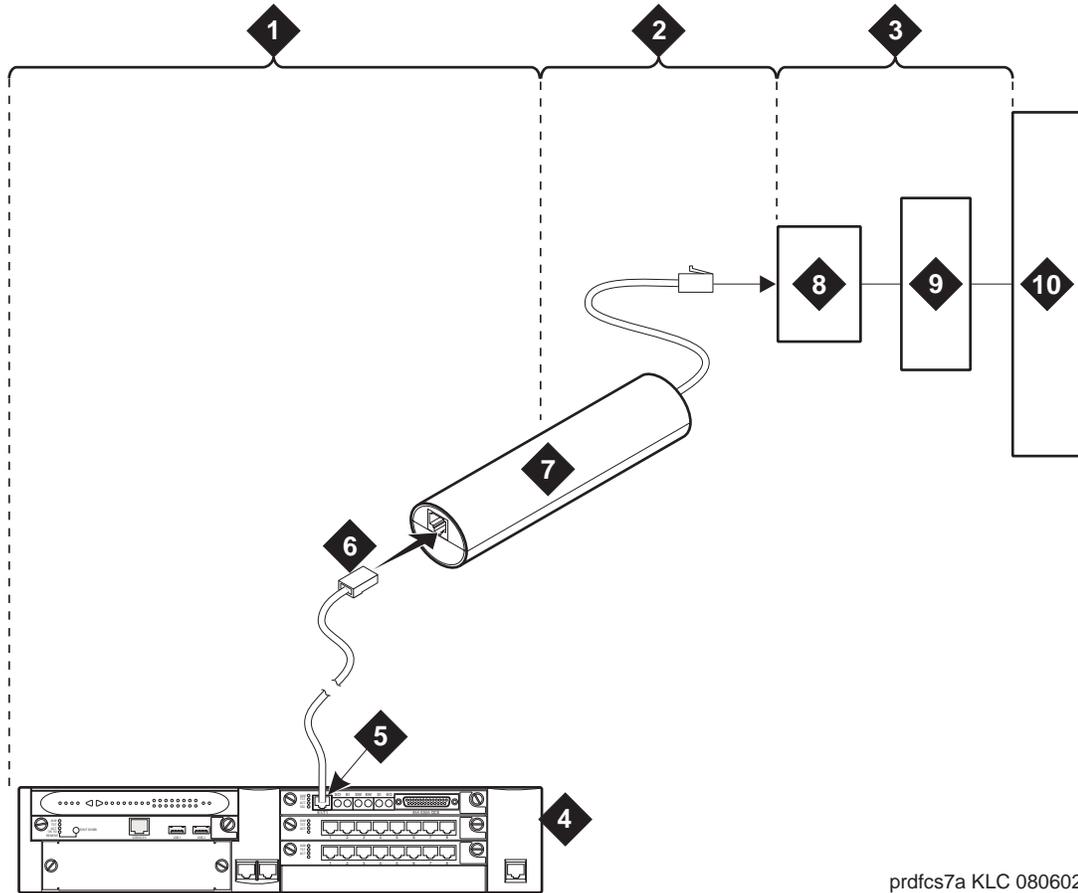
Test the short length of customer premises wiring between the loopback jack and the smart jack (Section 2 in the following 3 figures) using a loopback that overlaps this section of the span.

To test the DS1 span from the loopback jack to the smart jack:

1. Have the DS1 service provider at the CO end run a local ICSU line loopback test.
2. Have the DS1 service provider at the CO end run a local DS1 payload loopback test.
3. Run a far-end MM710 line loopback, using the following procedure:
  - a. From the SAT, type `test ds1-loop xxxvs far-csu-loopback-test-begin`, where **xxx** is the administered number of the G700 (for example, **002**), and **v**s**** is the slot number on the G700 of the Media Module (for example, **V3**).
  - b. Examine the bit-error counts, as in [Testing the integrity of data sent over the loop](#) on page 441.
  - c. Type `test ds1-loop location end-loopback/span-test` to terminate the test.

If the tests fails and the there were no problems [Testing the DS1 span from the ICSU to the loopback jack](#) or [Testing the DS1 span from the smart jack to the network interface termination or fiber multiplexer \(MUX\)](#), there is a problem between the loopback jack to the smart jack. Work with the service provider to isolate the fault.

---

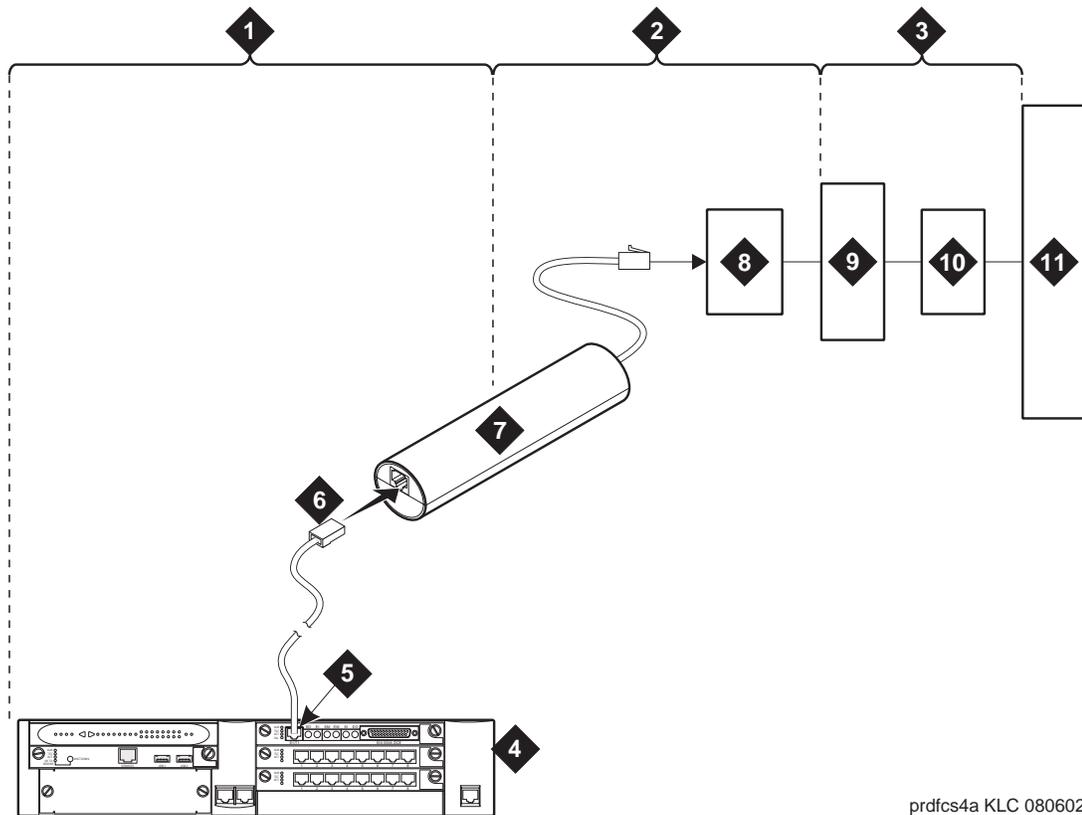
**Figure 29: Network interface at smart jack for an MM710 multi-media module**


prdfcs7a KLC 080602

**Figure notes:**

- |  |  |
|--|--|
| 1. Span section 1                            | 6. RJ-48 to network interface (up to 1000 ft. [305 m]) |
| 2. Span section 2                            | 7. Loopback jack                                       |
| 3. Span section 3                            | 8. Network interface smart jack                        |
| 4. G700 or G350 Media Gateway                | 9. Interface termination or fiber multiplexer (MUX)    |
| 5. E1/T1 port on an MM710 multi-media module | 10. Central office                                     |
-

**Figure 30: Network interface at extended demarcation point (smart jack inaccessible) for an MM710 multi-media module**

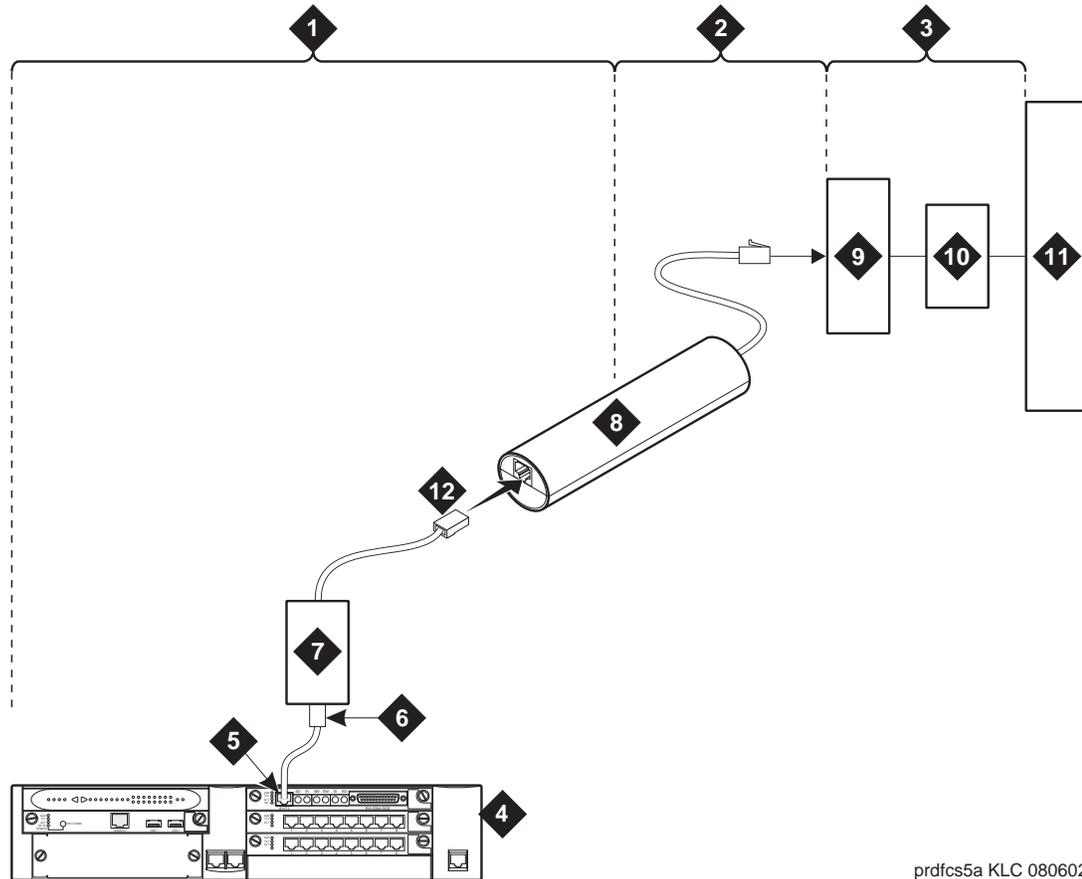


pdfcs4a KLC 080602

**Figure notes:**

- |  |  |
|--|--|
| 1. Span section 1                            | 6. RJ-48 to network interface (up to 1000 ft. [305 m]) |
| 2. Span section 2                            | 7. Loopback jack                                       |
| 3. Span section 3                            | 8. Dumb block (extended demarcation)                   |
| 4. G700 or G350 Media Gateway                | 9. Network interface smart jack                        |
| 5. E1/T1 port on an MM710 multi-media module | 10. Interface termination or fiber multiplexer (MUX)   |
|  | 11. Central office                                     |

**Figure 31: Network interface at extended demarcation point (smart jack accessible) for an MM710 multi-media module**



pdfcs5a KLC 080602

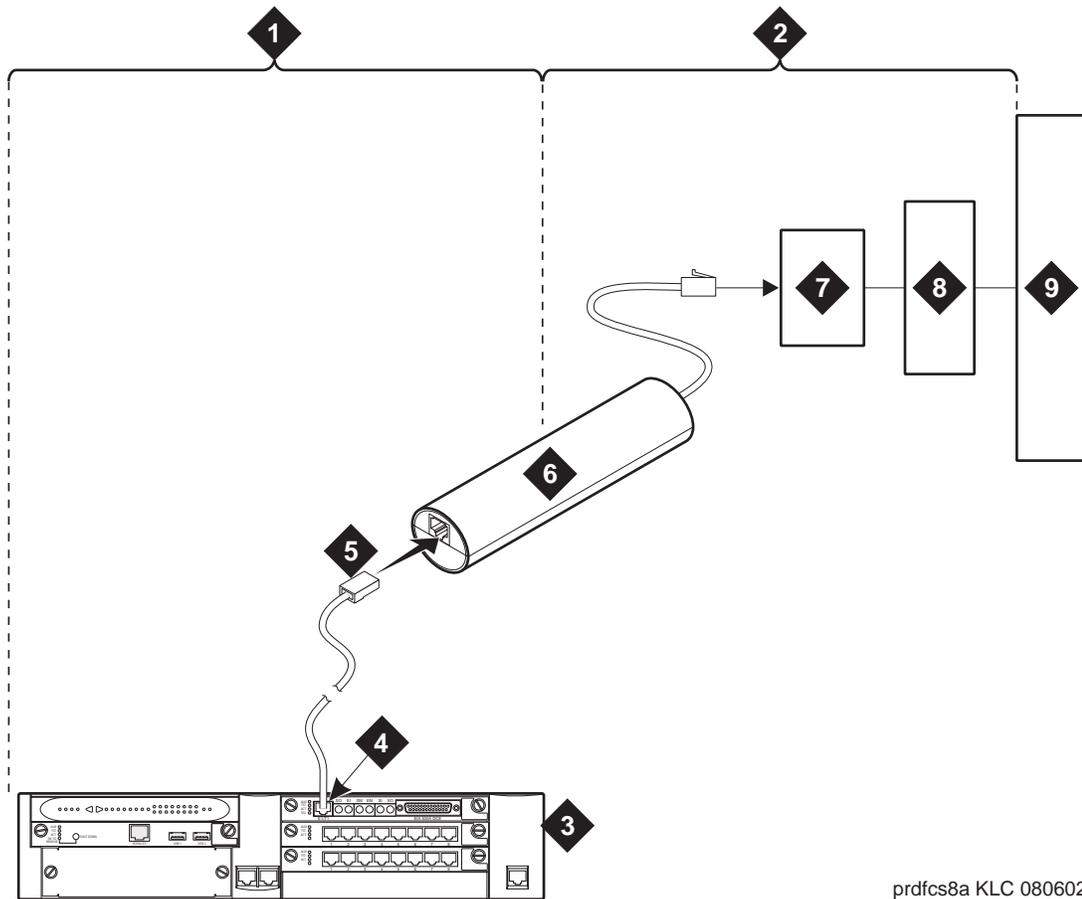
**Figure notes:**

- |  |  |
|--|--|
| 1. Span section 1                            | 6. RJ-48 to network interface (up to 1000 ft. [305 m]) |
| 2. Span section 2                            | 7. Dumb block (extended demarcation)                   |
| 3. Span section 3                            | 8. Loopback jack                                       |
| 4. G700 or G350 Media Gateway                | 9. Network interface smart jack                        |
| 5. E1/T1 port on an MM710 multi-media module | 10. Interface termination or fiber multiplexer (MUX)   |
|  | 11. Central office                                     |
|  | 12. Dumb block to smart jack RJ-48                     |

## Testing a loopback jack without a smart jack

When the loopback jack is added to a span that does not contain a smart jack, the span is divided into 2 sections: from the MM710 to the loopback jack and from the loopback jack to the central office (CO). Section 2 includes the short cable from the loopback jack to the dumb block demarcation point (part of the loopback jack). This cable is the only part of Section 2 that is part of customer premises wiring. It is not covered in the loopback jack's loopback path. See [Figure 32](#) and [Figure 33](#).

**Figure 32: Network interface at “dumb” block for an MM710 multi-media module**

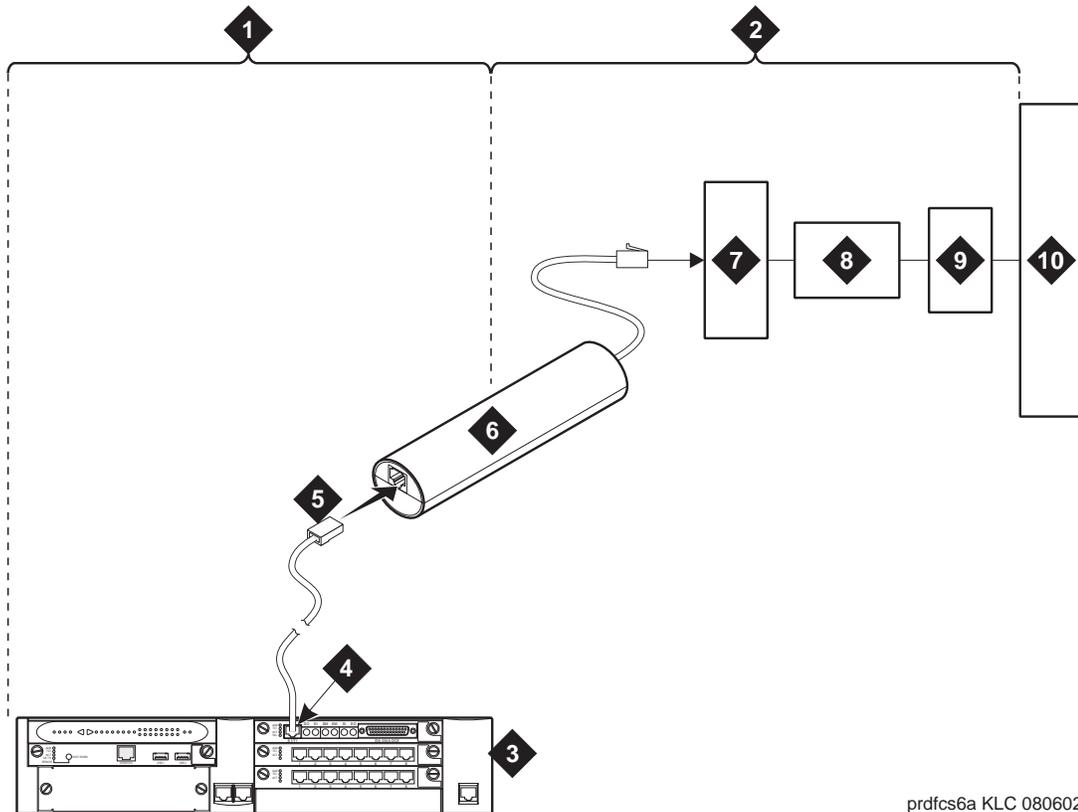


pdfcs8a KLC 080602

**Figure notes:**

- |  |  |
|--|--|
| 1. Span section 1                            | 5. RJ-48 to network interface (up to 1000 ft. [305 m]) |
| 2. Span section 2                            | 6. Loopback jack                                       |
| 3. G700 or G350 Media Gateway                | 7. Dumb block (demarcation point)                      |
| 4. E1/T1 port on an MM710 multi-media module | 8. Interface termination or fiber multiplexer (MUX)    |
|  | 9. Central office                                      |

**Figure 33: Network interface at “dumb” block with repeater line to fiber MUX for an MM710 multi-media module**



pdfcs6a KLC 080602

**Figure notes:**

- |  |  |
|--|--|
| 1. Span section 1                            | 5. RJ-48 to network interface (up to 1000 ft. [305 m]) |
| 2. Span section 2                            | 6. Loopback jack                                       |
| 3. G700 or G350 Media Gateway                | 7. Dumb block (demarcation point)                      |
| 4. E1/T1 port on an MM710 multi-media module | 8. Repeater  |
|  | 9. Fiber multiplexer (MUX)                             |
|  | 10. Central office                                     |

You are responsible for finding and correcting problems in the customer wiring (section 1 and the loopback cable portion of section 2). The DS1 service provider is responsible for finding and correcting problems in the majority of section 2.

### To test a loopback jack without a smart jack

1. Test customer premises wiring from the MM710 to the loopback jack, as described in [Testing the DS1 span from the loopback jack to the smart jack](#) on page 444.
2. Test the loopback jack-to-*dumb* block and *dumb* block-to-CO wiring (section 2 in [Figure 32](#) and [Figure 33](#)).

This can be done using a loopback that “overlaps” the section of the span. Any of the following loopbacks can do this:

- The local ICSU’s line loopback, which the DS1 service provider at the CO end typically activates, tests, and then deactivates.
- The local DS1 interface’s payload loopback, which the DS1 service provider at the CO end activates and tests.
- The far-end MM710’s line loopback:
  - a. At the SAT type `test ds1-loop location far-csu-loopback-test-begin` to activate this test,  
where *location* is the DS1 interface circuit pack corresponding to the loopback jack.
  - b. Type `test ds1-loop location end-loopback/span-test` to terminate this test,  
where *location* is the DS1 interface circuit pack corresponding to the loopback jack.

Bit error counts are examined as described in [Testing the DS1 span from the ICSU to the loopback jack](#) on page 439. This test only isolates problems to Section 2 wiring if there are no problems in the wiring between the far-end CO and the far-end ICSU. Coordinate this test with the DS1 service provider.

Failure of any of these tests indicate a problem in Section 2. This could mean bad loopback jack -to-”dumb” block cabling, but is more likely to indicate a problem somewhere between the “dumb” block and the CO. This is the responsibility of the DS1 service provider.

If the DS1 Span Test confirms that there are no problems in Section 1, the technician should proceed as follows to avoid unnecessary dispatch:

- a. Identify and contact the DS1 service provider.
- b. Inform the DS1 provider that loopback tests of the CPE wiring to the “dumb” block (section 1) showed no problems.
- c. If the far-end MM710 line loopback test failed, inform the DS1 provider.
- d. Request that the DS1 provider perform a loopback test of their portion of the Section 2 wiring by sending someone out to loop Section 2 back to the CO at the “dumb” block.

If this test fails, the problem is in the service provider’s wiring.

If the test passes, the problem is in the cable between the loopback jack and the “dumb” block. Replace the loopback jack.

---

## Configurations using fiber multiplexers

Use the loopback jack when customer premises DS1 wiring connects to an on-site fiber multiplexer (MUX) and allows wiring to the network interface point on the MUX to be remotely tested. This requires that the MM710 CSU be set so it can be used on DS1 wiring to the MUX.

Fiber MUXs can take the place of Interface termination feeds as shown in [Figure 29](#) through [Figure 32](#). Test these spans using the same procedures as metallic spans.

**Note:**

Fiber MUXs may have loopback capabilities that the service provider can activate from the CO end. These may loop the signal back to the CO or back to the DS1 MM710. If the MUX provides the equivalent of a line loopback on the “problem” DS1 facility, activate it after a successful loopback jack test, and use it to isolate problems to the wiring between the loopback jack and the MUX.

**⚠ Important:**

Be aware that there are installations that use repeater-augmented metallic lines between the MUX and the “dumb” block. These lines require DC power for the repeaters and this DC power is present at the “dumb” block interface to the CPE equipment. *A loopback jack is required in this configuration to properly isolate and terminate the DC power.*

## Checking for the presence of DC

To check for the presence of DC:

1. Make the following four measurements at the network interface jack:
  - a. From transmit tip (T, Pin 5) to receive tip (T1, Pin 2)
  - b. From transmit ring (R, Pin 4) to receive ring (R1, Pin 1)
  - c. From transmit tip (T, Pin 5) to transmit ring (R, Pin 4)
  - d. From receive tip (T1, Pin 2) to receive ring (R1, Pin 1)

All measurements should read 0 (zero) volts DC. For pin numbers and pin designations, refer to *Integrated Channel Service Unit (ICSU) Installation and Operation*.

## External modems

The following section assumes that you are using one of the recommended external modems. However, any locally obtained, type-approved external modem should work. Contact your Avaya representative for more information.

Recommended modems include:

- [Multi-Tech MT5634ZBA-USB-V92](#)

This section covers:

- [Hardware required when configuring modems](#) on page 452
- [Multi-Tech MT5634ZBA-USB-V92](#) on page 452
- [Multi-Tech MT5634ZBA-V92-GLOBAL](#) on page 453
- [Administering Multi-Tech modems](#) on page 453

---

## Hardware required when configuring modems

To configure many modems, you use the Hayes-compatible AT command set.

**Note:**

If your modem uses a USB connection, use the USB ports instead of the serial port. Also, AT commands are not required, so you can skip this section. Use the factory defaults.

Before you can enter AT configuration commands, you must first connect a terminal or a PC with a keyboard, monitor, and terminal-emulation software to the modem.

Proceed as follows:

1. Connect one end of an RS-232 cable to an RS-232, serial-communications port (often called a COM port) on the terminal or PC.
2. Connect the other end of the RS-232 cable to the modem.
3. If you are using a PC, start your terminal emulation software.

---

## Multi-Tech MT5634ZBA-USB-V92

Avaya recommends using a Multi-Tech USB modem, model MT5634ZBA-USB-V92, with an S8300/700, S8500, or S8700/S8710 configuration. This modem is used for sending alarms, as well as for remote dial up to the server for maintenance and administration.

## Configuring the MT5634ZBA-USB-V92 modem

In the United States, the Multi-Tech MT5634ZBA-US-V92 modem gets configured automatically through the USB port with the factory defaults. No special configuration is necessary. In a non-US country, the modem may require settings specific to the country in which the modem will be used.

---

## Multi-Tech MT5634ZBA-V92-GLOBAL

Avaya recommends using a Multi-Tech serial modem, model MT5634ZBA-V92-GLOBAL, with a G350 media gateway.

The Multi-Tech serial modem connects the G350 media gateway to an external trunk. This connection enables remote dial in capability for administration and troubleshooting. For more information, see *Installation of the Avaya G350 Media Gateway Controlled by an Avaya S8300, S8500, or S8700 Media Server*, 555-245-104.

---

## Administering Multi-Tech modems

The Multi-Tech modems do not require administration if used in the United States. In non-US countries, these modems may require administration.

For the full range of modem options, see the *Administrator's Guide for Avaya Communication Manager*, 555-233-506.

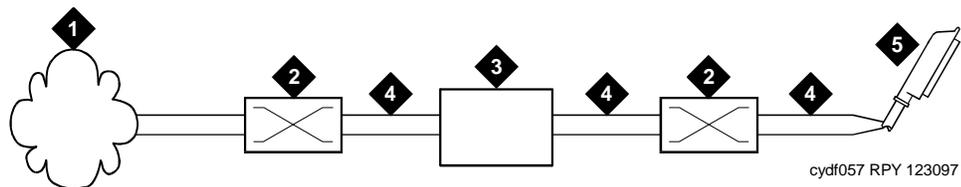
---

## Busy tone disconnect equipment for non-U.S. installations

The customer-provided busy tone disconnect adjunct detects busy tone disconnects of incoming calls on loop-start, 2-wire, analog trunks. In some non-U.S. countries where a G700 or G350 Media Gateway is used, the PSTN sends busy tone as the disconnect signal. Therefore, the S8300 Media Server, G700 Media Gateway, or G350 Media Gateway requires a busy tone disconnect adjunct. [Figure 34](#) shows typical connections.

---

**Figure 34: Typical cabling for busy tone disconnect**



**Figure notes:**

- |                                      |   |
|--------------------------------------|---|
| 1. Public switched telephone network | 4. Tip and ring wires                   |
| 2. Main distribution frame           | 5. To loop-start, central-office, trunk |
| 3. Busy tone disconnect device       | MM711 analog media module               |

---

## Music-on-hold

The music-on-hold (MOH) feature allows a caller to hear music when that caller is placed on hold. This section covers:

- [Installing an unregistered music source on a G700 or G350 Media Gateway](#) on page 455
- [Installing a registered music source on a G700 or G350 Media Gateway](#) on page 458

Music-on-hold can be provided:

- Through a port on an MM711 Analog Media Module to a customer-supplied music source on a G700 Media Gateway
- Through a port on an MM711 Analog Media Module or MM714 Analog Media Module, or through a fixed analog port (LINE 1 or LINE 2) to a customer-supplied music source on a G350 Media Gateway

On a G700 or G350 Media Gateway, the music-on-hold feature is connected through a port on an MM711 Analog Media Module or, for a G350 Media Gateway only, an MM714 Analog Media Module, or the analog LINE ports of the integrated analog media module.

The G700 or G350 Media Gateway does not support an auxiliary trunk circuit pack. Therefore, for S8300 Media Server users, the music-on-hold feature through an auxiliary trunk is not supported. However, G700 or G350 Media Gateway users with an S8500 or S8700-series Media Server as primary controller can access the music-on-hold feature, if their equipment is physically connected to a TN763 auxiliary trunk circuit pack in an EPN carrier of an S8500 or S8700-series system.

---

## Installing an unregistered music source on a G700 or G350 Media Gateway

[Figure 35](#) and [Figure 36](#) show the connections for the music-on-hold feature on a G700 Media Gateway for an unregistered source.

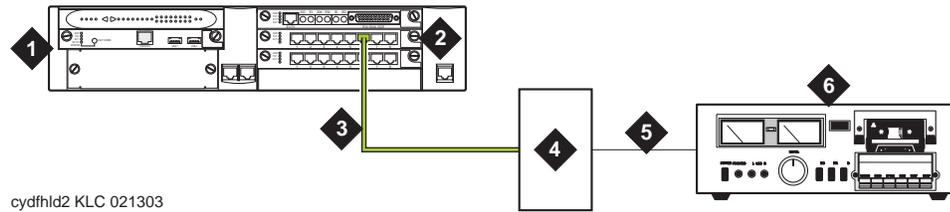
**Note:**

The G350 Media Gateway's physical connection with the MM711 Analog Media Module, MM714 Analog Media Module, or fixed analog ports (LINE 1 or 2) on the front panel is the same as the G700 Media Gateway's connection with the MM711 Analog Media Module.

**Note:**

If you want multiple music sources, you must use multiple ports on the MM711 Analog Media Module.

**Figure 35: Unregistered music-on-hold equipment connecting to KS-23395-L3 for a G700 Media Gateway**



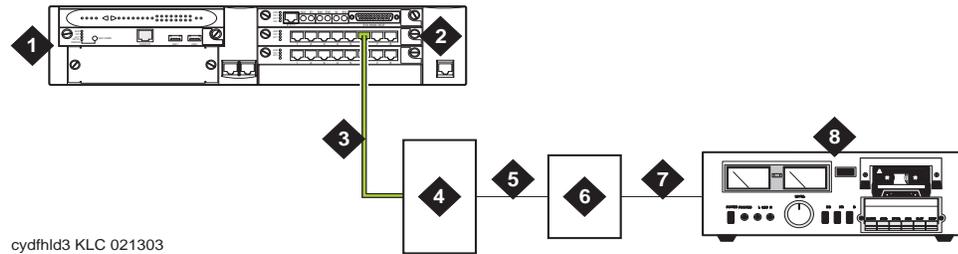
**Figure notes:**

- |                              |                        |
|------------------------------|------------------------|
| 1. G700 Media Gateway        | 4. KS-23395-L3 coupler |
| 2. MM711 Analog Media Module | 5. RCA cord            |
| 3. RJ-45 connection          | 6. Music source        |

**To connect an unregistered music-on-hold source to a G700 or G350 Media Gateway using a KS-23395-L3 coupler:**

1. Connect one end of an RJ-45 cable to a port in the MM711 Analog Media Module.  
For a G350 Media Gateway only, connect the RJ-45 cable to a port in an MM714 Analog Media Module or a fixed analog (LINE 1 or 2) port on the G350 front panel.
2. Connect the other end of the RJ-45 cable to a KS-23395-L3 coupler.
3. Connect the KS-23395-L3 coupler to the customer-supplied music source.  
Follow the manufacturer's instructions to properly connect the music source to the KS-23395-L3 coupler. Normally, you simply use an RCA cord.
4. Administer the switch for the new equipment.

**Figure 36: Unregistered music-on-hold equipment connecting to KS-23395-L4 for a G700 Media Gateway**



**Figure notes:**

- |                              |                             |
|------------------------------|-----------------------------|
| 1. G700 Media Gateway        | 5. 8-pair modular cord      |
| 2. MM711 Analog Media Module | 6. 909A/B universal coupler |
| 3. RJ-45 connection          | 7. 8-pair modular cord      |
| 4. KS-23395-L4 coupler       | 8. Music source             |

**To connect an unregistered music-on-hold source to a G700 or G350 Media Gateway using a KS-23395-L4 coupler:**

1. Connect one end of an RJ-45 cable to a port in the MM711 Analog Media Module.  
For a G350 Media Gateway only, connect the RJ-45 cable to a port in an MM714 Analog Media Module or a fixed analog (LINE 1 or 2) port on the G350 front panel.
2. Connect the other end of the RJ-45 cable to a KS-23395-L4 coupler.
3. Connect the KS-23395-L4 coupler to the 909A/B universal coupler using a 8-pair modular cord.
4. Connect the 909A/B universal coupler to the music source using a 8-pair modular cord.
5. Administer the switch for the new equipment.

**Note:**

For additional installation information, refer to *909A/909B Universal Coupler Installation Instructions*, which is normally shipped with the 909A/909B Universal Coupler.

---

## Installing a registered music source on a G700 or G350 Media Gateway

[Figure 37](#) show the connections for the music-on-hold feature on a G700 Media Gateway for a registered source.

**Note:**

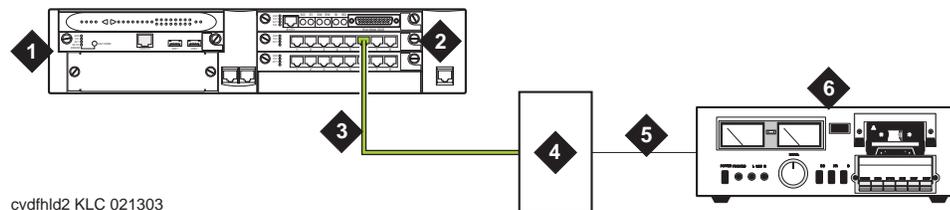
The G350 Media Gateway's physical connection with the MM711 Analog Media Module, MM714 Analog Media Module, or fixed analog ports (LINE 1 or 2) on the front panel is the same as the G700 Media Gateway's connection with the MM711 Analog Media Module.

**Note:**

If you want multiple music sources, you must use multiple ports on the MM711 Analog Media Module.

---

**Figure 37: Registered music-on-hold equipment connecting to KS-23395-L4 for a G700 Media Gateway**



**Figure notes:**

- |                              |                        |
|------------------------------|------------------------|
| 1. G700 Media Gateway        | 4. KS-23395-L4 coupler |
| 2. MM711 Analog Media Module | 5. 8-pair modular cord |
| 3. RJ-45 connection          | 6. Music source        |

---

### To connect a registered music-on-hold source to a G700 or G350 Media Gateway using a KS-23395-L4 coupler:

1. Connect one end of an RJ-45 cable to a port in the MM711 Analog Media Module.  
For a G350 Media Gateway only, connect the RJ-45 cable to a port in an MM714 Analog Media Module or a fixed analog (LINE 1 or 2) port on the G350 front panel.
2. Connect the KS-23395-L4 coupler to the customer-supplied music source.  
Normally, you simply use a 8-pair modular cord.
3. Administer the switch for the new equipment.

## Paging and announcement equipment

This section provides information on loudspeaker paging

On a G700 or G350 Media Gateway, the loudspeaker paging feature is connected through a port on an MM711 Analog Media Module.

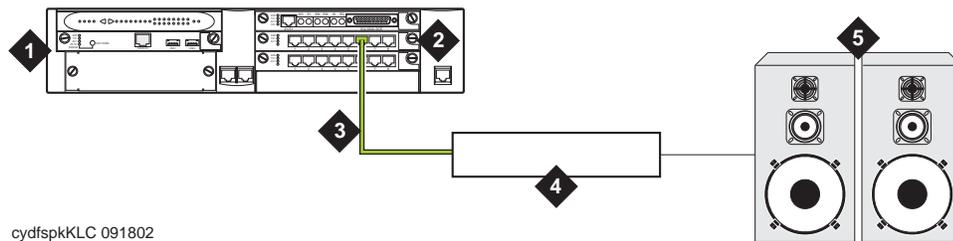
The G700 or G350 Media Gateway does not support an auxiliary trunk circuit pack. Therefore, the loudspeaker feature through an auxiliary trunk is not supported on a G700 or G350 Media Gateway.

**Note:**

Users on a G700 or G350 Media Gateway controlled by an S8700/S8710 or S8500 can also access the loudspeaker paging feature if equipment is physically connected to a TN763 auxiliary trunk circuit pack in an PN carrier of an the S8700/S8710 or S8500 system.

[Figure 38](#) shows the connections for loudspeaker paging, dial dictation, or recorded announcement features on a G700 or G350 Media Gateway.

**Figure 38: Typical loudspeaker equipment connections for a G700 or G350 Media Gateway**



**Figure notes:**

- |                               |  |
|-------------------------------|--|
| 1. G700 or G350 Media Gateway | 4. Telephone hybrid (third party) device |
| 2. MM711 Analog Media Module  | 5. Loudspeaker paging system             |
| 3. RJ-45 connection           |  |

### To hook up loudspeaker paging from a G700 or G350 Media Gateway

1. Connect one end of an RJ-45 cable to a port in the MM711 Analog Media Module.
2. Connect the other end of the RJ-45 cable to a customer-supplied telephone hybrid device.
3. Follow the manufacturer's instructions to properly connect the telephone hybrid device to your loudspeaker paging system.
4. Administer the switch for the new equipment.

## Adjunct Information Sources

This section lists documents you can use for installation of some of the key adjunct systems that you can connect. This section covers:

- [Call Management System](#)
- [INTUITY AUDIX Messaging Systems](#)
- [Avaya Modular Messaging System](#)
- [ASAI and DEFINITY LAN Gateway](#)
- [Avaya Interactive Response](#)
- [Avaya EC500 Extension to Cellular and Off-PBX Stations](#)
- [Converged Communications Server](#)
- [Seamless Converged Communications across Networks \(SCCAN\)](#)
- [Call Accounting Systems](#)

---

## Call Management System

For information on installing Call Management System R3V12, see the following:

- *Avaya Call Management System (CMS) R12 Software Installation, Maintenance, and Troubleshooting Guide (585-215-117)*
- *Avaya Call Management System (CMS) Sun Enterprise 3500 Computer Hardware Installation, Maintenance, and Troubleshooting (585-215-873)*
- *Avaya CMS R12 Sun Blade 100/150 Workstation Hardware Installation, Maintenance, and Troubleshooting (585-215-783)*
- *Avaya CMS Sun Fire V880 Computer Hardware Installation, Maintenance, and Troubleshooting (585-215-116)*

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## INTUITY AUDIX Messaging Systems

For information on installing INTUITY AUDIX Messaging systems, see one of the following:

- For INTUITY AUDIX Release 5.1 Messaging, see *INTUITY Messaging Solutions Release 5 Installation for New Systems* on the *INTUITY Messaging Solutions Release 5 Documentation CD-ROM*, 585-313-803.
- For INTUITY AUDIX LX Messaging, see *INTUITY AUDIX LX Installation Checklist* on the *INTUITY AUDIX LX Release 1 Documentation CD-ROM*, 585-313-818.
- For IA770 INTUITY AUDIX Messaging R1.1 and R1.2, see *IA 770 INTUITY AUDIX R1.1 Installation Instructions and Checklist*, 585-313-159, on the *Avaya S8300, S8500, and S8700 Media Server Library CD-ROM*, 555-233-825.
- For IA770 INTUITY AUDIX Messaging R1.3 (when available), go to <http://support.avaya.com>.

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## Avaya Modular Messaging System

For information on installing Avaya Modular Messaging systems, see *Modular Messaging Release 2.0 Documentation CD-ROM*, 11-300121.

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## ASAI and DEFINITY LAN Gateway

For information on installing ASAI systems and DEFINITY LAN Gateway, see *Avaya MultiVantage ASAI Applications over MAPD*, 555-230-136 and *Avaya Communication Manager Release 2.0 ASAI Technical Reference*, 555-230-220 on the *Avaya Communication Manager Release 2.0 ASAI Documents CD-ROM*, 585-246-801.

Another document related to ASAI is *Avaya CVLAN Server 9.0 for Linux Installation and Basic Administration*, which is available at <http://avaya.com/support>. Click the following links: **Support>Technical Database>Contact Centers/CRM>CTI>CVLAN Server for Linux R9**.

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## Avaya Interactive Response

For information on installing Avaya Interactive Response systems, see *Avaya Interactive Response R1.3 Installation, Migration, and Troubleshooting Guide (07-300180)* on the *Avaya Interactive Response R1.3 Documentation CD (07-300181)*.

## Avaya EC500 Extension to Cellular and Off-PBX Stations

For information on installing Avaya EC500 Extension to Cellular and Off-PBX Station systems, see the *Avaya EC500 Extension to Cellular and Off-PBX Station (OPS) Installation and Administration Guide*, 210-100-500.

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## Converged Communications Server

For information on installing Avaya Converged Communications Server (CCS), see the *Converged Communications Server Installation and Administration Guide*, 555-245-705, and *SIP Support in Communication Manager R2.0*, 555-245-206.

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## Seamless Converged Communications across Networks (SCCAN)

For information on installing Seamless Converged Communications across Networks (SCCAN), see the *SCCAN Total Solution Guide*, 21-300041, and the *SCCAN Configuration Guide*. Additionally, see the following:

- *Avaya W310 WLAN Gateway Installation and Configuration Guide*, 21-300041
  - *Avaya W310/W110 Quick Setup Guide Using the CLI*, 21-300178
  - *Avaya W310/W110 Quick Setup Guide Using the W310 Device Manager*, 21-300179
  - *Wireless AP-4, AP-5, and AP-6 User Guide*, 555-301-708, Issue 3
  - *Motorola NMS User Guide*
  - *Motorola WSN User Guide*
- 

## Call Accounting Systems

For information on installing Call Accounting Systems, see the online help or documentation included with the eCAS software CD-ROM

# Appendix A: Technical Information

This appendix collects some of the detailed technical information you will need to install the Avaya G700 Media Gateway with an Avaya S8300 Media Serve. More complete information can be found in *Hardware Guide for Avaya Communication Manager, 555-245-207*.

## Avaya G700 Media Gateway Technical Specifications

[Table 29: Technical Specifications](#) on page 463 provides detailed information on the physical dimensions and tolerances of the G700 Media Gateway.

**Table 29: Technical Specifications**

### Chassis Dimensions

|        |             |          |              |           |          |
|--------|-------------|----------|--------------|-----------|----------|
| Height | 2U (3.5 in) | 88 mm    | Depth        | 17.7 in   | 450 mm   |
| Width  | 19 in       | 482.6 mm | Weight empty | 22.25 lbs | 10 kg    |
|        |             |          | Weight       | 34-27 lbs | 16-12 kg |

### Required Clearances

|       |       |       |   |
|-------|-------|-------|---|
| Front | 12 in | 30 cm | consistent with EIA 464 data rack standards |
| Rear  | 18 in | 45 cm |   |

### Temperature Tolerances

|                      |                         |  |                      |  |
|----------------------|-------------------------|--|----------------------|--|
| Recommended          | 65 to 85 deg Fahrenheit |  | 18 to 29 deg Celsius |  |
| Continuous operation | +41 deg F to +104 deg F |  | 5 deg C to 40 deg C  |  |
| BTU per Hr           | 1218                    |  |                      |  |

**1 of 2**

**Table 29: Technical Specifications (continued)**

**Voltage and Current**

|                 |                               |
|-----------------|-------------------------------|
| AC              | 100–240 VAC, 50–60 Hz, 5A Max |
| DC              | -48 VDC, 8A Max               |
| Circuit Breaker | 15 amp                        |

**Humidity Tolerances**

|                         |                             |
|-------------------------|-----------------------------|
| Recommended             | 20 to 60% relative humidity |
| Relative humidity range | 5% to 95% non-condensing    |

**Altitude**

|             |                                   |
|-------------|-----------------------------------|
| Recommended | up to 10,000 feet or 3,000 meters |
|-------------|-----------------------------------|

**2 of 2**

## Cabling Equipment

[Table 30: Media Gateway Cables and Peripherals](#) on page 464 lists the types and specifications of the cables used to connect the Media Gateway. See also *Avaya P333T User's Guide*.

**Table 30: Media Gateway Cables and Peripherals**

| Cable  | Description  | Length | Length (metric) |
|--|--|--------|-----------------|
| X330SC Short Octaplane™ Cable (30 cm) (Catalog No. CB0223) | Short Octaplane cable - light-colored, used to connect adjacent switches or switches separated by one Backup Universal Power Supply (BUPS) unit. | 12 in  | 30 cm           |
| X330LC Long Octaplane Cable (2 m) (Catalog No. CB0225)     | Long Octaplane cable - light-colored, used to connect switches from two different physical stacks  | 6 ft   | 2 m             |

**1 of 2**

**Table 30: Media Gateway Cables and Peripherals (continued)**

| <b>Cable</b>  | <b>Description</b>  | <b>Length</b> | <b>Length<br/>(metric)</b> |
|---|---|---------------|----------------------------|
| X330RC Redundant Octaplane Cable (2 m)<br>(Catalog No. CB0222)        | Redundant cable - black, used to connect the top and bottom switches of a stack.                        | 6ft           | 2 m                        |
| X330L-LC Extra Long Octaplane Cable (8 m)<br>(Catalog No. CB0270)     | Extra-Long Octaplane cable - light-colored, used to connect switches from two different physical stacks | 24 ft         | 8 m                        |
| X330L-RC Long Redundant Octaplane Cable (8 m)<br>(Catalog No. CB0269) | Long Redundant cable - black, used to connect the top and bottom switches of a stack.                   | 24 ft         | 8 m                        |
| Stacking Sub-Module<br>X330STK  | Stacking Sub-Module provides two backplane links  |               |                            |

**2 of 2**



# Appendix B: Information Checklists

This appendix is can be used as an aid for collecting necessary information for the installation of a G700 Media Gateway and an S8300 Media Server.

The following lists are provided:

- [Installer's Checklist](#): Tools, software, laptop settings, customer network information.
- [Serial Number and Login Information](#): Serial numbers of the G700s and login/passwords for various access methods.
- [Set-Up for P330 Stack Processor](#): IP addresses and setup commands for the P330 stack processor.
- [Set Up for G700 Media Gateway Processor \(MGP\)](#): IP addresses and setup commands for the MGP.
- [Set Up for VoiP Resources](#): IP addresses, slot numbers, and setup commands for the VoIP media modules.
- [Set Up for S8300 Media Server](#): IP addresses and setup commands for the S8300.
- [Installation Site Information](#): Customer and site contact information
- [Stack Layout](#): G700 stack arrangement and slot assignments.

## Installer's Checklist

|  |  |
|--|--|
|  | <b>tools</b>   |
|  | laptop with 32 MB RAM  |
|  | 40 MB available disk space   |
|  | RS-232 port connector  |
|  | cross-over Ethernet cables   |
|  | direct Ethernet cable  |
|  | serial cable and adapter   |
|  | Ethernet network connection (NIC card)   |
|  | screwdriver  |
|  | <b>software</b>  |
|  | Windows 95/98/ME/XP/NT/2000 operating system   |
|  | FTP Program  |
|  | TFTP Program   |
|  | Telnet Program   |
|  | Terminal emulation program: HyperTerminal or other   |
|  | TCP/IP networking software: bundled with Windows OS  |
|  | Web browser: Netscape 4.7x or Internet Explorer 5.0  |
|  | <b>Ethernet connections</b>  |
|  | laptop default address and mask: 192.11.13.5, 255.255.255.252  |
|  | Browser: no proxies  |
|  | laptop default address and mask: 192.11.13.5, 255.255.255.252  |
|  | Communications Properties: 9600 baud rate; no parity; 8 data bits, 1 stop bit; no  |
|  | <b>SSO login</b>   |
|  | Obtaining this login will require that you complete the authentication process. You will not be able to obtain the license file or to perform remote feature activation without the SSO login authentication process. You will not be able to obtain the license file or to perform remote feature activation without the SSO login. |
|  | <b>dial plan</b>   |
|  | <b>IP addressing plan</b>  |
|  | <b>List of customer-provided IP services</b>   |

---

## Serial Number and Login Information

---

### G700 Serial Numbers

|  |  |
|--|--|
|  |  |
|  |  |
|  |  |

---

### Logins

|                                 | Name & Password            |
|---------------------------------|----------------------------|
| <b>S8300 Media Server</b>       | _____                      |
| <b>P330 Stack</b>               | _____                      |
| <b>G700 Media Gateway</b>       | _____                      |
| <b>SSO Authentication Login</b> | _____                      |
| <b>ftp</b>                      | anonymous<br>email address |
| <b>Communication Manager</b>    | _____<br>_____             |

---

## Set-Up for P330 Stack Processor

Located in G700 Media Gateway#

Prompt: **P330-1(super)#** type `configure` to change prompt to: **P330-1(configure)#**  
**For the Stack Master:**

| Command                           | Requested Field                      | Information to be Entered |
|-----------------------------------|--------------------------------------|---------------------------|
| <code>set interface inband</code> | <i>vlan</i>                          | 1                         |
|                                   | <i>IP address</i>                    |                           |
|                                   | <i>netmask</i>                       |                           |
| <code>set ip route</code>         | <i>destination IP address</i>        |                           |
|                                   | <i>gateway IP address</i>            |                           |
| <code>set time protocol</code>    | <i>sntp-protocol / time-protocol</i> |                           |
| <code>set time server</code>      | <i>IP address of time server</i>     |                           |
| <code>set timezone</code>         | <i>zone name</i>                     |                           |

- <hours> (offset from GMT)

---

## Set Up for G700 Media Gateway Processor (MGP)

**G700 Media Gateway #**

Prompt:

**MG-???-n (super)#** type `configure` to change prompt to **MG-???-n (configure)#**

| Command                      | Requested Field               | Information to be Entered |
|------------------------------|-------------------------------|---------------------------|
| <b>set interface<br/>mgp</b> | <i>vlan</i>                   | 1                         |
|                              | <i>IP address</i>             |                           |
|                              | <i>netmask</i>                |                           |
|                              | <i>gateway IP address</i>     |                           |
| <b>set hostname</b>          | <i>hostname</i>               |                           |
| <b>set ip route</b>          | <i>destination IP address</i> |                           |
|                              | <i>gateway IP address</i>     |                           |
| <b>set mgc list</b>          | <i>IP address</i>             |                           |
|                              | <i>IP address</i>             |                           |
|                              | <i>IP address</i>             |                           |
|                              | <i>IP address</i>             |                           |
| <b>show system</b>           | <i>serial number</i>          |                           |

---

## Set Up for VoIP Resources

**G700 Media Gateway #**

| Command                         | Requested Field     | Information to be Entered                        |
|---------------------------------|---------------------|--|
| <code>set interface voip</code> | <i>number</i>       | <u>V0 for resident VoIP resource of the G700</u> |
|                                 | <i>ip address</i>   |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |

**G700 Media Gateway #**

| Command                         | Requested Field     | Information to be Entered                        |
|---------------------------------|---------------------|--|
| <code>set interface voip</code> | <i>number</i>       | <u>V0 for resident VoIP resource of the G700</u> |
|                                 | <i>ip address</i>   |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |
|                                 | number (v + slot #) |  |
|                                 | ip address          |  |

---

## Set Up for S8300 Media Server

Location: slot #1 of G700

survivable processor?

---

**Web Interface: 192.11.13.6 (default)**


---

| Screen Title                              | Field  | Information to be Entered |
|---|--|---------------------------|
| Login                                     | Name   |                           |
|   | Password   |                           |
| Set Time and Date                         | Time & Date  |                           |
| Configure Server<br>Set Server Identities | hostname   |                           |
|   | Server IP address  |                           |
|   | Server netmask   |                           |
|   | default gateway IP address                                 |                           |
|   | Ethernet interface IP address (IA770)                      |                           |
|   | Ethernet interface netmask (IA770; same as Server netmask) |                           |
| Configure VLAN                            | VLAN ID  |                           |
|   | IP address   |                           |
|   | gateway IP address   |                           |
|   | netmask  |                           |
| DNS Server Configuration                  | Enable/Disable DHCP  | Disable                   |

## Information Checklists

|                     |  |
|---------------------|--|
| Network Time Server | Enable/Disable NTP                                       |
|                     | IP addresses of designated Network Time Servers _____    |
|                     | Trusted Key, Requested Key, Control Key      leave blank |
|                     | Do Not Install a New Keys File      Default              |
| Set Modem Interface | IP address   |

---

# Installation Site Information

|                                  |  |
|----------------------------------|--|
| <b>Site Name</b>                 | <b>Main Phone</b>  |
| <b>Installation Address</b>      |  |
| <b>Shipping Address</b>          |  |
| <b>Customer Contact</b>          | <b>Name</b><br><b>Title</b><br><b>Phone:</b><br><b>FAX:</b><br><b>Mobile:</b><br><b>Pager:</b><br><b>email:</b><br><b>Off-hours contact:</b> |
| <b>Salesperson/ Account Exec</b> | <b>Sales/AE phone:</b><br><b>Other Contact Info:</b>   |

**Notes to installer: access procedures, safety/security procedures**

---

|  |  |
|--|--|
| <b>Access Contact</b>                                | <b>Name</b><br><b>Title</b><br><b>Phone:</b><br><b>FAX:</b><br><b>Mobile:</b><br><b>Pager:</b><br><b>email:</b><br><b>Off-hours contact:</b> |
| <b>Installer Name</b><br><b>Date of Installation</b> |  |

---

## Stack Layout

Label each unit in the stack. Make photocopies if needed. There can be no more than 10 units per stack.

Media Gateway (module) #  
or P330 switch #

|                  |    |
|------------------|----|
| v1               | v2 |
|                  | v3 |
| Expansion Module | v4 |

Media Gateway (module) #  
or P330 switch #

|                  |    |
|------------------|----|
| v1               | v2 |
|                  | v3 |
| Expansion Module | v4 |

Media Gateway (module) #  
or P330 switch #

|                  |    |
|------------------|----|
| v1               | v2 |
|                  | v3 |
| Expansion Module | v4 |

Media Gateway (module) #  
or P330 switch #

|                  |    |
|------------------|----|
| v1               | v2 |
|                  | v3 |
| Expansion Module | v4 |

# Appendix C: Equipment List

The following lists contain information necessary for ordering Avaya G700 Media Gateway and Avaya S8300 Media Server equipment.

**Note:**

If ordering parts, use the 9-digit "Comcode" numbers, not the 6-digit numbers.

**Table 31: Equipment List: Avaya S8300 Media Server with G700 Media Gateways**

**Avaya G700 Media Gateway**

The Avaya G700 Media Gateway is a 19-inch 2u rack-mountable device with a physical design modeled after the Avaya P330 stackable switching products. The G700 Media Gateway contains VoIP resources, a layer 2 switch, modular interface connectivity for traditional trunk and station access and performs the function of a gateway/gatekeeper. It also houses four Media Module Bays as well as a single, standard Avaya Expansion Module interface slot. The Avaya G700 Media Gateway is designed to offer options and scalability. A customer will be able to mix and match Media Modules, as well as stack and/or add additional Avaya G700 Media Gateways as they grow in size.

|                       |                      |              |
|-----------------------|----------------------|--------------|
| Material Code: 170896 | Apparatus Code: MGW1 | Not Optional |
|-----------------------|----------------------|--------------|

**Avaya G700 Media Gateway Comcode (for Services Ordering Only)**

| Comcode   | Number of Items | Description                                |
|-----------|-----------------|--|
| 700316326 | 1               | G700 Media Gateway (AC/DC version)         |
| 700017932 | 1               | Rack mount screw set (attach ears to rack) |
| 700316425 | 2               | Rack Mount Ears                            |
| 901342105 | 6               | Rack Mount screw set ear to box            |
| 700051055 | 4               | Feet                                       |
| 700169998 | 1               | Tech Laptop Cable                          |
| 700316409 | 3               | Media Module Blanks                        |
| 700316367 | 1               | Avaya Expansion Blank                      |
| 700179203 | 1               | Avaya Octaplane Blank                      |

**1 of 2**

**Equipment List**

**Table 31: Equipment List: Avaya S8300 Media Server with G700 Media Gateways (continued)**

**Avaya G700 Media Gateway**

|           |   |  |
|-----------|---|--|
| 700179526 | 1 | Documentation, CIB 3246 FCC/Safety G700        |
| 700236680 | 0 | Grounding Kit for multiple G700s in a 19" rack |

**2 of 2**

**Table 32: Equipment List: G700 Media Gateway Power Cords**

**G700 Media Gateway Power Cords**

Supplies Power to the G700 Media Gateway. One cord per gateway is required, and there are various cords depending on the power required for the country in which the unit will be installed.

|                       |                      |              |
|-----------------------|----------------------|--------------|
| Material Code: 170904 | Apparatus Code: none | Not Optional |
|-----------------------|----------------------|--------------|

When you order this material code, a descriptive attribute will be required; the attributes are:

| <b>Attribute</b> | <b>Option</b> | <b>Comcode: Description</b>                   |
|------------------|---------------|---|
| CRD              | 30            | 405362641: PWR CORD 9X10 IN USA 17505         |
| CRD              | 31            | 407786623: PWR CORD 98IN EUROPE 12013S        |
| CRD              | 32            | 407786599: PWR CORD 98IN UNITED KINGDOM 14012 |
| CRD              | 33            | 407786631: PWR CORD 98IN AUSTRALIA 15012      |
| CRD              | 34            | 407790591: PWR CORD INDIA P250CIM             |
| CRD              | 42            | 408161453: PWR CORD 96IN ARGENTINA            |
| CRD              |               | 700252638: DC PWR CORD                        |

**Table 33: Equipment List: Avaya S8300 Media Server**

**Server**

---

**S8300B Media Server**

---

The Avaya S8300 Media Server is an Intel™-based server complex that carries:

- Avaya Communication Manager
- administration and maintenance provisioning software
- Hard drive (Field-replaceable. Comcode: 700307028)
- 512 MB RAM
- Web serve
- Linux OS
- H.248 Media Gateway Signaling Protocol
- CCMS messages tunneled over H.248 Signaling Protocol
- TFTP server

The S8300 Media Server can act as the primary server of the G700 Media Gateway, or it can serve as a local survivable processor for remote/branch customer locations.

---

Comcode (for Services Ordering Only): 700335144

---

**Table 34: Equipment List: Media Modules**

**Media Modules**

|                                 |   |
|---------------------------------|---|
| <b>MM710 T1/E1 Media Module</b> | Comcode (for Services Ordering Only): 700315567 |
|---------------------------------|---|

The MM710 T1/E1 Media Module offers the combined features of a DEFINITY DS1 circuit pack and will include the following:

- A built-in CSU
- AMI-BASIC
- Both A-law for E1 and  $\mu$ -law for T1
- Line Coding: AMI, ZCS, B8ZS for T1 and HDB3 or AMI for E1
- Stratum 3 Clock compatibility
- Trunk signaling for supporting US and International CO trunks and tie trunks as currently in existence

The MM710 T1/E1 Media Module supports the universal DS1 conforming to 1.544 Mbps T1 standard and 2.048 Mbps E1 standard  
ISDN PRI is also supported for T1 or E1 revenue-associated option

---

**DEF DS1 LOOPBACK JACK 700A**

Provides the ability to remotely troubleshoot the MM 710 T1/E1 Media Module. It is required for any customer with a maintenance contract and highly recommended for any other customer.

|                             |                      |   |
|-----------------------------|----------------------|---|
| Material Code:<br>107988867 | Apparatus Code: None | Required for any customer with a maintenance contract and an MM710 T1/E1 Media Module, highly recommend for other customers to avoid expensive technician visits. |
|-----------------------------|----------------------|---|

**Table 34: Equipment List: Media Modules (continued)**

**Media Modules**

|                                  |   |
|----------------------------------|---|
| <b>MM711 Analog Media Module</b> | Comcode (for Services Ordering Only): 700277379 |
|----------------------------------|---|

The MM711 Analog Media Module supports eight analog interfaces allowing the connectivity of Loop Start, Ground Start, Analog DID trunks, and 2-wire analog Outgoing CAMA E911 trunks. As well, the MM711 Analog Media Module allows connectivity of analog, tip/ring devices such as single line telephones, modems or group 3 fax machines. Each port may be configured as either a trunk interface or a station interface.

Also included is support for caller ID signaling, ring voltage generation for a variety of international frequencies and cadences and administrable line termination styles.

|                                  |   |
|----------------------------------|---|
| <b>MM714 Analog Media Module</b> | Comcode (for Services Ordering Only): 700277379 |
|----------------------------------|---|

The MM714 Analog Media Module supports four analog stations and four CO trunks. Analog DID trunk connections are to be associated with the ports labeled "Line" and not "Trunk".

|                               |   |
|-------------------------------|---|
| <b>MM712 DCP Media Module</b> | Comcode (for Services Ordering Only): 700315583 |
|-------------------------------|---|

The MM712 DCP Media Module allows connectivity of up to 8 two-wire DCP voice terminals. MM712 will not support 4-Wire DCP telephones. Signal timing specifications for the MM712 support TDM Bus Timing in receive and transmit modes. The G700 Media Gateway supplies only +5 VDC and -48 VDC to the MM712 Media Module. Any other required voltages must be derived on the module.

Loop range secondary protection is provided on the MM712. The MM712 is also self-protecting from an over current condition on a tip and ring interface.

|                                       |   |
|---------------------------------------|---|
| <b>MM717 24 port DCP Media Module</b> | Comcode (for Services Ordering Only): 700302433 |
|---------------------------------------|---|

The MM717 DCP Media Module supports 24 DCP stations. The MM717 uses a 25-pair amphenol connector on the media module's faceplate. The 24 DCP ports are intended for in-building use only. Phone lines connected to those ports are not to be routed out-of-building. Failure to comply with this restriction could cause harm to personnel or equipment.

**NOTE: No more than 3** MM717 Media Modules can be installed in a single G700.

**Table 34: Equipment List: Media Modules (continued)**

**Media Modules**

|                               |   |
|-------------------------------|---|
| <b>MM720 BRI Media Module</b> | Comcode (for Services Ordering Only): 700315591 |
|-------------------------------|---|

The MM720 BRI Media Module contains eight ports that interface to the central office at the ISDN T reference point. Information is communicated in two ways: Over two 64 Kbps channels called B1 and B2 that can be circuit-switched simultaneously

Over a 16 Kbps channel called the D channel that is used for signaling. The D channel occupies one time slot for all eight D channels.

The circuit switched connections have a u-law or A-law option for voice operation. The circuit switched connections operate as 64 Kbps clear channels when in the data mode.

The MM720 BRI Media Module does not support BRI stations, or combining both B channels together to form a 128 Kbps channel.

|                                      |   |
|--------------------------------------|---|
| <b>MM722 2-port BRI Media Module</b> | Comcode (for Services Ordering Only): 700277361 |
|--------------------------------------|---|

The MM722 BRI Media Module supports two BRI ports.

|                                |   |
|--------------------------------|---|
| <b>MM760 VoIP Media Module</b> | Comcode (for Services Ordering Only): 700315609 |
|--------------------------------|---|

The MM760 VoIP Media Module is a clone of the motherboard VoIP engine. It provides an additional 64 VoIP channels with G.711 compression. Each chassis base system can support up to 64 G.711 single channel calls. If the desire is to have an essentially non-blocking system, an additional MM760 VoIP Media Module needs to be added if more than two MM710 T1/E1 Media Modules are used in a single chassis. This will provide for an additional 64 channels.

This VoIP conversion resource in the G700 Media Gateway is an improved version of the Prowler board resource and from a configuration perspective, the two are the same. The capacity is 64 G.711 TDM/IP simultaneous calls, or 32 compression codec (G.729 or G.723) TDM/IP simultaneous calls. These call types can be mixed on the same resource, so we say that the simultaneous call capacity of the resource is 64 "G.711 Equivalent Calls".

**Table 35: Avaya P330 Equipment****Avaya P330 Equipment**

|   |                        |  |
|---|------------------------|--|
| Avaya P330 Stacking Sub-Module (optional) |                        |  |
| Material Code:<br>108562943               | P330 MOD P330 STACKING |  |

**CASCADE CABLES**

|                          |   |  |
|--------------------------|---|--|
| Material code: 108592445 | Avaya P330 CABLE OCTAPLANE STACKING 1FT |  |
| Material code: 108592437 | Avaya P330 CABLE OCTAPLANE STACKING 6FT |  |
| Material code: 108563453 | Avaya CABLE ASSY X330RC REDUN STACKING  |  |

**EXPANSION MODULES**

|                          |                                      |   |
|--------------------------|--------------------------------------|---|
| Material code: 108562927 | Avaya MOD P330<br>1000BSX UPLINK 2PT | The X330-S2 provides 1000Base-SX connectivity with two Multimode Fiber ports (up to 550 m,1804 ft) with LAG and Load Sharing                        |
| Material code: 108563032 | Avaya MOD P330<br>1000BLX UPLINK 2PT | The X330-L2 provides 1000Base-LX connectivity with two Single Mode Fiber ports (up to 5 km,3.11 miles) with Link Aggregation (LAG) and Load Sharing |
| Material code: 108562992 | Avaya MOD P330<br>1000BSX UPLINK 1PT | The X330-S1 provides 1000Base-SX connectivity with one Multimode Fiber port (up to 550 m,1804 ft)   |
| Material code: 108562976 | Avaya MOD P330<br>1000BLX UPLINK 1PT | The X330-L1 provides 1000Base-LX connectivity with one Single Mode Fiber port (up to 5 km,3.11 miles)   |

**1 of 2**

**Table 35: Avaya P330 Equipment (continued)**

**Avaya P330 Equipment**

|                          |  |  |
|--------------------------|--|--|
| Material code: 108562968 | Avaya MOD P330 10/100TX UPLINK 16PT    | The X330-T16 adds 16 10/100Base-T ports. It allows up to 64 ports in a single switch and an impressive 640 per stack. Two LAGs can be created, with up to eight ports per group. |
| Material code: 108562950 | Avaya MOD P330 100FX UPLINK 2PT        | The X330-F2 adds two 100Base-FX ports which can be aggregated using LAG to provide a 200 Mbps link for backbone or high-speed server applications.                               |
| Material code: 108659178 | Avaya P330 MOD EXP GBIC 2PT            | The X330-G2 provides GBIC connectivity with an adapter for standard GBIC transceivers.   |
| Material code: 700214612 | Avaya X330 WAN-2DS1                    | The X330 WAN-2DS1 provides two T1/E1 ports and a 10/100BaseT port.   |
| Material code: 700247570 | Avaya X330 WAN-2USP                    | The X330 WAN-2USP provides two serial ports supporting V.35, X.21, RS530 and a 10/100BaseT port.   |
| Material code: 700247588 | V.35 DTE Cable                         | Used with the X330 WAN-2USP.   |
| Material code: 108659194 | Avaya MOD DUAL SPEED OC12/OC3 SMF 15KM |  |
| Material code: 108659186 | Avaya MOD DUAL SPEED OC12 OC3 MMF 500M |  |

# Appendix D: Install the Avaya TFTP Server

This appendix describes the procedure to install and configure the Avaya TFTP server on a technician's laptop or other computer. You can use the capabilities of the TFTP server as the "source" to install software on the S8300 and install firmware on the G700 or G350 Media Gateways and the gateway media modules.

## To install the Avaya TFTP server

### Create a tftpboot directory

1. Skip this step if you intend to use your CD-ROM drive as the source location for the system software files. Otherwise, on the hard drive of your laptop or the customer's PC, create a directory into which you will load the system software. It is recommended that you create a directory called C:\tftpboot.

### Download the TFTP software

The TFTP server software may be available on the Unity CD in \pc-software\TFTP. If so, skip to Step 8.

2. Connect to the LAN using a browser on your laptop or the customer's PC and access the Avaya Support website on the Internet:

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

3. At the Avaya support site, select the following sequence of menu options:

> **Software & Firmware Downloads**

scroll down to the **Telephones and End User Devices** category and select

> **4600 Series IP Telephones**

> **Software Downloads**

4. >Double-click on one of the links listed with "TFTP Server"; for example, **4630/4630SW IP Telephone R 2.0.1 and TFTP Server**.
5. Scroll to bottom of page to find the TFTP Server Application file, **iptel\_avaya\_tftp.exe**.
6. Double-click on the filename and download the file to your laptop or the customer PC that will serve as the TFTP server. The directory that you download this file to can be a temporary directory — it is not the directory that the TFTP server will be installed in. Remember this directory.
7. You may also wish to download and view or print the file **iptel.pdf**, which provides instructions on installing the **iptel\_avaya\_tftp.exe** for Windows servers.

## Install the Avaya TFTP Server

### Install the TFTP software

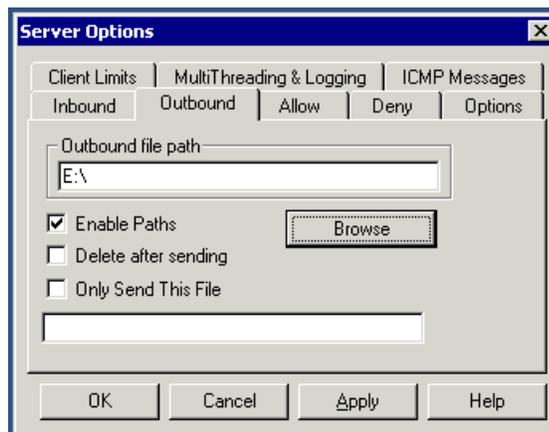
8. After downloading the **iptel\_avaya\_tftp.exe** file, double-click it and follow the installation instructions. The installation program creates the default installation directory C:\Program Files\Walusoft\TFTPSuite.
9. When the file has been installed, go to the directory where the software was installed and double-click the file **tftpserver32.exe** to open the program.

The TFTP Server window appears. The IP address of the PC plus port 69 shows in the top border.

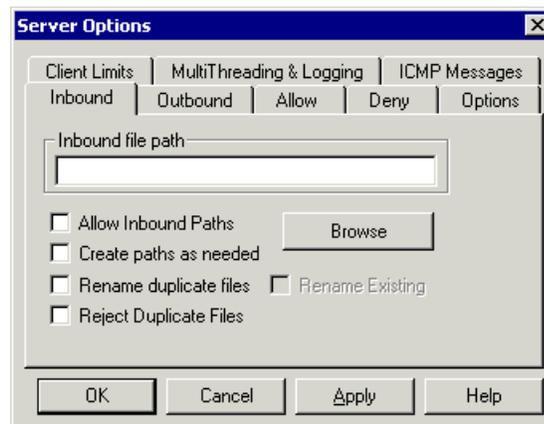


10. Configure the TFTP server as follows:

- a. Click on **System** from the menu bar and select **setup**.
- b. In the **Server Options** window, select the **Outbound** tab, and browse to your CD-ROM drive location and double-click to enter in the outbound file path.



- c. Select the **Inbound** tab and ensure that the Inbound file path is blank



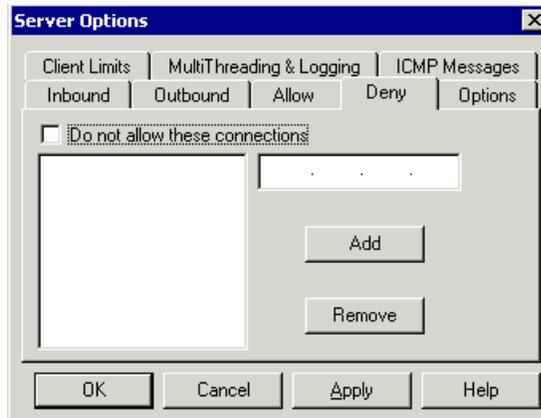
- d. Select the **Options** tab. Enter **69** in the **Use Port** field and **30** in the **Timeout** field.
- e. Select **No Incoming**. However, if you wish to copy files as a backup prior to performing an upgrade of software, leave this field unchecked.
- f. Select **Prevent AutoRe-Start**.



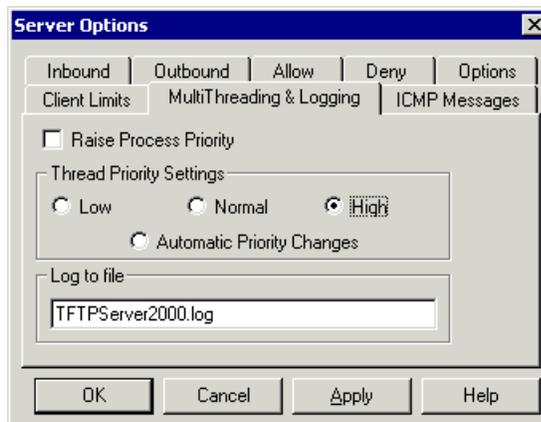
- g. In the **Allow** tab, leave the **Only allow these connections** checkbox unchecked.

## Install the Avaya TFTP Server

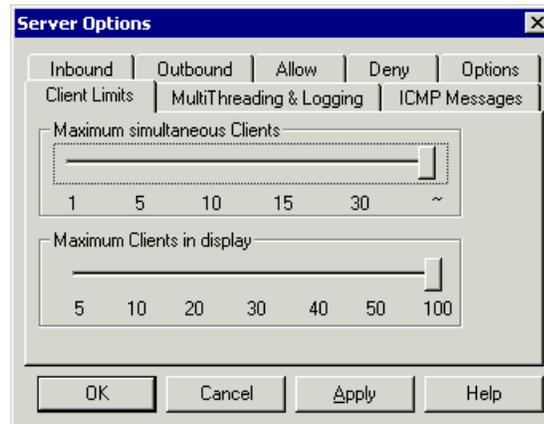
- h. Select the **Deny** tab and ensure that all fields are blank.



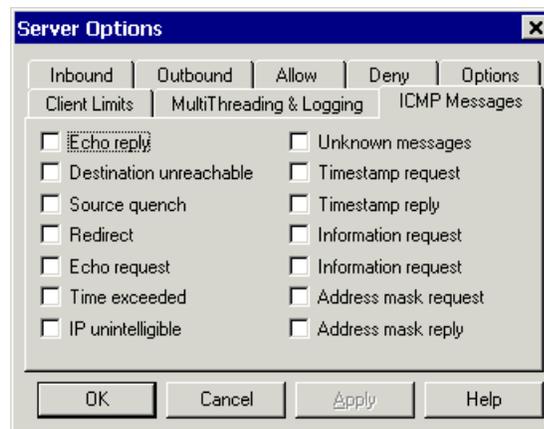
- i. Select the **MultiThreading & Logging** tab and select **High** for **Thread Priority Settings**.
- j. Leave the default filename in the **Log to file** field.



- k. Select the **Client Limits** tab and move the slide button all the way to the right for **Maximum simultaneous Clients** (~) and **Maximum Clients in display** (100).



- l. Select the **ICMP Messages** tab and ensure that all fields are blank.



- m. Click **OK** to save these settings.

This completes the installation and configuration of the TFTP server.

## **Install the Avaya TFTP Server**

# Index

## Numerical

|  |   |
|--|---|
| 1151A1 and 1151A2 power supply . . . . . | <a href="#">398</a> , <a href="#">400</a> |
| 1151A1 power supply . . . . .            | <a href="#">398</a>                       |
| 1151A2 power supply . . . . .            | <a href="#">398</a>                       |
| 120A ICSU . . . . .                      | <a href="#">439</a>                       |
| 2-wire digital station                   |   |
| connecting . . . . .                     | <a href="#">385</a>                       |
| pinout chart . . . . .                   | <a href="#">386</a>                       |
| wiring . . . . .                         | <a href="#">385</a>                       |
| 400B2 Adapter . . . . .                  | <a href="#">389</a>                       |
| 4600 Series IP Telephones . . . . .      | <a href="#">385</a>                       |

## A

|  |   |
|--|---|
| AC power . . . . .                             | <a href="#">104</a>   |
| adding   |   |
| switch configuration . . . . .                 | <a href="#">66</a>  |
| adjunct power connections . . . . .            | <a href="#">390</a>   |
| Adjuncts                                       |   |
| connecting . . . . .                           | <a href="#">383</a>   |
| alarm wiring . . . . .                         | <a href="#">385</a>   |
| analog station                                 |   |
| connecting . . . . .                           | <a href="#">385</a>   |
| wiring . . . . .                               | <a href="#">385</a>   |
| announcements . . . . .                        | <a href="#">409</a>   |
| approved grounds . . . . .                     | <a href="#">101</a>   |
| ART, Automatic Registration Tool . . . . .     | <a href="#">119</a> , <a href="#">248</a> , <a href="#">324</a> |
| ASAI Co-Resident DLG . . . . .                 | <a href="#">406</a>   |
| ATM WAN Survivable Processor Manager . . . . . | <a href="#">411</a>   |
| Attendant Console, Aux power . . . . .         | <a href="#">390</a>   |
| AUDIX  |   |
| IA 770 . . . . .                               | <a href="#">403</a>   |
| LX . . . . .                                   | <a href="#">405</a>   |
| Avaya Site Administration . . . . .            | <a href="#">65</a> , <a href="#">414</a>                        |
| adding new switch configuration . . . . .      | <a href="#">66</a>  |
| configuring . . . . .                          | <a href="#">65</a>  |

## B

|                                      |                     |
|--------------------------------------|---------------------|
| backup                               |                     |
| to FTP server . . . . .              | <a href="#">243</a> |
| to laptop . . . . .                  | <a href="#">243</a> |
| backup, Linux Migration . . . . .    | <a href="#">264</a> |
| bonding conductor, install . . . . . | <a href="#">401</a> |
| busy tone disconnect . . . . .       | <a href="#">454</a> |

## C

|  |   |
|--|---|
| cabling  |   |
| multiple units . . . . .                                       | <a href="#">96</a>  |
| Octaplane Cables . . . . .                                     | <a href="#">96</a> , <a href="#">463</a>  |
| Call Center . . . . .  | <a href="#">408</a>   |
| G700 announcements . . . . .                                   | <a href="#">409</a>   |
| CBC . . . . .  | <a href="#">401</a>   |
| CD, Unity . . . . .  | <a href="#">111</a>   |
| Checklist 1, Install new G700 with S8300 . . . . .             | <a href="#">35</a>  |
| Checklist 2, Install new G700 without S8300 . . . . .          | <a href="#">38</a>  |
| Checklist 3, Upgrade G700 with S8300 . . . . .                 | <a href="#">40</a> , <a href="#">42</a>   |
| Checklist 4, Upgrade G700 without S8300 . . . . .              | <a href="#">44</a>  |
| checklists . . . . .   | <a href="#">81</a>  |
| Circuit Protection   |   |
| Media Modules . . . . .  | <a href="#">402</a>   |
| circuit protection, install . . . . .                          | <a href="#">402</a>   |
| CLI commands . . . . .   | <a href="#">67</a>  |
| CO trunk wiring . . . . .                                      | <a href="#">385</a>   |
| Command Line Interface Help . . . . .                          | <a href="#">63</a> , <a href="#">64</a>   |
| Configuration Manager . . . . .                                | <a href="#">413</a>   |
| configure  |   |
| G700 Media Gateway . . . . .                                   | <a href="#">150</a>   |
| G700 with S8300 . . . . .                                      | <a href="#">109</a>   |
| administer Communication Manager . . . . .                     | <a href="#">169</a>   |
| completing installation . . . . .                              | <a href="#">191</a>   |
| G700 serial number . . . . .                                   | <a href="#">115</a> , <a href="#">197</a> , <a href="#">242</a> , <a href="#">319</a> , <a href="#">370</a> |
| IP connectivity . . . . .                                      | <a href="#">154</a> , <a href="#">206</a>   |
| LSP transition points . . . . .                                | <a href="#">158</a> , <a href="#">210</a>   |
| SNMP alarming setup . . . . .                                  | <a href="#">188</a>   |
| G700 with S8700 . . . . .                                      | <a href="#">193</a>   |
| administer Communication Manager . . . . .                     | <a href="#">219</a> , <a href="#">224</a>   |
| completing installation . . . . .                              | <a href="#">192</a> , <a href="#">235</a>   |
| Expansion Module . . . . .                                     | <a href="#">159</a> , <a href="#">210</a>   |
| G700 firmware installation . . . . .                           | <a href="#">214</a>   |
| tar.gz file . . . . .  | <a href="#">199</a> , <a href="#">371</a>   |
| TFTP server setup . . . . .                                    | <a href="#">198</a> , <a href="#">370</a>   |
| configuring  |   |
| Avaya Site Administration . . . . .                            | <a href="#">65</a>  |
| switches . . . . .   | <a href="#">66</a>  |
| connect AC power . . . . .                                     | <a href="#">106</a>   |
| connecting a printer to a G700 or G350 Media Gateway . . . . . | <a href="#">436</a>   |
| consoles   |   |
| connectable . . . . .  | <a href="#">384</a>   |
| controller list for G700 . . . . .                             | <a href="#">156</a> , <a href="#">207</a>   |

## Index

|  |                     |
|--|---------------------|
| Co-Resident DLG . . . . .                                      | <a href="#">406</a> |
| administration tasks . . . . .                                 | <a href="#">407</a> |
| ethernet interfaces . . . . .                                  | <a href="#">408</a> |
| coupled bonding conductor, install . . . . .                   | <a href="#">401</a> |
| Customization Template for Avaya Installation Wizard . . . . . | <a href="#">33</a>  |
| CWY1 Board . . . . .   | <a href="#">404</a> |

## D

|                                       |   |
|---------------------------------------|---|
| Data Expansion Modules . . . . .      | <a href="#">74</a>                        |
| DC                                    |   |
| wiring diagram . . . . .              | <a href="#">108</a>                       |
| DC power . . . . .                    | <a href="#">107</a>                       |
| default for media gateway . . . . .   | <a href="#">154</a> , <a href="#">205</a> |
| DEFINITY LAN Gateway . . . . .        | <a href="#">406</a>                       |
| DHCP server . . . . .                 | <a href="#">186</a>                       |
| DID trunk wiring . . . . .            | <a href="#">385</a>                       |
| Directory Enabled Management. . . . . | <a href="#">412</a>                       |
| DLG . . . . .                         | <a href="#">406</a>                       |
| DS1 loopback jack . . . . .           | <a href="#">437</a>                       |
| DS1 span . . . . .                    | <a href="#">438</a>                       |
| T1 . . . . .                          | <a href="#">437</a>                       |

## E

|   |   |
|---|---|
| Equipment List                                    |   |
| Avaya Expansion Modules . . . . .                 | <a href="#">483</a>                       |
| G700 . . . . .                                    | <a href="#">477</a>                       |
| Loopback Jack . . . . .                           | <a href="#">480</a>                       |
| MM710 T1/E1 media module . . . . .                | <a href="#">480</a>                       |
| MM711 analog media module . . . . .               | <a href="#">481</a>                       |
| MM712 DCP media module . . . . .                  | <a href="#">481</a>                       |
| MM714 analog media module . . . . .               | <a href="#">481</a>                       |
| MM717 DCP media module . . . . .                  | <a href="#">481</a>                       |
| MM720 BRI media module . . . . .                  | <a href="#">482</a>                       |
| MM722 BRI media module . . . . .                  | <a href="#">482</a>                       |
| MM760 VoIP media module . . . . .                 | <a href="#">482</a>                       |
| Octaplane Cables. . . . .                         | <a href="#">483</a>                       |
| Power Cords . . . . .                             | <a href="#">478</a>                       |
| S8300 . . . . .                                   | <a href="#">479</a>                       |
| X330STK Stacking Sub Module . . . . .             | <a href="#">483</a>                       |
| Expansion Module                                  |   |
| G700 with S8700 . . . . .                         | <a href="#">159</a> , <a href="#">210</a> |
| installation . . . . .                            | <a href="#">94</a>                        |
| external alarm wiring . . . . .                   | <a href="#">385</a>                       |
| external communications controller (ECC). . . . . | <a href="#">455</a>                       |

## F

|   |                     |
|---|---------------------|
| Fault and Performance Manager . . . . . | <a href="#">413</a> |
| FTP server . . . . .                    | <a href="#">243</a> |

## G

|                                       |   |
|---------------------------------------|---|
| G350 firmware upgrade . . . . .       | <a href="#">296</a> , <a href="#">353</a> , <a href="#">376</a> |
| G600 Media Gateway . . . . .          | <a href="#">80</a>  |
| G700 Media Gateway                    |   |
| rack mounting . . . . .               | <a href="#">87</a>  |
| SNMP alarming setup . . . . .         | <a href="#">188</a>   |
| Gateway Installation Wizard . . . . . | <a href="#">34</a>  |
| grounding                             |   |
| approved . . . . .                    | <a href="#">101</a>   |
| conductors . . . . .                  | <a href="#">100</a>   |
| connections . . . . .                 | <a href="#">103</a>   |
| requirements . . . . .                | <a href="#">100</a>   |
| safety. . . . .                       | <a href="#">103</a>   |

## I

|  |   |
|--|---|
| IA770  |   |
| language files . . . . .                           | <a href="#">246</a> , <a href="#">256</a>   |
| patch files. . . . .                               | <a href="#">246</a>   |
| Initial Administration Tasks . . . . .             | <a href="#">170</a> , <a href="#">175</a> , <a href="#">219</a> , <a href="#">224</a> |
| inserting  |   |
| Expansion Module. . . . .                          | <a href="#">94</a>  |
| X330STK Stacking Sub-Module . . . . .              | <a href="#">95</a>  |
| install  |   |
| license file . . . . .                             | <a href="#">292</a> , <a href="#">336</a>   |
| installation                                       |   |
| checklists . . . . .                               | <a href="#">81</a>  |
| roadmap . . . . .                                  | <a href="#">35</a>  |
| Installation Wizard                                |   |
| Customization Template . . . . .                   | <a href="#">33</a>  |
| Electronic Pre-Installation Worksheet . . . . .    | <a href="#">32</a>  |
| gateway installation . . . . .                     | <a href="#">34</a>  |
| Names/Number Template . . . . .                    | <a href="#">32</a>  |
| installing   |   |
| telephone power supplies                           |   |
| procedures . . . . .                               | <a href="#">388</a>   |
| Integrated Management. . . . .                     | <a href="#">411</a>   |
| internal communications controller (ICC) . . . . . | <a href="#">455</a>   |
| Intuity AUDIX                                      |   |
| hunt group . . . . .                               | <a href="#">404</a>   |
| IA 770 . . . . .                                   | <a href="#">403</a>   |
| LX . . . . .                                       | <a href="#">405</a>   |
| IOLAN+ 104 terminal server. . . . .                | <a href="#">417</a>   |
| installation and administration . . . . .          | <a href="#">417</a>   |
| IP phones  |   |
| LSP configuration . . . . .                        | <a href="#">186</a>   |
| IP route . . . . .                                 | <a href="#">151</a> , <a href="#">154</a> , <a href="#">203</a> , <a href="#">205</a> |
| IP services . . . . .                              | <a href="#">429</a>   |
| IP Telephone file . . . . .                        | <a href="#">129</a> , <a href="#">276</a>   |
| IP Telephones . . . . .                            | <a href="#">385</a>   |

**K**

keys.install file . . . . . [147](#)

**L**

languages, for IA770 announcements [246](#), [247](#), [256](#), [313](#),  
[322](#), [323](#), [330](#), [332](#)

laptop

as FTP server . . . . . [243](#)  
direct Ethernet connection. . . . . [159](#), [210](#)

LEDs . . . . . [78](#)

license file

install . . . . . [292](#), [336](#)

Linux Migration backup. . . . . [264](#)

Local Survivable Processor. . . . . [80](#)

loopback jack . . . . . [437](#)

administration . . . . . [439](#)

installation . . . . . [437](#)

LSP. . . . . [80](#)

IP phones . . . . . [186](#)

transition of control . . . . . [187](#)

LSP/G700 Upgrade Tool . . . . . [33](#)

**M**

Media Modules . . . . . [72](#)

Messaging

IA770 . . . . . [403](#)

LX. . . . . [405](#)

modems, external . . . . . [452](#)

administration . . . . . [453](#)

hardware to configure. . . . . [452](#)

Multi-Tech MT5634ZBA-USB . . . . . [452](#)

Multi-Tech MT5634ZBA-V92 . . . . . [453](#)

multiple units . . . . . [96](#)

MultiService Network Manager . . . . . [412](#)

MultiService SMON Manager . . . . . [413](#)

Multi-Tech MT5634ZBA-USB modems . . . . . [452](#)

Multi-Tech MT5634ZBA-V92 modems. . . . . [453](#)

music-on-hold (MOH) . . . . . [455](#)

**N**

Names/Number Template for Avaya Installation Wizard [32](#)

network integration. . . . . [82](#)

network interface . . . . . [439](#)

**P**

P330 LAN Expansion Module . . . . . [75](#)

P333T-PWR power over Ethernet stackable switch . [395](#)

paging equipment . . . . . [459](#)

loudspeaker paging for G700 or G350 media

gateways . . . . . [459](#)

patch files

for Communication Manager . . . . . [244](#)

for IA770 . . . . . [246](#)

pinout chart

2-wire station . . . . . [386](#)

Planning

documentation . . . . . [81](#)

Logins . . . . . [469](#)

S8300 Information. . . . . [473](#)

Serial Numbers . . . . . [469](#)

power

AC . . . . . [104](#)

AC Outlet Test . . . . . [104](#)

Connecting . . . . . [106](#)

DC . . . . . [107](#)

Requirements . . . . . [104](#)

Testing the AC Outlet . . . . . [104](#)

power supplies

installation . . . . . [384](#)

wiring. . . . . [384](#)

power supplies for telephones

1151A1 -48V . . . . . [398](#)

1151A2 -48V . . . . . [398](#)

installing and wiring . . . . . [388](#)

P333T-PWR . . . . . [395](#)

power up. . . . . [106](#)

Pre-installation Worksheet for Avaya Installation Wizard [32](#)

printers

connecting to a G700 or G350 Media Gateway . [436](#)

Proxy Agent . . . . . [413](#)

**R**

RAL . . . . . [84](#)

remaster command. . . . . [282](#)

Remote Feature Activation . . . . . [82](#)

Restricted Access Location . . . . . [84](#)

## Index

---

### S

|   |   |
|---|---|
| S8300   |   |
| B version . . . . .                               | <a href="#">237</a>                       |
| LEDs . . . . .                                    | <a href="#">78</a>                        |
| S8700 Media Server . . . . .                      | <a href="#">80</a>                        |
| S8700/S8710 Media Server . . . . .                | <a href="#">80</a>                        |
| safety instructions                               |   |
| 1151A1 and 1151A2 power supply . . . . .          | <a href="#">398</a>                       |
| Single Sign-On SSO                                |   |
| RFA Single Sign-On . . . . .                      | <a href="#">82</a>                        |
| site verification . . . . .                       | <a href="#">82</a>                        |
| site-specific-option-number (sson) . . . . .      | <a href="#">186</a>                       |
| SNMP alarming on G700 . . . . .                   | <a href="#">188</a>                       |
| stack . . . . .                                   | <a href="#">151</a> , <a href="#">203</a> |
| stacks  |   |
| multiple units . . . . .                          | <a href="#">96</a>                        |
| supplementary ground conductor . . . . .          | <a href="#">84</a>                        |
| switches  |   |
| adding new switch configuration . . . . .         | <a href="#">66</a>                        |
| switch-to-call accounting link, testing . . . . . | <a href="#">434</a>                       |

---

### T

|   |   |
|---|---|
| T1 DS1 span . . . . .                             | <a href="#">437</a>                       |
| task list . . . . .                               | <a href="#">35</a>                        |
| new G700 with S8700 . . . . .                     | <a href="#">38</a>                        |
| upgrade G700 with S8300 . . . . .                 | <a href="#">40</a> , <a href="#">42</a>   |
| upgrade G700 with S8700 . . . . .                 | <a href="#">44</a>                        |
| Technical Specifications Table . . . . .          | <a href="#">463</a>                       |
| Telephones  |   |
| connecting . . . . .                              | <a href="#">383</a>                       |
| telephones  |   |
| connectable . . . . .                             | <a href="#">384</a>                       |
| installation . . . . .                            | <a href="#">384</a>                       |
| wiring . . . . .                                  | <a href="#">384</a>                       |
| telnet  |   |
| set parameters . . . . .                          | <a href="#">121</a> , <a href="#">269</a> |
| Terminal Configuration . . . . .                  | <a href="#">414</a>                       |
| terminal emulation                                |   |
| ntt . . . . .                                     | <a href="#">69</a>                        |
| w2ktt . . . . .                                   | <a href="#">69</a>                        |
| Terminal Emulator . . . . .                       | <a href="#">414</a>                       |
| terminal server . . . . .                         | <a href="#">417</a>                       |
| administering IP services . . . . .               | <a href="#">429</a>                       |
| IOLAN+ 104 . . . . .                              | <a href="#">417</a>                       |
| testing, switch-to-call accounting link . . . . . | <a href="#">434</a>                       |
| TFTP server                                       |   |
| on laptop . . . . .                               | <a href="#">111</a> , <a href="#">239</a> |
| TFTP server setup . . . . .                       | <a href="#">198</a> , <a href="#">370</a> |
| translations, CDR parameters . . . . .            | <a href="#">432</a>                       |

---

### U

|   |   |
|---|---|
| Uninterruptable Power Supply . . . . .                  | <a href="#">416</a>                       |
| Unity CD . . . . .                                      | <a href="#">111</a>                       |
| Unity CD, access . . . . .                              | <a href="#">239</a>                       |
| update files . . . . .                                  | <a href="#">244</a>                       |
| upgrade   |   |
| G700 with S8300 . . . . .                               | <a href="#">237</a> , <a href="#">317</a> |
| completing upgrade (S8300 primary controller) . . . . . | <a href="#">314</a> , <a href="#">364</a> |
| configure G700 Media Gateway . . . . .                  | <a href="#">353</a>                       |
| G700 with S8700 . . . . .                               | <a href="#">367</a>                       |
| G700 firmware installation . . . . .                    | <a href="#">376</a>                       |
| Upgrade Tool for LSP/G700 . . . . .                     | <a href="#">33</a>                        |
| UPS . . . . .   | <a href="#">416</a>                       |
| USB CD-ROM drive . . . . .                              | <a href="#">111</a> , <a href="#">239</a> |

---

### V

|   |                     |
|---|---------------------|
| Voice Announcement over LAN Manager . . . . . | <a href="#">415</a> |
|---|---------------------|

---

### W

|                                  |                     |
|----------------------------------|---------------------|
| wiring                           |                     |
| 2-wire digital station . . . . . | <a href="#">385</a> |
| alarm . . . . .                  | <a href="#">385</a> |
| analog station . . . . .         | <a href="#">385</a> |
| CO trunk . . . . .               | <a href="#">385</a> |
| DID trunk . . . . .              | <a href="#">385</a> |
| wiring diagram                   |                     |
| DC . . . . .                     | <a href="#">108</a> |
| wiring telephone power supplies  |                     |
| procedures . . . . .             | <a href="#">388</a> |

---

### X

|  |                    |
|--|--------------------|
| X330 WAN Access Routing Module . . . . . | <a href="#">75</a> |
| X330STK Stacking Sub-Module              |                    |
| installation . . . . .                   | <a href="#">95</a> |