



Job Aid: Avaya Installation Wizard

for Avaya S8300, S8500, and S8700-Series Media Servers, Enterprise Survivable Servers, and Avaya G250, G250-BRI, G350, and G700 Media Gateways

Note:

For a demo of the Avaya Installation Wizard, please visit <http://support.avaya.com/avayaiw> and click the [Avaya Installation Wizard Demos](#) link.

Introduction

The Avaya Installation Wizard (IW) is a browser-based wizard that is available on the S8300, S8500, S8700, and S8710 Media Servers running Avaya Communication Manager 3.0 or higher software. The IW guides you through the steps required to install and configure a media server with associated gateways.

Note:

The media server Home Page contains a link to access the IW for installations. You can get the latest version of the IW RPM file and all wizard template files by downloading them from the <http://support.avaya.com/avayaiw> web site. Also visit this web site to get additional information about how the use of the wizard template files can make your job easier.

Configurations Supported by the Avaya Installation Wizard

You can use the Avaya Installation Wizard (IW) to do the following:

- Install an S8500, S8700, or S8710 Media Server as a main server or an Enterprise Survivable Server (ESS)
- Install an S8300/G700 stack with S8300 configured as a primary controller or Local Survivable Processor (LSP)
- Install an S8300/G350 with S8300 configured as a primary controller or Local Survivable Processor (LSP)
- Install an S8300/G250/G250-BRI with S8300 configured as a primary controller or Local Survivable Processor (LSP)

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- Install and configure IA770 INTUITY AUDIX software on an S8300 Media Server (*only* if you run the installation concurrently with the Communication Manager installation)

 **CAUTION:**

If you install Communication Manager, but *do not* install IA770 Messaging at the same time, then, later, if you want to install IA770, you must also install Communication Manager again along with IA770.

- Install service packs on Communication Manager software
- Upgrade Communication Manager R3.0 and later software on an S8300, S8500, S8700, or S8710 Media Server to a future release
- Upgrade IA770 INTUITY AUDIX software from Communication Manager R3.0 on an S8300 Media Server to a later release (*only* if you run the upgrade concurrently with the Communication Manager upgrade).

 **CAUTION:**

If you are upgrading IA770 software to a future release of Communication Manager (later than R3.0), be sure that messaging is enabled *before* you run the IA770 software upgrade with the Installation Wizard. You can check this with the Maintenance Web Interface by selecting Messaging Software under Miscellaneous. Messaging is enabled if you see the Disable button and "Internal Messaging is enabled" at the end of the note on the screen. The IA770 upgrade will fail if you disable IA770 prior to running the IW for the upgrade.

In addition, if you upgrade Communication Manager, but *do not* upgrade IA770 Messaging at the same time, then, later, if you want to upgrade IA770, you must also upgrade Communication Manager again along with IA770.

- Upgrade firmware on a G250, G250-BRI, G350, or G700 Media Gateway and their media modules
- Configure alarming strategy
- Set Product ID and install unicode files
- Configure modems
- Configure SNMP
- For the S8300 only, configure telephony, trunking parameters, trunk diagnostics, and endpoint parameters

Configurations Not Supported by the Avaya Installation Wizard

You **cannot** use the IW to do the following:

- Upgrade Communication Manager to R3.0
- Install a G700 that is not in a stack containing an S8300 Media Server.
- Install a G250, G250-BRI, or G350 that does not contain an S8300 Media Server.
- Install an LSP or media gateway remotely from an S8500 or S8700-series Media Server. That is, to install or upgrade software on a media server, the IW must be running on that media server. To install or upgrade firmware on a media gateway, IW must be running on the S8300 that resides in the media gateway; or, for a G700 stack, IW must be running on an S8300 that resides in a G700 in the stack.
- Install a P330 Expansion Module in a G700
- Install a W310 Converged Mobility Gateway
- Install a C360 Ethernet switch

Electronic Worksheets and Templates

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

- Electronic Pre-Installation Worksheet
- Name and Number List (S8300 with a G700, G350, G250, or G250-BRI only)
- Custom Template (S8300 with a G700, G350, G250, or G250-BRI only)

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

Electronic Pre-Installation Worksheet

The Electronic Pre-Installation Worksheet (EPW) is filled in by the customer and either the project manager, the software specialist, or another support person who configures Voice over IP systems. The data from this worksheet is automatically pulled into IW to configure the servers and gateways.

Name and Number List (S8300 with G700, G350, G250, or G250-BRI only)

The Name and Number List, like the EPW, is an Excel spreadsheet. The Name and Number List contains administration data for multiple users. The IW pulls this data to automatically administer users on the new system. This administration includes users' names, unicode names (for native names in Chinese, Japanese, and other non-ASCII character languages), extensions, telephone types, classes of service, languages, locations, and voice mail capability. The Name and Number List also includes hunt group port configuration for new IA770 INTUITY AUDIX systems.

CAUTION:

For the IW to install an IA770 INTUITY AUDIX Messaging system, you *must* complete the subscriber data on the Name and Number List and then use the Name and Number List with the IW.

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.

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.

Custom Template (S8300 with G700, G350, G250, or G250-BRI only)

The Custom Template is a third Excel spreadsheet that allows automatic administration of key custom Communication Manager translations. These are:

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

Tasks to Complete Before Going Onsite

Before going on site to perform an installation, you must perform some or all of the tasks in the following checklist:

Task	Who does it?	Description
Create RFA Password (Authentication) File	Project Manager or Technician	The Project Manager, software specialist, or another support person who configures Voice over IP systems normally creates the file from the RFA Web site and sends it to the installer.
Create RFA License File for Communication Manager	Project Manager or Installer	<p>The Project Manager normally creates the file from the RFA Web site and sends it to the installer.</p> <p>If the server being installed is an S8300 configured as an LSP, the FEAT_LSP feature must be enabled when creating the license file.</p>
<p>If the IW will configure basic translations for an S8300 primary controller, create two RFA license files -- one with DADMIN enabled and one with DADMIN disabled</p> <p>Note: <i>Required for Avaya Direct Installation of an S8300 primary controller with a G700, G350, G250, or G250-BRI only</i></p>	Project Manager or Installer	<p>If the IW will configure basic translations on an S8300 primary controller, the Project Manager creates two files from the RFA Web site and sends them to the installer. Create one license file with the FEAT_DADMIN feature enabled. Create a second license file with the FEAT_DADMIN feature disabled.</p> <p>The license file with DADMIN enabled is installed during the installation of the S8300. The license file with DADMIN disabled is installed after the completion the S8300 installation and basic translations, replacing the DADMIN-enabled license file. The DADMIN-disabled file prevents access via the DADMIN login.</p> <p> Important: Do <i>not</i> create or install the DADMIN-disabled second license file for an LSP or for an Avaya Business Partner installation.</p>
<p>For G250, G250-BRI, or G350 (with or without S8300): Create RFA License File for VPN (Optional)</p>	Project Manager or Installer	<p>The Project Manager normally creates the file from the RFA Web site and sends it to the installer.</p> <p>The license file is required only if the customer wants to enable VPN on the media gateway.</p>

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Task	Who does it?	Description
<p>For S8300:</p> <p>Get USB CD-ROM drive or install TFTP server software to your laptop.</p> <p>Get the Communication Manager software distribution CD.</p>	<p>Installer through Tier 3</p>	<p>For a new installation of the S8300, the S8300 hard drive contains the Linux operating system software and the Remastering Program only. The Remastering Program copies the .rpm files from the software CD, either from the USB CD-ROM drive or the your laptop's CD-ROM drive, to the S8300 hard drive.</p> <p>The software CD also contains the G350 and G700 firmware.</p>
<p>For S8500 and S8700 (main server or ESS):</p> <p>Get the Communication Manager software distribution CD.</p>	<p>Installer through Tier 3</p>	<p>For a new installation, or an upgrade from Communication Manager R1.3 or earlier, of the S8500 or S8700, the hard drive must be reformatted. This is done using the internal CD-ROM drive and the software CD containing the server .rpm files and the Linux operating system software.</p> <p>The software CD also contains the most recent version of firmware for the IPSI board.</p>
<p>If you have not already done so, get the most recent Installation Wizard RPM file.</p>	<p>Installer</p>	<p>Download the most recent IW .rpm file from the Avaya support Web site to your laptop. If the wizard installed on the media server is not as recent, the wizard provides the option to update itself with the .rpm file you downloaded.</p> <p>Note: Do not use Wizard versions prior to si-S8x00-3.0-x.</p>
<p>Get the most recent Unicode Message files (Optional)</p>	<p>Installer</p>	<p>Download the most recent Unicode message files for the languages the customer wants.</p>
<p>Get the most recent firmware files and Communication Manager service packs.</p>	<p>Installer</p>	<p>Download the most recent firmware and service packs. These may be more recent than those on the software CD.</p>
<p>Complete the Wizard Electronic Preinstallation Worksheet (EPW)</p>	<p>Project Manager with Customer</p>	<p>The Project Manager, software specialist, or another support person who configures Voice over IP systems normally completes the EPW with the customer and sends it to the installer.</p>

Tasks to Complete Before Going Onsite

Task	Who does it?	Description
<p>For S8300 only: If doing basic translations, complete the Custom Template (spreadsheet) (Optional, based on customer's desire for custom settings)</p>	<p>Project Manager with customer</p>	<p>The Project Manager, software specialist, or another support person who configures Voice over IP systems normally completes the Custom Template with the customer and sends it to the installer. The Custom Template is used by the wizard to override wizard translation defaults.</p>
<p>For S8300 only: If doing basic translations, complete the Name and Number List (spreadsheet)</p>	<p>Project Manager with Customer</p>	<p>The Project Manager, software specialist, or another support person who configures Voice over IP systems normally completes the Name and Number List with the customer and sends it to the installer. The Name and Number List is used by the wizard to administer stations.</p> <p> CAUTION: For the IW to install an IA770 INTUITY AUDIX Messaging system, you <i>must</i> complete the subscriber data on the Name and Number List and then use the Name and Number List with the IW.</p>
<p>Load all items required for the installation on the technician's laptop.</p>	<p>Installer</p>	<p>Items that must be loaded are Authentication and License file(s). Items that might need to be loaded are: software CD, .tar.gz file, individual firmware files, EPW, Name and Number List, Custom Template, and Wizard RPM file.</p>

Installing Hardware

Once you have verified that all activities are completed, you can begin product hardware installation following instructions in one of the server installation and upgrades manuals. Choose the appropriate documentation from the following list.

For S8300 with G700:

Quick Start for Hardware Installation: Avaya S8300 Media Server and Avaya G700 Media Gateways, 555-233-150

Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server, 555-234-100

For S8300 with G350:

Quick Start for Hardware Installation: Avaya G350 Media Gateways, 03-300148

Installation and Upgrades for the Avaya G350 Media Gateway, 03-300394

For S8300 with G250/G250-BRI:

Quick Start for Hardware Installation: Avaya G250 Media Gateways, 03-300433

Installation and Upgrades for the Avaya G250 Media Gateway, 03-300434

For S8500:

Quick Start for Hardware Installation: Avaya S8500 Media Server, 555-245-701

Installing and Configuring the Avaya S8500 Media Server, 03-300143

For S8700/S8710:

Quick Start for Hardware Installation: Avaya S8700 Series Media Server, 555-245-703

Installing and Configuring the Avaya S8700 Series Media Server, 03-300145

When instructed in the manual, launch the Avaya Installation Wizard.

Setting up the Avaya Installation Wizard Onsite

More details on how to set up your laptop connection to the media server can be found in the documents listed above.

1. Make sure your laptop is correctly configured as shown below.

Note:

If you are not using Netswitcher, write down the previous settings so you can re-configure your laptop after the installation.

- a. IP Address: **192.11.13.5**
 - b. NetMask: **255.255.255.252**
 - c. Disable DNS
 - d. Clear the primary WIN and secondary WIN IP Addresses
2. Open the Microsoft Internet Explorer and disable the Proxy Server. Alternatively, you may continue to use the Proxy Server, but you must enter **192.11.13.6** in the Exceptions box.
 3. Connect the laptop to the server's Ethernet Services port with a crossover cable.
 4. Launch Microsoft Internet Explorer on the laptop.
 5. Do one of the following:
 - Type the following address into the browser in lower case to access the media server Home Page: <http://192.11.13.6>.
 6. Enter the appropriate login and password.

If you have not previously installed a password file, use the **craft** login and default password. Otherwise use one of the services logins or the **dadmin** login.
 7. Select the **Launch Installation Wizard** link from the home page to launch the wizard.
 8. If the currently installed version of the wizard is less than the version you downloaded, select **Install new version of the wizard from my laptop**. Otherwise, go to step 9.
 9. If you are installing a new version of the wizard, click the **Browse** button, select the latest wizard RPM file that you previously downloaded from <http://support.avaya.com/avayaiw>, and click the **Continue** button.
 10. Proceed as guided through the wizard screens, entering information when prompted to do so.

Note:

The current release of the Avaya Installation Wizard supports only an English-language operating system.

Overview of Wizard Tasks

Installation Tasks

The following checklist shows the tasks you perform with the IW during an installation. If a task is optional, you can leave the page for that task blank and move to the next page of the IW.

1. View server type, serial number and Communication Manager software version
2. Import of Electronic Pre-installation Worksheet (EPW). Using the EPW provides default values from the EPW for the following steps.
3. Select wizard usage (Install main server, ESS [S8500/S8700-series only], or LSP [S8300 only], or upgrade)
4. Review Checklist
5. (For S8300 Only) Initialize NVRAM option (restore factory default settings on all media gateways) [optional]
6. Set date, time and time zone [optional]
7. Enter Product ID [optional] (For S8500B only, enter a second Product ID for the RMB)
8. Upgrade Communication Manager software, if software was previously installed
9. Install service packs, if necessary
10. Install Unicode phone message files [optional] (for main servers only)
11. (For S8700 and S8710 only — main server and ESS versions) Specify whether you are copying configuration data from the duplicated server or entering it the first time
12. (For S8500, S8700, and S8710 only — main server and ESS versions) Define server names, the default active server, (S8700/S8710 only), and Ethernet port assignments.
13. (For S8500, S8700, and S8710 only, both the main server and ESS versions) Define Control Network A
14. (For S8500 — ESS only, or S8700 and S8710 — main server and ESS versions only) Define Control Network B
15. (For the S8300 only) Enter IP address information for the Media Server. (This task includes entering an integration IP address for IA770 INTUITY AUDIX Messaging. The IA770 integration IP address, which the server uses to send control messages and VoIP voice signals to the IA770 system, must be different from the server IP address.)
16. (For S8300/G700 Only) Enter IP address information for the P330 Stack Processor

17. (For LSP or ESS Only) Enter primary controller IP addresses
18. Configure optional services (UPS, DNS, NTP, INADS) (for S8700 and S8710, also configure Ethernet switches and static network routes) (for S8500, configure RMB also) [optional]
19. (For S8300 only) Select translations source (the wizard or skip to add translations after the installation via ProVision, the SAT, or another tool) [optional]
20. Install security files for the media server
21. (For S8300 with G350 only) Configure the media modules on the media gateway
22. (For S8300 with G700 only) Configure each G700: <ul style="list-style-type: none"> ● Enter MGP IP information (Address, Subnet mask, VLAN, IP routing info) ● Enter MGC list information ● Enter VoIP engine and VoIP media module IP addresses ● Media gateway is added to translations
23. (For S8300 with G250/G250-BRI/G350 Only) Configure the following: <ul style="list-style-type: none"> ● Enter PMI IP information (Address, Subnet mask, VLAN, IP routing info) ● Enter SNMP community strings for SNMP v1 and SNMP v3 ● Enter MGC list information
24. (For S8300 Only) Upgrade the firmware for all media gateway components [optional]
25. (For G250/G250-BRI/G350 Only) Configure the media gateway TFTP server capability for IP Phone configuration files. IP phones can download configuration files from the media gateway's TFTP server
26. (For S8300 with G250/G250-BRI/G350 Only) Install the media gateway license.
27. (For S8300 with G250/G250-BRI/G350 Only) Configure the modem

<p>28. (For S8300 as Primary Controller Only) If translations source is the wizard, generate basic translations: [optional]</p> <ul style="list-style-type: none">● Enter country● Import a custom template file that overrides the wizard defaults [optional]● Enter call routing parameters● Enter dial plan extension ranges● Import the name and extension list to administer stations [optional] <p> CAUTION: For the IW to install an IA770 INTUITY AUDIX Messaging system, you <i>must</i> complete both the subscriber data and the hunt group port data on the Name and Number List and then use the Name and Number List with the IW.</p> <ul style="list-style-type: none">● Configure the IA770 [optional]● Configure IP trunks [optional]● Configure, check, and run diagnostics on T1/E1, BRI and analog CO trunks [optional]
29. (For S8300 as Primary Controller Only) Display FAC and security code for doing TTI merge of sets [optional]
30. Configure modem for alarming [optional]
31. Configure OSS Alarming [optional]
32. Configure SNMP alarming [optional]
33. (S8300 with G250/G250-BRI/G350 Only) Assign root password
34. (S8300 with G700/G350/G250/G250-BRI Only) Install authentication file
35. (If S8300 with G700/G350/G250/G250-BRI and Translations Source is the Wizard and Avaya Installer) Install 2 nd license file that disables “dadmin”.
36. Save installation log file

Upgrade Tasks

CAUTION:

For an upgrade to Communication Manager R3.0, you *cannot* use the Installation Wizard.

The following checklist shows the tasks you perform with the IW during an upgrade. If a task is optional, you can leave the associated page of the IW blank and move to the next page. Note that you do not use the EPW or other templates.

Note:

For an upgrade of an S8300 **from pre-R2.0 Communication Manager software**, you must replace the S8300 Media Server with an S8300B Media Server. In addition, you must format the new S8300B hard drive. Use the Communication Manager software distribution CD containing the .rpm files and either the USB CD-ROM drive on the server or your laptop's CD-ROM drive. To use the CD-ROM drive on your laptop, your laptop must also have TFTP server software.

For an upgrade of an S8300 **from R2.0 Communication Manager software**, the customer may or may not already have the S8300B Media Server. Check the hardware version to see if server replacement is necessary. If you replace the server, you must also reformat the hard drive as described above. For more information, see *Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server*.

1. View server type, serial number and Communication Manager version
2. Import of Electronic Pre-installation Worksheet (EPW) [skip]
3. Select wizard usage (Upgrade)
4. Review checklist [skip]
5. Review IP addresses
6. Set date, time and time zone [optional]

7. Upgrade Communication Manager and, **for S8300 only**, IA770 INTUITY AUDIX Messaging software [optional]

 **CAUTION:**

Be sure that messaging is enabled *before* you run the IA770 software upgrade with the Installation Wizard. You can check this with the Maintenance Web Interface by selecting Messaging Software under Miscellaneous. Messaging is enabled if you see the Disable button and "Internal Messaging is enabled" at the end of the note on the screen. The IA770 upgrade will fail if you disable IA770 prior to running the IW for the upgrade.

In addition, if you upgrade Communication Manager, but *do not* upgrade IA770 Messaging at the same time, then, later, if you want to upgrade IA770, you must also upgrade Communication Manager again along with IA770.

8. Install service packs

9. Install license and authentication files [optional]

10. (**For S8300 only**) Upgrade the firmware for all components on each media gateway [optional]

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