Unified Communication Center

Release 1.1

Base Server Installation Guide

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Your comments are welcome. They can assist us in improving our documentation. Please address your comments to infodev@avaya.com.

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Contents

Introduction 1

Product Architecture 2

Prerequisites 4

UCC Base Server Hardware Prerequisites 4
UCC Base Server Software Prerequisites 5
UCC Base Server Information Prerequisites 6
Prerequisites Unique to Avaya Web Messaging 8
Prerequisites Unique to Avaya Web Collaboration 8
CVCT Prerequisites Unique to Avaya Web Collaboration 9
PBX Prerequisites Unique to Avaya Web Collaboration 10
Voice Message Server Prerequisites 11
PBX Prerequisites 11
Prerequisite Testing 12

Installation 13

Overview 13
Installation Procedure for UCC Base Server 14
Avaya Web Messaging 18
iPlanet Directory Server 19
Avaya Web Collaboration 22
Server Reboot 27
License File Installation 27
Installation Verification 29
Initial Verification 29

Verify the Avaya Web Messaging Installation. 29
Identify the Message Servers and Retrieve Their Names Directories 30
Configure Options and Settings 33
Run Install Verify Tool 35
Restart Tomcat 37
Add a User to Avaya Web Messaging. 37
Verify the Avaya Web Collaboration Installation 38
Installation of the Advanced Speech Access Server 38
Addition of Avaya Web Messaging or Avaya Web Collaboration to the Base Server. 39
Addition of a PBX for Use with UCC 40
Removal of UCC Base Server Software Components. 40
Removing UCC 41
Removing Only Avaya Web Messaging or Only Avaya Web Collaboration 41

Worksheets 43

Base Server Data 43
Data to Obtain Before Installing UCC 43
Data to Obtain While Installing UCC 44
PBX Data (Obtain Before Installing UCC) 45
CVCT Data (Obtain Before Installing UCC). 45
Data for CVCT on Its Own Separate T-Server 45
Data for CVCT Coresident with UCC on the Base Server 45
Advanced Speech Access (ASA) Server Data. 46

UCC Glossary 47

Introduction

This document provides information you need to install Unified Communication Center (UCC) Release 1.0 software from the product CD onto the UCC base server. You can install Avaya Web Messaging or Avaya Web Collaboration or both.

Note: Avaya Advanced Speech Access software is installed on a separate media (speech) server by using other CDs. Its installation procedure is documented in the *Avaya Advanced Speech Access for UCC Installation Guide*.

This guide to base server installation contains the following topics:

Topic	Description
Introduction on page 1	Explains the basic architecture of the UCC base server and associated separate products.
Prerequisites on page 4	Explains prerequisites for the base server, other servers, and the PBX to prepare for installation of UCC.
Installation on page 13	Provides step-by-step installation procedures.
Worksheets on page 43	Provides a place to write the values of various server and PBX parameters.
UCC Glossary on page 47	Defines UCC-related terms used in this document.

Product Architecture

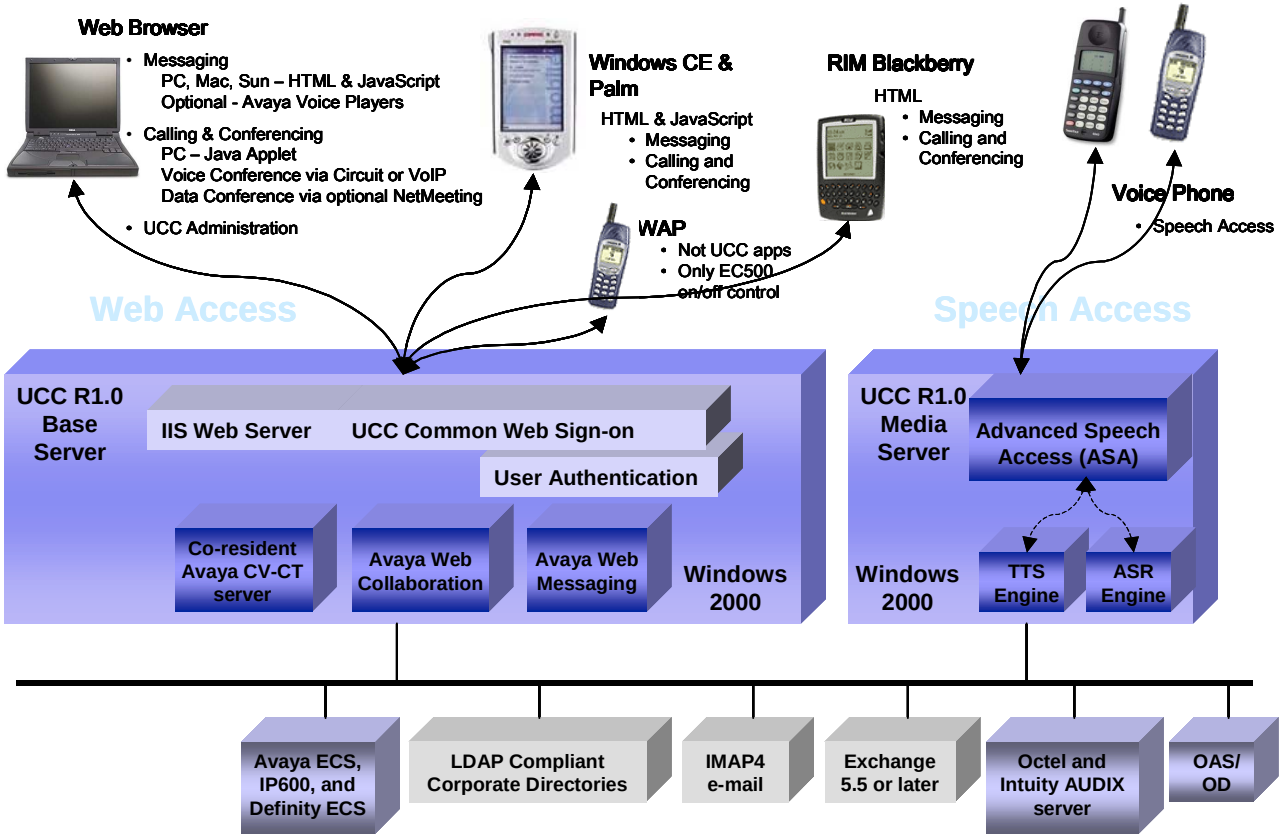
This topic provides a brief introduction to the Unified Communication Center (UCC) architecture.

Either or both Avaya Web Messaging and Avaya Web Collaboration can be installed on the UCC base server, along with other required applications that are installed automatically from the UCC CD. pcAnywhere, virus protection software, and CVCT (described below) are the only other applications allowed on the base server.

The UCC base server operates in conjunction with one or more DEFINITY or IP600 PBX's and the following separate servers and software whose installation is described in documentation associated with the products (see also the figure after this list):

- One optional UCC "media server" or "speech server" that runs Advanced Speech Access (ASA) software. The speech server can be installed before or after the base server is installed. The speech server uses separate CDs and a separate installation guide from those of the base server.
- Microsoft Exchange Server, used by Avaya Web Messaging (and ASA).
- Up to eight Octel 250/350 (Aria), Octel 200/300 (Serenade), INTUITY AUDIX, or INTUITY LX voice message servers in any combination if ASA is installed (up to 50 message servers if only the UCC base server is installed).
- OctelAccess Servers (OAS) are required for Aria and Serenade message servers. (Up to eight OAS boxes are supported; however, a single OAS box can support up to eight Aria and Serenade message servers.)
- CentreVu Computer Telephony (CVCT) software on the base server or a separate server, if Avaya Web Collaboration is to be installed.

See Prerequisites on page 4 for specific software release (version) requirements.


Web Browser
• Messaging
PC, Mac, Sun – HTML & JavaScript
Optional - Avaya Voice Players
• Calling & Conferencing
PC – Java Applet
Voice Conference via Circuit or VoIP
Data Conference via optional NetMeeting
• UCC Administration
Windows CE & Palm
HTML & JavaScript
• Messaging
• Calling and Conferencing
RIM Blackberry
HTML
• Messaging
• Calling and Conferencing
WAP
• Not UCC apps
• Only EC500 on/off control
Voice Phone
• Speech Access
Web Access
Speech Access
UCC R1.0 Base Server
IIS Web Server
UCC Common Web Sign-on
User Authentication
Co-resident Avaya CV-CT server
Avaya Web Collaboration
Avaya Web Messaging
Windows 2000
UCC R1.0 Media Server
Advanced Speech Access (ASA)
TTS Engine
ASR Engine
Windows 2000
Avaya ECS, IP600, and Definity ECS
LDAP Compliant Corporate Directories
IMAP4 e-mail
Exchange 5.5 or later
Octel and Intuity AUDIX server
OAS/ OD

Prerequisites

Note: Throughout the Prerequisites and Installation topics, use the Worksheets on page 43 topic to document important parameter values in one place.

This topic describes at a high level the prerequisites that must be met before you can install the UCC base server software from the UCC product CD.

Note: As the installer, you must have an administrative login account and password for the UCC base server and working knowledge of Windows 2000 Server administration. You can record this information in item 1 of the Worksheets Base Server Data on page 43.

UCC Base Server Hardware Prerequisites

Verify that the UCC base server meets the following PC hardware requirements:

- 1 GHz Pentium III or equivalent processor.
- 1 GB RAM.
- 20 GB of available space (NTFS format) on the hard drive, regardless of which software components you plan to install. (Only 350 MB are required for the software alone, but 20 GB are required for correct operation of the software in the customer environment.)
- Modem.

- CD-ROM drive.
- 3.5" diskette drive to install CVCT software, which is required for Avaya Web Collaboration, on the base server (unless CVCT is installed or will be installed on its own separate server).
- Network Interface Cards (NICs):
  - A NIC is required in the base server to connect to the corporate LAN.
  - If UCC is to be used with a single PBX, Avaya strongly recommends using a separate NIC to connect to the PBX as a private connection; install this NIC wherever CVCT software is installed or will be installed (in the base server or a separate T-server).

    However, if multiple PBXs are to be connected to CVCT, the PBXs should be on the corporate LAN, not on a private LAN segment; for this configuration, if CVCT is to be installed on the base server, a separate NIC for CVCT is *not* recommended.
  - In addition, if the customer requires a DMZ configuration for wireless access, another NIC is required in the base server for internet access.

Before you install the UCC software, the base server hardware must be installed on the network at the customer site.

UCC Base Server Software Prerequisites

Verify that the following software is installed on the UCC base server:

- Windows 2000 Server, including:
  - Windows 2000 Server Service Pack 2
  - IIS 5.0
  - Internet Explorer 5.5 with its Service Pack 2

- pcAnywhere version 10 or later
- Virus protection software with the latest updates (recommended)

Caution: Do not use Windows 2000 Advanced Server.

Caution: Do not use Terminal Services during this installation.

Caution: Avaya strongly recommends that you save an image of the base server with its network settings and the required Windows operating system, service packs, and other software as described above, before you begin installing CVCT or UCC software on the base server. Then, if it becomes necessary, you can quickly restore the server to its initial configuration.

UCC Base Server Information Prerequisites

As previously stated, you must have administrative privileges for the UCC base server and working knowledge of Windows 2000 Server administration.

Obtain and record data from the base server as described in the following steps. If any of the data has not been configured yet, record the data that is available and use the procedures later in this section to specify other data.

1. In Windows 2000, click **Start** and then **Run**.
2. Type **cmd** and press **Enter**.
3. In the cmd.exe window, type **ipconfig /all** and press **Enter**.
4. In items 2 and 3 of the Worksheets Base Server Data on page 43, write the (static) IP Address and the preferred DNS server address of the NIC that connects to the corporate LAN.
5. Write the Host name (Full computer name and the Domain) in item 4 of the Worksheets Base Server Data on page 43.
6. Write the value of the Primary DNS suffix of this computer in item 5 of the Worksheets Base Server Data on page 43.
7. Write the first Physical Address listed (in the format xx-xx-xx-xx-xx-xx) in item 6 of the Worksheets Base Server Data on page 43.

8. Write the Default Gateway value (an IP address) in item 7 of the Worksheets Base Server Data on page 43.

If the fully qualified domain alias name for the base server is to be specified during installation to help keep the server's URL anonymous, obtain the alias from the DNS administrator and write it in item 8 of the Worksheets Base Server Data on page 43.

If necessary, specify the base server's static IP address and preferred DNS server address:

1. In the Windows 2000 desktop, right-click **My Network Places** and click **Properties**.
2. Right-click **Local Area Connection** and click **Properties**.
3. On the General tab, double-click **Internet Protocol (TCP/IP)**.
4. Specify the IP Address and Preferred DNS Server of the NIC that connects to the corporate LAN and write the values in items 2 and 3 of the Worksheets Base Server Data on page 43.
5. Click **OK** until all dialog boxes are closed.

If necessary, specify the Primary DNS suffix:

1. In Windows 2000, select **Start > Settings > Control Panel > System**.
2. Select the **Network Identification** tab.
3. Click the **Properties** button.
4. Click the **More...** button on the Identification Changes screen.
5. Work with the customer to specify the value of the Primary DNS suffix of this computer and write it in item 5 of the Worksheets Base Server Data on page 43.
6. For your changes to be accepted, click **OK** until the Control Panel windows are closed.

Prerequisites Unique to Avaya Web Messaging

If you plan to install Avaya Web Messaging as part of the UCC installation, verify that these servers are running correctly:

- OctelAccess Server (OAS), Release 3.0, if any Octel Aria or Serenade message servers are configured
- LAN connectivity between the clients, the UCC base server, and the message servers

Prerequisites Unique to Avaya Web Collaboration

If you plan to install Avaya Web Collaboration as part of the UCC installation:

- Create an administrative account with password protection on the base server for use with CVCT. (If CVCT is already installed on the base server, obtain the account login and password for CVCT.) This account on the base server is needed for CVCT, whether CVCT is installed on the base server (that is, coresident with UCC) or on a separate server. Write the account and password values in item 9 of the Worksheets Base Server Data on page 43.
- Ask the customer whether an external LDAP directory is to be used and, if so, write its LDAP URL, Popular Name, and Search Base in item 10 of the Worksheets Base Server Data on page 43.
- If the customer plans to use SSL for Avaya Web Collaboration, verify that the Secure Socket Layer (SSL) certificate is already installed. Obtain the directory path to it and write the path in item 11 of the Worksheets Base Server Data on page 43.
- If the customer is using an alias for the base server as previously described, the SSL certificate must be installed (reinstalled, if necessary) using the name of the alias (item 8 of the Worksheets Base Server Data on page 43), not the actual machine name.

- If the customer is not using an alias for the base server, use the fully qualified DNS name (item 4 of the Worksheets Base Server Data on page 43).

CVCT Prerequisites Unique to Avaya Web Collaboration

Verify that the following CVCT prerequisites to installing Avaya Web Collaboration are met:

- Avaya CentreVu Computer Telephony (CVCT) version 9.5 (or later) active telephony server software must be installed on the base server or a separate T-server (by using the instructions provided with CVCT).

  See UCC Base Server Hardware Prerequisites on page 4 for NIC requirements.

  Contact the PBX administrator to determine whether CVCT has been installed. If not, install it on the base server or a separate server before installing UCC.

  Caution: When installing CVCT, at the Server Setup dialog box, clear (uncheck) the Telephony Services Security Data Base check box. Select only the Telephony Server for Windows and the DEFINITY G3 PBX Driver and CallVisor PC check boxes.

  Make sure that CVCT has been successfully installed and tested and is handling calls correctly for each PBX to be used with UCC. See the appropriate CVCT installation documentation.

- For a configuration using a single PBX, check the properties of the NIC associated with CVCT and connected to the PBX (in the base server or a separate T-server) to make sure that this NIC is set to operate at 10 MBps.

  Caution: For a configuration using multiple PBXs, CVCT on the base server, and a single NIC in the base server, do not change that NIC's setting.

- If CVCT is installed on a T-server separate from the UCC base server, obtain the host name and the IP address of the NIC in the CVCT server connected to the PBX and write them in items 19 and 20 of the Worksheets CVCT Data (Obtain Before Installing UCC) on page 45.

- If CVCT is installed coresident with UCC on the base server, obtain the IP address of the NIC in the server connected to the PBX and write it in item 21 of the Worksheets CVCT Data (Obtain Before Installing UCC) on page 45. (You already wrote the host name for the base server in item 4.)

PBX Prerequisites Unique to Avaya Web Collaboration

For each PBX, verify that the following prerequisites to installing Avaya Web Collaboration are met:

- An adjunct link station must be administered on the PBX; the capability must have already been enabled when CVCT was purchased.
- Work with the PBX administrator to reserve a block (range) of Administered Without Hardware (AWOH) numbers. Write this range in item 16 in the Worksheets PBX Data (Obtain Before Installing UCC) on page 45. If UCC will use multiple PBXs, make a separate entry for each PBX.

  Create (assign) AWOH extensions for each person who will be a remote user of Avaya Web Collaboration. Add a station of type CTI with the port set to X and the Class of Service and Class of Restriction set to the same values as for that user's primary extension.
- When using a single DEFINITY PBX, ask the PBX technician to dial in or telnet to the MAP-D board to determine its IP address. By default, the value is 192.168.25.10 if the MAP-D board is connected to a private LAN segment, as is recommended.

  When using a single IP600 PBX, use the PBX console to determine the IP address of the C-LAN board or processor board.

  If multiple PBXs are to be connected to CVCT, they should be on the corporate LAN, and you need to assign IP addresses as provided by the customer to each of them.

  Write the IP address and the PBX software release in items 17 and 18 of the Worksheets PBX Data (Obtain Before Installing UCC) on page 45. If UCC will use multiple PBXs, make separate entries for each PBX.

Voice Message Server Prerequisites

For INTUITY AUDIX voice message servers, IMAPI must have been purchased and enabled.

For Octel Aria and Serenade voice message servers, client access licenses must have been purchased and enabled, and the message servers must be connected to OctelAccess Servers at Release 3 (see Product Architecture on page 2).

The following table describes minimum software requirements.

Message Server Type	Minimum Software Release
INTUITY AUDIX	5.1
INTUITY AUDIX LX	1.0
Octel Aria	3.1
Octel Serenade	4.1

PBX Prerequisites

Verify that the following prerequisites are met for each PBX to be used with UCC:

- The software release is G3V8 (load release 49 or later) or G3V9 (load release 33 or later).
- If a DEFINITY PBX is used:
  - A registered MAP-D board is installed.
  - The PBX name must have only alphanumeric characters. If you must change the name, take into account the effect on associated devices.
  - PBX administration has been completed as required for the customer's DEFINITY release. See the appropriate DEFINITY system administration documentation.
  - Media stations are set up as required for VoIP (IP SoftPhone) users.

- If an IP600 PBX is used, a C-LAN board is installed.
- One Xmobile station is configured for each user of Avaya EC500 Extension to Cellular.

Prerequisite Testing

From the base server, ping the default gateway and DNS servers:

1. In Windows 2000, click **Start** and then **Run**.
2. Type **cmd** and press **Enter**.
3. In the cmd.exe window, type **ping <IP address>**. Use the default gateway's IP address (as previously noted in item 7 of Worksheets Base Server Data on page 43). Press **Enter**.
4. Repeat these steps to ping the preferred DNS server's IP address (as previously noted in item 3 of Worksheets Base Server Data on page 43).

Ensure that someone such as the PBX technician will be available to describe the dialing plan to you when you install UCC.

Installation

Overview

Note: If you need to install CVCT software on the base server for use with Avaya Web Collaboration, install CVCT now. See CVCT Prerequisites Unique to Avaya Web Collaboration on page 9.

By default, the base server software installation process installs both Avaya Web Messaging and Avaya Web Collaboration software components. However, you can install only one of the components, if the customer wants only one. After you specify which components to install, software is installed in the following sequence:

1. Java Runtime Environment (JRE) 1.3.1. This software is required for UCC to work correctly in the operating system environment.
2. Tomcat and its configuration with IIS. This software is required for UCC to work correctly in the operating system environment.
3. Avaya WebLM (license manager). This software manages UCC licenses.
4. Microsoft Posting Acceptor, if it is not already installed and if Avaya Web Messaging is selected for installation.
5. Avaya Web Messaging, if selected for installation.

6. iPlanet Directory Server, if Avaya Web Collaboration is selected for installation.

7. Avaya Web Collaboration, if selected for installation.

Installation of items 1-4 above occurs quickly and automatically, without any interaction between you and the installation process. After you complete the entire installation procedure, you must verify correct installation, as described in this topic.

Installation Procedure for UCC Base Server

Begin the installation:

1. If you plan to install Avaya Web Collaboration, you must shut down SNMP services and any associated server monitoring agents now.

2. If the customer plans to use Secure Socket Layer (SSL) security for Avaya Web Collaboration, the SSL certificate must have already been installed on the base server.

3. You might want to disable virus protection software during the installation.

4. Insert the product CD and click **INSTALL UCC** on the screen that automatically appears or browse to the Autorun.exe file on the CD and click it. If you previously chose a different option when you inserted the CD, you can begin installation by reinserting the CD and selecting **INSTALL UCC**.

The rest of the installation process is described below in a table format, where each row relates to a particular dialog box you see as installation progresses. The information in a row describes how to complete the fields in that dialog box and then proceed to the next dialog box. There are separate tables for initial UCC base server installation setup and for installation of Avaya Web Messaging, iPlanet Directory Server, and Avaya Web Collaboration.

Use the following table to complete the InstallShield screens for copying UCC software from the CD to the server:

Dialog Box Title	Required Actions	Notes
InstallShield Wizard	Wait for the UCC setup to be completed.	
Avaya Unified Communication Center — InstallShield Wizard (Welcome screen)	Click **Next**.	
Avaya Unified Communication Center — InstallShield Wizard (License Agreement)	Read the license agreement and click the **I accept the terms in the license agreement** radio button. Then click **Next**.	

Dialog Box Title	Required Actions	Notes
Avaya Unified Communication Center — InstallShield Wizard (Information)	If an alias is to be used for the base server, enter the alias that you obtained from the domain name server administrator and wrote in item 8 in the Worksheets Base Server Data on page 43. If an SSL certificate is installed on the base server, enter the absolute path to file name as noted in item 11 of the Worksheets Base Server Data on page 43. Use the **Browse** button if necessary to find the certificate. Indicate whether SSL is enabled for the ASA server. If you have already installed or plan to install an Advanced Speech Access server and if you know its fully qualified domain name, enter it in the Avaya ASA Server Name field. Write this value in item 22 in the Worksheets Advanced Speech Access (ASA) Server Data on page 46. If you do not know the ASA server name, you do not need to indicate whether SSL is enabled for ASA. Click **Next**.	Establishing an alias for the base server helps keep its URL anonymous.

Dialog Box Title	Required Actions	Notes
Avaya Unified Communication Center — InstallShield Wizard (Destination Folder)	You may either accept the default destination folder on the C: drive, or change the drive where you would like the UCC Base Server installed (D:, etc.). Note that none of the folder names on the path to the destination directory can have any spaces. Click **Next**.	
Avaya Unified Communication Center — InstallShield Wizard (Setup)	By default, both Avaya Web Messaging and Avaya Web Collaboration will be installed. To disable installation of either software component, click the down arrow to the left of that component's name and click **X This feature will not be installed.** A red X appears beside that component to indicate that it will not be installed. Click **Next**.	The Help button, if present, provides Help only for InstallShield Setup, not for the UCC installation process.
Avaya Unified Communication Center — InstallShield Wizard (Ready to Install the Program)	Click **Install** to begin copying the files for the software components from the CD to the server. When copying is complete and the **Next** button becomes available, click it.	JRE 1.3.1, Tomcat, and Avaya WebLM get installed automatically.

If you chose *not* to install Avaya Web Messaging, skip to the topic titled iPlanet Directory Server on page 19.

Avaya Web Messaging

If you chose to install Avaya Web Messaging, now that its files have been copied to the server, its installation as functional software begins.

Dialog Box Title	Required Actions	Notes
Read Me file	Click **Continue**.	
Avaya Web Messaging (TM) Installation (Welcome screen)	Click **Next**.	
Avaya Web Messaging (TM) Installation (Tell Me About screen)	After you review the topics of interest, click **Next** in the body of the screen and then select **Continue With Install**. Click **Next** at the bottom of the dialog box.	You can view information about the training and the documentation, or you can continue the installation.
Avaya Web Messaging (TM) Installation (Backup Replaced Files? screen)	Select **Yes** and click **Next**.	You must back up all Windows system files that are replaced during installation.
Select Program Manager Group	Leave the default as is and click **Next**.	
Avaya Web Messaging (TM) Installation (Select Virtual Directory screen)	Enter the virtual directory name to use. Click **Next**.	A virtual directory will be created. Users access Avaya Web Messaging by using this virtual directory name. If you want, use the default, **webmsg**.
Avaya Web Messaging (TM) Installation (Ready to Install screen)	Click **Next**.	

Dialog Box Title	Required Actions	Notes
Installing	Wait for the next dialog box to appear. **Caution:** If you see any messages asking whether you want to overwrite newer files, never overwrite newer files.	Microsoft Posting Acceptor gets installed if it is not already installed.
Avaya Web Messaging (TM) Installation (Installation Completed!)	Click **Finish**.	

If you are *not* installing Avaya Web Collaboration now, skip to the topic titled Server Reboot on page 27.

iPlanet Directory Server

If you chose to install Avaya Web Collaboration, iPlanet Directory Server software must be installed first. The iPlanet Directory Server files were copied to the server, and now their installation as functional software begins.

> **Caution:** Do *not* use previously installed iPlanet Directory Server software. Installation will stop if you try to do so.

Use the following table to complete iPlanet Directory Server installation:

Dialog Box Title	Required Actions	Notes
Welcome	Read this screen and click **Next**.	
Software License Agreement	Read the license agreement and click **Yes**.	
Select Server or Console Installation	Select the **iPlanet Servers** radio button and click **Next**.	
Type of Installation	Select the **Typical** radio button and click **Next**.	

Dialog Box Title	Required Actions	Notes
Location of Installation	Accept the default destination folder on the C: drive. Do *not* change this value. (None of the folder names on the path to the destination directory can have any spaces.) Then click **Next**.	
Components to Install	Accept all defaults and click **Next**.	
SNMP Is Running (see Notes column)	Click **OK**.	This dialog box will appear only if you did not shut down SNMP as directed prior to installation.
Directory Server 5.0 (with "Configuration Directory Server" options).	Accept the default radio button selection **This instance will be the configuration directory server** and click **Next**.	
Directory Server 5.0 (with "Directory to store data" options).	Accept the default radio button selection **Store data in this directory server** and click **Next**.	
Directory Server 5.0 Server Settings	Accept the default values for all fields on this screen (the Server Port is 389). Click **Next**.	

Dialog Box Title	Required Actions	Notes
Directory Server 5.0 iPlanet configuration directory server administrator	Accept the default **Configuration Directory Administrator ID** value of admin. Enter and re-enter a password for the iPlanet directory server administrator and write it in item 12 of the Worksheets Base Server Data on page 43. Then click **Next**.	This step creates an iPlanet account, not a Windows 2000 account.
Directory Server 5.0 Administration Domain	Accept the default **Administration Domain** and click **Next**.	
Directory Server 5.0 Directory Manager Settings	Enter and re-enter a password of at least eight characters for the Directory Manager and write it in item 13 of the Worksheets Base Server Data on page 43. Then click **Next**.	This password can be the same as or different from the password you just created for the directory server administrator. The password is used to display the LDAP directory using iPlanet directly. The UCC administrator will use this password to administer Avaya Web Collaboration from its Web page.
Administration Server Port Selection	Accept the default value and click **Next**.	It can take a few seconds for the next (Configuration Summary) dialog box to appear.
Configuration Summary	Click **Install**.	It can take a few seconds for the next (Installation Progress...) dialog box to appear.

Dialog Box Title	Required Actions	Notes
Installation Progress...	Wait for the next dialog box to appear.	
Completion of Installation	**Important:** Select the **No, I will restart my computer later** radio button and click **Finish**.	

Avaya Web Collaboration

If you chose to install Avaya Web Collaboration, now that its files have been copied to the server (and iPlanet Directory Server has been installed), installation of Avaya Web Collaboration as functional software begins.

Dialog Box Title	Required Actions	Notes
Setup	None	
Avaya Web Collaboration Setup	Click **1) Install Avaya Web Collaboration**.	This first of two major steps in the Avaya Web Collaboration Setup allows you to install the Avaya Web Collaboration software. You must complete the steps in the order shown, as described in detail below.
popup: Install Script is unzipping the Avaya Web Collaboration files. Please be patient.	None	
Setup	None	Wait for the copying of files to be completed.
Information (Avaya Web Collaboration: Install Avaya Web Collaboration option completed.)	Read the message and click **OK**.	This confirms that all the files were copied to the target PC.

Dialog Box Title	Required Actions	Notes
Avaya Web Collaboration Setup	Click **2) Configure Avaya Web Collaboration**.	This second of the two major steps in the Avaya Web Collaboration Setup configures the directory services, that is, it configures the files that were copied in the previous steps, and it allows you to configure Avaya Web Collaboration.
Location	Enter a location or department within the organization that this application will serve, for example, Denver or Accounting. Then click **Next**.	
Avaya Web Collaboration Server (This screen is displayed only if the Avaya Web Collaboration installation process cannot find the server's host name in the registry.)	If necessary, enter the Avaya Web Collaboration HostName for the base server (the full computer name and domain as entered in item 4 of the Worksheets Base Server Data on page 43), and click **Next**.	This name will be used by other machines to contact the Avaya Web Collaboration Server, that is, the base server. The host name of the base server must be registered with the DNS. This information is common to all machines in the domain.
Avaya Web Collaboration Server IP Address (This screen is displayed only if the Avaya Web Collaboration installation process cannot find the IP address in the registry.)	If necessary, enter the IP address of the Avaya Web Collaboration Server (item 2 of the Worksheets Base Server Data on page 43) and click **Next**.	The Avaya Web Collaboration Server must have the static IP address of the base server.
Telephony Server Name (This screen is displayed only if the Avaya Web Collaboration installation needs to locate a separate Telephony Server box.)	Enter the Telephony Server Host name from item 19 of the Worksheets CVCT Data (Obtain Before Installing UCC) on page 45. Click **Next**.	The Telephony Server Host name must be registered with the DNS.

Dialog Box Title	Required Actions	Notes
Avaya Web Collaboration Telephony Links	Confirm the TLINKs associated with the Avaya Web Collaboration Server and click **OK**.	After you complete the installation, you can delete the unwanted TLINKs by accessing Avaya Web Collaboration Associations in the administration screens.
Telephony Server Login	Enter the login and password for the Telephony Server administrator from item 9 of the Worksheets Base Server Data on page 43. Enter the password again to confirm it and click **Next**.	These actions will allow the Avaya Web Collaboration Server to communicate with the Telephony Servers. Since each Telephony Server has its own login and password, you must enter the login and password for each Telephony Server.
Add Another Telephony Server?	If you want to add another Telephony Server, click **Yes** and return to the Telephony Server Name dialog box as described several rows ago in this table. If you have finished adding Telephony Servers, click **No**.	
Email Information (Seen if you selected **No** on the previous screen)	Enter the organization's e-mail suffix, for example, **@avaya.com**. Then click **Next**.	When the administrator enters the users' e-mail information in the Directory Server, this suffix will be appended to each user ID.

Dialog Box Title	Required Actions	Notes
LDAP Information	Enter the customer's **LDAP URL**, **Popular Name**, and **Search Base**. See item 10 of the Worksheets Base Server Data on page 43. Click **Next**. If you are not sure about this information, click **Skip** (and proceed to the Information screen several rows later in this document). The administrator can add this LDAP information later, using Avaya Web Collaboration administration.	The Avaya Web Collaboration Server allows users to carry out LDAP queries on their corporate directory. For example, a search for someone with the first name of John will list the first 100 entries for John from the corporate directory. The **LDAP URL** must be the URL where the organization directory accesses the LDAP interface. The **Popular Name** can be any familiar name given to the corporate directory, for example, POST. Enter the **Search Base** in the general format of o=company name, c=country, ou=people. For example, o=avaya, c=US.
Avaya Web Collaboration Setup	If you would like to add another LDAP directory, click **Yes** and return to the LDAP Information dialog box as described above. If you finished adding LDAP directories, click **No**.	
LDAP Information (Seen if you selected **No** on the previous screen)	Click **Next**.	This list summarizes the LDAP directories you added.

Dialog Box Title	Required Actions	Notes
Avaya Web Collaboration Server (This screen is displayed only if the Avaya Web Collaboration installation process cannot find the server's host name in the registry.)	If necessary, enter the Avaya Web Collaboration HostName for the base server (the full computer name and domain as entered in item 4 of the Worksheets Base Server Data on page 43), and click **Next**.	
Avaya Web Collaboration Server IP Address (This screen is displayed only if the Avaya Web Collaboration installation process cannot find the IP address in the registry.)	If necessary, enter the IP address of the Avaya Web Collaboration Server (item 2 of the Worksheets Base Server Data on page 43) and click **Next**.	The Avaya Web Collaboration Server must have the static IP address of the base server. Installation continues for about one minute before the next dialog box appears.
Information	Read the message and click **OK**. Notepad will be launched for you to enter the support contact information.	
support-contact — Notepad	Edit the file to identify where end users are sent when they click the Technical Support link to contact their local UCC system administrator for assistance. Select **File > Save** to save the changes. Select **File > Exit** to close the file.	
Information (Avaya Web Collaboration: Configure Avaya Web Collaboration option completed)	Click **OK**.	

Dialog Box Title	Required Actions	Notes
Avaya Unified Communication Center — InstallShield Wizard (InstallShield Wizard Completed)	Click **Finish**.	This screen might be hidden behind other windows. Avaya Web Collaboration is now configured.
Avaya Unified Communication Center Installer Information	Click **Yes** to reboot the machine.	

Server Reboot

Reboot the server if you have not already done so.

License File Installation

Before you began the UCC installation process, the customer must have received a license file called Unified Communication Center and must have saved it where the instructions that came with it specify.

The license file is needed to activate the UCC software and to add users. It identifies which UCC applications the customer has purchased and it controls access to the applications.

As part of the installation process, the UCC license server was installed on the UCC base server. The license server obtains license data from the license file each time UCC starts up. To install the license file:

1. Log in as the base server administrator.
2. In Windows 2000, select **Start > Programs > Avaya UCC Administration**.

   The Unified Communication Center Administration page is displayed.
3. Click the **Avaya™ License Manager** link. The Avaya™ License Manager main page (WebLM) is displayed, showing which applications are licensed. However, no licensed products are displayed here until you complete this procedure to install the license file.

The Host ID number is also displayed on this page. The customer will need to provide the Host ID number when requesting license files in the future. Write it in item 14 of the Worksheets Base Server Data on page 43.

4. Click the **License Administration** link to go to the Login page.

   The WebLM Administrator Login page is displayed.

   On the Login page, the User name is displayed as admin. You do not have to enter a password on this page.

5. Click **Continue**.

   The Select a New Password page is displayed.

6. Type a new password in the text box called New password.

7. To confirm the new password, type it again in the text box called Re-type new password. Write the license manager administrator password in item 15 of the Worksheets Base Server Data on page 43.

8. Click **Continue**.

9. Close the window that says "Password has been changed."

10. Click the **License Manager** link and then click the **License Admin** link.

11. Enter the password and click **Continue**.

    The License Administration page is displayed.

12. In the License Administration page under Install License File, click **Browse** to locate the Unified Communication Controller file (or specify the file if you know the path).

13. Click **Install** to upload the file to the WebLM server, which installs the license file. Once the license file is installed, you can add users by clicking the Avaya™ UCC User link on the Unified Communication Center Administration page.

14. To verify correct installation of the license file, view it by selecting **Start > Programs > Avaya UCC Administration**, clicking the Avaya License Manager link, and clicking the Unified Communication Center link.

Installation Verification

In this topic, you verify correct operation of the software components you installed on the base server.

Initial Verification

As a basic verification of installation, access the UCC administrator's Web pages for the applications you installed—Avaya Web Messaging or Avaya Web Collaboration or both. In Windows 2000, select **Start > Programs > Avaya UCC Administration** and select **Avaya Web Messaging** or **Avaya Web Collaboration.**

If you cannot access one or more of these Web pages, make sure that the Tomcat service and the World Wide Web Publishing Service are running. Right click **My Computer**, click **Manage**, expand **Services and Applications**, and click **Services**.

If you did *not* install Avaya Web Messaging, skip to the subtopic titled Verify the Avaya Web Collaboration Installation on page 38.

Verify the Avaya Web Messaging Installation

When you installed Avaya Web Messaging, all the components needed to run, configure, and monitor the use of Avaya Web Messaging were installed, including:

- Avaya Web Messaging
- Avaya Web Messaging Administration and Maintenance tools
- Avaya Web Messaging Tools program group

Before Avaya Web Messaging can be used, you must work with the Avaya Web Messaging system administrator and complete the following tasks, as described in detail in subsequent subtopics:

1. Identify the message servers and retrieve the Names Directory for each message server by using the Avaya Web Messaging administration pages.
2. Optionally, configure an INTUITY AUDIX message server as a trusted server for alarming information so that if an error is found during the periodic check, an alarm condition is set on the message server. For instructions on setting up trusted server alarming, see the Help topic, **Configuring a trusted server**, that is accessible within the Avaya Web Messaging Administrator screens.
3. Configure Avaya Web Messaging parameters by using the Avaya Web Messaging Server Options and Settings page.
4. Run the Install Verify Tool.
5. Restart Tomcat.
6. Add a user to Avaya Web Messaging as described in the UCC Administration Guide.

Identify the Message Servers and Retrieve Their Names Directories

Work with the system administrator to identify and configure message servers:

1. In Windows 2000, select **Start > Programs > Avaya UCC Administration** and select **Avaya Web Messaging**.

   The Administration logon page appears.
2. In the Log On box, type **admin.** Enter the default password, **admin1.**
3. Click **Log On**.

   The Administration and Maintenance page appears.
4. Select **Message Servers** from the Administration list.

   A blank Administration: Message Servers table appears.
5. In the **Message Server or OAS Name (or IP Address):** box, enter:

- For INTUITY AUDIX message servers, the message server name or IP address.
- For Octel Aria and Serenade message servers, the specific gateway name. For example, if the Aria or Serenade gateway name is "messages" and the OctelAccess server name is "OASname" enter messages@OASname. You can enter the OctelAccess server name portion as an IP address, but you cannot enter the Aria or Serenade gateway name portion as an IP address. (If there is only one Aria or Serenade on the OctelAccess server, you can enter only the OctelAccess server name in this field.)

Connectivity between the UCC base server and the specified message server will be verified.

6. Click **Add**.

   A page appears that allows you to administer the message server directory download.

Note: If you do not download a message server's Names Directory to the UCC base server, UCC users will not be able to look up names of messaging (voicemail) subscribers on that message server.

7. For Octel (Aria or Serenade) message servers and their associated OctelAccess Servers, enter the Names Directory Retrieval schedule for the base server to use (5:00 a.m. by default). Schedule the base server's Names Directory retrieval to occur at least one hour after OctelAccess retrieves the Names Directory from the Octel message server (4:00 a.m. by default).

   Each INTUITY AUDIX message server must have a mailbox dedicated to retrieval of its Names Directory. This mailbox must have a valid password and permissions set to allow IMAPI access and IMAPI message transfer. If such a mailbox is not configured, create one now. At the base server, enter the following Names Directory information:

   - The AUDIX mailbox number that will be used to retrieve the Names Directory
   - The password for this mailbox

- The Names Directory retrieval schedule

Also, you can optionally set up a trusted server relationship between INTUITY AUDIX message servers and the UCC base server. Then, if an error is found during the periodic communications check that is initiated by the base server, an alarm condition is set on the INTUITY AUDIX message server. Set up a trusted server relationship first at the INTUITY AUDIX message server and then at the base server. (For instructions on setting up trusted server alarming, see the Help topic, **Configuring a trusted server**, that is accessible within the Avaya Web Messaging Administrator screens). Enter the previously established logon and password at this base server page.

8. Click **Submit** to add the message server to the server list.

9. Repeat Step 5 through Step 8 for each message server to be configured.

10. In the Server list you created, select one radio button next to a message server and click **Retrieve Names Directory** to begin retrieving its Names Directory.

    Depending on the size of the Names Directory, the retrieval process could take considerable time, especially for an INTUITY AUDIX message server. For example, a Names Directory on an INTUITY AUDIX with 30,000 names could take 30 minutes or more to download. For INTUITY AUDIX message servers only, a pop-up screen appears that indicates that the directory retrieval is time-consuming and should be carried out at times of non-peak traffic; click **OK**.

    The Names Directory Retrieval column displays “In Progress.” You can *initiate* retrieval of only one Names Directory at a time, but once the retrieval is in progress, you can select another message server on the list and initiate its Names Directory retrieval, and so on.

    Refresh the page by using the browser control to view the current status. When the download is

complete, “In Progress” changes to the time of the download.

Repeat this step to retrieve the names directories for all configured message servers.

Configure Options and Settings

You can work with the system administrator to configure the following parameters on the Options and Settings page now or you can proceed directly to the section Run Install Verify Tool on page 35 and configure the parameters later:

Options and Settings	Default
Web Server timeout	20 minutes
Corporate logo to be displayed	Avaya logo
Edit the Web Link Control	
Voice Player	downloaded by user; enabled
Message of the Day	
Wireless access IP	
Port number	
Use SSL for Web Clipping check box	disabled (check box cleared)
IMAP4 Server check box	enabled (check box selected)
Backup and Restore buttons	

Further information about these parameters follows.

Web Server Timeout

When Avaya Web Messaging users do not actively use Avaya Web Messaging for the number of minutes configured here, their sessions are dropped and they are redirected to the login page.

In the Web Server Timeout box, enter the number of minutes to wait before timing out.

Corporate Logo

The user's Avaya Web Messaging logon page can display either the Avaya logo or a customized logo. To specify the corporate logo:

1. Check the correct Corporate Logo button to use, either **Avaya** or **Custom**.
2. Click **Submit**.
3. If you selected **Custom**, navigate to the Avaya Web Messaging directory:

   <drive>:\<program directory>\webmsg\images

   Replace the existing CustomLogo.gif file with a new CustomLogo.gif file that contains the graphics the customer wants to be displayed. For best appearance on the Web page, it is recommended that the new logo be approximately the same size as the logo being replaced.

Edit the Web Link Control

This feature is optional, and it can be used to provide end users a link to a customer's Web-based e-mail or to any important Web location that the customer designates.

Enter the URL in the Web Link URL location box.

The icon to access this URL appears on each user's main Avaya Web Messaging page. When this icon is selected, the configured URL destination is launched.

Voice Player

Each user who wants to use the Avaya Voice Player must download it.

Message of the Day

The system administrator creates this message that users see when they log in.

Wireless Access IP

This IP address is needed for any wireless device that uses Web clipping. It is the IP address for external access from the Internet to the UCC base server inside the corporate network.

Port Number

If the standard port 80 is not to be used, provide the port number for Web clipping here.

Use SSL for Web Clipping check box

Ask the system administrator if SSL is to be used for Web clipping.

IMAP4 Server check box

Select this check box if the customer wants to allow users to have integrated voicemail and e-mail access as opposed to voicemail access only.

Backup and Restore buttons

From the Options and Setting page, you can back up the information you have configured and you can restore it.

To back up the configured information:

1. Click **Backup**.

   You are asked whether to proceed with the backup since doing so removes the information from your previous backup.

2. Click **OK**.

To restore the configured information:

- Click **Restore**.

  You are asked whether to proceed with the restore operation because restoring overwrites your current settings.

Important: If a backup file does not exist and you click **Restore**, the information is restored to its default values.

Run Install Verify Tool

The Install Verify Tool (IVY) is used to verify and diagnose Avaya Web Messaging installation. The Install Verification page from the Administration and Maintenance pages shows the same IVY report as the application, but without as many features. The IVY application, which you can access from the Avaya Web Messaging Tools program group, gives you more flexibility and features and a better graphical interface. You can save and print the report, change the filter for viewing data, and create different baselines for comparisons.

When you open IVY, it starts automatically, and the Install Verify Window appears. Each Avaya Web Messaging file is checked against the database. The status bar displays each file name as it is being checked. When the check is complete, the window displays a row of tabs. If the selected tab does not show any errors or warnings, the fields are empty.

The default is to create a report that shows only the errors and warnings. You can change the information that is viewed by clicking the stoplights on the toolbar. Red shows only errors, yellow is the default that shows both errors and warnings, and green shows all files.

The categories were created so that similar files can be grouped together. Click a tab to display its information.

Establish a baseline report:

1. In Windows 2000, select **Start > Programs > Avaya Web Messaging Tools > Install Verify Test - Ivy**.
2. Click each tab in the Ivy window and check that there are no errors (shown in red).
3. From the Tools menu, click **Make Baseline**.
4. Specify saving the file to the default folder and click **Save**.
5. In the Select Output dialog box, select the **All Entries** radio button and click **OK**.
6. After reading the following information about IVY reports, when you are ready to close IVY, select **File > Exit**.

Each file is checked for file name, location, size, date and version, and Windows registry entry. Errors appear against a red background, and warnings against a yellow background. The information contained in the IVY database is displayed on the first line for each file, and the information found on the Web server is displayed on the second line. Only information that is different between these two databases is displayed. A blank column on the second line indicates that the information matches.

You can create a baseline of the IVY report either from the Tools menu or from the magnifying glass icon on the tool bar. A baseline file contains information about the IVY

database and system differences at the time the baseline was created.

When you review a report, you might notice some differences that do not represent an error or warning that needs to be addressed. For example, a newer version of a system file present on the server is usually not replaced with an older version, but the difference is displayed in the IVY report. When you set the baseline, you can exclude the differences from future IVY reports.

The baseline file is not used automatically when IVY creates a report. To view the differences between an IVY report and the baseline, from the Tools menu, click **Compare to Baseline**. A new report is displayed that shows only the errors and warnings that are not in the Baseline file.

Note: Errors are logged to the NT event log. For INTUITY AUDIX message servers, errors can also trigger INTUITY alarms. When you create a baseline, any errors that exist at the time the baseline is created are not viewed as new errors. Thus, they are not logged to the NT event log and they do not trigger an INTUITY alarm.

You can save and print the IVY reports. The file is a plain ASCII file that can be sent with e-mail. These reports are useful for describing problems to technical support personnel.

Restart Tomcat

Restart Tomcat (this ends all active user sessions, but there normally would not be any sessions at this point):

1. In Windows 2000, select **Start > Settings > Control Panel > Administrative Tools > Services.**
2. Select **Tomcat**.
3. From the Action menu, click **Restart**.

Add a User to Avaya Web Messaging

Add a user to Avaya Web Messaging as described in the UCC Administration Guide. Log into UCC as that user and verify that Avaya Web Messaging works correctly.

If you did *not* install Avaya Web Collaboration, installation and testing of the UCC base server are complete; in this case, read the topic titled Installation of the Advanced Speech Access Server on page 39.

Verify the Avaya Web Collaboration Installation

To verify the Avaya Web Collaboration installation:

1. On each PBX that UCC uses, set up users for their primary and AWOH extensions.
2. In Windows 2000, select **Start > Programs > Avaya UCC Administration** and click the **UCC User** link.

Note: If the browser cannot run the required Java applet, it offers to download the JRE plug-in from the Sun Microsystems Web site. If you are unable or not allowed to download the latest JRE plug-in from Sun, click the **J2RE (plugin)** link to install the plug-in (it was previously copied from the UCC Release 1.0 CD to the base server).

3. Log on with **cn=Directory Manager** and the password you established for the iPlanet Directory Manager and Avaya Web Collaboration administration (item 13 of Worksheets Base Server Data on page 43).
4. For each switch (PBX) UCC uses, administer the Avaya Web Collaboration dial plan. Consider the unique dial plan of each PBX. See the Administrator's Guide and obtain assistance from the PBX technician or the customer.
5. Add a user to Avaya Web Collaboration as described in the UCC Administration Guide.
6. From the Web Collaboration Administrator's home page, click the **Server Options** button and then click the **Clear Cache** and **Refresh Tserver** buttons.
7. Log in as a user and place a call to verify that Avaya Web Collaboration works.

Installation of the Advanced Speech Access Server

The UCC Advanced Speech Access (ASA) server is an optional separate server with its own software CDs and installation guide. If the customer has ordered ASA, you can install the ASA software on the speech server now if you have not done so already.

Addition of Avaya Web Messaging or Avaya Web Collaboration to the Base Server

If only Avaya Web Messaging or Avaya Web Collaboration was installed initially, you can use the UCC Release 1.0 CD to add the other software component.

Important: If you plan to install Avaya Web Collaboration, you must shut down SNMP services and any associated server monitoring agents now, before beginning this installation procedure.

Important: If the customer plans to use Secure Socket Layer (SSL) security for Avaya Web Collaboration, the SSL certificate must have already installed on the base server.

Note: You might want to disable virus protection software during the installation.

To add a software component:

1. Insert the UCC Release 1.0 CD and click **INSTALL UCC** on the screen that automatically appears.
2. On the Program Maintenance screen, select the **Modify** radio button.
3. On the Avaya Unified Communication Center — InstallShield Wizard screen, click **Next**.
4. On the Setup screen, click the down arrow to the left of the component you want to install and click **This feature will be installed on local hard drive**.
5. Proceed with the desired installation as described in the topic Avaya Web Messaging on page 18 for

Avaya Web Messaging installation, or the topics iPlanet Directory Server on page 19 and Avaya Web Collaboration on page 22 for iPlanet and Avaya Web Collaboration installation.

6. As a basic verification of installation, access the UCC administrator's Web page and then launch the administration Web page for the component you just installed. If you cannot access one or more of these Web pages, make sure that the Tomcat service and the World Wide Web Publishing Service are running (right click **My Computer**, click **Manage**, expand **Services and Applications**, and click **Services**).

7. Depending on which component you just installed, complete the verification procedures in the topic Verify the Avaya Web Messaging Installation on page 29 or the topic Verify the Avaya Web Collaboration Installation on page 38.

Addition of a PBX for Use with UCC

For each PBX to be used by UCC after UCC has been installed, you need to configure the new PBX as described in CVCT documentation and the "Add a Switch (PBX)" section of the UCC Administrator's Guide. You need to administer the Avaya Web Collaboration dial plan. See the following topics for important information about configurations using multiple PBXs:

UCC Base Server Hardware Prerequisites on page 4

CVCT Prerequisites Unique to Avaya Web Collaboration on page 9

PBX Prerequisites Unique to Avaya Web Collaboration on page 10

PBX Prerequisites on page 11

Verify the Avaya Web Collaboration Installation on page 38

Removal of UCC Base Server Software Components

You can remove (uninstall) all of UCC or only Avaya Web Collaboration or only Avaya Web Messaging. Select the desired subtopic, Removing UCC or Removing Only Avaya Web Messaging or Only Avaya Web Collaboration.

Removing UCC

To remove all UCC software from the base server:

1. In Windows 2000, select **Start > Settings > Control Panel > Add/Remove Programs**.

   Caution: To remove UCC in its entirety, do *not* individually select Avaya Web Collaboration or Avaya Web Messaging from the software list for removal. If you do, UCC cannot be uninstalled.

2. Select **Avaya Unified Communication Center**.

3. Select the **Remove** button.

Removing Only Avaya Web Messaging or Only Avaya Web Collaboration

You can uninstall one of the components Avaya Web Messaging or Avaya Web Collaboration, leaving the JRE, Tomcat, and the UCC license manager installed.

Note: When you uninstall one UCC Release 1.0 software component, Avaya Web Messaging or Avaya Web Collaboration, you can later reinstall only the same version of that component (by using the UCC Release 1.0 CD).

To uninstall Avaya Web Messaging or Avaya Web Collaboration:

1. In Windows 2000, select **Start > Settings > Control Panel > Add/Remove Programs**.

   Caution: Do *not* individually select Avaya Web Collaboration or Avaya Web Messaging from the software list for removal. If you do, UCC Release 1.0 as a whole cannot be uninstalled at a later time.

2. Select **Avaya Unified Communication Center**.

3. Select the **Change** button.
4. On the Avaya Unified Communication Center — InstallShield Wizard (Welcome) screen, click **Next**.
5. On the Avaya Unified Communication Center — InstallShield Wizard (Setup) screen, click the down arrow to the left of the component you want to remove and click **X This feature will not be installed**.

   A red X appears beside that component to indicate that it will be uninstalled.

Note: Uninstalling Avaya Web Collaboration also uninstalls iPlanet Directory Server software, which requires you to enter the administrative login and password noted in item 12 of Worksheets Base Server Data on page 43.

6. Click **Next**.
7. Proceed with the UCC software component removal as you would to remove any program through Windows.

Worksheets

This topic includes worksheets to consolidate the information that needs to be recorded at the customer site prior to installation as described in the topic Prerequisites on page 4 and during installation as described in the topic Installation on page 13.

Base Server Data

Data to Obtain Before Installing UCC

1. Windows 2000 Server administrative account number and password (writing them here is optional):
   _____
2. (Static) IP Address of NIC for corporate LAN:
   _____
3. Preferred DNS server address of NIC for corporate LAN:
   _____
4. Host name (full computer name and domain):
   _____
5. Primary DNS suffix of this computer:
   _____
6. MAC (physical) address:
   _____

7. Default gateway's IP address:
   _____
8. Fully qualified domain alias name, if it is to be used:
   _____
9. If Avaya Web Collaboration is being installed, the administrative account login and password on the base server used by CVCT (whether CVCT is coresident with UCC or on its own T-server):
   _____
10. If Avaya Web Collaboration is being installed and if the customer has an external LDAP directory, its:
    - LDAP URL: _____
    - Popular Name: _____
    - Search Base: _____
11. Directory path to SSL certificate, if used for Avaya Web Collaboration:
    _____

Data to Obtain While Installing UCC

12. If Avaya Web Collaboration is being installed, for the iPlanet Configuration Directory Administrator ID: admin, the iPlanet Directory server administrator password:
    _____
13. If Avaya Web Collaboration is being installed, for the iPlanet Directory Manager DN: cn=Directory Manager, the iPlanet Directory manager (and Avaya Web Collaboration directory administrator) password:
    _____
14. License Manager Host ID:
    _____
15. License Manager administrator password:
    _____

PBX Data (Obtain Before Installing UCC)

Enter data in the following fields only if Avaya Web Collaboration is being installed. Enter values for each PBX if multiple PBXs are used with UCC.

16. Range of reserved AWOH numbers:
    _____
17. IP address of MAP-D board in DEFINITY or C-LAN board in IP600 for use with Avaya Web Collaboration:
    _____
18. Software release, for example, G3V8 load release 49:
    _____

CVCT Data (Obtain Before Installing UCC)

Data for CVCT on Its Own Separate T-Server

Enter data in the following fields only if Avaya Web Collaboration is being installed and only if CVCT is installed on its own T-server separate from the UCC base server (see also item 9 in Base Server Data on page 43):

19. Host name of T-server (full computer name and domain):
    _____
20. (Static) IP address of NIC in T-server for connection to the PBX:
    _____

Data for CVCT Coresident with UCC on the Base Server

Enter data in the following field only if Avaya Web Collaboration is being installed and only if CVCT is installed coresident with UCC software on the base server (see also items 4 and 9 in Base Server Data on page 43):

21. (Static) IP address of NIC in T-server for connection to the PBX:
    _____

Advanced Speech Access (ASA) Server Data

22. Fully qualified domain name:
_____

UCC Glossary

A

adjunct
A computer that communicates with DEFINITY ECS through an ASAI interface.

Adjunct-Switch Application Interface (ASAI)
A protocol supported by DEFINITY Enterprise Communication Server (ECS) that extends telephony features to adjuncts.

Administration Without Hardware (AWOH)
In Avaya Web Collaboration, extensions that must be administered in the Telephony and in the switch (PBX) Services database to allow remote access. Also referred to as softphone extensions or exports.

Advanced Speech Access
A Unified Communication Center application that allows people to use their voices to interact with and access their messages, tasks, and appointments. Advanced Speech Access also permits users to manage their phone calls and conferences.

Avaya Web Collaboration
A Unified Communication Center application that provides remote access to the voice and data capabilities of your DEFINITY Enterprise Communication Server (ECS).

Avaya Web Messaging
A Unified Communication Center application that provides a graphical user interface that allows users to view, manage, and manipulate the contents of their

voicemail, e-mail, and fax messages, by using a browser.

AWOH
See *Administration Without Hardware*.

C

CentreVu® Computer Telephony (CV-CT)
Avaya's open, standards-based, API-neutral CTI server software. CentreVu Computer Telephony is the underlying CTI server software that integrates voice and data between customers' communications systems and their business application environment.

Internet Information Server (IIS)
Microsoft Web server software that enables access to UCC functionality through intranet web navigation.

D

DEFINITY Anywhere
The predecessor to Avaya Web Collaboration.

E

EC-500 Extension to Cellular
An Avaya Web Collaboration feature, formerly known as DEFINITY Global Cellular Solution. When this feature is administered for users, it allows a cellular phone to be treated as a local extension to the DEFINITY PBX. The cellular phone can use the same features and capabilities for incoming calls as the office phone. When the office phone rings, the administered cellular phone also rings.

L

License File
A file that enables client usage of UCC for a specified number of users.

P

Personal Digital Assistant (PDA)
A small consumer electronics device that performs specific tasks and, in some instances, connects to the Internet or is combined with a cell phone.

S

Services Monitor
An Avaya Web Collaboration feature that includes an error counter and detects when the Avaya Web Collabo-

ration service is interrupted. If service is interrupted, the Services Monitor will initiate a server restart in 20 seconds.

U

Unified Communication Center (UCC)
A suite of Avaya applications that can include any or all of these applications: Advanced Speech Access, Avaya Web Collaboration, and Avaya Web Messaging.

V

Voice Player
Plug-in software that enables messages to be played and recorded through a computer equipped with a sound card and microphone. The voice player is distributed by Avaya Inc.

W

www.messenger
The predecessor to Avaya Web Messaging.