



Job Aid: Creating Additional Remote Access Logins

This job aid describes the steps required to add an additional remote access login to the Avaya S8300, S8500, and S8700 Series Media Servers. These logins may be used to establish a Point to Point Protocol (PPP) connection via the media server modem to facilitate remote configuration and/or software upgrade. Once the PPP connection is established normal procedures (browser, telnet, Avaya Site Administration) may be used to connect to the media server and its applications.

For Local Spare Processor (LSP) installations, remote logins that are added at the main will be propagated to the LSPs during filesync operations. It may be desirable to add a remote login at a LSP installation before a login is created by filesync. This remote login could then be used to establish a PPP connection to the media server and would allow remote configuration of the media server during installation. A locally added login will eventually be overwritten by the logins that are added at the main media server.



CAUTION:

If remote logins are added at both the main and LSP locations care must be taken to ensure the logins exactly match. If the logins do not match it will result in two distinct logins being created at the LSP.

Required Equipment

No tools or additional hardware parts are required. Local access to the media server(s) via the service port will be required.

Pre-site tasks

Before you go on site, verify that the following tasks are done.

- Obtain the password for the dadmin login for the site(s) where a remote access login needs to be created.

Note:

For a new installation this may be the default password. The first time the default dadmin password is used it must be changed. Keep this password in a safe place.

Steps to create a remote access login on a media server

Use the following steps to create a login on a media server. For this example we will use **bpremote** as the login name that will be added. However, it may be any unique string that meets the requirements for an Avaya Communication Manager login.

1. On a locally connected PC (via the services port, not the modem) log into the Avaya Communication Manager SAT using the dadmin login.
2. If required, change the dadmin password.
3. Use the **add login bpremove** command on the SAT to initiate the process.

add login bpremove	Page 1 of 1
LOGIN ADMINISTRATION	
LOGIN BEING ADMINISTERED	
Login's Name: bpremove	
Login Type: customer	
Service Level: remote	←
LOGIN'S PASSWORD INFORMATION	
Login's Password:	←
Reenter Login's Password:	
Password Aging Cycle Length (Days):	←
LOGOFF NOTIFICATION	
Facility Test Call Notification? y	← Acknowledgement Required? y
Remote Access Notification? y	← Acknowledgement Required? y

4. Change the **Service Level** field to **remote**. This is the entry that associates this login with the modem/ppp access. If this field is not changed, a normal SAT login will be created but it will not be usable to establish a PPP connection via the modem.
5. Enter a unique password as required on the screen.
6. Enter the desired value for password aging. Valid values are **1 - 99** days or **blank** to disable password aging.
7. Submit the form.
8. Save translations.

Note:

If LSPs are equipped a **save translations lsp** will cause the new remote login(s) to be pushed out to the LSPs. Otherwise, if it is enabled, this will happen during daily maintenance. See **display system-parameters maintenance**.

9. On the locally connected PC (via the services port, not the modem), open a web browser session and connect to the Maintenance Web Interface via the services address (192.11.13.6). Click on Configure Server and using the Configure Individual Services option display the **Set Modem Interface** screen. Make note of the IP address administered here. This address will be used to connect to the media server once a dialup modem connection is established.



CAUTION:

Do not change this IP address unless directed to do so by Avaya. This IP address is administered at initial system installation and is required to remain unchanged for Avaya participation in warranty or service work.



Using the remote access login from a PC

Once a remote access login is created it may be used to connect to the media server via the modem. Before you can connect to the media server a network connection record must be created on your PC.

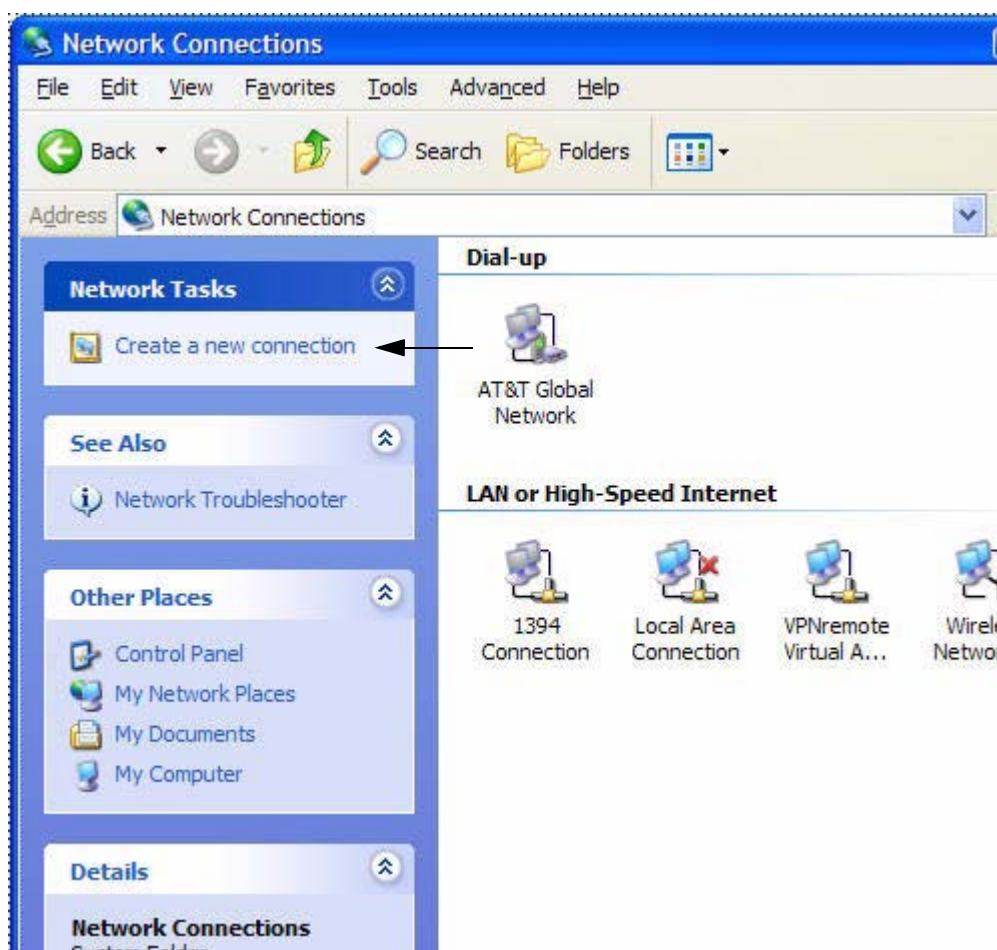
A individual connection record may be created for each customer. When individual connection records are used, the telephone number associated with the media server modem is stored in the connection record. With individual connection records the connection may be established by double clicking on a desktop icon or the connection record in the Network Connections window.

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A generic connection record may be created for use with all customers. The generic connection record will require that the telephone number for the desired media server modem be input when the connection is established. The generic connection may be established by double clicking on a desktop icon or the connection record in the Network Connections window. After starting the connection process via the generic connection record, the user will be prompted to enter the correct telephone number.

The following pages provide an example of how to create and use a generic connection record. These steps are typical of a Windows XP operating system. Other Windows operating systems will be similar.

1. From the START button, click on **Control Panel**. On the control panel double click on **Network Connections**. On the Network Connections screen double click on **Create a new connection** to start the New Connection Wizard.

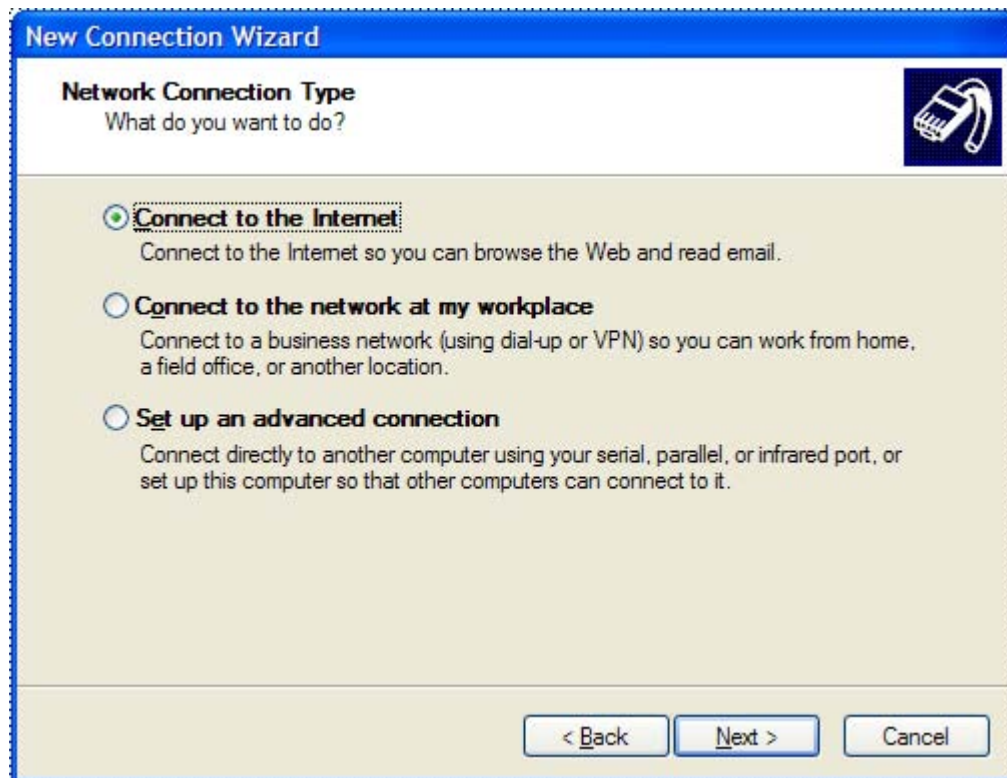


2. Click on **Next**.

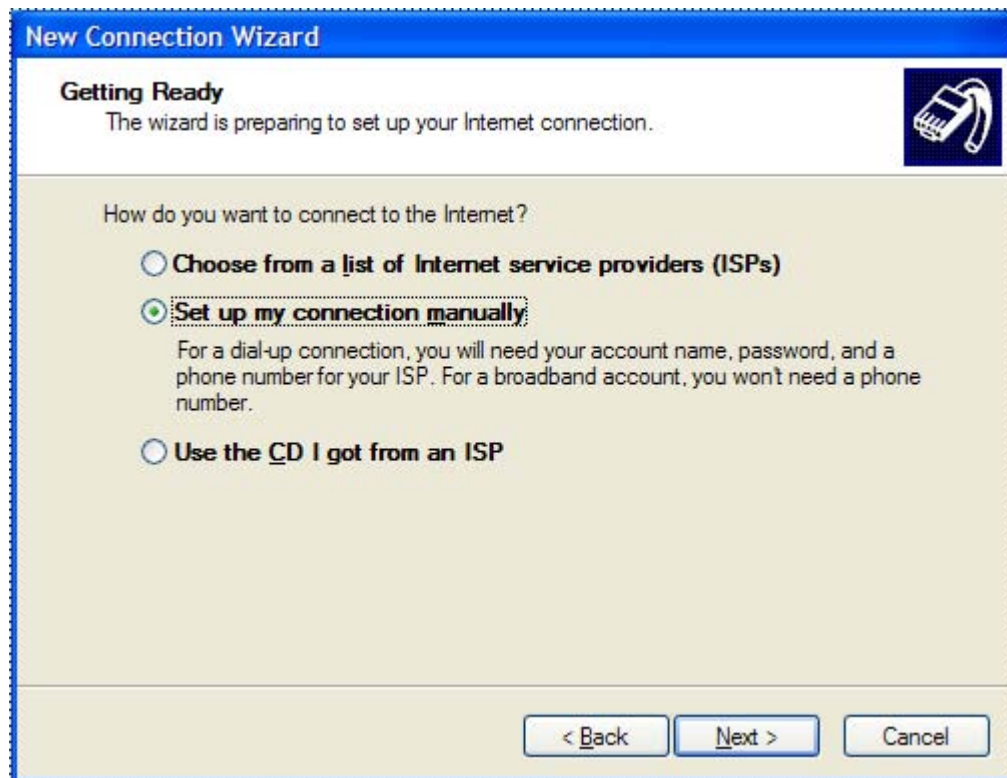


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3. Select **Connect to the Internet** on the Network Connection Type screen. Click on **Next**.

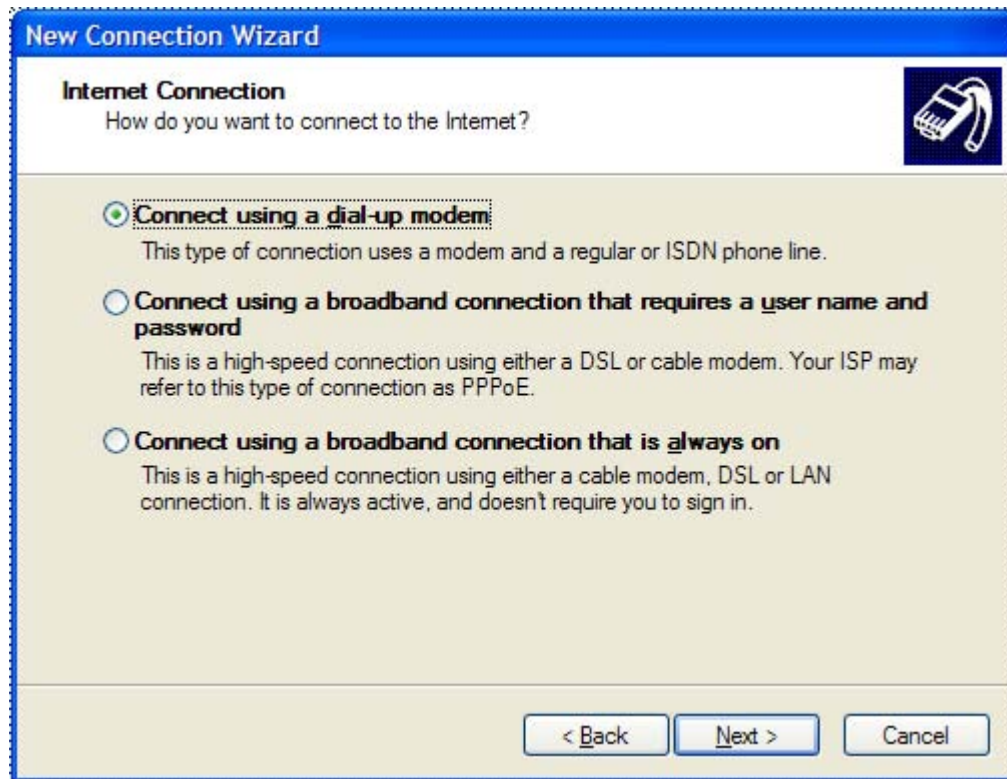


4. Select **Set up my connection manually** from the Getting Ready screen. Click on **Next**.



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5. Select **Connect using a dial-up modem** from the Internet Connection screen. Click on **Next**.



6. Enter a name for this connection. The name **Customer Switch** was entered in this example. Click on **Next**.



The image shows a Windows XP-style dialog box titled "New Connection Wizard". The main heading is "Connection Name" with a sub-question "What is the name of the service that provides your Internet connection?". To the right of the text is an icon of a network card. Below the text, it says "Type the name of your ISP in the following box." followed by "ISP Name". A text input field contains the text "Customer Switch". Below the input field, it says "The name you type here will be the name of the connection you are creating." At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

New Connection Wizard

Connection Name
What is the name of the service that provides your Internet connection?

Type the name of your ISP in the following box.

ISP Name

Customer Switch

The name you type here will be the name of the connection you are creating.

< Back Next > Cancel

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7. Enter the phone number of the switch to be called.

For a dedicated individual connection record this should be the number for the modem on the media server.

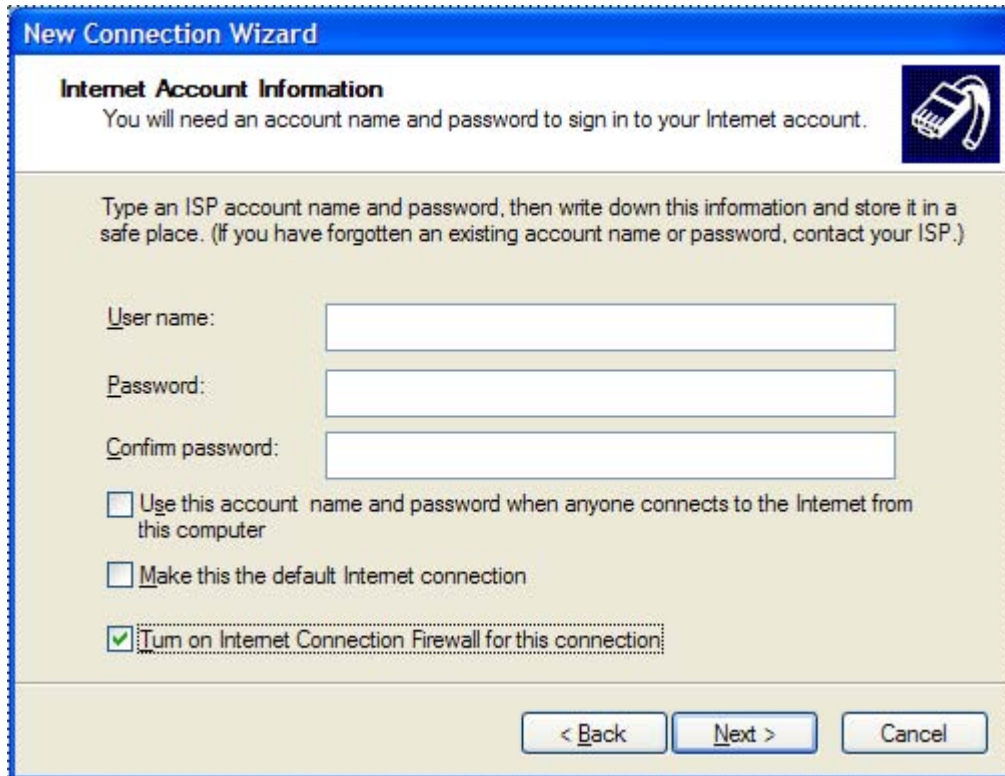
For a generic connection record you may leave this field blank.

Which ever type of connection you create you may update or change the telephone number when you use the connection. A placeholder, as indicated in the screen capture below, may be entered at this time. Click on **Next**.



The screenshot shows a Windows-style dialog box titled "New Connection Wizard". The main heading is "Phone Number to Dial" with a sub-question "What is your ISP's phone number?". A small icon of a modem is in the top right corner. Below the heading, it says "Type the phone number below." followed by a label "Phone number:" and a text input field containing "123-456-7890". A paragraph of instructional text follows: "You might need to include a '1' or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct." At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

8. Leave the User name, Password, and Confirm password fields blank. Check the three boxes appropriately for your system. Unless this PC will be dedicated to the media server you should generally clear the top two boxes. Click on **Next**.



The image shows a Windows XP-style dialog box titled "New Connection Wizard". The main heading is "Internet Account Information". Below this, a message states: "You will need an account name and password to sign in to your Internet account." To the right of this message is a small icon of a computer mouse. Below the message, there is a paragraph of instructions: "Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)". There are three text input fields: "User name:", "Password:", and "Confirm password:". Below these fields are three checkboxes. The first checkbox is labeled "Use this account name and password when anyone connects to the Internet from this computer". The second checkbox is labeled "Make this the default Internet connection". The third checkbox is checked and labeled "Turn on Internet Connection Firewall for this connection:". At the bottom right of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

New Connection Wizard

Internet Account Information

You will need an account name and password to sign in to your Internet account.

Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)

User name:

Password:

Confirm password:

☐ Use this account name and password when anyone connects to the Internet from this computer

☐ Make this the default Internet connection

☒ Turn on Internet Connection Firewall for this connection

< Back Next > Cancel

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9. If you want this connection to have an icon on the PC desktop, check the box. Click **Finish** to complete the wizard and launch a Connect screen.



10. A Connect screen similar to this will appear. This screen is also available via the desk top icon (if it was created) or from the **Control Panel->Network Connections** window.

Click on the **Properties** button.



The image shows a Windows XP-style dialog box titled "Connect Customer Switch". It features a blue header bar with a question mark icon and a close button. The main area has a blue background with a graphic of two laptops connected by a green arc over a globe. Below the graphic are two text input fields labeled "User name:" and "Password:". Underneath these is a checkbox labeled "Save this user name and password for the following users:". Below the checkbox are two radio button options: "Me only" (selected) and "Anyone who uses this computer". At the bottom, there is a "Dial:" label followed by a text box containing "123-456-7890" and a dropdown arrow. At the very bottom are four buttons: "Dial", "Cancel", "Properties", and "Help".

Connect Customer Switch

User name:

Password:

☐ Save this user name and password for the following users:

☒ Me only

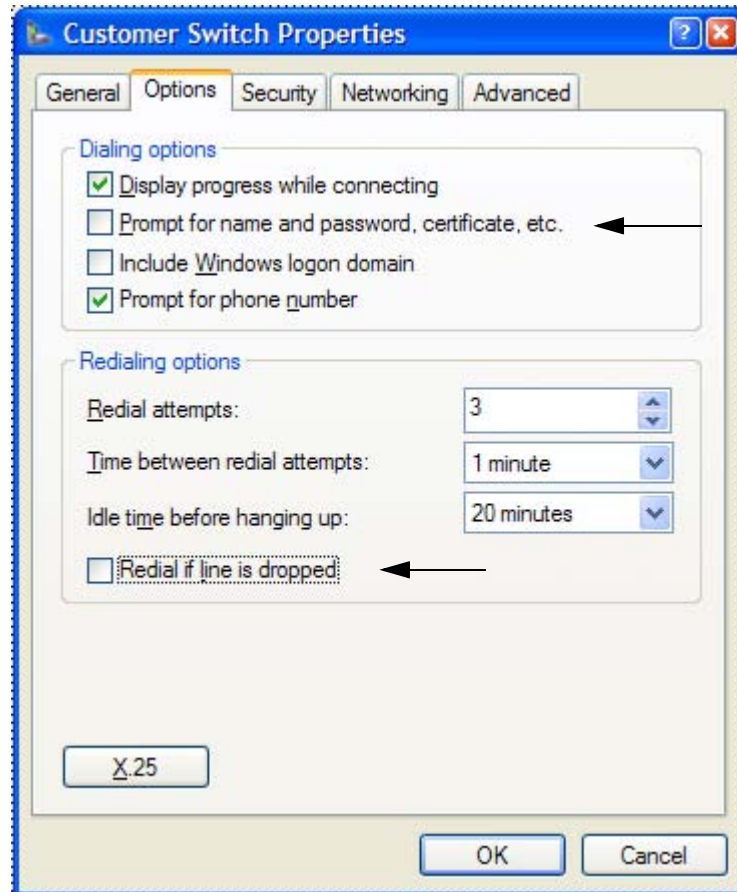
☐ Anyone who uses this computer

Dial:

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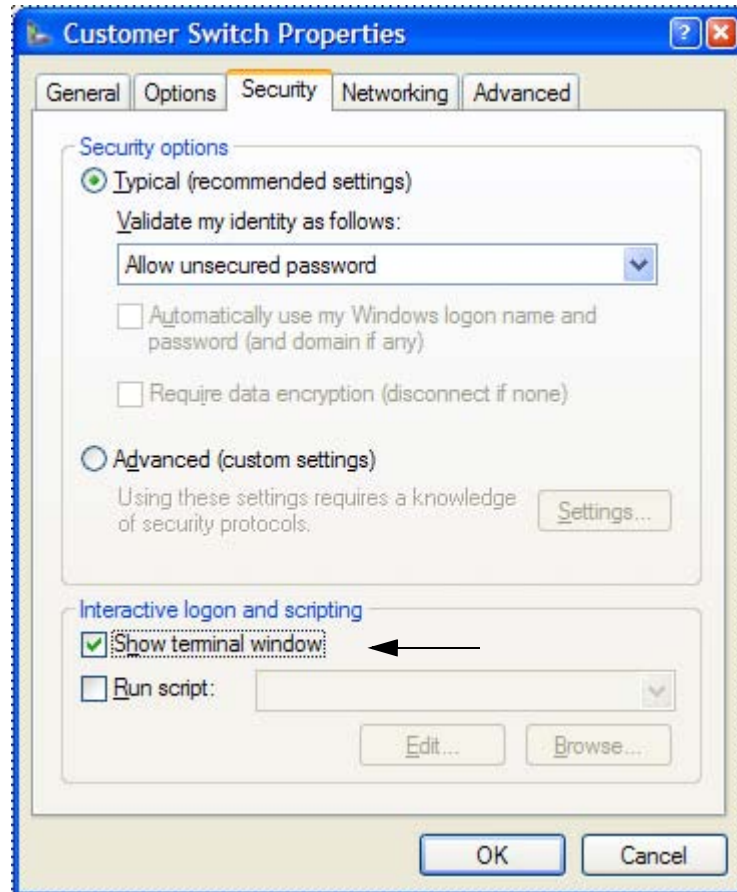
11. Click on the Options tab of the Dial Properties window:

- Clear the check-box for: **Prompt for name and password, certificate etc.**
- Clear the check-box for: **Redial if line is dropped**



12. Click on the Security tab of the Dial Properties window.

- Check the box for: **Show terminal window**
- Click on **OK**



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13. Change the telephone number if it is not correct and click on the **Dial** button. The PC will dial the number and handshake with the modem connected to the media server.



If the telephone number is changed a confirmation window will pop up asking if the change should be made permanent.



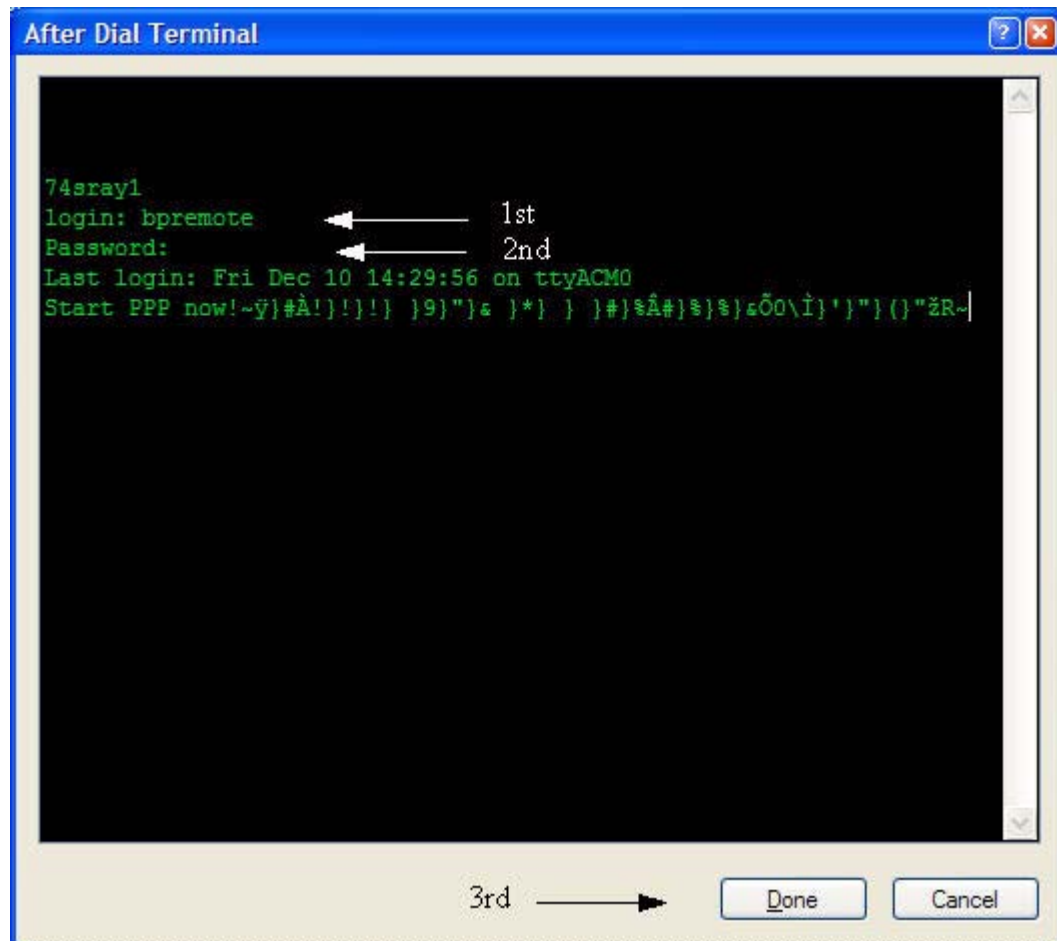
14. An **After Dial Terminal** window will pop up. NOTE: If the After Dial Terminal window does not pop up, check the Security tab of the Dial Properties window and make sure the **Show terminal window** field is checked. See step [12](#).

Type in the remote login (for this example it is **bpreMOTE**) followed by <ENTER>

Type in the Password followed by <ENTER>.

The media server will respond with the **Start PPP now! . . . string**.

Click on the **Done** button at the bottom of the window.

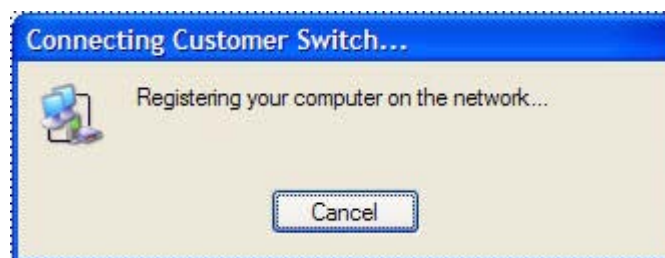


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15. A status window will pop up to verify the connection status.



16. A second status window will indicate that the PC is being registered on the media server network.



17. At this point there is a Point to Point Protocol (PPP) connection established between the PC and the media server. One way to tell that there is a connection is to look in the system tool tray at the bottom of the PC screen. An icon showing two computers connected together will be present.



Mouse across the icon on the PC screen and a pop up window will be produced. The connection name and some limited status information will be presented. Right click on the icon to bring up a menu of options regarding the connection.

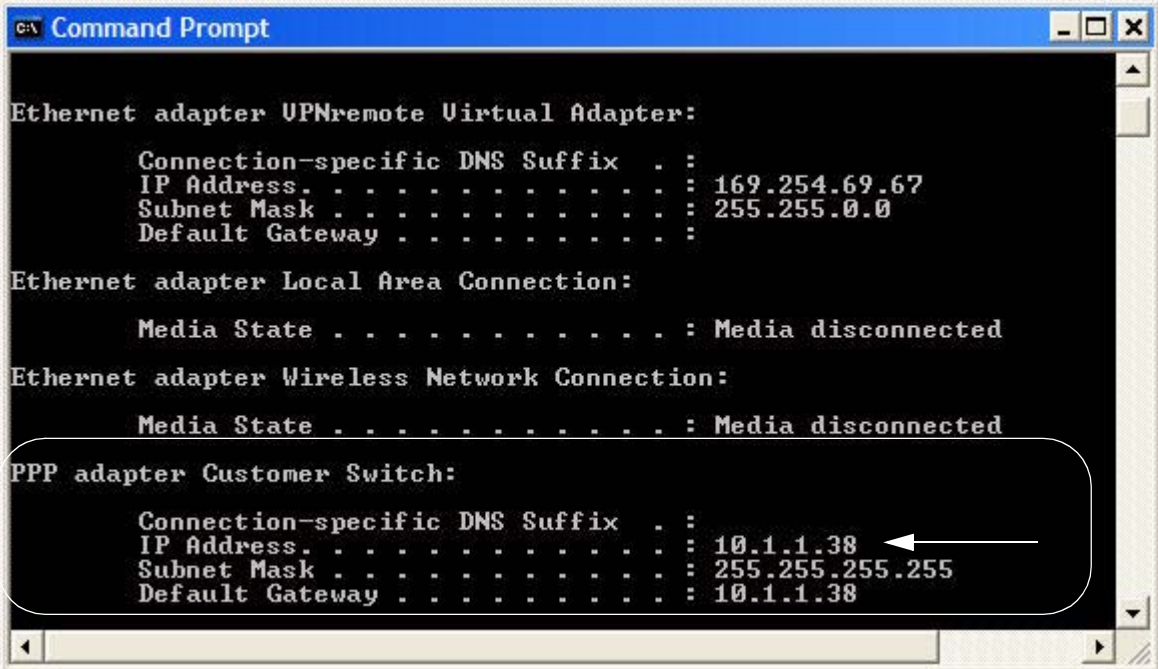
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18. To find the Modem Interface IP Address (if you do not have the address from step 9 above):

- On your PC open a Command Prompt Window
(**Start>All Programs>Accessories>Command Prompt**)
- Enter the command **ipconfig**. A screen similar to the one shown below will appear.

The connection name and relevant connection data will be displayed. For this example it is:
PPP adapter Customer Switch

The Modem Interface IP Address of the media server is one (1) less than the address presented by the **ipconfig** command. This means that in this example the IP Address on the media server would be: 10.1.1.37 (See step 9). This address (10.1.1.37 for this example) will be used when establishing connections to the Web Interface, SAT, or the Linux shell on the media server.



```
Command Prompt

Ethernet adapter UPNremote Virtual Adapter:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . . : 169.254.69.67
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected

Ethernet adapter Wireless Network Connection:

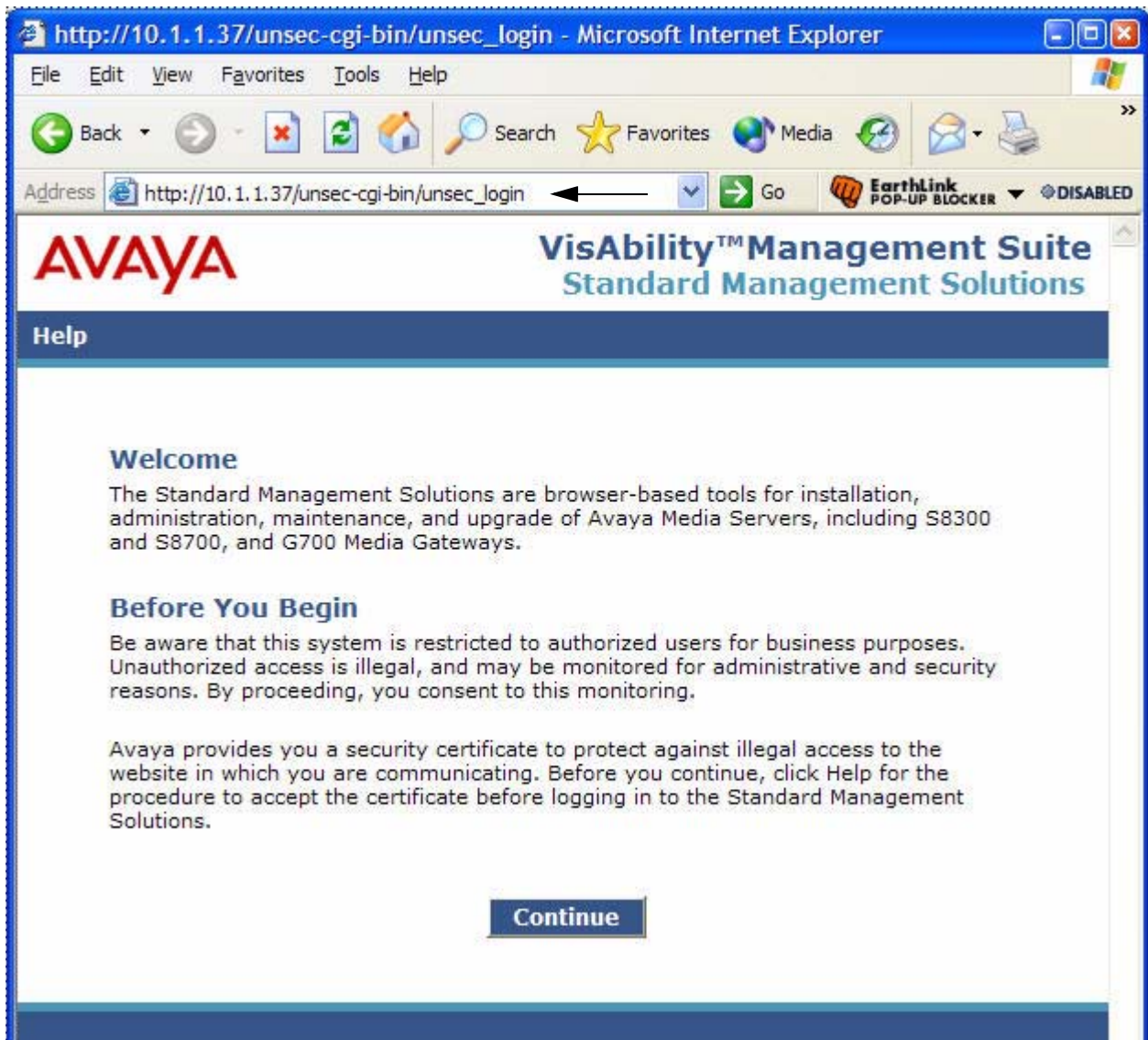
    Media State . . . . . : Media disconnected

PPP adapter Customer Switch:

    Connection-specific DNS Suffix  . : 
    IP Address. . . . . : 10.1.1.38
    Subnet Mask . . . . . : 255.255.255.255
    Default Gateway . . . . . : 10.1.1.38
```

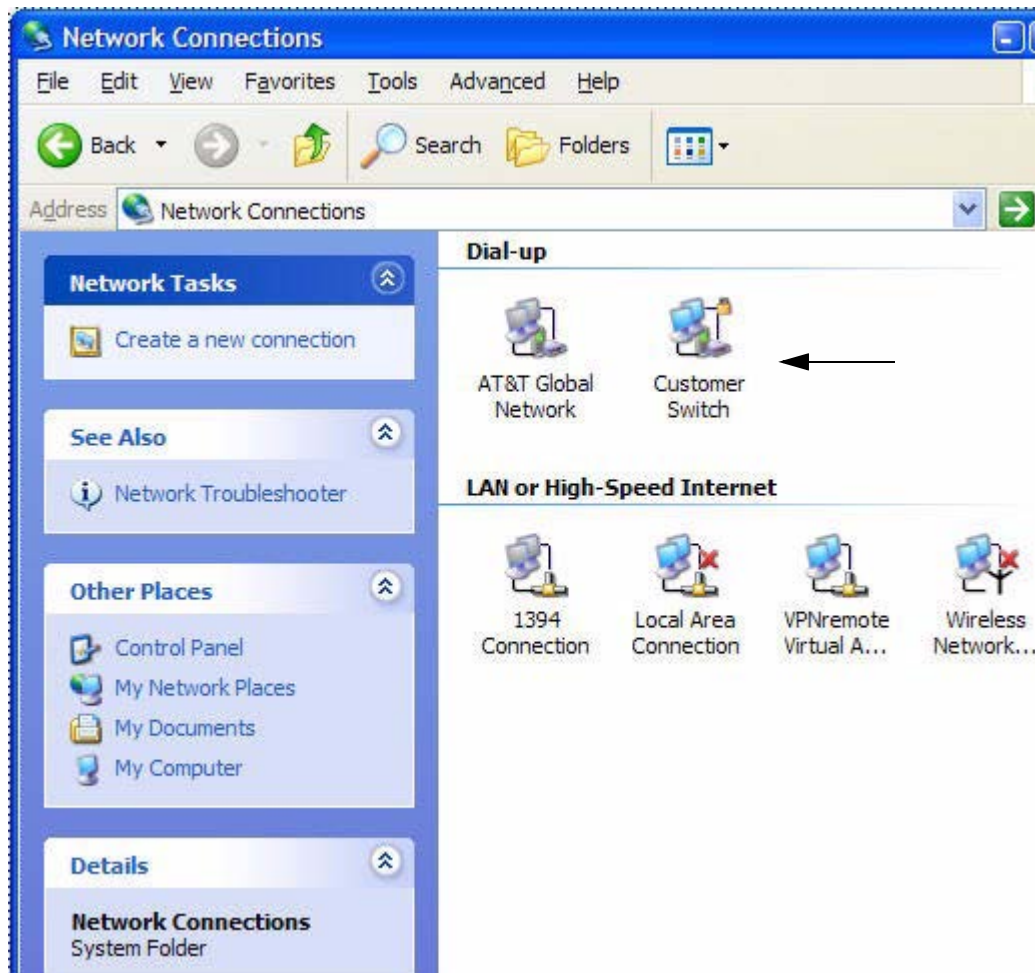
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19. Once a PPP connection is established the Modem Interface IP Address may be used to connect to the various applications on the media server. For example a web interface session may be started by inputting the Modem Interface IP Address to a browser.



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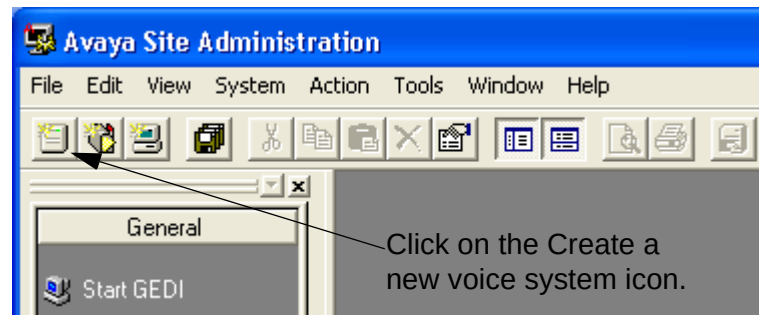
20. The connection that was just added now appears on the Network Connections screen. In the future you may use the connection by double clicking on it in the Network Connections screen.



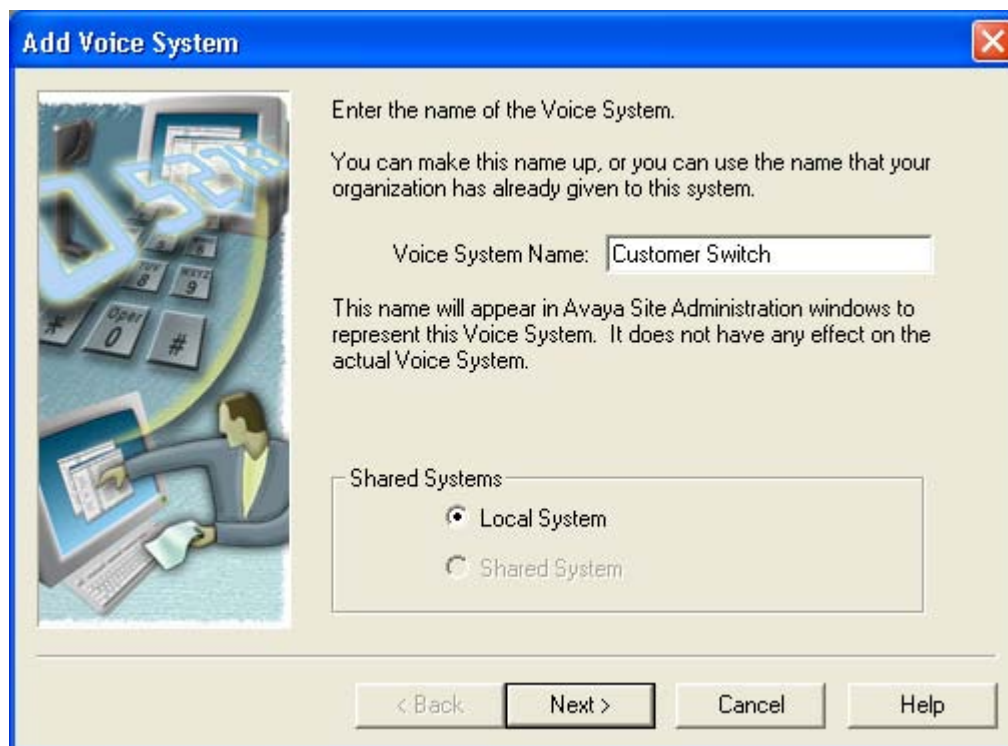
21. To disconnect a PPP session, right click on the icon in the system tools tray. Click on the **Disconnect** option.

Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

To begin, click on the **Create a new voice system for administration** button.

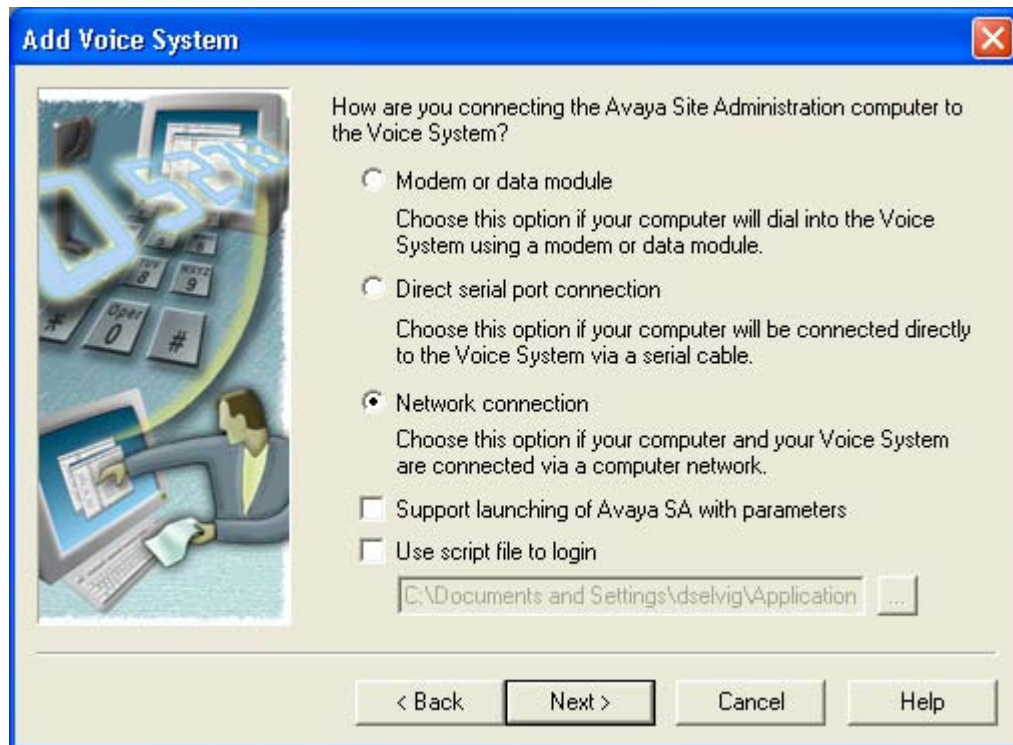


Give the system a name. This is a unique string to identify this system in Avaya Site Administration. It will not affect the system.



Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

Specify the connection method. Click on Network Connection. Network connection is used because this voice system will be accessed after a Point to Point Protocol (PPP) connection is established with the media server.



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Specify the address for this connection. This is the IP address that is administered on the **Set Modem Interface** of the **Configure Server** screens.

Add Voice System



Network Connection

You have indicated that you will be connecting your Avaya Site Administration computer to this Voice System through a computer network.

Avaya Site Administration must know the "fully qualified domain name" (FQDN) of the Voice System, or its IP address.

FQDN or IP address:

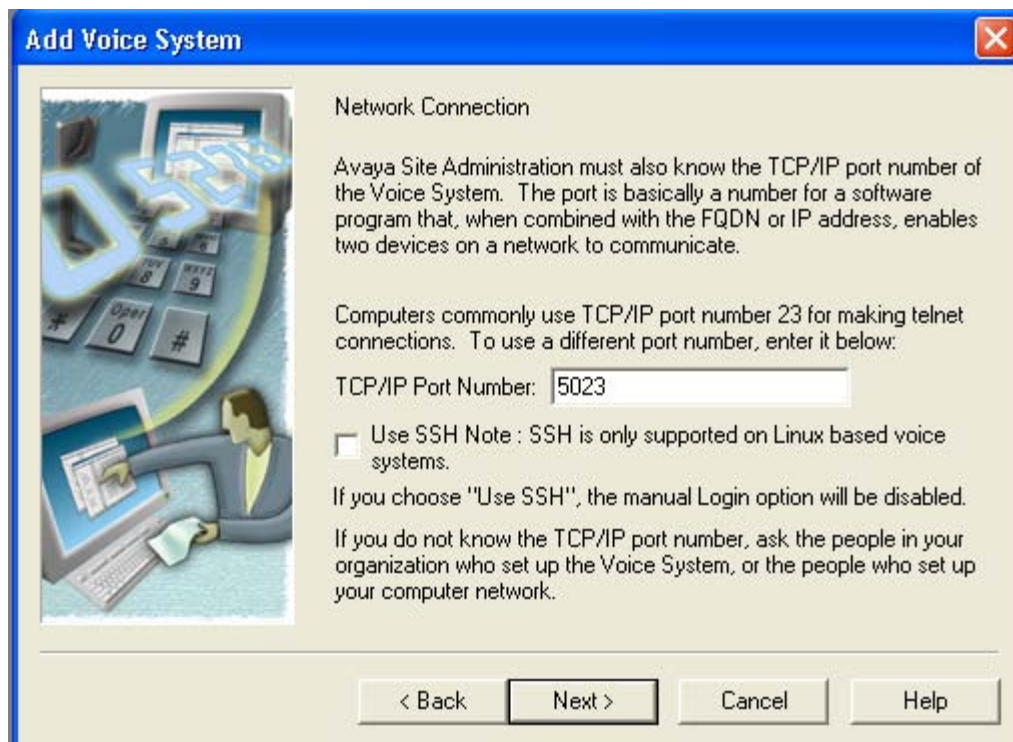
For example, an FQDN might be:
computername.department.company.com

Optionally, you can enter the IP address. For example:
100.212.123.211

If you do not know the FQDN or IP address, ask the people in your organization who set up the Voice System, or the people who set up your computer network.

Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

Specify the TCP/IP port number of the voice system. For Avaya Communication Manager this is 5023.



The screenshot shows a Windows-style dialog box titled "Add Voice System" with a blue title bar and a red close button. On the left is a vertical illustration of a person at a computer with a glowing blue network path. The main area is titled "Network Connection" and contains explanatory text about TCP/IP ports, a text input field for the "TCP/IP Port Number" containing "5023", an unchecked checkbox for "Use SSH", and several informational paragraphs. At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

Add Voice System

Network Connection

Avaya Site Administration must also know the TCP/IP port number of the Voice System. The port is basically a number for a software program that, when combined with the FQDN or IP address, enables two devices on a network to communicate.

Computers commonly use TCP/IP port number 23 for making telnet connections. To use a different port number, enter it below:

TCP/IP Port Number:

☐ Use SSH Note : SSH is only supported on Linux based voice systems.

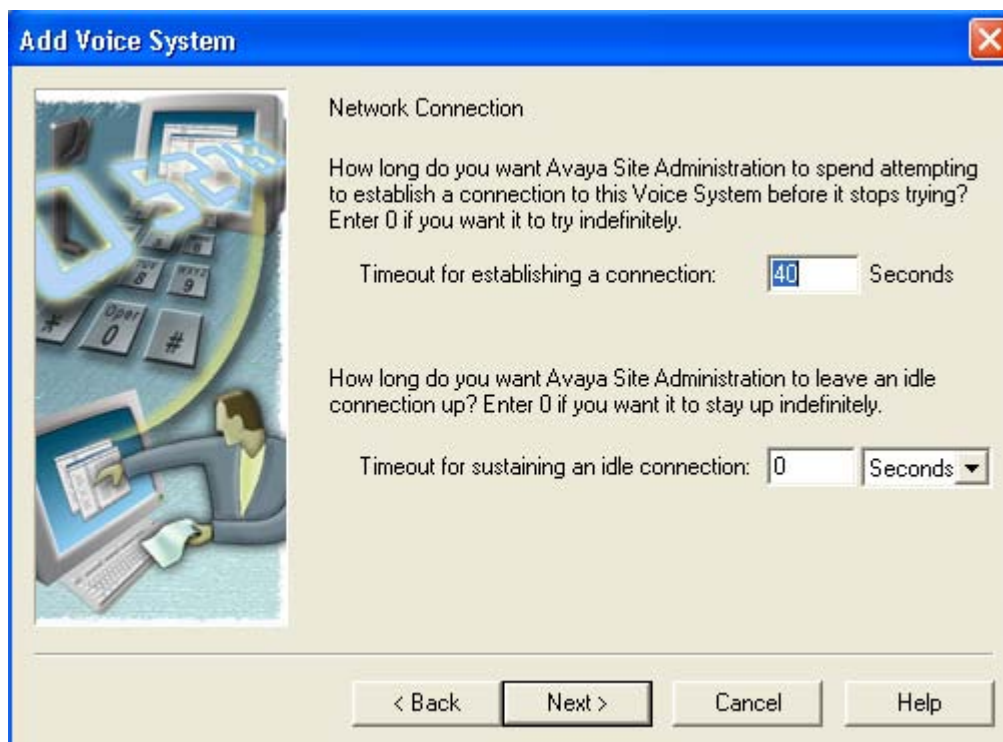
If you choose "Use SSH", the manual Login option will be disabled.

If you do not know the TCP/IP port number, ask the people in your organization who set up the Voice System, or the people who set up your computer network.

< Back Next > Cancel Help

Job Aid: Creating Additional Remote Access Logins

Accept the defaults for **Timeout** settings.



The image shows a Windows-style dialog box titled "Add Voice System". On the left is a graphic of a telephone keypad with a blue circuit-like pattern. The main area is titled "Network Connection" and contains two questions about connection timeouts. The first question asks for the time to spend attempting a connection, with a text box containing "40" and the unit "Seconds". The second question asks for the time to leave an idle connection up, with a text box containing "0" and a dropdown menu set to "Seconds". At the bottom are four buttons: "< Back", "Next >", "Cancel", and "Help".

Add Voice System

Network Connection

How long do you want Avaya Site Administration to spend attempting to establish a connection to this Voice System before it stops trying? Enter 0 if you want it to try indefinitely.

Timeout for establishing a connection: Seconds

How long do you want Avaya Site Administration to leave an idle connection up? Enter 0 if you want it to stay up indefinitely.

Timeout for sustaining an idle connection: Seconds ▾

< Back Next > Cancel Help

Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

Select the login option that you want.

Add Voice System



When you use Avaya Site Administration, each time you perform an activity on the Voice System, it will ask for a login ID and password.

Choose the option you want.

☐ I want Avaya SA to log me in automatically

This option saves you from having to enter a login ID and password every time you need to access this Voice System. However, your Voice System is vulnerable to unauthorized use if anyone manages to gain access to your computer and knows your Avaya SA password. It is the only allowed option if "Support Launching of Avaya SA With Parameters" or "Use script file to login" has been checked.

☒ I want to log in manually each time

This option protects the Voice System from unauthorized use. However, you will be required to enter a login ID and password every time you perform an action on this Voice System, and it prevents you from scheduling activities to run in your absence.

< Back

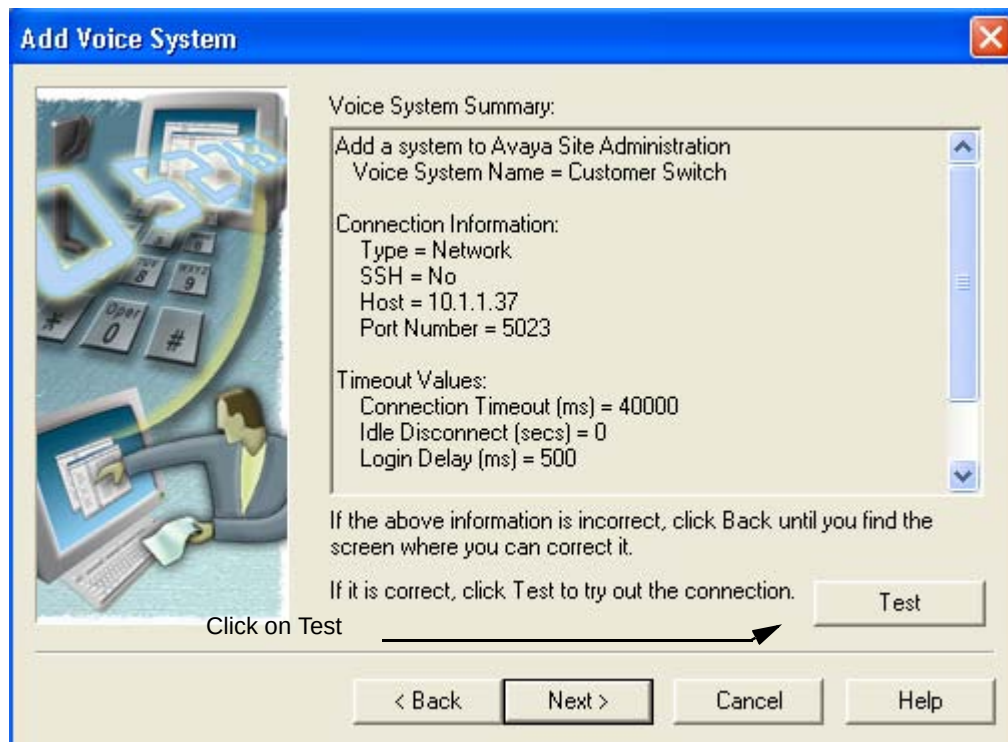
Next >

Cancel

Help

Job Aid: Creating Additional Remote Access Logins

Establish a PPP connection to the media server and test the connection.

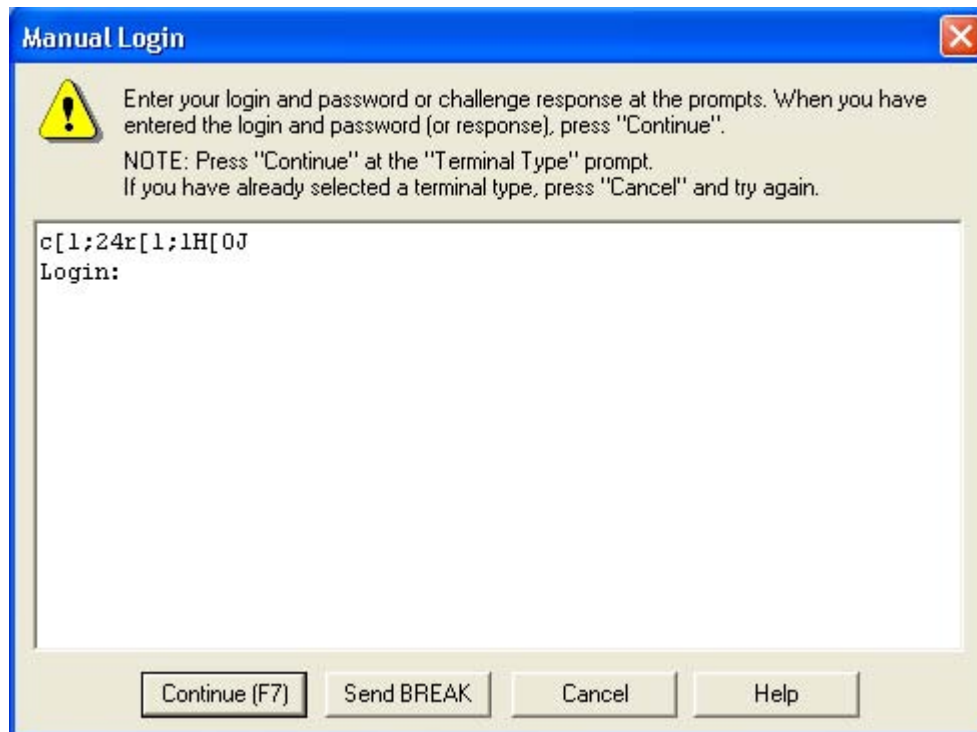


Avaya Site Administration will establish a connection to Avaya Communication Manager on the media Server.

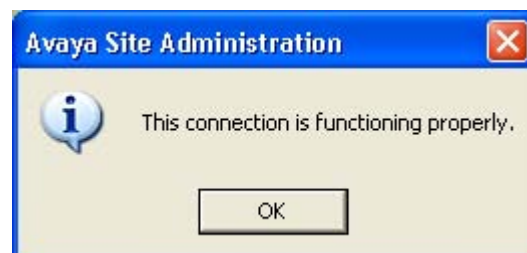


Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

If the login type selected was manual, a login page will be displayed. Login to complete the test.
NOTE: After entering the password click on the **Continue** button. If the login is successful an advisory screen will be displayed.

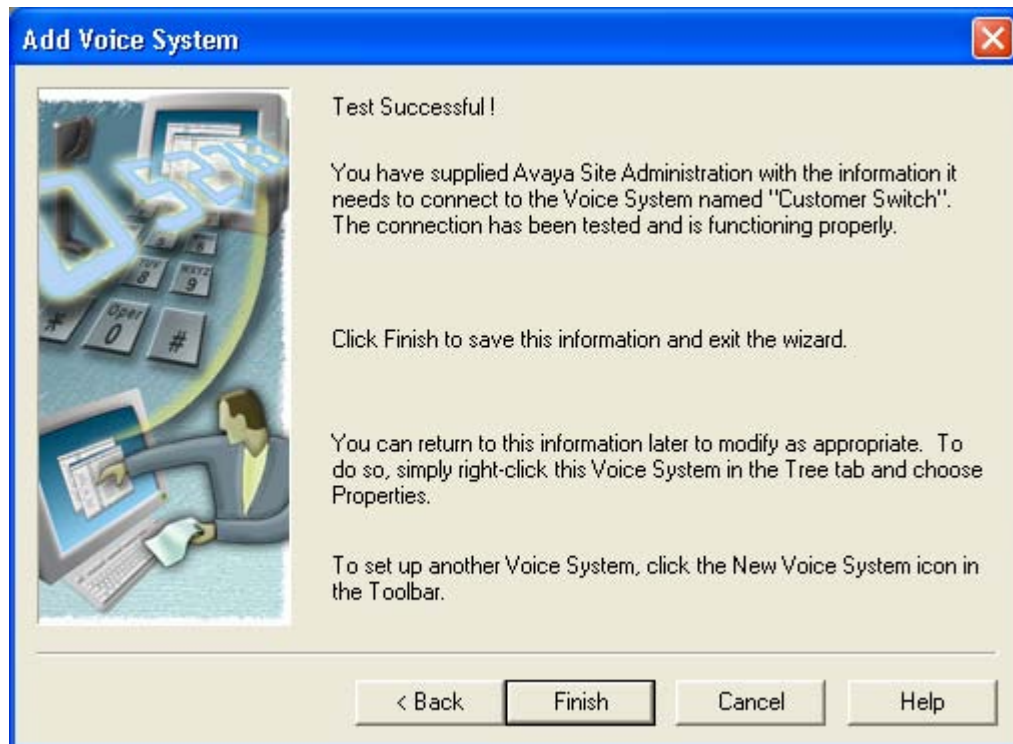


If the login was automatic and the connection is functioning properly an advisory screen will be displayed.



Job Aid: Creating Additional Remote Access Logins

When the connection and login have been successfully tested a final screen is displayed. Click on the **Finish** button to save the entered information.



There are multiple ways to establish a connection to Avaya Communication Manager. For all of them you must first establish a PPP connection to the media server. Then you may:

- Select the Tree view in the left hand browser pane of Avaya Site Administration. Right click on the desired voice system name. Select Connect from the menu of choices.
- Display the desired voice system in the **Target Voice System** box on the tool bar (See Below). Click on the **Tasks** tab followed by the **Advanced** tab of the left hand browser pane. Then click on **Start Emulation**.

Appendix A -- Setting up an Avaya Site Administration Voice System Connection.

