Media Application Server

Documentation Roadmap

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NN44471-108

Media Application Server
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Downloading documents

For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

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New in this release

The following sections detail what's new in *Media Application Server Documentation Roadmap* (NN44471-108) for Media Application Server (MAS) for Release 6.4:

- "Features" (page 7)
- "Other changes" (page 7)

Features

This document is new for Media Application Server (MAS) for Release 6.4.

Other changes

There are no other changes for this release.

Introduction

This document provides an overview of all technical documentation available for the Media Application Server (MAS) platform for Release 6.4. Additionally, this document identifies where to download the latest documentation and provides information about accessing customer service.

Navigation

- "Roadmap" (page 11)
- "Information quality" (page 19)
- "Text conventions" (page 21)
- "Modular, task-based information" (page 23)
- "Customer service" (page 25)

Roadmap

This chapter lists and describes the documentation available for the Media Application Server (MAS) for Release 6.4.

Navigation

- "Documentation packaging" (page 11)
- "Product fundamentals" (page 13)
- "Planning and engineering" (page 14)
- "Installation and commissioning" (page 14)
- "Upgrades and patches" (page 15)
- "Operations" (page 15)
- "Administration and security" (page 15)
- "Fault and performance management" (page 16)
- "Installation, security, and commissioning work flow" (page 16)

Documentation packaging

Avaya technical documents are organized according to a set of job functions. For information about how the Media Application Server documentation suite is organized, see the following figures.

Figure 1
Documentation roadmap (Part 1)

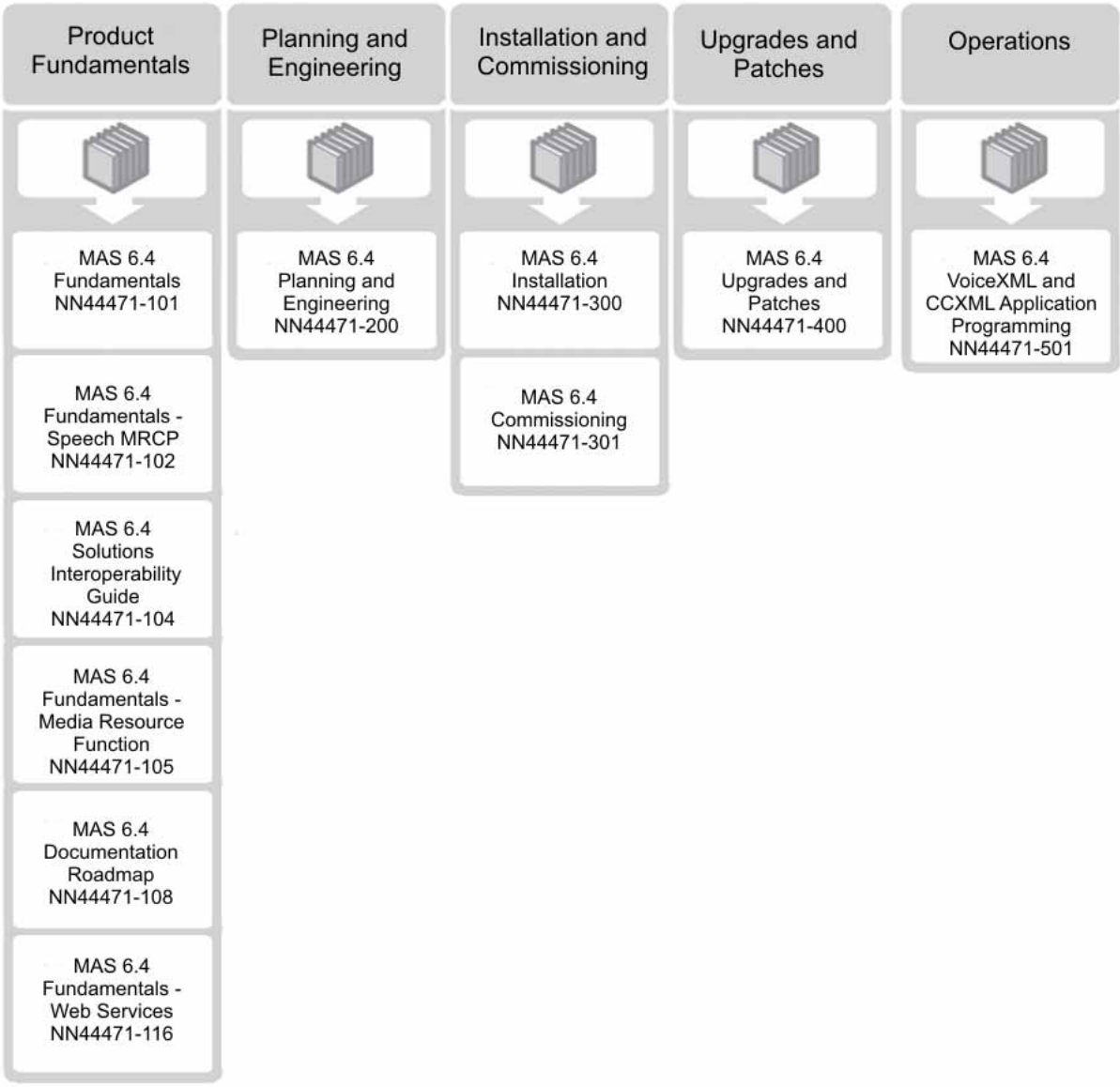
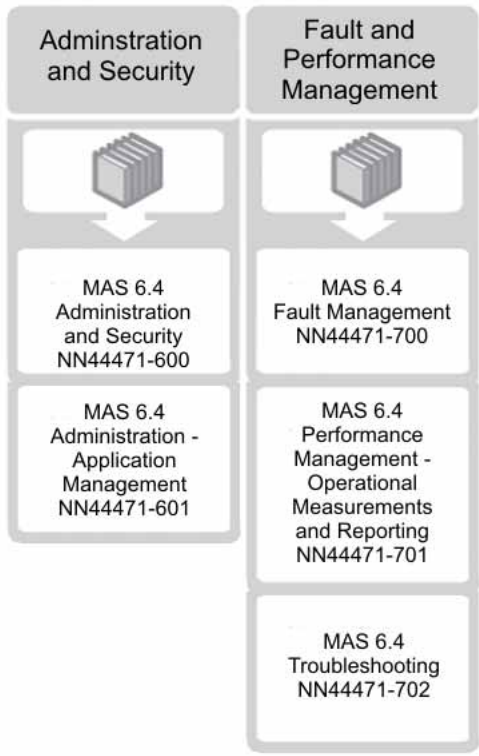


Figure 2
Documentation roadmap (Part 2)



Product fundamentals

Product fundamentals documentation includes overview and reference information about the product and product documentation.

Table 1
Product fundamentals documents

Document title	Description
Media Application Server Fundamentals (NN44471-101)	This document describes the fundamentals of MAS.
Media Application Server Fundamentals – Speech MRCP (NN44471-102)	This document provides fundamental information about speech synthesis and speech recognition services for MAS.
Media Application Server Solutions Interoperability Guide (NN44471-104)	This document describes how to configure the MAS platform.
Media Application Server Fundamentals – Media Resource Function (NN44471-105)	This document describes Media Resource Function platform facilities in and IP Multimedia Subsystem core network.

Table 1
Product fundamentals documents (cont'd.)

Document title	Description
Media Application Server Documentation Roadmap (NN44471-108)	This document lists all documentation related to MAS, identifies where to download the latest documentation, and provides information about accessing customer service.
Media Application Server Fundamentals – Web Services (NN44471-116)	This document provides information about the following Web Services: • Applications • Content Store

Planning and engineering

Planning and engineering documentation provides information about site planning requirements, network management, performance and capacity requirements, limitations, and other information that a customer requires for installing the product.

Table 2
Planning and engineering document

Document title	Description
Media Application Server Planning and Engineering (NN44471-200)	This document explains planning and engineering strategies and methodologies, as well as system, hardware, and network requirements and configurations.

Installation and commissioning

Installation and commissioning documentation enables you to install MAS software, and perform the initial configuration.

Table 3
Installation and commissioning documents

Document title	Description
Media Application Server Installation (NN44471-300)	This document describes the hardware and software installation procedures for MAS.
Media Application Server Commissioning (NN44471-301)	This document describes how to commission MAS.

Upgrades and patches

Upgrades and patches documentation enables you to perform maintenance release upgrades and to perform Quick Fix Engineering (QFE) patches.

Table 4
Upgrades and patches document

Document title	Description
Media Application Server Upgrades and Patches (NN44471-400)	This document describes how to perform maintenance release upgrades and downgrades, and how to install and remove Quick Fix Engineering (QFE) patches.

Operations

Operations documentation supports tasks related to configuration (post-commissioning) of services or applications.

Table 5
Operations documents

Document title	Description
Media Application Server Configuration – VoiceXML and CCXML Application Programming (NN44471-501)	This document describes the development environments, coding elements, and other programming requirements for developing applications in Call Control eXtensible Markup Language (CCXML) and VoiceXML.

Administration and security

Administration and security documentation enables you to securely manage and maintain the system configuration, data, and users.

Table 6
Administration and security documents

Document title	Description
Media Application Server Administration and Security (NN44471-600)	This document provides administration and security procedures for MAS.
Media Application Server Administration - Application Management (NN44471-601)	This document describes the configuration and maintenance of MAS applications on the MAS platform.

Fault and performance management

Fault and performance management documentation enables you to manage faults and optimize the performance of the MAS platform.

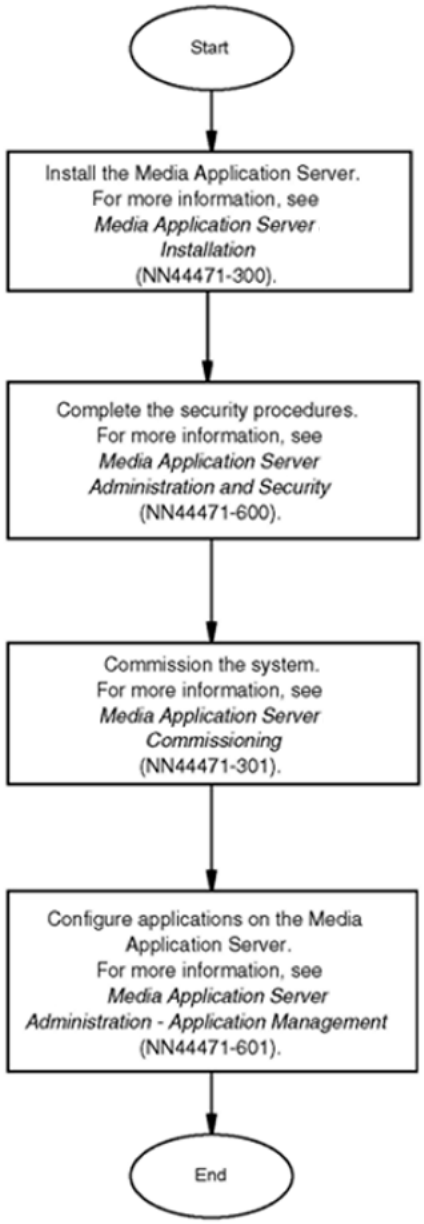
Table 7
Planning and engineering documents

Document title	Description
Media Application Server Fault Management (NN44471-700)	This document provides information about alarms and event logs.
Media Application Server Performance Management – Operational Measurements and Reporting (NN44471-701)	This document describes operational measurements (OMs) and report configuration.
Media Application Server Troubleshooting (NN44471-702)	This document provides information about troubleshooting issues for MAS.

Installation, security, and commissioning work flow

The following work flow shows the tasks you must complete to install, secure, and commission MAS, and in which document you can find procedures for each task.

Figure 3
Installation, security, and commissioning work flow



Information quality

This chapter describes development stages for Avaya documentation and defines quality levels for Draft and Standard documents.

Documents are delivered with either a Draft or Standard designation for the entire book, but the content for a specific feature can be at a different stage of development.

The status definitions are as follows:

- Draft—Information is written and reviewed for technical content, but the feature is still under development and change is expected.
- Standard—The feature content was included in external trials and is suitable for delivery to customers.

Text conventions

This chapter describes the text conventions used throughout the Media Application Server (MAS) documentation suite.

Table 8
Text conventions

Font	Convention
`Courier bold`	Indicates a command to enter at the command prompt.
`Courier`	Indicates Java code or system outputs.
Bold font	Indicates a window, a selection, or an action.
Italic font	Indicates a document title.
Blue font	Indicates a cross reference.
Blue underlined font	Indicates a Web site link.
(>)	Indicates menu paths.

Modular, task-based information

This chapter describes the structure of information in Avaya documentation.

Task-based documentation organizes information in a structured, modular, task-centric format. Task-based documentation focuses on what you must do and the sequence in which you must perform a set of tasks or procedures.

The goal is to make Avaya documentation easy-to-find, easy-to-use, timely, and accurate. To understand the structure and terminology associated with task-based documentation, see the following sections.

Navigation

- "Work flows and task flows" (page 23)
- "Structure of work flows, task flows, and procedures" (page 23)

Work flows and task flows

Task-based documentation emphasizes procedural information. Flow charts provide the primary navigation to tasks and procedures whenever there is a required order and flow to the actions you must perform to complete a given job.

Flow charts (called work flows and task flows) illustrate which tasks or procedures and decisions are involved in an activity. The flow charts guide you through any type of activity, whether it is initial installation, configuration, upgrades, routine maintenance, or troubleshooting.

Each flow chart provides the prerequisites and links to the tasks or procedures that you need to perform. Always follow the work flows and task flows so that you perform the required procedures in the correct order.

Structure of work flows, task flows, and procedures

For consistency, work flows, task flows, and procedures contain similar elements. Each element has a specific function.

Purpose statements

Purpose statements explain why or when you can perform a task or procedure, and its impact.

Prerequisites

Prerequisites list everything that you must do or know prior to starting a task (or set of tasks), or procedure; for example, risks, confirmation of system status, time estimates or limitations, and links to supporting information.

Work flows and task flows

A work flow is a high-level grouping of tasks. Each task is presented as a single action (or box) in a work flow chart. A task flow is a logical grouping of procedures. Each procedure is represented as a single action (or box) in a task flow chart. A work flow or task flow section in a document contains a flow chart that shows the order of tasks or procedures and major decision points. Navigational links show you where to find each task or procedure in the document.

Procedure steps

A procedure contains a set of numbered steps where each step is a single action.

Variable definitions

Variable definitions tables in procedures provide possible values, ranges, or definitions of each parameter used in the procedure steps.

Job aids

Job aids provide information that assists you in performing a procedure. A job aid can contain information that you must know in order to successfully complete the procedure.

Examples

Procedures can also contain examples that include sample values.

Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com, or go to one of the pages listed in the following sections.

Navigation

- "Updated versions of documentation" (page 25)
- "Getting help" (page 25)
- "Express Routing Codes" (page 25)
- "Additional information" (page 26)

Updated versions of documentation

You can download and print the latest versions of Media Application Server (MAS) technical documents directly from the Internet at support.avaya.com.

Getting help

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

If you purchased a Avaya service program, you can get help by contacting one of the Avaya Technical Solutions Centers found at our Technical Support site at support.avaya.com.

Express Routing Codes

An Express Routing Code (ERC) is available for many Avaya products.

When you use an ERC, your call is routed to a technical support person who specializes in supporting that particular product or service. To locate an ERC for any product or service, go to support.avaya.com.

Additional information

Use the information in the following table to access other areas of the Avaya Web site.

Table 9
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Search	www.avaya.com
Services	www.avaya.com
Training	support.avaya.com