



# **Using Avaya Outbound Contact Express Health Manager**

Release 1.0  
March 2013

© 2013 Avaya Inc. All Rights Reserved.

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on its hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website

<http://support.avaya.com>

Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users.

#### License type(s)

##### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/licenseinfo> under the link "Heritage Nortel Products".

For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Third-party components

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright>. You agree to the Third Party Terms for any such Third Party Components.

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org>).

This product includes cryptographic software written by Eric Young ([ey@cryptsoft.com](mailto:ey@cryptsoft.com)).

This product includes software written by Tim Hudson ([tjh@cryptsoft.com](mailto:tjh@cryptsoft.com)).

This product includes Janus Button Bar by Janus Systems SA de CV. Copyright (C) 1998-2000. All rights reserved.

#### Note to Service Provider

The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

#### Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

#### Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

#### Downloading documents

For the most current versions of documentation, see the Avaya Support website:

<http://support.avaya.com>

**Contact Avaya Support**

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product.

For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.



# Contents

<b>Preface</b>	<b>3</b>
<b>Purpose</b>	<b>3</b>
<b>Intended audience</b>	<b>3</b>
<b>Related resources</b>	<b>3</b>
<b>Documentation</b>	<b>4</b>
<b>Training</b>	<b>6</b>
<b>Avaya Mentor videos</b>	<b>6</b>
<b>Support</b>	<b>6</b>
<b>Chapter 1: About Health Manager</b>	<b>7</b>
<b>Chapter 2: Understanding Health Manager</b>	<b>9</b>
<b>Overall Health Status</b>	<b>9</b>
<b>Dialer Services</b>	<b>9</b>
<b>Mid-Tier Services</b>	<b>11</b>
<b>System Status</b>	<b>12</b>
<b>Chapter 3: Using Health Manager</b>	<b>15</b>
<b>Log In to Health Manager</b>	<b>15</b>
<b>Change Display Options</b>	<b>16</b>
<b>Refresh Health Manager Data</b>	<b>16</b>
<b>Sort the List of Dialers, Services, or Events</b>	<b>17</b>
<b>View Overall System Health for All Dialers</b>	<b>17</b>
<b>View System Health for One Dialer</b>	<b>17</b>
<b>View Dialer Services</b>	<b>18</b>
<b>View Mid-Tier Services</b>	<b>22</b>
<b>View System Status</b>	<b>24</b>
<b>View System Activity Events</b>	<b>27</b>
<b>Subscribe to Activity Events</b>	<b>28</b>
<b>Save Data as HTML</b>	<b>29</b>
<b>Chapter 4: Maintaining Health Manager</b>	<b>31</b>
<b>Configure Health Manager</b>	<b>31</b>
<b>License Configurator</b>	<b>32</b>
<b>Start and Stop the Health Bridge Service</b>	<b>32</b>
<b>Set Threshold Parameters for System Status</b>	<b>34</b>
<b>Index</b>	<b>35</b>

## **Contents**

# Preface

This section contains the following topics:

- [Purpose](#) on page 3
- [Intended audience](#) on page 3
- [Related resources](#) on page 3

---

## Purpose

This document describes tested product characteristics and capabilities including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.

Avaya Outbound Contact Express Supervisor consists of the following applications:

- Role Editor
- Editor
- Monitor
- Analyst
- Health Manager

---

## Intended audience

This document is intended for anyone who wants to understand and use the features, functionality, capacities, and limitations of Avaya Outbound Contact Express Supervisor.

---

## Related resources

This section contains the following topics:

- [Documentation](#) on page 4
- [Training](#) on page 6
- [Avaya Mentor videos](#) on page 6

---

## Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at <http://support.avaya.com>

Document number	Title	Use this document to:	Audience
Overview			
	Avaya IP Office Server Edition Solution Description	Understand high-level solution features and functionality	Customers, Partners, Sales, Services and Support personnel
	Avaya Outbound Contact Express Solution Description	Understand high-level solution features and functionality	Customers, Partners, Sales, Services and Support personnel
Implementing			
	Implementing Avaya Speech Analytics	Installation and configuration information	Partners, Services and Support personnel
	Avaya Outbound Contact Express Intelligent Workbook	Installation and configuration worksheets and checklists	Partners, Services and Support personnel
Troubleshooting			
	Maintaining and Troubleshooting Avaya Proactive Contact 5.1	Perform Avaya Proactive Contact maintenance and troubleshooting tasks	System administrators and IT personnel
	Avaya IP Office SSL VPN Solutions	Understand how SSL VPN is used for remote serviceability	System administrators and IT personnel



Document number	Title	Use this document to:	Audience
	Avaya Proactive Contact Safety and Regulatory Information	Review international safety and regulatory information	System administrators and IT personnel
Administering			
	Administering Avaya Outbound Contact Express	Perform administration tasks	System administrators
15-601063	Avaya IP Office Administering Voicemail Pro	Perform Voicemail Pro administration tasks	System administrators
15-601011	Avaya IP Office Manager	Perform advanced administration tasks	System administrators
	Administering Avaya Speech Analytics	Perform advanced Avaya Speech Analytics administration tasks	System administrators
Using			
	Using Avaya Outbound Contact Express Supervisor	Manage outbound dialing activities	Call center supervisors
	Using Avaya Outbound Contact Express Web Agent	Perform agent tasks	Call center agents
	Using Avaya Outbound Contact Express Script Manager	Perform script management tasks	Call center supervisors
	Avaya Outbound Contact Express Script Manager	Script management tasks	Call center supervisors
	Avaya Outbound Contact Express Response Element	Understand how script response elements function	Call center supervisors
	Avaya Speech Analytics Reporting	Understand how to work with speech analysis reports	Customer supervisors

## Training

The following courses are available on <http://avaya-learning.com>. Enter the course code in the **Search** field and click **Go** to search for the course.

Course code	Course title
AVA01013WEN	Avaya Proactive Contact Solutions Overview
ASC00207WEN	Contact Center Automated
AVA00989H00	Avaya Proactive Contact 5.0 Basic System Supervisor
AVA00990H00	Avaya Proactive Contact 5.0 Advanced System Supervisor
4S00006W	IP Office Release 8.1 Mid-Market and Linux — Technical Overview

---

## Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://www.youtube.com/AvayaMentor> and do one of the following:

- Enter a key word or key words in the Search channel to search for a specific product or topic.
- Click the name of a playlist to scroll through the posted videos.

---

## Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles.

On the Avaya Support website at <http://support.avaya.com>, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

# Chapter 1: About Health Manager

Health Manager provides information about programs and processes running on your Avaya Outbound Contact Express system. It also enables you to monitor the overall system health and start and stop services across several subsystem components.

Use the Health Manager to monitor key indicators of your Avaya Outbound Contact Express system performance. You can see status of the services that are running and restart services that have stopped. You can also view the system activity using the many views available in the Health Manager.

You must have permissions to access Health Manager. There are two types of permissions available for Health Manager as explained in the following table. To assign permission to your username please contact your administrator.

Application	Permission Type		
	R (Read)	J (Job)	W (Write)
Health Manager	X		X

If you are connected to an e-mail system, you can subscribe to alerts that will notify you of the changes in the system health.

This section contains the following topics:

- [Understanding Health Manager](#) on page 9
- [Using Health Manager](#) on page 15
- [Maintaining Health Manager](#) on page 31



## Chapter 2: Understanding Health Manager

Avaya Outbound Contact Express supports only a subset of the features of Avaya Proactive Contact. For the list of features not supported in Avaya Outbound Contact Express, see [Features not supported in Avaya Outbound Contact Express](#) on page 35.

This section includes the following topics:

- [Overall Health Status](#) on page 9
- [Dialer Services](#) on page 9
- [Mid-Tier Services](#) on page 11
- [System Status](#) on page 12

**Note:**

The service names listed in the Health Manager vary according to the features configured on your system.

**Note:**

You can only start and stop the **Mid-Tier All** services using Health Manager. But stopping or starting Mid-Tier All services does not start or stop all the Mid-Tier services, such as serviceMonitor, serviceAct, and NamingService. The starting and stopping of All Dialer processes has been disabled in Health Manager. Also, the starting and stopping of individual processes in Dialer and Mid-Tier has been disabled in Health Manager.

---

## Overall Health Status

The **Overall Health Services: Dialer Status** view shows the status of all the dialers in the system. For more information, see [View Overall System Health for All Dialers](#) on page 17.

---

## Dialer Services

The **Dialer Services** view shows the status of all the services on the selected dialer in the system. From this view, you can view health status for the following dialer service categories:

- [Dialer Services: Core](#) on page 10
- [Dialer Services: Telephony](#) on page 10
- [Dialer Services: Data](#) on page 10

[Features not supported in Avaya Outbound Contact Express](#) on page 35

- [Dialer Services: Dialer Command Control and Administration](#) on page 10
- [Dialer Services: Health Related](#) on page 10
- [Dialer Services: All](#) on page 11

---

## Dialer Services: Core

The **Dialer Services: Core** view shows the status of core services on the selected dialer in the system. From this view, you can set alerts for the activity events related to each service. For more information, see [View Dialer Core Services Information](#) on page 18.

---

## Dialer Services: Telephony

The **Dialer Services: Telephony** view shows the status of telephony services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Dialer Telephony Services Information](#) on page 20.

---

## Dialer Services: Data

The **Dialer Services: Data** view shows the status of data services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Dialer Data Services Health Information](#) on page 20.

---

## Dialer Services: Dialer Command Control and Administration

The **Dialer Services: Dialer command control and administration** view shows the status of command control and administration services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Dialer Command Control and Administration Service Information](#) on page 21.

---

## Dialer Services: Health Related

The **Dialer Services: Health related** view shows the status of health related services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Dialer Health Related Service Information](#) on page 21.

[Features not supported in Avaya Outbound Contact Express](#) on page 35

---

## Dialer Services: All

The **Dialer Services: All** view shows the status of all the services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View dialer health related service information](#).

---

## Mid-Tier Services

The **Mid-Tier Services** view shows the status of all Mid-Tier services on the selected dialer in the system. From this view, you can view health status for the following dialer service categories:

- [Mid-Tier Services: Framework](#) on page 11
- [Mid-Tier Services: Data](#) on page 11
- [Mid-Tier Services: Mid-Tier Command Control and Administration](#) on page 11
- [Mid-Tier Services: Health related](#) on page 12
- [Mid-Tier Services: All](#) on page 12

---

## Mid-Tier Services: Framework

The **Mid-Tier Services: Framework** view shows the status of Mid-Tier framework services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Mid-Tier Framework Service Information](#) on page 22.

---

## Mid-Tier Services: Data

The **Mid-Tier Services: Data** view shows the status of Mid-Tier data services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Mid-Tier Data Services Information](#) on page 22.

---

## Mid-Tier Services: Mid-Tier Command Control and Administration

The **Mid-Tier Services: Mid-Tier Command Control and Administration** view shows the status of Mid-Tier command control and administration services on the selected dialer in the

[Features not supported in Avaya Outbound Contact Express](#) on page 35

system. From this view, you can set alerts for activity events related to each service. For more information, see [View Mid-Tier Command Control and Administration Service Information](#) on page 23.

---

### Mid-Tier Services: Health related

The **Mid-Tier Services: Health related** view shows the status of Mid-Tier health related services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View Mid-Tier Health Related Service Information](#) on page 23.

---

### Mid-Tier Services: All

The **Mid-Tier Services: All** view shows the status of all the Mid-Tier services on the selected dialer in the system. From this view, you can set alerts for activity events related to each service. For more information, see [View All the Mid-Tier Services](#) on page 24.

---

## System Status

The **System Status** view shows the selected dialer's CPU, disk, memory, and process status. From this view, you can view status for the following information:

- [System Status: CPU Usage](#) on page 12
  - [System Status: Disk Usage](#) on page 13
  - [System Status: Memory Usage](#) on page 13
  - [System Status: Processes](#) on page 13
- 

### System Status: CPU Usage

The **System Status: CPU** view shows the selected dialer's CPU usage statistics. For more information, see [View CPU Usage Statistics](#) on page 24.



---

## System Status: Disk Usage

The **System Status: Disk** view shows the selected dialer's hard-disk usage statistics. For more information, see [View Disk Usage Statistics](#) on page 25.

---

## System Status: Memory Usage

The **System Status: Memory** view shows the selected dialer's memory usage statistics. For more information, see [View Memory Usage Statistics](#) on page 26.

---

## System Status: Processes

The **System Status: Processes** view shows the selected dialer's processes statistics. For more information, see [View Processes Statistics](#) on page 27.



## Chapter 3: Using Health Manager

Avaya Outbound Contact Express supports only a subset of the features of Avaya Proactive Contact. For the list of features not supported in Avaya Outbound Contact Express, see [Features not supported in Avaya Outbound Contact Express](#) on page 35.

Avaya Outbound Contact Express allows you to monitor the functioning of your system to improve reliability and maintainability.

This section contains the following topics:

- [Log In to Health Manager](#) on page 15
- [Change Display Options](#) on page 16
- [Refresh Health Manager Data](#) on page 16
- [Sort the List of Dialers, Services, or Events](#) on page 17
- [View Overall System Health for All Dialers](#) on page 17
- [View System Health for One Dialer](#) on page 17
- [View System Activity Events](#) on page 27
- [Subscribe to Activity Events](#) on page 28
- [Save Data as HTML](#) on page 29

---

### Log In to Health Manager

To log in to Health Manager:

1. Select **Start > All Programs > Avaya > Proactive Contact > Health Manager** or double-click the Health Manager icon on the desktop.
2. Type your administrator user name and password on the login message, and then click **OK**.

When you log in to Health Manager the first time, you will see the **Overall Health Services: Dialer Status** view. From the drop-down menu below the toolbar in the upper left corner, you can choose to view the status of one dialer or all dialers (if you have more than one dialer) in your system.

Each time you log in to the Health Manager, you will see the last view you were viewing when you logged out of Health Manager.

## Change Display Options

You can choose to show or hide columns and adjust column widths in the right pane when viewing information.

---

### Show or Hide Columns

To show or hide columns:

1. From the **Edit** menu, click **Hide/Show Columns**.
2. In the **Columns** dialog box, clear or select the check box. Alternatively, you can click the **Show All** or **Hide All** buttons.
3. Click **OK**.

The Health Manager view changes to reflect your choices. Health Manager saves the column settings and reuses them the next time you log in.



**Tip:**

You may need to maximize the window, adjust the column sizes, or use the scroll bar to view all the columns. You can sort the listed items by clicking the column headings.

---

### Adjust Column Widths

To adjust column widths:

1. Put your cursor near the column heading divider of the column you want to change until it changes into a column icon.
2. Drag the column divider to the desired length.

The Health Manager view changes to reflect your choices. Health Manager saves the column width settings and re-uses them the next time you log in.

---

## Refresh Health Manager Data

To refresh the Health Manager data in any view:

- On the **View** menu, click **Refresh**.

**Note:**

To refresh data in the **Activity Events Viewer**, click the **Refresh** button.

---

## Sort the List of Dialers, Services, or Events

To sort the lists of dialers, services, or events:

- Click the column heading to sort in ascending or descending order.

To reverse the sort order, click the column heading a second time. Health Manager saves the sort order and reuses it the next time you log in.

---

## View Overall System Health for All Dialers

To view overall system health for all dialers:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#). If this is the first time you have logged into the Health Manager, the **Overall Health Services: Dialer Status** view appears. If you have logged into Health Manager before to view system health, the screen you were viewing when you exited Health Manager appears.
2. If the **Overall Health Services: Dialer Status** view does not appear immediately after you log in, select **All Dialers** from the drop-down list in the upper left corner of the screen.

The system displays the overall health statistics for all the dialers in the right pane.

Status Item Name	Description
Dialer Name	Name of dialer in your system configuration
Dialer IP Address	IP address for the selected dialer
Status	Indicates whether the system is up or down
Uptime	Duration of time the dialer has been up

---

## View System Health for One Dialer

To view overall system health for one dialer:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#). If this is the first time you have logged into Health Manager, the **Overall Health Services: Dialer Status** view appears. If you have logged into Health Manager before to view system health, the screen you were viewing when you exited Health Manager appears.
2. Select a dialer name from the drop-down list in the upper left corner of the screen, below the toolbar. The left pane changes to show **Dialer Services** with icons for each aspect of the dialer service condition. From the left pane, you can choose to do the following:
  - [View Dialer Services](#) on page 18
  - [View Mid-Tier Services](#) on page 22
  - [View System Status](#) on page 24

---

## View Dialer Services

From the **Dialer Services** view, you can choose to do the following:

- [View Dialer Core Services Information](#) on page 18
- [View Dialer Telephony Services Information](#) on page 20
- [View Dialer Data Services Health Information](#) on page 20
- [View Dialer Command Control and Administration Service Information](#) on page 21
- [View Dialer Health Related Service Information](#) on page 21
- [View All the Dialer Services](#) on page 21



**Tip:**

You can sort the information in the view by clicking the column headings.

## View Dialer Core Services Information

To view dialer core services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.

3. In the left pane under **Dialer Services**, click **Core**. Health Manager displays the following information in the right pane:

Service Name	Description
AGENT	Agent activity manager
AGENT_BLENDER	AGENT_BLENDER
ACD_MONITOR	Blend activity monitor
DISPATCHER	Outbound agent manager
CBAMAIN	Agent blend manager
CTI	ACD gateway
CEP_PWAY	Call events gateway
CHGSVR	Switch gateway
CBA_USER	CBA user
PORTER	Call process manager (where <i>n</i> indicates the PORTER number on the system)
SIGNALIT	Dialer OS signaling
PDS_STATUS	PDS_STATUS
ROUTED	Message router
CONN_MGR	Agent connection manager
AGENT_COUNT	Agent counter
JOB_STARTER	Job linking manager
SWITCHER	Audio connection manager
OPMON	Agent headset port manager
LIST_SERVER	List Sharing manager
RECALL_RMP	Agent Owned Recall call manager
AO_RECALL	Agent Owned Recall job manager

Service Name	Description
CHILD	Child process
ENFORCER	Licensing Connection Point  <b>Note:</b> If the Enforcer feature is not available on the dialer, then the system disables the processes related to Enforcer and displays the status as Not Enabled.

## View Dialer Telephony Services Information

To view dialer telephony services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. In the left pane under **Dialer Services**, click **Telephony**. Health Manager displays the following information in the right pane:

Service name	Description
SWIF_CT	Avaya CT communications service
SWIF_DG <i>n</i>	Avaya PG230RM communications service (where <i>n</i> indicates the system number).
IVR_CONN	Dialer to Avaya IR connector <b>Note:</b> If the IVR feature is not available on dialer, then the system disables the processes related to IVR and displays the status as Not Enabled.

## View Dialer Data Services Health Information

To view dialer data services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. In the left pane under **Dialer Services**, click **Data**. Health Manager displays the following information in the right pane:

Service name	Description
HDSC	Historical data services client



Service name	Description
EVENT_SERVICE	Dialer event services
DATA_MANAGER	Historical data recorder

## View Dialer Command Control and Administration Service Information

To view Dialer Command Control and Administration Service health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. In the left pane under **Dialer Services**, click **Dialer Command Control and Admin**. Health Manager displays the following information in the right pane:

Service name	Description
DCCS	Dialer command and control service

## View Dialer Health Related Service Information

To view dialer health related services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. In the left pane under **Dialer Services**, click **Health related**. Health Manager displays the following information in the right pane:

Service name	Description
DIALER_SA	Dialer Activation Service
DIALER_SM	Dialer Health Monitoring Service
DIALER_SH	Dialer System Health Monitoring Service

## View All the Dialer Services

To view all the dialer related services:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. In the left pane under **Dialer Services**, click **All**. Health Manager displays all the dialer services information in the right pane.

---

## View Mid-Tier Services

From the **Mid-Tier Services** view, you can choose to do the following:

- [View Mid-Tier Framework Service Information](#) on page 22
- [View Mid-Tier Data Services Information](#) on page 22
- [View Mid-Tier Command Control and Administration Service Information](#) on page 23
- [View Mid-Tier Health Related Service Information](#) on page 23
- [View All the Mid-Tier Services](#) on page 24



**Tip:**

You can sort the information in the view by clicking the column headings.

## View Mid-Tier Framework Service Information

To view Mid-Tier framework services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click **Middle-Tier Services**. The left pane changes to show **Mid-Tier services** with icons.
4. Click **Framework**. Health Manager displays the following information in the right pane:

Service name	Description
LOGGER	Primary CORBA logging service
NAME_SERVICE	CORBA naming service

## View Mid-Tier Data Services Information

To view Mid-Tier data services health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **Mid-Tier Services** tab. The left pane changes to show **Mid-Tier services** with icons.

[Features not supported in Avaya Outbound Contact Express](#) on page 35

4. In the left pane under **Mid-Tier Services**, click **Data**. Health Manager displays the following information in the right pane:

Service name	Description
DATA_PUMP	Historical data database writer
STATS_PUMP	Real-time statistics database writer
RT_DATA	Real-Time Data Service

## View Mid-Tier Command Control and Administration Service Information

To view Mid-Tier command control and administration service health:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **Mid-Tier Services** tab. The left pane changes to show **Mid-Tier services** with icons.
4. In the left pane under **Mid-Tier Services**, click **Mid-Tier Command Control and Admin**. Health Manager displays the following information in the right pane:

Service name	Description
CCS	Primary command and control service

## View Mid-Tier Health Related Service Information

To view Mid-Tier health related service health information:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **Mid-Tier Services** tab. The left pane changes to show **Mid-Tier services** with icons.

4. In the left pane under **Mid-Tier Services**, click **Health related**. Health Manager displays the following information in the right pane:

Service name	Description
SERV_MON	Primary Health Monitoring Service
SERV_ACT	Primary Activation Service
SYS_HEALTH	Primary System Health Monitoring service

## View All the Mid-Tier Services

To view all the dialer related services:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **Mid-Tier Services** tab. The left pane changes to show **Mid-Tier services** with icons.
4. In the left pane under **Mid-Tier Services**, click **All**. Health Manager displays all the Mid-Tier services information in the right pane.

---

## View System Status

From the **System Status** view, you can choose to do the following:

- [View CPU Usage Statistics](#) on page 24
- [View Disk Usage Statistics](#) on page 25
- [View Memory Usage Statistics](#) on page 26
- [View Processes Statistics](#) on page 27



**Tip:**

You can sort the information in the view by clicking the column headings.

## View CPU Usage Statistics

You can view the overall CPU usage and load of the selected dialer to monitor. This view allows you to detect where the system resources may be tied up serving a limited number of processes, while other critical processes are trying to run.

To view system status information on CPU usage:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **System Status** tab. The left pane changes to show **System Status** with icons.
4. In the left pane under **System Status**, click **CPU Usage**. Health Manager displays the following information in the right pane:

Status Item Name	Description
% Block Stat	Percentage of time spent in Blocked state
% Idle Stat	Percentage of time spent in Idle state
% Nice Stat	Percentage of time spent in Nice state
Speed (MHz)	Speed of the system in megahertz
% System State	Percentage of time spent in System state
% User State	Percentage of time spent in User state
Load Avg 15 Min	Processor load average during last fifteen minutes
Load Avg 5 Min	Processor load average during last five minutes
Load Avg 1 Min	Processor load average during last one minute

## View Disk Usage Statistics

To view system status information on disk usage:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **System Status** tab. The left pane changes to show **System Status** with icons.

- In the left pane under **System Status**, click **Disk Usage**. Health Manager displays the following information in the right pane:

Status Item Name	Description
File System Available Blocks (KBytes)	Space available on volume partition
File System Free Blocks (KBytes)	Free space available on volume partition
File System Name	Disk volume partition name
File System % Used	Percentage of used space on volume partition
File System Total Blocks (KBytes)	Space on volume partition
File System Used Blocks (KBytes)	Used space on volume partition

## View Memory Usage Statistics

You can see overall memory usage of the system to determine how much real memory is being used and how much swapping is occurring on the selected system.

To view system status information on memory usage:

- Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
- Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
- In the left pane, click the **System Status** tab. The left pane changes to show **System Status** with icons.
- In the left pane under **System Status**, click **Memory Usage**. Health Manager displays the following information in the right pane:

Status Item Name	Description
Active Real Memory (KBytes)	Real memory used
Active Virtual Memory (KBytes)	Virtual memory used
Free Memory (KBytes)	Free memory
Physical Memory RAM (MBytes)	Total random access memory (RAM)

Status Item Name	Description
Real Memory (KBytes)	Real memory
Virtual Memory (KBytes)	Virtual memory
%Memory Usage	Percentage of memory used

## View Processes Statistics

To view system status information on processes:

1. Log in to Health Manager as administrator. For information on logging in, see [Log In to Health Manager](#).
2. Select a dialer name from the drop-down list in the upper left corner of the screen. The left pane changes to show **Dialer Services** with icons.
3. In the left pane, click the **System Status** tab. The left pane changes to show **System Status** with icons.
4. In the left pane under **System Status**, click **Processes**. Health Manager displays the following information in the right pane:

Status Item Name	Description
Process Name	Name of system process
Process ID	ID for system process
User ID	ID of user currently using process
% CPU Usage	Percentage of time process used by the CPU since last update
Nice Value	Nice value ranges from -20 to +20 specifying process priority
Priority	Current process priority
Size (KBytes)	Total virtual size of process
Resident set size for Process (KBytes)	Resident size of process
Time	Number of system and CPU seconds that a process has consumed

---

## View System Activity Events

Use the **Activity Event Viewer** to see specific event activity which has occurred on the system. You can determine which service events appear in the viewer by subscribing to them. For more information see, [Subscribe to Activity Events](#) on page 28.



**Tip:**

The **Activity Event Viewer** lists the last 25 activity events. You can change the maximum number of events that Health Manager displays by choosing **Tools > Options**. The default is 25 events.

You can change the event threshold that triggers the system status events (CPU, memory, and disk usage) by choosing **Tools > Options**. For more information, see [Set Threshold Parameters for System Status](#) on page 34.

You can set the e-mail address to which you want the Health Manager to send activity event notifications by choosing **Tools > Options**.

If you unsubscribe to all the services, then you will only be notified when a service changes status.

To view system events:

1. Click the **Activity Event Viewer** icon on the Health Manager toolbar. Health Manager displays the **Activity Event Viewer** dialog box. The viewer shows the following information for each event:
  - Event name
  - Date and time of the event
  - Dialer name
  - Dialer IP address
  - Service name associated with the event
  - Status of the event with detailed information

**Note:**

DIALERSTATUS is an event, and not a service. Therefore, the value of the service name field for DIALER STATUS is displayed as 0.

2. Click **Close** to close the dialog box and return to the main Health Manager statistics view.

---

## Subscribe to Activity Events

You can determine which service events appear in the **Activity Event Viewer** by subscribing to them. For more information about the Activity Event Viewer, see [View System Activity Events](#) on page 27.



**Tip:**

The **Activity Event Viewer** lists the last 25 activity events. You can change the maximum number of events Health Manager display by choosing **Tools > Options**. The default is 25 events.

You can change the event threshold that triggers the system status events (CPU, memory, and disk usage) by choosing **Tools > Options**. For more information, see [Set Threshold Parameters for System Status](#) on page 34.

You can set the e-mail address to which you want the Health Manager to send activity event notifications by choosing **Tools > Options**.

If you unsubscribe to all the services, then you will only be notified when a service changes status.

To subscribe to activity events:

1. Click the **Action** menu, and then click **Subscribe to Service Events**.
2. In the **Subscribe to Activity Events** dialog box, click on the service to subscribe. Health Manager displays a description of each service that you select at the bottom. You can also use the **Select All** or **Unselect All** buttons to subscribe or unsubscribe to events.
3. Click **OK**.

When an event occurs, Health Manager displays the **Activity Event Viewer**. The viewer shows you the following information for each event:

- Date and time of the event
- Dialer name
- Dialer IP address
- Service name associated with the event
- Status of the event with detailed information
- Event name

4. Click **Close** to close the dialog box and return to the main Health Manager statistics view.

---

## Save Data as HTML

Save Health Manager data to an HTML file for viewing in a browser.

To save data as HTML:

1. From the **File** menu, click **Save as HTML**.
2. In the **Save As** dialog box, type a file name.
3. Click **Save**.



## Chapter 4: Maintaining Health Manager

Avaya Outbound Contact Express supports only a subset of the features of Avaya Proactive Contact. For the list of features not supported in Avaya Outbound Contact Express, see [Features not supported in Avaya Outbound Contact Express](#) on page 35.

This section contains the following topics:

- [Configure Health Manager](#) on page 31
- [Start and Stop the Health Bridge Service](#) on page 32
- [Set Threshold Parameters for System Status](#) on page 34
- [License Configurator](#) on page 32

---

### Configure Health Manager

Use the Avaya Outbound Contact Express Configurator to set the primary dialer and the license server details and location. Health Manager displays the **Configurator** dialog box when you log in to the Health Manager for the first time. You might need to contact your system administrator for the information.

To configure Health Manager:

1. Run the Health manager application as an Administrator user.
2. From the **Tools** menu, click **Mid-Tier Configurator** or click the Mid-Tier configurator icon on the Health Manager toolbar.
3. In the **Configurator** dialog box, enter the following information:
  - Primary Avaya Outbound Contact Express Details:
    - **Name:** Enter the name of the primary dialer
    - **IP Address:** Enter the primary dialer IP address
  - Email Server Details:
    - **Name:** Enter the name of the e-mail server you want to use with Health Manager e-mail notifications
    - **IP Address:** Enter the e-mail server IP address
  - Database Server Details:
    - **Name:** Enter the name of your database server
    - **IP Address:** Enter the database server IP address

[Features not supported in Avaya Outbound Contact Express](#) on page 35

4. Click **OK** to save your settings.



**Important:**

If you change the primary dialer specification, you must stop and then restart the Health Bridge service. For more information, see [Start and Stop the Health Bridge Service](#) on page 32.

---

## License Configurator

License Configurator is used to provide the URL of the WebLM server which provides the license to the Avaya Outbound Contact Express.

**Note:**

Only Lead administrator and the default Tenant user can use this feature, not the Tenant user.

To change the License server URL:

1. From the **Tools** menu, click **License Configurator**.
2. In the License Configurator dialog box, specify the URL of the WebLM server which has the Avaya Outbound Contact Express license.
3. Click **OK**.

---

## Start and Stop the Health Bridge Service

Avaya Outbound Contact Express Health Bridge is a service that provides information about Avaya Outbound Contact Express systems to Health Manager. This information includes the status of the services on the Dialing Servers, system health (CPU, disk, memory, and processes), and also includes the ability to activate and deactivate services.

The Health Bridge also reports on services and system functioning that may be hampered and may be down to Health Manager.

**Note:**

The physical location of Health Bridge is in **%PDSServices%** directory in the **C:\Program Files\Avaya\Proactive Contact 5.1 \Services\Common** directory. This location is the default location.

The Health Bridge can be in one of two states: stopped or started. Additionally, the system provides two intermediate states for Health Bridge: starting and stopping.



**Important:**

You do not have to manually start Health Bridge. When you start Health Manager, Health Bridge starts automatically.

You typically do this when you make configuration changes in Health Manager in the Configurator dialog box. For more information on the Configurator, see [Configure Health Manager](#) on page 31.



**Important:**

Any changes made to the configuration require that you stop and then start the Health Bridge using one of the three methods described as follows.

You can start or stop Health Bridge services in any of the following three ways:

**From the Microsoft® Management Console -**

To start or stop Health Bridge from the Microsoft Management Console:

1. From the **Start** menu, select **Control Panel > Administrative Tools > Services**.

The system displays the Microsoft Management Console Services window with a list of services in the right pane.

2. Right-click the **Health Bridge**, then click **Properties**.

The system displays the Health Bridge properties dialog box.

3. Press **Stop** under **Service status** to stop Health Bridge.
4. Press **Start** under **Service status** to start Health Bridge.

**From the Command Prompt -**

To start or stop Health Bridge from the command prompt:

1. From the **Start** menu, select **All Programs > Accessories > Command Prompt**.
2. Type **net stop HealthBridge** at the prompt and press **Enter**.
3. Type **net start HealthBridge** at the prompt and press **Enter**.

**From the Microsoft® Windows Task Manager -**

To stop Health Bridge from the Task Manager:

1. Press **Ctrl+Alt+Delete**.
2. Click **Task Manager**.
3. Click on the **Process** tab.
4. Locate **HealthBridge.exe** in the processes list.
5. Select **HealthBridge.exe** and click **End Process**.

To start Health Bridge from Task Manager:

1. Press **Ctrl+Alt+Delete**.
2. Click **Task Manager**.
3. On the menu bar, click on **File**, and then click **New Task (Run...)**.
4. In the **Create New Task** window, type **HealthBridge.exe**.
5. Click **OK**.

---

## Set Threshold Parameters for System Status

**Note:**

Only Lead administrator and the default Tenant user can use this feature, not the Tenant user.

You can change the thresholds that trigger activity events that appear in the **Activity Event Viewer** or that are sent in an e-mail to you.



**Tip:**

The **Activity Event Viewer** lists the last 25 activity events. You can change the maximum number of events that Health Manager displays by choosing **Tools > Options**. The default is 25 events.

You can set the e-mail address to which you want Health Manager to send activity event notifications by choosing **Tools > Options**.

If you unsubscribe to all the services, then you will only be notified when a service changes status.

For more information, see [Subscribe to Activity Events](#) on page 28.

To set activity event thresholds:

1. From the **Tools** menu, click **Options**.
2. Under **System Parameter Settings**, type a percentage for each of the following parameters:
  - CPU threshold
  - Memory usage
  - Disk partition usage

The default percentage is 80%.

# Index

## A

Activity Event Viewer . . . . . [28](#), [29](#), [34](#)  
 adjust columns . . . . . [16](#)

## C

columns . . . . . [16](#)  
 Configurator . . . . . [31](#)  
 CPU . . . . . [34](#)

## D

Database Server IP Address . . . . . [31](#)  
 Database Server Name . . . . . [31](#)  
 Dialer IP Address . . . . . [17](#)  
 Dialer Name . . . . . [17](#)  
 Dialer Services view . . . . . [18](#)  
 Disk partition . . . . . [34](#)

## E

E-mail Server IP Address. . . . . [31](#)

## H

Health Bridge . . . . . [32](#)  
 Health\_manager\_maintaining\_license\_configurator . . . . . [32](#)  
 hide columns . . . . . [16](#)

## L

License Configurator . . . . . [32](#)  
 logging in . . . . . [15](#)

## M

maintaining Health Manager . . . . . [31](#)  
 Memory . . . . . [34](#)  
 Mid-Tier Configurator. . . . . [31](#)

## O

Options . . . . . [28](#)  
 Overall Health Services Dialer Status view . . . . . [15](#), [17](#)

## P

primary dialer . . . . . [32](#)  
 Primary Machine Name . . . . . [31](#)

## R

refresh data . . . . . [16](#)

## S

save data as HTML . . . . . [29](#)  
 show columns . . . . . [16](#)  
 sorting . . . . . [17](#)  
 Status . . . . . [17](#)  
 Subscribe to Activity Events dialog box . . . . . [29](#)  
 Subscribe to System Events. . . . . [29](#)  
 System Parameter Settings . . . . . [34](#)

## T

thresholds . . . . . [34](#)

## U

Uptime. . . . . [17](#)

## V

view dialer core services health . . . . . [18](#)  
 view dialer data services health . . . . . [20](#)  
 view dialer health related services health. . . . . [21](#), [24](#)  
 view dialer telephony services health . . . . . [20](#)  
 view Mid-Tier command control and administration service health . . . . . [23](#)  
 view Mid-Tier data services health . . . . . [22](#)  
 View Mid-Tier framework services health. . . . . [22](#)  
 view Mid-Tier health related service health . . . . . [23](#)  
 view overall system health . . . . . [17](#), [18](#)  
 view system status information on CPU usage . . . . . [25](#)  
 view system status information on disk usage . . . . . [25](#)  
 view system status information on memory usage . . . . . [26](#)  
 view system status information on processes. . . . . [27](#)  
 view the overall CPU usage . . . . . [24](#)

