



IP Office™ Platform 9.1

Installing and Maintaining the Avaya IP
Office™ Platform Application Server

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Contents

1. Overview

1.1 Avaya Pre-Built Servers.....	11
1.2 Non-Avaya Server Requirements.....	12
1.3 Using Linux.....	13
1.4 Additional Documentation.....	13
1.5 Network Configuration Limitations.....	14
1.6 Small Community Networks.....	14
1.7 Licenses.....	15
1.8 Voicemail Pro Features.....	15
1.9 Supported Web Browsers.....	15
1.10 Password Authentication (Referred Authentication)....	15

2. Application Server Software Installation

2.1 Downloading Software.....	18
2.2 Changing the IP Office Security Settings.....	19
2.3 Information Requirements.....	20
2.4 Checking the Boot Order.....	21
2.5 Preparing the Bootable Software Installer.....	22
2.5.1 Preparing a DVD.....	22
2.5.2 Preparing a USB2 Installation Key.....	23
2.6 Server Software Installation.....	24
2.7 Server Ignition.....	26
2.8 Adding a Certificate to the Browser.....	30
2.9 Login to Web Manager.....	32
2.10 Checking the Services.....	33
2.11 Installing IP Office Manager.....	35
2.12 Management Services Initial Configuration.....	36
2.13 Application Configuration.....	37

3. Voicemail Pro Configuration

3.1 Adding Voicemail Licenses.....	41
3.2 IP Office Configuration.....	42
3.3 Installing the Voicemail Pro Client.....	43
3.4 Logging in to the Voicemail Server.....	44
3.5 Changing the Voicemail Server Password.....	45
3.6 Transferring Voicemail Server Settings.....	46
3.6.1 Transferring Custom Folders.....	48

4. one-X Portal for IP Office Configuration

4.1 Adding Licenses.....	52
4.2 Enabling one-X Portal for IP Office Users.....	53
4.3 one-X Portal for IP Office Configuration.....	54
4.4 Primary Server Configuration.....	57
4.5 Initial AFA Login.....	58
4.6 If the one-X Portal for IP Office Service Status Remains Yellow.....	59
4.6.1 Portal Password at Default.....	59
4.6.2 Portal Password Not at Default.....	60
4.7 Transferring one-X Portal for IP Office Settings.....	61

5. Server Maintenance

5.1 Logging In.....	65
5.2 Logging Into Web Control Directly.....	67
5.3 Changing the IP Address Settings.....	68
5.4 Starting/Stopping Application Services.....	70

5.4.1 Starting a Service.....	70
5.4.2 Stopping a Service.....	70
5.4.3 Setting a Service to Auto Start.....	70
5.5 Changing the Linux Passwords.....	70
5.6 Shutting Down the Server.....	71
5.7 Rebooting the Server.....	71
5.8 Date and Time Settings.....	72
5.9 Creating Administrator Accounts.....	73
5.10 Setting the Menu Inactivity Timeout.....	73
5.11 Upgrading Applications.....	74
5.11.1 Loading Application Files onto the Server.....	74
5.11.2 Upgrading Application Files.....	75
5.11.3 Upgrading Using USB.....	76
5.12 Uninstalling an Application.....	79
5.13 Setting Up File Repositories.....	80
5.13.1 Source Files.....	80
5.13.2 Setting the Repository Locations.....	80
5.13.3 Uploading Local Files.....	81
5.13.4 Creating Remote Software Repositories.....	82
5.14 Downloading Log Files.....	83

6. Web Manager

6.1 Logging In to Web Manager.....	87
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7. Web Control/Platform View Menus

7.1 System.....	91
7.2 Logs.....	93
7.2.1 Debug Logs.....	94
7.2.2 Syslog Event Viewer.....	95
7.2.3 Download.....	95
7.3 Updates.....	96
7.3.1 Services.....	97
7.3.2 System.....	98
7.4 Settings: General.....	99
7.4.1 Software Repositories.....	99
7.4.2 Syslog.....	100
7.4.3 Certificates.....	100
7.4.4 Web Control.....	101
7.4.5 Backup and Restore.....	101
7.4.6 Voicemail Settings.....	102
7.4.7 Contact Recorder Settings.....	102
7.4.8 ASG Settings.....	102
7.4.9 Watchdog.....	103
7.4.10 Set Login Banner.....	103
7.5 Settings: System.....	104
7.5.1 Network.....	104
7.5.2 Avaya IP Office LAN Settings.....	105
7.5.3 Date and Time.....	106
7.5.4 Authentication.....	106
7.5.5 Increase Root Partition.....	107
7.5.6 HTTP Server.....	107
7.5.7 Change Root Password.....	107
7.5.8 Change Local Linux Account Password.....	107
7.5.9 Password Rules Settings.....	107
7.5.10 Firewall.....	108
7.5.11 Additional Hardware.....	108
7.6 VNC.....	109
7.7 App Center.....	111

8. Document History

Index117

Chapter 1.

Overview

1. Overview

The IP Office Application Server is a single installation of selected IP Office™ Platform 9.1 applications running on Linux. The Linux operating system is included as part of the installation. However, installation requires minimal Linux knowledge due to the inclusion of a web based management interface to allow the server to be managed remotely via web browser.

The IP Office Application Server hosts the following applications:

- **Linux**
This is the base operating system used. However, no specific Linux knowledge is required for installation and maintenance.
- **Management Services**
This is a shell version of IP Office that allows basic configuration of services such as remote SSL VPN connections for server support. It also controls security settings for access to the server's menus. It does not support call features such as users, extensions or trunks.
- **one-X Portal for IP Office**
This is a web browser based application that users can use to control making and answering calls on their phone. It also provides a range of gadgets for the user to access features such as their directory, call log and voicemail messages. The one-X Portal for IP Office application is configured and managed remotely using web browser access. Each user who wants to use one-X Portal for IP Office requires a [license](#)¹⁵.
- **Voicemail Pro**
This is a voicemail server. It provides mailbox services to all users and hunt groups on the IP Office system. In addition, you can customize it to provide a range of call routing and voicemail services. Maintainers use the Windows Voicemail Pro client, downloadable from the server, to remotely configure the service. Licenses set the number of simultaneous connections to voicemail.
- **IP Office Web Manager**
You can configure and manage the server via browser access to the Web Manager menus. The menus also allow the launching of other clients used to configure and monitor the services run by the server.
- **Optional Services**
The server can include a number of additional services. Click **Show optional services** to display those services.
 - **Contact Recorder for IP Office**
Contact Recorder for IP Office is used in conjunction with Voicemail Pro for long term storage and retrieval of call recordings. The recordings are made by Voicemail Pro. Those recordings are then collected by Contact Recorder for IP Office and stored by it. For details on installation and support, refer to the Contact Recorder for IP Office Installation Manual.
 - **Web Collaboration**
This service works with one-X Portal for IP Office. It provides users with web collaboration services usable in parallel with audio conference hosted by the telephone system. In the parallel web collaboration session, users can share views of their desktop, documents, etc.
 - **Web License Manager**
This service allows the server to act as a WebLM server. IP Office systems using PLDS licenses can then use the address of the server for license validation.

Installation Options

The IP Office Application Server is either pre-installed onto a suitable server or as a DVD for installation onto a customer supplied server. Both options are covered by this manual.

1.1 Avaya Pre-Built Servers

The IP Office Application Server is available pre-installed onto a suitable server. The general specification of the servers used is:

- **Form:** Rack mounted server PC.
- **RAM:** 12GB.
- **Hard Disk:** 250GB.
- **Ethernet Port:** Only a single port (eth0) is supported. This port is labeled as port 1 on the physical server.

Default Settings

The following are the default settings applied to the server applied shipment from Avaya:

- **DHCP Mode:** Off
- **IP Address:** 192.168.42.1
- **NetMask:** 255.255.255.0
- **Gateway:** Blank
- **Hostname:** The server MAC address.
- **DNS1:** Blank
- **DNS2:** Blank
- **Time Zone:** EST - Eastern Standard Time.

Applications Installed

- **Voicemail Pro**
 - **English and French Language TTS for Voicemail Pro**
- **one-X Portal for IP Office**

1.2 Non-Avaya Server Requirements

The following are the minimum server PC requirements.

- **IMPORTANT: Compatible Servers**

Avaya cannot guarantee the compatibility of any particular server PC for the operating system. It is the installer's responsibility to ensure that the server platform is compatible. A list of tested servers is available at <https://hardware.redhat.com/>.

	Minimum Specification	Recommended Specification
Processor	Intel 64-bit Dual Core 2.4GHz	Intel Pentium 64-bit Quad Core 2.4GHz or AMD Athlon 64 4000 + or equivalent.
RAM Memory	4GB	4GB
Hard Disk Space	30GB	30GB.

- **Operating System**

The IP Office Application Server installs a Linux operating system, replacing any existing operating system on the PC.

- **Drives**

DVD Drive for software installation. For Contact Recorder for IP Office, a DVD+RW or Blu Ray -R disc drive is recommended. For IP Office Release 9.0 Feature Pack 1, Contact Recorder for IP Office is supported on the same server as Voicemail Pro if an addition hard disk is installed. Refer to *"Installing Contact Recorder for IP Office"* for details.

- **Other Requirements:**

- The server PC must be configurable to boot from DVD or USB in order to overwrite any existing OS. This may require access to the BIOS in order to change the boot order of the PC.
- The IP Office Application Server operates as a headless server, i.e without requiring any keyboard, video and mouse (KVM) connections after initial installation. Users and maintainers access the server remotely from other PCs.

1.3 Using Linux

Though the server uses a Linux based operating system, no knowledge or experience of Linux is required. The IP Office Application Server is designed to be configured and maintained remotely using its web browser interface. Other services running on the server are administered using separate client applications.

No access to the Linux command line is expected. Avaya does not support use of the Linux desktop or command line to perform actions on the server except where specifically instructed by Avaya.

1.4 Additional Documentation

In addition to reading this manual, you should also have, have read and are familiar with the following manuals before attempting to install a system.

Related Documents

- **Deploying IP Office™ Platform Servers as Virtual Machines**
Covers deployment of the Server Edition and Application servers as virtual machines.
- **Administering Avaya one-X Portal for IP Office™ Platform**
This manual covers the installation and administration menus used for the one-X Portal for IP Office application. This manual is essential if the one-X Portal for IP Office needs configuring to support multiple IP Office servers in a Small Community Network.
- **Installing Avaya one-X® Portal for IP Office™ Platform**
This manual covers the Windows installation of one-X Portal for IP Office. However, notes within it for various scenarios are also applicable to one-X Portal for IP Office installed on a IP Office Application Server.
- **Deploying Avaya IP Office™ Platform Voicemail Pro (Windows)**
This manual covers voicemail server configuration and scenarios including multiple servers within a Small Community Network. Those scenarios can include a mix of Windows based and Linux based servers.
- **Administering Avaya IP Office™ Platform Voicemail Pro**
By default the voicemail server provides mailbox services to all users and hunt groups without any configuration. This manual covers the administration of the voicemail server using the Voicemail Pro client in order to enable additional features.
- **Administering Avaya IP Office™ Platform with Manager**
IP Office Manager is the application used to configure IP Office systems and the Management Services service. This manual details how to use IP Office Manager and the full range of IP Office configuration settings.
- **Administering Avaya IP Office™ Platform with Web Manager**
This covers the configuration of IP Office systems using the Web Manager menus.
- **Installing Avaya IP Office™ Platform Contact Recorder for IP Office**
Covers the additional steps required for installation and basic operation of the Contact Recorder for IP Office application.
- **Administering Contact Recorder for IP Office**
Administration and operation of the optional Contact Recorder for IP Office service.
- **Using Contact Recorder for IP Office**
Covers the use of Contact Recorder for IP Office.
- **Deploying IP Office™ Platform Server Edition Solution**
This manual covers the installation of Server Edition systems.

Technical Bulletins

Avaya provide a technical bulletin for each releases of IP Office software. The bulletin details changes that may have occurred too late to be included in this documentation. The bulletins also detail the changes in the software release compared to previous releases and any specific actions required or restrictions that apply if upgrading from a previous release.

Other Documentation and Documentation Sources

All the documentation for IP Office systems is available from the following web sites:

- **Avaya Support Web Site** - <http://support.avaya.com>
- **Avaya IP Office Knowledge Base** - <http://marketingtools.avaya.com/knowledgebase>

1.5 Network Configuration Limitations

The IP Office control unit has two physical LAN interfaces: LAN1 and LAN2. The ports labeled LAN and WAN respectively.

Scenarios where users of the one-X Portal for IP Office application are accessing it from the IP Office's other LAN should be avoided for more than 30 users.

They should also be avoided when using NAT on traffic between LAN1 and LAN2. These restrictions apply even for IP Office system is in a Small Community Network.

1.6 Small Community Networks

Up to 32 IP Office systems can connect using H323 SCN trunks to form a Small Community Network, supporting up to 1000 users.

When installing a server within a Small Community Network, it is important to be aware of the following factors affecting the different server applications:

- **one-X Portal for IP Office**

A Small Community Network only supports a single one-X Portal for IP Office server. The application can support up to 500 simultaneous one-X Portal for IP Office users.

- **Voicemail Pro**

In an Small Community Network, one Voicemail Pro server stores all mailboxes and their related messages, greeting and announcements. Additional Voicemail Pro servers installed in the network perform other specific roles. For full details, refer to the Voicemail Pro manuals.

- **Centralized Voicemail Server**

In the network, one Voicemail Pro server acts as the centralized voicemail server for all IP Office systems. This server stores all mailboxes and their related messages, greeting and announcements. This is mandatory regardless of the presence of any additional options below. The IP Office associated with the centralized server holds the licenses for voicemail server support. The other servers in the network do not require any voicemail licenses in order to use this server as their voicemail server.

- **Fallback IP Office**

Without needing to install another Voicemail Pro server, you can configure the IP Office hosting the centralized voicemail server such that, if for any reason it is stopped or disabled, the centralized voicemail server accepts control from another IP Office in the network.

- **Distributed Voicemail Servers**

You can install additional Voicemail Pro servers and associated these with other IP Office systems to provide call services for those systems. For example to record messages, play announcements, etc. However, any messages they record are automatically transferred to and stored on the centralized server. The IP Office associated with the distributed server requires the appropriate licenses for voicemail server support.

- **Backup Voicemail Server**

You can specify an additional voicemail sever as the backup server for the centralized server. If for any reason the voicemail application on the centralized server is stopped or disabled, the centralized IP Office will switch to using the backup voicemail server for its voicemail functions. During normal operation the centralized and backup voicemail servers automatically exchange information about mailboxes and voicemail service configuration. The backup voicemail server uses the licenses provided by the centralized IP Office. A distributed server cannot also be used as a backup server and vice versa.

1.7 Licenses

The use of various features is licensed, for example which users are able to use the one-X Portal for IP Office application. For the IP Office Application Server it is important to understand the role of the following system licenses:

- **Essential Edition**
This license is a pre-requisite for the **Preferred Edition** license below.
- **Preferred Edition (Voicemail Pro)**
This license is required for use of the Voicemail Pro application. It also enables 4 voicemail ports. It is also required as a pre-requisite for the user profile licenses required for one-X Portal for IP Office users.
- **Preferred Edition Additional Voicemail Ports**
These licenses add additional voicemail ports in addition to the 4 enabled by the **Preferred Edition (Voicemail Pro)** license above.
- **Messaging TTS Pro**
This license enables the use of text-to-speech facilities using the optional Linux TTS software and user email reading. One license per simultaneous instance of TTS usage.
- **User Profile Licenses**
For a user to use the one-X Portal for IP Office application, you must license and configure the user to one of the following user profiles in the IP Office configuration: **Office Worker**, **Teleworker** or **Power User**. Each role requires an available **Office Worker**, **Teleworker** or **Power User** license in the IP Office configuration.

1.8 Voicemail Pro Features

Voicemail Pro runs on both Windows and Linux servers. Voicemail Pro running on Linux, such as with the IP Office Application Server, does not support the following Voicemail Pro features:

- **VB Scripting**
- **3rd Party Database Integration**
- **UMS Web Voicemail**
- **VPNM**
- **VRLA**

1.9 Supported Web Browsers

Avaya supports the following browsers for web access to the server menus:

- **Microsoft Internet Explorer 10 and 11.**
- **Mozilla Firefox**
- **Google Chrome**
- **Safari**

1.10 Password Authentication (Referred Authentication)

The password authentication for access to the services hosted by the server can use either each services' own security settings or use the security user accounts configured for the Management Services service running on the IP Office Application Server. The [Enable referred authentication](#) ^[106] setting controls the method used.

- These settings are only accessible if logged in via referred authentication or as the local Linux root.
- **Enabled**
With referred authentication enabled, the security settings of the Management Services service running on the IP Office Application Server control access to the following other services:
 - **Web control menus**
 - **Voicemail Pro admin**
 - **one-X Portal for IP Office admin**
 - **IP Office Web Manager**
- **Disabled**
With referred authentication disabled, each service controls access to itself using its own local account settings.

For Server Edition and IP Office Application Server servers, referred authentication is supported from IP Office Release 9.0 onwards and is the default on new installations. For the Unified Communications Module it is supported from IP Office Release 9.1 onwards.

Upgrading

For servers upgraded from pre-IP Office Release 9.0, the default authentication used depends on the status of the web control **Administrator** password:

- If the **Administrator** password is still default, the server defaults to **Enable referred authentication**.
- If the **Administrator** password is not default, the server does not default to **Enable referred authentication**.

Chapter 2.

Application Server Software Installation

2. Application Server Software Installation

This section covers the installation of the IP Office Application Server software onto a customer supplied server PC. This process uses various software packages downloaded from Avaya to create an installation DVD or bootable USB memory key.

2.1 Downloading Software

Avaya makes IP Office Application Server software for each IP Office release available from the Avaya support website (<http://support.avaya.com>) in a number of formats.

- **ISO Image**
You can use this type of file to reinstall the full set of software including the operating system. Before using an ISO image, you must backup all applications data.
- **Source ISO Image**
Some components of the software are open source. To comply with the license conditions of that software, Avaya is required to make the source software available. However, this file is not required for installation.
- **RPM Files**
Occasionally Avaya may make separate RPM files available for maintenance.
- **Rufus software**
This additional software is downloadable from <https://rufus.akeo.ie>. You use it to load an ISO image onto a USB memory key from which the server can boot and run that ISO image.

To download software:




1. Browse to **<http://support.avaya.com>** and log in.
2. Select **Support by Product** and click **Downloads**.
3. Enter **IP Office** in the **Enter Product Name** box and select the matching option from the displayed list.
4. Use the **Choose Release** drop-down to select the required IP Office release.
5. The page lists the different sets of downloadable software for that release. Select the software for the IP Office Application Server.
6. The page displayed in a new tab or windows details the software available and provides links for downloading the files.
7. Also download the documents listed under the **RELATED DOCUMENTS** heading if shown.

2.2 Changing the IP Office Security Settings

The following elements of the IP Office security settings affect installation:

- The one-X Portal for IP Office application uses the **Enhanced TSPI** service and **EnhTcpsaService** user for its connection to the IP Office. The installation assumes that the **EnhTcpsaService** user is enabled and has the default password of **EnhTcpsaPwd1**.
 - If the password is not at default during the IP Office Application Server installation, the one-X Portal for IP Office service will not start correctly and the service user account becomes locked. To resolve that, follow the steps below and then restart the one-X Portal for IP Office service.
 - Once the one-X Portal for IP Office service is operating correctly, you can change the **EnhTcpsaPwd1** password.
- Voicemail Pro connects to the IP Office using the **Voicemail Password**. This is set in the IP Office system's security settings (System | Unsecured Interfaces) and must be matched by the password set in the [voicemail servers preferences](#)^[45] after installation.

To change the security settings:

1. Using IP Office Manager select **File | Advanced | Security**.
2. Enter the name and password for access to the IP Office security settings.
3. Click  **System** and then select the **Unsecured Interfaces** tab.
 - a. Click on the **Change** button next to the **Voicemail Password** field and set a new password. The default is blank.
 - b. Click **OK**.
4. Click  **Service Users** and select **EnhTcpsaService**.
 - a. Check that the account status is set to **Enabled**.
 - b. Click on the **Change** button next to the **Password** field and set the password to **EnhTcpsaPwd1**.
 - c. Click **OK**.
5. Click the  save icon.

2.3 Information Requirements

The following information is required during the installation process:

- **Server Applications**

During the installation process, you can select which IP Office Application Server applications are installed. Note that for each application selected, the normal license requirements still apply. Refer to the separate installation manual for each application for details.

- ☐ **Voicemail Pro**

If selected for installation, refer to the Voicemail Pro Linux Installation Manual for details of setup and configuration of the Voicemail Pro application.

- ☐ **Voicemail Text to Speech Prompts**

During installation, you can select whether you want TTS prompt installed. If selected, you will be prompted to select the languages that you want installed. These are installed from a separate sets of DVDs or downloadable ISO images.

- ☐ **one-X Portal for IP Office**

If selected, the same information is required as for a Windows based installation of the one-X Portal for IP Office application. For example, IP address of IP Office Application Server system, LDAP server information and voicemail server address (if other than the IP Office Application Server address). Refer to the one-X Portal for IP Office Installation manual.

- **Server IP Address Settings**

The IP Office Application Server supports IPv4 addressing obtain through either DHCP or static addressing.

	IPv4 Support
Use DHCP	<input type="checkbox"/>
IP Address	<input type="checkbox"/> _____
Prefix (Netmask)	<input type="checkbox"/> _____
Gateway	<input type="checkbox"/> _____
Primary DNS	<input type="checkbox"/> _____
Secondary DNS	<input type="checkbox"/> _____

- ☐ **Hostname**

A hostname helps simplify access to the server and the applications it provides rather than requiring users to use the IP address.

- ☐ **Timezone**

The timezone in which the server is located and whether the server should use UTC or local time.

- ☐ **Root Password**

- ☐ **Client PC**

The IP Office Application Server is designed and intended for remote configuration and management. It is not managed directly from the server. Therefore a client PC with a web browser on the same network as the server PC is required for configuration.

- If Voicemail Pro server is one of the selected server applications, then the client PC must be a Windows based PC onto which you can install the Voicemail Pro client.

2.4 Checking the Boot Order

You install the software by placing it onto a DVD or USB memory key from which the server PC then boots. The normal default for servers is to boot from CD/DVD drive and, if unsuccessful, then boot from the first hard disk. This boot order is set in the BIOS settings of the server PC.

In order to add other devices to the list of those from which the server can boot or to change the order of usage, you need to change the server's BIOS settings. The method of accessing the BIOS varies between servers. Refer to the PC manufacturer's documentation.

- Typically, an option to access the BIOS settings of a server appears briefly when the server PC is started. For example "Press Del for setup" indicates that the server BIOS is accessed by press the Delete key while the message appears. This option is only available for a few seconds whilst the existing BIOS settings are loaded, after which the server looks for and begins to load boot software if it finds a boot source, for example existing boot software on its hard disk.
- Once the PC displays its BIOS settings, the normal boot up process stops. The BIOS settings typically consist of several pages. The settings for the order in which the server looks at different devices for a boot software source are normally set on the **Advanced BIOS Features** page.
- To boot from a DVD, ensure that the server's DVD drive is set as the boot device used before the server's hard disk.
- To boot from a USB memory key, set a USB option as the boot device used before the server's hard disk. Depending on the BIOS, there may be multiple USB options. Select **USB-FDD**.
- The server's hard disk must remain in the list of boot devices. The server boots from the hard disk after the software installation.

2.5 Preparing the Bootable Software Installer

You can install the server software from either a DVD or a USB memory key. If not installing from an Avaya supplied DVD, you must download an ISO image from Avaya and use that to create the bootable DVD or USB memory key.

2.5.1 Preparing a DVD

To install from a DVD, you need to burn the .iso image file of the installation software onto a bootable DVD. The exact process for that depends on which software you use for the burning process. However, the following general recommendations apply:

- Do not use reusable DVDs.
- Burn the DVD at a slow speed such as 4x.

2.5.2 Preparing a USB2 Installation Key

This process uses a downloaded ISO image to create a bootable USB memory key for software installation.

- **! WARNING**

Using the USB Memory key overwrites any existing software and data on the server.

Prerequisites

- **4GB USB Memory Key**

Note that this process reformats the memory key and erases all files.

- **Rufus software**

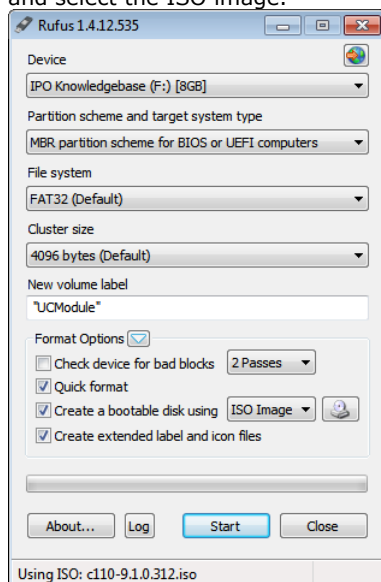
This additional software is downloadable from <https://rufus.akeo.ie>. You use it to load an ISO image onto a USB memory key from which the server can boot and run that ISO image.

- **Server Edition ISO Image**

You can download this software from the Avaya support website (<http://support.avaya.com>).

To create a bootable USB memory key:

1. Start the Rufus application
2. Under **Device**, select your USB device if not already selected.
3. Under **Partition scheme and target system type** select the **MBR partition scheme for BIOS or UEFI computers** option.
4. Under **File system** select **FAT32**.
5. Under **Cluster size** select **4096 bytes**.
6. Select **Create a bootable disk using** and select **ISO Image** from the drop-down list. Click on the adjacent button and select the ISO image.



7. Click **Start**.
8. When done, click **Close**.

- **! Important: Copy the Installation Files**

You must copy a number of files to a new location on the USB memory key.

- a. Using the file explorer, open the **USB** folder on the USB memory key. This folder contains 4 files, some of which are used for installation and other are used for upgrading.
- b. Select just the files **syslinux.cfg** and **avaya_autoinstall.conf**. Copy those two files to the top level (root) of the USB memory key, overwriting any existing files with those names.

8. Remove the USB memory key from the PC. The device is ready for use for full software installation.

2.6 Server Software Installation

This process installs the Linux operating system onto the server and the Linux based applications. This installation process requires approximately 1 hour.

To install the server software from a bootable device:

1. Depending on the chosen method of installation:
 - If installing from a DVD, immediately after powering up the PC, insert the DVD into the DVD drive.
 - If installing from a USB memory key, insert the USB memory key into the first USB port and apply power to the PC.
2. The PC should boot and display the first server installation screen.
 - If installing from a DVD and the PC does not boot from the DVD, the boot order of the server PC may need to be changed. See [Checking the Boot Order](#).
 - If installing from a USB memory key and the PC does not boot from the USB memory key:
 - if the server has several USB ports, reboot with the USB memory key in another one of the ports.
 - the boot order of the server may need to be changed. See [Checking the Boot Order](#).
3. The installer prompts whether it should check the installation media. Checking a DVD takes approximately 10 minutes.
 - a. To skip the media check, select **Skip**.
 - b. To proceed with a media check, select **OK**. When the check has completed, the installer provides options to check any other media, for example the TTS language DVDs.
4. Select the language that you want used for the installation process. Click **Next**.
5. Select the keyboard that matches the one you are using. Click **Next**.
6. Read the license agreement. If you accept the license agreement, click **Yes** and then click **Next**.
7. An upgrade menu appears if a previous release is already installed on the server. It details the existing installed options and the new installable options. Select either **Install** or **Upgrade** and click **Next**.
 - **Install**
This option overwrites the existing installation including any customer data.
 - **Upgrade**
This option upgrades the existing application and retains the existing customer data.
8. If you selected **Install**, the installer asks you to confirm the process. Select the required option and click **Next**.
 - **Yes**
If selected, the installation process continues, formatting the whole drive for its use.
 - **No**
If selected, the install process offers to shutdown the server. Either remove the device from which you were booting to allow the server to restart normally or allow the installation process to start again.
 - **Advanced**
If selected, during the installation process you can select adjust the hard disk partitioning. However, if used, the installer does not display the **Upgrade** option (see [Step 7](#)) when booting from an ISO in future.
9. If you selected **Install**, continue below. If you selected **Upgrade**, go to step 11.
 - a. Set the host name for the server to use.
 - b. Click **Configure Network**.
 - a. Select the wired Ethernet connection being used (this is likely to be **eth0**) and click **Edit**.
 - b. Select the **IPv4 Settings** tab.
 - c. To change the address shown, click on the address and change the settings.
 - d. When finished setting the IP address details for the server, click **Apply**. Click **Close**. Click **Next**.
 - c. Enter and confirm the password for the root administrator account. This is the root user password for access to the operating system. Ensure that you note the password set. This password is needed for the server ignition process.
 - d. Click **Next**. Click **Next** again.
 - e. A menu for partitioning the server appears if you selected **Advanced** during step 8 above. The menu allows various options for partitioning of the server hard disk. However, if used, the installer does not display the **Upgrade** option (see [Step 7](#)) when booting from an ISO in future.
10. The process for formatting the disk starts. This runs for a couple of minutes.

11. The installer prompts you that it is about start installation of the software. Click **Next** to start.
12. When installation is complete, click **Next**.
13. Remove the DVD or USB memory key and then select **Reboot**.
14. Following the reboot, the server displays "SELinux targetted policy relabel is required" and performs that process. When completed, the server reboots again.
15. After the second reboot, wait until the server displays the address details for further configuration of the server. Use the address to start the server ignition process. See [Server Ignition](#) ²⁶.

2.7 Server Ignition

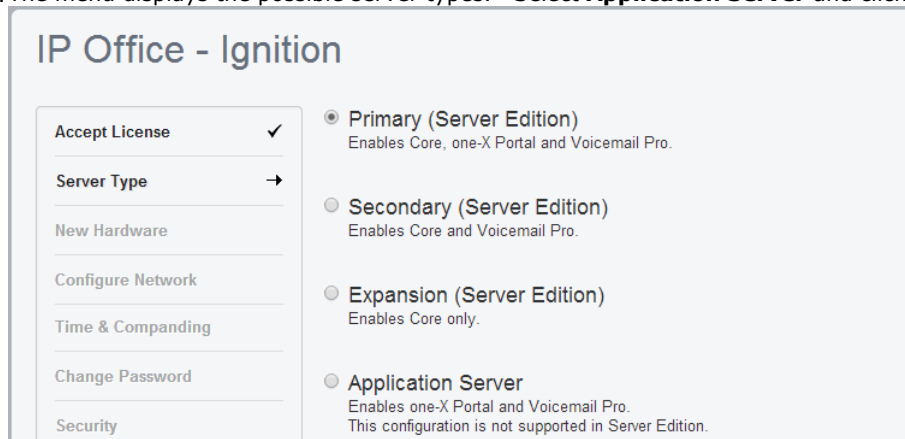
Following installation, you must ignite the server. You do this by web browser access to the server.

To start server ignition:

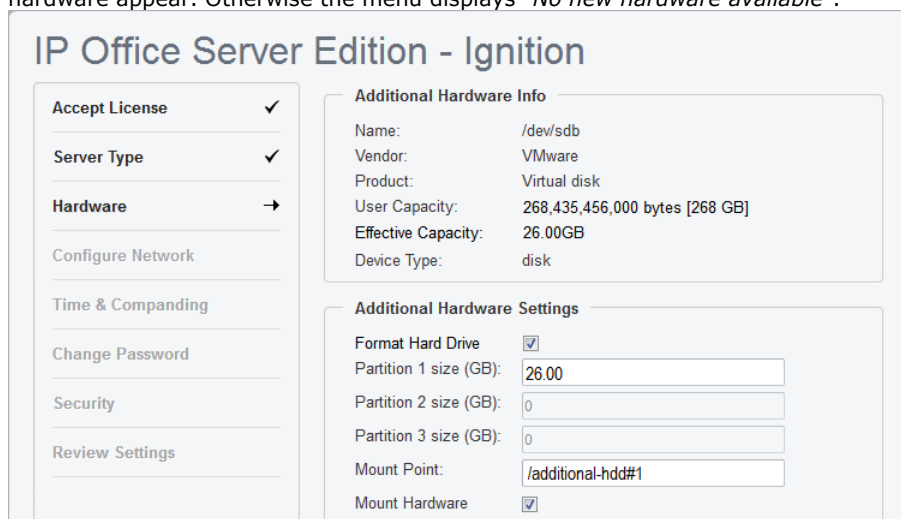
1. From a client PC, start the browser and enter **https://** followed by the IP address of the server and **:7071**. For example **https://192.168.42.1:7071**.
 - The browser may display a security warning. You must determine whether you want to continue.
2. The login page appears. The menu shows both the software level and the SID used for issuing licenses for the server.



3. Enter the password set for the root account during the software installation. Click **Login**.
4. The license menu appears. If you accept the license, select **I Agree** and click **Next**.
5. The menu displays the possible server types. Select **Application Server** and click **Next**.



6. If an additional hard disk for Contact Recorder for IP Office was added to the server, details of the additional hardware appear. Otherwise the menu displays *"No new hardware available"*.



For Contact Recorder for IP Office support it is recommended to accept the defaults. These are:

- a. Leave **Format Hard Drive** checked.
- b. Create a single partition for the whole disk. You can create up to 3 logical partitions on the physical disk.

c. Leave the **Mount Point** name as **/additional-hdd#1**. The full mount path name for each partition is automatically configured by the system adding **/partition1**, **/partition2**, etc. as a suffix. For example **/additional-hdd#1/partition1**. Note that it is this partition name including **/partition1** that should be used for Contact Recorder settings.

d. Select **Mount Hardware** to have the additional disk automatically mounted.

7. Click **Next**. Check and if necessary change the network settings for the server.

The screenshot shows the 'Avaya IP Office Application Server' configuration window. On the left is a sidebar with navigation links: 'Accept License' (checked), 'Server Type' (checked), 'New Hardware' (checked), 'Configure Network' (active, with a right arrow), 'Time & Companding', 'Change Password', 'Configure Services', 'Security', and 'Review Settings'. The main area is titled 'Network interface: eth0'. It contains three sections: 'Assign IP Address' with fields for 'Automatic (DHCP)' (unchecked), 'IP Address' (192.168.0.214), and 'Netmask' (255.255.255.0); 'Assign System Gateway' with a 'Gateway' field (192.168.0.1); and 'Assign System DNS Servers' with fields for 'Automatic (DHCP)' (unchecked), 'Primary DNS', and 'Secondary DNS'. At the bottom, there is a 'Hostname' field with the value 'localhost.localdomain'.

- **Hostname**

This value is used as the DNS host name of the server.

- **! IMPORTANT: DNS Routing**

For internal applications, this value must be reachable by DNS within the customer network. If the server will also be supporting external applications, the host name also needs to be reachable by external DNS. Consult with the customers IT support to ensure that the host name is acceptable and that routing to the host name has been configured correctly.

8. Click **Next**. Set the time source for the server.

The screenshot shows the 'Avaya IP Office Application Server' configuration window with the 'Time & Companding' section active in the sidebar. The main area has a 'Use NTP' checkbox which is checked. Below it are fields for 'NTP Server' (0.pool.ntp.org), 'Date/Time' (2014-07-30 / 10 : 28), and 'Timezone' (Europe/London). At the bottom, a message states: 'Companding settings not available for the currently selected server type.'

9. Set the current time and date for the server or select to use the time provided by an NTP server.

10. Click **Next**. Enter and confirm the passwords. These are the passwords for various IP Office service accounts and also for the Linux accounts created on the server. Ensure that you note the passwords set.

The screenshot shows the 'Avaya IP Office Application Server' configuration interface. On the left is a sidebar with a list of steps: 'Accept License' (checked), 'Server Type' (checked), 'New Hardware' (checked), 'Configure Network' (checked), 'Time & Companding' (checked), 'Change Password' (active, with a right arrow), 'Security', and 'Review Settings'. The main area is titled 'Default account passwords are required to be changed.' and contains three sections for password entry: 1. '"root" and "security" password' with fields for 'New Password' and 'New Password (verify)', and a link to 'View password policy'. 2. '"Administrator" password' with similar 'New Password' and 'New Password (verify)' fields and a 'View password policy' link. 3. '"System" password' with similar 'New Password' and 'New Password (verify)' fields and a 'View password policy' link.

- The passwords must be 8 to 32 characters, containing at least two types of character (lower case, upper case, numeric and special characters) and no more the 3 consecutive characters.

- **root/security password**

This sets the password for both the Linux **root** user account and also the **security** account of the Management Services service.

- **Administrator password**

This sets the password for Linux **Administrator** account and also the **Administrator** account of the Management Services service run on the IP Office Application Server. With [Referred Authentication](#)¹⁵ enabled (the default) this is also the default account used for Voicemail Pro and one-X Portal for IP Office administrator access.

- **System password**

This sets the **System** password for the Management Services.

11. For a server set to be an IP Office Application server, select which applications should start automatically. Unselected services are installed but not set running unless manually started.

The screenshot shows the 'Avaya IP Office Application Server' configuration interface at the 'Configure Services' step. The sidebar on the left shows 'Configure Services' as the active step with a right arrow. The main area is titled 'Select which services will be configured to start automatically.' and contains two checked checkboxes: 'Voicemail Pro' and 'one-X Portal for IP Office'.

12. Click **Next**. The menu prompts which security certificate the server should use.

- If you select **Generate CA automatically**, you must download the certificate from the next screen.
- If you select **Import CA**, click **Browse** and locate the security certificate file that the server should use. Click **Upload**.

13. Check the displayed summary and use the **Previous** and **Next** options to readjust settings if necessary.

14. If **Generate New** was selected for the server's security certificate, download the security certificate files from the menu and store these safely. These certificates need to be used by the browser and other applications for future access to the server.

15. Follow the instructions for [adding a certificate to your browser](#) ³⁰.

16. Click **Apply**. Click **OK** when displayed to access the server's Web Manager menus. Note that this can take up to 8 minutes.




2.8 Adding a Certificate to the Browser

For secure access to the server menus, the browser used requires the server certificate.

If using a certificate uploaded to the server, obtain a copy of the same certificate from the original source.

If using the server's own generated certificate, you can download from the ignition menu, or after ignition, from the [Certificates](#) ^(10b) section of the **Settings | General** menu. The server provides it certificate as a PEM or CRT file.


To add a server security certificate to Firefox:

1. Click the  icon and select  **Options**. Alternatively, click on the  **Settings** icon if shown on the browser home page.
2. Click **Advanced** and select **Certificates**.
3. Click **View Certificates**.
4. Click **Authorities**.
5. Click **Import**. Browse to the location of the CRT or PEM file downloaded from the server. Select the file and click **Open**.
6. Select all the check boxes to trust the certificate.
7. Click **OK** twice.

To add a server security certificate to Internet Explorer:

1. Click **Tools** and select **Internet Options**.
2. Select the **Content** tab and click **Certificates**.
3. Click **Import**.
4. Click **Next** and **Browse** to the location of the downloaded certificate. Select it and click **Open**.
5. Click **Next**. Click **Place all certificates in the following store**.
 - If using the server's own generated certificate, select the **Trusted Root Certification Authorities**.
 - If using a certificate from another source, select **Intermediate Certification Authorities**.
6. Click **Next** and then **Finish**.
7. Click **OK, Close**.
8. Click **OK**.

To add a server security certificate to Google Chrome:

1. Click the  icon and select **Settings**.
2. Click **Show advanced settings**. Scroll to **HTTP/SSL** and click **Manage certificates**.
8. Click **Import**.
9. Click **Next** and **Browse** to the location of the downloaded certificate. Select it and click **Open**.
10. Click **Next**. Click **Place all certificates in the following store**.
 - If using the server's own generated certificate, select the **Trusted Root Certification Authorities**.
 - If using a certificate from another source, select **Intermediate Certification Authorities**.
11. Click **Next** and then **Finish**.
12. Click **OK, Close**.

To add a server security certificate to Mac Safari:

1. From the browser, open the directory containing the certificate file.
2. Double-click the certificate.
3. You are prompted to store the certificate in the **login keychain** or the **system keychain**. To make the certificate available to all users of this system, select **system keychain**.

To add a server security certificate to Windows Safari:

1. From the browser, open the directory containing the certificate file.
2. Right-click the file and select **Install Certificate**. You may be prompted for admin credentials and/or a confirmation prompt.

3. On the first wizard screen, click **Next**.
4. On the **Certificate Store** screen select **Place all certificates in the following store**.
5. Click **Browse**.
6. Select the **Trusted Root Certification Authorities** option.
7. Click **OK**.
8. Click **Next**.
9. Click **Finish**. If another security warning dialog displays, click **Yes**.

2.9 Login to Web Manager

Administration of the IP Office Application Server is done using a web browser on a client PC with network access to the IP Office Application Server. It uses a set of menus referred to as IP Office Web Manager, provided by the **Management Services** service running on the server.

Avaya supports the following browsers for web access to the server menus:

- **Microsoft Internet Explorer 10 and 11.**
- **Mozilla Firefox**
- **Google Chrome**
- **Safari**

To log in to the server's web control menus:

1. Following server ignition, allow the browser to redirect you when ignition is completed.



If you were not redirected or need to re-enter the address:

- a. Enter **https://** followed by the server address. Click on the **IP Office Web Manager** link.
2. Enter **Administrator** and the password set during the server ignition.
 3. Click **Login**.

2.10 Checking the Services

After logging in to the IP Office Application Server, the **System** page provides a summary of the services that the server can provide and the status (started or stopped) of those services. By default all the application services are set to automatically start. However, they may still require individual configuration and the addition of licenses to the IP Office configuration.

- **Management Services**

This is a shell version of IP Office that allows basic configuration of services such as remote SSL VPN connections for server support. It also controls security settings for access to the server's menus. It does not support call features such as users, extensions or trunks.

- **one-X Portal for IP Office**

This is a web browser based application that users can use to control making and answering calls on their phone. It also provides a range of gadgets for the user to access features such as their directory, call log and voicemail messages. The one-X Portal for IP Office application is configured and managed remotely using web browser access. Each user who wants to use one-X Portal for IP Office requires a [license](#)¹⁵.

- **Voicemail Pro**

This is a voicemail server. It provides mailbox services to all users and hunt groups on the IP Office system. In addition, you can customize it to provide a range of call routing and voicemail services. Maintainers use the Windows Voicemail Pro client, downloadable from the server, to remotely configure the service. Licenses set the number of simultaneous connections to voicemail.

- **IP Office Web Manager**

You can configure and manage the server via browser access to the Web Manager menus. The menus also allow the launching of other clients used to configure and monitor the services run by the server.

- **Optional Services**

The server can include a number of additional services. Click **Show optional services** to display those services.

- **Contact Recorder for IP Office**

Contact Recorder for IP Office is used in conjunction with Voicemail Pro for long term storage and retrieval of call recordings. The recordings are made by Voicemail Pro. Those recordings are then collected by Contact Recorder for IP Office and stored by it. For details on installation and support, refer to the Contact Recorder for IP Office Installation Manual.

- **Web Collaboration**

This service works with one-X Portal for IP Office. It provides users with web collaboration services usable in parallel with audio conference hosted by the telephone system. In the parallel web collaboration session, users can share views of their desktop, documents, etc.

- **Web License Manager**

This service allows the server to act as a WebLM server. IP Office systems using PLDS licenses can then use the address of the server for license validation.

To check the services:

1. Login and select the **System** menu.

Services						Start All	Stop All
↓ Select which services will be configured to start automatically.							
<input checked="" type="checkbox"/>		Management Services 9.1.0.0 build 267	UpTime 49:00	Mem/CPU usage 146304K / 1%			
<input checked="" type="checkbox"/>		Voicemail 9.1.0.0 build 68	UpTime 48:52	Mem/CPU usage 9912K / 0%			
<input checked="" type="checkbox"/>		one-X Portal 9.1.0.0 build 107	UpTime 49:16	Mem/CPU usage 763316K / 0%			
<input checked="" type="checkbox"/>		Web Manager 9.1.0.0 build 207	UpTime 50:37	Mem/CPU usage 348312K / 3.1%			
> Show optional services							

2. Check that the expected services have been started. If not, start the required services using the **Start** buttons on the right. Select **Show optional services** to show all services.

- The one-X Portal for IP Office service remains yellow until its configuration is completed.
- Note that The **Voicemail** service shows green even if it is not connected to the IP Office due to a password mismatch.

3. Check the **Notifications** panel is not listing any errors that would indicate a problem with the installation.


4. If all the services are started as expected, you can now configure each service.

2.11 Installing IP Office Manager

You need to use IP Office Manager to complete the ignition process. You can download a compact version of IP Office Manager from the server if necessary.

- This process downloads and installs a version of IP Office Manager suitable for configuration and management of Linux based IP Office services only. It does not include the additional files required for the full configuration and management of non-Server Edition IP500 V2 servers. You can obtain the full version of IP Office Manager from the Avaya support web site.


To download and install IP Office Manager:

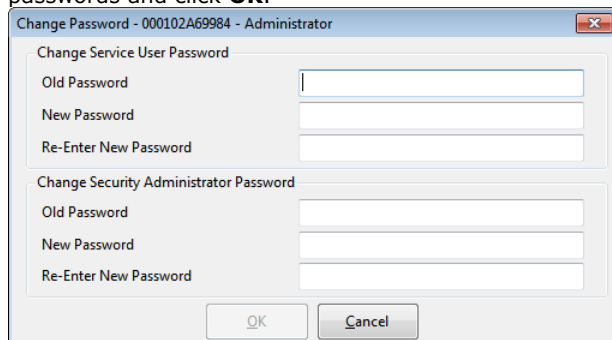
1. Log in to Web Manager. In the displayed list of systems, click on the  icon next to the server and select **Platform View**.
2. Select the **AppCenter** tab.
3. Locate the **AdminLite... .exe** file. The exact filename varies depending on the version of the application.
4. Click on the link to download the file. The method of downloading depends on the browser used.
5. Run the downloaded file and follow the prompts to install IP Office Manager.

2.12 Management Services Initial Configuration

The Management Services service provided by the server requires initial configuration. This is especially important for servers centrally managed using Avaya System Manager.

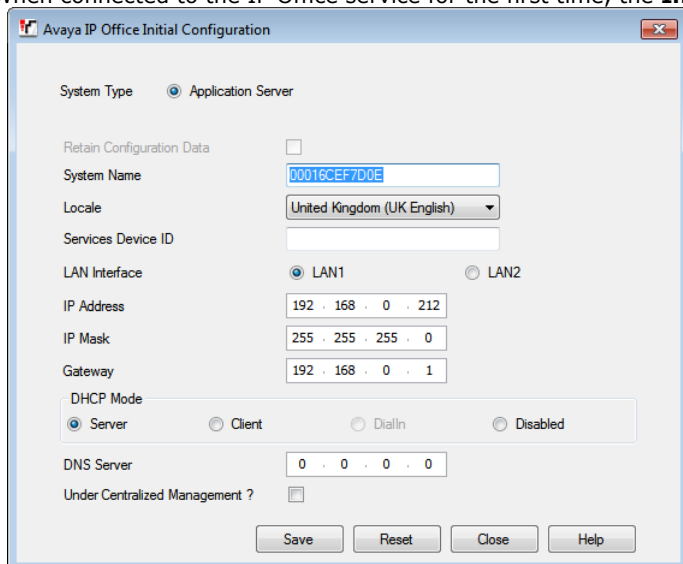
To perform IP Office initial configuration:

1. Start IP Office Manager. Click  and use the **Select IP Office** menu to discover the available IP Office systems.
2. Select the tick box next to the application server. Click **OK**.
 - If any Management Services passwords are at their default values, a menu to change the default passwords appears. These are the passwords for the Management Services and Web Manager menu **Administrator** (default password **Administrator**) and **security** (default password **securitypwd**) users. Enter the new passwords and click **OK**.



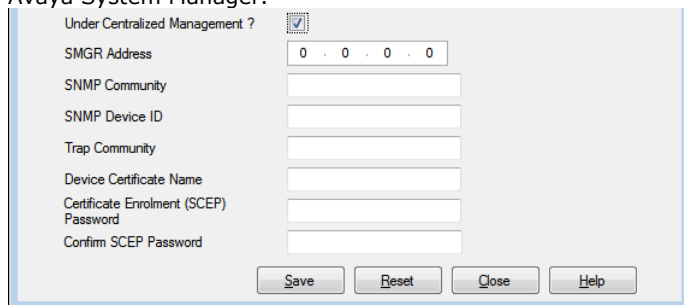
A dialog box titled "Change Password - 000102A69984 - Administrator". It contains two sections: "Change Service User Password" and "Change Security Administrator Password". Each section has three input fields: "Old Password", "New Password", and "Re-Enter New Password". At the bottom are "OK" and "Cancel" buttons.

3. When connected to the IP Office service for the first time, the **Initial Configuration** menu appears.



A dialog box titled "Avaya IP Office Initial Configuration". It has a "System Type" section with a radio button for "Application Server". Below is a "Retain Configuration Data" checkbox. The "System Name" field contains "00016CEF7D0E". The "Locale" dropdown is set to "United Kingdom (UK English)". The "Services Device ID" field is empty. The "LAN Interface" section has radio buttons for "LAN1" (selected) and "LAN2". Below are fields for "IP Address" (192 . 168 . 0 . 212), "IP Mask" (255 . 255 . 255 . 0), and "Gateway" (192 . 168 . 0 . 1). The "DHCP Mode" section has radio buttons for "Server" (selected), "Client", "Dialin", and "Disabled". The "DNS Server" field contains "0 . 0 . 0 . 0". The "Under Centralized Management ?" checkbox is unchecked. At the bottom are "Save", "Reset", "Close", and "Help" buttons.

4. Check that the settings match those required for the server and the IP Office. For full details, refer to the IP Office Manager help.
5. If the server will be under centralized management from Avaya System Manager, select the **Centralized Management** checkbox. Enter the details required for the Avaya System Manager. Enter the details required for Avaya System Manager.



A dialog box titled "Under Centralized Management ?" with a checked checkbox. It contains several input fields: "SMGR Address" (0 . 0 . 0 . 0), "SNMP Community", "SNMP Device ID", "Trap Community", "Device Certificate Name", "Certificate Enrolment (SCEP) Password", and "Confirm SCEP Password". At the bottom are "Save", "Reset", "Close", and "Help" buttons.

6. Click **Save**. When displayed, click **OK**.

2.13 Application Configuration

The individual applications that the server is running for the IP Office systems now need to be configured. This requires entry of the appropriate licenses, user configuration and application configuration. This is covered in the following chapters. Key steps are:

1. For Voicemail Pro, the voicemail password set in the IP Office system's security settings must also be set in the voicemail server's preferences.
2. For one-X Portal for IP Office, the applications configuration menu needs to be run during which is it given details of the IP Office system it is supporting.

Chapter 3.

Voicemail Pro Configuration

3. Voicemail Pro Configuration

By default the Voicemail Pro application automatically provides basic mailbox services for all users and hunt groups in the IP Office configuration. For installations with just a single IP Office and Voicemail Pro server this normally occurs without any further configuration.

Details of IP Office and Voicemail Pro configuration are covered by the [Voicemail Pro Installation manual and Voicemail Pro Administration manuals](#)^[13]. This section of this manual covers only the minimum steps recommended to ensure that the voicemail server is operating.

Initial Configuration Summary

a. IP Office Configuration

- i. [Adding voicemail licenses](#)^[41]
- ii. [Check the Voicemail Type Setting](#)^[42]

b. Voicemail Pro Configuration

- i. [Install the Voicemail Pro client](#)^[43]
- ii. [Log in to the Voicemail Pro server](#)^[44]
- iii. [Change the voicemail server password](#)^[45]

Transferring Settings from a Previous Server

For an IP Office system already configured to operate with an external Voicemail Pro server; you can transfer the settings, prompts and messages on the old server to the new server. See [Transferring Voicemail Server Settings](#)^[46].



3.1 Adding Voicemail Licenses

The Voicemail Pro application will operate for up to 2 hours without a license. This allows a level of basic installation testing and configuration. However, for full operation the application must be licensed using licenses entered into the IP Office configuration.

For Voicemail Pro operation on IP Office Application Server, the following licenses are used:

- **Essential Edition**
This license is a pre-requisite for the **Preferred Edition** license below.
- **Preferred Edition (Voicemail Pro)**
This license is required for use of the Voicemail Pro application. It also enables 4 voicemail ports. It is also required as a pre-requisite for the user profile licenses required for one-X Portal for IP Office users.
- **Preferred Edition Additional Voicemail Ports**
These licenses add additional voicemail ports in addition to the 4 enabled by the **Preferred Edition (Voicemail Pro)** license above.
- **Messaging TTS Pro**
This license enables the use of text-to-speech facilities using the optional Linux TTS software and user email reading. One license per simultaneous instance of TTS usage.

To enter ADI licenses:

1. Start IP Office Manager and receive the configuration from the IP Office system.
2. Select  **License**.
3. Click **Add** and select **ADI**.
4. Enter the new license and click **OK**. You should add licenses by cutting and pasting them from the supplied file. That avoids potential issues with mistyping.
5. The **Status** of the new license should show **Unknown** and the name the license should match the type of license entered. If the name shows as **Invalid**, the most likely cause is incorrect entry of the license key characters.
6. Click on the  save icon to send the configuration back to the IP Office.
7. Use Manager to receive the configuration again and check that the status of the license. It should now be **Valid**.

3.2 IP Office Configuration

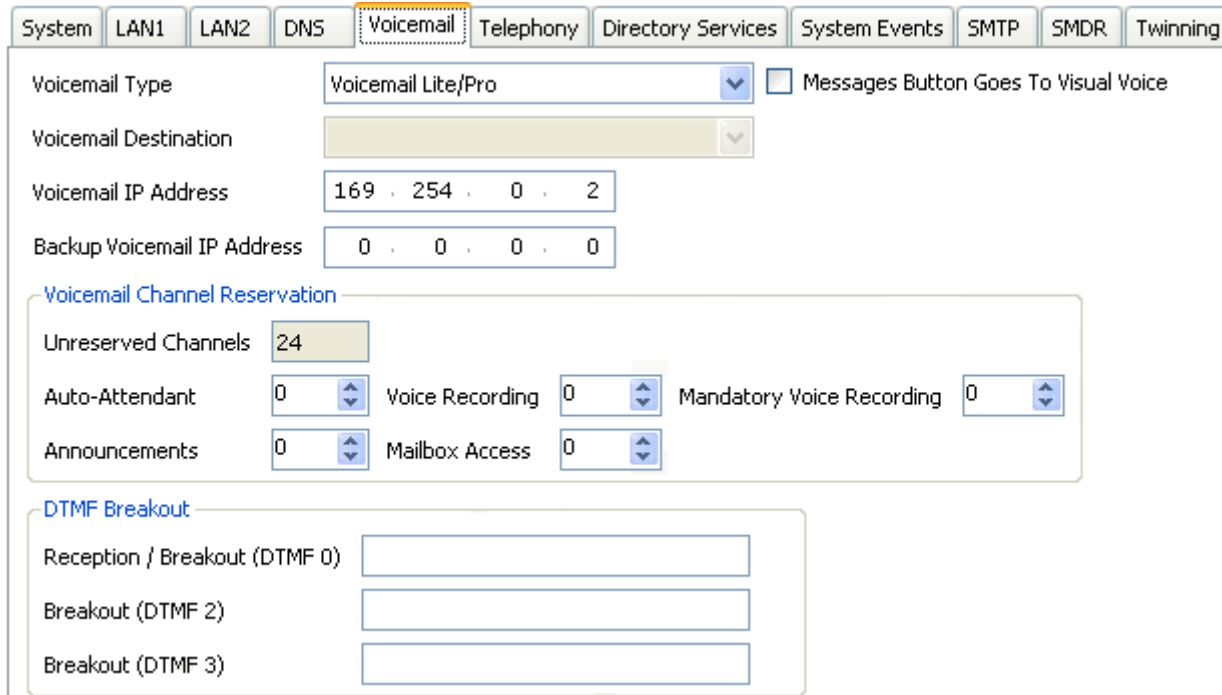
When a IP Office Application Server running Voicemail Pro is added, the IP Office system configuration needs to be adjusted to use the voicemail server. If a different role is intended for the voicemail server (see [Small Community Networks](#) ¹⁴), refer to the Voicemail Pro Installation Manual.

To set the voicemail server address:

1. Start IP Office Manager and receive the configuration from the IP Office system.

2. Select  **System**.

3. Select the **Voicemail** tab.



System LAN1 LAN2 DNS **Voicemail** Telephony Directory Services System Events SMTP SMDR Twinning

Voicemail Type Voicemail Lite/Pro ☐ Messages Button Goes To Visual Voice

Voicemail Destination Voicemail Lite/Pro

Voicemail IP Address 169 . 254 . 0 . 2

Backup Voicemail IP Address 0 . 0 . 0 . 0

Voicemail Channel Reservation

Unreserved Channels 24

Auto-Attendant 0 Voice Recording 0 Mandatory Voice Recording 0

Announcements 0 Mailbox Access 0

DTMF Breakout

Reception / Breakout (DTMF 0) 0

Breakout (DTMF 2) 0

Breakout (DTMF 3) 0

- Check that the **Voicemail Type** is set to **Voicemail Lite/Pro**.
- The **Voicemail IP Address** should be set to match the IP address given to the server hosting Voicemail Pro. For simplicity, if you only have the one voicemail server, an address of 0.0.0.0 tells the IP Office to broadcast a request for the voicemail server and to use the server that replies.
- In the **Voicemail Channel Reservation** section, the number of channels will be 4 plus any additional channels licensed.


4. Save any changes back to the IP Office system.

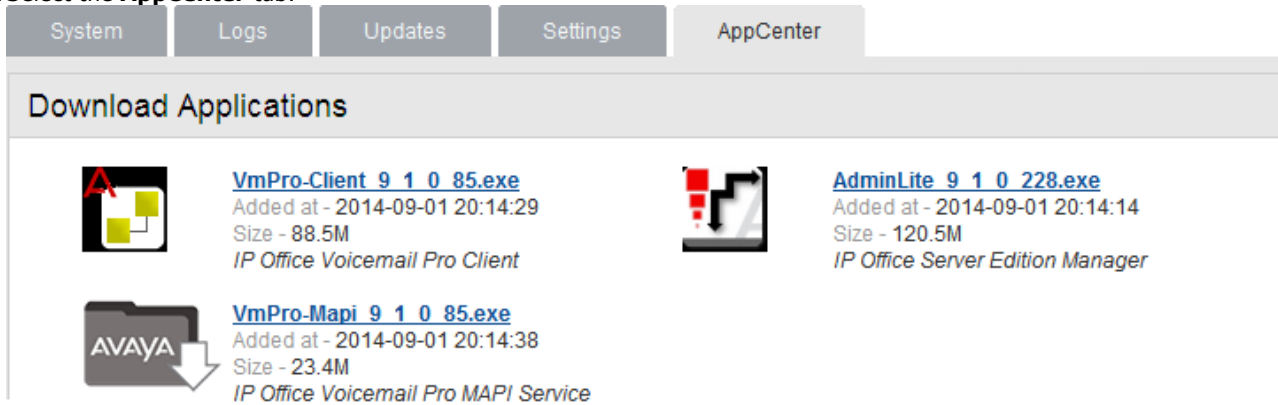
3.3 Installing the Voicemail Pro Client

You can install the Voicemail Pro client onto a Windows PC. You can then use it to remotely administer the voicemail server.

Using the following process you can download the software for installing the client from the server.

To download and install the Voicemail Pro client:

1. Log in to [wIP Office Web Manager](#). In the displayed list of systems, click on the  icon next to the server and select **Platform View**.
2. Select the **AppCenter** tab.

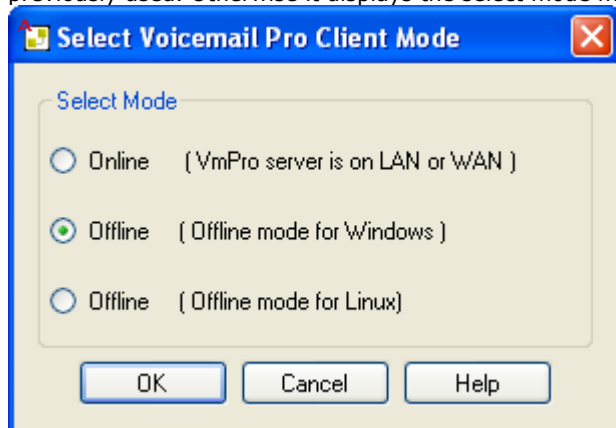


3. Click on the link for the Voicemail Pro client file in order to download the software package for installing the client.
4. Run the software package to install the Voicemail Pro client.

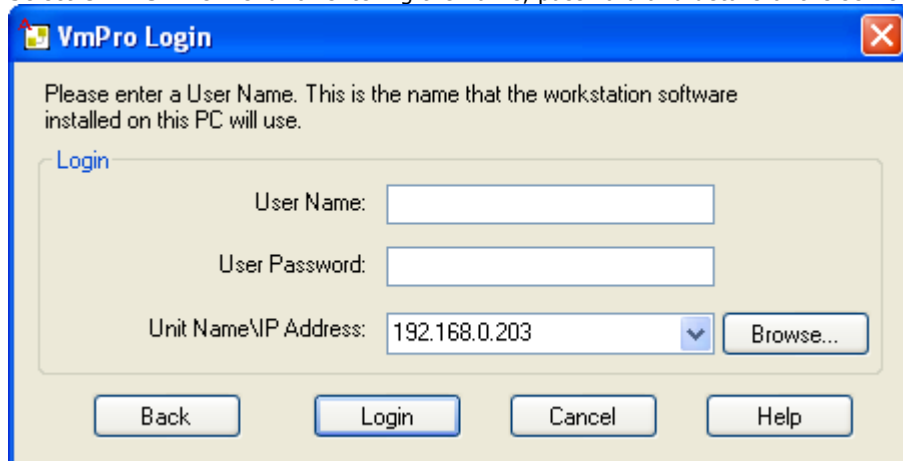
3.4 Logging in to the Voicemail Server

To login with the Voicemail Pro client:

1. From the **Start** menu, select **Programs | IP Office | Voicemail Pro Client**.
2. The Voicemail Pro Client window opens. If the client has run before, it attempts to start in the same mode as it previously used. Otherwise it displays the select mode menu.



3. Select **Online**. The menu for entering the name, password and details of the server appears.



4. Enter the **User Name** and **User Password** for an administrator account on the IP Office system.
5. In the **Unit Name\IP Address** field enter the DNS name or IP address of the voicemail server. Alternatively click on **Browse** to search the local network for a server and select a server from the results.
6. Click **Login**. If requested to download the call flows, select **Download**.

3.5 Changing the Voicemail Server Password


The connection between the IP Office and the Voicemail Pro services uses a password set in the IP Office security settings. When you change the password in the IP Office system's security settings, you must also change the password set in the voicemail server's preferences.

You can set the voicemail server preferences through IP Office Web Manager or using the Voicemail Pro client. Note that after changing the password, you do not need to restart the voicemail service. However, it may take a couple of minutes for the two systems to connect.

To change the voicemail server password using IP Office Web Manager:

1. Login to the IP Office Application Server server's IP Office Web Manager menus.
2. Click on **Applications** and select **Voicemail Pro - System Preferences**.
3. In the **Voicemail Password** box, enter the same password as set in the IP Office system's security settings.
4. Click **Update**.
5. When prompted to confirm the changes, click **Yes**.

To change the voicemail server password using the Voicemail Pro client:

1. Start the Voicemail Pro client and login to the server.
2. Click the  icon. Alternatively, from the **Administration** menu select **Preferences**.
3. Select the **General** tab.
4. In the **Voicemail Password** field, enter the same password that has been set in the IP Office system's security settings.
5. Click **Save & Make Live**.

3.6 Transferring Voicemail Server Settings

If the IP Office Application Server is replacing an existing voicemail server, you can transfer a backup of all the settings, prompts and messages to the new server. If the existing server is a Linux based server, use SSH file transfer to retrieve the backup files from the server. Otherwise, if Windows based, copy the folder from the server.

Then use SSH File transfer to transfer the backup file set onto the new server.

- **Backing Up/Restoring Custom Folders**

If the existing voicemail server uses folders outside its default folders those folders are not included in the backup/restore processes. To transfer additional folders see [Transferring Custom Folders](#)^[48].

To back up the old voicemail server:

Refer to the appropriate Voicemail Pro documentation for the release of Voicemail Pro server software.

To transfer the backup to a USB memory key:

The location of the backup files on the old server depends on whether it was a Windows based or Linux based server:

- **Windows Server**

You can select the backup location before starting the backup. The default location for backup files is **C:\Program Files\Avaya\IP Office\Voicemail Pro\Backup\Scheduled**.

1. Using **My Computer**, locate the previous manual backup. The date and time is part of the folder name for the backup.
2. Right-click on the folder and select **Properties**. Check that the Size on disk is within the capacity of the USB memory key.
 - If not, copy the backup folder and all its contents onto a PC from which you can eventually load it onto the new server using an SSH file transfer.
 - If with the USB memory key capacity, Copy the backup folder and all its content onto a USB memory key. Do not put the folder into another folder or change the folder name.

- **Linux Server**

The default location for backup files on a Linux server is **/opt/vmpro/Backup/Scheduled**.

1. Using an SSH file transfer tool, connect to the old server and browse to **/opt/vmpro/Backup/Scheduled/OtherBackups**.
2. Locate the manual backup taken above. The date and time is part of the folder name for the backup.
3. Copy the folder and all its contents onto the PC running SSH.
4. Right-click on the folder and select **Properties**. Check that the Size on disk is within the capacity of the USB memory key.
 - If not, copy the backup folder and all its contents onto a PC from which you can eventually load it onto the new server using an SSH file transfer.
 - If within the USB memory key capacity, copy the backup folder and all its content onto a USB memory key. Do not put the folder into another folder or change the folder name.

To shut down the old voicemail server:

Once you have backed up the server you can shut it down. This releases all the licenses it obtained from the IP Office system.

1. Once the backup above has been completed, select **File | Voicemail Shutdown | Shutdown**.
2. Select **Shut Down Immediately**. This will start a forced shutdown of the server, ending any currently active voicemail sessions.


To load the backup onto the new server from a USB memory key:

If you were able to load the voicemail backup onto a USB memory key, you can load it onto the Unified Communications Module server directly from the USB memory key.

1. Insert the USB memory key into one of the module's USB sockets.
2. Using a web browser, login to the server's web control menus.
3. Select **Settings**. On the **General** tab, select the **Restore** button for the Voicemail service. The list of available backups will include the one on the USB memory key.
6. Select the backup on the USB memory key and click **OK**.
7. Do not remove the USB memory key until all USB memory key activity has ceased.
8. After completing the restore, use the **System** menu to **Stop** and then **Start** the voicemail service.

To load the backup onto the new server using SSH:

Use the following method to transfer and then restore the backup.

1. Connect to the IP Office Application Server using an SSH File transfer tool.
2. Copy the backup folder into the folder **/opt/vmpro/Backup/Scheduled/OtherBackups**.
3. Using a web browser, [login](#)  to the server.
4. Select **Settings**. On the **General** tab, select the **Restore** button for the Voicemail service. From the list of available backups, select the one just copied onto the server.
5. Click **OK**.
6. After completing the restore, use the **System** menu to **Stop** and then **Start** the voicemail service.

3.6.1 Transferring Custom Folders

Linux based servers do not include manually created folders in the backup or restore processes. Instead you need to copy the additional folders manually.

For example, if a folder containing custom prompts for use in call flows was created separate from the default language folders, that server does not automatically backup or restore that folder. To resolve this, you must backup and restore the additional folder manually. The following example copies a folder called **Custom** from an existing server to create a backup.

To manually backup a custom folder:

1. Using an SSH file transfer tool, copy the folder **Custom** from **/opt/vmpro** to your PC to create a backup of the folder.

To manually restore a custom folder:

1. To restore the folder, again using an SSH file transfer tool, copy the folder to the **/home/Administrator** folder on the server.
2. Using the SSH command line, you now need to copy the **Custom** folder from **/home/Administrator** to the **/opt/vmpro** folder.
 - a. Login to the system's command line interface using the existing root user password. You can do this either on the server or remotely using an SSH client shell application.
 - **If logging in on the server:**
 - a. At the **Command:** prompt, enter **login**.
 - b. At the **login:** prompt enter **Administrator**.
 - c. At the **Password:** prompt, enter the password for the user entered above.
 - d. To launch the Avaya command line interface, enter **/opt/Avaya/clish**.
 - **If logging in remotely:**
 - a. Start your SSH shell application and connect to the IP Office Application Server PC. The exact method will depend on the application used.
 - The **Host Name** is the IP address of the IP Office Application Server.
 - The **User Name** is **Administrator**.
 - The **Protocol** is **SFTP/SSH**.
 - The **Port** is **22**.
 - b. If this is the first time the application has connected to the IP Office Application Server, accept the trusted key.
 - c. When prompted, enter the Linux Administrator account password.
 - b. Enter **admin**. At the password prompt enter the admin password. The prompt should change to **Admin>**.
 - c. Enter **root**. At the password prompt, enter the current root user password.
 - d. When logged in, the prompt changes to something similar to **root@APPSDVD~]#**.
 - e. Change directory by entering **cd /home/Administrator**.
 - f. Move the **Custom** sub-folder to **/opt/vmpro** by entering **mv Custom /opt/vmpro**.
3. Using the SSH file transfer tool again, verify that the **Custom** folder has been copied to **/opt/vmpro** as required.

Chapter 4.

one-X Portal for IP Office Configuration

4. one-X Portal for IP Office Configuration

At this stage, whilst installed and started, the one-X Portal for IP Office server and IP Office still require some configuration. The following sections are a summary only. For full details, refer to the [one-X Portal for IP Office Installation manual](#)^[13].



Initial Configuration Summary

- a. [Add licenses](#)^[52]
Those IP Office users who want to use the one-X Portal for IP Office application need to have their **Profile** set to **Office Worker**, **Teleworker** or **Power User** and the **Enable one-X Portal Services** option selected. To do this requires the addition of licenses for those roles.
- b. [Enable one-X Portal for IP Office users](#)^[53]
When licenses are available, the number of licenses allows the configuration of the equivalent number of users for those roles and then for one-X Portal for IP Office usage.
- c. [one-X Portal for IP Office configuration](#)^[54]
Having licensed and configured some users for one-X Portal for IP Office, you need to login as the one-X Portal for IP Office administrator in order to perform initial one-X Portal for IP Office configuration.
- d. [Server Edition Primary Server Configuration](#)^[57]
If using the server to support a Server Edition Primary Server, some configuration of the primary server is required.

4.1 Adding Licenses

In order to log into and use the one-X Portal for IP Office application, a user must have their **Profile** setting in the IP Office configuration set to one of the following user profile roles: **Office Worker**, **Teleworker** or **Power User**. To do that requires matching **Office Worker**, **Teleworker** or **Power User** licenses in the system configuration.



To enter licenses:

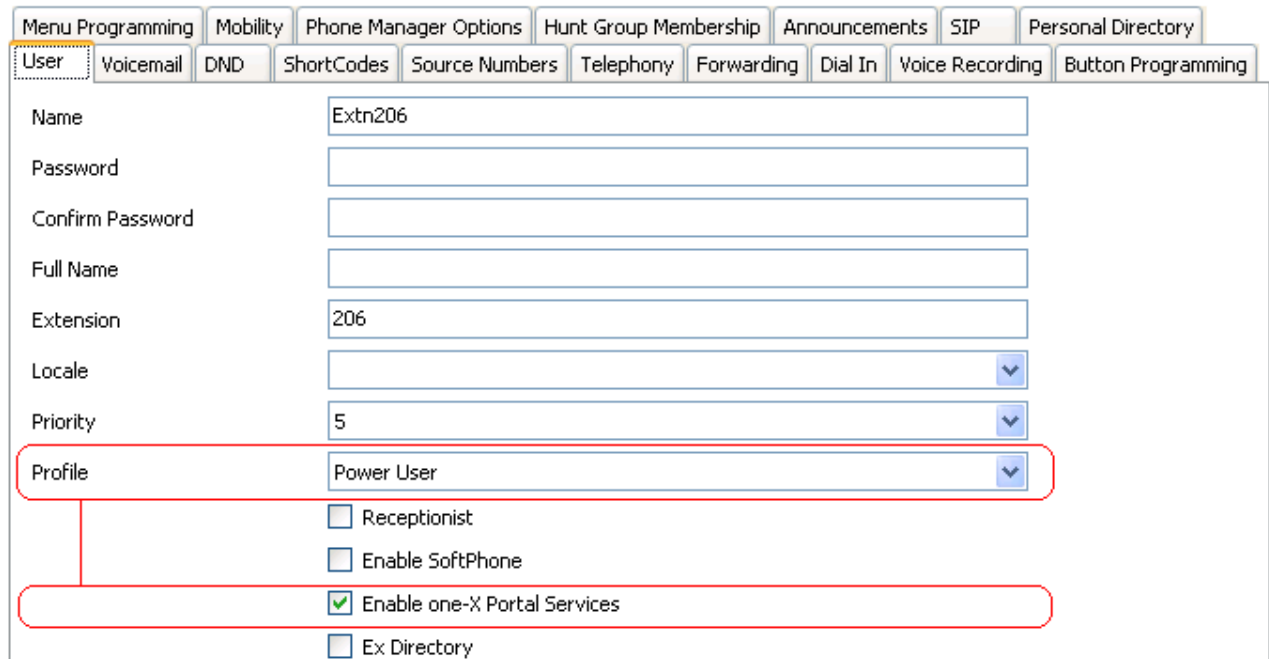
1. Start IP Office Manager and receive the configuration from the IP Office system.
2. Select  **License**.
3. Click **Add** and select **ADI**.
4. Enter the new license and click **OK**. You should add licenses by cutting and pasting them from the supplied file. That avoids potential issues with mistyping.
5. The **Status** of the new license should show **Unknown** and the name the license should match the type of license entered. If the name shows as **Invalid**, the most likely cause is incorrect entry of the license key characters.
6. Click on the  save icon to send the configuration back to the IP Office.
7. Use Manager to receive the configuration again and check that the status of the license. It should now be **Valid**.

4.2 Enabling one-X Portal for IP Office Users


Those users who want to use the one-X Portal for IP Office application need to have their **Profile** set to **Office Worker**, **Teleworker** or **Power User** and the **Enable one-X Portal Services** option selected. This requires [available licenses](#)^[52] for those roles.

To enable one-X Portal for IP Office users:

1. Start IP Office Manager and click on the  icon.
2. Select the IP Office and click **OK**.
3. Enter the user name and password for access to the IP Office configuration settings.
4. Click on  **User**.
5. Select the user who you want to enable for one-X Portal for IP Office operation. Select the **User** tab.



Menu Programming	Mobility	Phone Manager Options	Hunt Group Membership	Announcements	SIP	Personal Directory			
User	Voicemail	DND	ShortCodes	Source Numbers	Telephony	Forwarding	Dial In	Voice Recording	Button Programming
Name	Extn206								
Password									
Confirm Password									
Full Name									
Extension	206								
Locale									
Priority	5								
Profile	Power User								
	<input type="checkbox"/> Receptionist <input type="checkbox"/> Enable SoftPhone <input checked="" type="checkbox"/> Enable one-X Portal Services <input type="checkbox"/> Ex Directory								

6. Change the user's **Profile** to **Office Worker**, **Teleworker** or **Power User**.
7. Select the **Enable one-X Portal Services** check box.
8. Note the user **Name** and **Password**. The user uses these to login to one-X Portal for IP Office.
10. Repeat the process for any other users who will use one-X Portal for IP Office.
11. Click on  to save the updated configuration back to the IP Office system.

4.3 one-X Portal for IP Office Configuration

The initial one-X Portal for IP Office configuration is done using web browser access to the administrator address.

To login to one-X Portal for IP Office:

1. Open a web browser and enter **https://** followed by the IP address of the IP Office Application Server and then **:9443/onexportal-admin.html**.
2. The login menu appears. If the message **System is currently unavailable - please wait** appears, the one-X Portal for IP Office application is still starting. When the message disappears, you can login.
3. Enter the default administrator name (**Administrator**) and password (**Administrator**) and click **Login**.
4. The **License Agreement** page appears. When you have read the license, select **Have Read & Agree** and then click on **Next**.
5. The menu now allows entry of the IP addresses of the IP Office systems to which you want the one-X Portal for IP Office server to connect.

STEP 2: Setting the IP Office IP Addresses

Description

Now you need to specify sources of user lists, directories & telephony services. Enter a comma seperated list of the IP Address(es) of the IP Office Units which will be used.

For example enter: 192.168.42.1,192.168.42.2

In 'Advanced Provider Options' you may override default provider configuration values and specify an optional LDAP Directory Source common to all users.

IP Office Unit IP Address(es)

192.168.42.1

IP Office(s) not yet checked.

☒ Simple Installation ☐ Advanced Installation

► Status

Check IP Office(s)-> Configure for IP Office(s)-> Next-> Cancel & Restart

- In the following menus, the ► **Status** icon is used to show/hide status messages about the installation process.
 - You can enter the addresses of multiple IP Office systems in your Small Community Network. For IP Office Release 9.1, you can enter just one address. The one-X Portal for IP Office is informed by the first system about the others in your network. This however takes a while to occur after initial installation and assumes that the security settings of all the systems are the same.
6. Enter the addresses in the form and select **Check IP Office(s)**. The one-X Portal for IP Office server will attempt to connect to each of the indicated systems. The amber background will change to green if this is successful.

IP Office Unit IP Address(es)

192.168.42.1

All IP Office(s) have acceptable firmware version & licensing

☒ Simple Installation ☐ Advanced Installation

► Status

Check IP Office(s)-> Configure for IP Office(s)-> Next-> Cancel & Restart

7. Click on **Advanced Installation**. and expand the **Advanced Provider Options** section.

☐ Simple Installation ☒ Advanced Installation

▼ Advanced Provider Options

► Description:

Mid-Layer	Telephony (CSTA)	Directory (IP-Office)	Directory (LDAP)	VoiceMail-Provider	IM/Presence
Mid-Layer Host Name	localhost				
Mid-Layer Port	8080				
Mid-Layer Service Name	inkaba				

- b. Select **Directory (IP Office)**. Check that the provider address and port match those expected.

Mid-Layer	Telephony (CSTA)	Directory (IP-Office)	Directory (LDAP)	VoiceMail-Provider	IM/Presence
Provider's Mid-Layer Username	<input type="text" value="indoda_user"/>				
Provider's Mid-Layer Password	<input type="password" value="●●●●●●"/>				
Provider runs on Port	<input type="text" value="8080"/>				
Timeout	<input type="text" value="300"/>				
DSML Provider IP Address	DSML Provider Port		Secure Connection		
<input type="text" value="192.168.0.214"/>	<input type="text" value="443"/>		<input checked="" type="checkbox"/>		
<input type="button" value="Delete"/>					

- | Mid-Layer | Telephony (CSTA) | Directory (IP-Office) | Directory (LDAP) | VoiceMail-Provider | IM/Presence |
|-------------------------------|-------------------------|-----------------------|------------------|--------------------|-------------|
| Provider's Mid-Layer Username | indoda_user | | | | |
| Provider's Mid-Layer Password | ●●●●●●●● | | | | |
| Provider runs on Port | 8080 | | | | |
| LDAP Server Address | ldap://ldap-server-ip-a | | | | |
| LDAP Server Username | globallyyour-username | | | | |
| LDAP Server Password | | | | | |
| LDAP Server Base DN | OU=myregion,OU=myt | | | | |

- | Mid-Layer | Telephony (CSTA) | Directory (IP-Office) | Directory (LDAP) | VoiceMail-Provider | IM/Presence |
|---|------------------|---|------------------|--------------------|-------------|
| Provider's Mid-Layer Username <input type="text" value="izwi_user"/> | | | | | |
| Provider's Mid-Layer Password <input type="password" value="●●●●●●"/> | | | | | |
| Provider runs on Port <input type="text" value="8080"/> | | | | | |
| <div>Assign New Voicemail Server Unit</div> | | | | | |
| ID | | VoiceMailServer IP Address | | | |
| <input type="text" value="0"/> | | <input type="text" value="Enter valid ip address"/> <input type="button" value="Delete"/> | | | |

- | | | | | | |
|------------------|------------------|-----------------------|------------------|--------------------|-------------|
| Mid-Layer | Telephony (CSTA) | Directory (IP-Office) | Directory (LDAP) | VoiceMail-Provider | IM/Presence |
| XMPP Domain Name | | localhost.localdomain | | | |


- STEP 3: Extract User Lists from IP Office Unit(s)**

Description

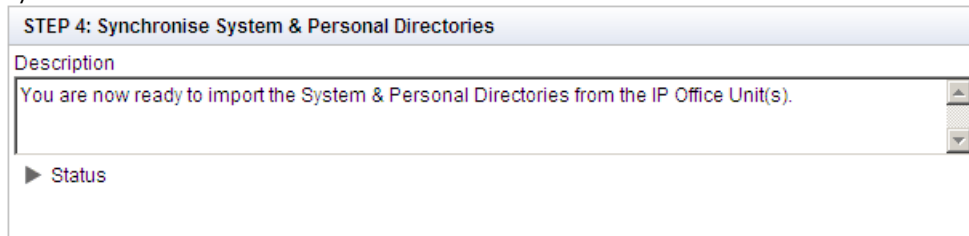
Extraction of lists of users from the IP Office Unit(s) can start. A cached internal representation of these users will be maintained in synchronisation with the master records on the IP Office(s). Adds, moves and changes of users must be done with the IP Office Manager.

Status

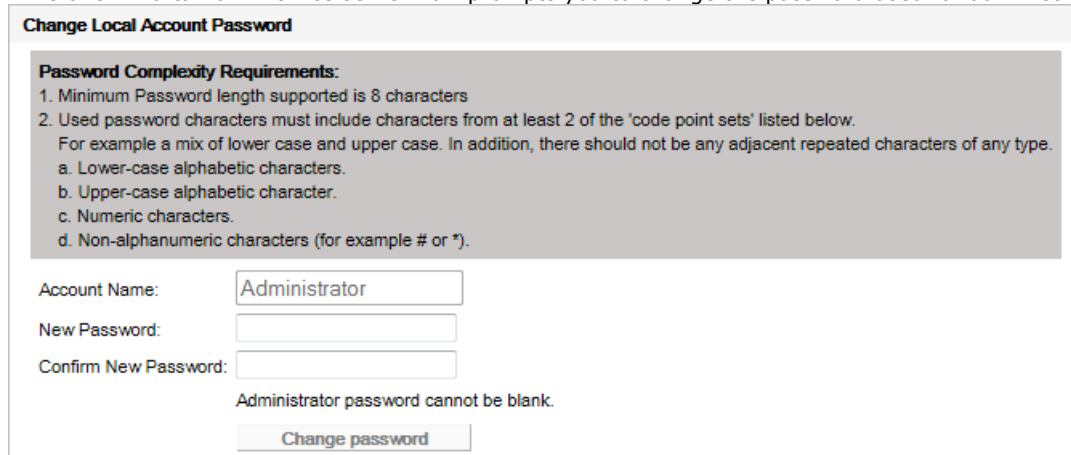
Automatic User List Extraction Progress



9. Having extracted user details, the one-X Portal for IP Office server extracts directory details from the IP Office systems.



10. The one-X Portal for IP Office server now prompts you to change the password used for administrator access.



- a. Enter a new password and click **Change Password**. The initial configuration is complete. Note that it will still be at least another 5 minutes before the one-X Portal for IP Office is usable by end users.
- b. You now have access to the one-X Portal for IP Office administration menus. For full details refer to the [Administering one-X Portal for IP Office](#) ¹³ manual.
11. Click on **Log Out**.
12. Click on **User Login** shown top-right.
13. The login window will display **System in currently unavailable**. When this message is no longer displayed, attempt to login as a user.

4.4 Primary Server Configuration

If the IP Office Application Server provides one-X Portal for IP Office for a Server Edition network, it requires additional configuration through the Web Manager menus of the Server Edition Primary Server:

Summary:

1. Disable the one-X Portal for IP Office service on the Server Edition Primary Server.
2. Add the application server to the primary server's IP Office Web Manager menus.
3. Add the address of the application server to the primary server's web control menus.

To disable the primary server's port service:

1. [Login to the primary server](#)^[65] and access its platform view.
2. Stop the **one-X Portal** service if running and ensure that the auto-start box is unchecked.
 - In addition on the **Updates** tab you can select to **Uninstall** the **one-X Portal** service.

To add the application server:

1. Login to the primary server and select the **Solution** view.
2. Click on **Solution Settings** and select **Application Server**.
3. Enter the address of the application server and click **Add**.

To enter the address of the remote one-X Portal:

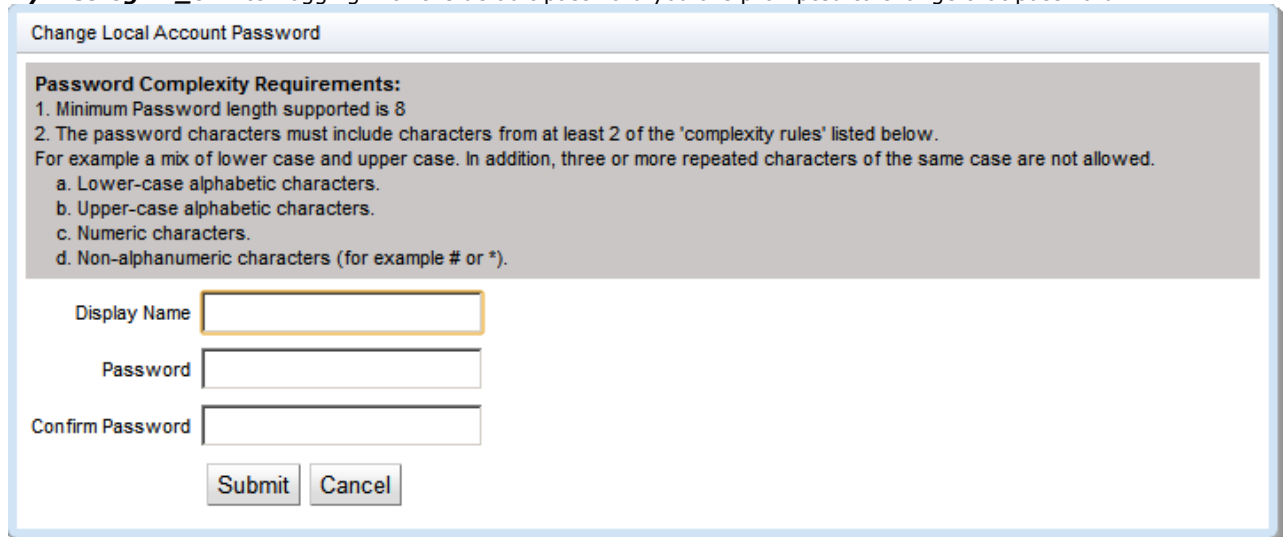
1. [Login to the primary server](#)^[65] and access its platform view.
2. Select **Settings** and then **General**.
3. In the **one-X Portal Settings** section, untick **Use Local IP**.
4. In the **Remote IP** field enter the address of the application server.
5. Click **Save**.

4.5 Initial AFA Login

This process is only necessary if not using [Referred Authentication](#)¹⁵ for administrator security. You can use the AFA menus to perform backup and restoration operations. Even if not used, you should login in order to change the menu's default password.

To login to the one-X Portal for IP Office AFA service:

1. Open a web browser and enter **https://** followed by the IP address of the IP Office Application Server and then **:9443/onexportal-afa.html**.
2. At the login menu, enter the name **Superuser** and the associated password. The default password is **MyFirstLogin1_0**. After logging with the default password you are prompted to change that password:



Change Local Account Password

Password Complexity Requirements:

1. Minimum Password length supported is 8
2. The password characters must include characters from at least 2 of the 'complexity rules' listed below.
For example a mix of lower case and upper case. In addition, three or more repeated characters of the same case are not allowed.

- a. Lower-case alphabetic characters.
- b. Upper-case alphabetic characters.
- c. Numeric characters.
- d. Non-alphanumeric characters (for example # or *).

Display Name

Password

Confirm Password

- **Display Name**
Enter a name for display in the one-X Portal for IP Office menus.
- **Password/Confirm Password**
Enter a password that will be used for future access.

4.6 If the one-X Portal for IP Office Service Status Remains Yellow



The most likely cause for the one-X Portal for IP Office service not working and remaining yellow in the platform view of the services is a password mismatch.

The mismatch is between the **EnhTcpsaService** service user in the IP Office system's security settings and two of the providers within the portal configuration (the **Default-CSTA-Provider** and the **Default-DSML-IPO-Provider**). This password mismatch causes the IP Office to automatically lock the **EnhTcpsaService** user account.

4.6.1 Portal Password at Default

You can use this process if you think that the one-X Portal for IP Office is already using the default service password.



To connect the one-X Portal for IP Office service to the IP Office:

1. Using Web Manager, you can access the configuration required.
2. Stop the one-X Portal for IP Office service:
 - a. Login to the server's Web Manager menus.
 - b. From the **Solution** page, click on the  icon next to the portal server and select **Platform View**.
 - c. Stop the **one-X Portal** service. Wait until the status icon changes to red.
3. Change the password of the **EnhTcpsaService** back to its default:
 - a. Click on **Security Manager** and select **Service Users**.
 - b. Click on the  edit icon for the **EnhTcpsaService** user.
 - c. Set the password back to **EnhTcpsaPwd1**.
 - d. Change the **Account Status** back to **Enabled**.
 - e. Click **Update**.
4. Restart the one-X Portal for IP Office service:
 - a. Select the platform view for the portal server again.
 - b. Start the one-X Portal service. Wait for the status icon to change to green. This can take up to 5 minutes.

4.6.2 Portal Password Not at Default

You can use this process if you think that the one-X Portal for IP Office is not using the default service password.

To connect the one-X Portal for IP Office service to the IP Office:

1. Change the portal provider passwords back to the default:
 - a. Login to the portal services administrator menus. You can do this by logging in to the portal server's Web Manager menus, clicking on **Applications** and selecting **one-X Portal**.
 - b. Click **Configuration**. Select **Providers** and click **Get All**.
 - c. Click on the **Edit** button for the **Default-CSTA-Provider**.
 - i. Click **IP Office(s) Assigned**.
 - ii. Set the **Password** back to **EnhTcpaPwd1** and click **Close**.
 - iii. Click **Close** again.
 - d. Repeat the process for the **Default-DSML-IPO-Provider**.
 - e. Select the check boxes next to each of those two providers and then click **Put Selected**.
2. Stop the one-X Portal for IP Office service:
 - a. Login to the server's Web Manager menus.
 - b. From the **Solution** page, click on the  icon next to the portal server and select **Platform View**.
 - c. Stop the **one-X Portal** service. Wait until the status icon changes to red.
3. Change the password of the **EnhTcpaService** back to its default:
 - a. Click on **Security Manager** and select **Service Users**.
 - b. Click on the  edit icon for the **EnhTcpaService** user.
 - c. Set the password back to **EnhTcpaPwd1**.
 - d. Change the **Account Status** back to **Enabled**.
 - e. Click **Update**.
4. Restart the one-X Portal for IP Office service:
 - a. Select the platform view for the portal server again.
 - b. Start the one-X Portal service. Wait for the status icon to change to green. This can take up to 5 minutes.

4.7 Transferring one-X Portal for IP Office Settings

If the IP Office Application Server is replacing an existing one-X Portal for IP Office server, you can transfer a backup of all the previous settings to the new server. The backup and restore process can use either an intermediate FTP file server or can use files downloaded and restored to and from the browsing PC.

To back up the one-X Portal for IP Office:

The backup process creates a zip file with the date and time added to the file name of the zip file.

1. Browse to the old server using the address ***http://<server>:8080/onexportal-afa.html*** where *<server>* is the name or the IP address of the server.
2. At the login menu, enter the name **Superuser** and enter the associated password.
3. Select **DB Operations**.
4. Select **Backup**.
5. For **Backup To** select either **FTP** (an FTP server) or **Local Drive** (the PC from which you are browsing). If you select FTP, you will also need to complete address, name and password settings for uploading files to the FTP server.
6. Click **Backup**.

To restore the one-X Portal for IP Office settings:

1. Browse to the new server using the address ***http://<server>:8080/onexportal-afa.html*** where *<server>* is the name or the IP address of the server.
2. At the login menu, enter the name **Superuser** and enter the associated password.
3. Select **DB Operations**.
4. Select **Restore**.
5. For **Restore From** select either **FTP** (an FTP server) or **Local Drive** (the PC from which you are browsing). If you select FTP, you will also need to complete address, name and password settings uploading files to the FTP server.
 - If you select **FTP**:
 - a. Click **Show Available Backups**.
 - b. Select the backup to restore and click **Restore**.
 - If you select **Local Drive**:
 - a. Use the **Browse** option to select the backup file.
 - b. Click **Restore**.

Chapter 5.

Server Maintenance

5. Server Maintenance

This section covers basic maintenance tasks for Linux based IP Office server platforms that can be done using the server's web control menus.

For IP Office Release 9.1, the web control menus (also called "platform view" or "web control panel (WCP)") are a sub-component of the server's [Web Manager](#)^[86] menus through which they can be accessed.

- [Logging in Directly](#)^[67]
- [Starting/Stopping Application Services](#)^[70]
- [Changing the Linux Passwords](#)^[70]
- [Changing the IP Address Settings](#)^[68]
- [Server Shutdown](#)^[71]
- [Rebooting the Server](#)^[71]
- [Date and Time Settings](#)^[72]
- [Creating Administrator Accounts](#)^[73]
- [Setting the Menu Inactivity Timeout](#)^[73]
- [Upgrading an Application](#)^[74]
- [Uninstalling an Application](#)^[79]
- [Setting Up File Repositories](#)^[80]
- [Downloading Log Files](#)^[83]

5.1 Logging In

You can access the web control/platform view menus for each server platform in a network via IP Office Web Manager.

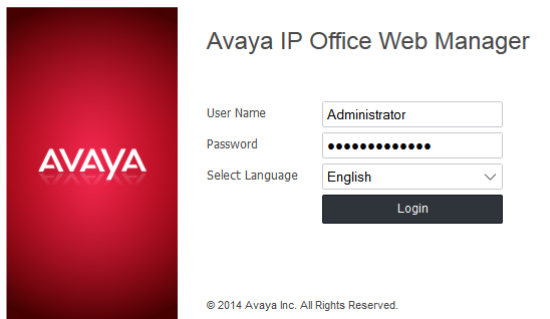
Avaya supports the following browsers for web access to the server menus:

- **Microsoft Internet Explorer 10 and 11.**
- **Mozilla Firefox**
- **Google Chrome**
- **Safari**

To access Web Manager:

1. Log in to IP Office Web Manager.

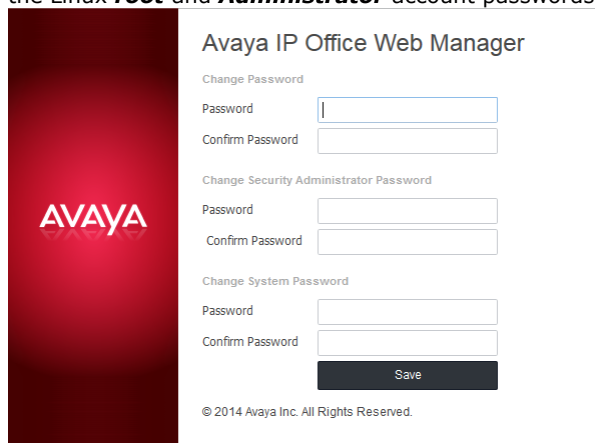
a. Enter **https://** followed by the server address. Click on the **IP Office Web Manager** link.



The screenshot shows the Avaya IP Office Web Manager login interface. On the left is a red vertical bar with the AVAYA logo. The main area has a white background with the title 'Avaya IP Office Web Manager'. Below the title are three input fields: 'User Name' with 'Administrator' entered, 'Password' with masked characters, and 'Select Language' with 'English' selected. A 'Login' button is at the bottom right. At the very bottom, it says '© 2014 Avaya Inc. All Rights Reserved.'

b. Enter the user name and password.

c. If any of the Management Services passwords are default, the server requests you to change those passwords. For a new server, the passwords are set during ignition. However, an upgraded servers can also use the Management Services and so needs to change its default security passwords. Note that this does not change the Linux **root** and **Administrator** account passwords.



The screenshot shows the Avaya IP Office Web Manager password change interface. It has the same red AVAYA bar on the left. The main area is titled 'Avaya IP Office Web Manager' and contains three sections for password changes: 'Change Password', 'Change Security Administrator Password', and 'Change System Password'. Each section has 'Password' and 'Confirm Password' input fields. A 'Save' button is at the bottom right. At the very bottom, it says '© 2014 Avaya Inc. All Rights Reserved.'

- **Change Password**

This sets the password for the **Administrator** account of the Management Services service run on the IP Office Application Server. With [Referred Authentication](#) ¹⁵ enabled (the default) this is also the default account used for Voicemail Pro, one-X Portal for IP Office and Web Manager administrator access.

- **Change Security Administrator Password**

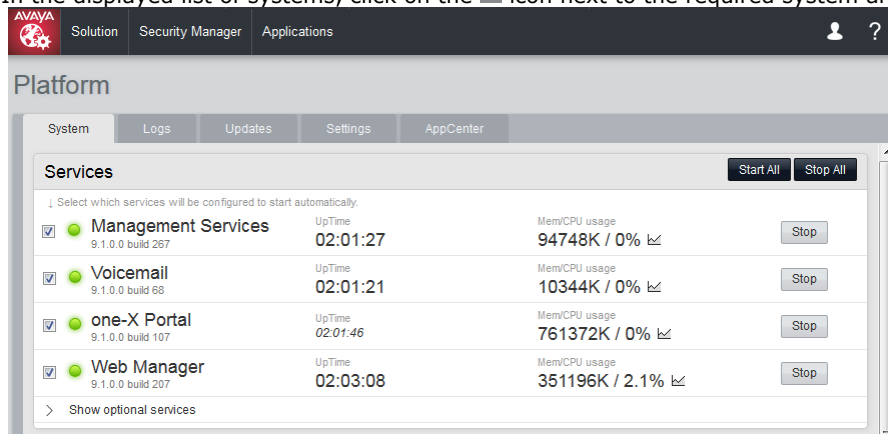
This sets the password for the Management Services security administrator account.

- **Change System Password**

This sets the **System** password for the Management Services.

2. Click on **Solution**.

3. In the displayed list of systems, click on the  icon next to the required system and select **Platform View**.



The screenshot shows the Avaya Platform Services management interface. At the top, there is a navigation bar with the Avaya logo and tabs for 'Solution', 'Security Manager', and 'Applications'. Below this is a 'Platform' header with sub-tabs for 'System', 'Logs', 'Updates', 'Settings', and 'AppCenter'. The 'System' tab is active, displaying a list of services. A 'Start All' button and a 'Stop All' button are located at the top right of the services list. The services list includes four entries, each with a checkbox, a green status icon, the service name, version, uptime, memory/CPU usage, and a 'Stop' button.

Service	Version	Uptime	Mem/CPU usage	Action
<input checked="" type="checkbox"/> Management Services	9.1.0.0 build 267	02:01:27	94748K / 0%	Stop
<input checked="" type="checkbox"/> Voicemail	9.1.0.0 build 68	02:01:21	10344K / 0%	Stop
<input checked="" type="checkbox"/> one-X Portal	9.1.0.0 build 107	02:01:46	761372K / 0%	Stop
<input checked="" type="checkbox"/> Web Manager	9.1.0.0 build 207	02:03:08	351196K / 2.1%	Stop

> Show optional services

5.2 Logging Into Web Control Directly

Use the following method to login directly to the server's web control menus rather than via the server [Web Manager](#)^[65] menus. This method of logging may be necessary if the **Web Manager** service is not running on the server for some reason.

Avaya supports the following browsers for web access to the server menus:

- **Microsoft Internet Explorer 10 and 11.**
- **Mozilla Firefox**
- **Google Chrome**
- **Safari**

To login to the server web control menus:

1. From a client PC, start the browser. Enter **https://** followed by the address of the server and **:7071**. If the IP address is unknown, see Viewing the Module IP Address.
 - If the browser displays a security warning, you may need to load the server's security certificate. See [Adding a Certificate to the Browser](#)^[30].
2. Select the **Language** required.

3. Enter the name and password for server administration.
4. If the login is successful, the server's [System](#)^[91] page appears.


5.3 Changing the IP Address Settings

Using the server's web control menus (also call "platform view"), you can change the server's network settings.

- **Warning**

Changing IP address and other network settings will require you to login again. If the server is using DHCP or is switched to DHCP, the address obtained for the server appears on the server's command line display.

To change the IP address:

1. [Login](#)  to the server's web configuration menus.

2. Select **Settings**.

3. Select **System**.

4. Set the **Network** section as required.

- **Network Interface**

This drop down allows selection of network interfaces for which the settings are shown. Within the IP Office configuration, **Eth0** matches LAN1, **Eth1** matches LAN2. A pre-built server only uses **Eth0**. This port is labeled as port 1 on the physical server.

- **Host Name**

Sets the host name that the IP Office Application Server should use. This setting requires the local network to support a DNS server. Do not use **localhost**.


- **! IMPORTANT: DNS Routing**

For internal applications, this value must be reachable by DNS within the customer network. If the server will also be supporting external applications, the host name also needs to be reachable by external DNS. Consult with the customers IT support to ensure that the host name is acceptable and that routing to the host name has been configured correctly.

- **! IMPORTANT: Security Certificate Field**

This value is also used as part of the default security certificate generated by the server. If the changed, the server generates a new default certificate, during which time access to the server services is disrupted for several minutes. After changing the value, any other applications using the default certificate will need to be updated with the new certificate.

- **! WARNING**

For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.

- **Use DHCP**

If selected, the IP address, subnet mask and default gateway information is obtained by the server making DHCP requests. The related fields are greyed out and cannot be set manually, instead they show the values obtained in response to the DHCP request.


- **IP Address**

Displays the IP address set for the server. If not using DHCP, you can edit the field to change the setting.

- **! IMPORTANT: Security Certificate Field**

This value is also used as part of the default security certificate generated by the server. If the changed, the server generates a new default certificate, during which time access to the server services is disrupted for several minutes. After changing the value, any other applications using the default certificate will need to be updated with the new certificate.

- **! WARNING**

For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.

- **Subnet Mask**

Displays the subnet mask applied to the IP address. If not using DHCP, you can edit the field to change the setting.

- **Default Gateway**

Displays the default gateway settings for routing. If not using DHCP, you can edit the field to change the setting.

- **System DNS**

Enter the address of the primary DNS server. This option is greyed out if the address of the DNS server is set to be obtained from the DHCP server (see below).

- **Automatically obtain DNS from provider**

This setting is only used if **Use DHCP** is also selected. If selected, the server attempts to obtain DNS server details from the DHCP server.

5. Click **Save**. The server restarts.

5.4 Starting/Stopping Application Services

You can start and stop each of the application services installed on the server. You can set the services to automatically restart after a server reboot.

5.4.1 Starting a Service

To start a service:

1. [Login](#)^[68] to the server's web configuration menus.
2. Select **System**. The menu lists the services and their status.
3. To start a particular service click on the **Start** button next to the service. To start all the services that are not currently running, click on the **Start All** button.

5.4.2 Stopping a Service

To stop a service:

1. [Login](#)^[68] to the server's web configuration menus.
2. Select **System**. The menu lists the services and their status.
3. To stop a particular service click on the **Stop** button next to the service. To stop all the services that are currently running, click on the **Stop All** button.
4. The service's status changes to **Stopping**. If it remains in this state too long, you can force the service to stop by clicking on **Force Stop**.

5.4.3 Setting a Service to Auto Start

To set a service to auto start:

1. [Login](#)^[68] to the server's web configuration menus.
2. Select **System**. The menu lists the services and their status.
3. Use the **Auto Start** check box to indicate whether a service should automatically start when the server starts.

5.5 Changing the Linux Passwords

Server installation creates two Linux user accounts; **root** and **Administrator**. You set their initial passwords during the server ignition.

- These settings are only accessible if logged in via referred authentication or as the local Linux root.



To change the server's Linux account passwords:

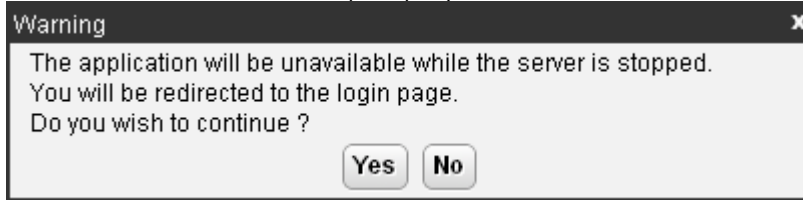
1. [Login](#)^[68] to the server's web configuration menus.
2. Select **Settings** and click on the **System** tab.
3. Use the **Change root Password** section to set the new password for the root account. The new password must conform to the [password rules settings](#)^[107].
4. Use the **Change Local Linux Account Password** to set the new password for the **Administrator** account. Note that this is different from the **Administrator** account used for access to IP Office services. The new password must conform to the [password rules settings](#)^[107].
5. Click **Save**.

5.6 Shutting Down the Server

Use this process when it is necessary to switch off the IP Office Application Server for any period. Once the process has been completed, you can switch off power to the server. To restart the server, switch the server power back on.


To shutdown the server:

1. [Login](#)  to the server's web configuration menus.
2. After logging in, select the [System](#)  page.
3. Click on **Shutdown**. The menu prompts you to confirm the action.





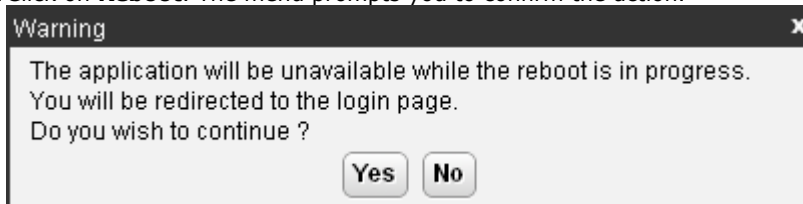
4. Click **Yes** to confirm that you want to proceed with the shutdown.
5. The login page appears again. Do not attempt to login again immediately.
6. After a few minutes, typically no more than 2 minutes, the server shuts down.
7. Switch off power to the server.

5.7 Rebooting the Server

Rebooting the server stops all currently running services and then stops and restarts the server. Only those application services set to [Auto Start](#)  automatically restart after the reboot.


To reboot the server:

1. [Login](#)  to the server's web configuration menus.
2. After logging in, select the [System](#)  page.
3. Click on **Reboot**. The menu prompts you to confirm the action.



4. Click **Yes** to confirm that you want to proceed with the reboot.
5. The login page appears again. Do not attempt to login again immediately.
6. After a few minutes, typically no more than 5 minutes, you should be able to login again.
7. Once logged in, you can manually restart any services required if not set to **Auto Start**.

5.8 Date and Time Settings

You can change the date and time settings used by the server through the server's web configuration pages. The [System](#)  menu shows the server's current date and time.

To change the server date and time settings:

1. [Login](#)  to the server's web configuration menus.

2. Select **Settings**.

3. Select **System**.

4. Select the **Date Time** section.

- **Date**

For a server not using NTP, this field shows the server's current date and allows that to be changed. If using NTP this field is greyed out. For virtual servers this field is not used. If not using NTP, the virtual server takes its time from the virtual server host platform.


- **Time**

For a server not using NTP, this field shows the server's current UTC time and allows that to be changed. If using NTP this field is greyed out. For virtual servers this field is not used. If not using NTP, the virtual server takes its time from the virtual server host platform.

- **Timezone**

In some instances the time displayed or used by a function needs to be the local time rather than UTC time. The **Timezone** field determines the appropriate offset applied to the UTC time above. Note that changing the timezone can cause a *"Session expired"* message to appear in the browser in which case you need to login again.

- **! WARNING**

For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.

- **Enable Network Time Protocol**

When selected, the server obtains the current date and time from the NTP servers listed in the **NTP Servers** list below. It then uses that date and time and makes regular NTP requests for updates.

- **NTP Servers**

With **Enable Network Time Protocol** selected, use this field to enter the IP address of an NTP server or servers to use. Enter each address as a separate line. The network administrator or ISP may have an NTP server for this purpose. A list of publicly accessible NTP servers is available at <http://support.ntp.org/bin/view/Servers/WebHome>. However, it is your responsibility to comply with the usage policy of the chosen server. Choose several unrelated NTP servers in case one of the servers becomes unreachable or its clock unreliable. The server uses the responses it receives from each NTP server to determine reliability.

- The IP Office system can also use NTP to obtain its system time.

- **Synchronize system clock before starting service**

Use this option to synchronize the system clock to an NTP time server before starting other services. Do not use this option if the time server cannot be reliably reached. Waiting for synchronization to occur may block use of the system until a timeout has passed.

- **Use local time source**

When not selected, external NTP takes priority over the internal system clock. If selected, the local system clock is used as the time source. Only use this option if system clock is synchronized with another reliable source, for example a radio controlled clock device.

5. Click **Save**.



5.9 Creating Administrator Accounts

The IP Office system's security configuration controls access to the web control menus.


Service users can have two levels of web control access. You can combine these to give a user full access:

- **Web Control Security**
Access to the Certificates settings, change root and local administrator password controls and set password rules settings.
- **Web Control Administrator**
Access to all other settings options.

To view and adjust rights group settings:

1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select  **Rights Groups**.
5. Select the **External** tab. This tab includes settings for level of web control access allowed to members of the rights group.
 - **Web Control Security**
Access to the Certificates settings, change root and local administrator password controls and set password rules settings.
 - **Web Control Administrator**
Access to all other settings options.
6. Select a particular rights group in the list to see what level of access the rights group has.
7. If you make any changes, click **OK**.
8. Click on the  icon to save the changes.

To change a service user's rights group memberships:


1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select  **Service Users**.
5. Select the service user. The details show the rights group of which that service user is a member.

5.10 Setting the Menu Inactivity Timeout

You can adjust the inactivity time applied to the web control menus.

- **! Note**
Changing this setting will require you to login again.

To change the menu inactivity timeout:

1. [Login](#)  to the server's web configuration menus.
2. Select **Settings**.
3. Select **General**.
4. Select the **Web Control** section.
 - **Inactivity Timeout**
Select the period of inactivity after which the server automatically logs out the web session. Changing this value requires you to login again. The options are **5 minutes**, **10 minutes**, **30 minutes** and **1 hour**.
5. Click **Save**. The server will advise you that it is restarting the web service and that you will need to login again.

5.11 Upgrading Applications

The preferred method for upgrading servers and server applications is to use the [Web Manager menus](#)^[86]. However, you can use the previous web control methods for legacy installations.

You can upgrade individual application services without having to reinstall or upgrade the whole server. This is done using either an .rpm file or a .zip file of multiple .rpm's uploaded to the server (local) or downloaded by the server from an HTTP folder (remote repository), see [File Repositories](#)^[80].

Once an .rpm file or files are available, the IP Office Application Server web configuration pages will list the available versions and allow switching between versions or simple upgrading to the latest version.

- **! Upgrade Warning**
Before using any upgrade, refer to the IP Office Technical Bulletin for the IP Office release to confirm that Avaya supports the upgrade path and for any additional information that may not be in this manual.
- **! Backup Application Data**
In all cases, always backup all application data to a separate location before upgrading. You can do this using the Web Manager menus.
- **! Password Change Required after Upgrading to 9.1+**
When upgrading from a pre-Release 9.1 system, on first login to Web Manager, the server prompts you to change the default passwords in the same way as for a new installation. See [Logging Into Web Manager](#)^[87].
- **! Disable one-X Portal for IP Office Logging before upgrading**
You must disable one-X Portal for IP Office logging prior to upgrading. If you do not do this, one-X Portal for IP Office admin is very slow to respond after the upgrade. You can disable one-X Portal for IP Office logging through the one-X Portal for IP Office administrator menus by setting the **Master Logging Level** (**Diagnostics | Logging Configuration**) to **OFF**.

The options in this section cover the upgrading of individual components of the operating system and applications supported by the IP Office Application Server.

5.11.1 Loading Application Files onto the Server

This method uploads the RPM file for an application onto the server. You can then use the file to update the application. The alternative is to use files loaded into a [remote software repository](#)^[82].

- **Voicemail Pro**
Avaya splits each version of Voicemail Pro into separate RPM files for the server and for each supported prompt language. Unless advised otherwise, you should copy or upload the full set of files to the file repository.

To upload application files onto the server:

1. [Login](#)^[65] to the server's web configuration menus.
2. Select the **Settings** menu and then the **General** sub-menu.
3. Select the **Local** checkbox for **Applications**.
4. Click on the **Browse** button and browse to the [location of the file](#)^[80] that you want to load and select the file. The **File** field now lists the file name.
5. Click **Add**. The server starts uploading the file.
6. Repeat the process for any other files.

5.11.2 Upgrading Application Files

Where multiple versions of a software component are available on the server, you can use the web menus to update or change the current version installed.

To upgrade application files:

1. [Login](#) to the server's web configuration menus.
2. Select the **Updates** page.

Services				Check Now	Clear Local Cache	Update All
Application	Current Version	Latest Available	Status	Actions		
apache-tomcat	7.0.0.32 build 10	7.0.0.32 build 10	up to date	Change Version	Update	Uninstall
AvayaSystemConfig	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall
AvayaVersioning	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall
cli	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall
cli-commands	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall
imvirt	0.9.0.0 build 3	0.9.0.0 build 3	up to date	Change Version	Update	Uninstall
ipphonebin	9.0.0.10 build 5519	9.0.0.10 build 5519	up to date	Change Version	Update	Uninstall
jre	1.6.0_31.fcs	1.6.0_31.fcs	up to date	Change Version	Update	Uninstall
ms	9.0.0.0 build 150	9.0.0.0 build 160	out of date	Change Version	Update	Uninstall
one-X Portal	9.0.0.0 build 209	9.0.0.0 build 209	up to date	Change Version	Update	Uninstall
oneXportal-config	-	9.0.0.0 build 160	not installed	Change Version	Update	Install
TTSEnglish	7.0.0.25 build 1	7.0.0.25 build 1	up to date	Change Version	Update	Uninstall

3. The **Services** section displays the current version and latest available version of each application service.
 - Some applications may not support upgrading or downgrading whilst installed. For those applications, the **Change Version** and **Update** buttons remain greyed out even if there are updates available in the application file repository. You must first use the **Uninstall** button to uninstall the application before the **Change Version** and **Update** buttons become useable.
4. Select one of the following actions:
 - To update an application to the latest version available, click on **Update**.
 - To update all applications to the latest version available, click on **Update All**.
 - To change the current version of an application, click **Change Version**. Select the version required and click **Apply**.

5.11.3 Upgrading Using USB

Upgrading the IP Office Application Server through the use of [RPM or ZIP files is recommended](#)⁷⁴. However, if necessary, you can use a USB memory key to perform an upgrade.

5.11.3.1 Preparing a USB Upgrade Key

This process uses a downloaded ISO image to create a bootable USB memory key for software upgrading. Using this device installs the software without, overwriting any existing software and data on the server.

- **! Upgrade Warning**

Before using any upgrade, refer to the IP Office Technical Bulletin for the IP Office release to confirm that Avaya supports the upgrade path and for any additional information that may not be in this manual.

- **! Backup Application Data**

In all cases, always backup all application data to a separate location before upgrading. You can do this using the Web Manager menus.

- **! Password Change Required after Upgrading to 9.1+**

When upgrading from a pre-Release 9.1 system, on first login to Web Manager, the server prompts you to change the default passwords in the same way as for a new installation. See [Logging Into Web Manager](#)⁸⁷.

Prerequisites

- **4GB USB Memory Key**

Note that this process reformats the memory key and erases all files.

- **Rufus software**

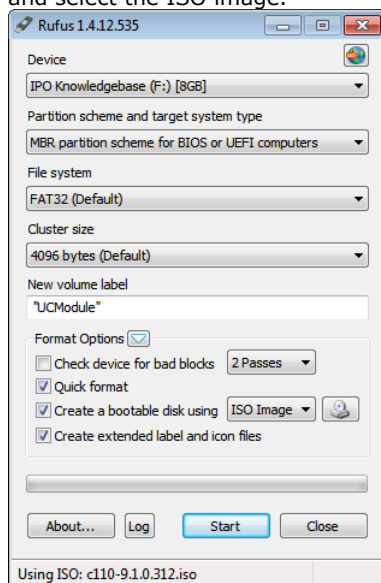
This additional software is downloadable from <https://rufus.akeo.ie>. You use it to load an ISO image onto a USB memory key from which the server can boot and run that ISO image.

- **Server Edition ISO Image**

You can download this software from the Avaya support website (<http://support.avaya.com>).

To create a bootable USB memory key:

1. Start the Rufus application
2. Under **Device**, select your USB device if not already selected.
3. Under **Partition scheme and target system type** select the **MBR partition scheme for BIOS or UEFI computers** option.
4. Under **File system** select **FAT32**.
5. Under **Cluster size** select **4096 bytes**.
6. Select **Create a bootable disk using** and select **ISO Image** from the drop-down list. Click on the adjacent button and select the ISO image.



7. Click **Start**.
8. When done, click **Close**.

7. **! Important: Copy the Upgrade Files**

You must copy a number of files to a new location on the USB memory key.

- a. Using the file explorer, open the **USB** folder on the USB memory key. This folder contains 4 files, some of which are used for installation and other are used for upgrading.
 - b. Select just the files **syslinux.cfg** and **avaya_autoupgrade.conf**. Copy those two files to the top level (root) of the USB memory key, overwriting any existing files with those names.
8. Remove the USB memory key from the PC.

5.11.3.2 Upgrading Using a USB Upgrade Key

- **! Upgrade Warning**

Before using any upgrade, refer to the IP Office Technical Bulletin for the IP Office release to confirm that Avaya supports the upgrade path and for any additional information that may not be in this manual.

- **! Backup Application Data**

In all cases, always backup all application data to a separate location before upgrading. You can do this using the Web Manager menus.

- **! Password Change Required after Upgrading to 9.1+**

When upgrading from a pre-Release 9.1 system, on first login to Web Manager, the server prompts you to change the default passwords in the same way as for a new installation. See [Logging Into Web Manager](#)^[87].

To upgrade from a USB memory key:

1. Prepare a bootable USB upgrade key. See [Preparing a USB Upgrade Key](#)^[76].
2. Insert the USB upgrade key into a USB socket and [reboot the server](#)^[71].
3. Follow the same process as for [Software Installation](#)^[24]. However, when the upgrade menu appears, select **Upgrade** rather than **Install**.

5.12 Uninstalling an Application

You can use the **Updates** menu to uninstall an application service. This removes the application from the list of service unless files for its reinstallation are present in the server's configured file repository.

- **! WARNING**

You should only uninstall an application if instructed by Avaya. Uninstalling an application can have affects on the operation of other applications.

To uninstall an application:

1. [Login](#) ^[65] to the server's web configuration menus.
2. Select the **Updates** page.

Services					Check Now	Clear Local Cache	Update All
Application	Current Version	Latest Available	Status	Actions			
apache-tomcat	7.0.0.32 build 10	7.0.0.32 build 10	up to date	Change Version	Update	Uninstall	
AvayaSystemConfig	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
AvayaVersioning	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
cli	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
cli-commands	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
imvirt	0.9.0.0 build 3	0.9.0.0 build 3	up to date	Change Version	Update	Uninstall	
ipphonebin	9.0.0.10 build 5519	9.0.0.10 build 5519	up to date	Change Version	Update	Uninstall	
jre	1.6.0_31.fcs	1.6.0_31.fcs	up to date	Change Version	Update	Uninstall	
ms	9.0.0.0 build 150	9.0.0.0 build 160	out of date	Change Version	Update	Uninstall	
one-X Portal	9.0.0.0 build 209	9.0.0.0 build 209	up to date	Change Version	Update	Uninstall	
oneXportal-config	-	9.0.0.0 build 160	not installed	Change Version	Update	Install	
TTSEnglish	7.0.0.25 build 1	7.0.0.25 build 1	up to date	Change Version	Update	Uninstall	


3. The **Services** section displays the current version and latest available version of each application service.

4. To uninstall a service, click on **Uninstall**.

- If there are installation files for the application in the application [file repository](#) ^[80], the button becomes an **Install** button.
- If there are no installation files for the application in the file repository, the menu no longer list the application.

5.13 Setting Up File Repositories

The [Updates](#)^[96] and [Web Client](#)^[111] menus use files stored in the configured file repositories. A repository is a set of files uploaded to the server or the URL of a remote HTTP server folder.

You can add files to these repositories without affecting the existing operation of the server. However, when the application or operating system repositories contain later versions of the files than those currently installed, a  warning icon appears on the **Updates** menu.

5.13.1 Source Files

Avaya may make update files available individually in response to particular issues or to support new IP Office releases. The files are also included on the IP Office Application Server DVD. You can extract files from a DVD ISO image using an application such as WinZip.

- **! Upgrade Warning**
Before using any upgrade, refer to the IP Office Technical Bulletin for the IP Office release to confirm that Avaya supports the upgrade path and for any additional information that may not be in this manual.
- **! Backup Application Data**
In all cases, always backup all application data to a separate location before upgrading. You can do this using the Web Manager menus.
- **! Password Change Required after Upgrading to 9.1+**
When upgrading from a pre-Release 9.1 system, on first login to Web Manager, the server prompts you to change the default passwords in the same way as for a new installation. See [Logging Into Web Manager](#)^[87].

		DVD/.ISO Folder	Description
Applications	Voicemail Pro	\avaya\vmpro	<ul style="list-style-type: none">• These are files used by the IP Office applications and services provided by the server.
	one-X Portal for IP Office	\avaya\oneX	
Downloads		\avaya\thick_clients	<ul style="list-style-type: none">• These are files used to provide the downloads from the App Center^[111] menu.
Operating System		\Packages	<ul style="list-style-type: none">• These are files used by the Linux operating system and its services.

- **Voicemail Pro**
Avaya splits each version of Voicemail Pro into separate RPM files for the server and for each supported prompt language. Unless advised otherwise, you should copy or upload the full set of files to the file repository.

5.13.2 Setting the Repository Locations

The IP Office Application Server can use either remote or local software repositories to store software update files. The server has separate repositories for operating system updates, IP Office application installation files and Windows client files. The [Updates](#)^[96] and [AppCenter](#)^[111] menus use the files present in the appropriate repository.

- **Repository**
If not using the **Local** option, this field sets the URL of a [remote HTTP file repository](#)^[82]. Note that you cannot use the same URL for more than one repository.
- **Local**
This checkbox sets whether the file repository used is local (files stored on the IP Office Application Server) or remote (a folder on a HTTP web server specified in the Repository field).
- **File / Browse / Add**
With **Local** selected, you can use this field and adjacent buttons to browse for a specific update file. After selecting the file, click **Add** to upload the file to the server's file store.

5.13.3 Uploading Local Files

You can use the processes below to upload files to the server. The file types are:

- **Application**
These are files used by the IP Office applications and services provided by the server.
- **Downloads**
These are files used to provide the downloads from the [App Center](#)^[11] menu.
- **Operating System**
These are files used by the Linux operating system and its services.

5.13.3.1 Uploading Application Files

This method uploads the RPM file for an application onto the server. You can then use the file to update the application. The alternative is to use files loaded into a [remote software repository](#)^[82].

- **Voicemail Pro**
Avaya splits each version of Voicemail Pro into separate RPM files for the server and for each supported prompt language. Unless advised otherwise, you should copy or upload the full set of files to the file repository.

To upload application files onto the server:

1. [Login](#)^[65] to the server's web configuration menus.
2. Select the **Settings** menu and then the **General** sub-menu.
3. Select the **Local** checkbox for **Applications**.
4. Click on the **Browse** button and browse to the [location of the file](#)^[80] that you want to load and select the file. The **File** field now lists the file name.
5. Click **Add**. The server starts uploading the file.
6. Repeat the process for any other files.

5.13.3.2 Uploading Operating System Files

This method uploads the .rpm file for an application onto the IP Office Application Server. You can then use the file to update the IP Office applications.

To upload operating system files:

1. [Login](#)^[65] to the server's web configuration menus.
2. Select the **Settings** menu and then the **General** sub-menu.
3. Select the **Local** checkbox for **Operating System**.
4. Click on the **Browse** button and browse to the [location of the file](#)^[80] that you want to load and select the file. The **File** field now lists the file name.
5. Click **Add**. The server starts uploading the file.
6. Repeat the process for any other files.

5.13.3.3 Uploading Windows Client Files

This method uploads the .rpm file for an application onto the IP Office Application Server.

To upload Windows client files:

1. [Login](#)^[65] to the server's web configuration menus.
2. Select the **Settings** menu and then the **General** sub-menu.
3. Select the **Local** checkbox for **Downloads**.
4. Click on the **Browse** button and browse to the [location of the file](#)^[80] that you want to load and select the file. The **File** field now lists the file name.
5. Click **Add**. The server starts uploading the file.
6. Repeat the process for any other files.

5.13.4 Creating Remote Software Repositories

Alternatively to using [local files uploaded to the server](#)^[74] for updates, the server can use files stored in folders on a remote HTTP server.

To create an application update repository:

1. Create a folder on the web server for the remote file repository. For example a folder called **Applications**.
2. The folder directory must be browseable. For example, on a Microsoft Internet Information Services server, right-click on the folder, select **Properties** and select the **Directory Browse** option.
3. Copy the .rpm files from their [source](#)^[80] into the folder.
4. From another PC, test that you can browse to the URL of the folder and that the list of files in the folder appears.
5. Login to the IP Office Application Server web configuration pages.
6. Select **Settings** and then **General**.
7. Uncheck the **Local** checkbox for **Applications**. Enter the URL of the HTTP server folder into the preceding field.
8. Click **Save**.
9. Select **Updates**.
10. If the server is able to access the HTTP folder, the details of the versions available will now reflect those available in that folder. The message **repository error** indicates that the IP Office Application Server was not able to connect to the folder or not able to list the files in the folder.

To create a Windows client repository:

The process is the similar to that shown above for application RPM files. However, you should use a separate folder on the HTTP server.

To create an operating system repository:

The repository for operating system updates is different from those used for application updates and downloads. It must be a YUM repository. Details of how to setup and configure a YUM repository depend on the version of Linux on the HTTP server. Each time you add, delete or change an RPM file, you must update the directory using a **createrepo** **<folder_path>** command.

5.14 Downloading Log Files

The server collects and store log events. These are viewable through the [Logs](#) ⁹³ sub-menus. The [Download](#) ⁹⁵ sub-menu allows the archiving and download of the log files.

To create archive files:

1. [Login](#) ⁶⁸ to the server's web configuration menus.
2. Select **Logs**.
3. Select **Download**.
4. Click on the **Create Archive** button. The button remains greyed out while the archive creation is running:
 - For debug files, the archive contains any debug records since the last creation of a debug archive.
 - For log files, the server creates a separate archive file for each service. The archive file contains all log files available on the server.

To download archive files:

1. To download an archive file, click on the file name of the archive file.
2. The process for downloading then depends on the browser.

To delete archive files:

1. To delete an archive, select the **Delete** checkbox next to the archive file in the list. To select all the archive files click on **Select All**.
2. To delete the selected files, click on **Delete Selected**.

Chapter 6.

Web Manager

6. Web Manager

The primary method for server management is through its Web Manager menus. For details of using Web Manager refer to separate [IP Office Web Manager documentation](#)^[13].

Through Web Manager you can perform the following actions. Note that access to some functions depends on the security rights of the account used to [login to Web Manager](#)^[87].

- **Backup Applications**

You can configure backups of the server applications to a remote server. These backups can use a variety of protocols (HTTP, HTTPS, FTP, SFTP, SCP). In addition to selecting the application services included in a backup, you can schedule backups.

- **Restore Previous Backups**

You can use control the restoration of a previous backups.

- **Upgrade the Server**

You can use the menus to upload a new ISO image and then use that image file to upgrade the server.

- **Launch Other Applications**

You can launch the other administrator applications used by the server or the applications it runs:

- **IP Office Manager**

If installed on the user PC, Web Manager can launch IP Office Manager.

- **Voicemail Pro Client**

If installed on the user PC, Web Manager can launch the voicemail client to allow configuration of the voicemail server and editing of voicemail call flows.

- **one-X Portal for IP Office**

You can access the administration menus for the one-X Portal for IP Office service from within Web Manager.

- **System Status Application**

You can start System Status Application without needing to install it on the user PC.

- **Web Control**

You can access the server's web control menus through Web Manager.

- **Configure Voicemail Server Preferences**

For server's running the Voicemail Pro service, you can set the voicemail server preferences using Web Manager.

- **Security User**

Web Manager can configure the security privileges of IP Office service user accounts.

- **File Management**

Web Manager can upload files to the server. This includes the uploading of custom voicemail prompts.

6.1 Logging In to Web Manager

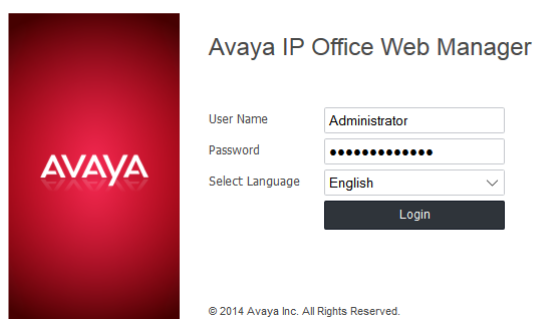
Avaya supports the following browsers for web access to the server menus:

- **Microsoft Internet Explorer 10 and 11.**
- **Mozilla Firefox**
- **Google Chrome**
- **Safari**

To access Web Manager:

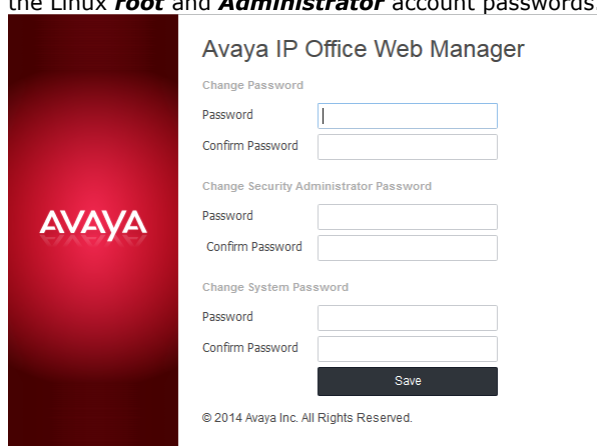
1. Log in to IP Office Web Manager.

a. Enter **https://** followed by the server address. Click on the **IP Office Web Manager** link.



b. Enter the user name and password.

c. If any of the Management Services passwords are default, the server requests you to change those passwords. For a new server, the passwords are set during ignition. However, an upgraded servers can also use the Management Services and so needs to change its default security passwords. Note that this does not change the Linux **root** and **Administrator** account passwords.



- **Change Password**

This sets the password for the **Administrator** account of the Management Services service run on the IP Office Application Server. With [Referred Authentication](#) ¹⁵ enabled (the default) this is also the default account used for Voicemail Pro, one-X Portal for IP Office and Web Manager administrator access.

- **Change Security Administrator Password**

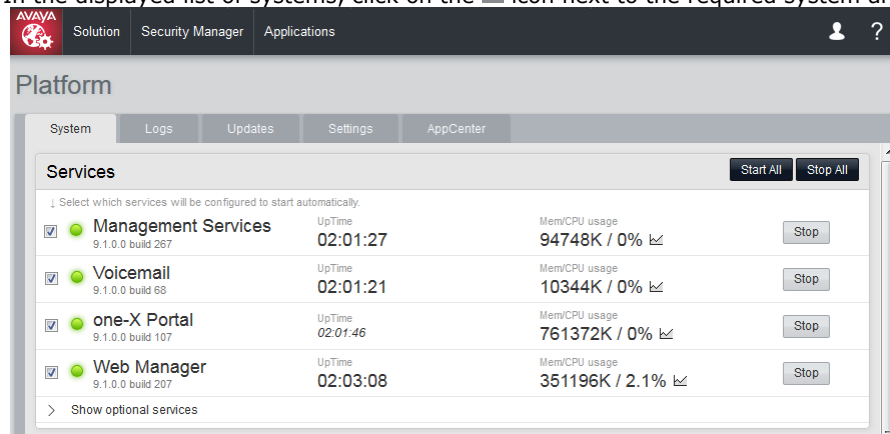
This sets the password for the Management Services security administrator account.

- **Change System Password**

This sets the **System** password for the Management Services.

2. Click on **Solution**.

3. In the displayed list of systems, click on the  icon next to the required system and select **Platform View**.



The screenshot shows the Avaya Platform View interface. At the top, there is a navigation bar with the Avaya logo and tabs for 'Solution', 'Security Manager', and 'Applications'. Below this is a 'Platform' header with sub-tabs for 'System', 'Logs', 'Updates', 'Settings', and 'AppCenter'. The 'System' tab is active, displaying a 'Services' section. This section includes a 'Start All' and 'Stop All' button pair. Below the buttons, a message states: 'Select which services will be configured to start automatically.' The services listed are:

Service	Version	UpTime	Mem/CPU usage	Action
<input checked="" type="checkbox"/> Management Services	9.1.0.0 build 267	02:01:27	94748K / 0%	Stop
<input checked="" type="checkbox"/> Voicemail	9.1.0.0 build 68	02:01:21	10344K / 0%	Stop
<input checked="" type="checkbox"/> one-X Portal	9.1.0.0 build 107	02:01:46	761372K / 0%	Stop
<input checked="" type="checkbox"/> Web Manager	9.1.0.0 build 207	02:03:08	351196K / 2.1%	Stop

At the bottom of the services list, there is a link: '> Show optional services'.

Chapter 7.

Web Control/Platform View Menus

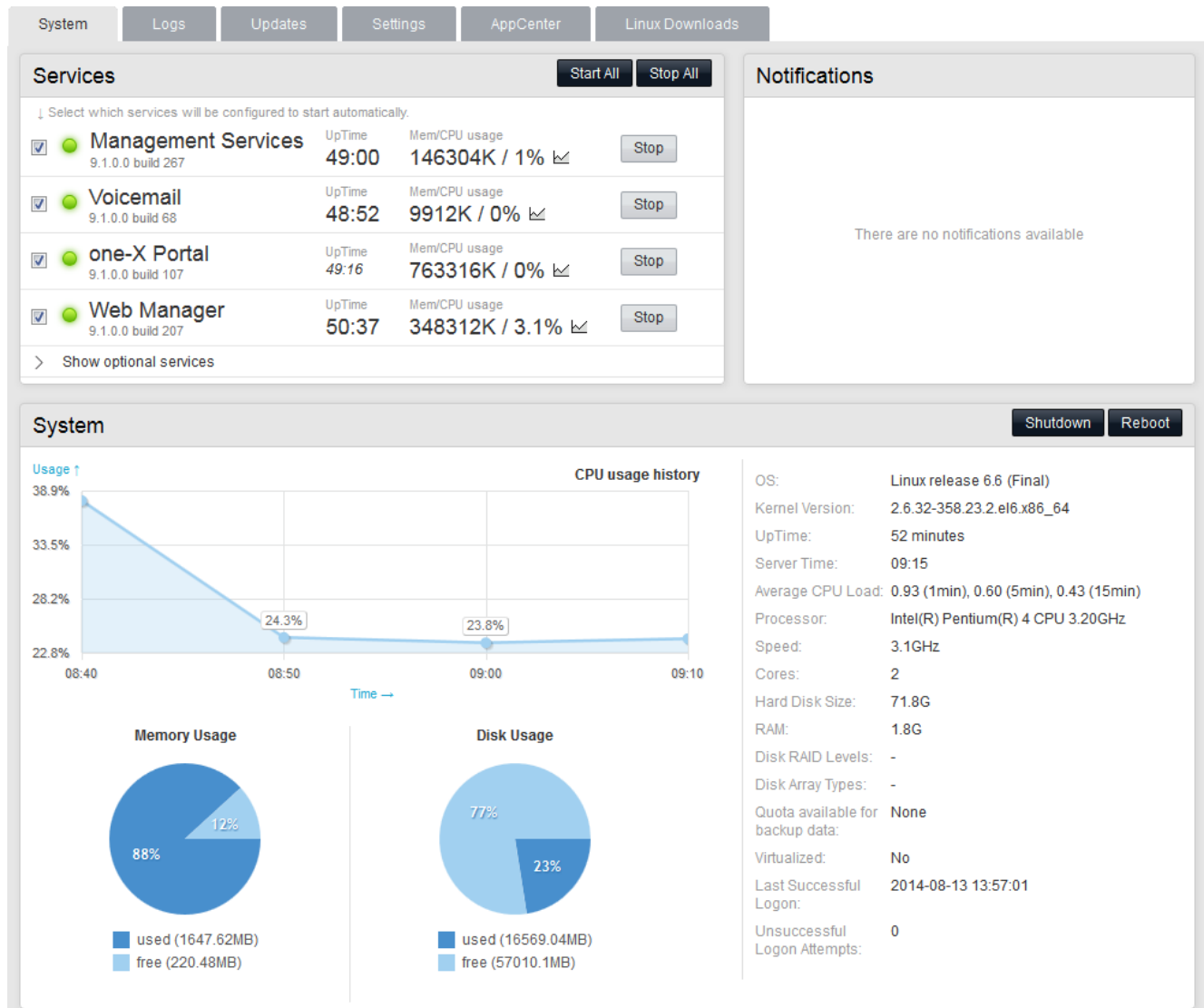
7. Web Control/Platform View Menus

The IP Office Application Server web control menus are as follows. Note that these menus are common to all the Linux based servers supported by IP Office. However, the menus and menu option shown vary depending on the types of server and the server's role.

- **[System](#)** ^[91]
This menu gives an overview of the status of the applications hosted on the server.
- **[Logs](#)** ^[94]
This menu has sub-menus for viewing and managing log records and log files.
 - **[Debug Logs](#)** ^[94]
View the current log files for the server and the application services hosted by the server.
 - **[Syslog Event Viewer](#)** ^[95]
View Syslog log records received and or generated by the server.
 - **[Download](#)** ^[95]
Create and download archive files of existing log records.
- **[Updates](#)** ^[96]
Display the versions of applications and components installed and the alternate versions available.
- **Settings**
This menu has sub-menus for various areas of server configuration and operation.
 - **[General](#)** ^[99]
General server settings such as the locations of software update repositories.
 - **[System](#)** ^[104]
View and manage the server setting for date, time and IP address details.
- **[AppCenter](#)** ^[111]
You can download the installation packages for applications such as the Voicemail Pro client application from this page.
- **[VNC](#)** ^[109]
This menu only appears on Server Edition systems.

7.1 System

This menu provides an overview of the server status including the status of the application services running on the server.



• Services

This table lists the services supported by the server. In addition to showing the status of the service, it also contains buttons to start/stop each service. Clicking on the link for **Mem/CPU usage** will display a summary graph of CPU and memory usage by the application.

• Management Services

This is a shell version of IP Office that allows basic configuration of services such as remote SSL VPN connections for server support. It also controls security settings for access to the server's menus. It does not support call features such as users, extensions or trunks.

• one-X Portal for IP Office

This is a web browser based application that users can use to control making and answering calls on their phone. It also provides a range of gadgets for the user to access features such as their directory, call log and voicemail messages. The one-X Portal for IP Office application is configured and managed remotely using web browser access. Each user who wants to use one-X Portal for IP Office requires a [license](#)^[19].

• Voicemail Pro

This is a voicemail server. It provides mailbox services to all users and hunt groups on the IP Office system. In addition, you can customize it to provide a range of call routing and voicemail services. Maintainers use the Windows Voicemail Pro client, downloadable from the server, to remotely configure the service. Licenses set the number of simultaneous connections to voicemail.

• IP Office Web Manager

You can configure and manage the server via browser access to the Web Manager menus. The menus also allow the launching of other clients used to configure and monitor the services run by the server.

• Optional Services

The server can include a number of additional services. Click **Show optional services** to display those services.

- **Contact Recorder for IP Office**

Contact Recorder for IP Office is used in conjunction with Voicemail Pro for long term storage and retrieval of call recordings. The recordings are made by Voicemail Pro. Those recordings are then collected by Contact Recorder for IP Office and stored by it. For details on installation and support, refer to the Contact Recorder for IP Office Installation Manual.

- **Web Collaboration**

This service works with one-X Portal for IP Office. It provides users with web collaboration services usable in parallel with audio conference hosted by the telephone system. In the parallel web collaboration session, users can share views of their desktop, documents, etc.

- **Web License Manager**

This service allows the server to act as a WebLM server. IP Office systems using PLDS licenses can then use the address of the server for license validation.

- **Notifications**

This table shows important messages.

- **System**

This table gives a general overview of the sever status. This section also provides controls to shutdown or reboot the server. Note that it may take up to 10 minutes for CPU usage data to appear after a server reboot.

- **OS/Kernel:**

The overall version of the Linux operating system installed on the server and the version of the operating system kernel.

- **Up Time:**

This field shows the system running time since the last server start.

- **Server Time:**

This field shows the current time on the server.

- **Average CPU Load:**

This field shows the average CPU load (percentage use) for the preceding minute, 5 minute and 15 minute periods.

- **Speed:**

Indicates the processor speed.

- **Cores:**

Indicates the number of processor cores.

- **Hard Disk Size:**

Indicates the hard disk size.

- **RAM:**

Indicates the amount of RAM memory.

- **Disk RAID Levels:**

Indicates the RAID type, if any.

- **Disk Array Types:**

Indicates the type of disk array used for RAID.

- **Quota available for backup data:**

Displays the amount of space reserved for local backups if [Enable HTTP file store for backup/restore](#) is enabled.

- **Virtualized:**

Indicates whether the server is running as a virtualized session.

- **Last Successful Logon:**

This field shows the date and time of the last successful logon, including the current logon.

- **Unsuccessful Logon Attempts:**

This field shows a count of unsuccessful logon attempts.

- **Shutdown**

Selecting this button starts a process that stops all services and then shuts down the server.

- **Reboot**

Selecting this button starts a process that stops all services and then stops and restart the server.

7.2 Logs

This menu contains the following sub-menus:

- [Debug Logs](#) ⁹⁴
View the current log files for the server and the application services hosted by the server.
- [Syslog Event Viewer](#) ⁹⁵
View Syslog log records received and or generated by the server.
- [Download](#) ⁹⁶
Create and download archive files of existing log records.

System
Logs
Updates
Settings
AppCenter

Debug Logs
Syslog Event Viewer
Download

Application Log

Application: All Refresh

Application	Message
Voicemail	Maximum recording capacity: Unlimited, Maximum Recording Time: 120 seconds
Voicemail	Maximum Sessions: 40, Minimum PIN length: 0 digits
Voicemail	SMTP:-
Voicemail	Host address 0.0.0.0, port 25, Login method "none", email from "", login user ""
Voicemail	Memory statistics:-
Voicemail	System bytes: 5636KB, in use bytes: 5428KB
Voicemail	Number of threads: 48 (48)
Voicemail	Virtual memory size: 134MB, resident set size: 25MB
Voicemail	Resource usage statistics:-
Voicemail	User CPU time used: 1720.015517, system CPU time used: 1066.166917

Audit Log

Refresh

Timestamp	User	Action
2013-03-11 15:54:17	Administrator	logged in
2013-03-11 15:52:51	Administrator	logged out
2013-03-11 15:43:07	Administrator	logged in
2013-03-11 15:32:02	Administrator	logged out
2013-03-11 15:31:48	Administrator	set one-X Portal address to <148.147.170.168>
2013-03-11 15:31:11	Administrator	change autostart state for one-X Portal to off
2013-03-11 15:30:40	Administrator	install one-X Portal version 9.0.0.209
2013-03-11 15:29:44	Administrator	logged in
2013-03-11 15:27:29	Administrator	upload file to apps repository
2013-03-11 15:27:22	Administrator	upload file to apps repository

7.2.1 Debug Logs

You can access this menu by selecting **Logs** and then clicking on the **Debug Logs** tab. The menu shows the server application logs and audit log records.

System

Logs

Updates

Settings

AppCenter

Debug Logs

Syslog Event Viewer

Download

Application Log

Application: All

Refresh

Application	Message
Voicemail	Maximum recording capacity: Unlimited, Maximum Recording Time: 120 seconds
Voicemail	Maximum Sessions: 40, Minimum PIN length: 0 digits
Voicemail	SMTP:-
Voicemail	Host address 0.0.0.0, port 25, Login method "none", email from "", login user ""
Voicemail	Memory statistics:-
Voicemail	System bytes: 5636KB, in use bytes: 5428KB
Voicemail	Number of threads: 48 (48)
Voicemail	Virtual memory size: 134MB, resident set size: 25MB
Voicemail	Resource usage statistics:-
Voicemail	User CPU time used: 1720.015517, system CPU time used: 1066.166917

Audit Log

Refresh

Timestamp	User	Action
2013-03-11 15:54:17	Administrator	logged in
2013-03-11 15:52:51	Administrator	logged out
2013-03-11 15:43:07	Administrator	logged in
2013-03-11 15:32:02	Administrator	logged out
2013-03-11 15:31:48	Administrator	set one-X Portal address to <148.147.170.168>
2013-03-11 15:31:11	Administrator	change autostart state for one-X Portal to off
2013-03-11 15:30:40	Administrator	install one-X Portal version 9.0.0.209
2013-03-11 15:29:44	Administrator	logged in
2013-03-11 15:27:29	Administrator	upload file to apps repository
2013-03-11 15:27:22	Administrator	upload file to apps repository

- **Application Log**

This table lists the last 1000 log records for a selected server application. The **Application** drop-down selects the records shown. Clicking on a column header sorts the records using that column. For Voicemail Pro the level of log information output is set through the **Debug** section of the [Settings | General](#) ^[102] menu. For one-X Portal for IP Office the level of log information output is set through the applications own administration menus, not through the IP Office Application Server menus.

- **Audit Log**

This table lists the actions performed by users logged in through the IP Office Application Server's web browser interface. Clicking on a column header sorts the records using that column.

7.2.2 Syslog Event Viewer

This menu displays the server's Syslog records. These are combined records from the various applications (Voicemail Pro, one-X Portal for IP Office, etc) running on the server and the server operating system itself. It also shows Syslog records received by the server from other servers.

You can use the [Settings | General](#) menu to configure the sending and receiving of Syslog records to and from other servers. You can also configure how long the server keeps different types of records and how many records it keeps.

Date	Host	Type	Tag	Message
2013-03-11 15:57:56	ServerEdition	SEC	Operating System	Administrator : TTY=unknown ; PWD=/opt/webcontrol ; USER=root ; COMMAND=/bin/chmod -R 777 /var/log/rsyslog/
2013-03-11 15:57:50	localhost	AUD	Operating System	type=USER_CMD msg=audit(1363017465.033:74205): user pid=18885 uid=0 auid=4294967295 ses=4294967295 msg=cwd="/opt/webcontrol" cmd="73657276696365207761746368646F6720737461747573 terminal=? res=success"
2013-03-11 15:57:50	localhost	AUD	Operating System	type=CRED_ACQ msg=audit(1363017465.034:74206): user pid=18886 uid=0 auid=4294967295 ses=4294967295 msg=op=PAM:setcred acct="root" exe="/usr/bin/sudo" hostname=? addr=? terminal=? res=success
2013-03-11 15:57:50	localhost	AUD	Operating System	type=USER_START msg=audit(1363017465.034:74207): user pid=18886 uid=0 auid=4294967295 ses=4294967295 msg=op=PAM:session_open acct="root" exe="/usr/bin/sudo" hostname=? addr=? terminal=? res=success
2013-03-11 15:57:50	localhost	AUD	Operating System	type=USER_START msg=audit(1363017465.087:74213): user pid=18913 uid=0 auid=4294967295 ses=4294967295 msg=op=PAM:session_open acct="root" exe="/usr/bin/sudo" hostname=? addr=? terminal=? res=success

- The **Refresh** button is used to update the table of records shown using the settings in the drop-down filters (**Host**, **Event Type**, **View** and **Tag**). Note however that the options within the filters are set when the menu is opened. To update the menu options, selects another menu and then returns to this menu. For example, if another host is added to the network and sends records to the server, the new server only appears in the Hosts drop-down after reloading the menu.

7.2.3 Download

You can access this menu by selecting **Logs** and then clicking the **Download** tab. You can use the menu to [create and download archives files](#). For support issues, Avaya will require the archive files downloaded from the server.

The server compresses the log files into a **.tar.gz** format file. You can then download the file by clicking on the link.

Name	Last Modified	Size	Delete
webmanagement_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:33	1019K	<input type="checkbox"/>
system_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:32	54.3K	<input type="checkbox"/>
webcontrol_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:25	287.3K	<input type="checkbox"/>
ipoffice_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:25	104.4K	<input type="checkbox"/>
voicemail_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:25	930K	<input type="checkbox"/>
install_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:25	10.2K	<input type="checkbox"/>
onex_logs_2013-03-11-16-01.tar.gz	2013-03-11 16:01:25	1.1K	<input type="checkbox"/>

7.3 Updates

This menu displays the different versions of server operating system files and application files available in the file repositories. The file repository locations are configured through the [Settings | General](#) page.

System

Logs

Updates

Settings

AppCenter

System

Check Now

Review Updates

Update All

OS	Version	Kernel Version	Last Update	Status
Linux	release 6.4 (Final)	2.6.32-279.22.1.el6.x86_64	-	up to date

Services

Check Now

Clear Local Cache

Update All

Application	Current Version	Latest Available	Status	Actions
apache-tomcat	7.0.0.32 build 10	7.0.0.32 build 10	up to date	Change Version Update Uninstall
AvayaSystemConfig	9.1.0.0 build 160	9.0.0.0 build 160	up to date	Change Version Update Uninstall
AvayaVersioning	9.1.0.0 build 160	9.0.0.0 build 160	up to date	Change Version Update Uninstall
cli	9.1.0.0 build 160	9.0.0.0 build 160	up to date	Change Version Update Uninstall
cli-commands	9.1.0.0 build 160	9.0.0.0 build 160	up to date	Change Version Update Uninstall
imvirt	0.9.0.0 build 3	0.9.0.0 build 3	up to date	Change Version Update Uninstall
IP Office	9.1.0.0 build 160	9.0.0.0 build 160	up to date	Change Version Update Uninstall
iphonebin	9.1.0.10 build 5519	9.0.0.10 build 5519	up to date	Change Version Update Uninstall
jre	1.6.0_31.fcs	1.6.0_31.fcs	up to date	Change Version Update Uninstall
ms	9.1.0.0 build 150	9.0.0.0 build 160	out of date	Change Version Update Uninstall
one-X Portal	9.1.0.0 build 209	9.0.0.0 build 209	up to date	Change Version Update Uninstall
oneXportal-config	-	9.0.0.0 build 160	not installed	Change Version Update Install
TTSEnglish	7.0.0.25 build 1	7.0.0.25 build 1	up to date	Change Version Update Uninstall

The menu consists of 2 sections:

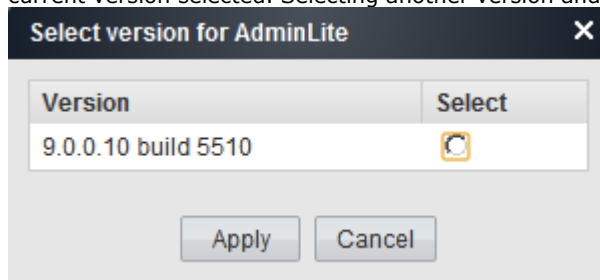
- [Services](#) ⁹⁷
This section displays the current version of application files. It also shows whether update files are available.
- [System](#) ⁹⁸
This section displays the current version of the operating system and whether update files are available.

7.3.1 Services

You can access this menu by selecting **Updates**. The **Services** section shows details of the current version of each application installed and the latest version available.

Services					Check Now	Clear Local Cache	Update All
Application	Current Version	Latest Available	Status	Actions			
apache-tomcat	7.0.0.32 build 10	7.0.0.32 build 10	up to date	Change Version	Update	Uninstall	
AvayaSystemConfig	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
AvayaVersioning	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
cli	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
cli-commands	9.0.0.0 build 160	9.0.0.0 build 160	up to date	Change Version	Update	Uninstall	
imvirt	0.9.0.0 build 3	0.9.0.0 build 3	up to date	Change Version	Update	Uninstall	
iphonebin	9.0.0.10 build 5519	9.0.0.10 build 5519	up to date	Change Version	Update	Uninstall	
jre	1.6.0_31.fcs	1.6.0_31.fcs	up to date	Change Version	Update	Uninstall	
ms	9.0.0.0 build 150	9.0.0.0 build 160	out of date	Change Version	Update	Uninstall	
one-X Portal	9.0.0.0 build 209	9.0.0.0 build 209	up to date	Change Version	Update	Uninstall	
oneXportal-config	-	9.0.0.0 build 160	not installed	Change Version	Update	Install	
TTSEnglish	7.0.0.25 build 1	7.0.0.25 build 1	up to date	Change Version	Update	Uninstall	

- The **Change Version**, **Update** and **Update All** buttons in the panel are not useable unless appropriate update files are available in the applications [software repository](#)^[80]. This also affects the availability of the **Install** button option.
- Change Version**
Clicking on this button shows the update files available for the application in the server's [file repository](#)^[80] with the current version selected. Selecting another version and clicking **Apply** upgrades or downgrades to that version.



- Update**
Clicking on this button starts an update of the related application to the latest available version in the application [file repository](#)^[80].
- Uninstall**
Clicking on this button uninstalls the selected application.
 - If there are installation files for the application in the application [file repository](#)^[80], the button becomes an **Install** button.
 - If there are no installation files for the application in the file repository, the menu no longer list the application.
- Install**
This button appears for uninstalled applications if the server has files for the application the application file repository.
- Check Now**
Clicking this button makes the IP Office Application Server recheck the version of update files available in the file repository. Normally it does this automatically when the **Updates** page is loaded.
- Clear Local Cache**
Clicking this button removes older update installation files and other material that may accumulate on the server over time.
- Update All**
Clicking this button upgrade those applications that support upgrading without being uninstalled (see above) to the latest versions available in the application file repository.

7.3.2 System

You can access this menu by selecting **Updates**. The **System** section shows details of the operating system.

System					Check Now	Review Updates	Update All
OS	Version	Kernel Version	Last Update	Status			
Linux	release 6.3 (Final)	2.6.32-279.22.1.el6.x86_64	-	up to date			

- **Check Now**

Clicking this button makes the IP Office Application Server recheck the version of update files available in the file repository. Normally it does this automatically when the **Updates** page is loaded.

- **Review updates**

Clicking this button will display a list of the available update files. This list allows selection of which updates you want to install.



- **Update All**

Clicking this button will install all the available updates without going through the process of selecting which updates to install.

7.4 Settings: General

You can access this menu by selecting **Settings** and clicking on the **General** tab.

System	Logs	Updates	Settings	AppCenter	Linux Downloads
<div>General System</div>					
Software Repositories	<div>Operating System: <input checked="" type="checkbox"/> Local — File: <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="Add"/></div> <div>Applications: <input checked="" type="checkbox"/> Local — File: <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="Add"/></div> <div>Downloads: <input checked="" type="checkbox"/> Local — File: <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="Add"/></div> <div>Save</div>				
Syslog	<div>Log files age (days)</div> <div>1 General log files 1 Security log files 1 Audit log files</div> <div>1 Operational log files 1 Debug log files</div> <div><input type="checkbox"/> Apply general settings to all file types</div> <div>Max log size (MB)</div> <div>29 General log files 29 Security log files 29 Audit log files</div> <div>29 Operational log files 29 Debug log files</div> <div><input type="checkbox"/> Apply general settings to all file types</div> <div>Receiver Settings</div> <div><input checked="" type="checkbox"/> Enable <input checked="" type="checkbox"/> TCP Port: 514</div> <div><input checked="" type="checkbox"/> TLS Port: 6514</div> <div><input checked="" type="checkbox"/> UDP Port: 514</div> <div><input checked="" type="checkbox"/> Forwarding Destination 1</div> <div><input checked="" type="radio"/> TCP <input type="radio"/> TLS <input type="radio"/> UDP</div> <div>IP Address:Port = <input type="text"/>:514</div> <div><input type="checkbox"/> Forwarding Destination 2</div> <div>Select Log Sources</div> <div><input checked="" type="checkbox"/> Authentication and authorization privileges <input checked="" type="checkbox"/> Information stored by the Linux audit daemon (auditd)</div> <div><input checked="" type="checkbox"/> NNTP(News)/UUCP(Usenet) protocols <input checked="" type="checkbox"/> Apache web server access_log and error_log</div> <div>Save</div>				
Certificates	<div>Certified Authority Settings</div> <div><input checked="" type="radio"/> Create CA <input type="radio"/> Import CA</div> <div><input type="button" value="Generate"/> <input type="button" value="Download (PEM-encoded)"/> <input type="button" value="Download (DER-encoded)"/></div> <div>Certificate Settings</div> <div><input checked="" type="checkbox"/> Renew automatically</div> <div>Warning: The certificate will be automatically regenerated and replaced for all applications, when a change that causes it to expire (such as network or LAN change) takes place. This will cause all applications to restart, and you will be redirected to the login page.</div> <div><input checked="" type="checkbox"/> Create certificate for a different machine</div> <div>Machine IP: <input type="text"/></div> <div>Password: <input type="text"/></div> <div>Confirm Password: <input type="text"/></div> <div>Subject Name: iposerver-00:01:6c:ef:7d:0e.avaya.com</div> <div>Subject Alternative Name(s): DNS:iposerver-00:01:6c:ef:7d:0e.avaya.com, IP:192.168.0.214</div> <div>Duration (days): 2555</div> <div>Public Key Algorithm: RSA-2048</div> <div>Secure Hash Algorithm: SHA-256</div> <div>Generate Apply Download (PEM-encoded) Download (DER-encoded)</div>				
Web Control	<div>Inactivity timeout: 1 hour</div> <div>Save</div>				
Voicemail Settings	<div>Debug level: Information</div> <div>Save</div>				
Contact Recorder Settings	<div>Debug level: Information</div> <div>Save</div>				
ASG Settings	<div>Status: <input type="radio"/> Enabled <input checked="" type="radio"/> Disabled <input type="radio"/> Dormant</div> <div>Port: 2222</div> <div>Service Listening: Any Tunnel</div> <div>AFS Id: -</div> <div>Import AFS file: <input type="text"/> <input type="button" value="Browse"/> <input type="button" value="Upload"/></div> <div>Save</div>				
Watchdog	<div>Log files age (days): 5</div> <div>Save</div>				
Set Login Banner	<div>Application Server 212</div> <div>Save</div>				

7.4.1 Software Repositories

The IP Office Application Server can use either remote or local software repositories to store software update files. The server has separate repositories for operating system updates, IP Office application installation files and Windows client files. The [Updates](#)^[96] and [AppCenter](#)^[11] menus use the files present in the appropriate repository.

- Repository**

If not using the **Local** option, this field sets the URL of a [remote HTTP file repository](#)^[82]. Note that you cannot use the same URL for more than one repository.

- **Local**

This checkbox sets whether the file repository used is local (files stored on the IP Office Application Server) or remote (a folder on a HTTP web server specified in the Repository field).

- **File / Browse / Add**

With **Local** selected, you can use this field and adjacent buttons to browse for a specific update file. After selecting the file, click **Add** to upload the file to the server's file store.

7.4.2 Syslog

These settings control the receiving and the forwarding of Syslog records by the server. For details of system monitor Syslog records, refer to the "Using IP Office System Monitor" manual.

- **Log files age (days)**

Set the number of days the server retains each type of record before automatically deleting it. Separate settings are available for **General log files**, **Security log files**, **Audit log files**, **Operational log files** and **Debug log files**. These settings are not applied to the server's own Syslog monitor records which are retained for 3 days.

- **Apply general settings to all file types**

If selected, the setting for General log files is applied to all file types.

- **Max log size (MB)**

Set the maximum total size of each type of records the server retains before automatically deleting the oldest records. Separate settings are available for **General log files**, **Security log files**, **Audit log files**, **Operational log files** and **Debug log files**. These settings are not applied to the server's own Syslog monitor records.

- **Apply general settings to all file types**

If selected, the setting for **General log files** is applied to all file types.

- **Receiver Settings**

These settings control if and how the server can receive Syslog records.

- **Enable**

If selected, the server can receive Syslog records using the port configured below.

- **TCP Port**

Sets the port number used for receiving Syslog records using **TCP**.

- **TLS Port**

Sets the port number used for receiving Syslog records using **TLS**.

- **UDP Port**

Sets the port number used for receiving Syslog records using **UDP**.

- **Forward Destination 1**

These settings control whether the server forwards copies of Syslog records it receives to another server.

- **Enable**

If selected, the server will forward copies of the Syslog records it receives.

- **IP Address: Port**

Sets the address of the destination server and the destination port for the forwarded records.

- **Protocol**

Set the protocol, **UDP**, **TLS** or **TCP**, for the forwarding.

- **Forward Destination 2**

These settings control whether the server forwards copies of the Syslog records it receives to a second server. The settings are the same as for the first forwarding destination.

- **Select Log Sources**

These options allow selection of which server reporting to include in the Syslog reports. The available options are:

- **Authentication and authorization privileges**

- **Information stored by the Linux audit daemon (auditd)**

- **NNTP(News)/UUCP(Usenet) protocols**

- **Apache web server access_log and error_log**

7.4.3 Certificates

This menu allows the generation or downloading of the security certificate that can then be used by the IP Office applications hosted by the server.

Certified Authority Settings

- **Create new**

If selected, the server generates its own security certificate.

- **Renew existing**
If selected, the server's current self-generated security certificate is renewed.
- **Import**
If select, the fields for browsing to and selecting a certificate file to upload to the server appear. Select the file and click **Upload**.
- **Export**
The server's current security certificate is not included in any application backup and restore operations. The **Export** option allow you to export the server's current certificate as an encrypted file. You can then later restore the certificate back to the same server using the **Import** option.
 - **Password/Confirm Password**
Enter a password that the server then applies to the encrypted certificate file when using **Encrypt and Download**.
 - **Encrypt and Download**
When pressed, the server displays a pop-up link from which you can download an encrypted file containing the server's current certificate. Once you have downloaded the file it is deleted from the server.
- **Download (PEM-encoded)**
Download the certificate as a PEM file. You can then apply the certificate to any remote device that needs to establish secure encrypted connection with the server.
- **Download (DER-encoded)**
Download the certificate as a CRT file. You can then the certificate to any remote device that needs to establish secure encrypted connection with the server.

Certificate Settings

- **Renew automatically**
If selected, the server automatically generates a new security certificate following any major change such as changes to its LAN settings. The server automatically applies the new certificate to the application services run on the server.
- **Create certificate for a different machine**
If selected, the server can generate a new security certificate for another server. Note however that this requires a settings to exactly match those of the other server in order for the certificate to be regarded as valid for one offered by that other server.
- **Generate and Apply**
When clicked, the server generates a new security certificate. The server then applies the security certificate to the IP Office application services run by the server. Note that this process requires the services to all be automatically stopped and restarted which will end any current connections.
- **Download (PEM-encoded)**
Download the certificate as a PEM file. You can then apply the certificate to any remote device that needs to establish secure encrypted connection with the server.
- **Download (DER-encoded)**
Download the certificate as a CRT file. You can then the certificate to any remote device that needs to establish secure encrypted connection with the server.

7.4.4 Web Control

Note that changing any of these settings will require you to login again.

- **Inactivity Timeout**
Select the period of inactivity after which the server automatically logs out the web session. Changing this value requires you to login again. The options are **5 minutes**, **10 minutes**, **30 minutes** and **1 hour**.

7.4.5 Backup and Restore


These controls allow you to backup and restore the application settings of selected IP Office applications. This is a local backup onto the server. For more advanced backup functions use the Web Manager menus.

Note that these options are not shown if the web control menus are accessed as within an embedded window within web management.

- **Management Services**
These control provides options to backup/restore the configuration settings of the Management Services application running on the server.
- **Voicemail Pro Server**
For the Voicemail Pro server, these controls can only be used to restore an existing backup. Using the Voicemail Pro client, you can configure the voicemail server to perform regular (daily, weekly and or monthly) automatic backups of selected options including messages and prompts. You can also use the Voicemail Pro client to perform an immediate backup.

- Selecting the **Restore** button displays the backups available in the backup folder (*/opt/vmpro/Backup/Scheduled*). The backup name includes the date and time and whether the backup was a manual or scheduled backup. Selecting a backup and clicking **OK** starts the restoration process. For details, refer to the Voicemail Pro client help.
- **Warning: Close the Voicemail Pro client before restoring**
The restoration process requires the voicemail service to shutdown and restart. This does not occur if any Voicemail Pro client is connected to the service during the restore and leads to an incorrect restoration of files.
- **one-X Portal for IP Office**
one-X Portal for IP Office has its own method of backup and restore. You can access this through the one-X Portal for IP Office web client administration menus.

7.4.6 Voicemail Settings

This setting sets the debug logging level used by the Voicemail Pro application if running. For the one-X Portal for IP Office application, the logging level is set through the applications own web administration menus. Log files are retrievable through the [Logs | Download](#)  menu.

- **Debug Level**
This control sets the level of information that the service includes in its log files. The options are **None**, **Critical**, **Error**, **Warning**, **Information** and **Verbose**. The default level is **Information**.

7.4.7 Contact Recorder Settings

This settings sets the debug logging level used by the Contact Recorder for IP Office application if installed on the server.

- **Debug Level**
This control sets the level of information that the service includes in its log files. The options are **None**, **Critical**, **Error**, **Warning**, **Information** and **Verbose**. The default level is **Information**.

7.4.8 ASG Settings

The server uses these settings for connection from an Avaya Access Security Gateway. This Avaya service performs regular security and performance diagnostics against supported servers. You can import the required settings using an AFS file obtained from <https://rfa.avaya.com>.

- **Status**
Set the status of server listening for connections from the security gateway.
 - **Active**
This setting enables listening for connections from an ASG server. The server automatically selects this state when you upload an AFS file.
 - **Disabled**
This setting cancels any listening for connections from an ASG server.
 - **Dormant**
This is the default state before uploading any AFS file.
- **Port**
Set the port on which the server listens for connections from the security gateway. The default is **2222**. For Avaya support do not change this value from the default.
- **Service Listening**
Select whether the server listens on any connection (**Any**) or just on SSLVPN tunnels (**Any Tunnel**).
 - **Any**
If selected, the server listens on any connection. This setting is deprecated as it is less secure than **Any Tunnel**.
 - **Any Tunnel**
If selected, the server only listens on SSL VPN connections. This requires the IP Office configuration to include an SSL VPN tunnel.
- **AFS ID**
The server shows the ID after uploading an AFS file.
- **Import AFS file**
Use this control to upload settings and encryption keys provided in the form of an AFS file. Click **Browse** and select the file to upload. Then click **Upload**. Uploading a file sets the AFS ID and changes the **Status** to **Active**.
- **Reset ASG**
Clicking this button defaults the ASG settings and erases those imported from the AFS file.

7.4.9 Watchdog

- **Log files age (days)**

Sets the number of days that log file records are retained. This does not affect log file [archives](#)⁹⁵. Not applied to one-X Portal for IP Office.

7.4.10 Set Login Banner

- **Login Banner Text**

You can use this field to set the additional text displayed on the login menu. After changing the text click **Save**. By default the field is blank.

7.5 Settings: System

You can access this menu by selecting **Settings** and clicking on the **System** tab.

System	Logs	Updates	Settings	AppCenter	Linux Downloads
GeneralSystem					
Network	Network Interface: eth0 Create Subinterface Delete Subinterface Save				
	Host Name: ServerEdition				
	<input type="checkbox"/> Use DHCP				
	IP Address: 148.147.170.200				
	Subnet Mask: 255.255.255.0				
	Default Gateway: 148.147.170.1				
	System DNS:				
	<input type="checkbox"/> Automatically obtain DNS from provider				
	Avaya IP Office LAN1 Save Avaya IP Office LAN2 Save				
	Network Interface: eth0 Network Interface: eth1				
Date and Time	Date: / Time: 2013-07-05 / 13 : 38 Save				
	Timezone: Europe/London				
	<input checked="" type="checkbox"/> Enable Network Time Protocol				
	NTP Servers: 0.pool.ntp.org				
Authentication	<input checked="" type="checkbox"/> Enable referred authentication Save				
HTTP Server	<input checked="" type="checkbox"/> Enable HTTP file store for backup/restore Save				
Change root Password	New Password: Save				
	Confirm New Password: Save				
Change Local Linux Account Password	Account Name: Administrator Save				
	New Password: Save				
Password Rules Settings	Confirm New Password: Save				
	Password complexity requirements:				
	• Minimum password length: 8				
	• Minimum number of uppercase characters: 1				
	• Minimum number of lowercase characters: 1				
	• Maximum allowed sequence length: 4				
System Identification	System ID (SID): d03f26657c60fdff488bc31627ae66945ecc3ad0				
	Licensing Mode: Internal				
	Status: on Save				
	<input checked="" type="checkbox"/> Activate				
	<input type="checkbox"/> Enable filtering				
	Enable TCP ports				
Firewall Settings	<input checked="" type="checkbox"/> 21 <input checked="" type="checkbox"/> 80 <input checked="" type="checkbox"/> 8000 <input checked="" type="checkbox"/> 8069 <input checked="" type="checkbox"/> 8080 <input checked="" type="checkbox"/> 9080				
	Enable UDP ports				
	<input checked="" type="checkbox"/> 69				
	Additional Hardware Settings Save				
Additional Hardware Settings	Additional Hardware Info				
	Name: /dev/sdb				
	Vendor: VMware				
	Product: Virtual disk				
	User Capacity: 268,435,456,000 bytes [268 GB]				
	Device Type: disk				
Mount Point Path: /additional-hdd#1					
<input checked="" type="checkbox"/> Activate					

7.5.1 Network

- **Network Interface**



This drop down allows selection of network interfaces for which the settings are shown. Within the IP Office configuration, **Eth0** matches LAN1, **Eth1** matches LAN2. A pre-built server only uses **Eth0**. This port is labeled as port 1 on the physical server.

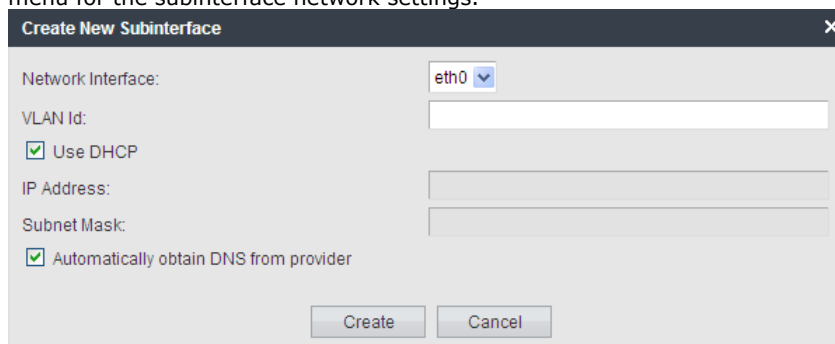
- **Host Name**

Sets the host name that the IP Office Application Server should use. This setting requires the local network to support a DNS server. Do not use **localhost**.

- **! IMPORTANT: DNS Routing**

For internal applications, this value must be reachable by DNS within the customer network. If the server will also be supporting external applications, the host name also needs to be reachable by external DNS. Consult with the customers IT support to ensure that the host name is acceptable and that routing to the host name has been configured correctly.

- **! IMPORTANT: Security Certificate Field**
This value is also used as part of the default security certificate generated by the server. If the changed, the server generates a new default certificate, during which time access to the server services is disrupted for several minutes. After changing the value, any other applications using the default certificate will need to be updated with the new certificate.
- **! WARNING**
For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.
- **Use DHCP**
If selected, the IP address, subnet mask and default gateway information is obtained by the server making DHCP requests. The related fields are greyed out and cannot be set manually, instead they show the values obtained in response to the DHCP request.
- **IP Address**
Displays the IP address set for the server. If not using DHCP, you can edit the field to change the setting.
 - **! IMPORTANT: Security Certificate Field**
This value is also used as part of the default security certificate generated by the server. If the changed, the server generates a new default certificate, during which time access to the server services is disrupted for several minutes. After changing the value, any other applications using the default certificate will need to be updated with the new certificate.
 - **! WARNING**
For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.
- **Subnet Mask**
Displays the subnet mask applied to the IP address. If not using DHCP, you can edit the field to change the setting.
- **Default Gateway**
Displays the default gateway settings for routing. If not using DHCP, you can edit the field to change the setting.
- **System DNS**
Enter the address of the primary DNS server. This option is greyed out if the address of the DNS server is set to be obtained from the DHCP server (see below).
- **Automatically obtain DNS from provider**
This setting is only used if **Use DHCP** is also selected. If selected, the server attempts to obtain DNS server details from the DHCP server.
- **Create Subinterface**
You can use this control to create an additional VLAN subnet on the same port. Clicking the button displays the menu for the subinterface network settings.



The dialog box titled "Create New Subinterface" contains the following fields and controls:

- Network Interface:** A dropdown menu showing "eth0".
- VLAN Id:** An empty text input field.
- Use DHCP:** A checked checkbox.
- IP Address:** A greyed-out text input field.
- Subnet Mask:** A greyed-out text input field.
- Automatically obtain DNS from provider:** A checked checkbox.
- Create** and **Cancel** buttons at the bottom.

- **Delete Subinterface**
Delete the subinterface.

7.5.2 Avaya IP Office LAN Settings

- **Avaya Office LAN1**
These settings are used for the LAN1 interface of the IP Office application run by the server. LAN1 is also referred to as LAN.
 - **Enable traffic control**
Select whether the web control menus should be used to adjust the IP Office LAN settings.

- **Network Interface**

Use the drop-down to select which port on the server should be used for LAN1.

- **Avaya Office LAN2**

These settings are used for the LAN2 interface of the Management Services application run by the server. LAN2 is also referred to as WAN.

7.5.3 Date and Time

The server uses these settings to set or obtain a UTC date and time. The server uses those values for its services.

- **Date**

For a server not using NTP, this field shows the server's current date and allows that to be changed. If using NTP this field is greyed out. For virtual servers this field is not used. If not using NTP, the virtual server takes its time from the virtual server host platform.


- **Time**

For a server not using NTP, this field shows the server's current UTC time and allows that to be changed. If using NTP this field is greyed out. For virtual servers this field is not used. If not using NTP, the virtual server takes its time from the virtual server host platform.

- **Timezone**

In some instances the time displayed or used by a function needs to be the local time rather than UTC time. The **Timezone** field determines the appropriate offset applied to the UTC time above. Note that changing the timezone can cause a "Session expired" message to appear in the browser in which case you need to login again.

- **! WARNING**

For a virtualized server, shown by the **Virtualized** value on the [System](#)  menu, this field is part of the **System Identification (SID)** used for licensing. Changing this value also changes the **System Identification** and so invalidates any current licenses. If that happens, new licenses need to be obtained using the new **System Identification**.

- **Enable Network Time Protocol**

When selected, the server obtains the current date and time from the NTP servers listed in the **NTP Servers** list below. It then uses that date and time and makes regular NTP requests for updates.

- **NTP Servers**

With **Enable Network Time Protocol** selected, use this field to enter the IP address of an NTP server or servers to use. Enter each address as a separate line. The network administrator or ISP may have an NTP server for this purpose. A list of publicly accessible NTP servers is available at <http://support.ntp.org/bin/view/Servers/WebHome>. However, it is your responsibility to comply with the usage policy of the chosen server. Choose several unrelated NTP servers in case one of the servers becomes unreachable or its clock unreliable. The server uses the responses it receives from each NTP server to determine reliability.

- The IP Office system can also use NTP to obtain its system time.

- **Synchronize system clock before starting service**


Use this option to synchronize the system clock to an NTP time server before starting other services. Do not use this option if the time server cannot be reliably reached. Waiting for synchronization to occur may block use of the system until a timeout has passed.

- **Use local time source**

When not selected, external NTP takes priority over the internal system clock. If selected, the local system clock is used as the time source. Only use this option if system clock is synchronized with another reliable source, for example a radio controlled clock device.

7.5.4 Authentication

- **Enable referred authentication**

The password authentication used for access to the some services hosted by the server use either each services' own security settings or the security user accounts configured in the Management Services service running on the IP Office Application Server. See [Password Authentication](#) . This setting controls which method is used.

- These settings are only accessible if logged in via referred authentication or as the local Linux root.

- **Enabled**

With referred authentication enabled, the security settings of the Management Services service running on the IP Office Application Server control access to the following other services:

- **Web control menus**
 - **Voicemail Pro admin**
 - **one-X Portal for IP Office admin**
 - **IP Office Web Manager**

- **Disabled**
With referred authentication disabled, each service controls access to itself using its own local account settings.

7.5.5 Increase Root Partition

This menu is shown for virtualized servers. It allows the size of the virtual machines primary disk to be increased.

Note that the size must first be increased on the virtual machine using the vSphere client and the virtual machine then restarted. The matching change can then be made through this menu. For full details refer to the *'Deploying Server Edition Servers as Virtual Machines'* manual

- **Increase Partition Size**
The available additional disk space is indicated. Click the button to expand the disk space used by that size. After clicking **Save** the server must be restarted.

7.5.6 HTTP Server

- **Enable HTTP file store for backup/restore**
If selected, the server can act as the 'remote server' destination for HTTP/HTTPS backups configured through the Web Manager menus. When enabled, the [System](#) ^[9] menu displays the quota available for backups. Servers with Voicemail Pro only support this option on disks larger than 155GB. Servers without Voicemail Pro only support this option on disks larger than 95GB.

7.5.7 Change Root Password

Server installation creates two Linux user accounts; **root** and **Administrator**. You can use these fields to change the **root** account password. The new password must conform to the [password rules](#) ^[10].

- These settings are only accessible if logged in via referred authentication or as the local Linux root.
- **New Password**
Enter the new password.
- **Confirm New Password**
Confirm the new password.

7.5.8 Change Local Linux Account Password

Server installation creates two Linux user accounts; **root** and **Administrator**. You can use these fields to change the **Administrator** account password.

- These settings are only accessible if logged in via referred authentication or as the local Linux root.

Note that this is different from the **Administrator** account used for access to Web Manager and the Management Services configuration. Whilst both **Administrator** accounts are given the same password during the server ignition, this menu allows the Linux password to be changed separately.

The password for the **Administrator** account used by Web Manager and Management Services configuration is changed using those applications.

The new password must conform to the [password rules](#) ^[10].

- **New Password**
Enter the new password.
- **Confirm New Password**
Confirm the new password.

7.5.9 Password Rules Settings

- **Minimum password length**
This field set the minimum length of new passwords. Note that the combined requirements of the fields below for particular character types may create a requirement that exceed this value. Note also that the maximum password length is 31 characters.
- **Minimum number of uppercase characters**
This field sets the number of uppercase alphabetic characters that new passwords must contain.
- **Minimum number of lowercase characters**
This field sets the number of lowercase alphabetic characters that new passwords must contain.
- **Minimum number of numeric characters**
This field sets the number of numeric characters that new passwords must contain.

- **Minimum number of special characters**

This field sets the number of non-alphanumeric characters that new passwords must contain.

- **Allow character sequences**

When selected, the server allows character sequences such as **1234** or **1111** or **abcd** in new passwords. When not selected, the field below sets the maximum length of any sequence.

- **Maximum allowed sequence length**

When **Allow character sequences** is not selected, this field sets the maximum allowed length of any character sequence .

7.5.10 Firewall

The server can apply firewall controls to the incoming traffic it receives.

- **Activate**

Sets whether the firewall is active.

- **Enabled Filtering**

Sets whether the firewall should apply filtering to the traffic received by the server.

- **Enable TCP ports**

Select whether the server allows the following TCP ports when the firewall is active.

- **21:** If selected, allow port TCP 21.

- **80:** If selected, allow port TCP 80.

- **8000:** If selected, allow port TCP 8000.

- **! WARNING: Blocking Port 8000 Disables Solution Upgrades**

If filtering is enabled but with port 8000 disabled, then centralized upgrading from the primary server of associated secondary, application and expansion servers is blocked.

- **8069:** If selected, allow port TCP 8069.

- **8080:** If selected, allow port TCP 8080.

- **9080:** If selected, allow port TCP 9080.

- **Enable UDP ports**

Select whether the server allows the following UDP ports when the firewall is active.

- **69:** If selected, allow port UDP 69.

7.5.11 Additional Hardware

These additional settings appear on servers with an additional hard disk. Unified Communications Module servers do not support this.

- **Additional Hardware Info**

The fields vary depending on the type and location of the additional hard disk.

- **Create Partitions**

Use of this option is not currently supported with additional hard disks used for the Contact Recorder for IP Office service.

- **Mount Path Name**

This is the name assigned for the additional hard disk. You can then use the name for access to the drive. For Contact Recorder for IP Office set the name to **/additional-hdd#1**. The full mount path name for each partition is automatically configured by the system adding **/partition1**, **/partition2**, etc. as a suffix. For example **/additional-hdd#1/partition1**.

- **Activate**

Enabling this option automatically mounts the additional hard disk.

7.6 VNC

This menu allows you to configure VNC access to the server's graphical desktop. You can then use the VNC access either through these menus or using a separate third-party such as TigerVNC. See Using VNC. The VNC menu is not supported for virtualized servers.

- VNC access using the root user account is not supported. Some applications, for example Wireshark, require root user permissions and so cannot be used when accessing the server via VNC.
- For a server deployed as a VMware virtual machine, additional configuration may be necessary to allow the use of the VNC menu. For details refer to the manual "Deploying Avaya IP Office™ Platform Servers as Virtual Machines".

Settings

You can use this menu to start and stop the server's VNC service. The VNC client used to access the desktop must match the **Port** settings.

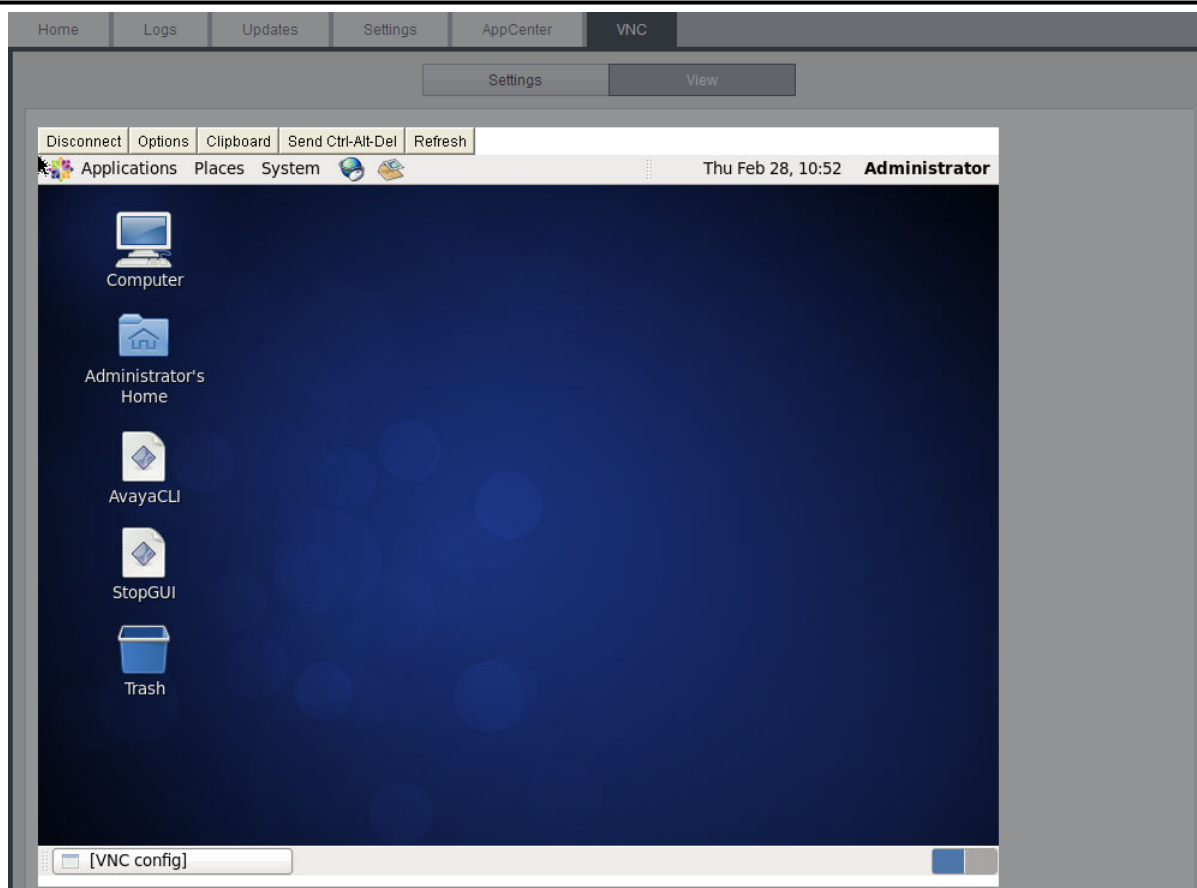
The screenshot shows the 'VNC' tab selected in the top navigation bar. Below the navigation bar, there are two buttons: 'Settings' and 'View'. The 'Settings' button is active, displaying a 'VNC Settings' dialog box. The dialog box has a title bar with 'Start VNC', 'Stop VNC', and 'Apply' buttons. It contains two input fields: 'Password:' and 'Port:'. The 'Port' field is set to '5807'.

View

You can use this menu to connect and display the desktop using the browser as the VNC client.

The screenshot shows the 'VNC' tab selected in the top navigation bar. Below the navigation bar, there are two buttons: 'Settings' and 'View'. The 'View' button is active, displaying a 'VNC Authentication' dialog box. The dialog box has a title bar with 'Disconnect', 'Options', 'Clipboard', 'Send Ctrl-Alt-Del', and 'Refresh' buttons. It contains a 'Password:' input field and an 'OK' button.

Once the password is accepted, the operating system desktop appears.



7.7 App Center

You can access this menu by selecting **AppCenter**. You can use the menu to download files for use on the local PC. For example, the Voicemail Pro client used to administer the Voicemail Pro server application.

The file repository location is configured through the [Settings | General](#) page.

Icon	Application Name	Added at	Size	Description
	Softphone Mac 4.0.1.1 CE4012b 73224.dmg	2014-08-11 02:31:17	45.1M	IP Office Video Softphone (Mac)
	Softconsole 9 1 0 104.exe	2014-08-11 02:31:19	0b	IP Office SoftConsole
	AdminLite 9 1 0 207.exe	2014-08-11 02:31:06	120.4M	IP Office Server Edition Manager
	DLink 1 0 0 5.exe	2014-08-11 02:31:20	3.5M	IP Office DevLink
	TAPI 1 0 0 40.exe	2014-08-11 02:31:19	10.6M	IP Office TAPI Service Provider
	VmPro-Mapi 9 1 0 68.exe	2014-08-11 02:31:16	23.4M	IP Office Voicemail Pro MAPI Service
	VmPro-Client 9 1 0 68.exe	2014-08-11 02:31:12	88.5M	IP Office Voicemail Pro Client

The files included in the installation may vary. Note that some packages require the addition of licenses to the system and configuration changes. Refer to the specific installation manuals for those applications:

- **VmPro...ClientOnly.exe**
This is the installation package for the Voicemail Pro client application used to administer the Voicemail Pro server application.
- **VmPro...Mapi.exe**
This is the installation package for the MAPI proxy. This is installed on a Windows PC in the same network as the Windows Exchange server. It allows the Linux based Voicemail Pro server to access UMS services. Refer to the Voicemail Pro installation manual.
- **IPOAdminLite...**
This is the installation package for the IP Office Manager application. Note that this is an installer for IP Office Manager, System Monitor and System Status Application tools only. It is not the full IP Office Administration and User package used with other IP Office systems.
- **DLink...**
This is the installation package for the IP Office DevLink 3rd-party TAPI interface.
- **TAPI...**
This is the installation package for the IP Office 1st -party TAPI interface.
- **Softconsole...**
This is the installation package for the IP Office SoftConsole application. This is an application used by receptionist and operator type users to answer and distribute incoming calls.
- **...Softphone...**
This is a SIP softphone application for use by individual users. For IP Office Release 9.1 only the Mac version is provided and supported.

Chapter 8.

Document History

8. Document History

Date	Issue	Changes
30th October 2014	10b	<ul style="list-style-type: none"> Updated for IP Office Release 9.1.
13th November 2014	10c	<ul style="list-style-type: none"> Incorrect reference to /CSIPOrec as mount point for additional hard disk.
14th November 2014	10d	<ul style="list-style-type: none"> Clarified that referred authentication applies to all services rather than just web control.
13th January 2015	10e	<ul style="list-style-type: none"> Alignment of the terminology of the upgrade paths table with the 9.1 GA technical bulletin. Removed availability of a ZIP file as an upgrade method between different 9.0.3/9.0.4 builds. Addition of the warning to disable one-X Portal logging prior to upgrading. Link from upgrading to logging into web management went to wrong version of logging into web management topic. Explanation of use of referred authentication expanded. Now also applicable for UCM for 9.1. Added screenshot of the UCM in web management Solution view. Note regarding the need for further configuration to use the VNC menu is running a virtual machine added. Extra steps in UCM V2 installation and upgrading added (module, including new module, needs manually controlled restart to enter software loading state). Reference to user required for UCM Ignition corrected to root. Zip upgrade method details removed (not used for 9.1).
14th January 2015	10f	<ul style="list-style-type: none"> UCM v1 battery removal/disposal note removed. USB2 terminology changed to USB (apparently USB1, 2 or 3 will work but with corresponding speed differences). Recommendation for USB install/upgrade changed to use upper USB socket. Use lower socket for keyboard. Incorrectly shown web control port and protocol options removed. Description of log archives corrected, contains all available logs, not just those since last archive creation. Application log menu shows the last 1000 log records. Expanded explanation of the passwords requested during ignition. USB utility instructions switched from UNetBootin to Rufus. Removed errant author only comments. Standardisation on 'amber' versus 'orange'.
17th February 2015	10g	<ul style="list-style-type: none"> Clarification of UCM v2 upper USB is USB3. All others are USB2. Put web management upgrade as first and preferred option for upgrading once system is on 9.1. Notes that to use monitor the monitor needs to be attached before module restart. Rufus URL changed to https: (http: works but frequently has problems). Various tidying. Removed errant "Use System Default" checkbox shown in screenshots of Application Server/Server Edition ignition.
3rd March 2015	10h	<ul style="list-style-type: none"> Removed mention of web collaboration as potential optional service. Processed raft of feedback in previous issue. Security steps in ignition added (based on seeing them in Build 9.1.2(412)).
13th March 2015	10i	<ul style="list-style-type: none"> Republish due to UCM module upgrade option incorrectly appearing in non-UCM documents.
14th April 2015	10j	<ul style="list-style-type: none"> Login Banner Text field is now blank by default (9.0 and 9.1). [80432] Change to certificate controls to allow the backup and restoration of the server's security certificate. [87145] Corrected /CSIPOrec to /CSIPORec. [82278]
15th April 2015	10k	<ul style="list-style-type: none"> Corrected Rufus URL. Removed USB3 references.
22nd April 2015	10l	<ul style="list-style-type: none"> Various text updates. Not technical changes. Some reordering of sections.
5th May 2015	10m	<ul style="list-style-type: none"> Merged the maintenance chapters for UCM and Linux servers. Added details for adding a certificate to Safari (Windows and Mac).
26th May 2015	10n	<ul style="list-style-type: none"> Updated download software page to match current support site design. [90569] Minor update to Rufus settings (basically stating the defaults). [90575] Rephrasing for fact that server certificates not available in 9.1.0GA but are available in 9.1FP (9.1.2). [90603]

Date	Issue	Changes
		<ul style="list-style-type: none"> Slight restructure to skip "step phrase" in UCM quick install description. [90605] Minor text enhancement to clarify that security is via shell "IP Office" on the UCM. [93333]
27th May 2015	10o	<ul style="list-style-type: none"> Minor text changes. [90606] one-X Portal AFA login is also under referred authentication control and by default uses Administrator account password. [90604] Clarification of Voicemail backup transfer from old to new server process and reinstatement of SSH file transfer details. [90598] Removed errant <<< >>> markup.
2nd June 2015	10p	<ul style="list-style-type: none"> Correction to System Settings screenshot for application server. Correct server maintenance topic incorrectly being included in Contact Recorder output.
16th June 2015	10q	<ul style="list-style-type: none"> Minor update to match redesign of Avaya support website.
1st July 2015	10r	<ul style="list-style-type: none"> Correction: UCM USB ISO transfer for upgrades needs to be fully prepared USB memory key, not just plain ISO file. "Web Manager Upgrade" status shown in SSA for upgrades via web manager menus.
7th September 2015	10s	<ul style="list-style-type: none"> Correction to mount path name for additional disks^[10b]. Full name is derived disk mount path specified plus partition number, for example /additional-hdd#1/partition1. [99975] Various minor text layout fixes.
8th September 2015	10t	<ul style="list-style-type: none"> Various minor text layout fixes. Fixed unplanned mention of Unified Communications Module in non-UCM outputs from the common doc source.
29th September 2015	10u	<ul style="list-style-type: none"> Republished with errant author's notes text now hidden.
30th September 2015	10v	<ul style="list-style-type: none"> Correct of web control login from http to https.
30th October 2015	10w	<ul style="list-style-type: none"> Warning added that voicemail restore^[10c] fails if VMPro client is connected. [99893] Note that Syslog Event Viewer^[99] filters are set when page is opened. Reload page to update.
2nd November 2015	10x	<ul style="list-style-type: none"> Republish to resynch publishing system.
6th November 2015	10y	<ul style="list-style-type: none"> Note that virtual servers either use NTP time or virtual server platform time. [100563]
8th December 2015	10z	<ul style="list-style-type: none"> Correction to description of Synchronize system clock before starting service and Use local time source. Clarifications to the password set and password change field descriptions to clarify which change IP Office and or Linux accounts.
21st December 2015	10aa	<ul style="list-style-type: none"> Emphasis that security reset may disrupt calls and services.
19th January 2016	10ab	<ul style="list-style-type: none"> Correction of path to download archived log files.
5th February 2016	10ac	<ul style="list-style-type: none"> Syslog retention of monitor server records clarified.
5th April 2016	10ad	<ul style="list-style-type: none"> Warning added regarding firewall blocking of port 8000^[10d]. [106719]
17th May 2016	10ae	<ul style="list-style-type: none"> Additional emphasis on the default Contact Recorder file path setting.
7th July 2016	10af	<ul style="list-style-type: none"> Note that Change Password and Enable Referred Authentication options not available if logged in as local Administrator account. [109634] Emphasis on fields that cause default security certificate regeneration (IP address and Host Name fields). Note that Backup and Restore^[10e] options (Settings General) do not appear when web control menus accessed via platform view.
14th October 2016	10ag	<ul style="list-style-type: none"> For call recording, incoming call routes are no longer centralized. [110388] VRLA still not supported with Linux systems. [110378] Non-PCI compliant notice added.
22nd November 2016	10ah	<ul style="list-style-type: none"> Correction, voicemail licenses^[47] are for ports, not users.

Index

3

3rd Party database integration 15

A

Add

Sub-interface 104

Additional documentation 13

Address

DNS 68, 104

IP 68, 104

Administrator

Login 52

Application

Auto-start 70

Install 74

Repositories 80, 99

Start 70

Stop 70

Uninstall 79

Upgrade 74, 75

Application files

Upload files 74, 81

Application Logs 94

Archive 95

Audit Log 94

Auto-start 70

B

Backup 100

Custom folders 48

one-X Portal for IP Office 61

Voicemail 46

BIOS 21

Boot

BIOS order 21

Browser 15

Bulletins 13

C

CentOS 13

Compatibility 12

Change

IP Address 68

Check

Software version 97, 98

Clients 111

Compatibility 12

Configuration

one-X Portal for IP Office 52

Voicemail Pro 40

ContactStore 15

CPU

Usage 91

Create

DVD 22

Create a USB device 23, 76

Create Archive 95

Custom folders

Backup/restore 48

D

Database integration 15

Date 72, 106

Default

Gateway 68, 104

Password 67

Delete

Sub-interface 104

DHCP 68, 104

Disk

Usage 91

Disk Space 12

DNS 68, 104

Download

Logs 95

Windows Clients 111

DVD 22

DVD Drive 12

E

Enable Traffic Control 68, 104

F

Forward

Syslog records 100

G

Gateway 68, 104

General 100

H

Hard Disk 12

Headless 12

Home 91

Host Name 68, 104

I

Ignite 26

Inactivity timeout 73, 101

Initial configuration 52

Install

Application 74

IP Office Application Server 24

Service 74

Interface 68, 104

IP Address 42, 68, 104

IP Office

Check 52

Select 52

J

Javascript 15

L

Linux 12, 13

Installation 24

Local 100

Log Files Age 100

Logging In 32, 67

Login 44, 67

Administrator 52

Banner text 100

Logs 93

Application 94

Archive 95

Audit 94

Download 95

Log Files Age 100

M

Mask 68, 104

Memory 12

Usage 91

Menu

Download 95

General 100

Home 91

Logs 93

- Menu
 - Logs Download 95
 - Logs View 94
 - Services 97
 - System 98, 104
 - Updates 96
 - Updates Services 97
 - Updates System 98
 - View 94
 - Windows Clients 111
- Menus
 - Inactivity timeout 73, 101
- Module
 - Restart 71
 - Shutdown 71
- N**
- Network 68, 104
 - Change IP address 68
 - Sub-interface 104
- Network Time Protocol 72, 106
- no Remote 44
- Notifications 91
- NTP 72, 106
- O**
- one-X Portal for IP Office
 - Auto-start 70
 - Backup/restore 61
 - Configuration 52
 - Start 70
 - Stop 70
- Operating system 12
 - Repositories 80, 99
 - Upload files 81
- P**
- Password
 - Change 52
 - Default 67
 - Root password 70
 - Rules 107
- PC Requirements 12
- Port
 - Web Control 100
- Processor 12
- R**
- RAM 12
 - Usage 91
- Reboot 71, 91
- Recieve
 - Syslog 100
- Related documents 13
- Remote
 - Server desktop 109
- Remote Software Repositories 82
- Remove
 - Sub-interface 104
- Repositories 80, 82, 99
- Repository 100
- Requirements 12
- Restart 71
- Restore 100
 - Custom folders 48
 - one-X Portal for IP Office 61
 - Voicemail 46
- Role 26
- Root password
 - Change 70
 - Rules 107
 - Set 26
- Rules 107
- S**
- Send
 - Syslog records 100
- Server
 - Ignite 26
 - NTP 72, 106
 - Reboot 71, 91
 - Role 26
 - Shutdown 71, 91
 - Type 26
- Server desktop
 - Remote 109
- Server Name 44
- Service
 - Auto-start 70
 - Install 74
 - Start 70
 - Stop 70
 - Uninstall 79
 - Upgrade 74
- Services 97
 - Start 91
 - Status 91
 - Stop 91
 - View 33
- Set
 - Login banner 100
 - Root password 26
- Shutdown 71, 91
- SNMP 100
- SNMP Support 100
- Software 44
 - Repositories 80, 99
 - Repositories 82
 - Unetbootin 18, 23, 76
 - USB 18, 23, 76
- Software Repositories 100
- Software version
 - Check 97, 98
- Specification 12
- Start 71
 - Auto-start 70
 - Service 70
- Start Services 91
- Status 91
- Stop
 - Service 70
- Stop Services 91
- Sub-interface 104
- Subnet Mask 68, 104
- Supported
 - Browsers 15
- syslinux.cfg 23, 76
- Syslog
 - Settings 100
 - View 95
- System 98, 104
- T**
- Technical bulletins 13
- Time
 - Timezone 72, 106

Timeout 73, 101
Traffic Control 68, 104
Type 26
U
UMS 15
Uninstall
 Application 79
 Service 79
Unit Name/IP Address 44
Update
 Check version 97, 98
 Services 97
 System 98
Updates
 Services 96
 System 96
Upgrade
 Application files 75
Upgrading Applications 74
Upload
 Application files 74, 81
 Operating system 81
 Windows client files 81
Usage
 CPU 91
 Disk 91
 Memory 91
USB
 Create a bootable... 23, 76
 Software 18, 23, 76
V
Version
 Check 97, 98
View
 Services 33
 Syslog records 95
View Logs 94
VNC 109
Voicemail
 Auto-start 70
 Backup/restore 46
 Start 70
 Stop 70
Voicemail IP Address 42
Voicemail Pro
 Configuration 40
 Limitations 15
Voicemail Pro Client
 run 44
Voicemail Pro Client window 44
Voicemail Pro Login window 44
Voicemail Pro Server
 connect 44
Voicemail Type 42
VPNM 15
W
WAN 44
Watchdog 100
Web browser 15
Web Control Port 100
Windows client
 Repositories 80, 99
Windows client files
 Upload files 81
Windows Clients 111

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