



Upgrading and Patching Avaya Contact Center Select

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Chapter 1: Introduction

This document contains the procedures to migrate customer information and install patches for Avaya Contact Center Select Release 7.1.x.

Purpose

This document contains upgrading checklists and procedures.

Intended audience

This document is intended for people who perform upgrades.

Related resources

Avaya Contact Center Select documentation

The following table lists the documents related to Avaya Contact Center Select. Download the documents from the Avaya Support website at <https://support.avaya.com>.

Title	Document purpose	Audience
Overview		
<i>Avaya Contact Center Select Solution Description</i>	This document provides a technical description of Avaya Contact Center Select. It describes the product features, specifications, licensing, and interoperability with other supported products.	Customers and sales, services, and support personnel

Table continues...

Title	Document purpose	Audience
<i>Avaya Contact Center Select Documentation Catalog</i>	This document describes available Avaya Contact Center Select documentation resources and indicates the type of information in each document.	Customers and sales, services, and support personnel
<i>Contact Center Performance Management Data Dictionary</i>	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.	System administrators and contact center supervisors
Implementing		
<i>Deploying Avaya Contact Center Select DVD</i>	This document contains information about Avaya Contact Center Select DVD installation, initial configuration, and verification. This document contains information about maintaining and troubleshooting the Avaya Contact Center Select server.	Implementation personnel
<i>Deploying Avaya Contact Center Select Software Appliance</i>	This document contains information about Avaya Contact Center Select Software Appliance (VMware) preparation, deployment, initial configuration, and verification. This document contains information about maintaining and troubleshooting the software appliance.	Implementation personnel
<i>Deploying Avaya Contact Center Select Hardware Appliance</i>	This document contains information about Avaya Contact Center Select Hardware Appliance (physical server) installation, initial configuration, and verification. This document contains information about maintaining and troubleshooting the hardware appliance.	Implementation personnel
<i>Deploying Avaya Contact Center Select on Microsoft Azure</i>	This document contains information about deploying Avaya Contact Center Select using an ISO image on Microsoft Azure.	Implementation personnel
<i>Avaya Contact Center Select Business Continuity</i>	This document contains information about deploying Avaya Contact Center Select Business Continuity.	Implementation personnel
<i>Upgrading and Patching Avaya Contact Center Select</i>	This document contains information about upgrading and patching Avaya Contact Center Select.	Implementation personnel and system administrators
Administering		

Table continues...

Title	Document purpose	Audience
<i>Administering Avaya Contact Center Select</i>	This document contains information and procedures to configure the users, skillsets, and contact center configuration data. This document contains information about creating Avaya Contact Center Select real-time and historical reports.	System administrators and contact center supervisors
<i>Avaya Contact Center Select Advanced Administration</i>	This document contains information about managing the Avaya Contact Center Select server, licensing, and multimedia configuration.	System administrators
<i>Using Contact Center Orchestration Designer</i>	This document contains information and procedures to configure script and flow applications in Contact Center Orchestration Designer.	System administrators
Maintaining		
<i>Contact Center Event Codes</i>	This document contains a list of errors in the Contact Center suite and recommendations to resolve them. This document is a Microsoft Excel spreadsheet.	System administrators and support personnel
Using		
<i>Using Agent Desktop for Avaya Contact Center Select</i>	This document provides information and procedures for agents who use the Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.	Contact center agents and supervisors
<i>Using the Contact Center Agent Browser application</i>	This document provides information and procedures for agents who use the Agent Browser application to log on to Contact Center and perform basic tasks.	Contact center agents
<i>Using Avaya Workspaces for AACC and ACCS</i>	This document describes the tasks that Contact Center agents can perform using Avaya Workspaces.	Contact center agents and supervisors
Release Notes		
<i>Avaya Contact Center Select Release Notes</i>	The Release Notes contain information about known issues, patches, and workarounds.	System administrators and support personnel

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.

3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Select Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a keyword or keywords in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available. For example, Contact Centers.

Note:

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Changes in this release

The following sections outline the Avaya Contact Center Select changes in Release 7.1.x.

Features

See the following sections for information about feature changes.

New features in the Release 7.1 base build

See the following sections for information about new features in Release 7.1 base build:

- [Ignition Wizard enhancements](#) on page 13
- [Support for Avaya Workspaces](#) on page 13

New features in Release 7.1 Service Packs 1 and 2

There are no new features in Release 7.1 Service Packs 1 and 2.

New features in Release 7.1 Service Pack 3

See the following section for information about new features in Release 7.1 Service Pack 3: [Avaya Workspaces Service Utility](#) on page 13.

New features in Release 7.1 Feature Pack 1

See the following section for information about new features in Release 7.1 Feature Pack 1: [NTP configuration of the Avaya Workspaces nodes](#) on page 13.

New features in Release 7.1 Feature Pack 2

See the following sections for information about new features in Release 7.1 Feature Pack 2:

- [Ability to deploy Avaya Workspaces at any stage](#) on page 13
- [Disabling encryption not required for Contact Center upgrades](#) on page 13

New features in Release 7.1 Feature Pack 2 Post GA Patches

See the following sections for information about new features in Release 7.1 Feature Pack 2 Post GA Patches:

- [Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches supports Microsoft Windows 11](#) on page 14

- [Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches supports Microsoft Windows Server 2019](#) on page 14

New features in Release 7.1.2 Service Pack 2

See the following section for information about new features in Release 7.1.2 Service Pack 2: [Avaya Workspaces features for Release 7.1.2.2](#) on page 14.

Ignition Wizard enhancements

From Release 7.1 the following enhancements of Ignitions Wizard are implemented:

- Ignition Wizard now supports chained certificates
- Ignition Wizard now allows to remove the imported certificates
- Password complexity rules of Ignition Wizard are now aligned with Security Manager
- Ignition Wizard now has enhanced validation and reset options

Support for Avaya Workspaces

From Release 7.1, Contact Center supports Avaya Workspaces — a client for the voice, email and, web chat contact types.

Avaya Workspaces Service Utility

From Release 7.1 Service Pack 3, you can use the Avaya Workspaces Service Utility. This is a new standalone .NET application that enables you to perform service functions for the Workspaces cluster. You can use this tool to monitor containers and collect logs.

NTP configuration of the Avaya Workspaces nodes

From Release 7.1 Feature Pack 1, you can synchronize your Avaya Workspaces nodes with the Contact Center environment using Network Time Protocol (NTP) servers. Set up the NTP servers before deploying or upgrading your Contact Center Release 7.1. You can use from one to three NTP servers, however, Avaya recommends that you use three. You can configure time synchronization settings in the new Other settings tab while configuring Avaya Workspaces in Ignition Wizard (for fresh installs) or in the Update Configurator (for upgrades).

Ability to deploy Avaya Workspaces at any stage

From Release 7.1 Feature Pack 2, you can deploy and configure the Avaya Workspaces cluster at any stage after you upgrade to the latest release. Using the Update Configurator, you can deploy the Avaya Workspaces cluster either during initial installation and configuration of the Contact Center release, or as a Day 2 operation.

Disabling encryption not required for Contact Center upgrades

Release 7.1 Feature Pack 2 removes the requirement to disable encryption when upgrading Contact Center, which decreases the overall time of the upgrading process.

Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches supports Microsoft Windows 11

From Release 7.1 Feature Pack 2 Post GA Patches, Avaya Contact Center Select supports Microsoft Windows 11 for Avaya Agent Desktop, Contact Center Manager Administration, Contact Center Multimedia Administration, and Communication Control Toolkit.

Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches supports Microsoft Windows Server 2019

Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches supports the Microsoft Windows Server 2019 operating system. Customers that upgrade to Avaya Contact Center Select Release 7.1 Feature Pack 2 Post GA Patches and want to use Windows Server 2019 must perform a fresh installation on a new Microsoft Windows Server 2019. For more information about restoring the database to the new server, see *Upgrading and Patching Avaya Contact Center Select*.

Avaya Workspaces features for Release 7.1.2.2

Release 7.1.2.2 introduces the following Avaya Workspaces features for Avaya Aura[®] Contact Center (AACC) and Avaya Contact Center Select (ACCS). For more information about Avaya Workspaces features, see *Using Avaya Workspaces for AACC and ACCS*.

Consult, transfer, and conference options for web chat

You can consult with another agent during a chat interaction. Messages between agents are whispered so the customer does not see them.

If the other agent agrees, you can do one of the following when ending the consultation:

- Transfer the web chat to the other agent.
- Start a conference.

Observe web chat

A supervisor can observe a chat interaction from the My Agents widget.

Whisper coaching during web chat

While observing a chat interaction, the supervisor can start coaching. During the coaching session, the supervisor can whisper guidance to the agent. The customer does not see whispered messages.

Barge in to web chat

A supervisor can barge in to the chat interaction and communicate with the customer directly.

Email approval

A supervisor can approve or reject an email and add review comments. The agent can edit the email and add comments if it is rejected.

Reschedule email

You can postpone work on an email and reschedule it for a later time. This is a useful option if you need more time to gather information before completing the email.

Email transfer enhancements and new forwarding option

Previously, you could only transfer an email interaction to a skillset. Now, you can also transfer the email to another agent. In addition, you can also forward an email to any email address.

Multiple keyword search

You can use multiple keywords when searching through email templates and suggested content.

Customer history view

Customer history information for all contact types (voice and multimedia) is now displayed together in the same table.

Other changes

This section lists other changes for Release 7.1.x. Outdated information has been removed.

Other changes in Release 7.1 Feature Pack 2

See the following section for information about other changes in Release 7.1 Feature Pack 2: [Updated third-party software for the Avaya Workspaces cluster](#) on page 15.

Other changes in Release 7.1.2 Service Pack 2

See the following sections for information about other changes in Release 7.1.2 Service Pack 2:

- [Interoperability with the latest WebLM releases](#) on page 15
- [VMware support](#) on page 16
- [End of support for Internet Explorer](#) on page 16
- [Windows operating system support](#) on page 16
- [Avaya Aura Media Server interoperability](#) on page 16
- [Supported IP Office versions](#) on page 16

Updated third-party software for the Avaya Workspaces cluster

Release 7.1 Feature Packs 1 and 2 include upgrades to a number of third-party components for the Avaya Workspaces cluster. Examples of components that have been upgraded to more recent versions include Kubernetes, Docker, Istio, and Kafka.

Interoperability with the latest WebLM releases

In Release 7.1.2.2, the latest versions of WebLM 8.1.3.x and 10.1.x are supported.

VMware support

Contact Center Release 7.1.2.2 supports ESXi 7.0 and 8.0 Update 2. Earlier VMware versions, including 6.5 and 6.7, are no longer supported.

See the [VMware website](#) for general lifecycle policy information.

End of support for Internet Explorer

Microsoft ended support for the Internet Explorer (IE) web browser in June 2022.

Many Contact Center applications, such as Contact Center Manager Administration (CCMA), Contact Center Multimedia (CCMM), and Communication Control Toolkit (CCT) require the IE engine. To run these applications, you must use Microsoft Edge in IE mode. If you are using Windows 10, IE can be disabled but cannot be removed from your computer. With Windows 11, you do not need to install the IE browser because Edge already includes the IE engine.

Windows operating system support

The following Microsoft operating systems are no longer supported:

- Windows 7 and 8.1
- Windows Server 2012 R2 and earlier versions

See the [Microsoft website](#) for lifecycle policy information.

Avaya Aura[®] Media Server interoperability

Contact Center now supports Avaya Aura[®] Media Server Release 10.1.x. Release 8.0.x is also supported.

Supported IP Office versions

In Release 7.1.2.2, Avaya Contact Center Select supports IP Office Release 10.1, 11.1.2, and 11.1.3.x.

Chapter 3: Overview

Avaya Contact Center Select Release 7.1.x is supported on the Microsoft Windows Server 2016 and 2019 operating systems, Standard and Data Center editions. The Microsoft Windows Server operating system and server must meet the requirements specified in *Avaya Contact Center Select Solution Description*.

You cannot upgrade directly from Avaya Contact Center Select Release 6.4.2 on Windows Server 2008 R2 to Avaya Contact Center Select Release 7.1.x on Windows Server 2016 or 2019. You can migrate agent and statistical information from your existing Avaya Contact Center Select Release 6.x solution to Avaya Contact Center Select Release 7.x.

Avaya Contact Center Select minor releases use the application of Release Packs, Feature Packs, or Service Packs as the upgrade method. Download and read the Release Notes for additional instructions to successfully upgrade Avaya Contact Center Select.

When you upgrade or migrate to Avaya Contact Center Select 7.1.x, you can choose to deploy and configure Avaya Workspaces. You must ensure that your solution hardware specifications meet the minimum requirements for Avaya Workspaces. For more information about Avaya Workspaces hardware requirements, see *Avaya Contact Center Select Solution Description*.

Important:

- If you are upgrading from Avaya Contact Center Select Release 7.0 or Release 7.0 Service Pack 1, you cannot upgrade directly to Avaya Contact Center Select Release 7.0 Feature Pack 2 or later. You must upgrade to Avaya Contact Center Select Release 7.0 Feature Pack 1 before upgrading to Avaya Contact Center Select Release 7.0 Feature Pack 2 or later.
- If you use local WebLM licensing, the WebLM password is reset to the default password after you upgrade Avaya Contact Center Select.

You can apply the most recent Avaya Contact Center Select patches to ensure that you have the most recent version of the application software, to resolve software issues.

You can apply patches to an Avaya Contact Center Select Business Continuity solution. Both Avaya Contact Center Select servers must be updated to the same patch level. Updating an Avaya Contact Center Select Business Continuity solution requires careful up-front planning.

To install an Avaya Contact Center Select Service Pack or to migrate Avaya Contact Center Select, you must schedule a maintenance cycle and restart the contact center. For more information, read the Service Pack Readme file.

Migrating from Avaya Contact Center Select to Avaya Aura[®] Contact Center is not supported.

Migrating from an Avaya NES Contact Center AML-based solution to Avaya Contact Center Select is supported. Migrating from an Avaya Aura® Contact Center AML-based solution to Avaya Contact Center Select is also supported.

Avaya Contact Center Select firewall considerations

Avaya Contact Center Select supplies a customized Windows Firewall Security policy. After you install Avaya Contact Center Select, Avaya recommends that you do not make changes to the ACCS Firewall Policy.

When you install a Service Pack on your Contact Center server, the Service Pack applies the most recent version of the ACCS Firewall Policy. Any changes previously made to the ACCS Firewall Policy are therefore lost. If you make changes to the ACCS Firewall Policy, you must manually track and manage these changes.

Avaya Contact Center Select Software Appliance migration overview

To migrate from an Avaya Contact Center Select Release 6.4.2 or 7.0.x Software Appliance to a new Avaya Contact Center Select Release 7.1.x Software Appliance, follow these steps:

1. Deploy an Avaya WebLM Release 8.1.3.x or 10.1.x OVA Software Appliance.
2. Deploy an Avaya Aura® Media Server Release 8.0.x or 10.1 Software Appliance. Upgrading from an Avaya Media Server Release 7.6 or 7.7 OVA to a new Avaya Aura® Media Server OVA Software Appliance is not supported. You can migrate the Application Content database from Avaya Media Server Release 7.6 or 7.7 to Avaya Aura® Media Server Release 7.8. Upgrading from a Media Server Release 7.8 OVA to an Avaya Aura® Media Server Release 8.0.x or 10.1 OVA Software Appliance is supported.
3. On the existing Avaya Contact Center Select Release 6.4.2 or 7.0 Software Appliance server, back up the databases and CCMA data to a secure network location.
4. Create an Avaya Contact Center Select Release 7.1.x virtual machine:
 - Create a VMware virtual machine. Ensure that the virtual machine meets the specifications in *Avaya Contact Center Select Solution Description*.
 - Install Microsoft Windows Server 2016 or 2019 Standard or Data Center edition on the virtual machine. Use the GUI version of the operating system.
 - Format the virtual machine hard disk partitions for Avaya Contact Center Select Release 7.1.x.
 - Using the Avaya Contact Center Select Release 7.1.x DVD, install Avaya Contact Center Select without Avaya Aura® Media Server on the Windows Server virtual machine. Ensure you select the install option without Avaya Aura® Media Server.
5. Restore the Avaya Contact Center Select Release 6.4.2 or 7.0 databases and CCMA on the Avaya Contact Center Select Release 7.1.x virtual machine.

6. Take the existing Avaya Contact Center Select Software Appliance offline.
7. Commission Avaya Contact Center Select Release 7.1.x.

For more details about deploying an Avaya Contact Center Select Release 7.1.x Software Appliance, see *Deploying Avaya Contact Center Select Software Appliance*.

Avaya Contact Center Select Hardware Appliance migration overview

To migrate from an Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance to a new Avaya Contact Center Select Release 7.1.x Hardware Appliance, follow these steps:

1. On the existing Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance server, back up the databases and CCMA data to a secure network location.
2. Deploy an Avaya Contact Center Select Release 7.1.x Hardware Appliance.
3. Restore the Avaya Contact Center Select Release 6.4.2 or 7.0 databases and CCMA data to the Avaya Contact Center Select Release 7.1.x server.
4. Take the existing Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance offline.
5. Commission Avaya Contact Center Select Release 7.1.x.

For more details about deploying an Avaya Contact Center Select Hardware Appliance, see *Deploying Avaya Contact Center Select Hardware Appliance*.

Avaya Contact Center Select Hardware Appliance reuse overview

To reuse your existing Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance for Avaya Contact Center Select Release 7.1.x, follow these steps:

1. On the existing Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance server, back up the databases and CCMA data to a secure network location.
2. Take the Avaya Contact Center Select Release 6.4.2 or 7.0 Hardware Appliance offline.
3. Reformat the Hardware Appliance server:
 - Install Microsoft Windows Server 2016 or 2019, Standard or Data Center edition. Use the GUI version of the operating system.
 - Do not upgrade the operating system. Avaya Contact Center Select is not supported on an upgraded operating system.

- Reformat the server hard disk partitions for Avaya Contact Center Select Release 7.1.x.
4. Using the Avaya Contact Center Select Release 7.1.x DVD, install Avaya Contact Center Select with Avaya Aura® Media Server software on the Windows Server.
 5. Restore the old Avaya Contact Center Select databases and CCMA data to the Avaya Contact Center Select Release 7.1.x server.
 6. Commission Avaya Contact Center Select Release 7.1.x.

For more details about deploying Avaya Contact Center Select, see *Deploying Avaya Contact Center Select DVD*.

Migrating security certificates

If you have TLS security on any Contact Center services in your existing Release 6.x solution, then the existing server has security certificates in one or more of the security stores supported on earlier releases. Contact Center Release 7.1 uses a single certificate for both the Contact Center security store and the IIS security store.

As a result, you cannot migrate a Contact Center security store from Release 6.x to Release 7.1. If you are migrating a secure Contact Center system from Release 6.x, you must create a new security store on the Release 7.1 Contact Center server.

If you are migrating from a Release 7.x server and want to reuse the certificates from your existing system:

- The new system must have exactly the same name and use the same domain as the existing system.
- You can reuse only the certificate in the Contact Center security store.
- Migrating the Contact Center security store is a manual process.

Migrating the Contact Center security store

To migrate the Contact Center security store from an existing Release 7.x server to a new Release 7.1 server:

- On the existing server, use Security Manager to back up the security store to a directory. Ensure you record the password for the old security store.
- Archive the directory into a single file, for example a zip file.
- Save the archived file to a network location.
- After migrating, copy the archived file to the new server and unpack the directory.
- Use Security Manager to restore the security store on the new server.

Configuring a minimum TLS version

From Release 7.0 Feature Pack 1, Contact Center implements Transport Layer Security (TLS) version 1.2 as the default minimum version negotiated for secure communications. This is to avoid security vulnerabilities that exist in TLS 1.0.

For backward compatibility and inter-operation with third-party or custom applications connecting to Contact Center, Administrators can set lower versions of TLS on certain communication channels.

If your Contact Center solution includes systems that support only lower TLS versions, ensure you set the minimum TLS version after migration. For more information on setting minimum TLS settings, see *Avaya Contact Center Select Advanced Administration*.

Database encryption considerations

Upgrades

You can upgrade your Contact Center solution with encrypted or not encrypted databases. The preliminary decryption of all databases is not required.

 **Note:**

When downgrading Contact Center, you must decrypt all databases.

Migrations

When you migrate your Contact Center solution, you can restore Contact Center databases that are encrypted or are not encrypted.

If you want to restore an encrypted database to the new server, you must ensure that you use the same encryption key as the old server. You must also ensure that this existing key is activated before you perform the restore.

If you want to use a new encryption key on the new server, restoring an encrypted database is not supported. You must decrypt the Contact Center database on the old server before you perform the backup.

For more information about database encryption, see *Avaya Contact Center Select Advanced Administration*.

Agent Desktop upgrades

When you migrate or upgrade the Contact Center server, or apply a CCMM patch that includes changes for Agent Desktop, a new version of the Agent Desktop client is included.

For ClickOnce deployments, Agent Desktop prompts the agent to install the upgrade when the agent opens the client.

For MSI deployments, Avaya recommends that you install the newer version of the Agent Desktop client when migrating, upgrading, or patching the ACCS server. Release Bundle zip files include an updated Agent Desktop MSI file, if applicable, in the `\Install Software\CCMM` folder. Alternately, you can update the ACCS server and then open Agent Desktop on a client computer.

Contact Center supports backwards compatibility with the previous Feature Pack or Service Pack version of Agent Desktop. This allows you to upgrade the Contact Center server without the requirement to upgrade Agent Desktop in a single maintenance window. For example, if you upgrade to Release 7.0 Feature Pack 3, you can use the Release 7.0 Feature Pack 2 version of Agent Desktop. New Agent Desktop features added in the latest Contact Center release are not available until you upgrade Agent Desktop to that release. Backwards compatibility is not supported for major or minor releases. For example, if you upgrade to Release 7.1, you cannot use the Release 7.0 version of Agent Desktop.

Agent Desktop displays a message to inform you if the Agent Desktop version on the server is different to that on the client. For instructions on Agent Desktop silent installation using the MSI, see *Deploying Avaya Contact Center Select DVD*. The MSI uninstalls the previous version of the client, you do not need to uninstall it manually.

Chapter 4: Avaya Contact Center Select migration

This section describes how to migrate from Avaya Contact Center Select Release 6.4.2 or 7.0 to Avaya Contact Center Select Release 7.1.x on a new Windows Server 2016 or 2019 operating system. This section also describes how to migrate Avaya Contact Center Select Release 7.1.x data from one Windows Server to another.

Existing ACCS server	New ACCS server
Avaya Contact Center Select Release 6.4.2 DVD on a Windows 2008 R2 server	Avaya Contact Center Select with Avaya Aura [®] Media Server Release 7.1.x DVD on Windows Server 2016 or Windows Server 2019
Avaya Contact Center Select with Avaya Aura [®] Media Server Release 7.0 DVD on a Windows 2012 R2 server	
Avaya Contact Center Select with Avaya Aura [®] Media Server Release 7.1.x DVD on Windows Server 2016 or Windows Server 2019	

Avaya Contact Center Select Release 7.1.x is supported on the Standard and Data Center editions of Microsoft Windows Server 2016 or 2019. The Microsoft Windows Server operating system and server must meet the requirements specified in *Avaya Contact Center Select Solution Description*.

You cannot upgrade directly from Avaya Contact Center Select Release 6.4.2 on Windows Server 2008 R2 to Avaya Contact Center Select Release 7.1.x on Windows Server 2016 or 2019. You can migrate agent and statistical information from your existing Avaya Contact Center Select Release 6.x solution to Avaya Contact Center Select Release 7.x.

For a migration, you install a new Windows Server with the most recent version of Avaya Contact Center Select Release 7.1.x software and import the data from the existing Avaya Contact Center Select server.

You can use any account with local administrative rights to install, upgrade, and patch Avaya Contact Center Select. You do not need to always use the same account to perform these tasks. You can delete or disable the install account at any time, without impacting Avaya Contact Center Select operation.

Important:

You must disable the Admin Approval Mode security feature on the Contact Center server. This ensures that accounts with local administrative rights get full privileges for running applications on the Contact Center server.

The following steps are a summary of the migration process:

1. On the existing Avaya Contact Center Select server, back up the databases to a secure network location.
2. On Windows Server 2016 or 2019, install Avaya Contact Center Select Release 7.1.x software.
3. Restore the old Avaya Contact Center Select databases to the new Avaya Contact Center Select Release 7.1.x server.
4. Take the existing Avaya Contact Center Select server offline.
5. Commission Avaya Contact Center Select Release 7.1.x.

Do not upgrade your operating system from a previous release to Microsoft Windows Server 2016 or 2019. Avaya Contact Center Select is not supported on an upgraded operating system.

When you migrate configuration information from the old server to the new server, do not run the two application servers simultaneously. Both applications are configured the same, so they attempt to access and control the same resources. Continuing to run the old applications in the new Contact Center can result in unpredictable behavior.

Prerequisites

On your Voice and Multimedia Contact Server with Avaya Aura[®] Media Server, you must enable CPU Virtualization or Virtualization Technology in the Windows server BIOS. The available virtualization settings can vary by server manufacturer and BIOS version. Refer to the server manufacturer's documentation to determine which virtualization settings to configure.

Avaya Contact Center Select migration procedures

This task flow shows you the sequence of procedures you perform to migrate existing Avaya Contact Center Select data to Avaya Contact Center Select Release 7.1.x on a new Windows Server.

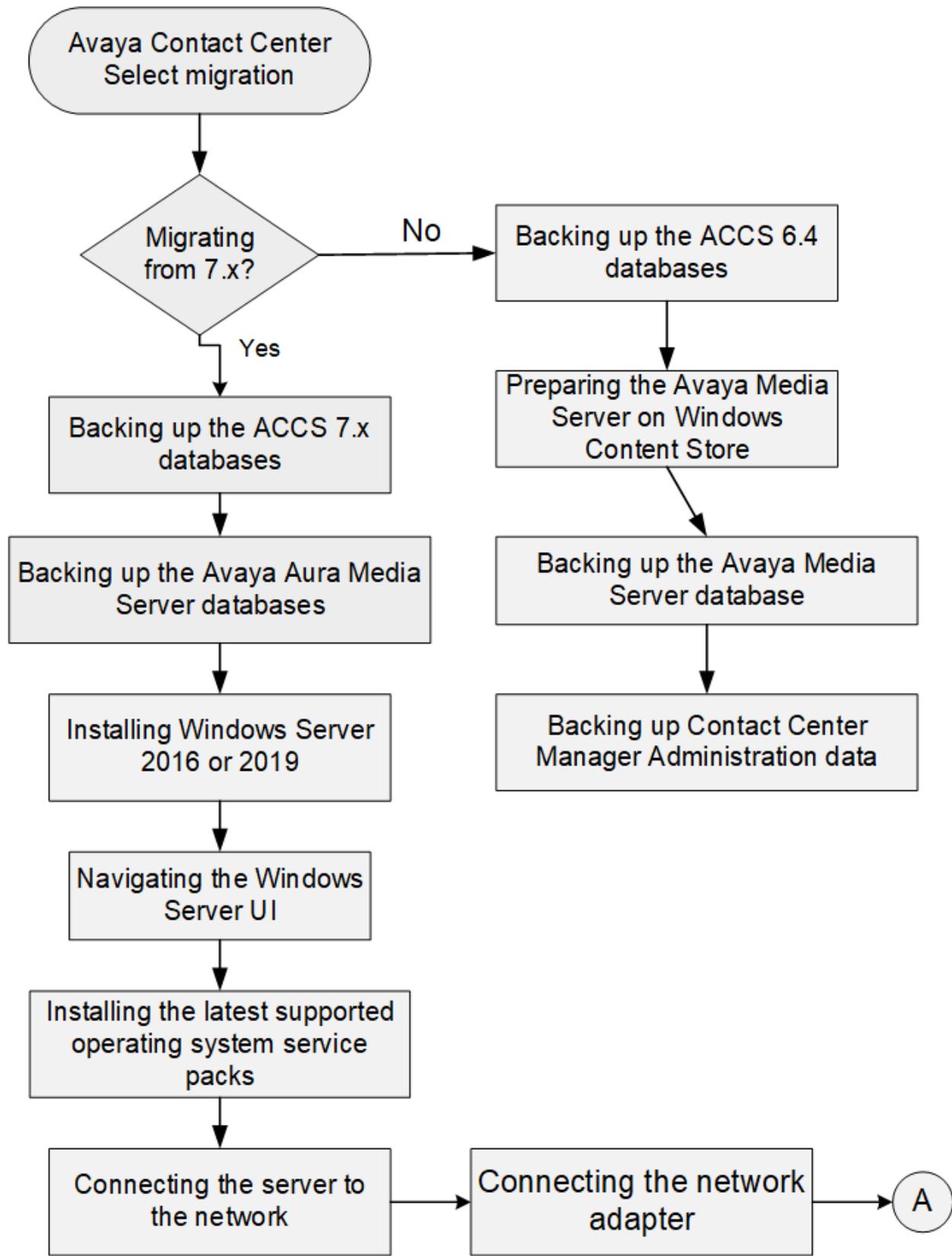


Figure 1: ACCS migration procedures

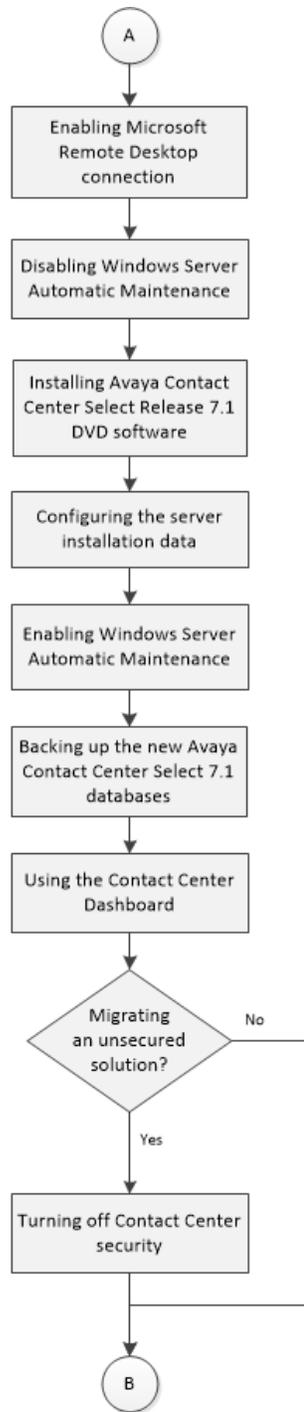


Figure 2: ACCS migration procedures continued

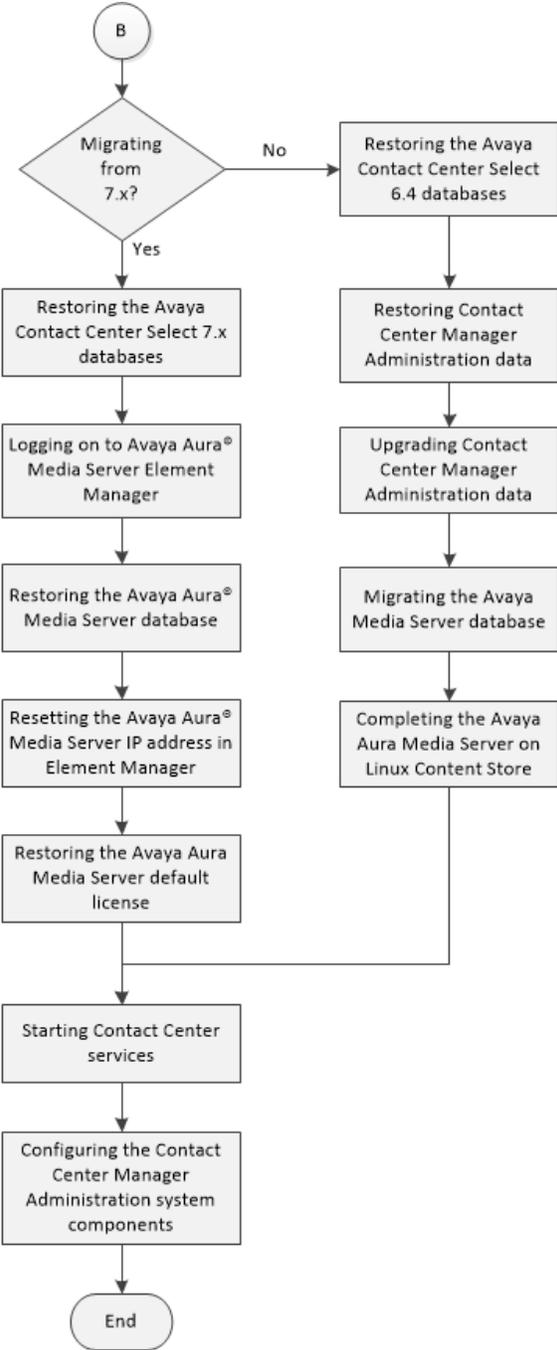


Figure 3: ACCS migration procedures continued

Backing up the Avaya Contact Center Select Release 7.x databases

About this task

Back up the Avaya Contact Center Select Release 7.x databases so you can restore them on the new server after you install the Avaya Contact Center Select Release 7.1 software.

Use this procedure when migrating Avaya Contact Center Select Release 7.x information from one Windows server to another.

Procedure

1. Log on to the existing Avaya Contact Center Select Release 7.x server.
2. From the **Start** menu, in the Avaya area, click **Database Maintenance**.
3. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
4. In the right pane, click **Create**.
5. From the **Drive Letter** list, select the network drive on which to store the Voice and Multimedia Contact Server database.
6. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
7. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
8. In the **Password** box, type the user password.
9. Click **Save**.
10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
11. In the **Media Type** section, select **Network Location**.
12. From the **Backup Location** list, select the network drive on which to store the backup.
13. Click **Backup**.
14. Click **Yes**, to continue with the backup.

Backing up the Avaya Aura[®] Media Server database

Before you begin

- Configure the destination File Transfer Protocol (FTP) server and check that it is operational.
- Ensure that you have the address or host name, FTP account details, and path for the backup server.

- Avaya Aura® Media Server must be fully patched before backing up the database.

About this task

Create a location to store backups. You can specify an FTP server to which you can send Avaya Aura® Media Server Element Manager backups. Backup the Avaya Aura® Media Server data so you can restore it on the new server.

Procedure

1. Log on to the existing Avaya Aura® Media Server.
2. Access the Element Manager with administrator privileges.
3. Expand **Tools**.
4. Expand **Backup and Restore**.
5. Select **Backup Destinations**.
6. On the Backup Destinations window, click **Add**.
7. On the Backup Destination Properties window, in the **Destination Name** box, type a name for this backup destination.
8. In the **Host Name** box, **type** the host name or IP address of the FTP server.
9. In the **User Name** box, type the FTP user name for the destination server.
10. In the **Password** box, type the FTP password for the destination server.
11. In the **Destination Path** box, type the path on the destination server to specify to which directory the backup function writes.
12. Click **Test**. Element Manager tests the details entered by logging on to the specified FTP server.
13. Click **Save**.
14. Select **Backup Tasks**.
15. On the Backup Tasks window, click **Add**.
16. On the Add New Backup Task window, in the **Backup Task Name** box, type a name for this backup.
17. Select **Application Content**.
18. Select **System Configuration**.
19. Choose the backup destination that you created for the migration.
20. Select **Manually, as needed**.
21. Click **Save**.
22. In the Backup Tasks window, select the backup task you created.
23. Click **Run Now**.

The Confirm Backup window appears, showing the backup task name details about the backup.

24. Click **Confirm**.

The History Log Window appears. When the backup is complete, the backup details appear in the list.

Backing up the Avaya Contact Center Select Release 6.4 databases

About this task

Back up the Avaya Contact Center Select Release 6.4 databases so you can restore them on the new server after you install the Avaya Contact Center Select Release 7.1 software.

Procedure

1. Log on to the existing Avaya Contact Center Select Release 6.4 server.
2. Click **Start > All Programs > Avaya > Contact Center > Database Utilities > Database Maintenance**
3. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
4. In the right pane, click **Create**.
5. From the **Drive Letter** list, select the network drive on which to store the Voice and Multimedia Contact Server database.
6. In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
7. In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
8. In the **Password** box, type the user password.
9. Click **Save**.
10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
11. In the **Media Type** section, select **Network Location**.
12. From the **Backup Location** list, select the network drive on which to store the backup.
13. Click **Backup**.
14. Click **Yes**, to continue with the backup.

Preparing the Avaya Media Server on Windows Content Store

Before you begin

- Read the Avaya Contact Center Select Release Notes.
- Apply the most recent Avaya Media Server service packs and Quick Fix Engineering (QFE) patches.
- Obtain the most recent version of the Avaya Contact Center Select Release 7.1 DVD. Read the Avaya Contact Center Select Release Notes to ensure that you are using the most recent version of Avaya Aura® Media Server software.
- Know the Avaya Contact Center Select SIP domain name.

About this task

Prepare the Avaya Media Server Content Store data for upgrade and migration to Avaya Aura® Media Server Release 8.0.

Procedure

1. Log on to the existing Avaya Contact Center Select Release 6.4 server.
2. Insert the Avaya Contact Center Select Release 7.1 DVD into the DVD drive of your Windows Server.
3. On the DVD, navigate to the following folder: `\Install Software\AMS\Windows`
4. Locate and run the `prepareForAAMS77Migration` utility.
5. At the **Please enter ACC SIP Domain** prompt, enter the Avaya Contact Center Select SIP domain name.

The utility prepares the Avaya Media Server Content Store data for migration to Avaya Aura® Media Server Release 8.0.

Backing up the Avaya Media Server database

Before you begin

- Configure the destination File Transfer Protocol (FTP) server and check that it is operational.
- Ensure that you have the address or host name, FTP account details, and path for the backup server.
- Avaya Media Server must be fully patched before backing up the database.

About this task

Backup your existing Avaya Media Server Release 7.6. Create a location to store backups. You can specify an FTP server to which you can send Element Manager backups. Backup the Avaya Media Server data so you can restore it on the new server.

Procedure

1. Log on to the existing Avaya Media Server Release 7.6 server.
2. Access the Element Manager with administrator privileges.
3. Expand **Tools**.
4. Expand **Backup and Restore**.
5. Select **Backup Destinations**.
6. On the Backup Destinations window, click **Add**.
7. On the Backup Destination Properties window, in the **Destination Name** box, type a name for this backup destination.
8. In the **Host Name** box, **type** the host name or IP address of the FTP server.
9. In the **User Name** box, type the FTP user name for the destination server.
10. In the **Password** box, type the FTP password for the destination server.
11. In the **Destination Path** box, type the path on the destination server to specify to which directory the backup function writes.
12. Click **Test**. Element Manager tests the details entered by logging on to the specified FTP server.
13. Click **Save**.
14. Select **Backup Tasks**.
15. On the Backup Tasks window, click **Add**.
16. On the Add New Backup Task window, in the **Backup Task Name** box, type a name for this backup.
17. Select **Application Content**.
18. Ensure **System Configuration** is not selected. Clear **System Configuration**.
19. Choose the backup destination that you created for the migration.
20. Select **Manually, as needed**.
21. Click **Save**.
22. In the Backup Tasks window, select the backup task you created.
23. Click **Run Now**.
The Confirm Backup window appears, showing the backup task name details about the backup.
24. Click **Confirm**.
The History Log Window appears. When the backup is complete, the backup details appear in the list.

Backing up Contact Center Manager Administration data

Before you begin

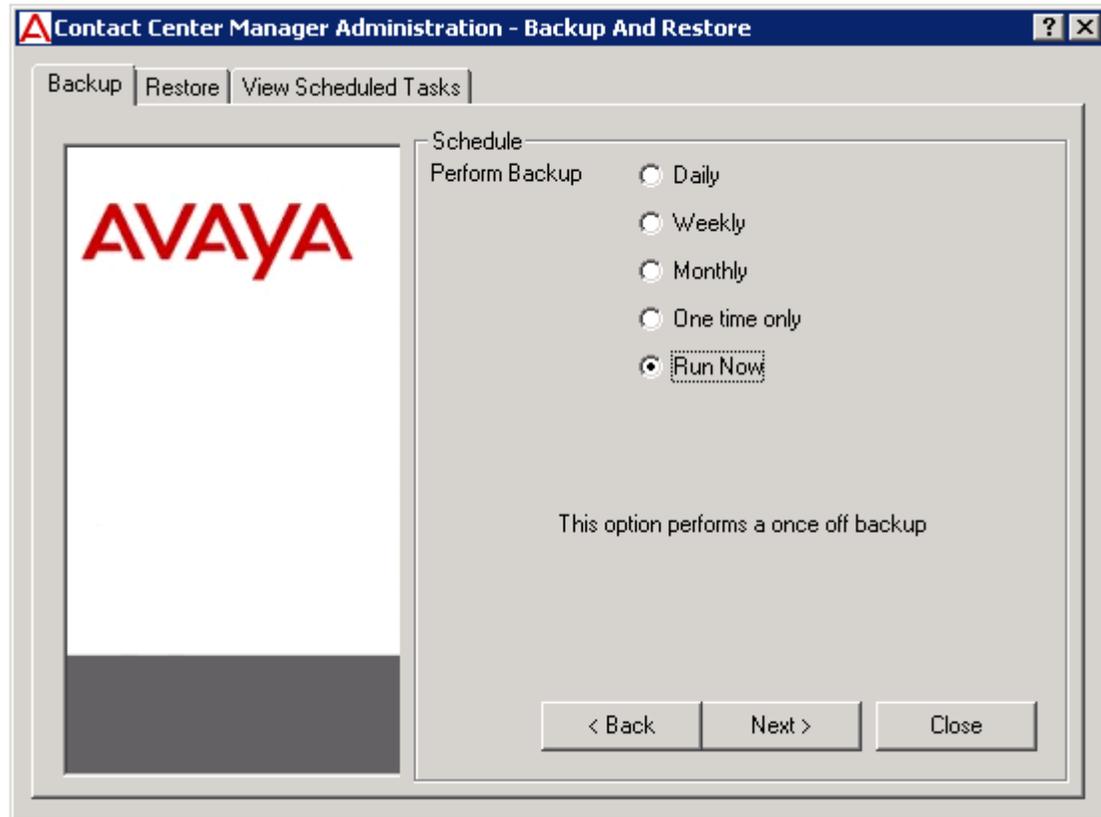
- Ensure that you have write privileges on the server where you want to store the administration data you are backing up.

About this task

Back up the administration data to a folder to create a snapshot of the administrative data files. You can create the folder on another server in your network.

Procedure

1. On the Avaya Contact Center Select Release 6.x server.
2. Click **Start > All Programs > Avaya > Contact Center > Manager Administration > Configuration**.
3. In the left pane of the Configuration window, expand **Avaya > Applications**.
4. In the Avaya Applications Configuration window, select **Backup & Restore**.
5. In the right pane, click **Backup & Restore**.
6. In the Contact Center Manager Administration- Backup and Restore utility, select the **Backup** tab.
7. Select the **Drive** or specify a **Network Location** where you want to store the backup.
8. Click **Next**.
9. On the Schedule page, select the frequency and start time for the backup schedule, or select **Run Now** for immediate backups.



10. Click **Next**.
11. On the User Account with Administrative Privileges page, type a valid administrator user name, password, and domain for the server on which you want to store the backup.

*** Note:**

The default option for the domain is **this computer**. Avaya recommends that you store your backups in a network location.

12. Click **Finish**.
13. Click **Close**.

All backups are saved as CCMADDataBackup<BackupDateTime>.package.

Installing Microsoft Windows Server 2016 or Windows Server 2019

Before you begin

- Ensure that you have a newly formatted server on which to install Microsoft Windows Server 2016 or Windows Server 2019. The server must meet the specifications in *Avaya Contact Center Select Solution Description*.
- Do not upgrade your operating system from a previous release. Contact Center is not supported on an upgraded operating system.
- Configure all servers for RAID as described in *Avaya Contact Center Select Solution Description*.
- Ensure that you have a DVD for Microsoft Windows Server 2016 or 2019 Standard or Data Center edition.
- Ensure that you have a Microsoft Windows Server 2016 or 2019 operating system product key.
- Ensure that you know the IP addresses for the contact center subnet.

About this task

Install the Microsoft Windows Server 2016 or Windows Server 2019 Standard or Data Center operating system and configure it to support Contact Center server software.

The following table lists the main inputs to consider while installing the operating system:

Name	Description
Computer name	Do not use spaces or underscores or exceed 15 characters. The name must start with an alphabetic character. Server names must adhere to RFC1123. Avaya recommends that you configure the server's final production name before installing Contact Center software. The computer name must match the DNS name. It is case sensitive.
Disk drives	Format the partitions as required for the server. For more information, see <i>Avaya Contact Center Select Solution Description</i> .
Domain name	Configure as required for your site. You must check to ensure the DNS domain name (including case) matches the server name if the server is added to a domain after configuration.
Licensing modes	Select Per server licensing mode. Accept the five default concurrent connections.
Network components	Configure the IP address, WINS, and DNS for one or two network cards as appropriate. Contact Center does not support IPv6.
Network connections	If the server has more than one NIC/adaptor, ensure contact center subnet is displayed first in the network adapter binding order.
Hard Disk Partitions	Configure C: drive as the primary drive. Configure the other drives on your server to meet the requirements according to <i>Avaya Aura® Contact Center Overview and Specification</i> for the server.

Perform this procedure on each server before you install Contact Center server software on the server.

Procedure

1. Insert the Microsoft Windows Server 2016 or Windows Server 2019 Standard or Data Center DVD into the DVD drive.
2. Turn on the power to the server.
The server begins to boot up.
3. On the Windows Setup page, select a language from the **Language to install** list.
4. Select a **Time and currency format** from the list.
5. Select **Keyboard or input method** from the list.
6. Click **Next**.
7. Click **Install now**.
8. On the Activate Windows window, enter the operating system product key.
9. Click **Next**.
10. Select a version of Windows Server 2016 or Windows Server 2019 Standard or Data Center that includes the **Desktop Experience** option.
11. Click **Next**.
12. Read and accept the terms of the license agreement.
13. Click **Next**.
14. Select **Custom: Install Windows only (advanced)** to install a clean new installation of the operating system.
15. Select the disk partition on which you want to install Windows Server 2016 or Windows Server 2019.
You can use the partition management options to configure the partitions on your server.
16. Click **Next**.
The installation proceeds and automatically restarts the server several times.
17. After completing the installation, log in to the server as Administrator.
You must enter and confirm the Administrator password.
18. After logging in, configure the time zone settings for your server.
19. Specify the server IP address for your Network Interface Card (NIC).
20. Configure your computer name and domain.
21. **(Optional)** Change the DVD drive letter to E: to ensure the correct drive letters are free for the Contact Center application and database hard disk drives and partitions.

22. Configure the hard disk drives and partitions for this server using the Windows Server 2016 or Windows Server 2019 Computer Management - Disk Management utility.
23. Install other required drivers for your hardware configuration.

Contact Center hard disk partition sizes

Select your hard disk size and configure the required partitions. For each partition, specify a volume size in MBs that when formatted results in a disk partition that is equal to or greater than the required minimum partition size.

For improved multimedia offline data retention, Avaya recommends using 1.2 TB hard disks with a 600 GB partition for multimedia storage.

Table 1: Contact Center hard disk minimum partition sizes

Hard disk drive partition description	Drive letter	900 GB hard disk Minimum size partition	1.2 TB hard disk Minimum size partition	3.2 TB hard disk Minimum size partition
Operating System drive Excluding the 350 MB Windows boot loader <i>System Reserved</i> partition.	C:	80 GB NTFS partition	80 GB NTFS partition	80 GB NTFS partition
Application drive	D:	120 GB NTFS partition	120 GB NTFS partition	120 GB NTFS partition
DVD drive For continuity and consistency, Avaya recommends using Drive letter E: for the DVD drive. However, Contact Center supports any DVD Drive letter, other than the Drive letters listed here for the hard disk partitions.	E:	—	—	—
Voice Contact Server database drive	F:	200 GB NTFS partition	200 GB NTFS partition	200 GB NTFS partition
Multimedia Contact Server database drive	G:	300 GB NTFS partition	600 GB NTFS partition	600 GB NTFS partition
Database journal drive	H:	100 GB NTFS partition	100 GB NTFS partition	100 GB NTFS partition
Workspaces partition (W:)	W:	—	—	1.8 TB NTFS partition

Table continues...

Hard disk drive partition description	Drive letter	900 GB hard disk Minimum size partition	1.2 TB hard disk Minimum size partition	3.2 TB hard disk Minimum size partition
	Total	801 GB of NTFS partitions on a formatted 900 GB hard disk.	1101 GB of NTFS partitions on a formatted 1.2 TB hard disk.	1101 GB of NTFS partitions for ACCS, and 1.8 TB NTFS partition for Avaya Workspaces, on a formatted 3.2 TB hard disk.

Contact Center requires Hardware RAID-1 with duplicate hard disk drives with identical specifications. Therefore as a minimum, the Contact Center server must have two 900 GB hard disks or two 1.2 TB hard disks with identical specifications.

Navigating the Microsoft Windows Server 2016 or Windows Server 2019 interface

The following table describes some key Microsoft Windows Server 2016 and Windows Server 2019 user interface items.

User interface item	Description
Start menu	The Start menu button opens a list of shortcuts to the main administration interfaces of the server, including shortcuts to Contact Center applications. The Start menu displays the currently logged on user and provides some basic server logout and locking functions. This menu offers similar functionality as the Windows Server 2012 R2 Start and App pages. Note that Windows Server 2012 R2 is no longer supported.
Desktop	The Desktop screen contains the Windows Start button, Taskbar, Recycle Bin, and shortcuts to the Windows Explorer utility, among others. The Taskbar displays the Windows Notification Area and System Tray. The notification area is located on the right portion of the Taskbar next to the time.

Navigation tips:

- To display the **Start** menu, on the desktop, click the Windows **Start** button.
- To access the control panel, on the **Start** menu, click the **Control Panel** tile.
- To access administration tools, on the **Start** menu, click the **Windows Administrative Tools** tile.

The contents of your screens can vary depending on the roles, features, and applications installed on your server.

For more information about the Windows Server 2016 or Windows Server 2019 operating system, refer to the Microsoft support website and Microsoft product documentation.

! **Important:**

Instructions in the Contact Center documentation might vary depending on the Windows Server version you are using.

Installing the most recent supported operating system service packs

Before you begin

- Access the Avaya hotfixes list on the website <http://support.avaya.com>.
- Review the specifications on operating system service updates in *Avaya Contact Center Select Solution Description*.

About this task

Avaya recommends that you install the most recent supported operating system service packs. You must download the supported operating system service pack from the Avaya hotfixes list to ensure your Contact Center server software functions correctly with the supported operating system patches.

Procedure

1. Review the Contact Center Service Packs Compatibility and Security Hotfixes Applicability List to determine the most recent Contact Center supported patches or service packs.
2. Download the appropriate Microsoft Windows Server patches for the Contact Center software installed on this server.
3. Install the most recent Microsoft Windows Server service pack that is validated with Contact Center by following the Microsoft Installation instructions.

Connecting the server to the network

About this task

Connect the Contact Center server to the local contact center subnet. Disable all unused Network Adapters or Network Interface Cards (NICs) to improve network communications and prevent the erroneous configuration of unused NICs during Contact Center server commissioning.

Ask your System Administrator to add a Domain Name System (DNS) static entry for this server. Each Contact Center server in a domain requires a DNS static entry.

Procedure

1. Using a network cable, connect the Contact Center server to the contact center subnet. The contact center subnet is the network on which the server software applications work together to route contacts and generate reports. Use the ping command to test the contact center subnet connection.
2. Log on to the server.
3. On the **Start** screen, click **Control Panel > Network and Internet > Network and Sharing Center > Change adapter settings**.
4. Right-click on the unused Network Adapter, and select **Disable**.
5. Repeat this procedure for all unused Network Adapters.

Enabling Microsoft Remote Desktop connection

About this task

Enable Microsoft Remote Desktop connection as your remote access tool. Microsoft Remote Desktop provides remote access for support on the server.

Procedure

1. Log on to the server with administrator privileges.
2. On the **Start** screen, select **Control Panel > System and Security**.
3. In the **System** section, select **Allow remote access**.
4. Click the **Remote** tab.
5. Select **Allow remote connections to this computer**.
6. Click **Apply**.
7. Click **OK**.

Disabling Admin Approval Mode for Windows Server administrators

About this task

Windows Server implements a security feature known as User Account Control (UAC). By default, this feature causes applications run by local non built-in administrators to behave as if the applications had been run by standard users. Perform this procedure to ensure that local administrators get full privileges for running applications.

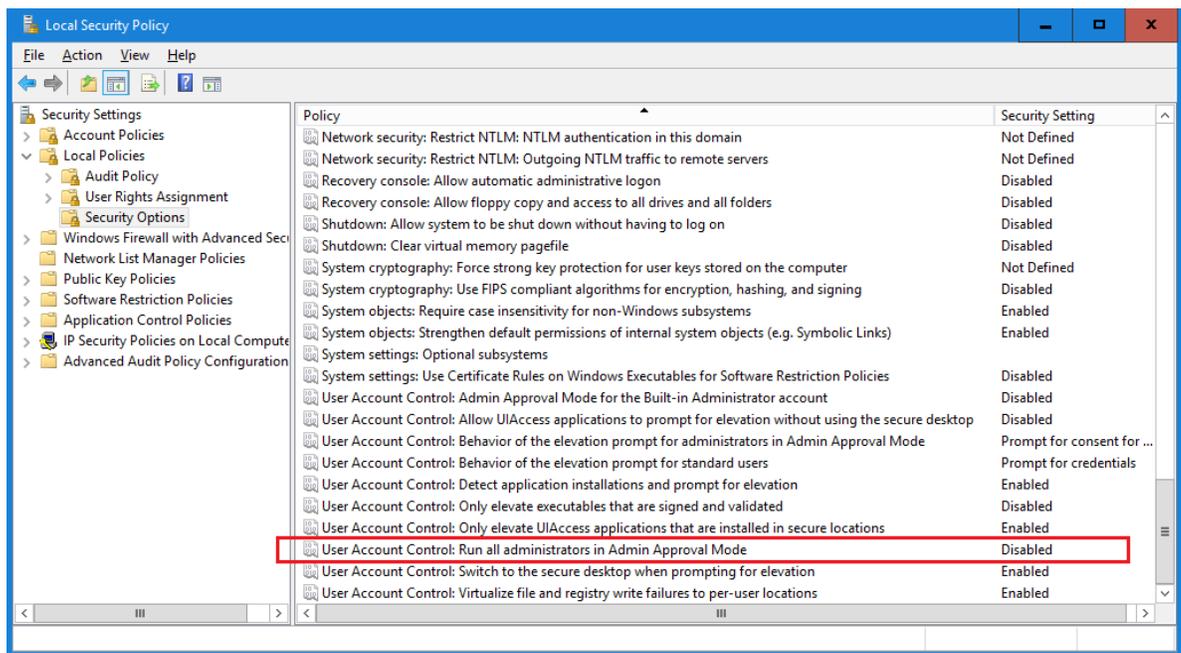
*** Note:**

This procedure describes how to disable Admin Approval Mode on the Contact Center server using one method only; there are additional methods available. For example, you can also administer User Account Control settings for the Contact Center server using a group policy.

Procedure

1. On the **Start** screen, select **Administrative Tools** > **Local Security Policy**.
2. Under **Security Settings**, expand **Local Policies**.
3. Select **Security Options**.
4. In the policy pane on the right, double-click on **User Account Control: Run all administrators in Admin Approval Mode**.
5. Click the **Local Security Setting** tab, and select **Disabled**.
6. Click **OK**.

If prompted, restart the server.



Disabling Windows Server Automatic Maintenance

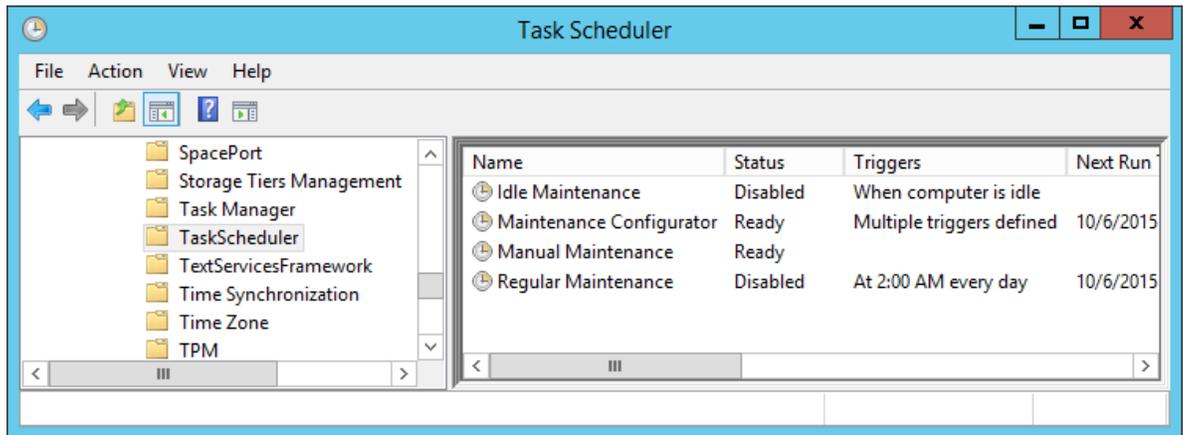
About this task

Disable Windows Server Automatic Maintenance while installing Contact Center software. Windows Server Automatic Maintenance can occasionally interfere with the real-time

requirements for Contact Center. You must therefore temporarily disable Automatic Maintenance to install and configure Contact Center software. Re-enable it after deploying Contact Center.

Procedure

1. Log on to the Contact Center server as an administrator.
2. From the **Start** menu, click **Run** and type `Taskschd.msc`.
3. On the Task Scheduler window, in the left pane, click **Task Scheduler Library > Microsoft > Windows > TaskScheduler**.
4. In the **Name** column, right-click **Idle Maintenance** and then click **Disable**.
5. In the **Name** column, right-click **Regular Maintenance** and then click **Disable**.



6. From the **File** menu, click **Exit**.

Creating a shared location for security configuration

About this task

If you want to enable security on the Contact Center server, and complete security configuration when installing Contact Center software, you must ensure that a shared network location exists on the Contact Center server. You can then export the Certificate Signing Request (CSR) file to this location using the Contact Center Ignition Wizard.

Procedure

Create a shared network location on the Contact Center server.

Installing Avaya Contact Center Select Release 7.1 DVD software

Before you begin

- Download the most recent Avaya Contact Center Select patches to the server.
- Download the most recent Avaya Contact Center Select Release Notes.
- Avoid installation from shared locations, because it might lead to installation failure. To ensure successful installation, either mount a DVD or download a local copy of a build.
- If you deploy in a virtual environment and want to install Avaya Workspaces, you must manually deploy three virtual machines using the Avaya Workspaces Open Virtual Appliance (OVA). See [Deploying the Avaya Workspaces OVA](#) on page 93.

About this task

Install the Avaya Contact Center Select software and enable your contact center to route contacts to the agents.

Procedure

1. Read the Avaya Contact Center Select Release Notes for the most recent instructions.
2. Insert the Avaya Contact Center Select DVD into the DVD drive of your server.
3. If the installation does not automatically start, access the DVD drive and double-click **Setup.exe**.
4. Click **Install** to install the necessary software libraries on the server.

If you are prompted to accept the Microsoft .NET Framework license agreement, click **Accept**. If you are prompted to restart the server, click **Yes**.

5. After the prerequisite software and libraries are installed, navigate to the Avaya Contact Center Select DVD and double-click **Setup.exe** to install the application software.
6. The Avaya Contact Center Select installer starts and verifies that the server meets the minimum hardware and Operating System requirements:
 - If the system checker detects server errors, it displays a **System information** window listing the detected blocking issues. Review the displayed issues, click **Cancel**, and consult *Avaya Contact Center Select Solution Description* to determine the actions to resolve the issue.
 - If the system checker detects non-blocking warnings, it displays a **System information** window listing the detected issues. Review the displayed issues and consult *Avaya Contact Center Select Solution Description* to determine the actions to resolve the issue. You can ignore warnings if the potential impact to the operation of the contact center is understood and not applicable. Click **Ignore** or **Cancel**.
 - If the system checker does not detect issues, the **System information** window is not displayed.
7. On the **Select Deployment Type** screen, select **Avaya Contact Center Select with Avaya Aura® Media Server**.

8. **(Optional)** If you want to install and configure Avaya Workspaces, select the **Configure Workspaces** check box.
9. Click **Next**.
10. The **Select Destination Drive** window appears.



11. From the **Journal Database Drives** list, select the drive for the database journal file.
12. From the **Voice Contact Server Database Drive** list, select the drive for the voice databases.
13. From the **Multimedia Contact Server Database Drive** list, select the drive for the Contact Center Multimedia database.
14. **(Optional)** If you deploy on a physical server, under **Workspaces Drive**, select the drive for the Avaya Workspaces database.

Ignore this step if you deploy on a virtual server.

*** Note:**

On virtual installs, the Workspaces Drive option is not available on the Contact Center software installer.

15. In the **Service Packs** section, browse to locate the folder containing the Avaya Contact Center Select product updates.
16. Click **Install**.
17. The **AVAYA GLOBAL SOFTWARE LICENSE TERMS** window appears.
18. Read the terms of the license.
 - If you accept the terms, click **I ACCEPT THE LICENSE TERMS**. *The installation continues.*
 - If you do not accept the terms, click **I DECLINE THE LICENSE TERMS**. *The installation returns to the Select Destination Drive screen.* Click **Cancel** to stop the install.
 - To print the license terms, click **Print**.
19. The **MICROSOFT SOFTWARE LICENSE TERMS** window appears.
20. Read the terms of the license.
 - If you accept the terms, click **I ACCEPT THE LICENSE TERMS**. *The installation continues.*
 - If you do not accept the terms, click **I DECLINE THE LICENSE TERMS**. *The installation returns to the Select Destination Drive screen.* Click **Cancel** to stop the install.
 - To print the license terms, click **Print**.
21. The **Progress** window appears and displays the installation progress.
22. When the software is installed, click **Restart** to restart the Avaya Contact Center Select server.

After you restart the Avaya Contact Center Select server, you must use the Ignition Wizard to initialize Avaya Contact Center Select, otherwise Avaya Contact Center Select is not operational. For more information about the Ignition Wizard, see the following procedures.

Next steps

Use the Ignition Wizard to configure Avaya Contact Center Select.

Configuring the server installation data

Before you begin

- Obtain an Avaya Contact Center Select license file for your server.
- Know the IP address of the IP Office primary call server.
- Know the IP Office Service User account name and password.
- Know the IP Office System Password. Ask your IP Office Administrator for the System Password.
- Configure an IP Office SIP User Extension Number to be used to register Avaya Contact Center Select.

- Configure an IP Office short code to forward customer calls to an Avaya Contact Center Select CDN (Route Point).
- If your Avaya Contact Center Select solution is going to support email contacts, know the IP address or name of your email host server.
- If your Avaya Contact Center Select solution is going to support email contacts, configure the mailbox details on your email server that you use to receive inbound email messages intended for the Avaya Contact Center Select. Know the name and password for this mailbox.
- You must configure the required language and locale of the Contact Center server operating system, if it is not a Latin-1 language, before configuring the Contact Center server using the Contact Center Ignition Wizard. For more information about configuring language and locale settings on the Contact Center server, see *Avaya Contact Center Select Advanced Administration*.

About this task

Configure the Avaya Contact Center Select installation data to enable communication with an IP Office primary call server.

Optionally, if your solution is to support routed email contacts, configure the mailbox details on your email server that you use to receive inbound email messages intended for the Avaya Contact Center Select. Avaya Contact Center Select logs onto this mailbox on your mail server and retrieves email at defined intervals. Email messages are then routed to agents. To route an email, Avaya Contact Center Select requires the mailbox name and password.

Procedure

1. Log on to the Avaya Contact Center Select server using the Administrator account details.
2. The Avaya Contact Center Select **Welcome** screen appears.



3. Click **Next**.
4. On the license screen, select **I Accept the Terms of the End-User License Agreement**.
5. Click **Next**.

Avaya Contact Center

Configuration Data

Enter the required configuration data.

IP Office Sample Data Core Licensing Multimedia Security Configuration

IP Office Server

IP Address

Voice Port

Transport

IP Office SIP Domain Name

IP Office Service User

Username

Password

Confirm Password

IP Office SIP Extension

Extension Number

The Contact Center application registers to the IP Office as this SIP extension number.

Password

This SIP extension number must be manually created on the IP Office.

Confirm Password

IP Office System Password

Password

Confirm Password

Click Next to Continue

< Back Next > Cancel

6. On the **Configuration Data** screen, select the **IP Office** tab.
7. In the **IP Office Server** section, in the **IP Address** box, type the IP address of the IP Office primary call server.
8. In the **Voice Port** box, type the port number of the IP Office primary call server. The default port number is 5060.
9. From the **Transport** list, select the network transport communication protocol for the IP Office primary call server. The default protocol is TCP.
10. In the **IP Office SIP Domain Name** box, type the SIP domain name of your IP Office primary call server. The Avaya Contact Center Select SIP domain name must match your IP Office SIP domain name.
11. In the **IP Office SIP Extension** section, in the **Extension Number** box, type the IP Office SIP User Extension Number used to register Avaya Contact Center Select.
12. In the **IP Office SIP Extension** section, in the **Password** box, type the password of the IP Office SIP User Extension Number used to register Avaya Contact Center Select. Enter the number that you configured for the Supervisor Settings - Login Code on the user's Telephony tab.
13. In the **IP Office SIP Extension** section, in the **Confirm Password** box, re-type the password.

14. In the **IP Office Service User** section, in the **Username** box, type the name of the IP Office data synchronization service user. Avaya Contact Center Select uses this IP Office service user to synchronize agent and supervisor data between Avaya Contact Center Select and the IP Office platform.
15. In the **IP Office Service User** section, in the **Password** box, type the password of the IP Office data synchronization service user.
16. In the **IP Office Service User** section, in the **Confirm Password** box, re-type the password
17. In the **IP Office System Password** section, in the **Password** box, type the *System Password* for your IP Office call server. Ask your IP Office Administrator for the System Password.
18. In the **IP Office System Password** section, in the **Confirm Password** box, re-type the *System Password* for your IP Office call server.
19. Select the **Sample Data** tab.

Avaya Contact Center

Configuration Data

AVAYA

Enter the required configuration data.

IP Office | **Sample Data** | Core | Licensing | Multimedia | Security Configuration

Contact Center Sample Data

Sample Agent Starting ID 6001	Sample Agents Templated 10
Sample CDN (Route Point) 3000	Callback Mailbox Number 6999

Sample Agent's Password

Enter a password for the Contact Center Sample Agents Windows accounts.

Password

Confirm Password

Click Next to Continue

20. In the **Contact Center Sample Data** section, in the **Sample Agent Starting ID** box, type a phone number for the first sample Avaya Contact Center Select agent. Avaya Contact Center Select automatically creates ten sample agents, using this number as the first of ten sequential agent numbers. The default number is 6001.

21. In the **Sample CDN (Route Point)** box, type a number for the Avaya Contact Center Select CDN (Route Point). This number must match an IP Office short code entry number. The default number is 3000.
22. In the **Callback Mailbox Number** box, type the voice mail mailbox number. This voice mail number is used by the Customer Service sample application in Orchestration Designer. The default number is 6999.
23. In the **Sample Agent's Password** section, in the **Password** box, type a password for the Windows accounts of the sample agents. Avaya recommends that you enter a password that conforms to your corporate password policy.
24. In the **Confirm Password** box, re-type the password for the Windows accounts of the sample agents.
25. Select the **Core** tab.

Avaya Contact Center

Configuration Data

Enter the required configuration data.

IP Office | **Sample Data** | **Core** | Licensing | Multimedia | Security Configuration

Avaya Aura® Media Server

IP Address

Password

Confirm Password

IP Office Contact Center Media Services Locale
en_us

System Account Configuration

Enter a password for the Contact Center administration Windows account.

Password

Confirm Password

Click Next to Continue

< Back Next > Cancel

26. In the Avaya Aura® Media Server section, in the **IP Address** box, type the IP address of the Avaya Aura® Media Server.

! **Important:**

You must ensure that this IP address is not in use, and must be in the same subnet as the Contact Center server.

27. In the **Password** box, type a password for the Avaya Aura® Media Server *cust* account.

28. In the **Confirm Password** box, re-type the password.
29. From the **IP Office Contact Center Media Services Locale** list, select the locale (including language and dialects) of the solution environment.
30. In the **System Account Configuration** section, in the **Password** box, type a password for the Avaya Contact Center Select administration account. The password is not checked against the server security policy for minimum password requirements. Avaya recommends that you enter a password that conforms to your corporate password policy.
31. In the **Confirm Password** box, type the password.
32. Select the **Licensing** tab.

The screenshot shows the 'Avaya Contact Center' configuration interface. The title is 'Configuration Data' with the AVAYA logo in red. Below the title, it says 'Enter the required configuration data.' There are several tabs: 'IP Office', 'Sample Data', 'Core', 'Licensing' (which is selected), 'Multimedia', and 'Security Configuration'. The 'Licensing' tab contains the following fields:

- License Type:** A dropdown menu with 'Local WebLM' selected.
- License File:** A section containing:
 - License File Location:** A text input field.
 - Browse** and **Skip** buttons.
 - System HostID (MAC Address):** A text input field containing '00:50:56:8D:48:8D'.

At the bottom of the form, it says 'Click Next to Continue'. At the very bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

33. From the **License Type** list, select **Local WebLM**.
34. Click **Browse**, and navigate to folder or USB device containing your license file. Load the XML license file. If you do not have a USB memory stick or a license file, you can click **Skip** and load the license file later. If you defer licensing configuration, the deferred configuration process is more complex and an additional server reboot is required. Avaya recommends that you configure Contact Center licensing here using this **Licensing** tab.

! Important:

You cannot apply your Local WebLM license file until after you configure your contact center using the Ignition Wizard. You must apply your license file during the commissioning process.

35. Select the **Multimedia** tab.

The screenshot shows the 'Configuration Data' wizard in the 'Multimedia' tab. The 'Mailbox Configuration' section is active, showing a dropdown for 'Mail Provider' set to 'Microsoft Exchange', and input fields for 'Display Name', 'Email' (example@company.com), 'Password', and 'Confirm Password'. The 'Incoming Mail Server' section shows 'Host Name', 'Protocol' (IMAP), 'Encryption' (Cleartext), and 'Port' (143). The 'Outgoing Mail Server' section shows 'Host Name', 'Protocol' (SMTP), 'Encryption' (Cleartext), 'Port' (25), and 'SMTP Authentication' (Base 64 Encoded Authentication). Navigation buttons for '< Back', 'Next >', and 'Cancel' are at the bottom.

36. In the **Mailbox Configuration** section, from the **Mail Provider** list, select None, Microsoft Exchange, Gmail, Outlook Hotmail, Yahoo, or Other (POP3/IMAP). The default is Microsoft Exchange. If Avaya Contact Center Select is not going to process email contacts, select **None**. If you select Gmail, Outlook Hotmail, or Yahoo, the Incoming Mail Server and Outgoing Mail Server sections are automatically populated for you.
37. In the **Mailbox Configuration** section, in the **Display Name** box, type a display name for the mailbox.
38. In the **Mailbox Configuration** section, in the **Email** box, type the email address for the mailbox. For example, sales@company.com.
39. In the **Mailbox Configuration** section, in the **Password** box, type the password for the mailbox.
40. In the **Mailbox Configuration** section, in the **Confirm Password** box, re-type the password for the mailbox.

41. In the **Incoming Mail Server** section, in the **Host Name** box, type the name of the server on which email messages are received in your network.
42. In the **Incoming Mail Server** section, from the **Protocol** list, select the communication protocol for the inbound email server. Select POP3 or IMAP.
43. In the **Incoming Mail Server** section, from the **Encryption** list, select the encryption type to use.
44. In the **Incoming Mail Server** section, in the **Port** box, type the port number of the incoming email server. For the POP3 protocol, the default port number is 110. For the IMAP protocol, the default port number is 143.
45. In the **Outgoing Mail Server** section, in the **Host Name** box, type the name of the server from which email messages are sent. Your inbound and outbound mail servers can have the same name.
46. For outgoing email, the **Protocol** is SMTP.
47. In the **Outgoing Mail Server** section, from the **Encryption** list, select the encryption type to use.
48. In the **Outgoing Mail Server** section, in the **Port** box, type the port number of the outgoing email server. The default port number is 25.
49. In the **Outgoing Mail Server** section, from the **SMTP Authentication** list, select SMTP Authentication Disabled or Base 64 Encoded Authentication. The default authentication method is Base 64 Encoded Authentication.
50. **(Optional)** Select the **Workspaces** tab to configure optional Avaya Workspaces. See [Configuring Avaya Workspaces during the initial installation](#) on page 95 for the configuration details.
51. Select the **Security Configuration** tab, and configure the security details in the **Security Store Details** section.

The screenshot shows the 'Configuration Data' form for Avaya Contact Center, specifically the 'Security Configuration' tab. The form is titled 'Configuration Data' and features the Avaya logo in the top right corner. Below the title, it instructs the user to 'Enter the required configuration data.' The form is divided into several sections: 'Security Store Details' and 'Subject Alternative Name'. The 'Security Store Details' section includes fields for 'Full Computer Name (FQDN)' (pre-filled with 'CC7SIP.aaccdomain.com'), 'Encryption Algorithm Level' (set to 'SHA256'), 'Key Size' (set to '2048'), 'Security Store Password', and 'Confirm Store Password'. It also has fields for 'Name of Organizational unit', 'Name of Organization', 'City or Locality', 'State or Province', and 'Two letter country code'. The 'Subject Alternative Name' section has a 'Type' dropdown (set to 'DNS') and a 'Value' input field. There are 'Add' and 'Remove' buttons below the 'Value' field. At the bottom of the form, there is a 'Skip Security Configuration' checkbox and a 'Create Store' button. Navigation buttons '< Back', 'Next >', and 'Cancel' are located at the bottom of the form.

52. If you do not want to enable security, select the **Skip Security Configuration** checkbox and skip to [the next steps](#) on page 57.

! **Important:**

A warning message appears. If you proceed without enabling security and IP Office is using TLS, the CTI link is disabled until you configure Contact Center TLS certificates to communicate securely with IP Office, or until you configure IP Office to allow an unsecured CTI connection. After the deployment, to complete your security configuration, follow the procedures in *Avaya Contact Center Select Advanced Administration*.

53. In the **Full Computer Name (FQDN)** box, type the full FQDN of the server on which you are creating the security store.

! **Important:**

The FQDN must be the full machine name of the server that the Security Store resides on. The FQDN name is case-sensitive.

54. In the **Name of Organizational unit** box, type the name of the department or division within the company.
55. In the **Name of Organization** box, type the company name.

56. In the **City or Locality** box, type the name of the city or district in which the contact center is located.
57. In the **State or Province** box, type the state or province in which the contact center is located.
58. In the **Two Letter Country Code** box, type the country code in which the contact center is located.
59. In the **Security Store password** box, type a password for accessing the new security store.
60. In the **Confirm Store password** box, confirm the password for accessing the new security store.

 **Important:**

Ensure you remember this password, because you need it when you log on to Security Manager after install. If you forget the password, you cannot access Security Manager.

61. If you are implementing Business Continuity in the contact center, generate the security store using Subject Alternative Names (SANs). In the **Subject Alternative Name** section, for each SAN you want to add:
 - a. From the **Type** drop-down list, select DNS.
 - b. In the **Value** field, type the FQDN for the server.
 - c. Click **Add**.

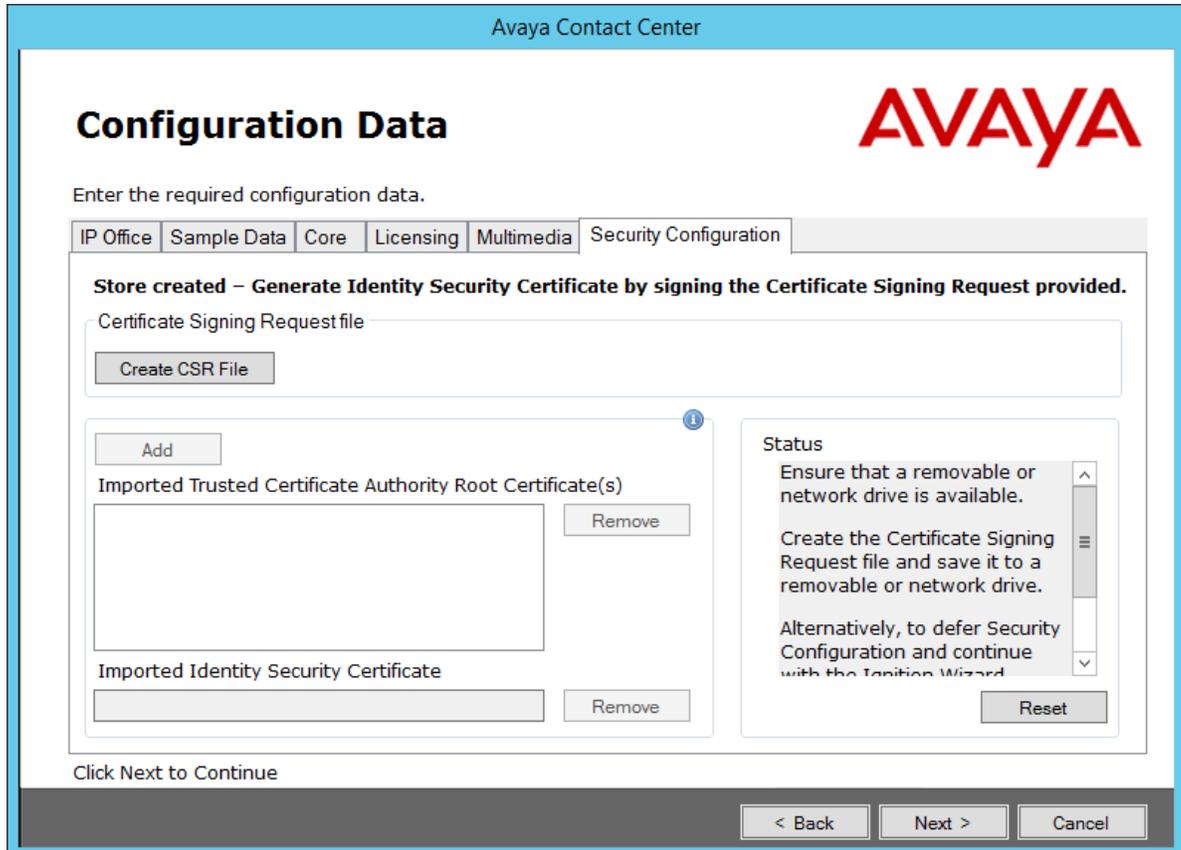
For a Business Continuity system, add the current server FQDN and the Managed name for the BC pair.

62. If you want to change the encryption setting, select the required encryption settings from the **Encryption Algorithm Level** and **Key Size** drop-down lists.

The default value for **Encryption Algorithm** is SHA256 and the default value for **Key Size** is 2048.

Contact Center displays a warning message if you select SHA1 or 1024. Contact Center includes these values for backward-compatibility only, because these settings do not meet the industry-recommended level of encryption.

63. Click **Create Store**.
64. You can now use the **Security Configuration** tab to create and save a Certificate Signing Request (CSR) file.



65. Click **Create CSR File**.

66. From the **Save In** drop-down list, select a shared location in which to save the CSR file and click **Save**.

You must now send the Certificate Signing Request file to a Certificate Authority and receive a signed certificate and root certificate to import to the security store.

67. Click **Add** to import certificates. In the **Open** dialog box, navigate to the location of a certificate and click **Open**. To remove the imported certificate, select the required certificate from the list and click **Remove**.

You can import either a chained certificate, or separate root and signed certificates. Root certificates appear in the **Imported Trusted Certificate Authority Root Certificate(s)** section. A signed certificate appears in the **Imported Identity Security Certificate** section.

If a chained certificate contains both root and signed certificates, you can add root certificates and signed certificate simultaneously by importing just one chained certificate.

If a chained certificate contains root certificates only, you can use the chained certificate to add all root certificates at a time. To add a signed certificate, click **Add** and navigate to the required signed certificate.

If you have separate root and signed certificates, you must add them one by one by clicking the **Add** button. Always add a signed certificate last.

 **Important:**

When adding a chained certificate, the system can ask you to enter the password you created for accessing the security store. See [the previous steps](#) on page 55.

68. Click **Next**.

69. Review and confirm your inputs, and click **Configure**.

The configuration utility begins to configure the Avaya Contact Center Select components.

70. When the components are configured, the **Configuration Complete** screen appears.

71. Click **Finish**.

72. On the **Avaya Contact Center** message box, click **OK** to restart the Avaya Contact Center Select server.

Avaya Contact Center Select software is now configured.

Enabling Windows Server Automatic Maintenance

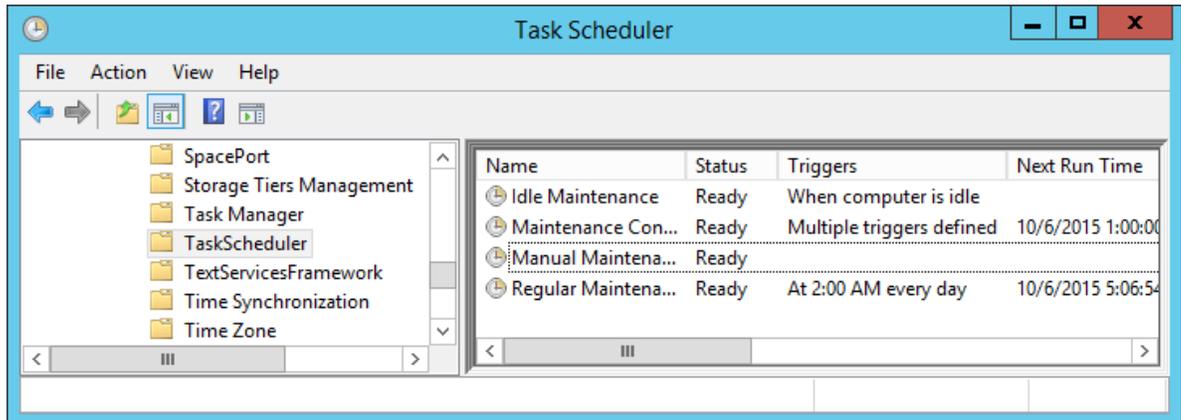
About this task

Enable Windows Server Automatic Maintenance after deploying Contact Center software.

Procedure

1. Log on to the Contact Center server as an administrator.
2. From the **Start** menu, click **Run** and type `Taskschd.msc`.
3. On the Task Scheduler window, in the left pane, click **Task Scheduler Library > Microsoft > Windows > TaskScheduler**.
4. In the **Name** column, right-click **Idle Maintenance** and then click **Enable**.

- In the **Name** column, right-click **Regular Maintenance** and then click **Enable**.



- From the **File** menu, click **Exit**.

Backing up the new Avaya Contact Center Select Release 7.1 databases

About this task

After running the Ignition Wizard, backup the Avaya Contact Center Select Release 7.1 databases.

The backup databases capture the system in a known clean state and these might be required later if issues arise during data migration.

Procedure

- Log on to the new Avaya Contact Center Select Release 7.1 server.
- From the **Start** menu, in the Avaya area, click **Database Maintenance**.
- In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
- In the right pane, click **Create**.
- From the **Drive Letter** list, select the network drive on which to store the Voice and Multimedia Contact Server database.
- In the **UNC Path** box, type the location to store the backup, in the format \\Computer Name\Folder\Backup Location.
- In the **Username** box, type the user name used to log on to the computer specified in the UNC Path box. The user name is in the format Computer Name\Account Name.
- In the **Password** box, type the user password.
- Click **OK**.

10. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Immediate Backup**.
11. In the **Media Type** section, select **Network Location**.
12. From the **Backup Location** list, select the network drive on which to store the backup.
13. Click **Backup**.
14. Click **Yes**, to continue with the backup.

Using the Contact Center Dashboard

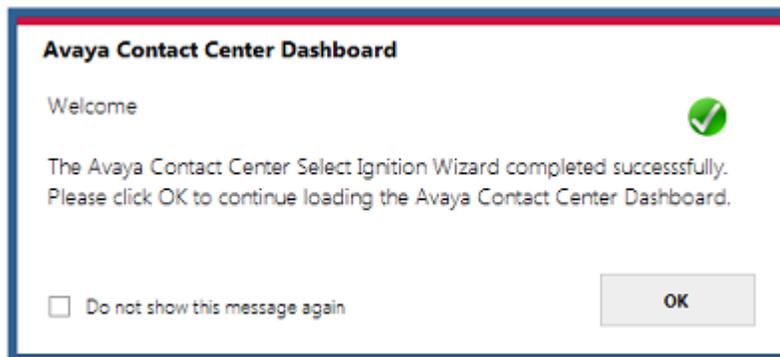
About this task

You can use the Contact Center Dashboard to access Contact Center system tools and diagnose system problems. The Contact Center Dashboard displays some Operating System and system details such as CPU type, network details, and Operating System activation status.

The Contact Center Dashboard launches automatically the first time the Contact Center server boots up.

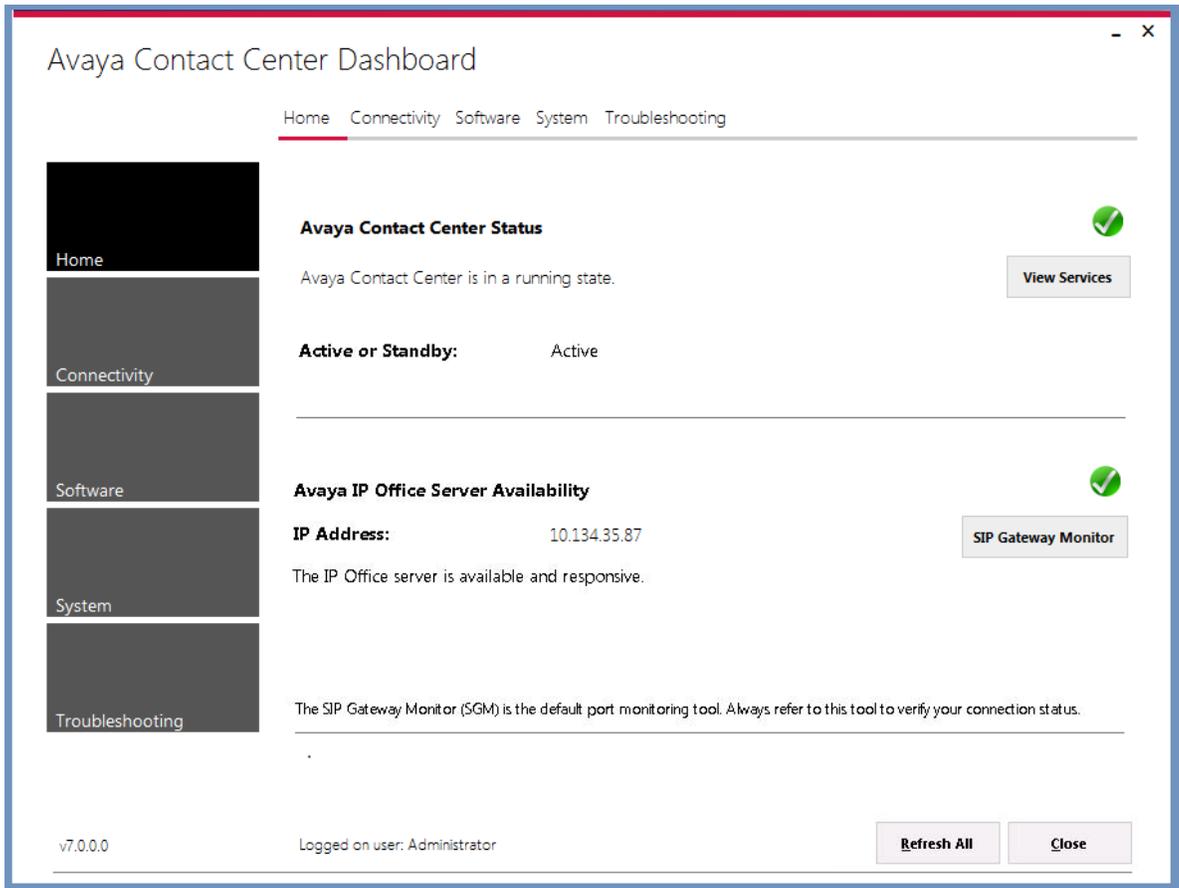
Procedure

1. The Contact Center Dashboard Welcome message box automatically appears when the server starts up.



2. Click **OK**.

3. On the Contact Center Dashboard, select the **Home** tab.



4. Click **Refresh All** to refresh the Contact Center Dashboard status reports.
5. In the **Avaya Contact Center Status** section, click **View Services** to monitor the state of the Contact Center Windows services.
6. In the **Avaya IP Office Server Availability** section, click **SIP Gateway Monitor** to determine if Contact Center is communicating with IP Office.

7. Select the **Connectivity** tab.

Avaya Contact Center Dashboard

Home Connectivity Software System Troubleshooting

Home

Connectivity

Software

System

Troubleshooting

SIP Gateway Monitor
Monitor the status of the SIP connection to IP Office **Launch**

Contact Center Multimedia Dashboard
Monitor the multimedia mailbox status **Launch**

Contact Center Manager Administration
Access Contact Center Manager Administration to configure and manage Contact Center resources **Launch**

System Control and Monitor Utility
Monitor, stop, and start Contact Center services **Launch**

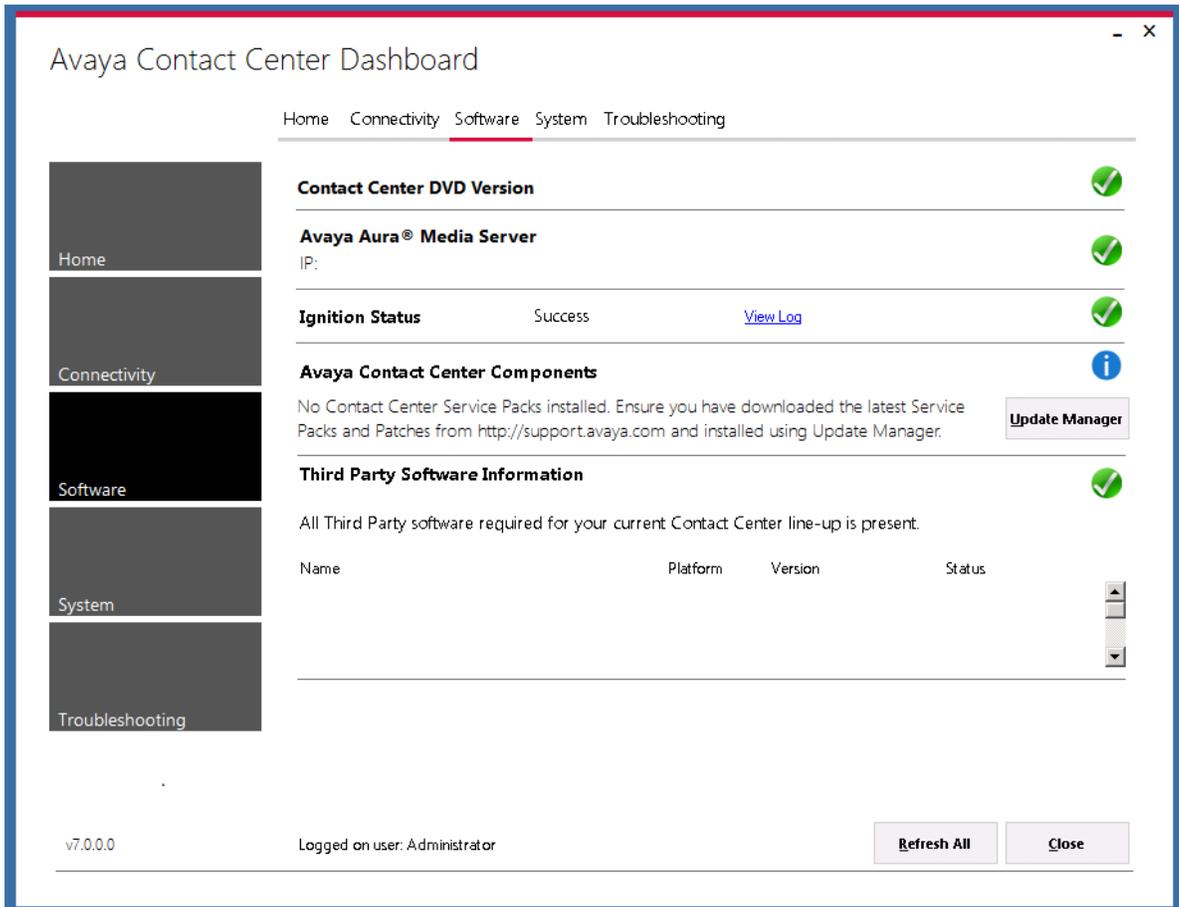
Contact Center License Manager
Monitor license status and add additional licensed features **Launch**

Business Continuity Support
Configure and control Business Continuity support feature for Contact Center **Launch**

v7.0.0.0 Logged on user: Administrator **Refresh All** **Close**

8. In the **SIP Gateway Monitor** section, click **Launch** to monitor the status of the SIP connection to IP Office.
9. In the **Contact Center Multimedia Dashboard** section, click **Launch** to monitor the multimedia mailbox status.
10. In the **Contact Center Manager Administration** section, click **Launch** to access Contact Center Manager Administration to configure and manage Contact Center resources.
11. In the **System Control and Monitoring Utility** section, click **Launch** to monitor, stop, and start Contact Center services.
12. In the **Contact Center License Manager** section, click **Launch** to monitor license status and add additional licensed features.
13. Select **Business Continuity Support** to configure the Business Continuity feature.

14. Select the **Software** tab.



15. **Contact Center Version** displays the version of the Contact Center software installed on the server.
16. **Avaya Aura® Media Server** displays the version of Avaya Aura® Media Server software installed on the server.
17. **Ignition Status** displays the Contact Center software installation status.
18. **Avaya Contact Center Components** displays the Contact Center software and patch line-up installed on the server.
19. **Third Party Software Information** displays the versions of the third-party software components used by Contact Center that are installed on the server.

20. Select the **System** tab.

Avaya Contact Center Dashboard

Home Connectivity Software **System** Troubleshooting

Machine Name ACCSONE

Windows Domain aaccdomain.com

Operating System Microsoft Windows Server 2012 R2 Standard

Windows Activation Status Activated ✔

RAM 17 % 16384 MB

CPU 1 % 2.926GHz 64bit Intel(R) Xeon(R) CPU X5647 @ 2.93GHz

Network ✔

Name	IP Address	MAC Address
Local Area Connection	10.134.38.1	005056A067

Hard Disks ✔

Name	Volume Name	Total Size GB	Free Space GB	Used
C:\				
D:\				
E:\				
G:\				

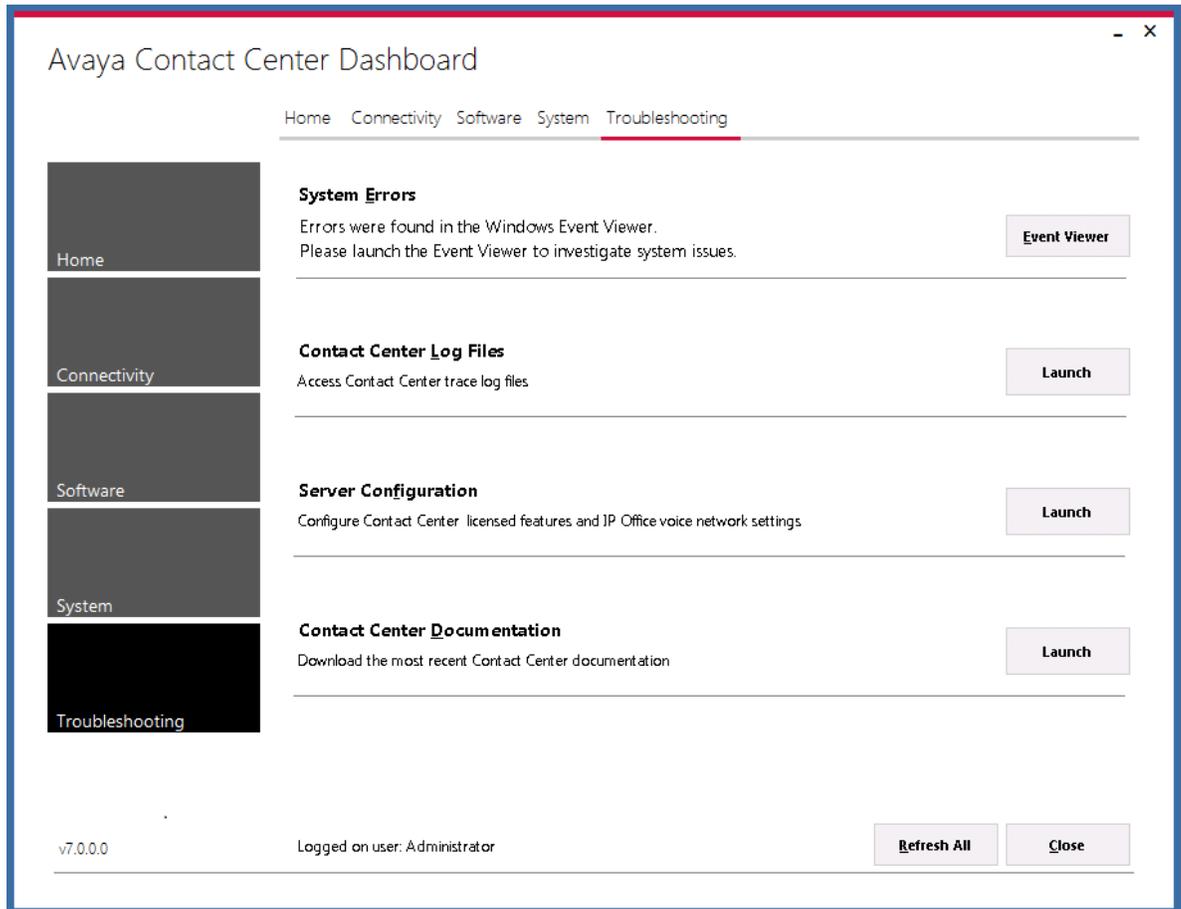
v7.0.0.0

Logged on user: Administrator

Refresh All Close

21. **Machine Name** displays the host name of the Contact Center server.
22. **Windows Domain** displays the name of the domain that the Contact Center server is in.
23. **Operating System** displays the Operating System version.
24. **Windows Activation Status** displays the Windows Operating System license and activation status.
25. **RAM** displays the amount of RAM memory in the server.
26. **CPU** displays the type of CPU in the server.
27. **Network** displays the networking details of the server: IP address and MAC address.
28. **Hard Disks** displays the number, size, and drive letter of the hard disk volumes in the server.

29. Select the **Troubleshooting** tab.



30. Select **System Errors** to access Contact Center events in the Microsoft Windows Event Viewer.
31. Select **Contact Center Log Files** to access Contact Center trace log files.
32. Select **Server Configuration** to configure Contact Center licensed features and IP Office voice network settings.
33. Select **Contact Center Documentation** to access and download the most recent Contact Center documentation from the Avaya support website.

Turning off Contact Center security

About this task

Turn off Contact Center security before you restore a CCMM database from a system that did not have security enabled. If you are migrating from an Avaya Contact Center Select Release 7.1 system that has Contact Center security turned on, you can skip this procedure.

Before you begin

- Read the security section of *Avaya Contact Center Select Solution Description*.

Procedure

1. Log on to the Avaya Contact Center Select server as a local administrator.

⚠ Warning:

If you log on to the server as a domain administrator, this procedure does not complete successfully.

2. From the **Start** menu, in the Avaya area, click **Security Manager**.
3. On the Store Access dialog, type the password for the default security store, and click **OK**.
If this is the first time you logged on to Security Manager, use the default password “__avaya”. Security Manager prompts you to change the security store password.
4. On the Security Manager screen, select the **Security Configuration** tab.
5. Click **Security Off**.
6. Click **Apply**.
7. On the Security Change Confirmation dialog, click **Confirm**.
8. Click **Log Out**.
9. Restart the Avaya Contact Center Select server.

Next steps

Complete the migration procedures in this book. After the migration, to complete your security configuration, follow the procedures in *Avaya Contact Center Select Advanced Administration*.

Restoring the Avaya Contact Center Select Release 7.x databases

Before you begin

- Back up the old databases.
- Map a drive to the database backups.

About this task

Restore the Avaya Contact Center Select Release 7.x databases. You must complete this procedure to ensure all databases are restored at the same time.

Procedure

1. From the **Start** menu, in the Avaya area, click **Database Maintenance**.

2. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
3. In the Backup Locations pane, click **Create**.
4. Select the Drive Letter, UNC path, username, and password to specify the network location where you stored the server database backup.
5. Click **OK**.
6. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.
7. In the Media Type area, select **Network Location**.
8. In the Application area, select **CCT**, **CCMS**, **CCMM**, **ADMIN**, and **CCMA**.
9. From **Restore contents**, select **Data** and **Offline**.
10. From the **Backup Location** list, select the network drive containing the backed up Avaya Contact Center Select server databases.
11. Click **Restore**.
12. Use the **Progress information** field to monitor the progress of the restoration.
13. On the **Database Maintenance** message box, click **OK**.
Wait for the restore to complete.
14. From the **Start** menu, in the Avaya area, click **Server Configuration**.
15. In the Server Configuration window, in the Main Menu pane, click **Local Settings**.
16. In the Avaya Server Subnet pane, in the **IP Address** field, enter the IP address of the Avaya Contact Center Select server.
17. In the Site Name pane, enter the name of the Avaya Contact Center Select server.
18. Click **Apply All**.
19. In the Updated IP Warning dialog box, click **OK**.
20. In the Make changes to AAMS Content Store dialog box, click **OK**.
21. Restart the Avaya Contact Center Select server.

Logging on to Avaya Aura[®] Media Server Element Manager

Before you begin

- Obtain a valid user name and password to access Avaya Aura[®] Media Server Element Manager.

About this task

Log on to the Avaya Aura® Media Server Element Manager to configure Avaya Aura® Media Server for Avaya Contact Center Select.

Element Manager (EM) is a web-based administration tool that facilitates the Operation, Administration, and Maintenance (OAM) of Avaya Aura® Media Server.

* Note:

You must have more than one Avaya Aura® Media Server account managed by separate users. If one account is disabled or lost, another account can perform critical tasks, backups or recovery. For more information, see *Implementing and Administering Avaya Aura® Media Server*.

Procedure

1. Start a Web browser.
2. In the address box, type the following URL:
`https://SERVER_IP_ADDRESS:8443/em`
Where SERVER_IP_ADDRESS is the IP address of the Avaya Aura® Media Server.
3. In the **User ID** box, type the Avaya Aura® Media Server User ID log on account name. The default Element Manager user account name is `Admin`.
4. In the **Password** box, type the Element Manager password. Use the `Admin` account password. The default password is `Admin123$`.
5. Click **Sign In**.

Restoring the Avaya Aura® Media Server database

Before you begin

Copy the backup zip files to the new Avaya Aura® Media Server server. The backup file names derive from the name that you entered in Element Manager for the backup task.

About this task

Restore the Avaya Aura® Media Server database backup data.

Procedure

1. Log on to Avaya Aura® Media Server Element Manager.
2. Expand **Tools > Backup and Restore > Restore**.
3. On the Restore window, from the **Restore Source** list, select **Upload Backup Files**.
4. Click **Browse**.
5. Select the Avaya Aura® Media Server backup that you want to restore.

6. Click **Upload Files**.
7. On the **Confirm Restore** page, review the information and click **Confirm** to proceed with the restore.
8. Restart the server.

Resetting the Avaya Aura® Media Server IP address in Element Manager

About this task

When you migrate Avaya Aura® Media Server to a server with a different IP address, the Avaya Aura® Media Server database contains the IP address of the old server. You must update the IP address in Element Manager to make all administration functions work correctly.

Procedure

1. Log on to Avaya Aura® Media Server Element Manager with Administrative privileges.
2. In the left pane, select **System Configuration > Network Settings > IP Interface Assignment**.
3. Under **IPv4 Interfaces**, set the **Signaling**, **Media**, and **Cluster** boxes to the IP address of the new server.
4. Click **Save**.
5. After migrating your server and restoring the server databases, some of the old configuration settings might not match your new solution. Commission your new server in the new solution.

Restoring the Avaya Aura® Media Server default license

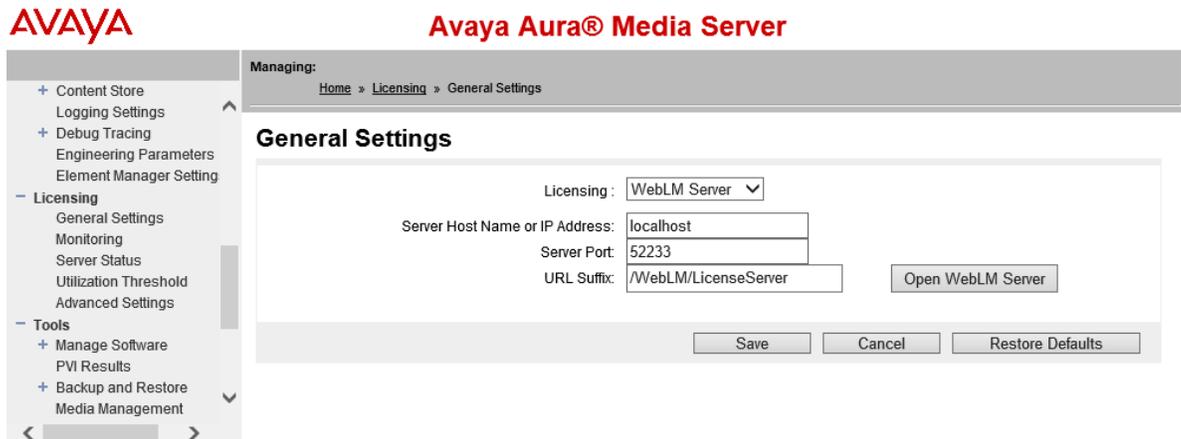
About this task

Restore the Avaya Aura® Media Server default license using Element Manager.

Procedure

1. Log on to Avaya Aura® Media Server Element Manager with administrative privileges.

- In the left pane, select **Licensing > General Settings**.



- Click **Restore Defaults**.
- Click **Confirm**.

Restoring the Avaya Contact Center Select Release 6.4 databases

Before you begin

- Back up the old databases.
- Map a drive to the database backups.

About this task

Restore the Avaya Contact Center Select Release 6.4 databases to the Release 7.1 server. After you complete this procedure, you must restart your server.

! Important:

You must complete this procedure to ensure all databases are restored at the same time.

Procedure

- From the **Start** menu, in the Avaya area, click **Database Maintenance**.
- In the Contact Center Database Maintenance window, in the Main Menu pane, click **Backup Locations**.
- In the Backup Locations pane, click **Create**.
- Select the Drive Letter, UNC path, user name, and password to specify the network location where you stored the server database backup.
- Click **OK**.

6. In the Contact Center Database Maintenance window, in the Main Menu pane, click **Restore**.
7. In the **Media Type** section, select **Network Location**.
8. In the **Application** section, select **CCT**, **CCMS**, **CCMM**, and **ADMIN**.
9. In the **Restore contents** section, select **Data** and **Offline**.
10. From the **Backup Location** list, select the network drive containing the backed up Avaya Contact Center Select server databases.
11. Click **Restore**.
12. Use the **Progress information** field to monitor the progress of the restoration.
13. On the **Database Maintenance** message box, click **OK**.
Wait for the restore to complete.
14. From the **Start** menu, in the Avaya area, click **Server Configuration**.
15. In the Server Configuration dialog box, click **Apply All**.
16. Restart the server.

Restoring Contact Center Manager Administration data

Before you begin

- Know the network location (in Universal Naming Convention (UNC) format) of the drive for the backed up database.

About this task

Restore the Contact Center Manager Administration data to migrate the data to the new server.

When you restore Contact Center Manager Administration data on the server, Avaya Contact Center Select automatically creates all of the Windows user accounts associated with each agent if they do not exist after the database restore.

If the Contact Center Manager Administration database backup is from a server that was part of a workgroup, you can restore the database onto a server that is part of a domain. However, Avaya Contact Center Select recreates all of the Windows user accounts that were previously mapped to workgroup users; you must use the Contact Center Manager Administration Configuration Tool to change agent mappings from the workgroup accounts to domain accounts.

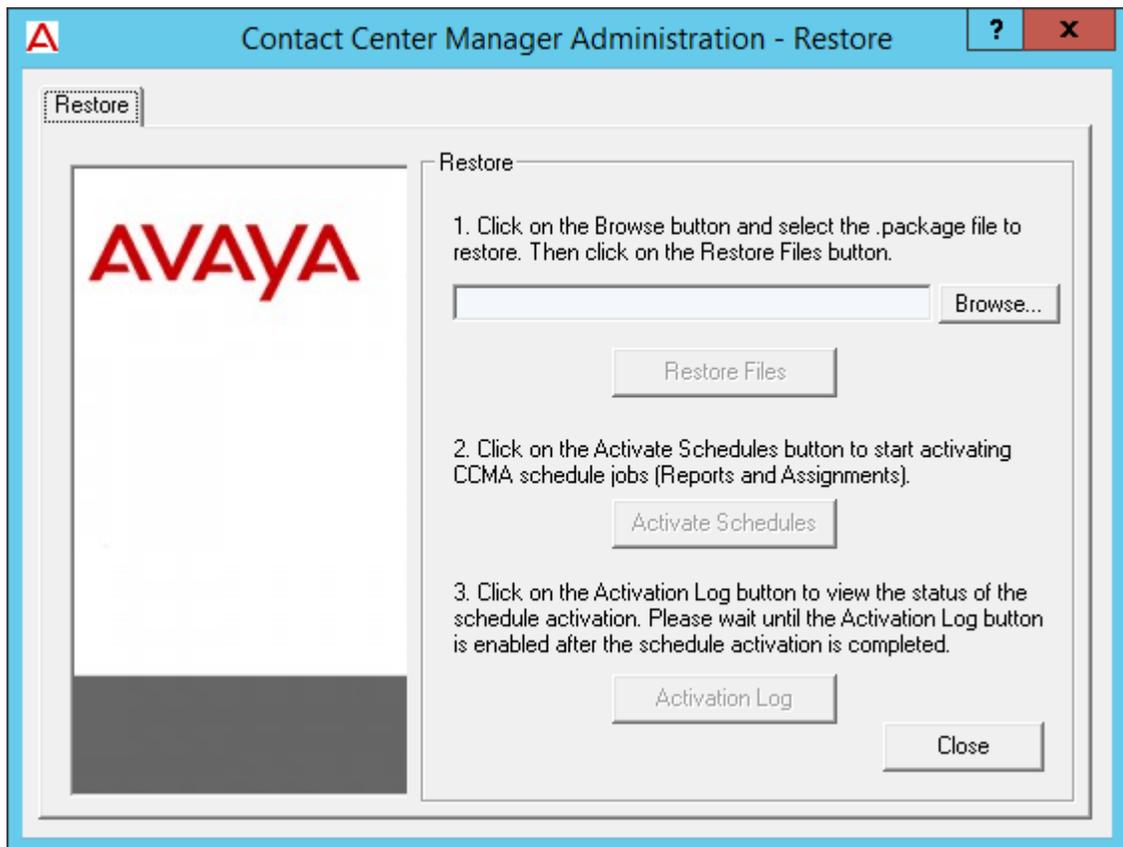
If you restore Contact Center Manager Administration data on a server with a different name, Avaya Contact Center Select does not recreate all of the Windows user accounts that were previously mapped to workgroup users. You must use the Configuration Tool to change agent mappings if you are restoring the database backup onto a server with a different name.

You must restore the CCMA database as part of a matched set; the CCMA data must be restored to the same server as its corresponding databases (for example, CCMS, CCT, or CCMM).

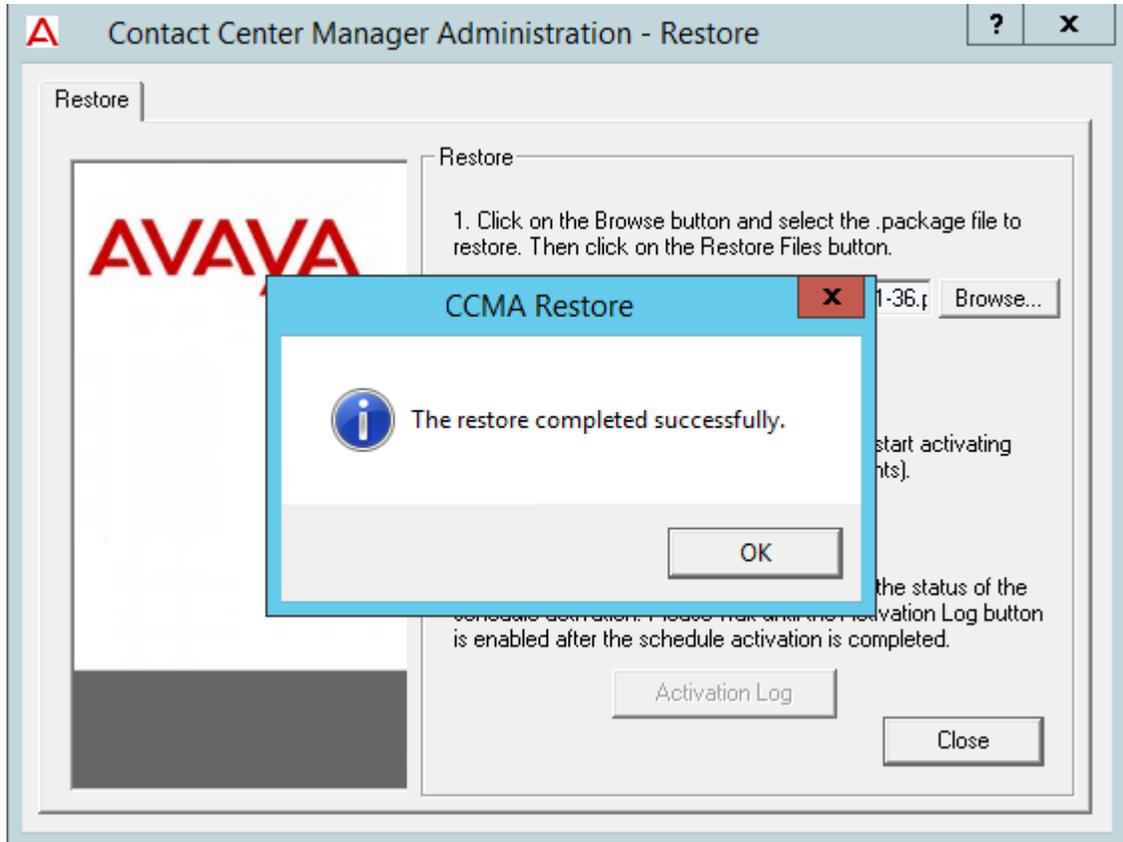
For more information about the Contact Center Manager Administration Configuration Tool, see *Administering Avaya Contact Center Select*.

Procedure

1. From the **Start** menu, in the Avaya area, click **Manager Administration Configuration**.
2. In the left pane of the Avaya Configuration window, expand **Avaya > Applications > Restore**.
3. In the right pane, click **Restore**.
4. On the **Restore** message box, click **OK**.
5. In the **Contact Center Manager Administration - Restore** dialog box, click the **Restore** tab.



6. To select a backup file to restore from, click **Browse**.
7. In the **Select a backup file** dialog box, select the required .package file.
8. Click **Open**.
9. To restore the backup file data onto the administration data server, click **Restore Files**.
The restore completed successfully message box appears.



10. Click **OK**.

Upgrading Contact Center Manager Administration data

Before you begin

- Restore the backed up Contact Center Manager Administration (CCMA) data.

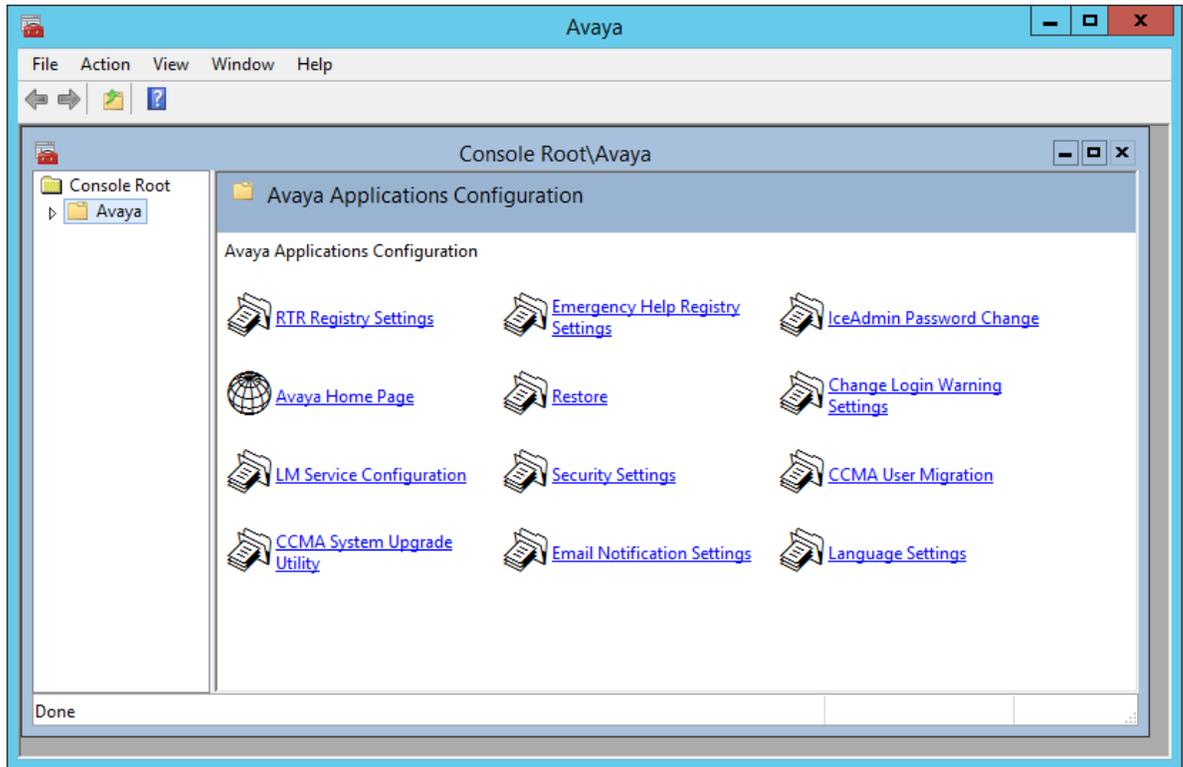
About this task

Upgrade Contact Center Manager Administration (CCMA) data to the Intersystems Caché database format used by Avaya Contact Center Select Release 7.1.

Procedure

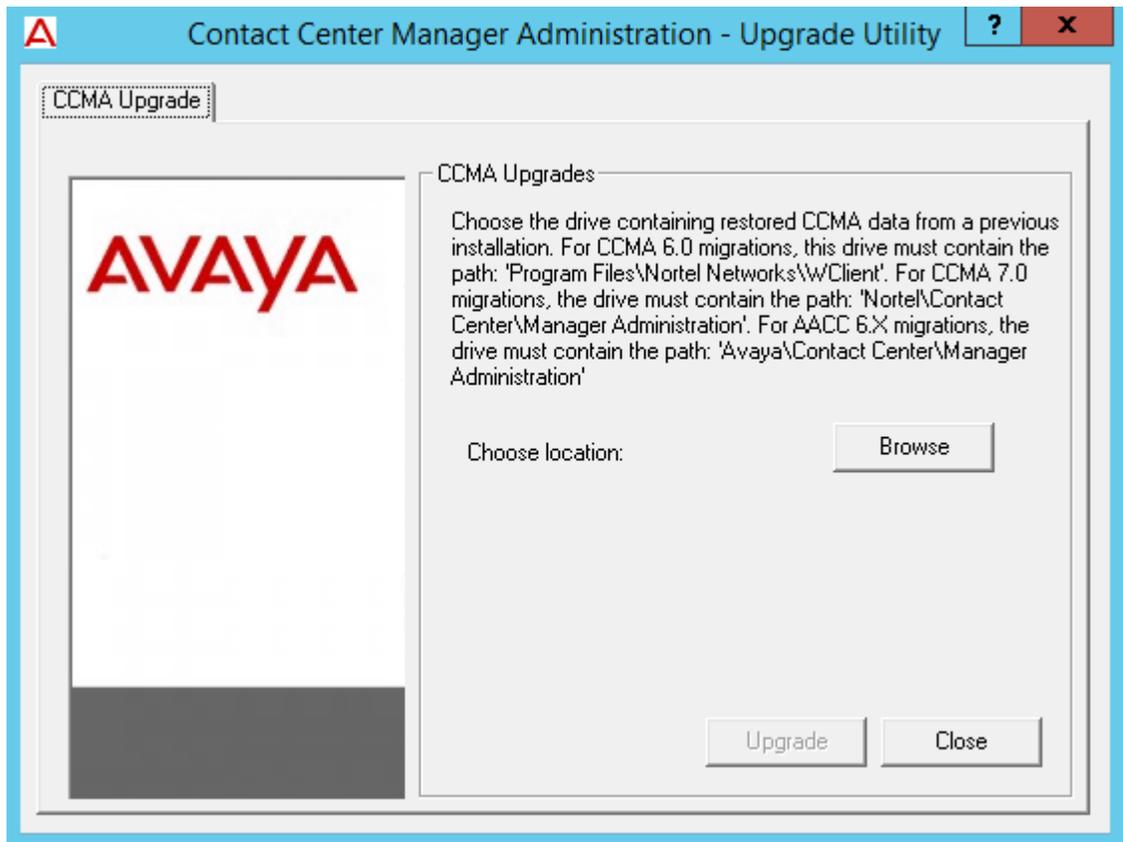
1. From the **Start** menu, in the Avaya area, click **Manager Administration Configuration**.

2. In the left pane, click **Avaya** > **Applications** > **CCMA System Upgrade Utility**.



3. In the right pane, click **CCMA System Upgrade Utility**.

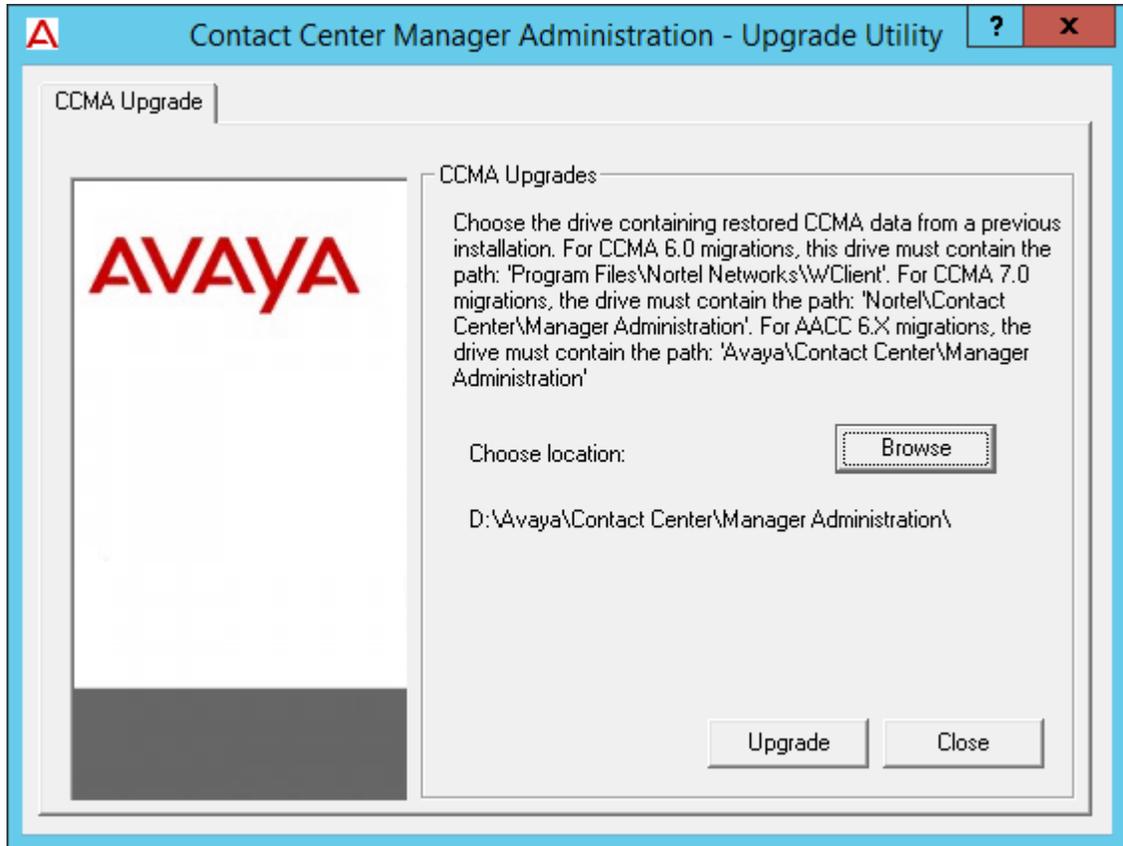
4. Click **Yes** on the confirmation dialog box.



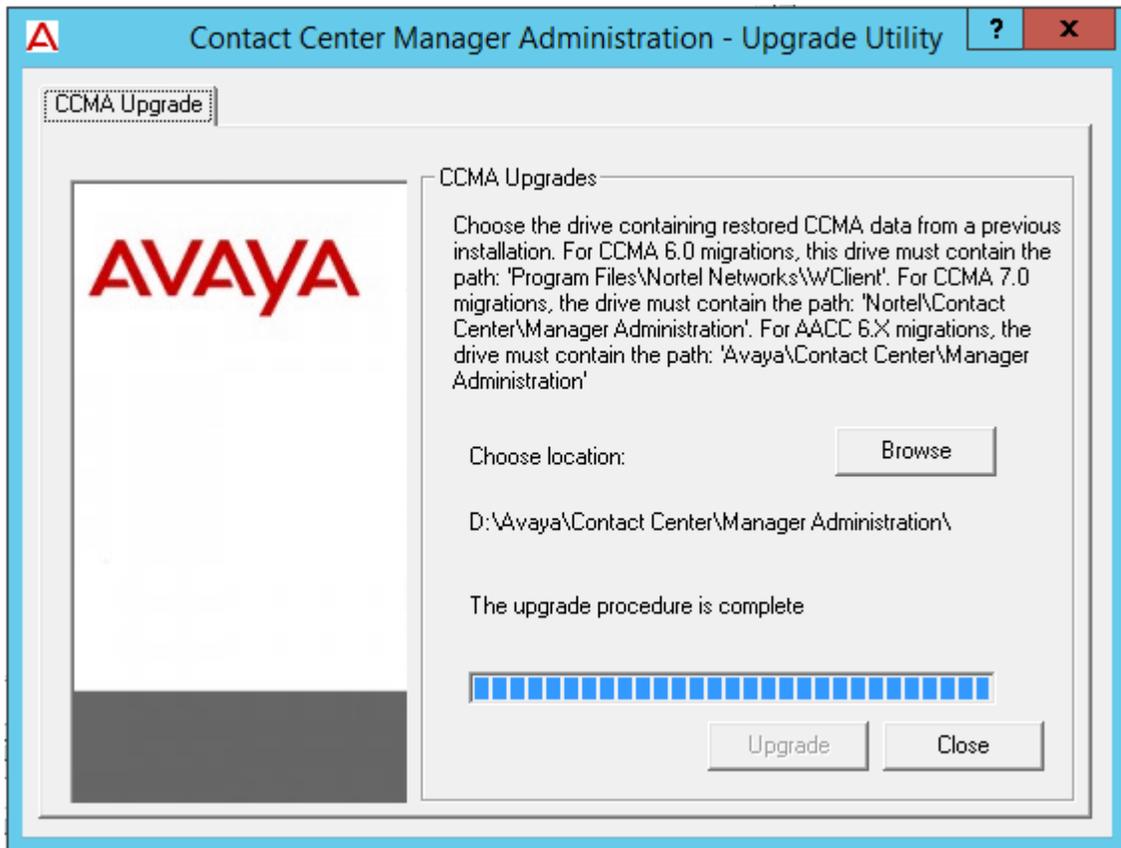
5. On the Upgrade Utility, click **Browse** and follow the instructions on the **CCMA Upgrades** screen to choose a location.

Select the drive letter as the location of the restored CCMA data. The Upgrade Utility automatically detects and appends the correct directory structure for the old system data.

Example of upgrading from an Avaya Contact Center Select Release 6.4 system:



6. Click **Upgrade**.



7. Close the Upgrade Utility application. Click **Close**.

Migrating the Avaya Media Server database

About this task

Migrate the old Avaya Media Server backup data to the data format used by the current release of Avaya Aura® Media Server.

Procedure

1. Copy the Avaya Media Server backup Application Content file to the new Avaya Aura® Media Server server. The backup file name derives from the name that you entered in Element Manager for the backup task.
2. Using an SSH client, log on to the new Avaya Aura® Media Server server Linux shell console using the *cust* account.
3. Using the command line, navigate to the folder containing the backup file.
4. Upgrade and restore the backup. On the command line, enter:

```
amsupgrade <backupfile name>
```

Where <backupfile name> is the Avaya Media Server backup Application Content file.

5. After the upgrade utility completes, reboot the Avaya Aura® Media Server server.

Completing the Avaya Contact Center Select on Linux Content Store

Before you begin

- Read the Avaya Contact Center Select Release Notes.
- This procedure requires `sroot` access. Obtain Enhanced Access Security Gateway (EASG) access to Avaya Aura® Media Server so that you can log on as `sroot`. For more information about enabling EASG, see *Deploying and Updating Avaya Aura® Media Server Appliance* or Avaya Aura® Media Server Release Notes.
- Obtain the most recent version of the Avaya Contact Center Select Release 7.1 DVD. Read the Avaya Contact Center Select Release Notes to ensure that you are using the most recent version of Avaya Contact Center Select software.

About this task

Complete the Avaya Aura® Media Server Content Store data upgrade or migration process. This procedure removes any music content groups from the SIP domain namespace that are duplicated in the *streamsource* namespace.

Alternatively, you can choose to manually remove any music content groups from the SIP domain namespace that are duplicated in the *streamsource* namespace. For more information, see Avaya Contact Center Select Release Notes.

Procedure

1. Obtain the most recent version of the Avaya Contact Center Select Release 7.1 DVD.
2. Insert the DVD into the DVD drive of your desktop computer.
3. On your desktop computer, navigate to the `\\Install Software\AMS\Linux` folder on the DVD.
4. Using a Secure Copy (SCP) utility, configured to use a *Text* transfer mode, copy the `completeAAMS77Migration.py` script from the DVD to the existing Avaya Media Server Linux server. Copy the script file using *Text* transfer mode. Do not copy the script file using *Binary* transfer mode.
5. On your Linux server, use the `su` command to change to the root user account. For example:


```
su - sroot
```
6. On your Linux server, navigate to the folder containing the `completeAAMS77Migration.py` shell script.

7. Start the script. For example,

```
python completeAAMS77Migration.py
```

The utility completes the Avaya Aura® Media Server Content Store data migration or upgrade.

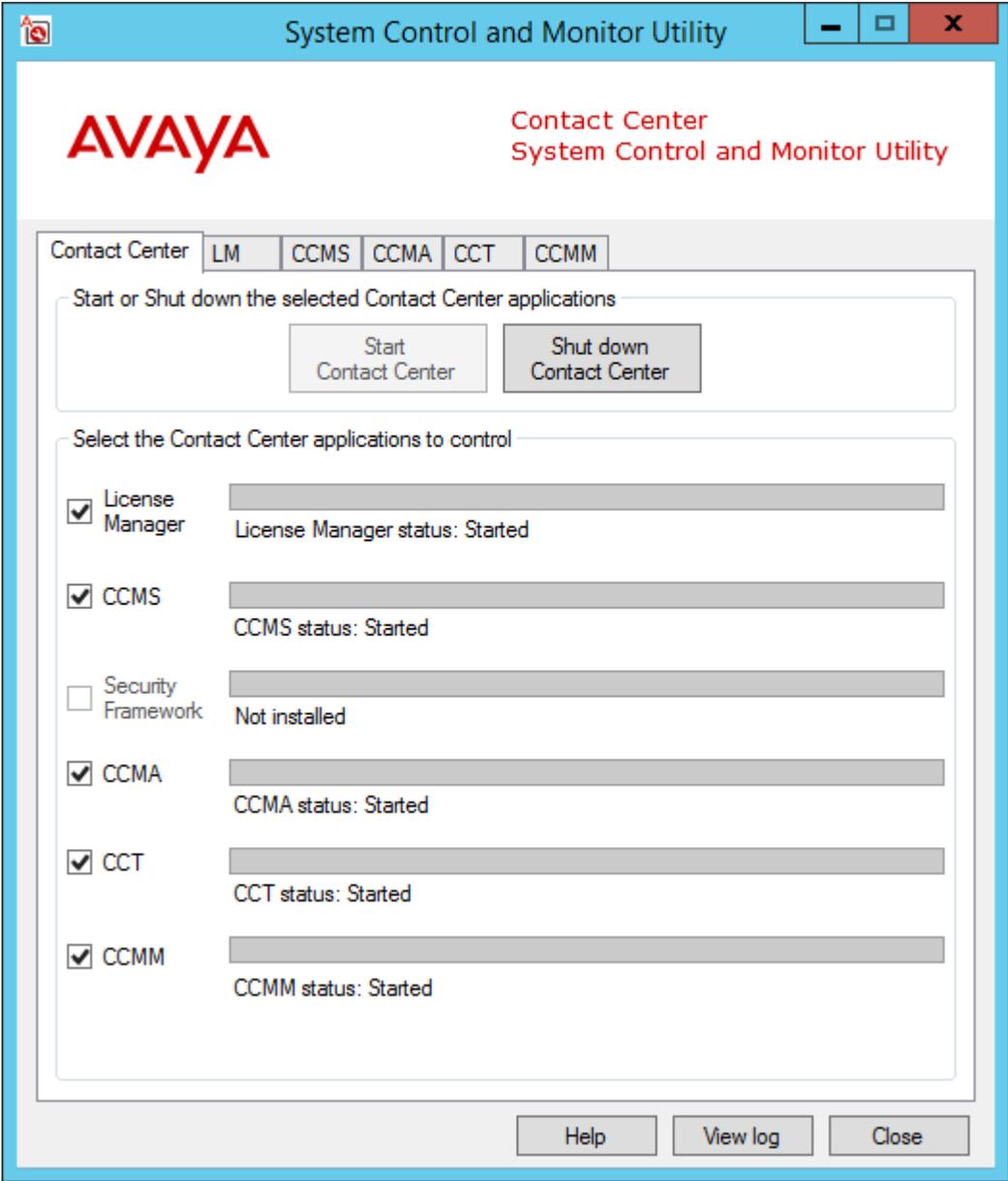
Starting Contact Center services

About this task

Start the Contact Center services to begin re-configuration after migrating or upgrading a system. The database restore and upgrade utilities automatically stop Contact Center services. Start Contact Center services to continue commissioning the solution.

Procedure

1. Log on to the Contact Center server.
2. From the **Start** menu, in the Avaya area, click **System Control and Monitor Utility**.
3. Click the **Contact Center** tab.
4. Click **Start Contact Center**.



Wait for Contact Center services to start.

Configuring the Contact Center Manager Administration system components

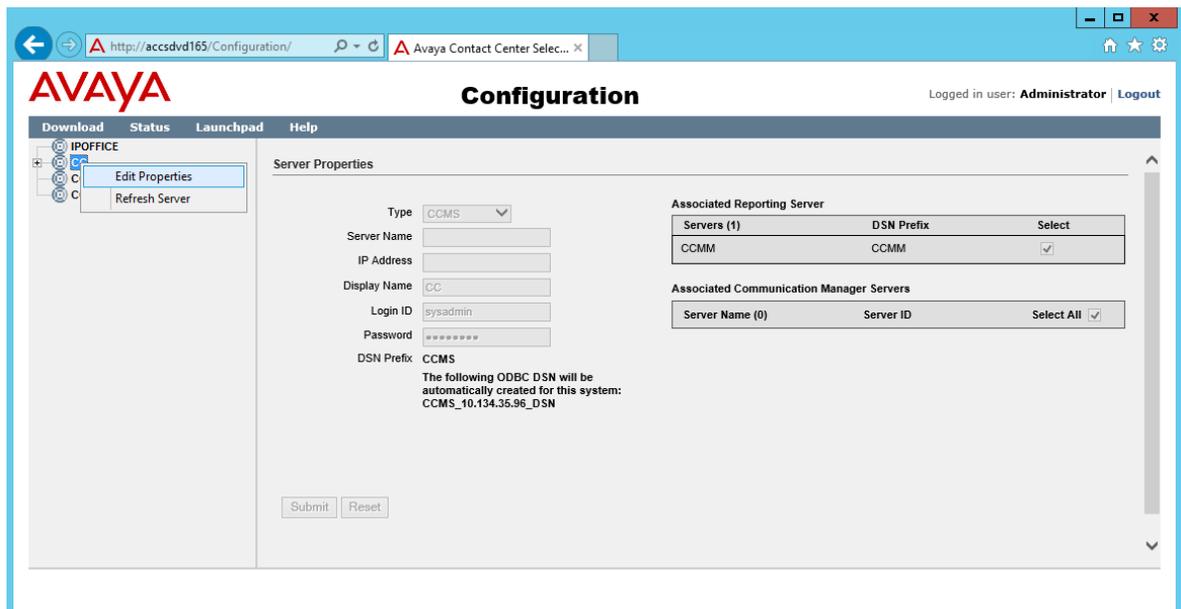
About this task

Configure the Contact Center Manager Administration (CCMA) system components for the new solution. Ensure that the Contact Center Manager Server (CCMS), Communication Control Toolkit (CCT), Contact Center Multimedia (CCMM), and IP Office settings are correct for the new solution.

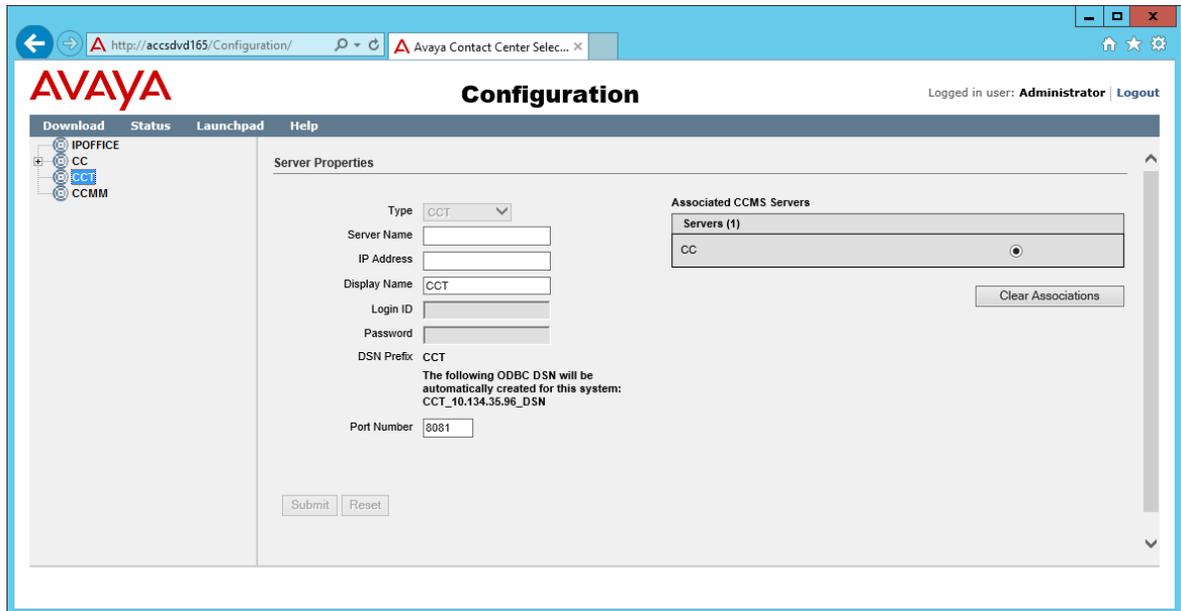
To access CCMA and other Contact Center components, use the Microsoft Edge browser in Internet Explorer mode.

Procedure

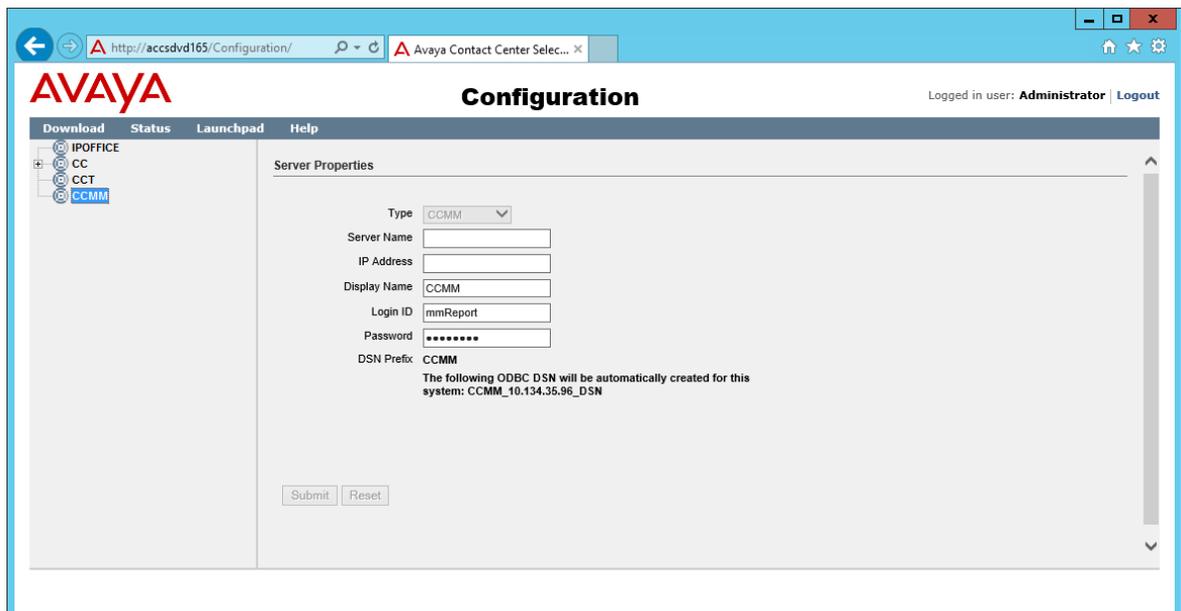
1. In your browser, type the URL of the Avaya Contact Center Select server and then press Enter.
The default URL is `http://<server name>`, where `<server name>` is the host name of the Avaya Contact Center Select Release 7.1.x server.
2. On the main login page, in the **User ID** field, type the username.
The default user ID is Administrator.
3. In the **Password** field, type the password.
The default user password is Administrator.
4. Click **Log In**.
5. On the launchpad, click **Configuration**.
6. In the left pane, right-click **CC** and then click **Edit Properties**.



7. Ensure the Contact Center Manager Server details match your new solution and then click **Submit**.
8. In the left pane, right-click **CCT** and then click **Edit Properties**.

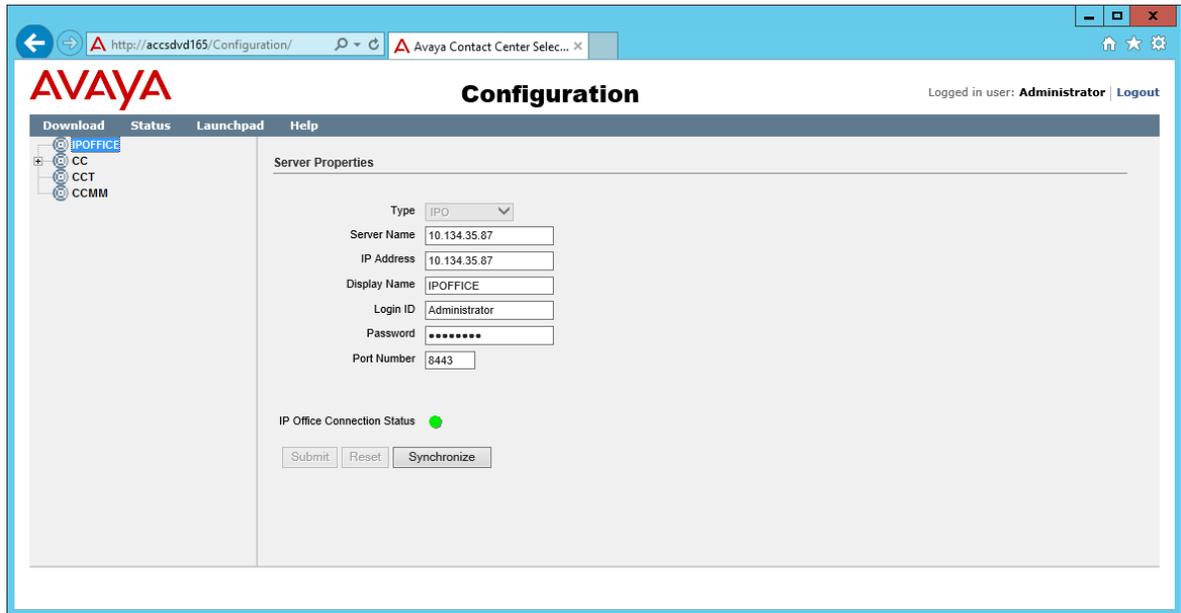


9. Ensure the Communication Control Toolkit details match your new solution and then click **Submit**.
10. In the left pane, right-click **CCMM** and then click **Edit Properties**.



11. Ensure the Contact Center Multimedia details match your new solution and then click **Submit**.

12. In the left pane, right-click **IPOFFICE** and then click **Edit Properties**.



13. Ensure the IP Office details match your new solution and then click **Submit**.
14. Log off from CCMA.
15. Using the System Control and Monitor Utility (SCMU), restart Avaya Contact Center Select services.

Configuring the Contact Center Multimedia new details

About this task

Configure the Contact Center Multimedia (CCMM) Dashboard and Administration details.

Procedure

1. Log on to the Contact Center server.
2. From the **Start** menu, in the Avaya area, click **Multimedia Dashboard**.
3. On the CCMM Dashboard, under **Server Availability**, right-click **Contact Center Manager Administration** and select **Edit**.
4. On the **Administrator Login** dialog, in the **User Name** box, type `GeneralAdmin`.
5. In the **Password** box, type the password. The default password is “`__ccmm!`”.
6. Click **Login**.
7. On the **Administrator Login** dialog, in the text box, type the name for the current Voice and Multimedia Contact Server.

8. Click **Save**.
9. Log on to the new Contact Center Manager Administration Web interface with administrative privileges.
10. On the **Launchpad**, click **Multimedia**.
11. In the left pane, select the Contact Center Multimedia to which you want to log on.
12. Under **CCMM Administration**, select **General Administration**.
13. Select **Server Settings**.
14. Update the server names to match the new Contact Center solution.
15. Under **CCMM Administration**, on the main menu, select **E-mail > General Settings**.
16. Under **Attachment Files**, ensure the **Inbound URL**, **Inbound Share**, **Outbound URL**, and **Outbound Share** locations match the new Contact Center solution.
17. Restart the Contact Center server.

Chapter 5: Avaya Contact Center Select Release Pack, Feature Pack, Service Pack, and patch installation

Apply the most recent Avaya Contact Center Select Release Packs, Feature Packs, Service Packs, and patches to ensure that you have the most recent version of the application software.

You must use the Avaya Release Pack Installer (RPI) to install Release Packs, Feature Packs, and Service Packs.

You must use Update Manager to install patches.

Upgrading Avaya Aura® Media Server to Release 7.1.x

Avaya Contact Center Select Release 7.1.x includes a new version of Avaya Aura® Media Server. You must upgrade Avaya Aura® Media Server to the correct version.

Prerequisites

On your Voice and Multimedia Contact Server with Avaya Aura® Media Server, you must enable CPU Virtualization or Virtualization Technology in the Windows server BIOS. The available virtualization settings can vary by server manufacturer and BIOS version. Refer to the server manufacturer's documentation to determine which virtualization settings to configure.

Downloading the latest product documentation

About this task

Download the latest product documentation to ensure that you have the most recent updates. Updates in the documentation accurately reflect the latest software changes.

Procedure

1. Log on to the Avaya website at <http://support.avaya.com>.

2. Compare the versions of the product documentation on the site with the versions you have.
3. If the version number on www.avaya.com is higher than the version number on the documentation you have, download the latest version of the document.
4. Review the Avaya website for release notes and readme files.

Downloading the most recent Contact Center patches to the server

About this task

Download the most recent Contact Center patches to the server from <https://support.avaya.com> to ensure that you have the most current software.

You can also download the most recent Avaya Workspaces patches to the server. For more information about Avaya Workspaces, see *Using Avaya Workspaces for AACC and ACCS*.

Procedure

1. Log on to the server using an account with administrator privileges.
2. If a new service pack MSI file is available at <https://support.avaya.com>, download it and save it on the Contact Center server.

Starting or stopping Contact Center services

Before you begin

Ensure that there are no active calls before stopping Avaya Contact Center Select services.

About this task

Use the System Control and Monitor Utility to start or stop all Avaya Contact Center Select services.

Procedure

1. Log on to the Avaya Contact Center Select server.
2. From the **Start** menu, in the Avaya area, click **System Control and Monitor Utility**.
3. Click the **Contact Center** tab.



4. To start Avaya Contact Center Select services, click **Start Contact Center**.
5. To stop Avaya Contact Center Select services, click **Shut down Contact Center**.

Disabling Windows Server Automatic Maintenance

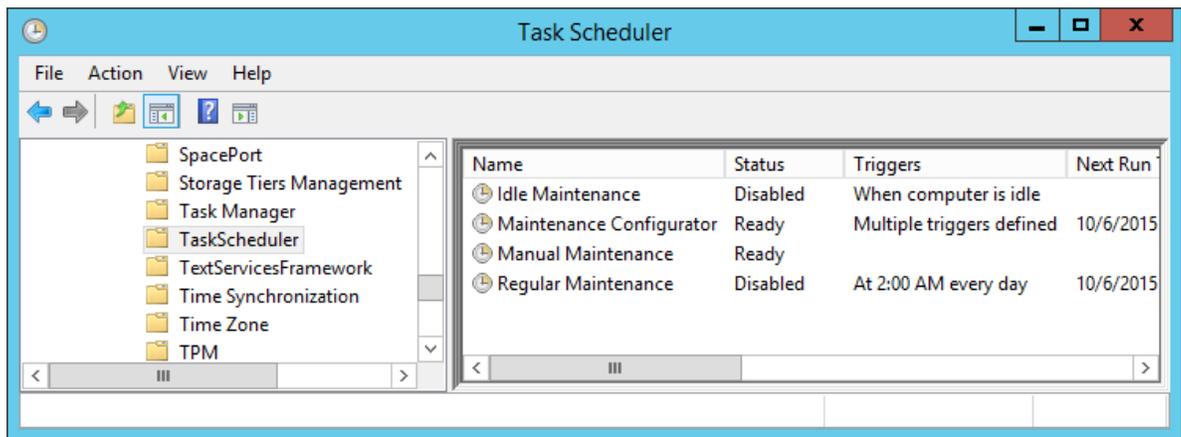
About this task

Disable Windows Server Automatic Maintenance while updating Contact Center software. Windows Server Automatic Maintenance can occasionally interfere with the real-time

requirements for Contact Center. You must therefore temporarily disable Automatic Maintenance to update Contact Center software. Re-enable it after the update.

Procedure

1. Log on to the Contact Center server as an administrator.
2. From the **Start** menu, click **Run** and type `Taskschd.msc`.
3. On the Task Scheduler window, in the left pane, click **Task Scheduler Library > Microsoft > Windows > TaskScheduler**.
4. In the **Name** column, right-click **Idle Maintenance** and then click **Disable**.
5. In the **Name** column, right-click **Regular Maintenance** and then click **Disable**.



6. From the **File** menu, click **Exit**.

Installing Contact Center Release Packs, Feature Packs, and Service Packs

Before you begin

- Download the most recent Contact Center Release Pack, Feature Pack, and Service Packs.
- Download the most recent Contact Center software patches.
- Temporarily stop Microsoft Windows Server Automatic Maintenance while you update the Contact Center software.
- Avoid installation from shared locations, because it might lead to installation failure. To ensure successful installation, mount the Release Bundle or install it locally.
- If you are deploying in a virtual environment and want to install Avaya Workspaces, you must manually deploy one virtual machine using the Avaya Workspaces OVA. See [Deploying the Avaya Workspaces OVA](#) on page 93.

About this task

Install the most recent Avaya Contact Center Select Release Pack, Feature Pack, and Service Packs to take advantage of new features and to ensure that you have the most current application updates.

If you are upgrading from Release 7.0 Feature Pack 2 or earlier and your deployment type is Voice and Multimedia Contact Server with Avaya Aura[®] Media Server, the Contact Center Update Configurator utility automatically updates Avaya Aura[®] Media Server to the latest supported version and applies the necessary configuration.

If you are upgrading from Release 7.0 Feature Pack 3 or later, you must upgrade Avaya Aura[®] Media Server manually. For more information, see [Updating Avaya Aura Media Server to Release 7.1.x](#) on page 89. On a Voice and Multimedia Contact Server with Avaya Aura[®] Media Server, the Linux version of Avaya Aura[®] Media Server is installed on a Hyper-V instance on Microsoft Windows Server 2016 or 2019.

Procedure

1. Open the Release Pack, Feature Pack, or Service Pack zip file.
2. Browse to the Avaya Release Pack Installer directory.
3. Double-click `setup.exe`.
Contact Center displays the Contact Center Release Pack Installer page.
4. If you downloaded GA patches along with the Release Pack:
 - a. Select **Yes**.
 - b. Click **Browse**.
 - c. Browse to the folder where you downloaded the patches and then click **OK**.
5. **(Optional)** If you want to configure Avaya Workspaces, select **Yes**.
6. On the Contact Center Release Pack Installer page, click **Next**.
7. Accept the license terms when prompted.
The Release Pack Installer shuts down Contact Center and installs the software.
8. When the software update completes successfully, click **Restart**.
9. When the Contact Center server starts, the Contact Center Update Configurator opens.
10. To configure Avaya Aura[®] Media Server details, in the **IP Address** field, type the IP address of the Avaya Aura[®] Media Server.

Important:

Ensure that this IP address is not in use. It must be in the same subnet as the Contact Center server.

11. In the **Password** field, type a password for the Avaya Aura[®] Media Server *cust* account.
12. In the **Confirm Password** field, re-type the password.

13. **(Optional)** To configure Avaya Workspaces, use the procedure [Configuring Avaya Workspaces using the Update Configurator](#) on page 98.
14. When the Contact Center Update Configurator completes the configuration process, click **Yes** to restart the server.

Next steps

- If you have a Business Continuity solution and are upgrading from Release 7.0 Feature Pack 2 or earlier on a Voice and Multimedia Contact Server with Avaya Aura® Media Server, you must re-configure Avaya Aura® Media Server replication. For more information about configuring Avaya Aura® Media Server replication, see *Avaya Contact Center Select Business Continuity*.
- Configure Avaya Aura® Media Server name resolution to ensure that Avaya Aura® Media Server can resolve the hostname and FQDN of the CCMA server. For more information about Avaya Aura® Media Server name resolution, see *Avaya Contact Center Select Advanced Administration*.

Updating Avaya Aura® Media Server to Release 7.1.x

About this task

Follow the steps in this procedure to update Avaya Aura® Media Server to the latest supported version. You can use this procedure to upgrade either a standalone Avaya Aura® Media Server or Avaya Aura® Media Server on a Hyper-V instance on your Voice and Multimedia Contact Server.

You must lock Avaya Aura® Media Server before applying patches and unlock it after you install the patches. In a multiple node configuration, apply a patch to one node at a time so calls can be handled by other nodes in the Contact Center. Follow the procedure for each node.

Before you begin

- Review the Avaya Contact Center Select Release Notes, which are available on the [Avaya Support website](#). The Release Notes contain information about known issues, patches, procedures, and workarounds.
- Back up Avaya Aura® Media Server before updating it.
- Download the Avaya Aura® Media Server system update and Media Server software update ISO files from the Avaya Support website.

Procedure

1. Log on to Element Manager.
2. Navigate to **Tools > Manage Software > Update > Upload Updates**.
3. Click **Choose File** and navigate to the location of the system update ISO file.
 - For example, select `MediaServer_System_Update_8.0.0.xx_xxxx.xx.xx.iso`.
4. In the left pane, click **Upload**.

The page refreshes when the update completes and displays the file details.

5. Click **Choose File** and navigate to the location of the software update ISO file.
For example, select `MediaServer_Update_8.0.0.xx_xxxx.xx.xx.iso`.
6. In the left pane, click **Upload**.
The page refreshes when the update completes and displays the file details.
7. Click **Install Updates** and wait for the upgrade to complete.
8. In Element Manager, navigate to **System Status > Element Status**.
9. Verify that the software versions are correct.

Installing Contact Center patches

Before you begin

- Download the latest documentation. See [Downloading the most recent product documentation](#) on page 84.
- Download the latest appropriate patch bundles. See [Downloading the most recent patches to the server](#) on page 85.
- Ensure that you use an account with administrator privileges on your server.
- Temporarily stop Microsoft Windows Server Automatic Maintenance while you update Contact Center software.

About this task

Install the latest Contact Center patch bundles to ensure that you have the most current development updates, or when you are upgrading your system.

The Contact Center Update Manager displays patches for installed Contact Center applications.

Procedure

1. From the **Start** menu, in the Avaya area, click **Update Manager**.
2. Click **Install**.
3. Click **Browse** and navigate to the folder where you downloaded the patch bundles.
4. Click **Scan for Patches**.
The Contact Center Updates section displays the available patches.
5. Select the appropriate patches.
6. Click **Install Patch(es)**.
7. On the **License Agreement** window, read the End User License Agreement and if acceptable, click **I accept the terms in the license agreement**.
8. Click **Continue**.

The Update Manager installs the patches and displays a confirmation message.

9. Click **Close**.
10. Verify that the newly installed patches appear under Installed Updates.

Next steps

Re-enable Microsoft Windows Server Automatic Maintenance.

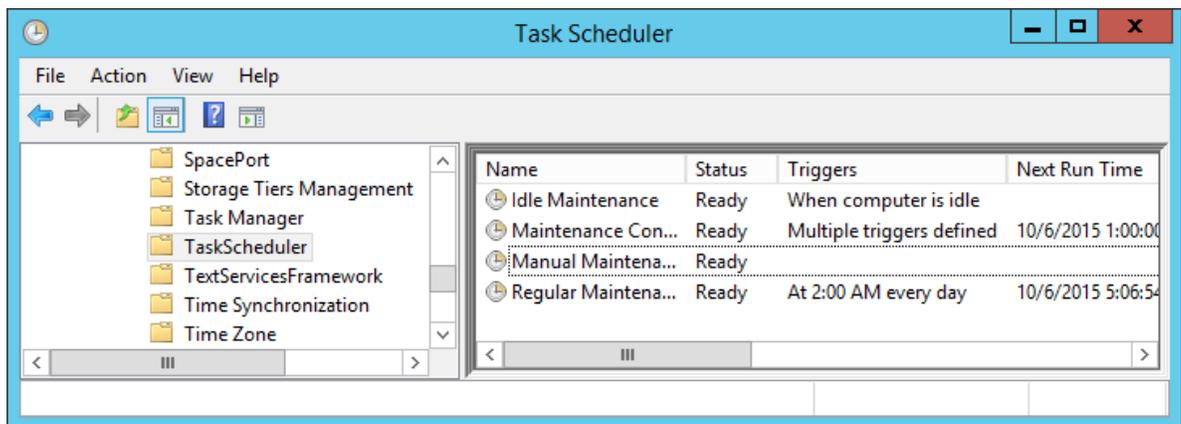
Enabling Windows Server Automatic Maintenance

About this task

Enable Windows Server Automatic Maintenance after updating Contact Center software.

Procedure

1. Log on to the Contact Center server as an administrator.
2. From the **Start** menu, click **Run** and type `Taskschd.msc`.
3. On the Task Scheduler window, in the left pane, click **Task Scheduler Library > Microsoft > Windows > TaskScheduler**.
4. In the **Name** column, right-click **Idle Maintenance** and then click **Enable**.
5. In the **Name** column, right-click **Regular Maintenance** and then click **Enable**.



6. From the **File** menu, click **Exit**.

Chapter 6: Avaya Workspaces upgrades

Migrations

When migrating Avaya Contact Center Select to a new server or virtual guest, install and configure Avaya Workspaces on a new server or virtual guest together with the Avaya Contact Center Select Release 7.1.x software.

To deploy Avaya Workspaces on a new server, use the following high-level steps for the initial installation:

1. When deploying in a virtual environment, manually deploy three virtual machines using the Avaya Workspaces OVA. See [Deploying the Avaya Workspaces OVA](#) on page 93.
2. When installing the Avaya Contact Center Select software, do the following:
 - a. Select the **Configure Workspaces** check box.
 - b. If you are deploying in a physical environment, select the drive for the Avaya Workspaces database.

See [Installing Avaya Contact Center Select Release 7.1 DVD software](#) on page 43.

3. In the Ignition Wizard, configure the details for the Avaya Workspaces cluster and NTP servers. See [Configuring Avaya Workspaces during the initial installation](#) on page 95.

Upgrades and patch installation

To upgrade Avaya Workspaces, you must select the Avaya Workspaces configuration check box when installing the Avaya Contact Center Select Release Pack, Feature Pack, or Service Pack in the Contact Center Release Pack Installer.

In a virtual environment, if upgrading from a previously configured Avaya Workspaces, you must redeploy the Avaya Workspaces cluster using the OVA for the latest release. Shut down the virtual machines created from the OVAs for the previous release.

For an Avaya Workspaces patch installation, you must download the Contact Center Workspaces Patch Installer application. Hot patching is not supported for Avaya Workspaces upgrades. You must upgrade Avaya Workspaces during a scheduled maintenance window.

Use the following steps for upgrading and patching Avaya Workspaces:

1. When deploying in a virtual environment, manually deploy three virtual machines using the Avaya Workspaces OVA. See [Deploying the Avaya Workspaces OVA](#) on page 93.
2. When installing the Contact Center Release Pack, Feature Pack, or Service Pack, in the Contact Center Release Pack Installer, select the check box to configure Avaya Workspaces. See [Installing Contact Center Release Packs, Feature Packs, and Service Packs](#) on page 87.
3. In the Contact Center Update Configurator, configure Avaya Workspaces. See [Configuring Avaya Workspaces using the Update Configurator](#) on page 98.

4. To download and install Avaya Workspaces patches, do the following:
 - a. Download the Contact Center Workspaces Patch Installer application. See [Downloading Contact Center Workspaces Patch Installer](#) on page 99.
 - b. Install the Avaya Workspaces patches. See [Installing Avaya Workspaces patches](#) on page 100.

Deploying the Avaya Workspaces OVA

Before you begin

Download the Avaya Workspaces OVA from the Avaya Support website at <https://support.avaya.com>.

Note:

If upgrading from a previously configured Avaya Workspaces installation, you must re-deploy the Avaya Workspaces cluster using the OVA, which is shipped with the latest release. Before you start deploying new virtual machines, shut down the virtual machines created from OVAs of the previous release.

About this task

Use this procedure to deploy optional Avaya Workspaces. Deploy the Avaya Workspaces OVA file onto a VMware ESXi host server using vCenter. This creates a virtual machine with the Avaya Workspaces software for use in the Contact Center solutions.

You must ensure that the Avaya Workspaces virtual machine meets or exceeds the following minimum specifications:

vCPU	Minimum CPU speed	Virtual memory reservation	Hard disk space	Number of NICs
8	2400 MHz	32 GB	500 GB	1 VMXNET3 Network Adapter

Important:

Use this procedure for virtual solutions only. If you deploy on a physical machine, ignore this procedure.

Procedure

1. In your vCenter client, select the host server on which to deploy the Avaya Workspaces OVA.
2. Select **File > Deploy OVF Template**.
3. On the **Source** window, click **Browse**.
4. On the **Open** message box, select the Avaya Workspaces OVA file.
5. Click **Open**.

6. On the **Source** window, click **Next**.
7. On the **OVF Template Details** window, verify the details of the Avaya Workspaces OVA template and click **Next**.
8. On the **End User License Agreement** window, read the license agreement, and if acceptable, click **Accept**.
9. Click **Next**.
10. On the **Name and Location** window, type the name of the new Avaya Workspaces virtual machine. This is not the server host name, this is the name of the VMware virtual machine as it appears in the VMware inventory.
11. Click **Next**.
12. On the **Host and Cluster** window, select the host server or cluster on which to deploy the Avaya Workspaces OVA. If you selected a cluster, select a **Specific Host** on that cluster.
13. Click **Next** to display the **Storage** window.
14. From the **Select a destination storage for the virtual machine files** list, select a location to store the Avaya Workspaces virtual machine image. Ensure that the storage location you select has sufficient available storage space to store a thick provisioned virtual machine image.
15. Click **Next**.
16. On the **Disk Format** window, select **Thin Provision**.
17. Click **Next**.
18. On the **Ready to Complete** window, verify the deployment settings. If you need to modify any of the settings, click **Back**.
19. Click **Power on after deployment**.
20. Log on to the Contact Center server using the default credentials.

The user name is `root` and the password is `root01`. You must not change the default credentials at this step. You can create a new password later when configuring Avaya Workspaces in the Ignition Wizard.
21. Enter the `# ifconfig` command to establish the name of your network adapter.
22. To open the network configuration script, enter the `# vi /etc/sysconfig/network-scripts/ifcfg-ens192` command. Ensure the network adapter name matches your environment.
23. Press the **Insert** key to enter the edit mode.
24. Modify the **IPADDR**, **GATEWAY**, **NETMASK** and **DNS** fields as required. Ensure the **BOOTPROTO** field is set to *none*.
25. To save the changes, press **Esc** and type `!wq!`. To exit without changes, press **Esc** and type `!q!`.

26. Enter the `# systemctl restart network` command to restart the network service and enable the changes.
27. In **VM Options**, under **VMWare tools** section, deselect the **Synchronize guest time with host** check box.

You must use NTP servers for time synchronization of Contact Center machines and Avaya Workspaces nodes. You can configure time synchronization settings while configuring Avaya Workspaces in the Ignition Wizard for fresh installs or in the Update Configurator for upgrades.

Configuring Avaya Workspaces during the initial installation

About this task

Use this procedure to configure Avaya Workspaces during the initial installation of Avaya Contact Center Select.

 **Note:**

When deploying in a physical environment, ensure that you enter the Cluster IP Address for Avaya Workspaces cluster. This is a single IP address that you use to access Avaya Workspaces.

Procedure

1. On the Contact Center Ignition Wizard screen, select the **Workspaces** tab and configure the details.

The screenshot shows the 'Configuration Data' screen for Avaya Contact Center. The 'Workspaces' tab is selected. The screen is divided into several sections:

- Workspaces:** Contains an 'IP Addresses' list with an 'Add' button and a 'Remove' button. Below this are 'Password' and 'Confirm Password' input fields.
- LDAP Server:** Contains 'IP Address', 'Port', and 'Protocol' (dropdown) input fields.
- Cluster IP:** Contains an 'IP Address' input field.

At the bottom, there are navigation buttons: '< Back', 'Next >', and 'Cancel'. A 'Click Next to Continue' prompt is visible above the navigation buttons.

2. In the **Workspaces** section, click **Add** next to the IP Address box to add IP addresses of the Avaya Workspaces nodes. Click **Remove** if you want to remove an IP address.

If you deploy Avaya Contact Center Select in a physical environment, you must add three IP addresses. Enter IP addresses that are not in use.

If you deploy Avaya Contact Center Select in a virtual environment, you must add one IP address.

3. In the **Workspaces** section, in the **Password** box, enter the root password for the Avaya Workspaces nodes.

The password is checked against the server security policy for minimum password requirements. Avaya recommends that you enter a password that conforms to your corporate password policy.

*** Note:**

Do not use special symbols: @ # £ & ^.

4. In the **Confirm Password**, enter the password again.
5. In the **LDAP Server** section, in the **IP Address** box, enter the IP address of the LDAP Server.
6. In the **Port** field, enter the port number of the LDAP protocol.
7. From the **Protocol** drop-down list, select a type of encryption you want to use:
 - TCP
 - TLS
8. In the **Cluster IP** field, enter the IP address of the Avaya Workspaces cluster.
If you deploy in a virtual environment, enter the IP address of the Avaya Workspaces node.
9. Select the **Other settings** tab to configure NTP servers for time synchronization.

The screenshot shows the 'Avaya Contact Center' configuration interface. The title is 'Configuration Data' with the AVAYA logo. Below the title, it says 'Enter the required configuration data.' There are several tabs: Core, Licensing, SIP, Multimedia, Workspaces, Security Configuration, and Other settings. The 'Other settings' tab is selected. Under this tab, there are two main sections: 'NTP Servers' and 'SSH session timeout:'. The 'NTP Servers' section has a text input field for 'IP Addresses:', an 'Add' button, and a 'Remove' button. The 'SSH session timeout:' section has a text input field with '10' and the unit 'minutes'. To the right of these sections is a 'Cluster time zone' section with a text area containing 'Windows time zone: "(UTC+00:00) Dublin, Edinburgh, Lisbon, London"', 'Adjust for daylight saving time automatically: True', and a 'Linux cluster time zone' dropdown menu. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A 'Click Next to Continue' prompt is visible above the buttons.

10. In the **NTP Servers** section, click **Add** to add an IP address of an NTP server.
You can add up to three IP addresses. To remove the IP address, select the required IP address and click **Remove**.
11. In the **SSH session timeout** box, type the timeout value in minutes.
The default value is 10 minutes. You can enter the value from 5 to 60 minutes.

12. In the **Cluster time zone** section, from the drop-down list, select the time zone of the Linux cluster.

Avaya recommends that you use the appropriate time zone of the Windows system. You can view the current Windows time zone on the same screen.
13. Click **Next**.

Configuring Avaya Workspaces using the Update Configurator

About this task

After the Avaya Release Pack Installer reboots the server, the Contact Center Update Configurator opens so that you can configure Avaya Workspaces.

Before you begin

- If upgrading in a virtual environment, remove the Avaya Workspaces cluster drive on the Contact Center server. Typically it is the W:\ drive. From Release 7.1.0.3, this drive is no longer required for virtual deployments of Avaya Workspaces.

Procedure

1. On the Contact Center Update Configurator, select the **Configure Workspaces** tab.
2. Next to the **IP Address** box, click **Add**.

If you deploy Avaya Contact Center Select in a physical environment, you must add three IP addresses. Enter IP addresses that are not in use.

If you deploy Avaya Contact Center Select in a virtual environment, you must add one IP address.

To remove an IP address, select an address and click **Remove**.

3. In the **Cluster IP** field, enter the IP address of the Avaya Workspaces cluster.
4. In the **Password** box, type the root password for the Avaya Workspaces cluster.

The password is checked against the server security policy for minimum password requirements. Avaya recommends that you enter a password that conforms to your corporate password policy.

Note:

Do not use special symbols: @ # £ & ^.

5. In the **Confirm Password** box, retype the password.
6. **(Optional)** To ensure that passwords match, select the **Show password** check box.
7. In the **LDAP IP Address** box, type the IP address of the LDAP server.

8. In the **Port** field, enter the port number of the LDAP protocol.
9. From the **Protocol** list, select one of the following encryption types:
 - TCP
 - TLS
10. To configure NTP servers for time synchronization, select the **Other settings** tab.
11. To add an IP address of an NTP server, next to the **IP Address** box, click **Add**.
 You can add up to three IP addresses.
 To remove an IP address, select an address and click **Remove**.
12. In the **SSH session timeout** box, type the timeout value in minutes.
 The default value is 10 minutes. You can enter the value from 5 to 60 minutes.
13. From the **Linux cluster time zone** list, select the time zone of the Linux cluster.
 Avaya recommends that you use the appropriate time zone of the Windows system. You can view the current Windows time zone on the same screen.
14. Click **Configure**.
15. When the Contact Center Update Configurator completes the configuration process, click **Yes** to restart the server.

Downloading Contact Center Workspaces Patch Installer

About this task

The Contact Center Workspaces Patch Installer application is a .net application used for upgrading the deployed Avaya Workspaces. This application must be launched from the Contact Center server used for the original deployment of the Avaya Workspaces cluster. The application is not installed on Contact Center systems, instead it is embedded within each Avaya Workspaces Patch Bundle.

When launched on the Contact Center system, the application displays:

- the deployment type and version of the current Contact Center software installation
- the name and version of any Avaya Workspaces Patch installed on the system
- the name and version of the Avaya Workspaces Patch that will be installed
- the name and version of the services already installed on the Avaya Workspaces cluster
- the target version of the service which will be updated during Avaya Workspaces Patch installation

The Contact Center Workspaces Patch Installer generates two log files during the patch installation process. One log is for the Contact Center Workspaces Patch Installer application called WorkspacesPatchInstaller.log. The other log file is for the patch itself called Install_WorkspacesPatch_7.x.x.x_x86, where 7.x.x.x is the release

number, for example Install_WorkspacesPatch_7.1.0.2_x86. Both logs are located in folder: C:\Avaya\Logs\Sysops\WorkspacesPatchInstaller.

Use this procedure to download and launch the Contact Center Workspaces Patch Installer application.

Procedure

1. Download the most recent Avaya Workspaces Patch Bundle and the accompanying checksum text file from <http://support.avaya.com>.
2. Using MD5 checksum software, generate a checksum of the downloaded Avaya Workspaces Patch Bundle and verify it matches with the content of the downloaded checksum text file.
3. Log on to the Contact Center server as Administrator.
4. Extract the downloaded Avaya Workspaces Patch Bundle to a local folder.

The **WorkspacesPatchInstaller.exe** file is located in the **WorkspacesPatchInstaller** folder.

Next steps

Launch the Contact Center Workspaces Patch Installer and start installing the Avaya Workspaces patches.

Installing Avaya Workspaces patches

About this task

Use this procedure to install the Avaya Workspaces Patch Bundle.

You must patch Avaya Workspaces during a maintenance window. You can deploy the Avaya Workspaces Patch Bundle in the same maintenance window used for updating and patching Contact Center. Note that Avaya Workspaces is not operational during the maintenance window.

Note:

Contact Center services that reside on the Windows Server 2016 and 2019 systems are not shut down during the Avaya Workspaces patching process. You do not need to restart Contact Center services after the Avaya Workspaces patching process.

Before you begin

- Download the most recent Avaya Workspaces Patch Bundle and the accompanying checksum text file from <https://support.avaya.com>.
- Using MD5 checksum software, generate a checksum of the downloaded Avaya Workspaces Patch Bundle and verify it matches with the content of the downloaded checksum text file.
- The Avaya Workspaces patching process requires a functional Avaya Workspaces cluster to be available. If the Avaya Workspaces deployment is not detected on the Contact Center server, the Contact Center Workspaces Patch Installer application blocks the installation.

Procedure

1. Log on to Contact Center server as an administrator.
2. Run the `kubectl get nodes` command to verify that the Avaya Workspaces cluster is available.

A list of the available Avaya Workspaces nodes is displayed.

3. Extract the downloaded Avaya Workspaces Patch Bundle to a local folder.
4. From the WorkspacesPatchInstaller folder, launch the `WorkspacesPatchInstaller.exe` file.
5. When prompted, enter the username and password of the Avaya Workspaces cluster.
6. Click **OK**.
7. Click **Install**.

The installation process starts. When the installation finishes, the `Installed successfully` message is displayed.

8. Click **Close**.

Chapter 7: Business Continuity patching

This section describes how to patch an Avaya Contact Center Select solution using Business Continuity.

Patching Avaya Contact Center Select Business Continuity

Before you begin

- Ensure that you have a standby server license for the server you are patching.
- Ensure both existing Avaya Contact Center Select servers have the same patch level.

About this task

Apply patches to an Avaya Contact Center Select Business Continuity solution to resolve product issues. Both Avaya Contact Center Select servers must be updated to the same patch level.

To install a Contact Center Feature Pack or Service Pack, you must schedule a maintenance cycle and restart the contact center. For more information, read the Feature Pack or Service Pack Readme file.

If shadowing is stopped for more than 24 hours then you must back up the active server database and restore it onto the standby server before re-enabling shadowing. Ensure that the system clock time on the Avaya Contact Center Select servers are synchronized.

Procedure

1. Read the patch Readme file.
2. Use the System Management and Monitoring Component (SMMC) utility to stop the Avaya Contact Center Select active server.
Note: Stopping the ACCS active server stops the ACCS standby or RGN server.
3. Apply the Avaya Contact Center Select patch to the active server.
4. Apply the Avaya Contact Center Select patch to the standby or RGN server.
5. Start the ACCS active server.
6. When the ACCS active server is running, start the ACCS standby or RGN server.

Chapter 8: Avaya Aura[®] Media Server patch installation

This chapter outlines how to install patches on Avaya Aura[®] Media Server. Install an Avaya Aura[®] Media Server Quick Fix Engineering (QFE) patch to deliver and apply a patch to Avaya Aura[®] Media Server. You must always install QFE patches sequentially, as QFE patches are dependent on previous patches. Some Avaya Aura[®] Media Server patches are simple Quick Fix Engineering (QFE) patches.

Some Avaya Aura[®] Media Server patches are more complex. And some Avaya Aura[®] Media Server patches support Avaya Aura[®] Media Server version upgrades. You must read each Avaya Aura[®] Media Server patch Readme file and the Avaya Contact Center Select Release Notes to determine the correct procedures for each patch. The Release Notes contain the known issues, patches, procedures, and workarounds specific to a release and patch line-up of Avaya Contact Center Select and Avaya Aura[®] Media Server.

*** Note:**

You can use the procedures in this chapter to patch either a standalone Avaya Aura[®] Media Server, or Avaya Aura[®] Media Server on a Hyper-V instance on your Voice and Multimedia Contact Server.

Logging on to Avaya Aura[®] Media Server Element Manager

Before you begin

- Obtain a valid user name and password to access Avaya Aura[®] Media Server Element Manager.

About this task

Log on to the Avaya Aura[®] Media Server Element Manager to configure Avaya Aura[®] Media Server for Avaya Contact Center Select.

Element Manager (EM) is a web-based administration tool that facilitates the Operation, Administration, and Maintenance (OAM) of Avaya Aura[®] Media Server.

*** Note:**

You must have more than one Avaya Aura[®] Media Server account managed by separate users. If one account is disabled or lost, another account can perform critical tasks, backups

or recovery. For more information, see *Implementing and Administering Avaya Aura® Media Server*.

Procedure

1. Start a Web browser.
2. In the address box, type the following URL:

```
https://SERVER_IP_ADDRESS:8443/em
```

Where `SERVER_IP_ADDRESS` is the IP address of the Avaya Aura® Media Server.
3. In the **User ID** box, type the Avaya Aura® Media Server User ID log on account name. The default Element Manager user account name is `Admin`.
4. In the **Password** box, type the Element Manager password. Use the `Admin` account password. The default password is `Admin123$`.
5. Click **Sign In**.

Installing Avaya Aura® Media Server patches

Before you begin

- Read the QFE Readme files for the most recent information and instructions.
- Download the most recent Avaya Aura® Media Server QFE patches and store them in the QFE subdirectory. QFE patches are ZIP files, but do not unzip them. The Avaya Aura® Media Server patching utility uses the QFE ZIP files. For a Linux server, the default QFE folder location is `/opt/avaya/app/amsinst/ma/MAS/qfe`.
- Back up Avaya Aura® Media Server data before applying patches.

About this task

Install a new Quick Fix Engineering patch to apply a change to the Avaya Aura® Media Server system. You must lock Avaya Aura® Media Server before applying patches and unlock it after you install the patches.

Review *Avaya Contact Center Select Release Notes* and follow the instructions in each Avaya Aura® Media Server patch Readme file.

Procedure

1. On the Avaya Contact Center Select server, start your web browser.
2. In the address box, type `https://<Server_IP_Address>:8443/em`, where `<Server_IP_Address>` is the Avaya Aura® Media Server IP address.
3. In the **User ID** field, type the Avaya Aura® Media Server Element Manager username.
4. In the **Password** field, type the Avaya Aura® Media Server Element Manager password.
5. Click **Log In**.

6. In the navigation pane, click **System Status > Element Status**.
7. From the **More Actions** list, click **Pending Lock** to lock the Avaya Aura® Media Server after all processes finish.
8. Wait for the existing active sessions to end.
9. In the **More Actions** menu, click **Lock**.
10. Click **Stop** and confirm the operation on the following page.
11. Close Element Manager.
12. On Avaya Aura® Media Server, open a Linux terminal.
13. Change to the root user by running the `su -` command.
14. Run the `amspatch list all` command to obtain the correct name for the new QFE patch:
The name of the file is not necessarily the same as the name of the patch.
15. Under the **QFE Name** column, note the name of the patch.
16. Install the patches in numerical order.
 - To install a new patch on the system, run the `amspatch apply <patchname>` command, where `<patchname>` is the name of the patch.
 - To install all downloaded QFE patches on the system, run the `amspatch apply all` command.
17. When the patch application is complete, open the Element Manager navigation pane, and click **Tools > Software Inventory**.
18. Verify the patch version listed in the **Patch Level** column.
19. Navigate to **System Status > Element Status** and then click **Start**.
20. Confirm the operation.
21. From the **More Actions** list, click **Unlock** to unlock Avaya Aura® Media Server.
22. Navigate to **System Status > Alarms** and check for service-impacting alarms.

Chapter 9: Avaya Contact Center Select AML migration

You can migrate to an Avaya Contact Center Select solution from the following CS 1000 AML-based Contact Center solutions:

- Avaya NES Contact Center Release 6.0 or Release 7.0
- Avaya Aura® Contact Center Release 6.2, 6.3, 6.4, or 7.x.

Important:

Avaya Contact Center Select supports migrations only from Avaya NES Contact Center or Avaya Aura® Contact Center that were part of AML-based CS 1000 solutions. Avaya Contact Center Select does not support the migration of data from CS 1000 SIP-based solutions.

There are many considerations when migrating from an AML-based Contact Center solution to an Avaya Contact Center Select solution, including:

- Change of PABX from CS 1000 to IP Office.
- Change of telephony infrastructure.
- Potential change from Windows workgroup to Windows domain.
- Feature differences between the solutions.
- Voice services migration to Avaya Aura® Media Server.

For a complete understanding of the solution migration you must download and read the *Avaya Aura® Contact Center CS1000 (AML) to Avaya Contact Center Select (IP Office) Migration Guidelines* application note, available from the Avaya Support website at <http://support.avaya.com>.

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