Deploying Avaya Breeze® platform on Kernel-based Virtual Machine

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Chapter 1: Introduction

Purpose

This document describes how to deploy and configure Avaya Breeze® platform Kernel-based Virtual Machine (KVM) OVA.

This document is intended for people who install and configure Avaya Breeze® platform KVM OVA at a customer site.

Prerequisites

Before deploying the Avaya Breeze® platform KVM OVA, ensure that you have the following knowledge, skills and tools.

Knowledge

- KVM hypervisor installation and set up
- Linux® Operating System
- Avaya Breeze® platform

Skills

To administer the KVM hypervisor and Avaya Breeze® platform.

Tools

For information about tools and utilities, see “Configuration tools and utilities”.

Chapter 2: Overview

Kernel-based Virtual Machine overview

Kernel-based Virtual Machine (KVM) is a virtualization infrastructure for the Linux kernel that turns the Linux kernel into a hypervisor. You can remotely access the hypervisor to deploy applications on the KVM host.

KVM virtualization solution is:

- Cost effective for the customers.
- Performance reliable and highly scalable.
- Secure as it uses the advanced security features of SELinux.
- Open source software that can be customized as per the changing business requirements of the customers.

Chapter 3: Planning

Planning checklist

Ensure that you complete the following before deploying Avaya Breeze® platform on KVM:

No.	Task	Reference	Notes	✔
1	Download the required software.	See Configuration tools and utilities on page 10 and Release details of Avaya Breeze platform KVM OVA on page 10		
2	Purchase the required licenses.	—		
3	Register for PLDS and activate license entitlements.	Go to Avaya Product Licensing and Delivery System at https://plds.avaya.com/.		
4	Install the KVM hypervisor.	—		
5	Install the MobaXterm and Xming softwares.	—	To remotely access the KVM hypervisor, use the Virt Manager GUI or virsh command line interface.	
6	Record information that you require for the deployment.	Key customer configuration information on page 11		

Supported tools

- Virt Manager: A user interface for managing virtual machines through libvirt.
- virsh: A command line interface tool for deploying the OVA.
- virt-manager or virt-viewer: A command line interface tool for configuring the OVA.
- OpenStack: A web-based user interface to OpenStack services.
- Nutanix: An end-to-end management solution for virtualized datacenter environments that streamlines and automates common workflows, eliminating the need for multiple management solutions across datacenter operations.

- Red Hat Virtualization Manager: A feature-rich web interface to manage the virtual infrastructure. Red Hat Virtualization Manager provides host management, guest management, storage management, and high availability infrastructure.

Configuration tools and utilities

- Avaya Breeze® platform OVA
- A browser for accessing Avaya Breeze® platform
- PuTTY
- WinSCP
- MobaXterm

Release details of Avaya Breeze® platform KVM OVA

You can download the following OVA file from the Avaya PLDS website at http://plds.avaya.com/.

Product name	Release version	OVA file name
Avaya Breeze® platform	3.6	Breeze-3.6.0.0.xxxxxx-kvm-xxx.ova

Supported footprints

Product name	Footprint	Release	CPUs (GHz)	Number of vCPUs	RAM (GB)	HDD (GB)	NICs
Presence Services	Profile 2	3.5	2.2	4	8	80	2
Presence Services	Profile 3	3.5	2.2	6	10	80	2
Presence Services	Profile 4	3.5	2.2	8	16	150	2
Presence Services	Profile 5	3.5	2.2	12	27	300	2

Supported hardware

To deploy the Avaya Breeze® platform KVM OVA on a customer-provided server, the server must be on the Red Hat supported server list for Red Hat Enterprise Linux 7.2 or 7.3.

Key customer configuration information

You require the following information to install and configure Avaya Breeze® platform. Have this information before you begin the installation.

Network Settings

Field	Information to enter	Notes
IP Address	`Enter server's IP address`	Management IP address to be assigned to Avaya Breeze® platform.
Short Hostname	`Enter server's hostname`	
Network Domain	`Enter network domain or 'none'`	
Netmask	`Enter netmask`	
Default gateway	`Enter gateway IP address`	Default gateway for Avaya Breeze® platform management network interface.
DNS servers	`Enter the Primary, Secondary, and Tertiary DNS server IP address`	You can have up to three DNS servers.

Proxy settings

Field	Information to enter	Notes
HTTP Proxy Server	`Enter the IP address or FQDN of the HTTP proxy server.`	
HTTP Proxy Port	`Enter the HTTP proxy port.`	
HTTPS Proxy Server	`Enter the IP address or FQDN of the HTTPS proxy server.`	
HTTPS Proxy Port	`Enter the HTTPS proxy port.`	

Table continues…

Field	Information to enter	Notes
HTTP Proxy exclusion list	`Enter the HTTPS proxy severs with a delimiter of "|".` For example, `*ca.avaya.com|*.us.avaya.com|135.9.95.*` By default, the customer domain will be added to the proxy exclusion list. The proxy exclusion list can be added with the **`CEnetSetup`** command or using the OVA properties during deployment. If the destination for the HTTP request matches any address in the exclusion list, the HTTP request will be sent directly to the destination instead of the proxy.	

System Time Settings

Field	Information to enter	Notes
Timezone	`Select the timezone from this field.`	This configuration is mandatory for Avaya Breeze® platform to function. The timezone configured on Avaya Breeze® platform must match the timezone on System Manager.
NTP Servers	`Enter IP/FQDN of Primary NTP Server`	You can have up to three NTP servers. Enter a value in this field only when the VMware host does not synchronize on its own.

User access

Field	Information to enter	Notes
Enhanced Access Security Gateway (EASG)	Enter one of the following: • `1` to enable EASG. • `2` to disable EASG.	

Customer Login Settings

Field	Information to enter	Notes
Login Name	`Enter Login ID to use for the customer account (cust).`	Login ID and password for customer account you will create during OVA deployment.
Enter Password	`Enter the customer account password.`	

System Manager Settings

Field	Information to enter	Notes
Primary System Manager IP	Enter the `IP Address` of the Primary System Manager that will be used to manage this Avaya Breeze® platform server.	
Enrollment Password	Enter the `Enrollment Password` that matches the value in System Manager administration.	**Note:** You must know the Enrollment Password, and the password must not have expired. The password is set on System Manager at **Security** > **Certificates** > **Enrollment Password**. On this page, verify that the **Time Remaining** is greater than zero. If you do not know the password, create a new one.

SIP Entity (Security Module Interface) Networking Information

This information is required for administering Avaya Breeze® platform SIP Entity and Avaya Breeze® platforminstance.

Required information	Value
IP address	
Subnet Mask	
Gateway	

Chapter 4: Deployment

Prerequisites for deploying KVM OVA

Procedure

1. Access the KVM host remotely using MobaXterm.
2. Create a folder on the KVM host.
3. Copy the KVM OVA to the folder.
4. Run the command following command: **`tar -xvf`** *`Breeze-3.5.0.0.xxxxxx-kvm-xxx.ova`*

   The system extracts the files from the application KVM OVA.
5. Copy the qcow2 image to `/var/lib/libvirt/images` or an appropriate directory.

Deploying the OVA by using Virt Manager

Procedure

1. Log in to the KVM host by using MobaXterm.
2. Navigate to the KVM OVA directory.
3. Run the command: `virt-manager`.
4. In the Virtual Machine Manager window, click **File** > **New Virtual Machine**.
5. On the Create a new virtual machine Step 1 of 4 window, select **Import existing disk image**.
6. Click **Forward**.
7. On the Create a new virtual machine Step 2 of 4 window, do the following:
   a. In the **Provide the existing storage path** field, click **Browse**, and select the `qcow2` image.
   b. In the **OS type** field, select **Linux**.
   c. In the **Version** field, select **Red Hat Linux Enterprise 7.3**.
   d. Click **Forward**.

8. On the Create a new virtual machine Step 3 of 4 window, do the following:
   a. In **Memory (RAM)**, enter the required memory based on the profile.
   b. In **CPUs**, enter the number of CPUs for the virtual machine based on the profile.
   c. Click **Forward**.
9. On the Create a new virtual machine Step 4 of 4 window, do the following:
   a. In the **Name** field, assign a name to the virtual machine.
   b. Select the **Customize Configuration before Install** check box.
   c. In the **Network selection** field, verify the required network interface.
   d. Click **Finish**.
10. In the navigation pane, click **Add Hardware**, and do the following:
    a. In the Advanced options section, click **Network**.
    b. In the **Network source** field, select the required network source.
    c. Change the device to **virtio**.
    d. Click **Finish**.
    e. Click **Apply**.
11. Click **Begin Installation**.

    The system creates the virtual machine.
12. Configure the virtual machine.

Related links

Configuring the virtual machine on page 30

Deploying the OVA by using CLI

Procedure

1. Log in to the KVM host CLI by using PuTTY.
2. Navigate to the KVM OVA directory.
3. Run the command: `bash Breeze-3.5-s1-KVM-installer.sh`
4. In the **Enter Profile** field, type the required Avaya Breeze® platform profile:
   - **2**
   - **3**
   - **4**
   - **5**

   For more information, see “Supported footprints”.

5. In the **Enter VM name [Breeze]** field, type the name of the virtual machine.
6. In the **Enter drive storage location** field, type the storage location.
7. In the **Public** field, select the appropriate network.
8. In the **Out of Band Management** field, select the appropriate network.
9. Type `Y` to continue.

   The system displays the following:

```
Deploying image

Starting install...
Creating domain...
Domain Creation completed.
```

Next steps

Configure the virtual machine.

Related links

Supported footprints on page 10
Configuring the virtual machine on page 30

Deploying application by using OpenStack

Connecting to OpenStack Dashboard

Before you begin

- Create an OpenStack account.
- Acquire adequate permission to upload and deploy the KVM ova.

Procedure

1. In your web browser, type the OpenStack URL.

   For example, http://<openstack.xyz.com>/horizon.
2. In **Domain**, type the domain name.
3. In **User Name**, type the user name.
4. Click **Connect**.

   The system displays the Instance Overview - OpenStack Dashboard page.

Uploading the qcow2 image

Procedure

1. Log in to the OpenStack dashboard.
2. In the navigation pane, click **Project** > **Compute** > **Images**.
3. On the Images page, click **Create Image**.

   The system displays the Create An Image dialog box.
4. In the **Name** field, assign a name to the image.
5. In the **Description** field, type the description of the image.
6. In the **Image Source** field, select one of the following check boxes:
   - **Image Location**: Type the URL of the qcow2 image.
   - **Image File** : Click **Browse** to select the qcow2 image, and then click **Open**.
7. In the **Format** field, select **QCOW2 - QEMU Emulator**.
8. In the **Architecture** field, type `x86_64`.
9. In the **Minimum Disk (GB)** field, type the details based on the profile.
10. In the **Minimum RAM (GB)** field, type the details based on the profile.
11. Click **Create Image**.

    The system displays the created image on the Images page.

Flavors

Flavors are footprints of an application. The administrator must create flavors for each application.

For information about the footprints, see the profiles and footprints information for the application.

Creating a security group

About this task

Security groups are sets of IP filter rules. Each user must create security groups to specify the network settings for the application.

Procedure

1. Connect to OpenStack Dashboard.
2. In the left navigation pane, click **Project** > **Compute** > **Access & Security**.
3. On the Access & Security page, click **Create Security Group**.

The system displays the Create Security Group dialog box.

4. In **Name**, type the name of the security group.
5. In **Description**, type the description of the security group.
6. Click **Create Security Group**.

   The system displays the created security group on the Access & Security page.

Next steps

Add rules to security group.

Adding rules to a security group

Before you begin

Create a security group.

Procedure

1. On the Access & Security page, click **Manage Rules** that is corresponding to the created security group.
2. On the Access & Security / Manage Security Group Rules page, click **Add Rule**.

   The system displays the Add Rule dialog box.
3. In **Rule**, click a rule

   The system displays the fields that are associated with the selected rule.
4. Enter the appropriate values in the fields.
5. Click **Add**.

   The system displays the created rule on the Access & Security / Manage Security Group Rules page.

Deploying the application by using OpenStack

Before you begin

- Create flavors.
- Create a security group.

Procedure

1. Log in to the OpenStack dashboard.
2. In the navigation pane, click **Project** > **Compute** > **Instances**.
3. On the Instance page, click **Launch Instance**.

   The system displays the Launch Instance dialog box.

4. In the Details section, do the following:
   a. In the **Instance Name** field, assign a name to the instance.
   b. In the **Availability zone** field, select the availability zone.
   c. Click **Next**.
5. In the Source section, do the following:
   a. In the **Available** field, select the check box corresponding to an instance image.

      The system displays the selected image in the **Allocated** field.
   b. Click **Next**.
6. In the Flavors section, do the following:
   a. In the **Available** field, select a check box corresponding to a flavor.

      The system displays the selected flavor in the **Allocated** field.
   b. Click **Next**.
7. In the Networks section, do the following:
   a. In the **Available** field, select a check box corresponding to a network.

      The system displays the selected network in the **Allocated** field.
   b. Click **Next**.
8. In the Network Ports section, retain the default settings, and click **Next**.
9. In the Security Groups section, do the following:
   a. In the **Available** field, select a check box corresponding to a security group.

      The system displays the selected security group in the **Allocated** field.
   b. Click **Next**.
10. In the Key Pair section, retain the default settings, and click **Next**.
11. In the Configuration section, retain the default settings, and click **Next**.
12. In the Metadata section, retain the default settings.
13. Click **Launch Instance**.

    The system displays the created instance on the Instances page.
14. Note down the Management IP address of the virtual machine.

    This IP address is for eth0.
15. When the **Status** field shows **Running**, attach another network interface:
    a. Select the virtual machine, and click **Create Snapshot** > **Attach interface**.
    b. In the **Network** field, enter the network name.
    c. Click **Attach Interface**.

16. Note down the IP address that the system populates.

    This IP address is for eth1.
17. Configure the Avaya Breeze® platform details in System Manager.
18. Ensure that the FQDN entries of the Management IP address are configured in System Manager or in DNS.
19. Configure Avaya Breeze® platform.
20. Repeat Step 3 to Step 19 to start another Avaya Breeze® platform instance on OpenStack.
21. Configure the Avaya Breeze® platform cluster for more than one Avaya Breeze® platform instance.

Related links

Configuring the virtual machine on page 30

Configuring the Avaya Breeze® platform cluster

About this task

Use this procedure when you have deployed more than one Avaya Breeze® platform instance.

Procedure

1. Log in to the OpenStack CLI.
2. To create a port for the cluster, run the command: `neutron port-create <port name>`.

   For example, `neutron port-create Lab_Public_Network`.

```
neutron CLI is deprecated and will be removed in the future. Use openstack CLI
instead.
Created a new port:
+-----------------------
+------------------------------------------------------------------------------------
-----+
| Field                 |
Value
   |
+-----------------------
+------------------------------------------------------------------------------------
-----+
| admin_state_up        |
True
   |
| allowed_address_pairs
|
     |
| binding:host_id
|
     |
| binding:profile       |
{}
   |
| binding:vif_details   |
```

```
{}
   |
| binding:vif_type      |
unbound
   |
| binding:vnic_type     |
normal
   |
| created_at            |
2017-09-13T07:27:40
   |
| description
|
     |
| device_id
|
     |
| device_owner
|
     |
| extra_dhcp_opts
|
     |
| fixed_ips             | {"subnet_id": "8372210e-e019-4d38-b40d-4e4c04cc9cb6",
"ip_address": "10.133.51.175"} |
| id                    | dd7aacce-
f22c-447d-9116-2e182d04a742                                                |
| mac_address           | fa:
16:3e:c6:21:49
|
| name
|
     |
| network_id            | 33f709ce-974a-4f1a-
ad74-23a2e5113c4f                                                |
| port_security_enabled |
True
   |
| security_groups       |
e8bd3ea8-846b-4724-8a12-43d4ae03df15
   |
| status                |
DOWN
   |
| tenant_id             |
f554311a7ce54a75a18b1ba8eb7bf03b
   |
| updated_at            |
2017-09-13T07:27:40
   |
+-----------------------
+-------------------------------------------------------------------------------
-----+
```

The system assigns a cluster IP address.

Ensure that this IP address is not associated to any other virtual machine.

3. For the security module port of the Avaya Breeze® platform virtual machines (eth1), add the cluster IP address as the address pair.

   a. To view the port IDs, run the command: `neutron port-list | grep <securitymoduleIP>`.

For example, `neutron port-list | grep 10.133.51.173`.

```
neutron CLI is deprecated and will be removed in the future. Use openstack
CLI instead.
| 76489c2e-68f4-4e1c-bd5d-4f4dbc3398fc | | f554311a7ce54a75a18b1ba8eb7bf03b
| fa:16:3e:26:4a:31 | {"subnet_id": "8372210e-e019-4d38-b40d-4e4c04cc9cb6",
"ip_address": "10.133.51.173"} |
```

b. For each port ID, run the command: `neutron port-update <securitymodule-portid> --allowed_address_pairs list=true type=dict ip_address=<CLUSTERIP>`.

For example, `neutron port-update 76489c2e-68f4-4e1c-bd5d-4f4dbc3398fc --allowed_address_pairs list=true type=dict ip_address=10.133.51.175`.

```
neutron CLI is deprecated and will be removed in the future. Use openstack
CLI instead.
Updated port: 76489c2e-68f4-4e1c-bd5d-4f4dbc3398fc
```

4. Configure the Avaya Breeze® platform server in System Manager.
5. Repeat Step 2 to Step 4 for each Avaya Breeze® platform server.
6. Create an Avaya Breeze® platform cluster in System Manager.

Deploying application by using Nutanix

Logging on to the Nutanix Web console

Procedure

1. To log on to the Nutanix Web console, in your web browser, type the PRISM URL.

   For example, http://<PRISM_IPAddress>/.
2. In **username**, type the user name.
3. In **password**, type the password.
4. Press **Enter**.

   The system displays the Home page.

Transferring the qcow2 image

Procedure

1. Use WinSCP or a similar file transfer utility to connect to the Nutanix container.
2. Transfer the `qcow2` image from your system to the Nutanix container.

Uploading the qcow2 image

Procedure

1. Log on to the Nutanix Web console.
2. Click **Settings icon (⚙)** > **Image Configuration**.

   The system displays the Image Configuration dialog box.
3. Click **+ Upload Image**.

   The system displays the Create Image dialog box.
4. In **NAME**, type the name of the image.
5. In **ANNOTATION**, type the description of the image.
6. In **IMAGE TYPE**, click **DISK**.
7. In **STORAGE CONTAINER**, click the storage container of the image.
8. In **IMAGE SOURCE**, perform one of the following:
   - Select **From URL**, type the exact URL of the qcow2 image. For example: `nfs://<127.0.0.1>/<Storage Container Name>/<Image Name>`
   - Select **Upload a file**, click **Browse**. In the Choose File to Upload dialog box, select the qcow2 image from your local system, and click **Open**.
9. Click **Save**.

   The system displays the created image on Image Configuration.

Creating the virtual machine by using Nutanix

Before you begin

- Upload the `qcow2` image.
- Configure the network.
- Create the network for High Availability (HA).

Procedure

1. Log on to the Nutanix Web console.
2. Click **Home** > **VM**.
3. Click **+ Create VM**.

   The system displays the Create VM dialog box.
4. In the General Configuration section, perform the following:
   a. In **NAME**, type the name of the virtual machine.

   b. In **DESCRIPTION**, type the description of the virtual machine.

5. In the Compute Details section, perform the following:
   a. In **VCPU(S)**, type the number of virtual CPUs required for the virtual machine.
   b. In **NUMBER OF CORES PER VCPU**, type the number of core virtual CPUs required for the virtual machine.
   c. In **Memory**, type the memory required for the virtual machine.

      The value must be in GiB.

   You must select the CPU and Memory according to the application footprint profile.

6. In the Disk section, perform the following:
   a. Click **+ Add New Disk**.

      The system displays the Add Disk dialog box.
   b. In **TYPE**, click **DISK**.
   c. In **OPERATION**, click **Clone from Image Service**.
   d. In **IMAGE**, click the application image.
   e. In **BUS TYPE**, click **IDE**.
   f. Click **Add**.

      The system displays the added disk in the **Disk** section.

7. In the Disk section, select a boot device.
8. In the Network Adopters (NIC) section, perform the following:
   a. Click **Add New NIC**.

      The system displays the Create NIC dialog box.
   b. In **VLAN NAME**, click the appropriate NIC.

      The system displays **VLAN ID**, **VLAN UUID**, and **NETWORK ADDRESS / PREFIX** for the selected NIC.
   c. Click **Add**.

      The system displays the added NIC in the Network Adopters (NIC) section.

   You must select one more NIC for configuring Out of Band Management.

9. In the VM Host Affinity section, perform the following:
   a. Click **Set Affinity**.

      The system displays the Set VM Host Affinity dialog box.
   b. Select one or more host to deploy the virtual machine.

      For the HA deployment where both the systems need to be connected directly:

      - Select the same host for both the virtual machines.

- Duplication link must use the network that is created for HA.

c. Click **Save**.

The system displays the added hosts in the VM Host Affinity section.

10. Click **Save**.

The system displays the message: `Received operation to create VM <name of the VM>`.

After the operation is successful, the system displays the created virtual machine on the VM page.

Next steps

Start the virtual machine.

Starting a virtual machine

Before you begin

Create the virtual machine.

Procedure

1. Click **Home** > **VM**.
2. On the VM page, click **Table**.
3. Select the virtual machine.
4. At the bottom of the table, click **Power On**.

   The system starts the virtual machine.

Next steps

Launch the console. On the first boot of the virtual machine, provide the configuration and networking parameters.

Related links

Configuring the virtual machine on page 30

Deploying application by using Red Hat Virtualization Manager

Logging on to the Red Hat Virtualization Manager Web console

Procedure

1. In your web browser, type the Red Hat Virtualization Manager URL.

   For example, https://<RedHatVirtualizationManager_IPAddress>/ovirt-engine/.
2. To log in, click **Not Logged In** > **Login**.

   The system displays the Red Hat Virtualization Manager Log In page.
3. In **Username**, type the user name.
4. In **Password**, type the password.
5. In **Profile**, click the appropriate profile.
6. Click **Log In**.

   The system displays the Red Hat Virtualization Manager Web Administration page.

Uploading the disk

Before you begin

You must import the `ovirt-engine` certificate into your browser by accessing the `http://<engine_url>/ovirt-engine/services/pki-resource?resource=ca-certificate&format=X509-PEM-CA` link to get the certificate. Establish the trust for the new Certificate Authority (CA) with the website.

Procedure

1. Log on to the Red Hat Virtualization Manager Web console.
2. In the left navigation pane, click **System**.
3. On the **Disks** tab, click **Upload** > **Start**.

   The system displays the Upload Image dialog box.
4. Click **Browse**.
5. In the Choose File to Upload dialog box, select the qcow2 disk image from your local system, and click **Open**.
6. In **Size(GB)**, type the size of the disk.
7. In **Alias**, type the name of the disk.

8. In **Description**, type the description of the disk.
9. In **Data Center**, click the data center to store the disk.
10. In **Storage Domain**, click the storage domain of the disk.
11. In **Disk Profile**, click disk profile.
12. In **Use Host**, click the host of the disk.
13. Click **OK**.

    The system displays the uploaded image on the **Disks** tab. Once the disk image is successfully uploaded, the **Status** column displays `OK`.

Creating the virtual machine by using Red Hat Virtualization Manager

Before you begin

- Upload the `qcow2` disk image.
- Create an instance type.
- Configure the network.

Procedure

1. Log on to the Red Hat Virtualization Manager Web console.
2. In the left navigation pane, click **System**.
3. On the **Virtual Machines** tab, click **New VM**.

   The system displays the New Virtual Machine dialog box.
4. In **Operating System**, click **Linux**.
5. In **Instance Type**, click an instance type.

   You must select the instance type according to the application footprint profile.
6. In **Optimized for**, click **Server**.
7. In **Name**, type the name of the virtual machine.
8. In **Description**, type the description of the virtual machine.
9. In the Instance Images section, perform the following:
   a. Click **Attach**.

      The system displays the Attach Virtual Disks dialog box.
   b. In **Interface**, click **VirtIO**.
   c. Click **OK**.

      The system displays the added disk in the Instance Images section.

10. In **nic1**, click a vNIC profile for management IP address.
11. In **nic2**, click a vNIC profile for security module IP address.
12. Click **OK**.

    After the operation is successful, the system displays the created virtual machine on the **Virtual Machines** tab.

Next steps

Start the virtual machine.

Starting a virtual machine

Before you begin

Create the virtual machine.

Procedure

Right-click the virtual machine and click **Run**.

When the system starts the virtual machine, the system displays a green upward arrow key (▲) corresponding to the virtual machine name.

Next steps

Launch the console. On the first boot of the virtual machine, provide the configuration and networking parameters

Related links

Configuring the virtual machine on page 30

Chapter 5: Configuration

Changing the Avaya Breeze® platform profile

Procedure

1. To change the Avaya Breeze® platform profile using KVM host:
   a. To power off the virtual machine, run the command: `virsh shutdown <VM name>`.
   b. Determine the location of the hard disk image.
   c. To view the current image size, run the command: `qemu-img info /var/lib/libvirt/images/<image name>`.
   d. Based on the profile, determine the required disk increase if needed.

      For example, if you are changing from Profile 2 to Profile 4, you need to add 70G. Profile 2 to Profile 3 would not require an increase of the disk.
   e. To increase the disk size, run the command: `qemu-img resize /var/lib/libvirt/images/<hard disk image> +70G`.
   f. To change the number CPUs to match the profile: run the command: `virsh edit <VM name>` and change the value of `vcpu`.

      For example:

      ```
      <vcpu placement='static'>6</vcpu>
      ```
   g. To change the memory to match the profile, run the commands:
      - `virsh setmaxmem <VM name> 8G --config`
      - `virsh setmem <VM name> 8G --config`
   h. Run the command: `virsh start <VM name>`.
2. To change the Avaya Breeze® platform profile using OpenStack:
   a. Log in to the OpenStack dashboard.
   b. Select the virtual machine, and click **Create Snapshot** > **Resize instance**.
   c. Select the new flavor.
   d. Click **Confirm Resize/Migrate**.
   e. Verify that the status of the virtual machine shows **Running**.

Configuring the virtual machine

Procedure

1. Start the virtual machine and access the **Console**.
2. When the system prompts to configure the virtual machine, enter `yes`.
3. To accept the End User License Agreement, scroll to the end using the `Spacebar` key, and enter `yes`.
4. When the system prompts, enter the configuration information.

   See “Key customer configuration information”.

   To alter the configuration settings later, see *Maintaining and Troubleshooting Avaya Breeze® platform*.
5. Run the `CEnetSetup` command to change the value of any OVA property specified during deployment.

Chapter 6: Resources

Documentation

See the following related documents at http://support.avaya.com.

Title	Use this document to:	Audience
Understanding		
Avaya Breeze® platform Overview and Specification	Understand the Avaya Breeze® platform platform, customer requirements, and design considerations.	Sales engineers Programmers System administrators Services and support personnel
Avaya Aura® System Manager Overview and Specification	Understand System Manager customer requirements and design considerations.	Sales engineers Programmers System administrators Services and support personnel
Implementing		
Deploying Avaya Breeze® platform	Deploy and configure Avaya Breeze® platform.	Services and support personnel System administrators
Deploying Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform	Deploy and configure Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform.	Services and support personnel System administrators
Upgrading Avaya Breeze® platform	Upgrade Avaya Breeze® platform.	Services and support personnel

Table continues…

Title	Use this document to:	Audience
Implementing and Administering Avaya Aura® Media Server	Deploy and configure Avaya Aura® Media Server.	System administrators Services and support personnel
Deploying and Updating Avaya Aura® Media Server Appliance	Deploy and configure Avaya Aura® Media Server when it is installed on customer-provided servers.	System administrators Services and support personnel
Deploying Avaya Aura® System Manager	Deploy and configure Avaya Aura® System Manager in a virtualized environment using VMware.	System administrators Services and support personnel
Avaya Aura® System Manager Solution Deployment Manager Job-Aid	Use Solution Deployment Manager.	System administrators Services and support personnel
Migrating and Installing Avaya Aura® Appliance Virtualization Platform	Deploy and configure Avaya Aura® Appliance Virtualization Platform.	System administrators Services and support personnel
Deploying Avaya Session Border Controller for Enterprise	Deploy and configure Avaya Aura® Session Border Controller.	System administrators Services and support personnel
Customizing		
Getting Started with the Avaya Breeze® platform SDK	Deploy and configure the Eclipse IDE, Apache Maven, and the Avaya Breeze® platform SDK.	Programmers
Avaya Breeze® platform Snap-in Development Guide	Understand the key concepts needed to develop the different types of Avaya Breeze® platform snap-ins.	Programmers
Avaya Breeze® platform FAQ and Troubleshooting for Snap-in Developers	Troubleshoot Avaya Breeze® platform.	Programmers
Avaya Breeze® platform API Javadocs	Understand API classes and uses.	Programmers
Supporting		

Table continues…

Title	Use this document to:	Audience
Maintaining and Troubleshooting Avaya Breeze® platform	Troubleshoot Avaya Breeze® platform.	Services and support personnel System administrators
Troubleshooting Avaya Aura® Session Manager	Troubleshoot Avaya Aura® Session Manager.	Services and support personnel
Troubleshooting Avaya Aura® System Manager	Troubleshoot System Manager.	Services and support personnel
Using		
Quick Start to deploying the HelloWorld Snap-in	Install, configure, and test an Avaya Breeze® platform snap-in service, specifically the HelloWorld call-intercept snap-in.	Programmers System administrators
Administering Avaya Breeze® platform	Administer Avaya Breeze® platform and snap-ins.	System Administrators Services and Support personnel
Administering Avaya Aura® Session Manager	Administer Avaya Aura® Session Manager.	System Administrators Services and support personnel
Administering Avaya Aura® System Manager	Administer Avaya Aura® System Manager.	System Administrators Services and support personnel
Administering Avaya Session Border Controller for Enterprise	Administer Avaya Aura® Session Border Controller.	System Administrators Services and support personnel

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product** > **Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select the appropriate release number.

The **Choose Release** field is not available if there is only one release for the product.

6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.

7. Click **Enter**.

Training

The following courses are available on the Avaya Learning website at http://www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field, and click **Go** to search for the course.

Course code	Course title
2016W	Fundamentals of Avaya Breeze® platform
2316W	Avaya Breeze® platform Client SDK Fundamentals
2024V	Programming Avaya Breeze® platform Snap-ins using Java SDK Bootcamp
2024T	Programming Avaya Breeze® platform Snap-ins using Java SDK Online Test
20250V	Programming Avaya Breeze® platform Snap-ins using Engagement Designer
20250T	Programming Avaya Breeze® platform R3 Snap-ins using Engagement Designer Online Test
5105	Avaya Breeze® platform Implementation and Support Test
7016W	Avaya Breeze® platform Implementation and Support

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 **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **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 key word or key words 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 the topic. 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.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to http://www.avaya.com/support.
2. Log on to the Avaya website with a valid Avaya user ID and password.

   The system displays the Avaya Support page.
3. Click **Support by Product** > **Product-specific Support**.

4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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