



Avaya Call Management System
Release 15
Change Description

May 2009

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

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

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Avaya support

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

<http://www.avaya.com/support>

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Preface

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Purpose

The purpose of this document is to describe the new or changed features in Avaya CMS Release 15.

Audience

This guide is intended primarily for existing call center customers who are upgrading to an Avaya CMS R15.

Reasons for reissue

This document includes the following updates:

- Support for the new Sun SPARC Enterprise T5120 hardware platform, which replaces the Sun Netra 210.
- Support for CMS Supervisor on Citrix.
- An optional configuration that allows customers to restrict which CMS login IDs can access the ODBC and JDBC interface.

Documentation Web sites

All CMS documentation can be found at <http://support.avaya.com/>. New issues of CMS documentation will be placed on this Web site when available.

Use the following Web sites to view related support documentation:

- Information about Avaya products and service
<http://www.avaya.com>
- Sun hardware documentation
<http://docs.sun.com>

Support

Contacting Avaya technical support

Avaya provides support telephone numbers for you to report problems or ask questions about your product.

For United States support:

1- 800- 242-2121

For international support:

See the [1-800 Support Directory](#) listings on the Avaya Web site.

Escalating a technical support issue

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Management](#) listings on the Avaya Web site.

Features for CMS R15

CMS R15 supports some new features and no longer supports some older features. For more details, see the following sections.

- [Features supported by CMS R15](#) on page 7
- [New features supported by CMS R15 May 2009 release](#) on page 7
- [Other features changing in CMS R15](#) on page 8

Features supported by CMS R15

CMS R15 will provide the following new features:

- Support for the new Sun SPARC Enterprise T5220 hardware platform, which replaces the Sun Fire V890.
- Support for Solaris 10 operating system
- Informix IDS ODBC and JDBC
- Security enhancements to the Supervisor SSH server connectivity option
- Each user of Supervisor will now be able to save their own usage preferences

New features supported by CMS R15 May 2009 release

CMS R15 May 2009 maintenance release will provide the following new features:

- Support for the new Sun SPARC Enterprise T5120 hardware platform, which replaces the Sun Netra 210.
- Support for CMS Supervisor on Citrix.
- An optional configuration that allows customers to restrict which CMS login IDs can access the ODBC and JDBC interface.

Other features changing in CMS R15

CMS R15 will no longer deploy Openlink ODBC as a standard offer with the CMS product. Informix IDS ODBC and JDBC interfaces are provided as a standard feature of CMS R15.

Openlink ODBC is still supported for CMS, however Openlink handles the support and deployment. Customers should contact Openlink directly for questions and support.

CMS supported hardware and software

This section describes the supported hardware and software for Avaya Call Management System (CMS) Release 15 (R15).

This section includes the following topics:

- [CMS hardware](#) on page 9
- [Supported CMS software](#) on page 10
- [CMS Supervisor and Network Reporting software](#) on page 11
- [Supported communications servers](#) on page 13
- [CUE upgrades](#) on page 13

CMS hardware

This section includes the following topics:

- [Hardware platforms supported by CMS R15](#) on page 9
- [Orderable hardware platforms](#) on page 10
- [Hardware platforms not supported by CMS R15](#) on page 10
- [Serial connectivity](#) on page 10

Hardware platforms supported by CMS R15

CMS R15 is supported on the following platforms:

- Sun Fire V890
- Sun Netra 210
- Sun SPARC Enterprise T5120 (New platform supported by May 2009 Maintenance release)
- Sun SPARC Enterprise T5220

Orderable hardware platforms

The following platforms are currently available for purchase from Avaya:

- Sun SPARC Enterprise T5120
- Sun SPARC Enterprise T5220

Hardware platforms not supported by CMS R15

CMS R15 does not support the following platforms:

- Sun Blade 100
- Sun Blade 150
- Sun Fire V880

See also:

To upgrade to a new platform and migrate your CMS data, see the procedures in *Avaya CMS Platform Upgrade and Data Migration*.

Serial connectivity

For general release, Avaya CMS R15 does not support serial connections using a Network Terminal Server (NTS). Customers that previously used an NTS for serial connections must convert to network connections.

Supported CMS software

Avaya CMS R15 uses the following software packages (optional packages are noted):

- Solaris 10 9/08
- Informix SQL
- Informix IDS
- Informix ESQL SDK
- Informix ILS
- Avaya CMS Supplemental Services

- Avaya Call Management System
- Informix IDS ODBC and JDBC
- Avaya Visual Vectors Server (optional)

Note:

For specific software version information, see the CMS software installation, maintenance, and troubleshooting document for this release.

CMS Supervisor and Network Reporting software

This section includes the following topics:

- [Maintenance release](#) on page 11
- [Service packs and patches](#) on page 11
- [Supported software](#) on page 12
- [Nonsupported software](#) on page 12
- [Third-party royalty-free license agreements](#) on page 12

Maintenance release

Avaya CMS Supervisor R15 is a maintenance release for:

- Avaya CMS Supervisor R12
- Avaya CMS Supervisor R13
- Avaya CMS Supervisor R14

Service packs and patches

To ensure compatibility and security, you must install the latest service packs and security patches for your supported Microsoft operating system prior to installing Avaya CMS R15 Supervisor and Network Reporting.

Supported software

The following software is supported by CMS Supervisor and Network Reporting:

- Windows 2000
- Windows XP Professional
- Citrix XenApp 5 Enterprise running on Windows 2003 R2 Enterprise SP2 32-bit
- Windows Vista Enterprise Edition

Note:

CMS Supervisor is not compatible with Windows Vista Tablet PC.

Nonsupported software

The following software is *not* supported by CMS Supervisor and Network Reporting:

- Windows XP Tablet PC Edition
- Windows Vista Tablet PC
- Windows 98

Note:

In certain permissive-use cases, Windows 98 can be used for CMS Supervisor and Network Reporting. Contact Avaya support for information about using Windows 98.

- Windows 95
- Windows NT
- Windows ME

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Supported communications servers

The following communication server releases are supported for Avaya CMS R15:

- Communication Manager 2.x
- Communication Manager 3.x
- Communication Manager 4.x
- Communication Manager 5.x

CUE upgrades

You can use CUE to upgrade to CMS R15 if your current CMS system is R3V9 or later.



Important:

If you are using Avaya CMS R13/R14 Expanded AUX and you want to upgrade to R15, you must upgrade to Avaya CMS R15 Expanded AUX.

CUE upgrades are supported on the following platforms:

- Sun Fire V890
- Sun Netra 210

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