



Avaya Integrated Management Release 6.0 Site Administration Installation and Upgrade

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Chapter 1: Introduction

Introduction

Prerequisites

System administrators who install the Site Administration software should be experienced in installing software on Windows operating systems in a converged network environment.



Note:

Site Administration no longer supports Avaya Voice Announcement Manager or VAM..

Intended audience

This book is written for system administrators who are responsible for installing software on Windows servers and clients.

Support resources

Avaya provides a variety of planning, consulting, and technical services. The following sections describe the resources and services that are available.

Related topics:

[Avaya Technology and Consulting](#) on page 6

[Avaya Professional Services](#) on page 6

[Avaya Global Services Delivery](#) on page 7

[Avaya Global Technical Services](#) on page 7

[Customized management solutions for Avaya Integrated Management](#) on page 7

[Avaya contact information](#) on page 8

Avaya Technology and Consulting

Avaya Technology and Consulting (ATAC) works with client teams to develop detailed solutions for connectivity to Communication Manager solutions. The Avaya Technology and Consulting also designs network configurations.

Avaya Professional Services

The Avaya Professional Services team of Avaya Integrated Management (AIM) consultants offers customers the following services:

- Platform readiness verification
- AIM architectural planning, design, and overview
- Remote turnkey implementation and installation
- AIM server configuration
- Customer acceptance verification
- Custom on-site services
- Onsite and remote knowledge transfer

The APS Data Group consists of the following two teams:

Avaya Integrated Management Consultants: The AIM consulting team offers planning, design, implementation, consulting, and knowledge transfer services for the entire Avaya Integrated Management Suite. This includes Site Administration, Val Manager, Network Management Console, with Software Update Manager, MultiSite Administration, and Fault and Performance Manager. The thrust of the Avaya Professional Services team is to bring the correct methodology to these complex application deployments that span various regions and to provide continuity to the overall project. Through proper integration and consulting, our customers can leverage the AIM suite to lower total cost of ownership, and proactively manage their VoIP network comfortably and confidently.

Data Network Implementation Engineering: The Data Network Implementation Engineering (formerly RNIS) team implements and/or upgrades existing or new data networks. This team analyzes the customer's network design requirements and performance expectations and then creates the hardware and software installation specification used to implement data devices including Cajun, VPN, Wireless LAN, Secure Gateways, Extreme, Juniper, and multi-vendor data equipment.

The APS Data Group provides support on a contract basis. You can purchase various implementation offers from the team by contacting your local Avaya Account Team or Business Partner. For more information, see Avaya contact information for contact information or contact Jon Machak at 248-213-3788 or machak@avaya.com.

Avaya Global Services Delivery

Avaya Global Services Delivery (GSD) provides support to the Avaya Integrated Management client teams, field technicians, and customers. Ensure that the following conditions are met:

- You provide remote access.
- You have a current maintenance agreement.
- You procure and install the required systems and software as defined in the Integrated Management Services Support Plan.
- You do not request support that is outside the purchase agreement.

The GSD will bill you for support on a time and materials basis if the above requirements are not met. The GSD does not support hardware or software that you purchase from third-party vendors.

Avaya Global Technical Services

Avaya Global Technical Services answers customer calls about products in Avaya Integrated Management. They will either answer your questions directly or connect you with an associate who can answer questions about the products.

Customized management solutions for Avaya Integrated Management

The Integrated Management Product Team understands your needs and is focused on customer satisfaction. See [the table](#) for contact information. The Product Team will assist you with Avaya Integrated Management projects and will provide:

Project Management: An Integrated Management project person will work with the customer to access configuration and customization requirements for any or all applications within each Avaya Integrated Management offer. If custom work is required, the evaluation will include a proposed statement of work and price. Note that this offer is not intended to provide installation for those that choose to implement Integrated Management applications using Avaya Services or third-party implementation services.

Training: Basic training can be performed remotely using an interactive medium to display the applications and a conference bridge for audio. On-site training can be customized to meet your needs. Customized training will focus on application functionality that is relevant to you and provide focused knowledge transfer to facilitate application-specific training.

Avaya contact information

The following tables provide contact information that you may use if you need assistance during the process of installing and setting up Avaya Integrated Management. To access the links, you must be able to access the Avaya intranet.

Table 1: Customer-Accessible Resources

Resource	Contact Information
Avaya Support Center	http://support.avaya.com/main/
Avaya Global Technical Services	+1 800 242-2121, extension 15921
Avaya Professional Services (APS)	+1 800 730-9108, prompt 3
Integrated Management Product Team	Send email to: machak@avaya.com
Toll Fraud Intervention	+1 800 643-2353, prompt 1

Table 2: Avaya Internal Resources

Resource	Contact Information
Avaya System Management Support	http://aem-support.dr.avaya.com
Avaya Technology and Consulting (ATAC)	+1 888 297-4700, prompt 2,6 http://forum.avaya.com (requires a password)
Avaya Professional Services (APS)	http://associate2.avaya.com/sales_market/products/data-implementation-services/
Integrated Management Services Support Plan	http://associate2.avaya.com/solution/support_plans/#Enterprise

Product documentation

The latest version of Avaya Integrated Management product documentation, including this book, is available from the Avaya Support Web site. To view or download these books from the Web, you must have access to the Internet, an Internet browser, and Adobe Reader. See How to access books on the Web for instructions on how to view or download these books.

Chapter 2: Overview

Overview

Site Administration

Site Administration is a Microsoft Windows solution for Avaya Integrated Management. It is designed for small-to-medium size networks that run Microsoft Windows platforms. With this offer, you receive the following management tools.

Site Administration

Site Administration helps you to administer and manage Avaya voice systems and Avaya converged devices. It also helps you to administer and manage audio files and announcement properties on voice systems running Communication Manager software.

COPSSH SCP server

For secure file transfer to G250 media gateways, G350 media gateways, G430 media gateways, G450 media gateways, and IG550 Integrated Gateways routers have an SCP client. You can either use an existing SCP server or install COPSSH SCP server from the Site Administration self extractor. See [COPSSH SCP Server](#) for more information.

The Site Administration offer provides one user license. For purchase there is a single license of Site Administration and an upgrade license of Site Administration. However, these licenses are restricted to a single campus (geographic area) or country.

Chapter 3: Site Administration installation

Site Administration installation

Overview of Site Administration

The Site Administration self extractor contains products that you install directly onto a Windows PC. See [Windows Client PC requirements](#) on page 12 for the minimum PC requirements. Before installing Site Administration, also see [Pre-installation tasks](#) on page 11.

The Site Administration self extractor contains the following applications.

Site Administration

Site Administration allows you to:

- Administer and manage voice systems running the Communication Manager software
- Add, change, and remove mailboxes on messaging systems

To simplify your day-to-day administration tasks (such as finding unused stations, changing users, adding users, managing announcements, backing up and restoring of announcements), Site Administration provides several wizards. At any time, you can use the Graphically Enhanced DEFINITY Interface (GEDI) in Site Administration to enter the Communication Manager commands that you would typically enter from a terminal emulation window or system administration terminal (SAT).

COPSSH SCP Server

When you install the COPSSH SCP Server from the Site Administration self extractor, the SCP server is installed on the same PC as the Site Administration applications. During the COPSSH SCP Server installation, you create a login and password for a Windows user. After the COPSSH SCP server is installed, you can select Windows users on that PC and configure them as users for the SCP server. When SCP users log on to the PC, they are automatically logged on to the SCP server as well.

Pre-installation tasks

Before installing Avaya Integrated Management products, you must complete the following pre-installation tasks.

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1. Check the minimum hardware and software requirements for the PC.
See [Windows Client PC requirements](#) on page 12 .
 2. Carefully review the *Avaya Integrated Management Implementation Guidelines*, document number 555-233-163.
This document is available from the Avaya Support Web site. (See How to access books on the Web.) This document describes server configuration requirements and provides pre-installation forms that must be completed before you begin installing the Avaya Integrated Management products. The pre-installation forms contain information that you will need to install the products, such as IP addresses, server domain names, and port addresses.
 3. Carefully review this entire book before you start the installations on the servers and client PCs.
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Windows Client PC requirements

The following table provides the requirements for the PC.

Component	Required	Comments
Operating System	Microsoft Windows 2000 Server with Service Pack 4, Microsoft Windows 2000 Professional with Service Pack 4, Microsoft Windows XP Professional with Service Pack 3, Microsoft Windows 2003 Standard Edition server with Service Pack 2, Microsoft Windows 2003 Enterprise Edition server with Service Pack 2, Microsoft Windows Vista Business with Service Pack 1 (32-bit and 64-bit editions), or Microsoft Windows Vista Enterprise Service Pack 1 (32-bit and 64-bit editions), Windows 7	
Processor	1.2 GHz Pentium® 4	
Hard Drive	1 GB	
Memory	512 MB RAM For Microsoft Windows Vista Business or Vista Enterprise operating system, the minimum memory requirement is 1 GB RAM.	
Monitor	SVGA 1024 X 768 display	

Component	Required	Comments
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K Modem	May be required for remote access to the PC.
Other Software	Internet Explorer 6.0 with Service Pack 1 or Internet Explorer 7.0 Service Pack 1 and Java Runtime Environment 1.6.0_10 (Java Runtime Environment 1.6.0_10 is provided.) Mozilla Firefox 3.0	Required to access the Integrated Management Launch Page and Web-based clients.

Installing Site Administration

This section describes how to install the Site Administration . The procedure to install or upgrade Site Administration is generally the same. If you are upgrading, you will be prompted to save a backup of your Integrated Management data (in case you want to reinstall and use the previous release of Site Administration).

1. Close all open windows and applications.
2. Click the Integrated Management Site Administration self extractor available at : url: <http://plds.avaya.com>



Note:

Adobe Reader 8.0 is also available from <http://www.adobe.com>.

3. On the Avaya Integrated Management Site Administration window, click **Install Site Administration**.
4. Click **Next** on the Welcome dialog box.
5. Read the license agreement that is displayed.



Note:

You cannot install the Avaya Integrated Management products unless you accept the license agreement.

6. If you accept the license agreement, click the **I accept the terms of the license agreement** option, and then click **Next**.
7. Choose one of the following options on the Choose Destination Location dialog box:
 - To install the applications in the default folder, click **Next**.

By default, the applications are installed in `c:\Program Files\Avaya`.

- To change the folder where the applications are installed, click **Change**, specify the folder you want to use, and then click **Next**.
8. Make sure the applications you want to install are selected on the Select Features dialog box.
By default, all the applications are selected.
 9. Click **Next**.
 10. Enter the IP address of the Avaya Integrated Management Launch Page server on the Avaya Integrated Management Launch Page Server dialog box.



Note:

You are not required to enter the IP address of the Avaya Integrated Management Launch Page server. However, if you leave this blank, the system will not provide a link to the Launch Page.

11. Click **Next**.
12. Click **Next** on the Start Copying Files dialog box.
The system displays the Setup Status message box showing the status of the installation. When the installation is complete, the system displays the InstallShield Wizard Complete dialog box.
13. Click **Finish** to exit the installation wizard.
14. Choose one of the following options:
 - If you want to install the COPSSH SCP server, see [Installing the COPSSH SCP server](#) on page 14.
 - If you do not want to install the COPSSH SCP server, go to Step 15.
15. Click **Exit** from the main menu.
You can access the Admin Tools products by double-clicking the desktop icon or by selecting **Start > All Programs > Avaya > Site Administration**. For more information about an Avaya Integrated Management product, access the online help after you start the application.



Note:

Regularly check the Avaya Support Web site for software updates.

Installing the COPSSH SCP server

This section describes how to install the COPSSH SCP Server and configure a Windows user on the PC as a user for the SCP server. See [COPSSH SCP Server](#) for more information.

 Note:

You do not need to install the COPSSH SCP Server if you already have an SCP server installed and administered. If you try to install the COPSSH SCP Server on a PC that has OpenSSH installed, a dialog box will appear and prompt you to uninstall OpenSSH. If you click **Yes** in this dialog box, the installer will uninstall OpenSSH and then install the COPSSH SCP Server.

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1. From the Site Administration 6.0 main menu, click **Install COPSSH SCP Server**.

 Note:

If the Site Administration 6.0 main menu is not already open, see Steps 1 and 2 under [Installing Site Administration](#) on page 13 .

2. Click **Next** on the Welcome dialog box.
3. Read the license agreement that displays.

 Note:

You cannot install the COPSSH SCP server unless you accept the license agreement.

4. If you accept the license agreement, click the **I accept the terms of the license agreement** option, and then click **Next**.
When the system displays the SCP Server User Creation dialog box, write down the user name and password that the installer generates automatically.
5. If you want to change the automatically generated user name, enter the new user name in the **Username** box.
6. If you want to change the automatically generated password, enter the new password in the **Password** box.
The password must consist of 8 to 16 alphanumeric characters and must contain at least one uppercase character, one lowercase character, and one numeric character.
7. Click **Next**.
A message box appears prompting you to write down the user name and password.
8. Click **OK**.
9. Click **Install** on the Ready to Install the Program dialog box.
The system displays the Setup Status message box showing the status of the installation. When the installation is complete, the system displays the InstallShield Wizard Complete dialog box.

10. Click the **Yes, I want to restart my computer now** option, and then click **Finish**.
 11. You can add users and manage the user list by using the SCP User Management Tool. Select **Start > All Programs > Avaya > tools > SCP User Configuration**.
-

Starting Site Administration

To start the Site Administration, choose one of the following options:

- Double-click the Site Administration shortcut on the desktop.
- Select **Start > All Programs > Avaya > Site Administration**.

The system displays the Site Administration window. See the online help for information on how to use Site Administration.

Uninstalling Site Administration

This section describes how to uninstall Site Administration.

1. Select **Start > Control Panel**.
 2. Double-click **Add or Remove Programs** on the Control Panel window.
 3. Click **Avaya Integrated Management Site Administration (has this name been changed??)** on the Add or Remove Programs window.
 4. Click **Remove**.
The system displays a dialog box prompting you to confirm that you want to remove the applications.
 5. Click **Yes**, and follow the prompts.
When the software has been removed, the system displays the Uninstall Complete dialog box.
 6. Click **Finish**.
 7. Close the Add or Remove Programs window.
 8. Close the Control Panel window.
-

Uninstalling COPSSH SCP server

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1. Navigate to **Start > Control Panel > Add/Remove Programs**.
 2. Click **Remove** against the **Avaya SCP Installer**.
 3. When the Uninstallation Complete dialog box displays, click **Close** to exit the wizard.



The Avaya SCP Installer internally uses COPSSH.

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