



Overview of Avaya Aura® Solution for Midsize Enterprise

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Chapter 1: Introduction

Solution for Midsize Enterprise packages several Avaya Aura® applications onto one server using System Platform technology. Midsize Enterprise provides customers with point-to-point video calling, video conferencing, integrated messaging, and presence services. The single server uses an installation wizard that makes implementation easier and minimizes hours of help that were once required from professional services when each product had to be implemented and configured on separate servers.

Midsize Enterprise provides:

- Mid-sized companies the opportunity to provide employees with advanced and inexpensive video, conference, and collaboration features
- Large companies the ability to trial new video, conference, and collaboration features without having to deploy a full scale model.

Chapter 2: Application descriptions

Avaya Aura® is a communications platform that supports unified communications and call center solutions for businesses. It extends Communication Manager and enables SIP-based session management with better capabilities. Using SIP architecture, Avaya Aura® simplifies complex networks and reduces infrastructure costs. Employees at any location can be connected regardless of the infrastructure the endpoints reside on.

The following Avaya Aura® applications are included in the Midsize Enterprise template:

Communication Manager	Communication Manager is the centerpiece of Avaya applications that organizes and routes voice, data, image, and video transmissions. Your system can be connected to communications paths that transmit voice and data signals between your business telephone system and the public telephone central office as well as to other public and private networks. Avaya Communication Manager includes built-in capabilities such as conferencing and call center applications. It supports a wide range of servers, gateways, and analog, digital, and IP-based communication devices.
Application Enablement Services	AES consists of a set of enhanced telephony APIs, protocols, and Web services that are available to developers. Developers can access powerful call processing, media, and administrative features available in Communication Manager. They enable off-the-shelf and custom integration with hundreds of communications and business applications such as Microsoft Office Communicator and IBM Lotus Sametime, as well as a broad range of call center, call recording, and click-to-dial applications.
Communication Manager Messaging	Communication Manager Messaging provides call answering and messaging capabilities that lets a user manage messages on a PC, add voice mail to a text message, and listen to text messages over the telephone.
Presence Services	Presence Services collects and disseminates presence information between Avaya and other third-party endpoints. Presence information indicates a user's availability, such "Available", "Busy", "Away", "Do not disturb", or "On a call".
Avaya Aura® Session Border Controller	This solution controls and delivers voice, video, and multimedia communications between separate IP networks. Avaya Aura® Session Border Controller supports applications for unified communications and call centers, including solutions for remote workers and agents. This solution is powered by Acme Packet, the market leader in session border controller solutions.
Session Manager	Session Manager provides centralized SIP routing and management of multi-vendor communications systems. This includes centralized dial plans and user

profiles, centralized SIP trunking, “on-net” call routing, and enhanced scalability and security.

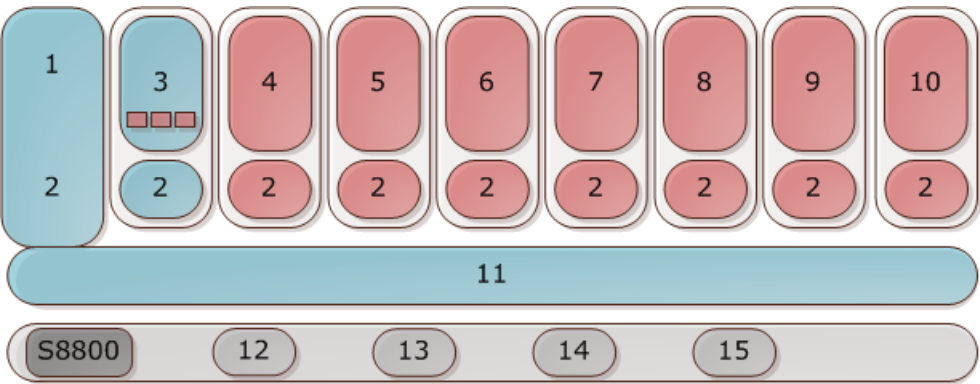
System Manager System Manager consists of a browser-based console that provides one place for administering and managing multiple instances of Avaya Aura® applications.

Utility Services Utility Services provides the tools to help analyze, configure, optimize, and maintain the Avaya Aura® applications that reside on a single server. For example, by using Utility Services, you can download and manage IP firmware and settings files.

Chapter 3: Functional description

Architecture of Midsize Enterprise

Solution for Midsize Enterprise consists of the following Avaya Aura® products and services:



1	DOM-0
2	Linux
3	System Platform Console
4	Communication Manager together with Communication Manager Messaging
5	System Manager
6	Session Manager
7	Presence Services
8	Utility Services
9	Application Enablement Services
10	Session Border Controller
11	XEN Hypervisor
12	Hard Disk Drive
13	RAM
14	Network Interface Card

15	CPU
----	-----

Supported adjunct applications

The following Avaya and third-party adjunct applications can reside on external servers and are supported by Solution for Midsize Enterprise:

- Conferencing for bridge, web portal, web conferencing, and Client Registration Server (CRS)
- Unified Communication Template for Application Enablement Services and Client Enablement Services
- AES 4.2.x or newer
- Messaging
- Polycom Video Conferencing
- Modular Messaging 3.0 or higher
- Communication Manager Messaging Standalone 5.2 or higher
- Microsoft LCS/OCS Server Integration — AES is required
- Avaya one-X® Portal — AES is required
- Avaya one-X® Communicator
- Avaya one-X® Mobile
- Meeting Exchange Express
- Next Generation Contact Center
- Avaya Video Conference Manager (AVCM)
- Avaya Aura® Presence Services
- Avaya Communication Server 1000

Non supported adjunct applications

The following adjuncts are not supported:

- Additional Session Manager instances
- Additional System Manager instances

Chapter 4: Capacities and requirements

Capacity

You can have as many as 1,000 Session Initiation Protocol (SIP) endpoints per installation with any combination of video and voice. For example, you can associate up to 1,000 telephones and Avaya one-X® Communicator instances with Solution for Midsize Enterprise.

Related topics:

[Supported endpoints](#) on page 13

Supported endpoints

Solution for Midsize Enterprise supports up to 1,000 Session Initiation Protocol (SIP) endpoints that can include any combination of the following products:

Supported endpoint	Description
Any of the following Avaya Video Conferencing Solution (AVCS) products: • 1010, 1020, 1030 non-bridge units • 1040 4-port bridge unit • 1050 8-port bridge unit	A suite of high-definition, low-bandwidth, SIP-based video hardware that provides video and audio conferencing to individual desktop users, small workgroups, and large conference rooms. AVCS comes in various sizes to accommodate different business needs. It consists of a camera, a microphone, a codec used to process incoming and outgoing video and audio information, a third-party display, and a remote control.
A175 Video Device with the Avaya Flare™ Experience	A tablet workspace for multi-user video calling, telephone calling, e-mail, Web browsing, instant messaging, social networking, and support for Android applications.
Avaya one-X® Communicator	A software solution that is implemented on customer-provided PCs. The client combines softphone, intelligent presence services, telephone calling, visual voice mail, voice and video conferencing, as well as access to corporate directories and call logs.

Supported endpoint	Description
96XX and 96X1 SIP hardphones	A series of desktop telephones that provide SIP telephony and advanced telephone application capabilities.
Avaya Aura® Conferencing Standard Edition	A SIP-based audio, video, and Web conferencing application provided on a single server. Conferencing consists of a number of components that provide booking engines, account management utilities, data sharing functionality, billing outputs, directory server integration capabilities, and audio management for all calls.

What Avaya provides

Avaya provides the following items for Midsize Enterprise installations:

- One Avaya S8800 Server or one HP ProLiant DL360 G7 server.
- One H.248 branch gateway. Can be a Avaya G430, G450, or G650 branch gateway if purchased with Midsize Enterprise.
- Audio and video endpoints. See [Supported endpoints](#) on page 13.
- Other hardware as ordered, such as an uninterruptible power supply (UPS). UPS is a required component.
- System Platform installation software.
- Midsize Enterprise software.

You can purchase DVDs with the software from Avaya, or you can download the software from PLDS and write it to your own DVDs or flash drive.

- Product registration form. The form is available on <http://support.avaya.com>. Click **More Resources > Equipment Registration (Partners only)**. Click **Universal Install/SAL Product Registration Request Form** under **Non-Regional (Product) Specific Documentation**.

What customer provides

The customer must provide the following items for installing System Platform.

- Standard equipment rack properly installed and solidly secured.
- USB keyboard, USB mouse, and VGA monitor or laptop with an Ethernet crossover cable.

**Note:**

Depending on the capabilities of the network interface card (NIC) in your laptop, you might be able to use a straight-through cable for this connection. See the documentation for your laptop.

The supported keyboard types are sg-latin1, sk-qwerty, slovene, sv-latin1, trq, uautf, uk, and us.

- DVDs written with the software for installing.

You can purchase DVDs with the software from Avaya, or you can download the software from PLDS and write it to your own DVDs or flash drive.

- A computer that can route to the System Platform server that has Internet Explorer 7 or Firefox 2 or Firefox 3 installed on it.
- Filled-out worksheets with the system and network information needed for installation and configuration.

For Midsize Enterprise, the customer provides the information to complete the Intelligent Workbook, but the workbook itself is completed by the installer.

- (Optional) Electronic preinstallation worksheet (EPW) and Avaya Bulk Import Tool (ABIT) files.

For Midsize Enterprise, the customer provides the information to create the EPW and ABIT files, but the files themselves are created by the installer.

- Access to the customer network.
- (Optional) VPN Gateway for providing remote access to Avaya Partners.

**Note:**

Avaya Partners must arrange for their own IP-based connectivity (for example, B2B VPN) to provide remote services. Modem connectivity is not supported.

**Note:**

Secure Access Link (SAL) Gateway is required for remote service and alarming. System Platform includes an embedded SALGateway, or you can use a stand-alone SAL Gateway.

DVD recommendations

Avaya recommends use of high quality, write-once, blank DVDs. Multiple rewrite DVDs are prone to error and should not be used.

When writing the data to the DVD, Avaya recommends a slower write speed of 4X or at a maximum 8X. Attempting to write to the DVD at higher or the maximum speed rated on the disc is likely to result in write errors.

**Important:**

Midsized Enterprise requires three single-layer DVDs.

**Note:**

If the software files you want to write on media are less than 680 Mb in size, you can use a CD instead of a DVD.

Checklist of hardware and software requirements

Requirement	Note	✓
Standard equipment racks	The racks are used to mount the servers and media gateways. The customer-supplied racks must be EIA-310D (or equivalent) standard 19-in. (48-cm) 4-post equipment racks. They must be properly installed and solidly secured. Ensure that the screws that come with the racks are present. If using an enclosed rack cabinet, ensure that the cabinet has adequate ventilation.	
One S8800 server or one HP ProLiant DL360 G7 server	For hardware installation information, see: • <i>Installing the Avaya S8800 Server for Avaya Aura® Solution for Midsized Enterprise</i> • <i>Installing the HP ProLiant DL360 G7 Server</i>	
H.248 branch gateway	Can be an Avaya G430, G450, or G650 branch gateway.	
Audio and video endpoints	See Supported endpoints on page 13.	
A laptop with an Ethernet crossover cable or, optionally, a USB keyboard, USB mouse, and VGA monitor	Used to connect to the server for installing System Platform and Midsized Enterprise applications. Note: Depending on the capabilities of the network interface card (NIC) in your	

Requirement	Note	✓
	laptop, you might be able to use a straight-through cable for this connection. See the documentation for your laptop. The supported keyboard types are sg-latin1, sk-qwerty, slovene, sv-latin1, trq, uatf, uk, and us.	
DVD writer application	Optional. Used to write the software ISO images to the blank DVDs. You download the ISO images from the Product Licensing and Delivery System (PLDS) Web site, http://plds.avaya.com .	
Blank DVDs or flash drive	Optional. Used only if downloading the ISO images from PLDS. The media for the ISO images.	
Bootable DVDs, if available.	One DVD contains System Platform, and three DVDs contain Midsize Enterprise. These DVDs can be purchased from Avaya.	
CAT5 Ethernet cable	Used to connect the server to the enterprise network.	
Uninterruptible Power Supply (UPS)	Used to provide power during a power outage. You can order a UPS from Avaya.	
SAL Gateway or VPN	You can use VPN instead of SAL as another option for remote maintenance access.	
Correct firewall rules	To secure the customer network.	
Filled-out Intelligent Workbook with the system and network information	Used to configure System Platform and Midsize Enterprise as part of the installation process. See http://support.avaya.com to obtain the Intelligent Workbook.	
Access to the customer network		
EPW file	An Electronic Preinstallation Worksheet (EPW) file makes it possible for you to set up and save parameters that are required during installation of the template ahead of time. This is optional.	

Requirement	Note	✓
	 Note: To create the EPW file, you use a stand-alone version of the installation wizard that you install on a Windows PC.	
ABIT file	An Avaya Bulk Import Tool (ABIT) text file makes it possible for you to load station data into Midsize Enterprise. To create the ABIT text file, you download and complete an ABIT Excel spreadsheet. This is optional.	

Chapter 5: Licensing and authentication files

License files

Use the Avaya Product Licensing and Delivery System (PLDS) to generate and download license files for Midsize Enterprise. PLDS is an online, Web-based tool for managing license entitlements and electronic delivery of software and related license files.

Midsize Enterprise requires separate license files for:

- Communication Manager
- Communication Manager Messaging
- Session Manager
- Presence Services
- Application Enablement Services
- Avaya Aura® Session Border Controller

After you obtain the license files, use WebLM to install them. WebLM is a Web-based application for managing licenses and is installed as part of System Manager.



Important:

Be sure to use WebLM in System Manager for Midsize Enterprise license files. Do not use WebLM in System Platform.

The license files are Extensible Markup Language (XML) files. They contain information regarding the product, major release, and license features and capacities.

A 30-day grace period applies to new installations or upgrades to Midsize Enterprise. You have 30 days from the day of installation to install a license file.

PLDS

The Avaya Product Licensing and Delivery System (PLDS) provides customers, Avaya Partners, distributors, and Avaya Associates with easy-to-use tools for managing license entitlements and electronic delivery of software and related license files. Using PLDS, you can

perform operations such as license activations, license upgrades, license moves, and software downloads.

When you place an order for a PLDS-licensed software product such as Solution for Midsize Enterprise, the license entitlements on the order are automatically created in PLDS. Once these license entitlements are created, you receive an e-mail notification from PLDS. This e-mail notification includes a license activation code (LAC). Using the LAC, you can quickly find and activate the newly purchased license entitlements in PLDS. You can then download the license file.



Important:

You must provide the WebLM host ID to activate the license file in PLDS. The WebLM host ID is the MAC address of the server and is obtained from the WebLM Web interface.

Authentication files

The authentication file contains Access Security Gateway (ASG) keys and the server certificate for Midsize Enterprise. ASG keys make it possible for Avaya Services to securely access the customer's system.

System Platform and Midsize Enterprise share the same authentication file. A default authentication file is installed with System Platform. The default authentication file has an authentication file ID (AFID) of 7100000000. However the default file must be replaced with a unique file. Unique authentication files are created by Authentication File System (AFS) at <http://rfa.avaya.com>. After you create and download the authentication file, you install it from the System Platform Web Console of the Midsize Enterprise server. When you install the authentication file in System Platform, the file is automatically installed on all virtual machines on the server.

Every time that you upgrade Midsize Enterprise to a new major release, for example, from 5.2 to 6.1, or from 6.2 to 7.0, you need to generate and install an authentication file for the upgrade. The updated authentication file has the same AFID as the previous file but contains new ASG keys.

About the authentication file

AFS authentication files have a plain text XML header with encrypted authentication data and an encrypted server certificate.

Each authentication file contains an authentication file ID (AFID) that identifies it. You need this AFID to create a new authentication file for an upgrade or to replace the current authentication file on the server.

Chapter 6: Security

Use the authentication, authorization, and security recommendations specified for each application in the Midsize Enterprise template. The documentation is located at <http://support.avaya.com>.

Chapter 7: Support

Maintenance agreements

The Avaya Professional Services organization offers a complete range of professional services that includes everything from initial planning and design through support of each Avaya Aura® application. For more information about Avaya Professional Services offers, contact your account representative or call Avaya Professional Services.

Support requirements

When you contact your Avaya support representative, be prepared to provide the following:

- Your full name, organization, and telephone number where an Avaya representative can contact you about the problem
- A description of the problem
- The type of service contract your organization has with Avaya, such as Avaya Professional Services
- Your Solution for Midsize Enterprise and Avaya Aura® application release information
- A description of what hardware and applications are used
- Remote access to the Solution for Midsize Enterprise applications



Important:

Always read any troubleshooting documentation and visit the InSite web site before contacting technical support.

Remote access

Avaya support personnel require remote access by using the Secure Access Link (SAL) Gateway to provide technical support. For more information about SAL, see the following documents:

- *Installing and Configuring Avaya Aura® Solution for Midsize Enterprise*
- *Administering Remote Access and Alarming for Avaya Aura® Solution for Midsize Enterprise*
- *Secure Access Link SAL Gateway Implementation Guide*

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