



Avaya Aura[®] Offsite Agent Administration and Maintenance Guide

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Chapter 1: Introduction

The Avaya Aura® Offsite Agent Administration and Maintenance Guide provides you with all the information required to perform normal maintenance tasks for your Avaya Aura® Offsite Agent (AAOA) solution after the initial installation and configuration.

Navigation

- [Offsite Agent administration concepts](#) on page 5
- [Offsite Agent maintenance concepts](#) on page 6

Prerequisites

About this task

- Read *Avaya Aura® Offsite Agent Installation and Commissioning* (NN44400-330).
- Install and commission the Offsite Agent solution.

Offsite Agent administration concepts

The following sections describe important administration concepts that administrators of Offsite Agent must understand.

Offsite agent Avaya Aura® Agent Desktop usage

Offsite agents use Avaya Aura® Agent Desktop (AAAD) on their offsite desktop PC or laptop to connect to the contact center through Offsite Agent. Agent Desktop allows them to log on to Offsite Agent, specify their offsite telephone number, and exercise call control over their telephone to use normal contact center agent functions. Using the Agent Desktop application greatly simplifies deployment of Offsite Agent, as it does not require an install on the remote desktop PC: agents simply enter a URL in their browser, and this invokes Agent Desktop using

smart client technology. The contact center administrator must set up Agent Desktop software on the contact center.

Backup and restore

The Offsite Agent server supports a backup and restore of its database. Administrators must carry out regular backups of the system, and perform specific backups both before and after making major changes to the system.

The backup function allows you to choose a mix of system, application, and network settings for backup. If you choose all of these and restore on a clean installed system, you have a completely functional Offsite Agent server.

In the event of a system failure resulting in data loss or data corruption, the administrator can quickly return the system to its last good configuration using the restore function.

Offsite Agent licensing

If you want to expand the number of agents working offsite through Offsite Agent, you may need to purchase new licenses and apply them to the Offsite Agent server.

The Offsite Agent server requires one Offsite Agent license for each offsite agent that uses the solution. The Avaya order tools automatically provision the licenses for every agent ordered. However, because each Offsite Agent license must implement two sessions, the number of sessions you see licensed is double the number of agent licenses purchased.

In addition, the Offsite Agent license must be applied on the Contact Center License Manager. This enables Offsite Agent configuration fields in Contact Center Manager Administration, allowing the administrator to configure Offsite Agent settings for agents.

Offsite Agent maintenance concepts

The following sections describe important maintenance concepts that administrators of Offsite Agent must understand.

Agent configuration for Offsite Agent

Offsite Agent configuration is an optional part of the normal agent configuration in Contact Center Manager Administration. Administrators can enable agents to use Offsite Agent, and specify their connection mode, predefined offsite telephone numbers, and whether or not the agent can choose to use a different number at log on time.

Permanent Connection mode

Offsite Agent supports two connection modes for agents, to maximize the flexibility and efficiency of the solution. The modes are Permanent Connection and On Demand.

In Permanent Connection mode, the Offsite Agent server makes a single call to the offsite agent's telephone number once they log on to Agent Desktop. For each contact center customer call, Offsite Agent bridges through the customer to the agent's line.

Depending on the configuration applied by the Administrator, agents either:

- hear a tone to alert them to the incoming call, which they must take (mimicing a forced call answer presentation class), or
- use the Accept button on the Agent Desktop to accept the new call

Administrators set agents to use Permanent Connection mode when:

- they have a high rate of activity on calls
- the cost of calling their remote telephone from the contact center is low
- they expect to operate at full equivalence to the onsite contact center agents
- they require a faster call connection time for customer calls

Agents working in this mode must use only the Agent Desktop controls to disconnect calls. On Offsite Agent solutions using an Avaya Communication Server 1000 PABX, if the agent accidentally hangs up the physical telephone, Offsite Agent automatically re-establishes the call and the agent can resume their work by answering the telephone. If the agent was on a customer call when this occurs, Offsite Agent returns them to the same customer call (if the customer has remained on the call). Offsite Agent allows the agent to hang up as many as four times in a fifteen-second period. If the agent hangs up for a fifth time within this period, Offsite Agent disconnects the call—in such cases the agent must manually log off and exit Agent Desktop.

On Offsite Agent solutions using an Communication Manager PABX (i.e., using Telecommuter mode), if the agent hangs up, the system does not re-establish the call until Contact Center routes another voice contact to the agent. If the agent was on a customer call when they hang up, the customer call is terminated.

On Demand mode

In On Demand mode the Offsite Agent server registers the offsite agent's logon, but does not set up a call to their remote telephone. For each contact center customer call, Offsite Agent initiates a new call from the contact center switch to the offsite agent. The offsite agent needs to physically answer the telephone to take the call.

Administrators set agents to use On Demand mode when:

- they have a low rate of activity on calls
- the cost of calling their remote telephone from the contact center is high
- they do not expect to operate at full equivalence to the onsite contact center agents
- the connect time for customer calls is not an issue
- there is a need to make more efficient use of the Offsite Agent Terminal resource pool

When working in On Demand mode, when the agent hangs up the physical telephone, they remain logged on to the contact center. Agents working in this mode must remember to set themselves Not Ready if they take a non-contact center call on their remote telephone, otherwise Agent Desktop can attempt to connect a call to the agent's telephone while it is busy. In such cases the Agent Desktop toolbar indicates that a call is being presented. For this reason assign a call presentation class of Return to Queue to all offsite agents using On Demand mode.

Reporting on Offsite Agent

A key advantage of Offsite Agent is that offsite agents are indistinguishable from onsite agents in terms of skillset routing and feature set. As a result of this, there is no difference in the way offsite agents appear in standard contact center reports and Real Time Displays (RTD). While this is clearly an advantage to supervisors, it may introduce some considerations for contact center managers where they want to report separately on their offsite agents.

The administrator can choose to set up specific reports to capture data on offsite agents. For example, these can be unique Agent Performance reports that include only agents who work offsite. Another alternative is to create specific skillsets for offsite agents: reporting on these skillsets gives a clean view of offsite agent activities.

Supervisors and contact center managers who review reports must be aware that agents working with an On Demand connection show a slower average speed of answer than onsite or Permanent Connection agents. This is due to the additional call setup time when the Offsite Agent server makes the call to the offsite agent's telephone.

Event and security logs

Offsite Agent provides both event and security logs. The logging is automatically enabled and cannot be disabled. The Offsite Agent server manages the location of the log files. Administrators access the logs only through the Element Manager.

Patches and upgrades

Due to the change in agent administration, there is no clean direct upgrade path from Avaya Aura® Offsite Agent Release 6.0 to Release 6.2. It is possible to migrate some data from the earlier release by backing up the Offsite Agent R6.0 database and restoring it on a new or the

same server after installing Avaya Aura® Offsite Agent Release 6.2. However, all agent configurations must be recreated through Contact Center Manager Administration.

Related resources

Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. On the Avaya Support website at <http://support.avaya.com>, search for notices, release notes, downloads, user guides, and resolutions to issues. Use the Web service request system to create a service request. Chat with live agents to help answer questions. If an issue requires additional expertise, agents can quickly connect you to a support team.

Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Visit <http://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.
- Click the name of a playlist to scroll through the posted videos.

Chapter 2: Offsite Agent administration and maintenance workflow

This chapter outlines the workflow that you follow to administer and maintain the Offsite Agent packaged application.

Prerequisites

- Read *Avaya Aura® Offsite Agent Installation and Commissioning* (NN44400-330).
- Install and commission the Offsite Agent solution.

Overview of Offsite Agent administration

About this task

This workflow shows the high-level steps to carry when administering and maintaining Offsite Agent. To link to any task go to [Navigation](#) on page 12.

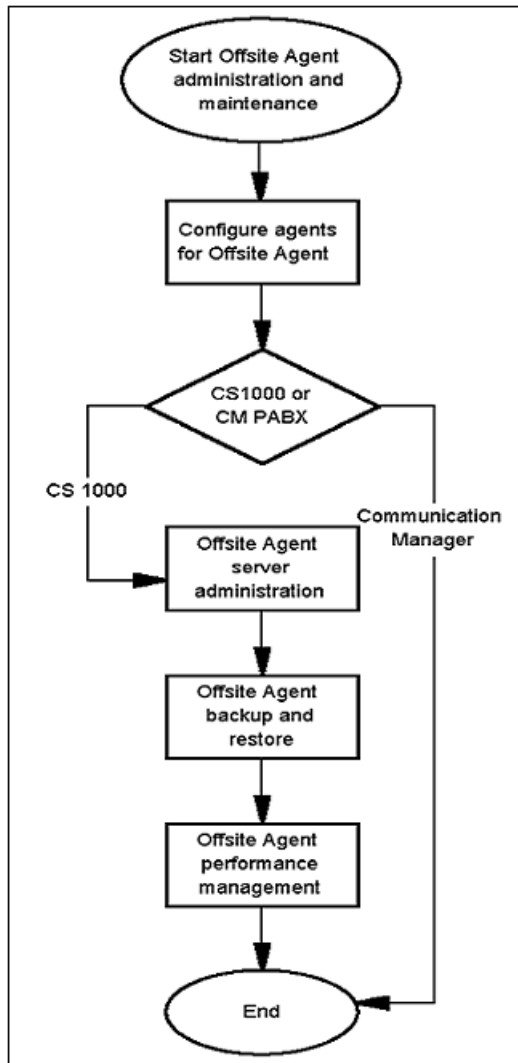


Figure 1: Offsite Agent administration and maintenance tasks

Navigation

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- [Offsite Agent server administration](#) on page 19
- [Offsite Agent backup and restore](#) on page 21
- [Offsite Agent performance and fault management](#) on page 35

Chapter 3: Offsite Agent agent configuration

This chapter describes the taskflow to administer Offsite Agent agents. You configure an agent's Offsite Agent settings in the normal agent details on Contact Center Manager Administration.

If your contact center uses an Avaya Communication Server 1000 PABX, then you must configure an additional personal DN for the agent if you want to allow colleagues or supervisors to call the agent directly.

Offsite Agent agent configuration steps

About this task

The following figure shows the administration tasks that you carry out on the Offsite Agent packaged application to configure and manage offsite agents' profiles. To link to any task, see [Navigation](#) on page 14.

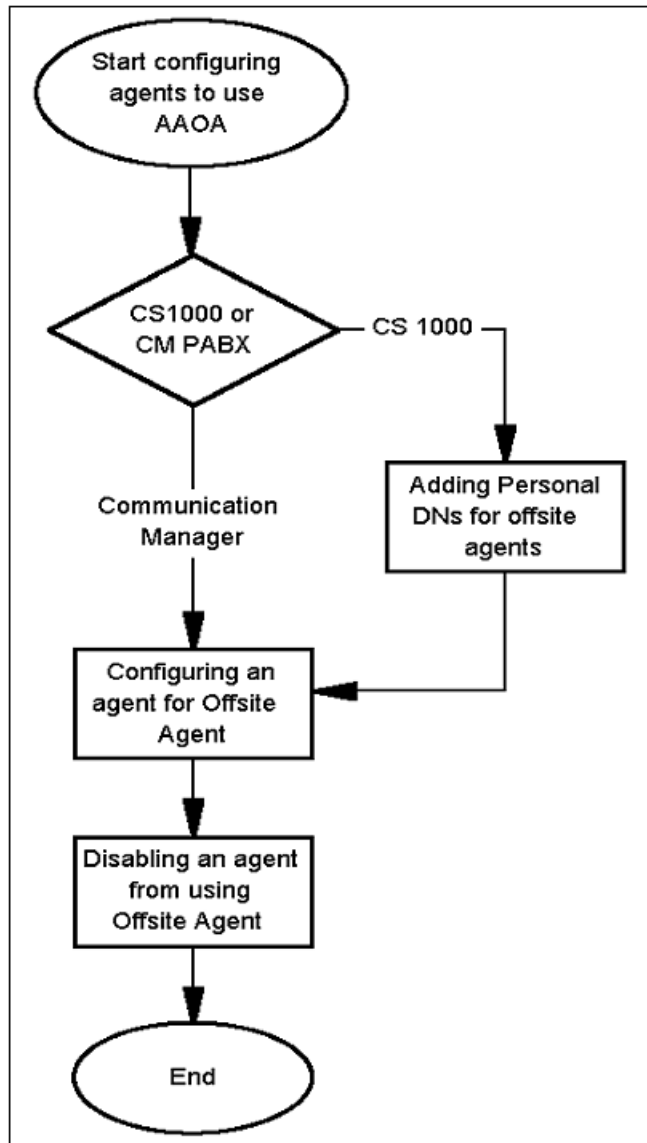


Figure 2: Offsite Agent agent configuration task flow

Navigation

- [Adding Personal DNs for the offsite agents](#) on page 15
- [Configuring an agent for Offsite Agent](#) on page 16
- [Disabling an agent from using Offsite Agent](#) on page 18

Adding Personal DNs for the offsite agents

Before you begin

- Know the user ID and password to log on to the switch administration terminal.
- Understand with switch Change and Diagnostics overlays.
- Review the procedures for configuring a TN on the Phantom Loop and configuring a Personal DN in *Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration* (NN44400-512).
- Log on to Contact Center Manager Administration.

About this task

This procedure explains how to add personal DNs for your offsite agents so that they can receive calls from colleagues in the contact center.

Agents based in the contact center normally have a second line configured on their telephone, so that they can take calls from colleagues or supervisors. To support similar functionality on a single line set such as an offsite PSTN telephone, you can configure a personal DN for the agent.

When the contact center is configured with personal DNs, agents in the contact center can call, conference, or transfer to other agents directly. If the called agent is idle, the agent receives the call, but if the called agent is busy on a customer call, the caller receives a busy tone.

Procedure

1. Connect to the Call Server.
 2. Enter LD 10.
 3. Enter the appropriate values to create a phantom TN for each offsite agent. See *Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration* (NN44400-512) for details.
 4. In Contact Center Manager Administration, select **Contact Center Management** from the launchpad.
 5. Configure a Personal DN for each offsite agent. See *Avaya Aura® Contact Center Configuration – Avaya CS 1000 Integration* (NN44400-512) for details.
-

Configuring an agent for Offsite Agent

Before you begin

- Document the telephone numbers that the offsite agent uses. These must include necessary prefixes such as the external access code, international code, or local area code.
- Checked that you can dial each number directly from the contact center PABX.
- Enabled Offsite Agent on the Contact Center License Manager.
- Have administrator access to Contact Center Manager Administration with permissions to modify the agent.

About this task

Use this procedure to configure an agent to use Offsite Agent. You carry out this configuration in Contact Center Manager Administration.

Procedure

1. Log on to Contact Center Manager Administration.
 2. Open the Contact Center Management component.
 3. From the **View/Edit** menu, select **Supervisors**.
 4. In the left pane, click the server on which to work with the supervisor/agent profile.
The list of supervisors configured on the server appears.
 5. Click the supervisor to whom the agent is assigned.
The tree expands to show the list of agents assigned to this supervisor.
 6. Right-click the agent that you want to enable for Offsite Agent, and select **View Agent Details**.
The Supervisor/Agent Details window appears.
 7. Scroll to the **Offsite Agent** section.
 8. Select **Offsite Agent Enabled**.
 9. Select the agent's connection mode from the **Offsite Agent Mode** list.
 10. Enter at least one offsite telephone number at which the agent can receive offsite calls.
 11. To allow the agent to specify a telephone number at which they can receive offsite calls, select **Allow agent to enter an alternate phone**.
 12. Click **Submit**.
-

Variable definitions

Name	Description
Offsite Agent Enabled	Select to enable this agent to use Offsite Agent.
Offsite Agent Mode	Select Permanent or On Demand to determine the connection mode for this agent. If the contact center is deployed with a Communication Manager PABX, this field is not available: by default the agents use Telecommuter mode and you use the Service Link Mode setting on their H.323 endpoint to control whether their connection mode. See <i>Avaya Aura® Offsite Agent Installation and Commissioning</i> (NN44400-330).
Phone 1	Enter the primary number that this agent uses when receiving calls at an offsite location. The number must contain all digits required to successfully dial it directly from the PABX.
Phone 2	Enter an alternate number that this agent can use when receiving calls at an offsite location. The number must contain all digits required to successfully dial it directly from the PABX.
Allow agent to enter an alternate phone	Select to allow this agent to specify a different telephone number when they log on to Agent Desktop. If you clear this check box, you must enter a valid offsite telephone number in the Phone 1 field.

Disabling an agent from using Offsite Agent

Before you begin

- Ensure the agent is enabled for Offsite Agent.

About this task

Use this procedure to disable an agents ability to work offsite.

Procedure

1. Log on to Contact Center Manager Administration.
 2. Open the Contact Center Management component.
 3. From the **View/Edit** menu, select **Supervisors**.
 4. In the left pane, click the server on which to work with the supervisor/agent profile.
The list of supervisors configured on the server appears.
 5. Click the supervisor to whom the agent is assigned.
The tree expands to show the list of agents assigned to this supervisor.
 6. Right-click the agent that you want to enable for Offsite Agent, and select **View Agent Details**.
The Supervisor/Agent Details window appears.
 7. Scroll to the **Offsite Agent** section.
 8. Clear **Offsite Agent Enabled**.
 9. Click **Submit**.
-

Chapter 4: Offsite Agent server administration

This chapter describes the one administration task required on the Offsite Agent server. See [Changing the Offsite Agent license](#) on page 19.

Changing the Offsite Agent license

Before you begin

- Review the planning and engineering chapter to determine the correct licensing level for your contact center.
- Order the licenses and receive the keycode license sheet from Avaya.
- Generate and retrieve your license keycode from the KRS website.
- Have administrator privileges on the Offsite Agent Element Manager.

About this task

This procedure details how to change the Offsite Agent licensing. You need to change the licensing if you add more offsite agents than you already have licenses for to your installation.

If you change your licensing, Avaya provides a keycode license sheet with a list of the features you ordered, the Serial Number (Site ID), the Unique Reference Number (URN), the KRS web link, and a label. You use the Unique Reference Number (URN) to locate the order on the KRS website. You enter the server MAC address to generate and retrieve your Offsite Agent license.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
2. Expand **Licensing**.
3. Select **General Settings**.
4. On the General Settings screen, select **Use License Server**.
5. Copy the keycode retrieved from KRS and paste it into the **Replace License Keys** field, replacing the current contents.
6. Click **Validate**.

7. Click **Save**.
 8. Exit Offsite Agent Element Manager.
-

Chapter 5: Offsite Agent backup and restore

This chapter describes the taskflow to backup and restore your Offsite Agent server. Offsite Agent allows you to create local backups or to specify an ftp server where Offsite Agent stores your backup files.

To create a backup you must first create a backup definition, which specifies what data Offsite Agent backs up and where it stores the backup file. Running a backup is a separate task which requires that the backup definition exists.

Offsite Agent backup and restore steps

About this task

The following figure shows the tasks that you carry out to backup and restore your Offsite Agent server. To link to any task, see [Navigation](#) on page 23.

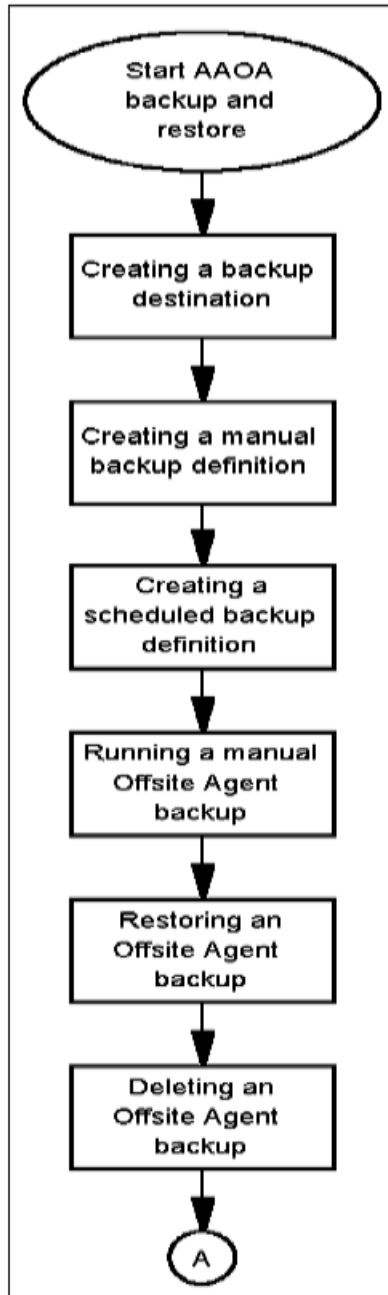


Figure 3: Offsite Agent backup and restore task flow

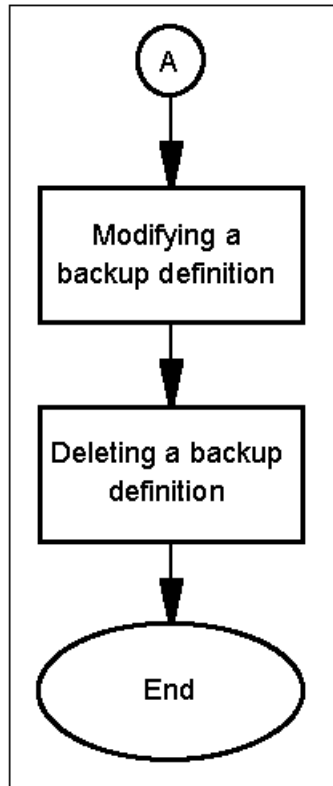


Figure 4: Offsite Agent backup and restore task flow continued

Navigation

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- [Creating a manual backup definition](#) on page 25
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- [Running a manual Offsite Agent backup](#) on page 29
- [Restoring an Offsite Agent backup](#) on page 30
- [Deleting an Offsite Agent backup](#) on page 31
- [Modifying a backup definition](#) on page 32
- [Deleting a backup definition](#) on page 32

Creating a backup destination

Before you begin

- Ensure the destination ftp server is configured and operational.
- Ensure you have the address/hostname, ftp account details, and path for the backup server.

About this task

This procedure explains how to create a backup destination. Offsite Agent allows you to specify an ftp server to which you can later choose to send Offsite Agent backups.

The default backup destination is on the Offsite Agent server and you cannot change it.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **Tools**.
 3. Expand **Backup and Restore**.
 4. Select **Backup Destinations**.
 5. On the Backup Destinations window, click **Add**. The Backup Destination Properties window appears.
 6. Type a name for this backup destination in the **Destination Name** field.
 7. Enter the host name or IP address of the ftp server in the **Host Name** field.
 8. Enter the ftp username and password for the destination server.
 9. Enter a path on the destination server to specify to which directory the backup function writes.
 10. Select **Remove the temporary local file after transfer**.
 11. Click **Test**. Offsite Agent tests the details entered by logging on to the specified ftp server.
 12. Click **Save**.
-

Variable definitions

Name	Description
Destination Name field	A mandatory, unique name for the backup destination. You cannot edit the destination name if it is being used by a backup task.
Host Name field	The name of the FTP server used for the backup.
User Name field	The user name required to connect to the FTP server.
Password field	The password required to connect to the FTP server.
Destination Path field	The path to the backup destination.
Remove local temp file after transfer check box	Click to ensure auto-removal of the local temporary backup file after it has been transferred. If you do not check this box, Temporary backup files remain on your Offsite Agent server hard disk and can eventually consume significant disk space.
Test button	Click to test the connection with the backup destination. A message notifies you of success or failure.
Save button	Click to save the changes and leave the page.
Cancel button	Click to leave the page without saving changes.

Creating a manual backup definition

About this task

This procedure explains the steps to create a manual backup definition. The backup definition contains information on what parts of the Offsite Agent system to back up and where Offsite Agent saves the backup.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
2. Expand **Tools**.

3. Expand **Backup and Restore**.
 4. Select **Backup Tasks**.
 5. On the Backup Tasks window, click **Add**. The Add New Backup Task window appears.
 6. Type a name for this backup in the **Backup Task Name** field.
 7. Select the **System Configuration** and **Network Data** options.
 8. Choose a backup destination. You can pick one of the existing backup destinations, or click the **Add** button and specify a new one. See [Creating a backup destination](#) on page 24.
 9. Select **Manually, as needed**.
 10. Click **Save**.
-

Variable definitions

Name	Description
Backup Task Name field	A unique name for the backup task.
Backup Type - System Configuration check box	Click to back up the system configuration.
Backup Type - Network Data check box	Click to back up the Network Data.
Add button	Click if you want to add an alternate backup destination.
Modify button	Click if you want to modify the selected backup destination. You cannot modify the default destination.
Run Backup - Manually, as needed option button	Select to create an unscheduled backup task. This type of task must be run manually by clicking Run Now on the Backup Tasks page.
Save button	Click to save the selected settings and return to the previous screen. Your backup occurs at the next scheduled time.
Cancel button	Click to cancel the selected settings and return to the previous screen.

Creating a scheduled backup definition

About this task

This procedure explains the steps to create a scheduled backup definition. The backup definition contains information on what parts of the Offsite Agent system to back up and where Offsite Agent saves the backup.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **Tools**.
 3. Expand **Backup and Restore**.
 4. Select **Backup Tasks**.
 5. On the Backup Tasks window, click **Add**. The Add New Backup Task window appears.
 6. Type a name for this backup in the **Backup Task Name** field.
 7. Select the **System Configuration** and **Network Data** options.
 8. Choose a backup destination. You can pick one of the existing backup destinations, or click the **Add** button and specify a new one (see [Creating a backup destination](#) on page 24).
 9. Select **Schedule**.
 10. Select the frequency of the backup from the **Schedule Task** drop-down list.
 11. Specify the hour and minute of the backup using the **Start Time** drop-down lists.
 12. Click **Save**.
-

Variable definitions

Name	Description
Backup Task Name field	A unique name for the backup task.
Backup Type - System Configuration check box	Click to back up the system configuration.
Backup Type - Network Data check box	Click to back up the Network Data.

Name	Description
Add button	Click if you want to add an alternate backup destination.
Modify button	Click if you want to modify the selected backup destination. You cannot modify the default destination.
Run Backup - Schedule option button	Select to create a scheduled backup task, and then choose the schedule properties from the fields below.
Schedule Task pull down menu	Choose the frequency of your scheduled backup. Valid values are: Daily, Weekly, Monthly, and Once. The schedule properties fields available change depending on your selection.
Weekdays check boxes	For a daily backup, select the days when you want the backup to occur.
Weekday pull down menu	For a weekly backup, select the day of the week when you want the backup to occur.
Day of the month(s) option button	Select this option if you are creating a monthly backup and want to specify first, second, third, fourth, or last day of the selected day of the week.
The X of the month(s) option button	Select this option if you are creating a monthly backup and want to specify the first, second, third, fourth, or last day of the selected months when you want the backup to occur. This choice applies to all months you selected.
Schedule task once field	For backups scheduled to occur once only, the date when you want the backup to occur. The date must be in the format DD/MM/YYYY.
Start Time pull down menu	Select the time when you want your scheduled backup to begin.
Save button	Click to save the selected settings and return to the previous screen. Your backup occurs at the next scheduled time.
Cancel button	Click to cancel the selected settings and return to the previous screen.

Running a manual Offsite Agent backup

Before you begin

- Create a manual backup definition.
- Create and test a backup destination, if required.

About this task

This procedure explains how to run a manual Offsite Agent backup. You must run a backup both before and after making major changes to your system, such as upgrading the system software or deleting a number of records.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **Tools**.
 3. Expand **Backup and Restore**.
 4. Select **Backup Tasks**.
 5. On the Backup Tasks window, select the backup task that you want to run.
 6. Click **Run Now**. The Confirm Backup window appears, showing the backup task name and backup type of the backup you are about to run.
 7. Click **Confirm**. The History Log window appears. When the backup is complete, the backup details appear in the list.
-

Variable definitions

Name	Description
Add button	Click to add a new backup task.
Edit button	Select the check box beside the appropriate backup task, and then select Edit to modify the task properties.
Delete button	Select the check box beside the appropriate backup task, and then click Delete to remove this task. When you delete a task, the scheduler does not run this backup. To stop a scheduled backup from occurring but keep the task, you can modify the backup task by

Name	Description
	selecting Manually as needed on the Edit Backup Task page.
Run Now button	Click to run the selected backup tasks immediately. This is the only way to invoke a task that is configured to run Manually. If the task is scheduled to run while you manually invoke it, then the scheduled task is skipped and a warning message is logged. You can manually run multiple backup tasks by selecting them and pressing Run Now. In this case, each task runs sequentially and not parallel to each other.
Task Name column	The name of the backup task. Click a cell in the column to edit the Task Name.
Next Scheduled Backup column	The date and time when the next backup is scheduled to occur.
Frequency column	The frequency of the backup.
Path column	The path to the backup destination folder.

Restoring an Offsite Agent backup

Before you begin

- Create a backup.

Important:

Be careful when choosing a backup to restore, as there is the potential to clear data that is currently on the system. You must back up the current system before restoring an old backup.

About this task

This procedure explains the steps you take to restore a backup of the Offsite Agent server.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
2. Expand **Tools**.
3. Expand **Backup and Restore**.
4. Select **Restore**.

5. On the Restore window, select a restore source location from the **Restore Source** drop-down list. Offsite Agent lists the backups at that location in the **Restore Task List**.
 6. Select the backup that you want to restore.
 7. Click **Restore Now**.
-

Deleting an Offsite Agent backup

Before you begin

- Create a backup.

Important:

Make sure you no longer need the backup file you have chosen to delete.

About this task

This procedure explains the steps you take to delete a backup of the Offsite Agent server. You must delete old backups to keep disk space clear, especially in the Default Backup Destination which is on the Offsite Agent server.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **Tools**.
 3. Expand **Backup and Restore**.
 4. Select **Restore**.
 5. On the Restore window, select a restore source location from the **Restore Source** drop-down list. Offsite Agent lists the backups at that location in the **Restore Task List**.
 6. Select the backup that you want to delete.
 7. Click **Delete**.
-

Modifying a backup definition

Before you begin

- Ensure you have an existing backup definition that you want to change.

About this task

This procedure outlines the steps to modify a backup definition.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **Tools**.
 3. Expand **Backup and Restore**.
 4. Select **Backup Tasks**.
 5. On the Backup Tasks window, select the check box beside the backup task that you want to modify.
 6. Click **Edit**. Offsite Agent displays the Edit Backup Task window with the details of the task you have chosen to edit.
 7. Change the parameters of the backup definition and click **Save**.
-

Deleting a backup definition

Before you begin

- Old or unwanted backup definitions exist on the Offsite Agent server.

About this task

This procedure outlines the steps to delete a backup definition. If you create many definitions it is good practise to review these from time to time and delete outdated definitions that you do not use regularly.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
2. Expand **Tools**.
3. Expand **Backup and Restore**.

4. Select **Backup Tasks**.
 5. On the Backup Tasks window, select the check box beside the backup task that you want to delete.
 6. Click **Delete**. Offsite Agent displays the Remove Backup Task window with the details of the task you have chose to delete.
 7. Click **Confirm** to proceed with the deletion, or **Cancel** to exit the screen without deleting the backup definition.
-

Chapter 6: Offsite Agent performance and fault management

This chapter describes the taskflow that you follow to manage the performance of the Offsite Agent server.

Offsite Agent server performance and fault management

About this task

The following figure shows the tasks to monitor system performance on the Offsite Agent server. To link to any task, see [Navigation](#) on page 36.

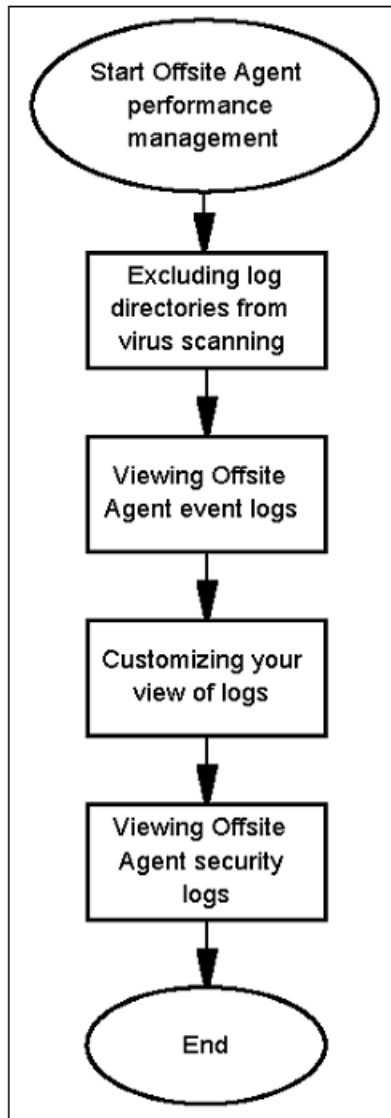


Figure 5: Performance management tasks on the Offsite Agent server

Navigation

- [Excluding log file directories from virus scans](#) on page 37
- [Viewing Offsite Agent event logs](#) on page 37
- [Customizing your view of Offsite Agent event logs](#) on page 39
- [Viewing Offsite Agent security logs](#) on page 41

Excluding log file directories from virus scans

Before you begin

- Ensure you understand the administration of the anti-virus software installed on your Offsite Agent server.

About this task

This procedure details the log file directories that you must exclude from virus scans of your Offsite Agent server.

Procedure

1. Access the management console of the anti-virus software you installed on the Offsite Agent server.
 2. Exclude the following directories from the anti-virus scans:
 \Program Files(x86)\Avaya\Multimedia_Applications\MAS\common\log
 \Program Files(x86)\Avaya\Multimedia_Applications\JBoss\server
 \default\log
-

Viewing Offsite Agent event logs

About this task

This procedure explains how to view the Offsite Agent event logs.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **System Status**.
 3. Expand **Logs**.
 4. Select **Event Logs**. The Event Logs window appears, showing the details of all logging on the system.
 5. You can select the button beside any log entry to display details of the event in the **Event Details** field.
-

Variable definitions

Name	Description
Filter field	The filters that have been applied to the events list. If none is shown, then no filters have been applied.
Customize button	Click to create filters for the events list. You can filter by ID, severity, class, and date and time.
Clear button	Click to clear all filters.
Refresh every list	Select how often to refresh all active events in the table. You can choose from predefined intervals: 15, 30, 45 seconds, 1 minute, 3 minutes, 5 minutes, and No Refresh. No Refresh is the default value. If you select No Refresh, the events list is not updated.
ID column	The event ID. Click to sort by this value. Click the option button beside the applicable ID to view the event details in the bottom pane of this page.
Severity column	The event severity with corresponding colors for each severity level. Click to sort by severity.
Date and Time column	The date and time when the event was last reported. By default, the table is sorted so the most recent event appears at the top of the table.
Class column	The class of the event. Available classes include Audit, Configuration, Data, Fault, Information, Maintenance, Metrics, Security, and State.
Description column	A description of the event. To view further details about the event, click the option button beside the applicable event ID. The details appear in the bottom portion of the page.

Customizing your view of Offsite Agent event logs

About this task

This procedure explains how to customize your view the Offsite Agent logs.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
 2. Expand **System Status**.
 3. Expand **Logs**.
 4. Select **Event Logs**. The Event Logs window appears, showing the details of all logging on the system.
 5. Click **Customize**. The Customize Filter window appears, showing the options that allow you to exclude specified log entries from the Event Logs list.
 6. Select the filter criteria that you want and click **Apply**. The Event Logs window appears, with the filtered events excluded.
-

Variable definitions

Name	Description
Event ID item	Click to jump to the top of the Event ID section of the page.
Date and Time item	Click to jump to the top of the Date and Time section of the page.
Severity item	Click to jump to the top of the Severity section of the page.
Add button	Click to add an event ID to the filter. Then type the event ID number in the field that appears. When you apply the filter, the IDs that you type here are not shown in the table.
Clear button	Click the check box beside the event IDs that you want to remove from the filter, and then click Clear. The event IDs that you clear appear in the Events table (provided that the alarm severity has not been filtered).

Name	Description
ID field	The event ID field. This field appears only after you click Add.
ID check box	Click to select the event IDs that you want to include in the filter. The IDs that you specify do not appear in the Events table, even if you choose to view their severity level. Alternatively, click the box beside the IDs that you want to remove from the filter, and then click Clear. These IDs appear in the table.
Start Date field	The start date of the events that you want to filter. Events that occurred before this date are not shown in the filter.
Start Time pull down menu	Select the start time of the events that you want to filter.
End Date field	The end date of the events that you want to filter. Events that occurred after this date are not shown in the table.
End Time pull down menu	Select the end time of the events that you want to filter.
Severity - Available field	The available severity levels to filter events. You can choose from Alert, Critical, Major, Minor, Emergency, Error, Warning, Info, Debug, Indeterminate, and Notice. Select a severity level, and then press Add to include it in the filter. Press CTRL on your keyboard and multi-select severity levels to add them simultaneously.
Severity - Add button	Click to add the selected severity levels to the filter.
Severity - Add All button	Click to add all available severity levels to the filter.
Severity - Remove button	Click to remove the severity levels you have chosen in the Selected field from the filter.
Severity - Remove All button	Click to remove all the severity levels that appear in the Selected field from the filter.
Severity - Selected field	The severity levels that have been included in the event filter. These are the only levels that appear in the events table. To remove a severity level from the filter, select it, and then press Remove. Press CTRL on your keyboard and multi-select severity levels to remove them simultaneously.

Name	Description
Class - Available field	The available classes to filter events. You can choose from Audit, CfgChange, DataDump, Fault, Info, Maintenance, Metrics, Security, and State. Select a class, and then press Add to include it in the filter. Press CTRL on your keyboard and multi-select classes to add them simultaneously.
Class - Add button	Click to add the selected classes to the filter.
Class - Add button	Click to add all available classes to the filter.
Class - Remove button	Click to remove the classes you have chosen in the Selected field from the filter.
Class - Remove All button	Click to remove all the classes that appear in the Selected field from the filter.
Class - Selected field	The classes that have been included in the event filter. These are the only classes that appear in the events table. To remove a class from the filter, select it, and then press Remove. Press CTRL on your keyboard and multi-select classes to remove them simultaneously.
Apply button	Click to save your changes, apply the filter, and return to the Event Logs page. Your filter is applied to the table as soon as it refreshes next.

Viewing Offsite Agent security logs

About this task

This procedure explains how to view the Offsite Agent security logs.

Procedure

1. Access the Offsite Agent Element Manager with Administrator privileges.
2. Expand **System Status**.
3. Expand **Logs**.
4. Select **Security Logs**. The Security Logs window appears, showing the details of all security logging on the system.

5. You can select the button beside any log entry to display details of the security event in the **Details** field.

Variable definitions

Name	Description
Refresh every list	Select how often to refresh all active events in the table. You can choose from predefined intervals: 15, 30, 45 seconds, 1 minute, 3 minutes, 5 minutes, and No Refresh. No Refresh is the default value. If you select No Refresh, the events list is not updated.
Date and Time column	The date and time when the event was last reported. By default, the table is sorted so the most recent event appears at the top of the table.
Effect column	The effect of the event. Click to sort by severity.
Action column	The action that caused the event, whether an Add, Delete or Modify action. Click to sort by action.
Functional Task column	A description of which function caused the event. Click to sort by functional task.
Item column	A description of which item changed. Click to sort by item.
Old Value column	For Delete and Modify events, shows what the value was before the change or deletion. You cannot sort on this column.
New Value column	For Delete and Modify events, shows what the value was after the change or deletion. You cannot sort on this column.
User Name	The user account that initiated the event.
User Address	The hostname and IP address from which the event was initiated.

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