Avaya CMS Supervisor Clients Installation and Getting Started

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Chapter 1:   Introduction

Purpose

The document describes how to install, configure, and use the Avaya Call Management System (CMS) Supervisor clients. This document provides information about:

- CMS Supervisor Web Client (Web Client)
- CMS Supervisor PC Client (PC Client)
- CMS Mobile Supervisor (Mobile Supervisor)
- Terminal Emulator
- Installation and OS and hardware support of Network Reporting

This document is intended for implementation engineers and system administrators who will install the CMS Supervisor software used with CMS.

Change history

Issue	Date	Summary of changes
2	February 2021	Updated the list of supported features for the Web Client in PC Client and Web Client comparison on page 15.

Chapter 2:   About the CMS Supervisor clients

This chapter describes the different Call Management System (CMS) Supervisor clients:

- Web Client - browser based
- PC Client - Windows client
- Mobile Supervisor - iPad app

The Web Client and PC Client allow you to administer and report on your call center. Most of the administration and reporting functionality are equal between the two clients. The Mobile Supervisor allows mobile monitoring of your call center in real time.

About CMS

CMS is a software product used by customers that have Avaya Communication Manager servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of Communication Manager. CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD features in the switch.

CMS supports the following remote methods of interfacing with the server:

- Web Client on your browser
- PC Client on Windows
- Terminal Emulator from a Windows-based PC
- An SSH session

About the Web Client

The Web Client is a web based administration and reporting tool, allowing customers to access CMS administration and reports from a wide range of browsers, which eliminates the need to install a client on multiple computers.

The CMS web based reporting is not intended to completely replace PC Client but is viewed as an option where customers wish to reduce the overheads associated with traditional PC Client deployment.

The Web Client is supported on the following browsers and OS combinations:

Microsoft Edge

Windows 10: versions 44 and 80

Mozilla Firefox

Windows 8.1: versions 72 and 73

Windows 10: versions 72 and 73

macOS 10.14 (Mojave): versions 66 and 67

macOS 10.15 (Catalina): version 13

Google Chrome

Windows 8.1: versions 79 and 80

Windows 10: versions 79 and 80

macOS 10.14 (Mojave): versions 74 and 75

macOS 10.15 (Catalina): version 13

ChromeOS: versions 67 and 68

Apple Safari

macOS 10.13 (Mojave): versions 12 and 13

macOS 10.15 (Catalina): version 13

Note:
Running reports in the Web Client requires Adobe Flash support. This may require the use of an extended support version of browsers (for example, Firefox ESR) to continue support through December 31, 2020.

About the PC Client

The PC Client software is a Windows-based interface to the CMS server that allows nearly all of the operations available from the CMS server interface, including:

- Remotely administering most aspects of the CMS server, such as defining Dictionary entries, setting user permissions, and adjusting data storage intervals and capacities.

- Running reports to view the activity in your call center.

PC Client runs on a PC that is running any of the following Microsoft operating systems that meet its minimum requirements:

- Windows 8.1
- Windows 10 version 1803 and later (Windows 10 S and Windows 10 on ARM is not supported)

For more information about the PC Client, refer chapter Chapter 5: CMS Supervisor PC Client features on page 33.

Features not supported in the Web Client vs. the PC Client

The following features are not supported in the Web Client but are available in the PC Client:

- Creating reports using Report Designer, including the Report Wizard tool.
- System setup administration
- Maintenance administration
- Tenant access permissions administration
- Administration reports

PC Client and Web Client comparison

Functionality	PC Client	Web Client
Platforms	Windows 8.1 Windows 10 version 1803 and later	Chrome, Edge, Firefox, Safari (uses flash)
Install	Download and install on desktop PC	No desktop install required (CMS server based)
Connection Security	SSH	HTTPS
Ability to change user password	No[1]	Yes
Administration	Yes	Yes

Functionality	PC Client	Web Client
Report Designer (report creation)	Yes	No
View Custom Reports (created on server)	Yes	Yes
View Designer Reports (created on PC Client)	Yes	Yes
Real Time Report Execution	Yes	Yes
Historical Report Execution	Yes	Yes
Integrated Report Execution	Yes	Yes

1. The PC Client can change the password only if it has expired.

Other Web Client improvements are:

- Threshold high and low ranges can be of different colors.

- You can change the report input values without re-launching the report by using the **Set Input** button.

- Users can change their password from the Web interface by clicking the **User** tab.

  Note:
  The Web Client uses Flash technology to display reports. Therefore, reports only run on devices that support Flash. Without Flash, the Report menu stays hidden. Other features of the Web Client do not require Flash.

About the Mobile Supervisor

The Mobile Supervisor is an iPad application that the supervisors and operations managers of a contact center can use to monitor the agents and the health of the contact center when the supervisors and operations managers are away from their desks. The contact center supervisors and operations managers get the current status of the contact center activities on their iPad.

Mobile Supervisor does not replace Web Client or the PC Client. Mobile Supervisor is a real-time reporting tool that displays specific real-time summary views of skills and agent activity with the capability to drill through to individual agent details.

Mobile Supervisor is available only in English and is supported on the following devices and OS versions:

- iOS 12 and iOS 13

- iPad Air and newer
- iPad Mini 2 and newer

Mobile Supervisor does not support the following:

- iPhone
- Android or any other mobile operating system

Chapter 3:   Getting started with the Web Client

This chapter provides information about accessing CMS using the Web Client.

Signing in

You need the CMS server address and domain to sign in to the Web Client. For example, if your server is cms163.company.com, go to the following URL using any web browser.

https://cms163.company.com:8443/CMSWeb/

> **Note:**
> The "s" in https is important as all data in the Web Client is secured using https.

In the User ID and Password fields, enter the same information you currently use for CMS Supervisor or Terminal Emulator.

Languages supported

The Web Client interface supports the following languages:

- Dutch
- English
- Chinese (Simplified)
- Chinese (Traditional)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian

- Spanish

Languages used for the Web Client are controlled by the locale option on your browser.

Certificates

When you first open the login web page, you can see a certificate warning message. Each web browser displays this information differently but the warning is similar in all cases. To get rid of the warning message, the certificate should be "accepted". The steps you take to accept and install the certificate are different depending on your browser version.

> **Note:**
> Chrome and Edge users do not need to install the security certificate.

Accepting a security certificate when using Firefox

1. When the system displays This Connection is Untrusted dialog, select **I understand the Risks**.

2. Click **Add Exception**.

3. When the system displays Add Security Exception dialog, click **Confirm Security Exception.**

   The Logon dialog is displayed.

Accepting a security certificate when using Safari

1. Open the web client URL.

   The system displays **Safari can't verify the identity of the website.**

2. Click **Show Certificate**.

3. Click **Trust**.

4. Change the value of the **When using this certificate** field to **Always Trust**.

   This will change the values of the **Secure Socket Layers (SSL)** and **X.509 Basic Policy** fields to **Always Trust**.

5. Click **Continue**.

   You are prompted to provide super user authentication to make the changes for the **Certificate Trust Settings**.

6. Type the super user **Username** and **Password**.

    After you successfully authenticate, the system does not prompt that the certificate is not verified for that system.

Adobe Flash

The Web Client reports use Adobe Flash Player to run in your browser. If you do not have Adobe Flash installed, or you have an older version installed, you are prompted to upgrade when you open the login page. Web Client reports do not work on systems that cannot run the latest version of Adobe Flash Player.

To check which version of Adobe Flash Player your browser is running, go to

> http://www.adobe.com/software/flash/about/

If your browser does not automatically offer to install a newer version of Adobe Flash Player (for example, if you do not have Adobe Flash Player installed or are using a version prior to 10.3), you can download the latest version here:

> http://get.adobe.com/flashplayer/

Note:
> Not all operating systems and/or devices support suitable versions of Adobe Flash Player.

Link status icons and Menu bar

Once you sign in, link status icons at the top of the web page show the current ACD Status. The ACD status has to be interpreted as follows:

- Red, which is at the upper position, indicates no traffic.
- Yellow, which is at the middle position, indicates an indeterminate state which includes the state during pump up.
- Green, which is at the lower position, indicates traffic.

Use the menu bar of the web page providing options **<login name>** and **Help** to set your password, set preferences, see the About information, open Help contents, and sign out.

Changing ACD and running reports

The menu bar of the web page contains the option **Reports** to change the selected ACD and display historical, integrated, or real-time reports.

Click the drop-down list of ACDs to obtain the list of available ACDs, pseudo ACDs and ACD groups. Click the option you wish to use as the current ACD.

Click **Historical, Integrated,** or **Realtime** to populate the left side of the web page with the available report categories.

Search in the header provides the reports and administrative options based on the search criteria. Search results for reports are based on the report name or description.

To view the report properties, click the information icon to the right of the report description.

To run a report, click the report name or description. The report opens in a new browser window or browser tab depending on your browser settings.

The report window

When you click **Run** to run a report, a report window opens for you to provide input values for the report.

For some reports, a field has a Browse button which you can use to select values instead of typing the full information. This method requires entries in the Dictionary. Other Browse buttons simplify selecting dates and times. When entering dates, a single mouse click selects an individual date. To enter multiple dates, hold down the Control key as you click multiple dates. To enter a date range, hold down the Shift key when you click the end of the range.

Once the Web Client displays the report in the Report Window, it displays buttons **Set Input**, **Print** and **Export to CSV** at the top of the Report Window. Click **Set Input** to reopen the report input pop-up where you can modify input values without restarting the report. Click **Print** to print the report. Do not use the print button in the browser as it will not format the output correctly. Click **Export To CSV** to export the report data to a file in csv format. You can then import the report into other applications.

In reports where the Web Client displays tables, you can resize columns by dragging the vertical bar between them.

Thresholds

Press the select button on the mouse, which is usually the left mouse button, when the mouse pointer is over an entry in a table where you want to set thresholds. A pop-up appears if drill down reports or thresholds are available for that data. Click **Threshold** in the pop-up menu. This displays the **Threshold Settings** dialog and allows you to configure the different threshold settings.

Drill Down

Press the select button on the mouse, which is usually the left mouse button, when the mouse pointer is over an entry in a table where you want to drill down. A pop-up appears if drill down reports or thresholds are available for that data. Selecting a drill down report will cause the drill down report to open in a new window or tab.

Debugging the Web Client

This section contains the following topics:

Debug settings

The system stores debug settings for individual users in a common file on the CMS Server. The file is called `userlog.properties` and is present in location `/opt/cmsweb/log`.

This file contains three entries for each user. The entries and values stored for these entries are the following:

- username.LEVEL

  — Valid values for `username.LEVEL` are OFF, FATAL, ERROR, WARNING, INFO, DEBUG, TRACE, ALL.

  — If you follow the above order of `username.LEVEL` values, each succeeding value provides more detailed tracing information.

  — The default value for `username.LEVEL` is DEBUG.

 ● username.FILESIZE

  — Valid values for `username.FILESIZE` are 51200, 102400, 153600, 204800, 256000, 307200, 358400, 409600 and 460800.

  — The default value for `username.FILESIZE` is 460800.

 ● username.FILECOUNT

  — Valid values for `username.FILECOUNT` are 2,3,4,5,6,7 and 8.

  — The default value for `username.FILECOUNT` is 3.

There are two ways to modify the values of `username.LEVEL`, `username.FILESIZE` and `username.FILECOUNT`. You can use either the GUI or edit the `userlog.properties` files to change the values.

Changing settings using the GUI

Use **<login name> > Preferences > Tracing** on the GUI which provides a way to alter the trace level, number of trace files, and rollover file size.

To change the debug values in **<login name> > Preferences > Tracing** of the GUI, you must login using the account you wish to trace.

The main control panel page of the GUI changes to the new logging level when it receives the update from the server. Reports that start after the update has been received from the server use the new logging level. However, reports already running continue to use the previous logging level that was configured when the report was opened.

Changing settings using the userlog.properties file

The root user can modify the entries in the `userlog.properties` file using a text editor such as vi.

After the changes have been saved, it can take up to 30 seconds for the new values to reach the Web Clients.

User level logging

The CMS server creates log files for users that have tracing enabled.The log files are located in the `/opt/cmsweb/log` directory.

The name of the most recent log file is `<username>.log` and older log files have the suffix .1, .2, .3 and so on.

The table below displays the contents of the log file:

```
2011-09-20 15:44:11,174 DEBUG cmssvc - LEAVING getAllUserPropertiesHandler
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING nextCallStack
2011-09-20 15:44:11,175 DEBUG cmssvc - nextCallStack: stack exhausted
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING closeProgressWindow
2011-09-20 15:44:11,175 DEBUG cmssvc - LEAVING closeProgressWindow
2011-09-20 15:44:11,175 DEBUG cmssvc - ENTERING/LEAVING endCallStack
```

> ⚠ **WARNING:**
> Logging is only available when a user is logged into the server. This means that until a successful login is achieved no logging will appear in a user's log file.

Global level logging

In addition to user level logging above, there are two log files that capture additional information:

- `/opt/cmsweb/tomcat/logs/cms_debug.log` contains logging information for all Avaya softwares running under tomcat or in the browsers.

- `/opt/cmsweb/tomcat/logs/catalina.out` contains all the non Avaya Tomcat logging information in addition to the contents from `cms_debug.log`.

- The normal CMS server logs, for example, elog, are also available.

Chapter 4: Getting started with CMS Mobile Supervisor

CMS Mobile Supervisor (Mobile Supervisor) is an iPad application that the supervisors and operations managers of a contact center can use to monitor the agents and the health of the contact center when the supervisors and operations managers are away from their desks.

Mobile Supervisor does not replace the PC Client or the Web Client. Mobile Supervisor is a real-time reporting tool that displays specific real-time summary views of skills and agent activity with the capability to drill through to individual agent details.

Mobile Supervisor does not run any existing CMS reports. The users of Mobile Supervisor create new views on the iPad. The users store the views on the iPad and can recall, execute, and modify the views at any time.

> **Note:**
> Users must be connected to the network of the customer by either using an internal WiFi or a VPN connection for best performance. Use of WiFi connectivity, and not 3G connectivity, is highly recommended.

Prerequisites and requirements

The prerequisites for using Mobile Supervisor are the following:

- CMS server Release 18.x or later.
- Web Client that is installed and activated on the server.
- An external security certificate that is installed on the server.
  - Self-signed certificates do not work and are not supported.
  - Non commercial certificates, or certificates generated by a private CA, are not supported.
  - Commercial certificates like Verisign and DigiCert are required.
- The DNS server that is configured to obtain the name of the server as noted in the external security certificate
- A valid CMS login ID and password which are also used for CMS Supervisor PC Client and the Web Client.

See *Maintaining and Troubleshooting Avaya Call Management System* for instructions on installing the Web Client and external security certificates.

Mobile Supervisor app connection to the CMS server

The user must know the CMS server FQDN and port number, and the DNS server must recognize this CMS server FQDN. The CMS server FQDN is used at the time of logging in. The CMS server FQDN must be the same name that is listed in the external security certificate. For example, if the certificate lists the name as **cms1.avaya.com**, then the user must use this fully qualified domain name. The user cannot use a short form of the fully qualified domain name and cannot use IP addresses.

Certificates

Mobile Supervisor requires an external security certificate to be installed on the CMS server. Since the CMS server name is used during user login, you must configure the DNS server to recognize the name of the CMS server as noted in the external security certificate. For example, if the certificate lists the name of the CMS server as **cms1.avaya.com**, then the user must use this fully qualified name. The user cannot use a short form of the fully qualified domain name and cannot use IP addresses.

CMS comes with a self-signed certificate by default. This is not adequate because Mobile Supervisor requires an external certificate.

See *Maintaining and Troubleshooting Avaya Call Management System* for instructions on installing CMS Web and the external security certificates.

Verifying certificate installation and DNS server configuration

1. Open Safari on the iPad.

2. Go to https://server.domain:port .

   where *server.domain* is the server name as it appears in the security certificate. For example, https://cms1.avaya.com:8443 .

   If you see the message **Cannot Verify Server Identity**, either the CMS server does not have the certificate installed correctly or the DNS server is not configured to recognize the name of the CMS server.

Installing the application

You can install the Mobile Supervisor app only from the Apple iTunes store. The Mobile Supervisor app is a free download application. Search for **Avaya Call Management System Mobile Supervisor.** You can access the app directly from the iPad by going to the App Store from the iPad.

Logging in

The login screen requires the CMS server name and port number. The CMS server name must be the same name that is listed in the external security certificate. For example, if the certificate lists the name of the CMS server as **cms1.avaya.com**, then the user must use this fully qualified name in the login screen on the iPad app. The user cannot use a short form of the fully qualified domain name and cannot use IP addresses.

Use the same user login and password that are used for the PC Client and Web Client. Each log in by the user from each interface consumes one Supervisor license.

The port number is 8443 by default. This can be modified on the server. See *Maintaining and Troubleshooting Avaya Call Management System* for more information.

Creating Views

Mobile Supervisor provides the user a screen-by-screen navigation to create views. Once logged in, the user can create one or more views. Each view is either an **Agent** view or a **Skills** view. The user provides the name of the view and chooses the skills or agents to add to the view. You can save all the views that you created on the iPad and can retrieve the views for future use.

Creating a Skills view

1. Choose skills to add to the view.

   Mobile Supervisor presents a list of available skills with names in the dictionary and provides a search field to find skills by name. You can also enter skill numbers or a range of skills.

2. Select a template for presentation of the data.

   You can modify the template that you select.

Creating an Agent view

1. Choose agents to add to the view.

   Mobile Supervisor provides a search field to identify individual agents by agent groups, individual agent names and IDs, or ranges of agent IDs.

Thresholds

Skills views use thresholds. The threshold value on Mobile Supervisor is initially set to the value currently set on the CMS server. You can modify this threshold from Mobile Supervisor. If any other user modifies the thresholds on the CMS server, CMS Mobile Supervisor uses the modified thresholds the next time the view is opened.

Calculations

The skill view uses the calculations as defined on the server. If any other user modifies the calculation on the CMS server, Mobile Supervisor uses the modified calculation definition at the next refresh of the data.

Measure	CMS Calculation
% Service Level	PERCENT_SERV_LVL_SPL
% Abandons	PERCENT_CALL_ABAN
Number of contacts waiting	CALLS_WAITING
Length of longest wait	OLDESTCALL
Average speed of answer	AVG_ANSWER_SPEED
Number of ACD calls	ACDCALLS
Number of calls offered	CALLSOFFERED
Number of abandoned calls	ABNCALLS

Filtering and Drill Down

Agent views show all the skills for the chosen set of agents. You can adjust this view in real-time to show the data from the perspective of any single skill. If you select a single skill view, the agents busy on other skills appear under OTHER. If you return to the All Skill perspective, the view shows the agents that are working regardless of skill.

Both Skills view and Agent views allow drill-down. The user can activate drill-down on the skill screen by touching the chevrons displayed on the screen. The chevrons are also used to expand and contract in place for some of the data on the screen. Touching the tile of an agent on the agents screen drills down to the information about the agent.

Useful tips

Touch the squares in the upper right of the screen for a drop down short cut menu for accessing the following:

- Settings:

  — Modifies thresholds and alerts and the corresponding colors displayed. Mobile Supervisor stores colors locally in the application. The CMS server stores the threshold values which are shared with the Web Client.

  — Activates tracing. The tracing level, maximum size of each log file, and the number of log files can be set.

- About:

  — Displays the version of Mobile Supervisor. If an active connection to the CMS server exists, additional CMS server information is displayed.

- Change password:

  — Changes the user password. If a password is changed using Mobile Supervisor, the password is changed on the CMS server and is updated on the iPad.

- Create view:

  — Creates a new skills based or agent based view. Mobile Supervisor prompts the user to enter the ACD details and other inputs to build the new view.

- Select view:

  — Selects an existing, previously created view. Use this short cut to move between existing views, since each view only reports about one ACD.

- Logout:

— Exits the app. If you turn the iPad off, or close the cover of the newer iPads, Mobile Supervisor stops running the views.

Real-time application

Mobile Supervisor is a real-time application. Mobile Supervisor displays data for the current interval. At the beginning of an interval, Mobile Supervisor updates the data and can reset the data for the new interval. This behavior is consistent with CMS Supervisor real- time reports.

Refresh rate

Skills views display trends that span the last 12 refreshes.

Chapter 5:   CMS Supervisor PC Client features

The PC Client is a graphical user interface (GUI) to the CMS software. This section provides background information about the Avaya CMS and the PC Client. Also included are the hardware and software requirements.

This section includes the following topics:

About the PC Client

This section includes the following topics:

What is new for this release

For a description of the new features available for this release, see the *Avaya Call Management System Overview and Specification* document.

Number of PC Client windows allowed

The PC Client makes it possible for users to open as many as 12 windows simultaneously. This limit is set for each user by the CMS system administrator. Windows that do not directly use CMS data, such as the color customization data, are not included in this limit. Also, windows that are open for applications other than the PC Client are not included in this limit.

The PC Client can connect to a single CMS. The PC Client does not provide the capability to combine data from more than one CMS.

Number of simultaneous instances allowed

With the recommended configuration listed in Hardware requirements on page 38, you can run as many as four simultaneous PC Client instances.

The ability to run several instances of the PC Client and the performance of the PC Client in this situation depends on the memory and speed of the PC that you use. It is also affected by any other applications that run on the PC while PC Client is in use. If simultaneous PC Client instances run in the background, the PC may require additional memory to maintain acceptable performance.

Number of PCs allowed to run the PC Client

The number of PCs that can run the PC Client are limited by the number of simultaneous users who are contracted for in the site-licensing agreement with Avaya. CMS counts the number of active PC Client clients that are logged in and limits the number of simultaneous users to the number of logins that were purchased by the customer.

A client may be logged in to a CMS server once per user ID on a single PC.

Performance

When you use the PC Client you may experience slightly slower response times for some actions. The following are a few possible reasons for slower performance:

● The PC's configuration, processor speed, Level 2 cache, hard disk speed, and video RAM could affect the response time.

● If the PC Client runs simultaneously with other applications, its performance could be affected by those other applications.

● Two or more PC Client instances that run simultaneously could result in slightly slower response time.

- If the PC Client runs in a LAN environment, it generates additional network traffic. For example, if 250 PC Client instances run two real-time reports each, the PC Client could require a significant portion of the LAN's capacity. Therefore, ensure that your LAN is engineered appropriately.

- In a LAN environment, network backups can cause congestion on the network and adversely affect the network performance.

  Note:
  The current CMS configurations and capabilities support running Supervisor reports for 24 hours only. If Supervisor reports run for more than 24 hours, CMS might not guarantee a proper data refresh.

Reliability and availability

If serial links or LAN connectivity drop and you are logged in with the Automatic Login capability, The PC Client automatically attempts to restore the connection.

Security

When the PC Client is connected to CMS, you have the same level of security as you do when you use a dedicated CMS terminal. The existing CMS permissions structure is honored. When you use the PC Client on a LAN, you are able to access only the information that is available in a direct-connect environment.

The PC Client also incorporates a SecureShell (SSH) feature for encrypted communications with a CMS Server. For more information on this feature, see Establish SSH settings on page 55.

Languages supported

For information about which PC Client languages are supported for which Microsoft Windows®
operating system languages, see the following table (**X** indicates that the operating system
language is supported).

Operating System Language	PC Client Language											
	English	Italian	French	German	Portu- guese	Spanish	Japanese	Traditional Chinese	Simplified Chinese	Korean	Dutch	Russian
English	X	X	X	X	X	X						
Italian	X	X										
French	X		X									
German	X			X								
Portuguese	X				X							
Spanish	X					X						
Japanese	X						X					
Traditional Chinese	X							X				
Simplified Chinese	X								X			
Korean	X									X		
Dutch	X										X	
Russian	X											X

For a list of supported operating systems, see

Installation support

If you have difficulty installing the PC Client, refer to the following sources:

-
-
- The tips in the `readme.txt` file on the disc.

- Troubleshooting on page 89.

If you have further questions, contact the Avaya National Customer Care Center at 1-800-242-2121. For support outside of the United States, contact your Avaya representative or distributor.

Operating system requirements

This section includes the following topics:

- Supported operating systems on page 37.
- Using current versions on page 37.
- What about non supported operating systems? on page 37.
- About upgrades to Windows 10 on page 38.

Supported operating systems

The PC Client is supported on the following OS versions:

- Windows 8.1
- Windows 10 version 1803 and later

Using current versions

To ensure compatibility, it is recommended that you install the latest service packs for your Microsoft operating system. To ensure security, you must install the latest security patches for your supported Microsoft operating system prior to installing the PC Client.

What about non supported operating systems?

If you attempt to install the PC Client on a non supported operating system, the setup program can fail without displaying an error message.

About upgrades to Windows 10

If you upgrade any Windows operating system to Windows 10 without first uninstalling the PC Client you will lose your ability to uninstall, upgrade or run the PC Client.

Do an upgrade to Windows 10 as follows:

1. Uninstall the PC Client.
2. Upgrade to Windows 10.
3. Reinstall the PC Client.

Hardware requirements

To install and run the PC Client, your system must meet the following minimum requirements:

- An x86 processor rated at the appropriate speed: 1 GHz or faster
- Free disk space (does not include free space required for the PC Client to run): 100 MB

    Note:
    If you want to install the PC Client in more than one language, you need an additional 5 MB of disk space for each language.

- RAM: 1 GB
- A color monitor and graphics adapter set to a resolution of at least 1024x768
- A network, serial, or modem connection

    Note:
    To run multiple instances of the PC Client simultaneously on a PC, you need more memory and disk resources.

Required network, serial, or modem connections

This section includes the following topics:

- Network connections on page 39.
- Serial connections on page 39.
- Modem connections on page 39.

Network connections

To support a network connection, you will need the following:

- TCP/IP network protocol.
- An Ethernet communications board.

These requirements include SecureShell (SSH) connections.

The PC Client supports IPv4 and IPv6 connectivity. IPv6 is enabled "out of the box" on Windows 8.1 and Windows 10.

Serial connections

To support a serial connection, you will need the following:

- A serial cable that is correctly wired to support hardware flow control and a 16550A UART communications port.
- An available COM port.

Modem connections

To support a modem connection, you will need at least a 19.2 Kbps modem and a 16550A UART communications port.

If the modem is external, the cable must be correctly wired to support hardware flow control.

Chapter 6:   Installing the CMS Supervisor PC client

This section describes the options and procedures for installing Avaya Call Management System (CMS) Supervisor on a local PC.

This section includes the following general information:

- [Local installations](#) on page 41
- [Version upgrades](#) on page 41
- [Typical and custom installations](#) on page 42
- [Installing the PC Client on a local PC from a disc](#) on page 43
- [Installing the PC Client on a local PC from the network](#) on page 44
- [What to do if the installation does not start automatically](#) on page 45
- [CMS Supervisor PC client silent installation and uninstallation](#) on page 46

Local installations

You can do a local installation from the PC Client installation disc or from a directory on the network that has a copy of all the application files. A local installation means that you install all of the PC Client application files on each PC that will run the PC Client. The application files reside on local disk space on each PC.

Version upgrades

This topic includes information about version upgrades and includes the following topics:

- [Upgrading a previously-installed Release 19.x version using a local installation](#) on page 42
- [Upgrading Release 16 through Release 18 using a local installation](#) on page 42

Related topics:

- [Installing the PC Client on a local PC from a disc](#) on page 43
- [Installing the PC Client on a local PC from the network](#) on page 44

Upgrading a previously-installed Release 19.x version using a local installation

The program prompts you to do one of the following:

- Install the update from the currently installed PC Client version to the new PC Client version. The program dialog displays the currently installed PC Client version and the latest version of the PC Client to which you are upgrading.

- Repair the same PC Client version. The program dialog displays the currently installed PC Client version and the same version of the PC Client. for which you are repairing.

You can also cancel the upgrade or repair.

Upgrading Release 16 through Release 18 using a local installation

The program prompts you to upgrade the PC Client to the current release. You will also have the option of canceling the installation. You must follow the on-screen instructions to remove the previous installation of the PC Client when prompted or the upgrade will fail. You can also cancel the upgrade.

> ⚠ **CAUTION:**
> During upgrades, the Uninstallation wizard for the earlier version of the PC Client may open a window prompting you to reboot. When prompted for a reboot, select "No, I will restart my computer later." Do not select to reboot or the upgrade will fail.

> ⚠ **Important:**
> Silent upgrades are not supported because the previous versions of the PC Client do not support a silent uninstall.

Typical and custom installations

Choose a custom installation instead of a typical installation only if you want to install more languages than the typical installation will install.

This section includes the following topics:

- [Typical installations](#) on page 43
- [Custom installations](#) on page 43

Typical installations

The installation program always installs the English version of the PC Client and online Help (except with Traditional Chinese). If your operating system is in a language other than English, the installation program automatically installs the PC Client and online Help in English plus the language of your operating system.

Examples:

If your operating system is in ...	Then the typical installation will automatically install ...
English	English
Spanish	Spanish and English

Custom installations

You must make sure that your operating system is set to the appropriate language.

> ⚠️ **Important:**
> You should always check the available disk space shown at the bottom of the window if you want to add languages. Also, you must make sure that your operating system is set to the appropriate language.

You may not be allowed to install all of the languages supported by the PC Client. For more information, see Languages supported on page 36.

Installing the PC Client on a local PC from a disc

> ⚠️ **Important:**
> If you are upgrading the PC Client, you must follow the instructions in Version upgrades on page 41 before installing the new PC Client version.

To install the PC Client on a local PC from the disc, use the following procedure:

1. Close any programs that are running on the PC.

2. Insert the PC Client disc into the disc drive.

3. Run SetupSup_XXNN.exe and follow the steps on the wizard screens until installation is complete.

4. Establish a connection to the CMS server. For the procedure, see Getting started with the CMS Supervisor PC client on page 51.

Related Topics:

- Local installations on page 41.
- Typical and custom installations on page 42.
- What to do if the installation does not start automatically on page 45.

Installing the PC Client on a local PC from the network

If you want to install the PC Client on a local PC from the network, you must first copy the PC Client installation files from the disc onto the network. Then you install the PC Client onto each client PC from the network.

This section includes the following topics:

- Before you begin on page 44
- Prepare the network directory on page 44
- Installing the PC Client on each PC on page 45

Before you begin

Do the following steps before you install the PC Client:

1. If you want to upgrade the PC Client, read Version upgrades on page 41.
2. Verify that every applicable PC has access to the network resource that contains the PC Client application files.

   Typically, a mapped network drive provides network access to this computer because it makes it easy to locate the PC Client application files during the installation. If the PC Client application files cannot be located, the installation will fail. For information about how to map to a network drive, see Windows Help.

Prepare the network directory

Use the following procedure to prepare the network directory:

1. At a PC that is connected to the network, close all programs that are running on the PC.
2. Create a directory on the network drive and record the path to the directory for later use.

3. Download the PC Client exe file for Supervisor PC Client.

4. Select your network directory created in Step 2 as the location for the downloaded exe file.

5. Copy the Supervisor PC Client exe file to the network directory that you created in Step 2.

6. Go to Installing the PC Client on each PC on page 45.

Installing the PC Client on each PC

For each PC you install from a network, do the following steps:

1. Go to Prepare the network directory on page 44 if you have not done so already.

2. Close all programs that are running on the PC.

3. Navigate to **Start** > **Run**.

4. Browse to the network drive and the directory that contains the PC Client executable file that you copied in Step 5 of Prepare the network directory on page 44.

5. Execute the SetupSup_XXNN.exe file, where XX designates the current release lettering scheme and NN is the build number.

6. Establish a connection to the CMS server. For the procedure, see Getting started with the CMS Supervisor PC client on page 51.

Related topics:

- Local installations on page 41
- Typical and custom installations on page 42

What to do if the installation does not start automatically

If the PC Client installation does not start automatically, do the following steps:

1. From the Windows interface, select **Start > Run**.

2. Navigate to the directory where the PC Client is installed on the network and execute the `SetupSup_XXNN.exe` file.

   Note:
   The `SetupSup_XXNN.exe` executable is located in the root directory.

3. Select **OK**.

   The system displays the installation wizard.

CMS Supervisor PC client silent installation and uninstallation

You can install and uninstall the PC Client in the silent mode by using the command line interface. If not specified, the target directory for the installed software and the language shortcuts are the same as the **Typical** install option from the GUI.

For a silent install, use the following command:

```
SetupSup_XXNN.exe /hide_progress --silent
```

For a silent uninstall, use the following command:

```
SetupSup_XXNN.exe /hide_progress /uninst --silent
```

There are additional installation and uninstallation options provided with this build. The following table explains these additional options:

Option	Description
--Help	This option provides you with a summary of the available command line options
--Logdir=<directory>	This option allows you to save a copy of the setup.log file in the specified directory
--TargetDir=<directory>	This option defines the destination directory to be used when you install the PC Client
--<lang>[=yes | =no | =force]	This option allows a different combination of language shortcuts to be made available.
	--<lang>=yes and --<lang> are equivalent. Only shortcuts for languages supported on the OS are created (see Languages supported and variable definitions on page 47).
	--<lang>=force forces the language shortcut to be created even if the language is not supported on the OS (see Languages supported and variable definitions on page 47).
	--<lang>=no removes the shortcut for the specified language. The default shortcut (for example, the English language shortcut on an English OS) cannot be removed using --<lang>=no.

Example

```
SetupSup_XXNN.exe /hide_progress --silent --TargetDir="C:\Program
  Files\Avaya\CMS Supervisor R19_1" --enu=yes --fra --rus=no
  --chn=yes --kor=force
```

This example command does the following:

- It installs the PC Client software in silent mode to `C:\Program Files (x86)\Avaya\ CMS Supervisor R19_1.`

- It creates shortcuts for English, French, and Korean (assuming the software was installed on an English OS).

- It removes Russian, if already installed.

- Simplified Chinese is not installed as it is not supported on an English OS and has not been forced.

Languages supported and variable definitions

The following table lists the languages supported and their variable definitions in the PC Client:

LANGUAGE	Variable
Chinese (simplified)	chn
Chinese (traditional)	tch
Dutch	nld
English	enu
French	fra
German	deu
Italian	ita
Japanese	jpn
Korean	kor
Portuguese	ptb
Russian	rus
Spanish	eso

Adding, viewing and establishing connections to CMS Release 12.x, Release 13.x, Release 14.x, and Release 15.x servers

When you add a new entry to the list of servers, **CMS R12**, **CMS R13**, **CMS R14**, and **CMS R15** are available in the drop-down list of server versions even though they are no longer officially supported. However, you are permitted to add a Release 12.x, Release 13.x, Release 14.x, or Release 15.x server to the list.

Note:

Connection to a CMS Release 12.x, Release 13.x, Release 14.x, or Release 15.x server is permissive use only.

Chapter 7: Uninstalling the CMS Supervisor PC client

This section provides procedures for uninstalling Avaya Call Management System (CMS) Supervisor.

This section includes the following topics:

-
-

CMS Supervisor PC client uninstall using the Microsoft Windows Add/Remove Programs wizard

You can easily uninstall the Avaya Call Management System (CMS) Supervisor application with the Microsoft® Windows **Add/Remove Programs** wizard. Uninstall removes the PC Client files and directories from the PC.

To uninstall the PC Client, do the following steps:

1. Close all programs that are running on the PC.

2. From the Microsoft Windows **Start** menu, select **Settings** > **Control Panel** (or simply **Control Panel** depending on your version of Windows).

3. Execute the **Add/Remove Programs** feature.

    The system displays the **Add/Remove Programs Properties** window. (**Uninstall a program** or **Programs and Features** in Windows 8.1 or Windows 10).

4. Select the **Install/Uninstall** tab.

5. Highlight the entry for the PC Client in the list of installed software.

6. Select **Add/Remove**. For Windows 8.1/10, select the **Uninstall** button.

    The removal process is started.

7. Select **Yes** or **OK**.

   The system displays the **Perform Uninstall** window and a progress indicator shows what percentage of the files are uninstalled.

   ⚠ **CAUTION:**
   If you press **Cancel** at this time, the system cancels the uninstall process. However, because some files have been deleted, the PC Client will not run. Also, the system prevents you from trying to uninstall the PC Client files a second time if you cancel the first attempt.

   After the uninstall is complete, the system returns you to the desktop.

CMS Supervisor PC client silent uninstall

For information on the PC Client silent uninstall, see CMS Supervisor PC client silent installation and uninstallation on page 46.

Chapter 8: Getting started with the CMS Supervisor PC client

This section provides procedures for common operations that you will do in Avaya Call Management System (CMS) Supervisor.

This section includes the following topics:

About CMS server connection settings

You must establish connection settings before you can connect to the Avaya Call Management System (CMS) server.

This section includes the following topics:

Connection options

The PC Client has the following connection options to a CMS server:

- Network
- Serial

- Modem
- SSH

Automatic and manual

There are two ways to set these options to connect to the CMS server:

- **Automatic** - This method logs in to the CMS server through the Graphical User Interface (GUI).
- **Manual** - This method logs in to the CMS server through a command line. You would use manual login for the following reasons:
  - You need to login as the `cmssvc` or `cms` user ID.
  - You are instructed to do so for troubleshooting.

  Note:
  If you need information about your Linux® system for the purpose of logging in through the PC Client, see your Linux® system administrator.

Open the PC Client application

To open the PC Client application, do the following steps:

1. From the Microsoft Windows **Start** Menu, select **Programs** > **Avaya** > **CMS Supervisor R19** > **CMS Supervisor R19 -- English**.

   At this point, the PC Client application is open, but you are not logged in to the CMS server. If you have not yet established connection settings to a CMS server, the system displays the CMS Supervisor Controller and an **Options** window.

2. Continue with Establish the connection to the CMS server on page 52.

Establish the connection to the CMS server

This section includes the following topics:

- Choose settings on page 53
- Establish network settings on page 54
- Establish serial settings on page 54

- [Establish modem settings](#) on page 55
- [Establish SSH settings](#) on page 55

To establish connection settings to a CMS server, you must use the **Options** window. This window is displayed with the **CMS Servers** tab as the only active tab.

Besides **New**, the other options in the CMS Servers tab are as follows:

- **Remove -** Highlight the name of the server and select this option to remove the CMS server configuration that you entered previously. You will see a message that asks if are sure you want to delete the server configuration. Select **Yes** or **No**.

- **Properties -** Highlight the name of the server and select this option to display the **Server Properties** window, where you can view or change the CMS server configuration properties.

Choose settings

To choose the settings, do the following steps:

1. Do one of the following actions, depending on how you want to connect to the CMS server:

If you want to connect	Then
Manually	Select the **Manual Login** check box.
Automatically	Do *not* select the **Manual Login** check box.

For more information, see [Automatic and manual](#) on page 52.

2. Since this is a new connection, select **New**.

   The system displays the **Server Properties** window.

3. Do one of the following actions, depending on the type of connection that you want to establish:

For	The following window is displayed	Go to
A network connection	The **Server Properties** window with network settings.	[Establish network settings](#) on page 54
A serial connection	The **Server Properties** window is displayed with serial settings.	[Establish serial settings](#) on page 54

For	The following window is displayed	Go to
A modem connection	The **Server Properties** window is displayed with modem settings.	Establish modem settings on page 55
A network connection using SecureShell (SSH)	The **Server Properties** window is displayed with network settings.	Establish SSH settings on page 55

Establish network settings

To establish a network connection, do the following steps:

1. In the **Connection** box, make sure **Network** is selected.

2. In the **Server Name** text box, enter the name of the server that you will use.

3. In the **Network Port** text box, use the default of 23 unless otherwise instructed by your system administrator.

4. Select **OK**.

   The system displays the **CMS Servers** tab with the options that you chose.

5. Select **OK** to accept the network settings. You must select a server from the list before you select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with Log in to the CMS server for the first time on page 56.

Establish serial settings

To establish a serial connection, do the following steps:

1. In the **Connection** box, make sure **Serial** is selected.

2. In the **Server Name** text box, enter the name of the server that you will use.

3. Select the correct settings for all the fields in the **Serial Settings** box.

   See your CMS administrator for the appropriate serial settings.

4. Select **OK**.

   The system displays the **CMS Servers** tab.

5. Select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with .

Establish modem settings

To establish a modem connection, do the following steps:

1. In the **Connection** box, make sure **Modem is selected**.

2. In the **Server Name** text box, enter the name of the server that you will use.

3. In the **Phone Number** text box, enter the telephone number of the CMS server.

   If you do not know the telephone number, contact your CMS administrator.

4. In the **Modem** box, select the modem from the pull-down list of modems that are configured in Microsoft Windows.

5. Select **OK.**

   The system displays the CMS Servers tab.

6. Select **OK**.

   The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

7. Continue with .

Establish SSH settings

To establish a SecureShell (SSH) connection, do the following steps:

1. In the **Connection** box, make sure **SSH** is selected.

2. In the **Server Name** text box, enter the name of the server that you will use.

3. In the **Network Port** text box, use the default of `22` unless otherwise instructed by your system administrator.

4. Select **OK.**

   The system displays the **CMS Servers** tab.

5. Select **OK** to accept the network settings. You have to select a server from the list before you select **OK**.

    The system displays the Avaya CMS Supervisor Controller window. At this point, you are still not logged in to the CMS server, but you have established connection settings to the CMS server.

6. Continue with

Log in to the CMS server for the first time

> ⚠ **Important:**
> Windows has certain words that are reserved due to MS-DOS compatibility reasons. These words cannot be used as user login ids because the OS generates an error when, as a part of the logging in procedure, Supervisor tries to create a directory with the name of the login id provided. The following are reserved words and not permitted to be used as login ids:
> `con, nul, aux, com1, com2, com3, com4, com5, com6, com7, com8, com9, lpt1, lpt2, lpt3, lpt4, lpt5, lpt6, lpt7, lpt8, lpt9`

After you establish connection settings to the CMS server, you will log in to the CMS server.

To log in to the CMS server for the first time, do the following steps:

1. Use one of the following methods to log in to the CMS server:
    - Select **Login** from the **Connect** menu.
    - Select the **Login** icon.

2. Depending on how you established connection settings to the CMS server, one of two actions will occur:

For	Then	Go to
An automatic login connection	The system displays the **Login Information** window.	Step 3 in Automatic login on page 57
A manual login connection	The system displays the **Manual Login**.	Step 2 in Manual login on page 58

> **Note:**
> For SecureShell (SSH) connections, your user ID must have a corresponding password before you can log in to the CMS server. If your user ID was created through the CMS ASCII interface or through the PC Client and you have not yet set a password, you will not be able to log in through an SSH connection.

Log in to the CMS server after the first time

After you log in to the PC Client for the first time and establish your login ID and password, the login procedures change slightly. Follow the procedures for either an automatic or a manual login.

This section includes the following topics:

- Automatic login on page 57
- Manual login on page 58

Automatic login

If the connection settings are established for automatic login, you will log in to the CMS server through the **Automatic Login** window. Now, each time that you open the PC Client, the system displays the Avaya CMS Supervisor Controller window and the **Login Information** window.

To log into the CMS server with automatic login, do the following steps:

1. Launch **CMS Supervisor** icon by executing it from its program group or from the desktop.

   The system displays the Avaya CMS Supervisor Controller window with the **Login Information** window in front of the Controller.

2. From the **CMS Server** pull-down list, select the IP address or name of the CMS server.

3. Enter your CMS login ID in the **Login ID** field, or choose it from the history list of IDs if it has been entered previously.

4. Enter your CMS password in the **Password** field.

5. Select **OK**.

   The system displays a message box that indicates that the PC Client is connecting to the CMS server.

   Once you connect to the CMS server, the system displays the Avaya CMS Supervisor Controller window with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, **Commands** and **Scripts**, in the menu bar.

Related topic

For more information on the scripting feature, see *Administering Avaya Call Management System*.

Manual login

If the connection settings are established for manual login, you will log in to the CMS server through the **Manual Login** window. Now, each time that you open the PC Client, the system displays the Avaya CMS Supervisor Controller window and the **Manual Login** window.

To log into the CMS server with manual login, do the following steps:

1. Launch **CMS Supervisor** icon by executing it from its program group or from the desktop.

   The system displays the Avaya CMS Supervisor Controller window with the **Manual Login** window in front of the Controller. At this time, you are *not* logged in to the CMS server.

2. At the `login` prompt, enter your CMS login ID.

   The system displays the prompts only after you enter information for the previous prompt. All prompts are shown in the example of the **Manual Login** window for convenience.

3. At the `password` prompt, enter your CMS password.

4. Do one of the following actions, depending on which prompt that the system displays:

If the system displays	Then enter
The `Enter Terminal Type` prompt	**cvsup**
The Linux® system prompt	**cms**

   The system displays the Avaya CMS Supervisor Controller window.

   Once you connect to the CMS server, the system displays the Avaya CMS Supervisor Controller window with the CMS operations that are available on the toolbar. The status line is active and the system displays two new menus, **Commands** and **Scripts**, in the menu bar.

Related topics

For more information on the scripting feature, see *Administering Avaya Call Management System*.

For more information about how to use the Avaya CMS Supervisor Controller window, see *Administering Avaya Call Management System*.

Log off the CMS server

To log off the CMS server, do the following steps:

1. Use one of the following methods to log off of the CMS server:

   ● Select **Logout** from the **Connect** menu.

   ● Select the **Exit** icon.

     You are logged out of the CMS server and out of the PC Client.

   ● Select the **Logout** icon.

   The system asks you to verify whether you want to log out.

2. Select **Yes** to log off the CMS server.

   ● If you selected **Exit** in Step 1, the PC Client logs you out of CMS and exits.

   ● If you selected **Logout** in Step 1, the PC Client logs you out of CMS, but the Controller window remains open.

3. Go to

Exit the PC Client

To exit the PC Client application, do the following steps:

1. From the **Connect** menu, select **Exit**.

   ● If you have logged off from the CMS server, the PC Client is then closed.

   ● If you have *not* logged off the CMS server, the system displays the following message: "You are currently logged in. Are you sure you want to exit?"

2. Select one of the following:

If you select	Then
Yes	The PC Client automatically logs you off from the CMS server and then exits.
No	You are returned to the CMS Supervisor Controller window and remain logged in to the CMS server.

Change connection settings

> ⚠️ **Important:**
> You *cannot* be logged in to a CMS server when you change connection settings.

To change connection settings to the CMS server, do the following steps:

1. Start the PC Client.

2. Select **Cancel** from either the **Login Information** window or the **Manual Login** window.

   The system displays the Avaya CMS Supervisor Controller window.

3. Select the **Options** icon.

   The **Options** window appears with focus on the **CMS Servers** tab.

4. On the **CMS Servers** tab, select **Properties**.

   The system displays the **Server Properties** window. Notice that the server name is displayed and cannot be changed.

5. In the **Connection** box, select the type of connection you want: **Network**, **Serial**, **Modem**, or **SSH**.

6. Change any settings as needed.

   For information about how to enter serial and modem information, see Establish the connection to the CMS server on page 52.

7. Select **OK** to change the connection.

   The system displays the **CMS Servers** tab.

Close the PC Client windows

To close the PC Client windows, use any of the standard Microsoft Windows-based methods. You can also select **Exit** from the **Connect** menu to close all windows and quit the PC Client application.

If the CMS server shuts down or is changed to single-user mode, the PC Client displays a warning message and then any open windows are closed.

Chapter 9:   CMS operations in the CMS Supervisor PC Client

This section provides information about the menus that you use to do Avaya Call Management System (CMS) operations in the PC Client.

This section includes the following topics:

-
-

About operations

This section includes the following topics:

-
-

Tasks on the Operations tab

Use the **Operations** tab to do the following tasks:

- Add items to the database
- Find items in the database
- Modify items in the database
- Delete items from the database

Related topics

For detailed information about these tasks, see *Administering Avaya Call Management System*.

How to get to the Operations tab

Use any of the following paths to navigate to the **Operations** tabs of each specific area:

- **Commands** > **Dictionary**
- **Commands** > **Exceptions**
- **Commands** > **Agent Administration**
- **Commands > Tenant Administration**
- **Commands** > **Call Center Administration**
- **Tools** > **System Setup**
- **Tools** > **Maintenance**
- **Tools** > **User Permissions**

Actions menu

This section includes the following topics:

- Purpose on page 62
- Action menu items on page 63

Purpose

The **Actions** menu is found in the **Dictionary**, **Exceptions**, **Agent Administration**, **Call Center Administration**, **Maintenance**, **System Setup**, and **User Permission** operations windows. Actions are used to do Avaya CMS-related functions.

Action menu items

The following table lists the **Actions** menu items, their associated buttons, and a definition of each action.

> **Note:**
> Some of these actions are only available at specific times under certain conditions.

Action	Button	Description
Add		Adds the data that you entered in the current window to the database.
Cancel		Cancels the operation that is in progress.
Copy Group/ Create		Creates a new group from an existing one.
Delete		Removes the entry on your current window from the Avaya CMS database.
Exit		Exits the window and other associated windows.
Find one		Searches the database for entries that match the input values in the current window.
Get contents		Provides access to the members of the agent group.
List all		Lists all of the entries that matched the current field values.
List Devices		Lists all the devices that are specified in the **Backup/ Restore Devices** window.
Modify		Changes the database entry to reflect the new values that are entered in the current window.
Next		If you have used the **Find One** function, the **Next** button displays the next match that is found. Otherwise, this button is not available.

Action	Button	Description
Previous		If you have used the **Find One** function, the **Previous** button displays the previous match that is found. Otherwise, this button is not available.
Run/Start		Starts the process for your current window.
Script...	No icon	Displays the **Save as Script - Action** window. Use this window to enter information in the appropriate fields, and then select **Add**, **Modify**, or **Delete**, and save it as a script. If **Add**, **Modify**, or **Delete** are not present, the **Save as Script** menu item is not present.
Select tables		Allows you to select specific tables to back up or restore.

Chapter 10: Installing and using Terminal Emulator

This section explains how to install Terminal Emulator and set up profiles.

This section includes the following general information:

About Terminal Emulator

This section includes the following topics:

Description of Terminal Emulator

Terminal Emulator is a software application that emulates a 615 Color (615C) terminal. Use Terminal Emulator to access the Avaya Call Management System (CMS) server from a PC with Microsoft Windows. You can use Terminal Emulator with any Avaya CMS server that supports 615 or 615C terminal types.

> **Note:**
> Terminal Emulator is available only with English as interface language.

This application can also be used as a telnet application to a host computer that is not running Avaya CMS.

Terminal Emulator requires the remote host computer to have a terminfo file supporting the 615C color terminal type. This file is a standard part of Avaya CMS. However, if you access a remote host computer that does not have a terminfo file supporting a 615C, Terminal Emulator may not work correctly.

Terminal Emulator is most often used to access the following CMS capabilities, which are not available through the PC Client:

- ACD Administration - Vector Contents
- cmsadm and cmssvc login capabilities
- UNIX system command capabilities
- INFORMIX database commands
- Forecasts (if purchased)
- Shortcuts
- Timetables
- Creating and Editing CMS Custom Reports
- Graphical ACD Administration for Avaya communication servers with Expert Agent Selection (EAS)

Installation information

Terminal Emulator is packaged with the PC Client, but you must install it separately. It is not automatically installed with the latest version of the PC Client. For further information on installing Terminal Emulator, see

Terminal Emulator main window

Using the Terminal Emulator main window, you can access the CMS subsystems, view information about an open connection profile, access the terminal emulator help, and do other functions such as the various commands available in Terminal Emulator.

CMS main menu

The CMS main menu is the window that displays on the left side of the Terminal Emulator window. You can use the CMS main menu to access all of the CMS subsystems. There are three ways you can make a menu selection:

- Press the key for the first unique letter of the menu item (for example, D for Dictionary) and then press the Enter key to select the item.

- Use the up or down arrow keys to highlight the name of the subsystem you would like to access and then press the Enter key to select the item.

- Press the Tab key to move the highlight to the next menu item (or Shift + Tab to move to the previous menu item) and then press the Enter key to select the item.

Title Bar

The top border of a window displays the title of the window. If a connection profile is open in Terminal Emulator, its name is also displayed in the title bar. Otherwise, (untitled) is displayed.

Menu Bar

The Terminal Emulator menu bar contains the following menus:

- Profile
- Edit
- Connection
- Help

Terminal Emulator Function Keys

Like a 615C terminal, there are eight function keys at the bottom of the Terminal Emulator window, which correspond to the function keys on your keyboard. If a connection is not active to a remote host computer, Terminal Emulator labels the keys F1 through F8.

If a connection is active to a remote host computer supporting the 615C terminal type, you may access the function keys using either of the following methods:

- Press the corresponding function key on the keyboard (the same way you access the function keys from the 615C terminal).

- Use the mouse to click on a function key button at the bottom of the Terminal Emulator window. Note that your mouse cannot be used to select items on the remote host computer menus that are displayed inside the emulation window.

When Terminal Emulator is connected to CMS, the screen labels indicate the function each key performs. Following are the function keys available in Terminal Emulator.

This section includes the following topics:

Help Function Key (F1)

The Help Function Key displays the CMS Help menu that allows access to online user information. For example, if you need help with a particular input field on a CMS screen, you can select Field Help and get information pertaining to that particular field. If you need help on the use of a window, you can select More help and get the information.

Window Function Key (F2)

The Window Function Key is used to list, move, and size windows.

Commands Function Key (F3)

The Commands Function Key (F3) allows you to do the following actions:

- Print the current window

- Create and change passwords

- Access the operating system

- Select colors

- Select a default printer

- Change your ACD (real or pseudo)

- Save your own default values

- Restore the system default values

- Set the type of exception notification you receive

- Receive a warning when you log off with open windows.

Keep Function Key (F4)

From the Keep Function Key menu, you can create, modify, view, or delete timetables and shortcuts on the CMS server.

Exit Function Key (F5)

The Exit Function Key (F5) works as follows:

- With user windows, the Exit Function Key allows you to close the current window. Focus is then placed on the previously opened window. If no other windows are open, you are returned to the Main Menu. Any secondary windows associated with the current window are closed when this key is pressed.

- With menus/submenus, pressing the Exit Function Key moves the cursor to the previous menu or submenu selection and the current submenu is closed.

- With Function Key menus, if the cursor is on the first Function Key menu (not a Function Key submenu) and you press the Exit Function Key, the cursor returns to the previous position in the current open window or to the Main Menu if there are no open windows.

Scroll Function Key (F6)

The Scroll Function Key allows you to toggle between field traversal (input mode) and paging/scrolling.

> **Note:**
> The Scroll Function Key is not necessary in output windows, since you are in scroll mode in these windows.

Current Function Key (F7)

The Current Function Key (F7) allows you to step through the open CMS windows.

Main Menu Function Key (F8)

The Main Menu Function Key displays the Avaya CMS main menu in the Terminal Emulator window but leaves the current window open. Any displayed submenus or Function Key menus disappear.

The Terminal Emulator window

This section includes the following topics:

Profile menu

From this menu you, can create, open, and save a connection profile. You can also exit Terminal Emulator from this menu. Profiles are used to store information that is related to how a particular user connects to the remote host. The following table lists the items on the Profile menu and describes the action that each item performs.

Menu item	Action
New	Creates a new connection profile. By default, this connection profile is named "profile 1" until you save it. This item is unavailable if a connection is already active.
Open...	Selecting this menu item displays the Open Profile dialog box allowing you select and open a previously created profile. The Open Profile dialog box allows two different methods of opening a profile: • Open - Loads the profile and the associated configuration without connecting to the remote system. • Connect - Loads the selected profile and the associated configuration and then connects to the remote system. Once you open a profile, it will then occupy the first position in the list of recently accessed profiles under the Profile menu. This item is disabled if an active connection currently exists.
Save	Saves the currently loaded connection profile.
Save As...	Displays the **Save Profile As** dialog. In the **Profile Name** field, enter the name under which the currently loaded profile will be saved. Alternatively, choose to overwrite an existing profile by highlighting it in the list box and selecting the **OK** button. **Note:** If you use an existing profile name, you are presented with a message asking you to confirm the overwriting of the selected profile.

Menu item	Action
1...4	Displays the four most-recently opened connection profiles. You can choose a numbered profile for quick access. The most recently selected profile that you choose becomes profile number 1, and the other items are renumbered accordingly. These items are unavailable if there is a connection already active.
Exit	Exits Terminal Emulator. If there is a connection profile that is modified but not saved, a message box asks you if you want to save the changes to the connection profile. You can also exit Terminal Emulator using any of the standard Windows methods for ending a running application. See your Microsoft Windows documentation for more information.

Edit menu

From this menu, you can copy selected text to the Microsoft Windows Clipboard, paste the contents of the Clipboard to a remote host computer, and clear the contents of the Clipboard. In this case, pasting means sending the selected text to the screen as if it were typed by the user. The capability to cut text is not supported by Terminal Emulator. The following table lists the items on the **Edit** menu and a brief description of the action each item performs. You can also use the basic Microsoft Windows keyboard shortcuts.

Menu item	Action
Copy	Copies the selected text to the Windows Clipboard. The keyboard shortcut for this action is Ctrl + Insert. See your Microsoft Windows documentation for details on how to select text.
Paste	Pastes the contents of the Microsoft Windows Clipboard to the location of your cursor on your PC as if you had entered it. Alternatively, the Shift+Insert keyboard shortcut can be used.
Clear	Clears (deletes) the contents of the Microsoft Windows clipboard.

Connection menu

From this menu, you can connect to, disconnect from, or send a break sequence to a remote host computer. This menu can also be used to set up or change Terminal Emulator options (communications, modem, and font) for the currently selected profile. The **Connection** menu contains the following items:

Menu item	Action
Connect	This menu item establishes a connection to a remote host computer as specified in the current connection profile. If a connection is already active, this menu item is disabled.
Disconnect	Disconnects the currently active connection. This menu item is disabled if a connection is not currently active.
Send Break	Sends a break sequence to the remote host computer. The keyboard shortcut for a break sequence is Ctrl + F5. A break is used to temporarily suspend an operation or transmission of information. If your connection is unresponsive and the host appears not to respond when you press keys on your keyboard, you may want to send a break sequence.
Options...	Select this item from the Connection menu to display the Options for profile dialog box. This dialog box allows you to configure the communications configuration for a new or currently open profile. For more information, see one of the following topics: ● Communications tab on page 74 ● Modem tab on page 76 ● Font tab on page 78 Once you have supplied all necessary information, select the OK button to save your changes. Otherwise, select the Cancel button to disregard any changes that have been made. For additional information, see Setting Terminal Emulator Options.

Reset menu

From this menu, you can reset the terminal for Terminal Emulator. This provides a way to log in to Audix and the communication server.

Help menu

From this menu, you can get online Help for Terminal Emulator. The following table lists the items on the Help menu and describes the action that each item performs.

Menu item	Action
Contents	Selecting the Contents item from the Help menu initializes the Terminal Emulator online help and displays the table of contents.
Technical Support	Shows how to receive Terminal Emulator technical support.
About...	Displays the Terminal Emulator **Help About** window, including version number and Avaya Inc. copyright information.

Communications tab

This section includes the following topics:

Purpose

The Communications tab displays a window that lets you set up or change the connection options to a remote host computer.

Connection descriptions

The following is a description of each of the connection options.

Connection	Description
Network	Use this option to connect to the remote Avaya CMS through a network.
Serial	Use this option to connect to the remote Avaya CMS through a serial connection.
Modem	Use this option to connect to the remote Avaya CMS through a modem.
SSH	Use this option to connect to the remote Avaya CMS through a network connection using SecureShell (SSH).

Network connection settings

After you select **Network**, you see the following fields.

Field	Description
Network	Select this option to connect to a remote CMS server through your local or wide-area network.
Serial	Select this option to connect to a CMS server through a serial connection via a COM port on your PC.
Modem	Select this option to connect to a remote CMS server through a dial-up connection via a telephone line.
SSH	Select this option to connect to a remote CMS server through your local or wide-area network using a SecureShell (SSH) connection. This connection uses encrypted communications.
Avaya CMS Network Address	Enter the name or the Internet Protocol (IP) address of the remote host. There is no default.
Network Port	Enter the network port that you want to connect. The default, except for SSH, is 23, which is the network port reserved for Telnet.

Serial and modem connection settings

After you select **Serial** or **Modem**, you see the following fields.

Setting	Description
Port	From the drop-down list, choose the name of the communication port that you will use to connect to the remote CMS. The options are **COM1**, **COM2**, **COM3**, and **COM4**. If another application or device is using the selected port, a warning message is displayed stating that the selected port cannot be used for Terminal Emulator. **Note:** While a serial port or modem is connected to a remote host computer, the port cannot be used by any other application.
Baud Rate	Choose a Baud Rate from the drop-down list. By default, **9600** is selected. The options are: **110**, **300**, **600**, **1200**, **2400**, **4800**, **9600**, and **19.2K**.
Flow Control	Choose a Flow Control setting from the drop-down list. By default, **Xon/Xoff** is selected. The options are: **None**, **Xon/Xoff (software)**, **Rts/Cts**, or **Both (hardware)**.
Parity	Choose a Parity setting from the drop-down list. By default, **None** is selected. The options are: **None**, **Odd**, **Even**, **Mark**, and **Space**.
Data Bits	Choose a Data Bits setting from the drop-down list. By default, **8** is selected. The options are: **5**, **6**, **7**, and **8**.
Stop Bits	Choose a Stop Bits setting from the drop-down list. By default, **1** is selected. The options are: **1**, **1.5**, and **2**.

⚠️ **Important:**
Do not change these settings unless you are instructed to do so by your network administrator.

Modem tab

This section includes the following topics:

● Purpose on page 77

Purpose

Select the **Modem** tab to set up or change dial strings that connect to the remote Avaya CMS through a modem port.

Before you begin

Before you can set the modem, go back to the Communications tab and set the following fields:

● **Port**

● **Baud Rate**

● **Flow Control = Rts/Cts**

Modem Commands field descriptions

Use the following information to set up the modem connection.

Field	Description
Phone Number	Enter the telephone number of the remote host computer to which you wish to connect.
Dial Prefix	Enter the characters to send to the modem before the telephone number of the remote host. For example, if a **9** must be dialed before the telephone number, enter **9** after the phrase ATDT (**ATDT9**).
Dial Suffix	Enter the digits to send to the modem after the telephone number of the remote host computer is dialed. For example, if you must enter an extension to reach the host computer, enter that extension in this field.
Hangup String	Enter the characters to send to cause the modem to hang up (disconnect) the connection to the remote host computer. By default, this field contains the string ATH.
Reset String	Enter the characters to reset the modem. The default is ATZ.

Field	Description
Auto Retry	Enables or disables the Auto Retry option. By default, this option is turned off and the modem tries only once to establish a connection to the remote Avaya CMS server.
Time (seconds) allowed for connection	Enter the maximum time to wait for a connection to a remote host computer to be established. Valid values are 1 to 999 seconds. By default, the value is 45 seconds.

Font tab

This section includes the following topics:

Purpose

The Font tab allows you to select the size of the text that the Emulation Window displays. The default size is medium (approximately nine points).

Example

The following figure shows an example of the standard font settings for Terminal Emulator.

Font Sizes field descriptions

In the **Font Sizes** area, select one of the following:

Field	Description
Small	This font is approximately 8 points. It is appropriate for video displays that have a resolution of 640 x 480 (VGA) or less.
Medium	This font is approximately 9 points. It is appropriate for video displays that have a resolution of 800 x 600 or 1024 x 768. Medium is the default font size.

Field	Description
Large	This font is approximately 10 points. It is appropriate for video displays that have a resolution of 1024 x 768 or greater.
Sample text	Provides a sample of the selected font size.

Install Terminal Emulator

To install Terminal Emulator, do the following steps:

1. On the PC Client download page on the Avaya support site, browse to the Terminal Emulator setup file, `SetupTE_XXNN.exe,` where XX designates the current release lettering scheme and NN is the build number.

2. Execute the `SetupTE_XXNN.exe` file to begin the installation.

   After a short wait, the system displays the **Terminal Emulator Setup Welcome**.

3. Select **Next** to proceed with the installation.

4. Follow the instructions that the system displays on the windows to install Terminal Emulator.

   When the Installation is finished, the system displays the **Installation Completed** window.

5. Select **Finish** to return to your desktop.

Open Terminal Emulator

To open Terminal Emulator, select **Programs** > **Avaya** > **Terminal Emulator R19** > **Terminal Emulator R19** from the Start Menu. The Terminal Emulator window is then displayed with no active connection.

Log in to CMS

This section includes the following topics:

- Create profiles on page 80
- To stop the login process on page 80

Create profiles

To create a profile, do the following steps:

1. Open **Terminal Emulator**.

2. From the **Profile** menu, select **New**.

   The system displays the **Options** window.

3. Set the Terminal Emulator options.

   The Terminal Emulator o**ptions** are grouped under three tabs: **Communications**, **Modem**, and **Font**. For procedures on setting the options in each tab, see <u>Communications tab</u> on page 74, <u>Modem tab</u> on page 76, and <u>Font tab</u> on page 78.

4. Select **Save As** from the **Profile** menu.

   The system displays the **Save Profile As** box.

5. Enter the name of the profile in the **Profile Name** text box.

6. Select **OK**.

   If you want to overwrite an existing profile with one you have just created, double-click the name in the list box.

7. Select the name of the profile you just created to login.

To stop the login process

While doing these procedures, if you want to stop the login process but keep Terminal Emulator running, select **Disconnect** from the **Connection** menu. If you want to stop the login process and close Terminal Emulator, select **Exit** from the **Profile** menu.

Log in with more than four profiles

To log in to CMS if you have more than four profiles, do the following steps:

1. From the **Profile** menu, select **Open**.

   When you select a connection profile, a connection is initiated and the system displays a status window. The system closes the status window when the connection is established.

   ● If the connection is established through the network or a dedicated serial line, you see the Avaya CMS login prompt.

- If the connection is established through a modem, the modem dials the number of the remote host and then attempts to connect.

2. At the `login` prompt, enter your CMS login ID, and press Enter**.**

3. At the `password` prompt, enter your CMS password, and press Enter.

4. At the `terminal type` prompt, enter **cvterm** and press Enter.

   The system displays the CMS Main Menu.

   ☀ **Tip:**
   If the system displays a prompt, such as $ or #, instead of the terminal type prompt or the CMS Main menu, enter **cms** and press **Enter**.

Exit Terminal Emulator

To exit Terminal Emulator, do the following steps:

1. From the CMS Main Menu, select **Logout**.

   The system displays a Terminal Emulator dialog box which indicates that the connection was broken.

   If the system displays a prompt, such as $ or #, instead of the terminal type prompt or the CMS Main menu, enter **exit** and press **Enter**.

2. Select **OK**.

3. From the **Profile** menu, select **Exit**.

   If you select **Exit** or try to close the Terminal Emulator window while a connection is active, the system displays a message asking if you want to exit anyway.

Edit profiles

To edit an existing profile, do the following steps:

1. From the **Profile** menu, select **Open**.

2. Choose the **name** of the profile that you want to edit.

3. Select **Open**.

4. From the **Connection** menu, select **Options**.

5. Edit the profile.

6. Select **OK**.

7. From the **Profile** menu, select **Save.**

Delete profiles

Use this procedure to delete a profile so that it does not appear in *Terminal Emulator*.

Note:
Terminal Emulator should not be running when performing this procedure.

To delete an existing profile in *Terminal Emulator*:

1. Locate the `cvterm.ini` file, which can be found at the following location:

   `%APPDATA%\..\Local\VirtualStore\Windows`

   Note:
   Note there is an `%APPDATA%` area for each of the users on a PC.

2. Open `cvterm.ini` in the text editor of your choice.

   The file will appear similar to the following:

```
[servername1]
font=small
connect=net
host=servername1.mycompany.com
netport= 23
commport= 1
baud= 9600
parity=n
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
cd_timeout= 300
auto_retry= 0
[Settings]
Profiles=servername1 servername2
order=servername2 servername1
Window=11475 4380
[servername2]
font=large
connect=net
host=servername2.mycompany.com
netport= 23
commport= 1
baud= 9600
parity=n
```

```
Databits= 8
StopBits=1
FlowControl= 1
prefix=ATDT
hangup=ATH
reset=ATZ
timeout= 45
cd_timeout= 300
auto_retry= 0
```

3. Under the `[Settings]` entry, remove the profile name that you want to delete from the `Profiles=` and `order=` lines.

4. Locate the `[profile name]` that you want to delete and remove it along with the 16 lines that follow it.

5. Save the `cvterm.ini` file and close it.

   Result: The deleted profile name will no longer appear in *Terminal Emulator*.

Terminal Emulator messages

Terminal Emulator displays error messages and information messages.

This section includes the following topics:

Description of error messages

The following table describes the Terminal Emulator error messages.

Error message	Description
Unable to connect to the remote host	Terminal Emulator failed to connect to the remote host. If the reason for failure can be determined, one of the following messages is displayed: ● Busy, no answer. ● The remote host is not responding. ● The network is not responding.
The connection to the remote host was lost	Some possible causes for this message are: ● The remote host computer has stopped functioning properly. ● The network has dropped the connection. ● The modem has hung up the line.
The profile name does not exist	This message appears if you try to open a profile that does not exist.
The profile name exists, replace?	This message appears if you try to save over a profile that currently exists.
You must specify a hostname to connect to.	The profile being used does not have a remote host system specified in the CMS Network Address field.
Wrong Font Being Used	If the font in the Sample Text window of the Font tab on the Options dialog is in italics, then the Courier New font is not present on your system or is corrupted. The text font used by Terminal Emulator is the Courier New true type font. The font, CVTERM.TTF, is delivered with Terminal Emulator, but this font is only used for the graphical effects for the 615C emulation. If the wrong font is being used, you can attempt to remove and reinstall the Courier New font through the Fonts tool in the Windows Control Panel. Alternatively, you can attempt to copy over the cour.ttf file in the %windir%\Fonts directory with the same file from another PC.
Readme file not found	Ensure that the file, readme.txt, is located in the Terminal Emulator installation directory.

Description of information messages

The following table describes the Terminal Emulator information messages.

Information message	Description
The profile name exists, replace?	Displays if you try to save a profile with the specified name and it already exists.
Save changes to name?	Appears if you try to exit Terminal Emulator without saving changes to the profile with the specified name. Select the **Cancel** button to exit the Save option.
A connection is active, exit anyway?	Displays if you try to exit Terminal Emulator while a connection is active.

Resolve Terminal Emulator font problems

In rare instances, the font used by Terminal Emulator does not install properly. If this happens, you will see characters instead of straight lines surrounding the CMS menus.

To resolve any Terminal Emulator font problems, do the following steps:

1. Use the uninstall program in Windows to uninstall Terminal Emulator.

2. Run `SetupTE_XXNN.exe` again.

3. If this does not resolve the problem, uninstall Terminal Emulator again.

4. From a command prompt window, manually delete all `cvterm.*` files from the `windows\fonts` directory.

5. Run `SetupTE_XXNN.exe` again.

Terminal Emulator silent install and uninstall

You can install and uninstall Terminal Emulator in the silent mode using the command line interface. If not specified, the target directory for the software is the same as the default install option from the GUI.

The **--silent** option is a required parameter for the install and uninstall commands.

The following table explains the other command line options:

Option	Description
--Help	This option provides a summary of the available command line options
--LogDir=<directory>	This option allows you to save a copy of the setup.log file in the specified directory.
--TargetDir=<directory>	This option defines the destination directory that you use when installing Terminal Emulator.

Examples

Use the following command to install the software to `C:\Program Files\Avaya\TER19_1`

```
SetupTE_XXNN.exe /hide_progress --silent --TargetDir="C:\Program
  Files\Avaya\TER19_1"
```

Use the following command to uninstall the software:

```
SetupTE_XXNN.exe /hide_progress /uninst --silent
```

Chapter 11: About Network Reporting

This section explains how to install Network Reporting.

Installing Network Reporting

> **Note:**
> Network Reporting is made available along with the PC Client, but you must install Network Reporting separately. Network Reporting is not automatically installed with the latest version of the PC Client.

1. On the PC Client download page on the Avaya support site, browse to the Network Reporting setup file, `SetupNR_XXNN.exe`, where XX designates the current release lettering scheme and NN is the build number.

2. Execute the `SetupNR_XXNN.exe` file to begin the installation.

   After a short wait, the system displays the **Network Reporting Setup Welcome** screen.

3. Select **Next** to proceed with the installation.

4. Follow the instructions that **InstallShield Wizard** displays on the windows to install Network Reporting.

   When the installation is finished, the system displays the **Installation Completed** window.

5. Select **Finish** to return to your desktop.

Uninstalling Network Reporting

1. Go to **Control Panel > Program and Features**.

2. In **Uninstall or Change a Program,** select **Network Reporting**.

3. Follow the instructions that **InstallShield Wizard** displays to uninstall **Network Reporting**.

Hardware and software requirements

The following operating systems support Network Reporting:

- Windows 8.1

- Windows 10 version 1803 and later

To install and run Network Reporting, your system must meet the following minimum requirements:

- A Pentium-class or compatible processor rated at the appropriate speed: 1 GHz or faster

- Free disk space: 100 MB

- RAM: 1 GB

- A color monitor and graphics adapter set to a resolution of at least 1024x768.

- A network, serial, or modem connection.

Chapter 12: Troubleshooting

If you have trouble with any of the procedures in this document, read this section before you call the Avaya support. The problem may be something simple that you can quickly solve yourself.

This section includes the following topics:

- [Check for serial or modem connection problems on page 97](#) on page 89
- [PC shutdowns and operating system crashes](#) on page 91
- [Resolve error messages](#) on page 91
- [Browse errors when logged into multiple CMS servers](#) on page 96
- [Find OCX and DLL incompatibilities](#) on page 96
- [Resolve TCP/IP host name](#) on page 97
- [Check for serial or modem connection problems](#) on page 97

General troubleshooting tips

This section includes the following topics:

- [Verify privileges](#) on page 89
- [Verify swap files](#) on page 89
- [Test operation of networking software](#) on page 90
- [Preserve the PC Client user profiles](#) on page 90
- [View the readme file](#) on page 90

Verify privileges

To install the PC Client, verify that you have administrator privileges.

Verify swap files

If you have an older PC, make sure that your systems have permanent swap files. This increases performance during swap file operations.

Test operation of networking software

To ensure that the PC networking software is loaded and functional, you should test the networking connectivity to the target CMS server before you run the PC Client. To test this functionality, use the network ftp/telnet application. If this works, but the PC Client still cannot establish connection, it is most likely a problem with the `WINSOCK.DLL` file.

Preserve the PC Client user profiles

In the event of a failure during an upgrade, you can reinstall the old software. However, you will lose any previously-set preferences, scripts, or thresholds.

Use the following procedure to preserve user preferences before you do an upgrade:

1. In Windows Explorer, locate the current user profiles.

    The default location for Release 16.x, Release 17.x, Release 18.x, and Release 19.x is:

    `%APPDATA%\Avaya\CMS Supervisor Rxx\Profiles`

    Note:
       There is an `%APPDATA%` directory for each of the users on the PC.

2. Open the directory and copy the `Profiles` file tree to another location.

3. Run the uninstall program.

    For more information, see

4. Use the procedures in this chapter to reinstall the PC Client.

5. Copy the saved profiles to the default locations for each user as appropriate.

View the readme file

On the PC Client software installation directory, locate and open the `readme.txt` file to view last-minute installation tips for this PC Client release. Since this file may contain valuable pre-installation information, you may want to read it now instead of waiting until the installation wizard prompts you to read it.

PC shutdowns and operating system crashes

If your PC shuts down, or your operating system crashes during an installation, Avaya Call Management System (CMS) Supervisor will attempt to clean up the installation and re-install the files the next time you attempt the installation.

Resolve error messages

Use the following information to help you with error messages encountered while installing or logging in to the PC Client.

This section includes the following topics:

- [Installation messages](#) on page 91
- [Login error messages](#) on page 92

Installation messages

The following types of error messages can appear:

- Information - Indicates that the error will not affect the success of the installation. Also indicates that you do not have privileges to do the installation.

- Warning - Indicates that the error may affect the success of the installation.

- Severe - Indicates that the installation will fail, and that Setup will exit.

Error message	Corrective action	Type
Installing to the `\WINDOWS` or `\WINDOWS\SYSTEM` directories is not permitted. Select another directory.	Select another directory.	WARNING
Invalid directory name specified.	Provide a valid directory name.	WARNING
Perform Rollback? This installation did not complete. Would you like to rollback the changes that were made during the partial installation?	Select **Yes** to delete files that were installed or to reinstate files in the registry that were changed during the partial installation.	SEVERE

Error message	Corrective action	Type
The drive selected either does not exist or has insufficient space available. Enter a different destination drive.	Select another drive.	WARNING
You do not have administrative privileges. Please log on as administrator and install Avaya CMS Supervisor PC client.	Contact your system administrator, or select a PC on which you have administrative privileges.	INFORMATION

Login error messages

Error message	Corrective action
A bad or invalid `WINSOCK.DLL` was detected on the system. Please correct this problem and try again.	Reinstall network stack.
An action cannot be completed because a component (cvsServer) is not responding. Choose **Switch To** to activate the component and correct the problem.	Select **Switch To** to correct the problem.
Could not communicate with the modem.	Make sure that the communications and modem settings are correct. Use the **Communications** and **Modem** tabs in the **Options** window to verify and change settings.
Could not connect to the server	Try again. If you still have trouble after your third attempt, contact your system administrator to see if the server is working properly.
Your Avaya CMS Supervisor PC client software is not compatible with the Avaya CMS server software. The Avaya CMS server must be upgraded before you can log in. Contact your system administrator.	Contact your system administrator.

Error message	Corrective action
This version of Avaya CMS Supervisor PC client is not compatible with the software on your Avaya CMS server. Please upgrade your PC with the appropriate version of Avaya CMS Supervisor PC client. Contact your Avaya CMS system administrator.	Select a different server on which the CMS version that you selected is installed, or select a different CMS version. Contact your CMS system administrator.
Could not find the file `DALEAPP.EXE` in the Avaya CMS Supervisor PC client directory. Please re-install this file into the Avaya CMS Supervisor PC client directory or contact technical support.	Reinstall the PC Client. If you cannot solve this problem yourself, If you continue to have this problem, you can contact support. See [Support](#) on page 11.
Could not initialize communications.	Try again. If you still have trouble after your second attempt, If you continue to have this problem, you can contact support. See [Support](#) on page 11.
Could not initialize `DALEAPP.EXE`. Please try to login again or contact technical support	1. Restart your PC. 2. Try to connect again. 3. If this does not work, reinstall the PC Client and try to connect. 4. If this does not work, If you continue to have this problem, you can contact support. See [Support](#) on page 11
Could not open the specified serial port. Please check communications settings, correct any problems, and try again.	In the **Options** window, check the settings under the **Communications** tab. Check to see if any other device is connected to the port and that you have the correct port assigned.
Could not resolve the hostname <user-entered server name>. Please check communications settings, correct any problems, and try again.	The host name was not recognized by the Domain Name Services (DNS). Try the IP address instead of the host name. If this does not work, contact your system administrator.
The application could not be started because system memory is low. Please close some applications and try again.	Close any open applications and try again.
The application could not be started because the executable file is corrupt. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Remove the PC Client and reinstall it. If you continue to have this problem, you can contact support. See [Support](#) on page 11.
The application could not be started because the executable was not found. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Reinstall the PC Client or If you continue to have this problem, you can contact support. See [Support](#) on page 11

Error message	Corrective action
The application could not be started because the path to the executable was not found. Please reinstall Avaya CMS Supervisor PC client or call Technical Support.	Reinstall the PC Client or If you continue to have this problem, you can contact support. See Support on page 11
The carrier detect signal was lost.	This is a modem-related problem. Try to connect again. If the problem persists, contact your system administrator.
The connection to the server has been lost, and Avaya CMS Supervisor PC client must exit. Please try to connect again later.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The connection to the server was lost.	This is a network-related problem. A nonrecoverable break in the network was received. Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.
The file, `WINSOCK.DLL`, could not be found. Please ensure that this file is on your workstation's path.	Check for proper installation of the network. Contact your system administrator for help.
The maximum number of Avaya CMS Supervisor PC client logins on the server has been reached. Please try again later.	The number of users that have been authorized to use the PC Client has been met. You will be denied login until the number of users fall below the authorized number. If you continue to have this problem, you can contact support. If you continue to have this problem, you can contact support. See Support on page 11.
The network connection to <user-entered server name> timed out.	The PC Client was unable to log in to the server. This error indicates that there may be a problem on the server. Contact your Avaya CMS Administrator.
The network connection was broken.	There is possibly a problem with the network. Contact your system administrator.
The passwords you entered do not match. Please retype the passwords and try again.	Check to see if Caps Lock is on. If it is, turn it off. Then, re-enter the password and try again.
The serial connection was broken.	Try to log in to the Avaya CMS server again. If the problem persists, contact your system administrator.

Error message	Corrective action
The server did not recognize your Login ID and/or Password. Please try again.	Make sure that you entered the correct login ID and password. If you did, make sure that Caps Lock is not on.
The server did not respond to the login request. Try again?	This type of error occurs when the network is busy. Try again. If the problem persists, contact your system administrator.
The server does not support this version of Avaya CMS Supervisor PC client. Please contact your system administrator.	There is an incompatibility problem between the server and the PC Client. Upgrade the Avaya CMS server or install an older version of Supervisor.
The server is currently in single-user mode. Please try again later.	You are logging in to the Avaya CMS server when it is in single-user mode. Try again later.
The server is not set up to support Avaya CMS Supervisor PC client. Please contact your system administrator.	Supervisor is not authorized on the server (either the number of the PC Client users = 0 or the feature is not authorized). Contact your system administrator.
The server refused the connection.	In the **Options** window, check the **Network Port** number.
There was an unknown failure on the server.	Contact your Avaya CMS Administrator.
This version of Avaya CMS Supervisor PC client is not supported by the server. Please contact your system administrator.	There is an incompatibility problem between the server and the PC Client. Upgrade the Avaya CMS server or install an older version of the PC Client.
You are not recognized as a valid server user. Please contact your system administrator.	Your login ID is not administered on the Avaya CMS server. Contact your system administrator.
Your new password must differ from the old by at least three character positions.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password may not be the same as or this similar to your login ID.	Choose another password. It must have at least three different character positions than your old password. It also must have at least two alphabetic characters, at least one numeric or special character, and must be six characters in length.
Your password must be at least six characters in length.	Choose another password. Your password must have at least two alphabetic characters, and at least one numeric or special character.

Error message	Corrective action
Your password must contain at least two alphabetic characters, and at least one numeric or special character.	Choose another password. Your password must also be at least six characters in length.
Your UNIX shell is not set to `/usr/bin/ cms`, so Automatic Login will not work properly. Please select **Manual Login** in the **Options** dialog box and try again.	On the CMS Supervisor controller window, select **Tools** then **Options...** From the **Options** window, select **Manual Login** and try logging in to the Avaya CMS server manually. Call your system administrator to change your shell.

Browse errors when logged into multiple CMS servers

When operations that involve retrieving and caching large amounts of data from the CMS cause a significant amount of delay, you may experience browse errors if the operation does not finish in a predetermined amount of time. If this occurs, you can eliminate this type of error by making a Registry modification on the PC.

⚠ **CAUTION:**
   If you use the Registry editor incorrectly, you can cause serious problems that may require you to reinstall your operating system. You can refer to the `readme.txt` file for the procedures and for more detailed information, but Avaya, Inc. recommends that you call technical support before you attempt to make any Registry modifications on the PC.

Find OCX and DLL incompatibilities

The PC Client and other applications on your PC use OLE Custom Extension (OCX) and Dynamic Link Library (DLL) files. Some of the OCX and DLL files used by the PC Client may already exist on the PC because they are used by other applications. Problems can occur when the PC Client uses existing OCXs and DLLs that are an incompatible with what the PC Client needs. These problems may appear as General Protection Faults (GPF), lockups, or other unexpected problems.

To determine if this type of problem exists, do the following steps:

1. Do one of the following actions:

   ● Remove everything from your **Startup** group.

- Hold down **Shift** and press **L** while starting.

2. Restart Microsoft Windows.

3. Run the PC Client. Make sure that the PC Client is the only application that is running.

   If the problem no longer persists, it means that other software loaded on your PC is using an OCX or a DLL that is not compatible with the PC Client.

4. Run each software program that was in the **Startup** group, individually.

For support information, see Support on page 11. Contact Avaya for support. If you still encounter problems, then you will not be able to run this software at the same time as you run the PC Client. In rare instances, other software applications cannot co-reside with the PC Client on the same PC

Resolve TCP/IP host name

In the event that initial configuration of the TCP/IP server for the PC Client has an error or other problem, use the following procedure to resolve host name problems:

1. To ensure that this is the problem, open a command prompt window.

2. Ping the Avaya CMS host.

   If the host cannot be found, contact your network administrator. If the host is found, the reply will contain the host's IP address.

3. Check that the Avaya CMS host entry on the Domain Name Server (DNS) is correct. If it is wrong or missing, use the IP address returned to you to correct or create the entry.

4. Edit the `%WINDIR%\System32\drivers\etc\hosts` file on the PC to include a line for the Avaya CMS server, which is in the following format:

   server name IP address

   Example:

   myserver 123.123.123.123

Check for serial or modem connection problems

If you have a bad serial or modem connection, you will encounter slow data transfers and frequent loss of the serial connection. The PC Client will report this as a *Serial Connection Broken* error message. If automatic login was selected, the PC Client will attempt to connect again.

To check for serial or modem connection problems, do the following steps:

1. Make sure that the **RTS/CTS** flow control string is selected in the **Options** window.

2. Check to see if your serial connection to the Avaya CMS server or modem is wired correctly for hardware flow control. For modem connections, make sure you have the correct cable wiring between the modem and the Avaya CMS server.

3. Your hardware flow control on the Avaya CMS server's serial ports must be on and functioning properly. Refer to the your server platform documentation for correct configuration of hardware flow control for your respective serial communications.

4. 16550A UARTS must be in use on the PC running the PC Client. The following parameters in the `[386Enh]` section of the PC's `SYSTEM.INI` file should be set to:

    COM*n*FIFO=1

    For this parameter, substitute *n* for the communications port you want to use. This will ensure that the FIFO buffer capability of the communications port is used.

5. Some terminal server connections may require the addition of

    EscAllCtrl=1

    in the `[LINK]` section of the `Centrevu.ini` file.

Chapter 13: Resources

Documentation

CMS and CMS Supervisor Documents

Title	Description	Audience
Overview		
Avaya Call Management System Overview and Specification	Describes tested product characteristics and product capabilities including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales engineers, Administrators
Product Privacy Statement for Avaya Call Management System	Describes how personal data is stored and processed by CMS.	Administrators
Design		
Avaya Customer Experience Virtualized Environment Solution Description	Describes the Avaya Customer Experience Virtualized Environment market solution from a holistic perspective that focuses on the functional view of the solution architecture.	Sales engineers
Installation, upgrades, maintenance, and troubleshooting		
Deploying Avaya Call Management System	Describes how to plan, deploy, and configure CMS on new VMware-based installations.	Avaya support personnel
Deploying Avaya Call Management System on Amazon Web Services	Describes how to plan, deploy, and configure CMS on new Amazon Web Services installations.	Avaya support personnel
Port Matrix for Avaya Call Management System	Lists the ports and connections used by CMS.	Avaya support personnel

Title	Description	Audience
Avaya Call Management System Dell® PowerEdge™ R630 and R730 Hardware Installation, Maintenance and Troubleshooting	Describes how to install, maintain, and troubleshoot Dell® servers used with CMS.	Avaya support personnel
Avaya Call Management System HPE DL20 G9 and DL380 G9 Hardware Installation, Maintenance, and Troubleshooting	Describes how to install, maintain, and troubleshoot HPE servers used with CMS.	Avaya support personnel
Planning for Avaya Call Management System Upgrades	Describes the procedures customers must plan for before and after upgrading to a new CMS release.	Administrators
Upgrading Avaya Call Management System	Describes the procedures required to upgrade to a new CMS release.	Avaya support personnel
Avaya Call Management System Base Load Upgrade	Describes the procedures to upgrade from one base load (for example, 19.1.0.0) to another base load (for example, 19.1.0.1). Not all releases support base load upgrades.	Avaya support personnel, Administrators
Maintaining and Troubleshooting Avaya Call Management System	Describes how to configure, maintain, and troubleshoot CMS.	Avaya support personnel, Administrators
Avaya Call Management System and Communication Manager Connections, Administration, and Troubleshooting	Describes how to connect and administer the Communication Manager systems used by CMS.	Avaya support personnel, Administrators
Avaya Call Management System High Availability Connectivity, Upgrade and Administration	Describes how to connect to HA servers and upgrade to HA.	Avaya support personnel, Administrators
User guides		
Using Avaya Call Management System High Availability	Describes how to use and maintain a CMS HA system.	Avaya support personnel, Administrators
Using Avaya Call Management System LAN Backup	Describes how to back up your CMS data using a LAN connection to a remote server.	Administrators
Using Avaya Call Management System High Availability	Describes how to install and maintain your CMS High Availability (HA) system.	Avaya support personnel, Administrators

Title	Description	Audience
Using ODBC and JDBC with Avaya Call Management System	Describes how to use Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) with CMS.	Administrators
Administration		
Administering Avaya Call Management System	Provides instructions on administering a contact center using CMS Supervisor.	Avaya support personnel, Administrators
Avaya Call Management System Call History Interface	Describes the format of the Call History data files and how to transfer these files to another computer.	Administrators
Avaya Call Management System Database Items and Calculations	Describes each database item and calculation that CMS tracks and how CMS calculates the values displayed on CMS reports and CMS Supervisor reports.	Administrators, Report designers
Avaya Call Management System Custom Reports	Describes how to design and create custom reports in CMS.	Administrators, Operations personnel, Report designers
Avaya Call Management System Security	Describes how to implement security features in CMS running on the Red Hat Enterprise Linux® (RHEL) operating system.	Avaya support personnel, Administrators.
CMS Supervisor		
Avaya CMS Supervisor Clients Installation and Getting Started	Describes how to install and configure CMS Supervisor.	Avaya support personnel, Administrators
Avaya CMS Supervisor Reports	Describes how to use CMS Supervisor reports.	Administrators, Operations personnel
Avaya CMS Supervisor Report Designer	Describes how to create new reports and to edit existing reports through Report Designer and Report Wizard.	Administrators, Operations personnel, Report designers

Avaya Solutions Platform Documents

Title	Description	Audience
Avaya Solutions Platform Overview and Specification	Describes the key features of Avaya Solutions Platform server.	IT Management, sales and deployment engineers, solution architects, support personnel
Installing the Avaya Solutions Platform 130 Appliance	Describes how to install Avaya Solutions Platform 130 Series servers.	Sales and deployment engineers, solution architects, support personnel
Maintaining and Troubleshooting Avaya Solutions Platform 130 Appliance	Describes procedures to maintain and troubleshoot Avaya Solutions Platform 130 Series servers.	Sales and deployment engineers, solution architects, support personnel
Avaya Solutions Platform 130 Series iDRAC9 Best Practices	Describes procedures to use the iDRAC9 tools on the Avaya Solutions Platform 130 Series servers.	Sales and deployment engineers, solution architects, support personnel

WebLM Documents

Title	Description	Audience
Deploying standalone Avaya WebLM in Virtual Appliance	Deploy the application in virtual appliance environment by using Solution Deployment Manager.	Implementation personnel
Deploying standalone Avaya WebLM in Virtualized Environment	Deploy the application in virtualized environment.	Implementation personnel
Deploying standalone Avaya WebLM in Infrastructure as a Service Environment	Deploy the application on cloud services.	Implementation personnel
Deploying standalone Avaya WebLM in Software-Only Environment	Deploy the application in software-only environment.	Implementation personnel
Upgrading standalone Avaya WebLM	Upgrade the application.	Implementation personnel
Administering standalone Avaya WebLM	Administer the system.	System administrators

VMware Documents

VMware component or operation	Document description	Document URL
vSphere Virtual Machine Administration	Provides information on managing virtual machines in the VMware vSphere Web Client for vSphere 6.0 or later. This document also provides information of the following: ● Deploying OVF templates ● Configuring virtual machine hardware and options ● Managing Virtual Machines	https://docs.vmware.com/en/VMware-vSphere/6.5/com.vmware.vsphere.vm_admin.doc/GUID-55238059-912E-411F-A0E9-A7A536972A91.html
vSphere Web Client	Provides information on how through a browser vSphere Web Client connects to a vCenter server or directly to an ESXi host if a vCenter Server is not used.	https://docs.vmware.com/en/VMware-vSphere/6.5/com.vmware.vsphere.vcenterhost.doc/GUID-A618EF76-638A-49DA-991D-B93C5AC0E2B1.html

Note:

If the document description (link) are no longer active, consult VMware for documents associated with the component or operation.

Related links

 Finding documents on the Avaya Support website on page 103

 Accessing the port matrix document on page 104

 Avaya Documentation Portal navigation on page 104

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.

2. Log on to the Avaya website with a valid Avaya user ID and password.

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 an 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 the document to open it in your browser or download the document.

Accessing the port matrix document

Procedure

1. Go to https://support.avaya.com.

2. Log on to the Avaya website with a valid Avaya user ID and password.

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 an 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, select one or more of the following categories:

   ● Application & Technical Notes

   ● Design, Development & System Mgt

   The system displays the Port Matrix document.

7. Click the document to open it in your browser or download the document.

Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Center website at https://documentation.avaya.com/.

⚠️ **Important:**

   For documents that are not available on the Avaya Documentation Center, click **More Sites > Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for content in one of the following ways:

  - Type a keyword in **Search**, and click **Filters** to search for content by product or release.

  - From **Products & Solutions**, select a solution and product and then select the appropriate document from the list.

- Sort documents on the search results page by last updated and relevance.

- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.

- Add content to your collection by using **My Docs**.

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.

  - Add content from various documents to a collection.

  - Save a PDF of selected content in a collection and download it to your computer.

  - Share content in a collection with others through email.

  - Receive content that others have shared with you.

- Add yourself as a watcher by using the **Watch** icon.

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable Include in email notification to receive alerts in email.

  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.

- Send feedback on a section and rate the content.

  Note:
  Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

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.

Procedure

● 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 the name of a topic 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.

Related links

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 https://support.avaya.com.
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.

Appendix A: CMS Supervisor PC Client installed files

This section lists the files installed with the PC Client and Terminal Emulator. The variable *<TARGETDIR>* represents the install location. The variable *<WINDIR>* represents the Windows directory.

CMS Supervisor PC client files

<TARGETDIR>\3plirdme.txt

<TARGETDIR>\acsAA.exe

<TARGETDIR>\acsApp.exe

<TARGETDIR>\acsCheckRegistry.exe

<TARGETDIR>\acsCNTRL.exe

<TARGETDIR>\acsCopyRegistry.exe

<TARGETDIR>\ACScript.exe

<TARGETDIR>\acsFENG.EXE

<TARGETDIR>\acsRep.exe

<TARGETDIR>\ACSRun.exe

<TARGETDIR>\acsRWDrv.exe

<TARGETDIR>\acsSRV.exe

<TARGETDIR>\ACSTrans.exe

<TARGETDIR>\acs_ssh.exe

<TARGETDIR>\acs_tnetd.exe

<TARGETDIR>\chn_cv.chm

<TARGETDIR>\CHN_RD.CHM

<TARGETDIR>\CHN_RW.CHM

<TARGETDIR>\CSCMD32.OCX

<TARGETDIR>\CSFORM32.OCX

<TARGETDIR>\csp16.dat

<TARGETDIR>\CSPCTR32.OCX

<TARGETDIR>\CSPLST32.OCX

<TARGETDIR>\CSSPIN32.OCX

<TARGETDIR>\CSTEXT32.OCX

<TARGETDIR>\CVSBR.dll

<TARGETDIR>\CVSCache.dll

<TARGETDIR>\cvschn.dll

<TARGETDIR>\cvsCONN.DLL

<TARGETDIR>\cvsCTLG.dll

<TARGETDIR>\CVSDaCom.dll

<TARGETDIR>\CVSDale.dll

<TARGETDIR>\cvsdeu.dll

<TARGETDIR>\cvsDOBJ.dll

<TARGETDIR>\CVSDSrv.dll

<TARGETDIR>\cvsenu.dll

<TARGETDIR>\cvsERR.dll

<TARGETDIR>\cvseso.dll

<TARGETDIR>\cvsFileSys.DLL

<TARGETDIR>\cvsfra.dll

<TARGETDIR>\cvsita.dll

<TARGETDIR>\cvsjpn.dll

<TARGETDIR>\cvskor.dll

<TARGETDIR>\CVSLog.dll

<TARGETDIR>\CVSMap.dll

<TARGETDIR>\cvsMB.ocx

<TARGETDIR>\cvsMSNGR.DLL

<TARGETDIR>\cvsnld.dll

<TARGETDIR>\CVSOS.dll

<TARGETDIR>\cvsptb.dll

<TARGETDIR>\cvsREG.dll

<TARGETDIR>\cvsretrb.dll

<TARGETDIR>\cvsrus.dll

<TARGETDIR>\cvsRWMn.dll

<TARGETDIR>\cvsSCALL.dll

<TARGETDIR>\cvsSCCD.dll

<TARGETDIR>\cvsScorg.dll

<TARGETDIR>\cvsSCPAX.dll

<TARGETDIR>\cvsSCRPT.dll

<TARGETDIR>\cvsSCUI.dll

<TARGETDIR>\CVSSM.dll

<TARGETDIR>\cvssnz.dll

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subgroup.htm
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Appendix B: Displaying additional time zones using Supervisor

This procedure describes how the PC Client is used to display additional time zones in addition to the default time zones.

Procedure

1. Ensure that CMS Supervisor is not running.

2. Locate the **TimeZone** and **TimeZoneFullList** files in the installation directory of CMS Supervisor.

   Example:

   ```
   C:\Program Files\Avaya\CMS Supervisor R19\TimeZone
   C:\Program Files\Avaya\CMS Supervisor R19\TimeZoneFullList
   ```

3. Open the **TimeZone** file using an application like Notepad.

   You can see a list of time zones in this file which CMS Supervisor displays when CMS Supervisor is launched.

4. To copy additional time zones to the **Timezone** file, do the following steps:

   a. Open the **TimeZoneFullList** file using an application like Notepad.

   b. Copy the line containing the time zone that you want CMS Supervisor to display from **TimeZoneFullList**.

   c. Paste the line copied in the previous step to the **TimeZone** file.

   Note:
   The contents in the **TimeZone** file must be a subset of the **TimeZoneFullList** file. Each time zone must be on a new line.

5. To display the additional time zone in CMS Supervisor, launch CMS Supervisor again.

   You can see the newly added time zone. Use this to generate reports.

   Note:
   For CMS servers, CMS Supervisor obtains the time zone file from the server rather than using a local file on the PC. For more information on setting the time zone on the CMS server, see Appendix A of *Avaya CMS Administration*.

   Note:
   Offsets for various time zones are described in
   http://en.wikipedia.org/wiki/List_of_tz_database_time_zones.

Glossary

ACD
See *Automatic Call Distribution*.

Actions menu
A menu in the upper-left corner of the Avaya CMS Supervisor Operations windows. The menu lists the actions available for that particular user window (for example, add, modify, and delete). You select an action after you enter the necessary data in the user window.

Administrator privileges
Permissions assigned to a CMS Supervisor user in order to administer specific elements, such as installing the PC Client on a network. Access permissions are specified as read or write permission. Read permission means the user can only access and view the PC Client data. Write permission means the PC Client user can add, modify, or delete the PC Client data.

Agent
A person who answers calls to an extension in an ACD split/skill. The agent is known to Avaya CMS by a login identification keyed into a voice terminal.

Agent reports
A group of reports that give the status of agents in an agent group, selected splits or skills, or real-time information and statistics.

Agent skill
An attribute that is associated with an A agent. Agent Skills can be thought of as the ability for an agent with a particular set of skills to handle a call that requires one of a set of skills. An agent can be assigned up to four skills.

Application directory
A directory on the network server that holds the PC Client application software - executables and components.

Automatic Call Distribution (ACD)
A communication server feature using software that channels high-volume incoming and outgoing call traffic to agent groups (splits or skills).

Also an agent state where the extension is engaged on an ACD call.

Automatic Script
A PC Client feature that launches a new Avaya CMS Supervisor session that logs into Avaya CMS and runs the requested tasks in the background. Actions do not display on the PC. See also *Interactive Script* and *Script*.

Avaya Business Advocate
A collection of ECS features that provide new flexibility in the way a call is selected for an agent in a call surplus situation and in the way that an agent is selected for a call.

Avaya Call Management System (CMS)
A software product used by business customers that have Avaya telecommunications communication servers and receive a large volume of telephone calls that are processed through the Automatic Call Distribution (ACD) feature of the communication server. The Avaya CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature in the communication server.

Avaya CMS
See *Avaya Call Management System*.

Client
A single PC that uses the PC Client.

Controller	A PC Client feature that allows the user to access Avaya CMS reports and operations. The Controller includes a toolbar, a menu bar, a status bar, tooltips, and indicators.
Custom reports	Real-time or historical reports that have been customized from standard reports or created from scratch.
Database	A group of tables that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database item	A name for a specific type of data stored in one of the Avaya CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and so forth) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and so forth).
Database table	Avaya CMS uses these tables to collect, store, and retrieve A data. Standard Avaya CMS items (database items) are names of columns in the Avaya CMS database tables.
Data points	Points of historical data. A data point should include data for each interval of the working day.
Designer reports	Customized reports that can be created with the PC Client Report Designer. Designer Reports are run from the PC Client.
Dictionary	An Avaya CMS subsystem that can be used to assign names to various call center elements such as login IDs, splits/skills, trunk groups, VDNs and vectors. These names appear on reports, making them easier to interpret.
Exception	A type of activity on the ACD which falls outside of the limits you have defined. An exceptional condition is defined in the Avaya CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits/skills, VDNs, vectors, trunks, or trunk groups).
Exceptions reports	Display occurrences of unusual call-handling events.
Graphics	An Avaya CMS reporting option that allows you to view some reports in bar graph format.
Historical reports	Display past ACD data for various agent, split/skill, trunk, trunk group, vector, or VDN activities. A report summary of call data into daily, weekly, or monthly totals
Integrated reports	Integrated reports compile call center information from any starting point in the last 24 hours up to and including the current interval.
Interactive Script	A PC Client feature that runs the requested tasks in the current PC Client session and displays the actions on the PC. You can input requested information while the script is running. See also *Automatic Script* and *Script*.
List All	An Avaya CMS action that lists all the entries that matched the current field values.

Local installation	With this type of installation, you install all of the PC Client software to disk space on each local computer from the network.
Log	A file that contains a record of computer activity as well as backup and recovery data.
Maintenance	An Avaya CMS subsystem that is used for doing routine maintenance of the Avaya CMS, such as backing up data, checking on the status of the connection to the communication server, and scanning the error log.
Name fields	Fields in which you may enter a name (synonym) that has been entered in the Dictionary subsystem (for example, names of agents, splits/skills, agent groups, trunk groups, vectors, VDNs).
Network server	A computer in a network shared by multiple users.
Queue/Agent reports	A group of reports that give the status of all top agents in a skill and queue status, or skill status for a selected skill.
Real-Time reports	Display current ACD call activity on agents, splits/skills, trunks, trunk groups, vectors, and VDNs for the current or previous intrahour interval. Current intrahour interval real-time reports are constantly updated as data changes during the interval. Previous intrahour interval real-time reports show data totals for activity that occurred in the previous intrahour interval.
Report Designer	A PC Client feature that enables users to design their own reports.
Report Wizard	A PC Client feature that delivers user assistance, by way of a wizard, to quickly and easily generate new customized reports. The wizard provides instructional help that guides the user through a series of tasks that create a new customized report. Report Wizard is a supplement to Report Designer.
Scripting	An Avaya CMS feature that lets you automate actions such as changing an agent's skills, running reports, exporting report data, and many other Avaya CMS functions. For example, you can create a script to run a specified report and export the data on schedule.
Shared installation	With this type of installation, the PC Client application software is installed to a shared application directory on the network server, but user-specific files and logs are stored in a PC Client directory on each user's PC or on their own network drive.
Shortcut	An icon on your computer screen that enables you to select and run an application (for example, the PC Client) quickly and easily.
Skill	An attribute that is assigned to an ACD Agent. Agent Skills can be thought of as the ability for an Agent with a particular set of skills to handle a call that requires one of those skills.
Split	A group of extensions that receives special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive primarily over one or a few trunk groups.
Standard reports	The set of reports that are delivered with the CMS or the PC Client software.

Terminal Emulator	A PC Client software application that emulates a 615 Color (615C) terminal.
Trunk group report	Displays the status of each trunk in a selected trunk group.
User ID	The login ID for an Avaya CMS user.
VDN	See *Vector Directory Numbe*r.
VDN reports	A group of reports that show profiles of current VDN performance, call handling information for a specific VDN based on skill preference, and how calls to specific VDNs have been handled.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and music, disconnect calls, give calls a busy signal, or route calls to other destinations.
Vector Directory Number (VDN)	An extension number that enables calls to connect to a vector for processing. A VDN is not assigned an equipment location. It is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group and the final digits match the VDN.
Vector report	A report that lists the number of calls to specific vectors.

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