



Deploying Avaya Experience Portal on Amazon Web Services

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Chapter 1: Introduction

Purpose

This document describes the procedures to deploy Avaya Experience Portal as Software as a Solution by using the Amazon Web Services Management console.

This document is intended for people who want to install and configure Avaya Experience Portal at a customer site.

Prerequisites

Before deploying the product, ensure that you have the following knowledge, skills, and tools.

Knowledge

- AWS setup and operation
- RHEL 8.x 64 bit or a higher version of RHEL 8.x.
- Avaya Experience Portal

Skills

To administer the AWS Management console and Avaya Experience Portal.

Tools

For information about tools and utilities, see [Configuration tools and utilities](#) on page 12.

Chapter 2: Overview

Amazon Web Services overview

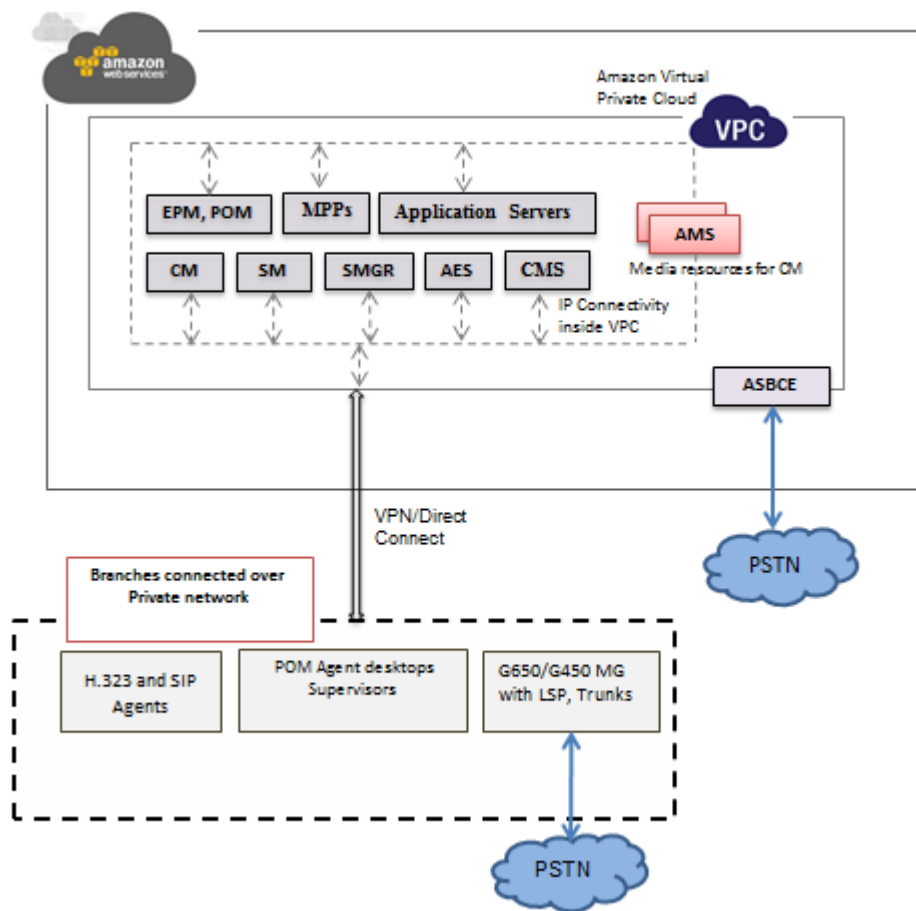
Amazon Web Services (AWS) is a cloud services platform that enterprises use to securely run applications on the virtual cloud. The key components of AWS are Amazon Elastic Compute Cloud (EC2) and Amazon Simple Storage Service (S3).

Supporting Avaya applications on the customer-hosted AWS Infrastructure as a Service (IaaS) platform provides the following benefits:

- Minimizes the capital expenditure (CAPEX) on infrastructure.
Customers can move from CAPEX to operational expense (OPEX).
- Reduces the maintenance cost of running data centers.
- Provides a common platform for deploying applications.
- Provides a flexible environment to accommodate the changing business requirements of customers.

Topology

The following diagram depicts the architecture of the Avaya applications on the Amazon Web Services platform. This diagram is an example setup of possible configuration offered by Avaya. The setup must follow the AWS deployment guidelines, but does not need to include all the applications.



Networking considerations for connecting Avaya applications

When you deploy an Avaya application on a main location or a branch location on Amazon Web Services (AWS), you must follow the networking requirements such as the WAN network topology, bandwidth, and latency of the Avaya applications. You must also adhere to the Avaya network recommendations and AWS networking rules.

AWS has a few limitations for establishing public internet VPNs and direct connections into AWS. For more information about Amazon Virtual Private Cloud (VPC) limits, see the Amazon VPC Limits section in *Amazon Virtual Private Cloud User Guide*.

! Important:

To ensure that the network quality is appropriate for signaling and voice traffic, you must use a direct connection in combination of a private WAN connection with Service Level Agreement (SLA) measures.

Avaya is not responsible for network connections between AWS and customer premises.

Types of network connection

You can connect applications in a hybrid network on Virtual Private Cloud (VPC) in the following ways:

Connection type	Resource
VPN Connection	For information about VPN connections, see the VPN Connections section in <i>Amazon Virtual Private Cloud User Guide</i> .
Direct Connection	For information about AWS direct connections, refer to the AWS documentation.

License management

The following are the use cases for managing licenses when an AWSMicrosoft Azure supported application is migrated from a VMware in a customer-provided Virtualized Environment to AWS:

- If the WebLM service is moved from a VMware in a customer-provided Virtualized Environment to AWS, all applications that host licenses on that WebLM must regenerate the licenses as the WebLM service is also moved.
- If the WebLM service is not moved from the existing VMware in a customer-provided Virtualized Environment to AWS, but only the AWS supported applications move to AWS, then you do not have to regenerate the license for those applications that move to AWS.
- If you use the local WebLM of EPM, and migrate from on-premise to AWS, regenerate the licenses to match the new WebLM server.

Customer responsibilities for the Contact Center offering

- The customer must set up, maintain, and troubleshoot:
 - The Amazon Web Services (AWS) environment
 - The network connectivity to AWS
 - The operating systems required for the software-only applications
- While Avaya provides recommendations for AWS instance use, the customer can choose the correct AWS instance. AWS instances have different levels of reliability, network performance, supported storage, and Input/output operations per second (IOPS). The customer can choose the AWS instances that provide the level of support deemed necessary.
- Avaya support is limited to isolated issues at the environment level. When the issue is related to the application execution environment, the customer or Avaya Business Partner must resolve the issue by raising tickets with AWS.
- Avaya provides information about the tasks that customers must perform on the AWS Management Console. Amazon might periodically update the information. Therefore, for the latest and most accurate information, see [Amazon Web Services documentation](#).

For more information about customer responsibilities, see *Service Agreement Supplement for Avaya Support Advantage Essential and Preferred Support* on the Avaya Support website.

Chapter 3: Planning and configuration

Planning checklist

Ensure that you complete the following tasks before deploying the Avaya Experience Portal on Amazon Web Services Management console:

No.	Task	Link/Notes	✓
1.	Download the required software.	See the following: <ul style="list-style-type: none">• Configuration tools and utilities on page 12• Downloading software from Avaya PLDS on page 12	
2.	Purchase the required licenses. Register for PLDS and perform the following tasks: <ul style="list-style-type: none">• Obtain the license file.• Activate license entitlements in PLDS.	Go to the Avaya Product Licensing and Delivery System at https://plds.avaya.com/ .	
3.	Log on to the Amazon Web Services Management console.	See Signing in to the Amazon Web Services Management console on page 13.	
4.	Create a key pair.	See Creating a key pair on page 14	

Release details of ISO

You can download the latest AEP 8.1 ISO from the Avaya PLDS website at <https://plds.avaya.com/>.

Product name	Release version	AEP ISO
Avaya Experience Portal	8.1	AEP-8.1.x.x.x

Supported footprints

The following table shows the footprints for Avaya Experience Portal on AWS:

Product name	AWS instance type	AWS vCPU	AWS RAM (GB)	HDD (GB)	NICs
Entry	t2.xlarge	4	16	Min 128	1
Small	c5.2xlarge	8	16	Min 128	1
Medium	c5.2xlarge	8	16	Min 128	1
Large	c5.4xlarge	16	32	Min 128	1

*** Note:**

Please note the above validated profiles are for advisory purposes. Customers must configure profiles that meet the requirements specific to the target deployments and expected call volumes/usage.

The HDD requirements must be proportional to the expected call volumes/usage to allow sufficient storage for logging.

System capacities

The following table shows the minimum profile recommendations for Amazon Web Services.

MPP Port Capacity	MPP	EPM
250	t2.xlarge (4 vCPU / 16 GB)	c5.large (2 vCPU + 4GB RAM)
500	c5.2xlarge (8 vCPU / 16 GB)	c5.2xlarge (8 vCPU / 16 GB)
1000	c5.2xlarge (8 vCPU / 16 GB)	c5.2xlarge (8 vCPU / 16 GB)
1500	c5.4xlarge (12 vCPU / 32 GB)	c5.2xlarge (8 vCPU / 16 GB)

! Important:

The profile recommendations are based on performance test results with G.711 and G.729 codecs. Note the following considerations:

- Call scenarios are based on simple/moderate call flows. Increasingly complex call flows may require increases to resource allocation and customers should resize accordingly.
- Cloud platform recommended profiles are the closest match to on-premise validated profiles.
- VMware Host server has Intel(R) Xeon(R) Gold 6230 CPU @ 2.10GHz CPUs that may deliver improved performance over other CPUs.

Limiting factors to the maximum number of ports run on an MPP is that the overall CPU usage of the MPP instance does not exceed 60% with minimal network latencies and dropped

packets. Your maximum number may vary depending on your environment such as CPU speed.

Multimedia sizing

For the recommended multimedia messages per hour for Primary and Auxiliary EPM servers, refer to the *Performance specifications* chapter in the *Avaya Experience Portal Overview and Specification document*.

Configuration tools and utilities

To deploy the AMI and configure applications, you need the following tools and utilities:

- A browser for accessing the Amazon Web Services Management console.
- PuTTY, PuTTYgen, and WinSCP.

Downloading software from Avaya PLDS

About this task

When you place an order for an Avaya PLDS-licensed software product, PLDS creates the license entitlements of the order and sends you an email notification. The email includes a license activation code (LAC) and the instructions for accessing and logging in to PLDS. Using the LAC, you can locate and download the purchased license entitlements. You can also navigate to the **Support by Product** menu at the top of the page to download the product software from <http://support.avaya.com/>

Procedure

1. Type `http://plds.avaya.com/` in your web browser.
2. Type your login ID and password.
3. On the PLDS home page, click **Assets**.
4. Click **View Downloads**.
5. Click the search icon () for Company Name.
6. In the Search Companies dialog box, do the following:
 - a. In the **Name** field, type *Avaya* or the name of the partner company.
 - b. Click **Search Companies**.
 - c. Locate the correct entry and click the **Select** link.
7. In **Download Pub ID**, type the download pub ID.

8. In the **Application** field, click the application name.
9. In the **Download type** field, click one of the following:
 - **Software Downloads**
 - **Firmware Downloads**
 - **Language Packs**
 - **Miscellaneous**
10. In the **Version** field, click the version number.
11. Click **Search Downloads**.
12. Scroll down to the entry for the download file, and click the **Download** link.
13. Select a location to save the file, and click **Save**.

Supported browsers for Amazon Web Console

For information about supported browsers, see the following website:

<https://aws.amazon.com/>

Signing in to the Amazon Web Services Management console

Before you begin

Create an AWS account.

Procedure

1. In your web browser, type `https://aws.amazon.com/`.
2. Click **Sign In to the Console**.

The system displays the Amazon Web Services page and auto-populates the **Account** field.
3. In the **User Name** field, type the user name or registered email address.
4. In the **Password** field, type the password.
5. Click **Sign In**.

The system displays the AWS Management Console page.

Next steps

Create public and private keys.

Creating a key pair

About this task

A key pair is a set of public and private keys. The public key is used to encrypt data, such as the login password. The private key is used to decrypt the encrypted data. This key pair can be used when you deploy an Avaya application AMI.

Procedure

1. Sign in to the Amazon Web Services Management console.
2. Go to **All Services > Compute** and click **EC2**.
3. In the left navigation pane, go to **NETWORK & SECURITY**, and click **Key Pairs**.
4. Click **Create Key Pair**.
5. In the Create Key Pair dialog box, in the **Key pair name** field, type a name for the key pair.
6. Click **Create**.

The system generates a *.pem file and prompts you to save the file on your computer. You can also view the created key pair name in the Key pair name column.

7. Save the *.pem file in a secure and accessible location.

Important:

When you create a key pair, save it. If you lose the key, you cannot retrieve it and you are unable to access the instance.

Chapter 4: Deploying Avaya Experience Portal on AWS

Installing RHEL 8.x or later on AWS

Before you begin

Ensure you have an AWS account.

Procedure

1. Log in to the Amazon Web Services Management console.

2. Go to **All Services > Compute** and click **EC2**.

The system displays EC2 Dashboard.

3. On EC2 Dashboard, click **Launch Instance** under **Create Instance** section.

The system displays a list of AMIs.

4. Select a RHEL 64 bit AMI.

For example, `RHEL-8.3.0_HVM-20201031-x86_64-0-Hourly2-GP2`, i.e. RHEL 8.x 64 bit.

5. On the Choose an Instance Type page, select `t2.xlarge` as the the instance type.

`t2.xlarge` is 4 CPU and 16 GB of RAM.

You must select the correct instance type for deploying the AMI. If you select an incorrect instance type, usability of the system might be affected.

6. Click **Next: Configure Instance Details**.

7. On the Configure Instance Details page, do the following:

- a. In the **Network** field, click a VPC network.

- b. In the **Network interfaces** section, assign an IP address.

Add a static IP address to the instance and not the DHCP.

Note:

For security reasons it is advisable not to assign a public IP address to the EPM servers.

8. Click **Next: Add Storage**.
9. On the Add Storage page, in the **Size (GiB)** field, type 160.

Ensure the **Delete on Termination** check box is selected to remove volumes when you terminate the instance.
10. Make the required changes in the settings, and click **Next: Add Tags**.
11. On the Add Tags page, add a tag, and click **Next: Configure Security Group**.
12. On the Configure Security Group page, create a new security group or select an existing security group, and click **Review and Launch**.

You must select the security group that has the required ports enabled. For information about ports, see port matrix on the Avaya Support website at <http://support.avaya.com/>.
13. On the Review Instance Launch page, review the details of your instance and click the Edit links to make any changes to your instance.
14. Click **Launch**.
15. On the Select an existing key pair or create a new key pair dialog box, select one of the following options:
 - **Choose an existing key pair:** If you select this option, perform the following:
 - From the **Select a key pair** drop-down list, select a key pair.
 - Select the **I acknowledge that I have access to the selected private key file (<example.pem>), and that without this file, I won't be able to log into my instance** check box.
 - **Create a new key pair:** If you select this option, perform the following:
 - In the **Key pair name** field, type a name for the private key file. The extension of the private key file is `.pem`.
 - Click **Download Key Pair**.
 - Save the file in a secure and accessible location.

 **Note:**

You will not be able to download the file again.

 - **Proceed without a key pair:** If you select this option, select the **I acknowledge that I will not be able to connect to this instance unless I already know the password built into this AMI** check box.
16. Click **Launch Instances**.

The system creates and displays the instance on the Instances page.

When the system creates an instance, the **Status Checks** column displays the message:
`2/2 checks passed`.

Deploying Avaya Experience Portal

Before you begin

- Ensure that you have deployed RHEL 8.x 64-bit.
- Download the Avaya Experience Portal ISO from Avaya PLDS.
- Ensure you have access to internet through Net Gateway.

Procedure

1. Open an ssh session to the Avaya Experience Portal server.

Enter the key that you used in [Installing RHEL 8.x or later on AWS](#) on page 15.

2. Login with the appropriate user account.

For example, `ec2-user`

3. Enable the root login.

```
[ec2-user@EPdc1~]$ sudo su
[root@EPdc1 ec2-user]#
```

4. Run the `systemctl is-enabled firewalld` command to ensure that the firewall is disabled.

The command generates the following output: disabled

```
[root@EPdc1 ec2-user]# service iptables status
iptables: Firewall is not running.
```

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see AWS documentation.

6. Edit `/etc/hosts` and add an entry for your server.

For example, `ipAddress fqdn hostname`.

7. Reboot the server by using the command `reboot`.

8. Copy the Avaya Experience Portal ISO file `AEP-8.1.x.x.x.iso` to the server.

Where, `AEP-8.1.x.x.x.iso` represents the latest version of AEP from Avaya PLDS.

9. Create the mount directory and mount the ISO using the following commands:

```
mkdir -p /mnt/aep81
mount -o loop AEP-8.1.x.x.x.iso /mnt/aep81
```

Where, `AEP-8.1.x.x.x.iso` represents the latest version of AEP from Avaya PLDS.

10. Install Avaya Experience Portal.

For installation details, see *Implementing Experience Portal on a single server*, or *Implementing Experience Portal on multiple servers*.

11. If you get an error because php process rpm is not installed, then download and install the rpm and then run the Avaya Experience Portal installer.

For example, for RHEL 8.x 64-bit, download and install `php-process-5.3.3-49.el6.x86_64.rpm` using the following command:

```
rpm -i php-process-5.3.3-49.el6.x86_64.rpm
```

Deploying Media Processing Platform

Before you begin

- Ensure that you have deployed RHEL 8.x 64-bit.
- Download the Avaya Experience Portal ISO from Avaya PLDS.

Procedure

1. Open an ssh session to the MPP server.

Enter the key that you used in [Installing RHEL 8.x or later on AWS](#) on page 15.

2. Login with the appropriate user account.

For example, `ec2-user`

3. Enable the root login.

```
[ec2-user@EPdc1~]$ sudo su  
[root@EPdc1 ec2-user]#
```

4. Run the `systemctl is-enabled firewalld` command to ensure that the firewall is disabled.

The command generates the following output: disabled

```
[root@EPdc1 ec2-user]# service iptables status  
iptables: Firewall is not running.
```

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see the AWS documentation.

6. Edit `/etc/hosts` and add an entry for your server.

For example, `ipAddress fqdn hostname`.

7. Reboot the server by using the command `reboot`.

8. Copy the Avaya Experience Portal ISO file `AEP-8.1.x.x.x.iso` to the server.

Where, `AEP-8.1.x.x.x.iso` represents the latest version of AEP from Avaya PLDS.

9. Create the mount directory and mount the ISO using the following commands:

```
mkdir -p /mnt/aep81
```

```
mount -o loop AEP-8.1.x.x.x.iso /mnt/aep81
```

Where, `AEP-8.1.x.x.x.iso` represents the latest version of AEP from Avaya PLDS.

10. Install MPP.

11. If you get an error because php process rpm is not installed, then download and install the rpm and then run the Avaya Experience Portal installer.

For example, for RHEL 8.x 64-bit, download and install `php-process-5.3.3-49.el6.x86_64.rpm` using the following command:

```
rpm -i php-process-5.3.3-49.el6.x86_64.rpm
```

Chapter 5: Avaya Experience Portal post-installation administration

Avaya Experience Portal post-installation administration

Use the information in this chapter to perform post-installation administrative tasks.

For all other administrative tasks, see *Administering Avaya Experience Portal*.

Opening an SSH session to Avaya Experience Portal

Before you begin

Ensure that you have a secure shell (SSH) client, such as PuTTY or PuTTYtel running on your administrative system.

Procedure

1. Start your SSH client and complete the information in the dialog box.

For example, specify the following information to open a session to the Avaya Experience Portal server:

- a. In the **Host Name (or IP address)** field, enter the host name or IP address of your Avaya Experience Portal server. For example, `epserver.example.com`.
- b. In the **Port** field, enter `22`.
- c. Provide the Authentication key `ppk`.
- d. In the **Connection type** field, select `SSH`.
- e. Click **Open**.

The system displays the PuTTY window.

Note:

The server displays the PuTTY Security Alert window the first time you connect to the SAMP. If you see this window, click **Yes** to accept the server's host key.

2. If you are an Avaya service technician or Business Partner, log in as follows:
 - a. At the `login as:` prompt, type `ec2-user`.
 - b. At the `password` prompt, press `Enter`.

Logging in to the Avaya Experience Portal management console

About this task

Important:

You cannot log in to the Avaya Experience Portal management console with a root account.

Procedure

1. Open your browser and enter the fully qualified domain name or IP address of the Avaya Experience Portal server.

For example, `https://epserver.example.com`.

The first time you try to access the Avaya Experience Portal server, your browser presents a security alert for an SSL certificate. If the SSL certificate is not presented, verify that the address bar on your browser displays `https` and the fully qualified domain name or IP address of the Avaya Experience Portal server.

2. On the security alert window, click **Yes** to accept the certificate.
3. On the Avaya Experience Portal welcome page, click **Continue To Login**.
4. On the Avaya Experience Portal management console login page, do the following:
 - a. In the **Username** field, enter your login ID.
 - b. Click **Continue**.
 - c. In the **Password** field, enter your password.

Note:

When logged in as a service technician, and if the Enhanced Access Security Gateway (EASG) is present, your login ID is challenged by EASG. You must enter a proper response in the Response box to log in successfully.

For customer-user logins, these options are not presented.

- d. Click **Login**.

Your browser displays the Avaya Experience Portal management console. The main menu is in the left pane and the welcome page is in the right pane.

Note:

If this is the first time you are logging in, the **End User License Agreement** page is displayed.

Verifying the software version

About this task

The software version appears in the top right corner of the Avaya Experience Portal management console window.

Use this procedure to view the software version of Avaya Experience Portal by running a command.

Procedure

1. Open an SSH session to the Avaya Experience Portal server.
2. From the command line in a terminal window with root privileges, run the `iaversion.php` command.
3. Verify the version number and build number.

Administering the Avaya Experience Portal instance

For information about administering the Avaya Experience Portal instance, see *Administering Avaya Experience Portal*.

Chapter 6: Resources

Amazon Web Services documentation

For information about the Amazon Web Services documentation, go to the AWS documentation website at <https://aws.amazon.com/documentation/>.

Documentation

The following table lists the documents related to Avaya Experience Portal. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description	Audience
<i>Avaya Experience Portal Documentation Roadmap</i>	Lists all the documents related to Experience Portal and describes the organization of content across the documents.	Avaya Professional Services Implementation engineers
<i>Administering Avaya Experience Portal</i>	Provides general information about and procedures for administering and configuring specific Experience Portal functions and features using a web-based interface.	Administrators Implementation engineers
<i>Avaya Experience Portal Overview and Specification</i>	Describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Administrators Sales engineers Implementation engineers Avaya Professional Services
<i>Implementing Avaya Experience Portal on a single server</i>	Provides procedures to install and configure the Avaya Experience Portal software on a single server.	Implementation engineers

Table continues...

Title	Description	Audience
<i>Implementing Avaya Experience Portal on multiple servers</i>	Provides procedures to install and configure Avaya Experience Portal software on two or more dedicated servers.	Implementation engineers
<i>Deploying Avaya Experience Portal in an Avaya Customer Experience Virtualized Environment</i>	Provides procedures for deploying the Experience Portal virtual application in the Avaya Customer Experience Virtualized Environment. This document includes installation, configuration, initial administration, troubleshooting, and basic maintenance checklists and procedures.	Implementation engineers
<i>Upgrading to Avaya Experience Portal 8.1</i>	Describes how to upgrade your Avaya Experience Portal system to Avaya Experience Portal 8.1.	Implementation engineers
<i>Troubleshooting Avaya Experience Portal</i>	Provides general information about troubleshooting and resolving system problems. This document also provides detailed information and procedures for finding and resolving specific problems.	Administrators Implementation engineers Avaya Professional Services
<i>Avaya Experience Portal Solutions Guide</i>	Provides a high-level description of Avaya Experience Portal as well as topology diagrams, connectivity details, interoperability concept, product interactions, and failover best practices.	Sales engineers Implementation engineers Avaya Professional Services
<i>Avaya Experience Portal Programmer's Reference</i>	Provides information about designing speech applications for Avaya Experience Portal.	Application Developers
<i>Deploying Avaya Experience Portal on Amazon Web Services</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Amazon Web Services Management console.	Administrators Implementation engineers Support Personnel Avaya Professional Services
<i>Deploying Avaya Experience Portal on Google Cloud Platform</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Google Cloud Platform.	Administrators Avaya Professional Services Implementation engineers Support Personnel

Table continues...

Title	Description	Audience
<i>Deploying Avaya Experience Portal on Microsoft Azure</i>	Provides procedures for deploying Avaya Experience Portal as <i>Software as a Solution</i> by using the Microsoft Azure portal.	Administrators Implementation engineers Support Personnel Avaya Professional Services
<i>Avaya Experience Portal Security White Paper</i>	Provides information about the security strategy for Experience Portal, and provides suggestions that companies can use to improve the security of the Experience Portal systems and applications.	Avaya Professional Services Implementation engineers
<i>Avaya Experience Portal Mobile Web Best Practices White Paper</i>	Provides recommended strategies for deploying Avaya Orchestration Designer Mobile Web applications with Avaya Experience Portal, detailing configuration for security, scalability and high availability.	Avaya Professional Services Implementation engineers
<i>Avaya Experience Portal Call Classifications White Paper</i>	Provides information about the call classification feature in Avaya Experience Portal, detailing the configuration and tuning of the call progress engine.	Sales engineers Implementation engineers
<i>Avaya Experience Portal Dialogflow White Paper</i>	Provides information about connecting Avaya Experience Portal self-service applications to Google Dialogflow. This document provides details on configuration, licensing, and other information to help customers with Dialogflow integration.	Avaya Professional Services Implementation engineers
<i>Avaya Experience Portal Nuance Mix Integration White Paper</i>	Provides information about connecting Avaya Experience Portal to Nuance Mix. This document provides details on configuration, licensing, and other information to help customers with Nuance Mix integration.	Avaya Professional Services Implementation engineers

Finding documents on the Avaya Support website

Procedure

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

2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at <https://documentation.avaya.com>.

Important:

For documents that are not available on 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 keywords.
To filter by product, click **Filters** and select a product.
- Search for documents.
From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.
- Sort documents on the search results page.
- Click **Languages** () to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** (.

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

- Create, rename, and delete a collection.
- Add topics from various documents to a collection.
- Save a PDF of the selected content in a collection and download it to your computer.

- Share content in a collection with others through email.
- Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ().

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

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

- 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 website. The available functionality depends on your role.

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.

- 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 **Select Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select 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 keyword or keywords in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available. 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.

Appendix A: Configuring Putty

Converting the *.pem file to the *.ppk format

Before you begin

Download the PuTTYGen software.

Procedure

1. Double-click the downloaded `puttygen.exe` file.
2. In the PuTTY Key Generator dialog box, click **Conversions > Import key**.
3. On Load private key, select a `.pem` file from your local computer, and click **Open**.

The system displays the key in the **Key** section.

4. Click **Generate**.

The system takes a few minutes.

5. Click **Save private key**.

Configuring PuTTY for an SSH session

Before you begin

Convert the `*.pem` file to the `*.ppk` format.

Procedure

1. Open a PuTTY session for SSH.
2. On the PuTTY Configuration dialog box, in the left navigation pane, click **Connections > SSH > Auth**.
3. In the **Authentication parameters** section, click **Browse**.
4. On **Select a private key**, select a `.ppk` file from your local computer, and click **Open**.

Signing in to the Amazon EC2 virtual server instance

Before you begin

- Convert the *.pem file to the *.ppk format.
- Configure PuTTY for an SSH session.

Procedure

1. Open a PuTTY session for SSH.
2. On the PuTTY Configuration dialog box, in the left navigation pane, click **Session**.
3. In the **Host Name (or IP Address)** field, type `ec2-user@<IP_Address>`.

Where, <IP_Address> is the IP address of the Amazon EC2 virtual server instance.

4. Click **Open**.

Managing AWS instances

Using the EC2 Management Console, you can start, stop, reboot, and terminate an AWS instance.

Note:

With the stop and start operations, the instance might move to a different host that might change the IP Address and MAC Address if not statically allocated. Rebooting the instance will not change the host, IP Address, and MAC Address in AWS.

Starting an AWS instance

About this task

For more information on starting an AWS instance, see the following website:

https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/Stop_Start.html

Procedure

1. Sign in to the Amazon Web Services Management console.
2. Under **AWS services**, navigate to **All services > Compute > EC2**.
The system displays the EC2 Management Console page.
3. In the left navigation pane, click **Instances**.
4. To select one or more instances, use the following methods:
 - a. To act on **Instance State** dropdown: Click **Instance State > Start Instance**.
 - b. To act on the **Actions** dropdown: Click **Actions > Manage instance State > Start instance**.

The system displays the **Manage instance state** page. Select the **Start** radio button, and click **Change state**. The system displays a message to start the instances.

5. Click **Start**.

When the system starts the instance, the **Instance State** column displays the state as *running*.

Stopping an AWS instance

About this task

For more information on stopping an AWS instance, see the following website:

https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/Stop_Start.html

Procedure

1. Sign in to the Amazon Web Services Management console.
2. Under **AWS services**, navigate to **All services > Compute > EC2**.
The system displays the EC2 Management Console page.
3. In the left navigation pane, click **Instances**.
4. To select one or more instances, use the following methods:
 - a. To act on the **Instance State** dropdown: Click **Instance State > Stop Instance**.
 - b. To act on the **Actions** dropdown: Click **Actions > Manage instance State > Stop instance**.

The system displays the **Manage instance state** page. Select the **Stop** radio button, and click **Change state**. The system displays a message to stop the instances.

5. Click **Stop**.

When the system stops the instance, the **Instance State** column displays the state as *stopped*.

Rebooting an AWS instance

Procedure

1. Sign in to the Amazon Web Services Management console.
2. Under **AWS services**, navigate to **All services > Compute > EC2**.
The system displays the EC2 Management Console page.
3. In the left navigation pane, click **Instances**.
4. To select one or more instances, use the following methods:
 - a. To act on the **Instance State** dropdown: Click **Instance State > Reboot Instance**.
 - b. To act on the **Actions** dropdown: Click **Actions > Manage instance State > Reboot instance**.

The system displays the **Manage instance state** page. Select the **Reboot** radio button, and click **Change state**. The system displays a message to reboot the instances.

5. Click **Reboot**.

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