



Deploying Avaya Experience Portal on Google Cloud Platform

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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 Google Cloud Platform.

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

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

Skills

To administer Google Cloud Platform and Avaya Experience Portal 8.1 and above.

Tools

For information about tools and utilities, see [Configuration tools and utilities](#) on page 13.

Chapter 2: Overview

Overview

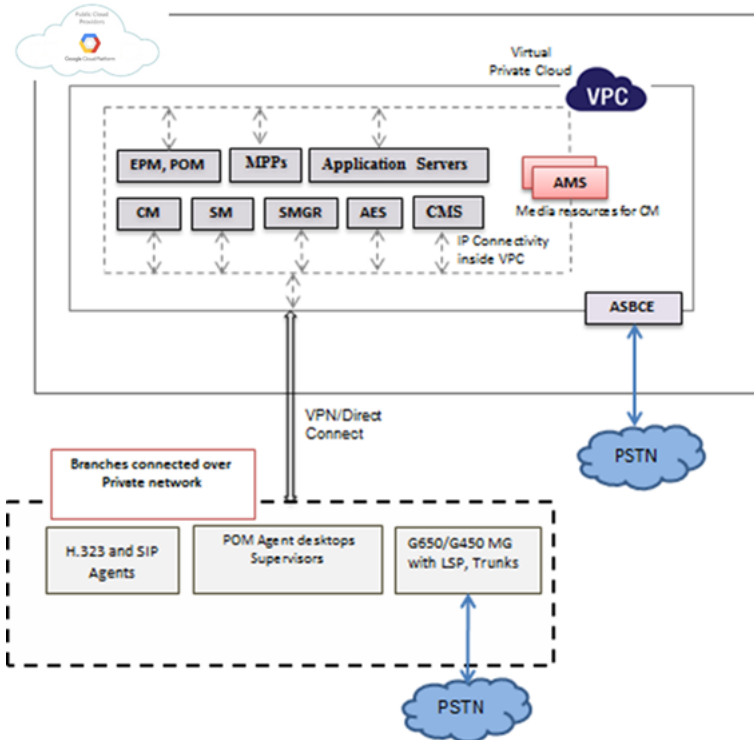
Google Cloud Platform is a cloud services platform that enterprises use to securely run applications on the virtual cloud. Google Cloud Platform integrates the cloud services that are needed to develop, test, deploy, and manage applications, all while taking advantage of the efficiencies of cloud computing.

Supporting Avaya applications on the customer-hosted GCP 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 Google Cloud Platform. This diagram is an example setup of possible configuration offered by Avaya. The setup must follow the Google Cloud Platform deployment guidelines, but does not need to include all the applications.



Networking considerations for connecting Avaya applications

When you deploy an Avaya application at main location or at a branch location on Google Cloud Platform, ensure that you follow the networking requirements, such as the WAN network topology, bandwidth, and latency of the Avaya applications. You must adhere to the Avaya network recommendations and Google Cloud Platform networking rules.

For more information about Google Cloud Platform VPN connection limits and VPN Gateway, see the Google Cloud Platform documentation at <https://cloud.google.com/docs>

! Important:

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

Avaya is not responsible for network connections between Google Cloud Platform 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 more information, go to https://cloud.google.com/network-connectivity/docs/vpn and search for <i>Cloud VPN overview</i> section.
GCN Direct	For more information, go to https://cloud.google.com/network-connectivity/docs/interconnect and search for <i>Dedicated Interconnect Overview</i> section.

License management

The following are the use cases for managing licenses when a Google Cloud Platform supported application is migrated from a VMware in a customer-provided Virtualized Environment to Google Cloud Platform:

- If the WebLM service is moved from a VMware in a customer-provided Virtualized Environment to Google Cloud Platform, 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 Google Cloud Platform, but only the Google Cloud Platform supported applications move to Google Cloud Platform, then you do not have to regenerate the license for those applications that move to Google Cloud Platform.
- If you are using the local WebLM of EPM, and if you are migrating from on-premise to Google Cloud Platform, then you must 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 Google Cloud Platform environment
 - The network connectivity to Google Cloud Platform
 - The operating systems required for the software-only applications
- While Avaya provides recommendations for Google Cloud Platform instance use, the customer can choose the correct Google Cloud Platform instance. Google Cloud Platform instances have different levels of reliability, network performance, supported storage, and Input/output operations per second (IOPS). The customer can choose the Google Cloud Platform instances that provide the required level of support.
- 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 raise tickets with Google Cloud Platform to resolve the issue.
- Avaya provides information about the tasks that customers must perform on the Google Cloud Platform Management Console. Google might periodically update the information. Therefore, for the latest and most accurate information, see [Google Cloud Platform 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 Google Cloud Platform:

No.	Task	Link/Notes	✓
1.	Download the required software.	See the following: <ul style="list-style-type: none">• Configuration tools and utilities on page 13• Downloading software from Avaya PLDS on page 13	
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 Google Cloud Platform.	See Signing in to Google Cloud Platform 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 Google Cloud Platform:

Product name	Google Cloud Platform instance type	Google Cloud Platform vCPU	Google Cloud Platform RAM (GB)	HDD (GB)	NICs
Entry	e2-standard-4	4	16	Min 128	1
Small	e2-standard-8	8	32	Min 128	1
Medium	e2-standard-8	8	32	Min 128	1
Large	e2-standard-16	16	64	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 Google Cloud Platform.

MPP Port Capacity	MPP	EPM
250	e2-standard-4 (4 vCPU + 16GB RAM)	e2-medium (2 vCPU + 4GB RAM)
500	e2-standard-8 (8 vCPU + 32GB RAM)	e2-standard-8 (8 vCPU + 32GB RAM)
1000	e2-standard-8 (8 vCPU + 32GB RAM)	e2-standard-8 (8 vCPU + 32GB RAM)
1500	e2-standard-16 (4 vCPU + 64GB RAM)	e2-standard-8 (8 vCPU + 32GB RAM)

! 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 Google Cloud Platform instance and configure the applications, you need the following tools and utilities:

- A browser for accessing Google Cloud Platform.
- 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 Google Cloud Platform

For information about the supported browser list and version, see <https://cloud.google.com/docs> on the Google Cloud Platform website.

Signing in to Google Cloud Platform

Before you begin

Create a Google Cloud Platform account.

Procedure

1. In your web browser, type `https://cloud.google.com/`.
2. **Sign In** with the appropriate account.
3. Click **Compute Engine**.

The system displays the Google Cloud Platform dashboard.

Next steps

Deploy Avaya Experience Portal.

Chapter 4: Deploying Avaya Experience Portal on Google Cloud Platform

Creating a PPK file

Procedure

1. Open the **puttygen** file, and click **Load**.
2. In the **Parameters** section, click SSH-2 RSA.
3. In the **Actions** section, click **Generate**.

You are instructed to move the mouse cursor around within the PuTTY Key Generator window as a randomizer to generate the private key.

4. Enter a value in the **Key passphrase** and enter the same value in the **Confirm passphrase** field to protect the private key.
5. Click **Save private key**, and save the file to your local computer.

The box under the Public key is for pasting the OpenSSH `authorized_keys` file, which contains the public key.

6. Copy the public key.
7. Open a text editor and paste the public key into the text editor and save the file.

Installing RHEL 8.x or later on Google Cloud Platform

Before you begin

Create an account on Google Cloud Platform.

Important:

Avaya recommends installing only the required RPMs to the system for security and stability. Do not install the complete Red Hat system.

In a software-only installation, the customer installs the Red Hat provided RPM updates. To avoid possible issues or incompatibilities with new RPMs, it is recommended to check the list of tested RPMs and follow the instructions in the PSN periodically published by Avaya.

 Note:

Please note that the steps provided in this section are for reference purpose only. For the most up-to-date information, see the Google Cloud Platform documentation.

Procedure

1. Log on to the Google Cloud Platform.
2. Go to **Compute Engine > VM Instances**.
3. In the VM Instances page, click **CREATE INSTANCE**.
4. In the **Create an instance** page, do the following:
 - a. In the **Name** field, enter the name of your product.
 - b. In the **Zone** field, select the required zone.
 - c. In the **Machine type** field, select the number of vCPUs and memory needed for your deployment.
5. In the **Boot disk** section, click **Change** and do the following:
 - a. Select the appropriate RHEL image.
For the supported RHEL version, see the *Third party software requirements* section.
 - b. In the **Size (GB)** field, enter the required disk size and click **Select**.
You return to the Create an instance page.
6. Click **Networking** and enter the following in the **Networking interfaces** field,
 - a. In the **Network** field, select the VPC network.
 - b. In the **Subnetwork** field, select an appropriate subnet.
 - c. In the **Primary Internal IP** field, select Ephemeral Custom.
 - d. In the **Custom ephemeral IP address** field, enter an IP address that is within the range of your network.

 Note:

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

- e. In the **External IP** field, select None.
7. Click **Done**.
8. Click **Security**.
9. In the **SSH Keys** section, in the **Enter entire key data** section, enter the public key details.
When you paste the key, a login user is also created.
10. Click **Create**.

A Virtual machine instance is deployed and appears under the VM instances page.

Next steps

Deploying Avaya Experience Portal on Google Cloud Platform.

Configuring yum on RHEL

Before you begin

- Configure PuTTY for an SSH session.
- Find the SSH user name of the instance you deployed.

Procedure

Configure a yum repository that has the required Experience Portal packages.

 Note:

Experience Portal does not bundle any packages that are obtained from Red Hat. Experience Portal provides a Prerequisite installer that installs all the Red Hat Enterprise Linux packages that are needed to install Experience Portal, provided that customers configure a valid yum repository on the system that contains all the required Experience Portal prerequisites. Customers can either run the Experience Portal Prerequisite installer standalone outside of installation or alternatively run the Prerequisite installer within the Experience Portal installer.

All OS packages required by Experience Portal are standard Red Hat Enterprise Linux packages except for php-process. The yum repository or repositories configured on the system must contain standard Red Hat Enterprise Linux packages plus php-process.

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 that the Red Hat 8.x VM on Google Cloud Platform has network connectivity.

Procedure

1. Open an ssh session to the Avaya Experience Portal server.
2. Login with the appropriate user account.

For example, `gcpuser`

3. Enable the root login.

```
[gcpuser@EPdc1~]$ sudo su
[root@EPdc1 gcpuser]#
```

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

The command generates the following output: disabled

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

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see the Google Cloud Platform 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 is used in [Installing RHEL 8.x or later on Google Cloud Platform](#) on page 15.

2. Login with the appropriate user account.

For example, `gcpuser`

3. Enable the root login.

```
[gcpuser@EPdc1~]$ sudo su
[root@EPdc1 gcpuser]#
```

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

The command generates the following output: disabled

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

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see the Google Cloud Platform 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
```

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 hostname 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 host key of the server.

2. If you are an Avaya service technician or Business Partner, log in as follows:
 - a. At the `login as:` prompt, type `gcpuser`.
 - 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

Google Cloud Platform documentation

For information about the Google Cloud Platform documentation, go to the Google Cloud Platform documentation website at <https://cloud.google.com/docs>.

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.

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 Google Cloud Platform 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 <username>@<IP_Address>.

Where,

<username> is the username created in [Installing RHEL 8.x or later on Google Cloud Platform](#) on page 15.

<IP_Address> is the IP address of the Google Cloud Platform virtual server instance.

4. Click **Open**.

Google Cloud Platform instance management

Using Google Cloud Platform, you can start, stop, reboot, and terminate an 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 does not change the host, IP Address, and MAC Address in Google Cloud Platform.

Starting a Google Cloud Platform instance

Procedure

1. Sign in to Google Cloud Platform.
2. Go to **Virtual Machines** and select the machine you wish to start

The system displays the machine overview page

3. Select **Start** from the top menu bar

When the system starts the instance, the **Status** entry displays `running`.

Stopping a Google Cloud Platform instance

Procedure

1. Sign in to Google Cloud Platform.
2. Go to **Virtual Machines** and select the machine you wish to stop
The system displays the machine overview page
3. Select **Stop** from the top menu bar
When the system stops the instance, the **Status** entry displays *stopped*.

Restarting a Google Cloud Platform instance

Procedure

1. Sign in to Google Cloud Platform.
2. Go to **Virtual Machines** and select the machine you wish to stop
The system displays the machine overview page
3. Select **Restart** from the top menu bar

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