



Deploying Avaya Experience Portal on Microsoft Azure

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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 Microsoft Azure portal.

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

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

Skills

To administer the Azure portal and Avaya Experience Portal 8.1 and above.

Tools

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

Chapter 2: Overview

Microsoft Azure overview

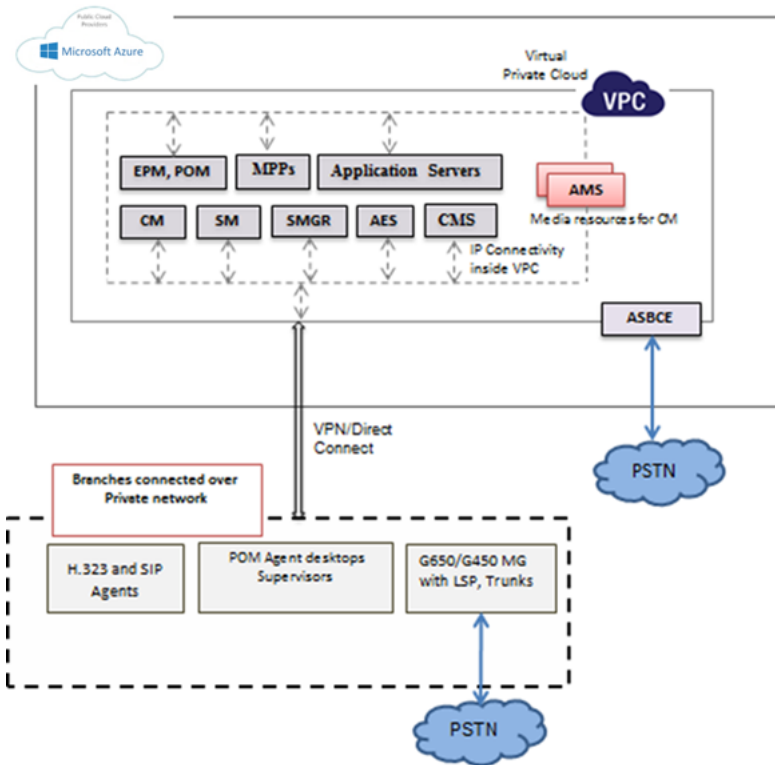
Microsoft Azure is a cloud services platform that enterprises use to securely run applications on the virtual cloud. Microsoft Azure integrates the cloud services that are needed to develop, test, deploy, and manage applications, all while taking advantage of the efficiencies of cloud computing.

Supporting Avaya applications on the customer - hosted Azure 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 Microsoft Azure platform. This diagram is an example setup of possible configuration offered by Avaya. The setup must follow the Microsoft Azure 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 Microsoft Azure, 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 Microsoft Azure networking rules.

For more information on Microsoft Azure VPN connection limits and VPN Gateway, see the Microsoft Azure documentation at <https://docs.microsoft.com/en-us/azure/vpn-gateway/vpn-gateway-about-vpngateways>.

! 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 Microsoft Azure 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://docs.microsoft.com/en-us/ and see the following sections: <ul style="list-style-type: none"> • <i>Create a site-to-site connection in the Azure portal</i> • <i>Azure networking</i>
Direct Connection	For more information, go to https://docs.microsoft.com/en-us/ and see the <i>ExpressRoute overview</i> section.

License management

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

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

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 Microsoft Azure portal.	See Signing in to the Microsoft Azure portal on page 13.	

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 Azure:

Product name	Azure instance type	Azure vCPU	Azure RAM (GB)	HDD (GB)	NICs
Entry	F4s_v2	4	8	Min 128	1
Small	F8s_v2	8	16	Min 128	1
Medium	F8s_v2	8	16	Min 128	1
Large	F16s_v2	12	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.

! Important:

The root partition must be configured to a minimum of 20GB otherwise the Avaya Experience Portal installation will fail.

System capacities

The following table shows the minimum profile recommendations for Microsoft Azure.

MPP Port Capacity	MPP	EPM
250	F4s_v2 (4 vCPU / 8 GB)	F2s_v2 (2vCPU + 4GB)
500	F8s_v2 (8vCPU / 16 GB)	F8s_v2 (8vCPU + 16GB)
1000	F8s_v2 (8vCPU / 16 GB)	F8s_v2 (8vCPU + 16GB)
1500	F16s_v2 (12vCPU / 32 GB)	F8s_v2 (8vCPU + 16GB)

! 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 Azure instance and configure applications, you need the following tools and utilities:

- A browser for accessing the Microsoft Azure 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 Microsoft Azure Portal

For information on the supported browser list and versions, see <https://docs.microsoft.com/en-us/azure/azure-portal/azure-portal-supported-browsers-devices> on the Microsoft Azure website.

Signing in to the Microsoft Azure portal

Before you begin

Create an Azure account.

Procedure

1. In your web browser, type `https://portal.azure.com/`.
2. Click **Sign In**.

The system displays the Microsoft Azure portal page.

Next steps

Deploy Avaya Experience Portal.

Chapter 4: Deploying Avaya Experience Portal on Microsoft Azure

Installing RHEL 8.x or later on Microsoft Azure

About this task

Use this procedure to install RHEL 8.x or later on Microsoft Azure.

Important:

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

In a software-only installation, the customer will also install 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 purposes only. For the most up-to-date information, see the Microsoft Azure documentation.

Before you begin

Create an account on Microsoft Azure.

Procedure

1. Log on to the Azure portal.
2. On the Virtual Machines page, click on the **Add Virtual Machine** link.
3. In the **Instance Details**, enter the required details, select **RHEL 8.x**, and chose the required VM size.

Note:

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

4. Select one of the following authentication types:
 - **Password**: Enter the username and password.
 - **SSH public key**: Enter the username and choose an existing key or create a new key.
5. Click **Review + create** to start the deployment.

After the successful deployment, shut down the virtual machine.

6. On the Virtual Machines page, click the name of the RHEL virtual machine you created.
7. Change the hard disk size from **64 GB** to **128 GB**.

 Note:

Ensure the base directory is atleast 20 GB on Azure, otherwise the installation will fail.

 Important:

For security reasons it is advisable not to assign a public IP address to the AEP virtual machine.

8. Click **Save** to save the configuration.

Next steps

Deploy Avaya Experience Portal on Microsoft Azure.

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 Azure has network connectivity.

Procedure

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

For example, `azureuser`

3. Enable the root login.

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

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

The command generates the following output: disabled

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

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see the Azure 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 (MPP)

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 Microsoft Azure](#) on page 14.

2. Login with the appropriate user account.

For example, `azureuser`.

3. Enable the root login.

```
[azureuser@EPdcl~]$ sudo su
[root@EPdcl azureuser]#
```

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

The command generates the following output: disabled

```
[root@EPdcl azureuser]# service iptables
status iptables: Firewall is not running.
```

5. Assign a valid hostname to the instance.

For instructions to change the hostname, see the Azure 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

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 `azureuser`.
 - 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

Microsoft Azure documentation

For information about the Microsoft Azure documentation, go to the Azure documentation website at <https://docs.microsoft.com/en-us/azure/>.

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 many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** () in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.
You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click **<** or **>** next to the document title to navigate to the previous topic or the next topic.

- Click **Share** (➦) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** (📁). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

You can do the following:

- Create, rename, and delete a collection.
 - Set a collection as the default or favorite 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 collections that others have shared with you.
- Click **Watch** (👁) to add a topic to your watchlist so you are notified when the content is updated or removed.
 - View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

You can do the following:

- Enable **Email notifications** to receive email alerts.
 - Unwatch the selected content or all topics.
- Send feedback for a topic.

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

Signing in to the Azure virtual server instance

Before you begin

Find the SSH user name and password of the instance you deployed.

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 Microsoft Azure](#) on page 14.

`<IP_Address>` is the IP address of the Azure virtual server instance.

4. Click **Open**.

Microsoft Azure instance management

Using the Azure portal, 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 Azure.

Starting an Azure instance

Procedure

1. Sign in to the Microsoft Azure portal.
2. Click **Virtual Machines** and select the machine you want to start.

The system displays the Machine overview page.

3. On the menu bar, click **Start**.

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

Stopping an Azure instance

Procedure

1. Sign in to the Microsoft Azure portal.
2. Click **Virtual Machines** and select the machine you want to stop.

The system displays the Machine overview page.

3. On the menu bar, click **Stop**.

When the system stops the instance, the **Status** field displays `stopped`.

Restarting an Azure instance

Procedure

1. Sign in to the Microsoft Azure portal.
2. Click **Virtual Machines** and select the machine you want to stop.

The system displays the Machine overview page.

3. On the menu bar, click **Restart**.

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