



# **Planning for Avaya Call Management System Upgrades**

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# Chapter 1: Introduction

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## Purpose

This document describes how to plan for any type of Avaya Call Management System (CMS) upgrade using the software or platform upgrade processes. The document contains procedures the customer must do both before and after upgrades.

This document is intended for implementation engineers and system administrators.



# Chapter 2: Procedures required before the upgrade

It is the customer's responsibility to ensure that all information and procedures presented in this chapter are understood and completed before the upgrade starts. Use the following checklist to verify that all information is understood and procedures are completed.

Procedure	✓
<a href="#">Supported upgrade scenarios</a> on page 9	
<a href="#">Who must do upgrades</a> on page 11	
<a href="#">Software upgrade media</a> on page 11	
<a href="#">Platform upgrade media and upgrade process</a> on page 11	
<a href="#">Updating CMS user IDs before an upgrade</a> on page 12	
<a href="#">Backing up the old system</a> on page 12	
<a href="#">Collecting third-party and custom software</a> on page 13	
<a href="#">Remote support</a> on page 13	
<a href="#">Troubleshooting and escalation</a> on page 13	
<a href="#">Communication Manager software and link compatibility</a> on page 14	

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## Supported upgrade scenarios

CMS supports the following upgrade scenarios:

- Software Upgrades - Upgrading from an older CMS software release and retaining the same hardware server or VMware server. You will back up the customer data, use software discs and a CMS OVA file to install the new Linux OS and CMS software, then migrate the customer data.
- Platform Upgrades - Upgrading from an older CMS software release and installing a new customer-provided VMware server or an Avaya Solutions Platform 130 Appliance VMware server. You will back up the customer data, use a CMS OVA file to install the new Linux OS and new CMS software, then migrate the customer data onto the new software release.

## Chapter 2: Procedures required before the upgrade

- Base Load Upgrades - Upgrading from an older CMS software release within the same minor release or an approved upgrade scenario. You will use a software disc or a CMS ISO image file to install the new Linux OS and CMS software.

For more information about upgrades, see the following documents:

- *Planning for Avaya Call Management System Upgrades*
- *Upgrading Avaya Call Management System*
- *Deploying Avaya Call Management System*
- *Avaya Call Management System Base Load Upgrade*

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## Software upgrades

The software upgrade process reuses existing CMS hardware that can support the new CMS software. The following models of hardware can support CMS Release 20.0 regardless of the current CMS release installed on the hardware:

- Avaya Solutions Platform 130 Appliance VMware servers
- Customer-provided VMware servers
- Dell R630
- Dell R730
- HPE DL380 G9
- Customer-provided Amazon Web Services (AWS) servers
- Customer-provided Google Cloud Platform (GCP) servers

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## Platform upgrades

CMS Release 20.0 supports platform upgrades from CMS Releases 16.x, 17.x, 18.x, 19.0, and 19.1.0.0, 19.1.0.1, or 19.2 regardless of what hardware the CMS software currently resides.

**Note:**

Contact your Avaya account team if you need to upgrade from CMS releases older than 16.x.

---

## Base load upgrades

No base load upgrades are allowed from pre-R20 releases. Only R20 to R20 base load upgrades are allowed.

Upgrade from R20 CI (RHEL7) that is part of the Avaya Contact Center - Extended Capacity 10.0.2 program requires a CUE upgrade to R20 (RHEL8).

---

## Who must do upgrades

Avaya-approved business partners, with Avaya Support Professional Specialist (ASPS) certification, are authorized to do CMS implementation and upgrades.



### Important:

If these procedures are done by nonauthorized personnel, the following consequences might occur:

- You might permanently lose data.
- The CMS server might be put in a nonfunctioning state for some time.
- You might be billed additional time and material expenses by Avaya.

---

## Software upgrade media

When upgrading an existing Dell or HPE hardware server that is supported for upgrades to CMS 20.0, you can order an upgrade kit that contains the following media:

- Linux Kickstart DVD
- CMS Software DVD
- CMS Upgrade (CUE) DVD

When upgrading a customer-provided or Avaya Solutions Platform VMware server, you cannot order an upgrade kit. You must download the CMS 20.0 OVA file and the upgrade ISO file to do the upgrade.

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## Platform upgrade media and upgrade process

When upgrading a system by installing a new customer-provided or Avaya Solutions Platform VMware server, you do not receive an upgrade kit. You must install the new system as described in *Deploying Avaya Call Management System*. As part of a new installation, you must download the CMS 20.0 OVA file. After you deploy the new system, you migrate the customer data onto the new system.

## Updating CMS user IDs before an upgrade

CMS user IDs must not contain certain diacritical, accented, special characters, punctuation, or blanks (for example, á, ñ, ç, |, ©). Also, RHEL has announced they have deprecated the use of all numeric user names as of RHEL8. Older CMS releases might have CMS user IDs that were administered using these unsupported characters. Before starting an upgrade, you must change any offending CMS user IDs to only use alphanumeric characters and keeping the length of the user IDs to 3-31 characters. For example, if you have a user ID of “Dáve115”, you must change this user ID to “Dave115”. If you do not change the user IDs before the upgrade, you cannot change or delete the offending user ID after the upgrade.

---

## Backing up the old system

To move data from the old system to the new system as part of a software or platform upgrade, the customer must either use NFS backup or tape backup. NFS backup has been supported since CMS Release 16.2. Tape drives are no longer supported with many of the latest CMS releases.

 **Important:**

When using NFS for backups on CMS 18.0.2 or later, you must use NFS Version 4 (v4). When upgrading from an older version of CMS that supports an older version of NFS, you must upgrade your NFS setup to NFS v4 after you upgrade your system.

 **Important:**

LAN backups cannot be used for data migration in this procedure.

Avaya recommends that you use NFS backup when doing an upgrade because any new hardware will not have a tape backup option and you will most likely use NFS backup on the new system.

When backing up to tape on a system that is older than CMS Release 16.2, which does not support NFS backup, you can use the Remote Tape Copy (RTC) or Remote Tape Migration (RTM) tools. For more information, see *Upgrading Avaya Call Management System*.

 **Important:**

All tape backups must be completed before calling CMS provisioning.

The CMSADM backup is usually done the night before the upgrade.

The full maintenance backup is usually scheduled to run overnight the night before the upgrade. However, if an incremental backup is not being done, run the full maintenance backup just before the upgrade.

The incremental backup, if required, is done just prior to the old system being turned over to the technician and remote engineering support personnel. Any data collected after this incremental backup will not be migrated to the new system.

For instructions on how to back up the customer data, see the *CMSADM backup* procedures for the current release in *Maintaining and Troubleshooting Avaya Call Management System*.

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## Collecting third-party and custom software

If third-party, custom software, or other Avaya products are installed on the system, the customer must gather that software so it will be available for installation after the upgrade. This can include software such as Operational Analyst or information about pseudo-ACDs. After the upgrade, either Avaya Provisioning or Avaya Professional Services will reinstall the software.

**Note:**

Database changes with CMS Release 20.0 may affect third-party software. For more information about database changes, see *Avaya Call Management System Database Items and Calculations* and *Avaya Call Management System External Call History*.

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## Remote support

All upgrade procedures are done at the customer site. However, when remote personnel such as CMS Provisioning are supporting the upgrade, the system commands used in this document are done by the remote personnel so they can monitor the progress of the upgrade. Run the commands from the local console only when there is no remote support or when you are instructed to run the commands.

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## Troubleshooting and escalation

If problems occur during the upgrade procedure:

1. Escalate the problem through normal channels.
2. Inspect the upgrade log file that is located at `/var/log/cvuelog`.
3. If the problem persists, shut down the virtual system, reconnect the Communication Manager links to the old system, and bring the old system back up under the old CMS load.

## Communication Manager software and link compatibility

CMS 20.0 supports Communication Manager releases 6.x, 7.x, 8.x, and 10.x. The CMS upgrades extract tool recognizes any incompatibility with the Communication Manager releases during the upgrade process. The tool requires you to enter a host name or IP address and TCP port before the upgrade can continue. Determine the host name or IP address and TCP port before you start the upgrade.

Starting with CMS 19.1 and later and Communication Manager 8.1.2 and later, encryption of personal data being exchanged with the Communication Manager system is a standard feature on CMS. To take advantage of personal data encryption, you must administer Communication Manager Release 8.1.2 or later on the CMS, and administer CMS 19.1 or later on the Communication Manager 8.1.2 or later system. If you do not want to use the personal data encryption feature, you must administer an older Communication Manager version when setting up the system.

# Chapter 3: Procedures required after the upgrade

After the upgrade is completed, the customer must do the following procedures to restore the system to normal operation:

Procedure	✓
<a href="#">Checking the manual merge files</a> on page 15	
<a href="#">Verifying CMS security</a> on page 16	
<a href="#">Migrating historical data</a> on page 16	
<a href="#">Restoring non-CMS files (optional)</a> on page 17	
<a href="#">Enhanced Access Security Gateway (EASG) support</a> on page 19	
<a href="#">Installing and administering unpreserved software</a> on page 19	
<a href="#">Doing CMSADM and maintenance backups</a> on page 20	

The customer can contract with Avaya Professional Services to do any or all of these procedures.

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## Checking the manual merge files

All files that must be manually merged are saved in the `/manual_merge` directory. For platform upgrades from a Solaris server to a Linux server, some files might not exist on the target machine. If you do not see the files on the target machine, you can ignore the need for manual merges.

For more information about manual merge discrepancies, see your Avaya upgrade representative.

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## Verifying CMS security

If you had previously applied CMS security procedures to your system, those procedures must be redone for the new version of the OS. Contact your Avaya account representative or support organization to request assistance.

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## Migrating historical data

After the Avaya technician or Business Partner migrate the system administration, agent, and call center administration data as part of the upgrade procedure, the customer must migrate the historical data. If you have a full and incremental backup of your data, you must migrate the historical data twice or more. Use the full backup tape first, followed by the incremental backup tapes.

To migrate historical data:

1. Log on to CMS.  
The CMS main menu is displayed.
2. Verify that the maintenance backup tape is in the tape drive. Use the most recent full backup first, followed by the most recent incremental backup.
3. From the CMS main menu, select **System Setup > R3 Migrate Data**.  
The **R3 Migrate Data** window is displayed.
4. In the **R3 Migrate Data** window, select the options and enter the values that are indicated in the following table:

Field	Value to enter or option to select
Device name	The tape drive device name
Data Type	Historical data
Stop date	Leave blank
Stop time	<b>11:59 PM</b>
Specify ACD(s)	All ACDs

5. Press **Enter** to access the action list in the top right corner.

6. Select **Run** and press **Enter**.

The progress of the migration is displayed in the `Status` field. When the migration ends, the system indicates the success or failure of the migration in this field.

Note that a full historical migration can take several hours. It runs in the background, however, so you can exit the migration window and do other tasks. If you do that, bring up the migration window periodically to check on the progress.

7. Press **F3** and select the UNIX option to display the command line prompt.

8. Enter:

```
pg /cms/migrate/r3mig.log
```

The customer migration log is displayed.

9. Look at the contents of the customer migration log and take any necessary corrective action. For help with interpreting the log, contact technical support or your customer representative.

10. To exit the command line window, enter:

```
exit
```

---

## Restoring non-CMS files (optional)

The customer might want specific non-CMS files copied from the preupgrade CMSADM backup tape to the upgraded system. The procedures are different whether you have a tape drive or do not have a tape drive.

---

### Restoring non-CMS files using tape

1. Insert the most recent CMSADM backup tape from the old system into the tape drive.

2. Enter:

```
cd /
```

3. Enter the following command for each file you want to copy:

```
cpio -icmudv -C 10240 -I /dev/rmt/X -M "Remove current tape, insert  
tape number %d, press ENTER" "Path/FileName"
```

The *Path/FileName* is the relative path to the file being copied.

The *x* is either 0 or 1, depending on how many tape drives are connected to the system. If you have only one tape drive, use 0. If you have more than one tape drive, use the following commands to determine which tape drive can be used:

```
mt -f /dev/rmt/0 status
```

```
mt -f /dev/rmt/1 status
```

The tape drive that contains the CMSADM backup tape reports a status similar to the following example:

```
<tape drive model name>:  
sense key(0x6)= Unit Attention      residual= 0   retries= 0  
file no= 0   block no= 0
```

For example, a command to copy the file */accounting/invoices* is:

```
cpio -icmudv -C 10240 -I /dev/rmt/X -M "Remove current tape, insert  
tape number %d, press ENTER" "accounting/invoices"
```

---

## Restoring non-CMS files using secure copy

To restore files using secure copy, both the old system and the new system must be on the network and SSH must be running on both systems.

1. Log on to the old system and confirm SSH is running:
2. Log on to the new system and enter the following command for each file you want to copy:

```
scp UserName@OldSystemIP:OldSystemPath/OldSystemFileName  
NewSystemPath/NewSystemFileName
```

Where:

- *UserName* is the valid root user on the old system.
- *OldSystemIP* is the IP address of the old system.
- *OldSystemPath* is the path to the file you want to copy.
- *OldSystemFileName* is the name of the file you want to copy.
- *NewSystemPath* is the path to where you want to copy the file to the new system.
- *NewSystemFileName* is the name of the file you are copying to the new system.

---

## Enhanced Access Security Gateway (EASG) support

The EASG package is integrated into CMS and provides secure authentication and auditing for all remote access into the maintenance ports.

The EASG authentication is based on a challenge/response algorithm using a token-based private key-pair cryptographic authentication scheme. Secure auditing is also provided. Logs are available that include information such as successful log on, failed log on, errors, and exceptions.

EASG allows Avaya to control Avaya service engineer privileges when accessing customer products. EASG controls permission levels, such as `init`, `inads`, and `craft`, used by the service engineers.

On a CMS server, a dedicated EASG product certificate is installed under the EASG directory `/etc/asg`. This is mandatory that all Avaya products with EASG support use the `/etc/asg` directory for all EASG associated files and directories. The EASG product certificate uniquely identifies CMS major releases to the Avaya EASG server.

The product certificate is derived from the Avaya IT Root Certificate Authority (CA) and intermediate CAs. The Avaya EASG server uses CAs to create a response, and CMS uses the EASG product certificate public key to verify the response through the EASG Common RPM. The EASG product certificate is included in the CMS deployment. Customers need not do additional task to set up the certificate.

---

## Installing and administering unpreserved software

After the upgrade, you must contract with Avaya or a Certified Business Partner to install any unpreserved software and administer any new features or services. The following is a list of these features and services:

- Operational Analyst, including restarting forwarders
- Network printers
- Pseudo-ACDs. Pseudo-ACDs must be added and data must be migrated from the old system
- Applications such as workforce management software
- Wallboards
- Mounted file systems that were in the customer's `/etc/fstab` file before the upgrade. See the copy of the file that is saved in `/var/log/cvue.log`. Have your administrator verify that your new configuration is correct.
- Common Desktop Environment options such as screen layout and password protection

### Chapter 3: Procedures required after the upgrade

- Add, change, or remove ACDs
- Add Supervisor logins
- Install new feature packages (if purchased)
- Change authorizations
- Update security options such as `rsh` and `rlogin`.
- Enhanced Access Security Gateway (EASG)

---

## Doing CMSADM and maintenance backups

Do a CMSADM and maintenance backup on the system as described in the *Avaya Call Management System Maintenance and Troubleshooting* document. If LAN Backup is being used on the new system, see the *Avaya Call Management System LAN Backup User Guide* document.

# Chapter 4: Resources

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## Documentation

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### CMS and CMS Supervisor Documents

Title	Description	Audience
Overview		
<i>Avaya Call Management System Overview and Specification</i>	Describes tested product characteristics and product capabilities including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales engineers, Administrators
<i>Product Privacy Statement for Avaya Call Management System</i>	Describes how personal data is stored and processed by CMS.	Administrators
Installation, upgrades, maintenance, and troubleshooting		
<i>Deploying Avaya Call Management System</i>	Describes how to plan, deploy, and configure CMS on new VMware-based installations.	Avaya support personnel
<i>Deploying Avaya CMS on an Infrastructure as a Service Environment</i>	Describes how to plan, deploy, and configure CMS on new Amazon Web Services and Google Cloud Platform installations.	Avaya support personnel
<i>Port Matrix for Avaya Call Management System</i>	Lists the ports and connections used by CMS.	Avaya support personnel
<i>Planning for Avaya Call Management System Upgrades</i>	Describes the procedures customers must plan for before and after upgrading to a new CMS release.	Administrators
<i>Upgrading Avaya Call Management System</i>	Describes the procedures required to upgrade to a new CMS release.	Avaya support personnel

## Chapter 4: Resources

Title	Description	Audience
<i>Avaya Call Management System Base Load Upgrade</i>	Describes the procedures to upgrade from one base load (for example, 19.1.0.0) to another base load (for example, 19.1.0.1). Not all releases support base load upgrades.	Avaya support personnel, Administrators
<i>Maintaining and Troubleshooting Avaya Call Management System</i>	Describes how to configure, maintain, and troubleshoot CMS.	Avaya support personnel, Administrators
<i>Avaya Call Management System and Communication Manager Connections, Administration, and Troubleshooting</i>	Describes how to connect and administer the Communication Manager systems used by CMS.	Avaya support personnel, Administrators
<i>Avaya Call Management System High Availability Connectivity, Upgrade and Administration</i>	Describes how to connect to HA servers and upgrade to HA.	Avaya support personnel, Administrators
<i>User guides</i>		
<i>Using Avaya Call Management System LAN Backup</i>	Describes how to back up your CMS data using a LAN connection to a remote server.	Administrators
<i>Using Avaya Call Management System High Availability</i>	Describes how to install and maintain your CMS High Availability (HA) system.	Avaya support personnel, Administrators
<i>Using ODBC and JDBC with Avaya Call Management System</i>	Describes how to use Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) with CMS.	Administrators
Administration		
<i>Administering Avaya Call Management System</i>	Provides instructions on administering a contact center using CMS Supervisor.	Avaya support personnel, Administrators
<i>Avaya Call Management System Call History Interface</i>	Describes the format of the Call History data files and how to transfer these files to another computer.	Administrators
<i>Avaya Call Management System Database Items and Calculations</i>	Describes each database item and calculation that CMS tracks and how CMS calculates the values displayed on CMS reports and CMS Supervisor reports.	Administrators, Report designers

<b>Title</b>	<b>Description</b>	<b>Audience</b>
<i>Avaya Call Management System Custom Reports</i>	Describes how to design and create custom reports in CMS.	Administrators, Operations personnel, Report designers
<i>Avaya Call Management System Security</i>	Describes how to implement security features in CMS.	Avaya support personnel, Administrators.
CMS Supervisor		
<i>Avaya CMS Supervisor Clients Installation and Getting Started</i>	Describes how to install and configure CMS Supervisor.	Avaya support personnel, Administrators
<i>Avaya CMS Supervisor Reports</i>	Describes how to use CMS Supervisor reports.	Administrators, Operations personnel
<i>Avaya CMS Supervisor Report Designer</i>	Describes how to create new reports and to edit existing reports through Report Designer and Report Wizard.	Administrators, Operations personnel, Report designers

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## Avaya Solutions Platform Documents

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

## Avaya Contact Center - Extended Capacity

Title	Description	Audience
<i>Avaya Contact Center - Extended Capacity Solution Description</i>	Describes tested product characteristics and product capabilities including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales engineers, Administrators
<i>Administering Avaya Contact Center - Extended Capacity</i>	Provides instructions on administering <i>Avaya Contact Center - Extended Capacity</i> .	Avaya support personnel, Administrators
<i>Deploying Avaya Contact Center - Extended Capacity</i>	Describes how to plan, deploy, and configure <i>Avaya Contact Center - Extended Capacity</i> .	Avaya support personnel
<i>Maintaining and Troubleshooting Avaya Contact Center - Extended Capacity</i>	Perform maintenance and troubleshooting procedures for routine maintenance and troubleshooting of <i>Avaya Contact Center - Extended Capacity</i> .	Avaya support personnel, Implementation engineers, Administrators
<i>Administering Application Enablement Services for Avaya Contact Center - Extended Capacity</i>	Provides instructions on administering Application Enablement Services for <i>Avaya Contact Center - Extended Capacity</i> .	Avaya support personnel, Administrators
<i>Migrating to Avaya Contact Center - Extended Capacity</i>	Describes migration procedures to <i>Avaya Contact Center - Extended Capacity</i> .	Avaya support personnel, Administrators

## Finding documents on the Avaya Support website

### Procedure

1. Go to <https://support.avaya.com>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.

5. In **Choose Release**, select an appropriate release number.  
The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.  
For example, for user guides, click **User Guides** in the **Content Type** filter. The list only displays the documents for the selected category.
7. Click the document to open it in your browser or download the document.

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## Accessing the port matrix document

### Procedure

1. Go to <https://support.avaya.com>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.  
The **Choose Release** field is not available if there is only one release for the product.
6. In the **Content Type** filter, select one or more of the following categories:
  - Application & Technical Notes
  - Design, Development & System MgtThe system displays the Port Matrix document.
7. Click the document to open it in your browser or download the document.

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## Avaya Documentation Portal navigation

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



### Important:

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

Using the Avaya Documentation Center, you can:

- Search for content in one of the following ways:

- Type a keyword in **Search**, and click **Filters** to search for content by product or release.
- From **Products & Solutions**, select a solution and product and then select the appropriate document from the list.
- Sort documents on the search results page by last updated and relevance.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs**.  
Navigate to the **Manage Content > My Docs** menu, and do any of the following:
  - Create, rename, and delete a collection.
  - Add content from various documents to a collection.
  - Save a PDF of selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon.  
Navigate to the **Manage Content > Watchlist** menu, and do the following:
  - Enable Include in email notification to receive alerts in email.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.
- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

**Note:**

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

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## Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

### About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

## Procedure

- To find videos on the Avaya Support website, go to <https://support.avaya.com> and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All**, and select **Video** in the **Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All**, and select **Video** in the **Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and do one of the following:
  - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the list of videos available for the topic. For example, Contact Centers.

### Note:

Videos are not available for all products.

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## Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

### Related links

[Using the Avaya InSite Knowledge Base](#) on page 27

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## Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation

## Chapter 4: Resources

- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <https://support.avaya.com>.
2. Log on to the Avaya website with a valid Avaya user ID and password.  
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press **Enter**.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

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