Avaya Aura® Documentation Catalog

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Chapter 1: Introduction

Purpose

This document lists the various guides of Avaya Aura® solution.

This document is intended for people who want to locate a Avaya Aura® guide and related information.

Chapter 2: Avaya Aura® Overview

Avaya Aura® overview

Avaya Aura® is a flagship communications solution that uses an IP and SIP-based architecture to unify media, modes, networks, devices, applications, and real-time, actionable presence across a common infrastructure. This architecture provides on-demand access to advanced collaboration services and applications that improve employee efficiency. Avaya Aura® is available under Core or Power Suite Licenses. Each suite provides a customized set of capabilities designed to meet the needs of different kinds of users. Customers might mix Core and Power licenses on a single system based on their needs.

The following are some of the capabilities that the Avaya Aura® solution provides:

- Support for up to 28 instances of Session Manager and 300,000 users and 1 million devices
- Support for up to 18,000 simultaneously registered H.323 endpoints out of 41,000 endpoints per single Communication Manager server and SIP endpoints in an enterprise
- Advanced Session Management Capabilities
- Converged voice and video call admission control
- SIP features, including E911, which reports the desk location of the caller

Chapter 3: Library

Avaya Aura® Solution documentation

The following table lists the documents related to Avaya Aura® solution. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
What's New in Avaya Aura® Release 10.2	Provides an overview of the new features in Avaya Aura® solution.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Avaya Aura® Core Solution Description	Provides a high level description of reference configuration for the solution. **Note:** From Avaya Aura® Release 8.0.1, the content of the *Avaya Aura® Solution Design Considerations and Guidelines* document is merged into *Avaya Aura® Core Solution Description*.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Planning for Deploying Avaya Aura® applications	Provides planning information for deploying Avaya Aura® applications on supported platforms.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Planning for Upgrading Avaya Aura® applications	Provides planning information for upgrading Avaya Aura® applications on supported platforms.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Avaya Aura® Release 10.2 x.x Release Notes	Contains enhancements, fixes, and workaround for the Avaya Aura® applications.	System administrators Services and support personnel

System Manager documentation

The following table lists the documents related to System Manager. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Design		
Avaya Aura® System Manager Overview and Specification	Understand high-level product features and functionality.	Customers and sales, services, and support personnel
Administering Avaya Aura® System Manager	Administering System Manager applications and install patches on System Manager applications.	Customers and sales, services, and support personnel
Avaya Aura® System Manager Certificate Management	Understand certificate management.	Customers and sales, services, and support personnel
Avaya Aura® System Manager Data Privacy Guidelines	Describes how to administer System Manager to fulfill Data Privacy requirements.	System administrators and IT personnel
Using		
Using the Solution Deployment Manager client	Deploy System Manager applications and install patches on System Manager applications.	System administrators
Avaya Aura® System Manager Solution Deployment Manager Job-Aid	Deploy System Manager applications and install patches on System Manager applications.	System administrators
Implementation		
Upgrading Avaya Aura® System Manager	Upgrade Avaya Aura® System Manager.	Implementation personnel
Deploying Avaya Aura® System Manager in Virtualized Environment	Deploy System Manager applications in Virtualized Environment.	Implementation personnel
Deploying Avaya Aura® System Manager in Software-Only and Infrastructure as a Service Environments	Deploy System Manager applications in Software-Only and Infrastructure as a Service environments.	Implementation personnel
Maintenance and Troubleshooting		
Avaya Aura® System Manager SNMP Whitepaper	Monitor System Manager using SNMP.	System administrators and IT personnel
Troubleshooting Avaya Aura® System Manager	Perform maintenance and troubleshooting tasks for System Manager and Avaya Aura® applications that System Manager supports.	System administrators and IT personnel

Avaya WebLM documentation

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

Title	Description	Audience
Implementing		
Deploying standalone Avaya WebLM in Virtualized Environment	Deploy the application in virtualized environment.	Implementation personnel
Deploying standalone Avaya WebLM in Software-Only and Infrastructure as a Service Environment	Deploy the application on software-only environment and cloud services.	Implementation personnel
Upgrading standalone Avaya WebLM	Upgrade the application.	Implementation personnel
Administering		
Administering standalone Avaya WebLM	Perform administration tasks	System administrators

Avaya Device Adapter documentation

The following table lists the documents related to Avaya Device Adapter Snap-in. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Avaya Device Adapter Snap-in Reference	Provides overview and feature descriptions, interoperability, performance specifications, configurations and troubleshooting.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Avaya Device Adapter User Guide for Avaya Aura® Call Center Elite Agents	Describes user operations that can be performed on Device Adapted phones in Avaya Aura® Call Center Elite.	Avaya Aura® Call Center Elite agents and supervisors

Note:

From Release 10.2 and later, Avaya Aura® does not support Avaya Device Adapter Snap-in.

Session Manager documentation

The following table lists the documents related to Session Manager. Download the documents from the Avaya Support website at https://support.avaya.com.

Title	Description	Audience
Overview		
Avaya Aura® Session Manager Overview and Specification	Describes the key features of Session Manager.	System administrators
Avaya Aura® Session Manager Security Design	Describes the security considerations, features, and solutions for Session Manager.	Network administrators, services, and support personnel
Implementation		
Deploying Avaya Aura® Session Manager and Avaya Aura® Branch Session Manager in Virtualized Environment	Describes how to deploy the Session Manager virtual application in a virtualized environment.	Services and support personnel
Deploying Avaya Aura® Session Manager in Software-Only and Infrastructure as a Service Environment	Describes how to deploy the Session Manager in the Software-Only and Infrastructure as a Service (IaaS) environment.	Services and support personnel
Routing Web Service API Programming Reference	Describes how to use the System Manager Routing Web Service API for Session Manager.	Services and support personnel
Avaya Aura® Session Manager Element Manager Web Service API Programming Reference	Describes how to get programmatic access to Session Manager Dashboard and User Registration status data.	Services and support personnel
Administration		
Administering Avaya Aura® Session Manager	Describes the procedures to administer Session Manager using System Manager.	System administrators
Avaya Aura® Session Manager Data Privacy Guidelines	Describes how to administer Session Manager to fulfill Data Privacy requirements.	System administrators, Network administrators, services, and support personnel
Installation and upgrades		
Upgrading Avaya Aura® Session Manager	Describes the procedures to upgrade Session Manager to the latest software release.	Services and support personnel
Maintaining and Troubleshooting		
Maintaining Avaya Aura® Session Manager	Contains the procedures for maintaining Session Manager.	Services and support personnel

Table continues…

Title	Description	Audience
Troubleshooting Avaya Aura® Session Manager	Contains the procedures to troubleshoot Session Manager, resolve alarms, and replace hardware.	Services and support personnel

Communication Manager documentation

The following table lists the documents related to Communication Manager. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Design		
Avaya Aura® Communication Manager Overview and Specification	Provides an overview of the features of Communication Manager.	Sales Engineers, Solution Architects
Avaya Aura® Communication Manager Security Design	Describes security-related issues and security features of Communication Manager.	Sales Engineers, Solution Architects
Avaya Aura® Communication Manager System Capacities Table	Describes the system capacities for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
LED Descriptions for Avaya Aura® Communication Manager Hardware Components	Describes the LED for hardware components of Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
Avaya Aura® Communication Manager Hardware Description and Reference	Describes the hardware requirements for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
Avaya Aura® Communication Manager Survivability Options	Describes the system survivability options for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects
Avaya Aura® Core Solution Description	Provides a high level description for the solution.	Sales Engineers, Solution Architects
Maintenance and Troubleshooting		
Avaya Aura® Communication Manager Reports	Describes the reports for Avaya Aura® Communication Manager.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Maintenance Procedures for Avaya Aura® Communication Manager, Branch Gateways and Servers	Provides procedures to maintain Avaya servers and gateways.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel

Table continues…

Title	Description	Audience
Maintenance Commands for Avaya Aura® Communication Manager, Branch Gateways and Servers	Provides commands to monitor, test, and maintain Avaya servers and gateways.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Avaya Aura® Communication Manager Alarms, Events, and Logs Reference	Provides procedures to monitor, test, and maintain Avaya servers and describes the denial events listed on the Events Report form.	Sales Engineers, Solution Architects, Implementation Engineers, Support Personnel
Administration		
Administering Avaya Aura® Communication Manager	Describes the procedures and screens for administering Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
Administering Network Connectivity on Avaya Aura® Communication Manager	Describes the network connectivity for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
Avaya Aura® Communication Manager SNMP Administration and Reference	Describes SNMP administration for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
Administering Avaya Aura® Communication Manager Server Options	Describes server options for Communication Manager.	Sales Engineers, Implementation Engineers, Support Personnel
Avaya Aura® Communication Manager Data Privacy Guidelines	Describes how to administer Communication Manager to fulfill Data Privacy requirements.	Sales Engineers, Implementation Engineers, Support Personnel
Implementation and Upgrading		
Deploying Avaya Aura® Communication Manager in Virtualized Environment	Describes the implementation instructions while deploying Communication Manager on VMware.	Implementation Engineers, Support Personnel, Solution Architects
Deploying Avaya Aura® Communication Manager in Software-Only and Infrastructure as a Service Environments	Describes the implementation instructions while deploying Communication Manager on a software-only environment and Amazon Web Service, Microsoft Azure, and Google Cloud Platform.	Implementation Engineers, Support Personnel, Solution Architects

Table continues…

Title	Description	Audience
Upgrading Avaya Aura® Communication Manager	Describes instructions while upgrading Communication Manager.	Implementation Engineers, Support Personnel, Solution Architects
Understanding		
Avaya Aura® Communication Manager Feature Description and Implementation	Describes the features that you can administer using Communication Manager.	Sales Engineers, Solution Architects, Support Personnel
Avaya Aura® Communication Manager Screen Reference	Describes the screens that you can administer using Communication Manager.	Sales Engineers, Solution Architects, Support Personnel
Avaya Aura® Communication Manager Special Application Features	Describes the special features that specific customers request for their specific requirement.	Sales Engineers, Solution Architects, Avaya Business Partners, Support Personnel

Application Enablement Services documentation

The following table lists the documents related to Application Enablement Services. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Design		
Avaya Aura® Application Enablement Services Overview and Specification	Understand high-level product features and functionality.	Customers and sales, services, and support personnel
Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide	Installing TSAPI and CVLAN Client and SDK	Customers and sales, services, and support personnel
Using		
Upgrading Avaya Aura® Application Enablement Services	Upgrading Application Enablement Services applications.	System administrators and IT personnel
Administering Avaya Aura® Application Enablement Services	Administering Application Enablement Services applications and install patches on Application Enablement Services applications.	System administrators and IT personnel
Avaya Aura® Application Enablement Services Data Privacy Guidelines	Describes how to administer Application Enablement Services to fulfill Data Privacy requirements.	Sales Engineers, Implementation Engineers, Support Personnel

Table continues…

Title	Description	Audience
Implementation		
Deploying Avaya Aura® Application Enablement Services in Virtualized Environment	Deploy Application Enablement Services applications in Virtualized Environment	Implementation personnel
Deploying Avaya Aura® Application Enablement Services in Software-Only and Infrastructure as a Service Environments	Deploy Application Enablement Services applications in Software-Only and Infrastructure as a Service Environments	Implementation personnel
Maintenance and Troubleshooting		
Maintaining Avaya Aura® Application Enablement Services	Maintaining Application Enablement Services applications and install patches on Application Enablement Services applications.	System administrators and IT personnel

Branch Gateway documentation

The following table lists the documents related to Branch Gateway. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description	Audience
Installing and implementing		
Quick Start for Hardware Installation: Avaya G430 Branch Gateway	Describes how to install G430 Branch Gateway in the basic configuration.	Solution architects, implementation engineers, and support personnel
Deploying and Upgrading Avaya G430 Branch Gateway	Describes how to install and upgrade G430 Branch Gateway, perform basic configuration tasks, insert media modules, and connect external devices.	Solution architects, implementation engineers, and support personnel
Administering		
Administering Avaya G430 Branch Gateway	Describes how to configure and manage G430 Branch Gateway after the installation. Contains the detailed information about G430 Branch Gateway features and their implementation.	Solution architects, implementation engineers, and support personnel
Avaya Branch Gateway G430 CLI Reference	Describes the CLI commands for G430 Branch Gateway configuration.	Solution architects, implementation engineers, and support personnel

Table continues…

Title	Description	Audience
Avaya Aura® G430 Gateway Data Privacy Guidelines	Describes how to administer G430 Branch Gateway to fulfill Data Privacy requirements.	Solution architects, implementation engineers, and support personnel

Title	Description	Audience
Installing and implementing		
Quick Start for Hardware Installation: Avaya G450 Branch Gateway	Describes how to install G450 Branch Gateway in the basic configuration.	Solution architects, implementation engineers, and support personnel
Deploying and Upgrading Avaya G450 Branch Gateway	Describes how to install and upgrade G450 Branch Gateway, perform basic configuration tasks, insert media modules, and connect external devices.	Solution architects, implementation engineers, and support personnel
Administering		
Administering Avaya G450 Branch Gateway	Describes how to configure and manage G450 Branch Gateway after the installation. Contains the detailed information about G450 Branch Gateway features and their implementation.	Solution architects, implementation engineers, and support personnel
Avaya Branch Gateway G450 CLI Reference	Describes the CLI commands for G450 Branch Gateway configuration.	Solution architects, implementation engineers, and support personnel
Avaya Aura® G450 Data Privacy Guidelines	Describes how to administer G450 Branch Gateway to fulfill Data Privacy requirements.	Solution architects, implementation engineers, and support personnel

Presence Services documentation

The following table lists the documents related to Presence Services. Download the documents from the Avaya Support website at https://support.avaya.com.

Title	Use this document to:	Audience
Overview		
Avaya Aura® Presence Services Snap-in Reference	Find information about the product characteristics, interoperability, administer, and configure.	Sales Engineers, System administrators, and support personnel

Table continues…

Title	Use this document to:	Audience
Avaya Breeze® platform Overview and Specification	Find information about the product characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales Engineers
Administering		
Administering Avaya Breeze® platform	Find the procedures to administer and configure Avaya Breeze® platform.	System administrators and support personnel
Administering Avaya Aura® System Manager	Find the procedures to administer and configure System Manager.	System administrators and support personnel
Implementing		
Deploying Avaya Breeze® platform	Find the procedures to install Avaya Breeze® platform.	Avaya professional services, implementation engineers, support personnel, and system administrators

Media Server documentation

The following table lists the documents related to Media Server. Download the documents from the Avaya Support website at https://support.avaya.com.

Title	Description	Audience
Overview		
Avaya Aura® Media Server Overview and Specification	Describes the key features of Media Server	Customers and sales, services, and support personnel
Implementing and administering		
Deploying and Updating Avaya Aura® Media Server Appliance	Deploy, update, and troubleshoot Avaya Aura® Media Server appliances deployed in the VMware® virtualized environment or on Avaya Solutions Platform.	System administrators, implementation engineers, and support personnel

Table continues…

Title	Description	Audience
Installing and Updating Avaya Aura® Media Server Application on Customer Supplied Hardware and OS	Install, upgrade, and patch software-only version of Avaya Aura® Media Server on customer provided hardware platform.	System administrators, implementation engineers, and support personnel
Implementing and Administering Avaya Aura® Media Server	Deploy update, upgrade and patch, non-appliance versions of Avaya Aura® Media Server deployed on Platform Vendor Independent (PVI) servers.	System administrators, implementation engineers, and support personnel
Performance Measurements Reference Avaya Aura® Media Server	Evaluate system performance metrics. Troubleshoot events and alarms.	System administrators, implementation engineers, and support personnel
Using		
Using Web Services on Avaya Aura® Media Server	Develop web services to provision and manage Avaya Aura® Media Server	Avaya Professional Services and application developers

Avaya Solutions Platform 130 documentation

The following documents are available on Avaya support site at https://support.avaya.com/:

Title	Description
Avaya Solutions Platform 130 Overview and Specification	Describes the key features of Avaya Solutions Platform
Avaya Solutions Platform 130 Series - Updating to R5.1.0.3.0 (ESXi 7.0 U3o) from R5.1.x (ESXi 7.0 U3x)	Describes procedure to perform upgrade to the latest ASP 130 5.1.x release from earlier ASP 130 5.1.x releases.
Installing the Avaya Solutions Platform 130 Series 5.1.x	Describes how to install Avaya Solutions Platform 130 Series 5.1.x.
Maintaining and Troubleshooting the Avaya Solutions Platform 130 Series 5.1.x	Describes procedures to maintain and troubleshoot Avaya Solutions Platform 130 Series 5.1.x.
Migrating from Appliance Virtualization Platform to Avaya Solutions Platform 130 Release 5.1	Describes procedure to migrate from AVP to latest ASP 130 R5.x release.
Avaya Solutions Platform 130 Series iDRAC9 Best Practices	Describes the best practices of using Integrated Dell Remote Access Controller (iDRAC).

Table continues…

Title	Description
PSN027106u - Avaya Solutions Platform 100 series Dell® R640 Avaya Certified BIOS/Firmware Update, Version 12.0 or later.	This is a Product Support Notice about Dell® R640 Avaya Certified BIOS/FW Update. For reference search the Avaya support web site for: *Avaya Solutions Platform 100 Series Dell® R640 Avaya Certified BIOS/Firmware Update* and select the latest version of the PSN.
PCN2146S Avaya Solutions Platform 130 5.1.x	This is a Product Correction Notice about the availability of ASP 130 R5.1.x and Avaya's Customized Image of VMware ESXi 7.0.
Port Matrix for ASP 130	This document provides a list of interfaces, TCP and UDP ports that hardware components and applications use for intra-connections and for inter-connections with external applications or devices.
Policies for technical support of the Avaya Solutions Platform (ASP) 130 R4.x, R5.x and ASP S8300 R5.1	This document and statements related to support are only with respect to Avaya Services support of the software and hardware of the Avaya Solutions Platform (ASP) 130 server based on supported and tested configurations.

Avaya Solutions Platform S8300 documentation

The following documents are available on Avaya support site at https://support.avaya.com/:

Title	Description
Installing, Maintaining, and Troubleshooting Avaya Solutions Platform S8300	Describes how to install, maintain, and troubleshoot Avaya Solutions Platform S8300.
Migrating from Appliance Virtualization Platform deployed on S8300 Server to Avaya Solutions Platform S8300	Describes migration procedure from AVP to Avaya Solutions Platform S8300.
Port Matrix for ASP S8300	This document provides a list of interfaces, TCP and UDP ports that hardware components and applications use for intra-connections and for inter-connections with external applications or devices.

Table continues…

Title	Description
Policies for technical support of the Avaya Solutions Platform (ASP) 130 and S8300E R5.1	This document and statements related to support are only with respect to Avaya Services support of the software and hardware of the Avaya Solutions Platform (ASP) 130 server and S8300E server based on supported and tested configurations.

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