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**Avaya VisAbility™ Management Suite 1.0**  
**Advanced Converged Management Offer**

**Installation Overview**  
**June 2002**

**Please read first.**

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# 1 Introduction

The products in the Avaya VisAbility™ Management Suite 1.0 are delivered on the installation CDs listed below:

- Linux Server Installation CD 1.0.xx
- Windows Server Installation CD 1.0.xx
- MultiService Network Manager 4.5 (2-CD set)
- Windows Client Installation CD 1.0.xx

This document is an overview of the installation procedures to install the products on Linux and Windows servers.

## 1.1 Technical Support

Technical support to install the Avaya VisAbility Management Suite is available from the Remote Network Implementation Services (RNIS) in Tampa FL, at: **1-800-730-9108**.

## 1.2 Installation Checklist

The installation checklist below contains the pre-installation tasks and references the post installation tasks contained in the product documentation.

1. Check the minimum hardware requirements for the Linux server (section 3), Windows server (section 4), and Windows client PC (section 5).
2. To install the products, you will need the system administrator login IDs and passwords for the Linux and Windows servers.
3. Complete the VM001 Administration Request form. The form contains the information that you will need to install the products. The required installation information includes: IP addresses, server domain names, and port addresses.

You can access and print the VM001 form from the Avaya Support Centre web site at: <http://support.avaya.com/>. Follow the links listed below:

- From the Avaya Support Center, click the **System/Network Management** link.
- Click the Enterprise Class IP Solutions (ECLIPS) link.
- Access and print the VM001 Administration Request form.

You must also fax the completed VM001 form to the Avaya Technical Service Organization (TSO) or the International Technical Assistance Center (ITAC). The fax numbers are listed on the front page of the form.

4. Access and review the VisAbility Management Provisioning Package from <http://aem-support.dr.avaya.com/vmspp10.doc>. The Provisioning Package refers to the addition of Linux packages that need to be installed. You can also get a copy of the VM001 form from the Provisioning Package.
5. **Post Installation Tasks.** The *Installation and Configuration* guides for VisAbility products contain the post installation checklists to set up the installed components and to configure the products. You can print the *Installation and Configuration* guides during the installation process. After the products are installed, you can also view and print the guides from the Products page on and the VisAbility Home page.

## 2 Linux Server Installation

The installation of the products and files from the Linux Server Installation CD is a **new** installation. There are no upgrade procedures for this release.

### 2.1 Contents of Linux Server Installation CD

The contents of Linux Server Installation 1.0.xx CD are listed below:

- Avaya MultiVantage Configuration Manager 1.0
- Avaya MultiVantage Fault and Performance Manager 1.0
- Avaya MultiVantage Proxy Agent 5.0
- MultiVantage Maintenance (mvmaint) 1.0
- Self-extract file for Windows Clients and VisAbility Shortcuts
- Avaya VisAbility Management Home Page
- Apache Tomcat Web Server 4.0.1
- Adobe Acrobat Reader 4.05 for Linux
- Adobe Acrobat Reader 5.0.5 for Windows
- Installation and Configuration guide for each product

### 2.2 Hardware Requirements for the Linux Server

The table below contains the minimum hardware requirements for the Linux servers.

Red Hat Linux 7.1 or 7.2 Server: Hardware Requirements		
Component	Recommended	Comments
Processor	1.3 GHz Pentium 4	1.3 GHZ Pentium 3 is acceptable
Hard Drive	40 GB	
RAM	1.5 GB	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K	Avaya Services needs the modem for remote access.
CD-ROM Drive	Required	Required for installation

### 2.3 Linux Server Installation

The MultiVantage products can run co-resident on a single Linux server. Customers can choose to install the MultiVantage Fault and Performance Manager and the MultiVantage Proxy Agent on a second Linux server.

#### Security Alert

During the installation, the install wizard **turns off** the internal firewall around the Linux server. This allows internal users to telnet to the Linux server and to use their web browser to access the Windows client shortcuts. Do **not** turn on the internal Linux firewall after the installation. The customer's network firewall provides the needed security to prohibit access to the Linux server from outsiders.

#### Installation Procedure

Complete the procedure below to install the contents of the Linux Server Installation CD.

1. Request all users to log off the system.

2. At the login prompt, type **root** and press **Enter**.
3. At the password prompt, type the root **password** and press **Enter**.
4. Insert the Linux Server Installation CD listed below into the CD-ROM drive.

**Avaya VisAbility Management Suite 1.0  
Advanced Converged Management Offer  
Linux Server Installation 1.0.xx**

*Result:* The CD automatically opens a browser window.

5. Close the CD browser window.
6. Open a terminal emulation window. In the Red Hat toolbar, click the **Terminal Emulation** icon.
7. In the terminal emulation window, type **cd /mnt/cdrom** and press **Enter**.
8. In the command line, type **./vms\_setup.bin** and press **Enter**.

*Result:* The system starts the installation wizard.

9. At the Welcome screen, read the page and click **Next** to display the Setup screen.
10. At the Setup screen, select **one** of the options below:

**Custom Option (default)**

- Click **Next** to accept the Custom option and select the products to install.
- At the Product Installation screen select the options you want to install on this Linux server. Then click **Next** to display the Summary screen.
- The Summary screen lists the options you selected. Review the list and select **one** of the options below:
  - If the list is incorrect, click **Back** to make any changes.
  - If the list is correct, click **Next** to continue.

*Result:* The system displays the first License Agreement.

**All Option**

Select **All** and click **Next** to install all products and components on this Linux server.

*Result:* The system displays the first License Agreement screen.

11. The install wizard first displays all of the license agreements for the products, and then installs the products and components. The install wizard displays progress messages for each installation.
12. **Installation completed.** When all selected products and components are installed, the install wizard displays the message that the installation was successfully completed and that you can now reboot the computer.

Click **Finish**.

*Result:* The install wizard closes. The system displays the terminal emulation window.

13. **Reboot the Linux server.** In the terminal emulation window, execute the commands below:
  - To remove the CD from the drive, type **eject** and press **Enter**.

- To reboot the computer, type **reboot** and press **Enter**.

14. **Post installation configuration.** Access the *Installation and Configuration* guides for each product. Log in to each product and complete the tasks listed below:

- All installation tasks and post installation tasks.
- All configuration tasks.

### 3 Windows Server Installation

The Windows-based products in the Advanced Converged Management Offer are delivered on separate CDs:

- Windows Server Installation CD
- Avaya MultiService Network Manager CD set

The Windows Server Installation CD contains *most* of the Windows-based products in the Advanced offer. The products *not* included are delivered on the Avaya MultiService Network Manager CD set.

The MultiService CD set consists of two CDs, an installation CD and the documentation and utilities CD.

#### 3.1 Contents of the Installation CDs

The contents of **Windows Server Installation CD** are listed below:

- Avaya ATM WAN Survivable Processor Manager 1.1
- Avaya VoIP Monitoring Manager 1.0
- Avaya Directory Enabled Management 1.1.4
- NMSI components for HP OpenView 1.0.2
- Self-extract file for Windows Clients
- Avaya VisAbility Management Home Page
- Netscape Navigator 6.2 web browser
- Apache Web Server 1.3.23
- Apache Tomcat Web Server 4.0.1
- Adobe Acrobat Reader 4.05 for Linux
- Adobe Acrobat Reader 5.0.5 for Windows
- Java Development Kit (JDK) 1.3.1\_02

The contents of the **Avaya MultiService Network Manager CD disk set** are listed below:

- Avaya MultiService Network Manager 4.5.2 Installation CD; contains the Avaya MultiService SMON Manager.
- Avaya MultiService Network Manager 4.5.2 Documentation and Utilities CD.
- Envelope with key to activate the Avaya MultiService Network Management SMON Manager.

## 3.2 Hardware and Software Requirements for the Windows Server

The table below contains the minimum hardware requirements for the Windows servers.

Windows Servers: Hardware and Software Requirements		
Component	Recommended	Comments
Processor	1.3 GHz Pentium 4	1.3 GHz Pentium 3 is acceptable
Hard Drive	40 GB	
RAM	1 GB	
Network Connectivity	TCP/IP 10/100 Network Card	
Modem	56K	Avaya Services needs the modem for remote access.
CD-ROM Drive	Required	Required for installation
Extra software	<ul style="list-style-type: none"><li>▪ Anti-Virus software</li><li>▪ pcAnywhere</li></ul>	Avaya Services needs
Web browser	<ul style="list-style-type: none"><li>▪ Netscape 6.2 or</li><li>▪ Internet Explorer 5.5</li></ul>	

## 3.3 Windows Server Installation

During the installation process, the install wizard on the Windows Server Installation CD prompts you to insert the **installation** CD for the MultiService Network Manager products. After the installation is complete, you can install the documentation and utilities on the Windows server.

The installation process for the Windows server allows customers to install the products on multiple Windows servers. We recommend that you install the **Avaya Directory Enabled Management** product on one Windows server and install the remaining products on a second Windows server.

During the installation process, you will be able to select the products to install on a specific server.

### Installation Procedure

Complete the procedure below to install the contents of the Windows Server Installation CD.

1. Request all users to log off the system.
2. Close all open windows and applications.
3. Insert the Windows Server Installation CD listed below into the CD-ROM drive.

**Avaya VisAbility Management Suite 1.0  
Advanced Converged Management Offer  
Windows Server Installation 1.0.xx**

4. At the CD menu screen, select **Install Windows Server Products**.
5. At the Welcome, read the text and click **Next** to display the Products Install screen.
6. At the Products Install screen, select **all** of the options with *two* exceptions:
  - Do **not** select the "Avaya Directory Enabled Management" option **if** you plan to install this product on a separate Windows Server.

- The “NMSI Components for HP OpenView” option is “grayed out” and cannot be selected unless HP OpenView is installed on the Windows server. HP OpenView is **not** included in the VisAbility suite.

Click **Next** to display the Summary screen.

7. The Summary screen lists the options you selected. Review the list and select one of the options below:

- If the list is incorrect, click **Back** to make any changes.
- If the list is correct, click **Next** to continue.

8. The system displays a **warning** message that cautions you **not** to reboot your computer during the installations process. For some products, you will see a message that prompts you to reboot after the product is installed. Do not reboot until the installation of **all** products and components are completed.

Click **OK** to start the installation.

9. The master install wizard calls the individual install wizard for each product in the order listed below:

- Netscape Navigator 6.2 web browser
- Java Development Kit (JDK) 1.3
- Apache 1.3.23 web server – Select the option “Run as a server for all users”
- Apache Tomcat 4.0.1 servlet engine – Set up as “NT service”
- Avaya ATM WAN Survivable Processor Manager 1. 1 – Select “Server” to install client-server components
- Avaya VisAbility Management Home Page
- Avaya VoIP Monitoring Manager 1.0
- Avaya Directory Enabled Management 1.1.4 (if selected)
- NMSI Components for HP OpenView (if selected)
- Adobe Acrobat Reader 5.0.5

The master install wizard prompts you to remove the Windows Server Installation CD and insert the installation CD for the Avaya MultiService Network Manager:

- Follow the instructions on the wizard screens to install the Avaya MultiService Network Manager.
- Select all options under the **Custom** install. All third-party icons will be installed.
- Do not reboot.
- Remove the CD and reinsert the Windows Server Installation CD.

10. **Installation Completed.** The master install wizard completes the installation of all selected products and displays the message that the installation was successfully completed and that you can now reboot the computer.

On the CD menu, click **Exit**.

11. **Reboot the Windows server.** Remove the CD from the drive before you reboot the server.

12. **Post installation configuration.** Access the *Installation and Configuration* guides for each product. Login to each product and complete the tasks listed below:

- All installation tasks and post installation tasks.
- All configuration tasks.



## 4 Windows Client Installation CD

The Windows Client Installation CD is primarily intended for installing the Windows standalone products and VisAbility shortcuts on remote client PCs.

After the VisAbility Home page is installed on the Linux and Windows servers, users can download and install these same products from the Products page that resides on the VisAbility Home page.

### 4.1 Contents of the Windows Client Installation CD

The contents of the Windows Client Installation CD are listed below:

- Avaya Site Administration 1.11
- Avaya Terminal Emulator 1.0
- Avaya Voice Announcement Over the LAN Manager 1.1
- Avaya VoIP Monitoring Manager 1.0
- VisAbility Shortcuts
- Required Components
- Netscape Navigator web browser 6.2
- Adobe Acrobat Reader 5.0.5 for Windows
- Java Runtime Environment (JRE) 1.3.1\_02

### 4.2 Hardware and Web Browser Requirements for Window Client PCs

The table below contains the requirements for hardware and web browsers for the Windows client PCs.

Windows Client PCs: Hardware and Web Browser Requirements		
Component	Recommended	Comments
Operating System	Microsoft Windows 98, NT 4.0, and 2000	
Processor	600 MHz Pentium 2	
Available Disk Space	1 GB	Required to install all the client components
RAM	256 MB	
Monitor Display	SVGA	Avaya Services needs
Network Connectivity	TCP/IP 10/100 Network Card	
CD-ROM Drive	Required	Required for installation
Modem	56K	Optional. May be needed for remote access to the client PC.
Web browser	<ul style="list-style-type: none"><li>▪ Netscape 6.2 or</li><li>▪ Internet Explorer 5.5</li></ul>	Required to access the VisAbility Home page and web-based client components.

### 4.3 Windows Client Installation

The Windows Client installation is very similar to the Windows server installation.

#### Installation Procedure

Complete the procedure below to install the contents of the Linux Server Installation CD.

1. Close all open windows and applications.
2. Insert the Windows Client Installation CD listed below into the CD-ROM drive.

**Avaya VisAbility Management Suite 1.0  
Advanced Converged Management Offer  
Windows Client Installation 1.0.xx**

*Result:* The CD automatically opens a browser window and displays the splash screen for a few sections. Then the system displays the CD menu screen.

**Note:** Do not close the browser window.

3. At the CD menu screen, select **Install Windows Client VisAbility Products**.
4. At the Welcome, read the text and click **Next** to display the Selection screen.
5. At the Selection screen, select products and shortcuts that you want to install. Click **Next** to display the Summary screen.
6. The Summary screen lists the options you selected. Review the list and select one of the options below:
  - If the list is incorrect, click Back to make any changes.
  - If the list is correct, click **Next** to continue.
7. The system displays a **warning** message that cautions you **not** to reboot your computer during the installations process. For some products, you will see a message that prompts you to reboot after the product is installed. Do not reboot until the installation of **all** products and components are completed.

Click **OK**.

*Result:* The master installer launches the first install wizard to start the installation.

8. The master install wizard calls the individual install wizard for each product in the order listed below:
  - Netscape Navigator
  - Java Development Kit
  - Required components
  - Avaya Site Administration
  - Avaya Voice Announcement Over LAN Manager
  - Avaya VoIP Monitoring Manager
  - VisAbility Shortcuts
  - Adobe Acrobat Reader

9. **Installation Completed.** The master install wizard completes the installation of all selected products and displays the message that the installation was successfully completed and that you can now reboot the computer.

On the CD browser screen, click **Exit**.

10. **Reboot the Windows client PC.** Remove the CD from the drive before you reboot the computer.