



Avaya Call Management System
Software Installation, Maintenance, and
Troubleshooting for Linux®

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Contents

Chapter 1: Introduction	11
Purpose.	11
Intended audience.	11
Document changes since last issue	11
Related resources	12
Documentation.	12
Avaya Mentor videos	13
Documentation websites	13
Support.	14
Chapter 2: Supported platforms and packages	15
Prerequisites.	15
Supported hardware platforms	15
Supported software packages	16
Chapter 3: Installing the RHEL operating system	17
Required hardware	17
Prerequisites.	18
Installing RHEL	18
Booting a Dell or HP system to the Avaya RHEL disc	18
Setting the RHEL boot priority	19
Installing the RHEL software	21
Chapter 4: Configuring the RHEL operating system	27
Prerequisites.	27
Using the nohup command	27
Opening a virtual console window	28
Configuring the system network	28
Assigning a root password	33
Verifying the disk partitioning for Dell or HP platforms.	34
Initializing the CMS database	38
Verifying the system activity accounting tool	38
Installing the Avaya CMS security script	40
Chapter 5: Installing CMS and supporting software	43
Installation rules	44
Installing the CMS packages	44
Prerequisites.	44
Assigning the CMS login passwords.	45

Contents

Configuring CMS authorizations	46
Storage requirement for CMS	51
Dataspace required for the CMS full maintenance backup	51
Dataspace required for the CMSADM backup	53
Configuring the ODBC and JDBC server software	55
Setting up CMS data storage parameters	55
Setting up LAN connections	58
Prerequisites	58
Editing the /etc/hosts file	58
IPv6 Support on RHEL.	60
Configuring the CMS software	61
Prerequisites	62
About the configuration methods	62
Configuring CMS interactively	62
Configuring CMS using a flat file	71
Creating the flat file	72
Example of a flat file	72
Using the flat file	75
Installing feature packages	77
Prerequisites	77
Installing the Forecasting package	78
Installing the External Call History package	80
Installing the Multi-tenancy package	82
Installing the Dual IP feature	84
Adding a secondary IP address to an existing ACD	84
Secondary connection configuration.	85
Installing CMS Supervisor Web.	85
Certificate Management	87
Generating and installing a customer certificate for the cmsweb server	87
Remote consoles	90
Setting up the Alarm Origination Manager	90
Prerequisites	90
Setting up AOM configuration for SNMP alarming	91
Configuring AOM	91
Configuring an Alarm Destination	91
Configuring an SNMP User	95
Configuring an Alarm ID.	100
Configuring a Customer ID	101
Sending an AOM Test Alarm	102
Clearing SNMP Alarms	102

CMS SNMP alarm information	103
Locating the CMS-MIB.txt file	107
Setting up AOM configuration for alarming using Socket/SAL	107
Configuring AOM	107
Configuring an Alarm Destination	108
Configuring an Alarm ID	110
Sending an AOM Test Alarm	111
Setting the Informix configuration parameters for CMS	111
Chapter 6: Turning the system over to the customer	113
Prerequisites	113
Verifying the system date and time	114
Forwarding CMS warning messages	114
Checking free space allocation	115
Testing the ACD link	116
Assigning customer passwords	117
Testing the CMS software	118
Finalizing the on-site installation	121
Chapter 7: Maintaining the CMS software	123
Using the CMSADM menu	123
CMSADM menu functions	124
Accessing the CMSADM menu	124
Using acd_create	125
Using acd_remove	127
Using backup	128
Using pkg_install	128
Using pkg_remove	129
Using run_pkg	130
Using run_ids	130
Using run_cms	130
Using passwd_age	131
Using dbaccess	132
Using the CMSSVC menu	135
CMSSVC menu functions	136
Accessing the CMSSVC menu	136
Using auth_display	137
Using auth_set	138
Using run_ids	138
Using run_cms	138

Contents

Using setup	139
Using swinfo	139
Using swsetup	140
Using uninstall	141
Security options	141
Turning on or off FIPS mode	142
Turning on or off the firewall	143
Example output from the service iptables status command	147
CMS backup	148
CMSADM backup	148
When to perform a CMSADM backup	149
Backing up CMS	150
Backing up CMS to tape.	151
Supported tape drives and cartridges	151
Performing a CMSADM backup to tape	152
Checking the contents of the CMSADM backup tape	154
Backing up CMS to a USB storage device	155
Configuring and Connecting a USB storage device.	156
Verifying the USB storage device is recognized by the CMS server	156
Mounting a USB storage device	159
Unmounting a USB storage device.	160
Administering a Backup/Restore Device for a USB storage device	160
Performing a CMSADM backup to a USB storage device.	160
Performing a CMS Maintenance Back Up of data to a USB storage device	162
Checking the contents of the CMSADM backup to USB	162
Backing up CMS to a network mount point	163
Configuring and Connecting to a network mount point.	163
Configuring an NFS server	164
Configuring a mount point on a Solaris 10 NFS server	165
Configuring a mount point on a Linux NFS server	168
Configuring a mount point to a VMware datastore	171
Administering a Backup/Restore Device for a network mount point.	175
Performing a CMSADM backup to a network mount point	176
Performing a CMS Maintenance Back Up of data to a network mount point	177
Checking the contents of the CMSADM backup to a network mount point	178
Changing the system date and time	179
Checking the RHEL system date and time.	179
Setting the system date and time.	180
Setting the system country and time zones	180
Changing the time zone	181

Working with RHEL rpms	181
Installing RHEL rpms	182
Checking installed RHEL rpms	185
Removing a RHEL rpm	186
Working with CMS patches	186
CMS patch requirements	186
Installing CMS patches	187
Removing CMS patches	188
Adding and removing users from password aging	188
Determining if a password is aged	189
Excluding users from password aging	190
Removing users from the password aging exclude file	190
Aging specific passwords at different rates	191
Maintaining the chkDisks crontab	192
Verifying chkDisks	192
Changing the chkDisks run time	192
Canceling chkDisks	193
Report Query Status	193
Information about query logs	193
About the Archiving process	195
About time zone archiving with additional time zones	196
Chapter 8: Recovering a CMS server	199
Using the nohup command	199
Performing a CMS maintenance restore	200
Data restore requirements	200
Restoring data from a full maintenance backup	201
Restoring data from a full and incremental maintenance backup	202
Restoring data using a binary backup	204
Restore database using a binary backup from tape	205
Restore database using a binary backup from a mount point	205
Using tapeless migration	206
Recovering a mirrored system after disk failure	206
Prerequisites	207
Recovering a system after a single disk fails	207
Determining which disks have failed	207
Recovering a system after a pair of mirrored disks fail	208
Performing a CMSADM restore of a system	210
Prerequisites	210
Restoring a system from a CMSADM backup	210

Contents

Restoring a system without a CMSADM or system backup	224
Restoring specific files from the CMSADM backup tape	224
Chapter 9: Troubleshooting	227
Determining your CMS version	228
Recognizing new hardware devices	228
Troubleshooting password aging	228
Tracking changes to password aging	229
Passwords of excluded users age	229
CMS error logs	229
Checking installed software packages	230
Diagnosing a machine panic	230
Common problems using the disc drive	232
Verifying that the system can read a disc	232
Disc drive fails to open	232
Removing the CMS package fails	232
CMS installation fails	233
CMSADM backup problems.	233
System messages	234
About RAID for CMS.	235
Troubleshooting problems with disk drives	235
Common error messages	236
Report Query Status.	238
Information about query logs	238
Troubleshooting an empty or incomplete report	239
How to determine whether the archiver has run.	241
Troubleshooting Visual Basic Errors.	244
Glossary	251
Index	257

Chapter 1: Introduction

Purpose

The document describes how to install, configure, and maintain Avaya Call Management System (CMS).

Intended audience

This document is intended for:

- Avaya support personnel
- Avaya factory personnel
- Contact center administrators

Users of this document must be familiar with CMS and the Red Hat® Enterprise Linux® (RHEL) operating system.

Document changes since last issue

The following changes have been made to this document to support CMS R18:

- Added information about the Multi-tenancy feature.
- Added information about the Data Summarization Time Zones feature.
- Updated which Linux platforms support CMS R18.
- Updated the split/skills capacity table.
- Removed support for Avaya Aura Communication Manager systems older than R5.2.
- Added support for Communication Manager 7.x.
- Updated the list of supported tape drives and hardware platforms.
- Added a requirement that the customer must provide a keyboard, mouse, and monitor for the system when an Avaya or Business Partner tech must do work on-site.

- Added information about the Dual IP feature.
- Added information about the FIPS 140-2 compliance and firewall features.

Related resources

Documentation

See the following documents.

Table 1: Related documents

Title	Use this document to:	Audience
Implementing		
<i>Avaya CMS Upgrade Express to Release 18</i>	Upgrade to a new hardware platform and to migrate data.	Implementation engineers and system administrators
<i>Avaya Call Management System Dell PowerEdge™ R220, R630, and R730 Hardware Installation, Maintenance, and Troubleshooting</i>	Install, maintain, and troubleshoot Dell R220, R630, and R730 systems.	Implementation engineers and system administrators
<i>Avaya Call Management System Dell PowerEdge™ R720 and R620 Hardware Installation, Maintenance, and Troubleshooting</i>	Install, maintain, and troubleshoot Dell R720 and R620 systems.	Implementation engineers and system administrators
<i>Avaya Call Management System HP DL380P G8 and G9 Hardware Installation, Maintenance, and Troubleshooting</i>	Install, maintain, and troubleshoot HP DL380P G8 and G9 systems.	Implementation engineers and system administrators
Using		

Table 1: Related documents

Title	Use this document to:	Audience
<i>Avaya Call Management System LAN Backup User Guide</i>	Learn how to use the LAN backup feature with CMS.	Avaya support personnel, contact center administrators, and Tivoli administrators
<i>Avaya Call Management System ODBC and JDBC</i>	Learn how to use Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) with CMS.	Avaya support personnel and contact center administrators

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- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

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All CMS documentation can be found at <http://support.avaya.com>. New issues of CMS documentation will be placed on this website when available.

Use the following websites to view related support documentation:

- Information about Avaya products and services
<http://support.avaya.com>
- Dell hardware documentation
<http://www.dell.com/support/home/us/en/04/Products/?app=manuals>
- HP DL380P G8 and G9 hardware documentation
<http://www8.hp.com/us/en/home.html>

You can also find documentation for Avaya common servers using the following procedure:

- 1.

Chapter 1: Introduction

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3. Enter `Common Servers` in the **Enter Your Product Here** field, and select `2.0.x` or `3.0.x` from the **release** dropdown.
4. Select the **Installation, Upgrades & Config** option, and click **Enter**.
5. Download the documents that you need.

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Chapter 2: Supported platforms and packages

This chapter lists the hardware platforms and software that is supported by Avaya Call Management System (CMS) Release 18 (R18).

This section includes the following topics:

- [Prerequisites](#) on page 15
- [Supported hardware platforms](#) on page 15
- [Supported software packages](#) on page 16

Prerequisites

Before you use any procedures in this document, perform the following tasks:

- Review the file called **cms.readme** on the CMS software disc. Avaya recommends you review this file for any changes that might impact the procedures in this document.
- Contact Provisioning by calling 1-800-242-2121. The CMS provisioners must be scheduled in advance for all work. Provisioning is required to authorize the following features on CMS:
 - CMS Agent licenses.
 - CMS Supervisor licenses.
 - Call History Interface
 - ACDs.
 - Report Designer.
 - Provisioning will also work with your on-site team to insure connectivity and data collection.

Supported hardware platforms

CMS is supported on the following Linux platforms:

Chapter 2: Supported platforms and packages

- Dell PowerEdge R220
- Dell PowerEdge R620
- Dell PowerEdge R720
- Dell PowerEdge R630
- Dell PowerEdge R730
- HP DL380P G8
- HP DL380P G9

Note:

Unless specified otherwise, all information and procedures in this document apply to the supported CMS hardware platforms running Red Hat Enterprise Linux® (RHEL). For more information regarding installation, maintenance and troubleshooting of the above platform, refer to the respective *Hardware Installation, Maintenance and Troubleshooting* documents.

HP DL 380 G9 End of Sale: <http://support.avaya.com/css/P8/documents/101013438>

Dell R220 Low End Server was end of sale: <http://support.avaya.com/css/P8/documents/101020897>

Supported software packages

CMS utilizes the following software packages:

- Informix
- CMS R18, which also contains:
 - RHEL rpms
 - CMS patches
 - CMS security script

Chapter 3: Installing the RHEL operating system

This chapter contains procedures to guide you step-by-step through the Red Hat Enterprise Linux® (RHEL) 6.6 software installation. The RHEL installation process is automated.

 **Important:**

If the software was installed at the factory, proceed to [Installing CMS and supporting software](#) on page 43.

To bring the Avaya Call Management System (CMS) up to factory standards after a system re-configuration or repair, use the procedures in this chapter and [Installing CMS and supporting software](#) on page 43.

This section includes the following topics:

- [Required hardware](#) on page 17
- [Prerequisites](#) on page 18
- [Installing RHEL](#) on page 18

Required hardware

CMS uses RAID to mirror the disks on the Dell and HP platforms. CMS uses mirroring to create two complete sets of data on separate disk drives. This data redundancy greatly reduces the risk of data loss in the event of a disk drive failure or a system crash. The Dell R620 LOW system includes a unused RAID controller to make upgrades to the R620 MID easier. The R220 does not include any RAID options.

 **Important:**

If you configure RAID on a system, all data on the system is lost. Use the CMSADM or LAN restore procedure to restore the system after you configure mirroring.

The customer must provide a keyboard, mouse, and monitor for the system when an Avaya or Business Partner tech must do work on-site.

Prerequisites

- Obtain the correct number of disk drives to mirror a system. All disks must be of the same size.
- Obtain the Avaya RHEL 6.6 Kickstart disc.
- Identify the host name of the system from Avaya Services.
- Identify the IP address of the system. This address can be the factory default or an address in a customer network.
- Identify the default router for the system. This router can be the factory default or an address in a customer network.
- Identify the subnet mask for the system. This subnet mask can be the factory default or an address in a customer network.
- Identify the number and size of disk drives on the system.
- Verify that you correctly connected the power cords to all hardware devices and supplied power to all hardware devices.
- Identify the backup devices on the system.
- Verify that you correctly installed all hardware components of the system, including port cards and tape drives.

Installing RHEL

This section describes the booting procedure for RHEL systems.

Booting a Dell or HP system to the Avaya RHEL disc



Important:

Use this procedure for the Dell or HP platforms only. Do not use this procedure on VMware deployments.

Use this procedure to install and configure RHEL on the Dell or HP system using the Avaya RHEL software disc from the local console. Prior to installing RHEL on the Dell or HP system, you must set the boot priority.

Setting the RHEL boot priority

Note:

If you have already set the boot priority of the system, continue with [Installing the RHEL software](#) on page 21.

1. Verify that the system has disks installed in the correct slots.
 - If the system is a Dell R220 platform, 1 disk must be installed in slot 0.
 - If the system is a Dell R620 LOW platform, 1 disk must be installed in slot 0.
 - If the system is a Dell R620 MID platform, 4 disks must be installed in slots 0-3.
 - If the system is a Dell R630 platform, 4 disks must be installed in slots 0-3.
 - If the system is a Dell R720 platform, 12 disks must be installed in slots 0-11.
 - If the system is a Dell R730 platform, 12 disks must be installed in slots 0-11.
 - If the system is a HP DL380P G8 platform, 8 disks must be installed in slots 1-8.
 - If the system is a HP DL380P G9 platform, 12 disks must be installed in slots 1-12

**Important:**

Remove all USB storage devices. If any USB storage devices are connected to the system, the build process uses the USB storage device for the boot hard drive and the system fails to boot after the build process completes.

2. Disconnect all USB storage devices.
3. Turn on the power to all the external devices, such as tape drives.
4. Turn on the monitor.

**Important:**

If the system prompts about a change in configuration while powering up, press **F** to accept the current configuration.

5. Turn on the power to the CMS server.
6. Insert the Avaya RHEL 6.6 Kickstart disc.
 - If your platform is Dell, the system displays several F key options on the screen including **F2** or **System Setup**.
 - If your platform is HP, the system displays several F key options on the screen including **F9** or **Setup**.
7. Perform Step [8](#) to Step [18](#) if your platform is Dell. Perform Step [19](#) to Step [24](#) if your platform is HP.
8. Press **F2** to enter **System Setup**.

The system displays the **System Setup** screen after displaying some more messages.

Chapter 3: Installing the RHEL operating system

9. Select the **System BIOS** option, and press **Enter**.

The system displays the **System BIOS** screen.

10. Select the **Boot Settings** option, and press **Enter**.

Note:

Use the up and down arrow keys to highlight the appropriate option.

The system displays the **Boot Settings** screen.

11. Select the **BIOS Boot Settings** option, and press **Enter**.

The system displays the **Boot Sequence** options.

12. Select the **Boot Sequence** option, and press **Enter**.

The system displays the **Change Order** screen with a list of bootable devices. Arrange the devices in the following boot sequence:

```
Embedded SATA Port Optical Drive
Hard Drive
Integrated NIC 1 Port 1 Partition 1
```

13. Click **OK > Back** to exit the Boot Sequence screen.

14. Click **Back** to exit the **BIOS Boot Setting** screen.

15. Click **Finish**.

The system displays a Warning screen to save the changes.

16. Click **Yes** to save the changes.

The system displays a **Success** screen.

17. Click **OK**, and click **Finish**.

The system displays a **Confirm Exit** screen.

18. Click **Yes** and go to Step [25](#).

19. Press **F9** to enter **Setup**.

The system displays the **Setup** screen.

20. Select the **Standard Boot Order (IPL)** option, and press **Enter**.

Note:

Use the up and down arrow keys to highlight the appropriate option.

The system displays the **IPL Boot Order** screen with a list of bootable devices.

21. Arrange the devices in the following boot sequence:

- CD_ROM
- Floppy Drive
- USB DriveKey

- Hard Drive
- PCI Embedded HP Ethernet 1Gb 4-port 331FLR Adapter Port 1

Note:

Press **Enter** on an item to select a new order position for that item.

22. Press **ESC** to return to the main **Setup** screen.
23. Press **ESC** to return to exit from **Setup** screen.
24. Press **F10** to confirm exit from the **Setup** screen.
25. Continue with step 5 of [Installing the RHEL software](#) on page 21.

Note:

The system can take up to 5 minutes to boot up.

Installing the RHEL software

1. Verify that disks are installed in the correct slots.
 - If the system is a Dell R220 platform, 1 disk must be installed in slot 0.
 - If the system is a Dell R620 LOW platform, 1 disk must be installed in slot 0.
 - If the system is a Dell R620 MID platform, 4 disks must be installed in slots 0-3.
 - If the system is a Dell R630 platform, 4 disks must be installed in slots 0-3.
 - If the system is a Dell R720 platform, 12 disks must be installed in slots 0-11.
 - If the system is a Dell R730 platform, 12 disks must be installed in slots 0-11.
 - If the system is a HP DL380P G8 platform, 8 disks must be installed in slots 1-8.
 - If the system is a HP DL380P G9 platform, 12 disks must be installed in slots 1-12
2. Disconnect all USB storage devices.
3. Turn on the power to all of the external devices such as tape drives.
4. Turn on the monitor.

**Important:**

If the system prompts about a change in configuration while powering up, press **F** to accept the current configuration.

5. Turn on the power to the CMS server.
6. Ensure that the Avaya RHEL software disc is inserted into the disc drive.

Chapter 3: Installing the RHEL operating system

7. The system boots to the Avaya RHEL software disc and displays the following messages as the system boots:

```
.  
.   
.   
Initializing Firmware Interfaces...  
Initialization Complete  
.   
Lifecycle Controller: Collecting System Inventory...  
  
Scanning for devices...  
.   
.   
.
```

The system displays a list of following **Usage** options after the system boots to the Avaya RHEL software disc:

```
##### IMPORTANT!! #####  
##          PROCEEDING WILL INSTALL A NEW OPERATING SYSTEM.          ##  
##          ALL DATA WILL BE LOST!! PROCEED WITH CAUTION.          ##  
#####  
  
USAGE:  
  Type "ks" then press <enter> to install preconfigured Linux and  
              copy CMS software to the disk.  
  Type "rs" then press <enter> to install preconfigured Linux and  
              make the system ready to restore from a CMSADM backup.  
  Type "rescue" then press <enter> to rescue installed system  
  
boot:
```

8. Enter **ks** at the **boot:** prompt and press **Enter**.

Note:

During the installation of the various packages, the system displays the message:
Welcome to Red Hat Enterprise Linux for x86_64.

The system displays the following messages as the RHEL operating system is installed:

```

Loading vmlinuz...
.
.
Installation Starting
.
.
Package Installation
.
.
Packages completed xxx of xxx
.
.

```

9. The `ks` process prompts for the CMS software disc.

The system displays the following messages:

```

#####
## Please insert the CMS DVD into the drive.                ##
#####

```

10. Remove the Avaya RHEL 6.6 Kickstart disc from the disc drive and keep the disc in a safe place.
11. Insert the CMS R18 software disc into the disc drive.
 - If the disc you inserted into the disc drive is a CMS R18 disk, the system installs the CMS software packages. Continue with Step [12](#).
 - If the disc you inserted into the disc drive is not a CMS R18 disk, the system displays the following messages:

```

#####
## This is not a CMS DVD.                                    ##
## Please insert the CMS DVD into the drive.                ##
##                                                         ##
#####

```

Locate the Avaya R18 CMS software disc and insert the disc into the disc drive.

Chapter 3: Installing the RHEL operating system

12. The ks process installs the Informix software.

The system displays the following series of messages during the Informix installation:

```
.
.
.
Initializing Installshield wizard
.
.
0% complete
.
.
100% complete
.
.
Creating uninstaller
.
.
<timestamp> Creating CMS database successfully finished
```

13. The ks process installs the CMS software.

The system displays the following series of messages during the CMS installation:

```
Unpacking files please wait...
Extracting the tar...

Installing Avaya™ Call Management System (cms) version r18xx.x
Creating CMS group id
Creating dbaccess group id
Proceeding with install...

Preparing ##### [100 %]
1:cms ##### [100 %]

CMS is installed.
CMS installation successfully finished
```

The system displays the following messages after all the packages are installed:

```
Complete

Congratulations, your Red Hat Enterprise Linux installation is
complete.

Please reboot to use the installed system. Note that updates may
be available to ensure the proper functioning of your system and
installation of these updates is recommended after the reboot.

Reboot
```


Note:

This entire procedure can take up to 15 minutes.

14. Remove the CMS software disc from the disc drive and keep the disc in a safe place.
15. Press **Enter** to reboot.
16. The system reboots and the system displays the RHEL login screen.
17. Log in to the system as `root`. The `root` password is blank.
Press **Enter** for the password.
18. If the system displays a **Removed Sound Devices** screen, perform the following steps:
 - a. Select the **Do not ask again for these devices** box.
 - b. Click the **Yes** button.
19. Continue with [Configuring the RHEL operating system](#) on page 27.

Chapter 4: Configuring the RHEL operating system

This chapter contains the procedures used to configure the Red Hat Enterprise Linux® (RHEL) 6.6 operating system software on your CMS hardware platform.

This section includes the following topics:

- [Prerequisites](#) on page 27
- [Using the nohup command](#) on page 27
- [Opening a virtual console window](#) on page 28
- [Configuring the system network](#) on page 28
- [Assigning a root password](#) on page 33
- [Verifying the disk partitioning for Dell or HP platforms](#) on page 34
- [Initializing the CMS database](#) on page 38
- [Installing the Avaya CMS security script](#) on page 40

Prerequisites

- Verify that you installed the RHEL operating system.
- Verify that you correctly installed all hardware components of the system, including port cards, external disk drives, and tape drives. Otherwise, the system does not recognize the system hardware.
- Verify that you are logged in as **root**.

Using the nohup command

When you run commands that take a long time to complete, such as `cpio` commands, use the `nohup` command to ensure that the command runs without interruption even if the data line disconnects.

The following is an example of the `nohup` command:

```
nohup cpio -icmudf -C 10240 -I <backup_media_path> "cms" | tee
```

When you reboot your system, verify that your terminal type is set correctly after the reboot.

Opening a virtual console window

You must open a virtual console window to enter keyboard commands at the system prompt. You can open up to six virtual console windows.

1. Enter the following to open a virtual console window:

Alt+F1

2. To open additional virtual console windows, use any of the follow commands:

Alt+F2, Alt+F3, Alt+F4, Alt+F5, Alt+F6

Configuring the system network

1. To configure the system network, place the cursor in the console window and enter:

```
/cms/toolsbin/netconfig
```

2. The system displays the following prompt:

```
Enter the network interface name from following name(s): eth0 eth1 eth2 eth3
(default eth0)
ENTER>
```

3. Accept the default value `eth0` and press **Enter**.

```
You have entered [ eth0 ]. Is this correct? (y|n)
```

4. Enter **y**, then press **Enter**.

5. The system displays the following prompt:

```
Enter the host name of the CMS system
ENTER>
```

6. Enter the host name of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [ cms_hostname ]. Is this correct? (y|n)
```

**WARNING:**

Do not use a hyphen (-) when selecting the host name of the system. The operating system can accept a hyphen (-) in the host name but some third-party tools used with CMS do not support the hyphen (-) in the host name.

7. Perform one of the following actions:
 - If you have not entered the correct host name, enter **n**, then press **Enter**. The network configuration process returns to [Step 5](#).
 - If you have entered the correct host name, enter **y**, then press **Enter**. The network configuration process continues.
8. The system displays the following prompt:

```
Enter the domain name of the CMS system  
ENTER>
```

9. Enter the domain name of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [ tmp.domain.org ]. Is this correct? (y|n)
```

10. Perform one of the following actions:
 - If you have not entered the correct domain name, enter **n**, then press **Enter**. The network configuration process returns to [Step 8](#).
 - If you have entered the correct domain name, enter **y**, then press **Enter**. The network configuration process continues.
11. The system displays the following prompt:

```
Enter the IP address of the CMS system  
ENTER>
```

12. Enter the IP address of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [IP_address]. Is this correct? (y|n)
```

13. Perform one of the following actions:

- If you have not entered the correct IP address, enter **n**, then press **Enter**. The network configuration process returns to Step [11](#).
- If you entered the correct IP address, enter **y**, then press **Enter**. The network configuration process continues.

14. The system displays the following prompt:

```
Enter the netmask of the CMS system  
ENTER>
```

15. Enter the netmask of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [ xxx.xxx.xxx.xxx ]. Is this correct? (y|n)
```

16. Perform one of the following actions:

- If you have not entered the correct netmask, enter **n**, then press **Enter**. The network configuration process returns to Step [14](#).
- If you entered the correct netmask, enter **y**, then press **Enter**. The network configuration process continues.

17. The system displays the following prompt:

```
Enter the default gateway of the CMS system  
ENTER>
```

18. Enter the default gateway of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [xxx.xxx.xxx.xxx]. Is this correct? (y|n)
```

19. Perform one of the following actions:

- If you have not entered the correct default gateway, enter **n**, then press **Enter**. The network configuration process returns to Step [17](#).

- If you entered the correct default gateway, enter **y**, then press **Enter**. The network configuration process continues.

20. The system displays the following prompt:

```
Enter the DNS server(s) separated by space (up to three servers)
ENTER>
```

21. Enter the DNS server(s) of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [ xxx.xxx.xxx.xxx yyy.yyy.yyy.yyy ]. Is this correct? (y|n)
```

22. Perform one of the following actions:

- If you have not entered the correct DNS server(s), enter **n**, then press **Enter**. The network configuration process returns to Step [20](#).
- If you entered the correct DNS server(s), enter **y**, then press **Enter**. The network configuration process continues.

23. The system displays the following prompt:

```
Enter the search domains separated by space (tmp.domain.org tmp2.domain.org)
ENTER>
```

24. Enter the search domain(s) of the CMS and press **Enter**.

The system displays the following prompt:

```
You have entered [ tmp.domain1.org tmp.domain2.org ]. Is this correct? (y|n)
```

25. Perform one of the following actions:

- If you have not entered the correct search domains, enter **n**, then press **Enter**. The network configuration process returns to Step [23](#).

Chapter 4: Configuring the RHEL operating system

- If you entered the correct search domains, enter **y**, then press **Enter**. The network configuration process continues.

The system displays the network configuration accepted by the user.

```
Interface: eth0
CMS Hostname: cms_hostname
Domainname: tmp.domain.org
CMS IP address: IP_address
Netmask: xxx.xxx.xxx.xxx
Gateway: xxx.xxx.xxx.xxx
DNS Server1: xxx.xxx.xxx.xxx
DNS Server2: yyy.yyy.yyy.yyy
DNS Server3:
Search domains: tmp.domain1.org tmp.domain2.org

Are the above inputs correct? (Y|N)
```

26. Perform one of the following actions:

- If any of the network configuration entries are not correct, enter **n**, then press **Enter**. The network configuration process returns to Step [2](#).
- If the network configuration entries are correct, enter **y**, then press **Enter**. The network configuration process continues.

The system attempts to bring up the network and if successful, displays a successfully finished message.

```
Bring the network up. Please wait...

<timestamp> /cms/toolsbin/netconfig successfully finished
```

27. Perform one of the following actions:

- If the network configuration was successful, continue with Step [28](#).
- If the network configuration was not successful, troubleshoot the network for outages and repeat this procedure. If the network configuration fails again, escalate through normal channels.

Test your network settings to ensure that the network settings are working properly.

28. Reboot the system. Enter:

```
shutdown -r now
```

As the system boots, the system displays a series of messages. The display stops at the **RHEL Welcome** screen.

29. Log in to the system as `root`. The `root` password is blank at this time.

Press **Enter** for the password.

30. Open a virtual console window.
Test your network settings to ensure that the network settings are working properly.
31. Enter:

```
ifconfig eth0
```
32. Enter:

```
ping {system on your local network}
```


Press **Control+C** to exit the ping command.
Note:
If the network does not respond, enter `ifup eth0`. If the network still does not respond, repeat this procedure and verify that the values entered are correct.
33. Continue with [Assigning a root password](#) on page 33.

Assigning a root password

1. Assign a password to `root`. Enter:

```
passwd
```


The system displays the following message:

```
New password:
```

2. Enter the password for `root`.
The system displays the following message:

```
Re-enter new password:
```

3. Re-enter the password for `root`.
The system displays the following message:

```
passwd: password successfully changed for root
```

4. Continue with [Verifying the disk partitioning for Dell or HP platforms](#) on page 34.

Verifying the disk partitioning for Dell or HP platforms

To verify that the disks are correctly partitioned:

1. Enter:

```
sfdisk -lq
```

The system displays output similar to the following for the different platforms:

Device information for Dell R220 systems

```
Disk /dev/sda: 60801 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	#blocks	Id	System
/dev/sda1	*	0+	72-	73-	583676+	83	Linux
/dev/sda2		72+	1378-	1306-	10485756+	83	Linux
/dev/sda3		1378+	2683-	1306-	10485756+	83	Linux
/dev/sda4		2683+	60801-	58118-	466830360	f	W95 Ext'd (LBA)
/dev/sda5		2683+	3728-	1045-	8388604+	82	Linux swap / Solaris
/dev/sda6		3728+	5002-	1275-	10239996+	83	Linux
/dev/sda7		5002+	9180-	4178-	33554428+	83	Linux
/dev/sda8		9180+	12574-	3395-	27262972+	83	Linux
/dev/sda9		12574+	14662-	2089-	16777212+	83	Linux
/dev/sda10		14662+	16221-	1559-	12517372+	83	Linux
/dev/sda11		16221+	60801-	44580-	358088728	83	Linux

Device information for Dell R620 LOW systems

```
Disk /dev/sda: 36404 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	Blocks	Id	System
/dev/sda1	*	0+	72	73-	586341	83	Linux
/dev/sda2		73	1317-	1245-	9999565+	83	Linux
/dev/sda3		1317+	2562-	1245-	10000000	83	Linux
/dev/sda4		2562+	72809-	70247-	564257326	f	W95 Ext'd (LBA)
/dev/sda5		2562+	3558-	996-	7999999+	82	Linux swap / Solaris
/dev/sda6		3558+	13284-	9727-	78124999+	83	Linux
/dev/sda7		13284+	17268-	3984-	31999999+	83	Linux
/dev/sda8		17268+	20505-	3237-	25999999+	83	Linux
/dev/sda9		20505+	22497-	1992-	15999999+	83	Linux
/dev/sda10		22497+	23983-	1487-	11937499+	83	Linux
/dev/sda11		23983+	36404-	12422-	99773193+	83	Linux

Device information for Dell R620 MID systems

```
Disk /dev/sda: 72809 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	Blocks	Id	System
/dev/sda1	*	0+	72	73-	586341	83	Linux
/dev/sda2		73	1317-	1245-	9999565+	83	Linux
/dev/sda3		1317+	2562-	1245-	10000000	83	Linux
/dev/sda4		2562+	72809-	70247-	564257326	f	W95 Ext'd (LBA)
/dev/sda5		2562+	3558-	996-	7999999+	82	Linux swap / Solaris
/dev/sda6		3558+	26658-	23100-	185546874+	83	Linux
/dev/sda7		26658+	30642-	3984-	31999999+	83	Linux
/dev/sda8		30642+	33878-	3237-	25999999+	83	Linux
/dev/sda9		33878+	35870-	1992-	15999999+	83	Linux
/dev/sda10		35870+	37357-	1487-	11937499+	82	Linux
/dev/sda11		37357+	72809-	35453-	284772950+	83	Linux

Device information for Dell R630 systems

```
Disk /dev/sda: 72809 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	#blocks	Id	System
/dev/sda1	*	0+	72-	73-	583676+	83	Linux
/dev/sda2		72+	1378-	1306-	10485756+	83	Linux
/dev/sda3		1378+	2683-	1306-	10485756+	83	Linux
/dev/sda4		2683+	72809-	70126-	563287040	f	W95 Ext'd (LBA)
/dev/sda5		2683+	3728-	1045-	8388604+	82	Linux swap / Solaris
/dev/sda6		3728+	27949-	24222-	194559996+	83	Linux
/dev/sda7		27949+	32127-	4178-	33554428+	83	Linux
/dev/sda8		32127+	35521-	3395-	27262972+	83	Linux
/dev/sda9		35521+	37609-	2089-	16777212+	83	Linux
/dev/sda10		37609+	39168-	1559-	12517372+	83	Linux
/dev/sda11		39168+	72809-	33642-	270225408	83	Linux

Device information for Dell R720 systems

```
Disk /dev/sda: 218428 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0

Device      Boot  Start      End      #cyls     Blocks      Id System
/dev/sda1   *      0+        72        73-       586341      83 Linux
/dev/sda2           73       1317-    1245-    9999565+    83 Linux
/dev/sda3      1317+    2562-    1245-    10000000    83 Linux
/dev/sda4      2562+   218428- 215867- 1733943854  f  W95 Ext'd (LBA)
/dev/sda5      2562+   3558-    996-    7999999+    82 Linux swap / Solaris
/dev/sda6      3558+   26658-  23100- 185546874+  83 Linux
/dev/sda7      26658+  30642-  3984-  31999999+  83 Linux
/dev/sda8      30642+  33878-  3237-  25999999+  83 Linux
/dev/sda9      33878+  35870-  1992-  15999999+  83 Linux
/dev/sda10     35870+  37357-  1487-  11937499+  82 Linux
/dev/sda11     37357+  218428- 181072- 1454459478+ 83 Linux
```

Device information for Dell R730 systems

```
Disk /dev/sda: 218428 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0

Device Boot  Start      End      #cyls     #blocks     Id System
/dev/sda1   *      0+        72-       73-       583676+    83 Linux
/dev/sda2           72+    1378-    1306-    10485756+  83 Linux
/dev/sda3      1378+    2683-    1306-    10485756+  83 Linux
/dev/sda4      2683+  218428- 215746- 1732973568  f  W95 Ext'd (LBA)
/dev/sda5      2683+   3728-   1045-   8388604+   82 Linux swap / Solaris
/dev/sda6      3728+   27949- 24222- 194559996+  83 Linux
/dev/sda7      27949+  32127-   4178-  33554428+  83 Linux
/dev/sda8      32127+  35521-   3395-  27262972+  83 Linux
/dev/sda9      35521+  37609-   2089-  16777212+  83 Linux
/dev/sda10     37609+  39168-   1559-  12517372+  83 Linux
/dev/sda11     39168+  218428- 179261- 1439911936  83 Linux
```

Device information for HP DL380P G8 systems

```
Disk /dev/sda: 145875 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	#blocks	Id	System
/dev/sda1	*	0+	72-	73-	583676+	83	Linux
/dev/sda2		72+	1378-	1306-	10485756+	83	Linux
/dev/sda3		1378+	2683-	1306-	10485756+	83	Linux
/dev/sda4		2683+	145875-	143192-	1150186798	f	W95 Ext'd (LBA)
/dev/sda5		2683+	3728-	1045-	8388604+	82	Linux swap / Solaris
/dev/sda6		3728+	27949-	24222-	194559996+	83	Linux
/dev/sda7		27949+	32127-	4178-	33554428+	83	Linux
/dev/sda8		32127+	35521-	3395-	27262972+	83	Linux
/dev/sda9		35521+	37609-	2089-	16777212+	83	Linux
/dev/sda10		37609+	39168-	1559-	12517372+	83	Linux
/dev/sda11		39168+	145875-	106708-	857125166	83	Linux

Device information for HP DL380P G9 systems

```
Disk /dev/sda: 218428 cylinders, 255 heads, 63 sectors/track
Warning: extended partition does not start at a cylinder boundary.
DOS and Linux will interpret the contents differently.
Units = cylinders of 8225280 bytes, blocks of 1024 bytes, counting from 0
```

Device	Boot	Start	End	#cyls	#blocks	Id	System
/dev/sda1	*	0+	72-	73-	583676+	83	Linux
/dev/sda2		72+	1378-	1306-	10485756+	83	Linux
/dev/sda3		1378+	2683-	1306-	10485756+	83	Linux
/dev/sda4		2683+	218428-	215746-	1732973568	f	W95 Ext'd (LBA)
/dev/sda5		2683+	3728-	1045-	8388604+	82	Linux swap / Solaris
/dev/sda6		3728+	27949-	24222-	194559996+	83	Linux
/dev/sda7		27949+	32127-	4178-	33554428+	83	Linux
/dev/sda8		32127+	35521-	3395-	27262972+	83	Linux
/dev/sda9		35521+	37609-	2089-	16777212+	83	Linux
/dev/sda10		37609+	39168-	1559-	12517372+	83	Linux
/dev/sda11		39168+	218428-	179261-	1439911936	83	Linux

2. Compare the output of the `sfdisk` command to the RHEL device tables. If the device information does not match, escalate through normal channels.

3. Enter:

```
df -Th | grep sda
```

The system displays the following output:

Partition information for Dell or HP RHEL systems with 300-GB disks

/dev/sda2	ext4	9.4G	2.3G	6.7G	26%	/
/dev/sda1	ext4	564M	43M	493M	8%	/boot
/dev/sda3	ext4	9.4G	409M	8.6G	5%	/cms
/dev/sda7	ext4	31G	176M	29G	1%	/export/home
/dev/sda10	ext4	12G	640M	11G	6%	/opt
/dev/sda6	ext4	175G	898M	165G	1%	/storage
/dev/sda9	ext4	16G	167M	15G	2%	/tmp
/dev/sda8	ext4	25G	235M	23G	1%	/var

4. Compare the **Filesystem**, **Type**, **Size**, and **Mounted on** values from the `df` command to this Dell or HP RHEL partition table. If the field information does not match, escalate through normal channels.
5. Continue with [Initializing the CMS database](#) on page 38.

Initializing the CMS database

1. Set the Informix environment. Enter:

```
. /opt/informix/bin/setenv
```
2. Initialize the database. Enter:

```
/opt/informix/bin/dbinit.sh
```

Enter `y`.
3. Continue with [Verifying the system activity accounting tool](#) on page 38.

Verifying the system activity accounting tool

Verify that the system activity accounting tool, `sysstat`, is installed.

1. Enter:

```
rpm -qa | grep sysstat
```

The system displays the following message:

```
sysstat-9.0.4-xx.el6.x86_64
```

2. Confirm that the system activity accounting tool contains the correct entries. Enter:

```
cat /etc/cron.d/sysstat
```

The system displays the following output:

```
# Run system activity accounting tool every 10 minutes
*/10 * * * * root /usr/lib64/sa/sa1 1 1
# 0 * * * * root /usr/lib64/sa/sa1 600 6 &
# Generate a daily summary of process accounting at 23:53
53 23 * * * root /usr/lib64/sa/sa2 -A
```

- If the output looks like this example, continue with [Installing the Avaya CMS security script](#) on page 40.
- If the output does *not* look like this example, continue with Step [3](#).

3. Edit the `/etc/cron.d/sysstat` file. Enter:

```
vi /etc/cron.d/sysstat
```

4. Make appropriate changes to the file so that the file contents match the contents of the text box from Step [2](#).

5. Save the changes and exit `vi`.

Press **Esc**. Then enter:

```
:wq!
```

6. Enter the following command to confirm that you saved the changes:

```
cat /etc/cron.d/sysstat
```

The system displays the `/etc/cron.d/sysstat` file.

7. Verify that the `/etc/cron.d/sysstat` contents match the output shown in Step [2](#).

8. Continue with [Installing the Avaya CMS security script](#) on page 40.

Installing the Avaya CMS security script

▲ Important:

You can log in to the console as root only after you run the Avaya CMS security script. If you are logging into the system remotely, log another user and then use `su` to log in as root.

1. Verify that you are logged in to the system as root.
2. Verify the current services running on the system and save the list for comparison with the listing after the security script run.

Note:

It is necessary to find out which services in the list of differences are used by the customer.

3. To capture the current services and preserve the output to a file, enter:

```
chkconfig --list > /tmp/current_chkconfig.txt
```

4. If the system has mounted the Avaya Call Management System software disc, continue with Step 8.
5. Insert the Avaya Call Management System software disc into the disk drive.
6. Change to the root directory. Enter:

```
cd/
```

7. Mount the Avaya Call Management System software disc. Enter:

```
mount /dev/dvd/mnt
```

8. Enter:

```
/mnt/security/cms_sec
```

The system configures your security settings and displays the following message:

```
Avaya CMS security configuration completed: date
```

Note:

If the system displays a configuration failed message, contact your Avaya services representative.

9. To capture the new services and preserve the output to a different file, enter:

```
chkconfig --list > /tmp/new_chkconfig.txt
```

10. Run the `diff` command against the two listings files and search for services that need to be re-enabled.

```
diff /tmp/current_chkconfig.txt /tmp/new_chkconfig.txt
```


11. View the output from the diff command and re-enable the services that are displayed.

To re-enable any customer used services, enter:

```
chkconfig [--level levels] <Service name> <on|off|reset>
```

Note:

Service name is the first column of the output from the `chkconfig --list` command.

Example:

```
chkconfig --level 2345 snmpd on
```


Chapter 5: Installing CMS and supporting software

This section contains the procedures used to install and set up the Avaya Call Management System (CMS) software and other supporting software.

This section includes the following topics:

- [Installation rules](#) on page 44
- [Installing the CMS packages](#) on page 44
- [Configuring the ODBC and JDBC server software](#) on page 55
- [Setting up CMS data storage parameters](#) on page 55
- [Setting up LAN connections](#) on page 58
- [IPv6 Support on RHEL](#) on page 60
- [Configuring the CMS software](#) on page 61
- [Installing feature packages](#) on page 77
- [Installing CMS Supervisor Web](#) on page 85
- [Setting up the Alarm Origination Manager](#) on page 90
- [Setting the Informix configuration parameters for CMS](#) on page 111

Installation rules

If the software was installed at the factory, the only procedures required at the customer site are:

- [Configuring CMS authorizations](#) on page 46
- [Installing feature packages](#) on page 77

If the CMS software was not installed at the factory, use the procedures in [Installing the RHEL operating system](#) on page 17, [Configuring the RHEL operating system](#) on page 27, and this chapter to bring the CMS server up to factory standards after a system re-configuration or repair.

Installing the CMS packages

This section contains procedures for the installation and configuration of the CMS software.

This section includes the following topics:

- [Prerequisites](#) on page 44
- [Assigning the CMS login passwords](#) on page 45
- [Configuring CMS authorizations](#) on page 46
- [Storage requirement for CMS](#) on page 51

Prerequisites

Before you install any of the CMS packages, perform the following tasks:

- Verify that you are logged in as **root** at the console.
- Obtain the CMS R18 Software Installation disc.
- Obtain the current CMSSVC password.



Important:

The CMSSVC login is used only by Avaya services personnel. Do not give out the CMSSVC password.

Assigning the CMS login passwords

1. Enter:

```
passwd cms
```

The system displays the following message:

```
New password:
```

2. Enter the password for the Avaya cms login.

The system displays the following message:

```
Re-enter new password:
```

3. Re-enter the password for the Avaya cms login.

The system displays the following message:

```
passwd: password successfully changed for cms
```

4. Assign a password for the Avaya cmssvc login, enter:

```
passwd cmssvc
```

The system displays the following message:

```
New password:
```

5. Enter the password for the Avaya cmssvc login.

The system displays the following message:

```
Re-enter new password:
```

6. Re-enter the password for the Avaya cmssvc login.

The system displays the following message:

```
passwd: password successfully changed for cmssvc
```

7. Continue with [Configuring CMS authorizations](#) on page 46.

Note:

If you have problems installing the CMS software, see [CMS installation fails](#) on page 233.

Configuring CMS authorizations

This section describes how Avaya Services personnel set authorizations for CMS features that are purchased by the customer. Authorizations apply to all ACDs that are administered. You can use the `auth_set` option in the Avaya Call Management System Services Menu to:

- Authorize packages and features
- Change the number of agents, ACDs, or Supervisor logins

To set authorizations for CMS features:

1. Avaya Services personnel must verify that the on-site technicians have completed the following tasks:
 - Connected the physical console to the CMS server.
 - Connected the CMS server to the Remote Maintenance Center of Avaya Services with access through network (SAL).
 - Connected the link between the CMS server and the switch.

Note:

If the hardware link or the Automatic Call Distribution (ACD) feature and CMS is not properly administered, the CMS software cannot communicate with the switch. For switch administration procedures, see *Avaya Call Management System Switch Connections, Administration, and Troubleshooting*.

2. Enter:

cmssvc

The system displays the **CMSSVC** menu.

```
Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms     Turn Avaya CMS on or off
 5) setup       Set up the initial configuration
 6) swinfo      Display switch information
 7) swsetup     Change switch information
 8) uninstall   Remove the CMS rpm from the machine
 9) uninstall   Remove the CMS rpm from the machine
10) back_all    Backout all installed CMS patches from machine
11) security    Administer CMS security features
Enter choice (1-11) or q to quit:
```

3. Enter the number associated with the **auth_set** option.

The system displays the following message:

```
Password:
```

4. Enter the appropriate password.



Important:

The **auth_set** password is available only to authorized Avaya personnel.

Note:

Some of the following questions are not displayed if the authorization cannot be changed at this time.

The system displays the following message:

```
Authorize installation of CMS hardware? (y/n):(default: n)
```

5. Enter: **y**

The system displays the following message:

```
Authorize installation of forecasting package? (y/n):(default: n)
```

6. Enter: **y**

The system displays the following message:

```
Authorize installation of vectoring package? (y/n):(default: n)
```

7. Enter: **y**

The system displays the following message:

```
Authorize use of graphics feature? (y/n): (default: n)
```

8. Enter: **y**

The system displays the following message:

```
Authorize use of external call history feature? (y/n): (default: n)
```

9. Enter: **y**

The program responds (if the vectoring package is authorized):

```
Authorize use of expert agent selection feature? (y/n): (default: n)
```

Chapter 5: Installing CMS and supporting software

10. Enter: **y**

The system displays the following message:

```
Authorize use of external application feature? (y/n):(default: n)
```

11. Perform one of the following actions:

- If the customer purchased the external application feature, enter: **y**
- If the customer did not purchase the external application feature, enter: **n**

The system displays the following message:

```
Authorize use of global dictionary/ACD groups feature? (y/n):  
(default: n)
```

12. Enter: **y**

The system displays the following message:

```
Enter the number of simultaneous Avaya CMS Supervisor logins the  
customer has purchased (2-maximum): (default: 2)
```

13. Enter the number of simultaneous logins purchased by the customer.

The system displays the following message:

```
Has the customer purchased Avaya Report Designer? (y/n): (default:  
n)
```


14. Enter: **y**

The system displays the following message:

```
Enter the maximum number of split/skill members that can be
administered (1-maximum):
```

“Split or skill members” are defined as the number of CMS-measured agent-split and agent-skill combinations that are logged in at the same time. Each split that an agent logs into is an agent-split combination. Each skill that is assigned to an agent while the agent is logged in is an agent-skill combination.

The minimum size configuration for CMS is 20. The maximum number of split skill members across all ACDs is documented in the *Avaya Aura™ Communication Manager System Capacities Table*. Your platform configuration and switch interval could change the number of split skill members you can have on your system.

You can limit the split or skill random access memory (RAM) allocation to the size that is actually needed for the current configuration of agents and splits or skills. This is accomplished by the total split/skill members summed over all splits/skills fields, which is accessed through the `setup` option of the `cmssvc` command.

The recommended numbers for Expert Agent Selection (EAS) and non-EAS systems are shown in the following table.

CMS agent Right to Use (RTU)	Total logged-in agents across all ACDs	Split/skill members provisioning	
		Non-EAS (Maximum of 4 splits per agent)	EAS (Maximum of 120 skills per agent)
20	20	80	2400
100	100	400	12,000
200	200	800	24,000
300	300	1,200	36,000
400	400	1,600	48,000
500	500	2,000	60,000
600	600	2,400	72,000
700	700	2,800	84,000
800	800	3,200	96,000
900	900	3,600	108,000
1000	1,000	4,000	120,000
1500	1,500	6,000	180,000

CMS agent Right to Use (RTU)	Total logged-in agents across all ACDs	Split/skill members provisioning	
		Non-EAS (Maximum of 4 splits per agent)	EAS (Maximum of 120 skills per agent)
2000	2,000	8,000	240,000
3000	3,000	12,000	360,000
4000	4,000	16,000	480,000
7000	7,000 or greater	28,000 up to 320,000	800,000

15. Enter the maximum possible number of split or skill members that the customer might use based on the size of the switch agent purchased.

The system displays the following message:

```
Enter the maximum number of ACDs that can be installed (1-8):
(default: 1)
```

16. Enter the number of ACDs the customer purchased.

The system displays the following message:

```
Enter the number of authorized agents(Right To Use):
```

Note:

RTU is the number of agents paid for on the CMS. This number is on the CMS order paperwork.

17. Enter the number of authorized agents.

The system displays the following message:

```
Enter the number of authorized ODBC connection (0-10): (default: 0)
```

18. Perform one of the following actions:

- If the customer purchased ODBC connections, enter the number of ODBC connections authorized.
- If the customer did not purchase any ODBC connections, press **Enter**, the default is zero ODBC connections.

The system displays the command prompt after all authorizations have been set.

19. Verify authorizations are correctly set by entering:

cmsvc

The system then displays the **Avaya Call Management System Services** menu.

20. Enter the number associated with the `auth_display` option.
21. Verify that the administration completed successfully by entering:

```
tail /cms/install/logdir/admin.log
```

The system displays the `admin.log` file. The `admin.log` file contains information related to CMS administration procedures.

```
Authorization command started Mon Aug 31 12:25:05 EDT 2015  
Multi-tenancy automatically authorized.  
Capabilities/capacities authorized Mon Aug 31 12:25:28 EDT 2015
```

Storage requirement for CMS

Dataspace required for the CMS full maintenance backup

1. Set the Informix environment. Enter:

```
# . /opt/informix/bin/setenv
```

Chapter 5: Installing CMS and supporting software

2. Enter:

```
# onstat -d
```

The system displays the current usage information for the Informix database. Use the output generated from running this command and the formulas at the bottom of the tables to calculate how much database space is required for a CMS full maintenance backup. The data in this table is dynamic and changes as database space is used.

Table 2: Current usage information for the Informix database

Platform/ cmsdbs Dbospace	pgsize	Full disk size of cmsdbs Dbospace	Total Disk cmsdbs Dbospace (Bytes)	Total Disk cmsdbs Dbospace (rounded in GB)	Total Full Maintenance Backup space Required if cmsdbs Dbospace is full (GB) ¹
Dell R220	8,192	43,844,355	359,172,956,160	334.5	11.15
Dell R620 LOW	8,192	11,554,913	94,657,847,296	88.16	2.94
Dell R620 MID	8,192	34,679,882	284,098,000,000	264.59	8.82
Dell R630	8,192	32,861,440	269,200,916,480	250.71	8.36
Dell R720	8,192	180,890,698	1,481,860,000,000	1,380.09	46.00
Dell R730	8,192	179,072,256	1,466,959,921,152	1,366.21	45.54
HP DL380P G8	8,192	108,042,352	885,082,947,584	824.30	27.48
HP DL380P G9	8,192	179,072,256	1,466,959,921,152	1,366.21	45.54
HP DL20 G9	8,192	43,844,355	359,172,956,160	334.5	11.15

1. If ontape is being used for binary backups this value must be multiplied by 30 since ontape does not compress data.

Bytes to GB conversion factor = 1,073,741,824

Full Maintenance Backup compression ratio = 30 (approximation)

Dell R620 (300 GB) example:

Dbspaces address	numbers	flags	fchunk	nchunks	pgsize	flags	owner	name
c64a5358	5	0x60001	5	1	8192	N B	informix	cmsdbs

Chunks address	chunk	dbs	offset	size	free	bpages	flags	pathname
c64a5ac0	5	5	31,426,56	34,679,882	29,584,364		PO-B-	/cmsdisk

Full Dbspace size of cmsdbs = $((8,192 * 34,679,882) / 1,073,741,824) = 264.59$ GB

Full Dbspace size of cmsdbs available for Full maintenance backups =

$$(((8192 * 34,679,882) / 1,073,741,824) / 30) = 8.82 \text{ GB}$$

Space required for backup = $(((8,192 * (34,679,882 - 29,584,364)) / 1,073,741,824) / 30) = 14.01$ GB

Dataspace required for the CMSADM backup

1. Run the following command:

```
# df -h
```

Chapter 5: Installing CMS and supporting software

2. Add the disk space used by `/`, `/cms`, `/export/home`, `/opt`, and `/var` obtained by the output of the `df` command.

The sum of the disk space used by the directories is the space needed for the NFS Admin backup.

For example, the output of the `df -h` command on the CMS server is the following:

Filesystem	Size	Used	Avail	Use%	Mounted on
<code>/dev/sda2</code>	9.4G	2.4G	6.6G	27%	<code>/</code>
<code>tmpfs</code>	3.9G	136K	3.9G	1%	<code>/dev/shm</code>
<code>/dev/sda1</code>	564M	43M	493M	8%	<code>/boot</code>
<code>/dev/sda3</code>	9.4G	634M	8.3G	7%	<code>/cms</code>
<code>/dev/sda7</code>	31G	182M	29G	1%	<code>/export/home</code>
<code>/dev/sda10</code>	12G	1.1G	9.7G	10%	<code>/opt</code>
<code>/dev/sda6</code>	175G	195M	166G	1%	<code>/storage</code>
<code>/dev/sda9</code>	16G	167M	15G	2%	<code>/tmp</code>
<code>/dev/sda8</code>	25G	416M	23G	2%	<code>/var</code>

The sum of the disk space used by the directories is:

Directory	Space used
<code>/</code>	2.4 GB
<code>/cms</code>	634/1,024 GB
<code>/export/home</code>	182/1,024 GB
<code>/opt</code>	1.1 GB
<code>/var</code>	416/1,024 GB
Sum	4.68 GB

So, the space needed for the NFS Admin backup is **4.68 GB**.

Note:

The `df -h` command gives a current snapshot of disk space usage of the CMS server. You must run additional checks periodically to see if your storage needs have changed significantly.

Configuring the ODBC and JDBC server software

Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) allows you to access data in the CMS database for use in other software applications such as spreadsheet programs. With ODBC and JDBC, you can access the CMS data directly from your application without needing to understand database connectivity or format. ODBC and JDBC allows access to data at multiple sites for reports. The following procedures allow you to install or upgrade your ODBC and JDBC software. For more information about the ODBC and JDBC client software, see *Avaya Call Management System ODBC and JDBC*.

Setting up CMS data storage parameters

This section describes how Avaya Services personnel modify specific data storage parameters on the CMS server. These storage parameters affect the operation of the CMS software.

**Important:**

Throughout the setup, you are prompted to enter values that are specific to the system being installed. These values differ between switch releases. For each question, an appropriate range of values is displayed. These values represent the limits of each range.

To modify CMS data storage parameters:

1. Change to the CMS installation directory by entering:

```
cd /cms/install/cms_install
```

2. Enter:

```
vi storage.def
```

Note:

The **storage.def** file contains the data storage parameters. CMS is installed with a set of standard default values. If you delete or damage the **storage.def** file, you can find a copy of this file (**storage.skl**) in the same directory.

The default storage parameters are listed in the [Default CMS data storage parameters table](#) on page 56 in the order in which they appear in the **storage.def** file. The data storage parameters are documented in the *Avaya Aura™ Communication Manager System Capacities Table*.

Default CMS data storage parameters table

Parameter	Default
Intrahour interval (15, 30, 60 minutes):	30
Week start day (Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday):	Sunday
Week end day (Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday):	Saturday
Daily start time (regular time):	12:00 AM
Daily stop time (data will be collected for seconds of last minute):	11:59 PM
Number of agent login/logout records:	10,000
Number of agent trace records:	10,000
Number of call records:	0
Number of exceptions records:	250
# Days of intrahour for splits (1-62):	31
# Days of daily splits (1-1825):	387
# Weeks of weekly splits (1-520):	53
# Months of monthly splits (1-120):	13
# Days of intrahour for agents (1-62):	31
# Days of daily agents (1-1825):	387
# Weeks of weekly agents (1-520):	53
# Months of monthly agents (1-120):	13
# Days of intrahour for trunk groups (1-62):	31
# Days of daily trunk groups (1-1825):	387
# Weeks of weekly trunk groups (1-520):	53

Default CMS data storage parameters table

Parameter	Default
# Months of monthly trunk groups (1-120):	13
# Days of intrahour for trunks (1-62):	31
# Days of daily trunks (1-1825):	387
# Weeks of weekly trunks (1-520):	53
# Months of monthly trunks (1-120):	13
# Days of intrahour for call work codes (1-62):	0
# Days of daily call work codes (1-1825):	0
# Weeks of weekly call work codes (1-520):	0
# Months of monthly call work codes (1-120):	0
# Days of intrahour for vectors (1-62):	31
# Days of daily vectors (1-1825):	387
# Weeks of weekly vectors (1-520):	53
# Months of monthly vectors (1-120):	13
# Days of intrahour for VDNs (1-62):	31
# Days of daily VDNs (1-1825):	387
# Weeks of weekly VDNs (1-520):	53
# Months of monthly VDNs (1-120):	13

3. Review the default data storage values for each authorized ACD. The default values are found on the line immediately below each storage parameter.
4. Enter the values determined by the account executive, system consultant, and design center. These values are based on the customer configuration.
5. Press **Esc**. Then enter:

:wq!

The system saves and closes the file.

Note:

After the CMS software is running, the system administrator can change the data storage parameters using the `Data Storage Allocation` window and the `Storage Intervals` window. Both windows are accessed from the `CMS System Setup` menu.

For more information about changing CMS data storage parameters, see *Avaya Call Management System Administration*.

Setting up LAN connections

This section describes how to set up a network connection to a LAN-enabled switch and other CMS server peripherals. For more information about LAN switch configurations, see *Avaya Call Management System Switch Connections, Administration, and Troubleshooting*.

This section includes the following topics:

- [Prerequisites](#) on page 58
- [Editing the /etc/hosts file](#) on page 58
- [IPv6 Support on RHEL](#) on page 60
- [IPv6 Support on RHEL](#) on page 60

Prerequisites

Before you begin setting up the network for LAN connections, perform the following tasks:

- Verify that you are logged in as **root**.
- Verify that the CMS software is turned off and the IDS software is on.
- Verify that all file systems are mounted.
- Verify that Avaya Communication Manager 5.2 or later are installed.

Editing the /etc/hosts file

To edit the `/etc/hosts` file:

1. Enter:

```
vi /etc/hosts
```

⚠ Important:

The items in this file must be separated by tabs, not spaces, and any comments must begin with a #. The entry for `localhost` must remain on line four and the entry for `loghost` must remain on line five.

The `loghost` line should contain the CMS server's:

- IP address
- Host name
- Hostname.fully qualified domain name
- `loghost`

The fully qualified domain name is either the customer domain name or the default entry `tempdomain.net`

Example:

```
#
# Internet host table
#
127.0.0.1      localhost
192.168.2.1   cms    cms.tempdomain.net  loghost
```

2. Add a new line to this file for each ethernet card that is installed in this computer using TCP/IP. You must enter the IP address and the host name.

This example shows the recommended default IP addressing scheme for a closed network.

```
#
# Internet host table
#
127.0.0.1      localhost
192.168.2.1   cms    cms.tempdomain.net  loghost
192.168.2.2   switch
192.168.2.103  router
```

Note:

Only the primary network card needs the fully qualified domain name.

3. Press **Esc**. Then enter:

:wq!

The system saves and closes the file.

IPv6 Support on RHEL

1. Edit `/etc/hosts` and add a line with the IPv6 host name.

Example:

```
9876:543g:FGHI:5431:yxwz:1a2b:0032:A0Z3 cms_ipv6_1
```

Press Esc. Then enter:

:wq!

The system saves and closes the file.

2. Configure the `/etc/sysconfig/network-scripts/ifcfg-ethX` file to support IPv6 by entering:

vi /etc/sysconfig/network-scripts/ifcfg-ethX

where `ifcfg-ethX` is the network interface, and `X` is the instance of the network interface.

Append the following options to support IPv6.

Example:

```
IPV6INIT=yes
IPV6ADDR=9876:543g:FGHI:5431:yxwz:1a2b:0032:A0Z3
IPV6_DEFAULTGW=1234:f567:ABCD:0001:aBcD:9876:efGH:1111
```

Example of `/etc/sysconfig/network-scripts/ifcfg-ethx` file:

```
DEVICE=eth1
ONBOOT=yes
BOOTPROTO=static
HWADDR=01:02:03:04:05:06
IPADDR=192.168.2.1
NETMASK=255.255.255.255
IPV6INIT=yes
IPV6ADDR=9876:543g:FGHI:5431:yxwz:1a2b:0032:A0Z3
IPV6_DEFAULTGW=1234:f567:ABCD:0001:aBcD:9876:efGH:1111
```

3. Edit the `/etc/sysconfig/network` file to support the IPv6 network interface by entering:

vi /etc/sysconfig/network

Append the following option to support IPv6:

```
NETWORKING_IPV6=yes
```

4. Configure the `/etc/sysconfig/network` file with the IPv6 host name you added to the `/etc/hosts` file. Enter the appropriate information for each item.

Example of `/etc/sysconfig/network` file:

```
NETWORKING=yes
HOSTNAME=cms_ipv6_1
GATEWAY=192.168.2.254
NETWORKING_IPV6=yes
```

5. Press Escape. Then enter:

:wq!

The system saves and closes the file.

6. Edit the `/etc/sysconfig/network-scripts/route6-ethx` to define static IPv6 routes.

vi /etc/sysconfig/network-scripts/route6-ethx

Enter the IPv6 route information.

Example:

```
::/32 via defd:ebne:ADJL:wxyz dev ethx
```

7. Press Escape. Then enter:

:wq!

The system saves and closes the file.

Configuring the CMS software

The CMS software provides monitoring and recording of ACD calls and agents handling these calls, and the use of Vector Directory Numbers (VDNs) for these calls to measure call center performance.

This section includes the following topics:

- [Prerequisites](#) on page 62
- [About the configuration methods](#) on page 62
- [Configuring CMS interactively](#) on page 62
- [Configuring CMS using a flat file](#) on page 71

Prerequisites

Before you configure the CMS software, perform the following tasks:

- Verify that you are logged in as **root**.
- Verify that if TCP/IP is being used to connect to an ACD, the switch/LAN setup is done.
- Verify that all file systems are mounted.

About the configuration methods

You can choose either of the following ways to configure the CMS software:

- If you use the interactive option, the program automatically prompts you for the necessary information to configure the CMS software. For more information, see [Configuring CMS interactively](#) on page 62.
- If you use the flat file option, you edit a UNIX system flat file that contains the necessary information to set up the CMS software. When you execute the install program, the program runs in the background and uses the flat file data to configure CMS. For more information, see [Configuring CMS using a flat file](#) on page 71.

Configuring CMS interactively

To configure CMS interactively:

1. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

2. Enter the number associated with the `setup` option.
 - a. If CMS is turned on, the system displays the following message and returns to the command prompt.

```
CMS needs to be turned off before invoking this command.
```

Turn off cms and continue with step 3.

- b. If CMS is turned off, the system displays options for the set up type.

3. Select the option for the terminal.

The system displays the following message:

```
Select the language for this server:

All languages are ISO Latin except Japanese. Selection of the
server language assumes that existing customer data is compatible.
(Upgrade from any ISO Latin language to any ISO Latin language or
from Japanese to Japanese is supported).

1) English
2) Dutch
3) French
4) German
5) Italian
6) Portuguese
7) Spanish
8) Japanese
Enter choice (1-8): (default: 1)
```

Note:

When the `cmssvc setup` command is running, no other CMSADM or `cmssvc` commands are allowed. Any attempt to run other CMSADM or `cmssvc` commands will be rejected, and the system will display the error message "Please try later, setup is active".

Note:

If system setup has already been done, the program responds:

```
Warning!!! Setup has already been performed.
Running this command will remove all CMS data in the database.
Do you wish to proceed and re-configure CMS? (y/n): (default: n)
```

If the warning message is displayed, perform one of the following actions:

- Enter **n** to exit the setup.
- Enter **y** to continue with the setup.

4. Enter the number for the language to be used on this system.

5. The system displays the following options:

```
The input will be read from
  1) The terminal
  2) a flat file
Enter choice 1 or 2:
```

Enter the appropriate choice.

Chapter 5: Installing CMS and supporting software

- a. If choice 2 is selected, the system displays the following message and returns to the command prompt.

```
*** The rest of this command is running in the background ***
```

- b. If choice 1 is selected, the system initializes the customer CMS data. This can take up to 15 minutes. When finished, the system displays the following message:

```
## Initializing Customer CMS data . . .  
.....  
Customer CMS data successfully initialized.  
Creating database tables  
.....  
Enter a name for this UNIX system (up to 256 characters):  
(default: cms3)
```

6. Enter the host name of the computer.

This name was assigned during the factory installation procedures and is used by Avaya Services to maintain and identify this specific system.

The system displays the following message:

```
Select the type of backup device you are using  
  1) Tape  
  2) Other  
Enter choice (1-2):
```

The following table lists the supported models of backup devices:

Backup device	Description	Platforms supported
DAT 160	DDS compliant 150 meter 160/ 320-GB DAT cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9
DAT 320	DDS compliant 150 meter 320-GB DAT cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9

Backup device	Description	Platforms supported
LTO-4	820 meter 800-GB 12.65 mm cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9
LTO-5	820 meter 800-GB 12.65 mm cartridge 846 meter 1.5-TB 12.65 mm cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9

7. The system displays the following message:

```
Enter the default backup device path: (default: /dev/null)
```

- If the tape option is selected, use the following steps to determine the device path of the tape drive:
 - a. Insert a tape into the tape drive.
 - b. In another xterm window, enter the following commands:

```
mt -f /dev/st0 status
```

```
mt -f /dev/st1 status
```

The system displays the following message for the DAT 320 tape drive:

```
SCSI 2 tape drive:
File number=-1, block number=-1, partition=0.
Tape block size 0 bytes. Density code 0x4d (no translation).
Soft error count since last status=0
General status bits on (1010000):
ONLINE IM_REP_EN
```



WARNING:

You cannot perform backups to `/dev/null`. The `/dev/null` device path allows customers who do not have a backup device to continue configuring CMS.

The `/dev/null` device path is not an option if type “Other” is selected. The CMS administrator needs to provide the path used for type “Other”.

Chapter 5: Installing CMS and supporting software

8. Enter the default backup device path.

The system displays the following message:

```
Enter number of ACDs being administered (1-8): (default: 2)
```

9. Enter the number of ACDs to be administered. This number may be less than the number of ACDs authorized.

The system displays the following message:

```
Information for ACD 1  
Enter switch name (up to 20 characters):
```

10. Enter the name for the switch that is associated with ACD 1.
The system displays a list of switch models.
11. Enter the number that represents the switch model that is associated with the ACD.

Use the following table to determine the correct switch model. See *Avaya Call Management System Switch Connections, Administration, and Troubleshooting* for additional information.

Switch model table

If the switch release is:	Then enter this switch model choice:
Release 5.2	Communication Mgr 5.2
Release 6.x	Communication Mgr 6.x
Release 7.x	Communication Mgr 7.x

If the switch supports vectoring and vectoring is authorized, the following message appears; otherwise, go to Step 14.

```
Is Vectoring enabled on the switch? (y/n):
```

12. Perform one of the following actions:
 - If vectoring is enabled on this switch, enter: **y**
 - If vectoring is not enabled on this switch, enter: **n**

The following message appears if vectoring is enabled, the switch supports EAS, and EAS is authorized. If the message does not appear, go to Step 14.

```
Is Expert Agent Selection enabled on the switch? (y/n):
```

13. Perform one of the following actions:

- If EAS is enabled on this switch, enter: **y**
- If EAS is not enabled on this switch, enter: **n**

The system displays the following message:

```
Does the Central Office have disconnect supervision? (y/n):
(default: y)
```

14. Perform one of the following actions:

- If the Central Office has disconnect supervision, enter: **y**
- If the Central Office does not have disconnect supervision, enter: **n**

The system displays the following message:

```
If the Central Office has disconnect supervision, enter 0. Otherwise,
ACD calls shorter than the Phantom Abandon Call Timer
value will be counted as abandoned.
Enter the Phantom Abandon Call Timer value in seconds (0-10):
```

15. Enter the Phantom Abandon Call Timer value.

The system displays the following message:

```
Enter the local port assigned to switch. (1-64):
```

Note:

The standard CMS provisioning procedure is to set the local and remote port assignments equal to the switch processor channel assignment. For example, for switch processor channel 2, the remote and local port assignments would both be set to a value of 2.

16. Enter the local port or channel number on the switch.

The system displays the following message:

```
Enter the remote port assigned to switch (1-64):
```

17. Enter the remote port or channel number on the switch.

You must now select how the CMS platform transports messages to the switch.

The system displays the following message:

```
Select the transport to the switch
1) TCP/IP
Enter choice (1-1):
```

Chapter 5: Installing CMS and supporting software

18. Select TCP/IP.

The system displays the following message:

```
Enter switch host name or IP Address:
```

19. Enter the host name or IP address of the switch that is connected to this ACD.

Note:

If you enter a host name that has not been added to the computer's `/etc/hosts` file, the system displays the following message:

```
Switch_name has not been administered in a DNS or /etc/hosts file. The DNS or /etc/hosts file must be corrected or the link to the switch will not work.
```

See [Editing the /etc/hosts file](#) on page 58 for more information about setting up the hosts file.

The system displays the following message:

```
Enter switch TCP port number (minimum-maximum):(default: 5001)
```

20. Press **Enter** to use the default TCP port number.

Note:

This number must match the port number administered on the switch.

The system displays the following message:

```
Number of splits/skills (0-Maximum): (default: 350)
```

21. Enter the number of splits/skills in this ACD.

The system displays the following message:

```
Total split/skill members, summed over all splits/skills (0-Maximum):(default 3500)
```

22. Enter the maximum number of split/skill members that will be logged into this ACD simultaneously, considering shift overlap.

- For non-EAS, sum all agent-split combinations, counting each split an agent will log into (maximum is 4) as a split member.

- For EAS, sum all agent-skill combinations that will be logged in at the same time. Count the maximum number of skills the supervisors expect to assign to each agent (maximum is 120) during a shift.

If it is not possible to sum the number of splits/skills for each agent, you can determine the capacity that is needed by multiplying the total number of agents by the average number of splits/skills per agent.

The system displays the following message:

```
Number of shifts (1-4):(default 1)
```

23. Enter the number of shifts.

The system displays the following message:

```
Enter the start time for shift 1 (hh:mmXM):(default 8:00 AM)
```

24. Enter the start time for shift 1.

Example:

```
08:00AM
```

The system displays the following message:

```
Enter the stop time for shift 1 (hh:mmXM) : (default 5:00 PM)
```

25. Enter the stop time for shift 1.

Example:

```
05:00PM
```

The system displays the following message:

```
Number of agents logged into all splits/skills during  
shift 1 (0-maximum):(default 3500)
```

26. Enter the number of agents logged in during the shift.

Note:

Repeat Steps [24](#) through [26](#) for the number of shifts entered in Step [23](#).

When all shifts have been set up, the system displays the following message:

```
Number of trunk groups (0-maximum):(default 350)
```

27. Enter the number of trunk groups that are associated with this ACD.

The system displays the following message:

```
Number of trunks (0-maximum):(default 1000)
```

Chapter 5: Installing CMS and supporting software

28. Enter the number of trunks associated with this ACD.

The system displays the following message:

```
Number of unmeasured facilities (0-maximum):(default: 500)
```

29. Enter the number of unmeasured trunk facilities that are associated with this ACD.

Note:

The recommended assignment per ACD for unmeasured facilities is 50% of the measured trunks.

If the switch supports call work codes, the system displays the following message:

```
Number of call work codes (minumum-maximum):(default 750)
```

30. Enter the number of call work codes.

If vectoring is enabled on the switch, that is if a `y` was entered in Step 12, the system displays the following message:

```
Enter number of vectors (0-maximum):(default 350)
```

31. Enter the number of vectors.

The system displays the following message:

```
Enter number of VDNs (0-maximum):(default 2000)
```

32. Enter the number of VDNs.

The program repeats Steps [10](#) through [31](#) for each ACD that you entered in Step [9](#).

After you define the last ACD, the system displays the following message:

```
Updating database.  
  
Creating database tables  
.....  
  
Computing space requirements and file system space  
availability.  
  
Setup completed successfully.
```

Note:

If the setup determines that you do not have enough file space, the system displays the following warning message:

```
Failed to find sufficient file space for CMS data.

WARNING: You do not currently have sufficient file space for your
existing CMS data. At this point you should turn on CMS, go to the
"Data Storage Allocation" screen, verify/modify the
administration, and go to the "Free Space Allocation" screen and
verify your available free space.

Setup completed with warnings.
```

33. To verify that the installation completed successfully, enter:

```
tail /cms/install/logdir/admin.log
```

All failure messages are logged in this file. The CMS software is successfully set up when the system displays a message similar to the following:

```
Setup completed successfully <data/time>
```

You may edit this file and add comments about the packages that were installed or authorized.

34. Perform one of the following actions:

- If you need to install additional CMS-related feature packages such as Forecasting or External Call History, go to [Installing feature packages](#) on page 77.
- If you are not installing any other feature packages, perform the following procedure:
 - a. Enter:


```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.
 - b. Enter the number associated with the `run_cms` option.
 - c. Enter the number associated with the `Turn on CMS` option.

Configuring CMS using a flat file

To configure CMS using a flat file, you must edit a copy of the `cms.inst.skf` file and start the install program.

**Important:**

This procedure is not necessary if you already configured CMS interactively.

This section includes the following topics:

- [Creating the flat file](#) on page 72
- [Example of a flat file](#) on page 72
- [Using the flat file](#) on page 75

Creating the flat file

To configure CMS with a flat file:

1. Change to the CMS installation directory by entering:

```
cd /cms/install/cms_install
```
2. Make a copy of the CMS installation file by entering:

```
cp cms.inst.skl cms.install
```
3. Change permissions on the copied CMS installation file by entering:

```
chmod 644 cms.install
```
4. Edit the copied CMS installation file by entering:

```
vi cms.install
```

The file contains a series of questions and value ranges for the ACD configuration.

Note:

When selecting a switch model in the file, refer to the [Switch model table](#) on page 66.

5. Enter the appropriate values for your configuration. The entries must be added on the blank lines after each question. For more information, see [Example of a flat file](#) on page 72.



CAUTION:

Use the computer's host name for the UNIX system name. The computer's host name was assigned during the factory installation.

6. Press **Esc**.
7. Enter:

```
:wq!
```

The system saves and closes the file.

Example of a flat file

The following display shows an example of a flat file for one ACD. The file repeats the preceding statements for ACDs 2 through 8. Enter data for only the required number of ACDs.

```
# Enter a name for this UNIX system (up to 64 characters):  
CMSName  
# Select the type of backup device you are using
```



```

# 1) Tape
# 2) Other
# Enter choice (1-2):
1
# Default backup device paths based on device type:
# Device                Default backup path
# Tape                  /dev/st0
# Other                 'none'
# Enter the default backup device path:
/dev/st0
# Enter number of ACDs being administered (1-8):
1
# The following information is required per ACD:
# Information for ACD 1:
# Enter switch name (up to 20 characters):
switch1
# Select the model of switch for this ACD
# 1) Communication Mgr 5.2
# 2) Communication Mgr 6.x
# 3) Communication Mgr 7.x
# Enter choice (1-3):
2
# Is Vectoring enabled on the switch? (y/n):
Y
# Is Expert Agent Selection enabled on the switch? (y/n):
Y
# Does the Central Office have disconnect supervision? (y/n):
Y
# If the Central Office has disconnect supervision, enter 0. Otherwise,
# ACD calls shorter than the Phantom Abandon Call Timer
# value will be counted as abandoned.
# Enter the Phantom Abandon Call Timer value in seconds (0-10):
0
# Enter the local port assigned to switch (1-64):
1
# Enter the remote port assigned to switch (1-64):
1
# TCP/IP available on DEFINITY R9/R10 and later switches.
# Select the transport to the switch
# 1) TCP/IP
# Enter choice (1-1):
1
# Skip the next two questions if you did not enter choice TCP/IP.
# These are used for TCP/IP connections only.
# If a host name is entered, the host name must be administered in a DNS or
# /etc/hosts file or the link to the switch will not work.
# Enter switch host name or IP Address:
switch1
# Enter switch TCP port number (5001-5999):
5003
# Maximum number of splits/skills based on switch type:
# Release(s)                Value
# Communication Mgr 5.2      2000
# Communication Mgr 6.x/Communication Mgr 7.x  8000
# Number of splits/skills (0-Maximum):

```

Chapter 5: Installing CMS and supporting software

```
4000
# Maximum number of split/skill members based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 100000
# Communication Mgr 7.x                       360000
# Total split/skill members, summed over all splits/skills (0-Maximum):
10000
# Number of shifts (1-4):
1
# Enter the start time for shift 1 (hh:mmXM):
08:00AM
# Enter the stop time for shift 1 (hh:mmXM):
05:00PM
# Number of agents logged into all splits/skills during shift 1 (1-Maximum):
1000
# Enter the start time for shift 2 (hh:mmXM):

# Enter the stop time for shift 2 (hh:mmXM):

# Number of agents logged into all splits/skills during shift 2 (1-Maximum):

# Enter the start time for shift 3 (hh:mmXM):

# Enter the stop time for shift 3 (hh:mmXM):

# Number of agents logged into all splits/skills during shift 3 (1-Maximum):

# Enter the start time for shift 4 (hh:mmXM):

# Enter the stop time for shift 4 (hh:mmXM):

# Number of agents logged into all splits/skills during shift 4 (1-Maximum):

# Maximum number of trunk groups based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 2000
# Communication Mgr 7.x                       2000
# Number of trunk groups (0-Maximum):
200
# Maximum number of trunks based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 12000
# Communication Mgr 7.x                       24000
# Number of trunks (0-Maximum):
1000
# Maximum number of unmeasured trunks:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 6000
# Communication Mgr 7.x                       12000
# Number of unmeasured facilities (0-Maximum):
200
# Minimum number of call work codes based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 1
# Communication Mgr 7.x                       1
```

```

# Maximum number of call work codes based on switch type:

# Maximum number of call work codes based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2/Communication Mgr 6.x 1999
# Communication Mgr 7.x                       1999
# Number of call work codes (0-Maximum):
20
# Maximum number of vectors based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2                     2000
# Communication Mgr 6.x/Communication Mgr 7.x 8000
# Enter number of vectors (0-Maximum):
50
# Maximum number of VDNs based on switch type:
# Release(s)                               Value
# Communication Mgr 5.2                     20000
# Communication Mgr 6.x/Communication Mgr 7.x 30000
# Enter number of VDNs (0-Maximum):
200

```

Using the flat file

To use the flat file to configure CMS:

1. Enter `cd /` to change to the root directory.
2. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

3. Enter the number associated with the `setup` option.

If setup has been done previously, the system displays the following message:

```
Warning!!! Setup has already been performed.
Running this command will remove all CMS data in the database.
Do you wish to proceed and re-configure CMS? (y/n): (default: n)
```

Chapter 5: Installing CMS and supporting software

4. Enter: **y**

The system displays the following message:

```
Select the language for this server:

All languages are ISO Latin except Japanese. Selection of the
server language assumes that existing customer data is compatible.
(Upgrade from any ISO Latin language to any ISO Latin language or
from Japanese to Japanese is supported).

1) English
2) Dutch
3) French
4) German
5) Italian
6) Portuguese
7) Spanish
8) Japanese
Enter choice (1-8): (default: 1)
```

5. Enter the number associated with the language that is used on the system.

The system displays the following message:

```
The input will be read from
  1) the terminal
  2) a flat file
Enter choice (1-2):
```

6. Enter the number associated with the `flat file` option.

The system displays the following message:

```
*** The rest of this command is running in the background ***
```

7. Verify that the installation completed successfully by entering:

```
tail -f /cms/install/logdir/admin.log
```

The `-f` option in the `tail` command updates the console as messages are written to the **admin.log** file. All failure messages are logged in this file. The CMS software is successfully set up when you see a message similar to the following:

```
Setup completed successfully <date/time>
```

You can edit this file and add comments about the packages that were installed or authorized.

8. Press **Delete** to exit the `tail -f` command.

9. Choose one of the following:

- If you need to install additional CMS-related feature packages (Forecasting or External Call History), go to [Installing feature packages](#) on page 77.
- If you are not installing any other feature packages, do the following to turn on the CMS software:
 - a. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.
 - b. Enter the number associated with the `run_cms` option.
 - c. Enter the number associated with the `Turn on CMS` option.

**Important:**

If no additional configuration of the CMS software is needed, see [Setting the Informix configuration parameters for CMS](#) on page 111.

Installing feature packages

Customers can install CMS feature packages if the packages have been authorized during CMS setup. You can contact the National Customer Care Center (1-800-242-2121), or consult with your product distributor or representative to additional feature packages, see [Configuring CMS authorizations](#) on page 46 for additional information.

This section includes the following topics:

- [Prerequisites](#) on page 77
- [Installing the Forecasting package](#) on page 78
- [Installing the External Call History package](#) on page 80
- [Installing the Multi-tenancy package](#) on page 82
- [Installing CMS Supervisor Web](#) on page 85

Prerequisites

Before you begin the installation procedures, perform the following tasks:

- Verify that you are logged in as **root**.
- Verify that all file systems are mounted.

Installing the Forecasting package

To install the Forecasting package:

1. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

2. Enter the number associated with the `auth_display` option.

The system lists the current authorizations.

3. Verify that the system is authorized to install the Forecasting package.

Note:

If Forecasting is not authorized but should be, see [Configuring CMS authorizations](#) on page 46.

4. Enter:

```
cmsadm
```

The system displays the Avaya Call Management System Administration Menu.

Note:

Different options may be displayed in the Avaya Call Management System Administration Menu depending on the current version of CMS on your system.

5. Enter the number associated with the `pkg_install` option.

The system displays the following message:

```
The CMS features that can be installed are
 1) forecasting
 2) external call history
 3) multi-tenancy
Enter choice (1-3) or q to quit:
```

Note:

The `pkg_install` option menu displays only those feature packages that are authorized but not yet installed. The Forecasting package does not require the CMS software to be off during the installation. If Forecasting is added at a later date, the CMS software can be left on.

6. Enter the number that corresponds to the forecasting package.

The system displays the following message:

```
Installation was successful

Forecasting package installed.

At this point you should go to the "Free Space Allocation Screen"
and verify that you have enough space for Forecasting on each ACD.
If there is not enough space allocated, then modify your existing
free space.
```

If the installation fails, the system displays the following message:

```
Forecasting package installation failed.
```

7. If you are not installing any other feature packages, do the following to turn on the CMS software:
 - a. Enter: **cmssvc**

The system displays the Avaya Call Management System Services Menu.
 - b. Enter the number associated with the `run_cms` option.
 - c. Enter the number associated with the Turn on CMS option.
8. Go to the Free Space Allocation window that is located in the CMS System Setup subsystem, verify that there is enough space for Forecasting on each ACD, and make any necessary modifications.

For more information about Free Space Allocation, see *Avaya Call Management System Administration*.

9. Verify that the installation completed successfully by entering:

```
tail /cms/install/logdir/admin.log
```

If the Forecasting package was successfully installed, the system displays the following message:

```
.
.
Forecasting package installed (date/time)
```

You can edit this file in order to add comments about the packages that were installed or authorized.

Installing the External Call History package

To install the External Call History (ECHI) package:



Important:

Once the External Call History package is installed, you can no longer access any call record data directly from the CMS software. For more information, see *Avaya Call Management System Call History Interface*.

1. Verify that:
 - A separate computer is available for the storage and reporting of call records.
 - The CMS software is off and the IDS software is on.

2. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

3. Enter the number associated with the `auth_display` option.

The system displays the current authorizations. The system can display different authorizations depending on the version of CMS on your system.

4. Verify that the system is authorized for the ECHI package. If ECHI is not authorized but should be, see [Configuring CMS authorizations](#) on page 46.
5. Enter:

```
cmsadm
```

The system displays the Avaya Call Management System Administration Menu.

6. Enter the number associated with the `pkg_install` option.

The system displays the following message:

```
The CMS features that can be installed are
 1) forecasting
 2) external call history
 3) multi-tenancy
Enter choice (1-3) or q to quit:
```

Note:

The system displays only feature packages that are authorized but not yet installed.

7. Enter the number that corresponds to the ECHI package (in this example, 2).

The system displays the following message:

```
Enter full path of the program to transmit the external call
history files: (default: /cms/dc/chr/no_op.sh)
```

8. Press **Enter**.

The system displays the following message:

```
Enter full path of the program to check the external call history
file transmission: (default: /cms/dc/chr/no_op.sh)
```

9. Press **Enter**.

The system displays the following message:

```
Number of call segments to buffer for ACD xxxxx (0-99999):
```

10. Enter the number of call records to be held in the buffer if the Call History machine cannot accept the data. Repeat this step for each administered ACD.

The system displays the following message:

```
Start ECH in the on or off state: (default off)
```

11. Select whether ECHI will start in the on or off state (default is off). If the receiving system has not yet been set up, the recommended state is off. ECHI can be turned on at a later date with the `run_pkg` option in the Avaya Call Management System Administration Menu.

If the setup determines that you do not have enough file space, you get the following warning message:

```
Failed to find sufficient file space for CMS data.

WARNING: You do not currently have sufficient file space for your
existing CMS data. At this point you should turn on CMS, go to the
"Data Storage Allocation" screen, and verify/modify the
administration, or go to the "Free Allocation" screen and verify/
modify your existing free space.

External call history package installed with warnings.
```

12. Verify that the installation completed successfully by entering:

```
tail /cms/install/logdir/admin.log
```

If the ECHI package was installed successfully, the system displays the following message:

```
External Call History package installed (date/time)
```

You can edit this file in order to add comments about the packages that were installed or authorized.

13. If you are not installing any other feature packages, do the following to turn on the CMS software:

- a. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

- b. Enter the number associated with the `run_cms` option.

- c. Enter the number associated with the `Turn on CMS` option.

For more information about the ECHI feature, see *Avaya Call Management System Call History Interface*.

Installing the Multi-tenancy package

Multi-tenancy package is always authorized. To install the Multi-tenancy package:

1. Enter:

```
cmssvc
```

The system displays the Avaya Call Management System Services Menu.

2. Enter the number associated with the `auth_display` option.

The system lists the current authorizations.

3. Enter:

```
cmsadm
```

The system displays the Avaya Call Management System Administration Menu.

Note:

The system can display different options in the Avaya Call Management System Administration Menu depending on the current version of Avaya CMS on your system.

4. Enter the number associated with the `pkg_install` option.

The system displays the following message:

```
The CMS features that can be installed are
 1) forecasting
 2) external call history
 3) multi-tenancy
Enter choice (1-3) or q to quit:
```

Note:

The `pkg_install` option menu displays only those feature packages that are authorized but not yet installed. The Multi-tenancy package does not require the Avaya CMS software to be off during the installation. If Multi-tenancy is added at a later date, the Avaya CMS software can be left on.

5. Enter the number that corresponds to the `multi-tenancy` package.

The system displays the following message:

```
Installation was successful
Multi-tenancy package installed.
```

If the installation fails, the system displays the following message:

```
Multi-tenancy package installation failed.
```

6. If you are not installing any other feature packages, do the following to turn on the Avaya CMS software:

- a. Enter: **cmssvc**

The system displays the Avaya Call Management System Services Menu.

- b. Enter the number associated with the `run_cms` option.
- c. Enter the number associated with the Turn on CMS option.

7. Go to the Free Space Allocation window that is located in the Avaya CMS System Setup subsystem. Verify that there is enough space for Multi-tenancy and Data Summarization Time Zones on each ACD. Make any necessary modifications.

For more information about Multi-tenancy and Data Summarization Time Zones, see *Avaya Call Management System Administration*.

8. Verify that the installation completed successfully. Enter:

```
tail /cms/install/logdir/admin.log
```

If the Forecasting package was successfully installed, the system displays the following message:

```
.  
.
Multi-tenancy package installed (date/time)
```

You can edit this file in order to add comments about the packages that were installed or authorized.

Installing the Dual IP feature

The Dual IP feature is always authorized.

For new Call Management System (CMS) implementations, you must run the `cmssvc/setup` command before you install the Dual IP feature.

For upgrades, you can install the Dual IP feature immediately after the upgrade.

To install the Dual IP feature do the following:

1. Enter: **cmsadm**

The system displays Avaya Call Management System Administration Menu.

2. Enter the number associated with the `pkg_install` option.

The system displays the list of features that can be installed.

3. Enter the number associated with the `Dual IP` option.

The system displays the message `Dual IP package installed`.

Adding a secondary IP address to an existing ACD

When you configure Call Management System (CMS), you must administer a secondary IP address on an existing Automatic Call Distribution (ACD) or a new ACD.

Run the following commands to administer the connections between CMS and Communication Manager:

1. `cmssvc: 5) setup`: To set up the initial system configuration, add all ACDs to the system, and configure the maximum number of entities to ACDs.

Note:

Running this command is mandatory to install the Dual IP package.

2. Install the Dual IP feature.
3. `cmssvc: 7) swsetup`: To change the existing switch information on CMS.
4. `cmsadm: 1) acd_create`: To add a new ACD to CMS.

For information about how to use these commands, see *Avaya CMS Software Installation, Maintenance, and Troubleshooting for Linux*.

Secondary connection configuration

After you administer the primary connection, you can change the default port number. The default port number specifies the port number assigned to the primary connection.

The system does not prompt the session layer, virtual local ports, and virtual remote ports for the secondary Communication Manager. The secondary connection uses the values that are set for the primary connection. For example:

```
Does this switch have a secondary host name or IP address? (y/n): (default: y) y
Enter secondary switch host name or IP Address: 1.2.3.5 4
Enter secondary switch TCP port number (5001-5999): (default: 5004) 5004
```

The `cmssvc swinfo` menu selection displays the secondary connection if it is administered. For example:

```
Switch administration for acd 1:
Switch name: denvercm6
Switch model: Communication Mgr 6.x
Vectoring: y
Expert Agent Selection: y
Central office disconnect supervision: y
Local port: 1
Remote port: 1
Link: TCP/IP 1.2.3.4 5004
Secondary Link: TCP/IP 1.2.3.5 5004
```

Installing CMS Supervisor Web

The CMS Supervisor Web software is installed on the same server as the CMS software. CMS Supervisor Web is web based and allows customers to access CMS reports from a wider range of hardware platforms.

1. Verify the Avaya Call Management System software disc for your specific platform architecture (RHEL), is loaded in the disc drive.

Chapter 5: Installing CMS and supporting software

2. To install the CMS Supervisor Web package, enter:

```
mount /dev/dvd /mnt
/mnt/cmsweb.bin
```

Note:

If the system has a version of CMS Supervisor Web currently installed, it will be removed before the version on the Avaya Call Management System software disc is installed.

The system displays the following messages:

```
Unpacking files please wait...
Extracting the rpm...

Installing (cmsweb) version
Proceeding with install...

Preparing...                               ##### [100%]
 1:cmsweb                                   ##### [100%]
```

The system installs the **CMS Supervisor Web** package.



Important:

Do not start CMS Supervisor Web if the customer does not plan on using CMS Supervisor Web to access CMS reports. Starting CMS Supervisor Web opens ports that the customer may not want opened.

3. To start the CMS Supervisor Web, enter:

```
cmsweb start
```

The system displays the following messages:

```
starting cmsweb...
Starting Tomcat service: Using CATALINA_BASE:  /opt/cmsweb/tomcat6
Using CATALINA_HOME:  /opt/cmsweb/tomcat6
Using CATALINA_TMPDIR: /opt/cmsweb/tomcat6/temp
Using JRE_HOME:       /usr
Using CLASSPATH:      /opt/cmsweb/tomcat6/bin/bootstrap.jar
```

CMS Supervisor Web is automatically started.

4. To find out the version of installed CMS Supervisor Web, enter:

```
rpm -qa cmsweb
```

The system displays the installed version of CMS Supervisor Web.

```
cmsweb-R18-web18xx.x.x86_64
```

Certificate Management

A security certificate is needed to encrypt communication between browsers and CMS Supervisor Web server. Upon first installation of the **cmsweb** package, a self-signed certificate is automatically generated by the installation process based on the host name and domain name of the host server. You can view the URL/Common Name used in this certificate by the following command:

```
# /opt/cmsweb/bin/showcert.sh
```

The URL/Common Name should be used to access the CMS Supervisor Web GUI from the browser. If the URL does not appear correct due to the network and host setup, use the following command to change it:

```
# /opt/cmsweb/bin/chgcrt.sh
```

The above command prompts for the new URL. The default value for this command is your host name and domain name (if the domain name is configured on your host). Press **Enter** to accept the default or type in your preferred URL.

If the CMS Supervisor Web certificate changes, then you must restart CMS Supervisor Web to accept the changes. To restart **cmsweb**, enter:

```
cmsweb stop
```

```
cmsweb start
```

Generating and installing a customer certificate for the cmsweb server

1. Generate a new key store and a new key.
 - a. Create a new custom directory for the certificate on CMS.

```
# mkdir /opt/cmsweb/cert/custom
```

- b. Change the current directory to the newly created directory.

```
# cd /opt/cmsweb/cert/custom
```

Chapter 5: Installing CMS and supporting software

- c. Generate a new key and key store.

```
# keytool -genkey -alias cmsweb -keyalg RSA -keysize 2048  
-keystore cmsweb.jks
```

This command prompts for a password and other information. The password must be `cmsweb`. The first and last name must be the domain name of the CMS server.

For example:

```
# keytool -genkey -alias cmsweb -keyalg RSA -keysize 2048  
-keystore cmsweb.jks
```

The system output and the user entries for the questions are as follows:

```
Enter keystore password: cmsweb  
Re-enter new password: cmsweb  
What is your first and last name?  
[Unknown]: tweety.dr.avaya.com  
What is the name of your organizational unit?  
[Unknown]: CMS  
What is the name of your organization?  
[Unknown]: Avaya  
What is the name of your City or Locality?  
[Unknown]: Westminster  
What is the name of your State or Province?  
[Unknown]: Colorado  
What is the two-letter country code for this unit?  
[Unknown]: US  
Is CN=tweety.dr.avaya.com, OU=CMS, O=Avaya, L=Westminster, ST=Colorado,  
C=US correct? Y  
  
Enter key password for <cmsweb>  
(RETURN if same as keystore password): <ret>
```

2. Generate a certificate request.

```
# keytool -certreq -keyalg RSA -alias cmsweb -file certreq.csr  
-keystore cmsweb.jks
```

The system output and user entry are as follows:

```
Enter keystore password: cmsweb
```

3. Use the certificate request in file `certreq.csr` to get a certificate from the certificate authority (CA) of your choice.
4. Install the root certificate from the CA.
 - a. Copy and paste the CA root certificate into a file, for example, `root.cert`.

- b. Import the root certificate.

```
# keytool -import -alias root -keystore cmsweb.jks -trustcacerts
-file root.cert
```

The system output and user entry are as follows:

```
Enter keystore password: cmsweb
```

Sometimes the CA also issues an intermediate CA certificate. If the CA issues an intermediate certificate, import the intermediate CA certificate also.

- c. Copy and paste the intermediate certificate into a file, for example, `intermediate.cert`.
- d. Import the intermediate certificate.

```
# keytool -import -alias intermediate -keystore cmsweb.jks
-trustcacerts -file intermediate.cert
```

The system output and user entry are as follows:

```
Enter keystore password: cmsweb
```

5. Install the new certificate.
 - a. Copy and paste the new certificate into a file, for example, `cmsweb.cert`.
 - b. Import the certificate.

```
# keytool -import -alias cmsweb -keystore cmsweb.jks
-trustcacerts -file cmsweb.cert
```

The system output and user entry are as follows:

```
Enter keystore password: cmsweb
```

6. Stop the cmsweb server.

```
# cmsweb stop
```

7. Copy the key store in the correct location.

```
# cp /opt/cmsweb/cert/custom/cmsweb.jks /opt/cmsweb/cert
```

8. Start the cmsweb server.

```
# cmsweb start
```

Remote consoles

The Dell and HP platforms do not support modems. You must use SAL to access the system remotely.

Setting up the Alarm Origination Manager

Use this section to set up the Alarm Origination Manager (AOM) on the CMS server. You can use the AOM feature to enable alarming to Avaya and this capability is available only for CMS servers with a current maintenance agreement in effect. You can optionally use AOM to send SNMP alarms to customer provided Network Management Systems (NMS). You can enable SNMP alarms to a customer provided NMS even if a current Avaya maintenance agreement is not in effect.

This section includes the following topics:

- [Prerequisites](#) on page 90
- [Setting up AOM configuration for SNMP alarming](#) on page 91
- [CMS SNMP alarm information](#) on page 103
- [Locating the CMS-MIB.txt file](#) on page 107
- [Setting up AOM configuration for alarming using Socket/SAL](#) on page 107

Prerequisites

Before you set up AOM, perform the following tasks:

- Obtain an *Alarm ID* number and *Sold To Functional Location (FL) number*. You can obtain an *Alarm ID* by registering the CMS server. You can register a CMS server using the Avaya Global Registration Tool (GRT) tool at <https://support.avaya.com/grt>. If you cannot register the system using the GRT tool, call 1800-242-2121, extension 15265, for assistance. If the system does not have an Avaya maintenance agreement in effect and you are going to configure optional SNMP alarming in a customer NMS, accept the default values that are pre-populated.

Note:

During AOM configuration, use the Alarm ID referred to here as the Alarm ID and use the Sold To Functional Location (FL) number as the Customer ID.

- Log in as root.

Setting up AOM configuration for SNMP alarming

Note:

CMS supports only SNMP v3 in this release.

The `aom_tool` is used to configure AOM.

- To set up AOM configuration, continue with [Configuring AOM](#) on page 91.
- To send a test alarm, continue with [Sending an AOM Test Alarm](#) on page 102.
- To clear SNMP alarms, continue with [Clearing SNMP Alarms](#) on page 102.

Configuring AOM

⚠ Important:

There are multiple phases to completing the AOM configuration. You must configure an Alarm ID, and you must configure a Customer ID if SNMP alarming is used. If you want to use SNMP, you must configure an SNMP user. Finally, you must configure an Alarm Destination.

- To configure an Alarm Destination, continue with [Configuring an Alarm Destination](#) on page 91.

Note:

Configuring an Alarm destination includes configuring Alarm ID and Customer ID. Customer ID is only configured if SNMP alarming is used.

- To configure an SNMP user, continue with [Configuring an SNMP User](#) on page 95.
- To configure an Alarm ID, continue with [Configuring an Alarm ID](#) on page 100.
- To configure a Customer ID, continue with [Configuring a Customer ID](#) on page 101.

Configuring an Alarm Destination

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
1) Set Alarm ID
2) Set Customer ID
3) Configure Alarm Destination
4) Send a Test Alarm
q) Quit
Enter choice (1-4, q):
```

Chapter 5: Installing CMS and supporting software

2. Enter the number associated with the **Configure the Alarm Destination** option, and press **Enter**.

The system displays the following message:

```
Welcome to Avaya CMS Alarm Origination main menu.
 1) SNMP/SAL
 2) Socket/SAL
 q) Quit
Enter choice (1-2, q):
```

Note:

Avaya recommends using SNMP/SAL for alarming.

3. Enter the number associated with the **SNMP/SAL** option, and press **Enter**.

The system displays a list of SNMP configuration options:

```
Do you want to
 1) Add an SNMP Connection
 2) Delete an SNMP Connection
 3) Modify an SNMP Connection
 4) Add an SNMP User
 5) Delete an SNMP User
 6) Modify an SNMP User
 7) Clear SNMP Alarms
 q) Quit
Enter choice (1-7, q):
```

4. Enter the number associated with the **Add an SNMP connection** option, and press **Enter**.

The system displays the **Adding an SNMP connection** option followed by an input prompt for destination type:

```
Adding an SNMP connection
Select a destination type:
 1) SAL
 2) NMS
Enter choice (1-2):
```

5. Enter the number associated with SAL or NMS, and press **Enter**.

The system displays the input prompt for the destination IP address:

```
What is the destination IP address?
```

6. Enter the destination IP address, for example, 192.168.123.256, and press **Enter**.

The system displays the input prompt for the port number:

```
What is the destination port number?
```

7. Enter the destination port number, for example, 162, and press **Enter**.

The system displays the input prompt for the notification type of trap or inform:

```
Select a notification type:
 1) trap
 2) inform
Enter choice (1-2):
```

8. Enter the number associated with the notification type, and press **Enter**.

Note:

You must select *Trap* as *Trap* is the recommended selection. *Inform* is a trap with a receipt acknowledgement.

The system displays the input prompt for the SNMP user:

```
Select an SNMP user:
 1) cmssnmp
Enter choice (1-1):
```

9. The system displays a list of defined users. Select an SNMP user, and press **Enter**.

The system displays the input prompt for Alarm ID along with the default Alarm ID value:

```
What is the Alarm ID (10 digit alarm ID)? (default:3000004043)
```

10. Enter the Alarm ID or accept the default value, and press **Enter**.

The system displays the input prompt for Customer ID along with the default Customer ID value:

```
What is the Customer ID (10 digit customer code)? (default:0004558769)
```

11. Enter the Customer ID value or accept the default value, and press **Enter**.

The system displays the input prompt for Customer Name along with the default Customer Name value:

```
What is the Customer Name? (default:Avaya)
```

Chapter 5: Installing CMS and supporting software

12. Enter the Customer Name or accept the default value, and press **Enter**.

The system displays the input prompt for running a test alarm:

```
Run a test alarm when done?(y/n)
```

13. Enter **y** or **n**, and press **Enter**.

The system displays the following messages:

```
You have selected to configure AOM using SNMP.

Add an SNMP Connection

Destination Type: SAL
Destination IP: 198.1.1.2
Destination port: 162
Notification Type: inform
User Name: salcmsuser

Alarm ID: 3000004043

Customer ID: 0004558769

Customer NAME: Avaya

A test alarm will be sent at the end.

Press [Enter] to continue or [q] to quit
```

Note:

The SAL SNMP option requires a **Notification Type** of `inform` and `notify` in the `dest.cfg` file.

14. Press Enter.

The system displays the following messages:

```
Configuring dest.cfg
  [started]
done
reset AOM
  [started]
done
Clearing all current alarms.
  [started]
done
Sending test alarm.
  [started]
done
done

Do you want to
  1) Add an SNMP Connection
  2) Delete an SNMP Connection
  3) Modify an SNMP Connection
  4) Add an SNMP User
  5) Delete an SNMP User
  6) Modify an SNMP User
  7) Clear SNMP Alarms
  q) Quit
Enter choice (1-7, q): q
```

15. Enter q to quit, and press Enter.

The system displays the following message:

```
Quitting..
```

Configuring an SNMP User

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
  1) Set Alarm ID
  2) Set Customer ID
  3) Configure Alarm Destination
  4) Send a Test Alarm
  q) Quit
Enter choice (1-4, q):
```

Chapter 5: Installing CMS and supporting software

2. Enter the number associated with the **Configure the Alarm Destination** option, and press **Enter**.

The system displays the **Welcome to Avaya CMS Alarm Origination** main menu options:

```
Welcome to Avaya CMS Alarm Origination main menu.
 1) SNMP/SAL
 2) Socket/SAL
 q) Quit
Enter choice (1-2, q):
```

Note:

Avaya recommends using SNMP/SAL for alarming.

3. Enter the number associated with the **SNMP/SAL** option, and press **Enter**.

The system displays the list of SNMP configuration options:

```
Do you want to
 1) Add an SNMP Connection
 2) Delete an SNMP Connection
 3) Modify an SNMP Connection
 4) Add an SNMP User
 5) Delete an SNMP User
 6) Modify an SNMP User
 7) Clear SNMP Alarms
 q) Quit
Enter choice (1-7, q):
```

4. Enter the number associated with the **Add an SNMP User** option, and press **Enter**.

The system displays the input prompt for SNMP user name:

```
Adding an SNMP user
What is the SNMP user name?
```

5. Enter the SNMP user name, and press **Enter**.

The system displays the **Select the SNMP version** option:

```
Select the SNMP version:
 1) v3
Enter choice (1-1):
```


6. Enter the number associated with the v3 option, and press **Enter**.

The system displays the **Select the access level** option:

```
Select the access level:
 1) rouser: Read Only
 2) rwuser: Read/Write
Enter choice (1-2):
```

7. Enter the number associated with the level of access to assign to the user, and press **Enter**.

The system displays the **Select the security level** option based on the FIPS status:

- If the FIPS mode is off:

```
Select the security level:
 1) noAuthNoPriv: Unauthenticated/Unencrypted (not allowed in FIPS mode)
 2) authNoPriv: Authenticated/Unencrypted (not allowed in FIPS mode)
 3) authPriv: Authenticated/Encrypted
Enter choice (1-3):
```

- If the FIPS mode is on:

```
Select the security level:
 3) authPriv: Authenticated/Encrypted
Enter choice (1-1):
```

8. Enter the number associated with the level of security to assign to the user, and press **Enter**.

The system displays the **Select the authentication protocol** option based on the FIPS status:

- If the FIPS mode is off:

```
Select the authentication protocol:
 1) MD5 ( not allowed in FIPS mode)
 2) SHA
Enter choice (1-2):
```

- If the FIPS mode is on:

```
Select the authentication protocol:
 1) SHA
Enter choice (1-1):
```

9. Enter the number associated with the authentication protocol to assign to the user, and press **Enter**.

Note:

Authentication utilizes the defined authentication password to sign the messages that are sent during authentication. The encryption protocol for this can be either MD5 or SHA.

The system displays the authentication password prompt:

```
Enter authentication password (min 8 chars):
```

10. Enter the authentication password to assign to the user, and press **Enter**.

The system displays the **Select the encryption protocol** option:

```
Select the encryption protocol:  
1) AES  
2) DES  
Enter choice (1-2):
```

11. Enter the number associated with the encryption protocol to assign to the user, and press **Enter**.

Note:

Authentication utilizes the defined encryption password to encrypt the data portion of the SNMP messages. The encryption protocol for this may be either AES or DES.

The system displays the encryption password prompt:

```
Enter encryption password (min 8 chars):
```

12. Enter the encryption password to assign to the user, and press **Enter**.

The system displays information about the choices entered:

```
CMS was last rebooted 11 day(s) ago.

You have selected to configure AOM using SNMP.

Add an SNMP User

User Name: TestSNMP
SNMP version: v3
SNMP Access Level: rouser
SNMP Security Level: authPriv
SNMP authentication protocol: MD5
SNMP authentication password: *****
SNMP encryption protocol: AES
SNMP encryption password: *****

Press [Enter] to continue or [q] to quit
```

13. Press **Enter** to save the choices displayed, or press **q** to quit.

14. If you press **Enter**, the system saves the choices and displays the following messages:

```
Configuring /cms/aom/data/admin/user.cfg
  [started]
Done

Do you want to
  1) Add an SNMP Connection
  2) Delete an SNMP Connection
  3) Modify an SNMP Connection
  4) Add an SNMP User
  5) Delete an SNMP User
  6) Modify an SNMP User
  7) Clear SNMP Alarms
  q) Quit
Enter choice (1-7, q):
```

- To add another user, repeat Steps 3-13.
- To modify a user, enter the number associated with the **Modify an SNMP User**, and press **Enter**. Make any desired changes to the configuration of the user.
- Press **q** to quit.

Configuring an Alarm ID

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
 1) Set Alarm ID
 2) Set Customer ID
 3) Configure Alarm Destination
 4) Send a Test Alarm
 q) Quit
Enter choice (1-4, q):
```

2. Enter the number associated with the **Set Alarm ID** option, and press **Enter**.

The system displays the Alarm ID prompt:

```
What is the Alarm ID (10 digit alarm ID)? (default:3000004043)
```

3. Enter the Alarm ID that was obtained from either the Avaya GRT or Automatic Registration Tool (ART) tool, and press **Enter**.

Note:

The default Alarm ID is normally the last value entered. CMS servers have a pre-defined default value that must be changed if the customer has an Avaya maintenance agreement.

After you configure the Alarm ID, the system displays the following messages, and the tool returns to the command line prompt:

```
reset AOM
  [started]
Done

#
```

Configuring a Customer ID

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
 1) Set Alarm ID
 2) Set Customer ID
 3) Configure Alarm Destination
 4) Send a Test Alarm
 q) Quit
Enter choice (1-4, q):
```

2. Enter the number associated with the **Customer ID** option, and press **Enter**.

The system displays the Customer ID prompt:

```
What is the Customer ID (10 digit customer code)? (default:0004558769)
```

3. Enter the Customer ID value, and press **Enter**.

Note:

The default Customer ID is normally the last value entered. CMS servers have a pre-defined default value that must be changed if the customer has an Avaya maintenance agreement.

The system displays the Customer Name prompt:

```
What is the Customer Name? (default:Avaya)
```

4. Enter the Customer Name, and press **Enter**.

After you have configured the Customer name, the system displays the following messages, and the tool returns to the command line prompt:

```
reset AOM
  [started]
Done

#
```

Sending an AOM Test Alarm

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.  
1) Set Alarm ID  
2) Set Customer ID  
3) Configure Alarm Destination  
4) Send a Test Alarm  
q) Quit  
Enter choice (1-4, q):
```

2. Enter the number associated with the **Send a Test Alarm** option, and press **Enter**.

The system clears the current alarms and then sends the test alarm. The system displays the following messages, and the tool returns to the command line prompt.

```
Clearing all current alarms.  
  [started]  
done  
Sending test alarm.  
  [started]  
done  
  
#
```

Clearing SNMP Alarms

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.  
1) Set Alarm ID  
2) Set Customer ID  
3) Configure Alarm Destination  
4) Send a Test Alarm  
q) Quit  
Enter choice (1-4, q):
```

2. Enter the number associated with the **Configure the Alarm Destination** option, and press **Enter**.

The system displays the **Welcome to Avaya CMS Alarm Origination** main menu options:

```

Welcome to Avaya CMS Alarm Origination main menu.
 1) SNMP/SAL
 2) Socket/SAL
 q) Quit
Enter choice (1-2, q):
    
```

Note:

Avaya recommends using SNMP/SAL for alarming.

3. Enter the number associated with the **SNMP/SAL** option, and press **Enter**.

The system displays the list of SNMP configuration options:

```

Do you want to
 1) Add an SNMP Connection
 2) Delete an SNMP Connection
 3) Modify an SNMP Connection
 4) Add an SNMP User
 5) Delete an SNMP User
 6) Modify an SNMP User
 7) Clear SNMP Alarms
 q) Quit
Enter choice (1-7, q): 7
    
```

4. Enter the number associated with the **Clear SNMP Alarms** option, and press **Enter**.
5. The system displays active alarms. To close an open alarm, enter **y** at the prompt.

CMS SNMP alarm information

Alarm Type	Alarm Name	SNMP Object Identifier
Test Alarm	TEST_ALARM	.1.3.6.1.4.1.6889.2.72.0.1
Description: This Test alarm is generated to verify that CMS alarming is functional. Since this is a test alarm, this alarm does not cause a new alarm ticket to be created with Avaya.		
Test Alarm Clear	TEST_ALARM_CLR	.1.3.6.1.4.1.6889.2.72.0.2
Description: This Test alarm clear is generated to verify that CMS alarming is functional. Since this is a test alarm clear, this alarm does not close all alarm tickets with Avaya.		
Expert System Alarm	ES_ALARM	.1.3.6.1.4.1.6889.2.72.0.3

Chapter 5: Installing CMS and supporting software

Alarm Type	Alarm Name	SNMP Object Identifier
Description: Avaya Expert System alarm.		
Expert System Alarm Clear	ES_ALARM_CLR	.1.3.6.1.4.1.6889.2.72.0.4
Description: Avaya Expert System alarm clear.		
ACD Link Alarm	ACDLINK[1-8]	.1.3.6.1.4.1.6889.2.72.0.5
Description: This ACD Link Alarm is generated if any CMS ACD link experiences trouble.		
ACD Link Alarm Clear	ACDLINK[1-8]_CLR	.1.3.6.1.4.1.6889.2.72.0.6
Description: This ACD Link Alarm Clear is generated when an existing ACD Link alarm is cleared.		
Archiving Alarm	[H]*ARCH	.1.3.6.1.4.1.6889.2.72.0.7
Description: This Archiving Alarm is generated when the CMS interval, daily, weekly, or monthly data archiver experiences trouble.		
Archiving Alarm Clear	[H]*ARCH_CLR	.1.3.6.1.4.1.6889.2.72.0.8
Description: This Archiving Alarm Clear is generated when an existing data archiver alarm is cleared.		
Disk Error	DISK_ERR	.1.3.6.1.4.1.6889.2.72.0.9
Description: This disk error alarm is generated when a disk failure occurs.		
Disk Error Clear	DISK_ERR_CLR	.1.3.6.1.4.1.6889.2.72.0.10
Description: This disk error clear alarm is generated when an existing DISK_ERR alarm is cleared.		
ECH Warning Alarm	ECH_WARNING	.1.3.6.1.4.1.6889.2.72.0.11
Description: This ECH Warning Alarm is generated when External Call History experiences a warning.		
ECH Warning Alarm Clear	ECH_WARNING_CLR	.1.3.6.1.4.1.6889.2.72.0.12
Description: This ECH Warning Alarm Clear is generated when an existing ECH Warning alarm is cleared.		
ECH Failure Alarm	ECH_FAILURE	.1.3.6.1.4.1.6889.2.72.0.13
Description: This ECH Failure Alarm is generated when External Call History experiences a failure.		
ECH Failure Alarm Clear	ECH_FAILURE_CLR	.1.3.6.1.4.1.6889.2.72.0.14

Alarm Type	Alarm Name	SNMP Object Identifier
Description: This ECH Failure Alarm Clear is generated when an existing ECH Failure alarm is cleared.		
Surviving Alarm	SURVIVING	.1.3.6.1.4.1.6889.2.72.0.15
Description: This Surviving Alarm is generated when a survivable CMS in standby mode becomes active.		
Surviving Alarm Clear	SURVIVING_CLR	.1.3.6.1.4.1.6889.2.72.0.16
Description: This Surviving Alarm Clear is generated when an existing Surviving Alarm is cleared.		
Disk Warning	DISK_WRN	.1.3.6.1.4.1.6889.2.72.0.17
Description: This disk warning alarm is generated when a disk warning occurs. A disk warning indicates a disk failure condition that can exist in the near future.		
Disk Warning Clear	DISK_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.18
Description: This disk warning clear alarm is generated when an existing DISK_WRN alarm is cleared.		
Battery Error	BATTERY_ERR	.1.3.6.1.4.1.6889.2.72.0.19
Description: This battery error alarm is generated when a RAID battery failure occurs.		
Battery Error Clear	BATTERY_ERR_CLR	.1.3.6.1.4.1.6889.2.72.0.20
Description: This battery error clear alarm is generated when an existing BATTERY_ERR alarm is cleared.		
Battery warning	BATTERY_WRN	.1.3.6.1.4.1.6889.2.72.0.21
Description: This battery warning alarm is generated when a RAID battery warning occurs. A battery warning indicates a RAID battery failure condition that can exist in the near future.		
Battery Warning Clear	BATTERY_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.22
Description: This battery warning clear alarm is generated when an existing BATTERY_WRN alarm is cleared.		
RAID Error	RAID_ERR	.1.3.6.1.4.1.6889.2.72.0.23
Description: This RAID error alarm is generated when a RAID enclosure failure occurs.		
RAID Error Clear	RAID_ERR_CLR	.1.3.6.1.4.1.6889.2.72.0.24
Description: This RAID error clear alarm is generated when an existing RAID_ERR alarm is cleared.		
RAID Warning	RAID_WRN	.1.3.6.1.4.1.6889.2.72.0.25

Chapter 5: Installing CMS and supporting software

Alarm Type	Alarm Name	SNMP Object Identifier
Description: This RAID warning alarm is generated when a RAID enclosure warning occurs. A RAID warning indicates a RAID enclosure failure condition that can exist in the near future.		
RAID Warning Clear	RAID_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.26
Description: This RAID warning clear alarm is generated when an existing RAID_WRN alarm is cleared.		
Backup Warning	BACKUP_WRN	.1.3.6.1.4.1.6889.2.72.0.27
Description: This backup warning alarm is generated when a CMS maintenance backup warning occurs. A backup warning indicates that a CMS maintenance backup was not successful.		
Backup Warning Clear	BACKUP_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.28
Description: This backup warning clear alarm is generated when an existing BACKUP_WRN alarm is cleared.		
Elog Warning Alarm	ELOG_WRN	.1.3.6.1.4.1.6889.2.72.0.29
Description: Warning that the CMS error logging process may be overloaded.		
Elog Warning Alarm Clear	ELOG_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.30
Description: CMS ELOG_WRN clear.		
ACDSECUP[1-8]	ACDSECUP[1-8]	.1.3.6.1.4.1.6889.2.72.0.31
Description: The secondary ACD IP address is being used.		
ACDSECUP[1-8]_CLR	ACDSECUP[1-8]_CLR	.1.3.6.1.4.1.6889.2.72.0.32
Description: The primary ACD IP address is being used.		
Disk Full Warning	DISKFULLINFO	.1.3.6.1.4.1.6889.2.72.0.33
Description: This disk full alarm is generated when the disks are 90% full.		
Disk Full Warning	DISKFULLINFO_CLR	.1.3.6.1.4.1.6889.2.72.0.34
Description: This Disk Full Warning Clear is generated when the Disk Full Warning is cleared.		
Disk Full Alarm	DISKFULLWRN	.1.3.6.1.4.1.6889.2.72.0.35
Description: This Disk Full Alarm is generated when the Disks are 90% full.		
Disk Full Alarm	DISKFULLWRN_CLR	.1.3.6.1.4.1.6889.2.72.0.36
Description: This Disk Full Alarm Clear is generated when the Disk Full Alarm is cleared.		
Firewall Warning Alarm	FIREWALLWRN	.1.3.6.1.4.1.6889.2.72.0.37
Description: This firewall warning is generated when the firewall is disabled.		

Alarm Type	Alarm Name	SNMP Object Identifier
Firewall Warning Alarm	FIREWALLWRN_CLR	.1.3.6.1.4.1.6889.2.72.0.38
Description: This Firewall Warning Alarm Clear is generated when the firewall is enabled.		
FIPS Warning Alarm	FIPS_WRN	.1.3.6.1.4.1.6889.2.72.0.39
Description: This FIPS warning is generated when FIPS is disabled.		
FIPS Warning Alarm	FIPS_WRN_CLR	.1.3.6.1.4.1.6889.2.72.0.40
Description: This FIPS Warning Alarm Clear is generated when FIPS is enabled.		

Locating the CMS-MIB.txt file

You can get the `CMS-MIB.txt` file on your CMS server at the following location:

`/cms/net_mgmt/snmp/share/snmp/mibs/CMS-MIB.txt`

You can also download `CMS-MIB.txt` from <http://support.avaya.com>.

You can copy `CMS-MIB.txt` from these locations and install this file with NMS.

Setting up AOM configuration for alarming using Socket/SAL

The `aom_tool` is used to configure AOM.

- To set up AOM configuration, continue with [Configuring AOM](#) on page 107.
- To send a test alarm, continue with [Sending an AOM Test Alarm](#) on page 111.

Configuring AOM

Configuring AOM for alarming using a modem includes the following:

- [Configuring an Alarm Destination](#) on page 108
- [Configuring an Alarm ID](#) on page 110

Configuring an Alarm Destination

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
 1) Set Alarm ID
 2) Set Customer ID
 3) Configure Alarm Destination
 4) Send a Test Alarm
 q) Quit
Enter choice (1-4, q):
```

2. Enter the number associated with the **Configure the Alarm Destination** option, and press **Enter**.

The system displays the following message:

```
Welcome to Avaya CMS Alarm Origination main menu.
 1) SNMP/SAL
 2) Socket/SAL
 q) Quit
Enter choice (1-2, q):
```

3. Enter the number associated with the **Socket/SAL** option, and press **Enter**.

Note:

If the system has been previously configured with an alarming method, the system can prompt for the removal of the configuration.

The system displays the input prompt for the SAL IP address:

```
What is the SAL ip address?
```

4. Enter the SAL IP address, and press **Enter**.

 **Important:**

Do not use any leading zeros in the IP address as this can lead the system to interpret the numbers in the address as octal.

The system displays the input prompt for the SAL network port and the default network port value:

```
What is the SAL network port? (default:5108)
```

5. Enter the SAL network port value or accept the default value, and press **Enter**.

The system displays the input prompt for the Alarm ID and the default Alarm ID:

```
What is the Alarm ID (10 digit product code)?
```

6. Enter the Alarm ID or accept the default value, and press **Enter**.

The system displays the input prompt for running a test alarm:

```
Run a test alarm when done?(y/n)
```

7. Enter **y** or **n**, and press **Enter**.

The system displays the following messages:

```
CMS was last rebooted 1 day(s) ago.

You have selected to configure AOM using SAL via Socket/Virtual NIU.

Removing existing socket configuration
SAL IP Address:
SAL network port number: 5108

Alarm ID: 3000004043

A test alarm will be sent at the end.

Press [Enter] to continue or [q] to quit
```

8. Press **Enter**.

The system displays the following messages, and the tool returns to the command line prompt:

```
Configuring dest.cfg
  [started]
done
reset AOM
  [started]
done
Clearing all current alarms.
  [started]
done
Sending test alarm.
  [started]
done
done#
```

Configuring an Alarm ID

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
 1) Set Alarm ID
 2) Set Customer ID
 3) Configure Alarm Destination
 4) Send a Test Alarm
 q) Quit
Enter choice (1-4, q):
```

2. Enter the number associated with the **Set Alarm ID** option, and press **Enter**.

The system displays the Alarm ID prompt:

```
What is the Alarm ID (10 digit alarm ID)? (default:3000004043)
```

3. Enter the Alarm ID that was obtained from either the Avaya GRT or Automatic Registration Tool (ART) tool, and press **Enter**.

Note:

The default Alarm ID is normally the last value entered. CMS servers have a pre-defined default value that must be changed if the customer has an Avaya maintenance agreement.

After you configure the Alarm ID, the system displays the following messages, and the tool returns to the command line prompt:

```
reset AOM
  [started]
Done

#
```

Sending an AOM Test Alarm

1. Start the AOM tool by running the following command:

```
/cms/aom/bin/aom_tool
```

The system displays the following messages:

```
Welcome to Avaya CMS Alarm Configuration Main Menu.
 1) Set Alarm ID
 2) Set Customer ID
 3) Configure Alarm Destination
 4) Send a Test Alarm
 q) Quit
Enter choice (1-4, q):
```

2. Enter the number associated with the **Send a Test Alarm** option, and press **Enter**.

The system clears the current alarms and then sends the test alarm. The system displays the following messages, and the tool returns to the command line prompt.

```
Clearing all current alarms.
  [started]
done
Sending test alarm.
  [started]
done

#
```

Setting the Informix configuration parameters for CMS

The IDS configuration parameters for CMS are automatically optimized for system performance during the installation of Informix.

Chapter 6: Turning the system over to the customer

This section describes how to test the Avaya Call Management System (CMS) software to ensure that the application is working properly before the system is turned over to the customer.

Perform these procedures after:

- Completing the initial computer installation and CMS setup
- Completing a CMS software package upgrade

This section includes the following topics:

- [Prerequisites](#) on page 113
- [Verifying the system date and time](#) on page 114
- [Forwarding CMS warning messages](#) on page 114
- [Checking free space allocation](#) on page 115
- [Testing the ACD link](#) on page 116
- [Assigning customer passwords](#) on page 117
- [Repeat this procedure for each customer login.](#) on page 118
- [Testing the CMS software](#) on page 118
- [Finalizing the on-site installation](#) on page 121

Prerequisites

Before you begin the procedures in this section, the technicians must:

- Locate the backup tapes (the set created by provisioning during installation) and set these tapes to write-protect mode if using tape drives for backups
- Connect the CMS server to the switch
- Translate the switch with the CMS feature enabled
- Connect the switch to an active link

Verifying the system date and time

Verify that the RHEL operating system time and the current local time are the same.

Follow the procedures in [Changing the system date and time](#) on page 179. Then continue with [Checking free space allocation](#) on page 115.

Forwarding CMS warning messages

The CMS server can forward warning messages to specific customer e-mail addresses. If you do not enable CMS to forward warning messages, the messages will remain in the CMS root e-mail account.

 **Important:**

To use this feature, you must have Avaya Professional Services install either the Admin Paging or Supervisor Paging packages. Contact Avaya support for more information.

To forward CMS warning messages:

1. Obtain the e-mail addresses of any customer CMS administrators who want to receive the warning messages.

2. Enter:

```
cd /
```

3. Create the file for the e-mail addresses by entering:

```
vi /.forward
```

4. Enter an e-mail address on a single line in the file. You can enter more than one e-mail address but each e-mail address must be on a single line as shown in the following example:

```
admin1@company.com  
admin2@company.com  
admin3@company.com
```

5. Save and quit the file by pressing **Esc** and entering:

```
:wq!
```

6. Change the file permissions by entering the following command:

```
chmod 600 /.forward
```

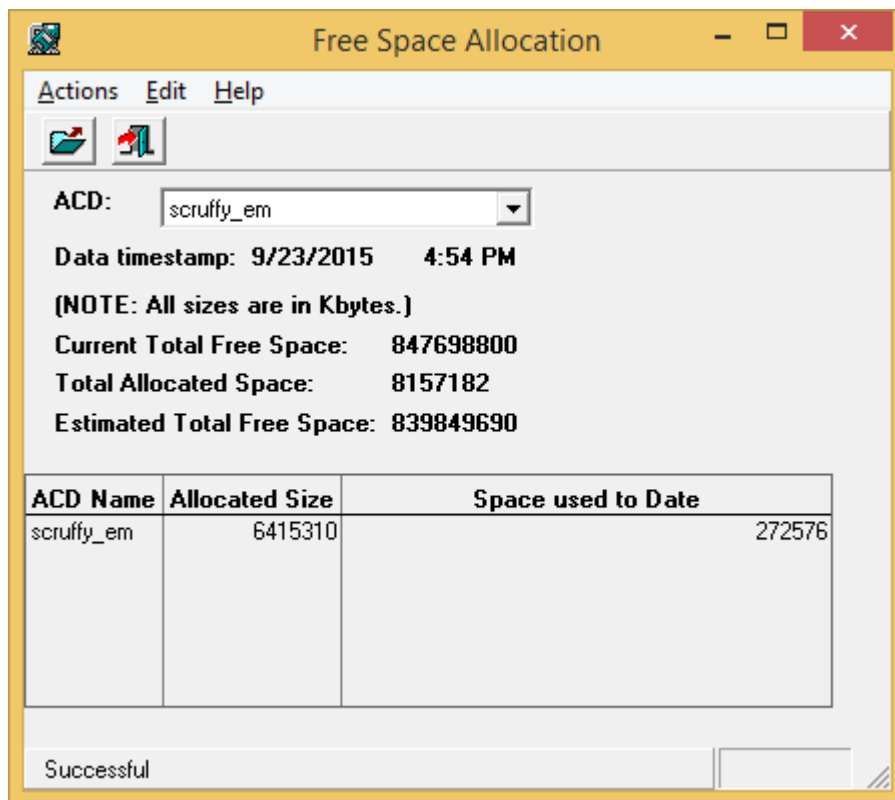
Checking free space allocation

Note:

The steps in this section are performed using the CMS Supervisor client.

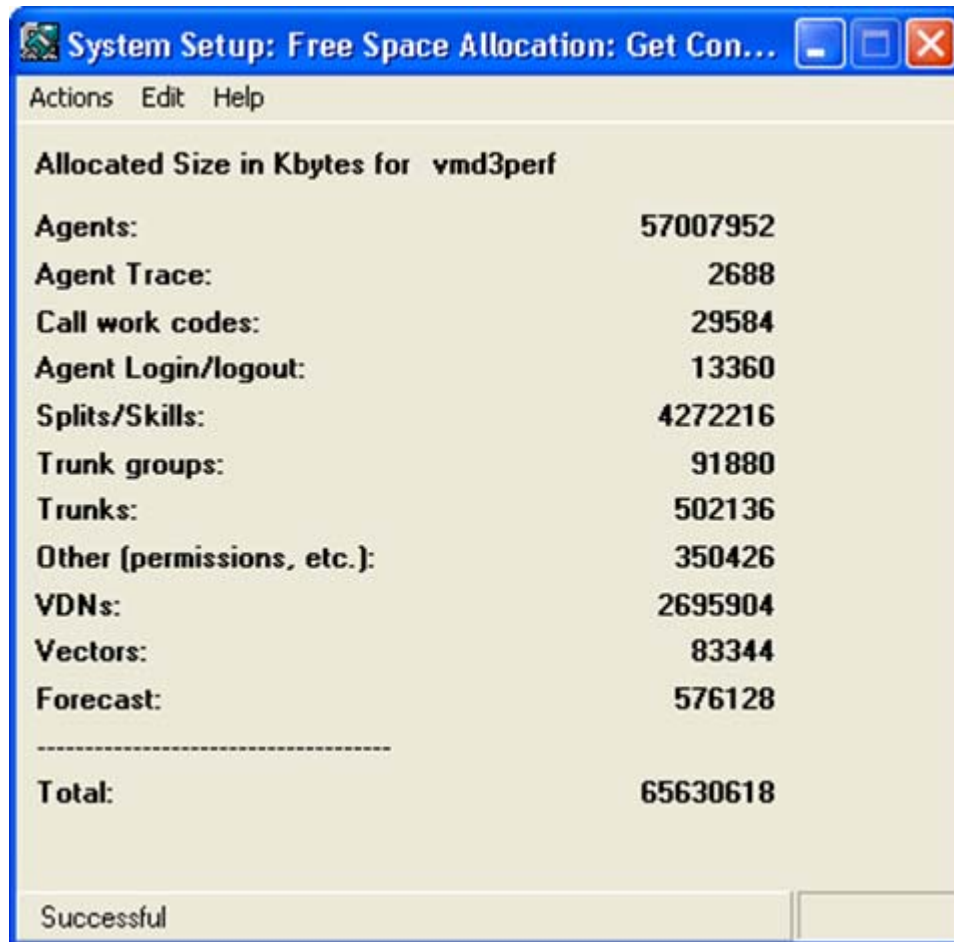
To check free space allocation:

1. Go to the **Free Space Allocation** window that is located in the CMS System Setup subsystem.
2. Enter an ACD number (1-8).



3. Click on the **Get Contents** icon.

The system displays the **Get Contents** screen showing the amount of dbspace allocated for each CMS item for the ACD selected.



For more information about free space allocation, see *Avaya Call Management System Administration*.

If the **Total Free Space** field shows that there is not enough space available then you must modify data storage allocation.

Testing the ACD link

After the CMS software has been installed or upgraded, the on-site technician must test the link from the CMS server to the switch that is using the Automatic Call Distribution (ACD) feature.

To test the ACD link:

1. Verify that:
 - A virtual console window is open
 - CMS is on.
2. In a virtual console window, log into the system by using a CMS administrator's login ID by entering:

```
su - cms
```

Enter the correct password if prompted.

3. Enter:

```
cms
```

4. Enter the correct terminal type.

The CMS Main Menu is displayed.

The CMS Main Menu has indicators that show whether the link to the ACD is active. The link indicator consists of the carets (V and ^) at the right side of the banner line. There should be one caret for each ACD, and all should be pointed up (^).

Example:

If you have four ACDs, the link indicator should look like this: ^^^^, which means that all four ACDs are up and operating.

5. Select **Maintenance** from the CMS Main Menu.
The system displays the **Maintenance** menu.
6. Select **Connection Status** from the **Maintenance** menu.

The **Connection Status** window displays the following information:

- The name of the ACD
 - Whether the application is in data transfer
 - Whether the session is in data transfer
 - Whether the connection is operational
 - The date, time, and any errors
7. Press the **F5** key to exit the screen.

Assigning customer passwords

This section describes how the customer assigns passwords to each of its logins on the CMS server. The customer must assign passwords to each of the following logins:

Chapter 6: Turning the system over to the customer

- root
- cms
- Any other administration logins that have been added for the customer

To assign a password to a customer login:

1. Log in as **root**.
2. At the system prompt, have the customer enter:

passwd login

where **login** is root, cms, and so on.

The system displays the following message:

```
New password:
```

3. Have the customer enter the new password.

The system displays the following message:

```
Re-enter new password:
```

4. Have the customer enter the password again.

Note:

The technician should *not* know these passwords.

5. Repeat this procedure for each customer login.

Testing the CMS software

After the CMS software has been installed or upgraded, the on-site technician must test the CMS software to verify its sanity.

To test the CMS software:

1. Verify that:
 - The virtual console is active
 - CMS is on.
2. Test the Real-Time Reports subsystem.
 - a. Enter

CMS

The system displays the CMS Main Menu.

- b. Select **Reports**.
 - c. Select **Real-time**.
 - d. Select **Split/Skill**.
 - e. Select **Split Status** or **Skill Status**.
 - f. Verify that the **Split/Skill Status Report** input window is displayed.
 - g. Enter a valid split number in the `split:` or `skill:` field.
 - h. Select the **Run** action list item, and run the report.
 - i. Verify that the system displays the **Split** or **Skill Status Report** window.
 - j. If the switch link is not operating, the report fields are blank and the status line reads **Switch link down**.
 - k. Press the **F3** key to access the **Print window** screen.
 - l. Select **Print window** to send the report to the printer.
 - m. Look at the message line near the bottom of the window, and verify that there is a confirmation message about sending the report to the printer.
 - n. Verify that the report was printed by checking the printer for the report.
 - o. Return to the **CMS Main Menu** screen by pressing the **F5** key twice.
3. Test the Historical Reports subsystem.
- a. On the CMS Main Menu, select **Reports**.
 - b. Select **Historical**.
 - c. Select **Split/Skill**.
 - d. Select **Status**.
 - e. Verify that the **Split/Skill Status Report** Input window is displayed.
 - f. Enter a valid split number in the `split/skill:` field.
 - g. Enter **-1** in the `Date:` field.
 - h. Select the **Run** action list item, and run the report.
 - i. Verify that the report window is displayed and that the information is displayed in the appropriate fields.
- Note:**
If no historical data exists, the fields in the report window are blank.
- j. Return to the **CMS Main Menu** by pressing the **F5** key twice.
4. Test the Dictionary subsystem by doing the following from the CMS Main Menu.
- a. On the **CMS Main Menu** select **Dictionary**.
 - b. Select **Login Identifications**.

Chapter 6: Turning the system over to the customer

- c. Enter an asterisk (*) in the `Login ID:` field.
- d. Select the **List all** action list item. The system lists all the login IDs.
- e. Verify that the logins are displayed.

Note:

On a new system, the fields are blank.

- f. Return to the **CMS Main Menu** by pressing the **F5** key twice.
5. Test the Exceptions subsystem.
 - a. On the **CMS Main Menu** select **Exceptions**.
 - b. Select **Real-time Exception Log**.
 - c. Verify that the window is displayed.

Note:

For a new installation, this window may be blank.

- d. Return to the **CMS Main Menu** by pressing the **F5** key once.
6. Test the Call Center Administration subsystem.
 - a. On the **CMS Main Menu** select **Call Center Administration**.
 - b. Select the **Call Work Codes** option.
 - c. Press **Enter**.
 - d. Select the **List all** action list item, and list all the call work codes currently defined.
 - e. Verify that the displayed information is correct.

Note:

On a new system, the fields may be blank.

- f. Return to the **CMS Main Menu** by pressing the **F5** key twice.
7. Test the Custom Reports subsystem.
 - a. On the **CMS Main Menu** select **Custom Reports**.
 - b. Select **Real-time**. The system lists the names of the custom reports.
 - c. Verify that the names of existing custom reports are listed. If there are no reports, you receive a message saying the submenu is empty.
 - d. Return to the **CMS Main Menu** by pressing the **F5** key once.
 8. Test the User Permissions subsystem.
 - a. On the **CMS Main Menu** select **User Permissions**.
 - b. Select **User Data**.
 - c. Verify that the **User Data Input** window is displayed.
 - d. Return to the **CMS Main Menu** by pressing the **F5** key once.

9. Test the System Setup subsystem.
 - a. On the **CMS Main Menu** select **System Setup**.
 - b. Select **CMS state**.
 - c. Verify that CMS is operating in the Multi-user mode.
 - d. Return to the **CMS Main Menu** by pressing the **F5** key once.
 10. Test the Maintenance subsystem.
 - a. On the **CMS Main Menu** select **Maintenance**.
 - b. Select the **Printer Administration** option.
 - c. Enter a valid printer name in the `CMS printer name:` field.
 - d. Select the **List all** action list item. The system lists the printer parameters.
 - e. Verify that the printer has been administered correctly.
 - f. Return to the **CMS Main Menu** by pressing the **F5** key twice.
 11. If the Graphics feature package has been enabled, test the Graphics subsystem.
 - a. On the **CMS Main Menu** select **Graphics**.
 - b. Verify that a Real-time Graphics screen can be accessed.
 - c. Return to the **CMS Main Menu** by pressing the **F5** key once.
 - d. At each CMS terminal, log in as **cms** and enter the correct terminal type to verify that the terminals are working properly. To log off, select the `Logout` option from the **CMS Main Menu**.
- If any of the steps in this test fail, see [CMS error logs](#) on page 229, [Common error messages](#) on page 236, or [Recognizing new hardware devices](#) on page 228. If you encounter a problem that you cannot solve, escalate the problem through normal procedures.

Finalizing the on-site installation

This section contains the final steps that the on-site technician must perform before turning the system over to the customer.

Before turning the system over to the customer, perform the following steps:

1. Back up the system. Follow the procedures outlined in [CMSADM backup](#) on page 148.

 **CAUTION:**

Use a new set of backup tapes for this CMSADM file system backup. Do NOT use the original set of factory backup tapes or provisioning backup tapes. Make sure that the customer has enough tapes for the new backup.

2. Back up the customer's historical data by doing a full maintenance backup. You can do these backups within CMS using the `Maintenance: Back Up Data` window.

For more information about maintenance backups, see *Avaya Call Management System Administration*.

3. Set up alarming. For more information about the AOM tool, see [Setting up the Alarm Origination Manager](#) on page 90.
4. Give the customer all of the CMS documentation, the software discs, and the tape backups (including the original set from the factory, and the set created by provisioning).
5. Have the customer record their logins and passwords. The technician should NOT know these login passwords.
6. Give the passwords, backup tapes, and software to the customer's CMS administrator.

 **CAUTION:**

For system security and recovery, the CMS administrator should store passwords, Informix serial numbers, key license information, and the tape backups in a secure location.

Chapter 7: Maintaining the CMS software

This section provides the procedures for maintaining the Avaya Call Management System (CMS) software.

This section includes the following topics:

- [Using the CMSADM menu](#) on page 123
- [Using the CMSSVC menu](#) on page 135
- [CMS backup](#) on page 148
- [CMSADM backup](#) on page 148
- [Backing up CMS](#) on page 150
- [Changing the system date and time](#) on page 179
- [Working with RHEL rpms](#) on page 181
- [Working with CMS patches](#) on page 186
- [Adding and removing users from password aging](#) on page 188
- [Maintaining the chkDisks crontab](#) on page 192
- [Report Query Status](#) on page 193
- [About the Archiving process](#) on page 195
- [About time zone archiving with additional time zones](#) on page 196

Using the CMSADM menu

This section describes how to use the options in the Avaya Call Management System Administration Menu (CMSADM menu). The CMSADM menu is intended for use by the CMS administrator.

This section includes the following topics:

- [CMSADM menu functions](#) on page 124
- [Accessing the CMSADM menu](#) on page 124
- [Using acd_create](#) on page 125
- [Using acd_remove](#) on page 127
- [Using backup](#) on page 128

Chapter 7: Maintaining the CMS software

- [Using pkg_install](#) on page 128
- [Using pkg_remove](#) on page 129
- [Using run_pkg](#) on page 130
- [Using run_ids](#) on page 130
- [Using run_cms](#) on page 130
- [Using passwd_age](#) on page 131
- [Using dbaccess](#) on page 132

CMSADM menu functions

The following list shows the tasks that the CMS administrator can perform from the CMSADM menu:

- Define a new Automatic Call Distribution (ACD)
- Remove an ACD
- Back up the file systems to tape
- Install or remove a feature package
- Turn a feature package on or off
- Turn the IDS software on or off
- Turn the CMS software on or off
- Turn password aging on or off
- Change Informix DB access permissions

Accessing the CMSADM menu

To access the CMSADM menu:

1. Log in as **root**.

2. Enter **cmsadm**.

The system displays the **CMSADM** menu.

```
Select a command from the list below.
 1) acd_create   Define a new ACD
 2) acd_remove  Remove all administration and data for an ACD
 3) backup      Filesystem backup
 4) pkg_install  Install a feature package
 5) pkg_remove  Remove a feature package
 6) run_pkg     Turn a feature package on or off
 7) run_ids     Turn Informix Database on or off
 8) run_cms     Turn Avaya CMS on or off
 9) passwd_age  Set password aging options
10) dbaccess    Change Informix DB access permissions
Enter choice (1-10) or q to quit:
```

Note:

Your system may display different options in the CMSADM Menu depending on the version of CMS you installed.



Important:

When the **cmssvc setup** command runs on your system, it rejects all attempts to run other **cmsadm** or **cmssvc** commands and displays the error message “Please try later, setup is active”.

Using acd_create

Enter the **acd_create** option to define a new ACD. The information you enter here for each ACD is the same as the **setup** option of the **CMSSVC** menu. When you add an ACD, the system automatically grants permission to the ACD for administrator and normal users, but not to tenant users. You must manually give permission to the ACD for tenant users.

Note:

You must purchase and authorize the ACD before you add it to CMS. If you wish to administer a secondary hostname or IP address, you must install the Dual IP feature package before running **acd_create**.

1. Before you define a new ACD, you must turn off the CMS software:

a. Enter **cmsadm**.

The system displays the **CMSADM** menu.

b. Enter the number associated with the **run_cms** option.

c. Enter the number to turn off the CMS software but leave the IDS software on.

2. Enter **cmsadm**.

The system displays the **CMSADM** menu.

3. Enter the number associated with the **acd_create** option.

The system selects the next available ACD for creation. For example, if two ACDs are already active, the system selects ACD 3.

4. At the prompts, enter the following information for the new ACD:

- Switch name
- Switch model (release)
- Vectoring enabled on the switch (if authorized): y or n
- Expert Agent Selection (EAS) enabled on the switch (if authorized): y or n
- Central Office has disconnect supervision: y or n
- Local port assigned to the switch
- Remote port assigned to the switch
- Transport method used to connect to the switch (TCP/IP)
- The hostname or IP address and TCP port
- The optional secondary hostname or IP address and TCP port if the Dual IP feature has been installed
- Number of splits/skills
- Total split/skill members, summed over all splits/skills
- Number of shifts
- Start and stop times of all shifts
- Number of agents logged in to all splits/skills across all shifts
- Number of trunk groups
- Number of trunks
- Number of unmeasured (trunk) facilities
- Number of call work codes
- Number of vectors if vectoring is enabled on the switch
- Number of Vector Directory Numbers (VDNs), if Vectoring is enabled on the switch

After you enter the required information, the program displays the following message:

```
Updating database.  
  
Computing space requirements and file system space  
availability.  
  
ACD <name> (X) created successfully.
```

5. To turn on the CMS software:

- a. Enter **cmsadm**.
The system displays the **CMSADM** menu.
- b. Enter the number associated with the **run_cms** option.
- c. Enter the option to turn on the CMS software.

Using `acd_remove`

Use the `acd_remove` option to remove an existing ACD. When you remove an ACD, the system reassigns all users from the removed ACD to the master ACD. Tenant users assigned to only the removed ACD will not be able to access CMS until they are reassigned to a new ACD.

Note:

Before you remove the master ACD, you must designate another ACD as the master.

To designate a different ACD as the master:

1. On the main CMS menu, select **System Setup - CMS State**.
2. Use the **Tab** key to go to the **Master ACD** field and enter a new name.
3. Press **Enter** to go to the action list and select `Modify`.
4. Return to the main menu and select `Logout`.

To remove an ACD:

1. Verify that data collection is off for all ACDs.
2. Turn off the CMS software:
 - a. Enter **cmsadm**.
The system displays the **CMSADM** menu.
 - b. Enter the number associated with the **run_cms** option.
 - c. Enter the option to turn off the CMS software but leave the IDS software on.
3. Enter **cmsadm**.
The system displays the **CMSADM** menu.
4. Enter the number associated with the **acd_remove** option.

Note:

The ACD assigned as the Master ACD does not appear in the list of ACDs that can be removed. If you want to remove an ACD that is currently assigned as the Master ACD, you must first assign another ACD as the Master ACD. The Master ACD can be changed using the **System Setup | CMS State** option from the CMS main menu.

5. Enter the number (1-7) that corresponds with the ACD that you want to remove.

The system displays the following message:

```
All administration and historical data for this ACD will be
DELETED.
Do you want to continue and delete all data for this ACD? (y/n):
```

6. Enter: **y**

The system displays the following message:

```
Removal of data for this ACD started in the background.
A completion message will be logged in /cms/install/logdir/
admin.log.
```

7. Since the ACD is removed in the background, you can turn the CMS software on before the removal is complete. To turn the CMS software on, perform the following procedure:
 - a. Enter **cmsadm**.
The system displays the **CMSADM** menu.
 - b. Enter the number associated with the **run_cms** option.
 - c. Enter the option to turn on the CMS software.

Using backup

Use the **backup** option to back up your file system. This option does not back up CMS data.

Note:

To back up CMS data, you must perform a full maintenance backup in addition to the CMSADM backup. Refer to *Avaya CMS Administration* for more information on performing a full maintenance backup and CMSADM backup.

Using pkg_install

Use the `pkg_install` option to install a feature package.

1. Enter **cmsadm**.

The system displays the **CMSADM** menu.

2. Enter the number associated with the `pkg_install` option.

The system displays the following message:

```
The CMS features that can be installed are
1) forecasting
2) external call history
3) multi-tenancy
4) Dual IP
Enter choice (1-4) or q to quit:
```

Note:

The system only displays authorized feature packages that are yet to be installed.

3. Enter the number associated with the feature package that you want to install.

Using `pkg_remove`

Use the `pkg_remove` option to remove a feature package. This procedure removes all files and database items associated with the feature package.



CAUTION:

Be careful when removing a package. All features and data associated with that package are also removed.

1. Enter `cmsadm`.

The system displays the **CMSADM** menu.

Note:

CMS must be turned off before packages can be removed.

2. Enter the number associated with the `pkg_remove` option.

The system displays a list of CMS features that can be removed.

3. Enter the number associated with the feature package that you want to remove.

The system displays a message indicating the feature is removed. For the Multi-tenancy feature package, the system displays a menu where you can choose to delete all tenant users or change the tenant users to normal users:

```
Should tenant users be
1) deleted
2) changed to normal users
Enter choice (1-2) or q to quit:
```

Using run_pkg

Use the `run_pkg` option to turn a feature package on or off.

1. Enter `cmsadm`.
The system displays the **CMSADM** menu.
2. Enter the number associated with the `run_pkg` option.
The system displays a list of CMS features.
3. Enter the number associated with the feature package that you want to turn on or off.
The system displays the status of the feature.

Using run_ids

Use the `run_ids` option to turn IDS on or off.

1. Enter `cmsadm`.
The system displays the **CMSADM** menu.
2. Enter the number associated with the `run_ids` option.
3. Perform one of the following actions:
 - To turn on IDS, enter: **1**
 - To turn off IDS, enter: **2**

Using run_cms

Use the `run_cms` option to turn the CMS software on or off.

1. Enter `cmsadm`.
The system displays the **CMSADM** menu.
2. Enter the number associated with the `run_cms` option.
3. Perform one of the following actions:
 - To turn the CMS software on, enter: **1**
 - To turn the CMS software off, but leave IDS running, enter: **2**
 - To turn both the CMS software and IDS software off, enter: **3**

Using passwd_age

Use the `passwd_age` option to turn password aging on or off. If password aging is on, the system prompts the user to enter a new password after a predetermined time interval has passed. Password aging is off by default.

 **CAUTION:**

If you have any third party software or Avaya Professional Services Organization (PSO) offers, do not turn on password aging. Contact the National Customer Care Center at 1-800-242-2121, or consult your product distributor or representative to ensure that password aging does not disrupt any additional applications.

The `passwd_age` option effects the passwords of all CMS users and regular UNIX users. When password aging is on, the system modifies the RHEL policy file `/etc/passwd`. The passwords of all CMS users that use the `/usr/bin/cms` shell and all UNIX users start aging. If password aging is on when a new user is added, the user's password begins to age as soon as a password is entered for that account.

Avaya recommends that you exclude specific users before turning password aging on in order to avoid additional password administration. If you need to prevent the aging of a specific user's password, see [Adding and removing users from password aging](#) on page 188 and [Troubleshooting password aging](#) on page 228.

 **Important:**

Non-CMS users such as `root`, `root2`, or `informix` do not age.

Password aging does not function on a CMS that uses a NIS, NIS+, or LDAP directory service. Avaya does not support use of NIS, NIS+, or LDAP with CMS. If you are using NIS, NIS+, or LDAP under permissive use, contact your network administrator. The passwords need to be aged from the server running the directory service.

To use the `passwd_age` option:

1. Enter `cmsadm`.

The system displays the **CMSADM** menu.

2. Enter the number associated with the `passwd_age` option.

The system displays the following message:

```
1) Turn on password aging
2) Turn off password aging
3) Change password aging interval
   or q to quit: (default 1)
```

Note:

The system also displays a message indicating that password aging is off, or the current password aging schedule. Enter **q** at any point to exit the password aging options.

3. Perform one of the following actions:

- To turn password aging on:

a. Enter: **1**

The system displays the following message:

```
Enter Maximum number of weeks before passwords expire (9 default):
```

b. Enter the number of weeks before passwords expire and the system prompts users to enter a new password. The range is from 1 to 52 weeks.

- To turn password aging off:

a. Enter: **2**

The system displays the following message:

```
Turn off password aging for all CMS users (yes default):
```

b. Perform one of the following actions:

- To turn password aging off, enter: **yes**
- To leave password aging on, enter: **no**

- To change the password aging interval:

a. Enter: **3**

The system displays the following message:

```
Passwords are currently expiring every X weeks  
Enter Maximum number of weeks before passwords expire (9 default):
```

b. Enter the number of weeks before passwords expire and the system prompts users to enter a new password. The range is from 1 to 52 weeks.

Using dbaccess

Use dbaccess to limit which CMS logins have ODBC/JDBC access to the CMS database. The CMS database has open access permissions as a standard feature which allows permission to any CMS login, connecting to CMS through ODBC/JDBC, to view any CMS table. No action is required if all CMS logins are allowed open access to the CMS database.

The dbaccess utility does not provide the ability to control which tables the CMS login has access to, or which ACD data the CMS login can view. The process of setting the secure database access is performed in two parts. First, all CMS login-ids that are allowed CMS database access must be members of the UNIX group dbaccess. Second, you must execute the dbaccess option under the CMSADM menu.

Note:

Adding a single CMS login to the dbaccess group disables open access permissions for all users who are not members of the dbaccess group.

1. You need to add each CMS login, allowing ODBC/JDBC access to the CMS database, to the UNIX group dbaccess. To add CMS logins to the dbaccess group, enter:

```
usermod -G dbaccess cmslogin
```

Where *cmslogin* is the user-id of the specific CMS login to be placed in the group. You must execute the usermod command for each CMS login for which you want to provide CMS database access.

2. To determine which logins are in the dbaccess group, enter:

```
cat /etc/group | grep dbaccess
```

3. Open the **Avaya Call Management System Administration** menu. Enter:

```
cmsadm
```

The system displays the **Avaya Call Management System Administration** menu.

4. Select the **dbaccess** option. The system displays the following message:

```
Begin CMS DB Access Permissions changes
grant resource to "public";

Your CMS database currently has public access permissions to all resources. Do you
wish to revoke this access and only grant access to specific CMS users? [y,n,?]
```

5. Enter: **y**

The process continues. The system displays the following messages:

```
Please wait while CMS Informix Database permissions are changed.
revoke resource from public;
revoke connect from public;
grant connect to cms;
grant connect to cmssvc;
Revoke resource from public on CMS database.
Please wait while connect permissions are granted for requested users
grant connect to <cmslogin>;
grant connect to <cmslogin>;
.
.
.
Changes to CMS DB Access Permissions finished.
```

Note:

The output always displays one grant connect message per CMS login, including logins already in the dbaccess group with connect permissions.

After the changes are complete, you may use the CMS logins to run ODBC/JDBC clients and access the CMS database.

To remove ODBC/JDBC access permissions for CMS logins, first remove them from the UNIX dbaccess group then run dbaccess from the *Avaya Call Management System Administration* menu.

6. Remove ODBC/JDBC access permissions for CMS logins from the UNIX dbaccess group. Enter:

```
usermod -G "" cmslogin
```

7. Open the **Avaya Call Management System Administration** menu. Enter:

```
cmsadm
```

The system displays the **Avaya Call Management System Administration** menu.

8. Select the **dbaccess** option. The system displays the following message:

```
Begin CMS DB Access Permissions changes
Please wait while connect permissions are granted for requested users
grant connect to <cmslogin>;
.
.
.
Changes to CMS DB Access Permissions finished.
```

The UNIX dbaccess group information is reset to only provide access permissions to members remaining in the UNIX dbaccess group.

Perform the Steps [9](#) through [11](#) to remove all the CMS logins from the UNIX dbaccess group and restore “open access” permissions to all the CMS logins.

9. Run the usermod command for each CMS login in the dbaccess group. Enter:

```
usermod -G "" cmslogin1
```

```
usermod -G "" cmslogin2
```

```
usermod -G "" cmslogin3
```

10. Open the **Avaya Call Management System Administration** Menu. Enter:

```
cmsadm
```

The system displays the **Avaya Call Management System Administration** menu.

11. Select the **dbaccess** option. The system displays the following message:

```
Begin CMS DB Access Permissions changes

No CMS user ids are in UNIX group dbaccess.
If you proceed, the CMS database will
be set to public permissions access for all resources.
Do you really want to do this? [y,n,?]
```

12. Enter: **y**

The process restores public permissions to the CMS database. The system displays messages similar to the following:

```
Please wait while CMS Informix Database permissions are set to public.
grant resource to public;
revoke connect from cms;
revoke connect from cmssvc;
Grant resource to public on CMS database.
Changes to CMS DB Access Permissions finished.
```

Using the CMSSVC menu

This section describes how to use the options of the Avaya Call Management System Services Menu (CMSSVC menu). The CMSSVC menu is for use primarily by Avaya authorized services personnel.

This section includes the following topics:

- [CMSSVC menu functions](#) on page 136
- [Accessing the CMSSVC menu](#) on page 136
- [Using auth_display](#) on page 137
- [Using auth_set](#) on page 138
- [Using run_ids](#) on page 138
- [Using run_cms](#) on page 138
- [Using setup](#) on page 139
- [Using swinfo](#) on page 139
- [Using swsetup](#) on page 140
- [Using uninstall](#) on page 141
- [CMS backup](#) on page 148

CMSSVC menu functions

Avaya authorized services personnel can perform the following tasks from the CMSSVC menu:

- Display CMS authorizations
- Authorize CMS feature packages and capacities
- Turn the IDS software on or off
- Turn the CMS software on or off
- Set up the initial CMS configuration
- Display switch information
- Change switch information
- Remove the CMS RPM

Accessing the CMSSVC menu

1. Log in as **root**.
2. Enter **cmssvc**.

The system displays the **CMSSVC** menu.

```
Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms      Turn Avaya CMS on or off
 5) setup        Set up the initial configuration
 6) swinfo       Display switch information
 7) swsetup      Change switch information
 8) uninstall    Remove the CMS rpm from the machine
Enter choice (1-8) or q to quit:
```

Note:

When the CMSSVC **setup** command is running, any attempt to run other **cmsadm** or **cmssvc** commands will be rejected, and the system will display the error message:

```
Please try later, setup is active
```

Note:

Different options may be displayed in the CMSSVC Menu depending on the current version of CMS on your system.

Using auth_display

To use the `auth_display` option to display CMS authorizations:

1. Enter **cmssvc**.

The system displays the **CMSSVC** menu.

```
Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms     Turn Avaya CMS on or off
 5) setup       Set up the initial configuration
 6) swinfo     Display switch information
 7) swsetup    Change switch information
 8) uninstall  Remove the CMS rpm from the machine
 9) uninstall  Remove the CMS rpm from the machine
10) back_all   Backout all installed CMS patches from machine
11) security   Administer CMS security features
Enter choice (1-11) or q to quit:
```

2. Enter **1** to select `auth_display`.

The system displays the current authorization status of the CMS features and capacities.

Capability/Capacity	Authorization
CMS hardware	authorized
vectoring	authorized
forecasting	authorized
graphics	authorized
external call history	installed/off
expert agent selection	authorized
external application	authorized
global dictionary/ACD groups	authorized
multi-tenancy	installed
Dual IP	installed
Avaya CMS Supervisor	authorized
Avaya Report Designer	authorized
Maximum number of split/skill members	800000
Maximum number of ACDs	8
Simultaneous Avaya CMS Supervisor logins	1600
Number of authorized agents (RTU)	45000
Number of authorized ODBC connections	10
FIPS 140-2 mode	on
Firewall	off

Note:

The system can display different authorizations depending on the current version of CMS and the packages you installed.

Using `auth_set`

To use the `auth_set` option to authorize CMS features and capacities:

1. Enter `cmssvc`.
The system displays the **CMSSVC** menu.
2. Enter `2` to select `auth_set`.
The system displays the following message:

Password:

3. Enter the appropriate password. See [Configuring CMS authorizations](#) on page 46 for more information.
This password is available only to authorized personnel.

Using `run_ids`

To use the `run_ids` option to turn IDS on and off:

1. Enter `cmssvc`.
The system displays the **CMSSVC** menu.
2. Enter `3` to select `run_ids`.
3. Perform one of the following actions:
 - To turn on IDS, enter: `1`
 - To turn off IDS, enter: `2`

Using `run_cms`

To use the `run_cms` option to turn the CMS software on and off:

1. Enter `cmssvc`.
The system displays the **CMSSVC** menu.
2. Enter `4` to select `run_cms`.
3. Perform one of the following actions:
 - To turn on the CMS software, enter: `1`
 - To turn off the CMS software, but leave the IDS software on, enter: `2`

- To turn off both the CMS software and the IDS software, enter: **3**

Using setup

Use the `setup` option to set up the initial CMS configuration. When the `cmssvc setup` command is running, any attempt to run other `cmsadm` or `cmssvc` commands will be rejected, and the system will display the error message `Please try later, setup is active`.

Do not confuse this option with the `swsetup` option, which is used to change the switch information.

**CAUTION:**

Do not run `setup` on a system that is in service or you may lose all the customer data.

Using swinfo

Use the `swinfo` option to display the switch options that are currently assigned for each ACD.

1. Enter `cmssvc`.

The system displays the **CMSSVC** menu.

2. Enter `6` to select `swinfo`.

The system displays a list of ACDs.

3. Select the ACD for which you want to display the switch options.

The system displays the following information:

- Switch name
- Switch model (release)
- If Vectoring is enabled
- If Expert Agent Selection is enabled
- If the Central Office has disconnect supervision
- Local port
- Remote port
- Link transport method (TCP/IP)

Using swsetup

Use the `swsetup` option to change the switch options for each ACD. Do not confuse this option with the `setup` option, which is used for setting up CMS.

When you change switch parameters, you should also check the parameters in the CMS System Setup: Data Storage Allocation window. If you enable Vectoring, you need to allocate space for VDNs and vectors. Changing the switch release may change the number of measured entities allowed and also impact the storage allocation for each entity.:

1. Turn the CMS software off:
 - a. Enter **cmssvc**.
The system displays the **CMSSVC** menu.
 - b. Enter **4** to select `run_cms`.
 - c. Enter **2** to turn off the CMS software, but leave the IDS software on.
2. Enter **cmssvc**.
The system displays the **CMSSVC** menu.
3. Enter **7** to select `swsetup`.
The system displays a list of ACDs.
4. Select the ACD that you want to change.
5. At the prompts, provide the following information:
 - Switch name
 - Switch model (release)
 - Is Vectoring enabled on the switch (if authorized)?
 - Is Expert Agent Selection (EAS) enabled on the switch (if authorized)?
 - Does the Central Office have disconnect supervision?
 - Local port assigned to the switch (Avaya recommends that you use 1)
 - Remote port assigned to the switch (Avaya recommends that you use 1)
 - Transport method used to connect to the switch (TCP/IP)
 - Enter the host name or IP address and TCP port
 - The optional secondary hostname or IP address and TCP port if the Dual IP feature has been installed

The system displays all the information. The system then asks if the switch administration is correct.
6. If the switch information is correct, enter: **y**
7. Turn on the CMS software:

- a. Enter **cmssvc**.
The system displays the **CMSSVC** menu.
- b. Enter **4** to select `run_cms`.
- c. Enter **1** to turn on the CMS software.

Using uninstall

Use the uninstall option to uninstall the CMS rpm from the system.

Note:

The uninstall option can only remove CMS if CMS is off. Refer to the readme file on the CMS software disc to determine the state of CMS before uninstalling the application.

1. Enter **cmssvc**.
The system displays the **CMSSVC** menu.
2. Enter **8** to select `uninstall`.
The system displays messages similar to the following:

```
The following package is currently installed:

      cms-r18-XX.X.x86_64

Do you want to remove this package? [y,n,?] ?
```

3. Enter **y** to uninstall CMS.
4. Accept the default value of **y** for each prompt.
The CMS software is removed.

Security options

This section explains how to manage FIPS and Firewall security options.

Turning on or off FIPS mode

1. Enter **cmssvc**.

The system displays the **CMSSVC** menu.

```
Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms     Turn Avaya CMS on or off
 5) setup       Set up the initial configuration
 6) swinfo     Display switch information
 7) swsetup    Change switch information
 8) uninstall  Remove the CMS rpm from the machine
 9) uninstall  Remove the CMS rpm from the machine
10) back_all   Backout all installed CMS patches from machine
11) security   Administer CMS security features
Enter choice (1-11) or q to quit:
```

2. Enter the number associated with the **security** option.

The system displays the following options

```
Select one of the following
 1) FIPS 140-2
 2) firewall
```

3. Enter 1 to select FIPS 140-2

The system displays one of the following messages depending on the status of FIPS.

```
FIPS 140-2 mode is currently on
FIPS 140-2 mode is currently off
```

The system also displays the following message

```
Select one of the following
 1) Turn on FIPS
 2) Turn off FIPS
Enter choice (1-2) or q to quit:
```

Note:

You must turn off CMS before changing the FIPS mode.

4. If CMS is on and the user attempts to change the state of the FIPS mode, the system displays the following message

```
CMS needs to be turned off before invoking this command.
```

5. If CMS is off the system displays the following message

```
Modification of FIPS mode requires a change to the kernel. A
reboot is required for the FIPS change to take effect.
Would you like to continue? (y/n/q)
```

6. The system turns the FIPS mode either on or off for both ssh and https. After successful configuration of FIPS changes, the system displays the following message

```
FIPS mode will be (on/off) for both ssh and https. Please wait...
FIPS is now turned on/off.
Are you ready to reboot? (y/n)
```

- If the user enters `y`

The system displays the following message

```
After the reboot, you will need to manually turn on CMS.
Press Enter to continue
Rebooting the system now...
```

- If the user enters `n`

The system displays the following message

```
FIPS mode modifications are being discarded. No change to the
kernel has been made.
```

CMS FIPS support applies to both ssh and https communications. When FIPS mode is turned on or off, it affects both ssh and https settings. You must reboot your computer to enable or disable the FIPS mode.

Turning on or off the firewall

For information about port usage, see <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C201082074362003>.

Chapter 7: Maintaining the CMS software

1. Enter `cmssvc`.

The system displays the **CMSSVC** menu.

```
Select a command from the list below.
 1) auth_display Display feature authorizations
 2) auth_set     Authorize capabilities/capacities
 3) run_ids      Turn Informix Database on or off
 4) run_cms     Turn Avaya CMS on or off
 5) setup       Set up the initial configuration
 6) swinfo     Display switch information
 7) swsetup    Change switch information
 8) uninstall  Remove the CMS rpm from the machine
 9) uninstall  Remove the CMS rpm from the machine
10) back_all   Backout all installed CMS patches from machine
11) security   Administer CMS security features
Enter choice (1-11) or q to quit:
```

2. Enter the number associated with the **security** option.

The system displays the following options

```
Select one of the following
 1) FIPS 140-2
 2) firewall
```

3. Enter 2 to select firewall.

The system displays one of the following messages depending on the status of Firewall

```
Firewall for ipv4 is currently on
Firewall for ipv6 is currently on
```

```
Firewall for ipv4 is currently off
Firewall for ipv6 is currently off
```

Note:

The status between ipv4 and ipv6 must be consistent with each other. If not, you must consider restarting or stopping the firewall.

The system also displays the following message

```
Select one the following
 1) Set/reset firewall configuration using CMS provided iptables/
    ip6tables
 2) Start/restart firewall
 3) Stop firewall
Enter choice (1-3) or q to quit:
```


4. Enter the number associated with Set/reset firewall configuration using CMS provided iptables/ip6tables option.

The system displays the following message

```
In addition to port 22 for ssh,

Do you want to open port 8443 for CMS Web client https
connections? (y/n)
Do you want to open port 50000 for ODBC/JDBC connections? (y/n)
Do you want to open port 50001 for ODBC/JDBC connections? (y/n)
Do you want to open ports 1556/13724 for Netbackup? (y/n)
```

- A `/cms/install/security/OpenPorts` file is created for Avaya Professional Services and customers to add ports to be excluded from the firewall. If the file contains valid port numbers, the system displays the following message

```
The following port(s) specified in /cms/install/security/
OpenPorts will also be open for connections:

Port  Usage
-----
514 # CMS HA
```

- If you change the default settings CMS gets the ssh port from `/etc/ssh/sshd_config` file. The default is port 22.
- CMS gets the https port from `/opt/cmsweb/tomcat/conf/server.xml` file. The default is port 8443.
- CMS configures both `/etc/sysconfig/iptables` and `/etc/sysconfig/ip6tables` files to be used by the Linux iptables/ip6tables services for firewall protection. The system displays the following message

```
Firewall configuration is completed.
Do you want to restart the firewall now? (y/n)
```

Note:

You can choose to maintain iptables/ip6tables and bypass option 1.

5. Do one of the following

- Enter the number associated with `start/restart firewall` option after you change the firewall configuration files manually or through CMS.

The system displays one of the following messages

```
iptables: Applying firewall rules:          [ OK ]
ip6tables: Applying firewall rules:        [ OK ]
```

```
Firewall for ipv4 is currently off  
Firewall for ipv6 is currently off
```

- Enter the number associated with `Stop firewall` option.

The system displays one of the following messages

```
iptables: Setting chains to policy ACCEPT: filter      [ OK ]  
iptables: Flushing firewall rules:                    [ OK ]  
iptables: Unloading modules:                          [ OK ]  
ip6tables: Setting chains to policy ACCEPT: filter    [ OK ]  
ip6tables: Flushing firewall rules:                   [ OK ]  
ip6tables: Unloading modules:                          [ OK ]
```

```
Firewall for ipv4 is currently off  
Firewall for ipv6 is currently off
```

A root user can obtain the current firewall configuration by running the following Linux commands:

```
service iptables status
```

```
service ip6tables status
```

Example output from the service iptables status command

When firewall is on, the `service iptables status` command displays the following:

```
Table: filter
Chain INPUT (policy ACCEPT)
num target prot opt source destination state
1 ACCEPT all -- 0.0.0.0/0 0.0.0.0/0 state RELATED,ESTABLISHED
2 ACCEPT all -- 0.0.0.0/0 0.0.0.0/0
3 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:22
4 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:8443
5 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:50000
6 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:50001
7 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:1556
8 ACCEPT tcp -- 0.0.0.0/0 0.0.0.0/0 tcp dpt:13724
9 LOGGING all -- 0.0.0.0/0 0.0.0.0/0

Chain FORWARD (policy ACCEPT)
num target prot opt source destination
1 LOGGING all -- 0.0.0.0/0 0.0.0.0/0

Chain OUTPUT (policy ACCEPT)
num target prot opt source destination

Chain LOGGING (2 references)
num target prot opt source destination limit
1 LOG all -- 0.0.0.0/0 0.0.0.0/0 limit: avg 2/min burst 5 LOG
flags 0 level 4 prefix `IPTables-Dropped: '
2 REJECT all -- 0.0.0.0/0 0.0.0.0/0 reject-with icmp-host-prohibited
```

When firewall is on, the `service ip6tables status` command displays the following:

```
Table: filter
Chain INPUT (policy ACCEPT)
num target prot opt source destination state
1 ACCEPT all -- ::0 ::0 state RELATED,ESTABLISHED
2 ACCEPT all -- ::0 ::0
3 ACCEPT tcp -- ::0 ::0 tcp dpt:22
4 ACCEPT tcp -- ::0 ::0 tcp dpt:8443
5 ACCEPT tcp -- ::0 ::0 tcp dpt:50000
6 ACCEPT tcp -- ::0 ::0 tcp dpt:50001
7 ACCEPT tcp -- ::0 ::0 tcp dpt:1556
8 ACCEPT tcp -- ::0 ::0 tcp dpt:13724
9 LOGGING all -- ::0 ::0

Chain FORWARD (policy ACCEPT)
num target prot opt source destination
1 LOGGING all -- ::0 ::0

Chain OUTPUT (policy ACCEPT)
num target prot opt source destination

Chain LOGGING (2 references)
num target prot opt source destination limit
1 LOG all -- ::0 ::0 limit: avg 2/min burst 5
LOG flags 0 level 4 prefix `IP6Tables-Dropped: '
2 REJECT all -- ::0 ::0 reject-with icmp6-adm-
prohibited
```

CMS backup

CMS supports CMS backups to multiple backup devices. Using CMS, you cannot run simultaneous backups of any type, even if multiple backup device types are administered.

CMS maintenance backups only save CMS data (administration and historical) and the CMS data for each Automatic Call Distribution (ACD). You must perform CMSADM backups to save CMS data, such as OS.

- After the CMS is provisioned
- After the CMS software is upgraded
- On a daily basis.

You can perform these backups within the CMS software. For more information, see *Avaya Call Management System Administration*.

Note:

If you use the CMS LAN backup feature, back up your CMS data according to *Avaya Call Management System LAN Backup User Guide*. That document provides information about using the CMS LAN backup feature, hardware requirements, software requirements, and support guidelines.

CMSADM backup

The CMSADM file system backup saves all local file systems on the computer onto a backup device, including:

- System files and programs
- CMS programs



Important:

The CMSADM backup does *not* save CMS data tables. During the CMSADM backup no users, other than those logged in before the CMSADM backup was started, are allowed to log into CMS.

This section includes the following topic:

- [When to perform a CMSADM backup](#) on page 149

Note:

If you use the CMS LAN backup feature, back up your system data according to *Avaya Call Management System LAN Backup User Guide*. This document provides information about using the CMS LAN backup feature, hardware requirements, software requirements, and support guidelines.

When to perform a CMSADM backup

Perform the CMSADM file system backup at the following times:

- After the CMS is provisioned to backup the RHEL system files, system programs and CMS configuration data placed on the computer by Avaya Services provisioning personnel. These CMSADM backups can be to tape, a USB storage device or a network mount point and should also be saved and not reused or overwritten.

Important:

CMS R16.2 or later supports CMS backups to multiple backup devices. Avaya is no longer providing CMS backup tapes with CMS servers. If a customer chooses to use tape drives to back up the customer's CMS data then the customer is responsible for purchasing the tape drive and any supplies needed to operate the tape drive. The customer is responsible for backing up CMS after the system has been provisioned. The customer must store the CMSADM backup in a safe place in case the system needs to be restored.

- After the CMS server is provisioned

This backup contains the RHEL system files and programs and CMS configuration data placed on the computer by Avaya Services provisioning personnel. These tapes should also be saved and not reused.

In addition, field technicians should perform a CMS full maintenance backup before they turn a new system over to the customer. For more information, see *Avaya Call Management System Administration*.

- Before and after the CMS software is upgraded (usually performed by a field technician)
- Once a month (performed by the customer).

Important:

You must document the CMS load number and backup/restore device information to aid in disaster recovery of CMS.

To determine the CMS load number, enter:

```
rpm -q cms
```

Below are examples of the type of information that needs to be saved:

CMS Hostname	CMS Load Number
digger	cms-r18-X.X.X.x86_64
Your CMS server	

CMS Hostname	Backup/Restore Device Type (Tape/USB/Network)	Backup/Restore Device Path	Backup/Restore Device Name	Description
digger	USB	/CMS_Backup	USB_ digger	USB backup for digger
Your CMS server				



Important:

Unlike tape devices, USB storage devices and network mount points must be monitored to ensure they are accessible. Timetables and Backup/Restore Devices using USB storage devices and network mount points must be able to access these media sources to function properly. Remember to remount all nontape media sources, used by CMS, after any reboot of the system.

Backing up CMS

This section includes the following topics:


- [Backing up CMS to tape](#) on page 151
- [Backing up CMS to a USB storage device](#) on page 155
- [Backing up CMS to a network mount point](#) on page 163

Backing up CMS to tape

Supported tape drives and cartridges


Backup device	Description	Platforms supported
DAT 160	DDS compliant 150 meter 160/ 320-GB DAT cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9
DAT 320	DDS compliant 150 meter 320-GB DAT cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9
LTO-4	820 meter 800-GB 12.65 mm cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9
LTO-5	820 meter 800-GB 12.65 mm cartridge 846 meter 1.5-TB 12.65 mm cartridge	Dell R620 Dell R630 Dell R720 Dell R730 HP DL380P G8 HP DL380P G9

 **WARNING:**
CMS R18 only supports SaS tape drives.

 **WARNING:**
Verify that you are using the correct tape for the tape drive on your system. Many of the tape cartridges look alike, and using the wrong tape can damage the tape drive mechanism and tape heads.

Performing a CMSADM backup to tape

1. Verify that:
 - The computer is in a RHEL multi-user state 3. To check whether the computer is in the multi-user state, enter:
who -r
 - You are using the correct tape for the tape drive on your system.

 **CAUTION:**
Use a new set of backup tapes for this CMSADM file system backup. Do NOT use the original set of factory backup tapes or provisioning backup tapes. Make sure that there are enough tapes for the new backup.

2. Log in as **root**.
3. Enter:

```
cmsadm
```

The system displays the **Avaya Call Management System Administration** Menu.

4. Enter the number associated with the `backup` option.

Depending on the configuration of your system, the system displays one of the following options:

- If only one tape drive is available on the system, go to Step 5.
- If more than one tape drive is available for use by the system, the system displays a list of tape devices. Enter a tape drive selection from the displayed list.

The system displays the following message:

```
Please insert the first cartridge tape into <device name>.  
Press ENTER when ready or Del to quit:^?
```


5. Press **Enter**.

The backup process begins. If more than one tape is required, the system displays the following message:

```
End of medium on "output".
Please remove the current tape, number it, insert tape number x,
and press Enter
```

6. If the system displays the message in Step 5, insert the next tape and allow it to rewind. When it is properly positioned, press **Enter**.
7. When the backup is completed, the system displays information according to the number of tapes that are required for the backup:

- If the number of tapes required is one, go to Step 10.

The system displays the following message:

```
xxxxxxx blocks
Backup Verification

xxxxxxx blocks

Please label the backup tape(s) with the date and the current CMS
version (rxxxxx.x)
```

- If the number of tapes required is more than one, the system displays the following message:

```
xxxxxxx blocks
Backup Verification
Insert the first tape
Press Return to proceed :
```

8. Insert the first tape to be used in the backup and press **Enter**. Wait for the LED on the tape drive to stop blinking before you remove the tape.
9. When prompted, repeat Step 8 for any additional tapes generated by the backup process. When the final tape is verified, the program displays the following message:

```
xxxxxxx blocks
Backup Verification

xxxxxxx blocks

Please label the backup tape(s) with the date and the current CMS
version (rXXXXXX.X)
```

10. Label all tapes with the:

- Tape number

Chapter 7: Maintaining the CMS software

- Date of backup
 - Current version of CMS
11. Set the tape write-protect switch to read-only and put the tapes in a safe location.
If you have problems performing a CMSADM backup, see [CMSADM backup problems](#) on page 233.

Checking the contents of the CMSADM backup tape

The system lists the files on the backup tape so you can determine if the backup has saved the correct information or verify that a particular file has been saved.

Note:

It can take a long time to display the file names on the backup tape.

1. Insert the first backup tape.
2. To list the files on the tape, enter the following command on a single line:

```
nohup cpio -ivct -C 10240 -I /dev/st# -M "Insert tape %d and press  
Enter" | tee
```

where *st#* is the device name.

The system displays a list of files.

3. If you are not sure of the device path, enter:

```
mt -f /dev/st# status
```

where **#** is the device name.

The device name is usually `/dev/st0`. However, the device name used depends on the drive's SCSI ID. Possible device names are:

<code>/dev/st0</code>	Indicates the first noncompressing tape drive with the lowest target address
<code>/dev/st1</code>	Indicates the second noncompressing tape drive with the second lowest target address

The following output is from a DAT 320 tape drive with the write-protect switch set to read-write:

```
SCSI 2 tape drive:
File number=0, block number=0, partition=0.
Tape block size 0 bytes. Density code 0x4d (no translation).
Soft error count since last status=0
General status bits on (41010000):
  BOT ONLINE IM_REP_EN
```

The following output is from a DAT 160 tape drive with the write-protect switch set to read-only:

```
SCSI 2 tape drive:
File number=-1, block number=-1, partition=0.
Tape block size 0 bytes. Density code 0x0 (default).
Soft error count since last status=0
General status bits on (4050000):
  WR_PROT DR_OPEN IM_REP_EN
```

4. After you have seen the files you are looking for or have confirmed that data on the tape is accurate, press **Delete** to stop the display.

Backing up CMS to a USB storage device

This section contains the following topics:

- [Configuring and Connecting a USB storage device](#) on page 156
- [Verifying the USB storage device is recognized by the CMS server](#) on page 156
- [Mounting a USB storage device](#) on page 159
- [Unmounting a USB storage device](#) on page 160

- [Administering a Backup/Restore Device for a USB storage device](#) on page 160
- [Performing a CMSADM backup to a USB storage device](#) on page 160
- [Performing a CMS Maintenance Back Up of data to a USB storage device](#) on page 162
- [Checking the contents of the CMSADM backup to USB](#) on page 162

Configuring and Connecting a USB storage device

The customer is responsible for the proper configuration of the USB storage device and connectivity to the CMS server. CMS servers running RHEL only support USB Removable Mass Storage devices formatted using the `ext4` file system. RHEL can detect USB storage devices formatted with other file system types but CMS only supports the `ext4` file system. If your USB storage device is formatted with any file system type other than `ext4`, you need to reformat the device using `ext4`. You must format the USB storage device as RHEL does not support an unformatted USB storage device to be mounted.

Note:

You cannot use CMS to manage the filesystem on the USB device or NFS mounts. CMS will continue to write backups to the device until all space is used up. The customer is responsible for taking care of all *file rotation* activities. In this manner, a customer with an extra large NFS area could save 20 copies of the CMSADM backup for their system, whereas a customer with a small USB stick might only want to keep 2 copies on that device.



Important:

Avaya recommends that customers with large CMS configurations such as Dell R720, Dell R730, HP DL380P G8, and HP DL380P G9 *do not* use USB Storage devices for data backups. It is the responsibility of the customer to ensure that the CMS server detects the USB storage device and users can perform read and write operations to and from the USB storage device. This document provides information as a reference to aid in troubleshooting USB storage device recognition issues but you should *not* contact Avaya to resolve any issues with your USB storage devices. Instead, contact your system administrator to resolve any USB storage device issues. Ensure you can write to and read from the installed USB storage devices before performing any Maintenance or CMSADM backups.

Verifying the USB storage device is recognized by the CMS server

Output from the `fdisk` command provides information that is needed to mount the USB storage device.

1. Insert the USB storage device.

2. Enter: **fdisk -l**

The output of the `fdisk` command is similar to the following:

```

Disk /dev/sda: 598.9 GB, 598879502336 bytes
255 heads, 63 sectors/track, 72809 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk identifier: 0x0002a1a9

   Device Boot      Start         End      Blocks   Id  System
/dev/sda1  *            1           73     586341   83  Linux
/dev/sda2                74        1318     9999565+  83  Linux
/dev/sda3           1318        2563    10000000   83  Linux
/dev/sda4           2563       72810    564257326   f   W95 Ext'd (LBA)
/dev/sda5           2563       3559     7999999+  82  Linux swap / Solaris
/dev/sda6           3559      26659    185546874+  83  Linux
/dev/sda7          26659      30643    31999999+  83  Linux
/dev/sda8          30643      33879    25999999+  83  Linux
/dev/sda9          33879      35871    15999999+  83  Linux
/dev/sda10         35871      37358    11937499+  83  Linux
/dev/sda11         37358      72810    284772950+  83  Linux

Disk /dev/sdb: 64.7 GB, 64692944896 bytes
64 heads, 32 sectors/track, 61696 cylinders
Units = cylinders of 2048 * 512 = 1048576 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk identifier: 0x00000000

```

Note:

On Linux® systems, the USB disk path is similar to `/dev/sdx` as shown in this output.

- Determine the size and available disk space of a USB storage device. Refer to *Avaya CMS Administration* for information on how to determine the amount of space needed for a maintenance backup of data.

Note:

Do not run this command if a backup is running since the device is already under heavy use.

Enter: **df -k1**

The output of the `df -k1` command is the following:

Filesystem	1K-blocks	Used	Available	Use%	Mounted on
/dev/sda2	9842412	2389400	6953036	26%	/
tmpfs	8142556	204	8142352	1%	/dev/shm
/dev/sda1	577096	43340	504440	8%	/boot
/dev/sda3	9842848	472048	8870800	6%	/cms
/dev/sda7	31497112	181064	29716052	1%	/export/home
/dev/sda10	11750104	725392	10427840	7%	/opt
/dev/sda6	182634796	846752	172510704	1%	/storage
/dev/sda9	15748504	178188	14770320	2%	/tmp
/dev/sda8	25591516	284664	24006856	2%	/var
/dev/sdb	62185452	3819768	55206852	7%	/CMS_Backup

Note:

If multiple USB storage devices are installed but the system does not display some devices with the `df -k1` command, then the USB storage device is probably not formatted properly. Contact your system administrator to correctly configure the USB storage device. The information below is for reference only and should only be performed by experienced personnel.



CAUTION:

Formatting a USB storage device will overwrite all data on the USB storage device and all data will be lost. Be sure you are certain you want to remove all data on the USB storage device. If you do not want to remove the data on the USB storage device, replace the USB storage device with a different USB device that can be formatted, and restart this procedure from [Step 2](#).

- a. To change to the root directory, enter:

```
cd /
```

- b. To create the `ext4` filesystem on the USB storage device, enter:

```
mkfs -t ext4 /dev/sdx
```

where

`/dev/sdx` is the disk path found with the `fdisk` command.

Example:

```
mkfs -t ext4 /dev/sdb
```

**WARNING:**

No warnings are given about overwriting old data. Do not run this command unless you are sure you do not want any data from the USB stick.

4. Mount the USB storage device by performing the following steps:
 - a. Create the mount point if the mount point does not exist, enter:

```
mkdir /{mount_point}
```

Example: `mkdir /CMS_Backup`

- b. To mount the USB storage device, enter:

```
mount /dev/sdx /{mount_point}
```

where `/dev/sdx` is the disk path.

Example: `mount /dev/sdb /CMS_Backup`

- c. To verify the USB storage device is mounted, enter:

```
ls -l /{mount_point}
```

Example: `ls -l /CMS_Backup`

The USB storage device directory should display the following message:

```
drwx-----. 2 root root 16384 <timestamp> lost+found
```

5. Verify files can be written to and read from the USB storage device by creating a file on the USB storage device and accessing the file from the USB storage device.

Note:

You need to update read and write permissions for the backup directories just created so that system and data backups can be performed by any user authorized to run these backups.

Mounting a USB storage device

1. Insert the USB storage device.
2. To mount the USB storage device, enter:

```
mount {mount_point}
```

Example:

```
mount /CMS_Backup
```

Note:

Avaya recommends that you create the USB mount points in the root directory to prevent problems due to administrators misplacing or forgetting mount point information.

Unmounting a USB storage device

1. To unmount the USB storage device, enter:

Enter: `umount /CMS_Backup`

Note:

USB storage devices used by timetables and backups must be mounted for them to function properly. Remember to remount all non-tape Backup/Restore Devices after any reboot of the system.

Administering a Backup/Restore Device for a USB storage device

A Backup/Restore Device must be administered before a CMSADM or Maintenance backup to a USB storage device can be performed.

Note:

The Backup/Restore Devices screen limits the length of the path name that can be entered so keep the directory names as short as possible.

1. Open the CMS main menu and select **Maintenance > Backup/Restore Devices**. The Maintenance Backup/Restore Devices screen is displayed.

- a. Enter a Device name.
- b. Enter the Path of the USB storage device.

Example: `/CMS_Backup`

- c. Enter a Description.
- d. Select the Device Type **Other**.
- e. Select **Add**.

If the USB storage device path entered does not exist, a message similar to the following will be displayed:

```
Path not valid for type "Other".
Press return to continue:
```

To resolve this issue, be sure the USB storage device is accessible and the directory path exists.

- f. To view the administered backup devices, select **List devices**.

Performing a CMSADM backup to a USB storage device

1. Verify that:

- The computer is in a multi-user state (2 or 3). To check whether you are in the multi-user state, enter:

```
who -r
```

- The USB storage device is installed and configured.
- To determine the size and available disk space of the USB storage device, enter:

```
df -k1
```

**CAUTION:**

Ensure the USB storage device has enough space for this CMSADM system backup.

2. Log in as root.
3. Enter:

```
cmsadm
```

The system displays the Avaya Call Management System Administration Menu.

4. Enter the number associated with the backup option.

Depending on the configuration of your system, the system displays the following options:

```
Choose a backup device:
  1) Tape
  2) Other
Enter choice (1-2) or q to quit:
```

5. Select the number for the **Other** option.
6. Enter the Path of the USB storage device (the path must not be located on the CMS disk).

Example: /CMS_Backup

7. The CMSADM back up begins. To monitor the progress of the CMSADM backup, enter:

```
tail -f /cms/install/logdir/backup.log
```

When the backup is completed, the system displays messages similar to the following:

```
9399920 blocks
Backup Verification
9399920 blocks

Backup file is located at /CMS_Backup/CMSADM-rxxxx.x-120330010438-trex
```

8. Avaya recommends that CMSADM backup files written to USB storage devices be saved to another location for disaster recovery.

Performing a CMS Maintenance Back Up of data to a USB storage device

1. From the CMS main menu select **Maintenance > Back Up Data**.

The Maintenance Backup Data screen is displayed.

2. Select **List devices** to view the available backup devices.
3. Press **F5** to close the list of devices window.
4. Enter the USB storage Device name.
5. Select **Run** to perform the Maintenance Back Up of Data.

If the Verification field is set to *y*, the system displays the following message:

```
WARNING: Your named device "{mount_point}" is not a tape storage
Device and you have requested a tape verification. If
you choose to continue, the verify request will
be ignored.
Enter yes to continue or no to cancel.
Enter y or Y for yes, n or N for no:
```

6. Select **y** to continue.
7. The Maintenance back up of data begins. You can monitor the progress of the data backup by entering:

```
tail -f /cms/maint/backup/back.log
```

Messages similar to the following will be written to the `/cms/maint/backup/back.log` when the backup successfully completes.

```
state: 1
/cms/install/bin/compress_backup successfully finished:
<Day>,<timestamp>
error:
status: Last backup finished >, <timestamp>.
state: 0
```

8. Avaya recommends that CMS Full Maintenance backup files written to USB storage devices be saved to another location for disaster recovery.

Checking the contents of the CMSADM backup to USB

The system lists the files on the USB storage device so you can determine if the backup has saved the correct information or verify that a particular file has been saved.

Note:

It can take a long time to display the file names on the USB storage device.

To check the contents of the CMSADM backup to a USB storage device:

1. Insert the USB storage device.
2. To list the files on the USB storage device, enter:

```
ls -l /{mount_point}
```

Example: `ls -l /CMS_Backup`

3. To list the individual CMSADM files on the USB storage device, enter the following command on a single line:

```
cpio -ivct -C 10240 -I /{mount_point}/<CMSADM_filename> | more
```

where <CMSADM_filename> is the filename of the CMSADM backup file of interest.

Example: `cpio -ivct -C 10240 -I /CMS_Backup/
CMSADM-r18ab.t-121116151708-digger | more`

Note: The name of the CMSADM backup file identifies the following:

Type of backup: CMSADM

CMS version at the time of the backup: r18ab.t

Date of the backup: 121116 (yyymmdd)

Unique identifier of the backup: 151708

CMS hostname: digger

4. After you have seen the files you are looking for or have confirmed that data on the USB storage device is accurate, press **Delete** to stop the display.

Backing up CMS to a network mount point

This section contains the following topics:

- [Configuring and Connecting to a network mount point](#) on page 163
- [Administering a Backup/Restore Device for a network mount point](#) on page 175
- [Performing a CMSADM backup to a network mount point](#) on page 176
- [Performing a CMS Maintenance Back Up of data to a network mount point](#) on page 177
- [Checking the contents of the CMSADM backup to a network mount point](#) on page 178

Configuring and Connecting to a network mount point

The customer is responsible for the proper configuration of network mount points and connectivity to CMS.

Important:

Contact your system administrator before creating any shared mount points or network mount points. It is the responsibility of the customer to determine if any security violations will be made by creating share points and allowing other systems on the network to access the share points. Creating and sharing mount points should only be performed by experienced personnel.

It is the responsibility of the customer to ensure that CMS detects the network mount point and users can perform read and write operations to and from the network mount point. This document provides information as a reference to aid in troubleshooting network mount point recognition issues but you should NOT contact Avaya to resolve any issues with your network mount points. Instead, contact your system administrator to resolve any network mount point issues. Be sure you can write to and read from network mount points before performing any Maintenance or CMSADM backups.

Configuring an NFS server

The customer is responsible for the proper configuration and connectivity between the NFS server and CMS server. The CMS server does not permit a CMSADM backup and a Maintenance backup to be performed simultaneously, even if multiple backup device types are administered. The following points must be kept in mind while using NFS mounted directories:

- The NFS mount point must be accessible from the CMS server.
- The NFS server must have enough disk space for the backup of data.
- The directory path used when administering an NFS Back Up Device must exist on the NFS server.

The following procedures will provide basic information about configuring a NFS server and CMS server to support NFS backups and restores:

- If the network server is Solaris, continue with [Configuring a mount point on a Solaris 10 NFS server](#) on page 165.
- If the network server is RHEL, continue with [Configuring a mount point on a Linux NFS server](#) on page 168.
- If the network server is on a VMware deployment, continue with [Configuring a mount point to a VMware datastore](#) on page 171.

Note:

You cannot use CMS to manage the filesystem on the USB device or NFS mounts. CMS will continue to write backups to the device until all space is used up. The customer is responsible for taking care of all *file rotation* activities. In this manner, a customer with an extra large NFS area could save 20 copies of the CMSADM backup for their system, whereas a customer with a small USB stick might only want to keep 2 copies on that device.

Configuring a mount point on a Solaris 10 NFS server

Perform the following steps on the Solaris network server.

Note:

These steps are *not* performed on the CMS server itself. They are performed on the NFS server which must be a separate, non CMS, customer provided Solaris computer.

The following table shows variables used in these procedures and the definition of those variables.

Variable	Definition
<i>network_server_mt_pt_dir</i>	Network server directory that will be mounted from the CMS server as an NFS mount point
<i>CMS_FQDN</i>	Fully qualified domain name of the CMS server

1. To create the network mount point, enter:

```
mkdir /network_server_mt_pt_dir
```

Example:

```
mkdir /store
```

2. Set the permissions for the *network_server_mt_pt_dir*, enter:

```
chmod 755 /network_server_mt_pt_dir
```

```
chown nobody:nobody /network_server_mt_pt_dir
```

Note:

Later, if you are unable to write to the network mount point on the CMS server indicated by a "Permission denied" message on the CMS server, you will need to set the owner and group to *nfsnobody*. Enter:

```
chown nfsnobody:nfsnobody /network_server_mt_pt_dir
```

3. To share the Solaris network server, edit */etc/dfs/dfstab* and add a line with the Solaris network server directory that will be shared:

- a. Enter:

```
vi /etc/dfs/dfstab
```

- b. Append the Solaris network mount point information to the bottom of the file:

```
share -F nfs -o rw=CMS_FQDN /network_server_mt_pt_dir
```

Example:

```
share -F nfs -o rw=lucy.acme.avaya.com /store
```

- c. Write and save the file.

Chapter 7: Maintaining the CMS software

4. Enable NFS network server:

```
svcadm -v enable -r network/nfs/server
```

5. To verify the network service is online, enter:

```
svcs | grep nfs
```

6. Restart NFS to activate the share, enter:

```
svcadm restart network/nfs/server
```

7. To share all administered mount points, enter:

```
shareall
```

8. To see what mount points are being shared, enter:

```
share
```

9. To unshare a single mount point, enter:

```
unshare /network_server_mt_pt_dir
```

10. To unshare all administered mount points, enter:

```
unshareall
```

Perform the following steps on the CMS server.

Note:

The Backup/Restore Devices screen limits the length of the path name that can be entered so keep the directory names as short as possible.

The following table shows variables used in these procedures and the definition of those variables.

Variable	Definition
<i>network_server_mt_pt_dir</i>	Network server directory where the CMS server will write and read backup data
<i>NS_backup_dir</i>	CMS directory for mounting the Network server directory

1. To create the network mount point directory, enter:

```
mkdir /NS_backup_dir
```

Example:

```
mkdir /nfsbu
```

2. To add the Solaris network mount point to */etc/fstab*, do the following steps:

- a. Enter:

```
vi /etc/fstab
```

**WARNING:**

Be very careful when you make changes to the `/etc/fstab` file. You *must not* change existing entries in this file as the system can fail to boot properly as a result of the changes you make.

- b. Append the Solaris network mount point information to the bottom of the file.

```
network_server:/network_server_mt_pt_dir /NS_backup_dir nfs
    rw,bg,soft,intr,nosuid 0 0
```

Example:

```
cms-store:/store /nfsbu nfs rw,bg,soft,intr,nosuid 0 0
```

- c. Write and save the file.
3. To mount the network server mount point directory, enter:

```
mount /NS_backup_dir
```

4. To change to the network server mount point directory, enter:

```
cd /NS_backup_dir
```

5. To list the contents of the network server mount point directory, enter:

```
ls -l
```

Note:

The contents of this directory should be the same as that of the directory contents of the actual network server mount point directory.

6. To determine the size and available disk space of the network server mount point directory, enter:

```
df -k
```

Note:

There should be adequate space to backup the data. The data compression rate is very high on most systems. Refer to *Avaya CMS Administration* for information on how to determine the amount of space needed for a maintenance backup of data.

7. To unmount a network server mount point directory, enter:

```
umount /NS_backup_dir
```

Note:

Network server mount points used by timetables and backups must be mounted for them to function properly. Remember to remount all non-tape Backup/Restore devices after unmounting.

8. Continue with [Administering a Backup/Restore Device for a network mount point](#) on page 175.

Configuring a mount point on a Linux NFS server

Perform the following steps on the Linux network server.

Note:

These steps are *not* performed on the CMS server itself. They are performed on the NFS server which must be a separate, non-CMS, customer provided Linux computer.

The following table shows variables used in these procedures and the definition of those variables.

Variable	Definition
<i>network_server_mt_pt_dir</i>	Network server directory that will be mounted from the CMS server as an NFS mount point
<i>CMS_FQDN</i>	Fully qualified domain name of the CMS server

Note:

These steps are *not* performed on the CMS server itself. They are performed on the NFS server which must be a separate, non-CMS, customer-provided RHEL computer.

1. To create the network mount point, enter:

```
mkdir /network_server_mt_pt_dir
```

Example:

```
mkdir /store
```

2. Set the permissions for the `network_server_mt_pt_dir`, enter:

```
chmod 755 /network_server_mt_pt_dir
```

```
chown nobody:nobody /network_server_mt_pt_dir
```

Note:

Later, if you are unable to write to the network mount point on the CMS server indicated by a "Permission denied" message on the CMS server, you will need to set the owner and group to `nfsnobody`. Enter:

```
chown nfsnobody:nfsnobody /network_server_mt_pt_dir
```

3. To allow other systems to access the network mount point, do the following steps:

- a. Enter:

```
vi /etc/exports
```


- b. Append the RHEL network mount point information to the bottom of the file:

```
/network_server_mt_pt_dir CMS_FQDN(rw, sync)
```

Example:

```
/store lucy.dr.avaya.com(rw, sync)
```

- c. Write and save the file.
4. To configure NFS and portmap to start on reboot:
 - a. Log in as **root**.
 - b. Enter:


```
ntsysv
```
 - c. A GUI interface is started. Scroll through the list provided and verify that the nfs and portmap options are selected. These two options should be marked with an x.
 - d. Enter TAB to highlight **OK**.
 - e. Click **OK**.
5. Starting the NFS service:

Note:

When the `/etc/exports` file is changed, it is necessary to stop and start the NFS server.

- a. If the NFS service is not running, enter:


```
/etc/init.d/nfs start
```
- b. If the NFS service is running, enter:


```
/etc/init.d/nfs restart
```
6. To verify the network service is running, enter:


```
service nfs status
```

Perform the following steps on the CMS server.

Note:

The Backup/Restore Devices screen limits the length of the path name that can be entered so keep the directory names as short as possible.

The following table shows variables used in these procedures and the definition of those variables.

Variable	Definition
<i>network_server_mt_pt_dir</i>	Network server directory where the CMS server will write and read backup data
<i>NS_backup_dir</i>	CMS directory for mounting the Network server directory

Note:

The Backup/Restore Devices screen limits the length of the path name that can be entered so keep the directory names as short as possible.

1. To create the network mount point directory, enter:

```
cd /  
mkdir /NS_backup_dir
```

Example:

```
mkdir /nfsbu
```

2. To add the RHEL network mount point to `/etc/fstab`, perform the following steps:

- a. Enter:

```
vi /etc/fstab
```



WARNING:

Be very careful when you make changes to the `/etc/fstab` file. You *must not* change existing entries in this file as the system can fail to boot properly as a result of the changes you make.

- b. Append the network mount point information to the bottom of the file:

```
network_server:/network_server_mt_pt_dir /NS_backup_dir nfs  
rw,bg,soft,intr,nosuid 0 0
```

Example:

```
cms-store:/store /nfsbu nfs rw,bg,soft,intr,nosuid 0 0
```

- c. Write and save the file.

3. To mount the network server mount point directory, enter:

```
mount /NS_backup_dir
```

4. To change to the network server mount point directory, enter:

```
cd /NS_backup_dir
```

5. To list the contents of the network server mount point directory, enter:

```
ls -l
```

Note:

The contents of this directory should be the same as that of the directory contents of the actual network server mount point directory.

6. To determine the size and available disk space of the network server mount point directory, enter:

```
df -k
```

Note:

There should be adequate space to backup the data. The data compression rate is very high on most systems. Refer to *Avaya CMS Administration* for information on how to determine the amount of space needed for a maintenance backup of data.

- To unmount a network server mount point directory, enter:

```
umount /NS_backup_dir
```

Note:

Network server mount points used by timetables and backups must be mounted for them to function properly. Remember to remount all non-tape Backup/Restore devices after unmounting.

Configuring a mount point to a VMware datastore

You can configure a mount point on a VMware deployment to do CMSADM and maintenance backups to a VMware datastore. Avaya recommends that you create a datastore dedicated to CMS backups and label it for CMS backups so it can be easily found if you have to do a restore.

**CAUTION:**

To create a mount point on a VMware deployment, you cannot create the mount point on the same datastore that the CMS software and database are installed. If the CMS datastore and the backups are on the same datastore and that datastore fails, you cannot restore the system.

Adding a hard disk to use as the backup datastore

- Start the vSphere client software on your PC.
- Log on to the vSphere client software.
- Select **Getting Started > Edit** virtual machine settings.
The system displays the Virtual Machine Properties screen.
- Select **Add**.
The system displays the Add Hardware screen.
- On the Device Type page, select **Hard Disk** and click **Next**.
- On the Select a Disk page, select **Create a new virtual disk** and click **Next**.
- On the Create a Disk page, set the following options:
 - For the **Disk Size** option, decide on how much data you have to back up and set the disk size to that amount. 200 GB is a good starting point.
 - Select **Thin Provision**.
 - Select **Specify a datastore or datastore cluster**.

Chapter 7: Maintaining the CMS software

8. Select **Browse** to display the available datastores or datastore clusters.
9. Select the datastore or datastore cluster created for CMS backups.



CAUTION:

Do not select the same datastore that the CMS software and database are installed. If the CMS datastore and the backups are on the same datastore and that datastore fails, you cannot restore the system.

10. Click **OK**.
The system displays the selected datastore or datastore cluster.
11. Click **Next**.
12. On the Advanced Options page, select **Independent** and **Persistent**.
13. Click **Next**.
14. On the Ready to Complete page, verify that the settings are correct.
15. Click **Finish**.
The new virtual hard disk is displayed on the Virtual Machine Properties screen.
16. Write down the name of the disk as shown in the **Disk File** field. This information is used when creating a mount point and when restoring the system. For example:

```
[backup-datastore] Call Management System R18/Call Management  
R18.vmdk
```

Configuring the mount point for a VMware virtual disk

1. Open a console terminal window.
2. Log on to the console.

3. Enter: **fdisk -l**

The output of the `fdisk` command is similar to the following:

```

Disk /dev/sda: 644.2 GB, 644245094400 bytes
255 heads, 63 sectors/track, 78325 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk identifier: 0x000842e4

   Device Boot      Start         End      Blocks   Id  System
/dev/sda1  *            1           73     583676+   83  Linux
Partition 1 does not end on cylinder boundary.
/dev/sda2                73        1379     10485756+   83  Linux
/dev/sda3             1379        2684     10485756+   83  Linux
/dev/sda4             2684       78326     607589376    f  W95 Ext'd (LBA)
/dev/sda5             2684       3729     8388604+    82  Linux swap / Solaris
/dev/sda6                3729        5003     10239996+   83  Linux
/dev/sda7                5003        9181     33554428+   83  Linux
/dev/sda8                9181       12575     27262972+   83  Linux
/dev/sda9             12575      14663     16777212+   83  Linux
/dev/sda10            14663      16222     12517372+   83  Linux
/dev/sda11           16222      78326     498847744   83  Linux

Disk /dev/sdb: 214.7 GB, 214748364800 bytes
255 heads, 63 sectors/track, 26108 cylinders
Units = cylinders of 16065 * 512 = 8225280 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk identifier: 0x00000000

```

Note:

On Linux® systems, the virtual disk path is similar to what is shown above as `/dev/sdb`.

4. Determine the size and available disk space of the new virtual hard disk. Refer to *Avaya CMS Administration* for information on how to determine the amount of space needed for a maintenance backup of data.
5. Enter:


```
df -k1
```

Note:

Do not run this command if a backup is running since the virtual hard disk is already under heavy use.

The output of the `df -k1` command is similar to the following:

Filesystem	1K-blocks	Used	Available	Use%	Mounted on
/dev/sda2	10190132	1280808	8385040	14%	/
tmpfs	8166828	0	8166828	0%	/dev/shm
/dev/sda1	558108	30884	498044	6%	/boot
/dev/sda3	10190132	327684	9338164	4%	/cms
/dev/sda7	32896876	49332	31169824	1%	/export/home
/dev/sda10	12189612	995764	10567980	9%	/opt
/dev/sda6	9948008	2924396	6511616	31%	/storage
/dev/sda9	16382884	61776	15482248	1%	/tmp
/dev/sda8	26704120	101176	25239796	1%	/var

6. Mount the virtual hard disk by performing the following steps:
 - a. Create the mount point if the mount point does not exist. Enter:

```
mkdir /MountPoint
```

Example: **mkdir /CMS_Backup**

- b. To mount the virtual hard disk, enter:

```
mount /dev/sdX /MountPoint
```

where `/dev/sdX` is the path for the virtual hard disk.

Example: **mount /dev/sdb /CMS_Backup**

- c. Enter the following commands to create the file system:

```
cd /
```

```
mkfs -t ext4 /dev/sdX
```

where `/dev/sdX` is the path for the virtual hard disk.

Example: **mkfs -t ext4 /dev/sdb**

- d. To verify the USB storage device is mounted, enter:

```
ls -l /MountPoint
```

Example: **ls -l /CMS_Backup**

The virtual hard disk directory should display the following message:

```
drwx----- . 2 root root 16384 <timestamp> lost+found
```

- e. Enter the following command after you have mounted the file system to confirm it is set up properly:

```
df -k1
```

The output of the `df -k1` command is similar to the following:

Filesystem	1K-blocks	Used	Available	Use%	Mounted on
/dev/sda2	10190132	1280812	8385036	14%	/
tmpfs	8166828	0	8166828	0%	/dev/shm
/dev/sda1	558108	30884	498044	6%	/boot
/dev/sda3	10190132	327688	9338160	4%	/cms
/dev/sda7	32896876	49332	31169824	1%	/export/home
/dev/sda10	12189612	995764	10567980	9%	/opt
/dev/sda6	9948008	2924396	6511616	31%	/storage
/dev/sda9	16382884	61776	15482248	1%	/tmp
/dev/sda8	26704120	101180	25239792	1%	/var
/dev/sdb	206293688	60684	195747244	1%	/CMS_Backup

7. Verify that files can be written to and read from the virtual hard disk by creating a file on the virtual hard disk and accessing the file from the virtual hard disk.

Note:

You need to update read and write permissions for the backup directories just created so that system and data backups can be performed by any user authorized to run these backups.

8. Add the following line at the end of `/etc/fstab` to automatically reset the mount point if the system reboot occurs:

```
/dev/sdb /CMS_Backup ext4 defaults 1 2
```

Administering a Backup/Restore Device for a network mount point

The user must administer a Backup/Restore device before a CMSADM or Maintenance backup to a network mount point can be performed.

Note:

The Backup/Restore Devices screen limits the length of the path name that can be entered so keep the directory names as short as possible.

1. Open the CMS main menu and select **Maintenance > Backup/Restore Devices**. The Maintenance Backup/Restore Devices screen will be displayed.
 - a. Enter a Device name.
 - b. Enter the Path of the network mount point.

```
/NS_backup_dir/CMS_hostname
```

Example: `/nfsbu/digger`

Note:

The `/NS_backup_dir/CMS_hostname` directory must exist on the network server.

- c. Enter a Description.
- d. Select the Device Type **Other**.
- e. Select **Add**.

If the directory does not exist on the network server a message similar to the following will be displayed:

```
Path not valid for type "Other".  
Press return to continue:
```

To resolve this issue be sure the network server is mounted and the directory exists on the network server.

- f. To view the administered backup devices, select **List devices**.

Performing a CMSADM backup to a network mount point

1. Verify that:
 - The computer is in multi-user state (2 or 3). To check whether you are in the multi-user state, enter:
who -r
 - The network directory is installed and configured.
 - To determine the size and available disk space of the network mount point, enter:
df -k



CAUTION:

Ensure the network mount point has enough space for this CMSADM system backup.

2. Log in as root.
3. Enter:

```
cmsadm
```

The system displays the **Avaya Call Management System Administration** Menu.

4. Enter the number associated with the backup option.

Depending on the configuration of your system, the system displays the following options:

```
Choose a backup device:
 1) Tape
 2) Other
Enter choice (1-2) or q to quit:
```

5. Enter the number associated with the backup option.
6. Select the number for the **Other** option.
7. Enter the path of the mounted CMS (the path must not be located on the CMS disk).

/NS_backup_dir/CMS_hostname

Example: /nfsbu/digger

8. The CMSADM back up begins. To monitor the progress of the CMSADM backup, enter:

tail -f /cms/install/logdir/backup.log

When the backup is completed, the system displays messages similar to the following:

```
==== Begin backup <timestamp>

Converter started <timestamp>
Converter completed successfully <timestamp>
xxxxxx blocks

==== Finished backup <timestamp>
```

9. Avaya recommends that you save CMSADM backup files written to network directories to another location for disaster recovery.

Performing a CMS Maintenance Back Up of data to a network mount point

1. From the CMS main menu select **Maintenance > Back Up Data**
The **Maintenance Backup Data** screen is displayed.
2. Select **List devices** to view the available backup devices.
3. Press **F5** to close the list of devices window.
4. Enter the network directory name.

5. Select **Run** to perform the Maintenance Back Up of Data.

If the Verification field is set to **y** the system displays the following message:

```
WARNING: Your named device "/CMS_Backup/CMS_hostname" is not a tape
storage
Device and you have requested a tape verification. If
you choose to continue, the verify request will
be ignored.
Enter yes to continue or no to cancel.
Enter y or Y for yes, n or N for no:
```

6. Select **y** to continue.
7. The Maintenance back up of data begins. You can monitor the progress of the data backup by entering:

```
tail -f /cms/maint/backup/back.log
```

The system writes messages similar to the following to the `/cms/maint/backup/back.log` when the backup successfully completes:

```
status: Updating backup history ...
state: 1
/cms/install/bin/compress_backup successfully finished: <timestamp>
error:
status: Last backup finished <timestamp>.
state: 0
```

Checking the contents of the CMSADM backup to a network mount point

The system lists the files on the network mount point so you can determine if the backup has saved the correct information or verify that a particular file has been saved.

Note:

It can take a long time to display the file names on a network mount point.

To check the contents of the CMSADM backup to a network mount point:

1. To list the files on the network mount point, enter:

```
ls -l /NS_backup_dir/CMS_hostname
```

- To list the individual CMSADM files on the network mount point, enter the following command on a single line:

```
cpio -ivct -C 10240 -I /NS_backup_dir/CMS_hostname/  
<CMSADM_filename> | more
```

where <CMSADM_filename> is the filename of the CMSADM backup file of interest.

```
Example: cpio -ivct -C 10240 -I /nfsbu/digger/  
CMSADM-r18aa.w-120717150230-digger | more
```

where the name of the CMSADM backup file identifies the following:

Type of backup: CMSADM

CMS version at the time of the backup: r18aa.w

Date of the backup: 120717 (yymmdd)

Unique identifier of the backup: 150230

CMS hostname: digger

The system displays a list of files.

- After you have seen the files you are looking for or have confirmed that data on the network mount point is accurate, press **Delete** to stop the display.

Changing the system date and time

This section describes how to change the UNIX system date and time. For example, a change due to daylight savings time.

This section includes the following topics:

- [Checking the RHEL system date and time](#) on page 179
- [Setting the system date and time](#) on page 180
- [Setting the system country and time zones](#) on page 180

Checking the RHEL system date and time

To verify that the system time is correct:

- Enter:
date
- If the system time is correct there is no need to proceed further with this procedure. If the system time is not correct, continue with [Setting the system date and time](#) on page 180.

Setting the system date and time

Do the following steps to change the Linux system time:

1. Turn off the CMS software.
2. Log in as **root**.
3. Enter the root password.
4. Set the time and date by entering:

```
date mmddHHMM[yyyy]
```

Example:

- **mm** (month): Enter the month (numeric). Range: 1-12 (1=January, 2=February, and so on).
 - **dd** (day): Enter the day of the month. Range: 1-31
 - **HH** (hour): Enter the hour of day, military time. Range: 00-23.
 - **MM** (minute): Enter the minute of the hour. Range: 00-59.
 - **[yyyy]** (year): Entering the year is optional. Enter the year, with all four digits (for example, 2000).
5. Continue with [Setting the system country and time zones](#) on page 180.
 6. Turn on the CMS software.

Setting the system country and time zones

To set the country and time zones:

1. Log in as root and enter the root password.
2. Enter:

```
vi /etc/sysconfig/clock
```

3. Edit the **/etc/sysconfig/clock** file and set the ZONE variable to equal the appropriate value.

For example:

Modify the file by entering ZONE="America/Denver".

```
ZONE="America/Denver"
```

Note:

For more information on time zones, see [Changing the time zone](#) on page 181.

4. Save and quit the file by pressing **Esc** and entering:

```
:wq!
```

5. Reboot the machine by entering:

```
/usr/sbin/shutdown -r now
```

Changing the time zone

1. Log in to the system as root.
2. Check which time zone your machine is currently using. Enter:

```
date
```

The output of the `date` command is shown in the following example:

```
Mon 17 Jan 2005 12:15:08 PM PST
```

In this example, the current time zone of the system is PST.

3. Change to the directory `/usr/share/zoneinfo`. There is a list of time zone regions in this directory. Choose the most appropriate region. If you live in Canada or United States of America, this directory is the **America** directory.
4. Back up the previous time zone configuration by copying it to a different location. Enter:


```
mv /etc/localtime /etc/localtime-old
```
5. Create a symbolic link to the appropriate time zone from `/etc/localtime`. For example:


```
ln -sf /usr/share/zoneinfo/Europe/Amsterdam /etc/localtime
```
6. If you have the `rdate` utility, update the current system time. For example:


```
/usr/bin/rdate -s time-a.nist.gov
```
7. Set the ZONE entry in the file `/etc/sysconfig/clock` file.
For example: **America/Los_Angeles**
8. Set the hardware clock. Enter:

```
/sbin/hwclock --systohc
```

Working with RHEL rpms

When you upgrade your CMS software, or administer a new CMS installation, you may need to:

- Verify what RHEL rpms are currently installed
- Install a RHEL rpm
- Remove one or more RHEL rpms

This section includes the following topics:

- [Installing RHEL rpms](#) on page 182
- [Checking installed RHEL rpms](#) on page 185
- [Removing a RHEL rpm](#) on page 186

Installing RHEL rpms

1. Load the Avaya Call Management System software disc into the disc drive.
2. Change to the root directory, enter:

```
cd /
```

3. Mount the disc drive. Enter:

```
mount /dev/dvd /mnt
```

The system displays the following message:

```
mount: block device /dev/sr0 is write-protected, mounting read-only
```



CAUTION:

You must turn off CMS in order to install the RHEL Linux® rpms.

4. Enter:

```
cmssvc
```

The system displays the **CMSSVC** Menu.

5. Enter the number associated with the **run_cms** option.
6. Enter the number associated with the Turn off both **CMS** and **IDS** option.

The system returns to the command prompt.

7. Run the rpm update script. Enter:

```
/mnt/rpm_update
```

The system displays one of the following messages:

- If there are Linux® rpms to install, the system displays the following messages:

```
RPM updates started: <timestamp>
RPM Updates for CMS R18 created <date>

Loaded plugins: security
cms_approved | 1.3 kB 00:00 ...
cms_approved/primary | 718 kB 00:00 ...
cms_approved 1102/1102
NetworkManager.x86_64 1:0.8.1-34.el6_3 cms_approved
NetworkManager-glib.x86_64 1:0.8.1-34.el6_3 cms_approved
NetworkManager-gnome.x86_64 1:0.8.1-34.el6_3 cms_approved
.
.
.
yum-rhn-plugin.noarch 0.9.1-49.el6 cms_approved 79 k
There are XXX rpm packages to update.
Update process will take approximately YY Minutes to complete
The above shows the rpms that will be updated. This process will
apply the updates then reboot the system to assure sanity.
WARNING: Not applying these updates could cause issues with
running the newer CMS load.
Do you want to continue? [y/n]
```

Note:

This message contains an estimate of the amount of time needed to install the RHEL (Linux®) rpms. Ignore messages associated with the `/var/cms/spatches/yum.log` file as this file is created during the initial rpm installation.

 **Important:**

You need to monitor the system during the rpm installation process to ensure that the installation of the rpms does not halt. When the rpm installation process completes, the system automatically reboots into multiuser mode and displays a login prompt.

- If there are no RHEL (Linux®) rpms to install, the system displays the following message:

```
RPM updates started: <timestamp>
RPM Updates for CMS R18 created <date>
Loaded plugins: security
cms_approved | 1.3 kB 00:00 ...
No rpm updates are required. Quitting rpm_update.
```

8. If there are no Linux® rpms to install, continue with Step 12.



CAUTION:

If you cancel the installation of RHEL (Linux®) rpms, you must install them before upgrading CMS. To cancel installation of the RHEL (Linux®) rpms, enter n.

9. To install the RHEL (Linux®) rpms, enter y.

The system displays the following messages:

```
Loaded plugins: security
Setting up Update Process
Resolving Dependencies
--> Running transaction check
---> Package NetworkManager.x86_64 1:0.8.1-33.el6 will be updated
---> Package NetworkManager.x86_64 1:0.8.1-34.el6_3 will be an update
.
.
.
Transaction Summary
=====
Install 1 Package(s)
Upgrade 129 Package(s)
Total download size: 166 M
Downloading Packages:
.
.
.
Complete!
All RPM updates applied successfully
Stopping sshd: [ OK ]
Starting sshd: [ OK ]
post-update changes for SAL support completed.
Rebooting the system now.
```

Note:

The rpm installation takes at least the amount of time that was estimated earlier in the procedure. After the rpms are installed, the system reboots into multi-user mode and displays a login prompt.



Important:

Do not halt the system.

10. Log in to the system as **root**.
11. Verify that all the Linux® rpms are installed. Enter:

tail -10 /var/cms/spatches/yum.log

Verify that the system displays the following message:

```
All RPM updates applied successfully
```


Note:

If the installation procedure fails for any of the rpms, the system displays the following message:

```
- Customers in the US should call the CMS Technical Services Organization at
1-800-242-2121
- Customers outside the US should contact your Avaya representative or distributor.
```

If the system displays this message, continue with this procedure and the remaining CMS base load upgrade procedures. When the upgrade is complete, notify your CMS support organization as prompted by the system.

12. Verify that IDS is running. Enter:

cmssvc

The system displays the **CMSSVC** menu. If the system first displays the following text, then IDS is not running:

```
cmssvc: Warning IDS off-line. It will take approx 45 seconds to
start cmssvc. IDS can be turned on with the run_ids command on the
cmssvc menu
```

13. Select the **run_ids** option.

- If IDS is running, the system displays the following:

```
IDS is already up and running
```

- If IDS is not running, select the **Turn IDS on** option.

The system starts IDS and returns to the command prompt.

14. Run Avaya security script with the command `cms_sec`.

For information about the instructions to run Avaya security script, refer Chapter 4 Configuring the RHEL operating system, section Installing the Avaya security script.

Checking installed RHEL rpms

To check the RHEL rpms:

1. Enter:

rpm -qa

The system displays a list of installed RPMs.

Removing a RHEL rpm

To remove a RHEL rpm:



CAUTION:

Remove a RHEL rpm only when instructed by Avaya Services or by a release letter.

1. Enter:

```
rpm -e package_name
```

The **package_name** is identified by Avaya Services or in the release letter.

2. If Avaya Services notes or personnel state a reboot is required, enter:

```
shutdown -r now
```

The system reboots.

Working with CMS patches

This section provides procedures for maintaining patches for CMS.

This section includes the following topics:

- [CMS patch requirements](#) on page 186
- [Installing CMS patches](#) on page 187
- [Removing CMS patches](#) on page 188

CMS patch requirements

The three occasions when you may have to install CMS patches are:

- During a factory installation
- Immediately after upgrading the CMS software
- In the field on an existing system to correct a problem with the original software.

Loading patches after an upgrade:

If you are loading patches immediately after upgrading your system, it is best to turn off the CMS software until you have the patches installed. The patches have different prerequisites for installation. Some require that the CMS software be turned off, others require that data collection be turned off, and still others require the CMS software to be in single-user mode. To be absolutely safe, and to help the upgrade proceed as quickly as possible, turn off the CMS software.

Loading patches as a bug fix:

If you are loading patches as part of a factory installation or on an existing system in the field without upgrading your base load, you can install the patches without turning the CMS software off. The system will display a message if you need to do anything special to accomplish the load.

The CMS patch **readme** file lists the run-level requirements for each patch.

Note:

The `auth_set` tool must have been run sometime in the past before you can install patches. Call the National Customer Care Center or your product distributor to have authorizations installed.

Installation of all available patches is recommended. If you believe that you should not be installing a particular patch, call the National Customer Care Center or consult with your product distributor before deciding to omit installation of a patch.

Installing CMS patches

Customers should contact their Avaya support organization or business partner regarding the installation of patches.

In the filenames shown in the procedure:

- Replace the `xx.y` string with the load name for the patch, for example, `fa.b`.
- Replace the `{n}` with the patch number for that load, for example, `3`.

For Linux systems:

1. Download `r18xx.y_cmsp{n}-l.bin` to `/tmp` on the CMS server.
2. Download `r18xx.y_cmsp{n}-l.md5` to `/` (the root directory) on the CMS server.
3. Enter the following commands to check the md5 sum of the downloaded file:


```
cd /
md5sum r18xx.y_cmsp{n}-l.bin
```
4. Verify that the md5 sum matches what was downloaded in the `.md5` file.
5. Turn off CMS.

6. Enter the following command to install the patch:

```
./r18xx.y_cmsp{n}-1.bin
```

Follow the prompts to install the patch.

7. Turn on CMS.

Removing CMS patches

To remove CMS patches:

1. Log in as **root**.
2. Enter:

```
cmsvc
```

The system displays the **CMSSVC** menu.

3. Enter the number associated with the `patch_rmv` option.

The system lists the patches that are installed on the system and prompts you to select a patch.

4. Type the name of the patch that you want to remove exactly as it is displayed in the list, and press **Enter**.

The system asks you to verify the removal.

5. Enter: **y**

The system displays messages similar to the following example for each patch that is removed:

```
@(#) backout patch 1.0 96/08/02

Removing patch package for cmspx-s:
. . . . .

Making package database consistent with restored files:
Patch x has been backed out.
```

Adding and removing users from password aging

If a password is aged, the user will be forced to change their password after a specified amount of time. All CMS and UNIX users are effected by the `passwd_age` option in the CMSADM menu unless they are added to the password aging exclude file. For more information about using the `passwd_age` option in the CMSADM menu, see [Using passwd_age](#) on page 131.

**CAUTION:**

Do *not* manually edit password files. Modify the password files using the procedures in this section. Incorrectly editing password files can result in the system having to be rebuilt back to factory standards.

This section includes the following topics:

- [Determining if a password is aged](#) on page 189
- [Excluding users from password aging](#) on page 190
- [Removing users from the password aging exclude file](#) on page 190
- [Aging specific passwords at different rates](#) on page 191

Determining if a password is aged

To determine if a password is being aged:

1. Enter:

```
passwd -S user_name
```

where *user_name* is the name of the user.

The system will display one of the following messages:

- If a new user has not created their password, the system displays the following message:

```
user1 LK <timestamp> 0 99999 7 -1 (Password locked.)
```

Note:

The user's password will not age unless it is created.

- If the user's password is not aged, the system displays the following message:

```
user1 PS <timestamp> 0 99999 7 -1 (Password set, SHA512 crypt.)
```

- If the user's password is being aged, the system displays the following message:

```
user1 PS <timestamp> 0 14 7 -1 (Password set, SHA512 crypt.)
```

Note:

The message includes the user name, the password status, the date the password was last changed, the minimum numbers of days required between password changes, the maximum number of days the password is valid, and the number of days the user will be warned before the password expires.

- If the user's password is locked, the system displays the following message:

```
user1 LK <timestamp> x xxxxx x xx (Password locked.)
```

Excluding users from password aging

It is recommended that you exclude specific users before turning password aging on in order to avoid additional password administration. You may need to exclude specific CMS or UNIX users from password aging. Some custom applications use CMS logins.

To exclude a specific password from being aged:

1. Log in to the system as **root**.
2. Determine the password status of the user by entering:

```
passwd -S user_name
```

where **user_name** is the name of the user. For more information, see [Determining if a password is aged](#) on page 189.

3. Enter:

```
cd /cms/db
```
4. Enter:

```
vi age_pw_exclude
```
5. Add the user name you want to exclude from password aging.
6. Save and close the file by pressing **Esc**. Then enter:

```
:wq!
```
7. If password aging was previously in effect for the user, enter:

```
passwd -x -1 user_name
```

where **user_name** is the name of the user, and

where **1** is the number one.

Removing users from the password aging exclude file

Users that have been added to the exclude file will not age. You can remove a specific user from the password aging exclude file. Users that are removed from the exclude file will age normally.

To remove a specific user from the exclude file:

1. Log in to the system as **root**.

- Determine the password status of the user by entering:

```
passwd -S user_name
```

where **user_name** is the name of the user. For more information, see [Determining if a password is aged](#) on page 189.

- Enter:

```
cd /cms/db
```

- Enter:

```
vi age_pw_exclude
```

- Remove the user name for the password you want to age.

- Save and close the file by pressing **Esc**. Then enter:

```
:wq!
```

- Enter:

```
passwd -x maxdays -w 7 user_name
```

where **maxdays** is the number of days before the password expires, and

where **user_name** is the name of the user you want to age.

Aging specific passwords at different rates

The password aging option in the CMSADM menu globally effects users. Individual users can have their passwords aged at different rates.

To age a specific user:

- Log in to the system as **root**.
- Determine the password status of the user by entering:

```
passwd -S user_name
```

where **user_name** is the name of the user. For more information, see [Determining if a password is aged](#) on page 189.

- Enter:

```
passwd -x maxdays -w warning user_name
```

where **maxdays** is the number of days before the password expires, and

where **warning** is the number of days a password aging warning is displayed before the password expires, and

where **user_name** is the name of the user you want to age.

Note:

The system will not display a password aging warning for users who only access CMS through Supervisor. Supervisor users will be prompted to enter a new password when their current password expires. Only users who access CMS through the command line will receive a warning message before their password expires.

Maintaining the chkDisks crontab

The chkDisks crontab runs each night and checks to see whether any potential or actual drive problems have been logged. For example, loss of the primary boot drive. The results of the search are mailed to the root user.

This section includes the following topics:

- [Verifying chkDisks](#) on page 192
- [Changing the chkDisks run time](#) on page 192
- [Canceling chkDisks](#) on page 193

Verifying chkDisks

To verify that `cron` is running:

1. Enter at the `#` prompt:

```
crontab -l
```
2. Check the listing to see that there is an entry for chkDisks.

Changing the chkDisks run time

The line tells the system to run chkDisks every day at 0 minutes past hour zero (12:00 AM). You can change that schedule by changing the first five fields as necessary. The fields, in order of appearance, are: minute, hour, day of the month, month of the year, and day of the week. An asterisk means “all legal values.” The `/olds/chkDisks` line in the `crontab` file is generally in the following format:

```
0 * * * * /olds/chkDisks > /dev/null 2>&1
```

For more information, see the manual (`man`) page for the `crontab` command.

Canceling chkDisks

To stop cron from running:

1. Enter at the # prompt:

```
crontab -e
```

2. With the file loaded in the editor, comment out the entry for chkDisks and write and quit the file.

Report Query Status

CMS R16.2 or later have added two types of report query logs. These logs track the queries made by historical reports and they show the queries that have completed and the queries that are currently being run. This information can be used to determine who is running what reports and if those report queries are affecting system performance.

Information about query logs

- Types of report query logs:
 - qlog: a log where entries are made upon query completion
 - idbm log: a log showing the query that is currently running
- These logs are always in operation implying that they do not need to be turned off/on
- Comparison between the report query logs
 - qlog has more detail, but is only updated after the report query has completed
 - idbm log shows currently running queries and is updated at completion of the query to add completion status
- Uses of report query logs
 - qlog can show past report execution to determine who ran queries and how long the queries took
 - idbm log can be used to determine what queries are running currently. This can be used to determine if a particular query is taking a long time and thus negatively impacting system performance.
 - Log information in either logs cannot be used to kill a particular report; it is debug information only
- qlog features

Chapter 7: Maintaining the CMS software

- Entries are made upon query/report completion
- Applies to historical report queries only
- Log entries have information about start time, user, run time, completion status, task ID and query text
- qlogs are stored in directory `/cms/db/log` as `qlog`, `qlog.01`, `qlog.02`, etc.
- CMS administers the size and number of qlog files in the file `/cms/db/LogAdmin/qlog` on the server
- Example entry:

```
<timestamp> USER=dsb123TIME=00:00 STATUS=0TASK=13018
QUERY=select vdn, starttime, intrvl, acdcalls, acdtime, abncalls,
busycalls,disccalls,incalls,othercalls from hvdn where row_date = 40432
and acd = 1order by vdn, starttime
```

- idbm log features

- The system makes entries for currently running queries.
- Applies to historical report queries only.
- IDBM stands for Informix Database Manager. These are the processes that interface with the historical database.
- Log entries contain information about start time, user and query text.
- The idbm logs are kept in the server in directory `/cms/db/log` as `idbm.'process ID'`. For example: `idbm.17`, `idbm.1001`, `idbm.13027`, etc.
- Example entry:

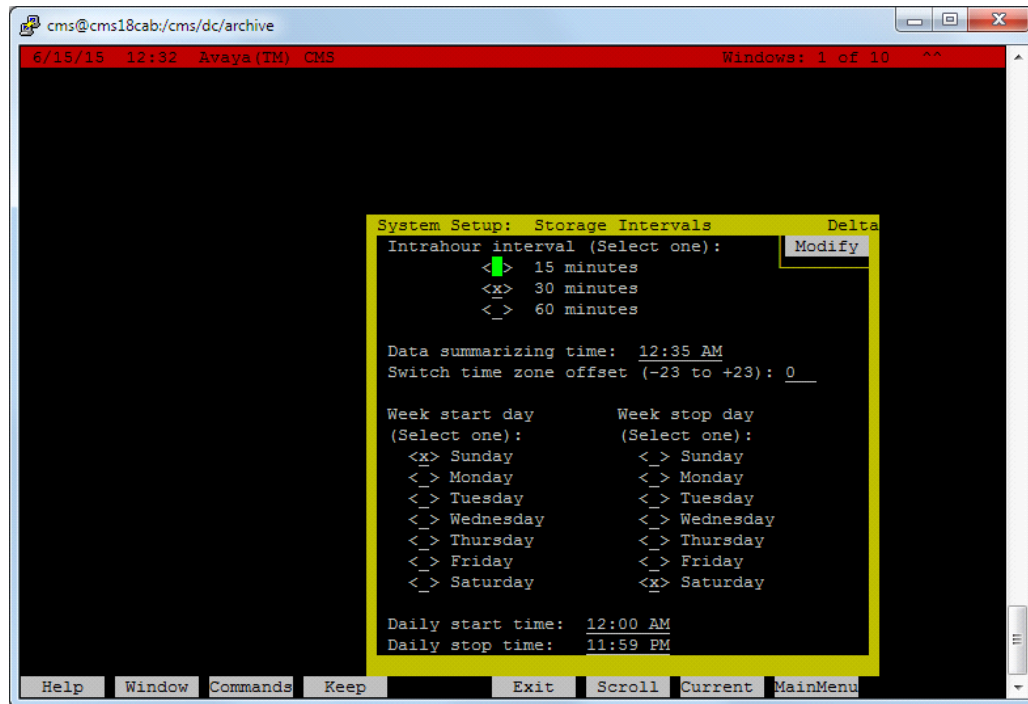
```
<timestamp> dsb123 select value, item_name from synonyms where
item_type='split' and acd_no=1
```

- If no query is running in that idbm process, the log will show the last query run along with its status.
- Example status entry:

```
<timestamp> STATUS=0
```

About the Archiving process

The **System Setup: Storage Intervals** window contains the information on when archiving takes place. See the following example:



In this example, the ACD default time zone is Eastern Standard Time. The daily archiver runs at 12:35 am Eastern Standard Time each day.

Archiving for all administered time zones for all tenants and ACDs runs at this same time each day.

The weekly archive runs two hours after the daily archive on Sunday each week. Sunday is the day after the weekly stop day of Saturday.

The monthly archive runs four hours after the daily archive on the first day of each month and creates the monthly archive for the previous month.

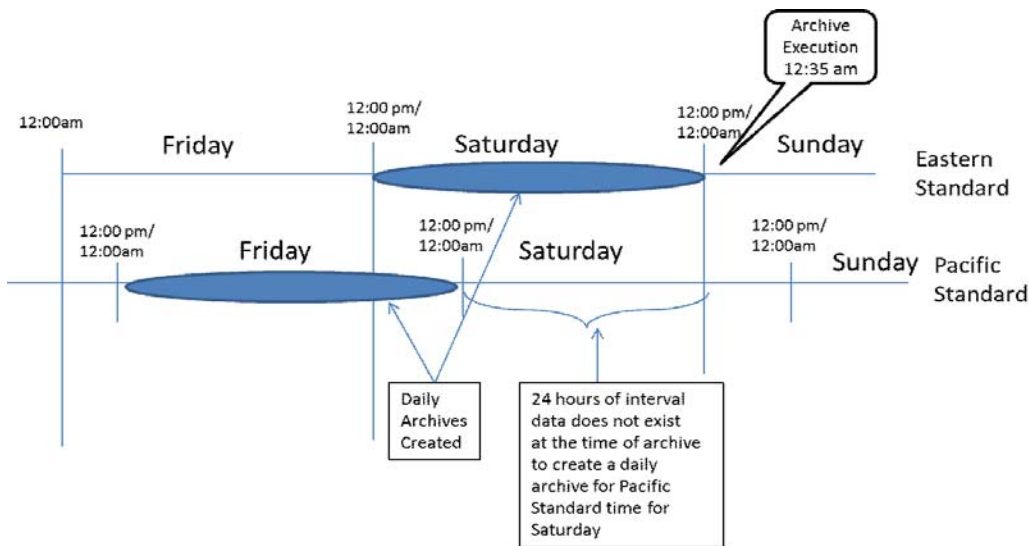
About time zone archiving with additional time zones

For daily archive to complete, a full 24 hours of interval data must be available for the ACD time zone and any other additional time zone. If a full 24 hours of interval data is not available for a particular time zone, the daily archiver will use the next oldest relevant range of interval data for the daily archive.

For example, the archiver is administered to run at 12:35 am Eastern Standard Time (EST). If a tenant is administered with the Pacific Standard Time (PST) zone, the actual time in PST is 8:35 am the previous day when the archiver runs at 12:35 am EST. This time is 4 hours earlier and implies that the previous day is not yet complete in PST.

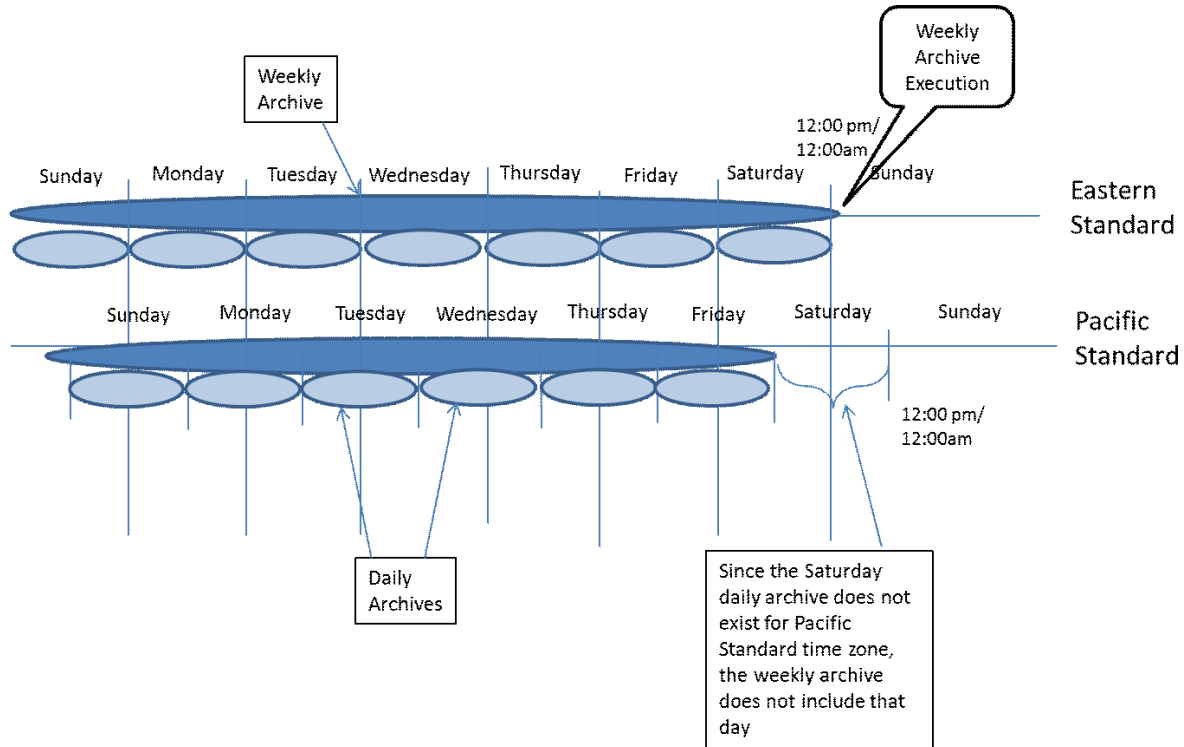
Therefore, when the daily archive runs at 12:35 am Eastern Standard Time on a Sunday, the full 24 hours for Saturday has not yet completed in the Pacific Standard Time Zone. The daily archive will complete for the 24 hour period of Saturday in Eastern Standard Time, but the daily archiver cannot complete archiving for the Pacific Standard Time zone since 24 hours of data does not yet exist for Saturday.

The daily archiver will use the next oldest 24 hour period for the Pacific Standard Time zone and create a daily archive for Friday. The result is that the daily archives of some time zones will lag behind the default time zone depending on the actual time differences that exist. See the following diagram:



The weekly archiver is run the day after the administered Week Stop Day and will run two hours after the daily archive on that day.

For weekly archiving, the previous seven daily archives are used, if available, to create the weekly archive. If all seven daily archives for the previous week are not available for the given time zone, the weekly archiver uses what is available. Thus, a weekly archive can be incomplete for some time zones. See the following example:



Monthly archiving is executed on the first day of the month, four hours after the daily archive for that day. Like the daily and weekly archives, if all the daily and weekly archives from the previous month are not available, the monthly archiver uses what is available for the given time zone. Depending on the timing of the monthly archive, some monthly archives can be missing some data.

To mitigate the lag in time zones, the **Data summarizing time** on the **System Setup: Storage Intervals** window can be changed.

Using the example of Eastern Standard (EST) and Pacific Standard Time (PST), if the **Data summarizing time** is changed from 12:35 am to 4:35 am, the daily archiver runs at 4:35 am EST. Thus, the previous day completes in PST and the daily archive for Saturday can be created for PST.

Since this type of change in **Data summarizing time** delays all archiving, customers must take care not to schedule archiving during peak busy hours. In this example, when the daily archive is set to 4:35 am, the weekly archive takes place at 6:35 am and the monthly archive at 8:35 am.

Chapter 8: Recovering a CMS server

This section provides the procedures for recovering data on a Call Management System (CMS) that has non-functioning hardware or software corruption. Personnel at the Avaya Services will need assistance from an on-site technician or the site's CMS administrator in order to perform most of the procedures in this chapter.

This section includes the following topics:

- [Using the nohup command](#) on page 199
- [Performing a CMS maintenance restore](#) on page 200
- [Recovering a mirrored system after disk failure](#) on page 206
- [Performing a CMSADM restore of a system](#) on page 210
- [Restoring a system without a CMSADM or system backup](#) on page 224
- [Restoring specific files from the CMSADM backup tape](#) on page 224

Using the nohup command

When executing commands that take a long time to complete, such as `cpio` commands, use the `nohup` command to ensure that the command completes without interruption if the data line disconnects.

An example of the `nohup` command is:

```
nohup cpio -icmudf -C 10240 -I <backup_media_path> "cms" | tee
```

where `backup_media_path` depends on the media type.

Examples:

Tape	/dev/st0
USB storage device	/CMS_Backup/<CMSADM_filename>
Network mount point	/NS_backup_dir/<CMSADM_filename>

When system reboots are required, verify that your terminal type is set correctly after the reboot.

Performing a CMS maintenance restore

This section describes how you can restore CMS data from a CMS maintenance backup. You can restore data from a full maintenance backup as well as from full/incremental maintenance backups.

**CAUTION:**

If you are performing this procedure because of a disk replacement or crash, refer to section [Recovering a mirrored system after disk failure](#) on page 206 before performing this procedure.

This section includes the following topics:

- [Data restore requirements](#) on page 200
- [Restoring data from a full maintenance backup](#) on page 201
- [Restoring data from a full and incremental maintenance backup](#) on page 202
- [Restoring data using a binary backup](#) on page 204
- [Using tapeless migration](#) on page 206

Data restore requirements

Before you perform a CMS maintenance restore, you must meet the following requirements depending on the type of data you wish to restore:

Data to be restored	System requirements
Historical and non-CMS	<ul style="list-style-type: none"> ● The CMS software can be in a multiuser state ● Data collection can be on
Local system administration	<ul style="list-style-type: none"> ● The CMS software must be in the single-user state ● Data collection must be turned off
ACD-specific administration	<ul style="list-style-type: none"> ● The CMS software must be in the single-user state ● Data collection can be on
CMS server administration	<ul style="list-style-type: none"> ● The CMS software must be in the single-user state ● Data collection can be on

Restoring data from a full maintenance backup

CAUTION:

Perform this procedure when only the full CMS maintenance backups are available. If an incremental maintenance backup is also available, see [Restoring data from a full and incremental maintenance backup](#) on page 202.

1. Load, install, or mount the most recent full maintenance backup media.

Note:

At this point the system will not contain any customer defined Backup/Restore Devices for USB storage devices or network mount points. If the backup media is on a USB storage device or network mount point you will need to create a Backup/Restore Device, using the CMS menu options **Maintenance | Backup/Restore Devices**, before the data can be restored. If the backup media is on a USB storage device refer to the section [Administering a Backup/Restore Device for a USB storage device](#) on page 160. If the backup media is on a network mount point refer to the section [Administering a Backup/Restore Device for a network mount point](#) on page 175.

2. From one of the windows at a console, log in to the system by using a CMS administrator login ID, for example, `su - cms`. Enter the correct password if prompted.
3. Enter `cms`

A series of prompts about system status may appear before the system displays the CMS main menu.
4. Enter the correct terminal type.
 - If the CMS version on the backup media is the same CMS version installed on the system then the data can be restored, continue with [Step 5](#).
 - If the CMS version on the backup media is the not the same CMS version installed on the system then the data needs to be migrated, continue with [Step 7](#).
5. Select the **Maintenance** option.
6. Select the **Restore Data** option.

In the `Restore from last backup (y/n)` field, enter: `n`

Continue with [Step 9](#).
7. Select the `System Setup` option.
8. Select the **R3 Migrate Data** option.

Continue with [Step 9](#).
9. Enter the Device name that you want to restore/migrate data from. This can be the name of the tape device, the NFS mount point or the USB storage device. You can get the device names by pressing **Enter**, selecting `List devices` and pressing **Enter** again.

10. For the remaining options, do not make any changes.
11. Press **Enter**, select **Run** and press **Enter** again.

Note:

To execute a Restore/Migrate operation, CMS has to be in single user mode and data collection for the switch has to be turned off.

12. The system restores/migrates the system administration data, ACD-specific data, historical data, and non-CMS data.

Note:

If the restore/migrate action fails, select **Maintenance > Error Log Report** to analyze the cause of failure.

13. Go to the Free Space Allocation window that is located in the CMS System Setup subsystem and verify that no adjustments need to be made. For more information about Free Space Allocation, see *Avaya Call Management System Administration*.

Restoring data from a full and incremental maintenance backup



CAUTION:

Perform this procedure only if both full and incremental CMS maintenance backups are available. If only a full maintenance backup is available, see [Restoring data from a full maintenance backup](#) on page 201.

1. Load, install, or mount the most recent full maintenance backup media.
2. From one of the windows at a console, log in to the system by using a CMS administrator login ID, for example **su - cms**. Enter the correct password if prompted.
3. Enter **cms**.
A series of prompts about system status may appear before the system displays the CMS main menu.
4. Enter the correct terminal type.
5. Depending on the type of data to be restored, it may not be necessary to perform Steps a or b. See the table in [Data restore requirements](#) on page 200 to determine which steps to perform.
 - a. To change the CMS software to single user mode:
 1. Select **System Setup - CMS State**.
The system displays the **CMS State** window.
 2. Enter an **x** in the `Single-user mode` field and press **Enter** twice.
 3. Press **F5** to return to the main menu.
 - b. Turn off data collection:

1. Select **System Setup - Data Collection**.
The system displays the **Data Collection** window.
2. Enter the name of the ACD.
3. Use **Tab** to move the `off` field and enter: **x**
4. Press **Enter**, select `Modify`, and press **Enter** again.
5. Repeat Steps 1 through 4 for each ACD.
6. Press **F5**.
The system displays the CMS main menu.

6. Select **Maintenance - Restore Data**.
7. In the **Restore Data** window, select the following options:

Item	Values specified or selected
Device name	Tape Device name USB storage device name Network Device name
Restore from last backup?	n
Restore historical data from	(leave blank)
ACDs to restore	All ACDs
Data to restore	Local System Administration data ACD-specific administration data Historical data Non-CMS data

8. Press **Enter**, select `Run`, and press **Enter** again.
9. When the full maintenance restore is finished:
 - a. Remove the full backup media and insert the most current incremental backup media.
 - b. Repeat Steps 7 and 8 as needed.
 - c. Continue with Step 10.
10. After the incremental restore is finished, press **F5**.
The system displays the CMS main menu.

11. Depending on the type of data to be restored, it may not be necessary to perform Steps a or b. See the table in [Data restore requirements](#) on page 200 to determine which steps to perform.
 - a. Turn data collection on:
 1. Select **System Setup - Data Collection**.
The system displays the Data Collection window.
 2. Enter the name of the ACD.
 3. Use the **Tab** key to move to the `On` field and enter: **x**
 4. Press **Enter**, select `Modify`, and press **Enter** again.
 5. Repeat Steps 1 through 4 for each ACD.
 6. Press **F5**.
The system displays the CMS main menu.
 - b. Take the CMS software out of single user mode:
 1. Select **System Setup - CMS State**.
The **CMS State** window displays.
 2. Enter an **x** in the `Multi-user mode` field and press **Enter** twice.
 3. Press **F5**.
The system displays the CMS main menu.
12. Select **Logout** and press **Enter**.
13. Go to the **Free Space Allocation** window that is located in the `CMS System Setup` subsystem and verify that no adjustments need to be made.

For more information about Free Space Allocation, see *Avaya Call Management System Administration*.

Restoring data using a binary backup

The binary restore procedure restores the entire database from the binary backup file. This procedure does not allow system data, call center administration data, or historical data to be restored individually which is similar to the LAN backup and restore process.

The binary backup file is used to restore the CMS database after a CMSADM restore has been performed which means that the binary backup file and CMSADM backup must have been created with the same version of CMS.

You can restore binary data from a tape, a USB storage device, or from a network mount point.

Restore database using a binary backup from tape

1. Log in to CMS as root.
2. Do one of the following:
 - If a CMSADM restore was performed to recover the system due to system failures, disk crashes, or power outages, continue with Step 3.
 - If a CMSADM restore was not performed to recover the system, continue with Step 6.
3. Insert the CMSADM backup tape into the tape drive.
4. Change to the root directory:


```
cd /
```
5. To restore custom reports, enter:


```
cpio -imudv -C 10240 -I /dev/st0 "cms/db/gem/c_custom/*" "cms/db/gem/h_custom/*" "cms/db/gem/r_custom/*"
```
6. Insert the binary backup tape into the tape drive.
7. To restore the database enter:


```
/cms/install/bin/db_restore <tape_device>
```

If a <tape_device> is not entered, the default device will be `/dev/st0`.

Restore database using a binary backup from a mount point

To restore a binary backup from a USB storage device or a network mount point, perform the following steps:

1. Log in to CMS as root
2. Do one of the following:
 - If you performed a CMSADM restore to recover the system due to system failures, disk crashes, or power outages, continue with Step 3.
 - If you performed a CMSADM restore to recover the system, continue with Step 6.
3. Mount the backup device containing the CMSADM backup.
4. Change to the root directory:


```
cd /
```

5. To restore custom reports, which are backed up as part of the CMSADM backup, enter the following command on a single line:

```
cpio -imudv -C 10240 -I {mount_point/CMSADM_filename} "cms/db/gem/  
c_custom/*" "cms/db/gem/h_custom/*" "cms/db/gem/r_custom/*"
```

where `backup_media_path` is dependent on the media type.

Example of `backup_media_paths`:

USB storage device	/CMS_Backup/<CMSADM_filename>
Network mount point	/NS_backup_dir/<CMSADM_filename>

6. If the mount point to the binary backup file does not exist, remount the mount point and verify it is accessible.

Note:

If a mount point does not exist perform one of the following steps to create the mount point:

- If the binary backup file is on a USB storage device refer to [Configuring and Connecting a USB storage device](#) on page 156.
- If the binary backup file is on a network server refer to [Configuring and Connecting to a network mount point](#) on page 163.

7. Execute the restore script:

```
/cms/install/bin/db_restore /<mount_point/<binary_backup_filename>
```

Using tapeless migration

Tapeless migration is necessary when upgrading from a system that has a tape drive to a new CMS R18 system that does not. In this case, the Remote Tape Migration (RTM) tool, which is available from downloads on the support site, is used to copy the CMS maintenance backup tape on the existing system to a file on the new system. Once this file is created, you can migrate data from that file. The use of the RTM tool is only performed once and when the migration is completed, the customer should perform backups using one of the supported tapeless backup options for the new system. For more on tape and non-tape device compatibility, see section "Tape Compatibility" in *Avaya CMS Upgrade Express*.

Recovering a mirrored system after disk failure

This section contains procedures for the recovery of a mirrored system after disk drive failure.

⚠ Important:

The system will need to be rebuilt to factory standards and any data will need to be restored if both disks in a matched pair fail. If this condition is met, see [Performing a CMSADM restore of a system](#) on page 210.

This section includes the following topics:

- [Prerequisites](#) on page 207
- [Recovering a system after a single disk fails](#) on page 207
- [Recovering a system after a pair of mirrored disks fail](#) on page 208

Prerequisites

Before you recover a mirrored system, perform the following tasks:

- Verify that the alternate boot device is set up.
- Search the output for Failed or Degraded device(s).
- Identify the faulty disk or disks. See [Determining which disks have failed](#) on page 207 for more information.
- The system must boot off of a functioning boot disk.

Recovering a system after a single disk fails

Use this procedure to recover a system after a single disk failure. The Dell and HP disks are hot-swappable.

1. Determine which disk should be replaced.
See [Determining which disks have failed](#) on page 207.
2. Attach an ESD wrist strap to the metal chassis of the computer and to your wrist.
3. Remove the faulty disk and replace it with a new disk.
The new disk will automatically synchronize.
4. Monitor the progress of the disk rebuilding by entering:

```
/olds/olds -synch_stat
```

Determining which disks have failed

Use this procedure to determine which disks have failed.

1. Enter the following command:

/olds/chkDisks

If no disks have failed, no results are displayed. If there are failures, you will see results similar to the following examples:

```
SEVERE ERROR: Enclosure 32, RAID Drive Slot 0 is in state Failed  
Possible Disk Errors! Please check /olds/log/err.log for details
```

```
RAID Drive state: missing harddrive(s)  
SEVERE ERROR: The logical device is degraded  
Possible Disk Errors! Please check /olds/log/err.log for details
```

2. Check the log file to determine which disks have failed.

Recovering a system after a pair of mirrored disks fail

Use this procedure to recover a system after a pair of mirrored disks fail. Refer to the table below to determine if a pair of mirrored disks have failed. The Dell and HP disks are hot-swappable.

Table 3: Dell R220 and R620 LOW mirrored disk pairs

Primary disk	Mirrored disk
slot 0	Unpaired

Table 4: Dell R620 MID and R630 mirrored disk pairs

Primary disk	Mirrored disk
slot 0	slot 1
slot 2	slot 3

Table 5: Dell R720 and R730 mirrored disk pairs

Primary disk	Mirrored disk
slot 0	slot 1
slot 2	slot 3
slot 4	slot 5
slot 6	slot 7

Table 5: Dell R720 and R730 mirrored disk pairs

Primary disk	Mirrored disk
slot 8	slot9
slot 10	slot 11

Table 6: HP DL380P G8 mirrored disk pairs

Primary disk	Mirrored disk
slot 1	slot 5
slot 2	slot 6
slot 3	slot 7
slot 4	slot 8

Table 7: HP DL380P G9 mirrored disk pairs

Primary disk	Mirrored disk
slot 1	slot 7
slot 2	slot 8
slot 3	slot 9
slot 4	slot 10
slot 5	slot 11
slot 6	slot 12

Determine which disks should be replaced. For more information on determining which disks should be replaced, see [Determining which disks have failed](#) on page 207.

If a mirrored pair of disks have failed on the Dell or HP platforms then the system has to be completely restored. Continue with [Performing a CMSADM restore of a system](#) on page 210 or Performing a LAN restore.

An example of a mirror pair disk failure on a Dell R620/R720 is that disks in slot 0 and slot 1 fail. Since disks in slot 0 and slot 1 are a pair of mirrored disks and a failure implies that a complete system restore is needed, you must continue with [Performing a CMSADM restore of a system](#) on page 210 or Performing a LAN restore. If disks in slot 0 and slot 2 fail then each disk is considered a single disk failure and can be replaced using the process defined under Recovering a system after a single disk failure.

Performing a CMSADM restore of a system

This section describes how to restore an entire system. You must re-enable the system to boot. Then restore the system software from the CMSADM backup tape. You will have to restore the system if a mirror pair of disks fail.

This section includes the following topics:

- [Prerequisites](#) on page 210
- [Restoring a system from a CMSADM backup](#) on page 210

Prerequisites

Before you begin restoring the system, perform the following tasks:

- Obtain the CMSADM file system backup tapes.
- Obtain the most recent maintenance backup tapes.
- Replace any defective hardware.

Restoring a system from a CMSADM backup

This section provides the procedures for restoring a system from a CMSADM backup.



Important:

The software disc must be listed as the first boot device in the BIOS settings on the Dell or HP system. If it is not, you can use BIOS settings to configure the software disc as the first boot device.

Read the following Important message if any of the following are true:

- You have changed the motherboard of the CMS server since the last `cmsadm` backup was run.
- The system is a Virtual CMS.

 **Important:**

For security purposes, R18 CMS includes a *CMS hardware* authorization feature. During the initial CMS feature authorization process, the system preserves a snapshot of the configuration of the CMS server and hardware. The `cmsadm` backup process preserves CMS hardware information. If hardware changes are detected during the restore process, the CMS hardware feature is reset to *not authorized*. To authorize the new CMS hardware configuration, Avaya provisioning is required to re-run the `auth_set` command because the `auth_set` command requires a password that is only available to authorized Avaya provisioning. The restore process will display a message if the `auth_set` command needs to be run. To minimize downtime, prior to restoring the system, the customer must make arrangements with Avaya provisioning to run the `auth_set` command as part of the restore process. Once Avaya provisioning has run the `auth_set` command, the system preserves the new CMS hardware information.

1. Verify that disks are installed in slots 0, 1, 2 and 3.
2. Disconnect all USB storage devices and put them in a safe place.

 **Important:**

Remove all USB storage devices. If any USB storage devices are connected to the system, the restore process uses the USB storage device for the boot hard drive and the system fails to boot after the restore process completes.

3. Turn on power to all the external devices, such as tape drives.
4. Turn on the monitor.

 **Important:**

If the system prompts about a change in configuration while powering up, press **F** to accept the current configuration.

5. Power on the system.
6. Insert the Avaya RHEL KICKSTART software DVD disc into the disc drive.

Make sure that the first boot device on the Dell or HP system is the CD or DVD-ROM. You can use BIOS settings to configure the CD or DVD-ROM as the first boot device.

7. The system should boot from the DVD and display startup messages.

Note:

If the system does not boot from the DVD you will need to reboot the system using the `shutdown -r now` command

The system displays the following messages as the system boots:

```
.  
. .  
Initializing Firmware Interfaces..  
Initialization Complete  
. .  
Lifecycle Controller: Collecting System Inventory..  
Scanning for devices..  
. .  
.
```

The system can display the following message:

```
Press any key to continue.
```

8. If the systems displays this message, press **Enter**.

The system displays a list of **Usage** options once the system boots to the Avaya RHEL software disc.

```
##### IMPORTANT!! #####  
##          PROCEEDING WILL INSTALL A NEW OPERATING SYSTEM.          ##  
##          ALL DATA WILL BE LOST!! PROCEED WITH CAUTION.          ##  
#####  
  
USAGE:  
Type "ks" then press <enter> to install preconfigured Linux and  
copy CMS software to the disk.  
Type "rs" then press <enter> to install preconfigured Linux and  
make the system ready to restore from a CMSADM backup.  
Type "rescue" then press <enter> to rescue installed system  
  
boot:
```

9. Enter **rs** at the **boot:** prompt. Press **Enter**.

Note:

The system displays blue **Welcome to Red Hat Enterprise Linux for x86_64** screens as the various packages get installed.

⚠ Important:

Do not leave the system unattended before configuring the network device as this can result in the screen becoming blank. If the screen becomes blank, and the user returns and presses the **Enter** key to activate the screen, the system can interpret the entry as accepting `eth0` as the ethernet port to configure. The Dell R620/R720 systems do not boot properly if the ethernet port is configured as `eth0`.

- The system displays the following messages as the Linux® operating system is installed:

```

Loading vmlinuzz...
.
.
    
```

- The system displays the **Networking Device** screen.

Note:

Use the arrow keys to toggle between the options.

- For a Dell R620/R720 system, highlight **eth2**. For an HP DL380P G8 system, highlight **eth0**.

Press **Enter**.

The system displays a **Configure TCP/IP** screen.

- By default, the system selects both the IPv4 and IPv6 network options. Use the space bar to select and deselect options.

⚠ Important:

You must select the **Manual Configuration** option under the **IPv4** option.

- If the customer is not using IPv4, clear IPv4.
- If the customer is using IPv4, select **Manual Configuration** under the IPv4 options.
- If the customer is not using IPv6, clear IPv6.
- If the customer is using IPv6, select the appropriate item from the IPv6 options that meets the requirements of the customer.

- Use the right arrow key to highlight the **OK** button. Press **Enter**.

The system displays the **Manual TCP/IP Configuration screen**. Use the down arrow key to move through the input fields.

IPv4 Address/Netmask	198.1.1.1/255.255.255.0
Gateway	198.1.1.254
Name Server	198.1.1.10

Note:

The values in the above TCP/IP Configuration box are examples only.

15. Use the down arrow key to highlight the **OK** button. Press **Enter**.

The system completes the configuration with the options selected and installs the Linux® packages.

```
Formatting
.
.
Installation Starting
.
.
Package Installation
.
.
Packages completed xxx of xxx
.
.
```

Once the system configuration is complete, the system displays a Reboot message.

```
Complete

Congratulations, your Red Hat Enterprise Linux installation is
complete.

Please reboot to use the installed system. Note that updates may
be available to ensure the proper functioning of your system and
installation of these updates is recommended after the reboot.

Reboot
```

16. If the DVD does not automatically eject from the drive, remove the DVD from the drive before continuing.
17. Press **Enter** to reboot.

The system reboots and displays the RHEL login screen.

Note:

If the system fails to boot and displays **Hard Disk Error** messages, ensure that no USB storage devices are inserted into any USB slots of the system. If the system has any USB storage devices inserted, remove the USB storage device and repeat the entire restore procedure.



Important:

The installation process reconfigures eth0 with the network information previously entered for eth2.

18. To verify the network settings on the system do the following:
 - Open the `/etc/sysconfig/network` file using the vi editor.
 - Verify the NETWORKING = YES
 - Verify the HOSTNAME and GATEWAY IP addresses are correct. If HOSTNAME and GATEWAY are not correct, manually change the file while in the vi editor and save the changes.
 19. If you modified the `/etc/sysconfig/network` file, reboot the system.
Enter: `shutdown -r now`
 20. Verify the network settings for eth0.
Open a virtual console window.
Test your network settings to ensure that the network settings are working properly.
 21. Enter:
`ifconfig eth0`
 22. Enter:
`ping {system on your local network}`
Press **Control+C** to exit the ping command.
- Note:**
If the network does not respond, enter `ifup eth0`. If the network still does not respond, repeat this procedure and verify that the values entered are correct.
23. Install the latest RHEL rpm updates which are provided by the Avaya Technical Support organization.
Note:
For information about how to run RHEL updates see, [Working with RHEL rpms](#) on page 181. You must perform this step before proceeding with CMSADM restore. After the update of the RHEL rpms, the CMS server will reboot.
 24. Run the CMS security script.
For information to run the cms script see, [Installing the Avaya CMS security script](#) on page 40 for the steps to perform this task. In order to run the security script, you may have to re-mount the CMS DVD. You must perform this step before proceeding with the CMSADM restore.
Note:
After the security script is run, unmount the CMS DVD before continuing.
 - If the CMSADM backup is on tape, continue with step [25](#).
 - If the CMSADM backup is on a USB device, continue with step [26](#).
 - If the CMSADM backup is on a network mount point, continue with step [27](#).
 The system provides the following options for accessing the CMSADM backup media:



CAUTION:

The CMSADM backup does not preserve mount point directories. If the default backup device is a mount point then the restore process can fail during CMS setup if the mount point path does not exist. If this occurs, create the mount point path and rerun CMS setup from a flat file. Look for the default backup device path in the `/cms/install/cms_install/cms.install` file for the mount point path that needs to be created. Refer to section [Using the flat file](#) on page 75 for instructions on how to run CMS setup from a flat file.

25. To access the CMSADM backup from tape:

a. Insert the CMSADM backup tape into the tape drive.

b. Change to the `/tmp` directory. Enter:

```
cd /tmp
```

c. Enter the following command on a single line:

```
cpio -icmudv -C 10240 -I /dev/st# "cms/install/bin/restore"
```

where `st#` is replaced with the tape device name.

d. Press **Ctrl+C**.

The system stops searching the CMSADM backup media device.

Note:

If you do not press **Ctrl+C**, the system continues to search the entire backup media device. This search could take several hours to complete.

e. Verify that the restore script has the correct permissions by entering:

```
chmod +x cms/install/bin/restore
```

The system sets the correct permissions to execute the script. If the permissions for the script are not correct, the restore fails.

f. Restore the system from the media device. Enter:

```
cms/install/bin/restore /dev/st#
```

g. Continue with step [28](#).

26. To access the CMSADM backup from a USB storage device:

a. Insert the CMSADM backup USB storage device.

b. Determine the device number associated with the USB storage device using the following steps:

1. Enter:

```
fdisk -l
```

The output of the fdisk command looks as follows:

```
Disk /dev/sdb: 64.7 GB, 64692944896 bytes
64 heads, 32 sectors/track, 61696 cylinders
Units = cylinders of 2048 * 512 = 1048576 bytes
Sector size (logical/physical): 512 bytes / 512 bytes
I/O size (minimum/optimal): 512 bytes / 512 bytes
Disk identifier: 0x00000000
```

2. Make a note of the USB_Device_Name for the USB storage device, such as sdb.
3. Create a mount point for the USB storage device. Enter:

```
mkdir {mountpoint}
```

Example:

```
mkdir /a
```

4. Mount the USB storage device.

```
mount /dev/{USB_Device_Name} {mountpoint}
```

Example:

```
mount /dev/sdb /a
```

5. Verify the backup files are on the USB storage device. Enter:

```
ls -al /a
```

- c. Change to the /tmp directory. Enter:

```
cd /tmp
```

- d. Enter the following command on a single line:

```
cpio -icmudv -C 10240 -I /{mountpoint}/<CMSADM_filename> "cms/  
install/bin/restore"
```

where `CMSADM_filename` is the CMSADM system backup file of interest. The CMSADM filename must be entered exactly like the path on the media device.

Example:

```
cpio -icmudv -C 10240 -I /a/CMSADM-r18ab.t-121116151708-trex  
"cms/install/bin/restore"
```

where the name of the CMSADM backup file identifies the following:

Type of backup: CMSADM

CMS version at the time of the backup: r18ab.t

Date of the backup: 121116 (yymmdd)

Unique identifier of the backup: 151708

CMS hostname: trex

- e. Press **Ctrl+C**.

The system stops searching the CMSADM backup media device.

Note:

If you do not press **Ctrl+C**, the system continues to search the entire backup media device. This search could take several hours to complete.

- f. Verify that the restore script has the correct permissions by entering:

```
chmod +x cms/install/bin/restore
```

The system sets the correct permissions to execute the script. If the permissions for the script are not correct, the restore fails.

The system displays the following message:

```
Warning: The CMS database needs to be initialized and the CMS  
Data needs to be manually restored from a CMS maintenance backup.  
This requires CMS and IDS to be shutdown!!!
```

```
Do you want to continue? (y or n) :
```

- g. Enter **y**.

- h. Restore the system from the media device. Enter:

```
cms/install/bin/restore /{mountpoint}/<CMSADM_filename>
```

- i. Continue with Step [28](#).

27. To access the CMSADM backup from a NFS mount point, enter:

```
mkdir {NFS_Mount_point}
```

```
mount {NFS_server}:{NFS_directory} {NFS_Mount_point}
```

- a. Verify the backup files are on the NFS mounted directory.

```
ls -al {NFS_Mount_point}
```

- b. Change to the /tmp directory, enter:

```
cd /tmp
```

- c. Enter the following command on a single line:

```
cpio -icmudv -C 10240 -I {NFS_Mount_point}/{CMSADM_filename}  
"cms/install/bin/restore"
```

where `CMSADM_filename` is the CMSADM system backup file of interest. The CMSADM file name must be entered exactly like the path on the media device.

Example:

```
cpio -icmudv -C 10240 -I /a/CMSADM-r18ab.t-121116151708-trex  
"cms/install/bin/restore"
```

where the name of the CMSADM backup file identifies the following:

Type of backup: CMSADM

CMS version at the time of the backup: r18ab.t

Date of the backup: 121116 (yymmdd)

Unique identifier of the backup: 151708

CMS hostname: trex

- d. Press **Ctrl+C**.

The system stops searching the CMSADM backup media device.

Note:

If you do not press **Ctrl+C**, the system continues to search the entire backup media device. This search could take several hours to complete.

- e. Verify that the restore script has the correct permissions by entering:

```
chmod +x cms/install/bin/restore
```

The system sets the correct permissions to execute the script. If the permissions for the script are not correct, the restore fails.

- f. Restore the system from the media device. Enter:

```
cms/install/bin/restore {NFS_Mount_point}/{CMSADM_filename}
```

- g. Continue with Step [28](#).

28. The system restores the files on the backup media. The system automatically reboots after all the files on the media device have been transferred.

Note:

If a problem occurs during the restore process, the system displays prompts indicating a problem. Follow the instructions displayed by the system.

29. Log in to the system as `root`.



Important:

The system can reboot several times during the restore process. The reboots can occur at random intervals throughout the restore process. You may have to repeat this step several times.

30. The restore process can be monitored by opening a virtual console window and entering:

```
tail -f /cms/install/logdir/restore/restorecms.log
```

Note:

In order to monitor the restore progress, you must open a virtual console window and enter this command each time the system reboots.

When the restore process is complete, the system displays the following message at the end of `restorecms.log`:

```
CMS Restore Completed Successfully
```

- If the CMS restore completes successfully, continue with Step [38](#).
 - If the CMS restore fails, continue with Step [31](#).
31. The restore process can fail during the CMS setup for the following reasons:
 - a. The backup device in the `/cms/install/cms_install/cms.install` file is a USB storage device or a network server mount point and the path does not exist or is not accessible.
 - b. The system detected changes to the CMS hardware due to either a motherboard replacement, MAC address change, or IP address change.
 - If the system displays messages about the `auth_set` command, then the CMS hardware has changed and you must run the `auth_set` command. Continue with Step [32](#).
 - If the restore process fails but the system does not display any resolution messages, check the admin log for failure messages. Continue with Step [34](#).

32. If the system detects a change in the motherboard, MAC address, or IP address of the CMS server during the restore process, the system resets the CMS hardware feature to *not authorized*. The CMS server can display either of the following messages:

```
Current CMS hardware does not match the authorized hardware.  
Please run cmssvc option 2 (auth_set) to correct.
```

or

```
The system has detected changes to the CMS hardware or IP address.  
  
Avaya Services personnel must run the auth_set command for the  
CMS system to accept the new CMS hardware configuration.  
  
The auth_set command is password protected. The password is  
only available to authorized Avaya personnel.  
  
- Customers in the US should call the CMS Technical Services  
  Organization at 1-800-242-2121  
- Customers outside the US should contact your Avaya representative or  
  distributor.  
  
To complete CMS Setup after the CMS hardware configuration has been  
authorized run the command:  
  
/cms/install/bin/restore database
```

33. Check the CMS authorizations to see whether or not the CMS hardware feature is authorized. Enter:
- a. cmssvc

b. Enter 1 to select `auth_display`.

The system displays the current authorization status of the CMS features and capacities.

Capability/Capacity	Authorization
-----	-----
CMS hardware	authorized
vectoring	authorized
forecasting	authorized
graphics	authorized
external call history	installed/off
expert agent selection	authorized
external application	authorized
global dictionary/ACD groups	authorized
multi-tenancy	installed
Avaya CMS Supervisor	authorized
Avaya Report Designer	authorized
Maximum number of split/skill members	800000
Maximum number of ACDs	8
Simultaneous Avaya CMS Supervisor logins	1600
Number of authorized agents (RTU)	100000
Number of authorized ODBC connections	10

Note:

The system can display different authorizations depending on the current version of CMS and the packages you installed.

If the CMS hardware feature is set to *not authorized*, contact Avaya Services personnel to run the `auth_set` command.

Note:

The `auth_set` command is password protected. The password is only available to authorized Avaya personnel.

Continue with Step [35](#).

34. View the admin log failure messages. Enter:

```
tail -20 /cms/install/logdir/admin.log
```

- If the admin log contains the following messages, then the backup device mount point does not exist or is not accessible. Continue with Step [35](#).

```
Customer CMS data successfully initialized. <timestamp>
system () call failed (xxxx, x)
    /cms/install/bin/compress_backup -c /<mount_point> > /dev/null
invalid input:
Enter the default backup device path: /<mount_point>

(0)
```

- If the admin log does not provide instructions on how to resolve the problem, then escalate through normal channels.

35. Verify that the default backup device path exists and is accessible:
 - a. View the `/cms/install/cms_install/cms.install` file and note the default backup device path currently defined.
 - b. Create the default backup path, if it does not exist.
 - c. Mount the default backup path and verify that the mount point is accessible.

36. Complete the CMS setup by entering:

```
/cms/install/bin/restore database
```

37. You can monitor the restore process by opening a virtual console window and entering:

```
tail -f /cms/install/logdir/restore/restorecms.log
```

When the restore process is complete, the system displays the following message at the end of `restorecms.log`:

```
CMS Restore Completed Successfully
```

If the restore fails again, escalate through normal channels.

38. After the restore has completed successfully, power the system off and back on.

```
shutdown -h 0
```

Wait 15-30 seconds and then press the power button to power the system back on. During the boot up process, the system can perform some relabeling of the disks which is acceptable.

The system boots and displays the RHEL Welcome screen.



CAUTION:

CMS does not automatically restart during the boot up process when the system is powered off using the `shutdown -h 0` command or if the CMS server experiences any power failures. In either of these instances, you need to manually turn on CMS using the appropriate option from the CMSSVC menu once the system is powered back on.

39. Log in to the system as `root`.

Note:

At this point the `root` password is no longer blank.

40. The system can display a **Removed Sound Devices** screen. If the system displays this screen, perform the following steps:
 - a. Check the **Do not ask again for these devices** box.
 - b. Click the **Yes** button.
41. Open a virtual console window.

42. Verify the network settings after the system has rebooted.

```
ifconfig -a | more
```

`eth0` should now be setup as the port in use, instead of `eth2`.

```
ping {system on local network}
```

If the network settings are not correct, run

```
/cms/toolsbin/netconfig
```

For more further instructions, see, [Configuring the system network](#) on page 28 for the use of this command.

43. Verify that CMS is running and ACD links are active after the reboot.

Restoring a system without a CMSADM or system backup

If a CMSADM backup or system backup is not available, the system must be reinstalled with all software back to the original factory configuration.

To restore a system without a CMSADM backup or system backup:

1. Re-install the entire operating system according to [Installing the RHEL operating system](#) on page 17.
2. Configure the entire operating system according to [Configuring the RHEL operating system](#) on page 27.
3. Re-install CMS and supporting software according to [Installing CMS and supporting software](#) on page 43.
4. Restore any available CMS data from the most recent CMS maintenance backup.
5. Contact the Avaya Professional Services Organization (PSO) for any previously installed customization.

Restoring specific files from the CMSADM backup tape

Sometimes only specific files on a system become corrupted. Use this procedure if only specific files need to be restored from a CMSADM backup tape.

Note:

If you use the CMS LAN backup feature, see *Avaya Call Management System LAN Backup User Guide*. This document provides information about using the CMS LAN backup feature, hardware requirements, software requirements, and support guidelines.

To restore specific files from a CMSADM backup:

1. Enter:

```
cd /
```

2. Enter the following command on a single line at the command prompt:

- If the CMSADM backup is on tape, continue with step [a](#).
- If the CMSADM backup is on a USB storage device, continue with step [b](#).
- If the CMSADM backup is on a network mount point, continue with step [c](#).

- a. Enter:

```
cpio -icmudv -C 10240 -I /dev/st# -M "Please remove the current
tape, insert tape number %d, and press ENTER" "full_path_name"
```

where # is replaced with the device name and **full_path_name** is replaced with the path of the files to be restored.

Example:

```
cpio -icmudv -C 10240 -I /dev/st0 -M "Please remove the current
tape, insert tape number %d, and press ENTER" "cms/install/
cms_install/cms.install"
```

- b. Enter:

```
cpio -icmudv -C 10240 -I /{mount_point}/<CMSADM_filename>
"full_path_name"
```

where **mount_point** is the directory on the USB storage device containing the CMSADM backup file, **CMSADM_filename** is replaced with the CMSADM backup filename and **full_path_name** is replaced with the path of the files to be restored.

Example:

```
cpio -icmudv -C 10240 -I /CMS_Backup/
CMSADM-r18aa.w-120717150230-digger "cms/install/cms_install/
cms.install"
```

c. Enter:

```
cpio -icmudv -C 10240 -I /NS_backup_dir/<CMSADM_filename>  
  "full_path_name"
```

where **/NS_backup_dir** is the network mount point path containing the CMSADM backup file, **CMSADM_filename** is replaced with the CMSADM backup filename and **full_path_name** is replaced with the path of the files to be restored.

Example:

```
cpio -icmudv -C 10240 -I /nfsbu/  
  CMSADM-r18aa.w-120717150230-digger "cms/install/cms_install/  
  cms.install"
```

Chapter 9: Troubleshooting

This section provides solutions for common software or hardware problems. Use these procedures to troubleshoot the Avaya Call Management System (CMS) software.

This section includes the following topics:

- [Determining your CMS version](#) on page 228
- [Recognizing new hardware devices](#) on page 228
- [Troubleshooting password aging](#) on page 228
- [CMS error logs](#) on page 229
- [Checking installed software packages](#) on page 230
- [Diagnosing a machine panic](#) on page 230
- [Common problems using the disc drive](#) on page 232
- [Removing the CMS package fails](#) on page 232
- [CMS installation fails](#) on page 233
- [CMSADM backup problems](#) on page 233
- [System messages](#) on page 234
- [About RAID for CMS](#) on page 235
- [Troubleshooting problems with disk drives](#) on page 235
- [Common error messages](#) on page 236
- [Report Query Status](#) on page 238
- [Troubleshooting an empty or incomplete report](#) on page 239
- [How to determine whether the archiver has run](#) on page 241
- [Troubleshooting Visual Basic Errors](#) on page 244

Note:

When executing commands that take a long time to complete (such as `cpio` commands), use the `nohup` command to ensure that the command will complete without interruption if the data line disconnects. An example of the `nohup` command is shown below:

```
nohup cpio -icmudf -C 10240 -I <backup_media_path> "cms" | tee
```

When system reboots are required, verify that your terminal type is set correctly after the reboot.

Determining your CMS version

To determine the version of CMS installed on your system:

1. Enter:

```
rpm -qa cms
```

The system displays the CMS version.

Recognizing new hardware devices

Use this procedure if externally powered devices, such as disk drives and tape drives, are not recognized during a RHEL installation. This problem might occur if:

- The devices are not connected to power
- The devices are not turned on
- If you add a new port board to the computer as part of an upgrade or addition

If you discover that a hardware device is not being recognized try rebooting the system. If the hardware device is still not being recognized try rebooting from the software disc and reinstalling RHEL.

1. Reboot the system by entering:

```
shutdown -r now
```

The system reboots.

2. Log in as **root**.
-

Troubleshooting password aging

This section provides options to help solve password aging problems.

This section includes the following topics:

- [Tracking changes to password aging](#) on page 229
- [Passwords of excluded users age](#) on page 229

Tracking changes to password aging

The admin log keeps a record of any administrative changes made to password aging. The system updates the admin log when the aging interval is changed or if password aging is turned on or off. The admin log can be found at **/cms/install/logdir/admin.log**

Passwords of excluded users age

If a user was added to the password aging exclude list and their password is continuing to age or has begun to age:

1. Log into the system as **root**.
2. Enter:

```
passwd -x -1 user_name
```

where **user_name** is the name of the user, and

where **1** is the number one.

CMS error logs

The administrative data for each error log file contains specific information about itself, including defaults, administration information, a description of the contents, and general information about how to interpret the contents of the logs. The log provides:

- Default location
The file name of the primary file where log information can be found if no administrative changes have been made.
- Default maximum file size
The approximate size of each of the log files (primary and historical) that will be saved if no administrative changes have been made.
- Default number of older files retained
The number of historical files that are kept, in addition to the primary file, if no administrative changes have been made.
- Administration file
If the log is controlled by the general purpose file wrapping technique, the location of the file where administrative changes can be made affecting the location of the log file, the size of the logs, and/or the number of historical log files.

- Starting/stopping
Describes the conditions necessary for the log to be running, including any appropriate commands.
- Writing process
Indicates all processes that write to the log.
- Intended audience
Customer (for log information that is useful to the customer, easy to read, and documented) or services (for log information that is intended to aid troubleshooting). Almost all error logs are used exclusively by services personnel.
- First implemented in load
Indicates the first load when the log is available. The system uses an internal load numbering (such as 3.1z).

Checking installed software packages

Use this procedure to check for previously installed software packages. The rules for specifying package names are as follows:

- You can omit the ***pkgname*** variable from the command. The command then lists the name, description, and version number of every software package installed on the system.
- If you list only one package name, the command lists the name, description, and version number of only that software package.
- You can list several package names separated by spaces. The command then lists the name, description, and version number of every software package you name.

To check what software packages are installed on your system:

1. From the root prompt, enter:

```
rpm -qa pkgname
```

where ***pkgname*** is the name of the software package you are checking for.

Diagnosing a machine panic

If a machine panic is detected on your system, you must call the Avaya Services (domestic) or remote (international) support personnel. Avaya Services can request that you deliver the following information:

- Crash dump from `/var/crash/hostname/vmcore.n`
- Namelist from `/var/crash/hostname/unix.n`
- Output of the `rpm -qa` command. For details, see the hardware installation document for your platform.
- Possibly output from the `/var/log/messages` file.

To gather all the files for Avaya Services, perform the following procedures:

1. Log in as **root**.

2. Enter:

```
cd /var/crash/hostname
```

The system changes to the **dump** directory.

3. Verify that **unix.n** and **vmcore.n** are present and match the date for the crash in question.

4. Enter:

```
rpm -qa > rpm_list.out
```

The system retrieves the output from the **rpm -qa** command.

5. Enter:

```
dmesg > dmesg.out
```

The system creates a **dmesg.out** file.

6. Enter:

```
cp /var/log/messages messages
```

The system copies the output from the `/var/log/messages` file.

7. Enter the following command on a single line at the command prompt:

```
tar cvf /storage/cms_crashfiles.tar unix.X vmcore.X dmesg.out  
rpm_list.out messages
```

where the letter **x** represents the number of the crashdump.

The system displays a list of all of the files.

8. Enter the following command on a single line at the command prompt:

```
rm unix.X vmcore.X dmesg.out rpm_list.out messages
```

where the letter **x** represents the number of the crashdump.

The system removes the temporary files.

9. Log out of the system.

10. Notify Avaya Services that the file is ready for download.

Common problems using the disc drive

Use the following procedures if you experience problems with the disc drive.

This section includes the following topics:

- [Verifying that the system can read a disc](#) on page 232
- [Disc drive fails to open](#) on page 232
- [Disc drive fails to open](#) on page 232

Verifying that the system can read a disc

To verify that the system can read a disc:

- Enter:

```
mount
```

The system displays a list of devices and file systems currently mounted. The last line displayed must show the disc drive and the disc name.

An example of `/dev/dvd` mounted on `/mnt` message is:

```
/dev/sr0 on /mnt type iso9660 (ro)
```

Disc drive fails to open

If the disc drive fails to open when you press the eject button, enter the following commands:

```
umount /mnt
```

```
eject /dev/dvd
```

Removing the CMS package fails

Problem:

If you exited the system when removing a CMS package (`cms` or `/cms.2`), you might have:

- Logged in as **cmssvc**
- Switched users - **su 'd** to **root** or **root2**

- Run `cmssvc`

Solution:

1. Log in directly as **root** or **root2**
2. Remove package(s) as instructed by the system.

CMS installation fails

If the CMS installation fails and the system displays the `cannot add another instance of CMS` message, either the CMS package was not removed or the removal was not completely successful.

To continue with the installation:

1. Enter:
`cd /`
2. Enter:
`cmssvc`
3. Select option to **Turn Avaya CMS on or off**.
4. Enter:
`cmssvc`
5. Select the number associated with **uninstall**.
6. Restart the CMS installation.

CMSADM backup problems

If you receive an error message during a backup or recovery, refer to [Common error messages](#) on page 236.

As the backup progresses, the program displays a series of dots, one dot per file, to indicate it is writing files to tape. You may have a problem if you notice one of the following:

- Dots are not displaying (wait 10 minutes or longer to make certain the software is not just copying a very large file).
- The tape is not spinning.

Chapter 9: Troubleshooting

- The system has not displayed messages prompting you to change tapes or informing you that the backup has completed.

Perform the following

- Clean the tape drive with the appropriate cleaning tape. It may be necessary to repeat this process several times.
- If the tape drive is new, clean the drive several times with the appropriate cleaning tape before use.

If you still encounter problems, call the National Customer Care Center or your product representative.

System messages

System messages can alert you to system problems, such as a device that is about to fail. By default, many of the messages are displayed on the system console and are stored in **/var/log**.

To display system messages:

1. Enter:

```
dmesg | more
```

The system displays the most recent messages as shown in the following example:

```
Initializing cgroup subsys cpuset
Initializing cgroup subsys cpu
Linux version 2.6.32-279.el6.x86_64 (mockbuild@x86-008.build.bos.redhat.com) (gcc
 version 4.4.6 20120305 (Red Hat 4.4.6-4) (GCC) ) #1 SMP Wed Jun 13 18:24:36 ED
T 2012
Command line: ro root=UUID=3b8fa701-8689-4e03-b022-869d34fbc0be rd_NO_LUKS KEYB
OARDTYPE=pc KEYTABLE=us LANG=en_US.UTF-8 rd_NO_MD SYSFONT=latarcyrheb-sun16 cras
hkernel=auto rd_NO_LVM biosdevname=0 rd_NO_DM rhgb quiet
KERNEL supported cpus:
  Intel GenuineIntel
  AMD AuthenticAMD
  Centaur CentaurHauls
BIOS-provided physical RAM map:
BIOS-e820: 0000000000000000 - 000000000009c000 (usable)
BIOS-e820: 0000000000100000 - 00000000cd2f0000 (usable)
BIOS-e820: 00000000cd2f0000 - 00000000cd31c000 (reserved)
BIOS-e820: 00000000cd31c000 - 00000000cd35b000 (ACPI data)
BIOS-e820: 00000000cd35b000 - 00000000d0000000 (reserved)
BIOS-e820: 00000000e0000000 - 00000000f0000000 (reserved)
BIOS-e820: 00000000fe000000 - 0000000100000000 (reserved)
BIOS-e820: 0000000100000000 - 0000000230000000 (usable)
DMI 2.7 present.
SMBIOS version 2.7 @ 0xFD050
```

The `/var/log` directory contains several message files. The most recent messages are in `/var/log/messages`. Previous system messages are organized into weekly message files and are identified by the date that is appended to the `messages` file.

The message files may contain not only system messages, but also crash dumps and other data, which can cause `/var/log` to grow quite large. To keep the directory to a reasonable size and ensure that future crash dumps can be saved, you should remove unneeded files periodically. You can automate the task by using `crontab`. See your RHEL system documentation for information on `crontab`.

About RAID for CMS

CMS allows you to build a system with RAID 10 performance and redundancy. Having such redundancy greatly reduces the risk of data loss should a disk drive fail or your system crash.

While RAID 10 (Dell R620/R630/R720/R730 and HP DL380P G8/G9 systems only) greatly reduces the risk of losing data, it is not meant to be a substitute for regular backups. Data can still become corrupt, and the corruption is then duplicated on the mirror.

In addition, RAID 10 (Dell R620/R630/R720/R730 and HP DL380P G8/G9 systems only) allows for better performance by writing data across multiple disks. CMS RAID support is enabled through an internal RAID controller. The RAID controller is then set up to use RAID 10 across the disks for the Dell R620/R630/R720/R730 platforms.

Troubleshooting problems with disk drives

Use the procedures and tips in this section to help you identify and resolve problems with:

- Physical disks
- RAID volumes
- `/cms` file system

Check the system console and the `/var/log/messages` log for messages that indicate problems with a specific hard disk.

If a disk is generating errors, it may need to be replaced. For procedures related to recovering from disk crashes and replacing hard disk drives, see the following documents:

- *Avaya CMS Dell PowerEdge™ R720 and R620 Computer Hardware Installation, Maintenance, and Troubleshooting*
- *Avaya CMS Dell PowerEdge™ R220, R630, and R730 Computer Hardware Installation, Maintenance, and Troubleshooting*

- *Avaya CMS HP DL380P G8 and G9 Computer Hardware Installation, Maintenance, and Troubleshooting*

Common error messages

This section lists, in alphabetical order, common error messages you might encounter on a CMS server. Each message is accompanied by its probable cause and the likely solution.

- Error in creating UNIX login for user '*username*'. The user may have already had UNIX log...
 - Cause - The user already has a UNIX system login in CMS.
 - Resolution - If the user *username* already has a UNIX system login, ignore this message. Otherwise, verify that this user can log on and report any problems to Services.
- ERROR: Password aging cannot be implemented on systems using NIS, NIS+ or LDAP.
 - Cause - The system is using either NIS, NIS+ or LDAP.
 - Resolution - Contact your network administrator. The passwords will have to be aged from the server running the directory service.
- Insufficient number of free blocks (*#-of-blocks*) in *system name* for temporary database tables.
 - Cause - The file system does not contain enough free blocks for CMS to create the temporary tables needed for the migration.
 - Resolution - Call services to resolve this situation.
- *** INTERNAL ERROR: contact services (*error#, timestamp*) ***
 - Cause - An internal error occurred during processing of the table listed above this message.
 - Resolution - Contact services immediately. Do not remove the log file. Services needs the errornum and time stamp to find more information in their error log.
- Request failed. See /cms/install/logdir/backup.log for more information.
 - Cause - The tape is improperly seated in the drive, or was removed from the drive during the backup, or is write protected, or the medium is corrupted.

- Resolution - Check the console terminal. If you see a message like WARNING: ST01: HA 0 TC 3 LU 0: Err 60503005 CMD 0000000A Sense Key 00000004 Ext Sense 00000000, the tape is corrupted. Discard it and replace it with a new tape.

Otherwise, remove the tape from the drive and make sure it is not write protected (the black arrow in the upper left corner should be pointing away from “safe”).

Finally, reinsert the tape into the drive, making certain it is properly seated, and restart the backup.
- UNRECOVERABLE ERROR READING TAPE, errno= Failed to open tape: no entry in the device directory. Make sure the Maintenance: Backup/Restore Devices screen has the correct Path.
 - Cause - The program could not open the tape drive to read the CMS data.
 - Resolution - Check that the specified tape drive is set up with the correct path in the Maintenance: Backup/Restore Devices window. If you cannot resolve this problem, contact services for additional help. You may have a tape drive hardware problem or need a corrected tape device path.
- ** WARNING:** Only one user may run age_pw at one time.
 - Cause - More than one person is attempting to use the passwd_age option in the CMSADM menu.
 - Resolution - Attempt to run the command after a few minutes have passed. If you still receive the warning message, contact Avaya Services.
- You must be root in order to run this command.
 - Cause - Superuser privileges are necessary to run this script because most of the commands are related to system administration.
 - Resolution - Log in as the root user and rerun the command.
- stale databases
 - Cause - The state database contains old information.
 - Resolution - Recreate the database.
- syntax error
 - Cause - The syntax and usage of the command may be incorrect.
 - Resolution - Reenter the command, correcting syntax errors you have made.
- The /cms filesystem needs to be mounted
 - Cause - /cms must be mounted for the command to work.
 - Resolution - Mount /cms with the command:

mount /cms
- touch: /cms/db/unix_start cannot create
 - Cause - A CMSADM backup was done when CMS was still running. An attempt is made to restart CMS, but CMS files are not yet available.

- Resolution - No response required. The message will disappear after you have restored and migrated CMS.
- Warning: inode blocks/cyl group (230 >= data blocks (135) in lost cylinder group. This implies 2160 sector(s) cannot be allocated.
 - Resolution - Some sectors will not be used by the filesystem. This is just a warning; the filesystem should be fine.
- logtime[xxx]: Failed to list SAVECORE dir contents. ERROR 0
 - Resolution – No action required, this is an informational message only indicating that no coredump files currently exist.

Report Query Status

Two types of report query logs are being added with release R16.2. These logs track the queries made by historical reports and they show the queries that have completed and the queries that are currently being run. This information can be used to determine who is running what reports and if those report queries are affecting system performance.

Information about query logs

- Types of report query logs:
 - qlog: a log where entries are made upon query completion
 - idbm log: a log showing the query that is currently running
- These logs are always in operation implying that they do not need to be turned off/on
- Comparison between the report query logs
 - qlog has more detail, but is only updated after the report query has completed
 - idbm log shows currently running queries and is updated at completion of the query to add completion status
- Uses of report query logs
 - qlog can show past report execution to determine who ran queries and how long the queries took
 - idbm log can be used to determine what queries are running currently. This can be used to determine if a particular query is taking a long time and thus negatively impacting system performance.
 - Log information in either logs cannot be used to kill a particular report; it is debug information only

- qlog features
 - Entries are made upon query/report completion
 - Applies to historical report queries only
 - Log entries have information about start time, user, run time, completion status, task ID and query text
 - qlogs are store in directory `/cms/db/log` as `qlog`, `qlog.01`, `qlog.02`, etc.
 - The size and number of qlog files are administered in the file `/cms/db/LogAdmin/qlog` on the server
 - Example entry:

```
<timestamp> USER=dsb123    TIME=00:00 STATUS=0    TASK=13018 QUERY=select
vdn, starttime, intrvl, acdcalls, acdtime, abncalls,
busycalls,disccalls,incalls,othercalls from hvdn where row_date = 40432
and acd = 1  order by vdn, starttime
```

- idbm log features
 - Entries are made for currently running queries.
 - Applies to historical report queries only.
 - IDBM stands for Informix Database Manager. These are the processes that interface with the historical database.
 - log entries contain information about start time, user and query text.
 - The idbm logs are kept in the server in directory `/cms/db/log` as `idbm.'process ID'`. For example: `idbm.17`, `idbm.1001`, `idbm.13027`, etc.
 - Example entry:

```
<timestamp> dsb123 select value, item_name from synonyms where
item_type='split' and acd_no=1
```

- If no query is running in that idbm process, the log will show the last query run along with its status.
- Example status entry:

```
<timestamp> STATUS=0
```

Troubleshooting an empty or incomplete report

1. Check the user permissions:

Chapter 9: Troubleshooting

- Does the user have permission to view the skills, trunks, VDNs, and other entities they are trying to use as report input?
 - Have proper permissions been granted to the user for the resources or tenant access?
 - Are the missing resources like agent, VDN, and skills assigned to the tenant?
2. Check the time zone archiving Information
 - Does the tenant have a time zone administered?

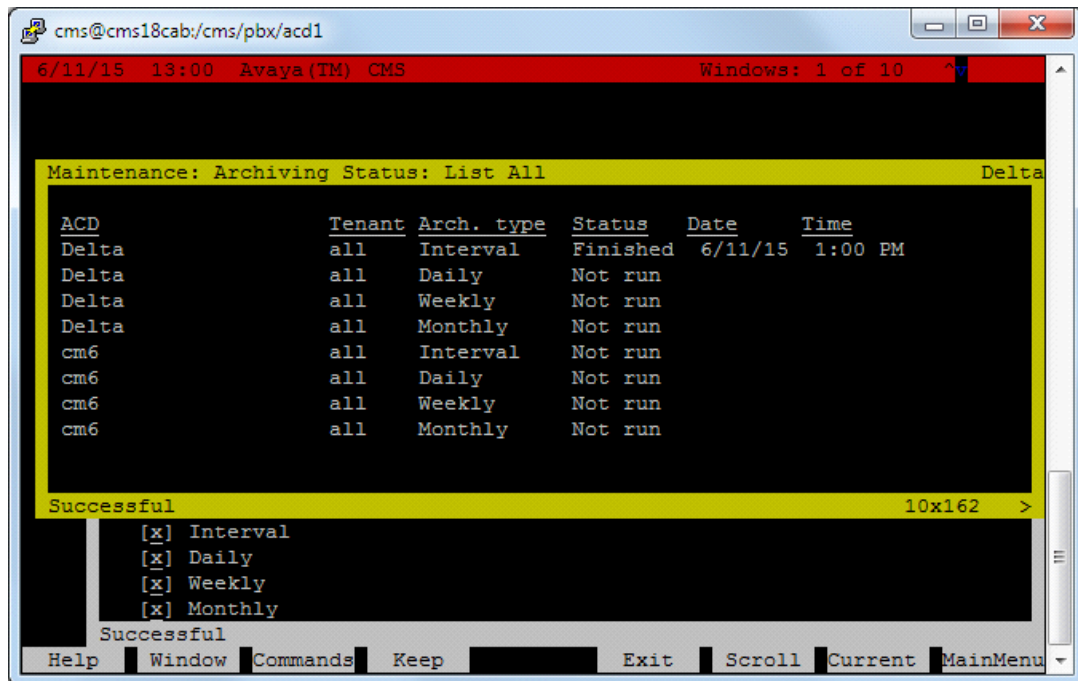
Note:

If you do not administer the time zone, the archiver will not run for that time zone. No daily, weekly, or monthly data will be available for the time zone.

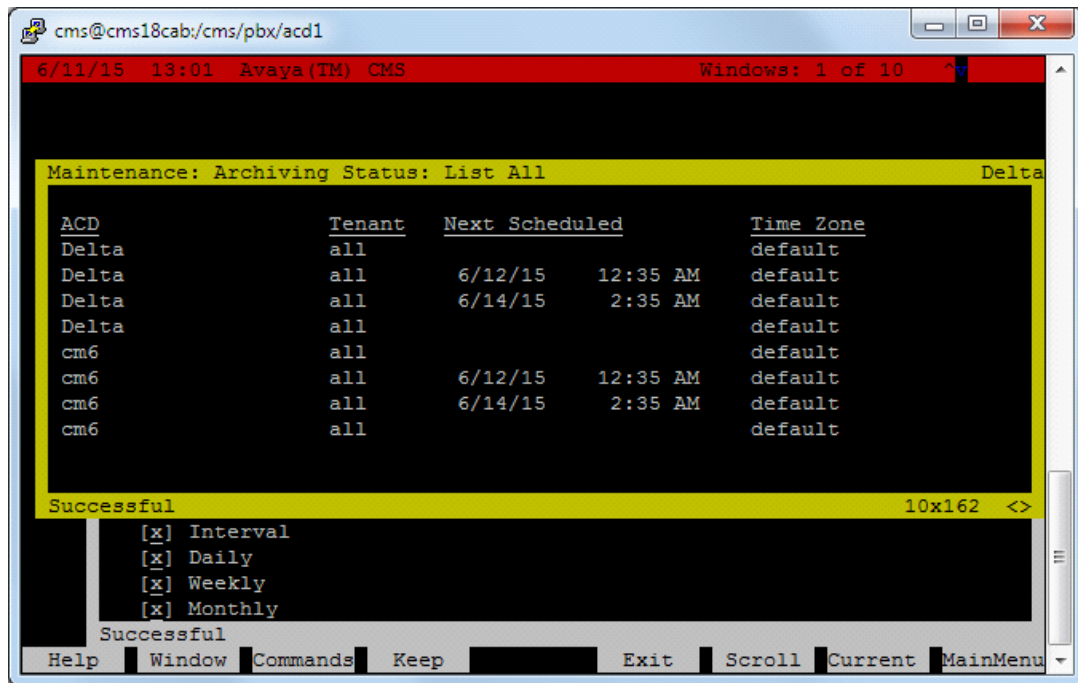
- Has the archive run for the desired time zone?
3. See [About the Archiving process](#) on page 195 for detailed debugging information. If the archive data is not available, the report is empty for daily, weekly and monthly data.

How to determine whether the archiver has run

The **Maintenance:Archiving Status** report gives a summary of recent archive activity for the ACD and administered tenants. In the following examples, the daily archives have not yet run for ACD “Delta” and ACD “cm6”.



```
cms@cms18cab:/cms/pbx/acd1
6/11/15 13:00 Avaya(TM) CMS Windows: 1 of 10 ^v
Maintenance: Archiving Status: List All Delta
ACD      Tenant Arch. type Status Date      Time
Delta   all    Interval Finished 6/11/15  1:00 PM
Delta   all    Daily   Not run
Delta   all    Weekly  Not run
Delta   all    Monthly Not run
cm6     all    Interval Not run
cm6     all    Daily   Not run
cm6     all    Weekly  Not run
cm6     all    Monthly Not run
Successful 10x162 >
[x] Interval
[x] Daily
[x] Weekly
[x] Monthly
Successful
Help Window Commands Keep Exit Scroll Current MainMenu
```

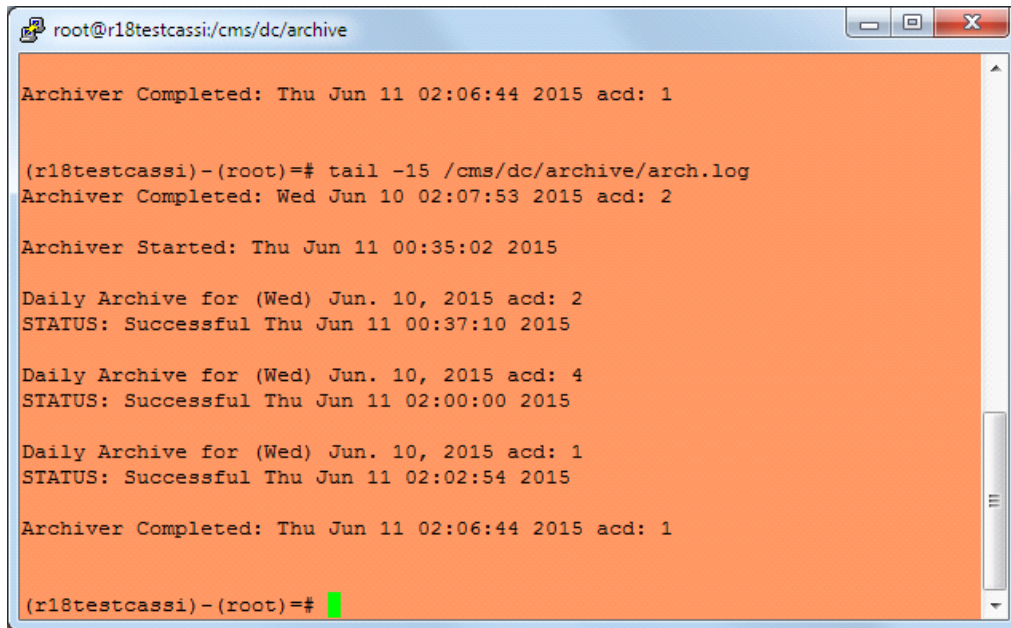


Messages are also stored in the `arch.log` file that provides details on archive execution. The `arch.log` file indicates successful archive activity and provides details about failed archive execution. If the **Maintenance:Archiving Status** report indicates failure, you can view `arch.log` for further details. See the following example:

```

Archiver Started: Mon Jun 15 07:01:04 2015
Weekly Archive (input date: (Sun) Jun. 14, 2015) Cannot archive a partial weeks
data.
STATUS: Failure Mon Jun 15 07:03:04 2015
Archiver Completed: Mon Jun 15 07:05:08 2015 acd: 1
  
```

The following is an example of successful arch.log entries:



```

root@r18testcassi/cms/dc/archive

Archiver Completed: Thu Jun 11 02:06:44 2015 acd: 1

(r18testcassi)-(root)=# tail -15 /cms/dc/archive/arch.log
Archiver Completed: Wed Jun 10 02:07:53 2015 acd: 2

Archiver Started: Thu Jun 11 00:35:02 2015

Daily Archive for (Wed) Jun. 10, 2015 acd: 2
STATUS: Successful Thu Jun 11 00:37:10 2015

Daily Archive for (Wed) Jun. 10, 2015 acd: 4
STATUS: Successful Thu Jun 11 02:00:00 2015

Daily Archive for (Wed) Jun. 10, 2015 acd: 1
STATUS: Successful Thu Jun 11 02:02:54 2015

Archiver Completed: Thu Jun 11 02:06:44 2015 acd: 1

(r18testcassi)-(root)=# █

```

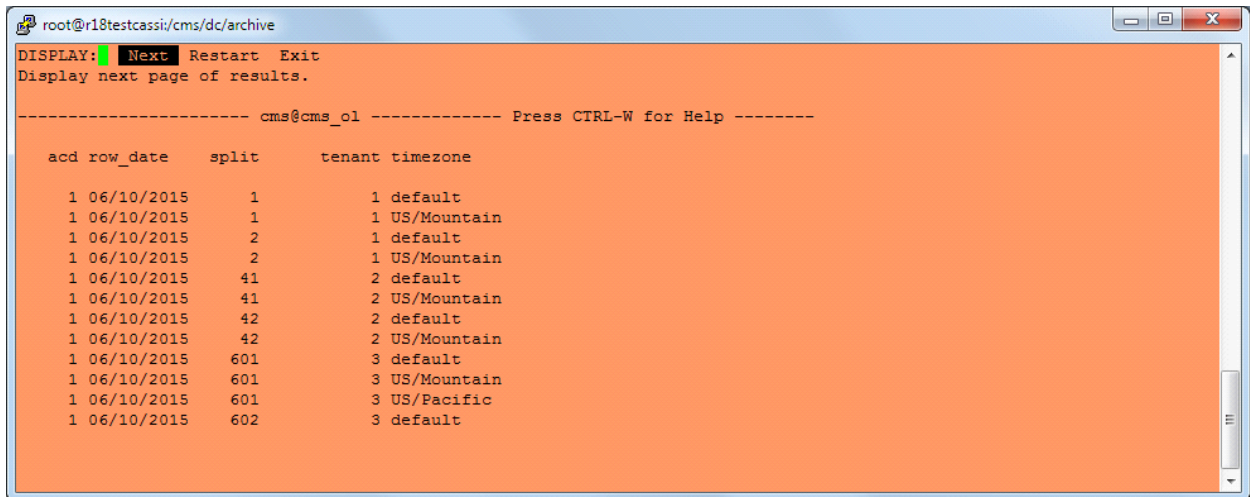
Even if the archiver runs successfully, you might not see data in the report. You can verify that the actual rows of data exist for the time zone and date range input to the report by running an SQL query.

For example, the following SQL statement can show you if the time zone archive data is in the dsplit table:

```
select acd, row_date, split, tenant, timezone from dsplit where
row_date="06/10/15"
```

Chapter 9: Troubleshooting

The result of this query will show a default time zone for ACD 1 as well as the US/Mountain time zone for ACD 1. Tenant 1 and Tenant 2 do not have any time zone assigned. Tenant 3 has the US/Pacific time zone assigned. See the following example:



```
root@r18testcassii/cms/dc/archive
DISPLAY: Next Restart Exit
Display next page of results.
----- cms@cms_01 ----- Press CTRL-W for Help -----
acd row_date split tenant timezone
1 06/10/2015 1 1 default
1 06/10/2015 1 1 US/Mountain
1 06/10/2015 2 1 default
1 06/10/2015 2 1 US/Mountain
1 06/10/2015 41 2 default
1 06/10/2015 41 2 US/Mountain
1 06/10/2015 42 2 default
1 06/10/2015 42 2 US/Mountain
1 06/10/2015 601 3 default
1 06/10/2015 601 3 US/Mountain
1 06/10/2015 601 3 US/Pacific
1 06/10/2015 602 3 default
```

Troubleshooting Visual Basic Errors

The following table describes some of the Visual Basic errors seen while running CMS Supervisor:

Error code	Error Message
3	Return without GoSub
5	Invalid procedure call
6	Overflow
7	Out of memory
9	Subscript out of range
10	This array is fixed or temporarily locked
11	Division by zero
13	Type mismatch

Error code	Error Message
14	Out of string space
16	Expression too complex
17	Can't perform requested operation
18	User interrupt occurred
20	Resume without error
28	Out of stack space
35	Sub, function, or property not defined
47	Too many DLL application clients
48	Error in loading DLL
49	Bad DLL calling convention
51	Internal error
52	Bad file name or number
53	File not found
54	Bad file mode
55	File already open
57	Device I/O error
58	File already exists
59	Bad record length
61	Disk full
62	Input past end of line
63	Bad record number
67	Too many files
68	Device unavailable
70	Permission denied
71	Disk not ready
74	Can't rename with different drive
75	Path/File access error

Error code	Error Message
76	Path not found
91	Object variable or With block variable not set
92	For Loop not initialized
93	Invalid pattern string
94	Invalid use of Null
298	System DLL could not be loaded
320	Can't use character device names in specified file names
321	Invalid file format
322	Can't create necessary temporary file
325	Invalid format in resource file
327	Data value named was not found
328	Illegal parameter; can't write arrays
335	Could not access system registry
336	ActiveX component not correctly registered
337	ActiveX component not found
338	ActiveX component did not correctly run
360	Object already loaded
361	Can't load or unload this object
363	Specified ActiveX control not found
364	Object was unloaded
365	Unable to unload within this context
368	The specified file is out of date. This program requires a newer version
371	The specified object can't be used as an owner form for Show
380	Invalid property value
381	Invalid property-array index
382	Property Set can't be executed at run time

Error code	Error Message
383	Property Set can't be used with a read-only property
385	Need property-array index
387	Property Set not permitted
393	Property Get can't be executed at run time
394	Property Get can't be executed on write-only property
400	Form already displayed; can't show modally
402	Code must close topmost modal form first
419	Permission to use object denied
422	Property not found
423	Property or method not found
424	Object required
425	Invalid object use
429	ActiveX component can't create object or return reference to this object
430	Class doesn't support OLE Automation
430	Class doesn't support Automation
432	File name or class name not found during Automation operation
438	Object doesn't support this property or method
440	OLE Automation error
440	Automation error
442	Connection to type library or object library for remote process has been lost
443	Automation object doesn't have a default value
445	Object doesn't support this action
446	Object doesn't support named arguments
447	Object doesn't support current locale settings
448	Named argument not found

Error code	Error Message
449	Argument not optional or invalid property assignment
450	Wrong number of arguments or invalid property assignment
451	Object not a collection
452	Invalid ordinal
453	Specified DLL function not found
454	Code resource not found
455	Code resource lock error
457	This key is already associated with an element of this collection
458	Variable uses a type not supported in Visual Basic
459	This component doesn't support events
460	Invalid Clipboard format
461	Specified format doesn't match format of data
480	Can't create AutoRedraw image
481	Invalid picture
482	Printer error
483	Printer driver does not support specified property
484	Problem getting printer information from the system. Is printer is set up correctly?
485	Invalid picture type
486	Can't print form image to this type of printer
735	Can't save file to Temp directory
744	Search text not found
746	Replacements too long
31001	Out of memory
31004	No object
31018	Class is not set

Error code	Error Message
31027	Unable to activate object
31032	Unable to create embedded object
31036	Error saving to file
31037	Error loading from file

You can try out the following steps towards resolving these errors:

1. Log out and log in back again.
2. If the error is still there, reboot the PC on which the VB error is occurring.
3. Find out if the error is occurring on any other PC on which CMS Supervisor is installed.
4. If the error is occurring on only one PC, reinstall CMS Supervisor.
5. If the error still does not go away, contact Avaya Global Support Services.

Glossary

ACD	See Automatic call distribution (ACD) on page 251.
Agent	A person who answers calls to an extension in an ACD split. This person is known to CMS by a login identification keyed into a voice terminal.
Agent skill	The different types of calls a particular agent can handle. An agent can be assigned up to four skills. These skills are assigned as either primary or secondary skills. For more information, see Primary skill on page 254 or Secondary skill on page 254.
Agent state	A feature of agent call handling that allows agents to change their availability to the system (for example, ACW, AVAIL, ACD).
Automatic call distribution (ACD)	<p>A switch feature. ACD is software that channels high-volume incoming call traffic to agent groups (splits or skills).</p> <p>Also an agent state where the extension is engaged in an ACD call (with the agent either talking to the caller or the call waiting on hold).</p>
Avaya Call Management System (CMS)	A software product used by business customers that have a Lucent Technologies telecommunications switch and receive a large volume of telephone calls that are processed through the ACD feature of the switch.
Boot	To load the system software into memory and start it running.
Call Vectoring	A highly flexible method for processing ACD calls using Vector Directory Numbers (VDNs) and vectors as processing points between trunk groups and splits or skills. Call vectoring permits treatment of calls that is independent of splits or skills.
CMS	Call Management System. See Avaya Call Management System (CMS) on page 251.
CMSADM menu	The Call Management System Administration (CMSADM) menu allows a user to administer features of CMS.
CMSADM file system backup	A backup that saves all the file systems on the machine which includes the RHEL operating system and programs, CMS programs and data, and non-CMS data you place on the computer in addition to the CMS data.
CMSSVC menu	The Call Management System Services (CMSSVC) menu allows support personnel to manage CMS services.
Configuration	Configuration is the way that the computer is set up to allow for particular uses or situations.
Custom reports	Real-time or historical reports that have been customized from standard reports or created from original design.

Data collection off

Data collection off	CMS is not collecting ACD data. If you turn off data collection, CMS will not collect data on current call activity.
Data backup	The backup that uses ON-Bar to backup the CMS Informix data. This is used with the CMS LAN backup feature.
Database	A group of files that store ACD data according to a specific time frame: current and previous intrahour real-time data and intrahour, daily, weekly, and monthly historical data.
Database item	A name for a specific type of data stored in one of the CMS databases. A database item may store ACD identifiers (split numbers or names, login IDs, VDNs, and so on) or statistical data on ACD performance (number of ACD calls, wait time for calls in queue, current states of individual agents, and so on).
Database tables	Tables that CMS uses to collect, store, and retrieve ACD data. Standard CMS items (database items) are names of columns in the CMS database tables.
Device	The term used to refer to the peripheral itself; for example, a hard disk or a tape drive. A peripheral is sometimes referred to as a subdevice or an Logical Unit (LU).
EAD	See Expert Agent Distribution (EAD) on page 252.
EAS	See Expert Agent Selection (EAS) on page 252.
Error message	An error message is a response from a program indicating that a problem has arisen or something unexpected has happened, requiring your attention.
Ethernet	A type of network hardware that allows communication between systems connected directly together by transceiver taps, transceiver cables, and a coaxial cable. Also implemented using twisted-pair telecommunications wire and cable.
Ethernet address	A unique number assigned to each system when it is manufactured. The Ethernet address of your system is displayed on the banner screen that appears when you power on your system.
Exception	A type of activity on the ACD which falls outside of the limits the customer has defined. An exceptional condition is defined in the CMS Exceptions subsystem, and usually indicates abnormal or unacceptable performance on the ACD (by agents, splits or skills, VDNs, vectors, trunks, or trunk groups).
Expert Agent Distribution (EAD)	A call queued for a skill will go to the most idle agent (primary skill agent). Agents who are idle and have secondary agent skills will receive the call queued for a skill if there are no primary agents available.
Expert Agent Selection (EAS)	An optional feature that bases call distribution on agent skill (such as language capability). EAS matches the skills required to handle a call to an agent who has at least one of the skills required.
FIPS 140-2	The Federal Information Processing Standard (FIPS) Publication 140-2 is a U.S. government computer security standard used to approve cryptographic modules.

Firewall	Firewall is a network security mechanism that monitors and controls the incoming and outgoing network traffic based on predetermined security rules.
Forecast reports	These reports display expected call traffic and agent or trunk group requirements for the customer's call center for a particular day or period in the future.
Historical database	Contains intrahour records for up to 62 days in the past, daily records for up to 5 years in the past, and weekly or monthly records for up to 10 years for each CMS-measured agent, split or skill, trunk, trunk group, vector, and VDN.
Historical reports	Reports that display past ACD data for various agent, split or skill, trunk, trunk group, vector, or VDN activities.
Host computer	A computer that is attached to a network and provides services other than simply acting as a store-and-forward processor or communication switch.
Host name	A name that you (or your system administrator) assign to your system unit to uniquely identify it to the RHEL operating system (and also to the network).
IDS	See Informix Dynamic Server (IDS) on page 253.
Informix Dynamic Server (IDS)	A relational database management system used to organize CMS data. An add-on software package needed by CMS.
Interface	A common boundary between two systems or pieces of equipment.
Link	A transmitter-receiver channel or system that connects two locations.
Linux®	Linux® is a free Open Source Operating System based on Unix.
Log in	The process of gaining access to a system by entering a user name and, optionally, a password.
Log out	The process of exiting from a system.
Measured	A term that means an ACD element (agent, split or skill, trunk, trunk group, vector, VDN) has been identified to CMS for collection of data.
Multi-user mode	A mode of CMS in which any administered CMS user can log into CMS. Data continues to be collected if data collection is "on."
Network address	A unique number assigned to each system on a network, consisting of the network number and the system number. Also known as Internet Address or Internet Protocol (IP) address.
Non-volatile random access memory (NVRAM)	A random access memory (RAM) system that holds its contents when external power is lost.
NVRAM	See Non-volatile random access memory (NVRAM) on page 253.
Operating system (OS)	The software that controls and allocates the resources, such as memory, disk storage, and the screen display for the computer.
Partitions	Sections of the hard disk that are used to store an operating system and data files or programs. By dividing the disk into partitions, you can use the space allocated in a more efficient and organized manner.

Password

Password	A character string that is associated with a user name. Provides security for a user account. Desktop computers require you to type a password when you log into the system, so that no unauthorized person can use your system.
Port (I/O port)	A designation of the location of a circuit that provides an interface between the system and lines and/or trunks.
Primary skill	An agent will handle calls to many skills before calls to secondary skills.
RHEL	Red Hat Enterprise Linux® (RHEL) is a distribution of the Linux® operating system developed for the business market.
RPM	RPM Package Manager
Screen labeled key (SLK)	The first eight function keys at the top of the keyboard that correspond to the screen labels at the bottom of the terminal screen. The screen labels indicate the function each key performs.
SCSI	See Small computer system interface (SCSI) on page 254.
Secondary skill	An agent will handle secondary skill calls after primary skill calls.
Serial asynchronous interface/PCI	A card that provides access to eight serial ports by connecting to an eight-port patch panel.
Single-user mode	A CMS mode in which only one person can log into CMS. Data collection continues if data collection is “on.” This mode is required to change some CMS administration.
Skill	In relationship to the call center, think of skill as a specific customer need or requirement, or perhaps a business need of the call center.
SQL	See Structured Query Language (SQL) on page 254.
Slot	An electronic connection designed to receive a module or a printed circuit board (such as a Single In-line Memory Module [SIMM] or a frame buffer board).
Small computer system interface (SCSI)	A hardware interface that allows the connection of peripheral devices (such as hard disks, tape drives and disc drives) to a computer system.
Split	A group of extensions that receive special-purpose calls in an efficient, cost-effective manner. Normally, calls to a split arrive over one or a few trunk groups.
Storage device	A hardware device that can receive data and retain it for subsequent retrieval. Such devices cover a wide range of capacities and speeds of access.
Structured Query Language (SQL)	A language used to interrogate and process data in a relational database. SQL commands can be used to interactively work with a database or can be embedded within a programming language to interface to a database.
Super-user	A user with full access privileges on a system, unlike a regular user whose access to files and accounts is limited.

Switch	A private switch system providing voice-only or voice and data communications services (including access to public and private networks) for a group of terminals within a customer's premises.
Syntax	The format of a command line.
System	A general term for a computer and its software and data.
System backup	The backup that uses a storage manager to backup the UNIX files. This is used with the CMS LAN backup feature.
Tape cartridge	A magnetic piece of hardware that is used as a storage unit for data.
TCP/IP	See Transmission control protocol/internet protocol (TCP/IP) on page 255.
Transmission control protocol/internet protocol (TCP/IP)	A communications protocol that provides interworking between dissimilar systems.
Trunk	A telephone line that carries calls between two switches, between a Central Office (CO) and a switch, or between a CO and a phone.
Trunk group	A group of trunks that are assigned the same dialing digits - either a phone number or a Direct Inward Dialing (DID) prefix.
UNIX system	The operating system on the computer on which CMS runs. RHEL is the UNIX operating system running on some Dell machines.
User ID	The login ID for a CMS user.
User name	A combination of letters, and possibly numbers, that identifies a user to the system.
VDN	See Vector directory number (VDN) on page 255.
Vector	A list of steps that process calls in a user-defined manner. The steps in a vector can send calls to splits, play announcements and/or music, disconnect calls, give calls a busy signal, or route calls to other destinations. Calls enter vector processing by way of VDNs, which may have received calls from assigned trunk groups, from other vectors, or from extensions connected to the switch.
Vector directory number (VDN)	An extension number that is used in ACD software to permit calls to connect to a vector for processing. A VDN is not assigned an equipment location; it is assigned to a vector. A VDN can connect calls to a vector when the calls arrive over an assigned automatic-in trunk group or when calls arrive over a dial-repeating (DID) trunk group, and the final digits match the VDN. The VDN by itself may be dialed to access the vector from any extension connected to the switch.

Vector directory number (VDN)

Index

A

ACD	
creating	125
removing	127
testing link	116
acd_create	125
acd_remove	127
administer	
switch LAN	58
TCP/IP	58
administration log	51
Alarm Origination Manager	
config file set up	91
set up	90, 91
Alarm Originator	
set up	90
AOM	90
Assigning a root password	33
assigning customer passwords	117
auth_display	137
auth_set	138
authorizations	
CMS	46
displaying	137
EAS	46
External Call History	46
Feature Packages	46
graphics	46
setting	138

B

backing out	186
backing out a <i>RHEL</i> patch	186
backup	128
CMS maintenance backup	148
CMSADM	148
CMSADM checking	154
CMSADM troubleshooting	233
backup restoring without	224

C

changing	
date or time	179

checking	
CMSADM backup	154
installed <i>RHEL</i> patches	185
installed software packages	230
chkDisks	192
CMS	
administration menu	123
authorizations	46
checking installed <i>RHEL</i> patches	185
configuration	139
data storage parameters	55
error logs	229
installation fails	233
login passwords	45
maintenance backup	148
passwords	117
patches, removing	188
removal fails	232
required software	16
services menu	135
set up	61, 62, 71
Supplemental Services	44
testing	118
turning on and off	130, 138
CMS patches	
installing	187
requirements	186
CMS setup methods	
from a terminal	62
using a UNIX system flat file	71, 75
CMSADM	
acd_create	125
acd_remove	127
backup	128, 148
checking backup	154
creating ACDs	125
file system backup	128
installing packages	128
menu	123
passwd_age	131
pkg_install	128
pkg_remove	129, 130
removing ACDs	127
removing packages	129, 130
restoring from full and incremental backup	202
restoring specific files	224
run_cms	130
run_ids	130
troubleshooting	233

Index

CMSADM restore	210
CMSSVC	
auth_display	137
auth_set	138
changing switch options	140
CMS	
turning on and off	138
displaying authorizations	137
displaying switch options	139
IDS	
turning on and off	138
menu	135
run_cms	138
run_ids	138
setting authorizations	138
setup	139
swinfo	139
swsetup	140
configure, CMS	139
Configuring AOM	107
Configuring the system network.	28
creating	
ACDs	125
customer acceptance	
procedures	121
customer passwords	117

D

data storage parameters	
storage.def file	55
vector.def file	55
date and time	
checking	114
determining	
CMS version	228
devices, not recognized	228
disc	
drive does not mount	232
drive fails to open.	232
ejecting	232
disk	
I/O problems	235
disk failure	
recovery	206
displaying	
switch options	139

E

EAS	46
editing /etc/hosts file	58
error logs	229
error messages.	236
External Call History	
authorize	46
installing	80

F

Feature Packages	80
External Call History.	80
Forecasting	78
installing	77
set authorizations	46
file system backup	128
flat file	
CMS setup	71
Forecasting	
authorize	46
installing	78

G

Glossary	251
graphics	46

H

helplines	14
hosts file	58

I

IDS	
turning on and off	130 , 138
Informix	
tunables	111
installation related problems.	227
checking installed <i>RHEL</i> patches.	185
installing	
External Call History.	80
Feature Packages	80
Forecasting	78

Installing RHEL 6.6 [18](#)
 Installing the RHEL operating system [17](#)

L

LAN. [58](#)
 link [116](#)

M

machine panics [230](#)
 maintenance
 backup [148](#)
 restore [200](#)
 missing devices [228](#)

N

nohup command. [27](#)

O

ODBC installation [55](#)
 Open Database Connectivity [55](#)

P

passwd_age [131](#)
 password
 CMS [117](#)
 customer [117](#)
 password aging [131](#)
 exclude file [188](#)
 patches
 installing CMS [187](#)
 removing CMS [188](#)
 requirements for CMS. [186](#)
 RHEL [181](#)
 RHEL [40](#)
 pkg_install [128](#)
 pkg_remove [129](#), [130](#)

R

recognizing new hardware devices [228](#)
 recovering a system [206](#)
 related documents [12](#)
 removing
 ACDs [127](#)
 CMS package fails [232](#)
 feature packages [129](#), [130](#)
 restoring a system [210](#)
 restoring data
 disk failure [206](#)

disk replacement [206](#)
 full and incremental backup [202](#)
 maintenance backup [200](#)
 specific files [224](#)
 without backup [224](#)

RHEL

backing out a patch [186](#)
 checking installed patches [185](#)
 opening a virtual console window. [28](#)
 patches [40](#), [181](#)
 run_cms [130](#), [138](#)
 run_ids [130](#), [138](#)

S

set up

Alarm Origination Manager. [90](#), [91](#)
 Alarm Originator. [90](#)
 CMS [61](#), [62](#), [71](#)
 CMS authorizations [46](#)
 data storage parameters [55](#)
 LAN for switch connections [58](#)
 networking [58](#)
 TCP/IP [58](#)

Setting up AOM configuration for alarming using Socket/SAL
[107](#)

software installation

Alarm Originator. [90](#)
 CMS [43](#)
 CMS login passwords [45](#)
 CMS patches [187](#)
 CMS Supplemental Services [44](#)
 Feature Packages [77](#)
 ODBC [55](#)
 RHEL. [17](#)
 RHEL patches [40](#), [181](#)
 software maintenance [123](#)
 starting CMS [130](#), [138](#)
 starting IDS [130](#), [138](#)
 stopping CMS [130](#), [138](#)
 stopping IDS [130](#), [138](#)
 Supplemental Services installation. [44](#)
 swinfo [139](#)

switch

link [58](#), [116](#)
 options [139](#), [140](#)
 setup [140](#)
 TCP/IP [58](#)

swsetup [140](#)

system

checking date and time [179](#)
 country and time zones [180](#)
 date and time [114](#), [179](#), [180](#)
 messages. [234](#)
 restoring specific files [224](#)

Index

restoring without backup	224
system recovery	199

T

tape drives and cartridges	151
TCP/IP	58
testing	
ACD link	116
CMS software	118
time zones	180
troubleshooting	227
checking installed software packages	230
CMS installation fails	233
CMSADM	233
common error messages	236
disc drive.	232
disk drives	235
disk I/O problems.	235
error logs.	229
machine panics.	230
no power on peripherals.	228
password aging.	228
recognizing new hardware.	228
turnover system to customer	113

V

verifying system date and time	114
Verifying the disk partitioning for Dell R720 platforms.	34
videos.	13