



# **Avaya Configuration and Orchestration Manager Installation**

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NN47226-300  
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# Chapter 1: New in this release

The following sections detail what's new in *Avaya Configuration and Orchestration Manager Installation* (NN47226-300) for Release 2.3.

- [Features](#) on page 5
- [Other changes](#) on page 5

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## Features

See the following sections for information about feature changes.

### Installer changes

Changes to the installation of the Configuration and Orchestration Manager (COM) application include fewer procedure steps, and a pre-install summary report to alert you of any errors during pre-install checks. For more information about installing the COM application, see [Installing the COM application](#) on page 30.

### Uninstaller changes

The procedure for uninstalling the COM application on Windows is amended. For more information about uninstalling the COM application on Windows, see [Uninstalling COM on Windows](#) on page 40.

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## Other changes

See the following sections for information about changes that are not feature-related.

### Figures

Figures in this document are updated. New figures show installer changes.

New in this release

# Chapter 2: Introduction

This document provides the information you require to install, license, uninstall and troubleshoot the Avaya Configuration and Orchestration Manager (COM) 2.3.

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## Navigation

- [System requirements](#) on page 9
- [Supported devices](#) on page 13
- [Licensing](#) on page 15
- [COM installation](#) on page 29
- [Uninstall the COM](#) on page 39
- [Troubleshooting COM installation](#) on page 45





# Chapter 3: System requirements

This chapter describes the system requirements for the installation of Configuration and Orchestration Manager (COM).

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## Navigation

- [Server requirements](#) on page 9
- [Client requirements](#) on page 11
- [Browser requirements](#) on page 11

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## Server requirements

The following table outlines the server requirements for installing COM.

 **Note:**

In the Severity column, Critical or Error indicates a failure to meet the minimum requirements to install COM. Warning indicates the minimum requirements to successfully install COM. Success indicates requirements that Avaya recommends for a successful COM installation.

Check	Operating system	Severity
Physical Memory	Windows and Linux	For VPFM, COM, EPM and IPFM, the following requirements apply: <ul style="list-style-type: none"><li>• Critical: &lt; 2 GB</li><li>• Warning: &lt; 4 GB</li><li>• Success: &gt; or = 6 GB</li></ul>

## System requirements

Check	Operating system	Severity
		<p>If you use two or more applications, the following requirements apply:</p> <ul style="list-style-type: none"> <li>• Critical: &lt; 4 GB</li> <li>• Warning: &lt; 6 GB</li> <li>• Success: &gt; or = 8 GB</li> </ul>
CPU	Windows and Linux	<p>For VPFM, COM, EPM and IPFM, the following requirements apply:</p> <ul style="list-style-type: none"> <li>• Error: &lt; 2GHz Dual</li> <li>• Warning: &lt; 2GHz Dual</li> <li>• Success: &gt; 4 GHz Quad</li> </ul>
Available disk space	Windows and Linux	<p>For VPFM, COM, and EPM, the following requirements apply:</p> <ul style="list-style-type: none"> <li>• Critical: &lt; 10 GB</li> <li>• Warning: &lt; 20 GB</li> <li>• Success: &gt; 40 GB</li> </ul> <p>For IPFM, the following requirements apply:</p> <ul style="list-style-type: none"> <li>• Critical: &lt; 10 GB</li> <li>• Warning: &lt; 20 GB</li> <li>• Success: &gt; 100 GB</li> </ul> <p>If you use two or more applications, the following requirements apply:</p> <ul style="list-style-type: none"> <li>• Critical: &lt; 40 GB</li> <li>• Warning: &lt; 60 GB</li> <li>• Success: &gt; 100 GB</li> </ul>

The COM server is supported on Windows Server 2003, Windows Server 2008, Windows Hyper Virtual Server 2008, Linux RedHat 5.2, and VmWare server for Linux Redhat 5.2 and Windows 2008.

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## Client requirements

The COM supports Internet Explorer 7.0, Internet Explorer 8.0, and Firefox 3.6 over Windows 2003 64-bit version and 2008 64-bit version, and Firefox 3.6 over Linux RedHat 5.2.

Client deployment:

- 1GB memory with at least 512MB free
- GHz Core 2 Duo CPU
- One HD Minimum 100MB free
- XP, 2003, Win2008, VISTA, RHEL 4.0 32bit

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## Browser requirements

The COM supports Internet Explorer 7.0, Internet Explorer 8.0, and Firefox 3.6. Avaya recommends that you use Firefox.

Dynamic Hyper Text Markup Language (HTML) supports most of the features in COM. Dynamic HTML is a combination of HTML, JavaScript, and Cascading Style Sheets (CSS). Hence, you must enable both JavaScript and CSS on the browser.



# Chapter 4: Supported devices

The following table lists the supported devices and device image versions.

**Table 1: Device Requirements**

Product family	Model	Versions
Belden L2E Switch	Hirschmann MICE-L2E	v.6.0.02
Belden L2P Switch	Hirschmann Railswitch–L2P	v.6.0.02
Belden L3P Switch	Hirschmann MACH-L3P	v.6.0.02
Avaya Ethernet Routing Switch 8600 series	8681XLW module	v.4.0, v.4.1, v5.0, v.5.1, v.7.0, and v.7.1
	8681XLR module	
	8616GTE module	
	8672ATME MDA	
	8608GBM module	
	8608GTM module	
	8632TXM module	
	8648TXM module	
	8672ATMM module	
	8683POSM module	
Ethernet Routing Switch	8300 series	v.4.1.x and v.4.2
Ethernet Routing Switch	8800 series	all
Ethernet Routing Switch	5510, 5520 series	v.5.1, v.6.0, v.6.1, and v.6.2
Ethernet Routing Switch	56xx series	v.5.1, v.6.0, v.6.1, and v.6.2
Ethernet Routing Switch	5530 series	v.5.1, v.6.0 and v.6.1
Ethernet Routing Switch	45xx series	v.5.2, v.5.3, v.5.4, and v.5.5
Ethernet Routing Switch	25xx series	v.4.1.x , v.4.2, and v.4.3
Ethernet Routing Switch	16xx series	v.2.1.6.x and v.2.1.7.x
Virtual Services Platform	9000 series	v.3.0
Wireless Controller	8180	v.1.0
Wireless LAN AP	2220, 2221	v.1.3

## Supported devices

Product family	Model	Versions
Wireless LAN AP	8120	v.1.0



### **Important:**

The earlier versions of ERS devices are also available. However, the official testing has happened against the devices in the list above only.

# Chapter 5: Licensing

There are three types of licenses available for COM:

- [Node based licensing for COM](#) on page 15
- [Node based licensing for BCM](#) on page 16
- [VSN license](#) on page 17

The following sections explain how to obtain, add, and export a license file.

- [Obtaining a COM license](#) on page 17
- [Adding a license](#) on page 18
- [Exporting a license](#) on page 21

The following sections explain how to manage the discovered devices.

- [Selecting devices to manage](#) on page 21
- [Using the topology map and shuttle menu to select managed devices](#) on page 24
- [Cancelling the workflow](#) on page 26
- [The Select Managed Devices button](#) on page 28
- [Importing devices](#) on page 28

For information about choosing a license file during installation, see [Installing the COM application](#) on page 30.

---

## Node based licensing for COM

Avaya Configuration and Orchestration Manager (COM) 2.3 supports node based licensing that permits COM to manage the number of devices that you purchase a license for.

After each discovery, you must select managed devices. Only the licensed number of devices are available to COM. The unselected devices are discarded. After a new discovery, you can change the device selection.

 **Note:**

If you upgrade COM from an earlier version, you must acquire a new COM 2.3 base license, because COM 2.2 base or earlier license files do not permit access to COM. However, upgrade licenses are valid between releases and work on COM 2.3.

The following list outlines the four types of COM node based licenses:

- **COM\_50\_base:** This is the base license in node-based licensing. This indicates only 50 nodes can be managed.
- **COM\_Upgrd50\_250\_base:** This is an upgrade from a 50 to 250 nodes. It indicates only 250 nodes can be managed.
- **COM\_Upgrd50\_1200\_base:** This is an upgrade from a 50 to 1200 nodes. It indicates only 1200 nodes can be managed.
- **COM\_Upgrd250\_1200\_base:** This is an upgrade from 250 to 1200 nodes. It indicates only 1200 nodes can be managed.

 **Important:**

You can combine any of the preceding licenses, except that you cannot have a 50\_base and then 250\_1200\_base license. The upgrade must go from 50 to 1200, or from 50 to 250 to 1200.

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## Node based licensing for BCM

The Bulk Configuration Manager (BCM) depends on the Configuration and Orchestration Manager (COM). The BCM resides in COM and follows the same COM rules and restrictions, except that the BCM user gets all supported devices automatically, and skips the device assignment process.

To enable the BCM for COM 2.3, you must acquire a separate license. The BCM license is node based, but only counts individual uses of a node. A base license is 250 nodes and each increment supports 1000 more devices. If you have a 250 node license, you may have more than 250 devices in inventory. However, after you create tasks that use 250 unique devices, you cannot create tasks for more devices; a license error appears informing you that you have reached the limit and should purchase more increments. If no new incremental BCM license is supplied, you can launch BCM from the COM managers screen to create tasks and import devices, but you cannot run the tasks without a license.

The following list outlines the four types of BCM node based licenses:

- **BCM\_100\_base, (100)**
- **BCM\_Upgrd100\_5000\_base, (5000)**
- **BCM\_Upgrd100\_1200\_base, (1200)**
- **BCM\_Upgrd1200\_5000\_base (5000)**

 **Note:**

BCM supports device imports from COM or VPFM.



**Important:**

The BCM does not work if COM does not have a BCM license installed.

---

## VSN license

Avaya Configuration and Orchestration Manager (COM) 2.3 supports the Virtual Services Network (VSN). To use the VSN Manager and VSN Wizard, you must obtain a VSN license. For more information about obtaining a VSN license, see [Adding a license](#) on page 18.

For information about configuring VSN for COM, see *Avaya Configuration and Orchestration Administration—Utilities* (NN47226–600).

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## Obtaining a COM license

Perform the following procedure to obtain a COM license.

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### Prerequisites

- You require the License Authorization Code (LAC) for the software you want to license.
- You require the media access control (MAC) address of the server where the COM components reside.
- You require the name and password to the license bank if you want to deposit the license into an existing license bank.

---

### Procedure steps

1. Open a Web browser window and go to the **Electronic Licensing Portal**: <http://www.avayadatalicensing.com>.
2. At the top of the page, type your first name, last name, company name, and e-mail address in the appropriate fields.
3. In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
4. Specify your e-mail notification options.
5. In the **Submit** field at the bottom of the page, type your LAC.

6. Click **Activate License**.

The system deposits a license in your license bank and sends a message to the e-mail address specified in step 4 to confirm that the license was created.

7. Log on to your license bank using the name and password specified in step 3.

8. Click **Download**.

9. On the **Generate License** page, type the MAC address for the server where the COM components reside.

Use capital letters, separated by colons (XX:XX:XX:XX:XX:XX).

10. Click **Create License File**.

A confirmation message informs you that the license was created. The system sends a license (.lic) file to the e-mail address specified in step 4.

11. Copy the license file to the server location where the COM components reside.

 **Important:**

If there is a space in the name or location field, the installation fails.

12. Store your License Certificate in a secure place for future reference.

---

## Adding a license

Perform the following procedure to add a license. Perform this procedure only if you have COM installed on the server but the license was not installed during COM installation.

---

## Prerequisites

- You must execute this procedure on the server where the COM components reside.
- You must obtain the license and store it on the server before you can proceed. For more information, see [Licensing](#) on page 15.
- You must know the directory path of the Avaya Unified Communications Management (UCM) home <UCM\_home>. The default paths are as follows:
  - Windows: C:\Program Files\Avaya\UCM
  - Linux: /opt/Avaya/UCM

For information about adding a license in the License administration page, see *Avaya Unified Communications Management Common Services Fundamentals* (NN48014-100).

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## Procedure steps

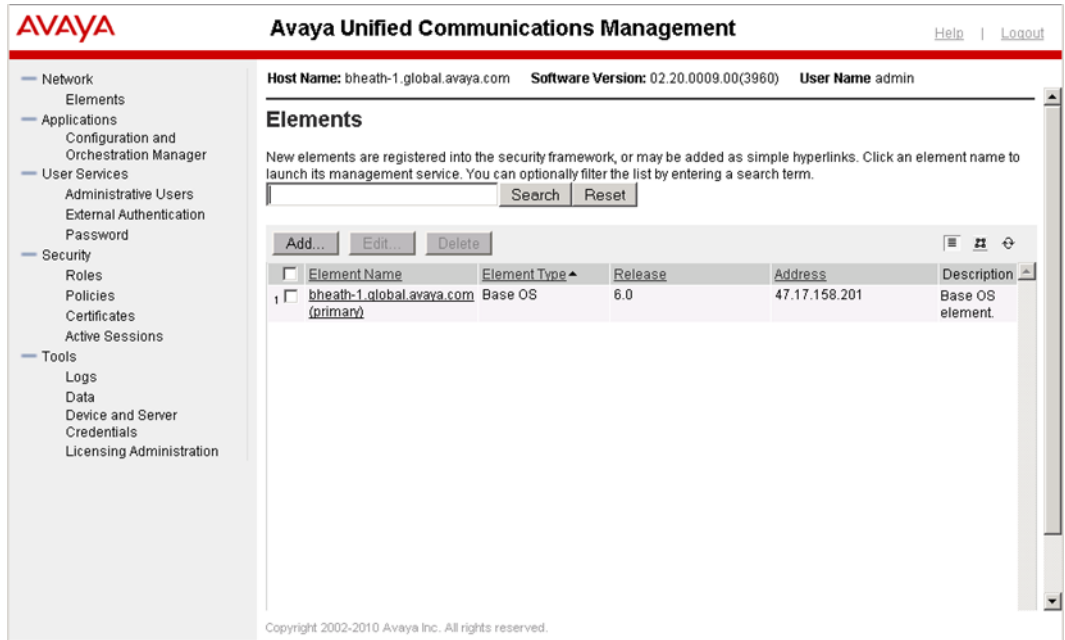
1. Start a supported Web browser.
2. In the **Address** field, type the Full Qualified Domain Name (FQDN) of the COM server, and then press **Enter**.

The Login page appears.



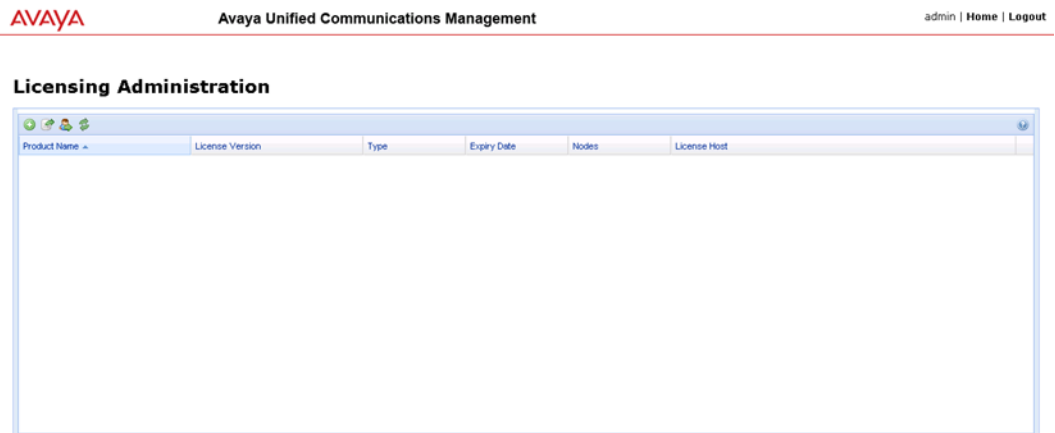
3. In the **User ID** field, type the COM user ID specified during the installation.
4. In the **Password** field, type the COM password set during the installation.
5. Click **Log In**.

The Unified Communications Management (UCM) Web page appears.



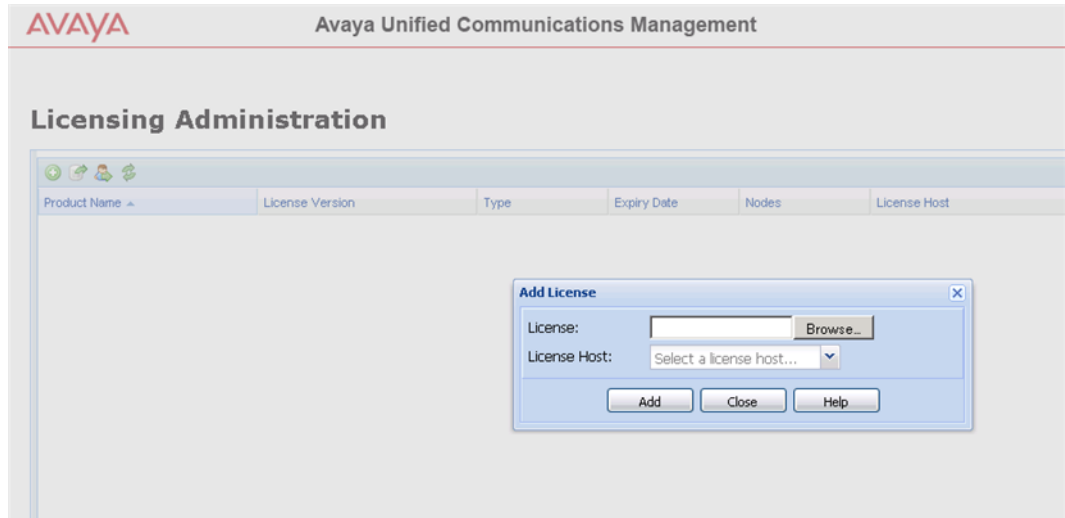
6. In the left navigation pane, click **Tools, Licensing Administration**.

The Licensing Administration page appears.



7. Click **Add License**. (The green button with + symbol).

The Add License dialog box appears.



8. Browse for the license file in the **License** field.
9. From the **License Host** list, select a license host file.
10. Click **Add** to add the license to the UCM.

---

## Exporting a license

Perform the following procedure to extract a license file.

### Procedure steps

1. In the **License Administration** dialog box, click **Export License**.  
The File Download dialog box appears.
2. Click **Save** to export the license file to your system.

---

## Selecting devices to manage

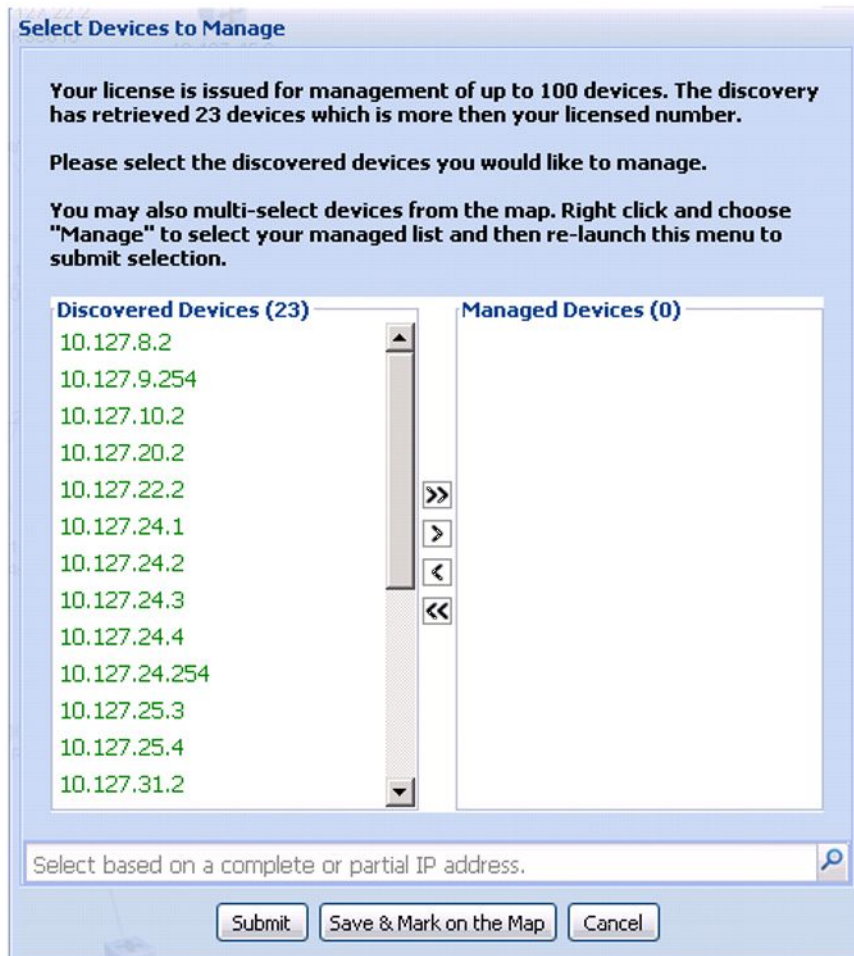
After a discovery process, you can start managing the discovered devices. Your license limits COM to manage all the discovered devices. Therefore, if the number of discovered nodes exceeds the number of licensed nodes, a list of devices appears and you are prompted to select specific devices from the list. The number of managed devices must be equal or less than the number of licensed nodes.

### Procedure steps

If the number of discovered nodes exceeds the number of licensed nodes, perform the following procedure.

1. From the Select Device to Manage screen, select the required devices and move them to the Managed Devices column.

The following image is an example of the Select Device to Manage screen.

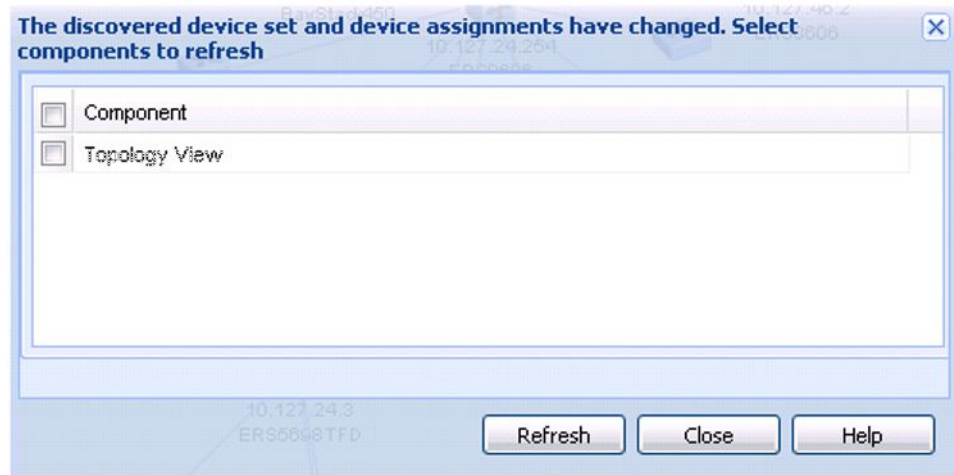


**\* Note:**

In the preceding image, the discovered devices appear in green to represent reachable devices. Devices that appear in orange indicate unreachable devices.

2. Click **Submit**.

If the number of discovered nodes does not exceed the number of licensed nodes, the selected devices and the associated links are saved in the database, the topology view is updated, and the following screen appears.



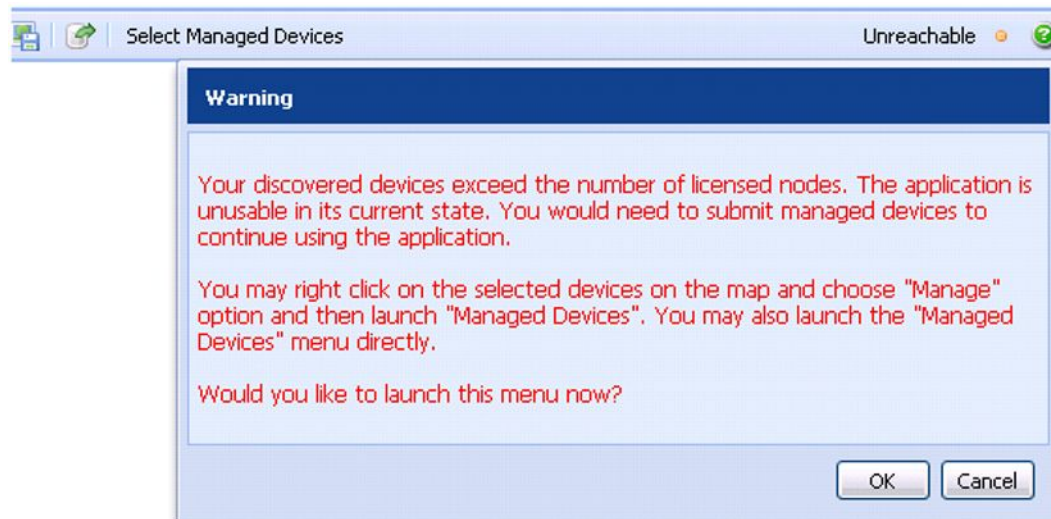
3. Select the components to refresh, and click **Refresh**.

**\* Note:**

To temporarily save the selected devices, on the Select Devices to Manage screen, highlight the required devices, move them to the Managed Devices column, and click **Save & Mark on the Map**. The devices are saved in a temporary area so that if you cancel and re-launch the Select Devices to Manage dialog again, you will not lose your selection.

**\* Note:**

If you cancel the operation, the following image appears to notify you that the application is unusable until devices have been submitted. All the panels except the admin pane on navigation area are disabled.



To return to the Select Devices to Manage dialog box, click **OK**.

---

## Using the topology map and shuttle menu to select managed devices

To select managed devices, you can use the topology map alone, or with the shuttle menu. If you right-click on the nodes, an option to Manage appears that adds a selected device to the list of managed devices. The Unmanage option appears for devices that are already in the managed list. You may also multi-select the nodes by left clicking and dragging the mouse over a cluster of the nodes to either Manage or Unmanage the selected devices. This operation saves the state of the node so that the next time you launch the Select Managed Devices button, the managed devices appear in the selected column.

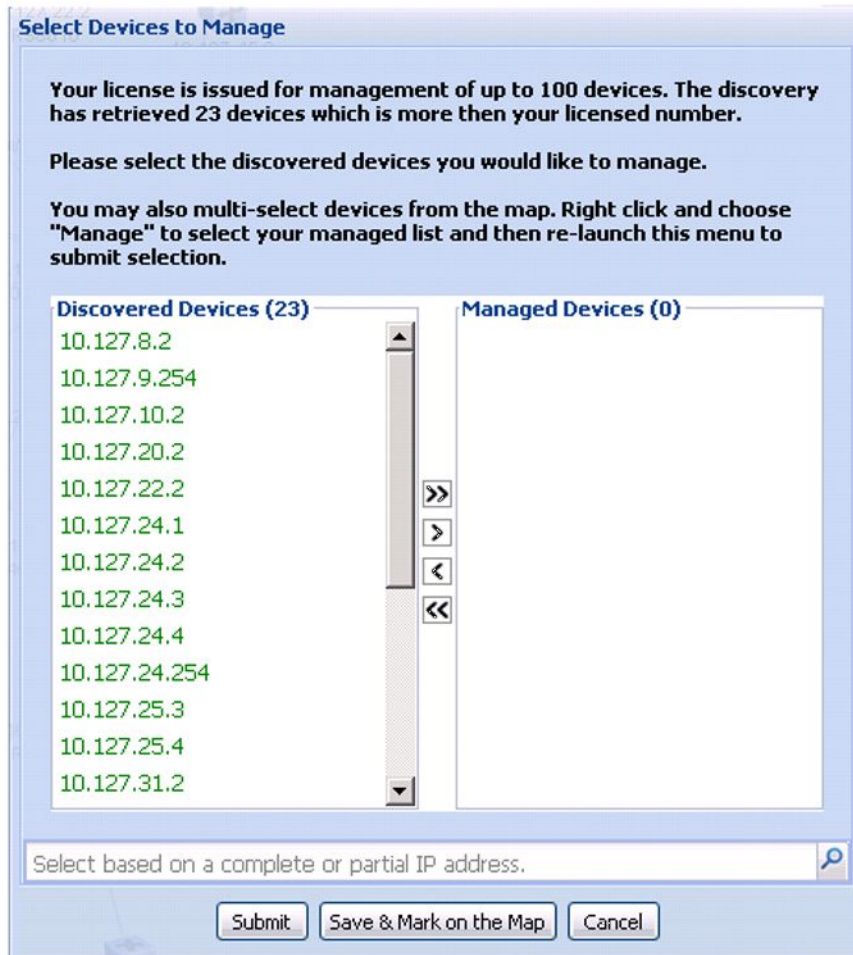
### Procedure steps

To use the topology map and shuttle menu to select managed devices, perform the following procedure.

1. After the device discovery, if the number of devices discovered is more than the number of devices that COM can manage, as determined by the license, the Select Devices to Manage window appears.

The following figure is an example of the Selected Devices to Manage window.





2. To manage the devices, right-click on the required discovered devices. The number of devices you select must be less than, or equal to, the node count in the licenses.

**\* Note:**

If the option to Unmanage appears, devices are already in the managed list.

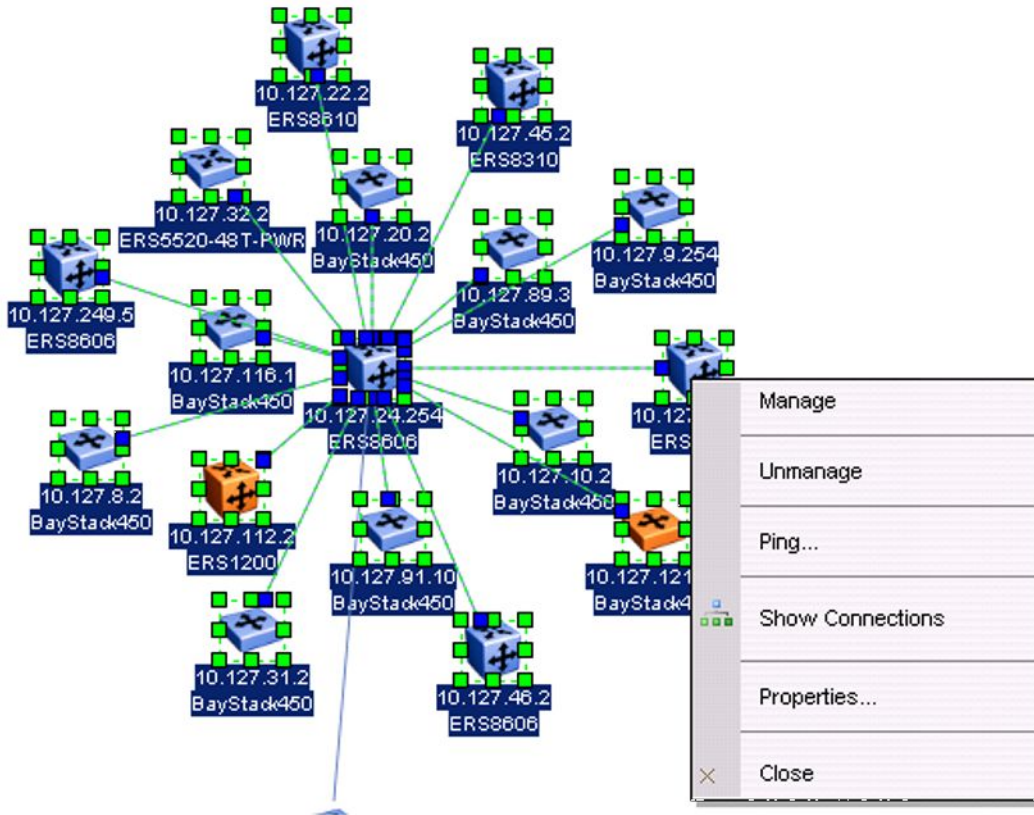
3. To multi select the nodes, left click and drag the mouse over a cluster of the nodes to either manage or unmanage the devices.

This operation saves the state of the node so that the next time you launch the Select Managed Devices button, all the managed devices will appear in the selected column.

**\* Note:**

After you select the list of devices, you cannot change the devices. To change the list, you must rediscover.

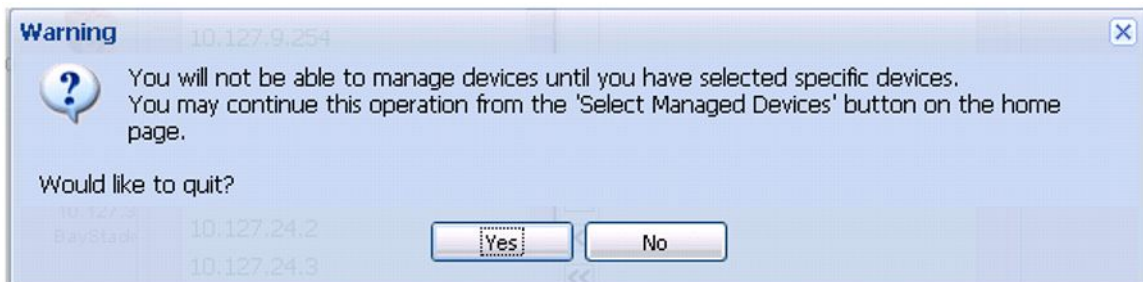
The following figure is an example of Using the topology map and shuttle menu to select managed devices.



## Cancelling the workflow

If you cancel the selection of managed devices, all the discovered devices remain in the database with their managed flags turned off. A popup appears to inform you that you must select devices in order to proceed with using COM.

The following image is the Warning popup that appears after you cancel the workflow.



After you click the **Yes** button, the **Select Managed Devices** button appears on the home page so that you can go back and select devices to manage.

**\* Note:**

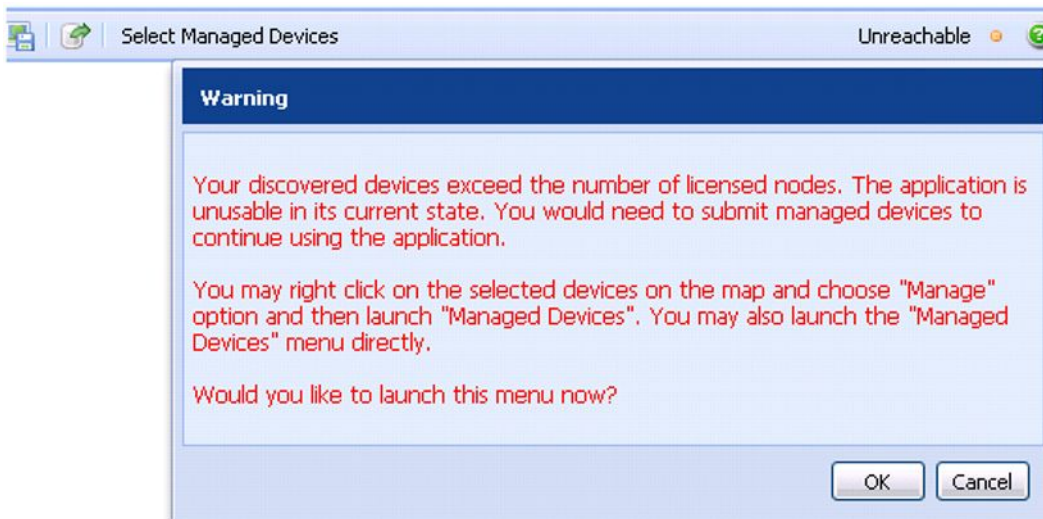
The Select Managed Devices button appears for all admin users. However, the user who performed the discovery may log out. If this occurs, another admin user can finish this process.

The topology view is updated for the user who performed the discovery, but none of the devices are available to the managers and all the panels except the admin panel are disabled.

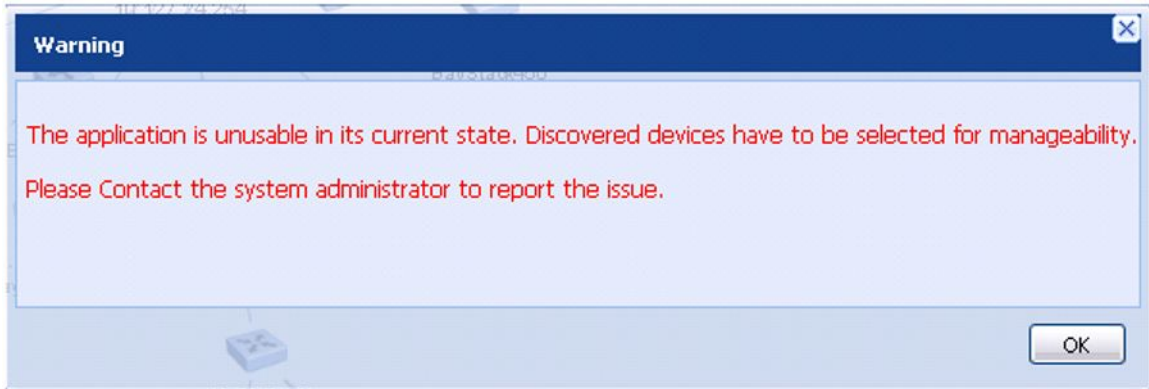
After you cancel the operation, the following dialog box appears to all the clients.



The Update button updates the topology. But if the logged in users are admin users, the following pop up appears



If the logged in user is an operator user, the following warning message will appear.



All the panels except the admin panel are disabled.

---

## The Select Managed Devices button

If you cancel the selection of devices, the **Select Managed Devices** button appears on the home page until the admin user selects the managed devices. After the admin user selects the managed devices, the **Select Managed Devices** button disappears. If an admin user logs in and the managed devices have not been submitted yet, the **Select Managed Devices** button appears with an exposed closable popup that informs the user about the urgency of selecting the managed devices. This dialog appears to inform you that you cannot use the application unless the managed devices have been submitted.

---

## Importing devices

After you import a set of devices with a larger number of nodes than licensed, the import process informs you that you must select devices to manage

 **Note:**

You can modify your selection of devices only after each discovery.

# Chapter 6: COM installation

The Avaya Configuration and Orchestration Manager (COM) 2.3 operates with the following applications:

- Visualization Performance and Fault Manager (VPFM) 2.3
- Enterprise Policy Manager (EPM) 5.2
- IP Flow Manager (IPFM) 2.1
- Communication Server 1000 (CS 1000) 7.5

## Supported scenarios

The following table outlines the typical deployment scenarios for Avaya CS 1000 deployed as Avaya UCM Primary and Backup UCM Servers.

Primary	Backup	Each Member
CS 1000	CS 1000	(VPFM and/or EPM and/or COM and/or IPFM) or CS 1000

The following table outlines the typical deployment scenarios for Avaya CS 1000 deployed as a Primary server and one of data network management products is deployed as a Backup server.

Primary	Backup	Each Member
CS 1000	VPFM and/or EPM and/or COM and/or IPFM	(VPFM and/or EPM and/or COM and/or IPFM) or CS 1000

For more information about supported applications, see *Using Unified Communications Management to Manage the Converged Voice and Data Network* (NN48014-501).

Use the following procedures to install and start the Configuration and Orchestration Manager (COM).

---

## Navigation

- [Installing the COM application](#) on page 30
- [Upgrading the COM application to COM 2.3](#) on page 35
- [Starting the COM application](#) on page 35

---

## Installing the COM application

Perform the following procedure to install the Configuration and Orchestration Manager (COM) 2.3.

For information about system requirements, see [System requirements](#) on page 9.

 **Important:**

If the COM installer detects that another UCM product is installed, but does not detect any COM versions, you can install COM, but not UCM products.

---

## Prerequisites

- Ensure you know how to obtain a COM license. For more information, see [Obtaining a COM license](#) on page 17.
- Ensure that you have the COM software. It is available on the Installation CD or you can download from <http://support.avaya.com/go/main.jsp>.
- Ensure that you know the UCM password for the location of the installed UCM products.
- Verify that the Fully Qualified Domain Name (FQDN) of the machine meets one of the following requirements:
  - Avaya recommends that you define a FQDN in the hosts file. On windows, the default location of hosts file is in the directory C:\WINDOWS\system32\drivers\etc. COM uses the FQDN from the hosts file, so that if the hostname of the server is changed, COM is not affected.
  - When you use a new hostname to start COM, you are redirected to a page containing the old FQDN. When you define the FQDN in the hosts file, you must associate the hostname with the IP address. The format is <ip address><fqdn><name>.

For example, define the FQDN as follows:

```
192.167.140.27 SIBERIA.INNLAB.Avaya.com COM2
```

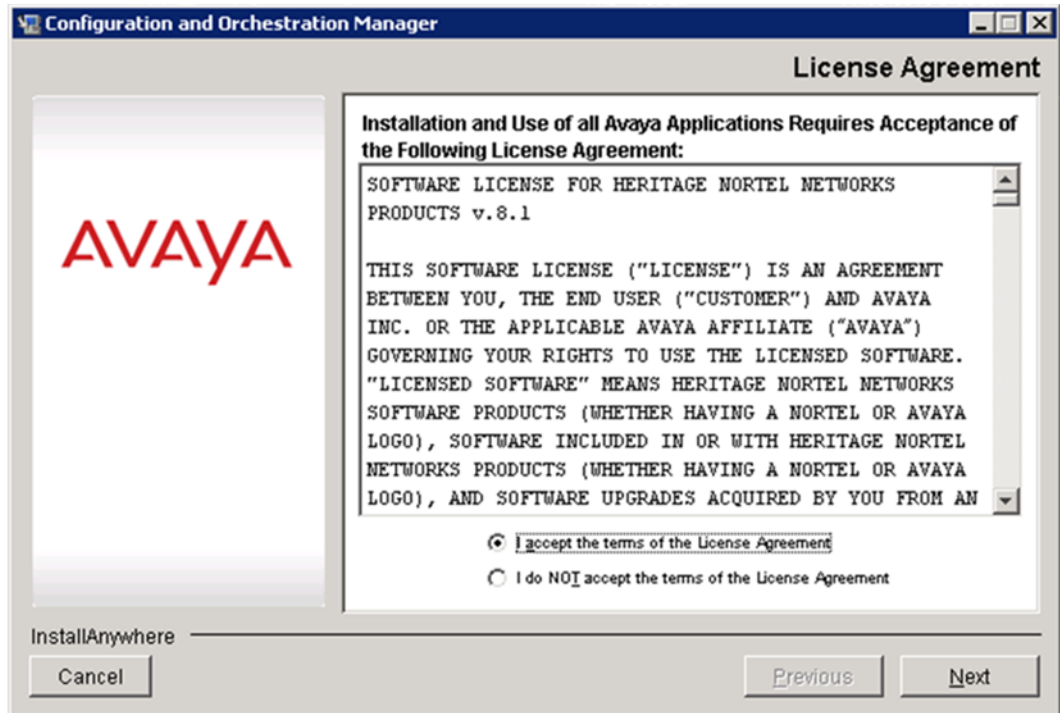
After you install COM, do not modify the FQDN in the hosts file; a change can cause COM to stop working.

- If you are using Internet Explorer 7 to access COM, you must disable the Enhanced Security mode.
- If you are using Windows platform, you must be an Administrator or the member in the Administrators group. If you are using Linux platform, you must be a root user or a member in the root group.
- Avaya recommends that you disable the firewall.



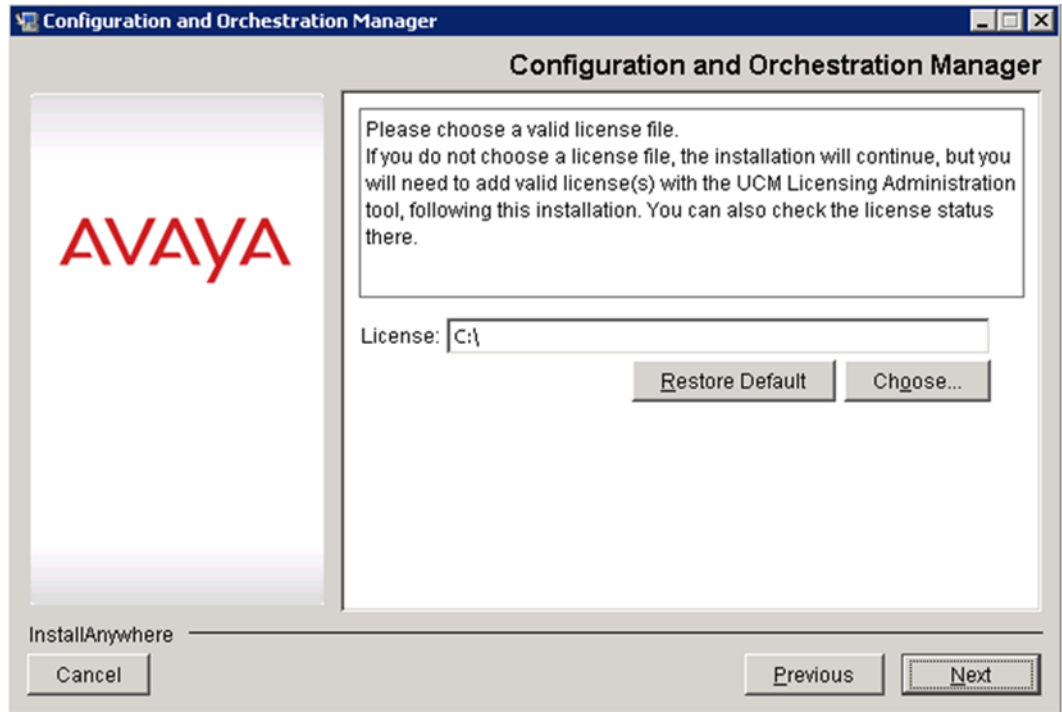
## Procedure steps

1. Double-click the COM executable file to start the COM installer. The COM installer prepares for installation, and then the License Agreement dialog box appears.



2. Review the terms of the license agreement, and if you agree, select **I accept the terms of the License Agreement**, and then click **Next**.

The choose a valid license file dialog box appears.



3. Click **Choose** to browse to the location of the license file, choose the license file, and then click **Next**.

 **Important:**

If the COM license file is not installed on the computer, follow [Licensing](#) on page 15 to obtain the license file, and then complete this step.

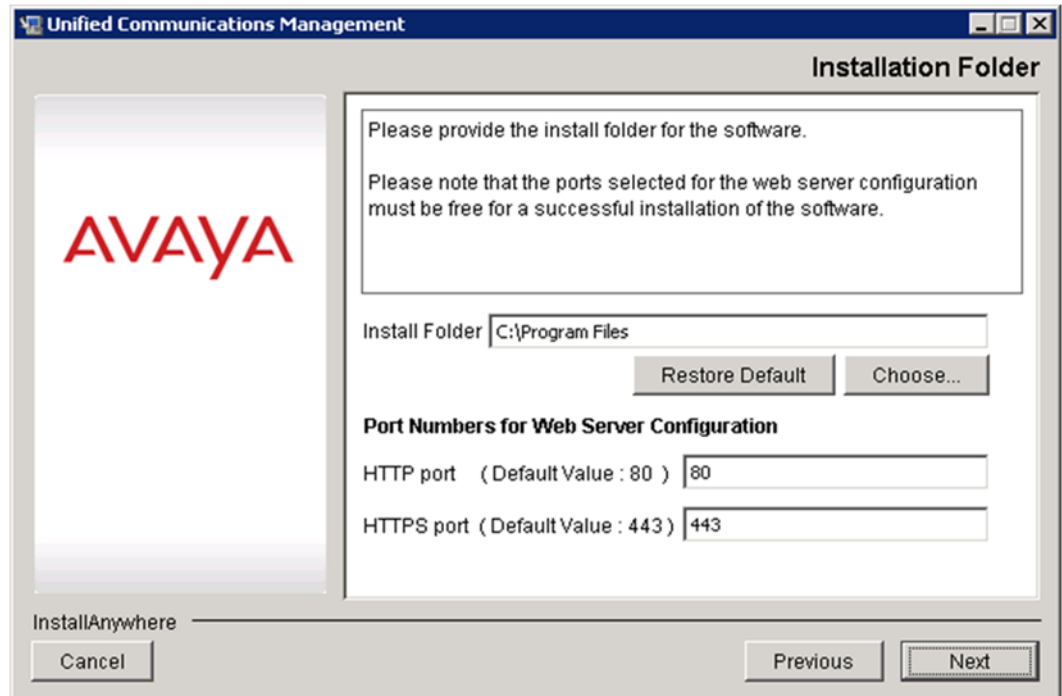
 **Important:**

If you have both COM and BCM licenses during COM installation, select a COM license to install COM 2.3. After you install COM 2.3, you can add a BCM license. For more information about adding a BCM license, see [Adding a license](#) on page 18.

4. Click **Choose** to specify a location, or use the default location provided, and then click **Next**.

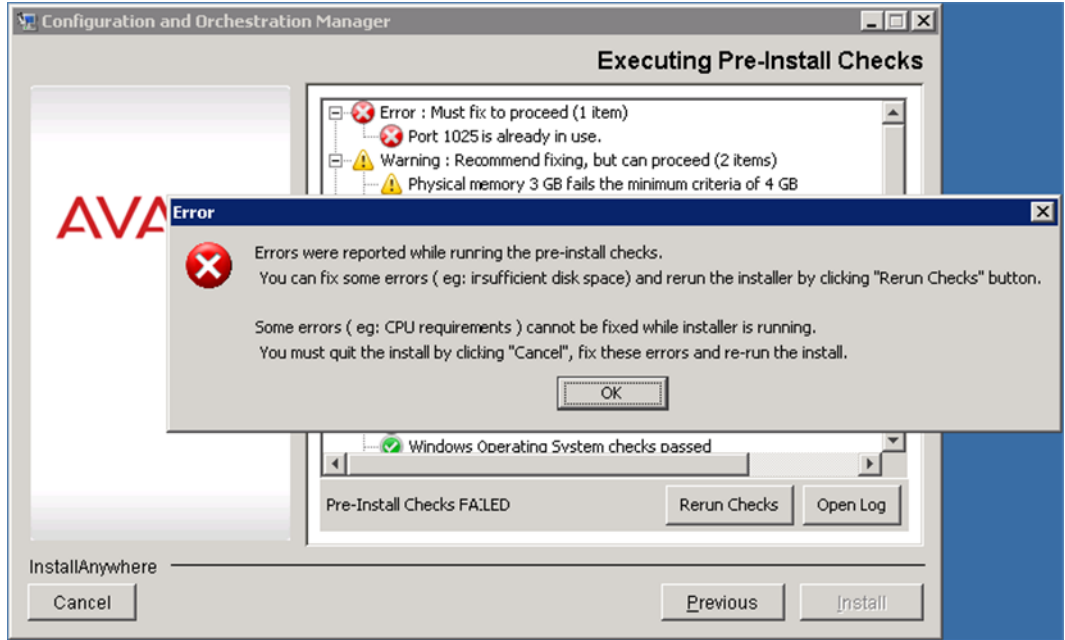
The Installation Folder dialog box appears.





5. To browse to the location of the install folder, click **Choose...**, and select the license file.
6. Review the port information for the Web Server Configuration, and then click **Next**.
7. If there are no errors in the pre-install report, go to **step 8**.

If there are critical errors or warnings during the pre-install checks, an error dialog box appears.



- a. In the **Error** dialog box, click **OK**.
- b. In the **Executing Pre-Install checks** screen, click **Rerun Checks** to run the script again, or click **Open Log** to view the log file.

**\* Note:**

If there are errors in the pre-install report, the **Install** button is disabled, and you must click the **Previous** button to resolve all errors.

8. Review the information and click **Install**.

**\* Note:**

To go back and change information, click **Previous**. Click **Cancel** or the **X** icon at the top right corner of the window to abort the installation at any time.

9. The Installing Configuration and Orchestration Manager dialog box appears.
10. After the installation completes, click **Done**.

## Job aid

The following table shows the default file locations used for each platform.

**Table 2: Default file locations**

Component	Default location: Windows	Default location: Linux
UCM	C:\Program Files\Avaya\UCM	/opt/avaya/ucm

Component	Default location: Windows	Default location: Linux
Database	C:\Program Files\COMMy SQL	/opt/avaya/com/mysql
JBOSS	C:\Program Files\COMjboss-4.2.1.GA	/opt/avaya/com/ jboss-4.2.1.GA
COM	C:\Program Files\COM	/opt/avaya/com

---

## Upgrading the COM application to COM 2.3

The Configuration and Orchestration Manager (COM) 2.3 prompts you to manually uninstall any and all previous versions of COM, and then install COM 2.3. If required, you must also manually back up your data. After you initiate the COM 2.3 installer, if COM is already installed, a message appears to prompt you to uninstall the previous release.

For more information about backing up your data, see [Backing up COM 2.2.1 and restoring to COM 2.3](#) on page 39.

To upgrade the COM application to COM 2.3, follow the procedure [Installing the COM application](#) on page 30.

---

## Starting the COM application

Perform the following procedure to start the COM application.

---

### Prerequisites

Ensure that the client machine that you use to connect to COM server has an updated hosts file with the IP address and FQDN information of COM server.

---

### Procedure steps

1. Open a supported Web browser.
2. In the **Address** field, type the FQDN name of the COM server, and then press **Enter**.

The Login page appears.



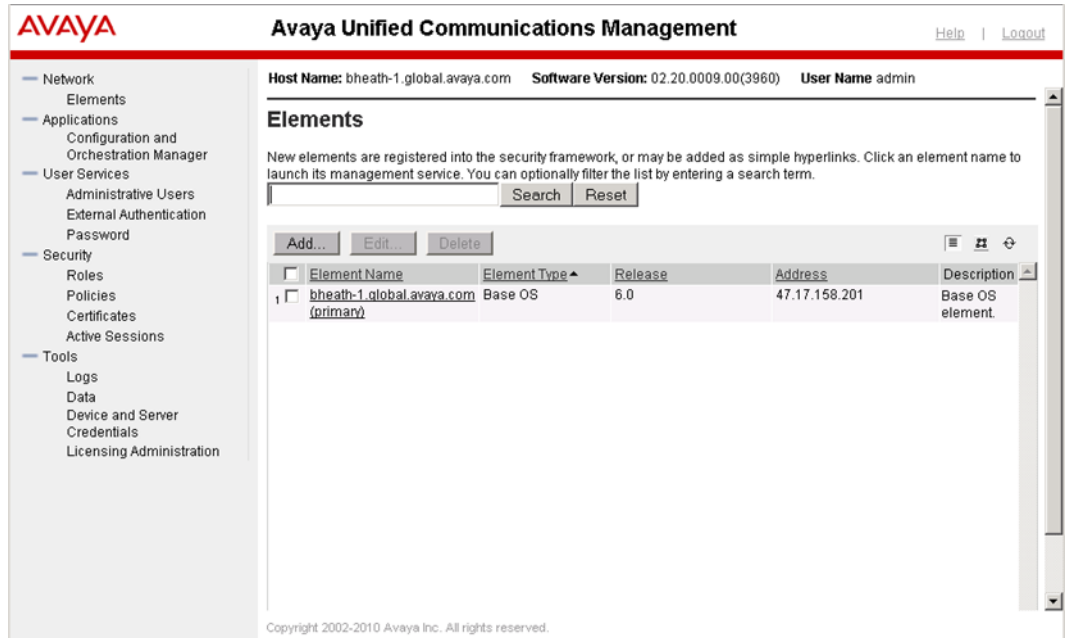
This computer system and network is PRIVATE and PROPRIETARY of [company name] and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of the vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network.

User ID:   
Password:

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3. In the **User ID** field, type the UCM user ID. The default ID for the first login is **Admin**.
4. In the **Password** field, type the UCM password set during installation. The password set during installation works only for the default user ID, Admin.
5. Click **Log In**.

The Unified Communications Management (UCM) Web page appears.



**AVAYA** Avaya Unified Communications Management [Help](#) | [Logout](#)

Host Name: bheath-1.global.avaya.com Software Version: 02.20.0009.00(3960) User Name admin

### Elements

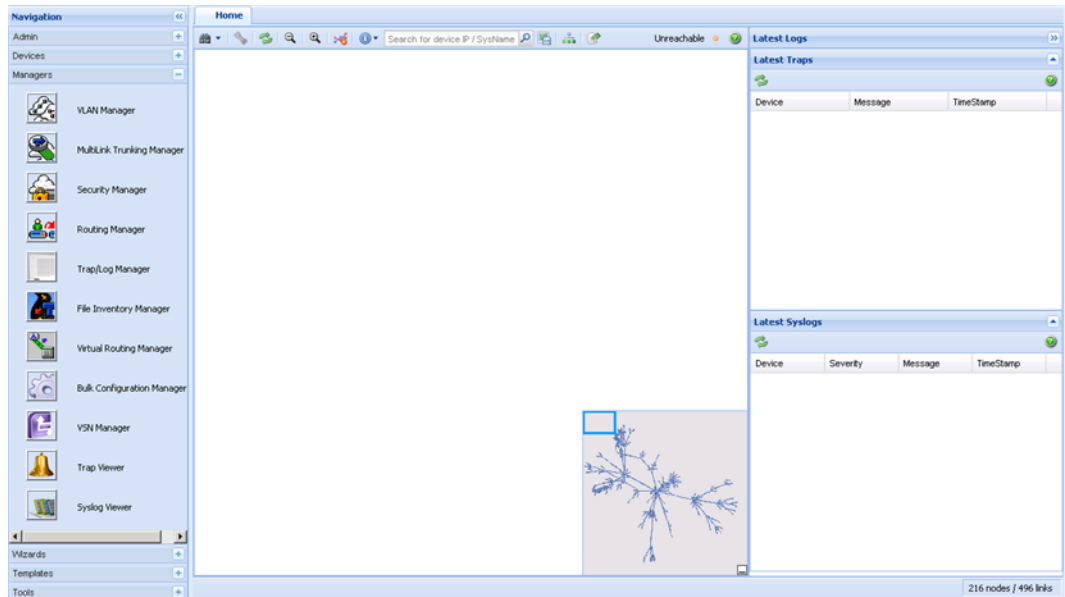
New elements are registered into the security framework, or may be added as simple hyperlinks. Click an element name to launch its management service. You can optionally filter the list by entering a search term.

<input type="checkbox"/>	Element Name	Element Type	Release	Address	Description
<input type="checkbox"/>	<a href="#">bheath-1.global.avaya.com (primary)</a>	Base OS	6.0	47.17.158.201	Base OS element.

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- In the left navigation pane, click **Applications, Configuration and Orchestration Manager**.

The Configuration and Orchestration Manager appears.



Navigation << Home

Admin >> Search for device P / SysName Unreachable >> Latest Logs >>

Devices >> Latest Traps >>

Managers >>

- VLAN Manager
- MultiLink Trunking Manager
- Security Manager
- Routing Manager
- Trap/Log Manager
- File Inventory Manager
- Virtual Routing Manager
- Bulk Configuration Manager
- VSN Manager
- Trap Viewer
- Syslog Viewer

Wizards >> Latest Syslogs >>

Templates >>

Tools >>

216 nodes / 496 links



# Chapter 7: Uninstall the COM

This chapter describes the procedures to uninstall the COM.

## Important:

During uninstall, if the original UCM application, such as Avaya Visualization Performance and Fault Manager (Avaya VPFM) is still installed on the server, COM removes files, links and directories related to COM; the operation of the previously installed products is not disrupted. If the previously installed UCM product has since been removed, COM calls the UCM uninstaller.

---

## Navigation

- [Backing up COM 2.2.1 and restoring to COM 2.3](#) on page 39
- [Uninstalling COM on Windows](#) on page 40
- [Uninstalling COM using control panel](#) on page 41
- [Uninstalling COM on Linux](#) on page 42

---

## Backing up COM 2.2.1 and restoring to COM 2.3

Before you uninstall a previous version of COM, you must back up your data. After you install COM 2.3, you can restore the data that you backed up.

Perform the following procedure to back up data from a previous version of COM, and restore the data to COM 2.3.

### Procedure steps

1. Copy the files and directories found under **<com\_home>\nortel** to a temporary directory.  
  
The default **<com\_home>** directory for COM 2.2.1 is **C:\program files\Nortel\UCM\COM**.
2. From the **<ucm\_home>\bin** directory, run the **backupAllData** script. The **<ucm\_home>** default directory is **C:\program files\Nortel\UCM\**.  
  
This step creates a jar file in the **<ucm\_home>\backups** directory.
3. Copy the jar file from **<ucm\_home>\backups** to a temporary directory.

4. Uninstall COM 2.2.1.

For procedures about uninstalling COM, see [Uninstall the COM](#) on page 39.

5. Install COM 2.3.

For procedures about installing COM 2.3, see [COM installation](#) on page 29

6. Create a backup directory at **<ucm\_home>\backups**.

7. Copy the backed up jar file to **<ucm\_home>\backups**.

8. Run the **restorAllData** script found in the **<ucm\_home>\bin** directory.

 **Note:**

This step stops and starts the jboss service and can take a few moments.

9. Copy all the files and directories that were formerly under the **<com\_home>\nortel** to the **<com\_home>\Avaya**.

 **Note:**

If the **<com\_home>\Avaya** directory does not exist, you must create the directory, then copy all the files and directories that were formerly under the **<com\_home>\nortel** to the **<com\_home>\Avaya**.

The COM 2.3 default directory for **<com\_home>** is **C:\Program Files\Avaya\UCM\COM**.

---

## Uninstalling COM on Windows

The uninstall procedure removes all files used by the COM tools and all tasks created in COM.

### Prerequisites

Before you uninstall a previous version of COM, you must back up your data. After you install COM 2.3, you can restore the data you backed up on COM 2.3. For more information about backing up your data and restoring the data on COM 2.3, see [Backing up COM 2.2.1 and restoring to COM 2.3](#) on page 39.

### Procedure steps

1. Go to the uninstall folder located at **<COM\_Home> \Uninstall\_Configuration and Orchestration Manager**.

2. Double-click the COM Uninstall executable file to start the COM uninstaller.

The Uninstall Configuration and Orchestration Manager appears.





3. Click **Uninstall**.

A warning appears to warn you that you are about to uninstall a server hosting Device and Server Credentials and Licensing modules.

4. Click **OK**.

A warning appears to warn you that you are about to uninstall a primary security server.

5. Click **OK**.

The Uninstall Unified Communications Management screen appears and shows the progress of the COM uninstallation.

After the COM uninstallation is complete, the Uninstall Complete screen appears.

6. Click **Done**.

---

## Uninstalling COM using control panel

If you use the Windows platform, you can perform this procedure as an alternate method to uninstall the COM.

### Prerequisites

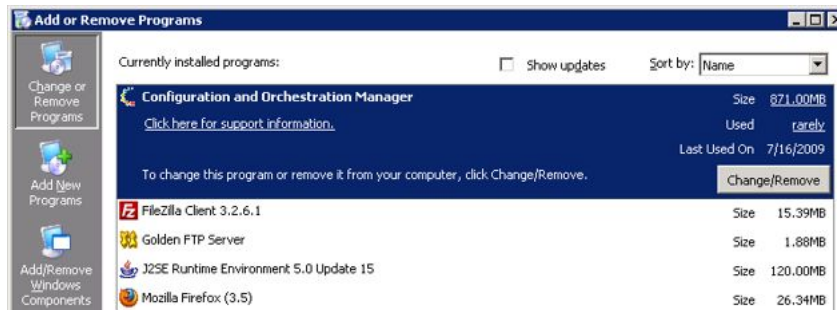
Before you uninstall a previous version of COM, you must back up your data. After you install COM 2.3, you can restore the data you backed up on COM 2.3. For more information about

backing up your data and restoring the data on COM 2.3, see [Backing up COM 2.2.1 and restoring to COM 2.3](#) on page 39.

### Procedure steps

1. In the **Windows Control Panel**, double-click **Add or Remove Programs**.

The Add or Remove Programs window appears.



2. Select the **Configuration and Orchestration Manager** program, and then click **Change/Remove**.

The Uninstall Configuration and Orchestration Manager dialog box appears.

3. Click **Next**.

The Uninstall Complete window appears.

4. Click **Done** to complete the uninstall.

---

## Uninstalling COM on Linux

The uninstall procedure removes all files used by the COM tools and all tasks created in COM.

Perform the following procedure to uninstall the COM on Linux platforms.

### Prerequisites

Before you uninstall a previous version of COM, you must back up your data. After you install COM 2.3, you can restore the data you backed up on COM 2.3. For more information about backing up your data and restoring the data on COM 2.3, see [Backing up COM 2.2.1 and restoring to COM 2.3](#) on page 39.

### Procedure steps

1. Go to the COM installation directory. The default is `/opt/avaya/com`.
2. Go to the uninstall folder located at `<COM_Home>\Uninstall_Configuration_and_Orchestration_Manager`.
3. Run the script file `\Uninstall_Configuration_and_Orchestration_Manager.sh`.

4. Click **Next**.
5. After the uninstallation is complete, click **OK**.

Uninstall the COM

# Chapter 8: Troubleshooting COM installation

Use the information in this chapter to troubleshoot problems related to the COM software components.

## Navigation

- [Checking the status of the Installation](#) on page 45
- [Generating logs and properties archive](#) on page 47
- [Running the installer in debug mode](#) on page 47
- [Java version](#) on page 48

---

## Checking the status of the Installation

Perform the following procedure to check the log information.



### Important:

By default, COM is installed under C:\Program Files\Avaya\COM

---

## Procedure steps

1. Use the following table to check files for log information.

Component	32-bit Windows	64-bit Windows (32-bit app)	64-bit Windows (64-bit app)	Linux
MySQL	C:\Program Files\Avaya\UCMMySQL	C:\Program Files (x86)\Avaya\UCMMySQL	C:\Program Files\Avaya\UCMMySQL	/opt/Avaya/UCM/MySQL
JBoss	C:\Program Files\Avaya\UCMjboss	C:\Program Files (x86)\Avaya\UCMjboss	C:\Program Files\Avaya\UCMjboss	/opt/Avaya/UCM/jboss

Component	32-bit Windows	64-bit Windows (32-bit app)	64-bit Windows (64-bit app)	Linux
COM	C:\Program Files\Avaya\UCM\COM	C:\Program Files (x86)\Avaya\UCM\COM	C:\Program Files\Avaya\UCM\COM	/opt/Avaya/UCM/COM
VPFM	C:\Program Files\Avaya\UCM\VPFM	C:\Program Files (x86)\Avaya\UCM\VPFM	C:\Program Files\Avaya\UCM\VPFM	/opt/Avaya/UCM/VPFM
EPM	C:\Program Files\Avaya\UCM\EPM	C:\Program Files (x86)\Avaya\UCM\EPM	C:\Program Files\Avaya\UCM\EPM	/opt/Avaya/UCM/EPM
IPFM	C:\Program Files\Avaya\UCM\IPFM	C:\Program Files (x86)\Avaya\UCM\IPFM	C:\Program Files\Avaya\UCM\IPFM	/opt/Avaya/UCM/IPFM

2. Use the following table to check COM audit and debug logs.

Component	32-bit Windows	64-bit Windows (32-bit app)	64-bit Windows (64-bit app)	Linux
Installer, pre-install script log, post install, and uninstall log	C:\Program Files\Avaya\UCM\log	C:\Program Files (x86)\Avaya\UCM\	C:\Program Files\Avaya\UCM\	/opt/Avaya/UCM/
Jboss server.log	C:\Program Files\Avaya\UCM\jboss\jboss-4.2.3.GA\server\default\log	C:\Program Files (x86)\Avaya\UCM\jboss\jboss-4.2.3.GA\server\default\log	C:\Program Files\Avaya\UCM\jboss\jboss-4.2.3.GA\server\default\log	/opt/Avaya/UCM/jboss-4.2.3.GA/server/default/log
COM	C:\Program Files\Avaya\UCM\COM\log\	C:\Program Files (x86)\Avaya\UCM\COM\log	C:\Program Files\Avaya\UCM\COM\log	/opt/Avaya/UCM/COM/log
VPFM	C:\Program Files\Avaya\UCM\VPFM\log	C:\Program Files (x86)\Avaya\UCM\VPFM\log	C:\Program Files\Avaya\UCM\VPFM\log	/opt/Avaya/UCM/VPFM/log

Component	32-bit Windows	64-bit Windows (32-bit app)	64-bit Windows (64-bit app)	Linux
		\\UCM\\VPFM \\log		
EPM	C:\Program Files\Avaya\UCM\EPM \\log	C:\Program Files (x86)\Avaya\UCM\EPM \\log	C:\Program Files\Avaya\UCM\EPM \\log	/opt/Avaya/UCM/EPM/log
IPFM	C:\Program Files\Avaya\UCM\IPFM \\log	C:\Program Files (x86)\Avaya\UCM\IPFM \\log	C:\Program Files\Avaya\UCM\IPFM \\log	/opt/Avaya/UCM/IPFM/log

---

## Generating logs and properties archive

Perform the following procedure to generate the logs and properties archive.

---

### Procedure steps

1. Click **Start > All programs > Avaya > UCM menu**.
2. Select **create log archive**.
3. The resulting logs.zip file is created under **c:\program files\avaya\UCM**.

---

## Running the installer in debug mode

Perform the following procedure to run the installer in debug mode.

## Procedure steps

Set **LAX\_DEBUG** environment variable to 1.

---

## Java version

- Java 1.6 application is used in the COM application.
- It is pre packaged within the installer, you need not install Java before installing the COM application.
- To launch the JDM element manager and the CLI manager tools, Java 1.6 application is required. It is not included in the application package. You must download Java 1.6 from the official Java Web site and install it.

If Java 1.6 is already present on the server where COM is being installed, the installer uses the Java version accordingly.