



# **Avaya Configuration and Orchestration Manager Installation**

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NN47226-300  
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# Chapter 1: Introduction

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## Purpose of this Document

This document provides the information and procedures you require to install, license, uninstall and troubleshoot the Avaya Configuration and Orchestration Manager (COM) 3.0.1.

COM provides you with an intuitive interface to configure, manage, and provision Avaya enterprise family of devices, such as Avaya Ethernet Routing Switches, Avaya Ethernet Switches, Legacy BayStack switches, Business Policy Switches 2000™ operating within the same local area network, and Wireless Local Area Network (WLAN) devices. COM is a management system that manages multiple network devices, and provides management for services across different elements.

The *Avaya Configuration and Orchestration Manager Installation* guide is intended for installers of the COM application.

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## Related resources

### Related topics:

[Documentation](#) on page 7

[Training](#) on page 8

[Avaya Mentor videos](#) on page 8

[Support](#) on page 8

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## Documentation

See the following related documents:

Title	Purpose	Link
Avaya Configuration and Orchestration Manager Fundamentals (NN47226-100)	Fundamentals	<a href="http://support.avaya.com">http://support.avaya.com</a>

Title	Purpose	Link
Avaya Configuration and Orchestration Manager Installation (NN47226-300)	Deployment	<a href="http://support.avaya.com">http://support.avaya.com</a>
Avaya Configuration and Orchestration Manager Administration (NN47226-600)	Administration	<a href="http://support.avaya.com">http://support.avaya.com</a>
Avaya Bulk Configuration Manager Fundamentals (NN48021-100)	Fundamentals	<a href="http://support.avaya.com">http://support.avaya.com</a>

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- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

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# Chapter 2: New in this release

The following sections detail what's new in *Avaya Configuration and Orchestration Manager Installation* (NN47226-300) for Release 3.0.1.

- [Features](#) on page 9
- [Other changes](#) on page 10

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## Features

See the following sections for information about feature changes:

### Browser requirements

The browser requirements for the Avaya Configuration and Orchestration Manager (COM) 3.0.1 application have changed. For more information about the changes to the browser requirements, see [Browser requirements](#) on page 13.

### Supported devices

Avaya Configuration and Orchestration Manager (COM) 3.0.1 supports the following devices:

- VSP 7000 v10.2 — Includes L2-SPBM capability.
- ERS 45xx v5.6.1 and v5.6.2 — Limited support for new versions; includes Discovery and EDM plug in support.
- ERS 48xx v5.6.1 and v5.6.2 — Limited support for new versions; includes Discovery and EDM plug in support.
- ERS 55xx v6.3 — Limited support for new versions; includes Discovery and EDM plug in support.
- ERS 56xx v6.3 — Limited support for new versions; includes Discovery and EDM plug in support.

For more information about the changes to the supported devices, see [Supported devices](#) on page 15.

### Licensing changes

You require a new license if you upgrade to Avaya Configuration and Orchestration Manager (COM) 3.0.1 from release 2.3 or 2.3.x, or 3.0 if you use a VMWare Virtual Machine. If you upgrade from 3.0 using a physical machine or a non-VMWare Virtual Machine, you do not require a new license.

For more information about COM licenses, see [Node based licensing for COM](#) on page 17.

### **Bug fixes**

For more information about bugs that have been fixed for Avaya Configuration and Orchestration Manager (COM) release 3.0.1, see *Avaya Configuration and Orchestration Manager Release Notes*.

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## **Other changes**

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

### **Introduction chapter**

The Introduction chapter replaces the Purpose of this document chapter.

# 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 11
- [Client requirements](#) on page 13
- [Browser requirements](#) on page 13

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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 Red Hat 5.6, and VmWare server for Linux Redhat 5.6, and Windows 2008.

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## Client requirements

Avaya Configuration and Orchestration Manager (COM) supports Internet Explorer 7.0, Internet Explorer 8.0, and Internet Explorer 9.0. COM also supports Firefox versions 9 to 16 on Windows 2003, Windows 2008, and on RedHat Linux versions 5.2, 5.4 and 5.6

Client deployment requires the following:

- 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

COM supports Internet Explorer 7.0, Internet Explorer 8.0, Internet Explorer 9.0, Firefox, 9, Firefox 10, Firefox 11, Firefox 14, Firefox 15, Firefox 16, and Firefox 17. 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
Ethernet Routing Switch	8600/8800 series	v.4.0, v.4.1, v.5.0, v.5.1, v.7.0, v.7.1, and v.7.1.3
Ethernet Routing Switch	8300 series	v.4.1.x and v.4.2
Ethernet Routing Switch	5500/5600 series	v.5.1, v.6.0, v.6.1, v.6.2, v.6.3
Ethernet Routing Switch	45xx/48xx series	v.5.2, v.5.3, v.5.4, v.5.5, and v.5.6
Ethernet Routing Switch	25xx series	v.4.1.x , v.4.2, v.4.3, and v.4.4
Ethernet Routing Switch	16xx series	v.2.1.5.x and v.2.1.6.x
Virtual Services Platform	9000 series	v.3.0, v.3.1, v.3.2, and v.3.3
Virtual Services Platform	7000 series	v.10.1, v.10.2
Wireless Controller	WC 8100, AP 8120	v.1.0, v.1.1, and v.1.2
WLAN		23xx, AP 23xx

**Important:**

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

For the up to date device support information refer to the Release Notes.

Supported devices



# Chapter 5: Licensing

There are three types of licenses available for COM:

- [Node based licensing for COM](#) on page 17
- [Node based licensing for BCM](#) on page 18
- [VSN license](#) on page 19

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

- [Obtaining a COM license](#) on page 19
- [Adding a license](#) on page 20
- [Exporting a license](#) on page 23

The following sections explain how to manage the discovered devices.

- [Selecting devices to manage](#) on page 23
- [Using the topology map and shuttle menu to select managed devices](#) on page 25
- [Cancelling the workflow](#) on page 26
- [The Select Managed Devices button](#) on page 28
- [Importing devices](#) on page 29

For information about choosing a license file during installation, see [Installing the COM application](#) on page 32.

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## Node based licensing for COM

Avaya Configuration and Orchestration Manager (COM) 3.0.1 supports node based licensing that permits COM to manage the number of devices that you purchase a license for. In COM 3.0.1, a new Enterprise license is available which provides COM 1500 node count support and a packaged a BCM base license.

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.

Use the following table to determine whether or not you require a new license to upgrade to Avaya Configuration and Orchestration Manager (COM) 3.0.1 from an earlier version.

Old release installed	Server type	New license required
2.3 or 2.3.x	Physical machine	Yes
2.3 or 2.3.x	VMWare virtual machine	Yes
2.3 or 2.3.x	Non VMWare virtual machine	Yes
3.0	Physical machine	No
3.0	VMWare virtual machine	Yes
3.0	Non VMWare virtual machine	No

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.
- **COM\_Upgrd1200\_1500\_base:** This is an update from 1200 to 1500 nodes. It indicates only 1500 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.

---

## 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 3.0.1, 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.

**Important:**

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

---

## VSN license

Avaya Configuration and Orchestration Manager (COM) 3.0.1 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 20.

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.

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## 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 17.
- 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).

---

## 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**.

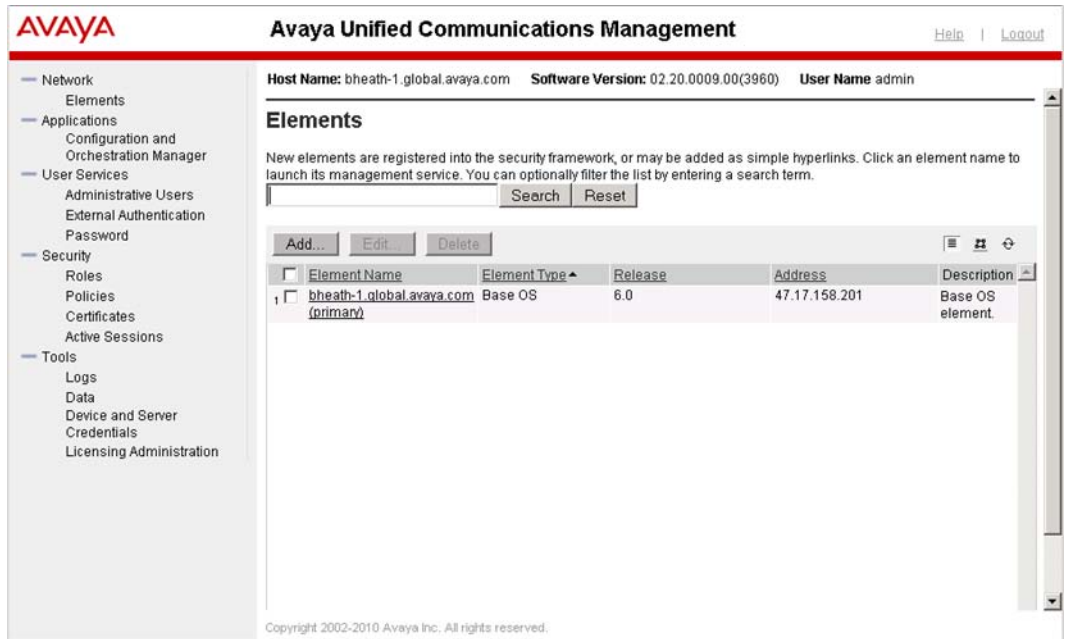
The Login page appears.



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.
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

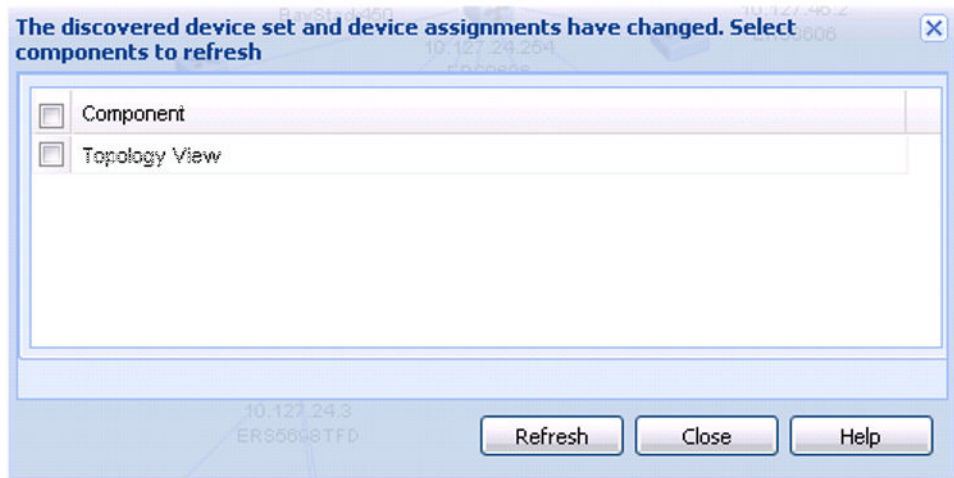
After a discovery process, you can start managing the discovered devices. Your license limits COM to manage all the discovered devices. Therefore, if the number of discovered nodes exceeds the number of licensed nodes, a list of devices appears and you are prompted to select specific devices from the 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.
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**.

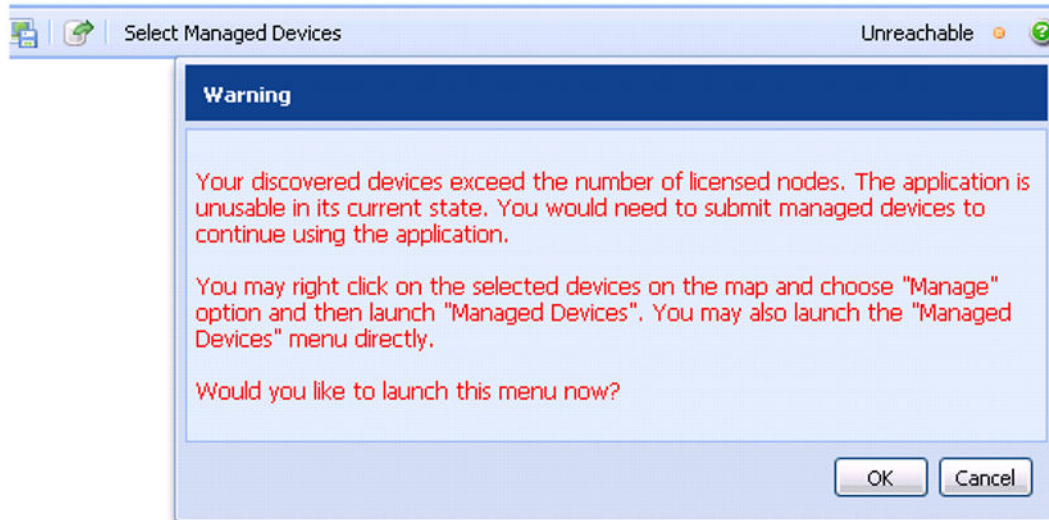
**Note:**

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 the 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.
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.

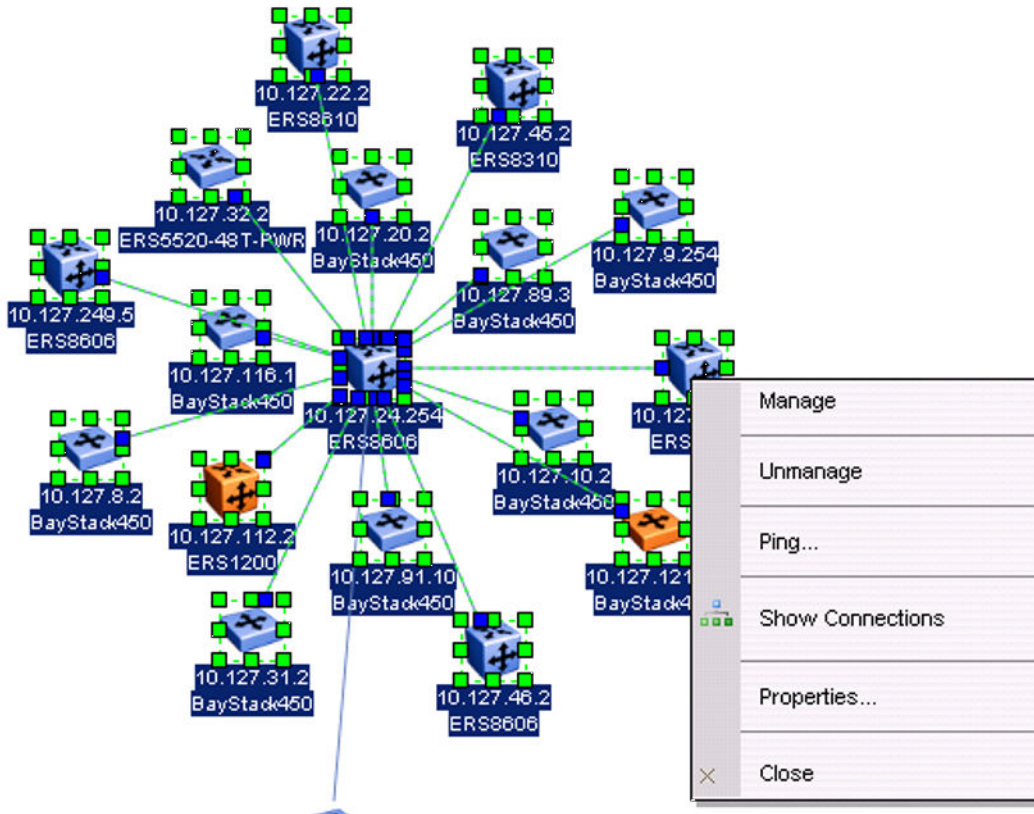
3. To multi select the nodes, left click and drag the mouse over a cluster of the nodes to either manage or unmanage the devices.

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.

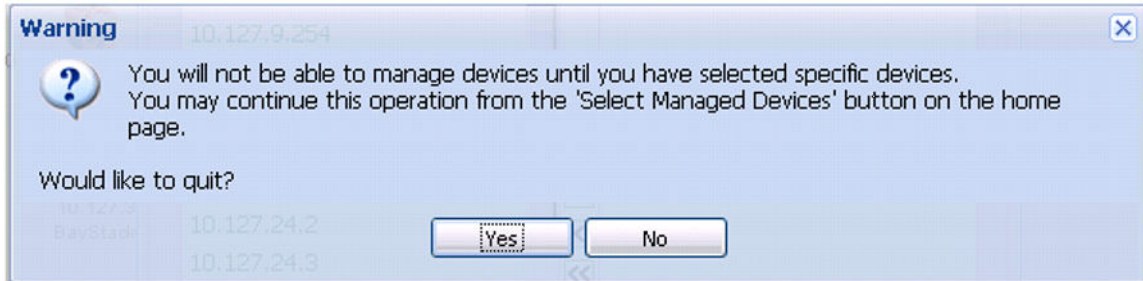
The following figure is an example of Using the topology map and shuttle menu to select managed devices.



## 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:**

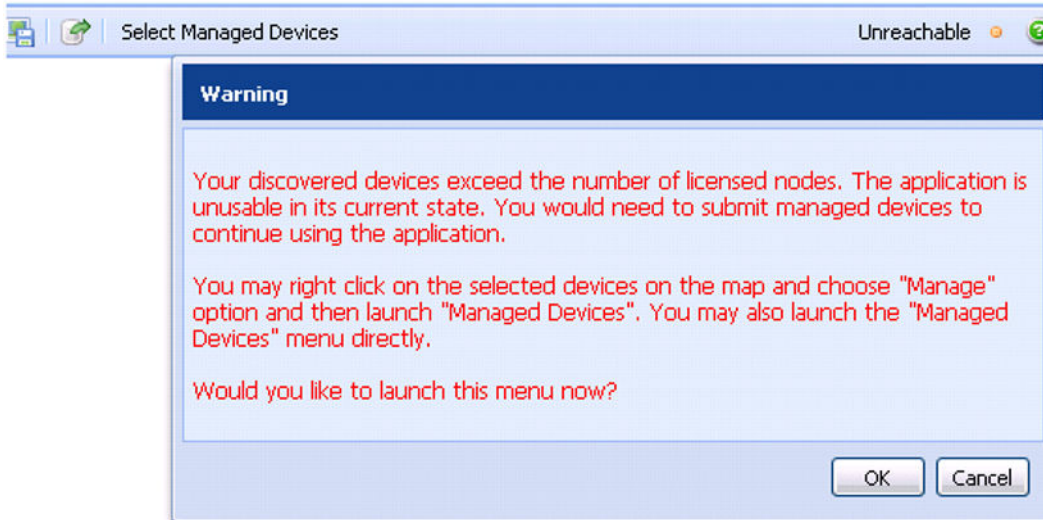
The Select Managed Devices button appears for all admin users. However, the user who performed the discovery may log out. If this occurs, another admin user can finish this process.

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.

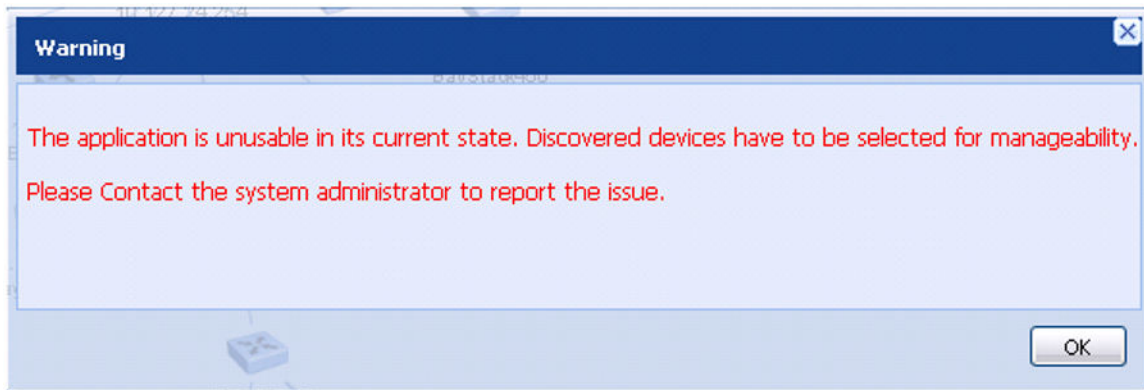
After you cancel the operation, the following dialog box appears to all the clients.



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) 3.0.1 operates with the following applications:

- Visualization Performance and Fault Manager (VPFM) 3.0.2
- Enterprise Policy Manager (EPM) 5.1.3
- IP Flow Manager (IPFM) 2.0.1
- Communication Server 1000 (CS 1000) 7.5

**Note:**

The COM installer is available in English only, and the installation or upgrade works only when you set the language on the system to English(US).

**Important:**

You can install COM 3.0.1 as an upgrade from COM 2.3, 2.3.1, 2.3.2, or COM 3.0 versions. If you are running COM versions older than 2.3, you must uninstall the application, and then install COM 3.0.1.

COM 3.0.1 supports co-residency with VPFM 3.0.2 only, and supports distributed solution install with IPFM 2.0.1 and EPM 5.1.3 only.

## 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 32
- [Upgrading the COM application to COM 3.0.1](#) on page 36
- [Starting the COM application](#) on page 36

---

## Installing the COM application

Perform the following procedure to install the Configuration and Orchestration Manager (COM) 3.0.1.

For information about system requirements, see [System requirements](#) on page 11.

### **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 19.
- 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.

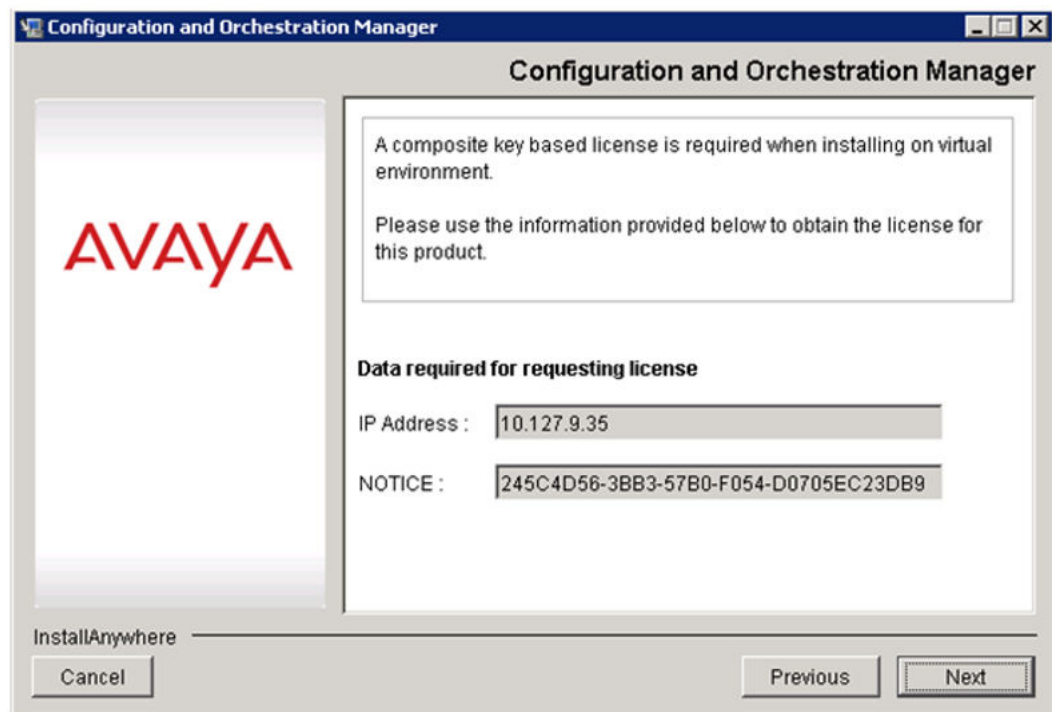
- If you are using Internet Explorer 7 to access COM, you must disable the Enhanced Security mode.
- If you are using Windows platform, you must be an Administrator or the member in the Administrators group. If you are using Linux platform, you must be a root user or a member in the root group.
- Avaya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

If you are using a virtual environment, the data required for requesting license dialog box appears displaying the values for **IP Address** and **NOTICE** . This information is used to retrieve the COM license for a virtual environment.



3. Click **Next**.

The choose a valid license file dialog box appears.

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

**Important:**

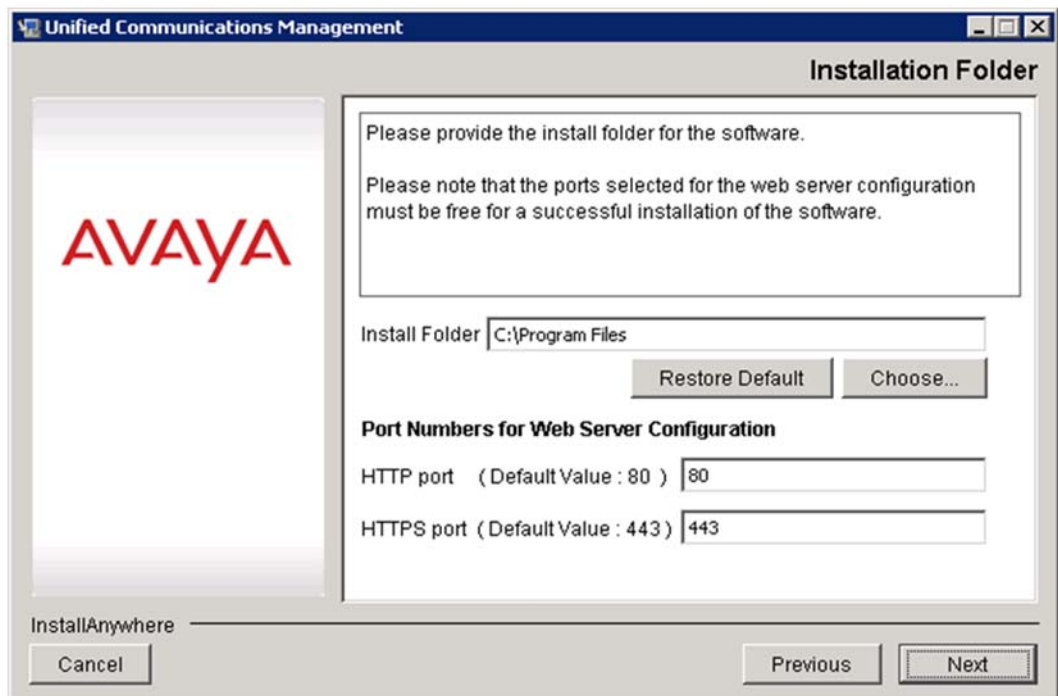
If the COM license file is not installed on the computer, follow [Licensing](#) on page 17 to obtain the license file, and then complete this step.

**Important:**

If you have both COM and BCM licenses during COM installation, select a COM license to install COM 3.0.1. After you install COM 3.0.1, you can add a BCM license. For more information about adding a BCM license, see [Adding a license](#) on page 20.

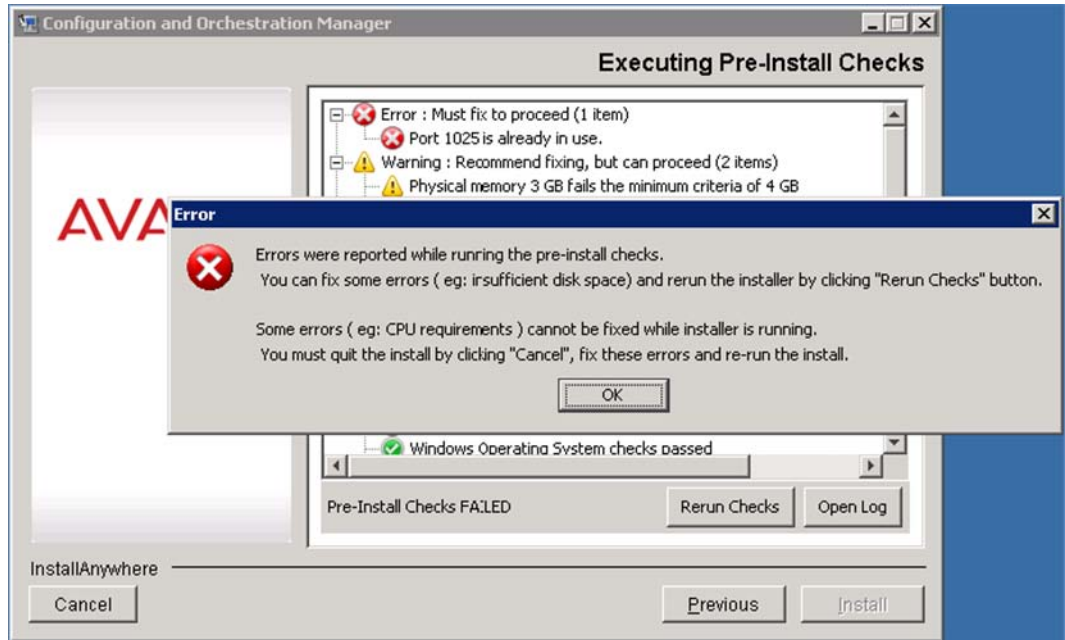
- Click **Choose** to specify a location, or use the default location provided, and then click **Next**.

The Installation Folder dialog box appears.



- To browse to the location of the install folder, click **Choose...**, and select the license file.
- Review the port information for the Web Server Configuration, and then click **Next**.
- 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.

9. 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.

10. The Installing Configuration and Orchestration Manager dialog box appears.
11. 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\Avaya\UCM\COM\mysql	/opt/avaya/ucm/com/mysql
JBOSS	c:\Program Files\Avaya\UCM\COM \jboss-4.2.1	/opt/avaya/ucm/ jboss-4.2.1.GA
COM	c:\Program Files\Avaya\UCM\COM	/opt/avaya/ucm/com

---

## Upgrading the COM application to COM 3.0.1

You can install COM 3.0.1 as an upgrade from COM 2.3, 2.3.1, and 3.0 versions only. If you are running COM versions older than 2.3 or 2.3.1, you must uninstall the application, and then install COM 3.0.1.

**Note:**

Precheck is enabled for a COM upgrade from releases 2.3, 2.3.x and 3.0 to release 3.0.1.

To upgrade the COM application to COM 3.0.1, follow the procedure [Installing the COM application](#) on page 32.

---

## 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.

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

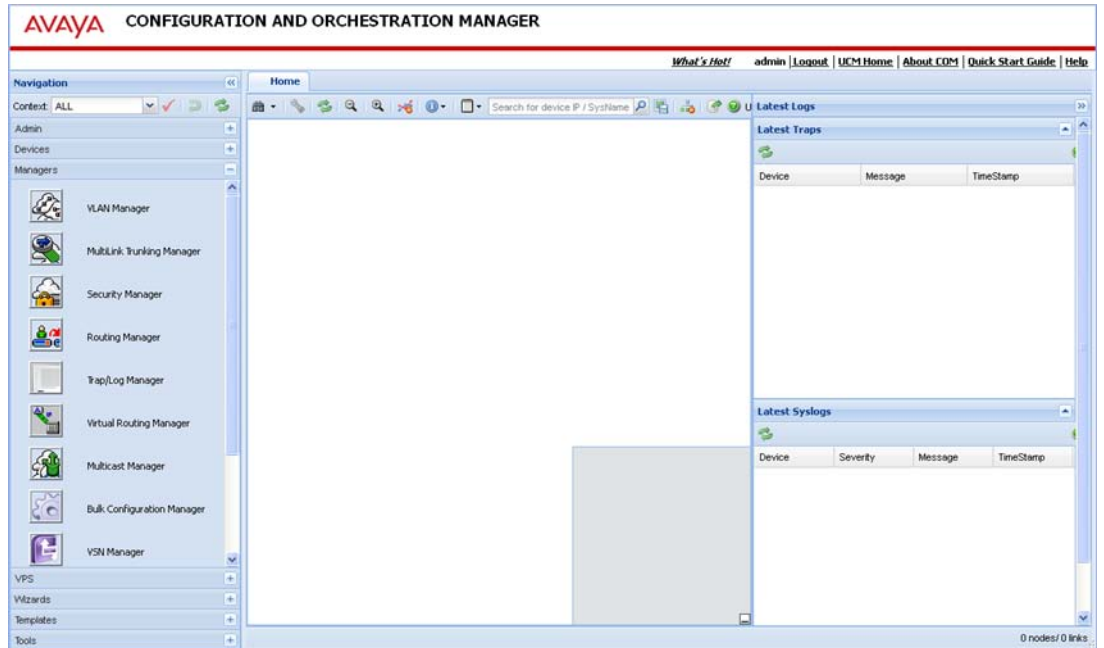
New elements are registered into the security framework, or may be added as simple hyperlinks. Click an element name to launch its management service. You can optionally filter the list by entering a search term.

<input type="checkbox"/>	Element Name	Element Type	Release	Address	Description
1 <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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6. In the left navigation pane, click **Applications, Configuration and Orchestration Manager**.

The Configuration and Orchestration Manager appears.



# 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

- [Uninstalling COM on Windows](#) on page 39
- [Uninstalling COM using control panel](#) on page 40
- [Uninstalling COM on Linux](#) on page 41

---

## Uninstalling COM on Windows

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

### Note:

You can install COM 3.0.1 as an upgrade from COM 2.3 or 2.3.1 versions only. If you are running COM versions older than 2.3 or 2.3.1, you must uninstall the application, and then install COM 3.0.1.

### 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.

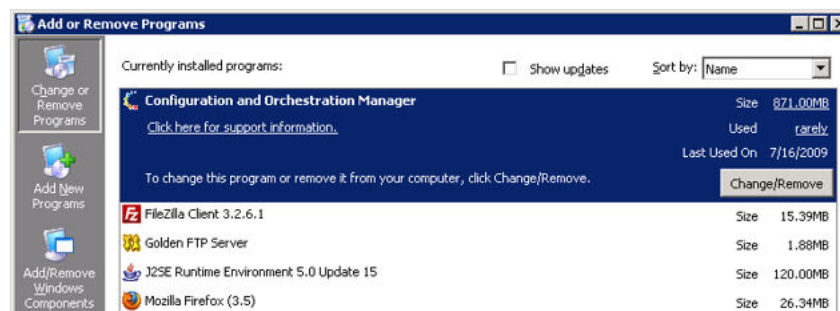
### Note:

You can install COM 3.0.1 as an upgrade from COM 2.3 or 2.3.1 versions only. If you are running COM versions older than 2.3 or 2.3.1, you must uninstall the application, and then install COM 3.0.1.

### 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.

### 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 43
- [Generating logs and properties archive](#) on page 44
- [Running the installer in debug mode](#) on page 45
- [Java version](#) on page 45

---

## 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\UCM\COM.

---

## Procedure steps

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

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

Component	32-bit Windows	64-bit Windows (32-bit app)	Linux
VPFM	C:\Program Files \Avaya\UCM \VPFM	C:\Program Files (x86)\Avaya\UCM \VPFM	/opt/Avaya/UCM/ VPFM
EPM	C:\Program Files \Avaya\UCM\EPM	C:\Program Files (x86)\Avaya\UCM \EPM	/opt/ Avaya/UCM/EPM
IPFM	C:\Program Files \Avaya\UCM \IPFM	C:\Program Files (x86)\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)	Linux
Installer, pre- install script log, post install, and uninstall log	C:\Program Files \Avaya\UCM\log	C:\Program Files (x86)\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	/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	/opt/ Avaya/UCM/COM /log
VPFM	C:\Program Files \Avaya\UCM \VPFM\log	C:\Program Files (x86)\Avaya\UCM \VPFM\log	/opt/Avaya/UCM/ VPFM/log
EPM	C:\Program Files \Avaya\UCM\EPM \log	C:\Program Files (x86)\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	/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 EDM 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.

