

Avaya Visualization Performance and Fault Manager - Installation

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Chapter 1: New in this release

The following sections detail what's new in Avaya Visualization Performance and Fault Manager Installation (NN48014-300) for release 2.3.

- Features on page 5
- Other information on page 6

Features

Following are the feature changes for VPFM 2.3 release:

- The title bar shows Avaya
- Navigation menu contains Avaya in the title bar
- Following are the supported devices:
 - Avaya Communication Server 1000 (Avaya CS 1000)
 - Avaya Secure Router 4134 (Avaya SR 4134)
 - Advanced Gateway 2330 MCR (SR 2330)
 - Avaya Secure Router 1000 series
 - Avaya Secure Router 3000 series
 - Avaya Ethernet Routing Switch 2500
 - Avaya Ethernet Routing Switch 4500
 - Avaya Ethernet Routing Switch 8600
 - Avaya Ethernet Routing Switch 8800
 - Avaya Virtual Services Platform 9000
 - WLAN
 - Belden or Hirschmann routers and switches
- The following platforms support VPFM:
 - Windows Server 2003 R2
 - Windows Server 2008
 - Red Hat Enterprise Linux 5.2

- Windows 2003 Standard or Enterprise Service Pack 2
- Windows 2008 Enterprise R2 Service Pack 2, RHEL 5.2

Other information

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

- Determining if your installer is a 32-bit version or a 64-bit version on page 6
- Changes to system requirements for installing VPFM on page 6
- Installing VPFM on Windows on page 6
- Backing up and restoring custom data on page 6

Determining if your installer is a 32-bit version or a 64-bit version

The installer for the Windows operating systems is available in the 32-bit version or the 64-bit version. Procedures are provided to determine if your operating system is a 32-bit version or a 64-bit version. For more information, see <u>Installation process</u> on page 11.

Changes to system requirements for installing VPFM

About this task

With a 32-bit system for Windows or Linux, a maximum of 20,000 interfaces can be monitored. With a 64-bit Linux system using 32-bit VPFM application, a maximum of 40,000 interfaces can be monitored. For more information, see System requirements on page 15

Installing VPFM on Windows

About this task

The procedure is for first time installation. For more information, see <u>Installing VPFM on Windows</u> on page 19.

Backing up and restoring custom data

You can install VPFM 2.3 over VPFM 2.0 or VPFM 2.1 However, you will need to un-install the previous versions. Before performing the un-installation you will need to take the back up of the previous versions. Procedures are provided to back up custom data, and to restore custom

data for the Windows and Linux platforms. For more information, see <u>Data migration from a prior Avaya VPFM release to VPFM 2.3</u> on page 33.

When you launch a VPFM 2.3 installer on a server having previous versions (VPFM 2.0 or VPFM 2.1), the VPFM 2.3 detects this and shows a screen containing information about how to take backup and restore it again.



In release 2.3, the process of data back up and restore is manual and is not automated.

New in this release

Chapter 2: Introduction

This guide describes how to install Avaya Visualization Performance and Fault Manager (VPFM) on Windows and Linux platforms.

Navigation

- Fundamentals on page 11
- System requirements on page 15
- Installation of Avaya VPFM on page 17
- Uninstallation of Avaya VPFM on page 25
- Data migration from a prior Avaya VPFM release to VPFM 2.3 on page 33

Introduction

Chapter 3: Fundamentals

This section provides basic information about the installation process of Avaya Visualization Performance and Fault Manager (VPFM).

Navigation

- Installation process on page 11
- License process on page 13
- Uninstallation process on page 13

Installation process

Install VPFM using a wizard based installer. You can download the VPFM software from www.avaya.com (login required) in both Windows and Linux versions. For the Windows operating system, the installer is available in the 32-bit version or the 64-bit version. For the Linux operating system, the installer is available only in the 32-bit version.



Important:

You cannot install a 64-bit version of VPFM on a 32-bit operating system.



🚺 Important:

You cannot upgrade from a 32-bit VPFM installation to a 64-bit installation. You must uninstall the 32-bit VPFM application before you can install a 64-bit VPFM installation..

You can determine if your operating system is a 32-bit version or a 64-bit version.

To determine if your Windows Server 2008 operating system is a 32-bit version or 64-bit version, perform the following steps:

- 1. Click Start, and then click Run or Start Search.
- 2. Type msinfo32.exe, and then press Enter.
- 3. In System Information, review the value for the System Type item.
 - If the value of the System Type item is x86-based PC, then your Windows operating system is a 32-bit version.
 - If the value of the System Type item is x64-based PC, then your Windows operating system is a 64-bit version.

To determine if your Windows Server 2003 operating system is a 32-bit version or a 64-bit version, perform the following steps:

- 1. Click **Start**, click **Run**, type sysdm.cpl, and then click **OK**.
- 2. Click the **General tab**. The operating system appears as follows:
 - If Microsoft Windows Server 2003 Enterprise x64 Edition appears under System, then your operating system is a 64-bit version.
 - If Microsoft Windows Server 2003 Enterprise Edition appears under System, then your operating system is a 32-bit version.

To determine if your Red Hat Enterprise Linux operating system is a 32-bit version or a 64-bit version, perform the following steps:

Run command uname -m.

- If the value is x86_64, then your operating system is a 64-bit version.
- If the value is i686, then your operating system is a 32-bit version.

Unified Communications Management (UCM) is installed at the same time as VPFM and provides the common platform with which to integrate VPFM with other UCM applications such as Network Resource Manager (NRM) and Enterprise Policy Manager (EPM).

In order for the installation of VPFM to be successful, there are some configuration tasks that you must complete before you begin the installation. These pre-installation tasks will ensure that the server where you install VPFM is configured correctly for the VPFM application.

Performing MD5 checksum

Use the following procedure to Perform an MD5 checksum to check the installer for errors before performing the installation.

- 1. Download the MD5 checksum file from the Avaya support site at https://support.avaya.com/css/appmanager/public/support/Downloads/P0777/2.x/ C2011441727503320 9.
- 2. On Linux, compute the MD5 checksum of the installer binary by using the command md5sum <file_name> where <file_name> is the VPFM installer file.

OR

- On Windows, download and run an MD5 checker, such as the one available from the Microsoft support website at http://support.microsoft.com/kb/841290
- 3. Open the MD5 checksum file you downloaded in step 1 with a text editor, such as Notepad.
- 4. Use the computed MD5 check sum from step 2 or 3 and compare it with the MD5 check sum shown in opened file from step 4

License process

The VPFM licensing policy is based on the number of managed nodes. Following is the list of license types supported for VPFM:

- Evaluation License
- Base License
- Incremental License
- Enterprise License

See the following table for a description of license types. The license types and number of nodes managed are identical for VPFM and VPFM-Lite.

License	Nodes Managed	Max. Licenses	Max. Nodes Managed
Base	Up to 500 Managed Objects (MO)	1	500
Incremental	2000 Incremental MO	10	20,500
Enterprise	Up to 20,000 MO	1	20,500

For information about obtaining a license, see Obtaining the license file on page 17.

Uninstallation process

You uninstall VPFM using the wizard based installer.

For more information about uninstalling VPFM, see <u>Uninstallation of Avaya VPFM</u> on page 25.

Fundamentals

Chapter 4: System requirements

The system requirements depend on whether you are installing Avaya Visualization Performance and Fault Manager (VPFM) on a 32-bit system, or on a 64-bit system.

32-bit system for Windows or Linux

Ensure your system meets the following requirements to install VPFM:

- RAM—Minimum is 4 GB; Avaya recommends 6 GB.
- Hard disk space—Minimum is 20 GB; Avaya recommends 40 GB.
- Processor—Minimum is 2.0 GHz Dual Core; Maximum is 2.0 GHz Quad Core.
- 10 Mbit network access (minimum).
- TCP/IP Network protocols.
- Monitor capable of displaying 256 colors or greater.
- You must have configured the domain name of the server on which you install VPFM and validated the server to resolve its own fully qualified domain name.
- You must have downloaded and installed the Java Runtime Environment.

With a 32-bit system, a maximum of 20,000 interfaces can be monitored.

64-bit Windows system using 64-bit VPFM application

Ensure your system meets the following requirements to install VPFM:

- RAM—Avaya recommends a minimum of 8 GB for 1000 devices or 50,000 interfaces.
 For each additional 1000 devices, add 2 GB of RAM.
- Hard disk space—Minimum is 20 GB; Avaya recommends 40 GB.
- Processor—Minimum is 2.0 GHz dual Core; Maximum is 2.0 GHz Quad Core.
- 10 Mbit network access (minimum).
- TCP/IP Network protocols.
- Monitor capable of displaying 256 colors or greater.

- You must have configured the domain name of the server on which you install VPFM and validated the server to resolve its own fully qualified domain name.
- You must have downloaded and installed the latest Java Runtime Environment.

64-bit Linux system using 32-bit VPFM application

To install VPFM on the Linux 64-bit system, use the 32-bit VPFM application. In this case, a maximum of 40,000 interfaces can be monitored. For more information, see <u>32-bit system for Windows or Linux</u> on page 15.

System compatibility

VPFM 2.3 is backward compatible with EPM 5.1.3, IPFM 2.0.1, and Communications Server 10007.5 or later. The JMS notification patch is not required for VPFM 2.3, but applies to other applications.

Chapter 5: Installation of Avaya VPFM

About this task

This section describes how to install the Avaya Visualization Performance and Fault Manager (VPFM) on the Windows and Linux platform.

Navigation

- Obtaining the license file on page 17
- Starting or stopping the VPFM service in Windows on page 18
- Starting or stopping the VPFM service in Linux on page 18
- Installing VPFM on Windows on page 19
- Installing VPFM on Linux on page 22

Obtaining the license file

Perform the following procedure to obtain a VPFM license.

Before you begin

- You require the License Activation Code (LAC) for the software you want to license (provided by Avaya at purchase).
- You require the MAC address of the server where the VPFM 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

- Open a Web browser window and go to the Electronic Licensing Portal: http://www.avayadatalicensing.com.
- 2. Type your first name, last name, company name, and e-mail address in the appropriate fields at the top of the page.
- 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 the 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.
- Click Download.
- On the Generate License page, type the MAC address for the server where the VPFM components reside. Use capital letters, separated by colons (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 VPFM components reside.
- Store your License Certificate in a secure place for future reference.
 For more information about adding a license file after the installation, see Common Services Fundamentals Unified Performance Management (NN48014-100).

Starting or stopping the VPFM service in Windows

About this task

Use the following procedures to start or stop the VPFM service on a Windows platform.

- Start—Use the Services system tool to start the Avaya VPFM service.
- Stop—Use the Services system tool to stop the Avaya VPFM service.

Starting or stopping the VPFM service in Linux

About this task

Use the following procedures to start or stop the VPFM service on a Linux platform.

- Start—From any command prompt, type service kbmd start.
- Stop—From any command prompt, type service kbmd stop.

Installing VPFM on Windows

Use the following procedure to install VPFM for the first time on a Windows platform.

Before you begin

- Ensure that you have logged on to the server platform as an Administrator or as a user with Administrative privileges to install VPFM on a Windows platform.
- The server must have a hard disk labelled C: or the install will fail.
- Before you can proceed with a successful first installation, the results of the preinstall check must return with no errors. If there are errors, you must correct all errors reported by the script before you initiate installation. If there are any warnings, they should also be corrected. These warnings will not stop the installation process but may cause performance issues later. If you are updating from a previous version of VPFM, you are not required to run the preinstall check.

Procedure

- Double-click the VPFM executable file to launch the VPFM installer.
 The VPFM installer prepares for installation and then the License Agreement screen appears.
- 2. Review the terms of the license agreement and if you agree, select I accept the terms of the License Agreement option.
- 3. Click Next.

The License file and port choice screen appears.

 Choose the License file from appropriate file location and enter the HTTP and HTTPs Port numbers for the VPFM HTTPS Server or you can use the default values.

5. Click Next.

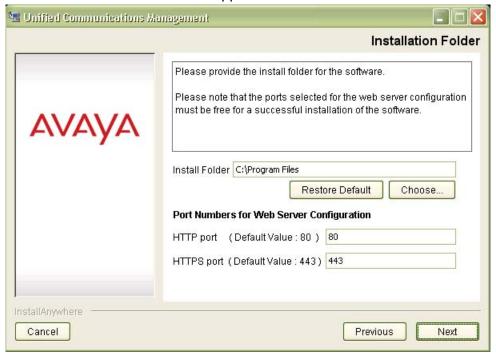
If invalid file type is chosen as the license file you will get an error message. For example, an invalid license warning appears.

Therefore, make sure you select the valid license file to avoid any error related to the invalid license.



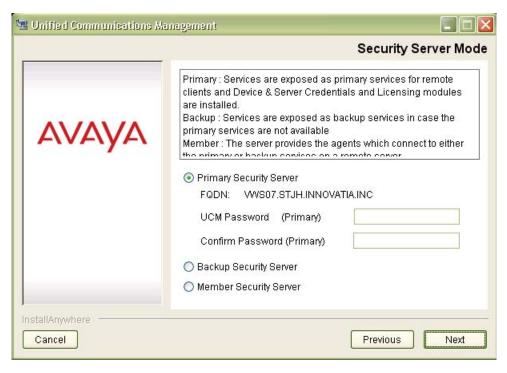
- 6. Select Reenter License.
- 7. Click Next.

The Installation Folder screen appears.



- 8. Click **Choose** to browse the destination folder path for installation. The default path is available in the location C:\Program Files.
- 9. Enter the HTTP port and HTTPS port numbers for Web Server Configuration.
- 10. Click Next.

The Security Server Mode screen appears.



- 11. Under Primary Security Server:
 - a. Enter the UCM password (Primary).
 - b. Re-enter the same password in Confirm password (Primary).



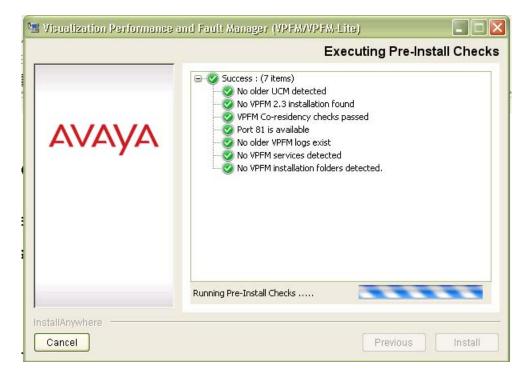
The password must contain minimum of 8 characters with atleast 1 uppercase, 1 lowercase, 1 special character and 1 numeric character.

Example: UCM4Avaya@

12. Click Next.

The Executing Pre-install Checks screen appears.

Running Pre-Install Checks... progress bar is displayed and once the system verifies the pre-install checks, **Success** message appears. If you encounter errors, during pre-install check, you will need to address these errors and re-run the installation checks. Some of the examples of the errors are insufficient disk space and unsupported operating system.



13. Click Install.

The Install Complete window appears.

14. Click Done.

Installing VPFM on Linux

Use the following procedure to install VPFM on a Linux platform.

Before you begin

Ensure that you have logged on to the server platform as root to install VPFM on Linux platform.

Procedure

- Run the VPFM installer .BIN file from the command line.
 An Introduction screen appears.
- From the Introduction screen, click Next.An End User License Agreement screen appears.
- 3. From the License Agreement screen, select I Accept The Terms Of The License Agreement option.

4. Click Next.

The License file and port choice screen appears.

- 5. Specify the destination folder path for the License File and port number.
- 6. Click Next.

The Installation folder screen appears.

- 7. From the Choose Install Folder screen, specify the destination folder path for installation.
- 8. Select the desired shortcut option.
- 9. Click Next
- 10. Enter the HTTPS port for VPFM server web requests.
- 11. Click Next.

The Security Server Mode screen appears. screen appears.

- 12. Under Primary Security Server:
 - Enter the UCM password (Primary)
 - Re-enter the same password in Confirm password (Primary)



The password must contain minimum of 8 characters with atleast 1 uppercase, 1 lowercase, 1 special character and 1 numeric character.

13. Click Next.

The Executing Pre-install Checks screen appears.

Running Pre-Install Checks... progress bar is displayed and once the system verifies the pre-install checks, **Success** message appears.

14. Click **Install** to start the installation process.

The Installing Visualization Performance and Fault Manager screen appears displaying the installation process as it progresses.

- 15. After the completion of the installation process, the Install Complete screen appears.
- 16. Click **Done** to complete the installation process.

Installation of Avaya VPFM

Chapter 6: Uninstallation of Avaya VPFM

About this task

This section describes how to uninstall the Avaya Visualization Performance and Fault Manager (VPFM) on the Windows and Linux platform.

During uninstallation, you can remove the VPFM application and delete all application data and databases.



Avaya highly recommends that you backup the data prior to uninstalling the application.

Navigation

- Uninstalling VPFM on the Windows platform on page 25
- Uninstalling VPFM on a Linux platform on page 28

Uninstalling VPFM on the Windows platform

Use the following procedure to uninstall VPFM on a Windows platform.

Before you begin

- Before you begin to uninstall VPFM, close all UCM applications.
- Log on to the server platform as an Administrator or as a user with Administrative privileges to uninstall VPFM without backup on Windows platform.

Procedure

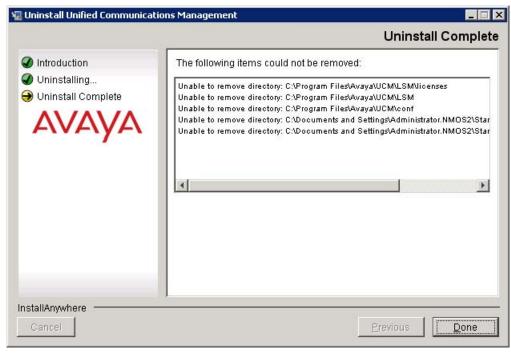
- 1. Navigate to Start Menu>Programs>Avaya>UCM>VPFM>Uninstall Avaya VPFM.
- 2. Double click the Uninstall_VPFM executable to launch the uninstaller. The Uninstall VPFM screen appears.
- 3. Click **Uninstall** to begin the uninstallation process. The uninstallation process takes several minutes.
- 4. If you are uninstalling the primary server, then the following screen appears.



- 5. Click OK.
- 6. If you are uninstalling the primary security server, then the following screen appears.



- 7. Click **OK** to uninstall UCM.
- 8. After the UCM uninstall is completed, the following screen appears.



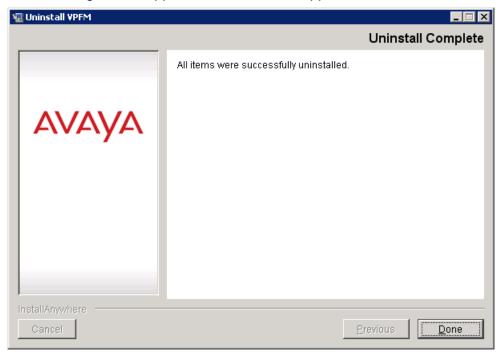
The preceding screen lists the files that cannot be removed by the uninstaller. Avaya recommends that you manually remove these files before you perform a fresh installation. Avaya recommends that you do not delete the LSM and log files in the event you want to reuse the license or examine the uninstall logs.

9. Click Done.

The following screen appears.



10. The following screen appears after the entire application is uninstalled.





You must still manually delete the files mentioned after the UCM uninstall.

11. Click **Done** to complete the uninstallation process.

Uninstalling VPFM on a Linux platform

Use the following procedure to uninstall VPFM on a Linux platform.

Before you begin

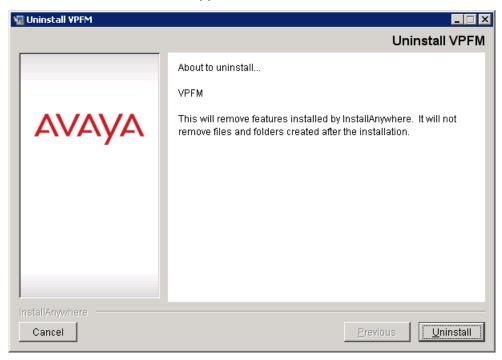
- Before you begin to uninstall VPFM, close all UCM applications.
- On to the Linux server platform, log on as root.

Procedure

 From the Command prompt, run ./<VPFM_HOME>/Uninstall_VPFM/ Uninstall_VPFM.

The default path set by the VPFM installer is /opt/Avaya/UCM/VPFM/.

2. Double-click the Uninstall_VPFM executable to launch the uninstaller. The Uninstall VPFM screen appears.



3. Click **Uninstall** to begin the uninstallation process. The uninstallation process takes several minutes.

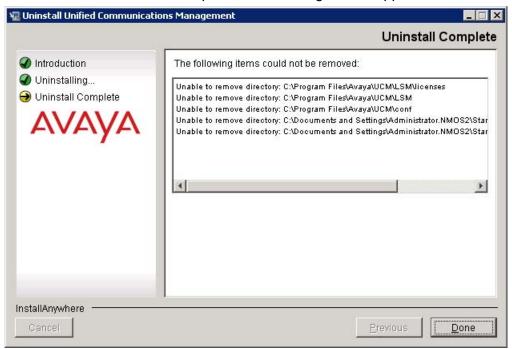
4. If you are uninstalling the primary server, then the following screen appears.



- 5. Click OK.
- 6. If you are uninstalling the primary security server, then the following screen appears.



- 7. Click **OK** to uninstall UCM.
- 8. After the UCM uninstall is complete, the following screen appears.

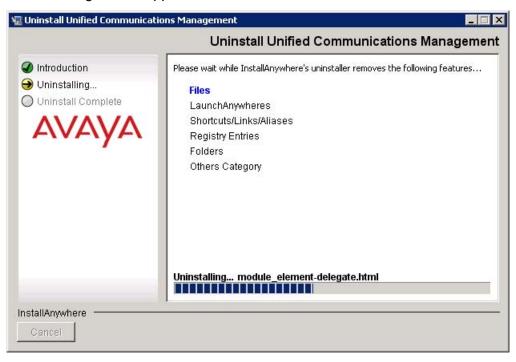


The preceding screen lists the files that cannot be removed by the uninstaller. Avaya recommends that you manually remove these files before you perform a fresh

installation. Avaya recommends that you do not delete the LSM and log files in the event you want to reuse the license or examine the uninstall logs.

9. Click Done.

The following screen appears.



10. The following screen appears after the entire application is uninstalled.





You must still manually delete the files mentioned after the UCM uninstall.

11. Click **Done** to complete the uninstallation process.

Uninstallation of Avaya VPFM

Chapter 7: Data migration from a prior Avaya VPFM release to VPFM 2.3

About this task

You can migrate all custom data, including Scopes, Actions, Responses, Schedules, and Monitoring Configurations that you created with a prior release of Avaya Visualization Performance and Fault Manager (VPFM) to VPFM 2.3. You can restore Trends data, Event History, and filters from the Event Browser and the Event History browsers.

Because you cannot migrate any domains that you created with VPFM 1.0 to VPFM 2.3, you must create a new domain and run a discovery from the beginning after you install VPFM 2.3. The domains that you create with 2.1 function with 2.2 and VPFM 2.3.

Because you cannot restore Event Browser information and Trap/Syslog Browser information for VPFM 1.0, Avaya recommends that you manually export this information to XML files to have as backup. You cannot import Event Browser information and Trap/Syslog Browser information back into VPFM 2.3 from 1.0.

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- Backing up custom data on the Linux platform on page 34
- Restoring custom data on the Windows platform on page 35
- Restoring custom data on the Linux platform on page 35

Backing up custom data on the Windows platform

Use the following procedure to back up custom data on the Windows platform.

Procedure

- 1. From the Services control panel program, stop the Avaya VPFM service.
- 2. Remove all the sub-folders from the VPFM_HOME\knowledge\domains folder. VPFM_HOME is the folder where VPFM is installed. The path is C:\Program Files \Avaya\UCM\VPFM.
- 3. From the Services control panel program, start the Avaya VPFM service.

Important:

You perform steps 1 to 3 to ensure that no domains are carried forward to VPFM 2.3.

- 4. Ensure that all the Avaya UCM services are operating.
- 5. From UCM_HOME\bin, run the following command: backupAllData.bat
 The default path is C:\Program Files\. You can create the folders in this location to
 install the software. For example, C:\Program Files\Avaya\UCM.
- 6. When prompted for the database administrator's password, enter the UCM administrator password.
- 7. When prompted, choose the numbered option for VPFM as the module to back up.

Backing up custom data on the Linux platform

Use the following procedure to back up custom data on the Linux platform.

Procedure

- 1. To stop the Avaya VPFM service, at the shell prompt, type service kbmd stop.
- Remove all the sub-folders from the VPFM_HOME\knowledge\domains folder. VPFM_HOME is the folder where VPFM is installed. The path is /opt/avaya/ucm/ vpfm.
- 3. To start the Avaya VPFM service, at the shell prompt, type service kbmd start.
- 4. Ensure that all the Avaya UCM services are operating.
- 5. From UCM_HOME\bin, run the following command: backupAllData.sh UCM_HOME is the folder where Avaya UCM is installed.

 The path is /opt/avaya/ ucm.
- 6. When prompted for the database administrator's password, enter the UCM administrator password.
- 7. When prompted, choose the numbered option for VPFM as the module to back up.

Restoring custom data on the Windows platform

Use the following procedure to restore custom data on the Windows platform.

Before you begin

Ensure that you have successfully installed VPFM 2.3, and that all the Avaya UCM services are operating.

Procedure

1. From UCM_HOME\bin, run the following command:

restoreAllData.bat

UCM_HOME is the folder where Avaya UCM is installed. The path is C:\Program Files\Avaya\UCM.

- 2. Copy the back up of the JAR files in UCM/backups folder.
- 3. When prompted, enter the name of the JAR archive that you created when you ran the backup; for example, 2010-03-08_11.34.jar.
- 4. When prompted for the database administrator's password, enter the password for administrator that you used, to install the application.

Restoring custom data on the Linux platform

Use the following procedure to restore custom data on the Linux platform.

Before you begin

Ensure that you have successfully installed VPFM 2.3, and that all the Avaya UCM services are operating.

Procedure

1. From UCM_HOME\bin, run the following command:

```
restoreAllData.sh
```

UCM_HOME is the folder where Avaya UCM is installed. The path is /opt/avaya/ ucm.

2. Copy the back up of the JAR files in UCM/backups folder.

- 3. When prompted, enter the name of the JAR archive that you created when you ran the backup; for example, 2010-03-08_11.34.jar.
- 4. When prompted for the database administrator's password, enter the password for administrator you installed the application.