Installing the Avaya Visualization Performance and Fault Manager

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Chapter 1: Introduction

Related Links

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Purpose

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

This document is intended for administrators installing VPFM using a wizard based installer.

Related resources

Related Links

Introduction on page 5
Documentation on page 5
Training on page 6
Viewing Avaya Mentor videos on page 6
Support on page 7

Documentation

See the following related documents:

Title	Purpose	Link
Avaya Visualization Performance and Fault Manager — Common Services Fundamentals Unified Communications Management (NN48014–100)	Fundamentals	http://support.avaya.com

Title	Purpose	Link
Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals (NN48014–101)	Fundamentals	http://support.avaya.com
Avaya VPFM Traps and Trends (NN48014–103)	Reference	http://support.avaya.com
Avaya VPFM Supported Devices, Device MIBs, and Legacy Devices (NN48014–104)	Reference	http://support.avaya.com
Avaya Visualization Performance and Fault Manager Discovery Best Practices (NN48014–105)	Best Practices	http://support.avaya.com
Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Installation (NN48014–301)	Installation	http://support.avaya.com
Avaya Visualization Performance and Fault Manager Quick Start (NN48014–302)	Quick Start	http://support.avaya.com
Avaya Visualization Performance and Fault Manager Configuration (NN48014–500)	Administration	http://support.avaya.com
Avaya Visualization Performance and Fault Manager Using Unified Communications Management to Manage the Converged Voice and Data Network (NN48014–501)	Deployment	http://support.avaya.com
Avaya Visualization Performance and Fault Manager Fault and Performance Management (NN48014–700)	Administration	http://support.avaya.com

Related Links

Related resources on page 5

Training

Ongoing product training is available. For more information or to register, you can access the Web site at http://avaya-learning.com/.

Related Links

Related resources on page 5

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to http://support.avaya.com and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
  - 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 website.

Note:

Videos are not available for all products.

Related Links

Related resources on page 5

Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Related Links

Related resources on page 5

Chapter 2: New in this release

The following sections detail what's new in Avaya Visualization Performance and Fault Manager Installation (NN48014-300) for release 3.0.3.

Features

See the following sections for information about feature changes.

New and updated device support

The following Avaya data devices are added:

- ERS 3500 v5.1.1
- VSP 4000 series v3.0.1.0
- Avaya SRA firewall Sw:1.0.1

The following Avaya data devices are updated:

- VSP 7000 series v10.2.1

The following Avaya Voice Devices (Aura VE) are added:

- Avaya Aura Messaging (AAM) release v6.3
- Avaya Aura Contact Center Control Manager (ACCCM) release 7.0
- Avaya Navigator (A-NAV) release 4.1
- Avaya Contact Recorder (ACR) release 12.0
- Contact Center (CC) Elite Multi Channel (EMC) release 6.3
- Avaya Call Management System (CMS) release 17.0
- Avaya Session Border Controller (Sipera SBC) release 6.2
- Avaya G860 Media Gateway (M3K) release 6.2
- Avaya Meeting Exchange (MX) release 6.2
- Avaya Aura Experience Portal (AAEP) release 6.0.2

The following Avaya Aura Virtual Environment (Aura VE) devices are updated:

- Presence Service (PS) release 6.2.2
- Agile Communication Environment (ACE/AIE) release 6.3
- Avaya Application Enablement Services (AES) release 6.3.1
- Avaya CM duplex or simplex release 6.3.2
- Session Manager release 6.3.4
- System Manager release 6.3.4
- Utility Services (US) release 6.3

The following third party devices are updated:

- VMware ESXi v5.1
- VMware VSphere v5.1
- VMware VCenter v5.1

The following third party devices are added:

- Acme Packet Net-Net 4000 (SBC) release 6.3
- Sentry Smart CDU power supply firmware 7.0j

Upgrades

You can upgrade directly from VPFM release 3.0.1 to release 3.0.3, or from release 3.0.2 to release 3.0.3. If you want to upgrade from a release older than 3.0.1, you must first upgrade to release 3.0.1, then upgrade to release 3.0.3.

Upgrade on a VM environment

When you upgrade VPFM from a release older than VPFM 3.0.2 to release 3.0.3 on a VM environment, Unified Communication Management (UCM) removes the license associated with the application from the license file. Therefore, make a copy of the license file before you perform the upgrade; you can use the copy of the license file to return to the older release, if required.

VPFM hardware requirements

Avaya Visualization Performance and Fault Manager (VPFM) 3.0.3 supports a 64-bit Linux system using a 64-bit VPFM application.

Client browsers

Avaya Visualization Performance and Fault Manager (VPFM) 3.0.3 supports the following browsers:

- Internet Explorer (IE), versions 9 and 10.

- Mozilla Firefox (FF), versions 24 and 25.

Supporting operating systems

Avaya Visualization Performance and Fault Manager (VPFM) release 3.0.3 supports the following operating systems:

- Windows Server 2003 Standard or Enterprise Service Pack 2, 32-bit or 64-bit version. VPFM supports Windows 2003 through upgrade only.
- Windows Server 2008 Enterprise and Datacenter editions R2 Service Pack 2, 32-bit or 64-bit versions.
- Red Hat Enterprise Linux 5.6, 32–bit or 64-bit. VPFM supports RHEL only.

Other information

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

UCaaS Pod OVA and CCaaS Pod OVA

This release introduces the Unified Communications as a Service (UCaaS) Collaboration Pod OVA version of VPFM 3.0.3 and the Contact Center as a Service (CCaaS) Collaboration Pod OVA version of VPFM 3.0.3.

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 in the 32–bit and 64–bit versions.

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:

1. 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 Configuration and Orchestration Manager (COM) and IP Flow Manager (IPFM).

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 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/downloads/download-details.action?contentId=C2012326181167780_8&productId=P0777&releaseId=3.x.
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

Comments? infodev@avaya.com

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 a MAC based license file on page 17.

Uninstallation process

You uninstall VPFM using the wizard based installer.

For more information about uninstalling VPFM, see Uninstallation of Avaya VPFM on page 30.

Comments? infodev@avaya.com

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.

Note:

Internet Explorer 9 (IE9) and 10 (IE10) are supported with VPFM 3.0.3. If you use IE10, the 24 compatibility mode with IE9 must be turned off.

Server and browser requirements

The following tables outlines the server and browser requirements for Avaya Visualization Performance and Fault Manager (Avaya VPFM).

System	Operating System	Browser
Server	• Windows Server 2003 Standard or Enterprise Service Pack 2 (32–bit or 64–bit versions) - For upgrades only on Windows 2003, 32–bit version • Windows Server 2008 Server Pack 2 • Windows Server 2008 R2 Service Pack 1 64–bit • Red Hat Enterprise Linux 5.6, 32–bit or 64-bit - VPFM supports RHEL only.	• Internet Explorer 9 and 10 • Mozilla Firefox 24 and 25 **Note:** Avaya recommends that you use Mozilla Firefox.
Client	• Windows XP • Windows 7 • Windows Vista • Linux with Firefox browsers	• Internet Explorer 9 and 10 • Mozilla Firefox 24 and 25 Avaya recommends that you use Mozilla Firefox.

Comments? infodev@avaya.com

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 64–bit VPFM application

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.

With a 64–bit Linux system using a 64–bit VPFM application, up to 20,500 managed devices can be monitored.

System compatibility

VPFM 3.0.3 is backward compatible with COM 3.0, IPFM 2.0.1, and Communications Server 10007.5 or later.

Chapter 5: Installation of Avaya VPFM

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

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- Licenses on page 17
- Starting or stopping the VPFM service in Windows on page 24
- Starting or stopping the VPFM service in Linux on page 24
- Installing VPFM on Windows on page 24
- Installing VPFM on Linux on page 27

Licenses

If you install VPFM 3.0.3 as a new installation, or update to VPFM 3.0.3 from a version older than 3.0.2 on a Virtual Machine (VM), you require a new license.

There are two types of licenses in VPFM: MAC-based for physical servers, and UUID-based for virtual servers.

Before you can submit your request for a license, you must select the activity you require for each license request. The activities are:

- Create/Generate a License file for your Avaya data product (provide LAC, MAC, and filename)
- Create/Generate a VM License file for your Avaya data product (provide LAC, NOTICE, IP Address, and filename)
- Replace or Swap a MAC address in an existing license file (provide LAC if known, new MAC address, and filename)

Obtaining a MAC based license file

Perform the following procedure to obtain a VPFM MAC based license.

Before you begin

- You require the License Activation Code (LAC) for the software you want to license which Avaya provides at purchase.

- You require the MAC address if you are on a non-virtual server where the VPFM components reside.
- To deposit the license into an existing license bank, you require the name and password to the license bank.
- To update the license file, your system requires 5MB of additional free space.

Procedure

1. Open a Web browser window and go to the Electronic Licensing Portal: http://www.avayadatalicensing.com.
2. Enter your first name, last name, company name, and E-mail address in the appropriate fields at the top of the page.
3. Select **Create/Generate a License file for your Avaya data product (provide LAC, MAC, and filename)**.
4. Enter the following license information.
   a. License Authorization Code; for example, WS13-xxxx-xxxx.
   b. MAC Information; for example, 0A:XX:XX:XX:XX:XX.
   c. Number of Existing Licenses (WLAN 2300/8100 Only).
   d. Serial Number or Computer Name (WLAN 2300 Only).
   e. Bank Name (Optional).
   f. License File Name (Optional).
5. Click **Submit request**.
6. In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
7. Specify your E-mail notification options.
8. In the **Submit** field at the bottom of the page, enter your LAC.
9. Click **Activate License**.

   The system deposits a license in your License Bank and sends a message to the E-mail address specified in step 7 on page 18 to confirm that the license was created.
10. Log on to your license bank using the name and password specified in step 6 on page 18.
11. Click **Download**.
12. On the Generate License page, type the MAC address for the server where the VPFM components reside. Use capital letters, separated by colons; for example, XX:XX:XX:XX:XX:XX.
13. 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 7 on page 18.
14. Copy the license file to the server location where the VPFM components reside.

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

    For more information about adding a license file after the installation, see *Avaya Visualization Performance and Fault Manager Common Services Fundamentals Unified Communications Management* (NN48014-100).

Obtaining a VM notice based license

Perform the following procedure to obtain a VM notice based license for VPFM.

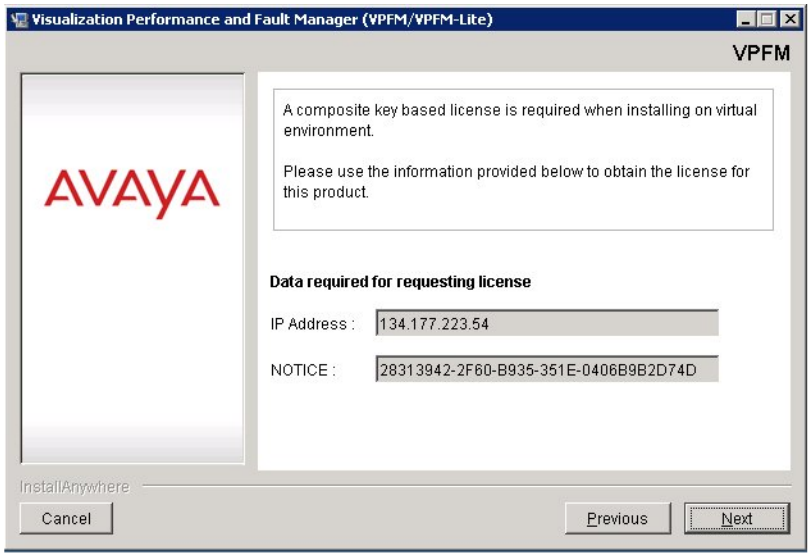
Note:

When you upgrade VPFM from a release older than VPFM 3.0.2 to release 3.0.3 on a VM environment, Unified Communication Management (UCM) removes the license associated with the application from the license file. Therefore, make a copy of the license file before you perform the upgrade; you can use the copy of the license file to return to the older release, if required.

Before you begin

- You require the License Activation Code (LAC) for the software you want to license which Avaya provides at purchase.
- You require the IP address for the virtual server where VPFM components reside.
- After you run the installer on a virtual server, the installer generates a license screen for the IP address and NOTICE field that you must insert in the license file. You then must regenerate the license.

  The following figure is an example of the license screen that the installer displays for a virtual machine environment.



- You require the name and password to the license bank if you want to deposit the license into an existing license bank.
- To update the license file, your system requires 5MB of additional free space.

Comments? infodev@avaya.com

Procedure

1. Open a Web browser window and go to the Electronic Licensing Portal: http://www.avayadatalicensing.com.
2. Enter your first name, last name, company name, and E-mail address in the appropriate fields at the top of the page.
3. Select **Create/Generate a VM License file for your Avaya data product (provide LAC, NOTICE, IP Address, and filename)**.
4. Enter the license information required:
   a. License Authorization Code; for example, WS13–xxxx-xxxx.
   b. IP Address, for example, IPv4; for example, 192.168.255.255.
   c. NOTICE; for example, 564DAC8D-2591-6067-1805-07FCB439AC6. If you require assistance to locate the NOTICE information, click **Help me find this?**.

      For more information about locating NOTICE information, see Locating NOTICE information on page 22.
   d. Bank Name (Optional).
   e. VM License Fine Name (Optional).
5. Click **Submit request**.
6. In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
7. Specify your E-mail notification options.
8. In the **Submit** field at the bottom of the page, enter your LAC.
9. Click **Activate License**.

   The system deposits a license in your License Bank and sends a message to the E-mail address specified in step 7 on page 20 to confirm that the license was created.
10. Log on to your license bank using the name and password specified in step 6 on page 20.
11. Click **Download**.
12. On the Generate License page, type the IP address for the server where the VPFM components reside. Use capital letters, separated by colons; for example, XX:XX:XX:XX:XX:XX.
13. 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 7 on page 20.
14. Copy the license file to the server location where the VPFM components reside.
15. Store your License Certificate in a secure place for future reference.

For more information about adding a license file after the installation, see *Avaya Visualization Performance and Fault Manager Common Services Fundamentals Unified Communications Management* (NN48014-100).

Replacing a MAC address in an existing license file

Perform the following procedure to move the installation of VPFM to a different server.

Before you begin

- You must provide the License Authorization Code (LAC), NOTICE, IP Address, and filename for your Avaya data product.

Procedure

1. Open a Web browser window and visit the Avaya Electronic Licensing Portal: http://www.avayadatalicensing.com.
2. Enter your first name, last name, company name, and E-mail address in the appropriate fields at the top of the page.
3. Select **Replace or Swap a MAC address in an existing license file (provide LAC if known, new MAC address, and filename)**.
4. Enter the license information required.
   a. License Authorization Code; for example, WS13-xxxx-xxx.
   b. MAC Information; for example, 0A:XX:XX:XX:XX:XX (New mac information).
   c. Number of Existing Licenses (WLAN 2300/8100 Only).
   d. Serial Number or Computer Name (WLAN 2300 Only).
   e. Bank Name (Optional).
   f. VM License File Name (Optional).
5. Click **Submit Request**.
6. In the **License Bank** area, specify the name and password for an existing license bank where you want to deposit.
7. Specify your E-mail notification options.
8. In the **Submit** field at the bottom of the page, enter your LAC.
9. Click **Activate License**.

   The system deposits a license in your License Bank and sends a message to the E-mail address specified in step 7 on page 21 to confirm that the license was created.
10. Log on to your license bank using the name and password specified in step 6 on page 21.
11. Click **Download**.

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12. On the Generate License page, type the MAC address for the server where the VPFM components reside. Use capital letters, separated by colons; for example, XX:XX:XX:XX:XX:XX.
13. 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 7 on page 21.
14. Copy the license file to the server location where the VPFM components reside.
15. Store your License Certificate in a secure place for future reference.

    For more information about adding a license file after the installation, see *Avaya Visualization Performance and Fault Manager Common Services Fundamentals Unified Communications Management* (NN48014-100).

Locating NOTICE information

To create or generate a VM license file for VPFM running on a VM server, you require the NOTICE information for VPFM.

You can locate the NOTICE information in the following ways:

- before you install VPFM.
- without running the installer program.
- after you install VPFM.

Important:

If the VM server is installed with two NIC, you must obtain the NOTICE and IP information by downloading the LicensingInfo file from the Avaya Support Site. Also, you must request a new license from Avaya if you are adding another NIC to the server after the product is installed.

Obtaining NOTICE information before installation

Perform the following procedure to locate the NOTICE information before you install VPFM.

Procedure

Start the product installer program.

The system displays the NOTICE field after the license agreement page.

For more information about installing VPFM on Windows, see Installing VPFM on Windows on page 24.

For more information about installing VPFM on Linux, see Installing VPFM on Linux on page 27.

Next steps

Use the information from the NOTICE field to obtain a VM notice based license. For more information, see Obtaining a VM notice based license on page 19.

Obtaining NOTICE information without installation

Perform the following procedure to locate the NOTICE information without running the installer program for VPFM.

Procedure

1. Visit the Avaya Support Web site, http://support.avaya.com.
2. Download LicensingInfo.zip, and then unzip the file.
3. On Windows, run LicensingInfo.bat.
   - Or, on Linux, run LicensingInfo.sh.

Next steps

Use the information from the NOTICE field to obtain a VM notice based license. For more information, see Obtaining a VM notice based license on page 19.

Obtaining NOTICE information after installation

Perform the following procedure to locate NOTICE information after you install VPFM.

For more information about installing VPFM on Windows, see Installing VPFM on Windows on page 24.

For more information about installing VPFM on Linux, see Installing VPFM on Linux on page 27.

Procedure

1. From a console, locate UCM-HOME]\bin.
2. On Windows, run LicensingInfo.bat.
   - Or, on Linux, run LicensingInfo.sh.

Next steps

Use the information from the NOTICE field to obtain a VM notice based license. For more information, see Obtaining a VM notice based license on page 19.

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`.
- Status—From any command prompt, type service kbmd status.

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. Because the preinstall script is part of the installer, the preinstall script runs for an update or a new install.

Procedure

1. 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**.

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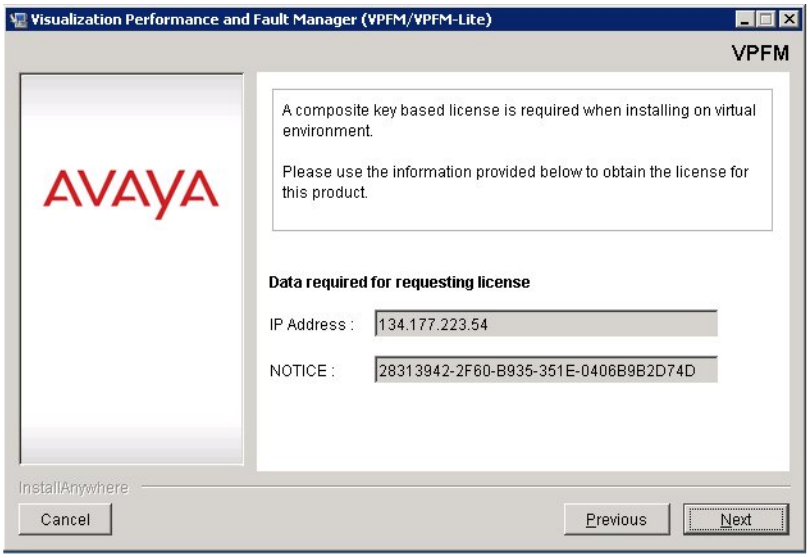
The License file and port choice screen appears.

For a virtual machine environment, the installer displays a license screen with data you require to request a license. Use the data in the IP address field and the NOTICE field to generate a license file.

The following figure is an example of a license screen.



4. 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**.

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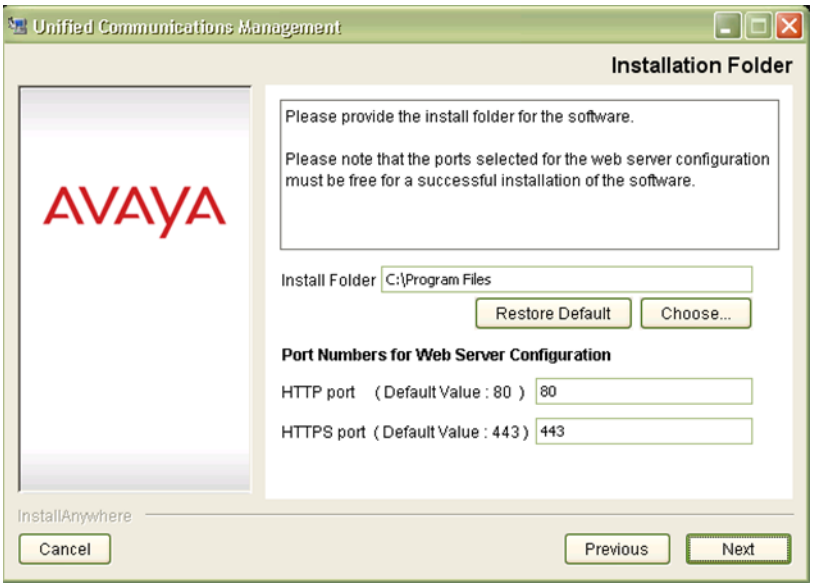
The **Installation Folder** screen appears.



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)**.

Note:

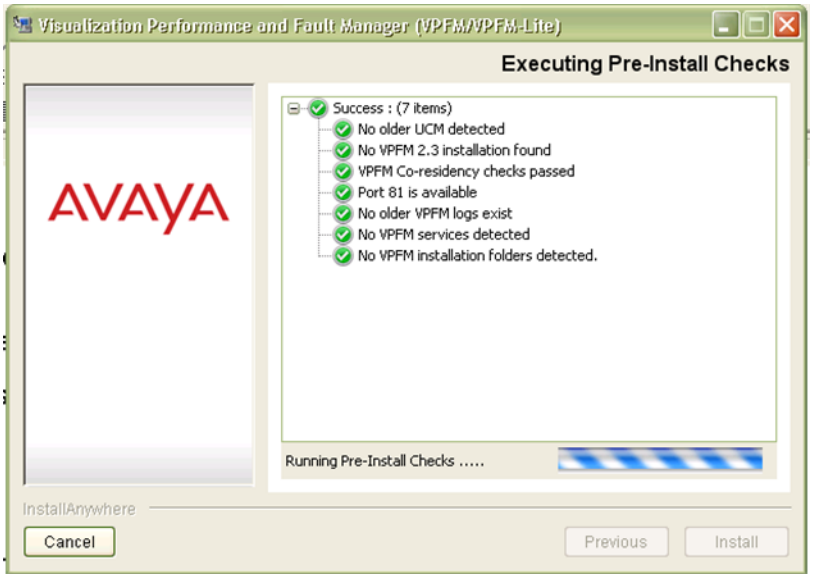
The password must contain minimum of 8 characters with atleast 1 uppercase, 1 lowercase, 1 special character and 1 numeric character.

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.
- Ensure that SELinux administration is disabled.

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Procedure

1. Run the VPFM installer .BIN file from the command line.

   An Introduction screen appears.

2. From the Introduction screen, click **Next**.

   An End User License Agreement screen appears.

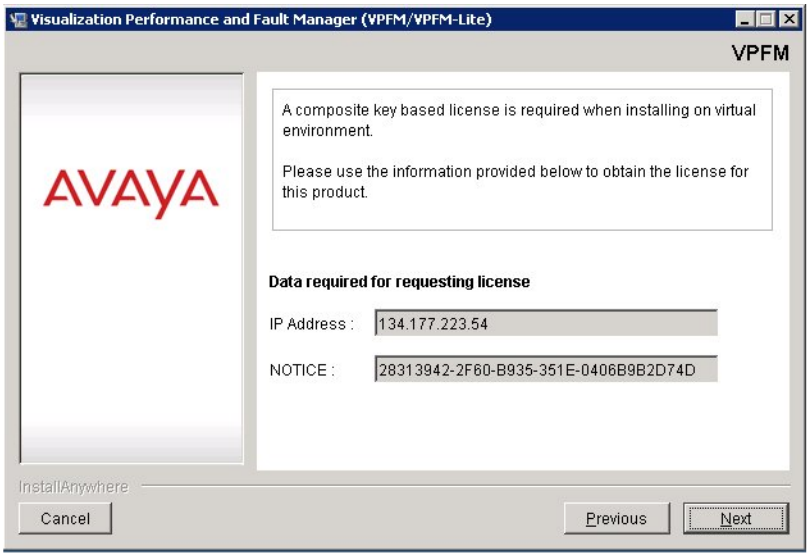
3. From the License Agreement screen, select **I Accept The Terms Of The License Agreement** option.

4. Click **Next**.

   The License file and port choice screen appears.

   For a virtual machine environment, the installer displays a license screen with data you require to request a license. Use the data in the IP address field and the NOTICE field to generate a license file.

   The following figure is an example of a license screen.



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)

    Note:

    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.

Chapter 6: Uninstallation of Avaya VPFM

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.

Important:

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

Navigation

- Uninstalling VPFM on the Windows platform on page 30
- Uninstalling VPFM on a Linux platform on page 33

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.

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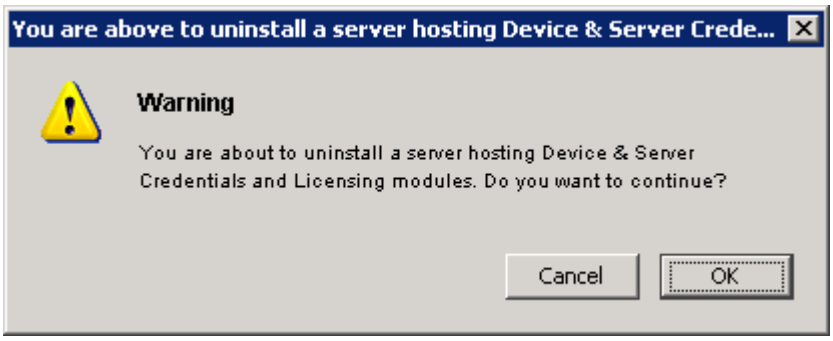
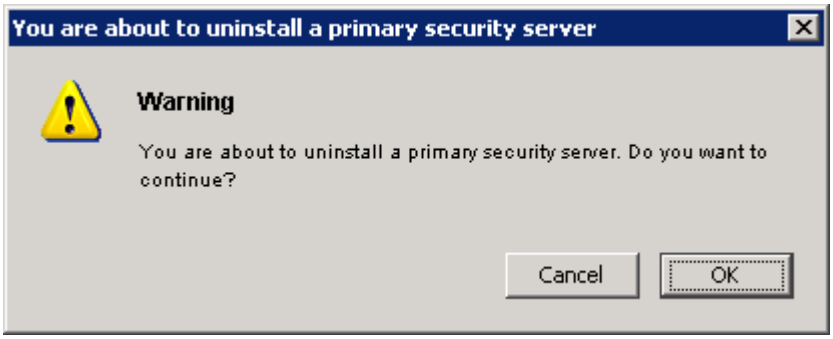
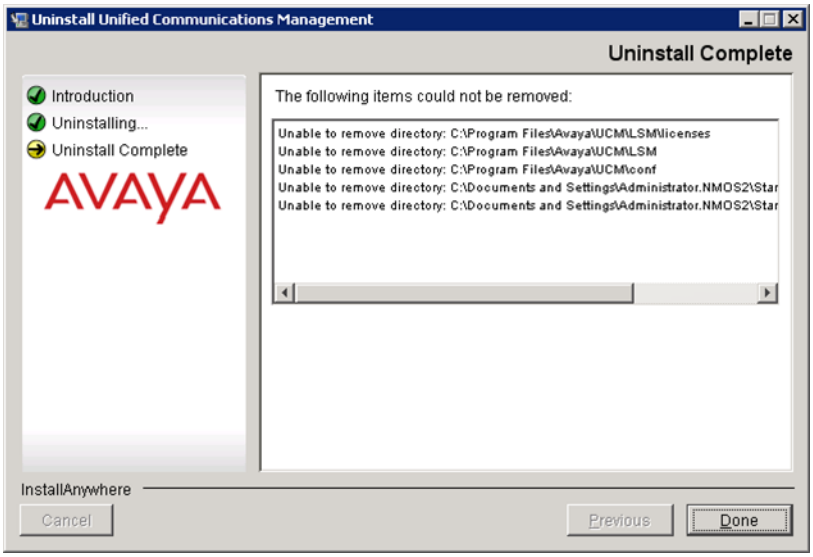
4. If you are uninstalling the primary server, then the following screen appears.



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.

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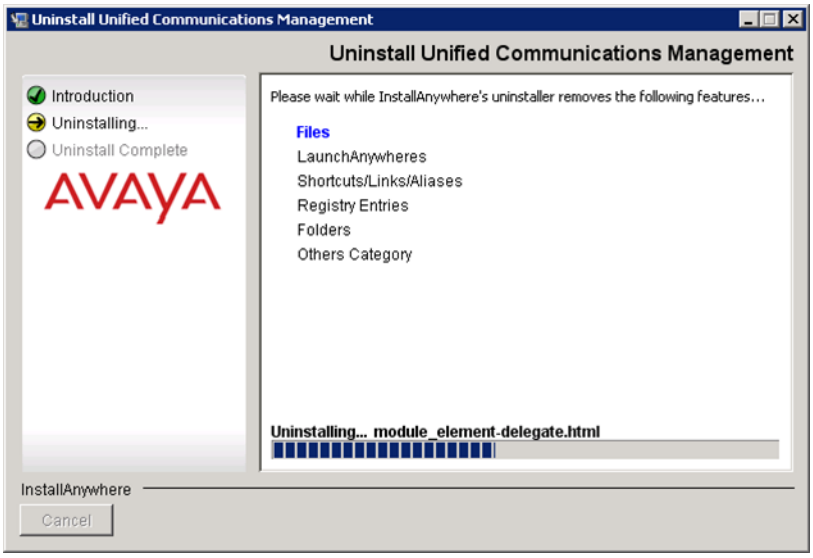
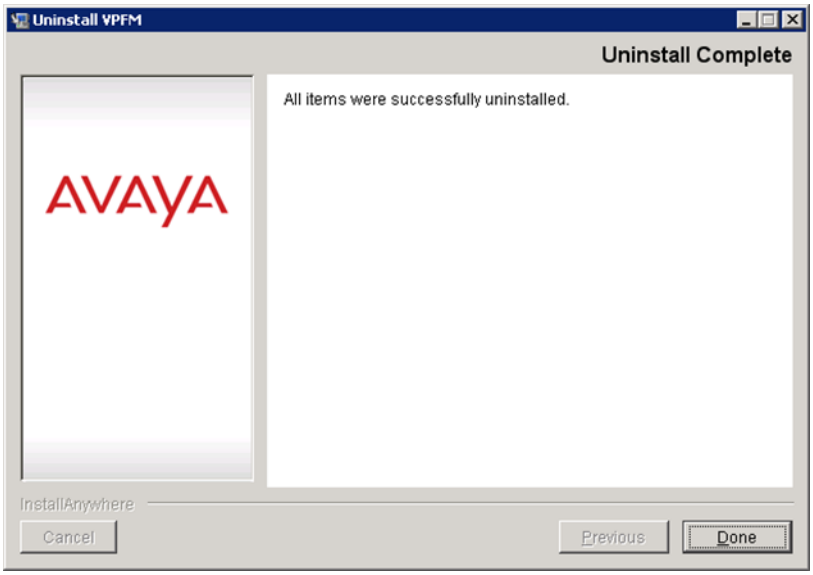
Avaya recommends that you do not delete the LSM and log files in the event you want to reuse the license or examine the uninstall logs.

9. Click **Done**.

   The following screen appears.



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



Note:

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.

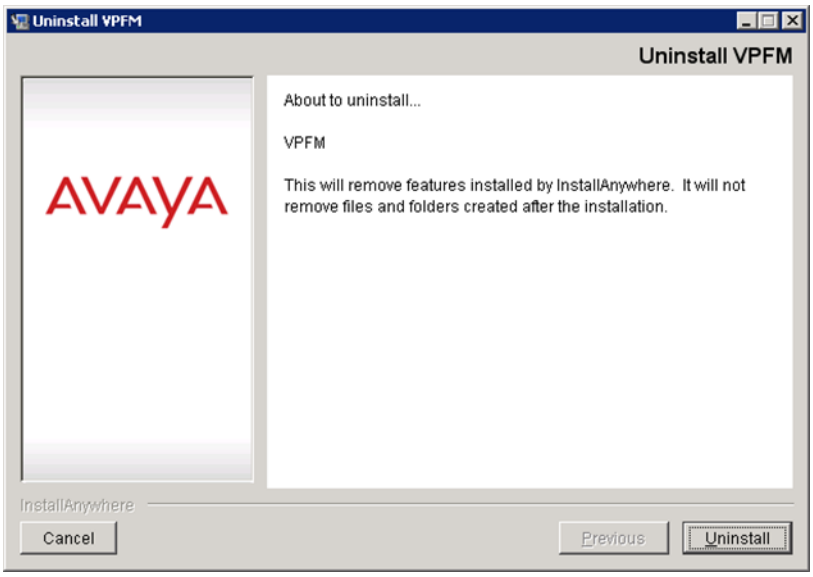
Procedure

1. 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.

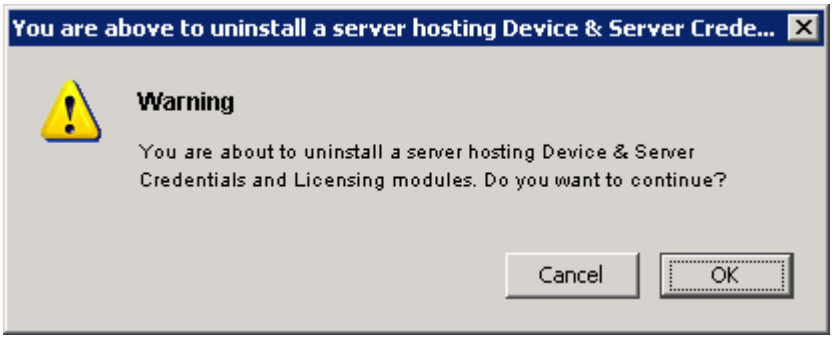
   The Uninstall VPFM screen appears.



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.



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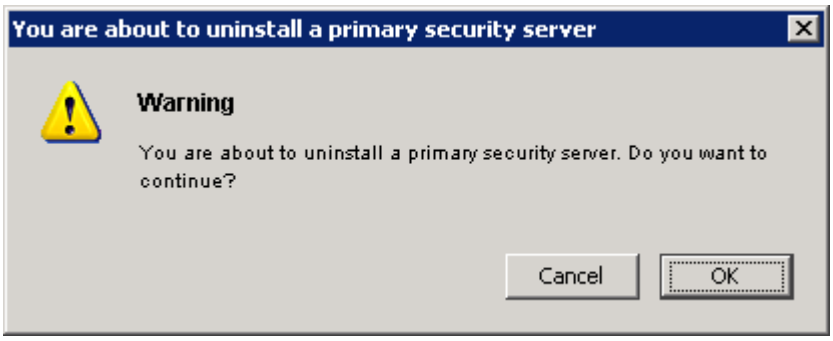
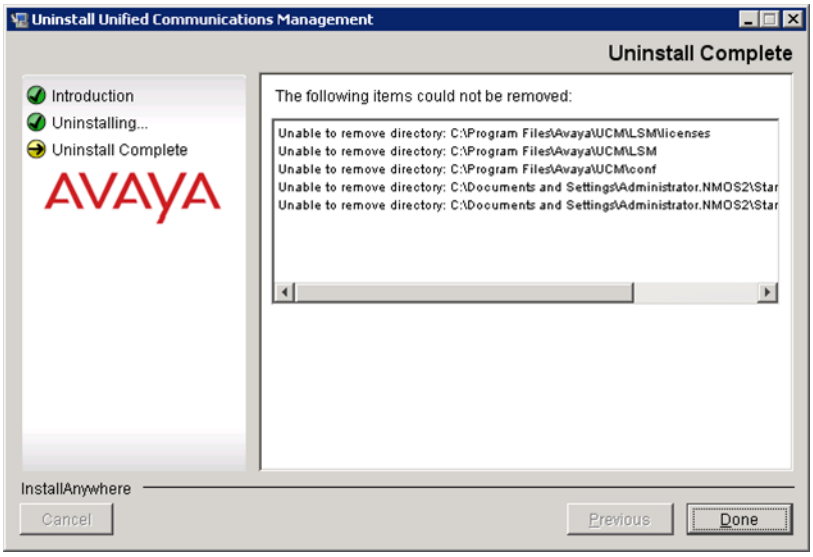
5. Click **OK**.
6. If you are uninstalling the primary security server, then the following screen appears.



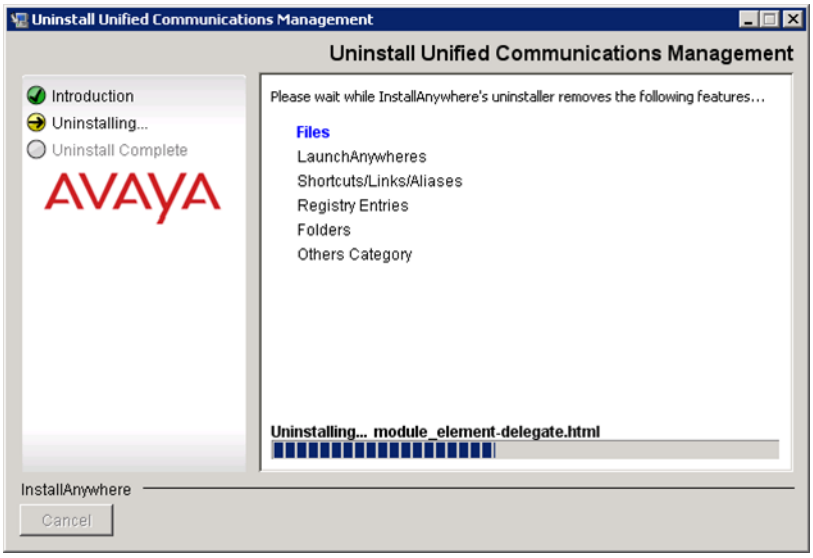
7. Click **OK** to uninstall UCM.
8. After the UCM uninstall is complete, the following screen appears.



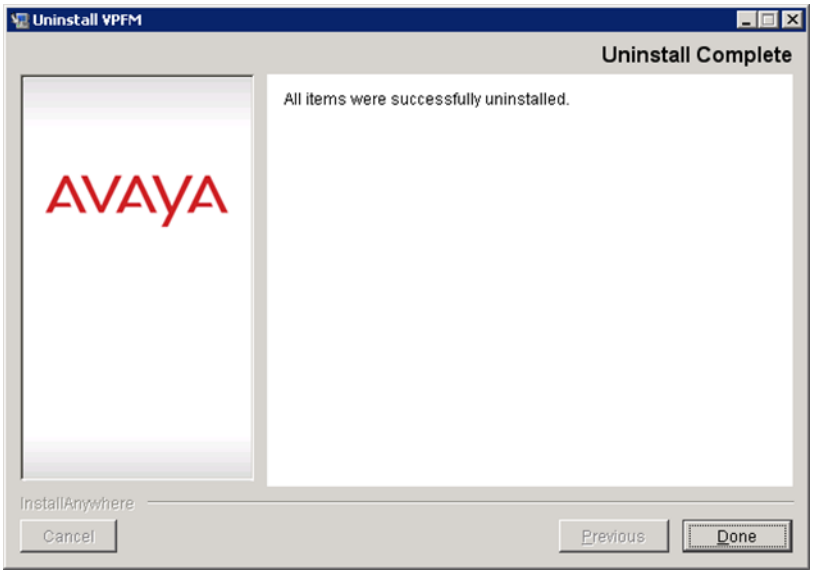
The preceding screen lists the files that cannot be removed by the uninstaller. Avaya recommends that you manually remove these files before you perform a fresh installation. Avaya recommends that you do not delete the LSM and log files in the event you want to reuse the license or examine the uninstall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

9. Click **Done**.

   The following screen appears.



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



Note:

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

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

Chapter 7: Data migration from Avaya VPFM release 3.0 or 3.0.1 to VPFM 3.0.3

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 3.0.3. 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 3.0, and 3.0.1 to VPFM 3.0.3, you must create a new domain and run a discovery from the beginning after you install VPFM 3.0.3. The domains that you create with 3.0, and 3.0.1 function with VPFM 3.0.3.

Because you cannot restore Event Browser information and Trap/Syslog Browser information for VPFM 2.3, 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 3.0.3 from 2.3.

All Communication Manager (CM) traps from 3.0, and 3.0.1 are not cleared or removed from the VPFM Event Browser even when a clear alarm occurs after the data migration to 3.0.3. You must manually remove CM traps from 3.0, and 3.0.1 from the Event Browser. The system updates new set and clear CM traps for VPFM 3.0.3.

Navigation

- Backing up custom data on the Windows platform on page 36
- Backing up custom data on the Linux platform on page 37
- Restoring custom data on the Windows platform on page 38
- Restoring custom data on the Linux platform on page 38

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 3.0.3.

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.
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 /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.

Comments? infodev@avaya.com

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 3.0.3, 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, 2014-01-08_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 3.0.3, 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, 2014-01-08_11.34.jar.
4. When prompted for the database administrator's password, enter the password for administrator you installed the application.

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