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documents for the
applications running on
external servers, and the
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Avaya Communication Manager before attempting to administer this aspect of a CM server. Root access to the CM server is required to perform this administration. This document is targeted at experienced Linux

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~~Communication Manager~~
administrators. The information in this document and the features described apply specifically to Communication Manager servers.

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~~Administrator Logins~~ — Avaya
Communication Manager 8.1
Simplex vAppliance with disk
encryption support. With
this 8.1E OVA, customers
utilizing AVP or VMware
based systems are able to
activate disk encryption

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during OVA installation.

This requires both the 8.1E
OVA and the 8.1.2 Feature
Pack. File name - CM-Simplex
-08.1.0.0.890-e67-1E.ova.

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~~Support~~ Communication Manager

Avaya Aura® Communication Manager software is the open, highly-reliable and extensible IP Telephony foundation on which Avaya delivers Unified Communications solutions to

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enterprises large and small.
It delivers rich voice and
video capabilities and
provides for a resilient,
distributed network of
gateways and analog, digital
and IP-based communication
devices.

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intuitive administration and
management tool that brings

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Avaya Aura capabilities to
life. Avaya Aura® System
Manager centralizes
provisioning, maintenance
and troubleshooting to
simplify and reduce
management complexity and
solution servicing. It is

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Communication Manager
designed to manage all Avaya
Aura components in the
future: System Manager is
used by administrators who
centrally manage multiple
Avaya applications and/or
systems, such as
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Communication Manager

~~Avaya Support — Products —~~

~~Avaya Aura® System Manager~~

Communication Manager is a foundational element of the Avaya Aura® Platform, and delivers rich voice, video, mobility, messaging and

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Engagement capabilities on a resilient, distributed network that supports SIP/IP-based, digital and analog communication devices. Avaya Aura Application Enablement Services provides a rich set of APIs and SDKs that can be

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used by third party
applications to access
Communication Manager
capabilities.

~~Avaya Aura Communication
Manager Overview~~
Whilst Communication Manager

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offers a number of native interfaces for administration and reporting, developers should use the interfaces provided by Avaya Aura Application Enablement Services (AE Services) or Avaya Breeze™

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for communications
application integration and
development. For detailed
information, API
documentation, SDK and
Client software downloads,
and other technical and
educational resources, go

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Manager Interfaces~~

Issue Draft D June, 2006 5
Witness ContactStore for
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Release 7.7 Planning,

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Avaya~~

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Phone Manager Users Guide
40DHB0002USAR Issue 6
(03/04/2002) ... please
check with your System
Administrator. If this
option is greyed out this

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function is not available on
your system - please contact
your System Administrator.

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Communication Manager What's
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Manager for Release 5.0
What's New in Avaya Call
Center Release 5.0 Using
Avaya Call Center Release
5.0 Automatic Call

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Avaya Call Center Release
5.0 Call Vectoring and
Expert Agent Selection (EAS)
Guide

~~Avaya Communication Manager,
Media Gateways and Servers~~

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Overview. The Avaya Aura
Contact Center Manager
Administrator (CCMA) Open
Interface incorporates SOAP-
and REST-based Web service
interfaces that can be used
by third-party applications
to access certain Contact

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Communication Manager capabilities provided by CCMA. CCMA itself incorporates a graphical management interface for performing various aspects of Contact Center management.

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...

Avaya Aura Communication
Manager Release 8.1.2 was
made generally available in
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Aura Platform Release 8.1.2.
Important Information for
CDR Users With Release
8.1.2, TLS Encryption has
been added for the
Communication Manager SAT
interface, enabling
encryption of CDR data for

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primary and secondary CDR
devices using the TLS
protocol.

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