

Installing the IP Office Anywhere Demonstration Software

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Chapter 1: IP Office Anywhere Overview

IP Office Anywhere is special demonstration version of the IP Office service. It can be run on any platform that supports Linux-based IP Office including virtual server platforms.

The IP Office Anywhere service includes a pre-built and licensed configuration with a set of demonstration users, extensions and groups. This configuration allows immediate use of the system to demonstrate IP Office phones and applications. Demonstrators with sufficient product knowledge can further edit the configuration using the normal suite of IP Office configuration tools.

This document details enabling the demonstration software on a Windows PC by first installing virtual platform software (VMware Player or Oracle VM VirtualBox) on that PC and then installing IP Office Anywhere as a virtual machine. Installers familiar with other methods of Linux-based IP Office installation can adapt those processes to enable IP Office Anywhere on other platforms.

This document only covers installing a single instance of IP Office Anywhere ignited as an IP Office Server Edition primary server. However, experienced engineers can install additional instances ignited as secondary and/or expansion servers. The pre-built IP Office Anywhere primary server configuration includes licenses for a network of 4 servers.

Limitations

Whilst IP Office Anywhere provides a full set of IP Office applications and services, the following limitations apply to its usage:

- IP Office Anywhere is only intended for product demonstration and evaluation. It is not intended for use as an actual customer implementation of IP Office supporting there business calls and functions.
- The service is not supported through the normal Avaya customer channels. See <u>Product</u> <u>Support</u> on page 7.
- The service is time limited to 1 year from the date of creation of the software image.
- The service is a pre-licensed build of a particular IP Office release. Whilst minor upgrades
 are supported, it does not support major upgrades, that is those that require changes of
 licensing.

Network Specification

The IP Office Anywhere service installs with a <u>Default Configuration</u> on page 5 that matches the following setup.

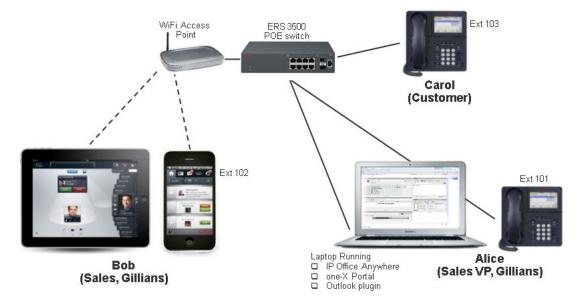


Figure 1: IP Office Anywhere network diagram

Device settings

Device	Extension	IP Address	Mask	Call Server
Computer / Softphone	101	192.168.42.1	255.255.255.0	192.168.42.230
IP Phone 1	102	192.168.42.102	255.255.255.0	192.168.42.230
IP Phone 2	103	192.168.42.103	255.255.255.0	192.168.42.230
WiFi Ethernet adapter	N/A	192.168.42.2	255.255.255.0	192.168.42.230
Mobility Client	TBD	192.168.42.112	255.255.255.0	192.168.42.230

- 192.168.42.230 is the IP address of the IP Office Anywhere virtual machine running on the Windows PC.
- When you set the Windows PC IP address to 192.168.42.1, set its default gateway to 192.168.42.230.

System logins and passwords

The ports and paths below are relative to https://192.168.42.230 (the IP Office Anywhere server IP address).

System	Port and Path	Login	Password
System Manager		Administrator	Administrator
Web Manager	7070	Administrator	Administrator
Web Control	7071	Administrator	Administrator
Avaya one-X [®] Portal Admin	8080/onexportal- admin.html	Administrator	password
Avaya one-X [®] Portal User	8080/onexportal.html	Alice/Bob/Carol	101/102/103

Default Configuration

The following users, groups and licenses are pre-configured in the IP Office Anywhere system configuration:

Extensions

Extension	Name	Profile	Group
x101	Alice	Power User	Main, Sales
x102	Bob	Power User	Main, Sales, Support
x103	Carol	Power User	Main, Support
x104	John	Power User	Main, Sales
x105	Christine	Power User	Main, Sales
x106	Tina	Power User	Main, Sales, Support
x107	Michael	Power User	Main, Support
x108	Jennifer	Basic User	_

Hunt Groups

Extension	Group	Ring Mode	Members
x200	Main	Collective	Alice, Bob, Carol, John, Christine, Tina, Michael
x201	Sales	Sequential	Alice, Bob, John, Christine, Tina
x202	Support	Longest Waiting	Bob, Carol, Tina, Michael

Demonstration Software Licenses	Instances
Server Edition System licenses	8 x R10.1
	Upgrade 32: 1
IP Endpoint licenses	8x Avaya IP Endpoints
	2 x 3rd-Party IP Endpoints
Additional Voicemail Pro Ports	12

Table continues...

Demonstration Software Licenses	Instances
SIP trunk channels	5
Power User licenses	7
Receptionist	1
CTI Link Pro	2
Web Collaboration	3
Avaya Contact Center Select	1
VM Media Manager	1
VMPro TTS Professional	1

Hardware Requirements

- If installing VMware Player to act at the virtual server platform for IP Office Anywhere, a Windows computer with the following specification is required:
 - Minimum of 2GHz 64-bit dual core processor.
 - Minimum 6GB of RAM; 8GB recommended.
 - 40GB of free hard drive space.
 - Ethernet and WiFi connectivity.
 - Virtualization enabled. The specific BIOS settings for this vary from machine to machine.

₩ Note:

If you are using a computer connected to a corporate network, you must be able to disconnect the computer from the network and configure a static IP address.

- A WiFi Access Point (AP) for connecting wireless devices to Ethernet. For example, a <u>Avaya</u> Wireless 9100.
- An Ethernet switch with at least 3 available ports. Avaya recommends the use of ERS 3510GT as a power over Ethernet (PoE) switch to simplify power requirements for the IP phones. Included in the 'IP Phone Demo Kit' (see below).
- Two Avaya 9600 or 1600 series IP Phones. You need a power adapter if the Ethernet switch does not support PoE. Included in the 'IP Phone Demo Kit' (see below).
- Smart phone (Android or iPhone) or iPad.
- Four RJ45 cables.
- (Optional) VGA for iPhone® 4S to enable projection of the iPhone display onto a large screen.

64-bit Processor and VMware® Player

The IP Office Anywhere is built on 64-bit CentOS. Therefore the server or virtual server platform must be 64-bit and support virtualization. To determine if the processor of the Windows PC supports this, download the processor testing application from http://www.grc.com/securable.htm.

If Hardware Virtualization is supported but locked, you can unlock it by enabling the Virtual Technology setting in BIOS. This setting is described further in the installation procedure.

Hardware available from Avaya

- IP Phone Demo Kit (order number 700504405). You can order this kit from Avaya. It includes the following hardware:
 - 1 x 9608 IP phone
 - 1 x 9611 IP phone
 - 1 x 9641 IP phone
 - 1 x PoE Switch: ERS 3510GT-PWR+
- Power cord for the POE switch.

Country	Order number
Europe	700289762
United Kingdom	700289747
United States of America	700289770

Software Requirements

The VMware Workstation Player used to host the IP Office Anywhere demonstration server. It is supported on Windows and Linux.

You need a web browser for downloading the software and for running the Web Control interface.

Required software components

You must download the following software components to the Windows computer where you are going to install IP Office Anywhere Demo:

- VMware Workstation Player. Go to https://www.vmware.com/uk/products/workstation-player.html.
- IP Office ISO or OVA
- Avaya Workplace Client software.

For the download procedures, see Downloading the Software on page 9.

Product Support

Training material for IP Office is available on the Avaya Learning website at http://avaya-learning.com/.

IP Office Anywhere is only intended for customer demonstration. It is not intended to be used as an end-customer system and so is not support by the Avaya backbone and Tier 3 support channels.

If you require support, do not contact Avaya backbone or Tier 3 support. You must first contact your CAM or Sales Engineer. If you need further support, contact Avaya Tier 4 by email:

- CPE IOC US: (cpeiocus@avaya.com)
- CPE IOC UK: (cpeiocuk@avaya.com)

Chapter 2: Downloading the Software

This chapter covers the software you need to download to install and demonstrate IP Office Anywhere.

Prerequisites

A web browser and internet connectivity.

Downloading VMware Player

Procedure

- In a web browser, go to the download page for VMware Player. For example, for VMware Player 12.0, go to https://my.vmware.com/web/vmware/
 free#desktop_end_user_computing/vmware_workstation_player/
 0%7CPLAYER-1259%7Cproduct_downloads
- 2. Download the VMware Player software to the computer.

Downloading IP Office Software

About this task

The IP Office Anywhere service is part of the ISO file and OVA file packages used for standard IP Officesoftware. Following the software installation and ignition processes, the normal IP Office service is removed and replaced by the special IP Office Anywhere service.

- 1. From https://support.avaya.com and download an IP Office ISO or OVA file.
- 2. Download the IP Office Server Edition and Application Server ISO file or OVA file, not the Open Source Image.

Chapter 3: Hardware Setup

The pre-built IP Office Anywhere system configuration assumes a network configuration as shown below. You must install the hardware modules in your demo system in the same way. Failure to do so will result in mismatch.

This particular configuration assumes you have an ERS 3510GT switch and that you have run the run ipoffice script from the switch cli interface or Web Manager.

To run the run ipoffice script:

- 1. Connect to ERS with console cable with setting 9600/n/8/1.
- 2. Press Ctrl+Y.
- 3. Type enable.
- 4. Use the run ipoffice command.

For more information, contact your SE or the ERS product guide.

Connect IP Office Anywhere Laptop to Port 1 of the ERS 3510. You can connect phones and computers to Ports 3 to 8. Do not connect anything to Port 2.

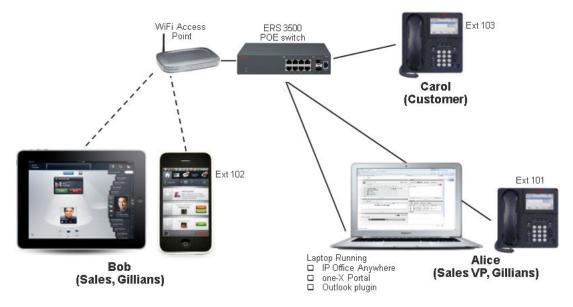


Figure 2: IP Office Anywhere hardware setup

Chapter 4: Installing IP Office Anywhere

This chapter covers installing the VMware Player software, then installing a virtual IP Office server and configuring that server to then run as an IP Office system.

! Important:

Before changing the network settings on the Windows computer, ensure that you have a record of its existing settings. By recording the existing settings, you can return to the original configuration on the computer.

- You must be familiar with the IP Office components and terminology.
- Install and configure the IP Office Anywhere Demo network. See <u>Network specifications</u> on page 4.

Note:

If you experience connectivity problems during the installation process, try disabling the firewall and anti-virus software. To avoid a security breach, only perform this troubleshooting step when the computer is not connected to the Internet.

Installing the VMware Player

Before you begin

- The processor on the computer where you want to install VMware Player must be 64-bit and support virtualization. To determine if the processor is 64-bit and supports virtualization, download the processor testing application from http://www.grc.com/securable.htm.
- Enable the Virtual Technology setting in the BIOS of the computer. If Hardware Virtualization is supported but locked when you run the processor test, this indicates that Virtual Technology is disabled. Reboot the machine and enter the BIOS setup utility. On most machines, the Virtual Technology setting is located in the Security menu. Set it to Enabled.
- Configure the computer with the static IP address 192.168.42.1. If the computer is equipped with more than one network interface card (NIC), you can configure the alternate card with the IP address. If the computer has a single NIC, you must disconnect from the network and set the IP address to 192.168.42.1.

Procedure

1. Set the IP address to 192.168.42.1 on the NIC that you are going to use in the IP Office Anywhere Demo network.

- 2. Navigate to the location on the computer where the VMware Player installation software is located.
- 3. Double-click the VMware Player exe and click **Next**.
- 4. In the **Destination Folder** screen, accept the default value and click **Next**.
- 5. In the **Software Updates** screen, accept the default value and click **Next**.
- In the User Experience Improvement Program screen, accept the default value and click Next.
- 7. In the **Shortcuts** screen, accept the default value and click **Next**.
- 8. In the Ready to Perform the Requested Operations screen, click Continue.
- 9. In the Setup Wizard Complete screen, click Restart Now.
- 10. After the computer restarts, start VMware Player.
- 11. Accept the license agreement, and click **OK**.
- 12. If you are intending to install IP Office from an OVA file, go to <u>Installing IP Office from an OVA File</u> on page 14. Otherwise, if installing IP Office from an ISO file, continue with the steps below.
- 13. Click Create a New Virtual Machine.
- 14. In New Virtual Machine Wizard, select I will install the operating system later. Click Next.
- 15. Select Linux as the guest operating system and the version as CentOS 64-bit. Click Next.
- 16. Name the new virtual machine as ipoffice-anywhere and set the location to the folder containing the IP Office .ISO file. Click **Next**.
- 17. Increase the virtual hard disk space to 40GB and select **Split virtual disk into multiple files**. Click **Next**.
- 18. Click Customize Hardware.
- 19. Increase the memory for this virtual machine to 4GB.
- 20. For **Processors**, select the **Number of processor cores** as 2.
- 21. For Network Adapter, select Bridged: Connected directly to the physical network.
- 22. For New CD/DVD (IDE), select Use ISO image file and browse to the IP Office .ISO file.
- 23. Click Close, and then Finish.
- 24. **(Optional)** The VMWare Bridge Protocol must run on single network interface only. If the computer is equipped with more than one NIC, disable the protocol on any interface not used in the IP Office Anywhere Demo network. In the **Properties** window for the unused NIC, clear the check box for **VMware Bridge Protocol**.

Installing IP Office from an ISO File

About this task

This process covers the completion of the IP Office ISO installation as a virtual server on VMware player. If you are performing an IP Office OVA file installation go to Installing IP Office from an OVA File on page 14.

Installation on a virtual machine hosted on a low specification laptop can take a significant amount of time, usually more than an hour. Ensure to allow enough time to complete the process. The installation process might appear to be stuck when installing the Voicemail module. The Voicemail module takes a significant amount of time to install.

Procedure

- 1. Select the **ipoffice-anywhere** virtual machine and click **Play virtual machine**.
- 2. On the dialog box for downloading the VMware tools for Linux, click **Remind Me Later**.
- 3. The system displays a series of installation screens. The detailed operation of these screens is covered in the Server Edition deployment guide. Only screens where IP Office Anywhere specific options are needed are detailed here.
- 4. To skip the media test and start the installation, click **Skip**
- 5. If you get a warning that states your hardware is incompatible, click **OK** to continue.
- 6. At the storage device warning message, click **Yes, discard any data**.
- 7. The system displays a sequence of installation menus. Click **Next** to move to the next menu each time.
- 8. Set the **Hostname** to ipoa.
- 9. Select **Configure Network**. Change the default networking IP Address from 192.168.42.1 to 192.168.42.230.
- 10. Set the **Password**. This will be the root password for the underlying Linux operating system. Click **Next**.
- 11. Click **Next** to start the Linux installation.
- 12. After the Linux installation, click **Next** to install the IP Office services.
- 13. Click **Decline** to skip the installation of additional languages.
- 14. Click Reboot.
- 15. After rebooting, ignore the unsupported hardware warning and allow the system to continue booting as normal.
- 16. Move to Windows and assign a static IP address to your system. For example 192.168.42.10 works fine.

Next steps

Go to IP Office Server Ignition on page 14

Installing IP Office from an OVA File

About this task

This process covers the installation of IP Office on the VMware Player from an IP Office OVA file.

Procedure

- 1. Open VMware Player.
- 2. Go to File > Open a Virtual Machine.
- 3. In the Files of type field, select All files.
- 4. Browse to the My Virtual Machine\IPOfficeAnywhere location where you saved the .ova file and click Open.
- 5. Click Import.
- 6. Accept the license agreement.
- 7. Wait until the machine is deployed.
- 8. Modify the Hardware specifications of the virtual machine:
 - a. Increase the memory for this virtual machine to 4GB.
 - b. Select the **Number of processor cores** as 2.
 - c. For Network Adapter, select Bridged: Connected directly to the physical network.
- 9. Start the machine using IP address as 192.168.42.1 on eth0.
- 10. Use default login and passwords, such as Administrator/Administrator and root/Administrator.

Next steps

Go to IP Office Server Ignition on page 14

IP Office Server Ignition

About this task

Having installed the IP Office software onto the server or virtual server platform, you must complete the Server Edition Ignition process. For standard IP Office Anywhere systems, you must select the Primary Server type.

Following ignition, the standard IP Office server is then replaced with the IP Office Anywhere service and configuration.

Procedure

- 1. Check the network on the host PC:
 - Virtual Ethernet adaptors enabled.
 - Local Area Connection enabled and physically plugged into the PoE switch that comes with kit.
 - Wireless disabled. Do this to minimize issues during installation. You can re-enable WiFi if necessary post-configuration.
- 2. Open a browser and enter the address https://192.168.42.230:7071.
- 3. If the browser displays a security warning, ignore the warning. This is due to not having yet obtained the servers certificate which will be done as part of this process.
- 4. Log in with root and the password entered during the server installation process.
- 5. Accept the end user license agreement, and click **Next**.
- 6. Select the Server Type as Primary (Server Edition), and click Next.
- 7. The IP Address should already be 192.168.42.230 with a 255.255.255.0 subnet mask. If it is not, change it now. This connects the IP Office application to the virtual host.
- 8. Leave the **Gateway** and **DNS** entries blank.
- 9. Ensure that the **Hostname** is set as ipoa. Click **Next**.
- 10. Clear the **Use NTP** check box as it is not required for the kit.
- 11. Set the date, time, and time zone.
- 12. In the **Companding** section, select μ**-Law** and click **Next**.
- 13. Enter a new root, administrator and system password. The system password must be different. Click **Next**.
- 14. In the CA Certificate area, select Generate new and click Next.
- 15. Import the certificate into the web browser to prevent security certificate warnings in the future. You can do this using the certificate download links shown on the screen.
 - a. To install a security certificate, in Internet Explorer, go to Internet Options >
 Content > Certificates > Import.
 - b. Browse to the folder in which you downloaded the certificate file.
- 16. Click **Apply** to complete the ignition process.
- 17. The server is restarted with its new settings. This can take several minutes, after which your browser is automatically redirected to the server's web control login page.

Next steps

Go to Changing the IP Office Service to IP Office Anywhere on page 16.

Changing the IP Office Service to IP Office Anywhere

About this task

This process replaces the IP Office service running on the server with the IP Office Anywhere service and configuration. This has the following effects:

- The server security settings are reset. You will be prompted to change the passwords again.
- The new configuration overrides any previous network settings (IP address, hostname, etc) with the expected defaults for IP Office Anywhere.

Procedure

- 1. Log in to https://192.168.42.230:7071 using the Administrator password.
- 2. On the **System** tab, check that the IP Office is shown as green.
- 3. Click on **Updates** and wait for the list of **Services** to update.
- 4. Uninstall the normal **IP Office** service by clicking the **Uninstall** button adjacent to it. Wait until it is listed as "not installed".
- 5. Install the **IP Office Demo** service by clicking the **Install** button next to it. Wait until its **Status** changes to "up to date", indicating that it is now installed.
- 6. Install the **IP Office Demo Default Config** service by clicking the **Install** button next to it. Again wait until that service is installed. This can take several minutes.
- 7. After the installation is complete, go to **System** tab and check that the **IP Office Demo** service.

Configuration Testing

About this task

The default configuration is usable immediately without any further configuration. However, it is useful to test configuration access.

- 1. Log to the server using IP Office Web Manager by browsing to https://192.168.42.230:7071. Use the user name and password Administrator.
- 2. When prompted, reset the passwords.
- 3. When prompted about Google Analytics, decline.
- 4. When prompted about **Database synchronisation**, click Yes.
- 5. Select **System Settings** and then **Licenses**.
- 6. Click on the \equiv icon next to the system.

- 7. Select Remote Server.
- 8. There is no need to change any settings. This process has simply introduced and proven system configuration access.

Starting IP Office Anywhere Demo

Before you begin

On the computer on which IP Office Anywhere Demo is installed, configure the correct PC IP address (pc: 192.168.42.1, mask:255.255.255.0, gateway: 192.168.42.230).

Procedure

- 1. Log on to the computer where IP Office Anywhere Demo is installed.
- 2. On the desktop, double-click the VMware Player icon.
- 3. In the VMware Player window, in the left pane, double-click **ipoffice-anywhere**.
- 4. If you receive the prompt, This virtual machine might have been moved or copied, select I copied it.
- 5. If the screen displays an error message, restart the virtual machine:
 - a. Click Virtual Machine > Power > Power Off from the VMware Player menu bar.
 - b. Double-click the ipoffice-anywhere.vmx file in the My Virtual Machine \IPOfficeAnywhere directory to restart the virtual machine.
- 6. Confirm that IP Office is running with the IP address 192.168.42.230.

Basic End-Point Configuration

Configuring Avaya Workplace Client

About this task

Any of the existing user except Jennifer can be login as an Avaya Workplace Client user.

Procedure

1. Connect Avaya Workplace Client to IP Office Anywhere through the WiFi access point using a static IP address, 192.168.42.113.

- 2. On Avaya Workplace Client, click on the **Options and Settings** icon in the top-right corner. Select **Settings**.
 - a. Set the Server address to 192.168.42.230.
 - b. Set the Server port to 5060 and Transport type to TCP.
 - c. Set the **Domain** to 192,168,42,230.
 - d. Click OK.
- 3. Log in with the user's extension number and password.

Configuring IP Phones

- 1. Configure IP Phone 1.
 - a. Set the IP address of IP Phone 1 to 192.168.42.102.
 - b. Set the call server address to 192.168.42.230.
 - c. Set the subnet mask to 255.255.25.0.
 - d. Log in to IP Phone 1 using extension 102 and security code or password 102.
 The application displays the user name Bob after successful login.
- 2. Configure IP Phone 2.
 - a. Set the IP address of IP Phone 2 to 192.168.42.103.
 - b. Set the call server address to 192.168.42.230.
 - c. Set the subnet mask to 255.255.25.0.
 - d. Log in to IP Phone 2 using extension 103 and security code or password 103.

 The application displays the user name Carol after successful login.

Chapter 5: Testing

Testing IP Office Anywhere Demo

About this task

Use this procedure to confirm that IP Office Anywhere Demo is installed and functioning correctly. Once you confirm that the network is operational, use the IP Office Anywhere Demo script to perform a customer demonstration.

- 1. On the desktop, double-click the VMware Player icon.
- 2. In the VMware Player window, in the left pane, double-click ipoffice-anywhere.
- 3. Test connectivity.
 - a. Ping 192.168.42.230 from the host Windows computer to verify connectivity to the Virtual Machine.
 - b. Open Web Control and in a browser, enter the address https://192.168.42.230:7071.
 - c. Login with user ID Administrator and password Administrator.
 - d. In the menu bar, click System.
 - e. Confirm that the Status for the three software components, IP Office Anywhere, Voicemail Pro and one-X Portal is Running. If not, click **Start All** to start the software components.
- 4. Test endpoint connectivity.
 - a. From each extension, dial the other endpoints.
 - b. Dial the hunt groups.
- 5. Test Voicemail Pro.
 - a. From a softphone, call the IP phone at x103 and leave a message.
 - b. To access the message, dial *17 and follow the prompts.
 - The password for all voice mail accounts is the same as the extension number.
- 6. Test Avaya one-X® Portal for IP Office.
 - a. On the Web Control home page, click one-X Portal Administration.

- b. On the Avaya one-X[®] Portal for IP Office web page, click **User Login**.
- c. Open a user home page by entering one of the following User Name and Password combinations:
 - Alice and 101
 - Bob and 102
 - Carol and 103
- d. Make a test call, test the directory, and listen to a voice mail.

Chapter 6: Stopping IP Office Anywhere Demo

- 1. Go to the IP Office Server Edition web page and in the menu bar, click **System**.
- 2. To shut down the virtual machine, click **Shutdown**.

Chapter 6: Uninstalling IP Office Anywhere Demo

About this task

IP Office Anywhere Demo is not an installed application. It is a software implementation that runs on a virtual machine.

Procedure

Delete the My Documents\My Virtual Machine\IPOfficeAnywhere folder.

To uninstall the remaining software components such as VMware Player and Avaya Workplace Client, use the uninstall tool in Windows Control Panel.

Appendix A: Installing Oracle VM VirtualBox

About this task

As an alternative to using VMware Player as the virtual server platform to host a virtual IP Office Anyware server on a Windows PC, Oracle VM VirtualBox can be used. This software is downloaded and installed from https://www.virtualbox.org.

Procedure

- 1. Start VM VirtualBox.
- 2. Go to Machine > New.
- 3. Name the new virtual machine and select the operating system that you are going to use.
- 4. Click Next.
- 5. Increase the memory size to 4 GB and click **Next**.
- 6. Select Create a virtual hard drive now and click Create.
- 7. Select VMDK (Virtual Machine Disk) and click Next.
- 8. Select **Dynamically allocated** and click **Next**.
- 9. Increase the virtual hard drive to 40 GB and click **Create**.

You can view the new virtual machine instance in the right hand pane.

- 10. Go to **Machine > Settings**.
- 11. Select the **System** menu.
- 12. Select the **Processor** tab and increase the number of Processors to 2.
- 13. Select the **Network** menu.
- 14. Change the Attached to setting from NAT to Bridged Adapter and click OK.
- 15. Run the Virtual Machine that you just created.
- 16. When prompted to test the media before the installation, select **Skip**.

Next steps

Go to <u>Installing IP Office from an ISO File</u> on page 13 or <u>Installing IP Office from an OVA File</u> on page 14.

Legal

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