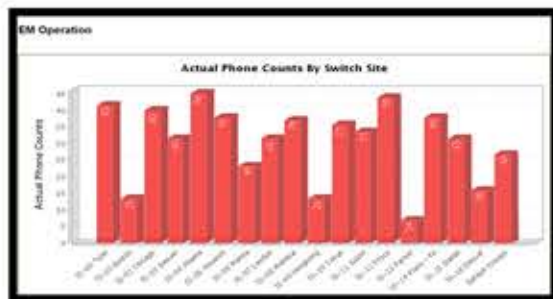


INEMSOFT

Delivering boundary-free communications



Operations

- ▶ Globally manage endpoint initialization
- ▶ Restore services and reduce outages
- ▶ Manage an individual telephone or a line of business

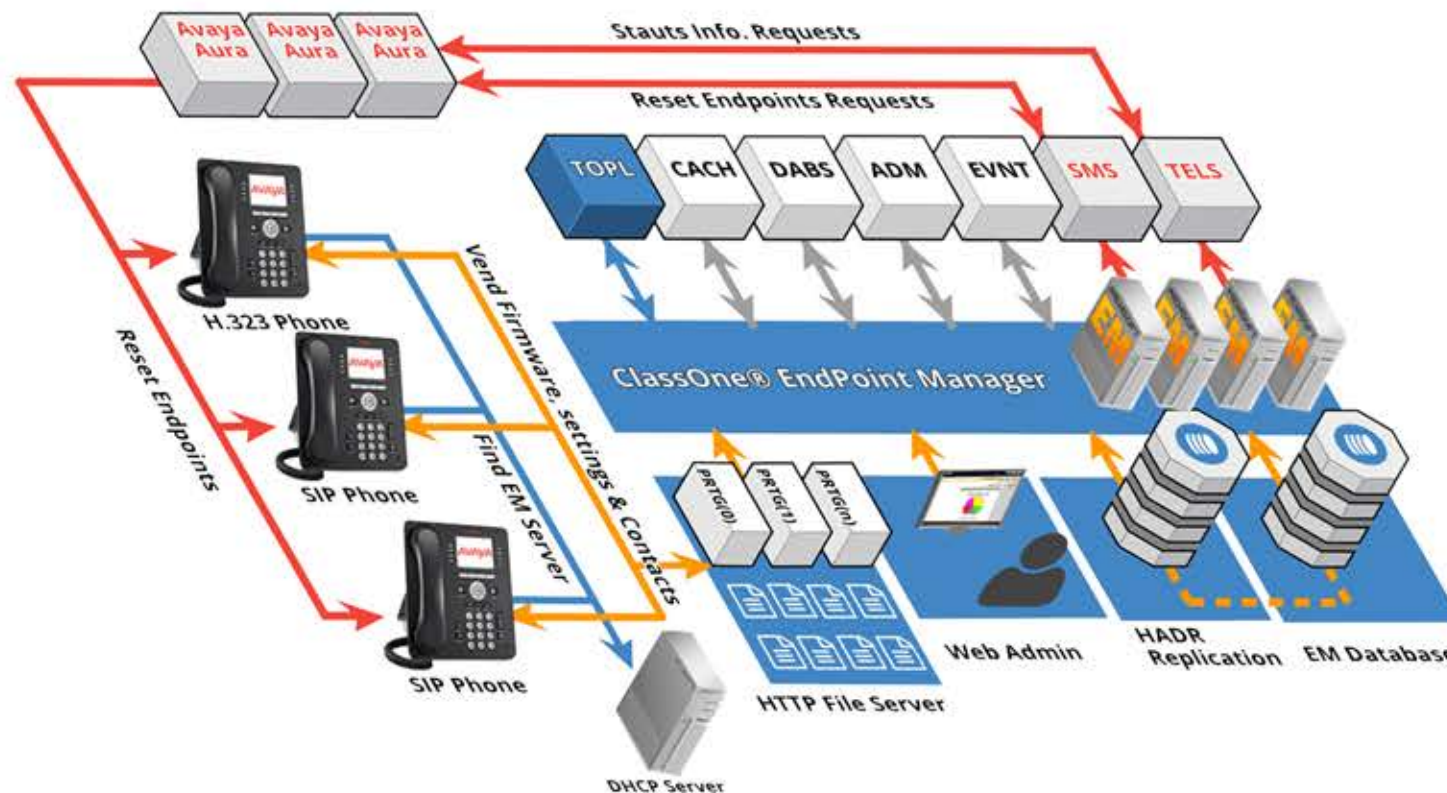
Management

- ▶ Associate an endpoint with a line of business
- ▶ Associate an LOB with one or more serving sites
- ▶ Control switchover and change configuration

Extension Number	IP Address	MAC Addr	Model	Version
007007	111			
08002	192.168.0.130	00:07:3b:8b:06:82	9630D01A	H.323 3.1.x
08003	192.168.0.122	00:07:3b:8b:35:8f	9650D01A	H.323 3.1.x
08004	192.168.0.124	00:1b:4f:44:46:f8	9630D01A	H.323 3.1.x
08005	192.168.0.126	00:1b:4f:31:ca:8a	9630D01A	H.323 3.1.x
08102	192.168.0.123	00:07:3b:8a:ec:4a	9610D01A	H.323 3.1.x
08103	192.168.0.125	00:1b:4f:44:65:d7	9630D01A	H.323 3.1.x
08104	192.168.0.127	00:1b:4f:43:d6:2f	9630D01A	H.323 3.1.x
08105	192.168.0.127	00:1b:4f:31:d2:f8	9630D01A	H.323 3.1.x
07001	192.168.0.191	00:07:3b:85:23:9f	9630D01A	H.323 3.1.x

Discover

- ▶ View telephone endpoints across all serving sites
- ▶ Identify endpoint relationships to LOB and serving sites
- ▶ View telephony state, firmware version and configurations



STEP-1. Identify customer-specific environment including Avaya Aura sites, locations, domains and type and version of the source and destination Communications Managers/AES, Session Managers, and System Managers. Collect all the H.323/SIP telephone parameters including telephone type, firmware release and IP addresses. Locate the group, or add line of business names and address for each division, as well as extension ranges, current assigned call server and the destination call server.

STEP-2. Extract all the telephone extensions from the current call server and export them to an excel sheet (CSV) format. Clean and organize the data and add any missing data including groups, line of businesses, divisions and destination call servers. Bulk load all the extensions in the Endpoint Manager database using the Web Admin import utility.

Upload all telephone firmware version to the Endpoint Manager file system. The EM will synchronize the firmware for all the EM cluster servers across the network. Validate all telephones and call servers configuration are properly provisioned, site and group assignments are accurate

STEP-3. Modify your global or corporate DHCP tables to point to the Endpoint Manager as IP telephone's file server. Select a telephone to test the switching from one call server to another. Confirm that the telephone is rebooting and downloading the proper firmware in the process from EM's web admin GUI. Repeat the process for a group or a line of business. Set up the system for all telephones and forget as the Endpoint Manager will handle any phone requests automatically.

Extension Number	IP Address	Model	Version	Assigned Site	Actual Site	Assigned Site
192.168.0.130	00:07:3b:8b:06:82	9630D01A	H.323 3.1.x	01/02/2014 11:28:48		01/02/2014 11:28:48
192.168.0.122	00:07:3b:8b:35:8f	9650D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.124	00:1b:4f:44:46:f8	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.126	00:1b:4f:31:ca:8a	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.123	00:07:3b:8a:ec:4a	9610D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.125	00:1b:4f:44:65:d7	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.127	00:1b:4f:43:d6:2f	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.127	00:1b:4f:31:d2:f8	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55
192.168.0.191	00:07:3b:85:23:9f	9630D01A	H.323 3.1.x	01/02/2014 17:01:55		01/02/2014 17:01:55

Remediation

- ▶ Switch an endpoint to correct serving site
- ▶ Load and synchronize firmware
- ▶ View and correct errors

Extension Number	IP Address	MAC Address	Model	Version	Assigned Site	Actual Site
192.168.0.130	00:07:3b:8b:06:82	9630D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 13:30:17	
192.168.0.122	00:07:3b:8b:35:8f	9650D01A	H.323 3.1.x	01/02/2014 13:24:58	01/02/2014 13:25:13	
192.168.0.124	00:1b:4f:44:46:f8	9630D01A	H.323 3.1.x	01/02/2014 13:24:58	01/02/2014 13:25:13	
192.168.0.126	00:1b:4f:31:ca:8a	9630D01A	H.323 3.1.x	01/02/2014 13:24:58	01/02/2014 13:25:13	
192.168.0.123	00:07:3b:8a:ec:4a	9610D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 16:50:17	
192.168.0.125	00:1b:4f:44:65:d7	9630D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 08:34:47	
192.168.0.127	00:1b:4f:43:d6:2f	9630D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 08:34:47	
192.168.0.127	00:1b:4f:31:d2:f8	9630D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 08:34:47	
192.168.0.191	00:07:3b:85:23:9f	9630D01A	H.323 3.1.x	01/02/2014 08:33:39	01/02/2014 08:34:47	

Validation

- ▶ Validate endpoint telephony state
- ▶ Validate configuration of information
- ▶ Validate current connectivity details

