



Avaya Aura®

Avaya Aura® System Manager

**Simple
and Intuitive
Management for
Avaya Solutions**

Overview

Getting together with customers, coworkers, and suppliers is no longer enough. Employees need tools to take an active role in creating value, delighting customers and engaging colleagues in flexible interactions that deliver business results. To enable this transformative, people-centric engagement, Avaya has developed the Avaya Aura® Platform – a set of seamless components that mesh together to provide comprehensive team and customer engagement solutions that deliver a meaningful impact to your business.

Avaya Aura® System Manager is the intuitive management and administration tool that brings the Avaya Aura® Platform to life. It takes a solution level approach to network administration that allows new components and applications to be incorporated under a common management umbrella over time. Avaya Aura System Manager centralizes provisioning, maintenance and troubleshooting to simplify and reduce management complexity and solution servicing. It also provides a central administration of dial plans and network routing policy as well as common user provisioning.

Avaya Aura System Manager enables the engaged enterprise with management and administration capabilities that:

- Provide a single management and programming interface for Avaya applications and systems
- Are simple, intuitive, and consistent
- Enables user data to be entered once and then shared across applications
- Are tightly integrated with the enterprise IT infrastructure including identity management, security, and enterprise directory

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System Manager delivers tangible savings in applications deployment, installation and on-going maintenance and administration by providing the following central management functions:

- Complete system and common user provisioning
- Authentication, authorization, and registration
- Logging, alarming, reporting and SNMP management
- Centralized license management

Key Customer Benefits

Experiences that matter:

- **Single Point of Management:** End-to-end view, single unified console with workflow-based management.
- **Reduced Complexity:** Simplifies operations for distributed multi-site networks with multiple control points.
- **Data Consistency:** Integrated provisioning helps reduce configuration errors.
- **Faster Deployment:** Benefit from accelerated application integration with standards-based interfaces.
- **Lower Total Cost of Ownership (TCO):** Reduces TCO and service support costs through automation of time-consuming, error-prone tasks.
- **Less Training:** Increased productivity through intuitive easy-to-use tools.
- **More Value:** Increased value of convergence through tight integration with the enterprise IT infrastructure including identity, security, directory, and single sign-on.

Feature Summary

Avaya Aura System Manager delivers an array of sophisticated and high value features, tools and capabilities that include:

Software Management: System Manager's Solution Deployment Manager (SDM) service enables administrators to centrally orchestrate and maintain software and firmware updates for the Avaya Aura Platform, IP Office, TN Boards, Media Modules and Gateways.

Tenant Management: Partition Users, Administrators and Resources into tenant groups. Multi-tenant multiple Avaya Aura Communication Managers across a single Avaya Aura Session Manager network with coordinated tenantry, including presence and messaging.

Flexible Web Services Interface for User Management, Routing and Dial Plan Management: Enables developers to create custom applications to perform User Management functions such as querying, adding, modifying, and deleting users and associated attributes. Routing and Dial Plan Management provides similar capabilities for data types such as Domains, Locations, Adaptations, SIP Entities, Entity Links, Time Ranges, Routing Policies, Dial Patterns, and Regular Expression data.

Configuration and Performance Reporting: Communication Manager configuration and performance reports can be generated and stored for future requirements.



Avaya Aura® System Manager is an integrated solution that lets enterprises implement and maintain optimal results for their communications and business collaboration solutions.

Common Console: A browser-based console that provides a single place for accessing all management needs including user administration, network routing policy, license management, trust management, and others.

Common User Provisioning: A single interface that provisions users on Avaya Aura® Session Manager, Avaya Aura® Communication Manager, Avaya Aura® Presence Services, Avaya Breeze™, Avaya Aura® Messaging, Avaya IX Messaging (Officelinx), Avaya IX Workplace (Equinox), and Avaya Communication Server 1000.

Enterprise Lightweight Directory Access Protocol (LDAP) Synchronization: Enables the enterprise LDAP directory to be the single source of user management, automating and synchronizing user provisioning.

Bulk Import/Export: Enables bulk user provisioning via Extensible Markup Language (XML) based files and Excel based files.

Role Based Access Control: Provides access control to administrators based on assigned roles.

Single Sign On: Allows the user to launch Avaya management applications without the need to re-authenticate to each one. In addition, supports the use of an enterprise's authentication authority based on LDAP, OpenSSO, and Radius, including, for example, Active Directory.

Trust Management: Establishes a Transport Layer Security (TLS) trust domain so that Avaya applications can communicate securely among themselves and with System Manager.

Logging and Alarming: Provides the ability to centrally view management logs and alarms generated by Avaya Aura® applications.

Discovery and Inventory: Discovers Avaya Aura applications and displays their inventory, including application version, device configuration, and other pertinent data.

Central Licensing: Provides centralized viewing and management of Avaya application licenses.



Network Routing: Creates rules to cost effectively route calls using the enterprise's IP network.

Endpoint Management: Administers endpoint configurations, such as set type and button functions.

Central Management: Manage multiple Communication Managers including:

- Announcements and audio groups
- Coverage paths
- Call Center features
- Endpoints
- Groups
- Automatic Alternate Routing (AAR), Automatic Route Selection (ARS), route patterns, and signaling groups
- System Parameters

Central Endpoint Maintenance: Manage operational and troubleshooting functions on endpoints including:

- Busy out station
- Release station
- Test station
- List trace station
- List usage extension
- Status station
- Global search and replace of button assignments and station type changes

Backup and Restore: Enables administrators to backup and restore all data that is stored in the System Manager database, including configuration files needed for System Manager to function.

Geographic Redundancy: Allows Avaya Aura element support from two geographically distant System Manager sites so that management services can be switched from one site to another, in the event of a WAN failure or the catastrophic failure of one of sites or System Manager servers.

End User Self Service Portal: Allows users to change or reset passwords and pins such as: H.323 Station Password, SIP Password, and Messaging Password/Pin without assistance from Help Desk.

Technical Specifications

Requirements and Supported Systems

- Servers: Avaya Common Servers with the Appliance Virtualization Platform (AVP), Avaya Aura® Virtualized Environment with customer provided servers or the following Infrastructure as a Service (IaaS) solutions: Amazon Web Services, IBM Cloud, Google Cloud, and Microsoft Azure.
- Client Browser: Microsoft Internet Explorer 11, Firefox 59, 60 and 61.
- Operating Systems: Avaya Appliance Virtualization Platform (AVP) 8.X and VMware vSphere 6.0/6.5/6.7/ ESXi 6.0/6.5/6.7, and KVM/Nutanix.



**The Avaya Aura®
Platform delivers
rich voice and video
capabilities and
provides a resilient,
flexible and
distributed network
for analog, digital
and IP-based
communication
devices.**

Capacity

- 300,000 total users
- 300,000 SIP Users and 1 Million SIP Devices
- 25,000 elements
- 500 Communication Manager Feature Servers or Evolution Servers
- 250 administrator logins
- 50 simultaneous administrators
- 28 Session Managers

Learn More

To learn more about Avaya Aura® System Manager, talk to your Avaya Account Manager or Authorized Partner. Also, visit us at www.avaya.com.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

