AVAYA

The Power of We™

Avaya Aura®
System Manager

Simple and Intuitive Solution Management for Avaya Aura®

Avaya Aura® System Manager is a key component of Avaya Aura, the Avaya architecture for next generation, people-centric collaboration. Avaya Aura delivers rich voice and video capabilities and provides a resilient, flexible and distributed network for analog, digital and IP-based communication devices. Avaya Aura System Manager is the intuitive administration and management tool that brings Avaya Aura capabilities to life.

System Manager provides an integrated solution that leverages customer data and programming across Avaya Aura, helping enterprises implement and maintain optimal results for their communications and business collaboration solutions.

Avaya Aura System Manager delivers management and administration capabilities that:

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

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

- Authentication, authorization, and registration
- Logging, alarming, and SNMP management
- Common User Provisioning
- Central licensing

Key Customer Benefits

System Manager is fully integrated with the Avaya Aura architecture maximizing investments and customer benefits including:

- **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.

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- **Lower Total Cost of Ownership (TCO):** Reduces TCO and service support costs through automation of time-consuming, error-prone tasks.

- **Less Training:** Better skill set deployment and 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 System Manager delivers an array of sophisticated and high value features, tools and capabilities that include:

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® Messaging Avaya Meeting Exchange, Avaya Aura® Conferencing, B5800 Branch Gateway 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.

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 central 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

Endpoint Central Management: 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

Technical Specifications

Requirements and Supported Systems

- Servers:
  - » HP ProLiant DL360 G7
  - » Dell PowerEdge R610
  - » Avaya S8800 Server

- Client Browser: Microsoft Internet Explorer 7.x and 8.x; Firefox 3.5 and 3.6.

Capacity

- 250,000 total endpoints
- 100,000 SIP endpoints
- 25,000 elements
- 500 Communication Manager Feature Servers or Evolution Servers
- 250 administrator logins
- 50 simultaneous administrators

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**.

System Manager supports the following products as their central management tool:

Adopting Product	SMGR 1.0	SMGR 5.2	SMGR 6.0	SMGR 6.1	SMGR 6.2
Avaya Aura Contact Center (Authentication, Authorization, Trust Management, Discovery, Inventory)					
AACC 6.x				√	√
Avaya Data Portfolio (Authentication, Authorization, Trust Management, Discovery, Inventory)					
Visualization, Performance, and Fault Manager (VPFM) 2.1				√	√
IP Flow Manager (IPFM) 2.1				√	√
Enterprise Policy Manager (EPM) 5.1				√	√
Configuration and Orchestration Manager (COM) 2.1				√	√
Network Resource Manager (NRM) 2.1				√	√
B5800 Branch Gateway (Authentication (indirect), Authorization, Trust Management, Alarming, Discovery, Inventory, User Management, Licensing, Backup/Restore)					
B5800 BG 6.1					
B5800 GB 6.2					√
CallPilot (Authentication, Authorization, Trust Management, Discovery, Inventory, User Management)					
CallPilot 5.0				√	√
Communication Manager (Authentication (indirect), Authorization, Alarming, Discovery, Inventory, User Management)					
CM 5.x		√	√	√	√
CM 6.0			√	√	√
CM 6.0.1				√	√
CM 6.2					√
Communication Manager Messaging (Authentication (indirect), Authorization, Alarming, Discovery, Inventory, User Management)					
CMM 5.2		√	√	√	√
CMM 6.0			√	√	√
CMM 6.0.[1]				√	√
CMM 6.2					√
Communication Server 1000 (Authentication, Authorization, Trust Management, Logging, Log Harvesting, Alarming, Discovery, Inventory, User Management)					
CS 1000 6.x				√	√
CS 1000 7.0				√[2]	√[2]
CS 1000 7.5				√	√
Conferencing (Authentication, Authorization, Trust Management, Logging, Log Harvesting, Alarming, Discovery, Inventory, Licensing)					
Conf 6.0			√	√	√
Conf 6.2					√
Healthcare Applications[3] (Authentication, Authorization, Trust Management, Discovery, Inventory, Licensing)					
Healthcare Applications					√
M3000 High Density Trunk Gateway (Alarming, Discovery, Inventory)					
M3K HDTG 2.0					√
Messaging (Authentication (indirect), Authorization, Alarming, Discovery, Inventory, User Management)					
Messaging 6.0			√	√	√
Messaging 6.1					√
Modular Messaging (Message Storage Server) (Authentication (indirect), Authorization, Alarming, Discovery, Inventory, User Management)					
MM 5.x		√	√	√	√
one-X Agent (Logging, Alarming)					
1xA 2.0	√				
1xA 2.5				√	√

[1] Authentication, authorization, trust management, and user management.
[2] There is a system limit of 2.5 million contacts.
[3] Avaya Professional Services offering.

Adopting Product	SMGR 1.0	SMGR 5.2	SMGR 6.0	SMGR 6.1	SMGR 6.2
one-X Client Enablement Services (Logging, Log Harvesting, Alarming, Discovery, Inventory, Licensing)					
1xCES 6.0			√	√	√
1xCES 6.1				√	√
1xCES 6.2					√
one-X Attendant (Authentication)					
1xAttd 4.0					√
Presence Services (Authentication, Authorization, Trust Management, Logging, Log Harvesting, Alarming, Discovery, Inventory, User Management, Licensing)					
PS 6.0			√	√	√
PS 6.1				√	√
Session Manager (Authentication, Trust Management, Logging, Log Harvesting, Alarming, Discovery, Inventory, User Management, Licensing, Backup/Restore)					
SM 1.1	√				
SM 5.2		√			
SM 6.0			√	√	√
SM 6.1				√	√
SM 6.2					√

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.