



The Power of We™

Avaya Aura® System Manager

Simple and Intuitive Management for Avaya Solutions

Avaya Aura® System Manager is a key component of the Avaya Aura Platform, Avaya's architecture for next generation, people-centric collaboration. 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. Avaya Aura System Manager is the intuitive administration and management tool that brings those capabilities to life.

Avaya Aura System Manager is an integrated solution that leverages customer data and programming across the Avaya Aura Platform, 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 applications and systems
- Are simple, intuitive, and consistent
- Enable 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

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, and SNMP management
- Centralized license management

Key Customer Benefits

Avaya Aura 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.
- **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.

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





- **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:

Software Management: Centrally orchestrate and maintain software and firmware updates for the Avaya Aura Platform, IP Office, Media Modules and Gateways.

Tenant Management: Partition Users, Administrators and Resources into tenant groups on a single instance of the Avaya Aura Platform

Flexible Web Services Interface for User Management and Routing and Dial Plan Management: Enables developers 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 Reporting: Complete configuration reports can be generated and stored for future requirements.

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 Aura® Collaboration Environment, Avaya Aura® Messaging, Avaya Aura® Conferencing, Avaya IP Office 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 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

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 case of WAN failure or the catastrophic failure of one of sites or servers.

Technical Specifications

Requirements and Supported Systems

- Servers: Avaya Common Servers Release 1 and 2, or the Avaya Aura® Virtualized Environment with customer provided servers.
- Client Browser: Microsoft Internet Explorer 8.x, 9.X and 10.X; Firefox 27, 28, and 29
- Operating Systems: CentOS (packaged with Avaya Aura System Platform) and VMware ESXi 5.0, 5.1 and 5.5.

Capacity

- 250,000 total endpoints
- 125,000 SIP users and 150,000 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.

Compatibility Matrix

Supported products and respective releases that line-up with System Manager 6.3.x can be found on the Compatibility Matrix on Support.Avaya.com link below

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

The following table provides an additional layer of detail in that it provides information on the functional intersect points with System Manager 6.3.x as well as what product releases are supported by System Manager 6.3.x as their central management tool:

Supported Product	SMGR 6.2	SMGR 6.3.0 FP1	SMGR 6.3.2 FP2	SMGR 6.3.4 FP3	SMGR 6.3.8 FP4
Avaya Aura® Contact Center (Authentication)					
AACC 6.2	√	√	√	√	√
AACC 6.3		√	√	√	√
AACC 6.4.1 (FP1)					√
IP Office (Authentication (indirect), Authorization, Trust Management, Audit Logs (SMGR - IP Office EM Only), Alarming, Discovery, Inventory, User Management, Licensing, Backup/Restore, Software Management²)					
IP Office 9.0			√	√	√
IP Office 9.0.3					√
Call Pilot Messaging (User Management, Audit Logs (SMGR CP Comm Profile EM Only)					
Call Pilot 5.0		√	√	√	√
Call Pilot 5.1			√	√	√
Communication Manager (Authentication (indirect), Authorization, Audit Logs (SMGR-CM EM Only), Discovery, Inventory, User Management. Geographic Redundancy³, Software Management⁴) and Communication Manager Messaging (Authentication (indirect), Authorization, Audit Logs (SMGR-CMM EM Only), User Management)					
CM 5.2.1	√	√	√	√	√
CM 6.0	√	√	√	√	√
CM 6.0.1	√	√	√	√	√
CM 6.2		√	√	√	√
CM 6.2.1 SP 4 (AA 6.2 FP1)			√	√	√
CM 6.3.0 (AA 6.2 FP2)			√	√	√
CM 6.3.2 (AA 6.2 FP3)				√	√
CM 6.3.6 (AA 6.2 FP4)					√



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.

Supported Product	SMGR 6.2	SMGR 6.3.0	SMGR 6.3.2	SMGR 6.3.4	SMGR 6.3.8
Communication Server 1000 (Authentication, Authorization, Trust Management, Audit Logging, Log Harvesting, Alarming, Discovery, Inventory, User Management, Geographic Redundancy²)					
CS 1000 7.5 (SP21)		√ ⁶			
CS 1000 7.5 (SP22)			√		
CS 1000 7.5 (SP23 and SP24)				√	
CS 1000 7.6 (SP2)			√		
CS 1000 7.6 (SP3)				√	
CS 1000 7.6 (SP4)				√	√
Meeting Exchange Conferencing (Authentication, Audit Logging, Log Harvesting, Alarming, Discovery, Inventory, Licensing, Serviceability Agent⁷)					
MX 6.0	√	√	√		
MX 6.2		√	√	√	√
Avaya Aura Conferencing (Authentication, Authorization, Trust Management, Audit Logs (SMGR-AAC EM Only), Alarming, User Management, Licensing)					
AAC 6.0	√	√	√		
AAC 7.0		√ ⁸	√	√	√
AAC 7.2			√	√	√
M3000 High Density Trunk Gateway (Alarming, Discovery, Inventory)					
M3000 HDTG 2.0	√	√	√	√	
M3000 HDTG 3.0			√	√	√
Avaya Aura Messaging (Authentication (indirect), Authorization, Audit Logs (SMGR-AAM EM Only) User Management)					
AAM 6.0	√	√	√		
AAM 6.1	√	√	√		
AAM 6.2	√	√	√	√	√
AAM 6.3			√	√	√
Modular Messaging (Message Storage Server) (Authentication (indirect), Authorization, SMGR-MM EM Only) User Management					
MM 5.2	√	√	√	√	√
One-X Agent Central Management Server (CAM) (Alarming, Audit Logging, User Management⁹)					
1xA 2.5.2 (96x1SIPCC shared control mode)	√	√	√	√	√
One-X Client Enablement Services (Trust Management, Licensing)					
1xCES 6.1	√				
1xCES 6.2	√	√	√	√	√
Presence Services (Authentication, Authorization, Trust Management, Audit Logging, Alarming, Discovery, Inventory, User Management (indirect) , Licensing, Serviceability Agent¹¹)					
PS 6.0	√				
PS 6.1	√	√			
PS 6.1.5 (SP5)		√	√		
PS 6.2.0			√	√	
PS 6.2.2				√	√
PS 6.2.4					√

¹Software Management supports B5800 starting in SMGR 6.2

²Software Management supports IP Office starting in SMGR 6.3.2

³CM 6.x (all dot releases) supports management services from a Secondary SMGR in SMGR release 6.3.0 and later releases

⁴Software Management to support Communication Manager and associated elements started in SMGR 6.3.2

⁵CS1000 7.5 supports a subset management services from a Secondary SMGR starting in SMGR release 6.3.0 (SSO, RBAC, and Launching of CS1000 Element Manager)

⁶CS1000 Alarm Collection supported on System Manager 6.3.0 and later releases

⁷Serviceability Agent supported in SMGR 6.2, PS 6.1, SM 6.2 and MX 6.2 and later releases

⁸AAC Trust Management supported on System Manager 6.3.0 and later releases

⁹Only User management for 1X Agent SIP Clients

¹⁰User management for Presence Services is done using data fill that is part of the user provisioning of other application's communication profiles.

¹¹Serviceability Agent supported in SMGR 6.2, PS 6.1, SM 6.2 and MX 6.2 and later releases

¹²Authorization - RBAC of Session Manager support introduced in SMGR 6.3.0 and SM 6.3.0 and later releases

¹³SM Active-Standby Geographic Redundancy supported in SMGR 6.3.0 and SM6.3.0 and later releases

¹⁴Serviceability Agent supported in SMGR 6.2, PS 6.1, SM 6.2 and MX 6.2 and later releases

¹⁵Authorization - RBAC of Session Manager support introduced in SMGR 6.3.0 and SM 6.3.0 and later releases

¹⁶Serviceability Agent supported in SMGR 6.2, PS 6.1, SM 6.2, MX 6.2, CE2.0 and later releases

Supported Product	SMGR 6.2	SMGR 6.3.0	SMGR 6.3.2	SMGR 6.3.4	SMGR 6.3.8
Session Manager (Authentication, Authorization¹², Trust Management, Audit Logging, Log Harvesting, Alarming, Discovery, Inventory, User Management, Licensing, Geographic Redundancy¹³, Serviceability Agent¹⁴)					
SM 6.0	√	√	√	√	√
SM 6.1	√	√	√	√	√
SM 6.2	√	√	√	√	√
SM 6.3.0		√	√	√	√
SM 6.3.2			√	√	√
SM 6.3.4				√	√
SM 6.3.8					√
Collaboration Environment (Authentication, Authorization¹⁵, Trust Management, Audit Logging, Security Logs, Alarming, Discovery, Inventory, User Management, Serviceability Agent¹⁶)					
CE 2.0				√	√
Avaya Multimedia Messaging (Alarming)					
AMM 2.0					√
Avaya Enablement Services (Licensing)					
AES 6.3.x			√	√	√
AES 6.3.x				√	√
AES 6.3.x					√
Visualization, Performance, and Fault Manager (Authentication, Authorization, Trust Management, Discovery, Inventory)					
VPFM 3.0	√	√	√	√	√
Avaya Data Portfolio (Authentication, Authorization, Trust Management, Discovery, Inventory)					
IP Flow Manager (IPFM) 2.0		√	√	√	√
Configuration and Orchestration Manager (COM) 3.0	√	√	√	√	√

About Avaya

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

