



Avaya Call Management System Base Load Upgrade

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Chapter 1: Introduction

Purpose

This document describes the Avaya Call Management System (CMS) base load upgrade process. The primary audience includes system administrators and implementation engineers involved in upgrade processes.

The base load upgrade process is typically used for upgrades within a release. For example, you can perform a base load upgrade if you are experiencing problems with your current CMS release or to access new features within the release. Before performing the upgrade, ensure that you have downloaded the correct software ISO image for the new release.

Change history

The following table outlines the key changes in this document for Release 21.x:

Issue	Date	Summary of changes
4	March 2026	Updated Verifying your last CMSADM backup.
3	April 2025	Removed the <i>Removing the current CMS load</i> topic.
2	August 2024	<ul style="list-style-type: none">• Cleaned up and simplified various procedures.• Revised outdated information throughout the document.
1	June 2024	<ul style="list-style-type: none">• Removed references to hardware-only platforms.• Updated Informix information and removed outdated IBM references.

Chapter 2: Preparing for a base load upgrade

Use this chapter to prepare for a base load upgrade and to verify that your CMS server has no existing hardware or software problems. If you do not perform the procedures in this chapter, your base load upgrade might fail, and your CMS server might enter a non-functioning state.

To perform most procedures in this chapter, log in to the CMS server with root access.

Supported upgrade scenarios

CMS supports the following upgrade scenarios:

- **Software Upgrades:**

Upgrade from an older CMS software release and retain the same hardware server or virtual machine. You can do this by backing up the customer data, installing the new CMS server, and then migrating the customer data.

- **Platform Upgrades:**

Upgrade from an older CMS software release and install a new customer-provided VMware server or an Avaya Solutions Platform ASP 130 R6 server. You can do this by backing up the customer data, installing the new CMS server, and then migrating the customer data.

- **Base Load Upgrades:**

Simplified upgrade process, which is available for CMS upgrades within the same minor release and other approved scenarios. You will use a software disc or a CMS ISO image file to install the new Linux OS and CMS software.

Software upgrades

The software upgrade process reuses existing CMS hardware that supports the new CMS software. The following models of hardware support CMS Release 21.0:

- Avaya Solutions Platform ASP 130 R6 servers.
- Customer-provided VMware servers.
- Customer-provided KVM servers.

- Customer-provided Amazon Web Services (AWS) servers.
- Customer-provided Google Cloud Platform (GCP) servers.

Platform upgrades

CMS Release 21.0 supports platform upgrades from CMS Releases 16.x and later.

*** Note:**

Contact your Avaya account team if you need to upgrade from CMS releases older than 16.x.

Base load upgrades

You can perform a base load upgrade within a CMS release or for other approved scenarios. Perform a full software or platform upgrade from Release 20.0 or an earlier version to Release 21.0.

The content of this document centers around base load upgrades. For more information about performing a full software or platform upgrade, see *Upgrading Avaya Call Management System*.

CMS service impacts

A base load upgrade is service-impacting. Schedule the upgrade during a planned maintenance window or a period of low traffic.

During the Linux `rpm_updates` process, you see the estimated amount of time required to install operating system patches and updates. This part of the base load upgrade process frequently takes the most time to complete.

Verifying the current CMS version and load

Procedure

1. Log in to the CMS server with root privileges.
2. To view the installed CMS package and its build number, run the `rpm-q cms` command.
3. Record the displayed CMS version information for reference.

Verifying your last CMSADM backup

About this task

To verify that your CMSADM backup completed successfully, follow the steps outlined in this procedure.

For more information about CMSADM backups, see *Maintaining and Troubleshooting Avaya Call Management System*.

Procedure

1. Log in to the CMS server using root privileges.
2. Run the `tail /cms/install/logdir/backup.log` command.
3. Check the displayed message to confirm that the backup has completed.

Verifying that the nightly archiver is functioning

About this task

Run an error log report to confirm that data archiving functions correctly.

Procedure

1. Log in to CMS and run the `cms` command to access the main menu.
2. Select **Maintenance** and then press `Enter`.
3. From the menu, select **Error Log Report** and then press `Enter`.
4. In the **Error codes** field, enter `2600`.
Do not enter any information in the remaining fields.
5. To select the **Run** option, press `Enter`.
6. To display an archive history report, press `Enter`.
7. Check that the nightly archiver is functioning correctly for all administered ACDs.

An example of a successful nightly archiver message is the following:

```
2600 <timestamp> 2 1 INFO  
ARCHIVER status: Daily Archive for (Mon)  
<timestamp> Successful
```

8. To return to the previous menu, press `F5` (Exit).

Checking for memory errors and system panics

About this task

Perform this procedure on the CMS server to check for errors.

Procedure

To check for memory errors and system panics, run the `egrep -i "panic | memory error" /var/log/messages* | more` command.

An example of a panic error message is the following:

```
messages-20121223:<timestamp> trex Kernel panic - not syncing: : Port x halting
system due to client process failure
```

Next steps

If you do not find any errors, continue with the next procedure. If errors are present, run the required maintenance procedures.

Verifying free space in the root file system

About this task

Check that the file system has sufficient free space.

Procedure

1. Log in to the CMS server with root privileges.
2. Run the `df -k /` command.

You will see a message similar to the following:

```
Filesystem      1K-blocks      Used Available Use% Mounted on
/dev/sda2        10218768  2727136   6950964  29% /
```

3. Check the disk capacity to ensure that the **Use%** value is less than 85%.

Next steps

Reboot your CMS server.

Rebooting your CMS server

About this task

Reboot the CMS server before backing up any new data. To avoid service impacts, perform the reboot during a scheduled maintenance window or a low-traffic period.

Procedure

1. To reboot the CMS server, run the `shutdown -r now` command.
2. When CMS reboots, log in with root privileges.

Guidelines for backing up new CMS data

Before performing a base load upgrade, ensure that you have backed up your file systems and CMS data. Ensure you back up any CMS data generated after your last backup. You can extract data to a network mount point.

For information about extracting data from the old system, see *Upgrading Avaya Call Management System*. For more information about CMSADM backups and backing up CMS to a network mount point, see *Maintaining and Troubleshooting Avaya Call Management System*.

After you finish backing up the new CMS data, proceed to the next chapter to update the Linux operating system.

Chapter 3: Updating the Linux operating system

After backing up your CMS data, use this chapter to update your operating system. Perform the procedures in this chapter before upgrading the CMS software.

Standard procedure: Mounting the CMS ISO image

About this task

Other procedures frequently refer to this standard procedure. Perform this procedure as directed to mount the CMS software ISO image, which will enable you to use it to upgrade both the Linux and CMS software.

Procedure

1. Copy the downloaded CMS software ISO image for the new CMS load to the computer that has the vSphere client installed.
2. Using the vSphere client, upload the CMS software ISO image to a datastore storage area on the VMware server.
3. From the virtual CMS, click **Edit Settings**.
4. Expand the CD/DVD drive.
5. From the drop-down list, select **Datastore ISO File**.
6. Select the CMS software ISO image file.
7. Click **OK**.
8. Click **Connected**.
9. Click **OK**.
10. Use the vSphere client to access the virtual CMS and establish a connection to the CMS software ISO image in the storage directory.
11. Run the `mount /dev/cdrom /mnt` command.

Stopping the CMS Supervisor Web Client software

Procedure

To stop the CMS Supervisor Web Client, run the `cmsweb stop` command.

Installing Linux RPMs

About this task

Update the Linux RPM packages. The updates can include new Linux operating system updates. Avaya provides the Linux RPM updates on the CMS ISO image used for VMware upgrades. CMS distributes RPM updates outside its routine release schedule as needed.

Before you begin

- For a VMware or Amazon Web Services system, ensure that you mount the CMS ISO image as described in [Standard procedure: Mounting the CMS ISO image](#) on page 11.
- Access [Avaya Support website](#) to find any new Linux RPM updates for your target CMS release.

Procedure

1. Log in to the CMS server with root privileges.
2. To display the CMS Services menu, run the `cmssvc` command.
3. Enter the number corresponding to the `run_cms` option.
4. To turn off both CMS and IDS, enter 3.
5. To start the RPM update script, run the `/mnt/rpm_update` command.
6. Monitor the output messages as the process progresses.

The output message displays whether any Linux RPMs require installation. If new RPMs are installing, you see a message similar to the following:

```
RPM Updates (for Rnn.n.n.n rNN<BuildNumber>) started: <TimeStamp>
Updating RPMs.
Loaded plugins: security
Setting up Update Process
Resolving Dependencies
--> Running transaction check
---> Package abrt.x86_64 0:2.0.8-43.el6 will be updated
---> Package abrt.x86_64 0:2.0.8-44.el6 will be an update
---> Package abrt-addon-ccpp.x86_64 0:2.0.8-43.el6 will be updated
---> Package abrt-addon-ccpp.x86_64 0:2.0.8-44.el6 will be an update
---> Package abrt-addon-kerneloops.x86_64 0:2.0.8-43.el6 will be updated
...
yum-utils.noarch 0:1.1.30-41.el6
Complete!
kernel update successfully verified.
**if warnings exist, IGNORE them**
All RPM updates successfully applied.
package hmaccalc exists, add not required.
```

```
package dracut-fips exists, add not required.  
Removing rpcbind package  
warning: erase unlink of /var/cache/rpcbind failed: No such file or directory  
remove rpcbind package successfully executed.  
**if warnings exist, IGNORE them**  
RPM updates finished: <TimeStamp>
```

7. When prompted, enter `y` to reboot.
8. Log in to the CMS server with root privileges.
9. Verify whether the installation of all Linux RPMs is correct by running the `tail -10 /var/cms/spatches/rpm_update.log` command.
10. **(Optional)** If a PSN indicates there are additional RPM updates for the CMS release to which you are upgrading, perform the steps described in the PSN.
11. To display the CMS Services menu, run the `cmssvc` command.
12. Enter the number corresponding to the `run_ids` option.
13. To turn on IDS, enter `1`.

Next steps

Upgrade the CMS base load.

Chapter 4: Upgrading the CMS base load

Complete the previous chapters before upgrading the CMS base load. Use the procedures in this chapter to upgrade to a new CMS base load.

Installing the new CMS base load

About this task

Install the new CMS base load in your virtual environment and then reboot the CMS server.

Before you begin

Ensure that you mount the ISO image. For more information, see [Standard procedure: Mounting the CMS ISO image](#) on page 11.

Procedure

1. Log in to the CMS server with root privileges.
2. To update the relevant Informix files, run the `/mnt/update_ids` command.

You can view the following message:

```
<timestamp> Updating dbinit.sh and env files
```

3. To install CMS, run the `/mnt/cms.bin` command.

You can view the following message:

```
Unpacking files please wait...
Extracting the tar....
Installing Avaya(TM) Call Management System Rnn.n.n.n (cms)
version rNN<BuildNumber>
This is an upgrade
```

4. If prompted, enter `y` to continue with the installation of the new CMS base load.

If CMS is not running, the installation process continues without prompting you for input.

After installing CMS, you see a message similar to the following:

```
Customer CMS data successfully upgraded.
CMS is installed.
```

5. To display the CMS administration log, run the `cat/cms/install/logdir/admin.log | more` command.
6. Ensure that there were no errors during the installation.
7. Press `Enter` when prompted to continue.
8. Run the `umount/mnt` command.
9. Using the vSphere client, access the virtual CMS, reset the CD/DVD setting, and ensure that it is not connected.
10. To reboot CMS, run the `shutdown -r now` command.
11. Log in to the CMS server with root privileges.
12. To display the CMS Services menu, run the `cmssvc` command.
13. If IDS is not running, enter the number corresponding to the `run_ids` option.
14. To turn on IDS, enter 1.

Installing the CMS security script

About this task

During the installation or upgrade of CMS software, run the `cms_sec` script to install CMS security options. The first time you run this script, you are also prompted to change the default password for the `cmssvc` user ID. If you have already changed the default password for the `cmssvc` user ID, the script does not prompt you to enter a new password.

Before you begin

Ensure that you mount the ISO image. For more information, see [Standard procedure: Mounting the CMS ISO image](#) on page 11.

Procedure

1. Log in to the CMS server with root privileges.
2. To list the current services running and preserve the output to a file, run the `chkconfig --list > /tmp/current_chkconfig.txt` command.
3. Run the `/mnt/security/cms_sec` command.

You can view the following message if you have not changed the default password for the `cmssvc` user ID:

```
Avaya CMS security configuration started: Thu Jan 28 19:53:46 EST
2021
The backup directory for this run is: /cms/install/logdir/security/
bkup_10338
Password change is required for user cmssvc
New password:
```

4. If prompted, enter and confirm the new password for the `cmssvc` user ID.

Follow the standard password requirements documented in *Avaya Call Management System Security*. The output displays information such as the following:

```
Force password reset for user: cmssvc successfully executed.
File: /etc/cron.d/cron.allow already exists
Changed: permissions on /etc/cron.d/cron.allow to 644
File: /etc/cron.d/at.allow already exists
Changed: permissions on /etc/cron.d/at.allow to 644
File: /etc/init.d/umask already exists
Changed: permissions on /etc/init.d/umask to 744
Changed: group on /etc/init.d/umask to sys
File: /etc/rc1.d/S00umask already exists
Note: Forwarding request to 'systemctl disable sendmail.service'.
Disabled: sendmail
File: /etc/mail/sendmail.cf already exists, will overwrite
Copied: sec_files/sendmail.cf to /etc/mail/sendmail.cf
Line: ->PermitRootLogin no<- already in file: /etc/ssh/sshd_config
Line: ->PermitRootLogin no<- already in file: /etc/ssh/sshd_config
Service: sshd restarted
Disabled: time-dgram
Disabled: time-stream
Disabled: echo-dgram
Disabled: echo-stream
Disabled: discard-dgram
Disabled: discard-stream
Disabled: daytime-dgram
Disabled: daytime-stream
Disabled: chargen-dgram
Disabled: chargen-stream
Updated user informix shell to /sbin/nologin
Only 1 kernel exists, remove old kernels not required
Avaya CMS security configuration completed: Thu Jan 28 19:54:04
EST 2021
```

5. To capture the new services and preserve the output to a different file, run the `chkconfig --list > /tmp/new_chkconfig.txt` command.
6. Run the `diff` command against the two list files and search for the services that need to be re-enabled:

```
diff /tmp/current_chkconfig.txt /tmp/new_chkconfig.txt
```

7. Run the `chkconfig` command and enable the displayed services.

You can view the following information:

```
chkconfig [--level levels] <Service name> <on|off|reset>
```

For example:

```
chkconfig --level 2345 rpcbind on
```

*** Note:**

The files in the `/tmp` directory are not saved during the reboot process. If you need to keep a copy of the files, move them to another directory.

Upgrading the CMS Supervisor Web Client software package

Before you begin

Ensure that you mount the ISO image. For more information, see [Standard procedure: Mounting the CMS ISO image](#) on page 11.

Procedure

1. To check the installation status of the Web Client software package on the CMS server, run the `rpm -q cmsweb` command.

You can view information similar to the following:

```
cmsweb-Rnn.n.n.n-<BuildNumber>
```

2. To check the Web Client software version on the CMS ISO image, run the `strings /mnt/cmsweb.bin | grep MINOR=` command.

You can view information similar to the following:

```
MINOR=web<BuildNumber>
```

3. Compare the version of the Web Client software on the ISO image with the version installed on the CMS server.
 - If the Web Client software version on the ISO image is newer than the version installed on the CMS server, proceed to the next step to upgrade the Web Client software.
 - If the Web Client software version on the ISO image is the same or older than the version installed on the CMS server, you do not need to upgrade the Web Client software. Continue with [Turning on CMS](#) on page 18.
4. To remove the current Web Client package, run the `rpm -e cmsweb` command.
5. To install the Web Client package, run the `/mnt/cmsweb.bin` command.

You can view a message similar to the following:

```
Unpacking files please wait...
Extracting the rpm....
Installing (cmsweb) version
Proceeding with install...
Preparing... ##### [100%]
1:cmsweb ##### [100%]
```

Turning on CMS

About this task

Use this procedure to ensure that CMS is running.

Procedure

1. To display the CMS administration menu, run the `cmsadm` command.
2. Enter the number corresponding to the `run_cms` option.
3. To turn on CMS, enter 1.
4. If CMS was down during the scheduled archiver run, initiate the relevant archiver from System Setup.

Starting the CMS Supervisor Web Client software

Procedure

To start the Web Client, run the `cmsweb start` command.

Post-upgrade backup

After completing the base load upgrade, create a backup to safeguard your computer system files and CMS data files.

In addition to performing a CMSADM file system backup, ensure that you also perform a complete maintenance backup to back up CMS data, including database tables. For information about performing a maintenance backup in CMS Supervisor, see *Administering Avaya Call Management System*. For more detailed information about backups, see *Maintaining and Troubleshooting Avaya Call Management System*.

Chapter 5: Resources

Documentation

CMS and CMS Supervisor documents

Title	Description	Audience
Overview		
<i>Avaya Call Management System Overview and Specification</i>	Describes tested product characteristics and product capabilities including feature descriptions, interoperability, performance specifications, security, and licensing requirements.	All users
Installation and maintenance		
<i>Deploying Avaya Call Management System</i>	Describes how to install and configure CMS in a virtualized VMware or KVM environment.	Implementation engineers, administrators
<i>Deploying Avaya Call Management System in an Infrastructure as a Service Environment</i>	Describes how to deploy CMS in an Amazon Web Services or Google Cloud Platform environment.	Implementation engineers, administrators
<i>Maintaining and Troubleshooting Avaya Call Management System</i>	Describes how to configure, maintain, and troubleshoot CMS.	Administrators, support personnel
<i>Avaya Call Management System and Communication Manager Connections, Administration, and Troubleshooting</i>	Describes how to connect and administer the Automatic Call Distribution (ACD) systems used by CMS.	Administrators, installation personnel, support personnel
<i>Avaya Call Management System High Availability Connectivity, Upgrade and Administration</i>	Describes how to connect to HA servers and upgrade to HA.	Administrators, installation personnel, software specialists involved with HA
<i>Using Avaya Call Management System High Availability and Admin-Sync</i>	Describes how to install and maintain your CMS High Availability (HA) system.	Administrators, support personnel
Upgrading		

Table continues...

Title	Description	Audience
<i>Upgrading Avaya Call Management System</i>	Describes the procedures required to upgrade to a new CMS release. This document is focused on full software or platform upgrades.	System administrators, implementation engineers
<i>Avaya Call Management System Base Load Upgrade</i>	Describes how to perform a simplified base load upgrade. You can perform a base load upgrade within a CMS release or for other approved scenarios. Not all releases support base load upgrades.	System administrators, implementation engineers
Administration		
<i>Administering Avaya Call Management System</i>	Provides instructions on administering a call center using CMS Supervisor.	Avaya support personnel, Administrators
<i>Avaya Call Management System Call History Interface</i>	Describes the format of the Call History data files and how to transfer these files to another computer.	Administrators, supervisors
<i>Using ODBC and JDBC with Avaya Call Management System</i>	Describes how to use Open Database Connectivity (ODBC) and Java Database Connectivity (JDBC) with CMS.	Administrators, support personnel
<i>Avaya Call Management System Database Items and Calculations</i>	Describes each database item and calculation that CMS tracks and how CMS calculates the values displayed on CMS reports and CMS Supervisor reports.	Administrators, support personnel
<i>Avaya Call Management System Custom Reports</i>	Describes how to design and create custom reports in CMS.	Administrators, report designers
<i>Avaya Call Management System Security</i>	Describes how to implement security features in CMS.	Administrators, support personnel
CMS Supervisor		
<i>Avaya CMS Supervisor Clients Installation and Getting Started</i>	Describes how to install and configure CMS Supervisor.	Implementation engineers, system administrators
<i>Avaya CMS Supervisor Reports</i>	Describes how to use CMS Supervisor reports.	Supervisors, administrators
<i>Avaya CMS Supervisor Report Designer</i>	Describes how to create new reports and to edit existing reports through Report Designer and Report Wizard.	Supervisors, administrators

Avaya Solutions Platform Documents


Title	Description	Audience
<i>Avaya Solutions Platform Overview and Specification</i>	Describes the key features of Avaya Solutions Platform server	All users

Table continues...

Title	Description	Audience
<i>Installing the Avaya Solutions Platform 130 Series</i>	Describes how to install Avaya Solutions Platform 130 Series servers.	Implementation engineers, solution architects, support personnel
<i>Maintaining and Troubleshooting Avaya Solutions Platform 130 Series</i>	Describes procedures to maintain and troubleshoot Avaya Solutions Platform 130 Series servers.	Implementation engineers, solution architects, support personnel

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Avaya Documentation Center navigation

For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

Important:

If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.

- Click **Languages** (🌐) in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.

You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click < or > next to the document title to navigate to the previous topic or the next topic.
- Click **Share** (➦) to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.
- Add content to a collection by clicking **Add to My Topics** (📁). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

You can do the following:

- Create, rename, and delete a collection.
 - Set a collection as the default or favorite collection.
 - Save a PDF of the selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive collections that others have shared with you.
- Click **Watch** (👁) to add a topic to your watchlist so you are notified when the content is updated or removed.
 - View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

You can do the following:

- Enable **Email notifications** to receive email alerts.
 - Unwatch the selected content or all topics.
- Send feedback for a topic.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to <https://support.avaya.com/> and do one of the following:
 - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Select Content Type**.
 - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select Content Type**.

The **Video** content type is displayed only when videos are available for that product.

In the right pane, the page displays a list of available videos.

- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
 - Enter a keyword or keywords in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click a topic name to see the list of videos available. For example, Contact Centers.

 **Note:**

Videos are not available for all products.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips.
- Information about service packs.

Resources

- Access to customer and technical documentation.
- Information about training and certification programs.
- Links to other pertinent information.

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

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