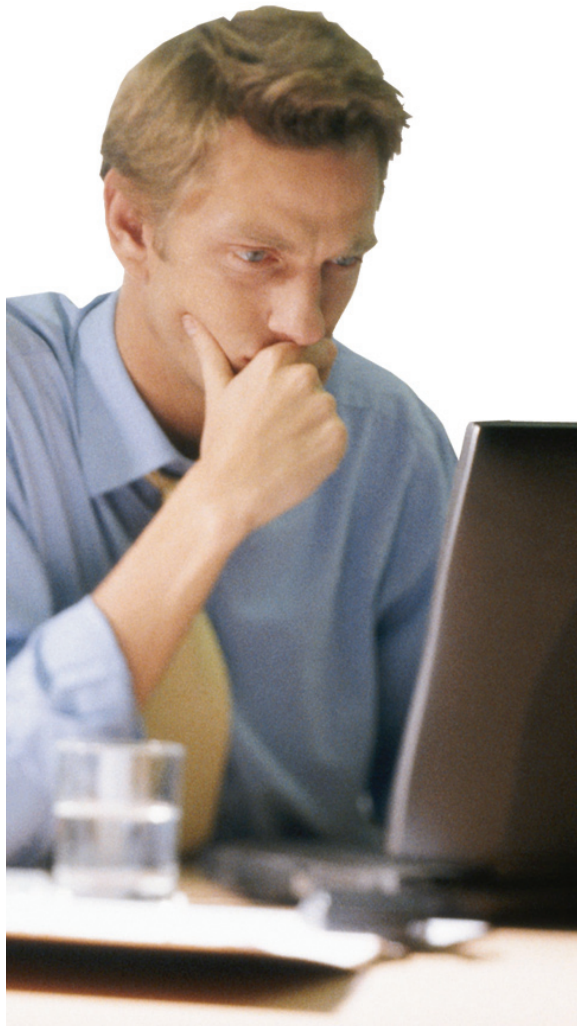


HealthCheck

Proactively Checking your System's Health

Wouldn't it be great to have access to a tool that would scan your communications system for problems before they cause an outage? Well, now you do!



Avaya HealthCheck is a new web-based tool that is free for Avaya maintenance and support customers. This tool has been designed to automate hundreds of system commands and to compare your system administration to our recommended configuration settings. Configuration errors or anomalies can be a major source of alarms and outages. HealthCheck will identify misadministration and provide an easy to understand report that will enable you to make changes to your system to improve your systems' reliability and performance. Available on many of Avaya's applications and hardware, these reports will provide detailed information and will provide recommendations for administration changes if any are discovered. Features include a "Recommended Action" column within the report which provides additional detail on the suggested changes. The information shared in this field can be leveraged to find additional knowledge articles or programming guides within the Avaya InSite Knowledge Management Database (another free online application available to Avaya maintenance customers) to help you to make the change or understand the implications of the change.

In addition to the HealthCheck Tool, you will have the ability to run the Avaya Software Compatibility Audit report (ASCA). ASCA will display what versions of Software and Firmware are installed on your system and will display the latest versions that are generally available for your various solution components.

HealthCheck is currently available, at no additional charge, to customers and partners who have purchased an Avaya maintenance support offer.

What Products and Releases will HealthCheck work with?

Communication Manager Version 2.0 and higher running on the following platforms and gateways:

- S8300
- S8400
- S8500
- S8700
- S8710
- S8720
- S8730
- G250
- G350
- G450
- G700

Adjunct Systems (all versions):

- INTUITY AUDIX
- LX AUDIX
- Modular Messaging Storage Servers
- CMS

This list will be expanded in the future to include additional products and releases.

Requesting a HealthCheck Report

By going to <http://support.avaya.com>, and logging in using your SSO Login, you will be able to click on the HealthCheck link located under “Related Links” on the support landing page.

All you need to do is:

- Log in with your Avaya Single Sign On (SSO) Login

- Type in your sold-to ID
- Select the product(s) you wish to check or select “All Products eligible for a HealthCheck Report at this location”
- Click on “Create Report”

* In order to run a HealthCheck Report, Avaya must be able to access your systems remotely by using our automated tools and capabilities.

Select the “Product(s)” or “All Products Eligible for a HealthCheck report for this location” by using the add button and hit “create report”:

When the report has been completed an email will be sent to you with instructions how to retrieve your Health Check report.

Reports will be generated within 72 hours from the time the request has been received.

Creation of a HealthCheck Report

After you submit your HealthCheck request, HealthCheck will connect to your systems using Avaya EXPERT SystemsSM and other tools developed by Avaya to run hundreds of automated commands. The data will be collected and assembled into a user friendly report for your use. This report will then be placed on a secure Avaya server and an email will be generated to you providing you the url to access your report.

Reading Your Report

Once you have your HealthCheck Report you will be able to select the modules that you wish to view. When you click on “View” you will see a report that will show your system administered settings, the recommended values and additional information regarding the recommended action.



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Support > Online Service Manager

Online Service Manager

- Create Service Requests
- Check Case Status
- Manage Alarms
- Parts Replacement
- My E-Notifications
- New User Registration
- Help
- Administration
 - Sold To Administration
 - Sold To Lookup
 - Site Contacts
 - Edit Business Card Info
- Related Services
 - Software Compatibility Audit
 - Get PKI Certificate License File
 - Health Check Tool
 - Download Center/FAQ
 - Online Expert
 - Order/Access License Req.
 - My Sites
 - Avaya Web Ticketing (Non-US Only)
 - Avaya Global eBill Tutorial

Health Check Tool: Reports

Below is an index of reports that you have recently requested. Reports can be viewed and saved by clicking on the associated link.

[Health Check Help Page](#)

Request Date	System ID	Product	Report ID	Title	Health Check Report	ASCA Report
2008-04-07 21:56 MT	(303)538-1212	S8700	8-4-4-4-12	Jacks Test	View	View
2008-04-07 21:56 MT	(720)444-2121	G450 - Building 2	4-7-7-10-5		View	View
2008-01-19 11:20 MT	(303)530-2888	Communication Manager	1-19-2-6-4	external redline test (rv j)	View	View
2007-11-29 01:46 MT	(720)444-2805	LX Audix - Building 1	14-4-1-4-4	osm 3.3 test external	View	View

4 report(s).

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Support

Important Announcements

Please complete the pre-Beta survey if you have not already done so. To provide feedback, please send an e-mail message to insitebeta@avaya.com.

Welcome, Dan

- Sign Out
- My Preferences

Online Service Manager

- Create Service Requests
- Check Case Status
- Manage Alarms
- Parts Replacement
- My E-Notifications
- New User Registration
- Sold To Administration
- Sold To Lookup
- Site Contacts
- Edit Business Card Information

Latest Firmware

[GET ANSWERS >>](#)

Sample Question: Communication Manager: How do I reset my password?

- Advanced Search
- Search Tips

WHAT'S NEW | RESOURCE LIBRARY

Sample Report

If you would like to know more about the recommended action, copy the key words from “recommended action” and paste into the Avaya InSite Knowledge Management query box.

You can use the InSite Knowledge Management database to:

1. Find out more about the recommended action (copy the recommended action into the query box)

2. Ask a Question regarding the recommended action
3. Request the Administration Guide or search for the latest Service Pack

If you should require additional support interpreting your HealthCheck Report, please create a web ticket using support.avaya.com and specify that you need assistance with your HealthCheck report. A technical associate will get back with you regarding your questions.

Avaya is pleased to offer our HealthCheck Tool to our customers and partners to help ensure that your systems are always administered in the best possible way to optimize your system’s performance.

If you have any questions regarding your HealthCheck Report, please contact your Avaya Authorized BusinessPartner or your Avaya Global Services regional support center.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced, and the 'A's have a distinctive shape with a small gap at the top.

INTELLIGENT COMMUNICATIONS

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The Avaya.com logo is a red rectangular button with the text "avaya.com" in white, lowercase, sans-serif font.