



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for INI EQuilibrium™ with Avaya Aura® Experience Portal – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate Interactive Northwest, Inc. (INI) EQuilibrium with Avaya Aura® Experience Portal.

INI EQuilibrium is a load-balancing solution for distributing VoiceXML and CCXML page fetch requests from Avaya Aura® Experience Portal to multiple application servers. EQuilibrium maintains application server status for all the application servers within its control and directs page fetches only to available application servers. EQuilibrium supports several distribution strategies, such as ordered and round-robin, for selecting an appropriate application server for the next request. EQuilibrium is a software-only solution integrated with Avaya Aura® Experience Portal platform. Its administrative menus are integrated into the administrative menus of Experience Portal Manager and alarm events are generated directly into the Avaya Aura® Experience Portal's alarm stream. This gives the administrator visibility and control over the application servers used by Avaya Aura® Experience Portal.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the configuration steps required to integrate Interactive Northwest, Inc. (INI) EQUilibrium with Avaya Aura® Experience Portal. INI EQUilibrium is a load-balancing solution for distributing VoiceXML and CCXML page fetch requests from Avaya Aura® Experience Portal to multiple application servers. EQUilibrium maintains application server status for all application servers within its control and directs page fetches only to available application servers. EQUilibrium supports several distribution strategies, such as ordered and round-robin, for selecting the appropriate application server for the next request. EQUilibrium is a software-only solution integrated with Avaya Aura® Experience Portal platform. Its administrative menus are integrated into the administrative menus of Experience Portal Manager (EPM) and alarm events are generated directly into Avaya Aura® Experience Portal's alarm stream. This gives the administrator visibility and control over the application servers used by Avaya Aura® Experience Portal.

EQUilibrium software is installed directly on the Avaya Aura® Experience Portal platform. There are two components of EQUilibrium, one for EPM and another for Experience Portal Media Processing Platform (MPP). The EPM component includes the EQUilibrium menus, the event/alarm monitor, and the EQUilibrium configuration database. An administrator accesses these menus via the EPM menu structure to configure EQUilibrium. The EQUilibrium configuration is stored in specific database tables within the PostgreSQL database on EPM. Application servers, controlled by EQUilibrium, and clusters (discussed below) are configured through EPM.

EQUilibrium allows application servers to be partitioned into separate clusters each with its own distribution strategy. Clusters can be used to achieve specialized types of resource balancing, such as ordered, round-robin, or random. Every Avaya Aura® Experience Portal application that uses EQUilibrium must indicate a cluster name in the URL. EQUilibrium Dispatcher will use the cluster name parameter to select the appropriate application server for a page request.

As mentioned above, EQUilibrium also consists of EQUilibrium Dispatcher, a Java application installed on each MPP. When applications are administered on EPM, instead of constructing their URLs to point to specific application servers, the URLs are directed to the EQUilibrium Dispatcher on the local MPP. The Dispatcher processes the request by selecting an appropriate application server, rewriting the URL to point to that application server, and forwarding the request. The MPP Dispatcher gets its configuration information from the central EPM component. Dispatchers can generate alarms when they detect a state change in an application server. Alarms are reported using the standard mechanism on Avaya Aura® Experience Portal.

## 2. General Test Approach and Test Results

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

### 2.1. Interoperability Compliance Testing

Compliance testing was performed on two separate configurations.

1. EPM/MPP on a single server
2. EPM and MPP on separate servers

The general test approach entailed placing calls manually to Experience Portal and verifying that EQuilibrium dispatched the application to the appropriate application server according to the cluster dispatch method, including *Random*, *Ordered* and *Round-Robin*. Testing was performed with application servers running Apache Tomcat 5.x and 6.x. In addition, various states of the application servers were tested to verify that EQuilibrium would indicate the correct state in the **Monitor** screen, that calls would not be dispatched to offline application servers, and that the appropriate alarms were generated in the EPM. Finally, the fail-over URL feature in Experience Portal was used together with EQuilibrium to verify that it would be used if all the application servers in the cluster were not available.

The compliance test included feature and serviceability testing. Feature testing focused on verifying the following features and functionality:

- Installing EQuilibrium software on EPM and MPP.
- Removing EQuilibrium software from EPM and MPP.
- Licensing the product.
- Enabling EQuilibrium to report alarms.
- Configuring EQuilibrium with application servers and clusters.
- Generating alarms related to application server state changes.
- Configuring Experience Portal applications to use EQuilibrium.
- Using EQuilibrium in conjunction with Experience Portal fail-over URL.
- Verifying that Experience Portal requests are dispatched to the appropriate application server according to the cluster distribution strategy and the application server's availability.
- Verifying that the EQuilibrium detects application servers in various states, such as online, offline, or in maintenance mode.
- Verifying that EQuilibrium detects the cluster state, such as online, offline, or degraded.

Serviceability testing focused on verifying the ability of EQuilibrium to recover from adverse conditions, such as EPM and MPP server restarts.

## **2.2. Test Results**

All test cases were passed.

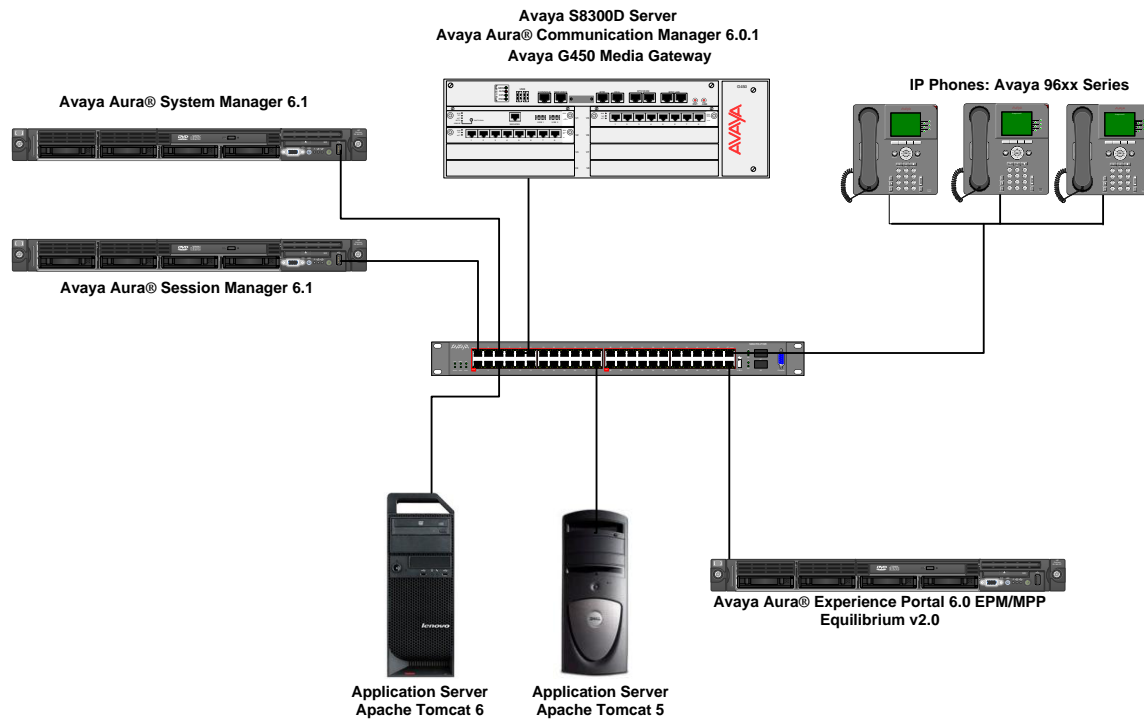
## **2.3. Support**

To obtain technical support for INI EQuilibrium, contact Interactive Northwest via phone, email or through their website.

- **Web:** <http://www.interactivenw.com/support.php>
- **Email:** [support@interactivenw.com](mailto:support@interactivenw.com)
- **Phone:** (800) 808-8090

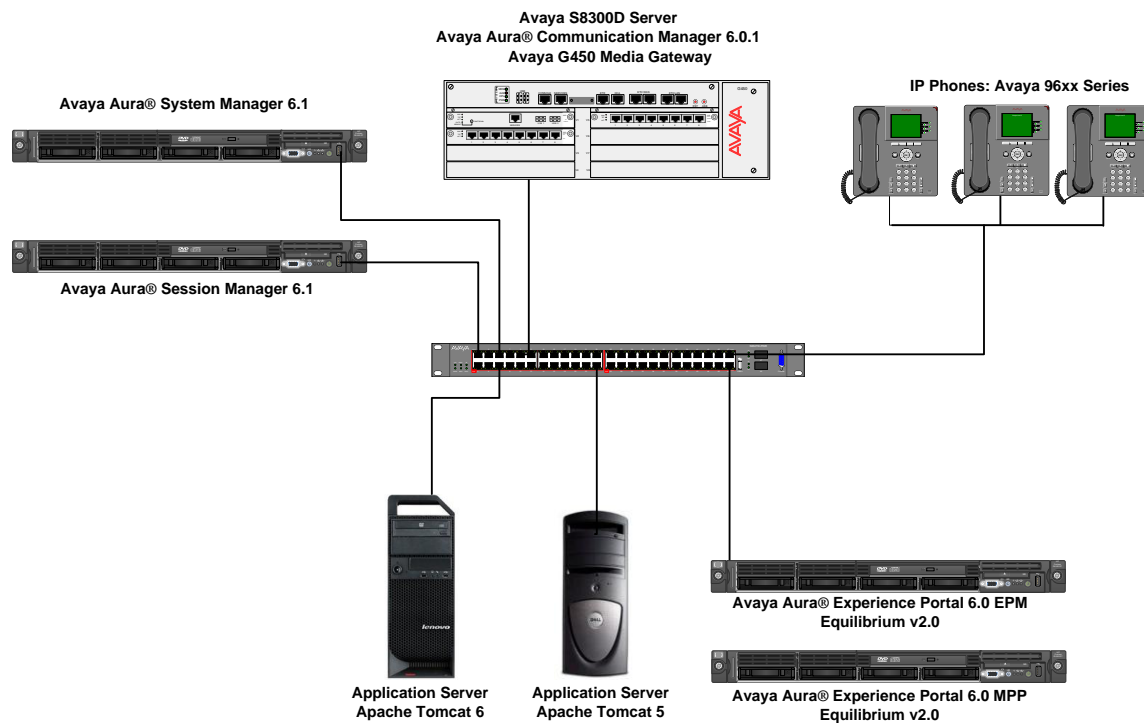
### 3. Reference Configuration

The following diagram shows the configuration where EPM and MPP were running on a single server.



**Figure 1: EPM/MPP on a single server**

The following diagram shows the configuration where EPM and MPP were running on separate servers.



**Figure 2: EPM and MPP on separate servers**

### 3.1. Equipment and Software Validated

The following equipment and software were used for the sample configuration:

Equipment/Software	Release/Version
Avaya Aura® Experience Portal running on HP DL360 G7 server	6.0 (6.0.0.0.3306)
Avaya G450 Media Gateway	31.20.1
Avaya Aura Communication Manager running on Avaya S8300D Server	6.0.1 SP7
Avaya 9600 Series IP Telephones	3.011b (H.323)
INI EQuilibrium <sup>1</sup>	INI-EQ-EPM-2.0.4-1 INI-EQ-MPP-2.0.4-1
Apache Tomcat running on Microsoft Windows 7	6.x
Apache Tomcat running on CentOS 6.2	5.x

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<sup>1</sup> The INI EQuilibrium version can be checked by running the “rpm -qa | grep EQ” command on the EPM and MPP.

## 4. Install and Configure INI EQuilibrium

This section covers the installation and administration of INI EQuilibrium. The procedures include the following areas:

- INI EQuilibrium Software Installation on EPM and MPP
- License EQuilibrium
- Configure EQuilibrium to Report Alarms
- Configure Application Servers
- Configure Cluster
- Configure Experience Portal Application

**Note:** It is assumed that the Experience Portal system has already been installed and configured as described in [1] or [2] and [3].

### 4.1. INI EQuilibrium Software Installation on EPM and MPP

The EPM component should be installed on the primary EPM and the MPP component should be installed on every MPP. In this example, only one MPP was used. Refer to [4] for more information on the EQuilibrium installation process. Also detailed installation instruction can be found in [4].

Note: The Experience Portal system used in the configuration was using Avaya Enterprise Linux.

#### 4.1.1. Install the EPM Component

The following procedure installs the EPM component:

1. SSH to the EPM server Linux shell with a *root* login.
2. Insert the INI EQuilibrium CDROM into the CDROM drive.
3. Mount the EQuilibrium installation CDROM by entering the `mount /mnt/cdrom` command, where `/mnt/cdrom` is the mount point directory.
4. Change to the mount point directory using the `cd /mnt/cdrom` command.
5. Determine whether Java is installed on the server by entering the `rpm -qa | grep jdk` command. If the package `jdk-1.6.0_18-fcs` is not present, load Java on the EPM. Change to the `/mnt/cdrom/Java` directory and run the `rpm -ivh jdk*.rpm` command.
6. Enter the `rpm -ivh INI-EQ-EPM-2.0.4.rpm` command to start the installation.

When the installation completes, the location of the installation log file is provided.

#### 4.1.2. Install the MPP Component

The following procedure installs the MPP component:

1. SSH to the MPP server Linux shell with a *root* login.
2. Insert the INI EQuilibrium CDROM into the CDROM drive.
3. Mount the EQuilibrium installation CDROM by entering the `mount /mnt/cdrom` command, where `/mnt/cdrom` is the mount point directory.



4. Change to the mount point directory using the `cd /mnt/cdrom` command.
5. Determine whether Java is installed on the server by entering the `rpm -qa | grep jdk` command. If the package `jdk-1.6.0_18-fcs` is not present, load Java on the MPP. Change to the `/mnt/cdrom/Java` directory and run the `rpm -ivh jdk*.rpm` command.
6. Add an entry in the `/etc/hosts` file for the EQEPM alias. The following entry should be added: `10.64.10.31 EQEPM`, where `10.64.10.31` is the EPM IP address.
7. Change to the `/mnt/cdrom` directory and enter the `rpm -ivh INI-EQ-MPP-2.0.4.rpm` command to start the installation.

When the installation completes, the location of the installation log file is provided.

## 4.2. Configure INI Equilibrium

Equilibrium is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter `http://<ip-addr>/` as the URL in a web browser, where `<ip-addr>` is the IP address of the EPM. Log in using the Administrator user role. The screen shown below is displayed with the INI Equilibrium menu options in the left pane after the software is installed on the EPM. Refer to [5] for more information on configuring Equilibrium.

**AVAYA** Welcome, admin  
Last logged in today at 9:55:48 AM MDT

**Avaya Aura® Experience Portal 6.0 (ExperiencePortal)** Home ? Help Logoff

Expand All | Collapse All

You are here: Home

### Avaya Aura® Experience Portal Manager

Avaya Aura® Experience Portal Manager (EPM) is the consolidated web-based application for administering Experience Portal. Through the EPM interface, you can configure Experience Portal, check the status of a Experience Portal component, and generate reports related to system operation.

#### Installed Components

**Media Processing Platform**  
Media Processing Platform (MPP) is an Avaya media processing server. When an MPP receives a call from a PBX, it invokes a VoiceXML or CCXML application on an application server and communicates with ASR and TTS servers as necessary to process the call.

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### 4.2.1. License EQUilibrium

Navigate to **License** under **INI Equilibrium** and specify the **License File** (not shown); click **Upload**. After the license has been installed, the screen should display an “INI EQUilibrium is licensed to ...” message.

The screenshot displays the Avaya Aura Experience Portal 6.0 (ExperiencePortal) interface. The top header shows the Avaya logo and the user 'admin' is logged in, with the last login time of 4/5/12 at 3:26:54 AM MDT. The main navigation bar includes links for Home, Help, and Logoff. The left sidebar contains a tree view of the application's functionality, with 'INI Equilibrium' expanded under the 'Reports' section. The main content area shows the 'Equilibrium License' page. It includes a breadcrumb trail 'You are here: Home > Equilibrium License' and a description of the page's purpose. The page displays the 'EQ Version Number: INI-EQ-VPMS-2.0.4' and a green message stating 'INI EQUilibrium is licensed to' followed by the 'Customer Name: Avaya\_Dev\_Connect' and 'Customer MAC Address: E4:11:5B:E9:7D:3C'. A 'Help' button is located below the license information.

**AVAYA**

Welcome, admin  
Last logged in 4/5/12 at 3:26:54 AM MDT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

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You are here: [Home](#) > Equilibrium License

## Equilibrium License

This page displays the status of the Equilibrium License. If a valid license has not been loaded, an upload form will be displayed.

**EQ Version Number: INI-EQ-VPMS-2.0.4**

**INI EQUilibrium is licensed to**  
**Customer Name: Avaya\_Dev\_Connect**  
**Customer MAC Address: E4:11:5B:E9:7D:3C**

[Help](#)

### 4.2.2. Configure EQUilibrium to Report Alarms

After EQUilibrium is licensed, the next step is to configure alarm reporting for EQUilibrium. Select **EPM Servers** under **System Configuration** in the left pane to display the screen below. Click on the **EPM Settings** button to display the **EPM Settings** screen.

The screenshot displays the Avaya Aura Experience Portal 6.0 (ExperiencePortal) interface. The top header shows the Avaya logo and the user 'admin' is logged in. The left navigation pane lists various system management and configuration options. The main content area shows the 'EPM Servers' configuration page, which includes a table of EPM servers and several action buttons.

**Avaya Aura® Experience Portal 6.0 (ExperiencePortal)**

Welcome, admin  
Last logged in today at 9:55:48 AM MDT

Expand All | Collapse All

**System Configuration**

You are here: [Home](#) > System Configuration > EPM Servers

**EPM Servers**

This page displays EPM server(s) in the Experience Portal system.

Name	Type	Host Address
EPM	Primary	aaep

**Add** **Delete**

**EPM Settings** **Email Servers** **Report DB Settings** **Syslog Settings** **Help**

In the **EPM Settings** screen, specify a **User Name** and **Password** under **Application Reporting** as shown below. Click **Save**.

**AVAYA**

Welcome, admin  
Last logged in today at 9:55:48 AM MDT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

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Security

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Reports

StandardCustomScheduled

INI Equilibrium

LicenseMonitorServersClustersSystem ParametersDispatcher Registrations

You are here: Home > System Configuration > EPM Servers > EPM Settings

## EPM Settings

Use this page to configure system parameters that affect the Experience Portal system.

Experience Portal Name:

ExperiencePortal

Number of Application Server Failover Logs :

10

Commands to Retain in Configuration History:

50

Resource Alerting Thresholds (%)

High WaterLow Water

Disk:9080

Web Service Authentication

Application Reporting

User Name:

equilibrium

Password:

\*\*\*\*\*

Verify Password:

Outcall

User Name:

Password:

Verify Password:

Miscellaneous

License Re-allocation Wait Time (minutes):

10

Operational Grace Period (minutes):

5

Event Level Threshold to Send to EPM:

Error

Save

Apply

Cancel

Help

KJA; Reviewed:  
SPOC 7/16/2012

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INIEQ2AEP60

Next, configure the same **User Name** and **Password** in EQuilibrium. Select **System Parameters** under **INI EQuilibrium** in the left pane and specify **VP WS Username** and **VP WS Password** as shown below. Click **Save**.

The screenshot displays the Avaya Aura Experience Portal 6.0 (ExperiencePortal) interface. The top header shows the AVAYA logo, a welcome message for 'admin', and the last login time. The left navigation pane lists various system management options, with 'INI EQuilibrium' expanded to show 'System Parameters'. The main content area, titled 'EQuilibrium System Parameters', includes a breadcrumb trail and a description of the page's purpose. Below this, there are input fields for 'VP WS Username' (containing 'equilibrium'), 'VP WS Password' (masked with dots), 'Email Smart Host', 'Email User', 'Email Password', and 'Email Recipients'. 'Save' and 'Help' buttons are located at the bottom of the form.

**AVAYA** Welcome, admin  
Last logged in today at 9:55:48 AM MDT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

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You are here: [Home](#) > EQuilibrium System Parameters

**INI**

**EQuilibrium System Parameters**

Use this page to set the username and password for the VPMS Alarm/Reporting web service.

**VP WS Username :**

**VP WS Password :**

**Email Smart Host:**

**Email User:**

**Email Password:**

**Email Recipients:**

**Save** **Help**

### 4.2.3. Configure Application Servers

Click on **Servers** under **INI Equilibrium**. In the **Equilibrium Servers** screen (not shown), click on the **Add** button. The **Add Equilibrium Server** screen is displayed. Configure the following fields:

<b>Name:</b>	Specify a descriptive name for the application server (e.g., <i>AES1</i> ).
<b>Protocol:</b>	This is the protocol used when Equilibrium redirects the page fetch to the application server. In this example, <i>http</i> was used.
<b>DNS Name/IP:</b>	This is the IP address of the application server (e.g., <i>10.64.10.53</i> ).
<b>Port:</b>	This field specifies the http port used by the application server running Apache Tomcat (e.g., <i>8080</i> ).
<b>Preferred State:</b>	This selection indicates the state the application server is placed into when the Equilibrium Dispatcher initializes.
<b>Health Check Path:</b>	This is the URL path to the health check application on the application server. When a forward-slash (/) is used, the root node of the application server will be polled. As long as the application server is alive, the root node should respond and the application will be considered online. However, a special health check application may be used.

After the Equilibrium server is configured, click **Save**.

The screenshot shows the Avaya Aura Experience Portal 6.0 (ExperiencePortal) interface. The top header displays the Avaya logo, the user name 'Welcome, admin', and the last login time 'Last logged in today at 9:55:48 AM MDT'. The navigation menu on the left includes sections for User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and INI Equilibrium. The main content area shows the 'Add Equilibrium Server' configuration screen. The form includes fields for Name (AES1), Protocol (http), DNS Name/IP (10.64.10.53), Port (8080), Preferred State (In Service), and Health Check Path (/). The form also has Save, Apply, Cancel, and Help buttons.




Repeat the above procedure for the second application server. Once the application servers have been configured, they will be listed in the **Equilibrium Servers** screen shown below.

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- ▼ **System Configuration**

You are here: [Home](#) > Equilibrium Servers



## Equilibrium Servers


This page displays the list of EQ servers. When a cluster receives a call, it will send the call to an available application server based upon the defined dispatch method for the cluster.

Server Name	Base URI	Health Check Webapp	
<a href="#">AES1</a>	http://10.64.10.53:8080 /		<a href="#">Delete</a>
<a href="#">AES2</a>	http://10.64.10.192:8080 /		<a href="#">Delete</a>

Add
Help

#### 4.2.4. Configure Cluster

To create a cluster that groups application servers, click on **Clusters** under **INI Equilibrium**. In the **Equilibrium Clusters** screen (not shown), click on the **Add** button. The **Equilibrium Cluster Information** screen is displayed. Provide a descriptive name for the cluster and select a **Dispatch Method**, such as *Ordered*, *Round-Robin*, or *Random*, as shown below. Refer to [5] for a description of the dispatch methods. Accept the default values for other fields or fine-tune according to customer requirements. Click **Next**.



Welcome, admin
Last logged in today at 9:55:48 AM MDT


Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

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## Equilibrium Cluster Information

Use this page to modify the configuration of an EQ cluster.

Name :

Dispatch Method :

Ordered ▼

Health Check Frequency (ms) :

Health Check Timeout (ms) :

Offline Check Loops:

Next
Finish
Cancel
Help

In the **Equilibrium Cluster Server Assignments** screen shown below, select the application servers to be added to this cluster. Click **Finish**.

In this example, the *Ordered* dispatch method was used (see previous screen). This means that page fetch requests are distributed to application servers based upon the listed order. If the first server is available, the call will be routed to that server.

The screenshot displays the Avaya Aura Experience Portal 6.0 (ExperiencePortal) interface. The top header shows the Avaya logo and the user's name 'admin' with a welcome message and login time. The navigation menu on the left includes sections like User Management, Real-Time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and INI Equilibrium. The main content area is titled 'Equilibrium Cluster Server Assignments' and contains a breadcrumb trail: 'You are here: Home > EQ Cluster > Equilibrium Cluster Server Assignments'. Below the title, there is a description: 'Use this page to assign EQ servers to the EQ cluster.' The interface features two lists: 'Available Servers' (empty) and 'Assigned Servers' (containing AES1 and AES2). Between the lists are four buttons: '<', '>', '<<--', and '-->>'. At the bottom of the Assigned Servers list are two small square buttons with 'v' and '^' symbols. At the bottom of the main content area are four buttons: 'Previous', 'Finish', 'Cancel', and 'Help'.



#### 4.2.5. Configure Experience Portal Application

Once EQuilibrium has been installed and configured, EQuilibrium is ready to provide application dispatch. This section covers the configuration of Experience Portal application that uses EQuilibrium. On the left pane, navigate to **Applications** under **System Configuration** (not shown).

- Click on an application that needs to be configured
- Change the application URL to point to EQuilibrium, example:

<http://localhost:9090/MultilingualHelloWorld/Start?EQID=CA>

This example points out two things. First, the URL for this application points to “localhost:9090”, meaning that EQuilibrium listens to port 9090 on the local MPP (“localhost”). Secondly, the URL requires the EQID parameter that specifies the name of the cluster. In this example, the name of the cluster is “CA”. If desired, a second fail-over URL may be configured in the application that will be used if the application servers in the specified cluster are not available.

Welcome, admin  
Last logged in today at 9:55:48 AM MDT

Avaya Aura® Experience Portal 6.0 (ExperiencePortal)

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INI EQuilibrium
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You are here: [Home](#) > [System Configuration](#) > [Applications](#) > [Change Application](#)

### Change Application

Use this page to change the configuration of an application.

Name: MHW1

Enable: ☒ Yes ☐ No

Type:

**URI**

☐ Single ☒ Fail Over ☐ Load Balance

VoiceXML URL1:

VoiceXML URL2:

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

**Speech Servers**

ASR:  TTS:

Languages:  Voices:

**Application Launch**

☒ Inbound ☐ Inbound Default ☐ Outbound

☒ Number ☐ Number Range ☐ URI

Called Number:

**Speech Parameters** ▶

**Reporting Parameters** ▶

**Advanced Parameters** ▶

## 5. Verification Steps

This section provides the verification steps that may be performed to verify that EQuilibrium is able to dispatch applications to the application servers under its control.

1. Verify that the EQuilibrium cluster is **ONLINE** and that the EQuilibrium Dispatcher is **RUNNING** on the MPP as shown in the **EQuilibrium Monitor** below. This screen is accessible by clicking on **Monitor** under **INI EQuilibrium**.

You are here: [Home](#) > EQuilibrium Monitor



### EQuilibrium Monitor

This page displays the current state of EQ dispatchers and clusters. Click on any EQ cluster name for the status of each of the servers assigned to that cluster. NOTE: Changes to clusters or dispatchers may take up to 2 minutes to display the changes.

#### Clusters

Cluster Name	Current State	
<a href="#">CA</a>	ONLINE	
<a href="#">CB</a>	ONLINE	

#### Dispatchers

Host Name	Host IP	Current State	
mpp1	10.64.101.26	RUNNING	

[Help](#)

- From the **Equilibrium Monitor**, click on the cluster name (e.g., CA) to check the status of the individual application servers in the cluster. The state of each application server should be **ONLINE** as shown below. The application servers can be placed in maintenance mode from this screen.



You are here: [Home](#) > [EQ Monitor](#) > Equilibrium Monitor - Servers




## Equilibrium Monitor - Servers

This page displays the current state of EQ servers assigned to the selected cluster. To place a server into maintenance mode, click the Maintenance On link to the right of the selected server. To return a server into service from maintenance mode, click the Maintenance Off link to the right of the selected server. NOTE: Changes to servers or server state may take up to 2 minutes to display the changes.

### Cluster: CA

Server Name	Last Health Check	Current State		Change State
AES1	2012-04-11 18:01:01	ONLINE		<a href="#">Maintenance On</a>
AES2	2012-04-11 18:01:01	ONLINE		<a href="#">Maintenance On</a>

[Help](#)

Host Name	Host IP	Current State	
mpp1	10.64.101.26	RUNNING	

[Help](#)

- If any application server controlled by EQuilibrium is not available, an alarm will be raised. The Experience Portal Alarm Report may be checked for alarms and will be displayed as shown below. To view alarms, on the left pane, navigate to **System Monitor** under **Real-Time Monitoring**, and select icon under **Alarm** column and **Summary** row (now shown). On the next page, select icon under **Summary** column and **All Categories** row (now shown).

Welcome, admin  
 Last logged in today at 9:55:48 AM MDT

**Avaya Aura® Experience Portal 6.0 (ExperiencePortal)**
Home Help Logout

Expand All | Collapse All

- ▼ **User Management**
  - Roles
  - Users
  - Login Options
- ▼ **Real-Time Monitoring**
  - System Monitor
  - Active Calls
  - Port Distribution
- ▼ **System Maintenance**
  - Audit Log Viewer
  - Trace Viewer
  - Log Viewer
  - Alarm Manager
- ▼ **System Management**
  - MPP Manager
  - Software Upgrade
  - System Backup
- ▼ **System Configuration**
  - Alarm Codes
  - Alarm/Log Options
  - Applications
  - EPM Servers
  - MPP Servers
  - Report Data
  - SNMP
  - Speech Servers
  - VoIP Connections
- ▼ **Security**
  - Certificates
  - Licensing
- ▼ **Reports**
  - Standard
  - Custom
  - Scheduled
- ▼ **INI EQuilibrium**
  - License
  - Monitor
  - Servers
  - Clusters
  - System Parameters

You are here: [Home](#) > [Real-Time Monitoring](#) > [System Monitor](#) > [Experience Portal Alarm Monitor](#) > Alarm Report

## Alarm Report

Print Export

This page displays the alarms that have been generated in one or more Experience Portal system components. An alarm indicates that there is a problem with your Experience Portal system.

◀ ▶ Page 1 of 3 ▶ ▶ Total Records: 225

	Timestamp	Alarm Status	Server Name	Category	Alarm Severity	Alarm Code	Event Code	Alarm Message
<input type="checkbox"/>	Apr 11, 2012 9:40:18 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 8:38:48 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 7:37:18 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 6:35:47 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 5:34:17 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 4:32:47 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.
<input type="checkbox"/>	Apr 11, 2012 3:31:16 AM MDT	UNACK	EPM	EP Application Logger	Major	QAPP_00002	<a href="#">PAPP_00002</a>	QAPP_00002: Application generated a Major alarm.

- Clicking on the **Event Code** of an active alarm (see previous screen) will display more information about the alarm, such as which application server or cluster changed state. The following screen displays the log report for an event.

You are here: [Home](#) > [Real-Time Monitoring](#) > [System Monitor](#) > [Experience Portal Alarm Monitor](#) > [Alarm Report](#) > Log Report for Event PAPP\_00002

## Log Report for Event PAPP\_00002

[Print](#) [Export](#)

This page displays the events that are associated with an alarm.

**Alarm Code:** QAPP\_00002  
**Associated Event Code:** PAPP\_00002  
**Event Count:** 1  
**Event Time:** Apr 11, 2012 9:40:18 AM MDT

Page 1 of 1 Apr 11, 2012 9:40:18 AM MDT to Apr 11, 2012 9:40:18 AM MDT

Timestamp	Server Name	Category	Event Severity	Event Code	Event Message
Apr 11, 2012 9:40:18 AM	EPM	EP Application Logger	Error	<a href="#">PAPP_00002</a>	Application EQUilibrium reported an error from MPPremote, Session ID: none at Apr 11, 2012 9:40:12 AM MDT with message: Dispatcher at MPPremote 10.64.21.61 did not respond to a hear beat request within the given timeo...  Method=VPReport4SoapBindingImpl::logApplicationEventAlarm

Page 1 of 1 Apr 11, 2012 9:40:18 AM MDT to Apr 11, 2012 9:40:18 AM MDT

[Help](#)

- Assuming that all application servers and clusters are online, place a call to Experience Portal that invokes an application that uses EQUilibrium. Verify that EQUilibrium dispatches the application to an available application server in the specified cluster. To verify that the appropriate application server was used according to the cluster dispatch method, on the left pane, navigate to **Reports → Standard → Session Details**.

## 6. Conclusion

These Application Notes describe the configuration steps required to integrate INI EQuilibrium with Avaya Aura® Experience Portal for performing load-balancing across available application servers. All feature and serviceability test cases were completed successfully.

## 7. Additional References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <http://support.avaya.com>.

- [1] *Implementing Avaya Aura® Experience Portal on multiple servers*, August 2011.
- [2] *Implementing Avaya Aura® Experience Portal on a single server*, August 2011.
- [3] *Administering Avaya Aura® Experience Portal*, August 2011.

The following EQuilibrium documentation is available from INI.

- [4] *INI EQuilibrium Installation Guide*, Revision 2.0.4, 10/20/2011.
- [5] *INI EQuilibrium Administrator's Guide*, Revision 2.0.4, 10/20/2011.

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