

Avaya Solution & Interoperability Test Lab

## Application Notes for Spescom DataVoice Orion Recorder 9.6 and Recording Controller 3.4 Passive Tapping Trunk Side Recording with Avaya Communication Manager 3.0 – Issue 1.0

#### Abstract

These Application Notes describe the configuration steps required for Spescom DataVoice Orion Recorder 9.6 and Recording Controller 3.4 to successfully interoperate with Avaya Communication Manager 3.0

The DataVoice call recording solution is able to capture audio from Avaya Communication Manager using a variety of integration mechanisms. Only trunk side call recording was tested and verified. DataVoice Recording Controller uses Avaya Adjunct Switch Application Interface (ASAI) to extract call event information and passive tapping of the E1 trunk to retrieve the audio. The test configuration consisted of an Avaya S8500 Media Server with an Avaya G650 Media Gateway running Avaya Communication Manager 3.0, and an Avaya Application Enablement Services (AES) Server.

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

## 1. Introduction

These Application Notes describe the compliance-tested comprised of Avaya Communication Manager, Avaya Application Enablement Services (AES) server, DataVoice Orion Recorder and a DataVoice Recording Controller.

The current release of the Orion Recording Solution supports passive trunk tapping and passive analogue station tapping. Only trunk side call recording was tested and verified. The DataVoice Recording Controller provides connectivity between the DataVoice Orion Recorder and Avaya Communication Manager. The Avaya AES server using Avaya Adjunct Switch Application Interface (ASAI) notifies the DataVoice Recording Controller at the start of a call, the external trunk and time-slot information is provided. The DataVoice Recording Controller uses the information to map the trunk and timeslot to a recorder line and starts the recording. Avaya AES server notifies the DataVoice Recording Controller when the call has been terminated and DataVoice Recording Controller then stops the recording.

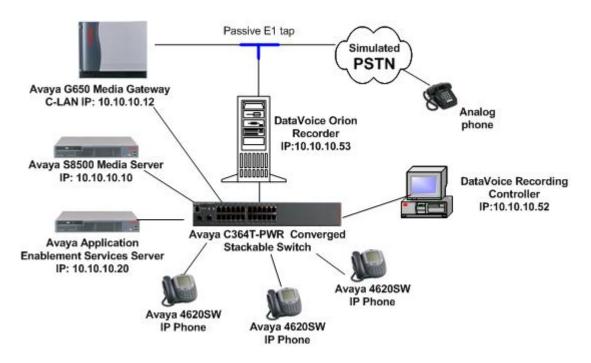


Figure 1: Avaya Communication Manager, Avaya Application Enablement Services, DataVoice Orion Recorder and DataVoice Recording Controller

## 2. Equipment and Software Validated

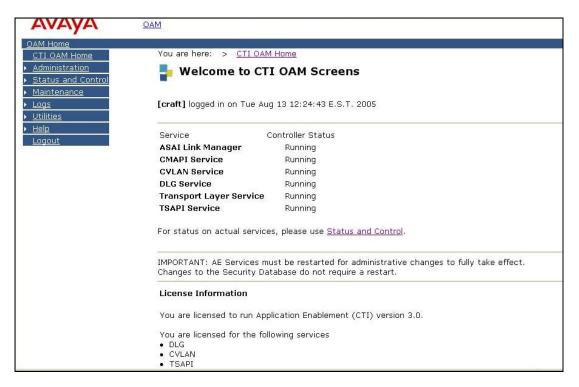
The tested configuration is detailed below.

Equipment	Software
Avaya Communication Manager	3.0 (340.3)
Avaya 4620 IP Telephones	1.9.1
Avaya C364T-PWR Converged Stackable Switch	4.3.12
Avaya Application Enablement Services Server	3.0 (r3-0-0-build-46-0)
DataVoice Orion Recorder	9.6
DataVoice Recording Controller	3.4.0.5

### 3. Configure Avaya Application Enablement Services Server

These Application Notes address provisioning of the DataVoice Recording solution as it relates to the integration with Avaya Application Enablement Services using Avaya Adjunct Switch Application Interface (ASAI).

Log into the Avaya Application Enablement Services (AES) Server OAM pages. The Avaya AES server summary page indicates the number of available licenses; ensure that the relevant licenses are installed.



Ensure that all the services are running under the **Maintenance**  $\rightarrow$ **Service Controller** option. At a minimum, the **DLG** and **Transport Layer** services should be running.

AVAYA	DAM	
OAM Home CTI OAM Home Administration Status and Control Maintenance	You are here: > <u>Maintenance</u> Service Controller	
<ul> <li><u>Service Controller</u></li> <li><u>Backup Database</u></li> <li><u>Restore Database</u></li> <li><u>Import SDB</u></li> <li>Logs</li> </ul>	Service Co ASAI Link Manager CMAPI Service CVLAN Service DLG Service	ntroller Status Running Running Running Running
<u>Utilities</u> <u>Help</u> Logout	<ul> <li>Transport Layer Service</li> <li>TSAPI Service</li> <li>For status on actual services, plus</li> </ul>	Running Running
	Start Stop Restart Service	Restart AE Server Restart Linux

Add a switch connection name by clicking on **Switch Connections** under **Administration**. A password of at least 12 alphanumeric characters needs to be entered; this is the exact password that will be used when configuring Avaya Communication Manager.

AVAYA	OAM	
OAM Home CTI OAM Home ✓ Administration Local IP	You are here: > <u>Administration</u> > <u>Swit</u> Switch Connections	tch Connections
Ports Switch Connections CTI Link Admin CMAPI Configuration TSAPI Configuration	Connection Name	Add Connection Number of Active Connections 1
Security Database     Status and Control     Maintenance     Logs	Edit Connection Edit CLAN IPs	Edit H.323 Gatekeeper

Click on **Edit CLAN IPs** in the **Switch Connections** page. Enter the IP address of a C-LAN and then click on **Add Name or IP**.

AVAYA	DAM	
OAM Home CTI OAM Home Administration Local IP Ports	You are here: > <u>Administration</u> > <b>Edit CLAN IPs - 8500</b>	
Switch Connections CTI Link Admin CMAPI Configuration TSAPI Configuration Security Database Status and Control Maintenance Logs	Name or IP Address	Add Name or IP Status In Use

Click on Administration  $\rightarrow$  CTI Link Admin  $\rightarrow$  DLG Links. Click on Add Link and enter the, Switch Connection, Switch CTI Link Number (must match CTI link number configured on Avaya Communication Manager in Section 4.1), Client Hostname or IP and the Client Link Number. Click on Apply Changes.

Αναγα	OAM
OAM Home CTL OAM Home Administration Local IP Ports Switch Connections CTI Link Admin TSAPI Links CVLAN Links DLG Links CMAPI Configuration TSAPI Configuration Security Database	You are here: > Administration > CTI Link Admin > DLG Links         Add / Edit DLG Links         Switch Connection:       8500 •         Switch CTI Link Number:       2 •         Client Hostname or IP:       10.10.10.52         Client Link Number:       2 •         Apply Changes       Cancel Changes
<ul> <li>Status and Control</li> <li>Maintenance</li> <li>Logs</li> <li>Utilities</li> <li>Help</li> <li>Logout</li> </ul>	Help © 2005 Avaya Inc. All Rights Reserved.

Solution & Interoperability Test Lab Application Notes ©2005 Avaya Inc. All Rights Reserved. The following will be displayed showing the added DLG Link.

AVAYA	<u>DAM</u>			
OAM Home CTI OAM Home	You are here: >	Administration >	<u>CTI Link Admin</u> >	DLG Links
✓ Administration <u>Local IP</u> Ports	🚦 DLG Link	s		
Switch Connections	Switch Connection	Switch CTI Link	# Client Host Name or IP Address	Client Link Number
<u>TSAPI Links</u> <u>CVLAN Links</u> <u>DLG Links</u>	8500     Add Link     Edit	2 Link Delete Link	10.10.10.52 ]	2
<u>CMAPI Configuration</u> <u>TSAPI Configuration</u>				
<u>Security Database</u> <u>Status and Control</u> <u>Maintenance</u>				

### 4. Configure Avaya Communication Manager

This section describes the steps for configuring the Avaya CTI link and the passive E1 trunk on Avaya Communication Manager. Different features of Avaya Communication Manager need to be configured for the recording modes to be tested. Please refer to the *Administration Guide for Avaya Communication Manager* for further details. The specific options are detailed below.

### 4.1. Configure the CTI Link

Regardless of the mode of audio recording, an Avaya Computer Telephony Integration (CTI) link is required to provide call details for each recording. DataVoice supports a variety of CTI link options including native ASAI. Only the native ASAI link is appropriate to these Application Notes.

```
display system-parameters customer-options
                                                                   3 of
                                                                         11
                                                            Page
                               OPTIONAL FEATURES
    Abbreviated Dialing Enhanced List? n
                                                 Audible Message Waiting? n
       Access Security Gateway (ASG)? n
                                                 Authorization Codes? n
       Analog Trunk Incoming Call ID? n Backup Cluster Automatic Takeover? n
A/D Grp/Sys List Dialing Start at 01? n
                                                               CAS Branch? n
Answer Supervision by Call Classifier? n
                                                                 CAS Main? n
                                                        Change COR by FAC? n
                                 ARS? y
                ARS/AAR Partitioning? y Computer Telephony Adjunct Links? y
         ARS/AAR Dialing without FAC? y
                                          Cvg Of Calls Redirected Off-net? n
         ASAI Link Core Capabilities? y
                                                             DCS (Basic)? n
         ASAI Link Plus Capabilities? y
                                                       DCS Call Coverage? n
      Async. Transfer Mode (ATM) PNC? n
                                                      DCS with Rerouting? n
  Async. Transfer Mode (ATM) Trunking? n
                                         Digital Loss Plan Modification? n
             ATM WAN Spare Processor? n
                                ATMS? n
                                                                  DS1 MSP? n
                 Attendant Vectoring? n
                                                    DS1 Echo Cancellation? n
```

A CTI Link must be configured to provide the logical connection between Avaya Communication Manager and the DataVoice Recording Controller. Type must be set to "ASAI-IP" to allow for a DLG link to a non-Avaya supplied adjunct. Extension number must be valid in the dialplan of Avaya Communication Manager.

```
display cti-link 2 Page 1 of 2

CTI LINK
CTI Link: 2
Extension: 13100
Type: ASAI-IP
COR: 1
Name: DLG link 2
```

The Node-Names form must be modified to include the Avaya C-LAN and the Avaya Application Enablement Services (AES) Server, as shown below:

display node-names	ip			Page 1	of	1
		IP N	IODE NAMES			
Name	IP A	ddress	Name	IP	Addre	ess
AEServer	10 .10	.10 .20		•	•	•
CDR_Server	10 .10	.30 .20		•	•	•
G350	10 .10	.30 .10			•	
VAL	10 .10	.10 .14				
clan	10 .10	.10 .12				•
default	0.0	.0 .0		•	•	•
medpro	10 .10	.10 .13			•	
procr	10 .10	.10 .10				•
						•
						•
(8 of 8 admini	stered n	ode-names we	ere displayed )			
Use 'list node-nam	es' comm	and to see a	ll the administe	red node-n	ames	
Use 'change node-n	ames ip	xxx' to char	ige a node-name '	xxx' or ad	ld a r	node-name

The IP Services form needs to be configured to define a link to the Avaya Application Enablement Services server as shown below.

display ip-	-services				Page 1 of	4
			IP SERVICE	S		
Service	Enabled	Local	Local	Remote	Remote	
Туре		Node	Port	Node	Port	
SAT	У	clan	5023	any	0	
AESVCS	У	clan	8765			
CDR1		clan	0	CDR_Server	9000	

On the AE Services Administration page of the **ip-services** form, enter the hostname of the **AES server** and the **Password** (which must match the password configured on the AES in Section 3), set **Enabled** to "y".

```
display ip-services
                                                                            4
                                                                     4 of
                                                             Page
                            AE Services Administration
   Server ID AE Services
                                  Password
                                                    Enabled
                                                               Status
                   Server
      1:
             AEServer
                                aeserver123456
                                                      У
                                                               in use
      2:
      3:
```

#### 4.2. Configure the Passive E1 Trunk

Passive monitoring does not require any additional configuration on the E1 trunk, to allow DataVoice Recording Controller to passively monitor the E1 trunk. Details of the DS1, Signaling Group, and Trunk Group configuration are provided for informational purposes.

display ds1 01A05			Page	1 of 1
		DS1 CIRCUIT PACK	2 01 9 0	
Location:	01A05	Name:	pri 5	to abacus
Bit Rate:	2.048	Line Coding:	hdb3	
		5		
Signaling Mode:	isdn-pri			
Connect:	pbx	Interface:	user	
TN-C7 Long Timers?	n	Country Protocol:	etsi	
Interworking Message:	PROGress	Protocol Version:	a	
Interface Companding:	alaw	CRC?	У	
Idle Code:	11111111			
	I	DCP/Analog Bearer Capability:	3.1kHz	2
		T303 Timer(sec):	4	
Slip Detection?	n	Near-end CSU Type:	other	

A **Signaling Group** and an associated **Trunk Group** needs to be configured for the above DS1 Circuit Pack, as shown below in the following screens.

display signaling-gro	up 73		Page	1 of	5
	SIGNALING	GROUP			
Group Number: 73	Group Type:	isdn-pri			
A	ssociated Signaling?	У	Max number of N	ICA TSC	: 0
	Primary D-Channel:	01A0516	Max number of	CA TSC	: 0
			Trunk Group for N	ICA TSC	:
Trunk Group for Chan	nel Selection: 73	X-Mobil	ity/Wireless Type	: NONE	
Supplementa	ry Service Protocol:	a			

display trunk-group 73 1 of 19 Page TRUNK GROUP Group Number: 73 CDR Reports: y Group Type: isdn Dial Access? y Busy Threshold: 255 Night Service: Queue Length: 0 Auth Code? n TestCall ITC: rest Service Type: tie Far End Test Line No: TestCall BCC: 4 TRUNK PARAMETERS Codeset to Send Display: 6 Codeset to Send National IEs: 6 Max Message Size to Send: 260 Charge Advice: none Supplementary Service Protocol: a Digit Handling (in/out): enbloc/enbloc Trunk Hunt: cyclical QSIG Value-Added? n Digital Loss Group: 13 Incoming Calling Number - Delete: Format: Insert: Bit Rate: 1200 Synchronization: async Duplex: full Disconnect Supervision - In? y Out? n Answer Supervision Timeout: 0

display trunk-group 73 Page 2 of 19 TRUNK FEATURES ACA Assignment? n Measured: none Wideband Support? n Internal Alert? n Maintenance Tests? y NCA-TSC Trunk Member: Data Restriction? n Send Name: y Send Calling Number: y Used for DCS? n Suppress # Outpulsing? n Format: public Outgoing Channel ID Encoding: preferred UUI IE Treatment: service-provider Replace Restricted Numbers? n Replace Unavailable Numbers? n Send Connected Number: n Hold/Unhold Notifications? y Modify Tandem Calling Number? n Send UUI IE? y Send UCID? n Send Codeset 6/7 LAI IE? y Ds1 Echo Cancellation? n US NI Delayed Calling Name Update? n SBS? n Network (Japan) Needs Connect Before Disconnect? n

display trunk-	-group 73		Page 3 of 19	
		TRUNK GROUP		
		Adminis	tered Members (min/max): 1/30	0
GROUP MEMBER A	ASSIGNMENTS	Tot	al Administered Members: 30	
Port	Code Sfx Name	Night	Sig Grp	
1: 01A0501	TN2464 B		73	
2: 01A0502	TN2464 B		73	
3: 01A0503	TN2464 B		73	
4: 01A0504	TN2464 B		73	
5: 01A0505	TN2464 B		73	
6: 01A0506	TN2464 B		73	
7: 01A0507	TN2464 B		73	
8: 01A0508	TN2464 B		73	
9: 01A0509	TN2464 B		73	
10: 01A0510	TN2464 B		73	
11: 01A0511	TN2464 B		73	
12: 01A0512	TN2464 B		73	
13: 01A0513	TN2464 B		73	
14: 01A0514	TN2464 B		73	
15: 01A0515	TN2464 B		73	

## 5. Configure the DataVoice Recording Solution

The following section describes the provisioning of the DataVoice Recording Controller and DataVoice Orion Recorder to interoperate with Avaya Communication Manager.

### 5.1. Configure the DataVoice Orion Recorder

The DataVoice Orion Recorder is normally supplied configured for the required application and only a limited amount of additional configuration is needed, such as specifying an IP Address for the internal network interface card of the DataVoice Orion Recorder Server. The related Recording Controller will pass the rest of the configuration details to the DataVoice Orion Recorder after a connection has been successfully established.

### 5.2. Configure the DataVoice Recording Controller

The DataVoice Recording Controller is supplied installed with a copy of the Recording Controller software, which executes automatically on startup. There are several aspects of configuration, including configuration of the DataVoice Orion Recorder and definition of devices to be recorded, passive E1.

The first setup screen allows a subset of the global settings for a connected switch to be configured.

Click on **Definity Recording Controller**  $\rightarrow$  **Switch**. In the section labeled **Switch name** enter the name of the switch for example "Avaya Lab". Under the section labeled **Contents** select the recorded information to be based on **Extension**.

BataVoice Recorders     Colagnostics     Alarms     Mosaix Systems     Definity Recording Controlle     Switch (Avaya Lab)	Record all calls Suppress telephone numbers for private	Always send messages to the user Always send messages
→ → DN Filters	calls	the call Disable the audible
Call ID - ♥ Switch Connection ♥ ♥ ♥ Group[TestGroup]	CTI Settings	alarm when sending messages
	Contents Destination Content Extension Agent Called Number	Source Content     Extension     Agent

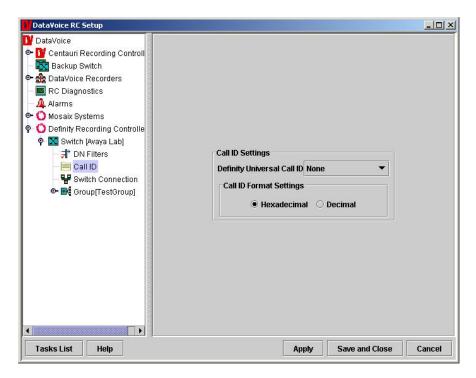
Click on **Definity Recording Controller**  $\rightarrow$  **Switch Connection**. Enter the IP address of the AES server in the **Switch IP Address** field. In the **Switch IP Port** field enter "5678". The **Client link number** is set to "2" (the details entered should match the configuration in Section 3 and 4).

Data¥oice RC Setup		
DataVoice Centauri Recording Controll Backup Switch Backup Switch RC Diagnostics Alarms O Definity Recording Controlle Switch [Avaya Lab] D N Filters Call ID Switch Connection Switch Connection Switch Group[TestGroup]	Switch Connection Switch IP Address: 10.10.10.20 Switch IP Port: 5678 Client link number: 2 Protocol version: 1 Service Observe FAC: SO Deactivation number 1	
Tasks List Help	Apply Save and Close	Cancel

Click on **DataVoice Recorders**  $\rightarrow$  **Recorder**. In the section labeled **Recorder Information** enter the **Recorder name** and **IP address** of the DataVoice Recorder.

Data¥oice RC Setup	
DataVoice Centauri Recording Controll Switch [CentauriMosaix] DN Filters Switch Connection Switch Connection Switch Connection Switch Connection Switch Connection Selective Proper Primary recording Recorder[RCDVorak] R C Diagnostics A Alarms Mosaix Systems Definitly Recording Controlle	Recorder information         Recorder name:         RCDVorak         IP Address:         10.10.10.52         Type:         Orion         Backup Recorder         User login information         User name:         MAINTENANCE         Password:         ••••••••••         Delete this recorder
Tasks List Help	Apply Save and Close Cancel

The format of the Universal Call ID (UCID) "Hexadecimal" allows the full UCID to be attached to a voice recording, whereas "Decimal" provides for an abbreviated form of the standard Avaya UCID format to be attached.



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### 5.3. Configure the Passive Trunk Tapping Recording Channels

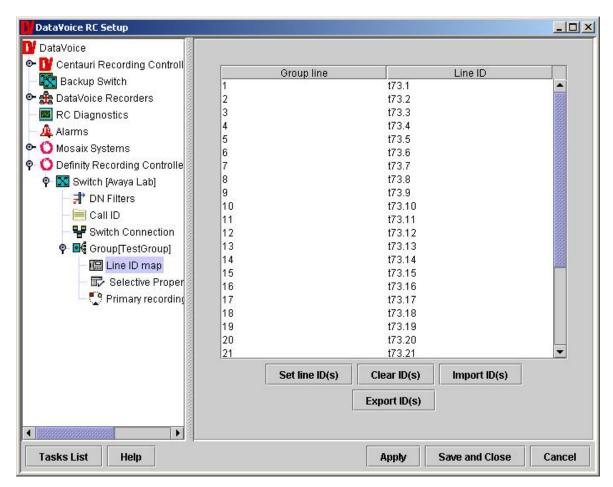
Click on **Definity Recording Controller**  $\rightarrow$  **Group**. Enter a **Group name**. A group must be created for any calls to be that are recorded. For passive trunk tapping, the **Type of group** field must be set to "Indirect Recording". The number of lines in the **Lines in group field** is set to 30 (since this group is associated with a single E1 trunk of 30 channels).

Click on Apply.

Data¥oice RC Setup		
<ul> <li>DataVoice</li> <li>Centauri Recording C</li> <li>Backup Switch</li> <li>Backup Switch</li> <li>Conservation of the second seco</li></ul>	Group name: TestGroup Group settings Record all calls Lines in group: 30 Maximum active lines: 30 Type of group Direct recording Indirect recording Group options Integrated recording Free seating Recorder activation Switch off activation on the recorder Switch off deactivation on the recorder Delete this group Add primary recording set	
Tasks List Help	Apply Save and Close	Cancel

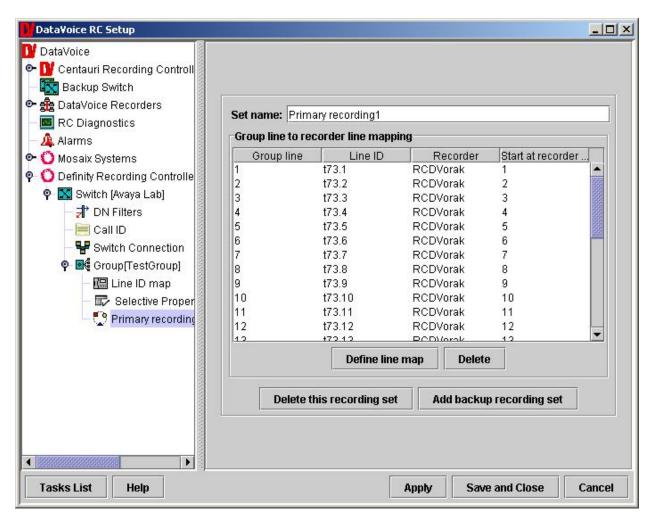
Expand the **Group** node created above and click on **Line ID map**. The Line ID map table relates a channel in the passive E1 trunk with its related trunk details within Avaya Communication Manager. Trunk Group 73 (configured in Section 4) was used as the passively monitored trunk; the Line ID for each group member needs to be suitably administered as shown below.

Click on Apply.



Within the **Group** node created. Click on **Primary recording**. DataVoice is able to support multiple groups but needs to relate each group member to a global recorder line number. The global recorder line number is used with recorder allocation and diagnostics. In the **Set name** field enter a name for the primary recording and configure the **Group line to recorder line mapping** section as illustrated below.

Click on Apply and then Save and Close.



# 6. Interoperability Compliance Testing

A generic Voice recording test plan was used and customized to include the features of the DataVoice recording solution.

The interoperability compliance test included feature functionality, failover and performance testing. The testing examined the DataVoice Recording Controller interoperability with Avaya Communication Manager 3.0. The majority of the testing focused on the ability of the DataVoice Recording application to record trunk calls and replay the voice recordings correctly. The source and destination of each call recording was verified. The Solution tested was only trunk side recording, meaning no internal calls were recorded.

#### 6.1. General Test Approach

The general approach was to place inbound and outbound calls over the E1 trunk monitored and recorded by the DataVoice Recording application, and verify the recordings. For feature functionality testing, basic telephony operations such as answer, hold/retrieve, transfer, and conference were exercised on inbound and outbound trunks calls. For performance testing, a call generator placed inbound calls over the E1 trunk over an extended period of time.

### 6.2. Test Results

All feature and performance tests passed. The DataVoice recording solution successfully recorded, displayed and replayed the recordings.

A Conference call recording between internal and external parties creates a record of zero duration as only one channel can obtain audio for the conference. In a situation whereby all of the external parties disconnect, while the internal parties remain on the call, the call is recorded with silence until the call is terminated.

## 7. Verification Steps

#### 7.1. Avaya

The following steps can ensure that the communication between Avaya Communication Manager and the Avaya Application Enablement Services server is working.

Click on **Status and Control**  $\rightarrow$  **Switch Conn Summary** in the AES OAM pages. This summary gives the status of the connection between Avaya Communication Manager and the Avaya Application Enablement Services server. Verify that the **Conn State** indicates **Talking**.

AVALYA	OAM
OAM Home	
CTI OAM Home	You are here: > <u>Status and Control</u> > <u>Switch Conn Summary</u>
<ul> <li>Administration</li> </ul>	Switch Connections Summary
<ul> <li><u>Status and Control</u></li> </ul>	
Switch Conn Summary Services Summary Maintenance Logs	Active # of Msgs Msgs Switch Conn Online/ CLANs/ # Of Msgs Msg Conn State Offline Admin'd Conns Switch Switch CLANs
▶ Utilities	2005-08-
▶ <u>Help</u>	• 8500 Talking 11 Online 1/1 3 210 210 30 06:54:50.0
<u>Logout</u>	Online Offline Message Period Switch Connection Details
	Per Service Switch Connections Details

Click on **Status and Control**  $\rightarrow$  **Services Summary** in the AES OAM pages. This summary gives the status of each service.

avaya	0/	AM			
DAM Home	-				
CTI OAM Home	You	are here: $> S$	itatus an	<u>d Control</u> >	Services Summary
<u>Administration</u>		Services S	umma	arv	
Status and Control				,	
<u>Switch Conn Summary</u>		Service	Status	Since	Cause
<u>Services Summary</u> <u>Maintenance</u>	۲	CVLAN Service	ONLINE	2005-08-10 17:05:51	NORMAL
Logs Utilities	0	DLG Service	ONLINE	2005-07-11 16:07:43	NORMAL
<u>Help</u> Logout	0	TSAPI Service	ONLINE	2005-08-10 13:20:37	NORMAL
	De	tails			

Αναγα	DAM
OAM Home CTL OAM Home Administration Status and Control Switch Conn Summary Services Summary Maintenance Logs Utilities Help Logout	You are here:       > Status and Control       > Services Summary         Image: DLG Service Summary       DLG Service Summary       Remote Host Client Local IP         Switch Connection State       Since Service State       Remote Host Name or IP Address:Port       Client Link         Image: Name       2       Talking       2005-09-01 14:00:01.0       online       10.10.10.52       2         Image: Disconnect Clients       Online       Offline       Offline       Image: Service State State       Service State Sta

Equivalent steps can be taken to check the status of the link on Avaya Communication Manager as follows.

Verify that the Avaya Application Enablement Services server is communicating with the C-LAN on Avaya Communication Manager by using the **status aesvcs interface** command.

status aesvcs in	terface		
	A	E SERVICES INT	ERFACE STATUS
Local Node	Enabled?	Number of Connections	Status
clan	yes	1	listening

Verify that the **Service State** of the CVLAN link is **established.** 

statu	s aesvcs	cti-li	nk			
			AE SERVICES	CTI LINK STAT	TUS	
CTI	Version	Mnt	AE Services	Service	Msgs	Msgs
Link		Busy	Server	State	Sent	Rcvd
1	4	no	AEServer	established	15	15
<b>2</b>	<b>4</b>	<b>no</b>	<b>AEServer</b>	<b>established</b>	<b>15</b>	<b>15</b>
3	4	no	AEServer	established	15	15

#### 7.2. DataVoice

The DataVoice Recording Controller has a variety of diagnostic settings that can be configured; the following screen illustrates all of these values.

	10	
Image: Specific conditions     Image: Specific conditions       Image: Specific conditions     Image: Specific conditions	-	
	RCLLogs Browse	Cancel

The recordings in the DataVoice Orion Recorder database can be viewed and played back using the DataVoice Orion Workstation. Below is a typical playback session of a voice recording.

🐌 Plas	yer (Windows	s MultiMedia :	1 <default player="">)::RCDvora</default>	k						
Char	nnel 1 : agent1	-								Volume
Sta	art : 2005-08-24	11:35:55		Current	2005-08-24 11:35:	55		End	: 2005-08-24 11:36:4	7 72%
Π.										- T
										\
										<u>ت</u>
			10s	20s		30s	40s		50s	
Cn	mOs			12222					Om52s	s -
										1.
										mute
Nar	ma : aranti				CallerNo - (	11 492209097				mute
	me :agent1 gLine:7				CallerNo : ( DestNo : 1					mute
Log	gLine : 7									mute
Log = Cac	gLine : 7 che::REDvoral				DestNo :1					
Log El Cac LogL	gLine:7 che:RCDvoral Attributes	Туре	Start	Duration	DestNo :1		DestNo	Reference	Description	
Log Log LogL 0	gLine:7 che:RCDvoral Attributes O	Type Text	Start 2005-08-23 20:47:57.000	Duration	DestNo :1		DestNo	299891	Info log	
Log LogL LogL 0 0	gLine:7 che:RCDvoral Attributes O OL	Type Text Log	Start 2005-08-23 20:47:57.000 2005-08-24 02:00:00.001	Duration	DestNo : 1 Name Recorder 2005-08-24		DestNo	299891 299922	Info log Log file	
Log LogL LogL 0 0 0	gLine : 7 che::RCDvoral Attributes O OL O	Type Text Log Text	Start 2005-08-23 20:47:57.000 2005-08-24 02:00:00.001 2005-08-24 02:00:25.000	Duration	DestNo : 1 Name Recorder 2005-08-24 Recorder		DestNo	299891 299922 299923	Info log Log file Info log	
Log LogL 0 0 0 0	gLine : 7 che::RCDvoral Attributes O OL O	Type Text Log Text Text	Start 2005-08-23 20:47:57.000 2005-08-24 02:00:00.001 2005-08-24 02:00:25.000 2005-08-24 02:00:26.000	Duration	DestNo : 1 Name Recorder 2005-08-24 Recorder ConSvr		DestNo	299891 299922 299923 299924	Info log Log file Info log Info log	
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## 8. Support

If technical support is required for the Spescom DataVoice recording solution, contact DataVoice Technical Support.

Email: support@datavoice.spescom.com

Phone: +27 11 266-1801

## 9. Conclusion

These Application Notes describe the configuration steps required for the DataVoice Orion Recording Solution to successfully interoperate with Avaya Communication Manager 3.0 and Avaya Application Enablement Services server. The configuration described in these Application Notes has been successfully compliance tested.

# 10. Additional References

This section references the Avaya and Spescom DataVoice product documentation that are relevant to these Application Notes.

Avaya product documentation can be found at <u>http://support.avaya.com</u>.

Administrator Guide for Avaya Communication Manager, 03-300509, Issue 1, June 2005

#### 10.1. Documentation

Documentation is available on request from Spescom DataVoice <a href="http://www.datavoice.spescom.com/">http://www.datavoice.spescom.com/</a>

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