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Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Genesis GenSwitch to Interoperate with Avaya Communication Server 1000 R7.5 – Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration consisting of Genesis Systems Corporation GenSwitch PBX Management solution and Avaya Communication Server 1000 7.5.

Genesis offers a unified management and reporting solution which provides a simplified, unified interface for less technically skilled users to administer endpoints on Avaya Communication Server 1000. This compliance test focused on the integration of Genesis GenSwitch with Avaya Communication Server 1000 R7.5.

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.

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1. Introduction

These Application Notes describe a compliance-tested configuration consisting of Genesis Systems Corporation GenSwitch PBX Management solution and Avaya Communication Server 1000 R7.5.

Genesis offers a unified management and reporting solution which provides a simplified interface for less technically skilled users to administer endpoints on a variety of communication systems, including Avaya Communication Server 1000. This compliance test focused on the integration of Genesis GenSwitch with Communication Server 1000 R7.5.

The GenSwitch solution uses RLogin interface from an application server to communicate with Communication Server 1000 using one of Communication Server 1000 pseudo TTY (PTY) ports. Users access the server using a web browser in order to perform administrative tasks.

2. General Test Approach and Test Results

The compliance test focused on the capability to perform station Adds, Moves, Changes and Deletes in the attached Avaya Communication Server 1000 system.

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

The compliance test validated the ability of the application to Add, Move, Change and Delete digital and IP stations. Additionally, tests were performed to confirm the ability to recover from network outages and server reboots.

2.2. Test Results

The objectives described in **Section 2.1** were verified.

2.3. Support

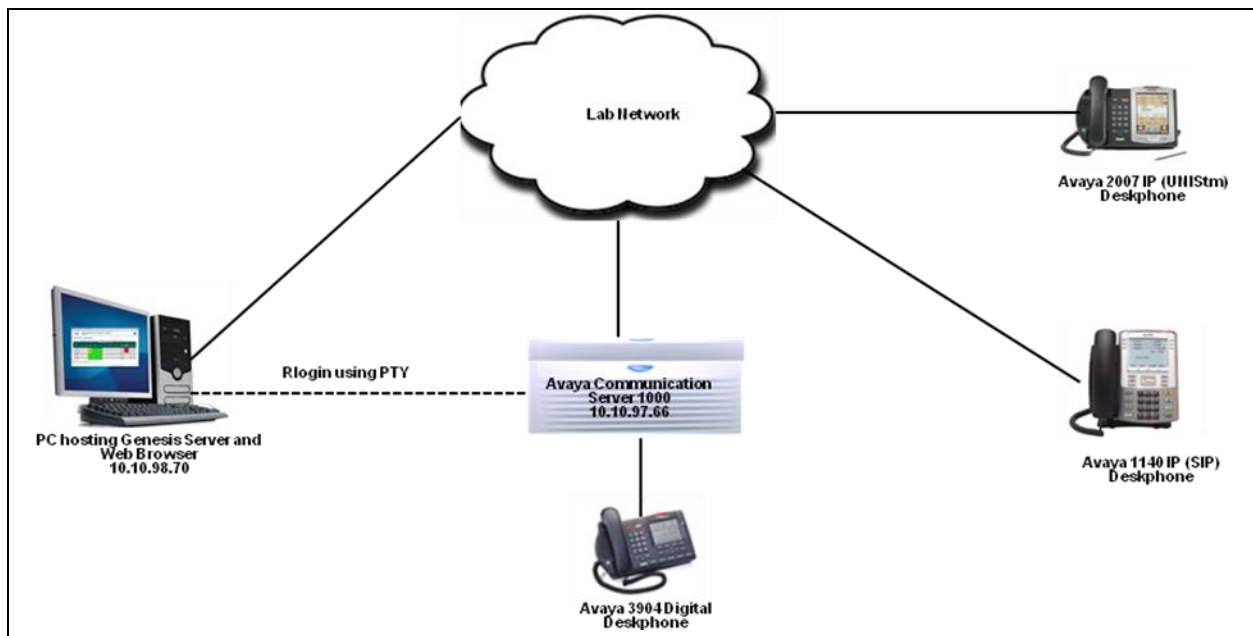Information, Documentation and Technical support for Genesis products can be obtained at:
- Phone: 1 (888) 993-2288 or 1 (604) 530-9348
- Web: http://www.buygenesis.com
- Email: support@buygenesis.com

3. Reference Configuration

Figure 1 illustrates the compliance test configuration consisting of:

- Avaya Communication Server 1000
- Various IP and Digital endpoints
- Windows PC hosting the Genesis Server and browser access to the GenSwitch UI.

The Genesis Server connects to the Communication Server 1000 using Rlogin interface and is thereby able to administer the system using the GenSwitch UI.

Figure 1 – Genesis Compliance Test Configuration

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4. Equipment and Software Validated

The following equipment and version were used in the reference configuration described above:

Equipment/Software	Release/Version
Avaya Communication Server 1000	7.50
Avaya IP Phones • 2007(UNIStm) • 1140 (SIP)	0621C8L 4.03.12.00
Avaya Digital Phones • 3904	N/A
Genesis GenSwitch installed on MS Windows XP Pro	7.11 (rev. 3.0.4)

5. Configure Avaya Communication Server 1000

This document assumes that the Communication Server 1000 was properly installed and configured. For detailed information on how to install, configure and administer Communication Server 1000 refer to **Section 9**. Assumption is also made that an administrative user account is created on the Communication Server 1000 that provides access to overlays (LD) 10, 11, 18, 20, 21, 22, 23, 32, 95. Access to these overlays is required by GenSwitch for administering Communication Server 1000.

5.1. Configure Pseudo TTY (PTY) Port

Communication Server 1000 Command Line Interface (CLI) was used in configuring the PTY port. Login to the Communication Server 1000 CLI (not shown) and access overlay (LD) **17** to add a PTY port. A PTY port is required so that GenSwitch server can access the Communication Server 1000 using Rlogin. Screen below shows an already configured PTY port that was used during compliance testing.

```
 ADAN    TTY 5
 CTYP PTY
 DNUM 5
 PORT 0
 DES GenSwitch
 FLOW NO
 USER MTC SCH BUG
 TTYLOG      0
 BANR YES
```
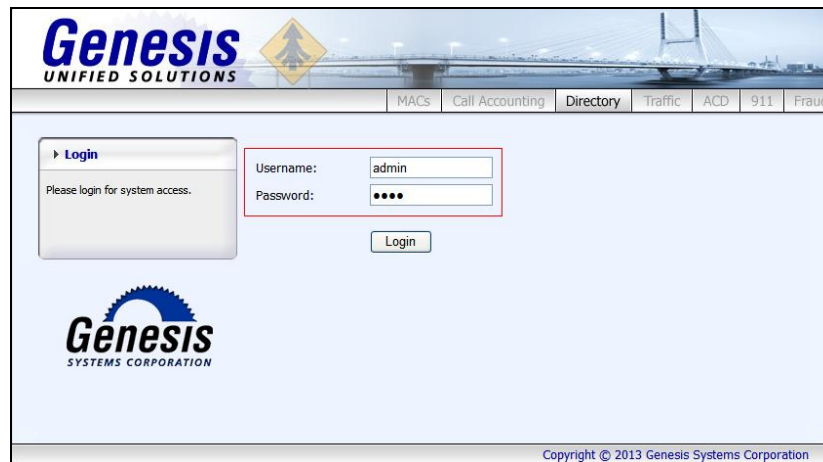
6. Configure Genesis GenSwitch

Genesis engineer, or an approved installer will install and initially configure all server components including Site information. Details of the steps are beyond the scope of this document. Refer to **Section 9** for detail configuration of Genesis Server.

6.1. Genesis GenSwitch Configuration Details
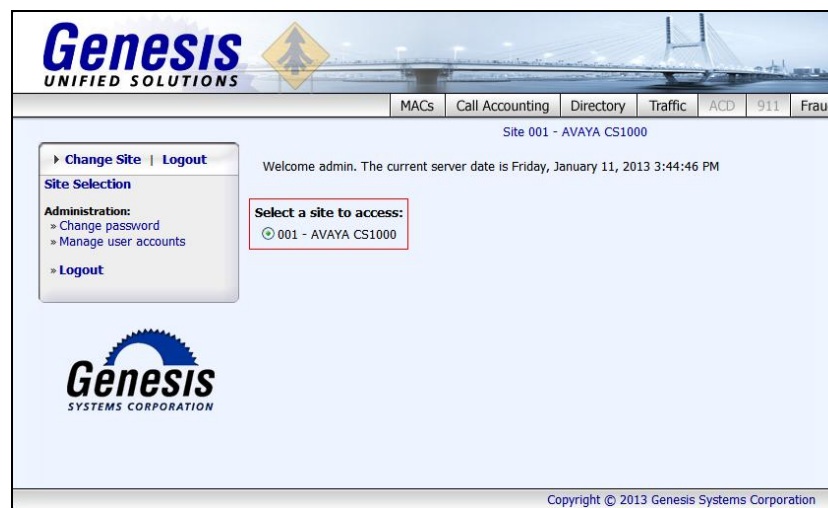
The GenSwitch application is accessed via web browser. Enter http://<hostname>/GenWeb/ where <hostname> is the IP address or qualified domain name of the Genesis server.

Login to the system using the credentials supplied by the installer as shown in the screen below.

If the system is configured for more than one site, select the site to interact with and choose the tab for the **MACs** application as shown in the screen below. During compliance testing only one site was configured on Genesis system.

The initial **Nortel Switch Management** screen provides a list of all administered stations on the selected system, and a visual diagram of the tasks. Clicking on the objects in the diagram or the links in the navigation panel will launch the respective task screens.
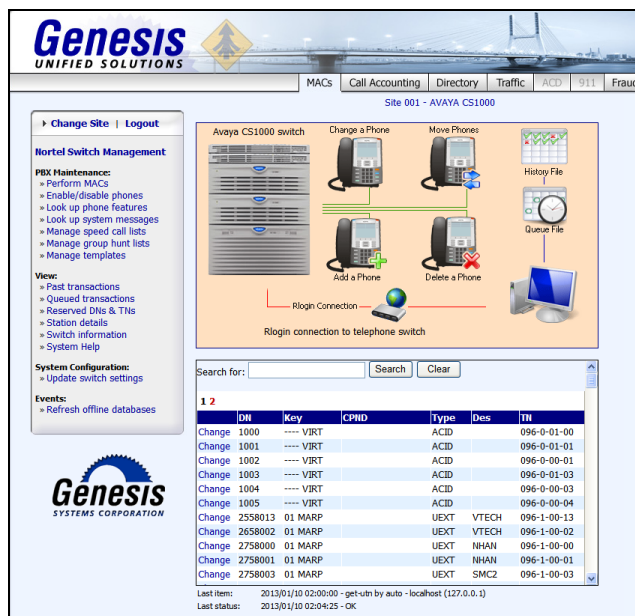
To configure the login settings, on the navigation panel, click **System Configuration** → **Update switch settings** and provide appropriate administrative account **Username** and **Password** as mentioned in **Section 5**. Select *Rlogin connection (Nortel Meridian/CS1000)* for the **Nortel PBX Connection method**. In the **Rlogin Settings**, enter the IP address of Communication Server 1000 in the **IP addess/host** field. The rest of the values can remain at default.

Click **Save** to complete the task.
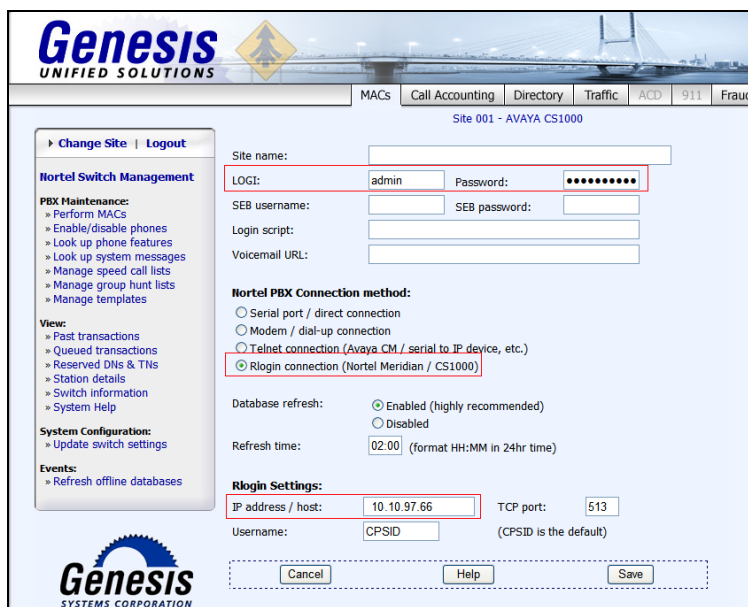
7. Verification Steps

Verify that the GenSwitch (GSQM) application is online by selecting **show** from the **GenStart** icon (not shown) in the Windows System Tray on the Genesis server.
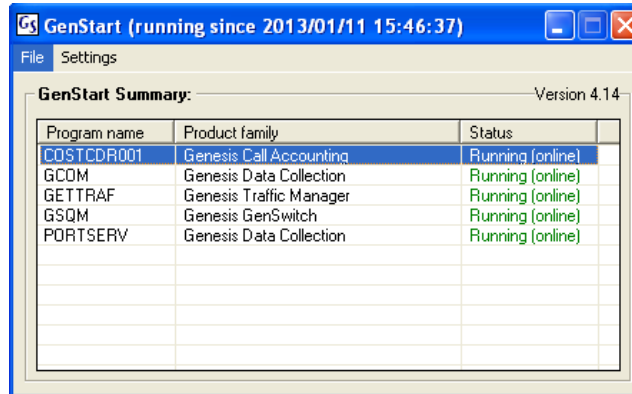
Each service can be started, shutdown or restarted by right clicking and choosing the appropriate option from the popup menu (not shown).

Phones were added, moved, changed and removed from Communication Server 1000 using the GenSwitch application. Following is a walkthrough of screens used to add a station to illustrate use of the application. These application notes will not cover each type of transaction in detail. For details on this and other tasks, refer to **Section 9** for GenSwitch user documentation.

Click on the **Add phone** radio button or icon on the main Perform MACs page which is accessed by either clicking the **Perform MACs** link in the navigation panel or clicking on the **Add a phone** icon on the **Nortel Switch Management** screen shown in the beginning of **Section 6.1**.

Select the **Phone type** (*IP phone* in this illustration), an appropriate template by clicking the **Select** link (*2007* selected in this illustration), and provide an **Extension Number (DN)**, **Set name (CPND)** and **Terminal number (TN)**. The drop down menu provides the user to select an available DN and TN.

Click **Continue** to proceed to the next screen.

Screen below shows an IP phone added using the template. User can click on **Phone Settings** to make changes as required to the template. If no changes are required, then adding of phone can be completed by clicking on the **Post Transaction** button.

The next four screens shows options for an user to change the phone settings. In the examples shown below options for **Digital Keys**, **Class of Service**, **Features** and **CPND Names** are seen.

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Click **View** → **Queued Transactions** in the navigation panel to see pending tasks. A typical task will take ten to thirty seconds to process. Tasks which are scheduled to run at a specific time will appear in the Queue until the scheduled time. Click on the **Select** link to review details of a pending task (not shown).

Click **View** → **Past Transactions** to see past tasks. A task that has successfully processed will appear with a green *Done* in the **Status** column. A task that fails will appear with an error description in red in the **Status** columns. Details of errors can be viewed by clicking the **Details** link in the first column.

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8. Conclusion

These Application Notes describe the procedures required to configure Genesis Systems Corporation GenSwitch PBX Management solution for performing Moves, Adds, Changes and Removes to stations on Avaya Communication Server 1000 R7.5. The GenSwitch application successfully passed compliance testing.

9. Additional References

This section references the product documentation relevant to these Application Notes. All Avaya documents can be found at http://support.avaya.com

- *Software Input Output Reference — Administration Avaya Communication Server 1000 7.5 NN43001-611, Standard 05.13 September 2012.*

Product documentation for Genesis GenSwitch Solution can be found at http://www.buygenesis.com/documents.htm.

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