



Avaya Solution & Interoperability Test Lab

Application Notes for Red Box Quantify Recording Suite with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services 6.3 using Multiple Registration – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Red Box Quantify Recording Suite to interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services 6.3 using Multiple Registration. Red Box Quantify Recording Suite is a call recording solution.

In the compliance testing, Red Box Quantify Recording Suite used the Device, Media, and Call Control interface from Avaya Aura® Application Enablement Services to monitor skill group and agent station extensions on Avaya Aura® Communication Manager, and capture the media associated with the monitored agents for call recording using the Multiple Registration method.

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 for Red Box Quantify Recording Suite to interoperate with Avaya Aura® Communication Manager using Avaya Aura® Application Enablement Services 6.3. Red Box Quantify Recording Suite is a call recording solution.

In the compliance testing, Red Box Quantify Recording Suite used the Device, Media, and Call Control (DMCC) interface from Avaya Aura® Application Enablement Services to monitor skill group and agent station extensions on Avaya Aura® Communication Manager, and used the Multiple Registration feature via the DMCC interface to capture media associated with the monitored agent stations for call recording.

The DMCC interface is used by Red Box Quantify Recording Suite to monitor the skill group and agent stations to be recorded, and to register a virtual IP softphone against each monitored agent station to pick up the media for call recording. When there is an active call at the monitored agent station, Red Box Quantify Recording Suite is informed of the call via event reports from the DMCC interface, and starts the call recording by using the media from the associated virtual IP softphone. The DMCC event reports are also used to determine when to stop the call recordings.

2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of Quantify Recording Suite, the application automatically uses DMCC to register the virtual IP softphones to Communication Manager, and to request monitoring on the skill group and agent station extensions.

For the manual part of the testing, each call was handled manually on the agent telephone with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the agent telephones to test the different call scenarios.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Quantify Recording Suite.

The verification of tests included using the Quantify Recording Suite logs for proper message exchanges, and using the Quantify Recording Suite web interface for proper logging and playback of the calls.

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Quantify Recording Suite:

- Use of DMCC registration services to register and un-register the virtual IP softphones.
- Use of DMCC monitoring services to monitor skill group, agent stations, and virtual IP softphones.
- Use of DMCC call control services to activate Single Step Conference for the virtual IP softphones and to obtain the media for call recording.
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, internal, external, ACD, non-ACD, hold, reconnect, simultaneous calls, simultaneous agents, conference, and transfer.

The serviceability testing focused on verifying the ability of Quantify Recording Suite to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to Quantify Recording Suite.

2.2. Test Results

All test cases were executed, and the following were observations on Quantify Recording Suite:

- Only one skill group can be monitored by Quantify Recording Suite. Agents that do not belong to the monitored skill group can still be monitored with ACD calls recorded, and the recording entries for those calls will display agent station extension instead of agent login ID for Channel Name.
- Non-ACD calls to the agents are recorded and reported using the agent ID extension in Channel Name. The Called Number from those recording entries can be used to identify the non-ACD calls.
- For the multiple calls at an agent scenario, when the agent goes back and forth between two calls using hold and resume, there is a recording entry for each call, and the recording entries contain audio from the other call during the held period.

2.3. Support

Technical support on Quantify Recording Suite can be obtained through the following:

- **Phone:** +44 (0) 115 9377100
- **Email:** support@redboxrecorders.com
- **Web :** www.redboxrecorders.com

3. Reference Configuration

Quantify Recording Suite can be configured on a single server or with components distributed across multiple servers. The compliance test used a single server configuration.

The detailed administration of basic connectivity between Communication Manager and Application Enablement Services, and of contact center devices are not the focus of these Application Notes and will not be described.

In the compliance testing, Quantify Recording Suite monitored the first skill group and two agent station extensions shown in the table below.

Device Type	Extension
VDN	48001, 48002
Skill Group	48101, 48102
Supervisor	45000
Agent ID	45881, 45882
Agent Station	45001, 45002

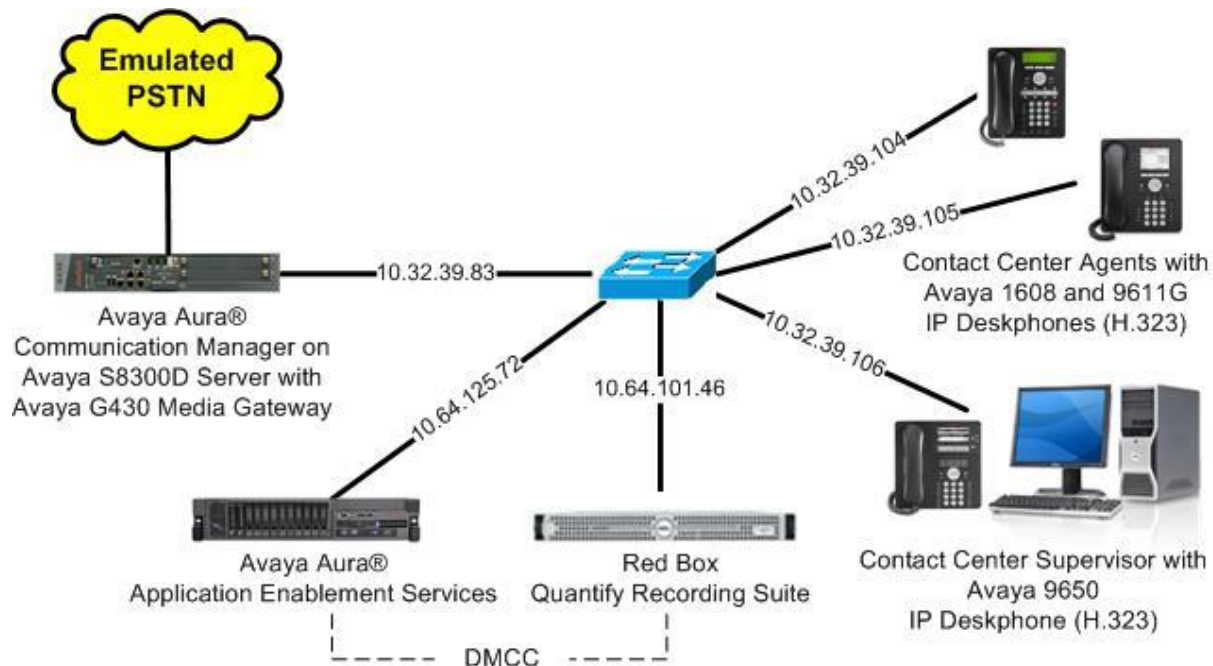


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on Avaya S8300D Server with Avaya G430 Media Gateway	6.3.2 (R016x.03.0.124.0-21053)
Avaya Aura® Application Enablement Services	6.3.1 (6.3.1.0.19-0)
Avaya 1608 IP Deskphone (H.323)	1.340B
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.210A
Red Box Quantify Recording Suite on Windows 2008 Server R2 Enterprise <ul style="list-style-type: none">Avaya DMCC .NET (ServiceProvider.dll)	3A SP2 (Quantify3A_SP2_Build_340) SP 1 6.1.0.37

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Verify license
- Administer CTI link
- Administer system parameters features
- Administer agent stations
- Administer class or restriction

5.1. Verify License

Log in to the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **Computer Telephony Adjunct Links** customer option is set to “y” on **Page 3**. If this option is not set to “y”, then contact the Avaya sales team or business partner for a proper license file.

```
display system-parameters customer-options                                Page   3 of  11
                                OPTIONAL FEATURES

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

5.2. Administer CTI Link

Add a CTI link using the “add cti-link n” command, where “n” is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter “ADJ-IP” in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

```
add cti-link 1                                                            Page   1 of   3
                                CTI LINK

CTI Link: 1
Extension: 40001
Type: ADJ-IP
                                COR: 1
Name: AES CTI Link
```

5.3. Administer System Parameters Features

Use the “change system-parameters features” command to enable **Create Universal Call ID (UCID)**, which is located on **Page 5**. For **UCID Network Node ID**, enter an available node ID.

```
change system-parameters features                                     Page 5 of 20
      FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS
  Endpoint:                               Lines Per Page: 60

SYSTEM-WIDE PARAMETERS
      Switch Name:
      Emergency Extension Forwarding (min): 10
      Enable Inter-Gateway Alternate Routing? n
  Enable Dial Plan Transparency in Survivable Mode? n
      COR to Use for DPT: station
      EC500 Routing in Survivable Mode: dpt-then-ec500
MALICIOUS CALL TRACE PARAMETERS
      Apply MCT Warning Tone? n      MCT Voice Recorder Trunk Group:
      Delay Sending RElease (seconds): 0
SEND ALL CALLS OPTIONS
      Send All Calls Applies to: station      Auto Inspect on Send All Calls? n
      Preserve previous AUX Work button states after deactivation? n
UNIVERSAL CALL ID
  Create Universal Call ID (UCID)? y      UCID Network Node ID: 1
```

Navigate to **Page 13**, and enable **Send UCID to ASAI**. This parameter allows for the universal call ID to be sent to Quantify Recording Suite.

```
change system-parameters features                                     Page 13 of 20
      FEATURE-RELATED SYSTEM PARAMETERS

CALL CENTER MISCELLANEOUS
      Callr-info Display Timer (sec): 10
      Clear Callr-info: next-call
      Allow Ringer-off with Auto-Answer? n

      Reporting for PC Non-Predictive Calls? n

      Agent/Caller Disconnect Tones? n
      Interruptible Aux Notification Timer (sec): 3
      Zip Tone Burst for Callmaster Endpoints: double

ASAI
      Copy ASAI UII During Conference/Transfer? y
      Call Classification After Answer Supervision? y
      Send UCID to ASAI? y
      For ASAI Send DTMF Tone to Call Originator? y
      Send Connect Event to ASAI For Announcement Answer? n
```

5.4. Administer Agent Stations

Use the “change station n” command, where “n” is the first agent station extension, in this case “45001”.

Enable **IP SoftPhone**, to allow for a virtual IP softphone to be registered against the station. Note the **COR** number, to be used in the next section to configure the agent class of restriction.

change station 45991		Page 1 of 5
STATION		
Extension: 45001	Lock Messages? n	BCC: 0
Type: 1608	Security Code: *	TN: 1
Port: IP	Coverage Path 1:	COR: 1
Name: G430 Station #1	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests: y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
	Message Lamp Ext: 45001	
Speakerphone: 2-way	Mute Button Enabled? y	
Display Language: english	Expansion Module? n	
Survivable GK Node Name:		
Survivable COR: internal	Media Complex Ext:	
Survivable Trunk Dest? y	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? Y	

Repeat this section to administer all stations to be monitored. In the compliance testing, two agent stations were administered as shown below.

list station 45001 count 3									
STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN Jack		
45001	S00000	G430 Station #1			1	1			
	9608		no			1	1		
45002	S00045	G430 Station #2			1	1			
	9611		no			1	1		

5.5. Administer Class of Restriction

Enter the “change cor n” command, where “n” is the first class of restriction (COR) number assigned to the agents from **Section 5.4**. Set the **Can Be Service Observed** and **Can Be A Service Observer** fields to “y”, as shown below. Note that these settings are required in order for Quantify Recording Suite to register the virtual IP softphones against the agent stations without use of passwords.

Repeat this section to administer all class of restriction numbers used by the agents. In the compliance testing, the same class of restriction number was assigned to all agent stations.

change cor 1	Page 1 of 23
CLASS OF RESTRICTION	
COR Number: 1	
COR Description:	
FRL: 0	APLT? y
Can Be Service Observed? y	Calling Party Restriction: none
Can Be A Service Observer? y	Called Party Restriction: none
Time of Day Chart: 1	Forced Entry of Account Codes? n
Priority Queuing? n	Direct Agent Calling? n
Restriction Override: none	Facility Access Trunk Test? n
Restricted Call List? n	Can Change Coverage? n

6. Configure Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Administer H.323 gatekeeper
- Enable security database
- Restart services
- Administer Quantify user
- Administer ports

6.1. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" and "Management Console" is displayed. A red horizontal bar spans the width of the page, with a "Help" link on the right. In the center, there is a login box with the text "Please login here:" followed by "Username" and "Password" labels, each with a corresponding text input field. Below the input fields are "Login" and "Reset" buttons. At the bottom of the page, a red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2013 Avaya Inc. All Rights Reserved." is displayed.

The **Welcome to OAM** screen is displayed next.

The screenshot shows the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a user information box on the right. The user information box displays: "Welcome: User", "Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20", "Number of prior failed login attempts: 0", "HostName/IP: aes_125_72/10.64.125.72", "Server Offer Type: VIRTUAL_APPLIANCE_ON_SP", "SW Version: 6.3.1.0.19-0", "Server Date and Time: Wed Nov 6 07:11:40 MST 2013", and "HA Status: Not Configured". Below the header is a red navigation bar with "Home", "Help", and "Logout" links. The main content area is divided into a left sidebar and a main pane. The sidebar contains a list of menu items: "AE Services", "Communication Manager Interface", "High Availability", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main pane displays the "Welcome to OAM" screen. It includes a heading "Welcome to OAM" and a paragraph: "The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:". Below this is a bulleted list of domains and their functions: "AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.", "Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.", "High Availability - Use High Availability to manage AE Services HA.", "Licensing - Use Licensing to manage the license server.", "Maintenance - Use Maintenance to manage the routine maintenance tasks.", "Networking - Use Networking to manage the network interfaces and ports.", "Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.", "Status - Use Status to obtain server status infomations.", "User Management - Use User Management to manage AE Services users and AE Services user-related resources.", "Utilities - Use Utilities to carry out basic connectivity tests.", and "Help - Use Help to obtain a few tips for using the OAM Help system". At the bottom of the main pane, a note states: "Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain."


6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the **Web License Manager** pop-up screen (not shown), and log in using the appropriate credentials.

The screenshot shows the Avaya Application Enablement Services Management Console with the "Licensing" menu item selected in the left sidebar. The main pane displays the "Licensing" screen. It includes a heading "Licensing" and three sections of instructions. The first section states: "If you are setting up and maintaining the WebLM, you need to use the following:" followed by a bulleted list with "WebLM Server Address". The second section states: "If you are importing, setting up and maintaining the license, you need to use the following:" followed by a bulleted list with "WebLM Server Access". The third section states: "If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:" followed by a bulleted list with "Reserved Licenses". The left sidebar shows the "Licensing" menu item expanded, with sub-items: "WebLM Server Address", "WebLM Server Access" (highlighted in blue), and "Reserved Licenses". Below these are the "Maintenance" and "Networking" menu items.

The **Web License Manager** screen below is displayed. Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Application Enablement (CTI)** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users** and **Device Media and Call Control**, as shown below. Note that the TSAPI license is used for device monitoring, and the DMCC license is used for the virtual IP softphones.


Web License Manager (WebLM v6.3)
Help | About | Change Password

WebLM Home
Install license
Licensed products
APPL_ENAB
▼ Application_Enablement
View license capacity
View peak usage
Uninstall license
Server properties
Manage users
Shortcuts
Help for Installed Product

Application Enablement (CTI) - Release: 6 - SID: 10503000
Standard License file

You are here: Licensed Products > Application_Enablement > View License Capacity
License installed on: May 11, 2012 7:07:47 PM -04:00

License File Host IDs: 00-16-3E-48-ED-82

Licensed Features

10 Items Show ALL

Feature (License Keyword)	Expiration date	Licensed capacity
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	16
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	10000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	16
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	16
Product Notes VALUE_NOTES	permanent	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiS MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_ LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;u TrustedApplications: IPS_001, BasicUnrestrict DMCUnrestricted; 1XP_001, BasicUnrestricted DMCUnrestricted; 1XM_001, BasicUnrestricted DMCUnrestricted; PC_001, BasicUnrestricted DMCUnrestricted; CIE_001, BasicUnrestricted DMCUnrestricted; OSPC_001, BasicUnrestrict DMCUnrestricted; VP_001, BasicUnrestricted, DMCUnrestricted; SAMETIME_001, VALUE_AES_UNIFIED_CC_DESKTOP,,, CCE_ AdvancedUnrestricted, DMCUnrestricted; CSI AdvancedUnrestricted, DMCUnrestricted; CSI AdvancedUnrestricted, DMCUnrestricted; AVA BasicUnrestricted, AdvancedUnrestricted, DMC CCT_ELITE_CALL_CTRL_001, BasicUnrestrict DMCUnrestricted, AgentEvents;
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	16
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	10000
DLG VALUE_AES_DLG	permanent	16
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	10000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	16

6.3. Administer TSAPI Link

To administer a TSAPI link, select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:11:40 MST 2013
HA Status: Not Configured

AE Services | TSAPI | TSAPI Links Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
 - TSAPI Links
 - TSAPI Properties

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	S8800	2	6	Both

Add Link Edit Link Delete Link

The **Add TSAPI Links** screen is displayed next.

The **Link** field is only local to the Application Enablement Services server, and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection “S8300D” is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.2**. Retain the default values in the remaining fields.

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:11:40 MST 2013
HA Status: Not Configured

AE Services | TSAPI | TSAPI Links Home | Help | Logout

▼ AE Services

- ▶ CVLAN
- ▶ DLG
- ▶ DMCC
- ▶ SMS
- ▼ TSAPI
 - TSAPI Links
 - TSAPI Properties
- ▶ TWS
- ▶ Communication Manager Interface

Add TSAPI Links

Link: 2

Switch Connection: S8300D

Switch CTI Link Number: 1

ASAI Link Version: 6

Security: Unencrypted

Apply Changes Cancel Changes

6.4. Administer H.323 Gatekeeper

Select **Communication Manager Interface** → **Switch Connections** from the left pane. The **Switch Connections** screen shows a listing of the existing switch connections.

Locate the connection name associated with the relevant Communication Manager, in this case “S8300D”, and select the corresponding radio button. Click **Edit H.323 Gatekeeper**.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane is expanded to 'Communication Manager Interface' and 'Switch Connections'. The main content area displays a table of switch connections. The table has four columns: Connection Name, Processor Ethernet, Msg Period, and Number of Active Connections. There are two rows: S8300D and S8800. The S8300D row has a selected radio button. Below the table are buttons for 'Edit Connection', 'Edit PE/CLAN IPs', 'Edit H.323 Gatekeeper', 'Delete Connection', and 'Survivability Hierarchy'. The top right corner shows user information and login details.

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input checked="" type="radio"/> S8300D	No	30	1
<input type="radio"/> S8800	No	30	1

The **Edit H.323 Gatekeeper** screen is displayed. Enter the IP address of a C-LAN circuit pack or the Processor C-LAN on Communication Manager to be used as H.323 gatekeeper, in this case “10.32.39.83” as shown below. Click **Add Name or IP**.

The screenshot shows the 'Edit H.323 Gatekeeper - S8300D' screen. The left navigation pane is expanded to 'Communication Manager Interface' and 'Switch Connections'. The main content area has a text input field containing '10.32.39.83' and an 'Add Name or IP' button. Below the input field are 'Delete IP' and 'Back' buttons. The top right corner shows user information and login details.

6.5. Enable Security Database

Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Check both fields below to enable use of SDB. Note that these settings are required in order for Quantify Recording Suite to register the virtual IP softphones against the agent station extensions without use of passwords.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for the user. The left navigation pane shows a tree structure with "Security" expanded, and "Security Database" and "Control" selected. The main content area, titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services", contains two checked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB for TSAPI Service, JTAPI and Telephony Web Services". An "Apply Changes" button is located below these checkboxes.

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:11:40 MST 2013
HA Status: Not Configured

Security | Security Database | Control Home | Help | Logout


▸ AE Services
▸ Communication Manager Interface
▸ High Availability
▸ Licensing
▸ Maintenance
▸ Networking
▼ Security
▸ Account Management
▸ Audit
▸ Certificate Management
▸ Enterprise Directory
▸ Host AA
▸ PAM
▼ Security Database
▸ Control

SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services

☒ Enable SDB for DMCC Service
☒ Enable SDB for TSAPI Service, JTAPI and Telephony Web Services
[Apply Changes](#)

6.6. Restart Services

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **DMCC Service** and **TSAPI Service**, and click **Restart Service**.



Application Enablement Services
Management Console

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:11:40 MST 2013
HA Status: Not Configured

Maintenance | Service Controller

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▼ Maintenance

▶ Date Time/NTP Server

▶ Security Database

▶ Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

▶ User Management

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input checked="" type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

Start

Stop

Restart Service

Restart AE Server


Restart Linux

Restart Web Server

6.7. Administer Quantify User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select “Yes” from the drop-down list. Retain the default value in the remaining fields.

**Application Enablement Services**
Management Console

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:12:32 MST 2013
HA Status: Not Configured

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

Add User

Fields marked with * can not be empty.

* User Id	<input type="text" value="quantify"/>
* Common Name	<input type="text" value="quantify"/>
* Surname	<input type="text" value="quantify"/>
* User Password	<input type="password" value="....."/>
* Confirm Password	<input type="password" value="....."/>
Admin Note	<input type="text"/>
Avaya Role	<input type="text" value="None"/>
Business Category	<input type="text"/>
Car License	<input type="text"/>
CM Home	<input type="text"/>
Css Home	<input type="text"/>
CT User	<input type="text" value="Yes"/>
Department Number	<input type="text"/>
Display Name	<input type="text"/>
Employee Number	<input type="text"/>
Employee Type	<input type="text"/>
Enterprise Handle	<input type="text"/>

Select **Security** → **Security Database** → **CTI Users** → **List All Users** from the left pane, to display the **CTI Users** screen in the right pane. Select the new Quantify user, and click **Edit**.

The screenshot shows the Avaya Application Enablement Services Management Console. The left navigation pane has 'Security' expanded, showing 'Account Management', 'Audit', 'Certificate Management', and 'Enterprise Directory'. The main content area is titled 'CTI Users' and contains a table with the following data:

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> aesp5	aespc5	NONE	NONE
<input type="radio"/> aesp5h	aespc5h	NONE	NONE
<input type="radio"/> craft	craft	NONE	NONE
<input checked="" type="radio"/> quantify	quantify	NONE	NONE

Below the table are 'Edit' and 'List All' buttons. The top right of the console displays system information: Welcome: User, Last login: Fri Nov 8 13:29:05 2013 from 10.32.39.20, Number of prior failed login attempts: 0, HostName/IP: aes_125_72/10.64.125.72, Server Offer Type: VIRTUAL_APPLIANCE_ON_SP, SW Version: 6.3.1.0.19-0, Server Date and Time: Mon Nov 11 09:40:24 MST 2013, HA Status: Not Configured.

The **Edit CTI User** screen is displayed next. Check **Unrestricted Access**, which is required in order for Quantify Recording Suite to register the virtual IP softphones against the agent station extensions without use of passwords.

The screenshot shows the 'Edit CTI User' screen for the 'quantify' user. The left navigation pane is the same as the previous screenshot. The main content area is titled 'Edit CTI User' and contains the following fields:

- User Profile:
 - User ID: quantify
 - Common Name: quantify
 - Worktop Name: NONE (dropdown menu)
 - Unrestricted Access: ☒
- Call and Device Control:
 - Call Origination/Termination and Device Status: None (dropdown menu)
- Call and Device Monitoring:
 - Device Monitoring: None (dropdown menu)
 - Calls On A Device Monitoring: None (dropdown menu)
 - Call Monitoring: ☐
- Routing Control:
 - Allow Routing on Listed Devices: None (dropdown menu)

At the bottom are 'Apply Changes' and 'Cancel Changes' buttons. The top right of the console displays system information: Welcome: User, Last login: Fri Nov 8 13:29:05 2013 from 10.32.39.20, Number of prior failed login attempts: 0, HostName/IP: aes_125_72/10.64.125.72, Server Offer Type: VIRTUAL_APPLIANCE_ON_SP, SW Version: 6.3.1.0.19-0, Server Date and Time: Mon Nov 11 09:40:38 MST 2013, HA Status: Not Configured.

6.8. Administer Ports

Select **Networking** → **Ports** from the left pane, to display the **Ports** screen in the right pane.

In the **DMCC Server Ports** section, select the radio button for **Unencrypted Port** under the **Enabled** column, as shown below. Retain the default values in the remaining fields.

AVAYA

Application Enablement Services
Management Console

Welcome: User
Last login: Wed Nov 6 07:07:54 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Wed Nov 6 07:11:40 MST 2013
HA Status: Not Configured

Networking | Ports

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▼ Networking

▶ AE Service IP (Local IP)

▶ Network Configure

▶ Ports

▶ TCP Settings

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Ports

CVLAN Ports

Unencrypted TCP Port9999

Enabled Disabled

Encrypted TCP Port9998

DLG Port

TCP Port5678

TSAPI Ports

TSAPI Service Port450

Local TLINK Ports

TCP Port Min1024

TCP Port Max1039

Unencrypted TLINK Ports

TCP Port Min1050

TCP Port Max1065

Encrypted TLINK Ports

TCP Port Min1066

TCP Port Max1081

DMCC Server Ports

Unencrypted Port4721

Enabled Disabled

Encrypted Port4722

TR/87 Port4723

7. Configure Red Box Quantify Recording Suite

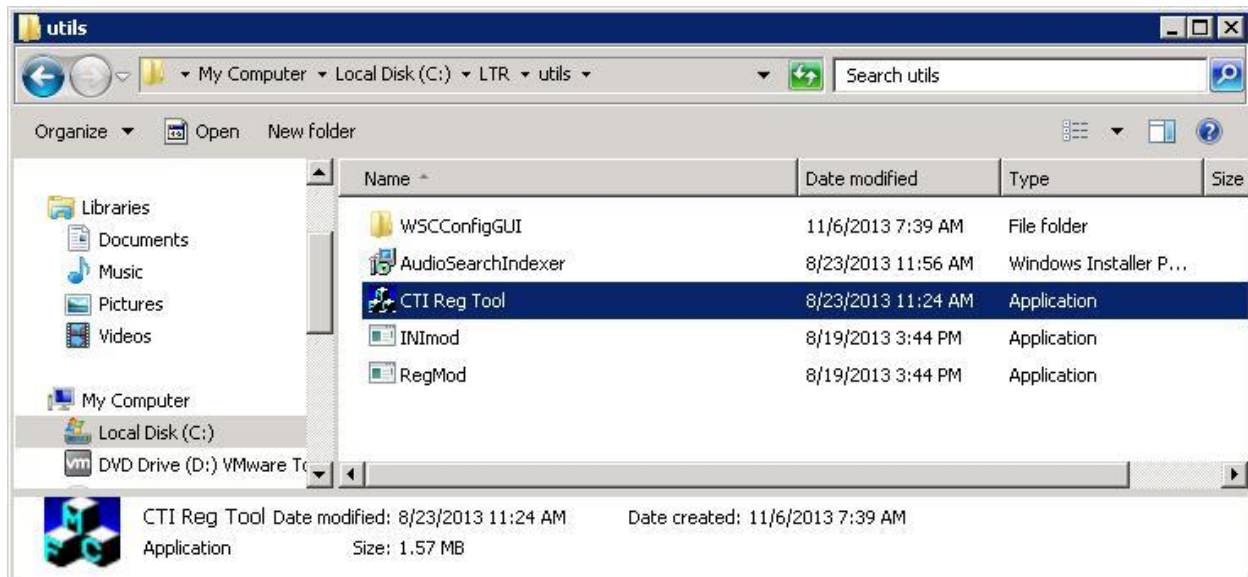
This section provides the procedures for configuring Quantify Recording Suite. The procedures include the following areas:

- Administer CTI registration tool
- Administer CTI server
- Administer recording channels

The configuration of Quantify Recording Suite is performed by Red Box installation engineers. The procedural steps are presented in these Application Notes for informational purposes.

7.1. Administer CTI Registration Tool

From the Quantify Recording Suite server, navigate to the **C:\LTR\utils** directory, and double click to launch the **CTI Reg Tool** shown below.



The **CTI Registration Tool** screen is displayed. For **Recorder IP Address**, enter “127.0.0.1”. Enter the appropriate credentials, and click **Connect**.



The image shows a window titled "CTI Registration Tool". It contains three input fields: "Recorder IP Address" with the value "127 . 0 . 0 . 1", "Recorder Username" (empty), and "Recorder Password" (empty). Below these fields is a "Connect" button.

Upon successful connection, the **CTI Registration Tool** screen is updated as shown below.

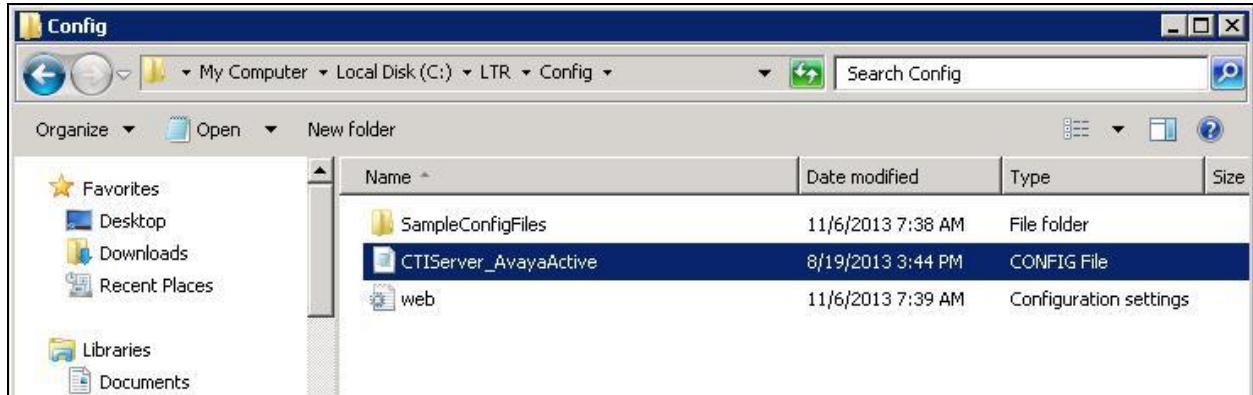
For **Extension or range to register**, enter the range of the agent station extensions from **Section 3**. Select the **Avaya Multiple Registration** radio button, and click **Register**. In the case that the agent station extensions are not consecutive in nature, this step can be repeated to enter one station extension at a time.



The image shows the "CTI Registration Tool" window after a successful connection. The "Recorder IP Address" field still shows "127 . 0 . 0 . 1". The "Recorder Username" field now contains "admin". The "Recorder Password" field is masked with "*****". A "Disconnect" button is now visible. Below this, the "Extension or range to register (e.g. 1234 or 1234-1250)" field contains "45001-45002". There are three radio buttons: "Avaya Multiple Registration" (selected), "Avaya Single Step Conferencing", and "Aastra Active". A "Register" button is located below the radio buttons. At the bottom, a "Status" field displays "Connected".

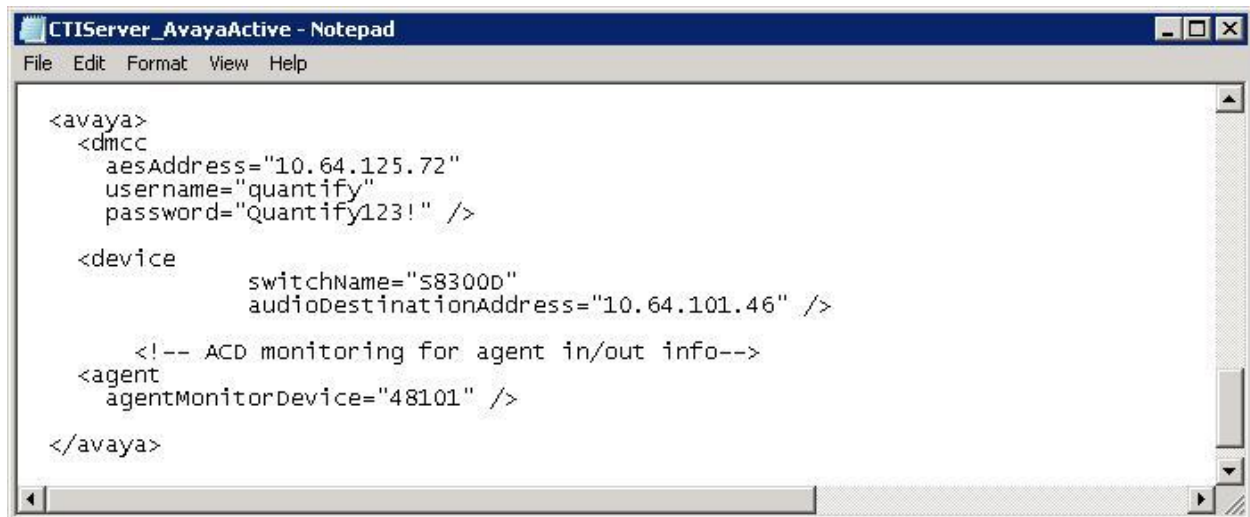
7.2. Administer CTI Server

Navigate to the **C:\LTR\Config** directory, and copy the **CTIServer_AvayaActive** configuration file from the **SampleConfigFiles** directory to the current directory shown below.



Open the **CTIServer_AvayaActive** file with the Notepad application. Navigate to the **avaya** sub-section, and configure the parameters as shown below.

- **aesAddress:** IP Address of Application Enablement Services.
- **username:** The Quantify user credentials from **Section 6.7**.
- **password:** The Quantify user credentials from **Section 6.7**.
- **SwitchName:** The relevant switch connection name from **Section 6.3**.
- **audioDestinationAddress:** IP address of the Quantify Recording Suite server.
- **agentMonitorDevice:** The first skill group extension from **Section 3**.



7.3. Administer Recording Channels

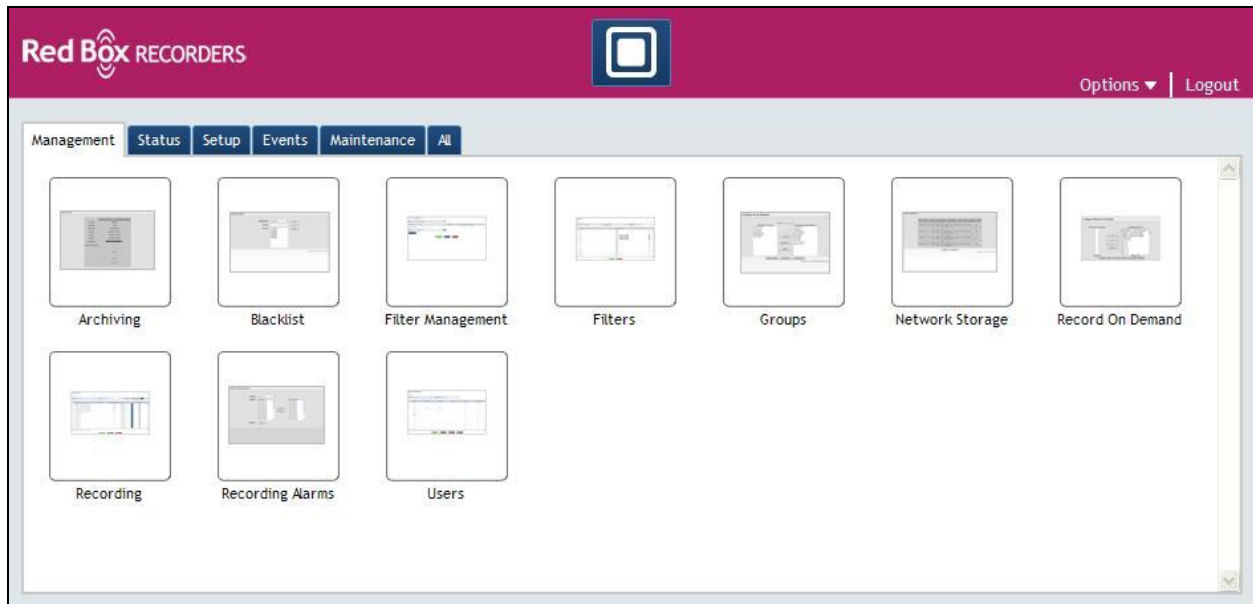
Access the Quantify Recording Suite web-based interface by using the URL “http://ip-address” in an Internet browser window, where “ip-address” is the IP address of the Quantify Recording Suite server. Log in using the appropriate credentials.



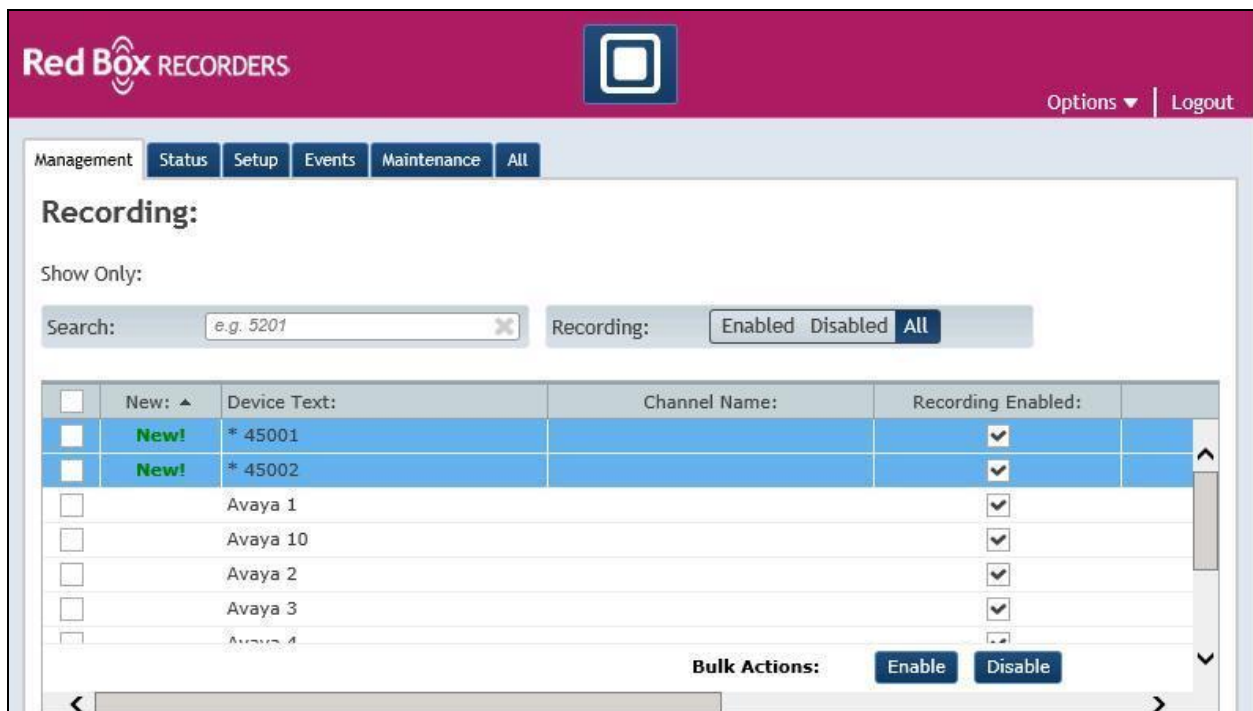
The screen below is displayed. Click on the **Configuration** icon.



The screen below is displayed next. Select **Management** → **Recording**.



The **Recording** screen is displayed. Under the **Recording Enabled** column, check the entries associated with the station agent extensions from **Section 3**. In the compliance testing, two entries with **Device Text** of “45001” and “45002” were checked.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Quantify Recording Suite.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.2**, as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	6	no	aes_125_72	established	35	20

Verify the registration status of the virtual IP softphones by using the “list registered-ip-stations” command. Verify that all agent station extensions from **Section 5.4** are displayed along with the IP address of the Application Enablement Services server, as shown below.


```
list registered-ip-stations
```

REGISTERED IP STATIONS						
Station Ext or Orig Port	Set Type/ Net Rgn	Prod ID/ Release	TCP Skt	Station IP Address/ Gatekeeper IP Address		
45000	9650	IP_Phone	y	10.32.39.104		
	1	3.210A		10.32.39.83		
45001	1608	IP_Phone	y	10.32.39.105		
	1	1.340B		10.32.39.83		
45001	1608	IP_API_A	y	10.64.125.72		
	1	3.2040		10.32.39.83		
45002	9611	IP_Phone	y	10.32.39.106		
	1	6.3037		10.32.39.83		
45002	9611	IP_API_A	y	10.64.125.72		
	1	3.2040		10.32.39.83		

8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the total number of monitored skill group and agent station extensions from **Section 3**.



Application Enablement Services

Management Console

Welcome: User
Last login: Fri Nov 8 06:47:08 2013 from 10.32.39.20
Number of prior failed login attempts: 0
HostName/IP: aes_125_72/10.64.125.72
Server Offer Type: VIRTUAL_APPLIANCE_ON_SP
SW Version: 6.3.1.0.19-0
Server Date and Time: Fri Nov 8 07:29:15 MST 2013
HA Status: Not Configured

Status | Status and Control | TSAPI Service Summary

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

Log Manager

▶ Logs

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary



■ DMCC Service Summary

■ Switch Conn Summary

■ TSAPI Service Summary

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
	1	S8800	2	Talking	Fri Nov 8 06:50:48 2013	Online	16	0	15	15	30
	2	S8300D	1	Talking	Fri Nov 8 07:06:00 2013	Online	16	3	21	37	30

Online

Offline

For service-wide information, choose one of the following:


TSAPI Service Status

TLink Status

User Status

Verify the status of the DMCC link by selecting **Status → Status and Control → DMCC Service Summary** from the left pane. The **DMCC Service Summary – Session Summary** screen is displayed.

Verify the **User** column shows an active session with the Quantify user name from **Section 6.7**, and that the **# of Associated Devices** column reflects the total number of monitored skill group and agent station extensions from **Section 3**.



Application Enablement Services

Management Console

Welcome: User

Last login: Fri Nov 8 06:47:08 2013 from 10.32.39.20

Number of prior failed login attempts: 0

HostName/IP: aes_125_72/10.64.125.72

Server Offer Type: VIRTUAL_APPLIANCE_ON_SP

SW Version: 6.3.1.0.19-0

Server Date and Time: Fri Nov 08 07:29:25 MST 2013

HA Status: Not Configured

Status | Status and Control | **DMCC Service Summary**
Home | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ Status
- Alarm Viewer
- Log Manager
- ▶ Logs
- ▼ Status and Control
- CVLAN Service Summary
- DLG Services Summary
- **DMCC Service Summary**
- Switch Conn Summary
- TSAPI Service Summary

DMCC Service Summary - Session Summary

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)

Generated on Fri Nov 08 07:29:25 MST 2013

Service Uptime: 0 days, 0 hours 37 minutes

Number of Active Sessions: 1

Number of Sessions Created Since Service Boot: 2

Number of Existing Devices: 3

Number of Devices Created Since Service Boot: 4

■	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	E08E343CC2CC6E909 5C2C6859CEC4942-1	quantify	Red Box Recorder	10.64.101.46	XML Unencrypted	3

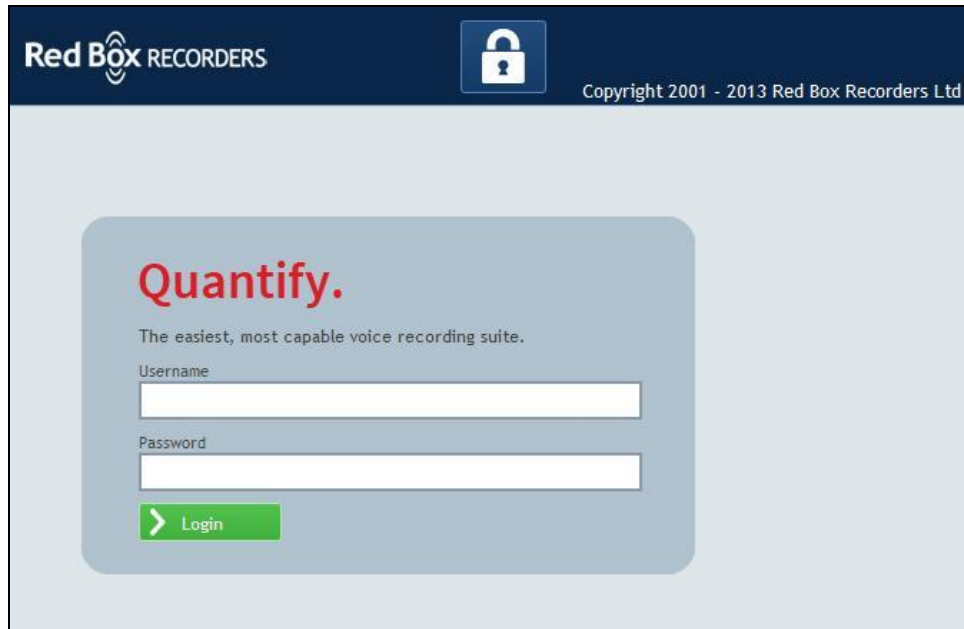
Terminate Sessions
Show Terminated Sessions

Item 1-1 of 1

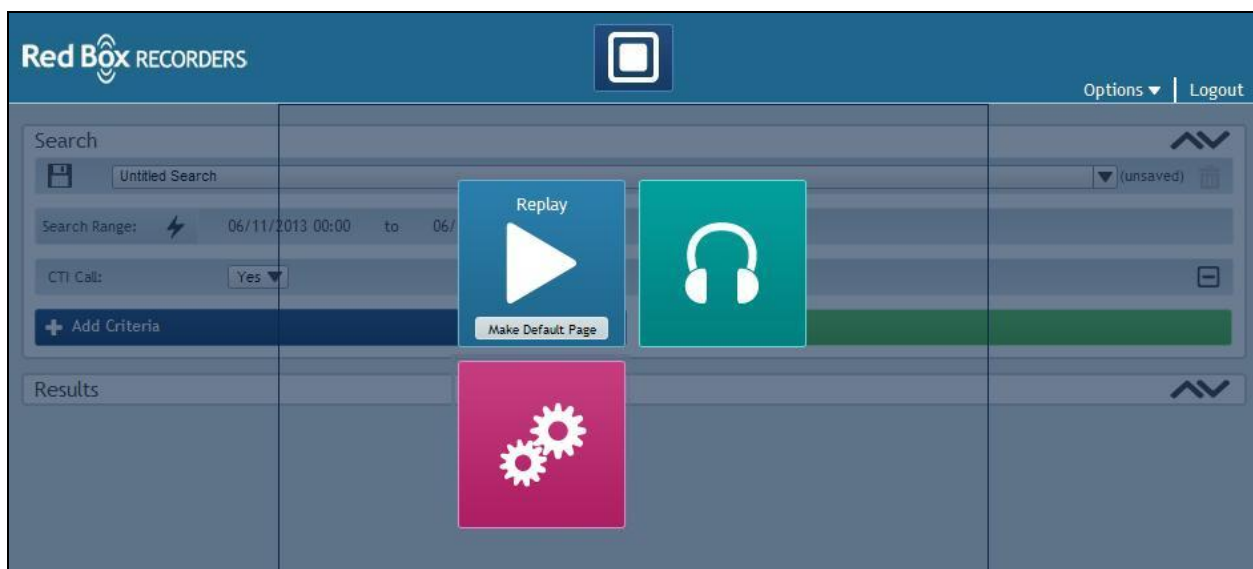
1
Go

8.3. Verify Red Box Quantify Recording Suite

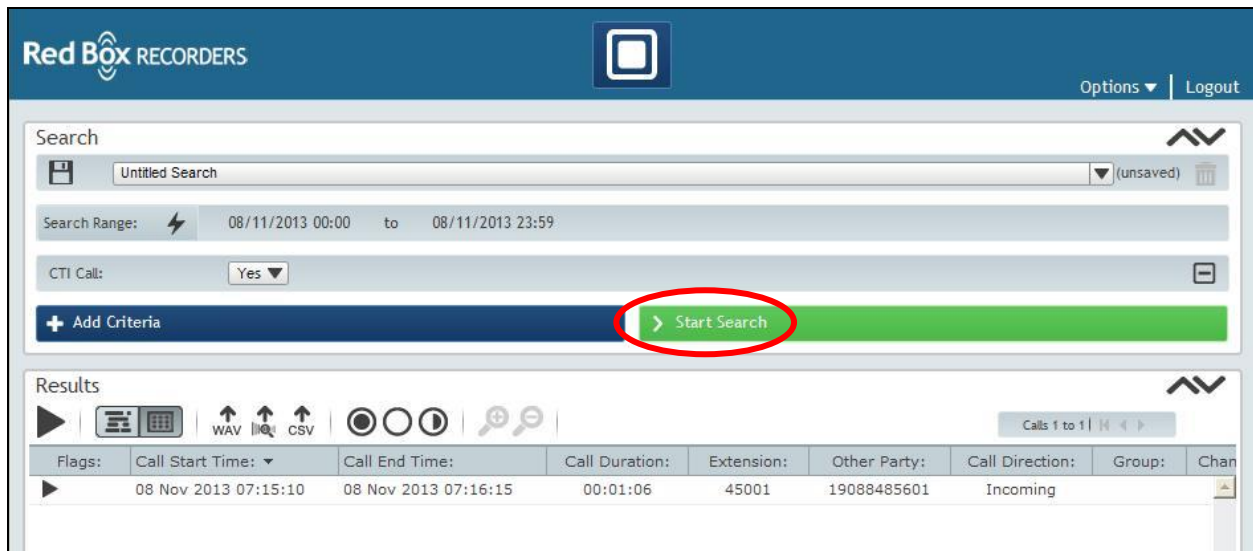
Log an agent in to the skill group to handle and complete an ACD call. Follow the procedures in **Section 7.3** to log in to the Quantify Recording Suite web-based interface.



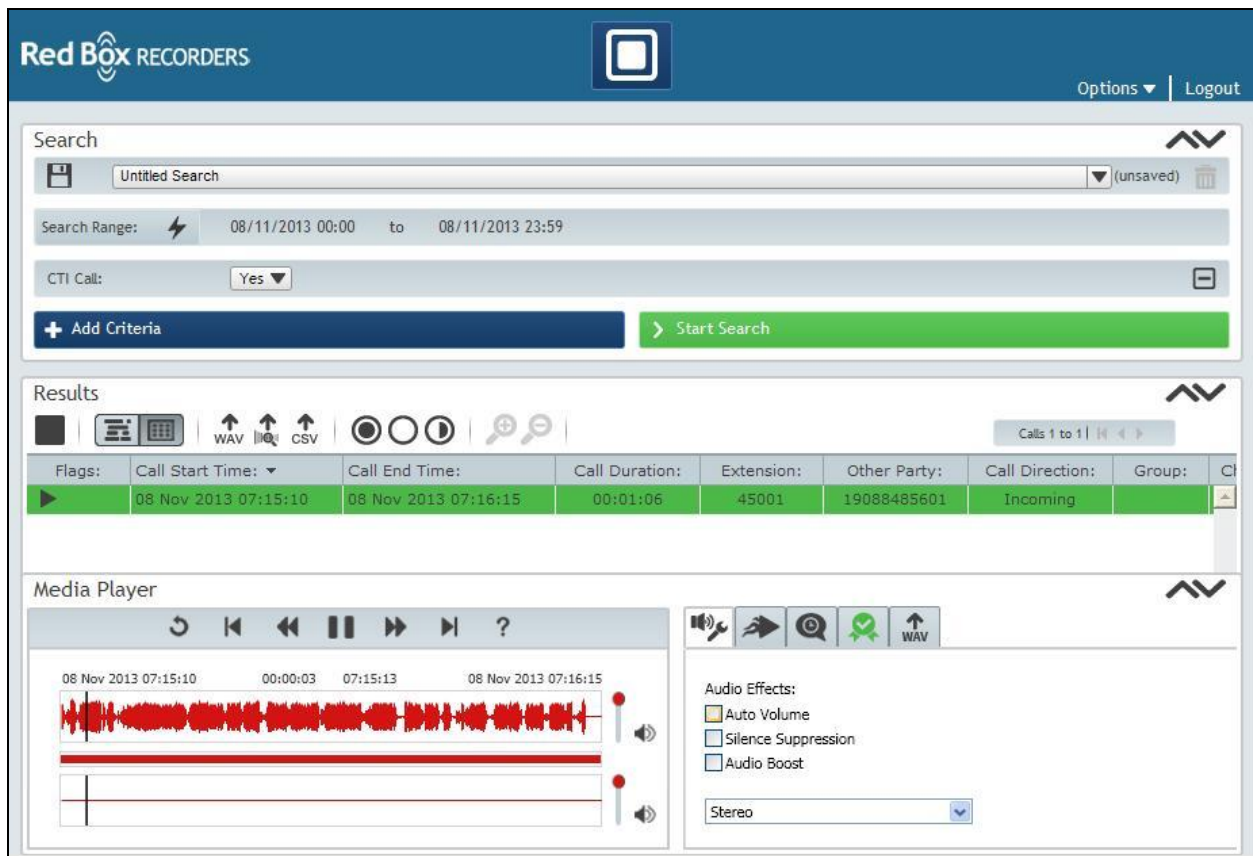
The screen below is displayed. Click on the **Replay** icon.



The **Search** screen is displayed. Click **Start Search** to obtain a listing of all recording entries for the current day. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.



Double click on the entry to listen to the playback. Verify that call recording is played back.



9. Conclusion

These Application Notes describe the configuration steps required for Red Box Quantify Recording Suite to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services 6.3 using Multiple Registration. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

10. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya Aura® Communication Manager*, Document 03-300509, Issue 9, Release 6.3, October 2013, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.3, Issue 2, October 2013, available at <http://support.avaya.com>.
3. *White-paper on Security in Avaya Aura® Application Enablement Services*, Document Rev 4.0.0, February 2013, available at <http://support.avaya.com>.
4. *Quantify Administration Manual*, Release 3A SP1, September 2013, available on the Quantify software CD.
5. *Quantify User Manual*, Release 3A SP1, May 2013, available on the Quantify software CD.

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