Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya Aura® Communication Manager R6.0.1 and Avaya Aura® Application Enablement Services R6.1 to interoperate with Red Box Recorder's Quantify 2A SP2 on RBR2610 – Issue 1.0

Abstract

The Application Notes describe the configuration steps for Red Box Recorder RBR2610 solution with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. Red Box Recorder RBR2610 system is a voice recording solution which can be used to record voice streams for Avaya telephony

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

The purpose of this document is to describe the compliance testing carried out using the Multiple Device Registration recording method on Red Box Recorder RBR2610with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. It includes a description of the configuration of both the Avaya and the Red Box Recorder solutions, a description of the tests that were performed and a summary of the results of those tests.

Red Box Recorder RBR2610 is a voice recording system which can be used to record the voice stream of Avaya telephony endpoints. In this compliance test, it uses Avaya Aura® Communication Manager's Multiple Device Registration feature via the Avaya Aura® Application Enablement Services (AES) Device, Media, and Call Control (DMCC) interface to capture the audio and call details for call recording. The application uses the Avaya Aura® Application Enablement Services DMCC service to register the extensions that are to be recorded. When the extension receives an event pertaining to the start of a call, the application receives the extensions RTP media stream.

The Red Box Recorders solution comprises of Red Box Recorder's Server RBR 2610 licensed for Avaya "Active" recording. The RBR 2610 is part of the RBR 2600 series of recorders, all running the same core software, but different hardware builds to suit the individual needs of the customer.

2. General Test Approach and Test Results

The interoperability compliance testing evaluated the ability of Red Box Recorders RBR2610 to carry out call recording in a variety of scenarios using DMCC with AES and Communication Manager.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios to ensure good quality audio recordings were received. Intra-switch calls were made on the Communication Manager and inbound and outbound calls from/to the PSTN. The serviceability testing focused on verifying the ability of the Red Box Recorder to recover from disconnection and reconnection of the Avaya solution.

2.2. Test Results

All functionality and serviceability test cases were completed successfully.

- It was observed that a call transferred to an extension which has its call-appearance bridged elsewhere is displayed as a **Conference** in the **other party** field of the Red Box Recorders database.
- The serviceability tests were performed by disconnecting the RBR 2610 server from the network and ensuring successful recording of calls and good audio quality on re-connection. These tests were repeated for the Avaya solution by restarting both Communication Manager and Application Enablement Services. Further serviceability

tests were performed by the disconnection of each of the different endpoints. It was observed that upon disconnection and subsequent reconnection of the Avaya 1616 IP telephone, the Avaya 1616 IP telephone forces un-registration and re-registration of the device upon completion of reboot. The outcome of this is that the recording on the Red Box Recorder for the station assigned to the Avaya 1616 IP telephone does not stop. In the case of the Avaya 9600 Series IP Telephone, upon disconnection and subsequent reconnection of the device, the device sends only a re-register event. The Avaya 9600 IP Telephone does not send an unregister event. The result of this is that the call to the station assigned to the Avaya 9600 IP Telephone stops when the station re-registers. Please contact Red Box Recorders who have developed a fix for these issues.

2.3. Support

Technical support can be obtained for Red Box Recorder's RBR 2610 solution as follows:

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

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of an Avaya S8800 Server running Communication Manager with Avaya G650 Media Gateway as the PBX. An Avaya S8800 Server hosts the Application Enablement Services software. Avaya 9600 series, 1600 series IP telephones and 2400 series Digital telephones are connected to the PBX and used in the testing. The Red Box Recorders RBR 2610 server was used in the compliance test. The system is housed in a tower based server, fitted with single power supply and RAID1, (mirrored) hard disk drives for resilience.

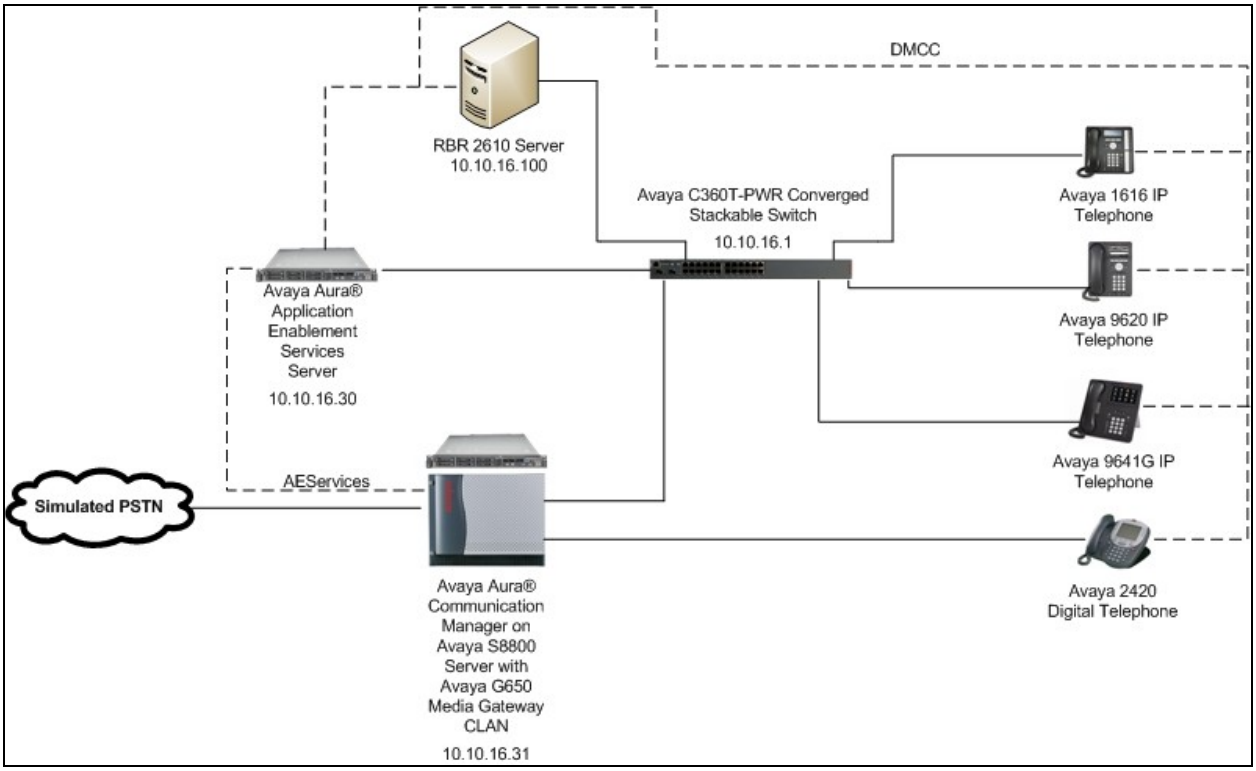


Figure 1: Avaya Aura® Communication Manager with Avaya Aura® Application Enablement Services Server and Red Box Recorders RBR2610 Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration as shown in **Figure 1.**

Equipment	Software
Avaya Aura® S8800 Media Server	Avaya Aura® Communication Manager R6.0.1 R16.00.1.510.1-18860
Avaya G650- Media Gateway Avaya TN799DP C-LAN Circuit Pack Avaya TN2602AP Media Processor Circuit Pack	 HW1 FW40 HW8 FW57
Avaya Aura® S8800 Server	Avaya Aura® Application Enablement Services R6.1
Avaya 9620C IP Telephone	3.110b
Avaya 1616 IP Telephone	1_3000
Avaya 9641G IP Telephone	S6.010f
Avaya 2420 Digital Telephone	REL 4.00 HWV 1 FWV 4
Red Box Recorders – RBR 2610 Server	Red Box Recorders Quantify 2A SP2

5. Configure Avaya Aura® Communication Manager

The configuration and verification operations illustrated in this section were all performed using Communication Manager System Administration Terminal (SAT). The information provided in this section describes the configuration of Communication Manager for this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation as referenced in **Section 10**. The configuration operations described in this section can be summarized as follows:

- Verify System Parameters Customer Options
- Verify System Parameters Features
- Configure Service Observe
- Configure Target Stations to be Recorded
- Configure Station Button Assignments
- Configure Hunt Group
- Configure Agent
- Configure Recording Pool Stations
- Configure the Interface to AES

5.1. Verify System Parameters Customer Options

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

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

    Abbreviated Dialing Enhanced List? y          Audible Message Waiting? n
        Access Security Gateway (ASG)? n              Authorization Codes? n
        Analog Trunk Incoming Call ID? n                        CAS Branch? n
 A/D Grp/Sys List Dialing Start at 01? n                          CAS Main? n
Answer Supervision by Call Classifier? n                 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? y                DCS Call Coverage? n
          ASAI Link Plus Capabilities? y               DCS with Rerouting? n
       Async. Transfer Mode (ATM) PNC? n
  Async. Transfer Mode (ATM) Trunking? n    Digital Loss Plan Modification? n
             ATM WAN Spare Processor? n                            DS1 MSP? y
                               ATMS? n             DS1 Echo Cancellation? y
                   Attendant Vectoring? y



        (NOTE: You must logoff & login to effect the permission changes.)
```

5.2. Verify System Parameters Features

Expert agent selection is used for the configuration and routing of calls to ACD Agents. On **Page 11** of the system-parameters features form, set **Expert Agent Selection (EAS) Enabled?** to **y.**

```
change system-parameters features                          Page  11 of  18
                      FEATURE-RELATED SYSTEM PARAMETERS
CALL CENTER SYSTEM PARAMETERS
  EAS
         Expert Agent Selection (EAS) Enabled? y
        Minimum Agent-LoginID Password Length:
          Direct Agent Announcement Extension:                    Delay:
    Message Waiting Lamp Indicates Status For: station

  VECTORING
                    Converse First Data Delay: 0      Second Data Delay: 2
               Converse Signaling Tone (msec): 100         Pause (msec): 70


    Reverse Star/Pound Digit For Collect Step? n


   Store VDN Name in Station's Local Call Log? n
  SERVICE OBSERVING
              Service Observing: Warning Tone? y     or Conference Tone? n
     Service Observing Allowed with Exclusion? n
             Allow Two Observers in Same Call? n
```

5.3. Configure Service Observe

For the purposes of Multi Registration, service observe must be enabled for the COR to which the Target Stations will be assigned. Using the command **change cor 1** set both **Can Be Service Observed?** and **Can Be A Service Observer?** to **y**.

```
change cor 1                                                Page   1 of  23
                              CLASS OF RESTRICTION

               COR Number: 1
          COR Description: Default

                      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? y
     Restriction Override: all        Facility Access Trunk Test? n
     Restricted Call List? n                 Can Change Coverage? n

            Access to MCT? y            Fully Restricted Service? n
Group II Category For MFC: 7            Hear VDN of Origin Annc.? y
         Send ANI for MFE? n             Add/Remove Agent Skills? n
            MF ANI Prefix:              Automatic Charge Display? n
Hear System Music on Hold? y   PASTE (Display PBX Data on Phone)? y
                         Can Be Picked Up By Directed Call Pickup? y
                                     Can Use Directed Call Pickup? y
                                     Group Controlled Restriction: inactive
```

5.4. Configure Target Stations to be Recorded

Use the **add station** command to configure a station for each of the target stations to be recorded. Enter in a descriptive **Name** and **Security Code** for each one. The **Security Code** will be referenced by Red Box recorder when setting up the recording extensions. Set the **IP Softphone?** to **y**.

```
add station 4000                                              Page   1 of   5
                                    STATION

Extension: 4000                       Lock Messages? n              BCC: 0
     Type: 2420                     Security Code:1234              TN: 1
     Port: 01A0705                 Coverage Path 1:                COR: 1
     Name: Redbox,2420             Coverage Path 2:                COS: 1
                                     Hunt-to Station:
STATION OPTIONS
                                         Time of Day Lock Table:
             Loss Group: 2          Personalized Ringing Pattern: 1
           Data Option: none                   Message Lamp Ext: 4000
         Speakerphone: 2-way               Mute Button Enabled? y
       Display Language: english              Expansion Module? n

         Survivable COR: internal              Media Complex Ext:
   Survivable Trunk Dest? y                         IP SoftPhone? y
                                              Remote Office Phone? n
                                               IP Video Softphone? n
                             Short/Prefixed Registration Allowed: default

                                              Customizable Labels? y
```

On **Page 2**, ensure that the **Multimedia Mode** is set to **enhanced**.

```
add station 4000                                          Page   2 of   5
                                    STATION
FEATURE OPTIONS
           LWC Reception: spe              Auto Select Any Idle Appearance? n
          LWC Activation? y                          Coverage Msg Retrieval? y
  LWC Log External Calls? n                                   Auto Answer:
none
              CDR Privacy? n                               Data Restriction? n
   Redirect Notification? y                     Idle Appearance Preference? n
 Per Button Ring Control? n                   Bridged Idle Line Preference? n
   Bridged Call Alerting? n                       Restrict Last Appearance? y
  Active Station Ringing: single
                                                        EMU Login Allowed? n
        H.320 Conversion? n          Per Station CPN - Send Calling Number?
       Service Link Mode: as-needed                     EC500 State: enabled
         Multimedia Mode: enhanced                Audible Message Waiting? n
    MWI Served User Type:                       Display Client Redirection? n
             AUDIX Name:                       Select Last Used Appearance? n
                                                 Coverage After Forwarding? s
                                                   Multimedia Early Answer? n
 Remote Softphone Emergency Calls: as-on-local Direct IP-IP Audio
Connections? y
  Emergency Location Ext: 201           Always Use? n IP Audio Hairpinning? n
```

5.5. Configure Station Button Assignments

Use the **change station** command to configure the button assignments of the stations to be recorded, as required. Add the appropriate button assignments as shown on **Page 4** below. In this case there are three call appearance buttons **call-appr**. There are also buttons assigned for the call functions call-pickup, bridged appearance and call park: **call-pkup**, **brdg-appr**, **call-park**.

```
change station 4000                                          Page   4 of   5
                                    STATION
 SITE DATA
       Room:                                            Headset? n
       Jack:                                            Speaker? n
      Cable:                                           Mounting: d
      Floor:                                         Cord Length: 0
   Building:                                           Set Color:

ABBREVIATED DIALING
     List1:                     List2:                     List3:




BUTTON ASSIGNMENTS
 1: call-appr                            5: brdg-appr  B:1  E:4001
 2: call-appr                            6: call-park
 3: call-appr                            7:
 4: call-pkup                            8:

    voice-mail
```

5.6. Configure Hunt Group

For the purposes of recording agents, a skilled hunt group must be added. Agents who log in to this skill will be recorded. Using the command **add hunt-group next,** assign the hunt group with a **Group Extension** valid in the dialplan, **Group Name** for identification purposes, set **ACD, Queue** and **Vector** to **y (yes).** Note the **Group Number 8.**

```
add hunt-group next                                          Page   1 of
4
                                   HUNT GROUP

           Group Number: 8                                ACD? y
             Group Name: Red Box Recorders              Queue? y
        Group Extension: 4010                         Vector? y
             Group Type: ucd-mia
                     TN: 1
                    COR: 1                    MM Early Answer? n
          Security Code:                Local Agent Preference? n
 ISDN/SIP Caller Display:

            Queue Limit: unlimited
 Calls Warning Threshold:      Port:
  Time Warning Threshold:      Port:
```

Navigate to **Page 2,** set **Skill** to **y.**

```
add hunt-group next                                          Page   2 of   4
                                   HUNT GROUP

                     Skill? y      Expected Call Handling Time (sec): 180
                       AAS? n
                  Measured: none
     Supervisor Extension:


      Controlling Adjunct: none



 Timed ACW Interval (sec):
   Multiple Call Handling: none
```

5.7. Configure Agent

Agents whom are to be recorded should be assigned the Red Box Recorders Skill configured in the previous step.

```
add agent-loginID 4202                                        Page   1 of   3
                                  AGENT LOGINID

               Login ID: 4202                                    AAS? n
                   Name:Agent1                                 AUDIX? n
                     TN: 1                                LWC Reception: spe
                    COR: 1                     LWC Log External Calls? n
          Coverage Path:                     AUDIX Name for Messaging:
          Security Code:123456
                                     LoginID for ISDN/SIP Display? n
                                                         Password:123456
                                              Password (enter again):123456
                                                        Auto Answer: station
                                                  MIA Across Skills: system
                                           ACW Agent Considered Idle: system
                                           Aux Work Reason Code Type: system
                                             Logout Reason Code Type: system
                               Maximum time agent in ACW before logout (sec): system
                                            Forced Agent Logout Time:   :

     WARNING:  Agent must log in again before changes take effect
```

Navigate to **Page 2**, set **8** beneath the Skill Number (**SN**).

```
add agent-loginID 4202                                         Page   2 of   3
                                  AGENT LOGINID
      Direct Agent Skill:                                Service Objective? n
Call Handling Preference: skill-level                 Local Call Preference? n

    SN   RL SL          SN   RL SL          SN   RL SL          SN   RL SL
 1: 8            1  16:                 31:                 46:
 2:                    17:                 32:                 47:
 3:                    18:                 33:                 48:
 4:                    19:                 34:                 49:
 5:                    20:                 35:                 50:
 6:                    21:                 36:                 51:
 7:                    22:                 37:                 52:
 8:                    23:                 38:                 53:
 9:                    24:                 39:                 54:
10:                   25:                 40:                 55:
```

5.8. Configure Interface to Avaya Aura® Application Enablement Services

Enter the node **Name** and **IP Address** for the Application Enablement Server, in this case **devconaes61** and **10.10.16.31** respectively. Take a note of the **CLAN** node **Name** and **IP Address** as it is used later in this section

```
change node-names ip                                          Page   1 of   2
                                  IP NODE NAMES
    Name                  IP Address
CLAN                    10.10.16.31
CM521                   10.10.16.23
Gateway                 10.10.16.1
IPbuffer                10.10.16.184
Intuition               10.10.16.51
MedPro                  10.10.16.32
Presence                10.10.16.83
RDTT                    10.10.16.185
SESMNGR                 10.10.16.44
SM1                     10.10.16.43
SM61                    10.10.16.201
default                 0.0.0.0
devconaes61             10.10.16.30
```

In order for Communication Manager to establish a connection to Application Enablement Services, administer the CTI Link as shown below. Specify an available **Extension** number, set the **Type** as **ADJ-IP**, which denotes that this is a link to an IP connected adjunct, and name the link for easy identification, in this instance, the node-name is used.

```
add cti-link 1                                                Page   1 of   3
                                    CTI LINK
 CTI Link: 1
Extension: 1111
     Type: ADJ-IP
                                                                      COR:
1
     Name: devconaes61
```

Configure IP-Services for the AESVCS service using **change ip-services** command. Using the C-LAN node name as noted above i.e. **CLAN**

```
change ip-services                                          Page   1 of   4

                                    IP SERVICES
 Service      Enabled     Local        Local       Remote       Remote
  Type                    Node         Port        Node         Port

CDR1                     CLAN            0       IPbuffer         9000
CDR2                     CLAN            0       RDTT             9001
AESVCS         y         CLAN            8765
```

Navigate to **Page 4,** set the **AE Services Server** node-name and the **Password** the AES Server will use to authenticate with Communication Manager.

```
change ip-services                                          Page   4 of   4
                            AE Services Administration

   Server ID    AE Services       Password          Enabled    Status
                  Server
      1:       devconaes61       Avayapassword1        y        in use
```

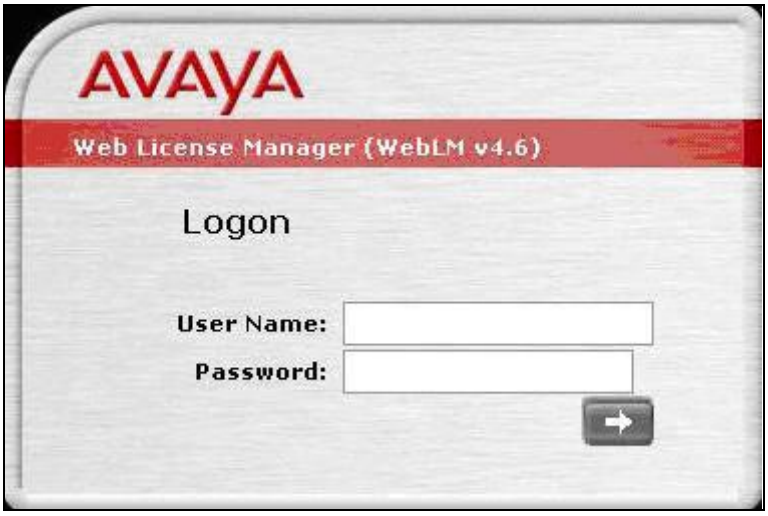
6. Configuration of Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Application Enablement Services (AES). The procedures fall into the following areas:

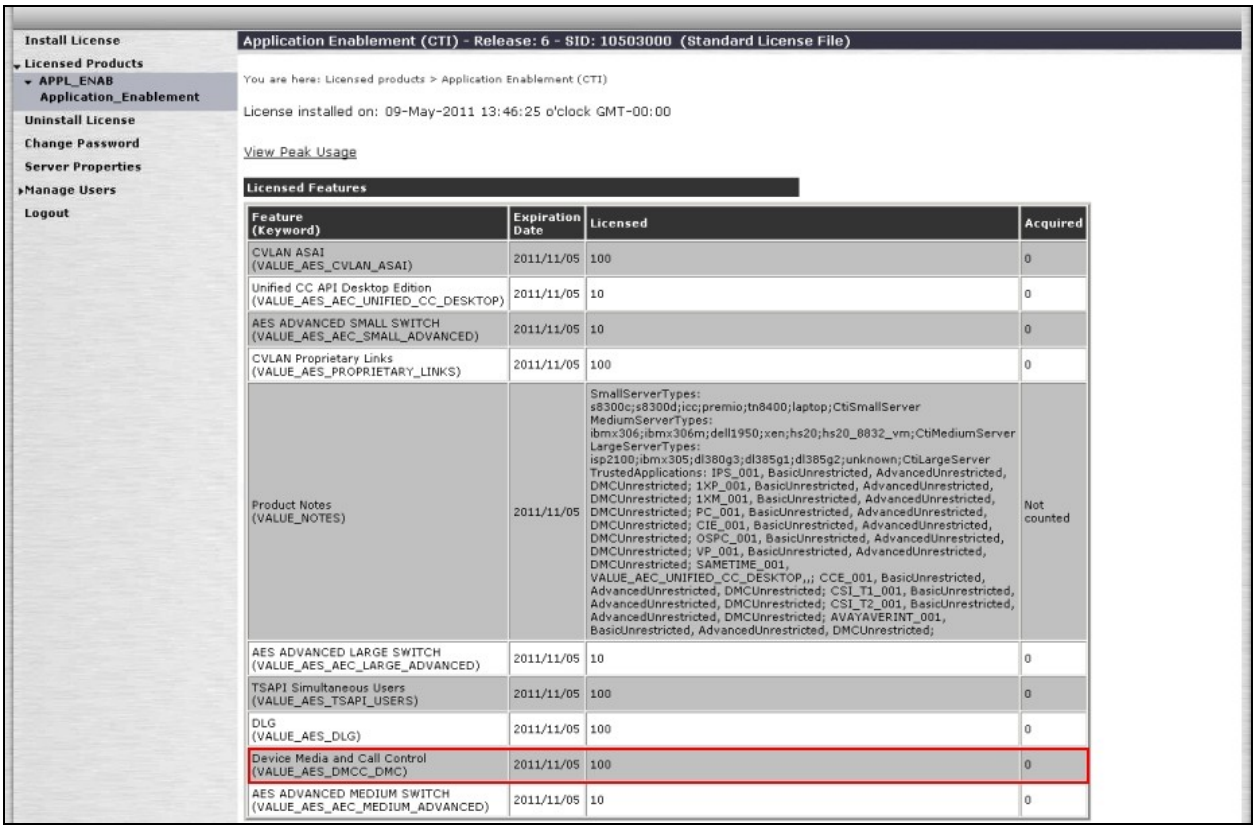
- Verify Licensing
- Create Switch Connection
- Create CTI User
- Enable CTI User
- Configure DMCC Port
- Enable Security Database

6.1. Verify Licensing

Access the Web License Manager of the Application Enablement Services Server, in this instance using the URL https://10.10.16.30/WebLM/index.jsp. The Web License Manager Screen is displayed, login using the appropriate credentials.

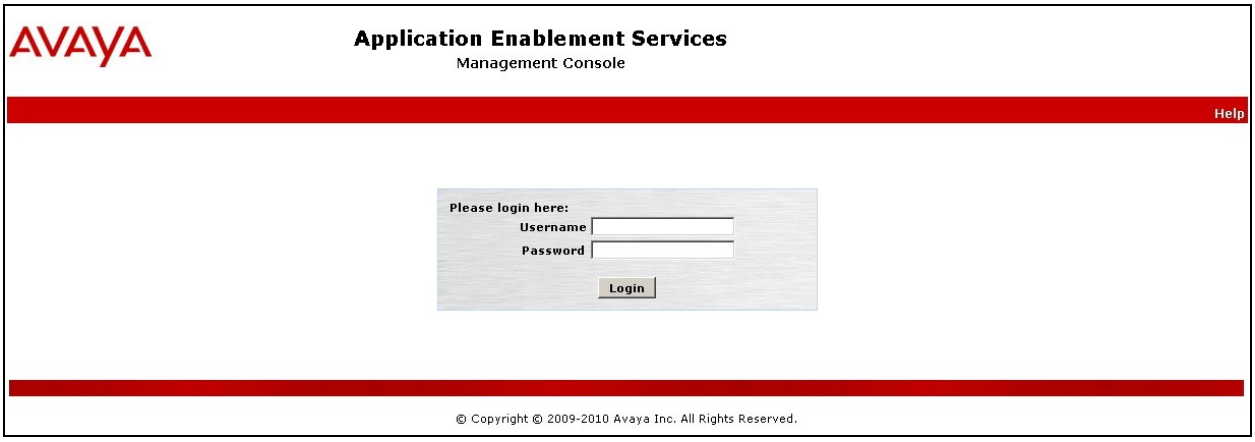


The **Web License Manager** screen below is displayed. Select **Licensed products → APPL_ENAB → Application_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane. Verify that there are sufficient licenses for **Device Media and Call Control**, as shown below. If not, consult with your Avaya Account Manager or Business Partner to acquire the proper license for your solution.

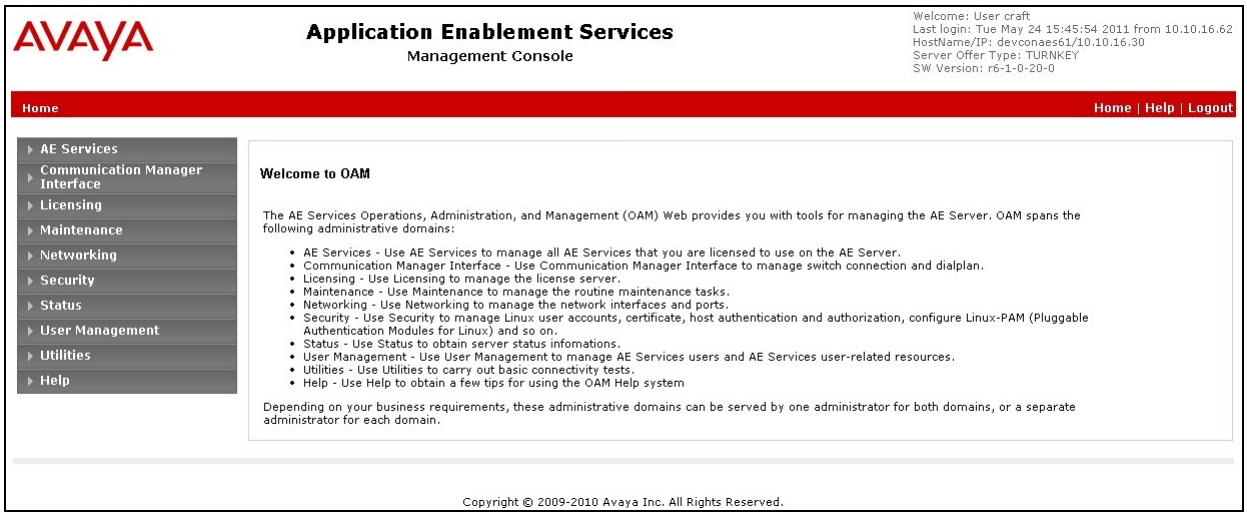


6.2. Create Switch Connection

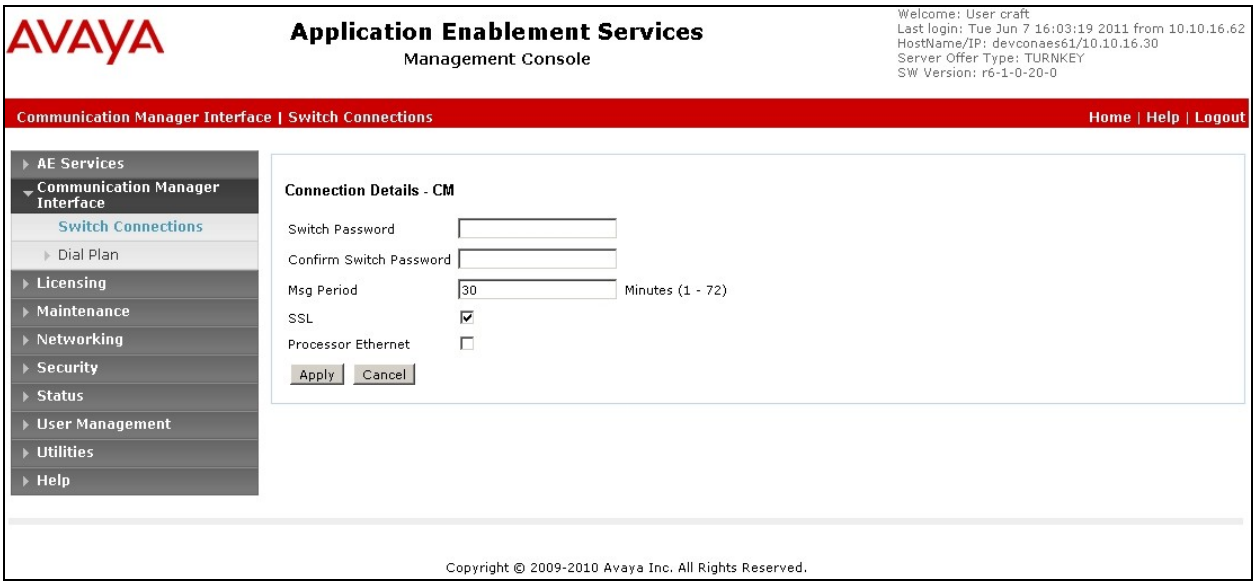
Access the OAM web-based interface of the Application Enablement Services Server, in this instance using the URL https://10.10.16.30. The Management console is displayed, login using the appropriate credentials.



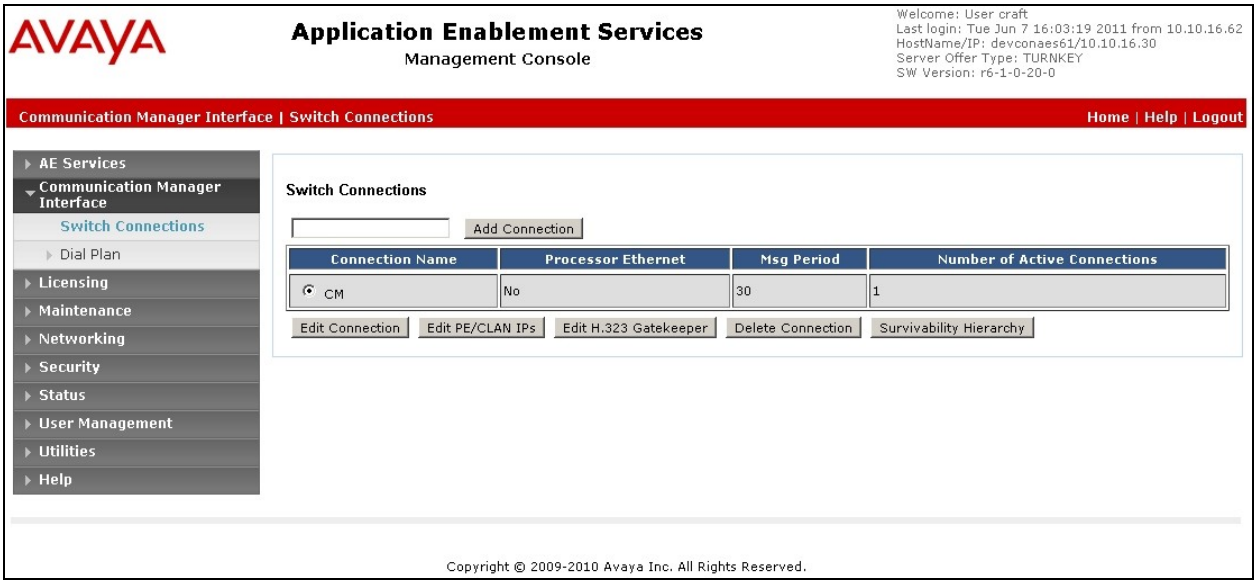
The **Welcome to OAM** screen is displayed next.



To establish the connection between Communication Manager and the Application Enablement Services Server, click **Communication Manager Interface → Switch Connections**. In the field next to next to **Add Connection**, enter **CM** and click on **Add Connection**, the following screen will be displayed.

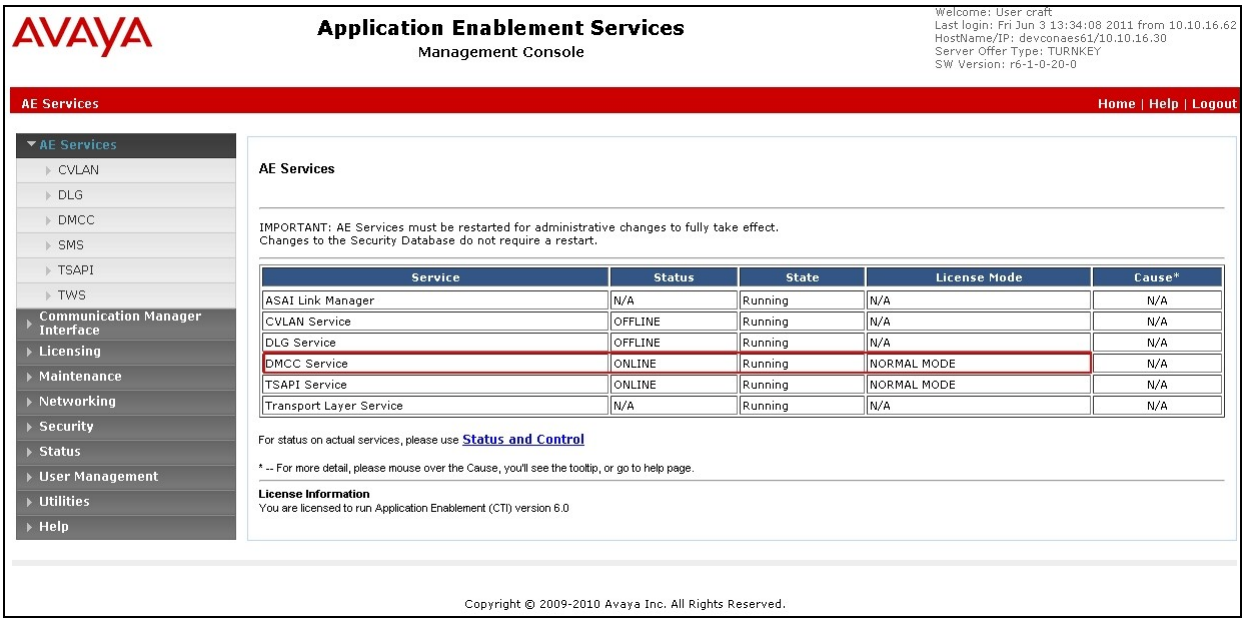


Complete the configuration as shown and enter the password specified in **Section 5.8** when configuring AESVCS in ip-services. In this instance **Avayapassword1**. Click on **Apply**, the screen below will be displayed.



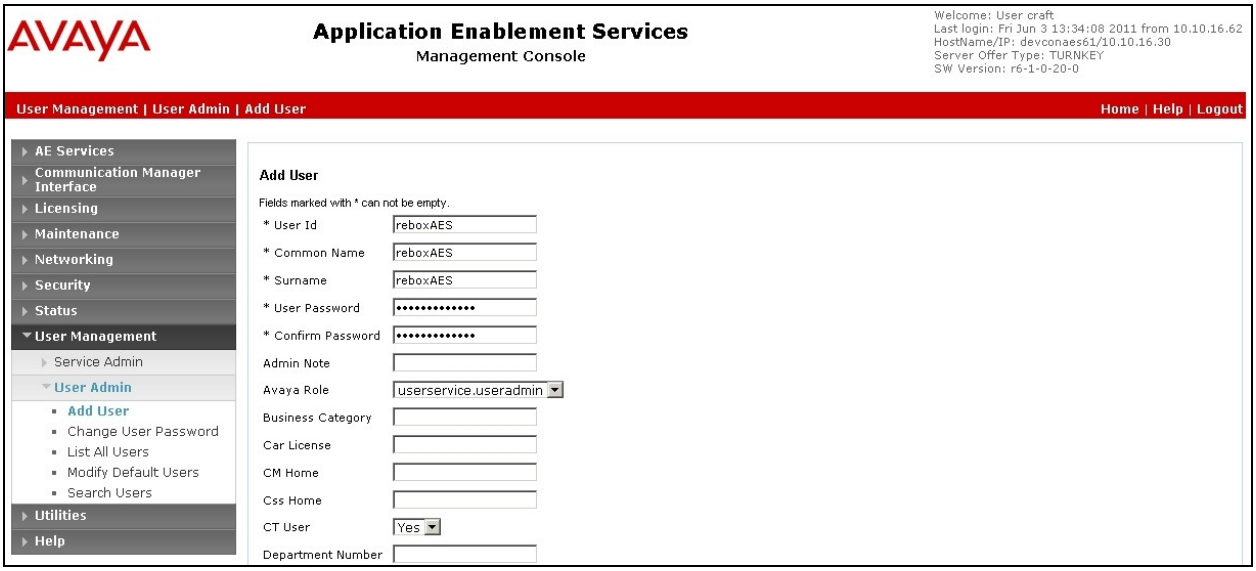
Click on **Edit PE/CLAN IPs** (at the bottom of the last screenshot) in order to specify the IP address of the C-CLAN, as noted in **Section 5.8**. Next to **Add Name or IP,** enter the IP address of the C-LAN and click on **Add Name or IP**.

Select **AE Services** on the left frame and verify that the **DMCC Service** is licensed by ensuring that **DMCC Service** is in the list of services and that the **License Mode** is showing **NORMAL MODE**. If not, consult with your Avaya Account Manager or Business Partner to acquire the proper license for your solution.



6.3. Create CTI User

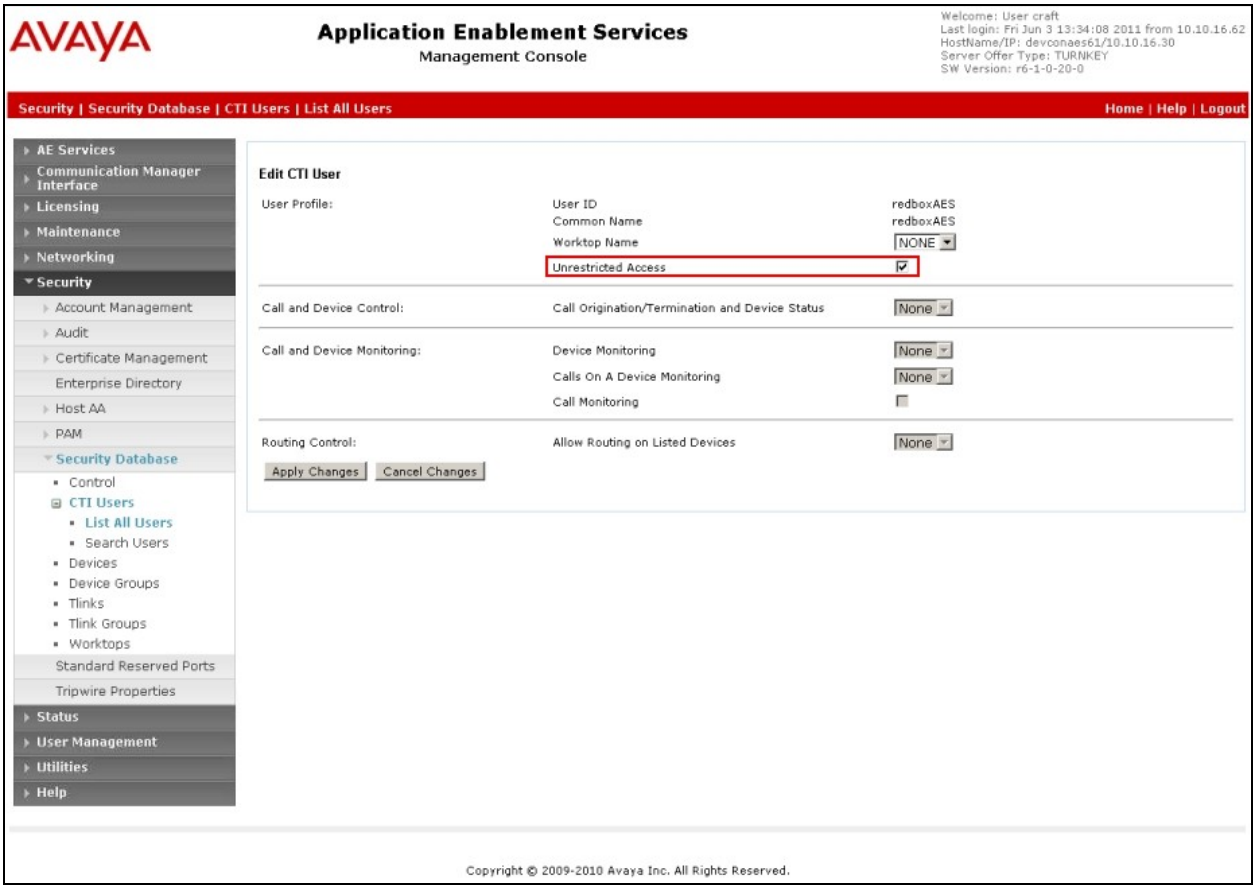
An user ID and password needs to be configured for the Red Box recorder to communicate as a DMCC Client with the Application Enablement Services. Select **User Management → User Admin → Add User** from the left pane, to display the **Add User** screen in the right pane. Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password** and **Confirm Password**. For **Avaya Role**, select **userservice.useradmin** from the drop down list. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields. Click **Apply** at the bottom of the screen (not shown below).



6.4. Enable CTI User

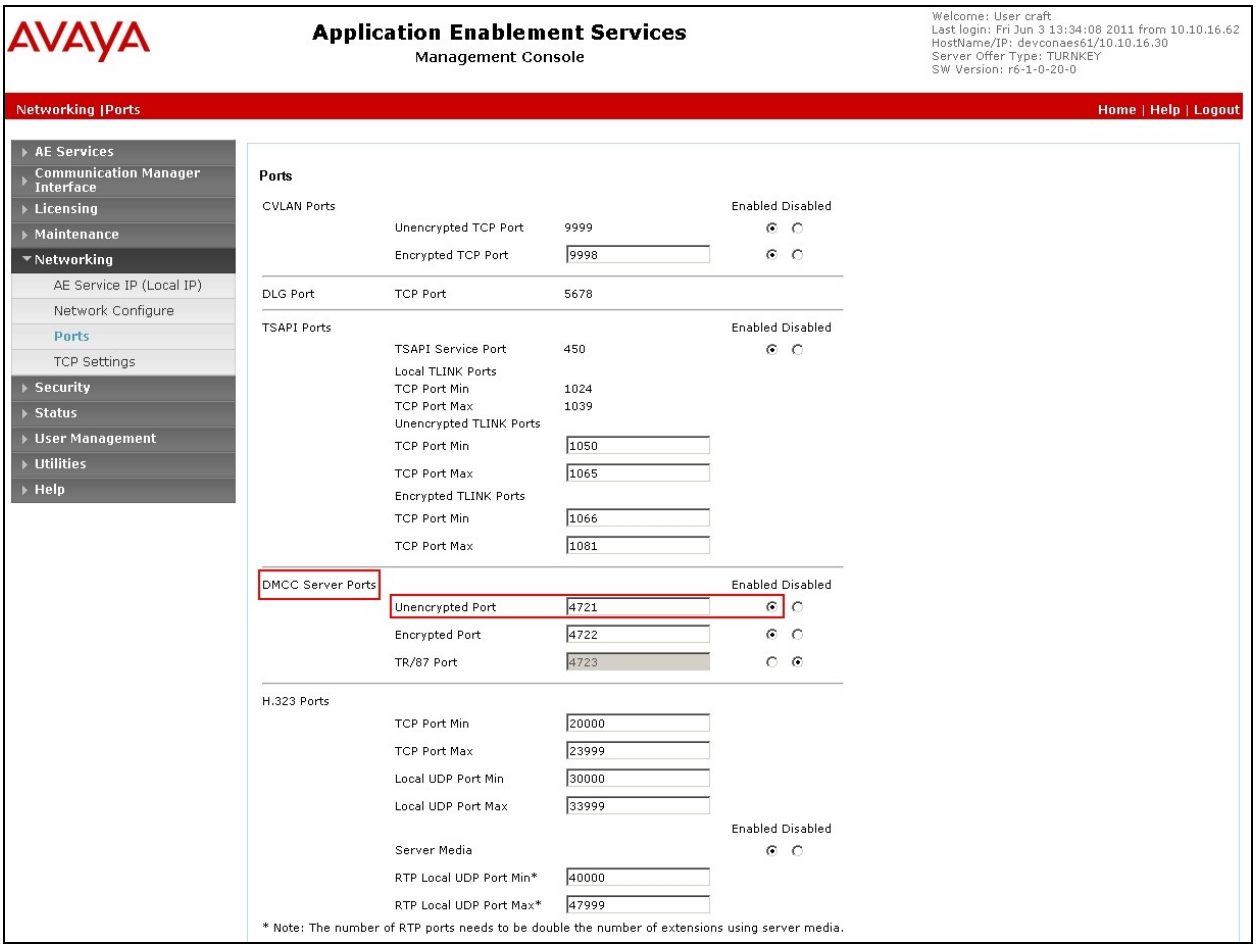
Navigate to the users screen by selecting **Security → Security Database → CTI Users → List All Users.** In the **CTI Users** window, select the user that was set up in **Section 6.3** and select the **Edit** option.

The **Edit CTI User** screen appears. Tick the **Unrestricted Access** box and **Apply Changes** at the bottom of the screen.



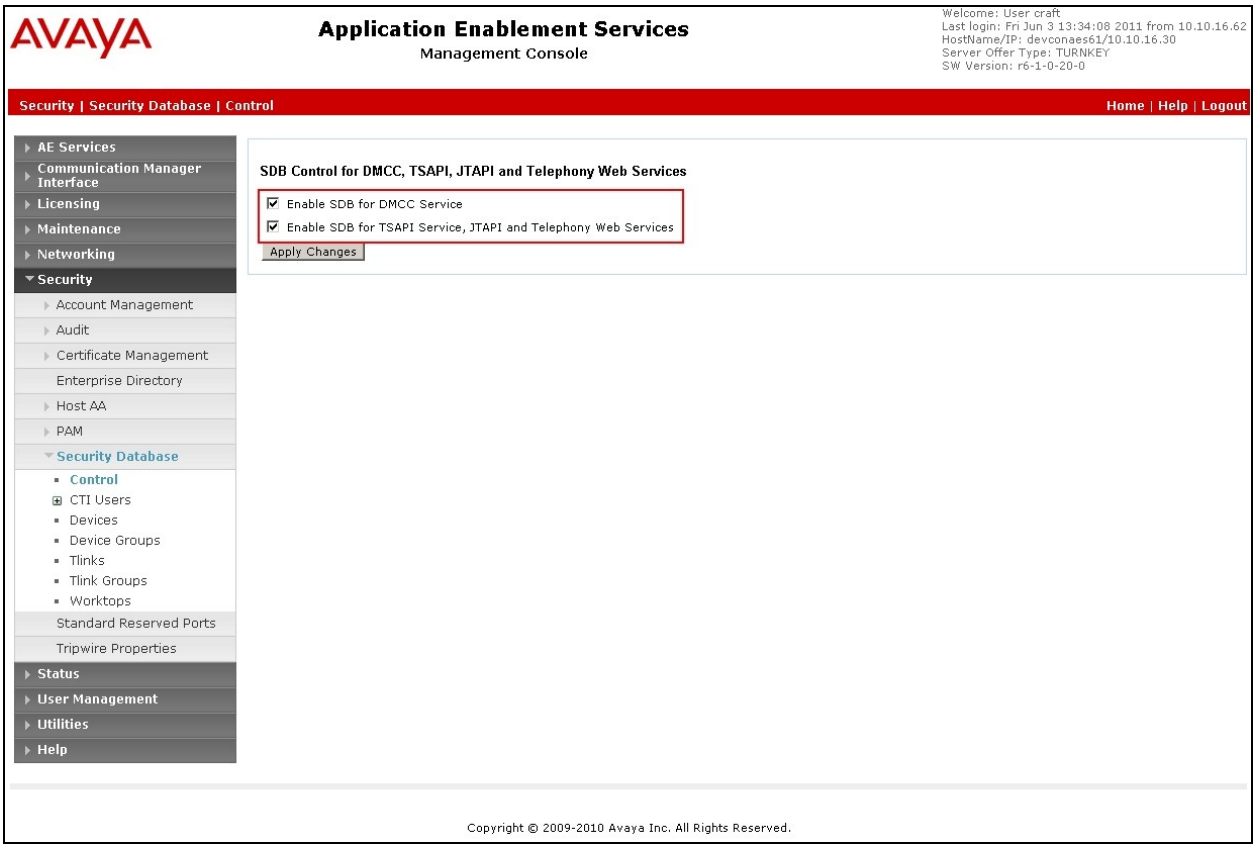
6.5. Configure DMCC Port

On the AES Management Console navigate to **Networking → Ports** to set the DMCC server port. During the compliance test, the **Unencrypted Port** set to **4721** was **Enabled** as shown in the screen below. Click the **Apply Changes** button (not shown) at the bottom of the screen to complete the process.



6.6. Enable Security Database

Select **Security → Security Database → Control** from the left pane, to display the **SDB Control for DMCC and TSAPI** screen in the right pane. Check **Enable SDB for DMCC Service** and **Enable SDB TSAPI Service, JTAPI and Telephony Service**, and click **Apply Changes.**



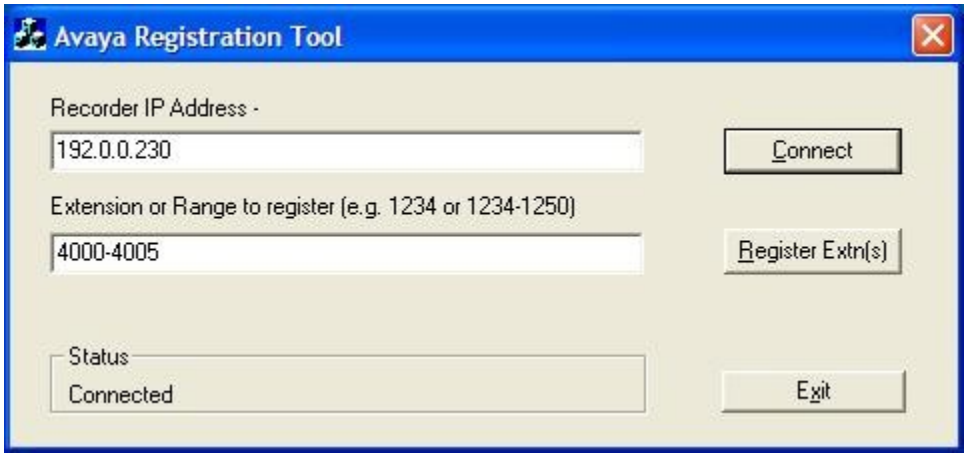
7. Configuration of Red Box Recorder RBR 2610

The RBR 2610 Server is provided pre-installed with Quantify 2A Service Pack 2. Administering an IP address on Microsoft Windows is outside of the scope of this document. There are two main components to configure the recording solution as follows.

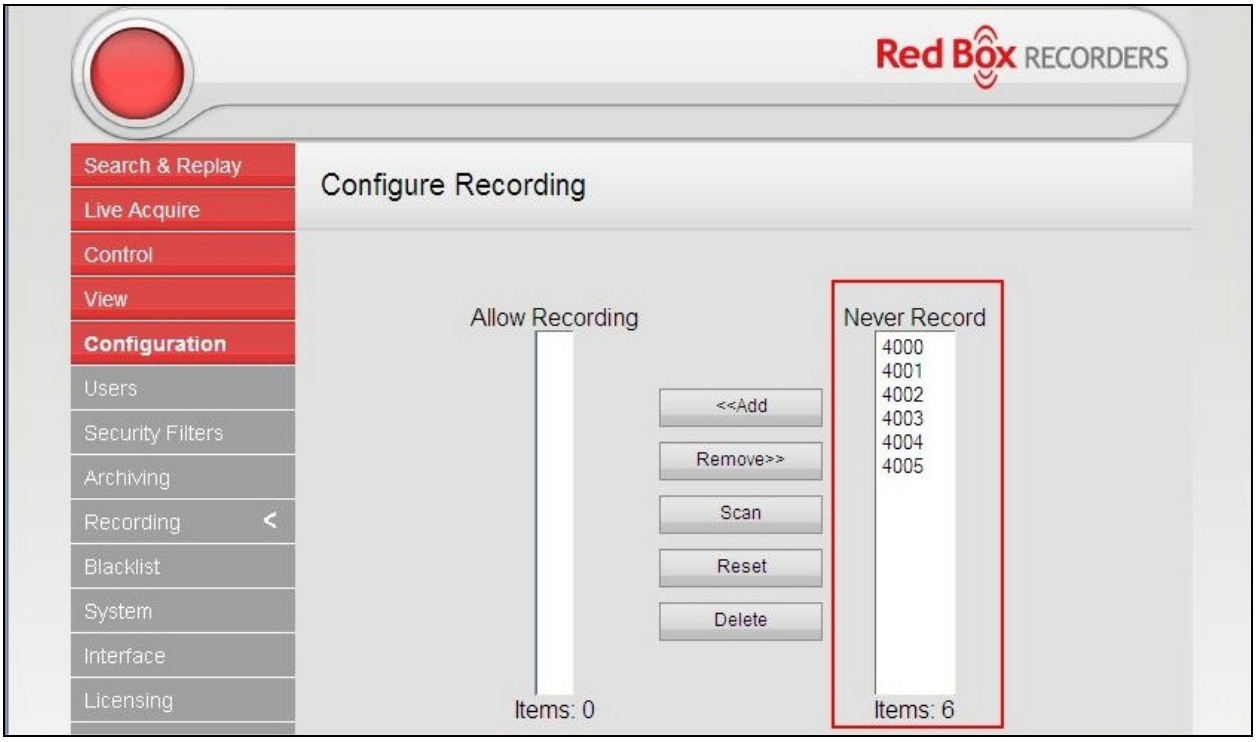
- Register extensions to RBR 2610
- Configure RBR 2610 to AES

7.1. Register Extensions to Red Box Recorder RBR 2610

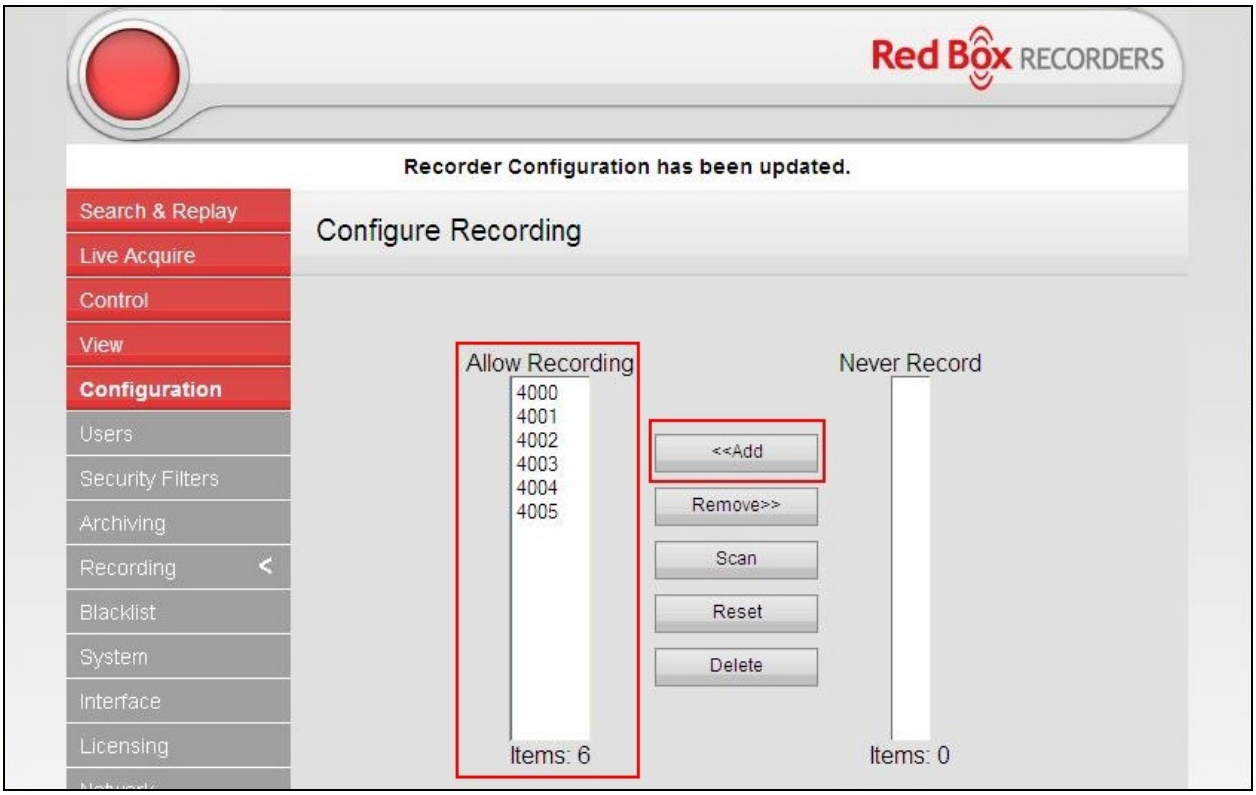
Run the **Avaya Registration Tool,** located in **C:\LTR\Config** on the RBR Server, the **Avaya Registration Tool** is used to access the RBR 2610 server and assign extensions which are to be recorded. Enter in the **Recorder IP Address** followed by the extension numbers to be recorded in the **Extension or Range to register** field. Choose **Connect**.



The web interface is used to configure the extensions. Use http://10.10.16.100 to access the **Configure Recording** screen of the RBR2610. The extensions which were added earlier in this section should appear in the **Never Record** column as shown below.



Use the **Add** button to configure these extensions for recording. Highlight the extensions and select **Add.** The extensions will then be transferred to the **Allow Recording** column.



7.2. Configure RBR 2610 to Avaya Aura® Application Enablement Services

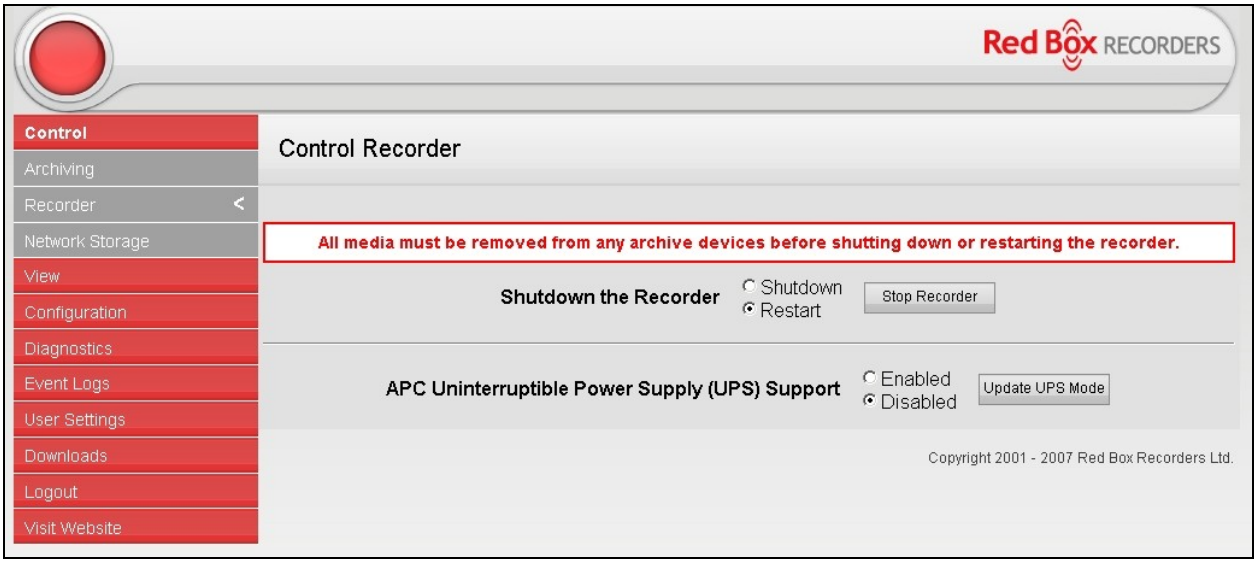
Use the ini file **AvayaDMCCConfig.ini** placed in default location of **C:\LTR\Config** to configure AES to Red Box Recorder solution. Open the file in text editor and enter in the following values.

- **ServerIP**: Set this to **10.10.16.30** which is the AES IP Address
- **Login**: Set this to the CTI user name that was set in **Section 6.3**
- **Password**: Set this to the CTI user password set in **Section 6.3**
- **LocalIPAddress**: Enter in the IP address that was assigned to the Red Box Recorder
- **SwitchName**: This is the name of the switch connection as set in **Section 6.2**
- **EnableAgentLogin** Set to **1**
- **AgentHuntGroupNumber**
  This is the hunt group to which recorded agents must belong

```
[DMCCConnection]
ServerIP=10.10.16.30
Login=redboxAES
Password=redboxAES123!
LocalIPAddress=10.10.16.100
SessionLengthSeconds=15

[CommsManager]
SwitchName=CM

[General]
EnableAgentLogin=1
AgentHuntGroupNumber=4010
```

Save the file.

Restart the recorder from the web interface, click on **Configuration → Control → Recorder.** Select the **Restart** radio button and click **Stop Recorder** as shown below. The RBR 2610 is now configured to the Application Enablement Services.



8. General Test Approach and Test Results

The test approach was to verify that the calls placed and recorded using the Red Box Recorder solution with Avaya solution functioned correctly with good audio quality received. Functionality testing included basic telephony operations such as answer, hold/retrieve, transfer, conference, call pick-up, call park and calls to\from the PSTN. Tests also included ACD Agent Recording. All tests were successful.

9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya and Red Box Recorder solution.

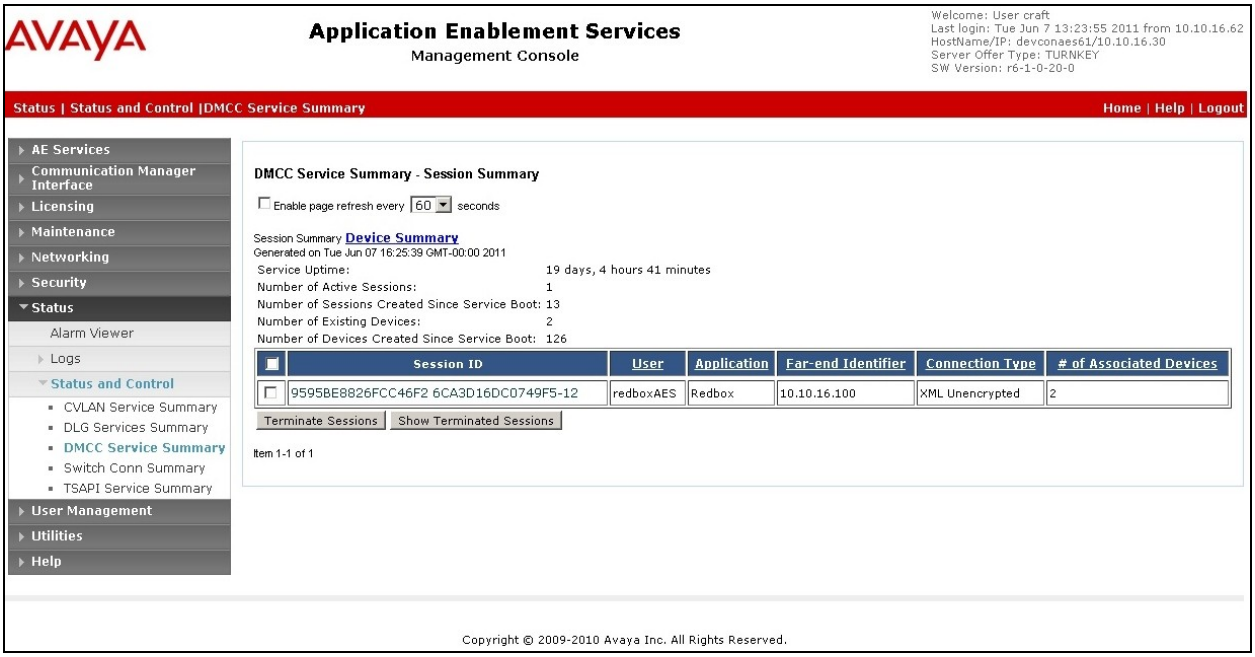
9.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can ensure that the communication between Communication Manager and the Application Enablement Services server is functioning correctly. Check the AESVCS link status with Application Enablement Services by using the command **status aesvcs cti-link**. The CTI Link is 1. Verify the **Service State** of the CTI link is **established.**

```
status aesvcs cti-link

                          AE SERVICES CTI LINK STATUS

CTI   Version     Mnt   AE Services      Service       Msgs     Msgs
Link              Busy     Server         State        Sent     Rcvd

1         4       no      devconaes61    established   18       18
```

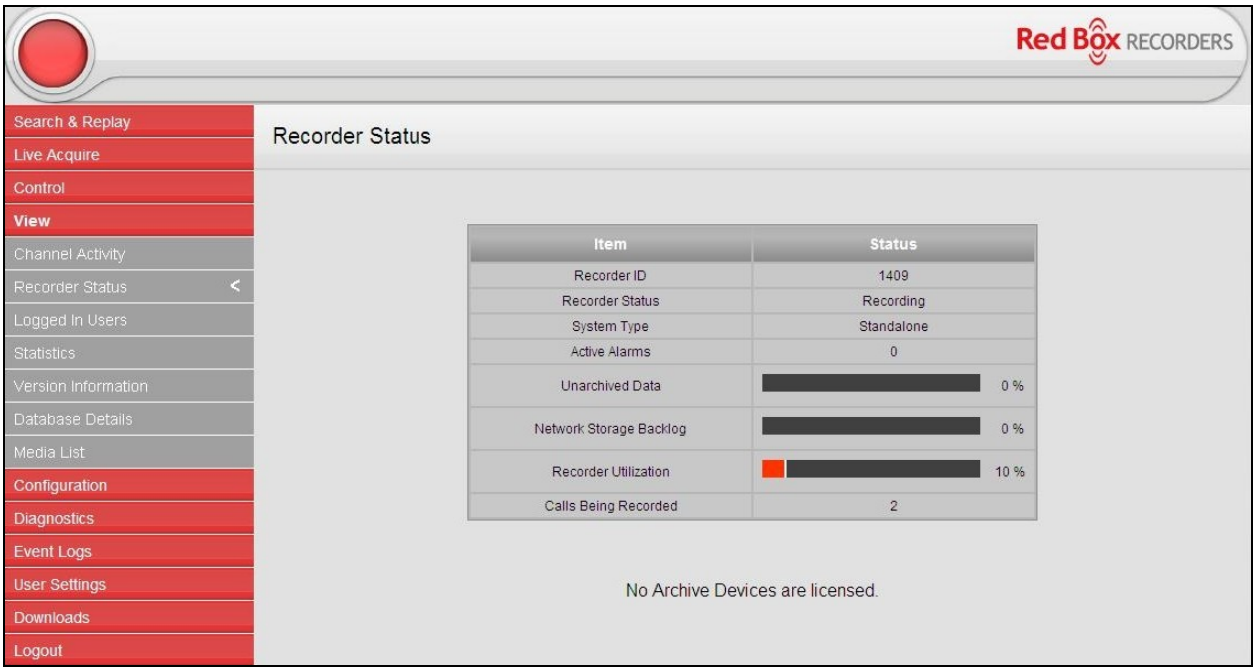
9.2. Verify Avaya Aura® Application Enablement Services DMCC Service

The following steps are carried out on the Application Enablement Services to ensure that the communication link between Communication Manager and the Application Enablement Services server is functioning correctly. Verify the status of the DMCC service by selecting **Status → Status and Control → DMCC Service Summary.** The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to the Red Box Recorder Server, IP address **10.10.16.100**. The **Application** is set to **Redbox** and the **Far-end Identifier** is given as the IP address **10.10.16.100** as expected.

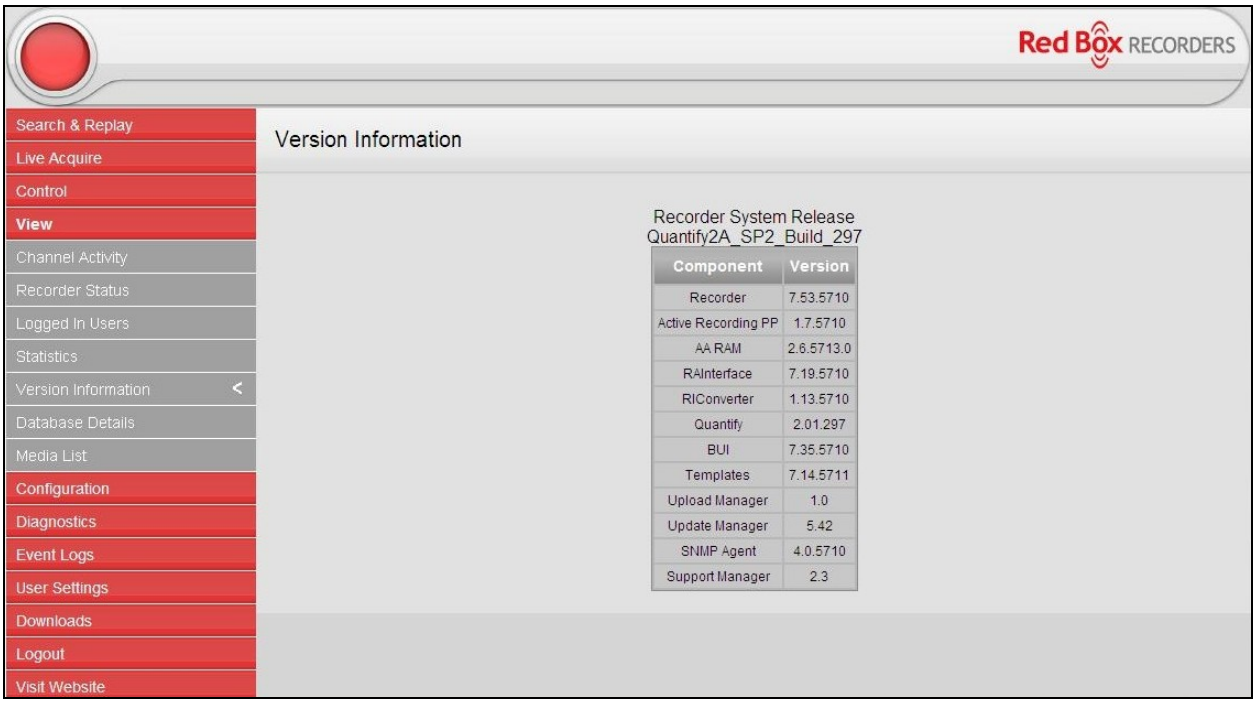


9.3. Verify RBR 2610 Configuration

The following steps can be performed to verify the basic operation of the system components. Check status page of the Red Box Recorder to verify that there are no alarms running. If all is functioning as expected the status page should appear as in the screen below. Note **Calls Being Recorded**. This page loads once logged in to the recorder.



Choose the **Version Information** tab on the recorder screen to check the version numbers of the recorder to ensure that the version is as expected.



10. Conclusion

These Application Notes describe the configuration steps required for the Red Box Recorder RBR 2610 to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. All functionality and serviceability test cases were completed successfully.

11. Additional References

Product documentation for Avaya products may be found at http://support.avaya.com

[1] Avaya Aura® Application Enablement Services Administration and Maintenance Guide – Release 6.1, Issue 2, February 2011

[2] Administering Avaya Aura® Communication Manager – Release 6.0, Issue 6.0, June 2010

Product documentation for Red Box Recorder can be found at http://www.redboxrecorders.com

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.