Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avotus Enhanced Usage Reporting for Unified Communications with Avaya Aura® Presence Services Snap-in running on Avaya Breeze® Platform – Issue 1.0

Abstract

These Application Notes describe the configuration procedures required to allow Avotus Enhanced Usage Reporting for Unified Communications to collect Instant Message records from Avaya Aura® Presence Services snap-in over an IP network connection. Avotus Enhanced Usage Reporting for Unified Communications collects, stores and processes these Instant Message records to provide usage analysis, oversight and retention capabilities.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through 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 describes a compliance-tested collection of Instant Messages records (IM) solution comprised of Avaya Breeze®, Avaya Aura® Presence Services snap-in and Avotus Enhanced Usage Reporting for Unified Communications (Avotus EUR). Avotus EUR is a usage reporting   software application that uses collectedIM and call records to provide reporting capabilities to business and IT managers, for the purpose of tracking and managing communications usage and telecom expenses.

Avotus EUR is a usage reporting package that utilizes the IM records output from Avaya Aura® Presence Services. Avotus EUR collects, stores, and processes the IM records to provide usage analysis, oversight and retention. An Avaya softphone can be configured to have Presence and Instant Messaging capabilities. The IM records can be archived by Presence Services and transferred to a server that has Secure File transfer Protocol (SFTP) capabilities. Avotus EUR connects to this server over the local or wide area network using SFTP to access these IM archived records and downloads XML files to the local Avotus EUR server for reports.

The assumption is made that the installation and configuration of the Avaya Breeze® server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 10**.

2. General Test Approach and Test Results

The general test approach was to generate IM using Avaya softphones (during compliance testing Avaya one-X® Communicator was used) and ensure that Presence Services is able to archive these messages and transfer it to a server of user's choice using SFTP. Avotus EUR will then connect to this server also using SFTP and collect the archived files and delete the files once the collection is completed. For serviceability testing LAN failures and restart of Avotus EUR server were simulated.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

2.1. Interoperability Compliance Testing

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the ability of Avotus EUR to collect and process IM. The source, destination and message body of each IM was verified on the Avotus EUR application. The interoperability compliance testing includes the following cases.

- IM between two Avaya softphones.
- IM between two Avaya softphones and inviting another Avaya softphone to the chat.
- IM and Voice calls simultaneously.
- IM and transfer of files using chat window.

The serviceability testing introduced failure scenarios to see if Avotus EUR could resume IM records collection after failure recovery.

2.2. Test Results

All feature and serviceability tests passed.

2.3. Support

Technical support for the Avotus EUR solution can be obtained by contacting Avotus:

- URL – http://www.avotus.com/contact_support.asp
- Phone – (800) 840-2580

3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze® Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze® Platform.
- Avaya Aura® Session Manager registered by the one-X® Communicator soft client.
- Avaya Aura® Communication Manager provided the telephony features for the one-X® Communicator soft client
- Avaya Aura® Media Server and Avaya G450 Media Gateway provided the digital signal processor (DSP) and dial tone for the H323 endpoints.

For IM chat window, Avaya one-X® Communicator soft clients in SIP mode were used.

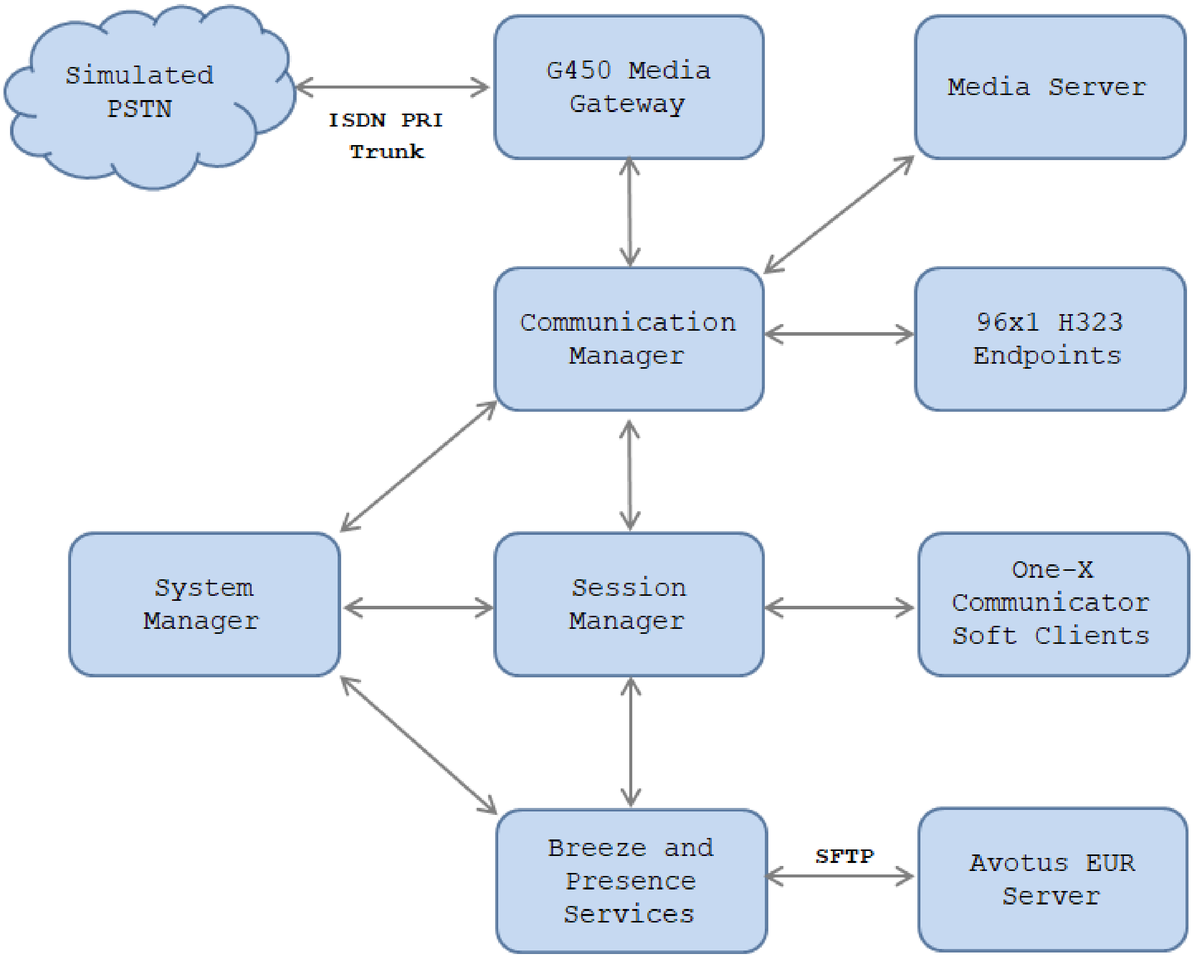


Figure 1: Test configuration for Avotus EUR Compliance Test

The following table indicates the IP addresses that were assigned to the systems in the test configuration diagram:

Description	IP Address
System Manager	10.33.1.10
Session Manager Signaling	10.33.1.12
Breeze Signaling	10.33.1.16
Communication Manager	10.33.1.6
Media Server	10.33.1.30
G450 Media Gateway	10.33.1.40
One-X Communicator soft clients	10.10.98.86, 10.10.98.88
Avotus EUR Server	10.10.98.143

4. Equipment and Software Validated

The following equipment and software/firmware were used for the test configuration.

Equipment/Software	Release/Version
Avaya Aura® System Manager running on virtualized environment	8.0.1.0 8.0.1.0.038826
Avaya Aura® Session Manager running on virtualized environment	8.0.1.0 8.0.1.0.801007
Avaya Aura® Communication Manager running on virtualized environment	8.0.1.0
Avaya Aura® Presence Services Snap-in	8.0.1.0.859
Avaya Breeze^{TM} Platform	3.6.0.0.360009
Avaya one-X® Communicator (SIP)	6.2.12.23-SP12 Patch 13
Avotus Enhanced Usage Reporting for Unified Communications running on Windows Server 2008 R2 Standard SP1	9.10.0001

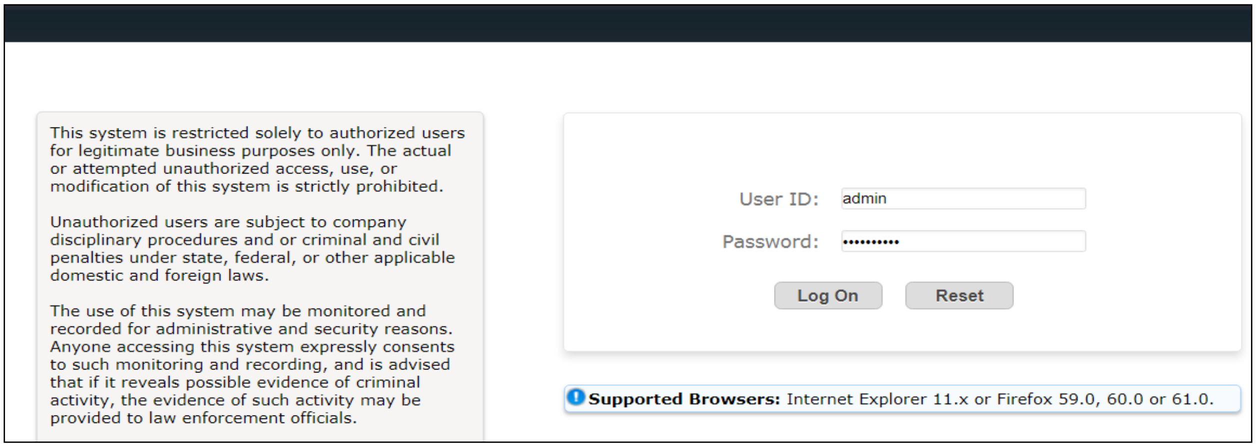
5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

5.1. Launch Avaya Aura® System Manager

Access the System Manager web interface by using the URL "https://ip-address" in an Internet browser window, where "ip-address" is the IP address of System Manager. Log in using the appropriate credentials.



This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

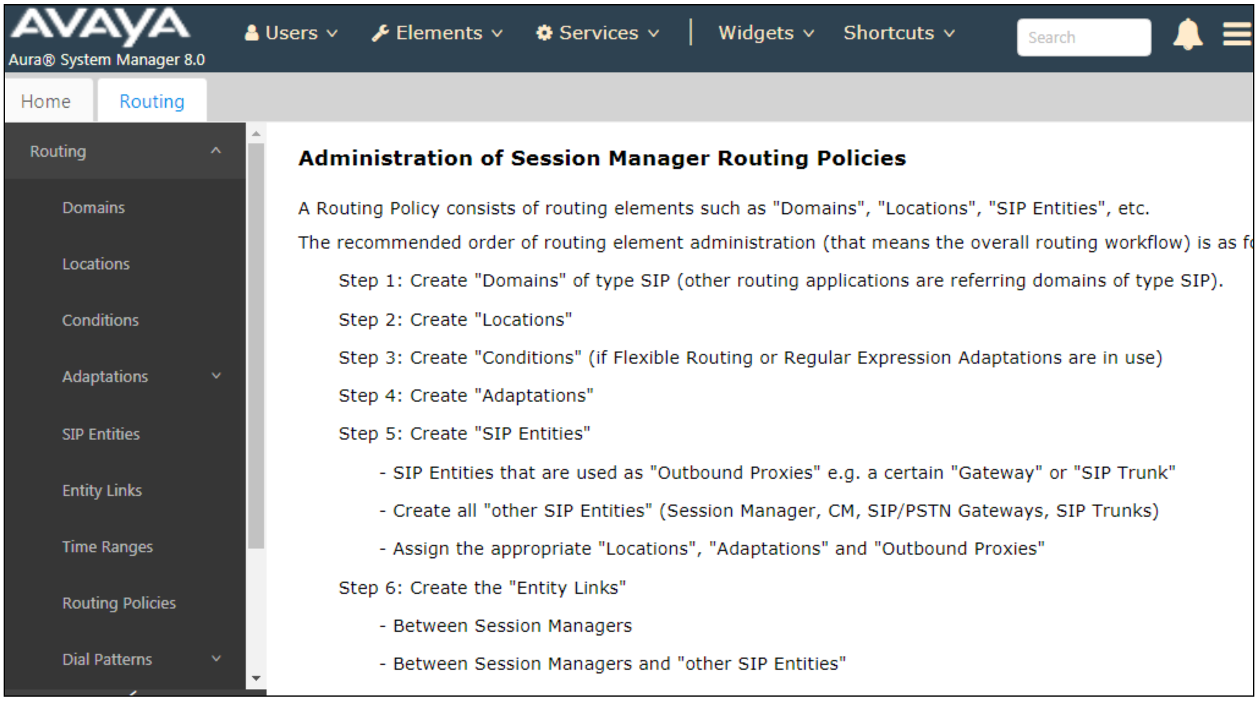
User ID: admin

Password: ••••••••••

Supported Browsers: Internet Explorer 11.x or Firefox 59.0, 60.0 or 61.0.

5.2. Administer Domain

In the subsequent screen (not shown), select **Elements → Routing** to display the **Administration of Session Manager Routing Policies** screen below. Select **Routing → Domains** from the left pane, and click **New** in the subsequent screen (not shown) to add a new domain.



Administration of Session Manager Routing Policies

A Routing Policy consists of routing elements such as "Domains", "Locations", "SIP Entities", etc.

The recommended order of routing element administration (that means the overall routing workflow) is as f

Step 1: Create "Domains" of type SIP (other routing applications are referring domains of type SIP).

Step 2: Create "Locations"

Step 3: Create "Conditions" (if Flexible Routing or Regular Expression Adaptations are in use)

Step 4: Create "Adaptations"

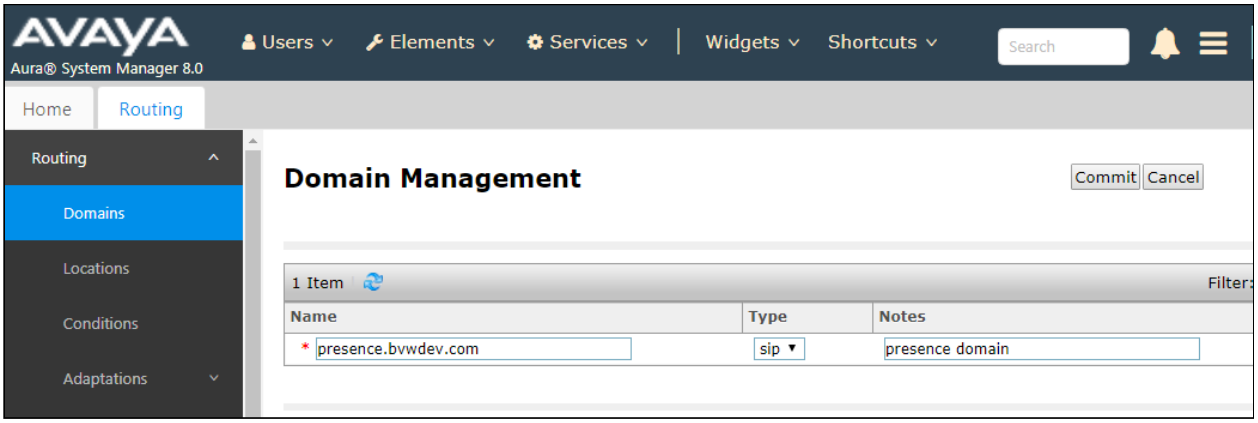
Step 5: Create "SIP Entities"

- SIP Entities that are used as "Outbound Proxies" e.g. a certain "Gateway" or "SIP Trunk"
- Create all "other SIP Entities" (Session Manager, CM, SIP/PSTN Gateways, SIP Trunks)
- Assign the appropriate "Locations", "Adaptations" and "Outbound Proxies"

Step 6: Create the "Entity Links"

- Between Session Managers
- Between Session Managers and "other SIP Entities"

The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select ***sip*** from the **Type** drop down menu and provide any optional **Notes**.



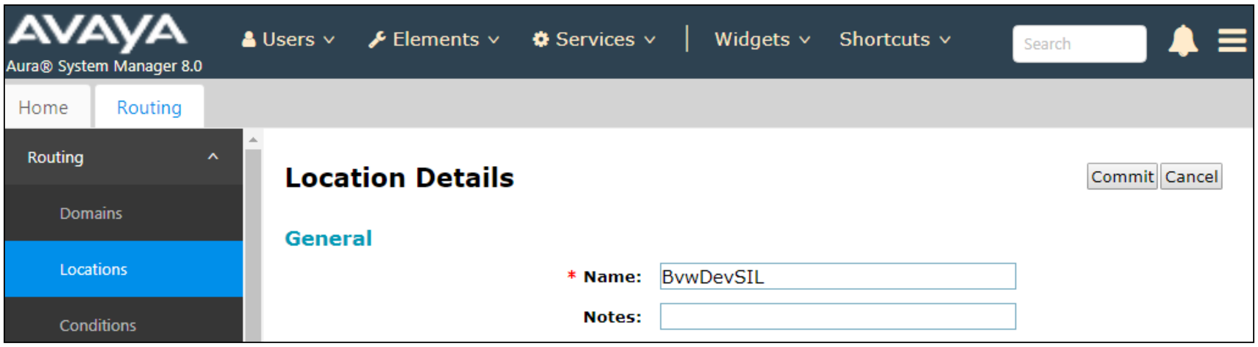
Domain Management

Name	Type	Notes
* presence.bvwdev.com	sip ▾	presence domain

5.3. Administer Locations

Select **Routing → Locations** from the left pane, and click **New** in the subsequent screen (not shown) to add a new location.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.



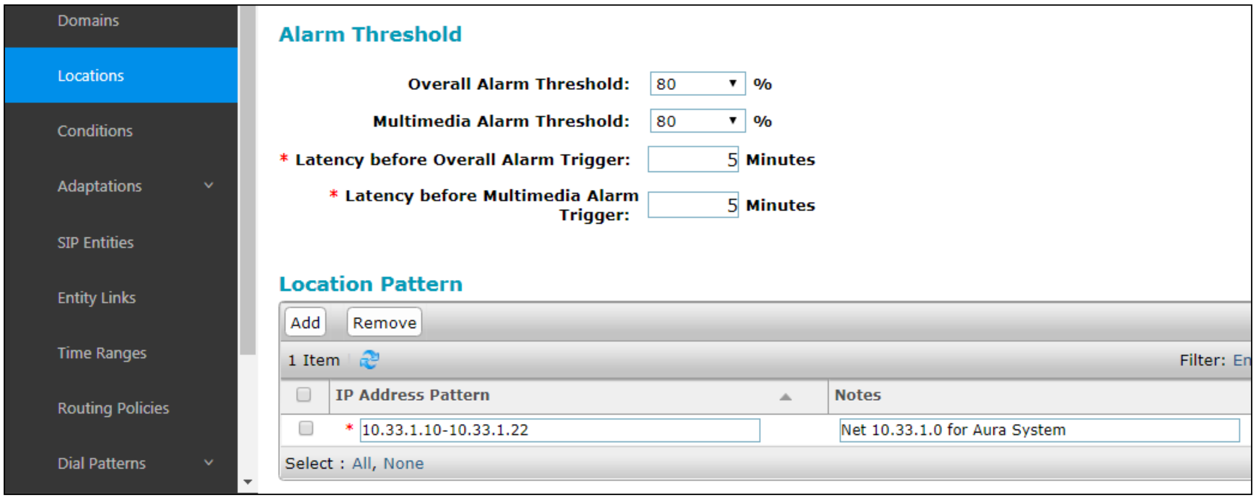
Location Details

General

* Name: BvwDevSIL

Notes:

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.



Alarm Threshold

Overall Alarm Threshold: 80 %

Multimedia Alarm Threshold: 80 %

* Latency before Overall Alarm Trigger: 5 Minutes

* Latency before Multimedia Alarm Trigger: 5 Minutes

Location Pattern

□	IP Address Pattern	Notes
□	* 10.33.1.10-10.33.1.22	Net 10.33.1.0 for Aura System

Select : All, None

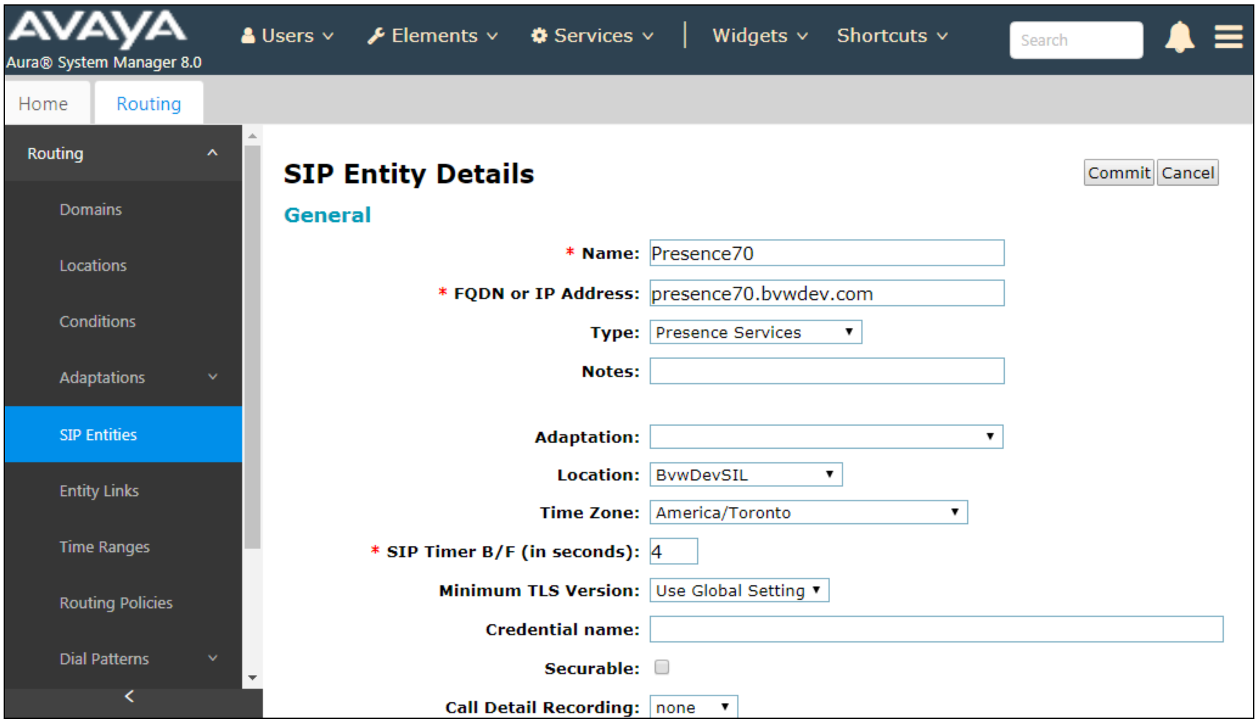
5.4. Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing → SIP Entities** from the left pane, and click **New** in the subsequent screen (not shown) to add a new SIP entity for Presence Services.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The FQDN of Presence Server.
- **Type:** Select ***Presence Services*** from the drop down menu.
- **Notes:** Any desired notes.
- **Location:** Select the location name configured in **Section 5.3**.
- **Time Zone:** Select the applicable time zone.



SIP Entity Details

General

* Name: Presence70

* FQDN or IP Address: presence70.bvwdev.com

Type: Presence Services

Notes:

Adaptation:

Location: BvwDevSIL

Time Zone: America/Toronto

* SIP Timer B/F (in seconds): 4

Minimum TLS Version: Use Global Setting

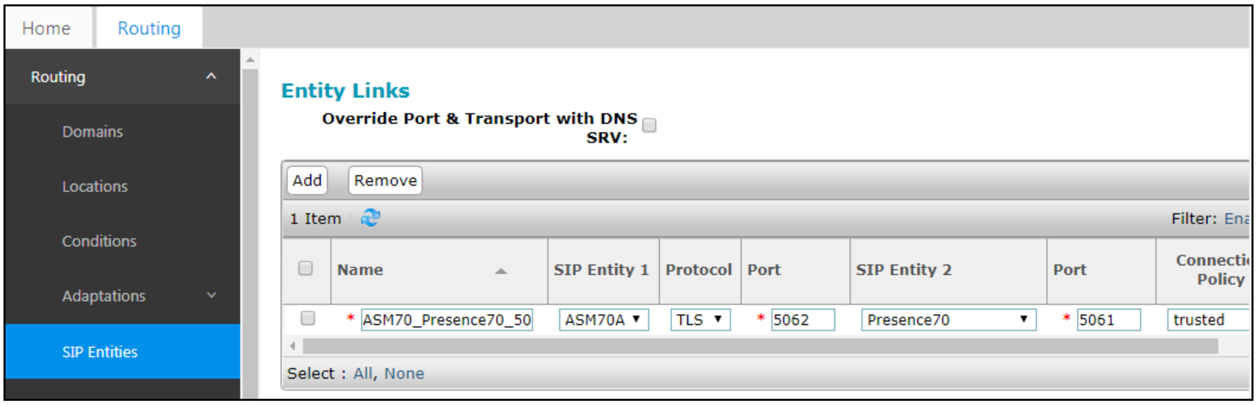
Credential name:

Securable: □

Call Detail Recording: none

Scroll down to the **Entity Links** sub-section, and click **Add** to add an entity link. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case ***ASM70A***.
- **Protocol:** ***TLS***
- **Port:** ***5062***
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** ***5061***
- **Connection Policy:** ***trusted***



Entity Links

Override Port & Transport with DNS SRV: □

Add Remove

1 Item

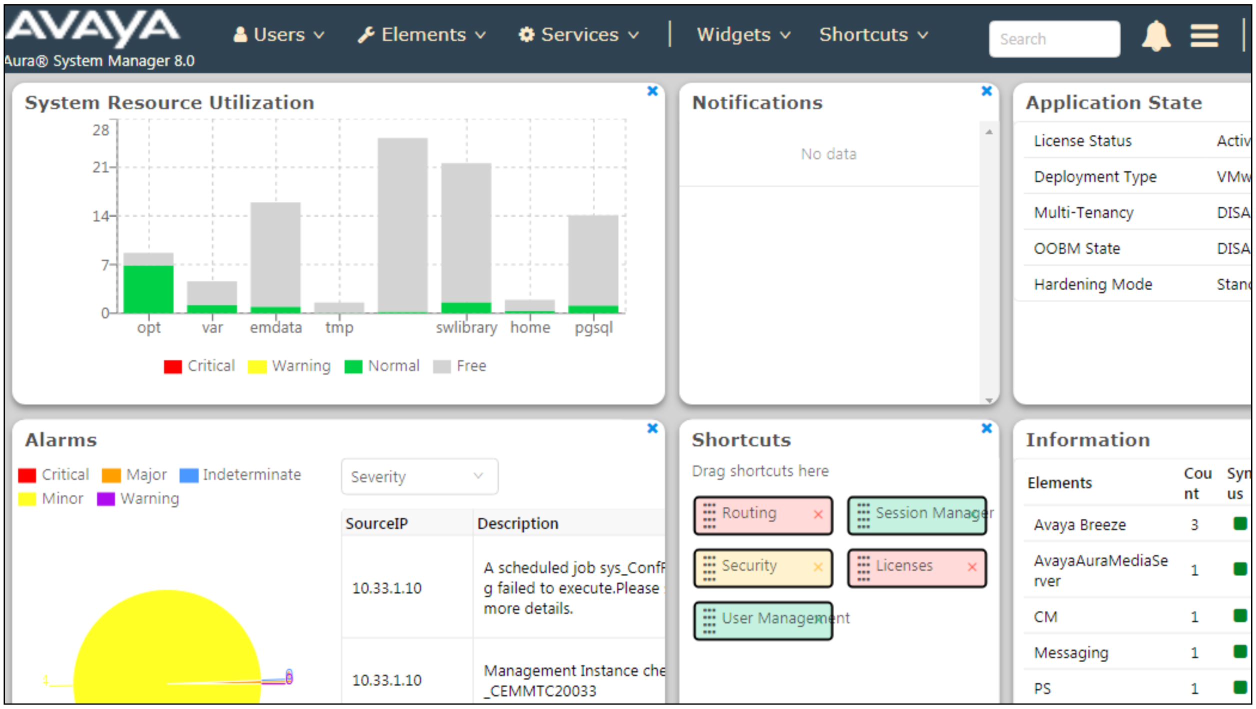
Filter: Ena

□	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connecti Policy
□	* ASM70_Presence70_50	ASM70A ▾	TLS ▾	* 5062	Presence70 ▾	* 5061	trusted

Select : All, None

6. Configure Avaya Aura® Presence Services Snap-in, Instant Messaging and Presence for SIP Users

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL “https://<*ip-address*>/SMGR”, where <*ip-address*> is the IP address of System Manager. Log in with the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under **Avaya Breeze™** and **User Management** listed within the **Elements** and **Users** section.



No data

License Status	Activ
Deployment Type	VMw
Multi-Tenancy	DISA
OOBM State	DISA
Hardening Mode	Stanc

SourceIP	Description
10.33.1.10	A scheduled job sys_ConfR g failed to execute.Please more details.
10.33.1.10	Management Instance che _CEMMTC20033

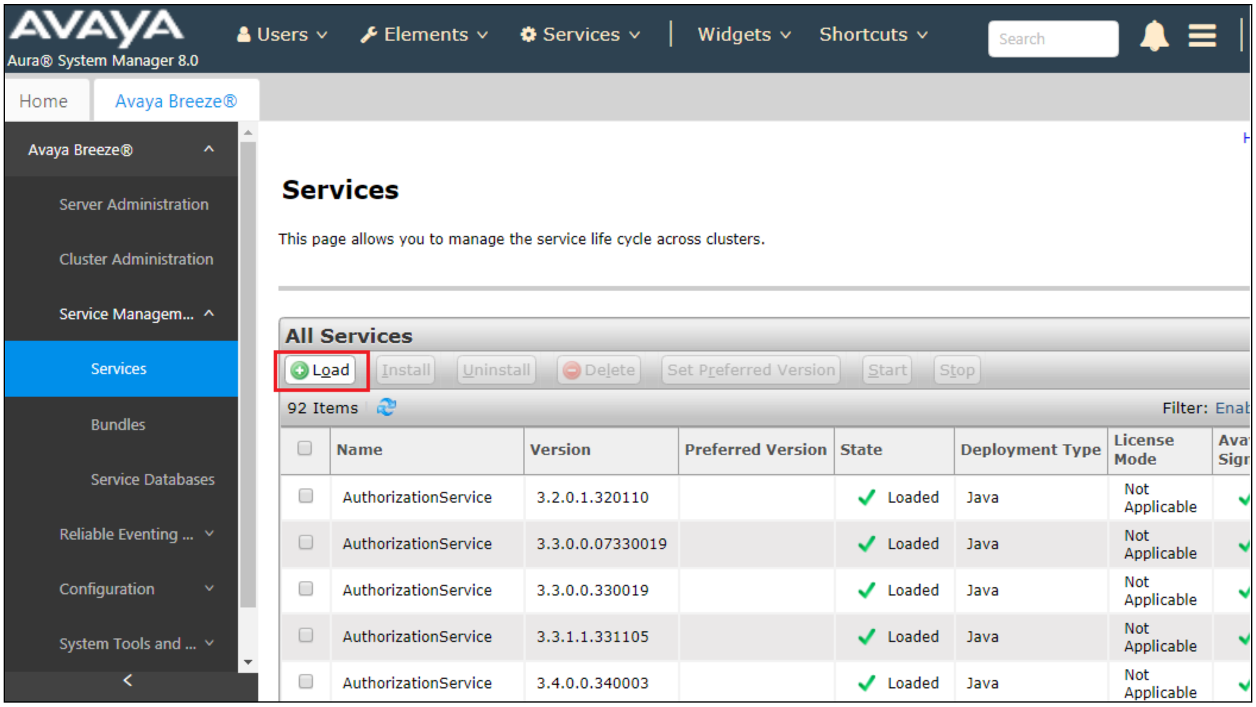
Elements	Cou nt	Syn us
Avaya Breeze	3	🟩
AvayaAuraMediaSe rver	1	🟩
CM	1	🟩
Messaging	1	🟩
PS	1	🟩

6.1. Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze® Platform has already been installed and configured. For additional information, see the documentation under **References** in **Section 10**.

Navigate to **Home → Elements → Avaya Breeze®**

To install the Presence Services Snap-in, navigate to **Avaya Breeze® → Service Management → Services** as shown in the screen below.



Services

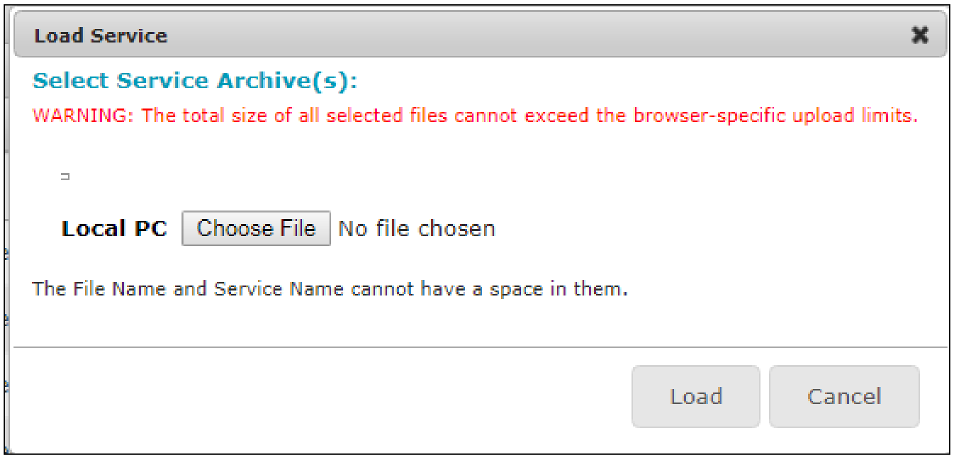
This page allows you to manage the service life cycle across clusters.

All Services

92 Items

□	Name	Version	Preferred Version	State	Deployment Type	License Mode	Ava Sigr
□	AuthorizationService	3.2.0.1.320110		✓ Loaded	Java	Not Applicable	✓
□	AuthorizationService	3.3.0.0.07330019		✓ Loaded	Java	Not Applicable	✓
□	AuthorizationService	3.3.0.0.330019		✓ Loaded	Java	Not Applicable	✓
□	AuthorizationService	3.3.1.1.331105		✓ Loaded	Java	Not Applicable	✓
□	AuthorizationService	3.4.0.0.340003		✓ Loaded	Java	Not Applicable	✓

Select **Load** (see above screen) to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Select Service Archive(s):

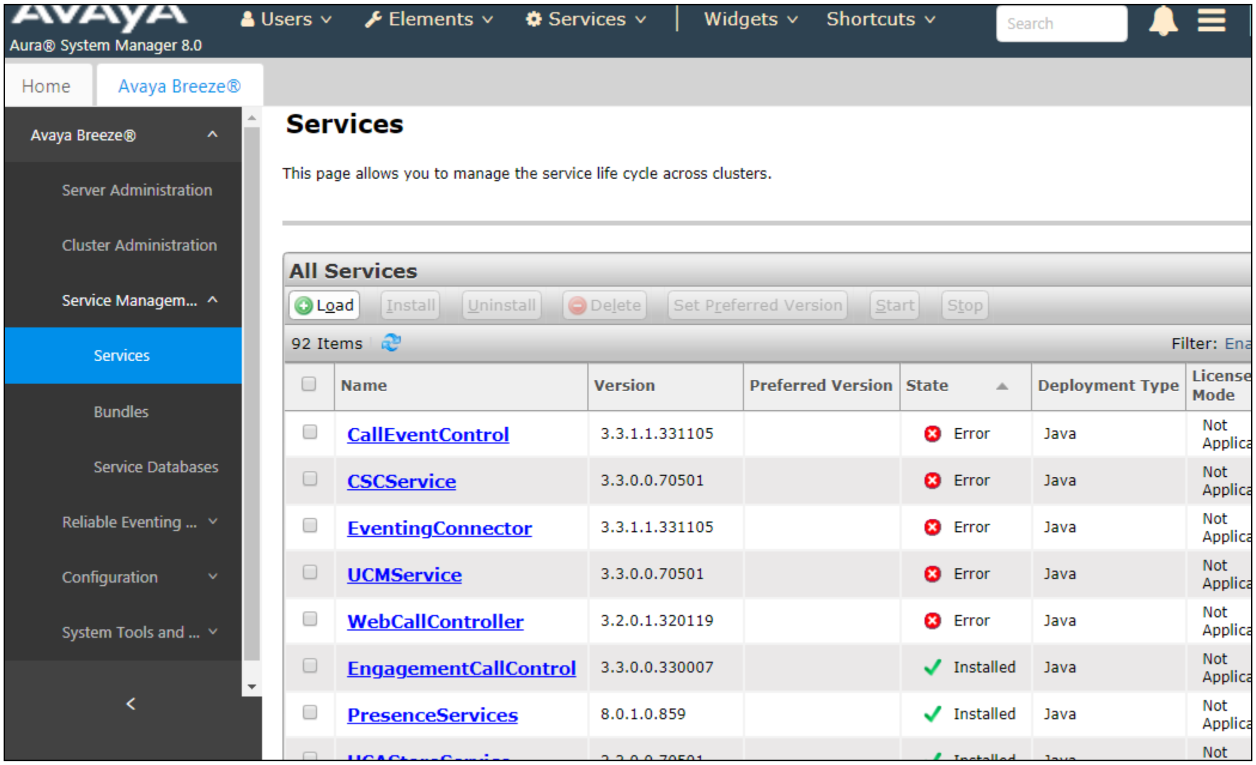
WARNING: The total size of all selected files cannot exceed the browser-specific upload limits.

Local PC No file chosen

The File Name and Service Name cannot have a space in them.

Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for **PresenceServices** and select **Install** and follow the installation steps. Screen below shows the snap-in after the installation is complete.



Services

This page allows you to manage the service life cycle across clusters.

All Services

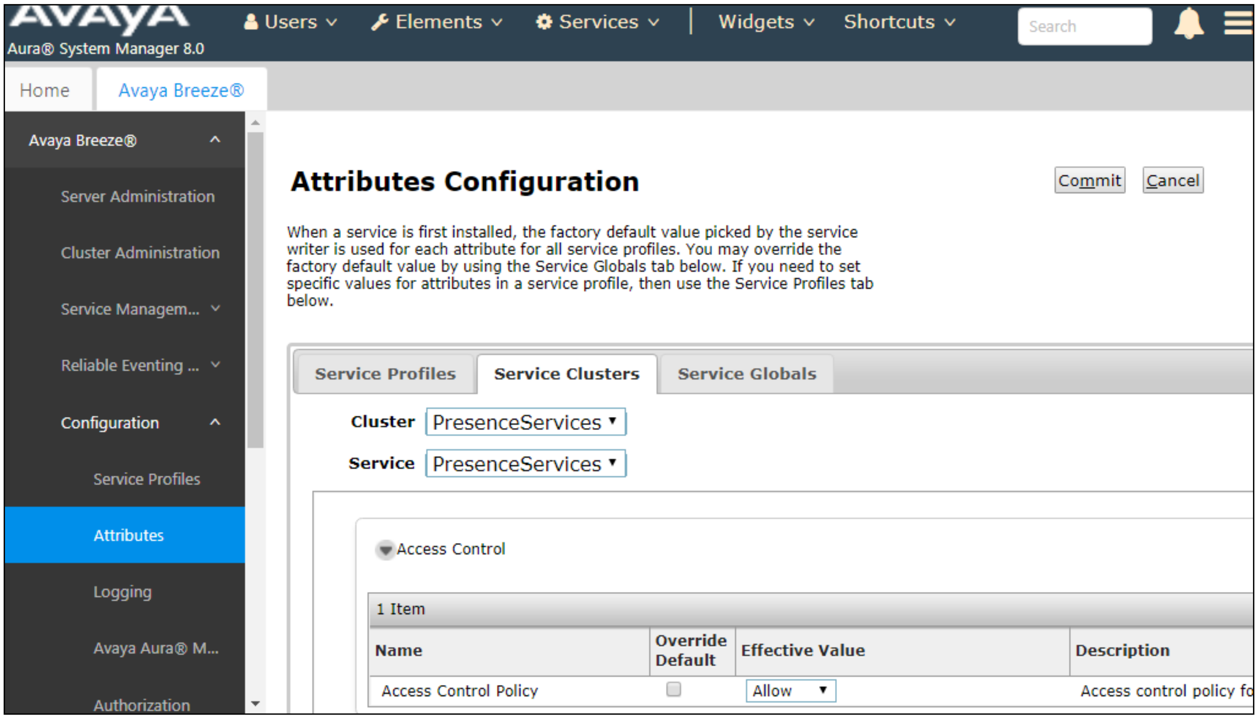
92 Items

Filter: Ena

☐	Name	Version	Preferred Version	State	Deployment Type	License Mode
☐	CallEventControl	3.3.1.1.331105		✖ Error	Java	Not Applica
☐	CSCService	3.3.0.0.70501		✖ Error	Java	Not Applica
☐	EventingConnector	3.3.1.1.331105		✖ Error	Java	Not Applica
☐	UCMService	3.3.0.0.70501		✖ Error	Java	Not Applica
☐	WebCallController	3.2.0.1.320119		✖ Error	Java	Not Applica
☐	EngagementCallControl	3.3.0.0.330007		✓ Installed	Java	Not Applica
☐	PresenceServices	8.0.1.0.859		✓ Installed	Java	Not Applica

6.2. Configure Instant Message Archiving

This section shows the configuration required in Presence Services to archive IM records. Navigate to **Avaya Breeze® → Configuration → Attributes** as shown in the screen below. From the **Service Clusters** tab, select ***PresenceServices*** from the drop down menu for both **Cluster** and **Service** fields.



Attributes Configuration

When a service is first installed, the factory default value picked by the service writer is used for each attribute for all service profiles. You may override the factory default value by using the Service Globals tab below. If you need to set specific values for attributes in a service profile, then use the Service Profiles tab below.

Cluster: PresenceServices

Service: PresenceServices

Access Control

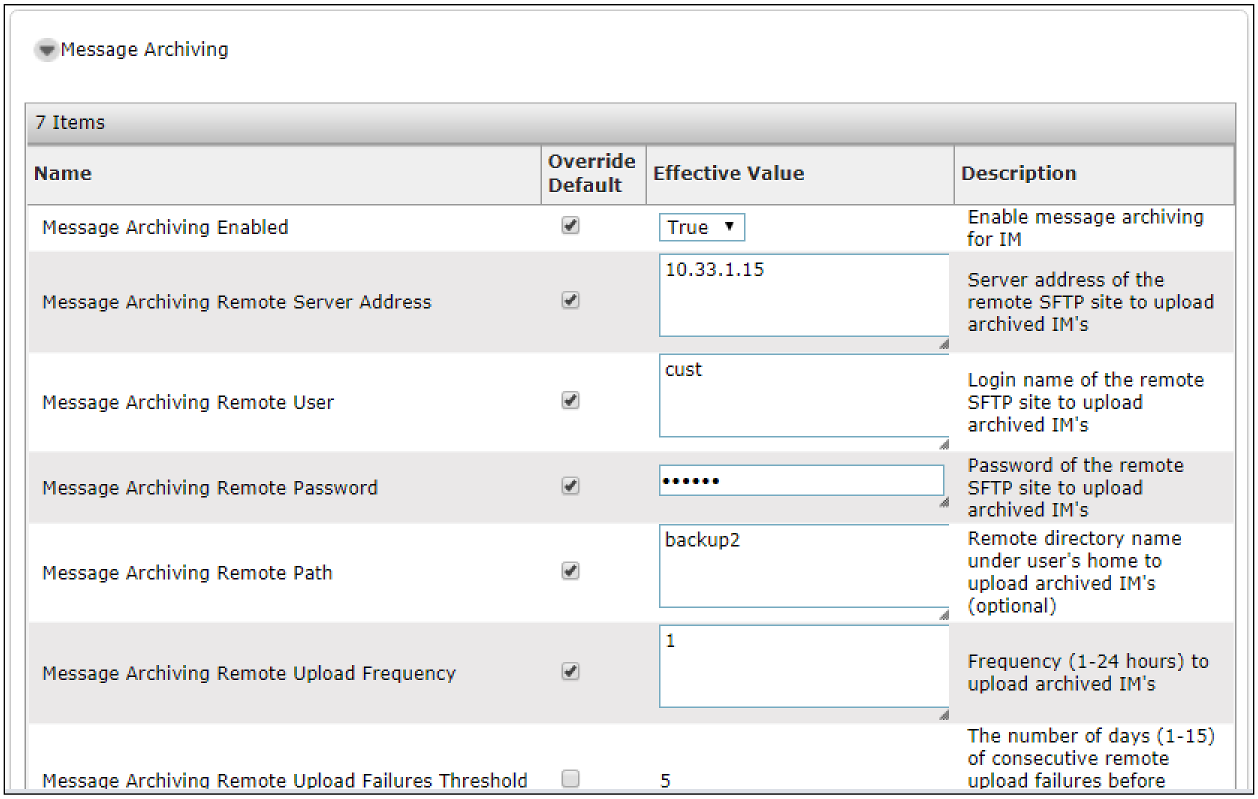
1 Item

Name	Override Default	Effective Value	Description
Access Control Policy	□	Allow	Access control policy fo

Scroll down to the **Instant Messaging** section and configure the following values,

- **Message Archiving Enabled**: Check the box in **Override Default** column and enter ***True*** under **Effective Value** column
- **Message Archiving Remote Server Address**: Check the box in **Override Default** column and enter the IP address of the remote SFTP server where the archived IM will be uploaded.
- **Message Archiving Remote User**: Check the box in **Override Default** column and enter the user name of the remote SFTP server where the archived IM will be uploaded.
- **Message Archiving Remote Password**: Check the box in **Override Default** column and enter the password of the remote SFTP server where the archived IM will be uploaded.
- **Message Archiving Remote Path**: Check the box in **Override Default** column and enter the folder name where the archived IM will be uploaded to in the SFTP server.
- **Message Archiving Remote Upload Frequency**: Check the box in **Override Default** column and enter the duration in hour for the archived IM upload frequency to the SFTP server

Retain default values for all other fields and click on the **Commit** button (not shown) to save the configuration.

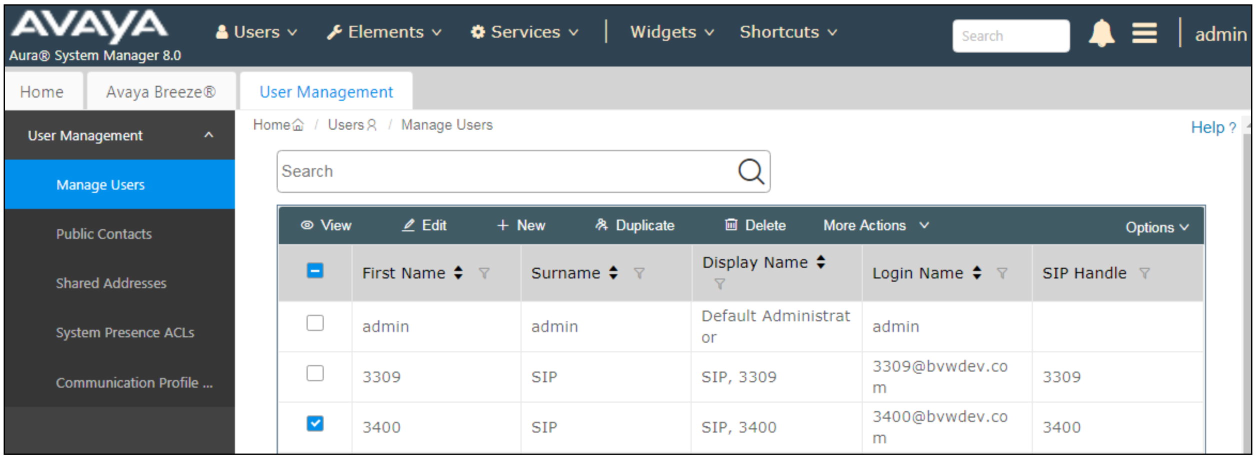


7 Items

Name	Override Default	Effective Value	Description
Message Archiving Enabled	☑	True ▾	Enable message archiving for IM
Message Archiving Remote Server Address	☑	10.33.1.15	Server address of the remote SFTP site to upload archived IM's
Message Archiving Remote User	☑	cust	Login name of the remote SFTP site to upload archived IM's
Message Archiving Remote Password	☑	••••••	Password of the remote SFTP site to upload archived IM's
Message Archiving Remote Path	☑	backup2	Remote directory name under user's home to upload archived IM's (optional)
Message Archiving Remote Upload Frequency	☑	1	Frequency (1-24 hours) to upload archived IM's
Message Archiving Remote Upload Failures Threshold	☐	5	The number of days (1-15) of consecutive remote upload failures before

6.3. Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to **Users → User Management → Manager Users**. Select an already configured SIP user. The screen below shows user ***3400*** selected. Click on the **Edit** button.

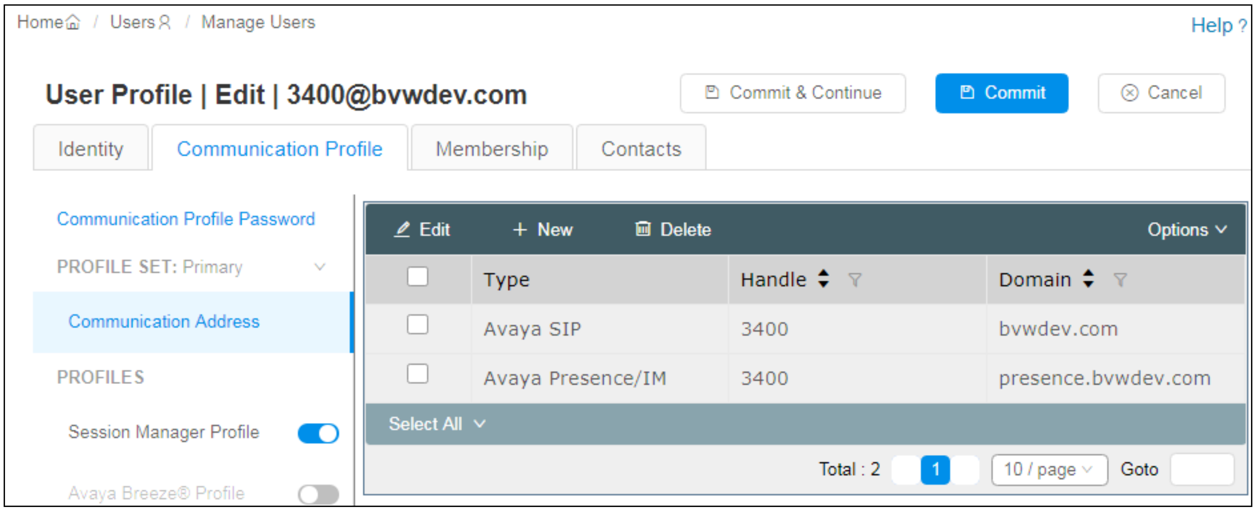


☐	First Name	Surname	Display Name	Login Name	SIP Handle
☐	admin	admin	Default Administrator	admin	
☐	3309	SIP	SIP, 3309	3309@bvwdev.com	3309
☑	3400	SIP	SIP, 3400	3400@bvwdev.com	3400

Under the **Communication Profile** tab:
Select **New** in the **Communication Address** section:

- Select ***Avaya Presence/IM*** from the **Type** drop down menu.
- For the **Fully Qualified Address**, type in the extension number that will be used by the SIP user to log in. For the domain, select the domain created (**Section 5.2**) for the Presence Services from the drop-down menu.

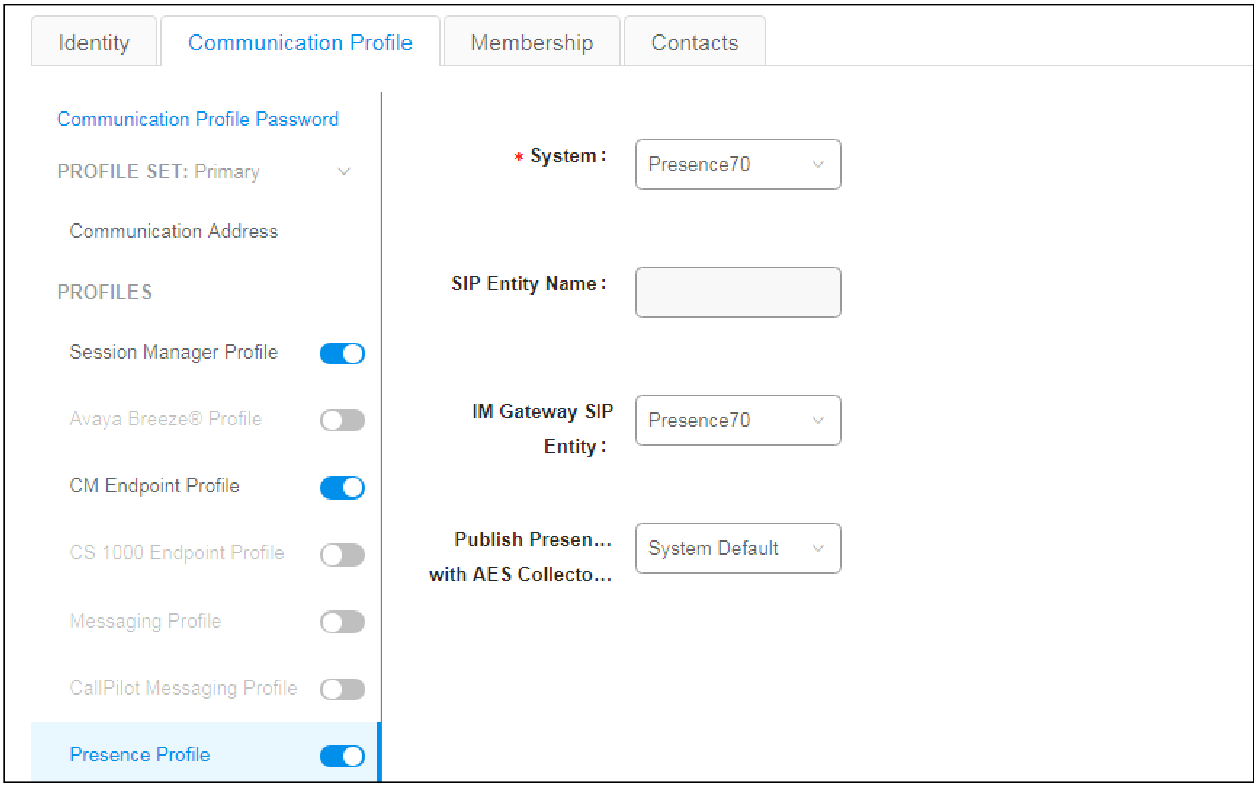
Once done, select **Add**.



User Profile | Edit | 3400@bvwdev.com

☐	Type	Handle	Domain
☐	Avaya SIP	3400	bvwdev.com
☐	Avaya Presence/IM	3400	presence.bvwdev.com

Continuing from above, scroll down and enable the check box for **Presence Profile.** For the **System** and **IM Gateway SIP Entity** (**Section 5.4**) drop down menu, select the ***Presence70*** and then click on the **Commit** button to add the user.



* System :	Presence70
SIP Entity Name :	
IM Gateway SIP Entity :	Presence70
Publish Presen... with AES Collecto...	System Default

7. Configure Avotus Enhanced Usage Reporting for Unified Communications

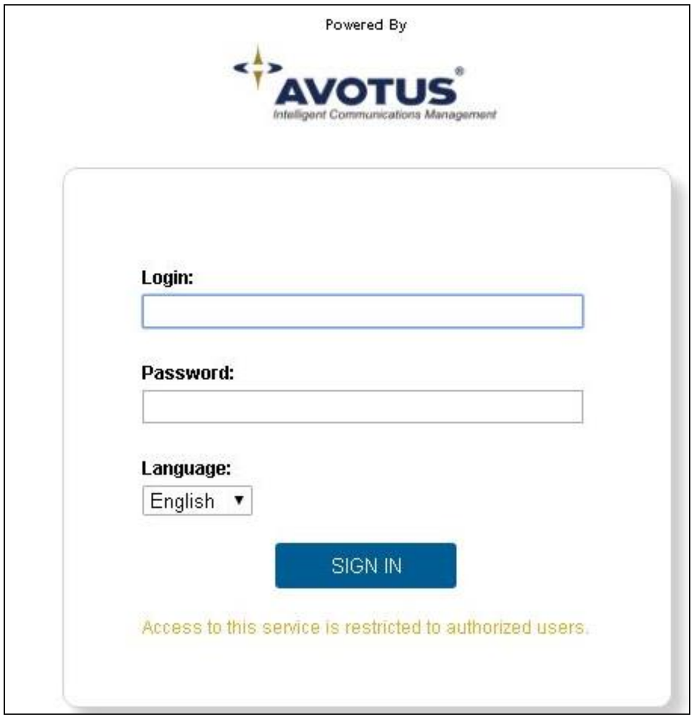
This section describes the configuration of Avotus EUR. Avotus installs, configures, and customizes the EUR application for the end customers. Thus, this section only describes the interface configuration, so that Avotus EUR can collect IM archived data from a SFTP server. The procedure covers the following areas:

- Login to Avotus EUR.
- Configure a site.
- Configure script and collection
- Start collection.

7.1. Login to Avotus EUR

To configure Avotus EUR, double click on the Avotus EUR icon from the desktop as shown below.

Provide credentials to gain access into Avotus EUR in the Sign In window shown below.

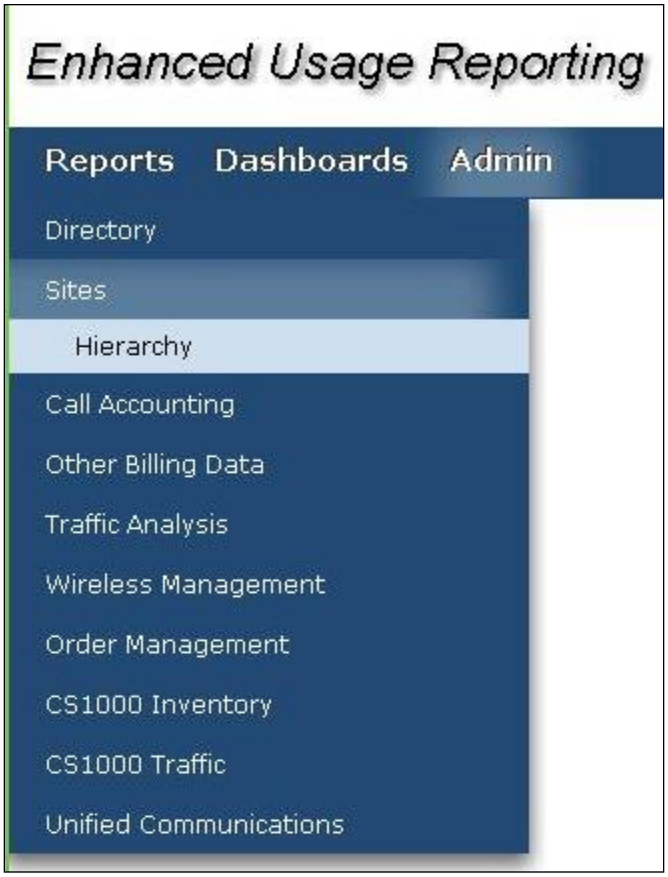


Language: English

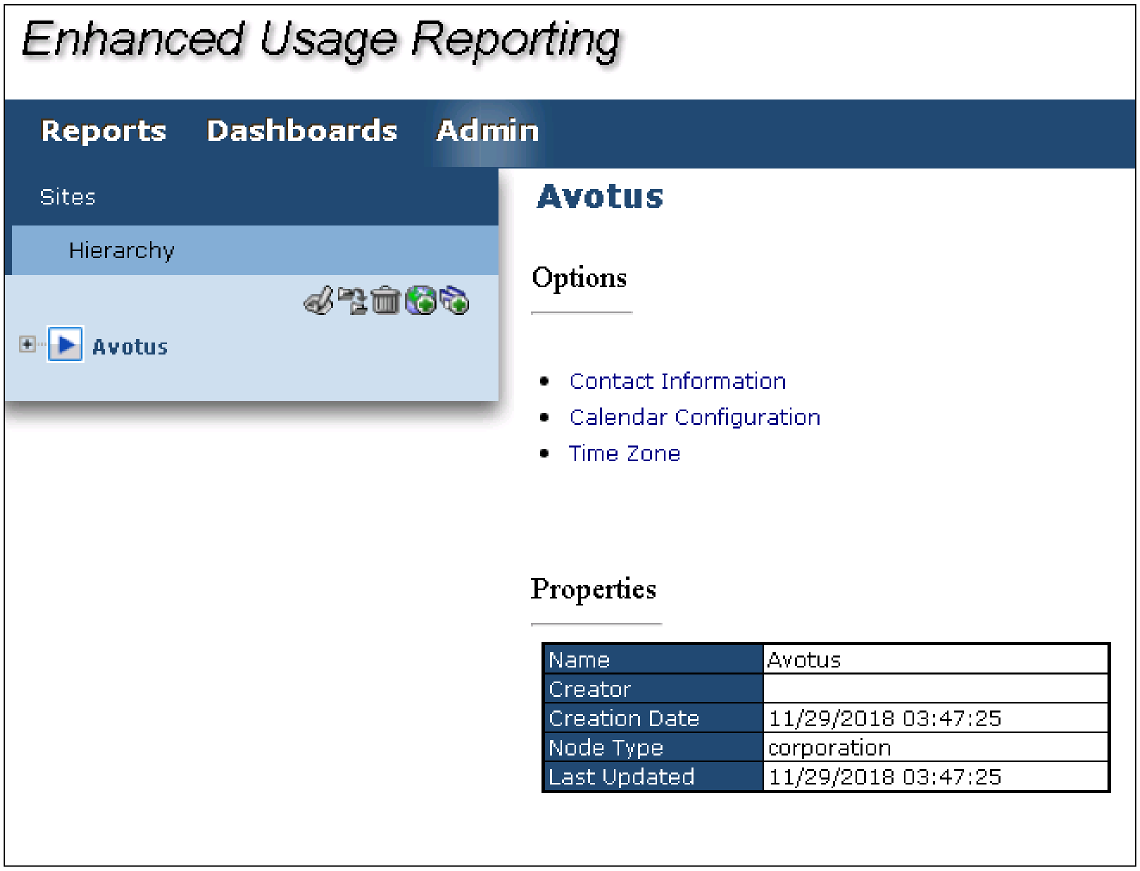
Access to this service is restricted to authorized users.

7.2. Configure a Site

From the **Enhanced Usage Reporting** screen shown below, navigate to **Admin → Sites → Hierarchy** to configure a site.

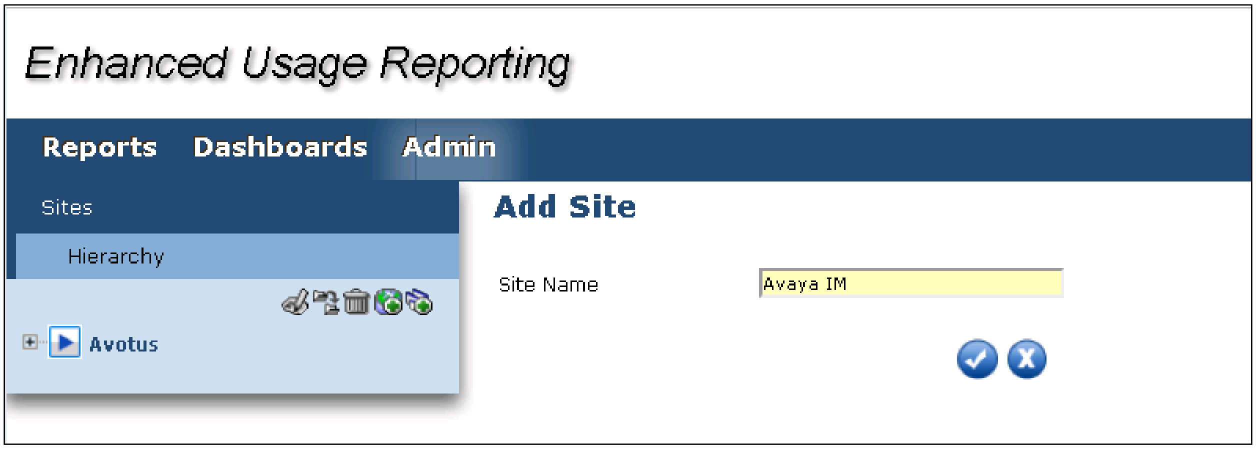


In the screen shown below, **Corporation 1** is created by default. Click on the top right **Add Site** icon highlighted below to add a site.



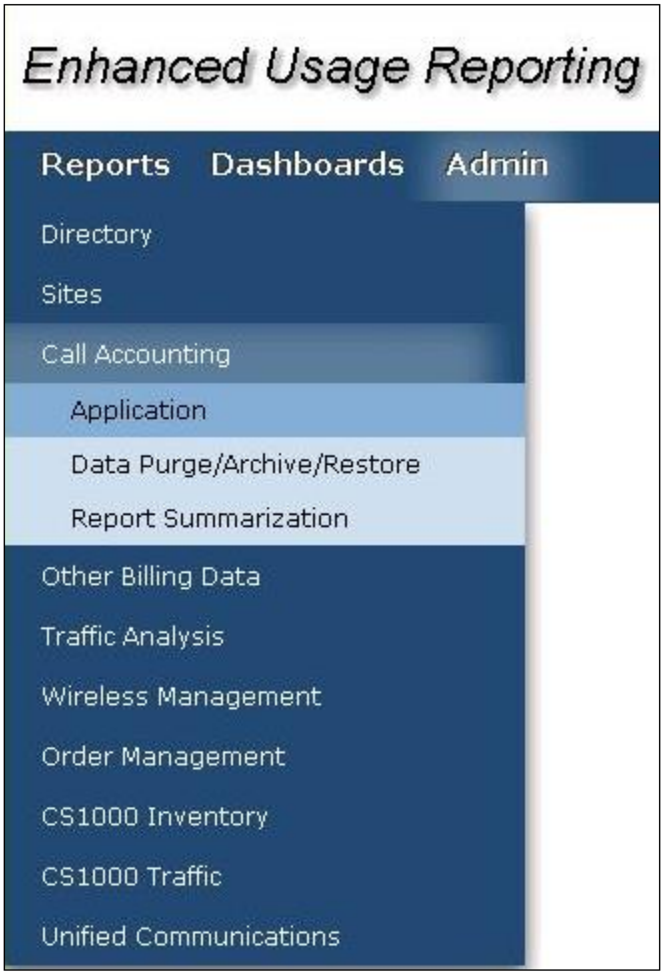
Name	Avotus
Creator	
Creation Date	11/29/2018 03:47:25
Node Type	corporation
Last Updated	11/29/2018 03:47:25

In the **Add Site** window shown below, enter an appropriate name for **Site Name** field and click on the **OK** icon highlighted below.

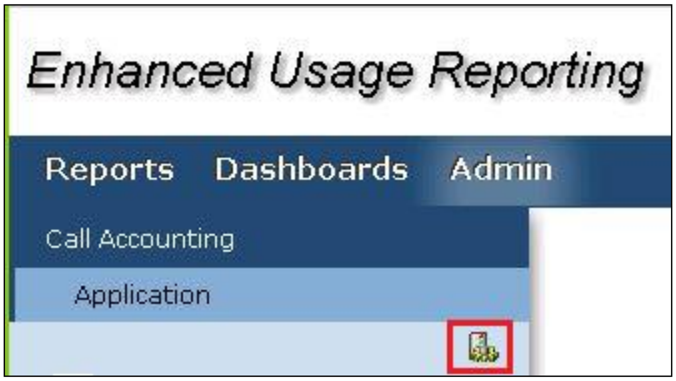


Site Name: Avaya IM

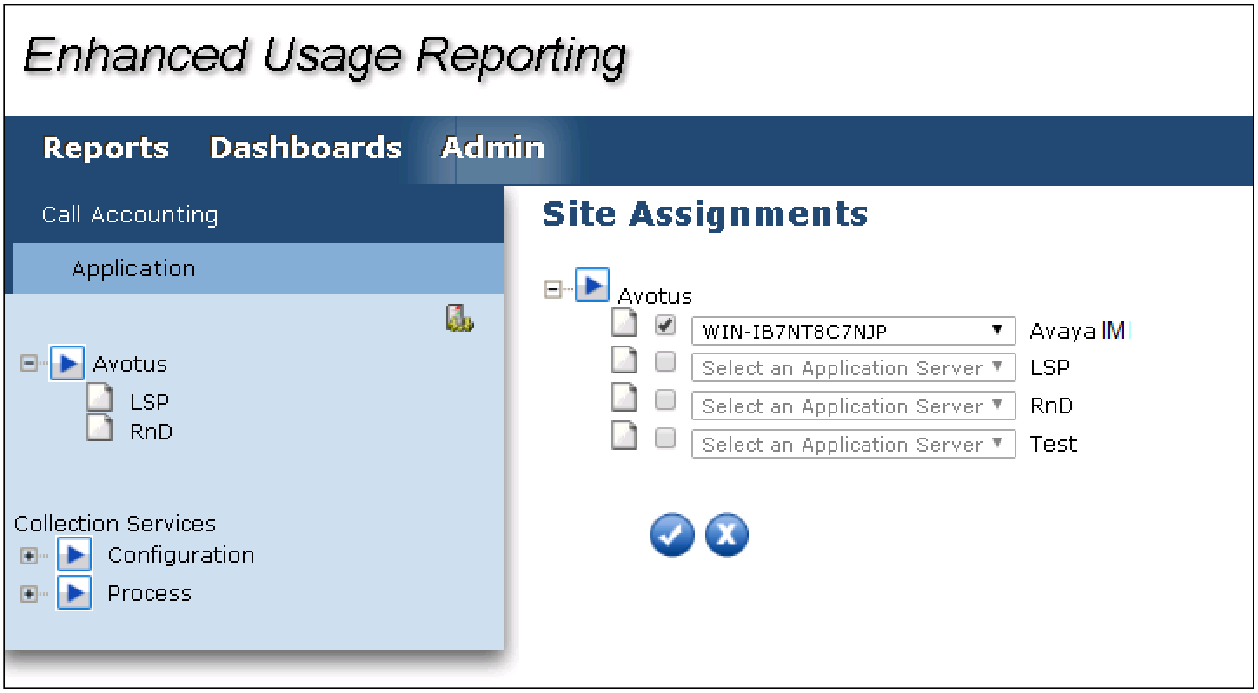
To assign the site created above for collection of data; navigate **to Admin → Call Accounting → Application** as shown in the screen below.



In the **Application** section, start the configuration by clicking on the **Configure** icon as highlighted in the screen below.

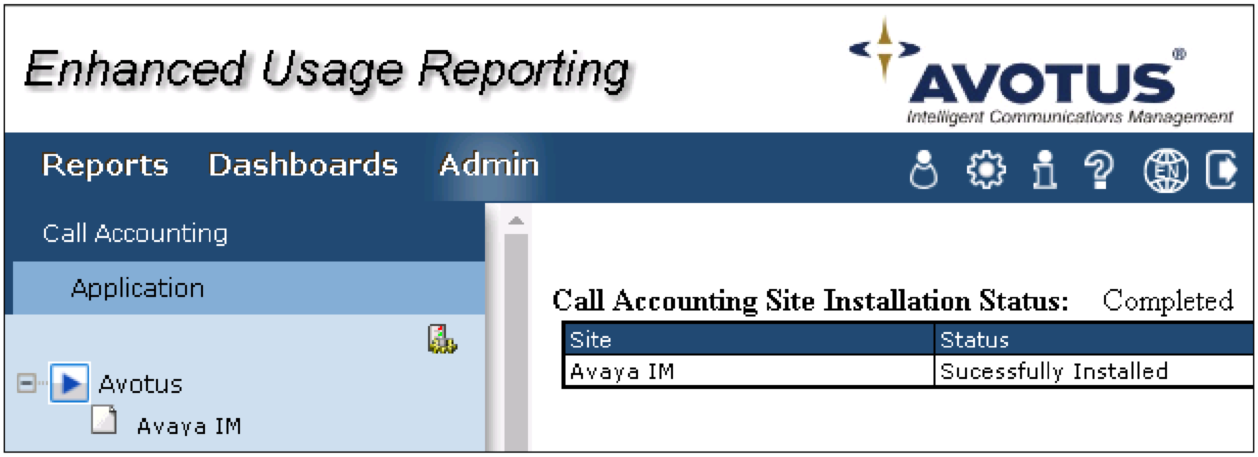


In the **Site Assignments** window seen below, select the server name from the drop down menu to assign it to the site. In the example below, "WIN-IB7NT8C7NJP" is the Windows server name and "Avaya IM" is the site created earlier in this section.



☑	WIN-IB7NT8C7NJP ▼	Avaya IM
□	Select an Application Server ▼	LSP
□	Select an Application Server ▼	RnD
□	Select an Application Server ▼	Test

Screen below shows the successful assigning of the site for collection.

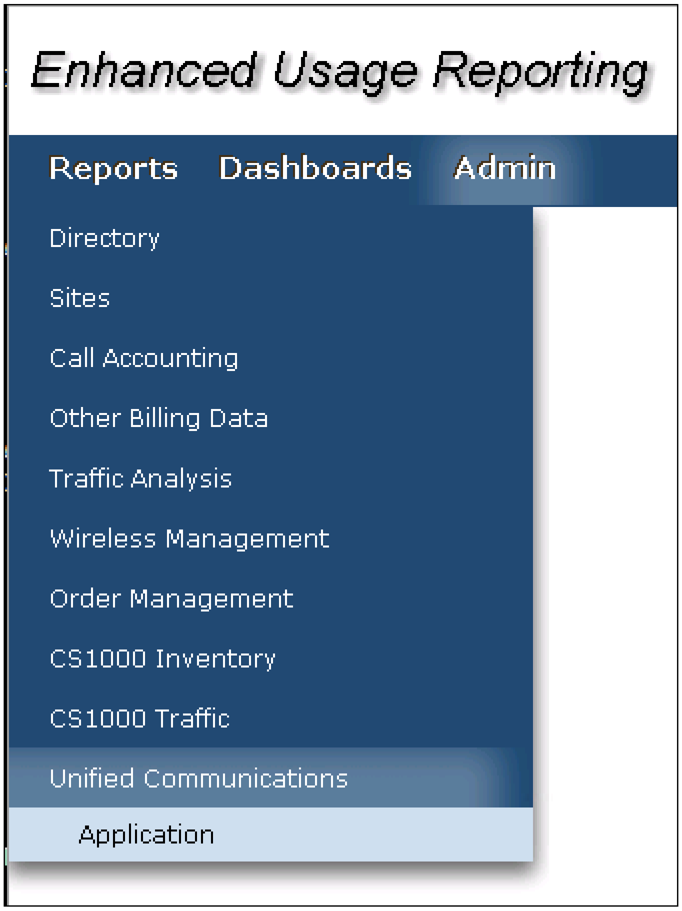


Call Accounting Site Installation Status: Completed

Site	Status
Avaya IM	Sucessfully Installed

7.3. Configure Collection

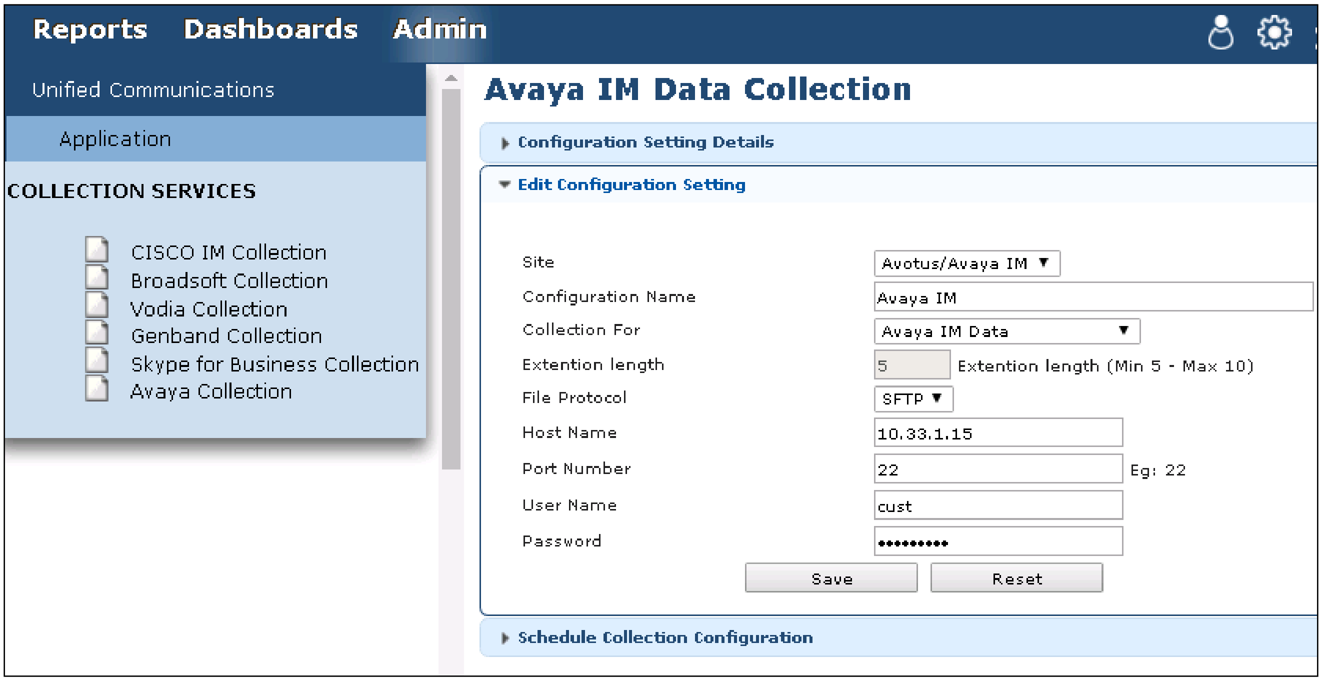
To configure the collection for data, navigate to **Admin → Unified Communications → Application** as shown in the screen below.



From the left navigation menu, click on **Avaya Collection** and from the right hand window of **Avaya IM Data Collection** click on **Add Configuration Setting** and configure the following values,

- **Site**: Select the site configured in **Section 7.2**.
- **Configuration Name**: Type a descriptive name.
- **Collection For**: Select "Avaya IM" from the drop down menu.
- **Extension length**: During compliance testing default value was retained.
- **File Protocol**: Ensure "SFTP" is selected from the drop down menu.
- **Host Name**: IP Address of an SFTP server as mentioned in **Section 6.2**.
- **Port Number**: During compliance testing default value was retained.
- **User Name**: The user name of the SFTP server as mentioned in **Section 6.2**.
- **Password**: The password configured for the SFTP server as mentioned in **Section 6.2**.

Complete the configuration by clicking on the **Save** button.



Avaya IM Data Collection

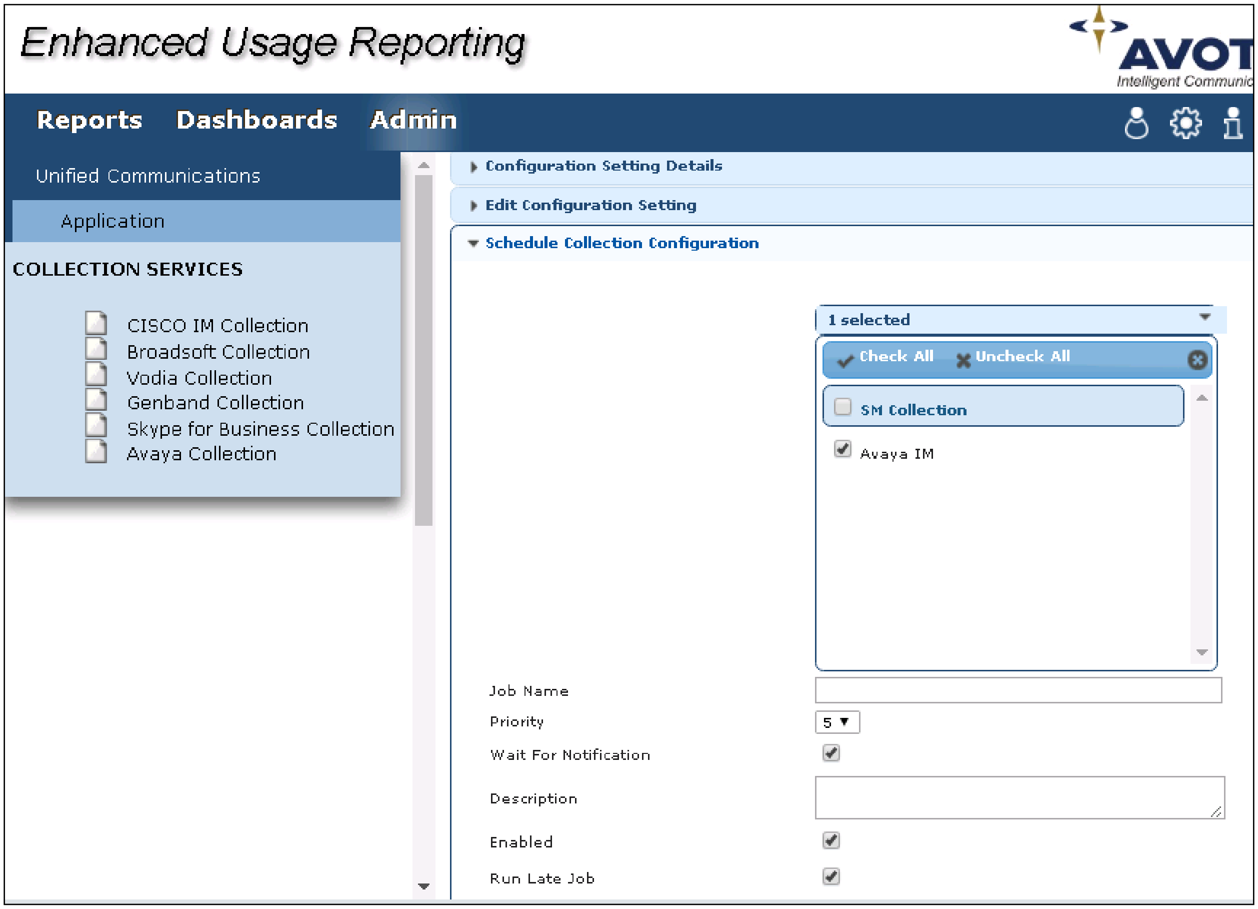
Site	Avotus/Avaya IM ▼
Configuration Name	Avaya IM
Collection For	Avaya IM Data ▼
Extention length	5 Extention length (Min 5 - Max 10)
File Protocol	SFTP ▼
Host Name	10.33.1.15
Port Number	22 Eg: 22
User Name	cust
Password	•••••••••

7.4. Start Collection

From the left navigation menu, click on **Avaya Collection** and from the right hand window of **Avaya IM** click on **Schedule Collection Configuration** and configure the following values,

- **Select Options**: Select the collection configured in **Section 7.3**.
- **Job Name**: Type a descriptive job name.
- **Description**: Provide a description for the collection job.
- **Start Date (YYYY/MM/DD**: Provide a start date (not shown).
- **Start Time (HH MM**: Provide a start time (not shown).
- **Interval Type**: Select an interval frequency for the collection (not shown).

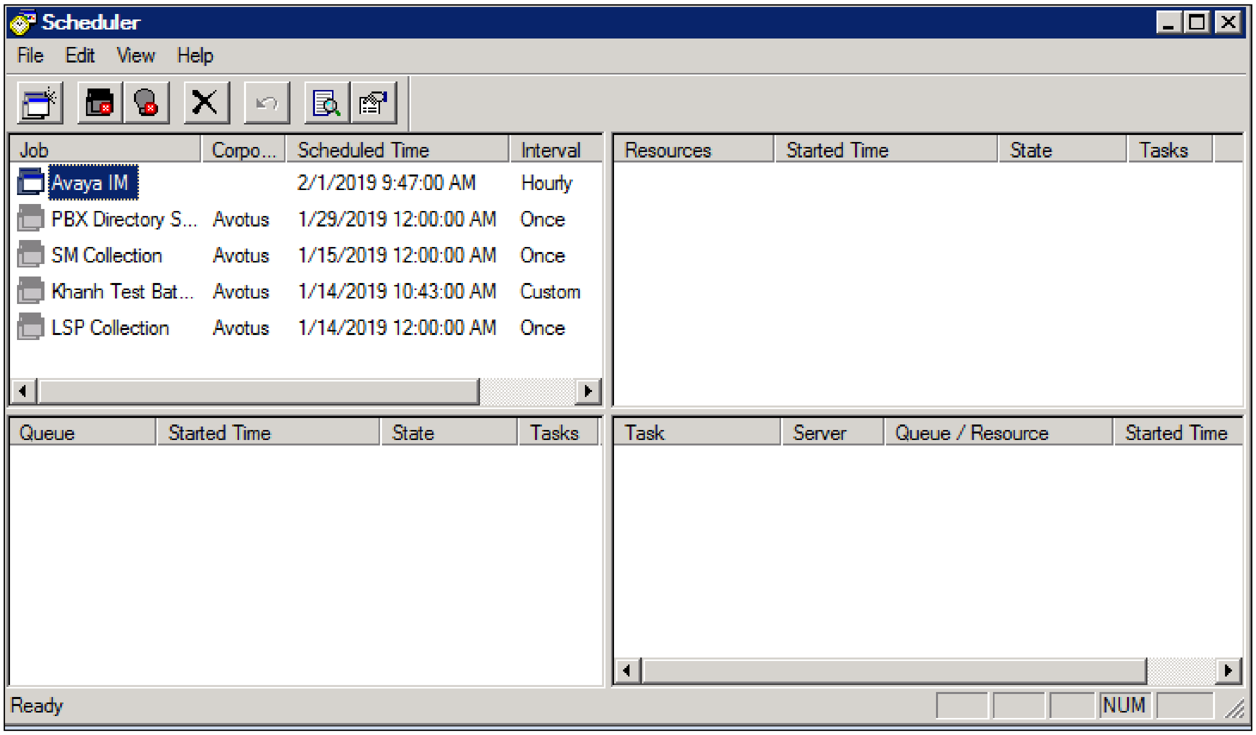
Retain default values for all other fields and click on the **Save** button (not shown).



☐ SM Collection
☑ Avaya IM

Job Name:
Priority: 5
Wait For Notification: ☑
Description:
Enabled: ☑
Run Late Job: ☑

The collection job is created in the scheduler as shown below.



Job	Corpo...	Scheduled Time	Interval
Avaya IM		2/1/2019 9:47:00 AM	Hourly
PBX Directory S...	Avotus	1/29/2019 12:00:00 AM	Once
SM Collection	Avotus	1/15/2019 12:00:00 AM	Once
Khanh Test Bat...	Avotus	1/14/2019 10:43:00 AM	Custom
LSP Collection	Avotus	1/14/2019 12:00:00 AM	Once

Resources	Started Time	State	Tasks

Queue	Started Time	State	Tasks

Task	Server	Queue / Resource	Started Time

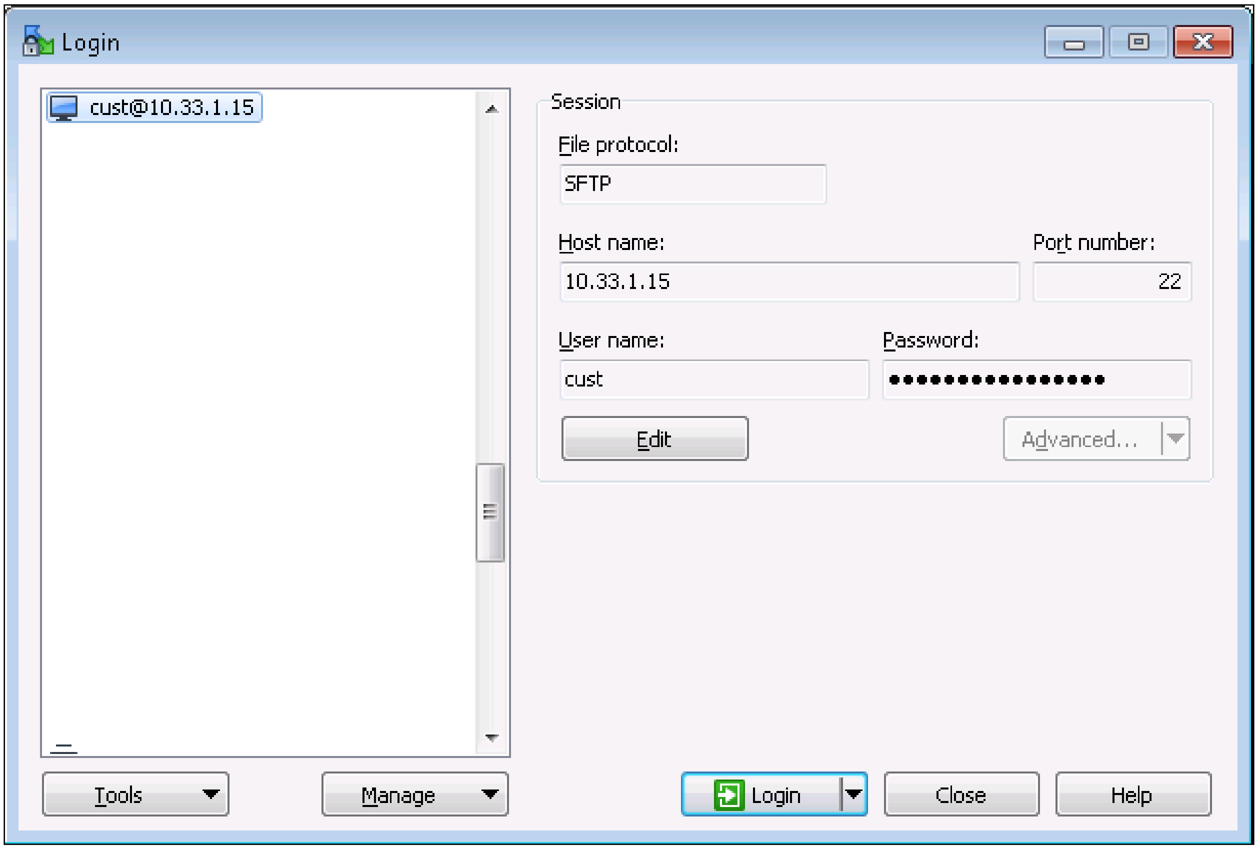
The collected raw IM XML data can be found in the “ProcessedFileBkp” folder, which is under the “\Avotus ICM\Execs\Avotus.UM.Avaya.IMDataCollect\IM_CollectionData” folder.

8. Verification Steps

The following steps may be used to verify the configuration.

8.1. Instant Messages information is being collected by an SFTP Server

Use a secure FTP application, e.g., WinSCP to connect to the server where the IM archived data will be uploaded.



File protocol: SFTP

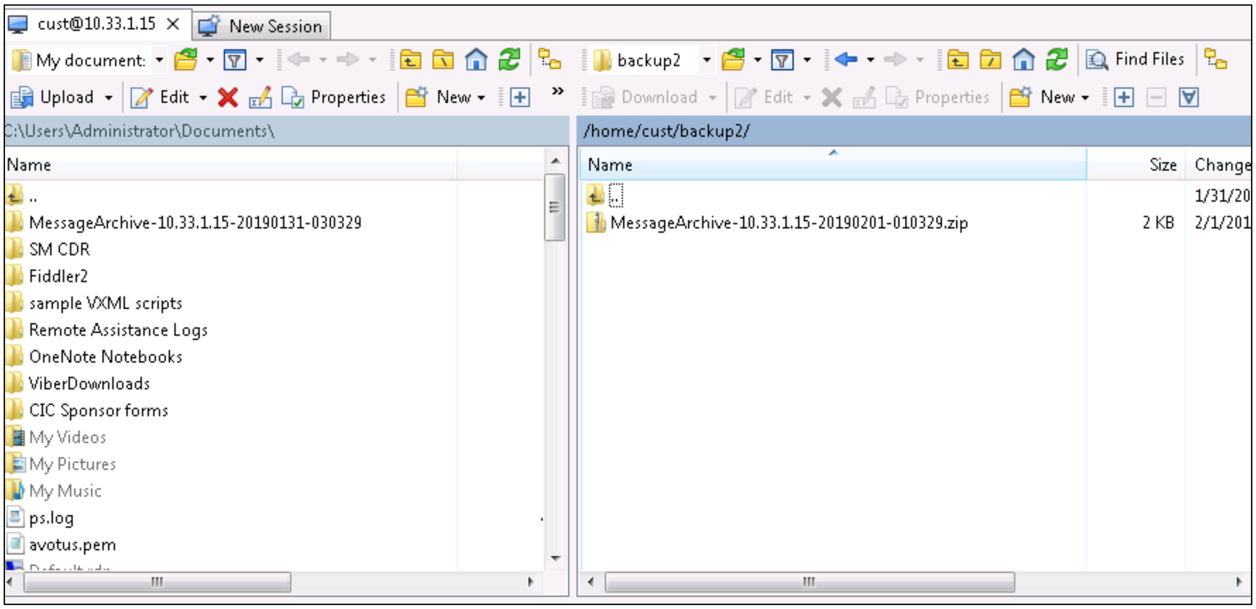
Host name: 10.33.1.15

Port number: 22

User name: cust

Password: ●●●●●●●●●●●●●●●●

Exchange IM between Avaya softphones; wait for the frequency duration as when Presence Service will upload the archived IM data to an user specified folder in the SFTP sever as shown in the screen below.



:\Users\Administrator\Documents\

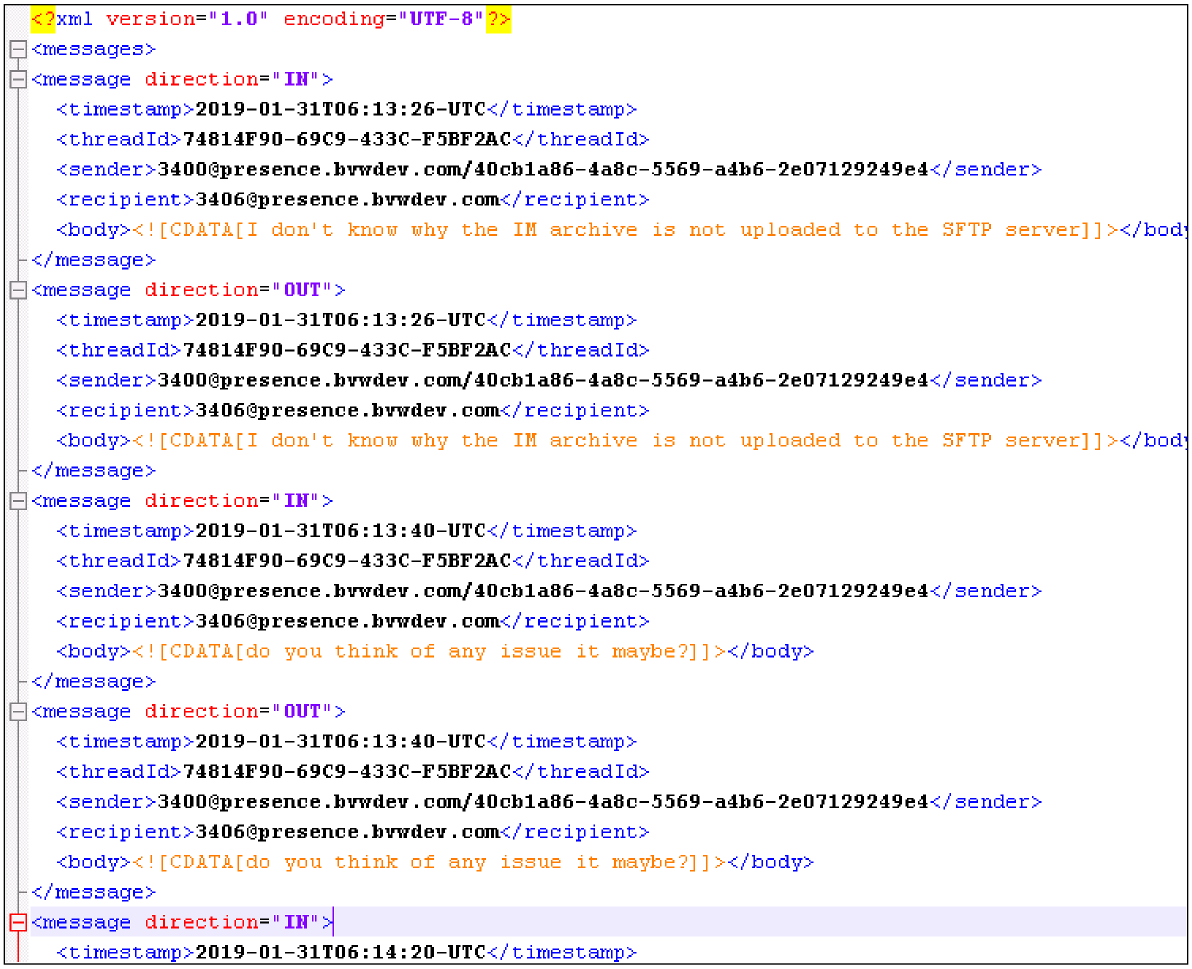
Name
..
MessageArchive-10.33.1.15-20190131-030329
SM CDR
Fiddler2
sample VXML scripts
Remote Assistance Logs
OneNote Notebooks
ViberDownloads
CIC Sponsor forms
My Videos
My Pictures
My Music
ps.log
avotus.pem

/home/cust/backup2/

Name	Size	Change
..		1/31/20
MessageArchive-10.33.1.15-20190201-010329.zip	2 KB	2/1/201

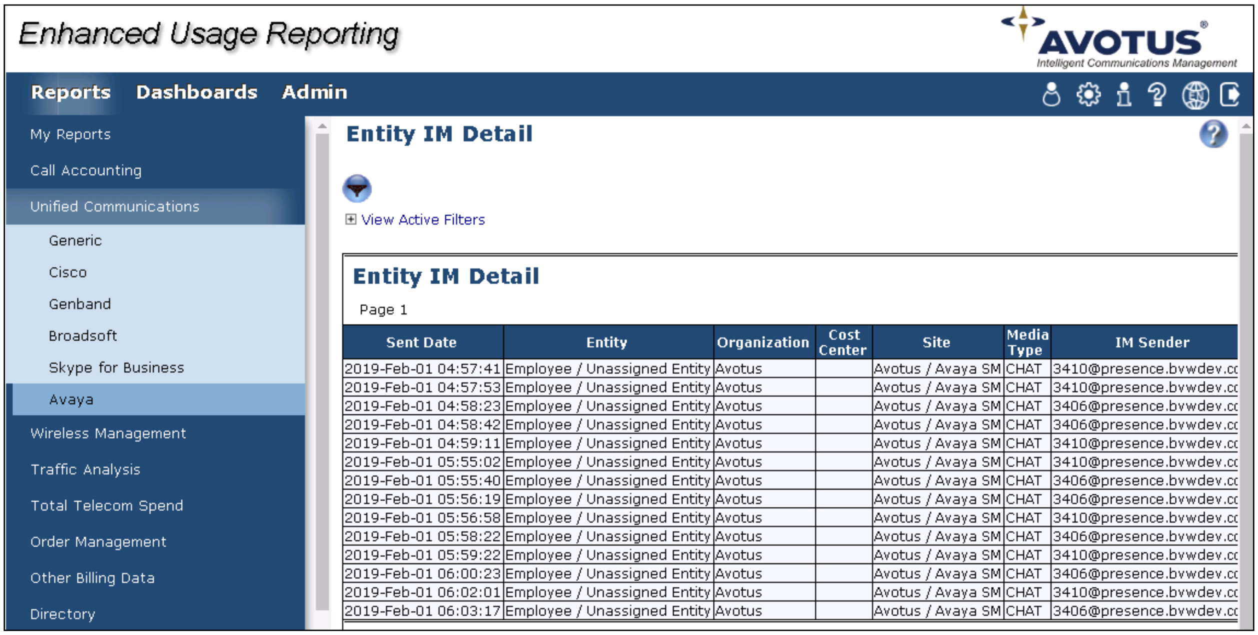
8.2. Instant Message Data Collected by Avotus Enhanced Usage Reporting for Unified Communications

Generate a few IM data and verify that Avotus EUR can download the archived IM data from the SFTP server. Compare the values of data fields of the IM records with the expected values and verify that the values match. Screen below shows the raw IM data collected by Avotus EUR which was then compared with the IM data archived in the SFTP server.



```
<?xml version="1.0" encoding="UTF-8"?>
<messages>
<message direction="IN">
  <timestamp>2019-01-31T06:13:26-UTC</timestamp>
  <threadId>74814F90-69C9-433C-F5BF2AC</threadId>
  <sender>3400@presence.bvwdev.com/40cb1a86-4a8c-5569-a4b6-2e07129249e4</sender>
  <recipient>3406@presence.bvwdev.com</recipient>
  <body><![CDATA[I don't know why the IM archive is not uploaded to the SFTP server]]></bod
</message>
<message direction="OUT">
  <timestamp>2019-01-31T06:13:26-UTC</timestamp>
  <threadId>74814F90-69C9-433C-F5BF2AC</threadId>
  <sender>3400@presence.bvwdev.com/40cb1a86-4a8c-5569-a4b6-2e07129249e4</sender>
  <recipient>3406@presence.bvwdev.com</recipient>
  <body><![CDATA[I don't know why the IM archive is not uploaded to the SFTP server]]></bod
</message>
<message direction="IN">
  <timestamp>2019-01-31T06:13:40-UTC</timestamp>
  <threadId>74814F90-69C9-433C-F5BF2AC</threadId>
  <sender>3400@presence.bvwdev.com/40cb1a86-4a8c-5569-a4b6-2e07129249e4</sender>
  <recipient>3406@presence.bvwdev.com</recipient>
  <body><![CDATA[do you think of any issue it maybe?]]></body>
</message>
<message direction="OUT">
  <timestamp>2019-01-31T06:13:40-UTC</timestamp>
  <threadId>74814F90-69C9-433C-F5BF2AC</threadId>
  <sender>3400@presence.bvwdev.com/40cb1a86-4a8c-5569-a4b6-2e07129249e4</sender>
  <recipient>3406@presence.bvwdev.com</recipient>
  <body><![CDATA[do you think of any issue it maybe?]]></body>
</message>
<message direction="IN">
  <timestamp>2019-01-31T06:14:20-UTC</timestamp>
```

The screen below shows the report of the Entity IM Detail from the Avotus EUR. The report can be launched by navigating from the main menu **Reports → Unified Communications → Avaya → Entity EM Detail.**



Entity IM Detail

Entity IM Detail

Page 1

Sent Date	Entity	Organization	Cost Center	Site	Media Type	IM Sender
2019-Feb-01 04:57:41	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 04:57:53	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 04:58:23	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 04:58:42	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 04:59:11	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 05:55:02	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 05:55:40	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 05:56:19	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 05:56:58	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 05:58:22	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 05:59:22	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 06:00:23	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c
2019-Feb-01 06:02:01	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3410@presence.bvwdev.c
2019-Feb-01 06:03:17	Employee / Unassigned Entity	Avotus		Avotus / Avaya SM	CHAT	3406@presence.bvwdev.c

9. Conclusion

These Application Notes describe the steps required to configure Avotus Enhanced Usage Reporting for Unified Communications to interoperate with Avaya Aura® Presence Services snap-in and capturing/processing archived Instant Message records. All feature and serviceability test cases described in **Section 2.1** were passed.

10. Additional References

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

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

1. Administering Avaya Aura® Communication Manager, Release 8.0, August 2018, Document Number 03-300509, Issue 1.
2. Avaya Aura® Communication Manager Feature Description and Implementation, Release 8.0, August 2018, Document Number 555-245-205, Issue 1.
3. Administering Avaya Aura® Session Manager, Release 8.0, Issue 1 August 2018
4. Administering Avaya Aura® System Manager, Release 8.0, Issue 1, August, 2018
5. Deploying Avaya Breeze®, Release 3.6, Issue 1 September 2018
6. Administering Avaya Breeze®, Release 3.6, Issue 1 September 2018
7. Avaya Aura® Presence Services Snap-in Reference, Release 8.0, Issue 1 October 2018

Product documentation for Avotus products may be found at,
http://avotus.com/telecom-enhanced-usage-reporting.asp

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.