

Avaya Solution & Interoperability Test Lab

# Application Notes for configuring Outlook Calendar Routing Snap-in V1.1 from Pridis B.V. to interoperate with Avaya Breeze<sup>™</sup> R3.4 and Avaya Aura® Communication Manager R7.1 – Issue 1.0

### Abstract

These Application Notes describe the configuration steps for provisioning Outlook Calendar Routing Snap-in from Pridis B.V. to successfully interoperate with Avaya Breeze<sup>™</sup> and Avaya Aura® Communication Manager. The snap-in created by Pridis B.V. is installed on Avaya Breeze<sup>™</sup> and performs a database lookup based on the number being called and can check the Outlook calendar to see if the user is in a meeting or has an appointment and will re-route the call where necessary.

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 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 for provisioning Outlook Calendar Routing Snap-in from Pridis B.V. to successfully interoperate with Avaya Breeze<sup>TM</sup> and Avaya Aura® Communication Manager. The snap-in, created by Pridis, is installed on Avaya Breeze<sup>TM</sup> and performs a database lookup based on the number being called and can check Microsoft Exchange calendar to see if the user is in a meeting or has an appointment and will re-route the call where necessary.

With the Pridis Outlook Calendar Routing Snap-in (snap-in) for Avaya Breeze® Platform, businesses can easily change the default routing for incoming calls based on appointments in the Microsoft Exchange calendar. This means that routing can be changed simply by updating a calendar appointment.

Upon an inbound call, Avaya Breeze® Platform triggers the Pridis snap-in to check the current Exchange calendar information for the number called and redirects the call to the telephone number indicated in the appointment. For example, a calendar appointment can be used to route incoming calls to a specific service engineer on duty. If there is no calendar appointment, the call can be redirected to a default telephone number.

**Note:** The Outlook Calendar Routing Snap-in uses implicit application sequence. Breeze does not support explicit SIP sequencing, it's not possible to sequence Breeze between Communication Manager and the SIP station. Therefore, the snap-in will be applied only to incoming calls over a SIP trunk.

# 2. General Test Approach and Test Results

Testing included validation of correct operation of the snap-in by placing inbound calls over a SIP trunk to the Implicit Users defined on Breeze. Calls are routed to Breeze and if the number dialed is listed as an Implicit User the call will invoke the snap-in and a database lookup will be performed. These users, being present on the snap-in database, are associated with an email address.

The attributes of the snap-in allows the lookup on Exchange server of each user's calendar to check if a meeting or an appointment is scheduled. The snap-in checks the subject of this meeting/appointment and it routes the call based on the information provided in the subject. When setting up a meeting/appointment the user will place a number in the subject, for example {7000}, this will allow the call to be re-routed to 7000.

All calls are incoming over a SIP trunk to Session Manager. Session Manager is then responsible for routing the call to Breeze, where the snap-in is activated and the lookup on Exchange server is carried out. The call is then re-routed as per the information provided in the subject of the meeting or appointment.

The snap-in database:

- Pridis provided a build-in Cluster Database within the same snap-in (as described in Chapter 3 of the Avaya Breeze Snap-in Development Guide). This database was installed with the snap-in and will be added to the Service Databases tab on the System Manager.
- This database comes with a table that is already configured to work with the Outlook Calendar Routing Snap-in and has the default settings already placed in the Attributes page on Breeze, (see Section 5.3).
- The database table needs to be updated for the customer specific configuration. This is explained in **Section 8.1**.

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

Three Communication Manager phones were used during compliance testing, a 96x1 H.323 deskphone, a 96x1 SIP deskphone and an Avaya Vantage running Avaya Equinox software. These extensions are matched with three Microsoft Exchange email addresses. These three extensions are also setup as Implicit Users on System Manager to route the calls to Breeze and invoke the snap-in. Once these extensions are called the snap-in is called upon and the database lookup begins with the corresponding email address used to check the calendar for meetings/appointments.

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on verifying the calls are routed properly according to the Exchange/Outlook calendar of that particular user/extension. Calls are made to the extensions over a SIP trunk when the users are free, i.e., no meetings or appointments are scheduled and when a meeting or an appointment is scheduled so the call is re-routed. The serviceability testing focused on verifying the ability of the snap-in to recover from adverse conditions, such as disconnecting the Ethernet cable from the Breeze and the Session Manager servers.

#### 2.2 Test Results

All test cases passed successfully. The following observations were noted.

- 1. Breeze does not support explicit SIP sequencing, it's not possible to sequence Breeze between Communication Manager H.323 and SIP stations. Internal calls are not supported and ISDN calls are not supported using this type of setup/snap-in. There is a possibility to route incoming ISDN trunk calls out to Session Manager and back to Communication Manager over a SIP trunk, so the snap-in is activated, but that setup was not tested and is outside the scope of these Application Notes. All calls made were incoming over a simulated SIP Trunk.
- 2. When a call is re-routed to another Communication Manager extension there is no information given to the routed station that the call was being re-routed. It appears as a new call.

#### 2.3 Support

Technical support can be obtained for Pridis as follows:

- Email: <u>support@pridis.com</u>
- Website: www.pridis.com
- Phone: +31 (0) 33 2475715

# 3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Outlook Calendar Routing Snap-in with Avaya Breeze<sup>TM</sup>.

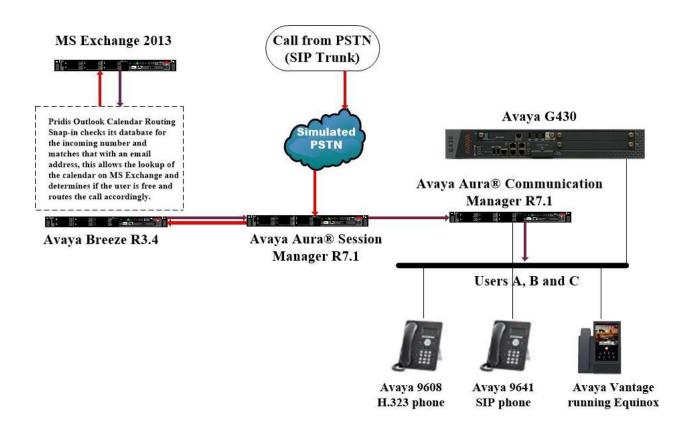


Figure 1: Connection of Pridis Outlook Calendar Routing Snap-in with Avaya Breeze™

# 4. Equipment and Software Validated

All the hardware and associated software used in the compliance testing is listed below.

Avaya Equipment	Software / Firmware Version
Avaya Aura® System Manager running on a virtual server	System Manager 7.1.3.0 Build No 7.1.0.0.1125193 Software Update Revision No: 7.1.3.0.37763 Feature Pack 3
Avaya Aura® Session Manager running on a virtual server	Session Manager R7.1 Build No. – 7.1.3.0.713014
Avaya Aura® Communication Manager running on a virtual server	R7.1 R017x.01.0.532.0 01.0.532.0-24515
Avaya Media Gateway G430	37.42.0/1
Avaya 96x1 H.323 Deskphone	96x1 H323 Release 6.6604
Avaya 96x1 SIP Deskphone	96x1 SIP Release 7.1.2.0.14
Avaya Vantage running Equinox	3.3.1
Avaya Breeze	3.4 Build 3.4.0.0.340003
Microsoft Exchange 2013 running on Windows 2012 R2 Standard Server	Exchange 2013
Pridis Outlook Calendar Routing Snap-in	1.1

### 5. Configure Avaya Breeze™

This section provides the procedures for configuring the snap-in on Breeze. Breeze and its snapins are configured via System Manager. The configuration on Breeze includes the following:

- Install the Outlook Calendar Routing Snap-in
- Create a Service Profile
- Configure Attributes
- Add Implicit User Profiles

**Note:** These Application Notes do not illustrate the deployment and setup of the Breeze Server or the Breeze Cluster. It is assumed that this is already in place and the snap-in will be installed on an existing Breeze Cluster.

Access System Manager using a web browser by entering http://<FQDN >/SMGR, where <FQDN> is the fully qualified domain name of System Manager or http://<IP Adddress >/SMGR. Log in using appropriate credentials.

AVAVA	
Aura <sup>©</sup> System Manager 7.0	
Recommended access to System Manager is via FQDN.	
Go to central login for Single Sign-On	User ID: admin
If IP address access is your only option, then note that authentication will fail in the following cases:	Password:
<ul> <li>First time login with "admin" account</li> <li>Expired/Reset passwords</li> </ul>	Log On Cancel
Use the "Change Password" hyperlink on this page to change the password manually, and then login.	Change Password
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.	• Supported Browsers: Internet Explorer 11.x or Firefox 43.0, 44.0 and 45.0.
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.	
Basically this is Pauls PBX so please go away if you are not Paul.	

Select Avaya Breeze<sup>TM</sup> from the Elements menu as shown below.

AVAVA Aura <sup>®</sup> System Manager 7.1		Last Logged on at June 22, 2018 2:32 PM GO FLog off admin
Home Avaya Breeze <sup>TH</sup> X		
a Users	Contraction Elements	O <sub>o</sub> Services
Administrators	Avaya Breeze™	Backup and Restore
Directory Synchronization	Communication Manager	Bulk Import and Export
Groups & Roles	Communication Server 1000	Configurations
User Management	Conferencing	Events
User Provisioning Rule	Device Services	Geographic Redundancy
	Equinox Conference	Inventory
	IP Office	Licenses
	Media Server	Replication
	Meeting Exchange	Reports
	Messaging	Scheduler
	Presence	Security
	Routing	Shutdown
	Session Manager	Solution Deployment Manager
	Web Gateway	Templates
	Work Assignment	Tenant Management

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### 5.1 Install Outlook Calendar Routing Snap-in

Navigate to Service Management  $\rightarrow$  Services in the left window. From the main window, click on Load.

Home Avaya Breeze™ ×								
▼ Avaya Breeze™	Home	/ Elements / Avaya Breeze™ / Service I	Management / Se	ervices				
Server								
Administration	Sor	vices						
Cluster	501	vices						
Administration	This pa	ge allows you to manage the service life cycl	e across clusters.					
Service Management								
Services	Services							
Bundles	All S	Services						
Service Databases	CLO	ad Install Uninstall ODelete	Set Preferred	Version Start	Stop			
<ul> <li>Reliable Eventing</li> </ul>	30 It	ems 🗆 💝						
Administration		Name	Version	Preferred Version	State	Deployment Type		
▶ Configuration								
▹ System Tools and		Attendant	5.0.1.0.120		Loaded	Java		
Monitoring		AuthorizationService	3.3.0.0.330019		🗸 Loaded	Java		
		AuthorizationService	3.3.1.1.331105		🗸 Loaded	Java		
		AuthorizationService	3.4.0.0.340003		🗸 Loaded	Java		

Browse to the folder where the snap-in is located and click on **Load**.

Load Service			x
Select Service Archive(s): WARNING: The total size of all selected files cannot exceed limits.	the browser-s	pecific upload	^
Filename	Action		
OutlookCalendarRouterSnapin-1.1.svar	<u>Remove</u>		
Local PC Choose File No file chosen			
The File Name and Service Name cannot have a space in th	iem.		Ŧ
	Load	Cancel	

During the loading of the snap-in, a license agreement page is shown where the user can accept the terms and conditions of the snap-in. Once the snap-in is loaded, the snap-in can then be installed onto a Breeze cluster. After the snap-in is loaded successfully, it will appear in the list of services as loaded. This snap-in must now be installed. The snap-in is selected, as shown below, and **Install** is clicked to begin the installation.

0 L <u>o</u>	ad Install Uninstall ODelete	Set Preferred	Version Start	Stop				
30 Items  👌 Filter: Enable								
	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB
	Attendant	5.0.1.0.120		🗸 Loaded	Java	2018/05/16 16:01:45 IST	~	100
	AuthorizationService	3.3.0.0.330019		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	AuthorizationService	3.3.1.1.331105		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	AuthorizationService	3.4.0.0.340003		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	AuthorizationService	3.4.0.1.340120		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	CallEventControl	3.3.0.0.330019		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	CallEventControl	3.3.1.1.331105		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	<b>CallEventControl</b>	3.4.0.0.340003		🗸 Installed	Java	Not Applicable	~	100
	CallEventControl	3.4.0.1.340120		🗸 Loaded	Java	Not Applicable	~	100
	EmailConnector	3.3.0.0.330019		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	EmailConnector	3.3.1.1.331105		🗸 Loaded	Java	Not Applicable	~	100
	EmailConnector	3.4.0.0.340003		🗸 Loaded	Java	Not Applicable	~	100
	EmailConnector	3.4.0.1.340120		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	EventingConnector	3.3.0.0.330019		🗸 Loaded	Java	Not Applicable	~	100
	EventingConnector	3.3.1.1.331105		🗸 Loaded	Java	Not Applicable	~	100
	EventingConnector	3.4.0.0.340003		🗸 Installed	Java	Not Applicable	~	100
	EventingConnector	3.4.0.1.340120		🗸 Loaded	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	HelloWorld	3.3.0.0.0		🗸 Loaded	Java	Not Applicable	Not Signed	100
	HelloWorld	3.3.0.0.330019		🗸 Loaded	Java	Not Applicable	Not Signed	100
	HelloWorld	3.3.1.1.331105		🗸 Loaded	Java	Not Applicable	Not Signed	100
	HelloWorld	3.4.0.0.340003		🗸 Loaded	Java	Not Applicable	Not Signed	100
	HelloWorld	3.4.0.1.340120		🗸 Loaded	Java	Not Applicable	Not Signed	100
	<u>OutlookCalendarRouterSnapin</u>	1.1		🗸 Loaded	Java	Not Applicable	Not Signed	100
	PresenceServices	7.1.2.0.224		🗸 Installed	Java	Not Applicable	<ul> <li>Image: A second s</li></ul>	100
	ScopiaConnector	3.3.0.0.330019		Loaded	Java	Not Applicable	<b>_</b>	100

Select the cluster that the snap-in will be installed on. Click on **Commit**.

1 Iter	n	 Filter: Enable
	Cluster Name	
	For Presence	
	Pridis Calendar	
Select	: All, None	

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### 5.2 Create a Service Profile

Navigate to **Configuration**  $\rightarrow$  **Service Profiles** from the left window. In the main window, select **New** to add a new Service Profiles for the snap-in.

Home Avaya B	Breeze™ ×			
👻 Avaya Breeze	a™	Home / Elements / Avaya Breeze™ / Configuration / Service Profiles		
Server		Search		Help ?
Administrat	tion			
Cluster				
Administrat	tion	Service Profile Configuration		
Service Mar	nagement	This page allows you to create and edit Service Profiles. A Service Profile is a		
→ Reliable Eve	renting	customizable set of Avaya Breeze Services that can be assigned to users.		
Administrat	tion			
Configuration	ion	All Service Profiles		
Service P	Profiles			
Attributes	25	2 Items		Filter: Enable
Logging		Name	D-	scription
Avaya Au	ura®	PG Attendant	De	scription
Media Sei	erver	Select : None		
Authoriza	ation			
Event Cat	talog			
HTTP Sec	curity			

Enter a suitable **Name** for the profile and add the new snap-in. Click on the + icon beside the new snap-in to add this to the profile.

Add to Service Profile     Name     Description       + Advanced     Attendant     Attendant Service       + Advanced     HelloWorld     My Service       + Advanced     OutlookCalendarRouterSnapin     My Service       + Advanced     PresenceServices     Presence Services	Service Pro	ofile Editor			Commit Cancel			
Name Pridis Calendar Description Pridis Calendar Services in this Service Profile   All Services Service Invocation Details   0 Items 2 Filter: Enable   Remove from Service Name   Version Description   Profile Name   Version Description   Filter: Enable Enable Filter: Enable Advanced Attendant Service Advanced Advanced Presence Services Presence Service Presence Service Presence Service Presence Services Presence Service Presence Services Presence Services Presence Services Presence Services								
Description       Pridis Calendar         Services in this Service Profile       Iters         All Services       Service Invocation Details         Image: Imag	Identity							
Services in this Service Profile          All Services       Service Invocation Details         0 Items       Items         0 Items       Filter: Enable         Remove from       Name         Profile       Name         Version       Description         Profile       Name         Version       Description         ** The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.         ** The 'Latest' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.         Available Service to Add to this Service Profile         5 Items       Filter: Enable         5 Items       Pescription         + Advanced       Attendant         + Advanced       HelloWorld         + Advanced       OutlookCalendarRouterSnapin         My Service       Presence Services		*Name Pridis Calenda	r (					
Services in this Service Profile          All Services       Service Invocation Details         0 Items       Items         0 Items       Filter: Enable         Remove from       Name         Profile       Name         Version       Description         Profile       Name         Version       Description         ** The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.         ** The 'Latest' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.         Available Service to Add to this Service Profile         5 Items       Filter: Enable         5 Items       Pescription         + Advanced       Attendant         + Advanced       HelloWorld         + Advanced       OutlookCalendarRouterSnapin         My Service       Presence Services		Description Pridis Calenda						
All Services       Service Invocation Details         0 Items       Items         Remove from Service       Name         Version       Description         No Services       *         * The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.         ** The 'Latest' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.         Available Service to Add to this Service Profile       Filter: Enable         5 Items       E         Add to Service.       Attendant         Advanced       Attendant         Advanced       HelloWorld         Mayanced       OutlookCalendarRouterSnapin         My Service       Presence Services			,					
0 Items       Filter: Enable         Remove from Service Profile       Name       Version       Description         * The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.       **         ** The 'Latest' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.       Filter: Enable         Available Service to Add to this Service Profile       Filter: Enable       Filter: Enable         5 Items       ©       Filter: Enable         Add to Service Profile       Name       Description         +       Advanced       Attendant       Attendant Service         +       Advanced       HelloWorld       My Service         +       Advanced       OutlookCalendarRouterSnapin       My Service         +       Advanced       PresenceServices       Presence Services	Services in thi	is Service Profile						
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Service Profile       Name       Version       Description         No Services       * The 'Latest' Service Profile version ensures that the latest version of a Service installed on the cluster is used for this Service Profile when a newer version is deployed.       **         ** The 'Latest' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used.       *         Available Service to Add to this Service Profile       Filter: Enable         5 Items       ©         Add to Service Profile       Name         Add to Service Profile       Description         +       Advanced       Attendant         +       Advanced       HelloWorld         +       Advanced       OutlookCalendarRouterSnapin         +       Advanced       PresenceServices	0 Items	0 Items 🧔 Filter: Enable						
* The 'Latest' Service Profile version ensures that the latest version of a Service Installed on the cluster is used for this Service Profile when a newer version is deployed. ** The 'Preferred' Service Profile version uses the version set as Preferred on the Service Management page for each particular cluster. If not set then Latest is used. Available Service to Add to this Service Profile 5 Items : The 'Areidant Service Profile Name Add to Service Profile Name Description + Advanced Attendant Attendant My Service Advanced OutlookCalendarRouterSnapin My Service Presence Services Presence Services	Service	Name	Version	Description				
	No Services	1						
Available Service to Add to this Service Profile          5 Items       Filter: Enable         Add to Service Profile       Name         Add to Service Profile       Description         + Advanced       Attendant         + Advanced       HelloWorld         + Advanced       OutlookCalendarRouterSnapin         + Advanced       PresenceServices								
S Items     Filter: Enable       Add to Service Profile     Name       Add to Service Profile     Name       Addvanced     Attendant       Advanced     HelloWorld       My Service       Advanced     OutlookCalendarRouterSnapin       My Service       Advanced     PresenceServices	The Preferred Ser	vice prome version uses the version set a	s Preferred on the Service Management page for each p	articular cluster. If not set then catest is used.				
Add to Service Profile     Name     Description       + Advanced     Attendant     Attendant Service       + Advanced     HelloWorld     My Service       + Advanced     OutlookCalendarRouterSnapin     My Service       + Advanced     PresenceServices     Presence Services	Available Serv	vice to Add to this Service	Profile					
Advanced     Attendant     Attendant Service       Advanced     HelloWorld     My Service       Advanced     OutlookCalendarRouterSnapin     My Service       Advanced     PresenceServices     Presence Services	5 Items I 🍣				Filter: Enable			
Advanced     HelloWorld     My Service       Advanced     OutlookCalendarRouterSnapin     My Service       Advanced     PresenceServices     Presence Services	Add to Service Pro	ofile Name		Description				
Advanced     OutlookCalendarRouterSnapin     My Service       Advanced     PresenceServices     Presence Services	+ Advanced	Attendant		Attendant Service				
Advanced PresenceServices Presence Services	Advanced	HelloWorld		My Service				
				My Service				
Advanced ZangSmsConnector Zang SMS Connector	-			Presence Services				
	Advanced	ZangSmsConnector		Zang SMS Connector				

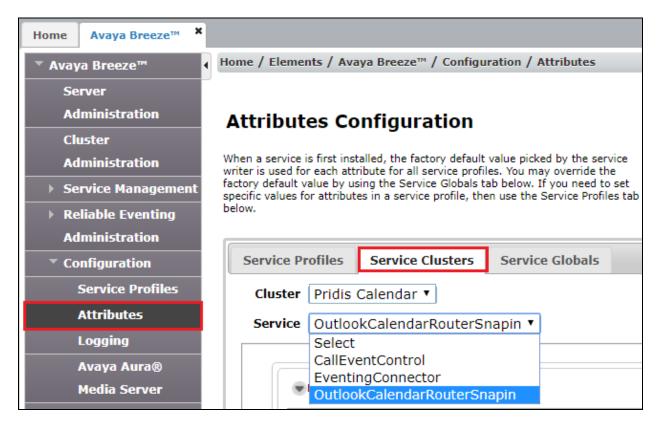
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Service Pr	ofile Editor			Commit <u>C</u> ancel			
Identity	*Name Pridis Calendar						
	Description Pridis Calendar						
Services in th	is Service Profile						
All Services	Service Invocation Details						
1 Item I 🍣	1 Item   😌 Filter: Enable						
Remove from Service Profile	Name	Ve	ersion	Description			
×	OutlookCalendarRouterSnapin	Li	.atest*	My Service			
** The 'Preferred' Se	e Profile version ensures that the latest version of a Service instr rvice Profile version uses the version set as Preferred on the Ser vice to Add to this Service Profile						
5 Items 🛛 🍣				Filter: Enable			
Add to Service Pr	ofile Name	Descripti	tion				
+ <u>Advanced</u> .	. Attendant	Attendan	nt Service				
+ <u>Advanced</u> .		My Servi	ice				
Advanced.		My Servi					
+ <u>Advanced.</u>			e Services				
Advanced	ZangSmsConnector	Zang SM	1S Connector				

With the new Service added to the profile, click on **Commit**.

### 5.3 Configure Attributes

Navigate to **Configuration**  $\rightarrow$  **Attributes** in the left window. From the main window, select the **Service Clusters** tab, highlighted below. Select the Cluster that the snap-in is installed on (**Pridis Calendar**) and select the snap-in.



Many of the Attributes are already filled in and may be correct but there are some that need to be amended as shown below.

- License key This will be provided by Pridis.
- **Master email** This is the email account created in **Section 7.1** to allow the snap-in access to the Exchange server and check the user calendars.
- Master Password This is the password associated with the master email created.
- **Outlook Exchange URL** This is the URL used to gain access to the Exchange server.

ice OutlookCalendarRouterSnapin •							
DEFAULT_GROUP							
12 Items							
Name	Override Default	Effective Value	Description				
Announcement Message			A default announcement message that will be played it the call has to be redirected				
Database Password		****	The password for the database account				
Database table name		Emails	The name of the database table.				
Database URL		$jdbc: {\tt postgresql://edphadbmaster: 5433/outlook calendarrouters {\tt napin_callroutingdb}$	The URL to the JDBC databas server. jdbc:dbtype://ip:port/dbnam				
Database Username		outlookcalendarroutersnapin	The username for the database account				
Default truststore location		/usr/java/default/jre/lib/security/cacerts	Location of the cacerts file within the servers. Empty for default location				
Default truststore password		*******	Password of the cacerts file within the servers. Empty for default password				
License key	•		License key that holds the license info for the snap-in.				
Master email	۲	pridismaster@devconnect.local	The email address for the master outlook account				
Master password		·····	The password for the master outlook account				
Outlook Exchange URL	۲	https://exchange2013/	The URL to the Outlook webmail server. (don't include the "/owa")				
Supplier Id		******	Avaya provided supplier id				

### 5.4 Add Implicit User Profiles

Navigate to **Configuration**  $\rightarrow$  **Implicit User Profiles** in the left window. From the main window click on New.

Home Avaya Breeze™ *	×					
▼ Avaya Breeze™	Home / Elements / Ava	ya Breeze™ / Confi	guration / I	mplicit User Profiles		
Server						Help
Administration	Implicit Ucor	Profiles				
Cluster	Implicit User	FIOTIES				
Administration	This page allows you to as	sign Avaya Breeze serv	vice profile to	users.		
Service Management						
▶ Reliable Eventing						
Administration	Implicit User Pro					
Configuration	✓ Edit	⊖ De <u>l</u> ete				
Service Profiles	2 Items 🛛 🍣				Filte	er: Enable
Attributes	Pattern	Min	Max	Service Profile Name	Desc	
Logging	<u>4000</u>	4	4	Pridis Calendar	Pridis Calendar	
Avaya Aura®	<u>4100</u>	4	4	Pridis Calendar	Pridis Calendar	
Media Server	Select : All, None					
Authorization						
Event Catalog						
HTTP Security						
Implicit User						
Profiles						

Select the **Service Profile** created in **Section 5.2**. Enter the appropriate **Pattern** and once completed click on **Commit**.

Implicit User Pr	Implicit User Profile Rule Editor				
Add/Edit Implicit User Profile Ru	le				
*Service Profile	Pridis Calendar				
*Pattern	4112				
*Min	4				
*Max	4				
Desc	Pridis Calendar				
		Commit	Cancel		

# 6. Configuring Avaya Aura® Session Manager

This section provides the procedures for configuring Session Manager. Like with Breeze in **Section 5**, Session Manager is configured via System Manager. The procedures include the following:

- Configure Application
- Configure Application Sequence
- Configure Implicit Users

Access System Manager using a web browser by entering http://<FQDN >/SMGR. Log in using appropriate credentials.

AVAVA Aura <sup>®</sup> System Manager 7.0	
Recommended access to System Manager is via FQDN.	
Go to central login for Single Sign-On	User ID: admin
If IP address access is your only option, then note that authentication will fail in the following cases:	Password:
<ul> <li>First time login with "admin" account</li> <li>Expired/Reset passwords</li> </ul>	Log On Cancel
Use the "Change Password" hyperlink on this page to change the password manually, and then login.	Change Password
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.	<b>O Supported Browsers:</b> Internet Explorer 11.x or Firefox 43.0, 44.0 and 45.0.
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.	
Basically this is $\ensuremath{PBX}$ so please go away if you are not $\ensuremath{Paul}$ .	

From the main menu click on **Session Manager** highlighted below.

😤 Users	s Elements	O <sub>o</sub> Services
Administrators Directory Synchronization Groups & Roles	Avaya Breeze <sup>™</sup> Communication Manager Communication Server 1000	Backup and Restore Bulk Import and Export Configurations
User Management User Provisioning Rule	Conferencing Device Services Equinox Conference IP Office	Events Geographic Redundancy Inventory Licenses
	Media Server Meeting Exchange Messaging Presence	Replication Reports Scheduler Security
	Routing Session Manager Web Gateway Work Assignment	Shutdown Solution Deployment Manager Templates Tenant Management

#### 6.1 Add a New Application

From the left window, navigate to **Application Configuration**  $\rightarrow$  **Applications**, from the main window click in **New**.

Home Avaya Breeze™ X	Session Manager ×						
Session Manager	Home / Elements / Session Manager / Application	Configuration / Applications		0			
Dashboard				Help ?			
Session Manager	Applications						
Administration	This page allows you to add, edit, or remove applications f	for available SIP Entities.					
Global Settings	Application Entries						
Communication	New Edit Delete						
Profile Editor	2 Items   🍣			Filter: Enable			
▶ Network	Application Name	SIP Entity	Media Filtering	Description			
Configuration		CM71vmpg		CMAPP			
Device and Location	Select : All, None						
Configuration							
* Application							
Configuration							
Applications							
Application							
Sequences							

Enter a suitable **Name** and add the appropriate **SIP Entity**, this will be the SIP Entity of the Breeze server associated with the Pridis Calendar Cluster. Click on **Commit** to save it.

Application E	ditor			Commit Cancel
Application				
*Name BreezeF	ridis_App			
*SIP Entity QBree	ze1SIP			
Description Breezer	ridis_App			
Application Att	ributes (optio	nal)		
Name	Value			
Application Handle				
URI Parameters				
Application Me Enable Media Filtering Audio		Text	Match Type	If SDP Missing
YES V	YES 🔻	YES	NOT_EXACT	ALLOW V
*Required				Commit Cancel

#### 6.2 Add a new Application Sequence

Navigate to **Application Configuration** → **Application Sequences**. Click on **New** as shown.

Session Manager	Home / Elements / Session Manager / Application Configuration / Application Sec	quences
Dashboard		
Session Manager	Application Sequences	
Administration	This page allows you to add, edit, or remove sequences of applications.	
Global Settings	Application Sequences	
Communication	New Edit Delete	
Profile Editor	2 Items 🛛 🥲	
▶ Network	Name	Description
Configuration	AppSEQ_PG	AppSEQ_PG
Device and Location	Select : All, None	
Configuration		
* Application		
Configuration		
Applications		
Application		
Sequences		
Conference		
Factories		

Enter a suitable **Name**. Add the Application created above by clicking on the + icon at the bottom of the screen. Also add the existing Application for Communication Manager Sequencing. The two Applications should be associated with this Application Sequence with the Pridis Application at the top, that is important to note.

pplicati	ion Se	quence Editor	[	Commit Cancel		
Applicati	on Sequ	ience				
*Name	AppSeq_I	Pridis				
Description	BreezePri	dis_AppSEQ				
Applicati	ions in t	his Sequence				
Move Firs	st 🛛 💽	1ove Last Remove				
2 Items						
Seque Order last)	ence first to	Name	SIP Entity	Mandatory	Description	
	* *	BreezePridis App	Breeze1SIP	<ul> <li>Image: A start of the start of</li></ul>	BreezePridis_App	
	* ×	CMAPP	CM71vmpg		CMAPP	
Select : All,	None					
Available	e Applic	ations				
2 Items I	<u>)</u>					Filter: Enable
Name			SIP Entity	Des	cription	
BreezePridis App			Breeze1SIP	Bre	ezePridis_App	
+ <u>CMAR</u>	<b>pp</b>		CM71vmpg	CM/	APP	
Required				Commit Cancel		

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#### 6.3 Adding Implicit Users

Calls are routed to Breeze using Implicit Users. When calls come into Session Manager over a SIP trunk and the extension is listed in Implicit Users the call will follow the Application Sequence that is associated with the user. In this case the Application Sequence created in **Section 6.2** is associated with the Breeze server and so calls are routed to that Breeze server where the snap-in is activated.

Navigate to Application Configuration  $\rightarrow$  Implicit Users and click on New from the main window.

▼ Session Manager 4	Home	/ Element	ts / Se	ssion Manager / App	lication Configuration	/ Implicit Users			0
Dashboard									Help ?
Session Manager	Im	plicit	Usei	'S					
Administration	This pa	age allows y	you to d	efine rules for implicit u	sers.				
Global Settings	Digi	it Patter	n Rul	es Regular Expres	ssion Pattern Rules				
Communication	Imp	olicit Us	er Ri	les with Digit I	Patterns				
Profile Editor	New	Edit		te					
Network	2 Ite	ms 🧶							Filter: Enable
Configuration					Origination	Termination	Emergency Origination	Emergency Termination	
Device and Location		Pattern	Min I	Aax SIP Domain	Application Sequence		Application Sequence	Application Sequence	Description
Configuration		4000	4	4 devconnect.local		AppSeg Pridis	AppSeg Pridis	AppSeq_Pridis	Route to
<ul> <li>Application</li> </ul>		4100	4	4 devconnect.local		AppSeg Pridis	AppSeg Pridis	AppSeg Pridis	Pridis Snapin
Configuration	Selec	t : All, No	one						
Applications									
Application									
Sequences									
Conference									
Factories									
Implicit Users									
NRS Proxy Users									

The appropriate Pattern is entered with the Application Sequence in Section 6.2 chosen from the drop-down menus as shown below. Click on **Commit** to save this.

mplicit	User Rule Editor	Commit Cancel
Implicit	User Rule	
*Pattern	4112	
*Min	4	
*Max	4	
Description	Route to Pridis Snapin	
SIP Domain	devconnect.local 🔻	
Origination Application Sequence	AppSeq_Pridis	]
Termination Application Sequence	1	
Emergency Origination Application Sequence	AppSeq_Pridis	]
Emergency Termination Application Sequence	Select Termination Application Sequence Select Termination Application Sequence AppSEQ_PG	
	AppSeq_Pridis	
*Required		Commit Cancel

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# 7. Configure Microsoft Exchange/Outlook

It is assumed that Microsoft Exchange is already installed and configured for a number of users. This section goes through the setup of the 'master email account' for the snap-in. The snap-in uses this account to observe the calendar information on those users who have their calendar shared with the Pridis master email account. Some configurations for Exchange were performed using Microsoft Outlook.

### 7.1 Configure the Pridis Master Email account

This user should be added to the domain before adding the email account. A user called 'pridismaster' was added to the DevConnect lab domain prior to adding the email account. To add a new email, open the **Exchange Administrative Center** on the Exchange server.



(-) os https://localhost/owa/auth/logon.aspx?repl	aceCurrent=18url=F 🎾 👻 Certificate error 🖒 💽 Exchange Admin Center 🛛 🗙	- □ × ☆ ★ \$
	Domain/user name: Administrator Password:	Center
	() sign in	~

Enter the appropriate credentials and click on **sign in**.

From the main page, click on the + icon to add a new **User mailbox**.

Exchange admin center						
recipients	mailboxes groups	s resources contact	s shared migration			
permissions						
compliance management	+- / = 2					
organization	User mailbox	MAILBOX TYPE	EMAIL ADDRESS			
organizatori	Linked mailbox	User	Administrator@devconnect.local			
protection	aicPG	User	aicPG@devconnect.local			
mail flaur	aicPG1	User	aicPG1@devconnect.local			
mail flow	dave	User	dave@devconnect.local			
mobile	Email for AIC	User	aicpg2@devconnect.local			
mobile	emcsales	User	emcsales@devconnect.local			
public folders	emcsupport	User	emcsupport@devconnect.local			

To assign the pridismaster user an email account, either click on **Existing user**, where the user can be searched and added or click on **New user** as shown below, adding the appropriate details. Click on **Save** to complete.

C User Mailbox - Internet Explorer	<b>– –</b> X
new user mailbox	Help
O Existing user	^
New user	
First name: pridis	
Initials:	
master *Display name:	
pridismaster *Name:	
pridismaster Organizational unit:	
*User logon name:	
pridismaster     @ devconnect.local       *New password:	
*Confirm password:	
Require password change on next logon	
More options	~
save c	cancel
	🔍 100% 🔻 🖽

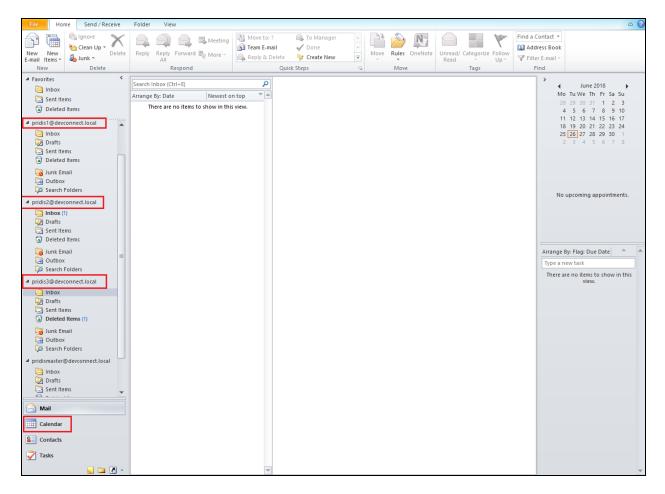
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### 7.2 Configure Exchange calendar for sharing

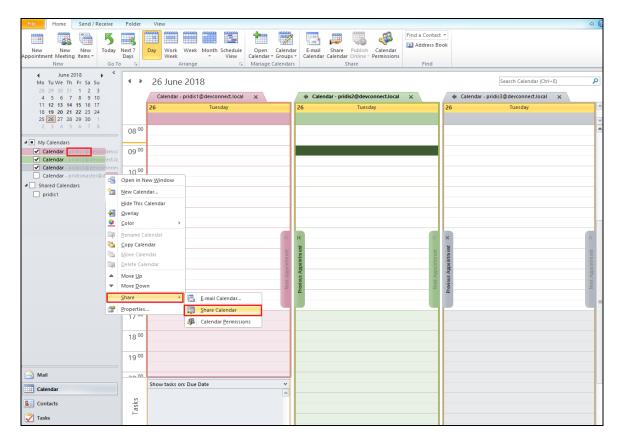
This section shows how to share the calendar of existing Exchange users with the newly added pridismaster email account.

**Note:** For compliance testing four email accounts were added to Outlook running on the Exchange server, pridismaster, pridis1, pridis2 and pridis3. These being the master email account and the three user accounts associated with the three extensions on Communication Manager.

Open Outlook and click on **Calendar** at the bottom left of the screen. Note the three email accounts shown that were configured for compliance testing.



Right click on the account that is to be shared. Select **Share** and **Share Calendar** as shown below.



Enter **pridismaster** (the Pridis master email account) into the **To** field and ensure that **Full details** is chosen for the **Details** drop-down box. **Allow recipient to view your Calendar** is ticked.

1	→ I = Sharing invitation: pridis1 - Calendar - Share – □ ×								
File Share	Insert Options Format Text Review 🛆 🔇								
Paste	▼       A* A*       I = ▼ I = ▼       Image: A track file       Image: A track file								
pridis1@devconnect.local       To       Send       Subject:       Sharing invitation: pridis1 - Calendar       Request permission to view recipient's Calendar       Image: Pridise of the pridise of t									
Details:	Full details         Availability only         Limited details         Full details         ilability and full details of calendar items         pridis1 - Calendar         Microsoft Exchange Calendar								

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Click on **Send** and an email will be sent to pridismaster where the sharing is accepted. Press **Yes** to confirm this as shown below.

👔 🔒 🤊 (° 🔺	F	ridis1 - Calenda	r - Share	_	
File Share	Insert Options Format Text Re	view			۵ 🕜
Paste B Z Clipboard S Send Subject:	Basic Text pridis1@devconnect.local <u>pridismaster</u> Sharing invitation: pridis1 - Calendar	Address Check Book Names Names	<ul> <li>Attach File</li> <li>Attach Item *</li> <li>Signature *</li> <li>Include</li> </ul>	<ul> <li>Follow Up </li> <li>High Importance</li> <li>Low Importance</li> <li>Tags is</li> </ul>	Zoom Zoom
Reques	permission to view recipient's Calendar				
Allow r Details		oft Outlook	X		
	Full details       Share this Calendar         Share this Calendar <pridismaster@dev< td="">         Permissions:       Full detail         pridis1 - Ca       Microsoft E</pridismaster@dev<>	connect.local>?	No		- Ra

# 8. Configure the Outlook Calendar Routing Snap-in

While there is no direct configuration required on the snap-in, there are changes that need to be made to the database associated with the snap-in. The database must be populated with the extension number and email addresses for the site.

Pridis will need to obtain a public key to generate a license, although this procedure will be carried out by a Pridis engineer it is outlined in **Section 8.2**.

### 8.1 Configure the Outlook Calendar Routing Snap-in Database

Open the Breeze node with PuTTY (or a similar product using SSH). Log in with the appropriate credentials and execute the command **psql -h edphadbmaster -p 5433 -U outlookcalendarroutersnapin -d outlookcalendarroutersnapin\_callroutingdb -W** as shown below.



Type the password **outlookcalendarroutersnapin01**. It is highly advised to change this password for security. To change the password, use the command **\password** after having logged in. When changing this password change the database password attribute for the snap-in accordingly in **Section 5.3**.



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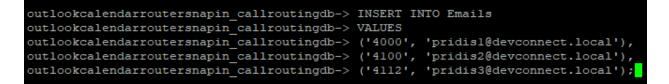
Once logged in commands such as \db or \list can be executed to show the connection is good.

Last login: Tue Jun 26 10:51:40 2018 from 10 [cust@BREEZENumpg ~]\$ psql -h edphadbmaster Password for user outlookcalendarroutersnap psql (9.6.1) SSL connection (protocol: TLSv1.2, cipher: 1	-p 5433 -U outlookcalendarrout( in:				_callroutingdb -W	
Type "help" for help.						
outlookcalendarroutersnapin_callroutingdb->	/db/					
List of tablespaces						
Name   Owner   Location						
pg default   hadb						
pg_global   hadb   (2 rows)						
outlookcalendarroutersnapin_callroutingdb->						
Name	List of databases		Collate	I Ctype	Access privileg	
Name	Owner	Encoding	Collate	і стуре	Access privileg	es
attendant attendantdb	, I attendant	UTF8	en US UTF-8	en US.UTF-8		
hadb	hadb	UTF8		en US.UTF-8		
outlookcalendarroutersnapin callroutingdb			en US.UTF-8			
postgres	hadb		en US.UTF-8			
template0	hadb		en US.UTF-8			+
		I	· -	_	hadb=CTc/hadb	
templatel	hadb	UTF8	en US.UTF-8	en US.UTF-8	=c/hadb	+
	1		-	-	hadb=CTc/hadb	
(6 rows)						
outlookcalendarroutersnapin_callroutingdb->						

The following command is run to add the three extensions and associated emails.

INSERT INTO Emails VALUES ('4000', 'pridis1@devconnect.local'), ('4100', 'pridis2@devconnect.local'), ('4112', 'pridis3@devconnect.local');

The command below adds three rows with 4000 being associated with pridis1@devconnect.local, 4100 with pridis2@devconnect.local and 4112 with pridis3@devconnect.local.



Enter the command **SELECT \* FROM Emails;**. This should return three rows with the correct information as shown below.

outlookcalendar: called_handle	routersnapin_callroutingdb=> SELECT * FROM Email   email_address	s;
4000 4100 4112 (3 rows)	pridisl@devconnect.local   pridis2@devconnect.local   pridis3@devconnect.local	
outlookcalendar	routersnapin_callroutingdb=>	
G. Reviewed	Solution & Interoperability Test I ab Application Notes	26 of

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#### 8.2 Obtain the Public Key for license

Log into the Breeze node using PuTTY or something similar. Once logged in navigate to /var/log/Avaya/services/OutlookCalendarRouterSnapin/

🖉 cust@BREEZEvmpg:~ login as: cust This system is restricted solely to authorized users for legitimate business pur poses 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 crimina 1 and civil penalties under state, federal, or other applicable domestic and for eign laws. The use of this system may be monitored and recorded for administrative and secu rity reasons. Anyone accessing this system expressly consents to such monitorin g 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 offi cials. All users must comply with all corporate instructions regarding the protection o f information assets. Using keyboard-interactive authentication. Password: Last login: Tue Jun 26 10:51:40 IST 2018 from 10.10.40.222 on pts/2 Last login: Tue Jun 26 11:00:34 2018 from 10.10.40.222 [cust@BREEZEvmpg ~]\$ cd /var/log/Avaya/services/OutlookCalendarRouterSnapin/

Open the **OutlookCalendarRouterSnapin.log** file as shown below.

🧬 cust@BREEZEvmpg:/var/log/Avaya/services/OutlookCalendarRouterSnapin login as: cust This system is restricted solely to authorized users for legitimate business pur poses 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 crimina 1 and civil penalties under state, federal, or other applicable domestic and for eign laws. The use of this system may be monitored and recorded for administrative and secu rity reasons. Anyone accessing this system expressly consents to such monitorin g 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 offi cials. All users must comply with all corporate instructions regarding the protection o f information assets. Using keyboard-interactive authentication. Password: Last login: Tue Jun 26 10:51:40 IST 2018 from 10.10.40.222 on pts/2 Last login: Tue Jun 26 11:00:34 2018 from 10.10.40.222 [cust@BREEZEvmpg ~]\$ cd /var/log/Avaya/services/OutlookCalendarRouterSnapin/ [cust@BREEZEvmpg OutlookCalendarRouterSnapin]\$ cat OutlookCalendarRouterSnapin.log

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The log file will display a line containing the text **Your public key**, this will be followed by the key which can be given to Pridis in order to generate a license for the snap-in.

🖉 cust@BREEZEvmpg:/var/log/Avaya/services/OutlookCalendarRouterSnapin 26 08:57:31,717 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Connected party 4001: com.avaya.coll. Subject 200.07.3, 11 { figurentIntreor = 1 outpectationExperience = 0 06-26 08:57:34,903 [SipContainerPool : 2] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped participant: c laboration.call.ParticipantImpl@79lee78f[participationId=local.1528997635320\_748!10.10.40.136-515625135-10.10.40.136, mediaConnectionId=local.152 48\_748\_1, routeId=<null>, handleFarEnd=4001, domainFarEnd=devconnect.local, handleNearEnd=4001, domainNearEnd=devconnect.local, protocolType=5IP, ==4001, H3230ser, participantState=IDLE, presented handle=<null>, presented domain=<null>, presented display name=<null>, isAgent=false, hasIndic tr=false] -26 08:57:34,903 [SipContainerPool : 2] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped cause: AFTER\_ANSWER -26 08:57:34,904 [SipContainerPool : 2] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped participant: com.ava boration.call.ParticipantImpl&8772acOl[participationId=local.152959765320\_749110.10.40.136-788176222-10.10.40.136, mediaConnectionId=local.15295976 747\_1, routeId=<null>, handleFatEnd=3000, domainFatEnd=devconnect.local, handleNearEnd=3000, domainNearEnd=devconnect.local, protocolType=51P, displ <null>, participantState=CONNECTED, presented handle=<null>, presented domain=<null>, presented display name=<null>, isAgent=false, hasIndicatedVideconnect.local false] -26 08:57:34,905 [SipContainerPool : 2] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Call terminated: AFTER\_ANSWER -26 08:57:38,058 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Service attributes: -26 08:57:38,058 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Exchange URL: https://exchange2013/ -26 08:57:38,058 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Exchange URL: https://exchange2013/ -26 08:57:38,058 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Master email address: pridismaster@ 5433/outlookcalendarroutersnapin\_callroutingdb O6-26 03:57:38,059 [SipContainerRooi : ]] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Table name: Emails 06-26 03:57:38,059 [SipContainerRooi : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Database username: outlookcalen -26 08:57:38,059 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Announcement D6-26 08:57:38,061 [SipContainerPool : 1] OWE100KCalendarRouterSnapin INFO MEMLIsiu7btdd= OutlookCalendarRouterSnapin-1.1 icipantState=CONNECTED, presented handle=<null>, presented domain=<null>, presented display name=<null>, isAgent=false, hasIndicatedVid 26 08:57:40,178 [SipContainerFool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Connected party 4101: com.avaya.coll 1.ParticipantEmpl@aeOdlbe8[participationId=local.1529997635320\_759110.140.136-36354934-10.10.40.136, mediaConnectionId=local.1529997635320\_75 eId=<null>, handleFarEnd=4101, domainFarEnd=devconnect.local, handleNearEnd=4101, domainNearEnd=devconnect.local, protocolType=51F, display name r, participantState=CONNECTED, presented handle=<null>, presented domain=<null>, presented display name=<null>, isAgent=false, hasIndicatedVideo: , 26 08:57:42,598 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped cause: PARTICIPANT\_DU -26 08:57:42,598 [SipContainerFool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped participant: co soration.call.ParticipantImpl&eodlbe8[participationId=local.1529997635320\_759!10.10.40.136-363554334-10.10.40.136, mediaConnectionId=local.1529 759 ], routeId=<null>, handleFarEnd=4101, domainFarEnd=devoonnect.local, handleNearEnd=4101, domainNearEnd=devconnect.local, protocolType=SIP, 101, SIPUser, participantState=IDLE, presented handle=<null>, presented display name=<null>, isAgent=false, hasIndicat alse) 08:57:42,598 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Participant dropped cause: AFTER ANSWER 20 0017.12,550 [SipContaineFront : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-11. - Fattoipant Gropped participant: com.a Oration.call.ParticipantImpl@a62cobc7[participationId=local.IS29997633320 759110.10.40.136-ISIB5935-10.10.40.136, mediaConnectionId=local.IS29997 6] \_, routeId=<null>, handleFatEnd=S000, domainFatEnd=devconnect.local, handleMatEnd=S000, domainMatEnd=Genomect.local, protocolType=STP, disp ull>, participantState=CONNECTED, presented handle=<null>, presented domain=<null>, presented display name=<null>, isAgent=false, handleFatEnd=S000, domainMatEnd=Connect.local, protocolType=STP, disp

018-06-26 08:57:42,599 [SipContainerPool : 1] OutlookCalendarRouterSnapin INFO - OutlookCalendarRouterSnapin-1.1 - Call terminated: AFTER\_ANSWER cust@REEZEXmmug OutlookCalendarRouterSnapin]\$

# 9. Verification Steps

This section provides steps that may be performed to verify that the solution is configured correctly.

### 9.1 Create an Appointment on the Outlook calendar

Pick a user and right click in the calendar. The example below shows a **New Appointment** being created for **pridis1**.

File Home Send / Receive	Folder	View						
New New New Appointment Meeting Items - Go To	Next 7 Days	Day Wor	rk Week Month Schedule	Open C Calendar + G Manage Cal	roups * Ca	E-mail Share Publish alendar Calendar Online - Share	Calendar Permissions	Find a Contact 🔻
↓       June 2018       ↓          Mo       Tu We       Th       Fr       Sa       Su         28       29       30       31       1       2       3         4       5       6       7       8       9       10         11       12       13       14       15       16       17         18       19       20       21       22       23       24         25       26       27       28       29       30       1         2       3       4       5       6       7       8	• • 08 <sup>00</sup>	Calend 26	ne 2018 lar - pridis1@devconnect.local Tuesday	×	26			× 20
My Calendars     Calendar - Administrator@devcc     Calendar - aicPG@devconnect.lc     Calendar - encsales@devconnect     Calendar - pridis1@devconnect     Calendar - pridis2@devconnect     Calendar - pridis3@devconnect     Calendar - pridis3@devconnect     Calendar - pridis3@devconnect	09 <sup>00</sup> 10 <sup>00</sup> 11 <sup>00</sup>		New All Day <u>E</u> vent New Meeting Re <u>q</u> uest					
Shared Calendars     pridis1	12 <sup>00</sup> 13 <sup>00</sup> 14 <sup>00</sup>	timent ×	Go to Date Color Calendar Options	• •	nent × tment ×			nent ×
	15 <sup>00</sup> 16 <sup>00</sup>	Previous Appointment			Next Appointment Previous Appointment			Next Appointment

The **Subject** is where the re-routing of calls is taken from, enter  $\{xxxx\}$  into the subject header where xxxx is the extension where the call is to be re-routed. In this case **4001** was chosen. The extension number is placed between the two  $\{\}$  brackets. Save the new Appointment by clicking on **Save & Close** at the top left of the screen.

2 2 7	Ŭ & ∳   <del>↓</del>				{4001} - A	ppointment		
File	Appointment	Insert Form	iat Text I	Review				
	Calendar	22222	Ě	<u> 22</u>	w Show As:	Busy	÷	
Save & Dele Close		Appointment	Scheduling Assistant	Invite Attendees	🐺 Reminder:	15 minutes	+ Recurrence	Time Zones
A	ctions	Show	w	Attendees		Options		E.
Subject:	{4001}							
Location:	DevConnect Lab							
Start time:	Tue 26/06/2018	-	08:30	- A	ll day event			
End time:	Tue 26/06/2018	•	10:00	-				
This is a t	est to re-route t	he call to 4001	L when this	Appointm	ent is activate	d.		

The new Appointment for pridis1 is clearly shown, highlighted below.

File Home Send / Rece	eive Fol	lder	View									2 ۵
					000000	_	00000 (00000)	-	Find a Contact			
	5							4				
	oday Next		Day Work Week Month So	chedule Open	Calenda	ar E-mail	Share Publish		Address Boo	ж		
Appointment Meeting Items *	Days				• Groups		Calendar Online	<ul> <li>Permissions</li> </ul>				
	Go To	Gi .	Arrange	G Manage	Calendars	5	Share		Find			
		►	26 June 2018								Search Calendar (Ctrl+E)	Q
28 29 30 31 1 2 3			20 June 2010								Search carendar (ecr. e)	-
4 5 6 7 8 9 10			Calendar - pridis1@devconne	ect.local 🗙		🔶 Caler	dar - pridis2@dev	connect.local	×	🔶 Calendar	- pridis3@devconnect.local 🗙	
11 12 13 14 15 16 17		- 1	26 Tuesda	зу		26	Tues	day		26	Tuesday	
18 19 20 21 22 23 24 25 26 27 28 29 30 1												
2 3 4 5 6 7 8	-	- 00										
	08	8 <sup>00</sup> 8	{4001}			{4101}						
My Calendars	_		(4001) DevConnect Lab		- 1	{4101} Pridis test						
Calendar - Administrator@	devcc 09	9 00										
Calendar - aicPG@devconn												
Calendar - emcsales@devco		0 00										
Calendar - pridis2@devcon	nnect.											
Calendar - pridis3@devcon	nnect. 1	1 00										
Calendar - pridismaster@d	levcor	·										
Shared Calendars	11	2 00										
pridis1	14	۲										_
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S Contacts		ŝ										
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💙 Tasks												
	<b>N</b> - <b>N</b>				-							
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Items: 1 🛛 🐺 Reminders: 13							All tolders are up	to date. 🔀	Connected to Mi	rosoft Exchange	□ ▦ ▦ ◻ 100% ——	

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#### 9.2 Run TraceCE on Avaya Breeze™

Open an SSH session to the Breeze node as per **Sections 8.1** & **8.2**, using PuTTY or some equivalent program. Once logged in type traceCE and the trace will open allowing the capture of various components, ensure that snap-in is selected. Once the trace was running the following calls were made.

#### 9.2.1 Call to Extension 4100 with no Meeting/Appointment scheduled

A call was made from a simulated PSTN over a SIP trunk to extension 4100. At this time 4100 did not have any Appointment or Meeting scheduled in Outlook. Looking at the trace, the **INVITE** can be observed from Session Manager to Breeze and the Implicit User **4100** is found. The information following that shows the snap-in being activated and the database being looked up with the email calendar being checked. The line **Showing appointments: count: 0** shows there is no appointment and the following line states **No redirection, calling: "4100**". The call should then proceed to extension 4100 and get answered.

SM7	lvmpg SM100	
11:06:45.497		(2) T:4100 F:3000 U:4100 P:imsterm
11:06:45,501	Getting Service List	Phase:imsterm Method:INVITE
11:06:45,502	No explicit template found	User: 4100@devconnect.local
11:06:45,502	Implicit user found	User: 4100
11:06:45.504		(2) 100 Trying
11:06:45,504	No explicit template found	User: 4100@devconnect.local
11:06:45,504	Implicit user found	User: 4100
11:06:45,505	Service List	pfa,CallEventControl-3.4.0.0.340003,OutlookCalendarRouterSnapin-1.1,pfa,
11:06:45,528	GigaSpaces writeCall	CallEventControl 3.4.0.0.340003
11:06:45,571	GigaSpaces writeCall	OutlookCalendarRouterSnapin 1.1
11:06:45,575	Service attributes:	OutlookCalendarRouterSnapin: Service attributes:
11:06:45,575	Exchange URL: https://exchange2	OutlookCalendarRouterSnapin: Exchange URL: https://exchange2013/
11:06:45,575	Master email address: pridismas	OutlookCalendarRouterSnapin: Master email address: pridismaster@devconnect.local
11:06:45,575	Database URL: jdbc:postgresql:/	OutlookCalendarRouterSnapin: Database URL: jdbc:postgresgl://edphadbmaster:5433/outlookcalendarroutersnapi
11:06:45,575	Table name: Emails	OutlookCalendarRouterSnapin: Table name: Emails
11:06:45,576	Database username: outlookcalen	OutlookCalendarRouterSnapin: Database username: outlookcalendarroutersnapin
11:06:45,576	Announcement message:	OutlookCalendarRouterSnapin: Announcement message:
11:06:45,578	Your public key : vZ05uvRBSYeZ4	OutlookCalendarRouterSnapin: Your public key : vZ05uvRBSYeZ4ciNoddeLBPJX9iv9MPMLIsIu7btJd8=
11:06:45,578	Fetch database url and credenti	OutlookCalendarRouterSnapin: Fetch database url and credentials.
11:06:45,579	Try to connect to the database.	OutlookCalendarRouterSnapin: Try to connect to the database.
11:06:45,587	Connected to the database.	OutlookCalendarRouterSnapin: Connected to the database.
11:06:45,587	SELECT COUNT(called_handle) FRO	OutlookCalendarRouterSnapin: SELECT COUNT(called_handle) FROM Emails called_handle
11:06:45,589	DB users: 3	OutlookCalendarRouterSnapin: DB users: 3
11:06:45,589	Allowed: 80	OutlookCalendarRouterSnapin: Allowed: 80
11:06:45,589	Entered callIntercepted.	OutlookCalendarRouterSnapin: Entered callIntercepted.
11:06:45,590	Fetching truststore properties.	OutlookCalendarRouterSnapin: Fetching truststore properties.
11:06:45,590	Setting new truststore: /usr/ja	OutlookCalendarRouterSnapin: Setting new truststore: /usr/java/default/jre/lib/security/cacerts
11:06:45,590	Setting new truststore password	OutlookCalendarRouterSnapin: Setting new truststore password changeit
11:06:45,590	Fetch email from database.	OutlookCalendarRouterSnapin: Fetch email from database.
11:06:45,590	Fetch database url and credenti	OutlookCalendarRouterSnapin: Fetch database url and credentials.
11:06:45,591	Try to connect to the database.	OutlookCalendarRouterSnapin: Try to connect to the database.
11:06:45,598	Connected to the database.	OutlookCalendarRouterSnapin: Connected to the database.
11:06:45,598	SELECT email_address FROM Email	OutlookCalendarRouterSnapin: SELECT email_address FROM Emails WHERE called_handle = CAST(4100 AS VARCHAR)
11:06:45,602	Email: pridis2@devconnect.local	OutlookCalendarRouterSnapin: Email: pridis2@devconnect.local
11:06:45,602	Start fetching the appointments	OutlookCalendarRouterSnapin: Start fetching the appointments.
11:06:45,602	Creating service	OutlookCalendarRouterSnapin: Creating service
11:06:45,642 11:06:45,642	Fetching user&password attribut Fetching Server URL	OutlookCalendarRouterSnapin: Fetching user&password attributes OutlookCalendarRouterSnapin: Fetching Server URL
11:06:45,642	Request appointments	OutlookCalendarRouterShaphi: Returning Server Okl
11:06:45,909	Showing appointments: count: 0	OutlookCalendarRouterShaphn: Showing appointments: count: 0
11:06:45,909	No redirection, calling: "4100"	OutlookCalendarRouterShapin: No redirection, calling: "4100"
11:06:45,910	INVITE	(3) Tillop Fislop Distance
11:06:45.920	Trying	(3) 100 Trying
11:06:46.019	-Ringing-	(3) 180 Ringing
11:06:46.059	<-Ringing-	(2) 180 Ringing
11:06:46.159	-Ringing-	(3) 180 Ringing
11:06:46.190		(2) 180 Ringing

#### 9.2.2 A call to Extension 4100 with an Appointment scheduled

With an Appointment scheduled (as per **Section 9.1**) make a call to that user. The example below a call was made to 4100 which had an Appointment scheduled with the subject as {4101} thus re-routing the incoming caller to 4101. Looking at the trace below similar information to the call in **Section 9.2.1** can be observed, however, on this occasion an appointment is found and the line **redirecting call to "4101"** can be observed.

11:07:54.335 - INVITE-> (1) T:4100 F:3000 U:4100 P:imsterm	
11:07:54,339 Getting Bervice Last Phase imstern Method: INVITE	
11:07:54,340 No explicit template found User: 4100@devconnect.local	
11:07:54,340 Implicit user found User: 4100	
1:07:54,342 No explicit template found User: 4100@devconnect.local	
11:07:54,342 Implicat user found User: 4100	
11:07:54,343 Service Last pfa,CallEventControl-3.4.0.0.340003,OutlookCalendarRouterSnapin-1.1,pfa,	
11:07:54.349 - Trying (1) 100 Trying	
11:07:54,362 Garaganes writecall CallEventControl 3.4.0.0.340003	
11:07:54,444 GigaSpaces writeCall OutlookCalendarRouterSnapin 1.1	
11:07:54,447 Service attributes: OutlookCalendarRouterSnapin: Service attributes:	
11:07:54,448 Exchange URL: https://exchange2 OutlookCalendarRouterSnapin: Exchange URL: https://exchange2013/	
11:07:54,448 Master email address: pridismas OutlookCalendarRouterSnapin: Master email address: pridismaster@devconnect.local	
11:07:54,448 Database URL: jdbc:postgresql:/ OutlookCalendarRouterSnapin: Database URL: jdbc:postgresql://edphadbmaster:5433/outlo	ookcalendarroutersnapi
11:07:54,448 Table name: Emails OutlookCalendarRouterSnapin: Table name: Emails	-
11:07:54,448 Database username: outlookcalen OutlookCalendarRouterSnapin: Database username: outlookcalendarroutersnapin	
11:07:54,449 Announcement message: OutlookCalendarRouterSnapin: Announcement message:	
11:07:54,451 Your public key : vZ05uvRBSYeZ4 OutlookCalendarRouterSnapin: Your public key : vZ05uvRBSYeZ4ciNoddeLBPJX9iv9MPMLIsIu7	7btJd8=
11:07:54,451 Fetch database url and credenti OutlookCalendarRouterSnapin: Fetch database url and credentials.	
11:07:54,452 Try to connect to the database. OutlookCalendarRouterSnapin: Try to connect to the database.	
11:07:54,621 Connected to the database. OutlookCalendarRouterSnapin: Connected to the database.	
11:07:54,621 SELECT COUNT(called_handle) FRO OutlookCalendarRouterSnapin: SELECT COUNT(called_handle) FROM Emails called_handle	
11:07:54,623 DB users: 3 OutlookCalendarRouterSnapin: DB users: 3	
11:07:54,623 Allowed: 80 OutlookCalendarRouterSnapin: Allowed: 80	
11:07:54,623 Entered callIntercepted. OutlookCalendarRouterSnapin: Entered callIntercepted.	
11:07:54,624 Fetching truststore properties. OutlookCalendarRouterSnapin: Fetching truststore properties.	
11:07:54,624 Setting new truststore: /usr/ja OutlookCalendarRouterSnapin: Setting new truststore: /usr/java/default/jre/lib/securi	ity/cacerts
11:07:54,624 Setting new truststore password OutlookCalendarRouterSnapin: Setting new truststore password changeit	
11:07:54,624 Fetch email from database. OutlookCalendarRouterSnapin: Fetch email from database.	
11:07:54,624 Fetch database url and credenti OutlookCalendarRouterSnapin: Fetch database url and credentials.	
11:07:54,625 Try to connect to the database. OutlookCalendarRouterSnapin: Try to connect to the database.	
11:07:54,633 Connected to the database. OutlookCalendarRouterSnapin: Connected to the database.	
11:07:54,633 SELECT email address FROM Email OutlookCalendarRouterSnapin: SELECT email_address FROM Emails WHERE called_handle = C	CAST (4100 AS VARCHAR)
11:07:54,636 Email: pridis2@devconnect.local OutlookCalendarRouterSnapin: Email: pridis2@devconnect.local	
11:07:54,636 Start fetching the appointments OutlookGalendarRouterSnapin: Start fetching the appointments. 0utlookGalendarRouterSnapin: Start fetching the appointments.	
11:07:54,636 Creating service OutlookCalendarRouterShapin: Creating service OutlookCalendarRouterShapin: Fetching userkpassword attributes	
11:07:54,712 Fetching Server URL OutlockCalendarRouterSnapin: Fetching Server URL	
11:07:54,712 Request appointments OutlookCalendarRouterSnapin: Request appointments	
11:07:55,054 Showing appointments count: 1 OutlookCalendarKouterSnapin: Request appointments count: 1	
11:07:55,234 SUBJCT: {410} OutlookCalendarRouterSnapin: SUBJCT: {410}	
11:07:55,234 LOCATION: Pridis test OutlookCalendarRouterShapin: LOCATION: Pridis test	
1:07:55,235 SUBJECT: {101} OutlookCalendarRouterSnapin: SUBJECT: {101}	
11:07:55,235 LOCATION: Pridis test OutlookCalendarRouterSnapin: LOCATION: Pridis test	
1:07:55,235 ENTERED GetWhitelist OutlookCalendarRouterSnapin: ENTERED GetWhitelist	
1:07:55,235 EXIT GetWhitelist OutlookCalendarRouterSnapin: EXIT GetWhitelist	
11:07:55,235 Found phonenumber (4101) OutlookCalendarRouterSnapin: Found phonenumber (4101)	
11:07:55,235 redirecting call to: "4101" OutlookCalendarRouterSnapin: redirecting call to: "4101"	
11:07:55.284 - INVITE (2) T:4100 F:3000 U:4101 F:termdone	
11:07:55.288 — Trying	
11:07:55.513 —Ringing-> (2) 180 Ringing	
11:07:55.558 - Ringing - Ringing - (1) 180 Ringing	

## 10. Conclusion

These Application Notes describe the configuration steps required for Outlook Calendar Routing Snap-in from Pridis B.V. to successfully interoperate with Avaya Breeze<sup>™</sup> and Avaya Aura® Communication Manager. All functionality and serviceability test cases were completed successfully with any observations noted in **Section 2.2**.

### 11. Additional References

This section references the Avaya product documentation that are 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 7.1
- [2] Administering Avaya Aura® Session Manager Release 7.1
- [3] Deploying Avaya Breeze<sup>TM</sup> Release 3.4

Documentation on the Outlook Calendar Routing Snap-in can be obtained from Pridis by contacting their support team.

- Email: <u>support@pridis.com</u>
- Website: *www.pridis.com*
- Phone: +31 (0) 33 2475715

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