



Avaya Solution & Interoperability Test Lab

Application Notes for Stratus ftServer 6310 with VMWare and Avaya Aura® Contact Center Release 6.2 – Issue 1.0

Abstract

These Application Notes describes the integration, functionality and stability of Stratus ftServer 6310 running VMWare with Avaya Aura® Contact Center 6.2 installed.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions with Stratus. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

The purpose of this document is to ensure that Avaya Aura® Contact Center (AACC) applications are compatible with Stratus ftServer 6310 (Stratus 6310) running on VMware. The AACC applications namely Contact Center Manager Server, Contact Center Manager Administrator, Communication Control Toolkit and Contact Center Manager Multimedia are installed on the Stratus 6310 and tested for basic functionalities.

The Stratus ftServer 6310 is a fault-tolerant system that uses replicated hardware that operates in lockstep and thereby supporting applications that are business critical. During integration, ftServer 6310 is tested to make sure that above mentioned AACC applications are installed successfully and that ftServer 6310 truly behaves as high availability server.

2. General Test Approach and Test Results

The AACC applications were installed on Stratus 6310 running VMware. The basic functionality of the Contact Center applications were tested and assessed to see if there were any negative impacts when the Stratus 6310 server was put under defensive testing.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focused on verifying Stratus 6310 server for the following:

- Co-resident installation of Contact Center Manager Server and Contact Center Manager Administration.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration and Communication Control Toolkit.
- Standalone installation of Contact Center Manager Multimedia.
- Basic functionalities of Contact Center Manager Server, Manager, Multimedia and Communication Control Toolkit.
- Defence and Recovery of Status 6310 server's CPU/Memory, IO enclosures, Network ELAN/CLAN, Storage disk and Power.

Notes: During compliance testing it was not possible to test Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit and Contact Center Manager Multimedia due to shortage of storage size on the disks. Contact Center Manager Multimedia was therefore tested in standalone environment only.

2.2. Test Results

The objectives outlined in **Section 2.1** were verified and met. Basic tests were executed and passed with an observation.

Observation: During recovery of Input/Output (IO) enclosure of the Stratus 6310 server the embedded client of Communication Control Toolkit (also known as ref client) loses login connection and user has to login again. There is no impact on any of the running services of Contact Center application during this recovery.

2.3. Support

For technical support on Stratus 6310 server, please contact Stratus Technologies support team:

- **Telephone:** 1-800-221-6588 or 1-800-828-8513.
- **Email:** dispatcher@stratus.com
- **Web Site:** www.stratus.com

3. Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between AACC and Stratus 6310 server.

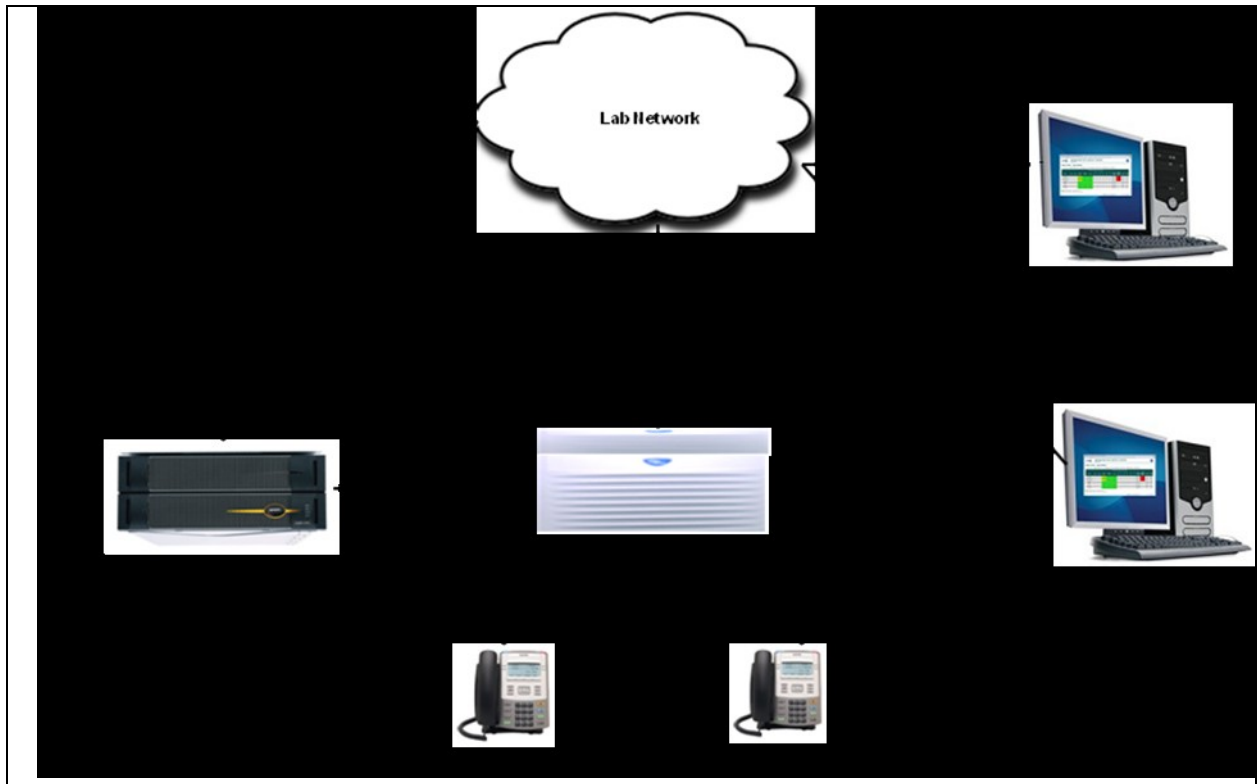


Figure 1: Test Solution Configuration.

4. Equipment and Software Validated

| Equipment | Software/Firmware |
|--|--|
| Avaya Communication Server 1000 | SW Version : 7.5 |
| Avaya Aura® Contact Center OS | Windows Server 2008 R2 Standard with Service Pack 1 (64-bit). |
| Avaya Aura® Contact Center | SW Version : 6.2.204.0 |
| Avaya Agent Desktop: <ul style="list-style-type: none">○ 1140 (IP) | <ul style="list-style-type: none">○ 0625C8A |
| Stratus ftServer 6310: <ul style="list-style-type: none">○ Processors○ Memory○ VMware ESX○ vSphere Client○ ftServer Software○ Guest Operating System○ Guest Memory○ Guest Disk○ Guest Ethernet | <ul style="list-style-type: none">○ Intel Xeon CPU x5670@2.93 GHz.○ 16GB○ 4.0.0 Update 2○ 4.0.0○ 3.1.2.0○ Windows Server 2008 R2 Standard with Service Pack 1 (64-bit).○ 8GB○ 136.25 GB○ 1GB Duplex (CLAN), 1GB Duplex (ELAN). |

5. Configuring the Avaya Aura® Contact Center Applications

Installation and configuration of AACC applications are beyond the scope of this document. Assumption is made that all required applications are successfully installed and configured. In brief, Communication Server 1000 was configured with an Application Module Link (AML) and desktop agents. The AACC applications were installed and configured on the ftServer 6310 so that it can communicate with the Communication Server 1000 using the AML. For detailed information on AACC applications and Communication Server 1000 installation and configuration refer to **Section 9[1]**.

6. Configuring the Stratus ftServer 6310

Installation and configuration of the Stratus 6310 server are beyond the scope of this document. Assumption is made that all required Stratus ftServer hardware and software are successfully installed and configured. In brief, the ftServer 6310 is installed with the VMWare software and loaded with the Windows operating system. AACC applications are then installed on the server following the guidelines as mentioned in **Section 5**. For complete information on Stratus 6310 server installation and configuration refer to **Section 9[2]**.

7. Verification Steps

The following steps were performed to verify the integration between AACC and Stratus 6310 server:

- Co-resident installation of Contact Center Manager Server and Contact Center Manager Administration including basic functionality and stability testing.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration and Communication Control Toolkit including basic functionality and stability testing.
- Standalone installation of Contact Center Manager Multimedia including basic functionality and stability testing.
- Defense and Recovery testing of CPU/Memory and IO enclosure by using the bringDown and bringUp commands.
- Defense and Recovery testing of Network ELAN and CLAN by manually disconnecting the Ethernet cable.
- Defense and Recovery testing of Storage disk by manually pulling the storage disk out of the server.
- Defense and Recovery testing of Power by manually disconnecting the power cable.

Notes: During compliance testing, Communication Control Toolkit was tested using the ref client and Contact Center Manager Multimedia was tested using Avaya Aura® Agent Desktop in voice mode only.

8. Conclusion

The basic test cases with respect to installation and stability of Avaya Aura® Contact Center applications on Stratus ftServer 6310 server has passed and met the objectives outlined in **Section 2** with an observation mentioned in **Section 2.2**.

9. Additional References

[1] Product documentation for Avaya Aura® Contact Center and Avaya Communication Server 1000 may be found at:

<https://support.avaya.com/css/Products/P0793>

Avaya Communication Server 1000 Documents:

- Avaya Communication Server 1000E Installation and Commissioning (NN43041-310)
- Avaya CS 1000 Co-resident Call Server and Signalling Server Fundamentals (NN43001-509, 03.01)
- Avaya CS 1000 Element Manager System Reference - Administration (NN43001-632, 05.04)

Avaya Aura® Contact Center 6.2 Documents:

- Avaya Aura® Contact Center Planning and Engineering (NN44400-210)
- Avaya Aura® Contact Center Installation (NN44400-311)
- Avaya Aura® Contact Center Server Administration (NN44400-610)
- Avaya Aura® Contact Center Overview (NN44400-111)
- Avaya Aura® Contact Center Fundamentals (NN44400-110)
- Avaya Aura™ Contact Center Manager Administration – Client Administration (NN44400-611)

[2] Product documentation for Stratus ftServer 6310 server may be found at:

<http://www.stratus.com/Products/ftServerSystems/6300-6310.aspx>

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