



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Acqueon RAPCTI Agent Desktop, with Avaya Aura® Application Enablement Services – Issue 1.0

Abstract

These Application Notes describe the procedure for integrating Acqueon RAPCTI with Avaya Aura® Application Enablement Services.

RAPCTI is a set of ready to use productivity tools with an open, modular architecture that comes complete with CTI functionalities. It focuses on enabling contact centers to make the most of their agent resources and enhance customer service. Additionally, it enables organizations to scale up each solution to suit their business needs.

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 procedure for integrating Acqueon RAPCTI with Avaya Aura® Application Enablement Services.

RAPCTI is a set of ready to use productivity tools with an open, modular architecture that comes complete with CTI functionalities. It focuses on enabling contact centers to make the most of their agent resources and enhance customer service. Additionally, it enables organizations to scale up each solution to suit their business needs.

These Application Notes assume that the prerequisites in **Section 5** have been met prior to configuring Avaya Aura® Application Enablement Services. Only steps relevant to this compliance test are described in this document.

2. General Test Approach and Test Results

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The general test approach included verification of a successful integration between RAPCTI and Application Enablement Services. Modifications were made using the RAPCTI client GUI and verified by placing calls to configured extensions associated with the RAPCTI application.

The following scenarios were used to verify RAPCTI functionality:

- Agent Login
- Agent State Change
- Inbound calls
- Outbound calls
- Hold / Resume
- Call termination (origination/destination)
- Transfer
- Conference
- TSAPI Link State Change

2.2. Test Results

Acqueon RAPCTI successfully passed the compliance testing.

2.3. Support

Technical support for the RAPCTI solution can be obtained by contacting Acqueon:

- URL – <http://acqueon.issuetrak.com>
- Phone – +9198403 57893 (or) +1 888 946 6878
- Email – support@acqueon.com

3. Reference Configuration

Figure 1 illustrates the reference configuration used during testing. In the reference configuration, RAPCTI was integrated with Application Enablement Services (AES). Configuration for RAPCTI was performed using the RAPCTI GUI and verification was done by placing calls to the associated extensions. Calls were placed both internally and externally, along with agent login, and VDN monitoring.

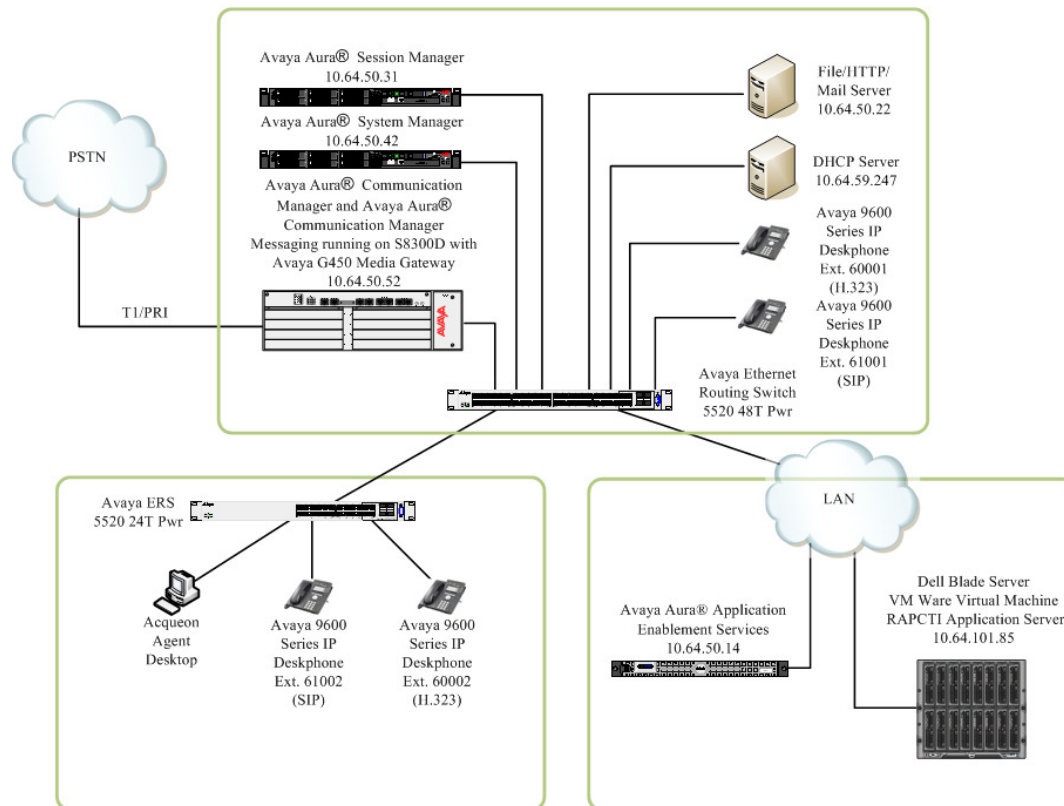


Figure 1: Test Configuration of RAPCTI

4. Equipment and Software Validated

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

Equipment	Software/Firmware
<i>Avaya PBX Products</i>	
Avaya S8300D Server running Avaya Aura® Communication Manager	Avaya Aura® Communication Manager 6.2 Service Pack 5
Avaya G450 Media Gateway MGP	HW 2 FW 31.20.0
<i>Avaya Aura® Session Manager</i>	
Avaya Aura® Session Manager HP Proliant DL360 G7	6.3.0 Service Pack 1
Avaya Aura® System Manager HP Proliant DL360 G7	6.3.0 Service Pack 1
<i>Avaya Aura® Application Enablement Services</i>	
Avaya Aura® Application Enablement Services Dell Power Edge R610	r6-2-0-18-0-Patch 1
<i>Avaya Endpoints</i>	
Avaya 96x0 Series IP Deskphones	H.323 3.1SP2 SIP 2.6.6.0
Avaya 96x1 Series IP Deskphones	H.323 6.2 SIP 6.2.1
<i>Acqueon Products</i>	
RAPCTI Server	4.2
RAPCTI Agent Desktop	1.0

5. Prerequisite Configuration

The following components must be installed and running in order for the RAPCTI application to function properly. This configuration is performed by the Acqueon support team.

- Dot Net Frame Work 2.0
- TSAPI Client 5.x
- AES IP Address
- TSAPI Link Name, AES User Name, AES Password
- RAPCTI Server must be installed as a Windows service on the Server machine.

Note: Details for contacting Acqueon support can be found in section 2.3.

6. Configure Avaya Aura® Application Enablement Services

This section describes the Application Enablement Services configuration to support the network shown in **Figure 1**.

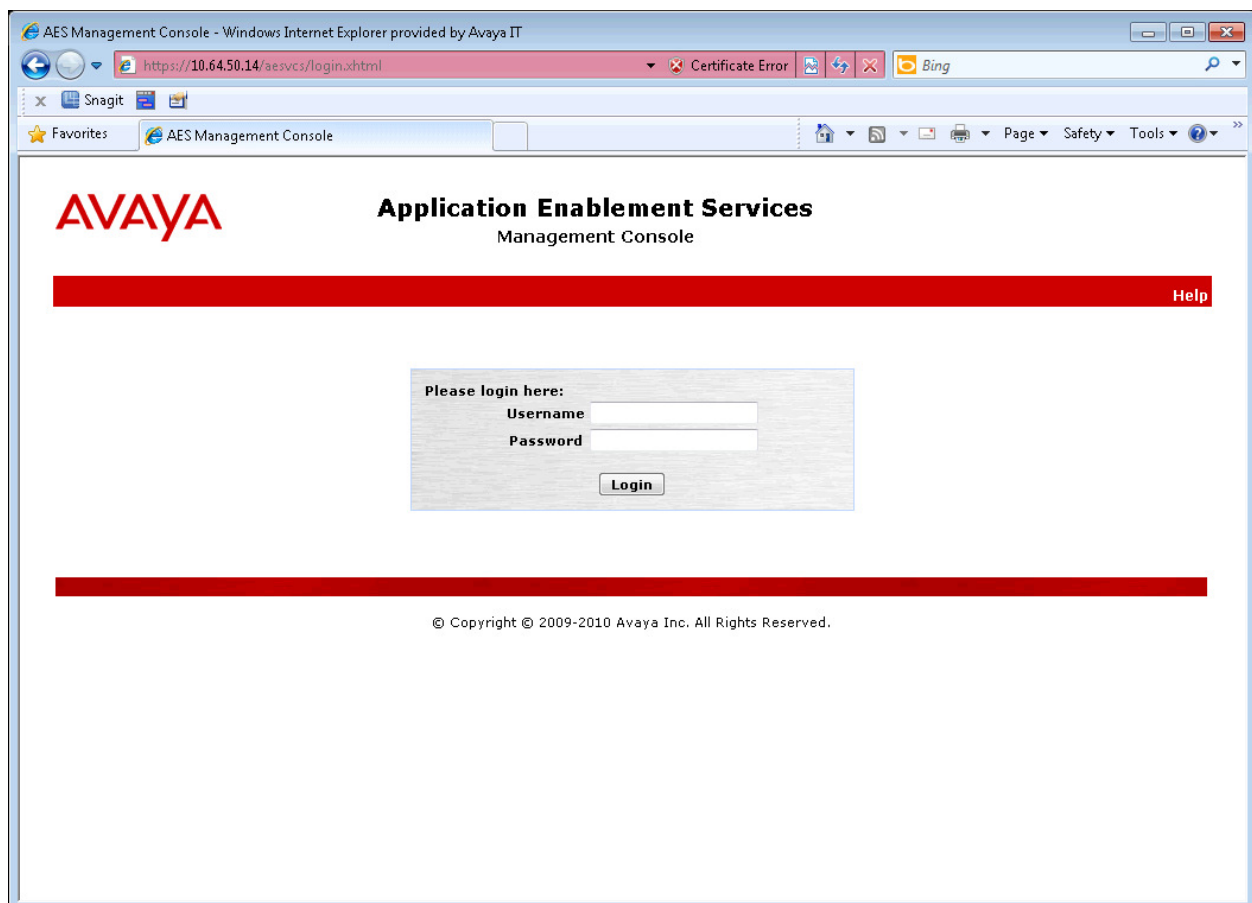
Configuration of Application Enablement Services was performed using a web browser.

Application Enablement Services configuration includes the following:

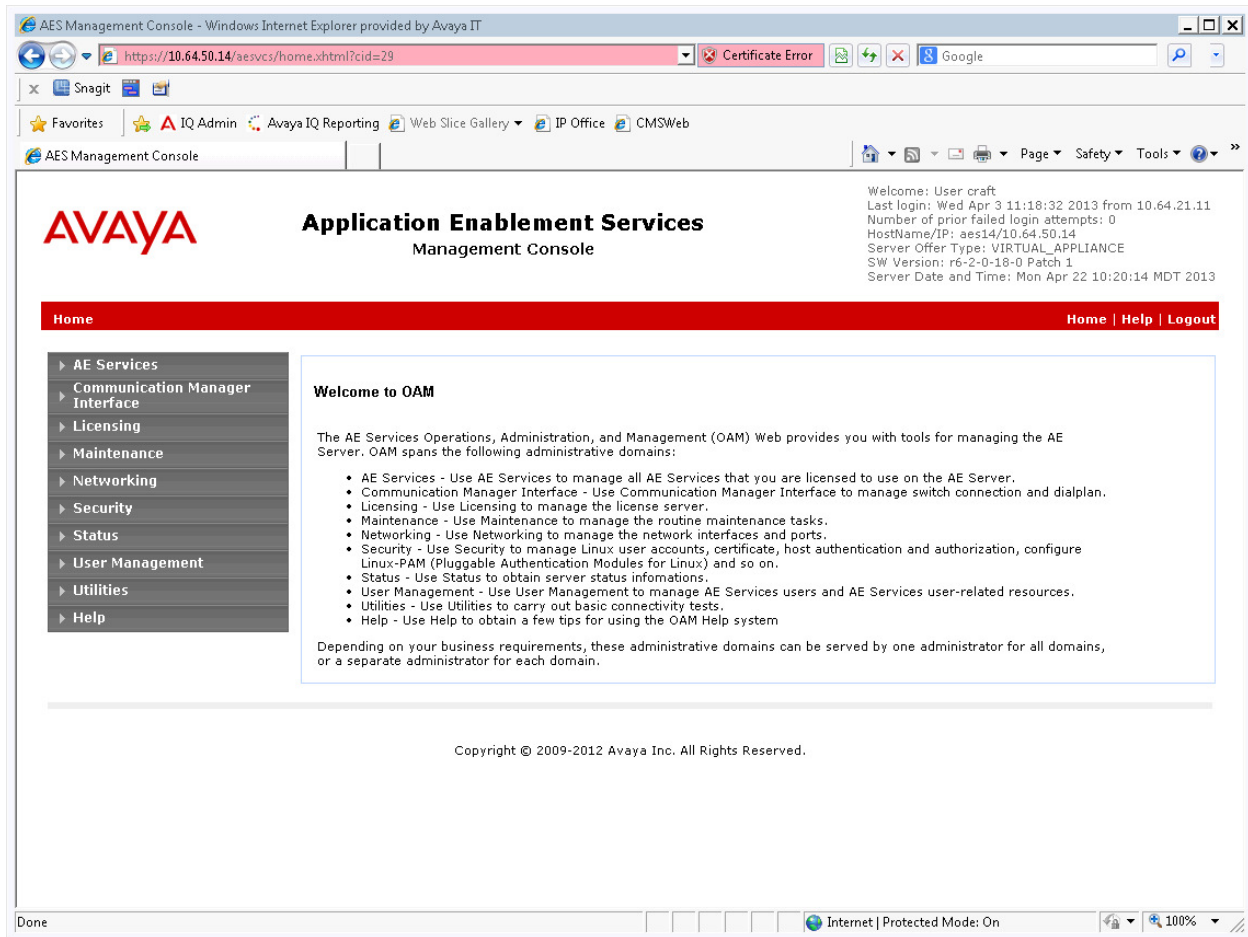
- Communication Manager Interface
- AE Services
- User Management
- Security

6.1. Communication Manager Interface

From a PC, open a web browser and enter the URL for Application Enablement Services and login with the proper credentials.



Upon successful login, the following page should be displayed. From the left pane, select **Communication Manager Interface → Switch Connections**.



Add a name for the connection and click the **Add Connection** button.

The screenshot shows the Avaya AES Management Console interface in a web browser. The browser's address bar displays the URL `https://10.64.50.14/aesvcs/view/switchconn/switchConnsPage.xhtml?cid=14`. The page header includes the Avaya logo and the title "Application Enablement Services Management Console". A welcome message for user 'admin' is visible in the top right corner, along with login details and server information. The main navigation menu on the left lists various services, with "Switch Connections" selected. The central content area, titled "Switch Connections", features a table with columns for "Connection Name", "Processor Ethernet", "Msg Period", and "Number of Active Connections". Two connections are listed: "cm10157" and "cm5052". Below the table are buttons for "Edit Connection", "Edit PE/CLAN IPs", "Edit H.323 Gatekeeper", "Delete Connection", and "Survivability Hierarchy". A copyright notice at the bottom states "Copyright © 2009-2012 Avaya Inc. All Rights Reserved."

AVAYA Application Enablement Services Management Console

Welcome: User admin
Last login: Mon Apr 22 09:55:30 2013 from 10.64.50.210
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:08:11 MDT 2013

Communication Manager Interface | Switch Connections Home | Help | Logout

Switch Connections

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
cm10157	Yes	30	1
cm5052	Yes	30	1

Edit Connection Edit PE/CLAN IPs Edit H.323 Gatekeeper Delete Connection Survivability Hierarchy

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Enter the password for connecting to Communication Manager.

Note: This password is configured on the **ip-services** form in Communication Manager.

Click **Apply**.

AES Management Console - Windows Internet Explorer provided by Avaya IT

http://10.64.50.14/aesvcs/view/switchconn/switchPwdPage.xhtml?cid=16

Certificate Error

Google

Snagit

Favorites

IQ Admin

Avaya IQ Reporting

Web Slice Gallery

IP Office

CMSWeb

AES Management Console

Page

Safety

Tools

»

AVAYA **Application Enablement Services**
Management Console

Welcome: User admin
Last login: Mon Apr 22 09:55:30 2013 from 10.64.50.210
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:10:54 MDT 2013

Communication Manager Interface | Switch Connections **Home | Help | Logout**

AE Services

Communication Manager Interface

Switch Connections

Dial Plan

Licensing

Maintenance

Networking

Security

Status

Utilities

Help

Connection Details - cm5052

Switch Password

Confirm Switch Password

Msg Period 30 Minutes (1 - 72)

SSL ☒

Processor Ethernet ☒

Apply Cancel

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Internet | Protected Mode: On

100%

There should be a new entry in the list.

From the list, select the new connection and click the **Edit PE/CLAN IPs** button.

The screenshot shows the Avaya AES Management Console in a Windows Internet Explorer browser. The address bar displays the URL `https://10.64.50.14/aesvcs/view/switchconn/switchConnsPage.xhtml?cid=31`. The page title is "AES Management Console - Windows Internet Explorer provided by Avaya IT". The console header includes the Avaya logo, "Application Enablement Services Management Console", and a welcome message for user "craft" with login details. A red navigation bar contains "Communication Manager Interface | Switch Connections" and links for "Home | Help | Logout". A left sidebar lists navigation options: "AE Services", "Communication Manager Interface", "Switch Connections" (highlighted), "Dial Plan", "Licensing", "Maintenance", "Networking", "Security", "Status", "User Management", "Utilities", and "Help". The main content area, titled "Switch Connections", features an "Add Connection" button and a table with the following data:

Connection Name	Processor Ethernet	Msg Period	Number of Active Connections
<input type="radio"/> cm10157	Yes	30	1
<input checked="" type="radio"/> cm5052	Yes	30	1

Below the table are buttons for "Edit Connection", "Edit PE/CLAN IPs", "Edit H.323 Gatekeeper", "Delete Connection", and "Survivability Hierarchy". The footer of the console displays "Copyright © 2009-2012 Avaya Inc. All Rights Reserved." and a status bar at the bottom indicates "Internet | Protected Mode: On" and "100%".

Enter the IP Address or FQDN of Communication Manager and click the **Add Name or IP** button.

AVAYA **Application Enablement Services**
Management Console

Welcome: User craft
Last login: Wed Apr 3 11:18:32 2013 from 10.64.21.11
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:24:34 MDT 2013

Communication Manager Interface | Switch Connections [Home](#) [Help](#) [Logout](#)

AE Services
Communication Manager Interface
Switch Connections
Dial Plan
Licensing
Maintenance
Networking
Security
Status
User Management
Utilities
Help

Edit Processor Ethernet IP - cm5052

10.64.50.52

Name or IP Address	Status
10.64.50.52	In Use

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Internet | Protected Mode: On 100%

6.2. AE Services TSAPI Links

From the left pane, select **AE Services** → **TSAPI** → **TSAPI Links**.

Click the **Add Link** button.

The screenshot shows the Avaya AES Management Console interface. The left sidebar contains a tree view with 'AE Services' expanded, showing 'CVLAN', 'DLG', 'DMCC', 'SMS', 'TSAPI' (selected), 'TWS', 'Communication Manager Interface', 'Licensing', 'Maintenance', 'Networking', 'Security', 'Status', 'User Management', 'Utilities', and 'Help'. The 'TSAPI' section is further expanded to show 'TSAPI Links' and 'TSAPI Properties'. The main content area displays the 'TSAPI Links' table with two entries. Below the table are buttons for 'Add Link', 'Edit Link', and 'Delete Link'. The top right of the console shows a welcome message for 'User craft' and system information. The bottom status bar indicates 'Internet | Protected Mode: On' and a zoom level of 100%.

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Apr 3 11:18:32 2013 from 10.64.21.11
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:25:31 MDT 2013

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

TSAPI Links

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
1	cm5052	1	4	Unencrypted
2	cm10157	1	4	Unencrypted

Add Link Edit Link Delete Link

Internet | Protected Mode: On 100%

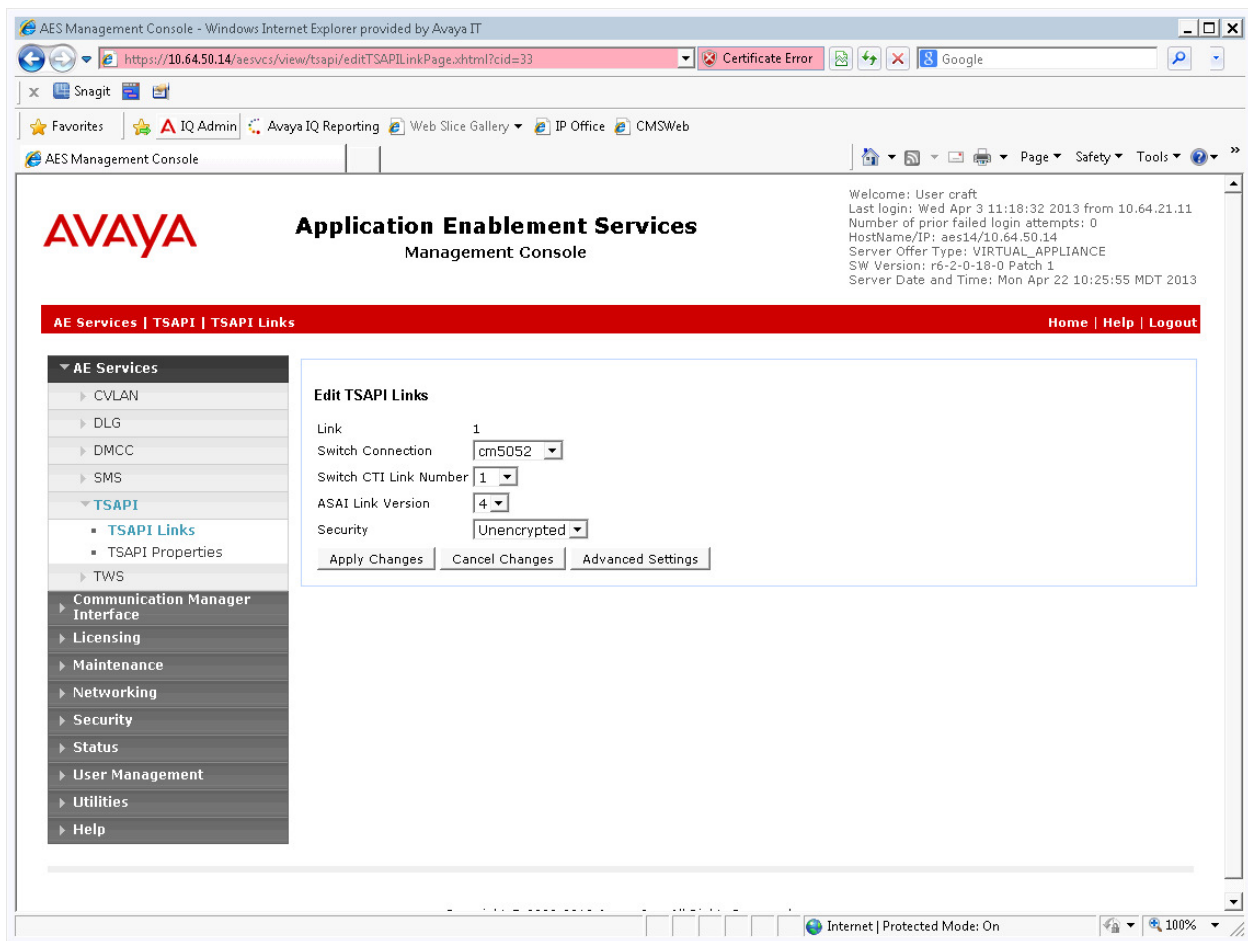
Select a number from the **Link** pull-down box to identify this link.

Select the connection configured in **Section 6.1** from the **Switch Connection** pull-down box.

Select the **Switch CTI Link Number** that corresponds to the CTI link number on Communication Manager.

Remaining fields can use the default settings.

Click **Apply Changes**.



Note: Addition of a TSAPI link requires a restart of the TSAPI server. Follow on-screen instructions after applying changes to restart. (Not Shown)

6.3. User Management

From the left pane, select **User Management** → **User Admin** → **Add User**.

Enter data for the required fields marked with an asterisk and select **Yes** for **CT User**. The **User Id** field will be used by the RAPCTI Application server when connecting to Application Enablement Services.

The screenshot displays the Avaya Application Enablement Services Management Console in a Windows Internet Explorer browser. The browser's address bar shows the URL <https://10.64.50.14/aesvcs/view/usermgmt/createUserPage.xhtml?cid=33>. The console's left navigation pane is expanded to 'User Management' > 'User Admin' > 'Add User'. The main content area is titled 'Add User' and contains a form with the following fields:

- * User Id: devconnect
- * Common Name: devconnect
- * Surname: devconnect
- * User Password: [masked]
- * Confirm Password: [masked]
- Admin Note: [text area]
- Avaya Role: None (dropdown)
- Business Category: [text field]
- Car License: [text field]
- CM Home: [text field]
- Css Home: [text field]
- CT User: Yes (dropdown)
- Employee Number: [text field]
- Enterprise Handle: [text field]
- Given Name: [text field]
- Home Phone: [text field]
- Home Postal Address: [text field]
- Initials: [text field]
- Labeled URI: [text field]
- Mail: [text field]
- MM Home: [text field]
- Mobile: [text field]
- Organization: [text field]
- Pager: [text field]
- Preferred Language: English (dropdown)
- Room Number: [text field]
- Telephone Number: [text field]

At the bottom of the form are 'Apply' and 'Cancel' buttons. The console's top right corner displays a welcome message for 'User craft' and system information. The bottom of the browser window shows the copyright notice: 'Copyright © 2009-2012 Avaya Inc. All Rights Reserved.' and the status bar indicates 'Internet | Protected Mode: On'.

6.4. Security

During the compliance test, Unrestricted Access was allowed for the CTI User. Actual deployments may have a more detailed security policy.

From the left pane, select **Security Database** → **CTI Users** → **List All Users**.

Select the desired user and click the **Edit** button.

The screenshot shows the Avaya AES Management Console interface. The left navigation pane is expanded to 'Security Database' > 'CTI Users' > 'List All Users'. The main content area displays a table of CTI Users with the following data:

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> ci1	ci1	NONE	NONE
<input type="radio"/> CIuser	CName	NONE	NONE
<input checked="" type="radio"/> devconnect	Dev	NONE	NONE
<input type="radio"/> interop	interop	NONE	NONE

Below the table are buttons for 'Edit' and 'List All'. The top right of the console shows a welcome message for 'User craft' and system information. The bottom of the console displays the copyright notice: 'Copyright © 2009-2012 Avaya Inc. All Rights Reserved.' and the status 'Internet | Protected Mode: On'.

In the **User Profile** section, check the **Unrestricted Access** box.

Click **Apply Changes**.

The screenshot shows the Avaya AES Management Console in a Windows Internet Explorer browser. The address bar shows the URL: <https://10.64.50.14/aesvcs/view/sdb/editCtiUserPage.xhtml?cid=37>. The page title is "AES Management Console - Windows Internet Explorer provided by Avaya IT". The main header displays the Avaya logo and "Application Enablement Services Management Console". A welcome message on the right states: "Welcome: User craft", "Last login: Wed Apr 3 11:18:32 2013 from 10.64.21.11", "Number of prior failed login attempts: 0", "HostName/IP: aes14/10.64.50.14", "Server Offer Type: VIRTUAL_APPLIANCE", "SW Version: r6-2-0-18-0 Patch 1", and "Server Date and Time: Mon Apr 22 10:47:10 MDT 2013". A red navigation bar contains "Security | Security Database | CTI Users | List All Users" and links for "Home | Help | Logout". The left sidebar lists various services, with "Security Database" expanded to show "CTI Users" and "List All Users" selected. The main content area is titled "Edit CTI User" and contains a form for user configuration. The form includes fields for "User Profile" (User ID, Common Name, Worktop Name, Unrestricted Access), "Call and Device Control" (Call Origination/Termination and Device Status), "Call and Device Monitoring" (Device Monitoring, Calls On A Device Monitoring, Call Monitoring), and "Routing Control" (Allow Routing on Listed Devices). The "Unrestricted Access" checkbox is checked. At the bottom of the form are "Apply Changes" and "Cancel Changes" buttons. The footer of the page shows "Copyright © 2009-2012 Avaya Inc. All Rights Reserved." and a status bar indicating "Internet | Protected Mode: On".

AVAYA Application Enablement Services Management Console

Welcome: User craft
Last login: Wed Apr 3 11:18:32 2013 from 10.64.21.11
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:47:10 MDT 2013

Security | Security Database | CTI Users | List All Users Home | Help | Logout

Edit CTI User

User Profile:

User ID	devconnect
Common Name	Dev
Worktop Name	NONE
Unrestricted Access	<input checked="" type="checkbox"/>

Call and Device Control:

Call Origination/Termination and Device Status	None
--	------

Call and Device Monitoring:

Device Monitoring	None
Calls On A Device Monitoring	None
Call Monitoring	<input type="checkbox"/>

Routing Control:

Allow Routing on Listed Devices	None
---------------------------------	------

Apply Changes Cancel Changes

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Internet | Protected Mode: On

7. Configure RAPCTI

This section describes the RAPCTI configuration to support the network shown in **Figure 1**.

7.1. Configure Server

After installing the RAPCTI Server Component as a Windows Service, the following RAPCTI Configuration should be performed in the RAPCTI Configurator tool.

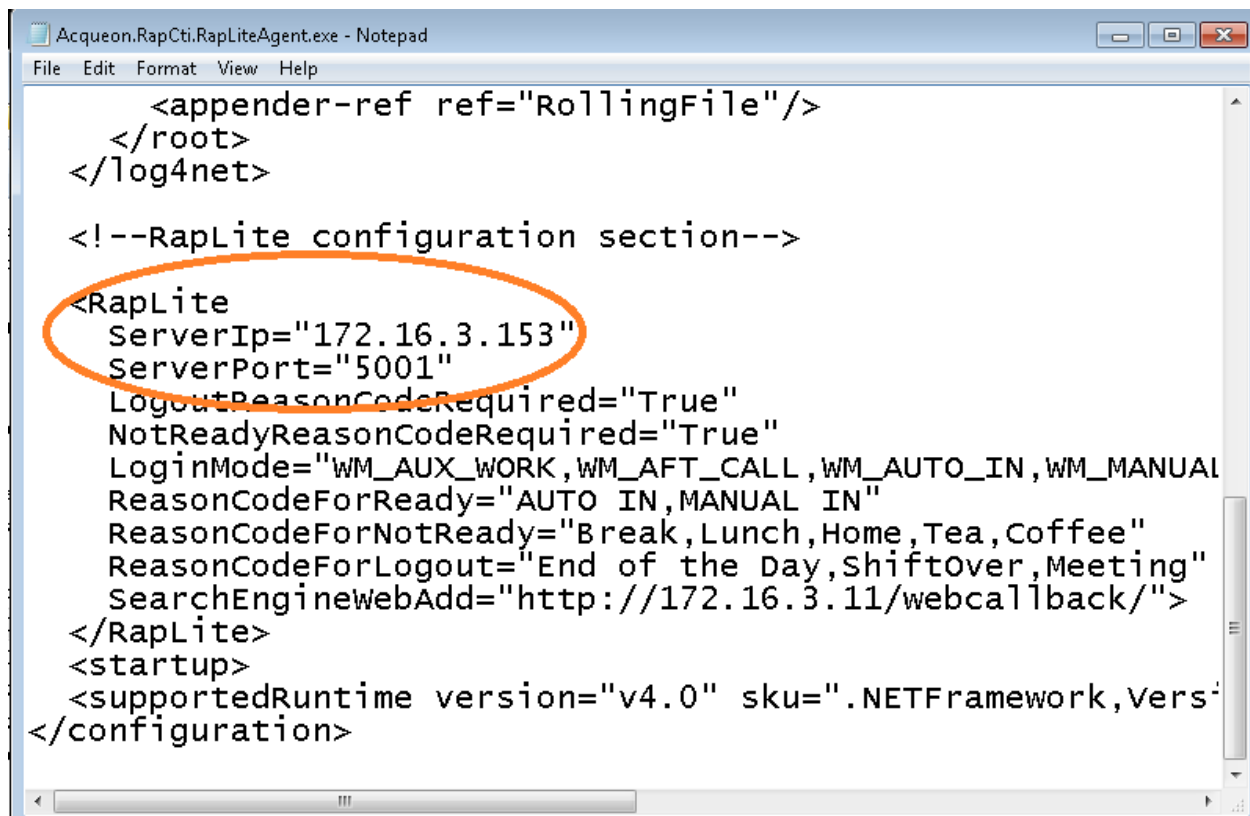
- Configure RAPCTI Server IP and Port Number along with TSAPI Link Name, AES User Name and AES Password.
- Add VDN for Monitoring in RAPCTI Configuration.
- Apply the RAPCTI 4.x License File through RAPCTI Configurator.

Note: Refer to [2] for installation documentation.

7.2. Configure RAPCTI Agent Desktop

RAPCTI Agent Desktop configuration includes the following:

- Dot Net Frame Work 4.0 should be the prerequisite for installing the Agent Desktop Package.
- Once RAPCTI Agent Desktop is installed, configure the RAPCTI Server IP & Port Number in RAPCTI Agent Config File.
 - The steps are as follows, go to the path C:\Program Files (x86)\Acqueon\RapLite and edit the file named *Acqueon.RapCti.RapLiteAgent.exe.config* as highlighted below.



```
Acqueon.RapCti.RapLiteAgent.exe - Notepad
File Edit Format View Help

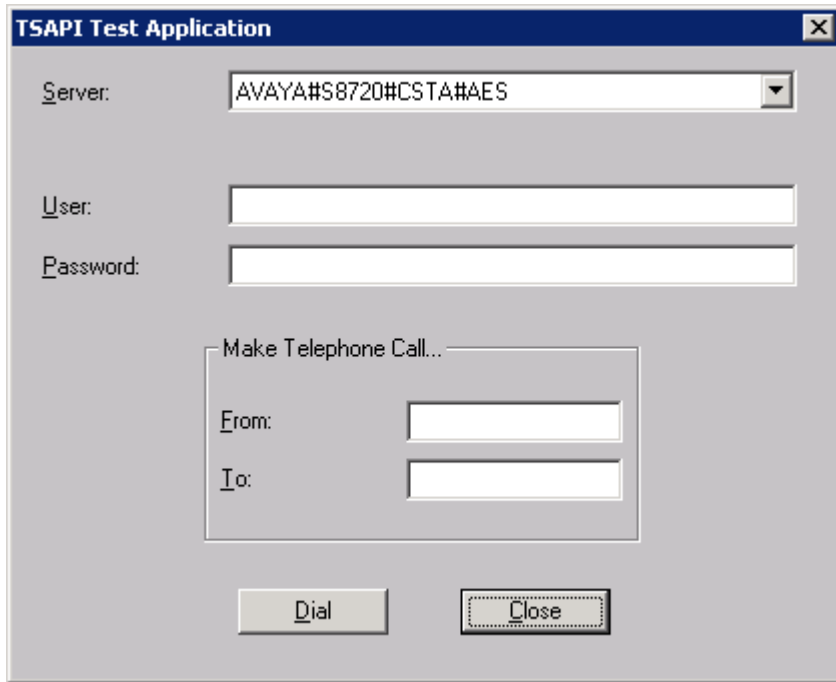
    <appender-ref ref="RollingFile"/>
  </root>
</log4net>

<!--RapLite configuration section-->
<RapLite
  ServerIp="172.16.3.153"
  ServerPort="5001"
  LogoutReasonCodeRequired="True"
  NotReadyReasonCodeRequired="True"
  LoginMode="WM_AUX_WORK,WM_AFT_CALL,WM_AUTO_IN,WM_MANUAL
  ReasonCodeForReady="AUTO IN,MANUAL IN"
  ReasonCodeForNotReady="Break,Lunch,Home,Tea,Coffee"
  ReasonCodeForLogout="End of the Day,ShiftOver,Meeting"
  SearchEngineWebAdd="http://172.16.3.11/webcallback/">
</RapLite>
<startup>
  <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.0.30319"/>
</configuration>
```

8. Verification Steps

The following steps may be used to verify proper configuration between Application Enablement Services and RAPCTI.

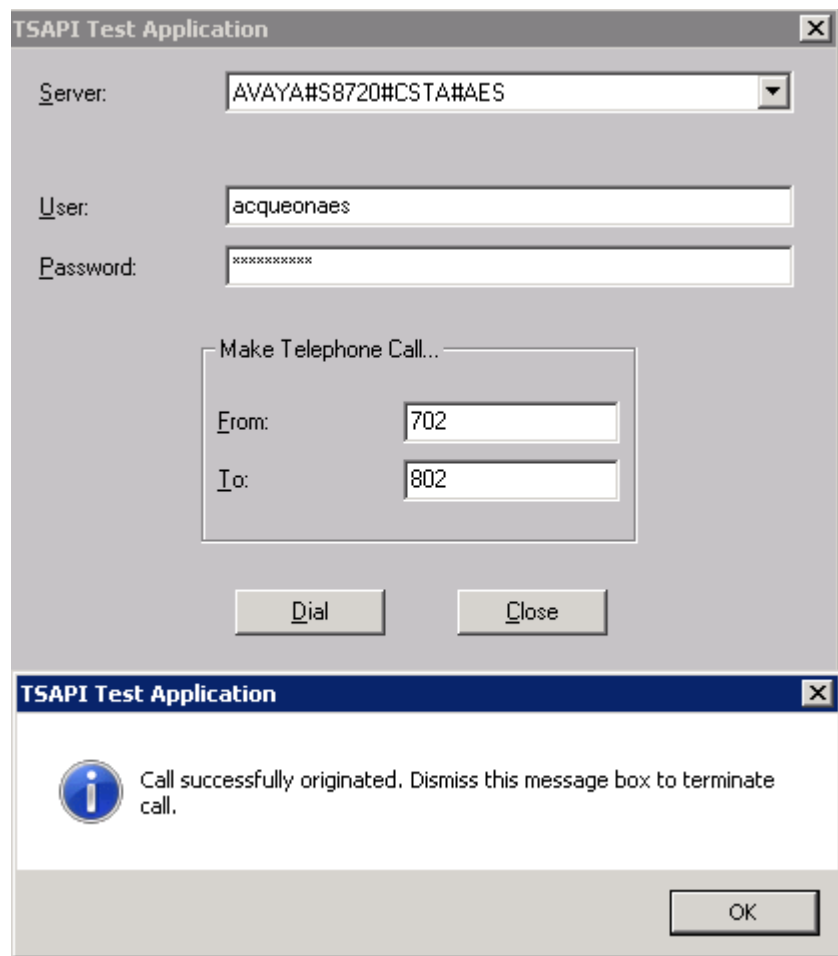
Go to the path **Start → Programs → Avaya AE Services → TSAPI Test Application**.
Execute the TSAPI Test and the window below is launched.



The screenshot shows a Windows-style application window titled "TSAPI Test Application". It contains the following elements:

- Server:** A dropdown menu with the text "AVAYA#S8720#CSTA#AES" selected.
- User:** An empty text input field.
- Password:** An empty text input field.
- Make Telephone Call...:** A sub-section containing:
 - From:** An empty text input field.
 - To:** An empty text input field.
- Buttons:** Two buttons at the bottom, "Dial" and "Close".

Select the appropriate **Server** and enter the **TSAPI AES User**, and **Password**. In order to make a test call, enter a valid extension in the **From** and **To** fields. Click **Dial** to check the TSAPI Link Status.



The Dialog Box Appears with the Information “Call successfully originated” when the extension is dialed.

8.1. Verify Avaya Aura® Application Enablement Services

From the Application Enablement Services Management Console, select **Status** → **Status and Control** → **TSAPI Service Summary**. Verify that the **Status** is **Talking**, **State** is **Online**, and the number of **Associations** corresponds to the devices being monitored.

AES Management Console - Windows Internet Explorer provided by Avaya IT

https://10.64.50.14/aesvcs/view/statcntrl/ctiLinkDetPage.xhtml?cid=37

Certificate Error

Google

Snagit

Avaya IQ Admin Avaya IQ Reporting Web Slice Gallery IP Office CMSWeb

AES Management Console

Page Safety Tools

AVAYA **Application Enablement Services**
Management Console

Welcome: User craft
Last login: Wed Apr 3 11:18:32 2013 from 10.64.21.11
Number of prior failed login attempts: 0
HostName/IP: aes14/10.64.50.14
Server Offer Type: VIRTUAL_APPLIANCE
SW Version: r6-2-0-18-0 Patch 1
Server Date and Time: Mon Apr 22 10:52:24 MDT 2013

Status | Status and Control | TSAPI Service Summary Home | Help | Logout

AE Services
 Communication Manager Interface
 Licensing
 Maintenance
 Networking
 Security
 Status
 Alarm Viewer
 Logs
 Status and Control
 CVLAN Service Summary
 DLG Services Summary
 DMCC Service Summary
 Switch Conn Summary
 TSAPI Service Summary
 User Management
 Utilities
 Help

TSAPI Link Details

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	cm5052	1	Talking	Thu Apr 18 11:19:40 2013	Online	16	8	15	15	30
<input type="radio"/>	2	cm10157	1	Talking	Fri Apr 12 08:54:10 2013	Online	16	0	15	15	30

Online Offline

For service-wide information, choose one of the following:
 TSAPI Service Status TLink Status User Status

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Internet | Protected Mode: On 100%

8.2. Verify RAPCTI

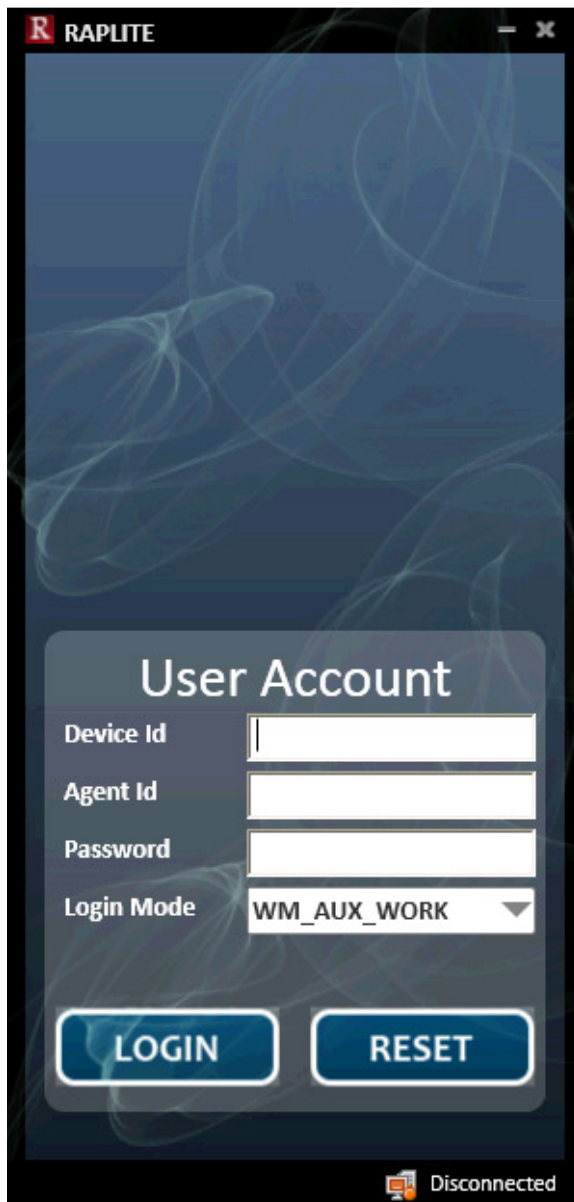
8.2.1. RAPCTI Server

Ensure the correct TSAPI Link Details and RAPCTI License File is applied in the System.

Note: Refer to [3] for Configuration Documentation.

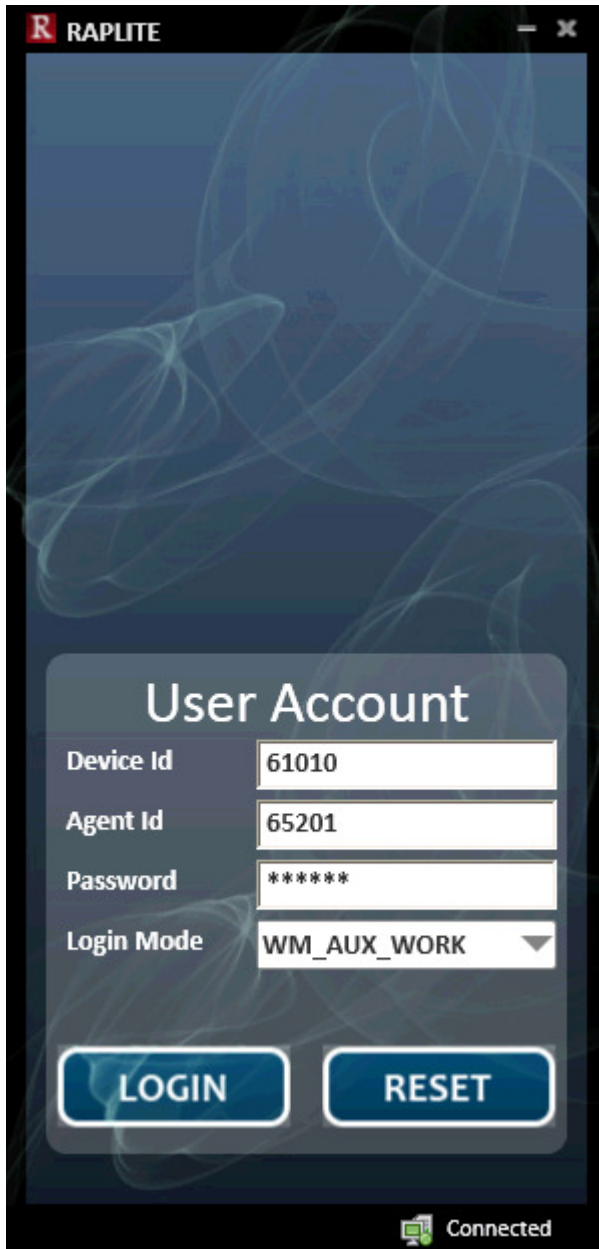
RAPCTI Agent Desktop

1. From the Windows Start Menu select **Programs → RapLiteAgent → RapLiteAgent** to launch the Agent Desktop and verify proper functionality.



The screenshot shows a window titled "RAPLITE" with a dark blue background and a light blue abstract pattern. In the center, there is a "User Account" login form. The form contains four input fields: "Device Id", "Agent Id", "Password", and "Login Mode". The "Login Mode" field is a dropdown menu currently showing "WM_AUX_WORK". Below the input fields are two buttons: "LOGIN" and "RESET". At the bottom right of the window, there is a status bar showing a disconnected icon and the text "Disconnected".

2. Enter a valid **Device Id**, **Agent Id**, and **Password** then click **LOGIN**.
Note: *State displayed in lower right corner should change to Connected.*




RAPLITE

User Account

Device Id	61010
Agent Id	65201
Password	*****
Login Mode	WM_AUX_WORK ▼

LOGIN **RESET**

 Connected

Note: *Refer to [4] for RAPLite Configuration.*

9. Conclusion

Acqueon RAPCTI passed compliance testing. These Application Notes describe the procedures required to configure RAPCTI to interoperate with Avaya Aura® Application Enablement Services to support the reference configuration shown in **Figure 1**.

10. Additional References

The following Avaya product documentation can be found at <http://support.avaya.com>

- [1] *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.2 Issue 1 July 2012.
- [2] *Acqueon – RAP CTI-4.2_Installation Guide V1.1*
- [3] *Acqueon – RAP CTI-4.2_Configurator Guide V1.1*
- [4] *Acqueon - RAP CTI Lite-1.0_User and Admin Guide V1.0*

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