



Avaya Solution & Interoperability Test Lab

Application Notes for Red Box Quantify 6C with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services 10.1 using Single Step Conference – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Red Box Quantify 6C with Avaya Aura® Communication Manager 10.1 and Avaya Aura® Application Enablement Services 10.1. Red Box Quantify 6C is a voice recording solution which can be used to record voice streams for Avaya telephony using Single Step Conference method.

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 required for Red Box Quantify 6C to interoperate with Avaya Aura® Communication Manager 10.1 and Avaya Aura® Application Enablement Services 10.1 using the Single Step Conference recording method.

Red Box Quantify 6C is a voice recording system which can be used to record the voice stream of Avaya telephony endpoints. In this compliance test, it uses Communication Manager's Single Step Conference feature via Avaya Aura® Application Enablement Services (AES) Device, Media, and Call Control (DMCC) interface to capture the audio and call details for call recording. The application uses the AES DMCC service to register virtual extensions that are associated with the extensions to be recorded. When the extension receives an event pertaining to the start of a call, the application opens a conference with the extensions and records the RTP media stream.

2. General Test Approach and Test Results

The test approach was to verify that the calls placed and recorded using the Red Box Quantify 6C solution with Avaya solution functioned correctly with good audio quality received. Functionality testing included basic telephony operations such as answer, hold/retrieve, transfer, conference, call pick-up, call park, and calls to/from the PSTN.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Red Box Quantify 6C.

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 these DevConnect Application Notes 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.

For the testing associated with this Application Notes, the interface between Avaya systems and Red Box Quantify 6C utilized enabled capabilities of secure DMCC interface.

2.1. Interoperability Compliance Testing

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Inbound/Outbound calls** – Test call recording for inbound and outbound calls to the Communication Manager to and from PSTN callers.
- **Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Feature calls** - Test call recording for calls that are parked or picked up using Call Park, Call Pickup, Bridged Appearance and Service Observing.
- **Calls to Elite Agents** – Test call recording for calls to Communication Manager agents logged into Avaya Agent for Desktop.
- **Serviceability testing** - The behaviour of Red Box Quantify 6C under different simulated failure conditions.

2.2. Test Results

All test cases were executed and verified successfully.

2.3. Support

Technical support on Red Box Quantify 6C can be obtained through the following:

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

3. Reference Configuration

Red Box Quantify 6C can be configured on a single server or with components distributed across multiple servers. The compliance test used a single server configuration.

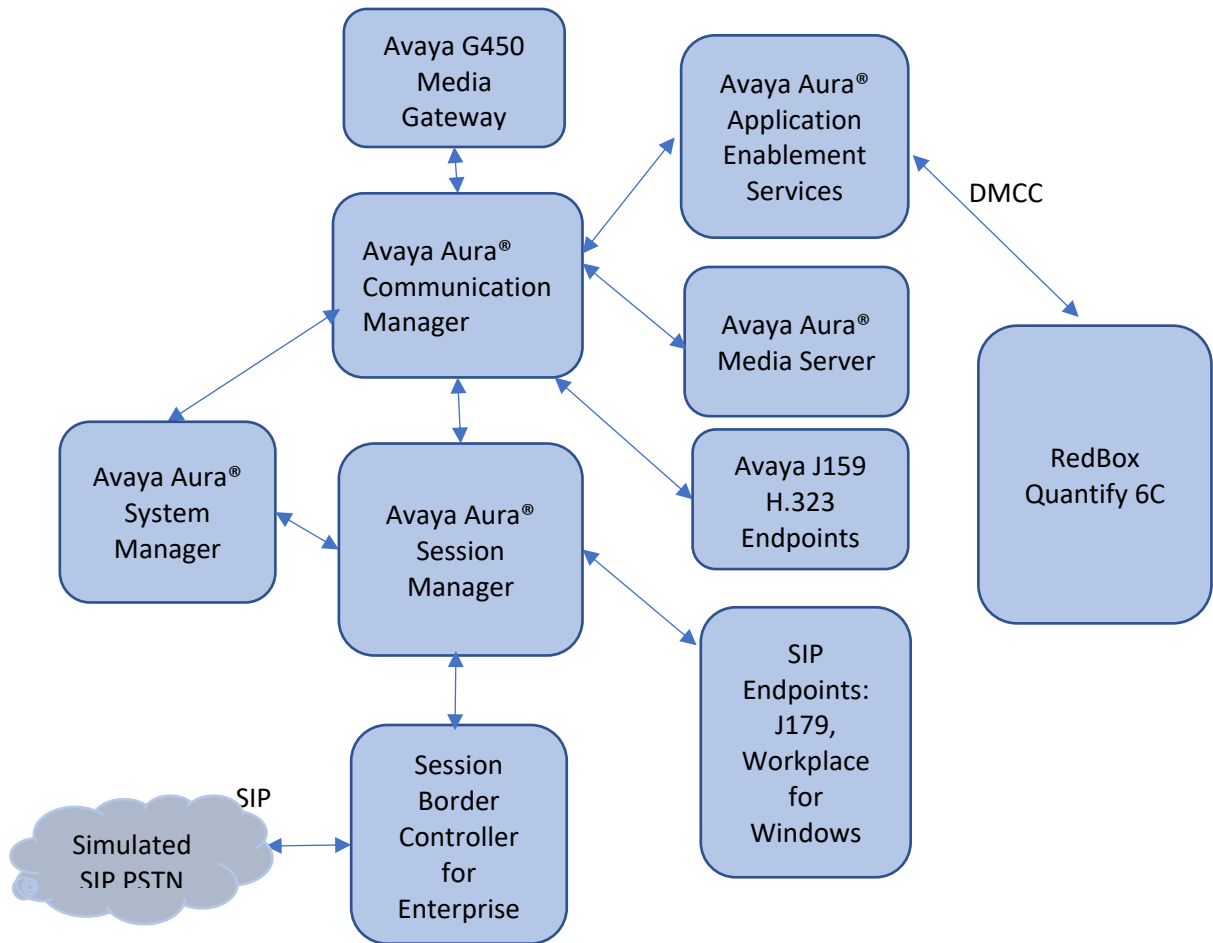


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager in Virtual Environment	10.1.0.0.537353
Avaya Aura® Session Manager in Virtual Environment	10.1.0.1.1010105
Avaya Aura® Communication Manager in Virtual Environment	10.1.0.1 SP1 Build 01.0.974.0-27372
Avaya G450 Media Gateway	41.34.1
Avaya Aura® Media Server in Virtual Environment	10.1.0.77
Avaya Aura® Application Enablement Services in Virtual Environment	10.1.0.1.0.7
Avaya Session Border Controller for Enterprise in Virtual Environment	10.1.0.0
Avaya Workplace Client for Windows	3.25.0.73
Avaya J179 IP Phone (SIP)	4.0.12.1
Avaya J159 IP Deskphone (H.323)	6.8.5
Red Box Quantify on Windows Server 2016	6C

5. Configure Avaya Aura® Communication Manager

This section provides the procedures for configuring Communication Manager. The procedures include the following areas:

- Administer CTI link
- Administer virtual IP softphones

5.1. Administer CTI Link

Add a CTI link using the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

add cti-link 1	Page 1 of 3
CTI LINK	
CTI Link: 1	
Extension: 79999	
Type: ADJ-IP	
	COR: 1
Name: aes155	

5.2. Administer Virtual IP Softphones

Add a virtual IP softphone using the **add station n** command, where **n** is an available extension number. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Extension:** The available extension number.
- **Type:** Any IP telephone type, such as “9640”.
- **Name:** A descriptive name.
- **Security Code:** A desired code.
- **IP SoftPhone:** “y”

```
add station 89000
```

Page 1 of 5

STATION	
Extension: 89000	Lock Messages? n
Type: 9640	Security Code: 123456
Port: IP	BCC: 0
Name: Redbox Virtual #1	TN: 1
	COR: 1
	COS: 1
	Tests: y

STATION OPTIONS

Loss Group: 19	Time of Day Lock Table:
Speakerphone: 2-way	Personalized Ringing Pattern: 1
Display Language: english	Message Lamp Ext: 89000
Survivable GK Node Name:	Mute Button Enabled? y
Survivable COR: internal	Button Modules: 0
Survivable Trunk Dest? y	Media Complex Ext:
	IP SoftPhone? y
	IP Video Softphone? n
	Short/Prefixed Registration Allowed: default
	Customizable Labels? Y

Repeat this section to administer the desired number of virtual IP softphones, using the same security code for all virtual IP softphones as required by Red Box Quantify 6C. In the compliance testing, two virtual IP softphones were administered as shown below, to allow for simultaneous recording of two monitored agents.

```
list station 89000 count 2
```

STATIONS									
Ext/ Hunt-to	Port/ Type	Name/ Surv GK NN	Move	Room/ Data Ext	Cv1/ Cv2	COR/ COS	Cable/ TN Jack		
89000	S00036 9640	Redbox Virtual #1	no			1			
89001	S00039 9640	Redbox Virtual #2	no			1	1		

6. Configure Avaya Aura® Application Enablement Services

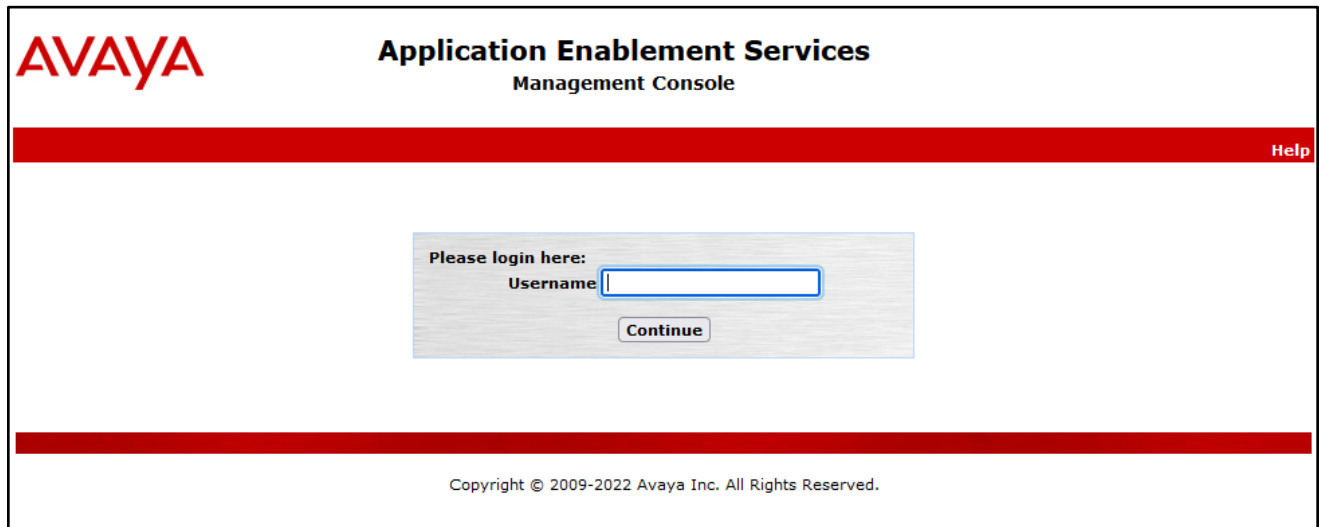
This section provides the procedures for configuring Application Enablement Services. The procedures include the following areas:

- Launch OAM interface
- Verify license
- Administer TSAPI link
- Administer redbox user
- Enable CTI User
- Administer security database
- Restart services

6.1. Launch OAM Interface


Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where **ip-address** is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The screenshot shows the Avaya Application Enablement Services Management Console login interface. At the top left is the Avaya logo. To its right, the text "Application Enablement Services" is displayed in a large, bold font, with "Management Console" in a smaller font below it. A red horizontal bar spans the width of the page, with a "Help" link in the top right corner. In the center of the page is a light gray rectangular box containing the text "Please login here:" followed by a "Username" label and a text input field. Below the input field is a "Continue" button. At the bottom of the page, another red horizontal bar is present, and below it, the copyright notice "Copyright © 2009-2022 Avaya Inc. All Rights Reserved." is displayed.

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



Application Enablement Services Management Console

Welcome: User cust
Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
Number of prior failed login attempts: 0
HostName/IP: aes155.aura.com/10.128.226.155
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 10.1.0.1.0.7-0
Server Date and Time: Fri Oct 21 17:11:20 ICT 2022
HA Status: Not Configured

HomeHome | Help | Logout

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▶ Status
- ▶ User Management
- ▶ Utilities
- ▶ Help

Welcome to OAM

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:


- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

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6.2. Verify License

Select **Licensing** → **WebLM Server Access** in the left pane, to display the applicable WebLM server log in screen (not shown). Log in using the appropriate credentials and navigate to display installed licenses (not shown).

**Application Enablement Services**
Management Console

Welcome: User cust
Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
Number of prior failed login attempts: 0
HostName/IP: aes155.aura.com/10.128.226.155
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 10.1.0.1.0.7-0
Server Date and Time: Fri Oct 21 17:12:08 ICT 2022
HA Status: Not Configured

LicensingHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▼ Licensing

WebLM Server Address

WebLM Server Access

Reserved Licenses

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Licensing

If you are setting up and maintaining the WebLM, you need to use the following:

- WebLM Server Address

If you are importing, setting up and maintaining the license, you need to use the following:

- WebLM Server Access

If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:

- Reserved Licenses

NOTE: Please disable your pop-up blocker if you are having difficulty with opening this page

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Select **Licensed products** → **APPL_ENAB** → **Application_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI Simultaneous Users** and **Device Media and Call Control**, as shown below.

AVAYA
Aura® System Manager 10.1

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾

Search

Home Licenses

Licenses

WebLM Home

Install license

Licensed products

APPL_ENAB

▼ Application_Enablement

View license capacity

View peak usage

ASBCE

► Session_Border_Controller_E_AE

Avaya_Aura_Web_Gateway

► Avaya_Aura_Web_Gateway

CCTR

► ContactCenter

Configure Centralized Licensing

CE

► COLLABORATION_ENVIRONMENT

COMMUNICATION_MANAGER

► Call_Center

► Communication_Manager

DEVICE_SERVICES

► Device_Services

MSR

► Media_Server

OL

► OL

PRESENCE_SERVICES

► Presence_Services

SYSTEM_MANAGER

Application Enablement (CTI) - Release: 10 - SID: 10503000 **Standard**

You are here: Licensed Products > Application_Enablement > View License Capacity

License installed on: August 15, 2022 1:54:38 PM +07:00

License File Host IDs: VC-D4-B4-AD-C9-9F-01

Licensed Features

14 Items Show All ▾

Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	5000
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	5000
AES HA LARGE VALUE_AES_HA_LARGE	permanent	5000
AES ADVANCED AGENT VALUE_AES_ADVANCED_AGENT	permanent	5000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	5000
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	5000
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	5000
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	5000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	5000
DLG VALUE_AES_DLG	permanent	5000
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	5000
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	5000

SmallServerTuner

6.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**, to administer a TSAPI link. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.

The screenshot shows the 'TSAPI Links' management console. At the top, there is a red header bar with 'AE Services | TSAPI | TSAPI Links' on the left and 'Home | Help | Logout' on the right. Below the header, on the left, is a sidebar menu with 'AE Services' expanded, showing 'CVLAN', 'DLG', 'DMCC', 'SMS', 'TSAPI' (expanded), 'TSAPI Links' (selected), 'TSAPI Properties', and 'TWS'. The main content area is titled 'TSAPI Links' and contains a table with columns: 'Link', 'Switch Connection', 'Switch CTI Link #', 'ASAI Link Version', and 'Security'. Below the table are three buttons: 'Add Link', 'Edit Link', and 'Delete Link'. At the top right of the console, it says 'HA Status: Not Configured'.

The **Add TSAPI Links** screen is displayed next. The **Link** field is only local to the Application Enablement Services server and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection **CM145** is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.1**. Retain the default values in the remaining fields.

The screenshot shows the 'Edit TSAPI Links' management console. At the top, there is a red header bar with 'AE Services | TSAPI | TSAPI Links' on the left and 'Home | Help | Logout' on the right. Below the header, on the left, is a sidebar menu with 'AE Services' expanded, showing 'CVLAN', 'DLG', 'DMCC', 'SMS', 'TSAPI' (expanded), 'TSAPI Links' (selected), 'TSAPI Properties', and 'TWS'. The main content area is titled 'Edit TSAPI Links' and contains a form with the following fields: 'Link' (text input with value '1'), 'Switch Connection' (dropdown menu with 'CM145' selected), 'Switch CTI Link Number' (dropdown menu with '1' selected), 'ASAI Link Version' (dropdown menu with '12' selected), and 'Security' (dropdown menu with 'Both' selected). Below the form are three buttons: 'Apply Changes', 'Cancel Changes', and 'Advanced Settings'. At the top right of the console, there is a welcome message: 'Welcome: User cust', 'Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167', 'Number of prior failed login attempts: 0', 'HostName/IP: aes155.aura.com/10.128.226.155', 'Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE', 'SW Version: 10.1.0.1.0.7-0', 'Server Date and Time: Fri Oct 21 17:15:53 ICT 2022', and 'HA Status: Not Configured'.

6.4. Administer Redbox User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message for 'User cust' along with system information like last login time, IP address, and server version. A red navigation bar contains the breadcrumb 'User Management | User Admin | Add User' and links for 'Home | Help | Logout'.

On the left, a sidebar menu lists various services, with 'User Management' expanded to show 'User Admin' and 'Add User' selected. The main content area is titled 'Add User' and contains a form with the following fields:

- * User Id: redbox
- * Common Name: redbox
- * Surname: redbox
- * User Password: [masked]
- * Confirm Password: [empty]
- Admin Note: [empty]
- Avaya Role: None (dropdown)
- Business Category: [empty]
- Car License: [empty]
- CM Home: [empty]
- Css Home: [empty]
- CT User: Yes (dropdown)
- Department Number: [empty]
- Display Name: [empty]
- Employee Number: [empty]
- Employee Type: [empty]

A note at the top of the form states: 'Fields marked with * can not be empty.'

6.5. Enable CTI User

Navigate to the CTI Users screen by selecting **Security** → **Security Database** → **CTI Users** → **List All Users**. In the CTI Users window, select the user that was set up in **Section 6.4** and select the **Edit** option.

AVAYA

Application Enablement Services
Management Console

WELCOME: User: cust
Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
Number of prior failed login attempts: 0
HostName/IP: aes155.aura.com/10.128.226.155
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 10.1.0.1.0.7-0
Server Date and Time: Tue Sep 27 14:48:50 ICT 2022
HA Status: Not Configured

Security | Security Database | CTI Users | List All Users

Home | Help | Logout

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Account Management

Audit

Certificate Management

Enterprise Directory

Host AA

PAM

Security Database

Control

CTI Users

List All Users

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input checked="" type="radio"/> redbox	redbox	NONE	NONE
<input type="radio"/> sestek	sestek	NONE	NONE
<input type="radio"/> tma	tma	NONE	NONE

Edit List All

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

Edit CTI User

User Profile:

User ID
Common Name
Worktop Name
Unrestricted Access

redbox
redbox
NONE
☒

Call and Device Control:

Call Origination/Termination and Device Status

None

Call and Device Monitoring:

Device Monitoring
Calls On A Device Monitoring
Call Monitoring

None
None
☐

Routing Control:

Allow Routing on Listed Devices

None

Apply Changes

Cancel Changes

6.6. Administer Security Database


Select **Security** → **Security Database** → **Control** from the left pane, to display the **SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services** screen in the right pane. Uncheck both fields below.

In the event that the security database is used by the customer with parameters already enabled, then follow reference [4] to configure access privileges for the redbox user from **Section 6.4**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title "Application Enablement Services Management Console", and a welcome message for user "cust" with system details. A red navigation bar contains the breadcrumb "Security | Security Database | Control" and links for "Home | Help | Logout". The left sidebar lists various service categories, with "Security" expanded to show "Security Database" and "Control" selected. The main content area, titled "SDB Control for DMCC, TSAPI, JTAPI and Telephony Web Services", contains two unchecked checkboxes: "Enable SDB for DMCC Service" and "Enable SDB for TSAPI Service, JTAPI and Telephony Web Services", along with an "Apply Changes" button.

6.7. Restart Services

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service** and **DMCC Service** then click **Restart Service**.

**Application Enablement Services**
Management Console

Welcome: User cust
Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
Number of prior failed login attempts: 0
HostName/IP: aes155.aura.com/10.128.226.155
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 10.1.0.1.0.7-0
Server Date and Time: Tue Sep 20 15:27:30 ICT 2022
HA Status: Not Configured

Maintenance | Service ControllerHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▼ Maintenance

▶ Date Time/NTP Server

▶ Security Database

▶ Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input checked="" type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

StartStopRestart ServiceRestart AE ServerRestart LinuxRestart Web Server

7. Configure Red Box Quantify 6C

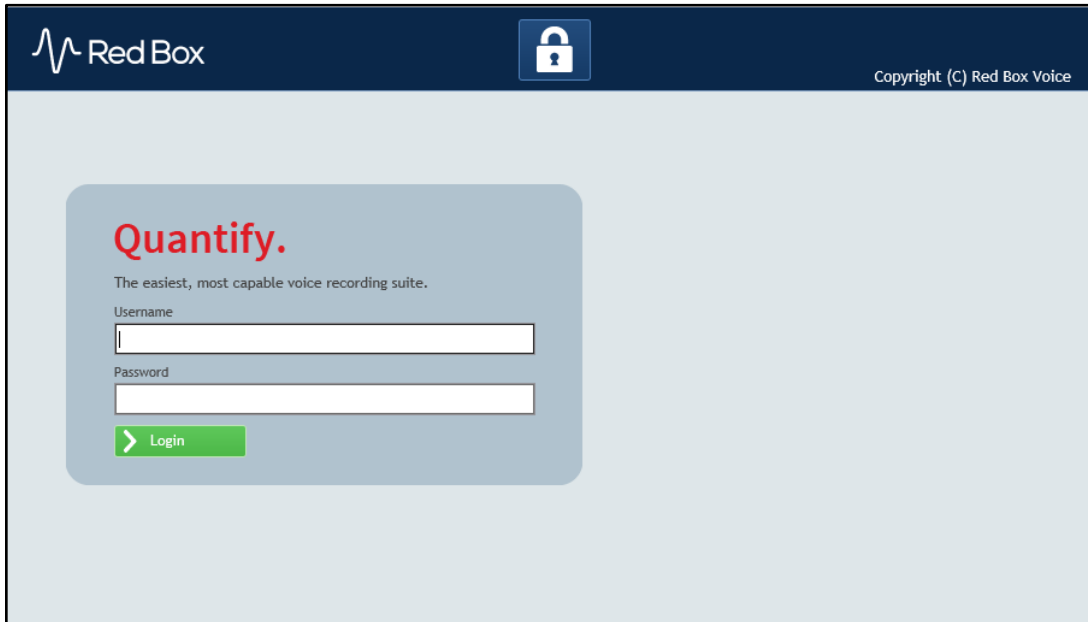
This section provides the procedures for configuring Red Box Quantify 6C. The procedures include the following areas:

- Administer register devices
- Administer CTI server
- Administer recording channels

The configuration of Red Box Quantify 6C is performed by Red Box installation engineers. The procedural steps are presented in these Application Notes for informational purposes.

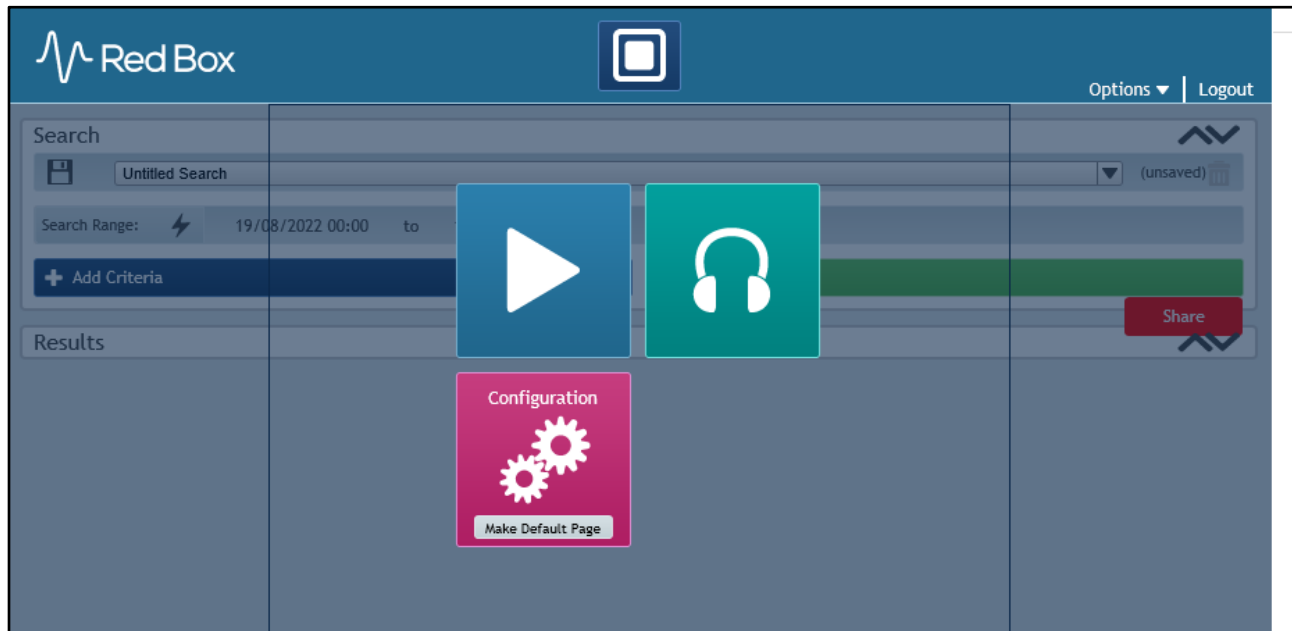
7.1. Administer Register Devices

Access the Red Box Quantify 6C web-based interface by using the URL “http://ip-address” in an Internet browser window, where **ip-address** is the IP address of the Red Box Quantify 6C server. Log in using the appropriate credentials.

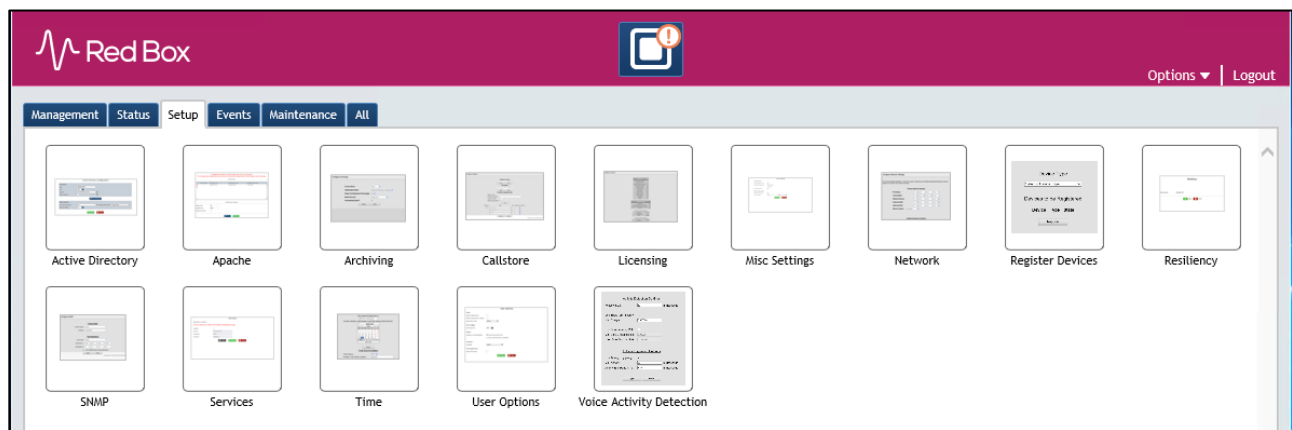


The screenshot shows the Red Box Quantify 6C login page. At the top, there is a dark blue header bar with the Red Box logo on the left, a lock icon in the center, and the text "Copyright (C) Red Box Voice" on the right. Below the header, the main content area is light blue. In the center, there is a white rounded rectangle containing the "Quantify." logo in red, followed by the tagline "The easiest, most capable voice recording suite." Below this, there are two input fields: "Username" and "Password". At the bottom of the white box is a green button with a white right-pointing arrow and the text "Login".

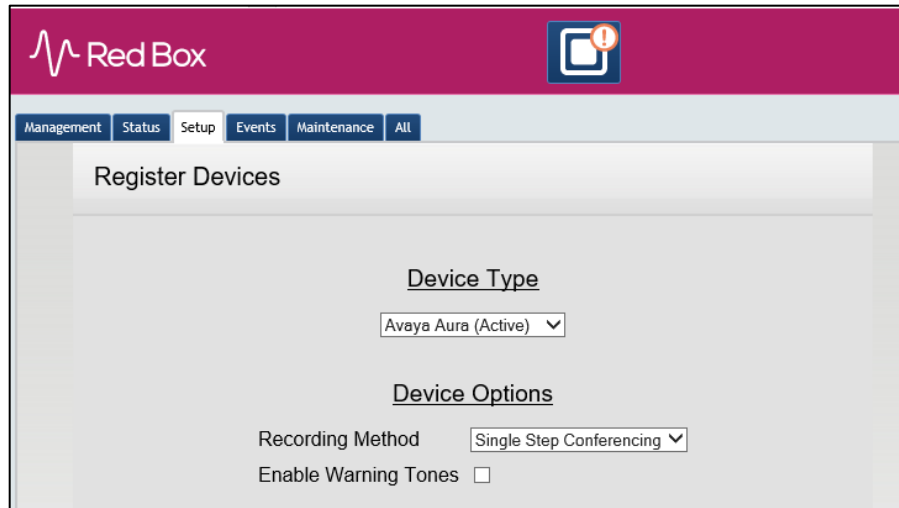
The screen below is displayed. Click on the **Configuration** icon.



The screen below is displayed next. Select **Setup** → **Register Devices**.



The **Register Devices** screen is displayed. Select **Device Type** as **Avaya Aura (Active)** and then in **Device Options** select **Recording Method** as **Single Step Conferencing**



Red Box

Management Status Setup Events Maintenance All

Register Devices

Device Type

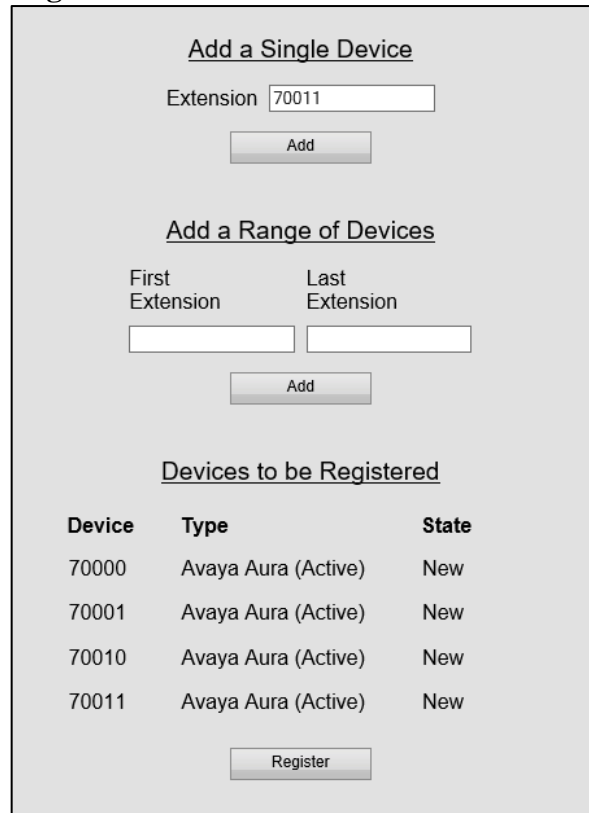
Avaya Aura (Active) ▼

Device Options

Recording Method Single Step Conferencing ▼

Enable Warning Tones ☐

Then add devices to register using **Add a Single Device** or **Add a Range of Devices**. After selecting all devices, click **Register**



Add a Single Device

Extension 70011

Add

Add a Range of Devices

First Extension Last Extension

Add

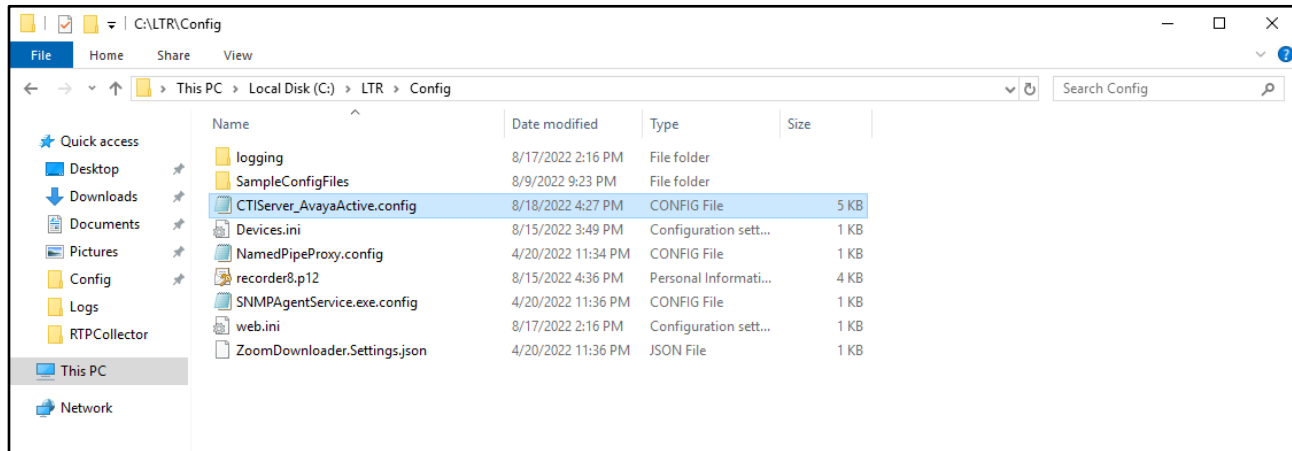
Devices to be Registered

Device	Type	State
70000	Avaya Aura (Active)	New
70001	Avaya Aura (Active)	New
70010	Avaya Aura (Active)	New
70011	Avaya Aura (Active)	New

Register

7.2. Administer CTI Server

Navigate to the **C:\LTR\Config** directory, and copy the **CTIServer_AvayaActive** configuration file from the **SampleConfigFiles** directory to the current directory shown below.



Open the **CTIServer_AvayaActive** file with the Notepad application. Navigate to the **avaya** sub-section, and configure the parameters as shown below.

- **aesAddress:** IP Address of Application Enablement Services.
- **dmccPort** Secure DMCC port **4722**
- **username:** The redbox user credentials from **Section 6.4**.
- **password:** The redbox user credentials from **Section 6.4**.
- **serverName** FQDN of Application Enablement Services.
- **useSsl** **true**
- **clientCertificateFile** PKCS12 client certificate file
- **clientCertificatePassword** PKCS12 client certificate password



Scroll down and configure more parameters as below:

- **SwitchName:** The relevant switch connection name from **Section Error!**
Reference source not found.
- **StationPassword:** The security code for the IP softphones from **Section 5.2.**
- **start/end:** The IP softphones extensions from **Section 5.2.**



```
CTIServer_AvayaActive.config - Notepad
File Edit Format View Help

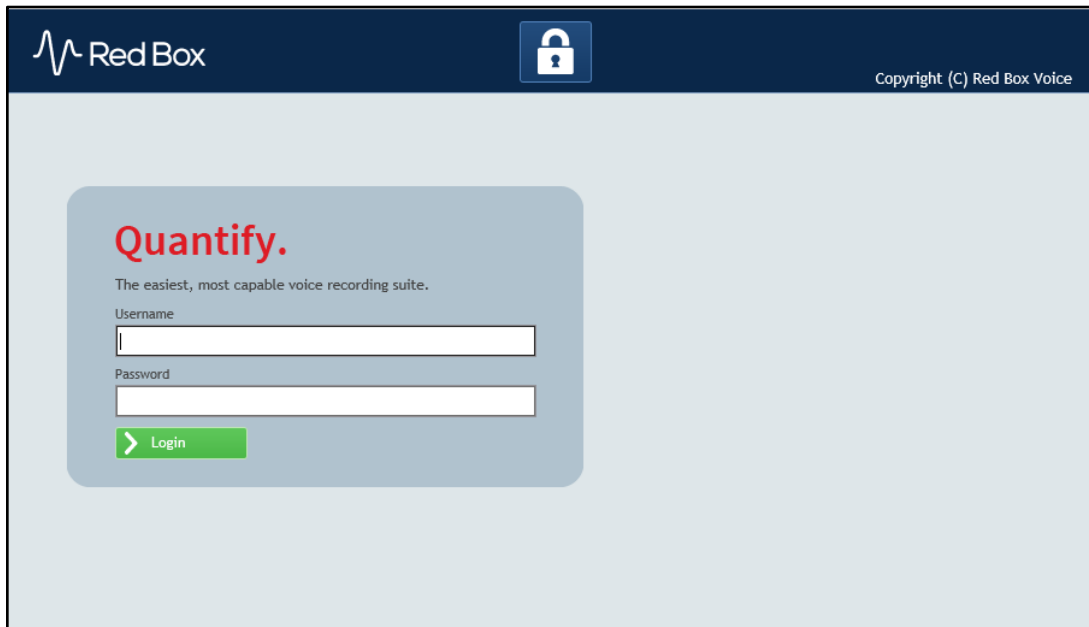
"srtp-aescm128-hmac80-unenc-unauth"
"srtp-aescm128-hmac32-unenc-unauth"
"aes"
"none"
-->

<device
  switchName="CM145"
  controllableByOtherSessions="false"
  instance="0"
  multiRegistrationModeIndependent="true"
  startRecordingOnDeliveredEvent="false"
  startRecordingOnDeliveredEventTimeout="60"
>
  <codecs>
    <add id="g711A"/>
    <add id="g711U"/>
    <add id="g722"/>
    <add id="g729"/>
    <add id="g729A"/>
    <add id="g723"/>
  </codecs>
  <encryptionSuites>
    <add id="srtp-aescm128-hmac80"/>
    <add id="aes"/>
    <add id="none"/>
  </encryptionSuites>
</device>
<ssc stationPassword="111222">
  <devices>
    <add start="89000" end="89001" />
  </devices>
</ssc>

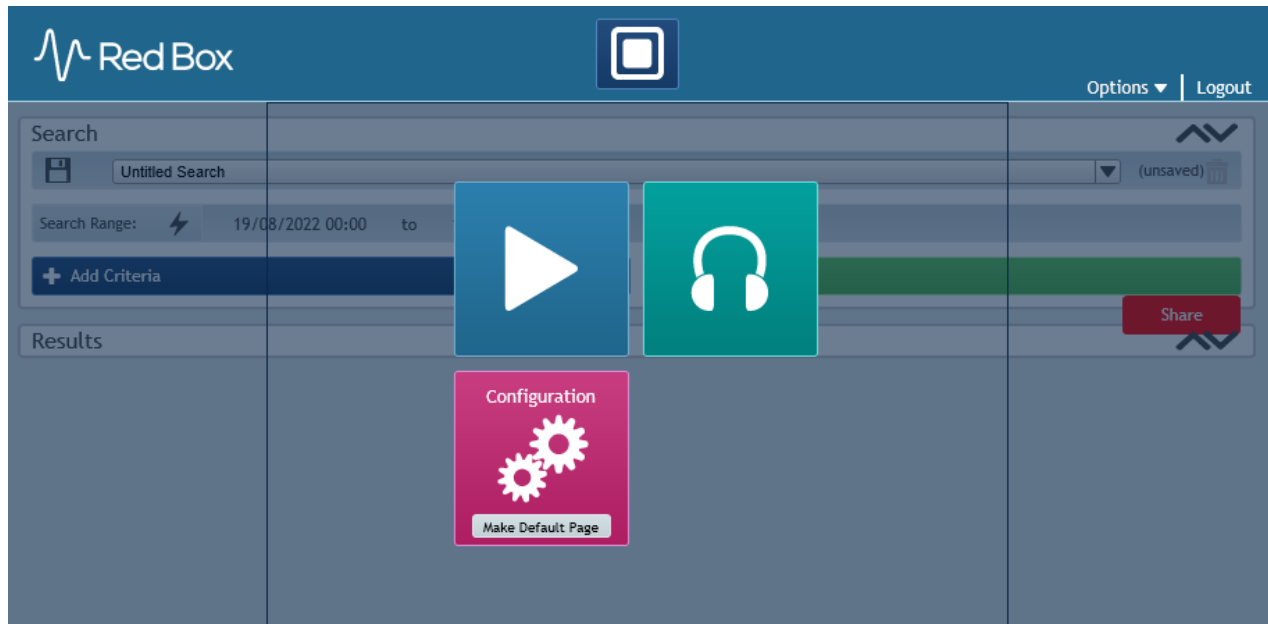
</avaya>
```

7.3. Administer Recording Channels

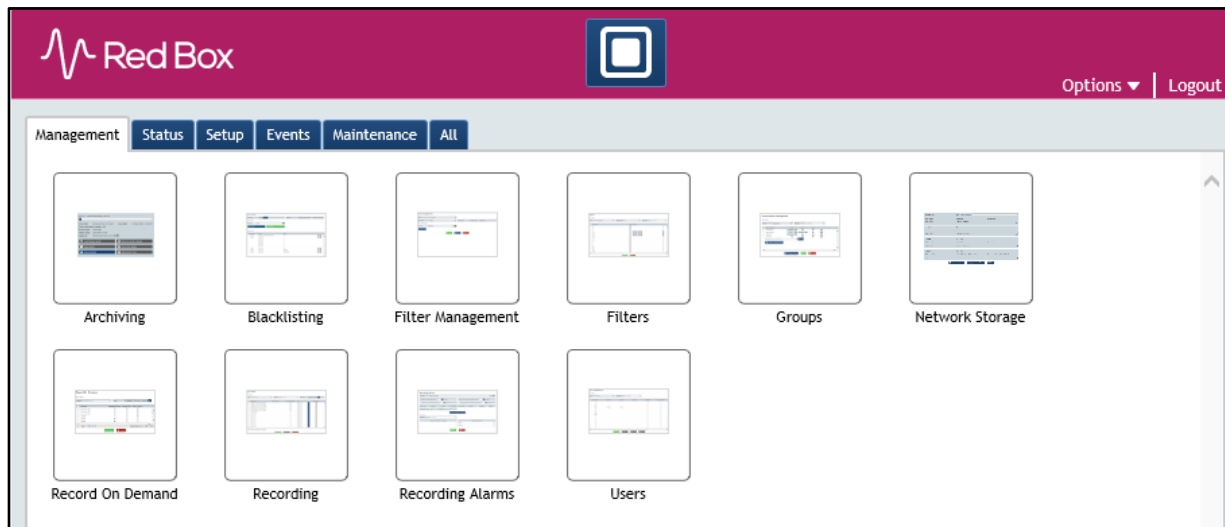
Access the Red Box Quantify 6C web-based interface by using the URL “http://ip-address” in an Internet browser window, where **ip-address** is the IP address of the Red Box Quantify 6C server. Log in using the appropriate credentials.



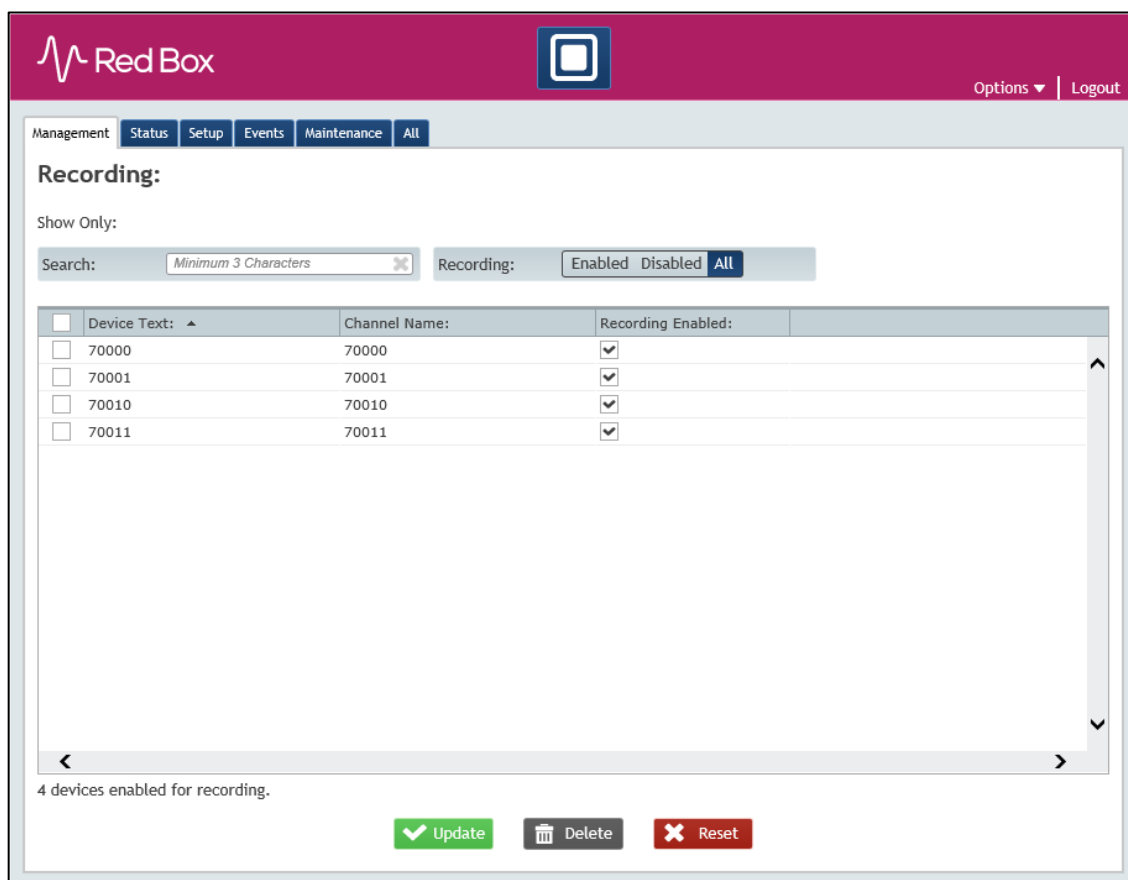
The screen below is displayed. Click on the **Configuration** icon.



The screen below is displayed next. Select **Management** → **Recording**.



The **Recording** screen is displayed. Under the **Recording Enabled** column, check the entries associated with the station extensions. In the compliance testing, four entries with **Device Text** of **70000**, **70001**, **70010** and **7011** were checked.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Communication Manager, Application Enablement Services, and Red Box Quantify 6C.

8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify the status of the administered CTI link by using the **status aesvcs cti-link** command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.1**, as shown below.

```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	12	no	aes155	established	1780	1780

8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status → Status and Control → TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**, and that the **Associations** column reflects the total number of monitored extensions plus the number of virtual IP softphones from **Section 5.2**.

AVAYA Application Enablement Services Management Console

Welcome: User cust
Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
Number of prior failed login attempts: 0
HostName/IP: aes155.aura.com/10.128.226.155
Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
SW Version: 10.1.0.1.0.7-0
Server Date and Time: Tue Sep 20 16:25:53 ICT 2022
HA Status: Not Configured

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

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▶ Log Manager

▼ Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

TSAPI Service Summary

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
Ⓢ	1	CM145	1	Talking	Fri Sep 16 18:29:05 2022	Online	20	9	15	15	30


Online Offline

For service-wide information, choose one of the following:

TSAPI Service Status TLink Status User Status

Verify the status of the DMCC link by selecting **Status → Status and Control → DMCC Service Summary** from the left pane. The **DMCC Service Summary → Session Summary** screen is displayed.

Verify the **User** column shows an active session with the redbox user name from **Section 6.4**, and that the **# of Associated Devices** column reflects the total number of monitored skill group and agent station extensions plus the number of virtual IP softphones from **Section 5.2**.



Application Enablement Services

Management Console

Welcome: User cust
 Last login: Tue Aug 23 16:06:09 2022 from 172.16.8.167
 Number of prior failed login attempts: 0
 HostName/IP: aes155.aura.com/10.128.226.155
 Server Offer Type: VIRTUAL_APPLIANCE_ON_VMWARE
 SW Version: 10.1.0.1.0.7-0
 Server Date and Time: Tue Sep 20 16:28:58 ICT 2022
 HA Status: Not Configured

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

- ▶ AE Services
- ▶ Communication Manager Interface
- ▶ High Availability
- ▶ Licensing
- ▶ Maintenance
- ▶ Networking
- ▶ Security
- ▼ **Status**
 - Alarm Viewer
 - ▶ Logs
 - ▶ Log Manager
 - ▼ **Status and Control**
 - **CVLAN Service Summary**

DMCC Service Summary - Session Summary

Please do not use back button

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)
 Generated on Tue Sep 20 16:27:23 ICT 2022

Service Uptime:	26 days, 2 hours 12 minutes
Number of Active Sessions:	5
Number of Sessions Created Since Service Boot:	144
Number of Existing Devices:	25
Number of Devices Created Since Service Boot:	205

■	Session ID	User	Application	Far-end Identifier	Connection Type	# of Associated Devices
<input type="checkbox"/>	D558AE3E41087440E C914ADAB97D3E40-119	redbox	Red Box Recorder	10.128.224.8	XML Encrypted	6

Click on active **Session ID** with the redbox username to show number of monitored skill group and agent station extensions plus the number of virtual IP softphones from **Section 5.2**.

Status | Status and Control | DMCC Service Summary

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▶ Log Manager

▼ Status and Control

▪ CVLAN Service Summary

▪ DLG Services Summary

▪ **DMCC Service Summary**

▪ Switch Conn Summary

▪ TSAPI Service Summary

▶ User Management

▶ Utilities

▶ Help

DMCC Service Summary - Session Detail

☐ Enable page refresh every

60

 seconds

Detailed Session View

Generated on Tue Sep 20 16:45:16 ICT 2022

Session ID: D558AE3E41087440EC914ADAB97D3E40-119

State: Active

Time Established: Sat, Sep 17, 2022 12:16:05 PM GMT+07:00

Uptime: 3 days, 4 hours, 29 minutes, and 11 seconds

Cleanup Delay Timer: 60 seconds

Session Duration Timer: 180 seconds

Time of Most Recent Timer Reset: Tue, Sep 20, 2022 04:44:52 PM ICT

Reconnect Counter: 0

Terminate Sessions

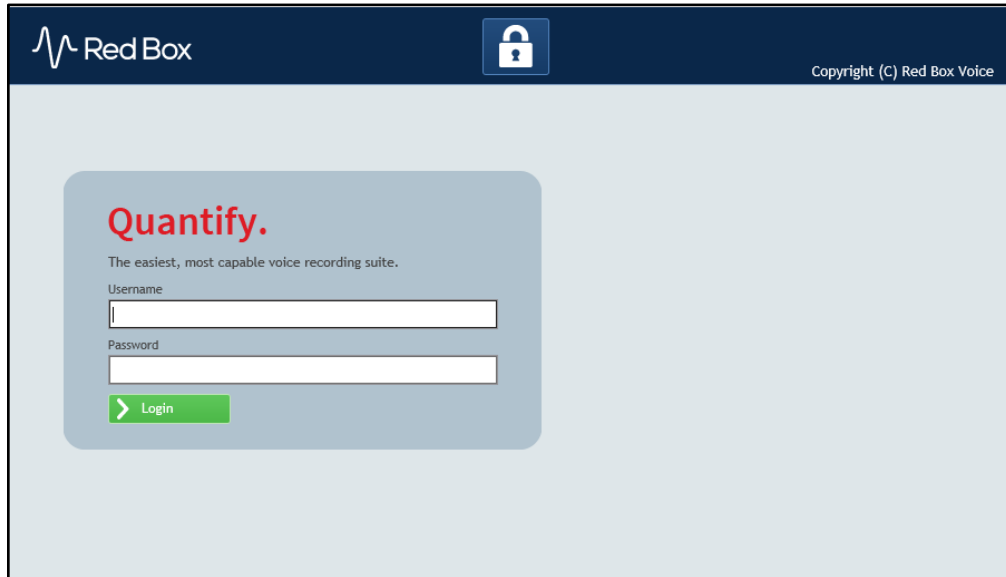
Devices Associated with Session

	Device ID	State
<input type="checkbox"/>	70001:CM145:0.0.0.0:0	IDLE
<input type="checkbox"/>	89001:CM145:0.0.0.0:0	REGISTERED
<input type="checkbox"/>	89000:CM145:0.0.0.0:0	REGISTERED
<input type="checkbox"/>	70010:CM145:0.0.0.0:0	IDLE
<input type="checkbox"/>	70000:CM145:0.0.0.0:0	IDLE
<input type="checkbox"/>	70011:CM145:0.0.0.0:0	IDLE

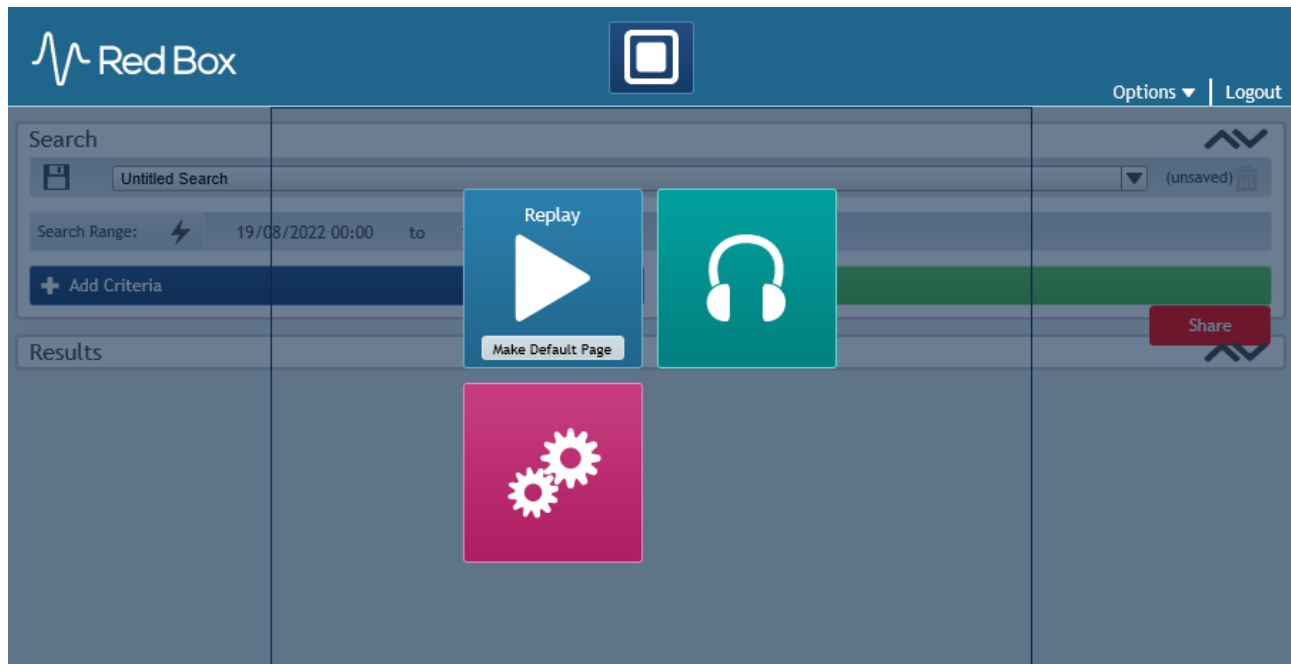
Terminate Selected Devices Back

8.3. Verify Red Box Quantify 6C

Log an agent in to the skill group to handle and complete an ACD call. Follow the procedures in **Section 7.3** to log in to the Red Box Quantify 6C web-based interface.



The screen below is displayed. Click on the **Replay** icon.



The **Search** screen is displayed. Click **Start Search** to obtain a listing of all recording entries for the current day. Verify that there is an entry reflecting the last call, with proper values in the relevant fields.

Double click on the entry to listen to the playback. Verify that call recording is played back.

Flags:	Call Start Time:	Call End Time:	Call Duration:	Extension:	Other Party:	Call Direction:	Group:
▶	19 Aug 2022 15:21:34	19 Aug 2022 15:21:46	00:00:13	70010	70002	Outgoing	
▶	19 Aug 2022 15:21:21	19 Aug 2022 15:21:26	00:00:05	70010	70002	Incoming	
▶	19 Aug 2022 15:21:06	19 Aug 2022 15:21:13	00:00:07	70010	70002	Incoming	
▶	19 Aug 2022 15:20:49	19 Aug 2022 15:21:02	00:00:14	70010	70002	Incoming	
▶	19 Aug 2022 15:09:25	19 Aug 2022 15:10:30	00:01:06	70010	70002	Outgoing	
	19 Aug 2022 15:08:46	19 Aug 2022 15:09:18	00:00:33	70010	70002	Incoming	
	19 Aug 2022 15:08:11	19 Aug 2022 15:08:38	00:00:27	70010	70002	Incoming	

Media Player

19 Aug 2022 15:09:25 00:00:08 15:09:33 19 Aug 2022 15:10:30

Call Export: High Quality Audio

☐ Use replay settings

Full Call WAV

9. Conclusion

These Application Notes describe the configuration steps required for Red Box Quantify 6C to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services 10.1 using Single Step Conference. All feature and serviceability test cases were completed with observations noted in **Section 2.2**

10. Additional References

This section references the Avaya and Red Box Quantify 6C 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 10.1.x, Issue 1, Dec 2021
2. *Administering Avaya Aura® Session Manager*, Release 10.1.x, Issue 3, April 2022
3. *Administering Avaya Aura® System Manager*, Release 10.1.x, Issue 6, June 2022
4. *Administering Avaya Aura® Application Enablement Services*, Release 10.1.x, Issue 4, April 2022

Product Documentation for Red Box products may be found at <https://www.redboxvoice.com/>

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