

Avaya Solution & Interoperability Test Lab

## Application Notes for Virsae Service Management for Unified Communications with Avaya IP Office Server Edition - Issue 1.0

### Abstract

These Application Notes describe the procedures for configuring Virsae Service Management for Unified Communication to interoperate with Avaya IP Office Server Edition. Virsae Service Management provides real-time monitoring and displays Avaya IP Office Server Edition information regarding Voice Quality, Syslog, Call Details, Alarms, Ping test results and Protocol validation using Simple Network Management Protocol (SNMP), Real Time Transport Control Protocol (RTCP) connections and Call Detail Records (SMDR).

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 compliance tested configuration used to validate Virsae Service Management for Unified Communications (herein after referred to as VSM) with Avaya IP Office Server Edition (herein after referred to as IP Office). Test configuration included deploying Avaya IP Office on a Primary Linux Server and on a 500 V2 Expansion server.

During compliance test, one VSM server managed a Primary IP Office Server Edition and an IP Office 500 V2 Expansion as separate system; one instance of each must be added on VSM. VSM uses SNMP Version 1c connection to monitor Primary Linux Server and 500 V2 Expansion server.

VSM uses SNMP messages received from IP Office systems to monitor events and displays them on web-based interface. VSM collects RTCP packets from H.323 and SIP phones and displays detailed call traffic. VSM also collects the CDR details of internal and external, and inbound and outbound calls.

## 2. General Test Approach and Test Results

The feature test cases were performed manually. Manually make calls using H.323 and SIP phones, which register to Primary Server as well as H.323 and SIP phones which register to 500 V2 Expansion server to verify the proper call traffic detail is displayed. Verify Voice Quality, Syslog, Call Details, Alarms, Ping test results and Protocol validation details are displayed correctly.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to the VSM.

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 these Application Notes, the interface between Avaya systems and VSM utilized capabilities of SNMP as requested by Virsae.

This test was conducted in a lab environment simulating a basic customer enterprise network environment. The testing focused on the standards-based interface between the Avaya solution and the third-party solution. The results of testing are therefore considered to be applicable to either a premise-based deployment or to a hosted or cloud deployment where some elements of the third-party solution may reside beyond the boundaries of the enterprise network, or at a different physical location from the Avaya components.

Readers should be aware that network behaviors (e.g. jitter, packet loss, delay, speed, etc.) can vary significantly from one location to another, and may affect the reliability or performance of the overall solution. Different network elements (e.g. session border controllers, soft switches, firewalls, NAT appliances, etc.) can also affect how the solution performs.

If a customer is considering implementation of this solution in a cloud environment, the customer should evaluate and discuss the network characteristics with their cloud service provider and network organizations, and evaluate if the solution is viable to be deployed in the cloud.

The network characteristics required to support this solution are outside the scope of these Application Notes. Readers should consult the appropriate Avaya and third-party documentation for the product network requirements. Avaya makes no guarantee that this solution will work in all potential deployment configurations

### 2.1. Interoperability Compliance Testing

The compliance testing verified the use of the VSM web interface to display correct information of the IP Office configuration.

- Verify IP Office is successfully configured to be monitored by VSM.
- Verify SNMP traps received from IP Office such as Alarms (Critical, Major, Minor and Warning), SNMP Availability and VSM raised Alerts.
- Verify IP Office call traffic detail information such as Time Start/End of Call, Local/Remote PBX, Phone Type, Mean Opinion Score (MOS) Cost and Quality of Service.
- Verify CDR for internal and external calls, and inbound and outbound calls.

### 2.2. Test Results

All test cases passed successfully with the following observation.

• Avaya H.323 Phones will get the RTCP collector information as part of registration to the IP Office. Changing the setting will require re-registration of the phones for the change to take effect. Other phone types, if they support dual unicast of RTCP data, will need manual configuration. Refer to **Section 5.1** for further details.

#### 2.3. Support

For technical support on Virsae Service Management, contact the Virsae Support Team at:

- Tel: +1 800 248 7080 (Americas)
   +44 0808 234 2729 (UK and Europe)
   +64 9 477 0696 (Asia Pacific)
- Email: support@virsae.com

## 3. Reference Configuration

**Figure 1** illustrates the test configuration used to verify the VSM application with Avaya IP Office Server Edition including a Primary Linux Server and a 500 V2 Expansion server. Each system has its own SNMP/RTCP/SMDR connection to VSM. VSM was installed on a server running Microsoft Windows Server 2012 R2 with Service Pack 1. Architecturally the VSM Service relies on an appliance being placed on a corporate LAN and being configured to connect to a Unified Communication platform as well as the Microsoft Azure cloud via the internet. The probe service of the VSM server communicates with IP Office. The VSM appliance acts as a collector and compresses, encrypts then forwards data from all sources to the Virsae cloud computing service. A PC/Laptop is used to access the Virsae portal to manage VSM services, add additional users and view reporting data on the equipment being managed.

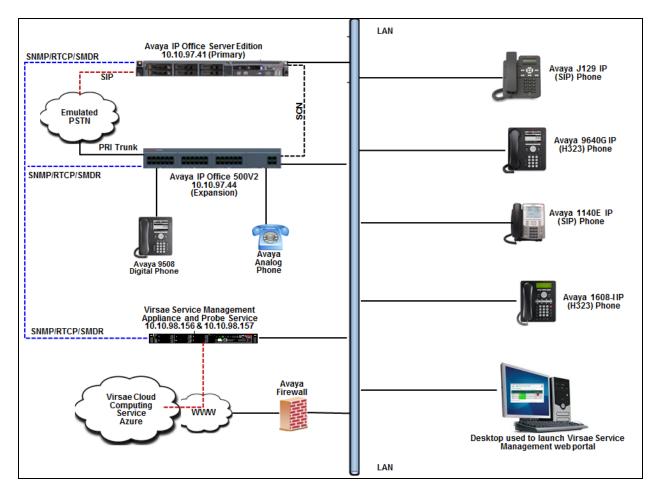


Figure 1: Test Configuration Diagram

## 4. Equipment and Software Validated

The following equipment and software were used for the compliance test provided:

Equipment/Software	Release/Version
Avaya IP Office Server Edition on Primary	11.0.0.0 build 849
Linux server	
Avaya IP Office 500 V2 Expansion	11.0.0.0 build 849
Avaya IP Phones:	
- 1140E (SIP)	4.4.23
- J129 (SIP)	2.0.0.45
-9641G (H.323)	6.6506
-1608-I (H.323)	1.3110
Avaya 9508 Digital Phone	0.60
Virsae Service Management running on	R79
Windows 2012 R2 SP1	

**Note**: Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 and when deployed with IP Office Server Edition in all configurations.

# 5. Configure Avaya IP Office Server Edition

Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. This section only covers the following configuration that is required for administering connectivity to VSM. It is implied a working system is already in place with the necessary licensing. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Configure RTCP
- Configure SNMP
- Configure SMDR
- Save Configuration

#### 5.1. Configure RTCP

This section describes steps to configure the dual-unicast functionality to send RTCP packets to VSM.

On system window, click LAN1  $\rightarrow$  VoIP. In the RTCP collector IP Address for phones section, enter VSM probe IP address, in this example it is: 10.10.98.157. This will instruct Avaya H.323 phones during registration to send RTCP to VSM. Click OK (not shown) to save changes.

🐮 Avaya IP Office Manager for Se	erver Edition DevCon IPO Sev1 [11.0.0.0.0 build 849]	- 🗆 X
DevCon IPO Sev1    System		
Configuration	DevCon IPO Sev1*	📸 - 🔤   🗙   🖌   <   >
BOOTP (7) Gerator (3) Solution User (46) Group(8) Group(8) Group(0) Time Profile(0) Court Code(1) Geration(6) DevCon IPO Sev1 System (1) DevCon IPO Sev1	System       LAN1       LAN2       DNS       Voicemail       Telephony       Directory Servition         LAN Settings       VolP       Network Topology       Image: Comparison of the service of the	ices System Events SMTP SME • • 10 · 10 · 98 · 157 Periodic timeout

On system window, click **Telephony**  $\rightarrow$  **Telephony**. In the **RTCP Collector Configuration** section, check the box for **Send RTCP to an RTCP Collector**. When the check box is selected, system RTCP reporting is enabled. In addition to having the individual phones send RTCP call quality reports, the system can also send RTCP reports for calls. In the **Server Address** field, enter the VSM probe IP address, in this example it is: **10.10.98.157**. This sets the address of the third-party QoS monitoring application to which the system sends RTCP reports. Retain default values for all other fields.

扰 Avaya IP Office Manager for Se	rver Edition DevCon IPO Sev1 [11.0.0.0.0 build 849]
Eile Edit View Tools H	elp 🏄 🌁
DevCon IPO Sev1    System	✓ DevCon IPO Sev1
Configuration	DevCon IPO Sev1*
BOOTP (7) ⊕∳ Operator (3) ⊡	System         LAN1         LAN2         DNS         Voicemail         Telephony         Directory Services         System           Telephony         Park & Page         Tones & Music         Ring Tones         SM         Call Log         TUI
User (46) User (46) User (46) User Code(60) Code(1) Code(1) User Rights(13) User Rights(13) User Code(1) User Rights(13) User Rights	RTCP Collector Configuration         ✓ Send RTCP to an RTCP Collector         Server Address       10 · 10 · 98 · 157         UDP Port Number       5005         RTCP reporting interval (sec)       5

In case of SIP phones, the configuration needs to be done on the 46xxsettings file. Screen below shows the changes made to the 46xxsettings file that was used by the Avaya J129 IP (SIP) phone.

```
#####################
                    ##
## The RTCP monitor
##
    One RTCP monitor (VMM server) IP address in
##
    dotted-decimal format or DNS name format (0 to 15
    characters). Note that for H.323 telephones only this
##
##
    parameter may be changed via signaling from Avaya
    Communication Manager. For 96xx/J100 SIP models in Avaya Aura
##
    environments, this parameter is set via the PPM server.
##
    Note : This setting is supported by J129 SIP R1.0.0.0 (or R1.1.0.0), J169/J179
##
SIP R1.5.0, J100 SIP R2.0.0.0 and later, H1xx SIP R1.0 and later
##
    for non-Aura environment (For example: IP Office, etc).
SET RTCPMON 10.10.98.157 - This is the IP address of the VSM probe
##
## RTCPMONPORT sets the port used to send RTCP information
## to the IP address specified in the RTCPMON parameter.
## RTCPMONPORT is only supported on 96xx/J100 in non-Avaya environments.
                                                                        For
96xx/J100 SIP
## models in Avaya environments, this parameter is set via the PPM server. The default
value is 5005.
    Note : This setting is supported by H1xx SIP R1.0 and later and J129 SIP
##
R1.0.0.0 (or R1.1.0.0), J169/J179 SIP R1.5.0, J100 SIP R2.0.0.0 and later
    for non-Aura environment (For example: IP Office, etc).
##
SET RTCPMONPORT 5005
##
## RTCP Monitor Report Period
    Specifies the interval for sending out RTCP monitoring
##
##
    reports (5-30 seconds). Default is 5 seconds. This
   parameter applies only to 96xx/J100 SIP telephones.
##
    Note : This setting is supported by J129 SIP R1.0.0.0 (or R1.1.0.0), J169/J179
##
SIP R1.5.0, J100 SIP R2.0.0.0 and later
##
   for non-Aura environment (For example: IP Office, etc).
SET RTCPMONPERIOD 5
##
```

Repeat the above steps on the 500 V2 Expansion server also.

### 5.2. Configure SNMP

This section describes steps to configure SNMP Agent and to configure IP Office to send traps to VSM.

#### 5.2.1. Configure SNMP Agent

On system window, click on System Events  $\rightarrow$  Configuration, check SNMP Enabled checkbox. Enter the following information:

- Community (Read-only): Enter community string, example: public.
- **SNMP Port:** Use default port **161**.
- **Device ID:** Use default value.
- **Contact:** Enter any descriptive name, example: **DevConnectLab.**
- Location: Enter any descriptive name for location, example:
  - Belleville.

Click **OK** (not shown) and save the configuration to apply the change.

Repeat same steps on the 500 V2 Expansion.

📶 Avaya IP Office Manager for Serve	r Edition DevCon IP	O Sev1 [11.0.0.0.0	build 849]			- 0
Eile     Edit     View     Tools     Help       2     2     2     2     2     2     ✓       DevCon IPO Sev1     ▼     System	· 23 4	DevCon IPO Sev1	•			
Configuration	Z	DevO	on IPO Sev	/1*	d'	- 🖻   🗙   🖌
BOOTP (7) Coperator (3) Solution User (46) Group(8) Short Code(60) Directory(0) Time Profile(0)	SNMP En	t Configuration	Voicemail T	elephony	Directory Services	System Events
Account Code(1)     Ser Rights(13)     Location(6)     DevCon IPO Sev1	SNMP Po Device ID		161			
	Contact Location		DevConne Belleville	ectLab		

#### 5.2.2. Configure Avaya IP Office to send SNMP traps to VSM

On system window, click **System Events**  $\rightarrow$  **Alarms**, click on **Add** ... button (not shown) to add new trap. Enter the following detail for alarm:

٠	Destination:	Select type <b>Trap</b> .
٠	Server Address:	Enter the IP address of the VSM probe
٠	Port:	Use default value 162.
٠	Community:	Enter string configured from previous section, ex: public.
٠	Format:	Retain default <b>IP Office</b> .
•	Minimum Severity Level:	Select <b>Warnings</b> . The events with severity level lower than this will not be collected and sent.
•	Events:	Select types of system events that should be collected and sent, example: all events are selected during compliance testing.

To activate the new trap, make sure that the configuration is saved (File  $\rightarrow$  Save Configuration or Ctr + S) and choose the option to reboot the physical box immediately.

Repeat same steps on the 500 V2 Expansion.

扰 Avaya IP Office Manager for Server	Edition DevCon IPO S	ev1 [11.0.0	.0.0 build 849]				_	
<u>File Edit View Iools H</u> elp								
DevCon IPO Sev1 • System	▼ Dev	/Con IPO S	Gev1 ▼					
Configuration	M	D	evCon IPO Se	ev1*		- <sup>1</sup>		✓   <   > ]
			NS Voicemail	Telephony	Directory Ser	vices S	ystem Even	ts SN + +
⊡ Solution ⊕1 User (46) ⊕	Configuration A	larms						^
Short Code(60)     Directory(0)     Time Profile(0)	Destination: Trap		Syslog	0	Email			
	Server Address:	10.10.98.1	157					
Location(6)     DevCon IPO Sev1     Surture (1)	Port: Community:	162						
= ~	Format	IP Office		~				
Control Unit (9)	Minimum Severi	ty Level:	Warnings	``````````````````````````````````````	/			
id¶ User (28) id¶ Group (5) id¶X Short Code (19)	Events Entity						^	
🛞 Service (0) ⊕ 🎓 Incoming Call Route	Application							~
IP Route (1) ↓ License (68)	<							>
<ul> <li></li></ul>					<u>O</u> K		ancel	<u>H</u> elp

### 5.3. Configure SMDR

This section describes steps to configure SMDR so that IP Office can send CDR to VSM.

On system window, click on **SMDR** and enter the following information:

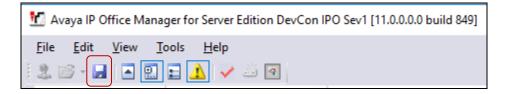
- **Output:** Select **SMDR Only** from the drop-down menu.
- **IP Address:** Enter the IP Address of the VSM probe.
- **TCP Port:** During compliance testing **9000** was used.
- Records to Buffer: Used the default value of 3000
- Check the box for Call Splitting for Diverts

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Eile Edit View Iools Help 2. □ ← ▲ ▲ ▲ ↓ DevCon IPO Sev1 ← System	ें व ▼ DevCon IPO Sev1 ▼	
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BOOTP (7) Gerator (3) Solution User (46) Group(8) Short Code(60) Time Profile(0) Account Code(1) Control Code(1) Control Code(1) System (1) DevCon IPO Sev1 Control Code(1) Control Code(1) Code(	System       LAN1       LAN2       DNS       Voicemail       Telephony       Directory Services       System         Output       SMDR Only       ~	ystem Events SMTP SMDR

Click **OK** (not shown) and save the configuration to apply the change. Repeat same steps on the 500 V2 Expansion.

### 5.4. Save Configuration

Once all the configurations are complete, the changes need to be saved on the IP Office System. To achieve this, click on the Save Icon as shown in the screen below. A subsequent window will appear (not shown) asking the user to proceed with the changes made to the IP Office system/s or not. Click on the **OK** button to confirm.



### 6. Configure Virsae Service Management

This section describes the configuration of VSM required to interoperate with IP Office.

This section provides a "snapshot" of VSM configuration used during compliance testing. Virsae creates the Business partner portal in the cloud environment and is beyond the scope of this Application Notes. The screen shots and partial configuration shown below, supplied by Virsae, are provided only for reference. These represent only an example of the configuration GUI of VSM, available through the web Portal. Contact Virsae for details on how to configure VSM. The configuration operations described in this section can be summarized as follows:

- Login to the Web Portal
- Configuring Avaya IP Office
- Configure Dashboard

### 6.1. Login to the Web Portal

A portal for business partner will be created by Virsae on the cloud and can be accessed by the business partner by typing the URL, *<business partner name>.virsae.com* in a web browser. During compliance testing the URL used was *devconnect.virsae.com*. The Login screen is shown as below. Enter the **Email** and **Password** and click on the **Log In** button.



The customers belonging to the business partner screen is shown. During compliance testing the customer created by Virsae was **Devconnect**.

			Home   Service Desk	Availability   Continuity	Release   About
-Avaya DevConr	search	A - F		G - L	M -
Search:					
	DevConnect				

Click on the customer icon and navigate to **Service Desk**  $\rightarrow$  **Equipment Locations** as shown below.

Αναγα		Customer Landing Customer Details		
DEVCONNECT		Edit Customer		
	Service Desk	Edit Style		
-Avaya DevConnect Customers	Availability Manager	Edit Style		
Avaya Devconnect Customers	Capacity Manager	Delete Customer		
Search		User Management 🛛 🕨		
Startin	Change Manager	Equipment Locations		
Search:	Configuration Manager			
	Continuity Manager	Files And Folders		
	Release Manager	Customer Jobs		
	Security Manager	Reports 🕨		
AVAYA		Contracts		
DEVCONNEC	T	Service Hours		
		Holidays Tables		
DevConnect		Dashboard Management		

A Location called Devconnect was already configured as shown below.

4	NYA 🛛									
201	NNECT		ſ	Home   Service Desk	Availability   Continuity	Release   Abou	t			
II E	quipment Locations f	or DevConnect —								
Dra	ag a column and dr	op it here to g	oup by that colum	n						
Dra	ag a column and dr Location	op it here to g Software Only	oup by that colum Appliance	n Customer	MAC Address	Heart Beat Message	Raise Alarm	Controller Version	Running VM List	Running Time [days HH:MM :SS]
Dra	-	Software			MAC Address	Beat			VM	Time [days HH:MM

### 6.2. Configuring Avaya IP Office

To add an IP Office to the Location created in **Section 6.1**, right click on the location **Devconnect** and select **Manage Services** as shown below.

					Hc
٢	AII E	quipment l	ocations for	DevConnect —	
	Dra	ig a colun	nn and drop	it here to gr	oup by that column
		Loc	ation	Software Only	Appliance
		Devconn	oct		devconnect
	•	Devconin	ect	$\Box$	devconnect
			Details		
			Edit		
			Delete		
			Export Lo	cationID	
			Manage S	Services	

From the Unified Communications Service, select Avaya.



The product list for the configured location is shown as seen below. Click on the **Add Equipment** button.

	EVCONNECT
ſ	-Avaya Product List for Devconnect
	Drag a column and drop it here to group by t
	Product
	Add Equipment

From the Add Avaya Equipment window, select IP Office from the Product Type drop-down menu.

A	dd Avaya Equipment	
1	Product Type *	
	~	
	Experience Portal	
	IP Office	
l	Presence Server	

In the **Configure Equipment** tab, configure the following values.

- Equipment Name:
- Check the Use SSH box
- IP Address/Host Name:
- Default Site:

IP address of IP Office Primary Server A descriptive site name

A descriptive name

Add Avaya Equipment	
Product Type *	
IP Office 🗸	
Configure Equipment Configure SNMP	IP Address/Host Name *
DevConnect IPO Primary	10.10.97.41
☑ Use SSH	Default Site
	Belleville

In the **Configure SNMP** tab, configure the following values.

- **SNMP Version:** Select **V1** from the drop-down menu
- SNMP Community String: Enter the value configured in Section 5.2.2

Click on the Add (not shown) button to complete the configuration.

Add Avaya Equipment			
Product Type *			
IP Office		~	
Configure Equipment	Configure SNMP		
SNMP Version	_		SNMP Community String *
V1		$\sim$	public

Repeat the above section to add an IP Office Expansion System too. The screen below shows both the IP Office Primary Server and Expansion System added.

-Avava Product List for Devconnect-	
Drag a column and drop it here to group by that column	
Product Name IP Address/Host Name User Name Command	Set
IP Office       DevConnect IPO Primary       10.10.97.41       Avaya IP Office         IP Office       DevConnect IPO Expansion       10.10.97.44       Avaya IP Office	

### 6.3. Configure Dashboard

This section shows the steps to configure IP Office on the dashboard.

From the customer icon, navigate to **Service Desk**  $\rightarrow$  **Dashboard Management** as shown below.

Service Desk	Þ	Customer Landing
Availability Manager	×	Customer Details
Capacity Manager	×.	Edit Customer
Change Manager	×.	Edit Style
Configuration Manager	Þ	Delete Customer
Continuity Manager	×	User Management
Release Manager	×.	Equipment Locations
Security Manager	Þ	Files And Folders
		Customer Jobs
		Reports
		Contracts
		Service Hours
		Holidays Tables
		Dashboard
		Management

From the Available Dashboards window, click on the Add Dashboard button.

DEVCON	
Avail	able Dashboards
Nam	e
	Add Dashboard

In the **Create Dashboard** window, type a descriptive name for **Name** and **Title** fields as shown below. Retain default values for all other fields. Click on **Layout** button and then click on **Submit** (not shown) button.

Create Dashboard	
Detail	J
Name	
DevConnect Dashboard	
Title	
DevConnect Dashboard	
Default	
Active	
Auto Start	
Refresh Interval	
0	
Active Start	
Active End	
Number of columns	
3	

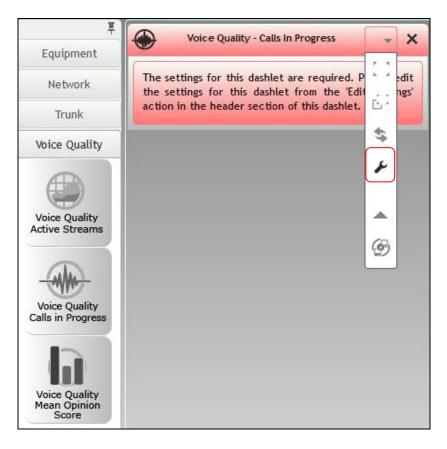
Screen below shows the above created Dashboard. Right click on it and select Start.

Available Dashboards			Home
Name		Is Default	Active
DevConnect Dashboard		false	true
	Details		
	Edit		
	Delete		
	Save As		
	Start		

RS; Reviewed: SPOC 8/8/2018 Solution & Interoperability Test Lab Application Notes ©2018 Avaya Inc. All Rights Reserved. 20 of 26 VirsaeR79-IPO11 In the dashboard window shown below, click on **Voice Quality** and drag the **Voice Quality Calls in Progress** icon from the left to the right column.



From the drop-down menu for **ACM System Health** window, select the **Edit Settings** button as shown below.

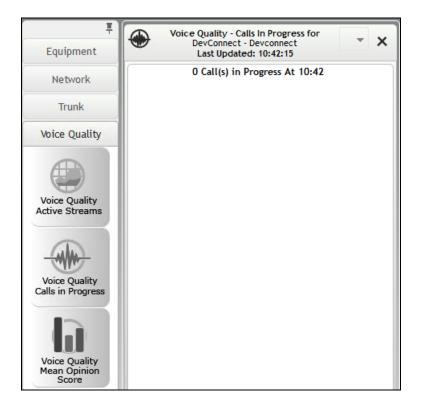


RS; Reviewed: SPOC 8/8/2018

In the **Edit Settings** window shown below, select the required **Location** and **IP Network Region** from the drop-down menu and click on the **Save** button.

Edit Settings	⊸ ×
Measurement Of Service (MOS) Settings- Location	
Devconnect	~
IP Network Region	
Select All	~
Remove calls with unknown quality	
[	Save Cancel

The dashboard with the configured voice quality window is shown below.



### 7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and VSM. The following steps are done by accessing the VSM web portal for the Business partner.

To view alarms using historical reporting, navigate to Availability Manager  $\rightarrow$  Manage Alarms (not shown). A list of all unresolved alarms for all equipment is shown. Screen below shows the alarms by filtering for IP Office equipment

AVAYA					Welco	me						
DEVCONNECT	Home   Ser	Home   Service Desk   Availability   Continuity   Release   About										
- Unresolved Alarms for DevConnect	[Dates shown are 'Canada/Eastern' time zon	ne]										
Alarm List Filter							-					
Drag a column and drop it he	ere to group by that column											
Alarm	Description	Activate Date 💌	Administered Id	Repeats	Equipment Y	Vendor	Severity					
					DevConnect IP							
ipoGenTrunkFailure Trunk o	IP Office trunk out of service.	2018-06-19 14:41:40	19	0	DevConnect IP	Avaya	2					
Equipment Connectivity Lost	The connection used for data gath	2018-06-15 09:25:53	DevConnect IPO Expansion	641	DevConnect IP	Virsae	2					

To view voice quality using historical reporting, navigate to Availability Manager  $\rightarrow$  Voice Quality Management (not shown). Create a rule set and apply the rule. Screen below shows a few examples of voice quality for extensions on both Primary and Expansion IP Office Systems. Real time voice quality can also be viewed in the dashboard.

CONNECT			Hop	o Convico	Dock   Ava	ibbility   Cont	nuity   Release	About					
			non	le   Service	Desk   Ava	inability   Corre	nuicy Nelease	About					
oice Calls for Customer	DevConnect												
/oice Quality Mana	gement Filter												
Rule Sets: Voice Qu	ality				•								
Expression (conditio	n)												
▼ ALL													+ -
Location equa	l Devconnect												+
	ater than or equal 25												+
Date To less t	han or equal 28 June	2018 1	2:00:00 A	М									+
								Go	to pag	e:	1 Show rows:	10 🔻 1-4	of 4 🔳 🕨
												Save	ave All Apply
-Calls													
Phone	Extension	IPNR	Mos Mir 🛎	Mos Max	Mos Avg	Stream L	IP Address		Port	DSCP	Call Time [C	Source	Payload Ty
										-			
	sip:26021		4.4	4.4	4.4	20				0	2018-06-26 1	. sip:26021	. PCMU

To view CDR using historical reporting, navigate to **Service Desk**  $\rightarrow$  **Call Details** (not shown). Create a rule set and apply the rule. Screen below shows a few examples of CDR collected from IP Office by using filters at Source Address.

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## 8. Conclusion

These Application Notes describe the configuration steps required for Virsae Service Management for Unified Communications to successfully interoperate with Avaya IP Office Server Edition. All feature and serviceability test cases were completed with any observations noted in **Section 2.2**.

## 9. Additional References

This section references the Avaya documentation relevant to these Application Notes. The Avaya product documentation is available at <u>http://support.avaya.com</u>.

IP Office™ Platform 11.0 Installing and Maintaining the IP Office Application Server, 15-601011 Issue 13c - (Tuesday, May 22, 2018).
 IP Office™ Platform 11.0 Deploying IP Office Basic Edition, 15-601042 Issue 33g - (Tuesday, May 22, 2018).
 Administering Avaya IP Office™ Platform with Manager, Release 11.0 May 2018.

Product documentation for Virsae products can be obtained directly from Virsae.

1. Virsae Service Management - Implementation Guide

2. Virsae Service Management – Technical Requirements

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