

Avaya Solution & Interoperability Test Lab

# Application Notes for configuring blackchair Spotlight Release Management V6 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Application Enablement Services R6.3 – Issue 1.0

#### Abstract

These Application Notes describe the configuration steps required to integrate Spotlight Release Management V6.0 from blackchair with Avaya Aura® Communication Manager R6.3 using the SMS SDK from Avaya Aura® Application Enablement Services R6.3. Release Management is capable of publishing changes into Avaya Aura® Communication Manager.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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 to integrate Spotlight Release Management V6.0 from blackchair with Avaya Aura® Communication Manager R6.3 using the SMS SDK from Avaya Aura® Application Enablement Services R6.3. Spotlight Release Management is capable of publishing changes into Avaya Aura® Communication Manager using packages of objects built from the Spotlight Audit model. Packages can be built and published into the same Communication Manager to reconfigure that Communication Manager or into a different Communication Manager for example test to production.

Spotlight Release Management is a module of Spotlight that is installed on top of Spotlight Audit and therefore Spotlight Audit is required in order for Spotlight Release Management to operate. For information on Spotlight Audit please refer to the Application Notes called *Application Notes for configuring blackchair Spotlight V5 with Avaya Aura*® *Communication Manager R6.2 and Avaya Aura*® *Application Enablement Services R6.2 to monitor moves and changes*, or contact blackchair using the information provided in **Section 2.3**.

System Management Service (SMS) is a web service that exposes selected management features of Communication Manager. SMS enables SOAP clients to display, list, add, change and remove specific managed objects on Communication Manager. SMS allows programmatic access, via a standard protocol (SOAP), to functionality that is otherwise only accessible via a proprietary low-level protocol (OSSI) or terminal emulation via system administration (SAT) forms. Spotlight utilises the SMS web service to display changes that occur on Avaya Aura® Communication Manager.

# 2. General Test Approach and Test Results

All feature test cases were performed manually. All fields and values in Communication Manager are copied onto the Spotlight Release Management database. This database is then used to compose Release Management packages that can be uploaded to either the same Communication Manager or a secondary Communication Manager. Using System Administration Terminal (SAT) these new changes can be observed to ensure they were made correctly.

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

blackchair Spotlight Release Management was installed on a virtual server running Microsoft Windows 2008 Server R2 and Microsoft SQL Server 208 R2, with a client PC using the Microsoft Internet Explorer web browser to access the Spotlight Release Management Interface. All information on Communication Manager was noted using the SAT, changes were then published using Spotlight Release Management and these changes were noted again using SAT.

The test cases that were performed were conducted using objects that are listed in the SDK documentation as updatable through the SDK. A list of these relevant objects is included in the Appendix of these Application Notes and further information on the SDK can be obtained from the Avaya DevConnect outlined in **Section 10**.

During compliance testing two Communication Managers were used with one acting as "a test environment" UAT, and a second Communication Manager acting as "the production environment" called pre-prod. Objects were then copied from the test environment to the production environment. The following were tested successfully during compliance testing.

- AARAnalysis
- AbbreviatedDialingEnhanced
- Agent
- Announcement
- COR
- COS
- CoveragePath
- RoutePattern
- Station (H323 and SIP only)
- VDN
- Vector

Using the following rules when moving/copying the objects,

- This object MAY exist in the target; if it DOES NOT exist it is to be CREATED, if it DOES exist it is to be MODIFIED.
- This object MUST NOT exist in the target and is to be CREATED.
- This object MUST exist in the target and is to be MODIFIED.
- This object is to be DELETED from the target if it exists; if it does not exist, no action.

#### 2.2. Test Results

All test cases passed and the following exceptions were noted.

- The moving/copying of a trunk group is not supported.
- The creation of a hunt group is not supported.
- Digital sets were not moved due to different port arrangements on each media gateway.

#### 2.3. Support

For technical support on Spotlight, contact blackchair as shown below.

- Web: http://www.theblackchair.com/contacts
- Tel: +44 845 456 6751
- Email: <u>enquiries@theblackchair.com</u>

### 3. Reference Configuration

**Figure 1** shows the network topology during compliance testing. The Spotlight Release Management server was placed on the Avaya Telephony LAN. The SMS SDK on the AES provides the Spotlight Release Management server an interface to make changes on Communication Manager. A user browsing to the Spotlight Release Management server using a web browser is capable of publishing changes into Communication Manager using packages of objects built from the Spotlight Audit environment.

**Note:** Two Communication Managers were used for testing with one acting as the source PBX and the other as the target PBX.

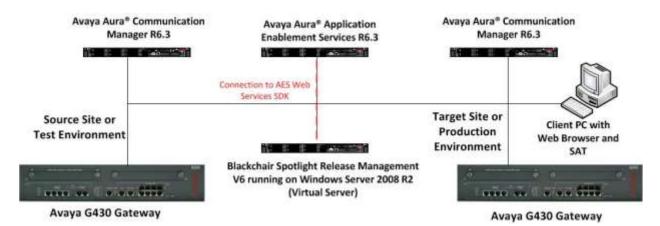


Figure 1: Network solution of blackchair Spotlight Release Management V6 and Avaya Aura® Communication Manager R6.3 with Avaya Aura® Application Enablement Services R6.3

# 4. Equipment and Software Validated

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

| Equipment/Software  | Release/Version                     |
|---|-------------------------------------|
| Avaya Aura® Communication Manager running on a virtual server           | R6.3 SP9<br>R016x.03.0.124.0        |
| Avaya Aura® Application Enablement Services running on a virtual server | R6.3 SP3<br>Build No – 6.3.3.1.10-0 |
| Avaya G430 Gateway  | 33.12.0 /1                          |
| Avaya Aura® Communication Manager running on a                          | R6.3 SP9                            |
| virtual server  | R016x.03.0.124.0                    |
| Avaya G430 Gateway  | 33.12.0 /1                          |
| blackchair Spotlight Release Management running on                      |                                     |
| a Virtual Server  | V 6.0.43505.1202                    |
| - Windows 2008 R2 O/S   | Windows 2008 Server R2              |
| - MS SQL 2008 R2  | MSSQL 2008 R2                       |

# 5. Configure Avaya Aura® Communication Manager

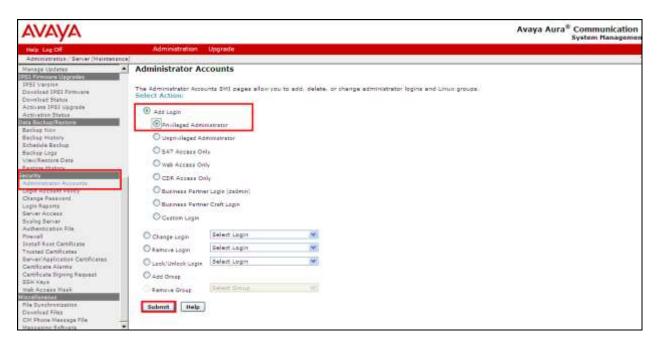
A new user for blackchair needs to be created on Communication Manager. Open a browser session to Communication Manager and log in as shown below. Enter the proper credentials and click on Logon.

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|--|---------------------------|--------------------|-----------|--|---|
|  |                           |                    | Avay      | ya Aura <sup>®</sup> Communica<br>System Manay | tion Manager (CM)<br>penent Interface (SMI) |
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|  |                           | Logan              |           |  |   |
|  |                           |                    |           |  |   |

Once logged in click on **Administration** at the top of the page and select **Server (Maintenance)** from the drop-down menu.

| AVAYA       | Avaya Aura® Communication Manager (CM)<br>System Management Interface (SMI)  |
|-------------|--|
| Help Log OF | Administration   |
|             | Server (Hariterhanze)  |
|             | System Management Interface  |
|             | © 2001-2013 Avaya Inc. All Rights Reserved.  |
|             | Copyright  |
|             | Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights.   |
|             | Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.   |
|             | Third-party Components   |
|             | Actain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may<br>contain terms that expand or limit rights to use certain performs of the Product ("Third Party Terms"), Information identifying Third Party Components and the Third Party<br>Terms that apply to them are available on Avaya's web site at: <a href="http://www.itermstrict.avaira.com/ThirdPartyLicense/">http://www.itermstrict.avaira.com/ThirdPartyLicense/</a> |

In the left window select **Security**  $\rightarrow$  **Administrator Accounts**. In the main window Select **Add Login**, for the compliance testing **Privileged Administrator** was chosen, but any account with privileges to use SAT is all that is required in order for a Spotlight user to read and write to the fields in Communication Manager. Select **Submit** when done.



Enter the Login name and a suitable Password. Click on Submit when done.

| AVAYA  |   |  | Avaya Aura <sup>®</sup> Communication<br>System Manageme |
|--|---|--|--|
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# 6. Configure Avaya Aura® Application Enablement Services

Although the Spotlight servers' connection to the Avaya solution uses the SMS SDK on Avaya Aura® Application Enablement Services (AES) there is no configuration required on the AES server. The username and password utilised by Spotlight is that which was created above in **Section 5**. There are no other configurations required on the Avaya solution.

### 7. Configure blackchair Spotlight Release Management

The installation and configuration of the Spotlight Release Management server from blackchair is performed by a blackchair engineer and is therefore outside the scope of these Application Notes. The configuration steps involve the manipulation of specific database configuration tables on the Spotlight Release Management server and this is not something that can be documented here. All information for support for blackchair can be found in **Section 2.3**.

### 8. Verification Steps

This section provides the tests that can be performed to verify that blackchair Spotlight Release Management has successfully connected with the Avaya solution.

#### 8.1. Verify connection to Avaya Aura® Application Enablement Services Web Services SDK

Open a browser session to https://<AES Address>/smsxml/smsxml\_test.php this will open a web services test page as shown below.

Enter the proper credentials for the **CM Login ID** and **Password**. This will be the same username and password for the user created in **Section 5**. The CM Login ID should be in the format username@CMIPAddress. The **SMS Host** will be the IP Address of the AES server. Any **Model** and **Operation** can be selected from **ModelFields**. In the example below **AARAnalysis** and **List** were chosen, simply to list the AAR Analysis. Click on **Submit Request** at the bottom of the screen.

| Αναγα   | XML Based - Web   | Service Request Fo               |
|---|---|----------------------------------|
| MS Resources<br>odel Documentation<br>odel Doc (No-Frames)<br>MS XML WSDL | Connection<br>Information   | Session Recording                |
| MS XML Schema   | CM Login ID blackchair@10.10.4 login@<[IPv6]:port hostnar<br>Password •••••••<br>SMS Host https://10.10.40.30 | Record Result Dat                |
|   | SMS Host https://10.10.40.30 SOAP Request Timeout (Seconds) Request Parameters                                | Get Record<br>Clear Record       |
|   | ModelFields Model AARAnalysis Operation list  | ~                                |
|   | Field      Objectname       Value     Qualifier   | 5                                |
|   | Position Use For ArrayType Fields ADD Field   |                                  |
|   | ModelFields - Generated XML<br>Note: You may also manually enter valid XML or modify the populated da         | ta, then click <b>Update XML</b> |
|   | xml version="1.0"?<br><modelfields><br/><aaranalysis></aaranalysis><br/></modelfields>                        | ^                                |
|   |   |                                  |

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If the SMS SDK is operational it should come back with a **Response** such as that shown below. If there is an issue an error message will be displayed.

| ModelFields  |  |
|--|--|
| Model AARAnalysis  | Operation     list       Objectname              |
| Value  | Qualifier  |
| Position Use For ArrayType Field   | ds   |
| ADD Field  |  |
| ModelFields - Generated XML<br>Note: You may also manually enter valid XML or                      | modify the populated data, then click Update XML |
| Update XML   |  |
| xml version="1.0"?<br><modelfields><br/><aaranalysis></aaranalysis></modelfields>                  | ^  |
|  |  |
|  |  |
|  | ~  |
| Submit Request Release   |  |
| Last Request Response  |  |
| Session ID 450bc6e0d57ab5c042d401be31cbe04a  | Duplicate Session                                |
| <pre>Response {     var \$result_code = 0     var \$result_data =     '<?xml version="1.0"?></pre> | ^  |
| Response <result_data><br/><aaranalysis></aaranalysis></result_data>                               |  |
| <dialed_string>1<total_min>4</total_min></dialed_string>   | ing>   |

#### 8.2. Verify Spotlight Release Management

This section will outline the steps necessary to place a configuration object into a Spotlight Release Management package, tailor the package, test the package and publish this package into a different Communication Manager environment.

Open a web browser to the Spotlight Release Management server

[http://<IPAddressSpotlightRMServer>/spotlight] and enter the proper credentials then click on OK as shown below. Spotlight Release Management uses pass-through windows authentication.

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Once logged in the screen below is presented to the user.

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|---------------------------------------|-----------------------------|-----------------|-----------|----------------------|-------------|--------|
| blackchair<br>spotlight Configuration | Management                  | DASHBOARD       | ROOT CAUS | E ARALYSIS REPORT    | ING OPTIONS | ADHDI  |
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Double click on which ever item needs to be changed. In the example shown below this item is **Announcement**. The following steps will show an Announcement being copied from one Communication Manager system to another.

| blackchair                            |                              | DASHBOARD CONFIGURATION            | ROOT CAUSE | E ANALYSIS REPORT     | ING OPTIONS ADMIN           |
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| DIGCKCHAII<br>Spotlight Configuration | Management                   | Time Zones GMT Standard Time       |            | Logged in as          | WIN-4LUSN87GEO9(administrat |
|                                       |                              |                                    |            |                       | Save Search                 |
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| pre-prod                              | Abbreviated Dialing Enhanced | Abbreviated Dialing Enhanced Group | 1          | 24 Feb 2015, 10:52:09 | System                      |
| Search                                | AE Services CTI Link         | AE Services CTI Link Group         | 1          | 24 Feb 2015, 10:52:39 | System                      |
| Last 100 Changes                      | AE Services Link             | AE Services Link Group             | 1          | 24 Feb 2015, 10:52:40 | System                      |
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|                                       | Agent Login Status           | Agent Login Status Group           | 1          | 24 Feb 2015, 10:52:46 | System                      |
|                                       | 4 Announcement               | Announcement Group                 | 1          | 24 Feb 2015, 10:52:10 | System                      |
|                                       | 4 ARS Analysis               | ARS Analysis Group                 | 1          | 24 Feb 2015, 10:52:11 | System                      |
|                                       | 4 Cabinet Mapping            | Cabinet Mapping Group              | 1          | 24 Feb 2015, 10:52:11 | System                      |
|                                       | Capacity                     | Capacity Group                     | 1          | 24 Feb 2015, 10:52:41 | System                      |
|                                       |                              |                                    |            |                       |                             |
|                                       | 14 4 Page 1 of 3 ≯ ₩ 🕀 Back  |                                    |            |                       | Displaying 1 - 10 of 30     |
|                                       | General Options              |                                    |            |                       |                             |

A list of announcements is then shown that exist on the source Communication Manager.

| blackchair             |   | DASHBOARD CONTINUEATO       | ROOT CAUS | E AMALYSIS REPORT       | ING OPTIONS      | ADMB      |
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|                        | (i i i Page 1 of 1 i i i i i i i i i i i i i i i i i i    |                             |           |                         | Chapley/Hg       | 13-6d     |
|                        | General Options   |                             |           |                         |                  |           |
|                        | There is no further information available for this object |                             |           |                         |                  |           |

Right click on the announcement that is to be copied across to the target Communication Manager. In the example below this is **Extension 1099**. Select **Add to Config Package**.

| blackchair                |  | DASHBOARD CONFIGURATION      | ROOT CAUS | e Analysis Report     | ING OPTIONS     | ADMI        |
|---------------------------|--|------------------------------|-----------|-----------------------|-----------------|-------------|
| Spotlight Configuration M | anagement                              | Time Zone: GMT Standard Time |           | Logged in as          | WIN-41USNB7GEO9 | \administra |
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| Browse Environments       | Item Name                              | Item Type                    | Version   | Last Updated          | Updated By      |             |
| UAT                       | Extension 1099                         | Announcement                 | 1         | 24 Feb 2015, 12:23:25 | System          |             |
| pre-prod                  | Extension 123 Edit Attachments         | Announcement                 | 2         | 25 Feb 2015, 11:17:00 | paul            | 1           |
| Search                    | Extension 223 Add to Watch List        | Announcement                 | 1         | 25 Feb 2015, 11:17:00 | paul            |             |
| Last 100 Changes          | Extension 268 Add to Config Package    | Announcement                 | 1         | 24 Feb 2015, 12:23:25 | System          |             |
|                           |  |                              |           |                       |                 |             |
|                           | [4 - 4   Page 1   of 1   → →]   @ Back |                              |           |                       | Displaying      | g1-4o       |
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Add a suitable name for the **Config Package**, in this case simply **announcement**. Click on **New**.

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| Page 1         | oft i r i 🤤 Nach                    |  |        |        |                       | Deploying 1 - 4 c |
| Gereral Optime |                                     |  |        |        |                       |                   |
| Version:       | Add this version to Carify Paillage |  |        |        |                       |                   |
| 1              | Name 2                              | Extension 1099                                     |        |        |                       |                   |
|                | Version :                           | 1  |        |        |                       |                   |

The left pane shows the two environments, UAT represents the source Communication Manager and pre-prod represents the target Communication Manager. Right click on the source environment, in this case **UAT**, and select **Manage Config Packages**.

| apoligh        | •                      |                              |              |         |                       |
|----------------|------------------------|------------------------------|--------------|---------|-----------------------|
| Browse         | toviennumts            | Dev Name +                   | Iten Type    | Vertion | Last Updated          |
| UAT            |                        | Extension 2299               | Amouncement  | 1       | 14566 2015, 12:23:25  |
| pre-pr         | Watch Lief             | Extension 5234               | Amouncement  | 2       | 15 Feb 2015, 11:17:00 |
| pre-pr<br>Seam | Edit Attachments       | Extension 2234               | Amouncement  | 1       | 25 Feb 2015, 11:17:00 |
| Lest 1         | Hanape Config Packages | Extension 2688               | Annouscenent | 1       | 24 Feb 2015, 12:23:25 |
|                |                        |                              |              |         |                       |
|                |                        | (i i Pege 1 of t i i) 2 test |              |         |                       |

Highlight the announcement and click on the **edit icon** in the toolbar as highlighted below.

| New address of the second s   | Package: annour             | ncement.                           |                          |         |
|---|-----------------------------|------------------------------------|--------------------------|---------|
| Packages  | Item Count: 2               | Scheduled: No                      |                          |         |
| AAR Analysis  |                             |                                    | 40,5NB7GE09(administrat) | or .    |
| agent and hunt group  |                             | ry 25 2015 11:15:47 Updated By: WD |                          |         |
| amouncement   | Config Bons Tile Day        | ndrine .                           |                          |         |
| COR   | Contrady and and a strength | 1977                               |                          |         |
| osverage path   |                             |                                    |                          |         |
| diff.   | Sequence Iten Type          | Sters Name                         | Version                  | System  |
| route pattern   | 1 Announcement              | Extension 1099                     | 1                        | AxeyeCM |
| station H323  | 1                           |                                    |                          |         |
| station SIP   |                             |                                    |                          |         |
| and the second se |                             |                                    |                          |         |
| privik Buorth 254.  |                             |                                    |                          |         |
|   |                             |                                    |                          |         |
| VEN   |                             |                                    |                          |         |
| vEn vector  |                             |                                    |                          |         |
| vttn<br>vector<br>eleli 5812  |                             |                                    |                          |         |
| ichi<br>vector<br>dill 5812<br>coverage path 5  |                             |                                    |                          |         |
| vetov<br>vetov<br>alil 5812<br>coverage path 5<br>COG   |                             |                                    |                          |         |
| IDN<br>vector<br>edi SI (2<br>coverage peth 3<br>coge<br>agent vrtegrity  |                             |                                    |                          |         |
| IDN<br>vector<br>skill SEI2<br>coverage path 5<br>cocose<br>agent integrity<br>amouncement integrity  |                             |                                    |                          |         |
| burk group SIP<br>VEN<br>Vector<br>ddl SEI 2<br>coverage path 5<br>COS<br>agent integrity<br>amouncement integrity<br>route pathem integrity fast<br>elabon integrity   |                             |                                    |                          |         |
| VDN<br>vector<br>wild \$31.2<br>coversage path 5<br>COG<br>agent integrity<br>agent integrity<br>arouncement integrity<br>route pattern integrity least   |                             |                                    |                          |         |
| ICDS<br>vector<br>edit 5812<br>coverage path 5<br>COS<br>agent vrtegrity<br>amouncament integrity<br>route pattern integrity test<br>etaboo integrity   |                             |                                    |                          |         |

The following fields can be altered before the package is then sent to the target Communication Manager.

- Announcement\_Number
- Board
- COR
- Extension
- Name

Click on **Save** at the bottom of the screen.

| Item Field Overrides - Extension 1099          |                         | $\mathbf{x}$ |
|--|-------------------------|--------------|
| Fields   |                         |              |
| Item 'Extension 1099' has the following fields | available for override: |              |
| Announcement_Number:                           |                         |              |
| Board:   |                         |              |
| COR:   |                         |              |
| Extension:                                     |                         |              |
| Name:  |                         |              |
|  |                         |              |
|  |                         |              |
|  |                         |              |
|  |                         |              |
|  |                         |              |
|  | Save Cancel             |              |

Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. 15 of 22 SpotlightRMCM63 The package contents screen is again shown. Click on the execution rules button highlighted.

| Configuration Packages - Environment             | : UAT   |                       |          |  |         |         |
|--|---|-----------------------|----------|--|---------|---------|
| Packages<br>AAR Analysis<br>agent and hunt group | Package:<br>Item Count:<br>Created:<br>Updated: | February 24 2015 14:2 |          | No<br>WIN-4IUSNB7GEO9\a<br>WIN-4IUSNB7GEO9\a |         |         |
| announcement                                     | Config Items                                    | File Deploy           |          |  |         |         |
| COR  |   |                       | EZAV     | z 😄  |         |         |
| coverage path                                    |   |                       |          |  |         |         |
| skill  | Sequence Item 1                                 |                       |          |  | Version | System  |
| route pattern                                    | 1 Annou   | incement Exten        | ion 1099 |  | 1       | AvayaCM |
| station H323                                     |   |                       |          |  |         | 1.5.5   |
| station SIP                                      |   |                       |          |  |         |         |
| trunk group SIP                                  |   |                       |          |  |         |         |
| VDN  |   |                       |          |  |         |         |
| vector   |   |                       |          |  |         |         |
| skill 5812                                       |   |                       |          |  |         |         |
| coverage path 5                                  |   |                       |          |  |         |         |
| cos  |   |                       |          |  |         |         |
| agent integrity                                  |   |                       |          |  |         |         |
| announcement integrity                           |   |                       |          |  |         |         |
| route pattern integrity test                     |   |                       |          |  |         |         |
| station integrity                                |   |                       |          |  |         |         |
| VDN integrity                                    |   |                       |          |  |         |         |

This brings up the execution rules window. Select the necessary rule that applies to this system, typically the following rule is selected, so as the specified announcement is created if it does not exist on the target system. Click on **Save** to continue.

| Item Execution Rules - Extension 1099   | × |
|---|---|
| Choose execution rule for Item: Extension 1099  |   |
| This object MAY exist in the target; if it DOES NOT exist it is to be<br>CREATED, if it DOES exist it is to be MODIFIED (Default) |   |
| $\odot$ This object MUST NOT exist in the target and is to be CREATED   |   |
| $\odot$ This object MUST exist in the target and is to be MODIFIED  |   |
| This object is to be DELETED from the target if it exists; if it does not exist no action   |   |
|   |   |
| Save Cancel   |   |

Click on **Set Target** at the bottom of the screen as shown below.

| Packages                     | Packages announce  |                                       |                      |              |
|------------------------------|--|---------------------------------------|----------------------|--------------|
| AAR Androis                  | Item Count: 2  | activities. 10                        |                      |              |
| agent and hunt group         |  | 24 2015 14:29:39 Created By: WIN-43US |                      |              |
| amouncement                  |  | 25 2015 11:15:47 Updated By: W94-41/5 | NB7GE09Uadmenatoator | Shared: No   |
| 008                          | Config Roma File Deple   | *                                     |                      |              |
| coverage path                |  | A 7 5 7 - Y 2 0                       |                      |              |
| the state                    | Sequence Item Type   | Item Name                             | Version 5            | stare        |
| route pattern                | t Annuncement  | Extension 1099                        | 1 4                  | MOeve:       |
| station H323                 | and the second sec |                                       |                      |              |
| station SIP                  |  |                                       |                      |              |
| trunk group SIP              |  |                                       |                      |              |
| VEN                          |  |                                       |                      |              |
| vector                       |  |                                       |                      |              |
| skil 5012                    |  |                                       |                      |              |
| coverage path S              |  |                                       |                      |              |
| cos                          |  |                                       |                      |              |
| agent integrity              |  |                                       |                      |              |
| announcement integrity       |  |                                       |                      |              |
| route pattern integrity test |  |                                       |                      |              |
| station integrity            |  |                                       |                      |              |
| VCR4 integrity               |  |                                       |                      |              |
|                              |  |                                       |                      |              |
|                              |  |                                       | -                    | Target Close |

Enter the correct information for the target system, including the target system in our **case preprod** and the correct **CM Username** and **CM Password**. The other fields can be left blank but are used to keep records of the changes that are made by sending an email to a specified address. This package can be executed immediately, scheduled or tested prior to any execution. In the example below this was tested first, click on **Test**.

| Select the Execution     | details for Co | onfig Package 'anno | ouncement' |
|--------------------------|----------------|---------------------|------------|
| Environment:<br>Avaya CM | pre-prod       |                     | ¥          |
| Avaya CM Username:       | xxxxxxxxxxxx   | x                   |            |
| Avaya CM Password:       | •••••          | ••                  |            |
| Reviewer:                | R. Hughes      |                     |            |
| Reference:               | CR4434         |                     |            |
| Notification EMail:      | support@r      | ai.com              |            |
| Terminate on Error?:     | <b>v</b>       |                     |            |
| Schedule?:               |                | Store for E         | xecution?: |
| Start Time:              | Thu, 26 Fe     | ebruary 2015        | 13 : 06    |
|                          | Thu, 26 F      | ebruary 2015 13:00  | 5 (UTC)    |

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| st Packa | ge Report - anno | ouncement - Target Envi | ironment: pre-prod |                         |                      |                   |                           |        |   |
|----------|------------------|-------------------------|--------------------|-------------------------|----------------------|-------------------|---------------------------|--------|---|
| equence  | Iten Type        | Item Name               | System             | Exists In<br>Spotlight? | Exists In<br>Target? | Execution<br>Rule | Uses A<br>Preceding Item? | Issues |   |
| 1        | Announcement     | Extension 1099          | AvayaCM            | Yes                     | No                   | Delete            | No                        |        | [ |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |
|          |                  |                         |                    |                         |                      |                   |                           |        |   |

Once the test has completed successfully, click on **Execute Now** at the bottom of the screen to initiate the change to be made on pre-prod.

| Select the Execution     | details for Co | onfig Package 'announcement' |
|--------------------------|----------------|------------------------------|
| Environment:<br>Avaya CM | pre-prod       | ~                            |
| Avaya CM Username:       | 2000000000     | xox                          |
| Avaya CM Password:       | •••••          | ••                           |
| Reviewer:                | R. Hughes      | ļ.                           |
| Reference:               | CR4434         |                              |
| Notification EMail:      | support@r      | ai.com                       |
| Terminate on Error?:     |                |                              |
| Schedule?:               |                | Store for Execution?:        |
| Start Time:              | Thu, 26 Fi     | ebruary 2015 13 : 06         |
|                          | Thu, 26 F      | ebruary 2015 13:06 (UTC)     |

The following screen then appears showing the changes that are being made. This change can then be viewed on the target system using a program such as SAT to display the new announcement.

| Configuration | Package Execution History - announcement                                 |
|---------------|--|
| Start Time:   | 25 February 2015 11:01:08 (Env:pre-prod Ref:)                            |
|               |  |
| 11:01:08      | Starting Execution of Config Package 'announcement'                      |
| 11:01:08      | Retrieving item from Spotlight: 'Extension 1099' (Announcement) (1 of 1) |
| 11:01:08      | Processing item: 'Extension 1099' (Announcement)                         |
| 11:01:10      | Finished item: 'Extension 1099' (Announcement), Result: OK               |
| 11:01:11      | Completed Execution of Config Package 'announcement'                     |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               |  |
|               | Close  |

### 9. Conclusion

These Application Notes describe the configuration steps required for Spotlight Release Management V6 from blackchair to successfully interoperate with Avaya Aura® Communication Manager R6.3 using the SMS SDK on Avaya Aura® Application Enablement Services R6.3. Please refer to **Section 2.2** to see the compliance test results and observations.

### 10. Additional References

The following documents are available at <u>http://support.avaya.com</u>.

- [1] Administering Avaya Aura® Communication Manager, Document ID 03-300509
- [2] Avaya Aura® Communication Manager Feature Description and Implementation, Document ID 555-245-205
- [3] Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 6.3

Information on the Avaya Aura® Application Enablement Services SMS SDK can be found by navigating to this link,

https://www.devconnectprogram.com/fileMedia/download/021e2e74-3726-4ce9-b3be-0edf5e4d4599

Other information on the Avaya Aura® Application Enablement Services SMS Web Services can be found by navigating to this link,

https://www.devconnectprogram.com/site/global/downloads/index.gsp?item=9c899e0e-e0c8-48eb-bd9d-3d1ea5db52c8

Product information on blackchair Spotlight Release Management can be found at <u>http://www.theblackchair.com</u>

| Appendix |
|----------|
|----------|

| Object Type                        | Add | Edit | Delete |
|------------------------------------|-----|------|--------|
| AvayaSDKAARAnalysis                | No  | Yes  | No     |
| AvayaSDKAbbreviatedDialingEnhanced | Yes | Yes  | Yes    |
| AvayaSDKAgent                      | Yes | Yes  | Yes    |
| AvayaSDKAnnouncement               | Yes | Yes  | Yes    |
| AvayaSDKConfiguration              | No  | No   | No     |
| AvayaSDKCOR                        | No  | Yes  | No     |
| AvayaSDKCOS                        | No  | Yes  | No     |
| AvayaSDKCoveragePath               | Yes | Yes  | Yes    |
| AvayaSDKHuntGroup                  | No  | Yes  | Yes    |
| AvayaSDKRoutePattern               | No  | Yes  | Yes    |
| AvayaSDKStation                    | Yes | Yes  | No     |
| AvayaSDKVDN                        | Yes | Yes  | Yes    |
| AvayaSDKVector                     | No  | Yes  | No     |

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