



Avaya Solution & Interoperability Test Lab

Application Notes for MUG Enterprise ZonePhone with Avaya Proactive Contact with PG230 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for MUG Enterprise ZonePhone to interoperate with Avaya Proactive Contact with PG230. MUG Enterprise ZonePhone is a solution that provides the most recent locale file for Avaya Proactive Contact.

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 MUG Enterprise ZonePhone to interoperate with Avaya Proactive Contact with PG230. MUG Enterprise ZonePhone is a solution that provides the most recent locale file for Avaya Proactive Contact.

MUG Enterprise ZonePhone runs on a Windows PC, and enables users to obtain the most recent locale file from the MUG Enterprise database over a WAN connection. In the compliance testing, the newly obtained locale configuration file was transmitted via the SFTP interface to Avaya Proactive Contact, followed by manual invocation of the custom Linux shell script via the administrator menu to save and replace the existing locale configuration file with the new. There is a second Linux shell script that can be executed via the administrator menu to restore the saved locale configuration file when desired.

MUG Enterprise ZonePhone can be run manually or automatically using the Microsoft Task Scheduler. In the compliance testing, the manual method was used.

This compliance test covered the Avaya Proactive Contact with PG230 deployment option.

2. General Test Approach and Test Results

The feature test cases were performed manually. ZonePhone was manually executed to pick up the new locale configuration file.

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

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

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following:

- Proper retrieval of the new locale file.
- Update of the current locale file via the administrator menu.
- Restore of the previous local file via the administrator menu.
- Selection of call records with phone numbers containing new area codes that are supported in the updated locale file.
- Placement of outbound calls over Outbound, Managed, and Blend jobs, to phone numbers with new area codes that are supported in the updated locale file.

The serviceability testing focused on verifying the ability of ZonePhone to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to ZonePhone.

2.2. Test Results

All test cases were executed and passed.

2.3. Support

Technical support on ZonePhone can be obtained through the following:

- **Phone:** 724-947-5453
- **Email:** info@mugenterprise.com
- **Web :** <http://www.mugenterprise.com/connect.shtml>

3. Reference Configuration

The detailed administration of basic connectivity between Communication Manager and Proactive Contact, and of contact center devices are not the focus of these Application Notes and will not be described.

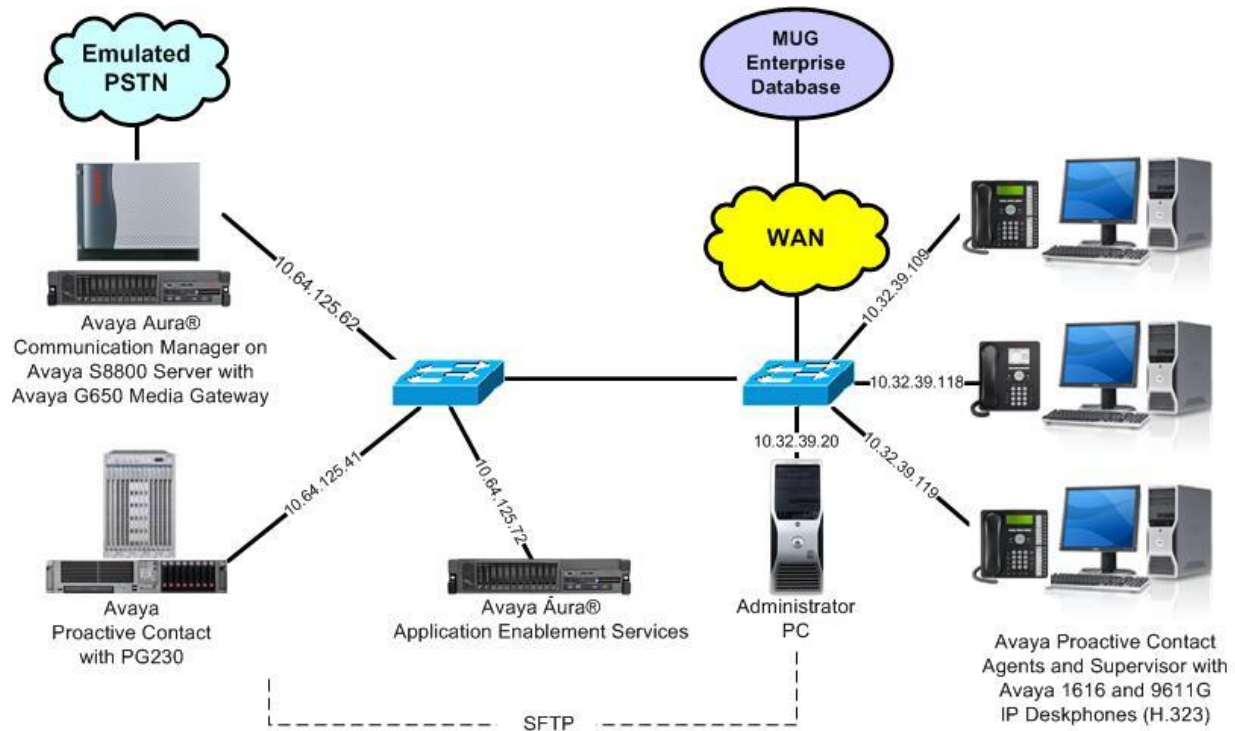


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

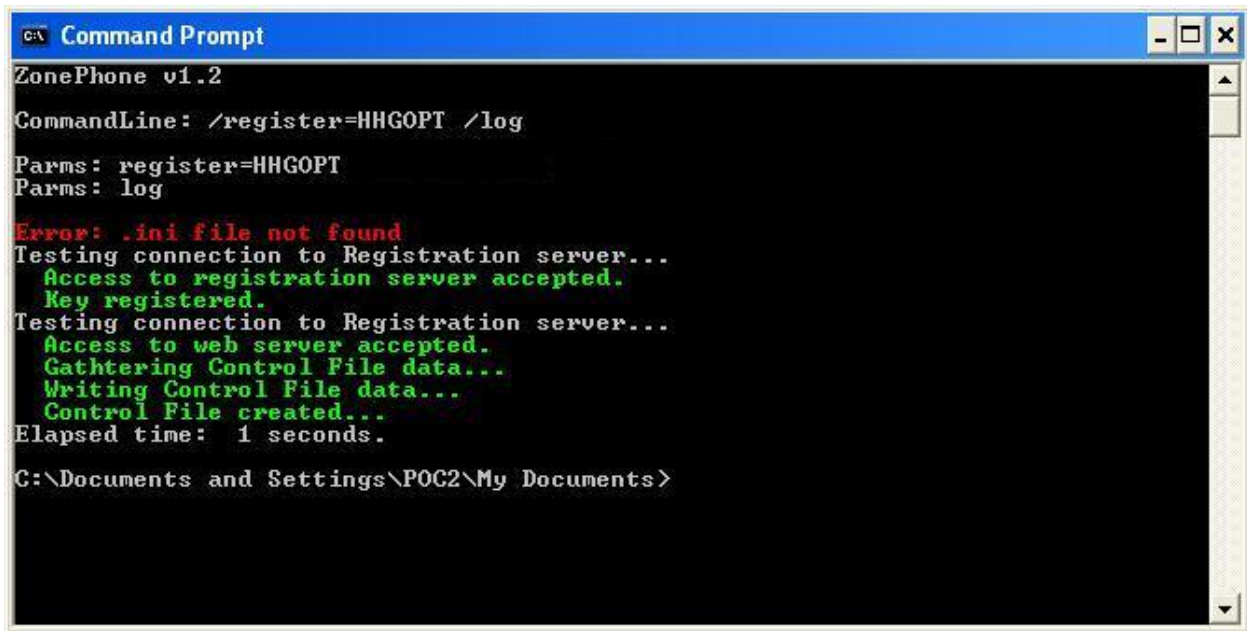
Equipment	Software
Avaya Aura® Communication Manager on Avaya S8800 Server	6.0.1 SP7 (R016x.00.1.510.1-19528)
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN799DP C-LAN Circuit Pack• TN2302AP IP Media Processor	HW01 FW040 HW12 FW121
Avaya Aura® Application Enablement Services	6.1.2
Avaya Proactive Contact with PG230	5.0.1
Avaya Proactive Contact Agent	5.0.1
Avaya Proactive Contact Supervisor	5.0.1
Avaya 1616 IP Deskphones (H.323)	1.302S
Avaya 9611G IP Deskphone (H.323)	6.020S
MUG Enterprise ZonePhone on Windows XP Professional	1.2 2002 SP3

5. Configure MUG Enterprise ZonePhone

This section provides the procedures for configuring ZonePhone.

From the PC running the ZonePhone application, launch a Command Prompt window. Navigate to the directory with the ZonePhone application, and enter the command “ZonePhone /register=xxx”, where “xxx” is the registration key provided by MUG Enterprise.

The screen below is displayed, and a new locale file will be written to the same directory with the name “locale.new”.



```
C:\> Command Prompt
ZonePhone v1.2
CommandLine: /register=HHGOPT /log
Parms: register=HHGOPT
Parms: log
Error: .ini file not found
Testing connection to Registration server...
Access to registration server accepted.
Key registered.
Testing connection to Registration server...
Access to web server accepted.
Gathering Control File data...
Writing Control File data...
Control File created...
Elapsed time: 1 seconds.
C:\Documents and Settings\POC2\My Documents>
```

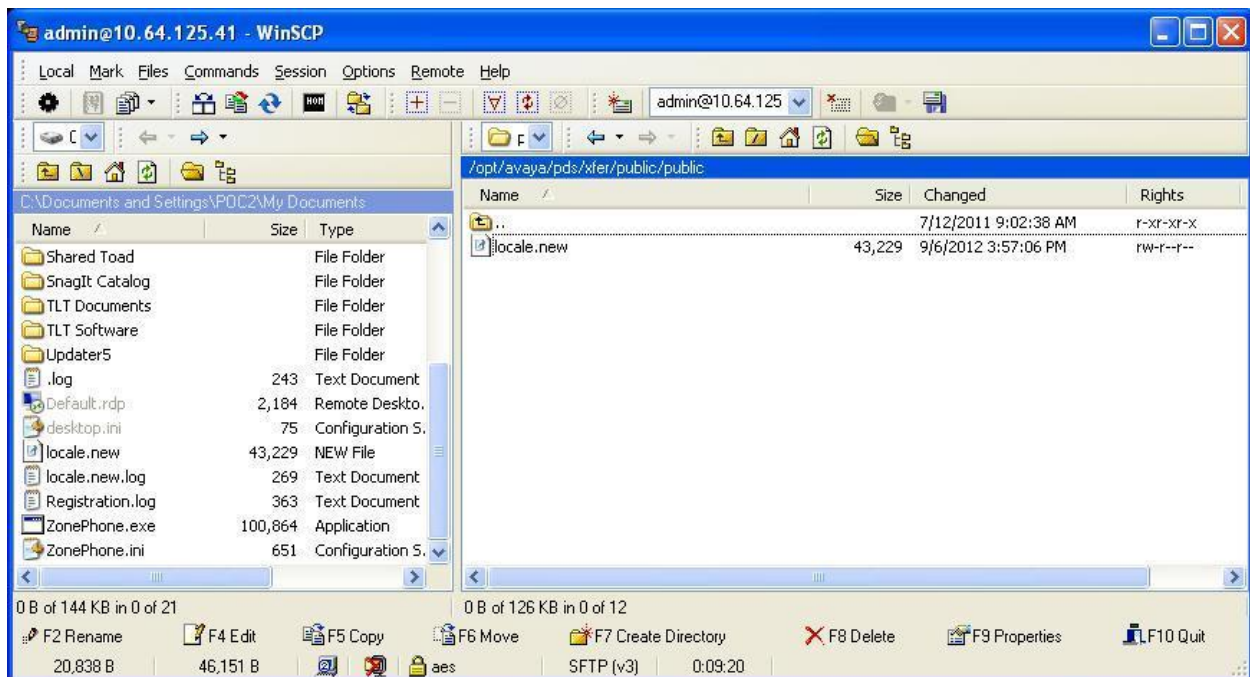
6. Configure Avaya Proactive Contact

This section provides the procedures for configuring Proactive Contact. The procedures include the following areas:

- Transfer new locale file
- Transfer custom scripts
- Add menu options
- Update existing locale file
- Restart PDS

6.1. Transfer New Locale File

Use a tool such as WinSCP to transfer the new locale file from **Section 5** to Proactive Contact. Place the new locale file under the **/opt/avaya/pds/xfer/public/public** directory, as shown below.



6.2. Transfer Custom Scripts

Use the same tool to transfer the two custom Linux shell scripts from MGU Enterprise to Proactive Contact. Place the custom scripts under the **/opt/avaya/pds/customs** directory (not shown).

Log in to the Linux shell of the Proactive Contact server, and navigate to the **/opt/avaya/pds/customs** directory. Enter the command “**chmod 777 movlocale**”, followed by “**chmod 777 rstlocale**” to change the access permissions for the two scripts. The screenshot below shows the resultant access permissions for the two scripts.

```
$ cd /opt/avaya/pds/customs
LZPDS4(admin)@/opt/avaya/pds/customs [1001]

$ chmod 777 movlocale
LZPDS4B(admin)@/opt/avaya/pds/customs [1002]

$ chmod 777 rstlocale
LZPDS4B(admin)@/opt/avaya/pds/customs [1003]

$ ls -l
-rwxrwxrwx 1 admin pds_system 1459 Sep 10 09:11 movlocale
-rwxrwxrwx 1 admin pds_system 669 Sep 6 12:54 rstlocale
LZPDS4B(admin)@/opt/avaya/pds/customs [1004]
$
```

6.3. Add Menu Options

Navigate to the **/opt/avaya/pds/menus** directory, and edit the **sysadm.menu** file. Insert the two lines shown below to add options for updating and restoring the locale file.

```
WELCOME:@W10010
HELPNAME:sysadm
MENU:@P10900:::1:0:cmd:sysadm
MENU:@P10901:::1:0:menu:backup
MENU:@P10903:::0:0:config_backup
MENU:@P10904:YES:::1:0:cmd:inbnd
MENU:@P10905:YES:::1:0:noapp_winmsg:ivr
MENU:@P10906:::1:0:cmd:transfer
MENU:@P10908:YES:::1:0:cmd:mplay
MENU:@P10909:::1:0:%modifydbusers
MENU:@P10910:YES:::1:0:/bin/cat:$VOICEDIR/help/ssa.hlp
MENU:@P10911:YES:::1:0:/bin/cat:$VOICEDIR/help/csi.hlp
MENU:Update locale.cfg:::1:0:movlocale
MENU:Restore locale.cfg:::1:0:rstlocale
```


6.4. Update Existing Locale File

Enter the “menu sysadm” command to display the **ADMINISTRATOR MAIN MENU** screen. Enter “12” to select **Update locale.cfg**, as shown below. This option will run the associated custom script to save a backup version of the existing locale.cfg file, and replace the file with the new version from **Section 6.1**.

The **Restore locale.cfg** option can be run when desired to revert locale.cfg back to the previous version.

```
ADMINISTRATOR MAIN MENU

0. Exit
1. Display help

2. Administrative tasks
3. Back up, restore and verify
4. Manage backup configuration file
5. Inbound calling lists
6. IVR administration
7. Transfer and process records
8. Voice messages
9. Manage database accounts
10. View customer support information
11. View APS information
12. Update locale.cfg
13. Restore locale.cfg

Enter Command Number: 12
```

6.5. Restart PDS

Enter “stop_pds”, followed by “start_pds” to restart all PDS components.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Proactive Contact and ZonePhone.

Log into the Linux shell of the Proactive Contact server, and enter “menu sysadm” to display the **ADMINISTRATOR MAIN MENU** screen below. Enter “2” to select **Administrative tasks**.

```
ADMINISTRATOR MAIN MENU

0. Exit
1. Display help

2. Administrative tasks
3. Back up, restore and verify
4. Manage backup configuration file
5. Inbound calling lists
6. IVR administration
7. Transfer and process records
8. Voice messages
9. Manage database accounts
10. View customer support information
11. View APS information
12. Update locale.cfg
13. Restore locale.cfg

Enter Command Number: 2
```

The **ADMINISTRATIVE TASKS** screen is displayed. Enter “9” to select **Edit area codes/prefixes**, followed by “y”, as shown below.

```
ADMINISTRATIVE TASKS

COMMANDS
-----

0. Exit to previous menu
1. Display help

2. Manage user accounts
3. Change sysadm password
4. Restart the system
5. Shut down the system
6. Set the system date and time
7. Monitor agent lines
8. Terminate a user session
9. Edit area codes/prefixes

Enter Command Number: 9

Edit area codes/prefixes - Are you sure? y
```

The **AREA CODE & EXCHANGE PREFIX EDITOR – MAIN MENU** screen is displayed. Enter “2” to select **Query**.

AREA CODE & EXCHANGE PREFIX EDITOR - MAIN MENU

- 0. Exit
- 1. Help
- 2. Query**
- 3. Timezone / Guard Time Query
- 4. Add
- 5. Delete
- 6. Change Country Code (Currently '1')
- 7. Save Changes
- 8. Discard Changes
- 9. Rollback

Enter Choice: 2

The **QUERY AREA CODES AND PREFIXES** screen is displayed. Enter a new area code that became supported in the new locale file, such as “667” in this case.

QUERY AREA CODES AND PREFIXES

Enter an Area Code, or

Enter an Area Code, colon, and a Prefix, or

Enter a Zone Code, or

Enter a Zone Code, space, and an Area Code or Area Code:Prefix :

Enter Choice: 667

Verify that the screen is updated with information for the new area code, as shown below. Note that prior to updating the locale file, the query result was “Area Code 667 not found”.

QUERY AREA CODES AND PREFIXES

Enter an Area Code, or

Enter an Area Code, colon, and a Prefix, or

Enter a Zone Code, or

Enter a Zone Code, space, and an Area Code or Area Code:Prefix :

Enter Choice:

ZONE	DESCRIPTION	GMT DIFF	TZ CODE	DAY	START	STOP	DAY	START	STOP
D	Eastern Daylight	5	EST5EDT	0-6	08.00	20.45			

AREA (* includes all Prefixes for this Area Code
CODE PREFIX LIST not explicitly listed under another Zone Code)

667: *

8. Conclusion

These Application Notes describe the configuration steps required for MUG Enterprise ZonePhone to successfully interoperate with Avaya Proactive Contact with PG230. All feature and serviceability test cases were completed.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Administering Avaya AuraTM Communication Manager*, Document 03-300509, Issue 6.0, Release 6.0, June 2010, available at <http://support.avaya.com>.
2. *Avaya Aura® Application Enablement Services Administration and Maintenance Guide*, Release 6.1, Issue 2, February 2011, available at <http://support.avaya.com>.
3. *Administering Avaya Proactive Contact*, Release 5.0, April 2012, available at <http://support.avaya.com>.
4. *ZonePhone Application Overview*, Release 1.2, available upon request to MUG Enterprise Support.
5. *Movelocale / rstlocale quick start installation guide*, available upon request to MUG Enterprise Support.

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