Avaya Solution & Interoperability Test Lab

Application Notes for Quest Software PacketTrap MSP with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration procedures required to allow Quest Software PacketTrap MSP to collect call detail data from Avaya IP Office utilizing Avaya Call Detail Recording (CDR).

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.

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1. Introduction

These Application Notes describe a compliance-tested CDR and RTCP solution comprised of Avaya IP Office and Quest Software PacketTrap MSP.

Quest Software PacketTrap MSP provides a cost-effective way to offer enterprise-class server, application, and network management to customers.
It provides management and monitoring capabilities to MSPs' to further manage their customer's devices and networks. This solution includes traffic analysis on any device, application, virtual infrastructure and VoIP monitoring as well as Professional Services Automation (PSA) integration. Quest Software PacketTrap MSP ensures complete visibility and access so that you are the first to know about bandwidth clogs, server and device failures, connectivity issues, and are able to perform routine network maintenance.

2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were manually established using the intra switch environment.

The serviceability test cases were performed manually by disconnecting and reconnecting the LAN connection to the PacketTrap MSP server.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing included basic call, transfer, and conference.

The serviceability testing focused on verifying the ability of Quest Software PacketTrap MSP to recover from adverse conditions, such as disconnecting/reconnecting the LAN connection to Quest Software PacketTrap MSP.

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.

2.2. Test Results

All test cases were executed and verified.

2.3. Support

Technical support on Quest Software PacketTrap MSP can be obtained through the following:

- **Phone:** (800) 306-9329 Option 9 Ext. 17873
  (949) 754-8000

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(949) 754-8080

- **Email:** nmsquestions@quest.com

3. Reference Configuration

Figure 1 provides the test configuration used for the compliance test. The configuration consists of an Avaya IP Office and Quest Software PacketTrap MSP.

Note: An Avaya S8300D Server and an Avaya G450 Media Gateway were included to simulate trunk calls.

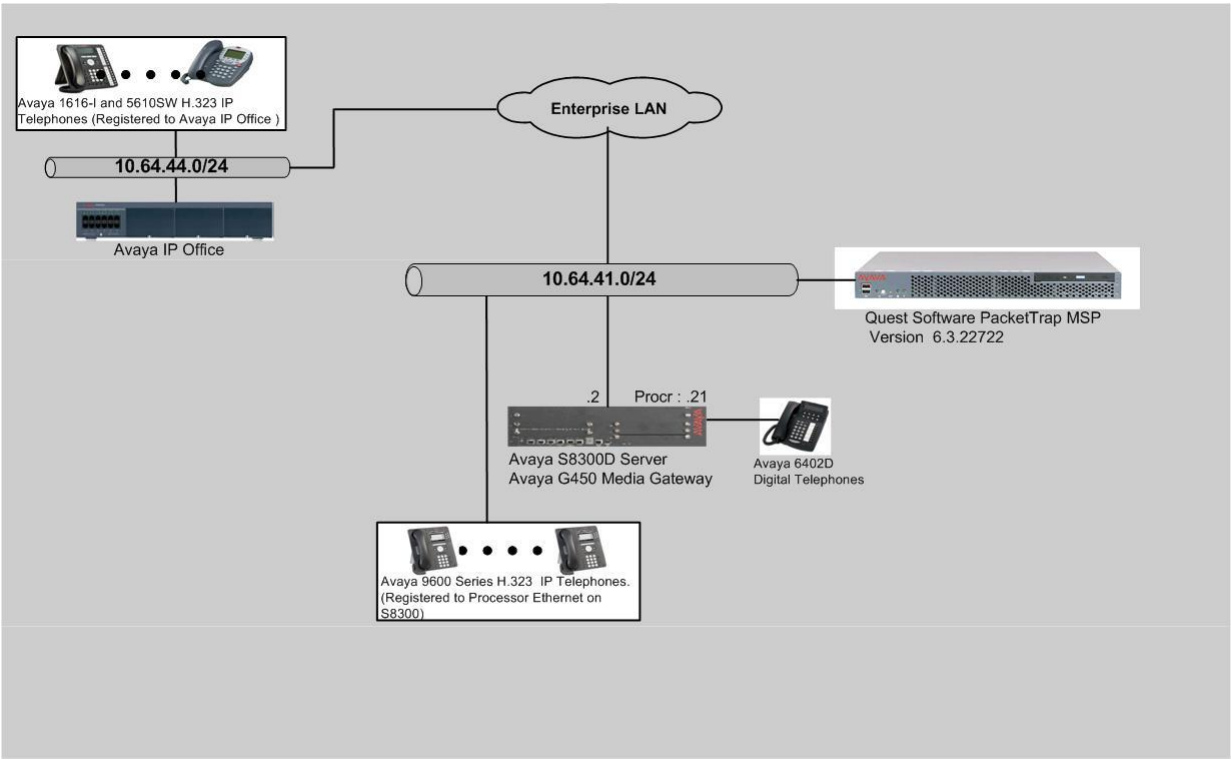

Figure 1: Test configuration for Quest Software PacketTrap MSP

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4. Equipment and Software Validated

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

Equipment		Software/Firmware
Avaya IP Office 500 V2		8.0(16)
Avaya IP Office Manager		10.0 (16)
Avaya 9600 Series IP Telephones		
	9630 (H.323) 9650 (H.323)	3.1 3.1
Avaya1616-I (H.323)		1.3.0
Avaya 1416 Digital Telephone		-
Quest Software PacketTrap MSP on Windows 2003 server		6.3.22722

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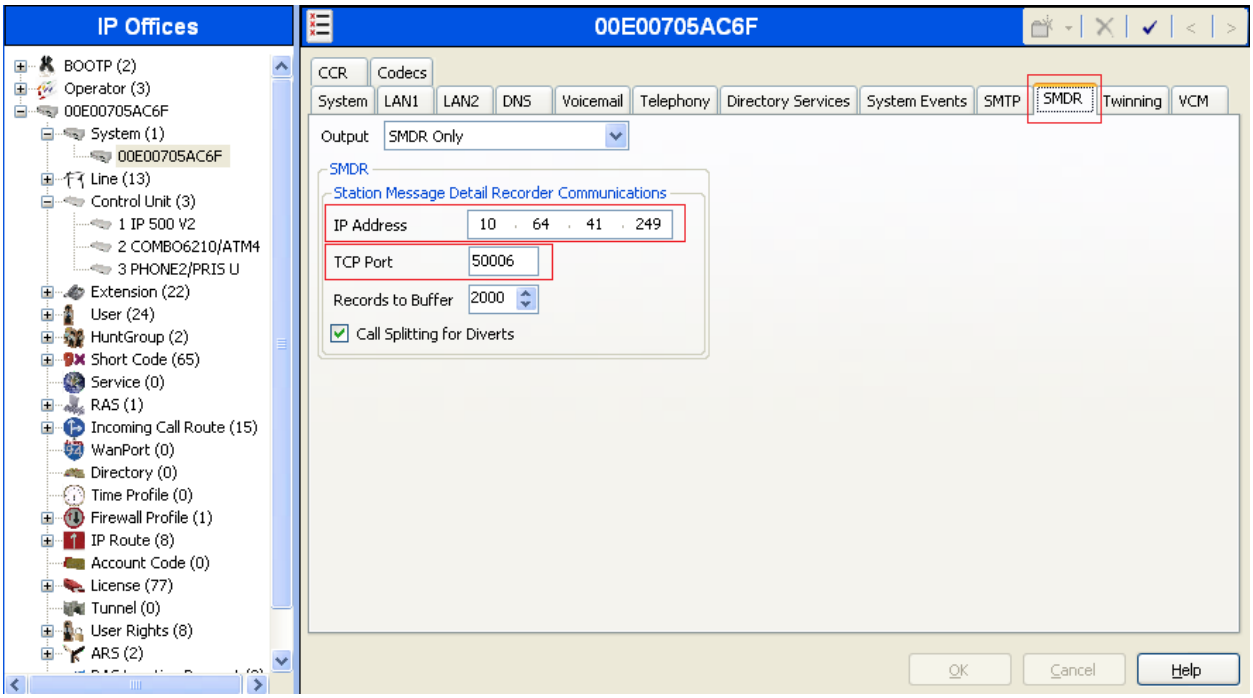
5. Configure Avaya IP Office

This section describes the configuration of Avaya IP Office for CDR. From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials (not shown). Select the **System** menu from the left pane.
Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **IP Address:** Enter the IP address of the Avaya IP Office
- **TCP Port:** Enter the Quest Software PacketTrap MSP listening port, which is set to 50006



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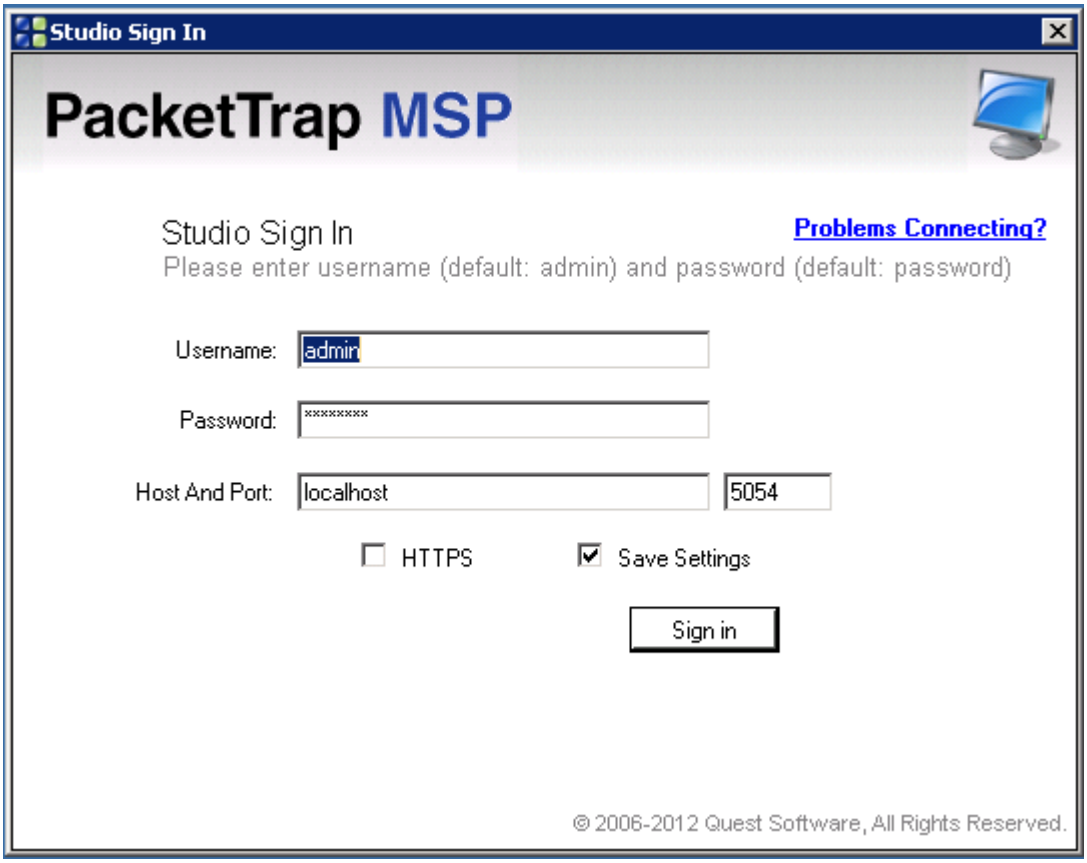
6. Configure Quest Software PacketTrap MSP for Avaya IP Office

This section describes the configuration of Quest Software PacketTrap MSP. From a PC running the PacketTrap MSP application, double click the Foglight Studio NMS icon to launch the PacketTrap MSP application. Provide credentials and click the **Sign in** tab.



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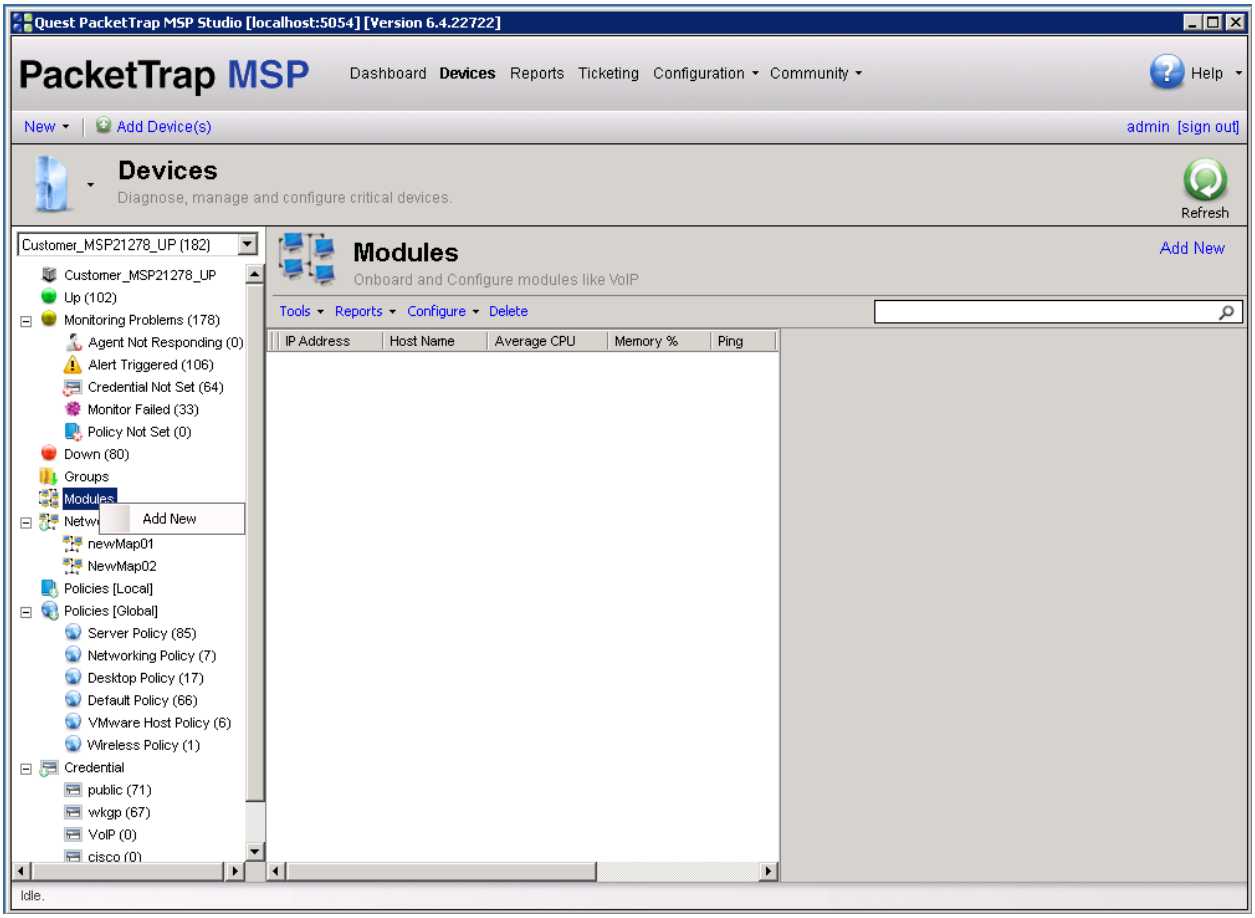
Right mouse click **Modules** from the left pane of the screen, and select **Add New**.



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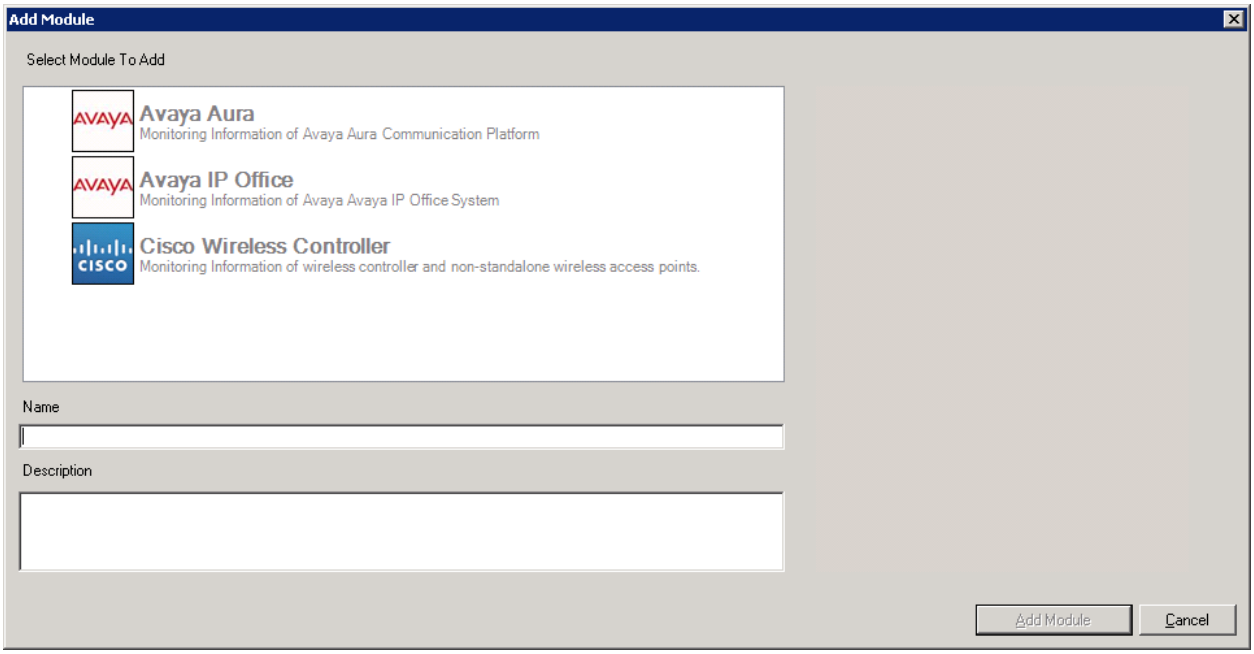
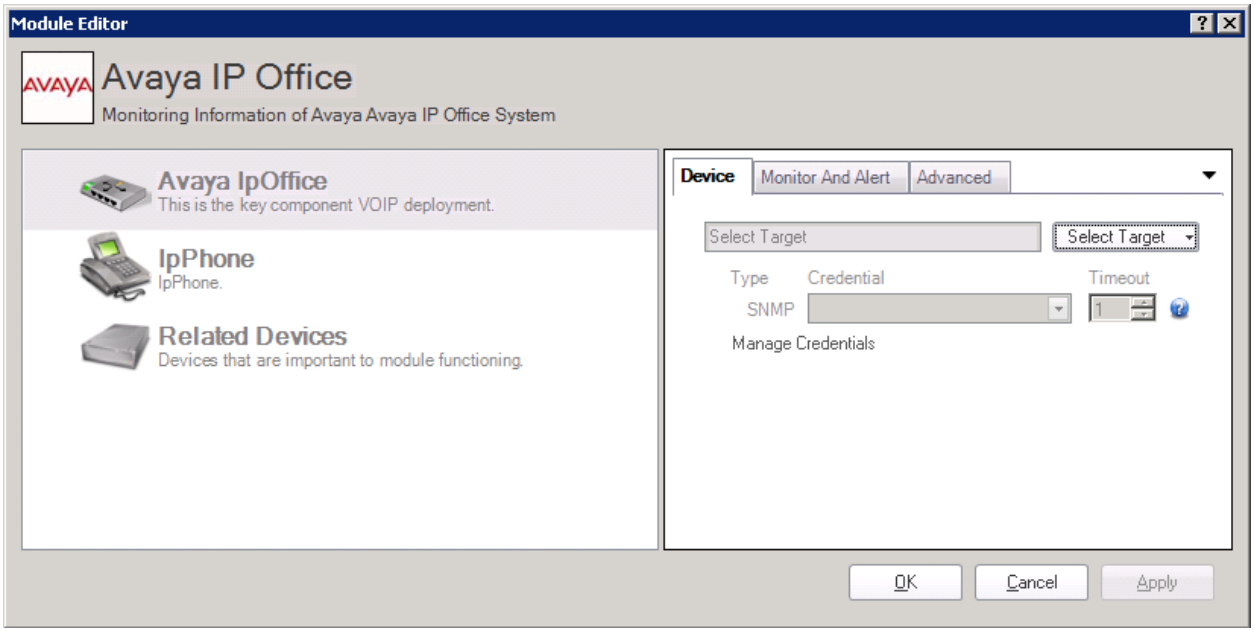
Select **Avaya IP Office** from the list of available modules, and select the **Add Module** tab.



From the Module Editor page, click **Select Target** under the Device menu on the right pane, and select **Add a new device**.



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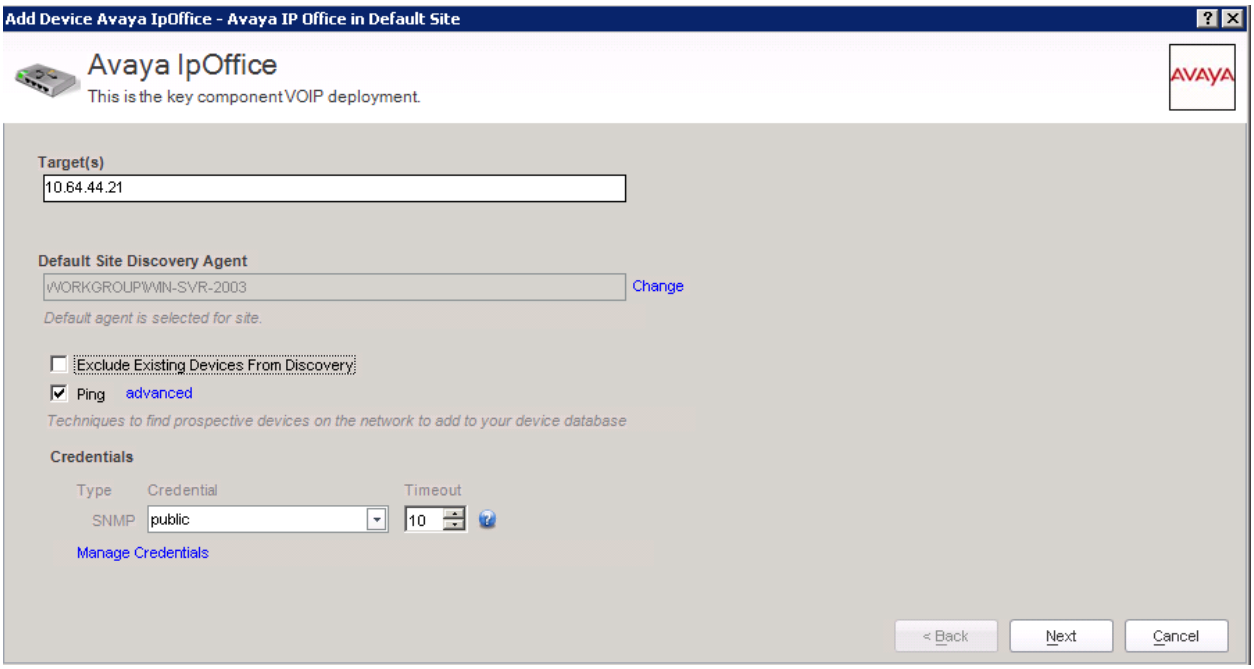
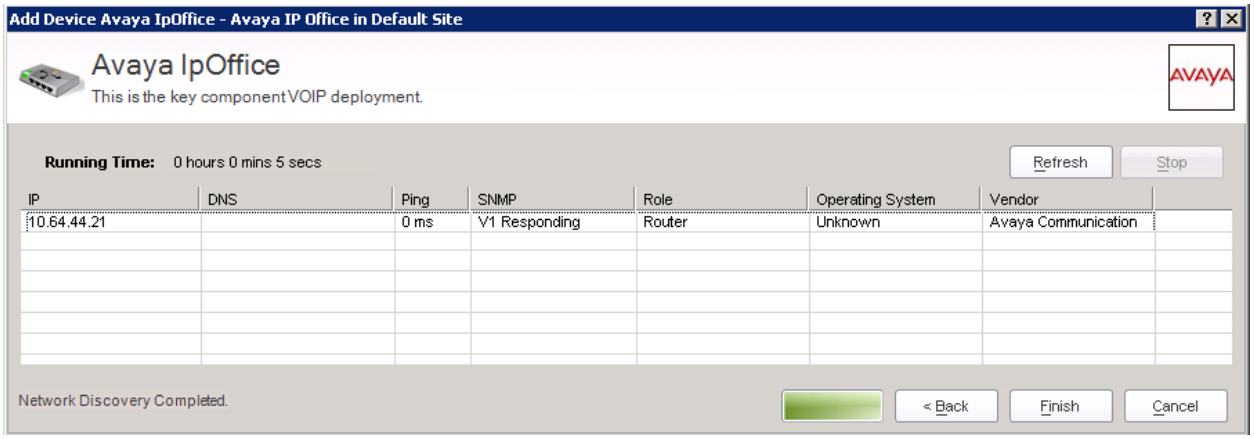
From the Add Device Wizard page, enter the IP address of Avaya IP Office and choose the SNMP community string and click **Next**.



Select **Finish**.



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7. Verification Steps

The following steps may be used to verify the configuration:

- Place a call and verify that the PacketTrap MSP received the CDR record for the call.

8. Conclusion

These Application Notes describe the procedures for configuring Quest Software PacketTrap MSP to collect call detail records from Avaya IP Office. The PacketTrap MSP successfully passed all compliance testing.

9. Additional References

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

[1] IP Office 8.0 IP Office Installation, Document Number 15-601042, Issue 25b, March 08, 2012
[2] IP Office Release 8.0 Manager 10.0, Document Number 15-601011, Issue 28h, March 28 2012
[3] IP Office System Status Application, Issue 06b, November 12, 2011 Document Number 15-601758
[4] IP Office System Monitor, Document Number 15-601019, Issue 02b

The following PacketTrap MSP product documentation is available from Quest Software.

[5] PacketTrap MSP Product Page
http://www.quest.com/foglight-network-management-system/
[6] PacketTrap MSP Community
http://communities.quest.com/community/nms
[5] PacketTrap MSP Knowledgebase
http://communities.quest.com/community/nms/knowledgebase

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