

Avaya Solution & Interoperability Test Lab

Application Notes for Configuring esuits² AES Connector from Engelbart Software with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0 - Issue 1.0

Abstract

These Application Notes describe the configuration steps for the middleware solution esuits² AES Connector from Engelbart Software to interoperate with Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0. esuits² AES Connector utilizes the TS Links on Avaya Aura® Application Enablement Services to make administrative changes on 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 to integrate Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services with esuits² AES Connector.

esuits² AES Connector utilizes the TS Links on Avaya Aura® Application Enablement Services to make administrative changes on Avaya Aura® Communication Manager.

2. General Test Approach and Test Results

The general test approach was to configure the esuits² AES Connector to communicate with the Communication Manager (CM) via the Application Enablement Services (AES). A dedicated user was configured on esuits² AES Connector to allow changes to be made to Station, Hunt Groups and Pickup Groups. See **Figure 1** for a network diagram. The interoperability compliance test included both feature functionality and serviceability tests focusing on validating successful changes to CM.

esuits² AES Connector acts as a middleware TSAPI Client for various software solutions of Engelbart and was installed on an Ubuntu Linux virtual Machine. Changes are made using an internet browser that can access esuits² AES Connector.

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 both feature functionality and serviceability testing. The feature functionality testing focused on making changes to CM objects. The tests included:

- List existing Stations.
- Duplicate, Change and Remove Stations.
- List existing Hunt Groups.
- Modify non EAS hunt group members.
- List existing Pickup Groups.
- Modify Pickup Group members.

2.2. Test Results

All functionality and serviceability test cases were completed successfully.

3. Support

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4. Reference Configuration

The configuration shown in **Figure 1** was used during the compliance test of esuits² AES Connector with AES and Communication Manager. esuits² AES Connector utilises AES to make administrative changes in Communication Manager.

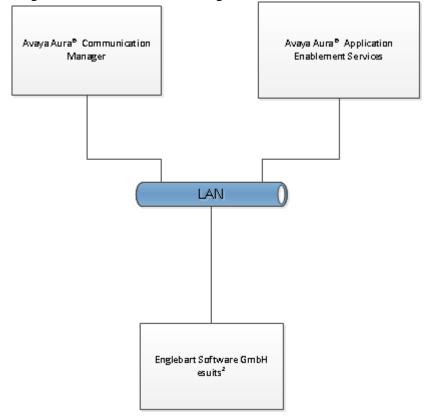


Figure 1: Connection of Engelbart Software esuits² AES Connector with Avaya Aura® Application Enablement Services R7.0, Avaya Aura® Communication Manager R7.0

5. 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	R7 SP1 R017.00.0.441.22438
Avaya Aura® Application Enablement Services running on a virtual server	7.0.0.0.13-0
Avaya G450 Gateway	37.19.0
esuits ² AES Connector	R3

6. Configure Avaya Aura[®] Communication Manager

The information provided in this section describes the configuration of Communication Manager relevant to this solution. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**.

The configuration illustrated in this section was performed using Communication Manager System Administration Terminal (SAT).

6.1. Configure the Avaya Aura® Communication Manager Connection to Avaya Aura® Application Enablement Services

The connection between Communication Manager and AES is assumed to be already in place however the steps required to set this connection are listed in the sections below.

6.1.1. Verify System Features

Use the **display system-parameters customer-options** command to verify that Communication Manager has permissions for features illustrated in these Application Notes. On **Page 3**, ensure that **Computer Telephony Adjunct Links?** is set to **y** as shown below.

display system-parameters customer-option	s Page 3 of 11
OPTIONAL	FEATURES
Abbreviated Dialing Enhanced List? y	Audible Message Waiting? y
Access Security Gateway (ASG)? n	Authorization Codes? y
Analog Trunk Incoming Call ID? y	CAS Branch? n
A/D Grp/Sys List Dialing Start at 01? y	CAS Main? n
Answer Supervision by Call Classifier? y	Change COR by FAC? n
ARS? y	Computer Telephony Adjunct Links? y
ARS/AAR Partitioning? y	Cvg Of Calls Redirected Off-net? y
ARS/AAR Dialing without FAC? y	DCS (Basic)? y
ASAI Link Core Capabilities? n	DCS Call Coverage? y
ASAI Link Plus Capabilities? n	DCS with Rerouting? y
Async. Transfer Mode (ATM) PNC? n	
Async. Transfer Mode (ATM) Trunking? n	Digital Loss Plan Modification? y
ATM WAN Spare Processor? n	DS1 MSP? y
ATMS? Y	DS1 Echo Cancellation? y
Attendant Vectoring? y	

6.1.2. Note procr IP Address for Avaya Aura® Application Enablement Services Connectivity

Display the procr IP address by using the command **display node-names ip** and noting the IP address for the **procr** and AES (**aes63vmpg**).

		10/			
display node-names	s ip		Page	1 of	2
		IP NODE NAMES			
Name	IP Address				
SM100	10.10.40.34				
aes63vmpg	10.10.40.30				
default	0.0.0.0				
g430	10.10.40.15				
procr	10.10.40.31				

6.1.3. Configure Transport Link for Avaya Aura® Application Enablement Services Connectivity

To administer the transport link to AES use the change ip-services command. On Page 1 add an entry with the following values:

- Service Type: Should be set to AESVCS.
- Enabled: Set to y.
- Local Node: Set to the node name assigned for the procr in Section 6.1.2
- Local Port: Retain the default value of 8765.

change ip-	services				Page	1 of	4	
Service Type AESVCS	Enabled Y	Local Node procr	IP SERVICES Local Port 8765	Remote Node	Remote Port			

Go to Page 4 of the ip-services form and enter the following values:

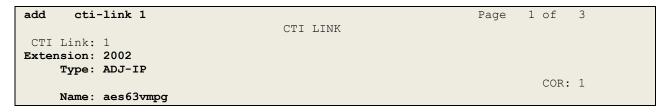
- **AE Services Server:** Name obtained from the AES server, in this case **aes63vmpg**.
- **Password:** Enter a password to be administered on the AES server.
- Enabled: Set to v.

Note: The password entered for **Password** field must match the password on the AES server in Section 7.2. The AE Services Server must match the administered name for the AES server, this is created as part of the AES installation, and can be obtained from the AES server by typing **uname** –**n** at the Linux command prompt.

change ip-s	ervices	AE Services Adminis	tration	Page	4 of	4
Server I	D AE Service Server	es Password	Enabled	Status		
1: 2: 3:	aes63vmpg	******	У	idle		

6.1.4. Configure CTI Link for TSAPI Service

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



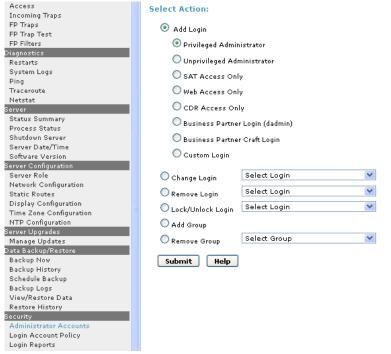
6.1.5. Create Administrative User in Avaya Aura® Communication Manager

This section provides the procedure for administering a user with privileged administrator access in the Communication Manager web interface.

Logon	
Logon ID: Password:	default •••••
	Logon
erver (Maintenance)	
АУА	
Log Off	Administration
	Licensing <u>Server (Maintenance)</u>
	- Logon ID:

Browse to http://<CM IP Address> and login with the appropriate credentials.

From the left hand menu select **Security** \rightarrow **Administrative Accounts** and select Privileged Administrator.



Give the user a unique **Login Name** and **Password**. Make sure that **Additional groups** (**profile**) is set to **prof18** allowing the user to make changes required.

Administration / Server (Maintenance	•)	
Alarms 🗛	Administrator Account	s Add Login: Privileged Administrator
Current Alarms		
SNMP		
Agent Status	This page allows you to add a l	ogin that is a member of the SUSERS group. This login h
Access		
Incoming Traps	Login name	Dewuser
FP Traps	-	newdsei
FP Trap Test	Primary group	susers
FP Filters		
Diagnostics	Additional groups	prof18
Restarts	(profile)	
System Logs	Linux shell	/bin/bash
Ping		/ Din/ Dash
Traceroute	Home directory	/var/home/newuser
Netstat		/val/home/newaser
Server	Lock this account	
Status Summary		
Process Status	SAT Limit	none 💙
Shutdown Server		
Server Date/Time	Date after which account	
Software Version	is disabled-blank to ignore (YYYY-MM-DD)	
Server Configuration	Ignore (****-MM-DD)	
Server Role	Select type of	🔿 ASG: Auto-generate key
Network Configuration	authentication	<u> </u>
Static Routes		O ASG: enter key
Display Configuration		💽 Password
Time Zone Configuration NTP Configuration	Enter password or key	
Server Upgrades	Enter password of key	•••••
Manage Updates	Re-enter password or	••••••
Data Backup/Restore	key	
Backup Now	Force password/key	0
Backup History	change on next login	No No
Schedule Backup		🔘 Yes
Backup Logs		
View/Restore Data		
Restore History	Submit Cancel H	lelp
Security		
Administrator Accounts		

7. Configure Avaya Aura® Application Enablement Services

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

- Verify Licensing.
- Create Switch Connection.
- Administer TSAPI link.
- Enable DMCC Ports.
- Create CTI User.
- Associate Devices with CTI User.

7.1. Verify Licensing

To access the AES Management Console, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of AES. At the login screen displayed, log in with the appropriate credentials and then select the **Login** button.

AVAYA	Application Enablement Services Management Console		
		Help	
	Please login here: Username Password Login		
	© Copyright © 2009-2012 Avaya Inc. All Rights Reserved.		

The Application Enablement Services Management Console appears displaying the **Welcome to OAM** screen (not shown). Select **AE Services** and verify that the TSAPI Service is licensed by ensuring that **TSAPI Service** is in the list of **Services** and that the **License Mode** is showing **NORMAL MODE**. If not, contact an Avaya support representative to acquire the proper license for your solution.

AVAYA	Application Enablement Services Management Console			Wałczme: Uwr craft Upst kojm: Wed Dec 12 50:49:19 Number is prior failed login item Hostikimin/17: alesZirnig, deco Berver Offer Type: BAQKUY SW Vereimm rf: 2-10:49 Berver Date and Time: The Dec 1	3012 from 193.188.16. opte: 6 nvett.local/10.10.40.10
AE Services					Home Help Log
Al Services					
+ CVLAN	AE Services				
(DLS					
+ DMCC	INFORTANT) AE Services must be restarted fo Changes to the Security Database do not requ		Teke ettert.		
+ SMS					
1. M. 44					
+ TSAPI	Service	Status	State	License Hode	Cause*
+ TSAPI	#84LUnik Hartager	N/4	Running	N/A	N/A
+ TSAPI + TWS	284L Unix Harager CVLW Service	N/4 ONUNE		N/A NORMAL MODE	N/A. N/A
+ TSAPI	2641 Unix Hanager CVLAN Service DLG Service	N/4 ONLINE OPPLINE	Running Running Running	N/A NOSMAL MODE N/A	N/2 N/A N/A
+ TSAPI + TWS Communication Hamaper	#B4LUnix Harager CVLAN Service DLG Service DHCC Service	N/4 ONLINE OPPLINE ONLINE	Running Running	N/A NOSMAL HODE N/A NDRMAL HODE	N/2 N/A N/A N/2
+ TSAPI + TWS Communication Hanager Interface + Licensing	#BALUrix Harager CVLAM Service DLG Service DHCC Service FSAFL Bervice	N/S ONLINE ONLINE ONLINE ONLINE	Running Running Running	N/A NORMAL NODE N/A NORMAL NODE	N/A N/A N/A N/A N/A
+ TSAPI + TWS Communication Manager Interface - Licensing Maintenance	#B4LUnix Harager CVLAN Service DLG Service DHCC Service	N/4 ONLINE OPPLINE ONLINE	Aurning Running Running Aurning	N/A NOSMAL HODE N/A NDRMAL HODE	N/2 N/A N/A N/A
TSAPI TW5 TW5 Communication Manager Interface Licensing Maintenance Notworking	ABAL Unix Manager CVLAN Service DLG Service DHDC Service TSAPI Service Transport Layer Service	N/4 ONUTRE OPALINE OPALINE N/A	Running Running Running Running Running	N/A NORMAL NODE N/A NORMAL NODE	R/A N/A R/A R/A N/A
+ TSAPI + TW5 Communication Manager Interface - Licensing - Maintenance	#BALUrix Harager CVLAM Service DLG Service DHCC Service FSAFL Bervice	N/4 ONUTRE OPALINE OPALINE N/A	Running Running Running Running Running	N/A NORMAL NODE N/A NORMAL NODE	R/A N/A R/A R/A N/A

7.2. Create Switch Connection

From the AES Management Console navigate to **Communication Manager Interface** \rightarrow **Switch Connections** to set up a switch connection. Enter a name for the Switch Connection to be added and click the **Add Connection** button.

avaya	Application Enablement Services Management Console	Welcome): User coaft Laat legen: Thu Nev 14:20:21:12:20:23 from 10:10:49,14 Norther of proof heled logen attempts: 16 Hashkama/Th. AbsStvHVG Berver Ofer Type (VMTVLAL_MFLIARCE_OR_VMWARE SR Version: 5.1.6.3:212:0 Server Oate and Time: Tue Dec 3:16:33:26 UTC 2015
Communication Nanager Interfa	ice Switch Connections	Nome Nelp Logor
+ AE Services Communication Manager Interface	Switch Connections	
Switch Connections	CM83/JNPG Add Convection	
 Dial Plan 	Consection Name Processor Ellegrant Ma	g Partod Number of Active Connections
+ Licensing		
+ Maintesanco	Edit Connection Edit PEICLAN IPs Edit H.323 Gateweeper Delete Connection] [Burvivability Herarchy]
+ Networking	Concentration Contraction is a Concentration of Content on Andrews	
+ Security		
i Status		
+ User Management		
+ utilities		
i lida		

In the resulting screen enter the **Switch Password**; the Switch Password must be the same as that entered into Communication Manager AE Services Administration screen via the **change ip-services** command, described in **Section 6.1.3**. Default values may be accepted for the remaining fields. Click **Apply** to save changes.

avaya	Application Enablement Services Management Console			Wetgemein Lawr straff Lawr Yayn Thu Niw 14 20 23/12 20213 from 30.20.45.14 Narmaar ef arner fwind bagin attempter: 28 Hostianen Fr. Ad-StarWetg Sterner Offer Truer VIRTUR, APPLARCE, OH, VIRVARE SW Varenen, M.J.C. 1213-0 Server Oate and Tame: Tue Dec 3 15:35:47 UTC 2013
Communication Manager Interfe	ce I Switch Connections			Hume Help Lognu
) AE Services Communication Manager Interface Communication	Connection Details - Cl	lfilvmpg		
Dial Plan	Confirm Switch Password			
. Licensing	Fing Period	30	Perutes (1 - 72)	
+ Maintonance	551	2		
+ Networking	Processor Ethernet	121		
i Security	Apply Cancel			
+ Status				
+ User Hanagement				
+ utilities				
+ Sielp				

From the **Switch Connections** screen, select the radio button for the recently added switch connection and select the **Edit PE/CLAN IPs** button (not shown). In the resulting screen, enter the IP address of the procr as shown in **Section 6.1.2** that will be used for the AES connection and select the **Add/Edit Name or IP** button.

AVAYA	Application Enablement Services Management Console	Webbrie: User chill Last sign: The Nex 14 10:12:12 2013 from 10:10.40.140 Number of pilor third logn attempts 16 Hostiane(IP: AttS2000 Server Offer Type: VISTUAL_REPLANCE_ON_UNWARE Server Offer Type: VISTUAL_REPLANCE_ON_UNWARE Server Data and Time: Two Dec 60 16:36:31 UTC 2013
Communication Manager Interfa	ce Switch Connections	Home Help Logoot
AE Services Communication Nanager Interface Search Connections	Edit Processor Ethernet IP - CM63vmpg	
Dial Plan	Name or IP Address	Status
+ Licensing	10.10.40.31	In Use
+ Maintenance	Back	100000
+ Networking		
+ Security		
+ Status		
+ Oser Management		
) Utilities		
+ Help		

7.3. Administer TSAPI link

From the Application Enablement Services Management Console, select AE Services \rightarrow TSAPI \rightarrow TSAPI Links. Select Add Link button as shown in the screen below.

AVAYA	Application Enablement Services Management Console	Welcome: User craft Last Jogin: Thu Dec 15 19:20:13 Z011 from 10.10.16: HostName/IP: devoonaes611/10.10.16:29 Server Offer Type: TURNKEY SW Version: r6-1-1-30-0 Home Help Logout		
AE Services TSAPI TS	API Link			
* AE Services	TSAPI Links			
> CVLAN > DLG	Link Switch Connection Switch CTI Link #	ASAI Link Version	Security	
> DMCC	Add Link Edit Link Delete Link			
+ SMS	(and birk) (carebine) (before bine)			
= TSAPI				
TSAPI Links TSAPI Properties Communication Management Interface	Jer			

On the **Add TSAPI Links** screen (or the **Edit TSAPI Links** screen to edit a previously configured TSAPI Link as shown below), enter the following values:

- Link: Use the drop-down list to select an unused link number.
- Switch Connection: Choose the switch connection CM63VMPG, which has already been configured in Section 7.2 from the drop-down list.
- Switch CTI Link Number: Corresponding CTI link number configured in Section 6.1.4 which is 1.
- **ASAI Link Version:** This can be left at the default value of **5**.
- Security: This can be left at the default value of both.

Once completed, select Apply Changes.

Αναγα	Application Enablement Services Management Console	Laar kepini Thu No9 14 10/2010 2013 from 10.0040 140 Number of prior Thiled (ogin storagtin 16 Host Number OF, ASSSOVING Server Offer Type: VRTUAL_4PE,SAKEE_ON_VMWARE SW Variation 13.0.0/2010 Server Date and Time! Two Dec D0 33.07-38 UTC 2013
AE Services TSAPL TSAPL	Links	Home Help Lageat
AE Services CVLAN DLG SPACE	Edit TSAPI Links	
SMS TSAPI TSAPI TSAPI Links TSAPI Poperties TSAPI Properties TWS	Switch CTI Link Number I M ASAJ Link Version SM Security Both M Apply Changes Cartel Changes Advanced Settings	

Another screen appears for confirmation of the changes made. Choose **Apply**.

AVAYA	Application Enablement Services Management Console	Welcome: User craft Last login: Thu Dec 15 19:28:13:2011 from 18.10.16.6 HostName/Ph Jevoonae:511/10.10.16.29 Server Offer Type: TURNKEr SW Version: r6-1-1-30-0 Home Help Logout		
AE Services TSAPL TS	SAPILink			
* AE Services				
+ CVLAN	Apply Changes to Link			
> DLG	Warning! Are you sure you want to apply the changes?	1993)		
> DMCC	These changes can only take effect when the TSAPI server re Please use the Maintenance -> Service Controller page to res			
# SMS	(Apply) (Cancel)			
- TSAPI	Cancel			
 TSAPI Links 				
 TSAPI Properties 				
Communication Mana Interface	ger .			

When the TSAPI Link is completed, it should resemble the screen below.

Αναγα	Application Enablement Services Management Console					List login: Tue Dec 3 15-35:14 (013 from 10-10-40-20) Rumber of prior failed login attempts. IT Hotfstrong H. ABSCHWEG Server Offer Types (V37UAL_ART_IABLE_DB_VMBAAR SW Verdem 5,15-04-22-50 Server Delle and Time: Tue Dec 03 16:34:55 uTC 2513		
AE Services TSAPI TSAPI							Home Help Logo	
(CVLAN	T SAPI Links							
+ DLG > DMCC	Lank -	Switch Connection		Switch CTI Link #	35.51	ASAT Link Version	Security	
I SMS	© 1 🕬	63vmpg	1		*		Balty	
TSAP1	Add Link Bait	Link Dalata Link						
TSAPI Links TSAPI Properties								

The TSAPI Service must be restarted to effect the changes made in this section. From the Management Console menu, navigate to **Maintenance** \rightarrow **Service Controller**. On the Service Controller screen, tick the **TSAPI Service** and select **Restart Service**.

avaya 🔺	pplication Enablement Services Management Console	Welcome: User craft Last logini Thu Dec 15 19:20:13 2011 from 10.10.16.62 HostName/IP: devconaes611/10.10.16.29 Server Offer Type: TURNKEY SW Version: r6-1-1-30-0
Maintenance Service Control	ler	Home Help Logout
▶ AE Services Communication Manager Interface	Service Controller	
▶ Licensing	Service Controller Status	
▼ Maintenance	ASAI Link Manager Running	
Date Time/NTP Server	DMCC Service Running	
Security Database	CVLAN Service Running	
Service Controller	DLG Service Running	
> Server Data	Transport Layer Service Running	
▶ Networking	TSAPI Service Running	
▶ Security	For status on actual services, please use Status and Control	
▶ Status	Start Stop Restart Service Restart AE Server	Restart Linux Restart Web Server
▹ User Management		

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7.4. Create CTI User

A User ID and password needs to be configured for the esuits² server to communicate as a TSAPI client with the Application Enablement Services server. Navigate to the User Management \rightarrow User Admin screen then choose the Add User option.

avaya	Application Enablement Services Management Console	
Uver Management Uver Admin		
AE Services Communication Manager Interface	User Admin	
+ Licensing		
+ Maintenance	User Admin provides you with the following options for managing AE Services users: Add User	
> Networking	Gounger boar Passevord List All Lisers	
• Security	Last all lobers Modify Default User Search Users	
+ Status	search users	
≠User Management		
Service Admin		
Tüser Admin		
 Add User 		
 Change User Password List All Users 		
 Modify Default Users 		
 Search Users 		
> Utilities		
+ Help		

In the Add User screen shown below, enter the following values:

- User Id This will be used by the Esuits² Server to connect to AES.
- Common Name and Surname Descriptive names need to be entered.
- User Password and Confirm Password This will again be used by the esuits² Server.
- **CT User** Select **Yes** from the drop-down menu.

User Management User Admin Add User

 AE Services Communication Manager Interface 	Add User
High Availability	Fields marked with * can not be empty.
Licensing	* User Id newuser
	* Common Name anything
Maintenance	* Surname anything
▶ Networking	* User Password
▶ Security	* Confirm Password
▶ Status	Admin Note
🔻 User Management	Avaya Role None 💌
Service Admin	Business Category
Vser Admin	Car License
Add User	CM Home
 Change User Password 	Css Home
 List All Users 	CT User Yes 🗸
 Modify Default Users 	Department Number
 Search Users 	

Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. Complete the process by choosing **Apply** at the bottom of the screen.

- User Hasagement	Prvietyla Hoose	19008	v.
	Business Category	-	
Service Admin	Car License		
- Many Admin	CRI muma	1	
+ Add User	Cas Harns		
 Change Lisar Password 	and the second second second	Inc. of L	
 List All Users 	CT User	Nes 🛩	
 Hudfy Default Users 	Department Number		
 Search Users 	Display Name		
Indities	Bregloyan Norther	£	
. Hielp	Employee Type	1. 	
	Enterprise Handle		
	token Name		
	Harts Plants		
	Horse Postal Address		
	trimala		
	Laboral Lift		
	Mail	-	
	ATAT HANNE		
	Habie		
	Organization	L	
	Pager	-	
	Preferred Language	linglish	
	Room Number		
	Telephone Number		
	Apply Changes: 0	Cancel Changes	

The next screen will show a message indicating that the user was created successfully (not shown).

8. Configure esuits² AES Connector

To access the esuits² AES Connector, enter **https://<ip-addr>** as the URL in an Internet browser, where <ip-addr> is the IP address of the esuits² AES Connector. Define the parameters within section "Configuration".

😑 esuits² Avay	ya AES Conn	ector				
Home	esuits ² A	vaya AES Cor	nnect	tor Configuration		
Configuration	Connec Li	tion Information SMS Host CM Login ID CM Password	* *	http://192.168.3.105 customer customer01		
					Save & Validate	

Press "Save & Validate" to store the configuration. With this the connection to the AES will be verified.

If the connection could be established the following response will be shown:

Request Result : Error Message :	Bluccesofar B Na Error Message
Response Data :	<pre>sdoutlengtionTranspollettiantiansiatsuntertuanapatetaansentaetatise ["version") ingilaettiantiania (lettiania) etti Vanyatetaansiatiin (lettiania) utriagilaettiania (lettiania) ("versionia) ingilaettianapatetaansiatiin (lettiania) ingilaettiania ("versionia) ingilaettiania utriagila) ("statua (lettiania) ingilaettiania (lettiania) ingilaettiania utriagila) ("statua (lettiania) ("versionia) ingilaettiania (lettiania) ingilaettiania (lettiania) ("versionia) ("statua (lettiania) ingilaettiania) ingilaettiania ("versionia) ("statua (lettiania) ingilaettiania) ingilaettiania) ingilaettiania ("versionia) ("statua (lettiania) ingilaettiania) ingilaettiania) ingilaettiania ("versionia) ("statua (lettiania) ingilaettiania) ingilaettiania) ingilaettiania ("versionia) ("statua) (lettiania) ingilaettiania) ingilaettiania ("statua") ("statua) (lettiania) ingilaettiania) ingilaettiania ("statua") ("statua) (lettiania) ingilaettiania) ingilaettiania ("statua") (lettiania) (lettiania) ingilaettiania) ingilaettiania) ingilaettiania ("statua") (lettiania) ingilaettiania) ingilaettiania) ingilaettiania) ingilaettiania ("statua") (lettiania) ingilaettiania) ingilaetti</pre>

An invalid URL of the AVAYA AES will return the following error.

a	Report Area : Errir Message ;	Stated Stated State TRROP: Parang WSDL: CoddWitout byn Ydguridd 1883, 100 Nymaen Rythenddaragen endleretes andr'i taleo to tout edwrad with Mauril 10: 1413-140 Nymaen Blytelm Managemer Blytelau wod'

Invalid login credentials will return the following error.



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9. Verification Steps

This section provides the steps that can be taken to verify correct configuration of the Avaya solution and esuits² AES Connector server.

9.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can validate that the communication between Communication Manager and AES is functioning correctly. Check the AESVCS link status by using the command **status aesvcs cti-link**. Verify the **Service State** of the CTI link is **established**.

statu	is aesvcs ct	i-link				
			AE SERVICES	CTI LINK STATUS		
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	4	no	aes63vmpg	established	18	18

9.2. Verify TSAPI Link

On the AES Management Console verify the status of the TSAPI link by selecting Status \rightarrow Status and Control \rightarrow TSAPI Service Summary to display the TSAPI Link Details screen. Verify the status of the TSAPI link by checking that the Status is Talking and the State is Online.

аvауа	Services	Welconte: Lawr crwit Last logn: Thu Feb 20 11:01:02 2014 from 192.168.10.2 Number of proor faided logn attentate: 33 HastName.2N AESEXVANG Server Offer Type: VIRTUAL_APPLIANCE_OF_VMMARE SW Version: 0.3.0.0.213-0 Server Date and Yime: Thu Feb 20 11:14:02 UTC 2014									
Status Status and Control [TSAR AE Services Communication Monager Interface Eleansing Maintonance Maintonance	TSAPI Link		Switch CT	Status	Since	Slate	Switch Version	Associations	Hage	Home He	Hage
 Security Status 	1	CHE3vmpg	Link ID		Tue Feb 18 11:21:49 2014	Online	16	5	to Switch	from Switch	Period 30
Wann Vrever Log Manager + Logs * Status and Control	For service-we	Offine te nformation, dro rice Status T									
CVLAN Service Summary DLG Service Summary DMCC Service Summary Switch Coop Summary TSAPI Service Summary											

9.3. esuits² AES Connector Connection

For verification of the connection please see **Section 8**.

10. Conclusion

These Application Notes describe the configuration steps required for Engelbart Software esuits² AES Connector to successfully interoperate with Avaya Aura® Avaya Aura® Communication Manager R7.0 and Avaya Aura® Application Enablement Services R7.0. All feature functionality and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

11. Additional References

This section references the Avaya and Engelbart Software product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found 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 7.0.

Technical documentation can be obtained for esuits² AES Connector by contacting Engelbart Software via info@engelbart-software.com.

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