Avaya Solution & Interoperability Test Lab

Application Notes for configuring esuits[2] ECI-SnapIn from Englebart Software GmbH with Avaya Breeze™ 3.1.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for esuits[2] ECI-SnapIn from Englebart Software GmbH to interoperate with Avaya Breeze™. esuits[2] ECI-SnapIn is designed to allow enhanced contact information to be sent to enterprise phones over a SIP trunk.

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.

SJW; Reviewed:
SPOC 4/4/2016
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1. Introduction

These Application Notes describe the configuration steps required for esuits[2] ECI-SnapIn from Englebart Software GmbH to interoperate with Avaya Breeze[TM]. esuits[2] ECI-SnapIn is designed to allow enhanced contact information to be sent to enterprise phones over a SIP trunk. The ECI-SnapIn is linked to a database and calls over SIP trunk to Avaya Aura® Communication Manager are sent via the ECI-SnapIn to lookup contact information stored in a database.

Avaya Breeze™ was previously known as Engagement Development Platform, or EDP. Certain screen shots, configuration steps, and/or software modules may still reference the EDP name/nomenclature. Future updates of the Avaya Breeze software may change these labels and references, but the general configuration guidance provided here will remain valid and applicable.

2. General Test Approach and Test Results

The general test approach was to validate successful deployment and configuration of the ECI-SnapIn on the Avaya Breeze platform and for it to interact with a database of contacts to send out enhanced contact information to Avaya endpoints. The information does not apply to internal contacts and is designed to provide external contact information.

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 testing focuses on the following areas:
- Loading of ECI-SnapIn – Load is Successful.
- Install ECI-SnapIn – Install as part of a core platform Cluster.
- Administer ECI-SnapIn Attributes – Attributes can be configured for Profile, Cluster or Global configurations.
- Verify Enhanced Contact Information – Contact information is sent correctly to a variety of Communication Manager endpoints .

2.2. Test Results

All test cases passed successfully.

2.3. Support

Support for Englebart Software GmbH products can be obtained as follows:

Engelbart Software GmbH
Goetheplatz 2
D-88214 Ravensburg
Tel.: +49 (0)751 76 424 311
www.engelbart-software.de

3. Reference Configuration

The configuration in **Figure 1** will be used to compliance test esuits² ECI-SnapIn and Avaya Breeze.
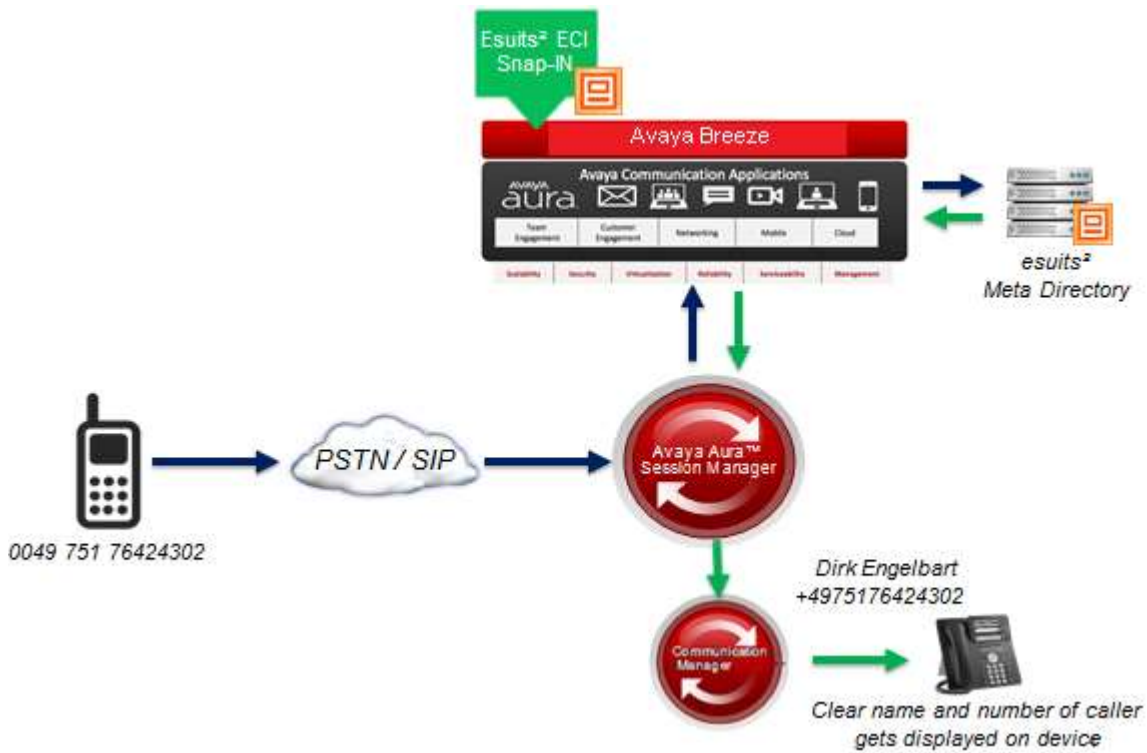

Figure 1: Connection of esuits² ECI-SnapIn with Avaya Aura® R7.0 and Avaya Breeze[TM].
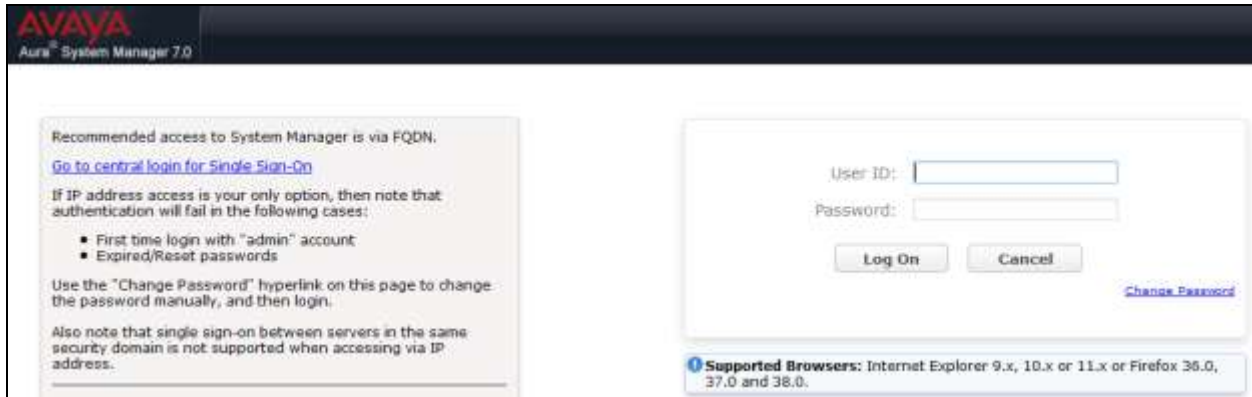
4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	R7.0 Build R017x.00.0.441.0 Update: 00.0.441.0-22856
Avaya Aura® Session Manager	R7.0.0.1.700102
Avaya Aura® System Manager	R7.0.0.1 Build 7.0.0.0.16266-7.0.9.7001011 Update 7.0.0.1.4212
Avaya Breeze	EDP R3.1.1 Build 3.1.1.0.6311006
Avaya G430 Gateway	37.20.0
Avaya 9611G Series Deskphone	96x1 H323 Release 6.6.028
Avaya 9641G Series Deskphone	96x1 SIP Release 6.5.0
Avaya 2420 Digital Deskphone	N/A
Esuits[2] ECI-SnapIn	3.1.1.0.1
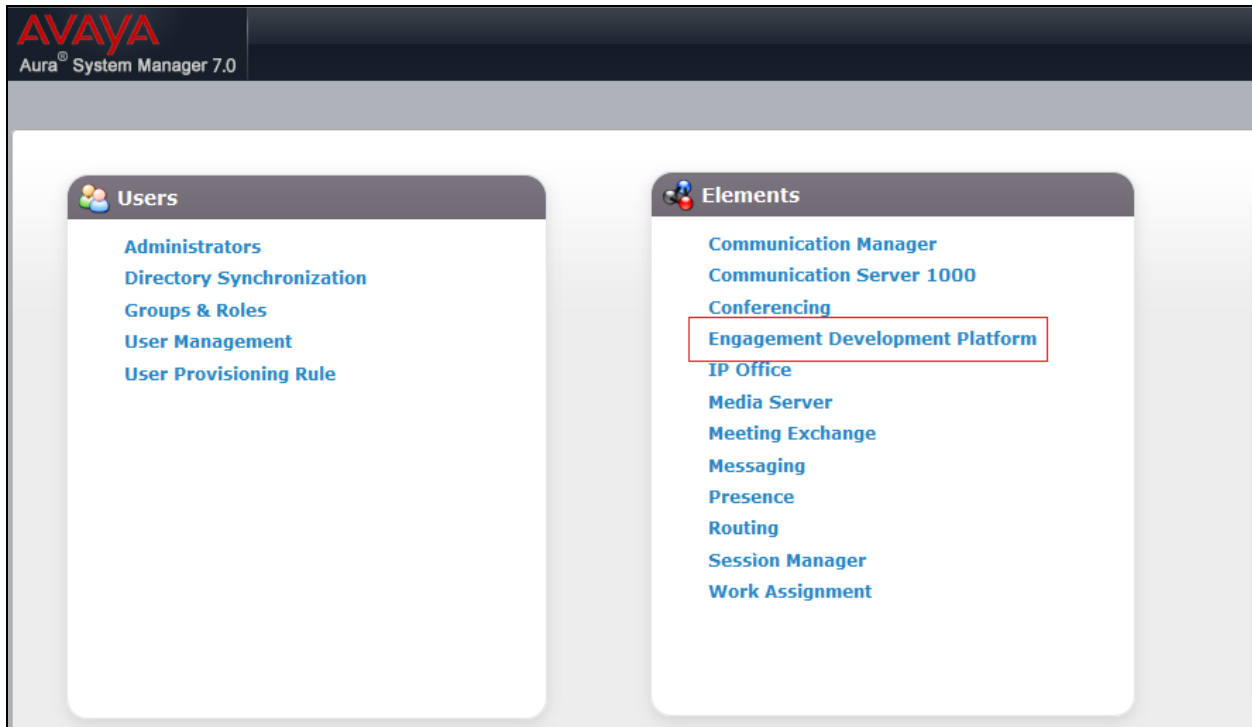
5. Check Avaya Breeze Server Status

This section describes the steps required to check that the Avaya Breeze server is installed and configured. It is assumed that the Avaya Breeze server has been installed and is out with the scope of this document.

Log into System Manager using the appropriate credentials.

From the home screen select **Elements → Engagement Development Platform**

Select **Server Administration** and check that the server is in the state shown below.

6. Configure Avaya Aura® Session Manager

This document assumes that the Avaya Aura® Session Manager has been installed and configured prior to the deployment of the ECI-SnapIn.

6.1. Set Implicit User Applications

Session Manager needs to be set to Enable Implicit Users Applications for SIP users.

Log into System Manager using the appropriate credentials.
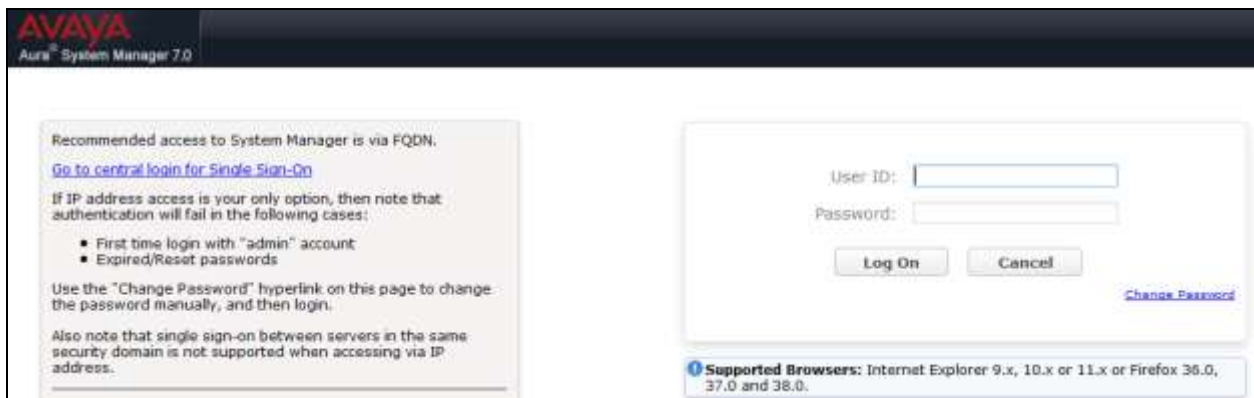
From the home screen select **Elements → Session Manager**
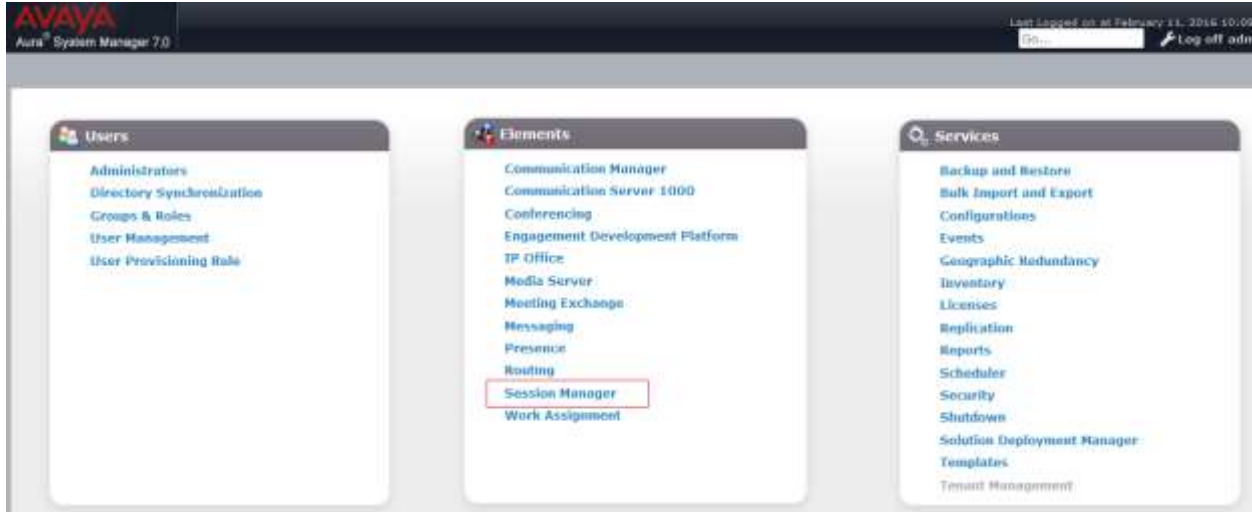
Select **Session Manager Administration** and click on the **Enable Implicit Users Applications for SIP users** check box.
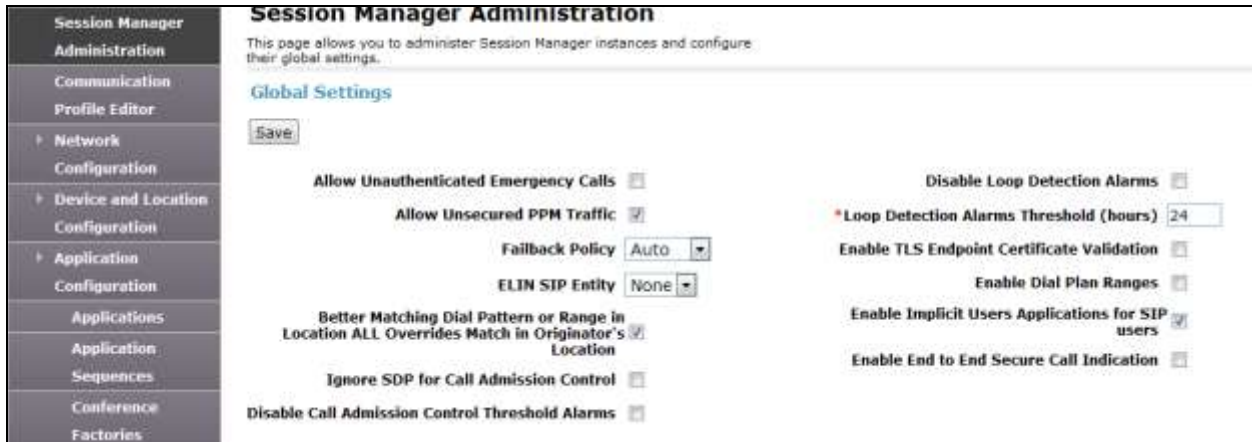
6.2. Configure Session Manager Application Sequence

Select **Application Configuration** from the left hand menu (not shown) and on the **Applications** screen click on **New**.
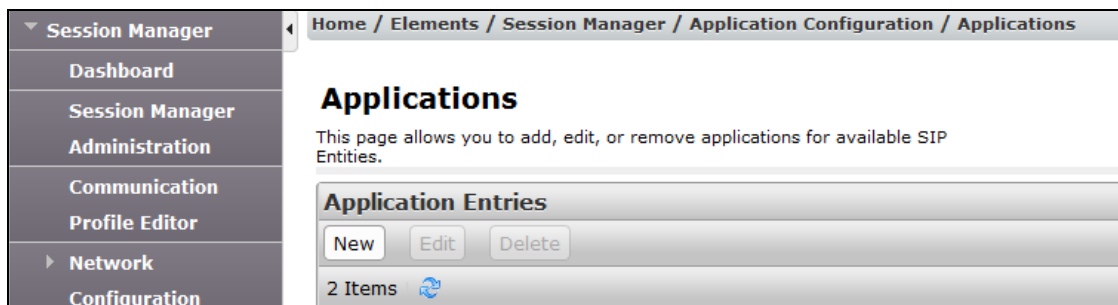
On the Application Editor screen Enter and Application **Name** and Select the Avaya Breeze **SIP Entity** to be used for the ECI-SnapIn. Click on **Commit** to save changes.
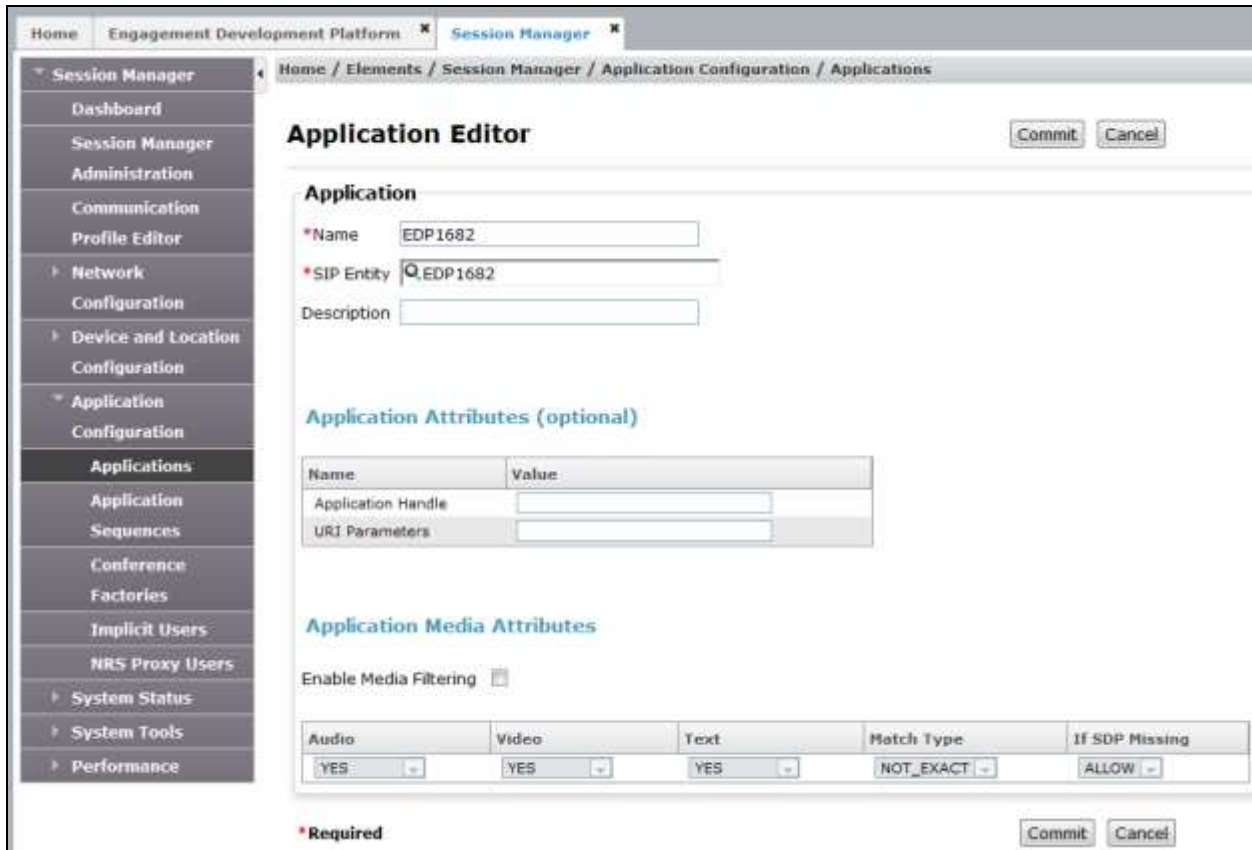
Next Select **Application Sequences** from the left hand menu (not shown) and from the **Application Sequences** screen click on **New**.
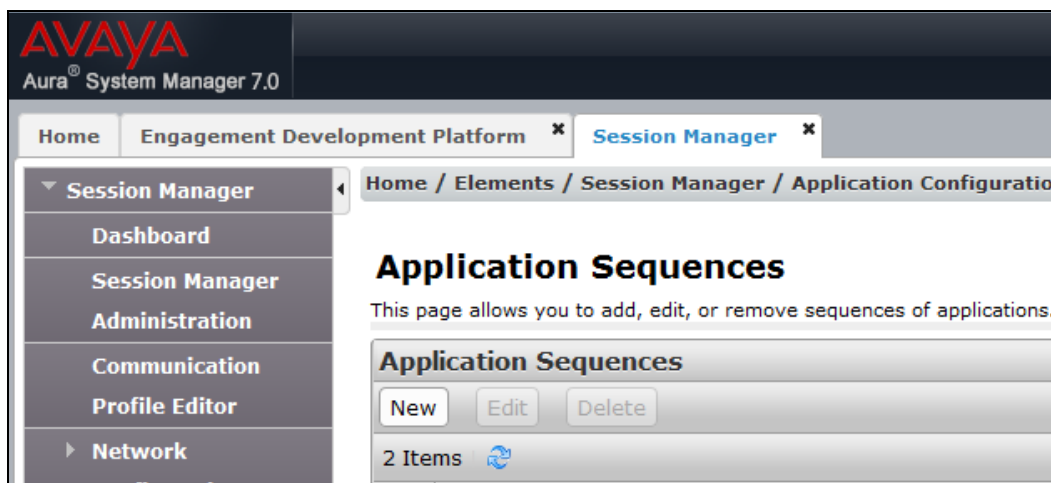
On the **Applcation Sequences Editor** enter a **Name** and from the **Available Applications** list select the application added above, by clicking on the plus icon. This will add the Application to the **Applications in this Sequence** list as shown.
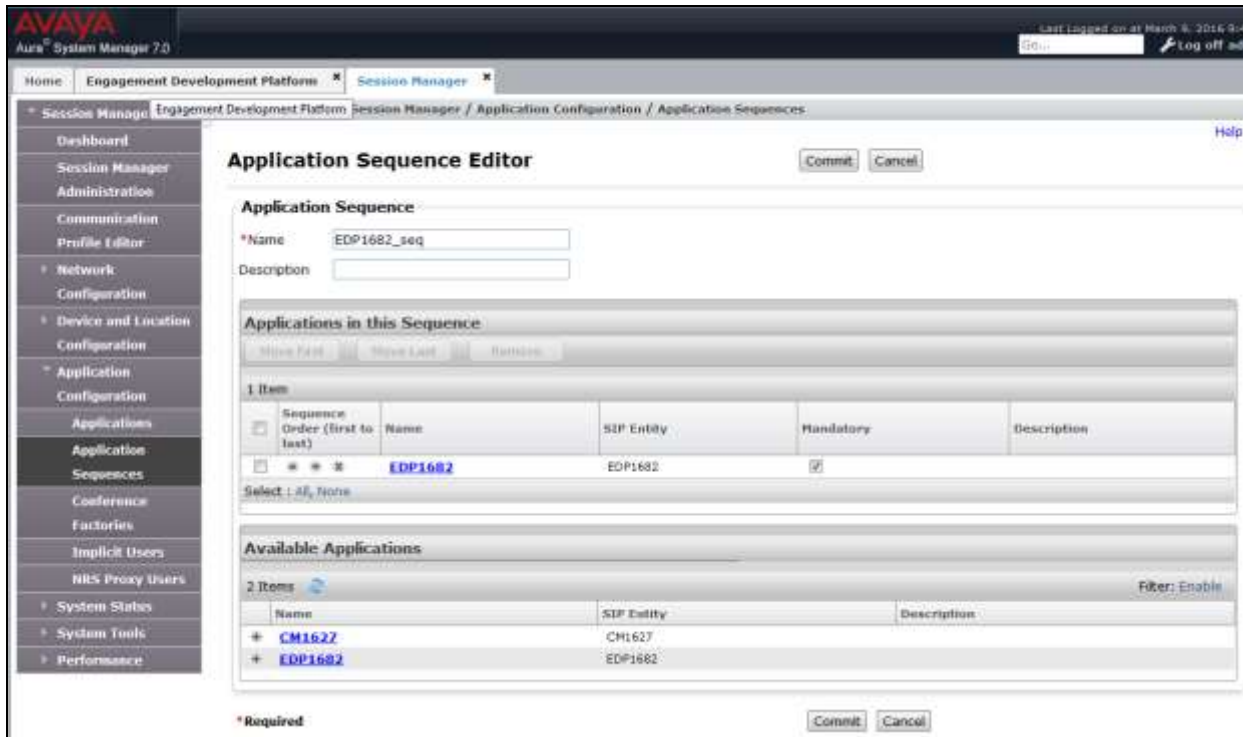
Select **Implicit Users** under **Application Configuration** from the left hand menu (not shown) and Click on **New**.

On the **Implicit User Rule Editor** screen enter the dial **Pattern** that routes calls to Communication Manager and a **Min** and **Max** digits to dialled. Select the Application sequence created above under **Originating and Termination Application Sequence** drop downs. Click on **Commit** to save changes.

6.3. Configure Avaya Breeze Entity link

To allow esuits ECI-SnapIn to inject contact information into a call there has to be an entity link between Session Manager and the Avaya Breeze Server.

From the Welcome Screen in System Manager select **Routing** from **Elements**
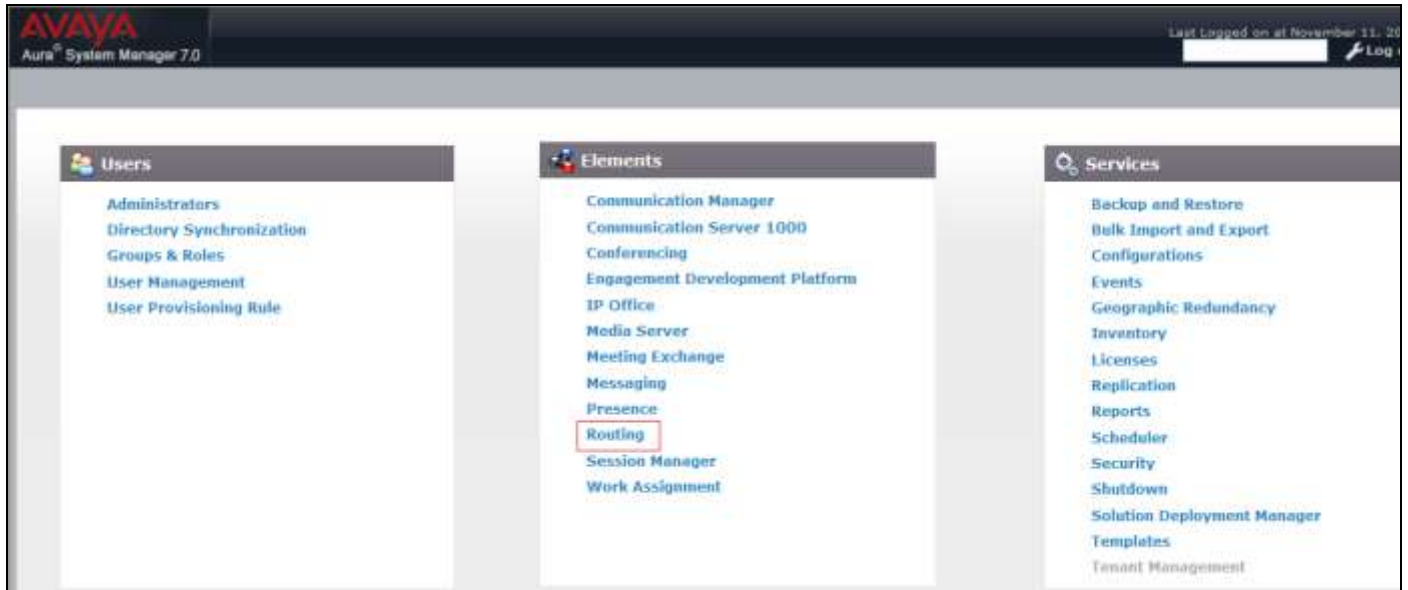
Select **Entity Links** from the left hand menu (not shown) and Click on **New**.

Enter a **Name** and select the Session Manager used to route calls to Communication Manager as **SIP Entity 1**. Select the Avaya Breeze Server Entity to be used in the esuits ECI-SnapIn cluster as **SIP Entity 2** and set the **Protocol** as required (the port will set automatically to 5060 for UDP and TCP and 5061 for TLS). Click on **Commit** to save the changes.

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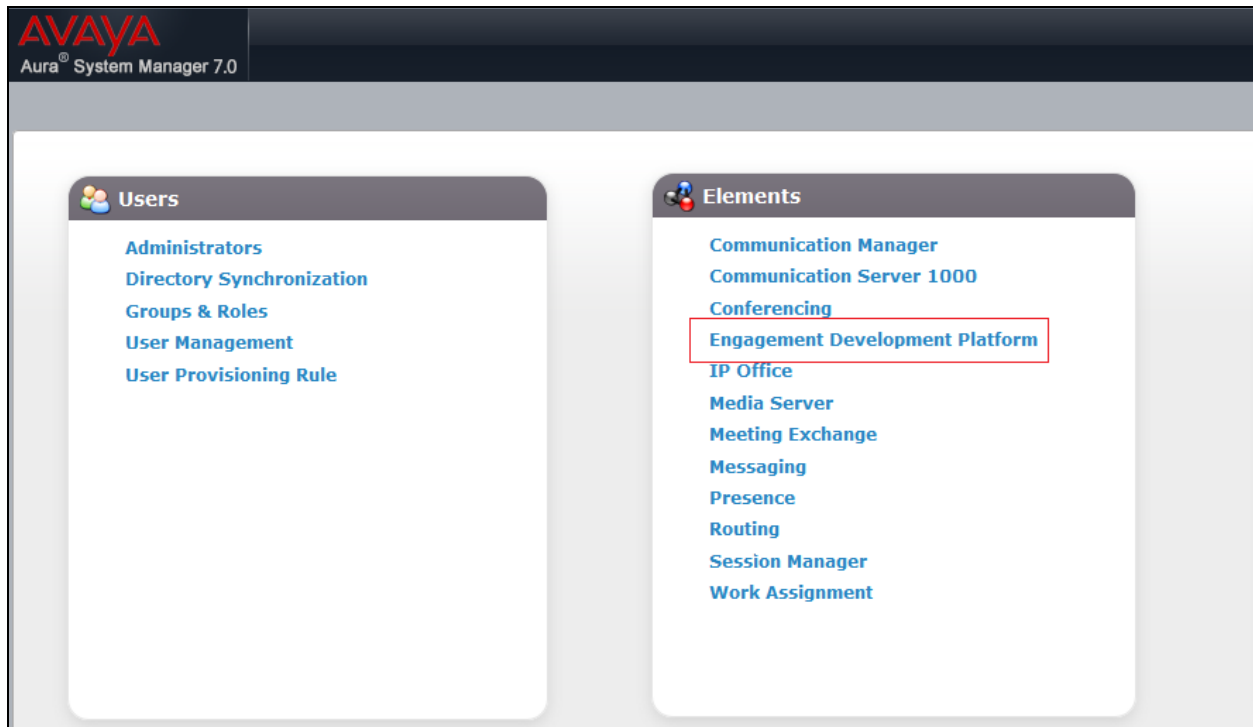©2016 Avaya Inc. All Rights Reserved.

7. Configure esuits^2 ECI-SnapIn

This section describes the steps required to configure esuits^2 ECI-SnapIn to interoperate with Avaya Breeze.

Log into System Manager using the appropriate credentials.

From the home screen select **Elements → Engagement Development Platform**

Save the ECI-SnapIn-3.1.1.0.1.svar file provided by Englebart software somewhere on the PC used to access System Manager. Select **Service Management** and click on **Load**. Click on **Browse** in the **Load Service** pop up and select the svar file. Click on **Load**.
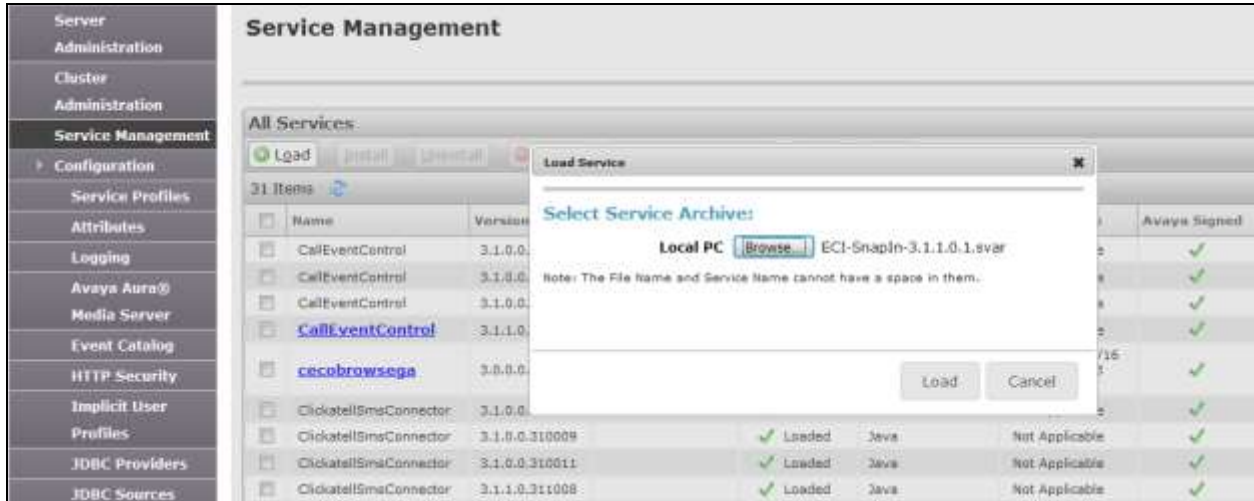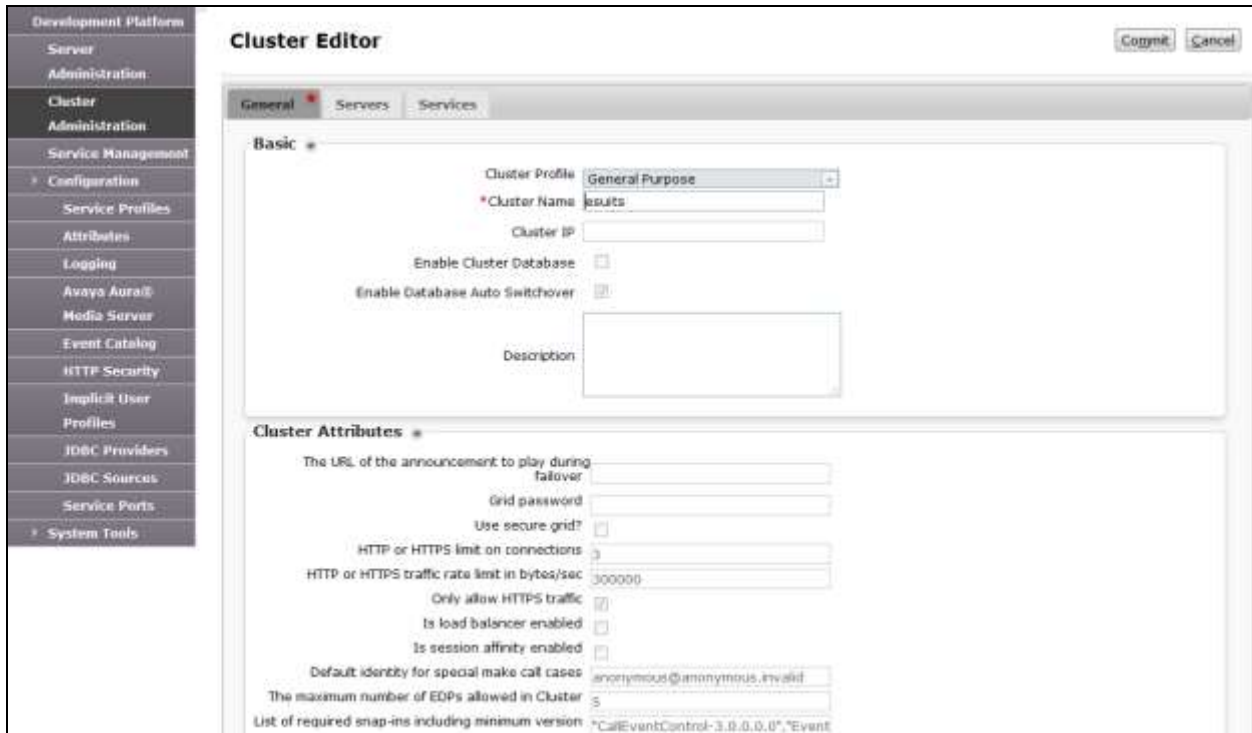

When returned to the Service Management page, the ECI-SnapIn will be displayed as loaded.

Next select **Cluster Administration** from the left hand menu and click on **New**.

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Select the **General Purpose Cluster Profile** from the drop-down menu and fill in the **Cluster Name**.


Select the **Servers** tab and add the Avaya Breeze Server verified in **Section 5**. Select the server using the + to the left of the **Unassigned Servers** list. The server will move up into the **Assigned Servers** list for this cluster.

Select the **Services** tab and add the ECI-SnapIn listed in **Available Services** list using the +. The Service will be moved into the **Assigned Services** list (not shown). Note that the EventingConnector and CallEventControl services are already assigned as these are required services for this type of cluster and must be installed. Click on **Commit** to save the cluster and initiate the installation of the **Assigned Services**.
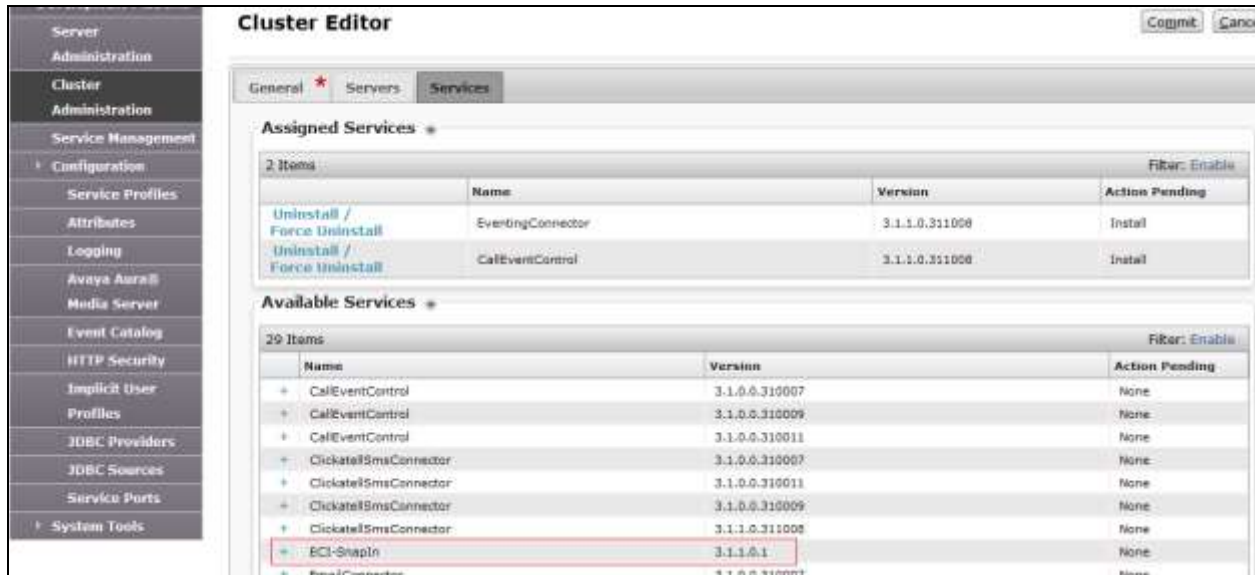
When returned to the Cluster Administration screen the cluster created will be in a **Denying** State. Check the box next to the cluster, click on the **Cluster State** drop-down menu and select **Accept New Service**.
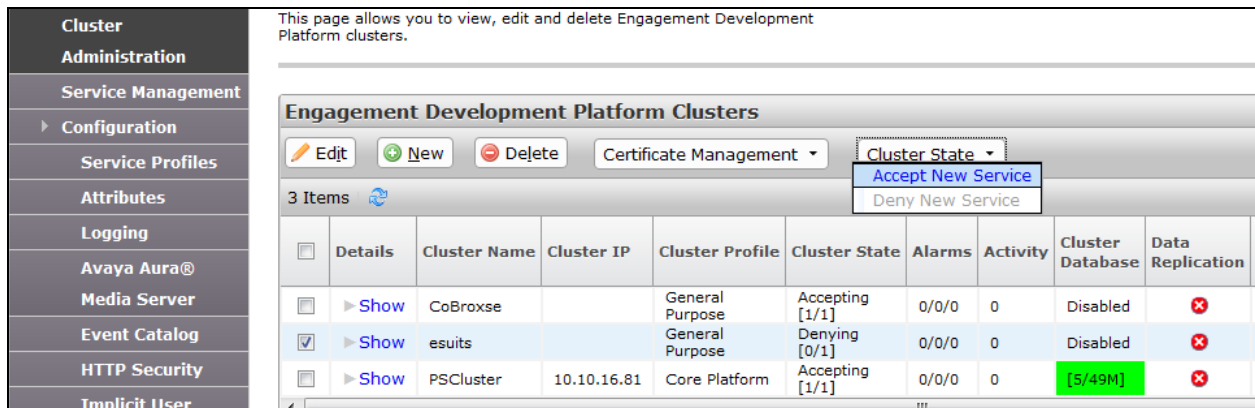
Under **Configuration** (not shown) Select **Service Profiles** and click on **New**.

In the **Service Profile Editor** give the Service Profile a **Name** and select **ECI-SnapIn** from the **Available Service to Add to this Service Profile** list. This will move the Service into the **Services in this Service Profile** list, as shown. Click on **Commit** to save changes.

Now select Attributes from **Configuration** and on the **Service Profiles** tab select the service profile created, from the **Profiles** drop-down menu and then **ECI-SnapIn** from the **Service** drop–down menu.

- ECI-Server Password is provided by Englebart Software
- ECI-Server timeout is default
- ECI-Server URL is provided by Englebart Software
- ECI-Server User is default
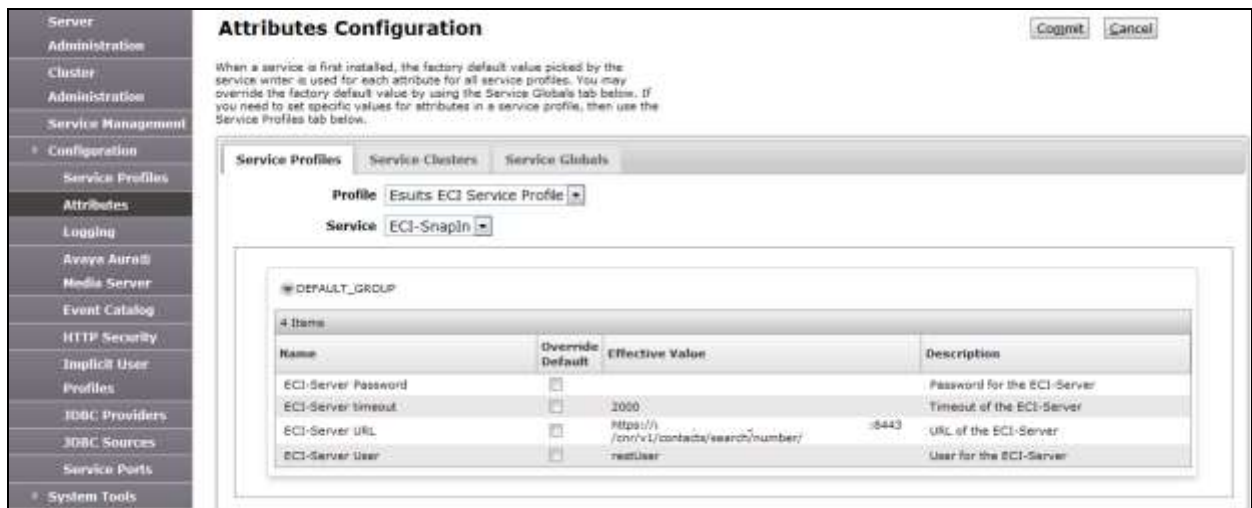
Next, select **Implicit User Profiles** from **Configuration**. From the **Implicit User Profile**s screen click on **New**.

Select the **Service Profile** created, from the drop-down menu. Enter the dial **Pattern** that sends calls to Communication Manager. Set the **Min** and **Max** length of Communication Manager extensions. Click on **Commit** to save changes.
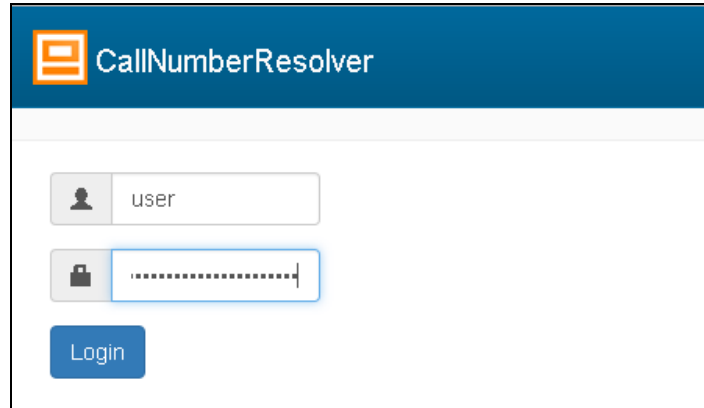

The new Implicit User Profile will now be listed when returned to the Implicit User Profiles Screen.

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8. Add User to Englebart Software Directory

The ECI-SnapIn gets enhanced contact information from a database provided by Englebart Software and entries must be added so that the correct contact information is sent to the Communication Manager extensions

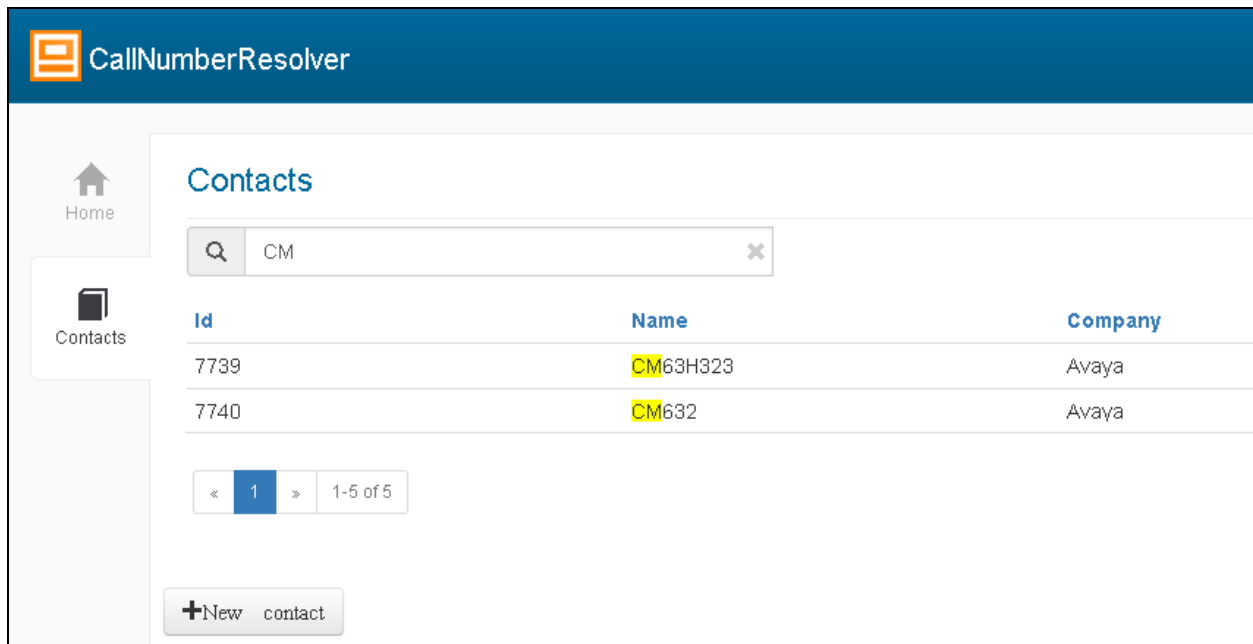Browse to the URL provided by Englbart Software and login using the credentials provided.

Click the **Contacts** tab and then click on **New Contact**

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For this test only the **Name** was required on the **BaseInformation** page

Click on the **PhoneNumber** tab and enter the **Number** calls will come from. Click on **Save** to add the contact.

9. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of both Avaya Breeze and esuits[2] ECI-SnapIn.

9.1. Verify Status of Avaya Breeze Server

From the System Manager home screen select **Session Manager** from **Elements** and under **Server Administration** verify that the Avaya Breeze server has a green tick under **Tests Pass** and **License Mode**. Verify that the **Security Module** is **Up** and **System State** is **Accepting.**

9.2. Verify esuits[2] ECI SnapIn and Cluster

Verify that the ECI-SnapIn is showing as **Installed**.

Verify that the **Cluster State** is **Accepting** and that the **Service Install Status** and **Tests Pass** have green ticks. Verify that **Data Grid Status** is **Up[1/1]**.

10. Conclusion

These Application Notes describe the configuration steps required for esuits[2] ECI-SnapIn from Englebart Software GmbH to interoperate with Avaya Breeze[TM]. All feature test cases were completed successfully, with any observations noted in **Section 2.2**.

11. Additional References

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

Product documentation for Avaya products may be found at http://support.avaya.com

[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] *Deploying Avaya Engagement Development Platform*
[4] *Quick Start to Deploying Avaya Engagement Development Platform Snap-ins Release 3.1*

Technical documentation can be obtained for esuits[2] ECI SnapIn by contacting Engelbart Software via info@engelbart-software.com
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Appendix

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