



Avaya Solution & Interoperability Test Lab

Application Notes for Interoperating DAX Systems Computer Platforms with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe interoperating Avaya IP Office systems and Avaya IP Office applications with various computer platforms by DAX Systems, Inc. The DAX Systems Computer Platform interoperability compliance tests took place over several weeks, where continuous Avaya IP Office system activity was performed, monitored and captured.

Information in these Application Notes was obtained through compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

DAX Systems Inc. Computer Platforms are available in a 2U, 4U and tower configurations. Each platform was compliance tested with both the Windows 2003 server and Windows XP professional operating systems. **Figure 1** illustrates how the platforms were networked together. The DAX 2U and 4U platforms, equipped with a second Network Interface Card (NIC), were also connected to building network facilities.

When the DAX platforms arrived at the Avaya DevConnect Lab in Lincroft N.J., the platforms were assembled and powered-up and remained in the powered-up burn-in state for seven days, before any attempt was made to load additional software.

After the burn-in period, each DAX platform was loaded with Avaya IP Office Administration, Avaya IP Office User, Avaya IP Office VoiceMail Pro, Avaya IP Office Compact Call Center and Avaya IP Office Conference Center. In addition, other third party applications were also loaded on each of the DAX platforms.

Over the course of the next four weeks, the DAX platforms were the nerve center for all Avaya IP Office compliance test activities within this test facility room. Activities included load testing of Avaya IP Office, compliance testing with other DevConnect members, Avaya IP Office demonstrations for business partners and customers, and normal day-to-day data networking activities.

Serviceability testing the DAX platforms included abruptly removing the AC power source while actively processing. When the power was restored, the DAX platforms recovered without incident.

Compliance testing focused on the interoperability of DAX platforms with Avaya IP Office applications such as Avaya IP Office Manager, Avaya IP Office VoiceMail Pro, Avaya IP Office Compact Call Center and Avaya IP Office Conference Center. Certification beyond that is outside the scope of compliance.

Throughout the entire four week process, the DAX platforms performed without any platform related problems and can be considered as a recommended platform provider for Avaya IP Office systems and Avaya IP Office applications.

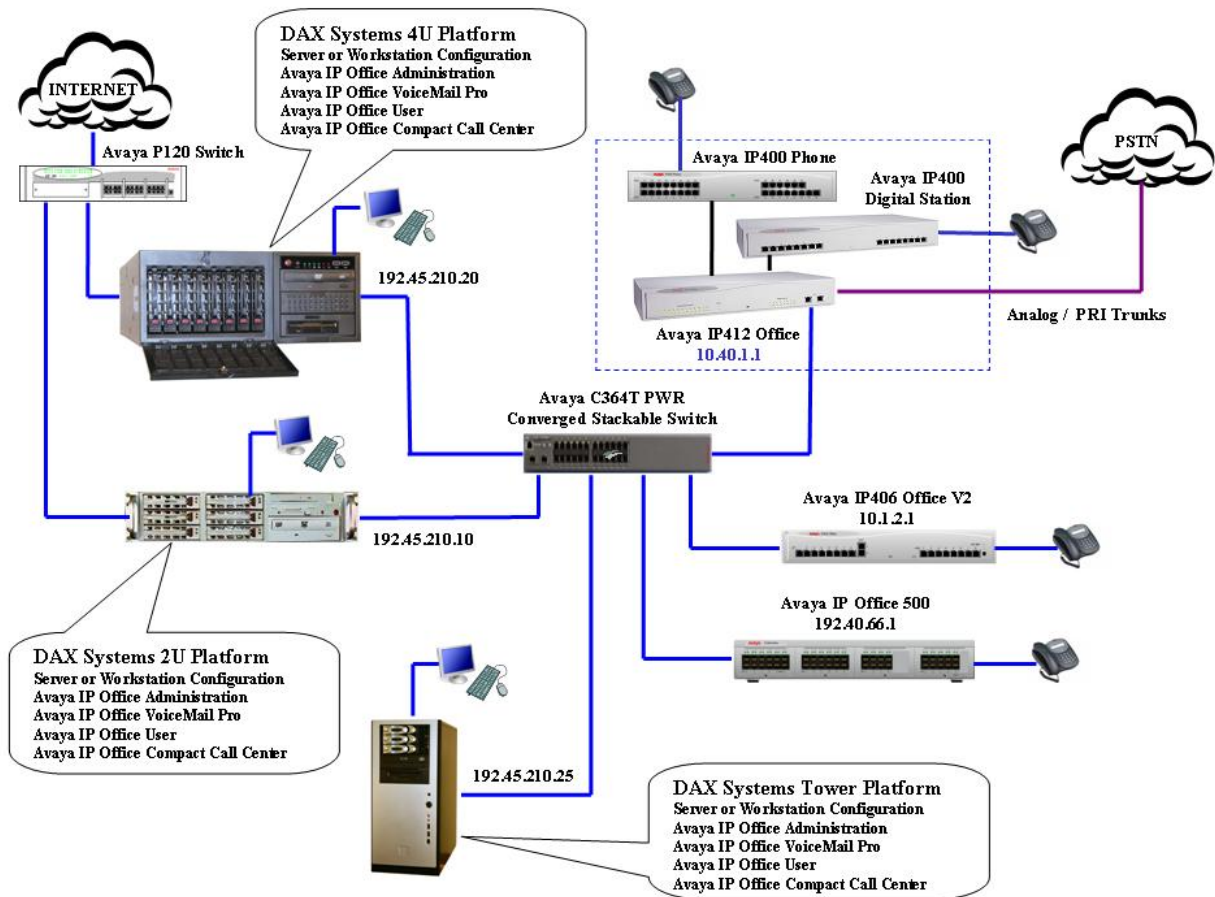


Figure 1 – Network Configuration Diagram

The following products and software were used for the configuration in **Figure 1**:

Product	Software/Version
Avaya IP Office 500	4.0.10
Avaya IP412 Office	4.0.10
Avaya IP406 Office V2	4.0.10
Avaya IP400 Phone Module (Analog)	6.0.10
Avaya IP400 Digital Station Module	6.0.10
Avaya IP Office Manager	6.0.10
Avaya IP Office Conference Center	3.2.9
Avaya IP Office Voicemail Pro	4.0.18
Avaya IP Office User	4.0.20
Avaya IP Office Compact Call Center	5.0.43
Avaya 4620SW IP Telephone	2.3
Avaya 5620SW IP Telephone	2.3
Avaya 2420 Digital Telephone	5.0
Avaya 5420 Digital Telephone	5.0
Avaya C363T – PWR Converged Stackable Switch	4.5.14
Avaya P120 Switch	
DAX Systems 4U Platform	<ul style="list-style-type: none"> • Windows 2003 XP Service Pack 2 • Windows 2003 Server Service Pack 2
DAX Systems 2U Platform	<ul style="list-style-type: none"> • Windows 2003 XP Service Pack 2 • Windows 2003 Server Service Pack 2
DAX Systems. Tower Platform	<ul style="list-style-type: none"> • Windows 2003 XP Service Pack 2 • Windows 2003 Server Service Pack 2

Table 1 – Product and Software Version

2. Avaya IP Office

For configuration information, such as Avaya IP Office installation and configuration, etc., please refer to the Avaya IP Office product documentation in **Reference [1]**.

2.1. Avaya IP Office Application Platforms

For configuration information on Avaya IP Office software application platforms including, Avaya IP Office Manager, Avaya IP Office User, Avaya IP Office Voicemail Pro, Avaya IP Office Compact Call Center, and Avaya IP Office Conference Center, refer to **References [2]**, **[3]**, and **[4]**.

3. Configure DAX Platforms

The Windows 2003 Server and Windows XP professional operating systems were preloaded by DAX Systems Inc. prior to shipment. In addition, although there were Basic System Input/Output (BIOS) configuration parameters that could have been set up for the DAX platform processors, including Serial Advanced Technology Attachment (SATA) Redundancy Array of Independent Disks/Drives (RAID), all default platform parameters were chosen for compliance testing.

4. Interoperability Compliance Testing

Interoperability compliance testing started with a burn-in period for DAX platforms, followed by four weeks of constant usage with each DAX platform.

4.1. General Test Approach

The general test approach was to integrate the DAX platforms into the test room facility and have each platform take over all Avaya IP Office processing functionality for an extended period of time.

Serviceability was conducted by unplugging/plugging the NIC interconnection to the network, toggling services and processes, and abruptly removing the AC power source from each DAX platform running each operating system.

4.2. Test Results

All DAX platforms passed compliance testing and all test cases completed successfully.

- There were no DAX platform related issues with the Avaya IP Office applications
- There were no communications difficulties within the network.
- Serviceability compliance tests passed.

5. Verification Steps

The following steps may be used to verify the configuration:

- Verify that the Avaya IP Office systems and Avaya IP Office applications continually operate normally.
- Verify continual local network functionality between DAX platforms and Avaya IP Office Systems.
- Verify serviceability by removing the networking capabilities, services, processes, and AC power. In addition, reset and powered down Avaya IP Office systems.

6. Support

Technical support for DAX platforms can be obtained by contacting DAX Systems Inc. at:

- Phone: (973) 227-8111 or toll free 877-432-9797
- E-mail: support@daxsystems.com
- Web: <http://www.daxsystems.com>

7. Conclusion

These Application Notes describe the steps used to compliance test DAX Systems Inc. computer platforms with Avaya IP Office systems and applications.

8. References

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

[1] Avaya IP Office 4.0 Installation Manual, Issue 15e (31st January 2007), 15-601042.

[2] Avaya IP Office 4.0 Applications Installation and Administration Manual, Issue 2 (17th January 2007), 15-601133.

[3] Avaya IP Office 4.0 Compact Contact Center – System Administration Manual, Issue 2 (24th September 2004), 40DHB0002USDA.

[4] Avaya IP Office 4.0 Manager: 01 Using Manager Manual, Issue 19k (22nd January 2007).

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