



Avaya Solution & Interoperability Test Lab

Application Notes for configuring eCallOrchestration SnapIn from Engelbart Software GmbH with Avaya Breeze™ 3.3.1 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for eCallOrchestration SnapIn from Engelbart Software GmbH to interoperate with and Avaya Breeze™. eCallOrchestration SnapIn is designed to route identified emergency calls to an Emergency Call Server which extracts the Minimum set of data (MSD) and then re-route the same call to an Operator and provide the MSD to Operator Software through a Web Service. A callback to the initial caller and a re-send MSD data function is integrated as well.

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 required for eCallOrchestration SnapIn from Engelbart Software GmbH and to interoperate with and Avaya Breeze™.

eCallOrchestration SnapIn is designed to route identified emergency calls to an Emergency Call Server which extracts the Minimum set of data (MSD) and then re-route the same call to an Operator and provide the MSD to Operator Software through a Web Service. A callback to IVS and re-send MSD data function is integrated as well. All eCalls are sent over a SIP trunk to the Orchestration SnapIn and these are routed onto the Emergency Call Server so that the MSD can be extracted and the eCall routed correctly.

2. General Test Approach and Test Results

The general test approach was to validate successful deployment and configuration of the eCallOrchestration SnapIn on the Avaya Breeze Platform and routing of emergency calls correctly.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and the eCallOrchestration SnapIn did not include use of any specific encryption features as requested by Engelbart Software GmbH].

2.1. Interoperability Compliance Testing

The testing focuses on the following areas:

- **Loading of eCallOrchestration SnapIn** – Load is Successful.
- **Install eCallOrchestration SnapIn** – Install as part of a core platform Cluster.
- **Administer eCallOrchestration SnapIn Attributes** – Attributes can be configured for Profile, Cluster or Global configurations.
- **Verify Call to Emergency Call Server** – Call is presented to Server and MSD inband information are played as tones.
- **Verify Call is Routed Correctly** – The MSD information is received and the call is routed to the expected destination

2.2. Test Results

All test cases passed successfully.

2.3. Support

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

Engelbart Software GmbH
Goetheplatz 2
D-88214 Ravensburg
Tel.: +49 (751) 76 424 300
www.engelbart-software.de

3. Reference Configuration

The configuration in **Figure 1** was used to compliance test eCallOrchestration Snap-In and Avaya Breeze™.

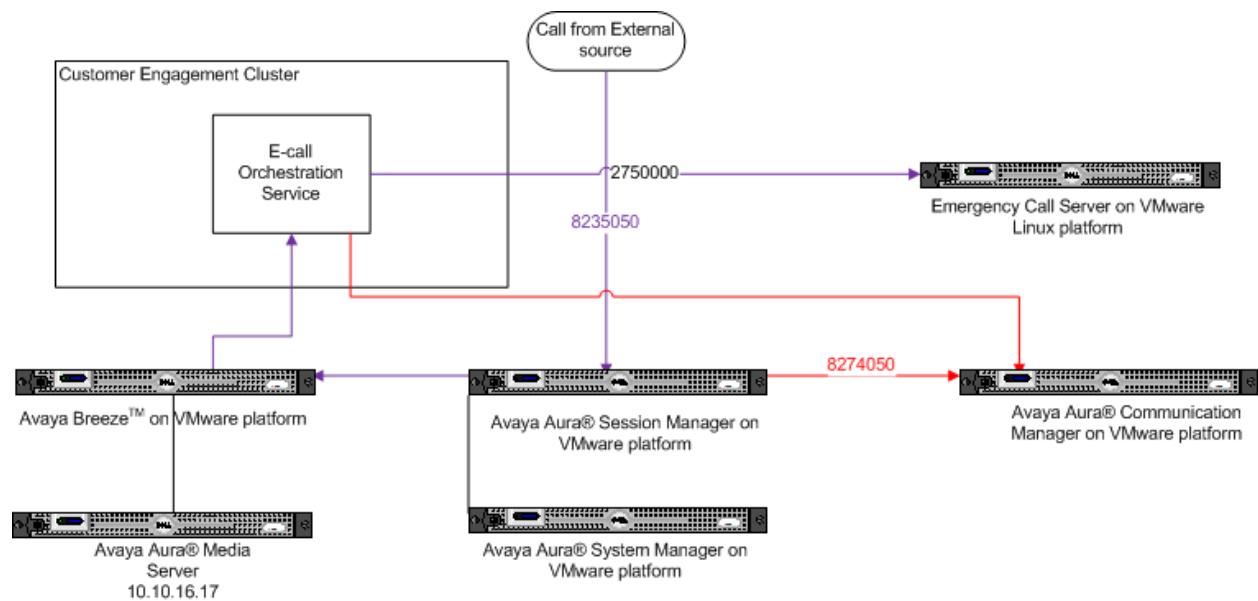


Figure 1: Connection of eCallOrchestration SnapIn with Avaya Breeze™.

4. Equipment and Software Validated

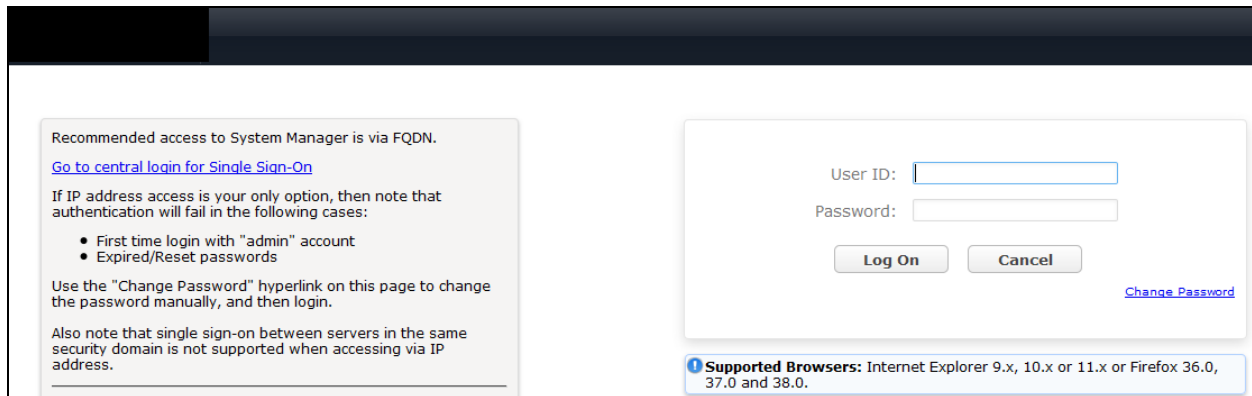
The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	R7.1 Build R017x.01.0.532.0
Avaya Aura® Session Manager	R7.1.0.0.710028
Avaya Aura® System Manager	R7.1.0.0 Build 7.1.0.0.1125193 Update 7.1.0.0.126816
Avaya Aura® Media Server	v.7.8.0.309
Avaya Breeze™	R3.3.1 Build 3.3.1.0.09331008
Avaya G430 Gateway	38.18.0
Avaya 9611G Series Deskphone	96x1 H323 Release 6.6229
Avaya 9641G Series Deskphone	96x1 SIP Release 7.1.0.1.1
Avaya 9404 Digital Deskphone	N/A
eCallOrchestration 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 ready. It is assumed that the Avaya Breeze Server has been installed and is out with the scope of this document.

Log in to System Manager using the appropriate credentials.



Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

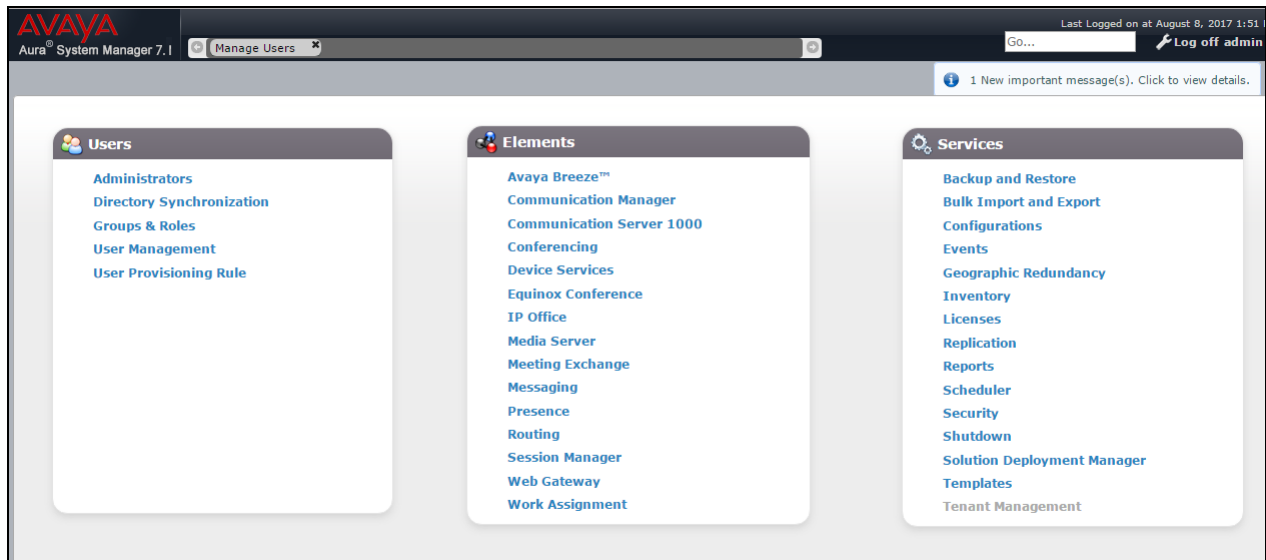
User ID:

Password:

[Change Password](#)


Supported Browsers: Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0.

From the home screen select Elements → Avaya Breeze™




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


Avaya Breeze Server Instances



Edit




New




Delete

System State

Shutdown System

3 Items 

Filter: Enable

	Name	Cluster Name	Service Install Status	Tests Pass	Alarms	System State	Security Module	Activity	License Mode	Overload Status	Version
<input type="radio"/>	Breeze1674  Breeze74			✓	0/0/0	Accepting	Up	0	✓	✓	3.3.1.0.09331008
<input type="radio"/>	Breeze82	----		✓	0/0/0	Denying	Up	----	✓	✓	3.1.1.0.311006

Select : None

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 eCallOrchestration SnapIn.

6.1. Set Implicit User Applications

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

Log in to System Manager using the appropriate credentials.

Recommended access to System Manager is via FQDN.

[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords


Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

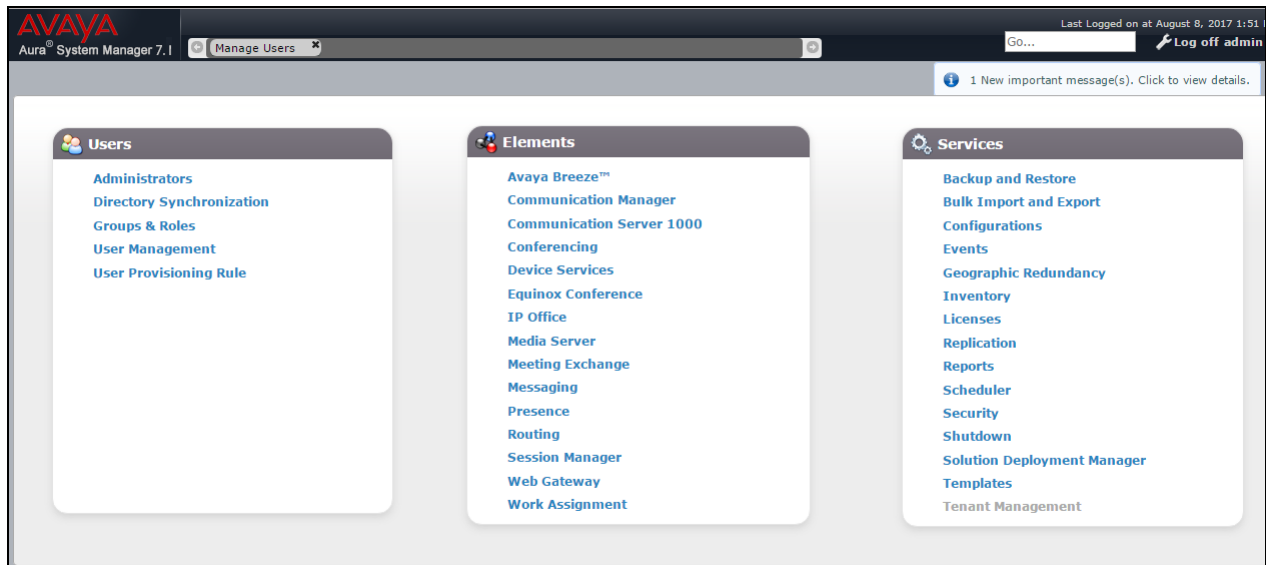
User ID:

Password:

[Change Password](#)

 **Supported Browsers:** Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0.

From the home screen select **Elements** → **Session Manager**.



Select **Session Manager Administration** and click on the **Enable Implicit Users Applications for SIP users** radio button.

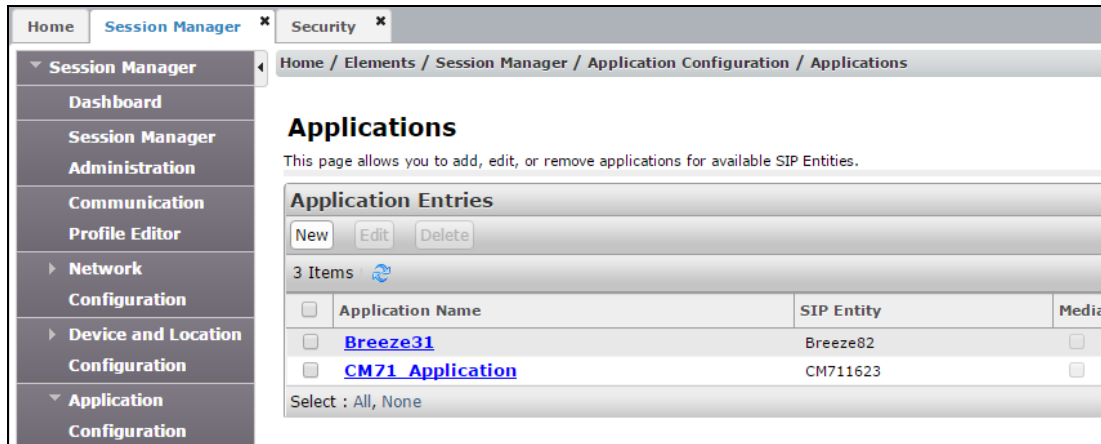
Session Manager Administration	Session Manager Administration
Administration	This page allows you to administer Session Manager instances and configure their global settings.
Communication Profile Editor	
Network Configuration	
Device and Location Configuration	
Application Configuration	
Applications	
Application Sequences	
Conference Factories	

Global Settings

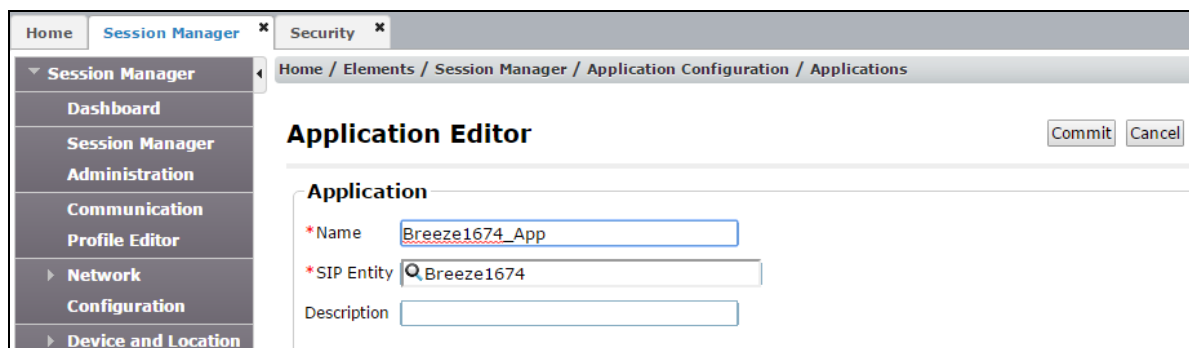
Allow Unauthenticated Emergency Calls <input type="checkbox"/>	Disable Loop Detection Alarms <input type="checkbox"/>
Allow Unsecured PPM Traffic <input checked="" type="checkbox"/>	*Loop Detection Alarms Threshold (hours) <input type="text" value="24"/>
Failback Policy <input type="text" value="Auto"/>	Enable TLS Endpoint Certificate Validation <input type="checkbox"/>
ELIN SIP Entity <input type="text" value="None"/>	Enable Dial Plan Ranges <input type="checkbox"/>
Better Matching Dial Pattern or Range in Location ALL Overrides Match in Originator's Location <input checked="" type="checkbox"/>	Enable Implicit Users Applications for SIP users <input checked="" type="checkbox"/>
Ignore SDP for Call Admission Control <input type="checkbox"/>	Enable End to End Secure Call Indication <input type="checkbox"/>
Disable Call Admission Control Threshold Alarms <input type="checkbox"/>	

6.2. Configure Session Manager Application Sequence

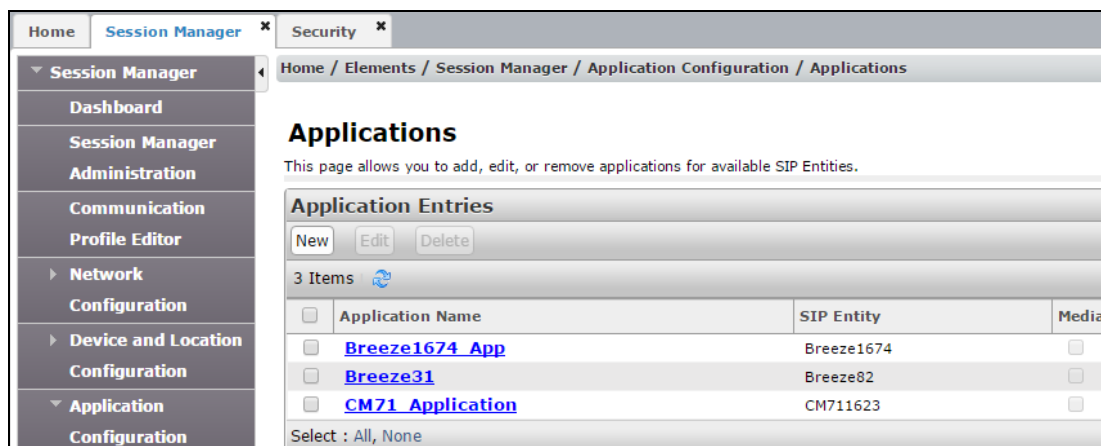
Select **Application Configuration** from the left hand menu and on the Applications screen click on **New**.



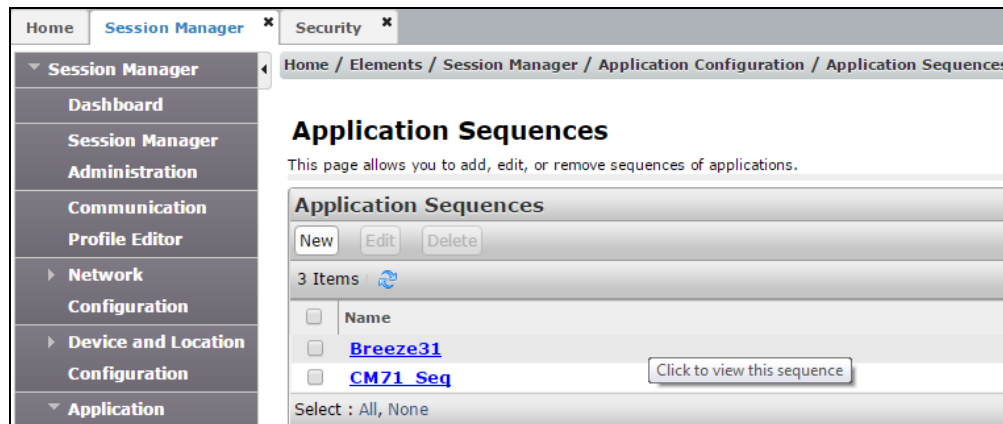
On the Application Editor screen, enter Application **Name** and select the Avaya Breeze **SIP Entity** to be used for the eCallOrchestration SnapIn. Click on **Commit** to save changes.



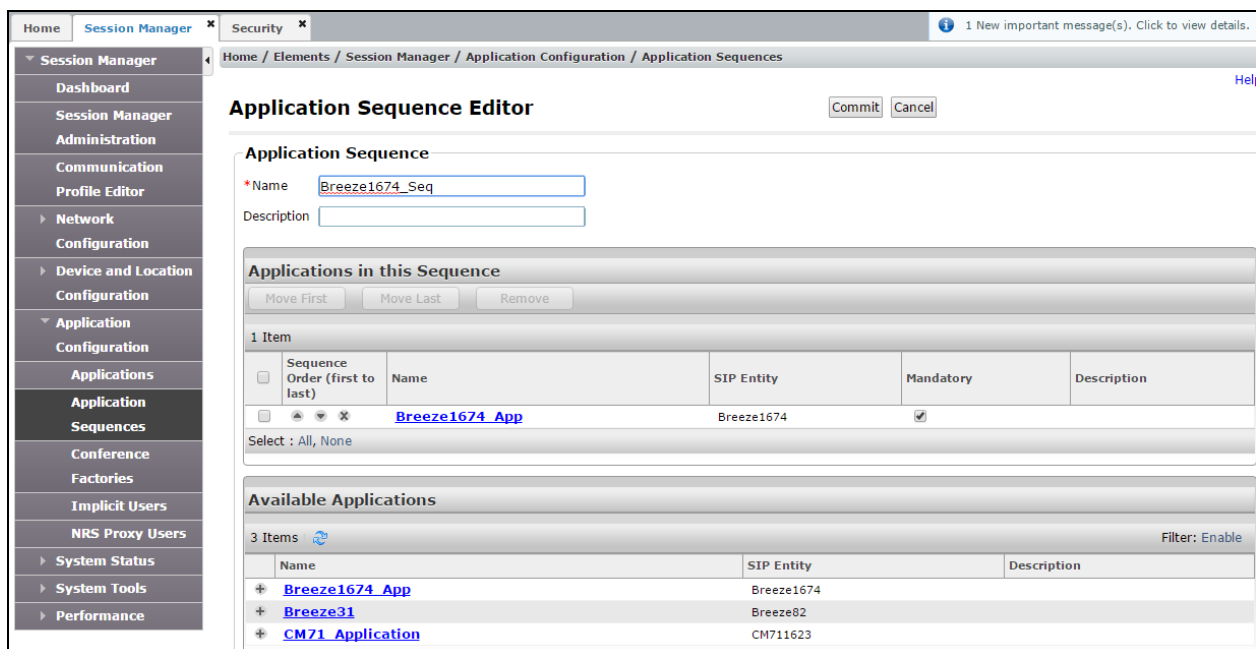
The resultant screen shows the new Application.



Next, select **Application Sequences** from the left hand menu (not shown) and from the **Application Sequences** screen click on **New**.



On the **Application Sequences Editor** enter a **Name** and from the **Available Applications** list select the Application added above. 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 and click on **New**.

The screenshot shows the 'Implicit Users' configuration page. The left-hand menu is expanded to 'Application Configuration' > 'Implicit Users'. The main content area has a breadcrumb trail: 'Home / Elements / Session Manager / Application Configuration / Implicit Users'. Below the title 'Implicit Users', there is a sub-header 'Implicit User Rules' with 'New', 'Edit', and 'Delete' buttons. A table below shows '2 Items' with columns: 'Pattern', 'Min', 'Max', 'SIP Domain', 'Origination Application Sequence', and 'Termination Application Sequence'. The table is currently empty, and a 'Select : All, None' option is visible at the bottom of the table area.

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

The screenshot shows the 'Implicit User Rule Editor' screen. The left-hand menu is expanded to 'Application Configuration' > 'Implicit Users'. The main content area has a breadcrumb trail: 'Home / Elements / Session Manager / Application Configuration / Implicit Users'. Below the title 'Implicit User Rule Editor', there are 'Commit' and 'Cancel' buttons. The form contains the following fields:

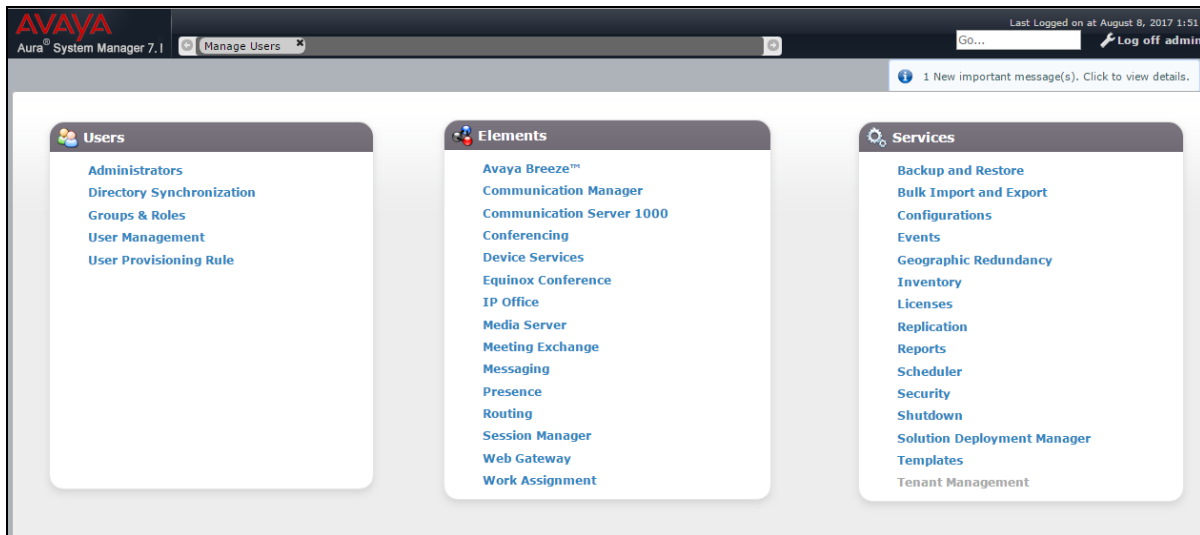
- *Pattern**: Text input field with value '8235050'.
- *Min**: Text input field with value '7'.
- *Max**: Text input field with value '7'.
- Description**: Text input field.
- SIP Domain**: Dropdown menu with value '-ALL-'.
- Origination Application Sequence**: Dropdown menu with value 'Breeze1674_Seq'.
- Termination Application Sequence**: Dropdown menu with value 'Breeze1674_Seq'.

 At the bottom left, there is a legend: '* Required'. At the bottom right, there are 'Commit' and 'Cancel' buttons.

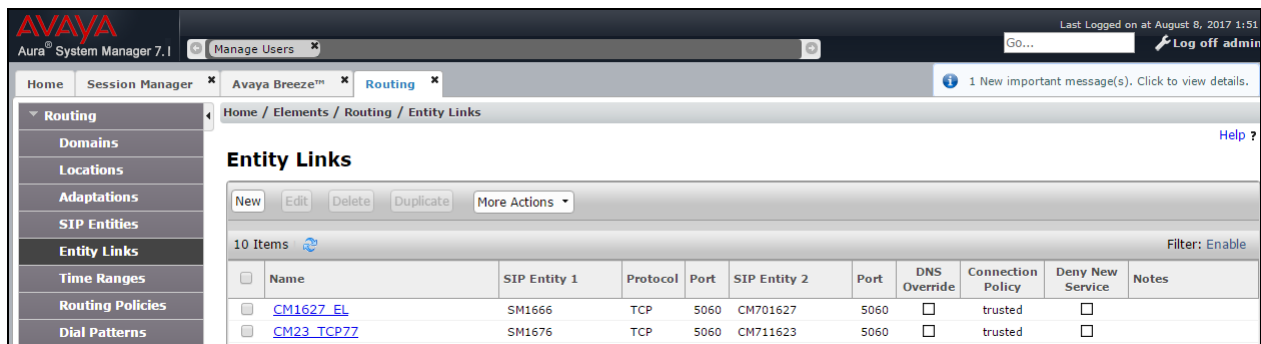
6.3. Configure Avaya Breeze™ Entity link

To allow a call to be routed to eCallOrchestration 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 and click on **New**.



Enter a **Name** and select the Session Manager used to route calls to Breeze as **SIP Entity 1**. Select the Avaya Breeze Server Entity to be used in the eCallOrchestration 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.

Home / Elements / Routing / Entity Links

Entity Links Commit Cancel

1 Item Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port
eCall_OrchEL	SM1666	TCP	5060	Breeze1674	5060

Select : All, None

The resultant screen shows the Entity Link added.

Home / Elements / Routing / Entity Links

Entity Links New Edit Delete Duplicate More Actions

10 Items Filter: Enable

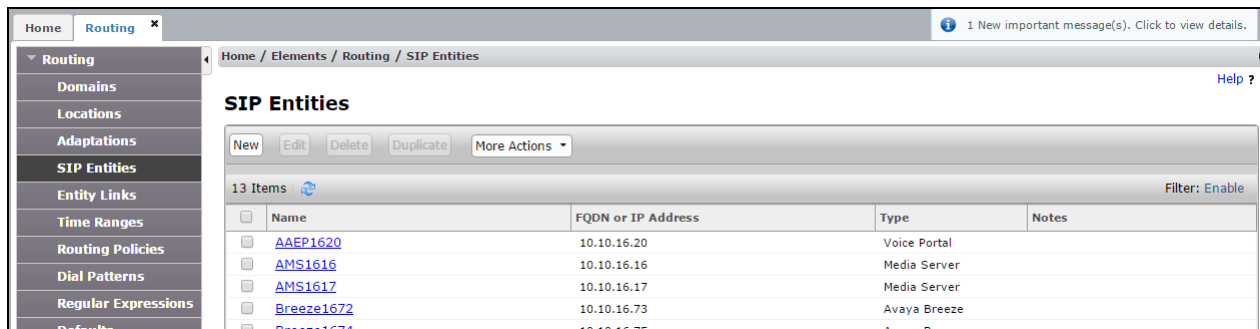
Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	DNS Override	Connection Policy	Deny New Service	Notes
CM1627_EL	SM1666	TCP	5060	CM701627	5060	<input type="checkbox"/>	trusted	<input type="checkbox"/>	
CM23_TCP77	SM1676	TCP	5060	CM711623	5060	<input type="checkbox"/>	trusted	<input type="checkbox"/>	
eCall_OrchEL	SM1666	TCP	5060	Breeze1674	5060	<input type="checkbox"/>	trusted	<input type="checkbox"/>	

6.4. Configure Emergency Call Server

To route calls to the Emergency Call Server an entity needs to be added.

6.4.1. Add Entity

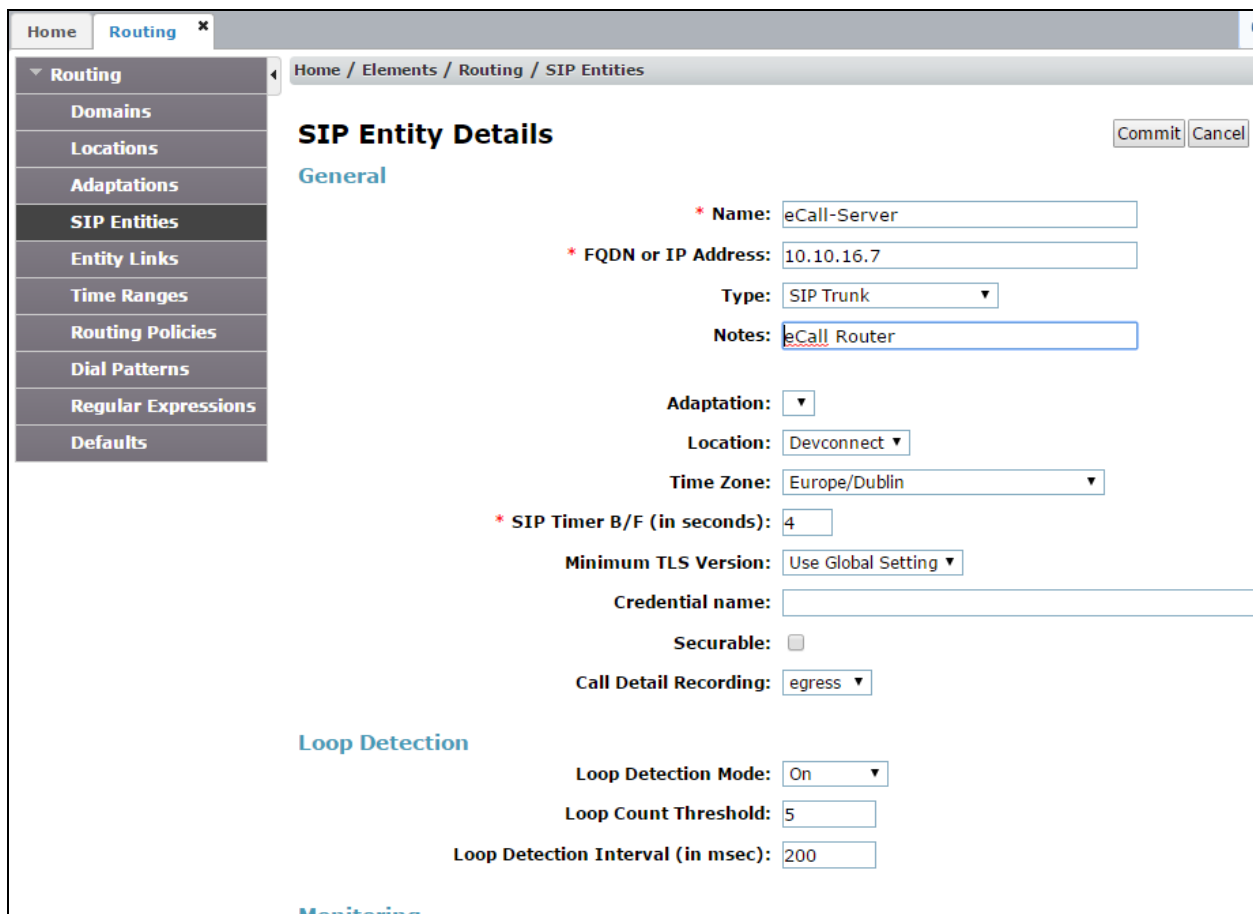
Select **Elements** → **Routing** from the SMGR dashboard and click on **SIP Entities**. Click on **New**.



The screenshot shows the 'SIP Entities' page in the SMGR dashboard. The left sidebar contains a menu with 'Routing' selected, and 'SIP Entities' is highlighted under it. The main area shows a table with 13 items. The table has columns for Name, FQDN or IP Address, Type, and Notes. The first few rows are: AAEP1620 (Voice Portal), AMS1616 (Media Server), AMS1617 (Media Server), Breeze1672 (Avaya Breeze), and Breeze1674 (Avaya Breeze). There are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions' at the top of the table.

Name	FQDN or IP Address	Type	Notes
AAEP1620	10.10.16.20	Voice Portal	
AMS1616	10.10.16.16	Media Server	
AMS1617	10.10.16.17	Media Server	
Breeze1672	10.10.16.73	Avaya Breeze	
Breeze1674	10.10.16.75	Avaya Breeze	

Enter a descriptive **Name** and the **FQDN or IP Address** of the Emergency Call Server. Set **Type** to **SIP Trunk**. Click on **Commit** to add the entity.



The screenshot shows the 'SIP Entity Details' form in the SMGR dashboard. The left sidebar is the same as the previous screenshot. The main area shows the 'General' tab of the 'SIP Entity Details' form. The form has fields for Name, FQDN or IP Address, Type, Notes, Adaptation, Location, Time Zone, SIP Timer B/F (in seconds), Minimum TLS Version, Credential name, Securable, Call Detail Recording, Loop Detection Mode, Loop Count Threshold, and Loop Detection Interval (in msec). The 'Name' field is 'eCall-Server', 'FQDN or IP Address' is '10.10.16.7', 'Type' is 'SIP Trunk', and 'Notes' is 'eCall Router'. The 'Commit' button is visible at the top right of the form.

Name	FQDN or IP Address	Type	Notes
eCall-Server	10.10.16.7	SIP Trunk	eCall Router

6.4.2. Add the Entity Link

Click on **Entity Links** from the routing menu. Click on **New**.

Avaya Aura System Manager 7.1

Home / Elements / Routing / Entity Links

Entity Links

New Edit Delete Duplicate More Actions

10 Items Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	DNS Override	Connection Policy	Deny New Service	Notes
CM1627_EL	SM1666	TCP	5060	CM701627	5060	<input type="checkbox"/>	trusted	<input type="checkbox"/>	
CM23_TCP77	SM1676	TCP	5060	CM711623	5060	<input type="checkbox"/>	trusted	<input type="checkbox"/>	

Enter a **Name** and select the Session Manager used to route calls to the Emergency Call Server as **SIP Entity 1**. Select the Emergency Call Server Entity to be used by the eCallOrchestration 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.

Home / Elements / Routing / Entity Links

Entity Links

Commit Cancel

1 Item Filter: Enable

Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port
* SM1666_eCall-Server_5	* SM1666	TCP	* 5060	* eCall-Server	* 5060

Select : All, None

Commit Cancel

6.4.3. Add the Routing Policy

Click on **Routing Policies** from the routing menu. Click on **New**.

Home / Elements / Routing / Routing Policies

Routing Policies

New Edit Delete Duplicate More Actions

8 Items Filter: Enable

Name	Disabled	Retries	Destination	Notes
AAEP1620_RP	<input type="checkbox"/>	0	AAEP1620	
AMS16	<input type="checkbox"/>	0	AMS1616	
AMS17	<input type="checkbox"/>	0	AMS1617	

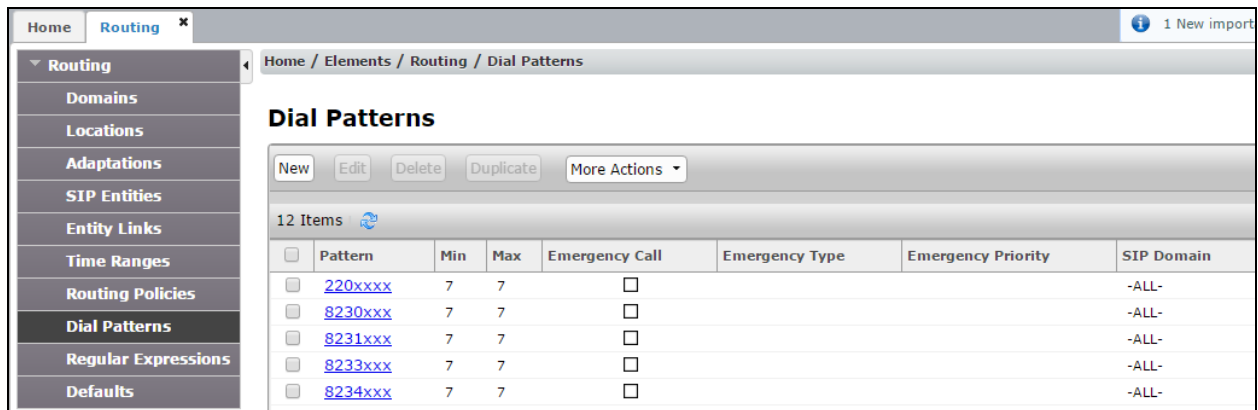
Enter a descriptive **Name** and click on select under **SIP Entity as Destination**.

Select the Emergency Call Server entity added in **Section 6.4.1**. Click on **Select** to add this entry. On the **Routing Policy Details** page click on **Commit**(shown above) to add the entry.

	Name	FQDN or IP Address	Type
<input type="radio"/>	AAEP1620	10.10.16.20	Voice Portal
<input type="radio"/>	AMS1616	10.10.16.16	Media Server
<input type="radio"/>	AMS1617	10.10.16.17	Media Server
<input type="radio"/>	Breeze1672	10.10.16.73	Avaya Breeze
<input type="radio"/>	Breeze1674	10.10.16.75	Avaya Breeze
<input type="radio"/>	Breeze82	10.10.16.83	Avaya Breeze
<input type="radio"/>	CM701627	10.10.16.27	CM
<input type="radio"/>	CM711623	10.10.16.23	CM
<input checked="" type="radio"/>	eCall-Server	10.10.16.7	SIP Trunk
<input type="radio"/>	IPOffice1635	10.10.16.35	SIP Trunk
<input type="radio"/>	IPONew1637	10.10.16.37	SIP Trunk
<input type="radio"/>	SM1666	10.10.16.67	Session Manager
<input type="radio"/>	SM1676	10.10.16.77	Session Manager

6.4.4. Add Dial Pattern

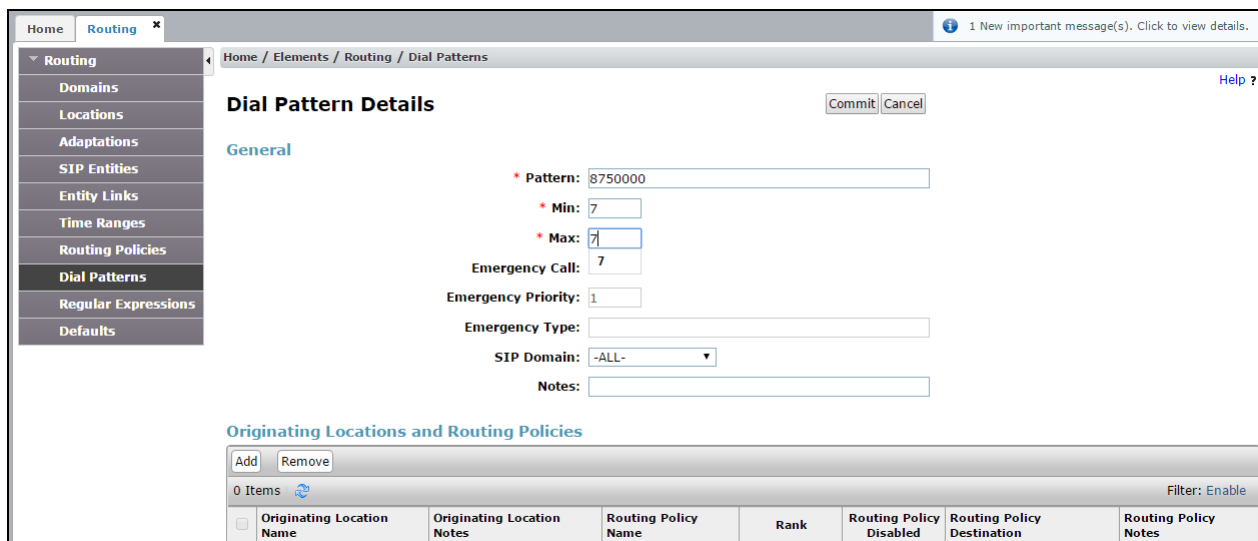
Click on **Dial Patterns** from the routing menu. Click on **New**.



The screenshot shows the 'Dial Patterns' page in the Routing menu. The left sidebar contains a tree view with 'Dial Patterns' selected. The main area has a table with 12 items. The table columns are: Pattern, Min, Max, Emergency Call, Emergency Type, Emergency Priority, and SIP Domain. The first five rows show patterns 220xxxx, 8230xxx, 8231xxx, 8233xxx, and 8234xxx, all with Min=7, Max=7, and SIP Domain=-ALL-.

Pattern	Min	Max	Emergency Call	Emergency Type	Emergency Priority	SIP Domain
220xxxx	7	7	<input type="checkbox"/>			-ALL-
8230xxx	7	7	<input type="checkbox"/>			-ALL-
8231xxx	7	7	<input type="checkbox"/>			-ALL-
8233xxx	7	7	<input type="checkbox"/>			-ALL-
8234xxx	7	7	<input type="checkbox"/>			-ALL-

Enter the number the eCallOrhestration SnapIn dials to route to the Emergency Call Server beside **Pattern** and set the **Min** and **Max** to the number of digits in the **Pattern**. Under **Originating Location and Routing Policies**, click on **Add**.



The screenshot shows the 'Dial Pattern Details' form. The 'General' section has fields for Pattern (8750000), Min (7), Max (7), Emergency Call (7), Emergency Priority (1), Emergency Type, SIP Domain (-ALL-), and Notes. The 'Originating Locations and Routing Policies' section has an 'Add' button and a table with 0 items. The table columns are: Originating Location Name, Originating Location Notes, Routing Policy Name, Rank, Routing Policy Disabled, Routing Policy Destination, and Routing Policy Notes.

Originating Location Name	Originating Location Notes	Routing Policy Name	Rank	Routing Policy Disabled	Routing Policy Destination	Routing Policy Notes
---------------------------	----------------------------	---------------------	------	-------------------------	----------------------------	----------------------

Under **Originating Location** select **Apply the Selected Routing Policy to All Originating Locations** and under **Routing Policies** select the Routing Policy in **Section 6.4.3**. Click on **Select** and when routed back to the **Dial Pattern Details** screen click on **Commit** to add the entry.

Routing

Domains

Locations

Adaptations

SIP Entities

Entity Links

Time Ranges

Routing Policies

Dial Patterns

Regular Expressions

Defaults

Home / Elements / Routing / Dial Patterns

Originating Location

Select

Cancel

Originating Location

☒ Apply The Selected Routing Policies to All Originating Locations

1 Item

<input checked="" type="checkbox"/>	Name	Not
<input type="checkbox"/>	Devconnect	

Select : All, None

Routing Policies

8 Items

<input type="checkbox"/>	Name	Disabled	Destination
<input type="checkbox"/>	AAEP1620_RP	<input type="checkbox"/>	AAEP1620
<input type="checkbox"/>	AMS16	<input type="checkbox"/>	AMS1616
<input type="checkbox"/>	AMS17	<input type="checkbox"/>	AMS1617
<input type="checkbox"/>	CM1627_RP	<input type="checkbox"/>	CM701627
<input type="checkbox"/>	CM711623_RP	<input type="checkbox"/>	CM711623
<input checked="" type="checkbox"/>	eCall_RP	<input type="checkbox"/>	eCall-Server
<input type="checkbox"/>	IPO1635_RP	<input type="checkbox"/>	IPOffice1635
<input type="checkbox"/>	IPONew_RP	<input type="checkbox"/>	IPONew1637

Select : All, None

Routing Policy Name

7. Configure eCallOrchestration SnapIn

This section describes the steps required to configure eCallOrchestration SnapIn to interoperate with Avaya Breeze.

Log in to System Manager using the appropriate credentials.

Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

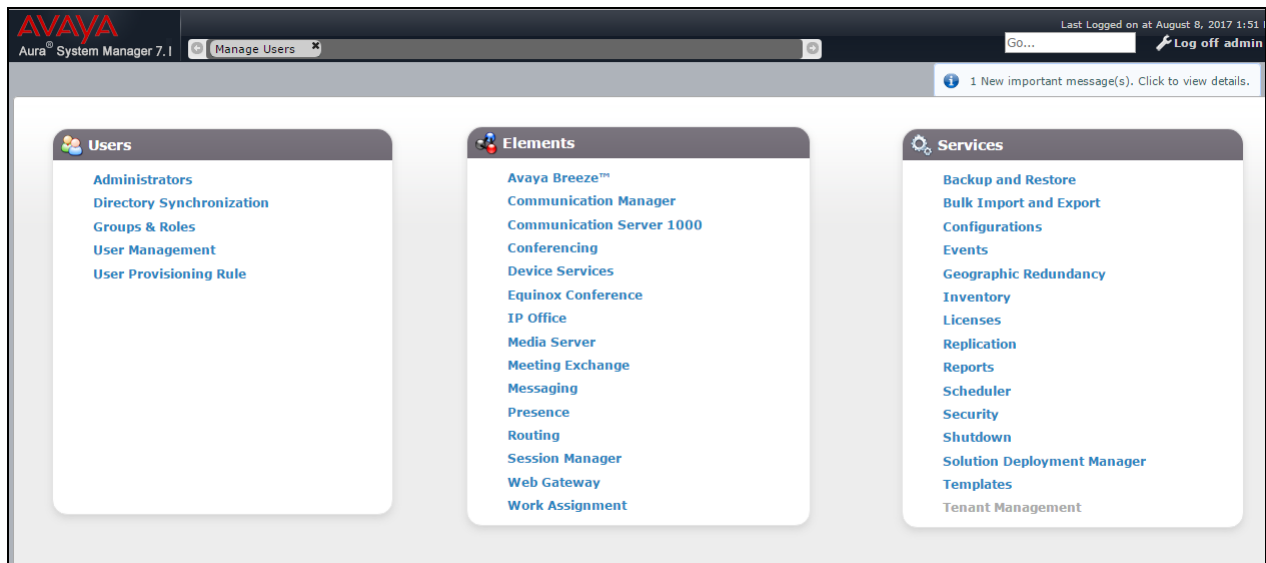
Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

User ID:
Password:

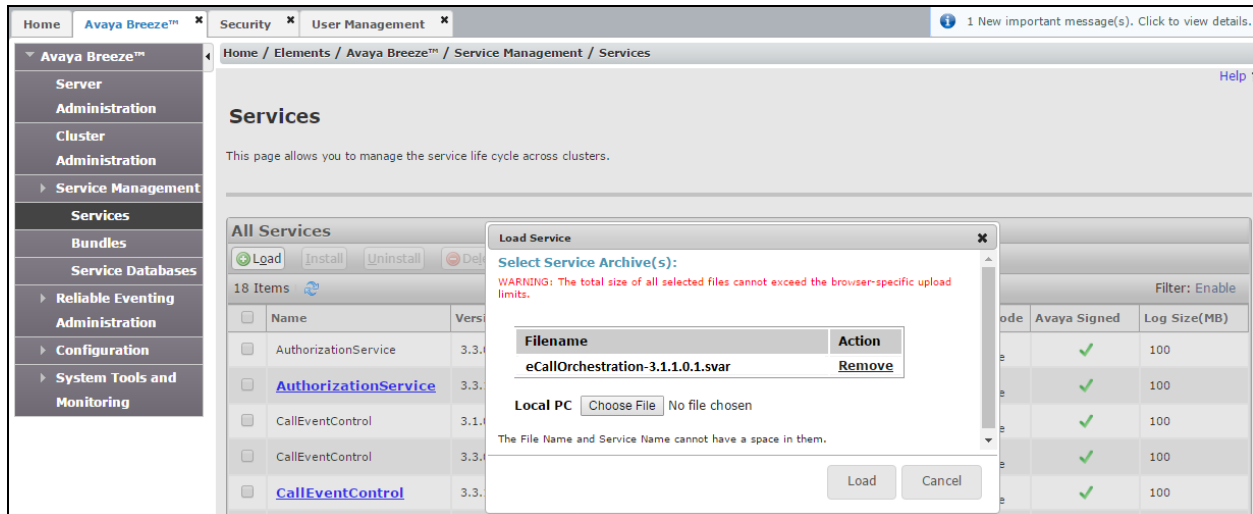
[Change Password](#)

Supported Browsers: Internet Explorer 9.x, 10.x or 11.x or Firefox 36.0, 37.0 and 38.0.

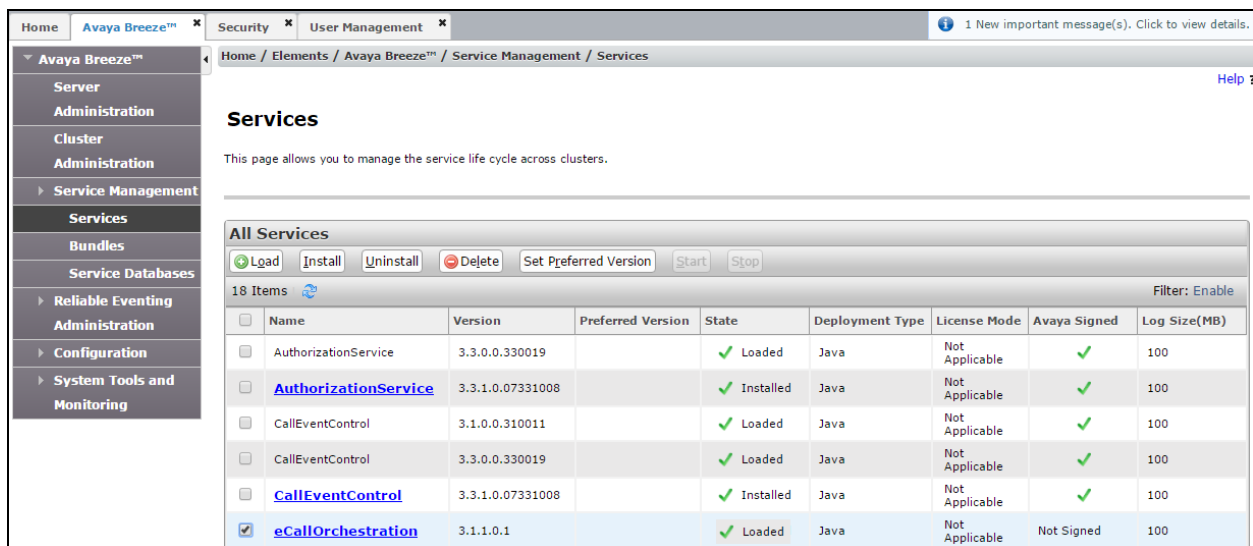
From the home screen select **Elements** → **Avaya Breeze™**



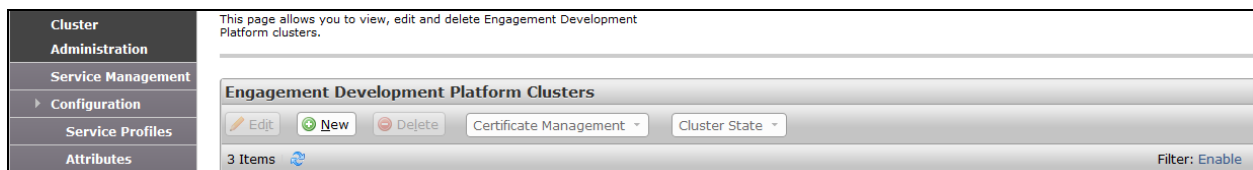
Save the **eCallOrchestration-3.1.1.0.1.svar** file provided by Engelbart software somewhere on the PC used to access System Manager. Select Service Management and click on **Load**. Click on **Choose File** next to **LocalPC** and select the svar file. Click on **Load**.



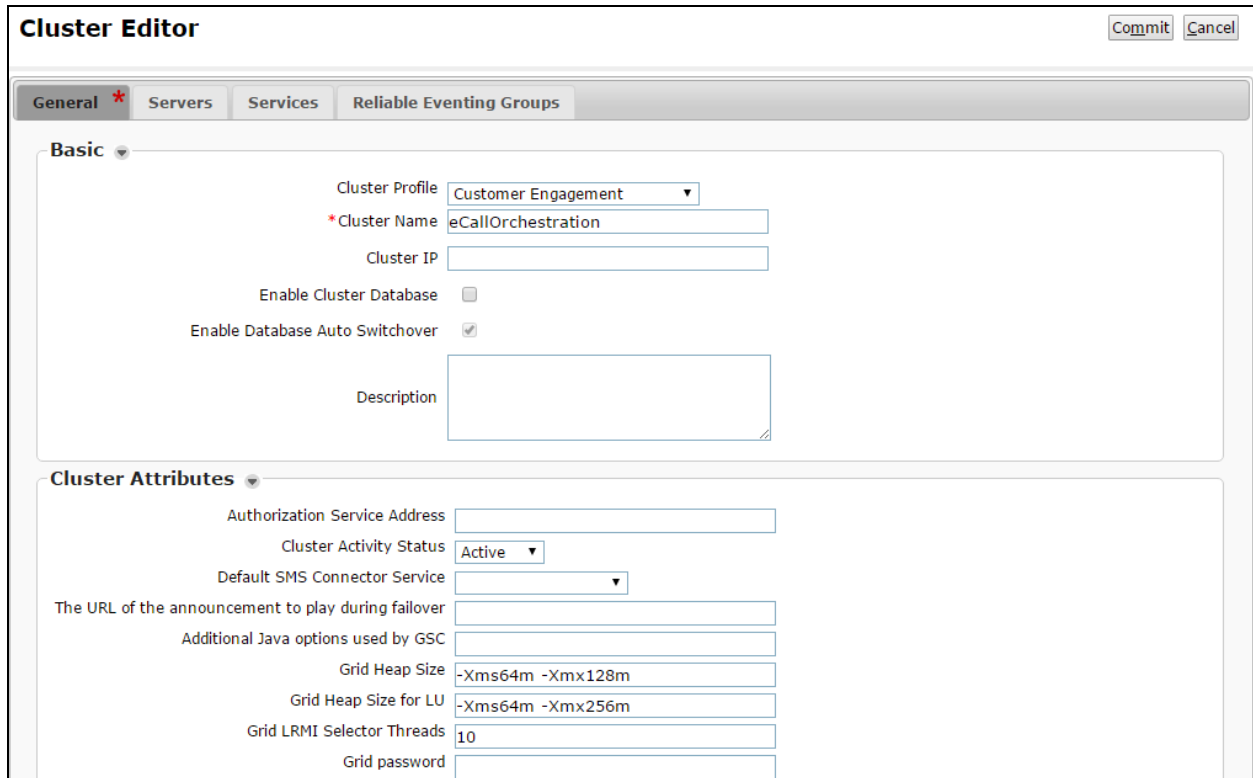
When returned to the Service Management page the eCallOrchestration SnapIn is displayed as **Loaded**.



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



Select the **Customer Engagement Cluster** Profile from the drop down and fill in the **Cluster Name**.



Cluster Editor [Commit] [Cancel]

General * Servers Services Reliable Eventing Groups

Basic

Cluster Profile: Customer Engagement

*Cluster Name: eCallOrchestration

Cluster IP:

Enable Cluster Database: ☐

Enable Database Auto Switchover: ☒

Description:

Cluster Attributes

Authorization Service Address:

Cluster Activity Status: Active

Default SMS Connector Service:

The URL of the announcement to play during failover:

Additional Java options used by GSC:

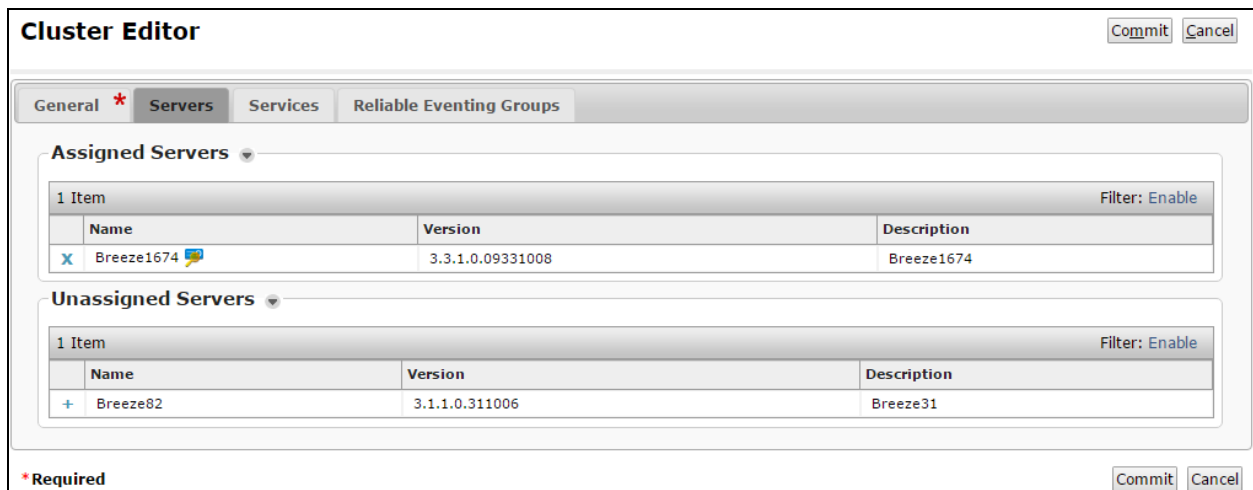
Grid Heap Size: -Xms64m -Xmx128m

Grid Heap Size for LU: -Xms64m -Xmx256m

Grid LRMI Selector Threads: 10

Grid password:

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 (not shown). The Server will move up into the **Assigned Servers** list for this cluster.



Cluster Editor [Commit] [Cancel]

General * Servers Services Reliable Eventing Groups

Assigned Servers

1 Item Filter: Enable

Name	Version	Description
X Breeze1674	3.3.1.0.09331008	Breeze1674

Unassigned Servers

1 Item Filter: Enable

Name	Version	Description
+ Breeze82	3.1.1.0.0.311006	Breeze31

* Required [Commit] [Cancel]

Select the **Services** tab and add the eCallOrchestration SnapIn listed in **Available Services** list using the +. The Service will be moved into the **Assigned Services** list (not shown). Note that the EventingConnector , CallEventControl and AuthorizationService 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**.

Cluster Editor

CommitCancel

General *ServersServicesReliable Eventing Groups

Assigned Services

System Manager TLS version is: TLSv1.0

Select TLS Version for Selected Snap-in(s)

4 ItemsFilter: Enable

		Name	Version	Action Pending	TLS Version
<input type="checkbox"/>	Uninstall / Force Uninstall	eCallOrchestration	3.1.1.0.1	None	Default
<input type="checkbox"/>	Uninstall / Force Uninstall	CallEventControl	3.3.1.0.07331008	None	Default
<input type="checkbox"/>	Uninstall / Force Uninstall	EventingConnector	3.3.1.0.07331008	None	Default
<input type="checkbox"/>	Uninstall / Force Uninstall	AuthorizationService	3.3.1.0.07331008	None	Default

Select : All, None

Available Services

14 ItemsFilter: Enable

	Name	Version	Action Pending	Delete Database*
+	AuthorizationService	3.3.0.0.330019	None	

When returned to the Cluster Administration screen the cluster created will be in a **Denying** State. Click on the Cluster State drop down and select **Accept New Service**.

Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

Avaya Breeze Clusters

EditNewDeleteCertificate ManagementCluster StateCluster StateBackup and Restore

Accept New ServiceDeny New Service

2 ItemsFilter: Enable

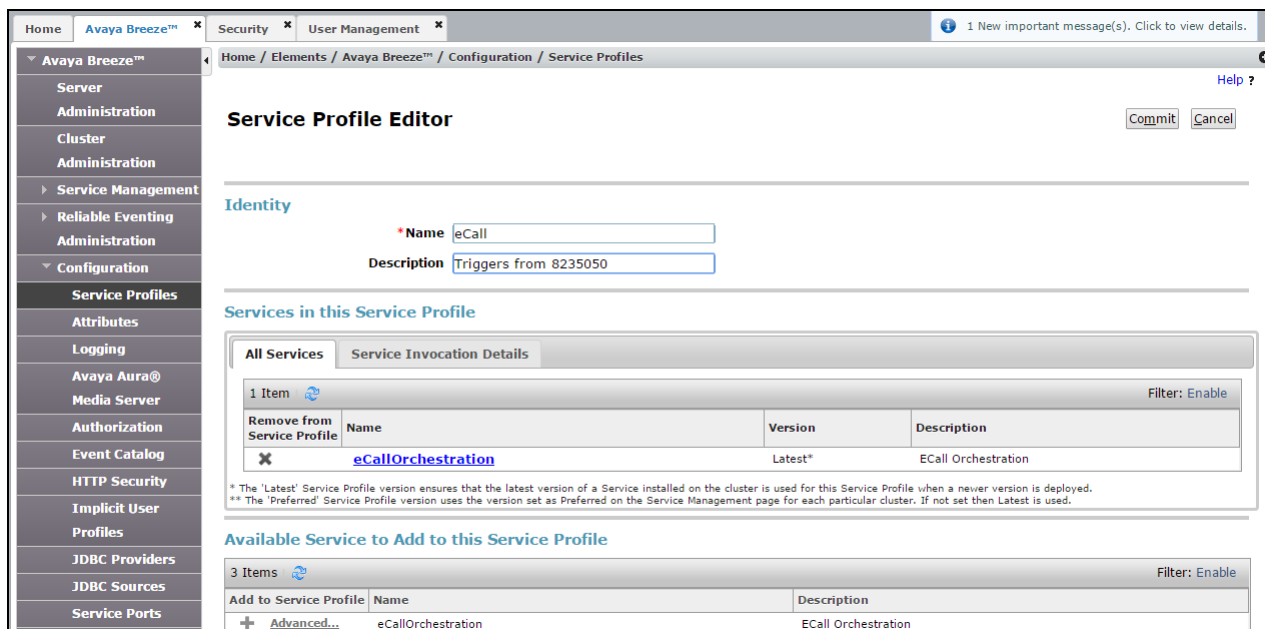
	Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status	Tests Pass	Data Grid Status	Overload Status	Service URL
<input type="checkbox"/>	Show	Breeze72		General Purpose	Accepting [1/1]	0/0/0	0	Disabled	✗	✓	✓	Up [1/1]	✓	Select ▼
<input checked="" type="checkbox"/>	Show	eCallOrche		Customer Engagement	Denying [0/1]	0/0/0	0	Disabled	✗	✓	✓	Up [1/1]	✓	Select ▼

Select : All, None

Under **Configuration** select **Service Profiles** and click on **New**.



In The **Service Profile Editor** give the Service Profile a **Name** and select **eCallOrchestration** 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 Globals** tab select the **eCallOrchestration Service** created from the drop down.

- **Domain** is the SIP Domain used to route calls
- **Handle of the eCallServer** is the number the eCallOrchestration will call to Extract the MSD information
- **Handle of the hunt group/ IVR** is a valid VDN on the Communication manager that routes calls to agents
- **Handle of the PSAP** is the number dialled by the caller routed to the eCallOrchestration SnapIn

The screenshot shows the Avaya Breeze Configuration interface. The left sidebar contains a tree view with categories like Server, Administration, Cluster, and Configuration. The 'Configuration' category is expanded, and 'Attributes' is selected. The main area is titled 'Attributes Configuration' and contains a 'Service Globals' tab. Under this tab, the 'eCallOrchestration' service is selected. A table displays the attributes for the 'DEFAULT_GROUP'.

Name	Override Default	Effective Value	Description
Domain	<input checked="" type="checkbox"/>	devconnect.local	
Handle of the eCallServer	<input checked="" type="checkbox"/>	8750001	
Handle of the hunt group / IVR	<input checked="" type="checkbox"/>	8234050	
Handle of the PSAP	<input checked="" type="checkbox"/>	8235050	

Next select **Implicit User Profiles** from **Configuration**. From the **Implicit User Profiles** screen click on **New**.

The screenshot shows the Avaya Aura System Manager 7.1 web interface. The left sidebar contains a navigation menu with the following items: Avaya Breeze™, Server Administration, Cluster Administration, Service Management, Reliable Eventing Administration, Configuration, Service Profiles, Attributes, Logging, Avaya Aura® Media Server, Authorization, Event Catalog, HTTP Security, and Implicit User Profiles. The main content area is titled "Implicit User Profiles" and includes a sub-header "Implicit User Profile Rules". Below this, there is a table with 2 items. The table has columns for Pattern, Min, Max, Service Profile Name, and Desc. The first row shows a pattern of 8250000 with Min and Max values of 7. The second row shows a pattern of 8250000 with Min and Max values of 7. The table also includes a "Filter: Enable" button and a "Select : All, None" dropdown.

Select the **Service Profile** created from the drop down. 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 screenshot shows the "Implicit User Profile Rule Editor" form. The form has a title bar with "Commit" and "Cancel" buttons. Below the title bar, there is a sub-header "Add/Edit Implicit User Profile Rule". The form contains the following fields:

- *Service Profile**: A dropdown menu with "eCall" selected.
- *Pattern**: A text input field containing "8235050".
- *Min**: A text input field containing "7".
- *Max**: A text input field containing "7".
- Desc**: A text input field containing "incomming eCall".

 At the bottom right of the form, there are "Commit" and "Cancel" buttons.

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

Avaya Aura System Manager 7.1

Home / Elements / Avaya Breeze™ / Configuration / Implicit User Profiles

Implicit User Profiles

This page allows you to assign Avaya Breeze service profile to users.

Implicit User Profile Rules

2 Items

Pattern	Min	Max	Service Profile Name	Desc
8750000	7	7	eCall	eCall receiving
8235050	7	7	eCall	incoming eCall

Select : All, None

7.1. Check Media Server

For the eCall routing to Avaya Breeze and the Emergency Call Server to connect there must be an Avaya Media Server dedicated to Avaya Breeze. This configuration is out with the scope of the document. To check the status of the Avaya Media Server select Media Sever Monitoring from the System Tools and Monitoring menu. The **Connection Status** for the Avaya Breeze server used to install the eCallOrchestration SnapIn should have a .

Media Server Monitoring

This page displays status of all Media Servers with respect to Avaya Breeze instances.

2 Items

Media Server	Overload Status	License Mode	Lock Mode	Authentication	Avaya Breeze Server	Connection Status
AMS1617		licensed	unlocked		Breeze1672	
AMS1617		licensed	unlocked		Breeze1674	

8. Verification Steps

This section provides the verification steps that can be performed to verify proper configurations of both Avaya Breeze and eCallOrchestration SnapIn.

8.1. Verify Status of Avaya Breeze™ Server

From 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**.

Avaya Breeze Server Instances											
Edit New Delete System State Shutdown System											
3 Items Filter: Enable											
	Name	Cluster Name	Service Install Status	Tests Pass	Alarms	System State	Security Module	Activity	License Mode	Overload Status	Version
<input type="radio"/>	Breeze1674	Breeze74		✓	0/0/0	Accepting	Up	0	✓	✓	3.3.1.0.09331008
<input type="radio"/>	Breeze82	----		✓	0/0/0	Denying	Up	----	✓	✓	3.1.1.0.311006
Select : None											

8.2. Verify eCallOrchestration SnapIn and Cluster

Verify that the eCallOrchestration SnapIn is showing as **Installed**

Home

Avaya Breeze™

Security

User Management

1 New important message(s). Click to view details.

Home / Elements / Avaya Breeze™ / Service Management / Services

Help ?

Services

This page allows you to manage the service life cycle across clusters.

All Services

Load

Install

Uninstall

Delete

Set Preferred Version

Start

Stop

18 Items

Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	AuthorizationService	3.3.0.0.330019		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	AuthorizationService	3.3.1.0.07331008		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.1.0.0.310011		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.3.0.0.330019		✓ Loaded	Java	Not Applicable	✓	100
<input type="checkbox"/>	CallEventControl	3.3.1.0.07331008		✓ Installed	Java	Not Applicable	✓	100
<input type="checkbox"/>	eCallOrchestration	3.1.1.0.1		✓ Installed	Java	Not Applicable	Not Signed	100

Avaya Breeze™

Server Administration

Cluster Administration

Service Management

Services

Bundles

Service Databases

Reliable Eventing Administration

Configuration

System Tools and Monitoring

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]**

Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

Avaya Breeze Clusters

Edit New Delete Certificate Management Cluster State Backup and Restore

Accept New Service
Deny New Service

2 Items Filter: Enable

	Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status	Tests Pass	Data Grid Status	Overload Status	Service URL
<input checked="" type="checkbox"/>	<a>Show	eCallOrche		General Purpose	Accepting [1/1]	0/0/0	0	Disabled	✗	✓	✓	Up [1/1]	✓	<a>Select ▼
<input type="checkbox"/>	<a>Show	Breeze72		Customer Engagement	Denying [0/1]	0/0/0	0	Disabled	✗	✓	✓	Up [1/1]	✓	<a>Select ▼

Select : All, None

Verify that the entity link between the Session Manager and Avaya breeze is active. Check **Conn. Status** and **Link Status** are both showing as **UP**.

SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

All Entity Links to SIP Entity: Breeze1674

Summary View

Status Details for the selected Session Manager:

1 Items Refresh Filter: Enable

Session Manager Name	IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<a>SM1666	IPv4	10.10.16.75	5060	TCP	FALSE	UP	200 OK	UP

9. Conclusion

These Application Notes describe the configuration steps required for eCallOrchestration SnapIn from Engelbart Software GmbH to interoperate with Avaya Breeze™. All feature test cases were completed successfully, with any observations noted in **Section 2.2**.

10. Additional References

This section references the Avaya and Engelbart 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 Breeze™ 3.3 Issue 2*
- [2] *Administering Avaya Aura® System Manager for version 7.1*
- [3] *Administering Avaya Aura® Session Manager for version 7.1*
- [4] *Implementing and Administering Avaya Aura® Media Server release 7.8*

Technical documentation can be obtained for eCallOrchestration SnapIn by contacting Engelbart Software via info@engelbart-software.com.

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