



Avaya Solution & Interoperability Test Lab

Application Notes for CallTech CTLog® with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager using DMCC – Issue 1.0

Abstract

These Application Notes contain instructions for CallTech CTLog with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager to successfully interoperate.

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

CallTech CTLog® (Active Recording) monitors Avaya Extensions/Stations through connectivity to Avaya Aura® Application Enablement Services. CTLog uses the Avaya Aura® Application Enablement Services TSAPI and Device, Media and Call Control (DMCC) services to capture real-time CTI data and RTP streams from Avaya Aura® Communication Manager to produce recordings of phone activity.

When the services are started, the CTLog server registers with Communication Manager as a Dependent registration using the DMCC service on stations that are administered with Softphone enabled in Communication Manager and administered to be recorded in CTLog . Once DMCC registration is successfully completed, Communication Manager will send audio for all calls that originate or terminate on the registered stations to both the phone, and the recorder.

2. General Test Approach and Test Results

The compliance test focused on the ability for calls to be recorded. Calls were manually placed from the public switched telephone network (PSTN) directly to and from recorded devices, and to Automatic Call Distributor (ACD) queues.

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 compliance test validated the ability of CTLog to successfully record calls routed to and from Analog, Digital, IP and SIP endpoints.

Additionally, testing confirmed the ability for CTLog to recover from common outages such as network outages and server reboots

2.2. Test Results

All planned test cases were passed.

2.3. Support

Technical support from Calltech S.A. can be obtained from

Web: www.calltechsa.com

E-mail: support@calltechsa.com

Phone: +57 1 6356535

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya products and CallTech CTLog®. Configuration diagram below displays CallTech CTLog connected to AES via a TSAPI link.

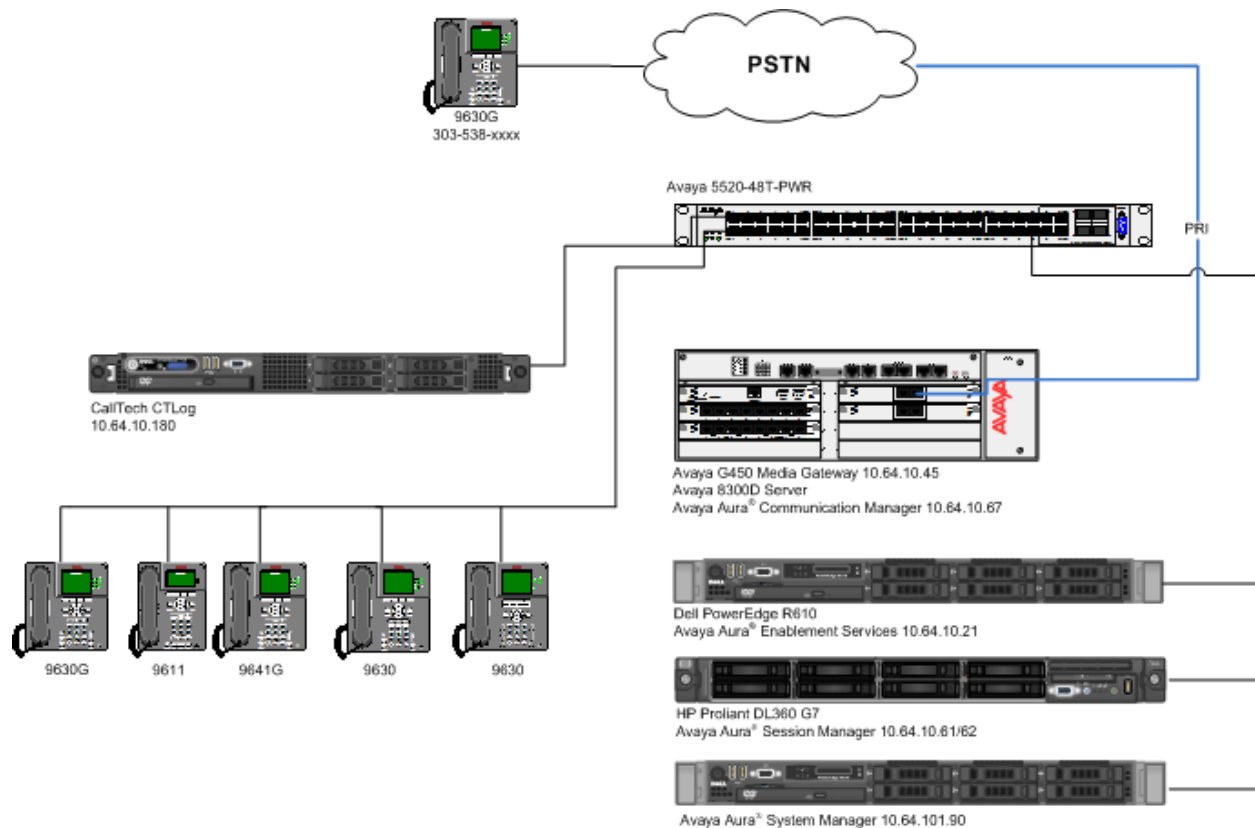


Figure 1: Test Configuration for CallTech CTLog

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura [®] Communication Manager	6.3 SP5
Avaya G450 Media Gateway	31.20.0
Avaya Aura [®] Application Enablement Services	6.3.0.0.212
CallTech CTLog	5.4

5. Configure Avaya Aura® Communication Manager

This section contains steps necessary to configure CTLog successfully with Avaya Aura® Communication Manager.

All configurations in Communication Manager were performed via SAT terminal.

5.1. Verify Feature and License

Enter the **display system-parameters customer-options** command and ensure that the following features are enabled.

One Page 3, verify **Computer Telephony Adjunct Links** is set to **y**.

```
display system-parameters customer-options                                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? y      DCS Call Coverage? y
      ASAI Link Plus Capabilities? y      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
```

5.2. Configure Stations

Use **add station *n*** command to add a station, where *n* is an available station extension. This station will be monitored by CTLog . Configure the station as follows, on Page 1:

- In **Name** field, enter a descriptive name
- Set **Type** to the type of the telephones
- Enter a **Security Code**
- Set **IP SoftPhone** to y

add station 25002		Page 1 of 5
STATION		
Extension: 25002	Lock Messages? n	BCC: 0
Type: 9630	Security Code: 123456	TN: 1
Port: IP	Coverage Path 1: 1	COR: 1
Name: IP Station 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
Speakerphone: 2-way	Personalized Ringing Pattern: 1	
Display Language: english	Message Lamp Ext: 25001	
Survivable GK Node Name:	Mute Button Enabled? y	
Survivable COR: internal	Button Modules: 0	
Survivable Trunk Dest? y	Media Complex Ext:	
	IP SoftPhone? y	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

5.3. Configure CTI-Link

An existing configuration was used for CTI-link, and is not shown as part of this document. Screen capture below displays the configured CTI-link that was used during compliance testing.

display cti-link 1	Page 1 of 3
CTI LINK	
CTI Link: 1	
Extension: 6201	
Type: ADJ-IP	
	COR: 1

6. Configure Avaya Aura® Application Enablement Services

Configuration of Avaya Aura® Application Enablement Services requires a user account be configured for CTLog .

6.1. Configure User

All administration is performed by web browser, <https://<aes-ip-address>/>

A user needs to be created for CTLog to communicate with AES. Navigate to **User Management → User Admin → Add User**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top navigation bar includes 'User Management | User Admin | Add User' and 'Home | Help | Logout'. The left sidebar shows a tree view with 'User Management' expanded, leading to 'User Admin' and then 'Add User'. The main content area is titled 'Add User' and contains a form with the following fields: * User Id, * Common Name, * Surname, * User Password, * Confirm Password, Admin Note, Avaya Role (set to 'None'), Business Category, Car License, CM Home, Cms Home, CT User (set to 'No'), and Department Number. A warning message states: 'Fields marked with * can not be empty.'

Fill in **User Id**, **Common Name**, **Surname**, **User Password** and **Confirm Password**. Set the **CT User** to **Yes**, and **Apply**.

If the Security Database is enabled on Application Enablement Services, set the CTLog user account to Unrestricted Access to enable any device to be used implicitly. This step avoids the need to duplicate administration.

Navigate to **Security → Security Database → CTI Users → List All Users**.

AE Services
Communication Manager Interface
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control
CTI Users
List All Users
Search Users
Devices
Device Groups

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> amcom	amcom	NONE	NONE
<input checked="" type="radio"/> ctlog	ctlog	NONE	NONE
<input type="radio"/> devcon	devcon	NONE	NONE
<input type="radio"/> devconn	Developer	NONE	NONE
<input type="radio"/> DevConnect	DevConnect	NONE	NONE
<input type="radio"/> interop	interop	NONE	NONE
<input type="radio"/> mattersight	mattersight	NONE	NONE
<input type="radio"/> rtirouter1	rtirouter1	NONE	NONE
<input type="radio"/> rtitele1	rtitele1	NONE	NONE
<input type="radio"/> vhtaes	vhtaes	NONE	NONE

Edit
List All

Select the recently added user and click **Edit**. Check the box for **Unrestricted Access** and click **Apply Changes**.

Edit CTI User

User Profile:

User ID

Common Name

Worktop Name

Unrestricted Access

ctlog

ctlog

NONE ▾

☒

Call and Device Control:

Call Origination/Termination and Device Status

None ▾

Call and Device Monitoring:

Device Monitoring

Calls On A Device Monitoring

Call Monitoring

None ▾

None ▾

☐

Routing Control:

Allow Routing on Listed Devices

None ▾

Apply Changes

Cancel Changes

6.2. Configure Communication Manager Switch Connections

An existing configuration was used for Communication Manager Switch Connection. It is not shown in this document.

6.3. Configure TSAPI Link

Navigate to the **AE Services → TSAPI → TSAPI Links** page to add the TSAPI CTI Link. Click **Add Link** (not shown).

Select a **Switch Connection** using the drop down menu. Select the **Switch CTI Link Number** using the drop down menu. The **Switch CTI Link Number** must match the number configured in the **cti-link** form for Communication Manager.

If the application will use Encrypted Links, select **Encrypted** in the **Security** selection box.

Click **Apply Changes**.

Configuration shown below was previously configured.

Edit TSAPI Links

Link	1
Switch Connection	TR18300 ▼
Switch CTI Link Number	1 ▼
ASAI Link Version	5 ▼
Security	Both ▼
<input type="button" value="Apply Changes"/> <input type="button" value="Cancel Changes"/> <input type="button" value="Advanced Settings"/>	

Click **Advanced Setting** to obtain the TSAPI Link that will be used by CTLog .

TSAPI Link - Advanced Settings

Tlinks Configured	AVAYA#TR18300#CSTA-S#AES6_TR1
	AVAYA#TR18300#CSTA#AES6_TR1

6.4. Configure TSAPI and DMCC Licenses

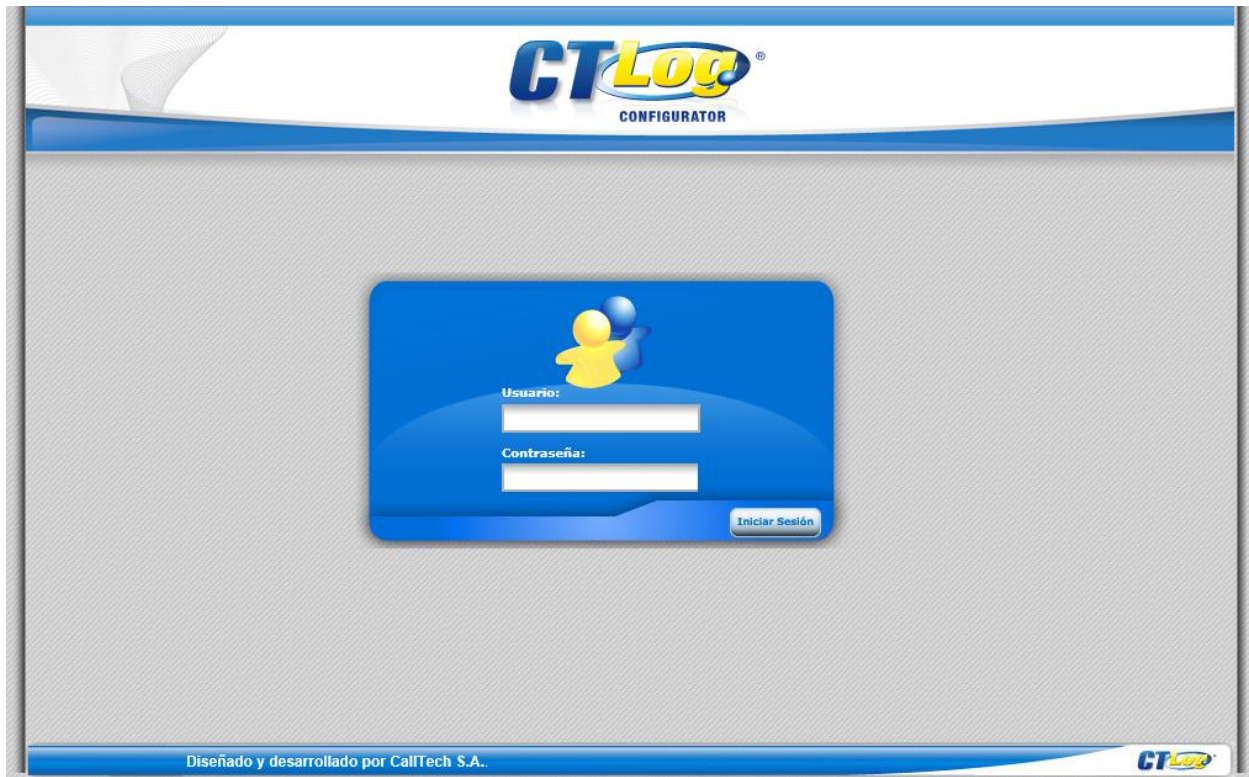
CTLog uses a DMCC (VALUE_AES_DMCC_DMC) license for each recording port. Additionally, a TSAPI Basic (VALUE_AES_TSAPI_USERS) license is used for each agent station, and each skill group being monitored. If DMCC_DMC is licensed on Application Enablement Services, then an IP_API_A is generally not required on Communication Manager R5 and later. Please consult product offer documentation for more details. If the licensed quantities are not sufficient for the implementation, contact the Avaya sales team or business partner for a proper license file.

Licensed Features			
Feature (Keyword)	Expiration date	Licensed	Acquired
CVLAN ASAI (VALUE_AES_CVLAN_ASAI)	permanent	16	0
Unified CC API Desktop Edition (VALUE_AES_AEC_UNIFIED_CC_DESKTOP)	permanent	10000	0
AES ADVANCED SMALL SWITCH (VALUE_AES_AEC_SMALL_ADVANCED)	permanent	16	0
CVLAN Proprietary Links (VALUE_AES_PROPRIETARY_LINKS)	permanent	16	0
Product Notes (VALUE_NOTES)	permanent	SmallServerTypes: s8300c;s8300d;icc;premio;tn8400;laptop;CtiSmallServer MediumServerTypes: ibmx306;ibmx306m;dell1950;xen;hs20;hs20_8832_vm;CtiMediumServer LargeServerTypes: isp2100;ibmx305;dl380g3;dl385g1;dl385g2;unknown;CtiLargeServer TrustedApplications: IPS_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; 1XP_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; 1XM_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; PC_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CIE_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; OSPC_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; VP_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; SAMETIME_001, VALUE_AEC_UNIFIED_CC_DESKTOP,,, CCE_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CSI_T1_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CSI_T2_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; AVAYAVERTINT_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted; CCT_ELITE_CALL_CTRL_001, BasicUnrestricted, AdvancedUnrestricted, DMCUnrestricted, AgentEvents;	Not counted
AES ADVANCED LARGE SWITCH (VALUE_AES_AEC_LARGE_ADVANCED)	permanent	16	0
TSAPI Simultaneous Users (VALUE_AES_TSAPI_USERS)	permanent	10000	0
DLG (VALUE_AES_DLG)	permanent	16	0
Device Media and Call Control (VALUE_AES_DMCC_DMC)	permanent	10000	0
AES ADVANCED MEDIUM SWITCH (VALUE_AES_AEC_MEDIUM_ADVANCED)	permanent	16	0

7. Configure CallTech

7.1. Configure CTLog

Configuration for CTLog is performed via a web interface, which can be reached via browser, <http://<ip-address>>. ip-address is the IP Address of CTLog . Please note that the entire configuration for CTLog is displayed in Spanish.



Once logged in, navigate to **Puertos** → **Tipo**.

CTLog
CONFIGURATOR

Usuario: Admin ▶ Puertos

Servidores Tipo Configuración Configuración de Tarjetas SoftRecorders

Editar [icon] Borrar [icon]

Nuevo registro

Nombre	Arch Parámetros	Trace	Audio Compression	Channel Type	Recording Activation
DIGITALES NGX	parameters.xml	Activo	GSM	Digital NGX	Activación por eventos Hardware
DIGITALES E1	parameters.bt	Inactivo	GSM	Digital E1	Activación por eventos Hardware

1 2 3 4

< >

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Locate an Entry for **RTP** and select it; click **Editar**, set **Audio Compression** to **GSM** and **Channel type** to **DMCC**.



Navigate to **Puertos**→ **Configuration**. Select a Port and click **Editar**; check box for **Activo**; Select **“RTP”** for **“Configuración”**, type in the extension number in **“ID Dispositivo”** field and select **“Selectivo”** for **“Modo Grabación”**

The screenshot displays the CTLog CONFIGURATOR web interface. The sidebar on the left contains a menu with various system management options. The main content area is titled 'Puertos' and shows a table of configured ports. A modal window is open for editing the first port (Id Puerto: 1). The modal contains several input fields and checkboxes for configuring the port's properties.

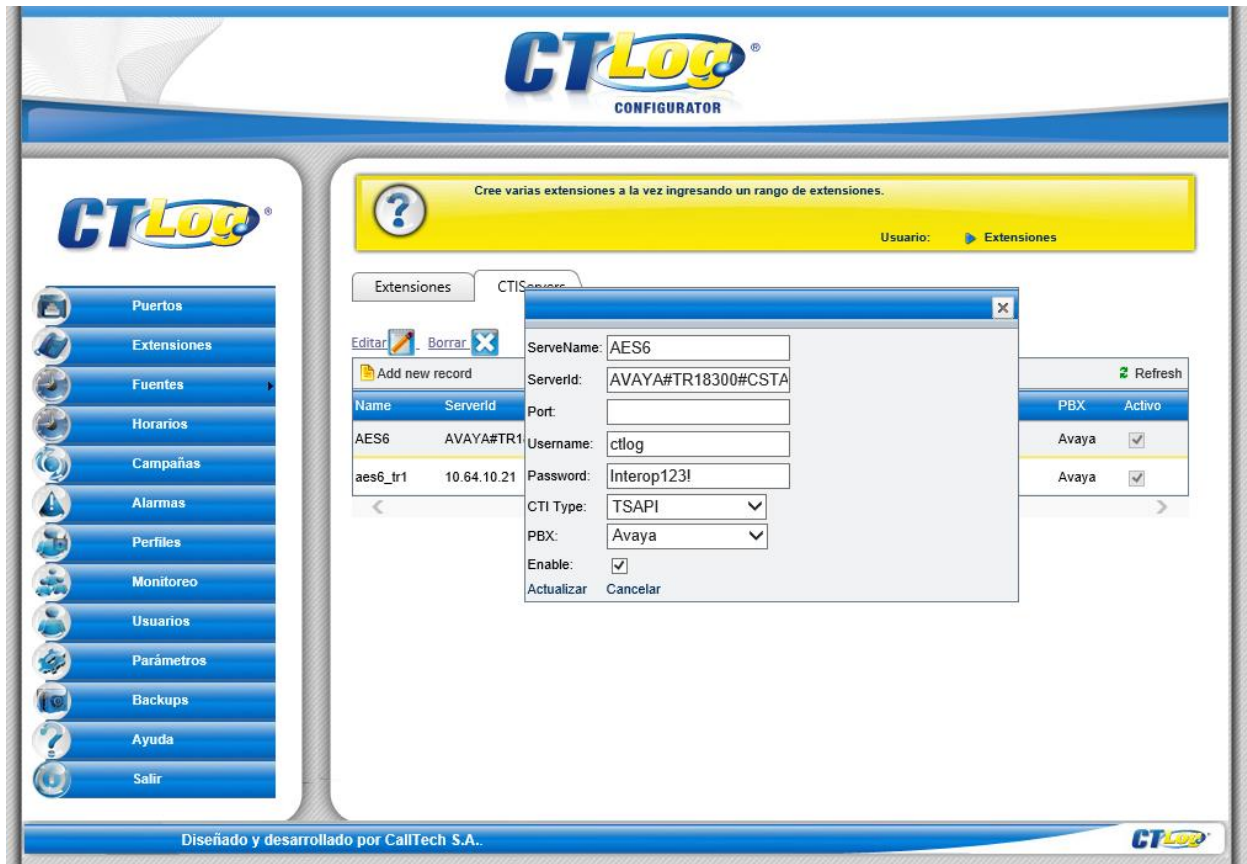
Id Puerto	Canal	Icono	Activo	Configuración
1	1	Teléfono	<input checked="" type="checkbox"/>	DIGITA NGX
2	2	Teléfono	<input type="checkbox"/>	DIGITA NGX
3	3	Teléfono	<input type="checkbox"/>	DIGITA NGX
4	4	Teléfono	<input type="checkbox"/>	DIGITA NGX

The modal window for editing port 1 shows the following configuration:

- Id Puerto: 1
- Canal: 1
- Icono: Teléfono
- Activo: ☒
- Configuración: RTP
- ID Dispositivo: 25001
- Troncal: 0
- Modo Grabación: Selectivo
- Módulo CTIM: ☒
- DirecciónIP:
- Servidor: CTLOG

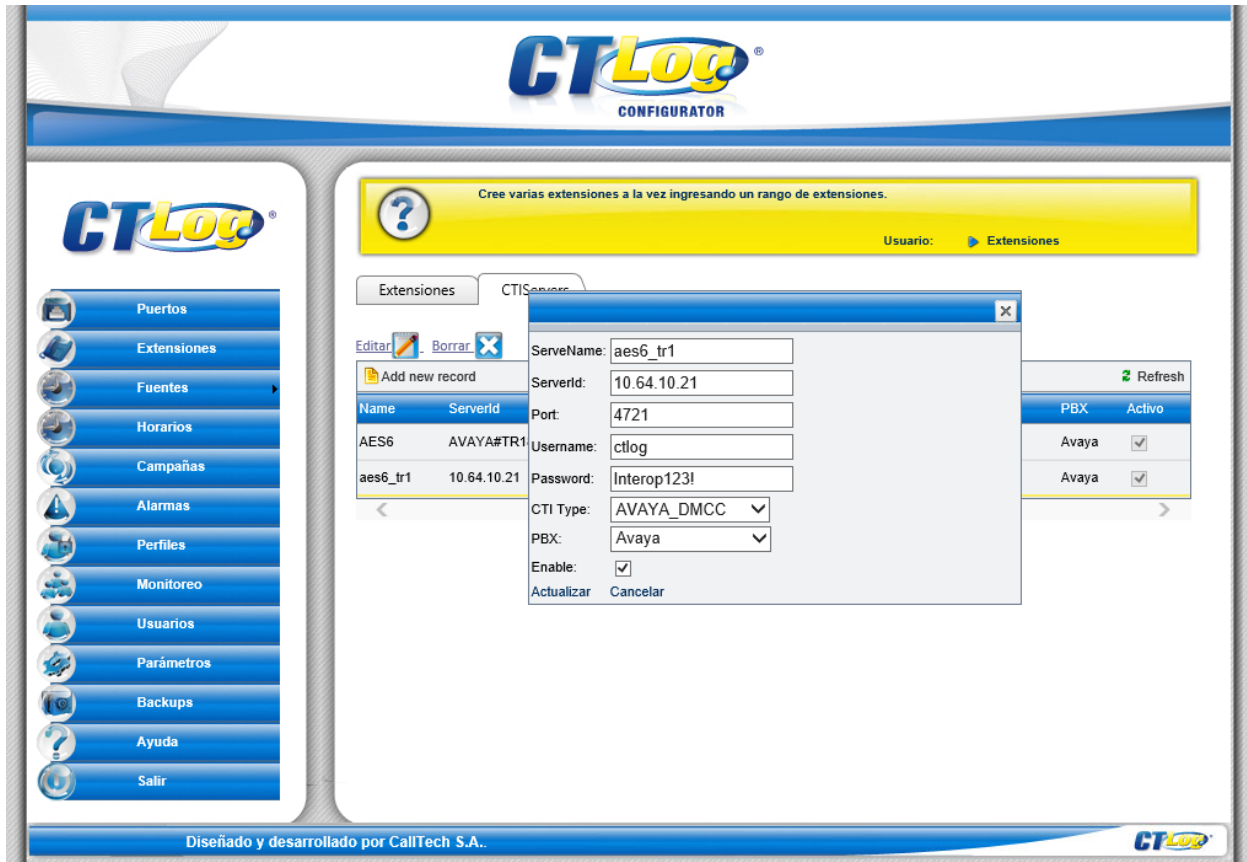
To configure CTI, navigate to **Extensiones** → **CTIServers**. To add an entry for TSAPI, select **Add new record**:

- Type in a name in **ServerName**
- Type in the T-Link from [Section 6.3](#) in **ServerID**
- Type in the **Username** and **Password** from [Section 6.1](#)
- Set **CTI Type** to **TSAPI**
- Set **PBX** to **Avaya**
- Check box for **Enable**



To add an entry for DMCC, select **Add new record**:

- Type in the hostname of AES in **ServerName**
- Type in the IP Address of AES in **ServerID**
- Type in the AES Port number in **Port**
- Type in the **Username** and **Password** from [Section 6.1](#)
- Set **CTI Type** to **Avaya_DMCC**
- Set **PBX** to **Avaya**
- Check box for **Enable**



To insert extensions that need to be monitored, on the left pane, select **Extensiones** → **Extensiones**.

The screenshot displays the CTLog CONFIGURATOR web application. On the left is a vertical navigation menu with icons and labels for various system components: Puertos, Extensiones (highlighted), Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main content area is titled 'Extensiones' and includes a yellow banner with a question mark icon and the text 'Cree varias extensiones a la vez ingresando un rango de extensiones.' Below this, there's a 'Usuario:' dropdown set to 'Extensiones'. A section for 'CTIServers' contains a dropdown menu and a refresh icon. Further down, there are input fields for 'Ext.Inicial:' and 'Ext.Final:', followed by an 'Insert' button. To the right of these fields is a small table with three columns: 'Nombre', 'CTIM', and 'No'. The table contains one row with the values 'Selectivo', '16', and '0'. Below the input fields are 'Editar' and 'Borrar' buttons. The main part of the interface is a table listing extension records. Above the table are links for 'Add new record' and 'Refresh'. The table has eight columns: 'IdExtension', 'Numero', 'DireccionIP', 'Activo', 'ModuloCTIM', 'FechaCreacion', 'ModoGrabacion', and 'IdPort'. It displays five rows of data. At the bottom of the table area, there are navigation controls (back, forward, first, last, etc.), a 'Page size: 5' indicator, and a status bar showing '16 items in 4 pages'. The footer of the page states 'Diseñado y desarrollado por CalTech S.A.' and includes the CTLog logo.

Nombre	CTIM	No
Selectivo	16	0

IdExtension	Numero	DireccionIP	Activo	ModuloCTIM	FechaCreacion	ModoGrabacion	IdPort
655	25001	--	✓	✓	11/19/2010 12:25:32 PM	Selectivo	1
657	25002	--	✓	✓	11/19/2010 2:33:42 PM	Selectivo	2
659	25003	--	✓	✓	11/19/2010 2:33:42 PM	Selectivo	3
660	25004	--	✓	✓	11/19/2010 2:33:42 PM	Selectivo	4
661	25005	--	✓	✓	11/19/2010 2:33:42 PM	Selectivo	5

To insert a range of extensions, type in the starting range in **Ext. Inicial** and ending range in **Ext. Final**; click **Insert**.

The screenshot shows the CTLog CONFIGURATOR web interface. On the left is a navigation menu with options: Puertos, Extensiones, Fuentes, Horarios, Campa as, Alarmas, Perfiles, Monitoreo, Usuarios, Par metros, Backups, Ayuda, and Salir. The main content area is titled 'Cree varias extensiones a la vez ingresando un rango de extensiones.' and includes a 'Usuario:' dropdown set to 'Extensiones'. Below this, there's a section for 'Extensiones' with a 'CTIServers' tab and a search icon. It features input fields for 'Ext. Inicial: 25001' and 'Ext. Final: 25005' with an 'Insert' button. A small summary table shows 'Nombre: Selectivo', 'CTIM: 16', and 'No: 0'. Below the input fields are 'Editar' and 'Borrar' buttons. The main part of the interface is a table with columns: IdExtension, Numero, DireccionIP, Activo, ModuloCTIM, FechaCreacion, ModoGrabacion, and IdPort. The table contains five records with extension numbers 25001 through 25005. At the bottom of the table, it says 'Page size: 5' and '16 items in 4 pages'. The footer of the page states 'Dise ado y desarrollado por CallTech S.A.' and includes the CTLog logo.

Nombre	CTIM	No
Selectivo	16	0

IdExtension	Numero	DireccionIP	Activo	ModuloCTIM	FechaCreacion	ModoGrabacion	IdPort
655	25001	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 12:25:32 PM	Selectivo	1
657	25002	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	2
659	25003	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	3
660	25004	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	4
661	25005	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	5

For each extension, select and click on “**Editar**”. Check “**Activo**” and “**Modulo CTIM**”. Select “**Selectivo**” for “**Modo de grabación**”, select the assigned server for “**Servidor**”, Uncheck “**Nulo**”, select the assigned recording port for this extension in “**Puerto**” and select the assigned CTI Server for “**Servidor CTI**”. Finally click on “**Update**”

The screenshot shows the CTLog CONFIGURATOR web interface. On the left is a sidebar menu with options: Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main area displays the 'Extensiones' configuration page. At the top, a yellow banner says 'Cree varias extensiones a la vez ingresando un rango de extensiones.' and 'Usuario: > Extensiones'. Below this, there's a table of extensions. An 'Editar' modal is open, showing fields for 'Número' (25001), 'Dirección IP', 'Activo' (checked), 'Auto Answer' (unchecked), 'Módulo CTIM' (checked), 'Modo Grabación' (Selectivo), 'Servidor' (CTLOG), 'Puerto' (1), and 'Servidor CTI' (AES6). There's also an 'Add new record' button and a 'Nulo' checkbox. The background table shows extensions 659 to 663 with their respective settings and timestamps.

IdExtension	Numero	CTIM	No
659	25001	5	0
660	25002		
661	25003		
662	25004	--	--
663	25005	--	--

To insert a range of DMCC Device, in the same **Extensions** page type in the starting range in **Ext. Inicial** and ending range in **Ext. Final**; click **Insert**.

CTLog CONFIGURATOR

Cree varias extensiones a la vez ingresando un rango de extensiones.

Usuario: [Extensiones](#)

Extensiones CTIServers

Ext.Inicial: 65501 Ext.Final: 65505

Nombre	CTIM	No
Matricial	5	0

[Editar](#) [Borrar](#)

[Refresh](#)

IdExtension	Numero	DireccionIP	Activo	ModuloCTIM	FechaCreacion	ModoGrabacion	IdPort
664	65501	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15/04/2014 11:05:03 a.m.	Matricial	--
665	65502	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15/04/2014 11:05:03 a.m.	Matricial	--
666	65503	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15/04/2014 11:05:03 a.m.	Matricial	--
667	65504	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15/04/2014 11:05:03 a.m.	Matricial	--
668	65505	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	15/04/2014 11:05:03 a.m.	Matricial	--

Page size: 5 10 items in 2 pages

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For each newly created DMCC Device, select and click on “**Editar**”. Check “**Activo**” and “**Modulo CTIM**”. Select “**Selectivo**” for “**Modo de grabación**”, select the assigned server for “**Servidor**”, Uncheck “**Nulo**”, select the assigned recording port for this extension in “**Puerto**” and select the assigned CTI Server created for DMCC for “**Servidor CTI**”. Finally, click on “**Update**”

The screenshot displays the CTLog CONFIGURATOR web application. On the left is a navigation menu with options like Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main area shows the 'Extensiones' configuration page. A yellow banner at the top says 'Cree varias extensiones a la vez ingresando un rango de extensiones.' Below it, there's a search bar and a 'Usuario:' dropdown. A modal window is open for editing extension 65501. The modal contains the following fields:

- Número: 65501
- Dirección IP: (empty)
- Activo: ☒
- Auto Answer: ☐
- Módulo CTIM: ☒
- Modo Grabación: Selectivo (dropdown)
- Servidor: CTLOG (dropdown)
- Puerto: 1 (dropdown)
- Servidor CTI: aes6_tr1 (dropdown)
- Buttons: Update, Cancel

In the background, a table lists extensions:

IdExtension	Numero	Modo Grabacion	IdPort
664	65501	Matricial	--
665	65502	Matricial	--
666	65503	Matricial	--
667	65504	Matricial	--
668	65505	Matricial	--

At the bottom of the page, it says 'Diseñado y desarrollado por CalTech S.A.' and the CTLog logo.

8. Verification Steps

To verify the status for ISDN Trunk to CTLog , via SAT, use the **status trunk *n***, where *n* is the number of trunk that was configured in this document. The **Service State** of **in-service/idle** indicates that the trunk is in an operational state.

status trunk 9			
TRUNK GROUP STATUS			
Member	Port	Service State	Mtce Connected Ports Busy
0009/001	T00303	in-service/idle	no
0009/002	T00304	in-service/idle	no
0009/003	T00305	in-service/idle	no
0009/004	T00306	in-service/idle	no
0009/005	T00307	in-service/idle	no
0009/006	T00308	in-service/idle	no
0009/007	T00309	in-service/idle	no
0009/008	T00310	in-service/idle	no
0009/009	T00311	in-service/idle	no
0009/010	T00312	in-service/idle	no

Place a call from an Avaya station and verify that the audio for the call was retrieved and saved by CTLog .

9. Conclusion

CallTech CTLog® was able to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services.

10. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager, Release 6.3, Issue 3, October 2013*

[2] *Avaya Aura® Application Enablement Service Administration and Maintenance Guide, Issue 2, Release 6.3, October 2013*

Documentation related to CTLog ® can be obtained from <http://www.calltechsa.com>

[3] CTLog Configurator

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