

Avaya Solution & Interoperability Test Lab

Application Notes for HP Qfiniti Observe (Service Observe using Feature Access Codes) with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager using DMCC – Issue 1.0

Abstract

These Application Notes contain instructions for HP Qfiniti Observe with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager to successfully interoperate.

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 contain instructions for HP Qfiniti Observe with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager to successfully interoperate.

Qfiniti is a call recording solution which utilizes the Device, Media and Call Control (DMCC) and TSAPI services on Avaya Aura® Application Enablement Services (AES) to record calls for Quality Monitoring and Compliance purposes.

Qfiniti Observe Service Observe – No Talk uses a feature access code configured in Communication Manager to retrieve recordings. This is similar to the Service Observe mode except the recording device (i.e. Qfiniti Observe) can only listen to calls, never talk. It has the advantage of not using a TDM timeslot to record calls.

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 Qfiniti Observe to successfully record various types of calls routed to and from Analog, Digital, IP and SIP endpoints. The feature testing included the following:

- Handling of real-time agent states and call events from Qfiniti Observe
- Use of AES DMCC registration services to register and un-register the virtual IP Softphone
- Use of Communication Manager Service Observing feature to have virtual IP Softphones service-observing target stations
- Use of Application Enablement Services AES DMCC monitoring services and media control events to obtain the media from the virtual IP Softphones
- Proper recording, logging, and playback of calls for scenarios involving inbound, outbound, agent drop, customer drop, hold, reconnect, transfer and conference.

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

2.2. Test Results

All planned test cases were passed with one observation:

• When a blind conference is created by dialing an agent extension, RTP isn't sent to Qfiniti Observe. An internal case within Avaya has been created to investigate this.

2.3. Support

Technical support for HP Qfiniti can be obtained via the following means.

Web: https://customers.autonomy.com E-mail: n/a Phone: (800) 346-4436

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya Products and HP Qfiniti Observe.

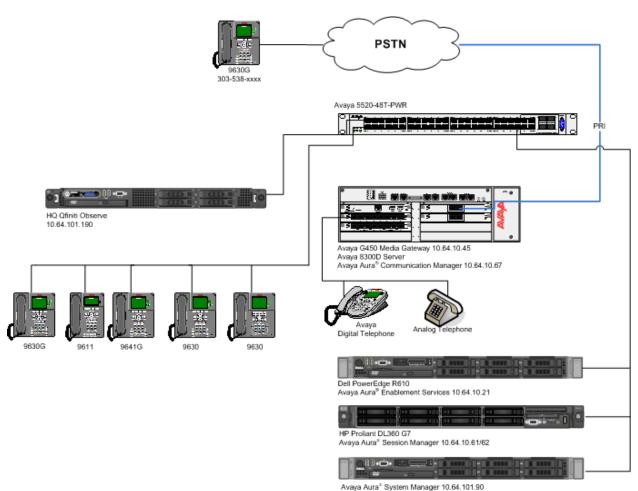


Figure 1: Test Configuration for Qfiniti Observe

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya S8300D Server	6.3 SP8
Avaya Aura [®] Communication Manager	0.5 51 8
Avaya Aura [®] Session Manager	6.3 SP6
Avaya Aura [®] System Manager	6.3 SP6
Avaya G450 Media Gateway	31.20.0
Avaya Aura [®] Application Enablement	6.3
Services	0.5
Avaya TSAPI Client	6.3
Qfiniti Observe	10.3

5. Configure Avaya Aura® Communication Manager

This section contains steps necessary to configure Qfiniti Observe 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 Telephone Adjunct Links is set to y.

```
Page 3 of 11
display system-parameters customer-options
                                     OPTIONAL FEATURES
        Previated Dialing Enhanced List? yAudible Message Waiting? yAccess Security Gateway (ASG)? nAuthorization Codes? yAnalog Trunk Incoming Call ID? yCAS Branch? np/Sys List Dialing Start at 012 yCAS Branch? n
    Abbreviated Dialing Enhanced List? y
A/D Grp/Sys List Dialing Start at 01? y
                                                                  Change COR by FAC? n
Answer Supervision by Call Classifier? y
                                        ARS? y Computer Telephony Adjunct Links? y
                   ARS/AAR Partitioning? y Cvg Of Calls Redirected Off-net? y
                                                                         DCS (Basic)? y
           ARS/AAR Dialing without FAC? y
           ASAI Link Core Capabilities? y
ASAI Link Plus Capabilities? y
                                                                   DCS Call Coverage? y
                                                                  DCS with Rerouting? y
       Async. Transfer Mode (ATM) PNC? n
  Async. Transfer Mode (ATM) Trunking? n Digital Loss Plan Modification? y
                                                 DS1 MSP? y
DS1 Echo Cancellation? y
                ATM WAN Spare Processor? n
                                      ATMS? 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 Qfiniti Observe. 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 Security Code: 123456 Type: 9630 TN: 1 Coverage Path 1: 1 Port: IP COR: 1 Name: IP Station 1 Coverage Path 2: COS: 1 Hunt-to Station: STATION OPTIONS Time of Day Lock Table: Loss Group: 19 Personalized Ringing Pattern: 1 Speakerphone: 2-way Display Language: english able GK Node Namo: Message Lamp Ext: 25001 Mute Button Enabled? y Button Modules: 0 Survivable GK Node Name: Survivable COR: internal Media Complex Ext: Survivable Trunk Dest? y IP SoftPhone? y IP Video Softphone? n Short/Prefixed Registration Allowed: default Customizable Labels? y

5.3. Configure IP Services

Add an IP-Services entry, using the **change ip-services** command, for Application Enablement Services as described below. On Page 1:

- In the Service Type field, type AESVCS.
- In the **Enabled** field, type y.
- In the Local Node field, type the Node name procr for the Processor Ethernet Interface.
- In the Local Port field, use the default of 8765.

change ip-	services					Page	1 of	4
Service Type AESVCS CDR1 CDR2 PMS	Enabled Y	Local Node procr procr procr procr	IP	SERVICES Local Port 8765 0 0 0	Remote Node	Remote Port		

On Page 4 of the IP Services form, enter the following values:

- In the **AE Services Server** field, type the host name of the Application Enablement Services server.
- In the **Password** field, type the same password to be administered on the Application Enablement Services server in **Section 6.1**.
- In the **Enabled** field, type **y**.

change ip-service		E Services Administrat	cion	Page	4 of	4
Server ID	AE Services Server	Password	Enabled	Status		
	s6_tr1 S2146	devconnect123 devconnect123	y Y	in use in use		

5.4. Configure CTI Link

Enter the **add cti-link <link number>** command, where **<link number>** is an available CTI link number.

- In the **Extension** field, type a valid station extension.
- In the **Type** field, type **ADJ-IP**.
- In the **Name** field, type a descriptive name.

```
add cti-link 1 Page 1 of 3
CTI LINK
CTI Link: 1
Extension: 6201
Type: ADJ-IP
Name: TSAPI
COR: 1
```

5.5. Configure Feature Access Code

Qfiniti observe uses Communication Managers feature access code to retrieve recordings for calls that are connected. Use the **change feature-access-codes** command and navigate to Page 5 and set a feature access for **Service Observing No Talk Access Code** according to the dial plan.

```
5 of 10
change feature-access-codes
                                                                Page
                              FEATURE ACCESS CODE (FAC)
                                Call Center Features
 AGENT WORK MODES
                          After Call Work Access Code: *04
                                   Assist Access Code:
                                  Auto-In Access Code: *02
                                 Aux Work Access Code: *05
                                    Login Access Code: *01
                                   Logout Access Code: *03
                                Manual-in Access Code: *06
 SERVICE OBSERVING
            Service Observing Listen Only Access Code: *555
            Service Observing Listen/Talk Access Code: *556
                Service Observing No Talk Access Code: *557
  Service Observing Next Call Listen Only Access Code: *558
Service Observing by Location Listen Only Access Code:
Service Observing by Location Listen/Talk Access Code:
 AACC CONFERENCE MODES
                        AACC No Conference Activation:
                                                            Deactivation:
                       AACC One Conference Activation:
                                                            Deactivation:
```

6. Configure Avaya Aura® Application Enablement Services

Configuration of Avaya Aura® Application Enablement Services requires a user account be configured for Qfiniti Observe and CTI/TSAPI configuration for Communication Manager.

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

6.1. Configure Communication Manager Switch Connections

To add links to Communication Manager, navigate to the **Communication Manager Interface** → Switch Connections page and enter a name for the new switch connection (e.g., **TR18300**) and click the Add Connection button (not shown). The Connection Details screen is shown. Enter the Switch Password configured in Section 5.3 and check the Processor Ethernet box if using the procr interface. Click Apply.

Application Enablement Services Management Console			Welcome: User craft Last login: Thu Aug 28 11:59:42 2014 from 10.64.10.48 Number of prior failed login attempts: 0 HostName/IP: aes6_tr1/10.64.10.21 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP SW Version: 6.3.00.212-0 Server Date and Time: Wed Sep 24 15:18:02 MDT 2014 Home Help Logout
 > AE Services Communication Manager Interface Switch Connections > Dial Plan > Licensing > Maintenance > Networking > Security > Status > User Management 	Connection Details - TR Switch Password Confirm Switch Password Msg Period SSL Processor Ethernet Apply Cancel] Minutes (1 - 72)
▶ Utilities▶ Help			

The display returns to the **Switch Connections** screen which shows that the **CM3010** switch connection has been added.

Switch Connections					
	Add Connection				
Connection Name	Processor Ethernet	Msg Period	Number of Active Connections		
CM2141 CM214 CM	Yes	30	0		
СМ3010	Yes	30	0		
O TR18300	Yes	30	1		
Edit Connection Edit	PE/CLAN IPs Edit H.323	Gatekeeper De	elete Connection Survivability Hierarchy		

Click the **Edit PE/CLAN IPs** button on the **Switch Connections** screen to configure the **procr** or **CLAN** IP Address(es) for TSAPI message traffic. The **Edit Processor Ethernet IP** screen is displayed. Enter the IP address of the **procr** interface and click the **Add/Edit Name or IP** button.

	cation Enablement Services Management Console	Weicome: User craft Last login: Thu Aug 28 11:59:42 2014 from 10.64.1 Number of prior failed login attempts: 0 HostName/IP: aes5_tr1/10.64.10.21 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP SW Version: 6.3.0.0.212-0 Server Date and Time: Wed Sep 24 15:20:43 MDT 2		
Communication Manager Interface	Switch Connections	Home Help Logout		
 AE Services Communication Manager Interface 	Edit Processor Ethernet IP - TR18300			
Switch Connections	10.64.10.67 Add/Edit Name or IP			
▶ Dial Plan	Name or IP Address	Status		
> Licensing	10.64.10.67	In Use		
Maintenance	Back			
▶ Networking				
> Security				
▶ Status				
User Management				
Utilities				
▶ Help				

Click the **Edit H.323 Gatekeeper** button on the **Switch Connections** screen to configure the **procr** or **CLAN** IP Address(es) for DMCC registrations. The **Edit H.323 Gatekeeper** screen is displayed. Enter the IP address of the **procr** interface and click the **Add Name or IP** button.

AVAYA	Application Enablement Services Management Console	Welcome: User craft Last login: Thu Aug 28 11:59:42 2014 from 10.64.10.48 Number of prior failed login attempts: 0 HostName/IP: aes6_tr1/10.64.10.21 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP SW Version: 6.3.0.0.212-0 Server Date and Time: Wed Sep 24 15:21:43 MDT 2014
Communication Manage	r Interface Switch Connections	Home Help Logout
▶ AE Services		
Communication Ma	nager Edit H.323 Gatekeeper - TR18300	
Switch Connecti	ONS Add Name or IP	
Dial Plan	Name or IP Address	
▶ Licensing	10.64.10.67	
▶ Maintenance	Delete IP Back	
▶ Networking		

6.2. Add TSAPI Link

Navigate to the **AE Services** \rightarrow **TSAPI** \rightarrow **TSAPI Links** page to add a 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 in **Section 5.4**. Select **Both** in the **Security** field.

Click Apply Changes.

	lication Enablement Services Management Console	Welcome: User craft Last login: Thu Aug 28 11:59:42 2014 from 10.64.10.4 Number of prior failed login attempts: 0 HostName/IP: aes6_tr1/10.64.10.21 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP SW Version: 6.3.0.0.212-0 Server Date and Time: Wed Sep 24 15:27:16 MDT 201
AE Services TSAPI TSAPI Links	5	Home Help Logo
▼AE Services		
VLAN	Edit TSAPI Links	
> DLG	Link 1	
DMCC	Switch Connection TR18300 ▼	
▶ SMS	Switch CTI Link Number 1	
▼ TSAPI	ASAI Link Version 5 🔻	
TSAPI Links TSAPI Properties	Security Both V	
▶ TWS	Apply Changes Cancel Changes Advanced Setti	ings
Communication Manager Interface		
▶ Licensing		
Maintenance		
Networking		
Security		
▶ Status		
User Management		
▶ Utilities		
▶ Help		

It returns to the **TSAPI Links** screen which shows that the **TR18300** link has been added.

Link	Switch Connection	Switch CTI Link #	ASAI Link Version	Security
• 1	TR18300	1	5	Both
2	CM3010	1	UNKNOWN	Unencrypted
Оз	CM2141	2	UNKNOWN	Both

Click **Edit Link** \rightarrow **Advanced Setting** to obtain the TSAPI Link that will be used by Qfiniti Observe.

TSAPI Link - Advanced Settings					
Tlinks Configured AVAYA#TR18300#CSTA-S#AES6_TR1					
AVAYA#TR18300#CSTA#AES6_TR1					

6.3. Configure User

A user needs to be created for Qfiniti Observe to communicate with AES. Navigate to User Management \rightarrow User Admin \rightarrow Add User.

AVAYA	Application Enablement Services Management Console	Welcome: User craft Last login: Thu Mar 6 16:15:51 2014 from 10.64.10.48 Number of prior failed login attempts: 0 HostName/IP: aes6_tr1/10.64.10.21 Server Offer Type: VIRTUAL_APPLIANCE_ON_SP SW Version: 6.3.0.0.212-0 Server Date and Time: Wed Mar 26 15:19:04 MDT 2014
User Management User Admin	ı Add User	Home Help Logout
 AE Services Communication Manager Interface 	Add User	
▶ Licensing	Fields marked with * can not be empty.	
▶ Maintenance	* User Id	
▶ Networking	* Common Name	
▹ Security	* Surname	
▶ Status	* User Password	
▼ User Management	* Confirm Password	
Service Admin	Admin Note	
▼ User Admin	Avaya Role None 🔻	
 Add User 	Business Category	
 Change User Password List All Users 	Car License	
 Modify Default Users 	CM Home	
 Search Users 	Css Home	
> Utilities> Help	CT User No V	
	Department Number	

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

Navigate to Security \rightarrow Security Database \rightarrow CTI Users \rightarrow List All Users.

▼ Security	⊖ ctlog	ctlog	NONE	NONE
Account Management	O devcon	devcon	NONE	NONE
> Audit	O devconn	Developer	NONE	NONE
Certificate Management Enterprise Directory	O DevConnect	DevConnect	NONE	NONE
> Host AA	○ interop	interop	NONE	NONE
▶ PAM	O mattersight	mattersight	NONE	NONE
Security Database Control	• qfiniti	qfiniti	NONE	NONE
 CTI Users List All Users 	O rtirouter1	rtirouter1	NONE	NONE
 Search Users 	O rtitele1	rtitele1	NONE	NONE
DevicesDevice Groups	O satmap	satmap	NONE	NONE
TlinksTlink Groups	O vhtaes	vhtaes	NONE	NONE
Worktops	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	qfiniti
	Common Name	qfiniti
	Worktop Name	NONE ¥
	Unrestricted Access	✓
Call and Device Control:	Call Origination/Termination and Device Status	None \vee
Call and Device Monitoring:	Device Monitoring	None v
	Calls On A Device Monitoring	None 🗸
	Call Monitoring	
Routing Control:	Allow Routing on Listed Devices	None v
Apply Changes Cancel C	Changes	

7. Configure HP Qfiniti Observe

The Qfiniti product line consists of various applications. The application being certified against the AES is a call recording solution named Observe. Three recording modes were tested: Service Observe, Service Observe – No Talk and Media Streaming (Multiple Registrations). The configurations of these modes are very similar; their differences are noted below.

Service Observe

- Switch definition: Set Service Observe Button field to 268 and keep Observe String field blank.
- Logger Voice Recording Manager: Set PCM Acquisition field to "Service Observe".

Service Observe – No Talk

- Switch definition: Set Observe String field to the Feature Access Code of the SO No Talk feature (e.g., "*46").
- Logger Voice Recording Manager: Set PCM Acquisition field to "SO No Talk".

Media Streaming

• Logger Voice Recording Manager: Set PCM Acquisition field to "Media Streaming".

This document is specific to Service Observe – No Talk and that configuration is described below.

7.1. Qfiniti Configuration – Cross System

Launch the Qfiniti SysConfig program from Internet Explorer or other browser using the URL <u>http://localhost/SysConfig</u>. After logging in as user "administrator", a webpage will appear that has two tabs – General and Cross System. Select the latter to define a switch, CTI server and board configuration. Perform the steps given on the following pages.

)	Description						
	Create a Sv	witch Defir	nition				
	In the dialog	g box that p elect the gi	oops up, specify ven values of the tables of tables	estem tab, click on y the Name of an <i>A</i> he following fields.	AES Switc		
	 Switch Model – Avaya AES/CM Observe Mode – By Extension Observe String – Specify the Feature Access Code (e.g., "*46") for SO – No Talk mode Interface Type – CMAPI / VOIP Avaya CM Hostname – Hostname (or IP address) of the Procr or CLAN used for AES Device and Media Control API station registration Port – 4721 1st Line Appearance – 263 AES IP Address – IP address of the Application Enablement Services server Service Observe Button – 268 (corresponds to Button 6) User Name – User ID specified in Section 6.3 Password – Password specified in Section 6.3 						
	When done,	, click on th	ne Ok button to	close the window		entry will appear in	
	When done, the list of Sv "LabAES".	, click on th witch defin	ne Ok button to itions. Below i			itch named	
	When done, the list of Sv "LabAES".	, click on th witch defin	ne Ok button to itions. Below i	close the window. s a screenshot show	wing a Swi	itch named	
	When done, the list of Sv "LabAES".	, click on th witch defin	ne Ok button to itions. Below i	o close the windows s a screenshot show		itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore cealhost/SysConfig/ 2	ne Ok button to itions. Below i	close the window. s a screenshot show	wing a Swi		
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore cealhost/SysConfig/ 2	ne Ok button to itions. Below i	close the window. s a screenshot show	wing a Swi		
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore cealhost/SysConfig/ 2	ne Ok button to itions. Below i	s a screenshot show	wing a Swi		
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore cealhost/SysConfig/ 2	switch Switch Model:	s a screenshot show	wing a Swi		
	When done, the list of Sy "LabAES".	, click on the witch defin	switch Name: Switch Model: Vendor:	s a screenshot show	wing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	switch Switch Model:	s close the window s a screenshot show	wing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore cealhost/SysConfig/ P fig em	switch Name: Switch Model: Vendor: Post Release Delay:	s close the window. s a screenshot show	xing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	switch Name: Switch Model: Vendor: Post Release Delay: Observe Mode:	s close the window. s a screenshot show	wing a Swi	itch named	
	When done, the list of Sv "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	switch Name: Switch Model: Vendor: Post Release Delay: Observe String:	s close the windows s a screenshot show	wing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Are Ok button to itions. Below i	close the windows s a screenshot show LabAES Avaya AES/CM D By Extension CMAPI / VOIP No	xing a Swi	itch named	
	When done, the list of Sv "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Avaya CM Hostname:	s close the windows s a screenshot show s a screenshot show s @ Qfiniti SysConfig kabAES Avaya AES/CM 0 By Extension CMAPI / VOIP No S8800	xing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Avaya CM Hostname: Port:	Close the window, s a screenshot show EabAES Avaya AES/CM By Extension CMAPI / VOIP No S8800 4721	xing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Avaya CM Hostname: Port: Ist Line Appearance:	Close the window, s a screenshot show as a screen shot show as a screen shot show as a screen shot show a screen	xing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Avaya CM Hostname: Port: Ist Line Appearance: AES IP Address:	s close the window s a screenshot show s () Qfinit SysConfig () Qf	x	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	Avaya CM Hostname: Port: Ist Line Appearance:	Close the window, s a screenshot show EabAES Avaya AES/CM By Extension CMAPI / VOIP No S8800 4721 263	xing a Swi	itch named	
	When done, the list of Sy "LabAES".	, click on th witch defin ndows Internet Explore calhost/SysConfig/ 2 fig em Switch Model Avaya S8700 Avaya AES/CM	switch Switch Switch Web Acces Switch Model: Vendor: Post Release Delay: Observe Mode: Observe String: Interface Type: Use CTI Source for Alias: APC Dialer in use?: Avaya CM Hostname: Port: Ist Line Appearance: AES IP Address: Service Observe Button:	s close the window s a screenshot show s a screenshot show s () Qfinit SysConfig () Qf	x	itch named	
	When done, the list of Sv "LabAES".	, click on the witch defined of the witch witch model average and	switch Switch Switch Web Acces Switch Model: Vendor: Post Release Delay: Observe Mode: Observe String: Interface Type: Use CTI Source for Alias: APC Dialer in use?: Avaya CM Hostname: Port: Ist Line Appearance: AES IP Address: Service Observe Button: User Name:	s close the window s a screenshot show s a screenshot show s () Qfinit SysConfig () Qf	x	itch named	

Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved.

			Description				
Create CTI Server							
In the CTI Server section, click on the New Item icon (plus sign). In the dialog box that pops up, specify the Name of a TSAPI CTI Server, then specify or select the siver values of the following fields. Any fields not given below on optional							
given values of the following fields. Any fields not given below are optional.							
 Ava Ser Uso Pas Ver Dri Ser 	rver Name – vices server er Name – U ssword – Pas ndor – Avay iver – Hostn rvice – CSTA	ch – Name of - Hostname or Jser ID specifi ssword specifi a ame of the TS	the Switch defined IP address of the A ied in Section 6.3 ied in Section 6.3 SAPI Link (see Sect o close the window.	ion 6.2)	n Enablement		
the list of C "AvayaTS.	API''. Windows Internet Explorer //localhost/SysConfig/		low is a screenshot	showing a	ĥ		
the list of C "AvayaTS. Cfinit SysConfig - Qfinit I SysCo	API". Windows Internet Explorer //localhost/SysConfig/ P <						
the list of C "AvayaTS.	API". Windows Internet Explorer //localhost/SysConfig/ P <				ĥ		
the list of C "AvayaTS." Cfinit SysConfig - Confinit SysConfig - General Cross Sy	API". Windows Internet Explorer //localhost/SysConfig/ P <	. () Qfiniti Web Acc		×	ĥ		
the list of C "AvayaTS." Cfiniti SysConfig C Cfiniti I SysCo General Cross Sy C Sore & Refresh	API". Windows Internet Explorer //localhost/SysConfig/ P <	CTI Server	ess 🧳 Qfiniti SysConfig	×	ĥ		
the list of C "AvayaTS." Cfiniti SysConfig C Cfiniti I SysCo General Cross Sy C Sore & Refresh	API". Windows Internet Explorer //localhost/SysConfig/ P <	CTI Server Name:	ess 🅢 Qfiniti SysConfig AvayaTSAPI	×	ĥ		
the list of C "AvayaTS. Cfiniti SysConfig - V Cfiniti SysCo Ceneral Cross Sy Switches Name + CM8800	API''. Windows Internet Explorer //localhost/SysConfig/ P _ onfig /stem Switch Model Avaya 58700	CTI Server Name: Type:	ess 🛷 Qfiniti SysConfig AvayaTSAPI Avaya CT	×	Logout Qfiniti Adn Logout Qfiniti Adn t Use CTI Source for Alias ds No		
the list of C "AvayaTS." Control SysConfig - V Control SysConfig - V Config -	API".	CTI Server Name: Type: Available Switch:	ess Ø Ofiniti SysConfig AvayaTSAPI Avaya CT LabAES	×	Logout Qfiniti Adri Logout Qfiniti Adri Use CTI Source for Alias ds No No		
the list of C "AvayaTS." @finiti SysConfig = 1 @finiti SysConfig	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName:	ess Ø Ofiniti SysConfig kvayaTSAPI Avaya CT LabAES AvayaAES		Logout Qfiniti Adri Logout Qfiniti Adri Use CTI Source for Alias ds No No		
the list of C "AvayaTS." @finiti SysConfig = 1 @finiti SysConfig	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name:	ess Ø Ofiniti SysConfig kvayaTSAPI Avaya CT LabAES AvayaAES qfiniti		Logout Qfiniti Adri Logout Qfiniti Adri Use CTI Source for Alias ds No No		
the list of C "AvayaTS." @finiti SysConfig - @finiti SysConfig - @finit SysConfig - @finit SysConfig - @fini	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name: Password:	ess Ø Ofiniti SysConfig kvayaTSAPI Avaya CT LabAES AvayaAES qfiniti ••••••••		Logout Qfiniti Adri Logout Qfiniti Adri Use CTI Source for Alias ds No No		
the list of C "AvayaTS." @finiti SysConfig - @finiti SysConfig - @finit SysConfig - @finit SysConfig - @fini	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor:	ess Ø Ofiniti SysConfig kvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No ds No		
the list of C "AvayaTS." Cliniti SysConfig - Confiniti SysConfig - Confiniti SysConfig - Confiniti SysConfig - Config -	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No ds No		
the list of C "AvayaTS." @finiti SysConfig = V @finiti SysConfig	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver: Service:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No So No		
the list of C "AvayaTS." Cliniti SysConfig - Confiniti SysConfig - Confiniti SysConfig - Confiniti SysConfig - Config -	API''. Windows Internet Explorer //localhost/SysCorfig/ of onfig //stem // Switch Model Avaya S8700 Avaya AES/CM	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver: Service: BackUp ServerName:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No Ss No		
the list of C "AvayaTS." @finiti SysConfig = V @finiti SysConfig	API".	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver: Service: BackUp ServerName: BackUp User Name:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No So No		
the list of C "AvayaTS." Ceneral Cross Sy Source Refresh Switches Name + CM8800 LabAE5 S8800 CTI Server Name * AvayaTSAPI GenersAE5 ProactiveContact	API".	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver: Service: BackUp ServerName: BackUp User Name: BackUp Password:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Qfiniti Adr Logout Qfiniti Adr Use CTI Source for Alias ds No No So No		
the list of C "AvayaTS." Ceneral Cross Sy Source Refresh Switches Name + CM8800 LabAE5 S8800 CTI Server Name * AvayaTSAPI GenersAE5 ProactiveContact	API".	CTI Server Name: Type: Available Switch: ServerName: User Name: Password: Vendor: Driver: Service: BackUp ServerName: BackUp Vendor: BackUp Vendor:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Ofiniti Adr Logout Ofiniti Adr Use CTI Source for Alias ds No ds No ts No		
the list of C "AvayaTS." Cfiniti SysConfig - V Cfiniti SysConfig - V Cfiniti SysConfig - V Cross Sy Sove Refresh Switches Name * AvayaTSAPI GenerysAES ProactiveContact Board Configuration	API".	CTI Server Name: Type: Available Switch: ServerName: User Name: User Name: Password: Vendor: Driver: Service: BackUp ServerName: BackUp ServerName: BackUp Password: BackUp Vendor: BackUp Driver:	ess Ø Ofiniti SysConfig ÅvayaTSAPI Avaya CT LabAES AvayaAES qfiniti •••••• AVAYA S8800		Logout Ofiniti Adr Logout Ofiniti Adr Use CTI Source for Alias ds No ts No ts No		

Step			Ľ	Description			
3	Define a Board Configuration (not shown)						
	the Board box that pe <i>Card (NIC</i>	Configuration soops up, specify	section, click the Name for . Keep defaul	on the New Ite r a default board	m icon (plus si d and select <i>Ne</i>	is still required. In ign). In the dialog etwork Interface When done, click	
4	IMPORTANT! Press the Save button near the top of the page (below the tabs) in order to save all changes. If tabs are changed without doing this, user will be promote save changes first.					,	
	to save cha	anges first.		C			
	ÇQfiniti SysConfig -	Windows Internet Explorer					
	C Qfiniti SysConfig -	Windows Internet Explorer	X 🥠 Qfiniti Web Access	Øpiniti SysConfig	x	× ∩ ☆ ©	
	Qfiniti SysConfig -	Windows Internet Explorer	X 🧑 Qfiniti Web Access	🖉 Qfiniti SysConfig	×		
	Ceneral Cross S	Windows Internet Explorer :://localhost/SysConfig P + config ystem	X 🅼 Qfiniti Web Access	🖉 Qfiniti SysConfig	x	× ∩ ☆ ©	
	Qfiniti SysConfig -	Windows Internet Explorer :://localhost/SysConfig P + config ystem	X Qfiniti Web Access	4 Qfiniti SysConfig	× 📃	× ∩ ☆ ©	
	Ceneral Cross S	Windows Internet Explorer :://localhost/SysConfig P + config ystem	X Ø Qfiniti Web Access	Qfiniti SysConfig	×	Logout Qfiniti Administrator	
	Cross 5 Control Constant Constant Constant Save Refresh	Windows Internet Explorer ://locahost/SysConfig/ O • 47 :onfig ystem				Logout Qfiniti Administrator	
	Central SysConfig - Confinition SysC General Cross 5 Switches Name ~	Windows Internet Explorer ://localhost/SysConfig/ P • 47 onfig ystem Switch Model	X Ø Qfiniti Web Access	Observe Mode	Interface Type	Logout Qfiniti Administrator	
	Cross 5 Control Constant Constant Constant Save Refresh	Windows Internet Explorer ://locahost/SysConfig/ O • 47 :onfig ystem				Logout Qfiniti Administrator	

7.2. Qfiniti Configuration – Voice Logger

After configuring Cross-System items, click on the **General** tab in order to define a DMCC Voice Logger system. Perform the steps given below.

IMPORTANT: All steps must be completed before the data can be saved (via the **Save** button).

Step	Description
1	Create a Voice Logger System
	Under the General tab, click the New icon to create a Voice Logger. Provide a descriptive Name , select the Switch definition that was created in <i>Step 1</i> , and select <i>Voice Recording – Logging</i> as the System Type . A Description is optional. Check the Available for Use checkbox to make the system active.

Step		Description					
2	In the Machines section, provide the Name and IP Address of the server that will be running Qfiniti.						
	Below is a screen "certifitron1".	shot of a s	system named "DMCC	Logger in Lab	" on a server named		
	🧔 Qfiniti SysConfig - Windows Intern	net Explorer			_ 🗆 🗙		
	COO V Mttp://localhost/SysCo	onfig/ 🔎 🔸 🕻	🔇 🇑 Qfiniti SysConfig 🛛 🗙		⋒ ★ 🕸		
	Qfiniti I SysConfig				Logout Qfiniti Administrator		
	General Cross System						
	Systems «	🕂 New 📱 Save	🗞 Refresh 🕨 Start 🔲 Stop 🛅 Schedule Restart		Delete		
	QuickFind DevConnect	General			× *		
	DMCC Logger in Lab	Name:	DMCC Logger in Lab				
		Switch:	LabAES				
		System Type:	Voice Recording - Logging				
			Voice Recording - QA Screen Recording				
			Remote Screen Site				
			Explore				
			Survey				
			Васкир				
		Description:					
		🔽 Available for U	lse 🔋				
		Machines					
					+ / > = 0		
		Server Name		IP Address			
		certifitron1		16.102.99.201			
		Components			× -		

Step	Description
3	In the Components section, assign the required Qfiniti components to the selected machine name. Note : This step is not shown in detail; it will be performed by HP personnel and is covered in product documentation. The minimum set of components required for use with Avaya AES is: Agent Monitor Alarm Manager Server Archive Manager (requires additional configuration) Central Messaging Server CTI Manager Data Import Listener Disk Monitor Global Trigger Manager IP Message Scheduler Logger Voice Recording Manager (requires additional configuration; see <i>Step</i> 8) Master Service Peak File Generator Plan Manager Qfiniti File Server (requires additional configuration)

Step		De	script	ion		
ļ	Configure Logger Voice	Recording M	anage	r		
	 In the list of assigned components, select Logger Voice Recording Manager (LRecMan). The configuration parameters for this component will be displayed in the Component Data section. Select the given values of the following fields. Keep defaul values for any fields not given below. Optimal Recording CODEC – <i>G.729</i> PCM Acquisition – SO – No Talk Start Recording On – Alerting 					
	Note : This configuration a	assumes that t	he AE	S has been set up for G.729 codec.		
	Components					
	Available Components Archive Manager Central Messaging Server CMS Data Replication CMS Data Replication CTI Manager Logger Voice Recording Manager Logger Voice Recording Proxy Peak File Generator Phone Player		→ ←	Assigned Components		
	Qfiniti File Server Qfiniti Integration Hub Qfiniti Training Server Component Data			 Dispatcher Global Trigger Manager IP Message Scheduler Logger Voice Recording Manager 		
	Post Service Observe dial string:					
	Optimal Recording CODEC:	G.729	~			
	Encryption type:	No encryption	*			
	CTI Late Attach Method:	ConnectionID	~			
	DN Late Attach Window In Sec:	30				
	PCM Acquisition:	þ0 - No Talk	~			
	Transaction Validation:	No	*			
	Transaction Validation Form:	trans_validation	xsl			
	Service Observe fail retry delay:	30				
	Start Recording On (CMAPI ONLY):	Alerting	~			
	Start Recording on (Chiar Foner).					
	CTI Init:	On Startup	*			
		On Startup 0				

Step		Description					
5	Identify the CTI Source						
	In the CTI Sources section, sele	the CTI Sources section, select the machine name, then click on the Add CTI					
	Source icon (plus sign). In the di	irce icon (plus sign). In the dialog box that pops up, select the name of the CTI					
	Server that was defined in Step 2	P. Specify the range(s) of Agent Extensions (or					
	individual extensions) that will b	be used for the tests. A Queue may be specified, too.					
	Keep default values for the other	fields. When done, click on the Ok button to close					
	the window.						
	CTI Source	×					
	CTI Server:	AvayaTSAPI					
	PreInitExtensions:	Yes					
	Queue:	Enter Value					
	Agent Extensions:	6210-6212					
		Enter Value					
	UUdata script name:	CTI_UUdataScripts_TSAPI.ini					
	Auto Login Extensions:	Enter Value					
		Ok Cancel					

Step		Description					
6	Define a Phone	efine a Phone Interface					
	icon (pencil) to	ne Interface section, select the server name, then click on the Edit Item il) to define the phone interface for the logger. In the dialog box that pops <i>v</i> or select the given values of the following fields.					
	Phone I Number	• Machine Type – Logger					
	,	ck on the Ok button to					
		TP IP field should rem	t automatically based upon the line quantity. a set as "0.0.0.0" so that the Qfiniti Observe				
	[Phone Interface	×				
		Server Name: Machine Type: Phone Interface Type: Number of Lines: RTP Port Range: RecMgr RTP IP:	certifitron1 Logger CMAPI ver 4.1 6 11000 - 11011 0 . 0 . 0 . 0				
			Ok Cancel				

Step		Ι	Description					
7	Define a Phone Class of Service							
	(plus sign). In Service. Specif	In the Logging Data – Phone Class of Service section, click on the New Item icon (plus sign). In the dialog box that pops up, specify the Name of a Phone Class of Service. Specify or select the given values of the following fields. Keep default values for any fields not given below.						
	 Record Login Board 	 Phone – Avaya 8410D (or any other Avaya phone model) Record on Lights – 0 Login Method – CTI Board Configuration – Use VRM Default When done, click on the Ok button to close the window. 						
		Phone Class of Service						
		Name: Phone: Record on Lights: Login Method: Logout Method: Simulated CTI: Board Configuration:	select one					
		L	Ok	ancel				

Step	Description					
8	Define a VRM					
	In the VRM section, select the machine name, click on the New Item icon (plus sig In the dialog box that pops up, specify the Name of a Virtual Recording Machine (VRM). pecifyS or select the given values of the following fields. Keep default value for any fields not given below.					
	Default Class of Service	ber of lines specified in <i>Step 10</i> e – name specified in <i>Step 11</i> name specified in <i>Step 3</i>				
	VRM	X				
	VRM Name:	LabDMCCVRM				
	VRM Type:	Logging				
	Mirror from VRM:	select one 💌				
	Interface Type:	Station Side CMAPI				
	Use Range:	🔲 (1-5, 6-100,) 🚵 🛃				
	Line From:	1				
	Line To:	3				
	Allow Extension Duplication:					
	Default Class of Service:	LabDMCCCOS				
	Default Board Config:	NIC				
		Ok Cancel				

	Description											
9	Assign Recording Lines											
	Select the VRM named in <i>Step 12</i> so that the Line Data section displays a list of line											
		numbers. For each line, specify the Extension of the agent device to be recorded at										
	that line and a Supervisor Login and Password for one of the available Device and Media Control API stations that were configured in <i>Section 5.2</i> . Also select the Class of Service defined in <i>Step 11</i> (which should be the default).											
	Line Data					al fa i	*					
	Name A	Extension 6207	Supervisor Login Name 17199	Supervisor Password	Copy Extension	Class of Service						
	Line 2	6208	17198	****		LabDMCCCOS						
	Line 3	6209	17197	8888		LabDMCCCOS						
10	IMPORTANT! Press the Save button near the top of the page (below the tabs) in											
	order to save all changes. If tabs are changed without doing this, user will be prompted											
		-	es. If tabs are ch	anged withou	10		,					
	order to sa to save cha	-	es. If tabs are ch	anged withou	10		,					
11	to save cha	-		anged withou	10		,					
11	to save cha Edit the T	anges first.	B.INI File		it doing thi	s, user will	,					
11	to save changed by to save changed by the save	anges first. TSAPI TSLI	B.INI File e located in fold	ler C:\Progra	ut doing thi	s, user will vaya∖AE	be prompted					
11	to save cha Edit the T Open the 7 Services\T	anges first. SAPI TSLI <i>SLIB.INI</i> file SAPI Clien	B.INI File e located in fold t . Add the follo	ler C:\Progra	ut doing thi	s, user will vaya∖AE	be prompted					
11	to save cha Edit the T Open the 7 Services\T the file (if	Anges first. TSAPI TSLI TSLIB.INI file TSAPI Clien not already p	B.INI File e located in fold t . Add the follo present):	ler C:\Progra wing line in tl	nt doing thi a m Files\A he [Teleph	s, user will vaya∖AE	be prompted					
11	to save cha Edit the T Open the 7 Services\T the file (if	Anges first. TSAPI TSLI TSLIB.INI file TSAPI Clien not already p	B.INI File e located in fold t . Add the follo	ler C:\Progra wing line in tl	nt doing thi a m Files\A he [Teleph	s, user will vaya∖AE	be prompted					
11	to save cha Edit the T Open the 7 Services\1 the file (if <aes serv<="" th=""><th>Anges first. TSAPI TSLI TSLIB.INI file TSAPI Clien not already p ver Client Co</th><th>B.INI File e located in fold t. Add the follo present):</th><th>ler C:\Progra wing line in th mame/IP addr</th><th>tt doing thi Am Files\A the [Teleph ress>=450</th><th>vaya\AE</th><th>be prompted</th></aes>	Anges first. TSAPI TSLI TSLIB.INI file TSAPI Clien not already p ver Client Co	B.INI File e located in fold t . Add the follo present):	ler C:\Progra wing line in th mame/IP addr	tt doing thi Am Files\A the [Teleph ress>=450	vaya\AE	be prompted					
11	to save cha Edit the T Open the 7 Services\T the file (if <aes serv<br="">This line s</aes>	Anges first. SAPI TSLI TSLIB.INI file TSAPI Clien not already p ver Client Co pecifies the I	B.INI File e located in fold t . Add the follo present): pnnectivity Host	ler C:\Progra wing line in tl name/IP addr ostname) and	t doing thi m Files\A he [Teleph ress>=450 port that Q	vaya\AE oony Server	be prompted [s] section of se to					
11	to save cha Edit the T Open the 7 Services\T the file (if <aes serv<br="">This line s connect to</aes>	Anges first. CSAPI TSLI CSLIB.INI file CSAPI Clien not already p ver Client Co pecifies the I the TSAPI s	B.INI File e located in fold t . Add the follo present): pnnectivity Host	ler C:\Progra wing line in th name/IP addr ostname) and ES server. Th	t doing thi m Files\A he [Teleph ress>=450 port that Q	vaya\AE oony Server	be prompted [rs] section of se to					
11	to save cha Edit the T Open the 7 Services\T the file (if <aes serv<br="">This line s connect to be the value</aes>	Anges first. CSAPI TSLI CSAPI TSLI CSAPI Clien not already p ver Client Co pecifies the I the TSAPI s ie that was sp	B.INI File e located in fold t . Add the follo present): pnnectivity Host P address (or he ervice on the A	ler C:\Progra wing line in the mame/IP addr ostname) and ES server. Th 2.	t doing thi m Files\A he [Teleph ress>=450 port that Q	vaya\AE oony Server	be prompted [s] section of se to					
11	to save cha Edit the T Open the 7 Services\T the file (if <aes services)<br="">This line s connect to be the value Copy this t</aes>	Anges first. SAPI TSLI TSLIB.INI file TSLIB.INI file TSAPI Clien not already p ver Client Co pecifies the I the TSAPI s the TSAPI s the that was sp file to the Wi	B.INI File e located in fold t . Add the follo present): onnectivity Host P address (or he ervice on the A pecified in <i>Step</i> indows folder, t	ler C:\Progra wing line in the mame/IP addr ostname) and ES server. Th 2.	tt doing thi m Files\A he [Teleph ress>=450 port that Q e IP addres	vaya\AE oony Server	be prompted [s] section of se to me should					
11	to save cha Edit the T Open the 7 Services\T the file (if <aes serv<br="">This line s connect to be the valu Copy this t To test the</aes>	Anges first. SAPI TSLI TSLIB.INI file TSLIB.INI file TSAPI Clien not already p ver Client Co pecifies the I the TSAPI s the TSAPI s the that was sp file to the Wi	B.INI File e located in fold t . Add the follo present): onnectivity Host P address (or he ervice on the A pecified in <i>Step</i> indows folder, t without Qfiniti,	ler C:\Progra wing line in the mame/IP addr ostname) and ES server. Th 2.	tt doing thi m Files\A he [Teleph ress>=450 port that Q e IP addres	vaya\AE oony Server	be prompted [s] section of se to me should					

Step	Description							
12	Verify that the Available for Use checkbox in the General section has been checked and all data has been saved. Qfiniti can now be started by clicking on the Start button at the top of the page. ¹							
	Qfiniti SysConfig - Windows Internet Explorer Image: SysConfig - Windows Internet Exp							
	General Cross System Systems Image: Comparison of the system QuickFind General							
	DevConnect DMCC Logger in Lab Switch: LabAES							

¹ The Qfiniti Startup Service must be running in order for SysConfig to start Qfiniti. The Refresh button may be pressed first to determine the current status of the system.

8. Verification Steps

To verify the status CTI Links to AES, via SAT, use the **status aesvcs cti-link**. The **Service State** of **established** indicates that the trunk is in an operational state.

```
status aesvcs cti-link
                     AE SERVICES CTI LINK STATUS
    VersionMntAEServicesServiceMsgsBusyServerStateSent
CTI
                                                   Msgs
Link
                                                   Rcvd
            no aes6_tr1 established 15
                                                   15
1
     5
                               down
2
                                           0
            no
                                                   0
                 AES2146
3
     4
                               established 15
                                                   15
            no
```

To verify Qfiniti Observe is able to monitor the stations correctly, use the **list monitored-station** command. All the stations that are being monitored by Qfiniti Observer are as shown below:

list monitored-station										
MONITORED STATION										
Station Ext	Associat CTI Link		Association 2 CTI Link CRV	Association 3 CTI Link CRV	Association 4 CTI Link CRV					
25001	1	27								
25002	1	25								
25003	1	22								
25004	1	15								
25005	1	13								
25051	1	17								
25101	1	11								
25551	1	8								
25552	1	4								

Place a call from an Avaya Station and verify that the audio for the call was retrieved and saved by Qfiniti Observe.

9. Conclusion

Qfiniti Observe was able to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services with one observation mentioned in Section 2.2.

10. Additional References

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

- [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 HP Qfiniti may directly be obtained from HP. [3] HP Qfiniti Configuration Guide, Version 10.1, May 2014

©2014 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at <u>devconnect@avaya.com</u>.