Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Frox Communication Atiras 7.3 with Avaya Aura® Communication Manager 6.2 - Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Avaya Aura® Communication Manager and Frox Communications Atiras.

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.

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1. Introduction

These Application Notes describe the configuration steps to integrate Frox Communications Atiras (Atiras) with Avaya Aura® Communication Manager (CM) and Avaya Aura® Application Enablement Services (AES). The Atiras Plus network management system is an extension to Private Branch Exchange (PBX) systems. Atiras is a modular software package with which can take full advantage of the options offered by the PBX. Atiras simplifies everyday telephone tasks and makes information available which allows optimization of the system management and provisioning. The Atiras functions are divided into modules which may be used individually or combined, as required. Based on Microsoft Windows computer systems, Atiras is able to support and relieve the central office in switching calls, preparing operating data and creating call charge data reports. The client/server structure enables the software components to be installed decentralized on each staff member's PC. The main components are installed on a Windows Server, which is also responsible for the communication with the PBXs. In addition, a Web client enables access to important Atiras functions by using any browser. During compliance testing, only the Atiras Configuration and Attendant Console modules were tested. The Atiras Configuration module enables the user to Add, Change and Delete stations and voice mailboxes on Communication Manager and Avaya Aura® Messaging (AAM). Session Initialization Protocol (SIP) stations can also be administered via the Avaya Aura® System Manager. The Atiras Attendant Console module is a Windows-based server/client system with an integrated central database. The server installation can also be used as a client with single-user systems, a specific server is not required in this case. Access to the various telephone directories can be restricted via user groups. Predefined query filters can also be configured for each user group to automatically control access to certain data.
Note: The Attendant Console station must be H.323

2. General Test Approach and Test Results

The general test approach was to configure the Atiras Attendant Console module to communicate to the Communication Manager via the AES) as implemented on a customer site. The Atiras Configuration module was configured to integrate with the Communication Manager and System Manager also as implemented on a customer site. See **Figure 1** for a network diagram. The interoperability compliance test included both feature functionality and serviceability tests.

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.

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2.1. Interoperability Compliance Testing

Feature functionality testing included:
Atiras Attendant Console module

- Answer internal/external calls
- Calls to internal/external numbers
- Calls using telephone book
- Supervised and unsupervised transfers
- Conference calls

Atiras Configuration module

- Verify synchronization between Atiras and Communication Manager
- Verify synchronization between Atiras and Aura Messaging
- Add/Change/Delete Analog/Digital/IP stations (H323 and SIP)
- Add/Change/Delete Voice mail boxes
- Add/Change/Delete Speed Call lists
- Add/Change/Delete Hunt/Pickup groups
- Schedule jobs

Miscellaneous

- AES disconnect/reconnection
- Restart failed job synchronization

2.2. Test Results

Tests were performed to insure full interoperability between Atiras and the Communication Manager. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully.

2.3. Support

Technical support for Frox Communications products can be found as follows:
http://www.frox.com/en/10052/Contact.html

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3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of Avaya Aura® Communication Manager, Avaya Aura® System Manager, Avaya Aura® Session Manager, Avaya Application Enablement Services, Avaya Modular Messaging and a G650 Gateway. The Atiras Attendant Console had Computer-telephony Integration (CTI) control of the Attendant station using Telephony Server Application Programming Interface (TSAPI) on the Application Enablement Services. An Avaya 9630G was used as the Attendant station. Inbound and outbound calls to the PSTN were made via a G650 Media Gateway. Avaya 9640G, 9630 (H323), 9630 (SIP) and 2420 (Digital Deskphones were used as endpoints during compliance testing.

There is no configuration required on the Communication Manager or System Manager to interoperate with the Atiras Configuration module other than a Communication and System Manager user.

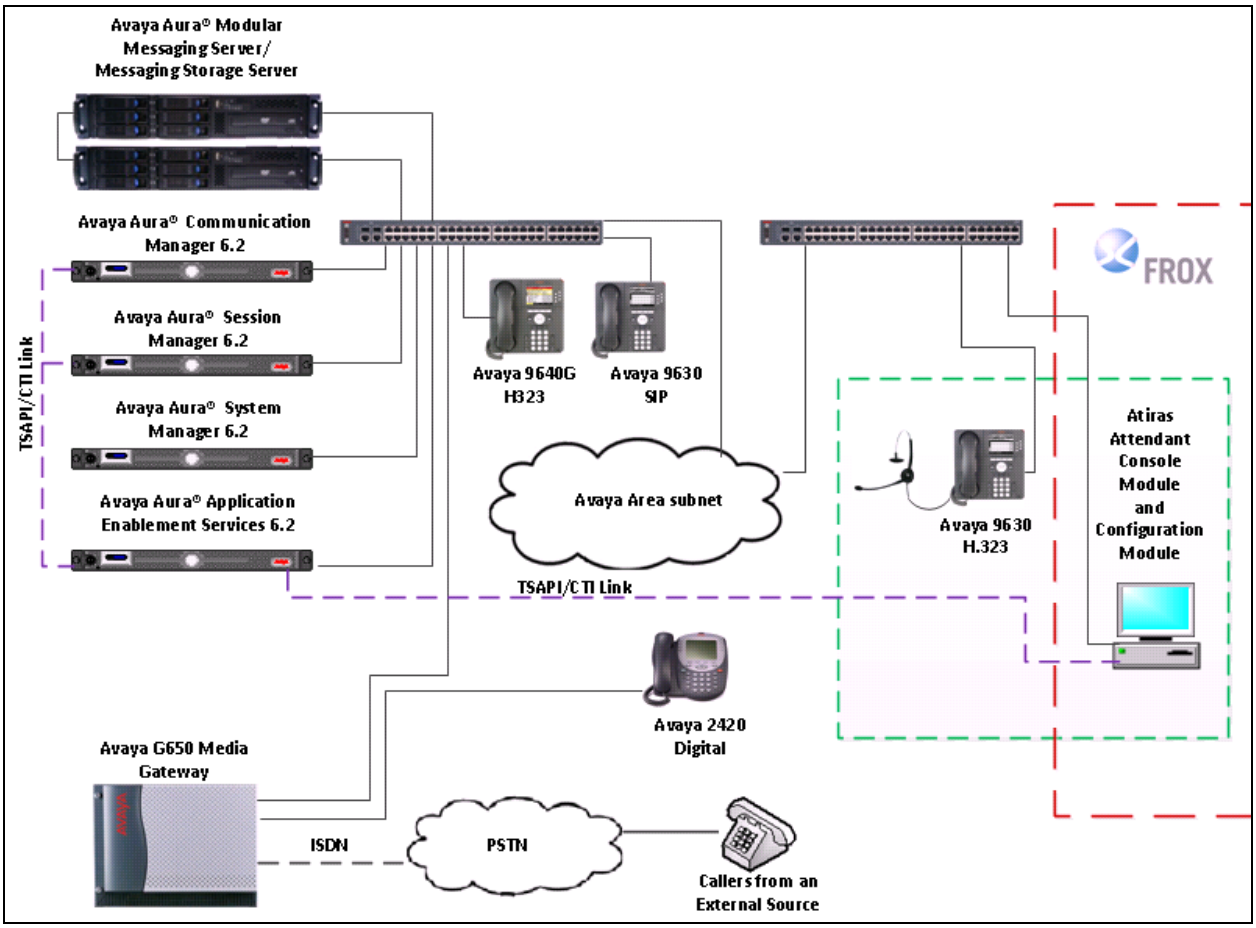

Figure 1: Avaya Aura® Communication Manager and Application Enablement Services Atiras Reference Configuration

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4. Equipment and Software Validated

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

Avaya Equipment	Software / Firmware Version
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.2 Version 06.2-02.0.823.0
Avaya Aura® Application Enablement Services running on Avaya S8800 Server	R6.2 Build r6-2-18-0
Avaya Aura® System Manager running on Avaya S8800 Server	R6.2 SP4 Build 6.2.0.0.15669-6.2.12.408 Software Update Revision 6.2.16.1.1993
Avaya Aura® Session Manager running on Avaya S8800 Server	R6.2 Version 6.2.3.0.623006
Avaya Modular Messaging running on S3500 Servers	5.2 Patch 8 MAS - 9.2.150.13
Avaya G650 Media Gateway • TN2602AP • TN799DP	 HW8 FW61 HW01 FW040
Avaya Telephones • 9640G (SIP) • 9630G (H323) • 2420D	 2.6.84 S3.1055 6
Frox Communications Equipment	**Software / Firmware Version**
Atiras running on Windows server 2008 R2 SP1	Atiras 7.3

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5. Configuration of Avaya Aura® Communication Manager

Configuration and verification operations on the Communication Manager illustrated in this section were all performed using Avaya Site Administrator Emulation Mode. The information provided in this section describes the configuration of Communication Manager for this solution. It is implied a working system is already in place including a Communication Manager user for Atiras. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**. The configuration operations described in this section can be summarized as follows:

- Create Node Name for the AES
- Create a CTI Link to the AES
- Define the AES Link
- Configure Attendant station
- Add Vector for Atiras Attendant Console
- Configure VDN for Atiras Attendant Console

Note: There is no configuration required on the Communication Manager to interoperate with the Atiras Configuration module other than a Communication Manager user.

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5.1. Create Node Name for the AES

A Node Name needs to be created to associate the Communication Manager with the AES. Use the **change node-names ip** command to configure the following:

Page **1**

- **Name** Enter an informative name i.e. **aesserver62**
- **IP address** Enter the IP address of the **AES** (10.10.16.96)

Press **f3** button to save the new settings.

```
change node-names ip
Page   1 of   2
                                    IP NODE NAMES
    Name          IP Address
KOFAX             10.10.16.69
aesserver62       10.10.16.96
calacsy           10.10.60.51
clan              10.10.16.31
cmm               10.10.16.142
cms               10.10.16.175
default           0.0.0.0
devconiq52all     10.10.16.125
gateway           10.10.16.1
medprotn2302      10.10.16.32
procr             10.10.16.142
procr6            ::
sm62fo            10.10.16.157
sm62sigint        10.10.16.148
tiger             10.10.16.101

( 15 of 15   administered node-names were displayed )
Use 'list node-names' command to see all the administered node-
names
Use 'change node-names ip xxx' to change a node-name 'xxx' or add
a node-name
```


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5.2. Create a CTI Link to the AES

A CTI Link needs to be created to enable the Communiation Manager interoperate with the AES. Use the **add cti-link** command to configure the following: (during compliance testing cti link 1 was added)

Page **1**

- **Extension** Enter the extension that will be used to call the Atiras Attendant Console (during compliance testing extension 5899 was used)
- **TYPE** Enter **ADJ-IP**
- **Name** Enter **aesserver62** (as created in **Section 5.1**)

Press **f3** button to save the new settings.

```
add cti-link 1                                    Page   1 of   3
                              CTI LINK
CTI Link: 1
Extension: 5899
      Type: ADJ-IP                                      COR: 1

      Name: aesserver62
```

5.3. Define the AES Link

To define the AES link use the **change ip-services** command and enter the following:

Page **1**

- **Type** Enter **AESVCS**
- **Enabled** Enter **y**
- **Local Node** Enter **procr**
- **Port** Enter **8765**

```
change ip-services
Page   1 of   4

                                   IP SERVICES
 Service     Enabled     Local        Local      Remote      Remote
  Type                   Node         Port       Node        Port
AESVCS        y      procr            8765
PMS                  procr            0          tiger        5004
CDR1                 procr            0          calacsy      9001
```


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Navigate to **Page 4** and enter the following:

- **Server ID** Enter **1**
- **AE Services** Enter **aesserver62** (The node created in **section 5.1**)
- **Password** Enter a password. This password will be used in **Section 6.3** to enable the AES to communicate with the Communication Manager.

Press **f3** button to save the new settings.

```
change ip-services                                    Page   4 of   4
                            AE Services Administration

   Server ID    AE Services     Password        Enabled    Status
                   Server
      1:         aesserver62    *               y          in use
```

5.4. Configure Attendant Station

The only distinctive requirement which the station to be used as the Attendant Console requires is that it must have 3 **BUTTON ASSIGNMENTS** for call appearances. To add the attendant station use the **change add station** command. The station configured during compliance testing (6001) is shown in the section below.

```
   add station 6001                                   Page   1 of   5
                                STATION

 Extension: 6001              Lock Messages? n              BCC: 0
      Type: 9630              Security Code: *               TN: 1
      Port: S00007          Coverage Path 1:                COR: 1
      Name: Extn.6001       Coverage Path 2:                COS: 1
                            Hunt-to Station:
STATION OPTIONS
                      Time of Day Lock Table:
       Loss Group: 19         Personalized Ringing Pattern: 1
                       Message Lamp Ext: 6001
        Speakerphone: 2-way           Mute Button Enabled? y
        Display Language: english          Button Modules: 0
                      Survivable GK Node Name:
         Survivable COR: internal         Media Complex Ext:
      Survivable Trunk Dest? y                  IP SoftPhone? n

                            IP Video? n
            Short/Prefixed Registration Allowed: default

                       Customizable Labels? y
```


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```
 add station 6001                                      Page   2 of   5
                                  STATION
FEATURE OPTIONS
     LWC Reception: spe      Auto Select Any Idle Appearance? n
        LWC Activation? y          Coverage Msg Retrieval? y
   LWC Log External Calls? n                    Auto Answer: none
         CDR Privacy? n                  Data Restriction? n
    Redirect Notification? y         Idle Appearance Preference? n
   Per Button Ring Control? n       Bridged Idle Line Preference? n
   Bridged Call Alerting? n            Restrict Last Appearance? y
                    Active Station Ringing: single
                         EMU Login Allowed? n
    H.320 Conversion? n   Per Station CPN - Send Calling Number? y
      Service Link Mode: as-needed           EC500 State: enabled
     Multimedia Mode: enhanced          Audible Message Waiting? n
     MWI Served User Type:           Display Client Redirection? n
          AUDIX Name:           Select Last Used Appearance? n
                       Coverage After Forwarding? s
                        Multimedia Early Answer? n
                    Direct IP-IP Audio Connections? y
 Emergency Location Ext: 6001   Always Use? n IP Audio Hairpinning? n
```

```
 add station 6001                                      Page   3 of   5
                                  STATION

                  Conf/Trans on Primary Appearance? n
              Bridged Appearance Origination Restriction? n


           Call Appearance Display Format: disp-param-default
                          IP Phone Group ID:
            Enhanced Callr-Info Display for 1-Line Phones? n

                       ENHANCED CALL FORWARDING
                  Forwarded Destination         Active
Unconditional For Internal Calls To:                                    n
       External Calls To:                                    n
   Busy For Internal Calls To:                                        n
       External Calls To:                                    n
 No Reply For Internal Calls To:                                       n
       External Calls To:                                    n

                           SAC/CF Override: n
```


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```
 add station 6001                          Page   4 of   5
                              STATION
                             SITE DATA
    Room:                                          Headset? n
    Jack:                                          Speaker? n
   Cable:                                         Mounting: d
   Floor:                                       Cord Length: 0
  Building:                                          Set Color:

ABBREVIATED DIALING
    List1: enhanced 1         List2: system              List3:
                             personal 1




BUTTON ASSIGNMENTS
 1: call-appr                     5: auto-in              Grp:
 2: call-appr                     6: aux-work    RC: 1    Grp: 1
 3: call-appr                     7: aux-work    RC: 3    Grp: 1
 4: abrv-dial  List: 1 DC: 002    8: after-call           Grp:

      voice-mail
```

```
 add station 6001                                Page   5 of   5
                                      STATION

BUTTON ASSIGNMENTS

 9:
10:
11:
12:
13:
14:
15:
16:
17:
18:
19:
20:
21:
22:
23:
24:
```


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5.5. Add Vector for Atiras Attendant Console

To add a vector for the Atiras Attendant use the **add vector** command and enter the following: (Vector 666 was used during compliance testing)

Page **1**

- **Name** Enter an informative name (i.e. **Frox**)
- **Line 1** Enter **wait-time 2 secs hearing ringback**
- **Line 2** Enter **adjunct routing link 1** (CTI Link configured in **Section 5.2**)
- **Line 3** Enter **wait-time 600 secs hearing ringback**

Press **f3** button to save the new settings.

```
add vector 666                                   Page   1 of   6
                            CALL VECTOR

    Number: 666           Name: Frox
Multimedia? y   Attendant Vectoring? n  Meet-me Conf? n   Lock? n
Basic? y EAS? y G3V4 Enhanced? y ANI/II-Digits? y ASAI Routing? y
Prompting? y LAI? y G3V4 Adv Route? y CINFO? y BSR? Y Holidays? y
 Variables? y   3.0 Enhanced? y
01 wait-time    2   secs hearing ringback
02 adjunct      routing link 1
03 wait-time    600 secs hearing ringback
04
05
06
07
08
09
10
11
12
```


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5.6. Configure VDN for Atiras Attendant Console

To add a VDN for the Atiras Attendant use the **add VDN** command and enter the following: (Vector 666 was used during compliance testing)
Page **1**

- **Name** Enter an informative name (i.e. **Atirasattendant**)
- **Destination** Enter **Vector Number 666** (Vector as configured in **Section 5.5**)
- **Attendant Vectoring?** Enter **n**

Press **f3** button to save the new settings.

```
add vdn 6666                                      Page   1 of   3
                     VECTOR DIRECTORY NUMBER

                         Extension: 6666
                     Name*: Atirasattendant
                Destination: Vector Number        666
                     Attendant Vectoring? n
                    Meet-me Conferencing? n
                     Allow VDN Override? n
                             COR: 1
                             TN*: 1
                         Measured: none


                  VDN of Origin Annc. Extension*:
                             1st Skill*:
                             2nd Skill*:
                             3rd Skill*:



* Follows VDN Override Rules
```

6. Configuration of Avaya Aura® Application Enablement Services

This section provides the procedures for configuring Avaya Application Enablement Services. It is implied a working AES is already in place and the Security Database (SDB) is configured. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**. The configuration operations described in this section can be summarized as follows:

- Logging into Application Enablement Services
- Verify Avaya Application Enablement Services License
- Create a Communication Manager Switch Connection
- Create a TSAPI Link
- Create CTI User
- Configure DMCC Port

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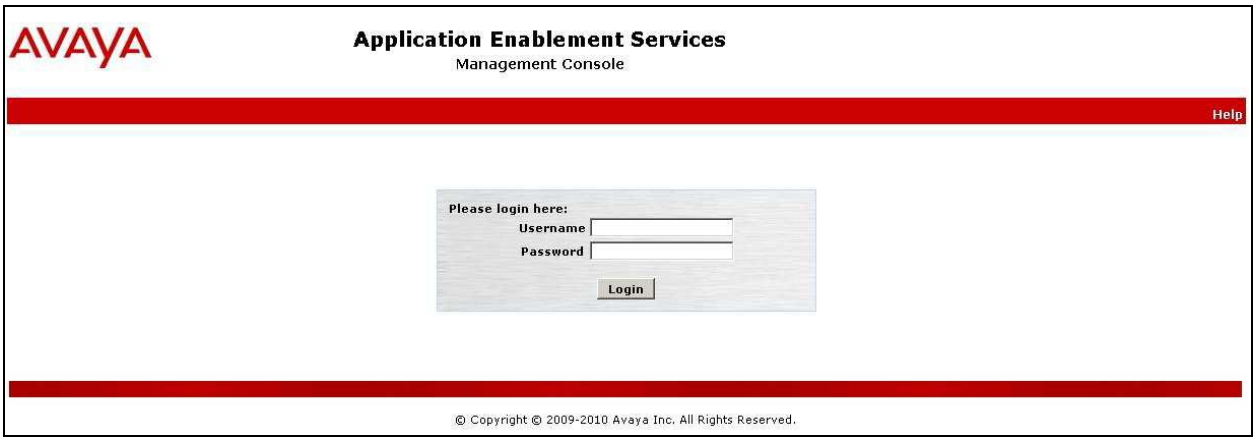
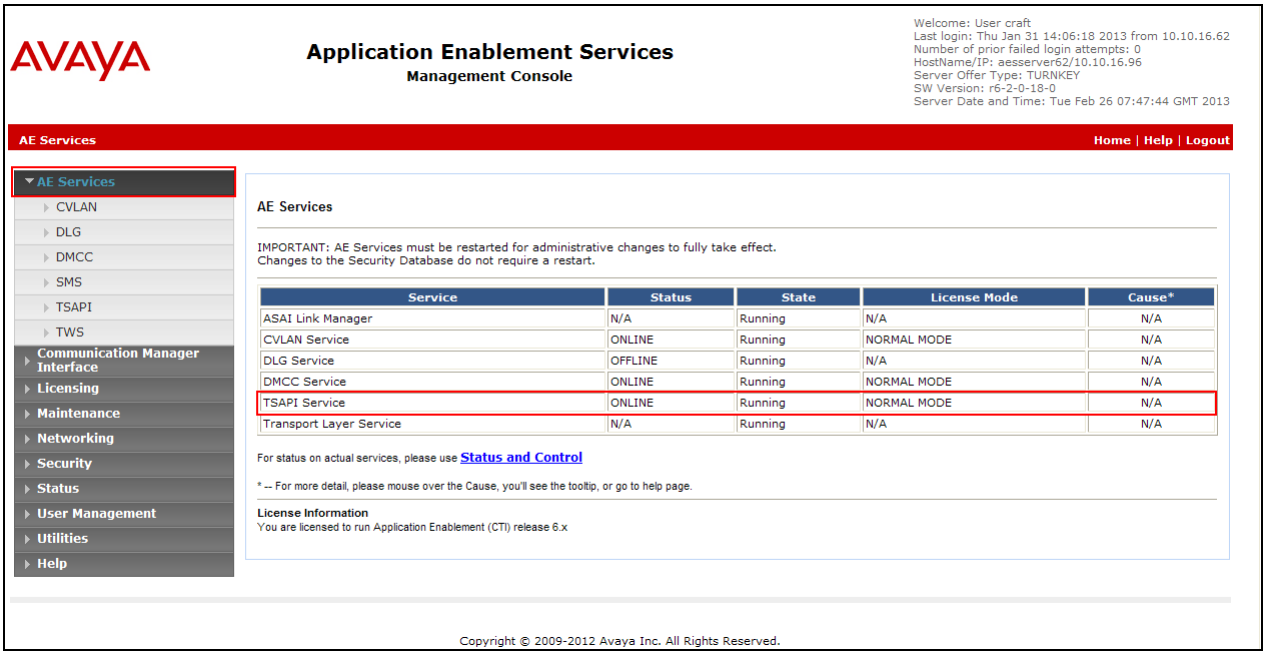
6.1. Logging into the Application Enablement Services

To access the OAM web-based interface of the Application Enablement Services Server use the URL **http://x.x.x.x,** where **x. x. x. x** is the selected IP address of AES. The **Management console** is displayed. Log in using the appropriate credentials.



6.2. Verify Avaya Application Enablement Services License

Select **AE Services** on the left pane and verify that the **TSAPI Service** is licensed by ensuring that **TSAPI Service** is in the list of services and that the **License Mode** is showing **NORMAL MODE.**



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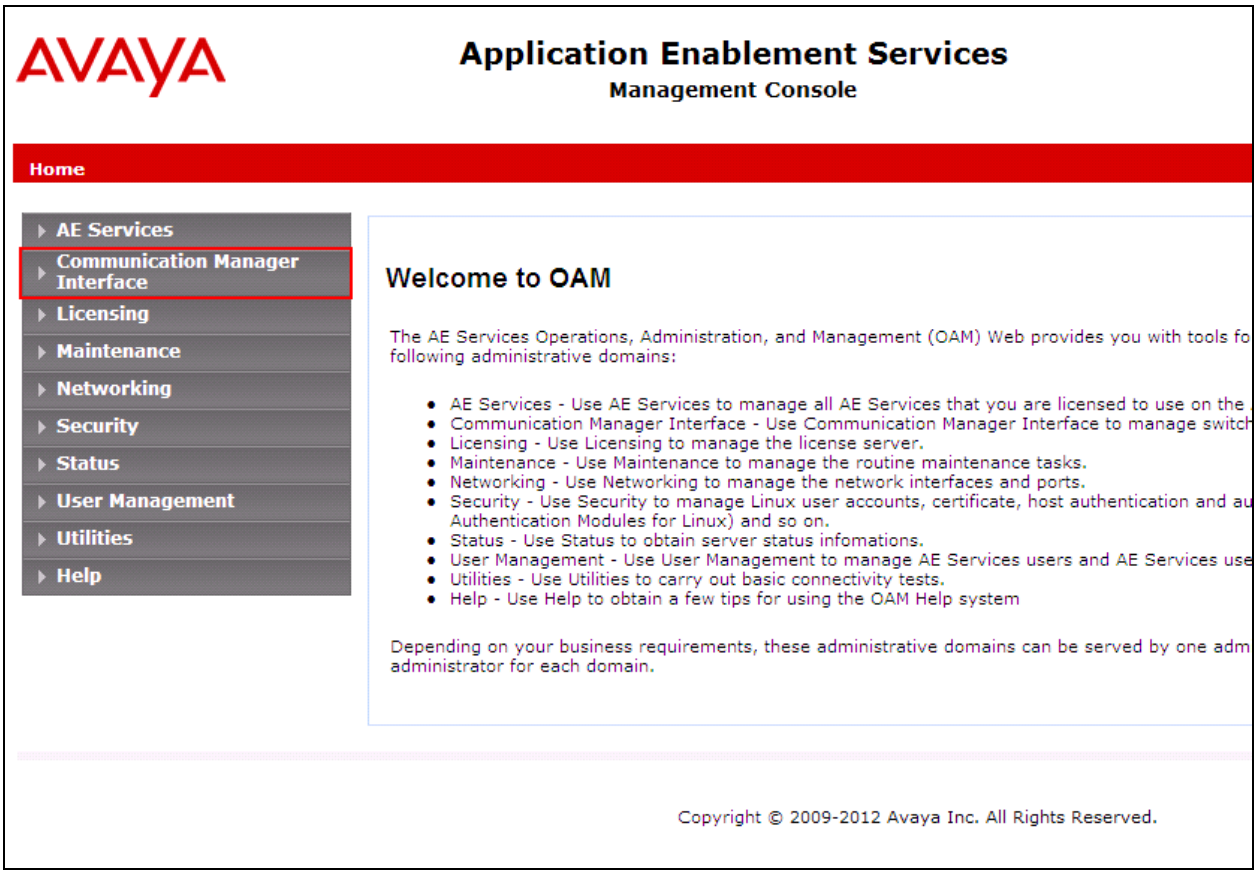
6.3. Create a Communication Manager Switch Connection

A Communication Manager Switch Connection needs to be created to enable the AES to communicate with the Communication Manager. Select **Communication Manager interface**.



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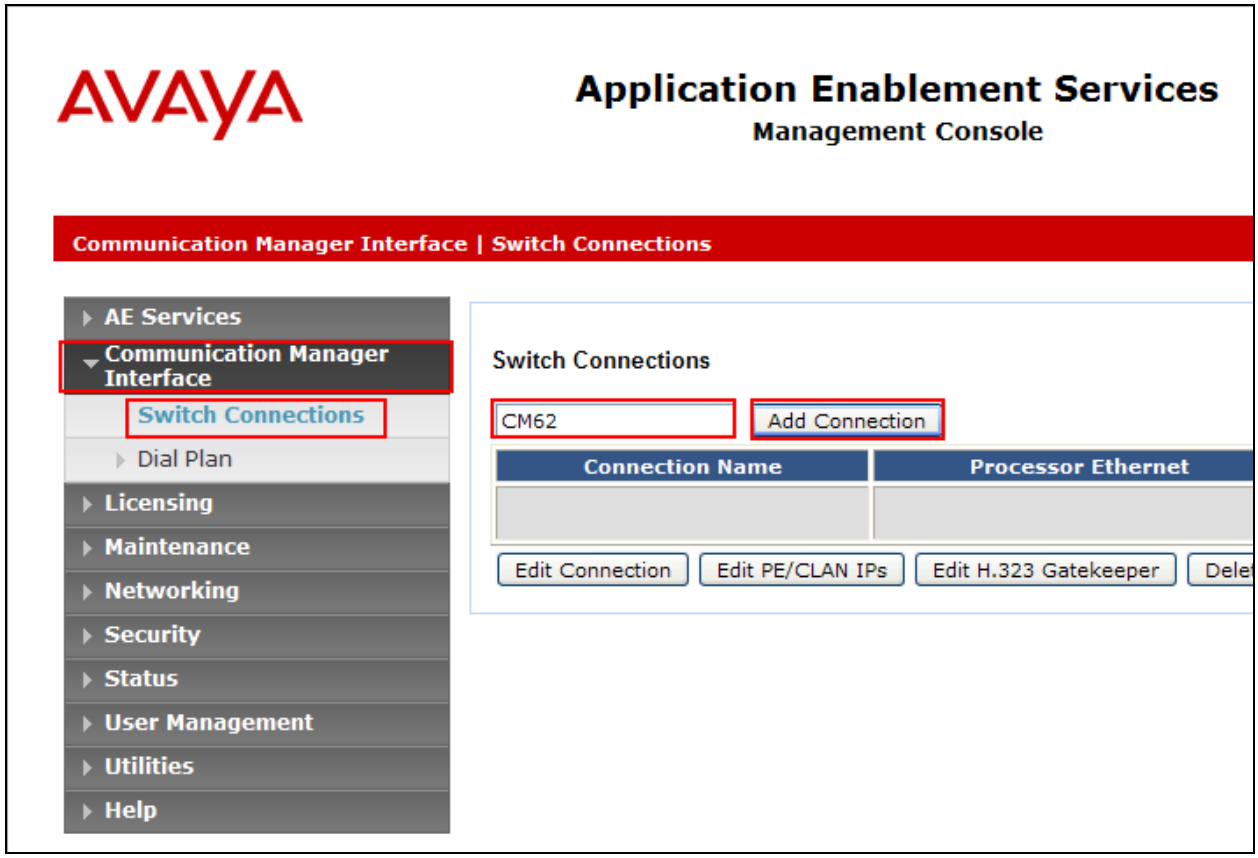
Select **Switch Connections** and enter an informative name for Communication Manager (i.e. CM62). Click on the **Add Connection** button.



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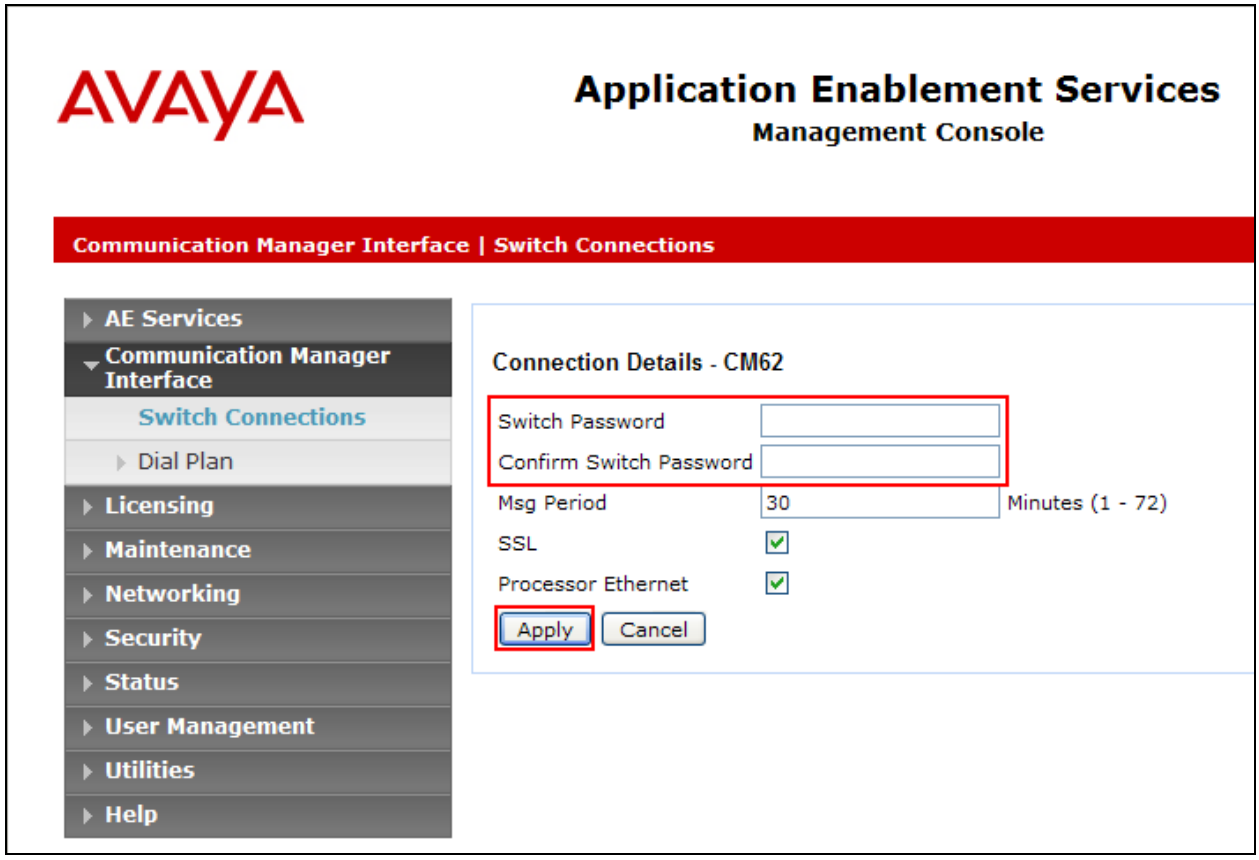
Once the **Connection Details** window opens enter the **Switch Password** as was configured in **Section 5.3** then **Confirm Switch Password** Click on the **Apply** button.



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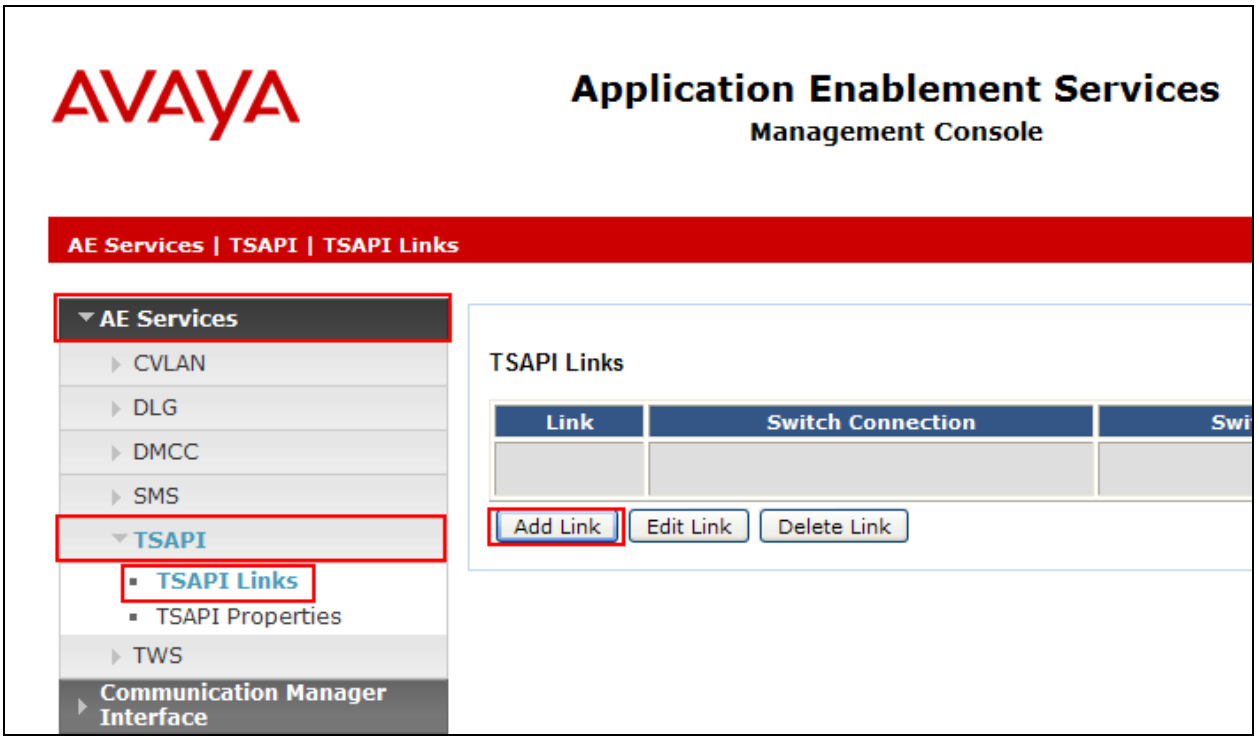
6.4. Create a TSAPI Link

A TSAPI Link needs to be created to interoperate with the Atiras. Navigate to **AE Services → TSAPI → TSAPI Links** and click on the **Add Link** button.



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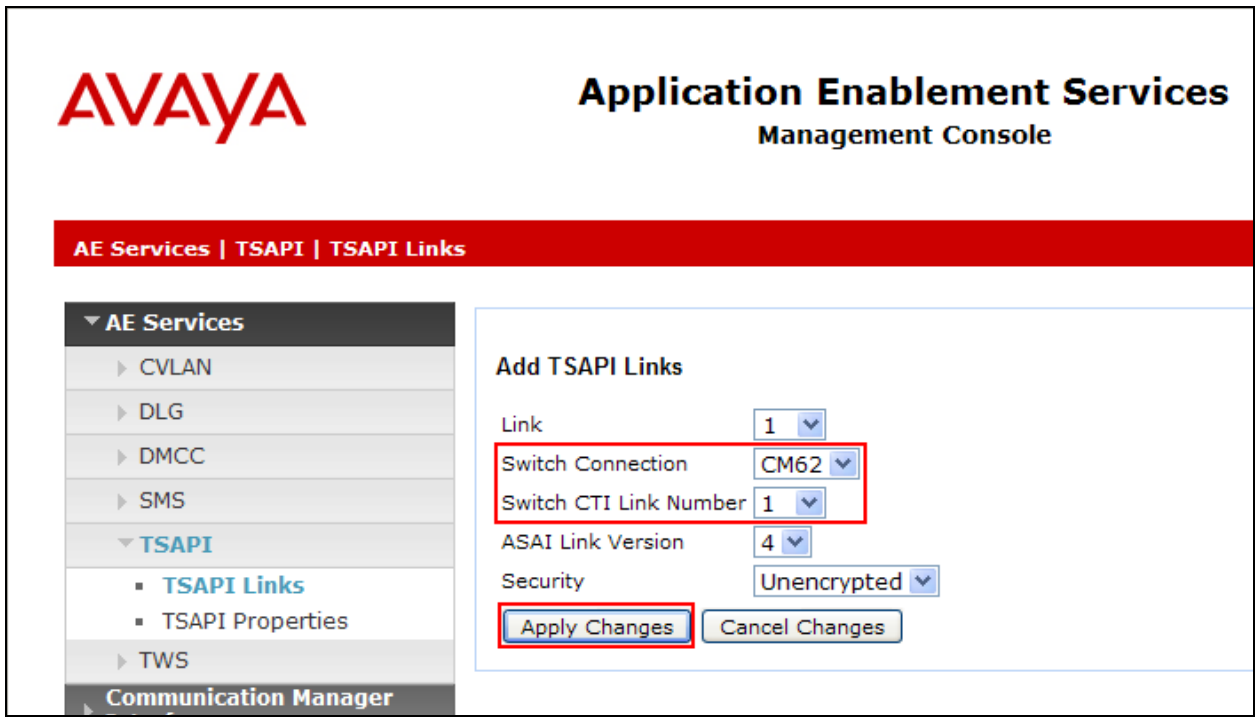
Once the **Add TSAPI Links** window opens enter the following:

- Select **CM62** from the **Switch Connection** dropdown box. (The Switch connection as created in **Section 6.3**)
- Select **1** from the **Switch CTI Link Number** dropdown box. (The CTI link as created in **Section 5.2**)

Click on the **Apply Changes** button.



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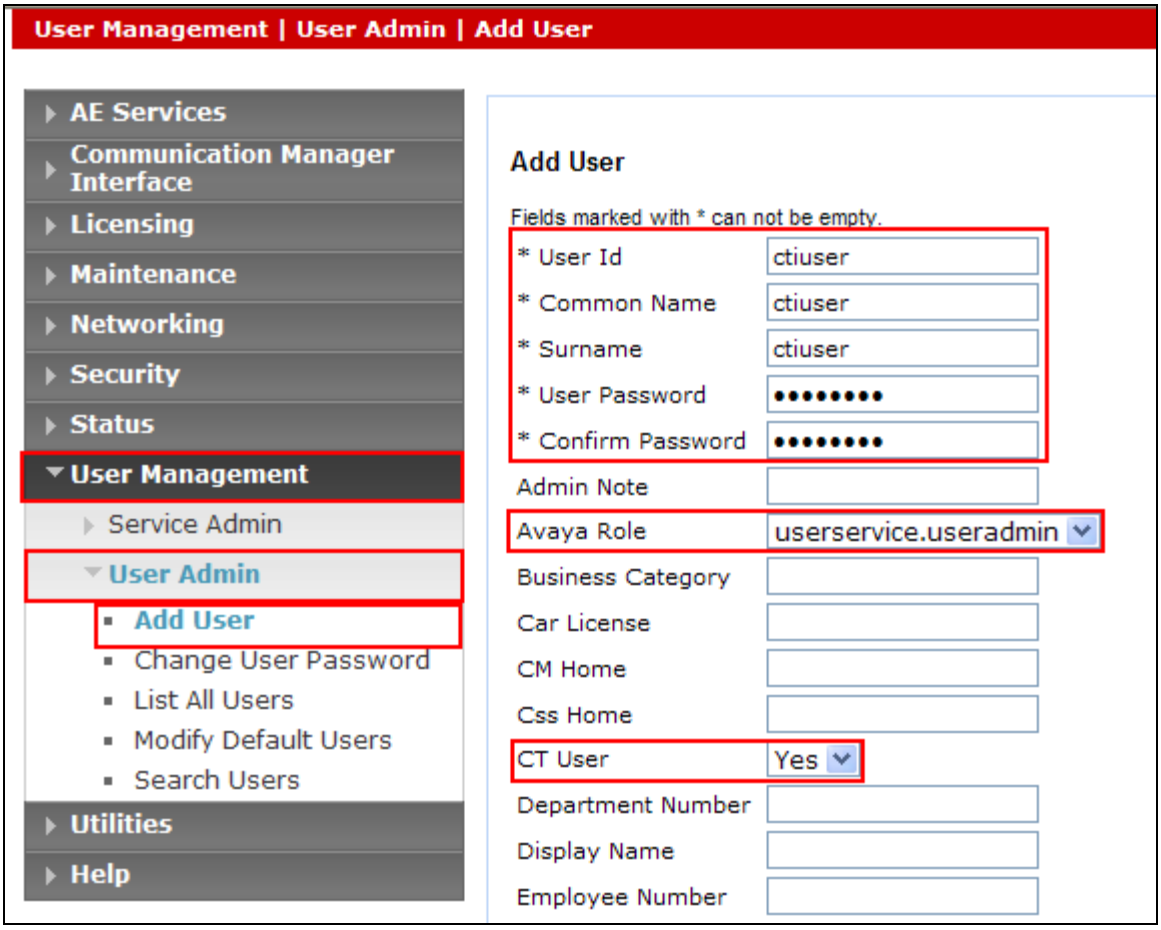
6.5. Create CTI User

Navigate to **User Manager → User Admin**, then select **Add User**. On the **Add User** screen enter the following:

- Enter a **User Id**: in this case **ctiuser**, This ID will be required for the Atiras configuration.
- Enter a **Common Name**: in this case **ctiuser**
- Enter a **Surname:** in this case **ctiuser**
- Enter a **User Password**: This password will be required for the Atiras configuration.
- Enter the password again for **Confirm Password**
- Select **userservice.useradmin** from the **Avaya Role** dropdown box.
- Select **Yes** from the **CT User** dropdown box.

Click **Apply** at the bottom of the screen (not shown below)



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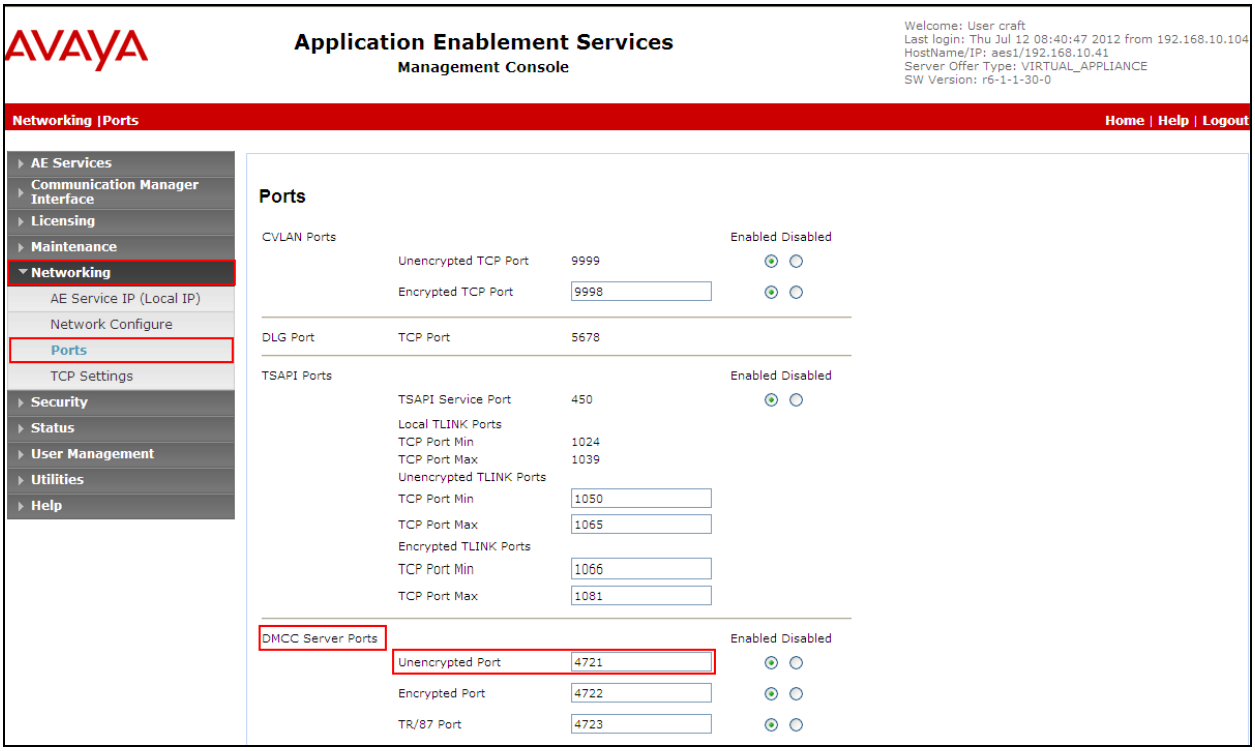
6.6. Configure DMCC Port

On the AES Management Console navigate to **Networking → Ports**. In the **DMCC Server Ports** area Enter the **Unencrypted Port** and click on the **Enabled** radio button. During compliance testing, the **Unencrypted Port** was set to **4721**. Click the **Apply Changes** button (not shown) at the bottom of the screen to complete the process.

Note: Although the TSAPI feature is used, the DMCC port is configured.



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7. Configuration of Atiras Attendant Console module

This section describes the steps preformed to configure the Atiras Attendant Console module. It is implied that the Atiras s Attendant Console module software is already installed and licensed. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 11**. The configuration operations described in this section can be summarized as follows:

- Synchronize VDN and Vector
- Associate Attendant extension with Atiras (Frox) Attendant Console
- Create a Super User for Attendant
- Configuration Atiras Attendant Console
- Configure Atiras Attendant Console to connect to Avaya Application Enablement Services
- Restart the Nms Attendant Console

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7.1. Synchronize VDN and Vector

As part of the Atiras Attendant module configuration, the VDN and Vector must first be Synchronized. Navigate to **Start → All Programs → Atiras → atiras** (not shown) and log in with the appropriate credentials. Once the **Atiras Desktop** opens, click on the **Programs → Display of operating data**.

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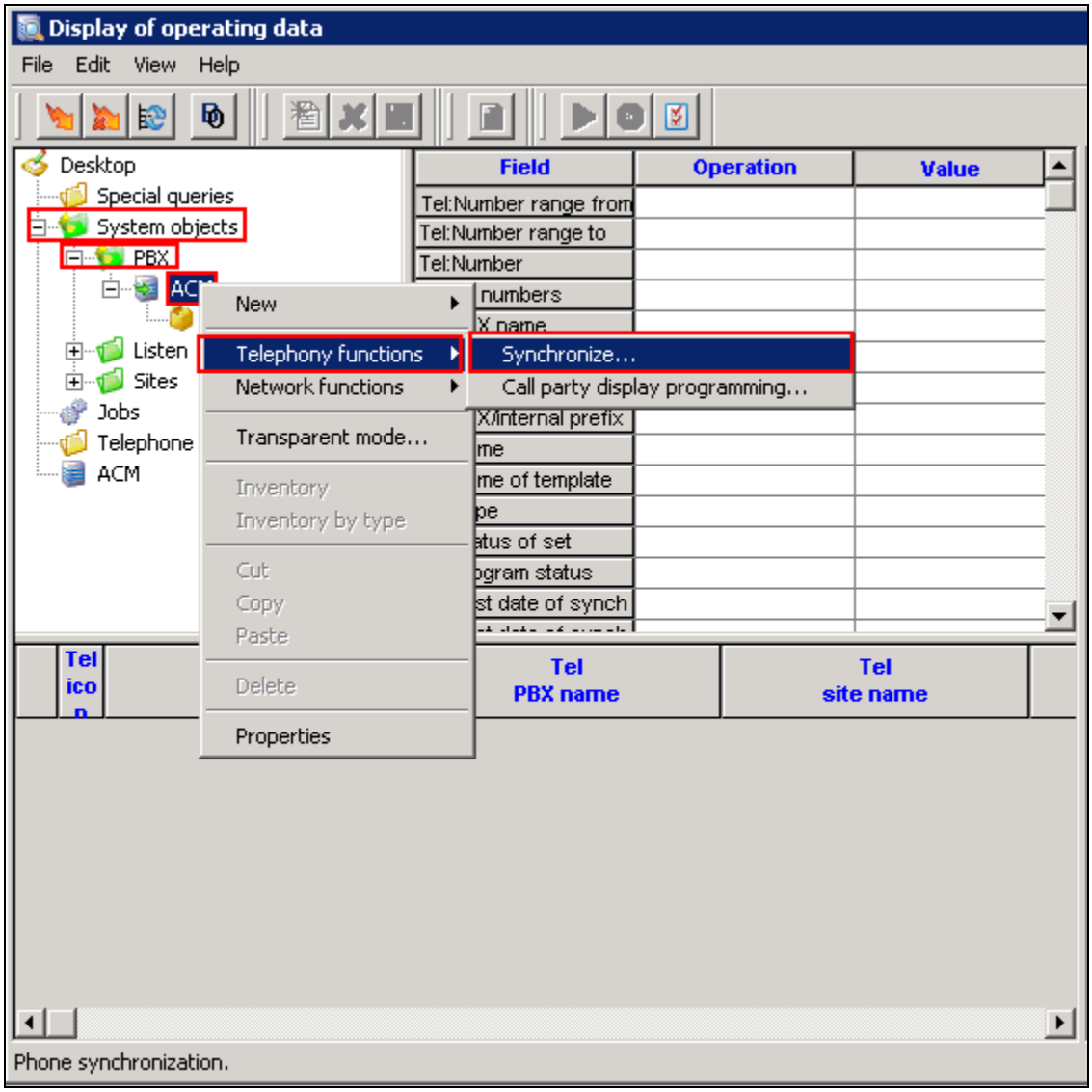
Once the **Display of operating data** window opens, navigate to **System objects → ACM** and select **Telephony functions → Synchronize**.



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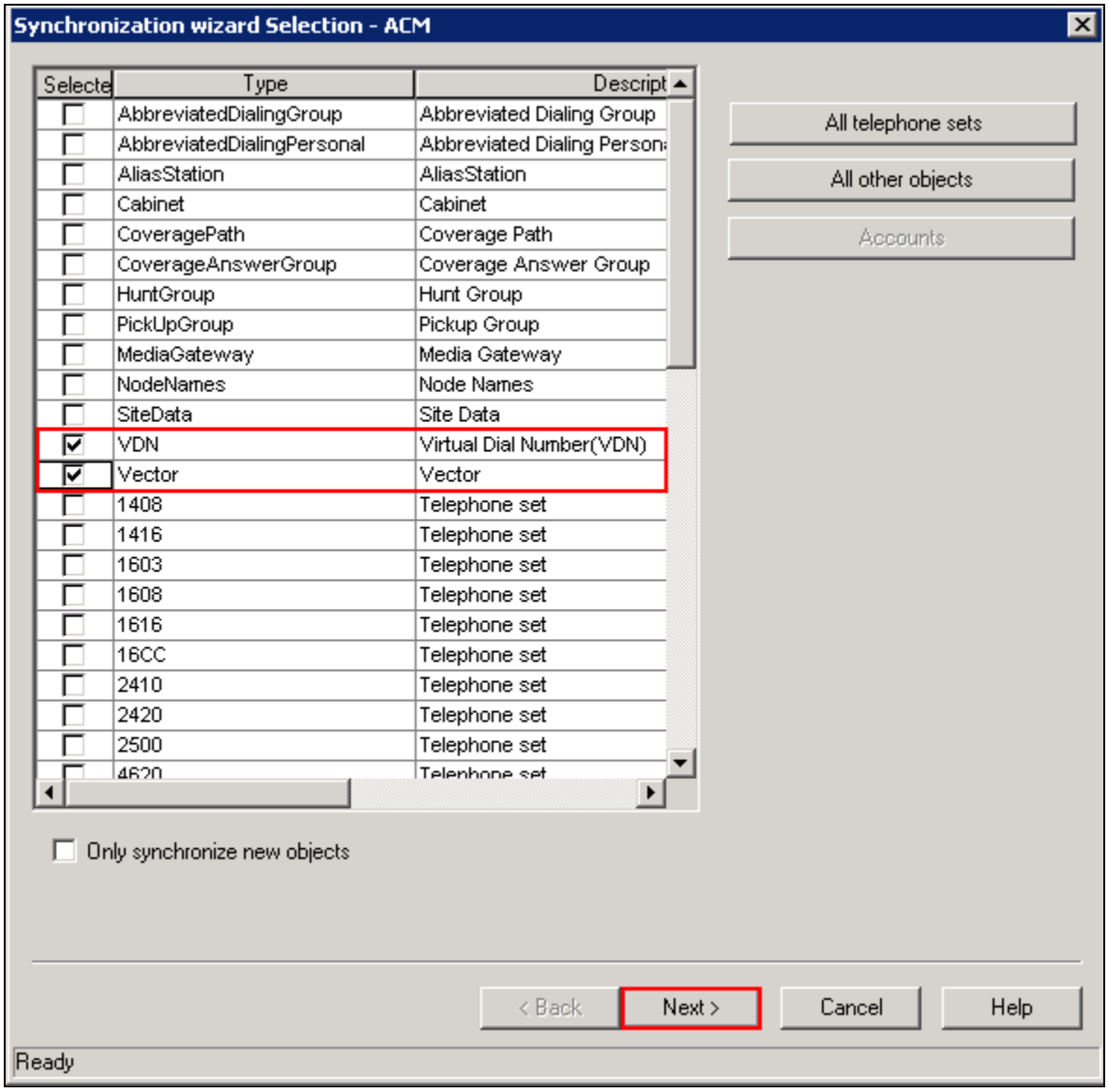
Once the **Synchronization wizard Selection** window opens, click the **VDN** and **Vector** check boxes followed by the **Next** button.



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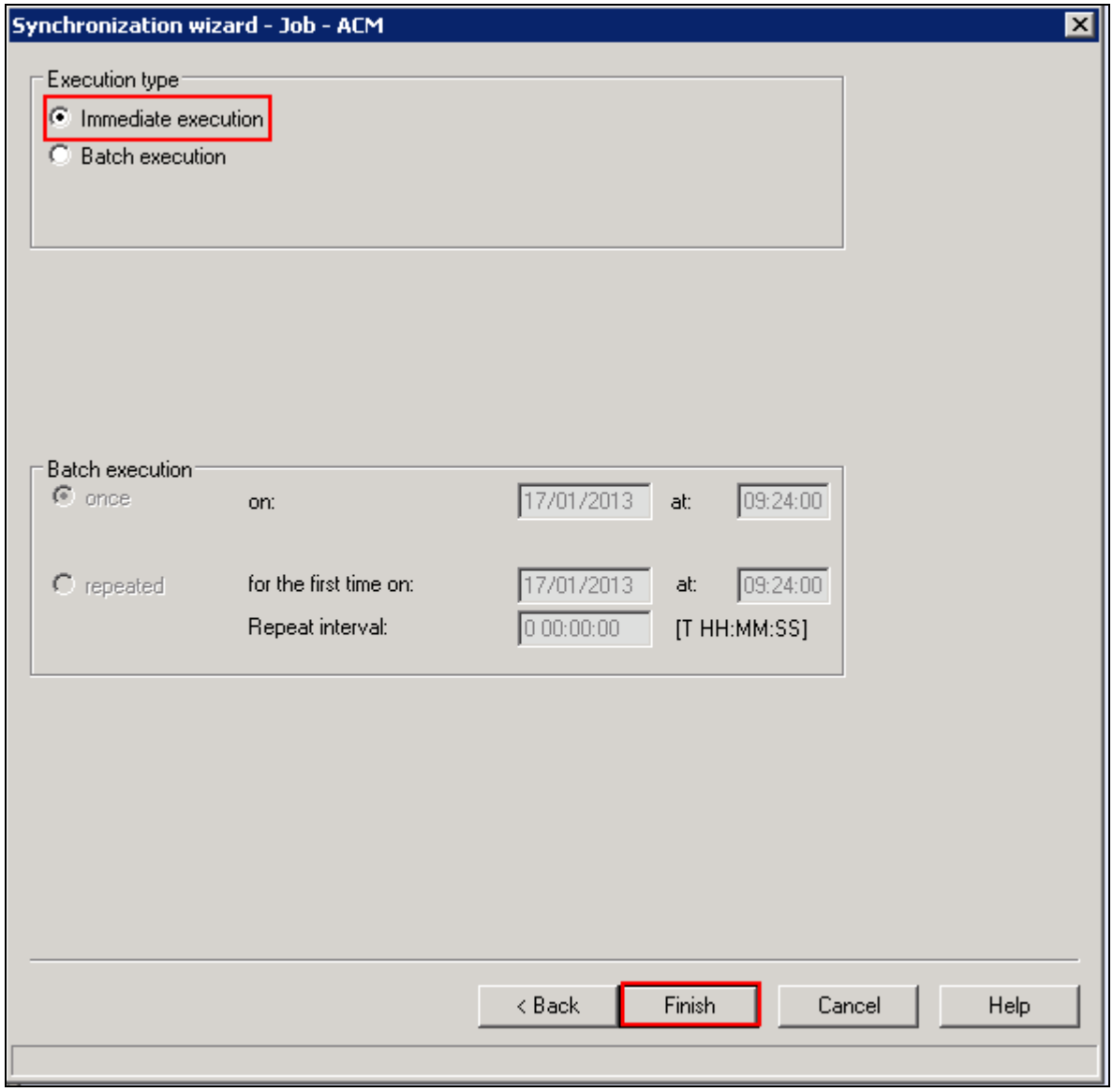
Once the **Synchronization wizard - Job - ACM** window opens, click on the **Immediate execution** radio button followed by the **Finish** button.



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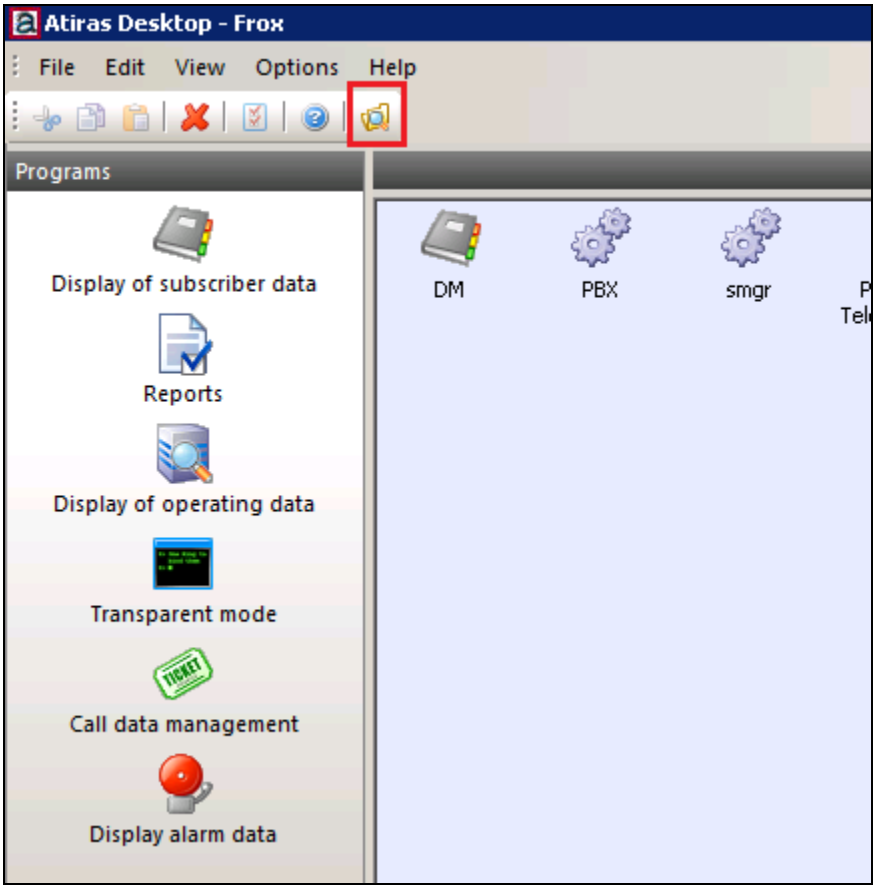
7.2. Associate Attendant extension with Atiras (Frox) Attendant Console

On the **Atiras Desktop,** click on the **Explorer** icon two times to open two explorer windows.



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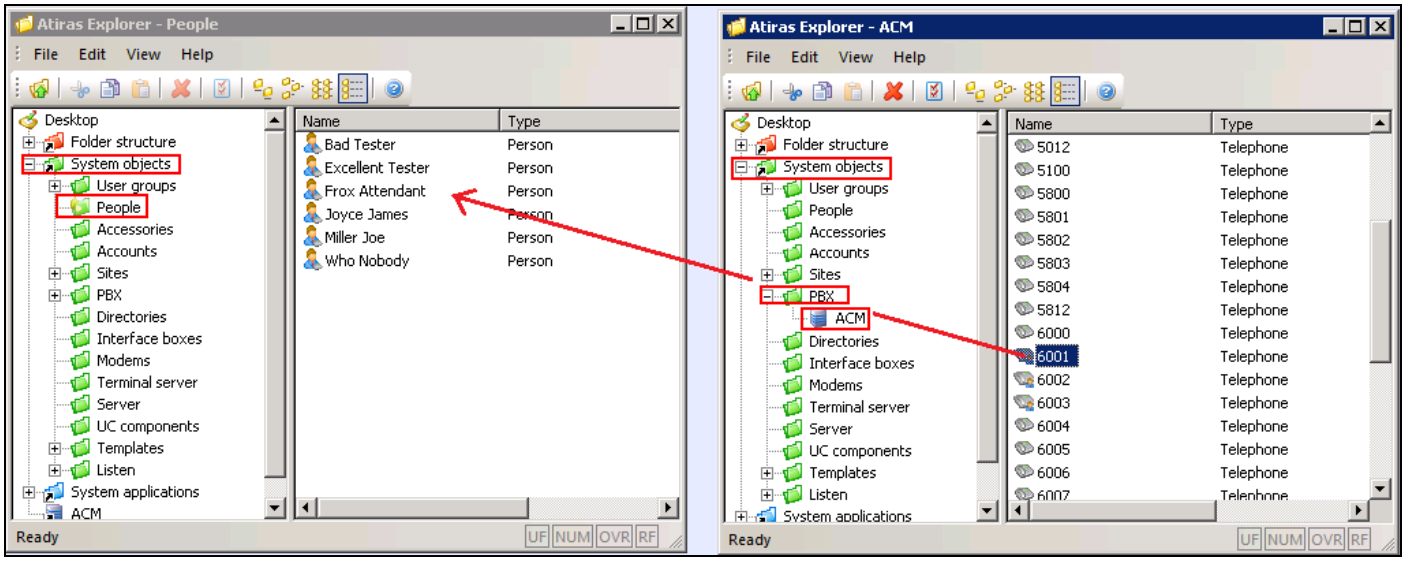
In the first window, navigate to **System objects → People.** In the second window, navigate to **System objects → PBX → ACM**. Drag the extension used for the Attendant console (During compliance testing extension 6001 was used) from the **Atiras Explorer ACM** window to **Frox Attendant** in the **Atiras Explorer People** window.



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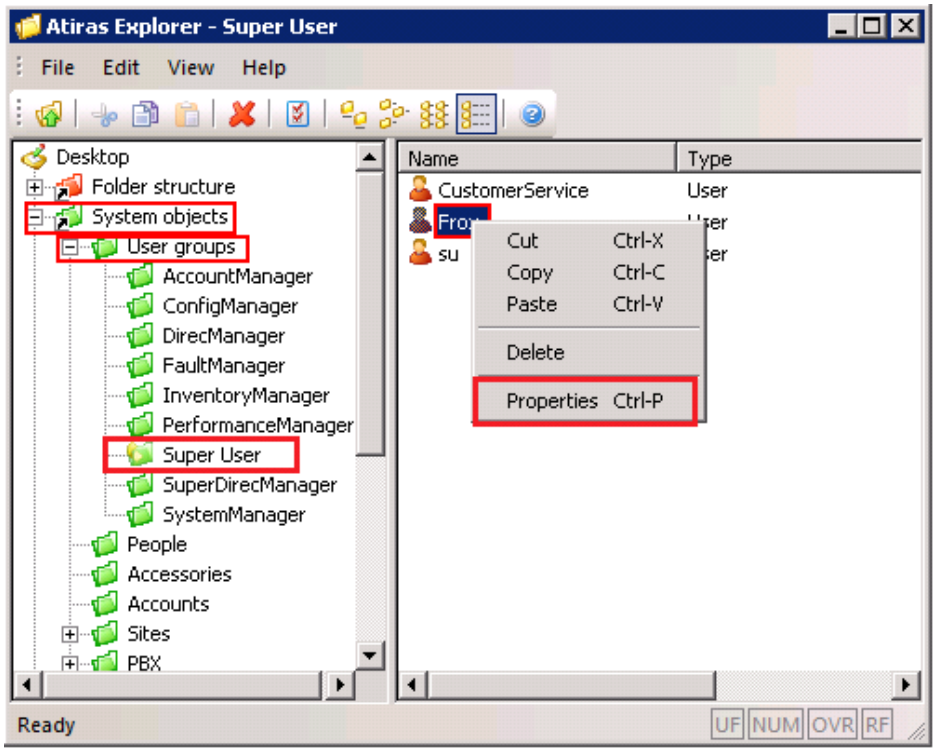
7.3. Create a Super User for the Attendant

Navigate to **System objects → User groups → Super User, right-click on** Frox and select **Properties**.

Note: During compliance testing, a **Super User** was used, a **DirectManager** user may also be used.



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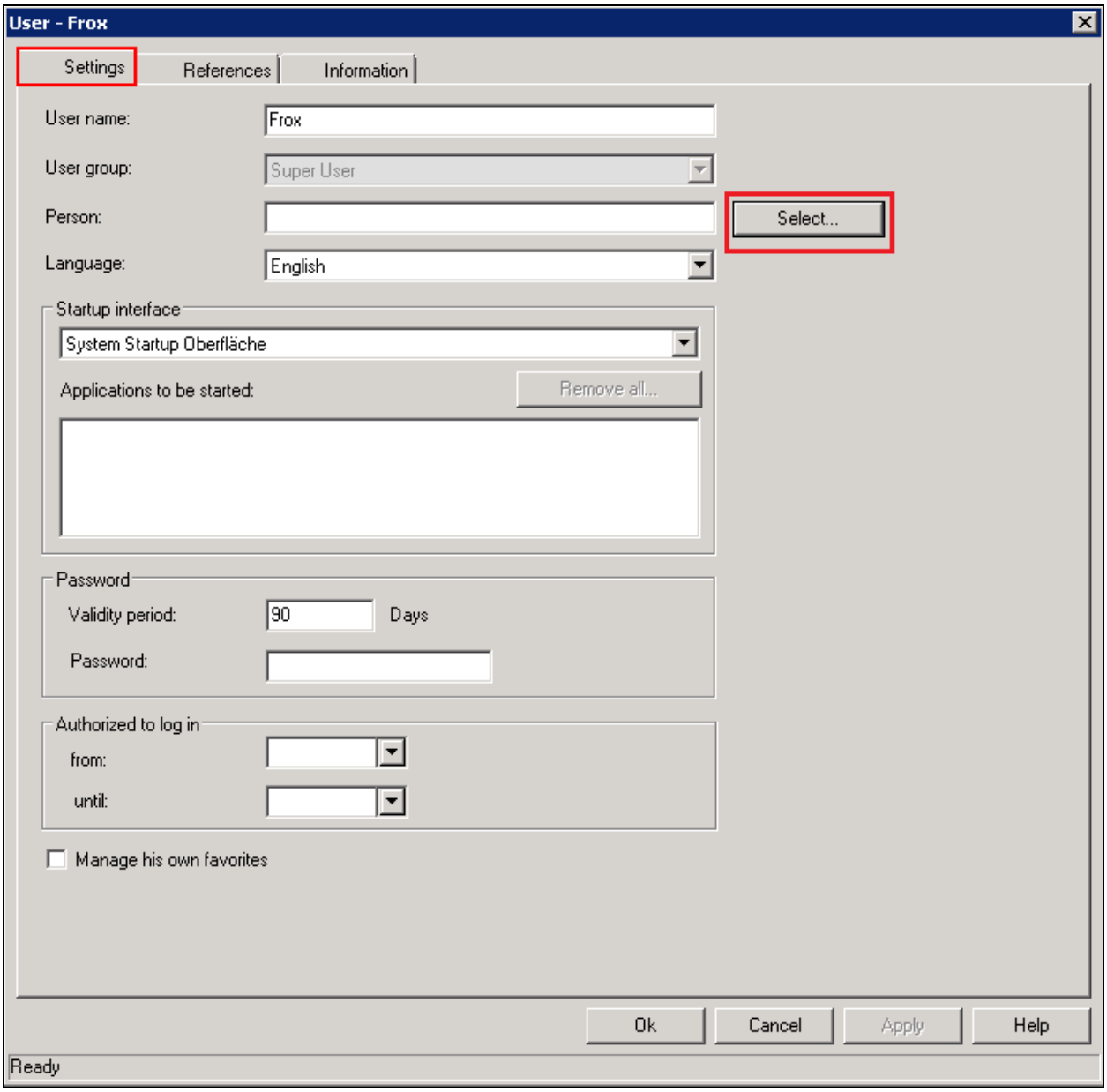
Once the **User** window opens, select the **Settings** tab and click on the **Select** button.



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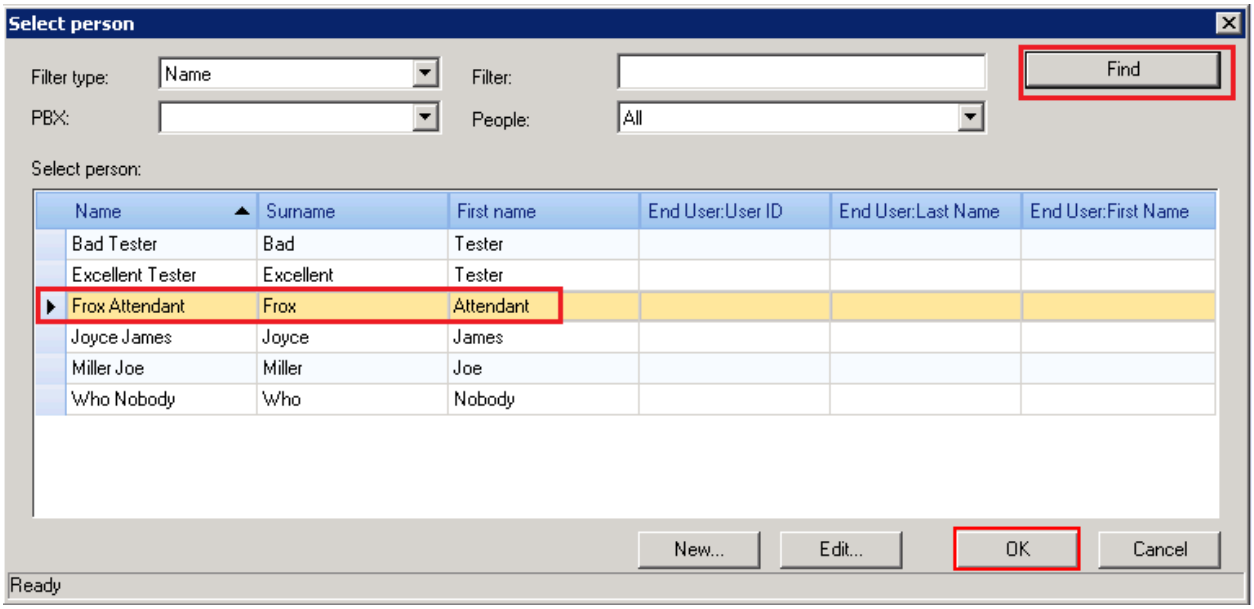
Once the **Select Person** window opens, click on the **Find** button and select **Frox Attendant** followed by the **OK** button.



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7.4. Configuration Atiras Attendant Console

From the **Atiras Desktop** window, select **Configuration**

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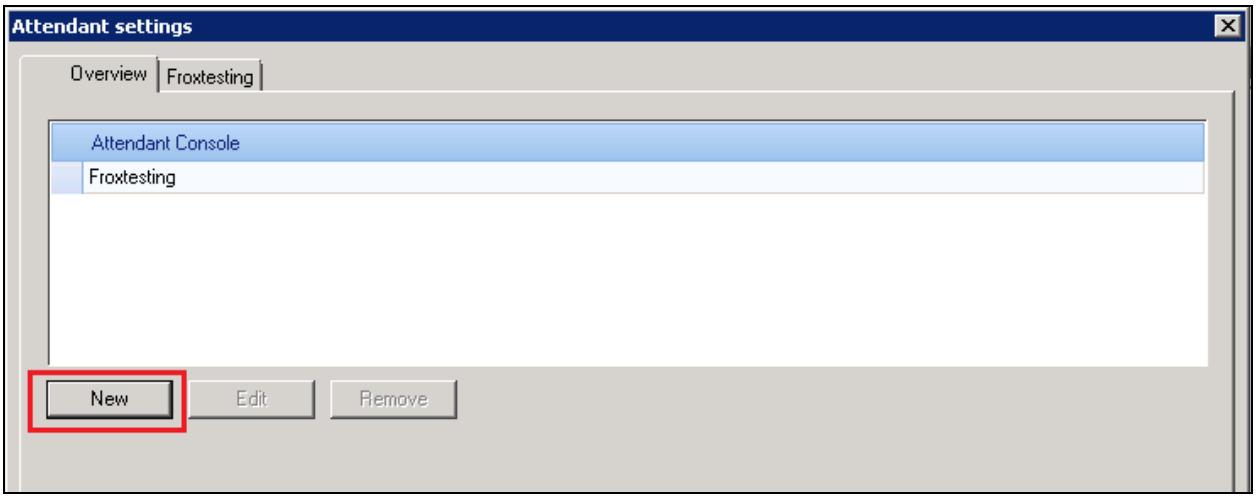
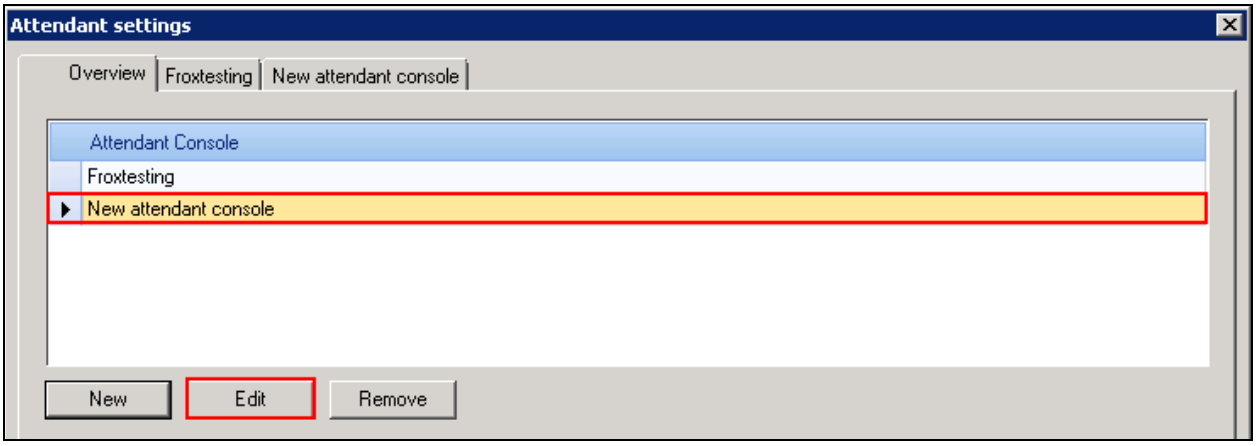
Once the **Attendant settings** window opens, select **New**.



After clicking the **New** button, a **New attendant console** appears in the **Attendant Console** window, click on the **Edit** button.



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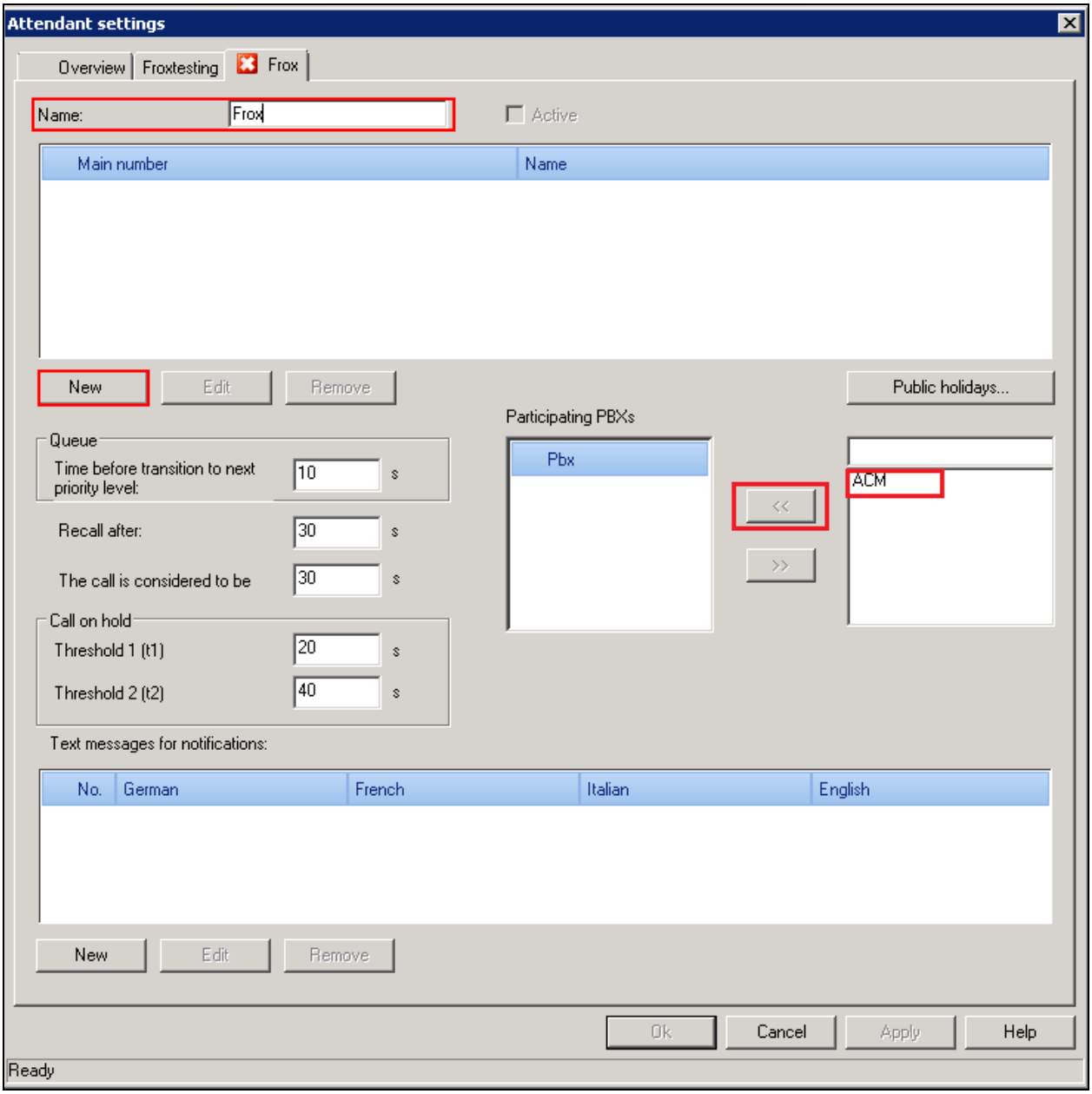
When the next window opens, enter an informative name (i.e. Frox) in the **Name** box. Select **ACM** and click on left arrow (<<) to move it into **Participating PBXs**. Click on the **New** button.



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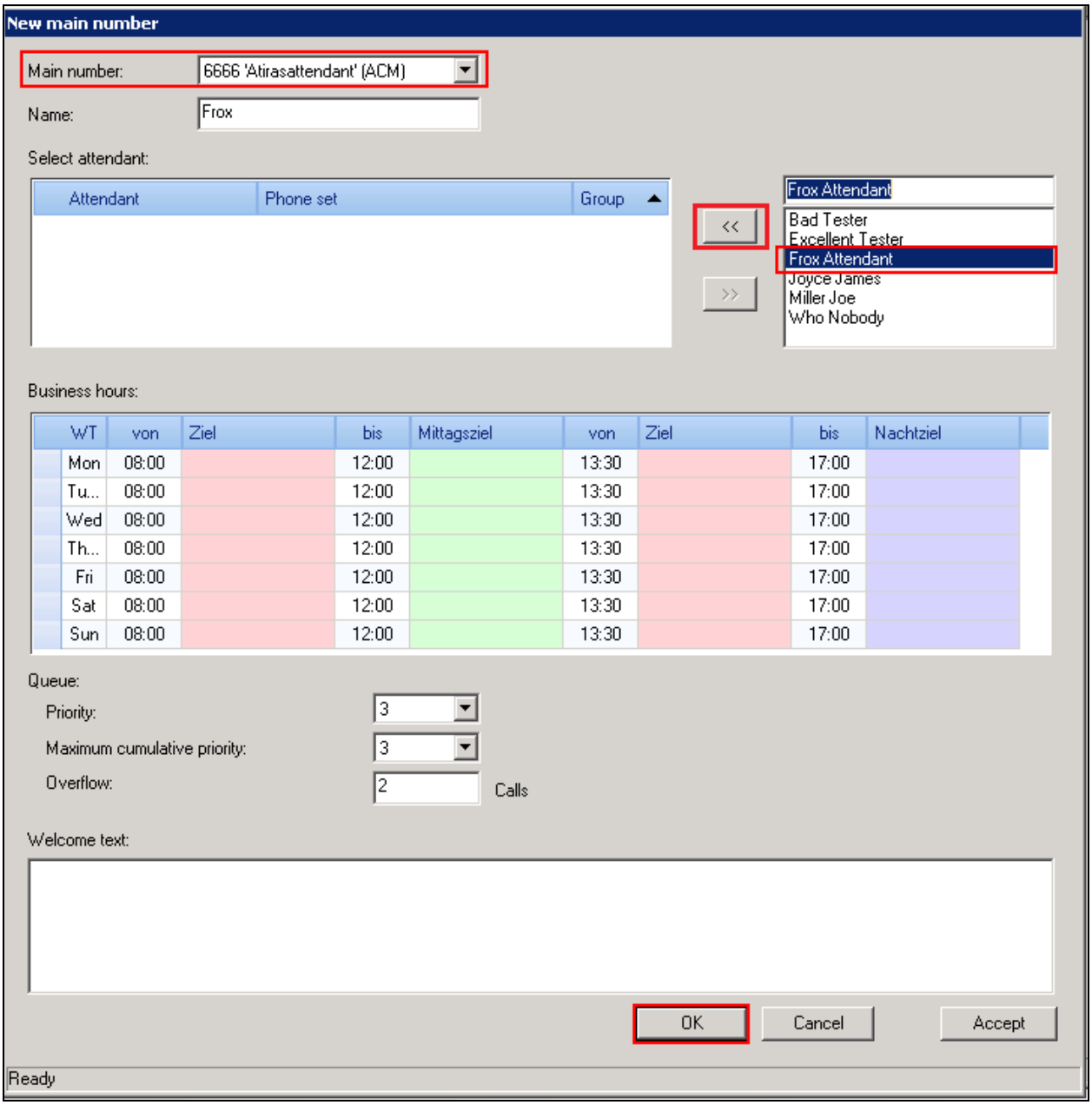
Once the **New main number** windows opens, select **6666 'Atirasattendant' (ACM)** (configured in **Section 5.6**) Select **Frox Attendant** and click on left arrow (<<) to move it into **Select attendant** pane Click on the **OK** button.



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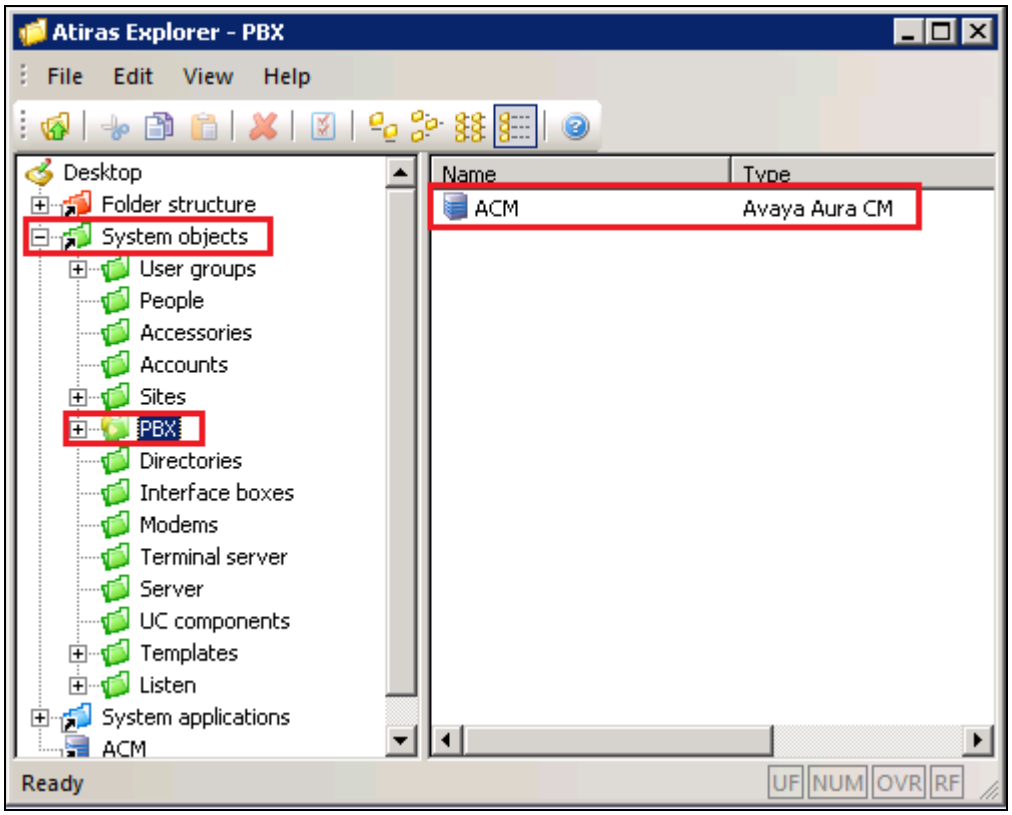
7.5. Configure Atiras Attendant Console to connect to Avaya Application Enablement Services

To configure Atiras Attendant to connect to Avaya Application Enablement Services, navigate to **System objects → PBX**. Right-click on **ACM** and select **Properties (not shown).**



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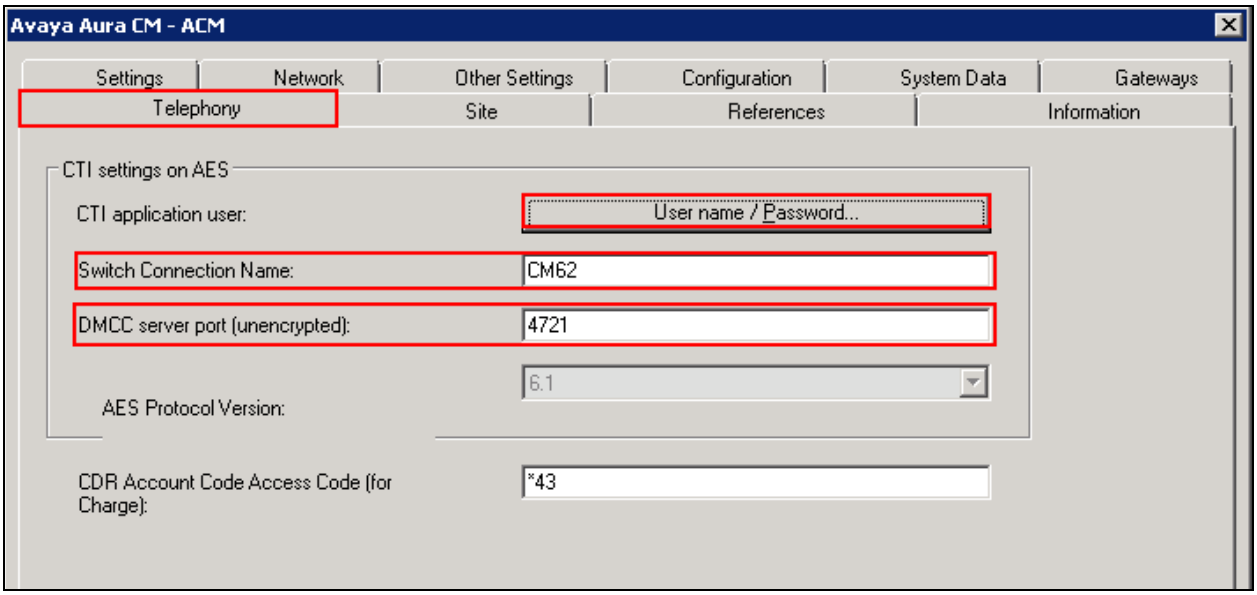
Once the **Avaya Aura CM** window opens, select the **Telephony** tab and enter the following:

- **Switch Connect Name:** Enter the Communication Manager as configured in **Section 6.3** (CM62)
- **DMCC server port:** Enter the DMCC port as configured in **Section 6.6** (4721)

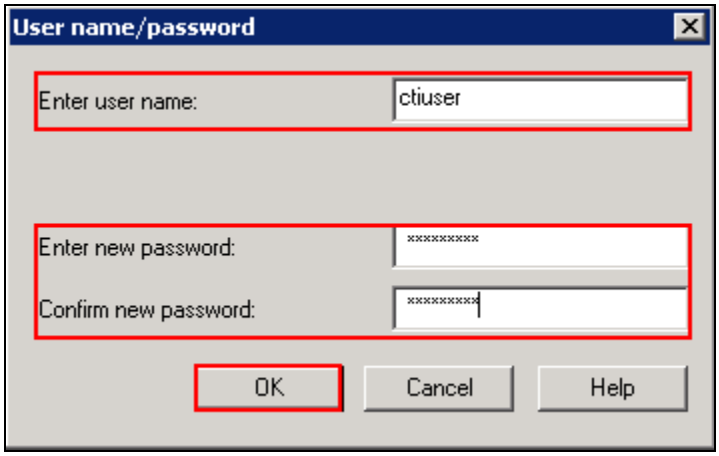
Click on the **User name / Password…** button.



Once the **User name/password** window opens, enter the following:

- **Enter user name:** Enter the CTI User as configured in **Section 6.5** (ctiuser)
- **Enter new password:** Enter the CTI user password as configured in **Section 6.5**
- **Confirm new password** Confirm the password

Click on the **OK** button.



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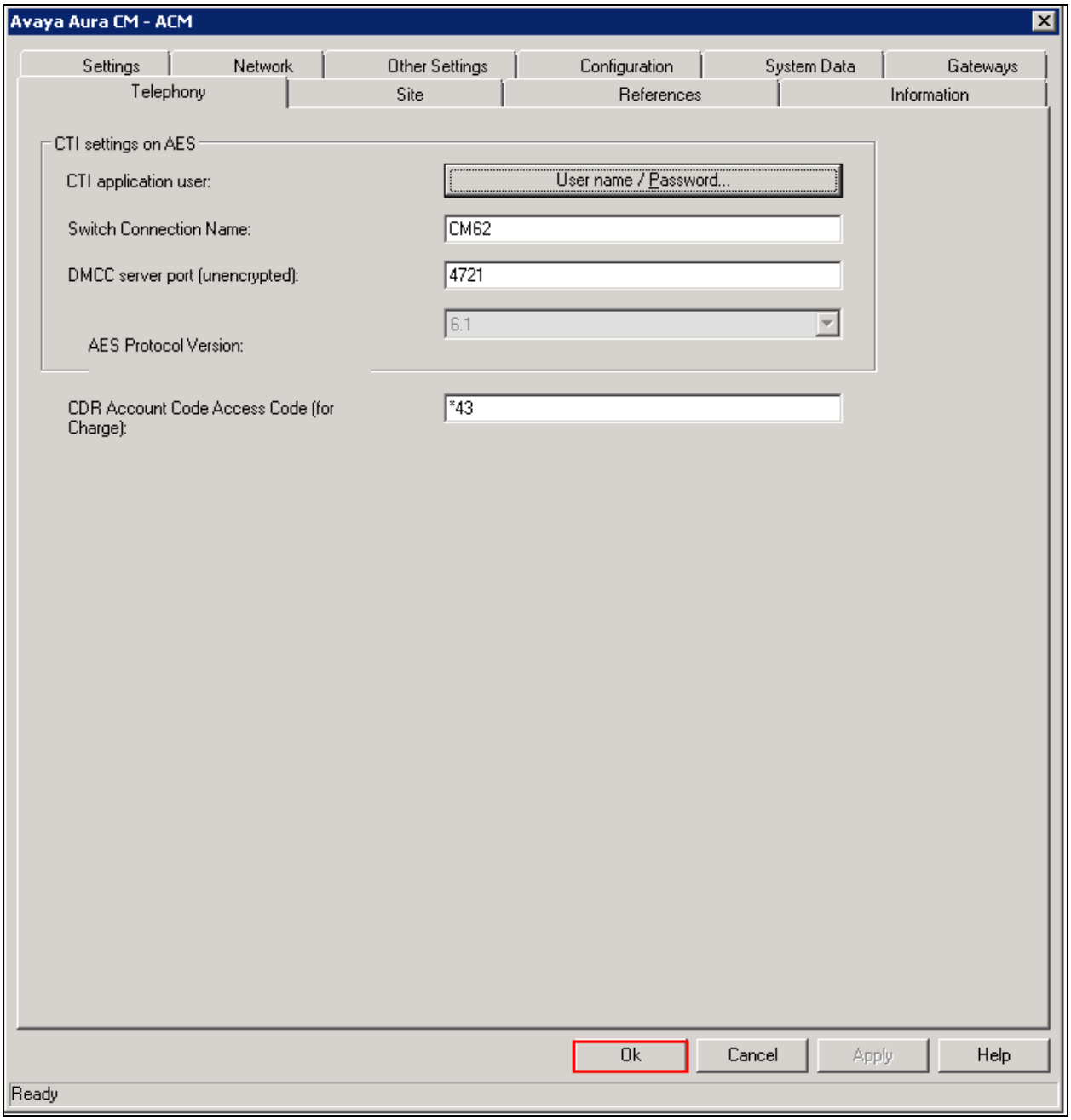
Click the **Ok** button



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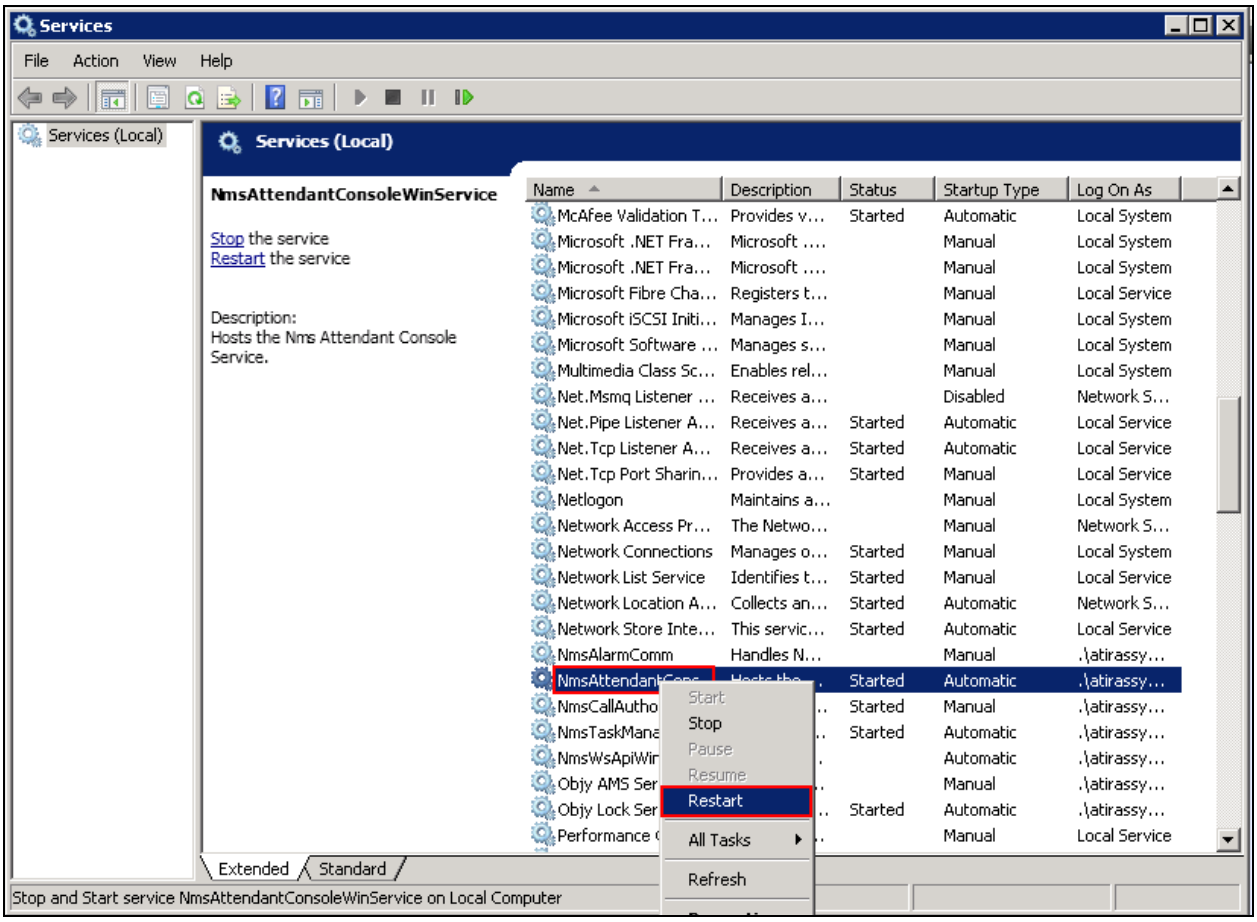
7.6. Restart the Nms Attendant Console

Once the Atiras Attendant is configured, the Nms Attendant Console must be restarted. To restart the Nms Attendant Console, go to **Start → Run** and enter **services.msc**. Once the services window opens, right click on **Nms Attendant Console** and select **Restart**.
Note: The **Startup** type for **Nms Attendant Console** should be set to **Automatic**.



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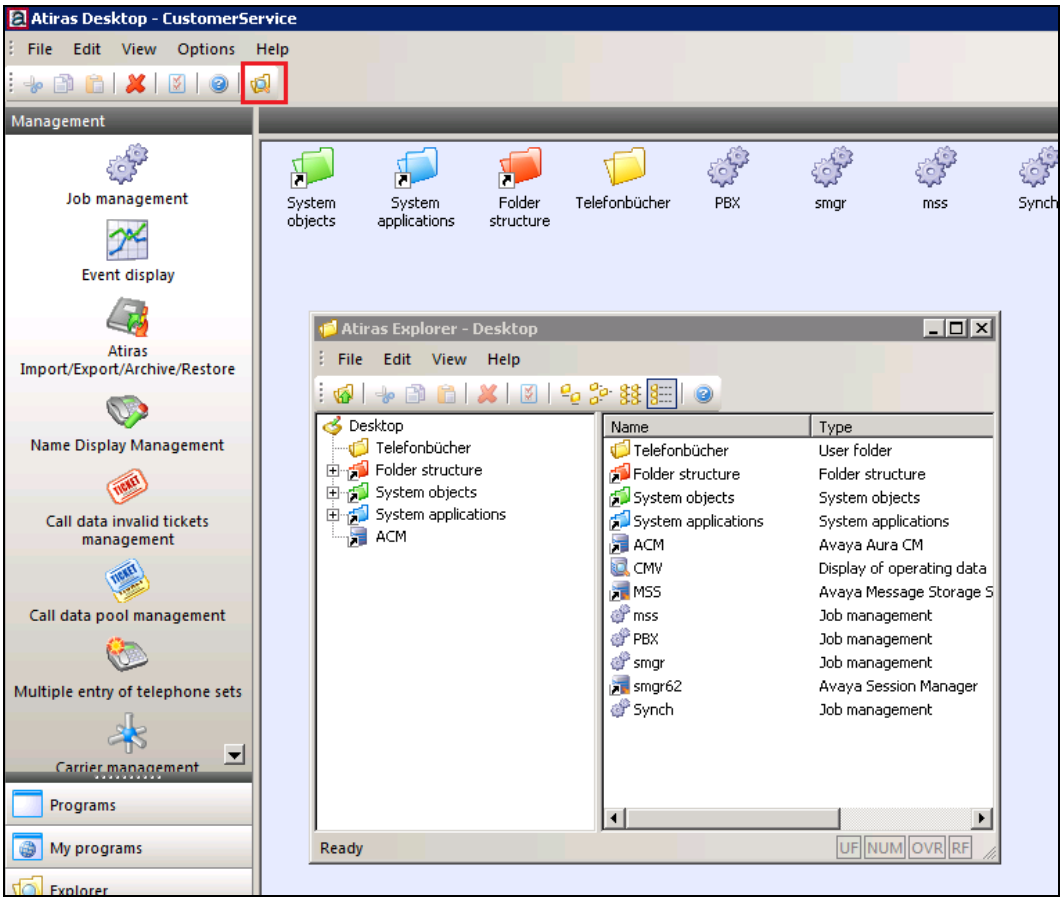
8. Configuration Atiras Configuration module

This section describes the steps preformed to configure the Atiras Configuration module. It is implied that the Atiras Configuration module software is already installed and licensed. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 10**. The configuration operations described in this section can be summarized as follows:

- Configure Communication Manager
- Synchronize Telephony functions
- Configure Session Manager
- Synchronize Session Manager
- Configure Atiras for Avaya Message Storage Server
- Synchronize Avaya Message Storage Server

8.1. Configure Avaya Aura Communication Manager

Navigate to **Start → All Programs → Atiras → atiras** (not shown) and log in with the appropriate credentials. Once the **Atiras Desktop** opens click on the **Explorer** icon .



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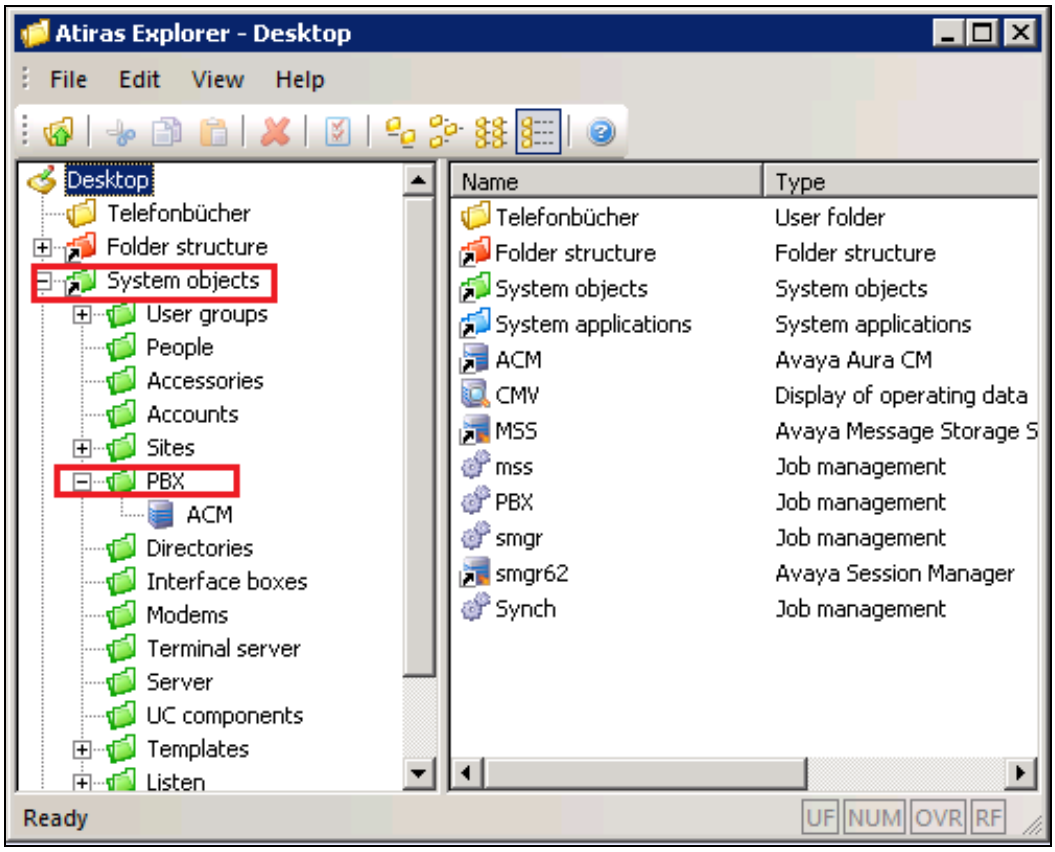
When the **Atiras Explorer** window opens, navigate to **System objects→ PBX.**



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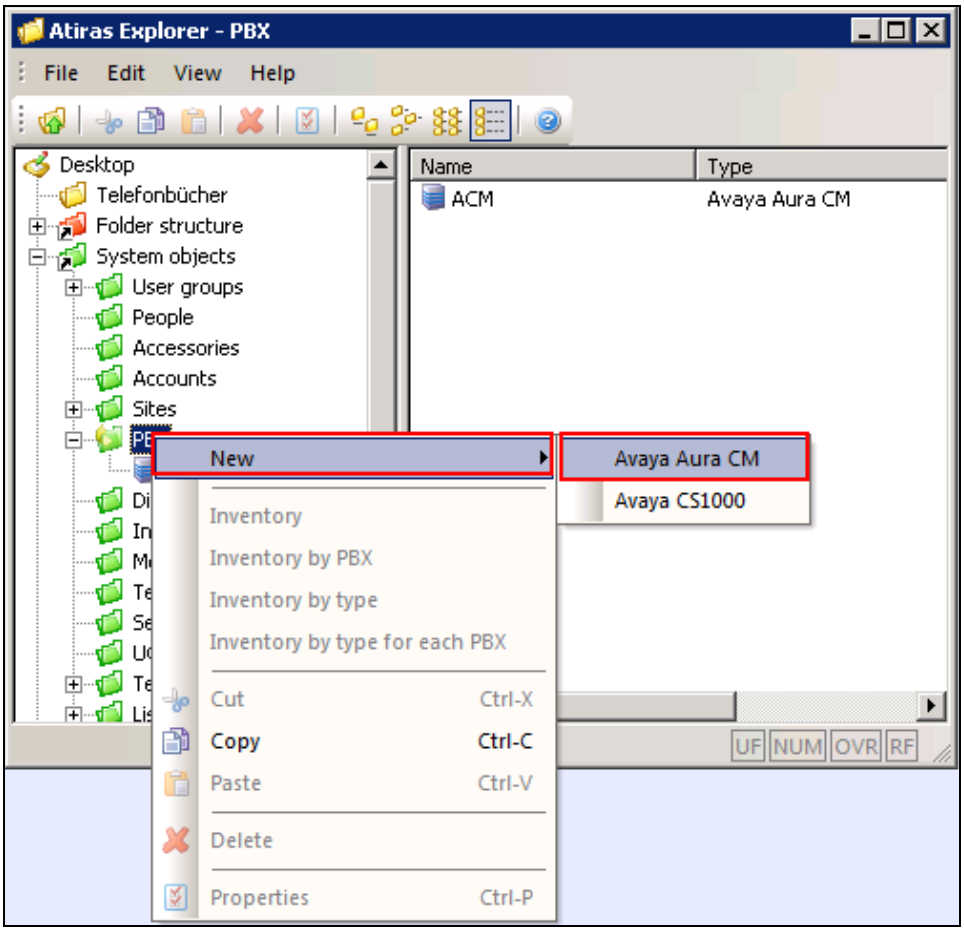
Right-click on **PBX** and select **New → Avaya Aura CM**.



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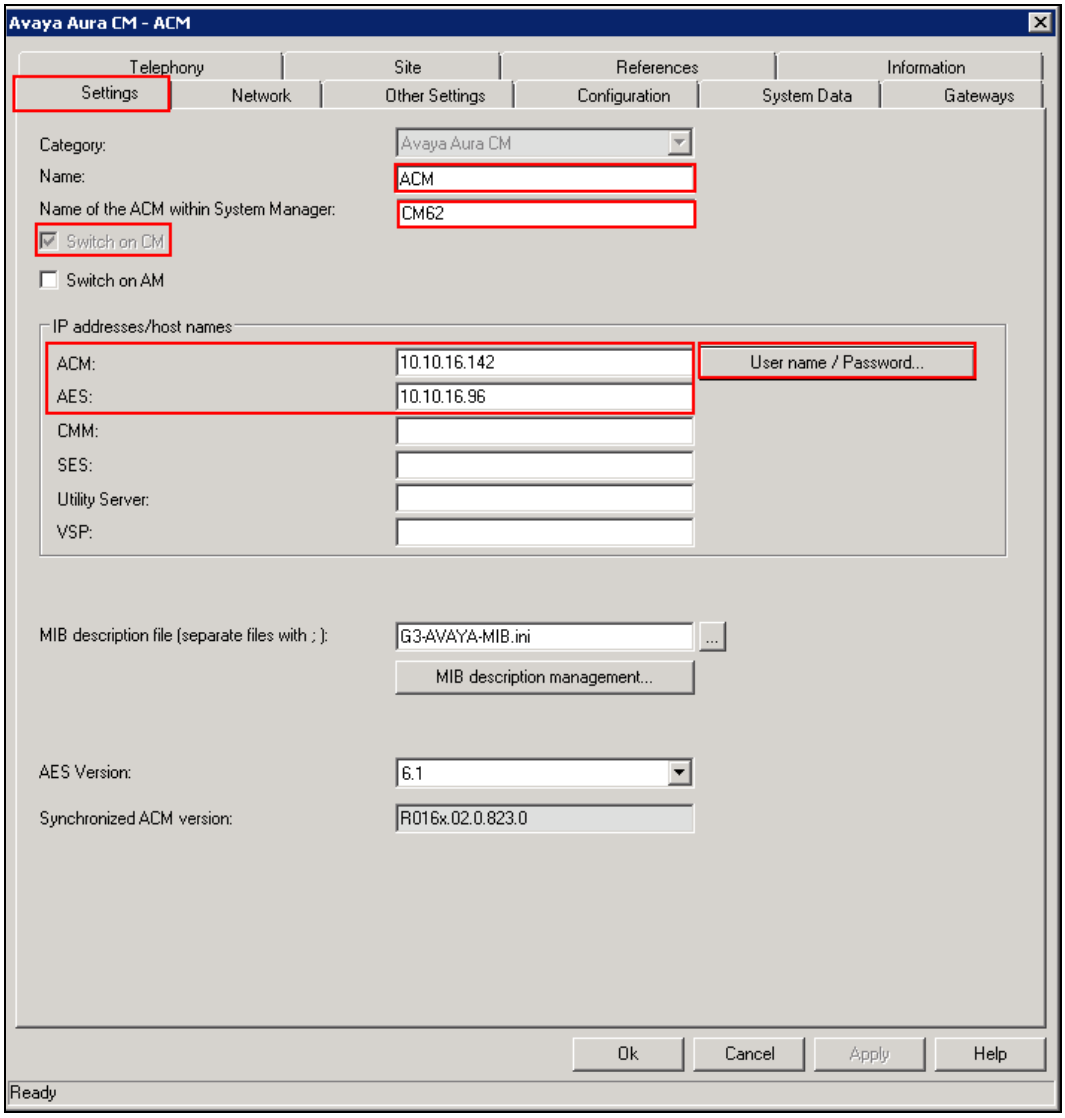
Once the **Avaya Aura CM** window opens click on the Settings tab and enter the following;

- **Name** Enter a informative name for Communication Manager (i.e. ACM)
- **Name of the ACM within System Manager** Enter **CM62** as was created in **Section 6.3**
- Click the **Switch on CM** check box
- **ACM** Enter the IP address of Communication Manager (10.10.16.142)
- **AES** Enter the IP address of AES (10.10.16.96)

Click on the **User name / Password** button



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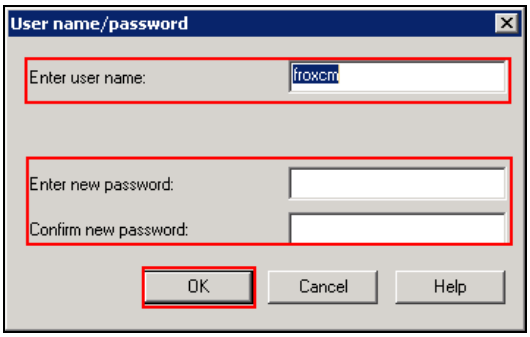
In the **User name/Password** window enter the following:

- **Enter user name** Enter user ID required to log in to Communication Manager
- **Enter new password** Enter the user password required to log in to the Communication Manager
- **Confirm new password** Confirm the password

Click on the **OK** button



Click on the **OK** button.

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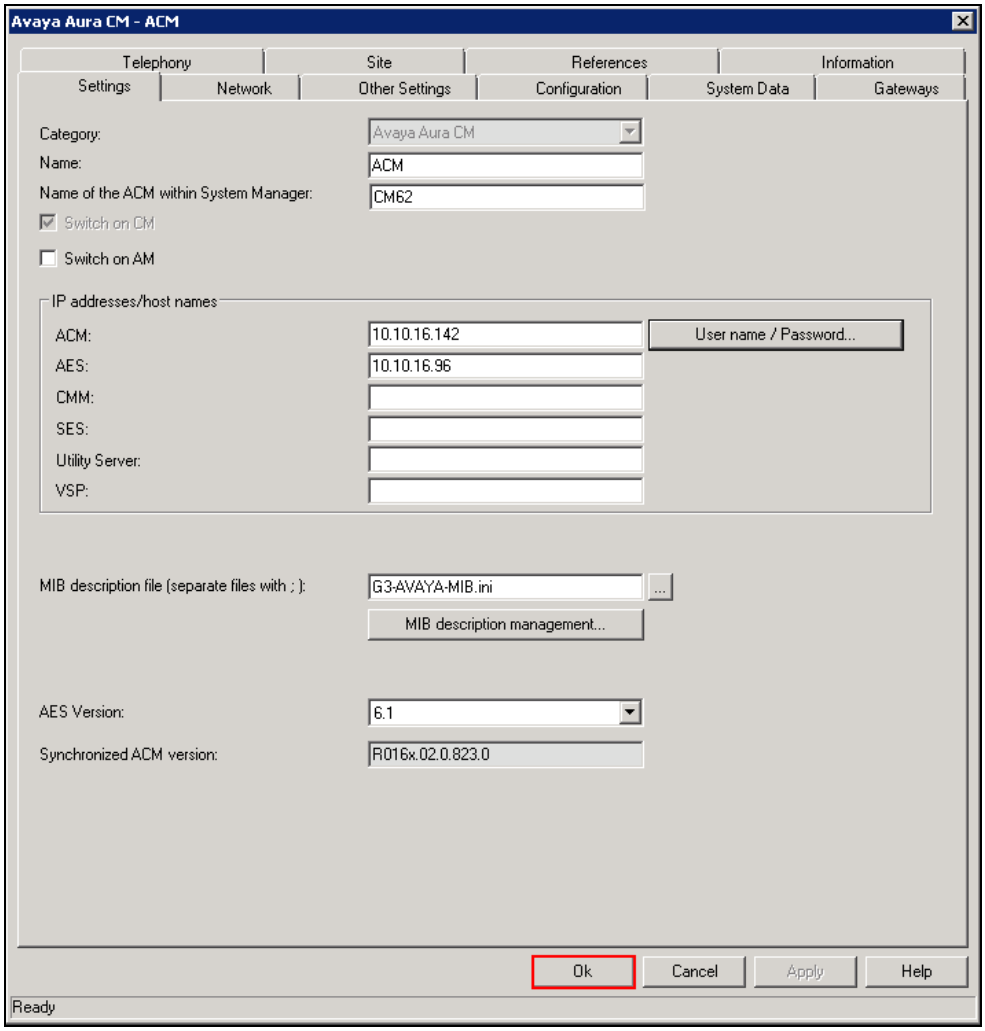

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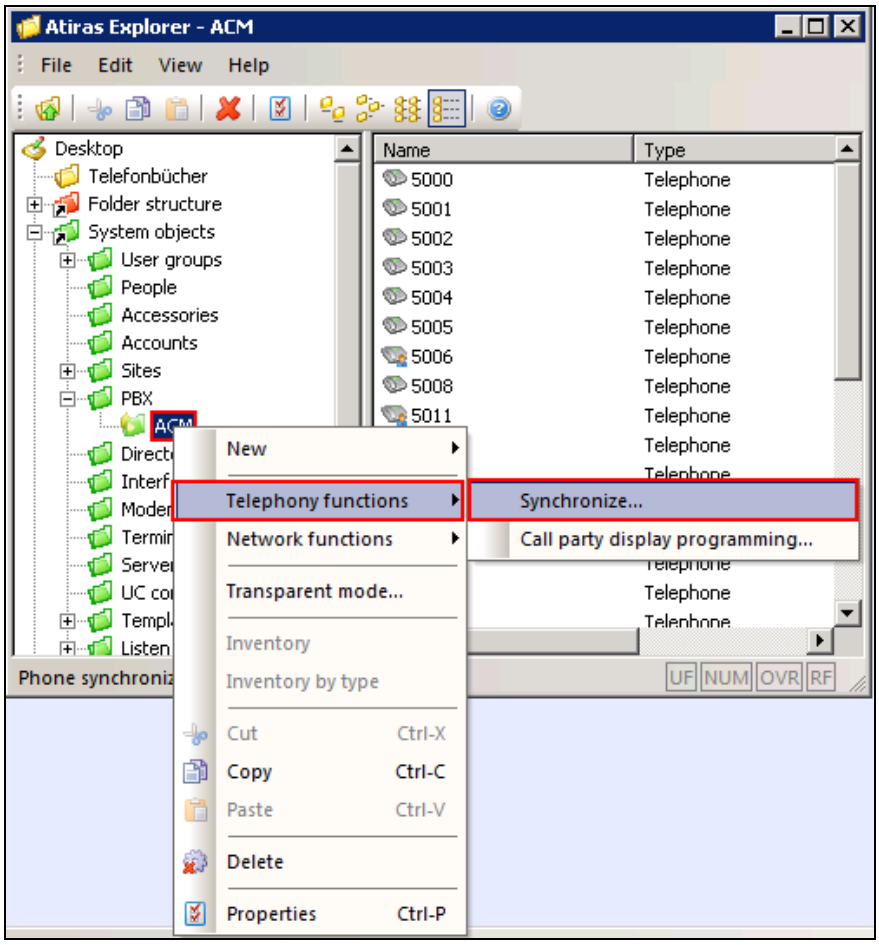
8.2. Synchronize Telephony functions

Once the Communication Manager is configured it must be synchronized. Right-click on the **ACM** just configured and select **Telephony functions → Synchronize**.



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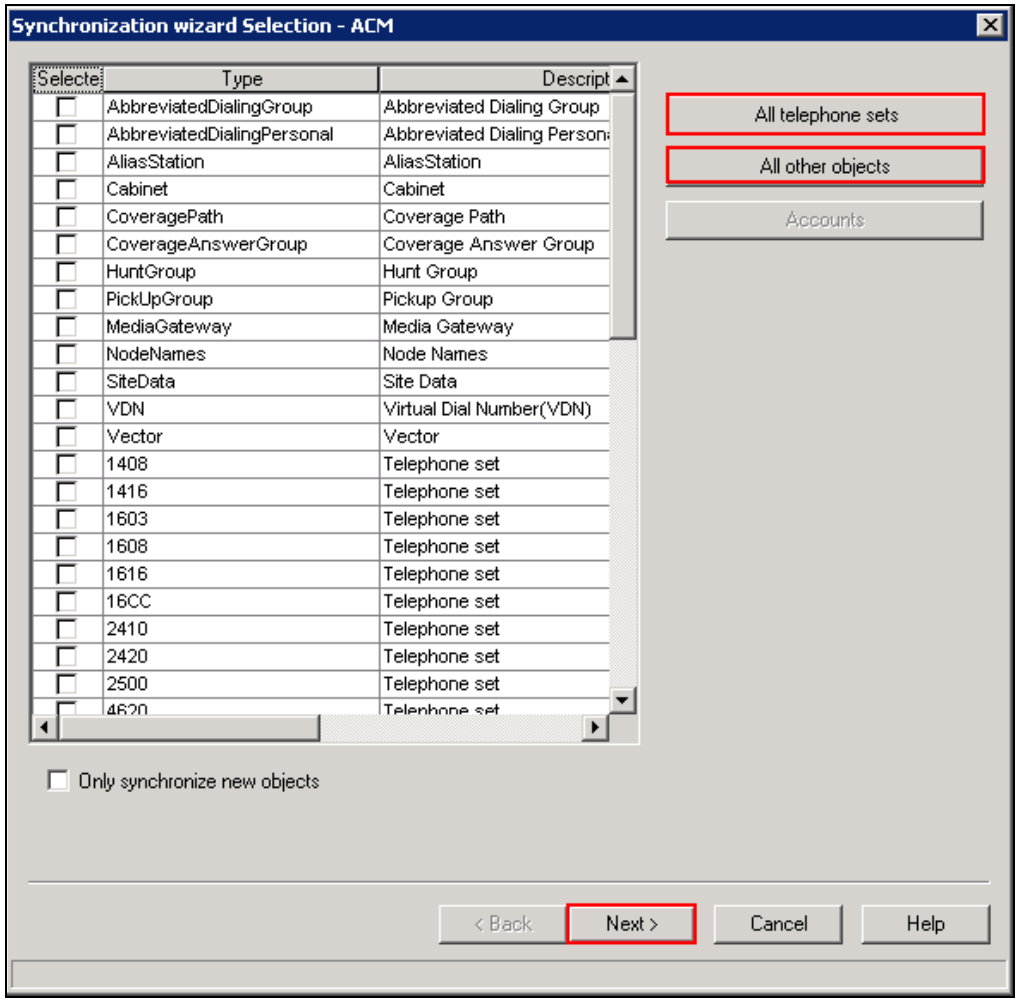
Once the **Synchronization wizard Selection** window open click on the **All telephone sets** and **All other objects** buttons followed by the **Next** button.



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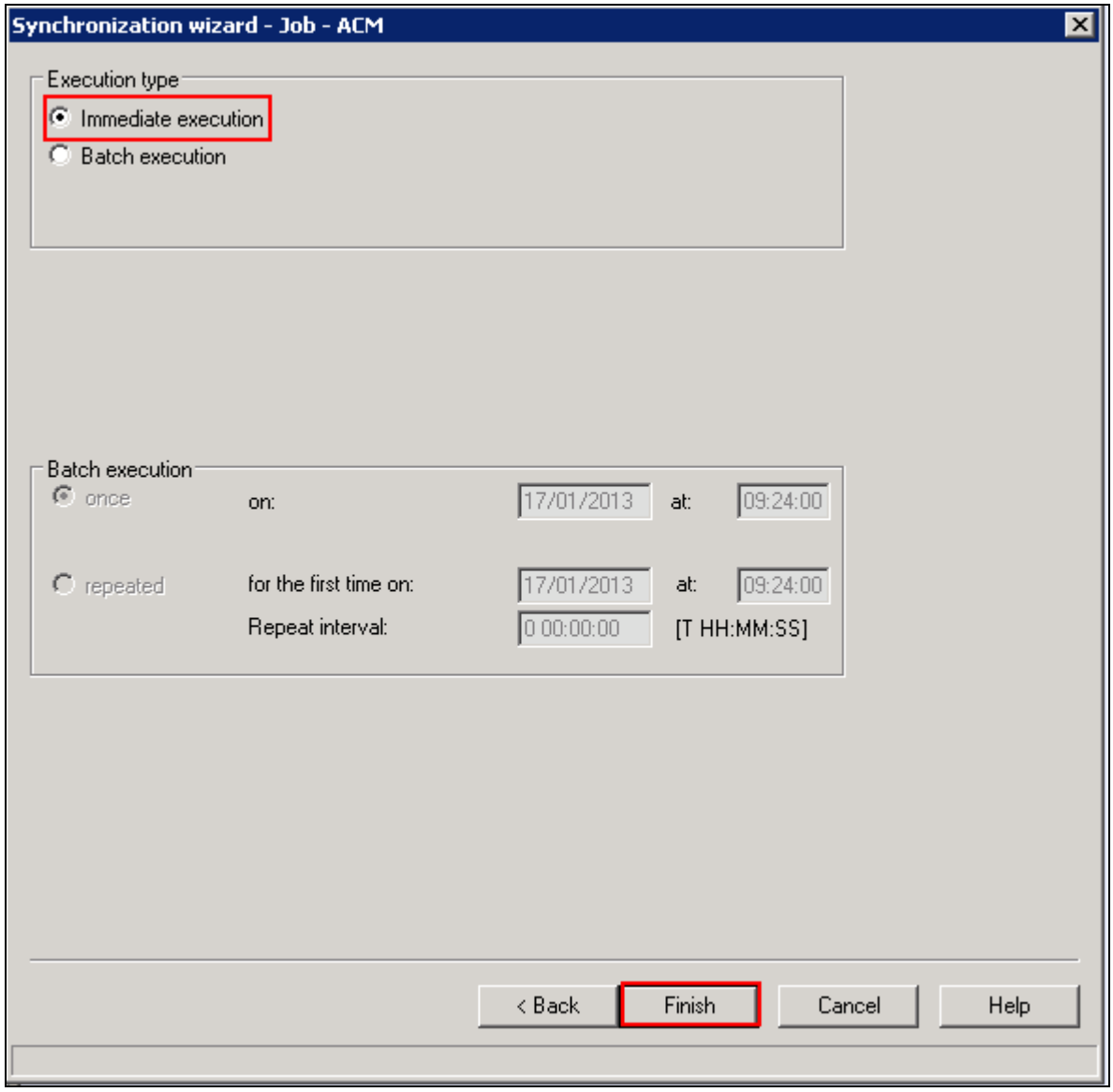
Once the **Synchronization wizard – Job- ACM** window opens, click on the **Immediate execution** radio button followed by the **Finish** button.



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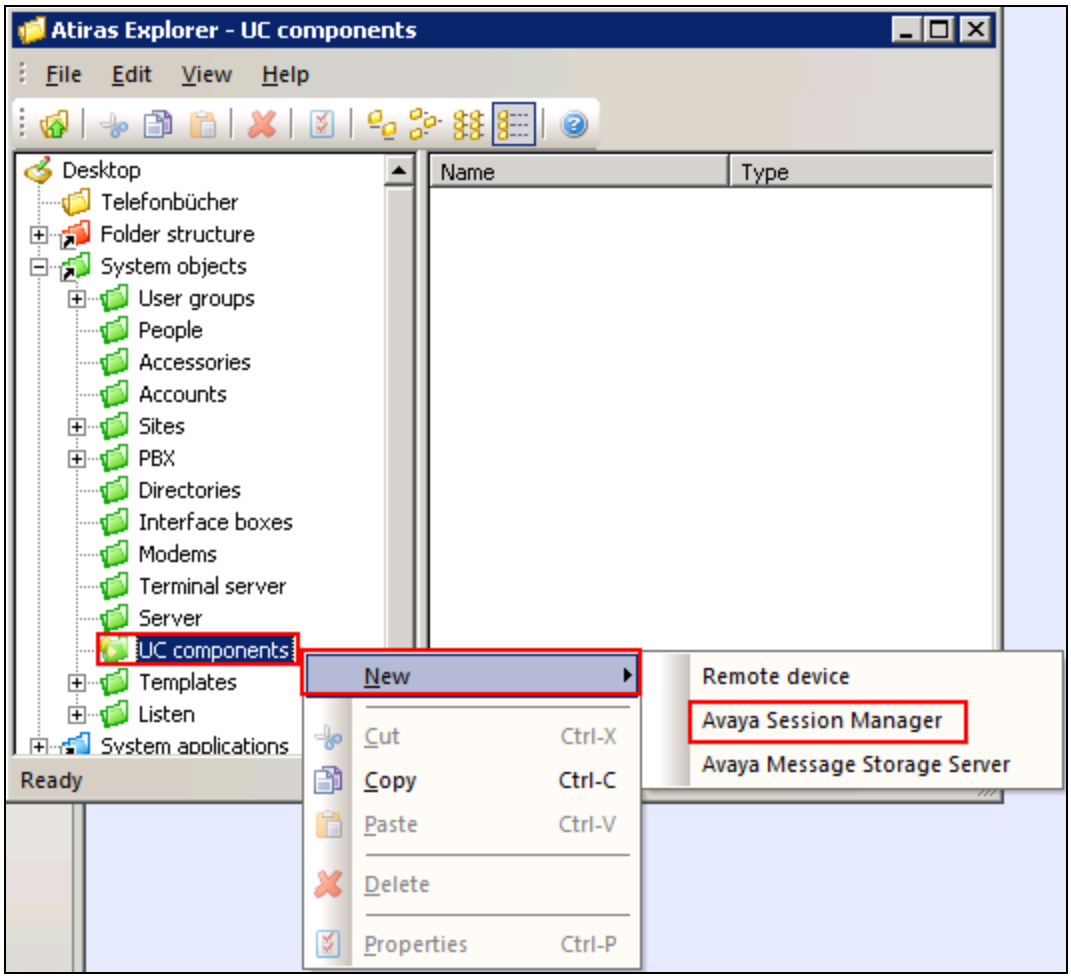
8.3. Configure Atiras for Avaya Session Manager

To enable SIP extension configuration by Atiras, right-click on **UC components** and select **New → Avaya Session Manager.**

Note: Although the SIP extensions are created on Session Manager, the configurations are done via System Manager.



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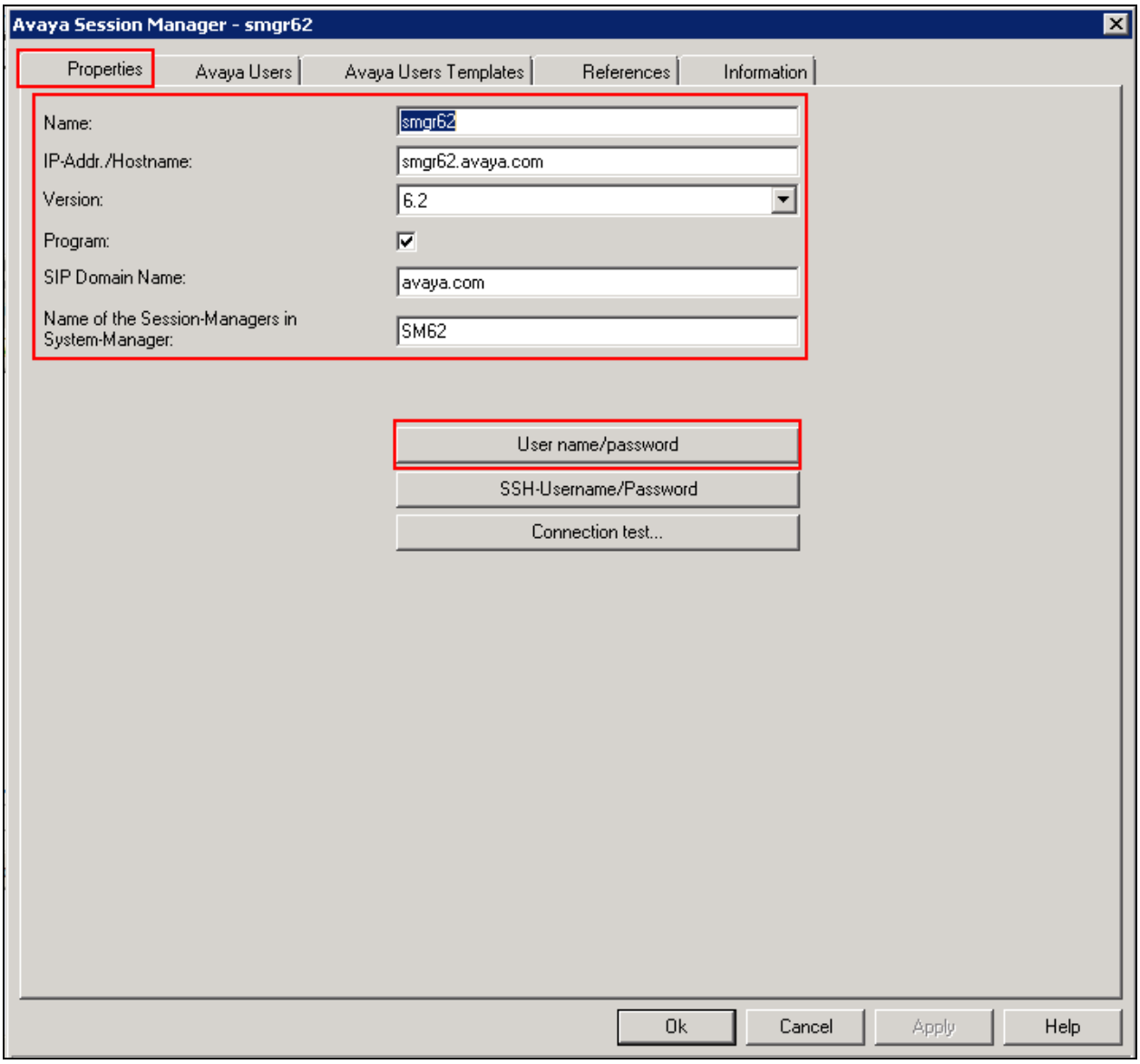
Once the **Avaya Session Manager** window opens, click on the **Properties** tab and enter the following;

- **Name** Enter a informative name for System Manager (i.e. smgr62)
- **IP-Addr./Hostname:** Enter the Hostname of System Manager (i.e. smgr62.avaya.com)
- **Version:** Select **6.**2 from the dropdown
- **Program:** Check the check box
- **SIP Domain Name:** Enter the Domain that System Manager resides on. (During compliance testing the Domain was Avaya.com)
- **Name of the Session-Manager in System-Manager:** Enter the Session Manager name. (During compliance testing the Session Manager name was SM62)

Click on the **User name / Password** button



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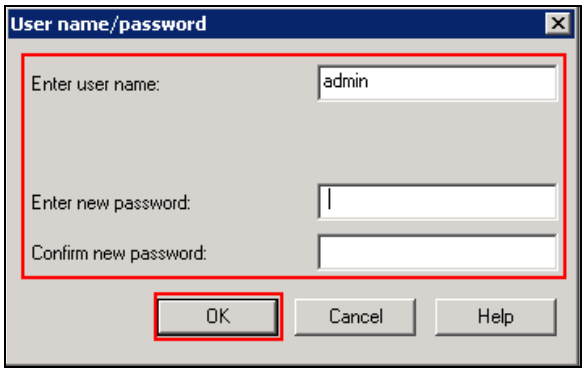
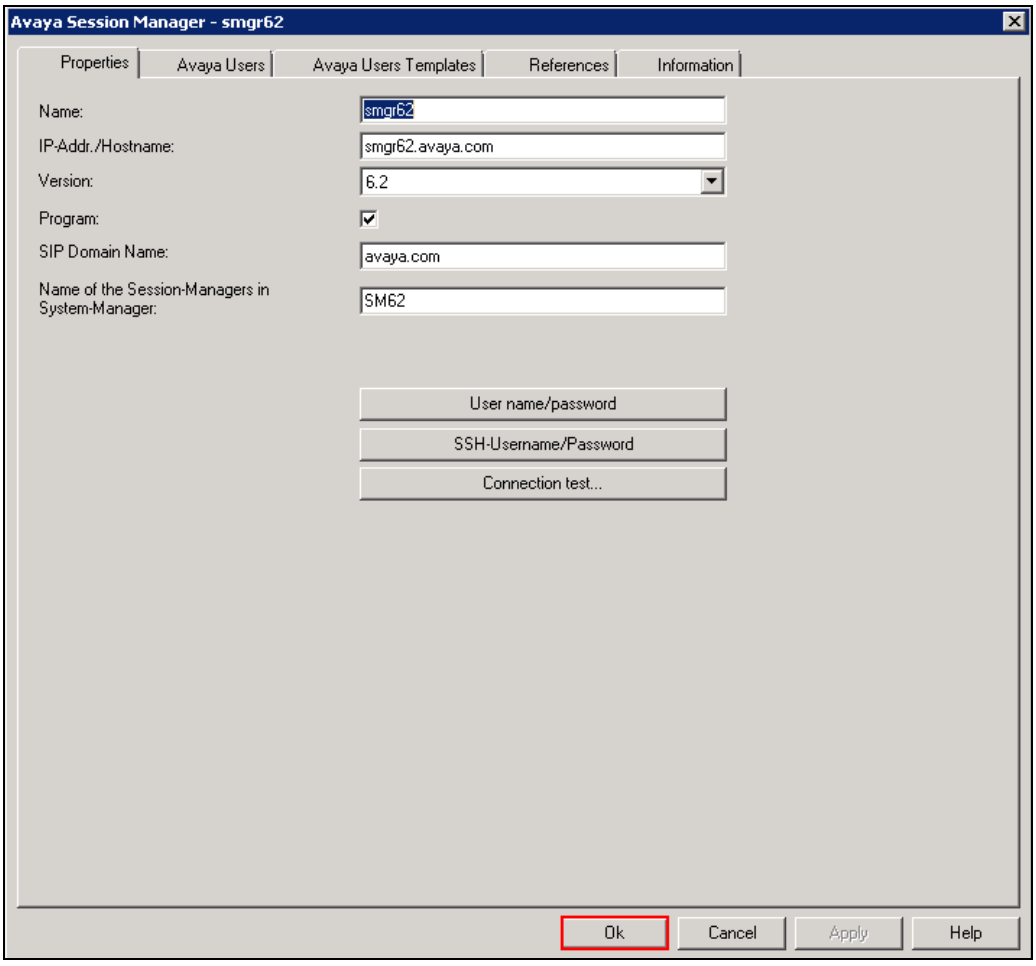
In the **User name/Password** window enter the following:

- **Enter user name** Enter an user ID required to log into System Manager
- **Enter new password** Enter the password required to log into System Manager
- **Confirm new password** Confirm the password

Click on the **OK** button



Click on the **OK** button.



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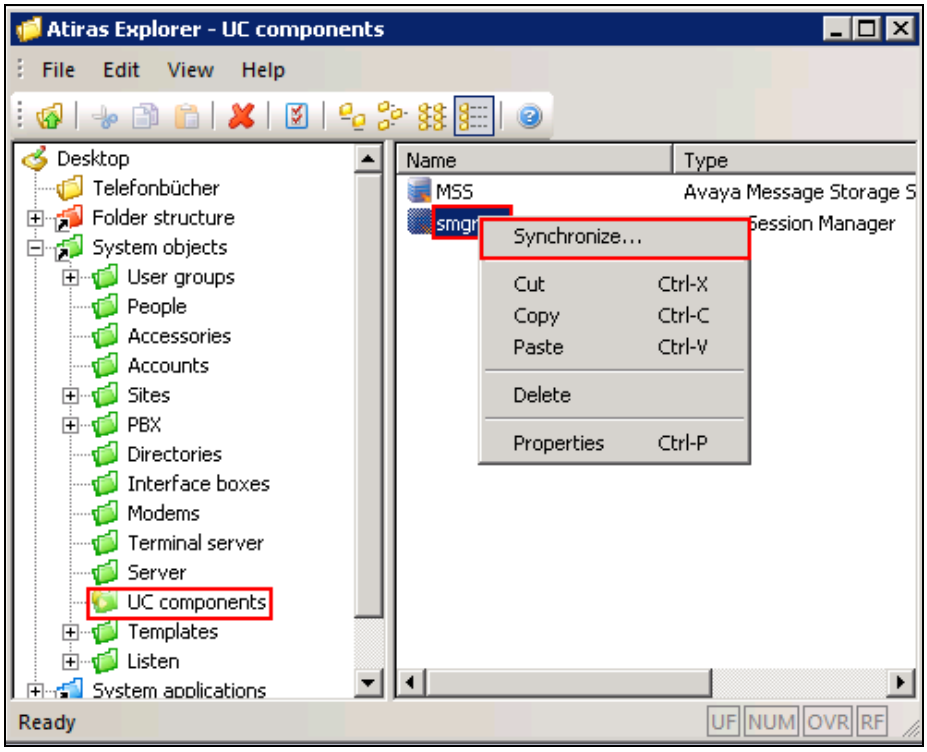
8.4. Synchronize Session Manager

Once the Avaya Session Manager is configured it must be synchronized. Right-click on Session Manager just configured (smgr62 as configured in **Section 8.3**) and select **Synchronize**.



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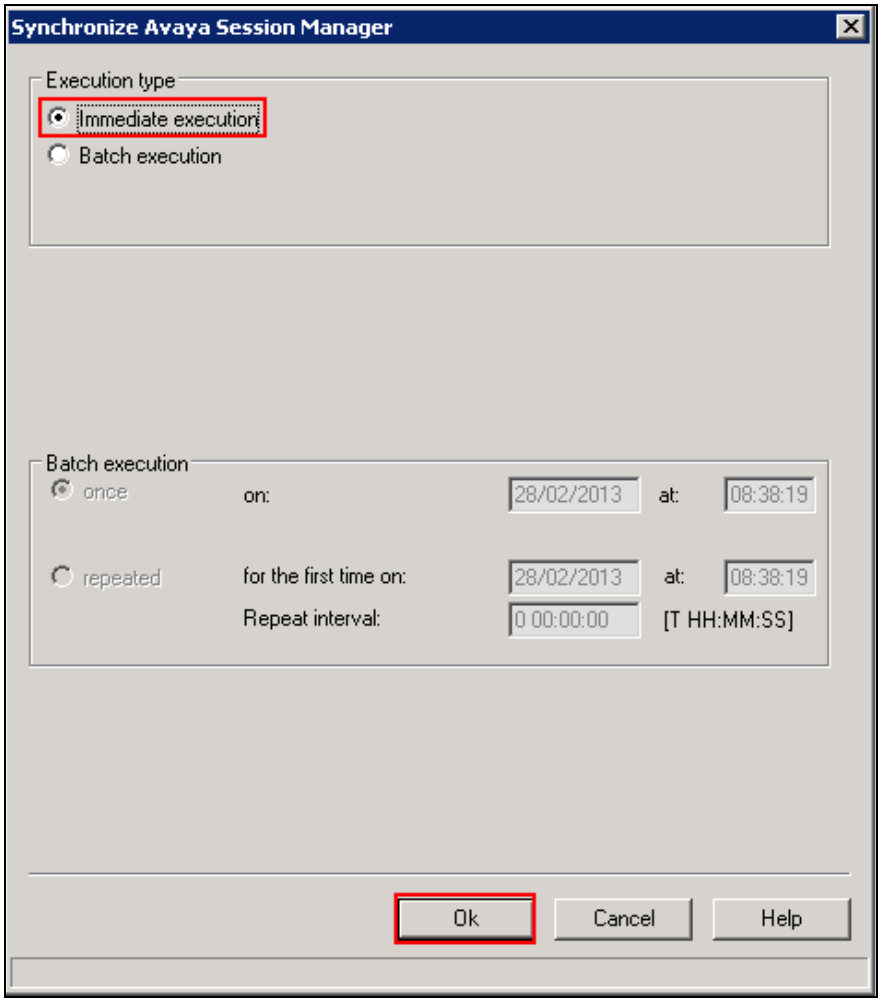
Once the Avaya Session Manager window opens, click on the **Immediate execution** radio button followed by the **OK** button.



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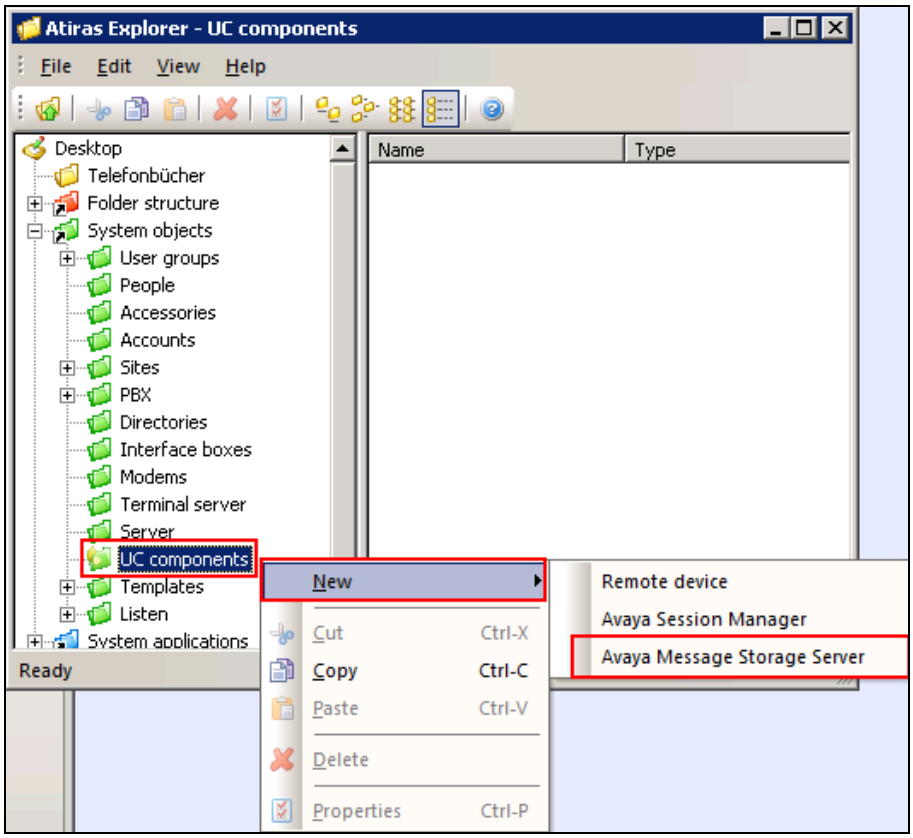
8.5. Configure Atiras for Avaya Message Storage Server

To configure Atiras to enable voicemail box configuration, right-click on **UC components** and select **New → Avaya Message Storage Server**.



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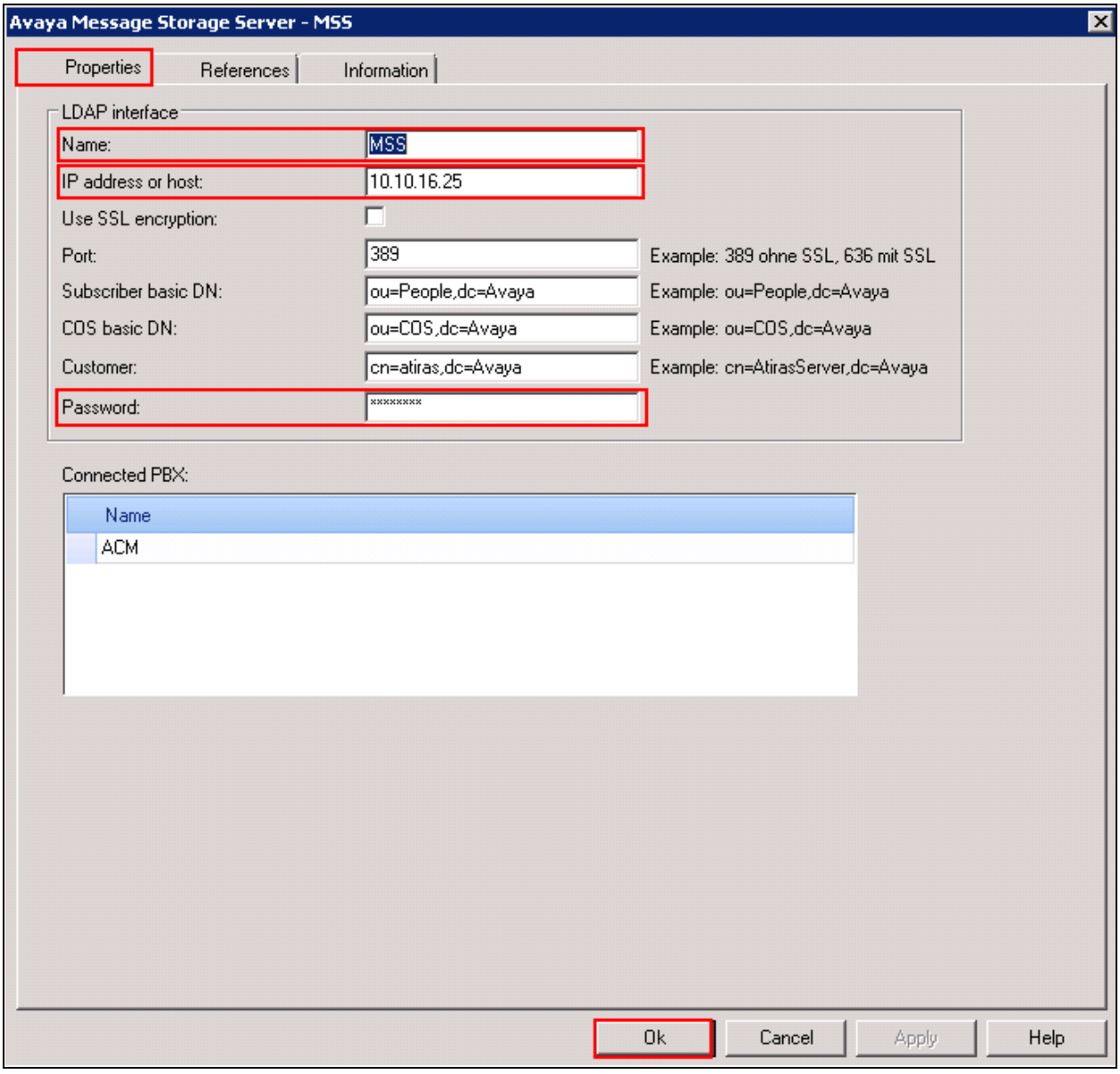
Once the **Avaya Message Storage Server** window opens, select the **Properties** tab and enter the following;

- **Name:** Enter an informative name
- **IP address or host:** Enter the IP address of the Message Storage Server (10.10.16.25)
- **Password** Enter the password of the Message Storage Server

Click on the **OK** button.



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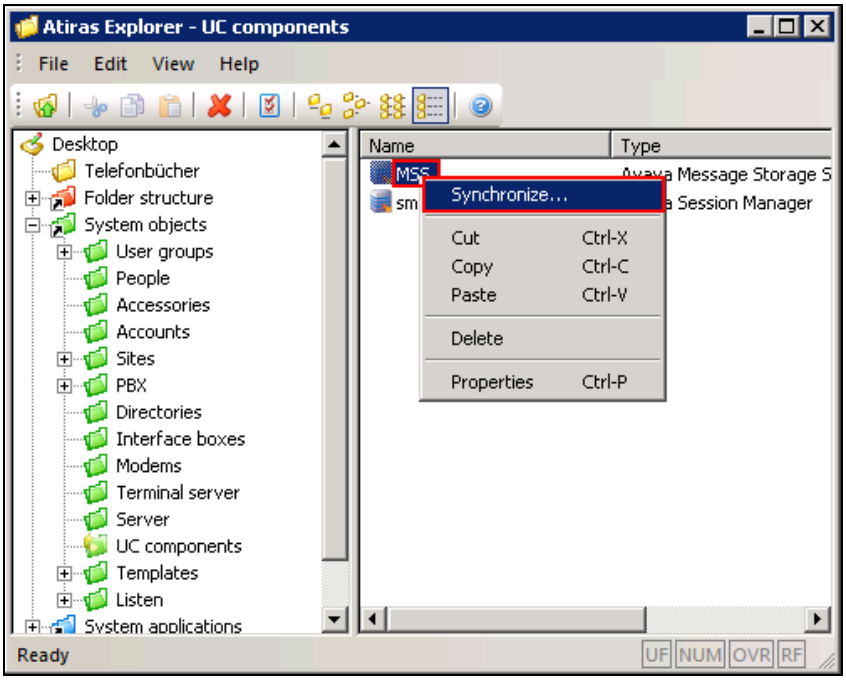
8.6. Synchronize Avaya Message Storage Server

Once the Avaya Message Storage Server is configured it must be synchronized. Right-click on the Avaya Message Storage Server just configured (MSS as configured in **Section 8.5**) and select **Synchronize**.



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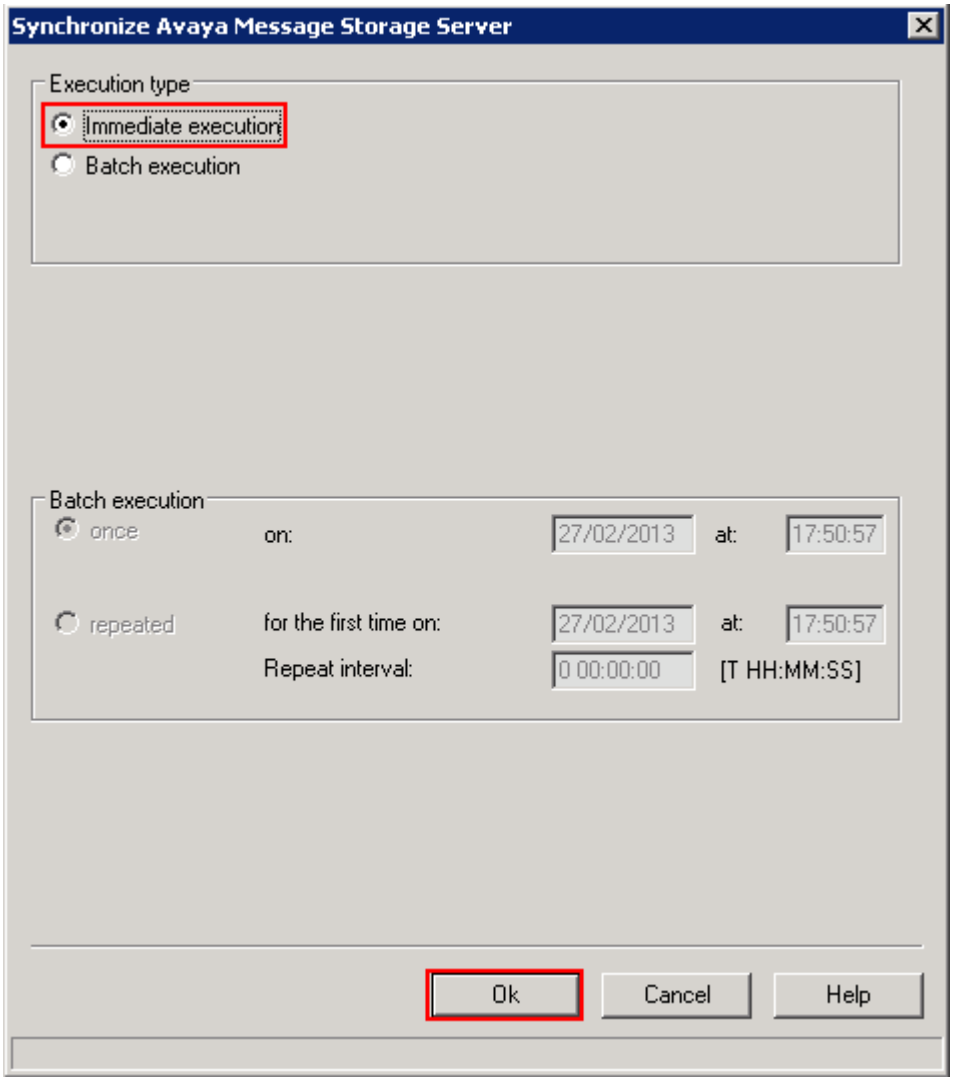
Once the Avaya Message Storage Server window opens, click on the **Immediate execution** radio button followed by the **OK** button.



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9. Verification Steps

This section provides tests that can be performed to verify correct configuration of the Avaya and Frox Communication solution.

9.1. Verify Avaya Aura® Communication Manager CTI Service State

The following steps can ensure that the communication between Communication Manager and the Application Enablement Services server is functioning correctly. Check the AESVCS link status with Application Enablement Services by using the command **status aesvcs cti-link**. The CTI link is 1.Verify the **Service State** of the CTI link is **established.**

```
status aesvcs cti-link

                AE SERVICES CTI LINK STATUS

CTI        Version    Mnt   AE Services      Service    Msgs       Msgs
Link                  Busy    Server          State     Sent       Rcvd

1             5       no       aes1        established 15          15
```


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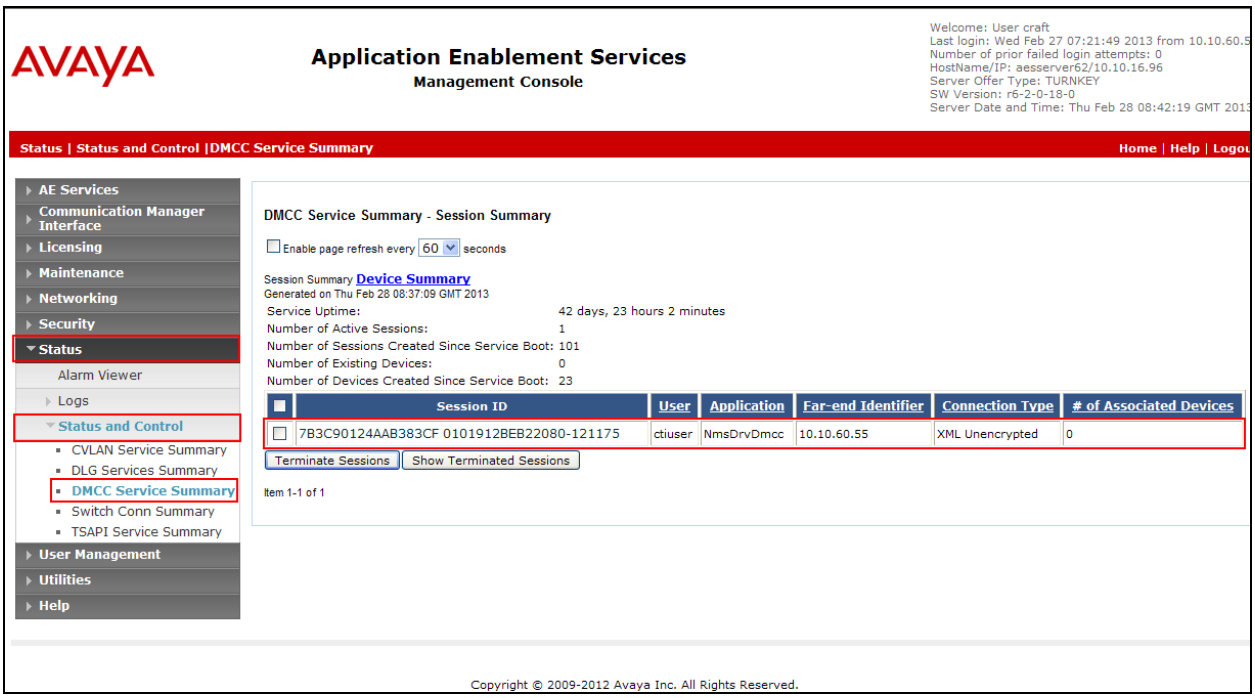
9.2. Verify Avaya Aura® Application Enablement Services DMCC

The following steps are carried out on the Application Enablement Services to ensure that the communication link between Atiras and the Application Enablement Services server is functioning correctly. Verify the status of the DMCC service by selecting **Status → Status and Control → DMCC Service Summary**. The **DMCC Service Summary – Session Summary** screen is displayed as shown below. It shows a connection to **ctiuser** and the **Far-end Identifier** of **10.10.60.55** as expected.

Note: Although the TSAPI feature is used the DMCC Service is viewed.



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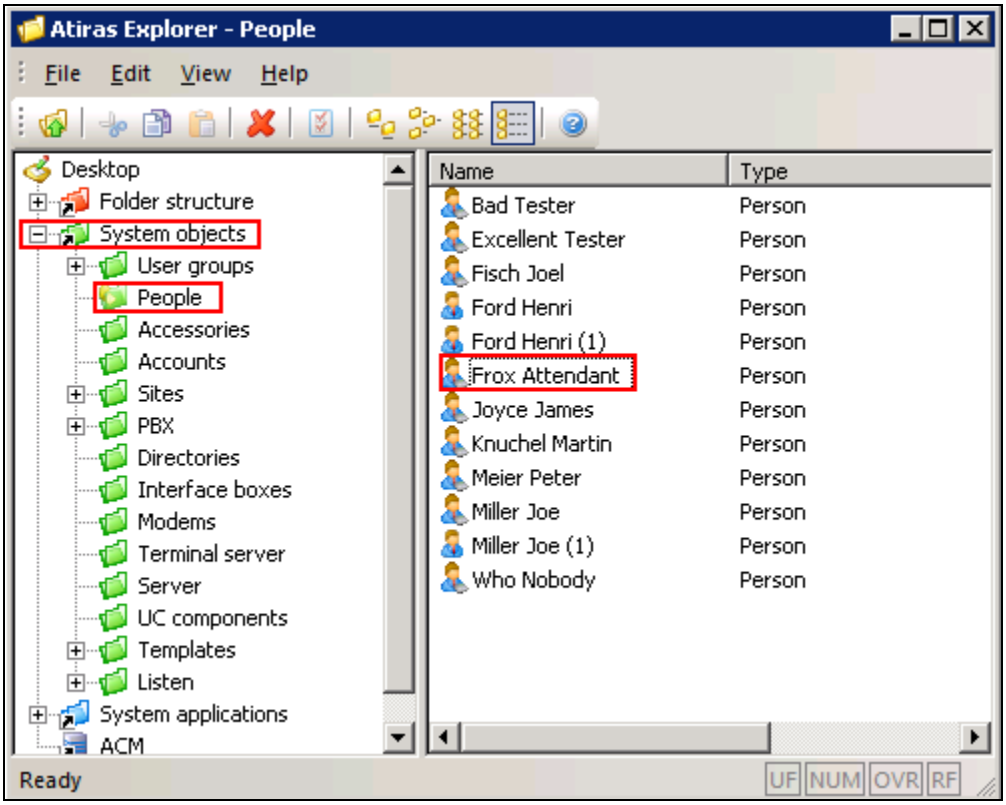
9.3. Verify Atiras Attendant Console Extension is Assigned to the Attendant

To verify that the Atiras Attendant Console extension is assigned to the Attendant, from the Atiras Explorer window navigate to **System objects → People** and right-click on the Attendant and select **properties.** (During compliance testing the Attendant was called **Frox Attendant**).



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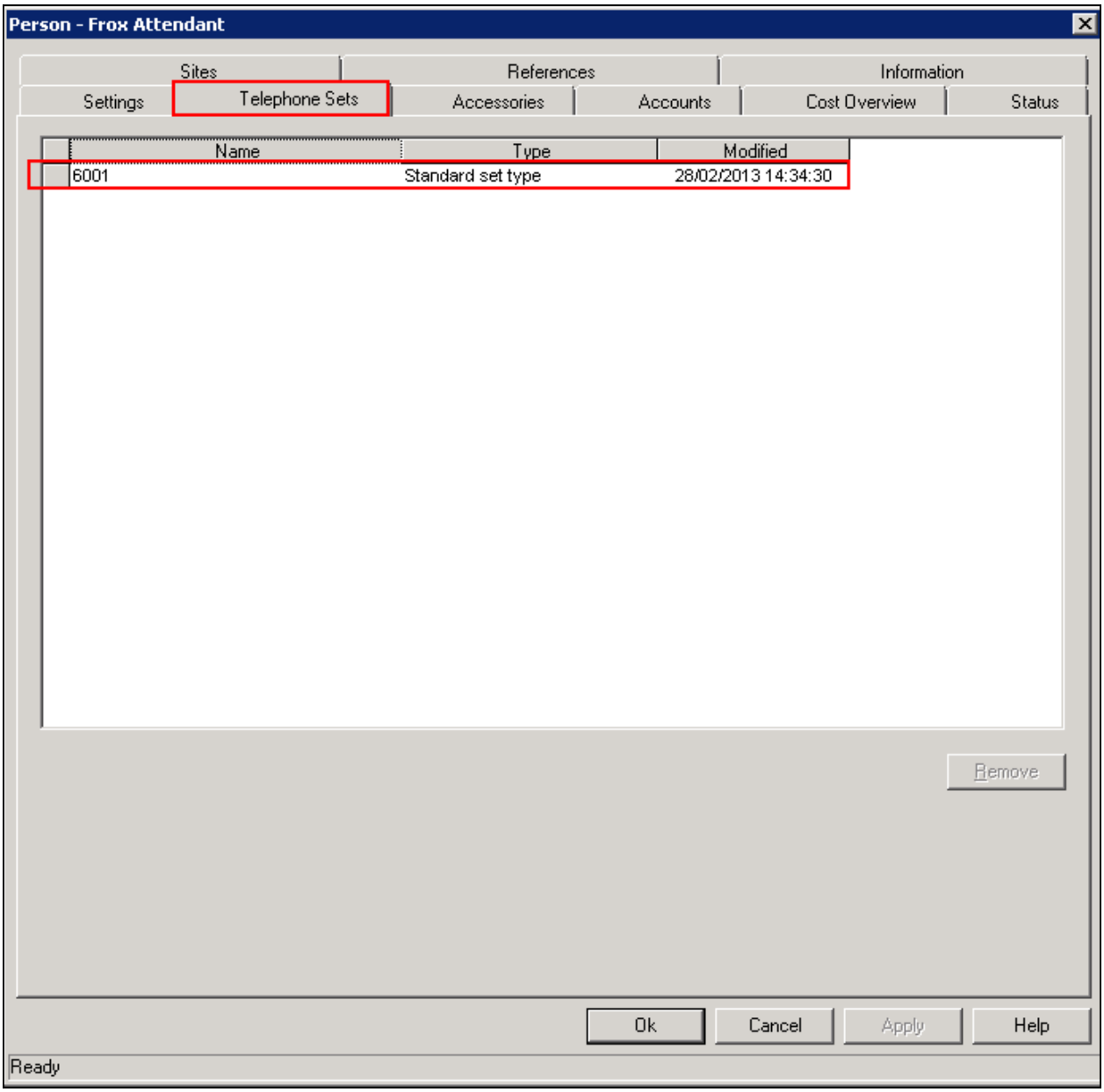
Once the **Person** window opens, select the **Telephone Sets** tab, and verify that the Atiras Attendant Console extension is assigned. (During compliance testing, the Atiras Attendant Console extension was 6001.)



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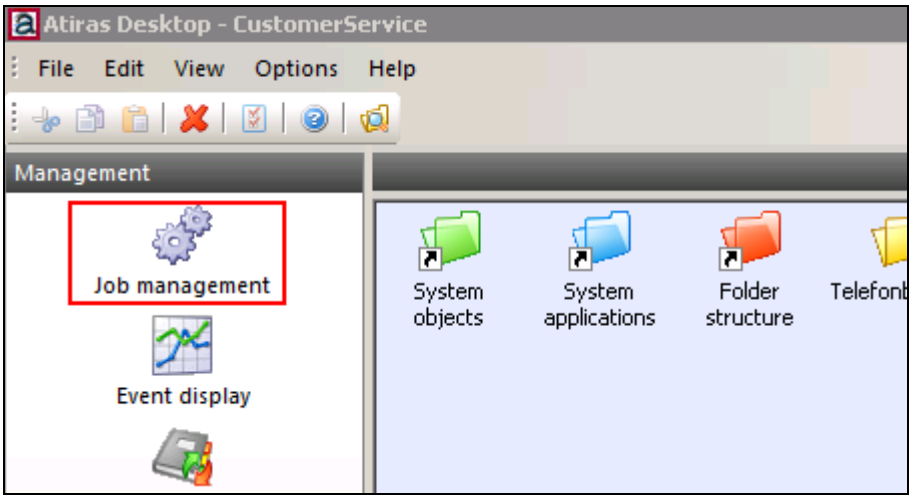
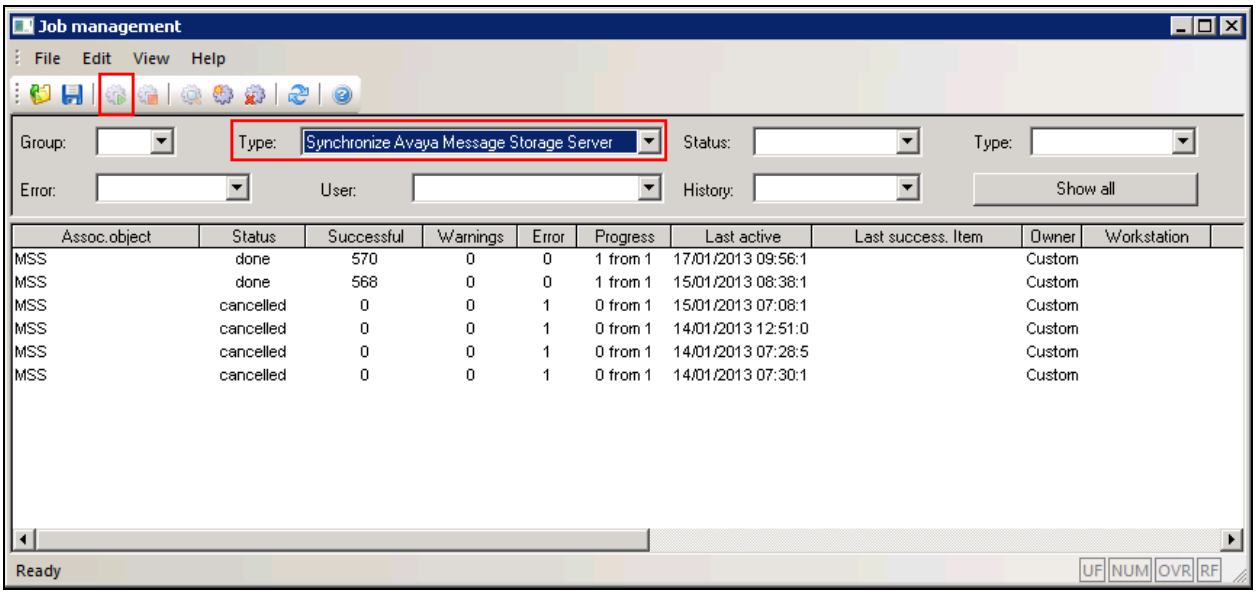
9.4. Verify Atiras Configuration Module Synchronization Status

It is possible to verify the synchronization status of the Communication Manager/Session Manager extensions and voicemail boxes between the Avaya solution and the Atiras Configuration module. Navigate to Start → All Programs → Atiras → atiras (not shown) and log in with the appropriate credentials. Once the **Atiras Desktop** opens click on the **Job management** icon on the left side of the window.



Once the **Job management** window opens, select **Synchronize Avaya Session Manager**, **Phone synchronization** or **Synchronize Avaya Message Storage Server** from the **Type** dropdown box and click on the **Start processing** icon.
Note: The screenshot below shows the **Synchronize Avaya Message Storage Server.**



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10. Conclusion

A full and comprehensive set of feature functional test cases were preformed during compliance testing. All test cases passed and met the objectives outlined in **Section 2.2**. Atiras 7.3 is considered compliant with Avaya Aura® Communication Manager.

11. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from *http://support.avaya.com* or from your Avaya representative.

[1] Administering Avaya Aura® Communication Manager 03-300509 Release 6.0 Issue 6.0 June 2010

[2] Administering Avaya Aura® Session Manager 03-603324 Release 6.1 Issue 1.1 November 2010

[3] Administering Avaya Aura® System Manager Release 6.1 Issue 1.1 November 2010

[4] Avaya Aura® Application Enablement Services Administration and Maintenance Guide Release 6.1 Issue 2 February 2011

Contact Frox Commutations at http://www.frox.com/en/10052/Contact.html for Product Documentation.

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