

Avaya Solution & Interoperability Test Lab

Application Notes for Integrated Research Prognosis Unified Communication 10 with Avaya Aura® Contact Center 6.4 -Issue 1.0

Abstract

These Application Notes describe the procedures for configuring Integrated Research Prognosis Unified Communication 10 to interoperate with Avaya Aura® Contact Center 6.4. Prognosis monitored and displayed real-time data from Avaya Aura® Contact Center components such as Agents, Applications, centralized alarm and alerts, SNMP, License, Skillsets, Scripts and server statistic like CPU, Memory, Disk Usage using Open Database Connectivity (ODBC), Windows Management Instrumentation (WMI), Real Time Data (RTD) and Simple Network management Protocol (SNMP).

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as the observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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

1. Introduction

These Application Notes describe the compliance tested configuration used to validate Integrated Research Prognosis Unified Communications 10 (herein after referred to as Prognosis) with Avaya Aura® Contact Center (AACC) 6.4. During compliance test, the Prognosis web-based application was used to verify proper display of following data from AACC:

- Use of Avaya Real-Time Data (RTD) API to obtain real-time feed from AACC for Agent, Skillset, Scripts and Applications information.
- Use of Intersystems ODBC Driver to connect to the AACC Caché database in which all historical Contact Center activities and statistics was stored. Prognosis ran SQL queries against this database to obtain and display AACC statistics such as Agents, Applications, Skillset, Scripts and license.
- Prognosis was configured as SNMP trap destination to receive traps and events from AACC.
- Use of Microsoft Windows Management Instrumentation (WMI) to monitor server statistics such as CPU, Memory and Disk Usage.

2. General Test Approach and Test Results

The feature test cases were performed manually. Several incoming calls were placed to AACC CDN number with available agents and when all agents are busy to verify that Prognosis properly displayed real-time data of Agent, Skillset, Scripts and Application. Manually restarted Contact Center Manager Administrator License Service (CCMA LMService) to verify Prognosis received and displayed SNMP for this event. Also verified server static were correctly displayed such as CPU, Memory and Disk Usage.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet connection to Prognosis server and to the agent desktop.

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 interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on Prognosis:

- Use of MWI connection to display server statistics information such as CPU, Physical Memory and Virtual Memory usage, list of busiest processes.
- Manually restart CCMA LMService, verify that proper SNMP traps were captured and displayed for these events.
- Verify list and detail of all Agents configured on AACC. Verify accuracy of displayed real-time status of agents upon status changes such as logout, not ready, and ready.
- Proper real-time details display of AACC Skillsets, Agents, and Applications when calls were placed to AACC CDN with available/non available agent, call scenarios involving calls waiting, calls answer delay, call answered and call abandoned.
- Verify detailed configuration data for Agents, Applications, Skillsets, Scripts and License statics, which were obtained via ODBC connection, were properly displayed.

2.2. Test Results

All test cases were passed and met the requirements as shown in **Section 2.1** with the following observation: It takes about 10-20 seconds for Prognosis to start displaying AACC data in the web user interface.

2.3. Support

For technical support on Prognosis, contact the Integrated Research Support Team at:

- Hotline: +61 (2) 9921 1524
- Email: <u>support@prognosis.com</u>

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the Prognosis application with Avaya Aura® Contact Center. The configuration consists of an Avaya S8800 Server running Avaya Aura® Communication Manager with an Avaya G650 Media Gateway providing voice service for Avaya Aura® Contact Center agent phones.



10.10.98.80

Figure 1: Test Configuration Diagram

4. Equipment and Software Validated

The following equipment and software were used for the compliance test provided:

Equipment/Software	Release/Version				
Avaya Aura® Communication Manager	6.3 SP 8				
running on Avaya S8800 Server	(R016x.03.0.124.0 w/Patch 21588)				
Avaya G650 Media Gateway (TN2312BP)	Vintage HW06 FW043				
Avaya Aura® Contact Center	6.4 SP13				
CCMS/CCMA/CCT/MAS Co-Resident	Window 64-bit 2008 R2 Service Pack 1				
system running on S8800 Server					
Avaya Aura® Application Enablement	6.3.3				
Service running on S8800 Server					
Avaya 9670G IP Deskphone (H323)	3.2.4				
Avaya 9608 IP Deskphone (H323)	6.5				
Avaya Aura® Agent Desktop	6.4 Version 8.4.0.419				
Integrated Research Prognosis Unified	Version 10				
Communication 10 running on Window	Window 64-bit 2008 R2 SP1				
2008					
• Avaya Real-Time Data (RTD) API	6.3 SP 10 SDK				
• 32-bit InterSystems ODBC driver	2009.01.00.446				
Window 2008 WMI Service	7601.17514				

5. Configure Avaya Aura® Communication Manager

The configuration of the Communication Manager and AACC is assumed to be in place and will not be discussed in this document. For more information of how to configure Communication Manager and AACC, please go to <u>support.avaya.com</u>.

6. Configure Avaya Aura® Contact Center

The initial administration of Contact Center and the connection to Communication Manager is assumed to be in place and will not be covered here. This section only covers the following configuration that is required for the purpose of administering Prognosis:

- Configure User
- Configure SNMP

6.1. Configure User

This section describes step to create a user for Prognosis which can be used to access SQL and Real Time Data on AACC. Default user such as **sysadmin** can be used; during compliance test user **test1** was created for Prognosis and assigned to **Call Center Admin** access class.

Verify that **Call Center Admin** has **Real-Time Display** access level allow to all agent, click on the **Start** \rightarrow **Avaya** \rightarrow **Contact Center** \rightarrow **Server Utility** \rightarrow **Server Utility** link. Use appropriate AACC login credentials (not shown). From the **Server Utility** window, double-click on **Access Classes**.

🙏 Avaya Contact Center Manager - Server Utility 🛛 🔜 .10.97.52	
File View Utilities Windows Help	
且 Server Utility	
🗁 👰 User Administration	
Access Classes	
🗄 🦣 System Administration	
For Help, press F1	🖳 5:05 PM 🥢

In the Access Classes window (not shown), double click on Call Center Admin, this access class is pre-defined in AACC. In the Call Centre Admin - Access Class Properties window, click Access tab and verify that Real-Time Displays has Level of Access set to View all agents - create displays. Click the Save button to save any changes. Below is the example of Call Center Admin class used for the Prognosis user.

🙏 Avaya Contact Cente	r Manager - Server Utility - 📰	5.10.97.52
File View Utilities Wind	ows Help	
─` % 		
E Server Utility	Call Centre Admin - Access Class	Properties ? 🗙
Users Access Classes System Administra	General Access Members	
	Members have access to the follo	wing items in the system window:
	Item in system window	Level of Access
	Script Variables CDNs Voice Ports IVR ACD-DNs Historical Statistics Real-Time Statistics Routes Real-Time Displays Formulas Agent Threshold Classes	Create / delete Create / delete Edit Create / delete Edit Edit Create / delete View all agents - create displays Create / delete Create / delete
	Selected item: Real-Time Displays Level of Access: View all age	ents - create displays
For Help, press F1	S	ave Cancel Help

From the **Server Utility** window, double-click on **Users**.

🙏 Avaya Contact Center Manager - Server Utility 🕘 🎫 .10.97.52	
File View Utilities Windows Help	
 Server Utility □ Q User Administration □ Q Users □ Access Classes ⊡ System Administration 	
For Help, press F1	🖳 5:33 PM 🛛 🎵

On the **Users** window (not shown), click **New User** button in the toolbar to create a new user account. In the **General** tab of user dialog box, set the new user details as shown below:

- First name: Enter descriptive name, example: Prognosis.
- Last name: Enter descriptive name, example: Test1.

Prognosis Test1 - Use	r Properties			? ×
General Desktop				
First name:	Prognosis			
Last name:	Test1			
Comments:				Ā
Title:				
Department:				
Language:	English		•	
		Save	Cancel	Help

Open the **Desktop** tab, add a unique **User ID** and set a **Password** (not shown). Uncheck the **Password Expires** checkbox if required. Select the **Access Class** name that was created in above step. Below is example of user **test1** created for Prognosis and belong to **Call Centre Admin** class. Click **Save** to save changes.

Prognosis Test1 - User P	roperties	? ×
General Desktop		
User ID:	test1	Reset Password
Password retry count:	0	Password Expires
User desktop status: OK.		Lock Out
Access Class:	Call Centre Admin	_
	Save	Cancel Help

6.2. Configure SNMP

This section describes steps to configure Prognosis as SNMP trap destination on AACC. There are 3 steps involved:

- Configuring the Windows SNMP Service.
- Selecting CCMS events to be forwarded.
- Selecting CCMA, CCT and CCMM event to be forwarded.

6.2.1. Configuring the Windows SNMP Service

On AACC, log on with an Administrator account to the AACC Window Server to update SNMP service configuration. Click on Start \rightarrow All Programs \rightarrow Administrative Tools \rightarrow Services, browse to SNMP Service.



Double click on **SNMP Service** to open its properties window, enter any descriptive name such as **public** for **Community name**, and click **Add to list** button to add community string to system. Click **Add** on the button below the **Trap destinations** to add Prognosis IP address as a destination to receive traps from AACC. Example below with IP address of Prognosis **10.10.97.19** is added. Click **OK** to save changes.

SNMP Service Properties (Local Computer)	×							
General Log On Recovery Agent Traps	Security Dependencies							
The SNMP Service provides network management over TCP/IP and IPX/SPX protocols. If traps are required, one or more community names must be specified. Trap destinations may be host names, IP addresses or IPX addresses.								
Community name								
public 💌	Add to list							
Ture de l'actions	Remove from list							
I rap destinations:								
. 10.37.13								
Add Edit	Remove							
ОК	Cancel Apply							

Restart the **SNMP Service** and close the **Services** window.

6.2.2. Selecting CCMS Events to be Forwarded

Contact Center Manager Server uses SNMPFilterCnfg.exe to forward all Contact Center manager Server related events (these events code fall between the ranges 44900 to 51400). For more information about event codes and a list of recommended events to forward, see Avaya Aura® Contact Center Contact Center Event Codes (NN44400-713).

Click on **Start**, and enter **SNMPFilterCnfg.exe** in the search textbox.

Programs (1)						
🛃 SNM	IPFilterCnf	3					
🔎 See ma	ore results						
						.1	
<u> SNMPFilter</u>	Cnfg.exe				Log off		
Start			69	4		A	
Jean	1000						

Click on **SNMPFilterCnfg** from the search results to open its detail window. In the **Level of Filtering** box, select **Minor**. Click **OK** to save changes.



6.2.3. Selecting CCMA, CCT and CCMM Event to be Forwarded

AACC use the Windows Server 2008 Event to Trap Translator (evntwin.exe) to select the events to be translated to SNMP traps and forwarded to Prognosis. For more information about configuring SNMP on AACC refer to document listed in **Section 10 – [2]**. This section describes steps for how to select events to be translated into SNMP traps.

Click on **Start**, and enter **evntwin** in the search textbox. Click on the application icon from the search result to open its detail window.



In the **Event to Trap Translator**, click on **Edit>>** button to edit list of events to be translated to:

🛿 Event to Trap Translator - [Custom Settings]									
Configuration	ОК								
	Cancel								
Events to be tra	Apply								
Event Log	Source	Event ID	Severity	Count	Time	Descrit 🔺	Settings		
Security	CCMM	32072	Error	1	0	An exc			
Security	CCMM	32073	Error	1	0	Checki	Properties		
Security	CCMM	32074	Error	1	0	Unable			
Security	CCMM	32075	Error	1	0	Monito	Export		
Security	CCMM	32076	Error	1	0	Probat	Edit >>		
Security	CCMM	32077	Error	1	0	Locatic			
Security	CCMM	32078	Error	1	0	Appen			
Security	CCMM	32079	Error	1	0	No blo			
Security	LMServi	1	Informat	1	0	%1			
Security	LMServi	1	Success	1	0	Critical 🔤			
1	1.000	2	со - ×	-	0				

Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. In the **Event Sources** section, browse to **Application**.

Event to Ti	rap Transla	tor - [Custo	m Setting	s]				
Configuration	n type) of oult					ОК	
Events to be tr	ranslated to tr	aps:					Apply	
Event Log	Source	Event ID	Severity	Count	Time	Description	Settings	
Security	CCMM	32072	Error	1	0	An exception occurred in the Multimec		
Security	CCMM	32073	Error	1	0	Checking status of java threads	Properties	
Security	CCMM	32074	Error	1	0	Unable to locate the Monitor Java Thr	Export	
Security	CCMM	32075	Error	1	0	Monitor Java Threads method succes:		
Security	CCMM	32076	Error	1	0	Probable blocked thread detected, he	<< View	
Security	CCMM	32077	Error	1	0	Location of LMF: %1		
Security	LUMM	32078	Filor	I	U	Appending LMF location to classpath		
•								
			Add	Rem	ove		Find	
Event sources	:			Events:				
	e Directory W	/eb Services		Event ID) Seve	rity Trapping Description		
🗄 🛅 ADAI	M (Symposiur	nWC)	=	1				
🗄 🗟 Appli	ication							
. 📄 .	NET Runtime	!						
. 🧰 .	NET Runtime	Optimization	Service					
<u>-</u> A	Active Server	Pages						
A 🛄 🖓	\gentValidatio	n						
Apache Service								
A 🛄 🖓	Application Ha	ang						
	Application Ma	anagement						
• I							<u> </u>	

Expand the **Application** tree, and browse to the **CCMA** application. Highlight events that need to be translated in the **Events** window and click **Add** to add event into the list of **Events to be translated to traps** in the above section. During compliance test all events for CCMS, CCMA, LM, CCMM, CCT and Cache applications as listed in document **Avaya Aura® Contact Center Contact Center Event Codes** (**NN44400-713**) was selected. Click **OK** to save changes.

🛃 Event to Tra	p Translat	or - [Custo	m Settings	1					
Configuration t	ype								01/
⊙ Custom									
									Cancel
Events to be translated to traps:								Apply	
Event Log	Source	Event ID	Severity	Count	Time	Descri	iption	▲	Settings
Application	CCMA	1	Success	1	0	Realtir	me Service		
Application	CCMA	2	Success	1	0	Realtir	me Server		Properties
Application	CCMA	3	Success	1	0	Realtir	me OAM Inte	rface	Export
Application	CCMA	4	Success	1	0	CCMA	License Mai	nager Service	
Application	CCMA	101	Error	1	0	Regist	ry key \SOF	WARE\Nortel\RT	<< View
Application	CCMA	102	Error	1	0	Regist	ry value \SO	FTWARE\Nortel\F	
Application	CCMA	103	Error	1	0	Regist	ry value \SO	FTWARE\Nortel\F	
•									
Event sources:			Add	Remo Events:	ve				Find
🗀 Ca	rdSpace 4.0	1.0.0		Event ID	Severi	ty 🛛	Trapping	Description	
<u>C</u> a co	SCMU			1	Succe	SS	yes	Realtime Service	
	SMMC			2	Succe	SS	yes	Realtime Server	
	SMMC Dae	mon		3	Succe	SS	yes	Realtime OAM Interfac	e
	SMMUNet	work Manag c. c.	ement	4	Succe	SS	yes	CCMA License Manag	er Service
			101	Error		yes	Registry key \SOFTW		
			102	Error		yes	Registry value \SOFT\	WARE\Norte	
			103	Error		yes	Registry value \SOFT\	WARE\Norte	
		104	Error		yes	Registry value \SOFT\	WARE\Norte		
	MAReportA	dmin	-	105	Error		yes	Registry value \SOFT\	WARE\Norte
			F	▲					

7. Configure Integrated Research Prognosis Unified Communication

This section describes the configuration of Prognosis required to interoperate with AACC. Log in to the Prognosis server with administrative privileges. Launch the Prognosis Administration by clicking **Start** \rightarrow **All Programs** \rightarrow **Prognosis** \rightarrow **Administration** and log in with the appropriate password.

ir prognosis



The **Prognosis 10 Administration** homepage is displayed as shown below.

i.	• prognosis	Prognosis 10 A	Administration	O View Systems	Community	? Help	27
Image: Prognosis Prognosi Home Image: Newgetion Security Image: Prognosi (Comparison) Web Reports		Prognosis 10 /	Administration Prognosis node - SERVER-1 Details IP Address: 10:10:97:19 Version Prognosis 10:3:0 Operating System Windows Server 2008 R2 Status Connected UC & Infrastructure Configuration Md System	CO View Systeme	Community	7 Hedp	1,

PM; Reviewed: SPOC 4/6/2015 Solution & Interoperability Test Lab Application Notes ©2015 Avaya Inc. All Rights Reserved. 16 of 25 PrognosisAACC64

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7.1. Administer AVAYA_CONTACT Static Configuration

This section describes steps to add AACC into AVAYA_CONTACT static configuration. In the Prognosis home screen, scroll down to **Configurations** and click on **AVAYA_CONTACT** hyperlink (shown below) to open **Update Static Configuration AVAYA_CONTACT** page.



In the **Update Static Configuration AVAYA_CONTACT** page, add an entry for AACC using the following format:

- **ADD AACC** (\any_name, ip): enter any name for AACC and IP address of AACC.
- DEFINE SQL_PROFILE (AACC_SQL_AVAYA, "Url=odbc string to connect to AACC").

Example entries below were added during testing:

- ADD AACC (\AACC1, ip=10.10.97.52)
- DEFINE SQL_PROFILE (AACC_SQL_AVAYA, "Url=odbc:Driver={InterSystems ODBC};Server=10.10.97.52;DATABASE=CCMS_STAT;PORT=1972;UID=\$userna me\$;PWD=\$password\$")

Click on **Start** button (not shown) to save changes and return to the home page.



7.2. Administer Password

On the home page, scroll down to **Configuration** section and click on **PASSWORDS**.

, ii	• Administration	AV-Water Stream Details Av	tive 🗶 🔯 Cubladi Web App 🛛 🕺 🕂					
*	🔒 fritzen (foarwar-1 (2001)/Franze	WARTS COMPANY		T C Q Search		合自	÷ #	⊕ ≡
ir	prognosis	Prognosis 10 A	dministration		() View Dystamu	pill Communit	? Help	2 7
ŵ	Home	. T VSERVER-1	O JZEE					2
Ŧ	Navigation		JVMON MOMANAGER					
ß	Security		Q MSSQL					
***	Web Reports		NAT NETDIAG NETDIAG NETWORK NODEGROUP PASSMOROGI POSTLION PRM PROGNOSIS PUBUSH RTCP_MONITOR SCHEDULE SCHEDUTY					

A list of password entries is displayed. In the compliance test the following entries were added:

- WMI: AVAYA_CONTACT: AAC Name defined in above section, example AACC1.
- Username: enter Username used to login AACC Server in windows domain format domain/username, example aacc-ha1/administrator.
- **Password**: enter the applicable window password.
- AACC_SQL_AVAYA: enter user name and password created in Section 6.1, in this case it is test1.
- AACCRTD:\AACC1: enter user name and password created in Section 6.1, in this case it is test1.

Click **Update** to save changes and return to the home page.

ir prognos	Sis Prognosis 10 /	Administration				(O)	P	?	9.7
Home	I - 📰 VSERVER-1	Password Entry	Password	Username		Password			-
Navigation		COMMAND PROGNOSIS	P	1	F		Delete		
Security		[shp		PrognosisCDR	F	-	Defete	Ì.	
H Web Reports		[snmpV2cAES1	P	F	F	_	Debeter		
		snmpV2cAEP1	P	,	F	_	Delete	Ê.	
		scep:\AEP1	. E	[outcell	F		Debete		
		MMIAVAYA_CONTACT.AACCI		Jaacc-tra1\administrator	F	-	Defete	l l	
		AADC_SOL_AVAYA	E.	heat	F		Debeter		
		AADORTD AADOT	r.	heart	F	_	Decision		
		SFTP PrognosisCDR		PrognosisCDR	F		Delete	1	
		snepV2cAES2	P	1	F		Delete		

7.3. Start ir AVAYA_CONTACT

On the home page, scroll down to Configuration section and click on PROGNOSIS.

	Proposis 10 A	dministration	•		7	-	
Home Navigation Secunty Wab Reports	S # VSERVER-1	VODESROUP RASSWORDS POSTILION PRM PESONORIE PUBLISH RTCP_MONITOR SCHEDULE SECURITY SERVICE_NOW SIMMPTRAPS STORAGE SYSMON VWWARE WORHLOAD	View Systeme	Lowenselly	anj.		-

In the updated page, make certain that **irAVAYA_CONTACT.EXE** is set to **Y** as shown below. Click **Start** to save change and start the module.



8. Verification Steps

This section provides the tests that can be performed to verify proper configuration of AACC and Prognosis. Launch Prognosis View web user interface, by entering <u>https://ip-address:8081</u> in browser address bar where ip-address is Prognosis IP address, and enter appropriate login credential.

Browse to **Contact Center** \rightarrow **Avaya Aura Contact Center** in the left navigation pane. The AACC server instance is displayed in the middle column. In the Avaya Aura Contact Center Servers pages show general status of monitored AACC as shown below.



	1			ounder o	orreor r a	ice rigi		L			
K 4	\AACC1										
All ANDOs AUACO1 Agents Applications	A	gents by State		Agent Calls by Skillset (Top 5)							
License Scripts Server Sistisets SNMP Traps	Logged Out (1	1.) T die (1.)		auficia and Amer						
WMI Status	Login ID	Name	Туре	State	Current Cal Application	Current Call Skillset	CDN	DNIS	Calls arewered	Supervisor Name	
	0 Default Supervisor Su 999999999 Default Agent Age 53040 Agent 7 Ag 53040 Agent 6 Ag 53019 Agent 10 Agent 10 Ag 53012 Agent 3 Ag 53017 Agent 4 Ag 53017 Agent 8 Age 53018 Agent 5 Ag 53011 Agent 5 Ag 53011 Agent 2 Agent 9	Supervisor Agent Agent Agent Agent Agent Agent Agent Agent Agent	Logged Out Logged Out Logged Out Logged Out Logged Out Logged Out Logged Out Logged Out Logged Out Logged Out								

Click on **Agents** to view status of agents, verify the status of all agents is displayed accurately.

On AACC Server, click Start \rightarrow All Programs \rightarrow Administrator Tools \rightarrow Services to launch Service application, browse to CCMA LMService and restart service as shown below.

🔅 Services (Local)					
	Name 🔺	Description	Status	Startup Type	Log On As
CCMA LMService Stop the service Restart the service Description: CCMA License Manager Service	Name Caché Controller for CCDSI Caché Controller for CCDSI CC License Manager CC Cog Archiver CC Cog Archiver CC SMMC CC SMMC CC SMMC CCMA ICEEmHlpService CCMA ICEEmHlpService CCMA ICERTDService CCMA Report Service CCMA Report Service CCMM Campaign Scheduler CCMM Campaign Scheduler	Description Contact Center License Manager Monitors and archives log files across the Contact C Monitors and balances the CPU usage of Contact Center Contact Center System Management and Monitoring Contact Center System Management and Monitoring CCMA Emergency Help Service CCMA Real Time Display Service Start Stop Her Real Time Aware Outbound C Pause ter Multimedia Email Manager Ser Resume	Status Started Started Started Started Started Started Started Started Started Started	Startup Type Automatic Manual Automatic Automatic Manual Manual Manual Automatic Manual Automatic Manual Manual	Log On As Local System Local System
	CCMM Email Scheduler Service CCMM License Service CCMM OAM Service CCMM OAM Service CCMM Ponebook Service CCMM POM Blending Service CCMM POM Proxy Service CCMM POM Reporting Service CCMM POM Reporting Service	Restart hter Email Scheduler Service All Tasks hter MultiMedia Licensing Service Refresh hter Multimedia OAM Service Properties hter Phonebook Service Help hter Proactive Outreach Manager hter Proactive Outreach Manager hter Proactive Outreach Manager Contact Center Multimedia Predictive Outbound Blen Contact Center Multimedia Predictive Outbound Blen	Started Started Started Started Started	Manual Manual Manual Manual Disabled Disabled Disabled Disabled	Local System Local System Local System Local System Local System Local System Local System Local System Local System

On Prognosis web-based application, click AACC1 \rightarrow SNMP link to verify a list of SNMP traps were displayed on Prognosis SNMP traps page. Verify that there is an entry associated with the CCMA LM Service restart, as shown below.

ir prognosis	n	Taparis Alaria	Record B	quet	dalah ka Ma	drag				Community Roly
# ##							Ava	ya Aura C	ontact C	enter SNMP Traps
			K 7	16ACCE						
Gato XXS Routers Gato PSTN Gateways		ALAACCA	Î	Server	Fort Code	Event Bource	Severity	Host.	User ID	Wessage
Gsco United Reserce		E Apente E Appre abor		/AACCI	16373	NGen	3-formational	AACC+91	Unknown	Event from RDC Cut Internal Thread[] : Resetting Internal statistical data: Resetting data, Section time = 1425400599, Remaining
Erands Offices		(8) Literase		VARCC1	61622	COMA	Informational	AACCHA1	Unknown	COM/ UM Service Stopped/Shutdown. All active COHA UMService session
Crobed Messaging A Avera Worker Messaging		2 Serials		AACCI.	16324	NGen	Informational	AACC+483	Unknown	Event from CC Process Monitor (nprotons)(] - Process LMService e not numming or has existed.
g Gsto Unity Connection	1.0	US Darvey		VAACC2	81623	COM	Informational	AACCHRI	Unknown	Loanse manager interface has successfully retrieved the parastant isance users data from CDM detabase (ADAM) at the shorter.
P Legacy Occo Units		C ENNP TH	pù I	12244/	41603	COMA	International	4400+441	Unknown	Request for License was granted: License Type: LM_RCW_USER UserID. COMATest:RCWLicenseTest.
A Analysis AEP	к	(8) WWW BOALS	e (14ACCE	16324	NGen	Informational	AACC+MI	Unknown	Event from CC Process Monitor (nonotanix) - Process UMService has started.
A Aveva Aura Contact Center	s			(AACC1	81005	CCMA	Enformational	AACC+HAI	Unknown	Neikere of Liceme LocketMil Liceme Type: U4_RCW_L2018 UserDi COMATest:RCWLICenseTest.
Size United CCE	3			JAACCS JAACCS	.61601 n1621	COMA COMA	Informational	AACCHA1 AACCHA1	Uningwn Uningwn	License Manager Interface initialization successful. CONA LIMIenvice started.

9. Conclusion

These Application Notes describe the procedures for configuring Integrated Research Prognosis Unified Communications 10 to interoperate with Avaya Aura® Contact Center 6.4. During compliance testing, all test cases were completed successfully.

10. Additional References

The following Avaya documentations can be obtained on the http://support.avaya.com. [1] *Avaya Aura*® *Contact Center Contact Center Event Codes*, NN44400-713 Standard 4.2 May 2013.

[2] Avaya Aura® Contact Center Server Administration Release 6.4, NN44400-610 December 2014.

The following Prognosis documentations are provided by Integrated Research. Documents are also provided in the online help that comes with the software Package.

[3] Prognosis 10 Deployment and Installation Guide, 31st October 2013.

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