



Avaya Solution & Interoperability Test Lab

Application Notes for Unimax 2nd Nature with Avaya Communication Server 1000E 7.5 – Issue 1.0

Abstract

These Application Notes describe a compliance-tested configuration consisting of Avaya Communication Server 1000E 7.5 and Unimax 2nd Nature.

Unimax's 2nd Nature is a Windows-based tool that automates the management of PBX and voice mail systems from within one application.

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 a compliance-tested configuration consisting of Avaya Communication Server 1000E 7.5 and Unimax 2nd Nature. Unimax's 2nd Nature Windows-based tool was used to automate and manage Avaya Communication Server 1000E 7.5 in the compliance testing.

The configuration of Unimax 2nd Nature to communicate with Avaya Communication Server 1000E 7.5 will be covered in this document but the use of Unimax 2nd Nature to provision Avaya Communication Server 1000E 7.5 will not be covered. For information on the use of Unimax 2nd Nature refer to **Document 2 in Section 9**.

The Unimax 2nd Nature application can be used with multiple servers hosting the 2nd Nature Communication Service. For the compliance testing only one server was used.

For security purposes public IP addresses and user names have been masked out or altered in this document.

2. General Test Approach and Test Results

The compliance test focused on the interoperability between 2nd Nature and Communication Server 1000E 7.5 (Avaya CS 1000E). 2nd Nature was used to automate and manage Communication Server 1000E 7.5 in the compliance testing.

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

Testing consisted of configuring 2nd Nature to access a typical Avaya CS 1000E via rlogin. 2nd Nature was then used to automatically download data from Avaya CS 1000E to its database. The data was then compared with the configuration of Avaya CS 1000E to verify that it was accurate. The testing then covered adding, changing and deleting configurations on Avaya CS 1000E for ACD Groups, Authentication Codes, Calling Line Identification, Control Directory Numbers, Coordinated Dialing Plans (CDP), Analog phones, digital phones and IP Phones. All configuration changes were verified by 2nd Nature connection logs and by overlays in a telnet connection to the Avaya CS 1000E.

2.2. Test Results

The objectives described in **Section 2.1** were verified and all tests passed.

2.3. Support

Information, documentation and technical support for Unimax 2nd Nature can be obtained at:

- Phone: 1 (612) 204-3661
- Email: support@unimax.com

3. Reference Configuration

The configuration used for the compliance testing is shown below.

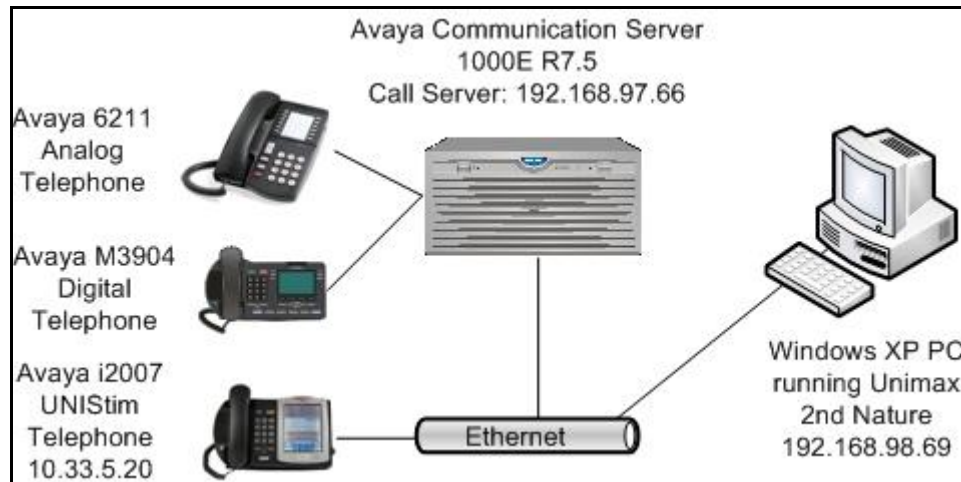


Figure 1 – Unimax 2nd Nature Configuration with Avaya CS 1000E

4. Equipment and Software Validated

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

Equipment/Release	Software/Version
Avaya Communication Server 1000E CPPM co-resident server	Call Server (CPPM): 7.50Q
Unimax 2nd Nature	Version: 7.4 G3
Avaya i2007 IP Telephones (UNISTim)	0621C8A
Avaya M3904 Digital Telephones	N/A
Avaya 6211 Analog Telephones	N/A

5. Configure Avaya Communication Server 1000E

It is assumed that Avaya CS 1000E has been already installed and is functioning. No special configuration was required on Avaya CS 1000E to interoperate with 2nd Nature. The only information required from Avaya CS 1000E is the username and password that will be configured in 2nd Nature so that it can access Avaya CS 1000E via rlogin.

For additional information on Avaya CS 1000E installation and configuration refer to **Section 9**.

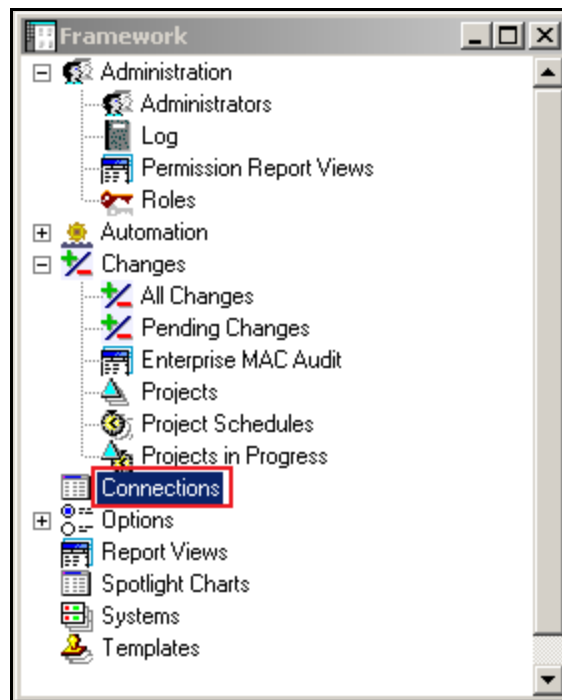
6. Configure Unimax 2nd Nature

This section provides the procedures for configuring Unimax 2nd Nature to interoperate with Avaya CS 1000E through an rlogin connection. The procedures include the following areas:

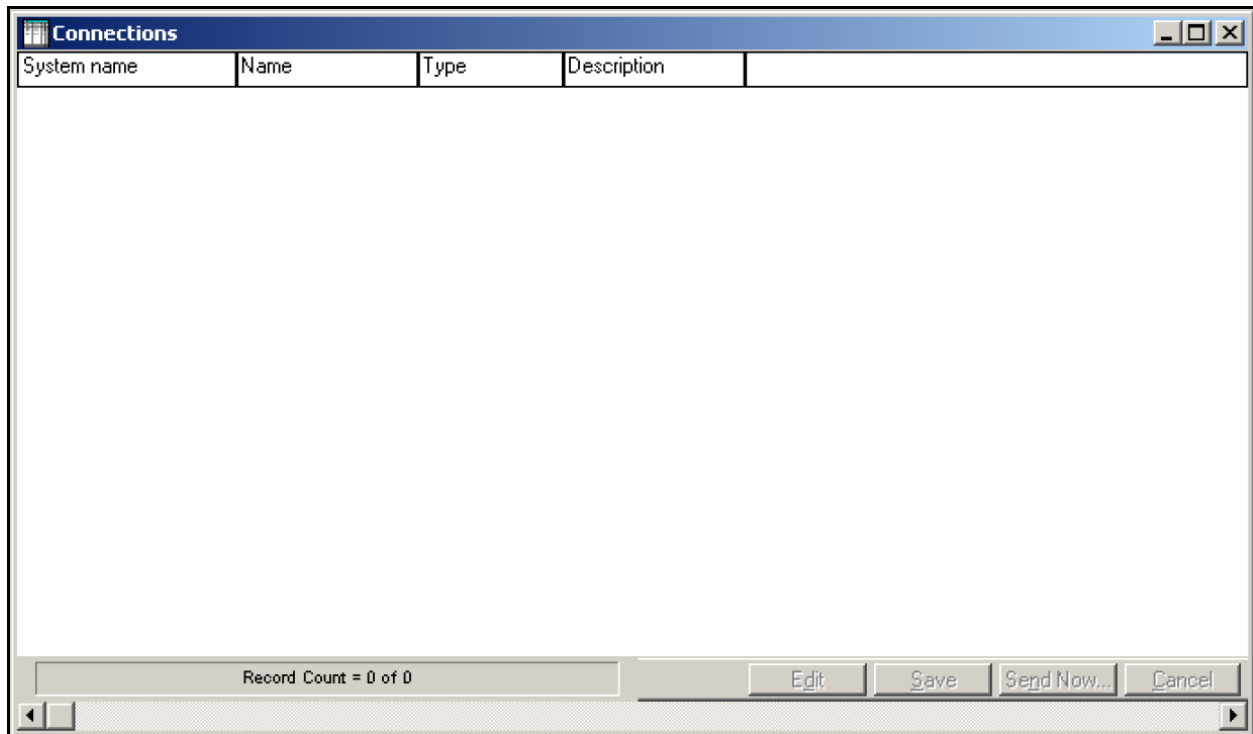
- Connection and authentication configuration
- Start Communication Service

6.1. Connection and Authentication Configuration

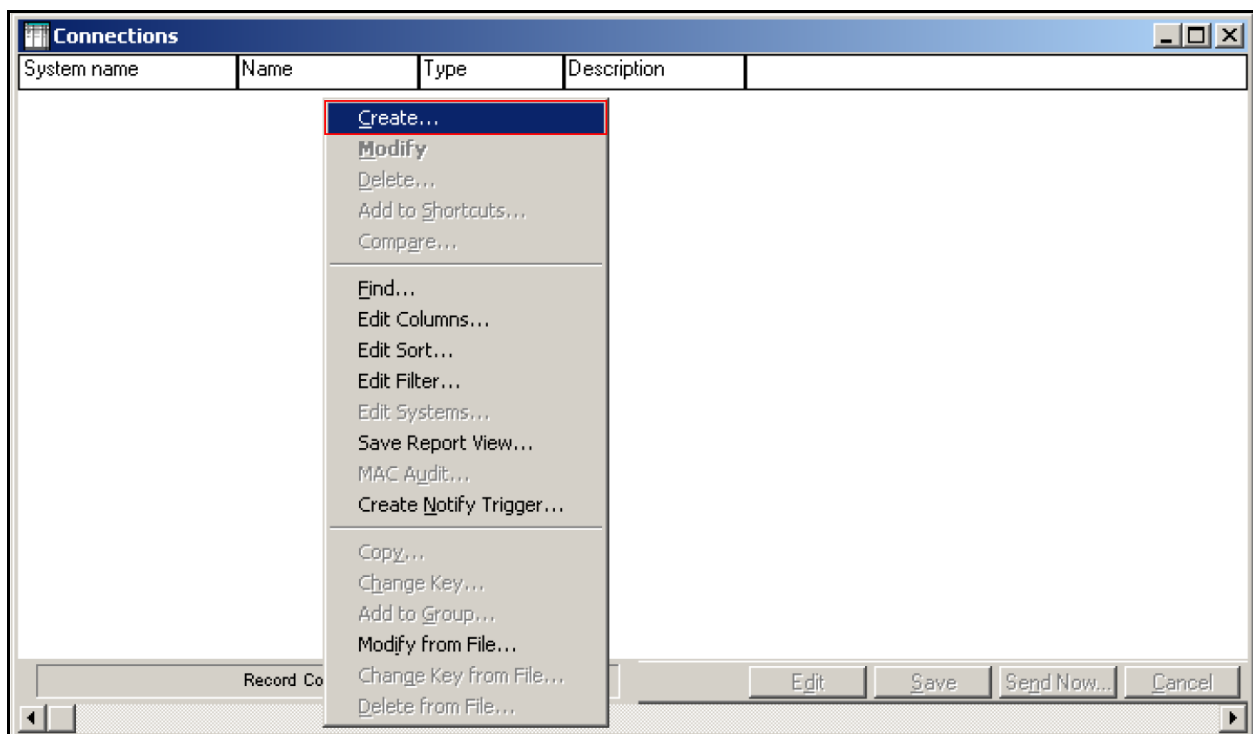
Launch the 2nd Nature application by navigating to **All Programs → 2nd Nature → 2nd Nature** from the **Start** menu. Log in using the appropriate credentials (not shown). Within the Framework frame, double-click **Connections**.



The **Connections** window is displayed as shown below.



Right click within the window and select **Create**.



Click on the **Browse** button and select **CS1K**. Then click **OK**.

The screenshot shows a Windows-style dialog box titled "2N Make your selection(s)". It contains a message box at the top that says "Please make your selection(s) and continue". Below this is a table with two columns: "Field" and "Value". The first row has "System name*" in the "Field" column and "CS1K" in the "Value" column. To the right of the "Value" cell is a "Browse..." button, which is highlighted with a red rectangular border. The second row has "Type*" in the "Field" column and an empty dropdown menu in the "Value" column. At the bottom of the dialog box are two buttons: "OK" and "Cancel".

Field	Value
System name*	CS1K Browse...
Type*	<div></div>

In the next screen that opens enter the following values for the specified fields:

- **Communication server:** Enter the computer name of the server hosting the 2nd Nature Communication Service.
- **Host name:** Enter the IP address of Avaya CS 1000E that is normally used for management.
- **Port Number:** Enter 513. This is the default port number for rlogin.
- **Username:** Enter username that is used to manage Avaya CS 1000E.
- **Password:** Enter the password for this user account.
- **Nortel CS1000 secure data password (for AUTH support only):** Enter the secure data password for Avaya CS 1000E. This was required for the compliance testing of Authorization Codes.

Default values were used for the remaining fields during compliance testing. Click **Save**.

Field	Value
System name*	CS1K
Type*	Network
Name*	Network
Description	
Communication server*	streevika-25P
Active	<input checked="" type="checkbox"/>
Priority	High
Host name*	192.168.97.66
Port number*	513
Username	
Password	
Network protocol	TCP
Network terminal server	
Network terminal server script	
Nortel CS1000 secure data password (for AUTH support only)	
Nortel CS1000 limited access password (for AUTH support only)	

6.2. Start Communication Service

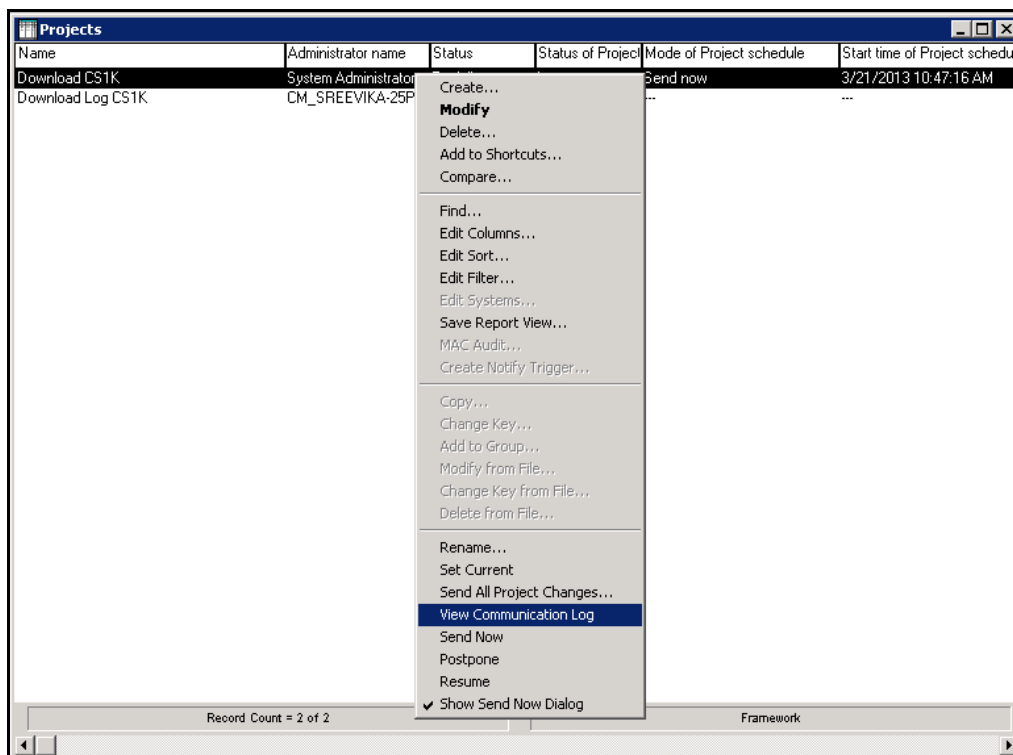
Navigate to **All Programs** → **2nd Nature** → **Communication Service** → **Service Manager** from the **Start** menu. If the service is not already running (as shown in the bottom left of the screen), click the **Start/Continue** button.



7. Verification Steps

This section provides tests that can be performed to verify proper configuration of 2nd Nature with Avaya CS 1000E.

When 2nd Nature makes any changes to Avaya CS 1000E a project is created in the Project window as shown below. 2nd Nature saves communication logs of all interaction with the Avaya CS 1000E. These logs can be viewed to determine if there were any issues with projects. To view the communication log for a project, Right click on the project in the **Projects** window and select **View Communication Log** as shown below.



This will open a web page with information similar to the following. Click on the link in the **Detailed Status** column to view the communication details.

Project Download CS1K Communication Log			
System	Description	Detailed Status	Time Stamp
CS1K	Successfully opened connection	Communications Status	3/21/2013 10:47:23 AM
Created by 2nd Nature on 3/21/2013 at 11:26:55 AM			

In the web page that opens details of the communication with Avaya CS 1000E can be viewed.

```
Connecting to: 192.168.97.66 : 513 via Telnet.

SEC054 A device has connected to, or disconnected from, a pseudo tty without
authenticating

TTY 10 SCH      9:26
OVL111 IDLE    0
>
TTY 10 SCH      9:26
OVL111 IDLE    0
>

TTY 10 SCH      9:26
OVL111 IDLE    0
>LOGI admin

PASS?
.
TTY #10 LOGGED IN ADMIN 09:26 21/3/2013

>
The software and data stored on this system are the property of,
or licensed to, Avaya Inc. and are lawfully available only to
authorized users for approved purposes. Unauthorized access to
any software or data on this system is strictly prohibited and
punishable under appropriate laws. If you are not an authorized
user then logout immediately. This system may be monitored for
operational purposes at any time.

LD 22
```

8. Conclusion

Unimax's 2nd Nature successfully interoperated with Avaya Communication Server 1000E 7.5 as described in these notes.

9. Additional References

Product documentation for Avaya products may be found at <http://support.avaya.com>.

Avaya Communication Server 1000E

- 1) Unified Communications Management Common Services Fundamentals, Avaya Communication Server 1000E Release 7.5, Document Number NN43001-116

Unimax 2nd Nature

User Guides are located at **\Program Files\2N\documentation\System User Guides** on the hard drive of the server or PC where 2nd Nature was installed.

- 2) Unimax 2ndNature Nortel Communication Server User Guide, for use with 2nd Nature Release 7.4

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