Avaya Solution & Interoperability Test Lab

Application Notes for 911 ETC CrisisConnect® for Softphones with Avaya one-X® communicator, Avaya Aura® Session Manager and Avaya Aura® Communication Manager – Issue 1.0

Abstract

These Application Notes describe configuration steps required for 911 ETC CrisisConnect® for Softphones to interoperate with Avaya one-X® communicator, Avaya Aura® Session Manager and Avaya Aura® Communication Manager. CrisisConnect® for Softphones uses the 911 ETC VoIP Positioning Center service to allow Avaya one-X® Communicator users to provision a location in near real-time. CrisisConnect® for VoIP is a required service. Customers can use CrisisConnect® for Softphones with the PSTN or SIP handoff service. CrisisConnect® for Softphones is an add-on for CrisisConnect® for VoIP offered by 911 ETC.

In the compliance testing, 911 ETC CrisisConnect® for Softphones forced Avaya one-X® communicator users to provision their current location. Location information provisioned by users was stored in the 911 ETC VoIP Positioning Center through the SoftLoc™ server for Automation Location Identification (ALI) use, if users were to make an Emergency Call.

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 of 18
911ETCSPSM61CM6

1. Introduction

CrisisConnect® for Softphones uses the 911 ETC VoIP Positioning Center (VPC) service to allow Avaya one-X® Communicator users to provision a location in near real-time. CrisisConnect® for VoIP is a required service. Avaya one-X® Communicator in Road Warrior mode is required. 911 ETC provides the SoftLoc™ server software and a distributable client software package to be installed on computers where the Avaya one-X® Communicator is installed.

Suggested work flow for this solution is as follows:

1. 911 ETC provides the SoftLoc™ Server software package. 911 ETC will also aid in the installation and configuration. The SoftLoc™ Server requires Windows Server 2003 R2 or higher (preferably Windows Server 2008).
2. 911 ETC provides the SoftLoc™ Client software package. The software package can be distributed using most distribution methods that support MSI files (Active Directory Domain Policy, Windows scripting, etc.).

SoftLoc Clients assist/require users of soft phones to provision their current location to ensure accurate routing of outgoing 911 calls. It was developed because of concerns by 911 ETC's customers that soft phone users will ignore critical location information when logging onto their soft phones.

The SoftLoc™ Client runs as a Windows system-tray application and quietly waits for the user to launch a configured soft phone application. Upon launch, SoftLoc™ will appear above all other applications and reminds the user to provision an emergency location. Up to three frequently-used locations can be saved to the remote emergency server and quickly provisioned with just a few mouse clicks. If the user chooses not to provision an emergency location, the soft phone application will be forcibly closed. Responsibility, and therefore liability, is placed back upon the user and accurate location information is ensured in the event of an emergency.

These Application Notes describe the configuration steps required for 911 ETC Crisis Connect to interoperate with Avaya one-X® communicator, Avaya Aura® Session Manager and Avaya Aura® Communication Manager. 911 ETC Crisis Connect is a solution that provides automated E-911 data.

2. General Test Approach and Test Results

The compliance test focused on verifying that 911 ETC CrisisConnect® for Softphone can update users' location information in real time.

2.1. Interoperability Compliance Testing

The compliance test validated the ability of 911 ETC CrisisConnect® for Softphone to update users' address information in near real time. To validate address information, calls were placed to an address verification system that played back users' current provisioned address. For this test effort, calls were placed by dialing 911; however, due to the nature of emergency calling, 911 was converted to 933.

Please note that placing an emergency call to an actual PSAP was out of scope for this effort. It was tested with CrisisConnect for VoIP.

2.2. Test Results

The objectives described in **Section 2.1** were verified.
- If no location is specified, Avaya one-X® communicator is forcibly shutdown.
- Users' current provisioned address information is updated in near real time by 911 ETC CrisisConnect for Softphone

SoftLoc Client was tested on Windows XP 32-bit and Windows 7 32-bit.

2.3. Support

Technical support for 911 ETC CrisisConnect® for Softphone can be obtained through the following:

- Web: http://www.911etc.com/contact-us
- E-mail: support@911etc.com
- Phone: (480) 719-8556

3. Reference Configuration

Figure 1 illustrates the compliance test configuration consisting of:
- Avaya Aura® Communication Manager (CM)
- Avaya Aura® Session Manager (SM)
- 911 ETC CrisisConnect® for VoIP
- SoftLoc™ Server
- SoftLoc™ Client
- Avaya one-X® Communicator

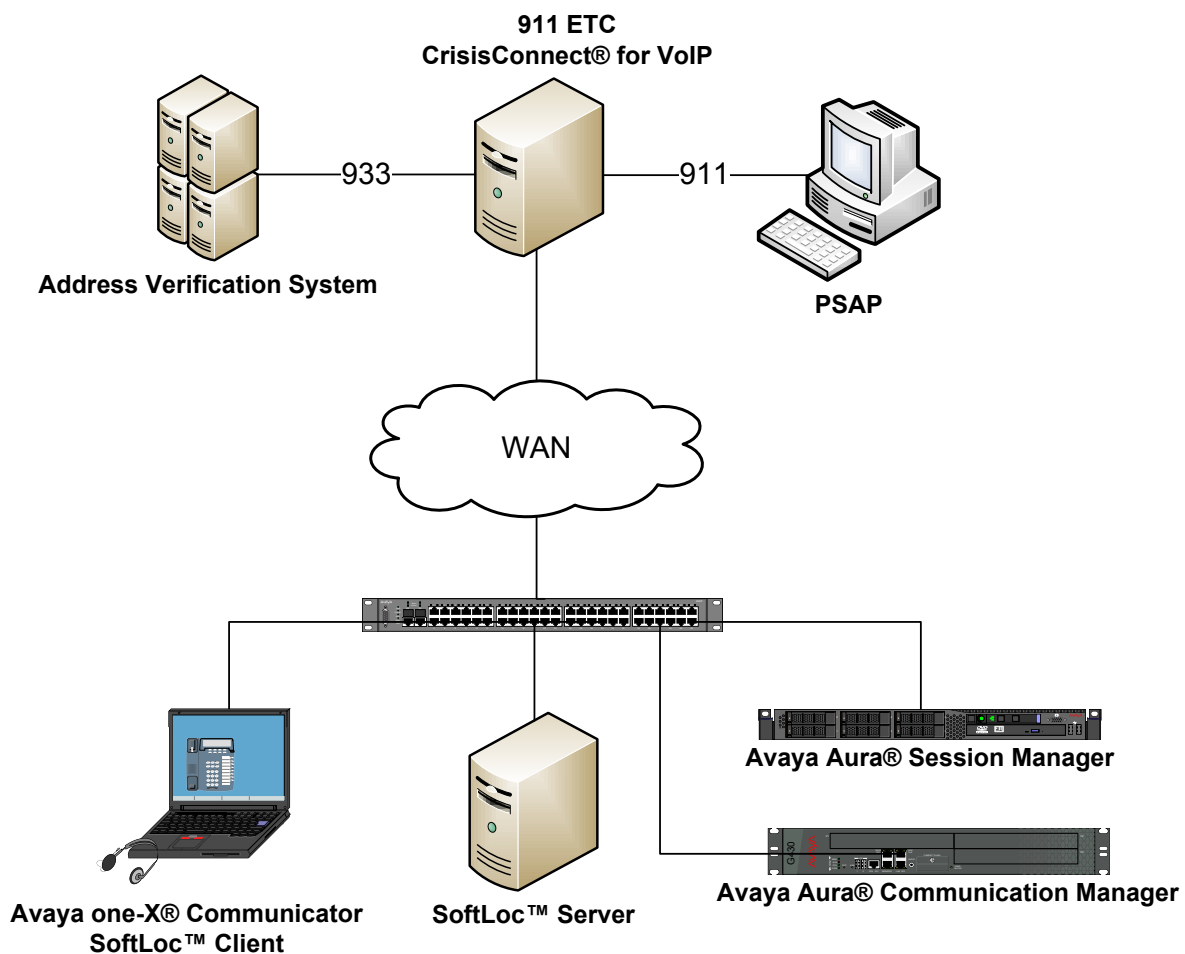SoftLoc Server was installed on a Windows 7.

Figure 1 – Test Configuration

4. Equipment and Software Validated

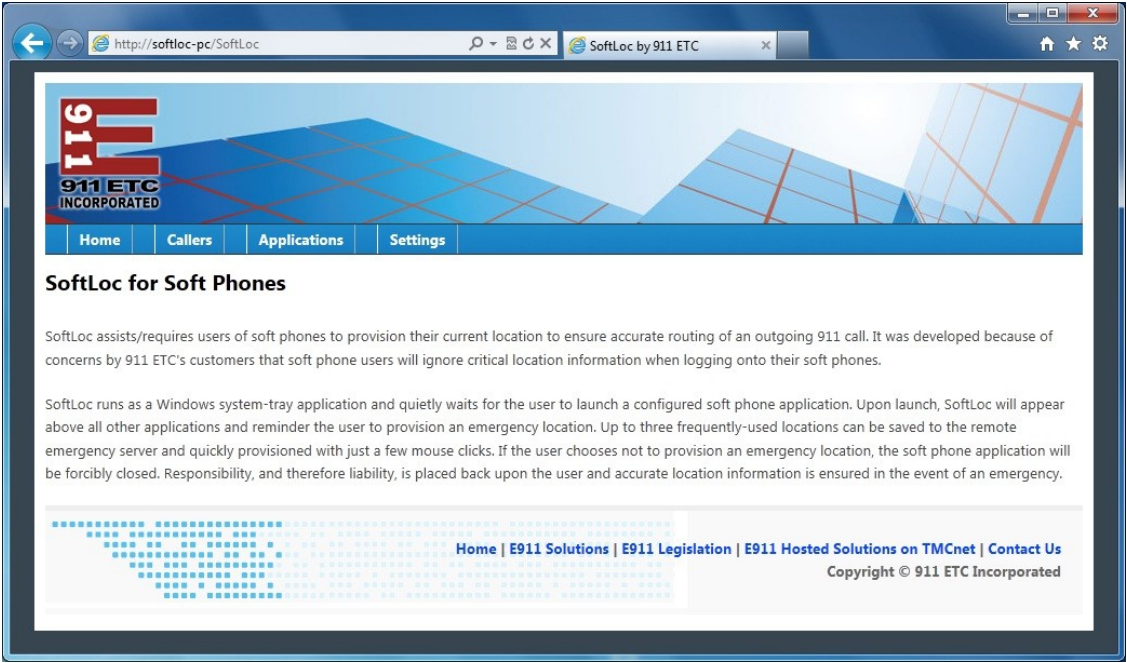The following equipment and version were used in the reference configuration described above:

Component	Firmware Version	Description
Avaya G430 Media Gateway Avaya Aura® Communication Manager	6.0.1 00.1.510.1-19528	Runs Avaya Aura® Communication Manager (CM) call processing software.
Avaya Aura® Session Manager	6.1 SP6	SIP routing engine
Avaya one-X® communicator	6.1.3.0.8 SP3 Patch2-35791	Softphone client
CrisisConnect for VoIP	5.2.2.0	Emergency Call Routing services
CrisisConnect SoftLoc™ Server	1.2	Location Server
CrisisConnect SoftLoc™ Client	1.2	SoftLoc Client

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SPOC 5/3/2012
Solution & Interoperability Test Lab Application Notes
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5 of 18
911ETCSPSM61CM6
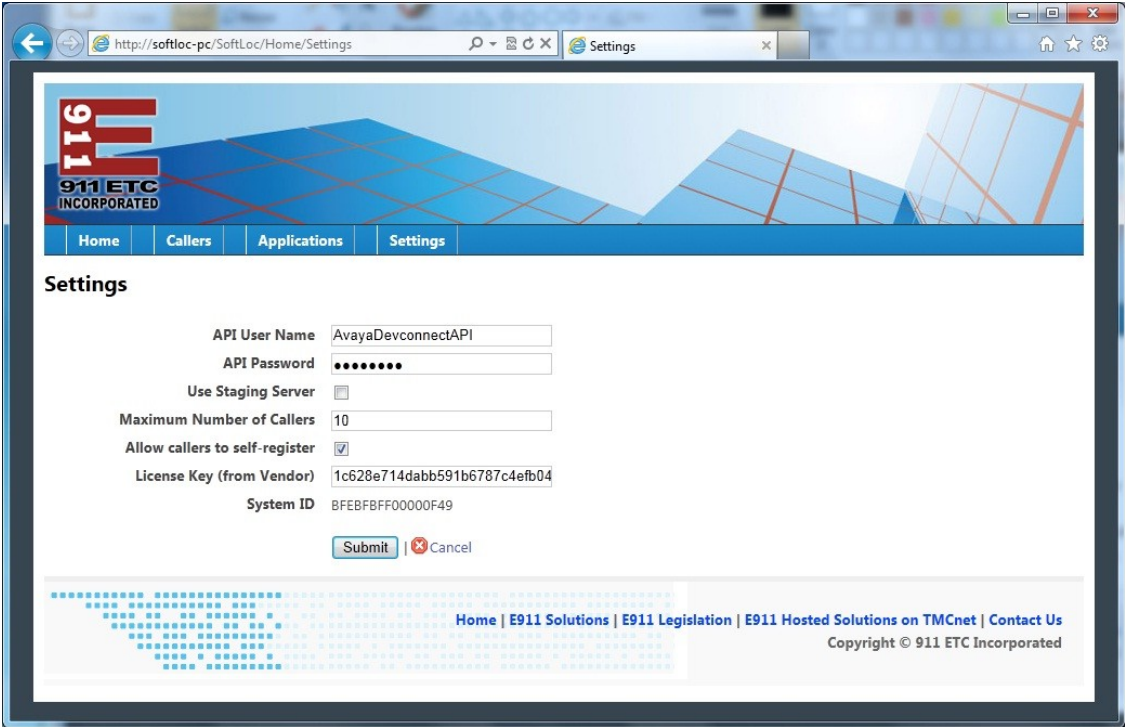
5. Configure Avaya Aura® Communication Manager and Aura® Avaya Session Manager
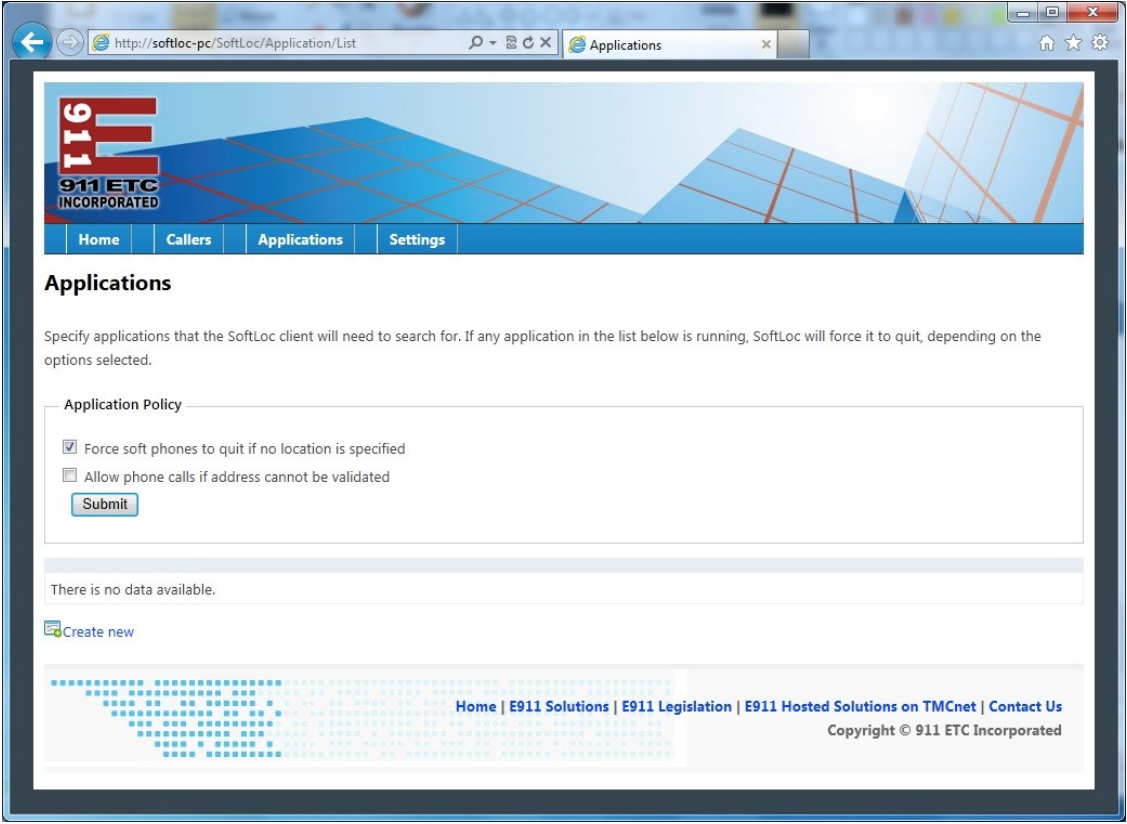
Since 911 ETC CrisisConnect for Softphone is an add-on service for CrisisConnect for VoIP, there was no configuration needed. Existing configuration for CrisisConnect for VoIP was used. Please refer to *Application Notes for 911 ETC CrisisConnect for VoIP with Avaya Aura® Session Manager and Avaya Aura® Communication Manager* for configuration related information.
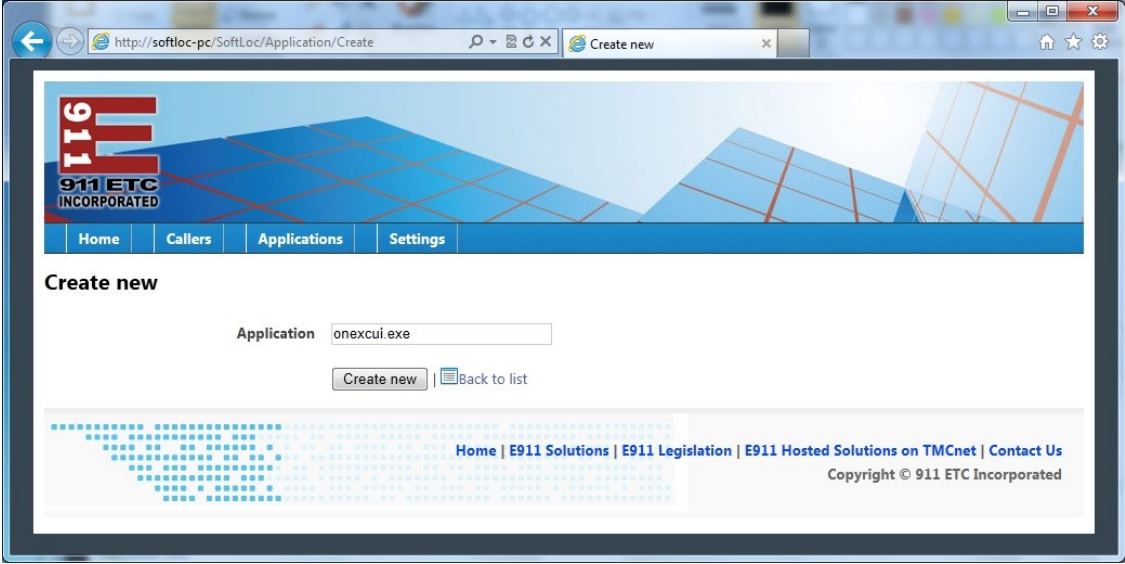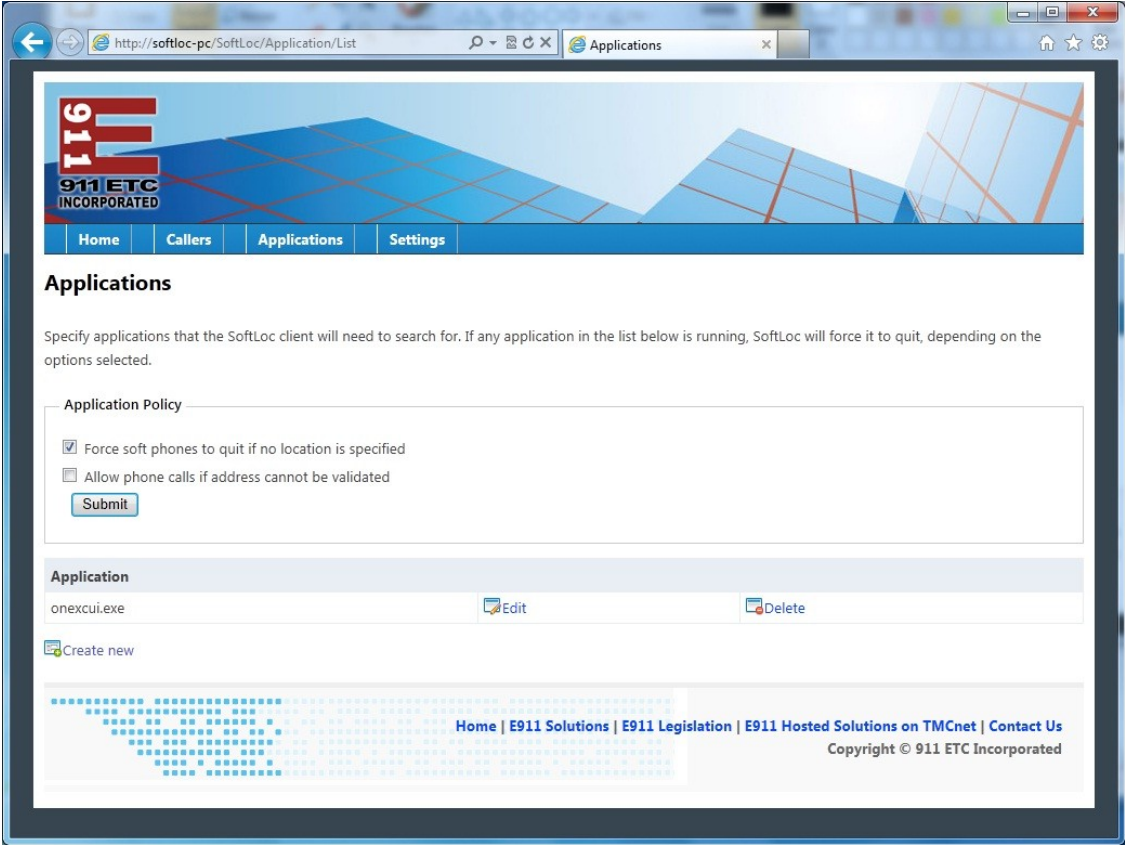
6. Configure 911 ETC CrisisConnect® for SoftPhones

6.1.1. Configure SoftLoc™ Server

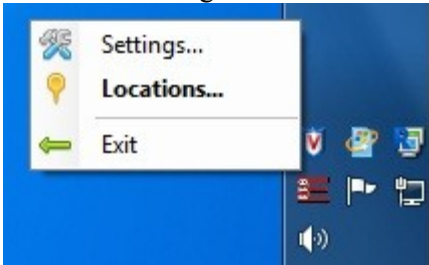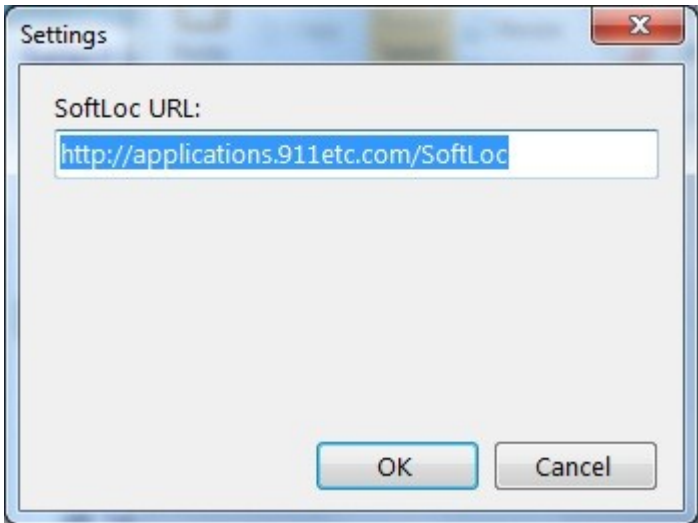| Step	Description
1.	The SoftLoc™ server is configured using browser. Enter the URL of the SoftLoc™ server such as http://<hostname>/SoftLoc where <hostname> is the ip address or qualified domain name of the SoftLoc™ server. Login using appropriate credentials.

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7 of 18
911ETCSPSM61CM6

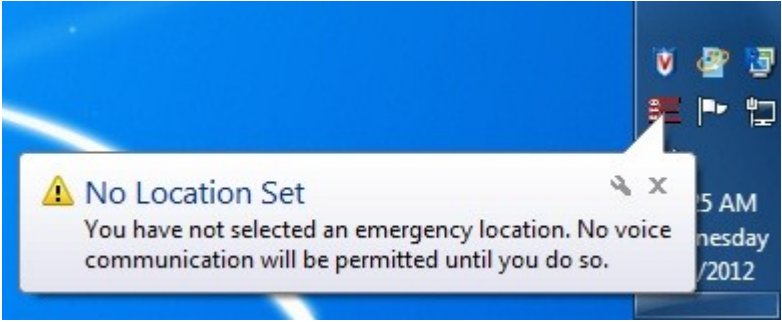| Step	Description
2.	Click on the Setting tab and configure setting.

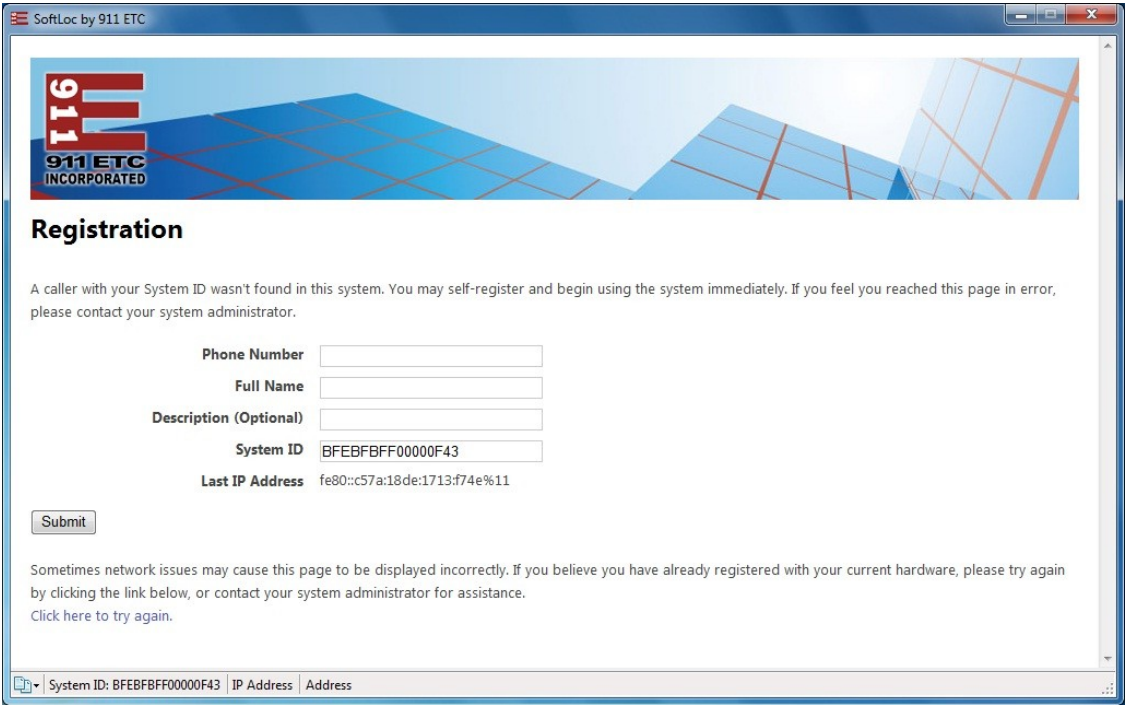| Step	Description
3.	Click on the **Applications** tab, and ensure that **Force soft phone to quit if no location is specified** box is checked.

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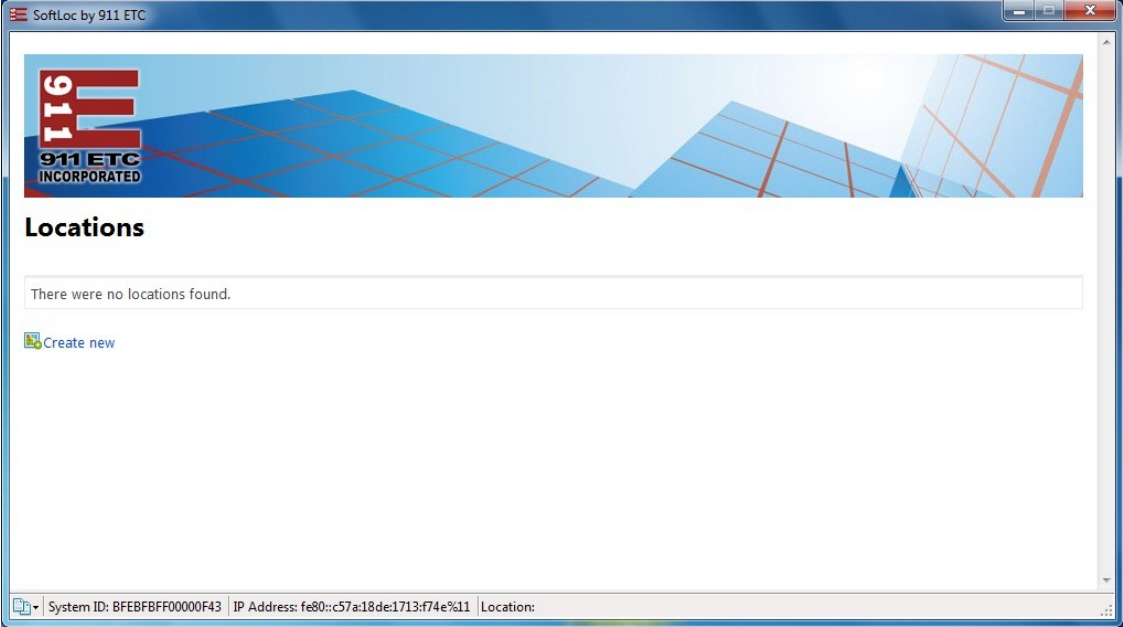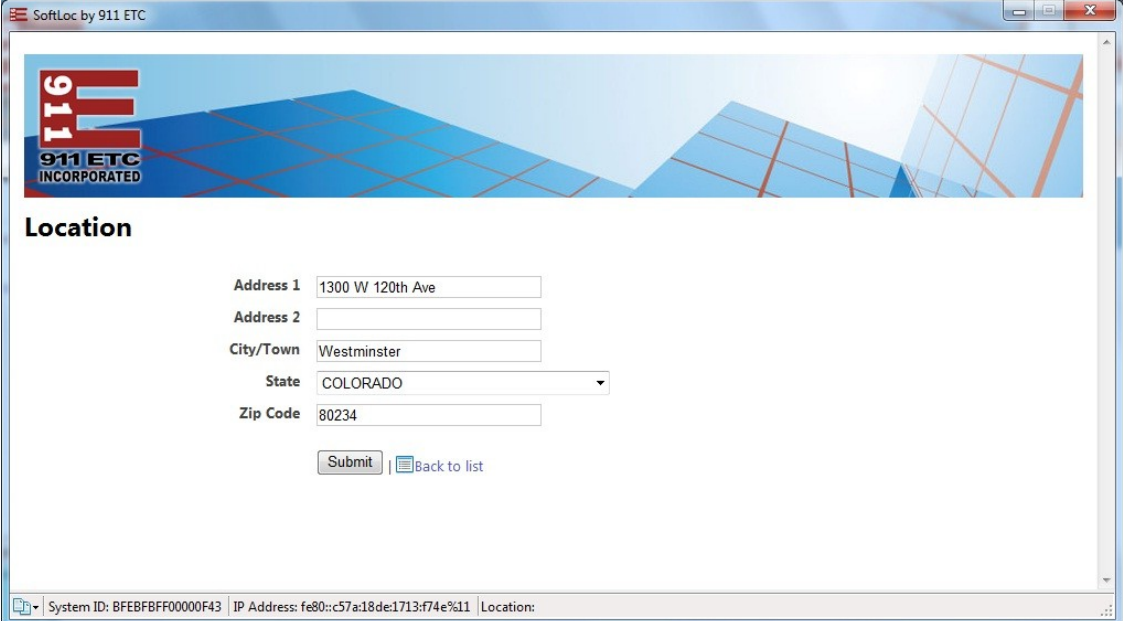SPOC 5/3/2012

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9 of 18
911ETCSPSM61CM6

Step	Description
4.	On the **Applications** page, click on **Create new.** • Type in **onexcui.exe** and click on **Create new**
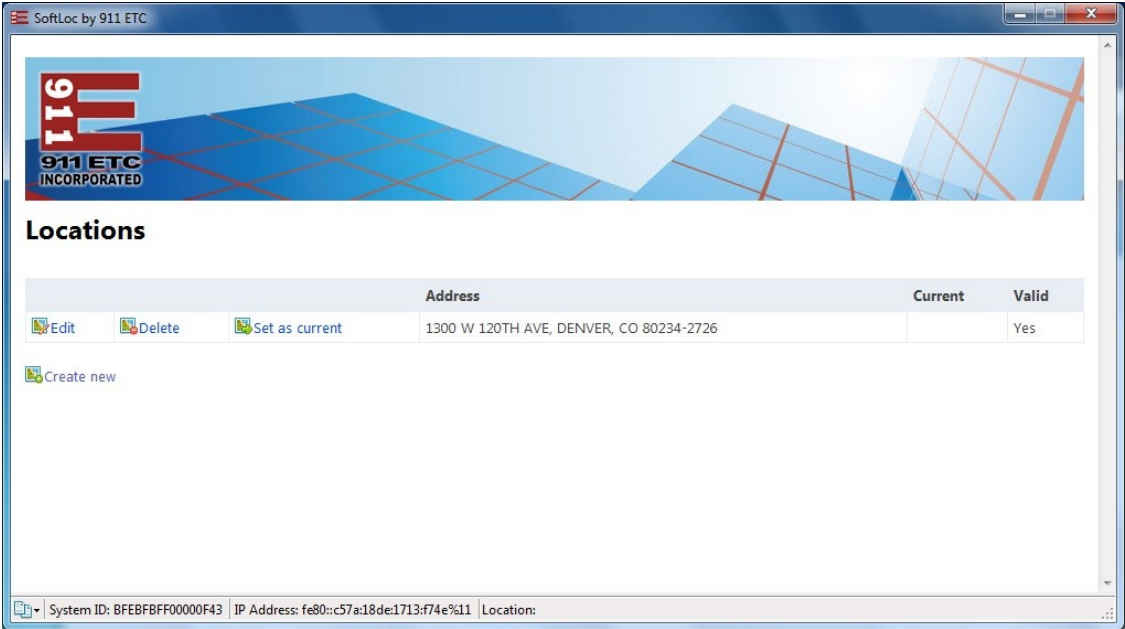
Step	Description
5.	Newly added Application will show on the **Application** page.

6.2. Configure SoftLoc™ Client

Step	Description
1.	After a SoftLoc™ Client is installed on a workstation that has Avaya one-X® client installed, 911 ETC icon will appear in the task bar area of Windows desktop. • Right click on the icon, and click on settings
2.	A pop up window will appear; type in the URL of the SoftLoc™ server. E.g. http://<hostname>/SoftLoc where <hostname> is the ip address or qualified domain name of the SoftLoc™ server.

Step	Description
3.	A notification will pop up in the notification area of windows desktop, alerting user that a Location needs to be set. Click on the Notification.
4.	A pop up window with Registration page will appear, prompting user to register. Fill in the registration information and submit.

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13 of 18
911ETCSPSM61CM6

Step	Description
5.	After registration is completed, Location page is displayed.

| 6. | Click on Create new and fill in users' address information. Submit once done. |

Step	Description
7.	Users' address will now be displayed in Locations page.
8.	Click on Set as current to make the address users' current address. Current will show up under the Current column, confirming that the address has been set as users' current address. User can add upto 3 address.

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7. Generation Test Approach and Test Results

The compliance tests were performed manually. If there is location provided by user, Avaya one-X® communicator is forcibly closed. To confirm that users' address information has been added to 911 ETC CrisisConnect, calls to 911 ETC Address Verification System were placed.

All test cases were executed and passed.

8. Conclusion

These Application Notes describe the configuration steps required for 911 ETC Crisis Connect to successfully interoperate with Avaya one-X® Communicator, Avaya Aura® Session Manager and Avaya Aura® Communication Manager. All compliance tests were completed

9. Additional References

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

Avaya

[1] *Administering Avaya Aura® Communication Manager*, Doc # 03-603558, Release 6.0.1, Issue 1.3, December 2010.

[2] *Administering Avaya Aura® Session Manager*, Doc # 03-603324, Release 6.2, February 2012.

[3] *Crisis Connect for Avaya Communication Manager*, Rev 7.1, March 2012