



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring TigerTMS InnLine VoIPLink v3.1.4 with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Session Manager R6.3 - Issue 1.0**

## **Abstract**

These Application Notes describe the configuration steps required for TigerTMS InnLine VoIPLink v3.1.4 to interoperate with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Session Manager R6.3. TigerTMS InnLine VoIPLink provides voicemail functionality over a SIP trunk and is used in conjunction with other Tiger Group products.

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 using TigerTMS InnLine VoIPLink SIP Voicemail R3.1.4 and Avaya Aura® Communication Manager R6.3 with Avaya Aura® Session Manager R6.3. TigerTMS InnLine VoIPLink SIP Voicemail is part of a hospitality system that provides voicemail functionality. The voicemail feature is delivered via SIP and connects to Avaya Aura® Session Manager as a SIP trunk.

## 2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the voicemail functionality of TigerTMS InnLine VoIPLink SIP Voicemail (InnLine IP) server which is delivered via SIP over IP to the Session Manager. The serviceability testing introduced failure scenarios to see if SIP voicemail could resume after a link failure with Session Manager.

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 general test approach was to validate correct operation of typical voicemail functions including:

- Call coverage in Busy and No Answer scenarios.
- Recording messages on the voicemail system.
- Retrieving messages by dialing directly from the called extension.
- Message Waiting Indication (MWI) lamp on and off.
- Voicemail integration with hospitality features like check-in, check-out and room transfer.
- Link Failure and Recovery of the IP connection.

Feature functionality testing was performed manually. Call coverage was verified when there was no answer on a dialed extension and when dialed extension was busy. Direct access to the Voicemail system was verified with message retrieval from the extension which had the message waiting. Voicemail integration with hospitality features like check-in, room transfer and check-out was verified using an additional piece of Software from Tiger called Tiger TMS Hotel Pro. As a result of check-in, voicemail box was setup for the extension. As a result of check-out, station MWI lamp was turned off and voicemail box is emptied. As a result of room transfer, the old extension's MWI lamp was turned off and voicemail was purged and new extension's MWI lamp was on and voicemail was moved to the new extension.

## 2.2. Test Results

All executed test cases were completed successfully.

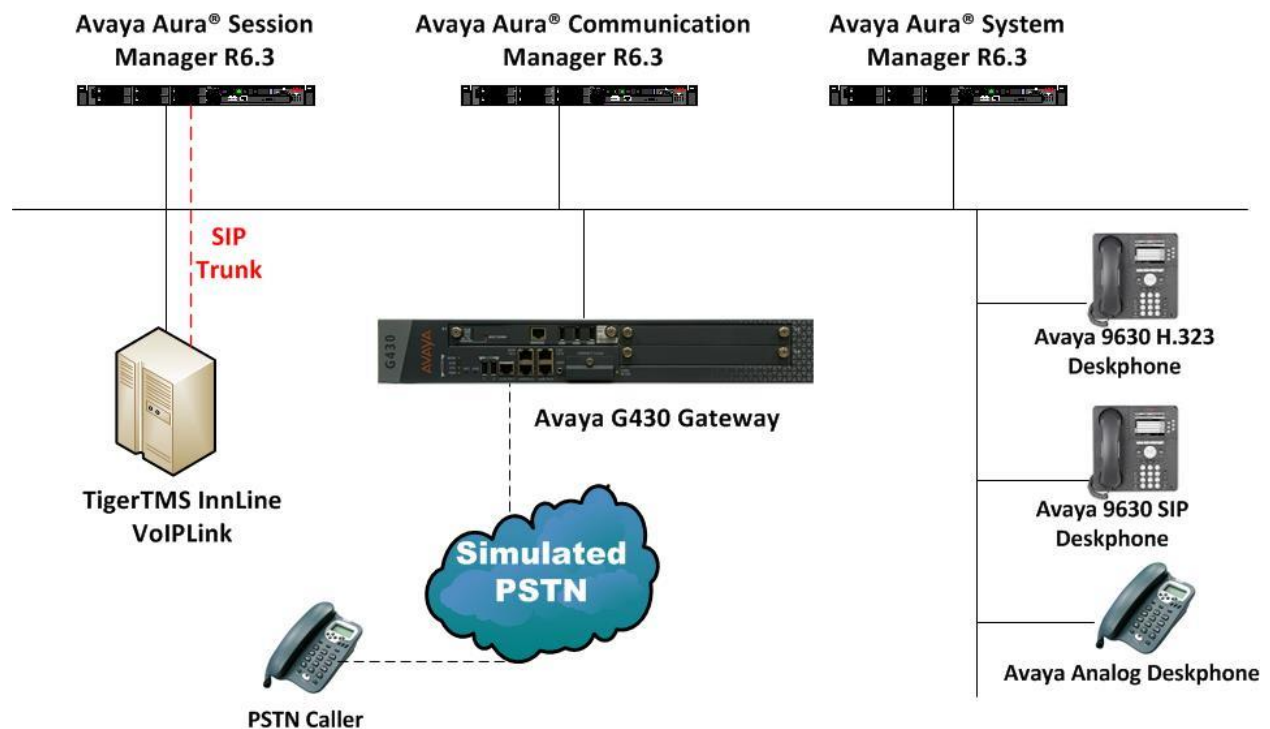
## 2.3. Support

If product support is required, the following contact details can be used.

- Email: [support@tigercomms.com](mailto:support@tigercomms.com)
- Phone: +44 1425 891 000

## 3. Reference Configuration

An Avaya Aura® Communication Manager R6.3 serving H.323 endpoints with an Avaya G430 Media Gateway was configured along with Avaya Aura® Session Manager R6.3 providing SIP trunks and SIP endpoints. TigerTMS InnLine VoIPLink was configured on the same IP network for connection to the SIP Signalling interface of Avaya Aura® Session Manager.



**Figure 1: Avaya Aura® Communication Manager and Avaya Aura® Session Manager with TigerTMS InnLine VoIPLink Solution**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on Avaya S8800 Server	System Manager 6.3.0 - FP2 Build No. - 6.3.0.8.5682-6.3.8.1814 Software Update Revision No: 6.3.3.5.1719
Avaya Aura® Communication Manager running on Avaya S8800 Server	R6.3 SP1 R016x.03.0.124.0
Avaya Aura® Session Manager running on Avaya S8800 Server	Session Manager R6.3 (SP3) SM 6.3.3.0.633004
Avaya G430 Gateway	R6.3
Avaya 9630 IP Deskphone	<ul style="list-style-type: none"><li>• H323 S3.105S</li><li>• SIP 2.6.8.4</li></ul>
TigerTMS InnLine VoIPLink	V3.1.4

## 5. Configure Avaya Aura® Communication Manager

This section describes the steps for the necessary configuration required to interoperate with InnLine VoIPLink. The steps are performed through the System Access Terminal (SAT) interface. It is assumed a dial plan and extensions are already commissioned on Communication Manager as is the required administration for connection to Session Manager. For the purposes of the compliance test station extension numbers 6000 – 6003 were used.

### 5.1. Configure Private and Public Numbering plans

Ensure that the extensions used are added to the private and public numbering plans, in order to add these type **change private-numbering x**. The screen below shows an **Ext Code** beginning with **6** which has a **Total Length** of **4** is configured to both trunk groups **1** and **9**.

change private-numbering 1					Page 1 of 2
NUMBERING - PRIVATE FORMAT					
Ext	Ext	Trk	Private	Total	
Len	Code	Grp(s)	Prefix	Len	
4	1	1		4	Total Administered: 3
4	2	1		4	Maximum Entries: 540
4	3	1		4	
<b>4</b>	<b>6</b>	<b>1</b>		<b>4</b>	
<b>4</b>	<b>6</b>	<b>9</b>		<b>4</b>	

Type **change public-unknown -numbering x**. The screen below shows an **Ext Code** beginning with **6** which has a **Total Length** of **4** is configured to both trunk groups **1** and **9**.

display public-unknown-numbering 1					Page 1 of 2
NUMBERING - PUBLIC/UNKNOWN FORMAT					
Ext	Ext	Trk	CPN	Total	
Len	Code	Grp(s)	Prefix	CPN	
				Len	
4	1	1		4	Total Administered: 6
4	2	1		4	Maximum Entries: 9999
<b>4</b>	<b>6</b>	<b>1</b>		<b>4</b>	
<b>4</b>	<b>6</b>	<b>9</b>		<b>4</b>	
					Note: If an entry applies to a SIP connection to Avaya Aura(R) Session Manager, the resulting number must be a complete E.164 number.
					Communication Manager automatically inserts a '+' digit in this case.

## 5.2. Configure Dialplan

The dialplan on Communication Manager must be configured as required. Enter the command **change dialplan analysis**, the screen below shows that a **Dialed String** beginning with **4** which has a **Total Length** of **4** is configured to go to the **UDP** table.

change dialplan analysis						Page 1 of 12		
DIAL PLAN ANALYSIS TABLE								
Location: all						Percent Full: 1		
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
1	3	fac						
2	10	udp						
3	11	udp						
4	4	udp						
5	4	ext						
6	4	ext						
7	3	dac						
8	4	udp						
9	1	fac						
*	3	fac						

## 5.3. Configure UDP Table

Enter the command **change uniform-dialplan 0**, the screen below shows that a **Matching Pattern** beginning with **4** with a **Length** of **4** digits will have **0** digits **Deleted** and will be passed to the **aar** table configured in the **Net** column.

change uniform-dialplan 0						Page 1 of 2	
UNIFORM DIAL PLAN TABLE							
						Percent Full: 0	
<b>Matching</b>			Insert		Node		
<b>Pattern</b>	<b>Len</b>	<b>Del</b>	<b>Digits</b>	<b>Net</b>	<b>Conv</b>	<b>Num</b>	
2	10	0		ars	n		
3	11	0		aar	n		
<b>4</b>	<b>4</b>	<b>0</b>		<b>aar</b>	<b>n</b>		
8	4	0		aar	n		
					n		

## 5.4. Configure AAR Table

Enter the command **change aar analysis 8**, the screen below shows that a **Dialed String** of **4300** with a **Min** and **Max** length of **4** will use **Route Pattern 1** with a **Call Type** of **aar**. In this instance route pattern 1 references trunk 1 which is the SIP trunk between Communication Manager and Session Manager.

change aar analysis 8							Page 1 of 2	
AAR DIGIT ANALYSIS TABLE								
Location: all							Percent Full: 0	
Dialed String		Total		Route	Call	Node	ANI	
		Min	Max	Pattern	Type	Num	Reqd	
4300		4	4	1	aar		n	
							n	
							n	
							n	

## 5.5. Configure Remote Cover Path

A remote coverage path is configured with the pilot number of the InnLine VoIPLink voicemail server. Enter the command **change coverage remote 1** and enter the pilot number in an available field, in this case **01** is chosen, which is denoted as r1 when referenced in a coverage path.

change coverage remote 1			Page	1 of	23
REMOTE CALL COVERAGE TABLE					
ENTRIES FROM 1 TO 1000					
01: 4300	16:	31:			
02:	17:	32:			
03:	18:	33:			
04:	19:	34:			

## 5.6. Add Coverage Path

Stations administered with voicemail should be configured with a coverage path which covers the inbound call to the voicemail pilot number. Enter the command **add coverage path next**, in **Point1** enter the remove coverage path administered in **Section 6.4**, in this case **r1**. Take a note of the **Coverage Path Number**, in this case **2**, this is configured in the station form for stations administered with voicemail.

<b>add coverage path next</b>			Page 1 of 1	
COVERAGE PATH				
<b>Coverage Path Number: 2</b>				
Cvg Enabled for VDN Route-To Party? n			Hunt after Coverage? n	
Next Path Number:			Linkage	
COVERAGE CRITERIA				
Station/Group Status	Inside Call	Outside Call		
Active?	n	n		
Busy?	y	y		
Don't Answer?	y	y	Number of Rings: 2	
All?	n	n		
DND/SAC/Goto Cover?	y	y		
Holiday Coverage?	n	n		
COVERAGE POINTS				
Terminate to Coverage Pts. with Bridged Appearances? n				
<b>Point1: r1</b>	Point2:			
Point3:	Point4:			
Point5:	Point6:			



## 5.7. Configure Stations with Voicemail Coverage Path

Enter the command **change station xxxx**, where xxxx is an extension configured with voicemail. Configure the **Coverage Path 1** field with the coverage path number configured in **Section 6.5**.

<b>change station 6000</b>		Page	1 of	5
		STATION		
Extension: 6000	Lock Messages? n	BCC:	0	
Type: 9630	Security Code: 1234	TN:	1	
Port: S00006	<b>Coverage Path 1: 2</b>	COR:	1	
Name: Extn,6000	Coverage Path 2:	COS:	2	
		Hunt-to Station:		
STATION OPTIONS		Time of Day Lock Table:		
Loss Group: 19	Personalized Ringing Pattern:	1		
		Message Lamp Ext:	6000	
Speakerphone: 2-way	Mute Button Enabled?	y		
Display Language: english	Button Modules:	0		
Survivable GK Node Name:	Media Complex Ext:			
Survivable COR: internal	IP SoftPhone?			n
Survivable Trunk Dest? y	IP Video?			n
		Short/Prefixed Registration Allowed:	default	
		Customizable Labels?	y	

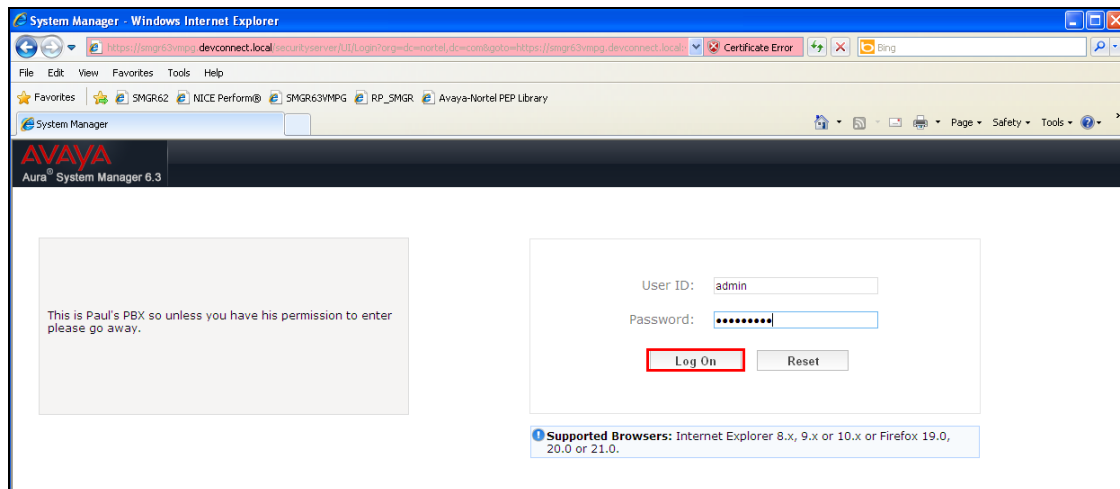
## 6. Configure Avaya Aura® Session Manager

This section describes the steps for configuring the SIP trunk from Session Manager to the InnLine VoIPLink server. The procedures include the following areas:

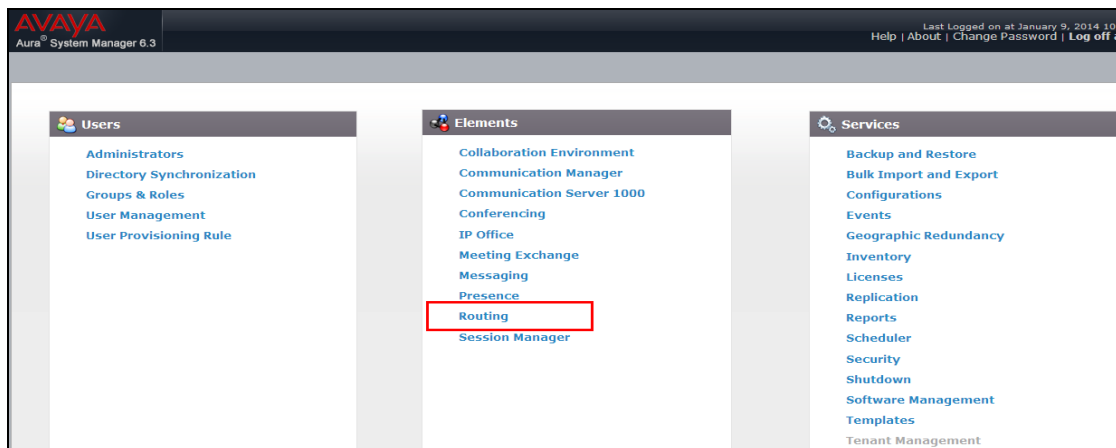
- Log into Avaya Aura® Session Manager
- Administer SIP Domain
- Administer Location
- Administer SIP Entities
- Administer Routing Policies
- Administer Dial Patterns

### 6.1. Log into Avaya Aura® System Manager

Access the System Manager using a Web Browser by entering **http://<FQDN>/SMGR**, where **<FQDN>** is the fully qualified domain name of System Manager or **http://<IP Address>/SMGR**. Log in using appropriate credentials.

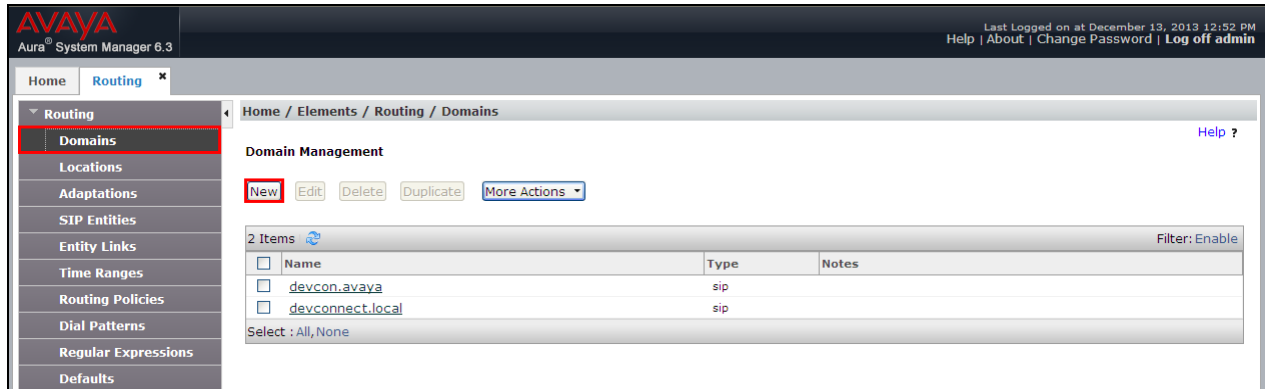


Once logged in click on **Routing** as highlighted.

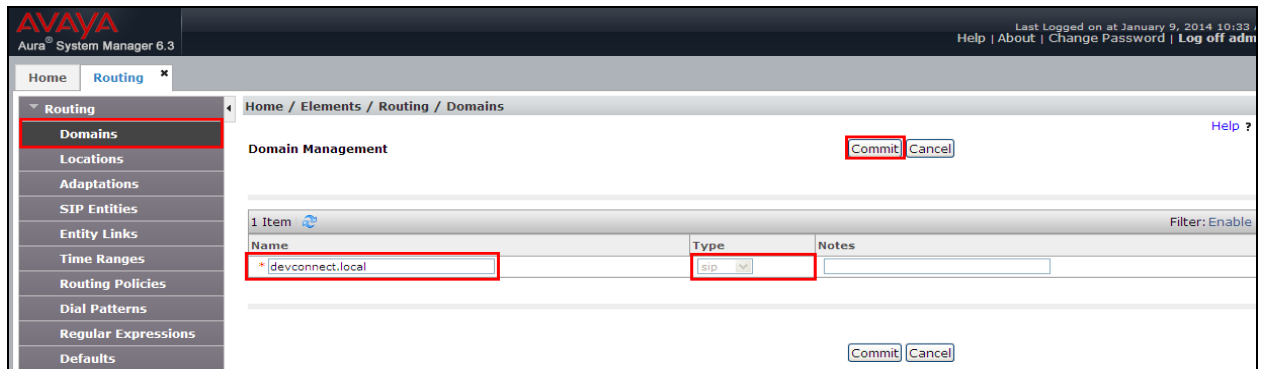


## 6.2. Administer SIP Domain

Click on **Domains** in the left window. If there is not a domain already configured, click on **New** highlighted below

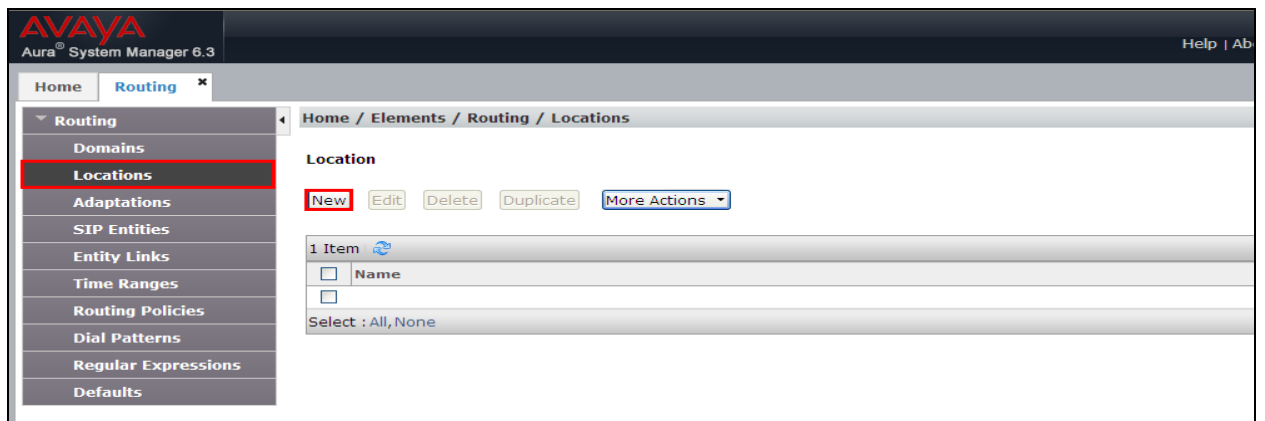


Enter the name of the domain note this will be referenced in **Section 7.1**. The **Type** should be **sip**. Click on **Commit** once done.



## 6.3. Configure Location

Select **Locations** from the left window and select **New** from the main window.



Enter a suitable name for the location and scroll down to the bottom of the page and enter the IP addresses associated with the location in the case there are two ranges **10.10.40.x** and **192.168.50.x** and click on **Add**. Once completed, click on **Commit** to continue.

**AVAYA**  
Aura® System Manager 6.3

Home / Elements / Routing / Locations

**Location Details** Commit Cancel

**General**

**\* Name:** DevConnectPG63

**Notes:**

**Dial Plan Transparency in Survivable Mode**

**Enabled:** ☐

**Listed Directory Number:**

**Associated CM SIP Entity:**

**\* Minimum Multimedia Bandwidth:** 64 Kbit/Sec

**\* Default Audio Bandwidth:** 80 Kbit/sec

**Alarm Threshold**

**Overall Alarm Threshold:** 80 %

**Multimedia Alarm Threshold:** 80 %

**\* Latency before Overall Alarm Trigger:** 5 Minutes

**\* Latency before Multimedia Alarm Trigger:** 5 Minutes

**Location Pattern**

**Add Remove**

2 Items

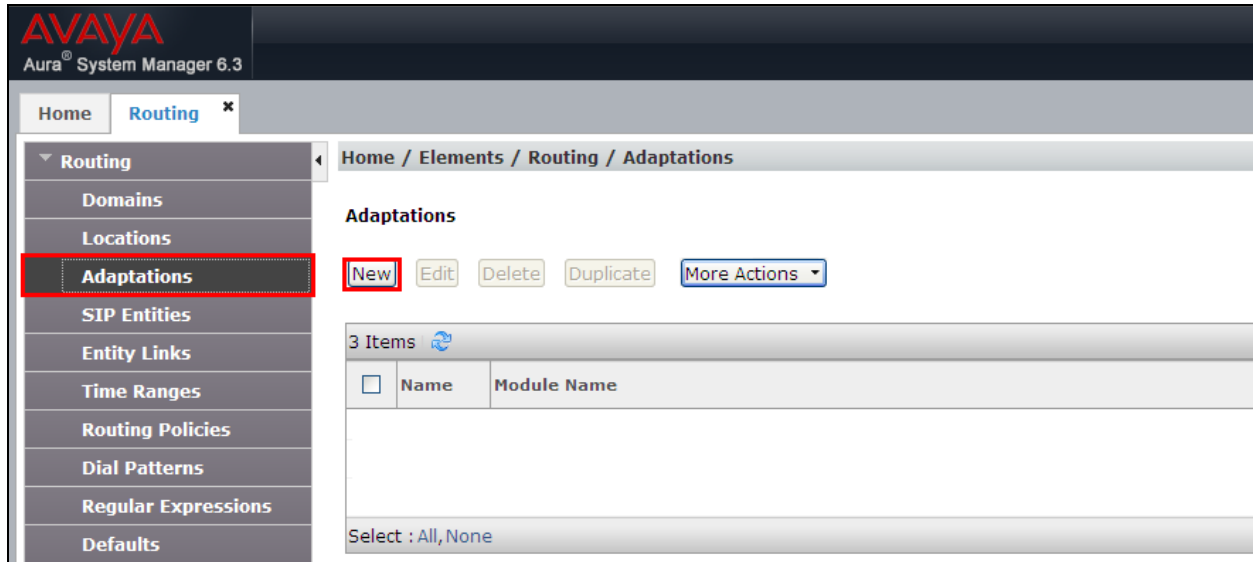
<input type="checkbox"/>	IP Address Pattern	Notes
<input type="checkbox"/>	* 10.10.40.*	
<input type="checkbox"/>	* 192.168.50.*	

Select : All, None

**Commit Cancel**

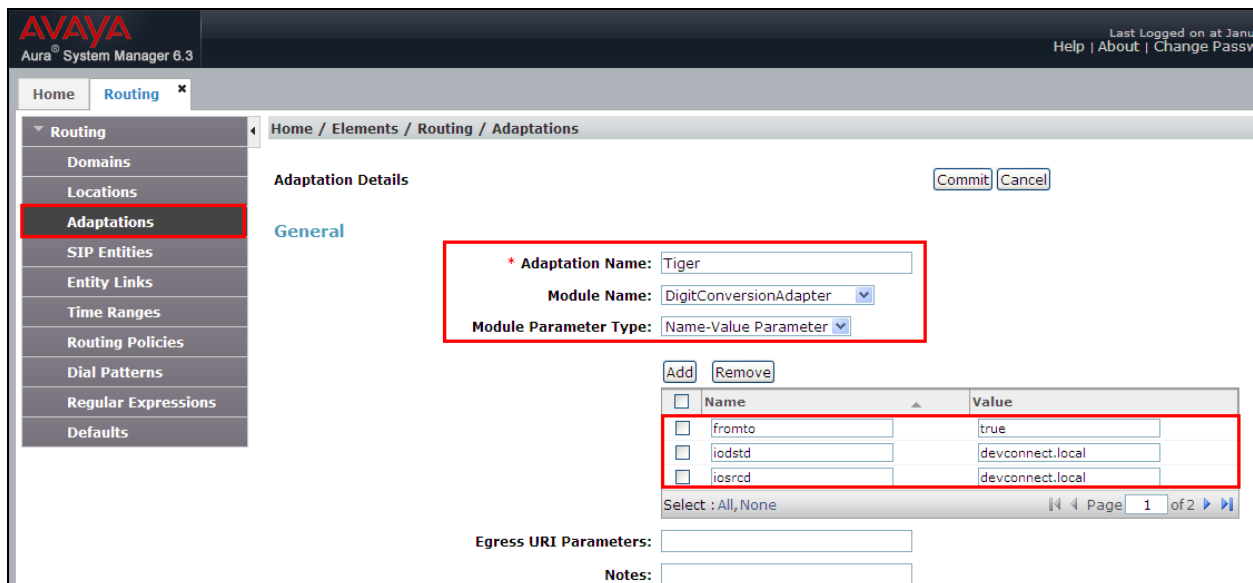
## 6.4. Configure Adaptation

To configure a new Adaptation select **Adaptations** from the left window and click on **New** from the main window.



Enter a suitable **Name** and select **DigitConversionAdapter** for the **Module Name**. Select **Name-Value Parameter** as the **Module Parameter Type**. Add the following Parameters:

- | Name   | Value    |
|--------|----------|
| fromto | true     |
| iodstd | “domain” |
| iosrcd | “domain” |



Continue to add the following Parameters:

- | Name    | Value                        |
|---------|------------------------------|
| • odstd | “Tiger, IP Address”          |
| • osrcd | “Session Manager IP Address” |

Click on Commit once completed.

AVAYA  
Aura® System Manager 6.3

Last Logged on at Janu  
Help | About | Change Passv

Home Routing x

Home / Elements / Routing / Adaptations

Adaptation Details Commit Cancel

General

\* Adaptation Name: Tiger

Module Name: DigitConversionAdapter

Module Parameter Type: Name-Value Parameter

Add Remove

<input type="checkbox"/>	Name	Value
<input type="checkbox"/>	odstd	10.10.40.55
<input type="checkbox"/>	osrcd	10.10.40.34

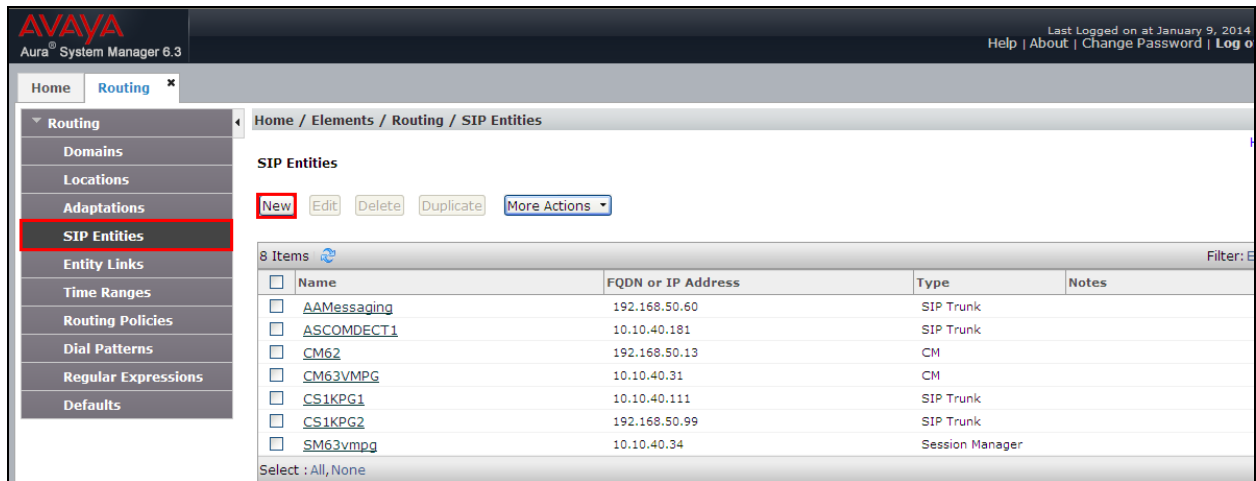
Select : All, None Page 2 of 2

Egress URI Parameters:

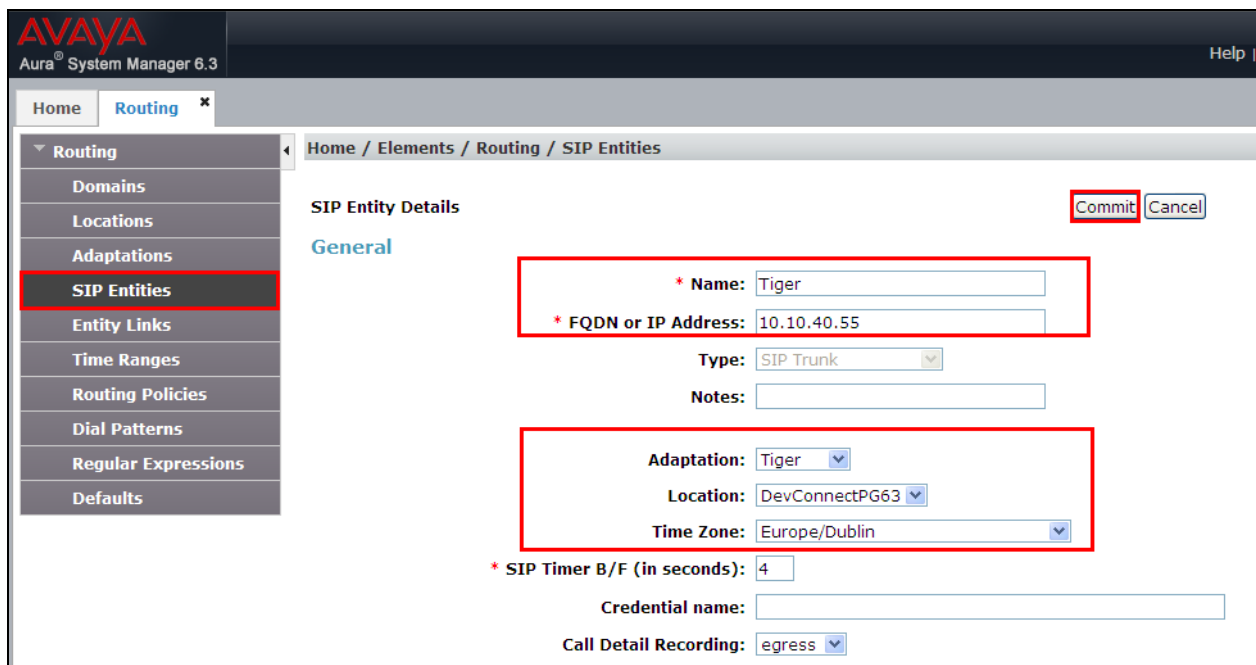
Notes:

## 6.5. Configure SIP Entity for Tiger InnLine VoIPLink

Select **SIP Entities** from the left window and click on **New** in the main window.



Enter a suitable **Name** and ensure that the **Adaptation** that was created in **Section 6.4** is used. Enter the **Location** that was configured in **Section 6.2** and the correct **Time Zone**.



## 6.6. Configure Entity Link for Tiger InnLine VoIPLink

Select **Entity Link** from the left window and click on **New** in the main window.

AVAYA  
Aura System Manager 6.3

Home Routing

Routing Domains Locations Adaptations SIP Entities **Entity Links** Time Ranges Routing Policies Dial Patterns Regular Expressions Defaults

Home / Elements / Routing / Entity Links

Entity Links

New Edit Delete Duplicate More Actions

7 Items Filter: Enable

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
<input type="checkbox"/>	AAMessaging	SM63vmppg	TCP	5060	AAMessaging	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	ASCOMDECT1	SM63vmppg	TCP	5060	ASCOMDECT1	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	SM63vmppg_CM62_5061_TLS	SM63vmppg	TLS	5061	CM62	<input type="checkbox"/>	5061	trusted	<input type="checkbox"/>	
<input type="checkbox"/>	SM63vmppg_CM63VMPPG_5060_TCP	SM63vmppg	TCP	5060	CM63VMPPG	<input type="checkbox"/>	5060	trusted	<input type="checkbox"/>	

Select the correct **SIP Entity** that was created in **Section 6.5** and ensure that **UDP** is used as the **Protocol**. Note the **Port** is **5060**.

AVAYA  
Aura System Manager 6.3

Home Routing

Routing Domains Locations Adaptations SIP Entities **Entity Links** Time Ranges Routing Policies Dial Patterns Regular Expressions Defaults

Home / Elements / Routing / Entity Links

Entity Links

Commit Cancel

1 Item Filter: Enable

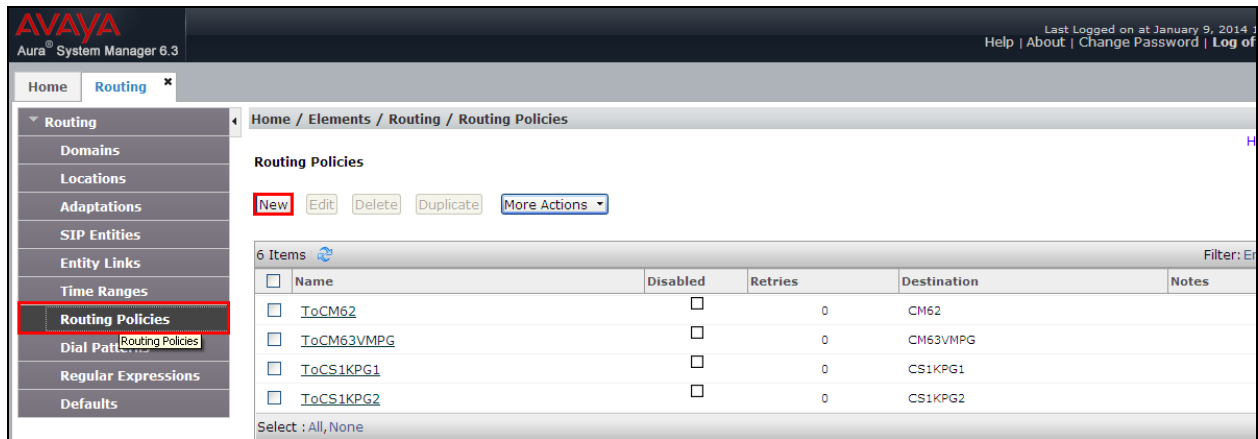
<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	DNS Override	Port	Connection Policy	Deny New Service	Notes
<input type="checkbox"/>	*SM63vmppg_Tiger_50	*SM63vmppg	UDP	*5060	*Tiger	<input type="checkbox"/>	*5060	trusted	<input type="checkbox"/>	

Select : All, None

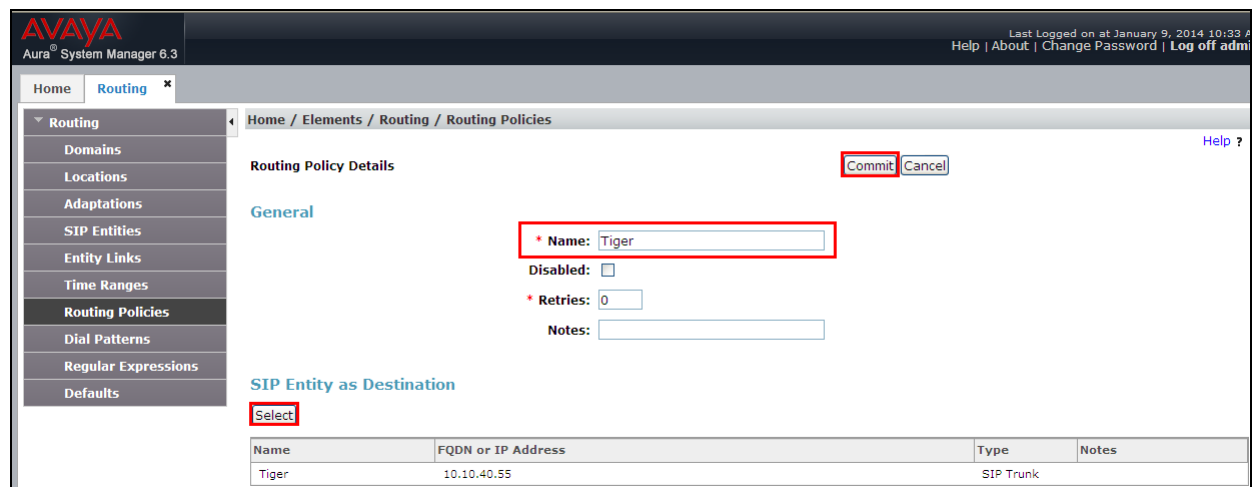


## 6.7. Configure Routing Policy for Tiger InnLine VoIPLink

Select **Routing Policies** from the left window and click on **New** in the main window.

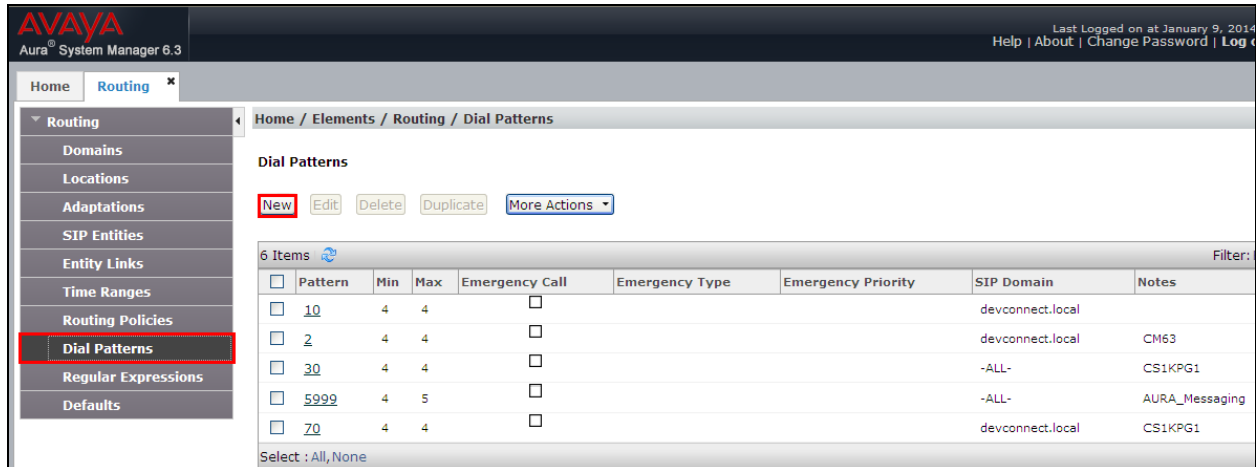


Enter a suitable **Name** and click on **Select** highlighted in order to associate this routing policy with a SIP Entity. Select the **Tiger** SIP Entity created in **Section 6.5** (not shown) and click on **Commit** when done.

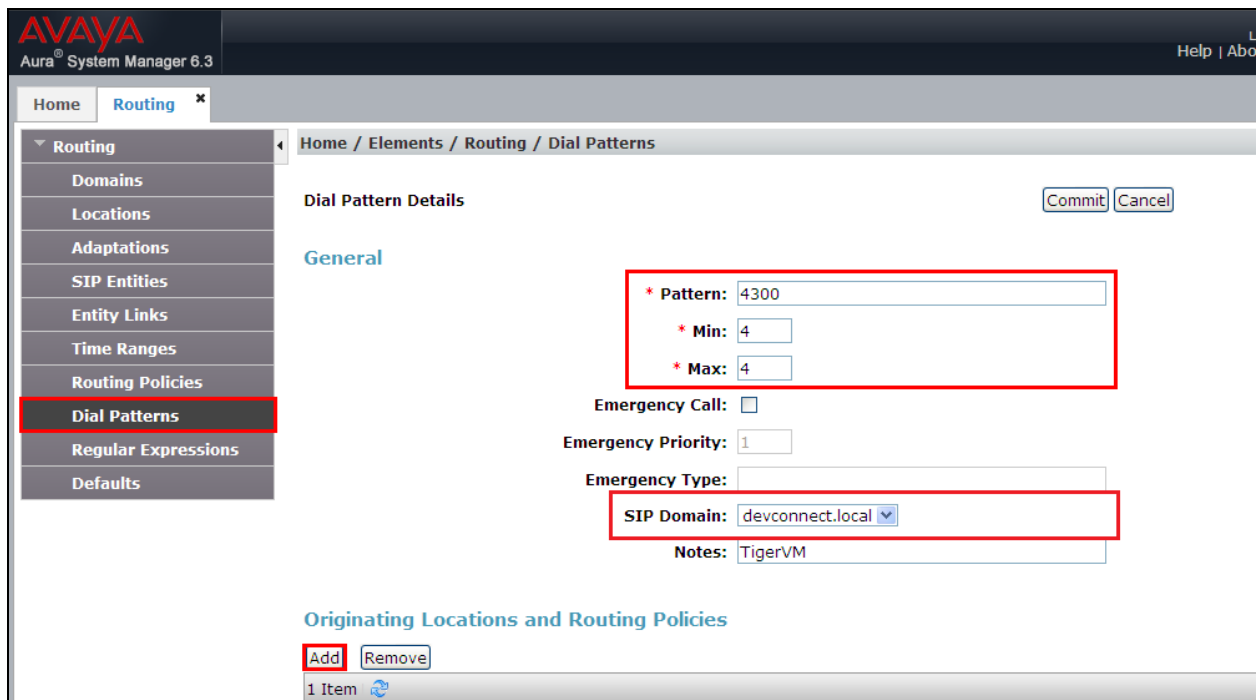


## 6.8. Configure Dial Pattern for Tiger InnLine VoIPLink

In order to route calls to the InnLine IP, a dial pattern is created pointing to the SIP Entity. Select **Dial Patterns** from the left window and click on **New** in the main window.



Enter the number to be routed noting this will be the same number outlined in **Section 5.3**. Note the **SIP Domain** is that configured in **Section 6.2**. Click on **Add** to select the SIP Entity.



Tick on the **Originating Location** as shown below and select the **Tiger** Routing Policy. Click on **Select** once complete.

**Originating Location** Select Cancel

**Originating Location**

☐ Apply The Selected Routing Policies to All Originating Locations

1 Item Filter: Enable

<input checked="" type="checkbox"/>	Name	Notes
<input checked="" type="checkbox"/>	DevConnectPG63	

Select : All, None

**Routing Policies**

6 Items Filter: Enable

<input type="checkbox"/>	Name	Disabled	Destination	Notes
<input checked="" type="checkbox"/>	Tiger	<input type="checkbox"/>	Tiger	
<input type="checkbox"/>	ToAAMessaging	<input type="checkbox"/>	AAMessaging	
<input type="checkbox"/>	ToCM62	<input type="checkbox"/>	CM62	
<input type="checkbox"/>	ToCM63VMPPG	<input type="checkbox"/>	CM63VMPPG	
<input type="checkbox"/>	ToCS1KPG1	<input type="checkbox"/>	CS1KPG1	

## 6.9. Create Dial Pattern for MWI SIP Notify Messages

A dial pattern must be created in order to route the MWI SIP Notify messages to the Communication Manager SIP Entity. Note the screen shot below highlights the Dial Pattern that was in place during the compliance testing as all extensions on Communication Manager started with 2. If this is not in place add the Dial Pattern as described in **Section 6.8**.

**AVAYA**  
Aura System Manager 6.3

Last Logged on at January 9, 2014 10:33 /  
Help | About | Change Password | Log off adm

Home **Routing**

Home / Elements / Routing / Dial Patterns Help ?

**Dial Patterns**

New Edit Delete Duplicate More Actions

6 Items Filter: Enable

<input type="checkbox"/>	Pattern	Min	Max	Emergency Call	Emergency Type	Emergency Priority	SIP Domain	Notes
<input type="checkbox"/>	10	4	4	<input type="checkbox"/>			devconnect.local	
<input type="checkbox"/>	2	4	4	<input type="checkbox"/>			devconnect.local	CM63
<input type="checkbox"/>	30	4	4	<input type="checkbox"/>			-ALL-	CS1KPG1
<input type="checkbox"/>	4300	4	4	<input type="checkbox"/>			devconnect.local	TigerVM
<input type="checkbox"/>	5999	4	5	<input type="checkbox"/>			-ALL-	AURA_Messaging
<input type="checkbox"/>	70	4	4	<input type="checkbox"/>			devconnect.local	CS1KPG1

Select : All, None

## 7. Configure TigerTMS InnLine VoIPLink

The configuration information provided in this section describes the steps required to configure InnLine VoIPLink to interoperate with Session Manager and Communication Manager. For all other provisioning information, such as software installation, installations of optional components, and configuration of InnLine VoIPLink, please refer to the TigerTMS product documentation in **Section 10**.

### 7.1. Configure SIP Trunk Settings for Voicemail Server

To configure the InnLine IP double-click on the **InnLine IP Configuration Tool** icon on the desktop of the server.

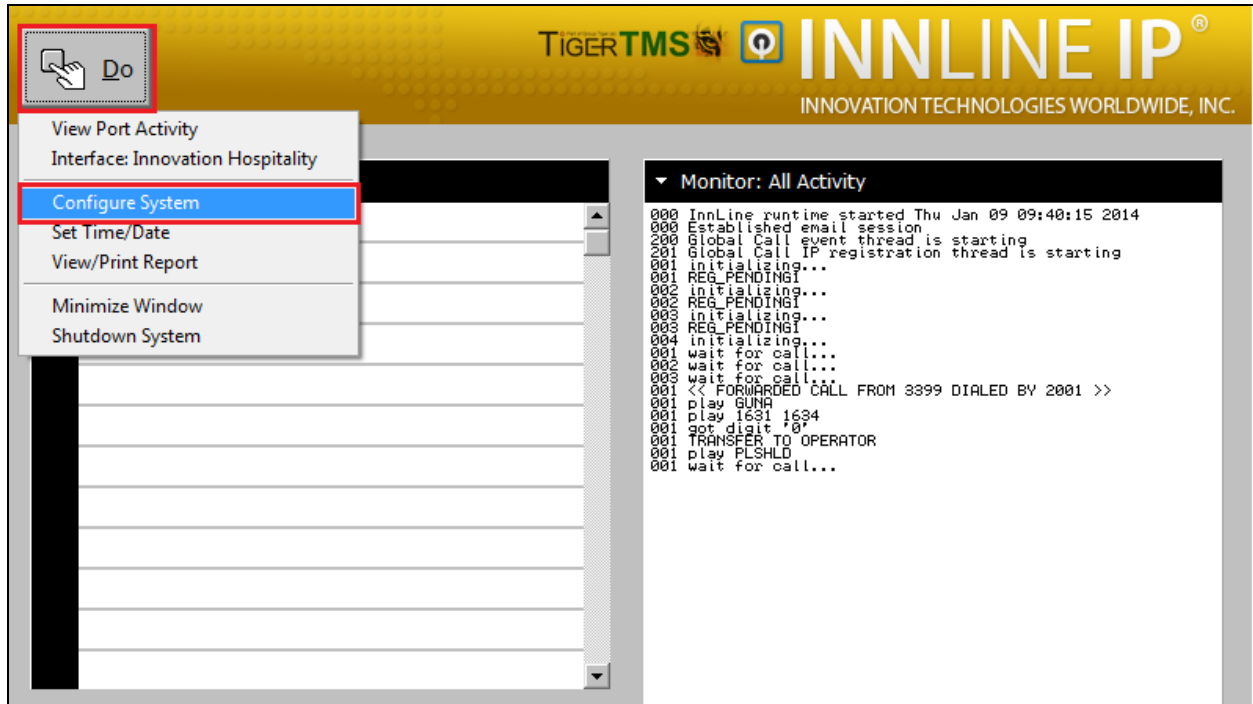


The screen below will appear; configure the **Local IP Address** of the server on which InnLine VoIPLink resides, in this case **10.10.40.55**. Configure the **SIP Proxy Address** with the Session Manager SIP Signaling Interface IP Address, in this case **10.10.40.34**. Enter the telephony domain used for the **Authentication Realm** note this will be the domain configured in **Section 6.1**. Click **Save** when done.

A screenshot of the "IIPConfig: InnLine IP Configuration Utility" window. The window has a yellow header bar with the "INNLIN IP" logo and the text "INNOVATION TECHNOLOGIES WORLDWIDE, INC.". Below the header, there are four input fields: "Local IP Address" with a dropdown menu showing "10.10.40.55", "SIP Proxy Address" with a text box containing "10.10.40.34", "SIP Password" with an empty text box, and "Authentication Realm" with a text box containing "devconnect.local". Below these fields is a note: "NOTE: InnLineIP must be restarted after changing these values." At the bottom of the window are two buttons: "Save" and "Cancel".

## 7.2. Configure Voicemail

Once the InnLine IP server boots up the following screen appears, click the **Do** button at the top left and select **Configure System** highlighted.

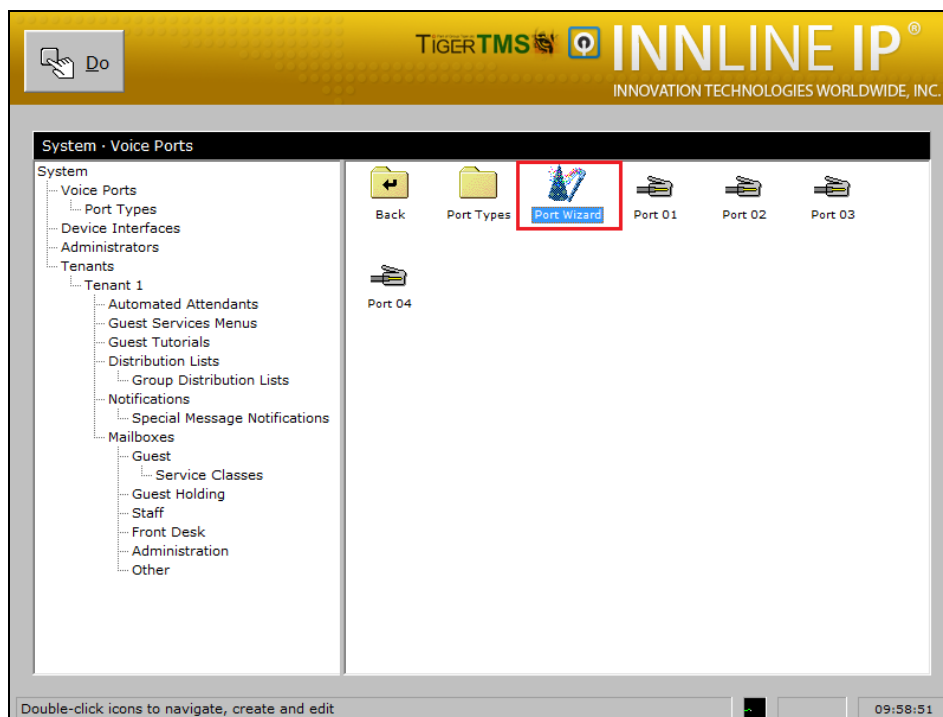


## 7.2.1. Configure voicemail ports

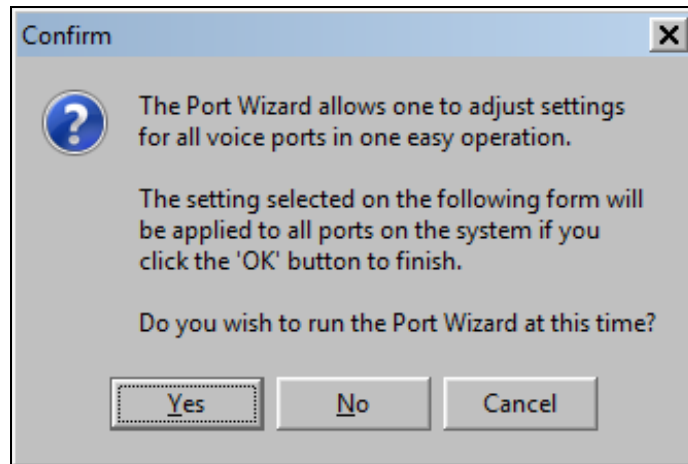
In the left window select **Voice Ports**.



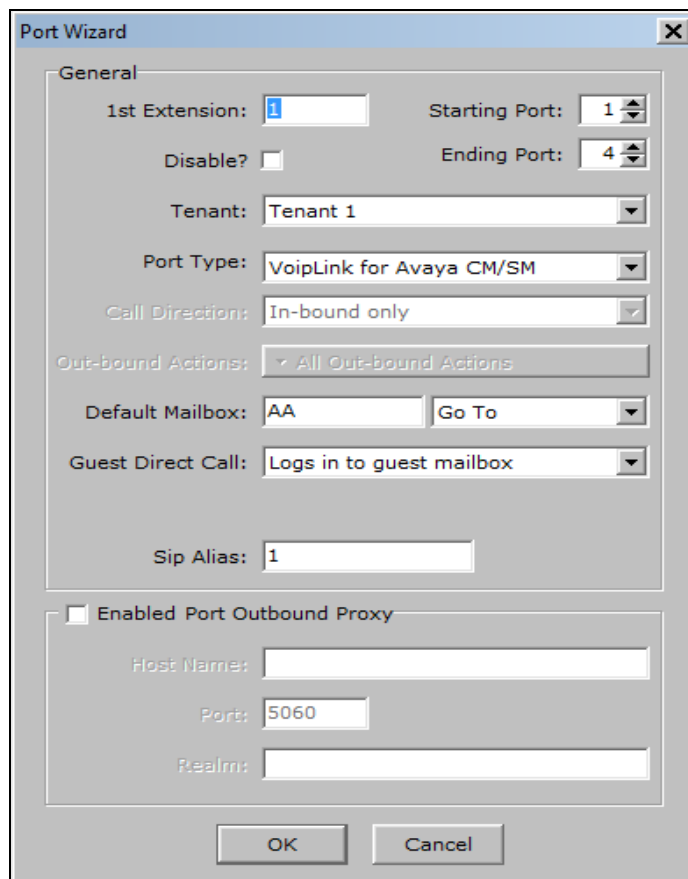
Double click on **Port Wizard** in the main window.



Click on **Yes** to continue.



Enter the information as shown below. Click on **OK** once completed.

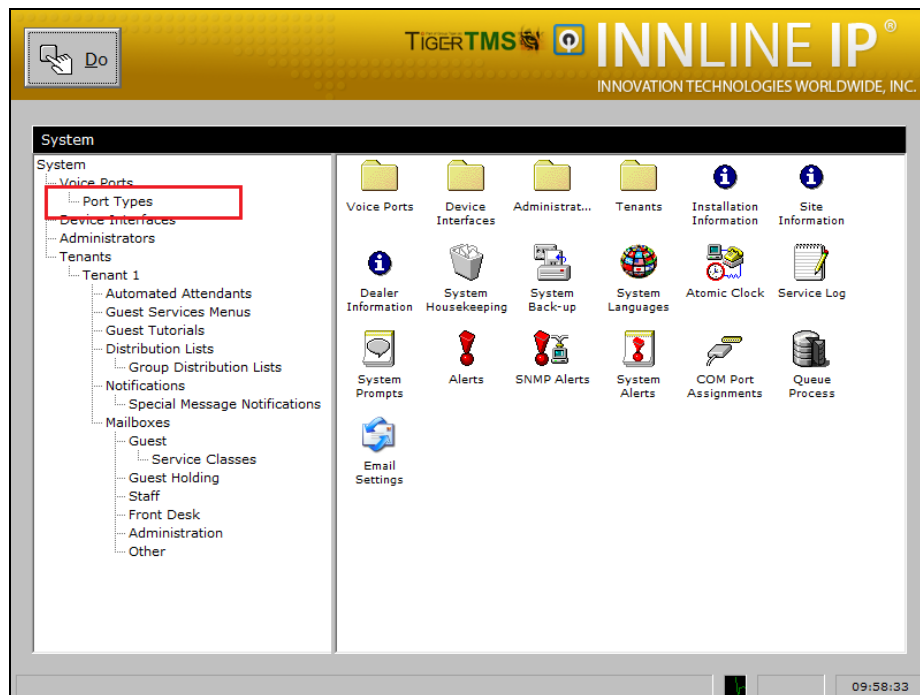
A 'Port Wizard' window with a blue header bar and a close button (X) in the top right corner. The 'General' tab is selected. The form contains the following fields and controls:

- 1st Extension:
- Starting Port:  (with up/down arrows)
- Disable?: ☐
- Ending Port:  (with up/down arrows)
- Tenant:
- Port Type:
- Call Direction:
- Out-bound Actions:
- Default Mailbox:
- Guest Direct Call:
- Sip Alias:
- ☐ Enabled Port Outbound Proxy
  - Host Name:
  - Port:
  - Realm:

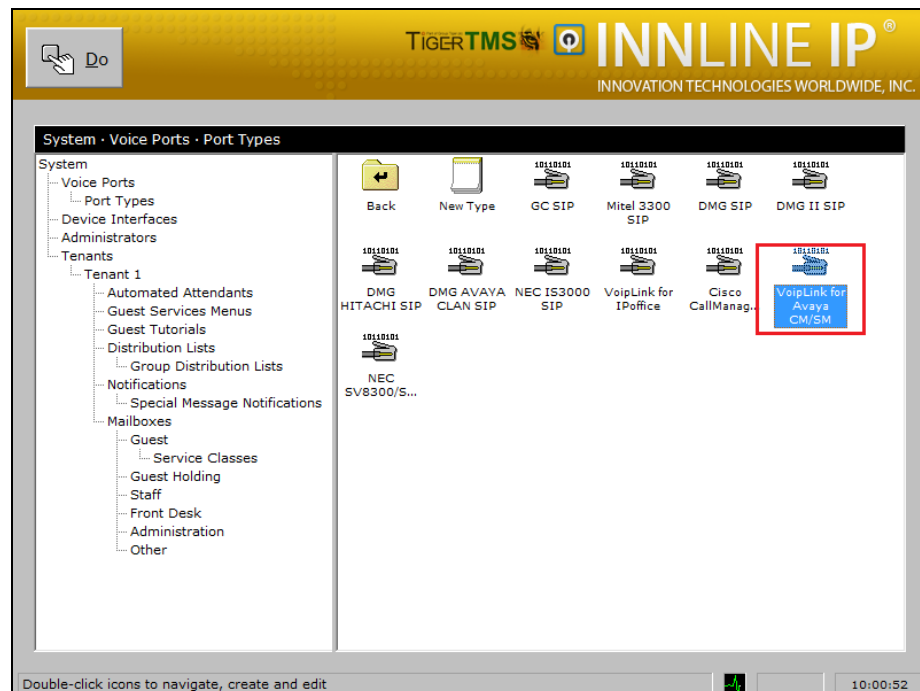
At the bottom, there are 'OK' and 'Cancel' buttons.

## 7.2.2. Configure Voicemail Pilot Number

From the main menu select **Port Types** in the left window.

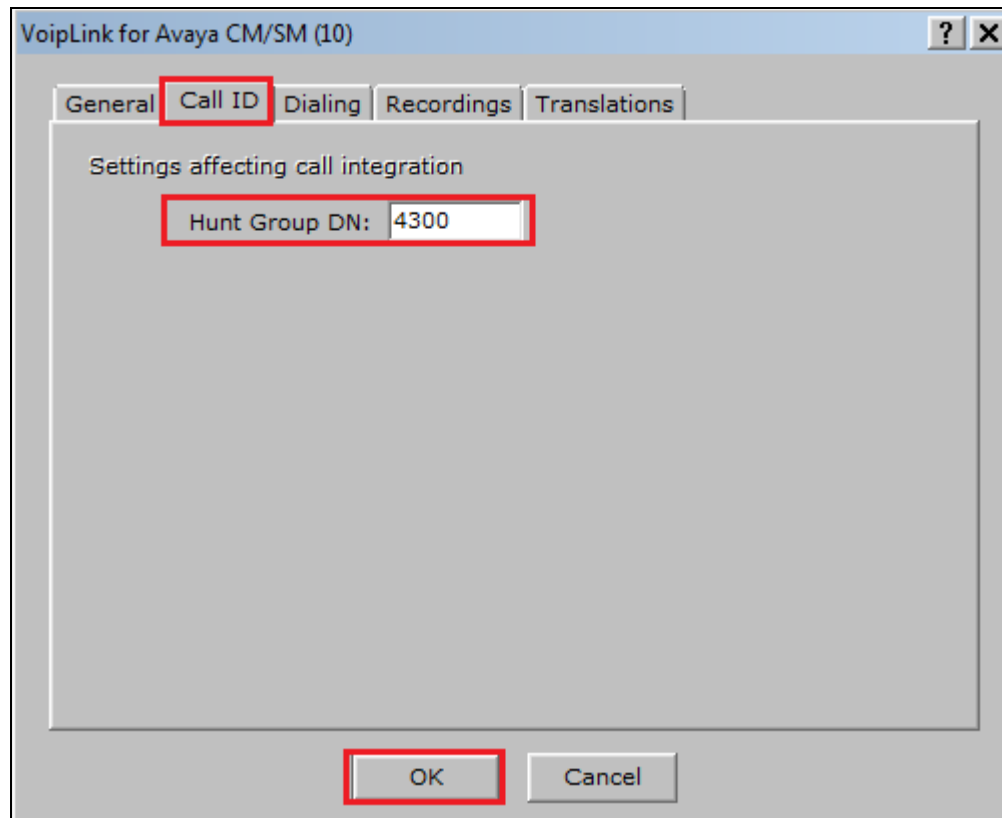


Double click on the **VoipLink for Avaya CM/SM** highlighted in the main window.





Select the **Call ID** tab and enter the voicemail number which should be the same as that configured in **Section 6.4**. Click on **OK** once completed.



## 8. Verification Steps

These are the steps taken to verify that a successful connection between the InnLine IP server and Session Manager via SIP trunk.

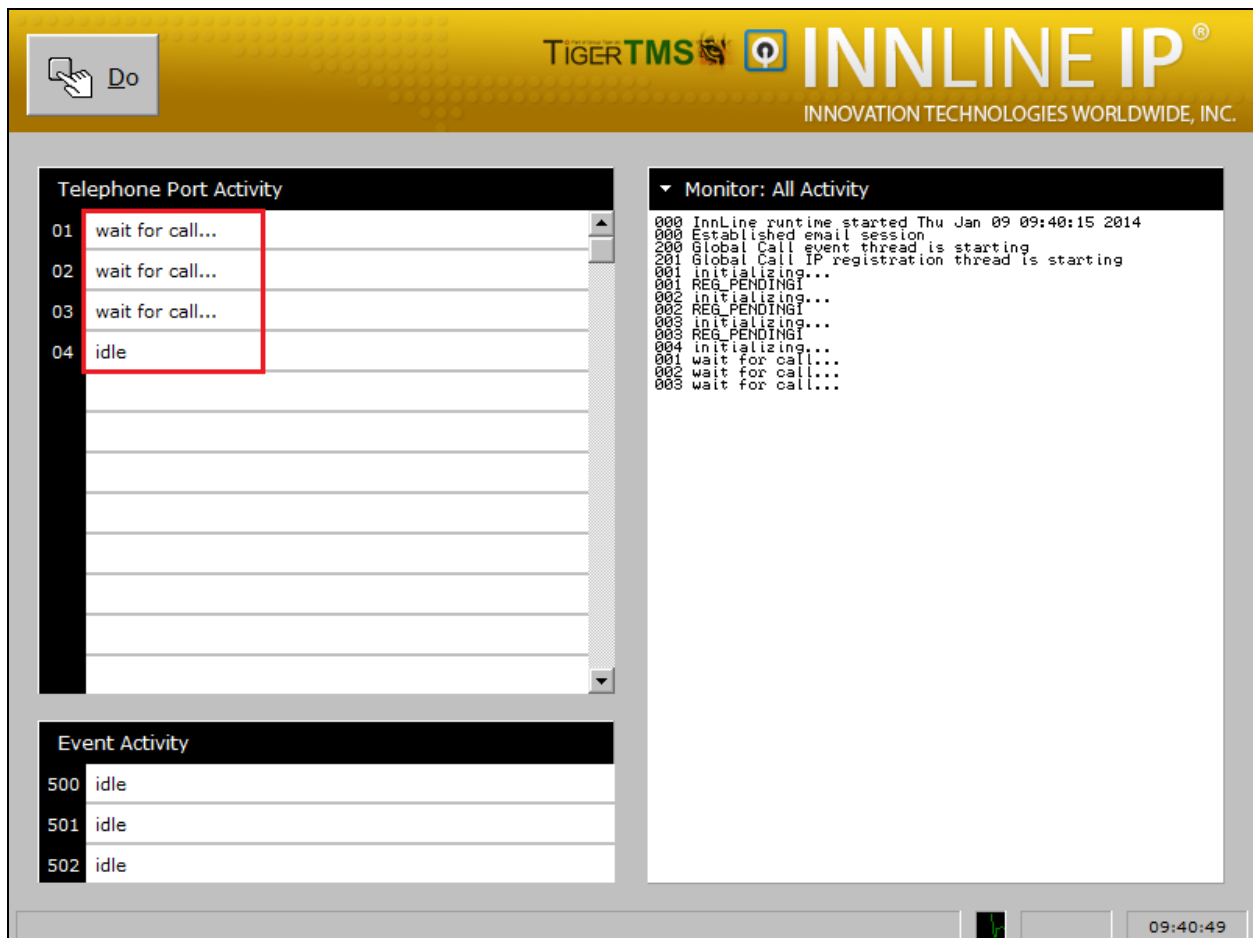
### 8.1. Verify Correct Operation TigerTMS InnLine VoIPLink Server

Place a call to an administered extension and allow it to go to coverage.

- Verify the InnLine VoIPLink greeting answers and leave a message.
- Verify that the MWI lamp of the dialed station is turned ON.
- Dial the InnLine VoIPLink voicemail pilot number from an extension administered with voicemail, verify successful login, listen to voicemails and delete voicemails, verify MWI is extinguished accordingly.

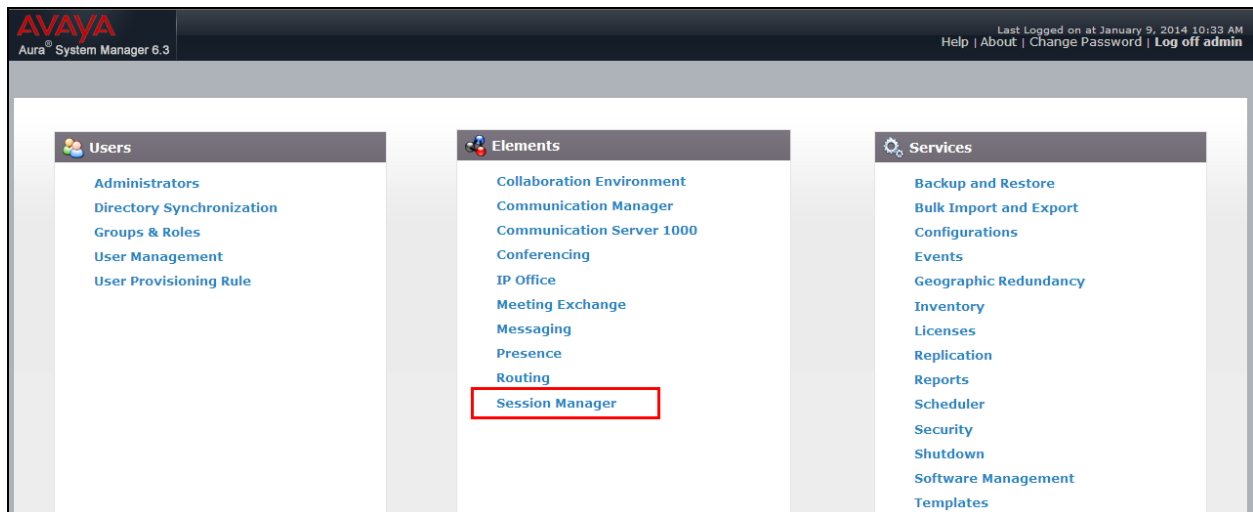
### 8.2. Verify InnLine VoIPLink SIP Channel Status

From the InnLine VoIPLink server, run the **VoiceServer.exe** (not shown) and verify that the administered number of channels display an accurate status according to actual current usage. Confirm the **Telephone Port Activity** window displays **wait for call...** and the **Monitor** window displays **wait for call...**

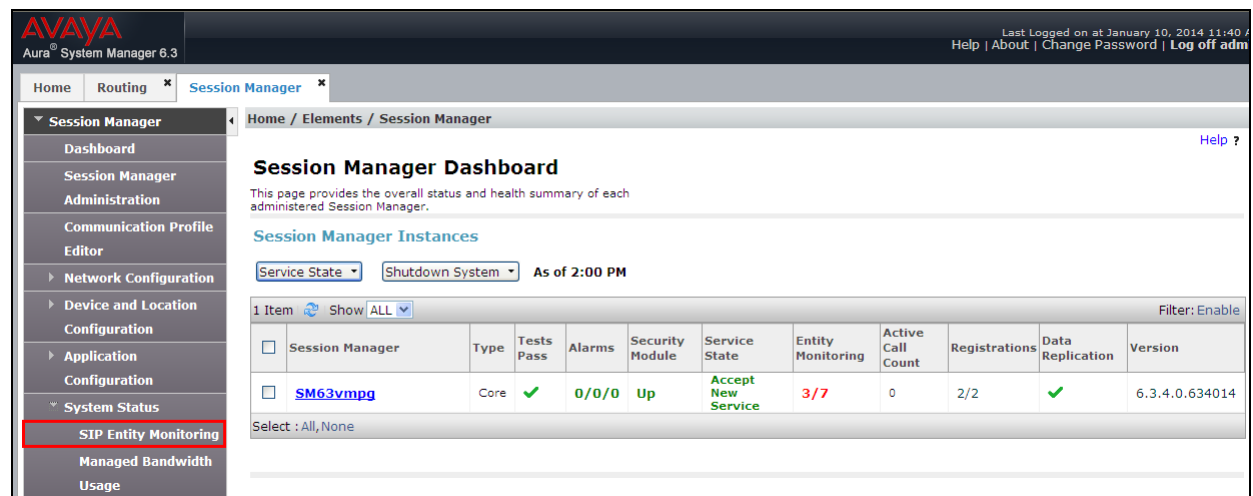


### 8.3. Verify TigerTMS InnLine VoIPLink SIP Entity is up

Log into System Manager as per **Section 6.1**. From the main menu select Session Manager as shown below.



Navigate to **System Status → SIP Entity Monitoring**.



Select the **Tiger** SIP Entity.

System Status
SIP Entity Monitoring
Managed Bandwidth Usage
Security Module Status
SIP Firewall Status
Registration Summary
User Registrations
Session Counts
System Tools
Performance

Session Manager	Type	Down	Partially Up	Up	Not Monitored	Deny	Total
<input type="checkbox"/> <a href="#">SM63vmpg</a>	Core	3	0	4	0	0	7

Select: All, None

All Monitored SIP Entities

7 Items | Refresh
Filter: Enable

SIP Entity Name
<input type="checkbox"/> <a href="#">CM62</a>
<input type="checkbox"/> <a href="#">AAMessaging</a>
<input type="checkbox"/> <a href="#">ASCOMDECT1</a>
<input type="checkbox"/> <a href="#">CS1KPG2</a>
<input type="checkbox"/> <a href="#">CS1KPG1</a>
<input type="checkbox"/> <a href="#">CM63VMPG</a>
<input type="checkbox"/> <a href="#">Tiger</a>

Note that both the **Conn. Status** and **Link Status** show **UP**.

Session Manager Administration
Communication Profile Editor
Network Configuration
Device and Location Configuration
Application Configuration
System Status
SIP Entity Monitoring
Managed Bandwidth Usage
Security Module Status

### SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

All Entity Links to SIP Entity: Tiger

Status Details for the selected Session Manager:

1 Items | Refresh
Filter: Enable

Session Manager Name	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<input checked="" type="radio"/> <a href="#">SM63vmpg</a>	10.10.40.55	5060	UDP	FALSE	UP	200 OK	UP

## 9. Conclusion

These Application Notes describe the required configuration steps necessary for TigerTMS InnLine VoIPLink v3.4.1 to interoperate with Avaya Aura® Communication Manager R6.3 and Avaya Aura® Session Manager R6.3. All test cases passed successfully.

## 10. Additional References

This section references the product documentations that are relevant to these Application Notes.

Avaya product documentation can be found at <http://support.avaya.com>.

- *Administering Avaya Aura® Communication Manager, Release 6.3*, 03-300509
- *Administering Avaya Aura® Session Manager, Release 6.3*, 03-603324

TigerTMS InnLine VoIPLink product information is available from <http://www.tigertms.com>

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