



## Avaya Solution & Interoperability Test Lab

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# Application Notes for Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze® - Issue 1.0

### Abstract

These Application Notes describe the steps required to integrate Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java Application Program Interface (API) that connects to the Local Presence Server. Trio Enterprise displays presence status of each monitored phone.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any 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 steps required to integrate Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze® using a Java API that connects to the Local Presence Server (LPS). Trio Enterprise displays the presence status of each monitored phone. The assumption is made that the installation and configuration of the Avaya Breeze® server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 11**.

## 2. General Test Approach and Test Results

The general test approach was to configure Trio Enterprise server to connect to Presence Services and display enterprise phones status on Trio Enterprise Attendant window.

During compliance testing, the presence of phones is set to be in a different status like available, busy, etc. From the Attendant window, monitor the presence status of the phone user. Change the presence status of the phones. The attendant window displays the new status. Also verify that the Attendant window shows when the user of a phone is on-hook or off-hook.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Trio Enterprise did not include use of any specific encryption features as requested by Enghouse Interactive AB.

## 2.1 Interoperability Compliance Testing

The compatibility tests included the following.

- Ensure the phone displays the correct status when set to Automatic, Available, Busy, Away, Do Not Disturb, Offline and Out of Office.
- Set the phone to on-hook and off-hook.

## 2.2 Test Results

Tests were performed to confirm interoperability between Trio Enterprise and Presence Service. All the test cases passed.

## 2.3 Support

For technical support for Enghouse Interactive AB products, please use the following web link.  
<http://www.trio.com/web/Support.aspx>

Enghouse Interactive AB can also be contacted as follows.

Phone: +46 (0)8 457 30 00

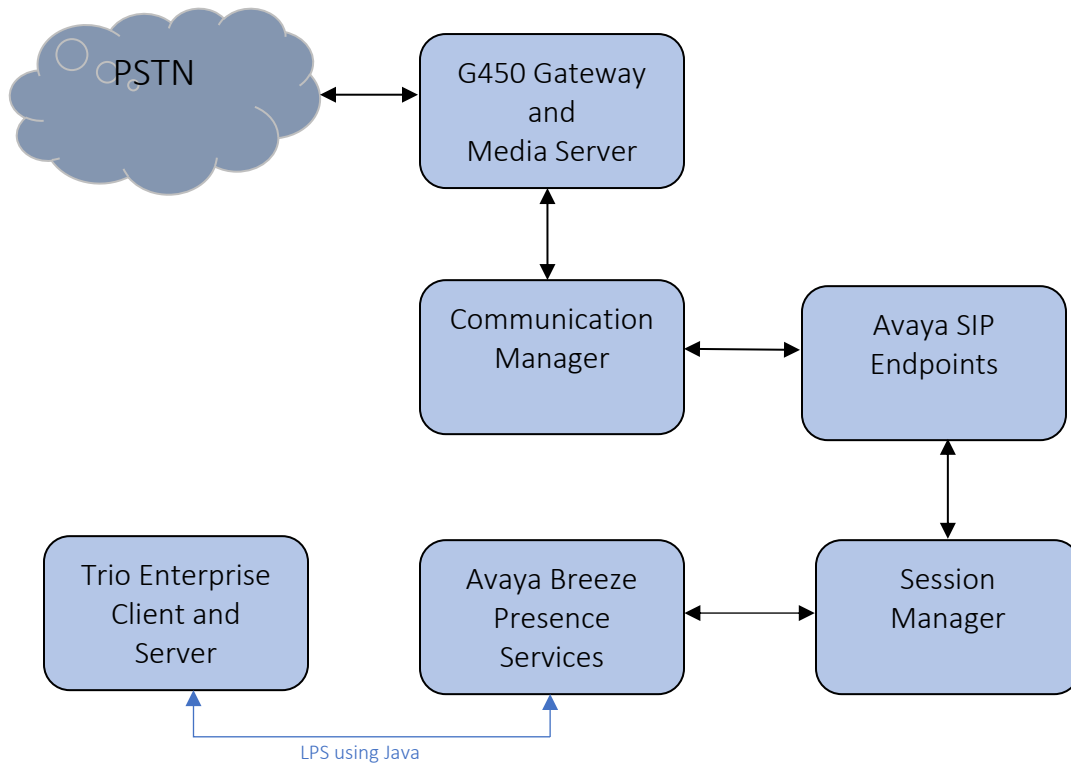
Fax: +46 (0)8 31 87 00

E-mail: [triosupport@enghouse.com](mailto:triosupport@enghouse.com)

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze®.
- Avaya Aura® System Manager used to configure Avaya Breeze®.
- Trio Enterprise used to display status of each monitored phone.



**Figure 1: Configuration for Avaya Aura® Presence Services and Trio Enterprise**

## 4. Equipment and Software Validated

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

<b>Equipment/Software</b>	<b>Release/Version</b>
Avaya Aura® System Manager	8.1.0.0.733078
Avaya Aura® Session Manager	8.1.0.0.810007
Avaya Aura® Presence Services Snap-in	8.1.0.0.277
Avaya Aura® Media Server	8.0.2.61
Avaya G450 Media Gateway	41.9.0
Avaya Breeze®	3.6.0.2.360201
Avaya PresenceServices-LPS-SDK	8.0.0.0.149
Avaya one-X® Communicator	6.2.10
Avaya 96x1 Series IP Telephone <ul style="list-style-type: none"><li>• 9641GS (SIP)</li></ul>	7.1.6
Trio Enterprise Server and Client running on Microsoft Windows 2012 R2 Server	8.0

## 5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

### 5.1 Launch Avaya Aura® System Manager

Access the System Manager web interface by using the URL “https://ip-address/SMGR” in an Internet browser window, where “ip-address” is the IP address of System Manager. Log in using the appropriate credentials.

Recommended access to System Manager is via FQDN.  
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

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This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or

User ID:

Password:

[Change Password](#)

**Supported Browsers:** Internet Explorer 11.x or Firefox 65.0, 66.0 and 67.0.

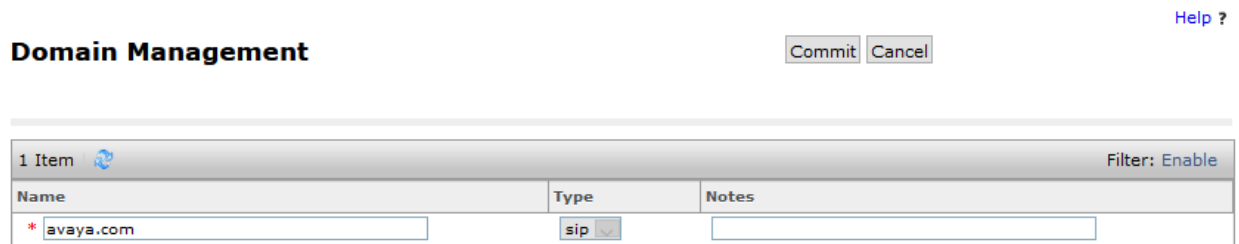
## 5.2 Administer Domain

In the subsequent screen (not shown), select **Elements** → **Routing** to display the **Introduction to Network Routing Policy** (not shown). Select **Routing** → **Domains** from the left pane, and click **New** in the subsequent screen to add a new domain.



The screenshot shows the 'Domain Management' interface. On the left is a navigation pane with 'Routing' selected and 'Domains' highlighted. The main area has a title 'Domain Management' and a 'Help ?' link. Below the title are buttons for 'New', 'Edit', 'Delete', 'Duplicate', and 'More Actions'. A table shows '1 Item' with a refresh icon and a 'Filter: Enable' link. The table has columns for 'Name', 'Type', and 'Notes'. One row is visible with 'avaya.com' in the Name column and 'sip' in the Type column. Below the table is a 'Select : All, None' option.

The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select “sip” from the **Type** drop down menu and provide any optional **Notes**.



The screenshot shows the 'Domain Management' screen with 'Commit' and 'Cancel' buttons. Below the buttons is a table with '1 Item' and a 'Filter: Enable' link. The table has columns for 'Name', 'Type', and 'Notes'. The 'Name' field contains 'avaya.com', the 'Type' dropdown is set to 'sip', and the 'Notes' field is empty. A red asterisk is visible next to the 'Name' field.

## 5.3 Administer Locations

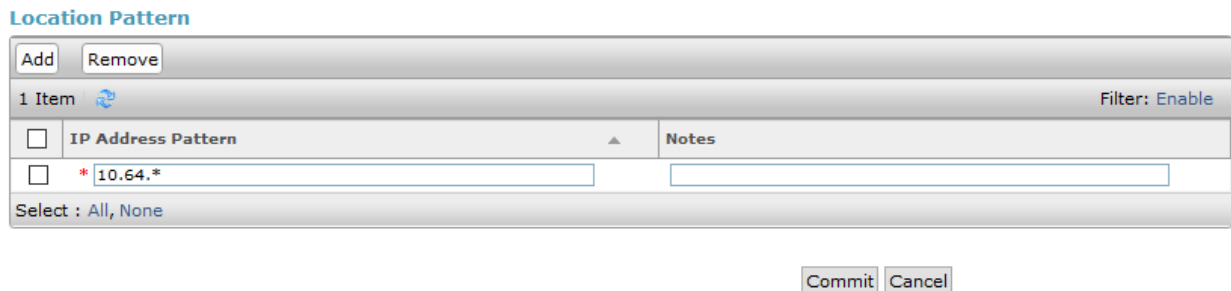
Select **Routing** → **Locations** from the left pane and click **New** in the subsequent screen (not shown) to add a new location for Presence Services.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.



The screenshot shows the 'Location Details' screen with the 'General' sub-section selected. On the left, a navigation pane shows 'Routing' expanded, with 'Locations' highlighted. The main area has a title 'Location Details' and a 'General' sub-section. There are 'Commit' and 'Cancel' buttons at the top right. The 'Name' field is filled with 'DevConnect' and the 'Notes' field is empty. A 'Help ?' link is visible in the top right corner.

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.



The screenshot shows the 'Location Pattern' sub-section. It features an 'Add' button and a 'Remove' button. Below them, it indicates '1 Item' and a 'Filter: Enable' option. A table with two columns, 'IP Address Pattern' and 'Notes', is shown. The first row has a checkbox, the text '\* 10.64.\*' in the 'IP Address Pattern' column, and an empty 'Notes' column. At the bottom left, there is a 'Select : All, None' option. 'Commit' and 'Cancel' buttons are at the bottom right.

	IP Address Pattern	Notes
<input type="checkbox"/>	* 10.64.*	



## 5.4 Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing** → **SIP Entities** from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for Trio Enterprise.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The FQDN of Presence Server.
- **Type:** Select “Presence Services” from the drop-down menu.
- **Notes:** Any desired notes.
- **Location:** Select the Trio Enterprise location name from **Section 5.3**.
- **Time Zone:** Select the applicable time zone.

The screenshot shows the 'SIP Entity Details' configuration page. On the left, a navigation menu under 'Routing' has 'SIP Entities' highlighted. The main content area is titled 'SIP Entity Details' and includes a 'General' tab. The form contains the following fields and values:

- Name:** ps81-brz
- FQDN or IP Address:** ps81.avaya.com
- Type:** Presence Services
- Notes:** (empty)
- Adaptation:** (empty)
- Location:** DevConnect
- Time Zone:** America/Denver
- SIP Timer B/F (in seconds):** 4

Buttons for 'Commit' and 'Cancel' are located at the top right of the form area. A 'Help ?' link is also visible in the top right corner.

Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case “sm81”.
- **Protocol:** Select “TLS” from the drop-down menu.
- **Port:** Enter “5062”.
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** Enter “5061”.
- **Connection Policy:** Select “trusted” from the drop-down menu.

#### Entity Links

Override Port & Transport with DNS SRV:

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port
<input type="checkbox"/>	* sm81_ps81_5061_TLS	sm81	TLS	* 5062	ps81-brz	* 5061

Select : All, None

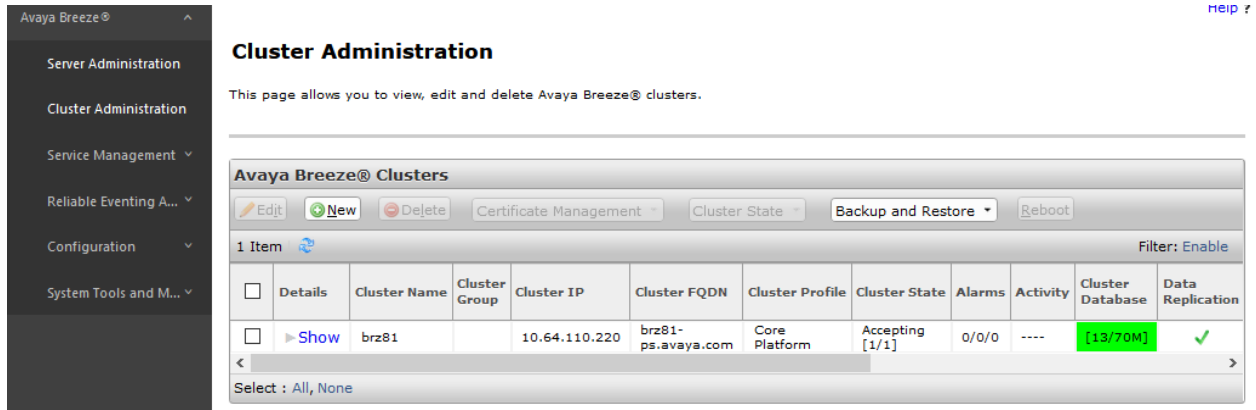
## 6. Configure Avaya Aura® Presence Services Snap-in and Presence for SIP Users

Configuration for Presence Services is performed via System Manager as well.

### 6.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze® Platform has already been installed and configured. For additional information see the documentation in the **References** section.

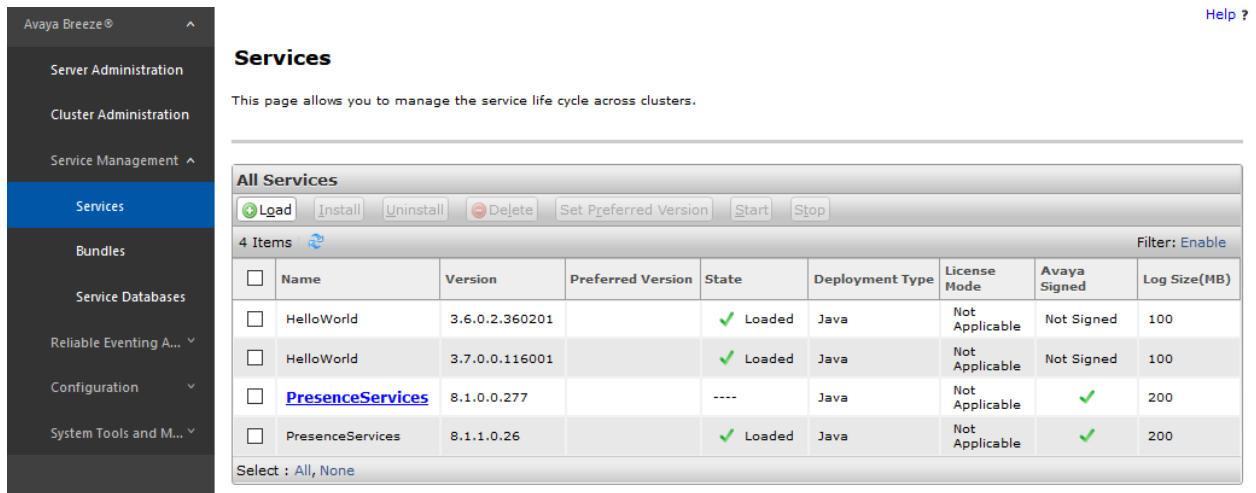
Navigate to **Home → Elements → Avaya Breeze®**.



The screenshot shows the 'Cluster Administration' page in the Avaya Breeze® interface. The left sidebar contains navigation options: Server Administration, Cluster Administration, Service Management, Reliable Eventing A..., Configuration, and System Tools and M... The main content area is titled 'Cluster Administration' and includes a description: 'This page allows you to view, edit and delete Avaya Breeze® clusters.' Below this is a table titled 'Avaya Breeze® Clusters' with a toolbar containing 'Edit', 'New', 'Delete', 'Certificate Management', 'Cluster State', 'Backup and Restore', and 'Reboot'. The table has one item, 'brz81', with columns for Cluster Name, Cluster Group, Cluster IP, Cluster FQDN, Cluster Profile, Cluster State, Alarms, Activity, Cluster Database, and Data Replication. The Cluster Database column shows '[13/70M]' and Data Replication shows a green checkmark. A 'Filter: Enable' button is visible on the right.

	Details	Cluster Name	Cluster Group	Cluster IP	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication
<input type="checkbox"/>	<a href="#">Show</a>	brz81		10.64.110.220	brz81-ps.avaya.com	Core Platform	Accepting [1/1]	0/0/0	----	[13/70M]	✓

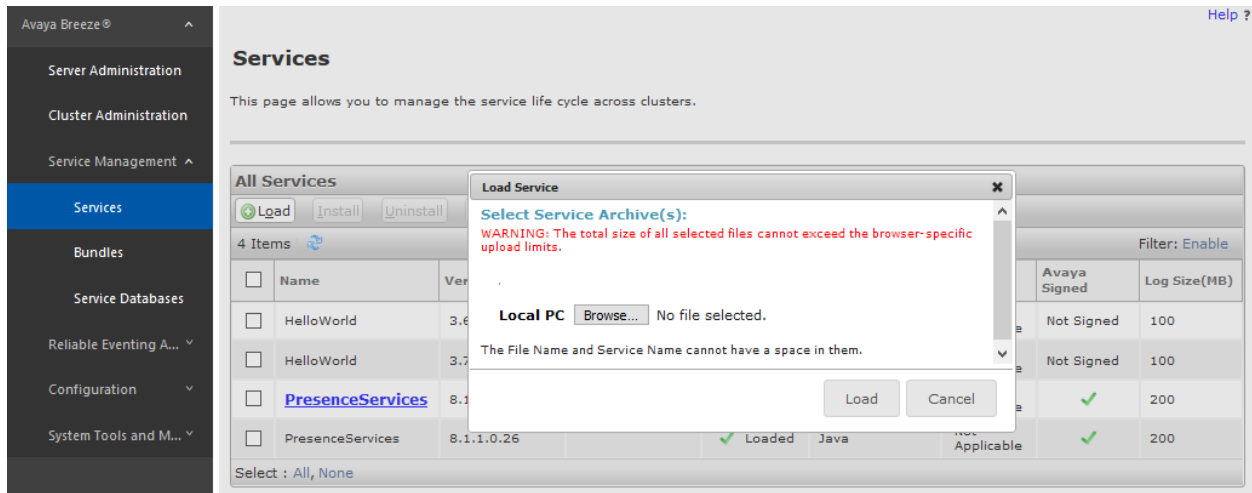
To install the Presence Services Snap-in navigate to **Avaya Breeze® → Service Management → Services**.



The screenshot shows the 'Services' page in the Avaya Breeze® interface. The left sidebar has 'Services' selected. The main content area is titled 'Services' and includes a description: 'This page allows you to manage the service life cycle across clusters.' Below this is a table titled 'All Services' with a toolbar containing 'Load', 'Install', 'Uninstall', 'Delete', 'Set Preferred Version', 'Start', and 'Stop'. The table has four items, with columns for Name, Version, Preferred Version, State, Deployment Type, License Mode, Avaya Signed, and Log Size(MB). The 'PresenceServices' service is highlighted in blue. The 'Avaya Signed' column shows a green checkmark for the selected service. A 'Filter: Enable' button is visible on the right.

	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	HelloWorld	3.6.0.2.360201		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	HelloWorld	3.7.0.0.116001		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	<b>PresenceServices</b>	8.1.0.0.277		----	Java	Not Applicable	✓	200
<input type="checkbox"/>	PresenceServices	8.1.1.0.26		✓ Loaded	Java	Not Applicable	✓	200

Select **Services** and then click on **Load** to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for PresenceServices and select Install. Follow the installation steps. Screen below shows the snap-in after the installation is complete.

## Services

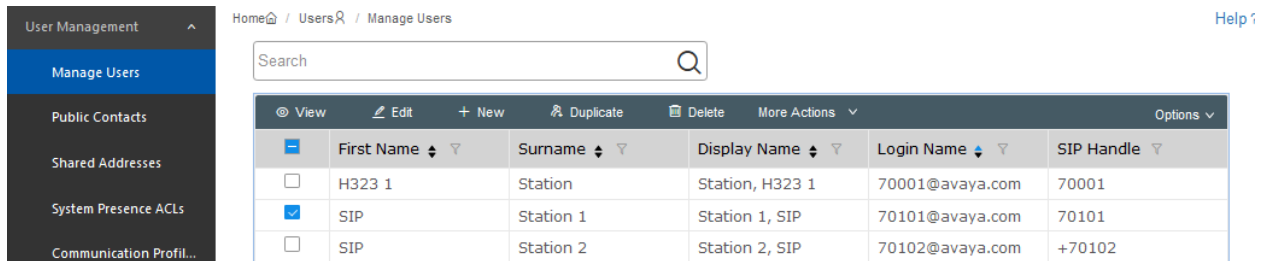
This page allows you to manage the service life cycle across clusters.

All Services								
<input type="button" value="Load"/> <input type="button" value="Install"/> <input type="button" value="Uninstall"/> <input type="button" value="Delete"/> <input type="button" value="Set Preferred Version"/> <input type="button" value="Start"/> <input type="button" value="Stop"/>								
4 Items <span style="float: right;">Filter: Enable</span>								
<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type	License Mode	Avaya Signed	Log Size(MB)
<input type="checkbox"/>	HelloWorld	3.6.0.2.360201		✓ Loaded	Java	Not Applicable	Not Signed	100
<input type="checkbox"/>	HelloWorld	3.7.0.0.116001		✓ Loaded	Java	Not Applicable	Not Signed	100
<input checked="" type="checkbox"/>	<a href="#">PresenceServices</a>	8.1.0.0.277		----	Java	Not Applicable	✓	200
<input type="checkbox"/>	PresenceServices	8.1.1.0.26		✓ Loaded	Java	Not Applicable	✓	200

Select : All, None

## 6.2 Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to **Users → User Management → Manager Users**. Select an already configured SIP user. The screen below shows user “70101” selected. Click on the **Edit** button.



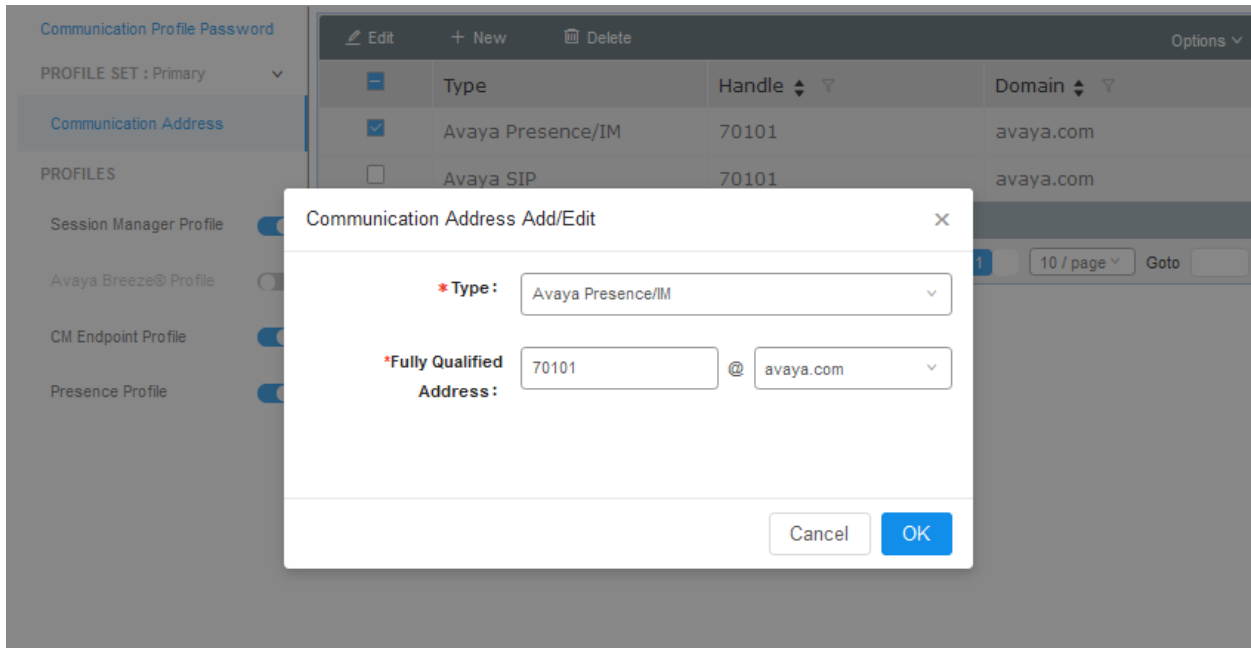
The screenshot displays the 'Manage Users' interface. On the left is a sidebar with navigation options: 'User Management', 'Manage Users' (highlighted), 'Public Contacts', 'Shared Addresses', 'System Presence ACLs', and 'Communication Profil...'. The main area shows a breadcrumb path 'Home / Users / Manage Users' and a search bar. Below the search bar is a table with columns: 'First Name', 'Surname', 'Display Name', 'Login Name', and 'SIP Handle'. The table contains three rows, with the second row (SIP, Station 1) selected. The table header includes action buttons: 'View', 'Edit', 'New', 'Duplicate', 'Delete', 'More Actions', and 'Options'.

	First Name	Surname	Display Name	Login Name	SIP Handle
<input type="checkbox"/>	H323 1	Station	Station, H323 1	70001@avaya.com	70001
<input checked="" type="checkbox"/>	SIP	Station 1	Station 1, SIP	70101@avaya.com	70101
<input type="checkbox"/>	SIP	Station 2	Station 2, SIP	70102@avaya.com	+70102

Under the **Communication Profile** tab, select **New** in the **Communication Address** section and in the screen that follows, configure the following.

- **Type:** Select “Avaya Presence/IM” from the drop-down menu.
- **Fully Qualified Address:** Enter the extension number that will be used by the SIP user to log in and in the domain space, select the domain created (**Section 5.2**) for the Presence Server from the drop-down menu.

Click on **OK** to complete the configuration.



Continuing from above, scroll down and enable **Presence Profile** on the left-hand menu. In the **System** and **IM Gateway SIP Entity** fields select the “ps81-brz” from the drop-down menu that was configured in **Section 5.4**. Click on **Commit** to complete the editing of the user.

**User Profile | Edit | 70101@avaya.com** Commit & Continue Commit Cancel

Identity | Communication Profile | Membership | Contacts

Communication Profile Password

PROFILE SET : Primary

Communication Address

PROFILES

Session Manager Profile

Avaya Breeze® Profile

CM Endpoint Profile

**Presence Profile**

\* System: ps81-brz

SIP Entity Name:

IM Gateway SIP Entity: ps81-brz

Publish Presence with AES Collector: System Default

## 7. Configure Local Presence Service Test Client

The Java-based Local Presence Service (LPS) test client application connects to Presence Services to subscribe and publish presence status information on behalf of one or many users. The LPS test client is an Avaya test tool that acts like a third-party client and shows the presence status of various users. Note that Java Runtime Environment (JRE) is required for this client and must be installed on the system where the client is going to be installed.

During compliance testing, this tool is installed on the same server running the Trio Enterprise application. The client tool is part of the Presence Services bundle. During compliance testing, the “PresenceServices-LPS-SDK-8.0.0.0149.zip” file was used. Unzip this file and from “lps-sdk” folder, open the “LPS\_ps2.properties” file.

Enter the Management IP address of the Avaya Breeze® server in the **ps.datagrid.lus1.ip** field as shown in the screen below.

Retain default values for all other remaining fields.

```
## PS connection parameters
# PS datagrid LUS configuration, maximum two locators services. Leave lus2
configuration empty if only have one LUS server
ps.datagrid.lus1.ip=10.64.110.218
ps.datagrid.lus1.port=7000

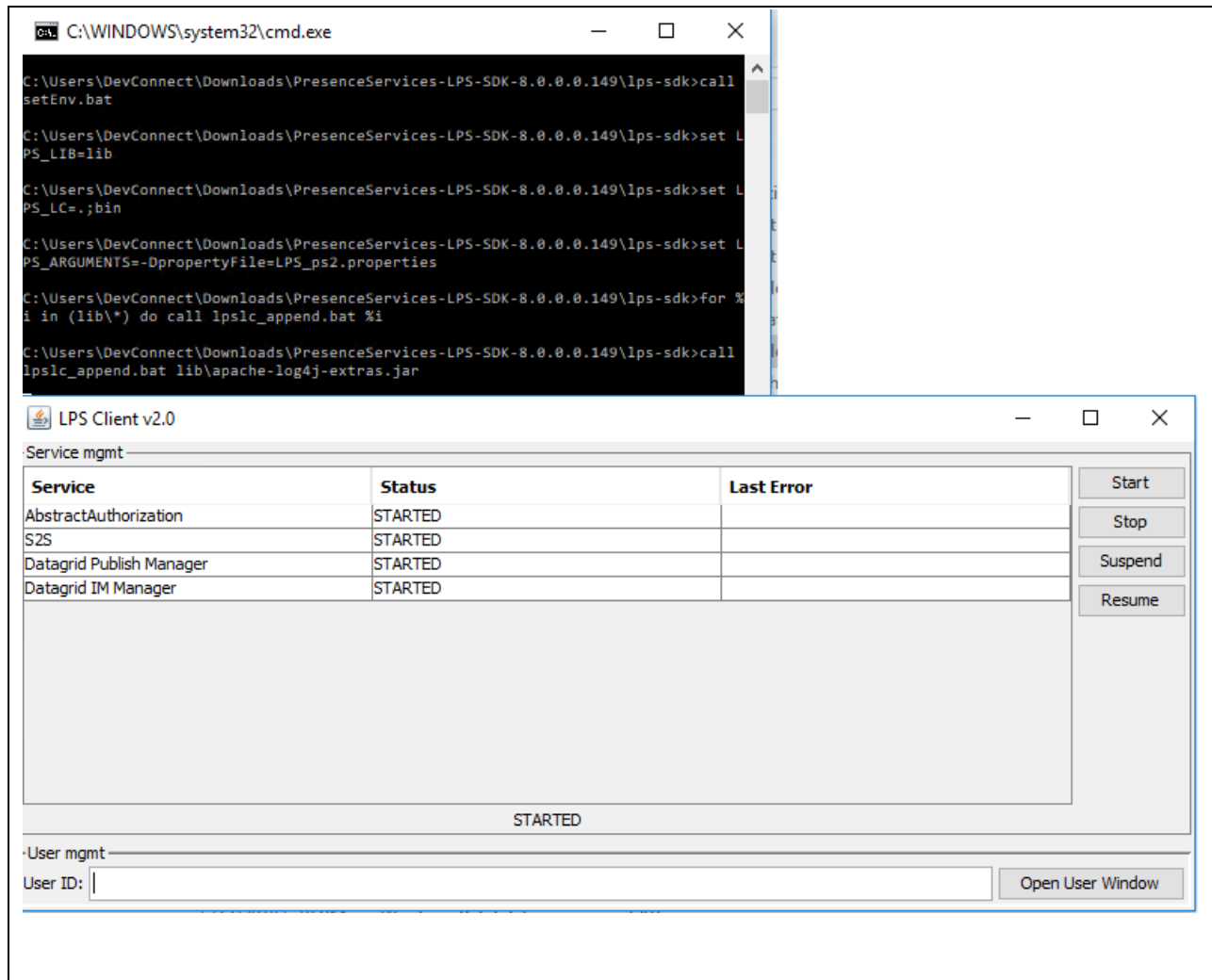
# LUS2 configuration, optional
#ps.datagrid.lus2.ip=
#ps.datagrid.lus2.port=7000

#local port for datagrid event notification. This is only used if no system property
defined for "com.gs.transport_protocol.lrmr.bind-port"
ps.datagrid.lrmr.port=7000-7199

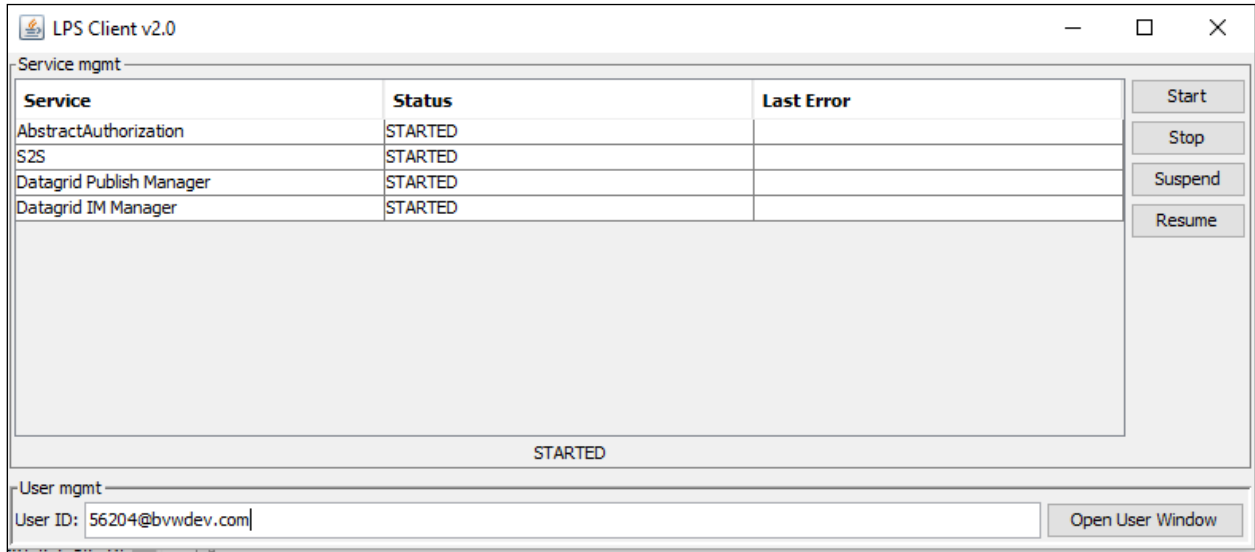
# whether or not PS is using secure datagrid. If yes, username/password are mandatory
ps.datagrid.secureAccessOn=false
ps.datagrid.userName=dcmuser
ps.datagrid.password=admin01
```



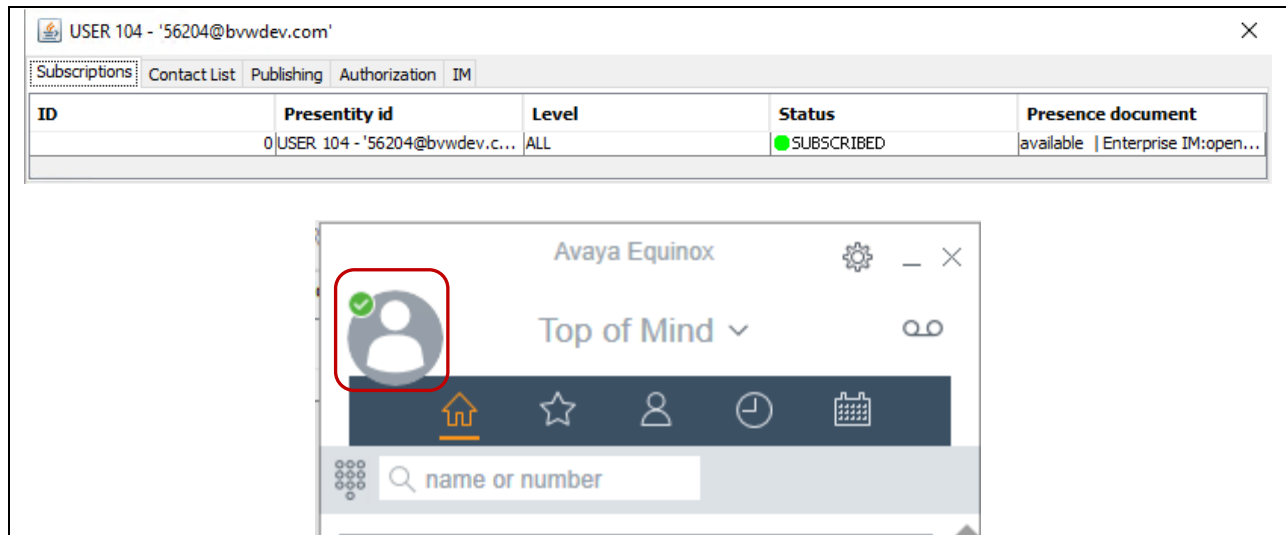
From the “lps-sdk” folder, double click on “runUI.bat” file to start the client. Screen below shows the client running. Ensure that **Status** is “STARTED” for all **Service**.



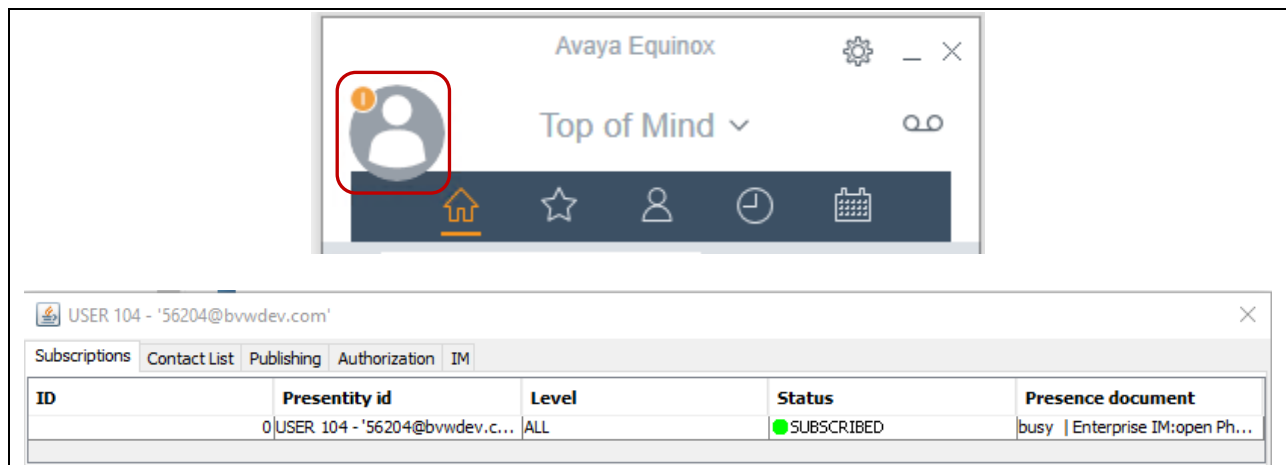
In the **User mgmt** section enter the **User ID** of a SIP user whose presence needs to be monitored. In the screen below, “56204@bvwddev.com” was entered. Next, click on the **Open User Window** button.



The screen below shows the user **Status** as “SUBSCRIBED” and the **Presence document** shows that the user presence is “available” and the phone is “open”. More details of this subscription are obtained by right-clicking on the user shown and selecting **Details** (not shown). Also, for comparison, a screen showing the Avaya Equinox for user “56204” is shown below with a status of Available.



In the screen below change the status for “56204” to “Busy” on the Avaya Equinox, the **Presence document** on the client is also changes to “busy”.



The screenshot displays the Avaya Equinox user interface. At the top, the text "Avaya Equinox" is visible, along with a gear icon for settings and a close button. Below this, a "Top of Mind" dropdown menu is shown. A user profile icon is highlighted with a red square. At the bottom of the interface, there is a navigation bar with icons for home, favorites, contacts, clock, and calendar.

Below the main interface, a window titled "USER 104 - '56204@bvwdev.com'" is open. It contains a table with the following data:

ID	Presentity id	Level	Status	Presence document
0	USER 104 - '56204@bvwdev.c...	ALL	● SUBSCRIBED	busy   Enterprise IM:open Ph...

## 8. Configure Trio Enterprise from Enghouse Interactive CB for Avaya Aura® Presence Services

The presence connectivity between Trio Enterprise and the Presence Server is dependent on Java. Java runtime is required to be installed on the Trio Enterprise server.

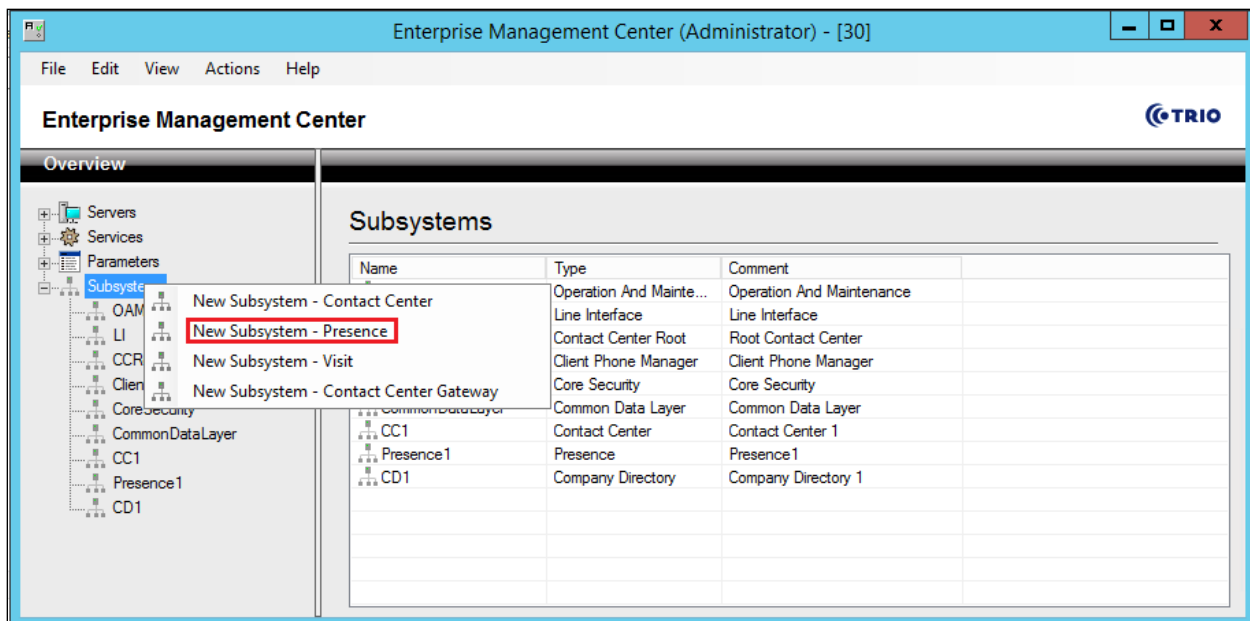
This section shows how to configure Trio Enterprise to successfully connect to the Presence Server. It is assumed that the installation of the Trio Enterprise software is complete, and the Trio services are up and running. The steps to configure a Trio Enterprise for presence are as follows.

### 8.1 Add Presence Subsystem

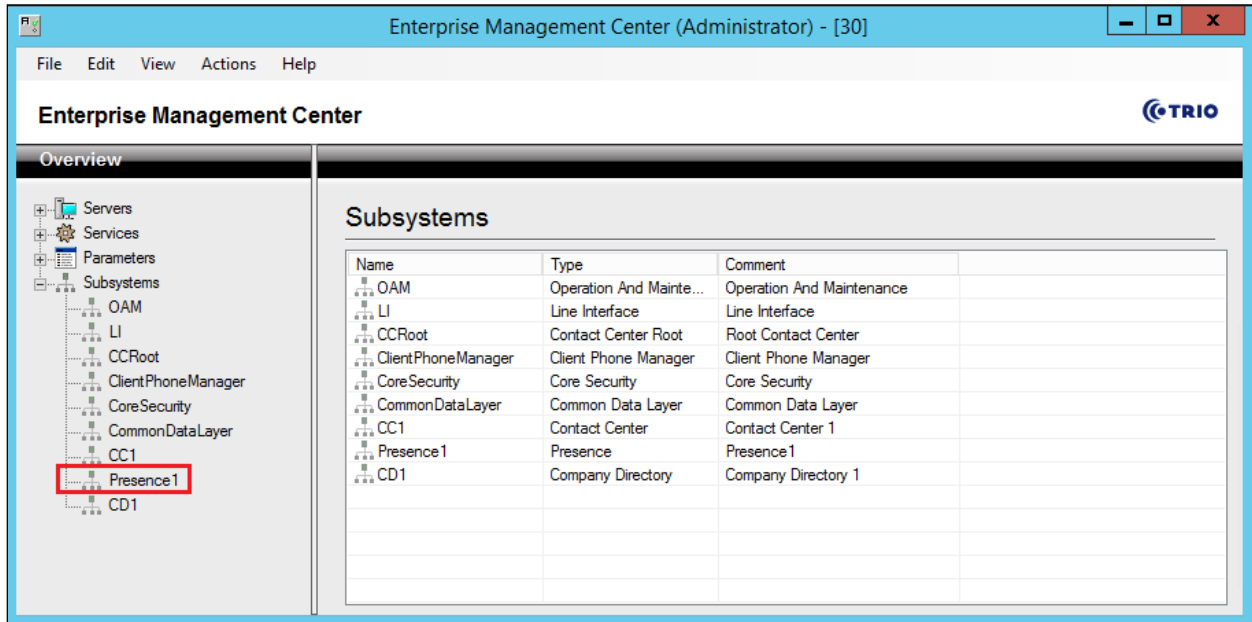
To launch the Enterprise Management Center window as shown in the screen below, launch the ‘Enterprise Management Center’ icon as shown here.



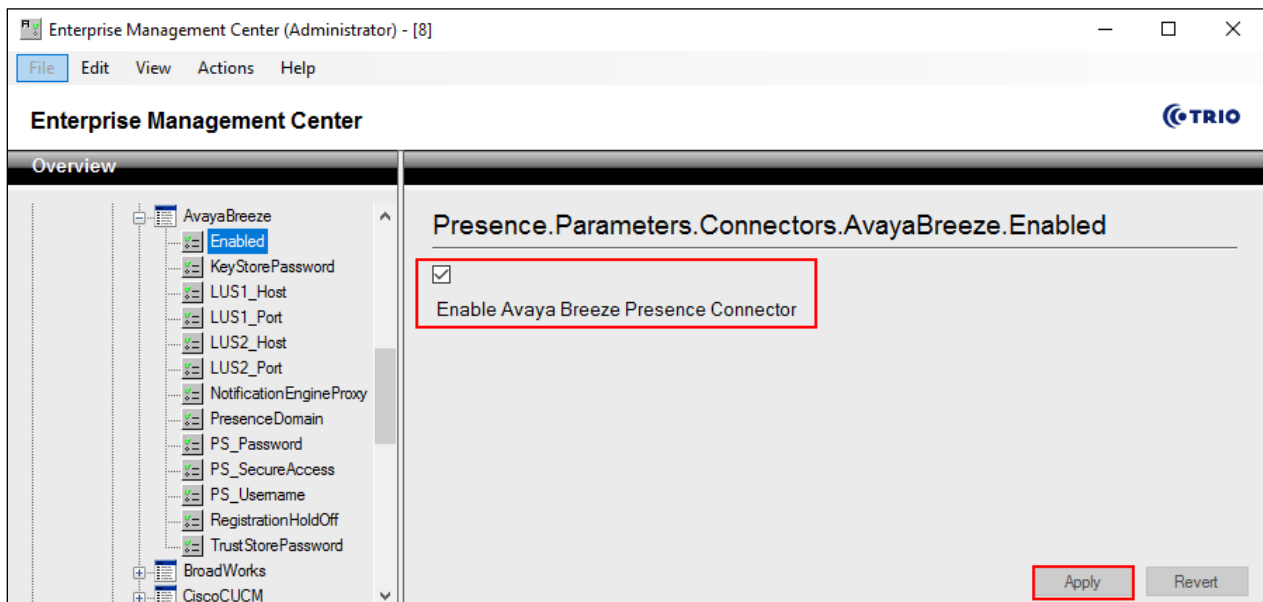
Right-click on **Subsystem** and add Presence by selecting **New Subsystem – Presence** as shown below.



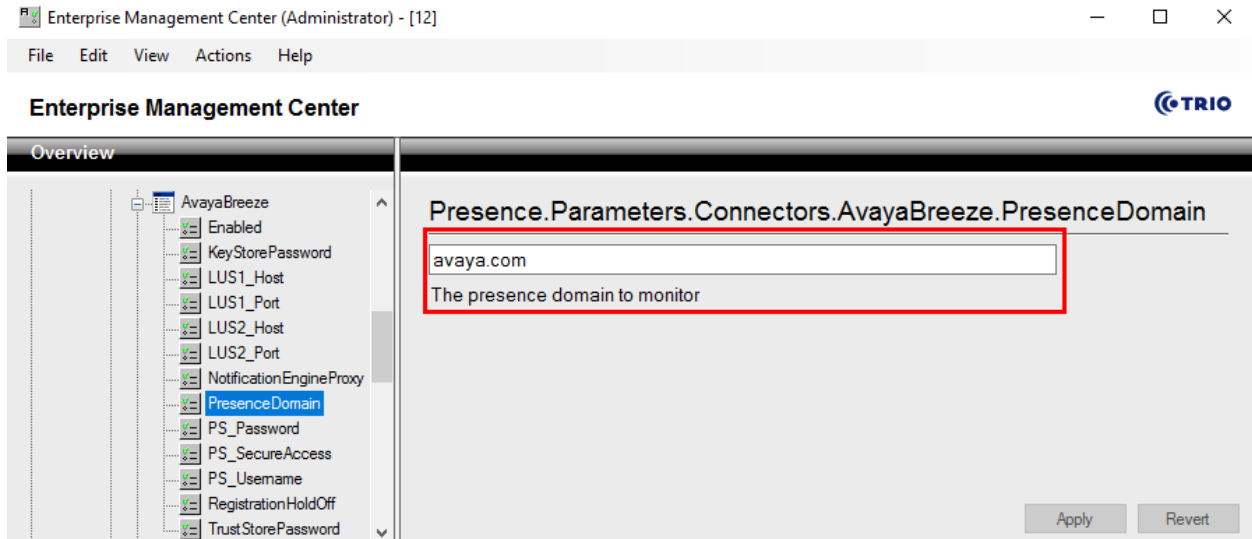
The screen below shows the window after **Presence1** is added.



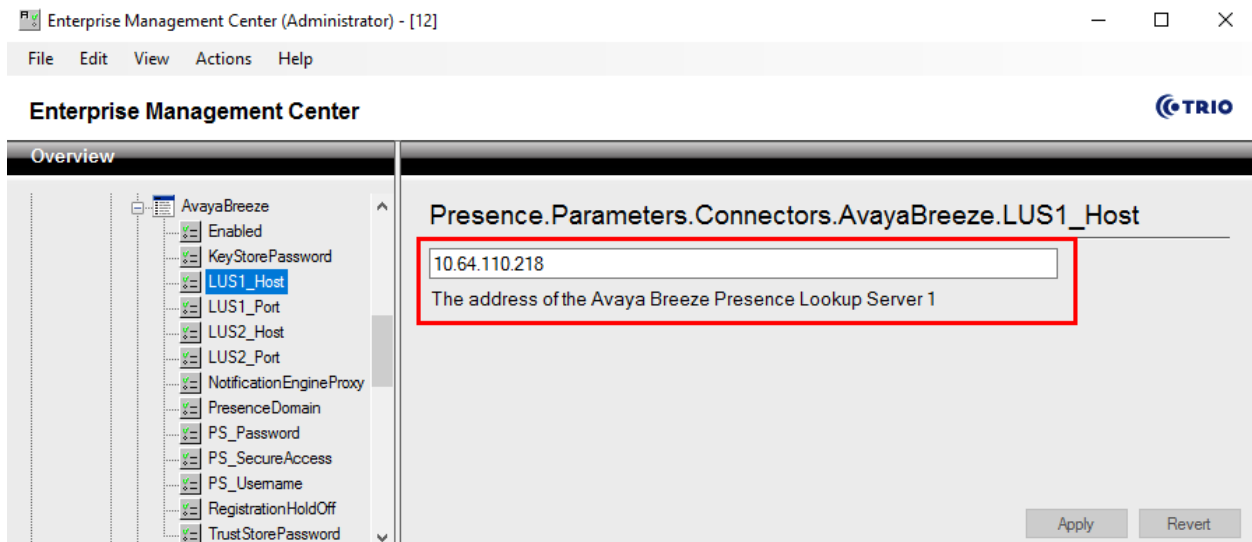
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → Enabled** and check the box for **Enable Avaya Breeze Presence Connector** as shown in the screen below. Click on the **Apply** button.



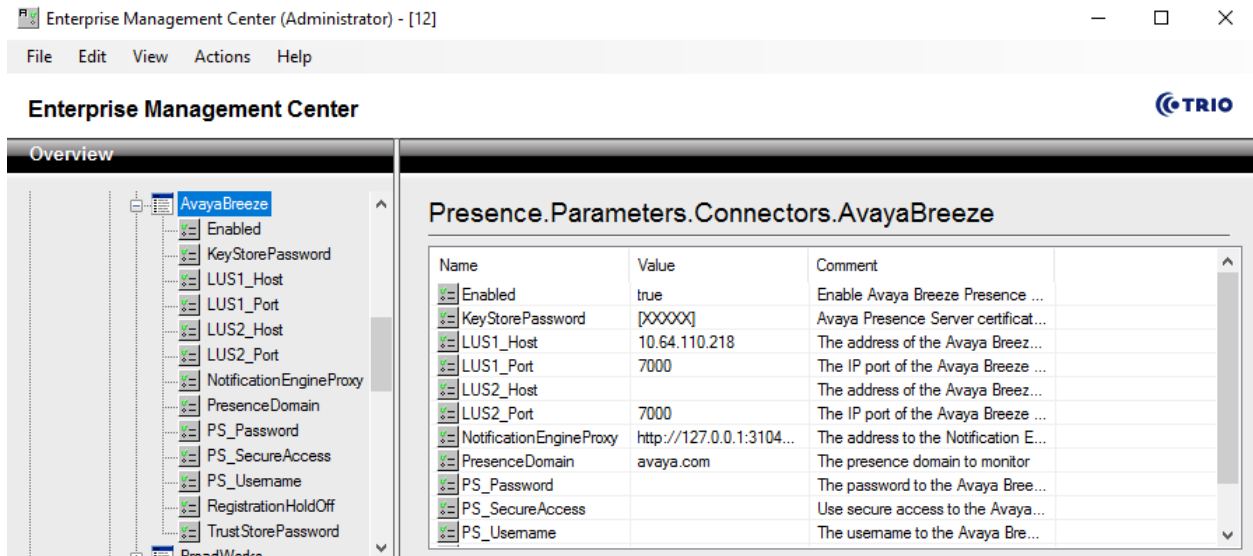
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → PresenceDomain**. During compliance testing, “bvwddev.com” was the presence domain to monitor as shown in the screen below. Click on the **Apply** button.



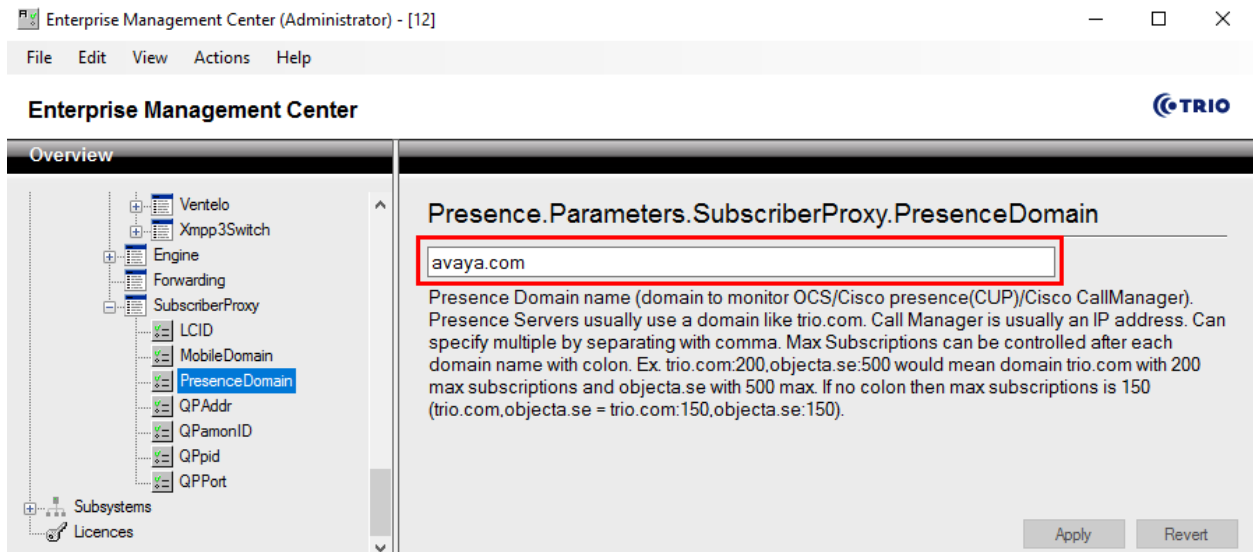
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → LUS1\_Host**. During compliance testing “10.10.4.2” was the IP address of Avaya Breeze™ Management IP as shown in the screen below. Click on the **Apply** button.



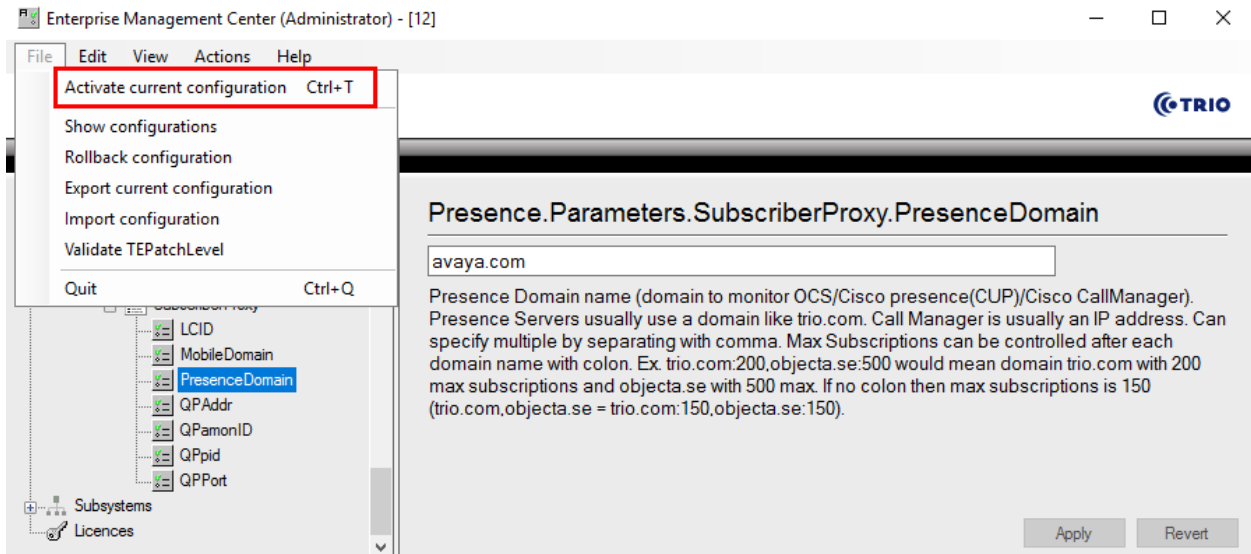
The completed configuration screen for **Presence (Presence1) → Parameters → Connections → AvayaBreeze** is shown below.



Navigate to **Presence (Presence1) → Parameters → SubscriberProxy → PresenceDomain**. During compliance testing “bvwdev.com” was the presence domain used as shown in the screen below. Click on the **Apply** button.



Navigate to **File** → **Activate current configuration** to activate the Enterprise Management Center configuration as shown in the screen below.



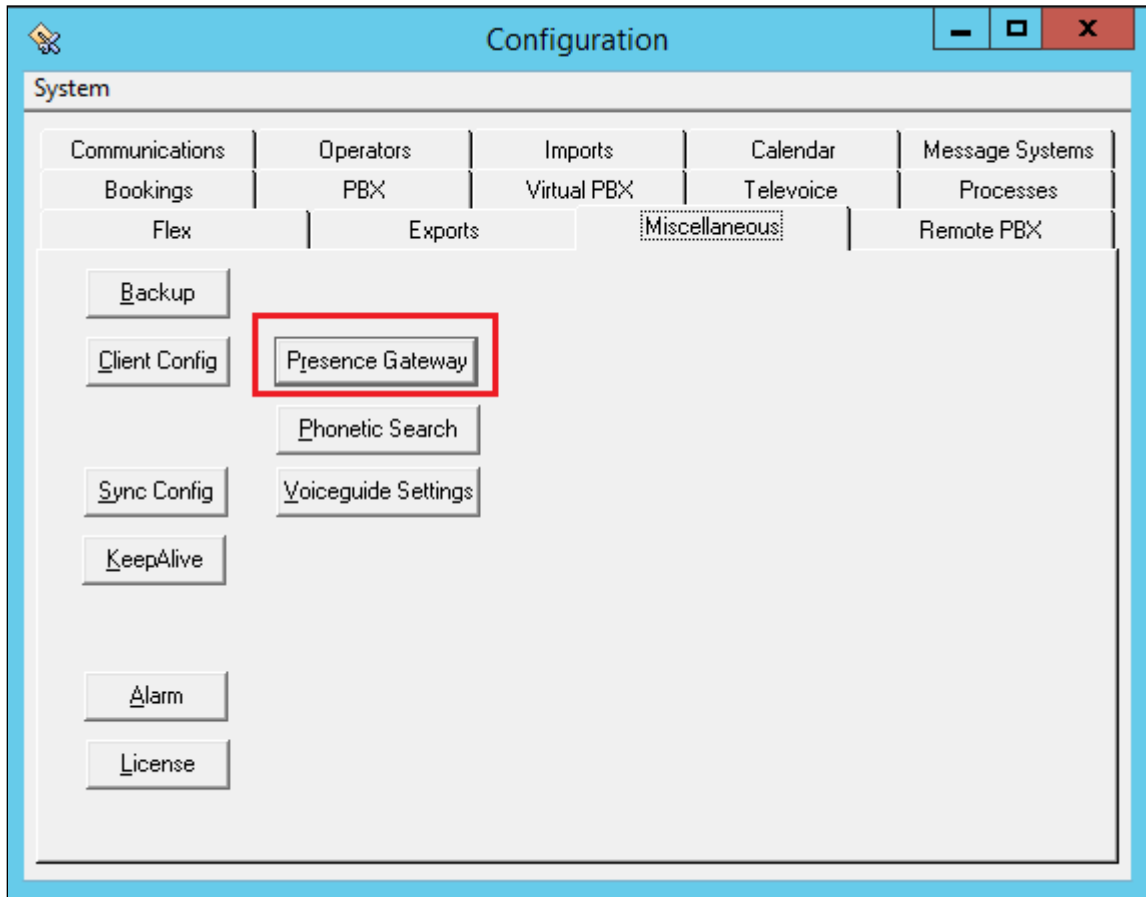


## 8.2 Configure Trio Presence Gateway

To launch the Trio Configuration window to configure the Presence Gateway as shown in the screen below, launch the 'Trio Present Setup' icon as shown here.



The **Presence Gateway** button can be found under the **Miscellaneous** tab. Click on this button.



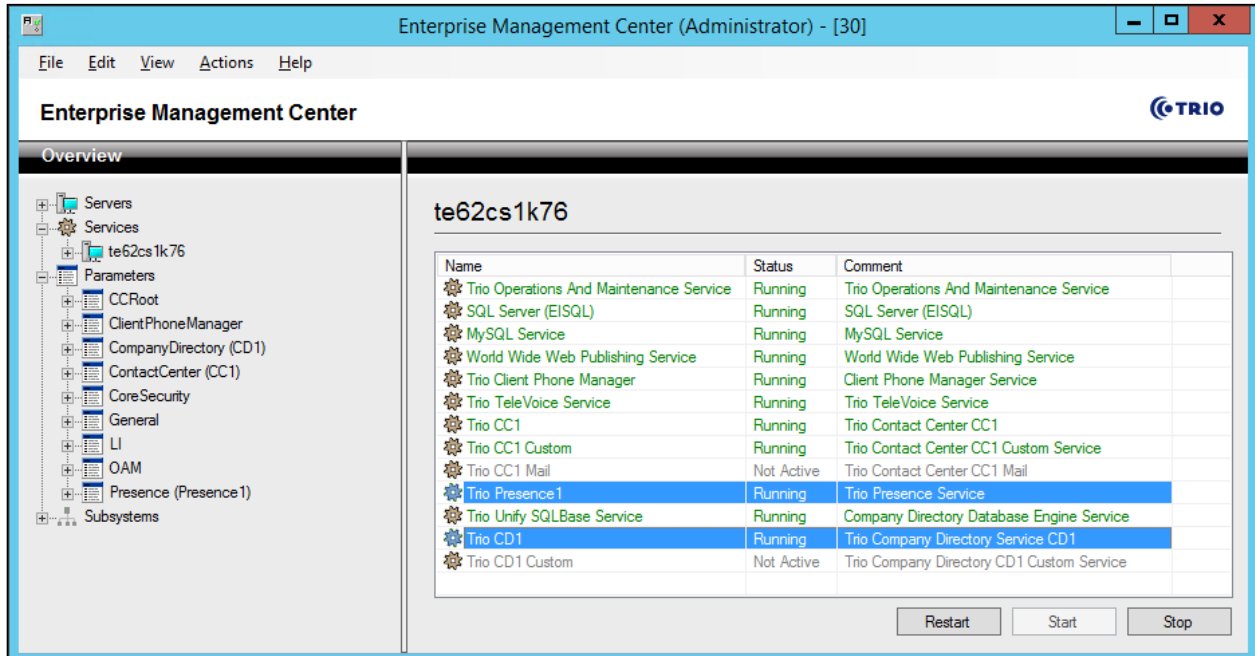
In the **Presence Gateway** window shown below, configure the following.

- **Server URL:** Enter “net.pipe://localhost/Presence1”
- **Present Domain:** Enter “1”
- Check the box for **Enable connection for monitor of presence or line state**

Retain default values for all other fields and click on the **Ok** button.

The screenshot shows a dialog box titled "Presence Gateway" with a close button (X) in the top right corner. The dialog contains several configuration fields and checkboxes. A red rectangular box highlights the "Server URL" and "Present Domain" fields, along with the "Enable connection for monitor of presence or line state" checkbox. The "Server URL" field contains the text "net.pipe://localhost/Presence1" and the "Present Domain" field contains the text "1". Below these fields are three unchecked checkboxes: "Enable connection to Microsoft Lync/Skype for Business", "Enable setting of presence from referrals", and "Mobile Line Status". There are three text input fields: "Mobile Domain[s] to subscribe to:", "Mobile Prefix:", and "Mobile in ExtraField:". The "Mobile in ExtraField:" field contains the text "(1-20)". At the bottom of the dialog are two buttons: "Ok" and "Cancel".

From the **Enterprise Management Center** window as shown in **Section 8.1**, navigate to **Services** → **te62cs1k76** and restart the **Trio Presence1** and **Trio CD1** services as shown in the screen below.

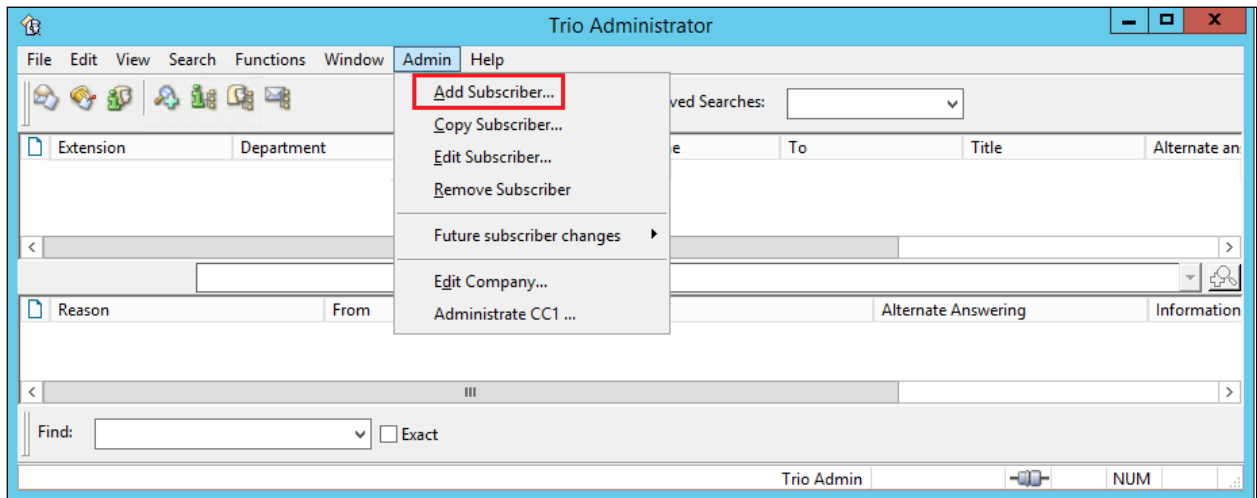


### 8.3 Administer Users

To launch the Trio Administrator window to configure users as shown in the screen below, launch the “Trio Administrator” icon as shown here.



From the **Trio Administrator** window, navigate to **Admin** → **Add Subscriber**.



In the **Add Subscriber** window as shown below, from the **Security** tab, select the **Extension** radio button and populate the **Sign-in address** field with the correct information of the user whose presence needs to be monitored. The example below shows the sign in address of user “70101”, which is “sip:70101@avaya.com”. Click on the **OK** button.

The screenshot shows a software window titled "Edit Subscriber: Internal". On the left is a navigation pane with the following items: Subscriber, Phone, Security (highlighted), Department, Skills, Message Channels, Schedule, Extra Fields, Secretary, Future Updates, Subscriber Info, and Linked Subscribers. The main area is titled "Security" and contains a "Type of Subscriber" section with three radio buttons: "Extension" (selected), "User", and "API Account". Below this is a "Communicator" field. At the bottom of the "Sign-in address" field, the text "sip:70101@avaya.com" is entered. The "Sign-in address" field and its content are enclosed in a red rectangular box. At the bottom of the window are navigation buttons: "<<", ">>", "OK", "Cancel", "Apply", and "Help".

## 9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Aura® Presence Server with Trio Enterprise.

### 9.1 Verify Status of Avaya Aura® Presence Server Snap-in

Navigate to **Elements** → **Session Manager** → **System Status** → **SIP Entity Monitoring** and select the Presence Server SIP Entity. Verify the **Link Status** is **Up**.

#### 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.

Status Details for the selected Session Manager:

All Entity Links to SIP Entity: ps81-brz

Summary View

1 Item Filter: Enable

	Session Manager Name	IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<input type="radio"/>	<a href="#">sm81</a>	IPv4	10.64.110.219	5061	TLS	FALSE	UP	200 OK	UP

Select : None

### 9.2 Verify Status of Users via Local Presence Server Client

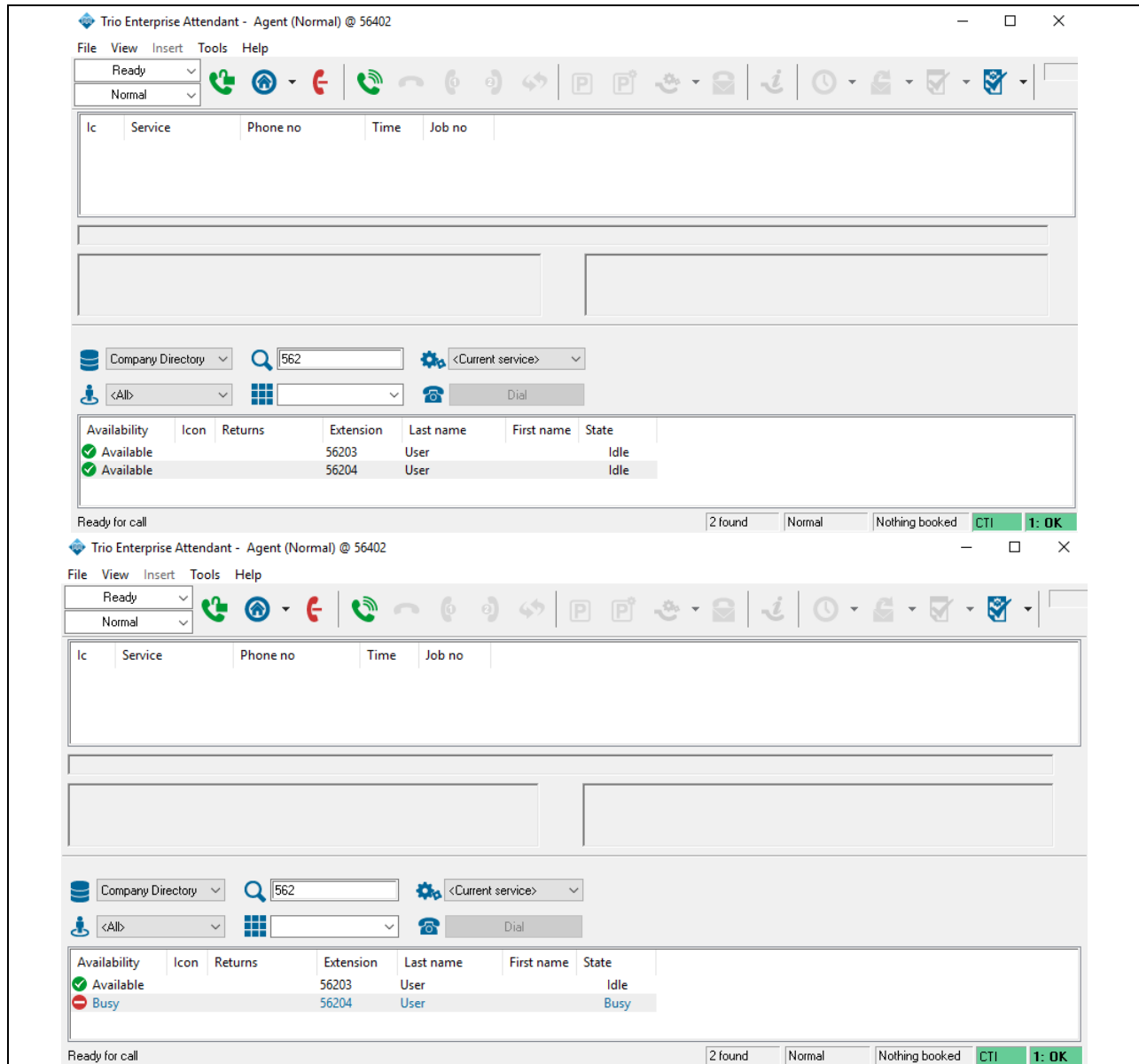
Refer to **Section 7**, which explains the LPS test client verifying the presence status of a user.

### 9.3 Verify Status of Users via Trio Enterprise Attendant

To verify that Trio Enterprise shows the presence status of users, log in to the Trio Enterprise Attendant by launching the “Agent Client” icon as shown here.



Log in with the appropriate credentials. The **Trio Enterprise Attendant** window appears as shown below. The screen below shows the presence of user “56204” as “Available”. Change the presence status of this user to “Busy” and the same is reflected on the Trio Enterprise screen as shown in the following screen.



## 10. Conclusion

These Application Notes have described the administration steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java API. All test cases passed with any observations noted in **Section 2.2**.

## 11. References

This section references the product documentation relevant to these Application Notes.

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

1. Administering Avaya Aura® Session Manager, Release 8.1.1, Issue 2, October 2019
2. Avaya Aura® Presence Services Snap-in Reference, Release 8.1.x, Issue 4, October 2019
3. Avaya Presence Services SDK Developers Guide, 127976, Release 8.0.2, Version 1.3, March 12, 2019.

Product Documentation for Enghouse Interactive AB can be obtained in the installed software or at: <http://enghouseinteractive.com>



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