



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

---

# **Application Notes for CallTech CTLog® with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager – Issue 1.0**

### **Abstract**

These Application Notes contain instructions for CallTech CTLog® with Avaya Aura® Application Enablement Services and Avaya Aura® Communication Manager to successfully interoperate.

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

CallTech CTLog® (IP Passive recording) monitors Avaya Extensions/Stations through connectivity to Avaya Aura® Application Enablement Services and captures RTP audio streams using an in-line Ethernet network tap.

## 2. General Test Approach and Test Results

Interoperability testing contained functional tests that tested the following:

- Several call routing scenarios to capture RTP audio streams
- Serviceability tests to verify CTLog recovery in failure scenarios

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

During Interoperability Compliance testing, several call routing scenarios were tested to verify CTLog is able to capture all RTP streams.

Additionally, testing confirmed the ability for CTLog to recover from common outages such as network outages and server reboots.

### 2.2. Test Results

All planned test cases were passed.

### 2.3. Support

Technical support from Calltech S.A. can be obtained from

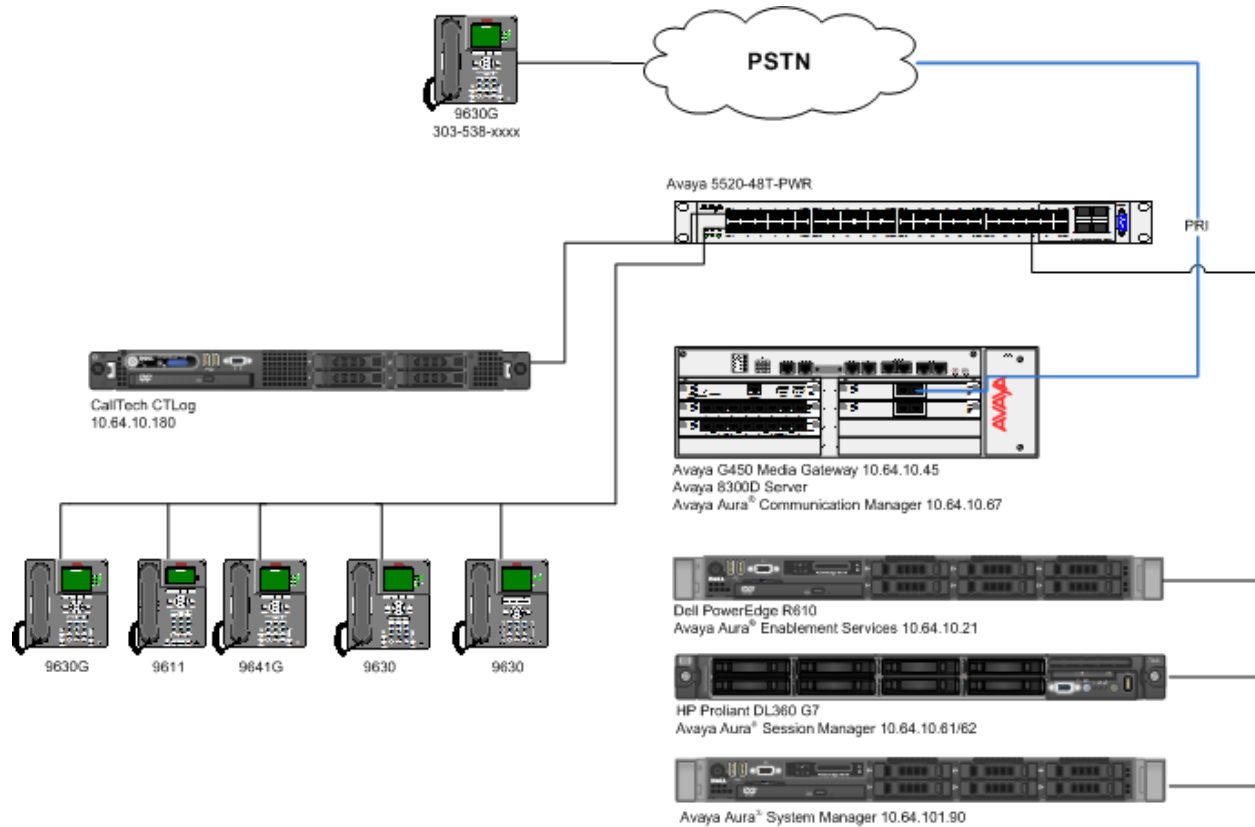
Web: [www.calltechsa.com](http://www.calltechsa.com)

Support: [support@calltechsa.com](mailto:support@calltechsa.com)

Phone: +57 1 6356535

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration that consists of Avaya products and CallTech CTLog®. Configuration below displays CallTech CTLog interfaces to AES via a TSAPI Link and also connects to a monitor port on the switch to capture RTP.



**Figure 1: Test Configuration for CallTech CTLog**

## 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura <sup>®</sup> Communication Manager	6.3 SP5
Avaya G450 Media Gateway	31.20.0
Avaya Aura <sup>®</sup> Application Enablement Services	6.3.0.0.212
CallTech CTLog	5.4

## **5. Configure Avaya Aura® Communication Manager**

This section contains steps necessary to configure CTLog successfully with Avaya Aura® Communication Manager.

All configurations in Communication Manager were performed via SAT terminal.

## 5.1. Verify Feature and License

Enter the **display system-parameters customer-options** command and ensure that the following features are enabled.

One Page 3, verify **Computer Telephony Adjunct Links** is set to **y**.

display system-parameters customer-options		Page 3 of 11
OPTIONAL FEATURES		
Abbreviated Dialing Enhanced List? y	Audible Message Waiting? y	
Access Security Gateway (ASG)? n	Authorization Codes? y	
Analog Trunk Incoming Call ID? y	CAS Branch? n	
A/D Grp/Sys List Dialing Start at 01? y	CAS Main? n	
Answer Supervision by Call Classifier? y	Change COR by FAC? n	
ARS? y	<b>Computer Telephony Adjunct Links? y</b>	
ARS/AAR Partitioning? y	Cvg Of Calls Redirected Off-net? y	
ARS/AAR Dialing without FAC? y	DCS (Basic)? y	
ASAI Link Core Capabilities? y	DCS Call Coverage? y	
ASAI Link Plus Capabilities? y	DCS with Rerouting? y	
Async. Transfer Mode (ATM) PNC? n	Digital Loss Plan Modification? y	
Async. Transfer Mode (ATM) Trunking? n	DS1 MSP? y	
ATM WAN Spare Processor? n	DS1 Echo Cancellation? y	
ATMS? y		
Attendant Vectoring? y		

## 5.2. Configure Stations

Use **add station *n*** command to add a station, where *n* is an available station extension. This station will be monitored by CTLog . Configure the station as follows, on Page 1:

- In **Name** field, enter a descriptive name
- Set **Type** to the type of the telephones
- Enter a **Security Code**
- Set **IP SoftPhone** to y

<b>add station 25002</b>		Page 1 of 5
STATION		
Extension: 25002	Lock Messages? n	BCC: 0
<b>Type: 9630</b>	<b>Security Code: 123456</b>	TN: 1
<b>Port: IP</b>	Coverage Path 1: 1	<b>COR: 1</b>
<b>Name: IP Station 1</b>	Coverage Path 2:	COS: 1
	Hunt-to Station:	
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
Speakerphone: 2-way	Personalized Ringing Pattern: 1	
Display Language: english	Message Lamp Ext: 25001	
Survivable GK Node Name:	Mute Button Enabled? y	
Survivable COR: internal	Button Modules: 0	
Survivable Trunk Dest? y	Media Complex Ext:	
	<b>IP SoftPhone? y</b>	
	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	
	Customizable Labels? y	

## 5.3. Configure CTI-Link

An existing configuration was used for CTI-link, and is not shown as part of this document. Screen capture below displays the configured CTI-link that was used during compliance testing.

<b>display cti-link 1</b>	Page 1 of 3
CTI LINK	
CTI Link: 1	
Extension: 6201	
Type: ADJ-IP	
	COR: 1

## 6. Configure Avaya Aura® Application Enablement Services

Configuration of Avaya Aura® Application Enablement Services requires a user account be configured for CTLog .

### 6.1. Configure User

All administration is performed by web browser, <https://<aes-ip-address>/>

A user needs to be created for CTLog to communicate with AES. Navigate to **User Management → User Admin → Add User**.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo, the title 'Application Enablement Services Management Console', and a welcome message: 'Welcome: User craft', 'Last login: Thu Mar 6 16:15:51 2014 from 10.64.10.48', 'Number of prior failed login attempts: 0', 'HostName/IP: aes6\_tr1/10.64.10.21', 'Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_SP', 'SW Version: 6.3.0.0.212-0', and 'Server Date and Time: Wed Mar 26 15:19:04 MDT 2014'. The navigation bar shows 'User Management | User Admin | Add User' and 'Home | Help | Logout'. The left sidebar lists various services, with 'User Management' expanded to show 'User Admin' and 'Add User' selected. The main content area is the 'Add User' form, which includes fields for 'User Id', 'Common Name', 'Surname', 'User Password', 'Confirm Password', 'Admin Note', 'Avaya Role' (set to 'None'), 'Business Category', 'Car License', 'CM Home', 'Css Home', 'CT User' (set to 'No'), and 'Department Number'. A note states: 'Fields marked with \* can not be empty.'

Fill in **User Id**, **Common Name**, **Surname**, **User Password** and **Confirm Password**. Set the **CT User** to **Yes**, and **Apply**.

If the Security Database is enabled on Application Enablement Services, set the CTLog user account to Unrestricted Access to enable any device to be used implicitly. This step avoids the need to duplicate administration.

Navigate to **Security → Security Database → CTI Users → List All Users**.



AE Services
Communication Manager Interface
Licensing
Maintenance
Networking
Security
Account Management
Audit
Certificate Management
Enterprise Directory
Host AA
PAM
Security Database
Control
CTI Users
List All Users
Search Users
Devices
Device Groups

CTI Users

User ID	Common Name	Worktop Name	Device ID
<input type="radio"/> amcom	amcom	NONE	NONE
<input checked="" type="radio"/> ctlog	ctlog	NONE	NONE
<input type="radio"/> devcon	devcon	NONE	NONE
<input type="radio"/> devconn	Developer	NONE	NONE
<input type="radio"/> DevConnect	DevConnect	NONE	NONE
<input type="radio"/> interop	interop	NONE	NONE
<input type="radio"/> mattersight	mattersight	NONE	NONE
<input type="radio"/> rtirouter1	rtirouter1	NONE	NONE
<input type="radio"/> rtitele1	rtitele1	NONE	NONE
<input type="radio"/> vhtaes	vhtaes	NONE	NONE

Edit
List All

Select the recently added user and click **Edit**. Check the box for **Unrestricted Access** and click **Apply Changes**.

Edit CTI User

User Profile:

User ID

Common Name

Worktop Name

Unrestricted Access

ctlog

ctlog

NONE ▾

☒

Call and Device Control:

Call Origination/Termination and Device Status

None ▾

Call and Device Monitoring:

Device Monitoring

Calls On A Device Monitoring

Call Monitoring

None ▾

None ▾

☐

Routing Control:

Allow Routing on Listed Devices

None ▾

Apply Changes

Cancel Changes

## 6.2. Configure Communication Manager Switch Connections

An existing configuration was used for Communication Manager Switch Connection. It is not shown in this document.

## 6.3. Configure TSAPI Link

Navigate to the **AE Services → TSAPI → TSAPI Links** page to add the TSAPI CTI Link. Click **Add Link** (not shown).

Select a **Switch Connection** using the drop down menu. Select the **Switch CTI Link Number** using the drop down menu. The **Switch CTI Link Number** must match the number configured in the **cti-link** form for Communication Manager.

If the application will use Encrypted Links, select **Encrypted** in the **Security** selection box.

Click **Apply Changes**.

Configuration shown below was previously configured.

### Edit TSAPI Links

Link	1
Switch Connection	TR18300 ▼
Switch CTI Link Number	1 ▼
ASAI Link Version	5 ▼
Security	Both ▼
<input type="button" value="Apply Changes"/> <input type="button" value="Cancel Changes"/> <input type="button" value="Advanced Settings"/>	

Click **Advanced Setting** to obtain the TSAPI Link that will be used by CTLog .

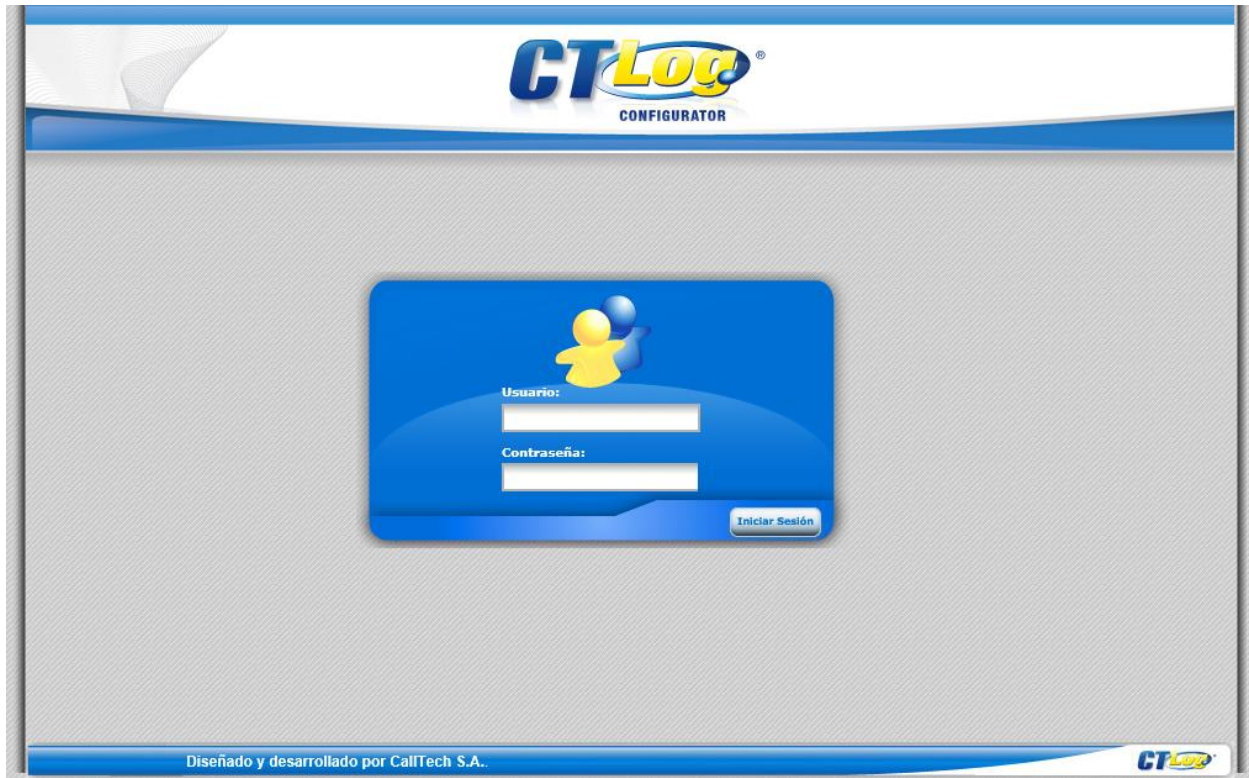
### TSAPI Link - Advanced Settings

Tlinks Configured	AVAYA#TR18300#CSTA-S#AES6_TR1
	AVAYA#TR18300#CSTA#AES6_TR1

## 7. Configure CallTech

### 7.1. Configure CTLog

Configuration for CTLog is performed via a web interface, which can be reached via browser, <http://<ip-address>>. ip-address is the IP Address of CTLog . Please note that the entire configuration for CTLog is displayed in Spanish.



Once logged in, navigate to **Puertos** → **Tipo**.

CTLog<sup>®</sup> CONFIGURATOR

Usuario: Admin ▶ Puertos

Servidores Tipo Configuración Configuración de Tarjetas SoftRecorders

Editar Borrar

Nuevo registro

Nombre	Arch Parámetros	Trace	Audio Compression	Channel Type	Recording Activation
DIGITALES NGX	parameters.xml	Activo	GSM	Digital NGX	Activación por eventos Hardware
DIGITALES E1	parameters.bt	Inactivo	GSM	Digital E1	Activación por eventos Hardware

1 2 3 4

Diseñado y desarrollado por CalTech S.A.

Locate an Entry for **IP** and select it; click **Editar**, set **Audio Compression** to **GSM** and **Channel type** to **IP**.

**CTLog**  
CONFIGURATOR

Usuario: Admin    Puertos

Servidores   Tipo   **Configuración**   Configuración de Tarjetas   SoftRecorders

Editar   Borrar

Nuevo registro

Nombre	Arch Parámetros	Trace	Audio Compression	Channel Type	Recording Activation	Voice
Analogos	parameters.txt	Activo	GSM	Análogo	Activación por eventos Hardware	<input type="checkbox"/>
<b>IP</b>	parameters.txt	Activo	GSM	IP	Activación por CTI	<input type="checkbox"/>

1 2 3 4

Diseñado y desarrollado por CallTech S.A.    **CTLog**

Navigate to **Puertos**→ **Configuration**. Select a Port and click **Editar**; check box for **Activo**; Select “**IP**” for “**Configuración**”, type in the extension number in the “**ID Dispositivo**” field, select “**Total Recording**” for “**Modo Grabación**” and type in the extension Ip address in the “**DirecciónIP**” field.

The screenshot displays the CTLog CONFIGURATOR web interface. On the left is a vertical menu with options: Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main area has a yellow header with a question mark icon, the user 'Admin', and a 'Puertos' button. Below the header are tabs: Servidores, Tipo, Configuración (selected), Configuración de Tarjetas, and SoftRecorders. In the 'Configuración' tab, there's a 'Puerto...' dropdown and 'Puerto Inicial'/'Puerto Final' fields. A table lists ports 1 through 10, all with 'Teléfono' icon and 'DIGITA NGX' configuration. Port 1 is selected. An 'Editar' button is next to it. A modal window for port 1 is open, showing fields: Id Puerto (1), Canal (1), Icono (Teléfono), Activo (checked), Configuración (IP), ID Dispositivo (25001), Troncal (0), Modo Grabación (Total recording), Módulo CTIM (checked), DirecciónIP (10.64.10.206), and Servidor (CTLOG). Buttons 'Actualizar' and 'Cancelar' are at the bottom. In the background, a table shows port 1 with CTIM 512 and No 0. Another table on the right shows 'DirecciónIP' and 'Servidor' for CTLOG.

To insert extensions that need to be monitored, on the left pane, select **Extensiones** → **Extensiones**.

CTLog<sup>®</sup> CONFIGURATOR

Cree varias extensiones a la vez ingresando un rango de extensiones.

Usuario: [Extensiones](#)

Extensiones CTIServers

Ext.Inicial:  Ext.Final:

Nombre	CTIM	No
Selectivo	16	0

[Editar](#) [Borrar](#)

[Add new record](#) [Refresh](#)

IdExtension	Numero	DireccionIP	Activo	ModuloCTIM	FechaCreacion	ModoGrabacion	IdPort
655	25001	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 12:25:32 PM	Selectivo	1
657	25002	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	2
659	25003	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	3
660	25004	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	4
661	25005	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	5

Page size: 5 16 items in 4 pages

Diseñado y desarrollado por CallTech S.A.



To insert a range of extensions, type in the starting range in **Ext. Inicial** and ending range in **Ext. Final**; click **Insert**.

The screenshot shows the CTLog CONFIGURATOR web interface. On the left is a sidebar with navigation links: Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main content area has a yellow header with a question mark icon and the text "Cree varias extensiones a la vez ingresando un rango de extensiones." Below this is a yellow bar with "Usuario:" and a dropdown menu set to "Extensiones". The main section is titled "Extensiones" and "CTIServers". It features a dropdown menu, a refresh icon, and input fields for "Ext. Inicial: 25001" and "Ext. Final: 25005" with an "Insert" button. To the right is a small table:

Nombre	CTIM	No
Selectivo	16	0

Below the input fields are "Editar" and "Borrar" buttons. A table titled "Add new record" with a "Refresh" button contains the following data:

IdExtension	Numero	DireccionIP	Activo	ModuloCTIM	FechaCreacion	ModoGrabacion	IdPort
655	25001	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 12:25:32 PM	Selectivo	1
657	25002	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	2
659	25003	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	3
660	25004	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	4
661	25005	--	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	11/19/2010 2:33:42 PM	Selectivo	5

At the bottom of the table are navigation controls: "Page size: 5" and "16 items in 4 pages". The footer of the interface states "Diseñado y desarrollado por CalTech S.A." and includes the CTLog logo.



For each extension, select and click on “**Editar**”. Check “**Activo**” and “**Modulo CTIM**”. Select “**Total Recording**” for “**Modo de grabación**”, select the assigned server for “**Servidor**”, Select the assigned recording port for this extension in “**Puerto**” and select the assigned CTI Server for “**Servidor CTI**”. Finally click on “**Update**”

The screenshot shows the CTLog CONFIGURATOR web interface. On the left is a sidebar menu with options: Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main area has a yellow header with a question mark icon and the text "Cree varias extensiones a la vez ingresando un rango de extensiones." and "Usuario: Extensiones". Below this is a tabbed interface with "Extensiones" and "CTIServidores". The "Extensiones" tab shows a table with columns "IdExtension" and "Numero". A modal window titled "Editar" is open, showing fields for "Número" (25001), "Dirección IP", "Activo" (checked), "Auto Answer" (unchecked), "Módulo CTIM" (checked), "Modo Grabación" (Total recording), "Servidor" (CTLOG), "Puerto" (1), and "Servidor CTI" (AES6). There are "Update" and "Cancel" buttons at the bottom of the modal. In the background, another table is partially visible with columns "CTIM" and "No", and a "Refresh" button.

Navigate to **Puertos** → **Configuracion De Tarjetas**. Ensure that the configuration shown below is in place.

The screenshot displays the CTLog CONFIGURATOR web interface. The top navigation bar includes 'Servidores', 'Tipo', 'Configuración', 'Configuración de Tarjetas', and 'SoftRecorders'. The left sidebar contains a menu with options: Puertos, Extensiones, Fuentes, Horarios, Campañas, Alarmas, Perfiles, Monitoreo, Usuarios, Parámetros, Backups, Ayuda, and Salir. The main content area is titled 'Configuración de Tarjetas' and contains three tables. The first table, 'Nuevo registro', has columns 'Descripción', 'Activo', 'Id Tarjeta', and 'Servidor'. The second table, 'Nuevo registro', has columns 'Id Protocolo IP' and 'Protocolo'. The third table, 'Nuevo registro', has columns 'Protocolo', 'Tipo Protocolo', and 'Puerto'. The interface also includes a footer with the text 'Diseñado y desarrollado por CalTech S.A.' and the CTLog logo.

CTLog<sup>®</sup> CONFIGURATOR

Usuario: Admin Puertos

Servidores Tipo Configuración Configuración de Tarjetas SoftRecorders

Editar Borrar

Nuevo registro Refrescar

Descripción	Activo	Id Tarjeta	Servidor
Board 0	<input checked="" type="checkbox"/>	0	CTLOG2
1			

Editar

Protocolo	Tipo Protocolo	Puerto
H225CS	TCP	1720
H225RAS	UDP	0
1		

Borrar

Nuevo registro Refrescar

Id Protocolo IP	Protocolo
81	MT_IP_AVAYA_H323
82	MT_IP_SIP
1	

Editar Borrar

Nuevo registro Refrescar

Dirección IP

No records to display.

1 Page 1 of 1, items 0 to 0 of 0.

Diseñado y desarrollado por CalTech S.A. CTLog<sup>®</sup>

- Puertos
- Extensiones
- Fuentes
- Horarios
- Campanas
- Alarmas
- Perfiles
- Monitoreo
- Usuarios
- Parámetros
- Backups
- Ayuda
- Salir

Usuario: Admin
 [Puertos](#)

Servidores
 Tipo
 Configuración
 Configuración de Tarjetas
 SoftRecorders

Editar
 Borrar

Nuevo registro
 Refrescar

Descripción	Activo	Id Tarjeta	Servidor
Board 0	<input checked="" type="checkbox"/>	0	CTLOG2
1			

Editar

Protocolo	Tipo Protocolo	Puerto
Transport	TCP	5060
ProxyIPAddress	TCP	0
1		

Borrar

Nuevo registro
 Refrescar

Id Protocolo IP	Protocolo
81	MT_IP_AVAYA_H323
82	MT_IP_SIP
1	

Editar
 Borrar

Nuevo registro
 Refrescar

Dirección IP

No records to display.

1
 Page 1 of 1, items 0 to 0 of 0.

Diseñado y desarrollado por CalTech S.A.

KJA; Reviewed:  
SPOC 7/10/2014

Solution & Interoperability Test Lab Application Notes  
©2014 Avaya Inc. All Rights Reserved.

19 of 23  
CTCTLCM

## 7.2. Configure IP Recording

On the server running CTLog , open **SmartControl** application; it can be found in **Control Panel**. Set “**GCI Starting Index**” parameter to **1**. For more information on configuring this, please refer to [3] in references section.

The screenshot shows the 'AudioCodes USA Inc SmartWORKS' application window with the 'Parameters' tab selected. The window is divided into several sections:

- Basic**: Contains fields for Driver Version, Driver Build (0000), Control Panel Version (5.7.1.00095), Max Log Count (100), MVIP Starting Slot (0), and MVIP Slot Count (256).
- IPX/HPX Watchdog**: Contains a checkbox for Heartbeat Enabled, and text boxes for TCP Port (39998), Connection Retries (2), Retry Interval (20), and Polling Interval (30).
- H100 Stream Speed**: Contains three radio buttons for 2048 KHz (selected), 4096 KHz, and 8192 KHz.
- GCI Starting Index**: Contains two radio buttons for 0 and 1 (selected).
- Allow Bus Segmentation**: A checkbox that is currently unchecked.
- Default**: A button located below the main configuration area.
- Buttons**: At the bottom of the window are 'Apply', 'OK', and 'Cancel' buttons.

Ensure that **Monitoring Port 0** is **Enabled**.

The screenshot shows the 'AudioCodes USA Inc SmartWORKS' configuration window with the 'Board' tab selected. The window has a title bar with a question mark and close button. Below the title bar are tabs for 'System', 'Board', 'CPM', 'Parameters', and 'Digital Network'. The 'Board' tab contains the following sections:

- Select Board:** A 'Board Number' dropdown set to '0' and text indicating it is a 'Virtual Board in [ SmrtWrksSrvc ] Service'.
- Board Information:** A table showing board and server details.

Board Type	HPX	Server Name	SmrtWrksSrvc
Board Version	05.07.01	Server Version	05.07.01
Board Build	2863.	Server Build	2863.
- Copyright:** Copyright (c) 2008-2011 AudioCodes, Inc. All rights reserved.
- Monitoring Port 0:** Radio buttons for 'Disable' and 'Enable' (selected). An 'Adapter:' dropdown menu shows 'Broadcom NetXtreme Gigabit Ethernet #2'.
- Monitoring Port 1:** Radio buttons for 'Disable' (selected) and 'Enable'. An 'Adapter:' dropdown menu shows 'Broadcom NetXtreme Gigabit Ethernet #2'.
- Passive Network Settings:** Four rows of settings, each with 'Disable' (selected) and 'Enable' radio buttons.
  - Passive VLAN ID: 0
  - RTP Timeout Time: 15
  - RTCP QoS
  - NAT Topology
- Deadlock Detection:** Two checkboxes.
  - 'Deadlock Detection Enabled' is checked.
  - 'Shut Down on Deadlock' is unchecked.
- License Information:** A button located below the Deadlock Detection section.

At the bottom of the window are three buttons: 'Apply', 'OK', and 'Cancel'.

## 8. Verification Steps

To verify the status for ISDN Trunk to CTLog, via SAT, use the **status trunk *n***, where *n* is the number of trunk that was configured in this document. The **Service State** of **in-service/idle** indicates that the trunk is in an operational state.

status trunk 9			
TRUNK GROUP STATUS			
Member	Port	Service State	Mtce Connected Ports Busy
0009/001	T00303	in-service/idle	no
0009/002	T00304	in-service/idle	no
0009/003	T00305	in-service/idle	no
0009/004	T00306	in-service/idle	no
0009/005	T00307	in-service/idle	no
0009/006	T00308	in-service/idle	no
0009/007	T00309	in-service/idle	no
0009/008	T00310	in-service/idle	no
0009/009	T00311	in-service/idle	no
0009/010	T00312	in-service/idle	no

Place a call from an Avaya Station and verify that the audio for the call was retrieved and saved by CTLog .

## 9. Conclusion

CallTech CTLog was able to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services.

## 10. Additional References

Documentation related to Avaya can be obtained from <https://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager, Release 6.3, Issue 3, October 2013*

[2] *Avaya Aura® Application Enablement Service Administration and Maintenance Guide, Issue 2, Release 6.3, October 2013*

Documentation related to Audiocodes can be obtained from <http://www.audiocodes.com>

[3] *SmartWORKS Utilities Guide*

Documentation related to CTLog ® can be obtained from <http://www.calltechsa.com>

[4] *CTLog Configurator*

---

**©2014 Avaya Inc. All Rights Reserved.**

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at [devconnect@avaya.com](mailto:devconnect@avaya.com).