



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Avaya IP Office 8.1 with Tri-Line's TIM Plus 3.0.0.86 using TCP - Issue 1.0

Abstract

These Application Notes describe the configuration steps for provisioning Avaya IP Office 8.1 with Tri-Line's TIM Plus 3.0.0.86. The Tri-Line TIM Plus will collect Station Message Detail Reports by listening to a TCP port configured on the Avaya IP Office

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

Tri-Line's TIM Plus is a call logger which runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. Tri-Line's TIM Plus collects Station Message Detail Reports (SMDR) data from the Avaya IP Office by listening for connections on a specific TCP port and it uses a native SQL database for storing and processing data. Tri-Line's TIM Plus provides a web interface which can be used for configuration with Avaya IP Office. This web interface also allows the system to be updated for additional Avaya IP Offices and for general maintenance. Users can use this web interface for reporting purposes and access can be restricted by username and password and directory position.

2. General Test Approach and Test Results

The interoperability compliance test included both feature and functionality testing. The feature and functionality testing focused on verifying that SMDR is collected by TIM Plus and received in the format as generated by the Avaya IP Office. The TIM Plus Call Logger collects SMDR data by listening on a TCP port configured on the Avaya IP Office.

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 interoperability compliance testing included feature and serviceability testing. The feature testing evaluated processing of SMDR data obtained from the Avaya IP Office via a TCP-IP link. The serviceability testing introduced failure scenarios to see if Tri-Line's TIM Plus could resume after a link failure with the Avaya IP Office.

The testing included:

- Local internal call handling
- Handling of incoming network calls
- Handling of external calls to network
- Call Forwarding
- Transfers – Blind and Supervised
- Conference calls
- Call Pick Up
- Bridged Appearances
- Calls to hunt groups
- Handling of calls to and from Avaya Digital, H323 and SIP phones

2.2. Test Results

Tests were performed to insure full interoperability between the TIM Plus call logger and the Avaya IP Office. The tests were all functional in nature and performance testing was not included. All the test cases passed successfully.

2.3. Support

Technical support can be obtained for TRI-Line products as follows:

- Web Portal <http://www.tri-line.com/en/support/>
- E-mail: support@tri-line.com
- Telephone +44 (0)20 7265 2626

3. Reference Configuration

Figure 1 illustrates the network diagram of the configuration used during compliance testing. The Avaya IP Office is configured to output call records. A TCP link is established between Tri-Line's TIM Plus call logger and the Avaya IP Office. From the Avaya IP Office, SMDR data is sent to a specified port for collection and processing. The Tri-Line TIM Plus Call Logger is connected on the same LAN as the Avaya IP Office and will collect SMDR. A variety of Avaya 96XX H323, SIP Softphones and Digital phones were used to generate intra-switch calls (calls between phones on the same system), and outbound/inbound calls to/from the PSTN.

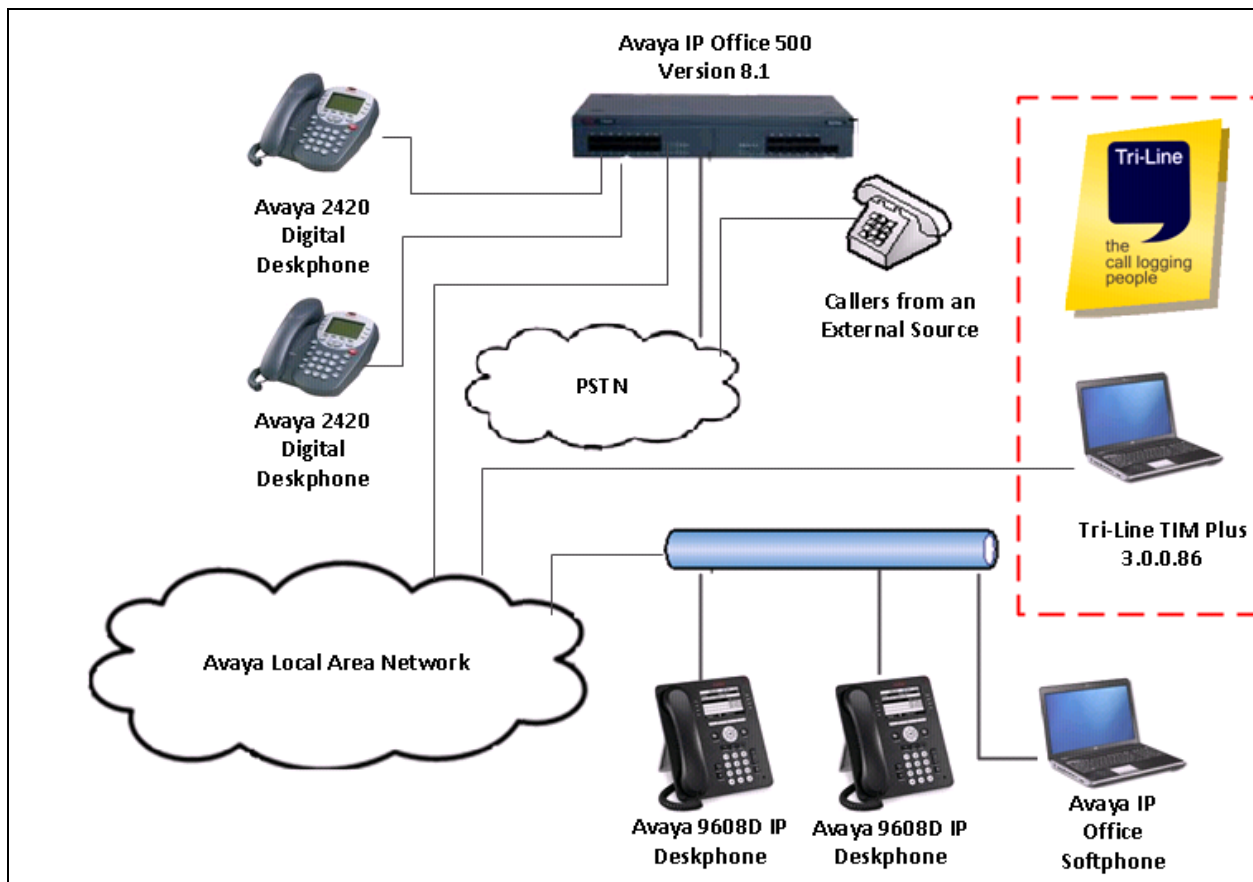


Figure 1: Avaya IP Office with Tri-Line TIM Plus 3 0.0.86 Reference Configuration

4. Equipment and Software Validated

The hardware and associated software used in the compliance testing is listed below.

Avaya Equipment	Software Version
IP Office 500	Avaya IP Office R8.1
Avaya 9608D IP Telephone	HALBR6_2_0_09_V452
Avaya 2420 Digital Telephones	NA
Avaya IP Office Softphone	3.2.3.48 67009
Tri-Line Equipment	Software Version
TIM Plus running on a Dell Latitude E5400 with Windows 7 Professional SP1	Version 3.0.0.86

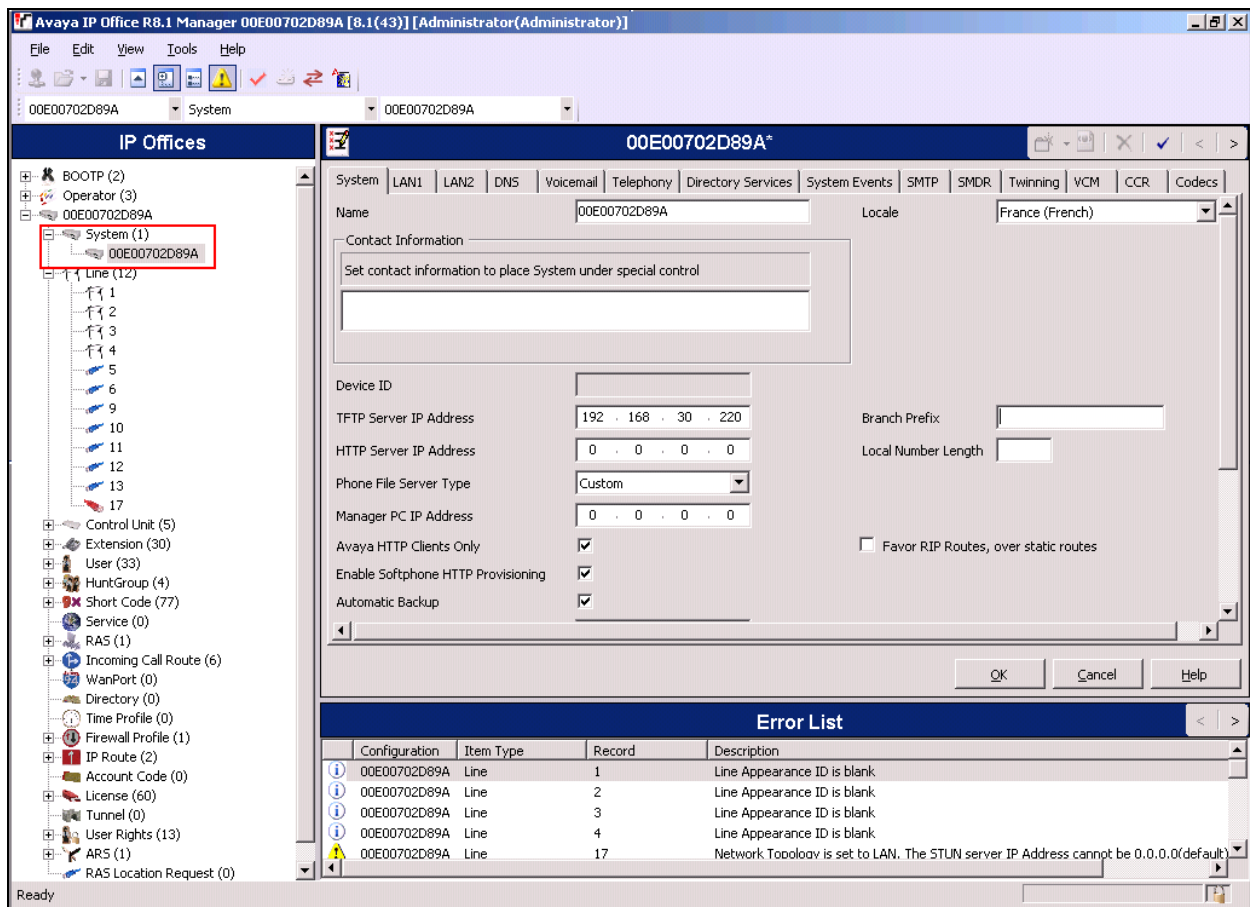
5. Avaya IP Office Configuration

Configuration and verification operations on the Avaya IP Office illustrated in this section were all performed using Avaya IP Office Manager. The information provided in this section describes the configuration of the Avaya IP Office for this solution. It is implied a working system is already in place. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Launch Avaya IP Office Manager
- SMDR Configuration
- Save Configuration

5.1. Launch Avaya IP Office Manager

From the Avaya IP Office Manager PC, go to **Start→Programs→IP Office→Manager** to launch the Manager application. Log in to Avaya IP Office using the appropriate credentials to receive its configuration (not shown). In the IP Offices window expand the configuration tree in the left pane and double-click **System**. During compliance testing the System was called 00E00702D89A.



5.2. SMDR Configuration

Select the **SMDR** tab and enter the following information:

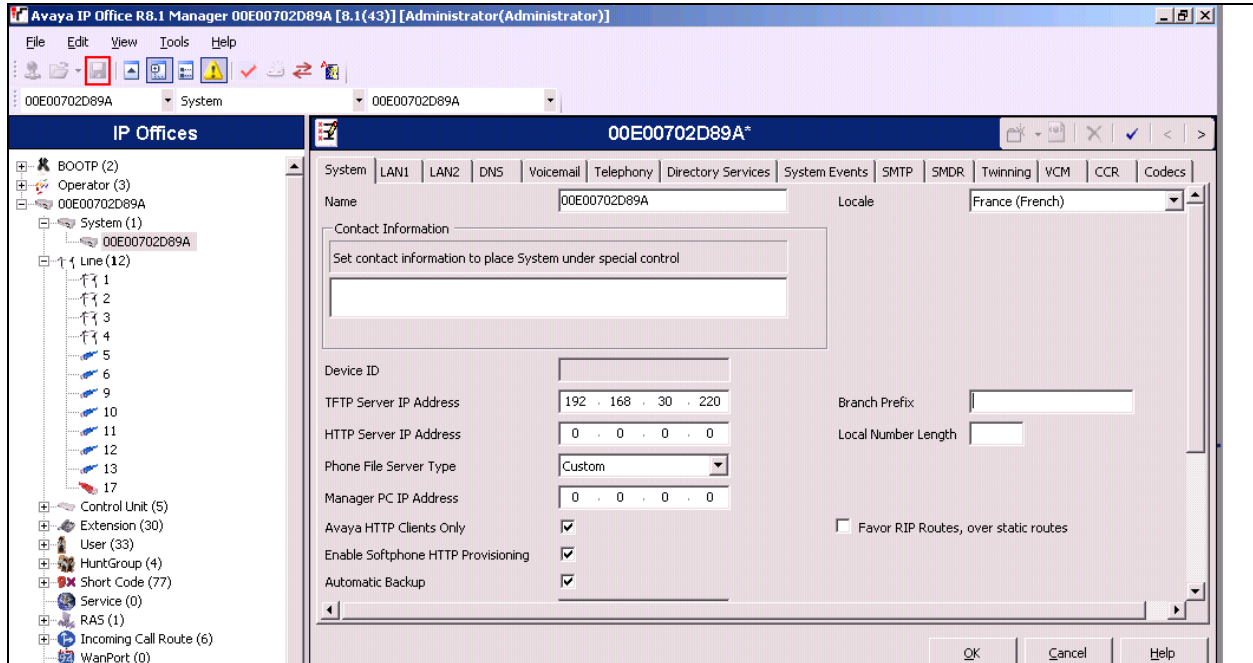
- **Output** Select **SMDR** from the drop box
- **IP Address** Enter the IP Address of the PC where TIM Plus is installed
- **TCP Port** Enter **9000**
- **Records to buffer** Enter **3000**. This is maximum available.
- Check the **Call Splitting for Diverts** check box

Click the **OK** button to save.

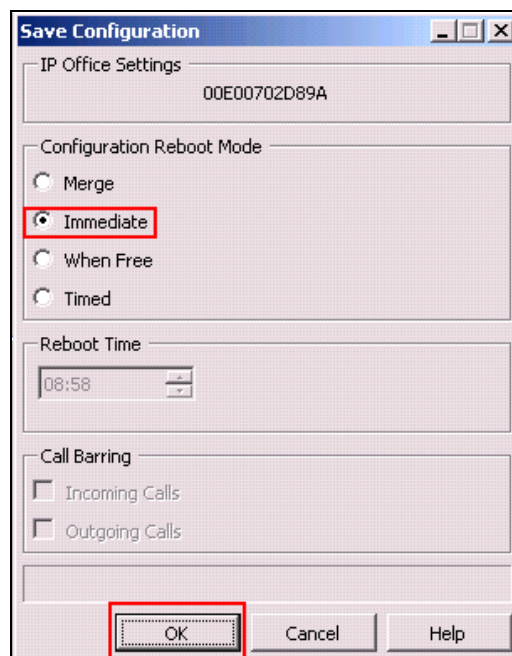
The screenshot shows a software window titled "00E00702D89A*" with a menu bar containing: System, LAN1, LAN2, DNS, Voicemail, Telephony, Directory Services, System Events, SMTP, SMDR, Twinning, VCM, and CCR. The "SMDR" tab is selected and highlighted with a red box. Below the menu bar, there is a section labeled "Output" with a dropdown menu set to "SMDR Only", also highlighted with a red box. Below this, a smaller box contains the "SMDR" configuration details, highlighted with a red box. These details include: "Station Message Detail Recorder Communications", "IP Address" (10 . 10 . 9 . 250), "TCP Port" (9000), "Records to Buffer" (3000), and a checked checkbox for "Call Splitting for Diverts". At the bottom right of the window, there are three buttons: "OK", "Cancel", and "Help", with the "OK" button highlighted by a red box.

5.3. Save Configuration

Once the configuration has been made it must be sent to the IP Office. Click on the **Save** Icon as shown below.



Once the **Save Configuration** window opens, click on the **Immediate** radio button followed by the **OK** button.



6. Configuring Tri-Line TIM Plus

A number of steps are required to Configure TIM Plus to interoperate with the Avaya IP Office. The TIM Plus Call Logger uses a TCP port to collect SMDR data from the Avaya IP Office. The TIM Plus application is downloaded from the Tri-Line Web Site once the end customer has a registered account. The end customer will also download a template file matching the PBX type which is required during configuration.

The configuration of the TIM Plus is achieved during the initial installation. An installation wizard is used whereby certain steps require specific information relating to the TIM Plus configuration. The configuration operations described in this section can be summarized as follows:

- Downloading Avaya IP Office template.
- Configure Site information
- Create an administrator account
- Logging into TIM Plus Call logger
- Access to TIM Plus

6.1. Downloading Avaya IP Office Template

As part of configuration an Avaya IP Office template is required. This template is now included as standard with the installation package. During compliance testing the template used was called **Avaya IP Office 6+.tdt**.

6.2. Configure Site Information

Once the TIM Plus application is downloaded start the installation wizard. Follow the wizard steps until step 5. The **PBX model** used is a template which was downloaded as described in **Section 6.1**. The following information is required for the initial site setup:

- **Site name** Enter an informative name, i.e. **Test Site**
- **PBX model** Choose **Avaya IP Office 6+** from the dropdown box.
- **Method** Choose **Listen for connection from PBX** from the dropdown box.
- **Port** Enter **9000**
Note this is the Remote Port as configured in **Section 5.2**

Click on the **Next** button to continue

Site Progress 1 2 3 4 5 6 7 8

In order to collect call data from your telephone system, an initial site needs to be setup.

First, give the site a name:

Site name: Test Site

Choose the make and model of the telephone system from the drop-down list below. If the list is empty, you'll need to obtain the correct **interface file** from your vendor, copy this file to the C:\Program Files\Tri-Line\TIM Plus\config\ folder, then refresh this page.

PBX model: Avaya IP Office 6+

Specify the type of connection that the telephone system requires, as well as any further information, such as login details and connection script:

Method: Listen for connection from PBX

Host:

Port: 9000

Some telephone systems require further options in order to successfully capture call information. You may need to check with your vendor if these options apply to your installation:

☐ Enable timestamp on received data

☐ The data is in binary format

If no data is received from your telephone system for a user-definable time period, an inactivity alarm can be sent by email to one or more people. To use this feature, tick the box below:

☐ Enable inactivity timer

Back Next

6.3. Create Administrator Account

Once the wizard has progressed to step 8 an administrator account must be created. This account allows web users to log into the TIM Plus Call Logger. The following information is required to create the administrator account:

- **Display name** Enter an informative name, i.e. **Tri-Line Support**
- **User Name** Enter a User name, i.e. **admin**
- **Password** Enter a password.

Click on the **Finish** button to continue.

Create an administrator account

Progress 1 2 3 4 5 6 7 8

To administer TIM Plus further, as well as to perform the additional site-specific tasks required to complete the installation, you need to create an administrator's web user account.

As with all web users, a display name is important because it is used as a signature when you create reports, in addition to other duties you may perform as a user of the system.

Enter a display name for the administrator user now.

Display name

Tri-Line Support

Specify a username and password to associate with this administrator account.

Username

admin

Password

••••••

Henceforth, these login details should be used to log in to TIM Plus as the system administrator **including right now, after clicking the Finish button below to complete this wizard.**

Back

Finish

6.4. Logging into Tri-Line TIM Plus Call Logger

Once the administrator account is created the user is prompted to log in. Log into the TIM Plus Call Logger by entering the **User Name** and **Password** as created in **Section 6.3**.

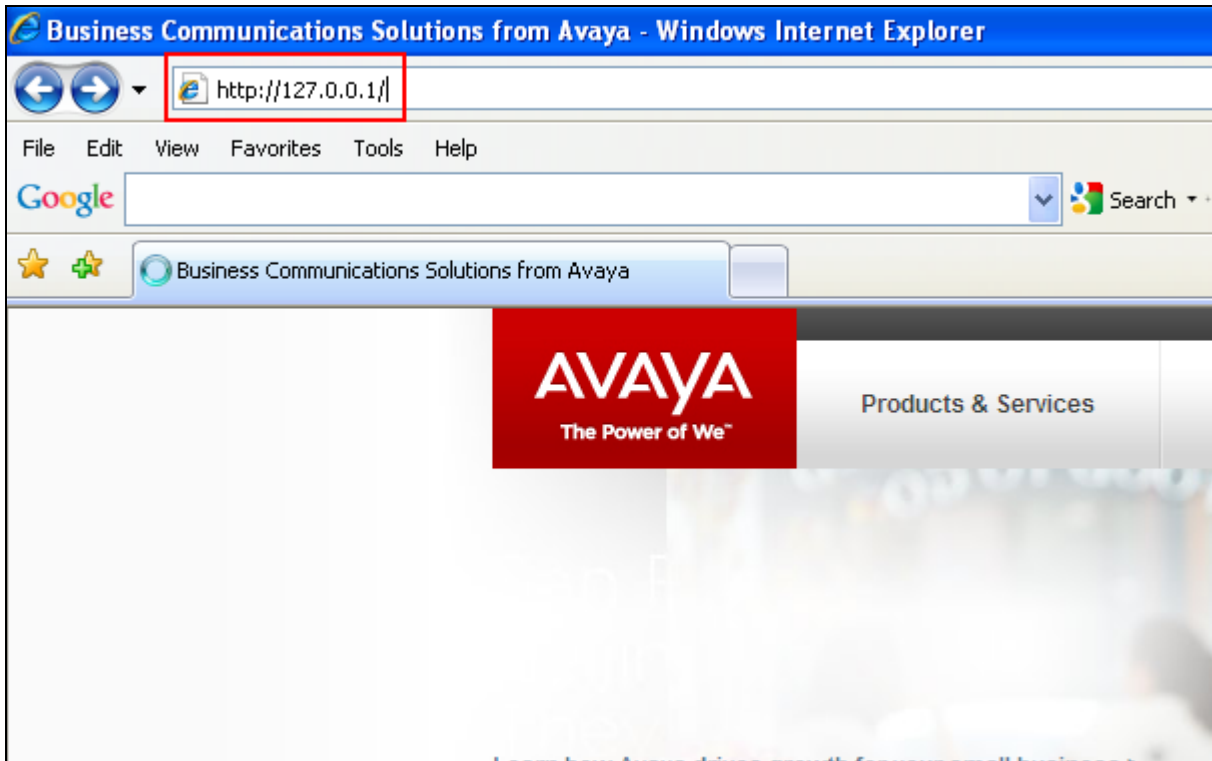
Click the **OK** button to log in.

The screenshot shows a web-based wizard titled "Create an administrator account". At the top right, a progress bar indicates steps 1 through 8, with step 1 being the current step. The main content area contains instructions: "To administer TIM Plus further, as well as to perform the additional site-specific tasks required to complete the installation, you need to create an administrator's web user account." and "As with all web users, a display name is important because it is used as a signature when you create reports, in addition to other duties you may perform as a user of the system." Below this, it says "Enter a display name for the administrator user now." and "Specify a user name and password for the administrator user now." There are input fields for "Display Name", "User Name", and "Password". An "Authentication Required" dialog box is overlaid on the form. The dialog box has a blue header with a question mark icon and the text "Authentication Required". The main text in the dialog says "A username and password are being requested by http://localhost. The site says: 'TIM Plus HTTP Service'". Below this text are input fields for "User Name:" and "Password:". At the bottom of the dialog are "OK" and "Cancel" buttons. The "OK" button is highlighted with a red rectangle. Below the dialog, the text "Henceforth, you will be prompted to log in to the TIM Plus Call Logger. Log in right now, after clicking the Finish button below to complete this wizard." is displayed. At the bottom right of the wizard are "Back" and "Finish" buttons.

6.5. Access to Tri-Line TIM Plus

During compliance testing access to TIM Plus was via a web browser on the same PC as the TIM Plus service was installed. The loopback address **http://127.0.0.1** was used.

Note: The **User Name** and **Password** as created in **Section 6.4** is required for log in.

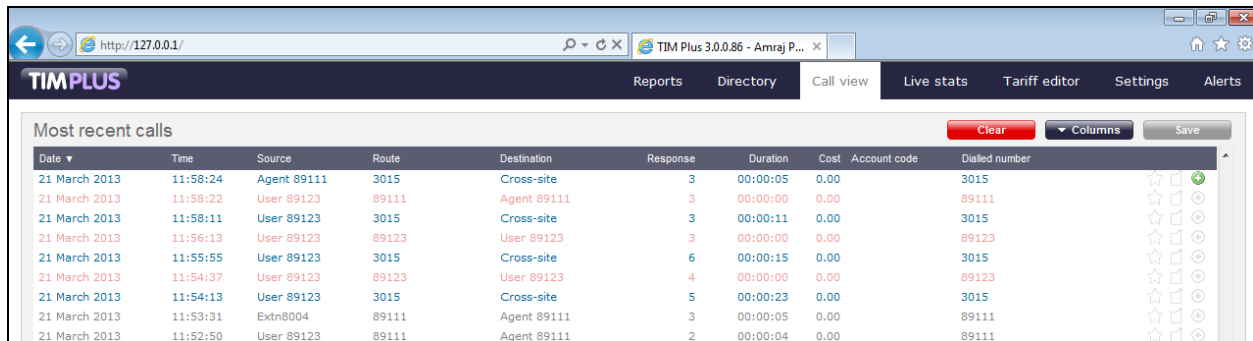


7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of the Avaya IP Office and TIM Plus.

7.1. Verify Tri-Line TIM Plus Call Logger retrieving SMDR data

To ensure that TIM Plus Call Logger is retrieving SMDR data make some calls on the Avaya IP Office. Verify that something similar to the following is presented.



The screenshot shows the TIM Plus 3.0.0.86 web interface. The browser address bar shows <http://127.0.0.1/>. The page title is "TIM Plus 3.0.0.86 - Amraj P...". The navigation menu includes Reports, Directory, Call view, Live stats, Tariff editor, Settings, and Alerts. The "Call view" tab is selected, displaying a table titled "Most recent calls". The table has columns: Date, Time, Source, Route, Destination, Response, Duration, Cost, Account code, and Dialed number. The table contains 10 rows of call data from March 21, 2013.

Date	Time	Source	Route	Destination	Response	Duration	Cost	Account code	Dialed number
21 March 2013	11:58:24	Agent 89111	3015	Cross-site	3	00:00:05	0.00		3015
21 March 2013	11:58:22	User 89123	89111	Agent 89111	3	00:00:00	0.00		89111
21 March 2013	11:58:11	User 89123	3015	Cross-site	3	00:00:11	0.00		3015
21 March 2013	11:56:13	User 89123	89123	User 89123	3	00:00:00	0.00		89123
21 March 2013	11:55:55	User 89123	3015	Cross-site	6	00:00:15	0.00		3015
21 March 2013	11:54:37	User 89123	89123	User 89123	4	00:00:00	0.00		89123
21 March 2013	11:54:13	User 89123	3015	Cross-site	5	00:00:23	0.00		3015
21 March 2013	11:53:31	Extn8004	89111	Agent 89111	3	00:00:05	0.00		89111
21 March 2013	11:52:50	User 89123	89111	Agent 89111	2	00:00:04	0.00		89111

8. Conclusion

These Application Notes describe the configuration steps required for the Avaya IP Office R8.1 to successfully interoperate with Tri-Line's TIM Plus 3.0.0.86 using a TCP connection. Tri-line's TIM Plus 3.0.0.86 is considered compliant with the Avaya IP Office R8.1. All of the executed test cases have passed and met the objectives outlined in **Section 2.2**.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be obtained from <http://support.avaya.com> or from your Avaya representative.

[1] Avaya IP Office R8.1 Manager 10.1, August 3rd 2012, Issue 29o, Document Number 15-601011

Product Documentation for Tri-Line can be obtained at <http://gateway.tri-line.com>. Login required.

©2013 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.