



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

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# **Application Notes for Xima Chronicall with Avaya IP Office 9.0 – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Xima Chronicall to interoperate with Avaya IP Office 9.0. Xima Chronicall is a call reporting application.

In the compliance testing, Xima Chronicall used the TFTP service and System Monitor interface from Avaya IP Office to obtain configured system resources and call information to produce cradle to grave and call historical reporting.

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 configuration steps required for Xima Chronicall to interoperate with Avaya IP Office 9.0. Xima Chronicall is a call reporting application.

In the compliance testing, Xima Chronicall used the TFTP service and System Monitor interface from Avaya IP Office to obtain configured system resources and call information to produce cradle to grave and call historical reporting.

The TFTP service was used to obtain configured system resources from Avaya IP Office, such as configured hunt groups and users. The System Monitor interface was used to obtain call events. The obtained information were used to produce the cradle to grave and call historical reporting that are accessible via the Xima Chronicall web interface.

## 2. General Test Approach and Test Results

The feature test cases were performed both automatically and manually. Upon start of Chronicall, the application automatically sends TFTP requests to obtain configured account codes, hunt groups, users, and hunt group membership information from IP Office.

For the manual part of the testing, calls were made from the PSTN and from local users to the hunt groups and users. Necessary user actions such as hold/reconnect were performed from the user telephones to generate events for the various call scenarios.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Chronicall server.

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 test included feature and serviceability testing.

The feature testing focused on verifying the following on Chronicall:

- Handling of TFTP responses for system, account codes, hunt groups, users, and hunt group membership information.
- Handling of System Monitor call events and reporting for various call scenarios including internal, external, inbound, outbound, drop, hold/reconnect, blind/attended transfer, blind/attended conference, voicemail coverage, voicemail retrieval, hunt group, hunt group queuing, park/unpark, simultaneous users, simultaneous calls, and mobile twinning.

The serviceability testing focused on verifying the ability of Chronicall to recover from adverse conditions, such as disconnecting and reconnecting the Ethernet connection to the Chronicall server.

## 2.2. Test Results

All test cases were executed and verified. The one observation on Chronicall from the compliance testing is that the digits dialed as part of the short codes were not reflected in the call reporting.

## 2.3. Support

Technical support on Chronicall can be obtained through the following:

- **Phone:** (888) 944-XIMA
- **Email:** [support@ximasoftware.com](mailto:support@ximasoftware.com)
- **Web:** <http://www.ximasoftware.com/support>

### 3. Reference Configuration

The configuration used for the compliance testing is shown below.

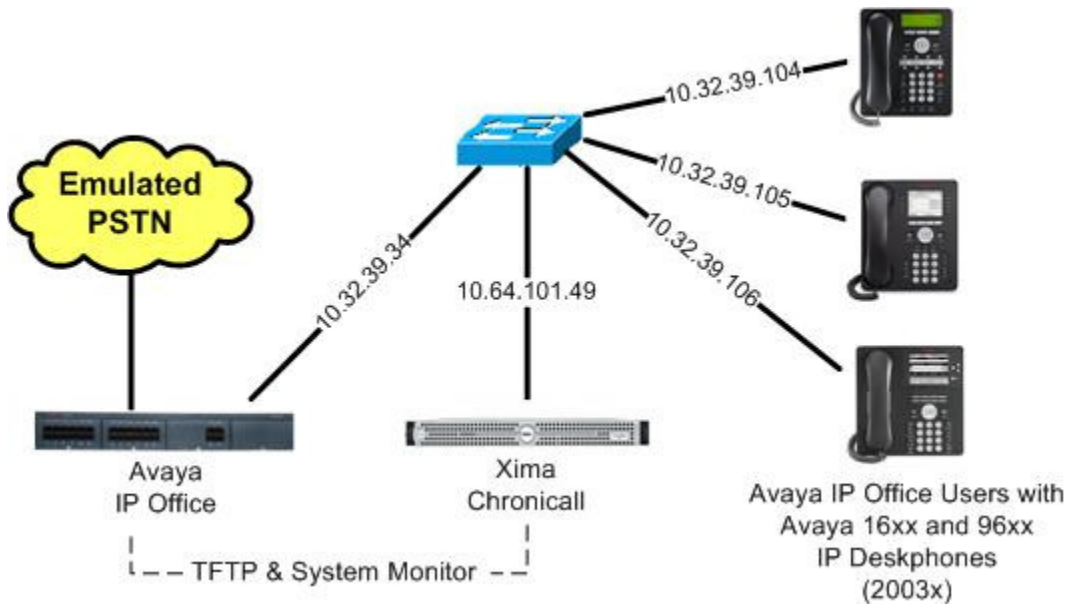


Figure 1: Compliance Testing Configuration

### 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office on IP500V2	9.0 (829)
Avaya 1608 IP Deskphone (H.323)	1.330D
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.200
Xima Chronicall on Windows 2008 Server R2 Enterprise	3.4 (30b) SP1

*Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.*

## 5. Configure Avaya IP Office

No special configuration was required on IP Office.

## 6. Configure Xima Chronicall

No special configuration was required on Chronicall.

As part of the Chronicall installation, the IP address of IP Office and the password for the System Monitor interface were entered as **Phone Switch IP Address** and **Monitor Password** respectively on the **Chronicall Setup** screen shown below.



The screenshot shows a Windows-style window titled "Chronicall Setup". The window has a blue header bar with the title and standard window controls. Below the header, the text "Chronicall Setup" is on the left, and the XIMA logo is on the right. The main content area is titled "IP Office Info" and contains the following text: "In order to monitor your phones Chronicall needs to know where your phone switch is located and the Monitor password used to communicate with it." Below this text are two input fields: "Phone Switch IP Address:" with the value "10.32.39.34" and "\* Monitor Password:" with the value "password". A "Test Connection" button is positioned below the password field. At the bottom of the window, there are three buttons: "Cancel", "< Back", and "Next >". A footnote at the bottom of the main content area reads: "\* This is the Monitor password NOT the Manager password. Unless you have manually changed the Monitor password you should keep this field set to 'password'."

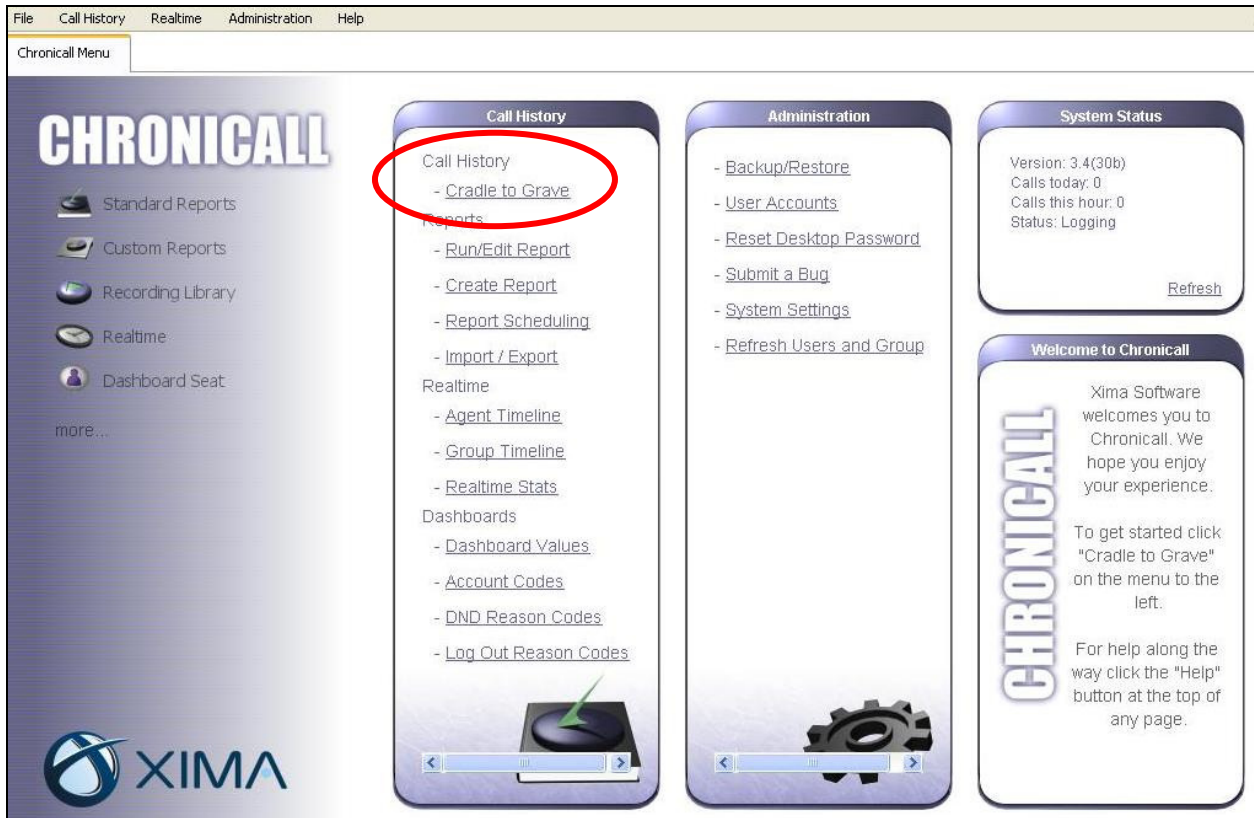
## 7. Verification Steps

This section provides the test that can be performed to verify proper integration between IP Office and Chronicall. Prior to verification, place an incoming trunk call to a hunt group with an available user. Answer the call at the user and perform a few actions such as hold/reconnect before ending the call.

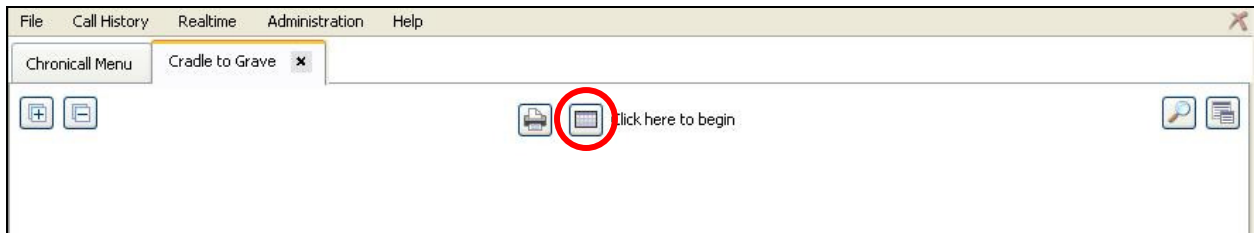
Access the Chronicall web interface by using the URL “http://ip-address:9080” in an Internet browser window, where “ip-address” is the IP address of Chronicall. Log in using the appropriate credentials.



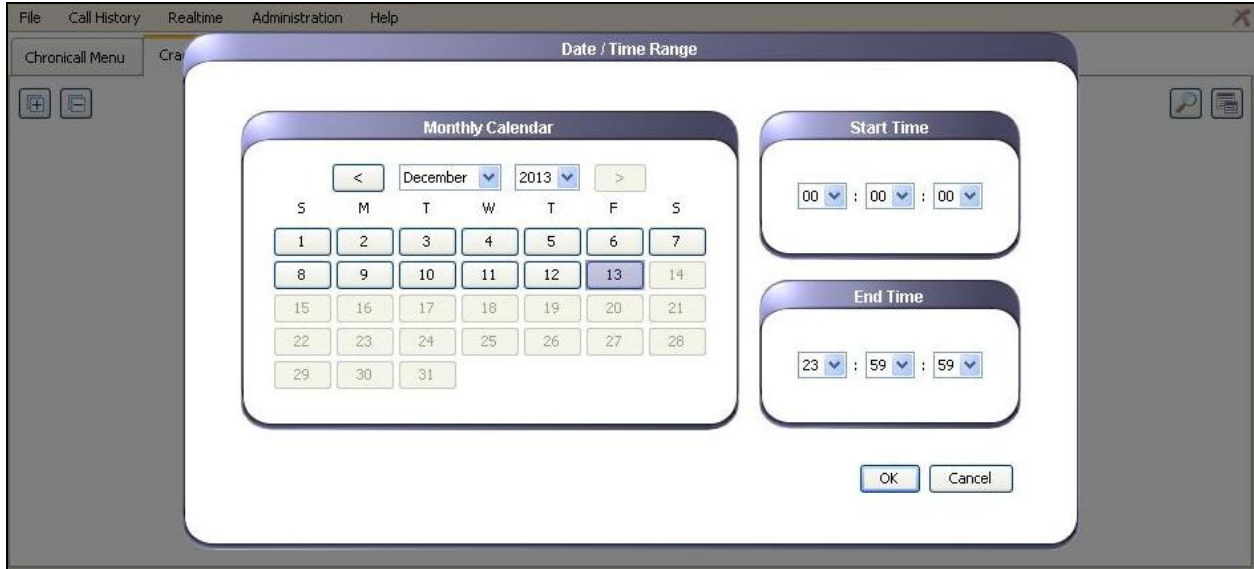
The **Chronicall Menu** tab is created, and displays the screen below. Select **Call History** → **Cradle to Grave**.



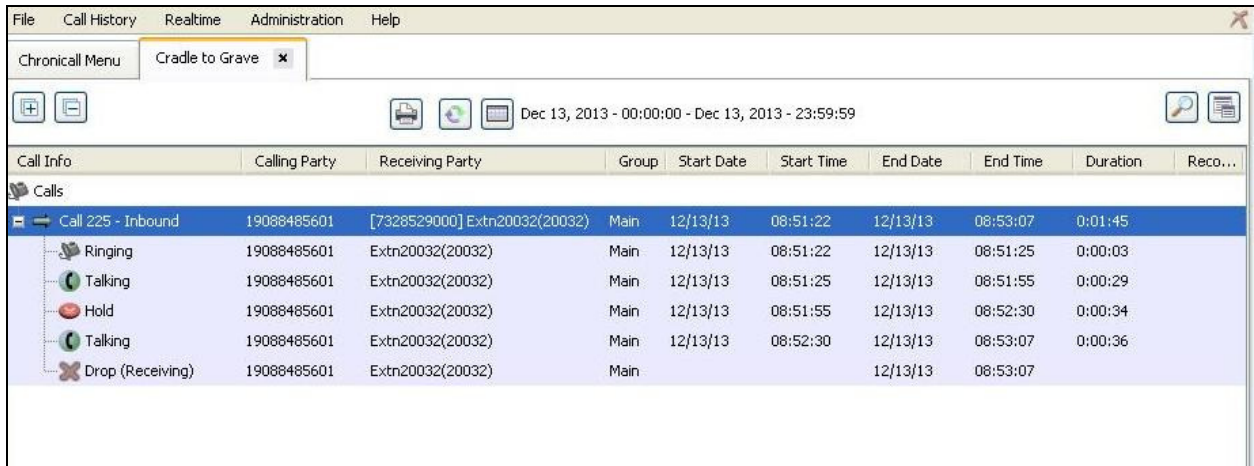
The **Cradle to Grave** tab is created, and displays the screen below. Click on the icon next to **Click here to begin**.



The **Date / Time Range** screen is displayed next. Select the desired date and time range.



The **Cradle to Grave** tab is updated as shown below. Verify that there is an entry reflecting the last call, in this case “Call 225”. Expand the entry, and verify that all reported details reflect the call with proper values in the respective columns.





## 8. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall to successfully interoperate with Avaya IP Office 9.0. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

## 9. Additional References

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

1. *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at <http://support.avaya.com>.
2. *CHRONICALL Configuration Manual*, [http://www.ximasoftware.com/chronicall/documentation/Chronicall\\_Configuration\\_Manual.pdf](http://www.ximasoftware.com/chronicall/documentation/Chronicall_Configuration_Manual.pdf).

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