Avaya Solution & Interoperability Test Lab

Application Notes for Xima Chronicall 3.6 with Avaya IP Office 9.1 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Xima Chronicall 3.6 to interoperate with Avaya IP Office 9.1. 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.

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.

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1. Introduction

These Application Notes describe the configuration steps required for Xima Chronicall 3.6 to interoperate with Avaya IP Office 9.1. 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.

The verification focused on the cradle to grave reporting for all call scenarios, with random spot check on a small subset of call historical reporting.

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 cradle to grave 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.

2.3. Support

Technical support on Chronicall can be obtained through the following:

- **Phone:** (888) 944-XIMA
- **Email:** support@ximasoftware.com
- **Web:** http://www.ximasoftware.com/support

3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**.

The detailed administration of general devices such as hunt groups and users are assumed to be in place and are not covered in these Application Notes. In the compliance testing, the IP Office resources shown in the table below were used. Note that user 20032 was a hot desking user that used extension 20099.

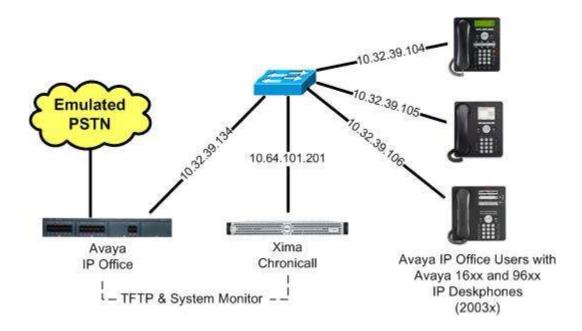| Device Type	Value
Hunt Groups	29000, 29001
Extensions	20031, 20035, 20099
Users	20031, 20032, 20035

Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office on IP500 V2	9.1.300.120
Avaya 1616 IP Deskphone (H.323)	1.350B
Avaya 9611G IP Deskphone (H.323)	6.6029
Avaya 9650 IP Deskphone (H.323)	3.230A
Xima Chronicall on Windows 2008 Server R2 Enterprise	3.6 (25) SP 1

Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500 V2 only.
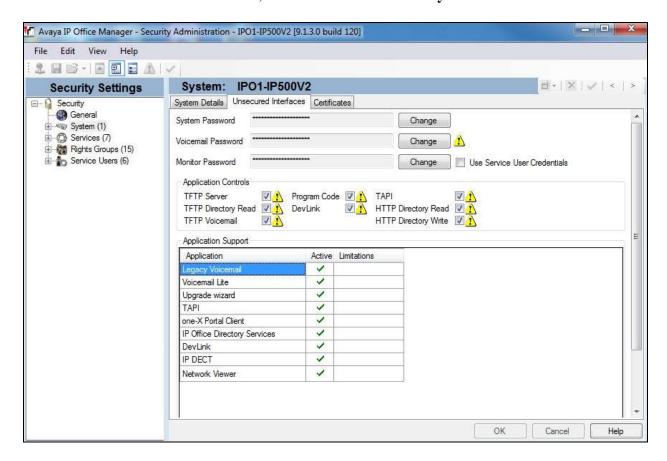
5. Configure Avaya IP Office

This section provides the procedures for configuring the security settings on IP Office.

From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the application.   Select the proper IP Office system, and log in using the appropriate credentials.

The **Avaya IP Office Manager** screen is displayed (not shown). Select **File → Advanced → Security Settings** from the top menu. Select the proper IP Office system (not shown), and log in using the appropriate security user credentials.

The **Avaya IP Office Manager – Security Administration** screen is displayed next. From the configuration tree in the left pane, select **Security → System** to display the **System** screen in the right pane.
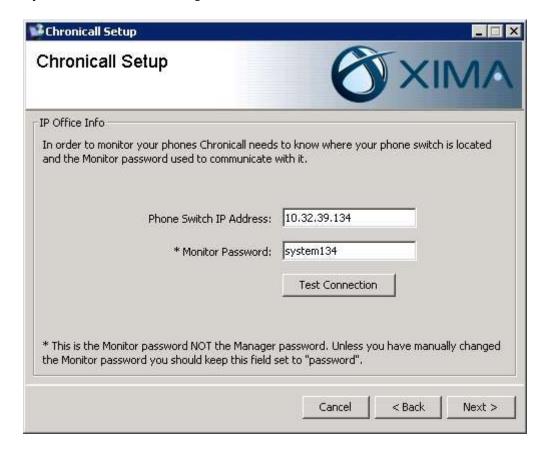
Select the **Unsecured Interfaces** tab, and check **TFTP Directory Read** as shown below.

6. Configure Xima Chronicall
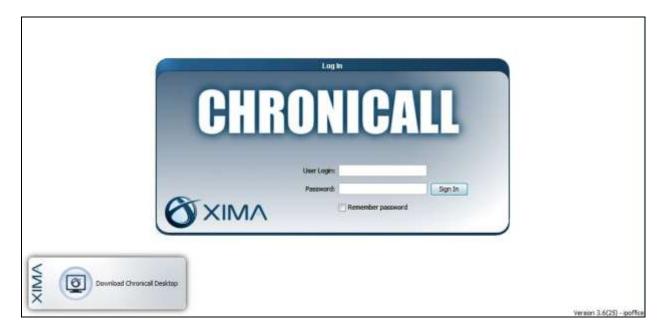
No special configuration was required on Chronicall.

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.
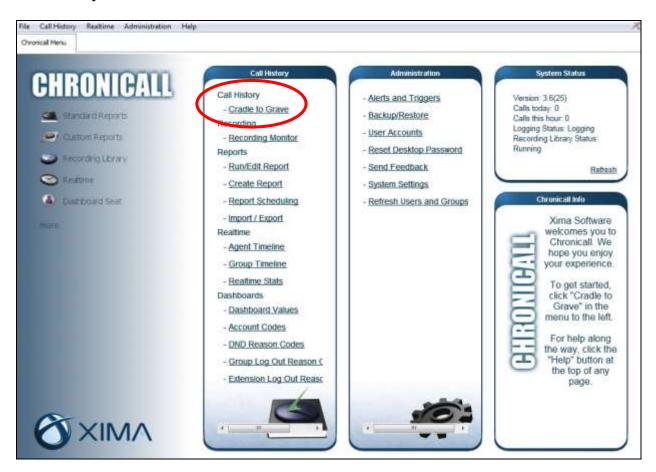
7. Verification Steps

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.
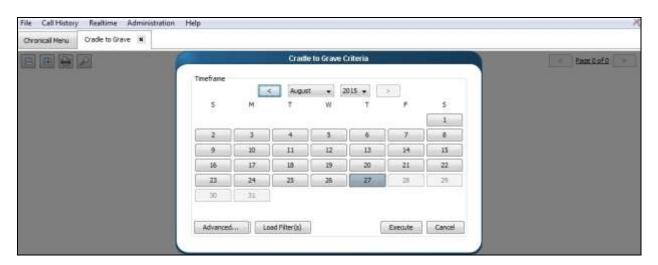
Access the Chronicall web interface by using the URL "http://ip-address:9080" in an Internet browser window, where "ip-address" is the IP address of Chronicall. Log in using the appropriate credentials.
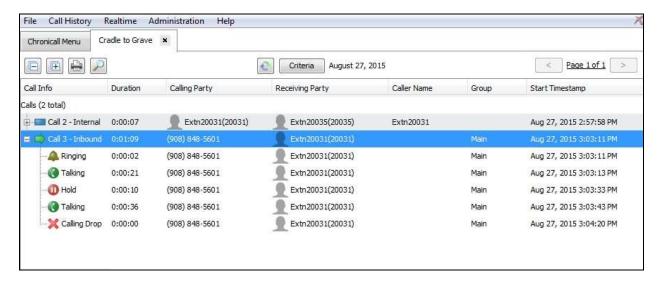
The **Chronicall Menu** tab is created, and the **CHRONICALL** screen below is displayed. Select
Call History → Cradle to Grave.

The **Cradle to Grave** tab is created, and displays the **Cradle to Grave Criteria** screen below.
Select the desired date range and click **Execute**.

The **Cradle to Grave** tab is updated as shown below. Verify that there is an entry reflecting the last call, in this case "Call 3". Expand the entry, and verify that the reported details reflect the call with proper values in the respective columns.

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8. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall 3.6 to successfully interoperate with Avaya IP Office 9.1.   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. *Administering Avaya IP Office™ Platform with Manager*, Release 9.1.0, Issue 10.03, February 2015, available at http://support.avaya.com.

2. *CHRONICALL Configuration Manual*, http://www.ximasoftware.com/chronicall/documentation/Chronicall_Configuration_Manual.pdf.

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