



## Avaya Solution & Interoperability Test Lab

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# **Application Notes for Xima Chronicall Recording Library Module 3.6 with Avaya IP Office 9.1 Using Voicemail Pro – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Xima Chronicall Recording Library Module 3.6 to interoperate with Avaya IP Office 9.1 using Voicemail Pro. Xima Chronicall is a call reporting application, and the Recording Library Module is an optional module that provides the call recording wave files from Avaya IP Office Voicemail Pro via the Xima Chronicall web interface.

In the compliance testing, the Xima Chronicall Recording Library Module obtained call recording wave files from Avaya IP Office Voicemail Pro, and made available to users via the Chronicall web interface.

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 configuration steps required for Xima Chronicall Recording Library Module 3.6 to interoperate with Avaya IP Office 9.1 using Voicemail Pro.

Xima Chronicall is a call reporting application and the Recording Library Module is an optional module that provides the call recording wave files from Avaya IP Office Voicemail Pro via the Xima Chronicall web interface.

In the compliance testing, the Xima Chronicall Recording Library Module obtained, compressed and archived call recording wave files from the Avaya IP Office Voicemail Pro VRL directory, and made available to users via Chronicall cradle to grave reporting.

## 2. General Test Approach and Test Results

The feature test cases were performed manually. Each call was handled manually on the user with generation of unique audio content for the recordings. Necessary user actions such as hold and reconnect were performed from the user telephone to test 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 by Chronical Recording Library Module:

- Handling, reporting, and playback of call recording wave files for various call scenarios including internal, external, inbound, outbound, drop, hold/reconnect, blind/attended transfer, blind/attended conference, hunt group, hunt group queuing, park/unpark, simultaneous users, simultaneous calls, and mobile twinning.

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

## 2.2. Test Results

All test cases were executed and verified. The following was observed on Chronical Recording Library Module from the compliance testing.

- Immediately upon conclusion of a call, recording entries can show up as “Call Recorded” on the cradle to grave report. After Chronical completes association of recordings with proper call segments, then recording icons will appear next to the applicable call sub-entries in place of “Call Recorded” entries. If for some reason Chronical cannot find an appropriate match for a recording, then the recording will continue to appear as a “Call Recorded” entry.

## 2.3. Support

Technical support on Chronical Recording Library Module can be obtained through the following:

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

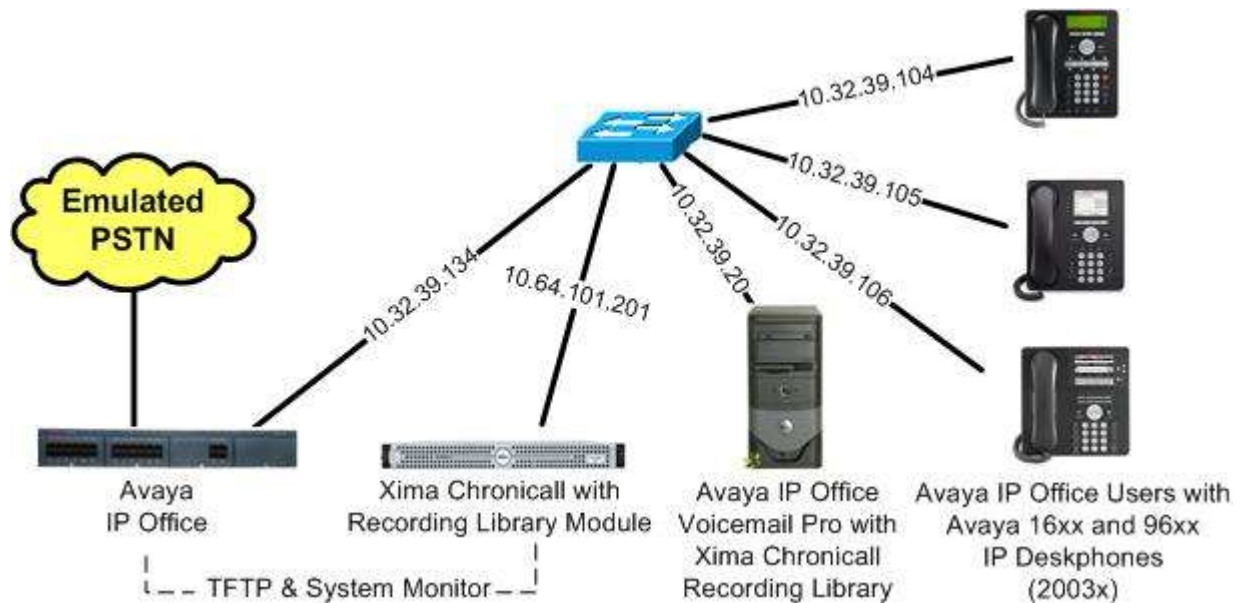
### 3. Reference Configuration

The configuration used for the compliance testing is shown in **Figure 1**. The Chronicall Recording Library Module included a Recording Library service. The Recording Library service obtains the call recording wave files from Voicemail Pro and sends to the Recording Library Module for processing. The service can be installed on the Voicemail Pro server or on the Chronicall server. In the compliance testing, the Recording Library service was installed on the Voicemail Pro server.

These Application Notes assume the Chronicall basic module is already configured and running on the Chronicall server. The TFTP and System Monitor interfaces shown in **Figure 1** were used by the Chronicall basic module.

The detailed administration of general devices such as Voicemail Pro, 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 IP Office Voicemail Pro <ul style="list-style-type: none"><li>Xima Chronicall Recording Library</li></ul>	9.1.300.2 3.6 (25)
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 <ul style="list-style-type: none"><li>Recording Library Module</li></ul>	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

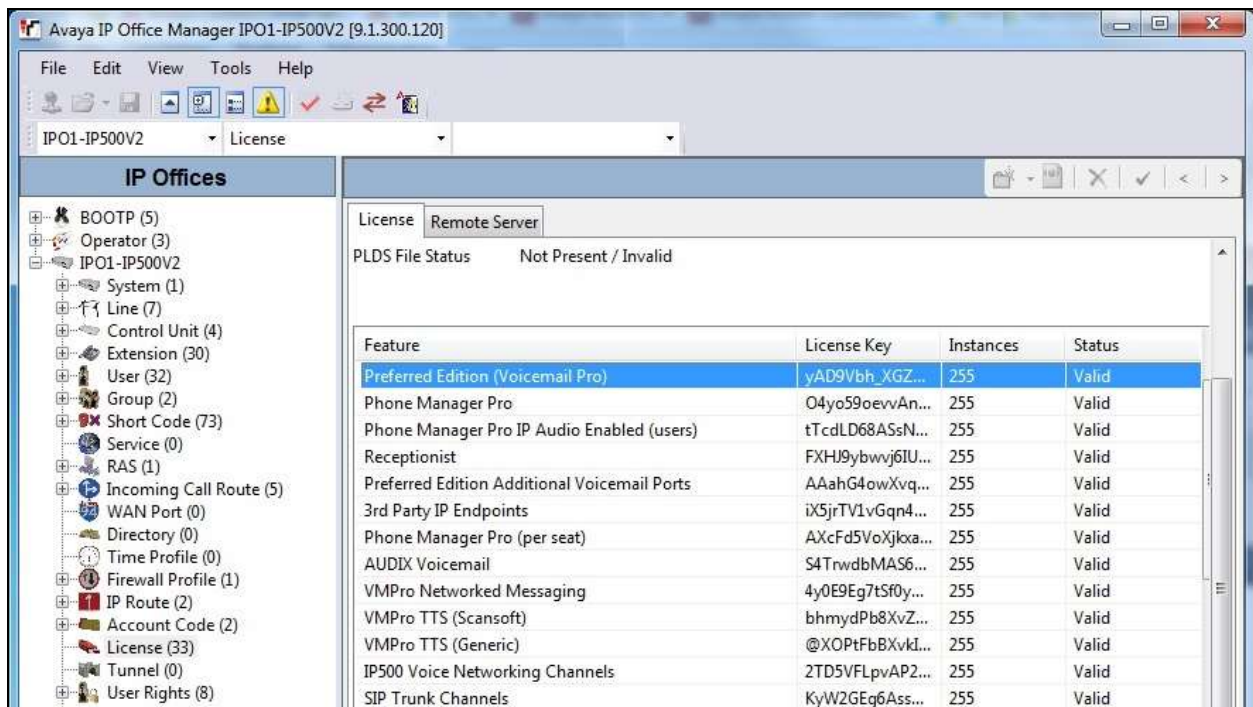
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Administer users

### 5.1. Verify License

From a PC running the Avaya IP Office Manager application, select **Start → All 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. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there is a license for **Preferred Edition (Voicemail Pro)** and that the **Status** is “Valid”, as shown below.

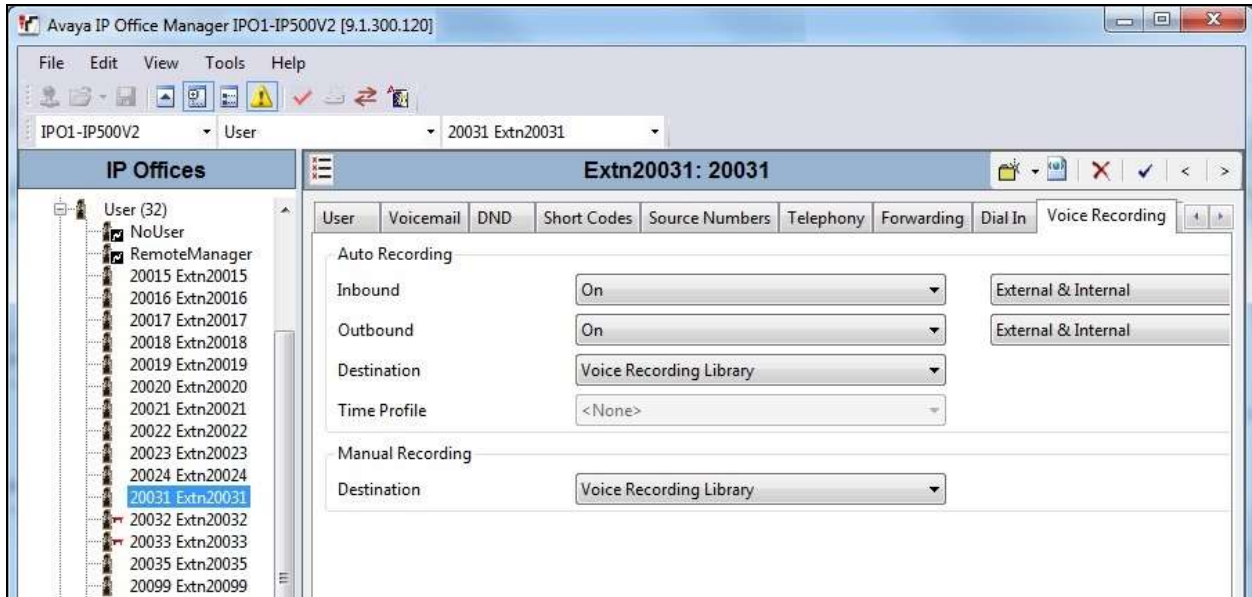


Feature	License Key	Instances	Status
Preferred Edition (Voicemail Pro)	yAD9Vbh_XGZ...	255	Valid
Phone Manager Pro	O4yo59oenvAn...	255	Valid
Phone Manager Pro IP Audio Enabled (users)	tTcdLD68ASsN...	255	Valid
Receptionist	FXHJ9ybwvj6IU...	255	Valid
Preferred Edition Additional Voicemail Ports	AAahG4owXvq...	255	Valid
3rd Party IP Endpoints	iX5jrTV1vGqn4...	255	Valid
Phone Manager Pro (per seat)	AXcFd5VoXjlx...	255	Valid
AUDIX Voicemail	S4TrwdbMAS6...	255	Valid
VMPPro Networked Messaging	4y0E9Eg7tsf0y...	255	Valid
VMPPro TTS (Scansoft)	bhmydPb8XvZ...	255	Valid
VMPPro TTS (Generic)	@XOPtFbBXvkL...	255	Valid
IP500 Voice Networking Channels	2TD5VFLpvAP2...	255	Valid
SIP Trunk Channels	KyW2GEg6Ass...	255	Valid

## 5.2. Administer Users

From the configuration tree in the left pane, select the first user from **Section 3**, in this case “20031”. Select the **Voice Recording** tab, and configure the parameters as desired for automatic recording by Voicemail Pro. The screenshot below shows the settings used in the compliance testing.

Repeat this section for all desired users. In the compliance testing, all users in **Section 3** were configured with recording capability.



## 6. Configure Xima Chronicall Recording Library Module

This section provides the procedures for configuring Chronicall Recording Library Module. The procedures include the following areas:

- Administer Recording Library service
- Launch Chronicall
- Administer system settings

### 6.1. Administer Recording Library Service

No special configuration was required for the Recording Library service. In the compliance testing, the Recording Library service was installed on the Voicemail Pro server.

As part of the Recording Library service installation, the IP address of the Chronicall server running the Recording Library Module was entered, as shown below.

Installing Chronicall Recording Library

**XIMA**

Chronicall Webservice

If you have multiple recording library installations, each must have a unique system id. Chronicall is accessed through a remote web interface served by Apache Tomcat. Chronicall Recording Library needs this information to interface with Chronicall.

Recording System ID:

Chronicall IP Address:

Chronicall Port:

Cancel < Back Next >



## 6.2. Launch Chronicall

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.



### 6.3. Administer System Settings

The **Chronicall Menu** tab is created, and the **CHRONICALL** screen below is displayed. Select **Administration** → **System Settings**.



The **System Settings** tab is created, and displays the screen below. Expand **Recording Libraries**, and click on the icon associated with the **Recording Library** entry shown below.



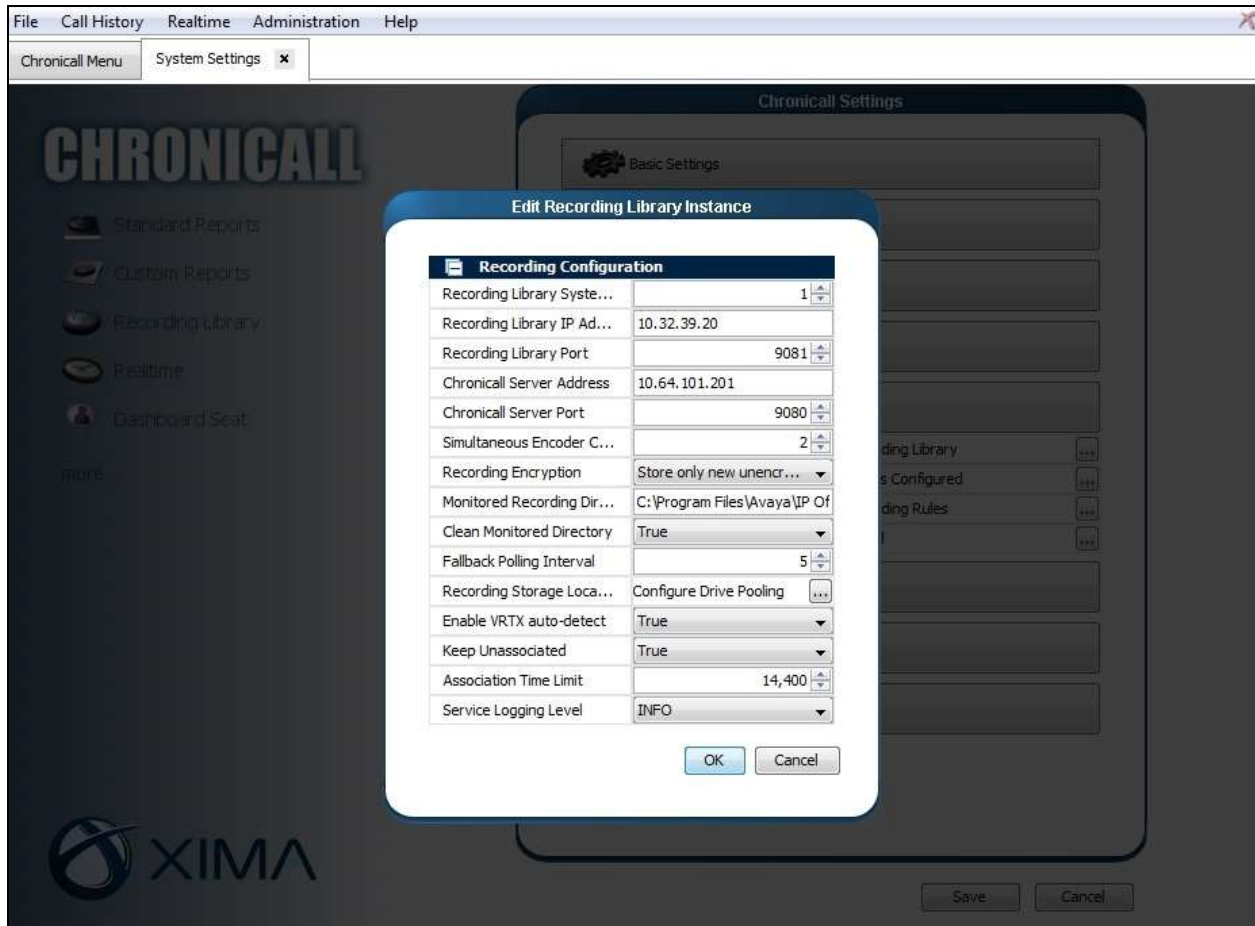
The **Recording Libraries** pop-up screen is displayed next. Select the default entry shown below, and click **Edit**.



The **Edit Recording Library Instance** pop-up screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Recording Library IP Address:** IP address of server running Recording Library service.
- **Chronicall Server Address:** IP address of server running Recording Library Module.
- **Monitored Recording Directory:** Path to the Voicemail Pro VRL directory.

In the compliance testing, the path to the Voicemail Pro VRL directory was “C:\Program Files\Avaya\IP Office\VM\VRL”.



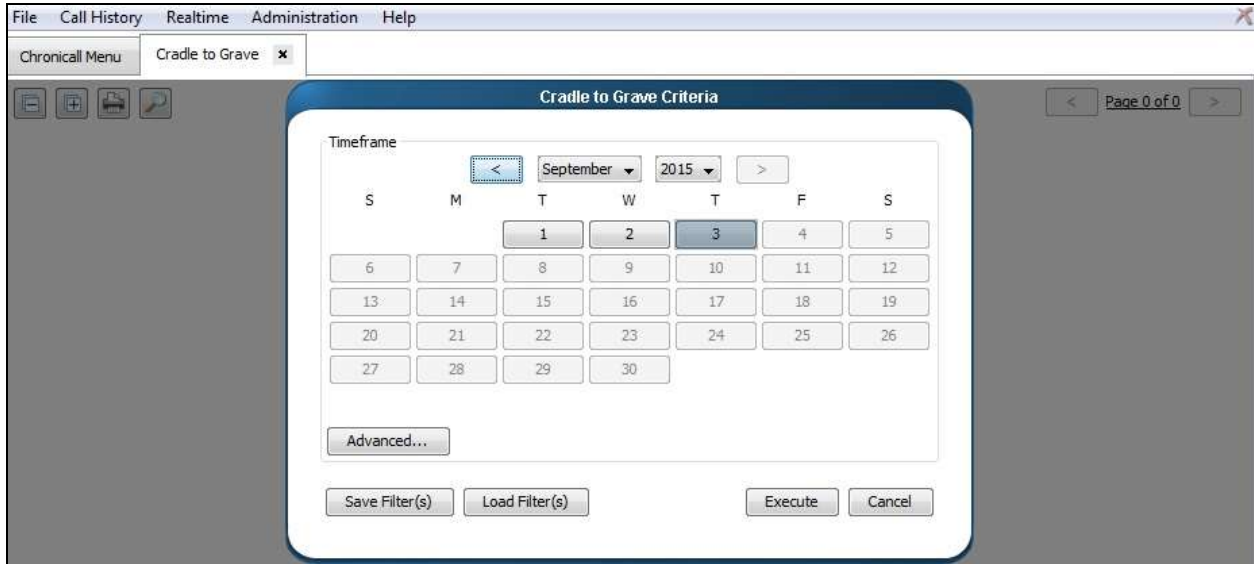
## 7. Verification Steps

This section provides the test that can be performed to verify proper integration between IP Office and Chronicall Recording Library Module. Prior to verification, place an incoming trunk call to a hunt group with an available user. Answer the call at the user, and generate unique audio content for the call prior to hanging up.

Follow the procedures in **Section 6.2** to access the Chronicall web interface. In the **Chronicall Menu** tab, select **Call History** → **Cradle to Grave**.

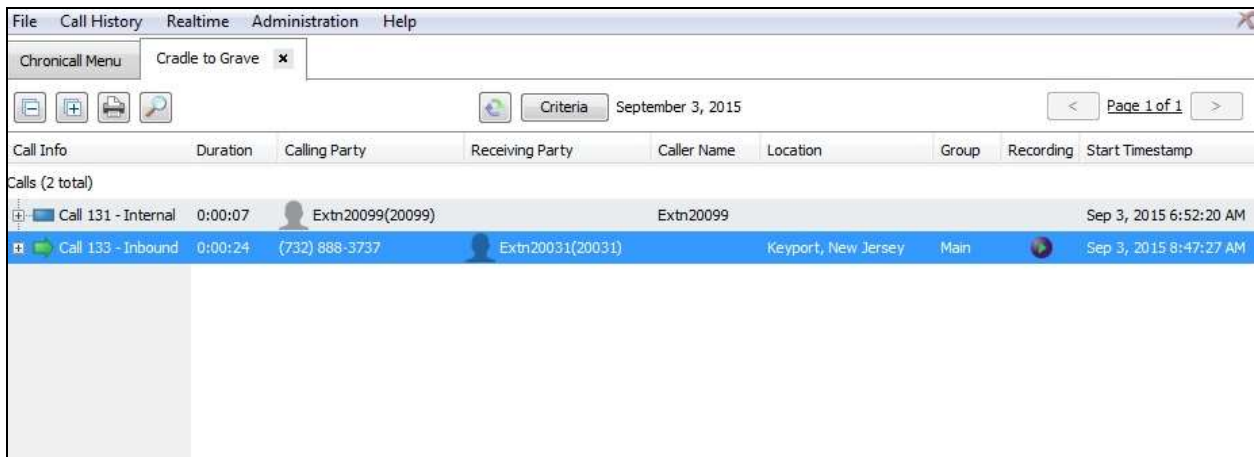


The **Cradle to Grave** tab is created, and displays the **Cradle to Grave Criteria** screen below. Select the desired date range and click **Execute**.



The **Cradle to Grave** tab is updated as shown below. Verify that there is an entry reflecting the last call, in this case “Call 133”, and that there is an icon in the **Recording** column, as shown below.

Click on the **Recording** icon, and verify that the audio can be played back.



## 8. Conclusion

These Application Notes describe the configuration steps required for Xima Chronicall Recording Library Module 3.6 to successfully interoperate with Avaya IP Office 9.1. All feature and serviceability test cases were completed with an observation 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. *Application Notes for Xima Chronicall 3.6 with Avaya IP Office 9.1*, Issue 1.0, available at <http://support.avaya.com>.
3. *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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