

Avaya Solution & Interoperability Test Lab

## **Application Notes for Computer Instruments eONE with Avaya IP Office Server Edition - Issue 1.0**

### Abstract

These Application Notes describe the configuration steps required for Computer Instruments eONE to interoperate with Avaya IP Office Server Edition using SIP trunks. Computer Instruments eONE is an IVR development platform that includes a number of self-service IVR and Web applications. In this compliance test, Computer Instruments eONE was installed on a cloud.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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 Computer Instruments eONE to interoperate with Avaya IP Office Server Edition using SIP trunks. Computer Instruments eONE is an IVR development platform that includes a number of self-service IVR and Web applications.

In the compliance testing, Computer Instruments eONE used SIP trunks to Avaya IP Office to support inbound and outbound IVR applications.

The Computer Instruments eONE (heron refers to as eONE) server used in the testing was installed on a cloud.

# 2. General Test Approach and Test Results

The feature test cases were performed manually. The eONE inbound application was tested by manually placing calls from users on Avaya IP Office to the eONE inbound application. The associated eONE inbound application played greeting announcements and collected DTMF input from the caller to decide on the feature to provide, such as transfer to internal or external destinations. eONE outbound application to PSTN and Communication Manager were also tested.

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

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

This test was conducted in a lab environment simulating a basic customer enterprise network environment. The testing focused on the standards-based interface between the Avaya solution and the third party solution. The results of testing are therefore considered to be applicable to either a premise-based deployment or to a hosted or cloud deployment where some elements of the third party solution may reside beyond the boundaries of the enterprise network, or at a different physical location from the Avaya components.

Readers should be aware that network behaviors (e.g. jitter, packet loss, delay, speed, etc.) can vary significantly from one location to another, and may affect the reliability or performance of the overall solution. Different network elements (e.g. session border controllers, soft switches, firewalls, NAT appliances, etc.) can also affect how the solution performs.

If a customer is considering implementation of this solution in a cloud environment, the customer should evaluate and discuss the network characteristics with their cloud service provider and network organizations, and evaluate if the solution is viable to be deployed in the cloud.

The network characteristics required to support this solution are outside the scope of these Application Notes. Readers should consult the appropriate Avaya and third party documentation for the product network requirements. Avaya makes no guarantee that this solution will work in all potential deployment configurations

### 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing included inbound/outbound calls, G.711MU, inbound DTMF, invalid number, and busy destination.

The serviceability testing focused on verifying the ability of eONE to recover from adverse conditions, such as disconnecting/reconnecting network connection to eONE.

### 2.2. Test Results

All test cases passed. Inbound and outbound calls to/from eONE, inbound DTMF, call Supervised Transfer from eONE, and call termination were all successful.

### 2.3. Support

For technical support on eONE, contact Computer Instruments Technical Support via phone, email, or website.

- **Phone:** (888) 451-0851
- Email: <a href="mailto:support@instruments.com">support@instruments.com</a>
- Web: <u>http://instruments.com/support/email\_form.html</u> (monitored 24x7)

## 3. Reference Configuration

**Figure 1** illustrates a sample configuration with Avaya IP Office and Computer Instruments eONE. eONE connects to Avaya IP Office via a SIP trunk. Avaya IP Office received incoming calls and then routed them to eONE ports. eONE then terminated the call to the appropriate IVR application. Avaya IP Office was also connected to a simulated PSTN, which was used to simulate customer calls.



Figure 1: Computer Instruments eONE with Avaya IP Office

## 4. Equipment and Software Validated

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

Equipment/Software	<b>Release/Version</b>
Avaya IP Office Server Addition	10.1.0.0 (237)
Avaya IP Office Manager	10.1.0.0 (237)
Avaya 96x1 Series IP Deskphone	6.6 (H.323)
Avaya J129 IP Deskphone	1.1.0.0.15
Computer Instruments eONE	6.1.5

**Note:** Testing was performed with Avaya IP Office Server Edition, but it also applies to Avaya IP Office 500V2.

## 5. Configure Avaya IP Office

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

- Verify IP Office license
- Configuration System
- Configure SIP Line
- Configure Short Code

#### 5.1. Verify IP Office License

From a PC running the Avaya IP Office Manager application, select Start  $\rightarrow$  Programs  $\rightarrow$  IP Office  $\rightarrow$  Manager to launch the Manager application. Select the proper Avaya IP Office system and log in with the appropriate credentials.

The **Avaya IP Office Manager for Server Edition** screen is displayed. From the configuration tree in the left pane, select **Licence** to display the license screen in the right pane. Verify that the **Licence Status** for **SIP Trunk Channels** is "Valid" and has enough instances.

Configuration						× - · · · ×   ×   ×   ×
	Licence Remote Server					
Uperator (3)						^
i User(9)	Feature	Instances	Status	Expiry Date	Source '	Add
Group(0)	Receptionist	4	Valid	Never	PLDS Nodal	
Short Code(45)	Additional Voicemail Pro Ports	152	Valid	Never	PLDS Nodal	Remove
Time Destination	VMPro Recordings Administrators	1	Valid	Never	PLDS Nodal	
Account Code(0)	Essential Edition Additional Voice	4	Obsolete	Never	PLDS Nodal	
User Rights(9)	VMPro TTS (Generic)	40	Obsolete	Never	PLDS Nodal	
🗄 🧠 Location(1)	Teleworker	384	Obsolete	Never	PLDS Nodal	
□	Mobile Worker	384	Obsolete	Never	PLDS Nodal	
	Office Worker	384	Valid	Never	PLDS Nodal	
Emerce (4)	Avaya Softphone Licence	100	Valid	Never	PLDS Nodal	
	VMPro TTS (Scansoft)	40	Obsolete	Never	PLDS Nodal	
🗉 📲 User (7)	VMPro TTS Professional	40	Valid	Never	PLDS Nodal	
	IPSec Tunnelling	1	Obsolete	Never	PLDS Nodal	
Bird Short Code (4)	Power User	384	Valid	Never	PLDS Nodal	
Service (U)	Avaya IP endpoints	384	Valid	Never	PLDS Nodal	
	IP500 Voice Networking Channels	32	Obsolete	Never	PLDS Nodal	
Licence (33)	SIP Trunk Channels	128	Valid	Never	PLDS Nodal	
🗈 🐨 🖌 ARS (1)	IP500 Universal PRI (Additional cha	100	Obsolete	Never	PLDS Nodal	
	CTI Link Pro	1	Valid	Never	PLDS Nodal	
Authorization Code (0)	Wavelleer	16	Obsolete	Never	DLDS Model	¥
	<				>	×
					014	
< >					OK	Cancel Help

### 5.2. System Configuration

From the configuration tree in the left pane, select **System** to display the **System** screen for the Avaya IP Office Server Edition in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure the Computer Instruments eONE SIP interface.

Configuration	E 005056AB77B6		- N   N	✓   <   >
Configuration BOOTP (7) Operator (3) Solution S	O05056AB77B6       System     LAN1     LAN2     DNS     Voicemail     Telephony     Directory Services     System Events     SMT       LAN Settings     VoIP     Network Topology     IP     Address     10     64     110     65       IP Mask     255     255     255     0       Number Of DHCP IP Addresses     189     IP       DHCP Mode     O     Server     Client     Disabled	P SMDR	✓ VoIP VoIP Set	< > curity • >
User (7) Scroup (0) St Short Code (4) Service (0) Product (2) Control (2) Control (3) Control (3) Con		21		
< >		OK	Cancel	Help

Select the **VoIP** sub-tab. Ensure that **SIP Trunks Enable** is checked. Also, ensure that **UDP** is enabled as shown below.

Configuration		005056/	AB77B6			📸 - 🖹   🗙	✔   <   >
	System LAN1 LAN2 DNS V LAN Settings VolP Network Top	oicemail Telephony	Directory Services	System Events	SMTP SMDR	VoIP VoIP	Security 💶 🕨
	H.323 Gatekeeper Enable Auto-create Extension H 323 Signaling over TLS	Auto-create	Jser	H.323 Rem	note Extension En	able	^
Account Code(0) Control Code(0) Control Code(0) Control Code(0) Control Code(0)	SIP Trunks Enable		<u> </u>	Activity of the second			
	Auto-create Extension/User				🗌 SIP Re	emote Extension	Enable
Control Unit (11) Control Unit (11) Control Unit (6)	SIP Domain Name	avaya.com					
🖭 👔 User (7)	SIP Registrar FQDN						
Short Code (4) Service (0) Service (1) Service (2)	Layer 4 Protocol	UDP TCP	UDP Port 5060 TCP Port 5060	÷	Remote UDF Remote TCP	Port 5060 Port 5060	
		TLS	TLS Port 5061	•	Remote TLS	Port 5061	*
Location (1)     Authorization Code (0)	Challenge Expiration Time (sec)	10 🜩					~
tel*new 00E00707066C	٢						>
< >					<u>O</u> K	<u>C</u> ancel	<u>H</u> elp

### 5.3. Configure SIP Line

A SIP line is needed to establish the SIP connectivity between Avaya IP Office and eONE. From the configuration tree in the left pane, right-click on Line and select New  $\rightarrow$  SIP Line from the pop-up list to add a new SIP line (not shown). The SIP Line tab is displayed.

### 5.3.1 SIP Line – SIP Line Tab

For **ITSP Domain Name**, enter the IP Address of eONE SIP interface. Set both **Incoming Supervised REFER** and **Outgoing Supervised REFER** to "Always". The **Outgoing Blind REFER** field was checked.

Configuration	X	SIP Line - Line 2		📑 - 🖻	X   ✓   <   >
BOOTP (7)	SIP Line Transport SIP URI VoIP SIP C	redentials SIP Advanced Engineering			
Solution	Line Number	2	In Service		^
Group(0)	ITSP Domain Name	192.168.10.134	Check OOS	$\checkmark$	
<ul> <li>Directory(0)</li> <li>Directory(0)</li> </ul>	Local Domain Name				
Account Code(0)	URI Type	SIP ~	Session Timers		
∰ User Rights(9)     End A Container(1)	Location	Cloud ~	Refresh Method	Reinvite	$\sim$
			Timer (seconds)	90	* *
005056AB77B6 □	Prefix				
	National Prefix	0			
4	International Prefix	00			
Control Unit (11)	Country Code		Redirect and Transfer		
User (7)	Name Priority	System Default 🗸 🗸 🗸	Incoming Supervised REFER	Always	~
Hold (0) H − 9× Short Code (4)	Description		Outgoing Supervised REFER	Always	~
B Service (0) B ← C Incoming Call Route (3)			Outgoing Blind REFER		
IP Route (2) → Licence (33)					×
	<				>
Authorization Code (0)				<u>O</u> K <u>C</u> ance	<u>H</u> elp

Retain the default values in the remaining fields.

#### 5.3.2 SIP Line – Transport Tab

Select the **Transport** tab in the right pane. For **ITSP Proxy Address**, enter the IP address of eONE SIP interface. For **Layer 4 Protocol**, select "UDP", and **Send Port** to "5060".

Configuration	E SIP Line - Line 2	📸 <del>-</del> 🕑   🗙   🗸   <   >
BOOTP (7) ⊕- Ø Operator (3) ⊕- Ø Solution ⊕- ↓ User(9) ⊕ Øx Short Code(45)	SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering ITSP Proxy Address 192.168.10.134 Network Configuration	
Tirectory(0)     Time Profile(0)     Account Code(0)     Su User Rights(9)	Layer 4 Protocol     UDP     Send Port     5060       Use Network Topology Info     None     Listen Port     5060	
Location(1)	Explicit DNS Server(s) 0 · 0 · 0 · 0 0 · 0 · 0 · 0 · 0 · 0 ·	

#### 5.3.1 SIP Line – SIP-URI Tab

Select the **SIP URI** tab, and click **Add** to display the **New URI** section. Enter the following values for the specified fields, and retain the default values for the remaining fields.

The desired maximum number of simultaneous calls.

- Local URI:
- Contact:
- Display Name: "Auto".
- Identity: "Auto".
- Header: "P Asserted ID".
- **Incoming Group:** Enter the line number of current trunk group.

"Auto".

"Auto".

- **Outgoing Group:** Enter the line number of current trunk group.
- Max Sessions:
- Click **OK**.

Configuration		SIP Line - Line 2	📑 - 🖻   🗙   🗸   <
BOOTP (7)	IP Line Transport SIP	JRI VoIP SIP Credentials SIP Advanced Engineering	
Operator (3)     Solution	Local URI	Auto	
User(9)	Locaron		Cancel
Group(0)	Contact	Auto ~	
Short Code(45)	Display Name	Auto	
Directory(0)	Display Name		
Time Profile(0)	Identity		
Account code(0)	Identity	Auto ~	
E- Location(1)	Header	D Accorted ID	
🖻 🖘 005056AB77B6	rieduci	P Asserted ID	
System (1)	- Forwarding And Tv	vinning	
=	Originator		
1	Number		
	Send Caller Id		
		None	
The second secon			
Extension (5)			
🖭 🗿 User (7)	Diversion Header	None	
Group (0)	Diversion neuder		
Service (0)	Registration	0: <none> ~</none>	
Incoming Call Route (3)	Incoming Group	2 ~	
IP Route (2)	incoming croup		
Licence (33)	Outgoing Group	2 ~	
Harris Location (1)	Max Sessions	10 💭	

#### 5.3.2 SIP Line – VoIP Tab

Select the **VoIP** tab, and check **Re-invite Supported**. Retain the default values for the remaining fields.

Configuration		SIP Line - Line 2 📑 👻 🔀 🗸 🗸 🗸				📥 • 🔛   🗙   🗸   <
	SIP Line Transport SIP	URI VoIP SIP Credentials SIP A	dvanced Eng	ineering	□ Local Hold Music	
Directory(0)     Time Profile(0)     Directory(0)     Green Account Code(0)     Green Rights(9)     Green Location(1)     Souther Strategy Code Strateg	Codec Selection	- Unused	>>> Ŷ	Selected G.711 ULAW 64K G.711 ALAW 64K G.729(a) 8K CS-ACELP	Codec Lockdown Codec	t <b>h</b> 3 with phones

#### 5.3.3 SIP Line – SIP Advance

Check box for **Use PAI for Privacy** and **Emulate Notify for REFER** fields. Retain the default values for the remaining fields.

Configuration	SIP Line - Line 2*	🖆 🕶 🛛 🗙 🗸 🗸 🕹
Configuration	Image: SIP Line Transport     SIP URI VolP     SIP Credentials     SIP Advanced     Engineering       Addressing     Adsociation Method     By Source IP address        Call Routing Method     Request URI        Suppress DNS SRV Lookups	Media Allow Empty INVITE Send Empty re-INVITE Allow Tag Change P-Early-Media Support None Send SilenceSupp=Off Force Early Direct Media Media Connection
□	Add user phone       Use + for International       Use PAI for Privacy       Use Domain for PAI       Swap From and PAI/Diversion       Caller ID from From header       Send From In Clear       Cache Auth Credentials       User-Agent and Server Headers       Send Location Info       Never	Media Connection Preservation     Disabled       Indicate HOLD
	Add UUI header to redirected calls	Suppress Q,850 Reason Header Emulate NOTIFY for REFER No REFER if using Diversion OK Cancel Help

### 5.4. Configure Short Code

A short code needs to be configured such that when it is dialed, the call is routed to eONE. From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code (not shown). A **Short Code** tab is displayed.

- **Code:** Enter an extension number used for reaching eONE.
- Feature: "Dial"
- Telephone Number: "."
- Line Group ID: Enter the value of SIP Line created in previous section.

扰 Avaya IP Office Manager for Server	Edition 005056AB77B6 [10.1.0.	1.0 build 3]	– 🗆 X
File Edit View Tools Help			
005056AB77B6 - Short Code	• 51111	•	
19. 🖂 - 🔲 🗖 🗐 🖬 🔥 🗸	× 4		
Configuration	[ <del>]</del>	E4444 - Dial*	
Configuration		STITT: Diai	
BOOTP (8)	Short Code		
Operator (3)     Solution	Cada	51111	
± User(9)	Code	5111	
Group(0)	Feature	Dial 🗸	
Short Code (45)     Directory(0)	Telephone Number		
Time Profile(0)			
Account Code(0)	Line Group ID	2 ~	
🗄 📲 User Rights(9)	Locale	~ ~	
Location(1)	Force Account Code		
⊕ ¬¬ System (1)	Force Authorization Code		
⊞_†ि Line (4)	Force Authonization Code		
E Control Unit (11)			
Extension (0)			
Group (0)			
Short Code (4)			
<b>9X</b> *66*N#			
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Incoming Call Route (			
License (33)			
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Ready	L		<b>I]</b> .::

Once done click Save to save the configuration on Avaya IP Office.

005056AB7	7B6 •	Line	<b>-</b> 2	-
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(	Configura	ation	×	

## 6. Configure Computer Instruments eONE

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

- Administer system config
- Administer EIVR.ini
- Restart service

### 6.1. Administer System Config

Computer Instruments engineers installed/licensed/configured eONE cloud IVR. This section shows what was configured by the Computer Instruments engineers. For more information, please contact the Computer Instruments support, mentioned in **Section 2.3**.

To access the **System Config** page, navigate to:

<u>http://<ip-address>/eCI/VoiceAdmin/Default.aspx</u>, where <ip-address> is the ip address of eONE server.

Provide appropriate credentials on the **Login** page.

Login
User ID (email): Password:
Login

In the CII-Voice Administrator page, select Voice Administrator  $\rightarrow$  System Config in the left pane to display the Base System Configuration screen.

computer instr	ruments	A.C.	c	ill - System Co	onfigurations
B Voice Administrator	ase System Config	uration			
	Defaults	Application	Channel	Dialing	Installed Services
Voice Reports	System Defa	ults			Outcalling Groups
Base Web Manager	PBX	Integration: Avaya De	finity 🗸		
Prompt Manager					OUTCALL GROUP
Menu Manager	Default	Application: 1000 - De		Message Lamp Notification Outcall	
– Audio Manager	Defau	It Operator: 100 - OPE	ERATOR, DEFAULT	$\sim$	Call Me Back Now!
Form Manager	Defaul	t Language: English 🚿	$\leq$		
– Locator Manager	Defa	ault Gender: OMale	Female		
- VM Purge Config	Default	TTS Voice: Microsoft	Zira Desktop 🖂		
Extension Manager	Dial	Plan Digits: 5 🗸	Max Mode Digits	: 15 🗸	
UM Administration	Tra	nsfer Prefix:	Transfer Suffix		
CollectAndStore Config 문	Outside Line Ac	cess Prefix: 9			
- CallMeBackNow!	Toll Call S	Suffix/Code: Lo	ocal Call Suffix/Code	e:	
- Machine Detect	Expect [	ONIS Digits: 🗌			1
Fax Manager		Advanced TTS	Save Settings		
– Import Manager			0.		Save New Delete
Callback Messaging					

Select the **Defaults** tab from the top of the **Base System Configuration** screen. Select "Avaya IP Office" for **PBX Integration**. For **Dial Plan Digits**, enter the maximum length of internal extensions on Avaya IP Office. For **Outside Line Access Prefix**, enter the applicable prefix for calls to the PSTN via Avaya IP Office.

Defaults	Application	Channel	Dialing		Installed Services			
System De	faults				Outcalling Groups	 		
PB	(Integration: Avaya IP	Office 🗸				 (77) 7 7	-	_
	TDM 🗌				UTCALL GROUP	START	END	
Defaul	t Application: 1000 - De	efault Application V		M	lessage Lamp Netification Outcall	1	1	^
Defa	ult Operator: 100 - OP	ERATOR DEFAULT	$\sim$		all Me Back Now!	1	4	
Defa	ult Language: English	~						
De	fault Gender: OMale	Female						
Defau	It TTS Voice: Microsoft	Zira Desktop						
Dia	al Plan Digits: 5 🗸	Max Mode Digit	s: 15 🗸					
Tr	ansfer Prefix:	Transfer Suffi	x:					
Outside Line /	Access Prefix: 9							
Toll Call	Suffix/Code: L	ocal Call Suffix/Cod	e:					~
Expect	DNIS Digits:							
	Advanced TTS	Save Settings			Save New Delete			

Solution & Interoperability Test Lab Application Notes ©2018 Avaya Inc. All Rights Reserved. Select the **Channel** tab from the top of the **Base System Configuration** pop-up screen.

In the **Channel Setting** sub-section, select the first channel entry. For **Extension**, enter the applicable extension used for the inbound application, in this case "51111". By default, all third party channel resources are used for inbound applications unless otherwise specified. Select **Update** to update the extension value.

In the compliance testing, only one inbound application was used, and therefore only the first channel resource needed the extension mapping.

Base System Config	uration	_	_		
Defaults	Application	Channel	Dialing	Installed Services	
- Channel Se	ettings			DNIS/MODE Settings	ן ר
OTDM View	IP View				
EXTENSION	APPLICATION	REG ?	Ch.#	NUMBER APPLICATION	
51111	Default Application	False	1 ^		
51112	Default Application	False	2		
				×	
	Add New Ch	annel		DNIS:	
App	lication: 1000 - Default App	lication V		Application:	
Ext	tension: 51111 REG ? 🗌	Jpdate		Save Delete	

### 6.2. Administer EIVR.ini

From the eONE server, navigate to the C:\Windows directory to locate the EIVR.ini file shown below.

Windows												
G O v ↓↓ * Computer * Local Disk (C:) * Windows *												
Organize ▼ 🗍 Open ▼ Print Compatibility files New folder												
	Name *	Date modified	Туре	Size								
Distance in the second	퉬 Vss	7/13/2009 9:20 PM	File folder									
E Cocal Disk (C:)	퉬 Web	7/13/2009 11:37 PM	File folder									
	퉬 winsxs	10/16/2015 1:31 PM	File folder									
La Exports	💽 bfsvc.exe	11/20/2010 8:24 PM	Application	70 KB								
🕀 🍌 inetpub	🛃 BGInfo.bmp	9/10/2012 2:37 PM	Bitmap image	3,841 KB								
II 📜 OD 🔤	📄 bootstat.dat	11/12/2015 2:21 AM	DAT File	66 KB								
PerfLogs	📄 dd_vcredistMSI2CE2.txt	8/7/2013 1:50 PM	Text Document	406 KB								
Program Files	📄 dd_vcredistMSI2D10.txt	8/7/2013 1:50 PM	Text Document	412 KB								
software	📋 dd_vcredistUI2CE2.txt	8/7/2013 1:50 PM	Text Document	12 KB								
🚡 Trace Files	📄 dd_vcredistUI2D10.txt	8/7/2013 1:50 PM	Text Document	12 KB								
🕀 📙 Users	DtcInstall.log	8/22/2011 5:52 PM	LOG File	3 KB								
🗆 🍌 Windows	🚰 EIVR.ini	11/3/2015 11:10 AM	Configuration settings	2 KB								
🗄 🕌 AppCompat	EIVR-orig.ini	10/20/2015 11:11 AM	Configuration settings	2 KB								

Open the **EIVR.ini** file with the Notepad application. Configure the parameters as shown below, where "10.64.110.65" is the IP address of Avaya IP Office, "192.168.10.134" is the IP address of the eONE server, and "avaya.com" is the domain name. During the compliance test, the domain name is converted to IP address in the hosts file.



#### 6.3. Restart Service

Run the C:\Program Files (x86)\FireDaemon OEM\FireDaemonUI.exe or select the Service

Manager icon, from Desktop to display the screen below. Restart the eONE Voice Server Dialogic service and verify that the Status is *Running* as shown below.

🔞 Fi	🖲 FireDaemon OEM Service Manager v3.7 GA														l ×	
Eile	<u>S</u> ervice	<u>H</u> elp	P													
10		2	商	τ <sup>Ω</sup>	tin -	ň	-	- ZÖ	<del>رن</del>	- <b>1</b>	0	0	↓	<b>⊡</b>		
New	63	ic.	Uninstall	Uninst All	Start	Stop	Restart	Start All	Stop All	Restart	All Refresh	Filter	Session0	Evic		
Servi	ice 🔺		Descripti	ion		Status	F	rocess	Startup	Гуре 🛛	User		Memory	PID	CPU	
O F	DS: eON	IE	The Adju	unct Servi	ces Ser	Runnir	ng F	Running	Automat	ic	LocalSyst	em	16780K	5104	00	
O F	DS: eON	IE	The Trac	ce Service	runs c	Runnir	ng F	Running	Automat	ic	LocalSyst	em	6288K	580	00	
O F	DS: eON	IE	eONE V	oice Serve	er Dialogic	Runnir	ng F	Running	Automat	ic	LocalSyst	em	84208K	5336	00	
																_
																_//.

## 7. Verification Steps

This section provides tests that can be performed to verify proper configuration of Avaya IP Office and eONE.

## 7.1. Verify from Avaya IP Office

This section provides the tests that can be performed to verify proper configuration of Avaya IP Office. Establish a call between Avaya IP Office and eONE.

Navigate to All Programs  $\rightarrow$  IP Office  $\rightarrow$  System Status (not shown) to launch the System Status application, and log in using the appropriate credentials. The IP Office System Status screen is displayed. Expand Trunks in the left pane and select the SIP line in use, in this case "2".

Verify that the **SIP Trunk Summary** screen shows an active channel with **Current State** of "Connected". Also verify that the **Remote Media Address** contains the IP address of eONE, and that **the Other Party on Call** contains the local Avaya IP Office user.

elp Snapshot LogOff Exit About  S ystem  A Atrins (7)  Laterssons (2)  Funck 5(1)  Funck 5	avaya							IP	Office	e Sys	tem <mark>S</mark> tatu	S					
Vietness         Status         Utilization Summary         Numer           Line:4         Line:4         Status         Status         Status         Status           Line:4         Line:4         Line:4         Status         Status         Status         Status           Voicemail         Per Domain Name:         192.165.10.134         Status         Status         Status           Resources         Number of Annelse:         10         Number of Channels Iule:         1           Meter of Channels Iule:         1         Administered Channels:         0           Locations         Stift Status         Off         Status         Status         Status           Locations         Status         Status         Status         Status         Status           Line:4         Administered Channels:         0         Status         Status         Status           Locations         UP Number of Annel Licenses:         UP Status         Status         Status         Status         Status           Locations         Status         Status         Off         Status         Status         Status         Status         Status         Status         Status         Status         Status         Status <td< th=""><th>elp Snapshot LogOff Exi</th><th>t About</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></td<>	elp Snapshot LogOff Exi	t About															
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3       Idle       15:24:12       Idle       Idle       15:24:12         4       Idle       15:24:12       Idle       Idle       Idle       Idle         5       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         6       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         7       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         9       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         10       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         11       Idle       15:24:12       Idle       Idle       Idle       Idle       Idle         10       Idle       15:24:12       Idle       Idle <td></td> <td>2</td> <td>-</td> <td>5</td> <td>Idle</td> <td>15:24:12</td> <td>192.100.10</td> <td></td> <td>, von</td> <td></td> <td>EXUI 18501, 110850</td> <td>Courgoing</td> <td>UIIS</td> <td>5.503</td> <td>078</td> <td>Ulla</td> <td>0 /0</td>		2	-	5	Idle	15:24:12	192.100.10		, von		EXUI 18501, 110850	Courgoing	UIIS	5.503	078	Ulla	0 /0
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### 7.2. Verify from Computer Instruments eONE

On the eONE server, select the **Voice Monitor** icon, from Desktop, to display the **eONE Voice Monitor** screen. Verify that the **Status** for all ports is "Line is Idle", as shown below.

	e-IVR Voice Monitor				_ 🗆 X
Γ					A
	System Name	Port	Datestamp	Status	
	🖀 DEFAULT	01	11/16/2015 10:20:20	Line is Idle	
	🖀 DEFAULT	02	11/16/2015 10:20:20	Line is Idle	
	P DEFAULT	03	11/16/2015 10:20:20	Line is Idle	
	P DEFAULT	04	11/16/2015 10:20:20	Line is Idle	

## 8. Conclusion

These Application Notes describe the configuration steps required for Computer Instruments eONE to successfully interoperate with Avaya IP Office Server Edition using SIP trunks. All feature and serviceability test cases were completed.

## 9. Additional References

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

- **1.** Deploying Avaya IP Office Platform Server Edition, Document Number 15-601042, October, 2017.
- 2. Administering Avaya IP Office Platform with Manager, Release 10.1, October 2017.
- 3. Installing eONE, available from <u>http://www.instruments.com</u>.
- 4. *eONE Application Server*, available from <u>http://www.instruments.com</u>.

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