



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

---

# **Application Notes for configuring Globitel SpeechLog Voice Recorder 7.6 to interoperate with Avaya Aura® Communication Manager 8.1 via TSAPI and Single Step Conference - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for Globitel SpeechLog Voice Recorder 7.6 to interoperate with Avaya Aura® Communication Manager 8.1 and Avaya Aura® Application Enablement Services 8.1.

The compliance testing focused on the voice recorder with Avaya Aura® Communication Manager via the Avaya Aura® Application Enablement Services Telephony Application Programming Interface and Single Step Conference

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 for the Globitel SpeechLog Voice Recorder 7.6 to interoperate with Avaya Aura® Communication Manager 8.1, Avaya Aura® Session Manager 8.1, and Avaya Aura® Application Enablement Services 8.1.

When a call is to be recorded, SpeechLog Voice Recorder performs recording using two connections to the Avaya Solution.

- Using TSAPI link with AES to get call events (ringing, established, released, etc.).
- Using Device Media Call Control to perform single step conference to the extension to be recorded from a configured virtual softphone enabled station.

SpeechLog Voice Recorder uses a number of DMCC virtual IP softphones configured and registered with Avaya Aura® Communication Manager. When outbound calls are initiated from those target stations, SpeechLog Voice Recorder will send a Single Step Conference request via DMCC interface to conference in one of its virtual IP softphones for capturing the media. When inbound calls are received by the target stations, SpeechLog Voice Recorder will use TSAPI events to trigger the Single Step Conference request for capturing the media.

Globitel's SpeechLog Voice Recorder is fully integrated into a LAN (Local Area Network), and includes easy-to-use Web based applications that can be used to retrieve telephone conversations from a comprehensive long-term calls database. SpeechLog Voice Recorder uses the Communication Manager feature "Single Step Conference" to step into a call on an extension; this way the call is recorded and can be played back at a later time.

# 2. General Test Approach and Test Results

The compliance testing focuses on the recording of calls on Avaya Aura® Communication Manager. SpeechLog Voice Recorder can record the call based on the events it receives.

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.

For the testing associated with this Application Note, the interface between Avaya systems and Globitel SpeechLog Voice Recorder did not include use of any specific encryption features as requested by Globitel.

## **2.1. Interoperability Compliance Testing**

The interoperability compliance test included both feature functionality and serviceability testing. The feature functionality testing focused on placing and recording calls in different call scenarios with good quality audio recordings and accurate call records. The tests included:

- **Internal Calls, Inbound/Outbound Calls** - Test call recording for internal calls, inbound/outbound calls.
- **ACD/Hunt Group Calls** – Test call recording inbound calls from PSTN callers
- **Hold/Transferred/Conference calls** – Test call recording for calls transferred to and in conference with PSTN callers.
- **Serviceability testing** - The behaviour of SpeechLog Voice Recorder under different simulated failure conditions on the Avaya platform were observed.

## **2.2. Test Results**

All functionality and serviceability test cases were completed successfully.

## **2.3. Support**

Technical support can be obtained for Globitel SpeechLog Voice Recorder at:  
Globitel

Khalda, Amman, Jordan.

[support@globitel.com](mailto:support@globitel.com)

Hotline: +962 (7) 97315050

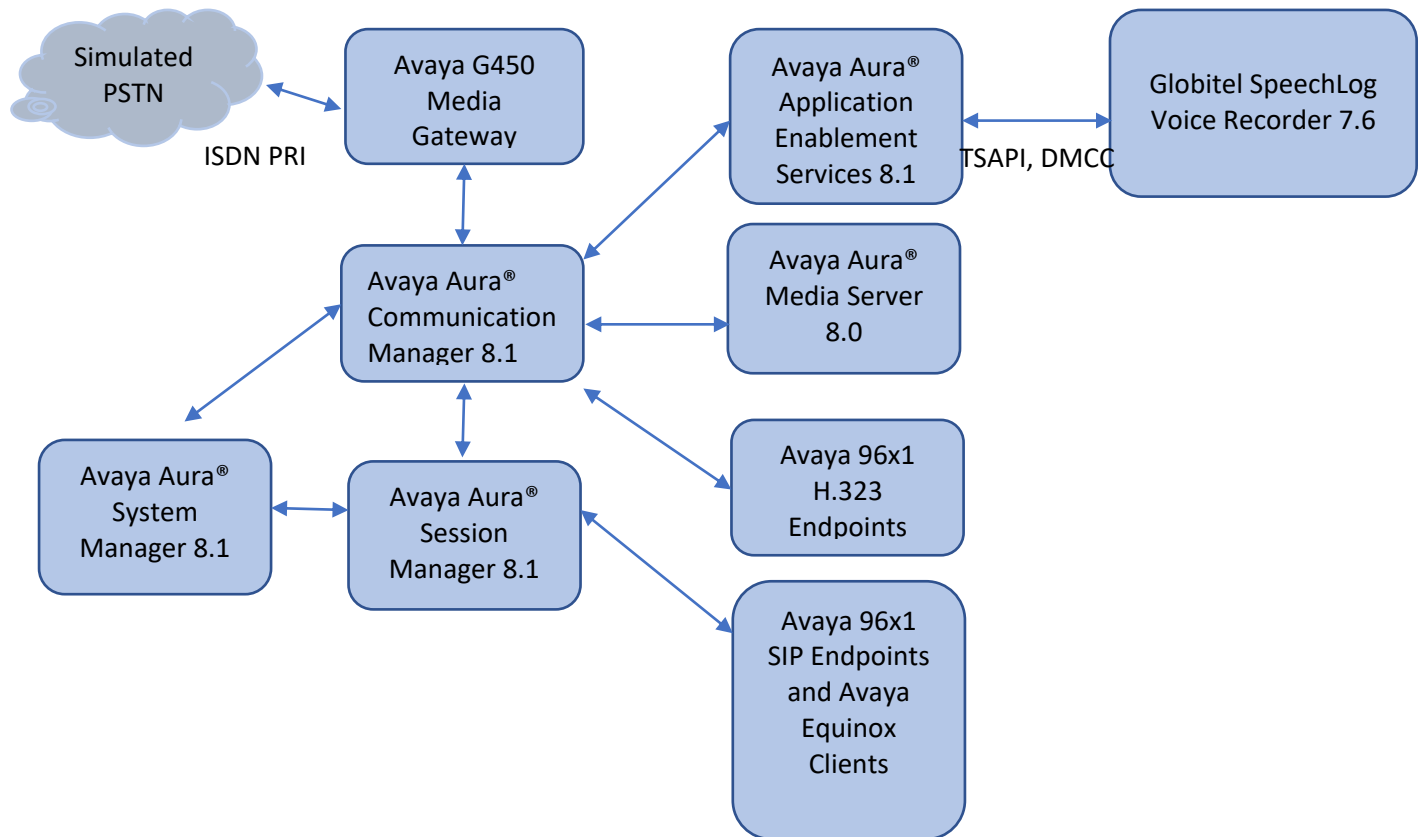
Phone: +962 (6) 5300 130

Fax: +962 (6) 5300 144

P.O. Box 1786 Amman 11821 Jordan

### 3. Reference Configuration

The configuration in **Figure 1** was used to compliance test Globitel SpeechLog Voice Recorder 7.6 with Avaya Aura® Communication Manager 8.1 and Avaya Aura® Application Enablement Services 8.1 using Telephony Application Programming Interface and Single Step Conference.



**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 Aura® System Manager in Virtual Environment	8.1
Avaya Aura® Session Manager in Virtual Environment	8.1
Avaya Aura® Communication Manager in Virtual Environment	8.1.0.1.0-SP1
Avaya G450 Media Gateway	41.9.0
Avaya Aura® Media Server in Virtual Environment	8.0 SP2
Avaya Aura® Application Enablement Services in Virtual Environment	8.1.0.0.0.9-1
Avaya 9608G & 9641G IP Deskphone (H.323)	6.8
Avaya 9641G & 9621G IP Deskphone (SIP)	7.1.6
Avaya Equinox™ for Windows	3.6.4
Globitel SpeechLog Voice Recorder	7.6

## 5. Configure Avaya Aura® Communication Manager

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

- Verify license
- Administer Transport Link for AES Connectivity
- Administer CTI link
- Administer Hunt Group
- Configure Virtual Stations

### 5.1. Verify License

Log into the System Access Terminal to verify that the Communication Manager license has proper permissions for features illustrated in these Application Notes. Use the “display system-parameters customer-options” command to verify that the **Computer Telephony Adjunct Links** customer option is set to “y” on **Page 4**. If this option is not set to “y”, then contact the Avaya sales team or business partner for a proper license file.

display system-parameters customer-options		Page	4 of 12
OPTIONAL FEATURES			
Abbreviated Dialing Enhanced List? y	Audible Message Waiting? y		
Access Security Gateway (ASG)? n	Authorization Codes? y		
Analog Trunk Incoming Call ID? y	CAS Branch? n		
A/D Grp/Sys List Dialing Start at 01? y	CAS Main? n		
Answer Supervision by Call Classifier? y	Change COR by FAC? n		
ARS? y	<b>Computer Telephony Adjunct Links? y</b>		
ARS/AAR Partitioning? y	Cvg Of Calls Redirected Off-net? y		
ARS/AAR Dialing without FAC? y	DCS (Basic)? y		
ASAI Link Core Capabilities? y	DCS Call Coverage? y		
ASAI Link Plus Capabilities? y	DCS with Rerouting? y		
Async. Transfer Mode (ATM) PNC? n			
Async. Transfer Mode (ATM) Trunking? n	Digital Loss Plan Modification? y		
ATM WAN Spare Processor? n	DS1 MSP? y		
ATMS? y	DS1 Echo Cancellation? y		
Attendant Vectoring? y			
(NOTE: You must logoff & login to effect the permission changes.)			

## 5.2. Administer Transport Link for AES Connectivity

To administer the transport link to AES, use the **change ip-services** command. On **Page 1** add an entry with the following values:

- **Service Type:** Set to **AESVCS**
- **Enabled:** Set to **y**
- **Local Node:** Set to the node name assigned for the CLAN
- **Local Port:** Retain the default value of **8765**.

change ip-services						Page	1	of	3
IP SERVICES									
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port				
AESVCS	y	CLAN	8765						

Go to **Page 3** of the ip-services form and enter the following values:

- **AE Services Server:** Name obtained from the AES server, in this case **aes95**
- **Password:** Enter a password to be administered on the AES server
- **Enabled:** Set to **y**

**Note:** The password entered for **Password** field must match the password on the AES server. The **AE Services Server** should match the administered name for the AES server, this is created as part of the AES installation.

change ip-services					Page	3 of	3
AE Services Administration							
Server ID	AE Services Server	Password	Enabled	Status			
1:	aes95	*	y	in use			
2:	:						

### 5.3. Administer CTI Link

Add a CTI link using the **add cti-link n** command, where **n** is an available CTI link number. Enter an available extension number in the **Extension** field. Note that the CTI link number and extension number may vary. Enter **ADJ-IP** in the **Type** field, and a descriptive name in the **Name** field. Default values may be used in the remaining fields.

add cti-link 1	Page 1 of 3
CTI LINK	
CTI Link: 1	
Extension: 79999	
Type: ADJ-IP	
COR: 1	
Name: aes95	

### 5.4. Administer Communication Manager Hunt Group

This section shows the steps required to add a new hunt-group or skill on Communication Manager. Skills are accessed by calling a Vector Directory Number (VDN), which points to a vector. The vector then points to a hunt group associated with an agent.

To add a new skill, **add hunt-group x**, where **x** is the new hunt group number. For example, hunt group **2** is added for the **Voice Service** queue. Ensure that **ACD**, **Queue** and **Vector** are all set to **y**. Also, that **Group Type** is set to **ucd-mia**.

add hunt-group 2	Page 1 of 4
HUNT GROUP	
Group Number: 2	ACD? y
Group Name: Voice Service	Queue? y
Group Extension: 88100	Vector? y
Group Type: ucd-mia	
TN: 1	
COR: 1	MM Early Answer? n
Security Code:	Local Agent Preference? n
ISDN/SIP Caller Display:	
Queue Limit: unlimited	
Calls Warning Threshold:	Port:
Time Warning Threshold:	Port:



On **Page 2** ensure that **Skill** is set to **y** as shown below.

<b>add hunt-group 2</b>		Page 2 of 4
HUNT GROUP		
<b>Skill?</b> y	Expected Call Handling Time (sec): 180	
AAS? n		
Measured: none		
Supervisor Extension:		
Controlling Adjunct:		
Multiple Call Handling: none		
Timed ACW Interval (sec):	After Xfer or Held Call Drops? n	

## 5.5. Configure Virtual Stations

Add virtual stations to allow SpeechLog Voice Recorder to record calls using Single Step Conference. Type **add station x** where x is the extension number of the station to be configured, also note this extension number for configuration required in **Section 7.3**. Note the **Security Code** and ensure that **IP SoftPhone** is set to **y**.

<b>add station 71999</b>		Page 1 of 6
STATION		
Extension: 71999	Lock Messages? n	BCC: 0
Type: 4624	<b>Security Code: *</b>	TN: 1
Port: S00026	Coverage Path 1:	COR: 1
Name: Virtual Station 1	Coverage Path 2:	COS: 1
	Hunt-to Station:	Tests? y
STATION OPTIONS		
Loss Group: 19	Time of Day Lock Table:	
	Personalized Ringing Pattern: 1	
Speakerphone: 2-way	Message Lamp Ext: 71999	
Display Language: english	Mute Button Enabled? y	
Survivable GK Node Name:	Media Complex Ext:	
Survivable COR: internal	<b>IP SoftPhone? y</b>	
Survivable Trunk Dest? y	IP Video Softphone? n	
	Short/Prefixed Registration Allowed: default	

## 6. Configure Avaya Aura® Application Enablement Services

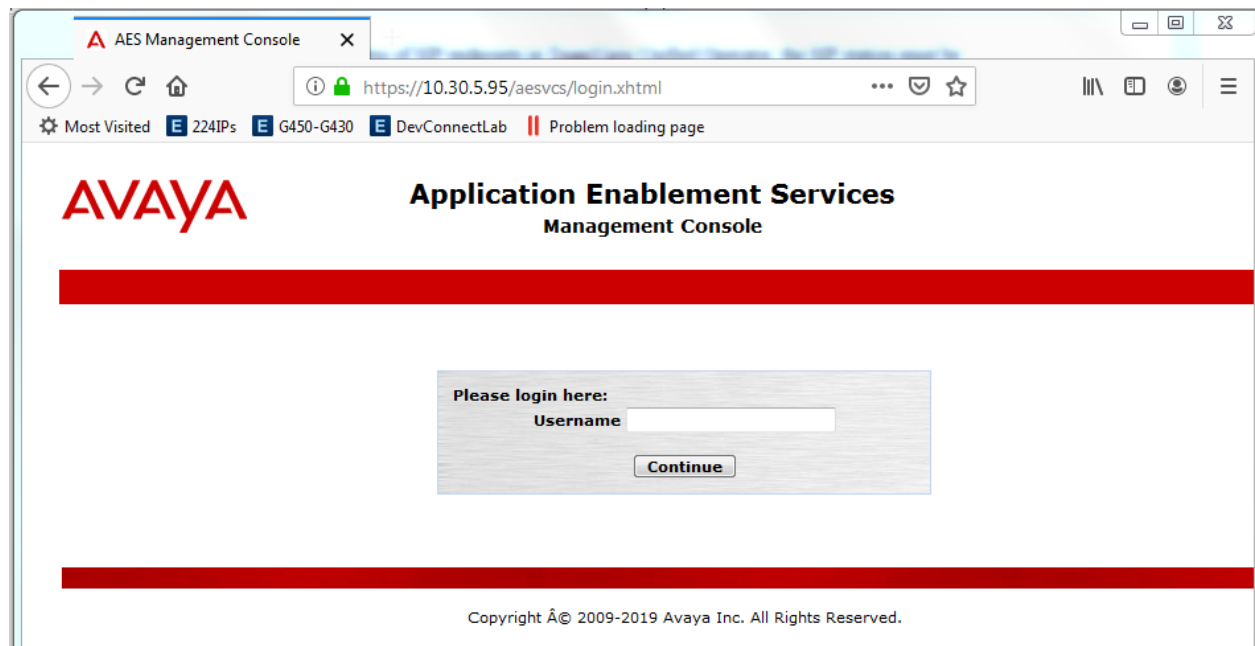
This section provides the procedures for configuring Application Enablement Services. It is assumed that configuration steps for Switch Connection to Communication Manager and H323 Gatekeeper have been performed. The procedures include the following areas:

- Launch OAM interface
- Verify License
- Administer TSAPI link
- Administer Globitel User
- Administer Ports
- Restart Services
- Obtain Tlink name

### 6.1. Launch OAM Interface

Access the OAM web-based interface by using the URL “https://ip-address” in an Internet browser window, where **ip-address** is the IP address of the Application Enablement Services server.

The **Please login here** screen is displayed. Log in using the appropriate credentials.



The **Welcome to OAM** screen is displayed next.

The screenshot displays the Avaya Application Enablement Services Management Console. The top header includes the Avaya logo and the text "Application Enablement Services Management Console". A red navigation bar at the top contains "Home" and "Home | Help | Logout". On the left, a sidebar lists various services: AE Services, Communication Manager Interface, High Availability, Licensing, Maintenance, Networking, Security, Status, User Management, Utilities, and Help. The main content area is titled "Welcome to OAM" and contains a warning message about default certificates, a list of administrative domains and their functions, and a note about administrator roles. A copyright notice is at the bottom.

Welcome: User cust  
Last login: Thu Aug 15 15:41:45 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Fri Aug 16 13:19:44 IST 2019  
HA Status: Not Configured

**Home** Home | Help | Logout

AE Services  
Communication Manager Interface  
High Availability  
Licensing  
Maintenance  
Networking  
Security  
Status  
User Management  
Utilities  
Help

**Welcome to OAM**

This AE Services server is using a default installed server certificate. Default installed certificates should not be used in a production environment. It is highly recommended to replace all default installed certificates.

The AE Services Operations, Administration, and Management (OAM) Web provides you with tools for managing the AE Server. OAM spans the following administrative domains:

- AE Services - Use AE Services to manage all AE Services that you are licensed to use on the AE Server.
- Communication Manager Interface - Use Communication Manager Interface to manage switch connection and dialplan.
- High Availability - Use High Availability to manage AE Services HA.
- Licensing - Use Licensing to manage the license server.
- Maintenance - Use Maintenance to manage the routine maintenance tasks.
- Networking - Use Networking to manage the network interfaces and ports.
- Security - Use Security to manage Linux user accounts, certificate, host authentication and authorization, configure Linux-PAM (Pluggable Authentication Modules for Linux) and so on.
- Status - Use Status to obtain server status informations.
- User Management - Use User Management to manage AE Services users and AE Services user-related resources.
- Utilities - Use Utilities to carry out basic connectivity tests.
- Help - Use Help to obtain a few tips for using the OAM Help system

Depending on your business requirements, these administrative domains can be served by one administrator for all domains, or a separate administrator for each domain.

Copyright Â© 2009-2019 Avaya Inc. All Rights Reserved.

## 6.2. Verify License

Select **Licensing → WebLM Server Access** in the left pane, to display the applicable WebLM server log in screen (not shown). Log in using the appropriate credentials and navigate to display installed licenses (not shown).

The screenshot displays the Avaya Application Enablement Services Management Console with the "Licensing" section selected in the left sidebar. The main content area is titled "Licensing" and provides instructions for setting up and maintaining the WebLM, including a list of required information: WebLM Server Address, WebLM Server Access, and Reserved Licenses. A red navigation bar at the top contains "Licensing" and "Home | Help | Logout".

Welcome: User cust  
Last login: Thu Aug 15 15:41:45 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Fri Aug 16 13:20:56 IST 2019  
HA Status: Not Configured

**Licensing** Home | Help | Logout

AE Services  
Communication Manager Interface  
High Availability  
Licensing  
WebLM Server Address  
WebLM Server Access  
Reserved Licenses  
Maintenance  
Networking

**Licensing**

If you are setting up and maintaining the WebLM, you need to use the following:

- WebLM Server Address

If you are importing, setting up and maintaining the license, you need to use the following:

- WebLM Server Access

If you want to administer TSAPI Reserved Licenses or DMCC Reserved Licenses, you need to use the following:

- Reserved Licenses

Select **Licensed products** → **APPL\_ENAB** → **Application\_Enablement** in the left pane, to display the **Licensed Features** screen in the right pane.

Verify that there are sufficient licenses for **TSAPI and DMCC Simultaneous Users**, as shown below. Also verify that there is an applicable advanced switch license, in this case **AES ADVANCED LARGE SWITCH**, which is needed for adjunct routing.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The left sidebar contains a tree view with 'Licenses' expanded, showing a path: Licensed products > APPL\_ENAB > Application\_Enablement > View license capacity. The main content area displays the 'View License Capacity' page. It includes a breadcrumb trail: 'You are here: Licensed Products > Application\_Enablement > View License Capacity'. Below this, it states 'License installed on: December 28, 2018 11:22:53 AM +07:00' and 'License File Host IDs: V0-55-3B-33-B4-26-01'. A section titled 'Licensed Features' contains a table with 13 items. The table has three columns: 'Feature (License Keyword)', 'Expiration date', and 'Licensed capacity'. The features listed are: Device Media and Call Control (permanent, 1000), AES ADVANCED LARGE SWITCH (permanent, 1000), AES HA LARGE (permanent, 1000), AES ADVANCED MEDIUM SWITCH (permanent, 1000), Unified CC API Desktop Edition (permanent, 1000), CVLAN ASAI (permanent, 1000), AES HA MEDIUM (permanent, 1000), AES ADVANCED SMALL SWITCH (permanent, 1000), DLG (permanent, 1000), TSAPI Simultaneous Users (permanent, 1000), and CVLAN Proprietary Links (permanent, 1000).

You are here: Licensed Products > Application\_Enablement > View License Capacity

License installed on: December 28, 2018 11:22:53 AM +07:00

License File Host IDs: V0-55-3B-33-B4-26-01

**Licensed Features**

Feature (License Keyword)	Expiration date	Licensed capacity
Device Media and Call Control VALUE_AES_DMCC_DMC	permanent	1000
AES ADVANCED LARGE SWITCH VALUE_AES_AEC_LARGE_ADVANCED	permanent	1000
AES HA LARGE VALUE_AES_HA_LARGE	permanent	1000
AES ADVANCED MEDIUM SWITCH VALUE_AES_AEC_MEDIUM_ADVANCED	permanent	1000
Unified CC API Desktop Edition VALUE_AES_AEC_UNIFIED_CC_DESKTOP	permanent	1000
CVLAN ASAI VALUE_AES_CVLAN_ASAI	permanent	1000
AES HA MEDIUM VALUE_AES_HA_MEDIUM	permanent	1000
AES ADVANCED SMALL SWITCH VALUE_AES_AEC_SMALL_ADVANCED	permanent	1000
DLG VALUE_AES_DLG	permanent	1000
TSAPI Simultaneous Users VALUE_AES_TSAPI_USERS	permanent	1000
CVLAN Proprietary Links VALUE_AES_PROPRIETARY_LINKS	permanent	1000

### 6.3. Administer TSAPI Link

Select **AE Services** → **TSAPI** → **TSAPI Links** from the left pane of the **Management Console**, to administer a TSAPI link. The **TSAPI Links** screen is displayed, as shown below. Click **Add Link**.

The screenshot shows the AVAYA Application Enablement Services Management Console. The top navigation bar includes the AVAYA logo, the title "Application Enablement Services Management Console", and a welcome message for user "cust" with login details. The left sidebar shows a tree view with "AE Services" expanded, containing "CVLAN", "DLG", "DMCC", "SMS", "TSAPI" (selected), and "TSAPI Properties". The main content area displays the "TSAPI Links" screen, which includes a table with columns: Link, Switch Connection, Switch CTI Link #, ASAI Link Version, and Security. Below the table are buttons for "Add Link", "Edit Link", and "Delete Link".

The **Add TSAPI Links** screen is displayed next.


The **Link** field is only local to the Application Enablement Services server and may be set to any available number. For **Switch Connection**, select the relevant switch connection from the drop-down list. In this case, the existing switch connection **CM93** is selected. For **Switch CTI Link Number**, select the CTI link number from **Section 5.2**. Select **Unencrypted** for Security field. **ASAI Link Version 9** was used for compliance testing.

The screenshot shows the AVAYA Application Enablement Services Management Console with the "Add TSAPI Links" screen. The top navigation bar and left sidebar are identical to the previous screenshot. The main content area displays the "Add TSAPI Links" form, which includes fields for "Link" (set to 1), "Switch Connection" (set to CM93), "Switch CTI Link Number" (set to 1), "ASAI Link Version" (set to 9), and "Security" (set to Unencrypted). Below the form are buttons for "Apply Changes" and "Cancel Changes".

## 6.4. Administer Globitel User

Select **User Management** → **User Admin** → **Add User** from the left pane, to display the **Add User** screen in the right pane.

Enter desired values for **User Id**, **Common Name**, **Surname**, **User Password**, and **Confirm Password**. For **CT User**, select **Yes** from the drop-down list. Retain the default value in the remaining fields.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 11 14:20:17 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.0.9-1  
Server Date and Time: Mon Nov 25 10:06:22 IST 2019  
HA Status: Not Configured

User Management | User Admin | Add UserHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▶ Status

▼ User Management

▶ Service Admin

▼ User Admin

▪ Add User

▪ Change User Password

▪ List All Users

▪ Modify Default Users

▪ Search Users

▶ Utilities

▶ Help

**Add User**

Fields marked with \* can not be empty.

\* User Id

globitel

\* Common Name

globitel

\* Surname

globitel

\* User Password

\*\*\*\*\*

\* Confirm Password

\*\*\*\*\*

Admin Note

Avaya Role

None

Business Category

Car License

CM Home

Css Home

CT User

Yes

Department Number


Display Name

Employee Number

Employee Type

## 6.5. Enable Unrestricted Access for Globitel User

Navigate to the CTI Users screen by selecting **Security → Security Database → CTI Users → List All Users**. Select the user that was set up in **Section 6.4** and select the Edit option (not shown). The Edit Globitel User screen appears. Check the **Unrestricted Access** box and **Apply Changes** at the bottom of the screen.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 25 14:37:38 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Thu Dec 26 10:03:52 IST 2019  
HA Status: Not Configured

Security | Security Database | CTI Users | List All UsersHome | Help | Logout

▸ AE Services

▸ Communication Manager Interface

▸ High Availability

▸ Licensing

▸ Maintenance

▸ Networking

▾ Security

▸ Account Management

▸ Audit

▸ Certificate Management

Enterprise Directory

▸ Host AA

▸ PAM

▾ Security Database

▪ Control

▢ CTI Users

▪ List All Users

**Edit CTI User**

User Profile:

User IDglobitel

Common Nameglobitel

Worktop NameNONE ▾

Unrestricted Access☒

Call and Device Control:

Call Origination/Termination and Device StatusNone ▾

Call and Device Monitoring:

Device MonitoringNone ▾

Calls On A Device MonitoringNone ▾

Call Monitoring☐

Routing Control:

Allow Routing on Listed DevicesNone ▾

Apply Changes


Cancel Changes

A screen (not shown) appears to confirm applied changes to CTI User, click **Apply**.

## 6.6. Administer Ports

Select **Networking** → **Ports** from the left pane, to display the **Ports** screen in the right pane.

In the **DMCC Server Ports** section, select the radio button for **Unencrypted Port** under the **Enabled** column, as shown below. Retain the default values in the remaining fields.



**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Mar 25 17:43:45 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes8.hcm.com/fe80::250:56ff:feb7:8ca7%eth2 :  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.0.1.0.0.5-0  
Server Date and Time: Mon Mar 25 18:32:41 ICT 2019  
HA Status: Not Configured

Networking | PortsHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▼ Networking

▶ AE Service IP (Local IP)

▶ Network Configure

▶ Ports

▶ TCP/TLS Settings

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

**Ports**

CVLAN Ports

Unencrypted TCP Port9999Enabled Disabled

Encrypted TCP Port9998Enabled Disabled

DLG Port

TCP Port5678

TSAPI Ports

TSAPI Service Port450Enabled Disabled

Local TLINK Ports

TCP Port Min1024

TCP Port Max1039

Unencrypted TLINK Ports

TCP Port Min1050

TCP Port Max1065

Encrypted TLINK Ports

TCP Port Min1066

TCP Port Max1081

DMCC Server Ports

Unencrypted Port4721Enabled Disabled

Encrypted Port4722Enabled Disabled

TR/87 Port4723Enabled Disabled

H.323 Ports

TCP Port Min20000

TCP Port Max29999


Local UDP Port Min20000

Local UDP Port Max29999



## 6.7. Restart Services

Select **Maintenance** → **Service Controller** from the left pane, to display the **Service Controller** screen in the right pane. Check **TSAPI Service** and **DMCC Service** and click **Restart Service**.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 11 14:20:17 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.0.9-1  
Server Date and Time: Mon Nov 25 10:07:32 IST 2019  
HA Status: Not Configured

Maintenance | Service ControllerHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▼ Maintenance

▶ Date Time/NTP Server

▶ Security Database

▶ Service Controller

▶ Server Data

▶ Networking

▶ Security

▶ Status

▶ User Management

▶ Utilities

▶ Help

Service Controller

Service	Controller Status
<input type="checkbox"/> ASAI Link Manager	Running
<input checked="" type="checkbox"/> DMCC Service	Running
<input type="checkbox"/> CVLAN Service	Running
<input type="checkbox"/> DLG Service	Running
<input type="checkbox"/> Transport Layer Service	Running
<input checked="" type="checkbox"/> TSAPI Service	Running

For status on actual services, please use [Status and Control](#)

Start

Stop

Restart Service

Restart AE Server

Restart Linux


Restart Web Server

Copyright © 2009-2019 Avaya Inc. All Rights Reserved.

## 6.8. Obtain Tlink Name

Select **Security** → **Security Database** → **Tlinks** from the left pane. The **Tlinks** screen shows a listing of the Tlink names. A new Tlink name is automatically generated for the TSAPI service. Locate the Tlink name associated with the relevant switch connection, which would use the name of the switch connection as part of the Tlink name. Make a note of the associated Tlink name, to be used later for configuring Globitel.

In this case, the associated Tlink name is **AVAYA#CM93#CSTA#AES95**. Note the use of the switch connection **CM93** as part of the Tlink name.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 11 14:20:17 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Mon Nov 25 10:11:47 IST 2019  
HA Status: Not Configured

Security | Security Database | Tlinks

Home | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▼ Security

▶ Account Management

▶ Audit

▶ Certificate Management

▶ Enterprise Directory

▶ Host AA

▶ PAM

▼ Security Database

**Tlinks**

Tlink Name

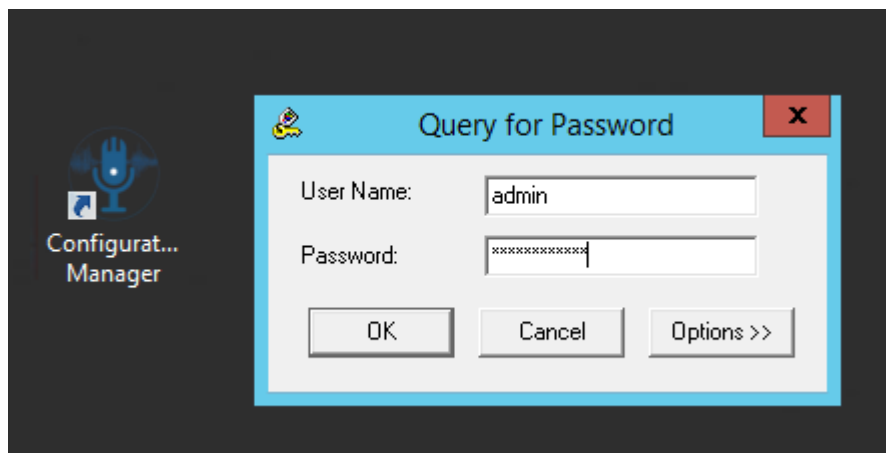
☒ AVAYA#CM93#CSTA#AES95

Delete Tlink

## 7. Configure Globitel SpeechLog Voice Recorder

The installation of Globitel SpeechLog Voice Recorder is usually carried out by an engineer from Globitel and is outside the scope of these Application Notes. For information on the installation of SpeechLog Voice Recorder contact Globitel as per the information provided in **Section 2.3**.

The following sections outline the process involved in connecting SpeechLog Voice Recorder to the Avaya solution. All configuration of SpeechLog Voice Recorder for a connection with the AES is performed using **Configuration Manager** located on the SpeechLog Voice Recorder server. From the SpeechLog Voice Recorder server open Configuration Manager, this will bring up a log in window, enter the appropriate credentials and click on **OK**.



## 7.1. Configure connection to Avaya Aura® Application Enablement Services and Avaya Aura® Contact Center

Click on the **General** tab, the **VoIP Settings** should be set as follows:

- **VoIP Signaling Type** Set to **Avaya TSAPI**.
- **Local Management IP** Set to the IP address of the SpeechLog Voice Recorder server.

The other settings can be left as default.

The screenshot shows the 'Speechlog Configuration Manager' window with the 'General' tab selected. The window has a menu bar with 'Ports', 'Tools', and 'Help'. Below the menu bar are tabs for 'General', 'Integrations', 'Codes Detection', 'Recording Option', 'Avaya AES', 'Avaya CCT', and 'CSTA'. The 'General' tab contains several sections: 'System Settings' with 'Storage Path' (C:\Globitel\_Data\Calls), 'Recording Format' (GSM), 'Minimum Call Duration (Sec)' (5), 'Maximum Call Duration (Min)' (60), and checkboxes for 'Apply Minimum Duration Constraint for Outgoing Calls Only' (checked) and 'Encrypt Audio Files' (unchecked); 'Analog Settings' with 'Board Mode' (SynWay selected), 'Maximum Silence (Sec)' (5), and 'Speech Threshold (dBm)' (-40); 'Digital Settings' with 'Board Mode' (SynWay selected), 'PBX Audio Format' (aLaw), and 'CTBus Type' (H100); 'E1 Settings' with 'Board Mode' (SynWay selected) and 'Standard Type' (ISDN); and 'VoIP Settings' with 'VoIP Signaling Type' (Avaya TSAPI), 'VoIP Recording Type' (Extension), 'Silence Suppression' (On), 'License Type' (MAC Address), 'Local Management IP' (10.30.5.98), 'RTP Match Mode' (IP Address), 'Enable RTP Active Mode' (unchecked), and 'LAN Adapters' (two network card addresses). At the bottom are 'Save' and 'Exit' buttons.

Section	Setting	Value
System Settings	Storage Path	C:\Globitel_Data\Calls
	Recording Format	GSM
	Minimum Call Duration (Sec)	5
	Maximum Call Duration (Min)	60
	Apply Minimum Duration Constraint for Outgoing Calls Only	Checked
Analog Settings	Board Mode	SynWay
	Maximum Silence (Sec)	5
	Speech Threshold (dBm)	-40
Digital Settings	Board Mode	SynWay
	PBX Audio Format	aLaw
	CTBus Type	H100
E1 Settings	Board Mode	SynWay
	Standard Type	ISDN
VoIP Settings	VoIP Signaling Type	Avaya TSAPI
	VoIP Recording Type	Extension
	Silence Suppression	On
	License Type	MAC Address
	Local Management IP	10.30.5.98
	RTP Match Mode	IP Address
	Enable RTP Active Mode	Unchecked

Click on the **Avaya AES** tab and **Add** a new **AES Interface**.

The screenshot displays the 'Speechlog Configuration Manager' application window. The 'Avaya AES' tab is selected and highlighted with a red box. The interface is divided into three main sections: 'AES Interface', 'CM Interface', and 'TSAPI Servers Settings'. The 'AES Interface' section contains a table with columns: AESInterface, AESPort, ApplicationName, UserName, UserPassword, and Pr. Below the table are 'Add', 'Update', and 'Delete' buttons, with the 'Add' button highlighted by a red box. The 'CM Interface' section has a table with columns: SwitchName, SwitchIP, and SQCode, and 'Add', 'Update', and 'Delete' buttons. The 'TSAPI Servers Settings' section is divided into 'Primary TSAPI Server Settings' and 'Secondary TSAPI Server Settings', each with fields for Server Name, Login ID, and Password. At the bottom right, there are 'Save' and 'Exit' buttons.

Speechlog Configuration Manager

Ports Tools Help

General Integrations Codes Detection Recording Option **Avaya AES** Avaya CCT CSTA

**AES Interface**

AESInterface	AESPort	ApplicationName	UserName	UserPassword	Pr
--------------	---------	-----------------	----------	--------------	----

◀ ▶

**Add** Update Delete

**CM Interface**

SwitchName	SwitchIP	SQCode
------------	----------	--------

Add Update Delete

**TSAPI Servers Settings**

Primary TSAPI Server Settings:

Server Name :

Login ID :

Password :

Secondary TSAPI Server Settings:

Server Name :

Login ID :

Password :

Save Exit

Enter the AES IP address for the **AES IP Interface** and the **AES Port** which should be the DMCC unsecured port number as shown in **Section 6.6**. The **User Name** and **User Password** is that which was configured in **Section 6.4**. The **Application Name** is the Tlink also secured from **Section 6.8**. The **Protocol Version** should be set to **4.2** and the tick boxes shown below should be ticked. Click on **OK** to continue.

**Speechlog Configuration Manager**

Ports Tools Help

General Integrations Codes Detection Recording Option **Avaya AES** Avaya CCT CSTA

**AES Interface**

**AES Entry**

Primary AES Interface

AES IP Interface: 10.30.5.95

AES Port: 4721

User Name: globitel

User Password: Globitel@123

Secondary AES Interface (Optional)

AES IP Interface:

AES Port: 1235

User Name 2:

User Password 2:

Application Name: AVAYA#CM93#CSTA#AES95

Protocol Version: 4.2

☐ Is Secure

☒ Is Allow Certificate Hostname Mismatch

OK Cancel

UserName	UserPassword
globitel	Globitel@123

Save Exit

A new Communication Manager interface also needs to be added. Click on **Add** under the **CM Interface** section.

**Speechlog Configuration Manager**

Ports Tools Help

General Integrations Codes Detection Recording Option **Avaya AES** Avaya CCT CSTA

**AES Interface**

ID	AESIpInterface	AESPort	ApplicationName	UserName	UserPassword
▶ 1	10.30.5.95	4721	AVAYA#CM93#CSTA#	globitel	Globitel@123

◀ ▶

Add Update Delete

**CM Interface**

SwitchName	SwitchIP	SOCode
------------	----------	--------

Add Update Delete

**TSAPI Servers Settings**

Primary TSAPI Server Settings:

Server Name : AVAYA#CM93#CSTA#AES95

Login ID : globitel

Password : Globitel@123

Secondary TSAPI Server Settings:

Server Name :

Login ID : globitel

Password : globitel

Save Exit

Enter the name of the Communication Manager for **Switch Name** and the IP Address of the Communication Manager server for **Switch IP**. The **SO Code** will not be used in this setup. Click on **OK** to continue.

The screenshot shows the 'Speechlog Configuration Manager' window with the 'Avaya AES' tab selected. The 'AES Interface' section contains a table with one entry:

ID	AESInterface	AESPort	ApplicationName	UserName	UserPassword
1	10.30.5.95	4721	AVAYA#CM93#CSTA#	globitel	Globitel@123

Below the table are 'Add', 'Update', and 'Delete' buttons. A 'CM Entry' dialog box is open, showing the following fields:

- Switch Name: CM93
- Switch IP: 10.30.5.93
- SO Code: \*11

The dialog box has 'OK' and 'Cancel' buttons. In the background, the 'CM Interface' section is partially visible, showing a table with columns for 'Switch Name' and 'Switch IP'. The 'Secondary TSAPI Server Settings' section at the bottom has fields for 'Server Name', 'Login ID' (globitel), and 'Password' (globitel). 'Save' and 'Exit' buttons are at the bottom right of the main window.



The **TSAPI Servers Settings** must now be completed, enter the Tlink information obtained from **Section 6.8** as the **Server Name**, the **Login ID** and **Password** are that of the AES user created in **Section 6.4**. Click on **Save** to save all the information just entered in this section.

**Speechlog Configuration Manager**

Ports Tools Help

General Integrations Codes Detection Recording Option **Avaya AES** Avaya CCT CSTA

**AES Interface**

ID	AESInterface	AESPort	ApplicationName	UserName	UserPassword
1	10.30.5.95	4721	AVAYA#CM93#CSTA#	globitel	Globitel@123

Add Update Delete

**CM Interface**

SwitchName	SwitchIP	SOCode
CM93	10.30.5.93	*11

Add Update Delete

**TSAPI Servers Settings**

Primary TSAPI Server Settings:

Server Name : AVAYA#CM93#CSTA#AES95

Login ID : globitel

Password : Globitel@123

Secondary TSAPI Server Settings:

Server Name :

Login ID : globitel

Password : globitel

Save Exit

## 7.2. Configure Extensions to be recorded

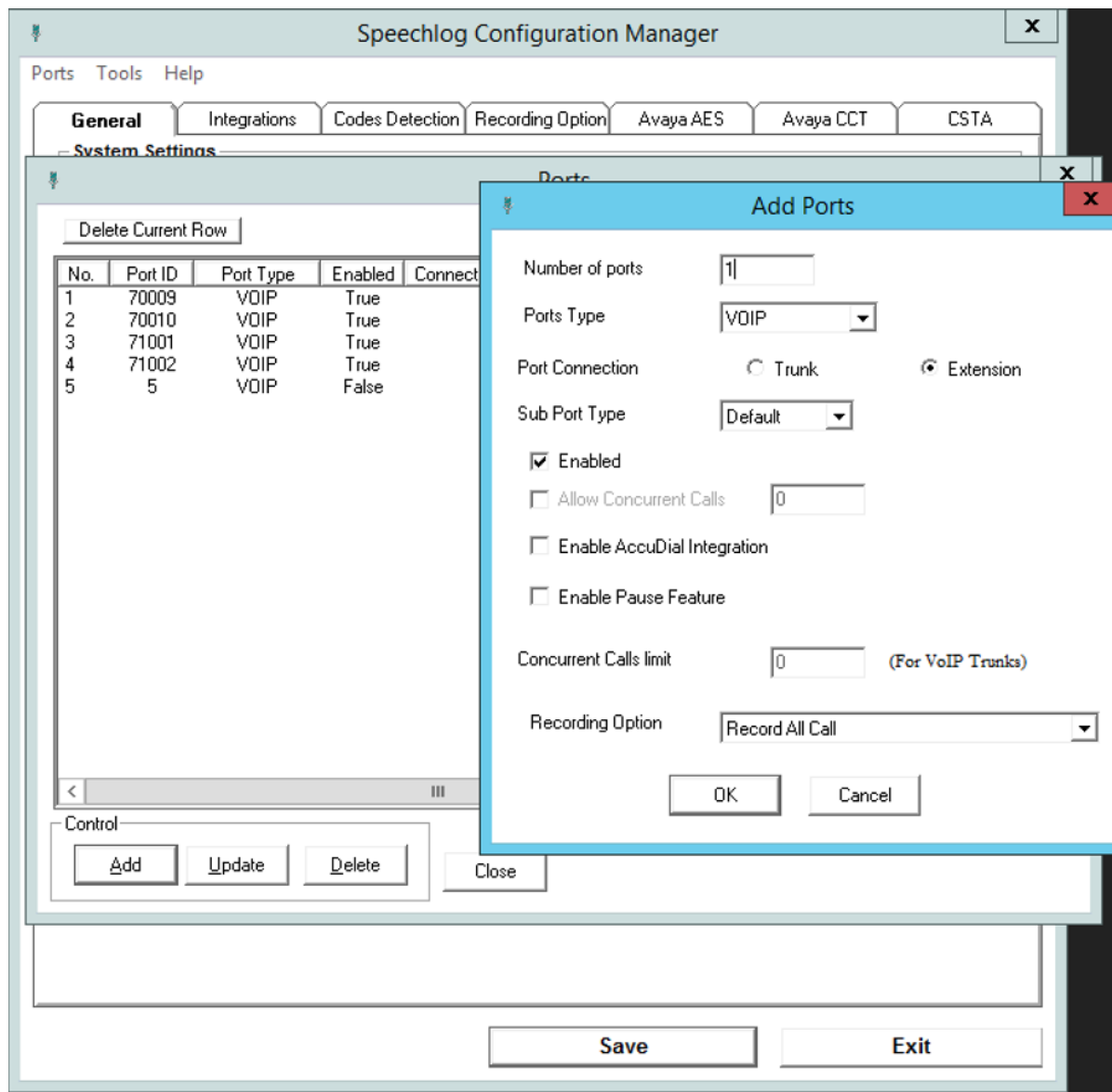
From the top left of the page click on **Ports** → **Extension Ports**

The screenshot shows the 'Speechlog Configuration Manager' application window. The 'Ports' menu is open, and 'Extension Ports' is selected. The configuration is organized into several sections:

- General Settings:**
  - Storage Path: C:\Globitel\_Data\Calls
  - Recording Format: GSM
  - Minimum Call Duration (Sec): 5
  - Maximum Call Duration (Min): 60
  - ☒ Apply Minimum Duration Constraint for Outgoing Calls Only.
  - ☐ Encrypt Audio Files
- Analog Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD, ☐ Pika
  - Maximum Silence (Sec): 5
  - Speech Threshold (dBm): -40
- Digital Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD
  - PBX Audio Format: aLaw
  - CTBus Type: H100
- E1 Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD, ☐ Pika
  - Standard Type: ISDN
- VoIP Settings:**
  - VoIP Signaling Type: Avaya TSAPI
  - VoIP Recording Type: Extension
  - Silence Suppression: On
  - License Type: MAC Address
  - Local Management IP: 10.30.5.98
  - RTP Match Mode: IP Address
  - Enable RTP Active Mode: ☐
  - LAN Adapters: \Device\NPF\_{3258A8B2-1B86-432B-95D1-751550FA52D1}, \Device\NPF\_{A44ACF88-4704-41BC-A89D-1B17D3FA8B5A}

At the bottom of the window are 'Save' and 'Exit' buttons.

The example below shows the addition of one extension but note that a number of extensions would usually be added together. The **Ports** window is opened, click on **Add** at the bottom left of this window, this will bring up the **Add Ports** window as shown where the **Number of ports** to be added window is filled in. The **Ports Type** should be **VOIP** and the **Port Connection** is **Extension**. The **Sub Port Type** can be left as **Default** and the **Enabled** box should be ticked. For compliance testing the **Recording Option** was set to **Record All Call**. Click on **OK** to add this on.



Highlight the new extension and click on **Update**.

Ports

Delete Current Row

No.	Port ID	Port Type	Enabled	Connection	Agent PC Name	Address (IP/MAC)	vPort	Port Pass	Port I
1	71001	VOIP	True				0	0	
2	70009	VOIP	True				0	0	
3	71002	VOIP	True				0	0	
4	70010	VOIP	True				0	0	
5	5	VOIP	True				0	0	

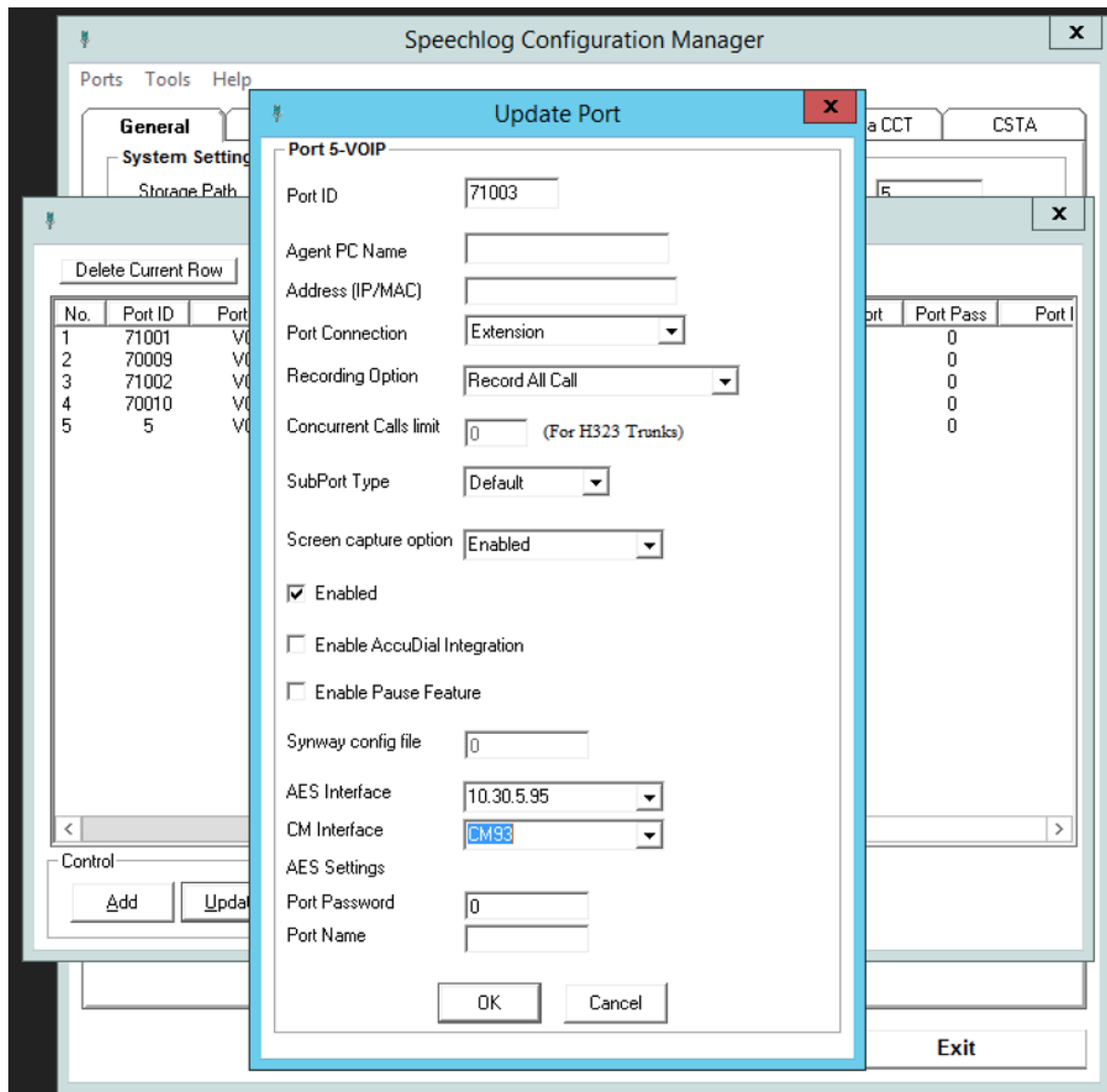
Control

Add Update Delete Close

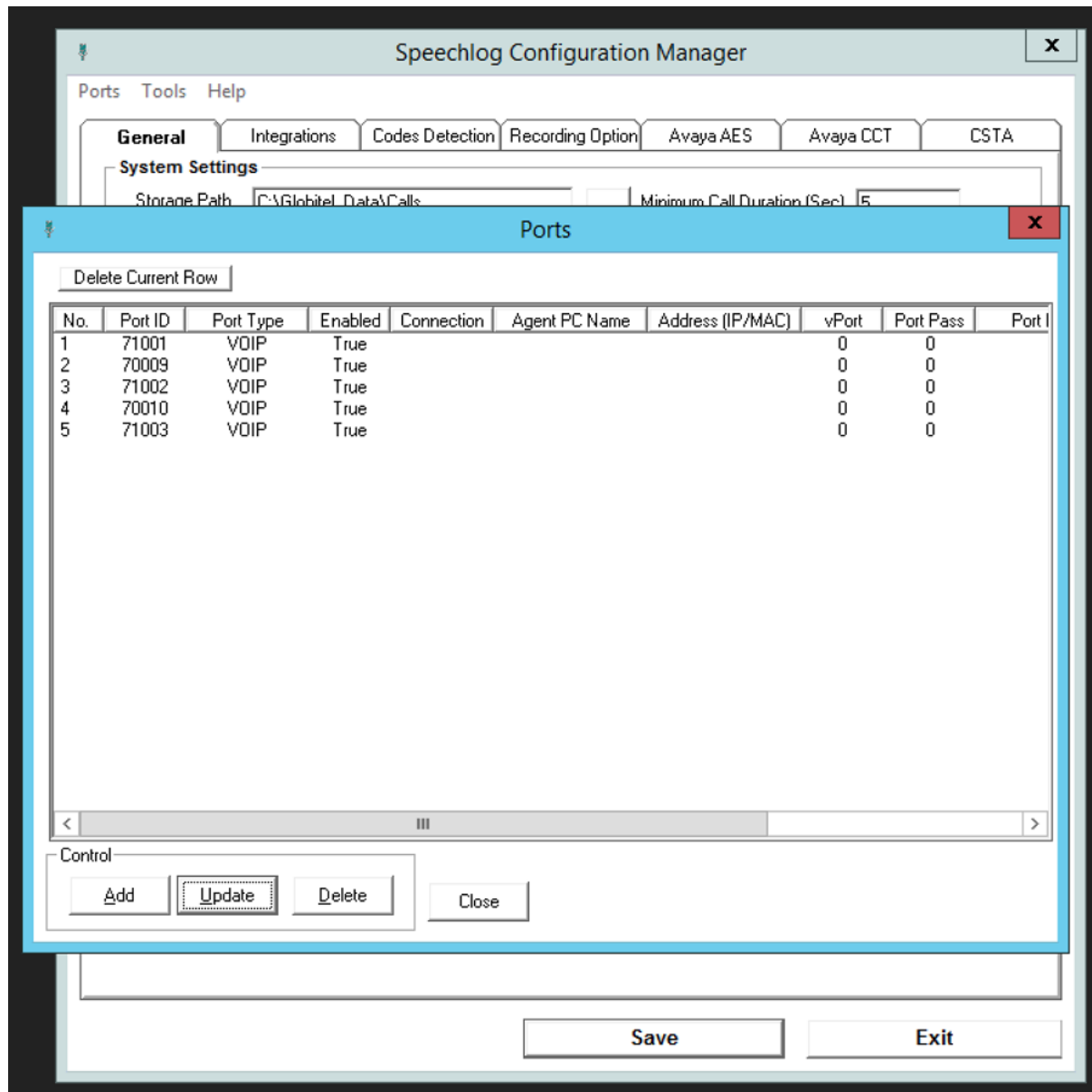
Enter the following information:

- **Port ID** The extension number of the phoneset to be recorded.
- **Port Connection** **Extension.**
- **Recording Option** **Record All Call.**
- **Enabled Box** Ticked.
- **AES Interface** The IP address of the AES
- **CM Interface** The Communication Manager Interface that was configured in AES

Click on **OK** to continue.



With this new extension updated, click on **Close** to continue.



### 7.3. Configure Virtual Ports

From the top left of the window click on **Ports** → **Virtual Ports**.

The screenshot shows the 'Speechlog Configuration Manager' window with the 'Virtual Ports' tab selected. The window has a menu bar with 'Ports', 'Tools', and 'Help'. Below the menu bar, there are several tabs: 'Extension Ports', 'Codes Detection', 'Recording Option', 'Avaya AES', 'Avaya CCT', and 'CSTA'. The 'Virtual Ports' tab is currently active. The configuration area is divided into several sections:

- Storage Path:** A text field containing 'C:\Globitel\_Data\Calls' and a browse button (...).
- Recording Format:** A dropdown menu set to 'GSM'.
- Minimum Call Duration (Sec):** A text field set to '5'.
- Maximum Call Duration (Min):** A text field set to '60'.
- Apply Minimum Duration Constraint for Outgoing Calls Only:** A checked checkbox.
- Encrypt Audio Files:** An unchecked checkbox.
- Analog Settings:**
  - Board Mode:** Radio buttons for 'SynWay' (selected), 'TOD', and 'Pika'.
  - Maximum Silence (Sec):** A text field set to '5'.
  - Speech Threshold (dBm):** A text field set to '-40'.
- Digital Settings:**
  - Board Mode:** Radio buttons for 'SynWay' (selected) and 'TOD'.
  - PBX Audio Format:** A dropdown menu set to 'aLaw'.
  - CTBus Type:** A dropdown menu set to 'H100'.
- E1 Settings:**
  - Board Mode:** Radio buttons for 'SynWay' (selected), 'TOD', and 'Pika'.
  - Standard Type:** A dropdown menu set to 'ISDN'.
- VoIP Settings:**
  - VoIP Signaling Type:** A dropdown menu set to 'Avaya TSAPI'.
  - VoIP Recording Type:** A dropdown menu set to 'Extension'.
  - Silence Suppression:** A dropdown menu set to 'On'.
  - License Type:** A dropdown menu set to 'MAC Address'.
  - Local Management IP:** A text field set to '10.30.5.98'.
  - RTP Match Mode:** A dropdown menu set to 'IP Address'.
  - Enable RTP Active Mode:** An unchecked checkbox.
  - LAN Adapters:** A text field containing two MAC addresses: '\Device\NPF\_{3258A8B2-1B86-432B-95D1-751550FA52D1}' and '\Device\NPF\_{A44ACF88-4704-41BC-A89D-1B17D3FA8B5A}'.

At the bottom of the window, there are two buttons: 'Save' and 'Exit'.

From the **Virtual Ports** window, click on **Add** (not shown). Enter the **Number of VPorts**, in the example below **4** virtual ports were added with a **Default Password** of **123456**, this being the password of the virtual stations created in **Section 5.4**. Click on **Add VPorts**.

The screenshot shows the 'Virtual Ports' window with a table of existing ports and an 'Add Virtual Ports' dialog box open in the center.

ID	VPort Number	VPort Password	VPort Name
71998	71998	123456	71998
71999	71999	123456	71999

The 'Add Virtual Ports' dialog box contains the following fields and controls:

- Number of VPorts:
- Default Password:
- Mark as Active: ☐
- Buttons:  and

At the bottom of the 'Virtual Ports' window, there are buttons for , , , and .

Below the 'Virtual Ports' window, there is a section for configuration with the following fields:

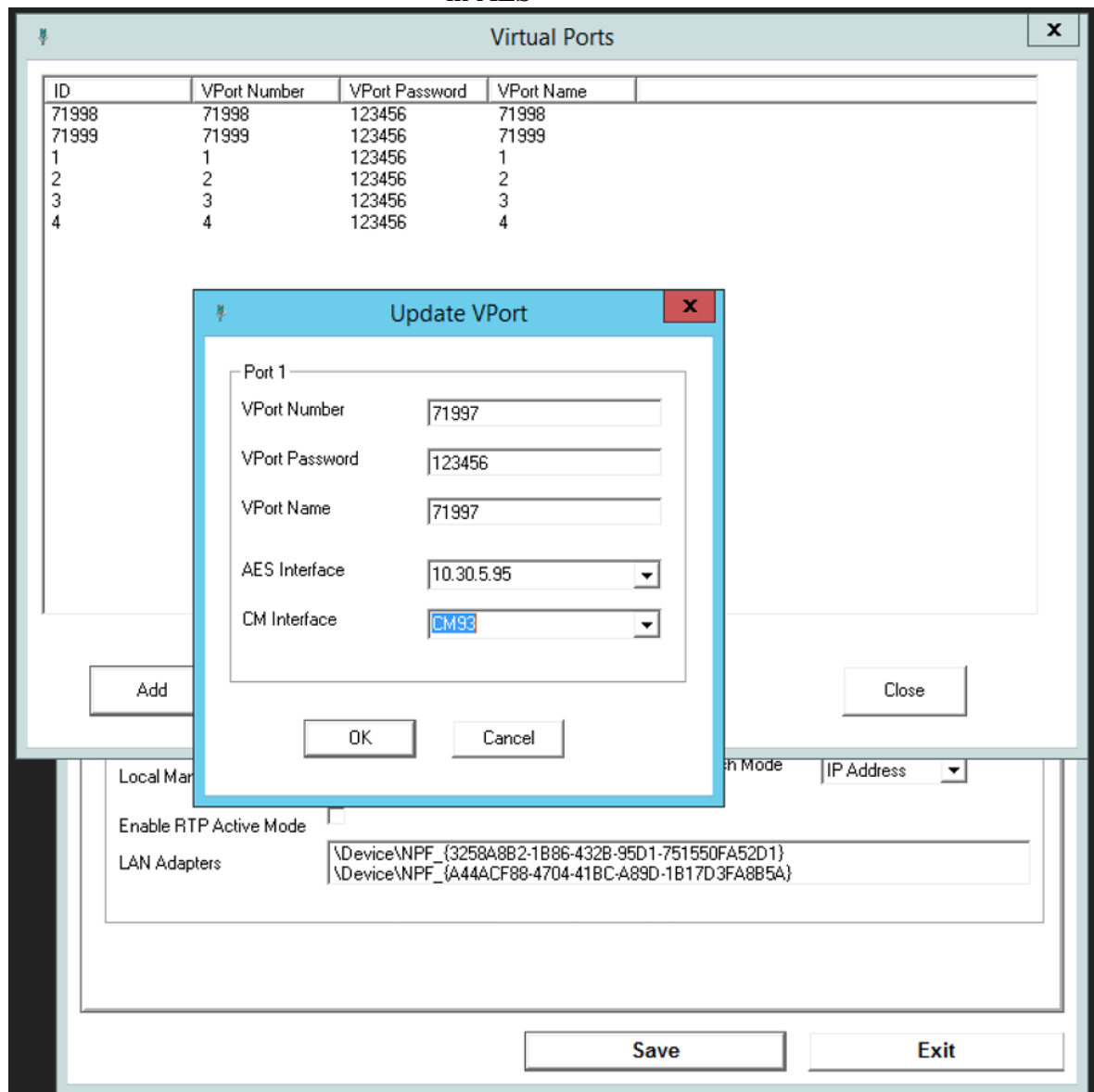
- Local Management IP:
- RTP Match Mode:
- Enable RTP Active Mode: ☐
- LAN Adapters:

At the bottom of the configuration section, there are buttons for  and .

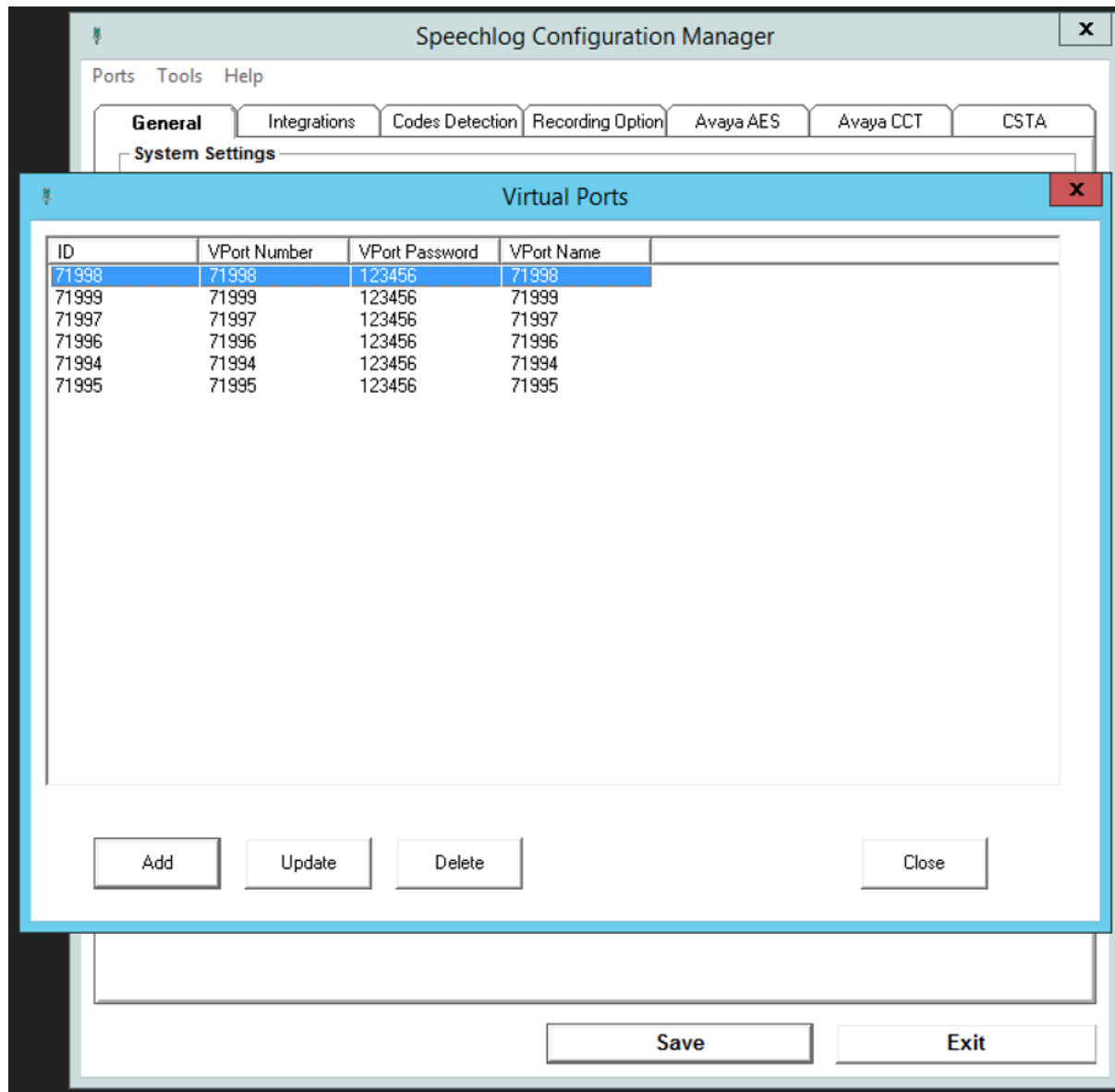


Highlight the new port and click on **Update**, this opens the **Update VPort** window where the following needs to be configured.

- **VPort Number** Virtual extension number from **Section 5.4**.
- **VPort Password** The extension password created in **Section 5.4**.
- **VPort Name** Any Suitable name will do, it's recommended to keep this the same as the extension number for convenience.
- **AES Interface** The IP address of the AES
- **CM Interface** The Communication Manager Interface that was configured in AES



When all the virtual ports are configured click on **Close** to continue.



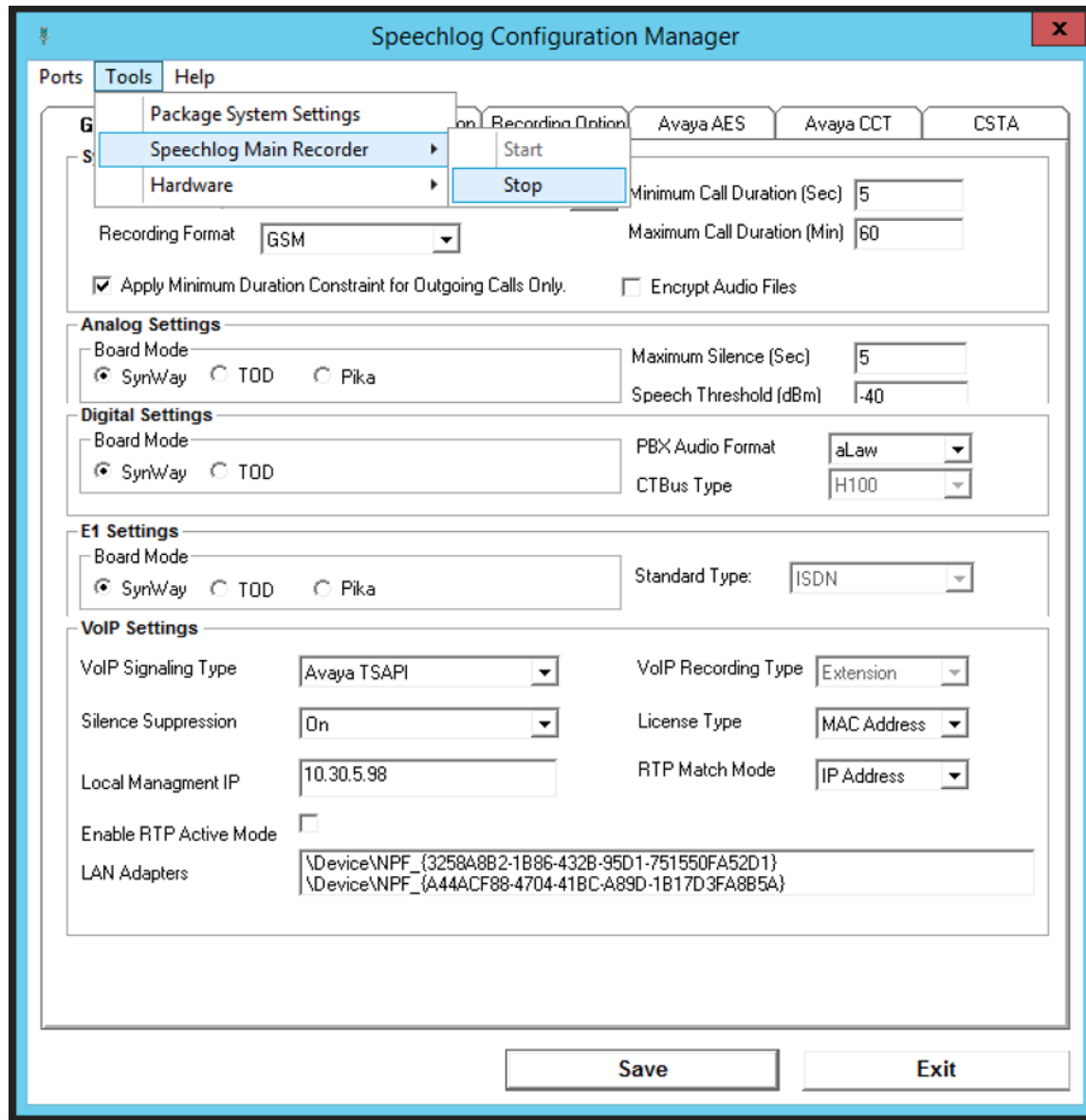
Click on **Save** at the bottom of the screen.

The screenshot shows the 'Speechlog Configuration Manager' window. It has a menu bar with 'Ports', 'Tools', and 'Help'. Below the menu bar are several tabs: 'General' (selected), 'Integrations', 'Codes Detection', 'Recording Option', 'Avaya AES', 'Avaya CCT', and 'CSTA'. The 'General' tab contains several sections of settings:

- System Settings:**
  - Storage Path: C:\Globitel\_Data\Calls (with a browse button '...')
  - Recording Format: GSM (dropdown)
  - Minimum Call Duration (Sec): 5
  - Maximum Call Duration (Min): 60
  - ☒ Apply Minimum Duration Constraint for Outgoing Calls Only.
  - ☐ Encrypt Audio Files
- Analog Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD, ☐ Pika
  - Maximum Silence (Sec): 5
  - Speech Threshold (dBm): -40
- Digital Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD
  - PBX Audio Format: aLaw (dropdown)
  - CTBus Type: H100 (dropdown)
- E1 Settings:**
  - Board Mode: ☒ SynWay, ☐ TOD, ☐ Pika
  - Standard Type: ISDN (dropdown)
- VoIP Settings:**
  - VoIP Signaling Type: Avaya TSAPI (dropdown)
  - VoIP Recording Type: Extension (dropdown)
  - Silence Suppression: On (dropdown)
  - License Type: MAC Address (dropdown)
  - Local Managment IP: 10.30.5.98
  - RTP Match Mode: IP Address (dropdown)
  - Enable RTP Active Mode: ☐
  - LAN Adapters: \Device\NPF\_{3258A8B2-1B86-432B-95D1-751550FA52D1}, \Device\NPF\_{A44ACF88-4704-41BC-A89D-1B17D3FA8B5A}

At the bottom of the window are two buttons: 'Save' and 'Exit'.

In order to complete the setup and place the recorder into service, the main recorder service should be stopped and started. Note that this may already be in a stopped state, if so simply start the service. If stopping and starting the service, allow a minute between these actions in order to allow all services to stop correctly before starting them back up again.



This concludes the setup of the SpeechLog Voice Recorder Server for a connection to AES for DMCC and TSAPI Single Step Conference recording.

## 8. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Communication Manager, Application Enablement Services, and TeamView Unified Operator solution.

### 8.1. Verify Avaya Aura® Communication Manager

On Communication Manager, verify status of the administered CTI link by using the “status aesvcs cti-link” command. Verify that the **Service State** is “established” for the CTI link number administered in **Section 5.2**, as shown below.


```
status aesvcs cti-link
```

AE SERVICES CTI LINK STATUS						
CTI Link	Version	Mnt Busy	AE Services Server	Service State	Msgs Sent	Msgs Rcvd
1	9	no	aes95	established	75	84

## 8.2. Verify Avaya Aura® Application Enablement Services

On Application Enablement Services, verify the status of the TSAPI link by selecting **Status** → **Status and Control** → **TSAPI Service Summary** from the left pane. The **TSAPI Link Details** screen is displayed.

Verify the **Status** is “Talking” for the TSAPI link administered in **Section 6.3**

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 25 10:26:35 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Mon Nov 25 10:50:20 IST 2019  
HA Status: Not Configured

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▶ Log Manager

▼ Status and Control

■ CVLAN Service Summary

■ DLG Services Summary

■ DMCC Service Summary

■ Switch Conn Summary

■ **TSAPI Service Summary**

**TSAPI Link Details**

☐ Enable page refresh every 60 seconds

	Link	Switch Name	Switch CTI Link ID	Status	Since	State	Switch Version	Associations	Msgs to Switch	Msgs from Switch	Msgs Period
<input checked="" type="radio"/>	1	CM93	1	Talking	Mon Nov 11 13:02:55 2019	Online	18	4	86	77	30


OnlineOffline

For service-wide information, choose one of the following:

TSAPI Service StatusTLink StatusUser Status

### 8.3. Verify Avaya Aura® Application Enablement Services TSAPI Service

The following steps are carried out on the Application Enablement Services to ensure that the communication link between Communication Manager and the Application Enablement Services server is functioning correctly. Verify the status of the TSAPI service by selecting **Status → Status and Control → TSAPI Service Summary → User Status**. The **Open Streams** section of this page displays open stream created by the **globitel** user with the **Tlink**.

**Application Enablement Services**  
Management Console

Welcome: User cust  
Last login: Mon Nov 25 10:26:35 2019 from 10.128.224.59  
Number of prior failed login attempts: 0  
HostName/IP: aes95/10.30.5.95  
Server Offer Type: VIRTUAL\_APPLIANCE\_ON\_VMWARE  
SW Version: 8.1.0.0.9-1  
Server Date and Time: Mon Nov 25 10:53:59 IST 2019  
HA Status: Not Configured

Status | Status and Control | TSAPI Service SummaryHome | Help | Logout

▶ AE Services

▶ Communication Manager Interface

▶ High Availability

▶ Licensing

▶ Maintenance

▶ Networking

▶ Security

▼ Status

Alarm Viewer

▶ Logs

▶ Log Manager

▼ Status and Control

▪ CVLAN Service Summary

▪ DLG Services Summary

▪ DMCC Service Summary

▪ Switch Conn Summary

▪ **TSAPI Service Summary**

**CTI User Status**

☐ Enable page refresh every 60 seconds

CTI Users All Users Submit

Open Streams 1

Closed Streams 1


**Open Streams**

Name	Time Opened	Time Closed	Tlink Name
globitel	Mon 25 Nov 2019 10:46:57 AM IST		AVAYA#CM93#CSTA#AES95

Show Closed StreamsClose All Opened StreamsBack

## 8.4. Verify DMCC link on AES

Verify the status of the DMCC link by selecting **Status** → **Status and Control** → **DMCC Service Summary** to display the **DMCC Service Summary – Session Summary** screen. The screen below shows that the user **Globitel** is connected from the IP address 10.30.5.98, which is the SpeechLog Voice Recorder server.



Application Enablement Services  
Management Console

La  
Nu  
Hc  
Se  
SV  
Se  
HA

Status | Status and Control | DMCC Service Summary

AE Services

Communication Manager Interface

High Availability

Licensing

Maintenance

Networking

Security

Status

Alarm Viewer

Logs

Log Manager

Status and Control

CVLAN Service Summary

DLG Services Summary

DMCC Service Summary

Switch Conn Summary

TSAPI Service Summary

User Management

Utilities

Help

DMCC Service Summary - Session Summary

Please do not use back button

☐ Enable page refresh every 60 seconds

Session Summary [Device Summary](#)

Generated on Mon Nov 25 14:04:36 IST 2019

Service Uptime: 40 days, 23 hours 50 minutes

Number of Active Sessions: 1

Number of Sessions Created Since Service Boot: 41

Number of Existing Devices: 1

Number of Devices Created Since Service Boot: 312

	Session ID	User	Application	Far-end Identifier	Connection Type
<input type="checkbox"/>	9ACEAEF9718F23663 8E922660579B41C-47	globitel	Speechlog	10.30.5.98	XML Unencrypted

[Terminate Sessions](#) [Show Terminated Sessions](#)

Item 1-1 of 1

1 Go

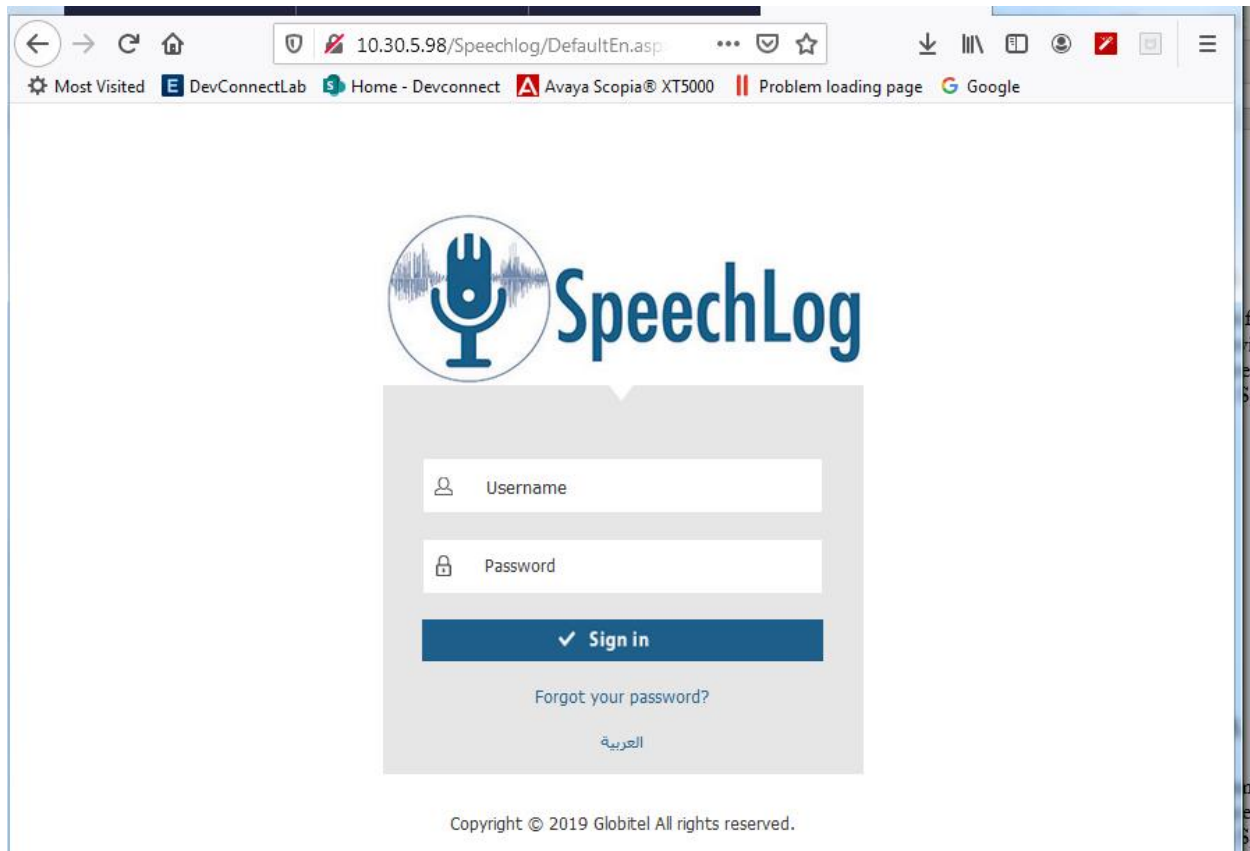
Copyright © 2009-2019 Avaya Inc. All Rights Reserved.



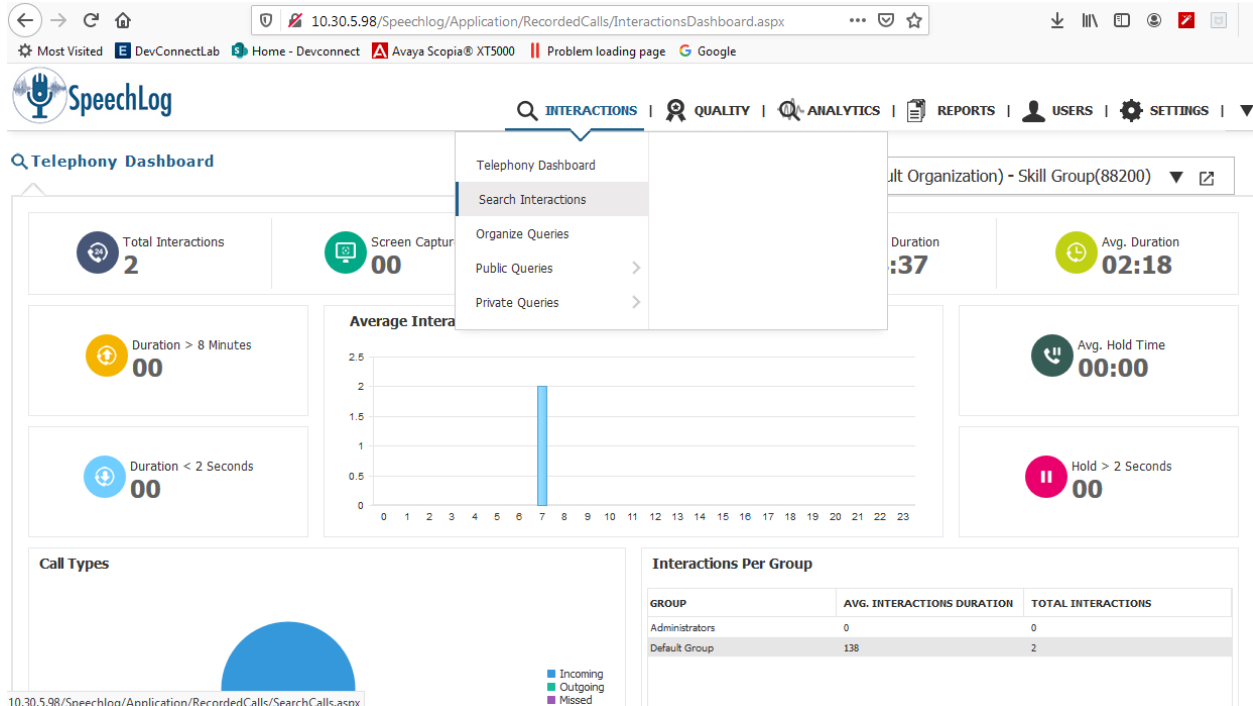
## 8.5. Verify calls are being recorded

From any of the monitored Avaya endpoints make a series of inbound and outbound calls. Once these calls are completed, they should be available for playback through a web browser to the SpeechLog Voice Recorder server.

Open a browser session to the SpeechLog Voice Recorder server as is shown below. Enter the appropriate credentials and click on **Sign in**.



## In SpeechLog **Telephony Dashboard**, Select **INTERACTION** → Search Interactions



Press **Search** for recording calls on the day.

The screenshot shows the SpeechLog Search Interactions page. The top navigation bar is the same as the dashboard. The main search area includes the following filters:

- Date Interval:** Fixed (selected) or Dynamic
- From:** 11/25/2019
- To:** 11/25/2019
- ☐ Interactions within time interval only
- ☐ Non FCR Interactions

There are **RESET** and **SEARCH** buttons. Below the filters is an **ADD FILTER** section with expandable categories: General, Telephony, Quality, and Users & Actions.

The search results area shows "No records to display."

Click on the play icon of the call that is to be played back. This call should then be played back as shown below and should be audible through any connected speakers or headphones.

INTERACTION NUMBER	INTERACTION DATE	AGENT NAME	EVALUATOR	AGENT ID
2161	11/25/2019 7:22:21 AM	User_70009		70009
2160	11/25/2019 7:16:57 AM	User_71002		71002
1161	11/25/2019 3:18:13 AM	User_70010		70010
1160	11/25/2019 3:18:00 AM	User_70010		70010

Copyright © 2019 Globitel All rights reserved.

## 9. Conclusion

These Application Notes describe the configuration steps required for the Globitel SpeechLog Voice Recorder to successfully interoperate with Avaya Aura® Communication Manager and Avaya Aura® Application Enablement Services. All feature and serviceability test cases were completed with observations noted in **Section 2.2**.

## 10. Additional References

This section references the Avaya and Globitel product documentation that are relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. *Administering Avaya Aura® Communication Manager, Release 8.0.x, Issue 7, Nov 2019*
2. *Administering Avaya Aura® Session Manager, Release 8.1.1, Issue 2, October 2019*
3. *Administering Avaya Aura® System Manager, Release 8.1.4, Issue 4, October 2019*
4. *Administering Avaya Aura® Application Enablement Services, Release 8.1.1, Issue 2, October 2019*

Product Documentation for Globitel SpeechLog Voice Recorder can be requested from Globitel.

---

**©2019 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](mailto:devconnect@avaya.com).