

# Avaya IP Office Integration Guide

Version 5.3

This guide provides information about the installation of Avaya TSP and configuring the Quality Management Suite for recording Avaya IP Office calls.

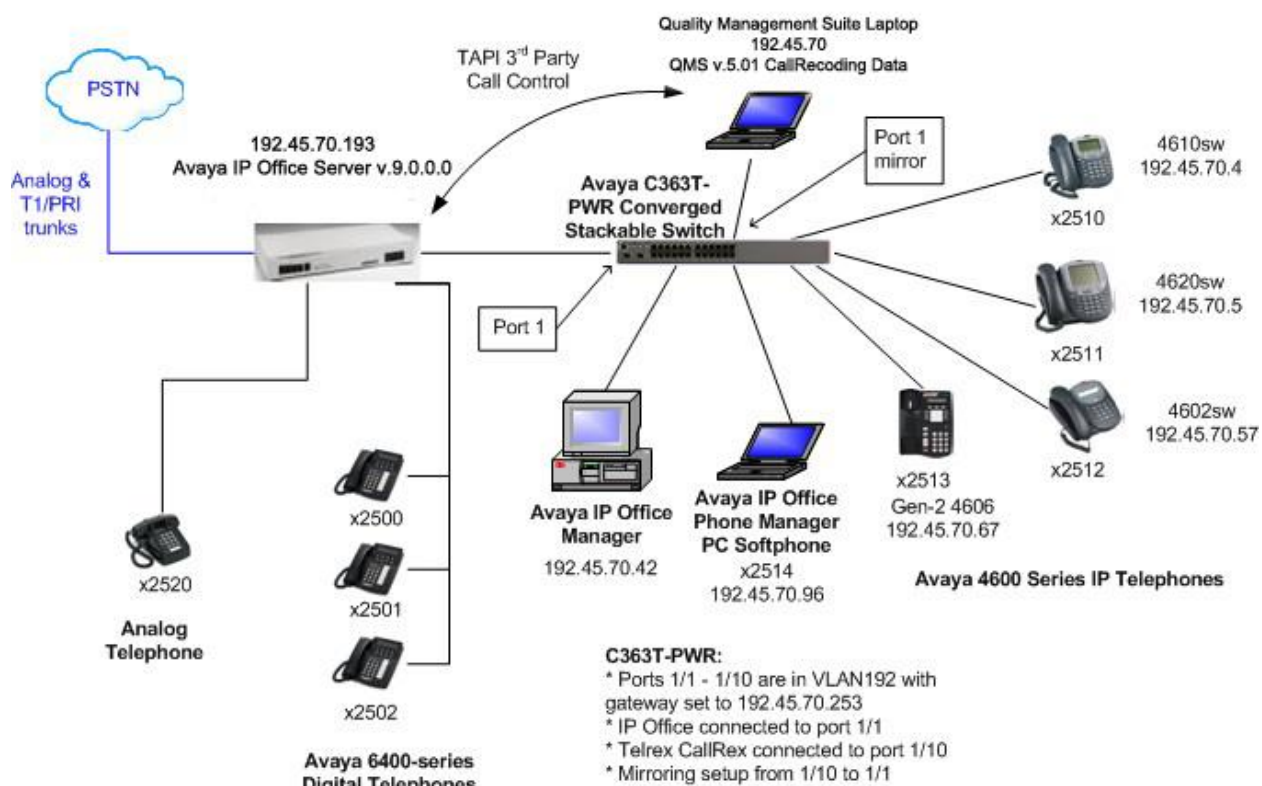


Figure 1

## Installing Avaya TSP (TAPI Server Provider)

The QMS Call Recording Service requires Avaya TSP for Call Control with Avaya IP Office. Call control information (i.e. off hook, caller ID, or on hook) is usually captured from packet sniffing, but Avaya IP Office requires the use of TSP for call control information. TSP only provides the call control information and port mirroring on the sniffer NIC captures the audio.



**Note**

A CTI Link Pro license is required to use Avaya TSP with Avaya IP Office. The license must be installed prior to the Avaya TSP install.

To set up Call Recording using Avaya TSP, complete the following steps.

1. Install Avaya TSP by running `AvayaSftPhnAndTapiTsp_1_0_0_38.exe`. *The Welcome to the InstallShield Wizard for TAPI2 window displays.*
2. Click **Next**.
3. In the **Username** field and **Password** field enter **admin**.
4. Enter the IP address of the system running Avaya IP Office Server. The installer must restart your system before configuration of TAPI2 can continue.
5. At the Ready to Install the Program screen click **Install**. The wizard takes several minutes to install.
6. The installer will state that a reboot is necessary. Click **Yes** to restart now.
7. After the reboot, the InstallShield Wizard resumes. Click **Next**.
8. Click **Finish** when the wizard completes.
9. Navigate to **Control Panel > Phone and Modem > Advanced Tab** and select **Avaya IP Office TAPI2 Service Provider** and click **Configure**. *The Avaya TAPI2 configuration window displays.*
10. In the **Switch IP Address** field type the IP address for the System running Avaya IP Office Server.
11. Select the **Third Party** radio button.
12. In the **Switch Password** field type **password**.
13. Click **OK** and then click **Close**.
14. Complete the following steps to make sure that the installation was successful:
  - a. Enter **dialer.exe** in the Run window.
  - b. In the Phone Dialer, enter an Extension linked to an Agent who has been logged in. An example might be 2511.



**Note**

If you would like to verify that the TSP is functional, then click **Tools** in the top of the Dialer. The Connect Using window displays. Use the **Line** drop-down to view a list of extensions that TAPI communicates with. The QMS users with record capabilities should be included in the list. Select one of the extensions and click **OK**.

- c. Click **Dial**.
- d. The phone configured for x2511 should ring.

## **Configuring the Quality Management Suite for recording Avaya IP Office calls**

The information provided in this section describes the necessary steps to configure Quality Management Suite for recording IP Office calls.



**Note**

SNMP communications with the Avaya IP Office SNMP server is required to support agent hot-desking (the DHCP feature). See [Enabling SNMP Support on IP Office](#) for more information.

To configure Quality Management Suite for recording IP Office calls, complete the following steps.

1. From the computer running the *Enghouse Interactive Data Service*, open a web browser and access the URL <http://localhost/qms>. *The Call Recording Login page displays.*
2. Enter administrative credentials into the **Username** and **Password** fields and then click **Login**. *The Quality Management interface displays.*
3. Select **Services** under the Administration category on the right-side of the window. *The Services tab displays.*
4. Click **Call Recording** and click the **Edit** button. *The CallRecording [host] tab displays.*
5. Click the **PBX Type** drop-down under Service Details and select **Avaya IP Office**.
6. Enter the IP address of the Avaya IPO PBX into the **PBX IP Address** field.
7. Click the **Save** button in the Actions bar.
8. Click **Users** under the Administration category on the right-side of the window. *The Users tab displays.*
9. Configure all users that Quality Management Suite will be able to access and configure recorded calls.
10. The **AgentID** field in the Call Recording Settings section must match the user name configured in Avaya IP Office.
11. The **Primary Extension** field in the Call Recording Settings section must match the extension configured in Avaya IP Office.
12. Click the **Save** button in the Actions bar.
13. Repeat steps 7-11 for each user to extension entry listed.

## Enabling SNMP Support on IP Office

To enable SNMP support on IP Office, complete the following steps.

1. Open *System > System Events > Configuration* and click the **SNMP Enabled** checkbox.
2. Type a name in the **Community** field. It is recommended that you type in **public**.
3. Type **161** into the **SNMP Port** field as the default.
4. In the left pane select **Firewall Profile** and double-click **Internet01**.
5. In the **SNMP** drop-down select **Bothway**. This enables IP Office to receive and send SNMP requests.
6. Restart IP Office for the changes to take effect.

## Troubleshooting

### IP addresses do not update when users log into phones

Your PBX may only support version one of the SNMP protocol. To enable SNMP version 1 compatibility, update the config file accordingly.

Complete the following steps.

1. Locate the TAPI section in the *CallRecordingService.exe.config* file, which displays as follows.

```
<CallRex>  
...
```

```
<Tapi />  
</CallRex>
```

2. Add **EnableVersion1SnmpGetNext**.
3. Set it to **True**. The code displays as follows.

```
<CallRex>  
...  
<Tapi EnableVersion1SnmpGetNext="true" />  
</CallRex>
```

### Verifying the correct AgentID

You can verify the correct AgentID in the QMS Recording Service's ConsolidatedCallRecording log. QMS builds a user list by querying the Avaya through an SNMP request. The AgentID information in the Avaya PBX user setup can be verified on the far right of the log lines.

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