

Installation Guide

Chronicall on Avaya Communication Manager (CM)



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Installation Guide

Chronicall on Avaya Communication Manager

Installing Chronicall for Avaya Communication Manager requires a few simple configuration changes.

- 1) First, create login information for Chronicall to use on your CM server
- 2) Next, configure CDR services (if applicable) to enable Chronicall to connect and log call events
- 3) Next, configure your AES server (if applicable) to enable Chronicall to connect and log call events
- 4) Finally, install Chronicall

Section 1. CM Configuration

Section 1.1 Access the CM server and open the Avaya site administration (ASA) application.

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File Edit Wew System Action Tools Window Help	
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Y Use landate	
in Green Krou Accounting	
A Reput	
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Viewing 7/2X/012.34.01. App GED waning iproving invalid PCTT message	
Wirting //2/2012 20135 ABCC Occurring: groong invision / 1 message	
Company and the second se	*
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pressy.	Maran I

Add a new Voice System by opening File > New > Voice System. Name this new system and press Next.

Enter the name of the Voice System. You can make this name up, or you can use the name that your organization has already given to this system. Voice System Name: C Server This name will appear in Avaya Site Administration windows to represent this Voice System. It does not have any effect on the actual Voice System. Shared Systems C Local System
<back next=""> Cancel Help</back>

X Add Voice System How are you connecting the Avaya Site Administration computer to the Voice System? C Modem or data module Choose this option if your computer will dial into the Voice System using a modem or data module. C Direct serial port connection Choose this option if your computer will be connected directly to the Voice System via a serial cable. Network connection Choose this option if your computer and your Voice System are connected via a computer network. Connect via ASG Guard Is ESS Server 🔲 Support launching of Avaya SA with parameters Use script file to login C:\Users\Derek\AppData\Roaming\Avaya\Site ... Next R < Back Cancel Help

Make sure that Network Connection is selected, then press Next.

Enter the IP address of the CM server.

	Network Connection
	You have indicated that you will be connecting your Avaya Site Administration computer to this Voice System through a computer network
	Avaya Site Administration must know the "fully qualified domain name" (FQDN) of the Voice System, or its IP address.
* 0 #	FQDN or IP address: 192.168.15.129
	For example, an FQDN might be: computername.department.company.com
	Optionally, you can enter the IP address. For example: 100.212.123.211
1 pe	If you do not know the FQDN or IP address, ask the people in your organization who set up the Voice System, or the people who set up your computer network.

Accept the default options on the next few screens until you are asked for a login name and password. Enter the information of a privileged administrator account. Continue moving through the next few screens until the process is complete.

	Authentication: Authentication Methods: Login: I Password Password: Password (again):
	SSH Client Parameters: Key Exchange: Use Bulk Cipher Compression: Deffie_Hellman V AES V 0 V
7	<back next=""> Cancel Help</back>

Once this is finished, click Start Emulation in the advanced section of the sidebar to the left.



This will bring up a blue command line screen. First, you will need to create a user profile. This profile will outline Chronicall's access privileges. Later, when you create a user, you will apply this user profile to it.

💀 Avaya Site Administratio	n - [CM Server Emulation: 513]	_ 0
R File Edit View Sys	stem Action Tools Window Help	_ 6 X
		- X X
General	cancel refresh enter clear help go to page next page prev page	
Advanced	This sucker is usehuished to subbauized useus for legitische husiasse of	
11010100	Inis system is restricted to autnorized users for legitimate dusiness pl Unauthorized access is a criminal violation of the law.	irposes.
👔 Create New Template	Copyright 1992 - 2010 Avaya Inc. All Rights Reserved.	
🛐 Use Template	Except where expressly stated otherwise, this Product is protected by co	ppyright
	portions thereof included in this Product may contain software distribut	ted
Accounting	under third party agreements, which may contain terms that expand or li	nit
Ø	rights to use certain portions of the Product. Information identifying	third
neport	site at: http://support.avaua.com/ThirdPartulicense/.	
🚡 Export Data		
🖗 Import Data		
No Find and Replace		
Start Emulation		
	Command :	
	N	
Fault & Performance		
Tasks 📲 Tree		
× Severity Date/Tim	se Sustana Description	
Date/Tim	e joystem joeschpion 2412-28 ARDE add hunt-group 705	^
Warning 7/25/2012	2 3:41:51 ABDE GEDI warning: ignoring invalid PCTT message	E
() Warning 7/25/2012	2 3:41:43 ABDE GEDI warning: ignoring invalid PCTT message	
(1) Warning 7/25/2012	2 3:41:31 ABDE GEDI warning: ignoring invalid PCTT message	
(!) Warning 7/25/2012	23:41:00 ABDE GEDI warning: ignoring invalid PCTT message	-
History /	Lischedule V connection status 1	
eady		NUM



Section 1.2 Adding a User Profile

Step 1 Enter list user-profiles into the command line. This will show you a list of user profiles that currently exist on the system. User profiles 0 through 19 are reserved by the system, so any user profile number you choose will need to be 20 or higher. Once you've chosen a number, enter add user-profile followed by the profile number. For example, add user-profile 20. This will bring up a new user profile screen.

Annua Site Administration 10	CM Conver Faulation E1	21				
Avaya Site Administration - [Antian Table Min	oj				
Se File Edit View System	Action Tools Wind	iow Heip				- 6' X
		🕼 🗐 🗐 CM Serv	er		<u>- X X</u>	
	ancel refresh er	ter clear belo	go to page next page prev page			-
General	d ucor-profile 2	1	3	Page	1 of 11	
Advanced	i user provine z	USE	PROFILE 21	rage	1 01 41	
		_				
Create New Template	er Profile Name:	Chronicall				
👔 Use Template	This Profil	e is Disabled? n	Shell Access	? n		
E Generate Call	cility Test Call	Notification? n	Acknowledgement Required	l? <u>n</u>		
Accounting	Grant Un-owne	d Permissions? <u>n</u>	Extended Profile	? <u>n</u>		
Report	Name	Cat Enh	Name	Cat	Enhl	
	Induc	Adjuncts A <u>n</u>	Routing and Dia	1 Plan J	ų.	
🏗 Export Data	C	all Center B 😐	Se	curity K		
🛸 Import Data		Features C y	S	ervers L	<u>n</u>	
	н	nsnitalitu F n	Sustem Para	meters N	<u>y</u> 0.	
🖏 Find and Replace		IP F n	Transl	ations 0	n	
Start Emulation	М	aintenance G 👖	Tr	unking P		
Me	asurements and P	erformance H <u>n</u>	llcou	Usage Q	<u>n</u>	
	-New	Die Huuess I II	user	HUCESS N	ш	
					-	
Fault & Performance						
Tasks 📲 Tree						
Severity Date/Time	System 1	Description				*
Info 12/5/2012 4:13	:38 ABDE a	idd hunt-group 705				=
Warning 7/25/2012 3:41	:51 ABDE	GEDI warning: ignoring inv	alid PCTT message			-
Warning 7/25/2012 3:41	:43 ABDE	EDI warning: ignoring inv	alid PCTT message			
warning 7/25/2012 3:41	.00 ABDE 1	SEDI warning: ignoring inv	alid PCTT message			-
History / Sch	edule \ Connection Sta	tus /	anu PCTT message			
Ready						NUM
Incody						1.40101

Step 2 In the User Profile Name field, enter Chronicall. Next, you need to enable specific permissions for this user profile. Arrow down to the Enbl column and change n to y for Call Center (B), Features (C), Routing and Dial Plan (J), and Stations (M).

Avava Site Ad	ministration - ICM Ser	ver Emulation: 5	131				_	
RA File Edit	View System Activ	ver Emulation. 5	dow Help			_		E V
					8.8		Netvel	
<u>D</u> MB 				JM Serve	a.			
-	그 A cancel	refresh e	enter clear	help	go to page next page prev page			
General	add use	er-profile 2	21		Pag	e	1 of 41	
Advanced				USER	PROFILE 21			
🛐 Create New 1	emplate User Pr	ofile Name:	Chronicall					
👔 Use Template	• • • • • • • • •	This Profil	e is Disable	1? n	Shell Access? n			
Generate Cal	Facilit	y Test Call	Notificatio	n? <u>n</u>	Acknowledgement Required? n			
Accounting	Gr	ant Un-owne	d Permission	s? <u>n</u>	Extended Profile? <u>n</u>			
Seport		Name	Ca	Enhl	Name	Cat	Enhl	
			Adjuncts A	n	Routing and Dial Plan	J	Q	
📸 Export Data		C	all Center B		Security	К		
😤 Import Data			Features C		Servers	L		
Import Data			Hardware D	<u>n</u>	Stations Suctom Parameters	M	4	
🍓 Find and Rep	lace		IDSPICALLEY L		Translations	n		
- constants		ŀ	laintenance G	n	Trunking	P	ñ	
Start Emulatio	^m Measure	ments and F	erformance H		Usage	Q		
		Ren	note Access I		User Access	R		
Fault & Desfaure								
	lance							
Tasks 📲	Tree							
Severity	Date/Time	System	Description					A
1 Info	12/5/2012 4:13:38	ABDE	add hunt-group 70	5				-
U Warning	7/25/2012 3:41:51	ABDE	GEDI warning: igno	ring inv	alid PCTT message			=
(Warning	7/25/2012 3:41:43	ABDE	GEDI warning: igno	ring inv	alid PCTT message			
U Warning	7/25/2012 3:41:31	ABDE	GEDI warning: igno	ring inv	alid PCTT message			
(!) Warning	7/25/2012 3:41:00	ABDE	GEDI warning: igno	ring inv	alid PCTT message			*
	HISTORY & Schedule	A connection St	atus /					
Ready								NUM

Step 3 Move to the next page using Page Down. This section shows specific read and write functions in each of the categories listed before. Change the permissions for the categories listed above to --, meaning no access.

Avaya Site Administration - [CM Server Emulation:	513]	
😴 File Edit View System Action Tools V	lindow Help	_ <i>5</i> ×
	CM Server	<u></u>
cancel refresh	enter clear help go to page ne	xt page prev page
General add user-profile	21	Page 3 of 41
Advanced Control Profile Create New Template Create New Template Create Call Accounting Profile Report Create Data Start Enulation Start Enulation Accounting Create New Template Create N	USER PROFILE 2 For Category: H To:	21 sit All Permissions To: hange,remove+r 'n'=maintenance
Fault & Performance Tacks *** Tree Severity Date/Time System Dinfo 12/5/2012 4:13:38 ABDE Warning 7/25/2012 3:41:51 ABDE Warning 7/25/2012 3:41:33 ABDE Warning 7/25/2012 3:41:31 ABDE Warning 7/25/2012 3:41:30 ABDE Warning 7/25/2012 3:41:30 ABDE State 51 Wistory (: Schedule). Connection	Description add hunt-group 705 GEDI warning: ignoring invalid PCTT messag GEDI warning: ignoring invalid PCTT messag GEDI warning: ignoring invalid PCTT messag GEDI warning: ignoring invalid PCTT messag Status /	
Ready		NUM

Step 4 Next, give read (r-) access to the following functions:

- page 3 agent-loginID
- Page 14 hunt-group
- Page 31 station
- Page 37 uniform-dialplan
- Page 39 vdn
- Page 39 vector

Once this is finished, click the Enter button at the top of the screen.

Step 5 Open your web browser and navigate to https://[CM server IP address]. This will open the Avaya System Management Interface, or SMI.



Step 6 Log in, open the Administration drop-down menu at the top of the page, and click Server (Maintenance). Under the Security tab on the left, click Administrator Accounts.

AVAYA	
Help Log Off	Administration Upgrade Licensing Native Configuration Manager Server (Maintenance)

ecurity	
Administra Nr Accounts	
Login Account Policy	
Login Reports	
Server Access	
Syslog Server	
Authentication File	
Firewall	
Install Root Certificate	
Trusted Certificates	
Server/Application Certificates	
Certificate Alarms	
Certificate Signing Request	
SSH Keys	
Web Access Mask	
Aiscellaneous	
File Synchronization	
Download Files	
CM Phone Message File	

Step 7 Choose Add Group and Submit.

Administration / Server (Mainte Ourrent Alarms Agent Status	nance)
Current Alarms Agent Status	
SNMP Agents SNMP Traps Filters SNMP Traps Filters agnostics Restarts System Logs Traceroute Netstat Network Time Sync Netstat Network Time Sync Netstat Shutdown Server Server Role Server	Administrator Accounts The Administrator Accounts web pages allow you to add, delete, or change administrator logins and Linux groups. Select Action: Add Login Privileged Administrator Unprivileged Administrator SAT Access Only Web Access Only Modem Access Only CDR Access Only Business Partner Login (dadmin) Business Partner Craft Login Custom Login Change Login Select Login Add Group
/SI Firmware Opgrades IPSI Version Download IPSI Firmware	Remove Group Select Group

Step 8 In the Add a new access-profile group list, choose the profile number that matches the user profile you created earlier, then click Submit.

AVAYA	
Help Log Off	Administration Upgrade
Administration / Server (Main	tenance)
Current Alarms Agent Status SNMP Agents SNMP Traps Filters SNMP Trest Diagnostics Restarts System Logs Temperature/Voltage Ping Traceroute Netstat Network Time Sync Server Status Summary Process Status Shutdown Server Server Date/Time Software Version Server Configuration Server Role Network Configuration Static Routes Display Configuration	Administrator Accounts Add Group This page allows you to add a new access-profile or non-access-profil Select Action: Add a new access-profile group: Add a new non-access-profile group: Group Name: Group Number: Prof23 prof24 prof25 prof25 prof29 prof30 prof31 prof34 prof38 prof39

Step 9 When you return to the Administrator Accounts page, select SAT Access Only in the Add Login list.



Step 10 On the next page, enter a login name, select users from the Primary group list, and choose the profile you created earlier from the Additional groups list. Create a password, then press Submit.

Help Log Off	Administration Upgra	de	
Administration / Server (Mainter	nance)		
Current Alarms	Administrator Account	ts Add Login: SAT Ac	cess Only
Agent Status			
SNMP Agents	This page allows you to create	a login that is intended to have	access only to the Communication Man
SNMP Traps			
Filters			
SNMP Test	Login name	chronicall	<u>ن</u>
Diagnostics	Driman: areus	-	
Restarts	primary group	U susers	
System Logs		() users	
i emperature/ voltage			
Traceroute	(profile)	prot21	You must assign a
Notetat	(prome)		profile that has no web access
Network Time Sync			if you want a login with SAT
Server			access only.
Status Summary			
Process Status	Linux shell	/opt/ecs/bin/autosat	•
Shutdown Server			
Server Date/Time			This shell setting does
Software Version			NOT disable the go shell
erver Configuration			SAT command for this user.
Server Role	Manual diseases		
Network Configuration	Home directory	/var/home/chronicall	
Static Routes	Lock this account		
Display Configuration			
Eject CD/DVD	Date after which account		
Server Upgrades	is disabled-blank to		
Make Upgrade Permanent	ignore (YYYY-MM-DD)		
Boot Partition	Select type of		
Manage Updates	authentication	Password	
BIOS Upgrade		ASG: enter key	
IDEI Version		ASG: Auto-generate key	
Download IDEI Firmwara	Enter an enter a large	-	0
Download Status	Enter password or key	·····	(1)
Activate IDSI Unorade	Re-enter password or		<u> </u>
Activation Status	key	1	1
ata Backup/Restore			
Backup Now	Force password/key	🔍 Yes	
Backup History	change on nexclogin	No	
Schedule Backup			
Backup Logs			
View/Restore Data	Subnit Cancel Hel	p	
Restore History			
and the second se			

Your user is now created and has been assigned all of the necessary permissions to run Chronicall.

Section 1.3 Configure CM to send CDR data

** Special note - if you are not using CDR data you can skip section 1.3

Step 1: Add Chronicall CDR server to Node Names IP

Add the IP Address of the Chronicall server into the **IP NODE NAMES**. Type **change node-names ip** to access the node names and add the server **Name** and **IP Address** as shown below (example uses xxx.xxx.xxx.xxx - you will need to use an actual IP Address):

change node-nam	es ip	Page	1 of	2
	IP NODE NAMES			
Name	IP Address			
CLAN-AES	10.0.1.20			
Chronicall	<u>xxx.xxx.xxx</u>			
default	0.0.0			
procr	10.0.1.20			
procró				

Step 2. Setup CDR Service

Type **change ip-services** to setup a CDR link to the Chronicall Server using the following information. Note the following information may be needed when setting up the Chronicall CDR service on the Chronicall server.

- •Local Node is procr
- •Remote Node: This is the Chronicall node you added in step 1.
- •Service Type is CDR1

•**Remote Port:** This is the only information you will need when installing Chronicall. number in this example is **9089** but can be any free port number (please make note of the port number that you use)

See example below:

change ip-s	services				Page	1 of	4
			IP SERVICE	ES			
Service	Enabled	Local	Local	Remote	Remote		
Туре		Node	Port	Node	Port		
AESUCS	<u> </u>	procr	<u> </u>				
CDR1		procr	6	<u>Chronicall</u>	9089		

Step 3. Configure CDR Parameters

Type **change system-parameters cdr**. Ensure all the fields are as shown below on **Page 1 of systemparameters cdr**.

1. Note the **Primary Output Endpoint** is that of the service type added on **Step 2**.

2. Please change the **CDR Date Format** to: month/day Chronicall expects this date format to match this, and then you can change how it is presented to you on the reports within Chronicall.

3. Please ensure that all **Data Item Length** entries are the same as outlined below on **Page 2** of **systemparameters cdr**. Items 35 – seq-num, and item 37 ucid are recommended but optional. In order to enable these features they need to be enabled by Avaya. Please open a ticket with Avaya and ask them to enable special application SA8702.



See example below:

change system-parameters cdr	Page	1 of	2
CDR SYSTEM PARAMETERS			
Node Number (Local PRX ID): CDR Date	Format: m	onth/d	500-
Primary Autout Format: customized Primary Autout Fo	dnoint: C	DR1	<u>17</u>
Secondaru Output Format:	aboruc. 6	VILL	
Use ISDN Layouts? <u>n</u> Enable CDR S	Storage o	n Disk'	? <u>n</u>
Use Enhanced Formats? n Condition Code 'T' For R	edirected	Calls	2 U
Use Legacy CDR Formats? <u>n</u> Remove # Fro	m Called	Number'	? <u>n</u>
Modified Circuit ID Display? <u>n</u> I	ntra-swit	ch CDR'	۲ų (
Record Outgoing Calls Only? <u>n</u> Outg Trk	Call Spl	itting	۲ų
Suppress CDR for Ineffective Call Attempts? <u>n</u> Outg A	ttd Call	Record	? ¥
Disconnect Information in Place of FRL? <u>n</u> Interwo	rking Fea	t-flagʻ	? <u>n</u>
Force Entry of Acct Code for Calls Marked on Toll Analysis	Form? <u>n</u>		
Calls to Hunt Group - Re	cord: <u>mem</u>	ber-ext	<u>b</u> er
Record Called Vector Directory Number Instead of Group or Me	mber? <u>n</u>		
Record Agent ID on Incoming? <u>n</u> Record Agent ID on Outg	oing? y		
Inc Trk Call Splitting? y			
Record Non-Call-Assoc TSC? <u>n</u> Call Record Handlin	g Option:	warni	<u>ng</u>
Record Call-Assoc TSC? <u>n</u> Digits to Record for Outgoin	ng Calls:	diale	1
Privacy - Digits to Hide: 🛽 CDR Account Cod	e Length:	15	
Remove '+' from SIP Numbers? y		and the second	

change system-parameters cdr Page 2 of 2 CDR SYSTEM PARAMETERS Data Item - Length Data Item - Length Data Item - Length date 17: <u>in-trk-code</u> 1: 33: <u>node-num</u> 6 2: <u>space</u> 18: <u>space</u> 34: space in-crt-id 3: <u>time</u> Ц 19: 3 35: <u>seq-num</u> 10 4: space 20: <u>space</u> 36: <u>space</u> 1 5: 21: out-crt-id sec-dur 37: <u>ucid</u> <u>20</u> 6: <u>space</u> 22: <u>space</u> 38: return 7: cond-code 23: ppm 39: line-feed 8: 24: space 40: space 25: isdn-cc 9: code-used 11 41: 4 42: 10: <u>space</u> 26: <u>space</u> 43: 2 11: <u>code-dial</u> 27: attd-console 4 12: <u>space</u> 28: 44: space 13: <u>dialed-num</u> 18 29: <u>vdn</u> 45: 14: <u>space</u> 30: space 46: 1 1 15: <u>clg-num/in-tac</u> <u>10</u> 31: <u>15</u> 47: acct-code 48: 16: <u>space</u> 32: <u>space</u> 1 Record length = 152

Step 4. Enable Missed and Internal Calls

To allow missed calls to appear on the Chronicall CDR reports, set **CDR Reports** to **r** in the trunk group used for outgoing/incoming calls.

- 1. Type **change trunk-group x** where **x** is the number of the incoming/outgoing trunk group.
 - ** Please ensure that CDR Reports is set to r

See example below:

change trunk-g	roup 1			1	Page	1	of	21
		TRUNK GROUP						
Group Number:	1	Group Type: <u>is</u>	dn	CDR	Repo	rts:	r	
Group Name:	Main	COR: <u>1</u>		TN: 1		TAC:	80	<u>01</u>
Direction:	two-way	Outqoinq Display? <u>n</u>		Carrier	Medi	um:	PRI	/BRI
Dial Access?	n	Busy Threshold: 255	Night	Service:	-			
Queue Length:	8							
Service Type:	tie	Auth Code? n		Test	Call	ITC:	re	st
		Far End Test Line No:						
TestCall BCC:	4	Visites and association and the second						

Step 5. To enable intra-switch calls to be reported, type **change intra-switch-cdr** and add the **Extension** numbers of the sets that are to be reported for internal calls.

See example below:

Extension 1000 1000	Assigne Extension	d Members: 8 Extension	of 1000 administered Extension
1012 1013 1014 1015			
1016 1017			
'lict intra-c	witch-cdr' to see all	members 'add ir	tra-switch-cdr' to add

end

Section 1.4 Exporting CM Users and Groups for CDR Reporting

***Special note* - if you are not using CDR for reporting, or if you have an AES Server you can skip section 1.4. The AES server can send Chronicall all the usernames and groups.

This section will show you how to export your stations, agents, groups, VDNs and vectors.



Step 1: Please open a GEDI connection to your Communication Manager

Step 2: Run a list command to query the data you want.

🛃 Avaya Site Adn	ninistratio	n - [Xima Ad	min GEDI]	State Street	And in the second second		The second s						
😻 File Edit \	/iew Sys	tem Actio	n Tools N	Window Help									
	l X P				📔 Xima Admin				- 🔀	8			
		list station		▼ send	l (return) help (f5)	cancel (esc)	enter (f3) sched	ule (f9) 📔 next i	(7) previo	ous (f8)			
General		Ext.	Type	Port	Name		Data Ext	. Cover 1	Cover 2	COS	COR	TN	Ro
Start GEDI		1000	2410	0010201	Test			99		1	1	1	
-		4012	2410	0010202	Amy Decker			99		1	1	1	
🕵 Add User		4013	2410	0010203	Mike Johnson			99		1	1	1	
March 11		4014	2410	0010204	David Roth			99		1	1	1	
Eutonoion		4015	2410	0010205	Jack Russel			99		1	1	1	
LACENSION		4016	2410	0010206	Richard Jacobs			99		1	1	1	
🕵 Change User		4017	2410	001V207	Ed Bob			99		1	1	1	

Step 3: Go to File → Export

File	Edit View System	Action	Too
	New		•
	Open	Ctrl+O	F
	Save	Ctrl+S	
	Save Configuration	F12	1
2	Import		1
	Export		
	Clear History		1
2	Export History		1
2	Print Setup		
	Print Preview		
	Print	Ctrl+P	
9	Exit		

Step 4: Choose a location for the export file and hit OK – You'll want to put all of the exports in a directory together and name them smartly to make it easy to find them when Chronicall asks for them.

3	Choose the file name and formatting options for this export.	OK
	Export file:	Cancel
	C:\Users\Derek\Desktop\exports2\	Help
	Export column titles on first row? Sample export: United 11 United 21 United 21	
	ader, ddez, ddes	



Step 5: You'll need to repeat these steps for each of the following commands resulting in the 5 files: list vdn list vector list hunt-group list station list agent-loginID

Step 6: During the Chronicall installation you will be asked to import these files. Again you don't need these files if you are using an AES Server.

End

Section 1.5: Configure TSAPI CTI LINK

**Special Note – If you are not using an AES Server you may skip this section

Step 1: Add CTI Link

Type add cti-link x command, where x is a number between 1 and 64. Enter a valid extension number under the provisioned dial plan. Set the Typ Field to ADJ-IP and assign a descriptive Name to the CTI LINK. Defaul values may be used in the remaining fields.

Example Below:

add cti-li	nk 2			Page	1 of	3
		CT	I LINK			
CTI Link:	2					
Extension:	4098					
Type:	ADJ-IP					
					COR:	1
Name:	Chronicall					

Step 3. Enter Node Name

Type **change node-names ip** In the compliance-tested configuration, the CLAN IP address was utilized for registering H.323 endpoints (Avaya IP Telephones, Avaya IP Agents, and Avaya AES DMCC stations). The CLAN-AES IP address was used for connectivity to the Avaya AES server. Please note if you are configuring the AES to connect to an S8300 the IP Address needs to be the same IP as your processor.

See example below:

change node-na	mes ip		Page	1 of	2
	IF	NODE NAMES			
Name	IP Address				
CLAN-AES	10.0.1.20				
default	0.0.0.0				
procr	10.0.1.20				
, procró	::				

Step 3. Change IP Services

Type **change ip-services** On Page 1, configure the Service Type field to AESVCS and the Enabled field to y. The Local Node field should be pointed to the CLANAES board that was configured previously in the node-name ip form. During the compliance test, the default port was utilized for the Local Port field.

See example below:

change ip-se	rvices				Page	1 of	3
Service Type AESUCS	Enabled <u>y</u>	Local Node procr	IP SERVICES Local Port <u>8765</u>	Remote Node	Remote Port		

Step 4. Change IP Services

Type **change ip-services** On Page 3, configure the Service Type field to AESVCS and the Enabled field to y. The Local Node field should be pointed to the CLANAES board that was configured previously in the node-name ip form. During the compliance test, the default port was utilized for the Local Port field.

See example below:

change ip-ser	vices			Page	3 of	3
	AE	Services Adminis	tration			
Server ID	AE Services Server	Password	Enabled	Status		
1:	<u>aesxima</u>	*	¥	in use		
3:						
h •						
Step 5 Log into	the AES web Interface					
Step 5. Log Into	the ALS web interface					
See example below	w:					
	Please login here:					
	Usern	ame				
		Continue				

Step 6. Add New Connection

Select Communication Manager Interface and add new connection. The next page will prompt you to enter a password. If your processor is already configured please proceed to next step.

See example below:

Communication Manager Interface	Switch Connections			Home Help Log			
AE Services							
Communication Manager Interface	Switch Connections						
Switch Connections	Add Connection	Add Connection					
) Dial Plan	Connection Name	Processor Ethernet	Msg Period	Number of Active Connections			
Licensing	● s8300	No	30	1			
Maintenance	Edit Connection Edit PE/CLAN IPs Edit H	323 Gatekeeper Delete Connection Survivability	Hierarchy	L			
Networking		, , , , , , , , , , , , , , , , , , , ,					
Security							
> Status							
Vser Management							
Vtilities							
) Help							

You will need to enter the switch password that you configured in step 4

Communication Manager Interface	Switch Connections			
› AE Services				
Communication Manager	Connection Details - s8300			
Switch Connections	Switch Password			
▶ Dial Plan	Confirm Switch Password			
> Licensing	Msg Period	30	Minutes (1 - 72)	
▶ Maintenance	Provide AE Services certificate to switch			
▶ Networking	Secure H323 Connection			
→ Security	Processor Ethernet			
> Status	Apply Cancel			
) User Management				
▶ Utilities				
) Help				

Step 7. Add CLAN to AES

After returning to the Switch Connections page, select the radio button corresponding to the switch connection added previously, and click on Edit CLAN IPs. Enter the IP address of the CLAN used for Avaya AES connectivity from Section 3.6, and click on Add Name or IP.

See example below:

AE Services Communication Manager Interface Switch Connections	Edit CLAN IPs - \$8300 Add Name or IP Add Name or IP	
Dial Plan	Name or IP Address	Status
Licensing	10.0.1.20 10.0.1.20	In Use
▶ Maintenance	L Delate (h) Deck	
▶ Networking	Detector Back	
) Security		
) Status		
) User Management		
▶ Utilities		
⊦ Help		

From here your Communication Manager should be able to communicate with your AES Server.

End

Section 1.6 Configure AES Server

You will also need to set up an AES user. You can do this by accessing the Management Console on the AES server.

Step 1 In a web browser, navigate to http://[AES server IP address] and log in.



ift 🐐

Log in and expand the AE Services section at the top of the sidebar to the left, followed by TSAPI, then TSAPI Links. Make sure the TSAPI link is selected and select Edit. Change the ASAI Link Version to 5 and apply the changes.

VAYA	Application Enablement Services Management Console
E Services TSAPI TSAPI	inks
▷ CVLAN	Edit TSAPI Links
> DLG	Link 1
> DMCC	Switch Connection cmsim *
► SMS	Switch CTI Link Number 1 🔻
TSAPI	ASAI Link Version 5 •
 TSAPI Links TSAPI Properties 	Security Both •
> TWS	Apply Chunges Cancel Changes Advanced Settings
Communication Manager Interface	
Licensing	
Maintenance	
Networking	
Security	
Status	
User Management	
Utilities	
Help	

Step 2 Under User Management, open User Admin and select Add User. Give the new user a name and a password. Change the CT User option to Yes, then scroll down and press Apply.

** Special Note – for the password alphanumeric is accepted and the following special characters . , @ \$

	Add User		
AE Services			
Communication Manager Interface	Add User		
Licensing	Fields marked with * can r	not be empty.	
Maintenance	* User Id	chronicall	1
Networking	* Common Name	chronicall	
Security	* Surname	chronicall	
Status	* User Password	•••••	Q
⁷ User Management	* Confirm Password	•••••	Ð
▶ Service Admin	Admin Note		
* User Admin	Avaya Role	None	
Add User	Business Category		
 Change User Password List All Users 	Car License		
 Modify Default Users 	CM Home		-
 Search Users 	Css Home		
Utilities	CT User	Voc T	
Help		Tes ,	
	Department Number		
	Display Name		

Step 3 You may also need to enable SDB for TSAPI Service, JTAPI and Telephony Web Services under Security, Security Database, Control.



Step 4 Expand the CTI Users section next to the Control Link and select List All Users. Select the Chronicall user and select Edit. Instead of giving this user specific access privileges, select the Unrestricted Access box. Chronicall itself will handle the appropriate access permissions.

AVAYA	Application Enablement Services Management Console				
Security Security Database C	TI Users List All Users				
AE Services Communication Manager Interface	Edit CTI User	line 10	chronicall		
> Licensing > Maintenance > Networking	User Prome:	Common Name Worktop Name Unrestricted Access	chronicall NONE •		
Security Account Management Audit	Call and Device Control:	Call Origination/Termination and Device Status	None ▼		
Certificate Management Enterprise Directory Host AA	Call and Device Monitoring:	Device Manitoring Calls On A Device Manitoring Call Manitoring	None V		
 PAM Security Database 	Routing Control:	Allow Routing on Listed Devices	None •		
Control G CTI Users List All Users Search Users Search Users Devices Device Groups Tlinks Tlink Kroups Worktops Standard Reserved Ports Tripwire Properties					
> Status • User Management • Utilities • Help					

For future reference, you will want to copy the first Tlink under Security, Security Database, Tlinks, and paste it somewhere it will be easy to access later.

curity Security Database Ti	inks	
AE Services Communication Manager Interface Licensing Maintenance Networking Security Account Management Audit Audit Centificate Management Enterprise Directory Host AA PAM Security Database Control Quint Users Devices Devices Devices Devices Devices Centificates	Tlinks Tink Name NAYA#CMSIM#CSTA#AESSIM VAYA#CMSIM#CSTA-S#AESSIM Delete Tlink	
Tlink GroupsWorktops		
Standard Reserved Ports		
Tripwire Properties		



Under Maintenance, open the Service Controller. Here, you will need to select TSAPI Service and click Restart Service.



End

Install Chronicall

The final step is to download and install Chronicall. Visit our downloads page at **www.ximasoftware.com/chronicall/downloads** and enter your serial key to access file downloads. If you do not have a serial key, visit **www.ximasoftware.com/chronicall/trial** or talk to your Xima re-seller

Once you have downloaded the Chronicall installer, run it and follow the installation instructions as given.

*The most current version of Oracle's JVM is required for installation of Chronicall.



Read the License Agreement. You must accept the terms of this agreement before continuing with the installation.



Chronicall will be installed in the folder shown. To change where Chronicall is installed, enter the file path or click Browse.



Chronicall will only log when it is able to verify its registration with Xima Software. Please enter your serial key below to register Chronicall.

Chronicall can optionally be installed in Demo Mode, which allows you to use the software without a connection to a phone system. Demo Mode is used by authorized Xima Partners who need to demonstrate Chronicall without a phone system.

¢	Chronicall Setup	D.	- 🗆 ×	
Chronicall Setup	(ð>	<im^< td=""><td>V</td></im^<>	V
Register Chronicall				
Chronicall will only log when it is ab your serial key below to register Cl	le to verify its registration wi nronicall.	ith Xima Softwa	are. Please enter	
Serial Key:				
Chronicall can optionally be installed connection to a phone system. Dem	in Demo Mode which allows o Mode is used by authorize	you to use the d Xima Partner	software without a s who need to	а
demonstrate Chronicall without a ph	ione system. Install as D)emo (will not c	apture call data) [
	Cano	cel < Ba	ck Next >	

Chronicall stores its data in a PostgreSQL database. Indicate which port PostgreSQL should use to communication with other applications. A database user will be created with the credentials listed.

¢.	Chronicall Setup	··· - · ·	×
Chronicall Setup	e	XIN	1
PostgreSQL			
Chronicall stores its data in a Postg should use to communicate with oth credentials indicated below.	reSQL database. Please indicat ner applications. A database us	e which port PostgreS(er will be created with	QL the
Post	greSQL port: 9086		
Post	greSQL user: Chronicall		
PostgreSQ	L password:	•••	
	Cancel	< Back N	lext >

Chronicall is accessed through a web interface served by Apache Tomcat. Please make sure no other applications are using the Tomcat port as you will be unable to access Chronicall if this port is not free.

₽	Chronicall Setup			×
Chronicall Setup	6) >	<im,< td=""><td>A</td></im,<>	A
Chronicall Webserver				
Chronicall is accessed through a other applications are using the T port is not free.	web interface served by Apache "omcat port as you will be unable	Tomcat. Ple to access C	ase make sure hronicall if this	no
Apach	e Tomcat Port: 9080			
	Cancel	< Ba	ick Next	>

If your customer purchased Recording Library it will ask if you would like to Install the Recording Library Service. If this is the PC where the recordings will be stored please select "yes"

Chronicall Setup Recording Library Installation Would you like to install Chronicall Recording Libary on this computer? It should be installed on computers that will be processing call recordings (e.g. a Xima VRTX will be plugged into this computer, VM Pro will be installed on this computer, etc.). If you do not need to install it here, you will still be able to install it later on another computer. Install Recording Library Yes Recording Configuration Xima VRTX Only Xima VRTX Only V	UP -	Chronica	all Setup		- 🗆 🗙
Recording Library Installation Would you like to install Chronicall Recording Libary on this computer? It should be installed on computers that will be processing call recordings (e.g. a Xima VRTX will be plugged into this computer, VM Pro will be installed on this computer, etc.). If you do not need to install it here, you will still be able to install it later on another computer. Install Recording Library Yes Recording Configuration Xima VRTX Only Cancel < Back	Chronicall	Setup	Ø	X	
Would you like to install Chronicall Recording Libary on this computer? It should be installed on computers that will be processing call recordings (e.g. a Xima VRTX will be plugged into this computer, VM Pro will be installed on this computer, etc.). If you do not need to install it here, you will still be able to install it later on another computer. Install Recording Library Yes Recording Configuration Xima VRTX Only Xima VRTX Only V Cancel < Back	Recording Library	Installation			
It should be installed on computers that will be processing call recordings (e.g. a Xima VRTX will be plugged into this computer, VM Pro will be installed on this computer, etc.). If you do not need to install it here, you will still be able to install it later on another computer. Install Recording Library Yes Recording Configuration Xima VRTX Only Kima VRTX Only V Cancel < Back	Would you like to	install Chronicall Recording Lib	ary on this computer?		
Install Recording Library Yes v Recording Configuration Xima VRTX Only v Cancel < Back	It should be insta be plugged into t need to install it h	alled on computers that will be p his computer, VM Pro will be ins here, you will still be able to ins	processing call recordin stalled on this compute tall it later on another	ngs (e.g. a er, etc.). If computer.	Xima VRTX will You do not
Recording Configuration Xima VRTX Only v Cancel < Back		Install Recording Library	Yes	~	
Cancel < Back Next >		Recording Configuration	Xima VRTX Only	V	
Cancel < Back Next >					
			Cancel	< Back	Nevt >
			Cancer	< DOCK	Next >

If this is not the PC where the recordings will be stored it will ask you to copy a URL that you can use to install the Recording Library software on the storage PC

¢.	Chronicall Setup			×
Chronicall Setup	6	3>	<im< td=""><td>Α</td></im<>	Α
Further Action Required				
The Chronicall Recording Library in must install the Chronicall Recording	nstallation is not yet complete. ng Library service.	To complete	the installatior	n you
Please copy the following link and intend to run the Chronicall Recor file will be downloaded.	paste it into your web browse ding Library service. The stand	r on the comp dalone Record	uter(s) where ling Library se	you tup
http://ximasoftware.com,	/chronicall/download.php?seria	I=XIMASOF	Сору	
	Cance	el < Ba	ock Nex	ct >

Once you reach this screen, the installer has all of the information necessary to begin installation. To begin, click the Install button.



A progress bar will be displayed while Chronicall is installed.

6		10
		VIA
talled.		
c	reating Chronicall D	atabase
Cance	el < Back	Install
	talled. C	talled. Creating Chronical D Cancel < Back

When the installation is finished, copy or bookmark the web address given to you. This is how you will access Chronicall.



Open Chronicall. The default user login is **Administrator**, and the password is **password**. These can be changed later.



XIMA

The first time you open the Chronicall web client, you will be presented with a short setup wizard that will help you connect your phone system and choose agents for Realtime and Agent Dashboards functions. You can skip this setup process by clicking Skip in the bottom right corner of the Chronicall window, but it will reappear the next time you use Chronicall.

o you intend to log using t	he Avava TSAPI li	icenses? TSAPI Li	renses allow you to (anture more ora	nular data on ex	tensions
and skills. If you choo	se not to use TS/	API, logging will be	e done using CDR alo	one and will be sli	ghtly less granul	ar.
		O Use TS	API			
		Do not	USA TSADI			
		() Do not	USE ISAFI			

Are you going to use TSAPI licenses to log additional details? If yes, select Use TSAPI. If no, select Do Not use TSAPI

If you Select yes, please follow the next step. If you selected no, please proceed to <u>CDR only installation</u>. The first time you open the Chronicall web client, you will be presented with a short setup wizard that will help you connect your phone system and choose agents for Realtime and Agent Dashboards functions. You can skip this setup process by clicking Skip in the bottom right corner of the Chronicall window, but it will reappear the next time you use Chronicall.

Enter your AES and CM server information. Hitting next will verify that your CM user is created and has necessary access. After your CM user is verified it will download information including your users and groups which may take a couple of minutes.

Communication M	anager (site 1) Configuration
ad Users and Groups	
In order to automatically load your users and groups Chro valid CM user and password with	nicall must know where the AES and CM servers are. It also needs a access to request the information it needs.
AES IP Address:	XXX.XXX.XXX.XXX
CM IP Address:	XXX.XXX.XXX
CM User:	Username
CM Password:	•••••
	< Back Next >



Enter the requested TSAPI and AES information. Hitting next will verify that your AES user is created and has necessary access.

ng TSAPI service information as well as AES user your phones.
< Back Nevt \
< back Next >

Enter which stations, and agents you would like to log data for within Chronicall.

Please select which stations and agents you w TSAPI da	ould like to log data for. You must assign a seat to a station if you want to log ta for it or for any agent that logs into it.
earch: (i.e. "200-299, 400-499" or "Agent N	ame(204)")
🗸 Amy Decker(4012)	
✓ David Roth(4014)	
✓ Ed Bob(4017)	
Jack Russel(4015)	
 Mike Johnson(4013) 	
Richard Jacobs(4016)	
✓ Test(1000)	
Xima Skills Agent(64014)	
Select All Deselect All	8 / 100 selected

Set a number of max TSAPI licenses and check the boxes for the stations and skills you would like to monitor. Please note, that if you don't assign a TSAPI license to a station or agent, they will default to CDR logging. Logging both TSAPI and CDR is possible.

Communication Manager (site 1) Configuration	Communication Manager (site 1) Configuration
Voicemail Group Selection Imain (4050) Sales(4052) Demo Skills Group(4055) Voicemail Group(4059)	TSAPI License Assignment Enter the maximum number of TSAPI licenses Chronical is logging. Note that if a station is not assigned a Chronical seat then it will not be available in this list. Max TSAPI Licenses: 10 • Stations Skills All Skills 10 • Demo Skills Group(4055) 8/10 Licenses Used

Select the hunt group you use for voicemail.

station or skill will use a TSAPI license v	Icenses Chronicali can use and select which stations and skills to monitor, Each monitored while Chronicall is logging. Note that if a station is not assigned a Chronicall seat then it will not be available in this list.
	Max TSAPI Licenses: 10 🜩
Stations Skills	
Search: (i.e. "200-299, 400-499" or	"Agent Name(204)")
Amy Decker(4012)	·
✓ David Roth(4014)	
✓ Ed Bob(4017)	
Jack Russel(4015)	
Select All Deselect All	7 selected
	8/10 Licenses Used

On this screen, you can enter information about your AUX Work states and reason codes. Select Add to add a new reason code.

	Communication Manager (site 1) Configuration
UX V	Work Reason Codes
If	you use multiple AUX Work states then set the reason for each code so Chronicall can report reasons for each AUX event.
	Add
	< Back Finish

Choose a code number and name for each reason code, then press OK.

Add Aux Reason Code	Add

On this screen, choose the users you would like to monitor with Realtime.

🙉 Agent Realtime Seat x 200	Realume Seat Assignment	
	Select Users for Realtime View	
Agent Dashboard x 200		
	View by Agent 🗸	
	🖃 ··· 🗌 All Users	
	···· Amy Decker (4012)	
	David Roth(4014)	
	Ed Bob(4017)	
	Inite Sofial Soft (1015) Inite Sofial Soft (1015) Inite Sofial Soft (1015)	
	Test(1000)	
	Xima Skills Agent(64014)	
	0/200 Licenses Used	
		E tatala

On this screen, choose the users you would like to monitor with Dashboards.

	Configuration Req	uirements		
 Agent Realtime Seat x 200 Agent Dashboard x 200 	Dashboards Seat Assignment Select	and Prioritize	Dashboard Agents.	
	Unselected Amy Decker(4012) Jack Russel(4015) Mike Johnson(4013) Richard Jacobs(4016) Test(1000) Xima Skills Agent(64014)	> <	Selected 1 - David Roth(4014) 2 - Ed Bob(4017) ()	Up Down
				Finish



CDR Installation instructions

If you are logging data with an AES server please select Do no use TSAPI.

o you intend to log us	ing the Avaya TSAPI I	licenses? TSAPI Licenses allow	v you to capture more g	ranular data on extensions
and skills. If you		Art, logging will be done dang		angiru y icaa grunului .
		_		
		🔾 Use TSAPI		
		Do not use TSAPI		

Enter your AES and CM server information. Hitting next will verify that your CM user is created and has necessary access. After your CM user is verified it will download information including your users and groups which may take a couple of minutes. If you do not have an AES server, please click Import Configuration Manually to import your users and groups.

Communication M	anager (site 1) Configurat	tion
Load Users and Groups		
In order to automatically load your users and groups Chro valid CM user and password with	nicall must know where the Al access to request the inform	ES and CM servers are. It also needs a ation it needs.
AES IP Address:		
CM IP Address:		
CM User:		
CM Password:		
		Import Configuration Manually
		<back next=""></back>

lease use	Avaya Site Administrator to export your vdns, vectors, groups, stations, and agents. Then select the export files to
oe imported	f into Chronicall. Chronicall uses this information to associate extensions in CDR records to the actual device on your system.
	CM IP Address:
	VDN Export
	Browse
	Vector Export
	Browse
	Group Export
	Browse
	Station Export
	Browse
	Agent Export
	Browse

You will need to import each of the files listed below in order to categorize the database with the CDR records

Each file should be imported as a .txt file

Please use A be imported	vaya Site Administrator to export your vdns, vectors, groups, station into Chronicall. Chronicall uses this information to associate extension	ns, and agents. Then select the export files to is in CDR records to the actual device on your
	system.	
	CM IP Address: xxx.xxx.xxx.xxx	
	VDN Export	
	C:\vdns.txt	Browse
	Vector Export	
	C:\vectors.txt	Browse
	Group Export	
	C:\groups.txt	Browse
	Station Export	
	C:\stations.txt	Browse
	Agent Export	
	C:\agents.txt	Browse

Press Finish and you will be taken to the main Chronicall interface. Visit our support site at **www.ximasoftware.com/support** for additional information.

3 Licensed Users	
Licensed Users	Select Extensions To Be Licensed View by Agent Image: Select Extensions Image: Select Extensions <tr< th=""></tr<>
	8 / 100 Selected OK Cancel

Please select which users receive a Chronicall logging license

You have finished installing Chronicall.

Press Finish and you will be taken to the main Chronicall interface. Visit our support site at **www.ximasoftware.com/support** for additional information.