Requirements

Chronicall on Avaya Communication Manager

Xima Software's flagship call reporting, recording, and realtime solution will soon be compatible with Avaya Communication Manager phone systems! Get ready by making sure that your server and phone system configuration meet the requirements below.

Chronicall Server Requirements

Chronicall for Avaya Communication Manager can be installed on almost any server running Windows or Linux, including virtual servers. An AES Server is required and Chronicall must have network access to it. Additional CM servers connected as gateways do not require additional AES servers, but standalone CM servers do.

In most situations, Chronicall requires very few system resources. It can easily coexist with other software on the same server as long as the server has enough extra resources to meet Chronicall's minimum requirements. However, for larger sites, we recommend giving the Chronicall server additional resources beyond the minimums listed below.

	Minimum Requirements	Recommended / Shared Server	Recording Library	Realtime
Operating System	Windows XP or higher; Debian or Red Hat Linux	Windows XP or higher; Debian or Red Hat Linux		
RAM	100 MB	2 GB	+10 MB	+100-200 MB
File Storage	1 MB / 500 calls	1 MB / 500 calls	+100 KB / minute	
CPU	1.6 GHz	Multi-Core Xeon 2 GHz		+0.5 GHz
Java	Java 7	Java 7		
Visual C++	2005 SP 1	2005 SP 1		

AES Server

An AES server is required in order to enable Chronicall as a 3rd party program to connect and log call events. If you have additional CM servers that are added as gateways, then you only need one AES server and one Chronicall logging license. If you have additional CM servers that are programmed standalone, then you will need an additional AES server and Chronicall logging license for each site.

AES Management Console Configuration
- Verify that the TSAPI service is running.
- Verify that the SMS service is running.
- Set the ASAI Link version to 5. This can be set at AE Services -> TSAPI Links -> Edit Link.
- If the security database is disabled:
  ◦ Create a user and password with permissions allowing Chronicall to monitor devices.

- If the security database is enabled:
  - Create a user and password in the AES Security Database for Chronicall to use. This user must have unrestricted access, which can be granted by checking the Unrestricted Access box when editing the CTI user.
  - The Security Database in AES must be enabled for TSAPI Service. This can be enabled at Security -> Security Database -> Control.

Information Chronicall Will Need
- IP address
- AES TSAPI Service port. 450 is the default. This port can be found at Networking -> Ports.
- TLink Service. This can be found at Security Database -> Tlinks.
- Username and password

CM Server

On the CM Server, create a user and password for Chronicall to use. This user must have access to list information such as vdns, vectors, stations, agent-loginIDs, hunt groups, and the uniform dialplan. Chronicall requires this information in order to accurately log data.

Information Chronicall Will Need
- IP address
- Username and password

Requirements
- CM Server R5.0 or newer

TSAPI Licenses

TSAPI licenses are purchased from an Avaya reseller and are required for Chronicall to be able to log data from the Communication Manager. You probably have other important applications running at your site that also use TSAPI licenses. It is very important to understand how many TSAPI licenses you will need for Chronicall to monitor your site and how many you will need for other applications that need them.

Determining How Many TSAPI Licenses Chronicall Needs
The amount of TSAPI licenses Chronicall needs depends on how big your site is and how much information you want to log. Avaya's API allows Chronicall to monitor a VDN for free, but monitoring a station or skill requires a TSAPI license. So if you want monitor 10 stations and 5 skills, Chronicall will need to use 15 TSAPI licenses.

Information Received by Monitoring a Station
Monitoring a station enables Chronicall to see and log data for any call created by the station. It also enables Chronicall to receive events when the station enables or disables features such as Send All Calls (DND in Chronicall) or Call Forwarding. Chronicall will also be able to receive events when an agent logs in or out of the station, but only if all of the agent's skills are being monitored. If an agent is logged into the station, Chronicall will be able to track agent states, such as AUX Work and ACW (After Call Work). If a station is NOT monitored, then Chronicall will consider it logged out of its phone and each of its groups, will NOT receive feature events, and will NOT be able to log data for any calls the station makes. If a call comes in on a monitored VDN and is answered by an unmonitored station, then Chronicall can log data for the call. However, if that call is then transferred or conferenced by the unmonitored station, then Chronicall will stop receiving accurate events for the call and will be forced to show it as dropped.

Information Received by Monitoring a Skill

Basic hunt groups cannot be monitored, so if Chronicall is monitoring a station, then it always shows that station as logged into its groups. If Chronicall is monitoring all of an agent's skills, it will receive an event when an agent logs in or out of a station or skill, so you will be able to accurately tell which agents are logged into each skill in real time. If you choose NOT to monitor all of an agent's skills, the log in and log out data for that agent will not be accurate.

Xima Licenses

Each Chronicall serial key has a number of licenses attached to it. Refer to the following list to determine how many licenses of each type you will need.

CM Logging: One logging license will log up to 100 users and all of their groups. Additional CM servers connected as gateways can share this pool of users, while standalone CM servers will require their own individual logging licenses.

Standard Reports: One license will enable Standard Reports for the Chronicall server and all call data logged by it.

Custom Reports: One license will enable Custom Reports for the Chronicall server and all call data logged by it.

Realtime Agent Seat: One license will record Realtime data for one user.

Agent Dashboards Seat: The number of users who can use Agent Dashboards simultaneously is equal to the number of Agent Dashboards Seat licenses you own. Each Agent Dashboards user must also be assigned a Realtime Agent Seat license.