Avaya Application Enablement
Services Configuration

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ABOUT THIS GUIDE

This manual, *Avaya Application Enablement Services Configuration* explains how to set up devices and users for monitoring with the OAISYS recording solution. It enables people, teams, and organizations to capture greater insight into their phone-based interactions, providing more efficient management of their overall business operations.

INTENDED AUDIENCE

The information provided in this manual is written for experienced technical support representatives and IT/Networking administrators who install and configure the Avaya Application Enablement Services (AES) Security Database. Users should be familiar with Avaya terminology and programming procedures.
Use the information provided in the subsequent pages to configure the security database with AES.

1. Log on to the AES Operations Administration and Maintenance (OAM) utility.
2. From AES OAM → CTI OAM Administration → Administration → Security → Security Database → SDB Control, verify the checkbox for “Enable SDB TSAPI Service, JTAPI and Telephony Service” is selected.
3. Add the devices to the security database for OAISYS to monitor.
   a. From AES OAM → CTI Administration → Administration → Security → Security Database → Devices, verify the stations and ACD groups for OAISYS to monitor appear in the list.
      If any stations or ACD groups are missing from the list, go to step 4.
      If all stations and ACD groups appear, go to step 5.

NOTE: This does not affect the Communication Manager’s database.
4. To add a station or ACD group to the list, enter the Device ID or extension number → select the appropriate “Device Type” from the drop list → select ‘Any’ for the T-Link group → click on “Apply Changes”
   a. The other fields revert to default values, and can be left alone unless you want to specify a location.
   b. Repeat these steps for additional devices.

**NOTE:** Account Code is not supported via AES (TSAPI)
5. Add a device group containing all the devices (stations and ACD groups) for OAISYS to monitor.
   a. From AES OAM → CTI OAM Administration → Administration → Security → Security Database → Device Groups → enter “OAISYS Devices” in the text box → click the ‘Add Device Group’ button.
b. Select the devices you want OAISYS to monitor → click ‘Apply Changes.’

**NOTE:** OAISYS will NOT be able to monitor any devices that are not selected.
6. Create a user for the TSAPI CTI service in OAISYS to log into the TSAPI service.
   a. From AES OAM → User Management → User Admin → Add User
   b. Verify the CT User field on the “Add User” page is set to ‘Yes.’
c. Navigate to Services Manager → find the Level2 Avaya TSAPI service → right-click; select Properties
d. Change Startup type to "Automatic" Startup → press Start to begin running
Using the CTI Service Port Settings form in OAISYS, enter the AES Login and AES Password.
7. Verify the user created in step 6 appears in the list.
   a. From AES OAM → CTI OAM Administration → Administration → Security → Security Database → CTI Users → List All Users
   b. If the user created is not in the list, go back to the Add User page to verify the CT User field is set to ‘Yes.’
8. Assign the new device group to the OAISYS user.

   a. From AES OAM → CTI OAM Administration → Administration → Security →
      Security Database → CTI Users → List All Users → select the OAISYS user →
      click on the ‘Edit’ button

   i. The checkbox to the right of “Unrestricted Access” should not be selected.
      This means the user has restricted access.

   NOTE: OAISYS can only monitor the devices put into the OAISYS Devices group.

   ii. Verify “Device” is set to the ‘OAISYS Devices’ group.

   iii. Verify “Call/Device” is set to ‘OAISYS Devices’.

   iv. Verify “Call” checkbox is checked.

   v. All other fields revert to default values.
9. Locate the name of the T-Link to use.
   a. From AES OAM → CTI OAM Administration → Administration → Security → Security Database → TLinks
      i. This will provide a list of available T-Links for use → enter this name on the CTI Service Port Settings form in OAISYS under “AES T-Link Name”.
10. Run the TSAPI client on the OAISYS server.
   a. Enter the IP address of AVAYA AES Server → use default port 450 → select “Add to List”
11. After installing the TSAPI client on the OAISYS Server, edit the TSLIB.ini file so the TSAPI client knows where the AES Server is located.
   a. From All Programs → TSAPI Client → edit TSLIB.ini → add the IP address of the AES Server under ‘Telephony Servers’