



Avaya Solution & Interoperability Test Lab

Application Notes for Stratus ftServer 6400, running VMWare, with Avaya Aura® Contact Center Release 6.3 and Avaya Communication Server 1000 7.5 – Issue 1.0

Abstract

These Application Notes describes the integration of Stratus ftServer 6400, running VMWare, with Avaya Aura® Contact Center and Avaya Communication Server 1000.

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

The purpose of this document describes the integration of Avaya Aura® Contact Center (AACC) applications with a Stratus ftServer 6400 (Stratus 6400) system running on VMware. The AACC application consists of Contact Center Manager Server, Contact Center Manager Administrator, Communication Control Toolkit and Contact Center Multimedia. These applications were installed on the Stratus 6400 system and were tested for basic functionalities of Contact Center such as Real-time Display, Historical Report, RefClient from CCT, Scripting, Agent Desktop Display from CCMM...etc.

The Stratus ftServer 6400 is a fault-tolerant system that uses replicated hardware that operates in lockstep and thereby supporting applications that are business critical. During integration, ftServer 6400 was tested to make sure that above mentioned AACC applications were installed and operated successfully and that ftServer 6400 system truly behaved as high availability server.

2. General Test Approach and Test Results

The AACC applications were installed on a Stratus 6400 system running on VMware. The basic functionality of the Contact Center applications was tested and assessed for any negative impacts when the Stratus 6400 system was put under defensive testing.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute a full product performance or feature testing performed by third party vendors, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a third party solution.

2.1. Interoperability Compliance Testing

The interoperability compliance testing focused on verifying the Stratus 6400 system for the following:

- Co-resident installation of Contact Center Manager Server and Contact Center Manager Administration.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration and Communication Control Toolkit.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit and Contact Center Multimedia.
- Basic functionalities of Contact Center Manager Server, Manager, Multimedia and Communication Control Toolkit.
- Defense and Recovery of the Status 6400 system's CPU/Memory, IO enclosures, Network ELAN/CLAN, Storage disk and Power.

2.2. Test Results

The objectives outlined in Section 2.1 were verified and met. All test cases were executed and passed.

2.3. Support

For technical support on Stratus 6400 server, please contact Stratus Technologies support team:

- **Telephone:** 1-800-221-6588 or 1-800-828-8513.
- **Email:** dispatcher@stratus.com
- **Web Site:** www.stratus.com

3. Reference Configuration

Figure 1 illustrates the reference configuration diagram used during the compliance testing between Avaya Communication Server 1000, Avaya Aura® Contact Center and the Stratus 6400 system.

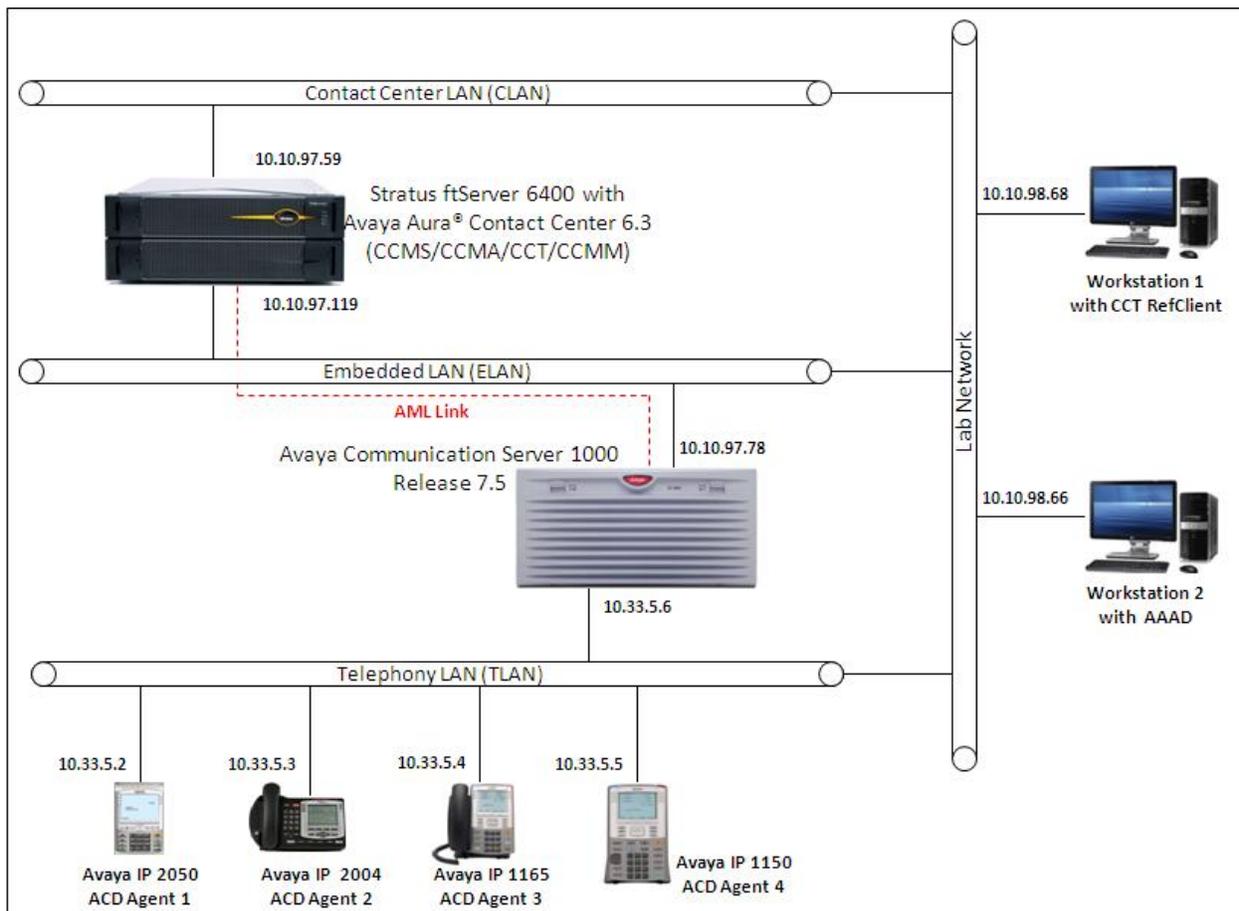


Figure 1: Test Configuration Diagram

4. Equipment and Software Validated

The following equipment and software were used for the certification test:

Equipment	Software Version
Avaya Communication Server 1000 CPPM	7.5Q With DepList 1 (Created Jul 2012)
Avaya Aura® Contact Center Software	6.3
Avaya Aura® Contact Center virtual machine Operating System	Windows Server 2008 64-bit R2 Enterprise SP1
Avaya IP Softphone 2050	3.4
Avaya IP Phone 2004P1	0692D93
Avaya IP Phone 1150E	0626C8J
Avaya IP Phone 1165E	0627C8J
Stratus ftServer 6400 System <ul style="list-style-type: none">○ Processor: CPU E5-2670 @ 2.60GHz (2 Pro○ Memory: 16 GB○ Hard Drives: 8x300 GB with Raid 1○ Ethernet: 1GB Duplex (CLAN) and 1GB Duplex (ELAN)	VMware vSphere 5.1
Stratus ftServer AUL software	5.0
VMware vSphere	5.1
Workstation 1 Operating System	Windows XP SP3
Workstation 2 Operating System	Window Vista SP1

5. Configure Avaya Communication Server 1000

The document assumes that all required configurations on Communication Server 1000 to work with Contact Center are successfully configured as followed by Communication Server 1000 documents. For additional and detailed information on how to install, configure, and administer Communication Server 1000 refer to **Section 10[1]**.

6. Configure Avaya Aura® Contact Center

The main purpose of this testing was to exercise to install, configure/administer, and test basic functionality of the Avaya Aura® Contact Center software on a Stratus ftServer 6400 system. It is recommended to follow the Contact Center documentation when preparing the server, installing, deploying and configuring for Contact Center system. For more additional and detailed information on how to install configure, and administer Contact Center refer to **Section 10[2]**.

7. Configure Stratus ftServer 6400 Server

Installation and configuration of the Stratus 6400 server are beyond the scope of this document. Assumption is made that all required Stratus ftServer hardware and software are successfully installed and configured. For complete information on Stratus 6400 server installation and configuration refer to **Section 10[3]**.

8. Verification Steps

The following steps were performed to verify the integration between Contact Center and Stratus 6400 server:

- Co-resident installation of Contact Center Manager Server and Contact Center Manager Administration including basic functionality and stability testing.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration and Communication Control Toolkit including basic functionality and stability testing.
- Co-resident installation of Contact Center Manager Server, Contact Center Manager Administration, Communication Control Toolkit and Contact Center Multimedia including basic functionality and stability testing.
- Defense and Recovery testing of CPU/Memory and IO enclosure by using the BringDown and BringUp commands.
- Defense and Recovery testing of Network ELAN and CLAN by manually disconnecting the Ethernet cable.
- Defense and Recovery testing of Storage disk by manually pulling the storage disk out of the server.
- Defense and Recovery testing of Power by manually disconnecting the power cable.

9. Conclusion

The basic test cases with respect to installation, stability, and basic functionality of Avaya Aura® Contact Center applications on Stratus ftServer 6400 server has passed and met the objectives outlined in **Section 2**.

10. Additional References

Product documentation for Avaya Communication Server 1000 products may be found at: <https://support.avaya.com/css/Products/>

Product documentation for Avaya Aura® Contact Center may be found at: <https://support.avaya.com/css/Products/P0793>

Product documentation for Stratus ftServer 6400 server may be found at:

<http://www.stratus.com/Products/ftServerSystems/Stratus-ftServer-6400-fault-tolerant-server>

[1] Avaya Communication Server 1000 Documents:

- Avaya Communication Server 1000E Installation and Commissioning, Doc# NN43041-310, Issue 05.06, Date Nov 2011.
- Avaya CS 1000 Co-resident Call Server and Signaling Server Fundamentals, Doc# NN43001-509, Issue 03.03, Date Aug 2011.
- Avaya CS 1000 Element Manager System Reference – Administration, Doc# NN43001-632, Issue 05.13, Date Nov 2011.
- Avaya Communication Server 1000 Automatic Call Distribution Fundamentals Release 7.5, Doc# NN43001-551, Issue 05.03, Date Aug 2011.

[2] Avaya Aura® Contact Center 6.3 Documents:

For preparing the server and installing required third-party softwares before AACC software installed.

- Avaya Aura® Contact Center Planning and Engineering, Doc# NN44400-210, Issue 04.01, Date November, 2012.
- Avaya Aura® Contact Center Installation Checklist, Doc# NN44400-310

For installing AACC applications:

- Avaya Aura® Contact Center Installation, Doc# NN44400-311, Issue 04.01, Date November, 2012.
- Avaya Aura® Contact Center Commissioning, Doc# NN44400-312, Issue 04.01, Date November, 2012.

For configuring and administering AACC application:

- Avaya Aura® Contact Center Server Administration, Doc# NN44400-610, Issue 04.01, Date November, 2012
- Avaya Aura® Contact Center Administration–Client Administration, Doc# NN44400-611, Issue 04.01, Date November, 2012.

For troubleshooting AACC applications:

- Avaya Aura® Contact Center Troubleshooting, Doc# NN44400-712, Issue 04.01, Date November, 2011.

[3] Stratus ftServer 6400 Documents and Release Notes:

- Release Note (R004W) -
<http://stratadoc.stratus.com/VMware/Notes/r001e-07/wwhelp/wwhimpl/js/html/wwhelp.htm?context=r001e-07&file=ch1r001e-07.html>
- Status Installation, Operation, Maintenance, and Troubleshooting Documents -
<http://stratadoc.stratus.com/VMware/5.0.0.0/desc/cygsyst.html>

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