



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Trio Enterprise from Enghouse Interactive AB with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform - Issue 1.0

Abstract

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java Application Program Interface (API) that connects to the Local Presence Server. Trio Enterprise display presence status of each monitored phone.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

These Application Notes describe the steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using a Java API that connects to the Local Presence Server (LPS). Trio Enterprise displays the presence status of each monitored phone. The assumption is made that the installation and configuration of the Avaya Breeze™ server with Avaya Aura® Session Manager is already in place. For additional documentation, refer to **Section 11**.

2. General Test Approach and Test Results

The general test approach was to configure Trio Enterprise server to connect to Presence Services and display enterprise phones status on Trio Enterprise Attendant window.

During compliance testing, the presence of phones is set to be in a different status like available, busy, etc. From the Attendant window, monitor the presence status of the phone user. Change the presence status of the phones. The attendant window displays the new status. Also verify that the Attendant window shows when the user of a phone is on-hook or off-hook.

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

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Trio Enterprise did not include use of any specific encryption features as requested by Enghouse Interactive AB.

2.1 Interoperability Compliance Testing

The compatibility tests included the following.

- Ensure the phone displays the correct status when set to Automatic, Available, Busy, Away, Do not disturb, Offline and Out of office.
- Set the phone to on hook and off hook.

2.2 Test Results

Tests were performed to confirm interoperability between the Trio Enterprise and Presence Service. All the test cases passed successfully with the following observations.

- When phone's presence is set to "Do not Disturb", the actual presence shown in the database is "Unavailable" however Trio displays it as "Do not Disturb".
- When phone's presence is set to "Out of Office", the actual presence shown in the database is "Vacation" however Trio displays it as "Offwork".
- When phone's presence is set to "Offline", the actual presence shown in the database is "Offline" however Trio displays the last presence of the user. This scenario is only seen when user is registered to a deskphone. If user is registered to a softphone, the issue is not seen. Enghouse is aware of this scenario.

2.3 Support

For technical support for Enghouse Interactive AB products, please use the following web link.

<http://www.trio.com/web/Support.aspx>

Enghouse Interactive AB can also be contacted as follows.

Phone: +46 (0)8 457 30 00

Fax: +46 (0)8 31 87 00

E-mail: triosupport@enghouse.com

3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze™ Platform.

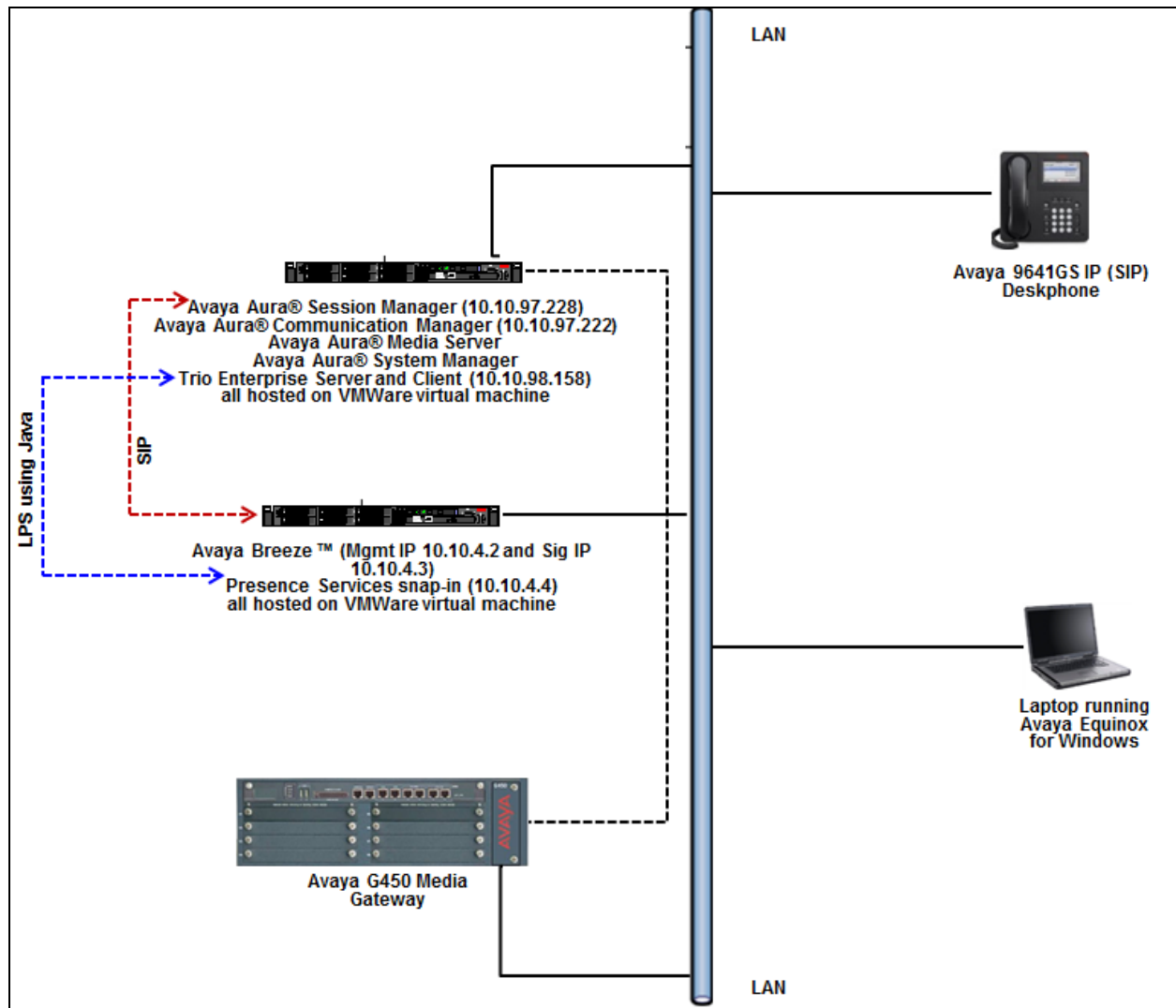


Figure 1: Configuration for Avaya Aura® Presence Services and Trio Enterprise

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® System Manager running on virtualized environment	8.0.0.0.931077
Avaya Aura® Session Manager running on virtualized environment	8.0.0.0.800035
Avaya Aura® Presence Services Snap-in	8.0.0.0.168
Avaya Breeze™ Platform	3.5.0.1.07350101
Avaya PresenceServices-LPS-SDK	8.0.0.0.149
Avaya Equinox for Windows	3.4.0.152.46-ACW- INTEGRATIONNEXUS1
Avaya 96x1 Series IP Telephone <ul style="list-style-type: none">• 9641GS (SIP)	7.1.3.0.8
Trio Enterprise Server and Client running on Microsoft Windows 2012 R2 Server	7.1

5. Configure Avaya Aura® Session Manager for Presence Services

This section provides the procedures for configuring Session Manager for Presence Services. The procedures include the following areas:

- Launch Avaya Aura® System Manager
- Administer Domain
- Administer locations
- Administer SIP entities

5.1 Launch Avaya Aura® System Manager

Access the System Manager web interface by using the URL “https://ip-address” in an Internet browser window, where “ip-address” is the IP address of System Manager. Log in using the appropriate credentials.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

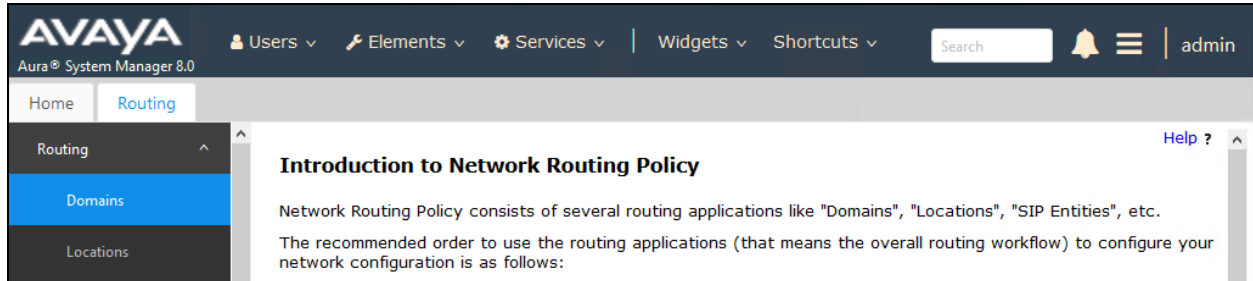
User ID:

Password:

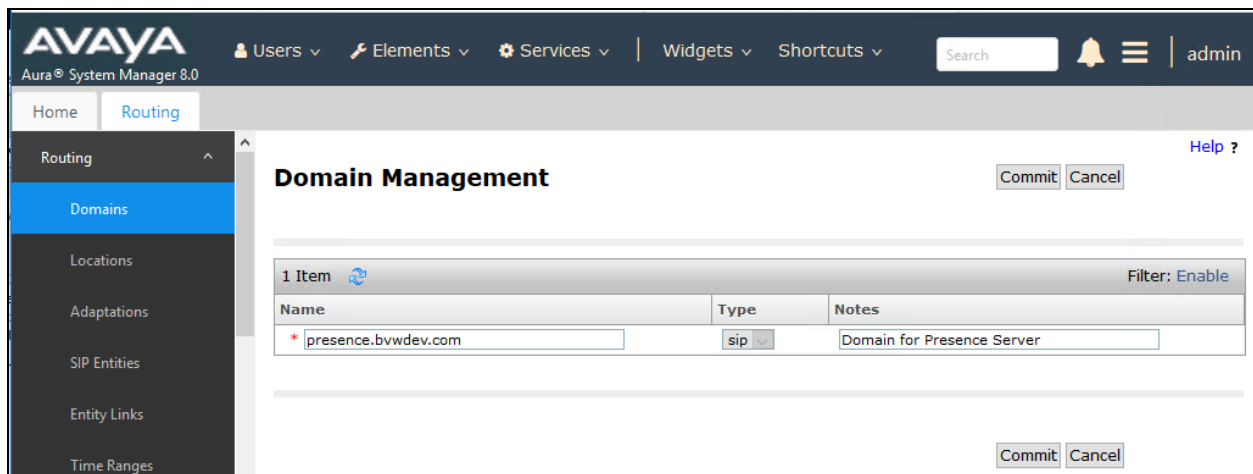
Supported Browsers: Internet Explorer 11.x or Firefox 58.0, 59.0 or 60.0.

5.2 Administer Domain

In the subsequent screen (not shown), select **Elements** → **Routing** to display the **Introduction to Network Routing Policy** screen below. Select **Routing** → **Domains** from the left pane, and click **New** in the subsequent screen (not shown) to add a new domain



The **Domain Management** screen is displayed. In the **Name** field enter the domain name, select “sip” from the **Type** drop down menu and provide any optional **Notes**.



5.3 Administer Locations

Select **Routing** → **Locations** from the left pane and click **New** in the subsequent screen (not shown) to add a new location for ICR.

The **Location Details** screen is displayed. In the **General** sub-section, enter a descriptive **Name** and optional **Notes**. Retain the default values in the remaining fields.

Avaya Aura System Manager 8.0

Users ▾ Elements ▾ Services ▾ | Widgets ▾ Shortcuts ▾ Search 🔍

Home Routing

Routing Domains Locations Adaptations

Location Details

Commit Cancel

General

* Name: Belleville

Notes: Belleville DevConnect Lab

Scroll down to the **Location Pattern** sub-section, click **Add** and enter the IP address of all devices involved in the compliance testing in **IP Address Pattern**, as shown below. Retain the default values in the remaining fields.

Location Pattern

Add Remove

4 Items Filter: Enable

<input type="checkbox"/>	IP Address Pattern	Notes
<input checked="" type="checkbox"/>	* 10.33.5.*	
<input type="checkbox"/>	* 10.10.97.*	
<input type="checkbox"/>	* 10.10.98.*	
<input type="checkbox"/>	*	

Select : All, None

Commit Cancel

5.4 Administer SIP Entity

This section explains the adding of a SIP entity for the Presence Server.

Select **Routing** → **SIP Entities** from the left pane and click **New** in the subsequent screen (not shown) to add a new SIP entity for Trio Enterprise.

The **SIP Entity Details** screen is displayed. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **FQDN or IP Address:** The FQDN of Presence Server.
- **Type:** Select “Presence Services” from the drop-down menu.
- **Notes:** Any desired notes.
- **Location:** Select the Trio Enterprise location name from **Section 5.3**.
- **Time Zone:** Select the applicable time zone.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The left sidebar contains a navigation menu with the following items: Home, Routing, SIP Entities (selected), Entity Links, Time Ranges, Routing Policies, Dial Patterns, Regular Expressions, and Defaults. The main content area is titled "SIP Entity Details" and includes a "Commit" button and a "Cancel" button. The "General" section contains the following fields: Name (PresenceServer), FQDN or IP Address (presencevm.bvwdev.com), Type (Presence Services), Notes (SIP Entity for Presence Server), Adaptation (empty), Location (Belleville), Time Zone (America/Fortaleza), SIP Timer B/F (in seconds) (4), Minimum TLS Version (Use Global Setting), Credential name (empty), Securable (unchecked), and Call Detail Recording (none). The "Loop Detection" section contains the following fields: Loop Detection Mode (On), Loop Count Threshold (5), and Loop Detection Interval (in msec) (200). The "Monitoring" section contains the following field: SIP Link Monitoring (Link Monitoring Enabled).

Scroll down to the **Entity Links** sub-section and click **Add** to add an entity link. Enter the following values for the specified fields and retain the default values for the remaining fields.

- **Name:** A descriptive name.
- **SIP Entity 1:** The Session Manager entity name, in this case “DevvmSM”.
- **Protocol:** Select “TLS” from the drop-down menu.
- **Port:** Enter “5062”.
- **SIP Entity 2:** The Presence Server entity name from this section.
- **Port:** Enter “5061”.
- **Connection Policy:** Select “trusted” from the drop-down menu.

Entity Links

Override Port & Transport with DNS SRV: ☐

Add Remove

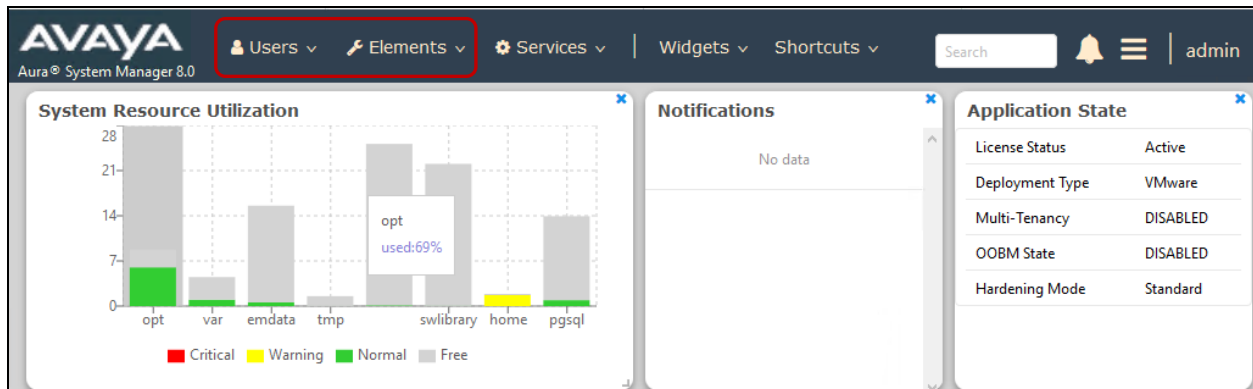
1 Item Filter: Enable

<input type="checkbox"/>	Name	SIP Entity 1	Protocol	Port	SIP Entity 2	Port	Connection Policy	Deny New Service
<input type="checkbox"/>	* DevvmSM_PresenceSen	DevvmSM	TLS	* 5062	PresenceServer	* 5061	trusted	<input type="checkbox"/>

Select : All, None

6. Configure Avaya Aura® Presence Services Snap-in and Presence for SIP Users

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL “https://<ip-address>/SMGR”, where <ip-address> is the IP address of System Manager. Log in with the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under **Avaya Breeze™** and **User Management** listed within the **Elements** and **Users** section.



6.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that the Avaya Breeze™ Platform has already been installed and configured. For additional information see the documentation in the **References** section.

Navigate to **Home → Elements → Avaya Breeze™**.

Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

Avaya Breeze Clusters

Buttons: Edit, New, Delete, Certificate Management, Cluster State, Backup and Restore, Reboot

1 Item

Details	Cluster Name	Cluster Group	Cluster IP	Cluster FQDN	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Service Install Status	Tests Pass	Data Grid Status	Overload Status	Service URL
<input type="checkbox"/>	PresenseServices		10.10.4.4		Core Platform	Accepting [1/1]	0/0/0	7	[4/5869]	✓	✓	✓	V6 1/1	✓	Select

Select : All, None

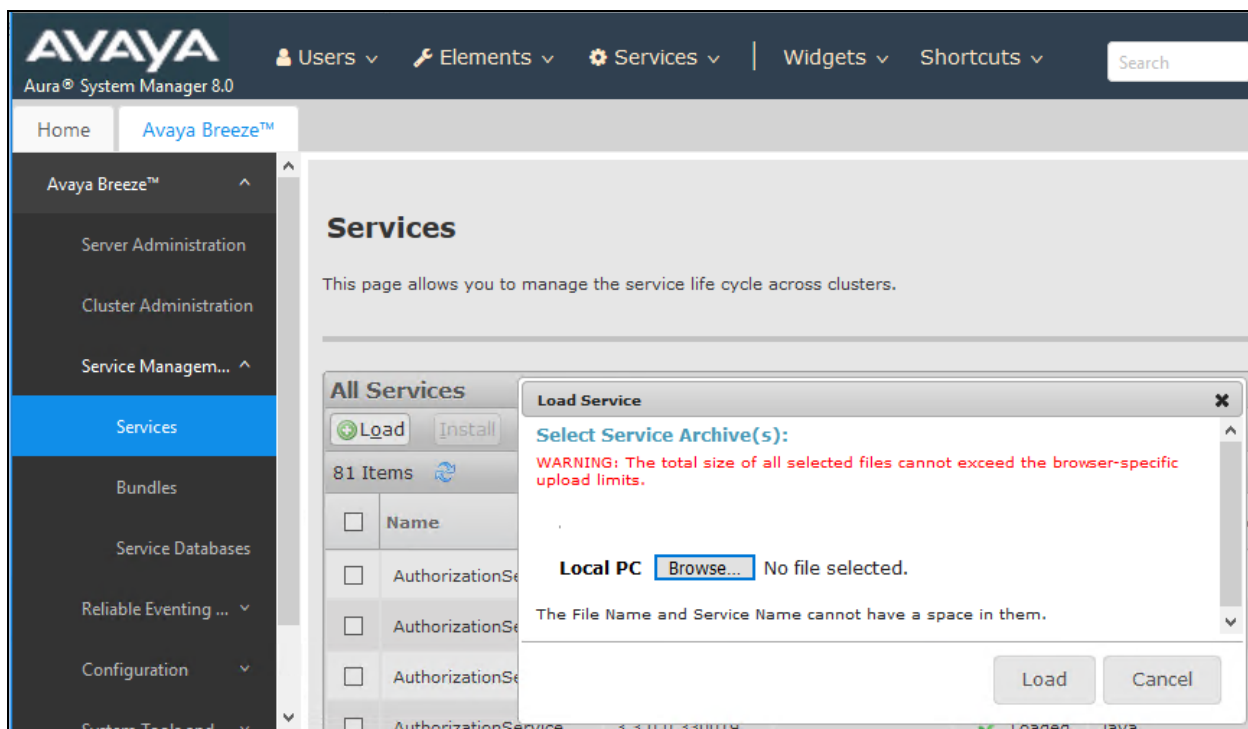
To install the Presence Services Snap-in navigate to **Avaya Breeze™ → Service Management**.

Service Management

Sub Pages

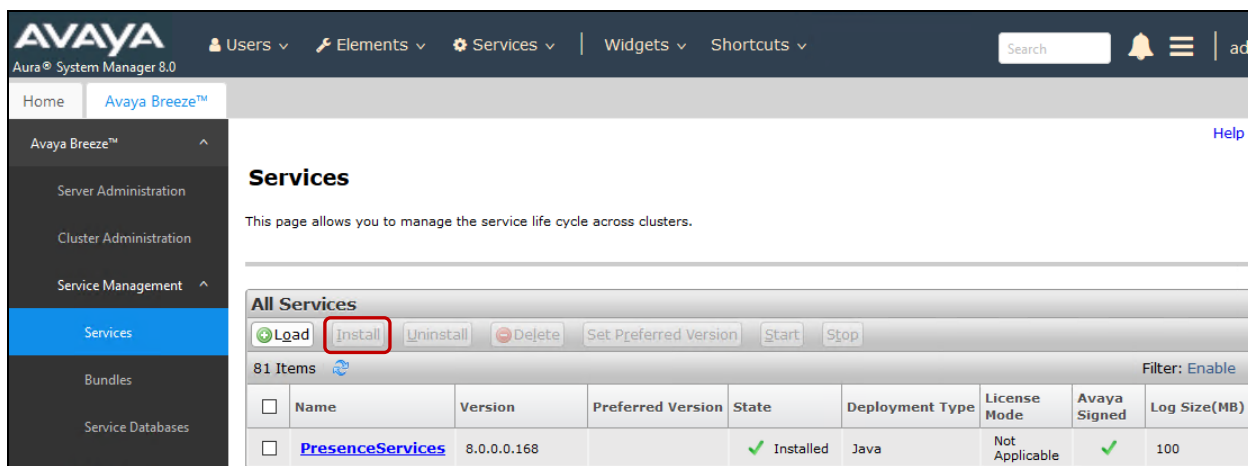
Action	Description	Help
Services	Provides ability to load, install, uninstall, delete, set preferred version, start and stop services.	Services Page field descriptions
Bundles	Provides ability to load, install, uninstall and delete service bundles.	Bundles Page field descriptions
Service Databases	Provides the ability to view all the snap-in databases for the selected cluster and also delete the databases which are not in use.	Service Databases Page field descriptions

Select **Services** and then click on **Load** to upload the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Follow the steps and ensure that the **PresenceServices** snap-in now has a state of **Loaded** (not shown).

To install the snap-in, check the box for PresenceServices and select Install. Follow the installation steps. Screen below shows the snap-in after the installation is complete.



6.2 Add Presence Users

This section only shows the adding of Presence to an already configured SIP User. Navigate to **Users → User Management → Manager Users**. Select an already configured SIP user. The screen below shows user “56204” selected. Click on the **Edit** button.

The screenshot shows the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo, a search bar, and a user profile icon labeled 'adm'. The main navigation menu on the left lists 'User Management', 'Manage Users' (highlighted), 'Public Contacts', 'Shared Addresses', 'System Presence ACLs', and 'Communication Profile...'. The breadcrumb trail indicates the current location: 'Home / Users / Manage Users'. A search bar is present above the user table. The table has columns: 'First Name', 'Surname', 'Display Name', 'Login Name', and 'SIP Handle'. The first row shows a user with 'First Name: OFour', 'Surname: TwoOFour', 'Display Name: TwoOFour, OFour', 'Login Name: 56204@bvwddev.com', and 'SIP Handle: 56204'. Below the table is a 'Select All' button. The bottom right of the table area shows 'Total Users : 23' and a pagination control set to '10 / page' with a 'Goto' button.

	First Name	Surname	Display Name	Login Name	SIP Handle
<input type="checkbox"/>	OFour	TwoOFour	TwoOFour, OFour	56204@bvwddev.com	56204

Under the **Communication Profile** tab, select **New** in the **Communication Address** section and in the screen that follows, configure the following.

- **Type:** Select “Avaya Presence/IM” from the drop-down menu.
- **Fully Qualified Address:** Enter the extension number that will be used by the SIP user to log in and in the domain space, select the domain created (**Section 5.2**) for the Presence Server from the drop-down menu.

Click on **OK** to complete the configuration.

The screenshot displays the Avaya Aura System Manager 8.0 interface. The top navigation bar includes the Avaya logo, 'Aura® System Manager 8.0', and various menu items like 'Users', 'Elements', 'Services', 'Widgets', and 'Shortcuts'. The left sidebar shows 'User Management' with sub-items like 'Manage Users', 'Public Contacts', 'Shared Addresses', 'System Presence ACLs', and 'Communication Profile ...'. The main content area shows the 'User Profile | Edit | 56204@bvwwdev.com' page. The 'Communication Profile' tab is active, and the 'CommunicationAddress' section is highlighted. A modal window titled 'Communication Address Add/Edit' is open, showing the configuration for a new address. The 'Type' is set to 'Avaya Presence/IM' and the 'Fully Qualified Address' is set to '56204@presence.bvwwdev.c...'. The modal also includes 'Cancel' and 'OK' buttons.

Type	Handle	Domain
Avaya SIP	56204	bvwwdev.com

Communication Address Add/Edit

* Type: Avaya Presence/IM

* Fully Qualified Address: 56204 @ presence.bvwwdev.c...

Cancel OK

Continuing from above, scroll down and enable **Presence Profile** on the left-hand menu. In the **System** and **IM Gateway SIP Entity** fields select the “PresenceServer” from the drop-down menu that was configured in **Section 5.4**. Click on **Commit** to complete the editing of the user.

User Profile | Edit | 56204@bvwdev.com Commit & Continue Commit Cancel

Identity **Communication Profile** **Membership** **Contacts**

Communication Profile Password

PROFILE SET: Primary ▾

CommunicationAddress

PROFILES

Session Manager Profile ☒

Avaya Breeze Profile ☐

CM Endpoint Profile ☒

Presence Profile ☒

*** System:** PresenceServer ▾

SIP Entity Name:

IM Gateway SIP Entity: PresenceServer ▾

Publish Presence with AES Collector: System Default ▾

7. Configure Local Presence Service Test Client

The Java-based Local Presence Service (LPS) test client application connects to Presence Services to subscribe and publish presence status information on behalf of one or many users. The LPS test client is an Avaya test tool that acts like a third-party client and shows the presence status of various users. Note that Java Runtime Environment (JRE) is required for this client and must be installed on the system where the client is going to be installed.

During compliance testing, this tool is installed on the same server running the Trio Enterprise application. The client tool is part of the Presence Services bundle. During compliance testing the “PresenceServices-LPS-SDK-8.0.0.0149.zip” file was used. Unzip this file and from “lps-sdk” folder, open the “LPS_ps2.properties” file.

Enter the Management IP address of the Avaya Breeze™ server in the **ps.datagrid.lus1.ip** field as shown in the screen below.

Retain default values for all other remaining fields.

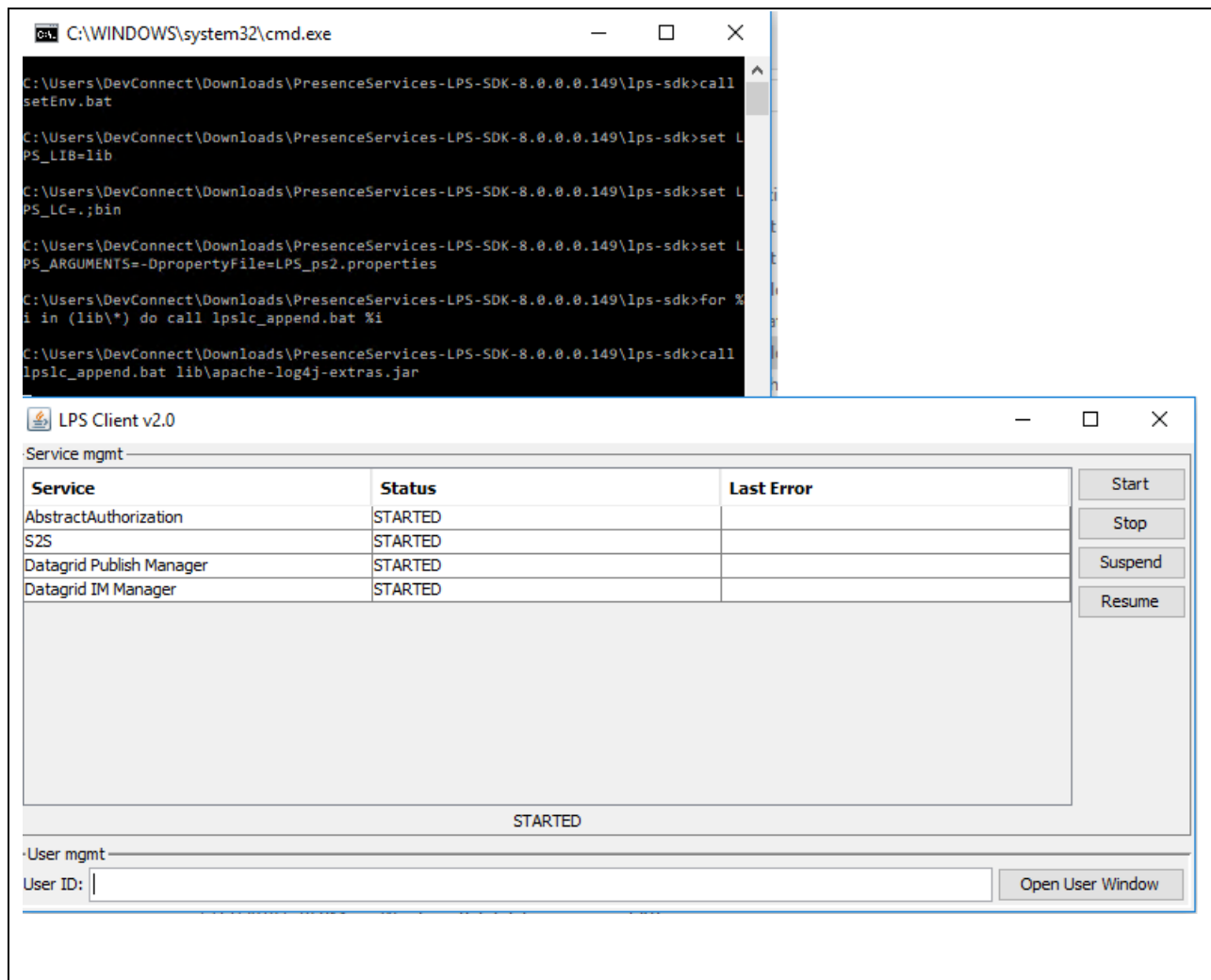
```
## PS connection parameters
# PS datagrid LUS configuration, maximum two locators services. Leave lus2
configuration empty if only have one LUS server
ps.datagrid.lus1.ip=10.10.4.2
ps.datagrid.lus1.port=7000

# LUS2 configuration, optional
#ps.datagrid.lus2.ip=
#ps.datagrid.lus2.port=7000

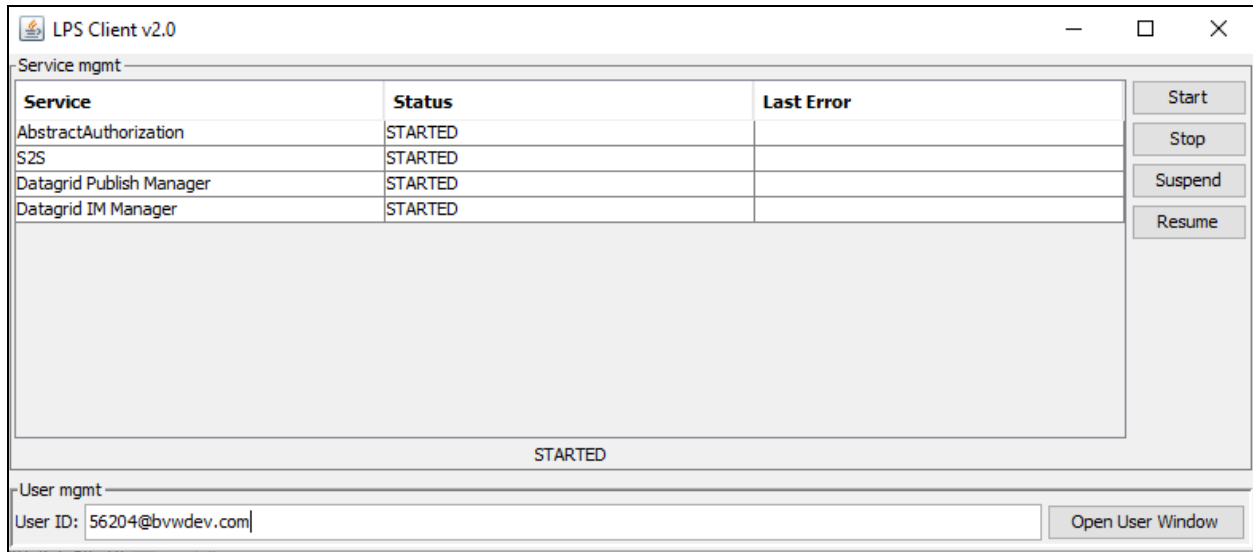
#local port for datagrid event notification. This is only used if no system property
defined for "com.gs.transport_protocol.lrmr.bind-port"
ps.datagrid.lrmr.port=7000-7199

# whether or not PS is using secure datagrid. If yes, username/password are mandatory
ps.datagrid.secureAccessOn=false
ps.datagrid.userName=dcmuser
ps.datagrid.password=admin01
```

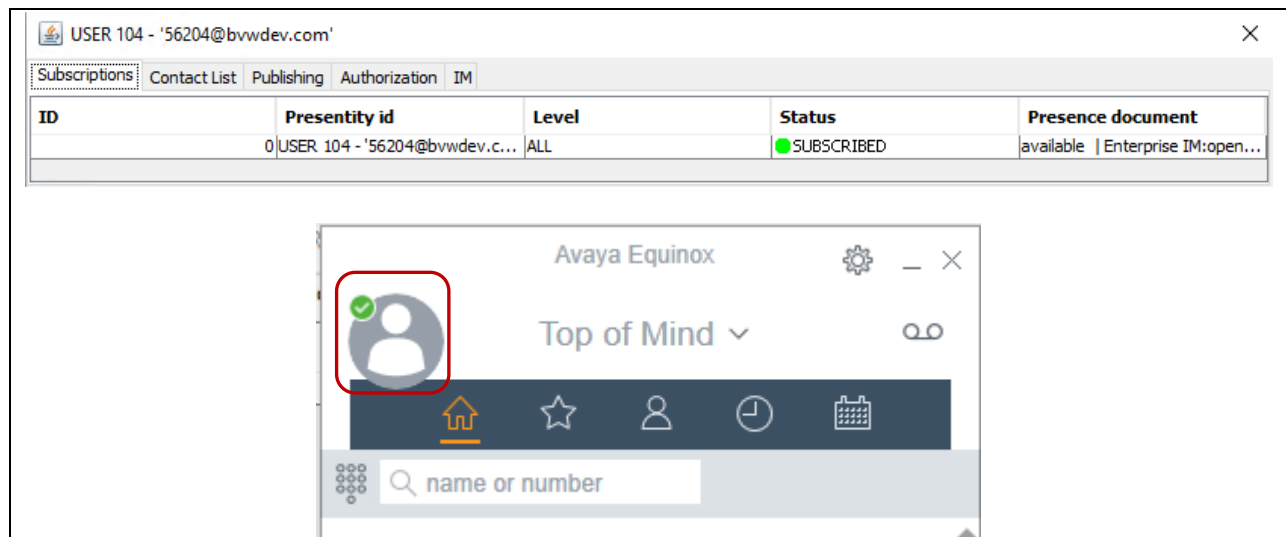
From the “lps-sdk” folder, double click on “runUI.bat” file to start the client. Screen below shows the client running. Ensure that **Status** is “STARTED” for all **Service**.



In the **User mgmt** section enter the User ID of a SIP user whose presence needs to be monitored. In the screen below “56204@bvwddev.com” was entered. Next, click on the **Open User Window** button.




The screen below shows the user **Status** as “SUBSCRIBED” and the **Presence document** shows that the user presence is “available” and the phone is “open”. More details of this subscription are obtained by right clicking on the user shown and selecting Details (not shown). Also, for comparison, a screen showing the Avaya Equinox for user “56204” is shown below with a status of Available.








In the screen below change the status for “56204” to “Busy” on the Avaya Equinox, the **Presence document** on the client is also changes to “busy”.

Avaya Equinox



Top of Mind



USER 104 - '56204@bvwdev.com'


Subscriptions

Contact List

Publishing

Authorization

IM

ID	Presentity id	Level	Status	Presence document
0	USER 104 - '56204@bvwdev.c...	ALL	 SUBSCRIBED	busy Enterprise IM:open Ph...

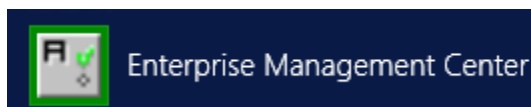
8. Configure Trio Enterprise for Avaya Aura® Presence Services

The presence connectivity between Trio Enterprise and the Presence Server is dependent on Java. Java runtime is required to be installed on the Trio Enterprise server.

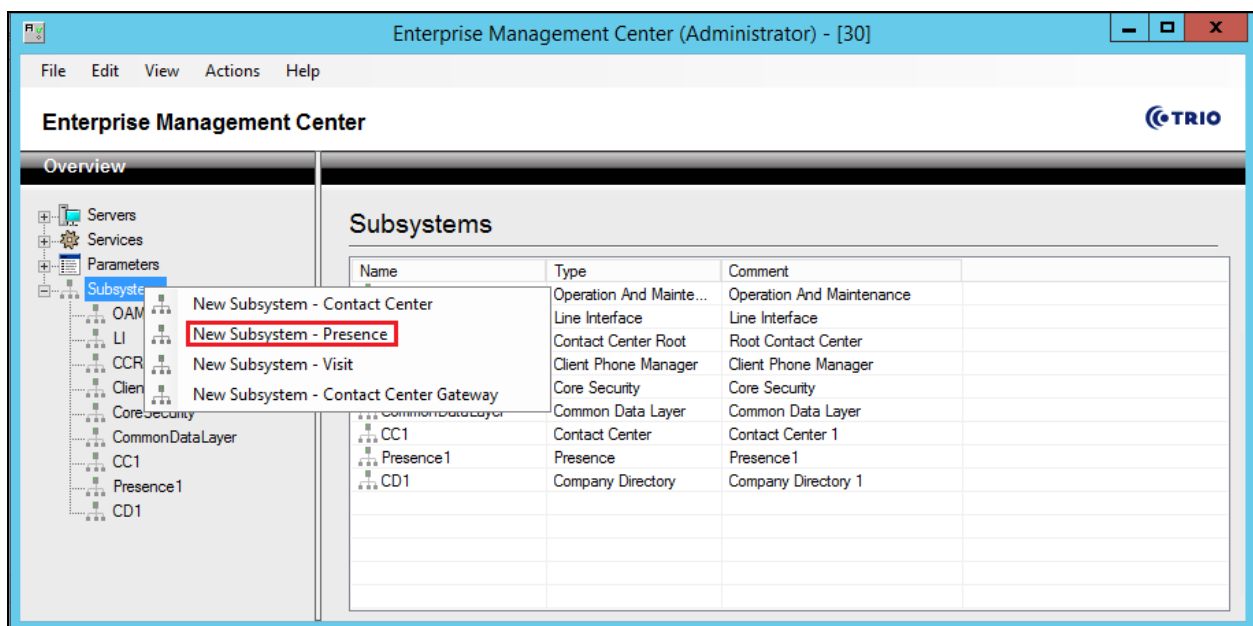
This section shows how to configure Trio Enterprise to successfully connect to the Presence Server. It is assumed that the installation of the Trio Enterprise software is complete, and the Trio services are up and running. The steps to configure a Trio Enterprise for presence are as follows.

8.1 Add Presence Subsystem

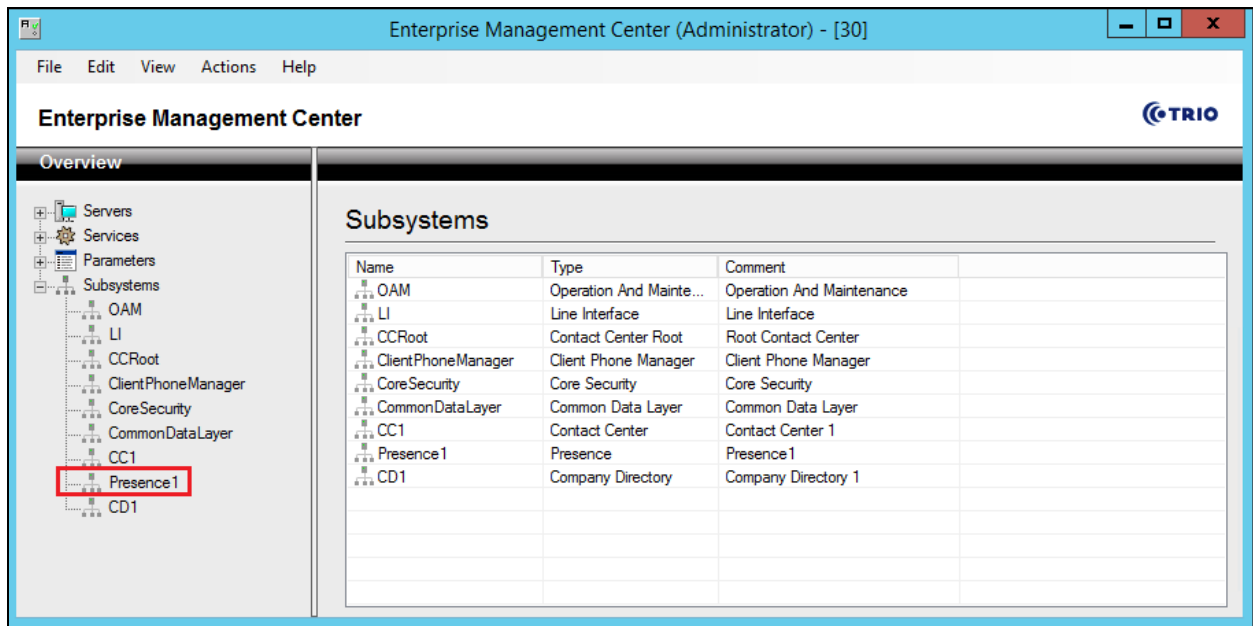
To launch the Enterprise Management Center window as shown in the screen below, launch the 'Enterprise Management Center' icon as shown here.



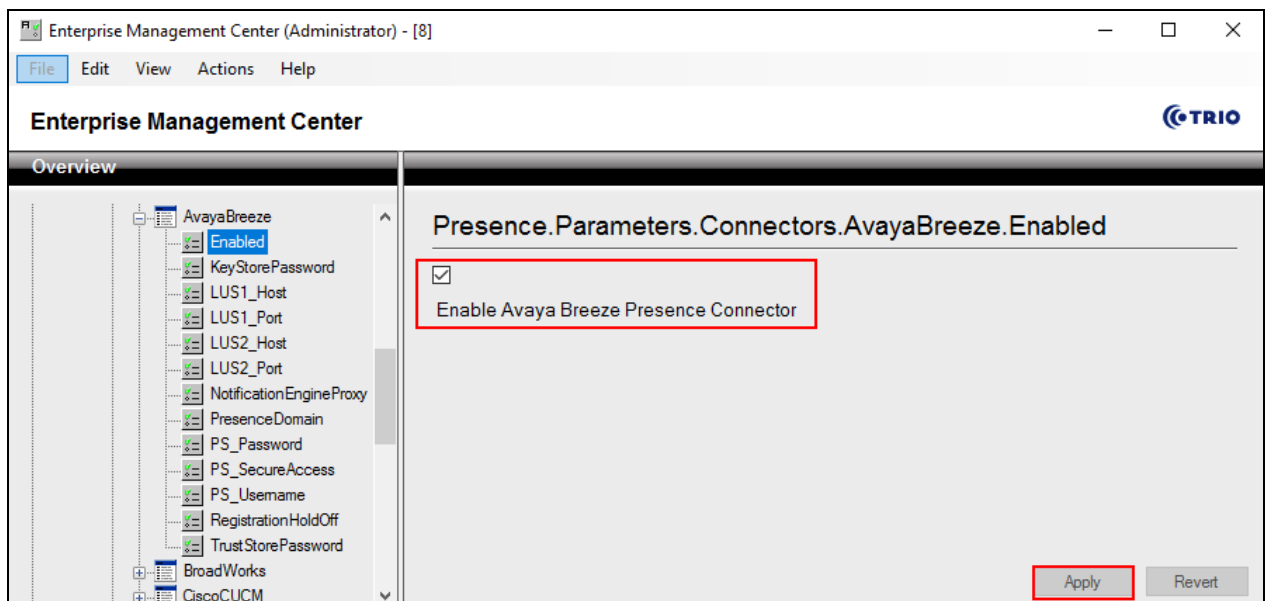
Right click on **Subsystem** and add Presence by selecting **New Subsystem – Presence** as shown below.



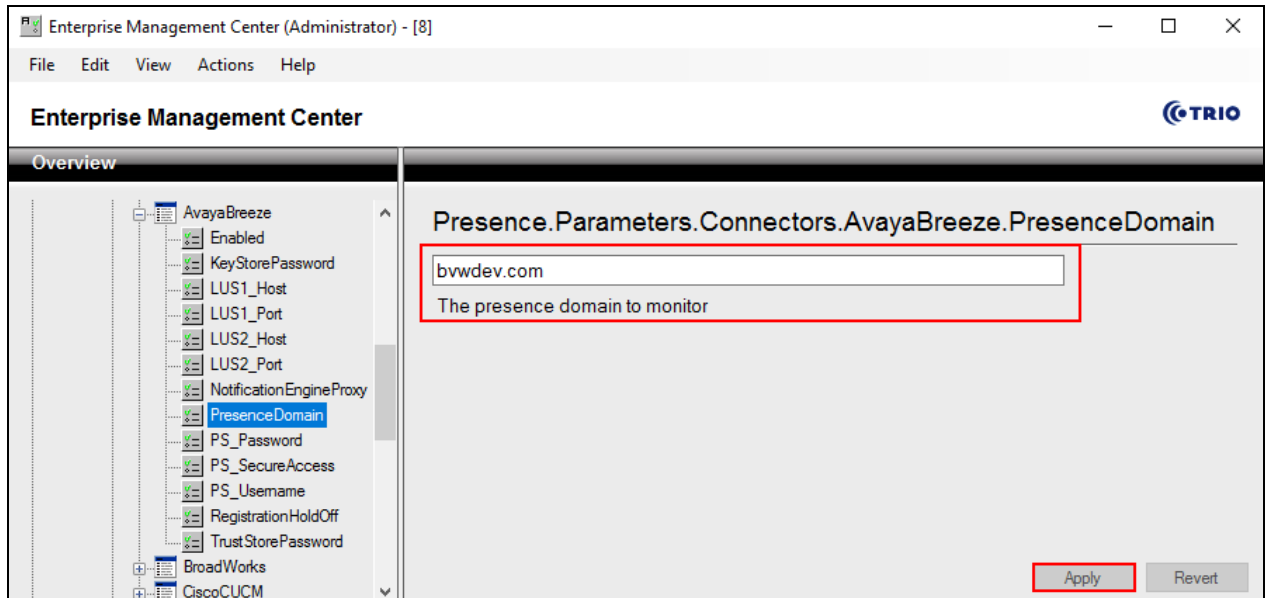
The screen belows shows the window after **Presence1** is added.



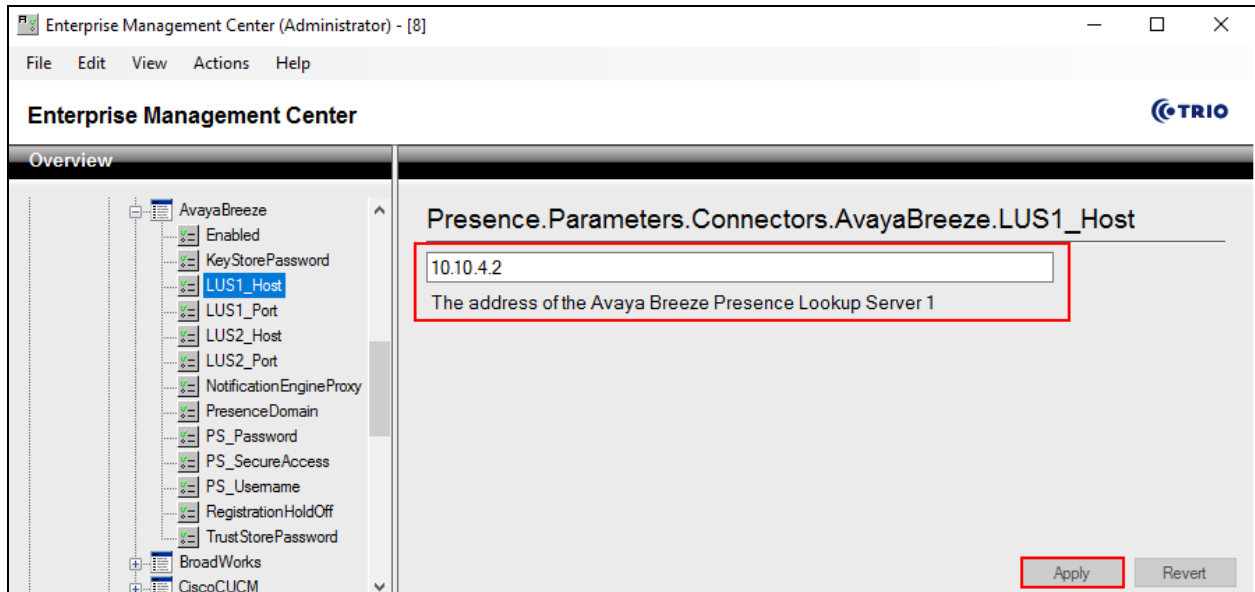
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → Enabled** and check the box for **Enable Avaya Breeze Presence Connector** as shown in the screen below. Click on the **Apply** button.



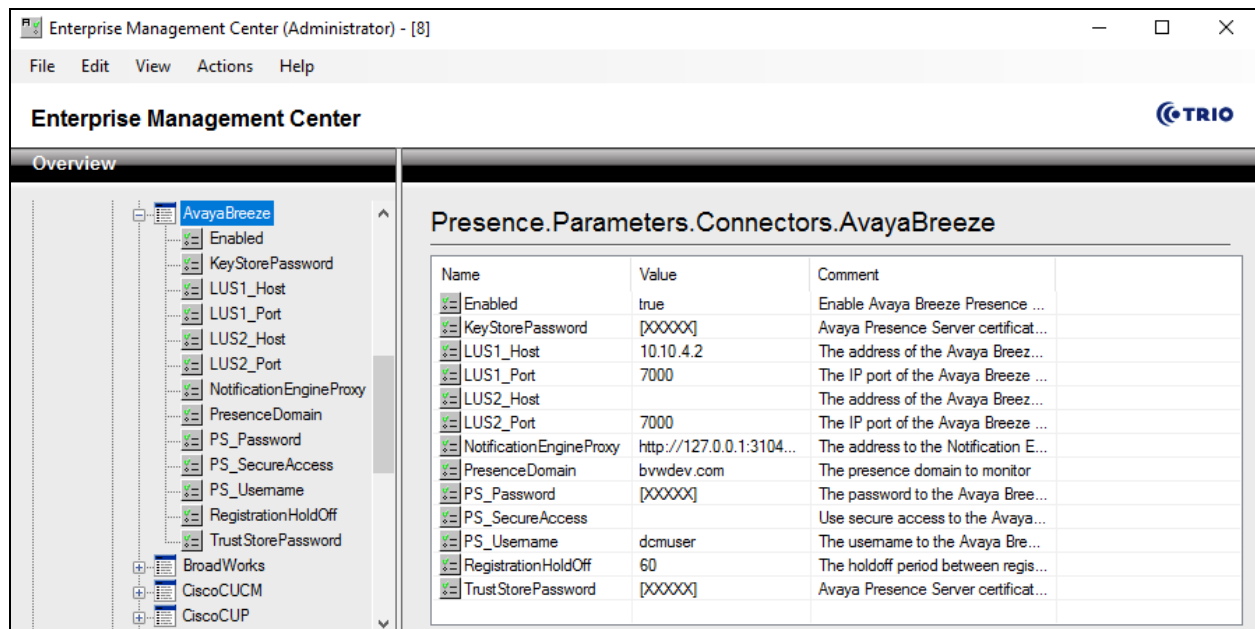
Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → PresenceDomain**. During compliance testing “bvwwdev.com” was the presence domain to monitor as shown in the screen below. Click on the **Apply** button.



Navigate to **Presence (Presence1) → Parameters → Connections → AvayaBreeze → LUS1_Host**. During compliance testing “10.10.4.2” was the IP address of Avaya Breeze™ Management IP as shown in the screen below. Click on the **Apply** button.



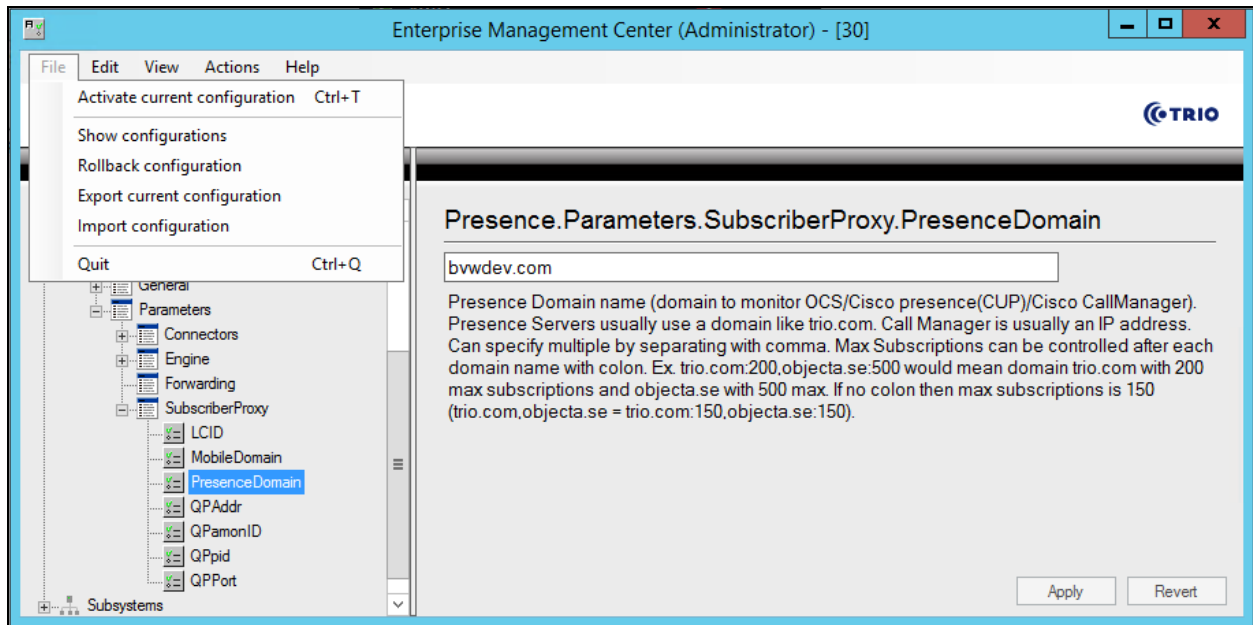
The completed configuration screen for **Presence (Presence1) → Parameters → Connections → AvayaBreeze** is shown below.



Navigate to **Presence (Presence1) → Parameters → SubscriberProxy → PresenceDomain**. During compliance testing “bwvdev.com” was the presence domain used as shown in the screen below. Click on the **Apply** button.



Navigate to **File → Activate current configuration Ctrl+T** to activate the Enterprise Management Center configuration as shown in the screen below.

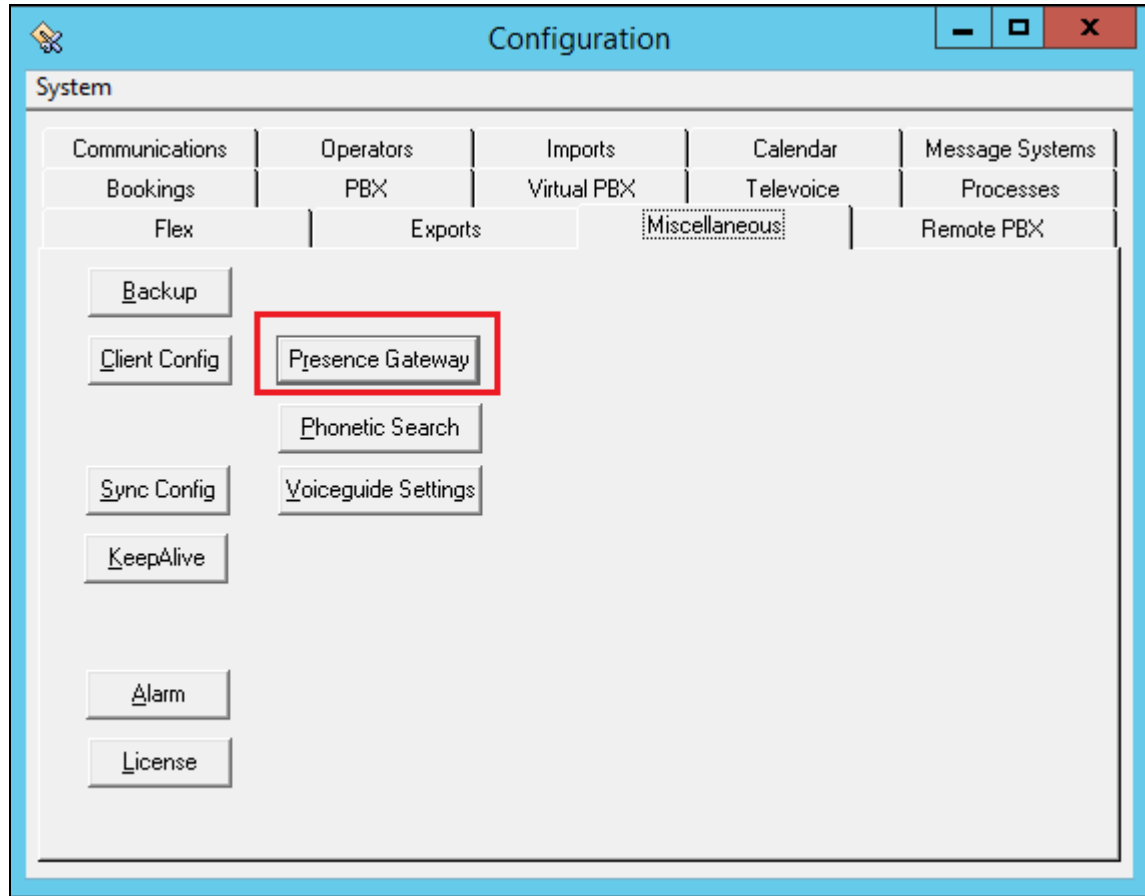


8.2 Configure Trio Presence Gateway

To launch the Trio Configuration window to configure the Presence Gateway as shown in the screen below, launch the 'Trio Present Setup' icon as shown here.



The **Presence Gateway** button can be found under the **Miscellaneous** tab. Click on this button.



In the Presence Gateway window shown below, configure the following.

- **Server URL:** Enter “net.pipe://localhost/Presence1”
- **Present Domain:** Enter “1”
- Check the box for **Enable connection for monitor of presence or line state**

Retain default values for all other fields and click on the **Ok** button.

Presence Gateway

Server URL: net.pipe://localhost/Presence1

Present Domain: 1

☒ Enable connection for monitor of presence or line state

☐ Enable connection to Microsoft Lync/Skype for Business

☐ Enable setting of presence from referrals

☐ Mobile Line Status

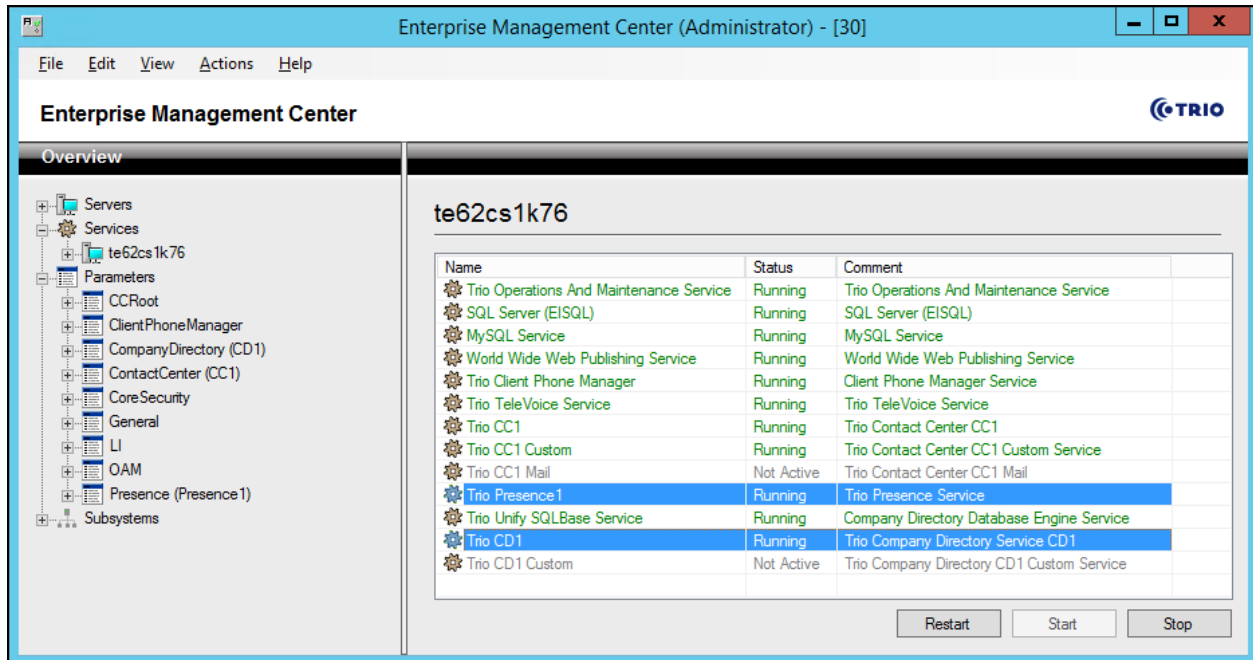
Mobile Domain[s] to subscribe to:

Mobile Prefix:

Mobile in ExtraField: (1-20)

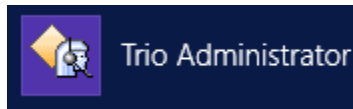
Ok Cancel

From the **Enterprise Management Center** window as shown in **Section 8.1**, navigate to **Services → te62cs1k76** and restart the **Trio Presence1** and **Trio CD1** services as shown in the screen below.

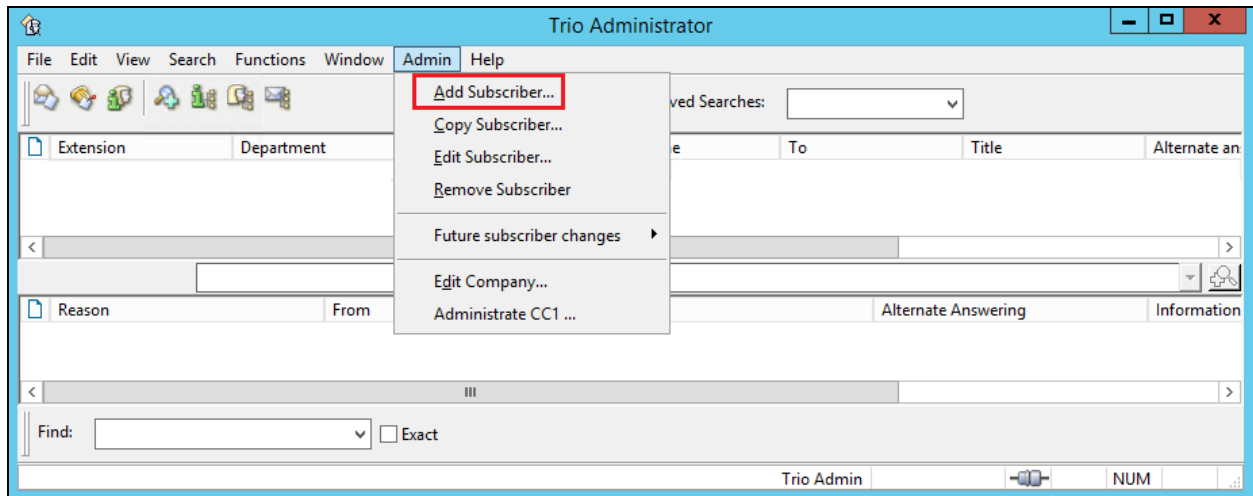


8.3 Administer Users

To launch the Trio Administrator window to configure users as shown in the screen below, launch the “Trio Administrator” icon as shown here.



From the **Trio Administrator** window, navigate to **Admin** → **Add Subscriber**.



In the **Add Subscriber** window as shown below, from the **Security** tab, select the **Extension** radio button and populate the **Sign-in address** field with the correct information of the user whose presence needs to be monitored. The example below shows the sign in address of user “56203”, which is “sip:56203@bvwddev.com”. Click on the **OK** button. During compliance testing, users “56203” and “56204” were added.

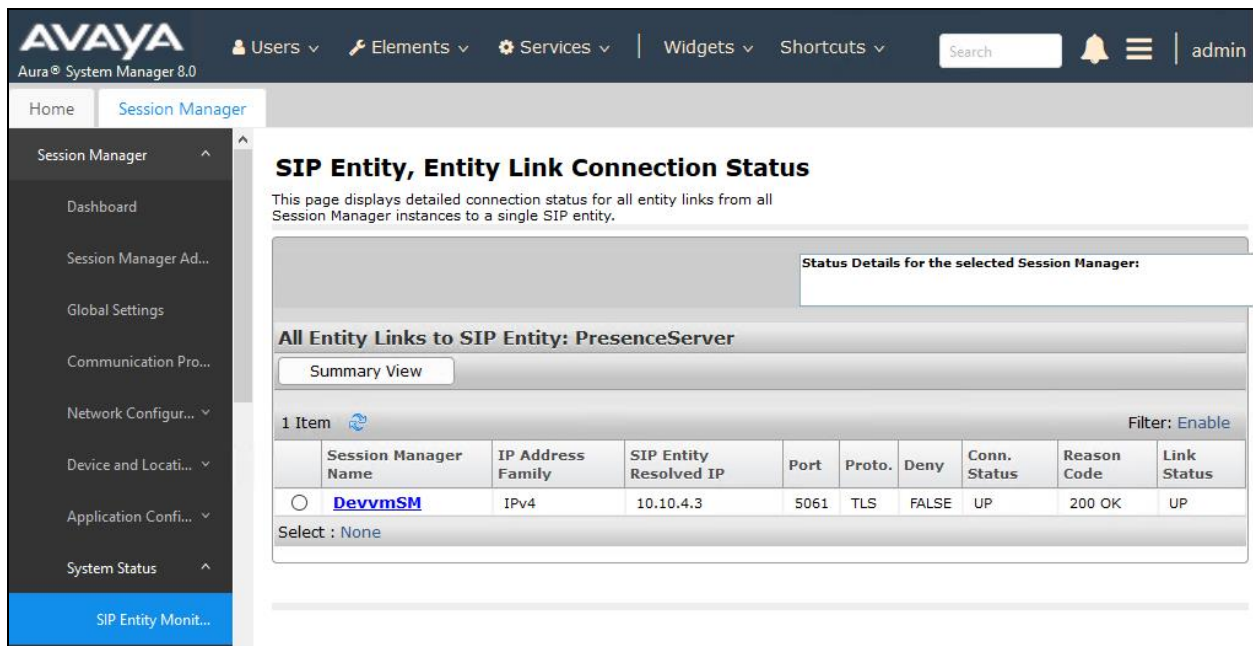
The screenshot shows the 'Add Subscriber' window with the 'Security' tab selected in the left-hand navigation pane. The 'Type of Subscriber' section has the 'Extension' radio button selected and highlighted with a red box. Below this, the 'Communicator' section contains a 'Sign-in address' field, also highlighted with a red box, which contains the text 'sip:56203@bvwddev.com'. At the bottom of the window, there are buttons for 'Add Subscriber', 'Copy Subscriber', 'OK', 'Cancel', 'Apply', and 'Help'.

9. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Avaya Aura® Presence Server with Trio Enterprise.

9.1 Verify Status of Avaya Aura® Presence Server Snap-in

Navigate to **Elements → Session Manager → System Status → SIP Entity Monitoring** and select the Presence Server SIP Entity. Verify the **Link Status** is **Up**.



AVAYA Aura® System Manager 8.0

Users ▾ Elements ▾ Services ▾ Widgets ▾ Shortcuts ▾ Search 🔍 admin

Home Session Manager

Session Manager ▾

- Dashboard
- Session Manager Ad...
- Global Settings
- Communication Pro...
- Network Configur... ▾
- Device and Locati... ▾
- Application Confi... ▾
- System Status ▾
- SIP Entity Monit...

SIP Entity, Entity Link Connection Status

This page displays detailed connection status for all entity links from all Session Manager instances to a single SIP entity.

Status Details for the selected Session Manager:

All Entity Links to SIP Entity: PresenceServer

Summary View

1 Item Filter: Enable

	Session Manager Name	IP Address Family	SIP Entity Resolved IP	Port	Proto.	Deny	Conn. Status	Reason Code	Link Status
<input type="radio"/>	DevvmSM	IPv4	10.10.4.3	5061	TLS	FALSE	UP	200 OK	UP

Select : None

9.2 Verify Status of Users via Local Presence Server Client

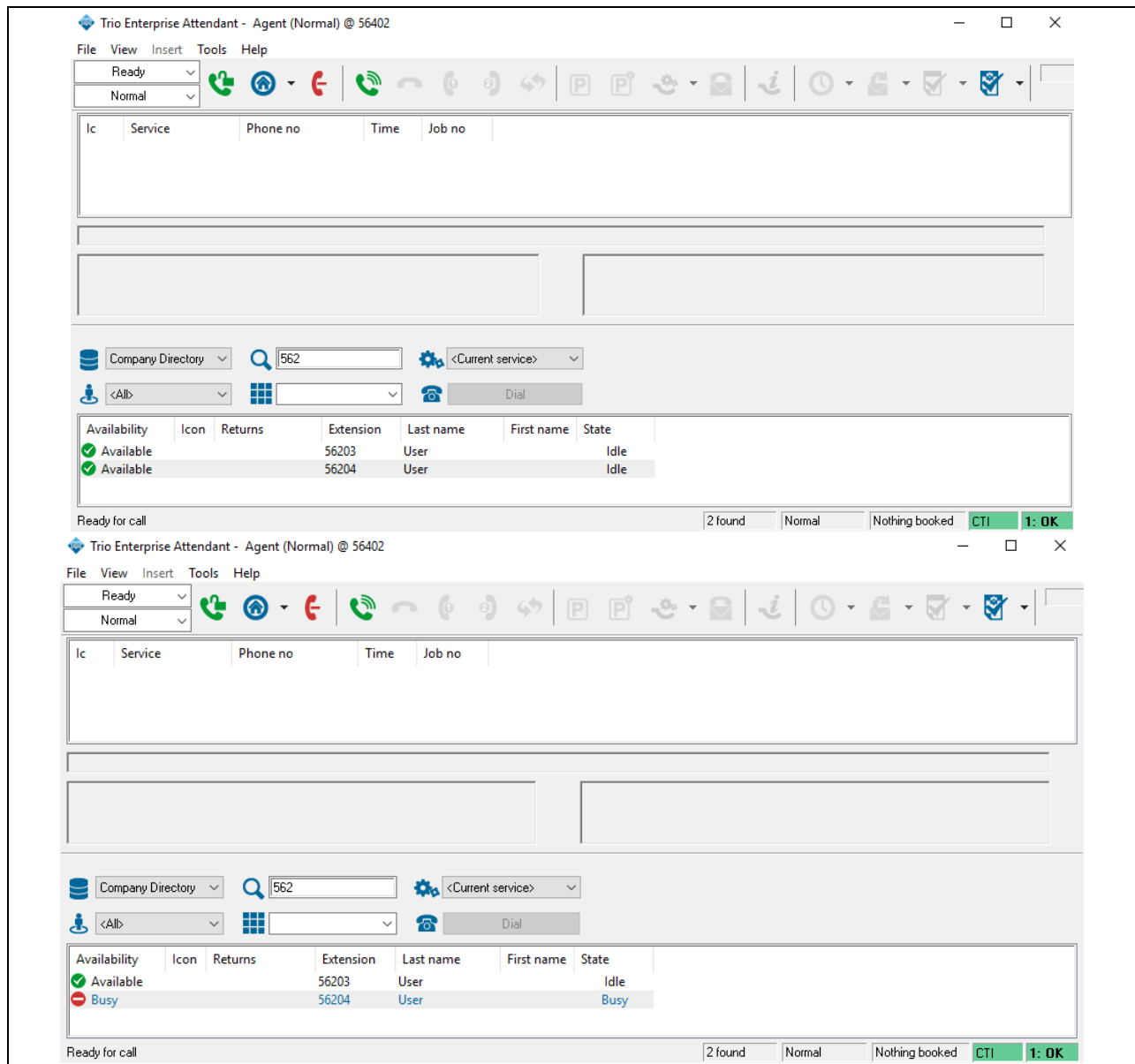
Refer to **Section 7**, which explains the LPS test client verifying the presence status of a user.

9.3 Verify Status of Users via Trio Enterprise Attendant

To verify that Trio Enterprise shows the presence status of users, log in to the Trio Enterprise Attendant by launching the “Agent Client” icon as shown here.



Log in with the appropriate credentials. The **Trio Enterprise Attendant** window appears as shown below. The screen below shows the presence of user “56204” as “Available”. Change the presence status of this user to “Busy” and the same is reflected on the Trio Enterprise screen as shown in the following screen.



10. Conclusion

These Application Notes have described the administration steps required to integrate Trio Enterprise with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using a Java API. All test cases passed with any observations noted in **Section 2.2**.

11. References

This section references the product documentation relevant to these Application Notes.

Product documentation for Avaya products may be found at <http://support.avaya.com>.

1. *Deploying Avaya Aura® Session Manager in Virtual Appliance*, Release 8.0, Issue 2 September 2018.
2. *Administering Avaya Aura® Session Manager*, Release 8.0, Issue 2 August 2018.
3. *Deploying Avaya Aura® System Manager in Virtualized Environment*, Release 8.0, Issue 2 September 2018.
4. *Administering Avaya Aura® System Manager for Release 8.0*, Release 8.0, Issue 4 September 2018.
5. *Avaya Aura® Communication Manager Feature Description and Implementation*, Release 8.0, Issue 1 July 2018.
6. *Deploying Avaya Breeze™*, Release 3.5, Issue 1 July 2018.
7. *Administering Avaya Breeze™*, Release 3.5, Issue 1 July 2018.
8. *Avaya Aura® Presence Services Snap-in Reference*, Release 8.0, Issue 1 July 2018.
9. *Avaya Aura® PSConnector 7.1.2 SDK Reference Guide*, July 20, 2017, Document Revision: 0.9

Product Documentation for Enghouse Interactive AB can be obtained in the installed software or at: <http://enghouseinteractive.com>

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