

BCM RIs 6.0

LAN CTE

Task Based Guide

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LAN CTE

Overview

LAN CTE (Computer Telephony Engine) provides an interface between your PC and the BCMs telephony system.

With LAN CTE you can operate CTE and TAPI (Telephony Application Programming Interface) applications from your PC (though some development work may be required to integrate them).

Telephony applications such as Personal Call Manager are installed on client computers. Through these applications, LAN CTE users give commands, such as answer telephone, to the Business Communications Manager system. Actions that Personal Call Manager can perform include making and answering calls, putting calls on hold, transfer calls, and making conference calls.

Required Information

Any of the following network user IDs can be mapped to telephone extension numbers in order to associate a computer with a telephone:

- Client PC's IP address.
- Machine (computer) name of the Client PC.
- Domain/User Account of the Client PC.

If you are using TAPI applications then TAPI 2.1 or higher is required. This is standard with Windows XP Professional SP3, Vista Business, Ultimate, Enterprise SP2 32/64.

Note: TAPI Option is not supported on Windows Vista 64-bit.

Supported Operating Systems

LAN CTE is supported on the following Operating Systems:

- Windows XP Professional SP3
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit
- Windows 7 Professional, Ultimate, Enterprise 32/64 bit
- Windows Server 2003 Standard and Enterprise SP2
- Windows Server 2008 Standard and Enterprise SP2
- Windows Server 2008 R2 Enterprise 64 bit
- Windows Small Business Server R2

Flowchart

This flowchart depicts the relevant steps required to install and configure the LAN CTE/ TAPI applications on a desk top PC.



Configuring LAN CTE in Element Manager

In order to use TAPI applications such as Personal Call Manager that are installed on your computer, you must associate the computer with a telephone connected to the Business Communications Manager system. You do so by mapping the telephone's extension number to a network user ID. You must assign an extension number to each client computer's network user ID.

Any of the following network user IDs can be mapped to telephone extension numbers in order to associate a computer with a telephone:

- IP address.
- Machine (computer) name.
- Domain/User Account.

Any of the network user identifiers can be used but only one is needed. For example, if the IP address is configured for a DN, that same computer does not have to use the other two identifiers.

Mapping Extension Numbers to User IDs

Domain name/User account	For assigning a telephone extension number to a particular user.
IP address	To allow multiple users to control and access an extension number through the same computer, for example at Call Centers. This option is best suited to systems with Static IP addresses.
Machine name	To allow multiple users to control and access an extension number through the same computer, for example at Call Centers. This option is best suited to systems with a Dynamic IP address.

If the network uses dynamic IP addresses, the machine name should be entered as the network identifier.

You configure the LAN CTE software on the Business Communications Manager server from Element Manager.

7

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.



2. Alternatively, double-click on the **Business Element Manager** desktop icon.



3. You will be presented with the Element Manager interface.



4. Open the **Network Elements** folder and select the IP Address of the BCM.

A Avaya Business Element M	lanager - Network Elements / 200.30.30.80
File Edit View Network Se	ssion Tools Help
📲 Exit 🛛 😹 Cut 🖻 Copy	/ 🖷 Paste 🔚 Web Page 🖌 Validate Device 📸 Connect 🗙 Delete
Element Navigation Panel	
🖃 🖏 Network Elements	Connection Information
10.1.1.2 10.1.1.66 200.30.30.30.73 200.30.30.51 BCM Chester 200.30.30.77 TEST BCM50 R6 200.30.30.80	IP Address: 200.30.30.80 User ID: nnadmin Password: ******** Inventory Information System Name: BCM50b System Description: BCM50b System Software Version: 10.0.1.00.107

5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PIsChgMe!**. Click the **Connect** button.

6. A warning screen will appear, read the warning and click OK.



7. You will be presented with the Element Manager interface.



8. Click on the Applications folder and select LAN CTE.

Task Navigation Panel Configuration Administration	LAN CTE		
Welcome	Status and Clients	Client Privileges Virtual 1	erminals
È⊶ 🛅 System È⊶ 🛅 Administrator Access	Service Status		
🕀 🗁 Resources	Number of active	LAN CTE desktops:	1
🗄 🛅 Telephony	Allow LAN C	:TE desktop clients: 🔽	
🕀 🗁 Data Services			
🖻 🖓 Applications	Registered Clients		1
Voice Messaging/Contact C	IP Address /	DNS Name	License Start Time
MeetMe Conferencing	200.30.30.82	NoDNS	2009-08-24 08:24
- O Music			
🗄 💼 Advanced Paging Producti			

9. The LAN CTE screen will appear. Click on the Client Privileges tab.

Task Navigation Panel	Γ					
Configuration Administration		LANCIE				
Welcome		Status and Clients	Client Privile	eges	Virtual Termina	ls
⊞ 🔁 System		Clients				
Administrator Access		Identifier Ty	′pe ∆		Identifier	
Handres		IP Address		200.	30.30.185	
Hata Services			1			
Applications						
Voice Messaging/Contact C			Dalaha	1	Markey 1	
MeetMe Conferencing		Add	Delete		Modiry	
		*				
Music		Details for Client:	200.30.30.18	5		
Advanced Paging Producti						

- 10. Click on the Add button. The Add Client Window will appear.
- 11. From the Dropdown menu select an **Identifier Type** depending on your network configuration:
 - Domain/User Account. (Individuals Account Name).
 - Machine Name. (Name given to the PC/Laptop).
 - IP Address. (PC/Laptop IP Address).

Add Client		×
Identifier type:	Domain\User Account	-
Identifier:	Domain\User Account	
	Machine Name	
	IP Address	

12. In this example the machine name has been used. Enter the correct **Identifier** (Machine Name (PC name) in this case) and click on **OK**.

Add Client		×
Identifier type:	Machine Name	*
Identifier:	EdsLaptop	
	ОК	Cancel

13. The identifier will be added to the Clients window.

Task Navigation Panel	
Configuration Administration	LAN CTE
• Welcome	Status and Clients Client Privileges Virtual Terminals
	Clients
Administrator Access	Identifier Type 🔺 Identifier
Hand Resources	Machine Name EdsLaptop
Hu Conta Services	
Applications	
Voice Messaging/Cor	
MeetMe Conferencir	J
LAN CTE	Add Delete Modify
Music	
	Details for Client: EdsLaptop

14. Click on the identifier that you have just created. The **Details for Client** screen will appear. The DN to be associated with the PC can now be configured. Click the **Add** button.

Task Navigation Panel	
Configuration Administration	LAN CIE
Welcome System Administrator Access Resources	Status and Clients Client Privileges Virtual Terminals Clients Identifier Type Identifier Machine Name EdsLaptop
Constant of the second se	
LAN CTE Music	Add Delete Modify
	Details for Client: EdsLaptop Authorized to Control the Following DNs
	Add Delete

15. The **Add Controlled DN** window will appear. In this example DN 222 has been entered. Click the **OK** button.



16. The DN associated with the Client will then be displayed.

LAN CTE				
Status and C	lients Client	t Privileges	Virtual Termina	ls
Clients				
Identi	fier Type 🛛 🗠	1	Identifier	
Machine Nan	ne	EdsLa	ptop	
Add	De	lete	Modify	
Details for C	lient: EdsLap	top		
Authorized	d to Control t	he Following	DNs	
Add	. Dele	te		

17. It is possible to associate more than one DN to the same PC/laptop. This useful if more than one person uses the same PC. Add more DN's if this is the case.

Removing LAN CTE Clients

If there is a LAN CTE client that no longer uses LAN CTE, you can delete that client. To delete a LAN CTE client and it's associated extension number:

- 1. Start an Element Manager session.
- 2. From the LAN CTE configuration screen. Click the LAN CTE Configuration you wish to remove and click the **Delete** button.

Task Navigation Panel Configuration Administration	LAN CTE
Configuration Administration Welcome Administrator Access Administrator Access Administrator Access Administrator Access Applications Voice Messaging/Cor MeetMe Conferencir Music	Status and Clients Client Privileges Virtual Terminals Clients Identifier Machine Name EdsLaptop Add Delete Modify Details for Client: EdsLaptop Authorized to Control the Following DNs Image: Add the following DNs Image: Authorized to Control the Following DNs Image: Add the following DNs
	Add Delete

3. You will be asked to confirm that you wish to delete the selected row. Click **Yes**.



4. The Client association will then be deleted.

Installing LAN CTE Software on the Client PC

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): http://<bcm ip address>/



2. Click on Go, or press Return on your keyboard.

Note: You can also use the **Web Page** button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the **Element Navigation Panel** to do this.

🐔 Exit 🐰 Cut 🖻 Copy	Paste 🔚 Web Page 🗸 Validate Device 🚔 Connect
Element Navigation Panel	Connection Information
10.1.1.2 10.1.1.66 200.30.30.30.73 200.30.30.51 8CM Chester	IP Address: 200.30.30.80 User ID: nnadmin Password: ********
200.30.30.77 TEST BCM50 R6 200.30.30.80	Inventory Information
	System Name: BCM50b

3. If you are presented with the **Certificate Error** window, click on **Continue to this website (not recommended)**.

We recommend that you close this webpage and do not continue to this website.



4. Accept any further security messages that you may get presented with.

Security In	Iformation	×		
<u>P</u>	This page contains both secure and nonsecure items.			
	Do you want to display the nonsecure items?			
Yes No More Info				

5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: **nnadmin** Password: **PIsChgMe!** Click on **OK.**

🛃 Please Enter Crea	lentials	×
User ID:	nnadmin	
Password:	******	
Save Credentials		
Auto-Login		
		Cancel

6. In the **Welcome to BCM** window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

Welcome			
to)		
BC	CM	B. Barnett	
Main Advanced			
Application Group	Applications		
		Name	Status
	Mailbox Manager Calloiot Manager		No update required
	User Applications		No update required
B	Activity Reporter Basic		No update required
	Business Applications		No update required
	Business Element Manager		No update required - currently a 💌
	Download Locations		Run

7. In the Applications area, select User Applications, and click on Run.

Name	Status
Mailbox Manager	No update required
Callpilot Manager	No update required
User Applications	No update required
Activity Reporter Basic	No update required
Business Applications	No update required
Business Element Manager	No update required - currently a 💌

8. Again, accept any security messages that appear, and if prompted enter any login details.

9. In the User Applications screen. Click LAN CTE Client.



10. Click the Download LAN CTE Client link.



- CallPilot Unified Messaging
- Personal Call Manager
- LAN CTE Client
- 2050 IP Softphone
- 2050 Mobile Voice Client

Documentation



A keycode is required on the BCM in order to be able to use this application. Click here to connect to the Avaya Keycode Retrieval System



LAN CTE Client



LAN CTE Client is one of the basic software components of the BCM Computer Telephony Integration (CTI) products.

LAN CTE Client provides an interface between your computer, your telephone and BCM. With LAN CTE Client, you can operate CTE (Computer Telephony Engine) and TAPI applications from your PC. An example of a TAPI application is Personal Call Manager.

LAN CTE Client may be run on the following operating systems:

- Windows XP Professional SP3
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit

11. Select the Run button.



12. Accept the Security Warning and click on Run.



13. The Install Shield screen will appear. Click Next.



14. The Software License screen will appear. Select the **I accept the terms of the license agreement** radio button. Then click **Next**.



15. Ensure that the **Computer Telephony Engine** tick box and the **TAPI Service Provider** tick box are ticked and click **Next**.



16. Enter the **Published IP Address** or the **Machine Name** of the Business Communications Manager. Click **Next**.



17. You will be requested to review a selection summary screen. Read the details to ensure they are correct and click **Next**. If the details are not correct click **Back**.



18. The Ready to Install the Program screen will appear. Click Install.



19. The **Install Wizard Complete** window will appear. Click **Finish.** The PC should be rebooted after LAN CTE has been installed.



20. Repeat this process for **EVERY** PC that will use LAN CTE.

Note: The PC should always be rebooted after the LAN CTE installation has been completed.

Installing CTE and TAPI Applications

You are now ready to install LAN CTE and TAPI applications such as Personal Call Manager. Follow the install instructions for the application(s).

Checking LAN CTE is Functioning Correctly

Checking the TSP Control Panel

The BCM TSP Control Panel should be checked first of all to ensure that LAN CTE is communicating successfully to the BCM.

Note: This does not check that the correct association between PC and extension has been made in Element Manager. Use Personal Call Manager to do this.

1. Right click on the TSP launcher (Space Shuttle icon) on the task bar, and select **BCM TSP Control Panel**.



2. If the Status states **In Service** then LAN CTE is communicating correctly with the BCM. Click **OK** to close the Control Panel.

CM TSP Control Panel	×
BCM TSP Info	ОК
Version: TSP 7.5 1.02.A.0 Status: In Service	Register
Connection Info	Configure
Switch Type: Global BCM50 CTI Device: CSC	Diagnostics
	Help

- 3. If the Status states otherwise, then either the wrong BCM IP Address has been entered during LAN CTE installation, or there is a network problem preventing LAN CTE communicating with the BCM.
- 4. Before attempting re-installation of LAN CTE to correct the BCM IP Address, try reinitialising the TAPI Interface. Right click on the TSP launcher (Space Shuttle icon) on the task bar, and select **Reinitialise TAPI Interface**.



5. Check the TSP Control Panel again after 30 seconds. If the status is still the same, you should try to re-install LAN CTE, or determine if there are network problems between the PC and BCM.

Verifying that LAN CTE is Installed Correctly Using Personal Call Manager

Use the following procedure to verify that LAN CTE has been configured correctly within Element Manager with the correct association between the PC and DN.

- 1. Install Personal Call Manager on a PC that is a client of the Business Communications Manager server. Refer to the *Personal Call Manager Guide* for information on how to install this TAPI application.
- 2. Start Personal Call Manager.
- 3. Make a test call using Business Communications Manager Personal Call Manager.
- 4. If the calls are successful, LAN CTE is properly installed and configured for TAPI.
- 5. If you receive the following error message whilst trying to use Personal Call Manager:

PCM	×
⚠	There are no telephony devices installed. You will not be able to do any call control.
	(OK]

6. ...you may not be able to select a TAPI line:

C	hoose a TAPI Line	×
	Connect Using:	
	TAPI <u>L</u> ine:	
	Configure	Line
	Address	
		<u> </u>
	<u>D</u> K	<u>C</u> ancel

- 7. You should therefore:
 - Ensure that LAN CTE is key coded on the BCM and installed on the PC.
 - Check that the account you created in Element Manager is correct.
 - Domain\User Account or
 - IP Address or
 - Machine Name

Task Navigation Panel Configuration Administration	LAN CTE	
Welcome	Status and Clients Client Privile	eges Virtual Terminals
🗄 🛅 System	Clients	
🗄 🛅 Administrator Access	Identifier Type	Identifier
🗄 🛅 Resources	IP Address	200.30.30.185
E Cephony	Machine Name	edslaptop
🕀 🛅 Data Services		
E D Applications		
Voice Messaging/Contact C		
MeetMe Conferencing		
CTE		
O Music		
🗄 🛅 Advanced Paging Producti		
	Add Delete	ModiFy

- Check that you have logged onto the computer with the correct account details.
- 8. You will have to reboot your PC if you change any of your account details on the BCM, prior to attempting to use Personal Call Manager.

Troubleshooting LAN CTE

For most errors and exceptions, the Business Communications Manager displays an error message. The error message describes the problem and recommends a solution.

LAN CTE is Not Operating

Checking the LAN CTE Service

1. Login to Element Manager, click on the **Administration** tab and open the **General** Folder.



2. Select Service Manager.

Task Navigation Panel Configuration Administration Configuration Administration Configuration Administration Configuration Administrations Configuration Administrations Configuration Administrations Configuration Administration Adm	Service Manager The Service Manager should only Improper use can affect system	y be used when dire operation.	cted by suppor	rt.
Hardware Inventory	Service Name 🔺	Startup	Status	
E System Metrics	ActRptProviderAgent	Enabled	Running	
Telephony Metrics	BCMCliPasswordFlush	Enabled	Running	
	BCMSetTemplateProviderAgent	Enabled	Running	
E Backup and Restore	BCMWebProviderAgent	Enabled	Running	
	BCM_Doorphone	Enabled	Running	
E Auto-Administration Manager	BCM_LicenseProviderAgent	Enabled	Running	
	BCM_NATDialinProviderAgent	Enabled	Running	
	BCM_SRGProviderAgent	Enabled	Running	
	BackupRestoreProviderAgent	Enabled	Running	
	BcmAmp	Enabled	Running	

Note: That Service Manager should only be used when directed by your support channels.

3. Scroll down the list until you see **cte** and **LANCTE Provider Agent.** The Status column indicates whether these services are running or stopped. If they have stopped, highlight the service and click on the **Restart** button.

Task Navigation Panel Configuration Administration General Alarms Alarm Settings SNMP Trap Destinations	Service Manager Improper use can affect system operation.			
Hardware Inventory	Service Name 🔺	Startup	Status	
	CDRService	Enabled	Running	- I
Telephony Metrics	CoreTel	Enabled	Running	_
	Cte	Enabled	Running	
E Backup and Restore	DHCPProviderAgent	Enabled	Running	
	DiaLogger	Enabled	Running	
+ Auto-Administration Manager	EchoServer	Enabled	Running	
🗄 🧰 Software Management	HGMetricsReporter	Enabled	Running	
m	apss Ver	Enabed	Running	\sim
	btraceserver	Enabled	Running	
	core_file_monitor	Enabled	Running	
	crond	Enabled	Running	
	ctiserver	Enabled	Running	
	feps	Enabled	Running	
	httpd	Enabled	Running	-
	Start Stop Restart			

Check That You Have Sufficient Number of Desktop Licenses

- 1. Open Element Manager.
- 2. Click on the **Configuration** Tab and open the **System** folder and select **keycodes**. Note the number of **LAN CTE** seats.

Configuration Administration • Welcome System ID: 001765FA5AA9 • Date and Time Key Type: 3 • Date and Time Region: Global • Telephony Regions Status / • Telephony Regions Status / • Telephony Status / • Telephony Name • Telephony Data Services • Telephony Yell • Telephony Actrive • Telephony Actrive • Telephony 1
● Welcome System ID: 001765FA5AA9 Sequence #: 2 ● Jdentification Key Type: 3 Date Stamp: 2009-07-2 ● Date and Time Region: Global SW Version: BCM50 ● IP Subsystem Telephony Regions Status △ ● Cate Resources Status △ Name Data ● Cate Administrator Access Status △ Name Data ● Cate Administrator Access Status △ Name Data ● Cate Administrator Access Status △ Name Data ● Cate Assources ACTIVE Q.SIG 1 ● Cate Asservices ACTIVE MCDN 1
□ Identification Key Type: 3 Date Stamp: 2009-07-2 □ Date and Time Region: Global SW Version: BCM50 □ IP Subsystem Status △ Name □ Telephony Regions Status △ Name □ Telephony Active VPIM/AMIS □ Telephony Active Q.SIG □ Telephony 1
Bit Date and time Region: Totobal Sw Version: Totobal Wanufacturing SW version: 50.05 Prime Administrator Access Bit Administrator Access Bit Administrator Access Bit Call Interpretent Bit Administrator Access Bit Bit Call Interpretent Active Version: 1 Active VPIM/AMIS
Manufacturing SW version: JS0.05 Feature licenses Feature licenses Administrator Access Status Name Data Error Resources ACTIVE VPIM/AMIS 1 Definition Telephony ACTIVE Q.SIG 1 Definition Telephony ACTIVE Q.SIG 1
Feature licenses B - □ Telephony Regions B - □ Telephony B - □
⊡ → Administrator Access Status △ Name Data Expiry Date ⊡ → Resources ACTIVE VPIM/AMIS 1 ⊡ → Telephony ACTIVE Q.SIG 1 ⊡ → Data Services ACTIVE MCDN 1
Resources ACTIVE VPIM/AMIS 1 Telephony ACTIVE Q.SIG 1 Data Services ACTIVE MCDN 1
H-CTIVE MCDN 1
Applications ACTIVE DPNSS 1
ACTIVE LANCTE Seat 256
ACTIVE VoIP GW Trunks 130
ACTIVE IP Client seat 300
ACTIVE NCM BCM R5 1
ACTIVE NCM BCM50a/e R5 1
ACTIVE Int Analog Trunks 4
Load Keycode File

3. Now click on the **Applications** folder and select **LAN CTE**.

Task Navigation Panel Configuration Administration	LAN CTE			
Welcome	Status and Clients	Client Privileges Virtu	al Terminals	
🗄 🗁 🛅 System	-Service Status-			
🗄 🛅 Administrator Access		_		
🗄 💼 Resources	Number of active LAN CTE desktops: 1			
🗄 💼 Telephony	Allow LAN CTE desktop clients: 🔽			
🗄 🛅 Data Services				
🗄 🗁 Applications	Registered Clients			
Voice Messaging/Contact C	IP Address /	DNS Name	License Start Time	
MeetMe Conferencing	200.30.30.82	NoDNS	2009-08-24 08:24	
LAN CTE				
O Music				
🗄 🛅 Advanced Paging Producti				

4. Check that the Active number of Desktops does not exceed the maximum number allowed.

Check that the BCM is Allowing LAN CTE Connections

- 1. Open Element Manager.
- 2. Click on the **Configuration** Tab and open the **Applications** folder. Select **LAN CTE**, and check that the **Allow LAN CTE desktop clients** box is ticked.

Task Navigation Panel Configuration Administration	LAN CTE		
Welcome	Status and Clients Clie	nt Privileges 🛛 Virtual Te	rminals
System Administrator Access Administrator Access Administrator Access Telephony Data Services	Service Status Number of active LAN CTE desktops: 1 Allow LAN CTE desktop clients:		
	Registered Clients		
Voice Messaging/Cor	IP Address 🛆	DNS Name	License 5
MeetMe Conferencir AN CTE	200.30.30.72	NoDNS	2010-07-01 11:20
Music			

Avaya Documentation Links

• LAN CTE Configuration Guide.