



BCM RIs 6.0

LAN CTE

Task Based Guide

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Table of Contents

LAN CTE	5
Overview	5
Required Information	5
Supported Operating Systems.....	5
Flowchart	6
Configuring LAN CTE in Element Manager	7
Mapping Extension Numbers to User IDs	7
Removing LAN CTE Clients.....	14
Installing LAN CTE Software on the Client PC	15
Installing CTE and TAPI Applications	22
Checking LAN CTE is Functioning Correctly	22
Checking the TSP Control Panel	22
Verifying that LAN CTE is Installed Correctly Using Personal Call Manager ..	24
Troubleshooting LAN CTE	26
LAN CTE is Not Operating	26
Checking the LAN CTE Service.....	26
Check That You Have Sufficient Number of Desktop Licenses	27
Check that the BCM is Allowing LAN CTE Connections	28
Avaya Documentation Links	29

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.
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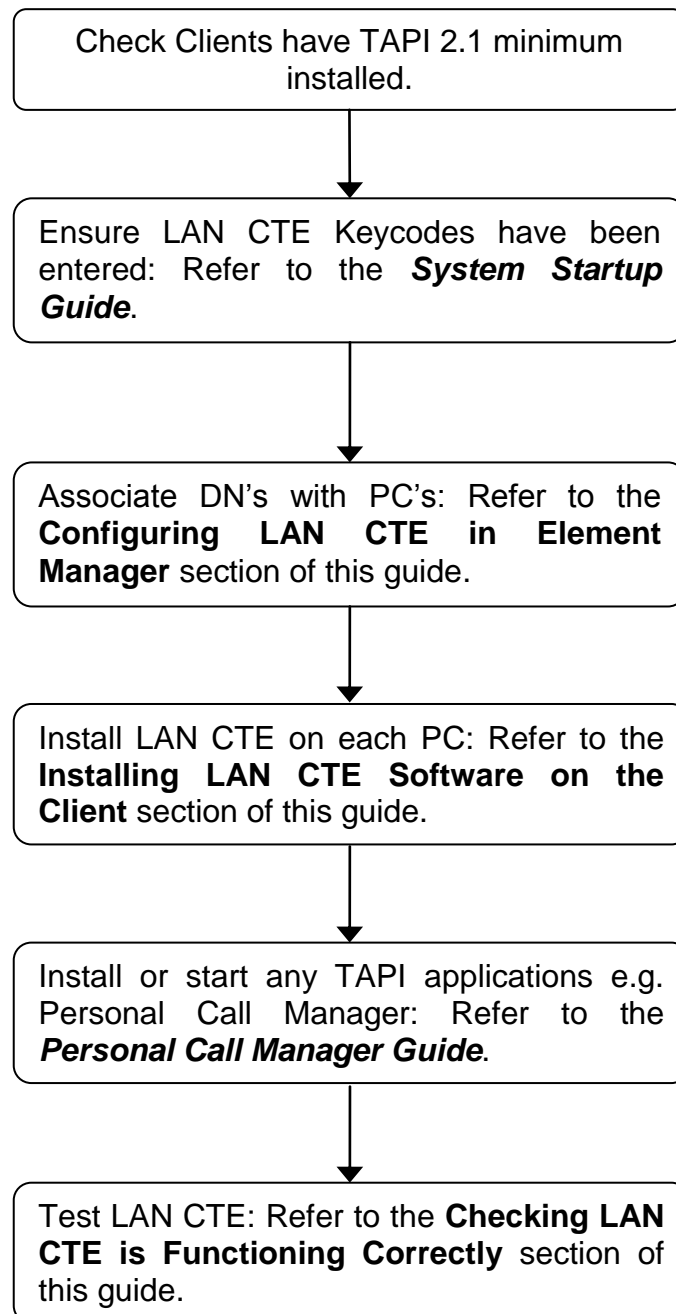
Supported Operating Systems

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.

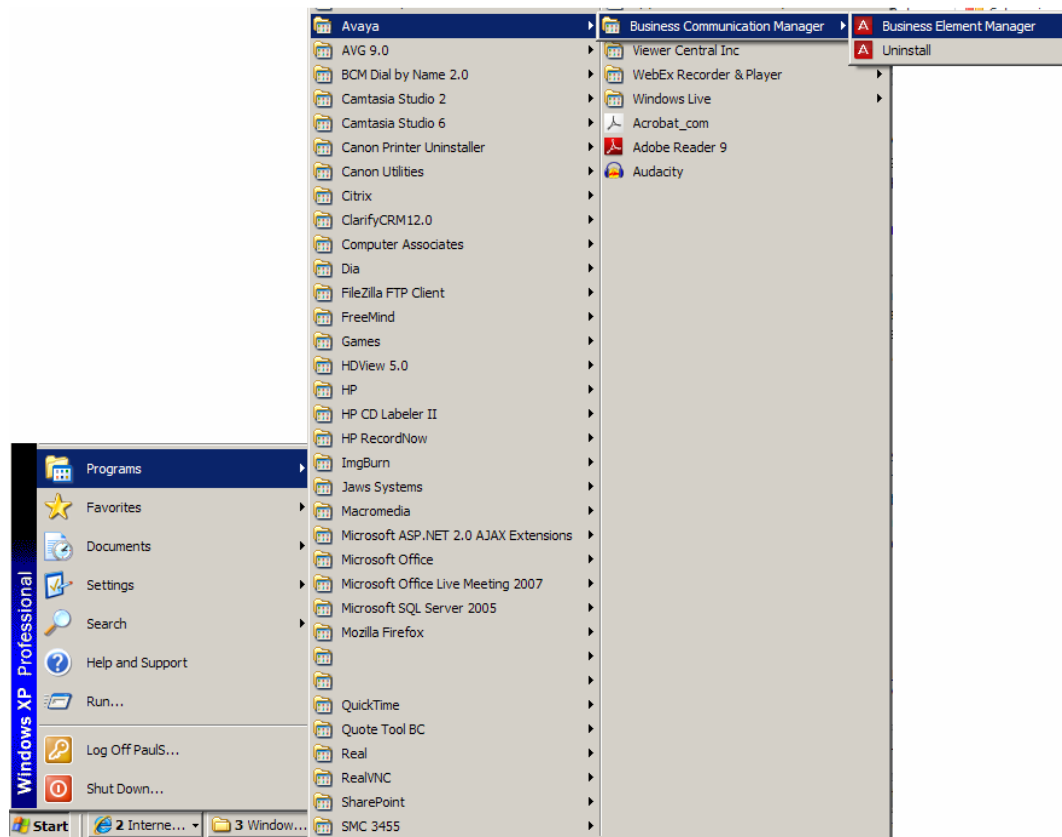
Mapping Extension Numbers to User IDs

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.

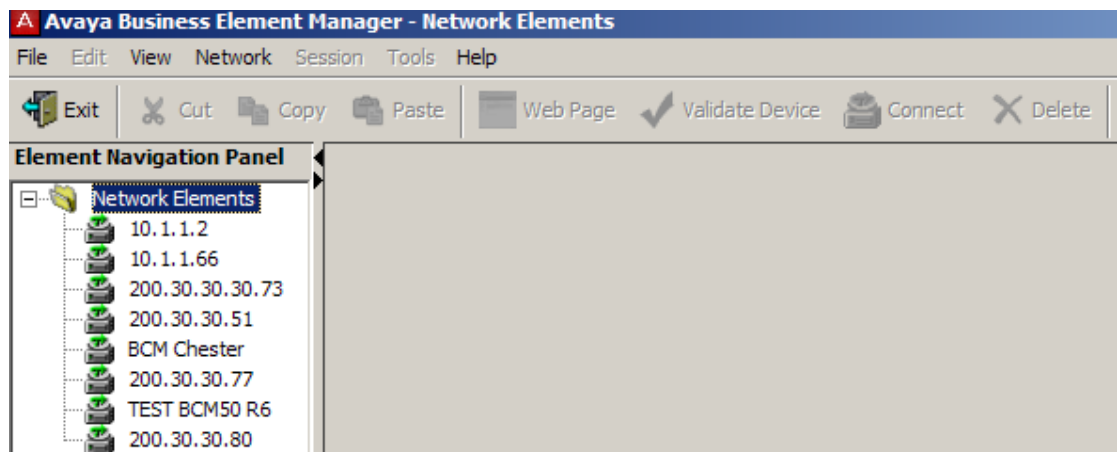
1. To access the Business Element Manager application from the Start Menu, navigate to **Start, Programs, Avaya, Business Communications Manager, Business Element Manager**.



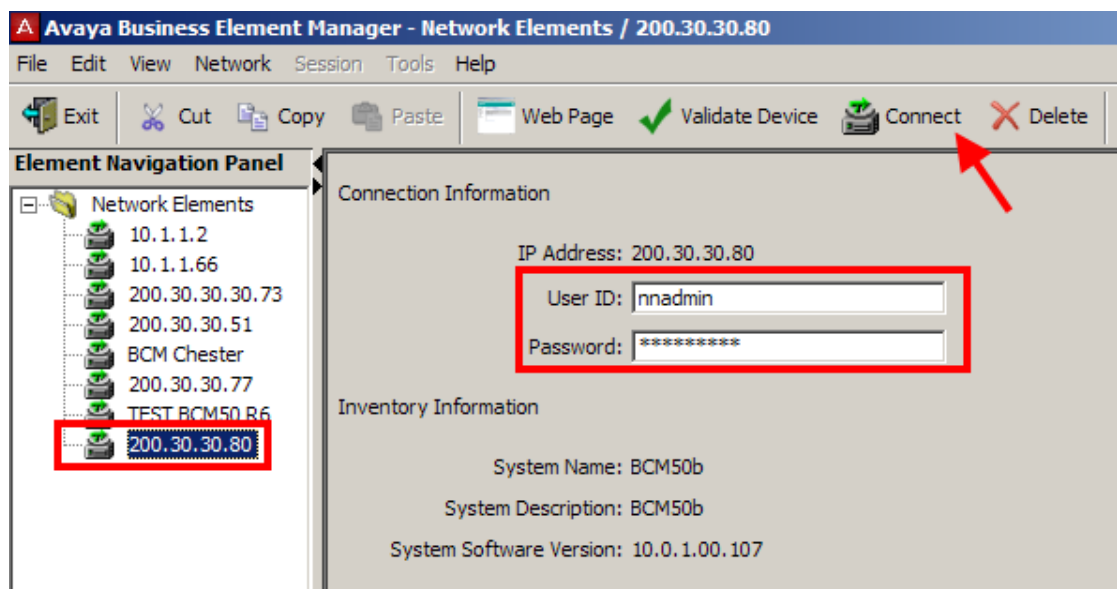
2. Alternatively, double-click on the **Business Element Manager** desktop icon.



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

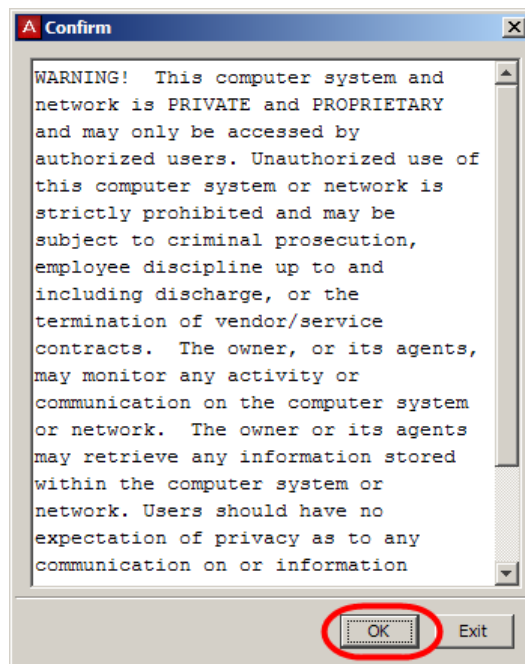


4. Open the **Network Elements** folder and select the IP Address of the BCM.

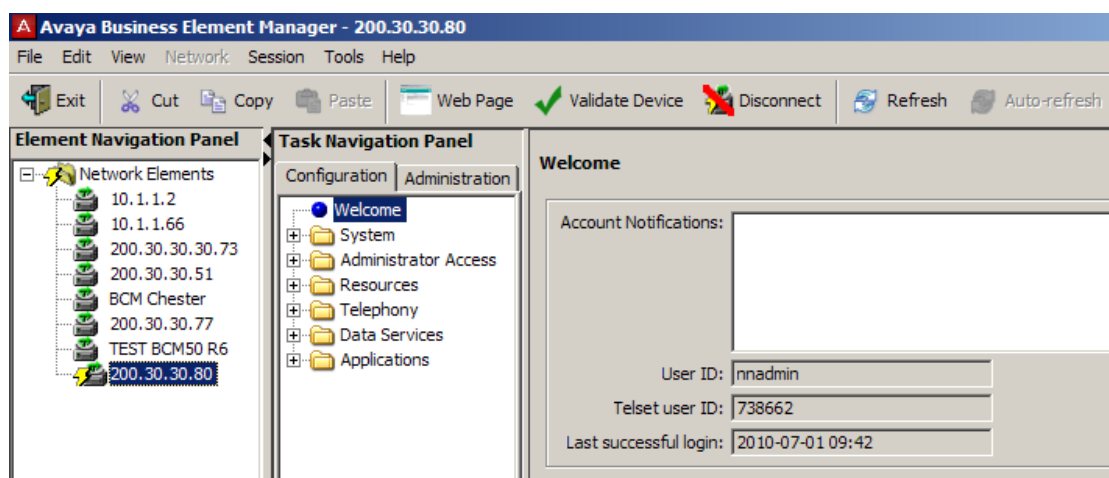


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

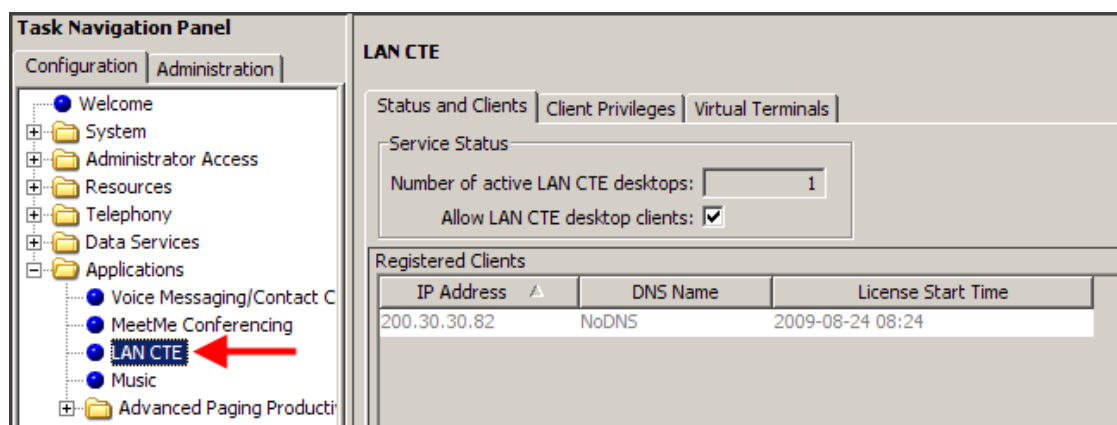
6. A warning screen will appear, read the warning and click **OK**.



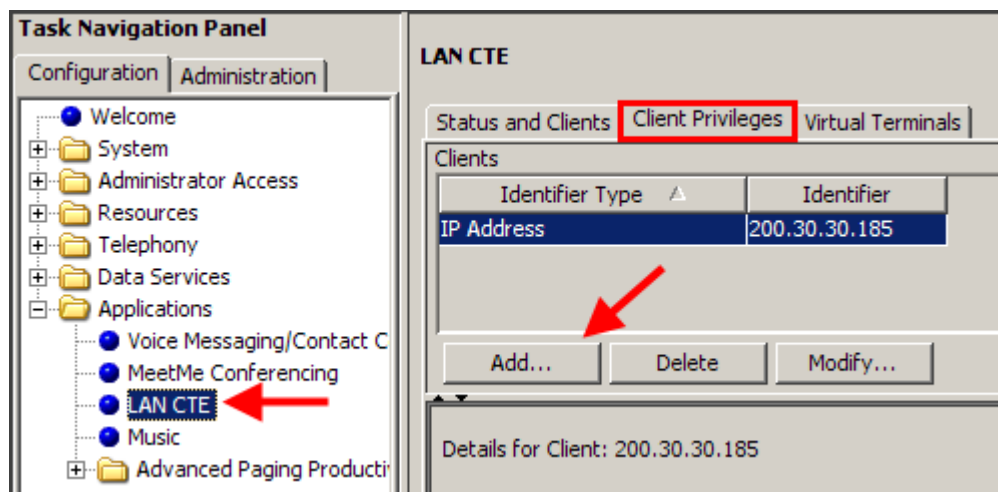
7. You will be presented with the Element Manager interface.



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



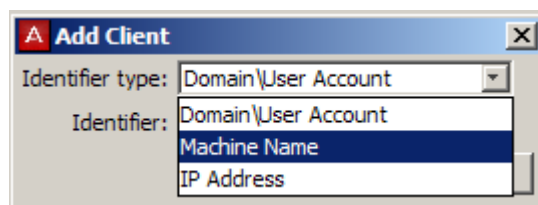
9. The LAN CTE screen will appear. Click on the **Client Privileges** tab.



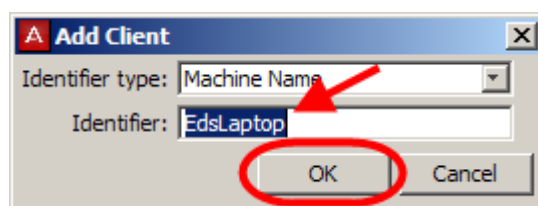
10. Click on the **Add** button. The **Add Client** Window will appear.

11. From the Dropdown menu select an **Identifier Type** depending on your network configuration:

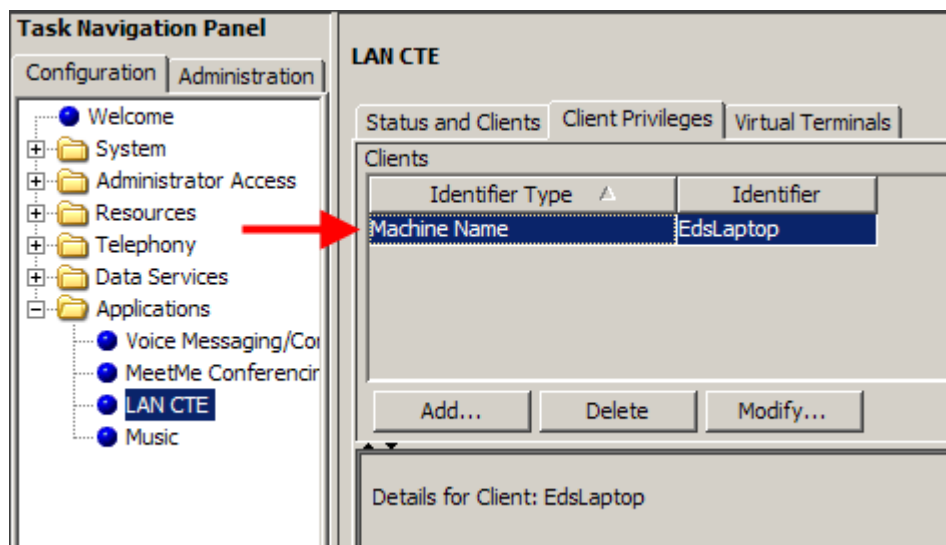
- Domain/User Account. (Individuals Account Name).
- Machine Name. (Name given to the PC/Laptop).
- IP Address. (PC/Laptop IP Address).



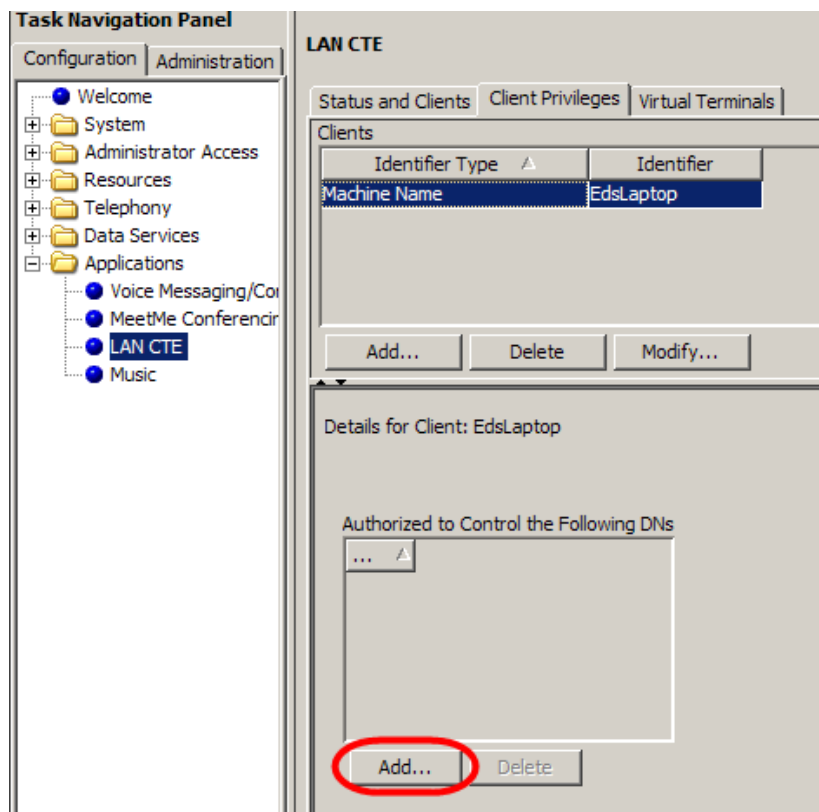
12. In this example the machine name has been used. Enter the correct **Identifier** (Machine Name (PC name) in this case) and click on **OK**.



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



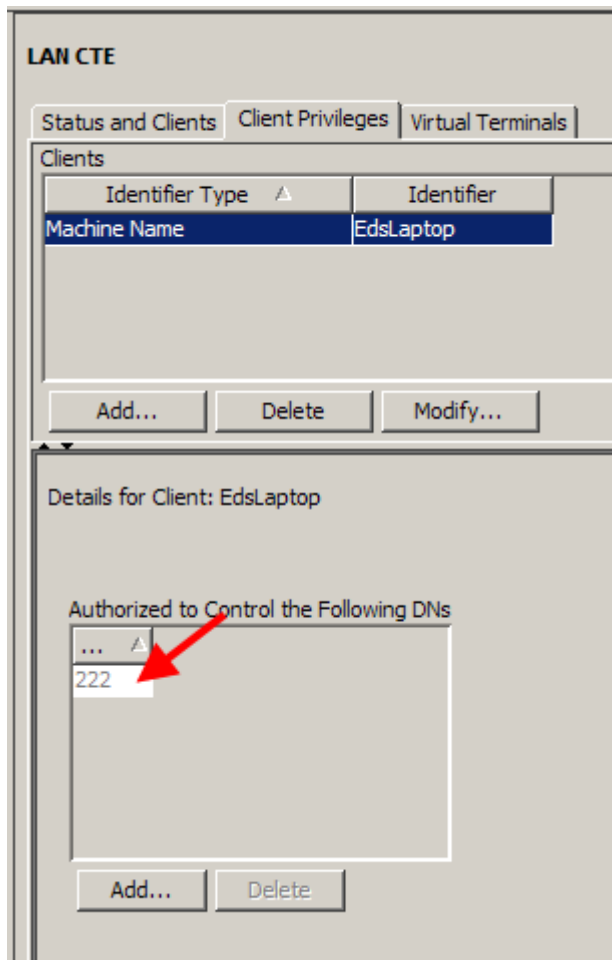
14. Click on the identifier that you have just created. The **Details for Client** screen will appear. The DN to be associated with the PC can now be configured. Click the **Add** button.



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.

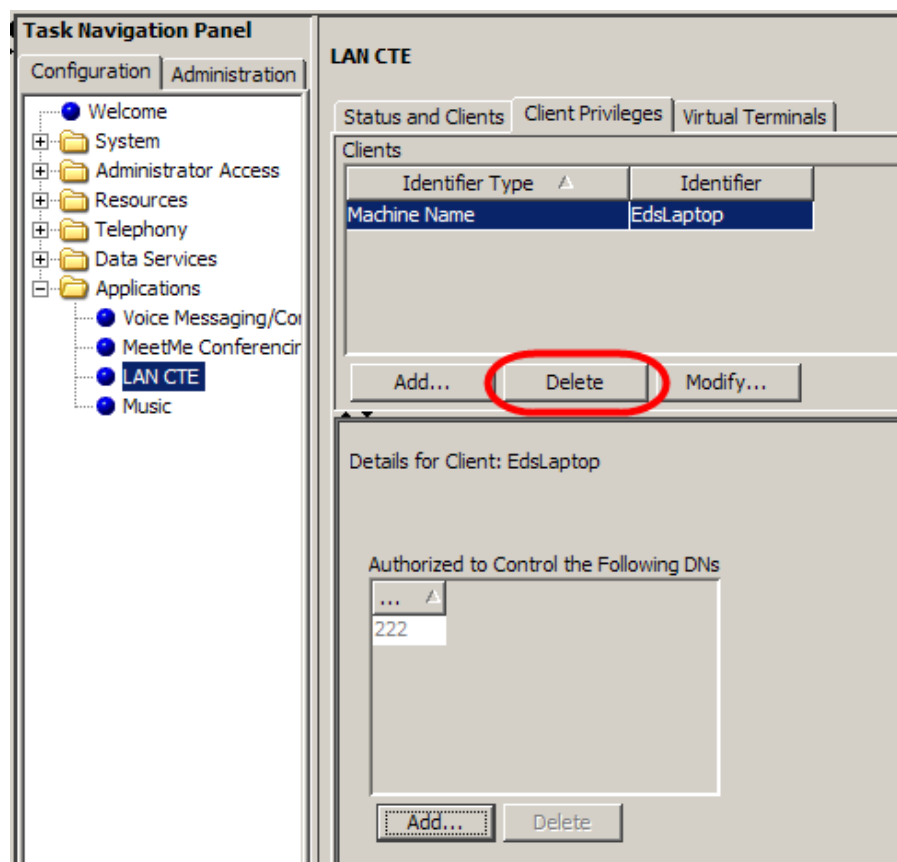


17. It is possible to associate more than one DN to the same PC/laptop. This useful if more than one person uses the same PC. Add more DN's if this is the case.

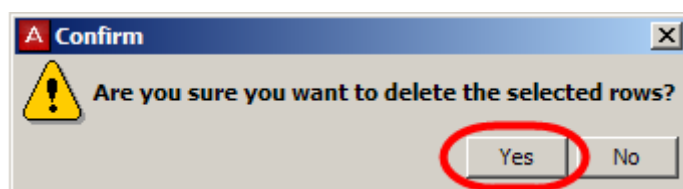
Removing LAN CTE Clients

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 its 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.



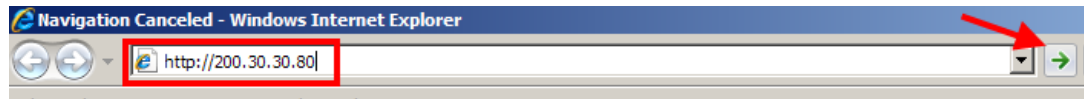
3. You will be asked to confirm that you wish to delete the selected row. Click **Yes**.



4. The Client association will then be deleted.

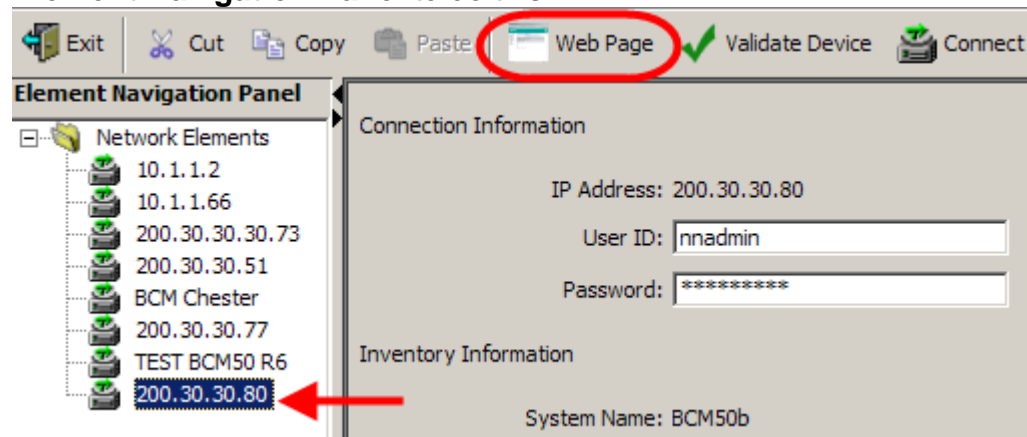
Installing LAN CTE Software on the Client PC

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

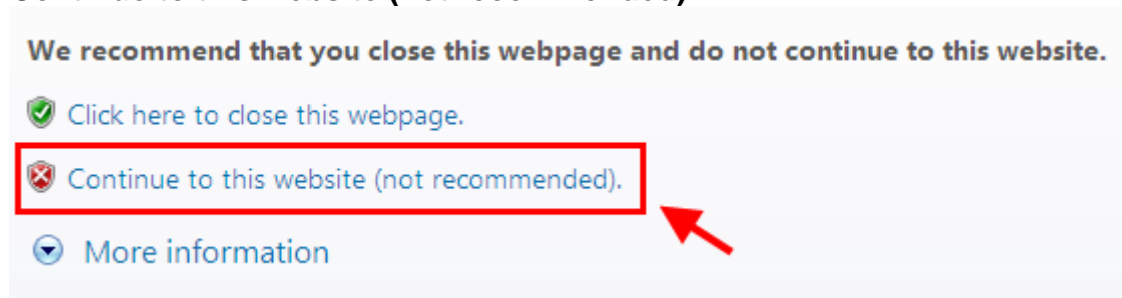


2. Click on **Go**, or press **Return** on your keyboard.

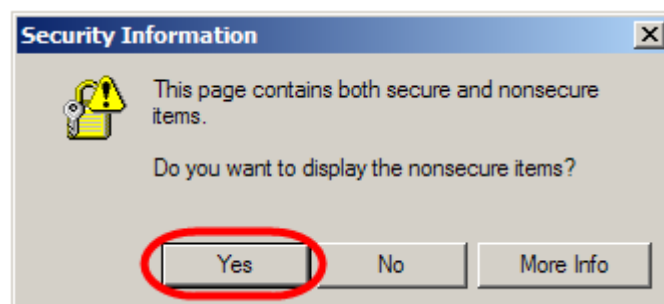
Note: You can also use the **Web Page** button in Element Manager to launch a web browser session. The BCM you wish to access must be selected in the **Element Navigation Panel** to do this.



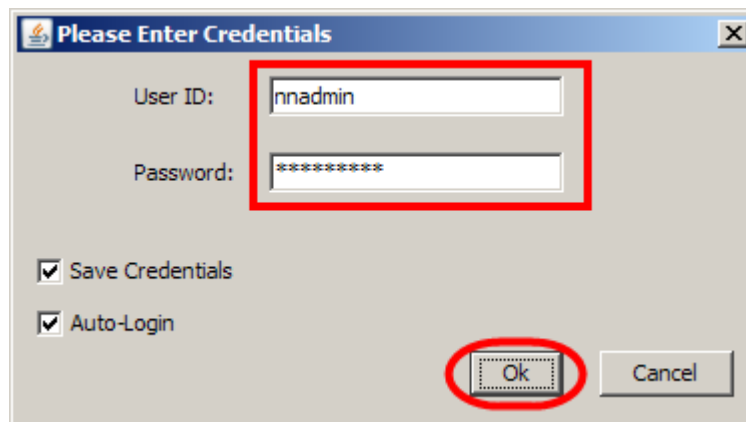
3. If you are presented with the **Certificate Error** window, click on **Continue to this website (not recommended)**.



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



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: **PlsChgMe!** Click on **OK**.

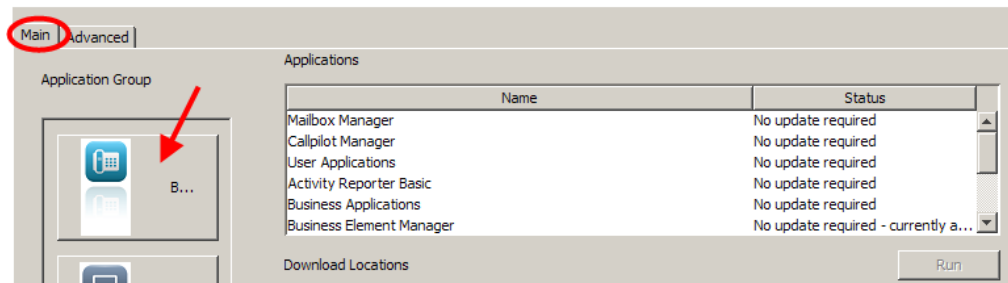


6. In the **Welcome to BCM** window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

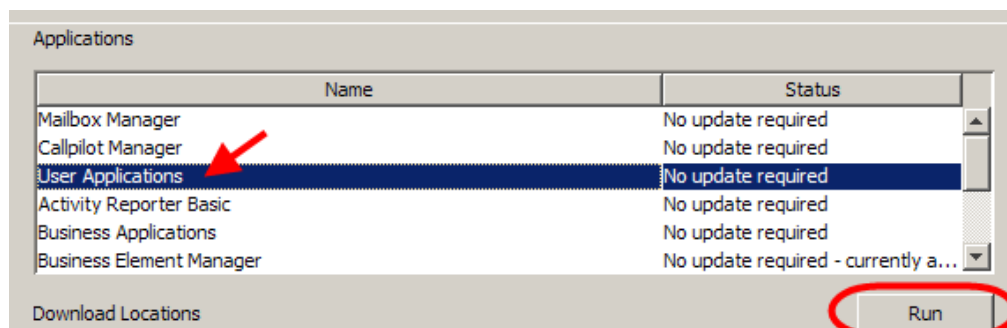
Welcome

to

BCM

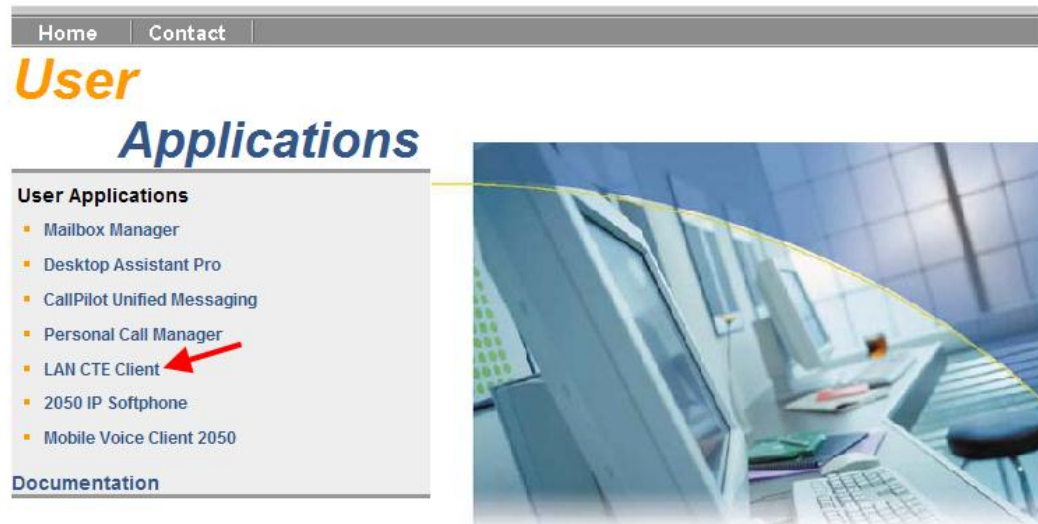


7. In the **Applications** area, select **User Applications**, and click on **Run**.

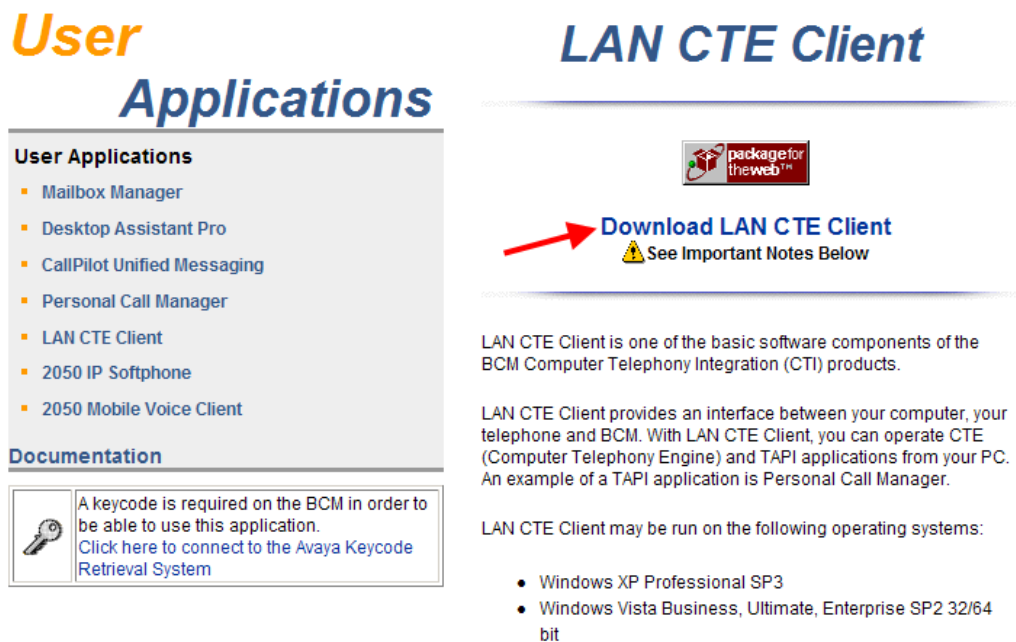


8. Again, accept any security messages that appear, and if prompted enter any login details.

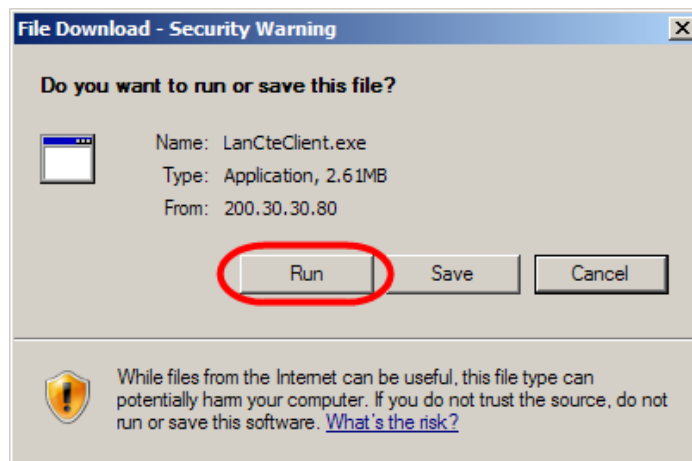
9. In the User Applications screen. Click **LAN CTE Client**.



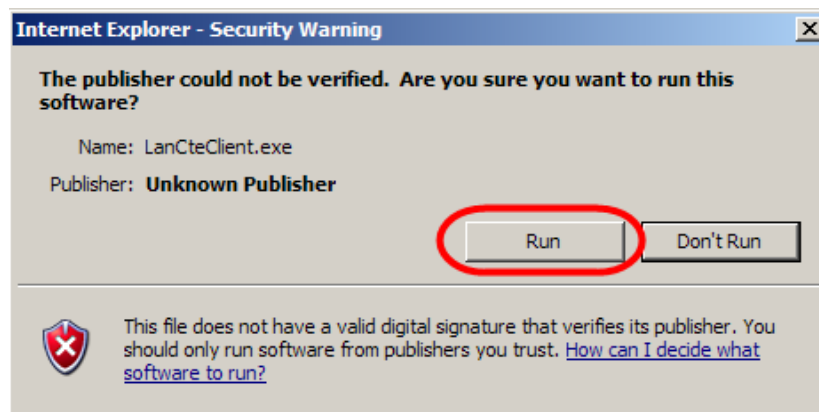
10. Click the **Download LAN CTE Client** link.



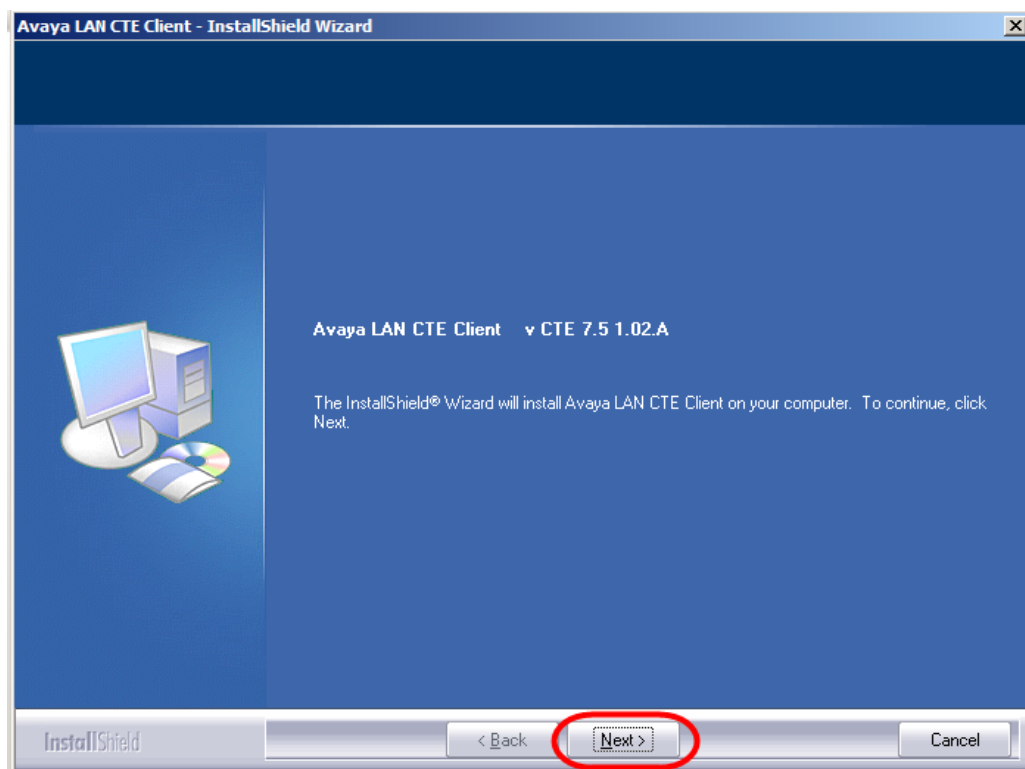
11. Select the **Run** button.



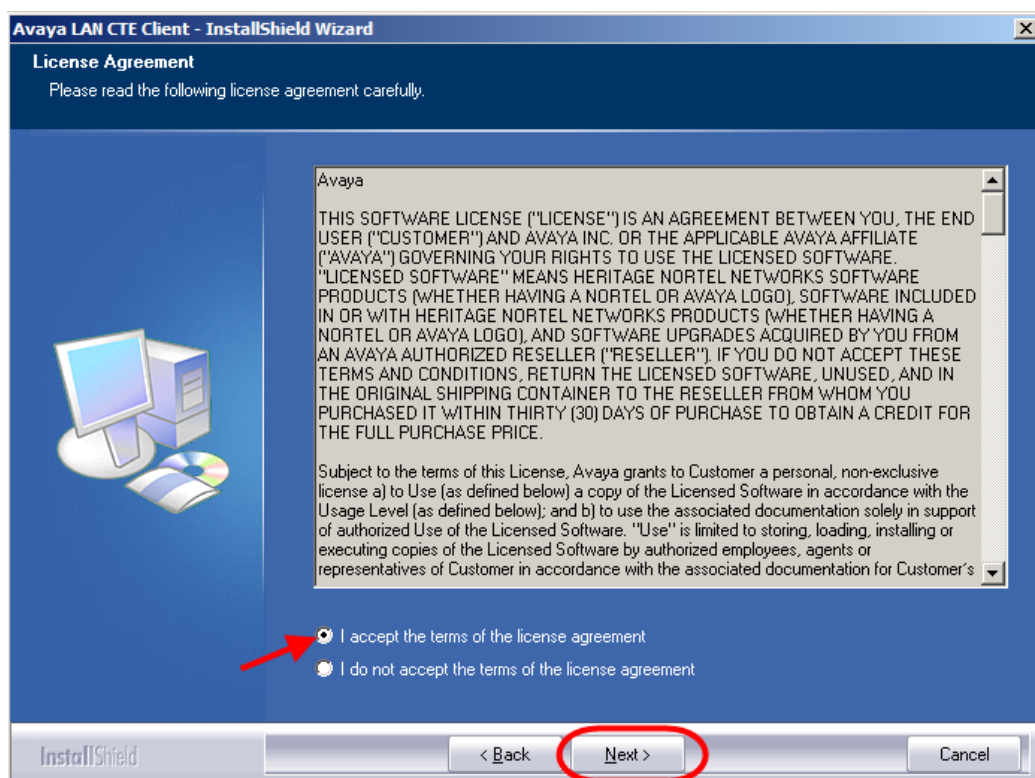
12. Accept the **Security Warning** and click on **Run**.



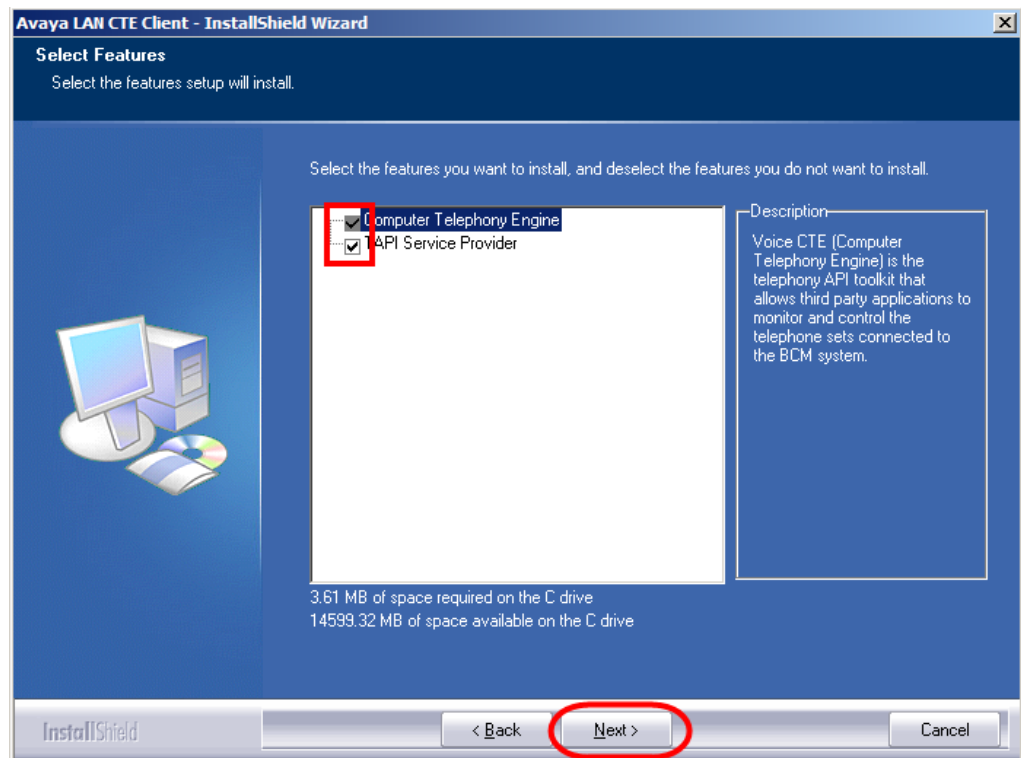
13. The **Install Shield** screen will appear. Click **Next**.



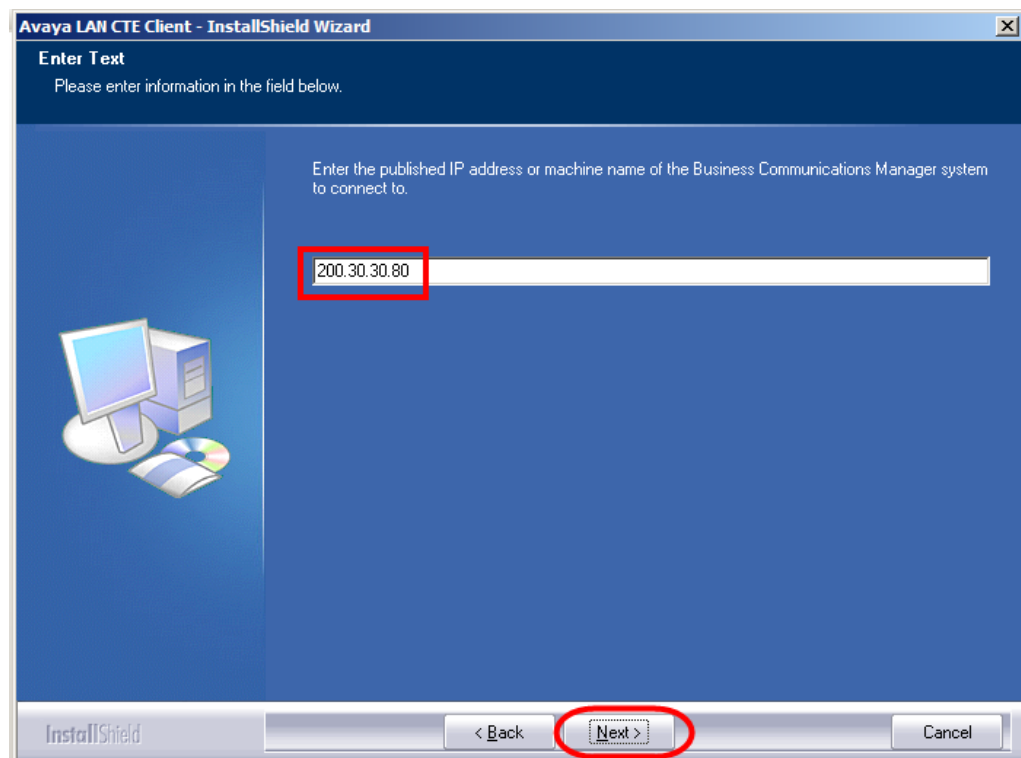
14. The Software License screen will appear. Select the **I accept the terms of the license agreement** radio button. Then click **Next**.



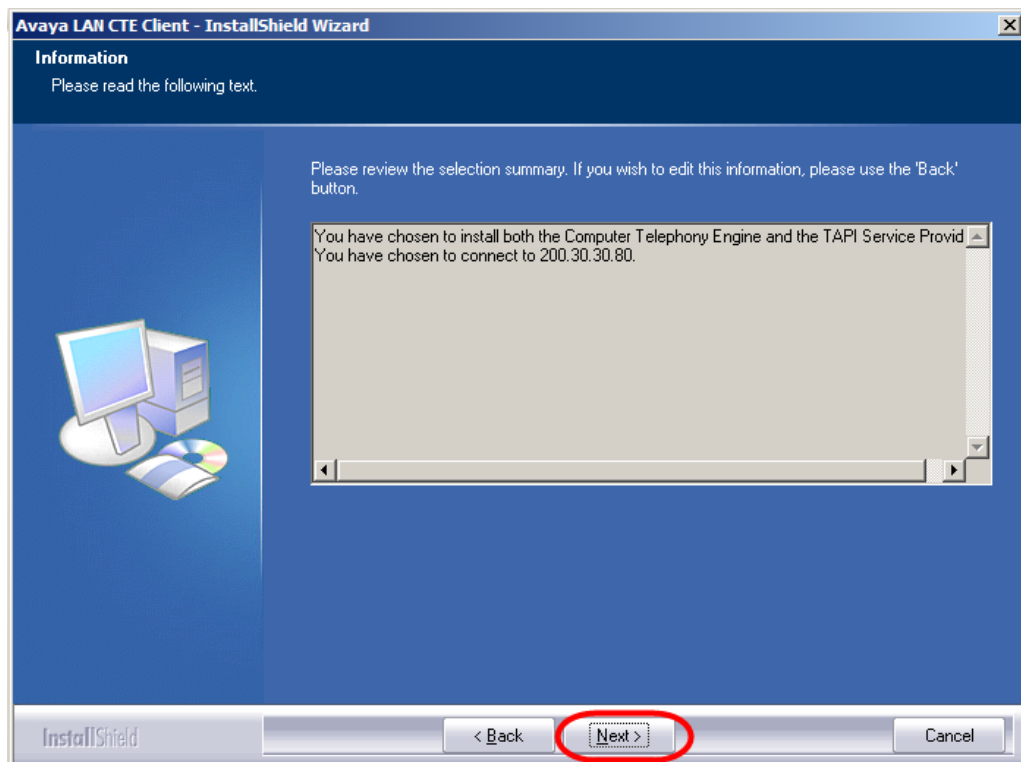
15. Ensure that the **Computer Telephony Engine** tick box and the **TAPI Service Provider** tick box are ticked and click **Next**.



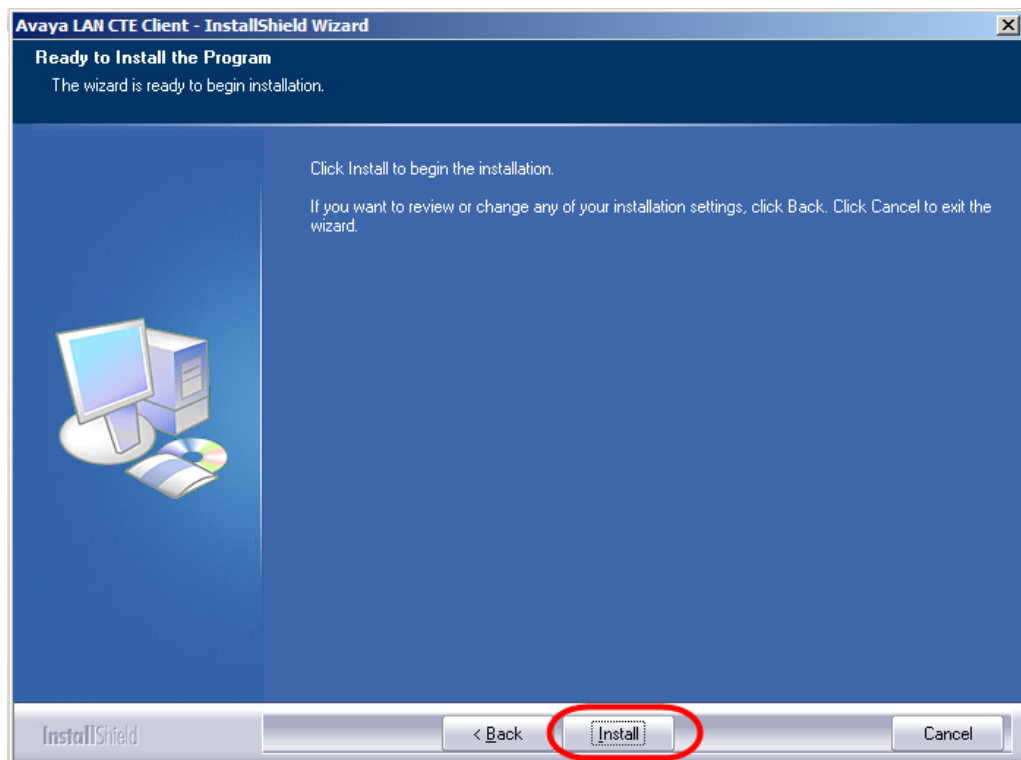
16. Enter the **Published IP Address** or the **Machine Name** of the Business Communications Manager. Click **Next**.



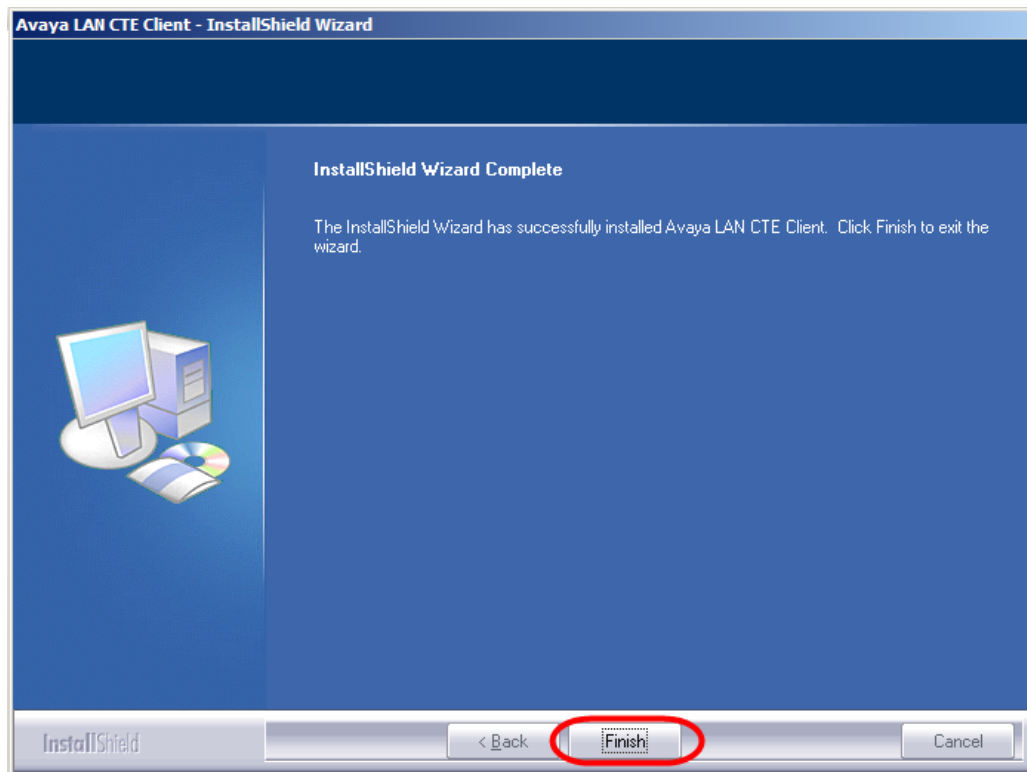
17. You will be requested to review a selection summary screen. Read the details to ensure they are correct and click **Next**. If the details are not correct click **Back**.



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).

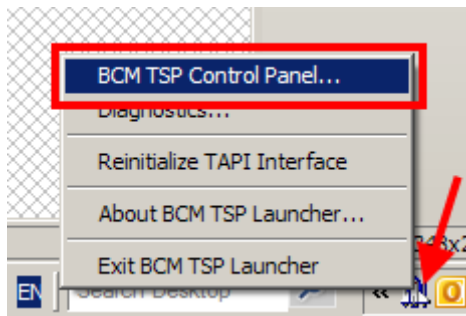
Checking LAN CTE is Functioning Correctly

Checking the TSP Control Panel

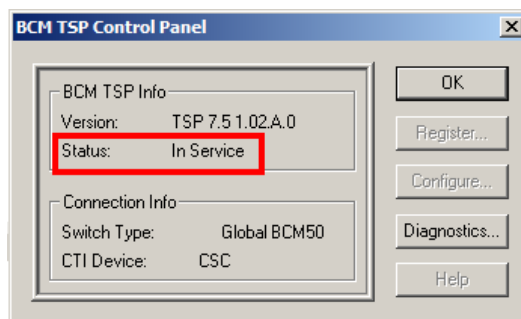
The BCM TSP Control Panel should be checked first of all to ensure that LAN CTE is communicating successfully to the BCM.

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.

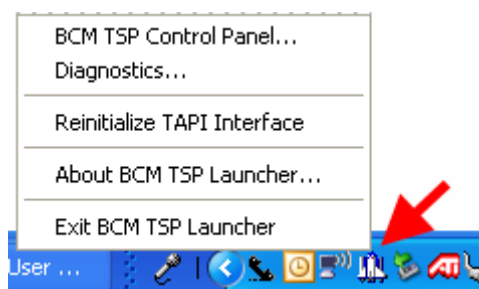
1. Right click on the TSP launcher (Space Shuttle icon) on the task bar, and select **BCM TSP Control Panel**.



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



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**.

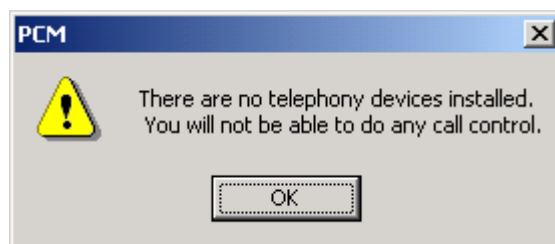


5. Check the TSP Control Panel again after 30 seconds. If the status is still the same, you should try to re-install LAN CTE, or determine if there are network problems between the PC and BCM.

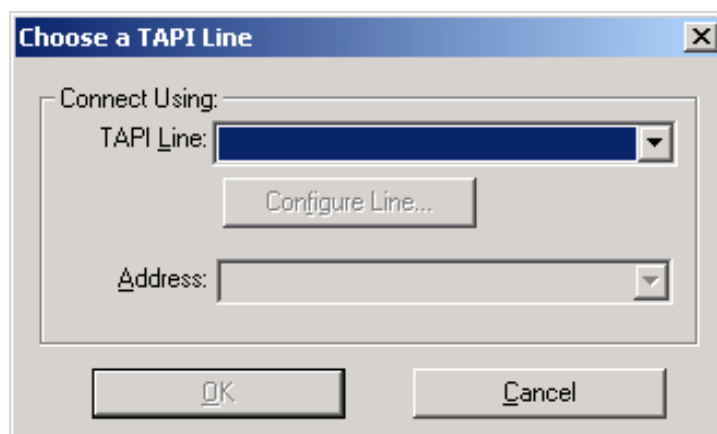
Verifying that LAN CTE is Installed Correctly Using Personal Call Manager

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:

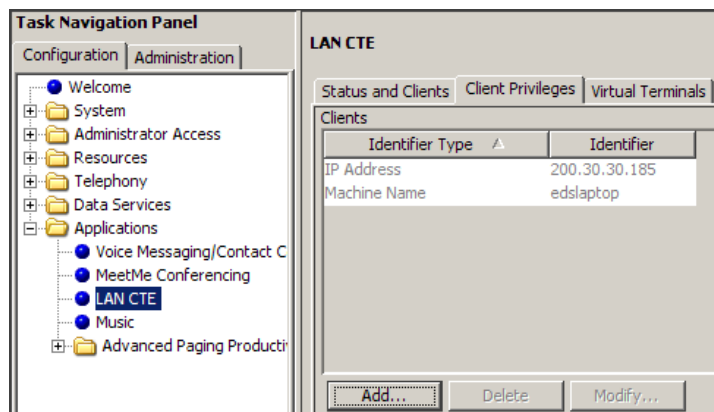


6. ...you may not be able to select a TAPI line:



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



- 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.

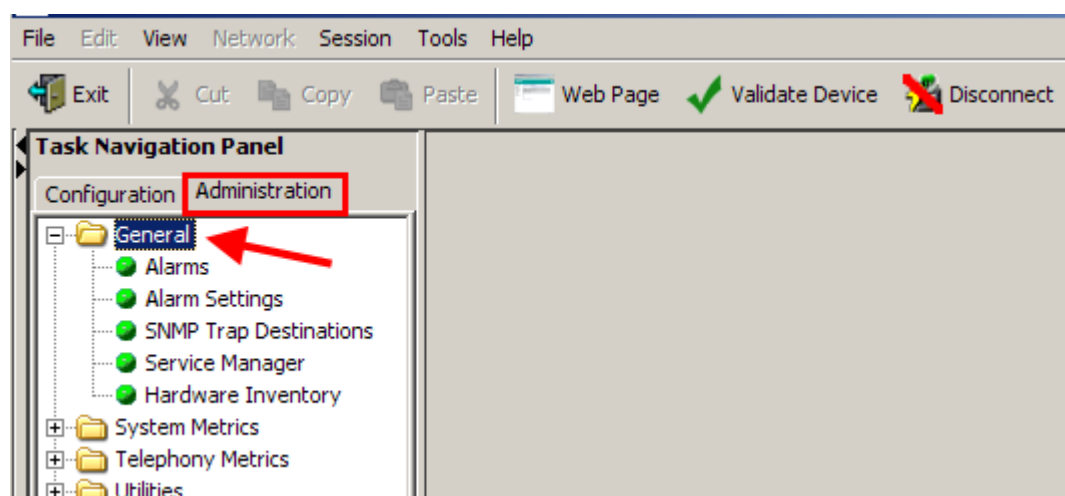
Troubleshooting LAN CTE

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

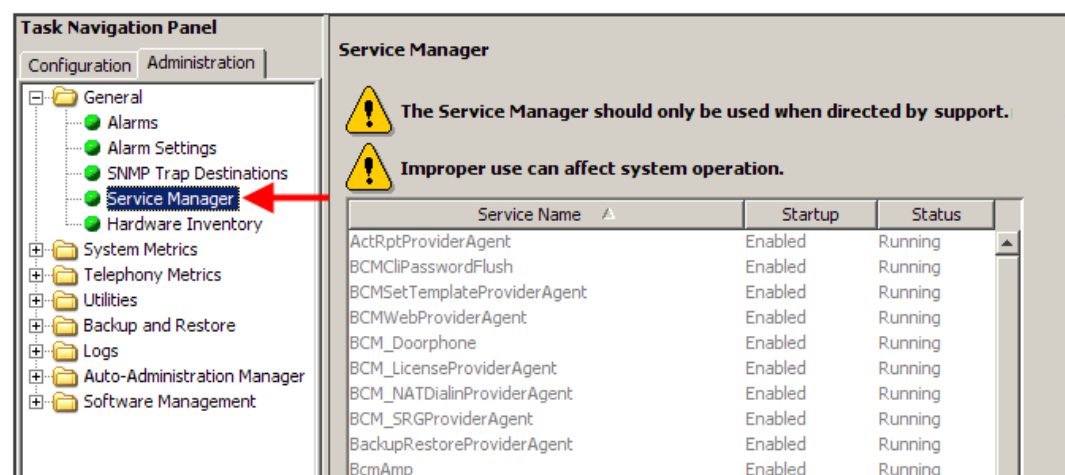
LAN CTE is Not Operating

Checking the LAN CTE Service

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

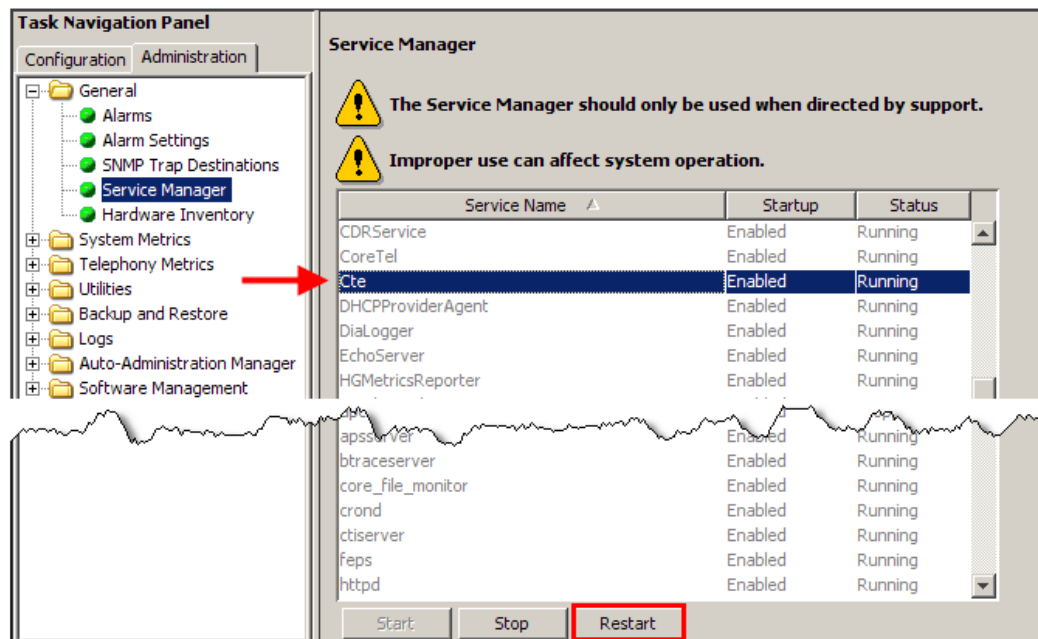


2. Select **Service Manager**.



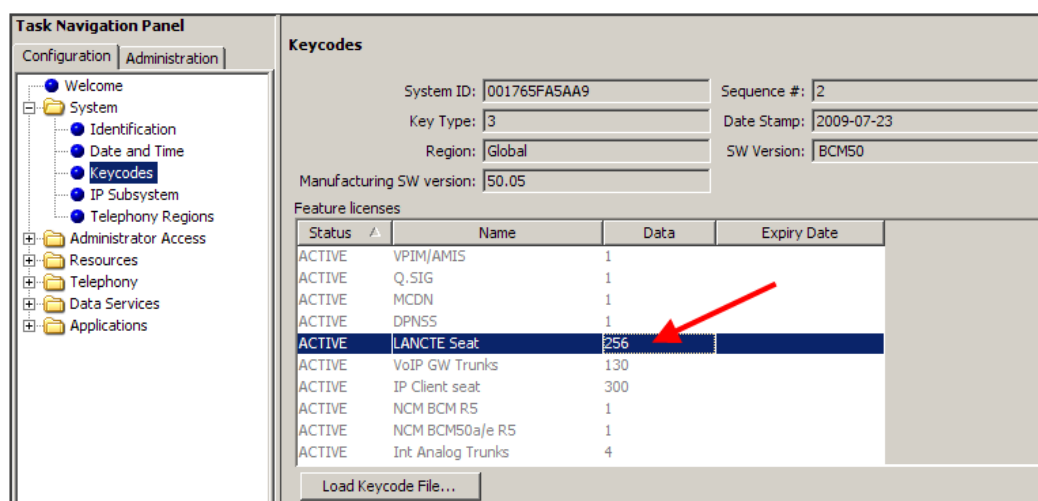
Note: That Service Manager should only be used when directed by your support channels.

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.

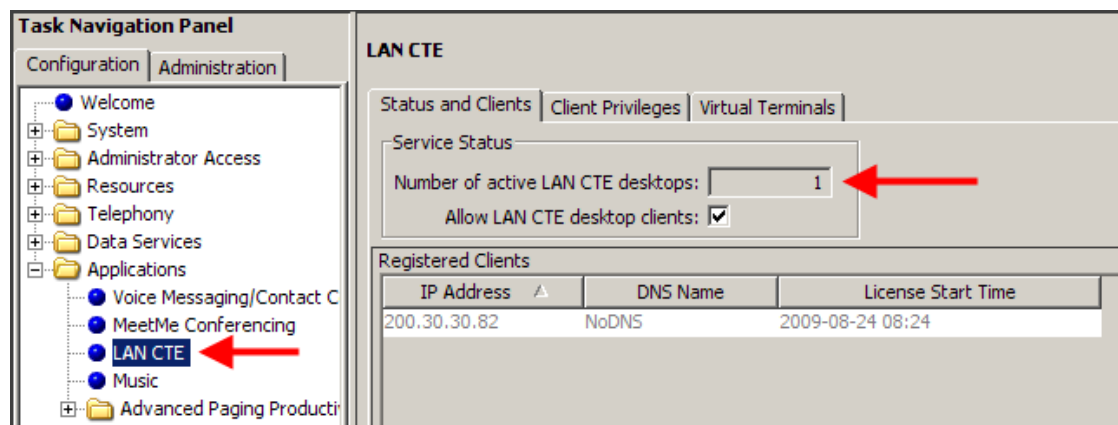


Check That You Have Sufficient Number of Desktop Licenses

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.



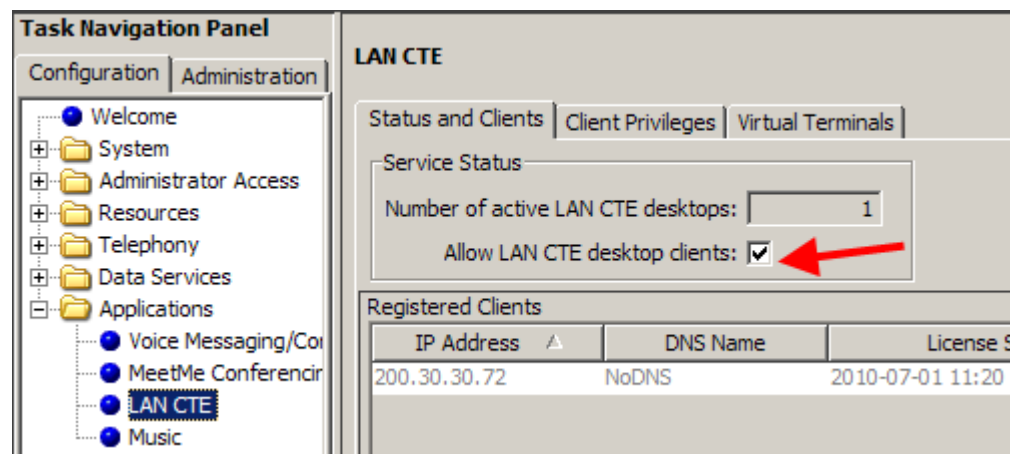
- Now click on the **Applications** folder and select **LAN CTE**.



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

Check that the BCM is Allowing LAN CTE Connections

- Open Element Manager.
- 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.



Avaya Documentation Links

- [LAN CTE Configuration Guide.](#)

