



Avaya Call Reporting Installation Guide

Table of Contents

- 2** Avaya Call Reporting Specifications
- 3** Avaya Call Reporting Installation
 - 3 Avaya Call Recording
- 4** Recording Library Installation
 - 4 Recording Library Setup for VRTX
 - 4 Avaya Call Reporting and the Recording Library share the same Server (VRTX)
 - 4 Avaya Call Reporting and the Recording Library do not share the same Server (VRTX)
 - 5 Recording Library Setup and Installation for IP Office
 - 5 Avaya Call Reporting and Voicemail Pro share the same Server (Windows)
 - 5 Avaya Call Reporting and Voicemail Pro do not share the same Server (IP Office)
 - 5 Recording Library Setup for Voicemail Pro on Linux
 - 5 Avaya Call Reporting and Voicemail Pro share the same Server (Linux)
 - 6 Avaya Call Reporting and Voicemail Pro do not share the same Server (Linux)
 - 6 Setup Samba to Share Recordings
- 7** Recording Library Configuration
 - 7 VRTX Recording Library Configuration
 - 8 Trunk Setup and Configuration
 - 9 Recording Library Configuration for IP Office (Windows)
 - 10 Recording Library Configuration for SFTP (VM Pro onLinux)
 - 10 FreeFTPd Installation
 - 11 Voicemail Pro Configuration (Linux)
 - 12 Recording Library Configuration (Linux)
 - 12 Recording Library Setup for SFTP (Linux to CentOS 7)
 - 13 Create FTP User and Path
 - 14 Voicemail Pro Configuration (SFTP)
 - 14 Recording Library Settings (SFTP)
- 15** Assigning Licenses
 - 15 Assigning IP Office Connections
 - 15 Assigning Licenses
- 16** IP Office Configuration
 - 16 IP Office System Settings
 - 16 Setup Devlink3
 - 16 Administer Group Rights in Devlink 3
 - 16 Administer Service Users
- 17** Call Recording Configuration
 - 17 User-Level Call Recording
 - 17 Hunt Group Level
 - 17 Incoming Call Level
 - 17 Account Code Level

1.0 Avaya Call Reporting Specs

FORMAT	Downloadable setup file
DATABASE	PostgreSQL
WEB SERVER	Apache Tomcat
USER INTERFACE	Web Interface and Avaya Call Reporting Desktop Application
SERVER REQUIREMENTS*	Windows 7 or higher; Windows Server 2008 or higher; 32/64-bit Linux 250 GB or more of available disk space 4-8 GB or more of RAMQuad Core CPU (minimum)
AVAYA IP OFFICE	Release 10.0 and above
IP OFFICE CONNECTION	10.0 and above Devlink3. Requires Avaya CTI Link License
AVAYA LICENSES REQUIRED	IP Office 10.0 + - CTI Link License
VIRTUAL MACHINE	VM Ware
USER PC REQUIREMENTS	Windows 7 or higher; 32/64-bit Linux Internet Explorer, Firefox, Opera, Safari Java 7 or above Javascript enabled
INCREASING SERVER REQUIREMENTS	You may need to increase the hard drive and CPU depending on the number of Realtime Agent Licenses you have if you are recording calls.

**For recording calls a separate server is recommended.*

2.0. Avaya Call Reporting Standard Installation

Avaya Call Reporting is a call reporting software that offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software. With a thin-client web interface, Avaya Call Reporting provides detailed and accurate information by connecting directly to your phone system.

Follow the steps through this installation guide in order to setup, install, and configure Avaya Call Recording and Recording Library.

2.1. Avaya Call Reporting

SETUP

1. Read the End-User Agreement. Select "I accept the agreement" if you agree.
2. Select the location where you would like Avaya Call Reporting to be installed. C: is default, but you may install it on the network drive of your choice.
3. Input the serial key that was provided to you by Avaya.
4. On the PostgreSQL page, the port, user, and password are given to you by default. You may change the information if desired.
5. The Web Server Port information will automatically populate. You may change this information if needed.

INSTALLATION

1. Select install.
2. Once the install is finished, open Internet Explorer and enter the given web address.*
3. Use the default Username and Password. You may change this later under user accounts.

**Internet Explorer is currently the only web browser that supports the required Java Plugin.*

3.0. Recording Library Installation

When installing Recording Library there are two standard choices: VRTX and Voicemail Pro. Follow the steps under the specific section that matches your network needs.

3.1. Recording Library Setup for VRTX

With networks that have a VRTX, Avaya Call Reporting will monitor the network traffic on the trunk that the VRTX is recording. Follow the following steps to install Recording Library for VRTX.

SETUP

1. Download the VRTX Driver [here](#). You will need to enter your Avaya Call Reporting Serial Key
2. Run the installer and follow the installation wizard.
3. Go to Device Manager and confirm that VRTX is in the USB section.

INSTALLATION

When installing Recording Library for VRTX you have two choices dependent on where you have Avaya Call Reporting installed:

1. If Avaya Call Reporting and the Recording Library share the same server go to 3.1.a.
2. If Avaya Call Reporting and the Recording Library will not share the same server go to 3.1.b.

3.1.a Avaya Call Reporting and the Recording Library share the same Server (VRTX)

If Avaya Call Reporting and the Recording Library share the same server then the Recording Library may have already been installed. Verify or install the Recording Library by doing the following:

1. Open your server's local services and verify that the Avaya Call Reporting Recording Library exists.
2. If it does not exist, download and run an Avaya Call Reporting Update (not the Recording Library set up).
 - a. When prompted to install the Recording Library on this machine select "Yes".
 - b. Follow the installation and when done repeat Step 3.1.a 1.

3.1.b Avaya Call Reporting and the Recording Library do not share the same Server

If Avaya Call Reporting and the Recording Library do not share the same server then the Recording Library requires a separate setup file to be installed on the server where Avaya Call Reporting is not installed.

1. Download the Recording Library Setup [here](#). You will need to enter your Avaya Call Reporting Serial Key.
2. Follow the install steps.
 - a. When prompted to enter the Avaya Call Reporting IP Address enter the server address where Avaya Call Reporting is installed, not the server where Recording Library will be installed.

**It is not recommended having Avaya Call Recording and the recording library share the same server.*

3.2 Recording Library Setup and Installation for IP Office

With networks that have Voicemail pro and Windows there are two options when setting up the Recording Library. Follow the steps under the appropriate section that corresponds best with your network settings.

3.2.a Avaya Call Reporting and Voicemail Pro share the same Server (Windows)

If Avaya Call Reporting and the Recording Library share the same server that is hosting Voicemail Pro, then the Recording Library may have been installed. Verify or install the Recording Library by doing the following:

1. Open the server's local services and verify that the Avaya Call Reporting Recording Library service exists.
2. If the Recording Library service does not exist do the following:
 - a. Download an Avaya Call Reporting update here.
 - b. Run the Avaya Call Reporting update.
 - c. Select "Yes" when prompted to install the Recording Library.
3. Go to section 4 to configure the Recording Library after you ensure the Recording Library has been installed.

3.2.b Avaya Call Reporting and Voicemail Pro do not share the same Server (IP Office)*

If Avaya Call Reporting and the Recording Library do not share the same server that is hosting Voicemail Pro then installing Recording Library requires a separate setup file to be installed on the server with Voicemail Pro. To install the needed separate file follow these steps:

1. Download the setup file here
2. Follow the steps through the installation
3. Go to section 4 to configure the Recording Library after you ensure the Recording Library has been installed.

3.3 Recording Library Setup for Voicemail Pro on Linux

With networks that have Voicemail pro and Linux, there are three options when setting up the Recording Library. Follow the steps under the appropriate section that corresponds best with your network settings.

3.3.a Avaya Call Reporting and Voicemail Pro share the same Server

If Avaya Call Reporting and the Recording Library share the same server that is hosting Voicemail Pro, then the Recording Library may have been installed. Verify or install the Recording Library by doing the following:

1. View the /etc/init.d directory and look for recording_library.
2. If it does not exist, download and run an Avaya Call Reporting Update (not the Recording Library setup).
 - a. Download the Avaya Call Reporting Update for Linux.
 - b. Navigate to the directory where the setup file was downloaded: `cd download_location`.
 - c. Unzip the downloaded file: `unzip ipo_3_8_chronicall_update_3_8_1.zip`.
 - d. Navigate to the new directory: `cd ipo_3_8_chronicall_update_3_8_1`
 - e. Log in as the root user and run a command to change update.sh into an executable file:
`chmod +x ./update.sh`.
 - f. Launch update.sh: `./update.sh`

3.3.b Avaya Call Reporting and Voicemail Pro do not share the same Server (Linux)*

If Avaya Call Reporting and the Recording Library do not share the same server that is hosting Voicemail Pro then installing Recording Library requires a separate setup file to be installed on the server with Voicemail Pro. To install the needed separate file follow these steps:

1. Download the setup from the downloads page.
2. Change to a common directory.
 - a. Ex. The Administrator home directory: `cd/home/Administrator`
3. Download the Recording Library Setup for Linux onto the Linux server.
 - a. Right click the Recording Library download and select Copy Link Address.
 - b. Enter: `wget -O recording_library.zip "Enter download link from step a here"`
4. Unzip the downloaded file: `unzip ipoffice_chronicall_update_3_6_50.zip`
5. Run a command to change update.sh into an executable file:
`chmod +x update.sh`
6. Launch update.sh: `./update.sh`

3.3.c Setup Samba to Share Recordings

The Samba files need to be updated so that the right directory is shared and so users can access the shared directory. For your convenience, these files have already been modified and will need to be downloaded then replace the previous files.

Follow these steps:

1. Change to a common directory
 - a. Ex. The administrator directory: `cd/home/Administrator`
2. Download the Samba files: `wget http://media.ximasoftware.com/tools/smbfiles.zip`
3. Stop the Same files: `service smb stop`
4. Unzip the downloaded file: `unzip smbfiles.zip`
5. Replace the old samba files with the newly downloaded ones:
 - a. `mv -f subusers /etc/samba/`
 - b. `mv -f smb.conf /etc/samba/`
6. Start the samba service and set the service to begin at bootup:
 - a. `service smb start`
 - b. `Configure smb on`
7. Give the VRL folder full permissions: `chmod 777 /opt/vmpro/VRL`

4.0. Recording Library Configuration

When installing Recording Library there are three standard choices: VRTX, Voicemail Pro for IP Office Windows, and Voicemail Pro for IP Office Linux. Follow the steps under the specific section that matches your network needs.

4.1. VRTX Recording Library Configuration

SETUP

1. Open Avaya Call Reporting once you have installed Recording Library
2. Go to System Settings -> Recording Library
3. Click on the ellipsis next to "Recording Libraries"
4. Click "Add"
5. Select the Recording Library Type
 - a. Xima VRTX only
 - b. Xima VRTX or VM Pro

SETTINGS CONFIGURATION

Edit the following fields:

1. Recording Library IP Address: Enter the IP Address of the server where the Recording Library was installed.
2. Avaya Call Reporting Server Address: Enter the Avaya Call Reporting Server IP Address.
3. Recording Storage Location: Configure where the recordings will be stored. The default will be the recording Library directory. You will also be able to manage your retention policies here.

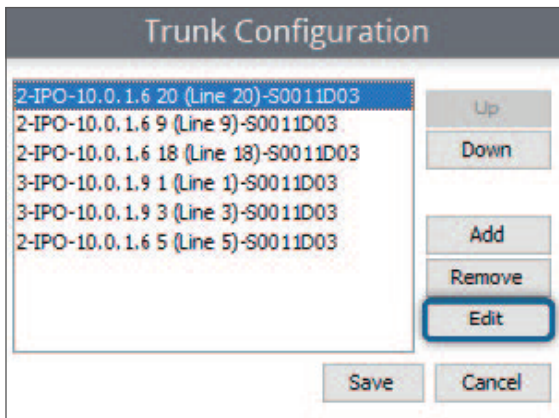
Recording Configuration	
Recording Library System...	1
Recording Library IP Address	127.0.0.1
Recording Library Port	9081
Chronicall Server Address	
Chronicall Server Port	9080
Simultaneous Encoder C...	2
Recording Encryption	Store only new unencr...
Monitored Recording Dir...	
Clean Monitored Directory	True
Fallback Polling Interval	0 : 00 : 05
Recording Storage Location	Configure Drive Pooling ...
Enable VRTX auto-detect	True
Wait To Move To Limbo ...	0 : 00 : 00
Java 64-bit home	
Port Mirror NIC Address	
Keep Unassociated	True
Association Time Limit	4 : 00 : 00
VRTX Processing Delay	0 : 00 : 15
Service Logging Level	INFO

4.1.a Trunk Setup and Configuration

SETUP

Follow these steps to tell Avaya Call Reporting what trunk the VRTX is plugged into:

1. System Settings -> Recording Libraries -> VRTX Configuration
2. Click on the ellipsis button next to VRTX Configuration
3. Locate the trunk that VRTX is plugged into
4. Select the location and press "Edit"*



TRUNK CONFIGURATION

Update the Trunk Configuration page to have the correct information that correlates with your system.

The descriptions of individual fields can be found below.

TRUNK TITLE: Used to rename the trunk.

DEVICE ID: Select the PBX that manages the specified trunk.

LINE ID: This number should match the trunk number.

CHANNEL RANGE: This specifies the channel range on the trunk. You can press "Detect" to determine what the range should be.

VRTX SERIAL: This is where you enter the serial number on the VRTX. Click on the field and the VRTX Serial will appear as an option

After entering the correct information do the following:

1. Press "OK"
2. Save the Trunk Configuration
3. Save the System Settings

**If the trunk does not appear go to this article ([Link to article here](#))*

4.2. Recording Library Configuration for IP Office (Windows)

SETUP

Follow these steps after installing Recording Library for IP Office to configure Call Recording.

1. Open Avaya's IP Office Manager program
2. Select an option in the far left column.
 - a. You can choose from: User, Hunt Group, Call route or Account Code
3. A window will open. Click on the "Voice Recording" tab
4. Choose to record inbound and/or outbound calls
 - a. Select the percentage of those calls to record*
 - b. Set calls to "On" to record calls
5. Select "Voice Recording Library" from the Recording (Auto) and/or Recording (Manual) drop down menus.
6. Press "OK"
7. Save and Merge to finalize changes

CONFIGURATION

After following the steps above check to see if the Recording Library's settings file has updated. Follow these steps to do so:

1. Go to the settings > Recording Library file.
2. Verify that the following are correct:
 - a. Line 4: AVAYACALLRECORDING_SERVER_ADDRESS
 - b. Line 1: VOICE_MAIL_SYSTEM_ID
 - c. Line 5: AVAYACALLRECORDING_SERVER_PORT

Recording Configuration	
Recording Library System...	1
Recording Library IP Ad...	127.0.0.1
Recording Library Port	9081
Chronical Server Address	
Chronical Server Port	9080
Simultaneous Encoder C...	2
Recording Encryption	Store only new unenc...
Monitored Recording Dir...	
Clean Monitored Directory	True
Fallback Polling Interval	0 : 00 : 05
Recording Storage Loca...	Configure Drive Pooling ...
Enable VRTX auto-detect	True
Wait To Move To Limbo ...	0 : 00 : 00
Java 64-bit home	
Port Mirror NIC Address	
Keep Unassociated	True
Association Time Limit	4 : 00 : 00
VRTX Processing Delay	0 : 00 : 15
Service Logging Level	INFO

OK Cancel

4.3. Recording Library Configuration for SFTP (VM Pro onLinux)

The Recording Library can utilize the Voicemail Pro server's SFTP settings to push recordings off of a UCM machine, Avaya Application server, or other Linux server. This is done by installing a free SFTP server solution on the Recording Library server and configuring the Voicemail Pro to upload recordings to this location.

4.3.a FreeFTPD Installation

INSTALLATION

1. Download the free FTPD application from www.freesshd.com.*
2. Select "Yes" when prompted "Private keys should be created. Should I do it now?"
3. Select "Yes" when prompted with "Do you want to run freeFTPD as a system service?"
4. Right click the freeFTPD icon and run as Administrator once the installation is finished.

CONFIGURATION

1. Go to the Logging Section and enable "Log Events".
 - a. Apply and Save.
2. Go to the Users Section.
 - a. Enter the user account name in the Login field.
 - b. Deselect the FTP option.
 - c. Leave everything else default.*
 - d. Apply and Save.
3. Go to the SFTP Hostkey section to configure the security keys.
 - a. If you see a key generated the installation already created one for you.
 - b. If the "Path to Key" is blank, then you need to generate a new key. Do the following to do so:
 - i. Select 1024 bits
 - ii. Select "Generate New"
 - iii. Save the newly generated key in the same location where freeFTPD was installed
 - c. Apply and Save
4. Go to the SFTP Setting page and review the SFTP root directory field. It should default to "sftproot".
 - a. Right click the directory and select Properties -> Security -> Properties.
 - b. Press Add.
 - c. In the new window enter "Everyone" in the box.
 - d. Click "Check Names" to validate that the information is correct.
 - e. Press "OK".
5. Create two additional directories within the main directory.
 - a. Create one file for the user account.
 - b. Create one file for the recordings, name it VmproVr1.
 - c. Verify that the final path should look similar to this:
"C:\ProgramFiles(x86)\freeFTPD\sftproot\Administrator/VmproVr1"
 - d. Go back to the SFTP settings page.
 - e. Apply and Save.
 - f. Press start.

*Other SFTP server options may be supported, but freeFTPD is recommended.

TESTING

After installing and configuring you will have need to test the sftp connection.

1. Go to the Linux terminal use the following command: `sftp Administrator@192.168.228`
 - a. “Administrator” may need to be replaced with the user account that was previously used.
 - b. The IP address will need to match the IP address of the Windows server that freeFTPd was installed on.
2. Type “yes” when asked if you want to continue after connecting.
3. Type the password of the Windows user account specified in freeFTPd when prompted to enter password.

```
[root@VirtualSEPrimary samba]# sftp Administrator@192.168.16.228
Connecting to 192.168.16.228...
The authenticity of host '192.168.16.228 (192.168.16.228)' can't be established.
RSA key fingerprint is c0:32:80:60:cd:1c:32:7b:de:b0:19:ed:d1:ad:74:61.
Are you sure you want to continue connecting (yes/no)? y
Please type 'yes' or 'no': yes
Warning: Permanently added '192.168.16.228' (RSA) to the list of known hosts.
Authenticated with partial success.
Administrator@192.168.16.228's password:
Hello, I'm freeFTPd 1.0sftp> ^X^C
```

If you are experienced connection issues go back to 4.3.a and review the steps under Installation and Configuration. Ensure the following as you review the steps:

1. Validate that the SFTP service is started.
2. Ensure that the Windows password is correct.
3. Utilize the freeFTPd logs.

4.3.b Voicemail Pro Configuration (Linux)

After confirming that the free FTDp connection is working, you will need to configure the Voicemail Pro settings. To do so, follow these steps:

1. Launch Avaya’s Voicemail Pro application
2. Expand the application drop down menu
3. Hover over preferences -> select “General”
4. Go to the Voicemail Recording tab
5. Enter the following:
 - a. Windows user account
 - b. Windows user account password
 - c. VMpro directory created in step
 - d. IP address of the Windows server that is running freeFTPd
6. Ensure that the test connection button is operative *
7. Press OK.
8. Go to the File drop down -> Press “Save and Make Live”

You should start to see recordings moving from the Linux VRL storage location to the new Windows Voicemail Pro VRL directory.

4.3.c Recording Library Configuration (Linux)

The last step is to configure the Recording Library settings.

To do this follow these steps:

1. Open Avaya Call Recording -> System Settings -> Expand the Recording Libraries section -> Recording Library settings.
2. Update the Monitored Recording Directory field to the file path of where the recordings are being stored.

It is important to note that there has been previously seen issues when the SFTP will stop as soon as the user account logs out. If this problem occurs follow these steps:

1. Log into the server running freeFTPD.
2. Stop the freeFTPD service and any running instances of freeFTPD.
3. Start the freeFTPD program, stop and start the SFTP from within the freeFTPD program and apply and save.
4. Close the application. Don't just press the "x" on the window but also right click on the icon in the task bar and exit the application.
5. Start the freeFTPD service again.

4.4. Recording Library Setup for SFTP (Linux to CentOS 7)

Utilizing vsftpd will allow you to push recordings from a Voicemail Pro UCM module or Avaya Application server using SFTP in lieu of NFS or Samba shares.

INSTALLATION

Follow these steps, as a root user, to install vsftpd on a Linux machine:

1. Install the vsftpd package on the Recording Library server: `# yum install vsftpd`
2. Start and enable the vsftpd service after it is installed:
`# systemctl start vsftpd`
`# systemctl enable vsftpd`
3. Tell the Firewall to allow traffic in order for the VM Pro to send recordings to the server:
`# firewall-cmd --zone=public --permanent --add-port=21/tcp`
`# firewall-cmd --zone=public --permanent --add-service=ftp`
`# firewall-cmd --reload`

CONFIGURATION

After installing the FTP server you will need to configure it. Follow these steps to ensure correct configuration:

1. Make a backup of the configuration file:
`# cp /etc/vsftpd/vsftpd.conf /etc/vsftpd/vsftpd.conf.orig`
2. Edit the configuration file:
`# nano /etc/vsftpd/vsftpd.conf`
3. Change the below values to match. Add the values at the bottom of the file if they do not exist:
 - a. `anonymous_enable=NO`
 - b. `local_enable=YES`
 - c. `write_enable=YES`
 - d. `local_unmask=O22`
 - e. `dirmessage_enable=YES`
 - f. `xferlog_std_format=YES`
 - g. `listen=NO`
 - h. `listen_ipv6=YES`
 - i. `pam_service_name=vsftpd`
 - j. `userlist_enable=YES`
 - k. `tcp_wrappers=YES`
 - l. `userlist_file=/etc/vsftpd.userlist`
 - m. `userlist_deny=NO`
 - n. `user_sub_token=$USER`
 - o. `local_root=/var/lib/Xima\ Software/Chronical/recording\ library/vrllftp`
 - p. `chroot_local_user`
 - q. `allow_writeable_chroot=YES`
4. Write out the configuration file and exit Nano.
5. Create the folder for the VM Pro to send the recordings.
 - a. `# mkdir /var/lib/Xima\ Software/Chronical/recording\ library/vrllftp`
 - b. `# semanage boolean -m ftpd_full_access --on`
 - c. `# systemctl restart vsftpd`

4.4.c Create FTP User and Path

For Recording Library to work properly the ftp protocol needs to have a user assigned to it, and each respective user needs to have a home path as well.

Follow these steps to create a user and path for SFTP:

1. Use this path for the user
 - a. `# useradd -m -c "VRL User" -s /bin/bash vrl`
 - b. `# password vrl`
2. Enter a password and the following commands
 - a. `# echo "vrl" | tee -a /etc/vsftpd.userlist`
 - b. `# usermod -d /var/lib/Xima\ Software/Chronical/recording\ library/vrllftp vrl`
 - c. `# chown vrl:vrl /var/lib/Xima\ Software/Chronical/recording\ library/vrllftp`
 - d. `# chmod 777 /var/lib/Xima\ Software/Chronical/recording\ library/vrllftp`
 - e. `# systemctl restart vsftpd`

4.4.d Voicemail Pro Configuration (SFTP)

After installing and configuring the FTP, you will need to configure Voicemail Pro to begin recording. Follow these steps to do so:

1. Launch Avaya's Voicemail Pro application.
2. Expand the application drop down menu -> Preferences -> General
3. Go to the Voicemail Recording tab and enter the following:
 - a. The user account and password
 - b. The VRL directory previously created: `/var/lib/Xima\ Software\Chronical\recording\ library\vriftp`
 - c. The IP Address of the Linux server running the Recording Library
4. Ensure that the Test Connection button is operative .

You should start to see recordings moving from the VM Pro Linux VRL storage location to the new Recording Library Linux vriftp directory.

4.4.e Recording Library Settings (SFTP)

Once you have configured Voicemail Pro you will need to ensure Recording Library is setup correctly. Follow these steps to do so:

1. Open Avaya Call Reporting -> System Settings -> Recording Libraries -> Recording Library Settings
2. Update the monitored Recording Directory field to the file path where the recordings are being stored
3. Press "OK"
4. Save the Avaya Call Reporting settings
5. Navigate to the Recording Library terminal
6. Restart the Recording Library service: `# systemctl restart recording_library`

5.0. Assigning Licenses

When you first login to Avaya Call Reporting after installation, it will ask you to add IP Office Connections and assign licenses.

5.1. Assigning IP Office Connections

The first window that you see after login into Avaya Call Reporting will provide the opportunity to assign your IP Office Connections. To assign IP Office connections do the following:

1. Select the “Add” in the bottom right hand corner.
2. API: If the default states “System Monitor” switch it to DevLink3
3. Site Name: The default site name will be IP Office. Change this if desired (recommended if you are on a SCN or Server Edition).
4. IP Address of IP Office: Put in the proper IP Address for your IP Office connection.
5. DevLink3 Use TLS: Set at “True” if using TLS.
6. DevLink3 Username: Enter the correct username to your DevLink3.
7. DevLink3 Password: Enter the correct password to your DevLink3.
8. External Trunks: Manually enter your external trunk lines if trunk information is not being logged.
9. Hit “OK”.
10. If you are on an SCN or Server Edition, you can add each additional site by repeating steps 1-7.
11. Once you are finished adding the IP Office connections click “Next”.

5.2. Assigning Licenses

After the IP Office connections are configured, you will now be able to assign Avaya Call Reporting licenses. Dependent on the licenses you have purchased, you can assign user licenses to the desired users. The following windows that are presented will coincide with the modules that you have purchased:

AGENT REALTIME

Agent Realtime licenses are static, per-user licenses. They are assigned to a specific user and cannot be shared. The Realtime Agent license can be transferred if the original licensed user leaves the company.

To assign Realtime Licenses do the following:

1. Select the desired agent to monitor in Realtime
2. Hit Finish.
3. Verify that the number of available licenses is shown below the list of users is correct.

AGENT DASHBOARD

Agent Dashboard licenses are concurrent licenses, meaning that they can be shared as long as two users are not utilizing it simultaneously. The licenses can be prioritized, listing agents based on high/low priority.

1. In the left-hand column, select the desired user and select the center arrow pointing to the right.
2. Repeat with each desired user.
3. To prioritize the users, either assign the licenses with priority users first or you can assign all desired users. Use the “Up” and “Down” buttons on the right to change priorities after the licenses are assigned.

**Deselected users will appear as Unlicensed in Avaya Call Reporting in Cradle to Grave. Meaning, their calls will still show in Cradle to Grave, but in place of an “Agent Name” it will be “Unlicensed”.*

6.0. IP Office Configuration

After Avaya Call Reporting is installed and licenses assigned, the IP Office configuration settings will need to be changed in order for Avaya Call Reporting to perform at its highest level.

6.1. IP Office System Settings

1. Within IP Office Manager -> System Settings -> Telephony and ensure the Account Code is checked.
2. Do the following steps to configure the CTI Link Setup:
 - a. In System Settings do the following:
 - I. Under Telephony check Show Account Code
 - II. For older systems, change System Monitor Password
 - III. Verify CTI Link License
 - IV. Setup Devlink3 User Group with user rights
 - b. In Group Settings do the following:
 - I. Ensure Groups aren't excluded from Directory
 - II. Set each group to Longest Waiting, Sequential, or Rotary for accurate reporting.
 - III. Under Queuing set queue type to Assign Call on Agent Alert
 - IV. Set voice recording to Voice Recording Library.
 - c. In User Settings do the following:
 - I. Ensure groups aren't excluded from the directory
 - II. Set voice recording to Voice Recording Library

6.2. Setup Devlink3

The Devlink3 protocol is available for TCP or TLS. The IP Office Ports for TCP is 50797 and for TLS is 50796.

1. From the IP Office Configuration tree in the left pane select File -> Advanced -> Security Settings .
2. Select the Unsecured Interfaces tab and check the TAPI/Devlink 3 box.

6.3. Administer Group Rights in Devlink 3

1. From the Avaya IP Office Manager -> Security Administration -> select and right-click on Right Groups.
2. Enter a descriptive name In the New Rights Group Details Window. Ex. Devlink3.
3. Rights Group should be updated and the new group is shown in the right window.
4. Select Telephony API's tap in the right window and check the group name created in step 2.
5. Select the Unsecured Interfaces tab and check the TAPI/Devlink3 box.

6.4. Administer Service Users

1. From the Security Administration menu select and right click on Service Users.
2. Enter the desired name and password in the New Service User Details window.
3. Go to the Service User menu and select the new User Name created in step 2.
4. Select the Right Group Membership in the bottom right pane and check the newly added rights groups.
5. Select File -> Advanced -> Security Settings from the Security Administration menu.
6. Select the Unsecured Interfaces tab and check the TAPI/Devlink3 box.

7.0. Call Recording Configuration

Call recording requires an Avaya Voicemail Pro software license and a Avaya Call Reporting Recording Library license.

7.1. User-Level Call Recording

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "User" from the middle bar.
3. Select a user whose calls you would like to record.
4. In the individual user's window, select the "Voice Recording" tab.
5. Select the percentage of outbound and inbound calls to record in the Recording Outbound and Recording Inbound fields. Select "On" to begin recording calls.
6. Select Voice Recording Library in the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> and Merge

7.2. Hunt Group Level

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Hunt Group" from the left sidebar.
3. Select a hunt group whose calls you would like to record.
4. In the specific hunt groups menu, on the far right, select the "Voice Recording" tab.
5. In the "Recording Outbound" and "Recording Inbound" fields select the percentage of calls you would like to record.
6. Select Voice Recording Library in the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> Merge

7.3. Incoming Call Level

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Incoming Call Route" from the left sidebar.
3. Select an incoming call route you would like to record.
4. In the call route menu, navigate to the "Voice Recording" tab.
5. In the "Recording Outbound" and "Recording Inbound" fields select the percentage of calls you would like to record.
6. Select Voice Recording Library in the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> Merge

7.4. Account Code Level

1. Open Avaya's IP Office -> Manager -> IP Office Configuration
2. Select "Account Code" from the left sidebar.
3. Select an account code whose associated calls you would like to record.
4. In the account code window, navigate to the "Voice Recording" tab.
5. Select the percentage of outbound and inbound calls to record in the Recording Outbound and Recording Inbound fields. (On means that the calls will be recorded)
6. Select Voice Recording Library in the Recording (Auto) and Recording (Manual) menus.
7. Press OK -> Save -> Merge