

AVAYA IP OFFICE CONFIGURATION GUIDE

Updated June 22, 2017

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Install Java

Chronicall runs on the Java platform. Download and install Java onto the server where Chronicall will be installed. This must be an Oracle based Java (available at www.java.com) and it must be 32-bit.



Install Chronicall

Download Chronicall Setup onto the server where Chronicall will be installed. If the environment includes a primary Server Edition along with multiple IP 500s, Chronicall should be installed on the same LAN as the primary Server Edition. Once downloaded, run the installer as an Administrator. The file will do a check for Java and then the following Chronicall Setup screen will appear. Note that it may take a few minutes for the Chronicall Setup window to appear.

Follow these steps:



Click Next to start the installation.

Ē.	Chronicall Setup	– – ×
Chronicall Setup	Ø	XIMA
End User Lisence Agreement		
Please read the following License A before continuing with the installati	greement. You must accept the te on.	rms of this agreement
END-USER LICENSE AG	REEMENT	^
IMPORTANT-READ CAREFULLY: Th between you (either an individual or product identified above, which inclu printed materials, and "online" or elec addendum to this EULA may accomp TERMS OF THIS EULA BY INSTA PRODUCT. IF YOU DO NOT AGRE	is End-User License Agreement ("EUL a single entity) and Xima, LLC or the udes computer software and may incli- tronic documentation ("Product"). A vany the Product. YOU AGREE TO B LLING, COPYING, OR OTHERWIS EE, DO NOT INSTALL OR USE THE	A") is a legal agreement Xima, LLC software ude associated media, n amendment or E BOUND BY THE E USING THE E PRODUCT. In
• I accept the agreement		
○ I do not accept the agreement		
	Cancel	< Back Next >

Accept the End-User License Agreement. Click Next.

₽ [®]	Chronicall Setup	_
Chronicall Setup		XIMA
Installation Folder		
Chronicall will be installed in the fol	owing folder.	
To change where Chronicall is insta	lled enter the path below or click "Brows	e"
Folder:		
C:\Program Files (x86)\Xima So	oftware\Chronicall	Browse
	Cancel <	Back Next >

Indicate the directory where you would like to install Chronicall. Click Next.

Ę.	Chronicall Setup	- • ×
Chronicall Setup	Ő	XIMA
Register Chronicall		
Chronicall will only log when it is able your serial key below to register Ch	e to verify its registration with Xima So ronicall.	ftware. Please enter
Serial Key:		
Demo Tools		
Chronicall can optionally be installed connection to a phone system. Demo demonstrate Chronicall without a pho	in Demo Mode which allows you to use Mode is used by authorized Xima Part one system.	the software without a tners who need to
	Install as Demo (will n	ot capture call data) 🗌
	Cancel	< Back Next >

Register your Chronicall by entering the serial key for your installation. Click Next.

B	Chronica	II Setup	– – X
Chronicall Setup		Ő	XIMA
IP Office Info			
In order to monitor your phones Ch and the Monitor password used to o	ronicall needs communicate	to know where your phon with it.	e switch is located
Phone Switch	IP Address:	192.168.42.1	
* Monito	r Password:	password	
		Test Connection	
* This is the Monitor password NOT the Monitor password you should ke	the Manager eep this field s	password. Unless you hav set to "password".	e manually changed
		Cancel <	Back Next >

You may be prompted to enter the IP Address and Monitor Password of your IP Office. Enter those details, then click Next. Note: Chronicall will prompt you for these details and give you the option to add additional sites during the initial configuration steps.

P	Chronica	ll Setup	- • ×
Chronicall Setup			<ima< td=""></ima<>
PostgreSQL			
Chronicall stores its data in a Postgr should use to communicate with oth credentials indicated below.	eSQL databa er application	se. Please indicate which po s. A database user will be c	rt PostgreSQL reated with the
Postg	reSQL port:	9086	
Postg	reSQL user:	Chronicall	
PostgreSQ	password:	•••••	
		Cancel < B	ack Next >

Define the Settings for the Postgres database (the default settings are already entered - most users do not need to change these settings). Click Next.

12	Chronicall Setup	- • ×
Chronicall Setup	Ć	XIMA
Chronicall Webserver		
Chronicall is accessed through a v other applications are using the T port is not free.	veb interface served by Apache To iomcat port as you will be unable to	mcat. Please make sure no access Chronicall if this
Apache	Tomcat Port: 9080	
	Cancel	< Back Next >

Define the web server port for Chronicall's Tomcat web server (the default settings are already entered - most users do not need to change these settings). Click Next.

V		Chronic	all Setup		_	• 🗆 X
Chronicall S	Setup			0	XI	MA
Recording Library	Installation					
Would you like to	install Chronicall Re	cording Lib	ary on this	computer?		
It should be insta be plugged into t need to install it h	lled on computers th his computer, VM Pr here, you will still be	nat will be p o will be in: able to ins	processing c stalled on th stall it later o	all recordings is computer, n another co	s (e.g. a Xir etc.). If yo mputer.	ma VRTX will ou do not
	Install Recording I	.ibrary	No		¥	
			(Cancel	< Back	Next >

The installer may ask if you would like to install the Recording Library on the same server as Chronicall. If you are installing Chronicall and the Recording library on the same server then select Yes from the drop down following by the appropriate type of Recording Library (either VRTX only or "VMPRO or VRTX"). If you are unsure select the "VMPRO or VRTX" option. Click Next.



Click Install to continue the installation with the configured settings.

During the install you may be prompted to install WinPcap. If not, skip to page 9



Click Next.

6	WinPcap 4.1.3 Setup	⊐ X
WinPcap	License Agreement Please review the license terms before installing WinPcap	4.1.3.
Press Page Down to see th	ne rest of the agreement.	
Copyright (c) 1999 - 2005 Copyright (c) 2005 - 2010 Copyright (c) 2010 - 2013 All rights reserved. Redistribution and use in s permitted provided that th	NetGroup, Politecnico di Torino (Italy). CACE Technologies, Davis (California). Riverbed Technology, San Francisco (California). source and binary forms, with or without modification, are ne following conditions are met:	^
 Redistributions of source conditions and the following 2. Redistributions in binary 	ce code must retain the above copyright notice, this list of ng disclaimer. y form must reproduce the above copyright notice, this list o	f 🗸
If you accept the terms of agreement to install WinPc	the agreement, click I Agree to continue. You must accept t ap 4.1.3.	he
Nullsoft Install System v2.46	< Back I Agree C	ancel

Accept the License Agreement by clicking "I Agree".

6	WinPcap 4.1.3 Setup	- 🗆 X
Win Pcap	Installation options Please review the following options before install 4.1.3	ing WinPcap
☑ Automatically start th	e WinPcap driver at boot time	
Nullsoft Install System v2.46 –	< Back Install	Cancel

Ensure that the option to 'Automatically start the WinPcap driver at boot time' is enabled. Click Install.



Click Finish close the WinPcap install.



You will get the Finish Screen once Chronicall has completed the installation. Note the default user name, the default password, and the URL to access Chronicall are provided.

Complete Initial Configuration

A configuration wizard will appear after you first log into Chronicall. The configuration wizard will prompt you for information required by your installation. Not all of the following steps will apply to every serial key. You will only be prompted in regards to the modules purchased.



Go to the URL provided on the final screen of the installation. This will take you to the Chronicall Login screen. As mentioned on the final screen of the installation, the default user name is 'Administrator' and the default password is 'password'. If your browser does not support Java, you can download and install Chronicall Desktop.

Server Edition (site 1) Configuration

IP Office Connections

In order to monitor your phones Chronicall needs to know where each IP Office device is located on your network.			
★ 1	IP Office (192.168.1.42)		
Χ 2	IP Office (192.168.1.43)		
		Add	

Finish

You will be prompted to add all IP Office connections. Click add and enter the information for each IP Office in your phone solution.

• For IP Office 9 or earlier you will need the IP address of the IP Office and the Monitor password. By default the Monitor password is 'password'.

• For IP Office 10 and newer you will need your Devlink3 details. This includes the IP Address of the IP Office, the Devlink3 Username, and the DevLink3 Password. For complete details, please refer to our online article "IP Office 10 CTI License". (https://ximacare.ximasoftware.com/hc/en-us/articles/207971043)

Click Finish once you have entered every IP Office.

	Configurati	on Requirements	
 Licensed Users Agent Realtime Seat x 100 Agent Dashboard x 100 Xima Care 	User License Selection Please Server Edition (site 1)	e select which users you would like to log data for Auto Assigned	
			Finish

You may be prompted to select which users you would like Chronicall to monitor. Chronicall will track call data for the selected users and will not track data for users who are not selected. Checking all users will put Chronicall in Auto Assigned mode, which will automatically apply a license to new users when Chronicall detects them. Select the desired users, then click Finish.

Configuration Requirements		
 Licensed Users Agent Realtime Seat × 10 	Realtime Seat Assignment Select Users for Realtime View	
 Agent Dashboard x 10 Xima Care 	View by Agent Image: Constraint of the second state of the se	
	0/10 Licenses Used	Finish

If you purchased Realtime licenses then you will be prompted to select the users that you would like to view in Realtime. Select the desired agents, then click Finish.

Configuration Requirements				
 Licensed Users Agent Realtime Seat × 10 	Dashboards Seat Assignment	t and Prioritize Dashboard Agents.		
😮 Agent Dashboard x 10	Unselected	Selected	7	
😢 Xima Care	Dan Tobler(2001)	> Up Down		
		Finish		

If you purchased Dashboard licenses then you will then be prompted to select the users that you would like to give a Dashboard license to. Configure the desired users, then click Finish.

Configuration Requirements			
 Licensed Users Agent Realtime Seat × 10 Agent Dashboard × 10 	Registration You have purchased Xima Care which gives you full access to technical support and future updates to Chronicall! Please take a moment to register so that our support team can serve you better.		
😢 Xima Care	Country: United States		
	< Back Next >		

If you purchased Xima Care, our support plan, you will be prompted first for some contact details. The first request is for your Country and Postal Code. Enter these details, then press Next.

Configuration Requirements			
 Licensed Users Agent Realtime Seat × 10 Agent Dashboard × 10 	Technical Contact Info Please enter a technical contact that Xima Support can work with to resolve any problems at your site. Ideally this person would have access to the Chronicall server, PBX system, and network.		
🚱 Xima Care	Name: John Title: IT Phone: 8017132800 Email: technical@business.com		
	< Back		

Enter the contact information for a Technical contact, then press Next.

Configuration Requirements			
 Licensed Users Agent Realtime Seat × 10 Agent Dashboard × 10 Xima Care 	Renewal Contact Info Please enter a contact at your company that Xima can work with when renewing Xima Care. Name: Jane Title: Sales Phone: 8889449462 Email: Sales@business.com		
	Sack Finish		

Enter the contact information for a Xima Care renewal contact, then press Next.

Recording Library

If this solution does not match your environment, please see our Recording Library articles at ximacare.ximasoftware.com.

Install the Recording Library

Scenario A: Chronicall is installed on the same server as Voicemail Pro.

If Chronicall has been installed on the server hosting Voicemail Pro then the recording library may already have been installed. You can verify this by opening the server's local services and verifying that the Chronicall Recording Library service exists. If the Chronicall Recording Library service is not on the server then you can install it by downloading and running a Chronicall Update (not the Recording Library setup) and if prompted whether to install the Recording Library on this machine select "Yes."

Scenario B: Chronicall is not installed on the same server as the Voicemail Pro.

It is possible to install Recording Library on a server where Chronicall is not installed. This requires a separate setup file, called Recording Library Setup, to be installed on the server with Voicemail Pro. The setup file is available from the Chronicall downloads page. During the install, be sure to enter the Chronicall IP Address and change the other settings if necessary.



Configure the Recording Library

V		
Agent Realtime Seat x 40		
Cor Recording Libraries (1 Cor	ifigured)	
Recording Libraries	1 Recording Library	
VRTX Configuration	10 Trunks Configured	
Recording Rules	0 Recording Rules	
Record/Pause Permissions	Allow All	

Once Recording Library is installed, open Chronicall and go into System Settings > Recording Library > Recording Libraries "..." button.

Recording Libraries
Up
Down
Add
Edit
OK Cancel

Click Add.

New Recording Library Instance		
-		
🛛 📙 Recording Library Ty	/pe	
Recording Configuration	~	
👍 Recording Configura	tion	
	OK Cancel	

Select the Recording Library Type "VM Pro or VRTX".



• Recording Library IP Address: Enter the IP Address of the server where the Recording Library was installed.

• Chronicall Server Address: Enter the IP Address of the server where Chronicall was installed.

• Monitored Recording Directory: Enter the file path to the VRL directory (if recording with Voicemail Pro).

• Recording Storage Location: (optional) Configure where the Recordings will be stored. This defaults to be in the Recording Library directory. Note: If your hard drive is not very large then you should configure a storage pool that stores recordings onto another drive or another server.

Save the Recording Library and System Settings when complete.

Configure VRTX with Recording Library

Follow these instructions if you will be recording calls with the VRTX. If you will only be recording calls with the Voicemail Pro, skip to Configure Call Recording within IP Office.

Plug in the VRTX hardware

The VRTX needs to intercept the network traffic passing between your D-Marc and the PBX. An easy way to do this is to unplug the trunk cable from the PBX, plug it into the VRTX, then replug the other end of the VRTX back into the PBX (note, unplugging the trunk cable will terminate any active calls on that trunk). The USB then needs to be plugged into the server that will have the Recording Library software installed on it.



Example for a PRI line.

Install the VRTX Driver

Download the VRTX Driver from our Downloads page. Once downloaded, run the installer. This should only take a minute or two.



Click Next to begin the installation.



Choose a destination and click Next.

🔀 Setup - VRTX Drivers	-	-		\times
Select Start Menu Folder Where should Setup place the program's shortcuts?				J
Setup will create the program's shortcuts in the fo	llowing Start	Menu fe	older.	
To continue, click Next. If you would like to select a different	nt folder, did	k Brows	e.	
VRTXDrivers		Brow	se	
< Back	Next >		Cance	el

Choose a destination and click Next.

🐻 Setup - VRTX Drivers	_		×
Ready to Install Setup is now ready to begin installing VRTX Drivers on your comp	outer.		
Click Install to continue with the installation, or click Back if you w change any settings.	ant to revie	w or	
Destination location: C:\Program Files (x86)\VRTX		^	
Start Menu folder: VRTXDrivers			
<		>	
< Back	Install	Can	cel

Click Install. Allow and complete any pop ups that appear.



Click Finish and restart the computer when appropriate.



Once the installer is complete, open up Device Manager and confirm that the VRTX shows up in the USB section.

Configure the Trunk

Now we need to tell Chronicall what trunk the VRTX is plugged into.

Recording Libraries (1 Configured)		
Recording Libraries	1 Recording Library	
VRTX Configuration	5 Trunks Configured	
Recording Rules	0 Recording Rules	
Record/Pause Permissions	Allow All	

Do this by going into System Settings > Recording Libraries > VRTX Configuration "..." button.

Trunk Configuration	
2-IPO-10.0.1.6 9 (Line 9) 2-IPO-10.0.1.6 18 (Line 18) 2-IPO-10.0.1.6 20 (Line 20) 3-IPO-10.0.1.9 1 (Line 1) 3-IPO-10.0.1.9 3 (Line 3)	Up Down Add Remove Edit
Save	Cancel

Find the trunk that the VRTX is plugged into, select it and press Edit. If the trunk does not appear, refer to the Enable IP Office TFTP Settings details in the Configuration Tips section of this guide.

	Trunk Configuration					
Ē	Trunk Title	My PRI - Line 9				
	Device ID	2-IPO-10.0.1.6 🗸				
	Line ID	9 🖨				
	Channel Range	2 to 24 - Detect				
	VRTX Serial	T00123AB				
		OK Cancel				
		4				

Update the Trunk Configuration page to have the correct information. A description of each field is 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. Often you can click in the field and the VRTX Serial will appear as an option.

Once completed, press OK, Save the Trunk Configuration, and Save the System Settings.

Create a Recording Rule

Our final step is to create a recording rule that will determine which calls should be recorded.

Recording Libraries (1 Configured)				
Recording Libraries	1 Recording Library			
VRTX Configuration	5 Trunks Configured			
Recording Rules	0 Recording Rules			
Record/Pause Permissions	Allow All			

To access the recording rules, go to System Settings > Recording Libraries > Recording Rules "..." button.

Recording Rules			
		Add	
		Duplicate	
		Remove	
		Edit	
		Import	
		Export	
	ОК	Cancel	

Click "Add" to create a new recording rule.

.

Recording Rule Templates	E Required		
Inbound Number Dialed	Agent	<5 Selected>	
external Number Agent	Percent of Calls to Record	Record All	~
Group	Rule Title	Record Trainees	
3asic Call Event Advanced Call Event Advanced Call (to this point)			

Here you will create a new Recording Rule. Select the Recording Rule Template on the left and then fill in the options on the right. Once completed, press OK to save the new rule, OK to save the collection of rules, and then Save the System Settings.

Configure Call Recording within IP Office

Follow these instructions if you will be recording calls with the Voicemail Pro. You may skip this section if you will only be recording calls with the VRTX.

Once Recording Library is set up, you will need to tell Voicemail Pro to begin recording calls. To do so, use Avaya's IP Office Manager program to open your IP Office's configuration file.



- 1. Select 'User' from the left sidebar.
- 2. Select a user whose calls you would like to record.
- 3. In the main window, navigate to the 'Voice Recording' tab.
- 4. Select the percentage of outbound and inbound calls to record in the 'Recording Outbound' and 'Recording Inbound' fields.

5. Select 'Voice Recording Library' in the 'Recording (Auto)' and 'Recording (Manual)' drop-down menus.

6. Press OK, Save, and Merge.

Configuration Tips

Enable IP Office TFTP Settings

TFTP Directory Read needs to be enabled to receive Agent and Group information while TFTP Configuration Read is required for trunk information. You can enable these options within IP Office Manager > File > Advanced > Security Settings.

In IP Office 9.0 and older, the TFTP Configuration Read and TFTP Directory Read option are available under the System > Unsecured Interfaces tab.

In IP Office 9.1 and newer, the TFTP Directory Read option is available under the System > Unsecured Interfaces tab, however the TFTP Configuration Read option has been removed. Therefore, to get trunk information, you will need to configure the trunk manually within Chronicall's System Settings for each IP Office Connection. (Note: Only enter external trunks. Do not enter any internal trunks, including H323 lines).

Server Edition (site 1)		
Licensed Users	95/250 Licensed	
Site Name	Server Edition	
IP Office Connections	2 Connections)
Simultaneous Ringing Groups		

Go to System Settings, expand the Server Edition (site 1), and open the IP Office Connections.

IP Office	Connection
API	System Monitor 🗸 🗸
Site Name	IP Office
IP Address of IP Office	1.2.3.4
Monitor Port	50794 🖨
Monitor Password	•••••
TFTP Timeout (ms)	2,000 🖨
External Trunks	
	OK Cancel

Open the External Trunks.

Add External Trunk Lines If trunk information is not being logged then you can manually enter your external trunk lines here. Entering internal trunks that connect two of your IP Office nodes will result in logging errors.					
X	Line 2	9 🜩			
X	Line 3	200			
		Add			
		OK Cancel			

Press Add to create an entry for each trunk, then update the trunk number on the right. For example, if I had a PRI on line 8 and 9, and a SIP on line 200, I would enter the settings as shown in the screenshot.

Hunt Group Queue Type

Set any groups with queuing enabled to use Queue Type: Assign Call On Agent Alert. This will allow Chronicall to properly account for each agent ringing event on a phone call.



Simultaneous Ringing Groups

Configure the "Simultaneous Ringing Groups" option within Chronicall's System Settings to better handle groups that use collective ringing mode (as set in the hunt group configuration), such as Collective Call Waiting. The data we get from these ringing patterns is inconsistent so enabling this setting will provide consistency with reporting.

Server Edition (site 1)		
Licensed Users	95/250 Licensed	
Site Name	Server Edition	
IP Office Connections	2 Connections	
Simultaneous Ringing Groups		

Voicemail Pro Transfer Action

It is important leave the 'Source of transfer' field blank when configuring Transfer actions within the Voicemail Pro. Any characters within this section will change the data Chronicall receives in a negative way and create inaccurate logging. However, you can add characters to the 'Description' field and report on that data as a Tag within Chronicall.

Propertie	s for Transfer t	o Sales						×
General	Entry Prompts	Specific	Reporting	Results				
Transf	ier call to							1
Destin	nation							
450								
Sourc	e of transfer (dis	played on p	ohone)				•	
				-		Must be blank		
Descr	iption (displayed	on phone)		-	~~		-	
SALE	s			←	м	lay be used to ta	ag 📘	
					-		_	
📃 Se	et Caller Priority							
L	0///			*				
N	otily Caller of Tra	nsfer to Ta	inget					
		OK		Connel		Hab		_
		UK		Cancel	J	nep		

Install Chronicall Near the Primary Server Edition

If the environment includes a primary Server Edition along with multiple IP 500s, Chronicall should be installed on the same LAN as the primary Server Edition.



XIMA