

Certificate

HiPath Ready

The connectivity of

EVOip V10.0 – Passive Recording

made by the company

ASC telecom AG

at the open interface **CSTA**

of **HiPath 4000 V6**

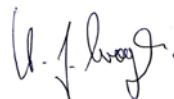
has been certified as HiPath Ready in accordance with the test report dated 2012-03-05 conforming to DIN EN ISO 9001.

This certificate is only valid in conjunction with the full test report and the notes contained therein.

Siemens Enterprise Communications GmbH & Co. KG
Munich, 2012-03-05



Eddy de Braekeleer
Head of Brussels Laboratory



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Director Technology Partner Program

HiPath Ready

SIEMENS

Test Report of Certification



EVO^{ip} Server Software V10.0 Passive Recording

with

HiPath 4000 Version 6

Status: Released
Release Date: March 5, 2012

Siemens Enterprise Communications GmbH & Co. KG 2012

Issued by:

Siemens Enterprise Communications GmbH & Co.KG

Hofmannstraße 51

D-81359 Munich

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Department: SEN Service PS
Date: 2012-03-06
Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

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Contents:

- 1 Overview 5**
- 1.1 Test Object..... 5**
- 1.1.1 Basis Equipment 5
- 1.1.2 Product Name 5
- 1.2 Test Strategy..... 6**
- 1.2.1 Test Intensity 6
- 1.2.2 Measuring / Test Instruments..... 6
- 1.3 Realization Data 7**
- 1.4 Test Result Summary 8**
- 1.4.1 Problems 8
- 1.4.2 Restrictions..... 8
- 1.4.3 Remarks..... 8
- 2 Configuration..... 9**
- 2.1 EVOip..... 9**
- 2.1.1 Configuration Hints 9
- 2.2 HiPath 4000 System 9**
- 2.2.1 Configuration Hints 9
- 2.3 HiPath 4000 CSTA 9**
- 2.3.1 Configuration Hints 9
- 2.4 Configuration Block Diagram 10**
- 3 Test Results in Detail..... 12**
- 3.1 Configuration and Start-up 12**
- 3.2 Call Processing Scenarios 12**
- 3.2.1 Passive Recording via Call Recorder 12
- 3.2.2 Call activities at Agents side..... 17
- 3.2.3 Manual Start and Stop of Recording 18
- 3.2.4 Keep / Delete Function..... 19
- 3.3 Restart Behaviour / Recovery 20**
- 3.3.1 EVOip restart..... 20
- 3.3.2 CSTA Connectivity restart 20
- 3.3.3 HiPath 4000 restart 20
- 3.3.4 Loss of LAN Connections..... 20
- 3.4 Remarks 21**

Owner: Eddy De Braekeleer
Department: SG SERVICE & DELIVERY CONCEPTS
Date: 2012-03-06
Document released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

Test Report of Certification

4 Configuration.....22

4.1 HiPath 4000 V6.....22

ACD configuration for Call activities at Agents side test.....22

4.2 HiPath 4000 CSTA configuration26

5 Confirmation.....33

History of Change

<u>Date</u>	<u>Description</u>	<u>Name</u>
February 2012	Initial Creation.	Eddy De Braekeleer SEN Service PS E-Mail: eddy.debraekeleer@siemens-enterprise.com Phone: +32.2.406 7316
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February 24, 2012 February 29, 2012 March 02, 2012	Review test document & update results.	Eddy Sterckx Email: Eddy.sterckx@siemens-enterprise.com Phone: +32 2 406 7179 Graciela Zaera E-Mail: graciela.zaera@siemens-enterprise.com phone: + 32 2 406 73 58 ASC telecom AG Matthias Roedel E-mail: M.Roedel@asc.de phone: +49 (6021) 5001-311
March 5, 2012	Final review & document changes	Eddy De Braekeleer SEN Service PS E-Mail: eddy.debraekeleer@siemens-enterprise.com Phone: +32.2.406 7316
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1 Overview

1.1 Test Object

1.1.1 Basis Equipment

Test Equipment:	HiPath 4000
Software Release:	HiPath 4000 V6 R1.10.18 HiPath 4000 CSTA v1 R11.202

1.1.2 Product Name

Certification:	Test of interface functionality against failures and features of the voice recording server software.
Test Equipment:	EVOip Server Software Included EVOip+ for Siemens HiPath 4000
Software Release:	EVOip Server Software version 10
HW / FW Release:	---
Manufacturer:	ASC telecom AG Seibelstraße 2 D-63768 Hösbach
Description:	EVOip provides an entirely integrated VoIP recording solution for HiPath 4000. The recording software may be installed anywhere in the IP network independent of the LAN structure.
Documentation:	---
Test Network:	EVOip application is connected via the integrated CSTA interface of the HiPath 4000 v6 system
Test Configuration:	see Chapter 2

1.2 Test Strategy

The main goal of this testing is to test

- the external interfaces
- the CSTA interface
- the system failure/recovery behavior
- the main functionality

of this component within the system as a whole.

The external interfaces are:

- Mirror port at the LAN

1.2.1 Test Intensity

The scope of the testing is the verification of the correct interworking of the call recording computing application EVOip with the HiPath 4000 system connected via a monitoring port, are in our case connected via Hub.

With the Passive Recording Solution EVOip captures RTP packages via the monitoring port. But the Hipath 4000 CSTA interface is also used to send to the telephone display the “start/stop the recording” message and to get additional call information like partner phone number, call direction, AgentID, as well as for getting the “button press event” for the feature “Record On Demand” and “Keep/Delete”.

It is tested that the call audio and call data of the HiPath 4000 system are correctly transferred to the call recording application and is processed proper within the application.

Additional Restart behavior is part of the test.

Note:

The testing of the product with regard to compliance to requirements for Product Safety, EMV, Network Access Interfaces and Radiation Protection were not performed.

Siemens AG therefore assumes no responsibility for the compliance to these requirements.

1.2.2 Measuring / Test Instruments

1.3 Realization Data

Test Preparation:	February, 2012
Test Duration:	6-2-2012 – 10-2-2012
Test Location:	Siemens Enterprise Communications Demeurslaan 134 1654 Huizingen International Solution Lab
Test Personnel:	Eddy Sterckx Email: Eddy.sterckx@siemens-enterprise.com Phone: +32 2 406 7179 Graciela Zaera E-Mail: graciela.zaera@siemens-enterprise.com phone: + 32 2 406 73 58 ASC telecom AG Matthias Roedel E-mail: M.Roedel@asc.de phone: +49 (6021) 5001-311

1.4 Test Result Summary

DMC must be deactivated!

1.4.1 Problems

1	None
---	------

1.4.2 Restrictions

1	No indication off "call recording" on display for H4K SIP phones
2	DMC must be deactivated!

1.4.3 Remarks

1	Test 50: The calling SSTNO is not shown in the recording list
2	Test 53: The partner SSTNO is not shown in the recorder list
3	Test 66: Agent ID is shown when agent is logged off. Even when the option on ASC recorder "FreeSeatingWithoutCTI_AgentLout" is set to "Erase", Agent ID is stored in the Call Data of the Power Play window if the agent was previously logged on this extension.

2 Configuration

2.1 EVOip

- SW Version EVOip V10
 RIA Server V10

2.1.1 Configuration Hints

2.2 HiPath 4000 System

- HW Version: HiPath 4000 CPCI Duplex
- SW Version: HiPath 4000 RMX V6 R1.10.18
 Hipath 4000 Assistant V6 R1.11.3
 HiPath 4000 CSTA V1 R11.202
- Telephones: 5040 OpenStage 40 TDM
 5110 OpenStage 40 HFA
 5111 OptiPoint 420
 5112 OptiPoint 420
 5120 OpenStage 60 SIP
 5121 OpenStage 60 SIP
 5040 OpenStage 40 HFA
 5180 OptiPoint 420
 5181 OptiPoint 420
 5190 OpenStage 40 HFA

2.2.1 Configuration Hints

- For passive recording, DMC must be deactivated
- SPE (Signaling Payload Encryption) is deactivated

See chapter 4

2.3 HiPath 4000 CSTA

- SW Version: HiPath 4000 CSTA V1 R11.202

2.3.1 Configuration Hints

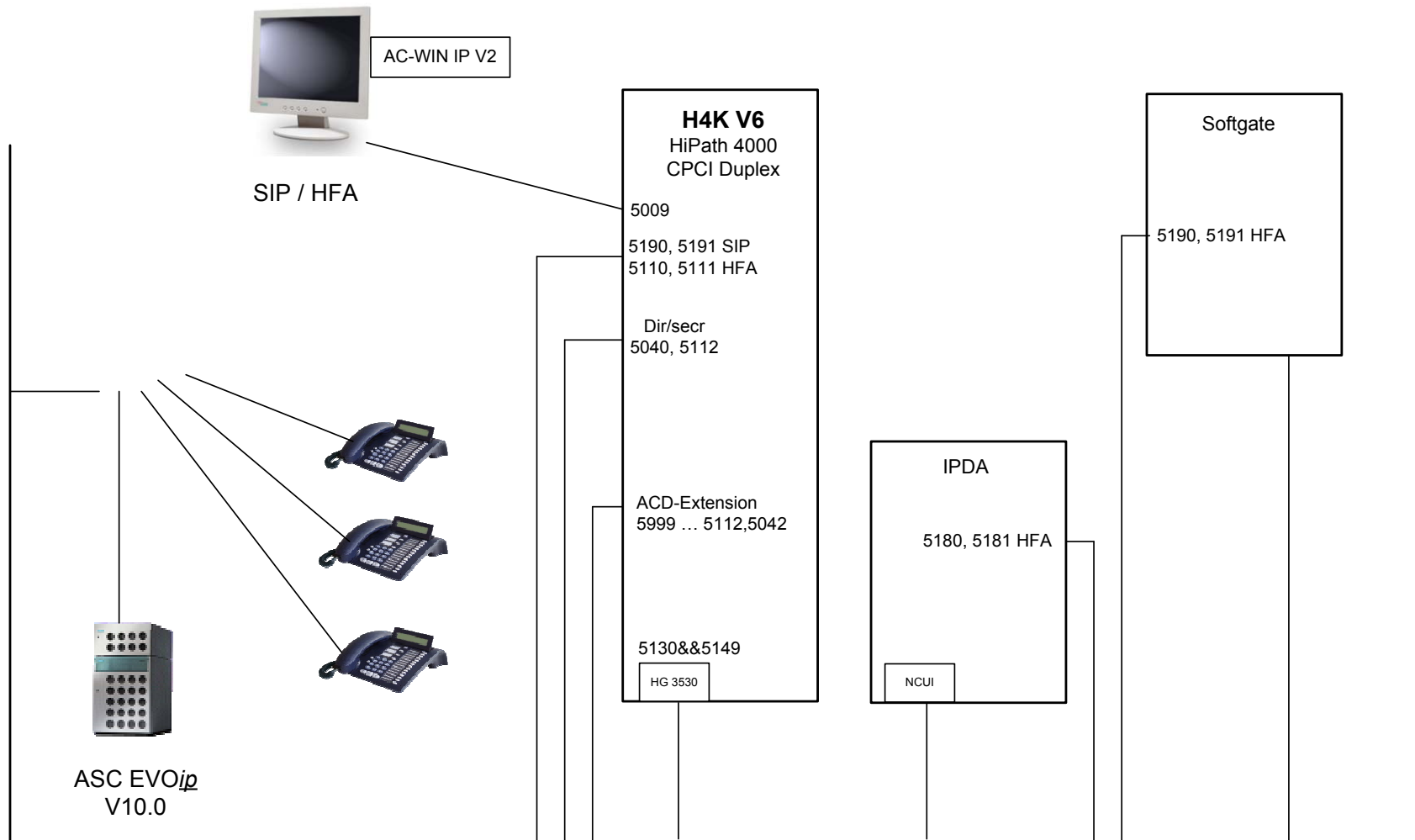
ASC recording must use the IP Address of the CSTA interface of HiPath 4000 and an available application port configured in the Connectivity Adapter. See section 4.2 for more information

2.4 Configuration Block Diagram

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Date: 2012-03-06
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3 Test Results in Detail

3.1 Configuration and Start-up

No	Test Procedure	Expected Result	Result
1.	Conversation data via CSTA	Configuration is possible	OK
2.	Connect recording unit to Switch (Mirror port)	Configuration is possible	OK
3.	Set monitor to extension	Configuration is possible	OK
4.	Power-on and Startup	Configuration still exists	OK

3.2 Call Processing Scenarios

Purpose:

Check the correct transfer of call information and recording data from HiPath 4000 to **EVOip**.

3.2.1 Passive Recording via Call Recorder

No	Test Procedure	Expected Result	Result
5.	Call with G711 Call from OPENSTAGE HFA extension 5190 (SoftGate) to OPTIPOINT HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5190 and 5181 can find it in recording list.	OK
6.	CALL with G729opt Call from OPENSTAGE HFA extension 5190 (SoftGate) to OPTIPOINT HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5190 and 5181 can find it in recording list.	OK
7.	Call from OPENSTAGE HFA extension 5190 (SoftGate) to OPENSTAGE SIP extension 5120, called Pty goes on hook.	Conversation is recorded. 5190 and 5120 can find it in recording list.	OK
8.	Call from OPENSTAGE HFA extension 5190 (SoftGate) to OPTIPOINT HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5190 and 5181 can find it in recording list.	OK
9.	Call from OPENSTAGE HFA extension 5190 (SoftGate) to OPENSTAGE HFA extension 5110 (HHS), called Pty goes on hook.	Conversation is recorded. 5190 and 5110 can find it in recording list.	OK
10.	Call from OPENSTAGE SIP extension 5120 to OPENSTAGE HFA extension 5190 (Softgate), called Pty goes on hook.	Conversation is recorded. 5120 and 5190 can find it in recording list.	OK
11.	Call from OPENSTAGE SIP extension 5120 to OPTIPOINT HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5120 and 5181 can find it in recording list.	OK
12.	Call from OPENSTAGE SIP extension 5120 to OPTIPOINT HFA extension 5110 (HHS), called Pty goes on hook.	Conversation is recorded. 5120 and 5110 can find it in recording list.	OK
13.	Call from OPENSTAGE SIP extension 5120 to OPENSTAGE SIP extension 5121, called Pty goes on hook.	Conversation is recorded. 5120 and 5121 can find it in recording list.	OK
14.	Call from OPTIPOINT HFA extension 5110 (HHS) to OPTIPOINT HFA extension 5111 (HHS), called Pty goes on hook.	Conversation is recorded. 5110 and 5111 can find it in recording list	OK

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 Department: SG SERVICE & DELIVERY CONCEPTS
 Date: 2012-03-06
 Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

Test Report of Certification

No	Test Procedure	Expected Result	Result
15.	Call from OPTIPOINT HFA extension 5110 (HHS) to OPTIPOINT HFA extension 5180 (IPDA), called Pty goes on hook.	Conversation is recorded. 5110 and 5180 can find it in recording list	OK
16.	Call from OPTIPOINT HFA extension 5110 (HHS) to OPENSTAGE HFA extension 5190 (SoftGate), called Pty goes on hook.	Conversation is recorded. 5110 and 5190 can find it in recording list	OK
17.	Call from OPTIPOINT HFA extension 5110 (HHS) to OPENSTAGE SIP extension 5120, called Pty goes on hook.	Conversation is recorded. 5110 and 5120 can find it in recording list	OK
18.	Call from OPTIPOINT HFA extension 5181 (IPDA) to OPTIPOINT HFA extension 5110 (HHS), called Pty goes on hook.	Conversation is recorded. 5181 and 5110 can find it in recording list	OK
19.	Call from OPTIPOINT HFA extension 5180 (IPDA) to OPTIPOINT HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5180 and 5181 can find it in recording list	OK
20.	Call from OPTIPOINT HFA extension 5181 (IPDA) to OPENSTAGE HFA extension 5190 (SoftGate), called Pty goes on hook.	Conversation is recorded. 5181 and 5190 can find it in recording list	OK
21.	Call from OPTIPOINT HFA extension 5181 (IPDA) to OPENSTAGE SIP extension 5120, called Pty goes on hook.	Conversation is recorded. 5181 and 5120 can find it in recording list	OK
22.	Call Transfer after Consultation 5110 (HHS) calls 5180 (IPDA), 5180 makes a consultation to 5111 and transfers the call	Conversation is recorded. 5110 and 5111 can find it in recording list	OK
23.	Call Transfer after Consultation 5110 (HHS) calls 5190 (SoftGate), 5190 makes a consultation to 5111 and transfers the call	Conversation is recorded. 5110,5111 and 5190 can find it in recording list	OK
24.	Call Transfer after Consultation 5110 (HHS) calls 5120, 5120 makes a consultation to 5111 and transfers the call	Conversation is recorded. 5110,5111 and 5120 can find it in recording list	OK
25.	Call ringing Transfer 5111 (HHS) calls 5190 (SoftGate), 5190 makes a blind transfer to 5180 (IPDA)	Conversation is recorded. 5110,5180 and 5111 can find it in recording list	OK
26.	Call Transfer after Consultation 5180(IPDA) calls 5110 (HHS), 5110 makes a consultation to 5181 and transfers the call	Conversation is recorded. 5180, 5181 and 5110 can find it in recording list	OK
27.	Call ringing Transfer 5180(IPDA) calls 5190 (SoftGate), 5190 makes a blind transfer to 5181.	Conversation is recorded. 5180, 5181 and 5190 can find it in recording list	OK
28.	Call Transfer after Consultation 5120 calls 5190 (SoftGate), 5190 makes a consultation to 5121 and transfers the call	Conversation is recorded. 5190, 5121 and 5120 can find it in recording list	OK
29.	Call Blind Transfer after Consultation 5120 calls 5180 (IPDA), 5180 makes a blind transfer to 5121.	Conversation is recorded. 5180, 5121 and 5120 can find it in recording list	OK
30.	Pickup call 5110 calls 5111 (member of a Pickup group) and 5181 (IPDA) picks up the call.	Conversation is recorded. 5110 and 5181 can find it in recording list	OK
31.	Pickup call 5120 calls 5111 (member of a Pickup group) and 5190 (SoftGate) picks up the call.	Conversation is recorded. 5120 and 5190 can find it in recording list	OK
32.	Pickup call 5120 calls 5181 (member of a Pickup group) and 5111(HHS) picks up the call.	Conversation is recorded. 5120 and 5111 can find it in recording list	OK
33.	Park a call 5120 calls 5181 and 5181 (IPDA) parks and	Conversation is recorded. 5120 and 5181 can find it in	OK

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No	Test Procedure	Expected Result	Result
	un - parks the call	recording list	
34.	Park a call 5120 calls 5190 and 5190 (SoftGate) parks and un - parks the call	Conversation is recorded. 5120 and 5190 can find it in recording list	OK
35.	Park a call 5120 calls 5111 and 5181 pickup the call. 5181 (IPDA) parks the call and 5190 un - parks the call.	Conversation is recorded. 5120 and 5110 can find it in recording list	OK
36.	Call Forwarding 5181 (IPDA) calls 5180 (IPDA), 5180 have a CFU to 5190 (SoftGate).	Conversation is recorded. 5181 and 5190 can find it in recording list	OK
37.	Call Forwarding 5120 calls 5110, 5110 have a CFU to 5190 (SoftGate).	Conversation is recorded. 5120 and 5190 can find it in recording list	OK
38.	Call Forwarding 5181 (IPDA) calls 5190 (SoftGate), 5190 have a CFNR to 5110 (HHS).	Conversation is recorded. 5181 and 5110 can find it in recording list	OK
39.	Call Forwarding 5110 (HHS) calls 5111 (HHS), 5111 is busy and have a CFB to 5120.	Conversation is recorded. 5110 and 5120 can find it in recording list	OK
40.	Alternate (Toggle) 5190 (SoftGate) calls 5110 (HHS), 5110 makes a consultation to 5180 (IPDA) and toggle the call and thus puts through the call to 5110 and 5180.	Conversation is recorded. 5190, 5110 and 5180 can find it in recording list	OK
41.	Alternate (Toggle) 5120 calls 5190 (SoftGate), 5190 makes a consultation to 5110 (HHS) and toggle the call	Conversation is recorded. 5110, 5190 and 5120 can find it in recording list	OK
42.	Conference 5110 (HHS) calls 5111 (HHS) and 5110 consults to 5190 (SoftGate) (5111 on hold meanwhile). A makes a conference.	Conversation is recorded. 5110, 5190 and 5111 can find it in recording list	OK
43.	Conference 5180 (IPDA) calls 5120 and 5180 consults to 5181 (IPDA) (5120 on hold meanwhile). A makes a conference.	Conversation is recorded. 5120, 5180 and 5181 can find it in recording list	OK
44.	Large Conference 5110 (HHS) calls 5120 and 5110 (HHS) consults to 5190 (SoftGate). 5110 (HHS) makes a conference and consults 5180 (IPDA). 5110 (HHS) expands the conference.	Conversation is recorded. 5120, 5180, 5190 and 5110 can find it in recording list	OK
45.	Hunt group 5110 (HHS) calls 5190 (SoftGate) (member of a hunt group), call is hunted to 5181 (IPDA), 5181 takes the call	Conversation is recorded. 5110 and 5181 can find it in recording list	OK
46.	Hunt group 5120 calls 5190 (HHS) (member of a hunt group), call is hunted to 5190 (HHS), 5190 takes the call	Conversation is recorded. 5120 and 5110 can find it in recording list	OK
47.	External call to OPEN STAGE SIP extension 5120, called Pty goes on hook.	Conversation is recorded. 5120 can find it in recording list	OK
48.	External call to OPEN STAGE HFA extension 5110 (HHS), called Pty goes on hook.	Conversation is recorded. 5110 can find it in recording	OK

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 Date: 2012-03-06
 Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

Test Report of Certification

No	Test Procedure	Expected Result	Result
		list	
49.	External call to OPEN STAGE HFA extension 5181 (IPDA), called Pty goes on hook.	Conversation is recorded. 5180 can find it in recording list	OK
50.	External call to OPEN STAGE HFA extension 5190 (SoftGate), called Pty goes on hook.	Conversation is recorded. 5190 can find it in recording list	OK Remark 1
51.	Secret Station SECRET External call to a OPENSTAGE HFA extension 5190 (SoftGate).	Conversation is recorded. 5190 can find it in recording list	OK
52.	Secret Station OPENSTAGE SIP 5120 calls to a SECRET OPTIPOINT extension 5181 (IPDA).	Conversation is recorded. 5120 and 5181 can find it in recording list	OK
53.	Secret Station SECRET OPTIPOINT HFA 5110 (HHS) calls to a SECRET OPTIPOINT extension 5180 (IPDA).	Conversation is recorded. 5180 and 5120 can find it in recording list	OK Remark 2
54.	External Secret Station SECRET External call to a SECRET OPTIPOINT extension 5181 (IPDA).	Conversation is recorded. 5181 can find it in recording list	OK Remark 2
55.	External call to attendant console 5011 (VPL). Attendant makes a transfer to OPTIPOINT 5180.	Conversation is recorded. 5011 and 5180 can find it in recording list	OK
56.	External call to attendant console 5011 (VPL). Attendant makes a blind transfer to OPTIPOINT HFA 5180 (IPDA).	Conversation is recorded. 5011 and 5180 can find it in recording list	OK
57.	External call to attendant console 5009 (private line).	Conversation is recorded. 5009 can find it in recording list	OK
58.	OPEN STAGE HFA extension 5190 (SoftGate) calls to external, called Pty goes on hook.	Conversation is recorded. 5190 can find it in recording list	OK
59.	OPEN STAGE SIP extension 5120 calls to external, called Pty goes on hook.	Conversation is recorded. 5120 can find it in recording list	OK
60.	OPTIPOINT extension 5110 (HHS) calls to external, called Pty goes on hook.	Conversation is recorded. 5110 can find it in recording list	OK
61.	OPENSTAGE HFA 5181 calls attendant access code 11. Attendant console answers the call and makes a transfer to 5190.	Conversation is recorded. 5190 and 5181 can find it in recording list	OK
62.	OPENSTAGE HFA 5190 (SoftGate) calls attendant access code 11. Attendant console 5009 answers the call and parks and un parks the call. Then attendant console 5009 makes a blind transfer to 5110.	Conversation is recorded. 5009, 5190 and 5110 can find it in recording list	OK
63.	OPTIPOINT HFA 5110 (HHS) calls OPENSTAGE HFA 5181 (SoftGate) which is busy. 5110 camps on and 5181 gets a camp on signal. 5181 takes the call.	Conversation is recorded. 5110 and 5181 can find it in recording list	OK
64.	OPTIPOINT HFA 5110 (HHS) calls OPENSTAGE HFA 5190 (SoftGate) which is busy. 5110 overrides 5190. 5190 can hear 5110.	Conversation is recorded. 5110 and 5190 can find it in recording list	OK
65.	ONS-GROUP between OPENSTAGE HFA 5190 (SoftGate) and OPTIPOINT HFA 5110 (HHS).	Conversation is recorded. 5120 and 5190 can find it in recording list	OK

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 Department: SG SERVICE & DELIVERY CONCEPTS
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 Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

Test Report of Certification

No	Test Procedure	Expected Result	Result
	OPENSTAGE 5120 calls 5110. 5190 and 5110 are ringing. 5190 answers the call		

3.2.2 Call activities at Agents side

Agent extensions: 5111, 5112, 5042

Agent id's: 123456, 654321

Pilot (DNIT): 5999

No	Test Procedure	Expected Result	Result
66.	Call to OPTISET extension 5111, no agent is logged in.	Conversation is recorded 5111 can find it in recording list. No Agent ID	OK Restriction 3
67.	Call to OPTISET extension 5111, agent "123456" is logged in.	Conversation is recorded 5111 and can find it in recording list. Agent ID is stored in Call Data	OK
68.	Agent "123456" on extension 5111 makes external call, external Pty goes on hook.	Conversation is recorded 5111 can find it in recording list as Outbound. Agent ID is stored in Call Data.	OK
69.	Internal call from extension 5120 to Pilot 5999, Agent "654321" on extension 5042 answers. 5120 goes on hook.	Conversation is recorded 5042 (Incoming) and 5120 can find it in recording list. Agent ID is stored in Call Data	OK
70.	External call to Pilot 5999, Agent 5111 is reached. External Pty goes on hook.	Conversation is recorded 5111 can find it in recording list as Inbound. Agent ID is stored in Call Data	OK
71.	Agent "123456" on extension 5111 has external connection: Agent goes into consultation with 5110, ext party is waiting. Agent transfers the external call to 5110. Ext party is connected with 5110.	Conversation is recorded 5110 and 5111. They can find it in recording list.	OK
72.	Agent "123456" on extension 5111 has external connection: Agent goes into consultation with 5110, 5110 goes on hook, Call waiting indication at agent, ext party is waiting. Agent reconnects to external call.	Conversation is recorded 5110 and 5111. They can find it in recording list.	OK
73.	Agent "123456" on extension 5111 has external connection: Agent transfers the call in ringing status to 5110. Ext party is connected with 5110.	Conversation is recorded 5110 and 5111. They can find it in recording list.	OK
74.	Agent "123456" on extension 5111 has external connection: Agent goes into consultation with 5180, external Pty goes on hook.	Conversation is recorded 5111 and 5180. They can find it in recording list.	OK
75.	Agent "123456" on extension 5111 has external connection: Agent goes to consultation with 5110, toggles	Conversation is recorded 5111 and 5110. They can find it in recording list.	OK

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 Department: SG SERVICE & DILIVERY CONCEPTS
 Date: 2012-03-06
 Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

Test Report of Certification

No	Test Procedure	Expected Result	Result
	back to external. Agent goes on hook. External call is put through to 5110.		
76.	Agent "123456" on extension 5111 has external connection: Agent initiates a conference with OPTISET extension 5110, external Pty goes on hook.	Conversation is recorded 5111 and 5110. They can find it in recording list.	OK

3.2.3 Manual Start and Stop of Recording

No	Test Procedure	Expected Result	Result
77.	EVOip start and stop of the recording of call to 5110 using start/stop key 13 on OPEN STAGE HFA extension 5190 (HHS).	Call on this line was recorded between start and stop action.	OK
78.	EVOip start and stop of the recording of call to 5190 using start key 10 and stop key 11, on OPTIPOINT HFA extension 5180 (IPDA).	Call on this line was recorded between start and stop action.	NA

3.2.4 Keep / Delete Function

No	Test Procedure	Expected Result	Result
79.	Ext. Keep function is activated and Keep key on the phone is not used. EVOip records a call of 5110 and deletes it when call is finished.	Call on this line was recorded, but not stored.	OK
80.	Ext. Keep function is activated and Keep key on the phone is used. EVOip records a call of 5110 using keep/delete key 13 and stores it when call is finished.	Call on this line was recorded and stored.	OK
81.	Ext. Keep function is activated and Keep key on the phone is used. EVOip records a call of 5110 using keep key 13 and delete key 13 and stores it when call is finished. (Via toggle mode)	Call on this line was recorded and stored.	OK
82.	Ext. Delete function is activated and Delete key on the phone is not used. EVOip records a call of 5110 using keep key 13 and delete key 13 and stores it when call is finished. (Via toggle mode)	Call on this line was recorded and stored.	OK
83.	Ext. Delete function is activated and Delete key on the phone is used. EVOip records a call of 5110 using keep key 13 and delete key 13 and deletes it when call is finished. (Via toggle mode)	Call on this line was recorded, but not stored.	OK

3.3 Restart Behaviour / Recovery

3.3.1 EVOip restart

No	Test Procedure	Expected Result	Result
84.	EVOip recorder restarts.	Loss of connection is displayed. System recovers.	OK
85.	EVOip recorder gets a power off and on.	Loss of connection is displayed. System recovers.	OK
86.	EVOip CTI controller restarts.	Loss of connection is displayed. System recovers.	OK
87.	EVOip CTI controller gets a power off and on.	Loss of connection is displayed. System recovers.	NA

3.3.2 CSTA Connectivity restart

No	Test Procedure	Expected Result	Result
88.	Stop/Start CSTA Connectivity Adapter	Loss of connection is displayed. System recovers.	OK
89.	CSTA gets a power off and on.	Loss of connection to LAN is displayed. System recovers.	NA

3.3.3 HiPath 4000 restart

No	Test Procedure	Expected Result	Result
90.	Initiate Soft Restart by AMO.	System recovery	NA
91.	Initiate Hard Restart by AMO.	System recovery	NA
92.	Initiate Reload by AMO.	System recovery	NA
93.	Power off and on.	System recovery	NA

3.3.4 Loss of LAN Connections

No	Test Procedure	Expected Result	Result
94.	Loss of link of CAP Inside Server to LAN	System recovery	NA
95.	Loss of link of Recorder to LAN	System recovery	OK
96.	Loss of link of HiPath to LAN	System recovery	NA
97.	Loss of link of H4K STMI board	System recovery	NA

3.4 Remarks

Meanings of Abbreviations:

OK	Test case successful
NOK	Test case NOT successful
NA	Test case not applicable
NP	Test case not processed
NS	Situation not supplied
N *X	Error / restriction with description
* X	Remark to Functionality
OPTISET	optiSet E or optiPoint 500
IP-Phone	optiPoint 420 or OpenStage

4 Configuration

4.1 HiPath 4000 V6

ACD configuration for Call activities at Agents side test

In English:

Tested phones:

IP HFA: 5112
TDM: 5042

```
CHA-ZAND:TYPE=ACD,ACDALLOW=YES;  
CHANGE-SDAT:STNO=5042,TYPE=ATTRIBUT,AATTR=SUPER;  
ADD-ACDGP:ACDGRP=100,TYPE=NORMAL,SEARCH=FIFO,SUPEXT=5042,PRIMARY=YES,LED=NO;  
CHANGE-SDAT:STNO=5112,TYPE=ATTRIBUT,AATTR=AGENT;  
CHANGE-SDAT:STNO=5042,TYPE=ATTRIBUT,AATTR=AGENT;
```

Create agent IDs:

```
ADD-AGENT:AGTID=123456,ACDGRP=100,AGTPOS=1,AGTTYPE=NORMAL;  
ADD-AGENT:AGTID=654321,ACDGRP=100,AGTPOS=1,AGTTYPE=NORMAL;
```

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Create Routing table:

ADD-ACDRT:ART=100,MAXSTEP=4;
CHANGE-ACDRT:ART=100,TYPE=ARTSTEP,STEP=1,ACT=RTGRP,ACDGRP=100;
CHANGE-ACDRT:ART=100,TYPE=ARTSTEP,STEP=2,ACT=WTSEC,SEC=90;
CHANGE-ACDRT:ART=100,TYPE=ARTSTEP,STEP=3,ACT=SKIP;

ADD-WABE:991106,,,RCG,N,,,,,;
CHANGE-ACDSD:CAFRCG,100,991106;
ADD-ACDRS:DS,100,23-59,100,NO,100;
ADD-ACDRS:RS,100,100,100,100,100,100,100,100,100;

ADD-WABE:5999,,,STN,N,,,,,;
ADD-DNIT:DNI,5999,DRTD,0,"PILOT 5999",YES,100,64,0,0,*,FORB;

CHANGE-TAPRO:STNO=5112,STD=99;
CHANGE-TAPRO:STNO=5042,STD=99;

Find a 'tapro' with the right buttons:

DIS-TAPRO:STD,99;
H500: AMO TAPRO STARTED

STD	DIGTYP	"SERVICE INFORMATION"	KEY LAYOUT						
99	OPTIT12	"12 KEYS U.S. STD 3: 2 LINE ACD AGENT PHONEMAIL "	1 ACDLOG	2 ACDAV	3 ACDWORK	4 ACDNAV	5 PHML		
		6 AUTOM 7 CONS 8 CNCT 9 HOLD 10 CL							
		11 LINE 12 LINE							
	OPTIA1	1 VACANT 2 VACANT 3 VACANT 4 VACANT 5 VACANT							
		6 VACANT 7 VACANT 8 VACANT 9 VACANT 10 VACANT							
		11 VACANT 12 VACANT 13 VACANT 14 VACANT 15 VACANT							

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Date: 2012-03-06
Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

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	OPTIA2	1 VACANT	2 VACANT	3 VACANT	4 VACANT	5 VACANT	
		6 VACANT	7 VACANT	8 VACANT	9 VACANT	10 VACANT	
		11 VACANT	12 VACANT	13 VACANT	14 VACANT	15 VACANT	
	+ - - - - +	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -
	OPTIA3	1 VACANT	2 VACANT	3 VACANT	4 VACANT	5 VACANT	
		6 VACANT	7 VACANT	8 VACANT	9 VACANT	10 VACANT	
		11 VACANT	12 VACANT	13 VACANT	14 VACANT	15 VACANT	
	+ - - - - +	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -
	OPTIA4	1 VACANT	2 VACANT	3 VACANT	4 VACANT	5 VACANT	
		6 VACANT	7 VACANT	8 VACANT	9 VACANT	10 VACANT	
		11 VACANT	12 VACANT	13 VACANT	14 VACANT	15 VACANT	
	+ - - - - +	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -	- - - - -

ACD Config in German:

```

AENDERN-ZAND:ACD,JA;
AENDERN-SDAT:5042,MERKMAL,AGENT&SUPER,,;
AENDERN-SDAT:5112,MERKMAL,AGENT,,;
EINRICHTEN-ACDGP:100,NORMAL,FIFO,5042,JA,NEIN,,;

EINRICHTEN-AGENT:654321,100,1,NORMAL,0,,0;
EINRICHTEN-AGENT:123456,100,2,NORMAL,0,,0;

EINRICHTEN-ACDRT:100,4;
AENDERN-ACDRT:100,ARTSTEP,1,RTGRP,100;
AENDERN-ACDRT:100,ARTSTEP,2,WARTEN,90;
AENDERN-ACDRT:100,ARTSTEP,3,WEITER;
AENDERN-ACDRT:100,ARTSTEP,4,WEITER;

EINRICHTEN-WABE:991106,,,RCG,NEIN,,,,,;
AENDERN-ACDSD:RCG,100,991106;
EINRICHTEN-ACDRS:AS,100,23-59,100,NEIN,100;
EINRICHTEN-ACDRS:TR,100,100,100,100,100,100,100,100,100;

EINRICHTEN-WABE:5999,,,TLN,NEIN,,,,,;
EINRICHTEN-DNIT:DNI,5999,DRTD,0,"PILOT 5999",JA,100,64,0,0,*,VRBT;

```

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 Date: 2012-03-06
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AE-TAPRO:5112,99,;

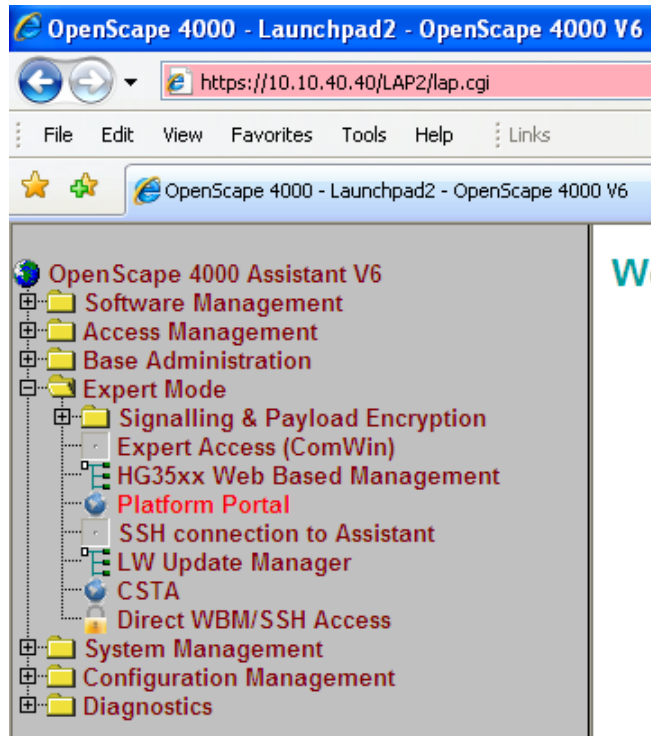
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Date: 2012-03-06
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4.2 HiPath 4000 CSTA configuration

The IP address of the CSTA interface in HiPath 4000 v6 can be found in the web platform portal:



LAN Overview

Customer LAN

System Name Node 1	linux-nz1c
System Name Node 2	linux-ynpr
Ethernet Interface Node 1	eth0
Netmask	255.255.255.0
IP Address configured for eth0	10.10.40.46
IP Address of Portal	10.10.40.41
IP Address of Assistant	10.10.40.40
IP Address of CSTA	10.10.40.47
Default Router	10.10.40.1

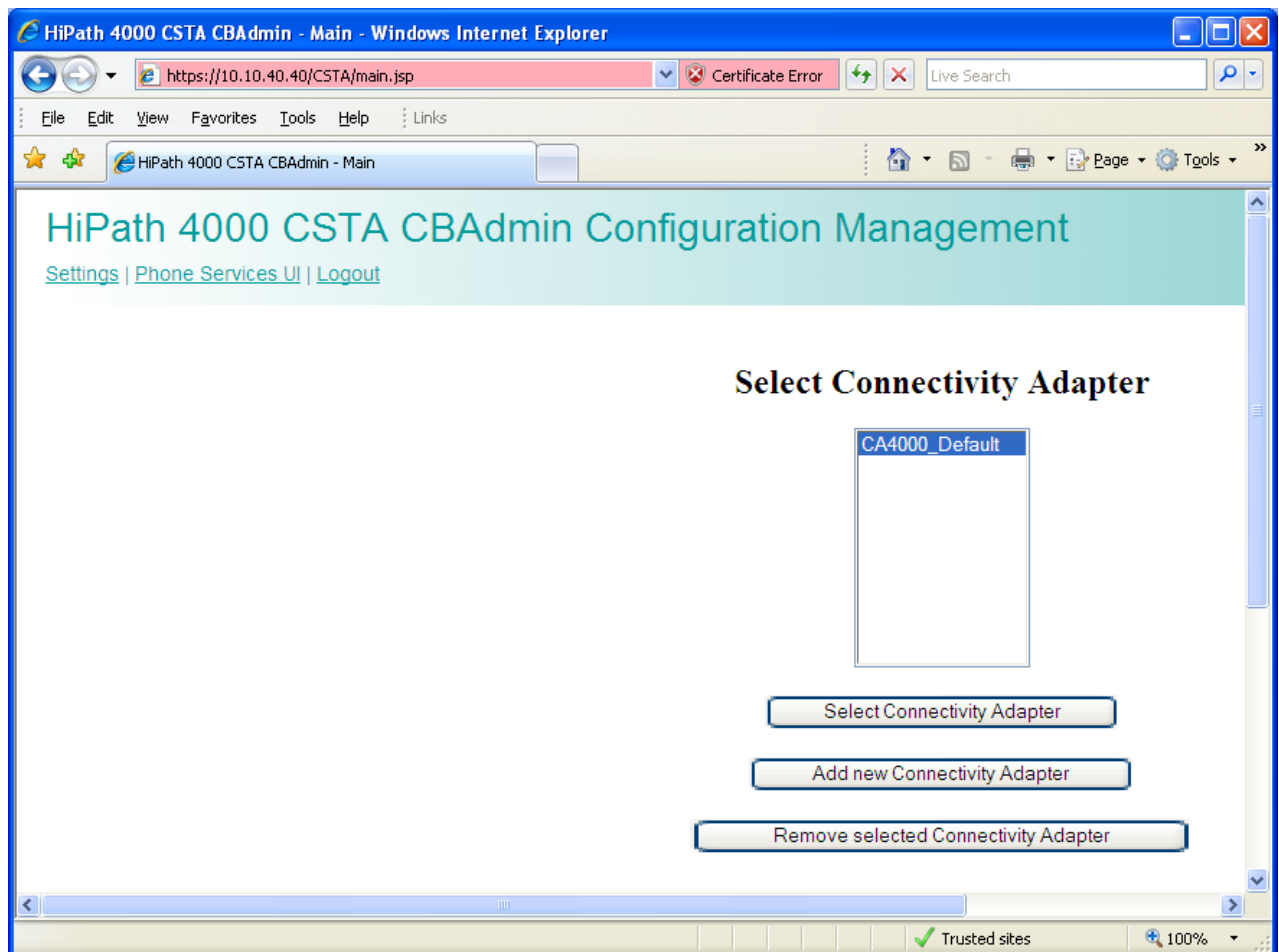
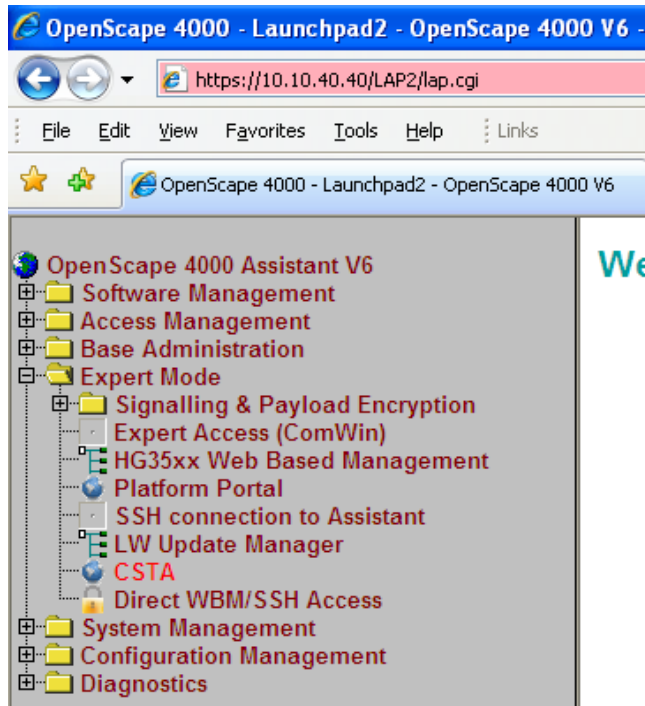
IPDA LAN

Ethernet Interface Node 1	eth0
Netmask	255.255.255.0
CCA IP Address	10.10.40.42
NGS IP Address	10.10.40.48
Default Router	10.10.40.1

Atlantic LAN

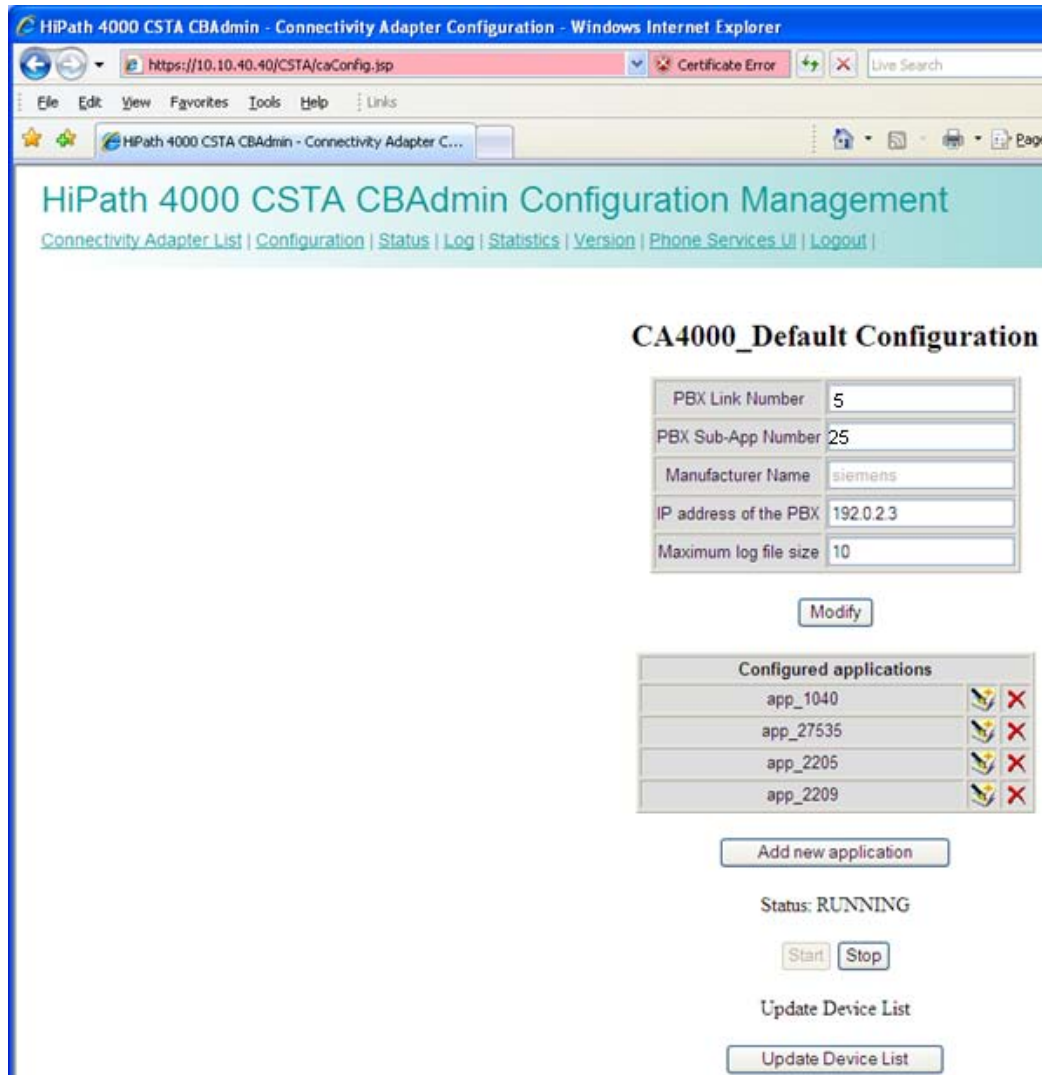
Ethernet Interface Node 1	eth6
Ethernet Interface-2 Node 1	eth7
Netmask	255.255.255.0
IP Address of Portal	192.0.2.7
IP Address of Assistant	192.0.2.5
CSTA IP Address	192.0.2.25

The port number is indicated inside the Connectivity Adapter configuration:

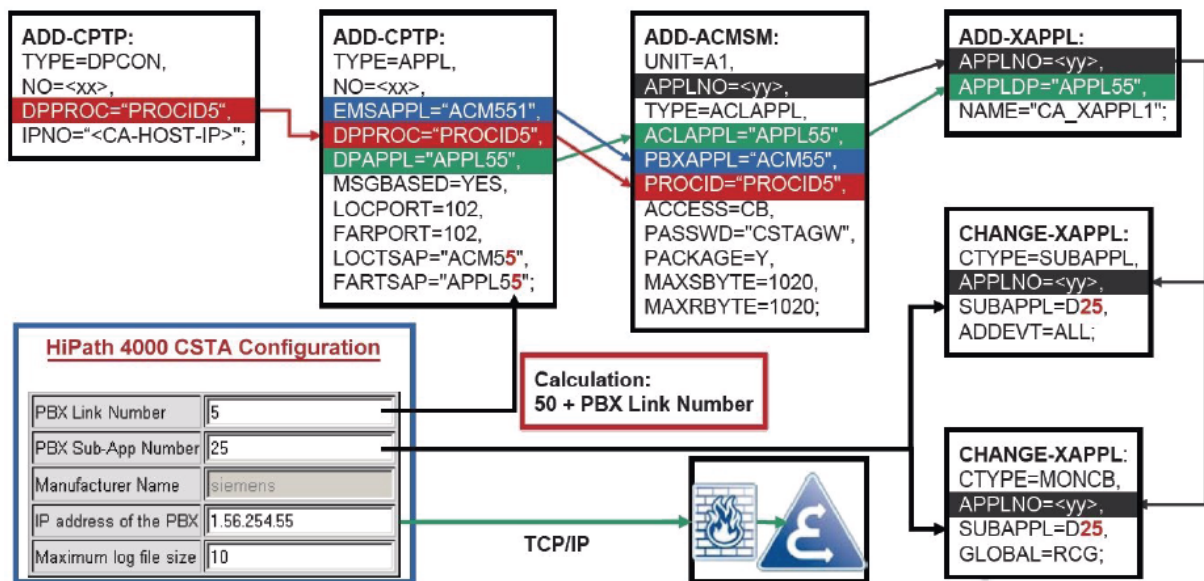


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Date: 2012-03-06
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The standard CA4000 configuration is using the PBX Link number 5 and Sub-App 25. This configuration is automatically done and it comes from the following AMO's:



The following basic activities must always be carried out for each CA instance:

1. Maximum number of ACL-C applications must be set AMO: DIMSU parameter: ECCS:
2. Maximum number of monitored devices must be set AMO: DIMSU (dimensioning of features, switching unit) parameter: ACDMONID, number of monitored id sets (e.g. acdagents -only acd-g). The maximum number of permitted monitored devices. Any attempt by the application to set more monitoring points than permitted by the maximum number of monitored devices will be rejected.
3. Call processing timers must be set AMO: CTIME, customer-specific CP1 timers, switching unit manages the call processing timers, which are evaluated by the MakeCall requests.
4. Initial communication ACL-C Link must be configured AMO: CPTP, communication parameters for tcp/ip connection (as ACL-C identifier only) TYPE:DPCON
5. Application interface parameters must be set (transport address) AMO: CPTP, communication parameters for tcp/ip connection TYPE:APPL
6. ACL Manager parameters must be configured AMO: ACMSM, aclmanager communication parameter APPLTYP= ACLAPPL
7. XAPPL application must be configured AMO: XAPPL, DVA -application ACL
8. XAPPL sub-application parameters must be configured AMO: XAPPL, CTYPE: SUBAPPL.
9. XAPPL sub-application parameters must be configured AMO: XAPPL, CTYPE: MONCB.

In case it is not already configured or it is already in use. Create a new ACL link:

```
ADD-CPTP:DPCON, 55, "PROCID5", "192.0.2.25";
ADD-CPTP:APPL, 55, "ACM55", "PROCID5", "APPL55", YES, 102, 102, "ACM55", "APPL55";
ADD-ACMSM:A1, 55, ACLAPPL, "APPL55", "ACM55", "PROCID5", CB, "CSTAGW", Y, 1020, 1020;
ADD-XAPPL: 55, "APPL55", "ASC", "ASC", "ASC", "ASC";
CHANGE-XAPPL: SUBAPPL, 55, D25, ALL;
CHANGE-XAPPL: MONCB, 55, D25, RCG, ;
/*
/* If they don't exist already also add :
ADD-CPTP:DPCON, 5, "CCMSCSRV", "192.0.2.5";
ADD-CPTP:DPCON, 6, "CCMSDBSY", "192.0.2.5";
ADD-CPTP:APPL, 15, "FAMOS2", "CCMSCSRV", "CCMSCNFG", YES, 102, 102, "FAMOS2", "CCMSCNFG";
ADD-
CPTP:APPL, 16, "DBSYNC1", "CCMSDBSY", "CCMSCNFG", YES, 102, 102, "DBSYNC1", "CCMSCNFG";
/*
EXEC-UPDAT: BP, ALL;
```

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Date: 2012-03-06
Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

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EXEC-UPDAT:A1,ALL;

Restart Connectivity Adapter on CSTA Admin Portal

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Date: 2012-03-06
Document: released_certification_report_Passive_rec_ASC_EVOip_on_H4kV60.doc

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Finally you must configure the port on which the CSTA application will connect to and assign the appropriated license. No license allows up to 10 monitoring points.

HiPath 4000 CSTA CBAAdmin Configuration Management

[Connectivity Adapter List](#) | [Configuration](#) | [Status](#) | [Log](#) | [Statistics](#) | [Version](#) | [Phone Services UI](#) | [Logout](#)

Application

Application name	app_1040
TCP Port (1025-30000)	1040
Automatic Global Routing Trigger	NO
Monitor Filter	CSTA Standard
Private Data Version Number	4.1.0
Use External DNIS	No
License type	No license

5 Confirmation

Testing personnel confirms that the test cases in chapter 3 were performed and that the results were as described in this document.

Matthias Roedel

Eddy Sterckx, Graciela Zaera

ASC telecom AG

SEN