

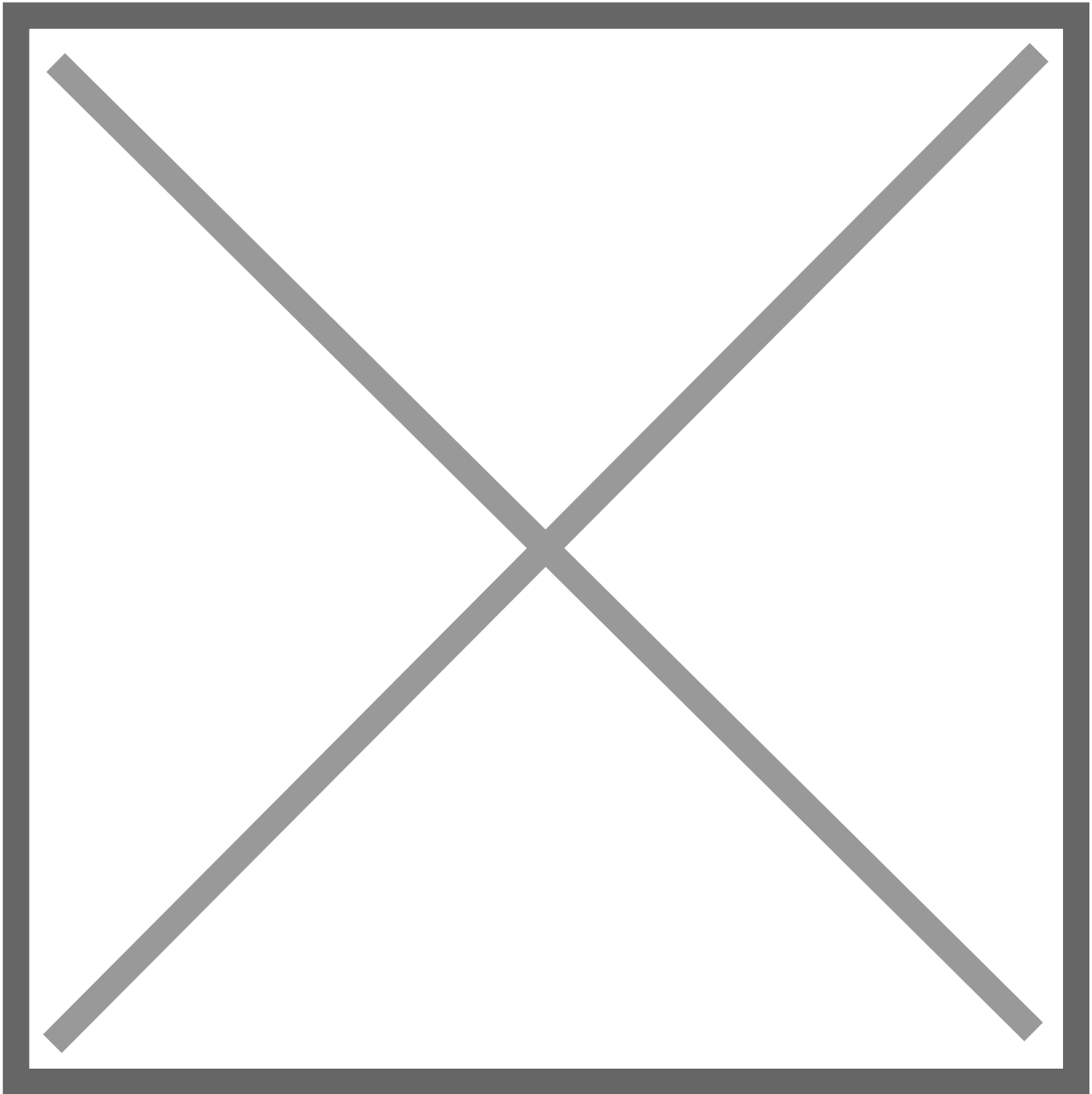
Avaya AES - TSAPI CTI link basic testing

In a previous entry we integrated Application Enablement Services and Communication Manager setting up a TSAPI CTI link to be used by a 3rd party software.

In this entry we will work creating a new TSAPI user that will be used for external applications (we will integrate Verint application in a future entry), but in the meantime we will test that user using 2 methods.

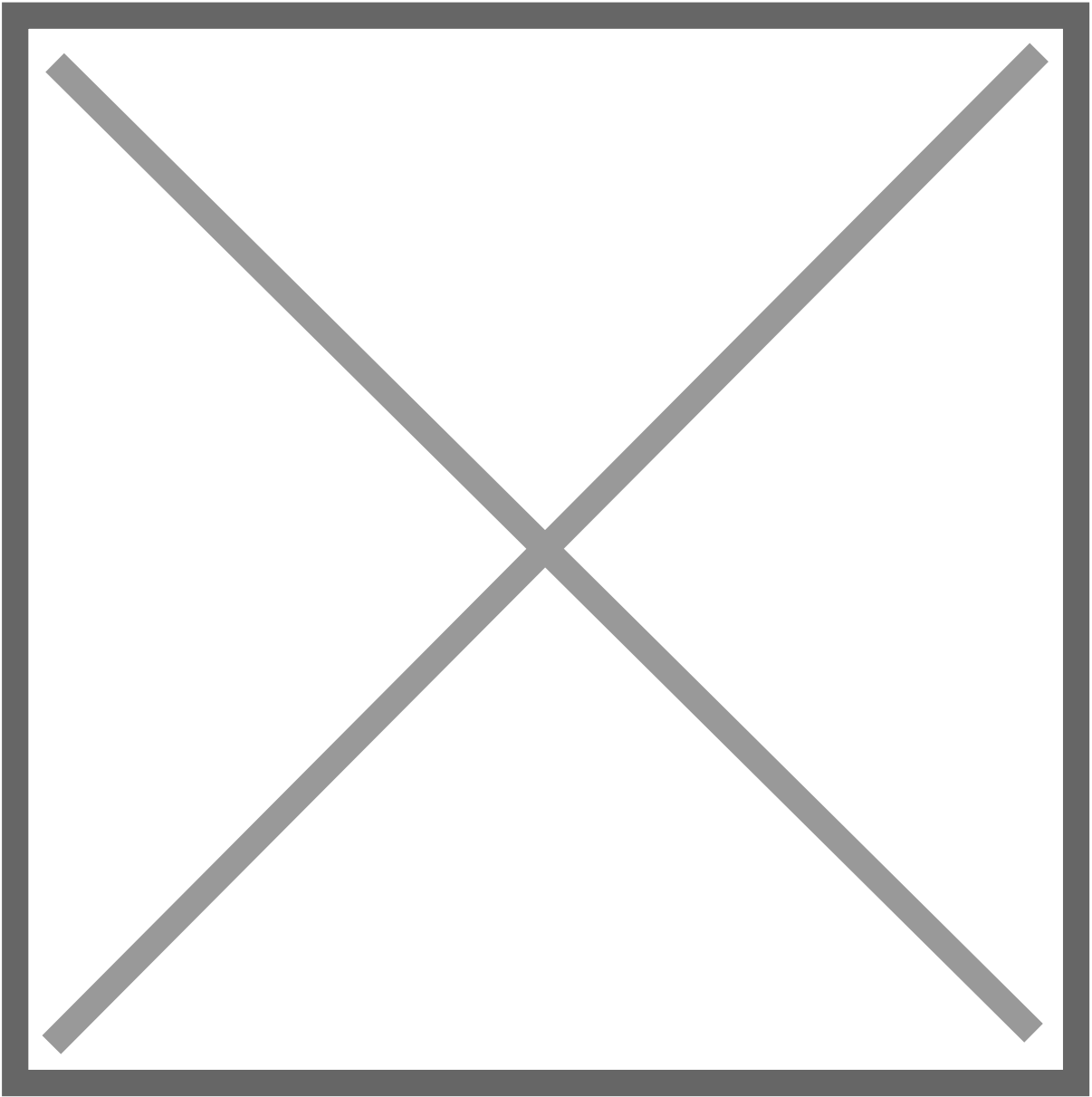
Log in into the AES server and navigate to:

User Management -> User Admin -> Add user

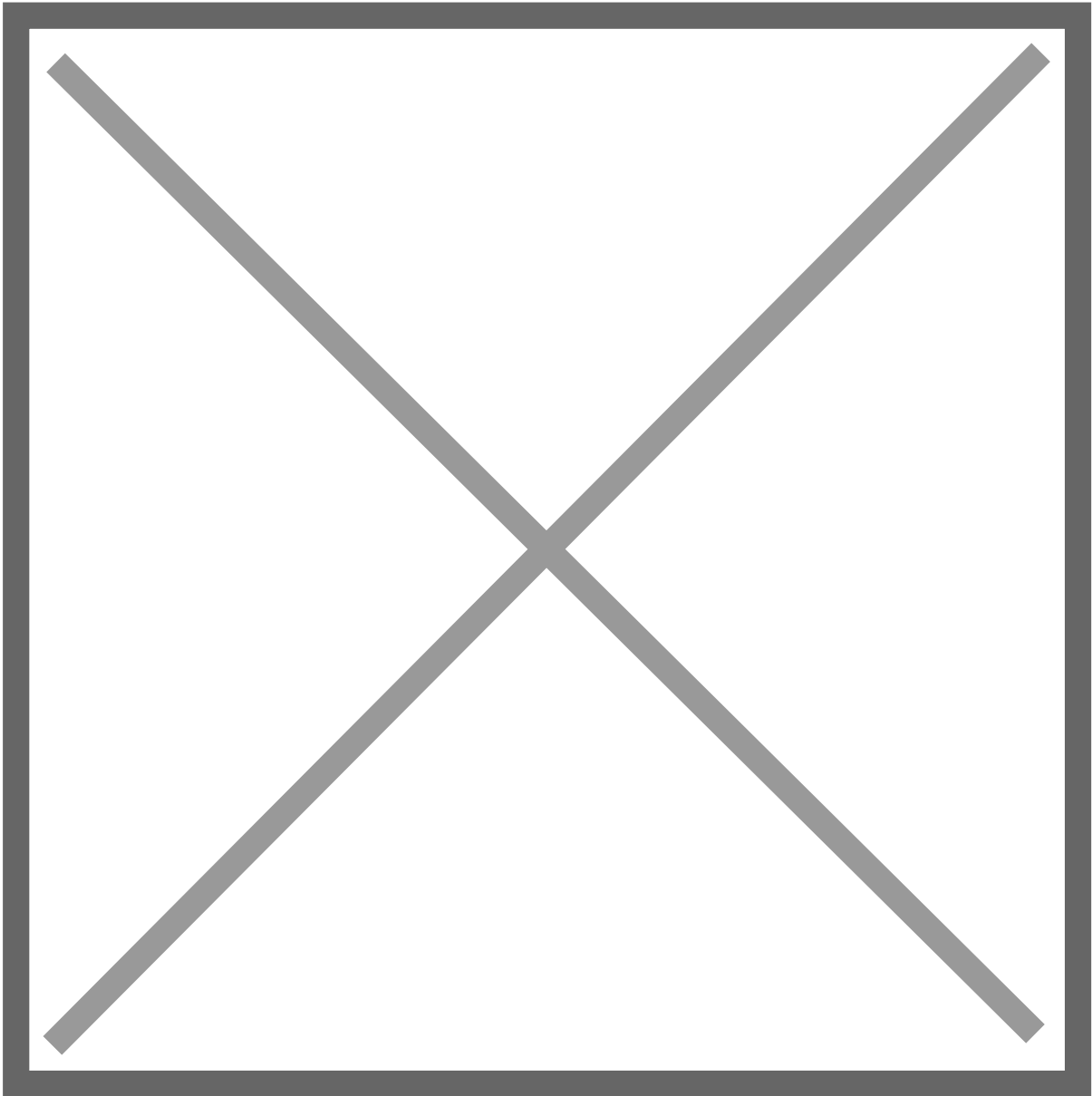


Make sure the *CT User* option is set to Yes.

Now with the user created, lets change the permissions to set ctitsapi to be able to access any element in the Avaya CM, navigate to **Security -> Security Database -> CTI Users -> List All Users** and click on the *Edit* button:

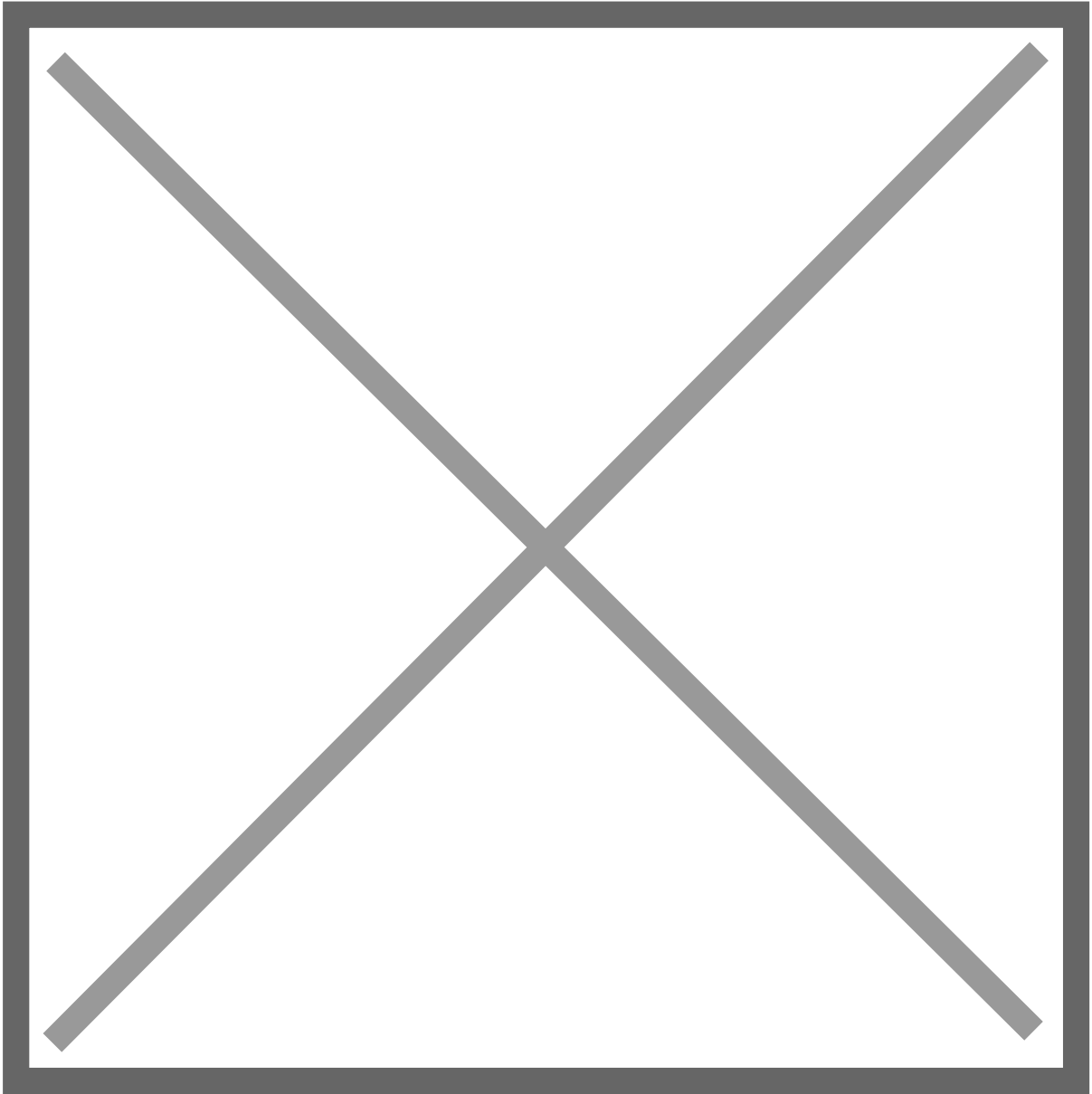


Enable Unrestricted Access option:

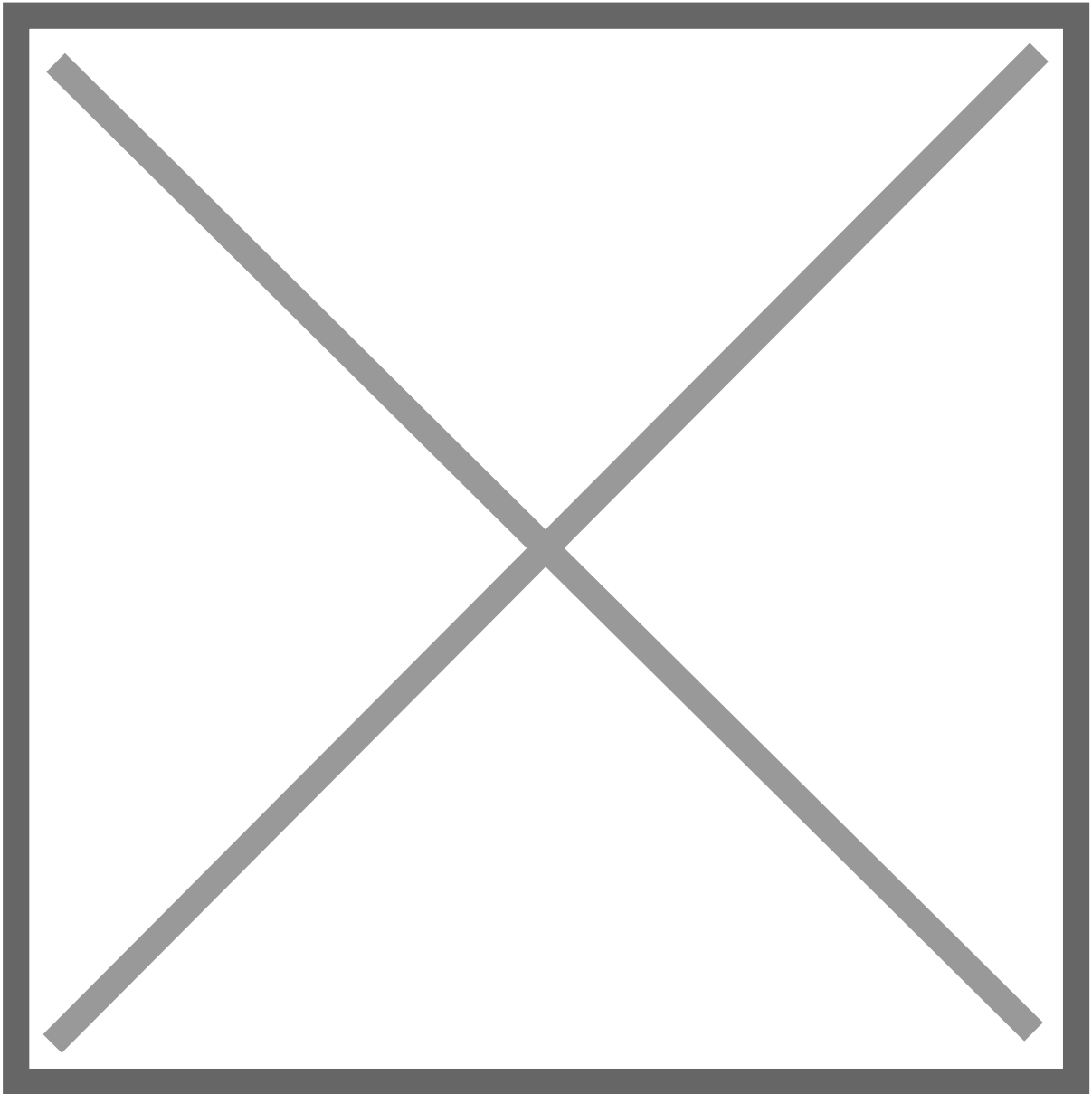


Its now time to test, as mentioned before, we will use 2 methods:

1. Testing locally using, navigate to Utilities -> Diagnostics -> TSAPI Test:

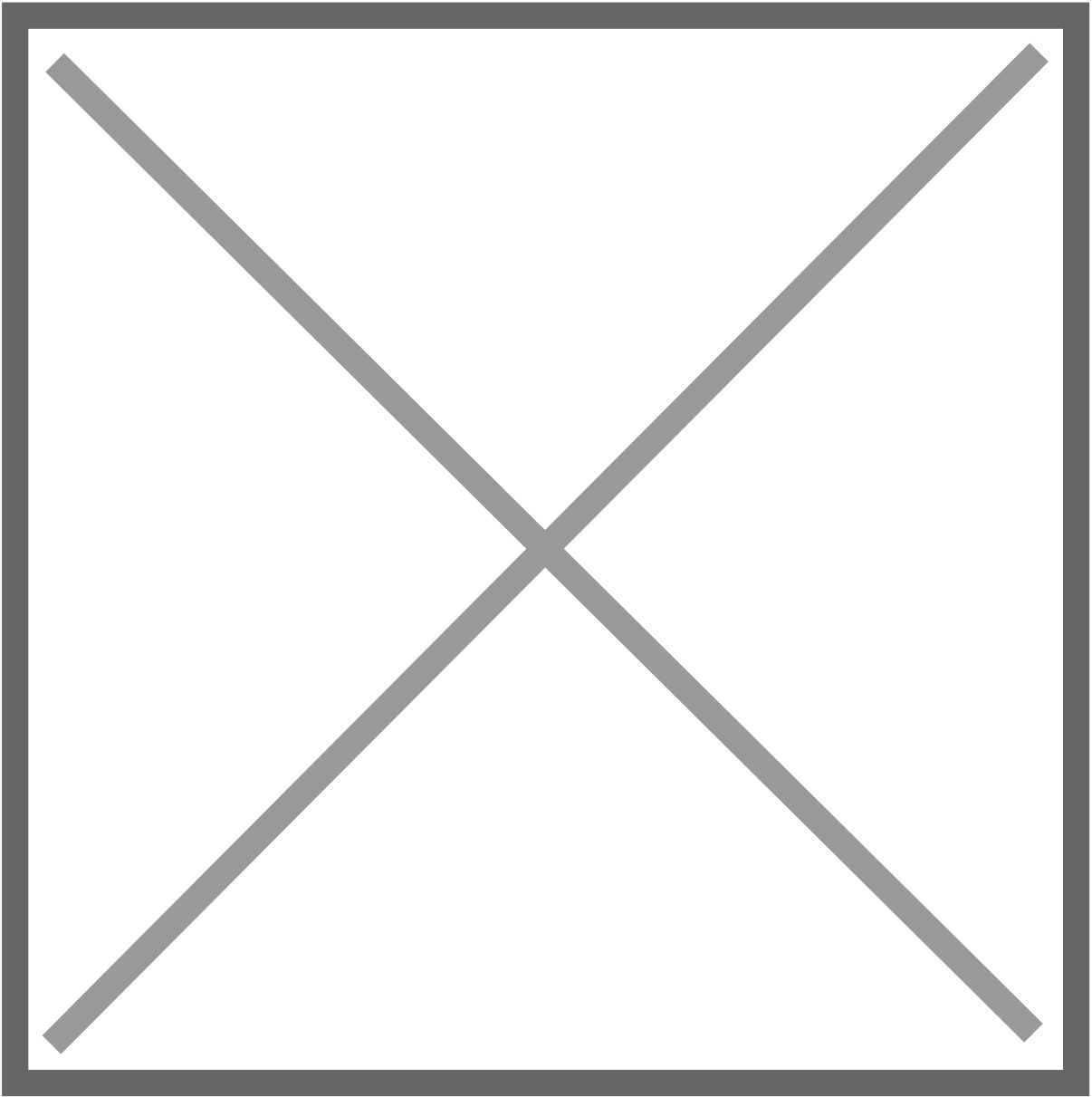


Type the user y password created in the previous step and fill out a valid and registered extension in the from field and use other station, VDN or hunt group (I used the voicemail hunt group), if everything is fine you will see a successful message like this one:

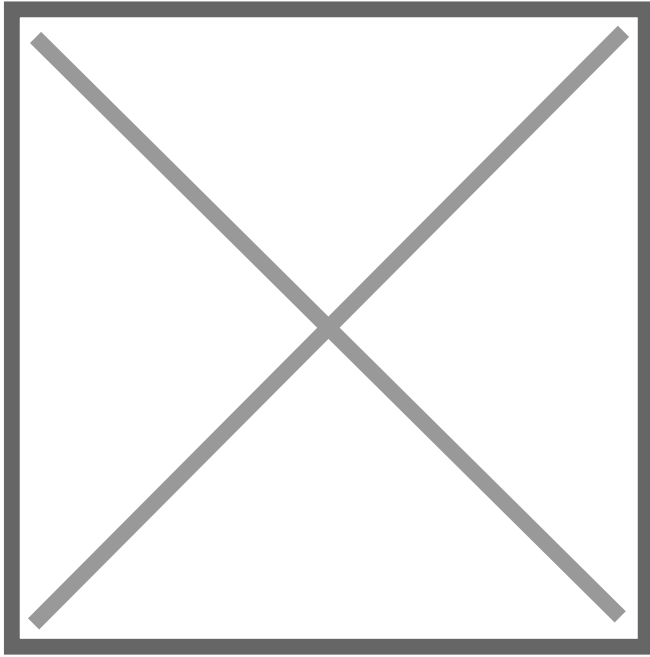


2. The second option to perform a test is using the official client provided by Avaya in the web portal:

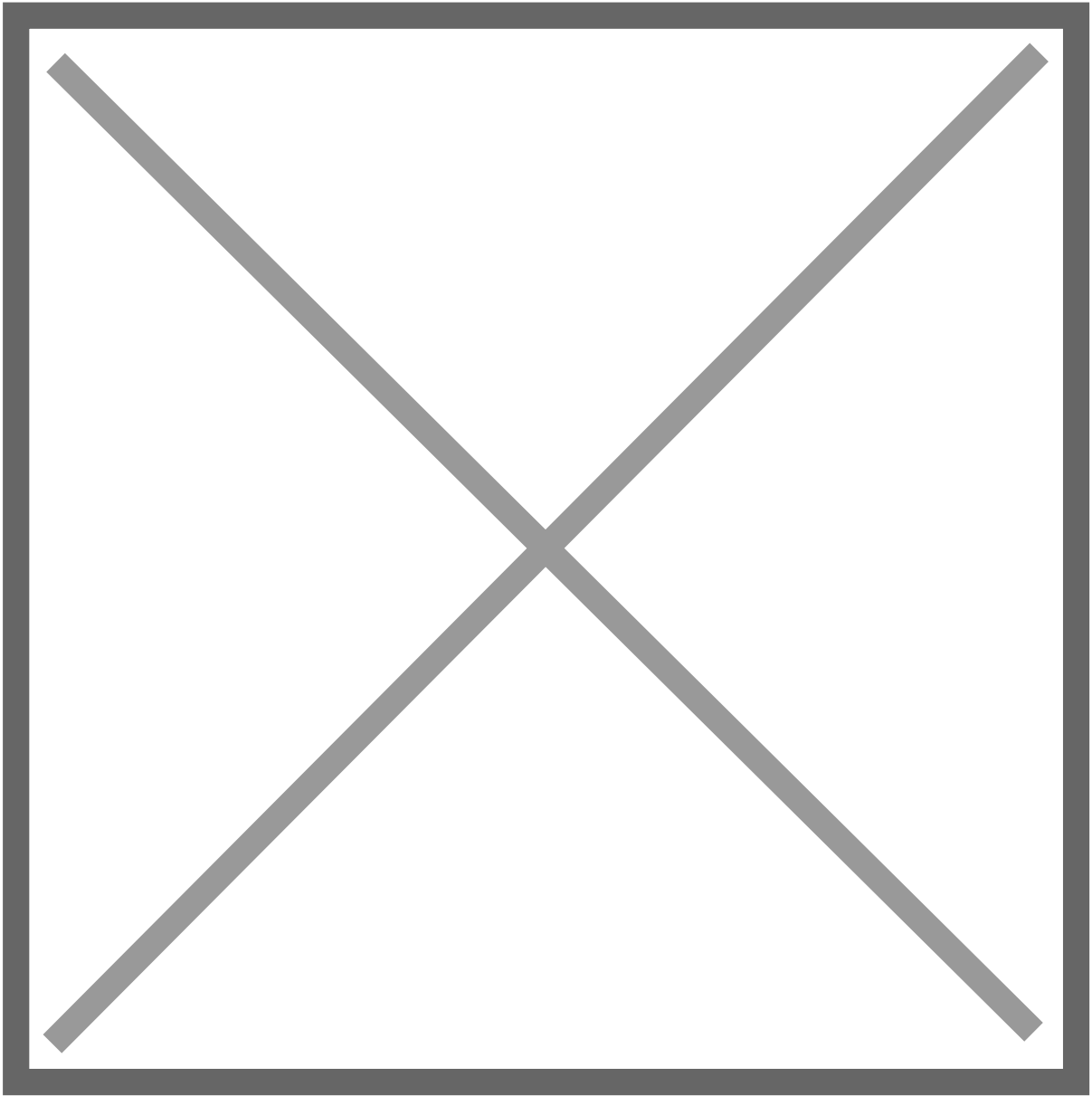
Download and install the TSAPI client application from Avaya Support.



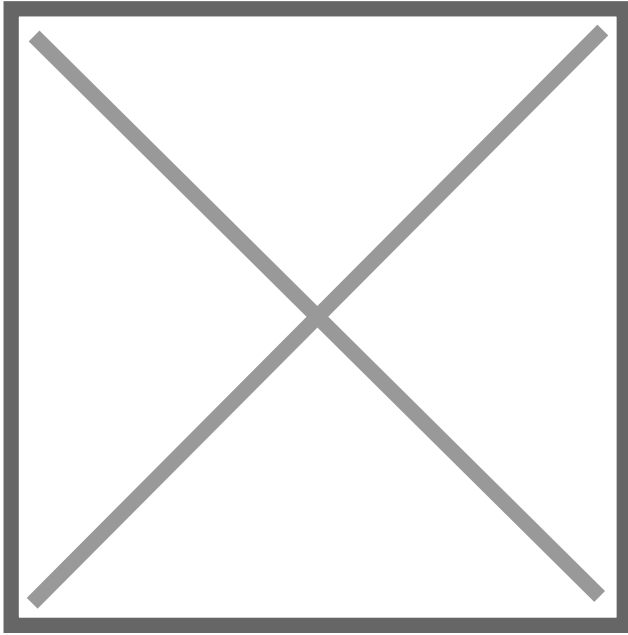
After the software is installed edit TSLIB.INI



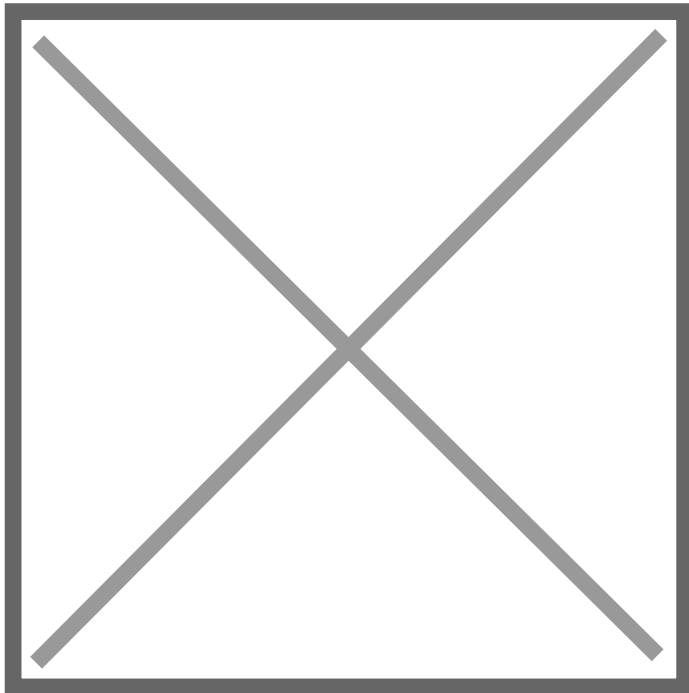
Add a new line/edit the following with the IP address of the AE Server:



After completed, open the TSAPI Test:



Fill out all the information again (server in the top is populated automatically) and click Dial, if successful you should get a message like the following:



Source: <https://whereismyvoicepacket.com/aes-tsapi-test/>

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