# QLIVE I PRE-INSTALLATION CHECKLIST (Avaya IPO)

The following is a checklist of items the Metropolis Support team will need prior to installation to ensure QLIVE is correctly configured. The team will need open remote access during the installation, preferably using the Metropolis Remote Support tool.

## Required Tasks:

- Review the System Requirements
- Provide Agent & Queue/Hunt Group Information
- Provide Email Identity Information

## System Requirements:

Metropolis applications do not require a dedicated PC/Server. Virtual environments, such as VMware, may also be used. Additional requirements may be necessary depending on specific configuration and capacity needs.

- Windows 10 or 11; Server, 2012, 2016, 2019 or 2022
- Intel Xeon, i5, i7, i9 processor (2 CPUs with 2.8 GHz processor or greater)
- 16 GB RAM or higher
- 250 GB free disk space
- Internet connection (for remote support and web access)

**Avaya IP Office 7, 8 or 9**: **No** CTI Link Professional License(s) are required

**Avaya IP Office 10, 11 or 12.x:** CTI Link Professional License(s) are required

## Agent & Queue/Hunt Group Information:

Create your list of Agents as well as Groups/HuntGroups/Queues to be monitored in QLive. Use the document link below to access the Agent Setup template.
http://www.metropolis.com/doc/QLive-GroupAgentSetup.csv

## Email Identity:*

In order for the system to email alerts or reports, the SMTP server information must be configured. The system has a built-in email server with TLS (Transport Layer Security) protocol available (to enable, enter a valid email address in the SMTP settings screen). Customers may also use their own SMTP server, in which case the following information would be necessary:

- **From Name** - Enter the name to appear on the “from” section of the email message.
- **Reply To Email Address** - Enter the email address to appear on the “from” section of the email message.
- **Outgoing Mail (SMTP) Server** - Enter the name or "address" of your Outgoing SMTP server.
- **Outgoing Mail Server Username / Password** - If applicable, enter the SMTP server login user name and password, as provided by your system administrator or Internet service provider.

**If the User also has XT Telemanagement installed, no additional SMTP configuration is required.*

# IP Office Version 10.x - Configure Avaya IP Office

## Confirm CTI Pro License is Installed

From a PC running the IP Office Manager application, select **Start -> All Programs -> IP Office -> Manager** to launch the application. Select the appropriate IP Office system, and log in using the appropriate credentials.

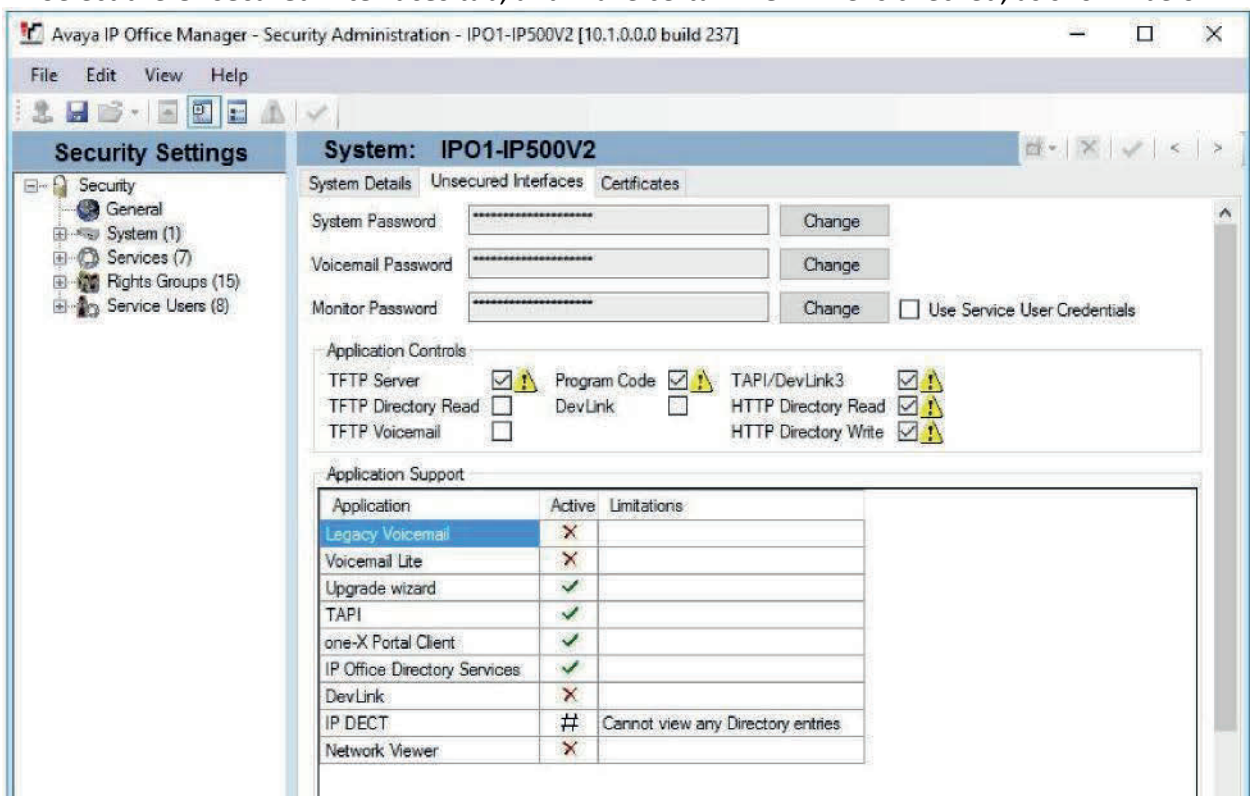
The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there are valid licenses for **CTI Link Pro**.

## Administer System Interfaces

From the configuration tree in the left pane, select **File -> Advanced -> Security Settings** from the top menu.

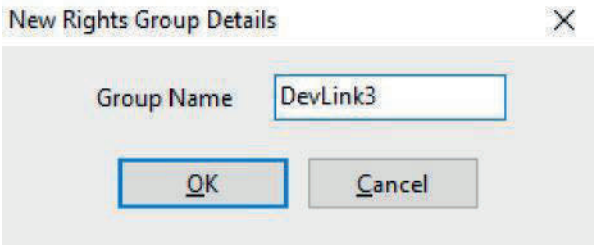
The **Avaya IP Office Manager – >Security Administration** screen is displayed. Select **Security -> System** from the left pane, to display the **System** screen in the right pane.

Select the **Unsecured Interfaces** tab, and make certain **DevLink3** is checked, as shown below.



**Administer Rights Groups**

From the **Avaya IP Office Manager –> Security Administration** and them right-click on **Rights Groups** and then **New** from the pop-up list to add a new rights group.



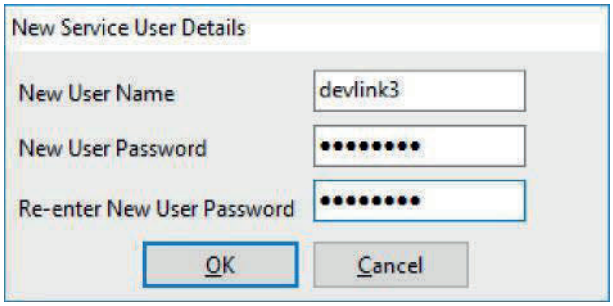

The **New Rights Group Details** dialog box is displayed. For **Group Name**, enter a descriptive name such ad DevLink3.

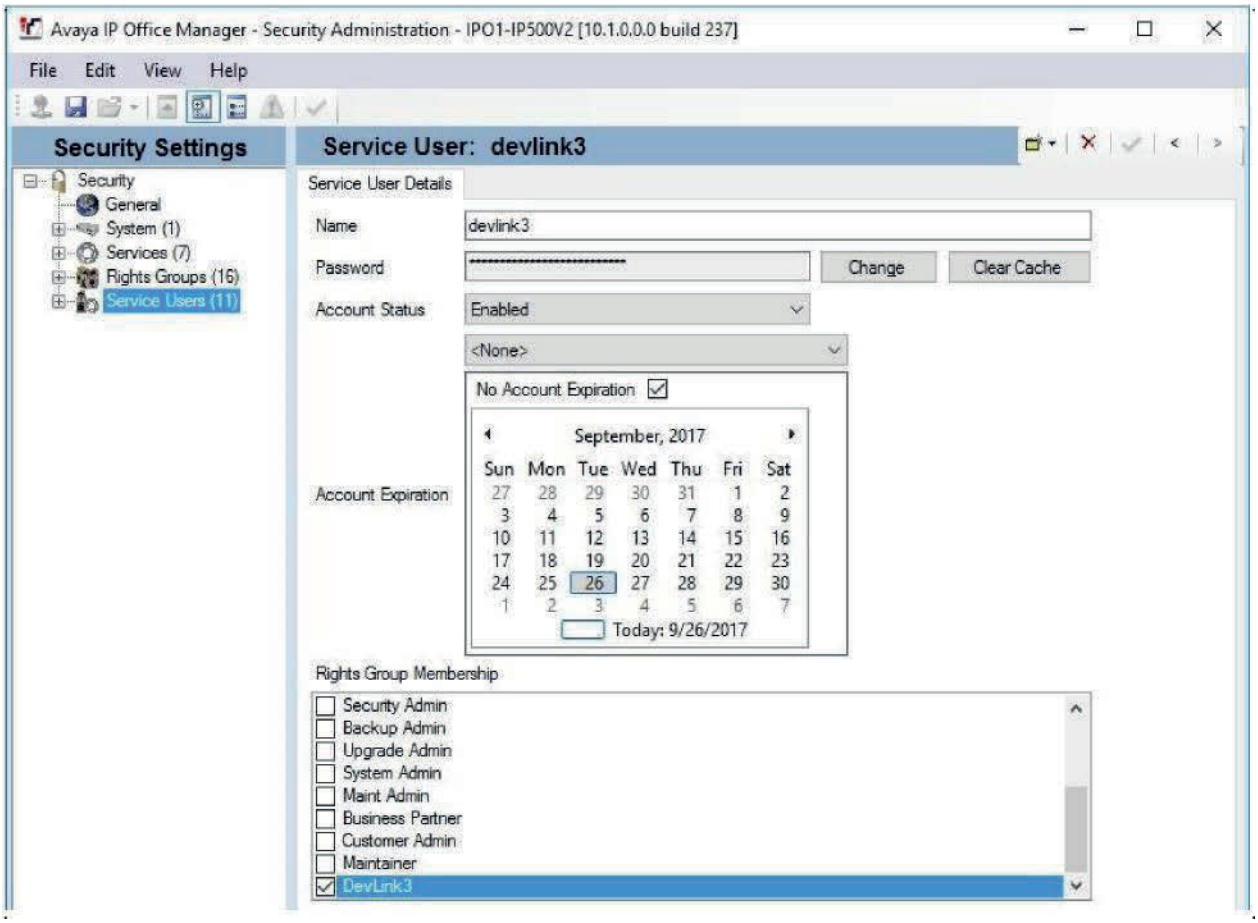
The **Avaya IP Office Manager –> Security Administration** screen is updated, with **Rights Group: DevLink3** shown in the right pane, where **DevLink3** is the name of the newly added rights group.

Select the **Telephony APIs** tab in the right pane, and check **DevLink3**, as shown below.

**Administer Service Users**

From the **Avaya IP Office Manager -> Security Administration,** select and right-click on **Service Users** in the left pane, followed by **New** from the pop-up list to add a new service user. The **New Service User Details** dialog box is displayed. Enter desired name and password, as shown below.




The **Avaya IP Office Manager –> Security Administration** screen is updated, with **Service User: devlink3** shown in the right pane, where **devlink3** is the name of the newly added service user from above. Scroll the **Rights Group Membership** in the bottom right pane as necessary, and check the newly added rights groups.