



ESNA OFFICELINX™

Port Pooling Configuration Technical Note

PORT POOLING CONFIGURATION TECHNICAL NOTE

This guide describes the processes for configuring and deploying port pooling with the SIP layer of the Esna Officelinx software platform. Please keep in mind that the settings used in this guide may be different for your own deployment (e.g. server IP address, extension numbers, etc.). The purpose of this guide is to provide an example and overview of how systems can be integrated for port pooling.

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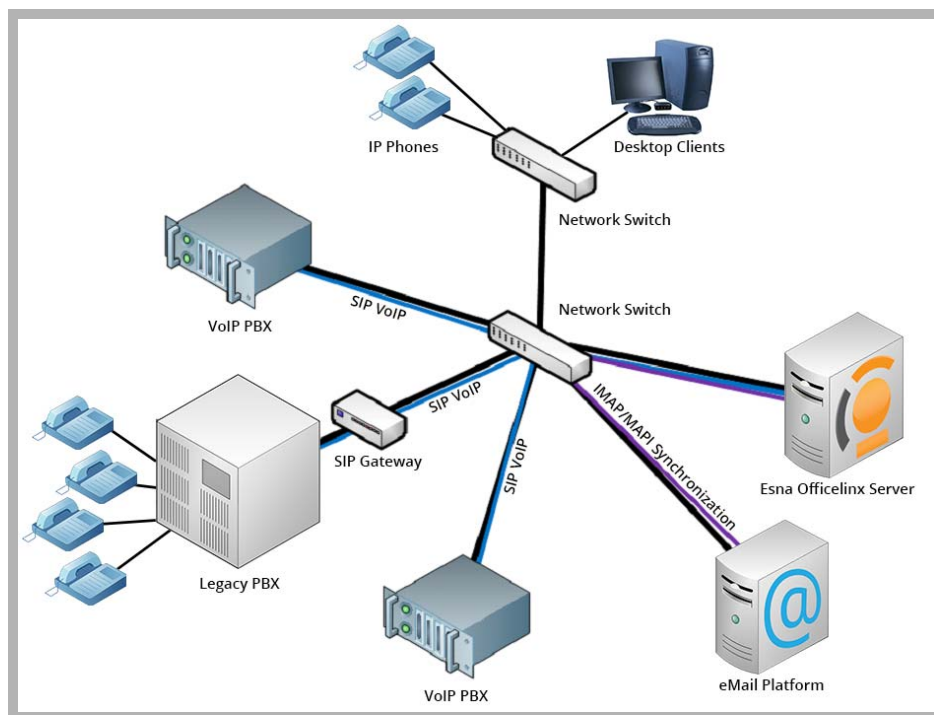
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PORT POOLING CONFIGURATION TECHNICAL NOTE

Overview

Port pooling provides the ability to make a collection of voicemail ports available across multiple PBX systems without dedicating voice server resources to each. Port pooling:

- Efficiently adapts to varying call volumes, providing maximum port availability to each endpoint at all times. This allows for a smaller voice server footprint which reduces costs.
- Provides for simple endpoint scaling. Trunks from PBXs can be scaled without requiring modifications to the voice server configuration.



SIP port pooling deployment within a sample PBX environment

Port pooling can improve the versatility and efficiency of the voice (communications) network for companies where:

- There are single or multiple office locations with multiple PBXs.
- All connectivity is trunked (direct, or via gateways; registration is not supported with port pooling). Refer to the specific PBX integration guides for details.

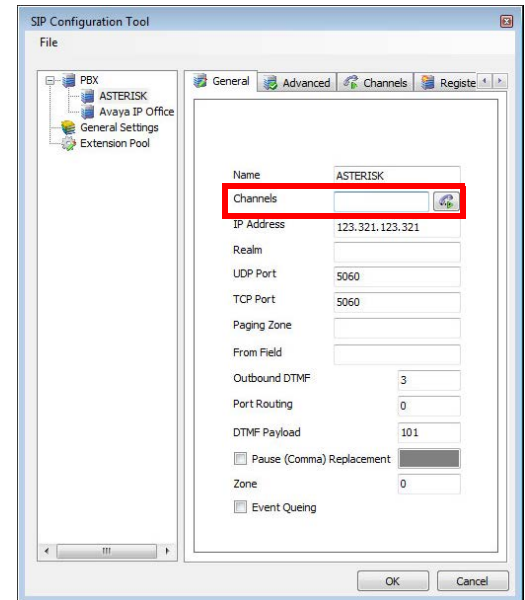
Note: For a High Availability deployment, the voice and SIP configuration settings must be applied to each voice server present on the system. Database configuration changes should be made on the consolidated server and will be propagated through database synchronization.

Server Configuration

This section describes the configuration required to enable port pooling within the Office-LinX SIP layer. This document is geared towards certified Esna technicians as well as technical support and sales engineering personnel. It is assumed that the server has already been deployed and that communication with the PBX has been established. If not, please see the relevant server installation and administration guides.

SIP Configuration requirements

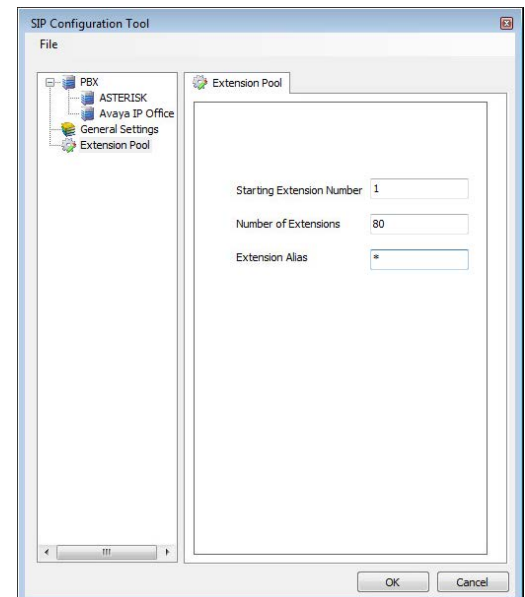
When defining each PBX in the SIP Configuration Tool, do not specify channels in the channel field under the General tab for each PBX.



Note: If the system has been previously configured with channels, these values may still be present in the ETSIPService.ini file. Edit the file to verify that these have been removed.

SIP Configuration

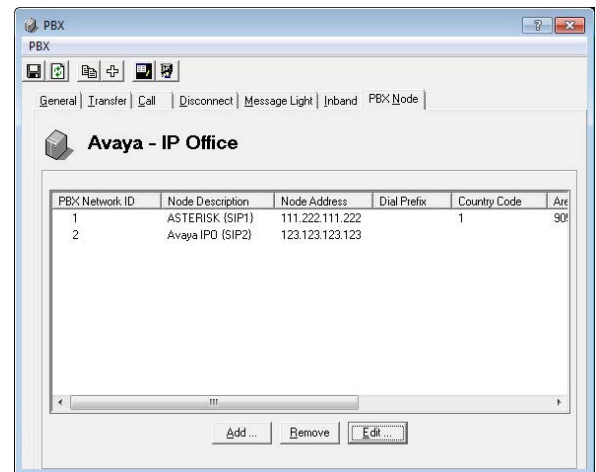
1. Navigate to the **PBX > ANI** tab and specify the voicemail pilot or hunt group in the Voice Port Alias field.
2. Navigate to the **Extension Pool** settings and define a starting extension number (generally **1**), the number of extensions (total port quantity), and the alias (trunked connectivity can be defined as *****).



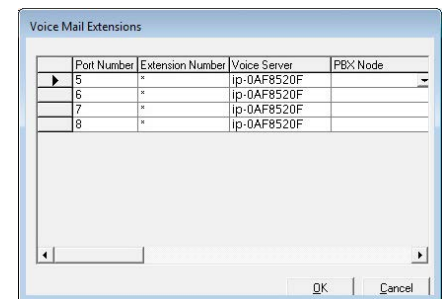
PBX Properties Definition

Configure the corresponding PBX Nodes in the PBX Properties dialog of the OL Admin interface:

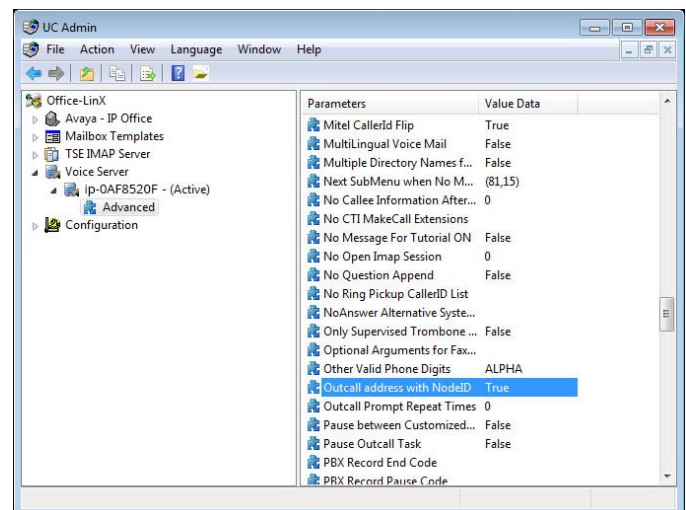
1. Set the PBX Network ID to correspond to the entry order in the SIP Configuration Tool.
2. For the node description, each unique SIP endpoint (rather than logical PBX endpoint) must be defined within curled braces “{ }” as shown. The string within the braces must be unique for each endpoint.



3. Verify in the definitions for the **Voice Mail Extensions** (on the **General** tab) that connectivity is defined as trunks (*) and that no PBX nodes are assigned for a pooling configuration.

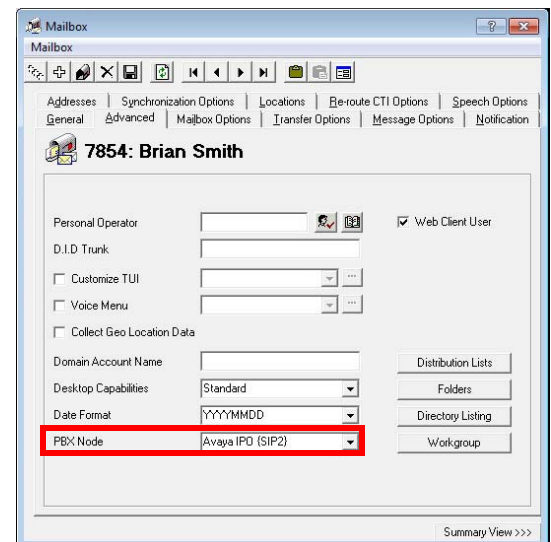


4. Verify under Advanced voice server configuration that **Outcall address with NodeID** is set to **True**.



Note: For OfficeLinX 7.x, this parameter is found within the registry under: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TOLEE\General Settings and should be set to **1** which indicates **True**.

- Define PBX Nodes for user extensions and mailboxes. Calls will be routed depending on the corresponding PBX node definitions in previous steps.



Note: A single mailbox can have extensions belonging to different nodes, routing will be applied depending on the currently assigned extension(s) to the mailbox.

Testing and Validation

To validate the port pooling configuration the following results should be expected:

- Inbound calls should fill from port 1 and up regardless of call order from the PBX (i.e. when no ports are in use, the first call will be accepted on the first and each sequential port regardless of the originating PBX).
- Outbound calls should follow the assigned node for the mailbox extensions and ring correctly on the assigned PBX and device.
- Dialing voicemail pilot should integrate for mailbox access.
- Forwarded calls (no answer and busy) should have appropriate messages for the correct mailbox number.
- Ensure in-progress calls are correctly trombone (hairpin) transferred through the Officelinx server.
- With Enhanced Call Control enabled (Officelinx 8.0 and higher), test on-call functionality such as transfer, hold, handoff, etc. via the in-call hot-key (** by default).

Ensure the above steps are tested with handsets from each PBX within the voice environment. Ensure that call progress completes fully and cleanly within the environment.