



FACT SHEET

Application Enablement Services 4.1

System Management Service SDK

The System Management Service is a web service resident on Avaya Application Enablement (AE) Services that exposes selected management features of Avaya Communication Manager. The System Management Service enables clients that use SOAP to display, list, add, change and remove specific managed objects on Communication Manager.

About Avaya AE Services

AE Services is a software platform that provides connectivity between client applications and Communication Manager. AE Services includes an enhanced set of Application Programming Interfaces (APIs), client-side libraries, protocols, and web services that expose the capabilities of Communication Manager to application developers.

About the System Management Service

The System Management Service provides a high-level abstraction of the management features of Communication Manager. The web service provides programmatic access to a subset of the administration objects available via Communication Manager's System Access Terminal (SAT) screens. The web service also provides the ability to discover the status of resources on Communication Manager. Clients of the web service access Communication Manager's administration functions by specifying the form or service model to operate on, along with the desired operation, fields, parameters and values.

A key benefit of the System Management Service is that it allows programmatic access via a standard protocol (SOAP) to functionality that is otherwise usually only accessible using terminal emulation using SAT forms.

The System Management Service supports the following system management requests:

- **Submit Request:** Submits a service request. The method invokes any of the available commands for the supported service models.
- **Release Request:** Explicitly ends a session. The method releases the resources associated with a session and terminates it.

What's in the SDK?

The System Management Service SDK comprises:

- The WSDL file which defines the web service. The WSDL is used to generate stubs for client-side web applications.
- HTML pages for each of the supported service models, listing the available commands for each.
- Usage notes for the web service and sample application.
- Sample application: demonstrates interactions between a Java client employing client side stub code and the System Management Service.

Service models supported by the System Management Service

AARAnalysis AESvcsCTILink AESvcsInterface AESvcsLink ARSAAnalysis Agent AliasStation AuthorizationCode BCMSAgentReport BCMSSkillReport BCMSTrunkReport BCMSVDNReport Board COR COS CTILink Configuration	CoveragePath CustomerOptions DefaultRegion DialPlan DialPlanParameters DisplayParameters ExtensionStation FeatureAccessCodes HuntGroup IPAddressUsage IPCodec IPHoteling IPInterface IPNetworkMap IPNetworkRegion IPNetworkRegionStatus IPNodeNames IPOptions	IPRegistratio IPServerInterface IPServices IPStations ListExtensionType ListHistory ListIPInterface ListIPNetworkRegionMonitor ListNodeNames ListUsageExtension Locations Logins OffPbxStationMapping ProcessorIPInterface PublicUnknownNumbering RegisteredIPStations SignalingGroup SiteData	SoftwareVersion SpecialApplications Station StationStatus System SystemFeatures SystemParameters SystemSecurity Translation TrunkGroup TrunkStatus VDN Vector WitnessStation
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- The System Management Service is a web service resident on Avaya Application Enablement Services
- The System Management Service exposes selected management features of Avaya Communication Manager to clients using SOAP
- The SDK includes the WSDL required to create client-side stubs on web applications
- The SDK includes documentation on supported service models and commands
- The SDK includes a sample application that demonstrates the web service's capabilities

Getting started

The System Management Service SDK can be downloaded free of charge from the Avaya DevConnect web portal (registration required).

In addition, the AE Service Web Services Programmer's Guide is available for download from the DevConnect web portal

What else do developers need?

To develop web applications that use the System Management Service, and to run the sample applications, developers will also need:

- Access to an AE Services server, connected to Communication Manager. See *Additional resources for developers*, below.
- AE Services licenses: System Management Service license for each connection, up to a maximum of 16.
- A language specific WSDL compiler and code generator for compiling client application stub code. The sample application uses Apache Axis.

Additional AE Services resources for developers

The DevConnect program offers members a range of additional resources to aid in development and testing activities, including:

- Free community-based support Forums and Frequently Asked Questions (FAQs) are available to all registered

DevConnect members. Gold & Platinum members may also be eligible for enhanced technical support via the Avaya DevConnect portal.

- A software-only developer configuration of Avaya Communication Manager, Application Enablement Services and SIP Enablement Services (SES) products, suitable for installation on a single server or desktop PC.
- Free remote lab access options to Avaya Communication Manager and Application Enablement Services hardware and software configurations.
- Sample applications, in addition to those included with the SDKs, that can be used to aid in the development of new applications
- Discounted procurement options for Gold and Platinum members.

About the Avaya DevConnect Program:

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

About Avaya

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