

2.0 Installation and Configuration

This section provides instructions on how to configure the Avaya IP Office telephone system and the software to capture CDR data. Our Call Accounting Mate software can capture SMDR/CDR data from an IP Office telephone system utilizing any of the following methods.

- IP connection to Avaya IP Office telephone system.
- IP connection to Avaya Delta Server workstation.
- IP connection to Avaya Delta Server workstation (Remote Host).
- Retrieve the Avaya Delta Server CDR CSV File.
- Serial (RS232) connection to Avaya Delta Server workstation.

2.1 IP Connection to Avaya IP Office Telephone System

The Avaya IP Office telephone system veouron 3.1 or later supports delivery of CDR data to another computer/device via an IP connection. The Delta Server software is **NOT** required with this configuration. Use the following steps to configure the IP Office telephone system CDR settings.

1. Install the IP Office Manager software (located on the Administration CD).
2. Launch the IP Office Manager software and log into the telephone system.
3. Select the Avaya IP Office corresponding 'System' item from the configuration tree. Right click this item and then select the **edit** menu item.
4. The System configuration dialog box should now appear. Click the **CDR** tab.

System Configuration : avaya403

System | LAN1 | DNS | Voicemail | Telephony | Gatekeeper | LDAP | SNMP | **CDR**

Call Detail Recorder Communications

IP Address: 192.168.0.150 IP Port: 9000 Use UDP

Maximum CDRs to keep on communications failure: 500

CDR Generation

Enable CDRs Enable intra-switch CDRs

Record Format

Printer INT Direct

59 Character INT ISDN

Expanded INT Process

LSU Teleseer

LSU Expanded Unformatted

Date Format

Month\Day

Day\Month

Record Options

Normal

Enhanced

ISDN

OK Cancel Help

-
5. Set the Call Detail Recorder Communications **IP Address** box to the IP address of the computer operating the Call Accounting Mate software.
 6. Set the Call Detail Recorder Communications **IP Port** box to an available port number (i.e. 9000). **Note** the Call Accounting Mate software must be configured with the same port number.
 7. Please verify the **Use UDP** option is NOT checked.
 8. Set the **Maximum CDRs to keep on communication failure** option to 500.
 9. Check the **Enable intra-switch CDRs** option.
 10. Check the CDR Generation **Enable CDR's** box. Set the **Date Format** to Month/Day, **Record Format** to Teleseer, and **Record Options** to Normal.
 11. Save your settings by selecting the **Save** command from the **File** menu.

Please note, the OUR Call Accounting Mate software utilizes parse files (i.e. scripting) to interpret CDR data. As such it supports all IP Office date formats, record options and CDR formats. This test plan will be using the **Teleseer** format.

Use the following steps to configure the OUR Call Accounting Mate Software.

1. Install the Call Accounting Mate Software. The OUR technician will install the software on the provided workstation. Please note, this workstation must be connected to a LAN which can connect to the Avaya IP Office telephone system.
2. Launch the Call Accounting Mate software (C:\Bill\Bill.exe)
3. Click on the **Configuration** tool bar menu (left hand side of screen) and then click the **PBX Communication** icon. The communications settings **Common** tab should now be visible.

Common | Port | Driver | Properties

PBX ID: <New>

PBX Name: Avaya IP Office

Description: Avaya IP Office PBX

Your PBX type not listed here? Click [here](#) for additional information.

Save Delete Cancel

Set the PBX ID to <New> and type a **PBX Name** and **Description** of your telephone system into the spaces provided.

- Next, click the Port tab and configure your communications settings as shown below

Common | Port | Driver | Properties

Port: TCP

IP Parameters

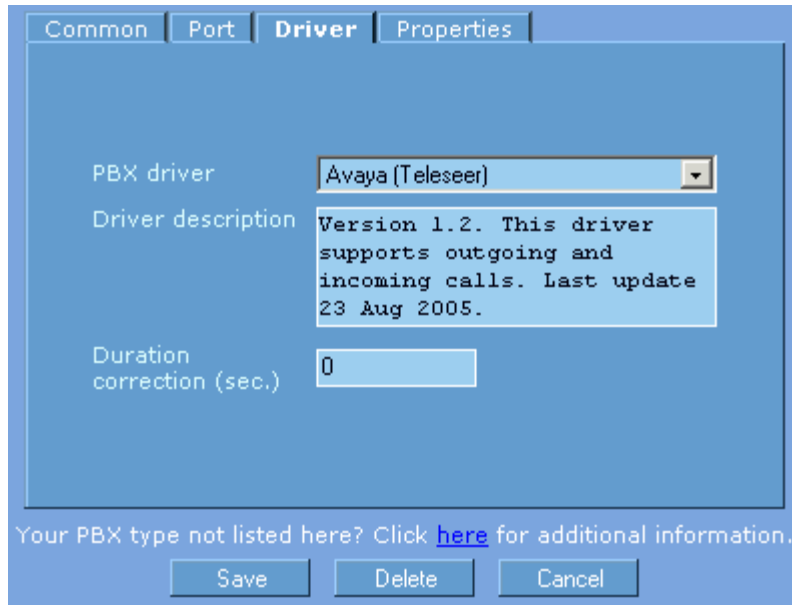
Port: 9000

Your PBX type not listed here? Click [here](#) for additional information.

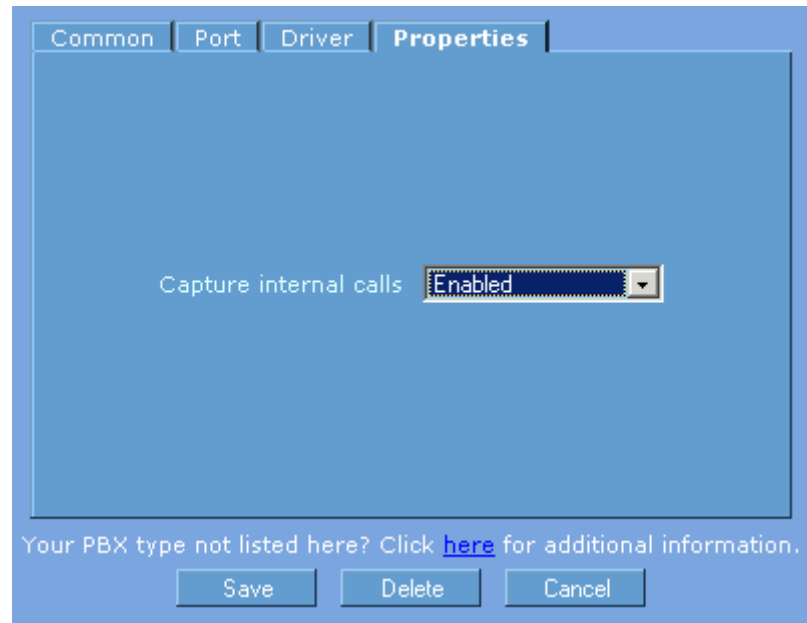
Save Delete Cancel

Note the IP Parameters Port value must match the value configured within the IP Office Manager (see above).

- Next, click the Driver tab and configure the settings as shown below.



6. Finally, click the Properties tab and configure the settings as shown below.



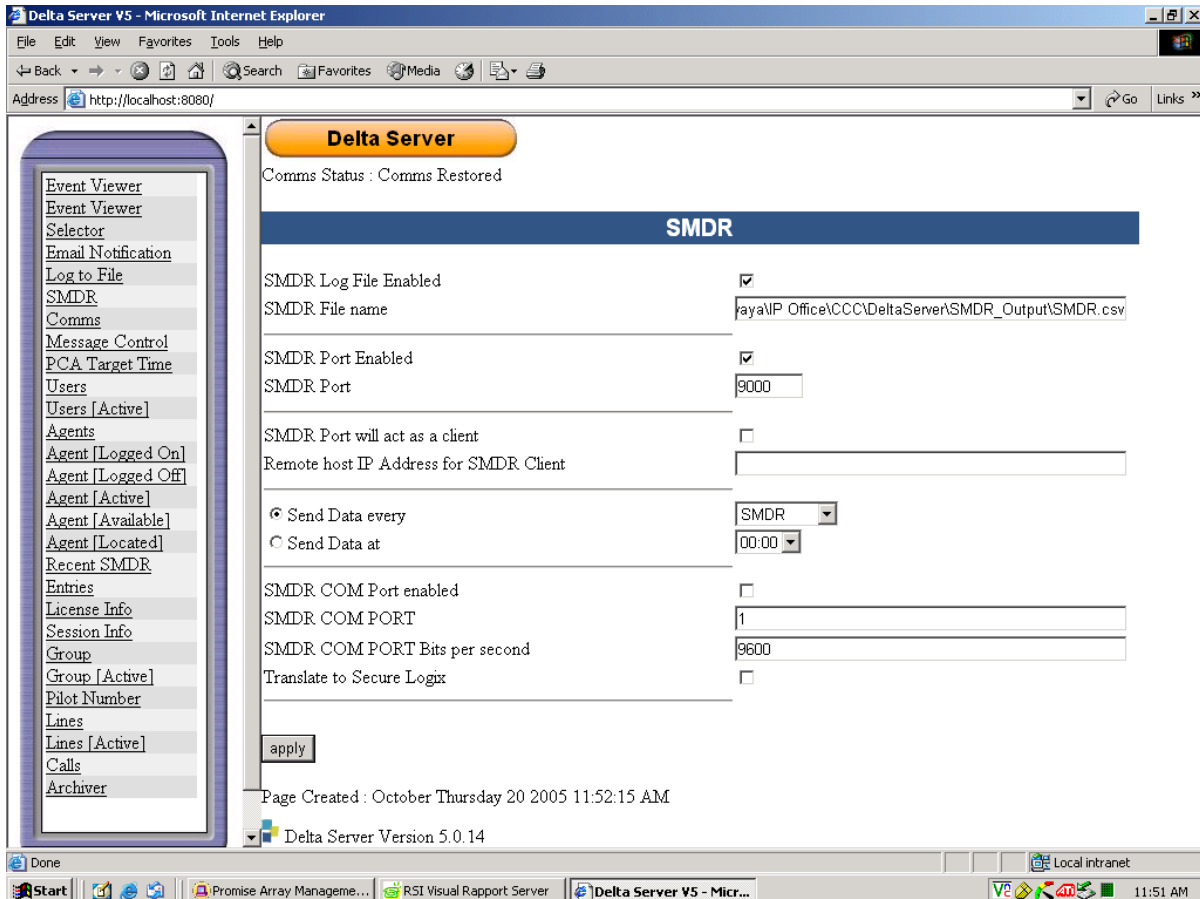
Please note the properties screen may appear with no visible options. If this occurs the internal call capture capabilities are directly controlled by the PBX driver you selected in step 6.

7. Press the Save button to store your configuration settings. You have now successfully configured Call Accounting Mate for integration with an Avaya IP Office telephone system. The Call Accounting Mate software is now ready to receive Avaya IP Office SMDR.

2.2 IP Connection to Avaya Delta Server Workstation

The Avaya IP Office telephone system veouron 3.x or later can be configured to deliver CDR data to another computer/device utilizing the Avaya Delta Server software via an IP connection. The Avaya Delta Server can either host the IP connection or be a client. Use the following steps to configure the Delta Server software when its the host.

1. Install the Delta Server software on the Delta Server workstation. Please note, this workstation must be able to connect to the Avaya IP Office via the LAN.
2. Launch the Delta Server software and click on the SMDR option in the menu bar.



Verify the Delta Server settings are configured as shown above.

The **SMDR LOG File Enabled** is checked. The **SMDR File name** should be set to “C:\Program Files\Avaya\IP Office\CCC\DeltaServer\SMDR_Output\SMDR.csv”.

The **SMDR Port Enabled** is checked. The SMDR Port is assigned an available port number (i.e. 9000).

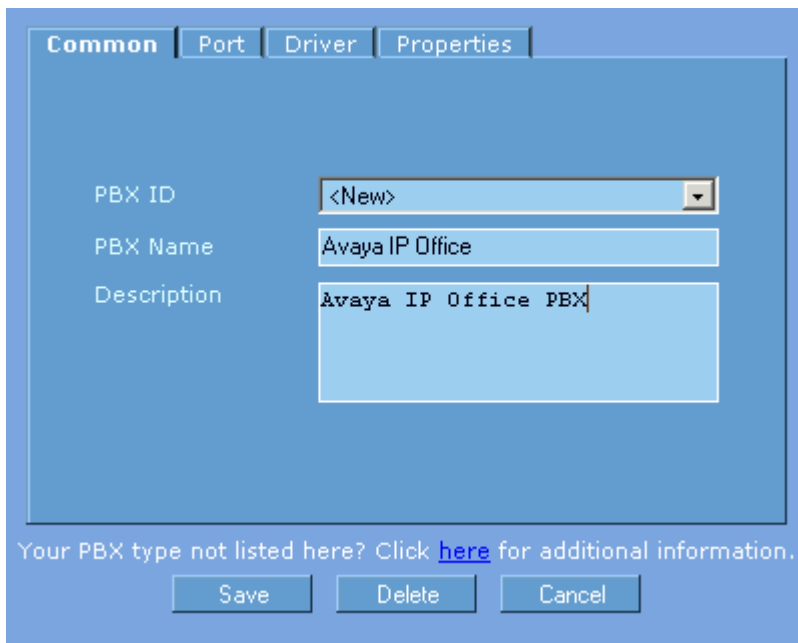
The **SMDR Port will act as a client** is NOT checked.

The **Send Data every** item is selected and its value is set to SMDR

The **SMDR COM Port enabled** is NOT checked

Press the **apply** button to save your changes

3. Install the Call Accounting Mate Software. The OUR technician will install the software on the provided workstation. Please note, this workstation must be connected to a LAN which can connect to the Avaya Delta Server workstation
4. Launch the Call Accounting Mate software (C:\Bill\Bill.exe)
5. Click on the **Configuration** tool bar menu (left hand side of screen) and then click the **PBX Communication** icon. The communications settings **Common** tab should now be visible.



The screenshot shows a dialog box with four tabs: 'Common', 'Port', 'Driver', and 'Properties'. The 'Common' tab is selected. It contains three input fields: 'PBX ID' with a dropdown menu showing '<New>', 'PBX Name' with the text 'Avaya IP Office', and 'Description' with the text 'Avaya IP Office PBX'. Below the fields is a link: 'Your PBX type not listed here? Click [here](#) for additional information.' At the bottom are three buttons: 'Save', 'Delete', and 'Cancel'.

Set the PBX ID to <New> and type a **PBX Name** and **Description** of your telephone system into the spaces provided.

- Next, click the Port tab and configure your communications settings as shown below

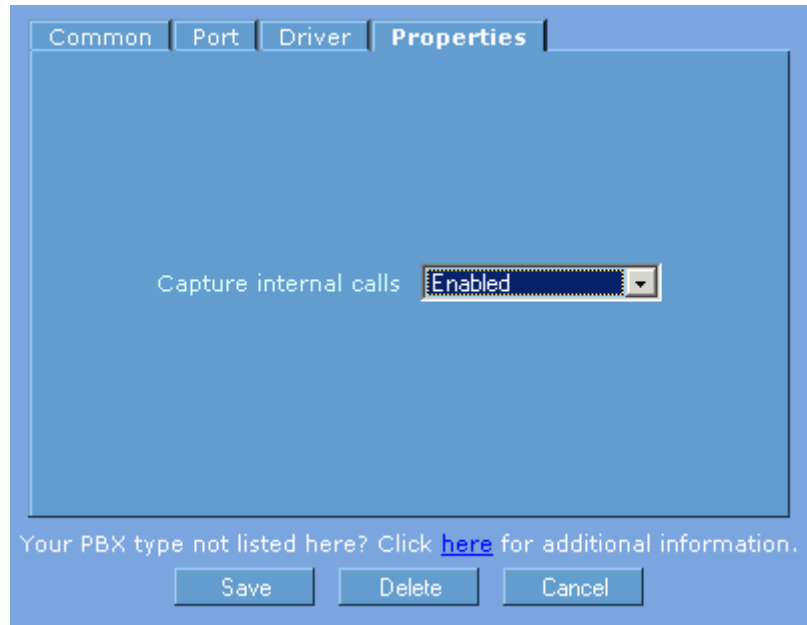
The screenshot shows a configuration window with four tabs: 'Common', 'Port', 'Driver', and 'Properties'. The 'Port' tab is selected. At the top, there is a dropdown menu for 'Port' set to 'Telnet'. Below this is a section titled 'Telnet Parameters' enclosed in a box. It contains three fields: 'Server Name or Address' with the value '192.168.0.10', 'Server Port' with the value '9000', and 'On lost connection Reconnect Every' with a value of '1' and a 'Min' dropdown. At the bottom of the window, there is a link: 'Your PBX type not listed here? Click [here](#) for additional information.' and three buttons: 'Save', 'Delete', and 'Cancel'.

Note: The Server Name or Address should be assigned the IP Address of the Delta Server. The Server Port value must match the value configured within the Delta Server Software (see step 2).

- Next, click the Driver tab and configure the settings as shown below.

The screenshot shows the same configuration window with the 'Driver' tab selected. The 'PBX driver' dropdown is set to 'Avaya (IP Office)'. Below it is a text area for 'Driver description' containing the text: 'Version 1.2. This driver supports outgoing and incoming calls. Last update 23 Aug 2005.'. The 'Duration correction (sec.)' field is set to '0'. At the bottom, there is the same link: 'Your PBX type not listed here? Click [here](#) for additional information.' and three buttons: 'Save', 'Delete', and 'Cancel'.

8. Finally, click the Properties tab and configure the settings as shown below.

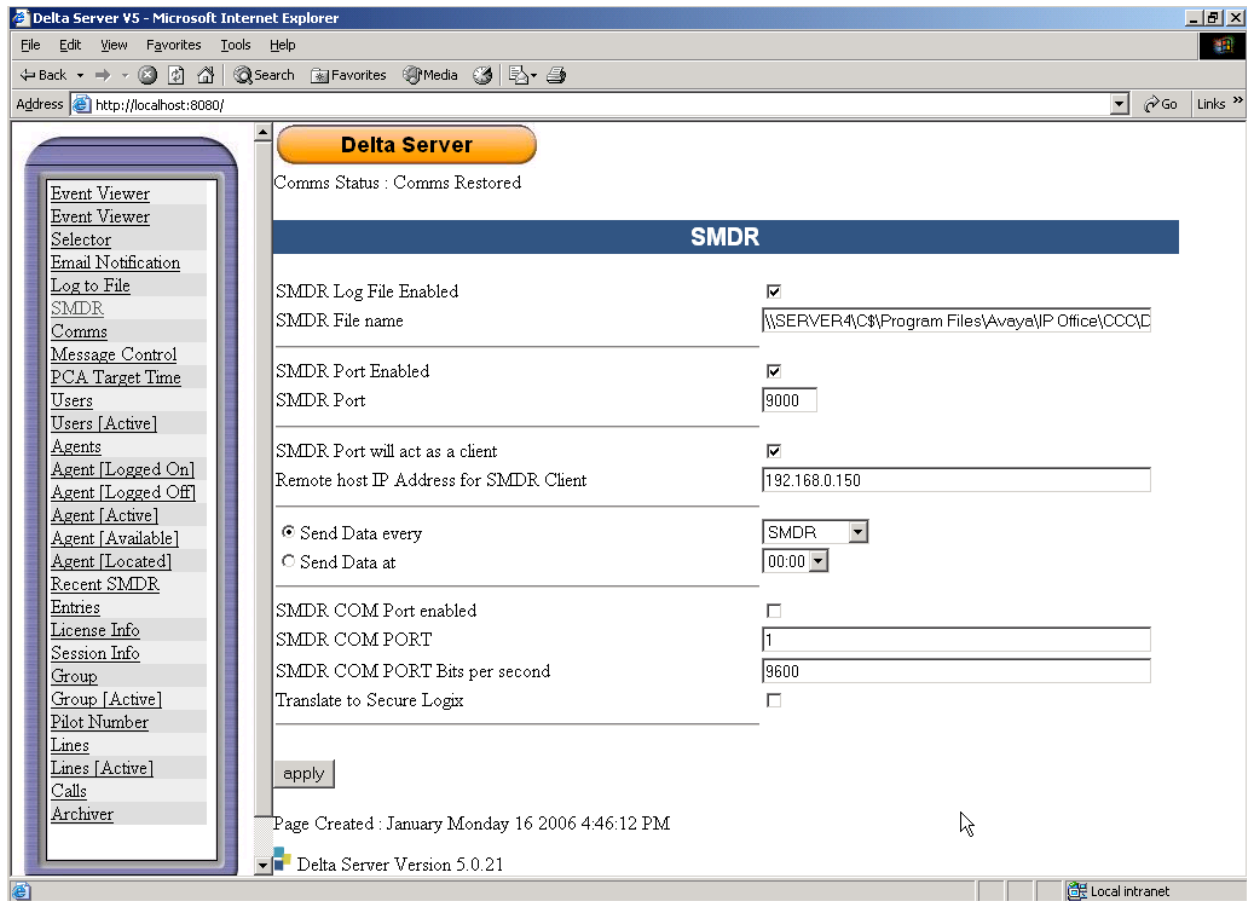


9. Press the Save button to store your configuration settings. You have now successfully configured Call Accounting Mate for integration with an Avaya IP Office telephone system. The Call Accounting Mate software is now ready to receive Avaya IP Office SMDR from the Delta Server workstation.

2.3 IP Connection to Avaya Delta Server workstation (Remote Host)

The Avaya IP Office telephone system veouron 3.x or later can be configured to deliver CDR data to another computer/device utilizing the Avaya Delta Server software via an IP connection. The Avaya Delta Server can either host the IP connection or be a client Use the following steps to configure the required software when the Delta Server is the client.

1. Install the Delta Server software on the Delta Server workstation. Please note this workstation must be able to connect to the Avaya IP Office via the LAN.
2. Launch the Delta Server software and click on the SMDR option in the menu bar.



Verify the Delta Server settings are configured as shown above.

The **SMDR LOG File Enabled** is checked. The **SMDR File name** should be set to “C:\Program Files\Avaya\IP Office\CCC\DeltaServer\SMDR_Output\SMDR.csv”.

The **SMDR Port Enabled** is checked. The SMDR Port is assigned an available port number (i.e. 9000).

The **SMDR Port will act as a client** is checked and the **Remote host IP Address for SMDR client** is set to the IP address of the computer operating the Call Accounting Mate software.

The **Send Data every** item is selected and its value is set to SMDR.

The **SMDR COM Port enabled** is NOT checked

Press the **apply** button to save your changes

3. Install the Call Accounting Mate Software. The OUR technician will install the software on the provided workstation. Please note, this workstation must be connected to a LAN which can connect to the Avaya Delta Server workstation
4. Launch the Call Accounting Mate software (C:\Bill\Bill.exe)

5. Click on the **Configuration** tool bar menu (left hand side of screen) and then click the **PBX Communication** icon. The communications settings **Common** tab should now be visible.



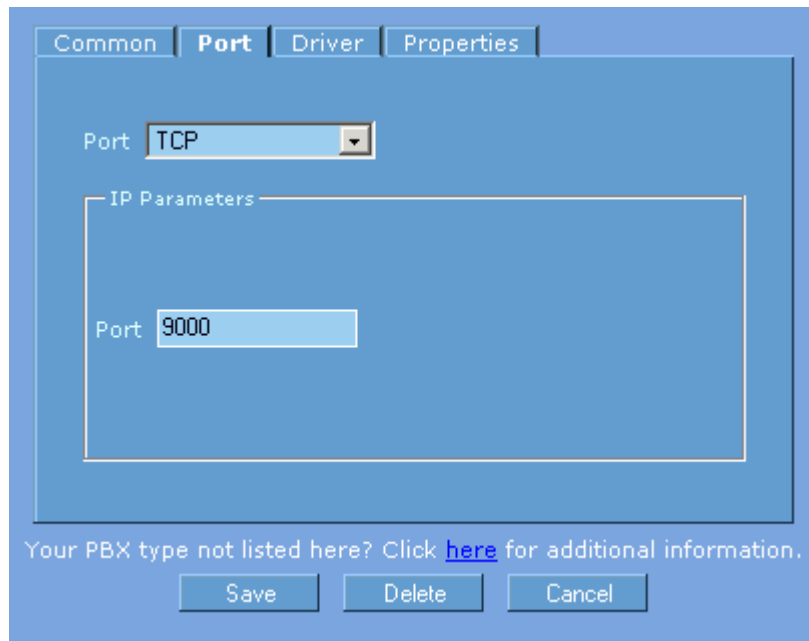
The screenshot shows a configuration window with a blue background and a white border. At the top, there are four tabs: "Common", "Port", "Driver", and "Properties". The "Common" tab is selected. Below the tabs, there are three input fields:

- PBX ID**: A dropdown menu with "<New>" selected.
- PBX Name**: A text box containing "Avaya IP Office".
- Description**: A text box containing "Avaya IP Office PBX".

Below the input fields, there is a line of text: "Your PBX type not listed here? Click [here](#) for additional information." At the bottom of the window, there are three buttons: "Save", "Delete", and "Cancel".

Set the PBX ID to <New> and type a **PBX Name** and **Description** of your telephone system into the spaces provided.

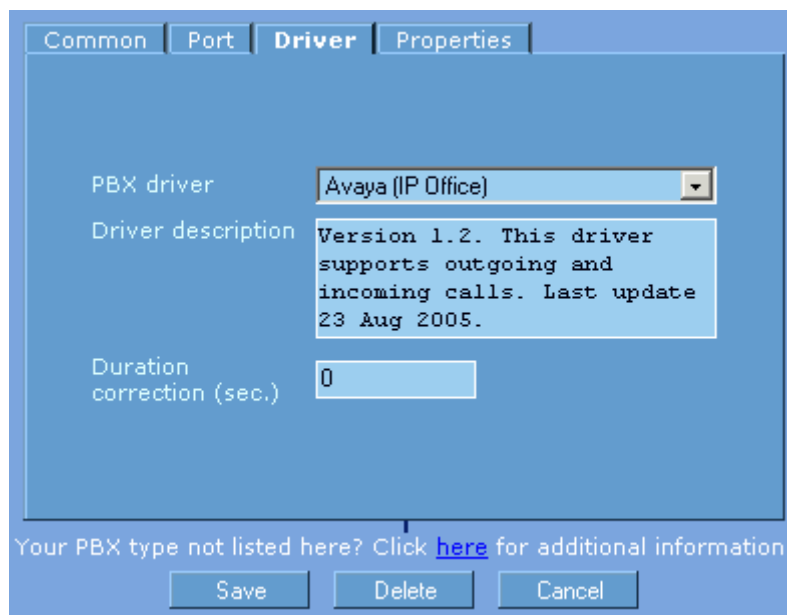
- Next, click the Port tab and configure your communications settings as shown below



The screenshot shows a configuration window with four tabs: Common, Port, Driver, and Properties. The Port tab is selected. It contains a dropdown menu for 'Port' set to 'TCP'. Below it is a section titled 'IP Parameters' with a text input field for 'Port' set to '9000'. At the bottom, there is a link: 'Your PBX type not listed here? Click [here](#) for additional information.' and three buttons: 'Save', 'Delete', and 'Cancel'.

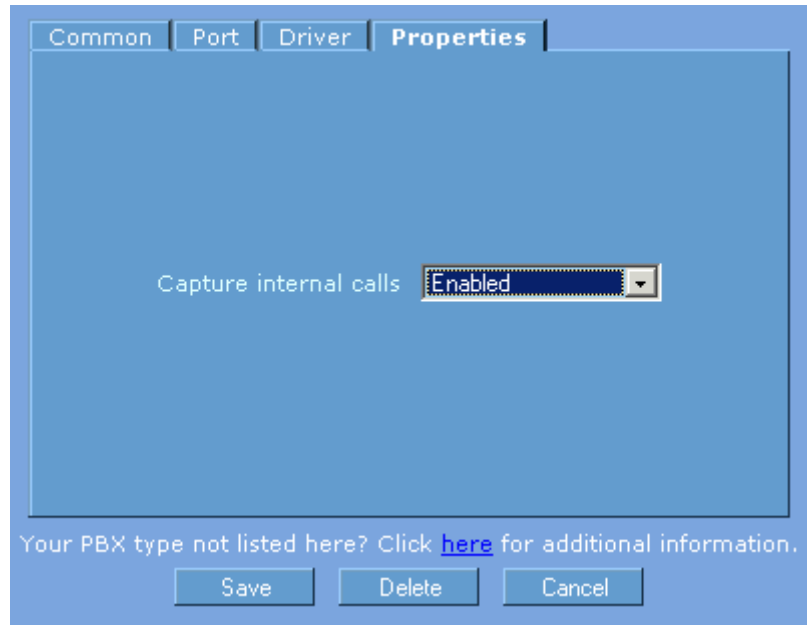
Note the IP Parameters Port value must match the value configured within the Delta Server software (see step 2).

- Next, click the Driver tab and configure the settings as shown below.



The screenshot shows the same configuration window with the Driver tab selected. It contains a dropdown menu for 'PBX driver' set to 'Avaya (IP Office)'. Below it is a text area for 'Driver description' containing the text: 'Version 1.2. This driver supports outgoing and incoming calls. Last update 23 Aug 2005.' Below that is a text input field for 'Duration correction (sec.)' set to '0'. At the bottom, there is a link: 'Your PBX type not listed here? Click [here](#) for additional information.' and three buttons: 'Save', 'Delete', and 'Cancel'.

8. Finally, click the Properties tab and configure the settings as shown below.

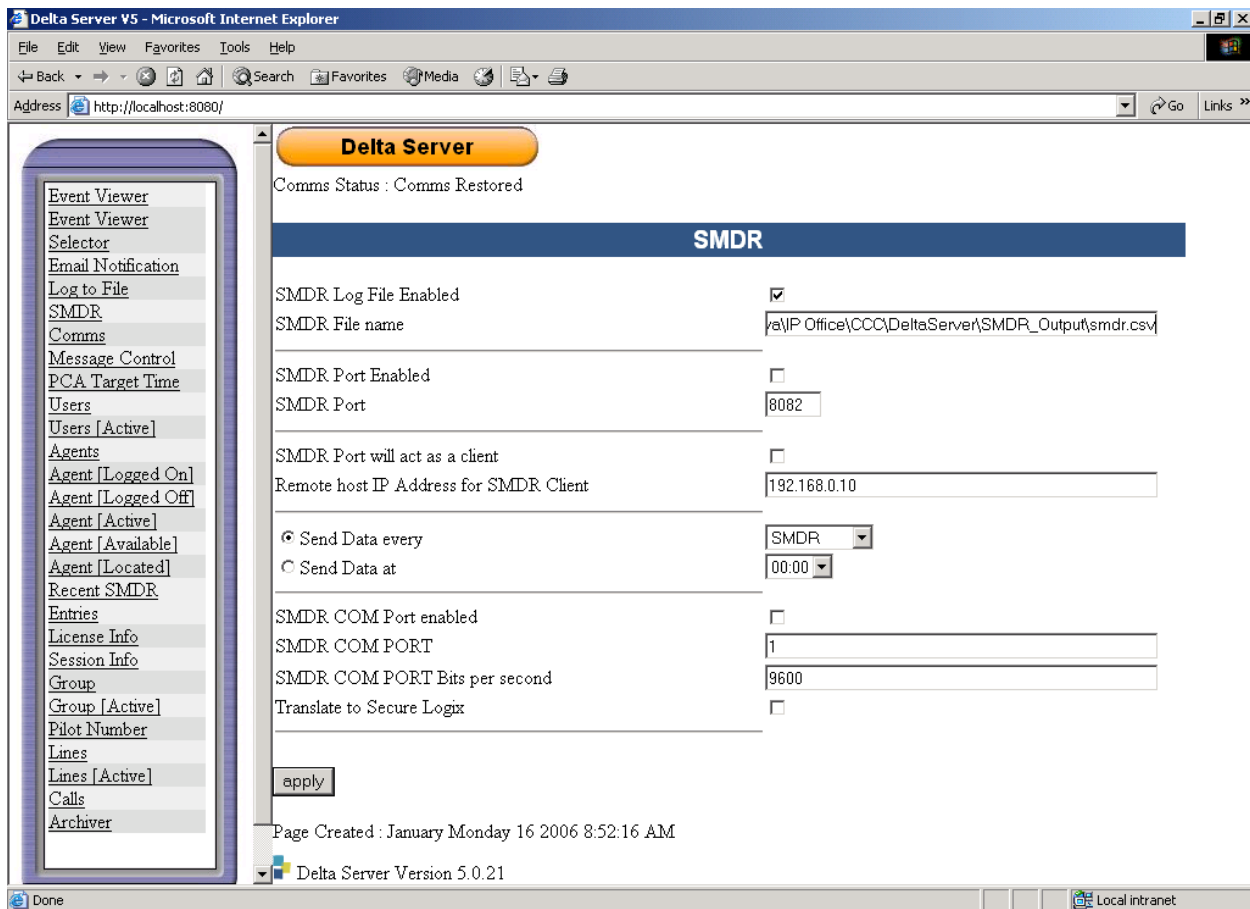


9. Press the Save button to store your configuration settings. You have now successfully configured Call Accounting Mate for integration with an Avaya IP Office telephone system. The Call Accounting Mate software is now ready to receive Avaya IP Office SMDR from the Delta Server workstation.

2.4 Retrieve the Avaya Delta Server CDR CSV File

The Avaya IP Office telephone system veouron 3.x or later can be configured to deliver CDR data via the Avaya Delta Server software to a CSV file. Use the following steps to configure the required software.

1. Install the Delta Server software on the Delta Server workstation. Please note this workstation must be able to connect to the Avaya IP Office via the LAN.
2. Launch the Delta Server software and click on the SMDR option in the menu bar.



Verify the Delta Server settings are configured as shown above.

The **SMDR LOG File Enabled** is checked. The **SMDR File name** should be set to “C:\Program Files\Avaya\IP Office\CCC\DeltaServer\SMDR_Output\SMDR.csv”.

The **SMDR Port Enabled** is NOT checked

The **SMDR Port will act as a client** is NOT checked.

The **Send Data every** item is selected and its value is set to SMDR

The **SMDR COM Port enabled** is NOT checked

Press the **apply** button to save your changes

3. Install the CMS Software. The OUR technician will install the software on the provided workstation. The CMS software must be either installed on the same workstation as the Delta Server software or on a workstation connected to the same LAN as the Delta Server software.

4. Launch the Call Accounting Mate software (C:\Bill\Bill.exe)

5. Click on the **Configuration** tool bar menu (left hand side of screen) and then click the **PBX Communication** icon. The communications settings **Common** tab should now be visible.

The screenshot shows a dialog box with four tabs: 'Common', 'Port', 'Driver', and 'Properties'. The 'Common' tab is selected. It contains three input fields: 'PBX ID' with a dropdown menu set to '<New>', 'PBX Name' with the text 'Avaya IP Office', and 'Description' with the text 'Avaya IP Office PBX'. Below the fields is a link that says 'Your PBX type not listed here? Click [here](#) for additional information.' At the bottom are three buttons: 'Save', 'Delete', and 'Cancel'.

Set the PBX ID to <New> and type a **PBX Name** and **Description** of your telephone system into the spaces provided.

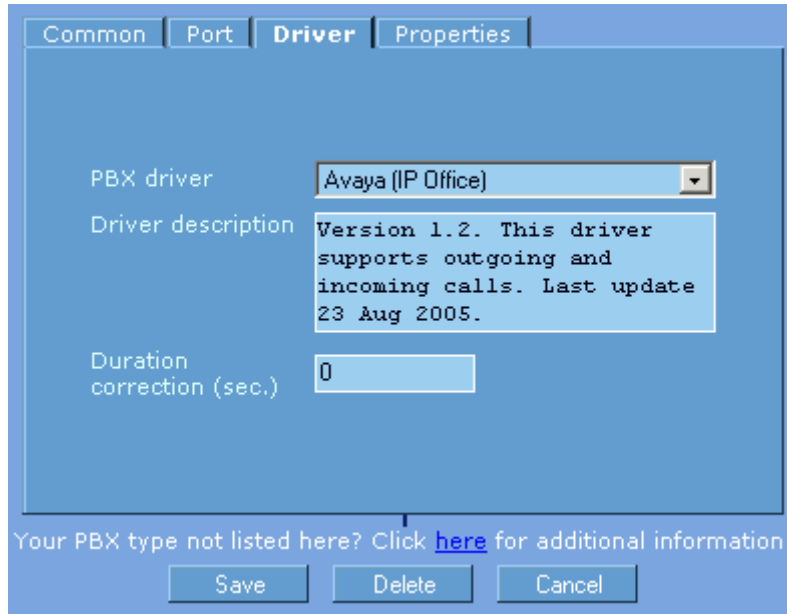
6. Next, click the Port tab and configure your communications settings as shown below

The screenshot shows the same dialog box, but now the 'Port' tab is selected. The 'Port' dropdown menu is set to 'File'. Below it is a section titled 'File Parameters' with several settings: 'Before import' set to 'No Action', 'Command line' is empty, 'File mask' set to '_Output\SMDR(BACKUP%m-%d-1-%yyyy).csv', 'Type' set to 'Scheduled', 'Every' set to '1' and 'Day', and 'After import' set to 'Rename file'. At the bottom is the same link and buttons as in the previous screenshot.

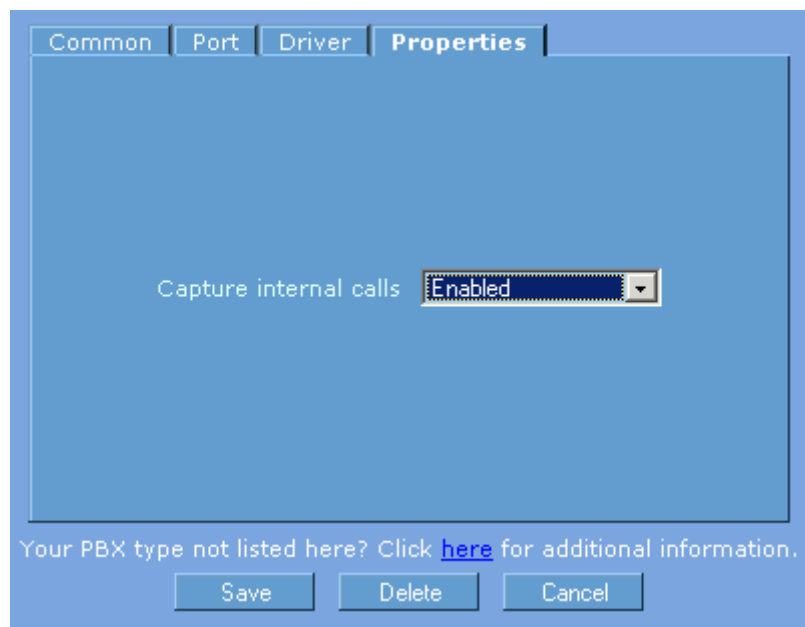
The **File mask** should be set to the location of the CSV file created by the Avaya Delta Server (see step 2). Each day at midnight the Avaya Delta Server software will rename the current SMDR data file to SMDR(BACKUPM-D-YYYY).CSV and start a new file. The

date format (M-D-YYYY) is based on the Delta Server's current date settings (see the Windows Control Panel – Regional and Language options). Note if the Call Accounting Mate software is located on a different computer than the Delta server then the file mask must utilize a UNC equivalent file name.

7. Next, click the Driver tab and configure the settings as shown below.



8. Finally, click the Properties tab and configure the settings as shown below.

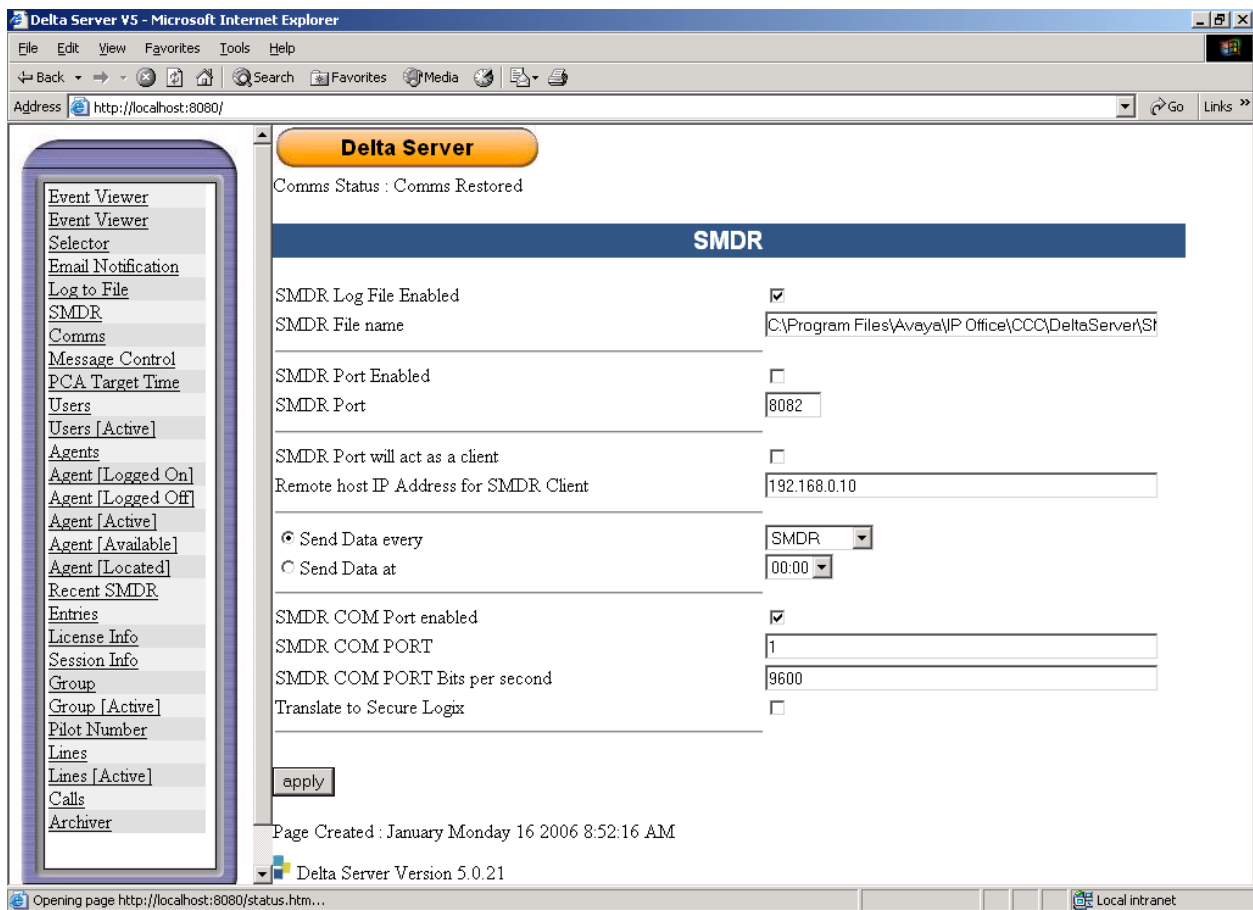


9. Press the Save button to store your configuration settings. You have now successfully configured Call Accounting Mate for integration with an Avaya IP Office telephone system. The Call Accounting Mate software is now ready to receive Avaya IP Office SMDR from the Delta Server workstation.

2.5 Serial (RS232) Connection to Avaya Delta Server Workstation

The Avaya IP Office telephone system veouron 3.x or later can be configured to deliver CDR data to another computer/device utilizing the Avaya Delta Server software via a serial connection. Use the following steps to configure the required software.

1. Install the Delta Server software on the Delta Server workstation. Please note this workstation must be able to connect to the Avaya IP Office via the LAN.
2. Launch the Delta Server software and click on the SMDR option in the menu bar.



Verify the Delta Server settings are configured as shown above.

The **SMDR LOG File Enabled** is checked. The **SMDR File name** should be set to “C:\Program Files\Avaya\IP Office\CCC\DeltaServer\SMDR_Output\SMDR.csv”.

The **SMDR Port Enabled** is NOT checked.

The **SMDR Port will act as a client** is NOT checked.

The **Send Data every** item is selected and its value is set to SMDR

The **SMDR COM Port enabled** is checked. Set the **SMDR COM PORT** option to the Delta Server Com Port connected to the Call Accounting Mate software. Set the **SMDR COM PORT Bits per second** option to 9600.

Press the **apply** button to save your changes

3. Install the Call Accounting Mate Software. The OUR technician will install the software on the provided workstation. Please note, this workstation must be connected to the Delta Server workstation via a serial connection (i.e. RS-232).
4. Launch the Call Accounting Mate software (C:\Bill\Bill.exe)
5. Click on the **Configuration** tool bar menu (left hand side of screen) and then click the **PBX Communication** icon. The communications settings **Common** tab should now be visible.

Common | Port | Driver | Properties

PBX ID: <New>

PBX Name: Avaya IP Office

Description: Avaya IP Office PBX

Your PBX type not listed here? Click [here](#) for additional information.

Save Delete Cancel

Set the PBX ID to <New> and type a **PBX Name** and **Description** of your telephone system into the spaces provided.

- Next, click the Port tab and configure your communications settings as shown below

The screenshot shows a configuration window with four tabs: Common, Port, Driver, and Properties. The Port tab is selected. It contains the following settings:

- Port: COM1 (dropdown)
- Comm Parameters:
 - Baud rate: 9600 (dropdown)
 - Data bits: 8 (dropdown)
 - Parity: None (dropdown)
 - Stop bits: 1 (dropdown)
- Flow control:
 - DTR/DSR
 - RTS/CTS
 - XON/XOFF

At the bottom, there is a link: "Your PBX type not listed here? Click [here](#) for additional information." and three buttons: Save, Delete, and Cancel.

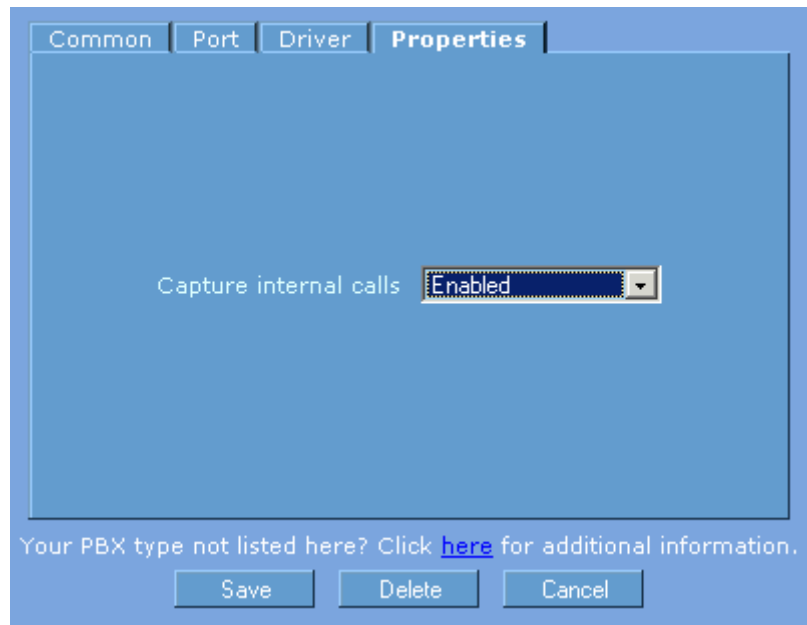
- Next, click the Driver tab and configure the settings as shown below.

The screenshot shows the same configuration window with the Driver tab selected. It contains the following settings:

- PBX driver: Avaya (IP Office) (dropdown)
- Driver description: Version 1.2. This driver supports outgoing and incoming calls. Last update 23 Aug 2005.
- Duration correction (sec.): 0 (text input)

At the bottom, there is a link: "Your PBX type not listed here? Click [here](#) for additional information." and three buttons: Save, Delete, and Cancel.

8. Finally, click the Properties tab and configure the settings as shown below.



9. Press the Save button to store your configuration settings. You have now successfully configured Call Accounting Mate for integration with an Avaya IP Office telephone system. The Call Accounting Mate software is now ready to receive Avaya IP Office SMDR from the Delta Server workstation.