



Avaya Solution & Interoperability Test Lab

Application Notes for @Comm Corporation's CommView with Avaya Aura® Session Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for @Comm's CommView to successfully interoperate with Avaya Aura® Session Manager.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

The objective of these Application Notes is to describe the interoperability compliance testing performed between the CommView® call accounting solution from @Comm Corporation and Avaya Aura® Session Manager.

CommView is a comprehensive call accounting and reporting solution available as a premise-based application or as a cloud-based service. These Application Notes describe the configuration steps required for CommView to interface with Session Manager. All call events handled by Session Manager generate Call Detail Records (CDR) into files and save them to a specific folder on Session Manager server. To access Session Manager CDR data, CommView utilizes Secure File Transfer Protocol (SFTP) over the local or wide area network. An assumption is made that Session Manager and System Manager are already installed and basic configuration have been performed.

Please note that the configuration used for this testing was a single site setup. Though calls were routed to and from Avaya Aura® Communication Manager, the goal for this test was to verify CDR data only from Session Manager's perspective.

Only steps relevant to this compliance test will be described in this document; additional information on the administration, operation and usability of CommView is available by contacting @Comm directly at www.atcomm.com.

2. General Test Approach and Test Results

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the ability of CommView to collect and process CDR records for various types of calls. The source and destination of each call was verified on the CommView application. The serviceability testing introduced failure scenarios to see if CommView could resume CDR collection after failure recovery.

The serviceability were conducted to assess the reliability of the solution.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

During Interoperability Compliance testing, several call routing scenarios were tested to ensure that various types of CDR Data is sent to and processed by CommView. The testing included:

- Verification of connectivity between CommView and Session Manager.
- Verification of CDR data collected by CommView.
- Verification of link Failure\Recovery to ensure successful recovery.

2.2. Test Results

All planned test cases passed.

2.3. Support

Technical support for CommView, in either deployment model, is provided directly by qualified @Comm support specialists by phone 24 x 7, or during business hours by email or visiting our website.

- Phone: (603) 628-3000 to reach @Comm Technical Support
- Web: <http://www.atcomm.com/support/request-support/>
- Email: support@atcomm.com

3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya Products and @Comm CommView server.

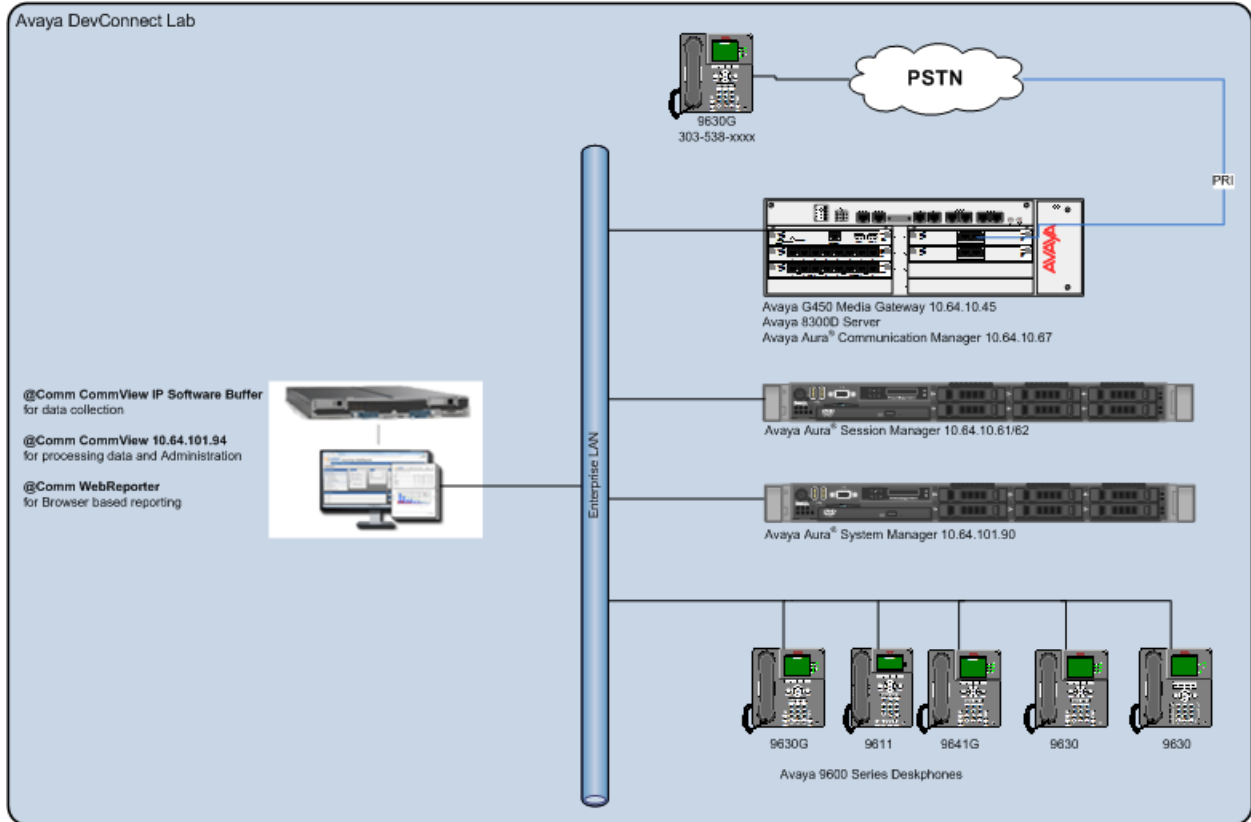


Figure 1: Test Configuration for @Comm CommView

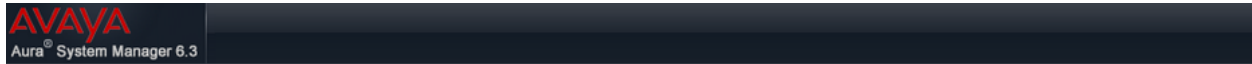
4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura [®] Communication Manager	6.3 SP5
Avaya G450 Media Gateway	31.20.0
Avaya Aura [®] Session Manager	6.3 SP5
Avaya Aura [®] System Manager	6.3 SP4
Avaya 9600 Series IP Deskphone: <ul style="list-style-type: none">• 96x1 SIP Phones• 96x1 H.323 Phones• 96x0 SIP Phones• 96x0 H.323 Phones	6.3.1 6.3.1 2.6.11 3.2.1
@Comm CommView IP Software Buffer	1.0
@Comm CommView	2.1
@Comm WebReporter	2.4

5. Configure Avaya Aura® Session Manager

Session Manager is administered via the Avaya Aura® System Manager web interface. In a browser, navigate to **https://:<hostname>/** and login with appropriate credentials. Use the hostname or IP Address of the System Manager server in the URL.



Recommended access to System Manager is via FQDN.
[Go to central login for Single Sign-On](#)

If IP address access is your only option, then note that authentication will fail in the following cases:

- First time login with "admin" account
- Expired/Reset passwords

Use the "Change Password" hyperlink on this page to change the password manually, and then login.

Also note that single sign-on between servers in the same security domain is not supported when accessing via IP address.

This system is restricted solely to authorized users for legitimate business purposes only. The actual or attempted unauthorized access, use, or modification of this system is strictly prohibited.

Unauthorized users are subject to company disciplinary procedures and or criminal and civil penalties under state, federal, or other applicable domestic and foreign laws.

The use of this system may be monitored and recorded for administrative and security reasons. Anyone accessing this system expressly consents to such monitoring and recording, and is advised that if it reveals possible evidence of criminal activity, the evidence of such activity may be provided to law enforcement officials.

All users must comply with all corporate instructions regarding the protection of information assets.

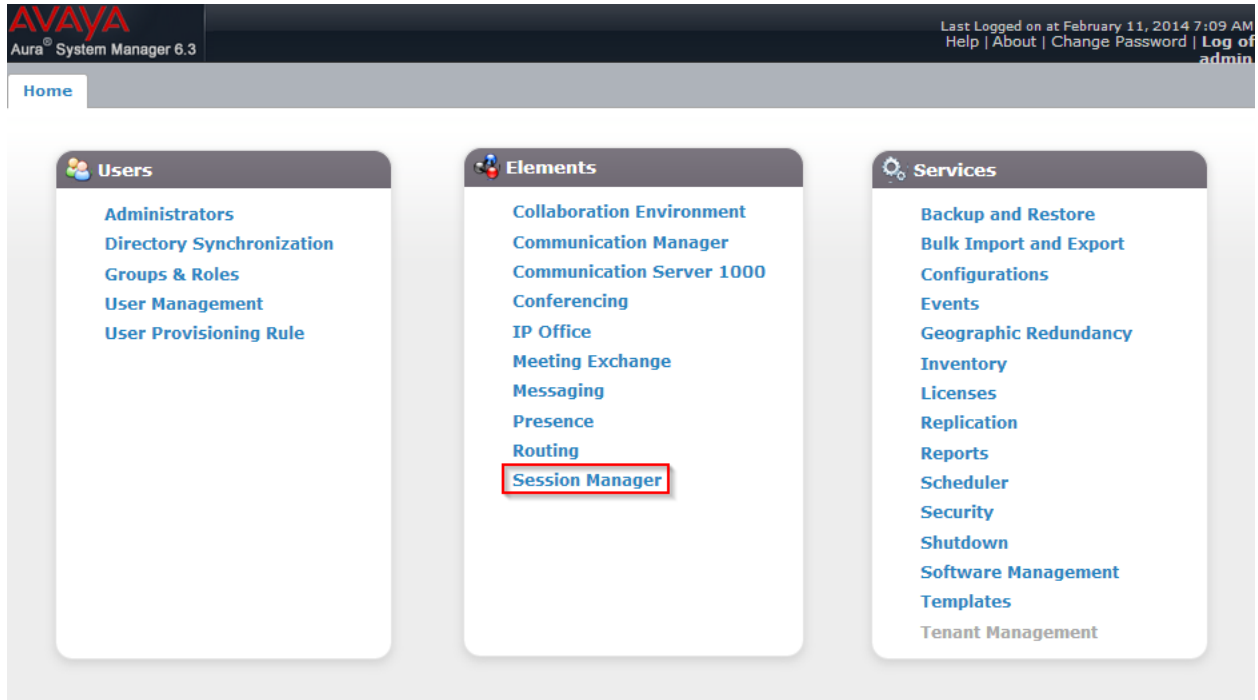
User ID:

Password:

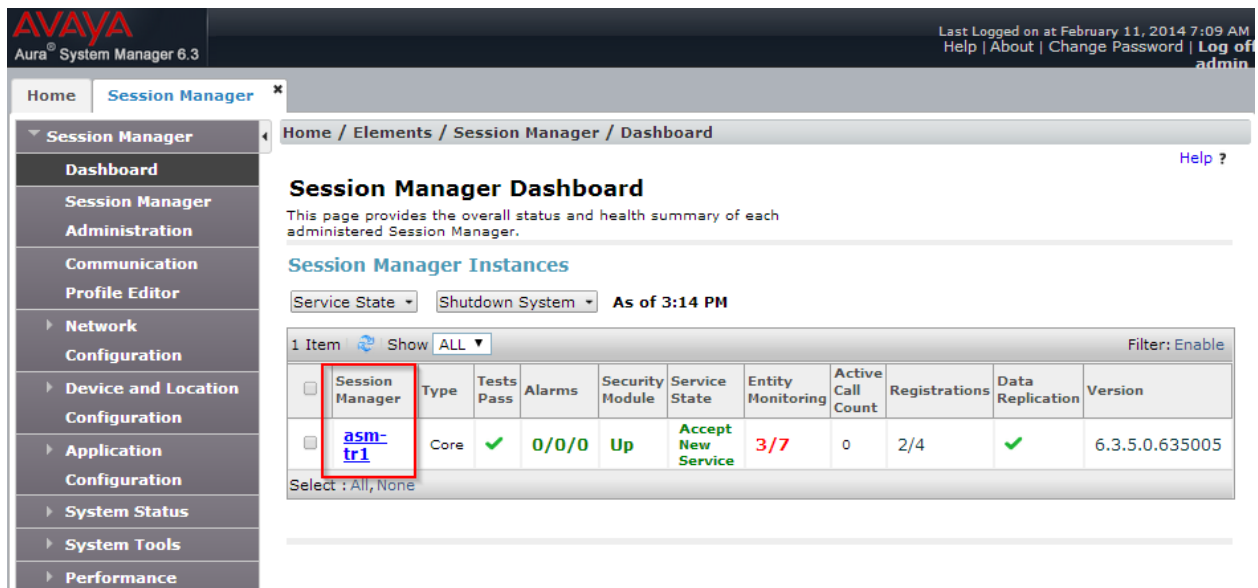
[Change Password](#)

Supported Browsers: Internet Explorer 8.x, 9.x or 10.x or Firefox 19.0, 20.0 or 21.0.

All navigation is performed by clicking links in the navigation links on the System Manager landing page as demonstrated below.



Select **Session Manager**, and the **Session Manager Dashboard** page will appear. Click on the name of Session Manager under the **Session Manager** column.



On the **Session Manager Administration** page, under **Session Manager Instances**, select the appropriate Session Manager and click **Edit**.

AVAYA
Aura® System Manager 6.3

Last Logged on at February 11, 2014 7:09 AM
Help | About | Change Password | Log off admin

Home / Elements / Session Manager

Session Manager Administration

This page allows you to administer Session Manager instances and configure their global settings.

Global Settings

Save

Allow Unauthenticated Emergency Calls

Allow Unsecured PPM Traffic

Failback Policy Auto ▾

ELIN SIP Entity None ▾

Better Matching Dial Pattern or Range in Location
ALL Overrides Match in Originator's Location

Ignore SDP for Call Admission Control

Disable Call Admission Control Threshold Alarms

Disable Loop Detection Alarms

*Loop Detection Alarms Threshold (hours) 24

Enable TLS Endpoint Certificate Validation

Enable Dial Plan Ranges

Session Manager Instances

New View Edit Delete

1 Item Filter: Enable

	Name	Primary Communication Profiles	Secondary Communication Profiles	Maximum Active Communication Profiles	Description	VMware
<input checked="" type="radio"/>	asm-tr1	11	0	11	Avaya Aura® Session Manager - Test Room 1	<input type="checkbox"/>

Select : None

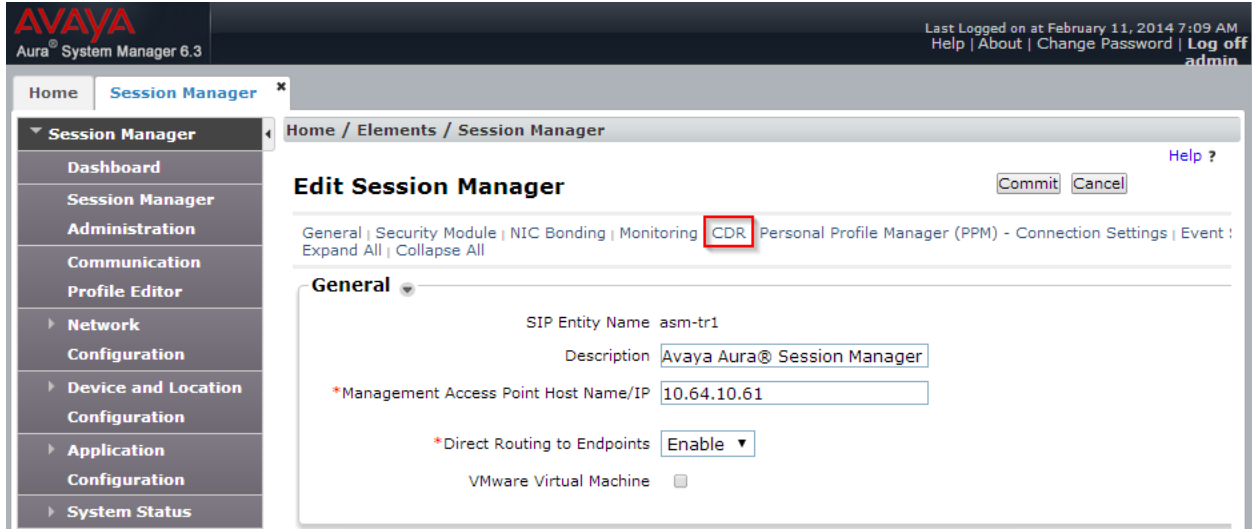
Branch Session Manager Instances

New View Edit Delete

0 Items Filter: Enable

Name	Main CM for LSP	SIP Communication Profiles	Description
No administered Branch Session Managers were found.			

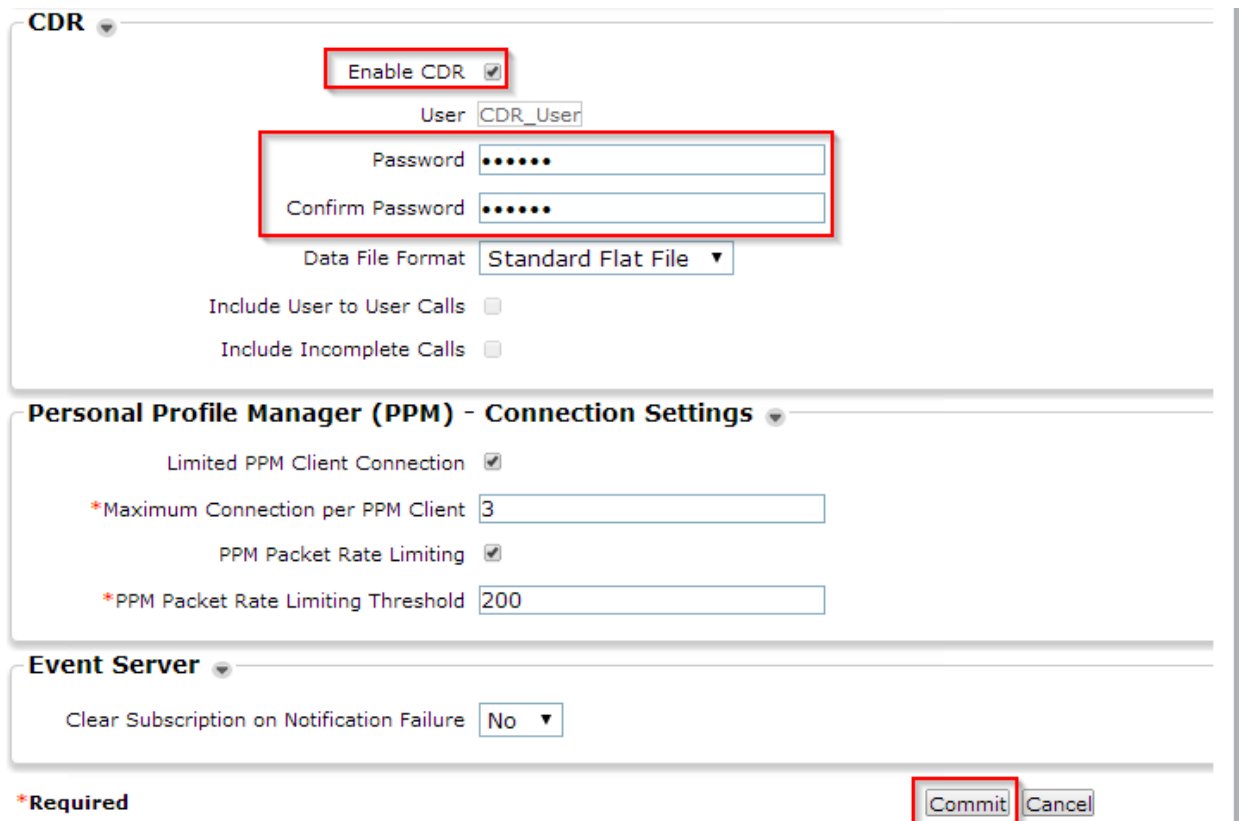
On the **Edit Session Manager** page, select **CDR**.



In the **CDR** section:

- Check box for **Enable CDR**.
- Type in a password in **Password** and **Confirm Password**.

Click **Commit** once done.



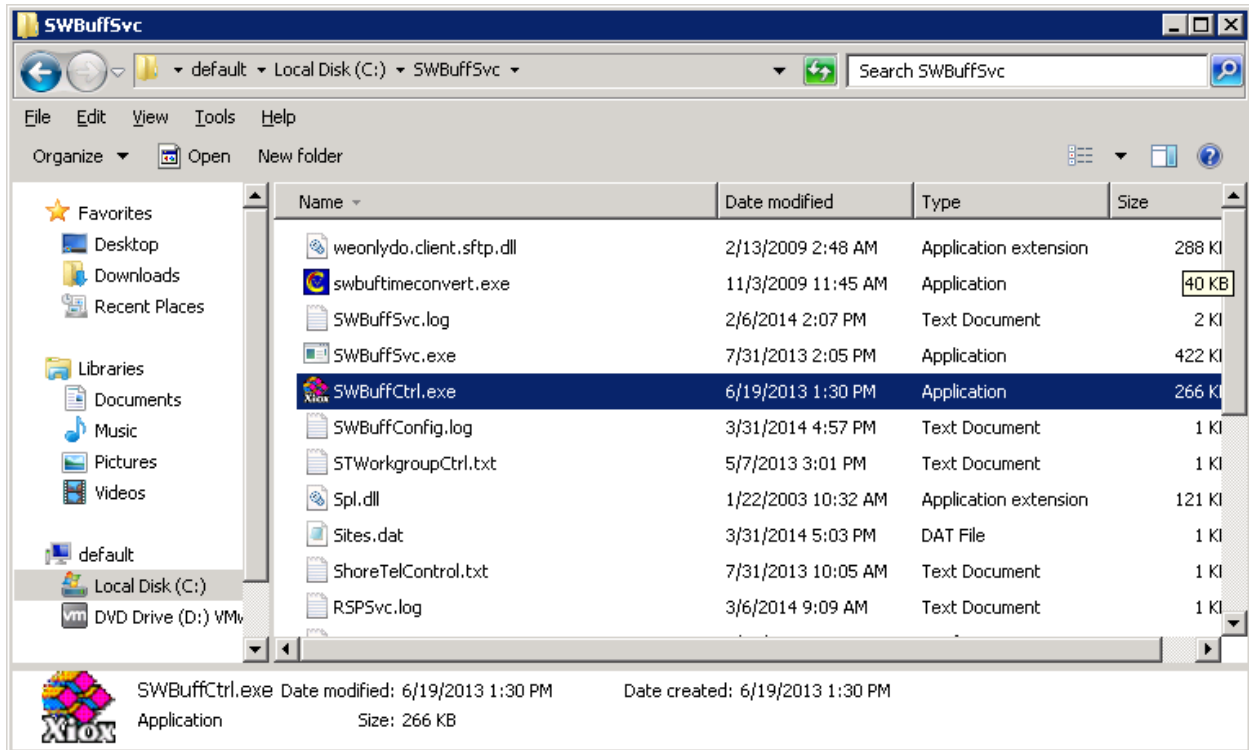
6. Configure @Comm CommView

This section outlines the process for configuring the CommView IP Software Buffer to receive CDR from Avaya Aura® Session Manager. All of these steps are performed by @Comm support technicians via remote access as a standard deliverable. The process addresses the following areas:

- Setting up the CommView IP Software Buffer application.
- Configuring CommView IP Software Buffer input interface.
- Configuring the CommView IP Software Buffer output interface.
- Configuring the CommView application to automatically poll and process new data.

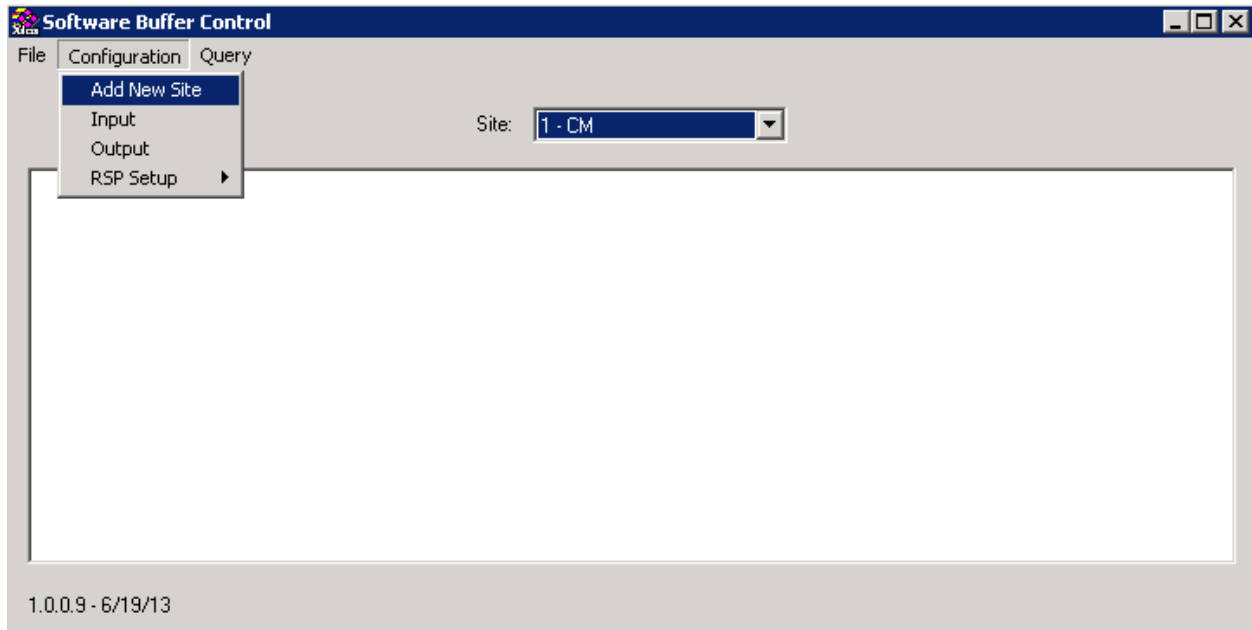
6.1. Launching the Application

After running setup, from a server running the CommView IP Software Buffer application, navigate to **C:\SWBuffSvc → SWBuffCtrl.exe** to launch the configuration application.



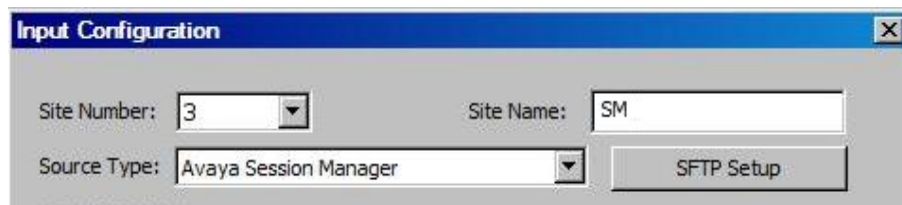
6.2. Configuring the CommView IP Software Buffer Interface for Session Manager

Navigate to `C:\SWBuffSvc` → `SWBuffCtrl.exe` to launch the configuration application to add a new site for Session Manager.



Select **Configuration** → **Add New Site**, the CommView IP Software Buffer input configuration screen is displayed.

- Enter a name in **Site Name**.
- Set **Site Number** to an available site number.
- Set **Source Type** to **Avaya Session Manager**.



Click the **SFTP Setup** button.

- Type in the IP address of Session Manager in **Address**.
- Type in the username in **User** and password in **Password** and **Confirm Password** for Session Manager CDR user configured in **Section 5**.

Click **OK**.

The image shows a screenshot of the 'SFTP Configuration' dialog box. The dialog has a title bar with the text 'SFTP Configuration' and a close button. The main area contains several fields and buttons. On the right side, there are 'OK' and 'Cancel' buttons. The fields are: 'Period' (15 mins), 'Date' (3/21/2014), 'Time' (6:00:00 AM), 'Site ID' (Site3 - SFTP), 'Address' (10.64.10.61), 'Directory' (/cygdrive/c/cdr/site3), 'File Name' (*.asc), 'User' (CDR_User), 'Password' (masked with asterisks), and 'Confirm Password' (masked with asterisks).

6.3. Configuring the CommView IP Software Buffer Output for Session Manager

The CommView IP Software Buffer is a module of the CommView solution that allows for local, distributed and hosted deployments of the CommView processing and reporting application. This output configuration screen that is displayed demonstrates configuration setting for a local deployment. Navigate to **Configuration → Output**.

- Identify an output location for CommView to retrieve CDR from the CommView IP Software Buffer and enter the path into the **Remote Path**.
- Complete remaining form entries to determine method and frequency of CDR transfer.

Output Configuration

Site Number: 3 - SM Next File Serial Number: 373

Output Type: File Transfer Upload Interval: 15 mins

Start Date: 3/21/2014 Start Time: 6:05:01 AM

Remote Path: C:\CommView\CDR\Site3

Browse

OK Cancel

6.4. Configuring the CommView Application

As with the CommView IP Software Buffer configuration, all of these steps are performed by @Comm support technicians via remote access.

CommView is configured to access and process the CDR files provided by the CommView IP Software Buffer. The following configuration example would be repeated for each unique data source; Session Manager.

The screenshot shows the 'Remote Site Definition' dialog box. It is divided into three main sections:

- Site Information:** Contains four input fields: 'Site ID' with the value '3', 'Site Name' with 'SM', 'Received File Name' with 'SM', and 'Polled Device Type' with a dropdown menu set to 'FTP Polling'.
- Site Databases:** A grid of buttons including 'Configuration...', 'Traffic...', 'Dialing Templates...', 'PBX Setup...', 'Call Proc. Rules...', 'Polling Schedule...', 'Multi-tier Tax...', 'Report Text...', and 'Extended Dialing...'.
- Site Maintenance:** A vertical stack of buttons: 'Test Buffer...', 'Update Rate Table...', 'Polling Port', and 'Modem...'.

On the right side of the dialog, there are three buttons: 'OK', 'Cancel', and 'Help'. Below the 'Site Information' section, there is a button labeled 'FTP Polling'.

After the parameters are defined, polling and processing tasks are scheduled to occur automatically.

Schedule Polling

Scheduled Date/Time

Date: 3/21/2014

Time: 6:15 AM

Polling

Period: 15 minutes

Processing

Period: 15 minutes

OK

Cancel

Help

Schedule Polling and Processing

Schedule Polling Only

Schedule Processing Only

Apply the desired parameters and save by selecting **OK**.

7. Verification Steps

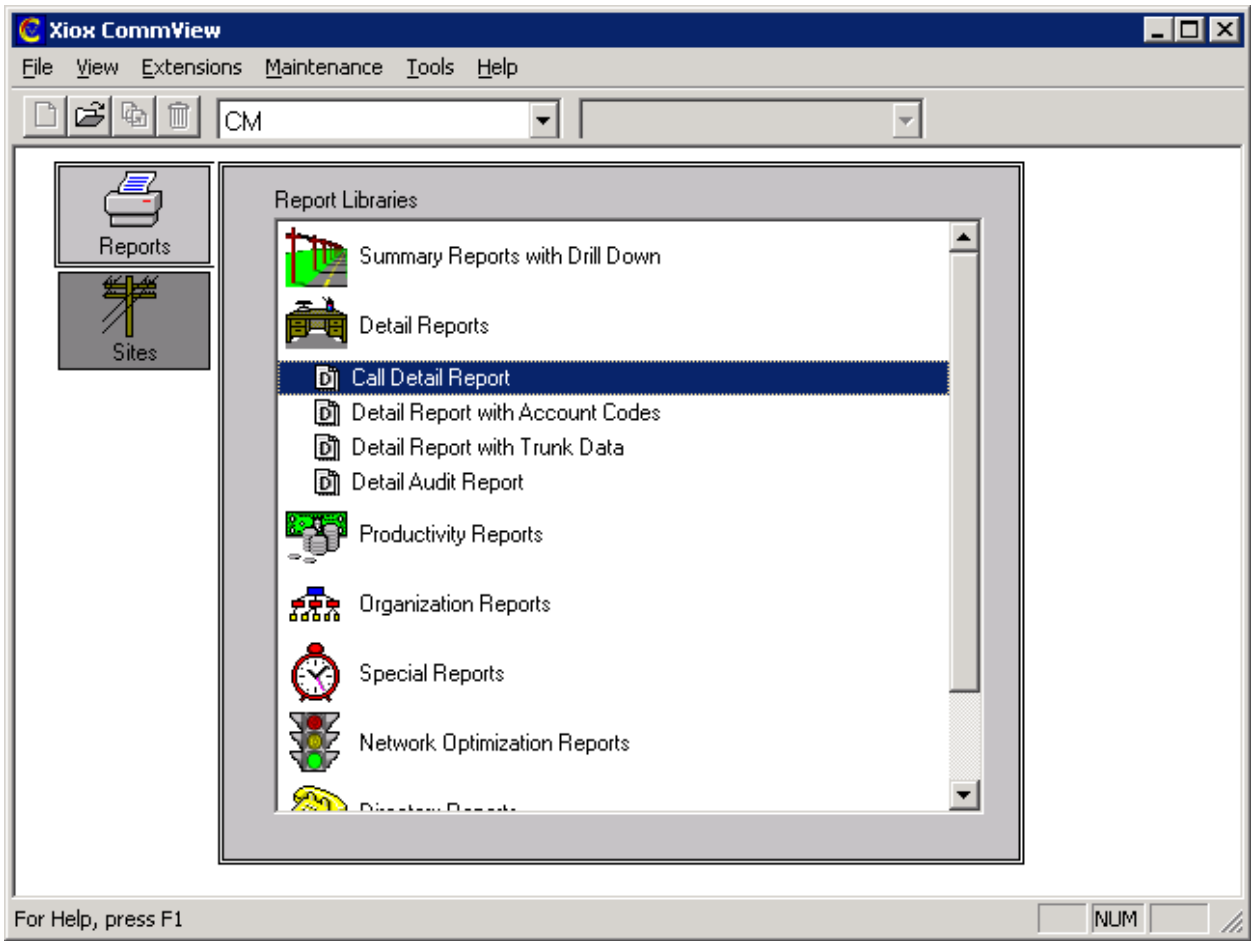
7.1. Avaya Aura® Session Manager

Log in to Session Manager via SSH, and verify the CDR raw data that is stored in the /var/home/ftp/CDR directory.

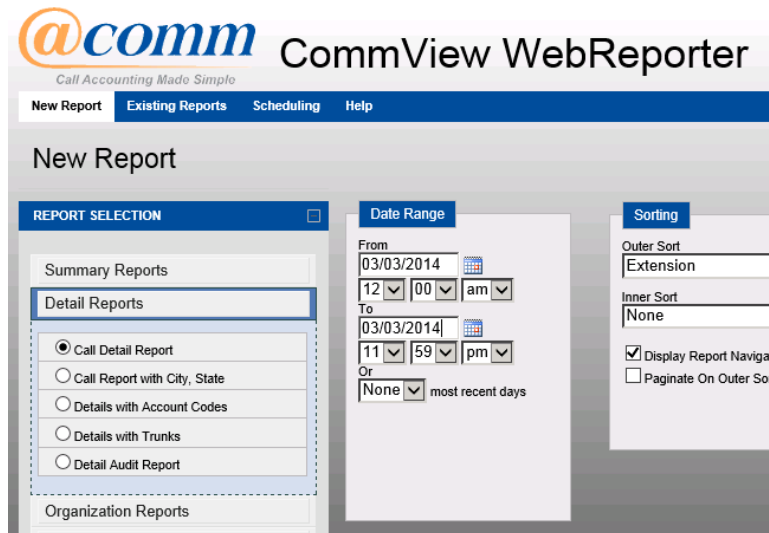
7.2. CommView Configuration

Reviewing the results in **Section 7.1** will verify that data is being captured as part of the CDR Source configuration. In addition to accepting that as verification, once the @Comm CommView configuration has been completed by @Comm Support and calls have been processed, the following can be done:

- Place internal, inbound trunk and outbound trunk calls to and from various telephones, allow the appropriate polling processing cycle to occur and access the report interface to verify that test calls appear in CommView or WebReporter detail reports.
- Open the CommView application via the desktop icon or log into WebReporter (CommView Web) via browser.
- Select the Call Detail Report from within the Detail Reports library and set date range filter for current day.



Or using CommView WebReporter



These steps will verify that data is set to be collected and processed by CommView as well as viewing call detail records that have been captured since completing Session Manager and the @Comm CommView configuration.

8. Conclusion

@Comm CommView was able to successfully interoperate with Avaya Aura® Session Manager.

9. References

Documentation related to Avaya products may be obtained via <http://support.avaya.com>.

[1] *Administering Avaya Aura® Communication Manager, Release 6.3.*

[2] *Administering Avaya Aura® Session Manager, Release 6.3.*

Documentation related to CommView can be directly obtained from @Comm.

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