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.

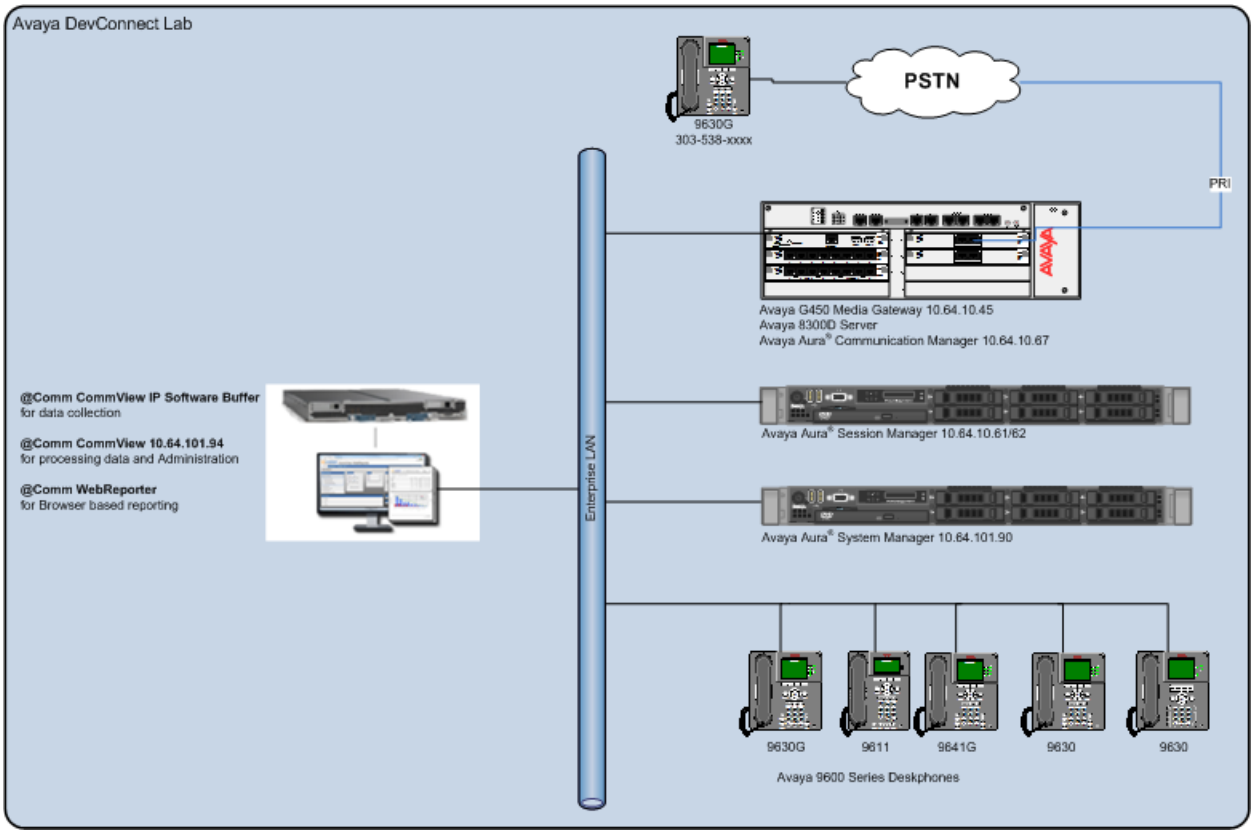


Figure 1: Test Configuration for @Comm CommView

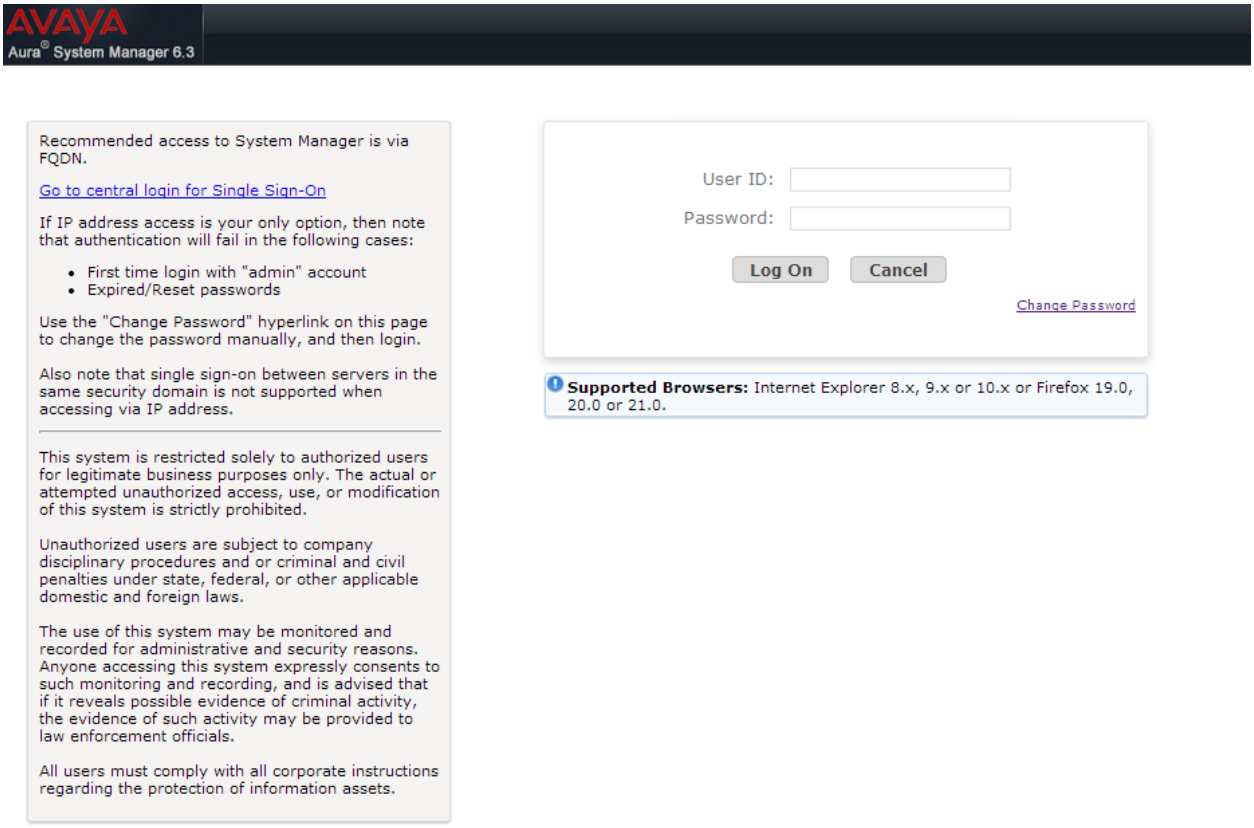
4. Equipment and Software Validated

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

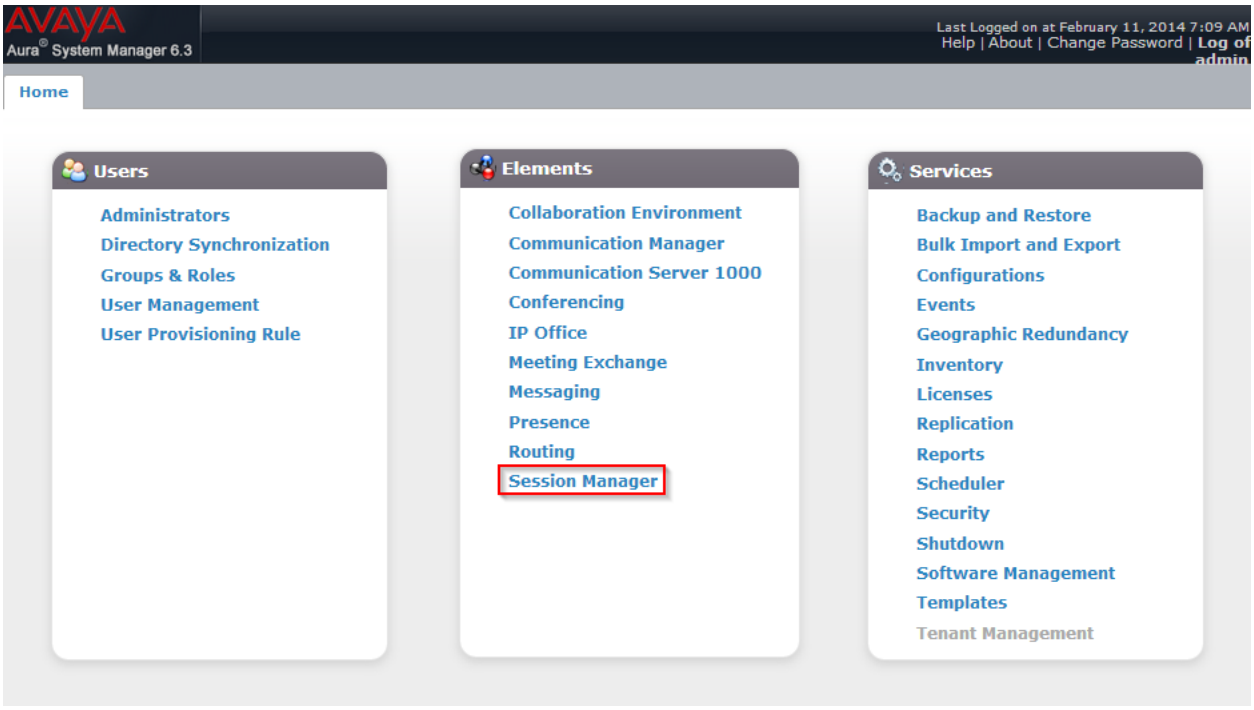
Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura® Communication Manager	6.3 SP5
Avaya G450 Media Gateway	31.20.0
Avaya Aura® Session Manager	6.3 SP5
Avaya Aura® System Manager	6.3 SP4
Avaya 9600 Series IP Deskphone: • 96x1 SIP Phones • 96x1 H.323 Phones • 96x0 SIP Phones • 96x0 H.323 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

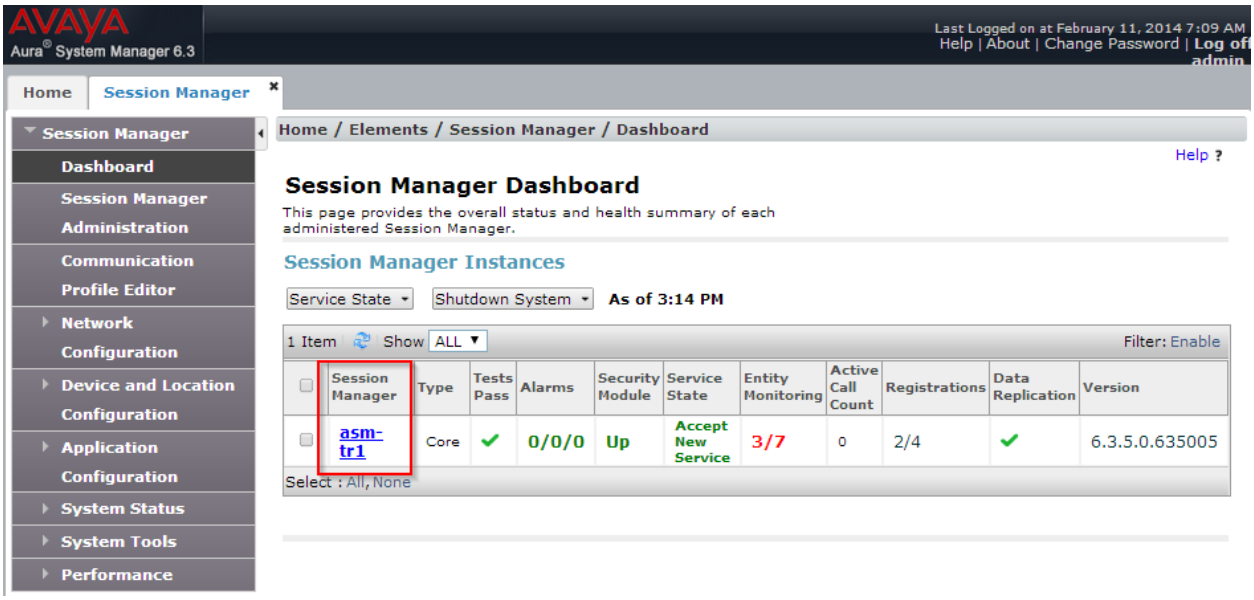
Session Manager is administered via the Avaya Aura® System Manager web interface. In a browser, navigate to **https//:<hostname>/** and login with appropriate credentials. Use the hostname or IP Address of the System Manager server in the URL.



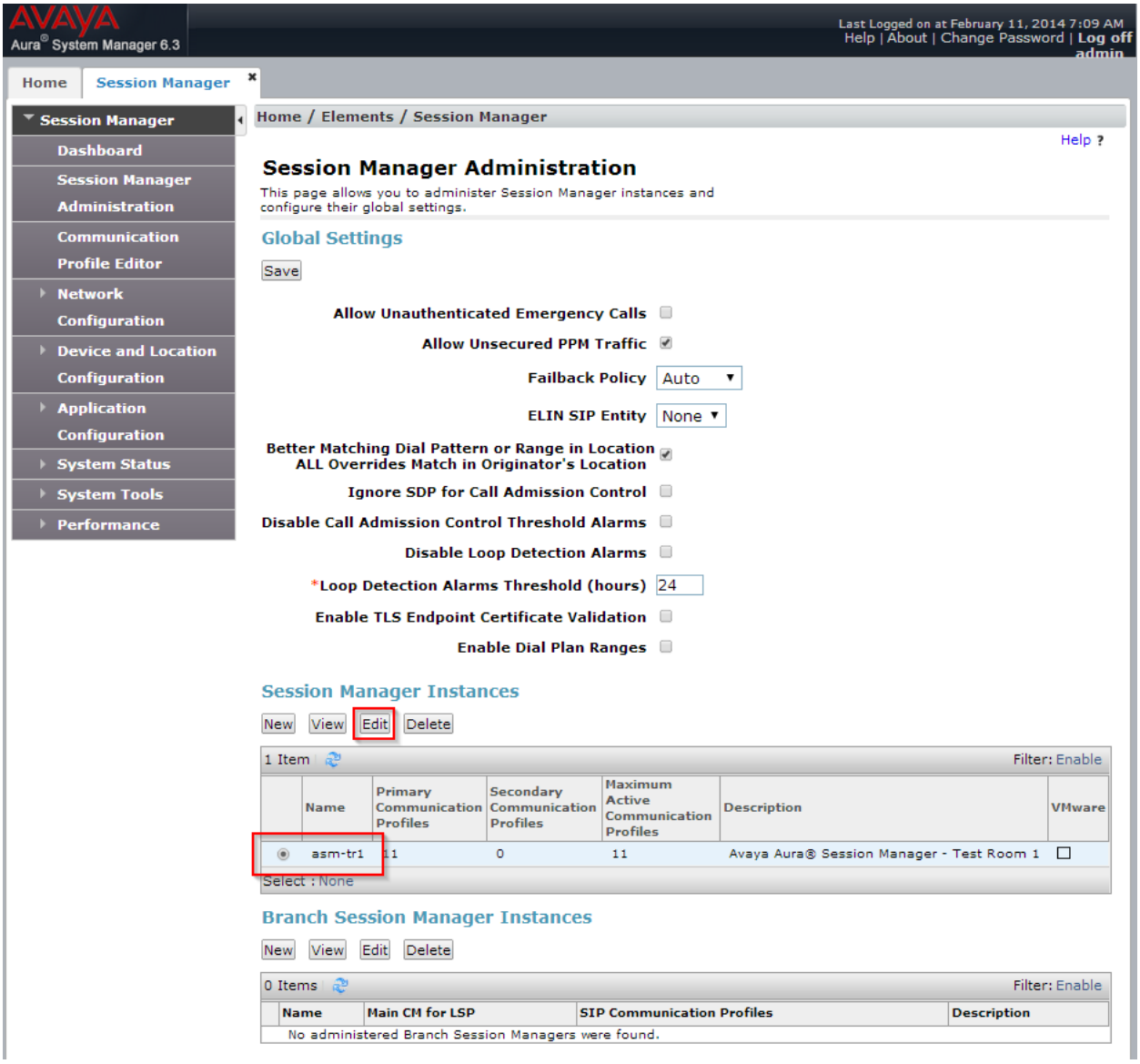
All navigation is performed by clicking links in the navigation links on the System Manager landing page as demonstrated below.



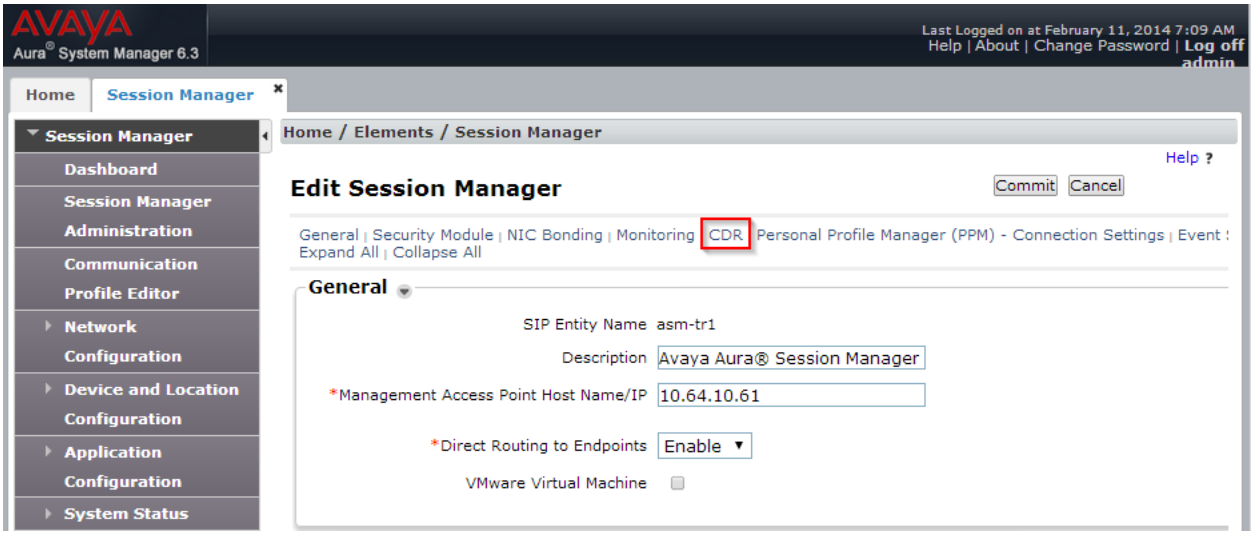
Select **Session Manager**, and the **Session Manager Dashboard** page will appear. Click on the name of Session Manager under the **Session Manager** column.



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



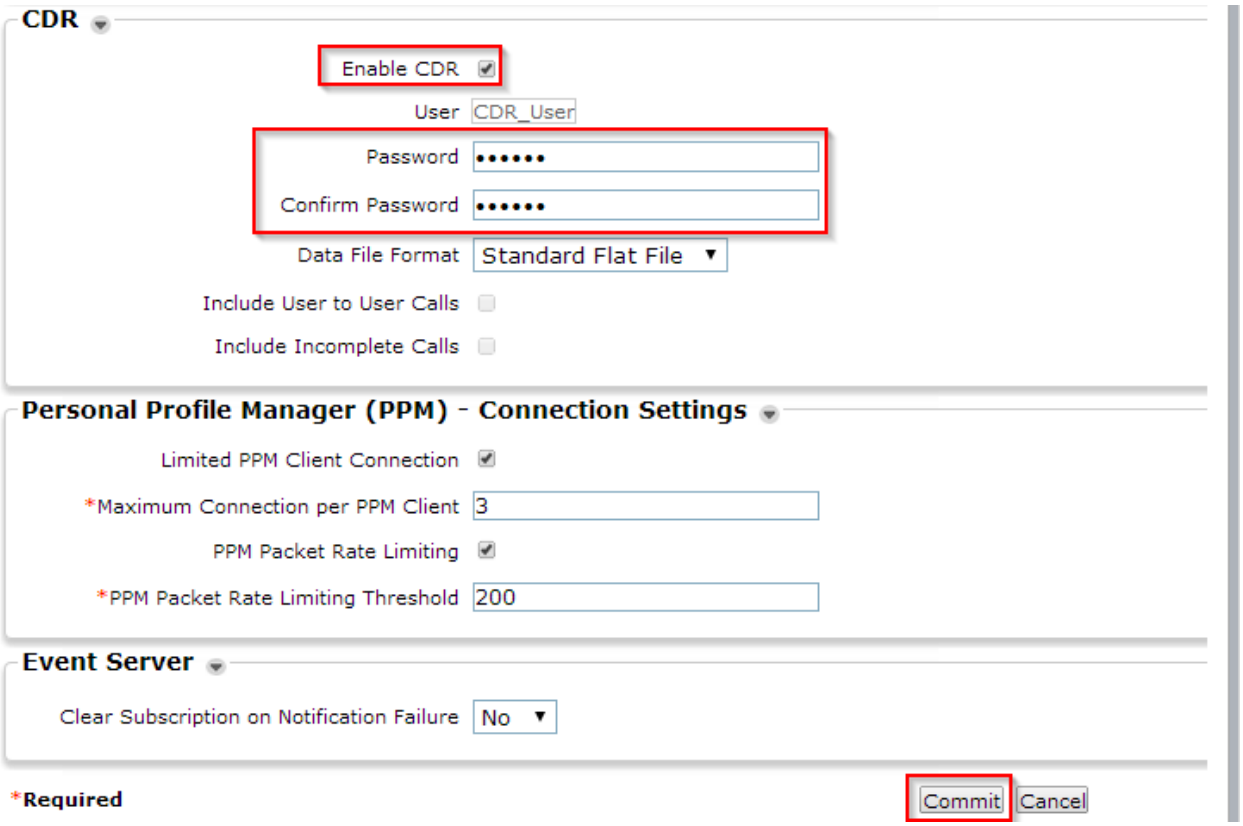
On the **Edit Session Manager** page, select **CDR**.



In the **CDR** section:

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

Click **Commit** once done.



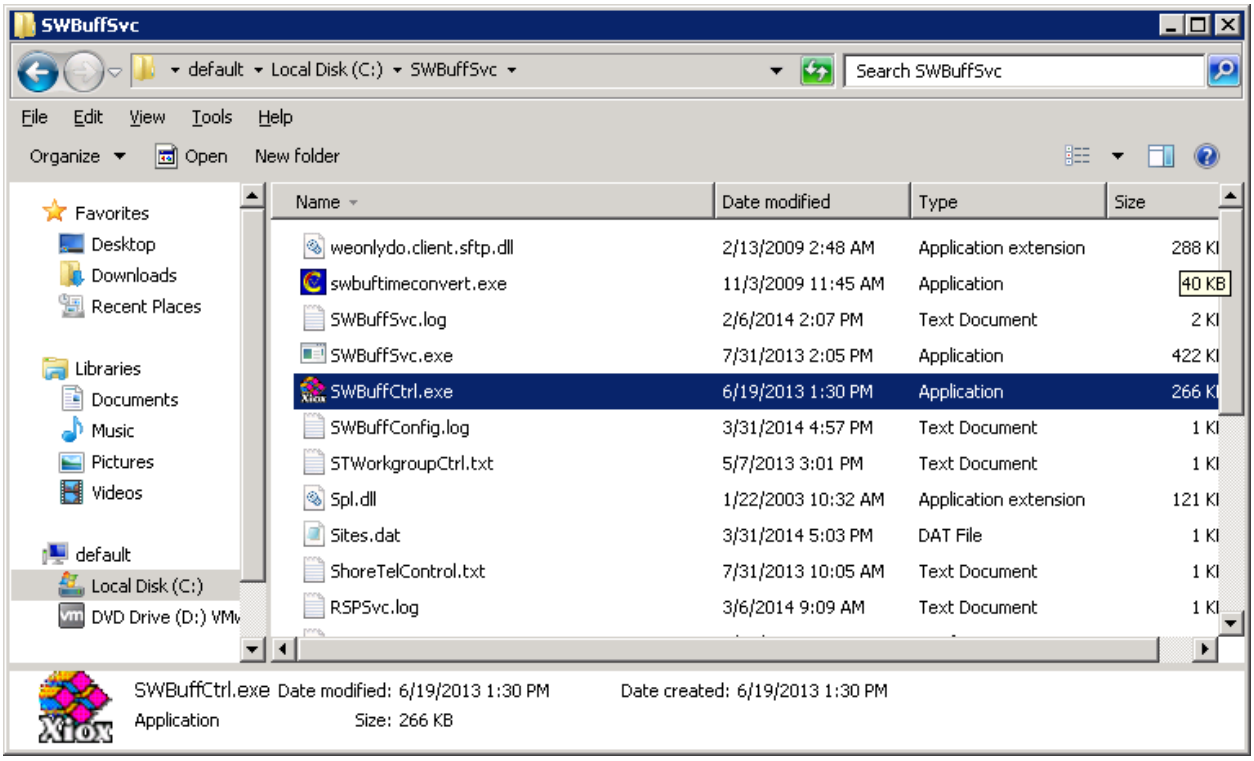
6. Configure @Comm CommView

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.

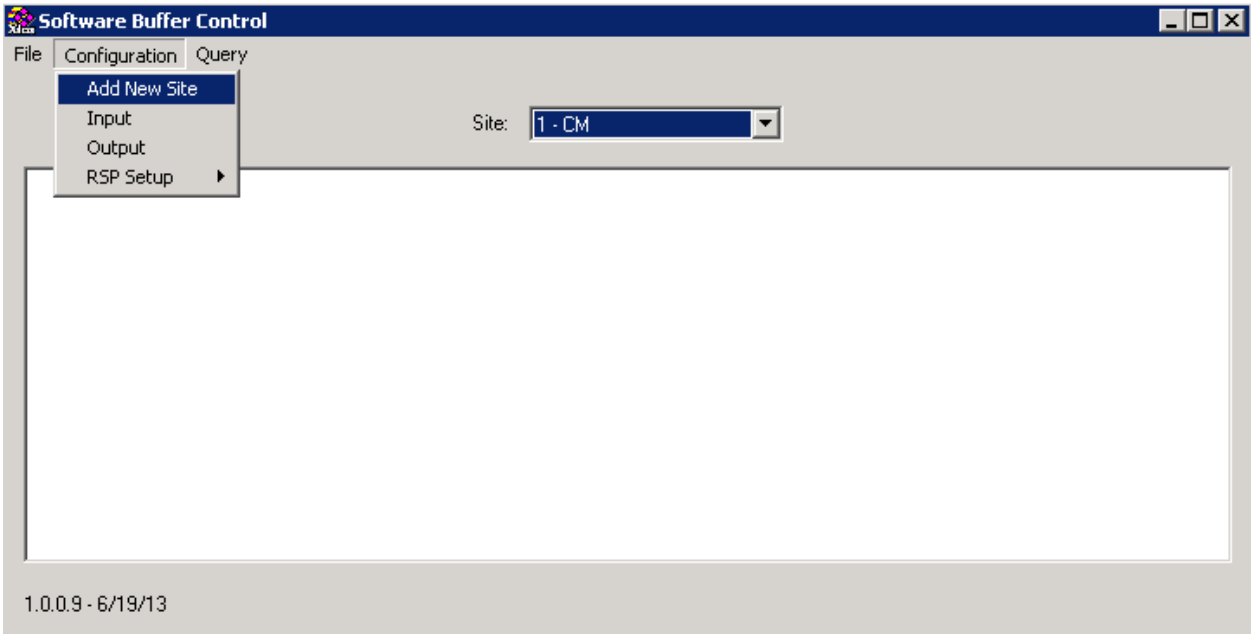
6.1. Launching the Application

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



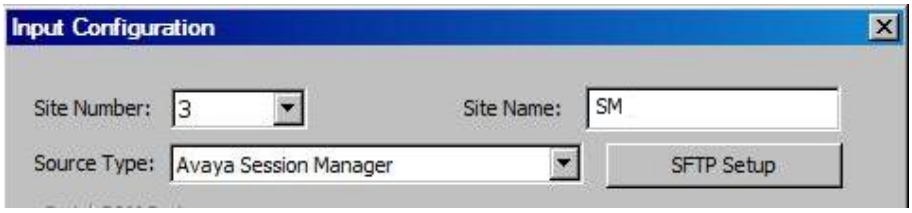
6.2. Configuring the CommView IP Software Buffer Interface for Session Manager

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.

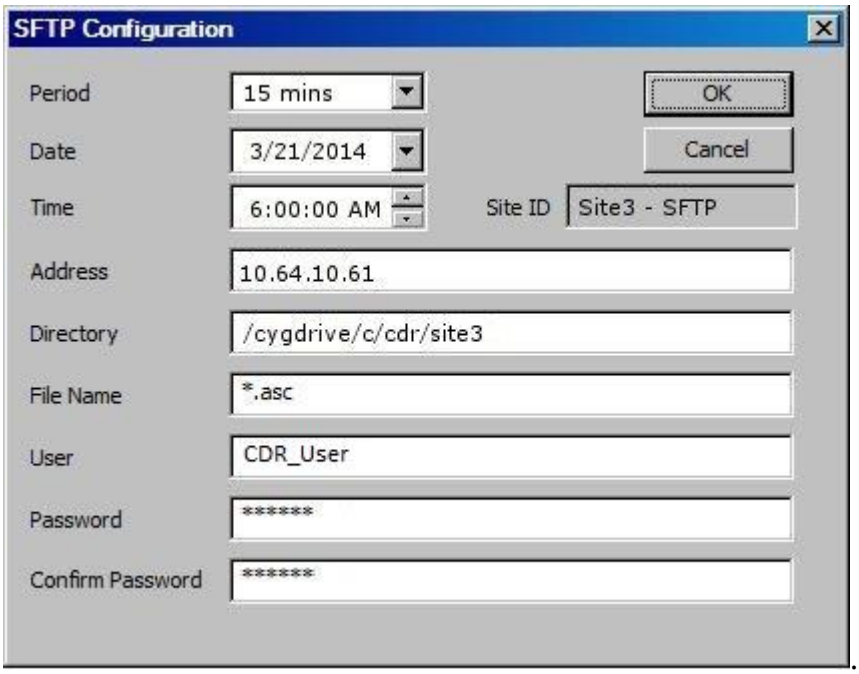
- Enter a name in **Site Name**.
- Set **Site Number** to an available site number.
- Set **Source Type** to **Avaya Session Manager**.



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**.

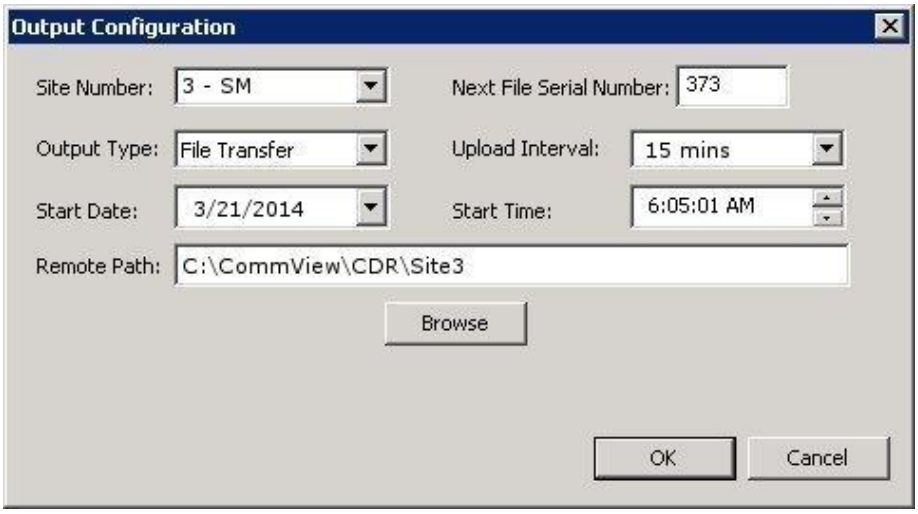
Click **OK**.



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**.

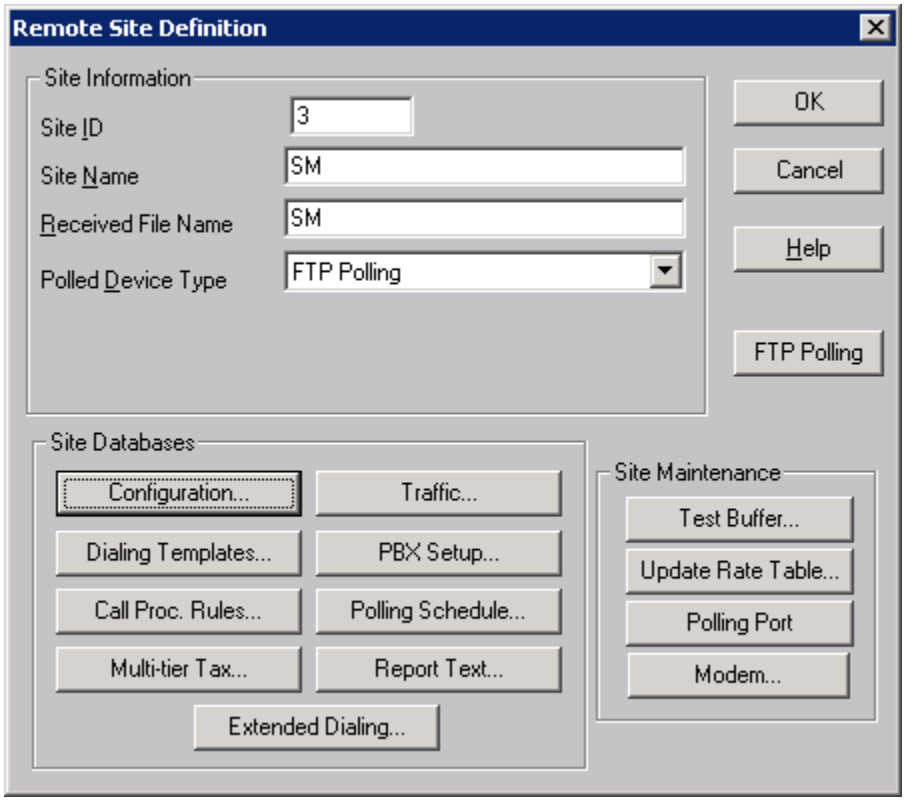
- Identify an output location for CommView to retrieve CDR from the CommView IP Software Buffer and enter the path into the **Remote Path**.
- Complete remaining form entries to determine method and frequency of CDR transfer.



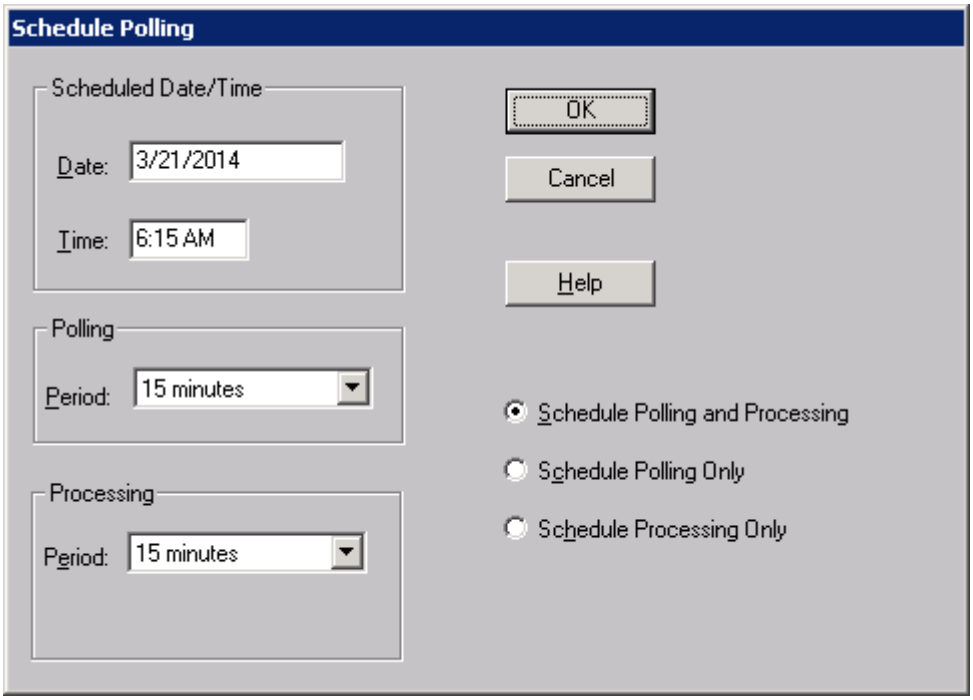
6.4. Configuring the CommView Application

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.



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



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

7. Verification Steps

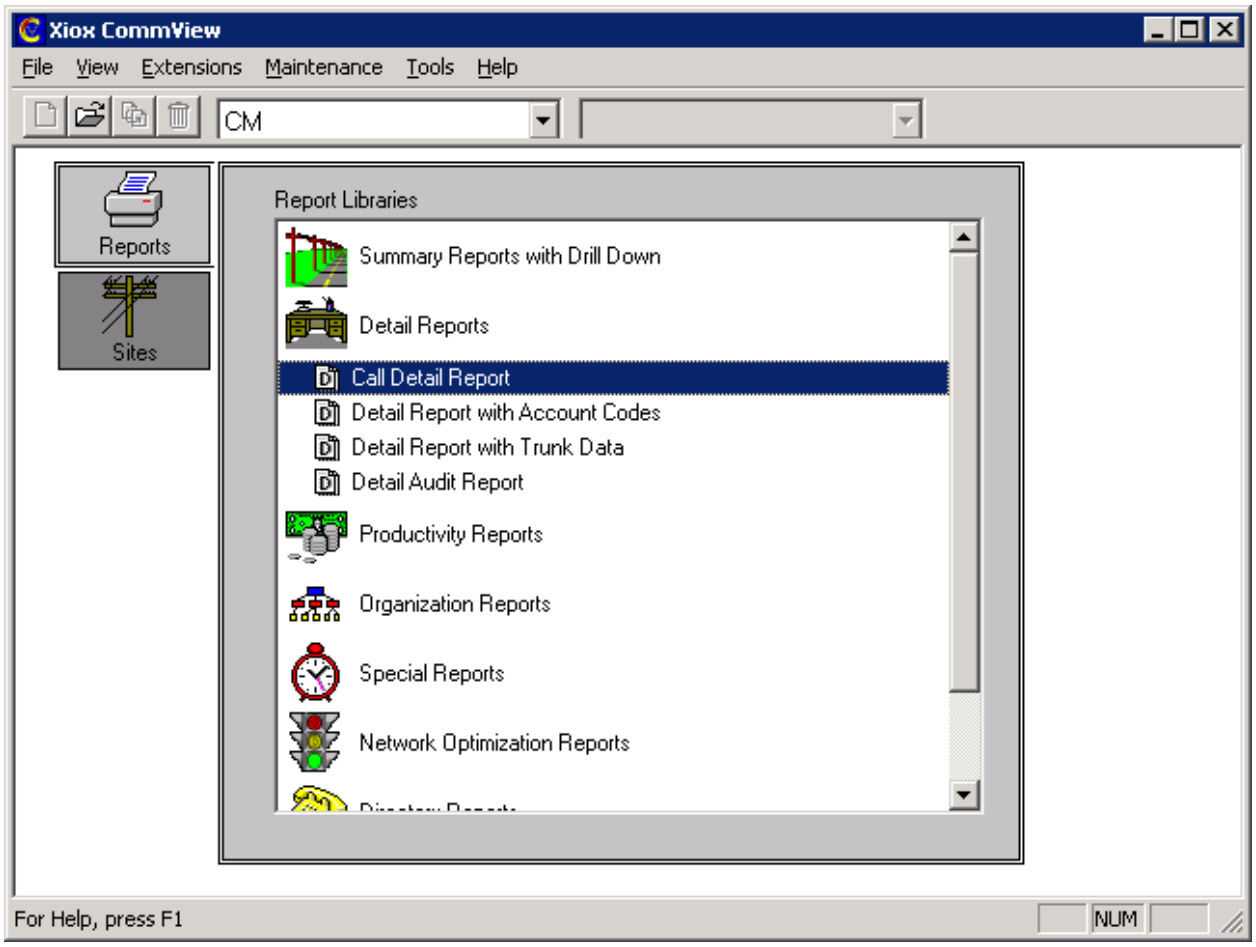
7.1. Avaya Aura® Session Manager

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

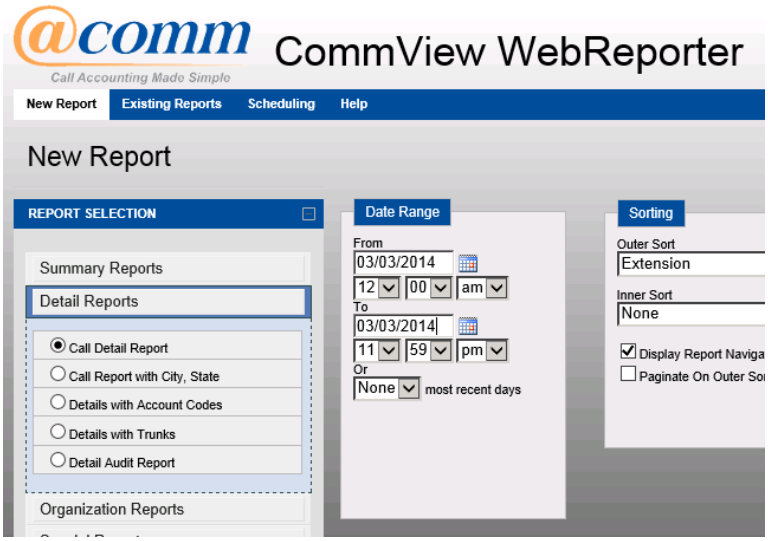
7.2. CommView Configuration

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



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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.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.