

Avaya Solution & Interoperability Test Lab

# Application Notes for @Comm's CommView with Avaya IP Office R9.0 – Issue 1.0

## Abstract

These Application Notes describe the configuration steps required for @Comm's CommView (premise) and CommView Web (cloud solution) to interoperate with Avaya IP Office R9.0.

Testing was performed using Avaya IP Office 500 V2 R9.0, but it also applies to Avaya IP Office Server Edition R9.0 (single site configuration only).

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 IP Office.

CommView is a comprehensive call accounting and reporting solution available as a premisebased application or as a cloud-based service. These Application Notes describe the configuration steps required for CommView to interface with IP Office through the SMDR (Station Message Detail Record) interface to capture call records and produce reports.

Please note that the configuration used for this testing was a single site setup.

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 <u>www.atcomm.com</u>.

## 2. General Test Approach and Test Results

All test cases were manually executed. Different types of calls were made to generate SMDRs.

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

The interoperability compliance testing included feature and serviceability tests. 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 IP Office.
- Verification of CDR data collected by CommView.
- Verification of link Failure\Recovery to ensure successful recovery.

## 2.2. Test Results

All 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: <u>http://www.atcomm.com/support/request-support/</u>
- Email: <a href="mailto:support@atcomm.com">support@atcomm.com</a>

# 3. Reference Configuration

The configuration below shows Avaya IP Office connected to CommView server over an Enterprise LAN.



Figure 1: Reference 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 IP Office	R9.0
Avaya 9630 H.323 Phone	3.22
Avaya 9640 H.323 Phone	3.20
Avaya 1220 SIP Phone	SIP 12x0.04.03.18.00
Avaya 1230 SIP Phone	SIP 12x0.04.03.18.00
@Comm CommView IP Software Buffer	1.0
@Comm CommView	2.1
@Comm WebReporter	2.4

# 5. Configure Avaya IP Office

This section provides the procedures for configuring IP Office.

From a PC running IP Office Manager application, select **Start**  $\rightarrow$  **Programs**  $\rightarrow$  **IP Office**  $\rightarrow$  **Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

🗹 Avay	a IP Office R9 Manager 00E00707066C [9.0.0.829] [Administ	trator(Administrator)] – 🗆 🗙
<u>F</u> ile <u>E</u> dit <u>V</u> iew <u>T</u> ools	<u>H</u> elp	
00E00707066C • System	n • 00E00707066C • 🛃 🗁 • 🔙 [	▲ 🔜 🔺 🖌 🧭 🏝
IP Offices	E 00E00707066C	iii - <u>□</u>   ×   •   <   >
IP Offices           IP Operator (3)           Operator (3)           ODE00707066C           System (1)           ODE00707066C           OE00707066C           Control Unit (5)           Extension (41)           Store (43)           Group (1)           Short Code (63)           Service (0)           RAS (1)           Incoming Call Route (5)           WanPort (0)           Directory (0)           Time Profile (0)           IP Route (2)           Account Code (1)           License (29)           Tunnel (0)           User Rights (8)           Auto Attendant (0)	Image: Contract Information     ODE00707066C       Contact Information     ODE00707066C       Contact Information     ODE00707066C       Set contact information to place System under special control     Image: Contact Information       Device ID     Image: Contact IP Address       TFTP Server IP Address     10       HTTP Server IP Address     10       Ohone File Server Type     Memory Card       Manager PC IP Address     10       Avaya HTTP Clients Only     Image: Contact	y Services System Events SMTP SMDR • • Locale Un ^ Location <n< td=""></n<>
⊕-¥ ARS (3)   ⊕- ∰ Authorization Code (1)	Enable Softphone HTTP Provisioning Automatic Backup Time Setting Config Source Voicemail Pro/Manager Time Settings Time Server Address Time Server Address Time Offset OD:00	Favor RIP Routes, ov
< >	Error List	<   >
Ready		

The Avaya IP Office R9.0 Manager screen is displayed

From the configuration tree in the left pane, select **System** to display the **System** screen in the right pane. Select the **SMDR** tab.

Select **SMDR Only** from the **Output** drop-down list. For **IP Address**, enter the IP address of @Comm CommView server. For **TCP Port**, enter a port, in this case **4221**. Modify **Records to Buffer** if desired, and check **Call Splitting for Diverts**. The record buffer is used by IP Office to cache SMDR records in case of communication failure with @Comm CommView server.



# 6. Configure @Comm CommView

This section outlines the process for configuring the CommView IP Software Buffer to receive SMDR from IP Office. 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 the 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  $\rightarrow$  SWBuffCtrl.exe to launch the configuration application.



# 6.2. Configuring the CommView IP Software Buffer Interface for Avaya IP Office

The CommView IP Software Buffer control screen is displayed.

🏩 S	oftware Buffei	r Cont	rol			×
File	Configuration	Quer	у			
	Add New Sit	e:				
	Input			Site:	1 - CM	
	Output				,	
	RSP Setup	•				
,						
1.0.	0.9 - 6/19/13					

Select Configuration  $\rightarrow$  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 IP Office.

Finally, click the **OK** button at the bottom of the screen.

Site Number:	3	•		Site Name:	Avaya IP	Office	
Source Type:	Avaya IP	Office		•	]		
-Serial COM P	rt —						
Port:		5-4-60		Baud Kate;			
Parity:		End of R	ecora: [C	R/LF	Timeout	; j zu sec	is 🚩
TCP/IP							
Port: 42	1	_					
Port: 42	:1						
Port: 42 - ODBC D5N:	1						
Port: 42: - ODBC DSN: User:	1	Passv	vord:				
Port: 42: ODBC DSN: User: Poll Interval:		Passv	vord:			Advar	nced
Port: 42: -ODBC DSN: User: Poll Interval: -File Transfer		Passv	vord:			Advar	nced
Port: 42: -ODBC		Passv	vord;			Advar	nced
Port: 42: -ODBC DSN: User: Poll Interval: -File Transfer Path: File Mask:		Passv	vord;	ath Tra	nsfer Interva	Advar	nced
Port: 42: -ODBC DSN: User: Poll Interval: -File Transfer Path: File Mask: Start Date:		Passv	vord;	ath Tra	nsfer Interva 3:15	Advar al;	rced

## 6.3. Configuring the CommView IP Software Buffer Output

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**  $\rightarrow$  **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 Configu	ration			×
Site Number:	3 - IP Office	Next File Serial Nur	mber: 1	
Output Type:	File Transfer 📃	Upload Interval:	10 mins	•
Start Date:	3/21/2014 💌	Start Time:	6:00:00 AM	•
Remote Path:	c:\CommView\CDR\Site3			
	Br	owse		
		Г	ок	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 SMDR files provided by the CommView IP Software Buffer.

Rer	note Site Definition		×
E 9	Site Information		
s	iite <u>I</u> D	3	
S	iite <u>N</u> ame	Poffice	Cancel
E	 eceived File Name	IPOFFICE	
F	Polled <u>D</u> evice Type	File Transfer 📃 💌	
F	ïle Name	SITE2*.ASC	
	Site Databases		
	Configuration	Site M	aintenance
	Conliguration		Test Buffer
	Dialing Templates	PBX Setup	date Rate Table
	Call Proc. Rules	Polling Schedule	Polling Port
	Multi-tier Tax	Report Text	Modem
	Exten	led Dialing	

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

Schedule Polling	
Scheduled Date/Time	ОК
Date: 4/3/2014	Cancel
<u>I</u> ime: 3:20 PM	Help
Polling	
Period: 12 hours	Schedule Polling and Processing
- Processing	Schedule Polling Only
Period: 12 hours	Schedule Processing Only

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

## 7. Verification Steps

## 7.1. Avaya IP Office

To verify that IP Office is sending SMDRs successfully, open Avaya IP Office R9.0 SysMonitor. Select **Filter**  $\rightarrow$  **Trace Options**. Select **Call** tab, and check box for **Call Detail Records** and **CDR Extra diagnostics**.



Start tracing by selecting View  $\rightarrow$  Log To Screen. If the TCP connection is successful to CommView, results should be similar to the following lines.

```
445081676mS CDR: Initialising communications [IP Address = 10.64.101.94, port 4221
[TCP]]
445081676mS PRN: CDR - ResetQueueSize=500
445081677mS CDR: SMDR OUTPUT '2014/02/05
12:23:51,00:00:00,2,25276,0,25211,25211,,1,1000080,0,E25276,IPO SIP 1,E25211,IPO SIP
1,0,0,n/a,0,,,,,,,,
```

## 7.2. CommView Configuration

Completing the configuration in **Section 6** will verify that data is being captured as part of the SMDR Source configuration. Alternatively to accepting that as verification, once @Comm CommView configuration has been completed by @Comm Support and calls have been processed, the following can be done:

- Verify Call Collection and reporting accuracy by opening the CommView application via the desktop icon or WebReporter (CommView Web) via Browser.
- Select the **Call Detail Report** from within the **Detail Reports** library.

😢 Xiox Comm¥iew
<u>File View Extensions Maintenance Tools H</u> elp
Reports         Stress         Performance         Stress         Summary Reports with Drill Down         Image: Stress         Summary Reports with Drill Down         Image: Stress         Summary Reports with Drill Down         Image: Stress         Stress         Detail Report         Image: Detail Report         Image: Detail Report with Account Codes         Image: Detail Report         Image: Detail Audit Report         Image: Detail Reports         <
For Help, press F1

Or CommView WebReporter

Call Accounting Made Simple	Со	mmView We	bReporter
New Report Existing Reports	Scheduling	Help	
New Report			
REPORT SELECTION		Date Range	Sorting
Summary Reports Detail Reports		From 03/03/2014 12 00 amv To 02/02/2014	Outer Sort Extension Inner Sort None
Call Detail Report     Call Report with City, State     Details with Account Codes     Details with Trunks		05/05/2014 Hitt 11 V 59 V PM V Or None V most recent days	Display Report Naviga
O Detail Audit Report			

Solution & Interoperability Test Lab Application Notes ©2014 Avaya Inc. All Rights Reserved. These simple 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 IP Office and @Comm CommView configuration.

# 8. Conclusion

@Comm CommView successfully interoperated with Avaya IP Office.

# 9. Additional References

Product documentation for Avaya products may be found at http://support.avaya.com.

Avaya IP Office 9.0 Installation, 15-601042 Issue 26i – (23 August 2012)
 Avaya IP Office 9.0 Manager, 10.115-601011 Issue 290 – (03 August 2012)

Product documentation for CommView can be directly obtained from @Comm.

#### ©2014 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by <sup>®</sup> and <sup>TM</sup> are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

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 <u>devconnect@avaya.com</u>.