



Avaya Solution & Interoperability Test Lab

Application Notes for Resource Software International Revolution Web Call Accounting with Avaya IP Office 9.0 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Resource Software International Revolution Web Call Accounting to interoperate with Avaya IP Office 9.0. Resource Software International Revolution Web Call Accounting is a browser-based call accounting solution that uses the Station Message Detail Recording records from Avaya IP Office to track phone calls and produce detailed reports.

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

These Application Notes describe the configuration steps required for Resource Software International (RSI) Revolution Web Call Accounting to interoperate with Avaya IP Office 9.0.

RSI Revolution Web Call Accounting is a browser-based call accounting solution that uses the Station Message Detail Recording (SMDR) records from Avaya IP Office to track phone calls and produce detailed reports.

2. General Test Approach and Test Results

The feature test cases were performed manually. Different types of calls were made along with different actions initiated from the user telephones, to verify proper parsing and displaying of received SMDR data by Revolution Web.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to the Revolution Web server.

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 test included feature and serviceability testing.

The feature testing focused on verifying the proper parsing and displaying of SMDR data by Revolution Web for call scenarios including internal, voicemail, inbound PSTN, outbound PSTN, hold, reconnect, transfer, conference, park, forward, and account codes. The verification included the Live View Call display of the received SMDR data.

The serviceability testing focused on verifying the ability of Revolution Web to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to the Revolution Web server.

2.2. Test Results

All test cases were executed and verified. The one observation from the compliance testing is that the Region and Cost parameters values in the Revolution Web reporting were generated internally by Revolution Web.

2.3. Support

Technical support on Revolution Web can be obtained through the following:

- **Phone:** (800) 891-6014
- **Email:** support@telecost.com
- **Web:** www.telecost.com

3. Reference Configuration

The configuration used for the compliance testing is shown below.

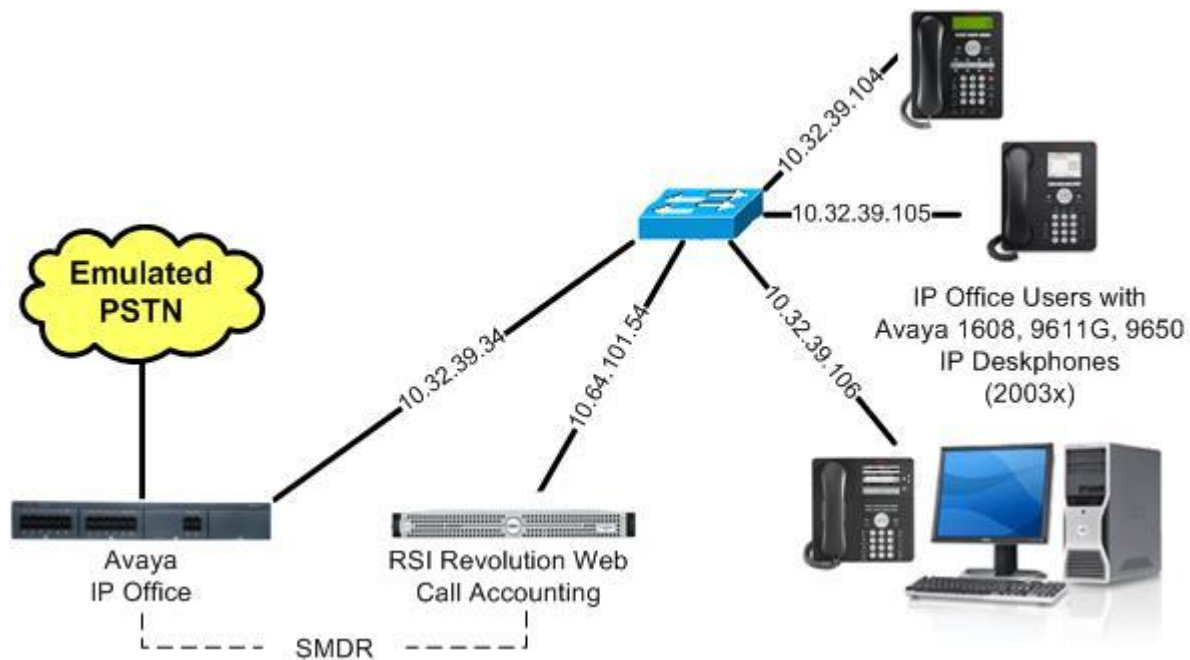


Figure 1: Compliance Testing Configuration

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office on IP500V2	9.0 SP1 (9.0.100.845)
Avaya 1616 IP Deskphone (H.323)	1.343A
Avaya 9611G IP Deskphone (H.323)	6.3037
Avaya 9650 IP Deskphone (H.323)	3.212A
RSI Revolution Web Call Accounting on Windows Server 2008 R2 Enterprise <ul style="list-style-type: none">• Driver Avaya (IP Office 6).js	2.6.1.97.6 SP1 1.4

Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.

5. Configure Avaya IP Office

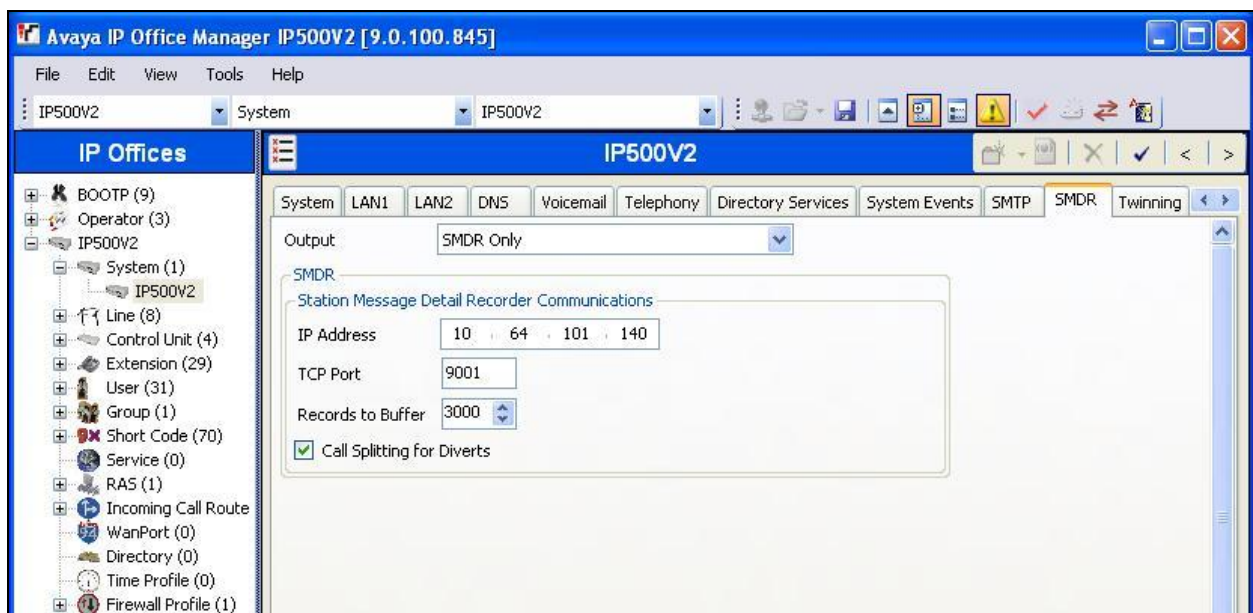
This section provides the procedures for configuring IP Office.

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

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **System** to display the **IP500V2** screen in the right pane. Select the **SMDR** tab. Select “SMDR Only” from the **Output** drop-down list, to display the **SMDR** sub-section.

For **IP Address**, enter the IP address of the Revolution Web server. For **TCP Port**, enter a desired port, in this case “9001”. Make a note of the port number, to be used later for configuring Revolution Web.

Modify **Records to Buffer** to the desired value, and check **Call Splitting for Diverts**. The record buffer is used by IP Office to cache SMDR records in case of communication failure with Revolution Web.



6. Configure RSI Revolution Web Call Accounting

This section provides the procedures for configuring Revolution Web. The procedures include the following areas:

- Launch application
- Administer PBX communication

The configuration of Revolution Web is typically performed by RSI Support Services. The procedural steps are presented in these Application Notes for informational purposes.

6.1. Launch Application

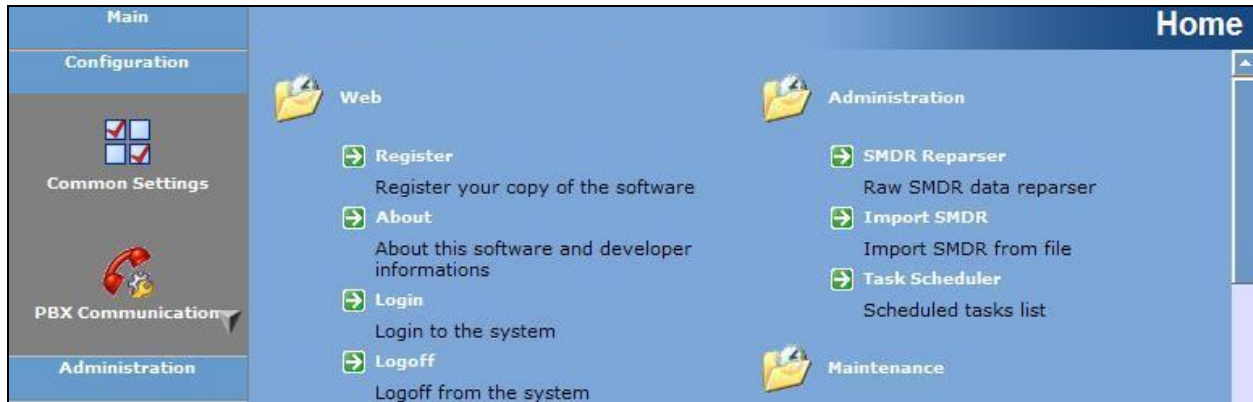
From the Revolution Web server, select **Start → All Programs → RSI → Run Revolution Web Call Accounting** to display the **Login validation** screen in a browser window below. Log in using the appropriate credentials.



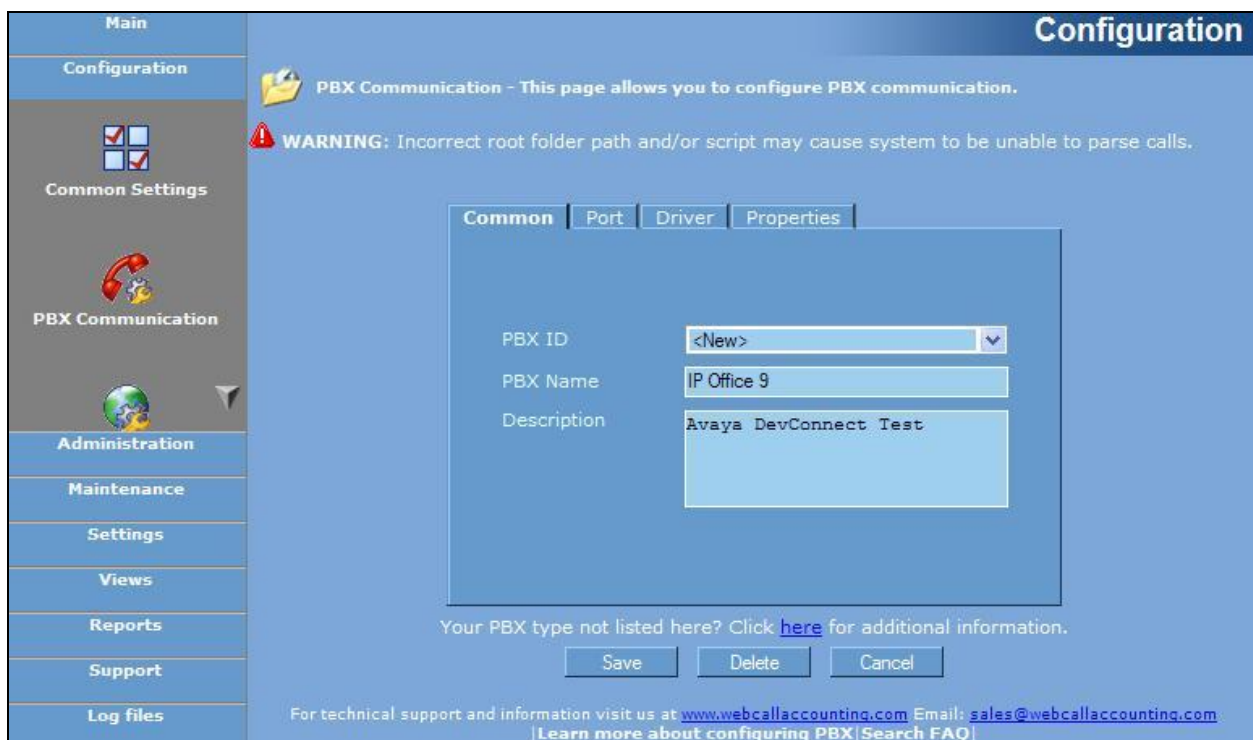
The screenshot shows a web browser window with a blue background. In the center is a 'Login validation' dialog box. The dialog box has a title bar with a key icon and the text 'Login validation'. Below the title bar, it says 'Please provide username and password'. There are two input fields: 'User Name' and 'Password'. Below the input fields are two buttons: 'Login' and 'Cancel'. At the bottom of the browser window, there is a line of text: 'For technical support and information visit us at www.webcallaccounting.com Email: sales@webcallaccounting.com | What is default Administrator's password? | Search FAQ |'.

6.2. Administer PBX Communication

The **Home** screen is displayed. Select **Configuration → PBX Communication** from the left pane.



The **Configuration** screen is displayed next. Select the **Common** tab. Enter a desired **PBX Name** and **Description**, and retain the default value in the remaining field.



Select the **Port** tab. For **Port**, select “TCP” from the drop-down list. For **Port** number, enter the TCP port number from **Section 5**.

The screenshot shows the 'Configuration' window for PBX Communication. The left sidebar contains a 'Main' menu with 'Configuration' selected, and sub-items: 'Common Settings', 'PBX Communication', 'Administration', 'Maintenance', 'Settings', and 'Views'. The main area has a title bar 'Configuration' and a subtitle 'PBX Communication - This page allows you to configure PBX communication.' Below this is a warning message: 'WARNING: Incorrect root folder path and/or script may cause system to be unable to parse calls.' The 'Port' tab is selected in the sub-menu. The 'Port' dropdown is set to 'TCP'. The 'IP Parameters' section contains a 'Port' field with the value '9001'.

Select the **Driver** tab. For **PBX driver**, select “Avaya (IP Office 6)” from the drop-down list. Retain the default values in the remaining fields.

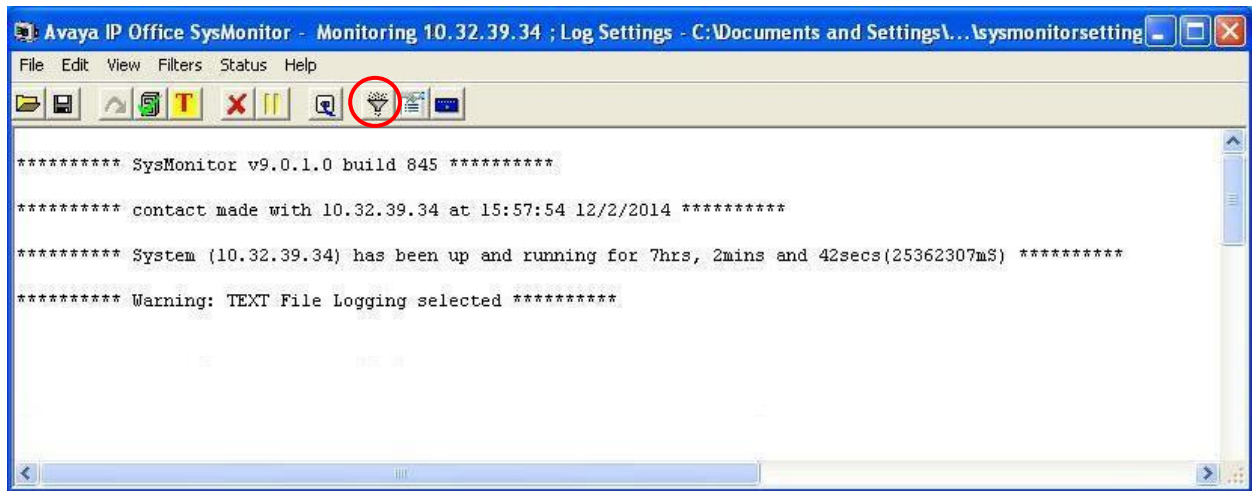
The screenshot shows the 'Configuration' window for PBX Communication, now with the 'Driver' tab selected. The left sidebar is the same. The main area shows the 'Driver' tab selected in the sub-menu. The 'PBX driver' dropdown is set to 'Avaya (IP Office 6)'. The 'Driver description' field displays: 'Version 1.4 - This driver supports outgoing, incoming calls and Account Codes. Last update 14 Feb 2014'. The 'Duration correction (sec.)' field is set to '0'.

7. Verification Steps

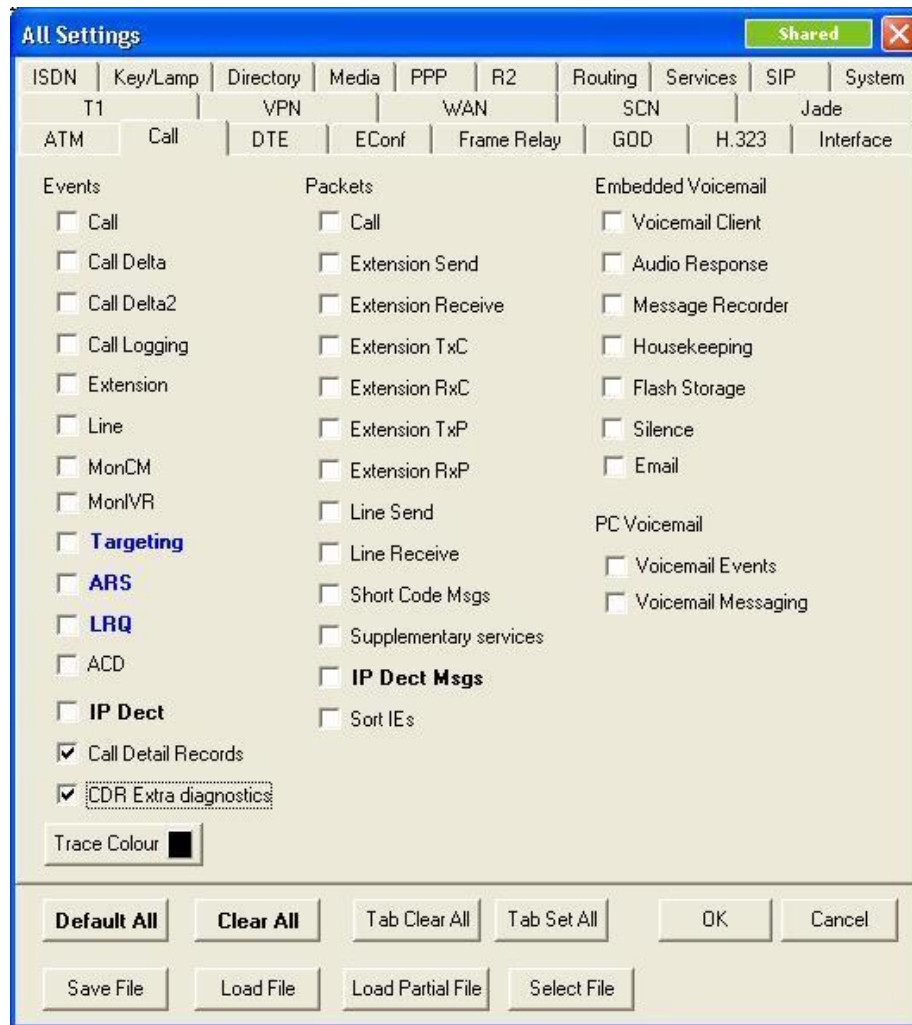
This section provides the tests that can be performed to verify proper configuration of IP Office and Revolution Web.

7.1. Verify Avaya IP Office

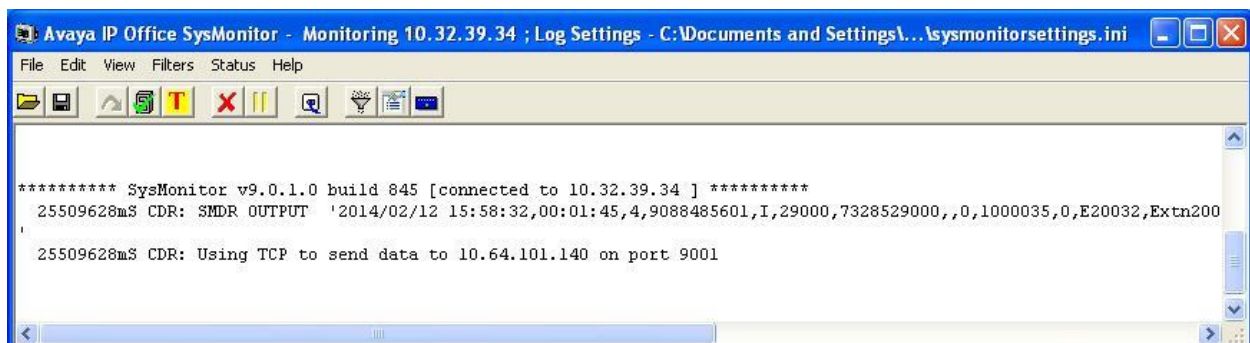
From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen is displayed, as shown below. Click on the **Filter** icon.



The **All Settings** screen is displayed. Check **Call Detail Records** and **CDR Extra diagnostics**, as shown below.



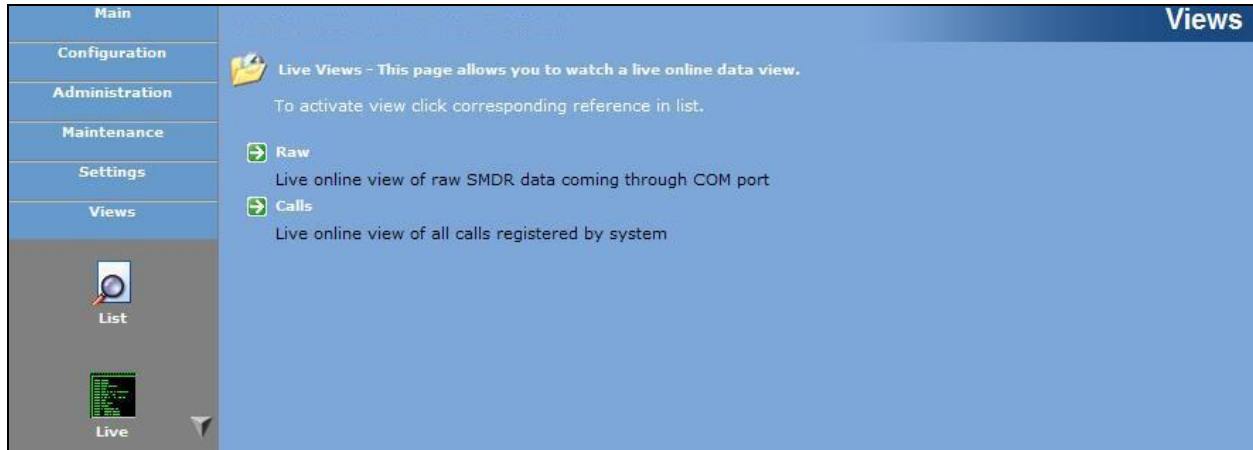
Make and complete a call, such as an incoming trunk call from the PSTN. Verify that raw SMDR data is displayed on the **Avaya IP Office SysMonitor** screen, as shown below.





7.2. Verify RSI Revolution Web Call Accounting


Access the web interface of Revolution Web by using the URL “https://ip-address:56267” in an Internet browser window, where “ip-address” is the IP address of the Revolution Web server. Log in using the appropriate credentials.

The **Home** screen shown in **Section 6.2** is displayed. Select **Views** → **Live** from the left pane, to display the **Views** screen shown below. Select **Calls**.



The **Live Views** screen is displayed. Verify that an entry is displayed for each SMDR record output from **Section 7.1**, with proper values in the relevant fields.

Main	Live Views									
Configuration	 Calls - This page allows you to view calls as they are processed by the system.									
Administration										
Maintenance										
Settings										
Views										
 List										
 Live										
Reports										

Date	CO	User/Ext	Duration	Region	Number	Cost	Type	Source	
 02/12/2014 15:58:32	9009	Unknown/20032	00:01:45	Elizabeth, Flemington, Phillipsburg (UNITED STATES OF AMERICA\New Jersey)	9088485601		I	10.32.39.34	

8. Conclusion

These Application Notes describe the configuration steps required for RSI Revolution Web Call Accounting to successfully interoperate with Avaya IP Office 9.0. All feature and serviceability test cases were completed with an observation noted in **Section 2.2**.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at <http://support.avaya.com>.
2. *Resource Software International Ltd. Avaya IP Office RSI Revolution Web Integration Guide*, available from RSI Support.

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