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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 premise-based 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 www.atcomm.com.

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: http://www.atcomm.com/support/request-support/
- Email: support@atcomm.com

3. Reference Configuration

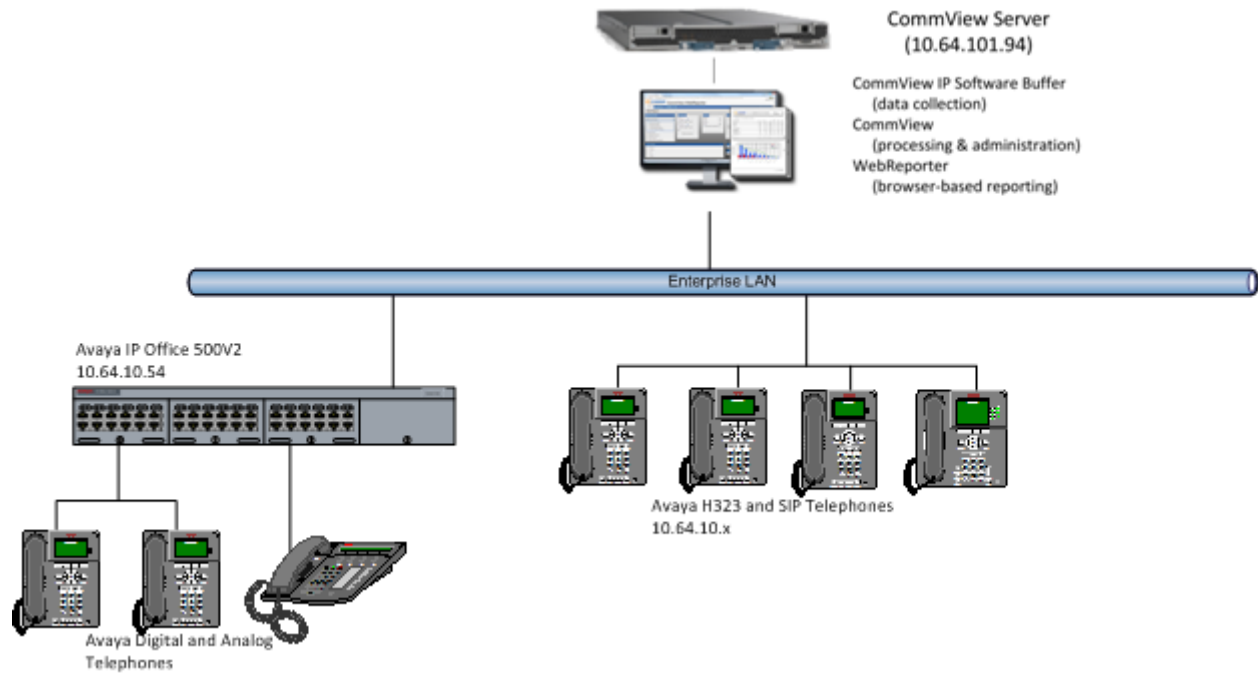The configuration below shows Avaya IP Office connected to CommView server over an Enterprise LAN.

Figure 1: Reference Configuration for @Comm CommView

4. Equipment and Software Validated

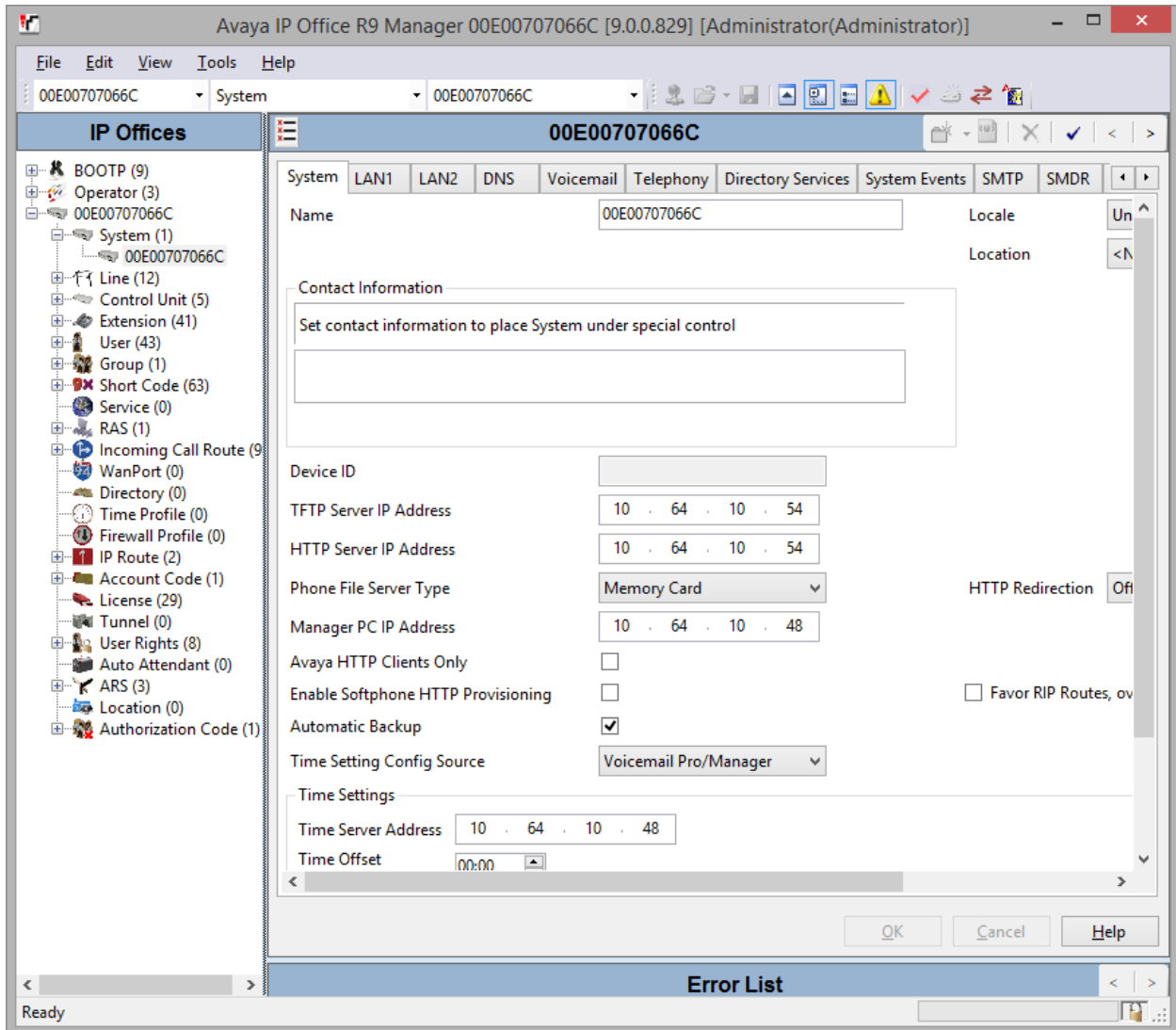The following equipment and software were used for the sample configuration provided:

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 → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system, and log in with the appropriate credentials.

The Avaya IP Office R9.0 Manager screen is displayed

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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.
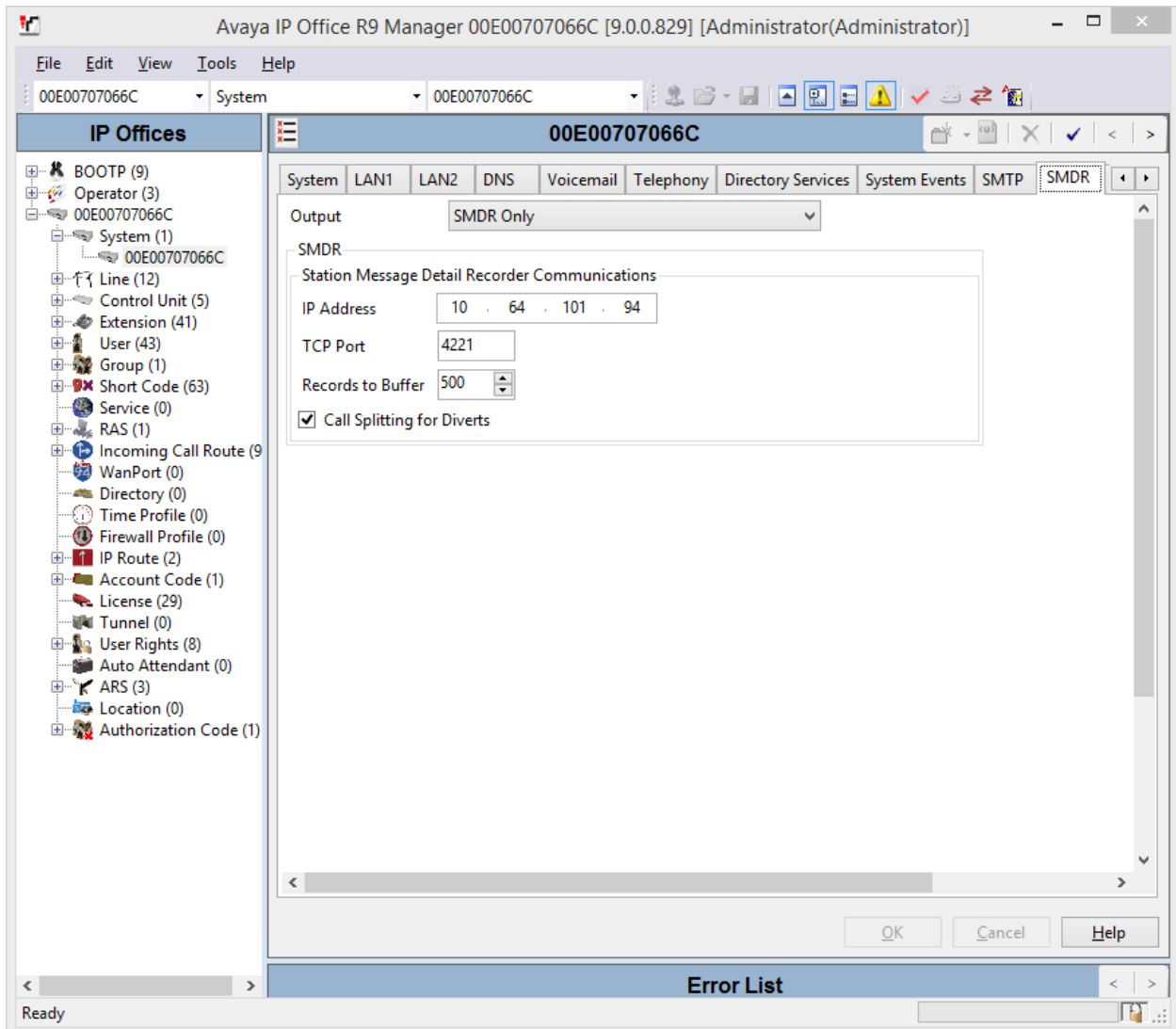
6. Configure @Comm CommView

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 → SWBuffCtrl.exe** to launch the configuration application.
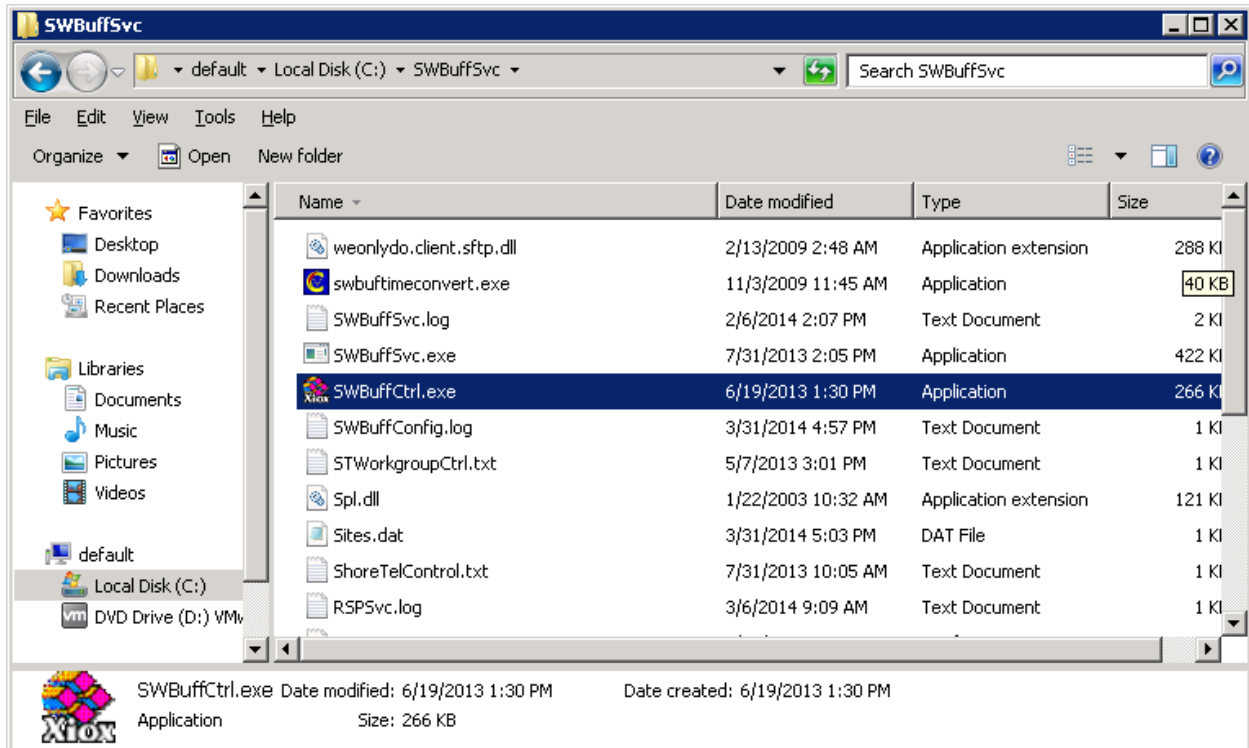
6.2. Configuring the CommView IP Software Buffer Interface for Avaya IP Office

The CommView IP Software Buffer control screen is displayed.

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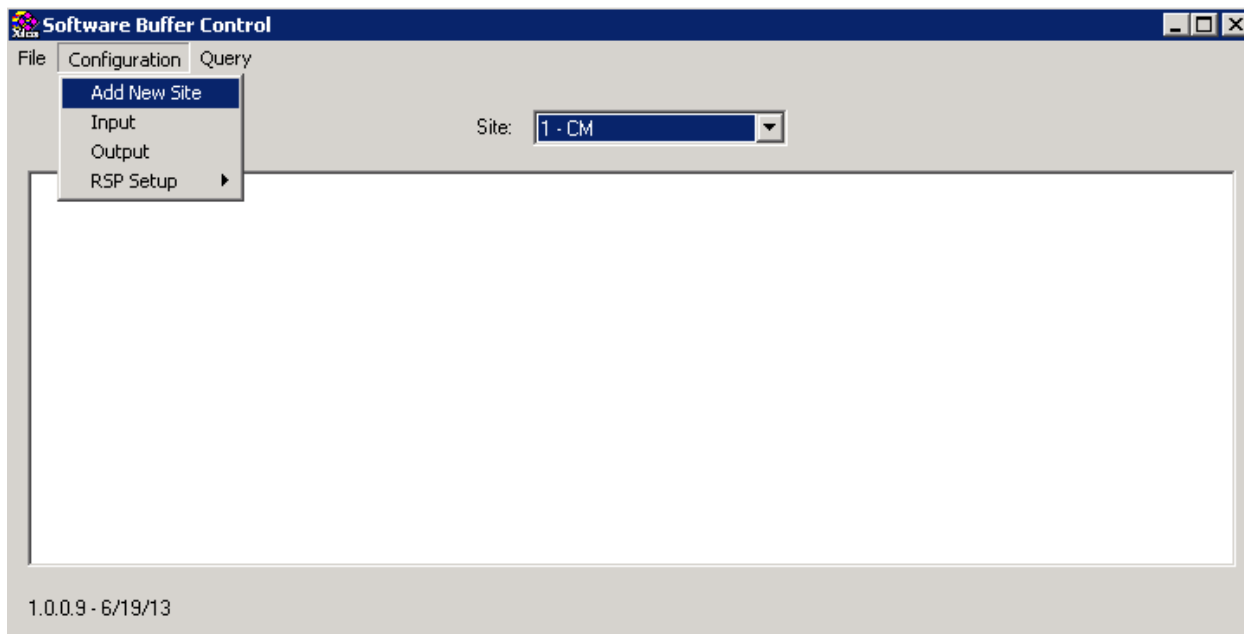
Select **Configuration → Add New Site**, the CommView IP Software Buffer input configuration screen is displayed.

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

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

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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 → 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 SMDR files provided by the CommView IP Software Buffer.

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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 IP Office

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

Start tracing by selecting **View → 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,O,25211,25211,,1,1000080,0,E25276,IPO SIP 1,E25211,IPO SIP
1,0,0,n/a,0,,,,,,,,,,,,
'
```
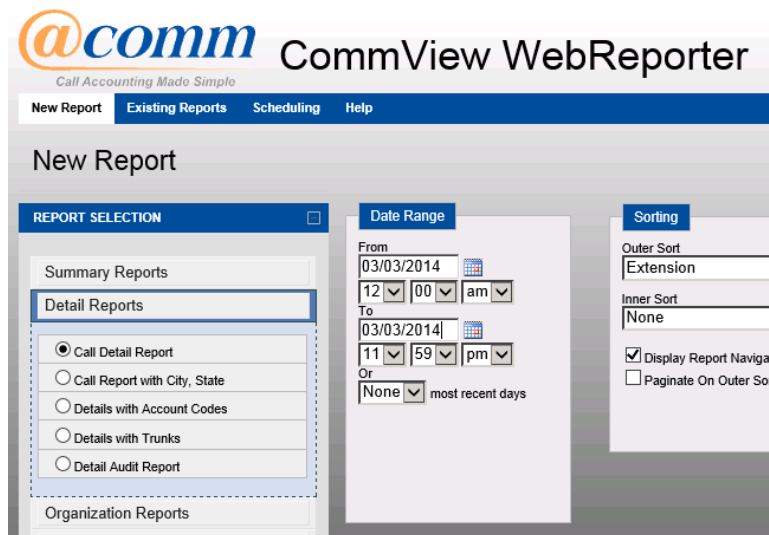
7.2. CommView Configuration

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.
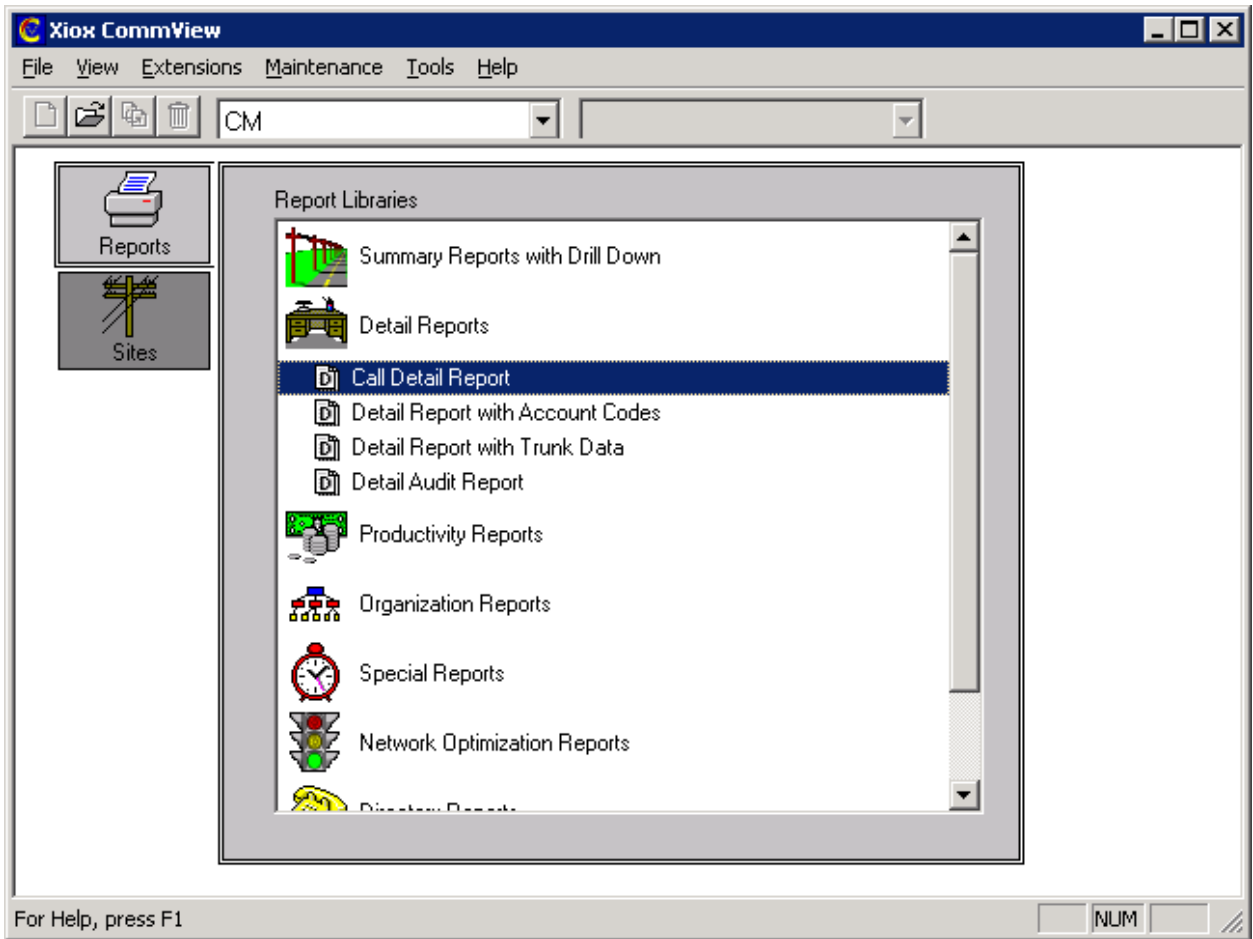
Or CommView WebReporter

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.

[1] *Avaya IP Office 9.0 Installation,15-601042 Issue 26i – (23 August 2012)*
[2] *Avaya IP Office 9.0 Manager, 10.115-601011 Issue 29o – (03 August 2012)*

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

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