Avaya Solution & Interoperability Test Lab

Application Notes for TCC Atradis Balance with Avaya Aura® Communication Manager 7.0 – Issue 1.0

Abstract

These Application Notes contain configuration steps required for TCC Atradis Balance to interoperate with Avaya Aura® Communication Manager.

Readers should pay attention to Section 2, in particular the scope of testing as outlined in Section 2.1 as well as any observations noted in Section 2.2, to ensure that their own use cases are adequately covered by this scope and results.

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.

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1. Introduction

TCC Atradis Balance is a Call Detail Recording (CDR) tool which provides call classification and billing information gathered from the Communication Manager. The Communication Manager Call detail recorder output is saved to disk and is accessed by Atradis Balance daily for reporting.

2. General Test Approach and Test Results

Interoperability testing contained functional tests mentioned in **Section 2.1**.

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 testing to ensure that Atradis Balance is able to capture CDR data.

2.2. Test Results

All planned test cases were passed.

2.3. Support

Customers are served with support, depending on their service contract.
All service requests are sent to:
E-mail: service@atradis.net
Phone: +49 2202 9542 200

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3. Reference Configuration

Figure 1 illustrates a sample configuration that consists of Avaya Products and Atradis Balance server. TCC Atradis Balance was installed on a VMWare virtual appliance for Windows 7.

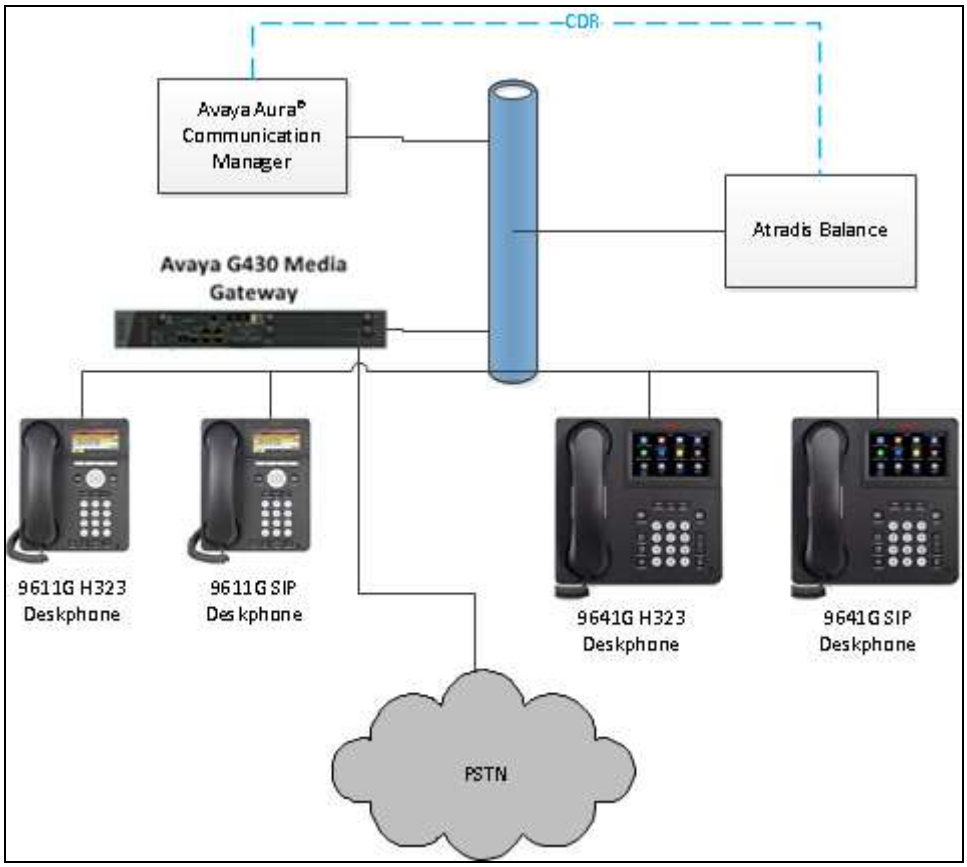

Figure 1: Test Configuration for TCC Atradis Balance

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® Communication Manager on VMware Virtual Machine	R017x.00.0.441.0 CM 7.0.0.1.0.441.22477
Avaya G430 Media Gateway	37.20.0
TCC Atradis Balance	7.11

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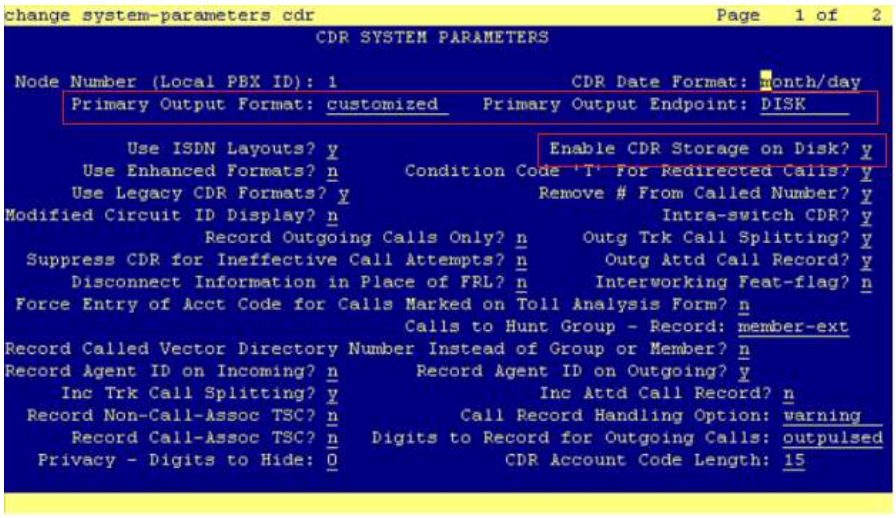
5. Configure Avaya Aura® Communication Manager

This section contains steps necessary to configure TCC Atradis successfully with Avaya Aura® Communication Manager.
All configurations in Communication Manager were performed via SAT terminal and the System Management Web Interface.

5.1. Configure CDR output

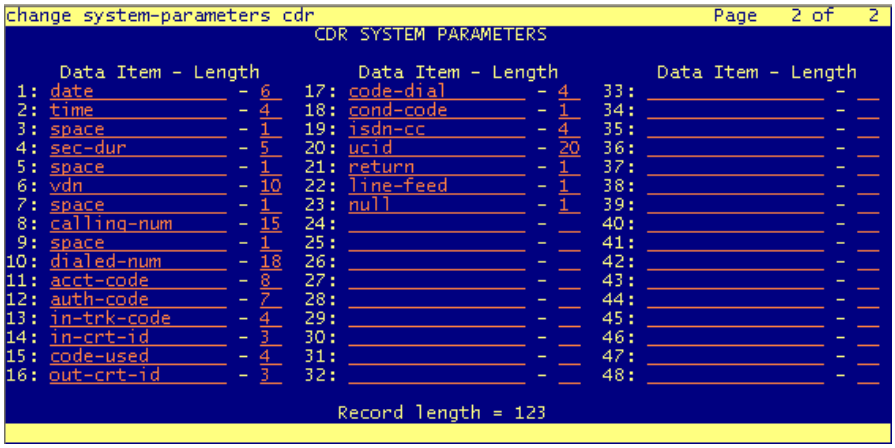
Use **change system-parameters cdr**. On **Page 1** set:

- Set **Primary Output Endpoint: DISK**
- **Set Primary Output Format: customized**
- Set **Enable CDR Storage on Disk?** to **y**



On Page 2

- Set the customized fields as shown below



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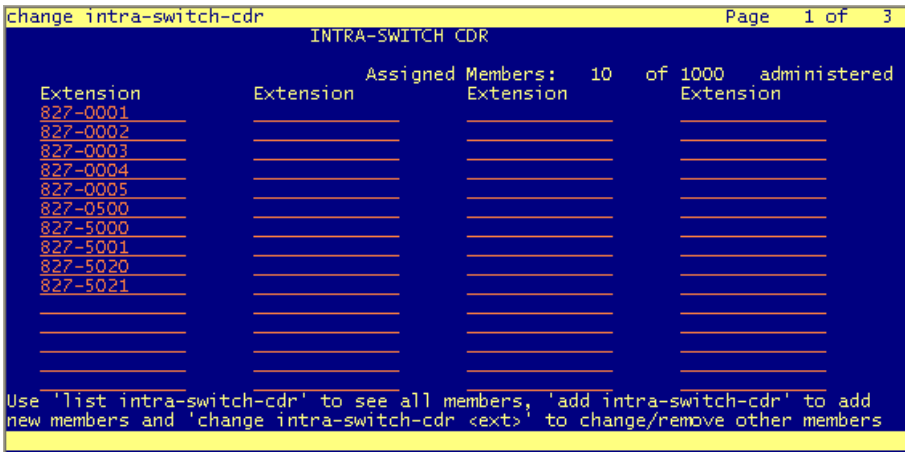
5.2. Configure Intra Switch CDR

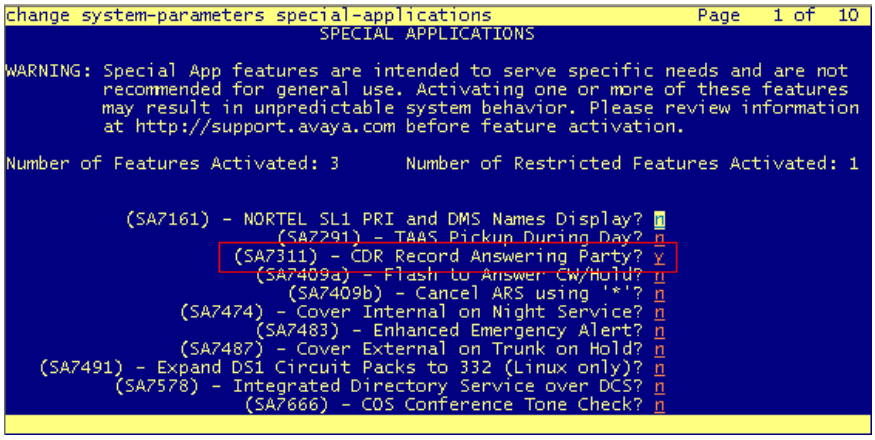
To allow internal call to be reported via CDR the extension on the system must be added to the intra-switch-cdr form. Use **change intra-switch-cdr** to add the extension numbers required



5.3. Configure Special Applications

To allow records to be saved to disk and then accessed by Atradis, two special applications must be enabled.

Use **change system-parameters special-applications** to access the Special Applications form. On page 1 set **(SA7311) – CDR Record Answering Party?** to **y**



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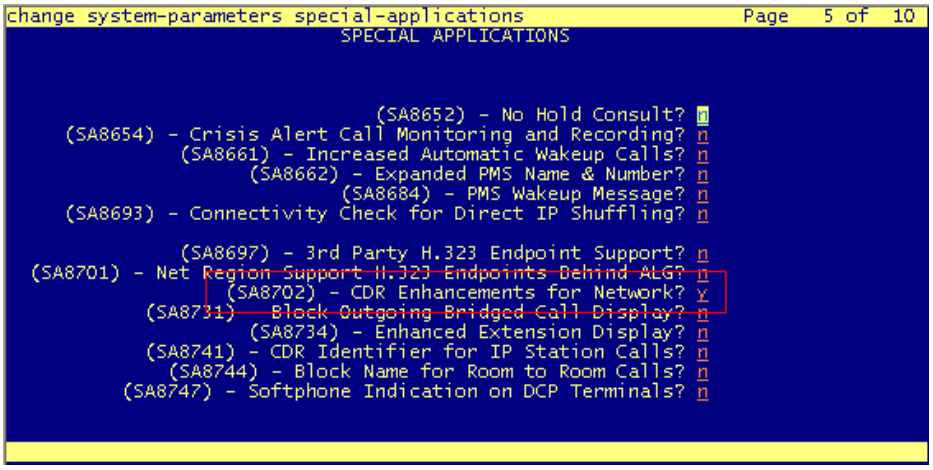
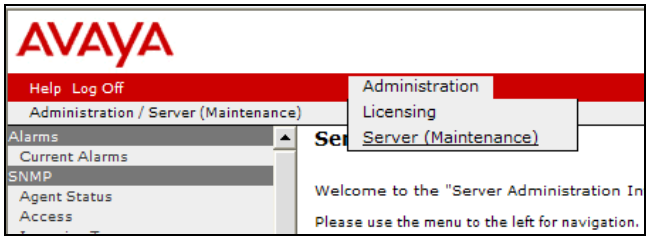
On page 5 set **(SA8702) – CDR Enhancements for Network?** to **y**



5.4. Add a CDR user

An Administrator account must be administered that has CDR User permissions on Communication Manager. Browse to the Communication Manager and login using the proper credentials (not shown).

When logged in select **Server (Maintenance)**



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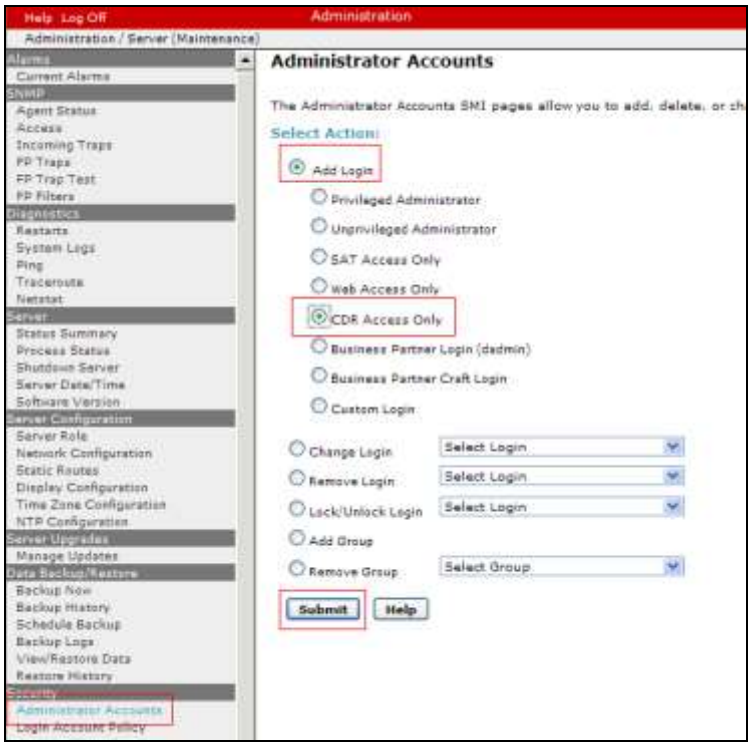
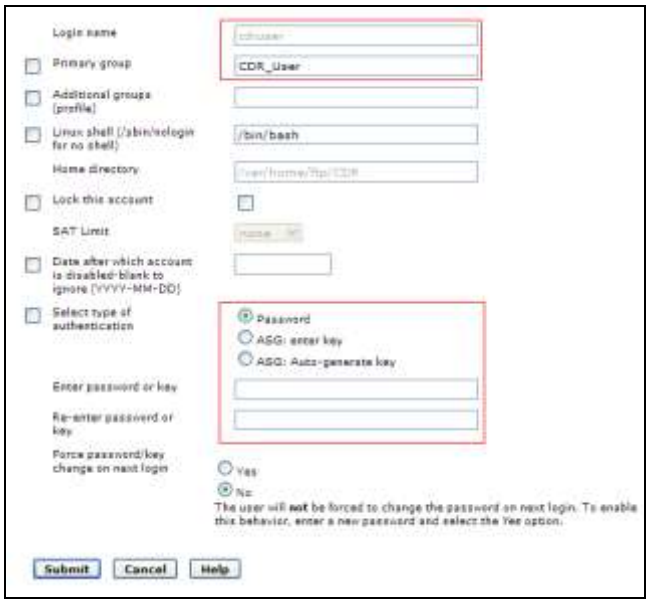
From the left hand menu select **Administrator Accounts** and select **Add Login** and **CDR Access Only.** Click on **Submit** to administer the new login.



On the New user administration screen enter a **Login Name,** Check that the **Primary group** is **CDR_User** and set a **Password.** Click on **Submit** to save the user details.



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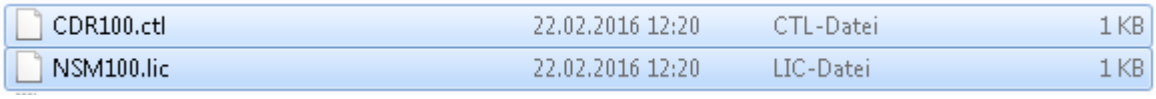
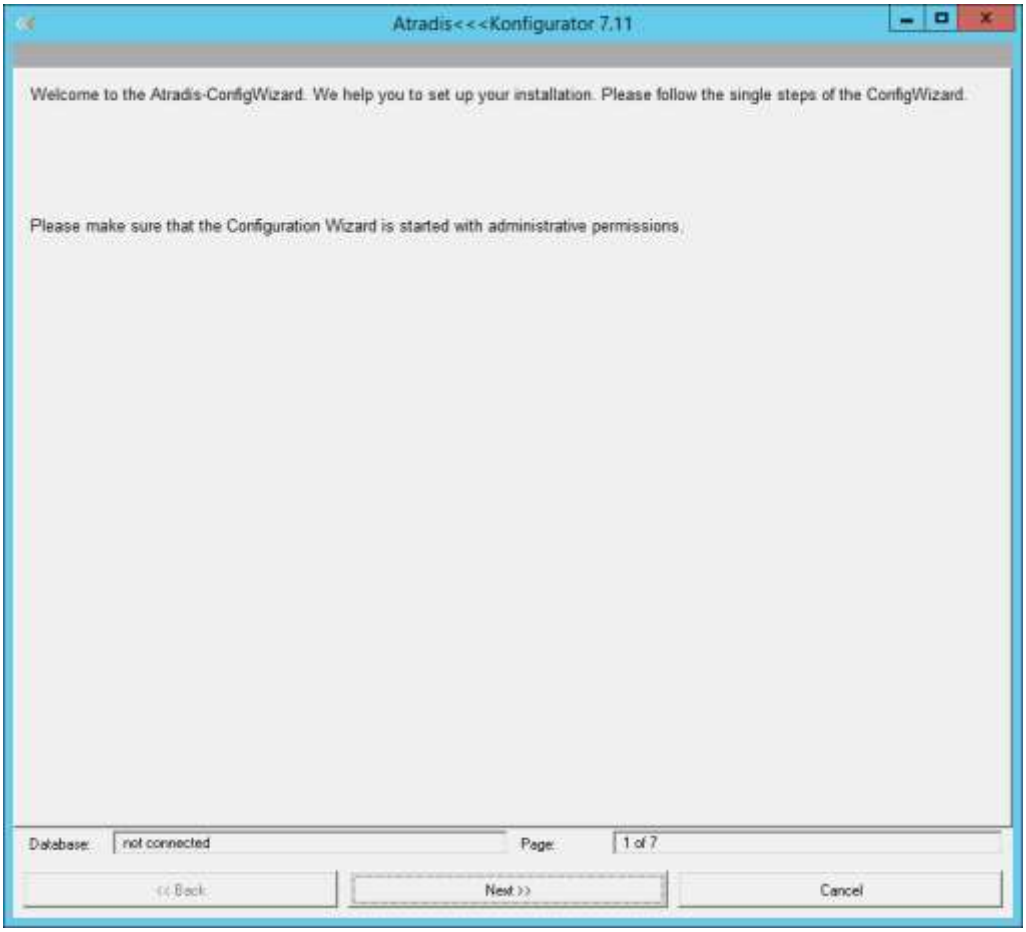
6. Configure TCC Atradis Balance

This section describes the configuration steps required for Atradis Balance to interoperate with Communication Manager. It is presumed that Atradis Balance has been installed correctly and is ready for the initial configuration to be completed.

Check that the licence files are present in the Atradis Balance installation Directory



From **Start → All Programs → Atradis** start the **Atradis Configuration Wizard. Click on Next to navigate to the next page of the wizard.**



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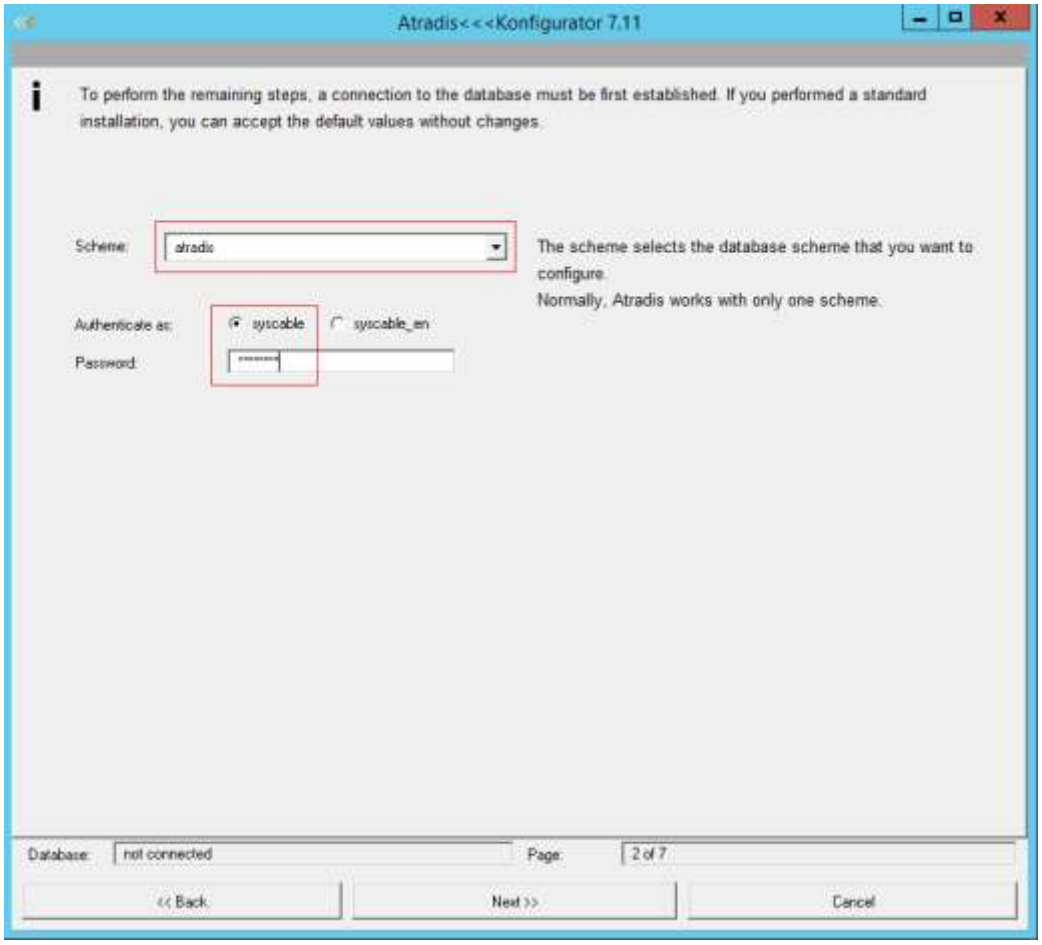
on **Page 2** select **atradis** from the **Scheme:** drop down and Select **Authenticate as: syscable** using the **Password:** provided during installation.



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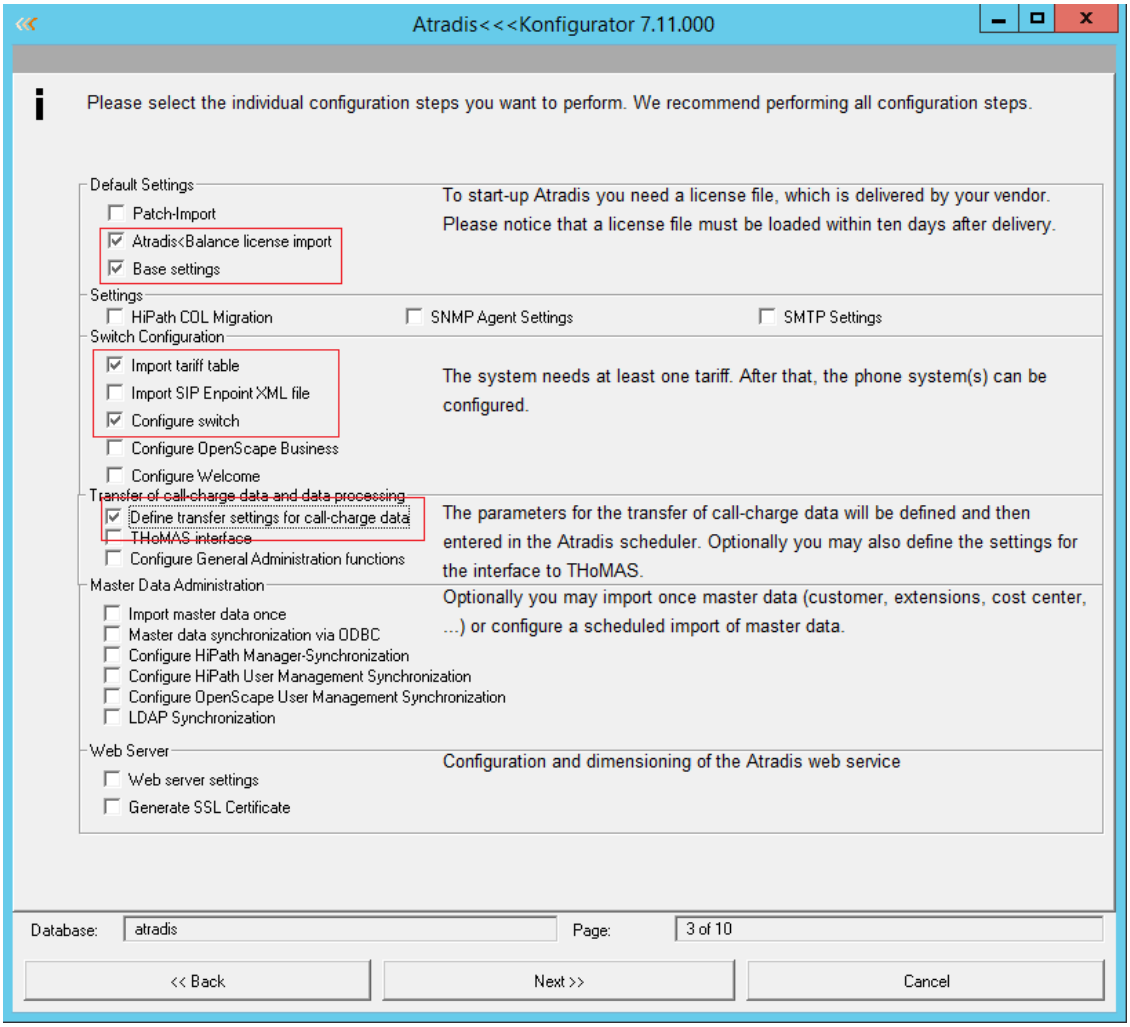
On Page 3, select the options highlighted below.



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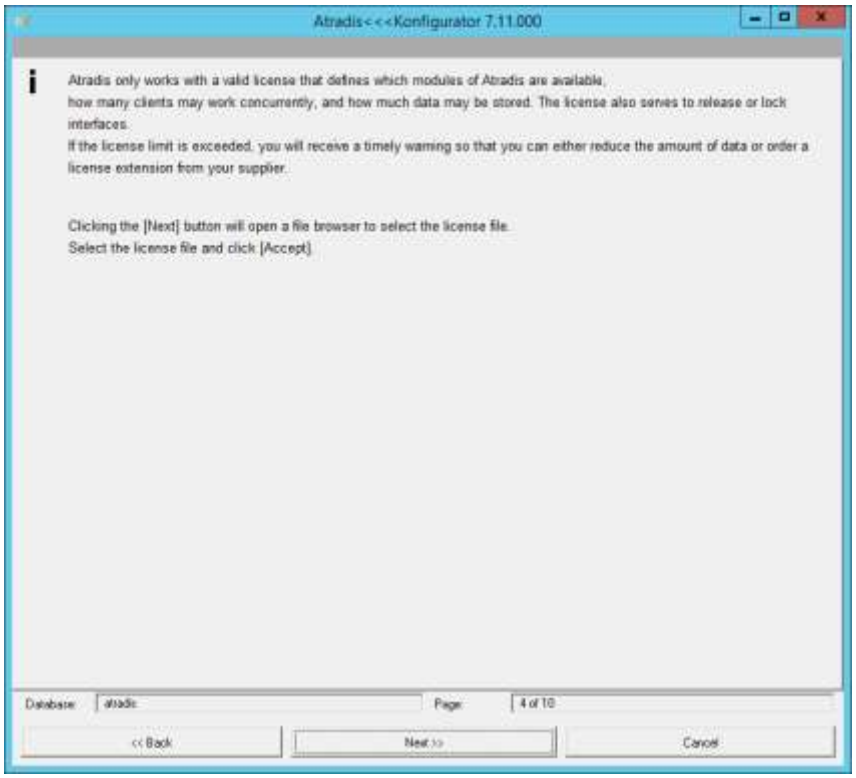
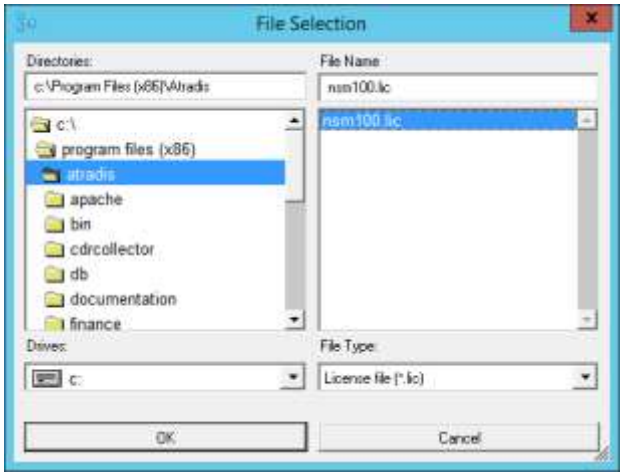
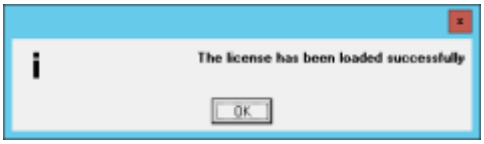
On Page 4 click on Next to select the License file in the install directory



Browse to the Atradis install directory and select the License file(.lic).





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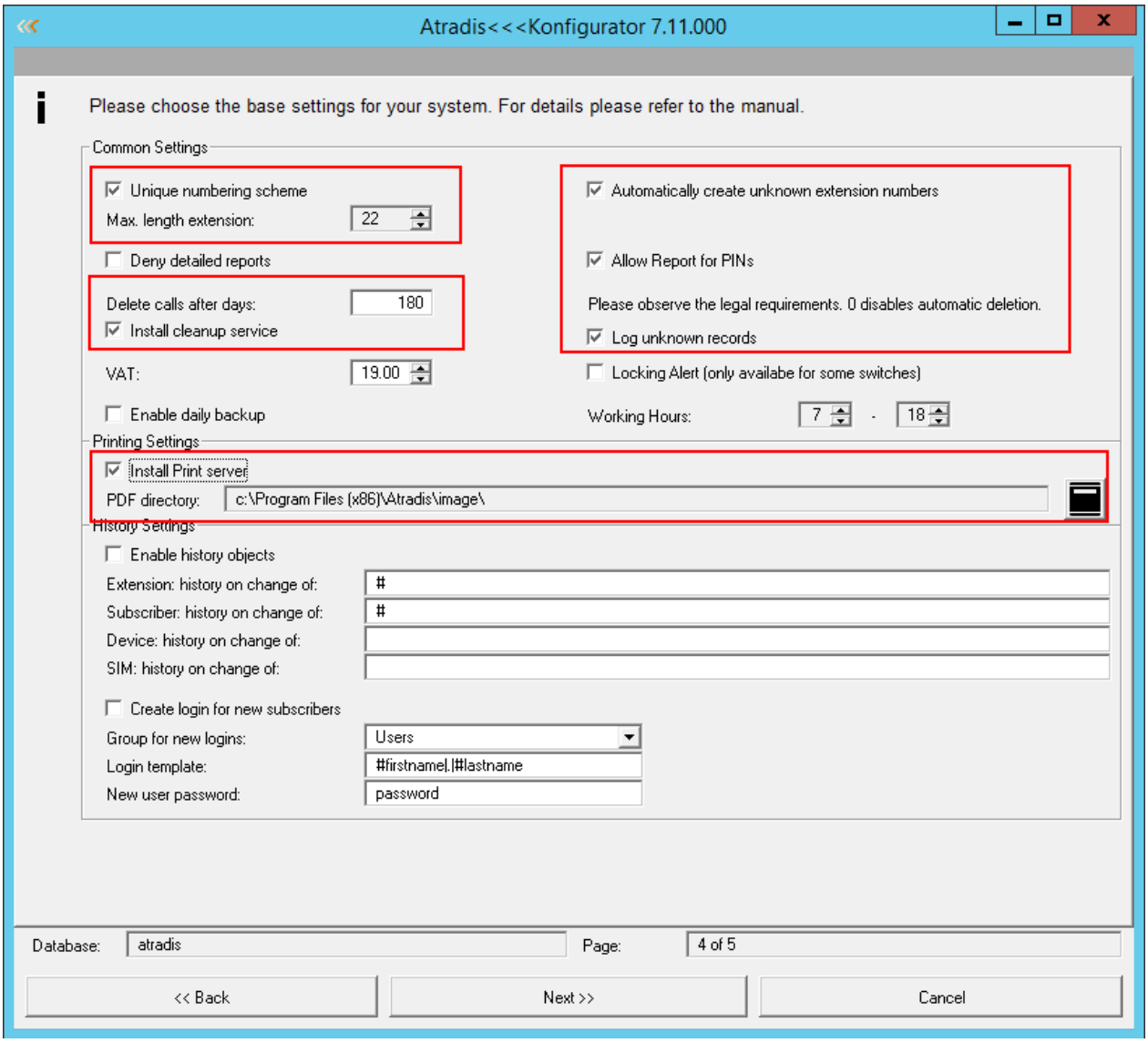
On the following page, select the highlighted features.



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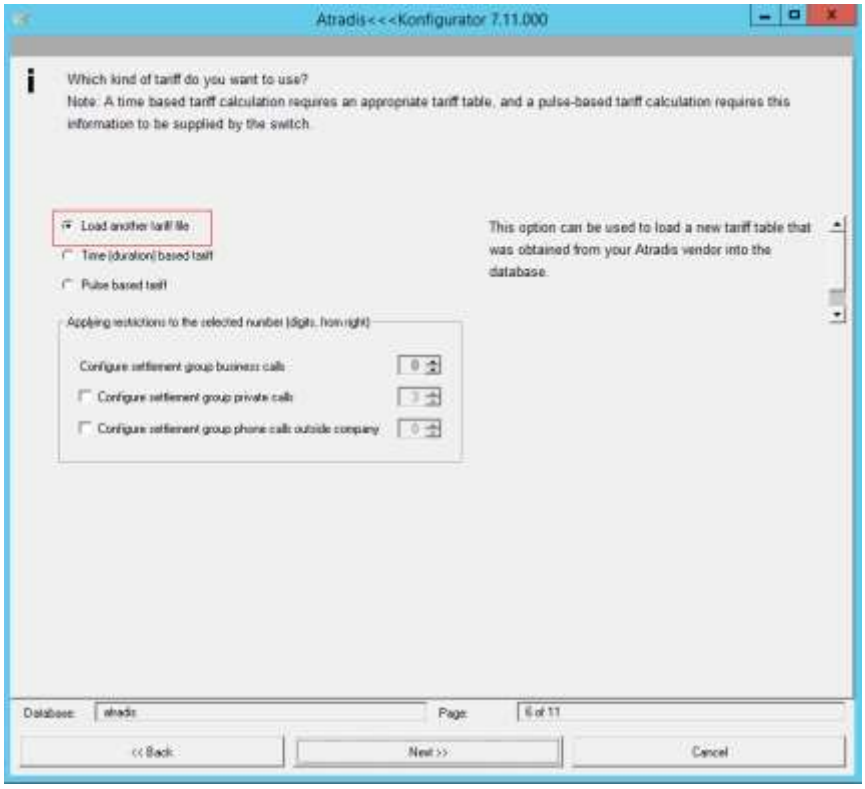
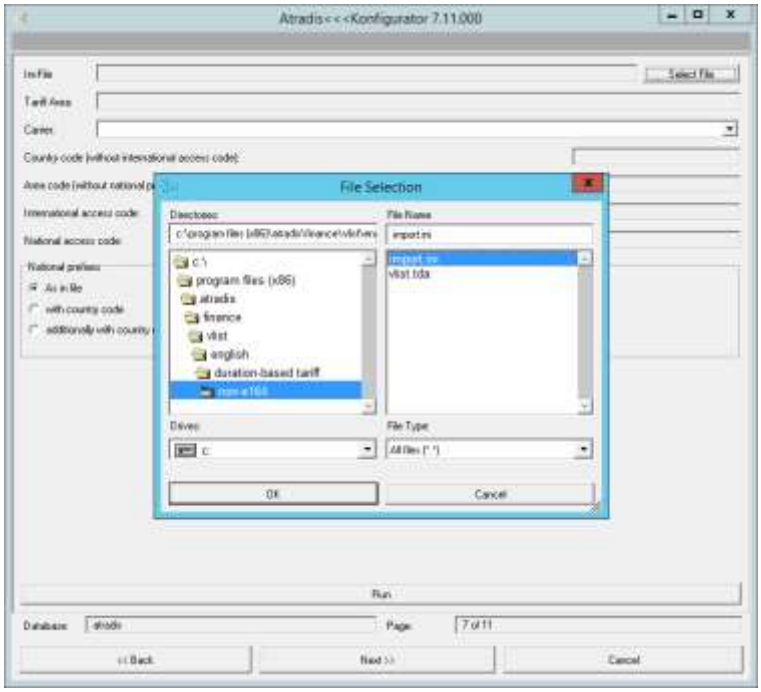
On Page 6 Select the type of tariff configuration required.



On Page 7 select the .ini file used for creating a tariff list. The example below is installed by default.



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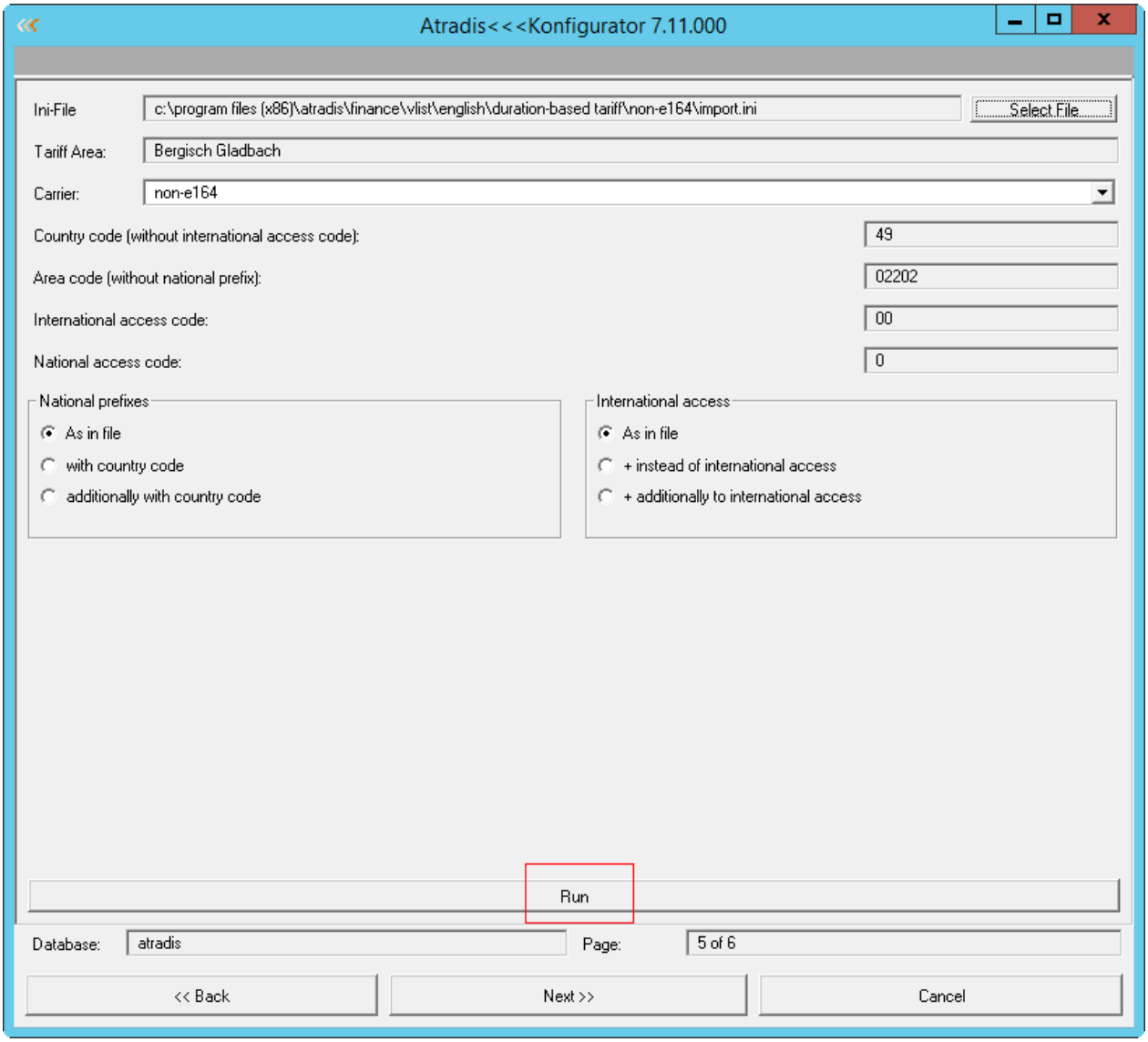
When the file is loaded click on **Run**.



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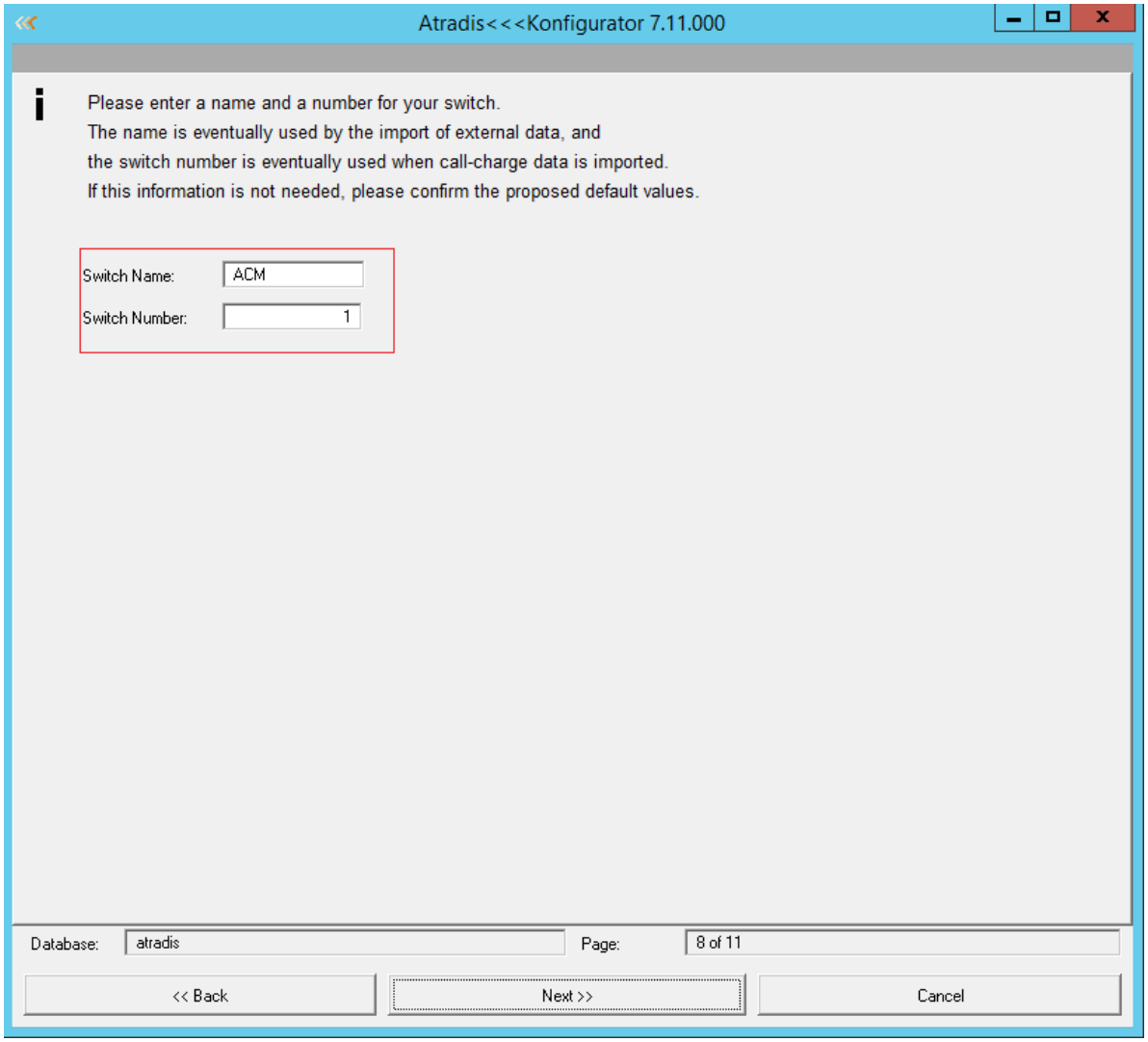
On Page 8 enter a **Switch Name** and **Switch Number**.



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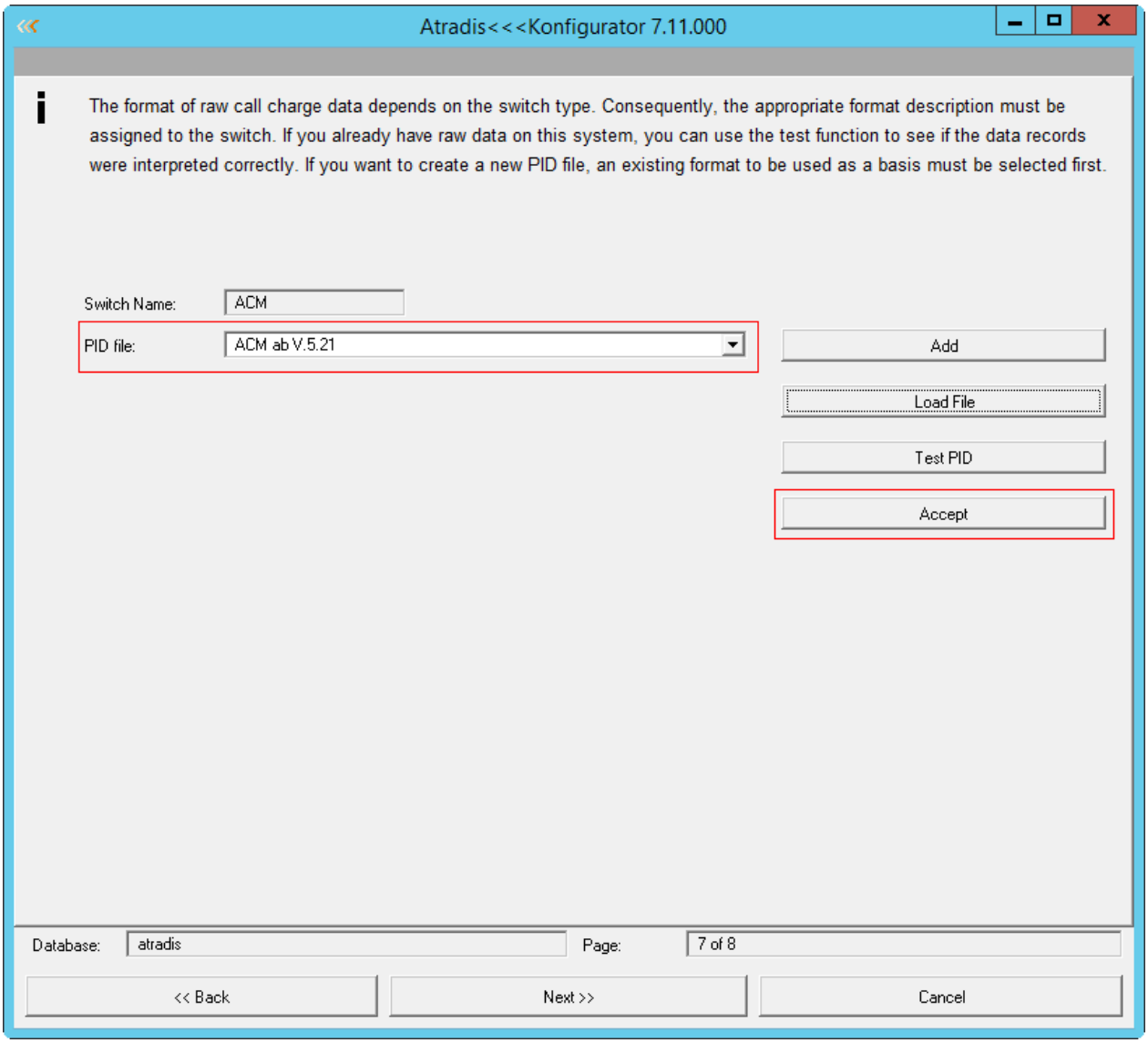
On Page 9 select **ACM ab V5.21** from the **PID file:** drop down and click on **Accept**.



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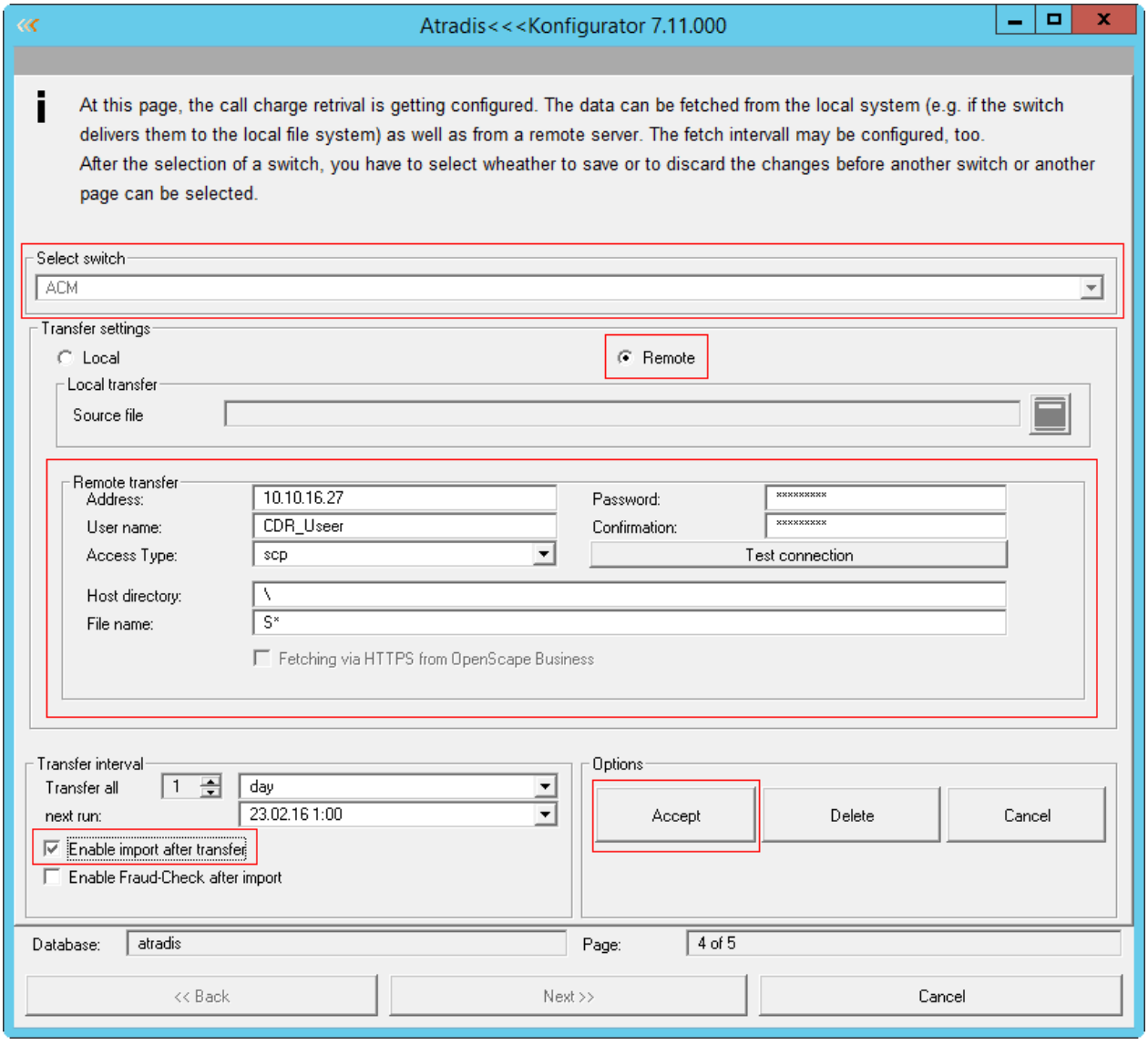
Enter the details of the Communication Manager and connection details in the **Remote transfer** section and the **Transfer interval** details. Click on **Accept** when finished.



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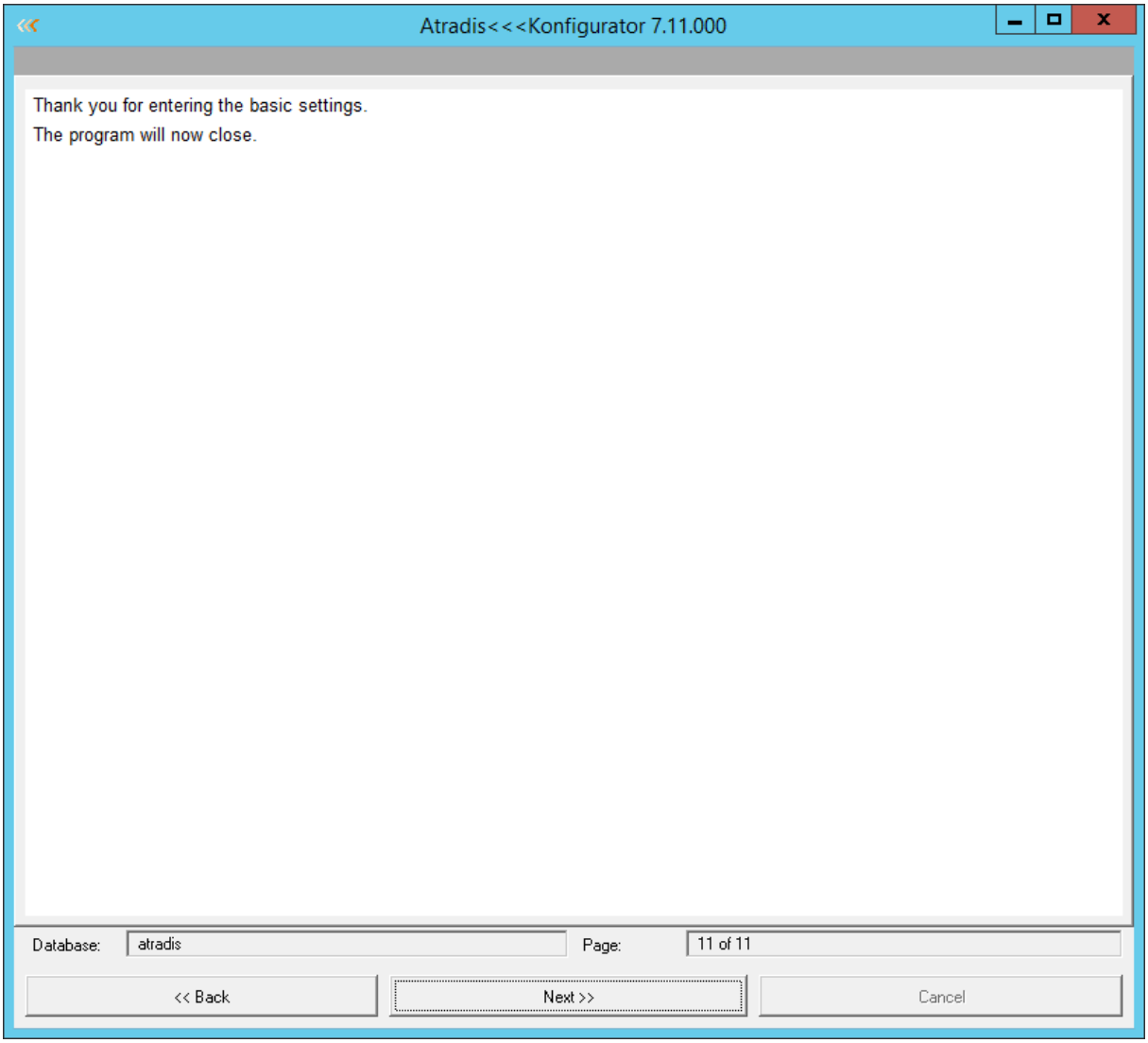
On Page 11 click on **Next** to complete the configuration steps



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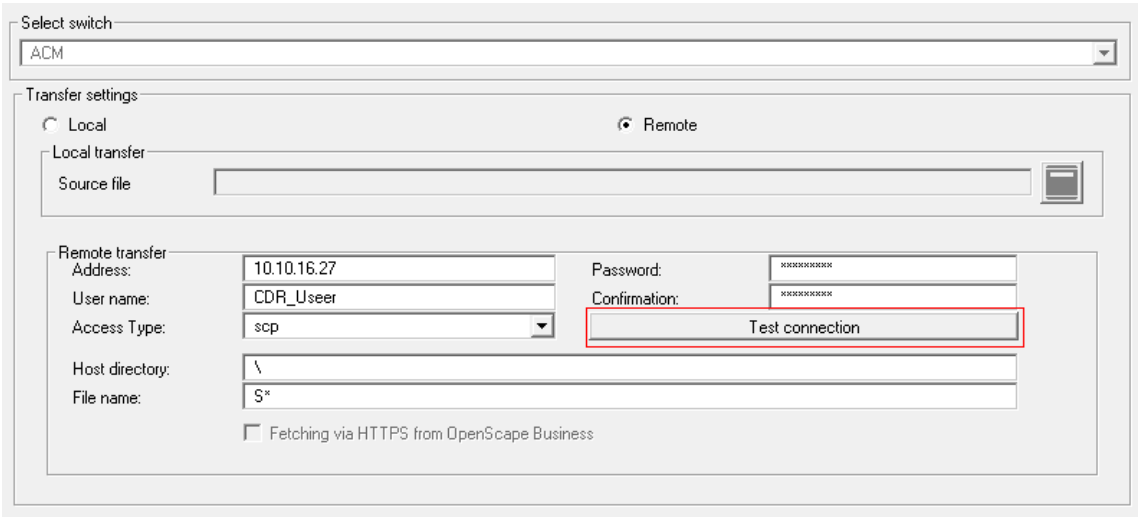
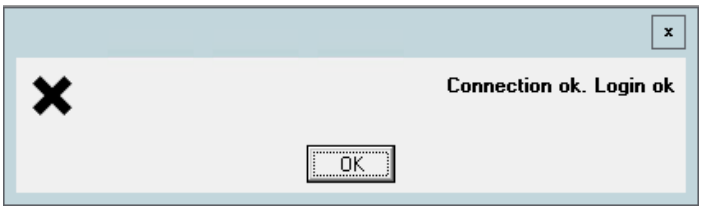
7. Verification steps

During the configuration steps for Communication Manager shown in **Section 6** click on the Test Connection Button. The pop up window confirms that the **Connection** and **Login** are **ok**





7.1. Verify Communication Manager CDR

The CDR output to DISK can be verified by checking the content of the CDR output directory on Communication Manager.

You must have root or CDR_User permissions to view this directory

The output directory is /var/home/ftp/CDR and the following files are present when output is successfully sent

```
root@CM71627> ls -al
total 16
drwxrwx---.  3 root       CDR_User 4096  Feb  8 10:03 .
drwxrwxr-x.  6 ftp        ftp      4096  Jul  7  2015 ..
-rw-------   1 atradiscdr CDR_User  114  Feb  5 09:02 .bash_history
lrwxrwxrwx   1 root       root       53  Feb  8 10:02 C-S000001-0001-160208-10_022
drwxr-x---.  2 root       CDR_User 4096 Feb  8 10:02 current
```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8. Conclusion

TCC Atradis Balance was able to successfully interoperate with Avaya Aura® Communication Manager.

9. Additional References

The following Avaya product documentation can be found at http://support.avaya.com

[1] *Administering Avaya Aura® Communication Manager*, August 2015, Release 7.0, Document Number 03-300509.

Documentation related to TCC Atradis can be obtained directly from TCC via the Support information in Section 2.3.

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