



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for Configuring Nu Technologies ORBi-TEL<sup>7</sup> using ip.buffer with Avaya Aura<sup>TM</sup> Communication Manager - Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required for the Nu Technologies ORBi-TEL<sup>7</sup> to successfully collect call detail records (CDRs) from Avaya Aura<sup>TM</sup> Communication Manager over Reliable Session Protocol (RSP) using ip.buffer. The ip.buffer is a data collection buffer and it is delivered as part of the ORBi-TEL<sup>7</sup> solution.

ORBi-TEL<sup>7</sup> is a set of integrated tools to measure quality of service, usage trends, and performance to optimize the network. ORBi-TEL<sup>7</sup> consists of four modules. Cost Management, also referred to as Call Logging and Reporting Module, was the only module that was tested. The Call Logging and Reporting module collects, stores and processes these call records to provide usage analysis, call costing and billing capabilities.

Information in these Application Notes has been obtained through interoperability 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 this compliance test is to verify that Nu Technologies ORBi-TEL<sup>7</sup> solution can interoperate with Avaya Aura<sup>TM</sup> Communication Manager 5.2.1. ORBi-TEL<sup>7</sup> with ip.buffer interoperates with Avaya Aura<sup>TM</sup> Communication Manager over RSP for the collection of Call Detail Records (CDRs). During compliance testing, the CDR collection was verified for Avaya Aura<sup>TM</sup> Communication Manager running on an Avaya S8500 Server.

ORBi-TEL<sup>7</sup> is a set of integrated tools to measure quality of service, usage trends, and performance to optimize the network. ORBi-TEL<sup>7</sup> consists of four modules. Cost Management also referred to as Call Logging and Reporting module was the only module that was tested.

ORBi-TEL<sup>7</sup> retrieves call details records via a buffer called the ip.buffer from Avaya Aura<sup>TM</sup> Communication Manager. The ip.buffer is configured via a web interface to receive and buffer call detail records over Reliable Session Protocol (RSP). ORBi-TEL<sup>7</sup> polls the ip.buffer and converts the call records into a common internal format.

Avaya Aura<sup>TM</sup> Communication Manager can generate call detail records for intra-switch calls, inbound trunk calls and outbound trunk calls. In addition, split records can be generated for transferred calls and conference calls. ORBi-TEL<sup>7</sup> can support any CDR format provided by Avaya Aura<sup>TM</sup> Communication Manager. ORBi-TEL<sup>7</sup> creates a custom PBX configuration file to accurately parse the CDR data. For the compliance testing, a customized format was used.

The ORBi-TEL<sup>7</sup> server and multiple ip.buffers are able to receive CDR outputs from more than one switch as it can listen on the same port configured on separate Avaya Aura<sup>TM</sup> Communication Manager systems. This multi-site configuration was not tested during compliance testing. The CDR collection was verified for one Avaya Aura<sup>TM</sup> Communication Manager running on an Avaya S8500 Server.

## 1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing evaluated the ability of Nu Technologies' ORBi-TEL<sup>7</sup> and ip.buffer to collect and process CDR records for various types of calls: intra-switch calls (calls between phones on the same switch), outbound/inbound calls to/from the PSTN and outbound/inbound calls to/from the phones between the two sites via the IP trunk. The Avaya Reliable Data Test Tool (RD TT) was also used in the interoperability testing to compare the records received by RD TT and those by ORBi-TEL<sup>7</sup>. The serviceability testing introduced failure scenarios to see if ORBi-TEL<sup>7</sup> and ip.buffer can resume CDR collection after failure recovery.

## 1.2. Support

Technical support from Nu Technologies can be obtained through the following:

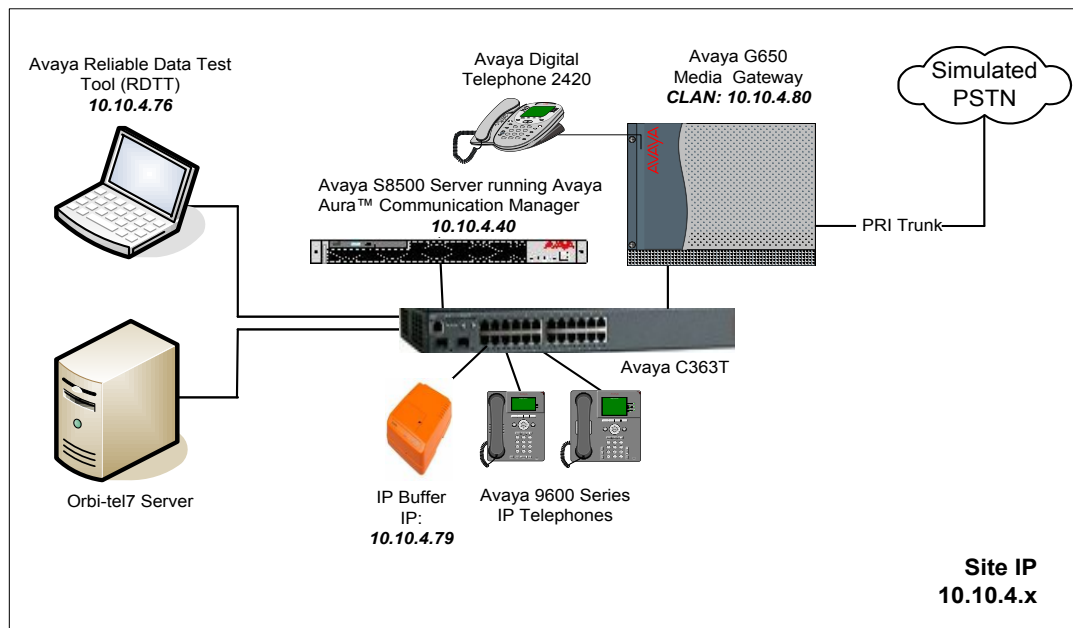
Phone: +44 1582 814700

E-mail: [support@nut.eu.com](mailto:support@nut.eu.com).

Web: <http://www.nut.eu.com>

## 2. Reference Configuration

**Figure 1** illustrates a sample configuration that was used to compliance test the interoperability of Nu Technologies' ORBi-TEL<sup>7</sup> and Communication Manager. The configuration consists of an Avaya S8500 Server running Communication Manager with a G650 Media Gateway. This system has connections to the following: Avaya 9600 Series IP Phones, Avaya Digital Phones and a PRI trunk to the PSTN. ORBi-TEL<sup>7</sup> uses an ip.buffer to connect to and collect CDR records from each site using RSP. The phones connected to the system will be used to generate call traffic to the Avaya S8500 Server. These phones will be used to generate intra-switch calls (calls between phones on the same system) and outbound/inbound calls to/from the PSTN. In addition, the Avaya Reliable Data Test Tool (RDTT) will be connected to compare the records received by RDTT with the ORBi-TEL<sup>7</sup> results.



**Figure 1: Network Configuration of ORBi-TEL<sup>7</sup> with Avaya Aura™ Communication Manager**

### 3. Equipment and Software Validated

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

Equipment	Software Version
Avaya S8500B Server	Avaya Aura™ Communication Manager 5.2.1 (R015x.02.1.016.4)
Avaya G650 Media Gateway - IPSI TN2312BP - CLAN TN799DP - IP Media Processor TN2602AP - DS1 Interface TN246CP	HW15, FM49 HW01, FM34 HW02, FM49 HW02, FM024
Avaya 96xx Telephones (H.323) - 9630 - 9620	3.0
Avaya Digital Telephones - 2420	-
Avaya C363T-PWR Converged Stackable Switch	4.3.12
Nu Technologies - ORBi-TEL <sup>7</sup>	Release 18
Nu Technologies - ip.buffer	Release 2.41.133

## 4. Configure the Avaya Aura™ Communication Manager

This section provides the procedures for configuring Call Data Recording (CDR) features in Communication Manager. All the configuration changes in Communication Manager are performed through the System Access Terminal (SAT). These steps describe the procedures used for the Avaya S8500 Server. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. Communication Manager was configured to generate CDR records to the IP address of the ORBi-TEL<sup>7</sup> server over RSP. On the Avaya S8500 Server, the CDR link originates at the IP address of the C-LAN board that connects to the same network where the ORBi-TEL<sup>7</sup> server is located. The configuration operations described in this section can be summarized as follows:

- Configure Node Names
- Configure CDR Links
- Change CDR System Parameters
- Set Intra-Switch Extensions
- Configure Trunks for CDR Reporting

The configuration of the PRI interface to the PSTN is outside the scope of these Application Notes.

### 4.1. Configure Node Names

Use the **change node-names ip** command to add a new node name for the **ip.buffer** by specifying the **Name** as **ip.buffer** and the **IP Address** as **10.10.4.79**. The RDTT which was used in the compliance test was also added here though this is not necessary for the functioning of the solution. The **RDTT** was given an **IP Address** of **10.10.4.76**.

change node-names ip		Page 1 of 2
IP NODE NAMES		
Name	IP Address	
CLAN	10.10.4.80	
CM2	10.1.0.10	
Gateway001	10.10.4.1	
MEDPRO	10.10.4.90	
<b>ip.buffer</b>	<b>10.10.4.79</b>	
PresAES	10.10.4.20	
<b>RDTT</b>	<b>10.10.4.76</b>	
procr	10.255.255.100	

## 4.2. Configure CDR Links

Use the **change ip-services** command to define the CDR link over RSP. To define a primary CDR link, the following information should be provided on **Page 1**:

- **Service Type: CDR1** If needed, a secondary link can be defined by setting Service Type to CDR2. I
- **Local Node: CLAN** On the Avaya S8500 Server, the Local Node is set to the node name of the C-LAN board.
- **Local Port: 0** The Local Port is fixed to 0.
- **Remote Node: ip.buffer** The Remote Node is set to the node name that was created in **Section 4.1** for the ORBi-TEL<sup>7</sup> server.
- **Remote Port: 9000** The Remote Port may be set to a value between 5000 and 64500 inclusive and must match the port configured on the ORBi-TEL<sup>7</sup> server in **Section 5.3.2**.

**Note:** A different port number must be specified for each Media Server.

Set up a secondary CDR link, **CDR2**, for the **RDTT** in the same way. Specify a **Remote Port** of **9001** and repeat the remaining values.

change ip-services						Page	1 of	4
IP SERVICES								
Service Type	Enabled	Local Node	Local Port	Remote Node	Remote Port			
CDR1		CLAN	0	IP Buffer	9000			
CDR2		CLAN	0	RDTT	9001			

On **Page 3** of the ip-services form, enable the Reliable Session Protocol (RSP) for the CDR link **CDR1**, by setting the **Reliable Protocol** field to **y**. Enable the **Reliable Protocol** on the **CDR2** link by setting it to **y**.

change ip-services						Page	3 of	4
SESSION LAYER TIMERS								
Service Type	Reliable Protocol	Packet Resp Timer	Session Connect Message Cntr	SPDU Cntr	Connectivity Timer			
CDR1	y	30	3	3	60			
CDR2	y	30	3	3	60			

### 4.3. Change CDR System Parameters

Enter the **change system-parameters cdr** command from the SAT to set the parameters and the format of the CDR data including the type of calls and the data included in the call records. The example below shows the settings used during the compliance test. Provide the following information:

- **CDR Date Format:** Set it to **month/day**. The date format will be used for the date stamp that begins each new day of call records.
- **Primary Output Format:** Set this to **customized** format.
- **Primary Output Endpoint:** Set to **CDR1** to correspond with CDR link set in **Section 4.2**.
- **Intra-switch CDR:** Set this to **y** to allow call records for internal calls involving specific stations. Those stations must be specified in the **inter-switch-cdr** form as set in **Section 4.4**.
- **Record Outgoing Calls Only:** Set this to **n** to allow incoming trunk calls to appear in the CDR records along with the outgoing trunk calls.
- **Suppress CDR for Ineffective Call Attempts?:** Set this to **n** so that calls that are blocked do not generate CDR records.
- **Outg Trk Call Splitting:** Set this to **y** to allow a separate call record for any portion of an outgoing call that is transferred or conferenced.
- **Inc Trk Call Splitting:** Set this to **y** to allow a separate call record for any portion of an incoming call that is transferred or conferenced.

```
change system-parameters cdr                               Page 1 of 2
                                CDR SYSTEM PARAMETERS

Node Number (Local PBX ID):                               CDR Date Format: month/day
Primary Output Format: customized    Primary Output Endpoint: CDR1
Secondary Output Format:
    Use ISDN Layouts? n                                Enable CDR Storage on Disk? n
    Use Enhanced Formats? n        Condition Code 'T' For Redirected Calls? n
    Use Legacy CDR Formats? y        Remove # From Called Number? n
Modified Circuit ID Display? n                                Intra-switch CDR? y
                                Record Outgoing Calls Only? n    Outg Trk Call Splitting? y
                                Suppress CDR for Ineffective Call Attempts? n    Outg Attd Call Record? y
                                Disconnect Information in Place of FRL? n    Interworking Feat-flag? n
Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
                                Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n
Record Agent ID on Incoming? n    Record Agent ID on Outgoing? y
                                Inc Trk Call Splitting? y    Inc Attd Call Record? n
Record Non-Call-Assoc TSC? n        Call Record Handling Option: warning
Record Call-Assoc TSC? n    Digits to Record for Outgoing Calls: dialed
Privacy - Digits to Hide: 0                                CDR Account Code Length: 15
```

On **Page 2** of the **CDR SYSTEM PARAMETERS** form, define the customized CDR format as shown below. The data is entered as it should appear in the customized call records sent over the CDR link. For each field in the CDR record specify the **Data Item** and **Length**.

change system-parameters cdr		Page 2 of 2	
CDR SYSTEM PARAMETERS			
<b>Data Item - Length</b>	<b>Data Item - Length</b>	<b>Data Item - Length</b>	
1: date - 6	17: auth-code - 13	33: line-feed - 1	
2: space - 1	18: space - 1	34: -	
3: time - 4	19: in-crt-id - 3	35: -	
4: space - 1	20: space - 1	36: -	
5: sec-dur - 5	21: out-crt-id - 3	37: -	
6: space - 1	22: space - 1	38: -	
7: cond-code - 1	23: isdn-cc - 11	39: -	
8: space - 1	24: space - 1	40: -	
9: code-dial - 4	25: ppm - 5	41: -	
10: space - 1	26: space - 1	42: -	
11: code-used - 4	27: acct-code - 15	43: -	
12: space - 1	28: space - 1	44: -	
13: dialed-num - 23	29: in-trk-code - 4	45: -	
14: space - 1	30: space - 1	46: -	
15: clg-num/in-tac - 15	31: atttd-console - 2	47: -	
16: space - 1	32: return - 1	48: -	
Record length = 135			

#### 4.4. Set Intra-Switch Extensions

If the **Intra-switch CDR** field is set to **y** in the **CDR SYSTEM PARAMETERS** form in **Section 4.3**, use the **change intra-switch-cdr** command to define the extensions that will be subject to call detail records. On **Page 1** of the **INTRA-SWITCH CDR** form, enter a specific extension whose usage will be tracked with a CDR record. Add an entry for each additional **Extension**.

change intra-switch-cdr		Page 1 of 3	
INTRA-SWITCH CDR			
Assigned Members: 0 of 5000 administered			
<b>Extension</b>	Extension	Extension	Extension
3000			
3001			
3002			
3003			

## 4.5. Configure Trunks for CDR Reporting

For each trunk group for which CDR records are desired, verify that CDR reporting is configured to generate CDR records. Use the **change trunk-group n** command, where **n** is the trunk group number, to verify that the **CDR Reports** field is set to **y**. This applies to all types of trunk groups.

change trunk-group 1		Page 1 of 21	
TRUNK GROUP			
Group Number: 1		Group Type: isdn	
Group Name: ToCM2		CDR Reports: y	
Direction: two-way		COR: 1	TN: 1 TAC: 101
Dial Access? y		Outgoing Display? y	Carrier Medium: PRI/BRI
Queue Length: 0		Busy Threshold: 255	Night Service:
Service Type: public-ntwrk		Auth Code? n	TestCall ITC: rest
		Far End Test Line No:	
TestCall BCC: 4			

## 5. Configure ORBi-TEL<sup>7</sup>

This section provides the procedures to configure ORBi-TEL<sup>7</sup> Server and ip.buffer to receive Call Data Records (CDRs) from the Avaya system. The procedures described below are normally carried out by Nu Technologies engineers during installation and subsequent re-configuration.

### 5.1. Configure the ORBi-TEL<sup>7</sup> Server

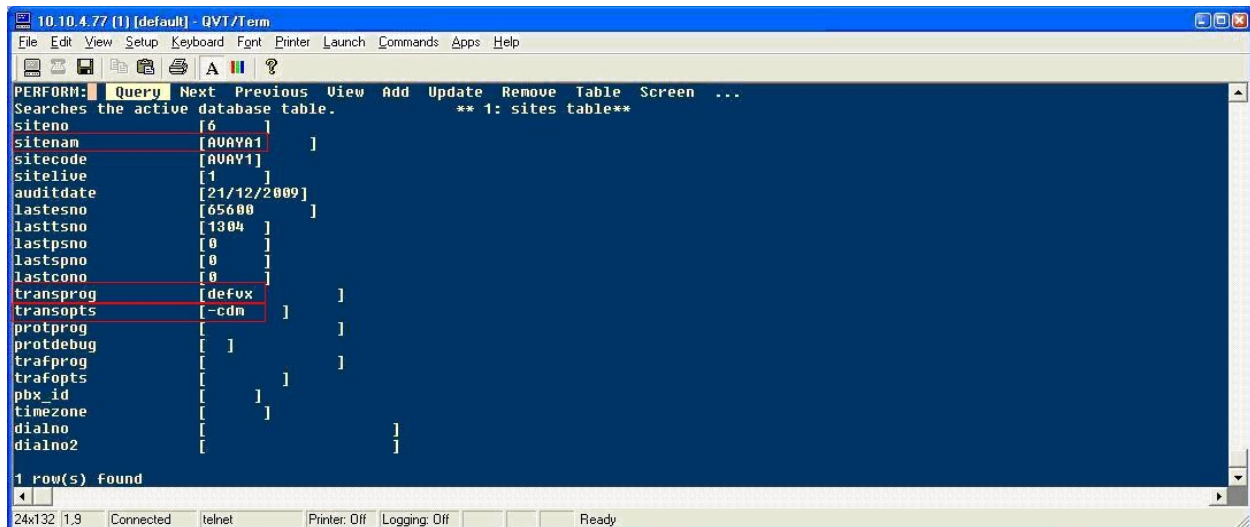
The ORBi-TEL<sup>7</sup> Server needs to be configured for site details and setting up the collection and translation script for the collection of CDRs.

#### 5.1.1. Add Site Details

Add site details to the ORBi-TEL<sup>7</sup> Server by logging onto the ORBi-TEL<sup>7</sup> Linux server with the pre-configured ORBi-TEL<sup>7</sup> Server username and password. From the UNIX prompt type the following command **isql -f sites**. Select **u** for update and enter the relevant fields as shown below:

- **sitenam** Enter **AVAYA1** as the site name
- **transprog** Set this parameter to **defvx**, which defines the a customized format.
- **transopts** Set it for the **cdm** translator option.

The remainder of the fields can be left as default. Select **esc** to save. The completed screen is displayed below.

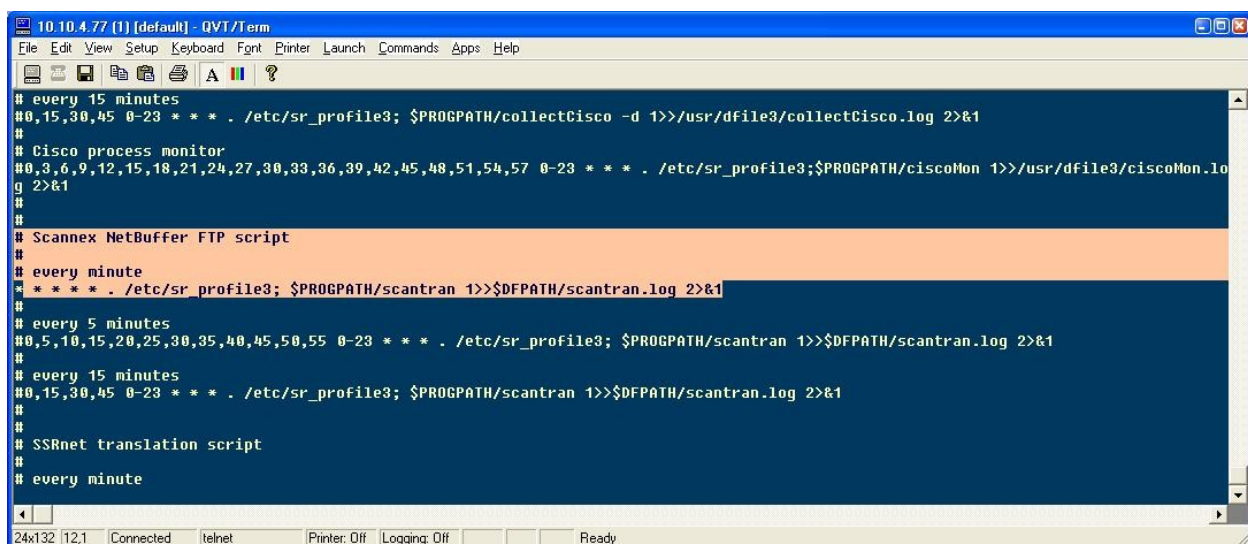


### 5.1.2. Configure Collection and Translation Script

A script is configured for the automatic/on demand CDR collection and translation. From the UNIX prompt edit the file `/usr/prog3/scantran` using an appropriate editor (not shown). Enter in the parameters as follows:

- **sitenam** Enter in **AVAYA1** as named in **Section 5.1.1**.
- **transprog** This parameter defines the format, set for **defvx**, which is the customized format.
- **transopts** Set it for **cdm** translator option.

The remaining fields can be left as default. Save the file and exit. The completed screen is displayed below.



```
# every 15 minutes
#0,15,30,45 0-23 * * * . /etc/sr_profile3; $PROGPATH/collectCisco -d 1>>/usr/dfile3/collectCisco.log 2>&1
#
# Cisco process monitor
#0,3,6,9,12,15,18,21,24,27,30,33,36,39,42,45,48,51,54,57 0-23 * * * . /etc/sr_profile3;$PROGPATH/ciscoMon 1>>/usr/dfile3/ciscoMon.log 2>&1
#
# Scannex NetBuffer FTP script
#
# every minute
# * * * * . /etc/sr_profile3; $PROGPATH/scantran 1>>$DFPATH/scantran.log 2>&1
#
# every 5 minutes
#0,5,10,15,20,25,30,35,40,45,50,55 0-23 * * * . /etc/sr_profile3; $PROGPATH/scantran 1>>$DFPATH/scantran.log 2>&1
#
# every 15 minutes
#0,15,30,45 0-23 * * * . /etc/sr_profile3; $PROGPATH/scantran 1>>$DFPATH/scantran.log 2>&1
#
# SSRnet translation script
#
# every minute
```

## 5.2. Add Extensions to the ORBi-TEL<sup>7</sup> Server Database

The database on the ORBi-TEL<sup>7</sup> Server must be populated with Communication Manager extensions and trunks prior to running reports. Enter the following url **http://<IPaddr ORBi-TEL<sup>7</sup>>/orbitel.html**. Select **dbAdmin** and then select **New** on the dbAdmin page (not shown) to access the **Add Extension** form.

On the Add Extension form complete the following fields:

- **Site Name** Choose **AVAYA1** as the Site Name to correspond with **Section 5.1.1**
- **Extension** Enter in a valid extension as configured on Communication Manager
- **Status** Choose **Ext Owner**

Click the **Add Extension** button.

**Add Extension**

Personal		Location	
Name	Unknown	Site Name	AVAYA1
Job Title		Node	AVAYA1 EXTNS
Extension	3000	Code	
Status	Ext Owner		

Contact		Notes
Email		
Mobile		
Fax		

Close Add Extension Clear

Repeat the above steps to add all necessary extensions. The complete list of extensions added for the site is displayed below.

**dbAdmin - Extensions**  
Use this screen to maintain your extensions.

Search	Name	Extension	Site Name	Node	Status	Job Title	Id
Name	Unknown	3000	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233
Job Title	Unknown	3001	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233
Extension	Unknown	3002	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233
Status	Unknown	3003	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233
	Unknown	3004	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233
	Unknown	3005	AVAYA1	AVAYA1 EXTNS	Ext Owner		140233

## 5.3. Configure the ip.buffer

The ip.buffer is configured to work with ORBi-TEL<sup>7</sup> and the Avaya solution.

### 5.3.1. Setting the ip.buffer IP Address

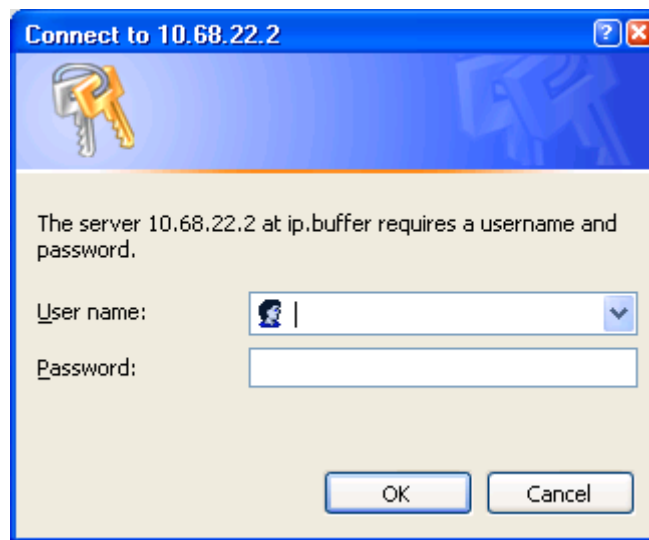
The ip.buffer is shipped with a default factory set IP Address. The ip.buffer IP address is set by associating the ip.buffer with its MAC address. Open a DOS window on the ORBi-TEL<sup>7</sup> Server by clicking on **Start**, **Run** and type **cmd** and issue the following command: **arp -s x.x.x.x yy-**

yy-yy-yy-yy-yy, where x.x.x.x will be the new IP Address of ip.buffer and yy-yy-yy-yy-yy-yy is the MAC address found on the ip.buffer. Power off the ip.buffer for 30 seconds and re-connect the power. Ping the new IP address to check the ip.buffer IP configuration and verify a successful reply.

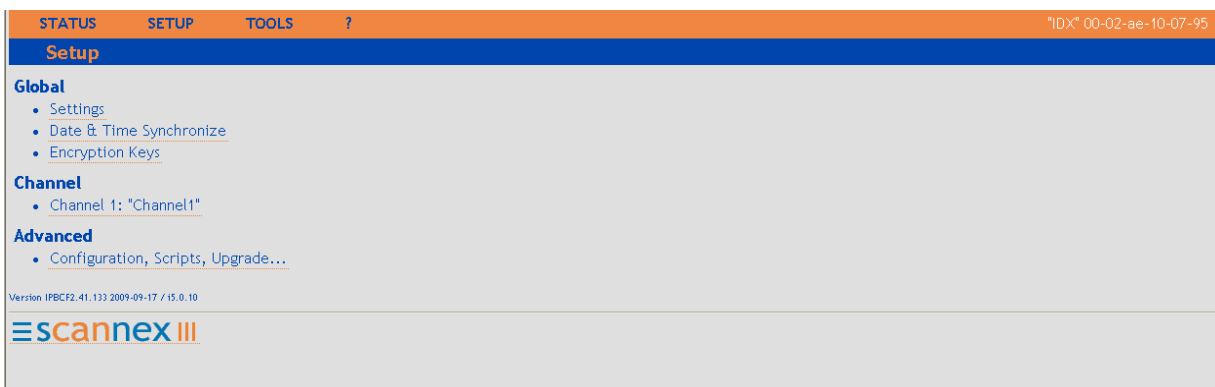
### 5.3.2. Configuring the ip.buffer Using a Web Browser

Enter the following URL Address in the web browser (IE) address bar <http://x.x.x.x>, where x. x. x. x is the selected IP address of the ip.buffer. Select the Setup Menu tab located on the opening Status screen to access the **Setup Menu**.

In the windows login box that appears, enter the appropriate username and password for the ip.buffer.



After a successful login the Setup Menu screen is shown.



In the **Setup Menu** screen select **Settings** and **Network/show**. The following screen is displayed. In the **Name** field enter the name that matches the ORBi-TEL<sup>7</sup> site name configured on the ORBi-TEL<sup>7</sup> Server in **Section 5.1.1**. Select the **Fixed IP** option for **Assignment** under the **LAN/Ethernet** section. The **IP address** of the ip.buffer is pre-populated with the **arp** command issued in **Section 5.3.1**. Enter the **Gateway** and **Subnet** IP address as shown below. The remaining fields can be left with the default values. Click on **Save**.

STATUS	SETUP	TOOLS	?
Global: Settings			
Device Name		AVAYA1	
		Name of the ip.buffer	
Network Network & System show / hide			
<b>LAN/Ethernet</b>			
Assignment		Fixed IP multihoming / hide	
		Fixed or dynamic IP address	
Fixed IP		10.10.4.79	
		Address (changes are <u>immediate</u> on save!)	
Subnet		255.255.255.0	
		Network subnet	
Gateway		10.10.4.1	
		Default gateway	
<b>Name Servers</b>			
DNS 1		255.255.255.255	
		Primary DNS server	
DNS 2		255.255.255.255	
		Secondary DNS server	
<b>SNMP Traps</b>			
Destination		255.255.255.255	
		SNMP trap output. Default = 255.255.255.255 (broadcast)	
<b>SNMP Agent</b>			
Contact			
		Person responsible (available to SNMP client)	
Location			
		Location of this device (available to SNMP client)	
<b>Syslog</b>			
Server			
		Syslog server address (blank=no syslog)	
<b>Bandwidth Limiting</b>			
Max data		0 kbyte/s	
		Destination data rate across Ethernet. Off=0	
<b>Time</b> SNTP & DST show / hide			
<b>Power</b> Power & Battery Settings show / hide			
<b>SMTP</b> Email Servers show / hide			
<b>Alerts &amp;</b> Alerts show / hide			

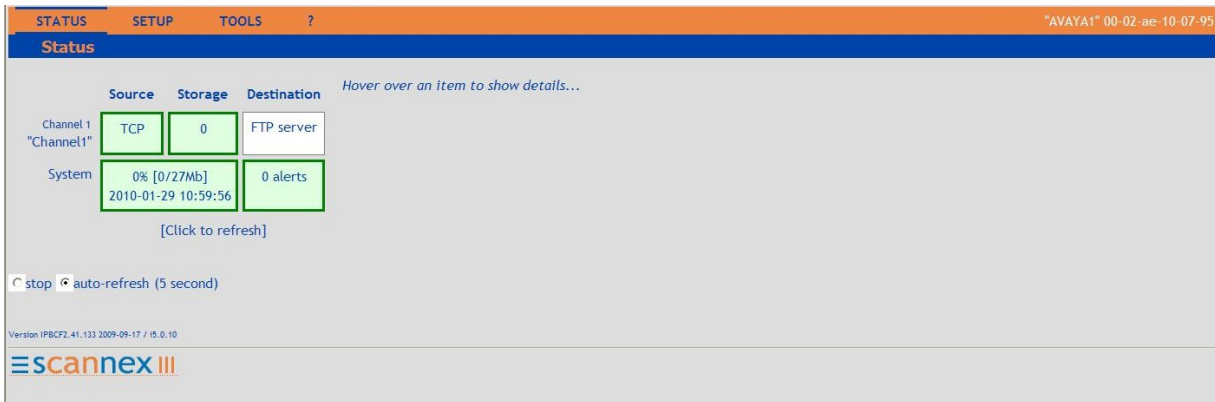
In the Setup Menu screen under Channel, select the option **Channel1:"Channel1"** to display the Channel 1 setup screen shown below. Set **Source** to **TCP**. Enter a port number in the **Port** field where **9000** is the default. The port number used should match the **Remote Port** configured on the Communication Manager in **Section 4.2**. Select **Avaya RSP** as the **Protocol**. The remaining fields can be left with the default values. Click on **Save** (not shown).

The screenshot shows the 'Channel 1: "Channel1"' setup screen. The 'Source' is set to 'TCP' and the 'Port' is '9000'. The 'Protocol' is set to 'Avaya RSP'. The 'Connect' dropdown is set to 'Device to ipbuffer (passive/server)'. The 'Match & Send' section has four rows with empty fields. The 'Heartbeat' section has 'Interval' set to '0' seconds. The 'Protocol' section has 'Protocol' set to 'Avaya RSP' and 'Time Stamp' is empty.

On the **Channel1:"Channel1"** screen set the **Destination** field show to display the **FTP server**. The ORBi-TEL<sup>7</sup> Server acts as the FTP client with the ip.buffer being the FTP server. Set **Filename** to **download.dat**. Change **Username** and **Password** to the FTP client (ORBi-TEL<sup>7</sup> Server) required values. Click on **Save**.

The screenshot shows the 'Channel 1: "Channel1"' setup screen with the 'Destination' set to 'FTP server'. The 'FTP server' section has 'Username' set to 'scannex', 'Password' set to 'jverty1', and 'Filename' set to 'download.dat'. The 'Data Markers' section has 'Prefix' and 'Suffix' fields. The 'Data Security' section has 'Data Encryption' set to 'Unencrypted'. The 'Storage' section has 'Storage settings show / hide' and 'SAVE' and 'Cancel' buttons.

Select **Status** and the completed **Status** screen is displayed. The **TCP Source** displays in green indicating that the ip.buffer has successfully connected to the Avaya solution.



## 6. General Test Approach and Test Results

The general test approach was to manually place intra-switch calls, inbound and outbound PSTN trunk calls to and from telephones attached to the Avaya S8500 Server, and verify that ORBi-TEL<sup>7</sup> with ip.buffer collects the CDR records and properly classifies and reports the attributes of the call. For serviceability testing, logical links were disabled/re-enabled, and the Avaya S8500 Server was rebooted.

All executed test cases were passed. ip.buffer successfully collected the CDR records from Communication Manager via the CDR link for all types of calls generated including intra-switch calls, inbound / outbound PSTN trunk calls, transferred calls and conference calls. It passed them on to the ORBi-TEL<sup>7</sup> Server. For serviceability testing, the ORBi-TEL<sup>7</sup> server was able to resume collecting CDR records automatically after failure recovery, including buffered CDR records for calls that were placed during the outages.

## 7. Verification Steps

This section provides the tests that can be performed to verify correct configuration of Communication Manager and ORBi-TEL<sup>7</sup> solution.

### 7.1. Verify Avaya Aura™ Communication Manager

The following steps can ensure that the communication between Communication Manager and the ORBi-TEL<sup>7</sup> is functioning correctly.

- Use the **ping** utility on the ORBi-TEL<sup>7</sup> server to verify the IP connectivity to the Avaya S8500 Server.
- On the SAT of the Avaya S8500 Server, enter the **status cdr-link** command and verify that the CDR **Link State** shows **up** for both the **Primary** and **Secondary** links. This represents the CDR link of the ip.buffer and the CDR link for the RDTT. Data is only shown in the Secondary column only when there is a second CDR link.

status cdr-link	
CDR LINK STATUS	
Primary	Secondary
Link State: up	up
Date & Time: 2010/1 /28 15:41:27	2010/1 /28 15:41:27
Forward Seq. No: 43	43
Backward Seq. No: 0	0
CDR Buffer % Full: 0.00	0.00
Reason Code: OK	OK

### 7.2. Verify ORBi-TEL<sup>7</sup> and the ip.buffer

Verify the connection between ORBi-TEL<sup>7</sup> Server and the ip.buffer through the following steps.

#### 7.2.1. Connection Between ORBi-TEL<sup>7</sup> Server and the ip.buffer

Access the ip.buffer from a DOS or UNIX prompt and issue the following command:

**#ftp x.x.x.x** where **x.x.x.x** is the IP address of ip.buffer.

Enter Username and Password of the ftp server (ip.buffer).

Ensure that you received the following message:

**#Connected**

Enter in the following:

**DIR**

The return will display

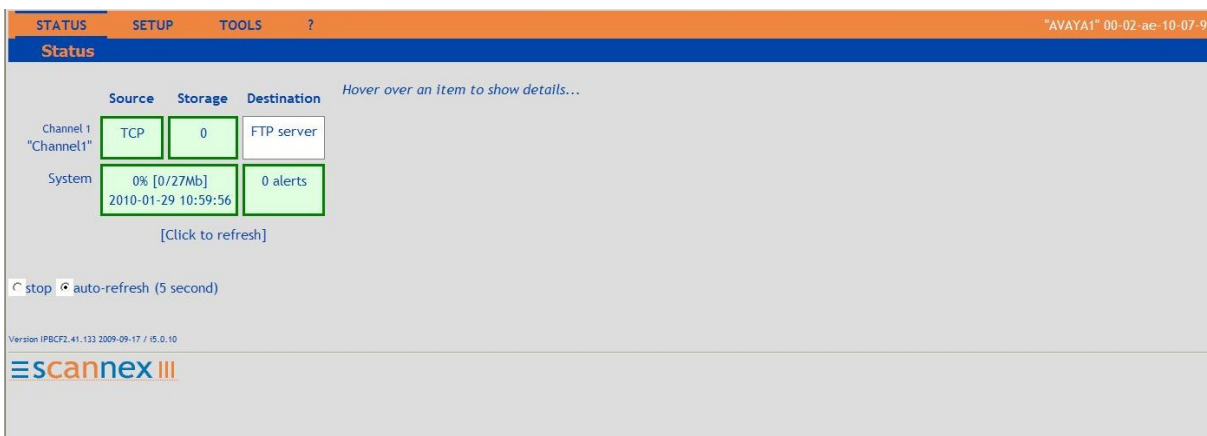
**#download.dat**

Enter **BYE** to return to Unix or DOS.

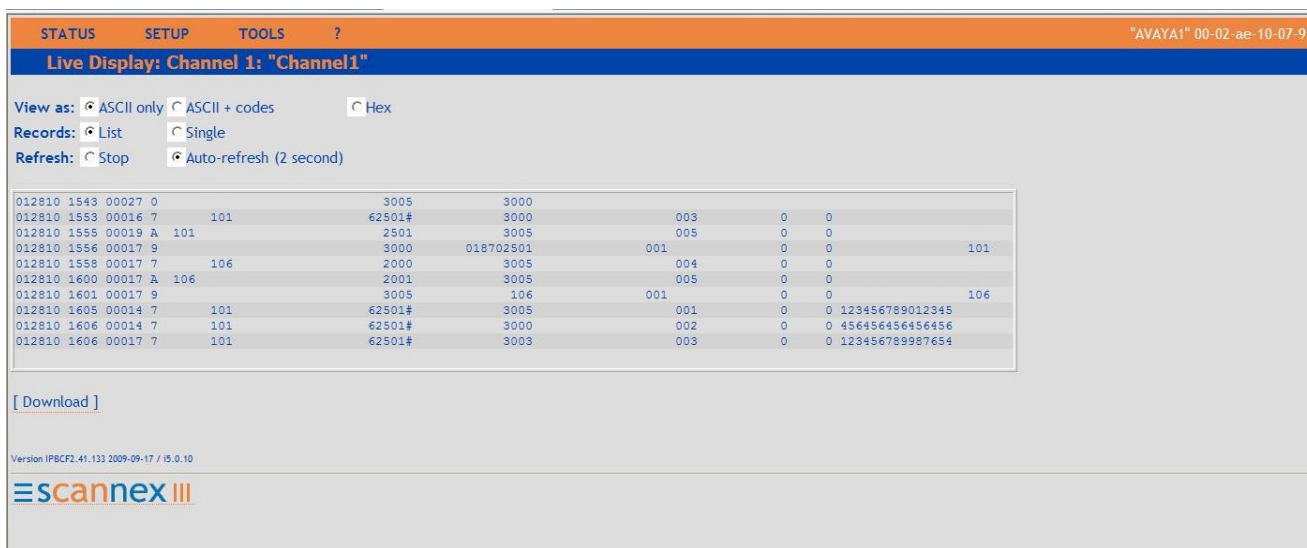
**BYE**

## 7.2.2. Connection Between Communication Manager and the ip.buffer

Log into the ORBi-TEL<sup>7</sup> system as per **Section 5.3.2**. Select **Status** and the completed **Status** screen is displayed. The **TCP Source** displays in green indicating that the ip.buffer has successfully connected to the Avaya solution.



Once some test calls, including internal, inbound trunk and outbound trunk calls, have been produced then run the ORBi-TEL<sup>7</sup> report to ensure correct collection of results. Compare to the RDTT output if configured. The following screen shows a report after some calls were made.



## 8. Conclusion

These Application Notes describe the procedures for configuring Nu Technologies ORBi-TEL<sup>7</sup> and ip.buffer to collect call detail records from Avaya Aura™ Communication Manager running on Avaya S8500 Server. ORBi-TEL<sup>7</sup> successfully passed all compliance testing.

## 9. Additional References

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

- [1] *Avaya Aura™ Communication Manager Feature Description and Implementation*, Release 5.2, May 2009, Document Number 555-245-205.
- [2] *Administering Avaya Aura™ Communication Manager*, Release 5.2, May 2009, Document Number 03-300509.

The Nu Technologies documentation can be found at <http://www.nut.eu.com>.

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