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Avaya Solution & Interoperability Test Lab

Application Notes for @Comm Corporation's CommView with Avaya Aura® Communication Manager – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for @Comm's CommView to interoperate with Avaya Aura® Communication Manager.

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 Aura® Communication Manager.

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 Communication Manager. Communication Manager is configured to send CDR records to CommView using a specific TCP/IP port. CommView, available as a premise-based application or as a cloud-based service, collects CDR data from Communication Manager by Avaya's Reliable Session Protocol (RSP), listening for connections on a specific TCP port.

Please note that the configuration used for this testing was a single site setup. Although Avaya Aura® Session Manager was used for registration of SIP end points and routing calls, the goal for this test was to verify CDR data only from Communication Manager's perspective.

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

The interoperability compliance testing included feature and serviceability testing. The feature testing evaluated the ability of CommView to collect and process CDR records for various types of calls. The source and destination of each call was verified on the CommView application. The serviceability testing introduced failure scenarios to see if CommView could resume CDR collection after failure recovery.

The serviceability were conducted to assess the reliability of the solution.

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 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 Communication Manager.
- Verification of CDR data collected by CommView.
- Verification of link Failure\Recovery to ensure successful recovery.

2.2. Test Results

All planned 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

Figure 1 illustrates a sample configuration that consists of Avaya Products and @Comm CommView server.
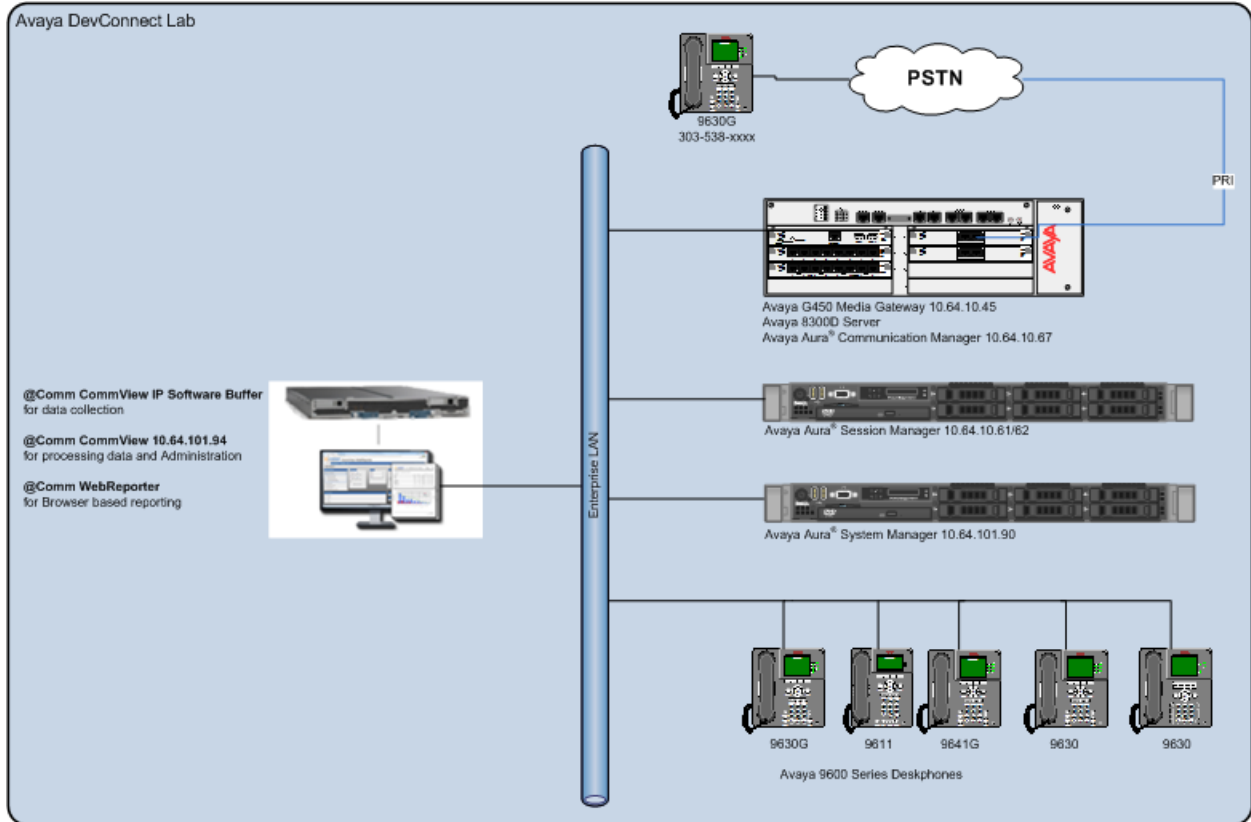

Figure 1: Test Configuration for @Comm CommView

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya S8300D Server Avaya Aura®Communication Manager	6.3 SP5
Avaya G450 Media Gateway	31.20.0
Avaya Aura® Session Manager	6.3 SP5
Avaya Aura® System Manager	6.3 SP4
Avaya 9600 Series IP Deskphone: • 96x1 SIP Phones • 96x1 H.323 Phones • 96x0 SIP Phones • 96x0 H.323 Phones	 6.3.1 6.3.1 2.6.11 3.2.1
@Comm CommView IP Software Buffer	1.0
@Comm CommView	2.1
@Comm WebReporter	2.4

5. Configure Avaya Aura® Communication Manager

This section contains steps necessary to configure CommView to successfully interface with Avaya Aura® Communication Manager.

All configuration changes in Communication Manager were performed via SAT terminal.

5.1. Create node-name for @Comm CommView

Use **change node-names ip** command to add an entry for CommView.
- Type in a name in **Name** column.
- Type in the ip address of CommView in **IP Address** column.

```
change node-names ip atcomm                              Page   1 of   2
                            IP NODE NAMES
    Name              IP Address
atcomm             10.64.101.94
default            0.0.0.0
procr              10.64.10.67
procr6             ::


( 8  of 30   administered node-names were displayed )
Use 'list node-names' command to see all the administered node-names
Use 'change node-names ip xxx' to change a node-name 'xxx' or add a node-name
```

5.2. Define the CDR link

A CDR link needs to be defined between Communication Manager and CommView. Use the **change ip-services** command to configure the following:

- Set **Service Type** and **Local Node** to **CDR1** and **procr**, respectively.
- Type in the node name for CommView in **Remote Node**.
- Type in a port value for CommView to listen for CDR traffic in **Remote Port**.

```
change ip-services                                         Page   1 of   4

                              IP SERVICES
 Service      Enabled    Local       Local      Remote       Remote
  Type                   Node        Port       Node         Port
AESVCS        y    procr            8765
CDR1               procr            0         atcomm        9000


```

On **Page 3**, set **Reliable Protocol** to **y**.

```
change ip-services                                         Page   3 of   4

                           SESSION LAYER TIMERS
  Service      Reliable  Packet Resp  Session Connect  SPDU  Connectivity
   Type        Protocol    Timer      Message Cntr     Cntr    Timer

 CDR1            y          30               3          3       60


```

5.3. Change system-parameters cdr

Use **change system-parameters cdr** command to configure parameters for CommView.
Configure as follows:

- Set **CDR Date Format** to **month/day**.
- Set **Primary Output Format** to **expanded**.
- Set **Primary Output Endpoint** to **CDR1**, as configured in previous section.
- Set **Record Outgoing Calls Only** to **n**.
- Set **Outg Trk Call Splitting** to **y**.
- Set **Inc Trk Call Splitting** to **y**.

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

 Node Number (Local PBX ID):                      CDR Date Format: month/day
      Primary Output Format: expanded      Primary Output Endpoint: CDR1
     Secondary Output Format:
            Use ISDN Layouts? n                  Enable CDR Storage on Disk? y
        Use Enhanced Formats? n     Condition Code 'T' For Redirected Calls? n
       Use Legacy CDR Formats? n               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? n
    Inc Trk Call Splitting? y                    Inc Attd Call Record? y
 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: 5
Remove '+' from SIP Numbers? y
```

5.4. Configure Trunk Group

Use **change trunk-group** *n* to edit a trunk group**,** where *n* is the number of a trunk group that needs to be configured for CDR. Configure as follows:

- Set **CDR Reports** to **y**.

```
change trunk-group 10                                          Page   1 of  22
                              TRUNK GROUP

Group Number: 10                    Group Type: sip           CDR Reports: y
  Group Name: to_SM_10_62                 COR: 1      TN: 1        TAC: *010
   Direction: two-way     Outgoing Display? n
 Dial Access? n                                    Night Service:
Queue Length: 0
Service Type: tie                   Auth Code? n
                                              Member Assignment Method: auto
                                                       Signaling Group: 10
                                                      Number of Members: 50
```

5.5. Change intra-switch-cdr

Use **change intra-switch-cdr** command to define stations for CDR. Enter values for all the stations that need to be configured.

```
change intra-switch-cdr                                        Page   1 of   3
                          INTRA-SWITCH CDR

                              Assigned Members:   5    of 1000   administered
   Extension         Extension            Extension          Extension
   25001
   25003
   25004
   25551
   25552
```
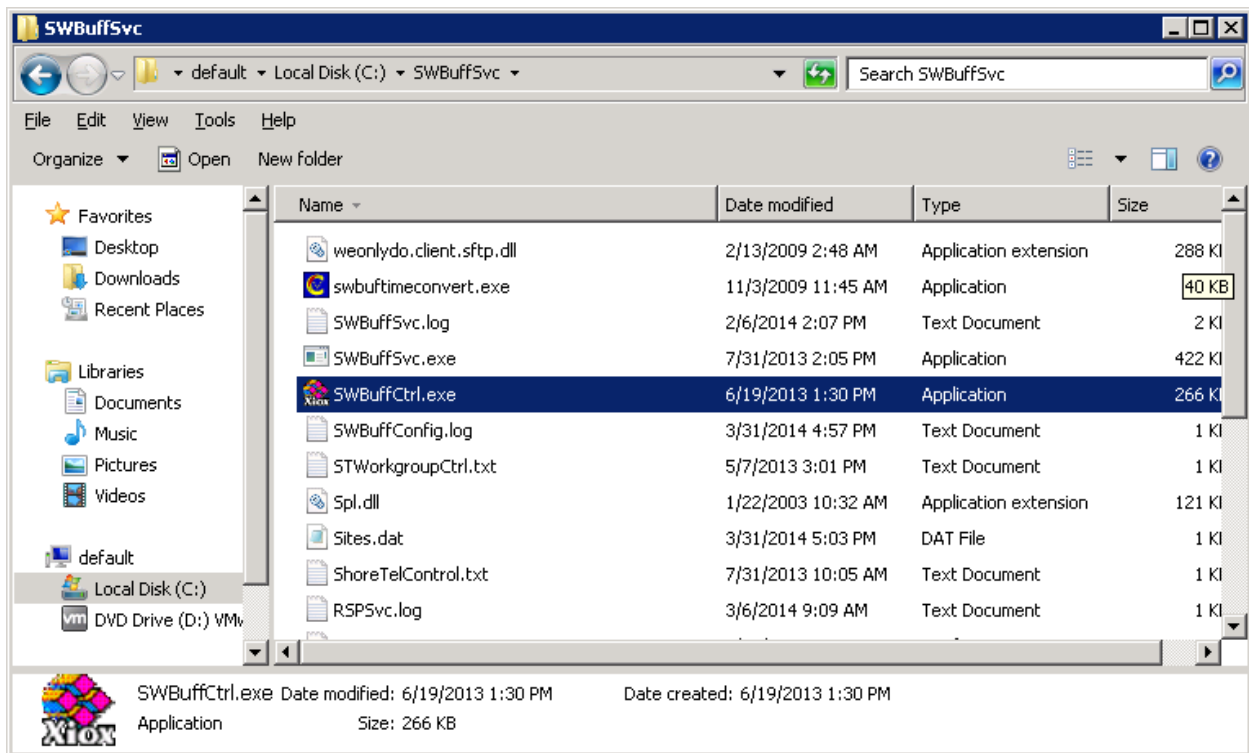
6. Configure @Comm CommView

This section outlines the process for configuring the CommView IP Software Buffer to receive CDR from Communication Manager. 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 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 Communication Manager

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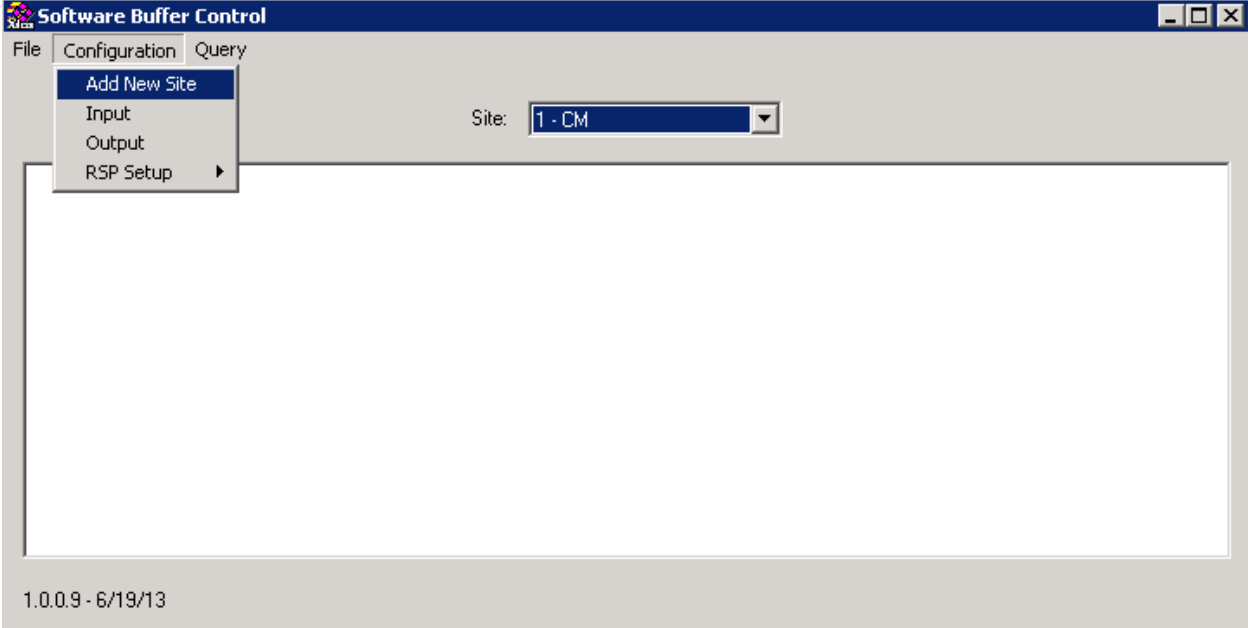
Select **Configuration → Add New Site**, the CommView IP Software Buffer input configuration screen is displayed.

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

Click **OK** to continue.
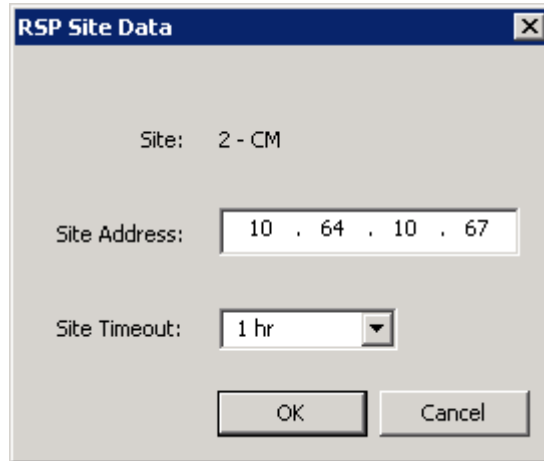
On the **RSP Site Data** window, enter Communication Manager's IP Address in **Site Address** field and set the **Site Timeout** for **1 hr**.

Click **OK**.

6.3. Configuring the CommView IP Software Buffer Output for Communication Manager

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.

7. Verification Steps
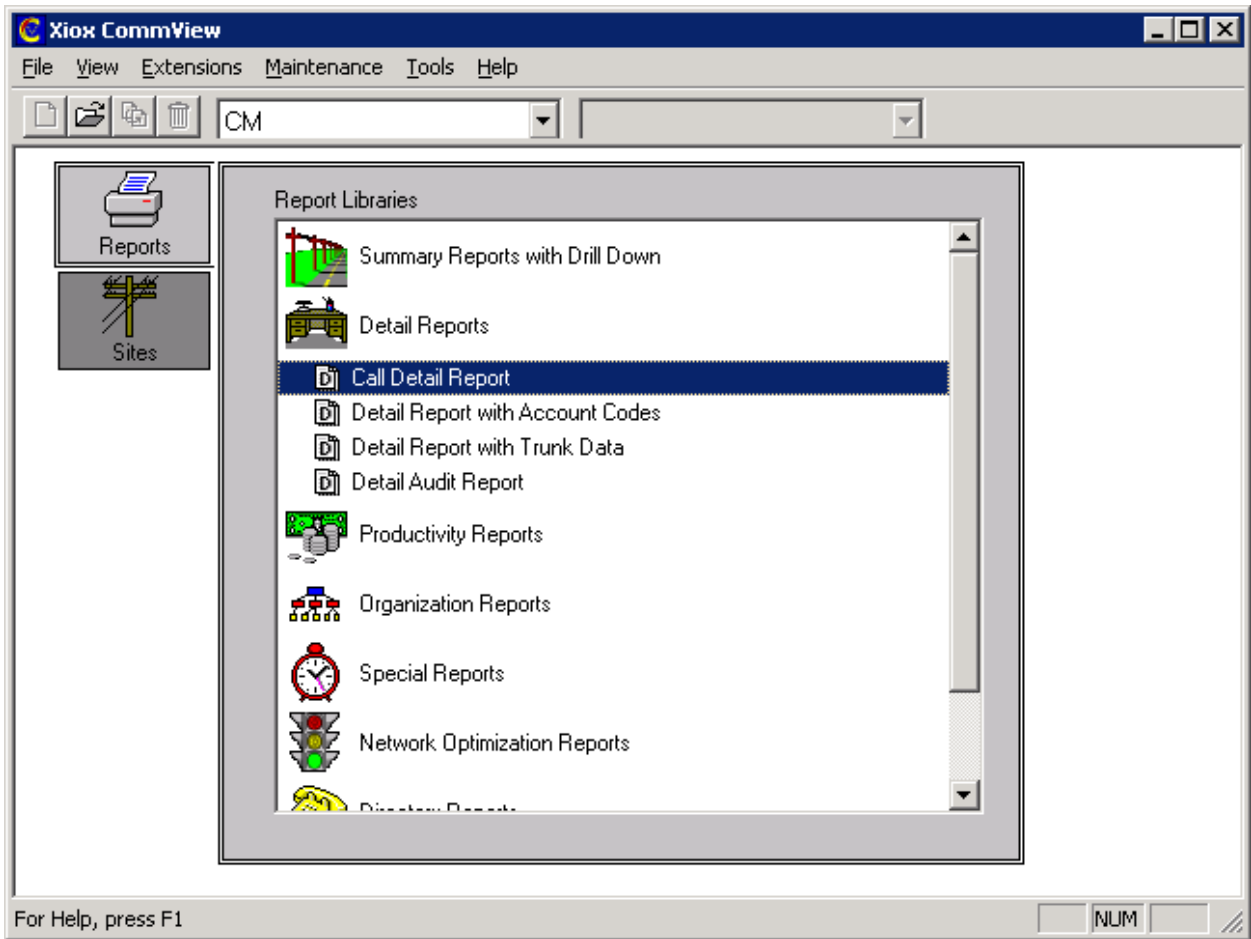
7.1. Avaya Aura® Communication Manager

The following steps may be used to verify the configuration and confirm that Communication Manager is sending CDR successfully:

- Via SAT enter the **status cdr-link** command and verify that the CDR link state is up.
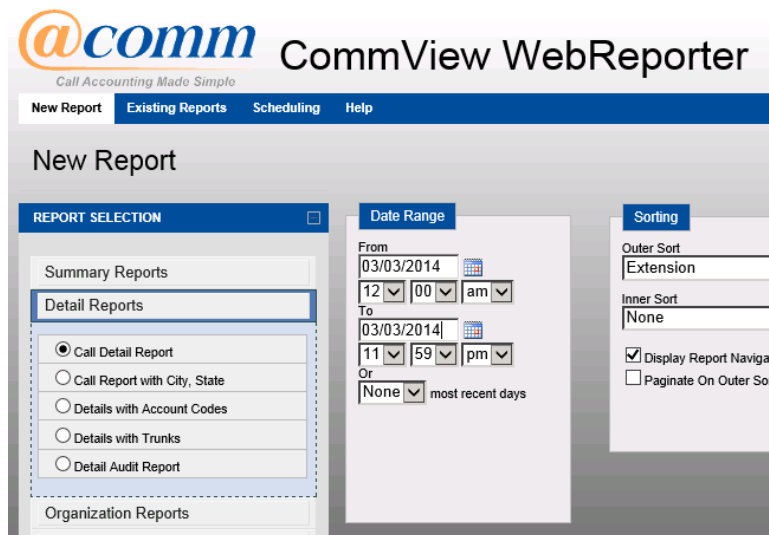
7.2. CommView Configuration

Reviewing the results in **Section 7.1** will verify that data is being captured as part of the CDR Source configuration. In addition to accepting that as verification, once the @Comm CommView configuration has been completed by @Comm Support and calls have been processed, the following can be done:

- Place internal, inbound trunk and outbound trunk calls to and from various telephones, allow the appropriate polling processing cycle to occur and access the report interface to verify that test calls appear in CommView or WebReporter detail reports.
- Open the CommView application via the desktop icon or log into WebReporter (CommView Web) via browser.
- Select the Call Detail Report from within the Detail Reports library and set date range filter for current day.

KJA; Reviewed:
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CVCM

Or using 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 Communication Manager and the @Comm CommView configuration.

8. Conclusion

@Comm CommView was able to successfully interoperate with Avaya Aura® Communication Manager.

9. References

Documentation related to Avaya products may be obtained via http://support.avaya.com.
    [1] *Administering Avaya Aura® Communication Manager, Release 6.3.*
    [2] *Administering Avaya Aura® Session Manager, Release 6.3.*

Documentation related to CommView can be directly obtained from @Comm.

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