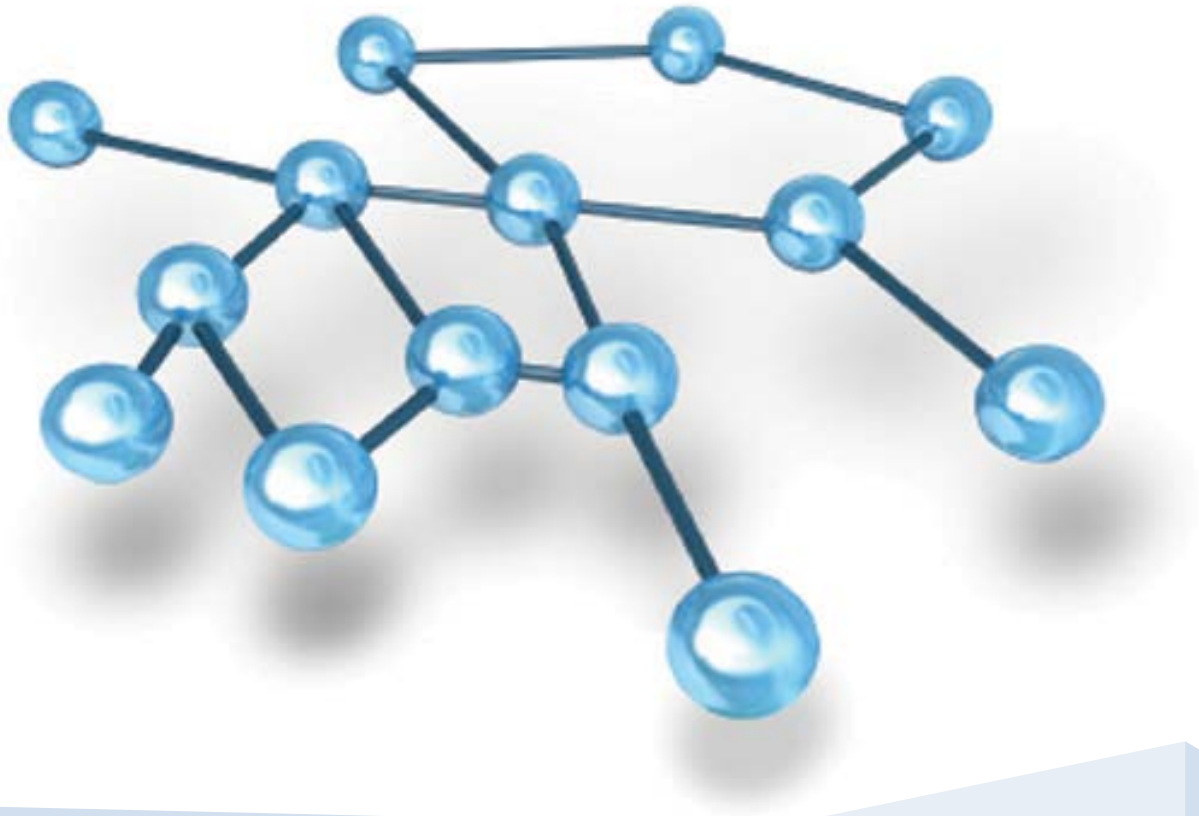
@comm

Call Accounting Made Simple



# Configuration Guide

## Integrating CommView & CommView Web with Cisco UC500 Series

Configuration Overview CommView & Cisco UC500 Series

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## Configuration Overview CommView & Cisco UC500 Series

The following steps are performed to implement and configure CommView when interfacing with a UC500 solution.

- Ensure proper configuration of the workstation utilized for CDR management
- Configure the UC500 to support the detailed format of CDR (requires CLI)
- Install and configure the CommView IP Software Buffer application
- Enable @Comm Technical Support to proceed with configuration of application/service and provide training.

**Configure Workstation utilized for CDR management**

To isolate the CDR collection and forwarding functions, a workstation in the customer's network environment must be made available for the CommView IP Software Buffer application supporting these requirements:

- Make sure PC has firewall access rights to secure FTP Port 22.
- Make sure PC has firewall access rights to @Comm domain (sftp.atcomm.com) if subscribing to the CommView Web service.
- It is suggested that the PC has HTTP access to Port 80 to allow remote access for support if necessary.

The most common scenario is that the vendor/customer/end-user permits @Comm Tech Support to configure the machine where @Comm Software Buffer is to be installed to support FTP. @Comm Support typically enables Windows FTP as well as creates a local Windows User Accounts to support FTP. @Comm Support will then provide the vendor with the FTP information used in configuring call accounting in the UC5XX.

Although Cisco TAC prefers to support the CCA configuration utility (over CLI), this GUI functionality is limited in its configuration capabilities and further CLI is needed to complete the install if reliable and accurate CDR reporting is a priority.

**Configure UC500 - Configuring File Accounting**

Configuring file accounting includes defining the primary and secondary file location for storing call records. If the file transfer to the primary device fails, the gateway retries the primary device up to the configured number of times before automatically switching over to the secondary device. You can initiate a manual switchback to the primary device when it is restored. If the secondary device also fails, the accounting process ends and the system logs an error. **New CDRs are dropped until one device comes back online** and you manually reset.

The gateway holds call records in memory temporarily before writing the records to the specified accounting file. It appends call records to the accounting file after a configured flush-timer limit or whenever the memory buffer becomes full. The gateway closes the accounting file and opens a new file after a configured file-close time limit or you can initiate an immediate close. Other options allow you to select the specific attributes captured in the accounting record.

The Call Accounting window appears when you choose Applications > General Settings > Call Accounting from the feature bar.

From this window you can enable or disable Call Detail Record (CDR) collection and specify the location on an external TFTP or FTP server where the CDRs are stored, as well as a backup location on the UC500 flash. These settings are used in conjunction with call accounting applications that capture CDRs and store them to an external FTP server.

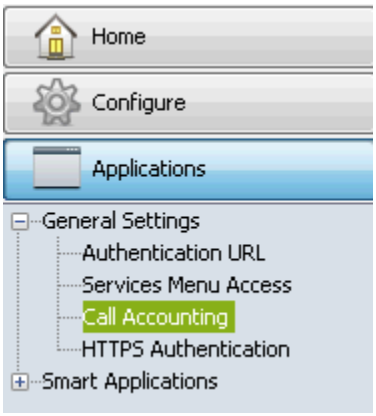
Backup CDR files are stored in the flash:cdr/ directory on the UC500. Click Copy CDR to File to manually write CDRs to the specified backup file on the flash.

Configure general settings for Call Accounting applications as described in this table. Click OK or Apply when you are finished.

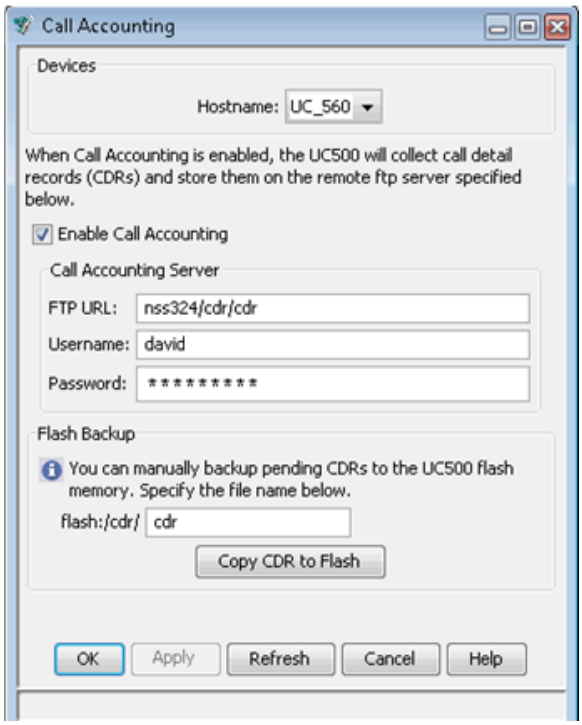
| Setting | Description |
|---|---|
| Call Accounting Server | |
| FTP URL | Sets the primary location for storing the CDRs generated for file accounting.<br>Specify a path/filename for the location of the file on an FTP server.<br>For example: ftpserver01/cdrs |
| Username | Username for FTP server authentication |
| Password | Password for FTP server authentication |

**The menu screens (config/setup) for the UC 500 Series system:**

Here is the menu selection in the current release of the Cisco Configuration Assistant:



And here is the dialog box for enabling Call Accounting:




If the ftp site being used as the destination has any interruption in service, the UC560 falls back to saving the records to the internal flash memory on the UC560.

During the period the UC560 saved CDR data to its internal flash, you have to move them to the ftp server manually.

To generate CDR in file format (.csv), perform the following steps.

Prerequisites

Cisco IOS Release 12.4(20)T or a later release.

Restrictions

FTP servers in Cisco IOS software are not supported because they cannot append CDRs to a file, so every flush would create a new file.

**SUMMARY STEPS**

1. enable
2. configure terminal
3. gw-accounting file
4. primary {ftp *path/filename* username *username* password *password* | ifs *device:filename*}
5. secondary {ftp *path/filename* username *username* password *password* | ifs *device:filename*}
6. maximum retry-count *number*
7. maximum buffer-size *kbytes*
8. maximum fileclose-timer *minutes*
9. maximum cdrflush-timer *minutes*

10. cdr-format {detailed}
11. acct-template {*template-name* | callhistory-detail}
12. end

**DETAILED STEPS**

| Step | Command or Action | Purpose |
|---|---|---|
| Step 1 | enable<br>Example:<br>Router> enable | Enables privileged EXEC mode.<br>•Enter your password if prompted. |
| Step 2 | configure terminal<br>Example:<br>Router# configure terminal | Enters global configuration mode. |
| Step 3 | gw-accounting file<br>Example:<br>Router(config)# gw-accounting file | Enables the file method of accounting. |
| Step 4 | primary {ftp path/filename username username password password \| ifs device:filename}<br>Example:<br>Router(config-gw-accounting-file)# primary ftp server1/cdrtest1 username bob password mypass | (Optional) Sets the primary location for storing the CDRs generated for file accounting.<br>•ftp *path/filename*—Name and location of the file on an FTP server.<br>•ifs *device:filename*—Name and location of the file in flash memory or other internal file system on this router. Values depend on the storage devices available on the router, for example flash or slot0.<br>•username *username*—User ID for authentication.<br>•password *password*—Password user enters for authentication.<br>•Default: flash:cdr. |
| Step 5 | secondary {ftp path/filename username username password password \| ifs device:filename}<br>Example:<br>Router(config-gw-accounting-file)# | (Optional) Sets the backup location for storing CDRs if the primary location becomes unavailable.<br>•ftp *path/filename*—Name and location of the backup file on an FTP server. |

| | | |
|---|---|---|
| | secondary ifs flash:cdrtest2 | •ifs *device*:*filename*—Name and location of the backup file in flash memory or other internal file system on this router. Values depend on the storage devices available on the router, for example flash or slot0.<br>•username *username*—User ID for authentication.<br>•password *password*—Password user enters for authentication.<br>•Default: flash:cdr. |
| Step 6 | maximum retry-count number<br>Example:<br>Router(config-gw-accounting-file)# maximum retry-count 3 | (Optional) Sets the maximum number of times the router attempts to connect to the primary file device before switching to the secondary device.<br>•*number*—Number of connection attempts. Range:1 to 5. Default: 2. |
| Step 7 | maximum buffer-size kbytes<br>Example:<br>Router(config-gw-accounting-file)# maximum buffer-size 25 | (Optional) Sets the maximum size of the file accounting buffer.<br>•*kbytes*—Maximum buffer size, in kilobytes. Range: 6 to 40. Default: 20. |
| Step 8 | maximum fileclose-timer minutes<br>Example:<br>Router(config-gw-accounting-file)# maximum fileclose-timer 300 | (Optional) Sets the maximum time for writing records to an accounting file before closing it and creating a new file.<br>•*minutes*—Maximum time, in minutes, to write records to an accounting file. Range: 60 to 1,440. Default: 1,440 (24 hours).<br>•Set this file close timer to at least five minutes longer than the flush timer set with the maximum cdrflush-timer command. |
| Step 9 | maximum cdrflush-timer minutes<br>Example:<br>Router(config-gw-accounting-file)# maximum cdrflush-timer 245 | (Optional) Sets the maximum time to hold call records in the buffer before appending the records to the accounting file.<br>•*minutes*—Maximum time, in minutes, to hold call records in the accounting buffer. Range: 1 to 1,435. Default: 60 (1 hour).<br>•Set this flush timer to at least five minutes less than the file close timer set with the |

| | | |
|---|---|---|
| | | maximum fileclose-timer command. |
| Step 10 | cdr-format {compact \| detailed}<br>Example:<br>Router(config-gw-accounting-file)# cdr-format compact | (Optional) Selects the format of the CDRs generated for file accounting.<br>•compact—Compact set of voice attributes is generated in CDRs.<br>•detailed—Full set of voice attributes is generated in CDRs. Default value. |
| Step 11 | acct-template {template-name \| callhistory-detail}<br>Example:<br>Router(config-gw-accounting-file)# acct-template custom1 | (Optional) Selects the voice attributes to collect.<br>•*template-name*—Name of custom accounting template that defines the attribute values to collect.<br>•callhistory-detail—Collects all voice VSAs for accounting. |
| Step 12 | end<br>Example:<br>Router(config-gw-accounting-file)# end | Exits to privileged EXEC mode. |

**CommView IP Software Buffer Installation -**

- Verify PC has firewall access rights to secure FTP Port 22.
- Verify PC has firewall access rights to @Comm domain (sftp.atcomm.com)
- Verify that the PC has HTTP access to Port 80 to allow remote access for support if necessary.
- Log onto PC as Administrator.
- Follow the instructions below to install the CommView IP Software Buffer on the designated Windows PC or Server.

This software application is installed as a service intended to run automatically whenever the PC is booted, regardless of login. The software application can either be downloaded from the Web to registered users, or provided directly by @Comm Technical Support.

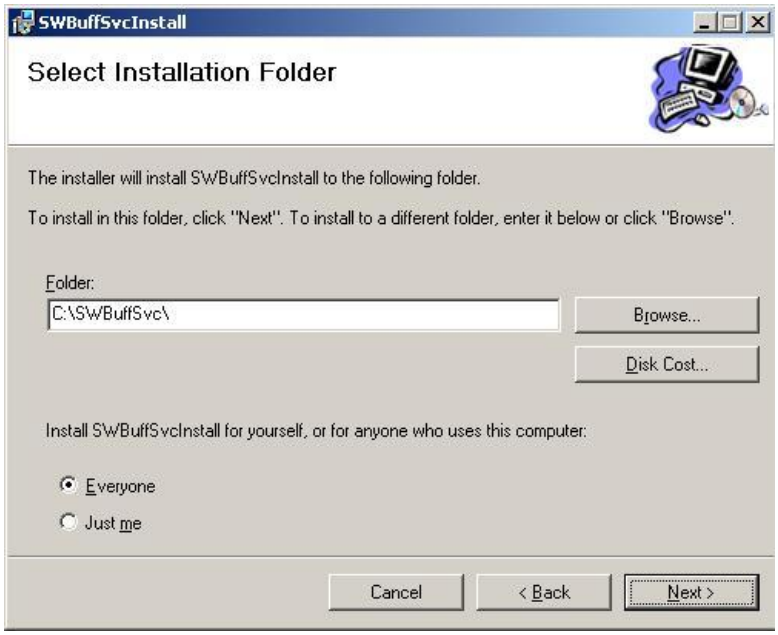
**Note: CommView IP Software Buffer licenses are bundled with implementation assistance services. Contact @Comm Technical Support to proceed with installation.**

### Install the CommView IP Software Buffer Application

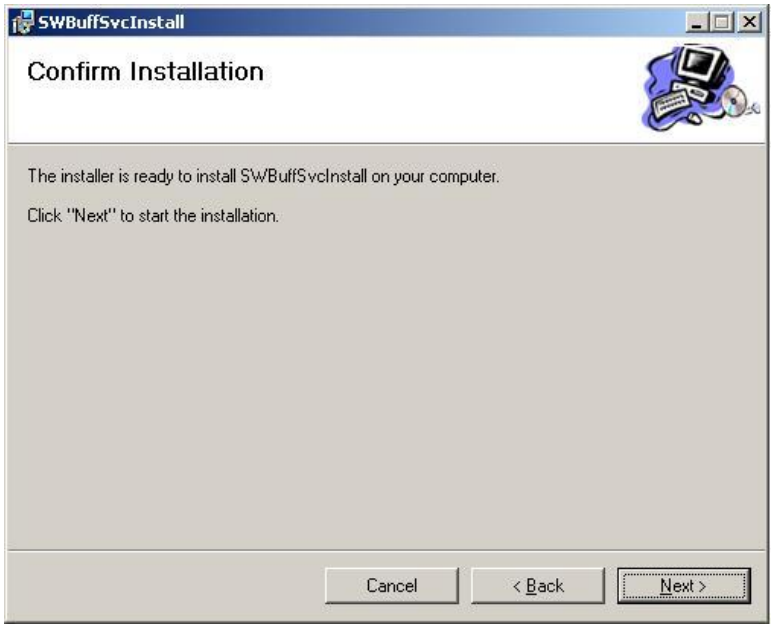
If you are supporting multiple sources of CDR data with a single instance of the CommView IP Software Buffer application, such as several Cisco UC500 and/or CUCM systems (or other IP or legacy PBXs), please contact @Comm Technical Support prior to this application setup for suggested configuration parameters.

Run SETUP.EXE and follow the screen instructions to install the CommView IP Software Buffer. It is recommended that defaults are selected during the following sequence.

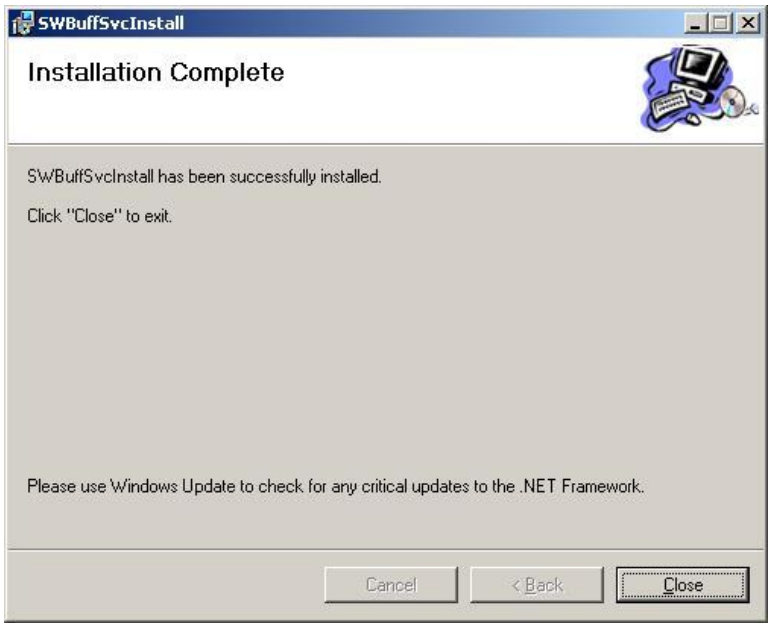
Click Next to continue…



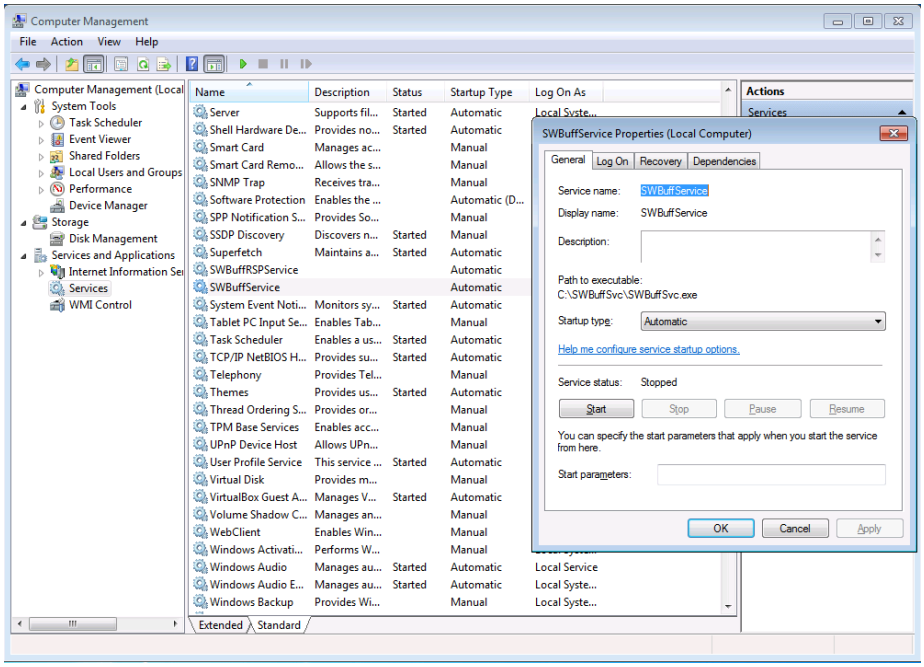

Accept the default folder C:\SWBuffSvc\ and default setting for the user and click Next.




Click next to install. Please wait for the following confirmation screen.




Click Close to complete the installation and start the software buffer service via the appropriate control panel process for your operating system.

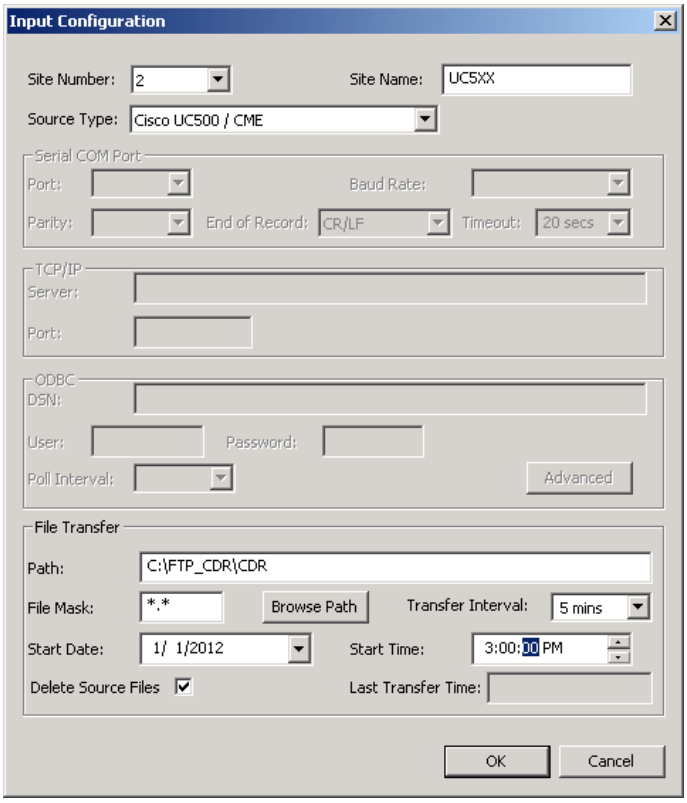



Choose Start, then OK before proceeding to the configuration steps.

### Configuration of CommView IP Software Buffer

The software buffer must be configured for both the receipt of PBX data or files as well as the parameters required for forwarding the raw data to the location for processing.

From the Start menu, launch the SWBuffer Control icon.



When the software buffer service starts for the first time, a default configuration will be displayed.

Confirm Site # is displayed and add a descriptor to the Site Name field.

Choose the appropriate value, in this case **Cisco UC500 / CME**, from the Source Type menu.

The File Transfer section will activate and shall populate some default values. (this configuration task is typically done by @Comm support).

Set the path where the Cisco UC500 is configured to place the CDR files via FTP (either by keyboard input or by browse button)

Set Path, File Mask, Start Date and Start Time

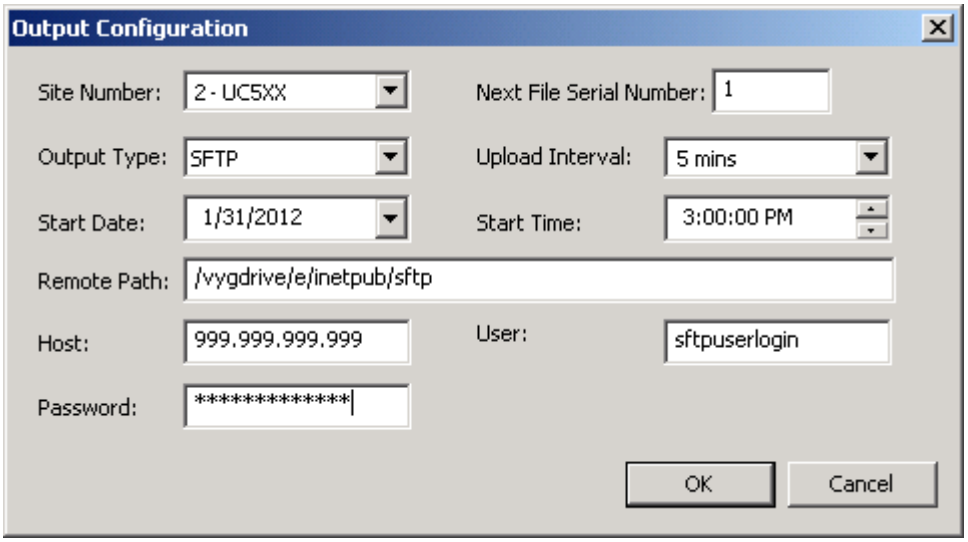
Set the File Mask to *.*

Choose to Delete Source Files

Accept remaining defaults and choose OK to proceed to the configuration of the data output.

**Configure Output**

Depending on whether the implementation is for an @Comm-hosted service or for a customer premise application, settings and values will differ. Please contact @Comm Support for the settings specific to your application.

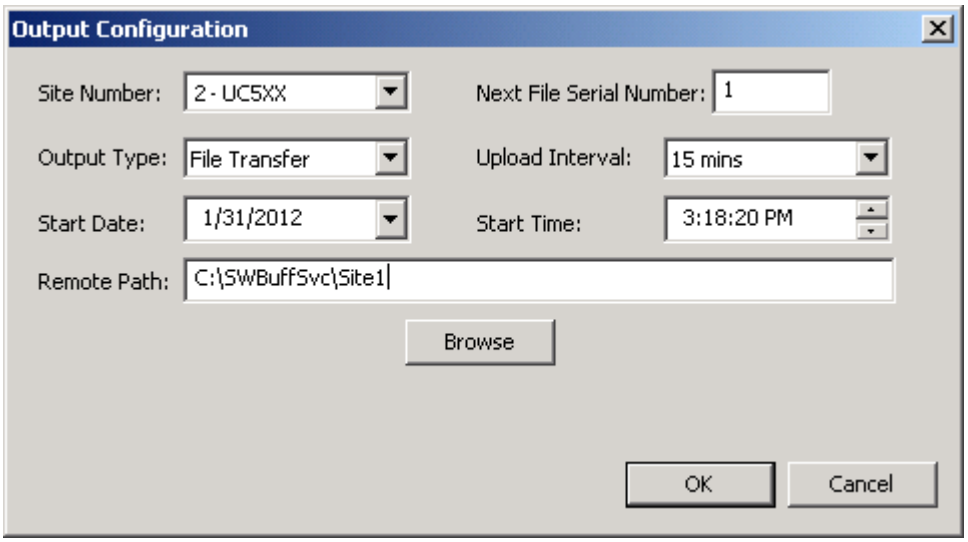



For CommView Web subscribers and for customers implementing the CommView IP Software buffer on a separate workstation, choose SFTP as the output type.

Choose appropriate Site Number from the drop down box

Select SFTP and Specify the Remote Path, Host, User and Password.

(this configuration task is typically done by @Comm support)




For CommView IP Software Buffer configured to operate on the same workstation/network as CommView, select File Transfer and choose the Remote Path as the location that CommView will reference to process. (this configuration task is typically done by @Comm support)

The CommView IP Software Buffer installation is now complete. It will operate without any user interaction as long as the PC remains powered up and will start automatically whenever the PC is rebooted.

@Comm Support will proceed with configuring CommView or CommView Web to process data for reporting.

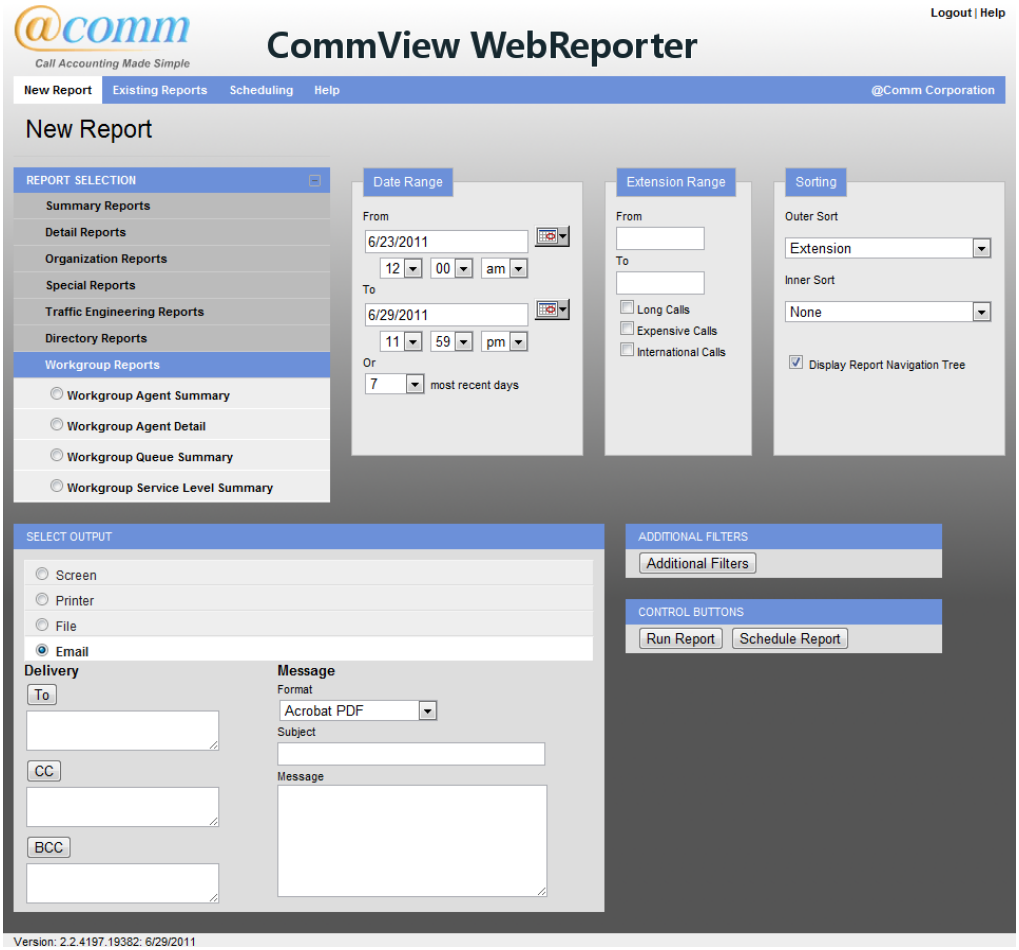
## @Comm Troubleshooting

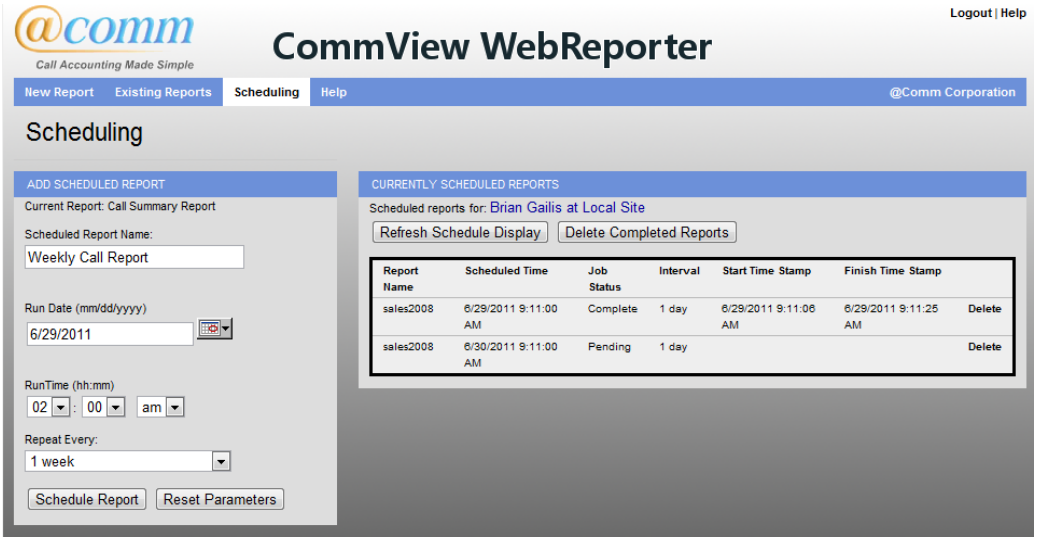
**CommView IP Software Buffer**

Ensure that the Software Buffer application is running and, when maximized, information confirming CDR data file transfer is displayed in the window.

## @Comm WebReporter User Interface

The following screen shots demonstrate some of the filtering and scheduling functionality of the WebReporter module.


@comm
Call Accounting Made Simple
CommView WebReporter
Logout | Help
New Report
Existing Reports
Scheduling
Help
@Comm Corporation
New Report
REPORT SELECTION
Summary Reports
Detail Reports
Organization Reports
Special Reports
Traffic Engineering Reports
Directory Reports
Workgroup Reports
Workgroup Agent Summary
Workgroup Agent Detail
Workgroup Queue Summary
Workgroup Service Level Summary
Date Range
From
6/23/2011
12 00 am
To
6/29/2011
11 59 pm
Or
7 most recent days
Extension Range
From
To
Long Calls
Expensive Calls
International Calls
Sorting
Outer Sort
Extension
Inner Sort
None
Display Report Navigation Tree
SELECT OUTPUT
Screen
Printer
File
Email
Delivery
To
CC
BCC
Message
Format
Acrobat PDF
Subject
Message
ADDITIONAL FILTERS
Additional Filters
CONTROL BUTTONS
Run Report
Schedule Report
Version: 2.2.4197.19382: 6/29/2011


@comm
Call Accounting Made Simple
CommView WebReporter
Logout | Help
New Report
Existing Reports
Scheduling
Help
@Comm Corporation
Scheduling
ADD SCHEDULED REPORT
Current Report: Call Summary Report
Scheduled Report Name:
Weekly Call Report
Run Date (mm/dd/yyyy)
6/29/2011
RunTime (hh:mm)
02 : 00 am
Repeat Every:
1 week
Schedule Report
Reset Parameters
CURRENTLY SCHEDULED REPORTS
Scheduled reports for: Brian Gailis at Local Site
Refresh Schedule Display
Delete Completed Reports
Report Name
Scheduled Time
Job Status
Interval
Start Time Stamp
Finish Time Stamp
sales2008
6/29/2011 9:11:00 AM
Complete
1 day
6/29/2011 9:11:06 AM
6/29/2011 9:11:25 AM
Delete
sales2008
6/30/2011 9:11:00 AM
Pending
1 day
Delete

## @Comm Support

@Comm is committed to providing both our partners and customers with the highest level of support possible to ensure your satisfaction with our solutions and services. Through personalized service and online resources, our focus is on rapid implementation of new systems, ensuring trouble free operation of existing systems, and providing a great end user and administrator experience with our products.

@Comm offers a flexible range of call accounting reporting solutions that may be installed and run within your business as well as an affordable on-line service subscription, hosted in a secure @Comm data center environment, monitored and supported 24x7. For more information or support needs please contact us at 1-800-641-5400.