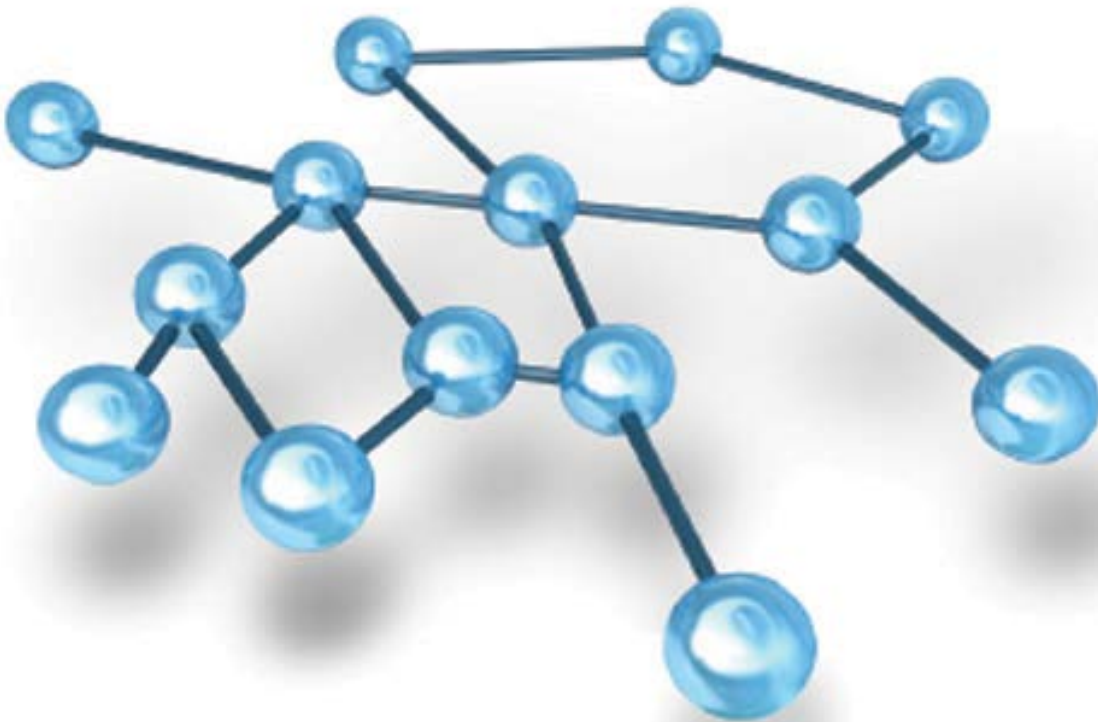




Call Accounting Made Simple



Configuration Guide

Integrating CommView & CommView Web with Cisco UC500 Series

Configuration Overview CommView & Cisco UC500 Series

Document Number: 65011330001

Date: 12.15.2011

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
- Contact @Comm Technical Support from this point to proceed with configuration of application or service and receive 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)
- 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.

Project Name: Cisco UC 500 Series Configuration Guide

Document Number / Version Number: 65011330001

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.

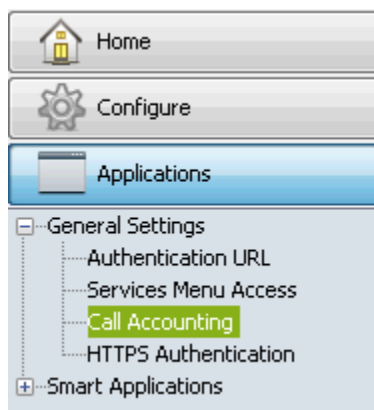
Backup CDR files are stored in the flash:cdr/ directory on the UC500. Click Copy CDR to File to manually write CDRs to the specified backup file on the flash.

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

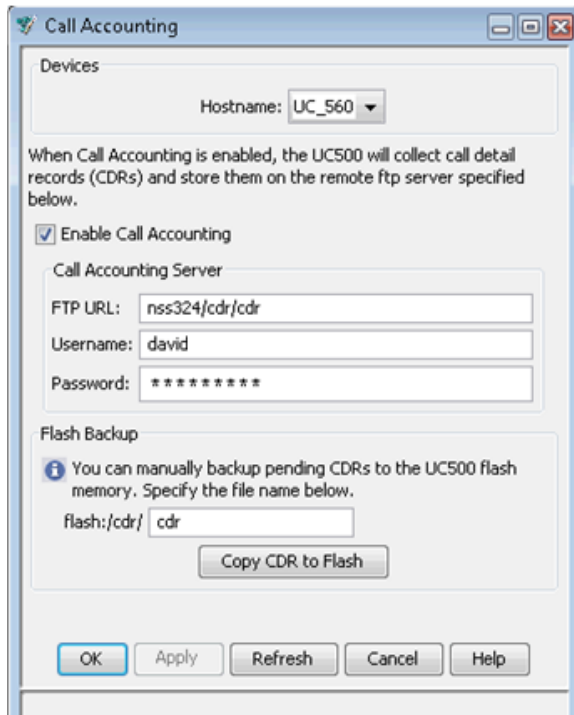
Setting	Description
Call Accounting Server	
FTP URL	Sets the primary location for storing the CDRs generated for file accounting. Specify a path/filename for the location of the file on an FTP server. For example: ftpserver01/cdrs
Username	Username for FTP server authentication
Password	Password for 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 Example: Router> enable	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	gw-accounting file Example: Router(config)# gw-accounting file	Enables the file method of accounting.
Step 4	primary {ftp path/filename username username password password ifs device:filename} Example: 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. • ftp <i>path/filename</i> —Name and location of the file on an FTP server. • ifs <i>device:filename</i> —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. • username <i>username</i> —User ID for authentication. • password <i>password</i> —Password user enters for authentication. • Default: flash:cdr.
Step 5	secondary {ftp path/filename username username password password ifs device:filename} Example: Router(config-gw-accounting-file)#	(Optional) Sets the backup location for storing CDRs if the primary location becomes unavailable. • ftp <i>path/filename</i> —Name and location of the backup file on an FTP server.

	secondary ifs flash:cdrtest2	<ul style="list-style-type: none"> • <i>ifs device:filename</i>—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. • <i>username username</i>—User ID for authentication. • <i>password password</i>—Password user enters for authentication. • Default: flash:cdr.
Step 6	maximum retry-count number Example: 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. <ul style="list-style-type: none"> • <i>number</i>—Number of connection attempts. Range:1 to 5. Default: 2.
Step 7	maximum buffer-size kbytes Example: Router(config-gw-accounting-file)# maximum buffer-size 25	(Optional) Sets the maximum size of the file accounting buffer. <ul style="list-style-type: none"> • <i>kbytes</i>—Maximum buffer size, in kilobytes. Range: 6 to 40. Default: 20.
Step 8	maximum fileclose-timer minutes Example: 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. <ul style="list-style-type: none"> • <i>minutes</i>—Maximum time, in minutes, to write records to an accounting file. Range: 60 to 1,440. Default: 1,440 (24 hours). • 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 Example: 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. <ul style="list-style-type: none"> • <i>minutes</i>—Maximum time, in minutes, to hold call records in the accounting buffer. Range: 1 to 1,435. Default: 60 (1 hour). • 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} Example: Router(config-gw-accounting-file)# cdr-format compact	(Optional) Selects the format of the CDRs generated for file accounting. •compact—Compact set of voice attributes is generated in CDRs. •detailed—Full set of voice attributes is generated in CDRs. Default value.
Step 11	acct-template {template-name callhistory-detail} Example: Router(config-gw-accounting-file)# acct-template custom1	(Optional) Selects the voice attributes to collect. • <i>template-name</i> —Name of custom accounting template that defines the attribute values to collect. •callhistory-detail—Collects all voice VSAs for accounting.
Step 12	end Example: Router(config-gw-accounting-file)# end	Exits to privileged EXEC mode.

CommView IP Software Buffer Installation -

- 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)
- It is suggested 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. The software application is installed as a service 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.

Contact @Comm Technical Support in either case to proceed with installation.

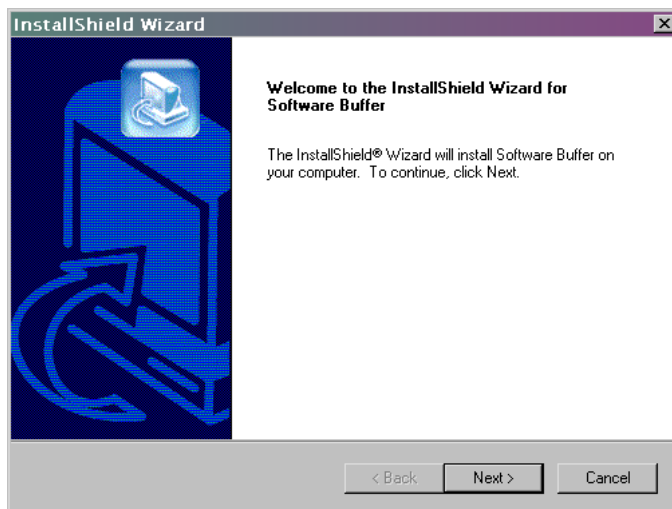
Install the CommView IP Software Buffer Application

Project Name: Cisco UC 500 Series Configuration Guide

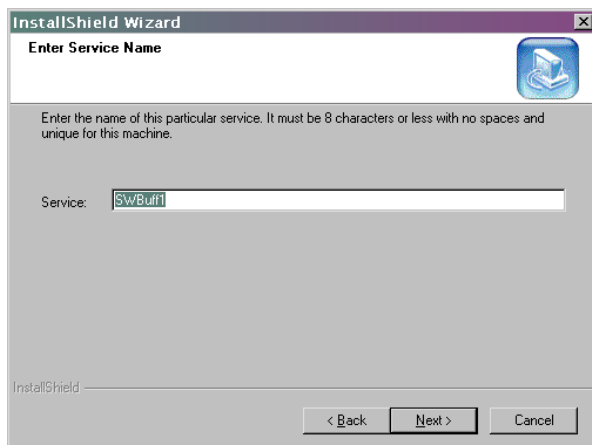
Document Number / Version Number: 65011330001

Run SETUP.EXE and follow the screen instructions to install the CommView IP Software Buffer. In the following sequence, several intermediate screens are skipped since it is recommended that defaults are selected.

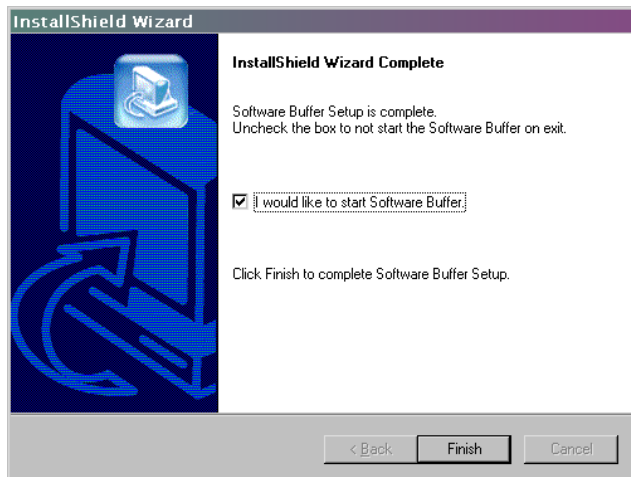
If you are supporting multiple sources of CDR data with a single instance of the CommView IP Software Buffer, such as several Cisco UC500 and/or CUCM systems (or other IP or legacy PBXs), please contact @Comm Technical Support prior to this application setup.



Click Next and then click Yes to accept the license agreement and continue...



Accept the default service name **SWBuff1** and click Next. Accept the default folder C:\SWBuff1 and click Next. Accept the program folder default and click Next to continue...

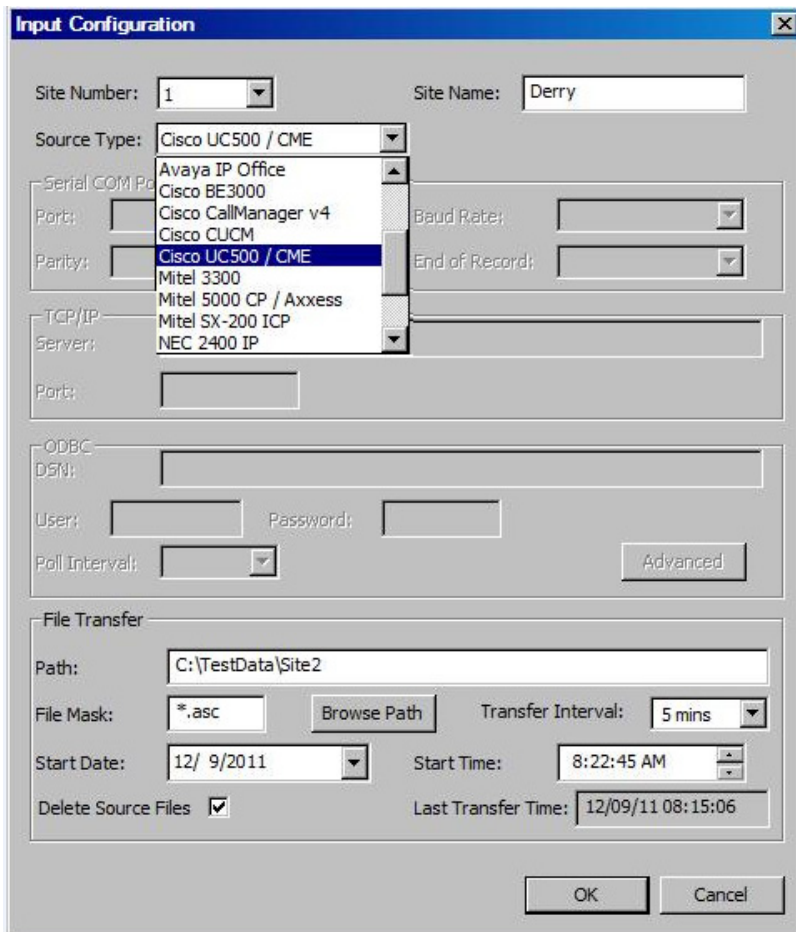


Click Finish to complete the installation and start the software buffer service.

NOTE: You may need to install a license key to operate the software buffer. You will obtain the key from the @Comm Technician assisting you with the installation.

Configuration of CommView IP Software Buffer

When the software buffer service starts for the first time, a default configuration will be displayed. Make the following adjustments to the settings:



The screenshot shows the 'Input Configuration' dialog box with the following settings:

- Site Number: 1
- Site Name: Derry
- Source Type: Cisco UC500 / CME
- Serial COM Port: (disabled)
- Parity: (disabled)
- TCP/IP Servers: (disabled)
- ODBC DSN: (disabled)
- User: (disabled)
- Password: (disabled)
- Poll Interval: (disabled)
- File Transfer Path: C:\TestData\Site2
- File Mask: *.asc
- Transfer Interval: 5 mins
- Start Date: 12/ 9/2011
- Start Time: 8:22:45 AM
- Delete Source Files:
- Last Transfer Time: 12/09/11 08:15:06

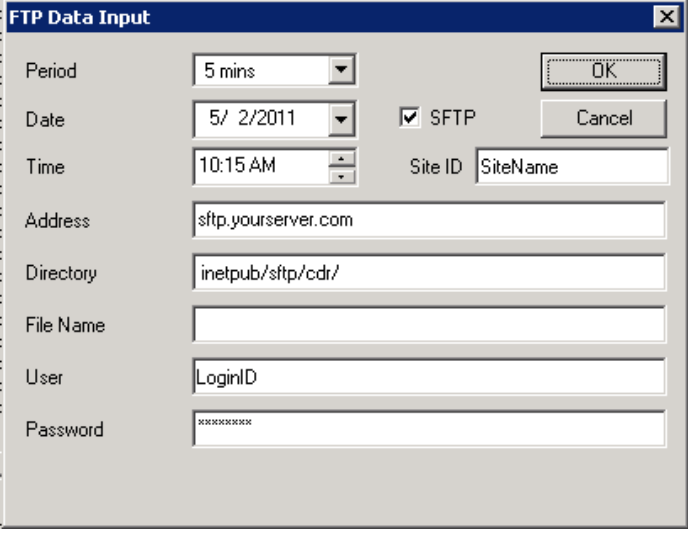
Select **File Transfer** as the Data Source

Specify the desired values in the enabled boxes in the File Transfer section of the interface section (configuration typically done by @Comm support).

Set Path, File Mask, Start Date and Start Time

Set Transfer Interval to 5 minutes.

Please contact @Comm Support for the settings specific to your application.



Complete the form above filling out the Site ID, Server Address, Directory, User and Password. Then click OK.

The description of FTP Data Input is only available for customer operated CommView systems. In CommView Web hosted solutions, the FTP Fields will be grayed but filled in automatically from the @Comm License Key provided by the @Comm Support technician assisting with the installation. The Period, Date, and Time fields are available for configuring the upload or data out intervals.

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 Troubleshooting](#)

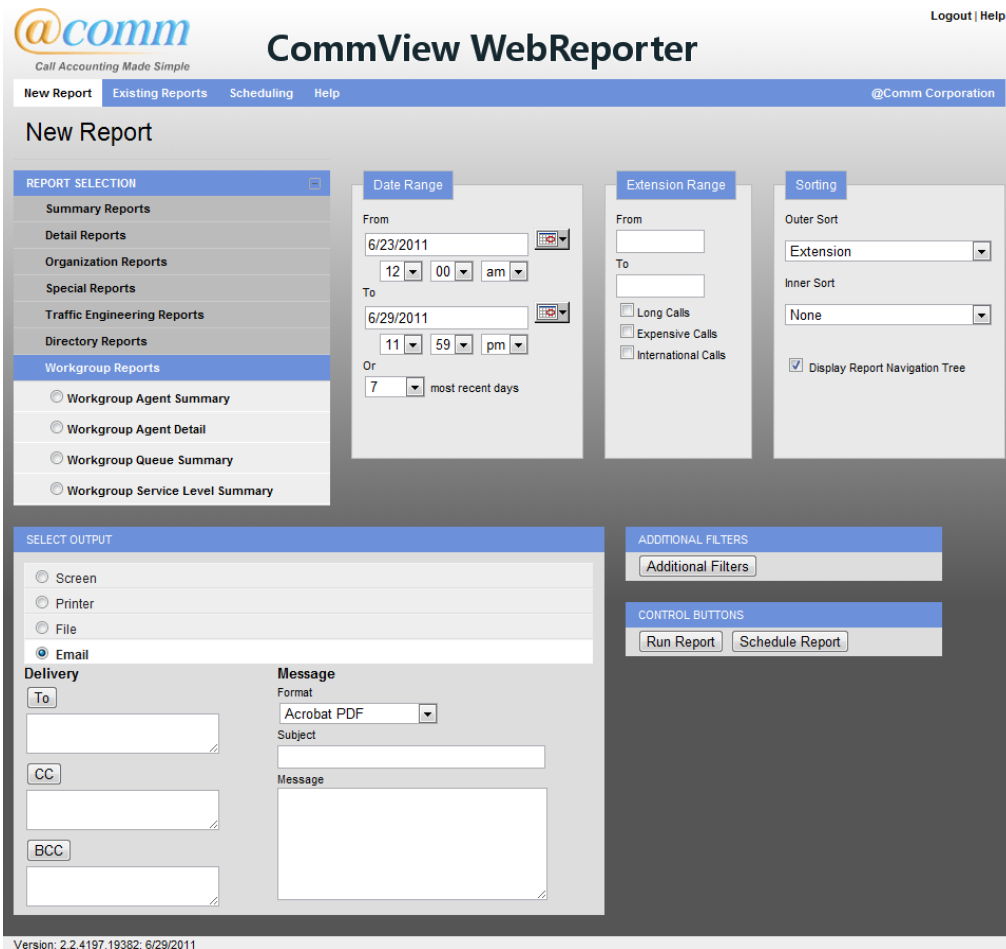
CommView IP Software Buffer

Ensure that the Software Buffer application is running and, when maximized, there is data displayed in the window after a call has been terminated.

The display of data is presently only available on versions of Windows operating systems prior to Vista while the software buffer is running as a service.

[@Comm WebReporter User Interface](#)

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



CommView WebReporter Logout | Help

Call Accounting Made Simple

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

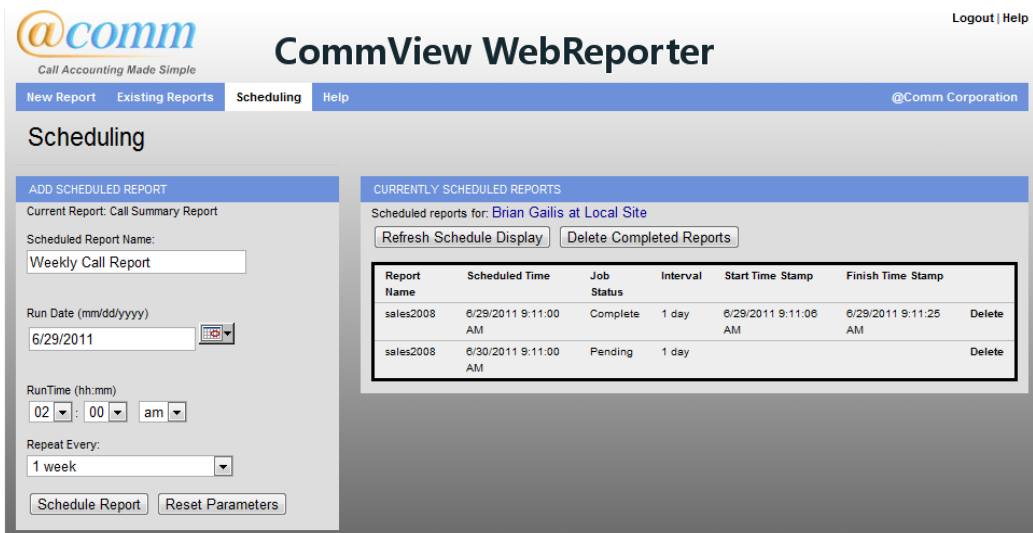
Subject:

Message:

ADDITIONAL FILTERS

CONTROL BUTTONS

Version: 2.2.4197.19382: 6/29/2011



CommView WebReporter Logout | Help

Call Accounting Made Simple

Scheduling | New Report | Existing Reports | Help @Comm Corporation

Scheduling

ADD SCHEDULED REPORT

Current Report: Call Summary Report

Scheduled Report Name:

Run Date (mm/dd/yyyy):

RunTime (hh:mm):

Repeat Every:

CURRENTLY SCHEDULED REPORTS

Scheduled reports for: Brian Gallis at Local Site

Report Name	Scheduled Time	Job Status	Interval	Start Time Stamp	Finish Time Stamp	
sales2008 AM	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 AM	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.