Avaya SMDR Configuration Manual

8300 and 8500 Series

Version 8.0

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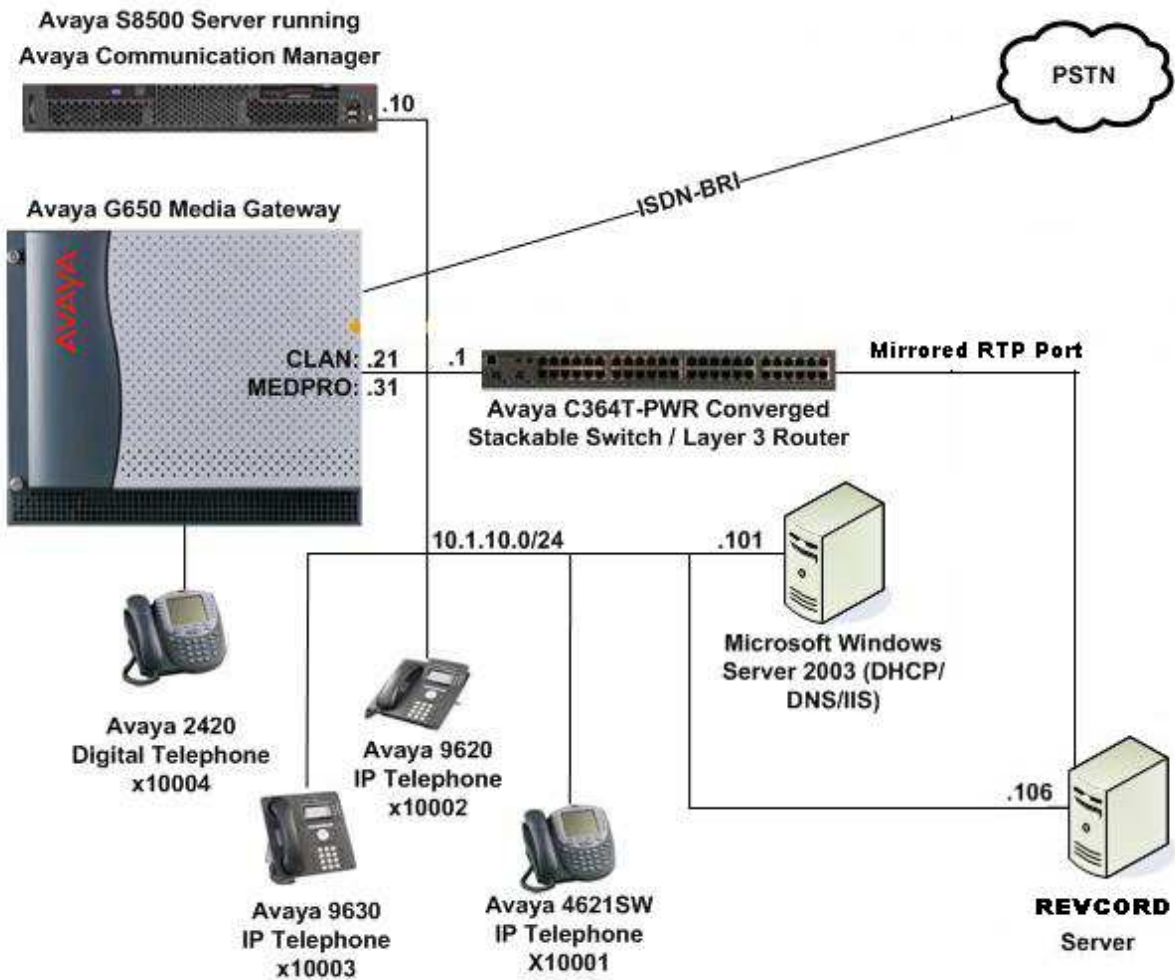
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Introduction

This document details the configurations required on the Avaya Communication Manager (3.X and above) in order for the REVCORD recorder to interoperate with Avaya Communication Manager over TCP/IP for the collection of call detail records (CDR). The configuration applies to Avaya Communication Manager running on Avaya S8500 server or Avaya S8300 Server.

Avaya Communication Manager Configuration

This section provides the procedures for configuring Call Detail Recording (CDR) in Avaya Communication Manager. All configuration changes in Avaya Communication Manager are performed through the System Access Terminal (SAT). An Avaya Communication Manager is configured to generate and send the CDR records to the IP address of the REVCORD server over TCP/IP. For this configuration, the CDR links are configured to originate from the IP addresses of the Avaya S8500 or S8300 Servers (i.e. with node-name – "procr") and terminates at the IP address of the REVCORD server. The highlights in the following screens indicate the parameter values used during the compliance test.

Step	Description
1.	Use the **change node-names ip** command to add a new node name for the REVCORD server. ``` change node-names ip Page 1 of 1 IP NODE NAMES Name IP Address default 0.0.0.0 procr 10.1.10.10 REVCORD 10.1.10.106 ```
2.	Use the **change ip-services** command to define the CDR link. To define a primary CDR link, the following information should be provided: • **Service Type: CDR1** [If needed, a secondary link can be defined by setting Service Type to CDR2.] • **Local Node: procr** • **Local Port: 0** [The Local Port is fixed to 0 because Avaya Communication Manager initiates the CDR link.] • **Remote Node: REVCORD** [The Remote Node is set to the node name previously defined in Step 1.] • **Remote Port: 5010** [The Remote Port may be set to a value between 5000 and 64500 inclusive, and must match the port configured in REVCORD server.

```
change ip-services                                        Page    1 of   4

                           IP SERVICES
  Service      Enabled    Local        Local       Remote      Remote
   Type                   Node         Port        Node        Port
 CDR1                     procr        0        REVCORD        5010
```

On Page 3 of the IP SERVICES form, disable the Reliable Session Protocol (RSP) for the CDR link by setting the **Reliable Protocol** field to **n**.

```
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            n          30              3           3        60
```

| 3. | Enter the **change system-parameters cdr** command to set the parameters for the type of calls to track and the format of the CDR data. The following settings were used during the compliance test.

• **CDR Date Format**: **month/day**

• **Primary Output Format**: **customized**

• **Primary Output Endpoint**: **CDR1**

The remaining parameters define the type of calls that will be recorded and what data will be included in the record. See reference [2] for a full explanation of each field. The test configuration used some of the more common fields described below.

• **Use Legacy CDR Formats? y** [Specify the use of legacy Avaya Communication Manager formats in the CDR records produced by the system.]

• **Intra-switch CDR: y** [Allows call records for internal calls involving specific stations. Those stations must be specified in the INTRA-SWITCH-CDR form.]

• **Record Outgoing Calls Only? n** [Allows incoming trunk calls to appear in the CDR records along with the outgoing trunk calls.]

• **Outg Trk Call Splitting? y** [Allows a separate call record for any portion of an outgoing call that is transferred or conferenced.]

• **Inc Trk Call Splitting? y** [Allows 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): 1                          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? n                   Remove # From Called Number? n
   Modified Circuit ID Display? y                            Intra-switch CDR? y
               Record Outgoing Calls Only? n          Outg Trk Call Splitting? y
      Suppress CDR for Ineffective Call Attempts? y      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: group-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: 5
```

On Page 2 of the CDR SYSTEM PARAMETERS form, define the customized CDR format as shown

```
change system-parameters cdr                    Page 2 of 2
                CDR SYSTEM PARAMETERS
Data Item - Length    Data Item - Length        Data Item - Length
1: date - 6          17: -               33: -
2: space - 1          18: -               34: -
3: time - 4          19: -               35: -
4: space - 1         20: -               36: -
5:  dialed-num - 23    21: -               37: -
6: space - 1         22: -               38: -
7:  calling-num - 15   23: -               39: -
8: space - 1         24: -               40: -
9: vdn – 13          25: -               41: -
10:  return - 1       26: -               42: -
11:  line-feed - 1    27: -               43: -
12: -              28: -             44: -
13: -              29: -             45: -
14: -              30: -             46: -
15: -              31: -             47: -
16: -              32: -             48: -
            Record length = 67
```

4.	If the **Intra-switch CDR** field is set to **y** on Page 1 of the CDR SYSTEM PARAMETERS form, then use the **change intra-switch-cdr** command to define the extensions that will be subjected to call detail records. In the **Extension** column, enter the specific extensions whose usage will be tracked with the CDR records.

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

                              Assigned Members:   4    of 5000   administered
      Extension          Extension          Extension          Extension
      10001
      10002
      10003
      10004
```

| 5. | For each trunk group for which CDR records are desired, verify that CDR reporting is enabled. 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 2                                       Page   1 of  21
                            TRUNK GROUP

Group Number: 2                      Group Type: isdn         CDR Reports: y
  Group Name: Singtel BRI Line 2          COR: 95       TN: 1          TAC: 702
    Direction: two-way        Outgoing Display? n        Carrier Medium: PRI/BRI
 Dial Access? y               Busy Threshold: 255  Night Service: 10004
Queue Length: 0
Service Type: public-ntwrk          Auth Code? n            TestCall ITC: rest
                       Far End Test Line No:
TestCall BCC: 4
```