

Avaya Solution & Interoperability Test Lab

Application Notes for aurenz GmbH AlwinPro UC-Edition with Avaya Aura® Communication Manager to collect Call Detail Records (CDR) – Issue 1.0

Abstract

These Application Notes describe the configuration steps necessary for provisioning aurenz GmbH's product AlwinPro UC-Edition v13.0 to successfully interoperate with Avaya Aura® Communication Manager R8.1 to collect CDR.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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

These Application Notes describe the configuration steps necessary for provisioning aurenz GmbH's product AlwinPro UC-Edition v13.0 to successfully interoperate with Avaya Aura® Communication Manager R8.1 to collect CDR. AlwinPro UC-Edition from aurenz GmbH is a telephone call accounting system that uses Call Detail Records (CDR) information from Avaya Aura® Communication Manager and produces management reports.

CDR generated by Communication Manager is captured by AlwinPro UC-Edition using its Data Collector. Costs for manpower, equipment (devices) and services are collected and allocated properly. AlwinPro UC-Edition is used by customers for calculating internal costs or third-party billing. All data is generated and processed with regard for data protection requirements. For further information please go to <u>https://www.aurenz.de.</u>

Note: AlwinPro uses a module called Data Collector to process CDR from Communication Manager, this module and its interaction with Communication Manager is the primary focus of these Application Notes. The reports produced by AlwinPro are used to verify that the data collected by the Data Collector is processed correctly.

2. General Test Approach and Test Results

Compliance testing focused on verifying that calls that were made and received by various endpoints on Communication Manager were reported on correctly and that the addition of AlwinPro UC-Edition did not interfere with the overall operation of Communication Manager. CDR information is transferred via TCP/IP stream, so AlwinPro UC-Edition is listening on a port awaiting CDR output. Various calls were made to and from Communication Manager endpoints/extensions and the CDR produced examined to ensure all calls were reported on appropriately.

There are some differences in Communication Manager in the call records generated by SIP endpoints compared to Digital and H.323 endpoints. As a result, in certain scenarios involving SIP endpoints (e.g., two-party call, transfer, or conference), a CDR application may see more or less records, or records with condition codes/calling party other than expected.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

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Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and AlwinPro UC-Edition did not include use of any specific encryption features as requested by aurenz GmbH.

2.1. Interoperability Compliance Testing

The objective of Interoperability Compliance Testing is to provide assurance to the potential customers that the tested products operate as specified and can interoperate in an environment similar to the one that will be encountered at a customer's premises. The interoperability compliance testing focused on a Real-Time TCP/IP connection listening on a port awaiting CDR data from Communication Manager.

The testing focused on the following types of calls:

- Internal calls Calls made internally between H.323, SIP and Digital endpoints.
- **Inbound calls** Test CDR records for inbound calls to the Communication Manager from PSTN callers.
- **Outbound calls** Test CDR records for outbound calls from the Communication Manager to PSTN callers.
- Hold/Transferred/ calls Test CDR records for calls transferred to PSTN callers.
- **Conference calls** Test CDR records for calls in conference between the Communication Manager and PSTN callers.
- Forwarded calls Test CDR records for calls made to desk phones that are forwarded to the PSTN.
- Account Code and Authorization Codes Outbound calls were made using Account Codes and Authorization Codes to see how they are reported on.
- **Bridged Appearance and Hunt Groups** Calls were made using Bridged Appearance and calls were made to Hunt Groups to see how they are reported on.
- **Serviceability** The behaviour of AlwinPro UC-Edition under different simulated LAN failures were also observed.

Note: Two PSTN lines were used, ISDN and SIP trunk using a Session Border Controller. Private trunk calls (Inter-Switch calls) are routed via AAR and SIP Trunk based upon the extension dialed instead of the AAR facility access code.

Each CDR record was inspected for the accuracy of specific information shown below:

- Call termination and duration time
- Condition code
- Dialed number
- Calling number
- Access code used (outbound)
- Outgoing/incoming TAC and circuit ID

2.2. Test Results

Tests were performed to ensure full interoperability of Communication Manager with aurenz GmbH AlwinPro UC-Edition. Performance and load testing is outside the scope of the compliance testing. All the test cases passed successfully. With the following observations noted.

- 1. Supervised Transfer, PSTN calls to SIP1, SIP1 then transfers the PSTN caller to SIP2. Specific information on "leg 2" of the transfer is not sent by Communication Manager.
- 2. Supervised Transfer, SIP1 calls to SIP2, SIP2 then transfers SIP1 to the PSTN. All durations are shown but Communication Manager does not pass on all information on parties on the final leg of the call.
- 3. Supervised Transfer, SIP calls to H323, H323 then transfers SIP to another H323. Only produces one record and that was for leg 1, that is all Communication Manager sends out.
- 4. Blind Transfer, SIP calls to H323, H323 then transfers SIP to another H323. Only produces one record for leg 1, that is all Communication Manager sends out.
- 5. Blind Transfer, H323 calls to H323, H323 then transfers H323 to a SIP. Only produces one record for leg 1, that is all Communication Manager sends out.
- 6. SIP1 calls out to PSTN, PSTN then transfers SIP1 into SIP2 leaving SIP1 and SIP2 talking to each other. All legs are being sent by Communication Manager on this occasion, but AlwinPro UC-Edition is not displaying leg 2 correctly. For H.323 making the same calls, Phone1 to PSTN number (outbound trunk call) and PSTN number to Phone2 (inbound trunk call) are being reported on. For SIP making the calls, then Phone1 to PSTN number (outbound trunk call) ids reported on but the second leg does not show PSTN number to Phone2, it shows Phone1 and Phone2 instead. aurenz is investigating the issue.

2.3. Support

Information on aurenz GmbH and product support can be obtained through the following: Phone: <u>+49 (0) 7021 73888-0</u> Fax: <u>+49 (0) 7021 73888-30</u> E-Mail: <u>info@aurenz.de</u>

Support-Hotline

Mo.-Fr. 08:00-17:00 Phone: <u>+49 (0) 7021 73888-33</u> Fax: <u>+49 (0) 7021 73888-30</u> E-Mail: <u>support@aurenz.de</u>

3. Reference Configuration

Figure 1 illustrates the network topology used during compliance testing. The Avaya solution consists of a Communication Manager, System Manager, Session Manager, a Media Server and a G430 Media Gateway. Communication Manager is configured to output CDR over a TCP/IP port. CDR is sent in customized format and retrieved by AlwinPro UC-Edition. A variety of Avaya deskphones were used to generate intra-switch calls (calls between phones on the same system), and outbound/inbound calls to/from the PSTN. Session Manager shown in the diagram is used for SIP telephones and SIP trunks.

Note: AlwinPro UC-Edition was connected directly to Communication Manager using a direct TCP/IP connection.

Note: Two simulated PSTN lines were used, ISDN and SIP trunk using a Session Border Controller.

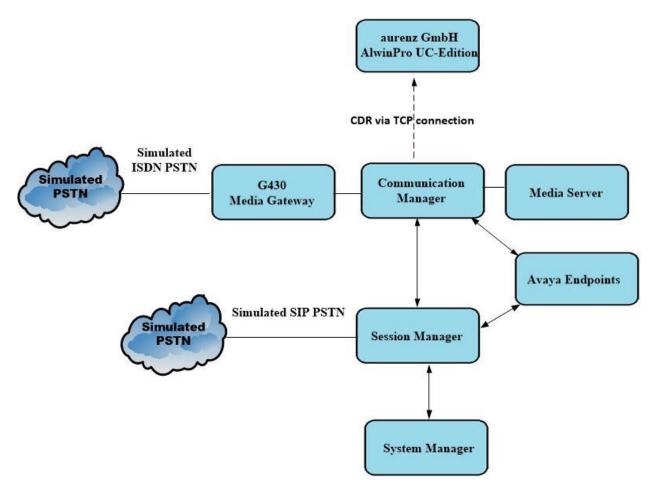


Figure 1: Avaya Aura® Communication Manager and aurenz GmbH reference configuration

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4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya Aura® System Manager running on a virtual server	8.1.3.2 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.2.1012646 Service Pack 2
Avaya Aura® Session Manager running on a virtual server	8.1.3.2 Build No. – 8.1.3.2.813207
Avaya Aura® Communication Manager running on a virtual server	8.1.3.2 – FP3SP2 R018x.01.0.890.0 Update ID 01.0.890.0-26989
Avaya Aura® Media Server	8.0.2.184
Avaya G430 Media Gateway	41.16.0/1
Avaya J179 IP Phone (H.323)	6.8502
Avaya J189 IP Phone (SIP)	4.0.10.1.2
Avaya 9404 Digital Phone	2.00
aurenz GmbH AlwinPro UC-Edition running on Windows 10 PC	13.0.1.02

5. Configure Avaya Aura® Communication Manager

Configuration and verification operations on the Communication Manager illustrated in this section were all performed using Avaya Site Administrator Emulation Mode. The information provided describes the configuration of the Communication Manager for this solution. It is implied that a working system is already in place. For all other provisioning information such as initial installation and configuration, please refer to the product documentation in **Section 9**. The configuration operations described in this section can be summarized as follows:

- Create Node Name for AlwinPro UC-Edition
- Define the CDR Link
- Change System Parameters CDR
- Set System Parameters Special Applications
- Set Class of Service
- Configure Trunks for CDR Reporting

5.1. Create Node Name for AlwinPro UC-Edition

A Node Name needs to be created to associate AlwinPro UC-Edition with Communication Manager. Use the **change node-names ip** command to configure the following:

- Name Enter an informative name i.e., AlwinPro
- IP address Enter the IP address of the AlwinPro UC-Edition PC/Server

change node-names i	p	Page	1 of	2
	IP NODE NAMES			
Name	IP Address			
AlwinPro	10.10.40.182			

5.2. Define the CDR Link

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

- Service Type Enter CDR1
- Local Node Enter procr
- **Remote Node** Enter AlwinPro
- **Remote Port** Enter 9000

change ip-s	ervices				Page	1 of 4
Service	Enabled	Local	IP SERVIO Local	Remote	Remote	TLS
Type AESVCS CDR1	У	Node procr procr	Port 8765 0	Node AlwinPro	Port 9000	Encryption n

TLS Encryption was set to n, as encryption was not used.

Navigate to **Page 3** and set the **Reliable Protocol** field to **n**. This will disable Reliable Session Protocol (RSP) for CDR transmission. In this case, the CDR link will use TCP without RSP.

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

5.3. Change System Parameters CDR

Certain parameter changes are required for Communication Manager to interoperate with AlwinPro UC-Edition. The screen shots below show the settings used during compliance testing. Use the **change system-parameters cdr** command to configure the following.

```
change system-parameters cdr
                                                                       Page
                                                                               1 of
                                                                                      2
                               CDR SYSTEM PARAMETERS
 Node Number (Local PBX ID):
                                                        CDR Date Format: day/month
      Primary Output Format: customized Primary Output Endpoint: CDR1
    Secondary Output Format:
       CDR Retention (days): 20
       Use ISDN Layouts? n
Use Enhanced Formats? n
Condition Code 'T' For Redirected Calls? n
Remove # From Called Number? n
     Use Legacy CDR Formats? y
Modified Circuit ID Display? n
  Record outgoing callOutg Attd Call Record: ySuppress CDR for Ineffective Call Attempts? nOutg Attd Call Record: yInterworking Feat-flag? nInterworking Feat-flag? n
                   Record Outgoing Calls Only? n
                                                         Outg Trk Call Splitting? y
 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? y
Record Agent ID on Incoming? n Record Agent ID on Outgoing? y
     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
```

change	system-paran	neters		CDR SYSTEM PARAME	TERS		Page 2	of	2
	ata Item - Le	-		Data Item - Leng			Data Item - Le	-	2
1: d 2: sp	ace	- 1	18:	clg-num/in-tac space	- 1	34:	location-from space	-	1
4: sp		- 1	20:	acct-code space in-trk-code	- 1	36:	location-to return line-feed	-	1
6: sp		- 1	22:	space out-crt-id	- 1	38:	IIIIe Ieeu	-	1
8: sp	ace	- 1	24:	space in-crt-id	- 1 - 3	40:		-	
10: sp 11: co		- 1 - 4		space frl	- 1 - 1				
12: sp 13: co	de-used	- 4	29:		- 1 - 13	45 :		-	
	aled-num	- 23	31:	space vdn	- 1 - 13	47:		_	
16: sp	ace	- 1	32:	<pre>space Record length =</pre>	- 1 = 147	48:		-	

Navigate to Page 2 and enter Data Item and Length as shown in the screen below.

5.4. Set System Parameters Special Applications

There are Special Applications that need to be set to allow for certain CDR conditions such as **Start Time and 4-Digit Year CDR Custom Fields**, this is **SA8202**, and it should be set to y as shown below.

```
change system-parameters special-applications
                                                                    3 of 11
                                                             Page
                             SPECIAL APPLICATIONS
                   (SA8141) - LDN Attendant Queue Priority? n
       (SA8143) - Omit Designated Extensions From Displays? n
            (SA8146) - Display Update for Redirected Calls? n
              (SA8156) - Attendant Priority Queuing by COR? n
               (SA8157) - Toll Free Vectoring until Answer? n
  (SA8201) - Start Time and 4-Digit Year CDR Custom Fields? y
                        (SA8202) - Intra-switch CDR by COS? y
                    (SA8211) - Prime Appearance Preference? n
                      (SA8240) - Station User Admin of FBI? n
                                 (SA8312) - Meet-Me Paging? n
                   (SA8323) - Idle Call Preference Display? n
                         (SA8339) - PHS X-Station Mobility? n
                  (SA8348) - Map NCID to Universal Call ID? n
               (SA8428) - Station User Button Ring Control? n
             (SA8434) - Delay PSTN Connect on Agent Answer? n
                          (SA8439) - Forward Held-Call CPN? n
                 (SA8440) - Unmodified QSIG Reroute Number? n
                                           (SA8475) - SOSM? n
```

5.5. Set Class of Service

Intra-switch CDR can be set to **y** as shown below. This was set for COS 1 and can be then assigned to each trunk group or station as required.

change cos-group 1											Pa	age	1	. of		2
CLASS OF SERVICE COS G	rou	p:	1	CO	S N	ame	: P	GD	efa	ult						
						_		_								
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Auto Callback	n	У	У	n	У	n	У	n	У	n	У	n	У	n	У	n
Call Fwd-All Calls	n	У	n	У	У	n	n	У	У	n	n	У	У	n	n	У
Data Privacy	n	У	n	n	n	У	У	У	У	n	n	n	n	У	У	У
Priority Calling	n	У	n	n	n	n	n	n	n	У	У	У	У	У	У	У
Console Permissions	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Off-hook Alert	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Client Room	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Restrict Call Fwd-Off Net	У	У	У	У	У	У	У	У	У	У	У	У	У	У	У	У
Call Forwarding Busy/DA	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Personal Station Access (PSA)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Extended Forwarding All	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Extended Forwarding B/DA	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Trk-to-Trk Transfer Override	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n
QSIG Call Offer Originations	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Contact Closure Activation	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
Intra-switch CDR	n	У	n	n	n	n	n	n	n	n	n	n	n	n	n	n

5.6. Configure Trunks for CDR Reporting

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

Setting the CDR Reports field to r means that CDR records are generated for both incoming and outgoing calls. In addition, the following ringing interval CDR records are generated:

- Abandoned calls: The system creates a record with a condition code of "H" indicating the time until the call was abandoned.
- Answered calls: The system creates a record with a condition code of "G" indicating the interval from start of ring to answer.
- Calls to busy stations: The system creates a record with a condition code of "I" indicating a recorded interval of 0.

```
change trunk-group 22Page1 of5TRUNK GROUPGroup Number: 22Group Type: sipCDR Reports: rGroup Name: To Simulated PSTNCOR: 1TN: 1TAC: *822Direction: two-wayOutgoing Display? nDial Access? nNight Service:Queue Length: 00111
```

6. Configuration of aurenz GmbH AlwinPro UC-Edition

This section outlines the steps to configure the AlwinPro UC-Edition to collect CDR data. AlwinPro UC-Edition can be installed on a server or desktop PC. Installation is carried out using software provide by aurenz GmbH. Installation instructions are outside the scope of this document but information on installation of AlwinPro UC-Edition can be found in **Section 9** of this document.

Once the software is installed the connection to Communication Manager can be created by accessing the Data Collector wizard. The Data Collector is running in the system tray at the bottom of the screen, once opened the following screen is displayed where a new Data Source can be created by navigating to **Data Sources** \rightarrow **Setup**.

Data collector (lcon)	X
ile Data sources View Window ?	
Lock	
Fachla	
Data record monitor	
Na rce Additional info Start of last connec Data records last connect Invalid data re	1 12 13 14 15 16 17 18 19 ^{•••} 5 5 1 4 0 8 1
Avi Setup No new file found 21.10.21 11:53:36 284 442	7 35 35 20 31 34 30 38 31
Transfer protocols	>
Edit monitors	
	:07:55
	11
	tgoing
<	> H
Data collectors Processed data records	— [
Name Status Data source Start date Number Date of last data record	ura (CM) (Ethernet - script interpreter))
WIN10CLIENT1 Active Avaya Aura (CM) (Ethe 27.10.21 13:16:38 11 27.10.21 15:10:15	ura (CM) (Ethernet - script interpreter))
	nation
1102 27.10.21 12:13:04 Network carrier rate date: 01.02. 1101 27.10.21 12:13:04 Network carrier distance zone: <city< td=""></city<>	
	> 200 (in main currency)
1050 27.10.21 12:13:04 Specific Alwinzone: <city< td=""><td></td></city<>	
1001 27.10.21 14:06:10 Specific call types: Projection	
	tt classifier (88888) z GmbH\Sonstige
	It data privacy
1101 27.10.21 14:07:55	
Data record will be counted for extension 1101 as Outge	oing call to external (Duration: 18 sec., Ring dura
Search	
	Activate Wind

Click on **New** from the screen shown below.

Edit Data Source		×
New		
Сору		
Delete		
Name Avaya Aura (CM) (Ethernet - script interpreter)	>>	Edit settings Note The settings of a data source can only be edited if the data source is not connected.
		Close

Select **Avaya** as the **Manufacturer** and the **Model** should be set to **Aura (CM) (145Zeichen)** as shown below, the **Connection** is set to **Ethernet – script interpreter**. Click on **Next** to continue.

Data Source Selection		\times
Define the data so	urce to be connected as well as the connection type	
1. Manufacturer	Avaya	
2. Model	Aura (CM) (145Zeichen)	
3. Connection	Ethemet - script interpreter	
	Next > Cancel	

Data Source	Selection	×
Define ti	he data source to be connected as well as the connection type	
1. Manu	Note	
2. Mode		
3. Conn	Would you like to see a detailed description on operating your data source with UC-Analytics now?	
	Yes No	
	Do not show this message again.	
	Next > Cance	4

Click on **No** for the following, or if a description of the connection is required, then click on yes.

From the drop-down menu, select the local postcode and the **Default network carrier rate** was set to **Standard**. Click on **Next** to continue.

Configuration of the Data Source	Х
Please enter a name for the location of the data source. (ex. Data source headquarters Frankfurt)	
Avaya Aura (CM) (Ethernet - script interpreter)	
Enter the area code that corresponds with the location of the PBX.	
07021 Kirchheim unter Teck	
Define the default network carrier rate.	
Standard	
< Back Next > Cance	el 🛛

Avay	va Aura (CM) (Ethernet - script interpre	eter)	\times
	Please enter the IP address and the port of	of the PBX here.	
	IP address of the PBX:	10.10.40.37	
	Access port:	9000	
	You can change the IP address and port sources."	anytime in the menu item "File/Setup program/Data	
		< Back Next > Canc	
			51

Enter the **IP address** of Communication Manager and the **Access port** as defined in **Section 5.2**.

The Script file was automatically populated and was not changed, click on Finish to complete.

Avaya Aura (CM) (Ethernet - script interpreter)	\times
Define the following parameters to configure the chosen data source.	
Script file:	
x86)\Aurenz\UC-Analytics\PbxSkripts\Avaya\Aura (CM).145Zeichen.pb>	
You can change your selection anytime in DataCollector in the menu "File/Program setup/Data sources."	
< Back Finish Cance	1

Once the new Data Source is added, it is visible in the left window as shown below. Clicking on the **Data Source** in question will allow the settings to be changed, should this be required. Clicking on the **Avaya ACM** tab allows the extension length to be specified as **4** and the outside line number added as **9**.

Edit Data Source		×
New		General PBX Time Period Trunk seizure Extensions Fax extensions
Сору		General PBX Time Period Trunk seizure Extensions Fax extensions Avaya ACM Script Scan Directory TCP/IP Settings Help
Delete		Länge der Nebenstellen (Inklusive möglicher Fax-/VoiceMail-Kennungen)
Name Node		4
Avaya Aura (CM) (Ethernet - script interpreter) Avaya Aura (CM) (Ethernet - script interpreter)1		Amtsanlassung für Privatgespräche
		9
	<<	
		Multiple entries in one input field can be separated with a semicolon.
		Close

Communication Manager is configured to send the data to the AlwinPro UC-Edition. Therefore, the data source must be configured to listen for an incoming connection. On the tab **TCP/IP Settings** the **Type of connection** must be set to **Passive** and the **Access port** must be the same as configured on Communication Manager.

Edit Data Source			×
Copy		General PBX Time P Avaya ACM Script	eriod Trunk seizure Extensions Fax extensions Scan Directory TCP/IP Settings Help
Name Node Avaya Aura (CM) (Ethernet - script interpreter) Avaya Aura (CM) (Ethernet - script interpreter)		Type of connection:	C Active
		IP address of the PBX Access port	0.0.0.0 7000
	<<	IP address for access	All IP addresses
		Access port	9000
		") An ip address for the data collecto You can also select the "All ip addre for a connection.	r must be entered here (NOT the ip address of the PBX)! sses" option, then all ip addresses on the entered port are waited
			Close

Clicking on the **Time Period** tab allows the period of operation to be set.

Edit Data Source											×
New Copy Delete Name Node			Avaya ACM General	PBX	Script Tin	he Period	Scan Dir	rectory unk seizu		/IP Settings rensions	Help Fax extensions
Avaya Aura (CM) (Ethernet - script interpreter) Avaya Aura (CM) (Ethernet - script interpreter)1	<<	<u>द</u> द द द द द	Monday Tuesday Wednesday Thursday Friday Saturday Sunday	from 00:00 00:00 00:00 00:00 00:00 00:00	••	to 00:00 00:00 00:00 00:00 00:00 00:00 00:00	· 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2 · 2	21:00 21:00 21:00 21:00 21:00 21:00	to 23:59 23:59 23:59 23:59 23:59 23:59 23:59 23:59 23:59 23:59	interv	
					C	opy settin			o other days.		
							CI	ose			

7. Verification Steps

This section provides tests that can be performed to verify correct configuration of the Avaya and aurenz GmbH solution.

7.1. Verify Avaya Aura® Communication Manager CDR Link

Use the **status cdr-link** command to verify that the link between Communication Manager and AlwinPro UC-Edition is in service. **Link State: up** and **Reason Code: OK** confirms successful connection.

status cdr-link			
		CDR LIN	K STATUS
	Primary		Secondary
Link State:	up		CDR administered
Number of Retries:	999		
Date & Time:	2021/01/28	18:01:12	0000/00/00 00:00:00
Forward Seq. No:	0		0
Backward Seq. No:	0		0
CDR Buffer % Full:	0.03		0.00
Reason Code:	OK		

7.2. Verify CDR data is being sent from Avaya Aura® Communication Manager

Setup a port listening tool on a PC and set it to listen on port 9000. Once connected make an incoming and outgoing call and on completion of the calls CDR data should be visible on the port listening tool. An example is shown below.

270115 1614 00007 O	701	1003	1003	007	0	0	8888
270115 1614 00007 C		1003	3005 710	015	0	0	
270115 1623 00004 9		710	1003 701	001	ō	ō	8888
270115 1623 00004 7	9 710	3005	1003	001 009	ŏ	ŏ	8888
					¥		0000
270115 1623 00002 7	9 710	3005	1016	010	0	0	
270115 1632 00004 C		1003	1016				
270115 1632 00004 O	701	1003	1003	008	0	0	8888
270115 1633 00004 C		1003	1016				
270115 1633 00004 0	701	1003	1003	009	0	0	8888
270115 1633 00004 C		1003	1016		•	•	
	7.01			010	0	•	0000
270115 1633 00004 O	701	1003	1003	010	0	0	8888
270115 1635 00006 C		1003	1016				
270115 1635 00006 O	701	1003	1003	011	0	0	8888
270115 1637 00004 9		710	1003 701	001	0	0	8888
270115 1637 00004 7	9 710	3005	1003	001 011	õ	ō	8888
270115 1638 00003 9		1015	1003 701	001	ă	ŏ	8888
				001	· ·	0	0000
270115 1639 00002 C		1003	1016				

7.3. Verify CDR data is being received by the AlwinPro UC-Edition

Before the application is run the services can be checked to ensure that they are in the **Running** state as shown below for the **UC-Analytics** services.

Services						- 0
File Action View	Help					
() (i) (i) (i) (i) (i) (i) (i) (i) (i) (
🔍 Services (Local)	Services (Local)					
	UC-Analytics DataCollector	Name	Description	Status	Startup Type	Log On As
		🍓 Time Broker	Coordinates execution of background work for WinRT a	Running	Manual (Trigger Start)	Local Service
	Stop the service	Touch Keyboard and Handwritin	Enables Touch Keyboard and Handwriting Panel pen an	Running	Manual (Trigger Start)	Local Syste
	Restart the service	UC-Analytics DataCollector		Running	Automatic	.\Administ
		UC-Analytics Reports		Running	Automatic	.\Administ
		🔍 UC-Analytics Web Suite		Running	Automatic	.\Administ
		Update Orchestrator Service	Manages Windows Updates. If stopped, your devices wil	Running	Automatic (Delayed Start)	Local Syste
		Q UPnP Device Host	Allows UPnP devices to be hosted on this computer. If t		Manual	Local Service
		🥋 User Data Access_b9bdb	Provides apps with access to structured user data, inclu	Running	Manual	Local Syste
		🎇 User Data Storage_b9bdb	Handles storage of structured user data, including cont	Running	Manual	Local Syste
		🔍 User Experience Virtualization Se	Provides support for application and OS settings roaming		Disabled	Local Syste
		🌼 User Manager	User Manager provides the runtime components requir	Running	Automatic (Trigger Start)	Local Syste
		🏟 User Profile Service	This service is responsible for loading and unloading us	Running	Automatic	Local Syste
		🌼 Virtual Disk	Provides management services for disks, volumes, file s		Manual	Local Syste
		🥋 VMware Alias Manager and Tick	Alias Manager and Ticket Service	Running	Automatic	Local Syste
		🌼 VMware Snapshot Provider	VMware Snapshot Provider		Manual	Local Syste
		🥋 VMware SVGA Helper Service	Helps VMware SVGA driver by collecting and conveying	Running	Automatic	Local Syste
		🖏 VMware Tools	Provides support for synchronizing objects between the	Running	Automatic	Local Syste
		🌼 Volume Shadow Copy	Manages and implements Volume Shadow Copies used		Manual	Local Syste
		🌼 Volumetric Audio Compositor S	Hosts spatial analysis for Mixed Reality audio simulation.		Manual	Local Service
		🆏 W3C Logging Service	Provides W3C logging for Internet Information Services		Manual	Local Syste
		🖏 WalletService	Hosts objects used by clients of the wallet		Manual	Local Syste
		🥋 WarpJITSvc	Provides a JIT out of process service for WARP when run		Manual (Trigger Start)	Local Service
		🏟 Web Account Manager	This service is used by Web Account Manager to provid	Running	Manual	Local Syste
		🧠 WebClient	Enables Windows-based programs to create, access, an		Manual (Trigger Start)	Local Service
		🆏 Wi-Fi Direct Services Connectio	Manages connections to wireless services, including wir		Manual (Trigger Start)	Local Service
		🆏 Windows Audio	Manages audio for Windows-based programs. If this se	Running	Automatic	Local Service
	1	🆏 Windows Audio Endpoint Builder	Manages audio devices for the Windows Audio service	Running	Automatic	Local Syste
		🆏 Windows Backup	Provides Windows Backup and Restore capabilities.		Manual	Local Syste
		🌼 Windows Biometric Service	The Windows biometric service gives client applications		Manual (Trigger Start)	Local Syste
	1	🆏 Windows Camera Frame Server	Enables multiple clients to access video frames from ca		Manual (Trigger Start) Vindows	Local Service
	1	Windows Connect Now - Confi	WCNCSVC hosts the Windows Connect Now Configura		Manual	Local Service

From the task bar at the bottom right of the screen, click on the icon highlighted, this will open the window shown. Enter the appropriate credentials and click on **OK**.

🥏 Data collector (Icon)					- 0	× –
File ?						_
•l ia						
	Login		×			× • •
			SUPERUSER			
		irst password econd password				
	, °	econa passwora				
			ок			
			Cancel			
						ate Windows lettings to Data sollector.
Ready				Logged out		Superuser

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🥏 Data	collector (lcon)					
File Data	a sources View Wi	ndow ?				
•1	Lock					
	Enable					
3	Connect					
Dar	Data record monitor					
Na	Setup	Jrce	Additional info	Start of last connec		connect Invalid data recor
Avi	Transfer protocols		No new file found	21.10.21 11:53:36	284	442
	Edit monitors					
	Edit monitors					
<						>
Data co	llectors			Processed data record	ds	
Name		Status	Data source	Start date	Number	Date of last data record
WIN10C	CLIENT1	Active	Avaya Aura (CM) (Eth	27.10.21 13:16:38	11	27.10.21 15:10:15
<			>			

From the menu, navigate to **Data sources** \rightarrow **Edit monitors**.

Click on the **Data record** line as shown below with the various monitors ticked as shown and click on **Show** at the bottom of the screen.

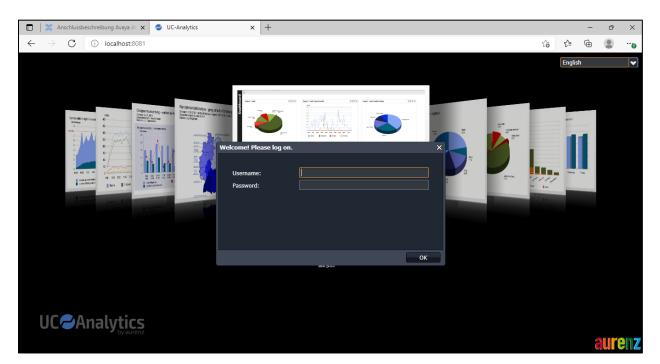
📇 Data source overview		
Data sources		
Name Avaya Aura (CM) (Et	nonitor log	
	Storage time of the monitors 3 months	
	Existing monitor files	Activated data source and layer monitors
	Avaya Aura (CM) (Ethernet - script interpreter) / Data record (25.10.2021.31.10.2021) Avaya Aura (CM) (Ethernet - script interpreter) / Script interpreter (01.11.2021-07.11.202 Avaya Aura (CM) (Ethernet - script interpreter) / Script interpreter (01.11.2021-07.11.2021) Avaya Aura (CM) (Ethernet - script interpreter) / Printer interface via TCP/IP (25.10.2021)	☑ Avaya Aura (CM) [Ethernet - script interpreter] / Data record ☑ Avaya Aura (CM) [Ethernet - script interpreter] / Script interpreter ☑ Avaya Aura (CM) [Ethernet - script interpreter] / Scan Directory ☑ Avaya Aura (CM) [Ethernet - script interpreter] / TCP / IP ☐ Provider import / Data record
< The second sec		
	< >>	
	Delete	
	Show	< >
	Show only the current monitor files.	
	C Show all monitor files	Close

The list of calls made appear in the left window and clicking on them reveal information about that call such as shown below for a call to **35391847001**.

Extension	Date	^		2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
1102	27.10.21 11:14:01		2	7	1	0	2	1		1	4	0	7	5	5		1	4	0	8	1
1101	27.10.21 11:13:52		32	37	31	30	32	31	20	31	34	30	37	35	35	20	31	34	30	38	31
101	27.10.21 11:14:01		<																		
101	27.10.21 11:14:01					_															
1001	27.10.21 11:17:51																				
101	27.10.21 11:18:31		Data	record	d telepi	nony															
001	27.10.21 11:20:30																				
1001	27.10.21 11:21:10				ubscrib	er						1101									
1050	27.10.21 11:21:50			Time	ime 27.10.21 14:07:55																
1001	27.10.21 11:25:28		Diale	d No.																	
102	27.10.21 11:25:36		Dura	tion																	
102	27.10.21 11:25:36		Call	Direction External outgoing																	
001	27.10.21 11:27:12		Orig	inal Ac	cess C	ode					1	88888									
101	27.10.21 11:27:17		Call	Service	e						1	Not def	ined								
101	27.10.21 11:27:17																				
102	27.10.21 12:03:24				o PBX:							1 (Avaya	a Aura	(CM) (E	therne	t - scri	ot inter	preter)			
102	27.10.21 12:03:24		Assi	, gned t	o PBX (trunk):						1 (Avaya	a Aura	(CM) (E	therne	t - scri	ot inter	preter)			
1001	27.10.21 12:03:26		Netv	vork ca	arrier se	election	:				1	by default									
1001	27.10.21 12:12:43		Netv	vork ca	arrier n	ame:						Standar	d								
1050	27.10.21 12:12:53		Netv	vork ca	arrier ca	lculati	on:				by determination										
102	27.10.21 12:13:04		Netv	vork ca	arrier ra	te date					01.02.2014										
101	27.10.21 12:13:04		Netv	vork ca	arrier di	stance	zone:				<city></city>										
101	27.10.21 12:13:04		Netv	vork ca	arrier co	osts:					0.007200 (in main currency)										
050	27.10.21 12:22:14		Spec	ific Al	winzon	e:						<city></city>									
001	27.10.21 14:06:10		Spec	ific ca	ll types						1	Project	call								
1050	27.10.21 14:06:34		Spec	ific cla	ssifier:						1	Project	classifi	er (8888	88)						
101	27.10.21 14:07:55		Assi	gned o	rganiza	ation ch	art pat	h:				Aurenz									
101	27.10.21 14:07:55		Data	privad	y nam	e:					1	Default	data pi	ivacy							
1101	27.10.21 14:07:55													-							
		~	/ Data	record	d will b	e count	ed for	extensi	ion 110	1 as		Outgoir	ng call i	to exter	mal (Du	uration	18 sec	., Ring	dura		
C		>										-						_			

7.4. Verify AlwinPro UC-Edition Reports

Open a web browser to the IP address of the AlwinPro UC-Edition server as shown below and enter the appropriate credentials.



From the main data from the Call Data Explorer can be displayed for example, Today's data.



PG; Reviewed: SPOC 1/19/2022

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Call Data	vs 🔻 ? 🔻										
	Explorer - 1										
æ											
Time fi	rame: Today 🛛 🗸		Subscriber:			Destination number:			Outgoing	external	
			Redirector:			Project number:			Incoming	external	
			Reuliector:			Project number:			Outgoing	local	
	to: 🗖					PIN number:			Incoming	local	
~	all ID:					Call types: A					
C,						Call types: A					
from tim	ne: 💌 💌		to time:	▼		Sum up:		▼			
										🔁 Search	n 🗙 Clear
Call ID	Date of connection 🔻	Clock time	Direction	Subscri	Project number	Destination number	Call durat	Call costs	Alwinzone	Call types	Set
0	27.10.2021 14:07:55	13:07:55	Outgoing local	1101	88888	*822	00:00:18	0.00		Project Call	27.
	27.10.2021 14:07:55	13:07:55	Incoming local	1102	88888	1101	00:00:35	0.00		Project Call	27
0	27.10.2021 14:07:55	13:07:55	Incoming local	*822	88888	1101	00:00:18	0.00		Project Call	27
0	27.10.2021 14:07:55	13:07:55	Outgoing	1101	88888	35391847001	00:00:18	0.01	<city></city>	Project Call	27
	27.10.2021 14:07:55	13:07:55	Outgoing local	1101	88888	1102	00:00:35	0.00		Project Call	27.
0	27.10.2021 14:06:34	13:06:34	Incoming	1050		35391847001	00:00:06	0.00	<city></city>	Business Call	27.
0 0	27.10.2021 14:06:10	13:06:10	Outgoing	1001		35391847001	00:00:30	0.01	<city></city>	Business Call	27.
	27.10.2021 11.00.10	11:22:14	Outgoing local	1050		1001	00:00:10	0.00		Business Call	27.
	27.10.2021 12:22:14		Incoming local	1001		1050	00:00:10	0.00		Business Call	27.
0		11:22:14	Incoming local	1001							
0 0 0	27.10.2021 12:22:14	11:22:14 11:13:04	Incoming local	1102	88888	1101	00:00:55	0.00		Project Call	27

The report should give back call data, an example of this call Data is shown below.

Other reports can also be run from the Extended Reports menu on the left window.



These reports can be viewed and downloaded.

							Welcome, Superuser.	<u>Logout</u>
File ▼ Windows ▼ ? ▼								
Execute report 《	Execute report - " Complete o	verview of subscribers "						, ⊭×
ଚ 🤶					Zoom: =			_ «
Business Reports +		-					_	< Help
Cost Management +								Ĭ
Data Deletion +								
Extended Reports -	L Sa	Overview of connections Au Reporting time frame 01.01.1980	renz GmbH 00:00:00 - 31.12.2035 23	59:59	4	02.11.2021		
Complete overview of cost centers	an an	Name Ext.	No. Bus No. Pri	Dur. Bus Du	ar. Pri Amt. Bus	Amt. Pri		
Complete overview of departments		*812 *812 *813 *813 *822 *822 Extension <1001> 100	0 0	00:00:00 00:00:00	00:00 0.00 00:00 0.00 00:00 0.00 00:00 0.17	0.00		
Complete overview of subscribers		Extension <1001> 1001 Extension <1002> 1000 Extension <1050> 1050 Extension <1070> 1070	19 0 31 0	00:06:22 00:00:12:07 00:	00:00 0.17 00:00 0.00 00:00 0.04 00:00 0.00	0.00		
Department totals per cost center	le I	Extension <10/0> 10/0 Extension <1100> 1100 Extension <1101> 1100 Extension <1102> 1100	1 0 30 0	00:00:00 00:	00:00 0.00 00:00 0.00 00:00 0.01 00:00 0.00	0.00		
Invoice	Analy	Extension <\$201> 5201 Extension <\$250> 5250 Extension ⇔	1 0 21 0 2 0	001015 00	00:00 0.00 00:00 0.00 00:00 0.00	0.00 0.00 0.00		
Itemized bills		Project <12345> Project <88888>	3 0 269 0		00.00 0.00 00.00 0.17			
Subscriber totals per cost center		Total	~~ ₆ 6	02:52:35 00:	00:00 0.39	0.00		
Subscriber totals per department		Summary	$-\hat{\alpha}$	Number	,	mount (EUR)		
Service detailed		Business Call Project Call	V.	201 272		0.22		
Service per cost center		Total	2	473		0.39		
<u>Service per department</u>			0					
Service per subscriber		· · · · · · · · · · · · · · · · · · ·)					-
Private Reports +						Δ	- ctivate Windows	1
Project Reports + -		< Bac	k Next >	Preview	Download a		ownload as CSV file Decute now	

This is an example of such a report downloaded to PDF.

Overview of connections	Aure	enz GmbH	Aurenz GmbH				
Reporting time frame 01.0	01.1980 0	0:00:00 - 31	1.12.2035 2	23:59:59			02.11.202
Name	Ext.	No. Bus	No. Pri	Dur. Bus	Dur. Pri	Amt. Bus	Amt. Pi
*812	*812	0	0	00:00:00	00:00:00	0.00	0.0
*813	*813	0	0	00:00:00	00:00:00	0.00	0.0
*822	*822	0	0	00:00:00	00:00:00	0.00	0.0
Extension <1001>	1001	86	0	00:35:08	00:00:00	0.17	0.0
Extension <1002>	1002	19	0	00:06:22	00:00:00	0.00	0.0
Extension <1050>	1050	31	0	00:12:07	00:00:00	0.04	0.0
Extension <1070>	1070	1	0	00:00:13	00:00:00	0.00	0.0
Extension <1100>	1100	1	0	00:00:00	00:00:00	0.00	0.0
Extension <1101>	1101	30	0	00:12:00	00:00:00	0.01	0.0
Extension <1102>	1102	9	0	00: 2:34	• 00:00:00	0.00	0.0
Extension <5201>	5201	1	0	00	00:00:00	0.00	0.0
Extension <5250>	5250	21	0	0:80	00:00:00	0.00	0.0
Extension <>		2	0	00:00 46	00:00:00	0.00	0.0
Project <12345>		3	۵۵	00:00 7	00:00:00	0.00	0.0
Project <88888>		269	0	01.00:19	00:00:00	0.17	0.0
Total		473	O	02:52:35	00:00:00	0.39	0.0
Summary				Number		Am	ount (EUR
Business Call			\mathcal{O}	201			0.2
Project Call				272			0.1
Total				473			0.3

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8. Conclusion

A full and comprehensive set of feature functional test cases were performed during compliance testing. aurenz GmbH AlwinPro UC-Edition v13.0 is considered compliant with Avaya Aura® Communication Manager R8.1. All test cases have passed with all observations noted in **Section 2.2**.

9. Additional References

These documents form part of the Avaya official technical reference documentation suite. Further information may be had from <u>http://support.avaya.com</u> or from your Avaya representative.

- [1] Administering Avaya Aura® Communication Manager, Release 8.1.x, Issue 12, Jul 2021
- [2] Administering Avaya Aura® Session Manager, Release 8.1.x, Issue 8, Feb 2021
- [3] Avaya Aura® Communication Manager Screen Reference, Release 8.1.x Issue 12 September 2021
- [4] Avaya Aura® Communication Manager Feature Description and Implementation, Release 8.1.x Issue 17 August 2021
- [5] Avaya Aura® Communication Manager Special Application Features, October 2020

Information on the installation and configuration of AlwinPro UC-Edition can be found at https://www.aurenz.de.

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