

STARTUP FOR Cisco (TAPIT)

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Follow the steps below to install and run TAPIT EX with Cisco system:

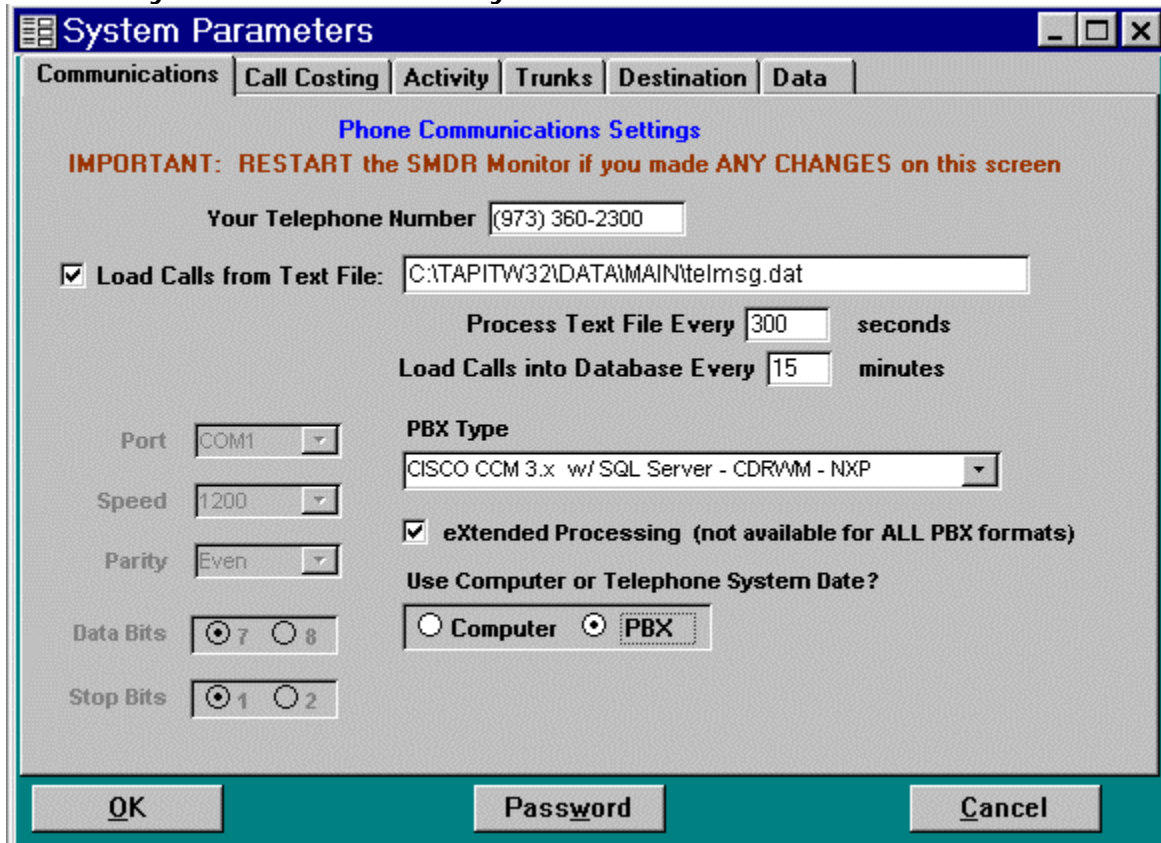
1. Install and set up TAPIT EX Multi-User – see instructions in the TAPIT EX manual or the Readme file.
2. If you are installing TAPIT CDR Loader for **multiple nodes** with SQL Server Database install and set up Remote Manager – refer to the Remote Manager manual on the CD.
3. Install CDR Loader from the TAPIT CDR LOADER folder on the TAPIT EX CD.
See TAPIT CDR Loader Readme file for instructions.
4. Setup CDR Loader - refer to the instructions below.

Setting up TAPIT CDR Loader for Cisco:

TAPIT Setup

Note: The Node data will be stored in the Main location database.

1. Open TAPIT application (Start/Programs/Tapit/Tapit).
Go to the System Maintenance/System Parameters/Communications screen.



The screenshot shows the 'System Parameters' dialog box with the 'Communications' tab selected. The title bar reads 'System Parameters'. Below the title bar are tabs for 'Communications', 'Call Costing', 'Activity', 'Trunks', 'Destination', and 'Data'. The main area is titled 'Phone Communications Settings' and contains the following elements:

- An important message: **IMPORTANT: RESTART the SMDR Monitor if you made ANY CHANGES on this screen**
- 'Your Telephone Number' field with the value '(973) 360-2300'.
- A checked checkbox 'Load Calls from Text File:' followed by a text field containing 'C:\TAPITW32\DATA\MAIN\telmsg.dat'.
- 'Process Text File Every' field with '300' and 'seconds'.
- 'Load Calls into Database Every' field with '15' and 'minutes'.
- 'Port' dropdown menu set to 'COM1'.
- 'Speed' dropdown menu set to '1200'.
- 'Parity' dropdown menu set to 'Even'.
- 'Data Bits' radio buttons with '7' selected and '8' unselected.
- 'Stop Bits' radio buttons with '1' selected and '2' unselected.
- 'PBX Type' dropdown menu set to 'CISCO CCM 3.x w/ SQL Server - CDR/MM - NXP'.
- A checked checkbox 'eXtended Processing (not available for ALL PBX formats)'.
- 'Use Computer or Telephone System Date?' section with radio buttons for 'Computer' and 'PBX', where 'PBX' is selected.

At the bottom of the dialog are three buttons: 'OK', 'Password', and 'Cancel'.

2. Check the **Load Calls from Text File** box. The default path field (i.e. *C:\TAPITW32\DATA\MAIN\telmsg.dat*) is activated. Accept the default.
3. Verify the **Use Computer or Telephone System Date?** option. It must be set to **PBX**.
4. Check **eXtended Processing** and make sure the correct **PBX Type** is selected.
5. Click on **OK**.
6. Close TAPIT.

Remote Manager Setup – ONLY for multiple nodes

Note: Each node requires one location (the Main location can be used too).

i.e. The example below is setup for 4 nodes:

data from first node (node 1) is collected in the Main location,
data from the remaining three nodes (nodes 3,5,8) is collected in corresponding remote locations (Node 3, Node 5, Node 8 – we named our locations to reflect node numbers for clarity of this example).

Note: By default one node is set as the Main location. All other nodes are set as remote locations.

1. Open Remote Manager (Start/Tapit/Remote Manger).
2. If Remote Manager is opened for the first time, you need to create locations (see the Remote Manager manual for instructions) otherwise open each location to verify settings. Make sure the Remote Manager settings follow the guidelines below.

Settings for Node 2 < file >

Location: Node 2

Path: C:\TAPITW32\DATA\MAIN\LO0\telmsg.dat

Time to call: 23:00 Next call: 01/01/03

PBX Format: CISCO CCM 3.x w/ SQL Server - CDRWM - NXP

eXtended Processing (Note: This option is NOT available for all PBX formats)

Use Computer or Telephone System Date ?

Computer Date PBX Date

File Buffer Box Type / Data Source

Data Source adds extra Date/Time Stamp to each record

File Modem Buffer Box OK Cancel

Each location should have the following options set:

- a) **Buffer Box Type** – select the **File** option. When this option is set to **File** the **Path** text box appears.
- b) **Path** – accept the default value.
- c) **Time to call:** and **Next call:** fields – these values pertain only to a buffer box. When the **CDR Loader** is used they are ignored.
- d) **PBX Format** - make sure the appropriate PBX format is selected.

e) Uncheck **Buffer Box** adds extra Date/Time stamp to each record.

TAPIT CDR Loader Setup

3. Open Tapit CDR Loader (Start/Tapit CDR Loader/CDR Loader).
The CDR Loader screen appears.
4. Click on **Stop Timer**. The name of this button changes to **Start Timer**.
5. Click on **Wizard**. The Wizard will take you step by step through Tapit CDR Loader setup.
6. When the **Wizard** is finished your **TAPIT CDR Loader** screen will resemble the screens below.

Settings for SQL Server database:

The screenshot shows the 'Tapit CDR Loader 1.3.00 - Trisys, Inc.' application window. The interface includes the following elements:

- Buttons:** 'Wizard' and 'Edit' buttons at the top left.
- Telephone System:** A dropdown menu set to 'Cisco'.
- Database Driver:** A dropdown menu set to '{SQL Server}'.
- Server:** A text field containing 'sqlserver'.
- Database Name:** A text field containing 'CDR'.
- User:** A text field containing 'sqlusername'.
- Password:** A text field containing '123456'.
- Calls Table:** A text field containing 'CallDetailRecord'.
- Database Connection String:** A text field containing 'Driver={SQL Server};Server=sqlserver;Database=CDR;UID=sqlusername;PWD=123456;'. A 'Build Now' button is to its right.
- Process records every:** A text field containing '5' followed by 'minutes'. A 'Multi Sites' button is to its right.
- Status and Action Area:** A 'Stopped...' label in red. A 'Start Timer' button. An 'OK' button. A 'Get Calls Now' button. A 'Show Log File' button. A 'Shut Down' button.
- Statistics:** 'New records found:' (0), 'New records processed:' (0), 'Last processing started:' (empty), 'Total records processed:' (0), and 'Session started:' (15:21:05 Fri, 06/27/03).

Note: If you need to adjust settings run the Wizard again or edit this screen manually – refer to Appendix A for instruction on manual editing.

APPENDIX A

Manual Editing – Setting Up CDR Loader for Single Node

If you need to adjust the TAPIT CDR Loader screen settings and the wizard outcome is not what you want, you can edit the settings manually.

1. Open **Tapit CDR Loader (Start/Tapit CDR Loader/CDR Loader)**.
The **CDR Loader** screen appears.
2. Click on **Stop Timer**. The name of this button changes to **Start Timer**.
3. Click on **Edit**. The name of this button changes to **Lock/Apply**.
4. If needed make the appropriate changes to the following fields:
Telephone System - select Cisco
Database Driver - must be "{SQL Server}"
Server - enter SQL Server name
Database Name - the default value is **CDR**
User – SQL Server **User Name**
Password – SQL Server **User Password**
Calls Table – the default value is **CallDetailRecord**
5. Click on the **Build Now** button to create the **Database Connection String** entry. This field represents the database connection string with user name and password as shown on the screen above. It is based on the entries in the fields above it. To edit **Database Connection String** value, change the entries above and click on **Build Now**.
Do not modify this field manually.
6. If required, enter new values in **Process record every___minutes** and **Main Output File** fields.
It is recommended to accept defaults.
7. To save changes, click on the **Lock/Apply** button.
8. Click on the **Multi Sites** button. The **MultiSite Settings** screen appears. If this is a new installation this screen is empty.

9. Click on the **Con4Mon.ini** button. Your default text editor opens the **Con4Mon.ini** file. Copy the following settings into this file.

```
[Multi_S]
Max_S = 1
S_001=1,Main_99
;where S_xxx=Node_id,Loc_name
```

Save and close this file.

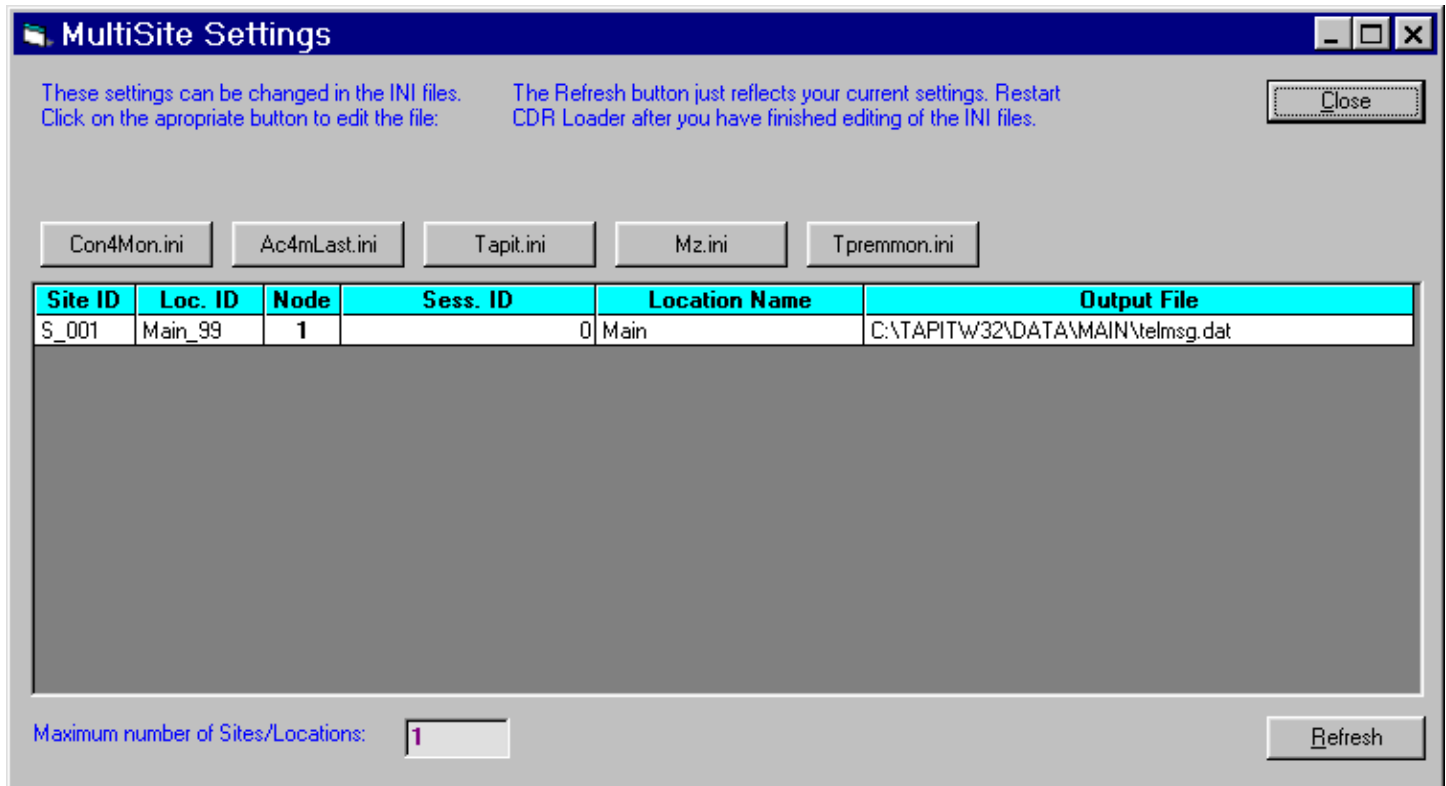
10. Click on the **Tpremmon.ini** button. Your default text editor opens the **Tpremmon.ini** file. Assuming the file is empty, copy the following settings into this file.

```
[Common]
TapitDir=C:\TAPITW32\DATA\MAIN
CurrLoc=0
RemTimer=0

[Main_99]
Location=Main
LocActive=1
LocDatPath=C:\TAPITW32\DATA\MAIN\telmsg.dat
```

11. Save the **Tpremmon.ini** file and close it.

12. Click on the **Refresh** button. Your **MultiSite Settings** screen should look like the screen below.



13. Click on the **Close** button.

14. Restart the **SMDR Monitor** application.

15. To test the connection, click on the **Get Calls Now** button. Keep in mind if the **CDR Loader** application is running for the first time it loads all (!) available call records.

16. Click on **Start Timer** to turn on the automatic mode.

17. Click on the **OK** button to minimize **CDR Loader**.

18. After **SMDR Monitor** loads call records, run reports to verify the program works fine.

Manual Editing – Setting Up CDR Loader for Multiple Nodes

If you need to adjust the TAPIT CDR Loader screen settings and the wizard outcome is not what you want, you can edit the settings manually.

1. Open **Tapit CDR Loader (Start/Tapit CDR Loader/CDR Loader)**.
The **CDR Loader** screen appears.
2. Click on **Stop Timer**. The name of this button changes to **Start Timer**.
3. Click on **Edit**. The name of this button changes to **Lock/Apply**

4. If needed make the appropriate changes to the following fields:
Telephone System - select Cisco
Database Driver - must be "{SQL Server}"
Server - enter SQL Server name
Database Name - the default value is CDR
User – SQL Server User Name
Password – SQL Server User Password
Calls Table – the default value is CallDetailRecord
5. Click on the **Build Now** button to create the **Database Connection String** entry. This field represents the database connection string with user name and password as shown on the screen above. It is based on the entries in the fields above it. To edit **Database Connection String** value, change the entries above and click on **Build Now**.
Do not modify this field manually.
6. If required, enter new values in **Process record every**____minutes and **Main Output File** fields. It is recommended to accept defaults.
7. To save changes, click on the **Lock/Apply** button.
8. Click on the **Multi Sites** button. The **MultiSite Settings** screen appears. If this is a new installation this screen is empty.
9. Click on the **Con4Mon.ini** button. Your default text editor opens the **Con4Mon.ini** file. Copy the following settings into this file. Edit site entries to reflect your node numbers.

Note: The Max_S entry reflects the number of your nodes. Each S_xxx entry must correspond to existing node and appropriate location code.

For example: We created location with a default name "New Location 02" and then renamed it to "Node 5". Remote Manager automatically assigned Comm_1 code to that location.

The "S_003=5,Comm_01" entry (in the example below) associates node 5 and location code Comm_01 with site S_003.

```

;Reference table to handle multiple nodes:
[Multi_S]
;must be = total/max number of locations used
;(if last S_xxx is S_004 then Max_S=4)
Max_S = 4
S_001=1,Main_99
S_002=3,Comm_00
S_003=5,Comm_01
S_004=8,Comm_02
;where S_xxx=Node_id,Loc_name
Save and close this file.

```

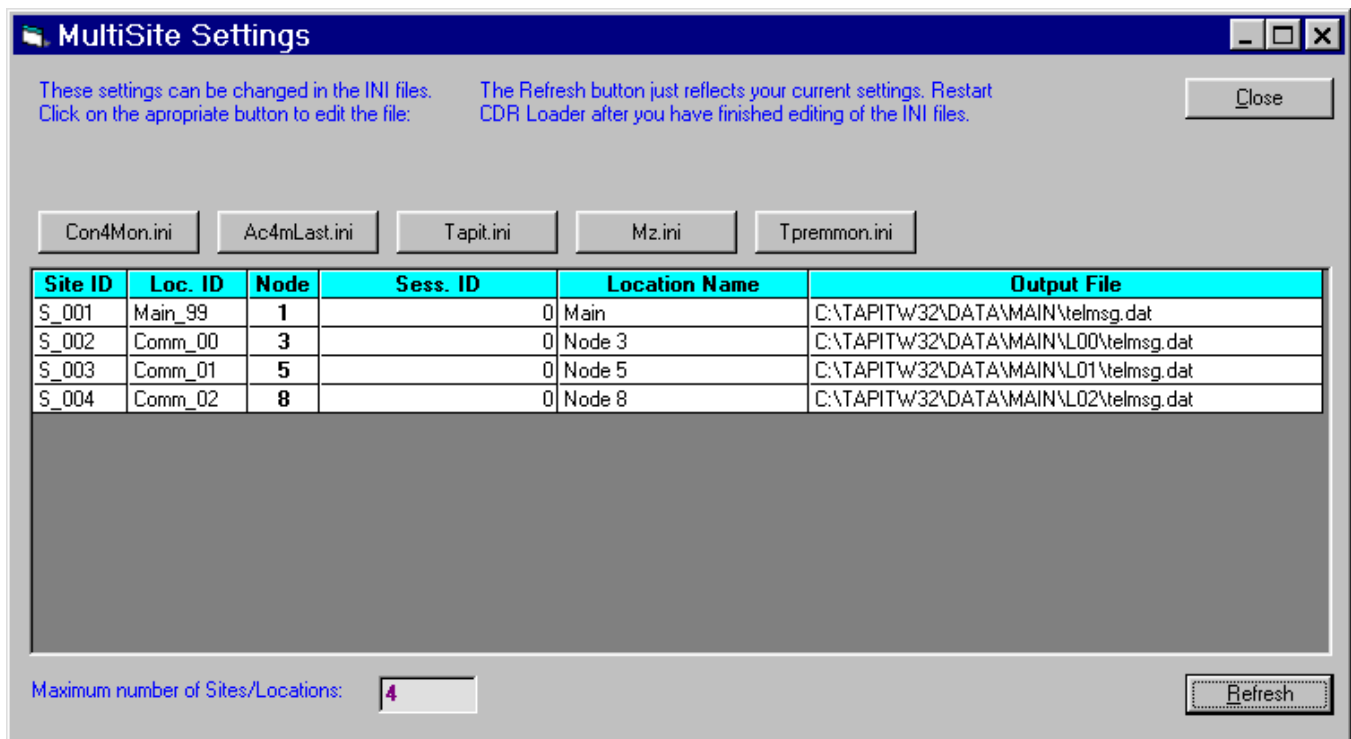
10. Click on the **Tpremmon.ini** button.

- Your default text editor opens the Tpremmon.ini file. Make sure this file contains the following settings.

```
[Common]
TapitDir=C:\TAPITW32\DATA\MAIN
CurrLoc=0
;RemTimer - timer setting required for multiple nodes/locations
;value is in seconds... minimum=300 sec.
RemTimer=300
```

```
[Main_99]
Location=Main
LocDir=C:\tapitw32\Data\Main\TAPITDB.MDB
LocActive=1
LocDatPath=C:\TAPITW32\DATA\MAIN\telmsg.dat
```

- Save the Tpremmon.ini file and close it. Click on the Refresh button. Your MultiSite Settings screen should look like the screen below.



- Click on the Close button.
- Restart Remote Manager.
- Restart the SMDR Monitor application.
- To test the connection, click on the Get Calls Now button. Keep in mind if the CDR Loader application is running for the first time it loads all (!) available call records for all nodes.

17. Click on **Start Timer** to turn on the automatic mode.
18. Click on the **OK** button to minimize **CDR Loader**.
19. After **SMDR Monitor** and **Remote Manager** load call records, run reports in TAPIT for each location to verify that everything works.

Note: Sample con4mon.ini file is located in the C:\CDR Loader\ini_files folder.

Note: CDR Loader will also create file ac4mlast.ini. This file always will be created automatically in the current Tapit Database folder. Do NOT delete this file.
