

### **Table of Contents**

| SETTING UP TAPIT CDR LOADER FOR AVAYA IP OFFICE | 1 |
|---|---|
| Tapit Setup                                     | 1 |
| Tapit CDR Loader Setup                          | 2 |
|   |   |

# Follow the steps below to install and run TapitEX with Avaya IP Office System:

- 1. Install and set up TapitEx Multi-User see instructions in the TapitEX manual or the Readme file.
- 2. Install CDR Loader from the Tapit CDR Loader folder on the TapitEX CD. See Tapit CDR Loader Readme file for instructions.
- 3. Setup CDR Loader refer to the instructions below.

## Setting up Tapit CDR Loader for Avaya IP Office

#### **Tapit Setup**

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

| 🔢 System Param  | eters - Main 📃 🗆 🗙                                      |  |  |  |  |  |
|---|---|--|--|--|--|--|
| Communications Call   | Costing Activity Trunks Destination Data                |  |  |  |  |  |
| Phone Communications Settings<br>IMPORTANT: RESTART the SMDR Monitor if you made ANY CHANGES on this screen |   |  |  |  |  |  |
| Your Telephone Number (973) 360-2300  |   |  |  |  |  |  |
| Load Calls from T   | ext File: C:\tapitw32\Data\Main\telmsg.dat              |  |  |  |  |  |
|   | Process Text File Every 300 seconds                     |  |  |  |  |  |
|   | Load Calls into Database Every 15 minutes               |  |  |  |  |  |
| Port COM1   | PBX Type     Avaya IP Office - CDR - NXP                |  |  |  |  |  |
| Speed 9600  | eXtended Processing (not available for ALL PBX formats) |  |  |  |  |  |
| Data Bits 07 0  | Use Computer or Telephone System Date?                  |  |  |  |  |  |
| Stop Bits 0 1 C   | 2   |  |  |  |  |  |
| <u>0</u> K  | Pass <u>w</u> ord <u>C</u> ancel                        |  |  |  |  |  |



- 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.

#### **Tapit CDR Loader Setup**

1. Open **Tapit CDR Loader (Start/Tapit CDR Loader/CDR Loader)**. The **CDR Loader** screen appears.

| 🐃 Tapit CDR Loader 1.2  | 2.00 - Trisys, Inc.  | _ 🗆 ×   |  |  |  |
|---|--|---|--|--|--|
| <u>Wizard</u> Telephone System      Avaya IP Office      Database Driver      {Test File (* txt)}   | To change settings click on the Stop Timer button.<br>You can change settings using Wizard or directly on the s<br>1. To change settings with Wizard click on the Wizard bu<br>2. To edit settings directly on the screen click on the Edit<br>from the Readme file<br>To test connection settings click on the Get Calls Now bu | Lock / Apply<br>screen:<br>itton and follow instructions.<br>button and follow instructions |  |  |  |
| Data File Name       C:\Program Files\Avaya\IP office\SMDR\smdr_output\smdr.csv       Main Output File       Initial Date (yyyy/mm/dd)       C:\TAPITW32\DATA\MAIN\telmsg.dat |  |   |  |  |  |
| Process records every 5 m   | inutes   | <u>M</u> ulti Sites   |  |  |  |
| New records found: New record<br>0  Total record  | Is processed: Last processing started:  Is processed: Session started:   | <u>G</u> et Calls Now   |  |  |  |
| D   | 16:06:33 Thu, 05/08/03   | Show Log File   |  |  |  |
| Stopped Start 1   |  | Shut Down   |  |  |  |

- 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. Verify existing values on the CDR Loader screen. If needed, make the appropriate changes in the following fields:

Telephone System - select Avaya IP Office Database Driver - must be "{Text File (\*.txt)}" Data File Name - enter the path to the SMDR source file. The default is: C:\Program Files\Avaya\IP office \SMDR\SMDR\_output\smdr.csv. Main Output File - enter the default value, C:\TapitW32\DATA\MAIN\telmsg.dat, for the path to the main output file in the TAPIT database folder. Initial Date - accept default entry unless Trisys Technical Support recommends it otherwise.

- 5. If required, enter new value in **Process record every\_\_\_\_minutes**.
- 6. To save changes, click on the **Lock/Apply** button.
- 7. Click on the **Multi Sites** button. The **MultiSite Settings** screen appears. If this is a new installation this screen is empty.
- 8. 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=0,Main\_99 ;where S\_xxx=Node\_id,Loc\_name

- 9. 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 **Multi-Site Settings** screen should look like the screen below.

| 💐 MultiSite Settings   |   |  |   | _ 🗆 ×     |
|--|---|--|---|-----------|
| These settings can be changed in the<br>Click on the apropriate button to edit t | NI files. The Refrest<br>he file: CDR Loade | h button just reflects your o<br>r after you have finished e | surrent settings. Restart<br>diting of the INI files. | []        |
|  |   |  | -   |           |
| Con4Mon.ini Ac4mLast.ini   | Tapit.ini                                   | Mz.ini Tp  | premmon.ini   |           |
| Site ID Loc. ID Node   | Sess. ID                                    | Location Name  | Output File   |           |
| S_001   Main_99   1  | 1999/12/31 00:00:00 M                       | ain  | C:\TAPITW32\DATA\MAIN\telmsg.dat                      |           |
|  |   |  |   |           |
|  |   |  |   |           |
|  |   |  |   |           |
|  |   |  |   |           |
|  |   |  |   |           |
| Maximum number of Sites/Locations  | 1   |  |   | Defeate 1 |
| Maximum number of Sites/Locations.   |   |  |   | Herresh   |

- 13. Click on the **Close** button.
- 14. 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.
- 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.

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.



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