

Configuring Trisys CDR Loader to work with Tapit 6/NOVA

Notes:

You must first install Tapit 6/NOVA if you have not done so already.

Before the Trisys CDR Loader can be configured, you must be receiving CDR data from your Cisco Call Manger. This is done by using Cisco's Billing Application Server Output feature and the FTP or SFTP client of your choice. For assistance with this, please contact whomever supports your Cisco Call Manager. Once complete you should have a folder on the Tapit NOVA PC receiving CDR files from the Cisco Call Manager. We would recommend sending these files to a folder on the C:\ drive with a simple name such as C:\CISCO

1. Download and install Trisys CDR Loader. This can be found under Other Utilities on the Tapt 6/Nov DVD or from the link below. Install by extracting the zip file and right Clicking on Setup.exe and selecting Run as Administrator

http://main.trisys.com/download/tapitNOVA/CDRLoaderNOVA_setup.zip

- 2. Once installed go to Start > Programs > Tapit NOVA and select CDR Loader Service Manager by right Clicking and selecting Run as Administrator.
- 3. Click the Configure CDR Loader in CDR_ Loader button and the configuration interface will start.
- 4. Click Wizard and Select "Cisco version 5 or Newer" > Click Next.

Telephone system	
Warning:	
During this setup the Wizard makes nessesary changes in the Tapit/Tality settings.	
Some changes cannot be reversed even by cancelling and quitting the Wizard.	
If you have already set up CDR Loader and it is working properly cancel the Wizard now.	
supported Telephone Systems from the list.	
Polocius y Tolochana Custom from the list	
Selectyour Telephone System from the list.	
Then click on the Next button	
Cisco 5 or Newer 👻	



5. Click Next with Text File Selected.

🕄 CDR Loader Wizard - Nova	—		×
Database Driver			
Select a driver for Cisco CDR files (select 'Text File').			
By default Cisco CM 5.x/7.x pushes CDR text files via FTP.			
Click on the Next button			
{Text File (*.txt)}			
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6. Click the Locate button and browse to the folder where your Cisco CDR Files are located. Select one of the files in this folder and Click Open, then Click Next.

Confirm the folder is the one you selected and Click Next.

🗜 CDR Loader Wizard - Nova			<u>—</u> 22		
Data File					
Enter the CDR comma delimited text fil	e name (fully qualified	d path).			
The file should look like 'cdr_StandAlc	neCluster_cc_yyyym	mddhhnn_sssss'.			
This is just a cluster file (cdr_StandAlo Later you will be able to select nodes (neCluster) selection (e.g. 01, 02, etc.) for pr	n. ocessing.			
Click on the Next button					
			Locate Set j	<u>D</u> erault	
Back Ne:	ĸt	Einish	<u>C</u> a	incel	



7. Click Test Connect. A screen will appear displaying all the clusters available in the CDR Files folder. Click OK, then Click Next.

Connection String				
erify the Connection String.				
lick on the 'Test Connect' to test the	connection	and retrieve necess	ary information.	
ou will get appropriate message wit	h database	status.		
lick on the Next button				
				<u>I</u> est 0
vider=Microsoft.Jet.OLEDB.4.0;Data	Source='C	:\Cisco\';Extended F	Properties="text;HDR=Ye	es;FMT=Delimited;";
		-1		
<u>B</u> ack	<u>N</u> ext		Einish	<u>C</u> ancel
ation Tanit Nava CDP Loaden			~	
lation - Tapit Nova CDK Loader			^	
Cluster : StandAloneCluster Status: OK	r (Nodes : 6		
Node Oldest file (UTC) Newest file (UTC)	Last Rec.	First Rec.	Rec-s	
01 2018/03/16 23:38 2018/03/16 23:59	03/16/18	03/16/18 18:28:03 18:58:04	7	
			1	
02 2018/03/16 23:37		03/16/18 18:19:43	1	
02 2018/03/16 23:37 2018/03/16 23:57	03/16/18	03/16/18 18: <mark>19:43</mark> 18:55:47	37	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37	03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40	37	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57	03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57	9	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58	03/16/18 03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26	7 37 9 158	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58	03/16/18 03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26	37 9 158	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:57 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58 05 2018/03/16 23:37 2018/03/16 23:57	03/16/18 03/16/18 03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26 03/16/18 18:20:46 18:55:22	7 37 9 158 4	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58 05 2018/03/16 23:57 06 2018/03/16 23:37	03/16/18 03/16/18 03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26 03/16/18 18:20:46 18:55:22 03/16/18 18:15:41	7 37 9 158 4	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58 05 2018/03/16 23:57 06 2018/03/16 23:37 2018/03/16 23:57	03/16/18 03/16/18 03/16/18 03/16/18 03/16/18	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26 03/16/18 18:20:46 18:55:22 03/16/18 18:15:41 18:56:42	7 37 9 158 4 26	
02 2018/03/16 23:37 2018/03/16 23:57 03 2018/03/16 23:37 2018/03/16 23:57 04 2018/03/16 23:35 2018/03/16 23:58 05 2018/03/16 23:57 06 2018/03/16 23:57 06 2018/03/16 23:57 * Wizard checks and shows	03/16/18 03/16/18 03/16/18 03/16/18 03/16/18 info only	03/16/18 18:19:43 18:55:47 03/16/18 18:31:40 18:56:57 03/16/18 18:29:47 18:58:26 03/16/18 18:20:46 18:55:22 03/16/18 18:15:41 18:56:42 for the first and la	7 37 9 158 4 26 st files	



8. On this screen all of the Paths should be for the location in Tapit you plan to use for this Cisco. In most cases this will be C:\TAPITNOVA\LOCATIONS\L0\DATA\. 00

9. Click Next on the Final Node Settings Screen.

🖏 CDR Loader Wizard - Nova

	Loc. ID	Node	Sess. ID	Location Name	Output File
S_001	Loc_0	1	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA
S_002	Loc_0	2	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA
S_003	Loc_0	3	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA
S_004	Loc_0	4	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA
S_005	Loc_0	5	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA
S_006	Loc_0	6	2010/01/01 00:00:00	Main	C:\TAPITNOVA\LOCATIONS\L0\DATA\TELMSG.DA

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Tapit CDR Loader Read Me First

10. Click Next on Initial Date.

🛱 CDR Loader Wizard - Nova	84 <u>—</u>		×
Initial Date			
Specify the Initial Local Date and Time to start call processing from.			
Change of the Initial Date may result in duplication of call records or loss of call records in the database.			
We recommend to leave the default value.			
Click on the Next button			
Initial Date (уууу/mm/dd hh:mm) 2010/01/01 00:00			
<u>Back</u> <u>I</u> inish	<u>C</u> an	cel	

11. On the Processing Interval screen, the minimum and default is 5 minutes. Click Next.

		1000		
CDR Loader	r's timer.			
У 5	minutes			
	Einish	<u>C</u> ar	ncel	
	CDR Loade	CDR Loader's timer. y 5 minutes	CDR Loader's timer. y 5 minutes	CDR Loader's timer.

12. Click Finish.



	CDR Loader Wizard - Nova —	6
	Finish	
	Congratulations !	
	You have finished the Tapit CDR Loader setup.	
	After closing this screen you will need to click on Start Timer button.	
	This will start the CDR Loader's timer and CDR Loader will automatically collect calls from the Database.	
	Note: The Monitor and Tapit or Tality also must be running in order to process calls and produce reports.	
	Click on the Finish button	
ancel	Back Next Einish Car	_
ancel	Back Next Einish Car	

13. Your setting should now all be populated. To test, Click Get Calls Now. If it is configured correctly the New Records Processed should increase. Wait until it stops before proceeding. If there are a great deal of files in the folder, this may take some time.

C, Tapit Nova CDK Loader - Nova T.o. 15.3	0 12/11/17 - Trisys, Inc.	:
Wizard Edit Telephone System Cisco 5 or Newer ▼ Database Driver ▼	To change settings click on the Stop Timer button. You can change settings using Wizard or directly on the screen: 1. To change settings with Wizard click on the Wizard button and 2. To edit settings directly on the screen click on the Edit button ar To test connection settings click on the Get Calls Now button If timer is stopped to return to the automatic mode click on the Star	ollow instructions. d follow instructions from the Readme file : Timer button
Server		
	-	
Data File Name		
C:\Cisco\cdr_StandAloneCluster_01_2018031	62338_29957.csv	
* Multiple nodes detected. Click on the	Multi Sites button to see Output Files for all locations	Initial Date (yyyy/mm/dd hh:r 2010/01/01 00:00
" Multiple nodes detected. Click on the Source File / Database Connection String	62338_29957.csv	Initial Date (yyyy/mm/dd hh:r 2010/01/01 00:00 <u>B</u> uild Now
C:\Lisco\cdr_StandAloneCluster_01_2018031 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source	62338_29957.csv	Initial Date (yyyy/mm/dd hh:r 2010/01/01 00:00 Build Now
C:\Lisco\cdr_StandAloneLluster_U1_2018031 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source Process records every 5 minutes	62338_29957.csv	Initial Date (yyyy/mm/dd hh:r 2010/01/01 00:00 Build Now Multi Sites
C:\Lisco\cdr_StandAloneLluster_U1_2U18U31 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.DLEDB.4.0;Data Source Process records every		Initial Date (yyyy/mm/dd hh:r 2010/01/01 00:00 Build Now Multi Sites
C:\Lisco\cdr_StandAloneCluster_U1_2U18031 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.DLEDB.4.0;Data Source Process records every Timer is set for	62338_29957.csv	Initial Date (yyyy/mm/dd hhun 2010/01/01 00:00 Build Now Multi Sites
VLISCO\Cdr_StandAloneCluster_01_2018031 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source Process records every Timer is set for Check for calls in 00 sec-s Classed	62338_29957.csv	Initial Date (yyyy/mm/dd hhr 2010/01/01 00:00 Build Now Multi Sites tted: Get Calls Nov
C:\Lisco\cdr_StandAloneLluster_U1_2U18U31 Multiple nodes detected. Click on the Source File / Database Connection String Provider=Microsoft.Jet.DLEDB.4.0;Data Source Process records every Timer is set for Stopped	62338_29957.csv	Initial Date (yyyy/mm/dd hhr 2010/01/01 00:00 Build Now Multi Sites tted: <u>G</u> et Calls Nov set 12/05/18



14. Once completed, Click Shut Down and Click No to close the configuration interface. You should be back in the CDR Loader Service manager. Click Install Service.

	[
Wizard <u>E</u> dit	To change settings c	lick on the Stop Timer t	putton.	
Telephone System	You can change setti 1. To change settings 2. To edit settings dire	ngs using Wizard or dir s with Wizard click on t actly on the screen clic!	ectly on the screen: he Wizard button and follow instructions. < on the Edit button and follow instructions	s from the Beadme file
Cisco 5 or Newer 💽	To test connection as	attings click on the Get	Calls Now button	
Database Driver	If times is stone and to a	aturna s tha automatia a	cails wow buildin	
{Text File (*.txt)}	in timer is stopped to r	etum to the automatic i	node click on the start Filler button	
Server				
C:\Cisco\				
Data File Name				
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162	2338_29957.csv	Lo	cate	
Jata Hile Name C:\Cisco\cdr_StandAloneCluster_01_201803162	2338_29957.csv		cate	Data (
Data Hile Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M	2338_29957.csv Aulti Sites button to s	ee Output Files for	Initial Initial	Date (yyyy/mm/dd hh:m
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M	2338_29957.csv Aulti Sites button to s	ee Output Files for	all locations 201	Date (yyyy/mm/dd hh:m 18/03/16 18:55
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M Source File / Database Connection String	2338_29957.csv Aulti Sites button to s	ee Output Files for	all locations 201	Date (yyyy/mm/dd hh:m 18/03/16 18:55 <u>B</u> uild Now
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M Source File / Database Connection String Provider=Microsoft.Jet.0LEDB.4.0;Data Source=	2338_29957.csv Aulti Sites button to s 'C:\Cisco\':Extended Pro	ee Output Files for	all locations [201 ;FMT=Delimited;'';	Date (yyyy/mm/dd hh:m 18/03/16 18:55
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M Source File / Database Connection String Provider=Microsoft.Jet.0LEDB.4.0;Data Source= Process records every 5 minutes	2338_29957.csv fulti Sites button to s 'C:\Cisco\',Extended Pro	see Output Files for perties="text;HDR=Yes	all locations [201 printial printial [201 printial [201 [201 [201] [201	Date (yyyy/mm/dd hh:m 18/03/16 18:55 <u>B</u> uild Now <u>M</u> ulti Sites
Data Hile Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source= Process records every 5 minutes	2338_29957.csv Aulti Sites button to s 'C:\Cisco\';Extended Pro	ee Output Files for perties="text;HDR=Yes	all locations [20]	Date (yyyy/mm/dd hh:m 18/03/16 18:55 Build Now Multi Sites
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the N Source File / Database Connection String Provider=Microsoft.Jet.0LEDB.4.0;Data Source= Process records every 5 minutes	2338_29957.csv Aulti Sites button to s 'C:\Cisco\'Extended Pro records found: Ne	ee Output Files for perties="text;HDR=Yes w records processed: 630	Exact Initial Initial 2011 all locations [2011] Exact processing started: 16:28:35 Wed 12/05/18	Date (yyyy/mm/dd hh:m 18/03/16 18:55 Build Now <u>M</u> ulti Sites <u>G</u> et Calls Now
Data File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the M Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source= Process records every 5 minutes Fimer is set for 300 sec-s Check for calls in 00 sec-s	2338_29957.csv fulti Sites button to s 'C:\Cisco\';Extended Pro records found: Ne 2	ee Output Files for perties="text;HDR=Yes ww.records.processed: 630	Last processing started: 16:28:35 Wed 12/05/18	Date (yyyy/mm/dd hh:m 18/03/16 18:55 <u>Build Now</u> <u>Multi Sites</u> <u>G</u> et Calls Now
Jata File Name C:\Cisco\cdr_StandAloneCluster_01_201803162 * Multiple nodes detected. Click on the N iource File / Database Connection String ?rovider=Microsoft.Jet.OLEDB.4.0;Data Source= ?rocess records every * minutes `imer is set for 300 sec-s `heck for calls in 00 sec-s	2338_29957.csv Aulti Sites button to s 'C:\Cisco\';Extended Pro records found: Ne 2 To	eee Output Files for perties="text;HDR=Yes ew records processed: 630 ital records processed:	Last processing started: 16:28:35 Wed 12/05/18 Session started: 16:01:23 Wed 12/05/18	Date (yyyy/mm/dd hh:n 18/03/16 18:55 Build Now <u>Multi Sites</u> <u>G</u> et Calls Now Show Log File
Data Hie Name C:\Cisco\cdr_StandAloneCluster_01_201803162 Multiple nodes detected. Click on the N Source File / Database Connection String Provider=Microsoft.Jet.OLEDB.4.0;Data Source= Process records every 5 minutes Timer is set for 300 sec-s Check for calls in 00 sec-s Processing	2338_29957.csv Aulti Sites button to s 'C:\Cisco\':Extended Pro records found: Ne 2 Tc	ee Output Files for perties="text;HDR=Yes w records processed: 630 tal records processed: 630	Last processing started: 16:28:35 Wed 12/05/18 Session started: 16:01:23 Wed 12/05/18	Date (yyyy/mm/dd hh 18/03/16 18:55 Build Now Multi Sites <u>G</u> et Calls No Show Log F

15. One installed, the button will change to Start Service. Click Yes to start the service and Click Close the Manager to exit.



TRIS	YS INC.

DR Loader Settings		
Step 1. If this is an upgrade then your previous settings should be preserved and displayed below. Otherwise, for initial setup click on Configure CDR Loader and then run the Wizard. After Wizard is complete test the settings by clicking on Get Calls Now button.		CDR Loader is set to run as
If the settings are After configuration If you wish to run (correct you should see records being processed in CDR Loader. 1 is finished close CDR Loader appplication. CDR Loader as a Service go to step 2, otherwise go to step 4.	Service
Telephone System	n Cisco 5 or Newer	Configure CDR <u>L</u> oader in
Folder / Serve	r C/Cisco/	CDR_Loader
Data File Name	e C\Cisco\cdr_StandAloneCluster_01_201803162338_29957.csv	
Output File	C\TapitNova\Locations\L0\Data\telmsg.dat	
ervice Info		
and a second		
Step 2. The Service If you wish to adjust t When all Service set Timer Interva	Timer Interval sets how often the Service will process new calls. he Timer Interval click on Service Settings. tings are confirmed go to step 3.	
Step 2. The Service f you wish to adjust t When all Service se Timer Interva Current Folde	Timer Interval sets how often the Service will process new calls. he Timer Interval click on Service Settings. tings are confirmed go to step 3. I 3 (min 3 minutes) * To change Timer Interval click on Service Settings r C\TapitNova\CDR_Loader	Service Se <u>t</u> tings
Step 2. The Service If you wish to adjust t When all Service se Timer Interva Current Folde ervice Status	Timer Interval sets how often the Service will process new calls. he Timer Interval click on Service Settings. tings are confirmed go to step 3. I 3 (min 3 minutes) * To change Timer Interval click on Service Settings r C:\TapitNova\CDR_Loader	Service Se <u>t</u> tings
Step 2. The Service If you wish to adjust t When all Service set Timer Interva Current Folde ervice Status Step 3. If Service is n Current Status	Timer Interval sets how often the Service will process new calls. he Timer Interval click on Service Settings. titings are confirmed go to step 3. I 3 (min 3 minutes) * To change Timer Interval click on Service Settings r C:\TapitNova\CDR_Loader not installed yet click on Install Service. To run CDR Loader as a Service click on Start Service.	Service Se <u>t</u> tings
Step 2. The Service If you wish to adjust t When all Service se Current Folde ervice Status Step 3. If Service is n Current Status Service is stoppe	Timer Interval sets how often the Service will process new calls. he Timer Interval click on Service Settings. titings are confirmed go to step 3. I 3 (min 3 minutes) * To change Timer Interval click on Service Settings r C\TapitNova\CDR_Loader To tinstalled yet click on Install Service. To run CDR Loader as a Service click on Start Service. d. (CDR Loader is set to run as a Service)	Service Se <u>t</u> tings

CDR Loa	der Service Manager Message	×
?	Service is not installed. Do you want to install the S	ervice now?
	Yes	No



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