

# Configuring Site Details

## Site Detail

CALLTRAK is a multi site processing Call accounting system. Up to 10000 sites may be entered. For every data collection site, the following must be configured

- The type of PBX/Phone system that will be collected from and how the calls will be processed (**PBX Data Stream Processing**)
- How the data will be connected and communications parameters for receiving the data feed (**Communications Settings**)
- The status of the collection files (**Site Costing Details**)

The above required information is divided into three sections on the Site Detail page.

### System Admin > Site Detail

Site Sys Admin - CALLTRAK - Internet Explorer, optimized for Bing and MSN

http://192.168.0.11/calltrak3.1/SysAdminSite.aspx

Site Sys Admin - CALLTRAK

Sign Out

Charts Reports Table Maintenance System Admin Line Analysis Lost Call Recovery

System Admin - Sites

Site  Search Select All Number of Records selected : 27

Site	Description	Insurance Co	Manager	joe@scotts.com
<b>PBX Data Stream Processing</b>				
Area	melb			
PBX Type	Avaya Comm Manager Custom			
Min Duration	0			
Min Digits	0			
Hide Digits	0			
Drop Digits	0			
Pulse Cost	0			
Pulse Metering	F			
Ext Range Extract	T			
From	0			
To	9999			
<b>Communications Settings</b>				
Connection Type	IP Connection Server			
PC Serial Port				
Baud Rate				
Bits				
Parity				
Stop Bits				
Collection Frequency (millisecs)				
Modem Dial Out				
Local Host (IP Add Alias)				
Local Host Port	5001			
Remote IP				
Remote Port				
<b>Site Costing Details</b>				
Status of Raw1 File	Available			
Status of Raw2 File	Collecting			

Edit Delete New

1 2 3 4 5 6 7 8 9 10 ...

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Visit Calltrak website

The fields in this option are grouped by functionality

**Site** (Key 4 Chars) A unique numeric identifier for the Site being configured

**Description** (25 Chars) A description for the site. This description name will appear in reports.

### PBX Data Stream Processing

The information in this section is primarily responsible for identifying *how* CDR/SMDR data is processed for each collection site.

**Area** (5 Chars - default melb) The Area name field is required for Costing data collected from this site. The data being processed will use this Area name and cross reference it with the Area entered in

Table Maintenance > Prefixes. Using the prefixes table, the proper costing regime may be determined for processing data from this site, so it is important to have prefix tables that match the name entered, else data will not be able to be processed. If data is not being accurately processed, confirm proper Area name is used. It is advisable to first configure Rate/Prefix tables before configuring a site.

**PBX Type** (dropdown selection - default Avaya Comm Manager Custom) Select from the drop down box, the driver that will be used to process the data stream ie the PBX Type. If selecting a Cisco phone system, make sure the Cisco device is sending CDR data in a detailed format.

**Min Duration** ( dropdown selection - default 0) The minimum duration in seconds that calls will be processed. If a call duration is less than the min Duration seconds entered, the call will not be processed and stored in the database.

**Min Digits** ( dropdown selection - default 0) – a numeric value that identifies the minimum number of dialled digits that will be processed, for outgoing calls only. The purpose of this field is that if calls are under a certain length eg. 3 chars, then they will not be processed ie they will be ignored by the coster service. This is typically used to filter out incomplete dialled numbers.

**Hide Digits** ( dropdown selection - default 0) A numeric value identifying how many digits to hide from the end of the dialled number. Hiding digits may be required for privacy reasons.

**Drop Digits** ( dropdown selection default 0) A numeric value identifying how many digits to drop from the beginning of the dialled number string. The value is used when characters such as Trunk Access code are added onto the dialled number string and the Trunk Access Code is not required to display as part of the dialled number.

**Pulse Cost** (smallint - default 0) The cost (in cents) for each pulse applied to an outgoing call. Some PBX data streams will identify pulse metering information. The telecommunications carrier needs to enable Pulse metering in the data stream. Note: Pulse metering is very rarely used.

**Pulse Metering** ( dropdown selection - default N) A drop down box will allow either Yes or No to be selected depending on whether Pulse Metering has been enabled in the CDR datastream. Note: Pulse metering is very rarely used.

**Ext Range Extract** ( dropdown selection – default F) A drop down box will allow either T (True) or F (false). This field is required for the Cisco interfaces. By entering the Extension range extract, the Formatting will ensure that the maximum size of the extension is as entered in the From – To range. For Cisco UC500 and CME interfaces, this value should be set to **T**. Ext Range Extract should also be used on the Cisco UCM interface where the UCM is controlling remote routers. When using Ext Range Extract, it is important not to *overlap* extension ranges across multiple sites.

**From** (int – default 0) This is the extension start number for extensions belonging to this site. When the Site Collection method is set up for Virtual then it is important to accurately have the From and To values set, as extensions in the data stream within this range will appropriately be selected belonging to this site.

**To**(int – default 999) This is the extension end number for extensions belonging to this site.

## Communications Settings

The information in this section is responsible for identifying *how* CDR/SMDR data is collected for each site.

**Connection Type** Data connection is selected via a drop down box. This field defines how data will be collected from the Phone system. Depending on the Connection type selected, fields in the Communication settings may be greyed out (as they are not required)

- **Direct** This method is used when a serial cable is plugged directly into the CALLTRAK server from the phone system
- **Modem** Is used when the remote collection site stores the data into a buffer box. Typically, the buffer box awaits a connection from a dial up device and when the remote buffer box connects, it automatically dumps it's data.
- **IP Connection Client** Select this option for connecting to an IP Connection where a Port number and an IP Address is required.

- **Panasonic IP Connection Client** Select this option for connecting to a Panasonic IP Connection where a Port number and an IP Address is required. Some Panasonic CDR interfaces require a string to commence with CDR data transmission. The CDR settings implemented in this IP connection are SMDR and password of PCCSMDR
- **NEC IP Connection Client** Select this option for connecting to a NEC Univerge SV8300 phone system with an IP Connection where a Port number and an IP Address is required. Through this collection interface, CALLTRAK 'communicates' with the phone system and keeps alive data collection.
- **IP Connection Server** Used to connect to a phone system configured to send its data out of an IP Port. Used in the Avaya Communication Manager interface. The host port identifying the port number is required.
- **LAN** – This method is used to connect and collect data from remote CALLTRAK client collectors. The CALLTRAK client collectors need to be installed at the remote sites. They are typically used to replace expensive buffer box configurations and offer more data storage, higher transfer speeds, more reliability at a reduced cost. This collection method is very similar to the IP Connection Client, however communication is expected between the remote CALLTRAK client collector and the CALLTRAK server.
- **FTP** Connection method is used when the phone system sends (or pushes) CDR data across to an FTP server. The FTP Server recommended for use with CALLTRAK is Filezilla. This collection method is commonly used for the Cisco and Nortel BCM phone systems.
- **SQL** The Cisco Communication Manager 4.2 requires SQL connectivity. CALLTRAK will interrogate the Cisco SQL Server database and extract the data required using this method. Required are the SQLServer database name, UserId, Password, Extn Range From and To.
- **CSV** Avaya IP Office will send data across to CALLTRAK by either 2 methods IP Connection client method or this method. The advantages of using the CSV method are that it may prove more reliable. In the event of network failure, data will still continue to buffer and when the network is restored, data will be dumped in the csv file. Required are the complete path of the filename and the frequency of data interrogation. It is also important that the RemoteHost field of the SiteDetails table be zero on initial site creation. The RemoteHost field is used to keep track of the line number interrogated in the csv file.
- **Virtual** This method is used typically on larger Cisco Unified Communications Manager Systems, where a Cisco UCM may control remote Cisco CME systems that use a different pricing regime. As Cisco UCM data appears in a common detailed CDR stream, there is no way of determining whether a remote CME is involved unless we use the Virtual connection method and identify extensions using Extn Range Extract and specifying the unique extension range of the remote CMEs. Therefore, when using Virtual method, the Extn Range must also be configured properly to identify unique extension ranges. If we have a virtual collection site, there must also exist a parent Site receiving the detailed CDR data stream via an FTP server.

**PC Serial Port** This is the PC (Computer) physical serial port connected to the PABX. The Serial port is able to be from COM1 ... COM16

**Baud Rate** A drop down box identifying the Baud rate at which the Phone system CDR port is set to, eg 1200,2400,4800,9600,19200

**Bits** A drop down box containing the data bits for the direct connection with the PBX CDR port. Values may be 5,6,7,8

**Parity** A drop down box containing the data Parity. Parity values are None, Odd, Even, Mark, Space.

**Stop Bits** A drop down box containing the Data stop bits. The stop Bits available are 1, 1.5 or 2.

**Collection Frequency (milliseconds)** A drop down box containing the interval in milliseconds that polling for data occurs. Values are 60 secs, 15mins, 1Hr, 6Hrs and 24Hrs

**FTP Address** This is the IP Address where the FTP Server is eg 127.0.0.1

**Password** The FTP user password

**Local Host Port** This is the port CALLTRAK will listen to when collecting data.

**User name** The FTP user account

**Remote Port** The port number where IP data is being received OR the Port number being listened to.

## Site Costing Details

While the CALLTRAK coster is not in the costing state, the Status of the Raw files should always have one file in a collecting state and the other in a collected state.

**Status of Raw1 File(SMDR1.txt)** The current status of Raw file 1. Possible status' are Collecting, Collected, Formatting, Available

**Status of Raw2 File (SMDR2.txt)** The current status of Raw file 2. Possible status' are Collecting, Collected, Formatting, Available

## Walkthrough – Inserting a Site

CALLTRAK has a default of 1 site of data collection. When appropriate licensing is purchased, more sites may be entered and configured. Prior to attempting to add a new site, please ensure the appropriate licensing is purchased.

1. Start CALLTRAK
2. Hover over System Admin > Site Detail and then left click. If the option is disabled, then user permissions have to be granted. To grant permissions go to Table Maintenance > [Users](#) and retry this step.
3. Click on the [New](#) link at the bottom left of the page.
4. A new page is ready for data input.

Site Sys Admin - CALLTRAK - Internet Explorer, optimized for Bing and MSN

http://192.168.0.11/calltrak3.1/SysAdminSite.aspx

Site Sys Admin - CALLTRAK

**calltrak**  
call accounting and phone reporting

Sign Out

Charts Reports Table Maintenance System Admin Line Analysis Lost Call Recovery

### System Admin - Sites

Site:  Search Select All Number of Records selected : 27

Site:  Description:  Manager:

PBX Data Stream Processing		Communications Settings		Site Costing Details	
Area	<input type="text" value="melb"/>	Connection Type	<input type="text" value="Direct"/>	Status of Raw1 File	<input type="text" value="Collecting"/>
PBX Type	<input type="text" value="Alcatel-Lucent V.24"/>	PC Serial Port	<input type="text" value="COM1"/>	Status of Raw2 File	<input type="text" value="Collected"/>
Min Duration	<input type="text" value="0 secs"/>	Baud Rate	<input type="text" value="9600"/>		
Min Digits	<input type="text" value="0"/>	Bits	<input type="text" value="7"/>		
Hide Digits	<input type="text" value="0"/>	Parity	<input type="text" value="EVEN"/>		
Drop Digits	<input type="text" value="0"/>	Stop Bits	<input type="text" value="1"/>		
Pulse Cost	<input type="text" value="0"/>	Collection Frequency	<input type="text" value="60 secs"/>		
Pulse Metering	<input type="text" value="NO"/>	Modem Dial Out	<input type="text" value="ATDT,XXXXXXXXXX"/>		
Extn Range Extract	<input type="text" value="F"/>	Local Host (IP Add Alias)	<input type="text" value="127.0.0.1"/>		
From	<input type="text" value="0"/>	Local Host Port	<input type="text" value="2345"/>		
To	<input type="text" value="999"/>	Remote IP	<input type="text" value="168.254.1.1"/>		
		Remote Port	<input type="text" value="2000"/>		

[Insert](#) [Cancel](#)

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Visit Calltrak website

5. Enter a unique Site number. Hit Tab.
6. Enter a description for the Site. Hit Tab.
7. Enter a site Manager email address. This email address is only used for descriptive purposes in this page.

**You will need to enter the PBX Data Stream processing parameters for the site. These settings define how calls are to be processed from this site.**

8. (default melb) Enter the Area. Area will need to be configured in Table Maintenance > Prefixes prior to commencing with the costing of data. This will identify how calls will be costed for this site. If multiple sites are from the same area and they use the same pricing system, you may enter the same area name. Hit Tab
9. From the drop down box, select the Phone system the data is collecting from. The CDR data will be interpreted as if it is from this type of PBX/Phone system. Available drivers are sorted in alphabetical order. If the wrong PBX Type is selected, the data will be unable to be processed and costing may abort. Hit Tab
10. Min Duration (default 0) From the drop down box, select the Minimum call duration that calls will have so that they may be stored in the database. A value of zero means all calls will be stored. Hit Tab
11. Min Digits (default 0) From the drop down box, select the minimum digits in the dialled number string. The minimum digits is only applicable to outgoing calls. Hit Tab
12. Hide Digits (default 0) From the drop down box select the number of digits to hide from the tail of the dialled number. This value is used for privacy reasons. Hit Tab
13. Drop Digits (default 0) From the drop down box, select the number of digits to drop from the beginning of a dialled number string. This setting may be used to remove an access code from the dialled number string, if it appears in the CDR data stream. Hit Tab
14. Pulse Cost (default 0) – The cost for each pulse appearing in a data stream. Hit Tab
15. Pulse Metering (default NO) – Some data stream may contain pulse metering. Pulse metering is usually enabled from the telecommunications carrier. Modern phone systems do not use pulse metering. Hit Tab
16. Extn Range Extract (default F) – If a virtual site is being configured, then set this value to T. Click here for the definition of a [Virtual](#) connection. Set Extn Range Extract to Y, for Cisco Communication Manager Express, UC500 and for Cisco Unified Communication manager when the Communications manager controls remote routers. Hit Tab
17. From (default 0) – When using Extn Range Extract, this value will define the minimum extension for this collection site. Eg. If a remote virtual site has extensions in the range 200 – 299, then the From value will be 200. Hit Tab.
18. To (default 999) – When using Extn Range Extract, this value will define the maximum extension number for this collection site. Eg. If a remote site has extensions in the range 200 – 299, then the To value will be 299. Hit Tab.

**You will need to enter the communications settings. These settings identify how data is collected from the PBX/Phone system.**

19. Connection Type (default Direct) – select the [Connection Type](#) from the drop down box. Depending on the Connection Type selected, fields below may be greyed out.

**Direct** Connection Type – Used when a serial cable connection exists between CALLTRAK and the phone system installed, you will need to enter

PC Serial Port (default COM1) – from the drop down box, select the serial port on the CALLTRAK server connected to the PBX port

Baud Rate (default 9600) – Select from the drop down box, the Baud rate data is transmitted at.

Bits (default 7) – Select from the drop down box, the number of bits.

Parity (default Even) – Select from a drop down box the parity

Stop Bits (default 1) – Select from a drop down box, the number of stop bits

The communications settings configured in CALLTRAK must match the settings configured in the PBX/Phone system. If there is a communications mismatch, then data will appear garbled in the data stream.

**Modem Connection Type** – Select this method, when CALLTRAK is configured to poll a remote site with a buffer box device. A modem will be connected to CALLTRAK that will be used to poll the remote buffer box(es). The remote buffer box will need to be programmed to dump it's data as soon as a connection is established. You will need to enter

PC Serial Port (default COM1) – from the drop down box, select the serial port on the CALLTRAK server connected to the polling modem.

Baud Rate (default 9600) – Select from the drop down box, the Baud rate data is transmitted at.

Bits (default 7) – Select from the drop down box, the number of bits.

Parity (default Even) – Select from a drop down box the parity

Stop Bits (default 1) – Select from a drop down box, the number of stop bits

Collection Frequency (default 60 secs) – How often the remote buffer box will be attempted to connect with so that data can be downloaded. Value entered depends on the amount of data being collected from the remote site and storage capacity of the buffer box. Select 1 Hr.

Modem Dial Out (default ATDT,XXXXXXXXXX) – The Hayes commands typically used on the modem to dial the remote buffer box. Eg. ATDT,0296212766

#### **IP Connection Client/Panasonic IP Connection Client/NEC IP Connection client**

Connection Type – Select this method when the phone system is programmed to send the CDR data out to an IP Connection. This connection method requires network connectivity. Typically may be used with AVAYA IP Office, Mitel ETC. Note the AVAYA IP Office will also send data to a CSV file.

Local Host (IP Add Alias) – The IP address

Local Host Port – The Port number the phone system is sending the CDR data to.

Remote IP – The IP address

Remote Port – The Port number the phone system is sending the CDR data to.

**IP Connection Server** Connection Type – Select this method when the phone system is programmed to send the CDR data out to an IP Connection. This connection method requires network connectivity. Typically this connection type may be used with AVAYA Communication Manager.

Local Host Port – The Port number being listened to.

**FTP** Connection Type – This connection type is used when data from the phone system is sent to an FTP Server. Typically, the FTP Server will reside on the same server as CALLTRAK. This method is recommended for Cisco phone system and Nortel BCM collection sites. As the Collector service polls the CDR data in the FTP repository, it will collect the data and then delete it from the repository. If you would like to keep a back up of the CDR data, some phone systems, such as the Cisco Unified Communications Manager allow to send CDR data to a secondary destination.

Collection Frequency (default 60 secs) – How often the FTP repository will be interrogated. Value entered depends on how often data is sent from the phone system to the FTP server repository. If the phone system sends data to the FTP server frequently enter a low connection frequency, if data is sent perhaps every 3 hours then select a frequency to poll the repository on a larger time collection frequency. Select 1 Hr.

FTP Address – The IP address where the FTP server resides on.

Password – The FTP user account password

Username – The FTP user account user

When installing an FTP Server, we recommend installing Filezilla server on the CALLTRAK server.

**SQL Connection Type** – This connection type is used when data is collected from a Cisco Communication Manager 4.2. The Communication manager stores the CDR data in a SQL Server database and CALLTRAK will interrogate the database via an SQL command.

Server name – The server name the Cisco SQL Server database resides on

Password – The Password of the Cisco SQL Server database

Username– The user name of the Cisco SQL Server database

**CSV Connection Type** – This connection type is used when data is sent to a csv file. The Avaya IP Office can be configured to send data to either an IP Connection or to a CSV file. Use this connection method if the Avaya IP Office has been configured to send data to a CSV file.

File name – The complete filename including the path where the csv file is downloaded to.

**Virtual Connection Type** – Use this connection method when a single CDR data stream contains CDR data from multiple remote sites. Multiple remote site data collection occurs when a Cisco Communications manager controls remote CME sites. In this scenario, data from all sites is combined in one FTP feed and the only way to separate the sites is to use the concept of virtual sites. Each Virtual site must have it's own unique extension range and also linked to a main FTP collection site. With virtual site collection, we can accurately cost the remote site data based on the rate table entered in the area name field.

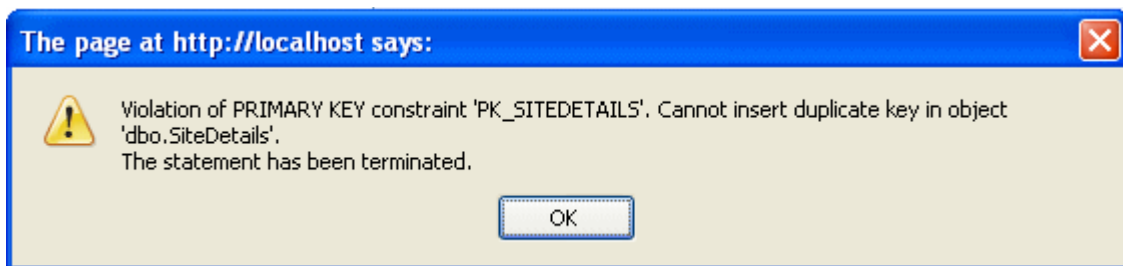
Originating FTP Site – The main site controlling where the data is received from.

19. After the Communications Settings are entered, Hit Tab

20. The status of the Raw Files on initial creation should be set to Collecting and Collected

21. Click on the [Insert](#) link at the bottom left

1. On successful insertion, the page will return to the default of all sites displayed. If an attempt to enter a duplicate (existing) site is attempted, the following message appears



Retry the entry process and create a unique site number. To determine whether a site already exists, you may do a search on the site prior to entering.

The page remains in input mode

2. To exit input mode, click on the [Cancel](#) link at the bottom of the page.

## Walkthrough – Editing/Changing a Site

1. Start CALLTRAK

2. Hover over System Admin > Site Detail and then left click. If the option is disabled, then user permissions have to be granted. To grant permissions go to Table Maintenance > [Users](#) and retry this step.

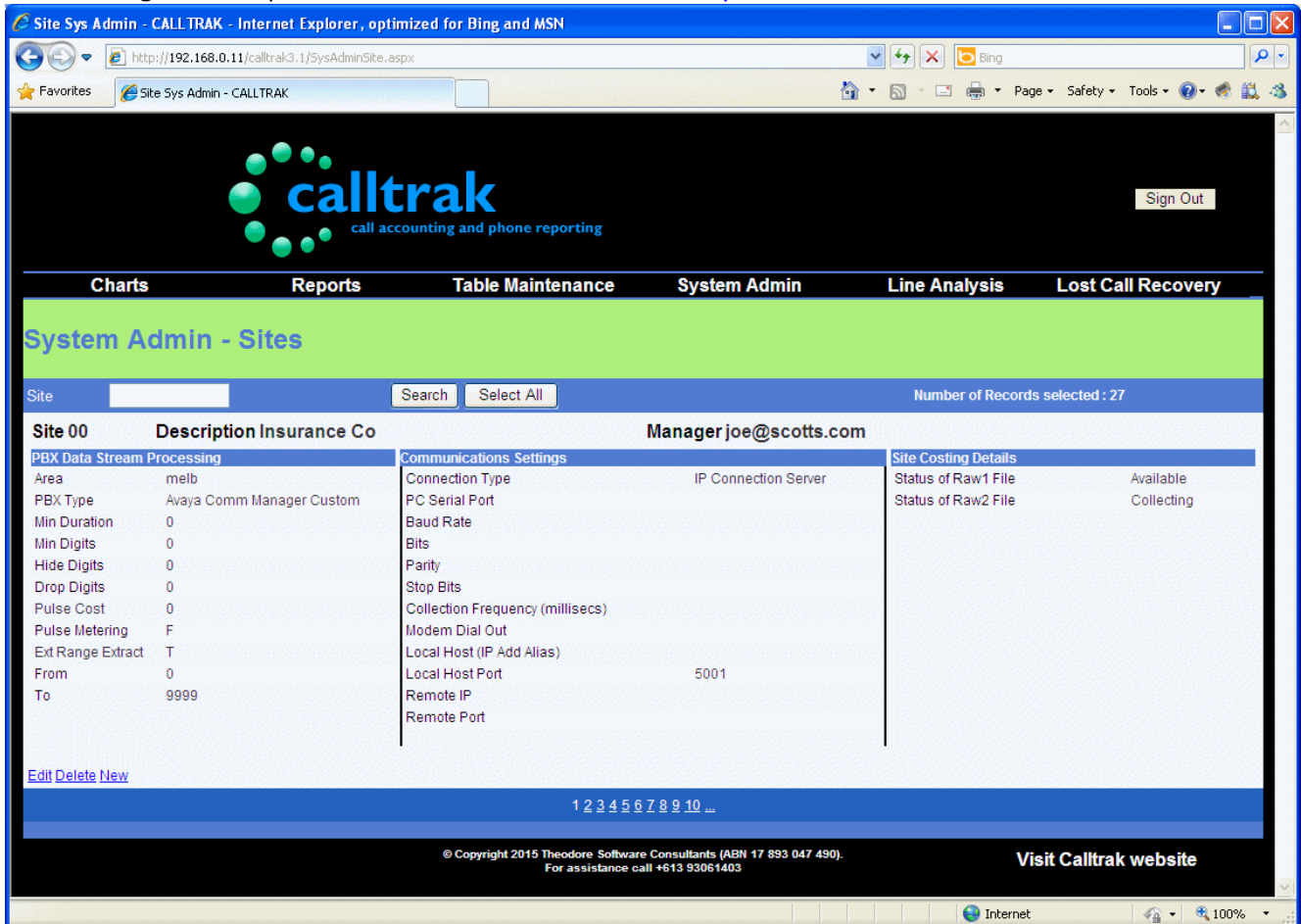
3. Find the Site that needs changing. Traversing the data may be accomplished by clicking on the page numbers at the bottom of the screen or by entering the Site and then clicking on the

search button to search and retrieve the record if it exists.

4. Click on the Edit Key

The fields that may be changed display an edit box around them. NOTE: you will not be able to edit the primary key ie Site.

5. Change the required data and then click on the [Update](#) button on the bottom left. After



you click on the update button, the following message appears.

**Record Updated**

If you decide not to make the changes to the record. Click on the [Cancel](#) button.

The page refreshes and displays all the data.

## Walkthrough – Deleting a Site

1. Follow steps 1-3 as in [Walkthrough – Editing/Changing a Site](#)
2. Then click on the Delete button on the bottom left. This will remove the site..