



**SMDR+ V1.10.0
Importer Collection**

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Introduction

This document covers the settings required to setup SMDR+ to collect call data by importing from a CSV file. This configuration is particularly useful for users of many Avaya telephone systems.

IMPORTANT! – There is a small possibility that call data will be lost during this process. It is always advised that you test this on a lab/test setup before rolling it out to your live systems. Steven Baxter does not warrant SMDR+ to be free from defects and shall not be liable for any loss of data or damage to your computer system(s) as per the End User License Agreement, a copy of which is available on installation.

Settings To Change

Firstly install SMDR+ as usual following the User Guide where required. After installation, open the Reports Tool and login. Next click Options and you will see this screen:

Click System, and then Edit Custom Mapping. This will give you the following screen:



Click the Importer button, giving you this:

Tick both the boxes at the top. Next in each Data Item box, enter the section number between each comma. For example, with the following data string: 01/01/2011 10:44.00:02:45,1234.....

You would enter 1 next to Date, 2 next to Time, 3 next to duration, etc.

Once you have entered all of your data items, click Save Changes then Exit.

It is advised that the server be rebooted at this point to allow the Collector Service and Importer Service to pickup the new changes.

Now when the Collector Service gathers data, it will place the data into a file with today's date in the Inbox folder where the Importer Service is installed. Every morning at 00:30am the Importer Service runs and imports the data



from the file into the SMDR+ database, then archiving the file into the Archive folder.

Summary

This guide is written without prior testing against an Avaya PBX system, and so may be subject to change when testing is complete. Please ensure you have created backups of any call data on your PBX.

Thank you for taking the time to test SMDR+, I hope it fulfils your call logging & reporting needs.

Steve Baxter
SMDR+ Developer