SMDR+ V1.10.0
Listener Collection

July 2011

Introduction

This document covers the settings required to setup SMDR+ to collect call data by listening to a specified port. 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:

At the bottom of the screen is a section called Listen Settings. Tick the box marked Set Collector to Listen, then enter a port number that you want SMDR+ to listen on (ensure this is not the same as any other service currently running on your computer – such as port 8080 if you run a web server)
Finally click Save and Exit to save your changes.

Depending on the amount of use your phone system gets, it may be worth leaving the next section for a few minutes to allow the system to collect some call data (which we require to complete this guide)

SMDR+

Next we need to map the call data into the SMDR+ database. To do this, go back to the Reports Tool and click Options then System then Edit Custom Mappings. You will then see a screen like this:

Click '<Create New>' and click Select. In the drop down list on the far right, select 001 and click Get Data. If you get the message 'No Data Available!' you will need to wait longer for data to be recorded by your PBX and output to SMDR+.

Assuming you have call data the large box in the middle of the screen will show a single line of calling data which you now need to map to the fields in SMDR+. To do this, highlight each section of the call data (for example the date) and then click the red button next to the corresponding field. If it has been mapped correctly, the red button will change to green and the two boxes will contain reference numbers. Do this for all fields you want.

Next enter a name for this mapping (such as Asterisk Call Data) and click Save Mapping.

Now go back to Configure Sites, in the box marked Mappings, change this to the new mapping you have just selected and click Save, answering yes in the same way as before.

This should mean that call data is captured 'on the fly' to the SMDR+ table tblrawdata, then every night at midnight the Processor Service will convert this to reportable data.

SMDR+

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
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