

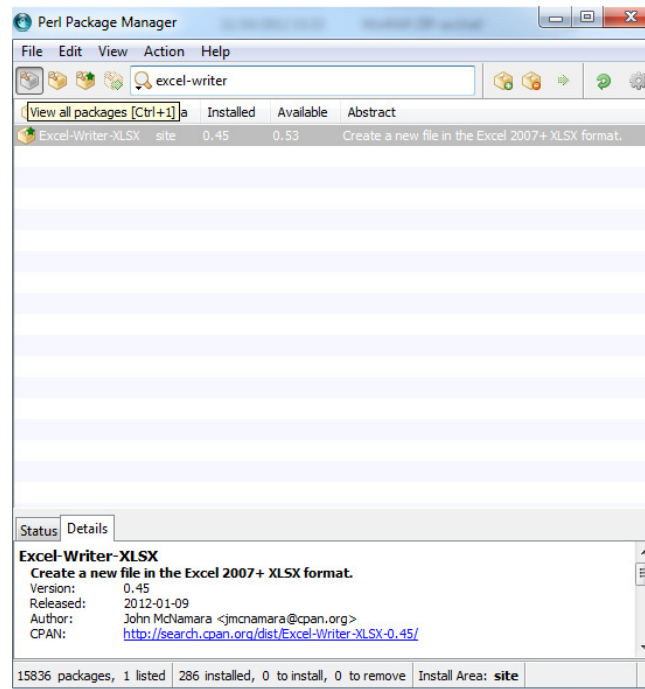
How to install/ use the Avaya SMDR tool

1 copy the “Avaya” folder on your C:\ drive of the server (eg: where the Avaya software is installed)

2 On this same server install activestate Perl at the moment it is versie:5.14.2

3 Open start > all programs > Activestate Perl > Perl Package manager.

3a. in the PPM (click the icon as in the printscreen) search: Excel-writer



Right click and chose “install” press the green button the apply the changes.

On the next page configuring the Avaya Pbx.

4 Open the Avaya IP Office with your manager.

4a configure SMDR as followed:

Systeem > SMDR >

output: Only SMDR

IP-address: 0.0.0.0

TCP-Port: 8087

Records to buffer: 500 (of 3000)

When the program isn't running for some reason, the pbx will remember the record to buffer phone calls. Chose something that would fit your company needs.

4b Save & close



The screenshot shows a configuration window for SMDR (Station Message Detail Recorder). At the top, there is a dropdown menu labeled 'Uitvoer' with the selected option 'Alleen SMDR'. Below this, the 'SMDR' section is expanded, showing the title 'SMDR-communicatie (Station Message Detail Recorder)'. Inside this section, there are four fields: 'IP-adres' with the value '0 . 0 . 0 . 0', 'TCP-poort' with the value '8087', and 'Records naar buffer' with a spinner set to '500'. At the bottom of the section, there is a checkbox labeled 'Aparte records bij omgeleide gesprekken' which is currently unchecked.

Next on the menu, configuring the scripts

5 configuring the program

5a open Av\_logger.pl (C:\Avaya\exe\) with notepad++ or another text editor (not MS word).

5b search PeerHost change the settings to the ip of your PBX. E.g.: '192.168.1.111'

5c search PeerPort change this to the port chosen in step 4a.

5d Save & close

5e Open av2Excel.pl (C:\Avaya\exe\) with notepad++ or another text editor.

5f search for: @gebruikers

Change the content of this variable to your company phone names:

(e.g.: @gebruikers = ("Alex", "Jos", "Jan", "Tech shop", "place A");

Default the program will render 5000 records.

Depending on how much you trigger the excel script, you can/should modify this:

You have around 10 phones a day, you let the Excel script run every Sunday. So, you will have an average of 50-60 phones a day.

You have an average of 4000 phones a day, you run the script daily, no problem here.

You have an average of 4000 phones a day, you run the script weekly, you will have a problem. Here, change the value of \$trecords = 20000 .

Remember the more you add to this number, the slower it will make a report in Excel. Around 5000 rows takes around 30 seconds to render.

There is a limit 1048574 by Excel. But then again, if you have more telephones a day, you should call Avaya and ask them for something that would suit your needs...

Almost there, couple of steps to go.

## 6 Configuring the monitoring

6a This depends on your needs

6b In this location C:\Avaya\exe\ are 2 \*.bat files.

Av\_logger.bat

Av2Excel.bat

6c You can schedule this with your needs

6d 2 example scenario's:

A company that has 60 phones a day, 5 days in the week. A total of 300 phones a week.  
from the task scheduler configure av\_logger.bat with the next settings:

- ☒ Run whenever user is logged on or not
  - ☐ Do not store password. The task will only have access to local computer resources.
- ☒ Run with highest privileges

#### Av\_logging Properties (Local Computer)

General Triggers Actions Conditions Settings History

When you create a task, you can specify the conditions that will trigger the task.

Trigger	Details	Status
Daily	At 8:30 every day	Enabled
At startup	At system startup	Enabled

#### Av\_logging Properties (Local Computer)

General Triggers Actions Conditions Settings History

When you create a task, you must specify the action that will occur

Action	Details
Start a program	C:\avaya\exe\av_logger.bat

#### Av\_logging Properties (Local Computer)

General Triggers Actions Conditions Settings History

Specify additional settings that affect the behavior of the task.

- ☒ Allow task to be run on demand
- ☐ Run task as soon as possible after a scheduled start is missed
- ☐ If the task fails, restart every: 1 minute
  - Attempt to restart up to: 3 times
- ☒ Stop the task if it runs longer than: 12 hours
- ☒ If the running task does not end when requested, force it to stop
- ☐ If the task is not scheduled to run again, dele<sup>t</sup>e it after: 30 days

If the task is already running, then the following rule applies:

Stop the existing instance

A company with 100 people and have around 7000 calls a day. 24h logging

Start the av\_logger manually, after everything here is done, then configure the task with task scheduler:

The screenshot shows the 'AV\_logging Properties (Local Computer)' dialog box with the 'Triggers' tab selected. The 'General' tab shows the task is set to 'Run whether user is logged on or not' and 'Run with highest privileges'. The 'Triggers' tab shows a single trigger 'At startup' with details 'At system startup' and status 'Enabled'.

☒ Run whether user is logged on or not

☐ Do not store password. The task will only have access to local computer resources.

☒ Run with highest privileges

**AV\_logging Properties (Local Computer)**

General Triggers Actions Conditions Settings History

When you create a task, you can specify the conditions that will trigger the task.

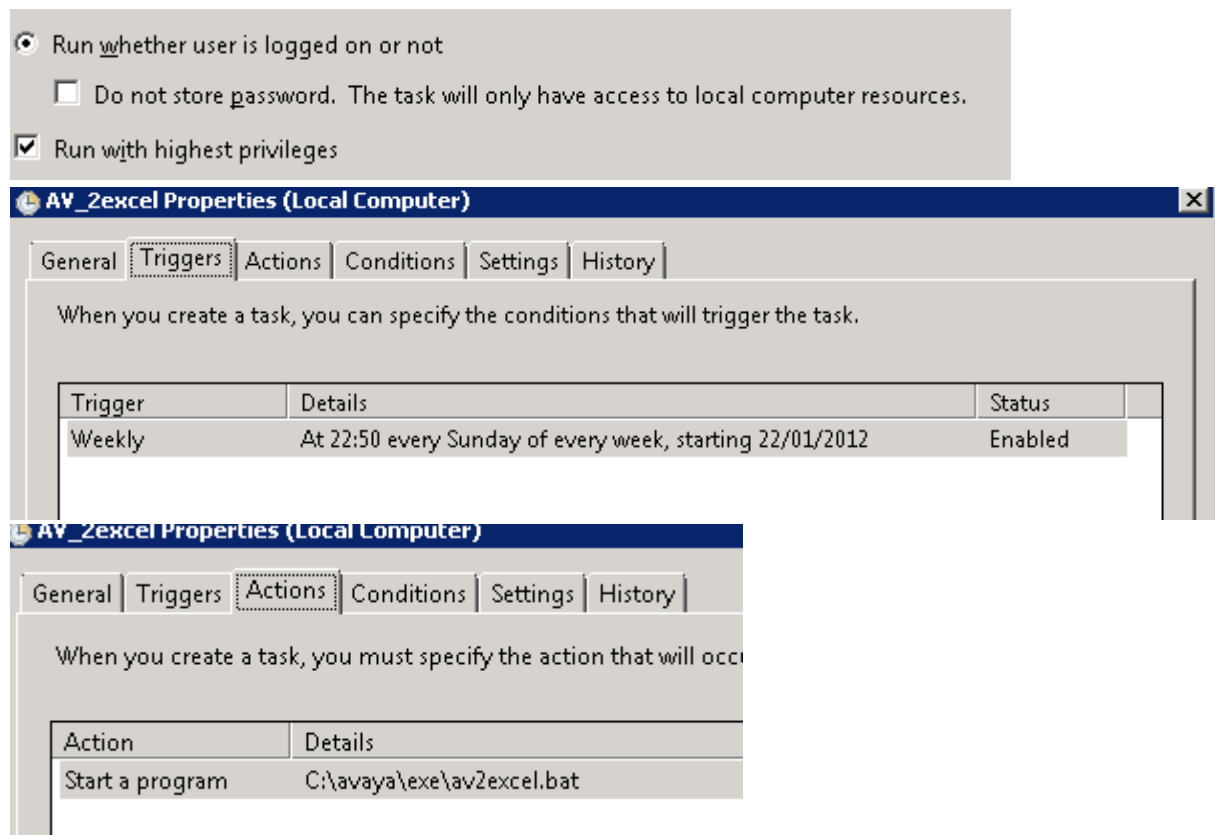
Trigger	Details	Status
At startup	At system startup	Enabled

Do keep in mind that from step 5f that you have the right amount of records  $7000 \times 5 = 35000$ . do a search in the file for \$records and change the value to 35000. Or you can change it to 8000 and schedule to run excel script every day.

Do keep in mind that 35000 and weekly reports is going to be very slow in opening/etc (also huge file size)

Schedule Av2excel :

With scenario 1, you can schedule av2excel.pl as this:



In scenario 2, you can use the same settings as above, but change the schedule from weekly to daily or change the amount of records as previously stated.

Finally last settings:

If everything is configured as you want it to be:

We now want to see some results, right!

So what you can do on a client computer, make a network drive to the Excel shared folder in

C:\avaya\excel\

So users will only see that part.

The last thing we have to do is, on the client computer who views the Excel files, enable a plugin for rendering.

Options > add-ins > start > 'Euro currency tool' enable this one

From now on everything is set. Just open your Excel reports and ...

Happy Tracking !