

## SMDR+ V1.9.0 3<sup>rd</sup> Party Database Integration

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## Introduction

This document covers the settings required to connect SMDR+ to a third party call data database such as FreePBX or Asterisk. Please note that these settings are specific to V1.9 of SMDR+. This guide assume you have just installed SMDR+ onto a computer that has not had SMDR+ on it before and has access to the remote database system.

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 it is important that you disable the Processor Service and Collector Service from running after installing SMDR+ to ensure that any call data collected does not get removed from the system. To do this, open Scheduled Tasks in the Windows Control Panel:

ڟ Scheduled Tasks					_ @ 🔀
File Edit View Favorites	Tools Advanced Help				
🚱 Back 🔹 🕥 - 🏂 🍃	🔎 Search 🔀 Folders 🛄 -				
Address 🙆 Scheduled Tasks					💌 🔁 Go
	Name 🔺	Schedule	Next Run Time	Last Run Time	Status
Other Places  Control Panel  My Documents  Shared Documents  My Network Places  Details	<ul> <li>The second second</li></ul>	At 00:01 every day	00:01:00 07/	Never	
🐴 start 🔗 🖀 Schedule	ed Tasks				× 15:00

Right click the Processor task and select Properties. Un-tick the 'Enabled (scheduled task runs at specified time)' and click OK.

Next we need to disable the Collector Service. To do this, click Start and select Run. Enter services.msc and click OK. After a short while you should see this screen:





Services					
File Action View	Help				
Services (Local)	🍓 Services (Local)				
	Select an item to view its description.	Name 🛆	Description	Status	^
		🍓 .NET Runtime Opti 🍓 Alerter	Microsoft Notifies sel		
		Application Layer G	Provides s Provides s	Started	
		Altomatic Updates	Provides s Enables th Transfers f	Started	
		ClipBook	Enables Cli Supports S	Started	
		COM+ System Appl	Manages t Maintains a	Started	
		🏶 Cryptographic Serv 🖏 DCOM Server Proc	Provides th Provides la	Started Started	
		BHCP Client	Manages n	Started	~
	Extended Standard		,		

Scroll down until you find 'SMDRCollect', right click the entry and select Stop.

Now we have disabled the services, run the Reports Tool to make the next set of changes. Once it has loaded, login then click Options then Configure Sites, giving you this screen:

🖬 SMDR+ Reports Tool - Site Configuration				
SMDR+ 🐂	Reports Tool			
Site 1 Site 2 Site 3 Site 4 Site 5 Site 6 Site 7 Site 8 Site 9 Site 10 Site 11 Site 12				
Include Site In Collector Service				
Site Name: Test Site 1				
Email: myemail@testdomain.com				
Address:				
Some Street				
Town				
City				
Postcode: 1234 567				
VM: 123 Area Code: 01234	3PT System: None			
Switch IP: 192.168.1.2	3PT Username: root			
Switch Port: 1752	3PT Password: ******			
Mappings: Mitel 3300	3PT Database: default			
·				
	Exit Without Saving			

In the box marked 3PT System , select 'Asterisk' (even if other database systems are listed, this is the only one that will work)

Next in 3PT Username & 3PT Password enter a username and password that can connect to the database server and run queries against call data. In 3PT Database enter the name of the database table where the call data resides. Finally in Switch IP enter the IP address of the database server (or telephone system if this is where it is hosted)

Click Save and Exit, selecting yes to the messages given.

Leaving the Reports Tool open, go back to the Services window and right click the SMDRCollect service, select Start. 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)

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:

🖬 SMDR+ Reports Tool - Custom Mappings				
SMDR+ 🔽	Reports Tool			
<create new=""></create>	Select Delete			
Data Value Mapping           Mapping Name:           %06/01 13:04 00:17:57 5182           455182 026242           001	9874 A T104 Get Data			
Date:	Internal:			
	Exit Mapping Screen			

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

the new mapping you have just selected and click Save, answering yes in the same way as before.

Finally you can enable the Processor Service by going back to Scheduled Tasks and ticking the Enabled box, remembering to click OK.

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.





## Summary

This guide is written without prior testing against an Asterisk PBX system, and so may be subject to change when testing is complete. Also this guide assumes no backround change to the database used by Asterisk. 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