

## Avaya IP Office Standard Edition and Higher Setting Up SMDR Telquest Tech Support

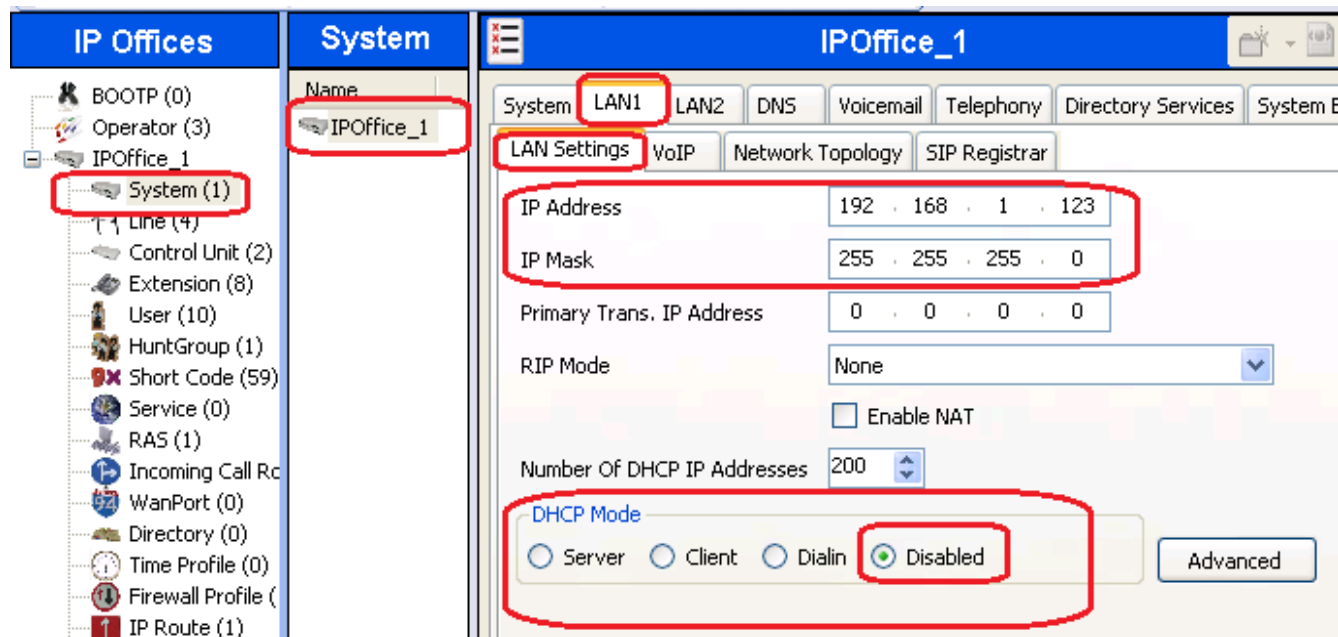
SMDR also known as CDR will send a string of characters to 3<sup>rd</sup> Party Call Accounting Software via the LAN when a call is completed.

There are a few settings that need to be made to allow this to work.

First, give the KSU a valid Static IP Address on LAN1 as shown below:

Substitute with your correct values.

If you do not know how to do any of the following steps, then you need to review the information in the Telquest DVD Training Video.



## Turn on the SMDR:

**Set like this**

**Set these to the computer that is running the 3<sup>rd</sup> Party Software**

## Set up an IP Route:

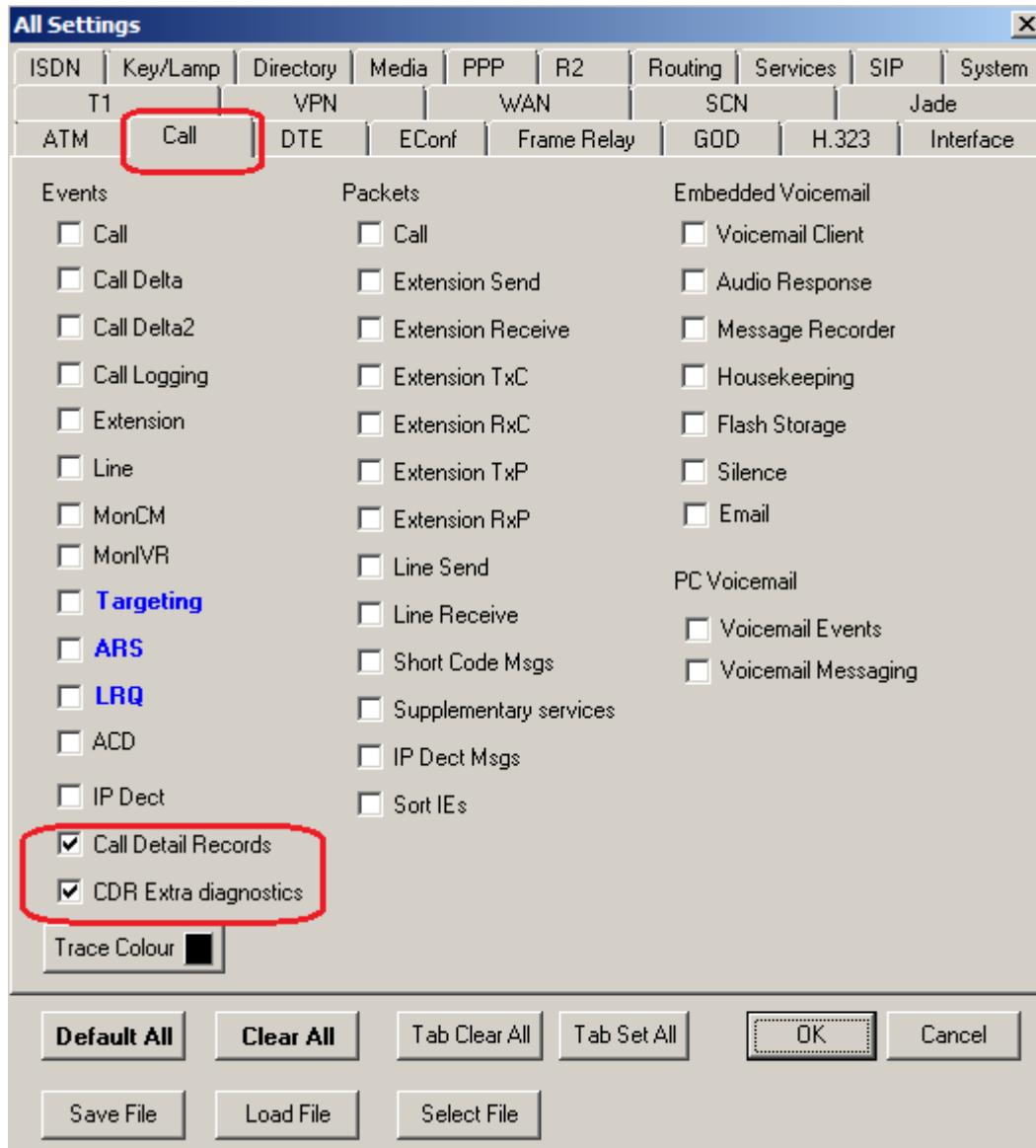
Substitute with your correct values.

**Always set these to 0**

**Set to your router**

**Always set to LAN1**

You can run the Monitor program and see if the KSU is sending out the SMDR info:



Here I set the SMDR IP Address to go to Google.com ( 173.194.43.7) on Port 80

I then called 2352353 form CO Line 3.

Here is what I received from the Monitor:

```
1049752mS CDR: Initialising communications [IP Address = 173.194.43.7, port 80 [TCP]]
1049753mS CDR: SMDR OUTPUT '2013/11/13
09:20:32,00:00:02,0,10,0,2352353,2352353,,0,1000021,0,E10,Extn10,T9003,Line
3.0,0,0,,,,,,,,,U,Extn10,
1049778mS CDR: TCP Session is operational
1049778mS CDR: Established TCP communications - framecount=3
1049778mS CDR: Using TCP to send data to 173.194.43.7 on port 80
1049799mS CDR: Using TCP to send data to 173.194.43.7 on port 80
1049819mS CDR: Using TCP to send data to 173.194.43.7 on port 80
```

**I then changed the Port to 45 (a non working port) and you can that the SMDR info was sent, but the Client (3<sup>rd</sup> Party Software) did not respond:**

4292970mS CDR: Initialising communications [IP Address = 173.194.43.7, port 45 [TCP]]

4323788mS CDR: SMDR OUTPUT '2013/11/13  
10:15:05,00:00:00,0,10,0,2352353,2352353,0,1000023,0,E10,Extn10,T9003,Line  
3.0,0,0,,,,,,,,,U,Extn10,



**SMDR is leaving the KSU**

4325004mS CDR: TCP Communications are down (Client Destroyed)



**The Client did not respond**