



SMDR+ V1.9.0
3rd Party Database Integration

March 2011



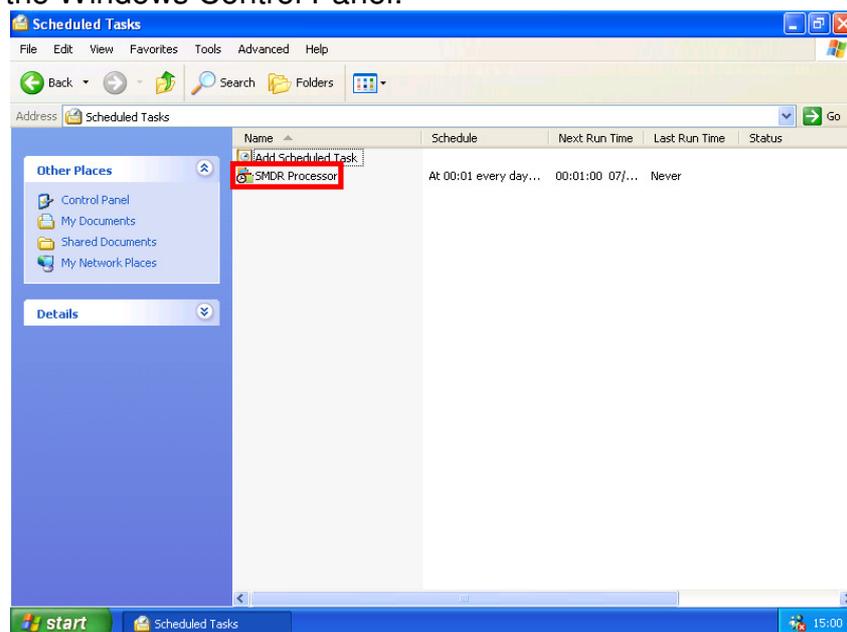
Introduction

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.

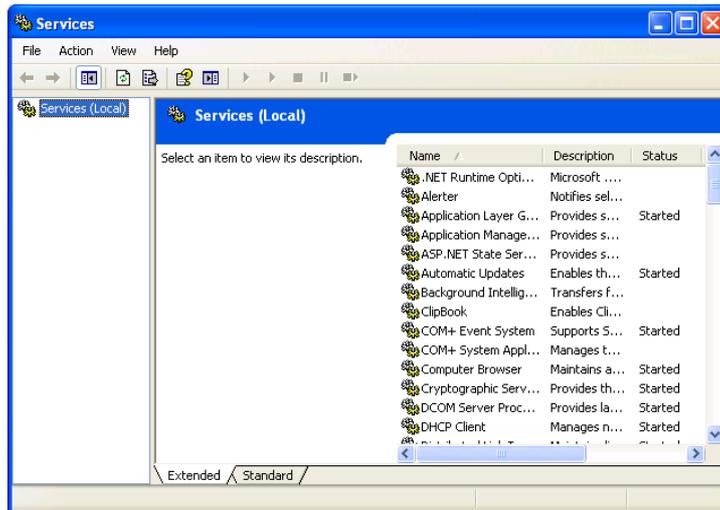
Settings To Change

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:



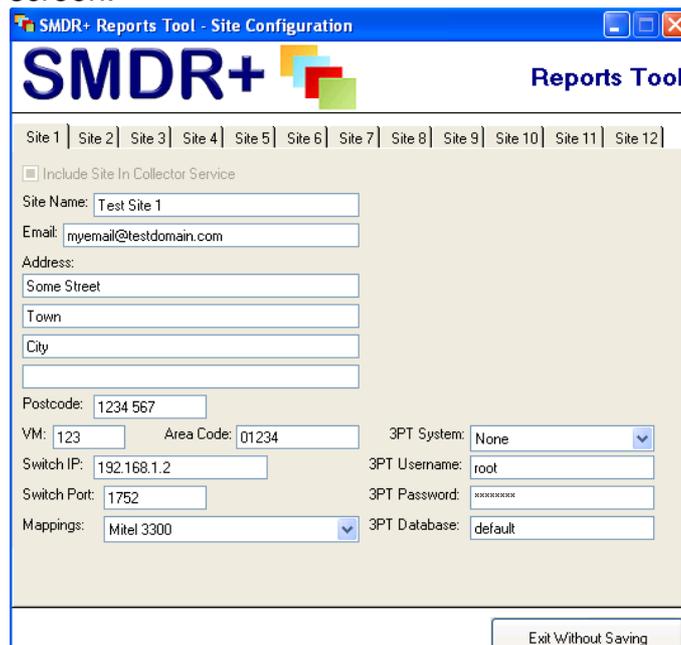
Right click the Processor task and select Properties. Un-tick the 'Enabled (scheduled task runs at specified time)' and click OK.

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:



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:



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:

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.

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 background 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
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