

TS-1097: Advanced IP Capture Installation Instructions

Comm One LLC - Technical Support Documentation

[Support Documentation Index](#)

Thursday, May 06, 2010

8:45 AM

Works with:

Comm One Call Accounting Serial-LITE 2010

Comm One Call Accounting Serial -JR25 2010

Comm One Call Accounting Serial -JR50 2010

All Versions of Comm One Call Accounting Serial -PRO 2010

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Serial Data Logger – Copyright 2004-2007, AGG Software

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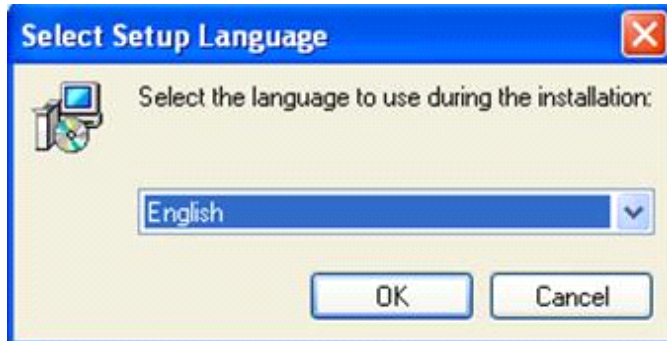
<http://www.commone.com>

1. ***What you will need***
 - a. *Your Phone System Baud, Parity, Databits and Stopbits Rate as well as the PC Com Port*
 - b. *Internet Access to download the Serial Call Capture Utility*
2. ***Download Serial Call Capture Utility***
 - a. *Download the Software from <http://www.commone.net/ftp/agg/asdlog30.exe>*

Run the downloaded file asdlog30.exe



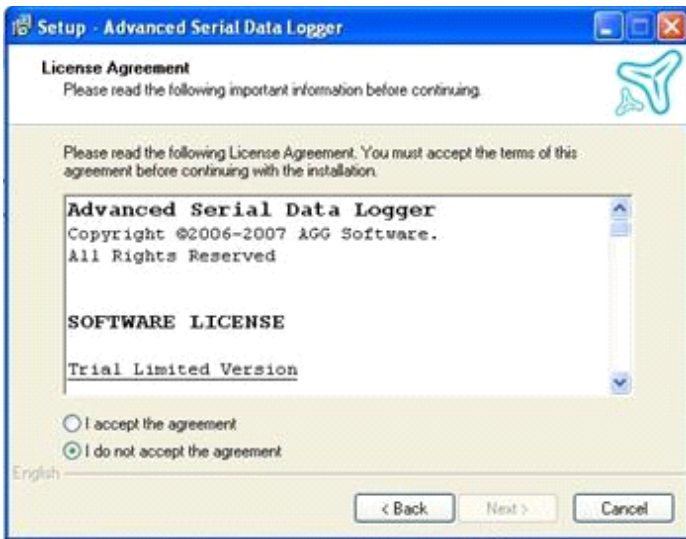
When prompted if you want to run this file, select RUN



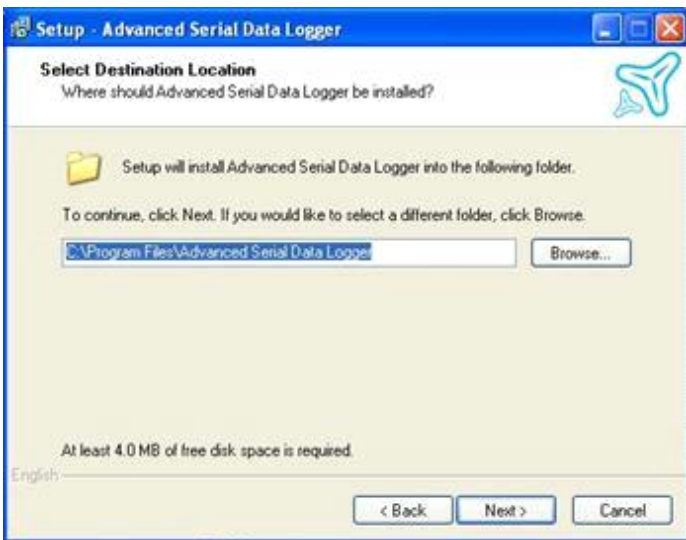
At the language prompt, select OK



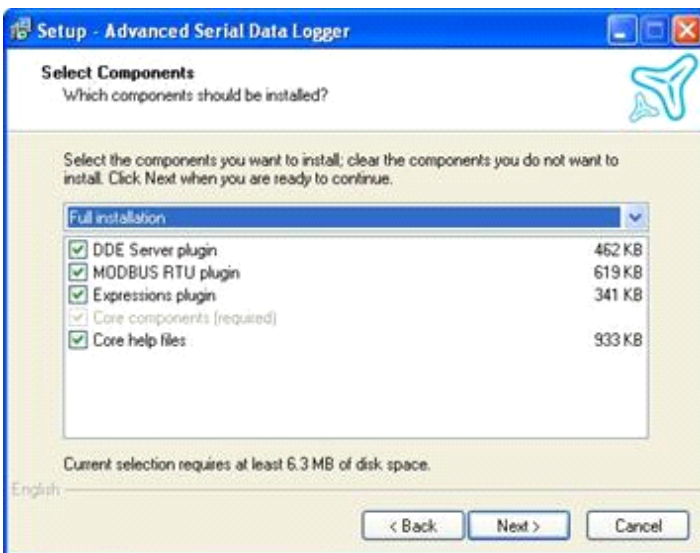
At the Welcome Screen select NEXT



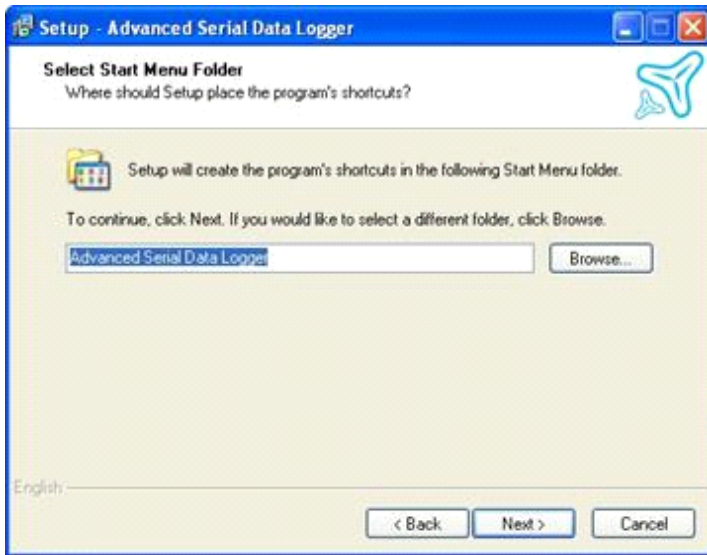
Accept the License and select NEXT



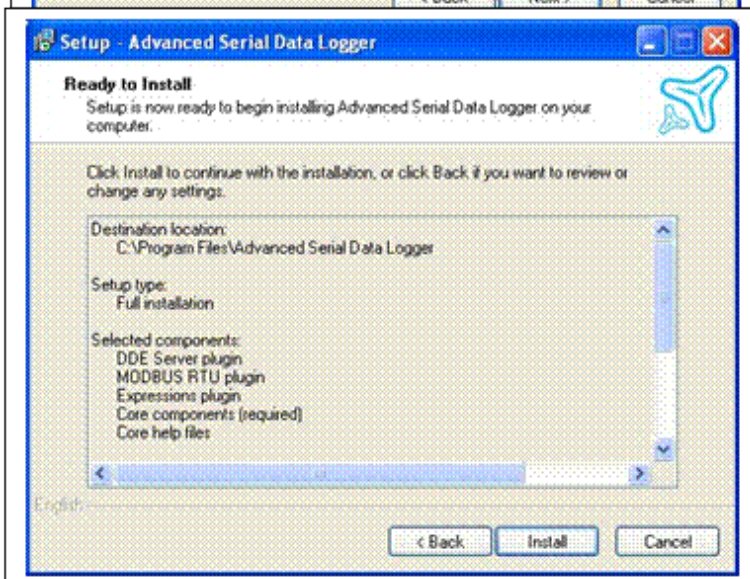
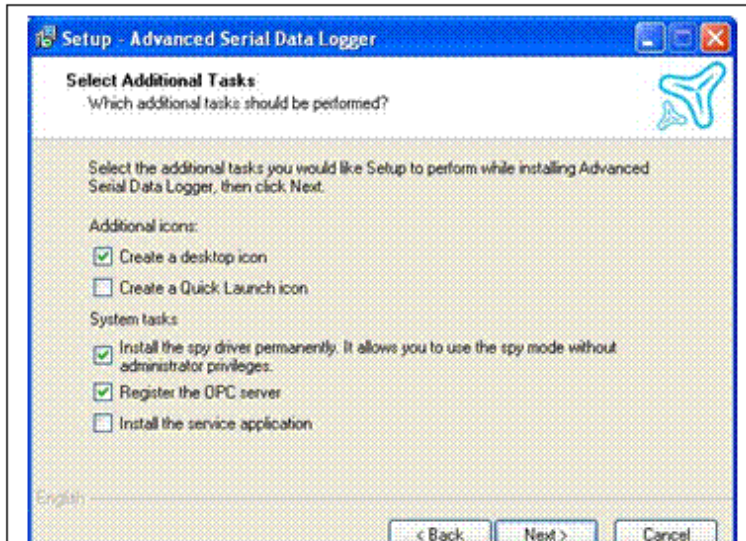
Specify the Installation Directory and select NEXT



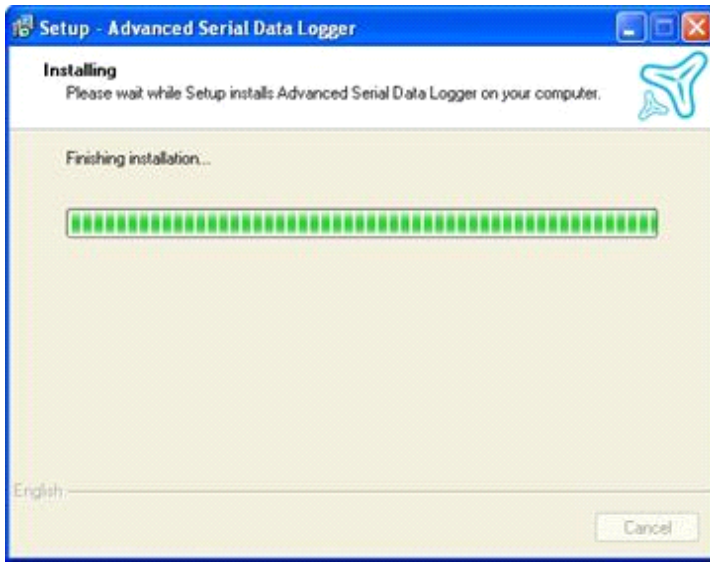
At the Component Screen Select NEXT



At the Component Screen select NEXT



*Click the Check the Box for INSTALL THE SERVICE INSTALLATION
Select NEXT
Then on the next screen select INSTALL*

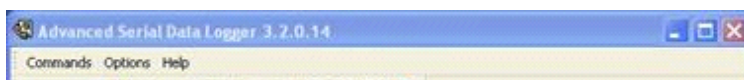


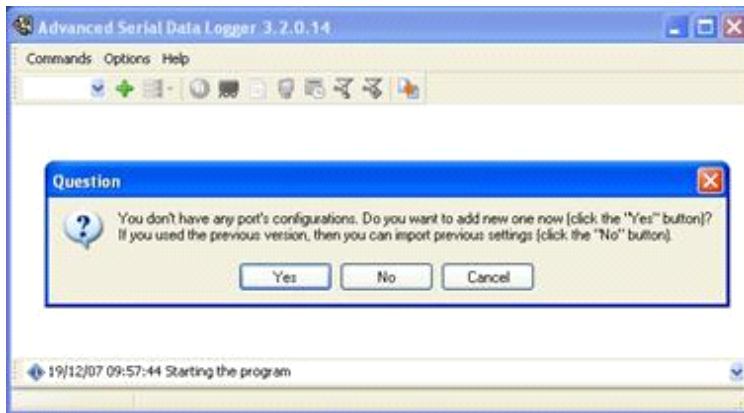
Select FINISH to complete Installation.

Activate Software. *If you are installing a demo, you don't need to worry about activating the software. If you have purchased the system, you will be provided with activation keys. To install the keys, start the Serial Logger software and select ACTIVATE SOFTWARE from the HELP menu and follow the instructions. You will need an internet connection to activate the software.*

Add phone system Com Port and Baud Rate. *Follow the instructions below to configure the system to capture call information from your Serial Enabled telephone system.*

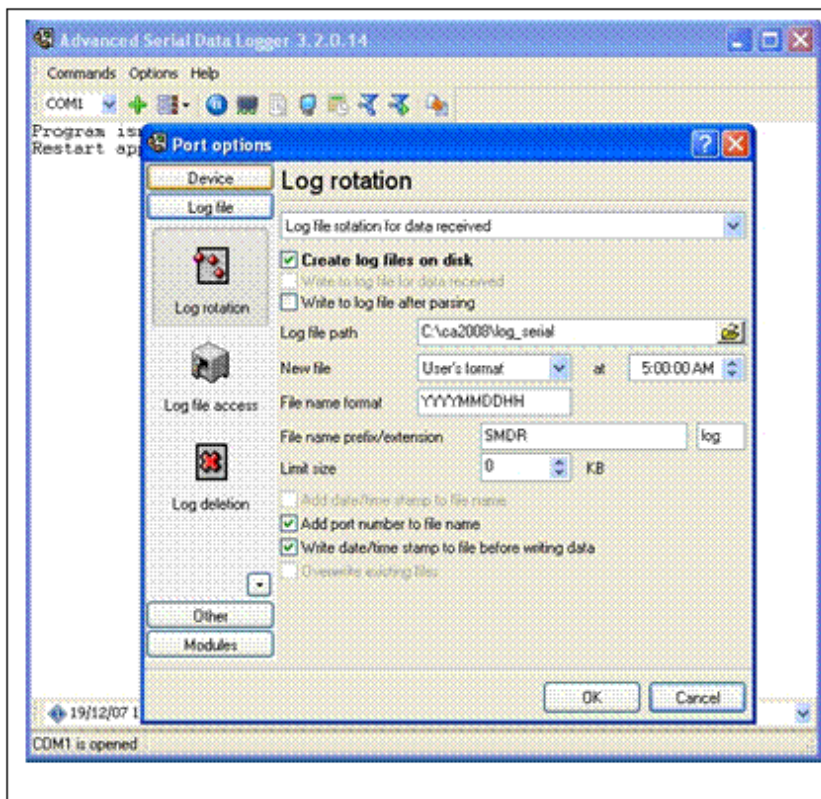
When the program launches the first time, You can add a connection. Set the connection up as a CLIENT and put in your IP Address and PORT #.





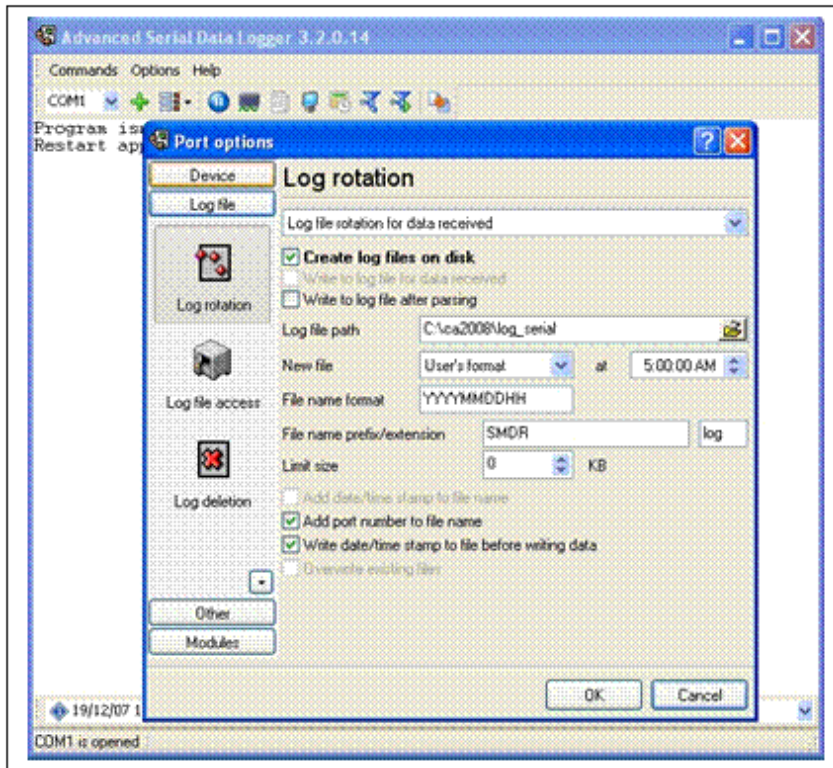
From the Configuration Screen select LOG ROTATION from the left menu bar.

CONFIGURE LOG ROTATION OPTIONS:



Next, select the Pull down menu underneath the LOG ROTATION heading, and select the LOG FILE ROTATION FOR DATA RECEIVED menu option. When you enter this screen, the data sent option is the default. You need to change it to the data received option.

Then select the CREATE LOG FILE ON DISK checkbox and the log file saving options will appear.



LOG FILE PATH: Change the Log File path to the path where your log files should be saved.

For the 2010 version, use:
c:\ca2010\log_serial

NEW FILE: Select User's Format, and select 5:00:00 AM for the time

FILE NAME FORMAT: Change format to: YYYYMMDDHH.

FILE NAME PREFIX / EXTENSION:

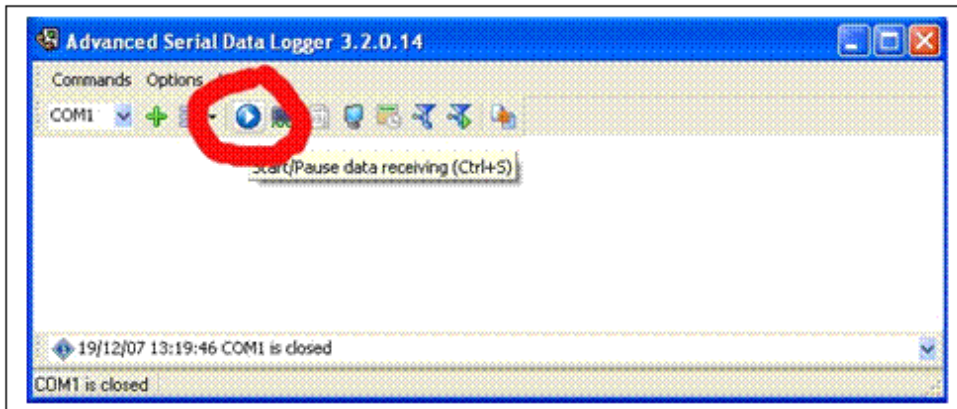
File Name Prefix: SMDR

File Name Extension: log

LIMIT SIZE: Leave at zero (0)

- Select the check box that says "Add port number to file name".
- Select the check box that says "Write date/time stamp to file before writing data".

Last, select OK to save the settings.



START LOGGING CALLS:

To start logging calls, select the start icon. It is the blue circle with the white forward arrow on the toolbar. Your system will connect to the phone system and start saving log files.

Mixing Serial Call Capture and IP Call Capture in Multi-Site System

In multi-site environments, you may have an IP Enabled phone system at one site, and one that sends call records over a serial connection at another. Comm One Software supports multiple sites of various configurations. You can use our Serial Call Capture Utility to capture calls from the sites that send serial data, and this IP Utility for the IP Enabled sites. All of this information can be combined into a single multi-site Call Accounting System.

Frequently Asked Questions

Avaya Reliable Protocol requires additional hardware: This IP utility works for almost all IP Enabled telephone systems except for AVAYA. Avaya does a special protocol that requires special software. This utility does not do the special RELIABLE SESSION PROTOCOL that is required to connect to an AVAYA IP phone system.

Running the IP Capture Utility as a Service: This capture utility can be run as a service so that it starts when your computer is booted, and runs in the background so you don't see it running while you are logged in. See the menu HELP options for instructions on setting the utility up as a service.

How to get Technical Support if you are having a problem

If you need assistance, please visit our website, or contact:

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