

## Interfacing OfficeWatch Call Accounting with CallManager Express

Cisco's CallManager Express does not output CDR using traditional IP, file, or serial methods but rather broadcasts quasi CDR information on the IP network. A syslog utility is required to capture the broadcast data and send it to OfficeWatch. The following steps demonstrate how to configure the Kiwi Syslog tool and configure OfficeWatch to process the captured data.

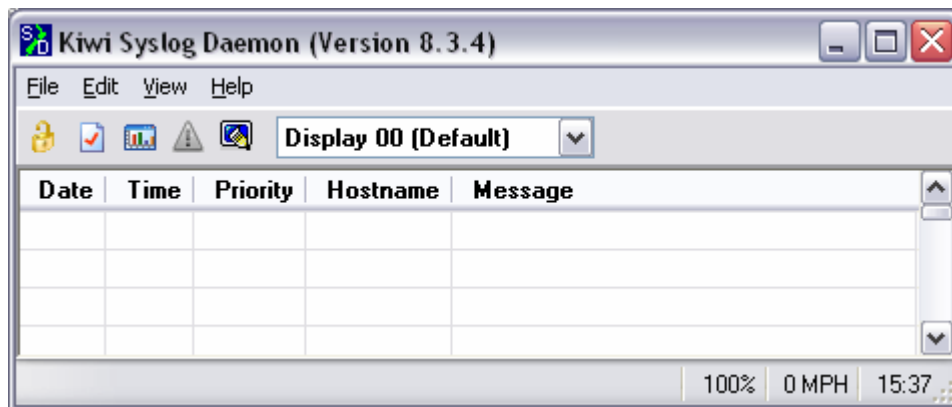
### Kiwi Syslog installation

1) Download and install the Kiwi Syslog Daemon from [www.kiwisyslog.com](http://www.kiwisyslog.com) onto the OfficeWatch computer.

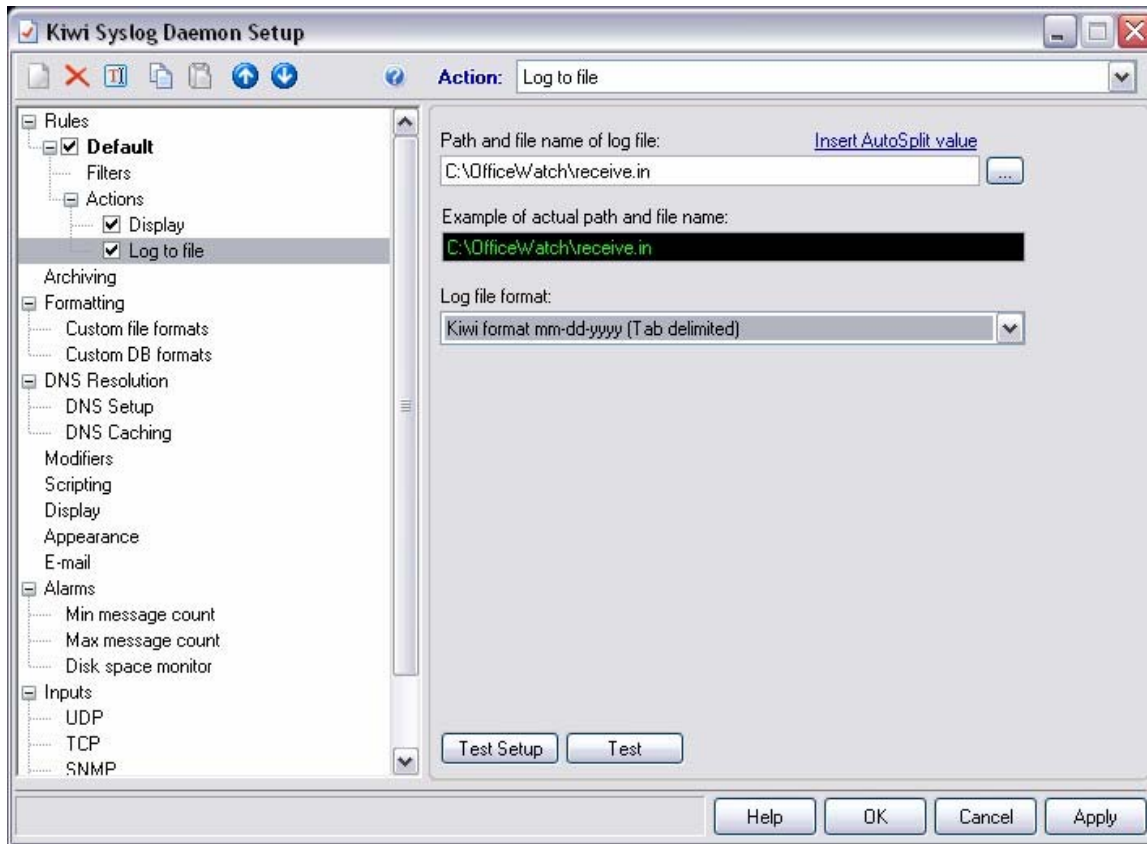
2) In the Service Parameters Configuration window of the Cisco CallManager Administration tool, select CCM Command line interface and enter the commands:

```
gw-accounting syslog  
logging 255.255.255.255 [use the actual IP address of the Syslog PC]
```

Note: Antivirus and firewall programs may interfere with the Syslog data connections.



3) Click File | Setup | Rules | Default | Action | Log to File and set the File path to: C:\OfficeWatch\receive.in. Select Log File Format and set it to: Kiwi format mm-dd-yyyy (Tab delimited). Click OK.



### **OfficeWatch Call Accounting Configuration**

Launch OfficeWatch and select Setup | PBX and select Cisco CME 4.x. Set Communications to "Not Set" and click "OK." As calls are completed by CallManager Express users, they will appear on the main screen of the OfficeWatch software. For further technical assistance, please phone Metropolis Technologies' Technical Support department at the number below.

