METROPOLIS

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 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.

🔀 Kiwi Syslog Daemon (Version 8.3.4) 📃 🗖								
<u>File E</u> d	it <u>V</u> iew	<u>H</u> elp						
🦂 📝 📖 🛕 國 🛛 Display 00 (Default) 🛛 💌								
Date	Time	Priority	Hostname	Message			_	
							~	
					100%	0 MPH	15:37	

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.

🛃 Kiwi Syslog Daemon Setup			
	2	Action: Log to file	~
Rules Oefault Filters Actions Custom file formats Custom file formats Custom DB formats DNS Resolution DNS Setup DNS Caching Modifiers Scripting Display Appearance E-mail Alarms Min message count Max message count Disk space monitor Inputs		Path and file name of log file: Insert AutoSplit value C:\OfficeWatch\receive.in Example of actual path and file name: C:\OfficeWatch\receive.in Log file format: Kiwi format mm-dd-yyyy (Tab delimited)	
UDP TCP SNMP	~	Test Setup Test	
		Help OK Cancel	Apply

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.

Select PBX							
Select your PBX model and communication method here. From this screen, you may also modify the template of your PBX model, or create a new PBX template.							
-PBX Model:	PBX Communications:						
Cisco CME 4.x	Receive data using: Not used						
<u>C</u> reate New PBX							
<u> </u>							

Metropolis Technologies

954-941-1010

www.metropolis.com