New Rock Technologies, Inc.

CDR Software
User Guide

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1.1 Introduction

CDR is a software developed by New Rock Technologies to collect and save call records from OM as .txt files on an external server such as your PC. You can view and manage call records under corresponding directory. The CDR runs on Windows operating systems.

The following paragraphs cover CDR software installation, configuration on OM web GUI, call record management, etc.

Note: When demonstrating the configuration on OM interface, this document uses OM200G as an example.

1.2 Set up CDR software

Step 1 Ensure that the PC for CDR software meets requirements as described in Table 1-1.

The recording agent can be installed on any of the following operating systems:

- Windows XP

- Windows 2008 server

- 32-bit and 64-bit Windows 7

- 32-bit and 64-bit Windows 8

Table 1-1 PC Configuration Requirements

Item	Minimum Configuration	Recommended Configuration
CPU	Pentium 4 2.4GHz	Xeon 3.0 GHz (dual-core)
Memory	500 MB	1 GB

Step 2 Double click "CdrServ_setup.exe" and follow the instructions to finish installation.

The latest installation file can be downloaded at:

http://www.newrocktech.com/Files/CDRserver/en/CdrServ_En_setup.exe

If windows system or anti-virus software prompts for action, select "allow".

After installation, the following desktop icon should appear.

Step 3 Click the icon to run the software.

Step 4 In the pop-up window, configure whether to apply encryption and click Save.

Step 5 After successfully running the program for the first time, a folder named "log" will be created under the installation directory.

The default installation directory is C:\Program Files\CdrServ.

Note

- To disable the Windows defender firewall for it to work

- On windows 7 operating systems or higher, the software may not run properly. If this occurs, right click the desktop icon and run as administrator.

- When the software is running, an icon will appear on the lower right corner of the task bar. Right click the icon and select Exit to stop logging.

Step 6 Set up UDP Port.

In Windows 7, click Start > Control Panel >System and Security > Windows Firewall > Advanced settings > Inbound Rules > New Rule > Port. On the next page, select UDP Port, and enter 1809 in Specific local ports. Follow the instructions, fill in "cdr" under Name and click Finish.
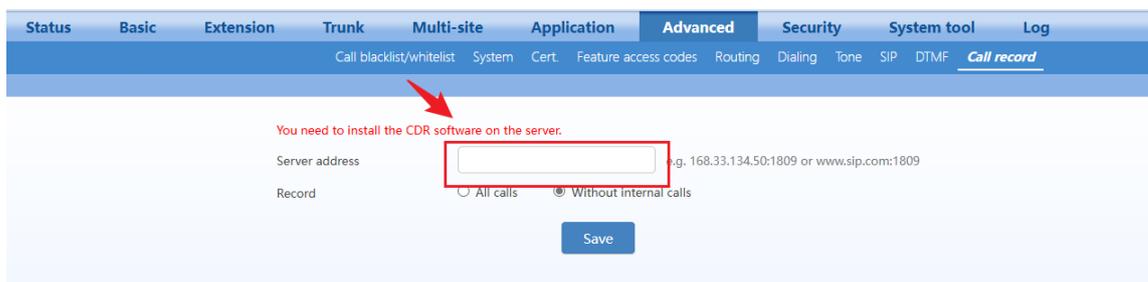
## 1.3 Configuration on OM Web GUI

Note

The accessing of Call record and Network page described below may vary depending on the OM devices you use.

Step 1 Log in to the OM web GUI, click Advanced > Call record. Enter the address of server on which the CDR software is installed (Port: 1809). Multiple OM devices can share a same server address.

Step 2 Go to System tool > System time to configure system time. In order to assure accurate filename and record time, the device should be on the correct time.
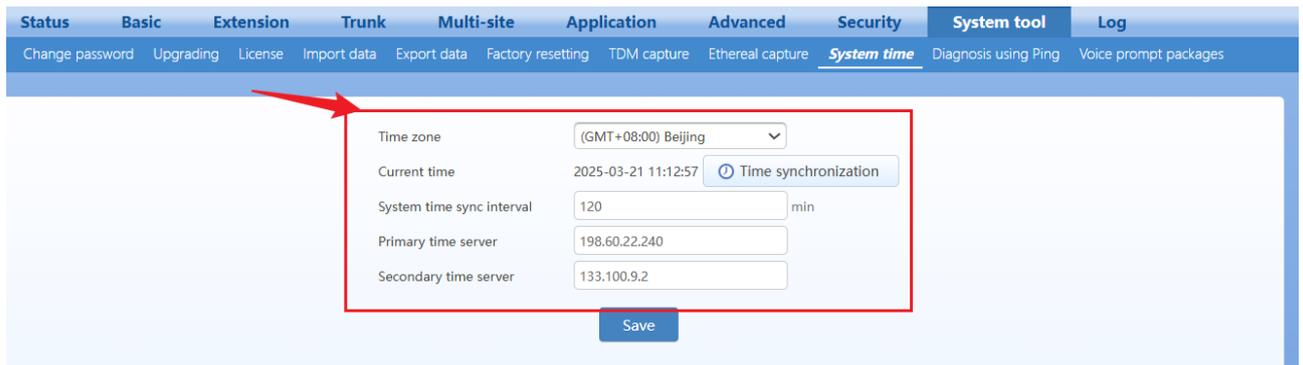
1.4 Software Test

Note

> Please ensure a proper network connection between OM and the server on which the CDR software is installed.

Make a phone call from an OM extension. After completing the call, check that a call record has been created under the storage directory (see table 1-1 for details).

If a call record has not been created, it may be because the version of CTI module is lower than 1.3.66.19. Please contact our support team to upgrade to version 1.3.66.19 or higher.

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1.5 Call Record Management

Right click icon on task bar, go to Open call record directory to enter the target storage directory for call records. For details on storage directory and filename format, see table 1-1. You can look up call records in the storage file according to server MAC address or date.

Table 1-2 Call record storage directory and filename

Item	Description	Example
Target storage directory	CDR software installation directory\rec\server MAC address\new Note: A backup directory named ...\...\...\...\old is created simultaneously	If the installation directory of CDR software is D:\Program Files\CdrServ The call record storage directory would be: D:\Program Files\CdrServ\rec\MAC address\new The backup folder would be: D:\Program Files\CdrServ\rec\MAC address\old
Filename	CDR_YY_MM_DD.txt	The name of file stored on October 15th, 2014 would be: CDR_2014_10_15.txt
Call record parameters	See Table 1-3	See 1.6 Sample Call Record

Table 1-3 Call record parameters

Parameter	Description
Call Id	The Call record ID comprised of number, time stamp (YYMMDDHHMMSS) and the number of times OM has sent this call number to the server ("-0" indicates the first sending,"-1" indicates the second resending, and so on).
NONE	If OM supports UC, the UC account associated with this extension number will display here. If both caller and called parties are extensions, two accounts will display. Default display as NONE to indicate UC account has not been configured.
CPN	Caller ID
1	Call records saved in folder named ...\...\...\...\new
CDPN	Called ID
• Teletype	Call type: • Internal
Type	• OU: Outgoing call • IN: Incoming call • LO: Internal call • FI: Incoming call to the extension configured with call forward • FW: Call forward to extension or mobile phone Note: FI and FW always appear as a pair in call records, and together with either OU/IN/LO, to indicate the called party has enabled call forward. For example, Incoming call to Extension A which has enabled call forward to Extension B or call forward to Mobile Phone C will produce the following records:

	Incoming call to Extension A	IN
	Incoming call to Extension A configured with call forward	FI
	Extension A to Extension B or Mobile Phone C	FW
Route	• IP: Call through IP trunk • XO: Call through analog trunk • IC: Internal call • OP: Dial the number to reach the operator (e.g. 0)e	
Time-S	Call start time (YYMMDDHHMMSS)	
Time-E	Call end time (YYMMDDHHMMSS)	
Duration	Call duration (sec.)	
Trunk-N	Trunk number	

1.6 Sample Call Record

Dial an external number 13800138000 from Extension 200 using the analog trunk on 2015-05-27 16:57:06 produces the following call record:

00010150527165706-0 NONE 200 1 13800000000 OU XO 150527165706 150527165757 51 61202700

Table 1-4 Sample call record description

Item	Description
00010150527165706-0	Call record number
NONE	Extension 200 has not configured with UC account
200	Caller ID
1	The call record saved in new folder
13800000000	Called party ID
OU	Outgoing call
XO	Outgoing call through analog trunk
141127165706	Call started on 2015-05-27 16:57:06
141127165757	Call ended on 2015-05-27 16:57:57
51	Call duration 51 sec.
61202700	Analog trunk number