

Avaya Demystified  
by Walt Medak

Q: We recently started having issues with our e-CAS call accounting. It is not showing any calls on the reports. I checked the status of the CDR link, and it says the link is down. When I look at the System-Parameters CDR screen, I can see the output format is set to unformatted but I don't see anywhere to tell the system where to send the data like I have seen on the other systems I have worked on. How do I know where the system is trying to send the CDR data? This is an S8100 running CM 2 if that is what makes the difference.

A: I was a little confused as to why you would not have the field on the System-Parameters CDR screen to assign the output endpoint until I saw that you had an S8100. The S8100 system was different than all of the other S-Class Media Servers in that it uses the Windows 2000 operating system. Although almost all of the programming is identical between an S8100 and any other S-Class server using the same CM software version, there are some minor differences as you just discovered. The only option for CDR output on the S8100 is what is now called "Survivable CDR" in other S-Class servers running CM 4.x or later. With this type of CDR environment, all of the call data is written to a file on the S8100 server's hard drive. The call accounting system, e-CAS in your case, will then periodically poll the S8100 and retrieve the file(s). The first thing I would check is that you have good connectivity between your S8100 and your e-CAS server. You should be able to ping from the e-CAS server to the S8100. If you can ping successfully, I would then right-click on the "My Computer" icon on the S8100 Windows desktop and go to the D:\LucentData\CDR folder and make sure it is still shared. Finally I would verify on the e-CAS server that you still have a network drive mapped to the CDR directory on the S8100, and it allows you access to the files.

And as always, if you have any questions please call 800-452-6477, or visit us at [www.medak.com](http://www.medak.com).