



MAF ICIMS™

Remote Collector

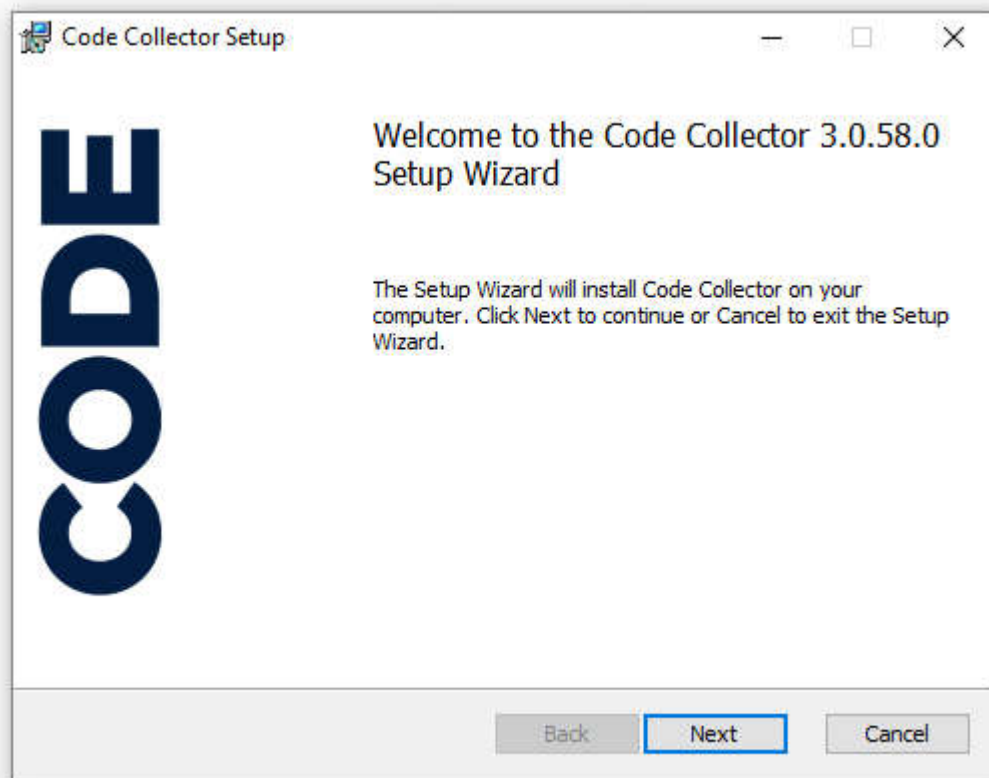


1. Remote Collector Prerequisites

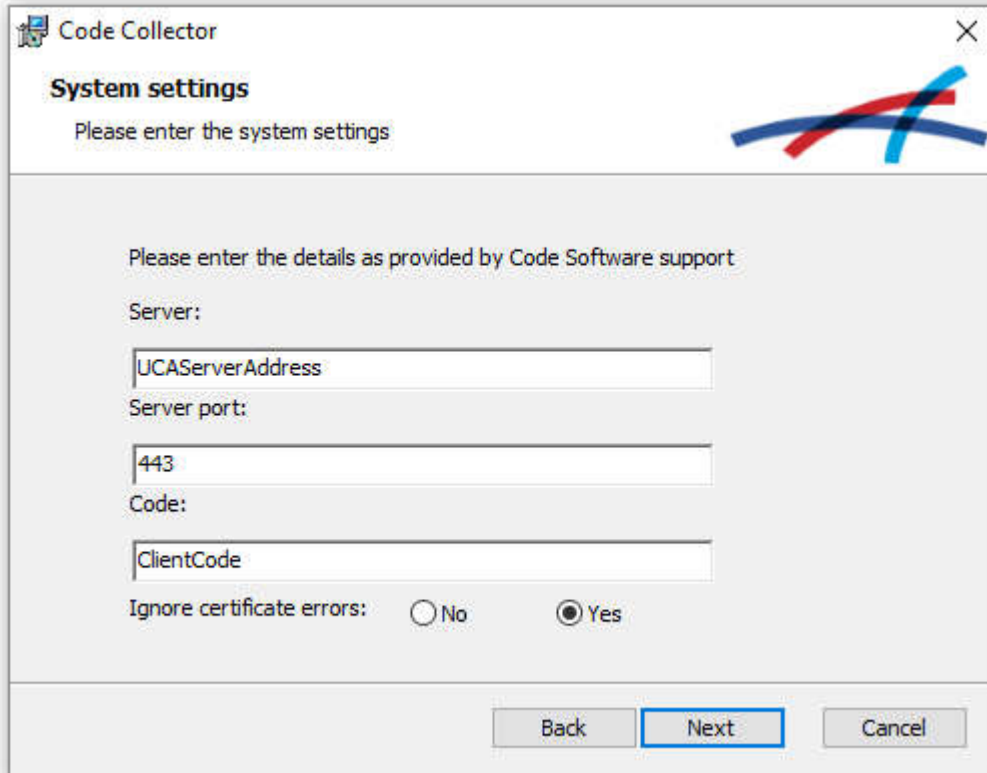
- Copy the Remote Collector (KitMSICollector.msi) onto the server (if you can spin up a new server for this or we can install on monitoring server directly)
- service account with read to Lync/Skype monitoring databases (LCSCDR, LcsLog and QoEMetrics) and response group databases: rgsdyn, rgsconfig for real time wallboards (if you don't use response groups, no needed)
- SQL full instance name where the monitoring databases resides
- Skype/Lync User for presence (user/password/domain/sip address and also edge server FQDN). If there are multiple FE, it will require a user for each FE (also if there are more than 1000 agents in response groups, it will require a user for each bucket of 1000 agents – MS doesn't allow more than 1000 contacts added)
- For the collection of real-time wallboard statistics, the service account should also be Lync/Skype enabled (Pc-Pc, no need for Enterprise Voice)
- Active Directory details like domain controller name and OU where Lync/Skype users are
- Connection to the databases could also be made via SQL login credentials.

2. Install the Remote Collector on client machine

Copy and install the Remote Collector (KitMSICollector.msi) unto the server.



Proceed through the installation wizard



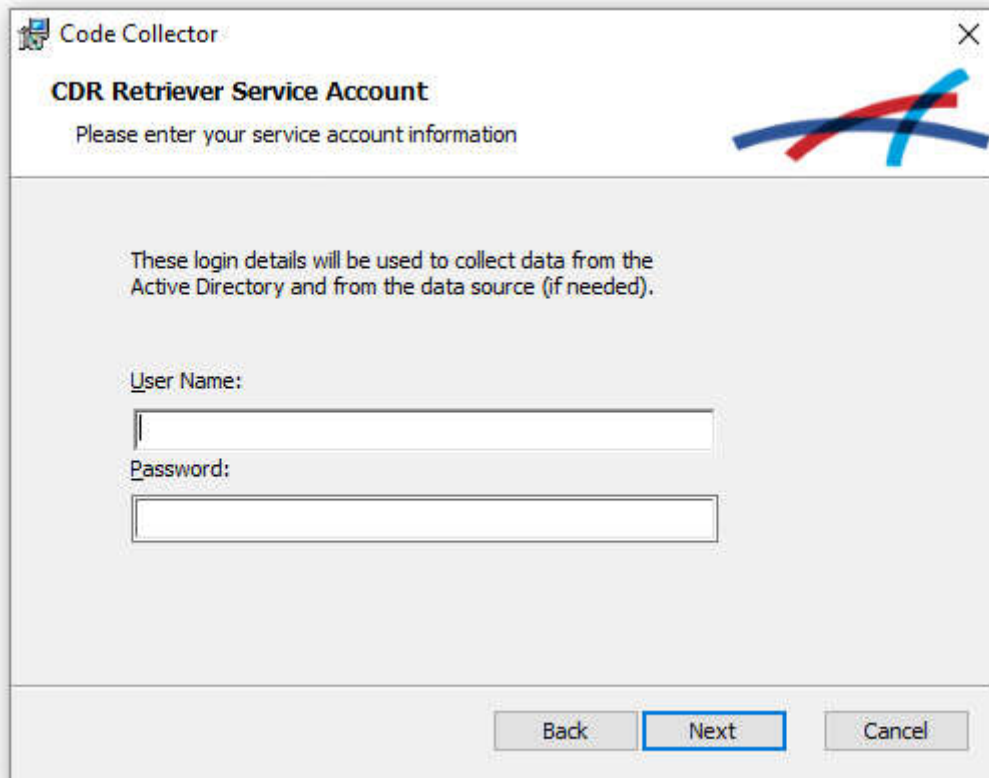
The image shows a Windows-style dialog box titled "Code Collector" with a close button (X) in the top right corner. The main heading is "System settings" and the instruction is "Please enter the system settings". A decorative graphic of three overlapping curved lines (blue, red, blue) is in the top right. Below the heading, it says "Please enter the details as provided by Code Software support". There are three text input fields: "Server:" with the placeholder "UCAServerAddress", "Server port:" with the value "443", and "Code:" with the placeholder "ClientCode". At the bottom, there is a radio button group for "Ignore certificate errors:" with "No" unselected and "Yes" selected. At the very bottom are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

Remote Collector Configuration:

Server: External UC Analytics server location

Port: 443 is by default HTTPs port.

Code: Client Code – A unique key to match the binding in the subsequent UC Analytics remote client configuration. This is provided by CODE Software prior the installation process.



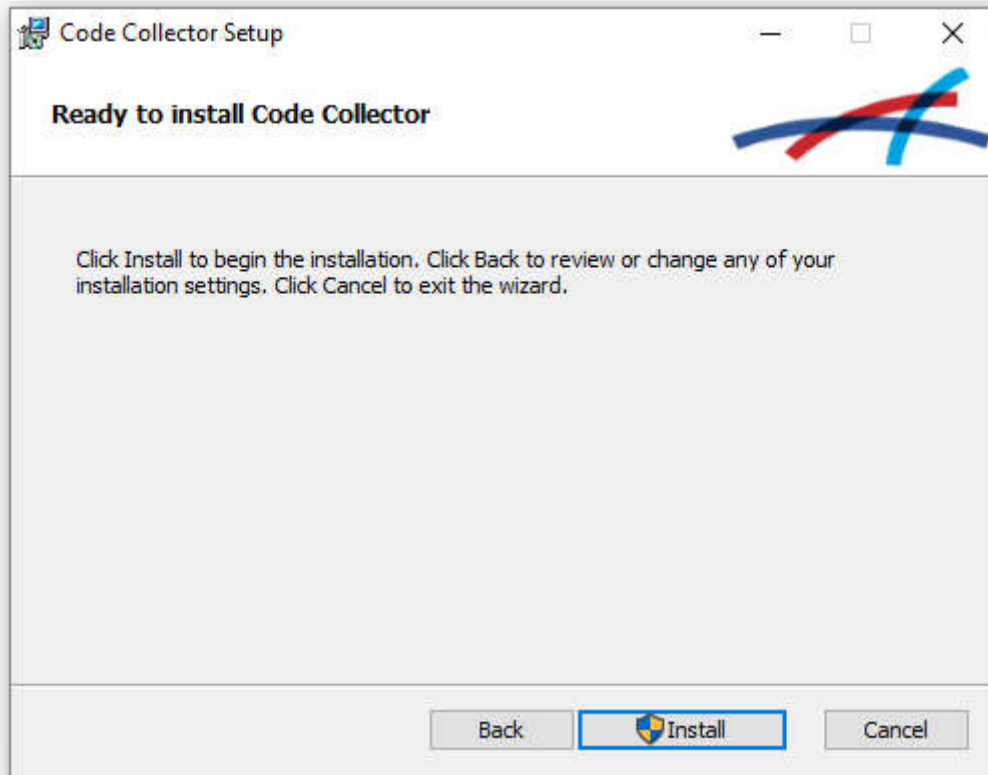
The screenshot shows a Windows-style dialog box titled "Code Collector" with a close button (X) in the top right corner. The main heading is "CDR Retriever Service Account" and the instruction is "Please enter your service account information". A logo with three overlapping curved lines in blue, red, and green is in the top right. The text reads: "These login details will be used to collect data from the Active Directory and from the data source (if needed).". Below this are two input fields: "User Name:" and "Password:". At the bottom are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

If the connection to the databases is made via domain credentials, add the service account in this step:

User Name: DOMAIN\ServiceAccount

Password: ServiceAccount password

This will ensure that the Remote Collector will authenticate via domain credentials.



Proceed to install

3. Troubleshooting

After the installation, check that the CODE services are started and running with the defined service account. For each new change, a restart of the Remote Collector service over on the client side is required.

Keep in mind that it takes a while for the historical CDRs to be collected, uploaded and processed until it populates the graph data and statistics of UC Analytics.

About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs..

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