



# Asentria® | Call Accounting Solutions

Traditionally, Asentria's TeleManagement Product line is used in tandem with call accounting software. The typical customer is a Call Accounting Software Vendor who purchases Asentria Telemanagement Equipment to do data buffering of Call Detail Records (CDRs) from various PBX's (voice equipment). CDRs are created by the PBX every time a call is placed in order to capture originator, recipient and call duration, in addition to other data records. The call accounting software utilizes this data to allow their customers to identify how telecommunications costs should be allocated between departments, whether certain personnel's call volume is meeting company benchmarks, whether that volume includes unauthorized usage, and whether the bill the company is receiving from the phone company matches what the company itself believes it should be billed. In some cases, CDRs are being collected by law offices or hotels, who in turn provide billing to their customers.

Asentria Telemanagement devices are designed to reliably gather data from the PBX, buffer it in the device's own internal flash memory, and then reliably deliver that data to call accounting software. Fundamentally, an Asentria device exists to make sure that data is not lost, as complete data is essential for accurate reporting. Asentria data buffers are chosen over PC's for this type of work for the following reasons:

- PC's have moving parts. Asentria units feature reliable, solid-state electronics.
- No two PC's are the same. Asentria units are consistent.
- PC's have complicated operating systems. Asentria units have dedicated operating systems.
- PC's don't inherently have buffering features. Asentria units are designed for this purpose.
- PC's aren't supported. Asentria supports its hardware.

Often times, while being used in a buffering application, Asentria devices are tasked with providing additional functionality, mainly due to a customer request. In response to these requests, Asentria devices have evolved to:

- Provide specialized ability to pull data from newer PBX types.
- Provide specialized methods of data delivery to a central location for processing via combinations of Modems, Cellular Modems, Serial, or Ethernet connections.
- Provide specialized levels of security in the delivery of data (SFTP).
- Provide compliance with certain privacy regulations.
- Provide secure remote administrative access to a PBX.

It is recommended that you refer to any TeleBoss Product Brochure (T810, T830, T850) for a matrix that describes which units have the following features. This document is intended to show the overall capabilities of our TeleBoss Product Line. Asentria solutions provide the following capabilities to Call Accounting Professionals:

## IP RECORD COLLECTION (IPRC) -

Specialized Collection via IP from the PBXIP Record Collection is a method where an Asentria unit is able to collect CDR records from various switches by using specialized communications over an IP connection to a PBX on the same LAN. We can collect CDR via IP Record Collection from the following switches:

### (Make-Model-Protocol)

- Alcatel® - OmniPCX4400 - Alcatel OmniPCX
- Avaya® - S8300/S8700 - Reliable Session Protocol (RSP)
- Avaya® - Definity G3R - Reliable Session Protocol (RSP)
- Avaya® - G700 Gateway Server - Reliable Session Protocol (RSP)
- Avaya® - IP Office - Generic Server
- Cisco® Call Manager - CCM 4.00/4.10 - CCM/CCM4

- Cisco® Call Manager - CCM 5.XX - Nortel BCM/CCM 5
- Intecom (EADS)® - E and/or Telari - Intecom Telari
- Mitel® - 3300 - Generic Client
- NEC® - NEAX 2400 - NEC NEAX2400
- Nortel® - BCM - Nortel BCM
- Siemens® - HiPath 4000 - Generic Client
- Router and Syslog daemons - n/a - Syslog

## SERIAL DATA COLLECTION

Serial CDR Records can be collected from almost any TeleBoss device. Many PBX's easily provide serial data without having the Asentria devices "ask" or query the PBX for data. It is also possible for some Asentria devices to actively query devices on a schedule as well using the scripting ability available in some units.

## DATA DELIVERY

In most cases, field-distributed Asentria hardware units will be reporting back to a central call-accounting software application. So once CDR data is collected, the next step will be to determine the data delivery method.

Most often an IP/Ethernet connection will be the primary data delivery method. In some instances, other methods may be needed for either primary or secondary data or alarm delivery, or in the event a unique security concern arises. Asentria devices support the following access, hardware, notification, and security methods:

## HARDWARE

- Ethernet - Standard on all Asentria TeleManagement devices.
- PSTN or POTS modems (option) - Dialup modems. Xmodem or Zmodem.
- PSTN or POTS modems (option) - IP connection possible via PPP.
- ADSL Modem (option) - Direct ADSL modem.
- EDGE Modem (option) - Wireless modem with Enhanced Data Rates that are significantly faster than GPRS modem
- GPRS Modem (option) - Wireless GSM-based modem

## CDR DELIVERY

- SFTP Push/Pull
- FTP Push/Pull
- PPP Delivery via PSTN/POTS Modem
- Xmodem
- Zmodem

## ALARM NOTIFICATION

Alarms can be used in conjunction with CDR collection. Sometimes the PBX will stop creating CDR records ("No Data Alarm"). In the event that our device is unable to deliver CDR data to the central computer, an alarm is dispatched to warn that this event is occurring, typically as a warning that the unit's buffer memory is filling up ("% Full Alarm"). Alarms can be sent in the following ways:

- SNMP Traps - By far the most common delivery method used with our products.
- SNMP v2c Traps - Reliable confirmed SNMP trap delivery.
- Full SNMP MIB Support - Reliable and powerful tool for monitoring via SNMP.
- Email - Potentially useful for monitoring at a smaller number of sites.
- Pager - Reliable delivery method for smaller installations.
- SMS - Potentially useful for monitoring at a smaller number of sites.
- Contact Mirroring - Utilize two Asentria base units to have a contact in one location "mirrored" across an IP network to another location.



# Asentria® | Call Accounting Solutions

## SECURE REMOTE ACCESS

Secure remote terminal server access to a PBX is a very desirable feature to PBX Administrators. Asentria units enable password protected terminal connections through our hardware. This would enable, for example, an administrator to access all of the PBX's in his network directly from his desktop. This way, the administrator can remotely accomplish any type of task as if he were on site at the PBX. The following types of in-band and out-of-band connections are possible:

- In-Band Terminal Server Access - Ethernet to Serial.
- Out-of-Band Access - Dial-up to Serial.
- Out-of-Band Access - Wireless Modem to Serial.
- Out-of-Band Access - Dial up to Ethernet. Packet Routing.
- Out-of-Band Access - Wireless Modem to Ethernet.

## SECURITY

- SFTP – Encrypted file transfer from certain Asentria units.
- SSH\* – Encrypted remote access to and through certain Asentria base units.
- IPSEC VPN – Encrypted remote access to Asentria units.
- RADIUS\* – Authentication of users trying to access Asentria units.
- SNMPv3 SETS AND GETS – Encrypted SNMP command support.  
*\* available on the T850 unit only*

## DIAGNOSE/CONTROL

Sometimes a problem identified by an Asentria product might be as direct and as simple as “presence of water” or “high temperature alarm”. Other times, the cause of a problem at a remote site may not appear as obvious. In this case, it still may be possible to diagnose the problem using an Asentria solution, and in many instances, correct the problem remotely.

Asentria base units enable the use of the following connectivity methods to communicate with remote communications equipment.

## DIAGNOSE

- Terminal Server Access – Ethernet to serial.
- Out-of-Band Access – Dial-up to Serial.
- Out-of-Band Access – Wireless Modem to Serial.
- Out-of-Band Access – Dial-up to Ethernet. Packet Routing.
- Out-of-Band Access – Wireless Modem to Ethernet.
- Flash Memory – Storage on board SiteBoss units for gathering error logs.

## CONTROL

- DC switching – Remote re-boot of DC powered equipment.
- Scripting – Run scripts in response to alarm conditions.

## ASENTRIA CALL ACCOUNTING PRODUCTS

Asentria has a host of Call Accounting Solutions to fit your client's needs. These solutions are unmatched with regard to data integrity and security. Please refer to individual data sheets or Product Technical Briefs for more information on each of these specific products.

## UNITS

- TeleBoss T850
- TeleBoss T830

## EXPANSION CARDS

- Wireless Modem cards
- Serial cards
- SensorJack cards
- All Contact/Analog/Relays

