

PC2AUDIX Data Retrieval

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Overview

With a few exceptions, PC2AUDIX does not use *live* data from the voice mail database for its traffic reports and billing operations. Therefore, before you can generate PC2AUDIX traffic reports or perform billing operations, you must *capture* appropriate data from the voice mail and download it to disk files on your PC's fixed disk.

How effective PC2AUDIX is for your organization depends on how retrieve data. The PC2AUDIX traffic reports are valuable because they help you compare aspects of your voice mail system operation over a period of time. This information helps you spot trends, anticipate problems, and generally manage your system more effectively.

For these tools to be effective, however, you must produce reports using the same types of data for similar periods of time. If a report for one week contains five days' worth of data and the same report for the next week contains only three days' worth of data, comparing the two reports is of little value.

Similarly, the voice mail system billing operations can be accurate and useful only if all appropriate data is reflected in their calculations. For best results, you must determine:

- the types of data you need to retrieve.
- how frequently you need to retrieve this data.
- how long you need to retain it.

Once you have done this, then establish a routine for regularly retrieving this data as part of your normal system administration. Be aware that the voice mail system does not retain data indefinitely. For example, subscriber daily traffic information is kept by the voice mail system for eight days and then deleted.

In addition to retrieving data, you must periodically verify the PC2AUDIX subscribe database on our PC, comparing it to the subscriber database on the voice mail system. This verification fixes any discrepancies by adding or deleting subscribers in the PC database to match the *live* database on the system. **You must perform this step before initially retrieving subscriber traffic data using PC2AUDIX or no subscriber data will be retrieved.** After this initial verification, you must verify the database if you have added or changed subscriber records in the voice mail database, otherwise those changes are not updated in the retrieved data.

There are two different ways to retrieve and verify data:

- On demand, by selecting an option from the AUDIX Data Retrieval menu.
This retrieves and verifies data immediately, which means you cannot use your PC for other purposes until the process is complete. This method can tie up your PC for several minutes to several hours, depending on how much data is being retrieved or verified or retrieved, and how busy the voice mail system is at the time.
- Scheduled automatically, using the PC2AUDIX scheduling option.
This method allows you to retrieve and verify data when it is more convenient or when the system traffic is light, such as during off-hours. This also frees up your PC, and lets you establish a regular schedule for automatically verifying the PC database and retrieving the information for generating reports. For best results, you should know how to retrieve data using the AUDIX Data Retrieval menu before using the scheduling option described in [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#).

Prerequisites

Before you can retrieve data from the voice mail system to the PC, you must:

1. Be able to use your PC to connect and communicate with the voice mail system as described in the previous chapters.
2. Activate traffic collection feature on the DEFINITY AUDIX System-Parameters Feature screen or on the AUDIX System : Appearance. Once the collection feature is active, the voice mail system maintains data to describe the system activity. You must activate the feature prior to the period for which you wish to retrieve data.
3. ADAP must retrieve collected data from the system in a timely fashion before it is deleted from the voice mail system by internal audits:

| Voice Mail Data Type | PC2AUDIX Report Type | Retention Time on the Voice Mail System |
|-----------------------------------|---|--|
| Hourly system traffic | feature load network load special features community | 192 hours (eight days) |
| Daily system traffic data records | feature load network load remote messages special features community | 32 days |
| Monthly system traffic | remote messages | 13 months |
| Daily subscriber traffic | subscriber | eight days |
| Monthly subscriber traffic | subscriber | 13 months |

4. There must be sufficient disk space available on your PC for the that data you retrieve. PC2AUDIX calculates how much space is required for each operation and does not collect data if there is not enough space available on your fixed disk. If you have insufficient disk space, refer to [Chapter 10, "PC2AUDIX Database Management Tools"](#), for instructions on backing up selected retrieved data to a diskette and then deleting that data from your fixed disk.

Initiating PC2AUDIX Data Retrieval

Perform the following steps to initiate data retrieval for the PC2AUDIX interface.

1. At the DOS prompt C>, enter **cd machine_name** to change to the directory for the voice mail system you want to retrieve data from.
2. Enter **pc2audix** to call the PC2AUDIX software.
3. At the PC2AUDIX Root Menu, select 1) Data Retrieval.

The AUDIX Data Retrieval menu appears.

| AUDIX Data Retrieval | | | | |
|---------------------------------------|----------------|--------|------------------|--------|
| | OLDEST DATA | | MOST RECENT DATA | |
| 1) Hourly System Traffic Data | 01/01/70 | hour 0 | 01/01/70 | hour 0 |
| 2) Daily System Traffic Data | 01/01/70 | | 01/01/70 | |
| 3) Monthly System Traffic Data | 01/70 | | 01/70 | |
| 4) Monthly Subscriber Traffic Data | 01/70 | | 01/70 | |
| 5) Daily Subscriber Traffic Data | 01/01/70 | | 01/01/70 | |
| 6) Verify Local Subscriber Directory | last verified: | | 01/01/70 | hour 0 |
| 7) Verify Remote Subscriber Directory | last verified: | | 01/01/70 | hour 0 |
| 8) Call Detail Recording (CDR) Data | | | | |

Selection? _

STATUS: F7 **PREU FORM** F9 **ROOT FORM** F10 **HELP**

This menu displays the data that is available on the PC for report generation. When you select an option, PC2AUDIX connects to the voice mail system and retrieves the indicated data.

For each type of data, this screen displays the dates of the oldest data and most recent data currently stored on your PC. This data may not be continuous; the displayed dates are simply the oldest and newest dates for each type. This screen also displays the most recent verification dates for the local and remote subscriber directories, which should help you determine if you need to verify the subscriber databases. If data has never been retrieved or verified, the system creation date of 01/01/70 or 01/70 appears instead of an actual date or month.

4. Select the appropriate option for the type of data you wish to retrieve or verify.

Hourly System Traffic Data Retrieval

Hourly System Traffic Records contain hourly information from the voice mail system for hourly feature, load, community, special features, and network load reports. The time involved for retrieving these records is minimal.

PC2AUDIX requires hourly system traffic data for the following reports:

- Average Ports in Use Report
- Peak Ports in Use Report
- Hourly Filesystem Usage Report
- Hourly Feature Statistics Report
- Hourly Load Statistics Report
- Hourly Network Load Statistics Report
- Hourly Special Feature Statistics Report
- Hourly Community Statistics Report

To retrieve hourly system traffic data:

1. At the AUDIX Data Retrieval menu, select 1) Hourly System Traffic Data.

The following screen appears:

Hourly System Traffic Data Collection

Data in PC2AUDIX data base:

Oldest Data: 01/01/70 <MM/DD/YY> hour 0
 Latest Data: 01/01/70 <MM/DD/YY> hour 0

Data to be Retrieved from AUDIX:

Start Collection: 04/28/95 <MM/DD/YY> hour 14
 Stop Collection: 05/05/95 <MM/DD/YY> hour 12

Collection Range: Start Hour 6 to Stop Hour 18

STATUS:
 F7 PREU FORM F8 CHANGE/RUN F9 ROOT FORM F10 HELP

Defaults in the data fields are as follows:

- Start collection date and time are the last hourly traffic data record on the PC plus one hour or 191 hours previous to the current time, whichever is greater.
 - Stop collection date and time is one hour previous to the current time.
 - Collection range start and stop hours are 8 a.m. to 6 p.m.
2. If you wish, change the default dates and times. Otherwise PC2AUDIX retrieves the default-specified information.
 3. Press **F8** (CHANGE/RUN) to retrieve the data.

Daily System Traffic Data Retrieval

Daily System Traffic Records contain daily information from the voice mail system for daily feature, load, community, special features, remote messages, and network load (AUDIX system only) reports. These records remain in the voice mail database for 32 days, except for remote messages records, which remain for eight days. The time involved for retrieving these records is minimal.

PC2AUDIX requires daily system traffic data for the following reports:

- Daily File System Usage Report
- Daily Session Usage Report
- Daily Remote Traffic Report
- Daily Feature Statistics Report
- Daily Load Statistics Report
- Daily Network Load Statistics Report
- Daily Remote Message Statistics Report
- Daily Special Feature Statistics Report
- Daily Community Statistics Report

To retrieve daily system traffic data:

1. At the AUDIX Data Retrieval menu, select 2) Daily System Traffic Data.

The following screen appears:

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Daily System Traffic Data Collection

Data in PC2AUDIX data base:

Oldest Data:      01/01/70 <MM/DD/YY>
Latest Data:      01/01/70 <MM/DD/YY>

Data to be Retrieved from AUDIX:

Start Collection:  04/04/95 <MM/DD/YY>
Stop Collection:   05/04/95 <MM/DD/YY>

STATUS: WARNING: Daily remote traffic can only be collected for previous 7 days.
F7  PREU FORM      F8  CHANGE/RUN      F9  ROOT FORM      F10  HELP

```

Defaults in the data fields are as follows:

- Collection date is the last daily traffic data record on the PC plus one day or one month previous to the current day, whichever is greater.
 - Stop collection date is the day prior to the current day.
2. If you wish, change the default collection dates. Otherwise PC2AUDIX retrieves the default-specified information.
 3. Press **F8** (CHANGE/RUN) to retrieve the data.

Monthly System Traffic Data Retrieval

Monthly System Traffic Data records contain monthly information from the voice mail system for the monthly remote message report. These records remain in the voice mail database for 13 months. The time involved for retrieving these records is minimal. PC2AUDIX requires this information for the Monthly Remote Message Report.

To retrieve monthly system traffic data:

1. At the AUDIX Data Retrieval menu, select 3) Monthly System Traffic Data.

The following screen appears:

Monthly System Traffic Data Collection

Data in PC2AUDIX data base:

Oldest Data: 01/70 <MM/YY>
 Latest Data: 01/70 <MM/YY>

Data to be Retrieved from AUDIX:

Start Collection: 05/95 <MM/YY>
 Stop Collection: 05/95 <MM/YY>

STATUS:
 F7 **PREV FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

- Start collection month is one month after the last month for which data was collected.
 - Stop collection month is the current month.
2. If you wish, change the default collection months. Otherwise PC2AUDIX retrieves the default-specified information.
 3. Press **F8** (CHANGE/RUN) to retrieve the data.

Monthly Subscriber Traffic Data Retrieval

Monthly Subscriber Traffic Data records contain monthly information from the voice mail system for the monthly subscriber report. You can collect only one month of data at a time. The time involved for this data collection can be lengthy, from one to three hours, depending on the number of subscribers on your system and the system traffic load while the collection takes place.

PC2AUDIX requires monthly subscriber traffic data for the following reports:

- Monthly Subscriber Statistics Report
- Monthly Billing Calculation and Billing Reports
- Subscriber Usage and Subscriber Space Threshold Reports

To retrieve monthly subscriber traffic data:

1. Determine if you need to verify the subscriber database. You must synchronize the PC2AUDIX subscriber database with the voice mail database before you retrieve subscriber traffic data. To do this, select 6) Verify Local Subscriber Directory for local subscribers, described later in this chapter.

(You *must* perform this step before retrieving subscriber traffic data initially using PC2AUDIX or no subscriber data will be retrieved. Thereafter, you must perform this step if you have added or changed subscriber records in the voice mail database or those changes will not be updated in the retrieved data.)

2. At the AUDIX Data Retrieval menu, select 4) Monthly Subscriber Traffic Data.

The default collection month is one month after the last month for which subscriber data was collected.

3. If you wish, change the default collection month. Otherwise PC2AUDIX retrieves the default-specified information.
4. Press **F8** (CHANGE/RUN) to retrieve the data.

Daily Subscriber Traffic Data Retrieval

Daily Subscriber Traffic Data records contain daily information from the voice mail system for the daily subscriber report. These records remain in the voice mail database for eight days.

You can collect only one day of data at a time. The time involved for this data collection can be lengthy, from one to three hours, depending on the number of system subscribers and the system traffic load while the collection takes place.

PC2AUDIX requires daily subscriber traffic data for the Daily Subscriber Statistics Report and Subscriber Usage Report.

To retrieve daily subscriber traffic data:

1. Determine if you need to verify the subscriber database. You must synchronize the PC2AUDIX subscriber database with the voice mail database before you can retrieve subscriber traffic data. To do this, select 6) Verify Local Subscriber Directory) for local subscribers, described later in this chapter.

(You *must* perform this step before retrieving subscriber traffic data initially using PC2AUDIX or no subscriber data will be retrieved. After this initial retrieval and verification, you must perform this step if you have added or changed subscriber records in the voice mail database, otherwise those changes will not be updated in the retrieved data.)

2. At the AUDIX Data Retrieval menu, select 5) Daily Subscriber Traffic Data).

The following screen appears:

```
Daily Subscriber Traffic Data Collection

Data in PC2AUDIX data base:
  Oldest Data:      01/01/70  <MM/DD/YY>
  Latest Data:      01/01/70  <MM/DD/YY>

Data to be Retrieved from AUDIX:
  Collection Date:  04/28/95  <MM/DD/YY>

STATUS:
F7  PREU FORM      F8  CHANGE/RUN      F9  ROOT FORM      F10  HELP
```

It is possible to modify the collection date and leave a gap where no data has been collected. You can also recollect traffic data over existing data.

The default collection date is the last daily subscriber traffic data record on the PC plus one day, or seven days previous to the current day, whichever is greater.

3. If you wish, change the default collection date. Otherwise PC2AUDIX retrieves the default-specified information.
4. Press **F8** (CHANGE/RUN) to retrieve the data.

Local Subscriber Directory Verification

Verifying the local subscriber directory synchronizes the PC2AUDIX database with the voice mail database for local subscribers. This verification procedure changes the PC2AUDIX subscriber database to match the voice mail subscriber database.

This option verifies that the local subscriber directory (user name, extension, COS, and miscellaneous field) are current between the PC2AUDIX interface and the voice mail system. All system data available from the DEFINITY AUDIX List Subscribers screen or from the AUDIX List : Subscriber screen is transferred to the PC. PC2AUDIX uses this information to generate the master list of subscribers for all PC2AUDIX transactions.

(You *must* verify data before retrieving subscriber traffic data initially using PC2AUDIX or no subscriber data will be retrieved. After that, perform verification if you have added, changed, or deleted local subscriber records in the voice mail database. Otherwise those changes will not be updated in the retrieved data.)

The time involved for this function can be lengthy.

To verify the local subscriber directory:

1. At the AUDIX Data Retrieval menu, select 6) Verify Local Subscriber Directory).

The following screen appears:

Verify Local Subscriber Directory

Send output to: XXXXXXXXXX

STATUS:
F7 **PREU FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

The results of this comparison are sent to the output device that you specify, by default the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If PC2AUDIX Setup Parameters does not define a printer, the report appears on your PC screen.

2. If you wish, change the default output device. Otherwise PC2AUDIX retrieves the default-specified information.
3. Press **F8** (CHANGE/RUN) to begin verification.

The output indicates either no difference between the PC2AUDIX system and the voice mail system, or one of the following differences:

| | |
|----------------------|---|
| New subscribers | New local subscribers added to the PC2AUDIX database |
| Deleted subscribers | Local subscribers in the PC2AUDIX database but not found in the voice mail database are deleted from the PC2AUDIX database. The deleted subscribers are listed. The PC2AUDIX interface keys exclusively from the extension field. If you change a subscriber's extension on the voice mail system, PC2AUDIX will treat this as a delete of this subscriber followed by an add of a new subscriber. |
| Modified data fields | If the Name, cos, or Misc (organization code) fields differ between the voice mail system and PC2AUDIX, PC2AUDIX uses the new value and lists the names of local subscribers with data field changes. |

Remote Subscriber Directory Verification

Verifying the remote subscriber directory synchronizes the PC2AUDIX database with the voice mail database for all remote subscribers. This verification changes the PC2AUDIX subscriber database to match the voice mail database.

This option verifies that the remote subscriber directory (user name and extension) are current between PC2AUDIX and the voice mail system. All system data available from the DEFINITY AUDIX List Remote-Extensions screen or the AUDIX List : Extension screen is transferred to the PC. The PC2AUDIX interface uses this information to generate the master list of all remote subscribers in the network.

The time involved for this function can be lengthy, up to one hour for 3000 subscribers if run while traffic is light on your system.

To verify the remote subscriber directory:

1. At the AUDIX Data Retrieval menu, select 7) Verify Remote Subscriber Directory.

The following screen appears:

Verify Remote Subscriber Directory

Send output to: XXXXXXXXXX

STATUS:
F7 **PREU FORM** F8 **CHANGE/RUN** F9 **ROOT FORM** F10 **HELP**

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The results of this comparison are sent to the output device that you specify, by default the printer defined in the PC2AUDIX Setup Parameters. You can display the report on the PC screen by blanking out the field, or copy the report to a file by entering a file name. If PC2AUDIX Setup Parameters does not define a printer, the report appears on your PC screen.

2. If you wish, change the default output device. Otherwise PC2AUDIX retrieves the default-specified information.
3. Press **F8** (CHANGE/RUN) to begin verification.

PC2AUDIX verifies the database and sends to the specified output device. The output indicates either that the PC2AUDIX and the voice mail system databases are identical, or one of the following differences:

| | |
|----------------------|---|
| New subscribers | Lists new remote subscribers added to the PC2AUDIX database |
| Deleted subscribers | Deletes remote subscribers in the PC2AUDIX database but not found in the voice mail database from the PC2AUDIX database. Lists the deleted subscribers. The PC2AUDIX interface keys exclusively from the extension field. If you change a subscriber's extension on the voice mail system, PC2AUDIX will treat this as a delete of this subscriber followed by an add of a new subscriber. |
| Modified data fields | If the name, type, or date fields differ between the voice mail system and PC2AUDIX, PC2AUDIX uses the new value and lists the names of remote subscribers with data field changes. |

Call Detail Recording (CDR) Data Retrieval

To retrieve Call Detail Recording (CDR) data, select 8) Call Detail Recording (CDR) Data from the AUDIX Data Retrieval menu. This option only works if the optional AUDIX Call Detail Recording package is installed. Refer to *AUDIX Call Detail Recording Package*, 585-305-506, for information about retrieving CDR data using the PC2AUDIX interface. The Call Detail Recording package is not available for the INTUITY or DEFINITY AUDIX systems.

Performance Statistics Data Retrieval

Performance statistics collect raw data from:

- the voice mail database processor (DBP)
- the feature processor (FP)
- the voice session processor (VSP)

You can retrieve these statistics using the PC2AUDIX scheduling option (described in [Chapter 8, "Scheduling PC2AUDIX Data Retrieval"](#) or with the ADAP command line language **getperf** command (described in [Chapter 11, "Using the ADAP Command Line Language"](#)). PC2AUDIX does not provide a reporting structure for this information.

With the scheduling option, you can collect performance statistics automatically every day on an hourly basis or one time for each scheduled event, depending on how you set up the scheduler.