

Pre-Installation Checklist

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**Tiger V5 Pre-Installation Checklist**

**Version 1.0**

**For**

**University of Cambridge**

**December 2012**

# This form is to gather information to speed up and simplify the installation procedure. Although some of the information is not essential to allow us to proceed on the day, most of it is required to complete the installation of a fully operational call logger.

Please complete and return these Forms within 7 days to enable Tiger Communications to plan and implement an efficient installation. **THIS FORM SHOULD BE EMAILED TO** [**installations@tigercomms.com**](mailto:installations@tigercomms.com) **OR FAXED TO INSTALLATIONS ON 01425 461484.**

If there are any queries with any aspects of this form, please call the installations department on 01425 891048



# Form 1 - Main Site Details (Installation of Tiger 2020 Pro Address)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Customer Name: |  | | | |
| Address: |  | | | |
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| Telephone No: |  | | | |
| Contact 1: |  | | Contact 2: |  |
| Job Title: |  | | Job Title: |  |
| DDI No/Extn: |  | | DDI No/Extn: |  |
| Email Address: |  | | Email Address: |  |
| Checklist completed by: | |  | | |

**Form 2a - Customers Hardware – Tiger Data Collection Server**

|  |  |  |
| --- | --- | --- |
| **VM Server** | **CUSTOMER SERVER** | **MINIMUM REQUIREMENT/NOTES** |
| Please confirm MAC Address will remain static: (this is required for the hosting of the iTiger concurrent license(s)) |  |  |
| Please confirm server is connected to your network: |  |  |
| How will we Connect to the VM Server: |  | The engineer will require Terminal Services, RDP or VM Client |
| Manufacturer & Model: |  |  |
| Processor: |  | 2 x vCPUs |
| Memory Capacity: |  | 4 Gb RAM |
| Hard Disk Capacity:\* |  | 100 Gb (see note below) |
| Network Card |  | 100BaseT |
| Emailing Software \*\* |  | MUST BE MAPI COMPLIANT (See note below) |
| Is server connecting to existing Domain?  Please provide details. |  |  |
| Host Name of Server: |  |  |
| MAC Address: |  |  |
| Server IP Address: |  |  |
| Server Gateway: |  |  |
| Server Subnet: |  |  |
| Service Account required with local administrator rights, (Domain or local):\*\*\* |  | (Please see note below) |
| Operating System |  | Windows 2003 32 bit  **OR**  Windows Server 2008 Standard or Enterprise, x86 or x64  **OR**  Windows Server 2008 R2 Standard or Enterprise |
| Is Anti-Virus installed?  Please state type.  D:\tig2020 folder will need to be excluded from scanning. |  | Tiger do not install or maintain any anti-virus software on the Tiger Server(s) |
| Network Path for a printer we can configure against the Tiger 2020 Server: |  |  |

**Form 2b - Customers Hardware – Tiger Database Server**

|  |  |  |
| --- | --- | --- |
| **VM Server** | **CUSTOMER SERVER** | **MINIMUM REQUIREMENT/NOTES** |
| Please confirm MAC Address will remain static: (this is required for the hosting of the iTiger concurrent license(s)) |  |  |
| Please confirm server is connected to your network: |  |  |
| How will we Connect to the VM Server: |  | The engineer will require Terminal Services, RDP or VM Client |
| Manufacturer & Model: |  |  |
| Processor: |  | 2 x vCPUs |
| Memory Capacity: |  | 4 Gb RAM |
| Hard Disk Capacity:\* |  | 200 Gb (see note below) |
| Network Card |  | 100BaseT |
| Emailing Software \*\* |  | MUST BE MAPI COMPLIANT (See note below) |
| Is server connecting to existing Domain?  Please provide details. |  |  |
| Host Name of Server: |  |  |
| MAC Address: |  |  |
| Server IP Address: |  |  |
| Server Gateway: |  |  |
| Server Subnet: |  |  |
| Service Account required with local administrator rights, (Domain or local):\*\*\* |  | (Please see note below) |
| Operating System |  | Windows 2003 32 bit  **OR**  Windows Server 2008 Standard or Enterprise, x86 or x64  **OR**  Windows Server 2008 R2 Standard or Enterprise |
| **IIS is installed as part of the operating system. Please confirm IIS Version number:** |  | When installing IIS please ensure FTP server is configured to be “off”. |
| Is Anti-Virus installed?  Please state type.  D:\tig2020 folder will need to be excluded from scanning. |  | Tiger do not install or maintain any anti-virus software on the Tiger Server(s) |
| Network Path for a printer we can configure against the Tiger 2020 Server: |  |  |

**PLEASE NOTE: ITEMS IN RED ARE EXTREMELY IMPORTANT**

**\*** The majority of drive space should be configured in a separate partition from the Operating System.

We recommend 40Gb c:\ for the OS and remainder d:\ where the tiger application will reside.

**\*\*** If Lotus notes is used, automatic emailing of reports & emailing of Tiger System Alerts will NOT be

affected by Lotus as these are sent via the SMTP server.

**\*\*\*** Tiger requires a service account to run the application services. This service account requires local administrator rights to be able to run the applications correctly. Unfortunately we are unable to use the local system account due to rights restrictions. If required you can supply a non-interactive account to run these applications under, as we request for the password not to expire.

Could the Network Manager please be available for a short space of time on the day of installation?

### Form 3 – Remote Access to Tiger Servers

|  |  |  |
| --- | --- | --- |
| 1. | Please confirm method of Remote access, i.e VPN, RAS Servers, Logmein, via dialup Modem, etc |  |
| 2. | Please detail Remote Access connection information, i.e. how we connect to customers network (either via VPN etc) with user names/passwords and software we use to connect to the Tiger server, together with usernames/passwords etc**\*** |  |

**\*** PLEASE BE AWARE THAT WE WILL NEED TO HAVE THIS ACCESS IN PLACE ON DAY OF INSTALLATION.

**Form 4 - Cisco Unified Communications Manager (CUCM) 8**

**CUCM1**

|  |  |
| --- | --- |
| CUCM Software Revision: |  |
| Does the CUCM support E164 dialling format? (i.e.  Calls to Egypt +20 instead of 0020) |  |
| IP Address or Host Name of CUCM (the Server that runs the CUCM VOIP software) |  |
| Subscriber IP Address (es): |  |

**Gateway Requirements:**

|  |  |  |  |
| --- | --- | --- | --- |
| Gateway Location | IP Addresses | Analog Extension Device Names: | Carrier associated with IP Address |
| i.e. Peterborough | 10.44.130.X |  | Opal Telecom |
| Stockport | 10.44.65.X |  | BT |
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**CUCM2**

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| --- | --- |
| CUCM Software Revision: |  |
| Does the CUCM support E164 dialling format? (i.e.  Calls to Egypt +20 instead of 0020) |  |
| IP Address or Host Name of CUCM (the Server that runs the CUCM VOIP software) |  |
| Subscriber IP Address (es): |  |

**Gateway Requirements:**

|  |  |  |  |
| --- | --- | --- | --- |
| Gateway Location | IP Addresses | Analog Extension Device Names: | Carrier associated with IP Address |
| i.e. Peterborough | 10.44.130.X |  | Opal Telecom |
| Stockport | 10.44.65.X |  | BT |
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**Form 4 - Cisco Unified Communications Manager (CUCM) 8**

**Please ensure the following settings are configured on the CUCM Server:**

http://www.cisco.com/univercd/illus/images/blank.gifSet these parameters on each CUCM in a cluster.

**Step 1** http://www.cisco.com/univercd/illus/images/blank.gifLog in to CUCM Administration.

**Step 2** http://www.cisco.com/univercd/illus/images/blank.gifGo to the Service Parameters Configuration page as follows:

Select **System > Service Parameters**.

**Step 3** http://www.cisco.com/univercd/illus/images/blank.gifSelect the server and the service:

**a.** http://www.cisco.com/univercd/illus/images/blank.gifSelect the name of the CUCM server. This is a CUCM from which Service Monitor will gather data.

**b.** http://www.cisco.com/univercd/illus/images/blank.gifSelect the CUCM service.

**Step 4** http://www.cisco.com/univercd/illus/images/blank.gifSet these parameters:

•http://www.cisco.com/univercd/illus/images/blank.gifFor CUCM 8.x:

–http://www.cisco.com/univercd/illus/images/blank.gifCDR Enabled Flag—Scroll down to System. Set to **True**.

- CdrLogCallsWithZeroDurationFlag: **True**

–http://www.cisco.com/univercd/illus/images/blank.gifCall Diagnostics Enabled—Scroll down to Clusterwide Parameters (Device - General). Set to **Enable Only When CDR Enabled Flag is True**.

**Step 5** http://www.cisco.com/univercd/illus/images/blank.gifClick **Update**.

**PLEASE CONFIRM THE ABOVE SETTINGS HAVE BEEN CONFIGURED: YES/NO**

As the CUCM 8 connects to the Tiger Data Collection node via SFTP/FTP, on the day of installation there will need to be available someone who can setup a Billing Server on the CUCM 8. Please see instructions below.

This cannot be done without connecting to the Tiger Data Collection Node hence cannot be done until the day of installation.

We will also need to confirm, on the day, the IP Address of the Tiger Data Collection Node and the User name and Password of the Billing Server on the Tiger system.

The default will be Username: **tigercdr**  Password: **tiger**

***Configuring Application Billing Servers***

Use the following procedure to configure application billing servers to which you want to send CDRs. You can configure up to three billing servers.

**Step 1** http://www.cisco.com/univercd/illus/images/blank.gifChoose **Tools > CDR Management Configuration**.

**Form 4 - Cisco Unified Communications Manager (CUCM) 8**

The CDR Management Configuration window displays.

**Step 2** http://www.cisco.com/univercd/illus/images/blank.gifDo one of the following tasks:

•http://www.cisco.com/univercd/illus/images/blank.gifTo add a new application billing server, click the **Add New** button.

•http://www.cisco.com/univercd/illus/images/blank.gifTo update an existing application billing server, click the server host name/IP address.

**Step 3** http://www.cisco.com/univercd/illus/images/blank.gifEnter the appropriate settings as described in [Table 14-2](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a008053058b.html#wp1118001).

**Step 4** http://www.cisco.com/univercd/illus/images/blank.gifClick **Add** or **Update**.

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**Form 4 - Cisco Unified Communications Manager (CUCM) 8**

|  |  |
| --- | --- |
| Table 14-2 Application Billing Server Parameter Settings | |
| **Field** | **Description** |
| Host Name/IP Address | Enter the host name or IP address of the application billing server to which you want to send CDRs.  If you change the value in this field, a prompt asks whether you want to send the undelivered files to the new destination.  Perform one of the following tasks:  •http://www.cisco.com/univercd/illus/images/blank.gifTo deliver the files to the new server, click **Yes**.  •http://www.cisco.com/univercd/illus/images/blank.gifTo change the server host name/IP address without sending undelivered files, click **No**.  The CDR Management service marks the CDR and CMR files as successfully delivered. |
| User Name | Enter the user name of the application billing server. |
| Password | Enter the SFTP/FTP password for the application billing server. |
| Protocol | Choose the protocol, either SFTP or FTP that you want to use to send the CDR files to the configured billing servers. |
| Directory Path | Enter the directory path on the application billing server to which you want to send the CDRs. You should end the path that you specify with a "/" or "\", depending on the operating system that is running on the application billing server.  If connection fails, use “\tig2020\” as the path.  **Note** http://www.cisco.com/univercd/illus/images/blank.gifMake sure the SFTP/FTP user has write permission to the directory. |

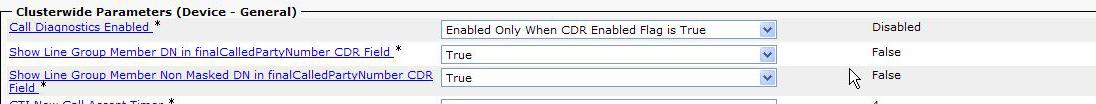
**Form 4 - Cisco Unified Communications Manager (CUCM) 8**

In versions 6.+ Cisco added an option to allow you to output in the CDR for Group Number calls the actual answering extension number rather than the Group Number that was called. On all previous versions the CDR would always show the Group Number as the answering extension number.

Cisco Description  
"When you enable the service parameter and set Show Line Group Member DN in the finalCalledPartyNumber CDR field parameter to True, the finalCalledPartyNumber field in the CDR will record the DN of the member who answered the call. When you disable the service parameter and set Show Line Group Member DN in finalCalledPartyNumber CDR field parameter to False, the finalCalledPartyNumber field in the CDR will record the hunt pilot DN.

By default, the system sets the Show Line Group Member DN in finalCalledPartyNumber CDR field parameter to False. For example, when a direct call to hunt pilot number of 8600 is routed and picked up by hunt group member with extension 2037, the CDR displays the final called party number (finalCalledPartyNumber) as 2037 when Show Line Group Member DN in finalCalledPartyNumber CDR field parameter is set to True. Whereas the CDR displays the final called party number (finalCalledPartyNUmber) as 8600 when Show Line Group Member DN in finalCalledPartyNumber CDR field parameter is set to False."  
  
The Setting is applied in (same page that you configure Page = Service Parameters - CUCM Section = Clusterwide Parameters (Device - General)  
  
See screenshot below detailing where the setting is turned on by Default the Group Number is output.

**PLEASE CONFIRM THIS SETTING HAS BEEN CONFIGURED: YES/NO**

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#### Form 5 -Tariffs

As part of the Tiger installation, we require the costing tables for all your carrier providers. i.e. pence per minute rates for all call types, i.e. local, national, mobile, international, etc. Please provide the rates and forward them (any format) to [installations@tigercomms.com](mailto:installations@tigercomms.com), or provide your Account Manager details below and we will liaise directly.

|  |  |  |  |
| --- | --- | --- | --- |
| Carrier Name | Account Manager | Telephone & Email Address | Sites used on |
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**Form 6 – Ports & Firewalls – Information Only**

**Remote Access**  
The 2 x Source IP Addresses you will see when we access your VPN remotely   
are:  
81.138.87.202  
217.41.92.238

Our destinations ports for PCAnywhere are:  
TCP 5631  
UDP 5632

Our destination port for Remote Desktop is:  
3389 (TCP)

Our destination port for VNC Viewer is:  
5900 (TCP)

Our destination port for Logmein is:  
80, 443 (TCP)

**Tiger MySQL**3306 (TCP) (Tiger DCNode/ Server)

**Fraud Software**7863 (TCP) (Tiger DCNode/ Server & workstations)

**SMTP**25 (TCP) (Tiger DCNode/Server)

**iTiger**80 (TCP) (Tiger DCNode/Server & workstations)  
491 (TCP/UDP) (Tiger DCNode/Server)  
  
**Call Manager v8**

FTP 20, 21 (TCP) (Tiger DCNode/Server)

# Form 7 – Backup’s on the Tiger System

Please remember that if you do not setup a backup to a separate machine/backup device, should there be a hardware failure and the data is lost, we will be unable to restore any of your data. The reinstallation of your system may be chargeable if this should happen as this matter is not covered in your maintenance.

Tiger is based on a  MySQL database system

The databases are split into 2 different functions:

Tigersys = the directory, costing and general configuration

nodeXX = the call records for each PABX

These are both located on the Tiger Server  [\\tig2020\mysql\data\](file:///\\tig2020\mysql\data\)

Tiger Software incorporates its own backup program which is scheduled to run nightly and backs up both database types into zipped backup files and can be pathed to an a local or external drive. It also provides a complete configuration backup to a local or external drive.

The customer may also utilise their own backup solution and either backup the Tiger backup to centrally store this information.

As is the nature of the business the current days database files are active and an external backup system will probably be unable to backup the open files

Approximate backup file sizes – these could vary on a per site basis:

Node xx (call records per day)  
1000 calls a day: ~ 50kb  
5000 calls a day: ~ 250kb  
10000 calls a day: ~500kb

Tigersys (database – costings, directory, general configuration)  
200 extn site: ~700kb  
500 extn site: ~1mb  
1000 extn site: 1.4mb  
2000 extn site: 2mb

**Form 8 - iTiger Concurrent User Licensing**

Concurrent user licenses are accessed by your web browser, i.e. Internet Explorer.

To gain admission, the server will prompt you to use a signed ActiveX component, Windows Install Client or Java Runtime. Tiger recommend the ActiveX component .

Please indicate which component will be used – **we have listed the components in order of Tiger preference**:

**1) ACTIVEX**

**2) WINDOWS INSTALL CLIENT** – this will require installation of files on the user workstation (around 4mb) – this may require administrator rights just for the initial install. After install, you can log in as the workstation user.

**3) JAVA RUNTIME –** Due to the many different versions of Java available, not all are fully compliant with the Tiger 2020 software. We can confirm Version 1.5.0 (build 1.5.0\_01-b08) has been fully tested & compliant with the Tiger 2020 Pro solution.

COMPONENT TO BE USED: ………………………………………………………………………………………………

**POINTS TO NOTE:**

* Reports can be saved via iTiger to the user’s local hard disk for emailing and printing therefore avoiding setting up additional software or printers on the iTiger server. However it is possible to enable these features to be used within the browser.
* If iTiger clients need to email ad-hoc reports within the browser then a MAPI compliant email application must be installed on the iTiger server. The client must be configured under the user that the Tiger Engineer will setup, so you will need to have someone available to do this on the day. Please note, this does not affect scheduled automatic reports as these are sent via SMTP. Will emailing of ad-hoc reports be required? **YES/NO**
* Please confirm the Mail client to be used if any: …… ………………….
* Are the iTiger users required to print reports directly to own local printers? **YES/NO**
* iTiger allows reports to be saved in a number of formats including PDF, Word and Excel. If users are to view these files through the web browser then the associated programs must be installed on the iTiger server. Adobe PDF viewer is a free application and can be installed by the Tiger engineer. Other applications that require a license and must be provided by the client. As mentioned it is possible for the user to save the file to their local hard disk and then open it using their local license.
* All ports need to be opened on the firewall from the workstation machines (please see list below). Ports to open:

80 (TCP)

491 (TCP/UDP)

# Form 9 – SMTP Details

The Tiger software uses SMTP emailing for it’s auto reports and we will need the details below to enable this to be setup.

The format of all email addresses will be as if they were being used across the internet, we will not be able to email to addresses which are just internal business addresses.

|  |  |
| --- | --- |
| SMTP Server IP Address: |  |
| SMTP Server Authentication User: |  |
| SMTP Server Authentication Password: |  |