

Data Download Guide.

Instructions on how to extract your data from your specific system







The purpose of this document is to define the Vendors and Systems that support a backup export so that a Pure IP portal can give customers a dropdown menu to select the system which they want to upload a config for in order to get a PB Audit performed.

In addition, once the system is identified, the Pure IP Portal will provide the customer instructions on how to get the information we require.

### SYSTEMS THAT SUPPORT BACKUP

VENDOR	MODEL	INSTRUCTIONS
Alcatel	OmniPCX	Here
Asterix	FreePBX	Here
Avaya	IP Office	Here
Cisco	Unified Communications Manager (CUCM)	Here
Mitel	MiCollab	Here
Mitel	MiCC	Here
Nortel / Avaya	Business Communications Manager (BCM)	Here
Siemens / Unify	HiPath / HiCom	<u>Here</u>

These systems below can be audited from backups with step by step instructions:

These systems below can be audited via backup, but require additional intervention or steps:

- BT MIT usually engage professional services to assist export and import since there are no easy mechanisms.
- Microsoft we need to share a script with the customer to run.
- Siemens/Unify Openscape complex procedure requires manual engagement.
- Avaya Software needs to be shared for the customer to run to gain the information.

VENDOR	MODEL	INSTRUCTIONS
BT	CS2K	Here
Microsoft	Lync / Skype for Business Server (SFB)	Here
Siemens / Unify	OpenScape OSV	Here
Avaya	Communications Manager	Here

# ALCATEL OMNIPCX

The standard tab format from an Alcatel OmniPCX appears as follows:

This can be obtained from an SSH shell as follows:

/usr/bin/rsh -I swinst localhost /DHS3bin/soft\_install/bin/bck -save mao-acc 1>output.txt 2>&1

The output should appear like this:

1	Users											
2	Node	Directory	y Number	Direct	cory r	name	Dire	ectory	First	Name	Locat:	ion Node
3	BTA-053	6505311 H	FAX MF 11	BST 50	)53	15	1	5 0	ANA	LOG 15	Defau	lt None
4	BTA-053	6505312 I	DIR BALC 12	BST 50	)53	15	1	2 0	4020	0 0	Defau	lt None
5	BTA-053	6505313 3	SUBDIR BA 13	BS BS	ST 505	53	15	1 2	1	4004	0 D	efault
6	BTA-053	6505315 0	GESTOR 15	BST 50	)53	15	1	2 3	400	1 0	Defau	lt None
7	BTA-053	6505316 <i>I</i>	ASSISTENT 16	5 BS	ST 505	53	15	1 2	4	4004	0 D	efault
8	BTA-053	6505320 \$	SALA MF 20	BST 50	)53	15	1	2 7	4020	0 0	Defau	lt None
9	BTA-053	6505324 E	B OFFICE 24	BST 50	)53	15	1	2 2	400	1 0	Defau	lt None
10	BTA-053	6505325 0	GESTOR 25	BST 50	)53	15	1	2 5	4004	1 0	Defau	lt None
11	BTA-053	6505327 0	GEST TECN 27	BS	ST 505	53	15	1 5	1	ANALOG	15 D	efault
12	BTA-053	6505329 <i>I</i>	ALARME 29	BST 50	)53	15	1	5 2	ANAI	LOG 15	Defau	lt None
13	BTA-053	6505339 0	COF FORT 39	BST 50	)53	15	1	2 6	400	1 0	Defau	lt None
14	BTA-053	6505349 0	GST ALARM 49	BS	ST 505	53	15	1 5	3	ANALOG	15 D	efault
15												
16	Progr.Keys											
17	Node	Users H	Key No. Func	tion	Cor	ntent	Dire	ectory	Number	r Key	Numbe:	r Second 1
18	BTA-053	6505312 1	l Not Assi	.gned								
19	BTA-053	6505312 2	2 Not Assi	.gned								
20	BTA-053	6505312 3	3 Not Assi	.gned								



### ASTERIX FREE PBX

The backup/information required is the contents of the Asterisk config folder, which contains a number of .conf files as shown below.

📄 adsi.conf	02/02/2018 16:22	CONF File	1 KB
agents.conf	02/02/2018 16:22	CONF File	3 KB
ais.conf	02/02/2018 16:22	CONF File	3 KB
alarmreceiver.conf	02/02/2018 16:22	CONF File	3 KB
alsa.conf	02/02/2018 16:22	CONF File	4 KB
amd.conf	02/02/2018 16:22	CONF File	1 KB
app_mysql.conf	02/02/2018 16:22	CONF File	2 KB
📄 asterisk.adsi	02/02/2018 16:22	ADSI File	4 KB
asterisk.conf	02/02/2018 16:22	CONF File	4 KB
astmanproxy.conf	02/02/2018 16:22	CONF File	4 KB
astmanproxy.users	02/02/2018 16:22	USERS File	39 KB

Follow these instructions to export the required files:

- Download WinSCP from here: https://winscp.net/eng/index.php
- Connect to Asterisk-based server using SSH credentials, but select "SCP" as the protocol

🌆 Login		- 🗆 X
i New Site	Session Elle protocol: SCP Host name: 192.168.1.154 User name: Password: root Save	Port number: 22 💌 Advanced 🔻
<u>I</u> ools ▼ <u>M</u> anage ▼	Login V Close	Help

- This will land you at /root/ in the right hand pane. Navigate to /etc/asterisk/
- Download ALL the .conf files to a folder on your local system

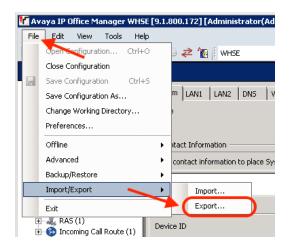
# ReVEAL Data Download Guide



# AVAYA IP OFFICE

Perform a backup as described below:

- Login to IP Office Manager
- Click on File ➤ Import/Export ➤ Export...



Select the Check Box for All of the configuration, and click OK.

👫 Export			_ 🗆 ×
Items	Number of Items		
Available			
Configuration	All of the Configuration		
License	5		
Short Code	69		
User User	48		
Unavailable			
Directory	0		
Group	0		
Look In		File Type	
C:\Program Files (x)	36)\Avaya\IP Office\Manager\WHSE	CSV Text (.csv)	
🔥 Warning: CSV a	nd Binary export/import data is unsecure.		Help



# BT CS2K

Complex process which requires professional services to extract and import.

Contact the Pure IP team for assistance.

### **CISCO CUCM & UNITY**

#### CUCM Export:

- In order to perform the CUCM BATS backup you will need 'ccm user' access to the Cisco CUCM web portal – however, if there are any issues with the backup job running, you may also need 'admin' access to ensure that services are running.
- Login into the "Cisco Unified CM Administration" portal from a Web Browser, note: Firefox is recommended for older Cisco CUCM's due to HTML compatibility issues on other browsers.



#### Select the "Export" function from "Bulk Administration" in the top menu

-						
Cisco Unified CM Administration For Cisco Unified Communications Solutions						
System ▼ Call Routing ▼ Media Resources ▼ Voice Mail ▼ Device ▼ Applica	ation 👻 User Management 💌	Bulk Administration	·▼ Help ▼			
		Upload/Down	load Files			
		Phones		۰I		
		Users		۲I		
Cisco Unified CM Administration		Phones & Use	ers	۲I		
System version: 7.1.5.35901-1		Managers/As	sistants	۲I		
		User Device F	User Device Profiles			
	ense files.	Gateways	Gateways			
Please visit the License Report Page for more details.		Forced Autho	Forced Authorization Codes			
		Client Matter (	Codes	۱ (		
ast Successful Logon: Jun 17, 2019 4:34:47 PM		Call Pickup Gr	oup	۱ (		
opyright © 1999 - 2009 Cisco Systems, Inc.		Mobility		۱ (		
ll rights reserved.		Region Matrix		•		
his product contains cryptographic features and is subject to United States and local country laws govern nporters, exporters, distributors and users are responsible for compliance with U.S. and local country lay mmediately.				۲.	Export	does
		Phone Migrati	DN		Import	ona.
summary of U.S. laws governing Cisco cryptographic products may be found	d at our <u>Export Compliance</u>	CUPS			Validate Import File	
or information about Cisco Unified Communications Manager please visit our	Unified Communications Sy			۱I		
or Cisco Technical Support please visit our <u>Technical Support</u> web site.		Job Schedule	r			



#### Enter a suitable name for the backup and press "Submit"

System 💌 Call Routing 👻 Media Resources 💌 Voice Mail 💌 Device 💌 Application 👻 User Management 💌 Bulk Administration 💌 Help 💌
Export Data
Check Dependency р Submit 🌐 Select All
CStatus
(i) Status: Ready
Job Information
Tar File Name* MITBATS

#### You should see the following message appear in the status panel

Export Data	
Check Dependency Submit Eselect All Clear All	
_ Status	
<ul> <li>Add successful</li> <li>Job request submitted. Use the Job Scheduler to see the status of your job.</li> </ul>	

#### • Go to the Scheduler to ensure that the backup job in progress

System - Call Routing - Media Resources -	Voice Mail  Voice To Device  Voice Mail  Voice Mail	gement 💌 🛛	Bulk Administ	ation 🔻	Help 🔻		
Export Data			Upload/D	ownload	Files		
Check Dependency 🍌 Submit 📰 Se	tect All Clear All		Phones			•	
			Users			•	
Status			Phones a	Users		•	
Add successful			Manager	s/Assista	ints	•	
× ·			User Der	rice Profil	es	•	
job request submitted. Use the Job So	neduler to see the status or your job.		Gateway	/S		•	
_ Job Information			Forced A	uthorizat	tion Codes	•	
Tar File Name* MITBATS			Client Ma	tter Code	s	•	
		_	Call Pick	ip Group		•	
Select Items to Export			Mobility			•	
System Data			Region N	latrix		•	
Cisco Unified Communications Manager	Cisco Unified Communications Manager Group	Date/	Import/Ex	port		•	e Pool
Enterprise Parameter	Location	Phone	Phone M	gration			n
Server	Service Parameter	SRST	CUPS			•	ity Profile (Phone & SIP Trunk)
Physical Location	Device Mobility group	Preser	TAPS			•	System
Device Mobility Info	DHCP Server	Онср	Job Sch	eduler			ation Server
LDAP Directory	LDAP Authentication		omain			Reso	rce Priority Namespace Network Domain
Dessures Brierity Namesaaas List	CLIMA Conver Convictor Profile		nation Confi	ourstion	. 1		anation Eilter

#### If the job says "Hold", activate it by ticking the checkbox and clicking on "Activate Selected"

Find and	Find and List Jobs									
Selec	🗄 Seec A I 🔛 Gear A I 🔆 Goldes Seected 🦓 Activate Seected 🔇 Stop Processing									
	Status									
Jobs	(1 - 1 of 1)					Roy	vs per Page 100 🗸			
Find Jobs	Find Jobs where User v begins with v Using ANO v Show Completed Jobs Find Clear Filter 4 and Select item or enter search text v									
	Job Id * Scheduled Date Time Submit Date Time Sequence Description State				Status	Last User				
	1560785802	June 17, 2019 16:36:42 BST	June 17, 2019 16:36:42 BST	10	Export Configuration	Hold	ccmuser			
Select	All Clear All Delete S	elected Activate Selected Stop Processing								

 If the job appears to get stuck on "Pending", us the "Cisco Unified Serviceability" interface and ensure that the AXL, BPS and TAPS services are all activated (Note: this requires Admin access)



#### • When completed, the status will change

System -	System 👻 Call Routing 👻 Media Resources 👻 Voice Mail 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻								
Find and	ind and List Jobs								
Sele	🔢 Select Al 🔛 Clear Al 💥 Delete Selected 🦓 Activate Selected 🤣 Stop Processing								
<u> </u>	Status           1 1 records found           Server Date and Time: June 16, 2019 08:07:26 BST								
Jobs	(1 - 1 of 1)					Ros			
Find Jobs	Find Jobs where User v begins with v Using AND v Show v Completed Jobs Find Clear Filter 4 and Select item or enter search text v								
	Job Id 🕈	Scheduled Date Time	Submit Date Time	Sequence	Description	Status			
	<u>1560785802</u>	June 17, 2019 16:36:42 BST	June 17, 2019 16:36:42 BST	3	Export Configuration	Completed			
Select	Select All Clear All Delete Selected Activate Selected Stop Processing								

### • Select "Upload/Download" files in the "Bulk Administration" menu.

System 👻 Call Routing 👻 Media Resources 👻 Voice Mail 👻 Device 👻 Application 👻 User Management 👻	Bulk Administration 🔻 Help 🔫
Job Scheduler	Upload/Download Files
	Phones
🔚 Save 🗶 Delete 🔒 Hold Job	Users +
- Status	Phones & Users
	Managers/Assistants

### • Enter the name you entered earlier and click on "Find"

System -	Call Routing 🔻	Media Resources 🔻	Voice Mail 🔻	Device 🔻	Application -	User Management 🔻	Bulk Administration 🔻	Help 🔻
Find and	List Files							
d Add I	New							
- Status -								
	cords found							
File								
The								
Find File v	where Name 🕔		ITBATS	enter sear	Using AND	✓ Find		

#### Select the backup and click on "Download Selected"

System 🔻 Call Routing 👻 Media Resources 👻 Voice Mail 👻 Device 👻 Application 👻 User Management 👻 Bulk Administration 👻 Help 👻
Find and List Files
Add New 🔠 Select All 🔛 Clear All 💥 Delete Selected 👰 Download Selected
r Status
1 records found
File (1 - 1 of 1)
Find File where     Name     begins with     MITBATS     Using     AND     Find       Select item or enter search text
File Name *
MITBATS_06182019080530.tar
Add New Select All Clear All Delete Selected Download Selected

• Finally, save the file on your local system ready for the audit.



#### **CDR Export**

 Login into the "Cisco Unified Serviceability" portal from a Web Browser, note: Firefox is recommended for older Cisco CUCM's due to HTML compatibility issues on other browsers.



Then select "CDR Analysis and Reporting" from the "Tools" menu.



• This will open a new window, select "Export CDR/CMR" from the "CDR" menu

alialia cisco			Navigation	Cisco Unif	ied CM Administration	✓ G0	
cisco					Logge	l in   ccmuser	
User Reports	System Reports	Device Reports	CDR	System	Report Config	Help	Logout
			Search Export CDR/CMR				

• Select the date range (ideally more than 3 months) and click "Export to File"

alialia <mark>cisco</mark>					Navigation (
User Reports	System Repor	ts	Device F	Reports	CDR
Export CDR/CMR recor	ds				
From Date*		Jan	~ 1	2019 ~	
To Date*		Jun	~ 20	2019 ~	
Select records*		∠ cr	OR records		CMR records
Status: Ready					
Export to	File				

#### This will then display the following:

ahah cisco			Navigatio	m Cisco Unit	fied CM Administration	n v GO	
cisco					Logge	ed in   ccmuser	
User Reports	System Reports	Device Reports	CDR	System	Report Config	Help	L

#### Export CDR/CMR records Result

	k and use save as option to download the dump)	Size	Delete File*
CDR Dump		2.188 KB	🗹 Delete File
CMR Dump		0.595 KB	Delete File
Status: Ready Back	Close		

\*The Files will be deleted if the checkbox below is checked and either Back or Close button is clicked.

Right-click and save both files then click on "Close"

#### **Unity Connection Export**

- Navigate to the Administration tools within the Cisco Unity Tools
- Open Bulk Administration Manager.
- On the Cisco Unity Connection Bulk Administration Manager Welcome page, click Next.
- On the Select Operation screen, click Export.
- Click Users With Voice Mail (Subscribers), and click Next.
- In the Output File field, enter the full path to the applicable file.
- Click Next.
- On the Select Criteria to Use for Exporting screen, select the all users option
- Click Next to begin the export. The Summary page displays the results when the operation has completed.
- To view the export CSV file, click View Export Objects File.
- Click Finish.

### MICROSOFT LYNC / SKYPE FOR BUSINESS

We need to provide you with a PowerShell script to be run on your Front End server which compiles a number of CSV files which then need to be provided to perform the audit.

To audit an on-premise Skype-for-Business or Lync server, you will need to run the LyncDataCollector.ps1 script provided. You will need admin/domain privileges elevated PowerShell prompt.



### MITEL MICOLLAB MICC

Backups are achieved through importing standard 'backups' which can be downloaded through the MiCollab and MiCC web portals.

The backups are a Standard MSL Server backup and are .tgz format.

The MiCollab and MiCC backup are obtainable via the server manager using the below instructions (Taken from the MiCollab Installation and Maintenance Guide, please refer to the latest version available online for up to date instructions)

- Log into the Administrator portal (server manager).
- Under Administration, click Backup.
- Select the Backup to desktop option.
- Click Perform. MSL prepares the system for backup and displays the following:
- The "Operation status report" with the estimated backup size. Ensure that your browser and target file system support downloads of this size.
- The "Backup Encryption" option.
- Click Download Backup File.
- When prompted to Open or Save, click Save.
- In the file download window that appears:
- Name the file and then select the location where the file will be saved.
- Click Save.
- In the Download Complete Window, click Close

### NORTEL AVAYA BCM

The BCM audit can be imported from either an Excel config file that looks like this:-

Use the BCM Configuration Tool and then select the **Backup to Network Folder** and provide a network path (including folder), e.g. <u>\\IP\_of\_WinServer\BCM</u>, the username and password, and leave the directory option blank.

2			
3			
4	Details of - System Identification		
5	Property	Value	
6	Model	BCM400	
7	System name	BCM40	
8	Version	4.0.2.03a	
9	Country or region	UK	
10		-	
11			
12			
13			
1/			
	Summary Welcome	SystemId DateTime	Keycodes Accounts
RF4			



### SIEMENS UNIFY HIPATH HICOM

HiPath's can be audited from what is called a "Regen" or "LastLoad" file. Both are .txt files and look something like this:

1	A001
2	C001 *P30252B4500B00108P30252B4500B00108P30252B4500S00108
3	M2 1 ADD-CODEW:6RB31VUFA4FPJT7KUVPX78PKDPPCWKPB3D1R4YGMK79DX6PXVTL8HHG44KN81ZTZ,M2HA
4	M2 1 ADD-ANSU:SYSNO,"L31999W2041X00001","ZDBCCDSF";
5	M2 1 ADD-ANSU:SYSNO,"L31999W2041X00001","ZDBCCDS1";
6	M2 1 ADD-ANSU:SYSNO,"L31999W2041X00001","ZDBCCDS4";
7	M2 1 ADD-DIMSU:ADMCC,2000,2000;
8	M2 1 ADD-DIMSU:ADMLTG,800;
9	M2 1 ADD-DIMSU:APPLICAT,98,5,1,200,3000,256,128,256,128,1500,512,300,900,300,256,320
10	M2 1 ADD-DIMSU:BASIC,4000,4120,4000,2000,8,200,1200,2,0,20,480,120,1000,200,3000,368
11	M2 1 ADD-DIMSU:NETWORK, 3, 400, 400, 1200, 1024, 200, 1000, 500, 1000, 16, 400, 50, 120, 0, 0, 1500,
12	M2 1 ADD-DIMSU:SYSTEM,900,300,1,4,4,128,4,20,40,4,8,40,1000,1000,0,0;
13	M2 1 ADD-DIMSU:USER,4000,800,2000,600,2800,16,1500,800,4000,500,4000,400,4000,4000,4
14	M2 1 CHA-SIPCO:DIFFSERV,48,72,N,0,AUTONEG,16384;
15	M2 1 CHA-SIPCO:TIMING,60,60,4,0,60;
16	M2 1 CHA-SIPCO:PLQUAL,200,120,3,2;
17	M2 1 CHA-SIPCO:BANDW.1.83.:

- You can use the HiCom management tool for this, or using "Comwin" run the following commands:
- When complete go into file transfer (6th Icon from Left Hand Side on Comwin)
- Click on the 2nd Icon down on the left-hand side (A1H1F)
- Find the L31905 Folder go into that folder and you will find an 'ALL' File
- Drag a copy out to your computer.

### SIEMENS UNIFY OPENSCAPE OSV

At present this is only supported by professional services engagement. A number of data files are required from the OSV in order to process the audit. Please contact the Pure IP team for details.

#### CSV exports for each 'location' in the following format:

```
Directory Number;External Number;Display Name;Feature
Profile;Keyset;Numbering Plan;Business Group;Branch Office;Language;Displayed
Extension Number;Rate Area;Class Of Restriction;Calling Location
Code;Transport Protocol;IP Address;Associated Endpoint
```

```
'441245112233';'441245112233;Bloggs,
Fred;;Phantom;np_uktest;IFF;bo_uktest;System
Default;;ra_uktest;;;TCP;10.10.148.223;ep_uktest1000;
```



#### • CSV of Mediatric Servers in following format:

IP,HOSTNAME,MODEL,VERSION
10.10.148.11,uktest4124-4,Mediatrix 4124,2.0.40.747

#### CSV of hunt groups in following format:

Hunt Group Name;Pilot DN;Hunt Type;Status;Stopped;Hunt Group Members
UK Test; '44124599887766';Manual;;false;441245112233,441245909090'

#### An "Export All" txt file of this type:

#INFO: Host Name: <uktestsvn1>
#INFO: Software Version: <V9R3.34.16>
FILE VERSION:11.00.01:MP2
#INFO: Export of RTP Parameter Data Started on <2019-04-18 15:04:08>

#### • A 'Configuration script' for each Mediatix Gateway in the following format:

#### \*\*\*\*\*

# Configuration Script.

# Automatically generated on 29/04/2019 14:53:15.

\*\*\*\*

- # System Name : Mediatrix C733
- # Firmware : Dgw 2.0.40.747
- # Profile : CXXX-MX-D2000-128
- # MAC Address : 0090fxxxxx
- # Serial Number : 00281xxxxxxxx
- # Description : Automatically generated on 29/04/2019 14:53:15.

\*\*\*\*



### AVAYA COMMUNICATIONS MANAGER

There is currently no support for Avaya CM auditing via Backup however we do support an additional alternative access method to facilitate a quick audit process.

A standalone applet can be provided to the customer, maintainer or placed directly on a PC, laptop or server which has network access to the Avaya CM.

- This applet can be run from a command line:
- Audit.exe Avaya -i "IP Address of Avaya" -u "username" p "password" -o "avaya.bin"

Switches are explained below:

-i - IP address of the main Avaya CM should added here replacing the information in quotes above

-u - Username of the ASA login (See section 2 for the exact credentials required)

-p - Password of the ASA login (See section 2 for the exact credentials required)

-o - This can be change to any name .bin, this will be where the information collected is output to.

An example command line may look like:

Audit.exe Avaya -i 192.168.1.2 -u admin -p password -o avaya.bin

Further information on the commands can be found directly in the tool using -help command