

	FORM Info360 / FLA Invoice	V.I
Project: _____	SN Info360: _____	SN FLA Invoice: _____

REQUESTER'S INFORMATION			
Please fill out the required fields below:			
End customer: _____			
Person in charge: _____			
E-mail of the person in charge: _____			
Phone of the person in charge: _____			
Receiver: _____			
Person in charge: _____			
E-mail of the person in charge: _____			
Phone of the person in charge: _____			

INFRASTRUCTURE			
Installation Topology*			
Information	Machine 1	Machine 2	Machine 3
	Machine 1 for SQL Server + Web Server (RS) + Collection and Billing Module + FLA Invoice	Machine 1 for SQL Server and Machine 2 for Web Server (RS) + Collection and Billing Module + FLA Invoice	Machine 1 for SQL Server, Machine 2 for Web Server (RS) + FLA Invoice and Machine 3 for Collection and Billing Module
Processor Type / CPU Speed: _____			
RAM memory **: _____			
Operating System Version: _____	Select	Select	Select
Database Version (MS SQL)***: _____	Select		Select
HD Free Space****: _____			
Server Name / IP****: _____	Select	Select	Select
Physical or virtual machines? _____			

ENVIRONMENT INFORMATION ***			
(All fields below are mandatory)			
Windows Information			
User	User*	Password*	
Has Windows user the local administrator permission? _____	Select		
Has all Windows updates been done? _____		Select	
Has Data Execution Prevention (DEP) for essential Windows programs and services only been activated? _____		Select	
Has Windows Region format changed to "Portuguese (Brazil)"? _____		Select	
Has Windows Firewall / antivirus been deactivated? _____		Select	
Has PDF been enabled? _____		Select	
Has Framework 3.5 been installed? _____		Select	
Are all servers with static IP*****? _____			
Is there only one network in the server? _____			
Is the server in the same network as PEX and PMS*****? _____		Select	
REMOTE CONNECTION			
Remote connection type	Connection Information		
Select _____			

REINSTALLATION INFORMATION	
Please fill out only in case of reinstallation	
Info360/FLA Invoice Server is working? If yes, do not change IP address or computer name: _____	Select
Is it possible to connect to Info360/FLA Invoice server? _____	Select
If it is not possible to access the server, is there a server backup or Info360 and FLA Invoice backup? _____	Select
Is there a Info360 and FLA Invoice backup, is it already available on the server? _____	Select
Which is the SQL version used in the Info360 server*****? _____	Select

IMPORTANT
<p>The machine for the Call Accounting System should be working perfectly and have mouse and keyboard.</p> <p>If CDRs collection is serial and without buffer, its machine should be at least 12 m² from the PEX and the client have to supply its cable. If the buffer is hardware, it's mandatory to verify feeding (NAC or VOCI), provide IP (static), network and set the serial cable according to necessary premises.</p> <p>Informatic is not accountable for any installation of complementary systems (S.O., RS and SQL).</p> <p>*Quantity of machines may vary very much from project to project. The topology is checked in accordance with the number of CDRs and simultaneous users.</p> <p>**A quantifiable minimum peak value depends on the projects.</p> <p>***make only 1 network available and by IP has to be STATIC. Computer name and STATIC IP shouldn't be changed after Info360 installation without support guidance. Other networks should not be added.</p> <p>****In the case of reinstallation, it won't be possible to use previous SQL version to the one used in the original installation.</p> <p>*****Answers will entail possible adjustments to the end-network during installation that can lead to delays.</p> <p style="color: red; text-align: center;">If you have any queries, please do not hesitate to contact us at projeto@globalbhs.com</p>



CDRs Collection

Information necessary so that Info360 can
collect CDRs according to PBX protocol

Setting Information (PABX)

How many PBX will be used?	
Manufacturer (PBX model):	Select
Are CDRs activated and working in the PBX?	Select
Which CDRs protocol interface? (verify directly with PBX maintainer)	Select
If TCP/IP, which type?	Select
Use InfoBuffer360?	Select

FTP Protocol

IP:	
User:	
Password:	
Port:	
CDRs folder:	
CDRs file name:	

SFTP Protocol

IP:	
User:	
Password:	
Port:	
CDRs folder:	
CDRs file name:	

TFTP Protocol

IP:	
Port:	
CDRs file name:	

SMOR Protocol

IP:	
Port:	
Device number:	
Parity (odd or even):	

MySQL Protocol

MySQL IP:	
User:	
Password:	
Port:	
Database:	
CDRs table:	
Row name that registers the date of the calls:	

SQL Server Protocol

User:	
Password:	
Server:	
Database:	
CDRs table:	
Row name that registers the date of the calls:	

Protocol TELNET | Protocol InfoBuffer360

IP:	
User:	
Password:	
Port:	

HTTP or HTTPS Protocol

IP:	
User:	
Password:	
URL for collection:	
URL to delete CDRs:	

SOCKET SERVER Protocol

(buffer works as server)	
IP:	
Port:	

SOCKET CLIENT Protocol

(buffer works as client)	
IP:	
Port:	

SSH Protocol

IP:	
User:	
Password:	
Port:	
CDRs folder:	
CDRs file name:	

SERIAL Protocol

Port COM:	
Baud rate:	
Data bits:	
Stop bits:	
Parity:	
Hand shake:	

If you have any questions,
please contact PBX
maintainer.

EXTENSIONS REGISTRATION (Info360)

Info360 don't accept duplicated extensions, PIN and/or cost centers. "PIN" column only needs to be filled out if the PIN information is presented in the CDRs.

[illegible]

If you have any questions, please do not hesitate to contact us at projects@globalfha.com



Call Charges

Fill out the cost and cadence for each call type

Charge Information

Will the same rates be used for administrative and guest extensions? Select

CALL TO A FIXED LINE

Cost per minute:

Cadence: Select

CALL TO A MOBILE

Cost per minute:

Cadence: Select

CALL TO A INTERNATIONAL NUMBER

Group of Countries: Cost per minute

Americas (IDD starting with 1 and 5)

Europe (IDD starting with 3, 4 and 7)

Asia (IDD starting with 8 and 9)

Africa (IDD starting with 2)

Oceania (IDD starting with 6)

Cadence: Select

IMPORTANT

1 - Costs and cadences not filled out in this form will not work correctly in the Info360.

2 - If there is any questions about charges, yo should contact your operator agent.

3 - In any information filled out in this form is wrong, you will need o fill it out again (with the correct information).

NO INFORMATION WILL BE APPROVED WITHOUT BEING FILLED OUT IN THIS FORM.

If you have any questions, please do not hesitate to contact us at projects@globalbhs.com

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]



PBX Programming

Please fill out the required fields below if you want to automatically block and unblock during check-in and check-out.

PBX PROGRAMMING: BLOCK AND UNBLOCK EXTENSIONS

Fill out according to integration protocol:

If it's Avaya IP Office via web service fill out:

User Password

If it's Avaya IP Office Release Server Edition fill out:

IP Port User Password

Is the same password for all extensions?

If yes, what is the extensions password?

If it's Grandstream via HTTPS fill out:

PBX Server IP Port

PBX version User Password

Select

If it's HiPath (via DLL - Socket) fill out:

PBX Server Port

If it's NEC connection via Webservice fill out:

Webservice address PBX ID

If it's serial connection (RS-232) fill out:

Serial port Parity Baud Rate

Select

Select

Select

Data Bits Handshake Stop bits

Select

Select

Select

If it's Telnet/Socket connection fill out:

Server address Port

If it's Grandstream fill out:

PBX Server IP port

API User API Password

PMS User PMS Password

If it's connection via Socket with SSH fill out:

Host Login Password

Port SSH connection Interactive Login?

Select

If interactive, fill out:

Prompt User Prompt Password

If it's Avaya IP500 via web service or BroadWorks fill out:

IP Port User Password

If it's CISCO AXL fill out:

PBX Server IP Port

CUCM version User Password

Select

If it's via modem fill out:

Phone number Modem

External line code Connection attempt Time between attempts

If it's NEC connection via OAI fill out:

Port Time out (ms) (min 3000)

If it's Script Connector connection fill out:

ODBC Connection

If it's SQL Server connection fill out:

Server Database

User Password

If it's UDP connection fill out:

Host Port

If it's Avaya via Socket IP with SSH fill out:

SSH connection Interactive Login?

Select If interactive, fill out:

Prompt User Prompt Password

Se for o modelo de central for HiPath (via DLL - Serial) informar apenas:

Serial Port Baud Rate

Select Select

REPBX, FPOS and NEC (Spherical and UNIVERSE STDM) don't have integration for block and unblock.

To complete this form, consult PBX maintainer.

[illegible]