

# SMART Usage Reporting & Proactive Monitoring Aggregator

## INSTALLATION GUIDE

FOR SMART ROOM SYSTEMS™ WITH SKYPE® FOR BUSINESS

### NOTE

This documentation has been updated to support Microsoft's transition from Lync® to Skype® for Business software. Most references to Lync have been removed and replaced with Skype for Business, however the following information is still applicable to SMART room systems running Lync software.

**SMART**®

## Product registration

If you register your SMART product, we'll notify you of new features and software upgrades.

Register online at [smarttech.com/registration](http://smarttech.com/registration).

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[www.smarttech.com/patents](http://www.smarttech.com/patents)

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## Introduction

SMART Usage Reporting & Proactive Monitoring requires an aggregator service running in your environment.

This service is a data collector which can be downloaded and installed by the customer.

The data collector aggregates Skype for Business Monitoring Database information into an anonymized file which is transferred securely to the cloud based service.

The cloud service provides a secure login for each customer. Only information from the SMART Room Systems™ with Skype® for Business is reported.

## Purchasing SMART Usage Reporting & Proactive Monitoring

To purchase SMART Usage Reporting & Proactive Monitoring, contact your [SMART reseller](#).

Register at [smartview.smarttech.com/ucp/userregister.aspx](http://smartview.smarttech.com/ucp/userregister.aspx) using your entitlement key.

Contact your [SMART reseller](#) for support with purchasing or registering.

## System requirements

UC Point recommends to install the aggregator on a dedicated operating system. Installing the aggregator on the same server as Skype for Business could create conflicts. In case of support issues, UC Point only supports a dedicated standalone server running the aggregator.

### CAUTION

UC Point recommends to not install the service on any Lync or Skype for Business Server.

#### Supported Lync or Skype for Business on premise versions

- Lync® 2013 or higher.
- Lync or Skype for Business Monitoring Server has to be deployed.



#### NOTE

Lync or Skype for Business Server Multitenant environments are not supported!

#### Supported Skype for Business Dedicated Online scenario

Daily snapshots of the LCScdr and the QoE metrics database have to be conducted by the customer. Then, the aggregator can collect the required data from the on-premise database snapshot. For Skype for Business Online the features of the SRS reports are available.

#### Supported operating systems

- Windows Server 2008 R2 / 2012 (64 bit) or higher
- Windows 7 (64 bit) or higher

#### Supported virtualization environments

- VMware
- HyperV

#### Minimum system requirements

RAM	4 GB or more
CPU	3 GHz or higher
Storage	Minimum 40 GB including the operating system
NIC	100 Mbit or higher

#### Software prerequisites

- Microsoft .NET Framework 4.5 or higher
- Time has to be configured by an NTP server

#### Internal communication ports

SQL	TCP 1443
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### External communication ports

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SFTP TCP/UDP 22

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DNS UDP 53

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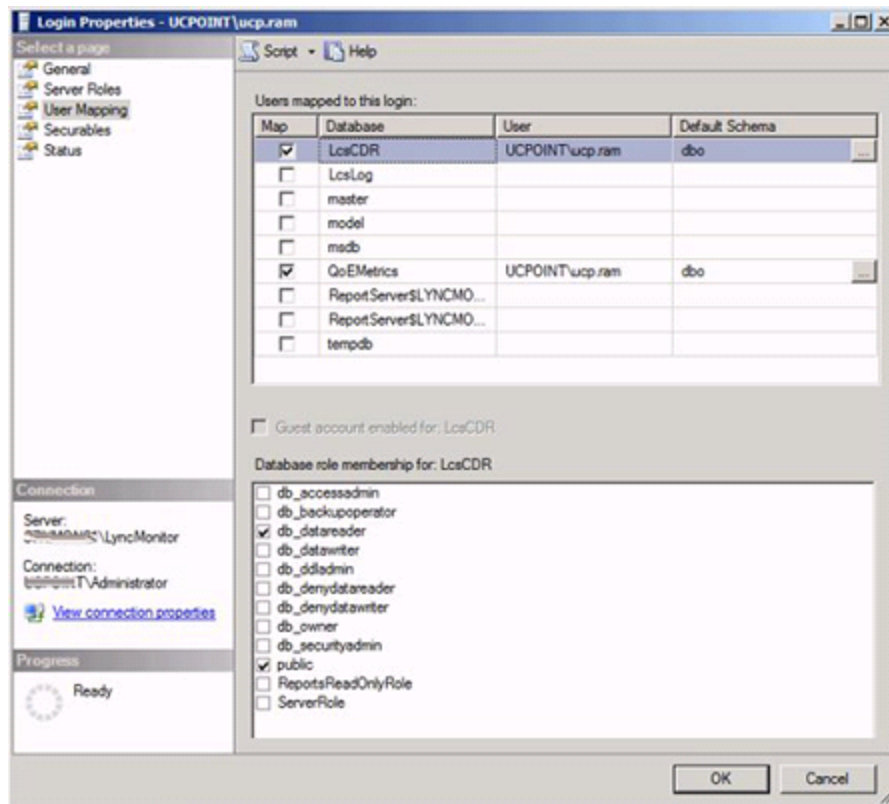
**SQL permissions** The aggregator is using a defined AD user account to collect the relevant data from the Skype for Business SQL databases LcsCdr and QoE metrics.

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## Defining the SQL user permissions

### To define the SQL user permissions

1. On the SQL server hosting the LcsCdr and QoE metrics Databases, open Microsoft SQL Management Studio.
2. Under *Security*, browse to *Logins*.
3. Right-click **Logins** > **New Login**.
4. Define the Login Properties by referring to the image below.



# Installing the SMART Usage Reporting & Proactive Monitoring aggregator

## NOTE

Ensure the user you are using to install the SMART Usage Reporting Aggregator has local administrative permissions.

## To install the aggregator

1. Register for SMART Usage Reporting & Proactive Monitoring at [smartview.smarttech.com/ucp/userregister.aspx](https://smartview.smarttech.com/ucp/userregister.aspx). See *Purchasing SMART Usage Reporting & Proactive Monitoring* on page 3.
2. Log in at [smartview.smarttech.com](https://smartview.smarttech.com).
3. Click **Setup > Download** to download the latest version of the aggregator.
4. Open the folder where you downloaded smart\_usage\_reporting\_kit.msi.
5. Right-click the .msi file.
6. Click **Install**.  
The SMART Usage Aggregator Setup window appears.
7. Click **Next**.  
The End-User License Agreement window appears.
8. Select the **I accept the terms in the License Agreement** check box.
9. Click **Next**.  
Select where to save the aggregator.
10. Click **Next**.
11. Enter the information for the user account you configured with SQL permissions and password.
12. Click **Next**.  
The Ready to Install SMART Usage Aggregator window appears.

13. Click **Install**.

**NOTE**

If you have turned on User Account Control, you'll have to confirm the SMART Usage Aggregator can run on your computer.

14. Click **Finish**.

## Configuring the SMART Usage Reporting & Proactive Monitoring aggregator

### To configure the SMART UCP aggregator


1. Click **Start > Run**.
2. Type **services.msc** and click **OK**.  
The Services window appears.  
Verify if SMART Usage Reporting is listed and running.
3. Right-click **SMART Usage Reporting** and click **Stop**.
4. Click **Start > All Programs > Accessories**.
5. Right-click **Notepad** and click **Run as administrator**.
6. In Notepad, click **File > Open** and browse to the folder where you installed the program. The default location is C:\Program Files\SMART\usage\.
7. Right-click **smart\_aggregator\_conf.xml** and click **Edit**.
8. Change the XML settings as defined in *Settings* on the next page.  
When you're done, save and close the file.
9. In the Services window, right-click **SMART Usage Reporting** and click **Start**.

## Settings

The following settings can be changed.

Setting	Use	Notes
<b>Default XML parameters</b>		
TransferMode	Sets when the data transfer occurs at the same time each day or if the data is transferred in intervals during the day.	Default is 1. <ul style="list-style-type: none"><li>• 0 = fixed time</li><li>• 1 = interval</li></ul>
TransferInterval	If the data is transferred in intervals, sets the interval between transmission from 15 to 720 minutes. Use the format <b>hhmm</b> to enter a value.	Default is 0100
TransferMethod	Sets the file transfer method the aggregator uses as FTP or SFTP.	Default is SFTP.
TransferPort	Sets the TCP port for the file transfer from 1 to 65000.	Default is 22
TransferTarget	Sets where the aggregator transfers the files to the remote host .	Default value is <b>smartviewsftp.smarttech.com</b> .
RemotePath	Sets the path on the remote target if it isn't the default.	Default is <b>upload\</b> .
TransferUser	Replace <i>your_portal_user</i> with the user name used to log in at smartview.smarttech.com.	
TransferPW	Replace <i>your_portal_password</i> with the password used to log in at smartview.smarttech.com.	
LyncDBServer	Replace the name of your Lync or Skype for Business Monitoring Server database instance, for example "sql.contoso.loc\instance01".	



Setting	Use	Notes
LyncStartCollectDate	Enter the date when the aggregator will begin collecting data from the Lync or Skype for Business Monitoring database. The date can't be earlier than one month in the past.	Format is <b>yyyymmdd</b> .
<div style="background-color: #f0f0f0; padding: 5px;"> <b>NOTE</b> You're unable to set the date earlier than the earliest available data on the SQL instance.</div>		
<b>Optional XML parameters</b>		
DataPath	Sets where the collected data is saved.	Default is %system%\Program Files\SMART\usage\data\





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