



User Guide

3CX Exporter

Version 14

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Version 14.0 – Last updated February 19, 2016

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Introduction

Creating custom records and archiving Call Detail Records was once a difficult task. However, 3CX Exporter has now made the job easy for you. Moving Call Detail Records from 3CX to SQL Server or MySQL reduces the demands on your 3CX server, and allows you to use the tools you already know to create custom reports.

What is 3CX Exporter?

With 3CX Exporter, you can automate the export of **Call Detail Records** (CDR) from 3CX's internal PostgreSQL database to either Microsoft SQL server or MySQL. This small Windows service runs automatically in the background to keep your external database in sync with the data in 3CX.

Why 3CX Exporter?

1. Make it possible to create custom reports
2. To integrate (utilize) that data in other applications (like CRM integrations).

How to use 3CX Exporter?

3CX Exporter is a onetime installation process. Once you install it, the product will automate the export of **Call Detail Records** according to the export frequency you set during the installation process. However, in future, you can change both the export frequency and database as well.

Prerequisites

Before you begin with the installation steps mentioned in this guide, you need to ensure that your computer meets the minimum requirements mentioned below for installing 3CX Exporter.

- 3CX Version 12 – 14
- Windows 7 – 10
- SQL Server 2008 or above, or MYSQL
- Windows Server 2008 R2 (64 bit) and above
- .Net 4.5
- 3CX Relay Service
- Installation on a domain controller may require additional assistance

Installation

1

Download software

You can download 3CX Exporter from <http://www.voiptools.com>. You will find a link right below the “Add to Cart” button labeled “Download Sample.” This link will download a fully functional, non-expiring version of 3CX Exporter.

2

Obtain license key

To install 3CX Exporter, you will need to request a license key by calling us at our toll-free number +1 877-235-4236, by emailing our support: support@voiptools.com, or by adding 3CX Exporter to your shopping cart on the VoIP tools website.

3

Register your product

You need to register your product to activate your license key. In case you lose your key, we are always there to provide you a new one if you provide us your contact information. Also, we can notify you of latest product updates.

To install 3CX Exporter, run the setup program that you downloaded in step 1. The setup program is named **3CXExporterInstaller.exe**. The default settings should be fine for most installations.

4

Setup database

You will need to setup database settings to establish a connection between PBX and database server. This connectivity is required to extract authentication information needed to connect to internal 3CX PostgreSQL database and copy it to database server. For this, you will need to test and ensure the success of connectivity.

5

Set synchronizing frequency for updates

The updates of 3CX records need to be updated in database for data constancy. For this, you will need to setup the export frequency interval so that the records will be automatically synchronized between the PBX and database.

6

Get PBX settings for 3CX Exporter

The 3CX Exporter needs to communicate with PBX in order to get the 3CX database records and store them in the database server. For this, you will need to setup a connection between 3CX Exporter and PBX and test the connectivity.

Step by step Installation Procedure

The following section guides you through a detailed walk-through of the installation process.

Step: 1 - Start with installation process

In the **VoIPToys Setup Wizard**, click **Next**



Step: 2 - Download Relay (if required)

If you have not installed Relay previously, you can now download and install it. Click **Download Relay** to download and **Install/ Upgrade Relay** to install or upgrade.

Note: If you have already installed it, you need not install it again unless a newest version is required.



Step: 3 - Test Relay Settings

1. In the **Relay Services Host** field, mention the computer name in which the Relay exists. If it resides on a different server, then you can mention the IP address of that machine.
2. In the **Relay Services Port** field, enter the value as **8700**
3. Click **Test Relay Settings** to test the relay settings.



4. Click **Next**

Step: 4 - Run the application

Once the installation is complete, click **Run Application**

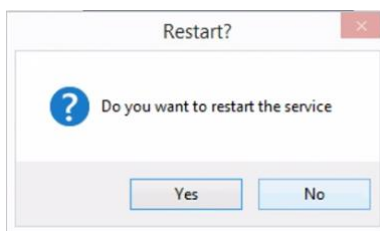


Step: 5 - Register

1. Enter registration information and click **Register**

A screenshot of the "3CX Exporter Settings" dialog box. The "License" tab is selected. The "License Information" section shows "Licenses: 0", "Activation:", and "Expiration:". Below this, there are several text input fields with red asterisks indicating they are required. The fields are: License Key (value: xxxx-xxxx-xxxx-xxxx), Customer Name (value: VoIPToys, Inc.), Contact Name (value: Matthew Orr), Address 1 (value: 4041 Valderrama Street), Address 2 (empty), Address 3 (empty), City (value: Cedar Hills), State / Province (value: Utah), Zip / Postal Code (value: 84062), Country (value: USA), Phone (value: 801-642-4655), Email (value: Matthew.Orr@VoIPToys.com), and Reseller (value: VoIPToys, Inc.). A "Register" button is located at the bottom right of the form area. At the bottom of the dialog box, there is a "Start" button (disabled), a "Stopped" status indicator, "Service Name: 3CX Exporter", and "Close" and "Save" buttons.

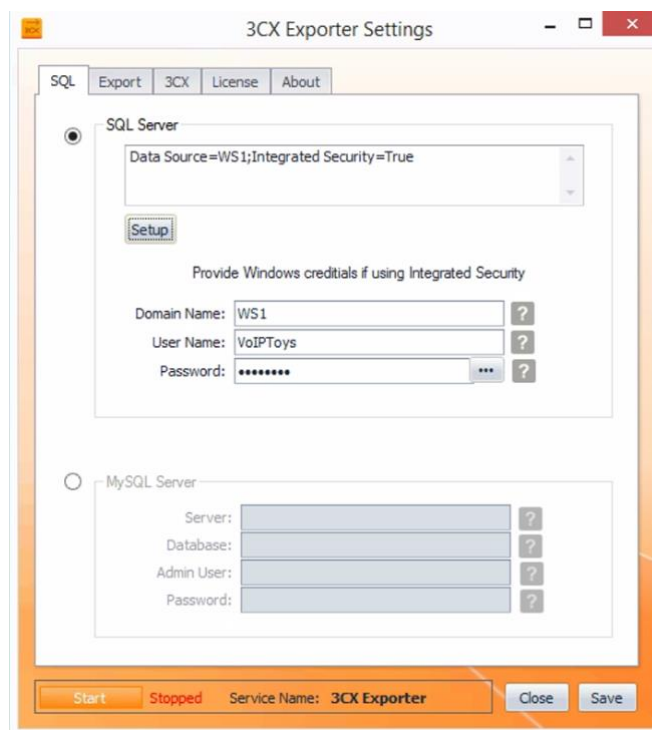
2. Click **Save**. You can restart the service later. Click **No**



Step: 6 - Setup the database

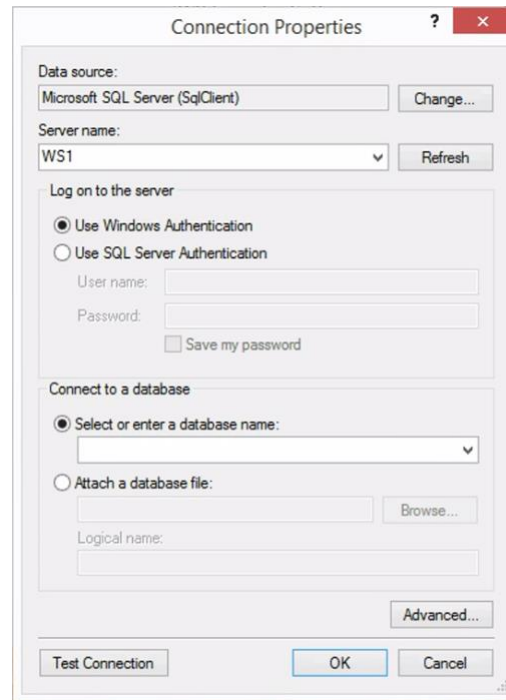
In the **SQL** tab, select the radio button of appropriate server.

1. For **MySQL Server**, the database will be automatically setup based on the credentials provided.
2. For **Microsoft SQL Server**, click **Setup**

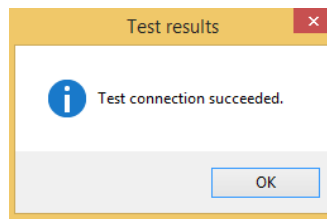


Step: 7 - Test database connection

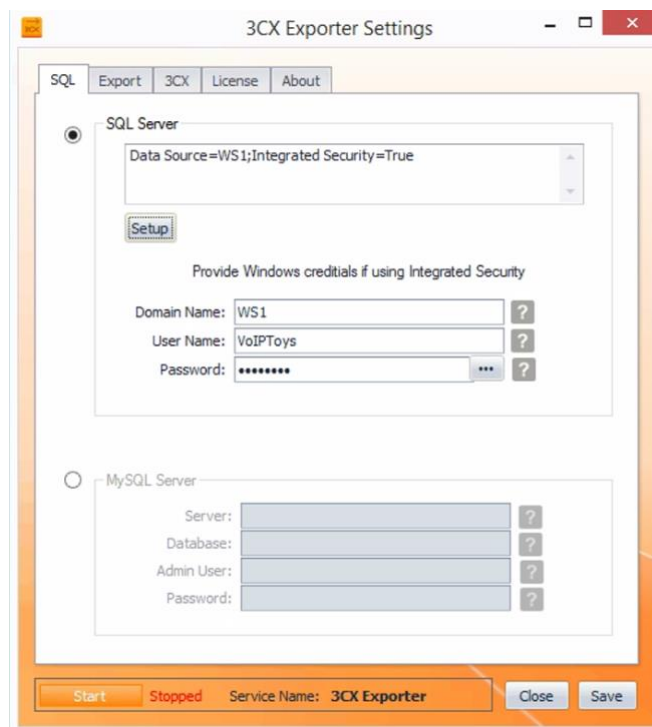
1. In the **Connection Properties** dialog box, click **Test Connection**



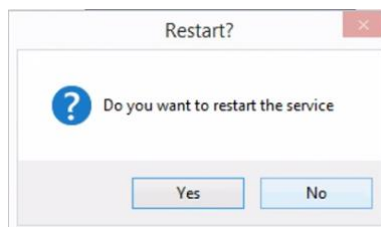
2. Click **OK**



3. Enter **Domain Name, User Name and Password**

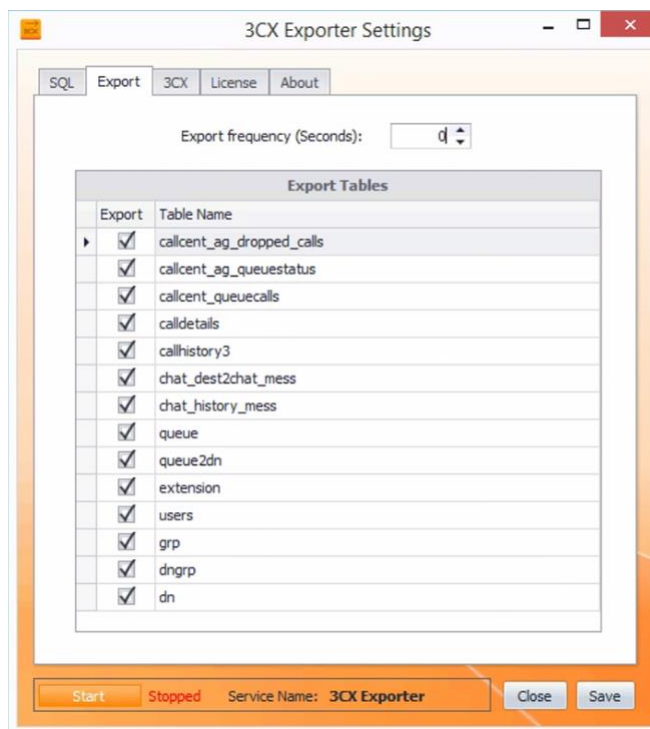


4. Click **Save**. You can restart the service later. Click **No**

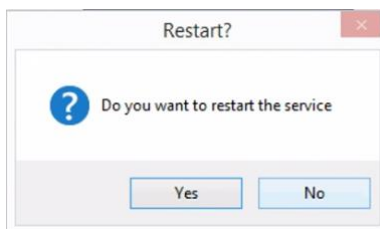


Step: 8 - Setup export frequency

1. In the **Export** tab, set **Export frequency** value. This is the frequency for automatic synchronizing of updates.

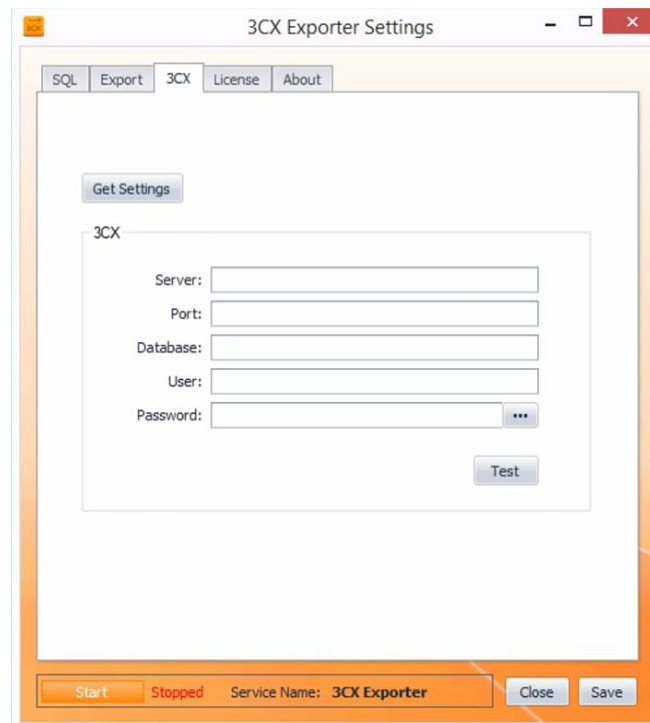


2. Click **Save**. You can restart the service later. Click **No**

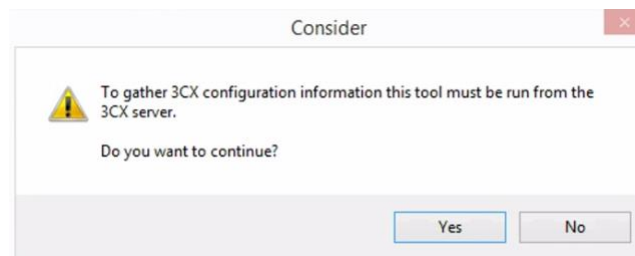


Step: 9 Get PBX Settings for 3CX Exporter

1. In the **3CX** tab, click **Get Settings**.

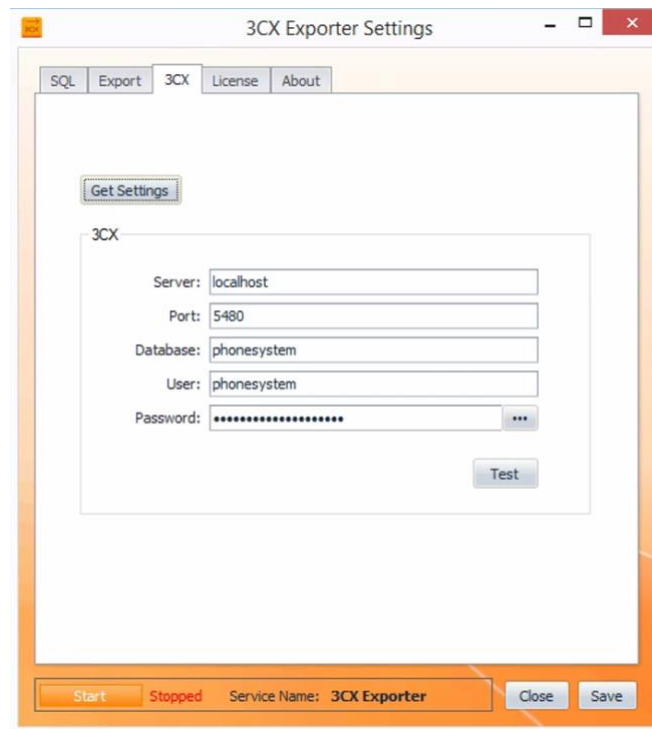


2. In the **Consider** message box, click **Yes**

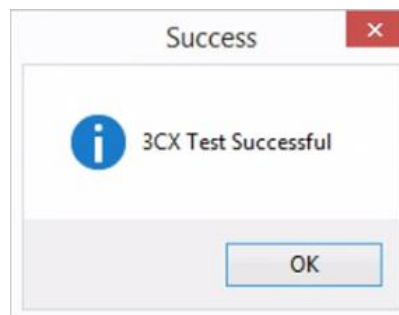


Step: 10 - Test PBX settings

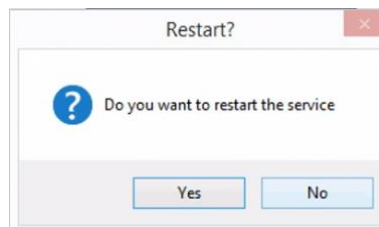
1. Click **Test**



2. Click **OK**

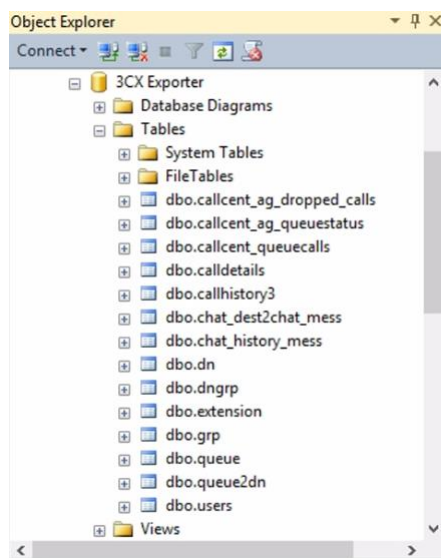


3. Click **Save**
4. Restart the service. Click **Yes**

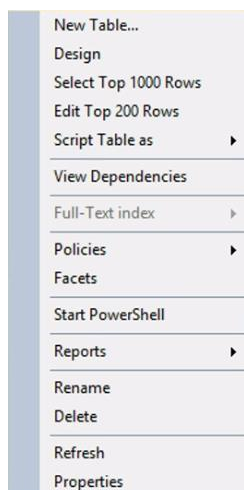


How to see the 3CX database records?

1. Connect to database server.
2. In the **Object Explorer** window, expand **Databases**, and then expand **3CX Exporter** and **Tables** to see various tables.



3. Right click on any table to see the **right click menu**.
4. Choose **Select Top 1000 Rows** to view data in the workspace area.



Support

If you need support, would like to request an enhancement to 3CX Holiday Importer, or are interested in discussing a custom solution, you can contact us at the following:

Address: 2306 Shimmering Bay Lane
Cincinnati, OH 45244-2760

Hours: Monday – Friday
8:00 A.M. – 5:00 P.M. Central Standard Time

Phone: USA Toll Free: +1 801-642-4655

Skype: VoIPToys

Email: info@VoIPTools.com

Web: <http://www.VoIPTools.com>