

Importing or Moving CommsOffice Call Logging Data

Introduction

The CommsOffice system stores call logging data in three locations:

1. The main call logging folder
2. The backup call logging folder (if the backup call logging service has been installed)
3. The system SQL database.

The SMDR (Station Message Detail Record) call logging files are text files stored in folders on the hard drive of the CommsOffice application server PC.

The main call logging files are created each day for a 24 hour period midnight to midnight in a .DAT format and will be compressed at midnight into a ZIP archive with a file name of YYYYMMDD.ZIP.

The backup call logging files are also created each day stored in a .DAT format with a file name of cdrlog.dat.YYYYMMDD these files are not compressed.

Main Call Logging Folder

<Drive>:\Program Files\RMST\CALLManager\bin\calldata\Panasxxx

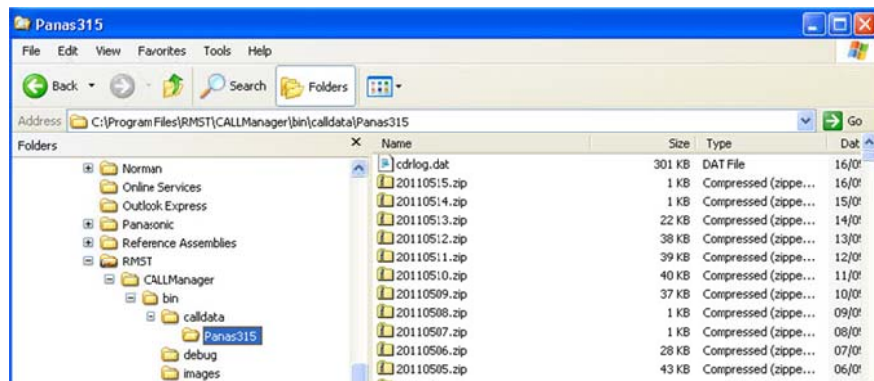


Figure 1

The need to import call logging data may typically be required in the following circumstances:

- a) The CommsOffice application server is to be moved or installed on a new PC or server.
- b) There has been a loss of call logging due to a failure of the main TAPI or call logging connection and the backup call logging service has been installed. In this situation the backup service will receive buffered information from the Panasonic telephone system (note on the Panasonic telephone system this requires a full RS232 null modem cable to be connected and the telephone system to have SMDR enable (set to print calls) with format Option C enabled).

Backup Call Logging Folder

If the CommsOffice backup call logging service has been installed this will create a second folder that stores a duplicate set of SMDR text files. The folder is located in the following location:

<Drive>:\Program Files\RMST\CALLManager\bin\versadial_interface

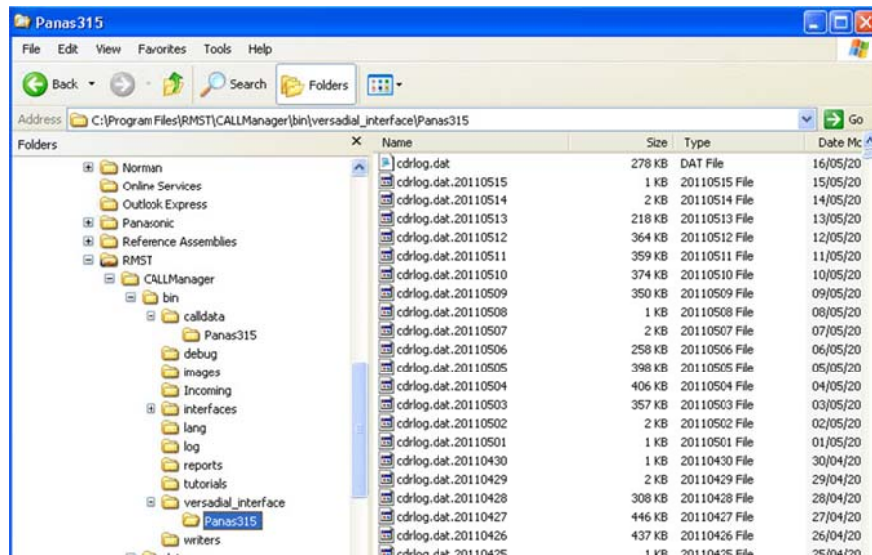


Figure 2

This folder contains the SMDR data files generated by the Panasonic telephone system RS232 serial port and cable. If a loss of the main call logging data occurs, it is possible to manually replace the lost data for the period of data loss.

Replacing call logging data is achieved by using the CommsOffice “Import Raw Data” function from Tools > Call Logging Utilities.

Use the following procedure to select the required data to be imported.

In the case of moving data to a new PC run the import using the data files from the main call logging folder see Figure 1.

In the case of restoring call logging data from the backup call logging folder run the import using the data files from the backup call logging folder see figure 2.

It is possible to determine the stop and start time of any data interruption to the main call logging data and import this from the backup data folder, however we recommend the following procedure.

Recommended procedure

1. Make sure any attempts to import and restore SMDR data are performed outside normal business hours with the CommsOffice services stopped.
2. Determine the date and time period of when calls have been lost or (in the case of moving to a new server PC) for any call logging data that needs to be moved
3. If data has been lost part way through a day, delete this days data from the database and locate the day file from the Backup call logging data folder and import to database

Example

Call logger service stops collecting call data on 12/5/2011 at 1.00pm. Data should be deleted for the 12th May 2011 from 00:00:00 to 13:00:00 ready to import the backup data for the whole of 12th May 2011.

- In CommsOffice, select Tools and click the “Delete Call/data Records” option

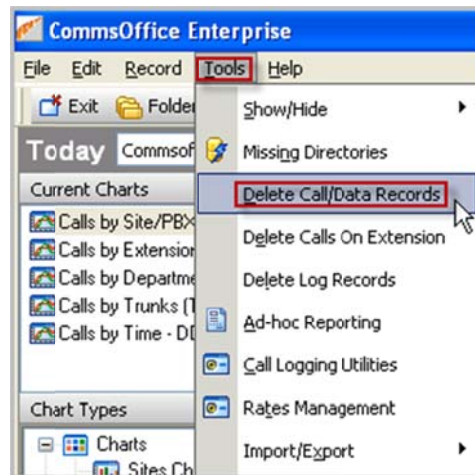


Figure 3

- The “Delete Call Records” window will appear allowing you to select the desired date and time of what data you would like to delete.

Things to take note of:

- Delete just call records
- Delete only the day the main call logger has stopped
- Select the correct PBX ID (If Multisite)
- Leave “Delete voice recordings” and “Delete alarm records” UNCHECKED



Figure 4

- Once the deletion of call records has been completed, you will receive a confirmation window. Select OK to continue
- To start importing data run the CommsOffice client application, navigate to Tools and select Call Logging Utilities.

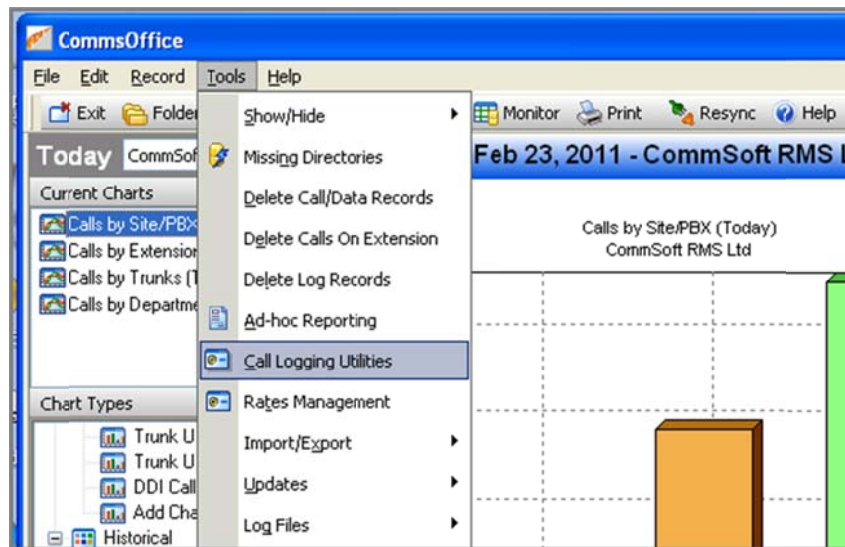


Figure 5

- The Call Logging Utilities window will open allowing you to select various options. Select Utilities and Import Raw Data.

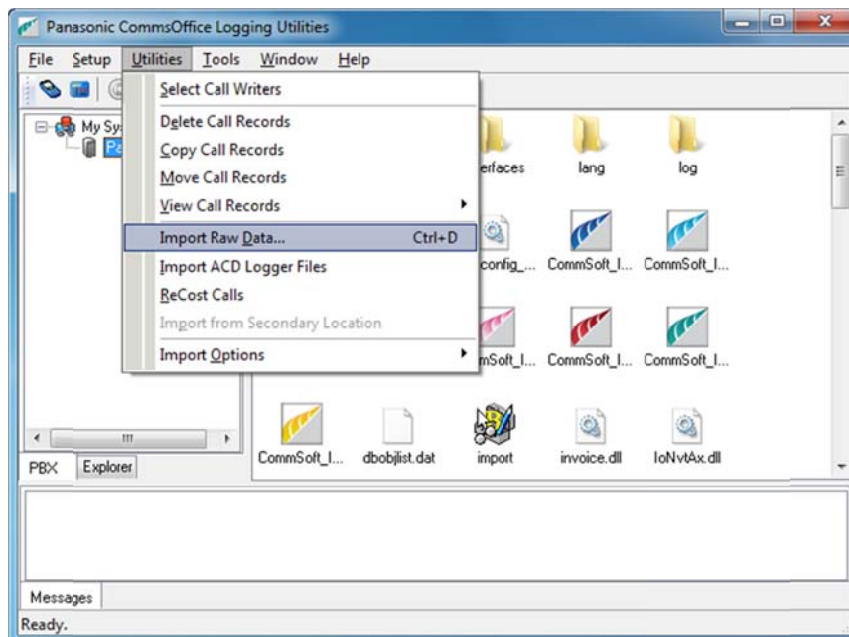
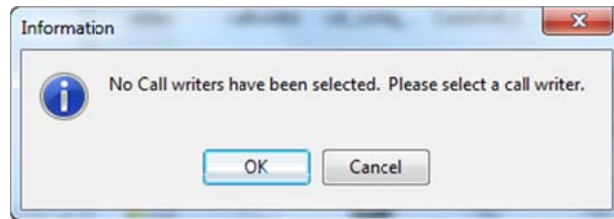
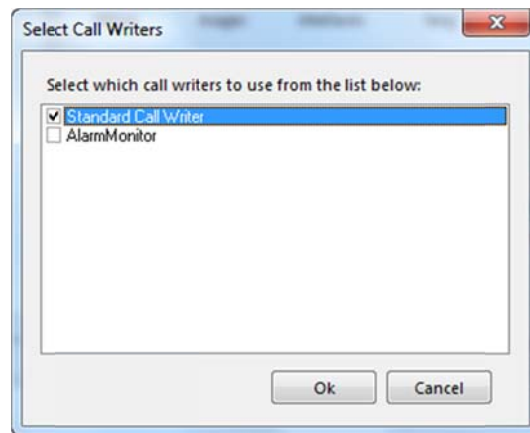


Figure 6

- An information message will appear stating that a call writer must be selected for raw data import.



- Select OK and select the "Standard Call Writer" then select OK.



- Browse to the main or backup call logging data folder and select the required SMDR data files to import.

Main Call Logging Data Folder Location

<Drive>:\Program Files\RMST\CALLManager\bin\calldata\Panasxxx

Backup Call Logging Data Folder Location

<Drive>:\Program Files\RMST\CALLManager\bin\versadial_interface

Select OK.

- This will begin the import process, when complete an import summary will be displayed. Note duplicate or redundant data within the SMDR files being imported will be filtered resulting in some lines of data not being imported this is not a problem as this data is redundant. Restart the CommsOffice services and check the data is showing in reports for the period that has been imported.