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VISUAL TAXE 4

PRO - Express

Configuration Manual

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Introduction

This manual is common for software Visual Taxe Pro and Visual Taxe Express. Nevertheless, these 2 products with the same capacity level and settings, some elements described in this manual may not apply to any of the products.

To know differences between Visual Taxe Pro and Visual Taxes Express, consult chapter 13 from technical specifications.

First step

How to reach setup module?

To use the software you must use a compatible Web browser (Microsoft Internet Explorer, Mozilla Firefox or Google Chrome).

The URL to enter in the browser depends on the server name or IP address, and type of installation. You can ask your network administrator or your dealer.

If you are connecting from the server itself, you can enter the following URL:

<http://localhost:8888/VisualTaxeWeb> or <https://localhost:8889/VisualTaxeWeb>

Otherwise, use the URL above by replacing localhost with the name or the IP address of the server.

You get the following screen.

Use the field **user** and **password** to identify you.

You have to think to respect upper and lowercase.

The manufacturer login is **installer**, and the password is **super**.



To access the module control, from home screen, click



Any moment Has, to return to the homepage, click the image indicating the product name in the top left.

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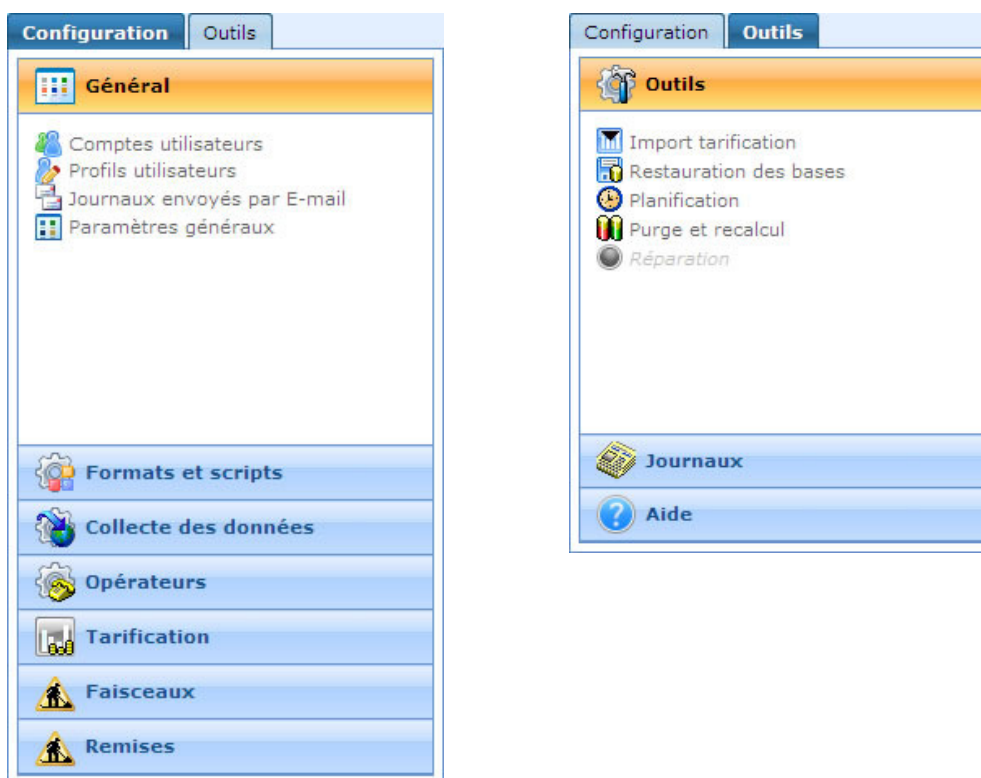
What contains this module?

The configuration module contains all the elements for configuring the acquisition tickets, the directory import, pricing tables operators, programming tasks automatic, the tools maintenance and newspapers.

Screens description

Panes of browsing

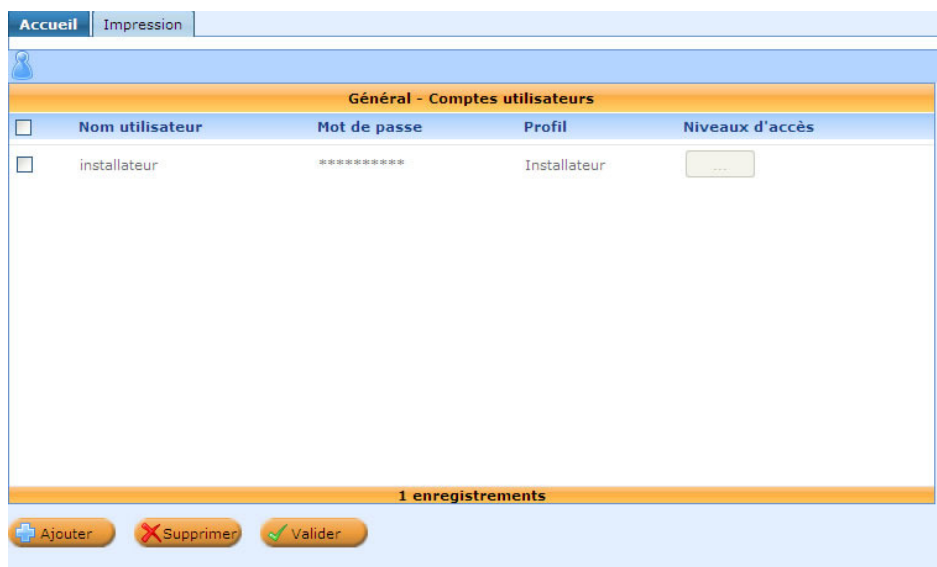
On the left you will find the panes of browsing which that contain the access features. There are 2 **configuration** and **tools** tabs.



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The mean screen



This page provides you different functionality related parameters on which you clicked on from panes.

Interface

From the different screens:

- to add a line, click the button **ADD**, enter your settings and to save you must imperatively click the button **CONFIRM**
- to modify, click the field to change, make it then you need to save clicking the button **CONFIRM**
- to delete a line, on the left of this line is located a checkbox, tick it, and then click the button **DELETE**

Which are the steps to be followed?

After installing the software, follow the steps which will allow you to proceed to the software configuration as easily as possible:

1. setting the tickets acquisition (acquisition source)
2. setting operators and tariff tables
3. setting the directory import and check out of the proper operation
4. setting up automatic backups and archives
5. additional setting

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License registration

The booking of the license is described from the manual of installation.
Upgraded of an existing license is identic to the booking of the license.

From the panes of browsing, and finally click.

You get this screen:



In the field **version** you will find the number of tickets followed amongst stations maximum authorized from the directory.

From the field **options** you will find:

- the number of telephone operator for which the software can manage pricing tables
- the maximum number of client connection allowed
- the number of additional sources of acquisition manageable

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CALL COST CALCULATION

How the software calculating the cost of calls?

By default the software calculates the cost of calls according to the duration of the Orange base rates provided to from the software.

However, you can

- Change default rates.
- Add a new operator
- Skip the tax calculation (impulse), to make it :
 - Click **CONFIGURATION**
 - then click **GENERAL**
 - then click **GENERAL PARAMETERS**
 - then uncheck **cost by duration**
 - then to click the button **CONFIRM**
 - then you only need to restart the component collector for that refer to "process supervision"

How to set the operators?

Continue to follow this documentation, this information will be provided you later.

Setting PBX

Technical notes are available to you regarding the configuration of PBX and are available:

- From the software, if you have an internet connection, from the Tools tab and then Help Technical Notes.
- From the DVD from which you installed the software
- On our website www.cogis.com from **technical services** then **rating**.

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Acquisition sources of tickets

What sources of acquisition?

General Information

An acquisition source is a current.

From the software, the currents are named "**Sources of acquisition**".

The software can treat several sources of acquisition.

There exist several types of configuration:

Type of configuration	How much sources have to be declared?
A management system centralizes the tickets of all PBX from the same path / storage directory	A single source
A management system centralizes the tickets of all PBX in different paths / storage directories	As many sources as paths / storage directories
There is 1 single PBX that provides itself its own tickets	A single source
There are several PBX , one of them centralizes Ticket all PBX	A single source
There are several PBX , each providing its own tickets	As many sources as PBX

What you need to is to collect the tickets?

Depending on the type of PBX, means delayed:

- COGIS external Buffer allowing the dump to IP, the buffer collecting V24 or IP tickets
- COGIS external buffer for the dump modem , the buffer collecting tickets in V24 or IP tickets
- Buffers integrated with PBX (Available by PBX)
- File of tickets stored locally
- Collection http, https, ftp or link TCP / IP real - time
- Ticket file stored locally

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How to declare an acquisition source?

General settings

To declare an acquisition source click.

You get this screen.

By default there is an acquisition source, if needed also possible to create another.



To set items :

Element	Signification
Wording	Specify here a name that identifies the acquisition source.
Format of tickets	Indicate here the format of the tickets provided by the PBX. If you change the ticket format, a message appears, click NO.
Authorized Days of acquisition	Specify the days on which the software will perform the collection.
Length prefixes PBX	Indicate the length of the PBX prefix in the number field Compound.
Code business	Always put true
Coeff. Private Com.	If you use the concept of private communication and professional communication, you can assign a coefficient multiplier to private communications.

Then click the button.

Protocol setting

Now you must set the protocol.

Depending on the type of PBX and the mode of collection of the tickets , the setting is different. This setting is described from technical notes available to you :

- From the software, if you have an internet connection, from the Tools tab and then Help Technical Notes.
- From the DVD from which you installed the software.
- On our website www.cogis.com from technical services and notes.

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The available protocols are:

Protocol	Signification
HTTP/FTP	Protocol where the software retrieves tickets http, https or ftp. The collected files are never deleted by the software.
TCP/IP	Ticket collection protocol using a TCP / IP connection to connect to the PBX / buffer and get the tickets. In this case the software is TCP client and TCP server.
PPP	Acquisition mode for collecting tickets buffers UGP3 -TC and IP32M of COGIS.
LAN (directory)	Protocol where the tickets are stored as files from locally on the computer where the software is, from the same directory.
LAN (file)	Protocol where the tickets are as a single stored file locally on the computer where the software.

Click the button **protocol**.

You get this screen.

Click the tab for the protocol to use for collecting tickets, then set the protocol as indicated below as applicable figure where you are, then click the button **CONFIRM**.

Parameters of protocol HTTP/FTP

Element	Signification
Test	Number of collection tests before failure
File Beginning	Character sequence that identifies the file names of tickets by the beginning component string of file names
Password	Login password
Login	System identification log which provides tickets
Path file	URL where the files are tickets available
Reg. exp	Specifies that contains file beginning a regular expression , for default does not check the
Previous file	Name of the last processed file , do not change

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TCP/IP settings

Element	Signification
Type of login	Behavior mode of tax software Visual - Client : the software is TCP client , the PBX or server TCP buffer is , the software connects to the PBX and receives tickets (no management of acknowledgment) - Server : the software is listening on a TCP port, the PBX is TCP client, if the software connects and sends tickets (no management of acknowledgment) - Telnet: the software connects to the PBX via a telnet session
Case of "customer"	
Test	Number of collection tests before failure
Addresses	IP address of the PBX or the buffer followed by ":" followed by the TCP port
Buffer	Indicate if a buffer is present and its type
Case of "server"	
Port	TCP port on which the software is in listening
Case of "telnet"	
Password	Password of login telnet, related to the log-on.
Login	Log-on to be used for session telnet.
Addresses IP	IP address of the PBX or the buffer followed by ":" followed by the TCP port
Previous file	Indicate the name of the last file treated by the software, not to modify this field.

Parameters of protocol PPP

Element	Signification
Test	Many trial collections before failure
File Beginning	Character sequence that identifies the file names of tickets by the beginning component string of file names
Password	Login password
Login	System identification log which provides tickets
Path file	URL where the files are tickets available
Reg. exp	Specifies that contains file beginning a regular expression, for the check default
Previous file	Name of the last processed file , do not change
Network connection	Name of the PPP connection that is established beforehand. In the case of a Windows system, the list of PPP connections is provided. For a Linux system, select "Custom" and then enter the name of the PPP (case sensitive).

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Settings LAN protocol (directory)

Element	Signification
Test	Number of collection tests before failure
File Beginning	Character sequence that identifies the file names of tickets by the beginning component string of file names
Path file	Ticket path where the files are available
Reg. exp	Specifies that contains file beginning a regular expression.
Previous file	Name of the last processed file , don't change it

Parameters of protocol LAN (FILE)

Element	Signification
Test	Number of collection tests before failure
Path file	Ticket path where the files are available

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Declaring exit sites

Presentation

If you need to analyze the beams operators or operators if the setting is different from one site to another, you must define the site. Then follow this chapter.
Otherwise, you will not have to report site, the site default 0 will be used.

The software should calculate the cost of calls.

To calculate this cost, it is necessary to configure the operators, even if there is only one operator.

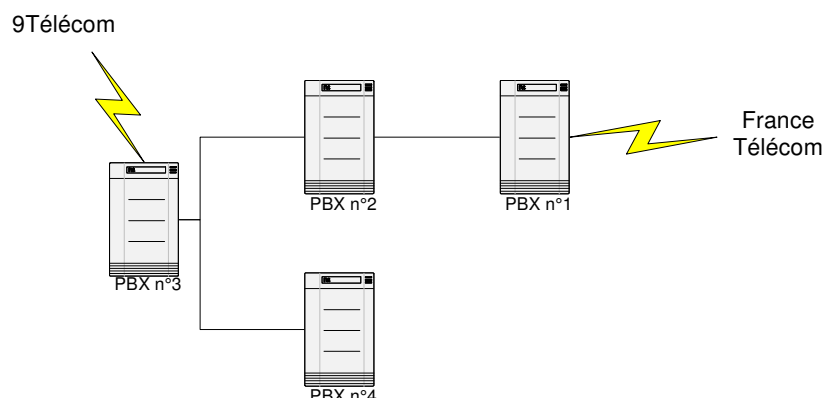
To configure the operators, it is essential to know the PBX which has lines (T0, T2, QSIG, GSM gateways, etc. ...) to the operators.

Here you should only report PBX sites that have outputs to operators:

- If all the PBX has one or more T0 or T2 to one or more operators, you must declare any PBX.

- If only one PBX has output lines, you will have to declare that the PBX

Of course, this statement must be made for each acquisition source.



If you look at the diagram above, you will see 4 PBX:

- PBX # 1 has an outlet to the operator France Telecom
- PBX 2 has no output to an operator; in this case one can easily imagine that if a subscriber of this site wants to make an outgoing call, the call is routed to a PBX with link to an operator
- PBX 3 has an outlet to the operator 9Télécom
- PBX No 4 has no output to an operator; in this case one can easily imagine that if a subscriber of this site wants to make an outgoing call, the call is routed to a PBX with link to an operator.

As part of the declaration of the sites, only the PBX 1 and 3 will be declared because they are the only related to the operators.

No outgoing call will go out to an operator by the sites 2 and 4, as they will necessarily transit the Site 1 or Site 3.

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Sites management

If you have other websites than 1 or the unique site does not have the number 1 you need access the site management.

Otherwise, proceed to the next step.

To manage the site, **CONFIGURATION** then **DATA COLLECTION** click SITE

You get this screen:

The screenshot shows a web interface for site management. At the top, there's a dropdown menu labeled '0-Source principale'. Below it, a blue header bar contains a user icon. The main area is titled 'Collecte des données - Site' and contains a table with two columns: 'Numéro' and 'Libellé'. The table has one row with the value '1' under 'Numéro' and 'site principal' under 'Libellé'. Below the table, there's a status bar indicating '1 enregistrements'. At the bottom, there are three buttons: 'Ajouter' (with a plus icon), 'Supprimer' (with a red X icon), and 'Valider' (with a green checkmark icon).

Select the acquisition source for which you want to manage the exit sites then click

The screenshot shows a dropdown menu with the text '0-Source principale' and a downward arrow.

- To create a site, click the button **ADD**, a new line appears; you can change and then click the button **CONFIRM**.
- To change a site, click directly on the line on the field to edit.

When you have finished the modification, click the button **CONFIRM**.

- To delete a site, you must delete the assignment operators beforehand, then return to this screen, select the check box to the left of the site's online. And then click **DELETE**

Caution, if you declare new sites you must assign them an operator.

For more information, follow the chapter on operators.

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Operators and tariffing tables

For operators management, on **CONFIGURATION** click **OPERATORS**.

Note that by default, the Orange tariff tables are already built and activated only the site Release 1. If you have other sites on the outlet operator Orange, you will be setting the routing and domestic and international import daisies to perform.

Enable operators

To manage operators, from **OPERATORS** click **ACTIVATION**

To enable an operator, from the line of the operator from the Status column, specify Active. To disable an operator, indicate inactive.

The number of active operators depends on your license.

If you cannot find the desired operator, take an inactive, rename it, and then go active.

Setting the call routing mode

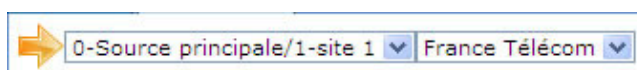
For each output site, operators are used to declare.

Click **CONFIGURATION**



Champ	Faisceau	Direction	Mode	Long. préfixe opérateur	Valeur préfixe international
<input type="checkbox"/>	false	false	true	Durée	1
<input type="checkbox"/>	false	false	true	Durée	1

First of all, select the site you want to work and select the operator.



Then, if you want to add an operator, click the button **ADD**.

A new line appears, usually leave the default settings and click **CONFIRM**.

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If an operator is present on several sites, make it for all sites

To change the setting, click the field to edit and change it.
Then click **CONFIRM** to confirm your change.

To delete a setting, select the check box to the left of the line, and then click

Sites of synthesis parameters

Element	Signification
Field	Don't use
Beam	Set to true if it handles the routing of calls to this operator as the beam
Leadership	Set to true if it handles the routing of calls to this operator as the number called
Form	If the operator is working " to tax " to tax, otherwise leave "Duration"
Length. Operator Prefixes	Length of the operator prefix. Generally 1.
Value prefixes international	Value of the international prefix. Usually 0. This is the prefix after the prefix operator.

Set call routing

What is routing?

Set call routing is to define the rules that will determine whether a call should be charged to the Y operator or to the Z operator.

There are two routing modes, the routing management, routing beam.

If for a site, a single operator is present, choose the routing direction.

If a site there are more than one operator, and they use the pre-selection, choose the routing direction.

Otherwise, choose the routing beam.

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Site setup

Previously he was asked to create the sites.

On these websites you need specify the routing mode to use.

Also, turn over from **CONFIGURATION** and then **OPERATORS** and to finish **CONFIGURATION**.

Re-select your site, and this time select either **direction** either beam or the twice if it is necessary.

And then click **CONFIRM** to confirm your change.

Setting the routing management

From **CONFIGURATION** click **OPERATORS** and then **ROUTING BY DIRECTION**.

Here you must specify the directions used by the operator.

By supervision it is understood the first "x" digits of the dialed number (excluding PBX prefix).

Then, if you want to add a new line, click **ADD**.

A new line appears in early indicate the direction of the beginning and end of the end of direction.

Then click **CONFIRM** to save.

For example, if all calls irrespective go to this operator, enter 0 to 9.

If only calls to mobiles are with this operator, specify from 06 to 06.

Caution, if an operator you do not specify any direction, this implies that you have set up a relief operator.

Setting the beam management

On **CONFIGURATION** and then **OPERATORS** and to finish **ROUTING BY TRUNK**.

Here you must specify the trunks used by the operator.

For trunk it is understood the characters present from the LINE field consultation communications.

Then, if you want to add a new line, click **ADD**.

A new line appears in early indicate the direction of the beginning and end of the end of direction.

And then click **CONFIRM** to save.

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Import an operator rates tables

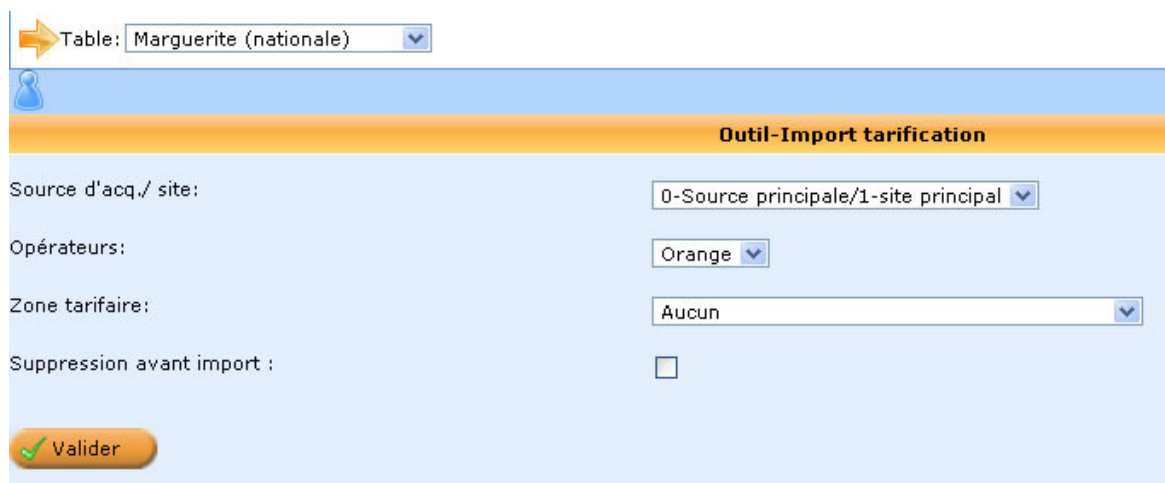
For an operator to be functional, you have to define:

- National rates
- International rates
- The national daisy
- The international daisy
- The short numbers daisy
- The specific daisy

You can import tables present by default in the software, then edit the rates.

To import them, on Tools, then **TOOLS** and click **IMPORT PRICING**.

You will get this screen



Import national rate

Top left, from table, select national pricing.

Then below

- select your **operator** to import
- if you want to import before these national tariffs are removed
- **Deletion before import.**

Then click **CONFIRM** to trigger the import.

The import is in progress, you can observe the top left below table.

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Import international rate

On the top left, from table, select international rate.

Then below:

- select your operator to import
- If you want to import before these national rates are removed, tick **deletion before import**.

And then click **CONFIRM** to trigger the import.

The import is in progress, you can observe the top left below table.

Import National daisy

In top of the left, from table, select **daisy (national)**.

Then below:

- select the site concerned by the import
- select your operator to import
- Let **Rate** zone to **None**
- If you want to import before these national tariffs are removed, tick deletion before import.

Then click **CONFIRM** to start the import.

The import is in progress, you can observe the top left below table.

After completing the import, if other sites are affected by the same operator, perform the same import operations of the National daisy for each site.

Import International daisy

In top on the left, from table, select **daisy (international)**.

Then below:

- select the **site** concerned by the import
- select your **operator** to import
- Let **rates** zone to **none**
- if you want to import before these national rates are removed , tick
- **Deletion before import**.

Then click **CONFIRM** to start the import.

The import is in progress, you can observe the top left below **table**.

After completing the import, if other sites are affected by the same operator, perform the same import operations of the International daisy for each site.

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Import Daisy short numbers

Top left, from table, select short and Minitel numbers.

Then below:

- select your **operator** to be imported
- Let **rate** zone to **none**
- If you want to import before these national tariffs are removed, tick **deletion before import**.

Then click **CONFIRM** to trigger import.

The import is in progress, you can observe the top left below **table**.

Import the local list ZABPQ (only Orange)

Top left, from table, select **Local ZABPQ**.

Then below:

- Select the **website** concerned by the import.
- Select your **operator** to be imported.
- Select **Local** for **tariff zone**.
- In ZABPQ enter your local zabpq with 0, for example 014510, if your DID numbers beginning with 014510.
- If you want to import before local zabpq already be deleted, select deletion before import.

Then click **CONFIRM** to start the import

The import is in progress, you can observe the top left below **table**.

After completing the import, if other sites are affected by the same operator, perform the same import operations of the International daisy for each site.

Set the default rates

If the system fails to get rates for a given direction, it will use a Default rates. You must set them.

CONFIGURATION and PRICING and then DEFAULT PRICING.

At the top of the window, select the operator.

Then set the default national rate, knowing that we advise you to specify national, then the international rate by default, knowing we advise you to specify a rate of an European country.

Then click **CONFIRM** to save your changes.

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Manage rates tables of an existing operator

To reach Tables, **CONFIGURATION** and then **PRICING**

Rates:

To set rates, click **PRICING**.

The following fields are available:

Fields	Utility
Rates Area	Unique ID for the tariff zone
Wording	Wording of the tariff zone
Duration min (sec)	Minimum duration from which the call is charged, this time is also charged.
Credit sec	Time in seconds credit -time
Credit price	Time credit Price
Normal rate	Cost per minute of the normal rate
Reduced price	Cost per minute of the reduced rate
Pass	Cost of the pass (fixed price)
stepwise	Time in seconds the pricing tier
Form taxes	Form taxes
Specify a time	Time slot used for the costs and discounts
Full time Discount	Of Full Time discount %
Off-peak Discount	Discount off-peak hours %

You can modify these rates and create others.

Daisies

To set up the daisies, click depending on the selected daisy on **NATIONAL DAISY**, **INTERNATIONAL DAISY** or **SHORTS NUMBERS**.

The following fields are available:

Fields	Utility
By code number	Start number to analyze without the PBX prefix and without the prefix operator. For example: 6 for mobiles. 44 for the United Kingdom.
Tariff zone	Tariff name to use for this number
Country	Only for international daisy , country name
Full time discount	For the international daisy only, of full time discount %
Off-peak discount	For the international daisy only, full time discount

You can change these daisies.

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Private numbering

In the case of a telephone system having a private numbering, it necessary to manage besides these dials.

You have to go to on **CONFIGURATION** and then **PRICING** and to finish on **PRIVATE NUMBERING** .
You can create dials.

For each line, indicate the beginning of the number, with the PBX prefix.

To charge 0 private numbering, set him free rate.

Recalculate the cost of existing calls

Following a change in prices, a daisy or a setting of an operator / website you may want to recalculate the cost of old communications.

First of all, you must restart the **collector** component.

To make it, follow the chapter "oversight process".

Then go to the area **TOOLS** and click **PURGE AND RECALCULATE**.

On the export line, **purging and communications re –import**, click **PERIOD OF ANALYSIS**

Set the demarcation of the period to be recalculated and accept.

Then click the button **EXECUTE IMMEDIATLY**.

The recalculation is initiated.

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Supervision of process

The software consists of several processes, each having a set of tasks. These processes are invisible, but of paramount importance.

From the first configuration of the software every time you change settings related to the collection or treatment of the tickets, following the restoration of the bases, you must restart certain processes.

To make it, go to **TOOLS** and then **SUPERVISION OF PROCESSES**.

The processes are:

- **TV collector**: this process is responsible for collecting tickets then provides ticket files to the collector
- **collector**: this process is responsible for the integration of tickets from bases data
- **planner**: manual execution and automated schedules
- **leader**: supervision and launch Automatic processes (if the Autonomous mode is checked)

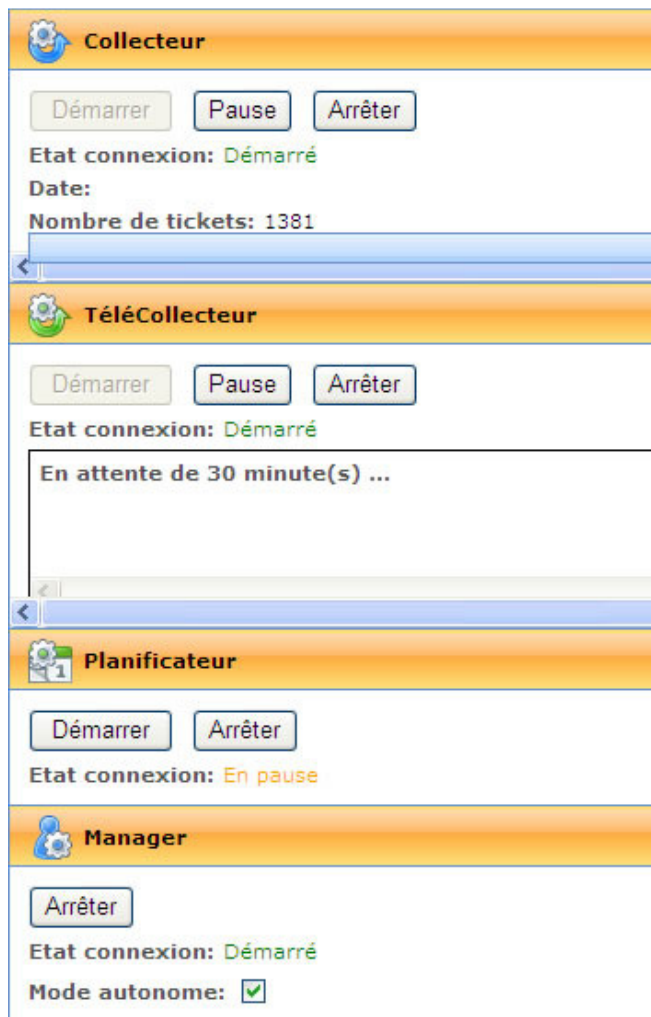
To start or stop a component at the bottom screen from Manager if standalone is checked, click Disable.

Use the buttons **start** and **stop** of each process. To restart a process, click **Stop**, wait and then click **Start**, and wait again. Verify **Connection Status** indicates **Started**.

Following the first configuration of the software you **2 collectors** must restart the process then **TV collector**.

Verify **Connection Status** indicates **Started**.

On **Manager**, reactivate the autonomous mode Clicking to **activate**.



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Import directory

Setting of the import directory

Generality

Directories are related to acquisition sources, you have to set many import directories as acquisition sources of tickets.

Creation of the settings

To program the import directory, on **CONFIGURATION** and so **DATA COLLECTION** and then click **DIRECTORY INTERACTIVITY**.

On the top right, select the acquisition source  0-Source principale ▼ for which you want to set a directory import. By default there is only one.

- If you make a first setting and you do not have set additional acquisition source, keep the default value.
- Otherwise, select the source and below the data grid click the button **ADD**.

At the data grid, you get the source setting acquisition as below.

Collecte des données - Interactivité d'annuaire						
<input type="checkbox"/>	Protocole	Supp. abo. non présent	Annuaire interne	Annuaire externe	Annuaire frais	Seuil
<input type="checkbox"/>	LDAP	true	Annuaire interne LDAP	Aucun(e)	Aucun(e)	0%
1 enregistrements						
  						

Then click the button **CONFIRM**.

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General settings

Field	Signification
Protocol	Button that allows access to the protocol setting Import of the directory.
Supp. Abo. Not present	Used to specify whether following the import , whether this subscriber in the software but not present from the import, must be deleted.
Internal Directory	Name of the internal directory format
External Directory	Name of the external directory format
Fees directory	Not to use
Threshold	Percentage representing the number of imported records compared with records present from the software. If the number of records to be imported is less than the percentage specified, the import is canceled.
Purge directory	Indicates whether a suppression of the existing directory must be performed before the import. Attention in this case you will lose : <ul style="list-style-type: none"> - The link between the old and Communications the imported directory. - Fields entered manually from the software directory.
Grouping Level 1	Let's you specify a hierarchy of "Level 1" manually created from the software directory. All of the imported directory hierarchy will be placed under the defined level. The imported hierarchy must then be no more than 8 nested levels.

If you change a setting, remember to click the button **CONFIRM**.

The different types of import

You can import different type of directory, depending on the setting is different.
This manual only deals with the import directories:

- Generic LDAP Directory
- Directory text file

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For other directory, refer to the setting of technical notes PBX correspondents.
These technical notes available to you:

- From the software, if you have an internet connection, from the **tools tab** then **help** and to finish, **technical Notes**.
- In the DVD from which you installed the software.
- On our website www.cogis.com from **technical services** then **notes**.

Generic LDAP Directory

Click the button under the **Protocol**, the following window appears.

Make sure the LDAP tab is selected.

The available fields are:

Field	Signification
PBX Version	For the moment, select AASTRA 5000 R5.x
Password	Password related to the login
Login	Login
Addresses	IP address of the LDAP server
Port	TCP port to connect itself to the LDAP server (389 by defaults)
Base DN	Base DN of login

Then click the button **CONFIRM**.

You must set the profile of the LDAP server to define the software where to take the sheets directories and how to interpret them.

For this, refer to the paragraph "**Managing a LDAP server profile**".

Then come back in this screen, click the LDAP button, then under PBX Version, and select the profile you created.

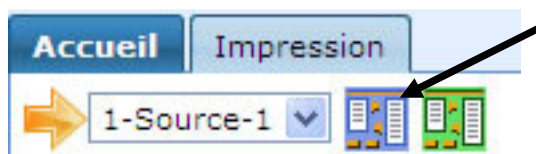
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Text file

Here, the software will import a text directory located locally.

To program this type of import, you must define the file format, so describe how the software has consisted to the file.

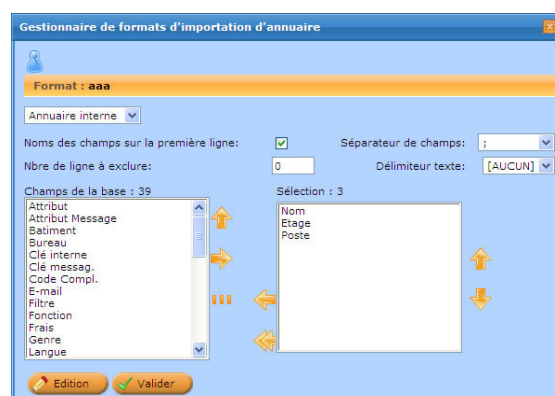


Top left, select the type of Directory import: internal directory listings or external directory listings.

Mark Fields Name on the first line if the first line of the file contains field names.

If other file beginning lines are not to be treated, declare their number in **Line Number** to exclude.

In **field separator**, set the character separates each field.



In **text delimiter**, set the character surrounds each text field. If there is none, set the value to **none**.

Then below two tables appear.

On the left, the picture database fields, lists the fields that can be imported.

Right, the selection table shows the list of fields to import, so the fields present from the file to import.

It is necessary to add in the table selection fields included in the import file in the order they appear.

At a minimum, the required fields are:


- Post
- Name
- Level 1 (hierarchical level)
- Level 2 (hierarchical level)


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The handling is done well.

To add a field selection from the left pane click the field to add, on the right table click the field that will be done after the addition.



Then click the button  to the right of the table fields in the database.

If you click to  on the right of the base table fields in selection the insertion of the field will not happen before but after the selected field.

To remove a selected field, click that field, and click the button .

To remove all selection fields, click the button .

If you want to change the order of fields located in selection, select the target field and then on the right

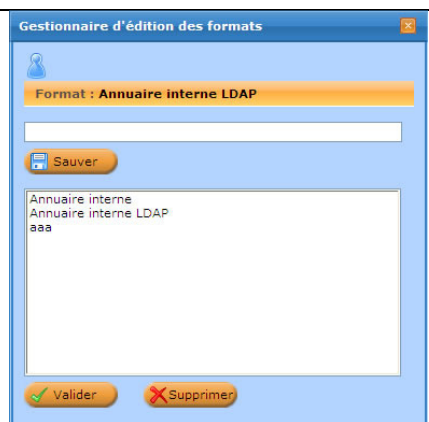
of the table selection, click the button  to raise the field or click the button  to lower the field.

To save the settings click the button **OUTPUT**.

You get this screen

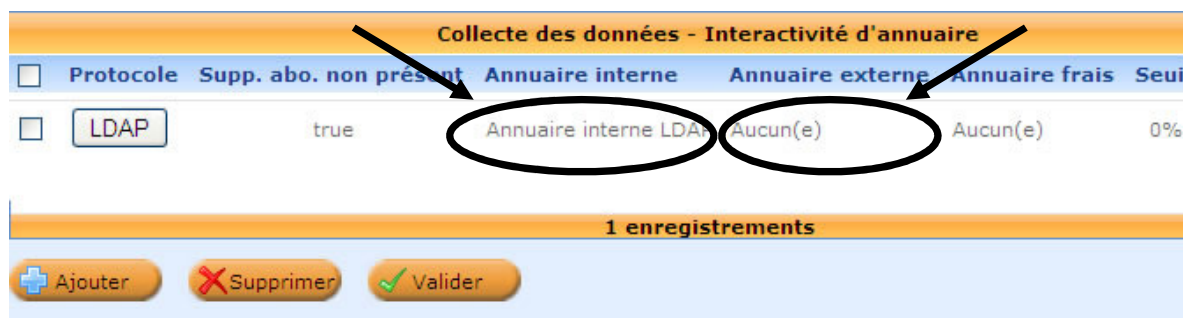
Enter a name by which the format will be saved, and then click the button **SAVE**.
Under this button, click the format you just added and click the button **CONFIRM**.

Back to the previous window, click the button **CONFIRM**.



Back on the main setup window in internal directory select the directory format that you have defined previously.

Do the same for external directory, if you have defined a format for this type of book



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Click the button under the **Protocol**, the following window appears.

Make sure the **LAN tab (File)** has been selected.

The available fields are:

Field	Signification
Test	The trials number on failure
Internal Directory	The full path and name of the file to import, containing internal directory listings
External directory	The full path and name of the file to import, containing the directory of external sheets if necessary

Then click the button **CONFIRM**.

Returning to the previous screen, click the button **CONFIRM**.

Management of a LDAP server profile

Architecture and naming fields

Before setting up the software, you should be aware of the architecture of the external server; his tree and the name are required fields.

For this, you must contact the administrator of the LDAP database to ask the architecture of the directory.

Please have also an LDAP browser to connect to the LDAP server in order to visualize the architecture and content.

There exist various products like:

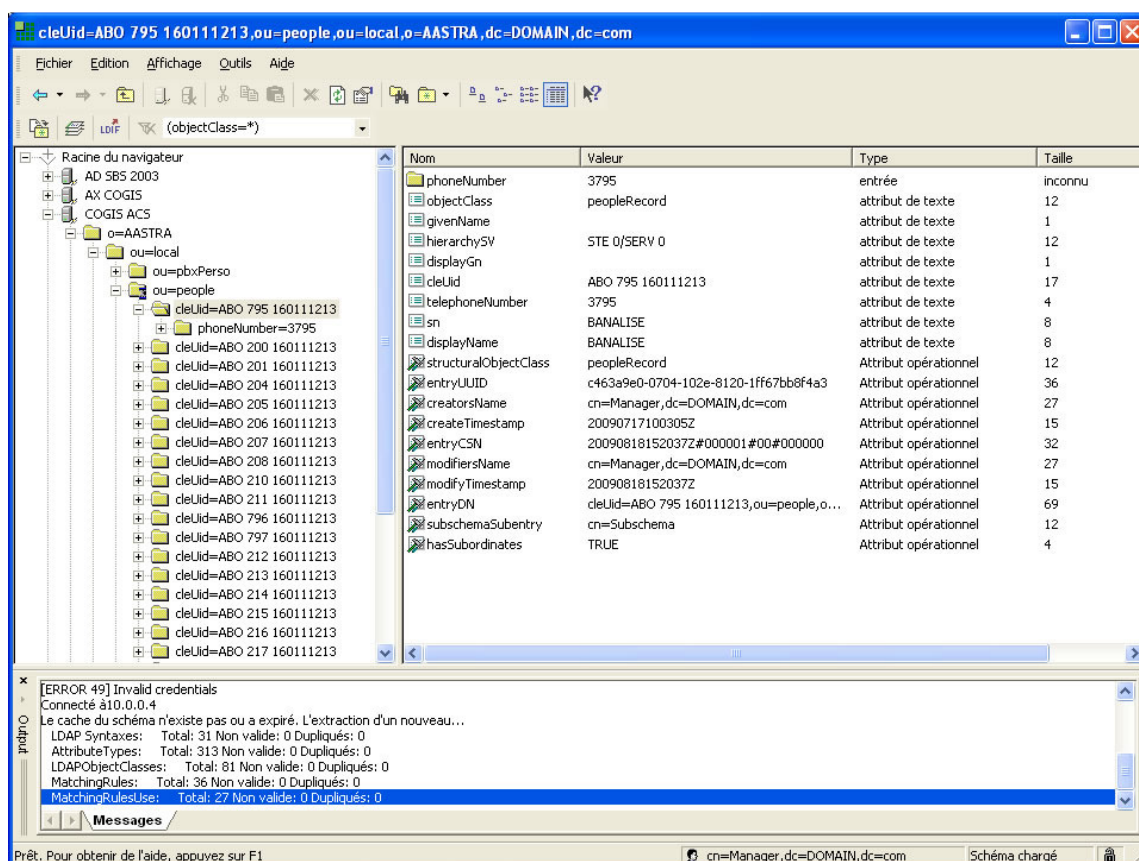
- For Windows: LDAP Browser or Apache Directory Studio
- For Linux: Jxplorer or Apache Directory Studio

Here we will take the example of LDAP Browser of Softerra (company COGIS NETWORKS does not provide this software).

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After declaring the connection settings, you get a screen like this.



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In the left column we observe that connection to successful COGIS ACS server.
Below we look at the tree elements LDAP.

Search the records of subscribers.

You need to analyze the architecture of organizations and organizational units where the records are located subscribers.

Note the name of the tree where elements are located subscriber cards (note differentiate the case sensitive), note whether they are **organizations** (o) or **organizational units** (ou).

Here we note that subscribers Sheets (cleUid ABO = 795) are in :

```
O=AASTRA
  → ou=local
    → ou=people
```

Then select one of subscriber plugs.
On the right you get the detail of the plug. You must note the field names to be account.

In our example we see:

- Name of the object that defines the files of subscribers (Object Class) people Record
- Internal Key: cleUid
- Name: sn
- Directory Hierarchy: HierarchySV
- Position: telephone Number

Caution, do not just analyze that single subscriber profile, and compare several.
You should also contact the database administrator LDAP to check with him you take the good fields.

To note

- You must have a field being a unique key for each record (internal drive)
- You must have a value for a ObjectClass that determines uniquely when a plug is a subscriber to take and either internal or external (if you manage records external)



phoneNumber	3795
objectClass	peopleRecord
givenName	
hierarchySV	STE 0/SERV 0
displayGn	
cleUid	ABO 795 160111213
telephoneNumber	3795
sn	BANALISE
displayName	BANALISE
structuralObjectClass	peopleRecord
entryUUID	c463a9e0-0704-102e-8120-1ff67bb8f4a3
creatorsName	cn=Manager,dc=DOMAIN,dc=com
createTimestamp	20090717100305Z
entryCSN	20090818152037Z#000001#00#000000
modifiersName	cn=Manager,dc=DOMAIN,dc=com
modifyTimestamp	20090818152037Z
entryDN	cleUid=ABO 795 160111213,ou=people,o...
subschemaSubentry	cn=Subschema
hasSubordinates	TRUE

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Setting the LDAP server

Following your analysis of the external LDAP server, you must now configure the LDAP Connector software.

The LDAP connector is composed of:

LDAP server n°1

LDAP directories n°1

LDAP classes internal records
 attribute LDAP of the internal records
 classes LDAP of the external records
 attribute LDAP of the external records

LDAP directories n°2

classes LDAP of the internal records
 attribute LDAP of the internal records
 classes LDAP of the external records
 attribute LDAP of the external records

LDAP directories n°3

classes LDAP of the internal records
 attribute LDAP of the internal records
 classes LDAP of the external records
 attribute LDAP of the offsite datasheets

Etc...

You do not have to set several «LDAP directories», it depends on the configuration External LDAP directory server.

If all internal sheets are from the same organizational unit and they have an ObjectClass with a unique value to identify them and their attributes are identical and managed in common, you can create a single LDAP directory.

By cons, if the data are different internal subscribers, for example:

- Some have ObjectClass = Person, other ObjectClass = User
- Some have an extension number stored from the TelephoneNumber field, others from PhoneNumber then you will need to create two LDAP directories because it will import the sheets 2 imports, one for ObjectClass = Person, the second for ObjectClass = User.

To set the LDAP server click **CONFIGURATION** and then **DIRECTORIES** and to finish **LDAP SERVERS**.

You then get this display:

Formats et scripts - Serveurs LDAP			
<input type="checkbox"/>	Libellé	Timeout	Version
<input type="checkbox"/>	AASTRA 5000 R5.x	60 sec	3

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To add a new server click the button **ADD**.
A new line appears.
Enter a **wording** then click the button **CONFIRM**.

Setting the LDAP directory

To configure the LDAP directory, click **CONFIGURATION** and then **DIRECTORIES** and to finish click **LDAP DIRECTORY**.

In top, from **LDAP server**, select the server which you have just set.



You then get this display:

Formats et scripts - Annuaire LDAP					
<input type="checkbox"/>	Libellé	Organisation	Site	Unité org. interne	Unité org. externe
<input type="checkbox"/>	Annuaire LDAP				

Please complete the fields as follows:

- From **wording**, specify a word.
From **organization**, enter the organization name of the LDAP server (object o) are located before **site** subscribers plugs.
This field can be left blank if there is no need you must enter it in the form o = direction, where the direction is the name of the organization.
- On **site**, specify the name of the organizational unit of the LDAP server (or object) are located before **org unit. Internal** subscribers where the plugs.
This field can be left blank if there is no need you must enter it in the form ou = department, which department is the name of the unit Organizational.
- From **org unit. Internal**, specify the name of the organizational unit where the sheets internal users you must enter it in the form ou = department, which department is the name of the unit Organizational.
- From **org unit. external**, specify the name of the organizational unit where the sheets External subscribers if you manage them, otherwise leave blank you must enter it in the form ou = department, which department is the name of the unit Organizational.

Then click the button **CONFIRM**.

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Setting LDAP classes

To set LDAP classes click **CONFIGURATION** and then **DIRECTORIES** and to finish click **LDAP CLASSES**.

On the top, from the LDAP Server, select the server you just set in the LDAP directory, select the directory you just set.



You then get this display:



Please complete the fields as follows:

- From house record, specify the value observed for the ObjectClass that identifies sheets Internal.
- From external form, enter the value observed for the ObjectClass that identifies sheets External.
- From record number, enter the observed value for the ObjectClass that identifies sheets including the extension number of internal records; this field is completed if the numbers positions are on another card that internal record with another ObjectClass, otherwise leave this blank.

Then click the button **CONFIRM**.

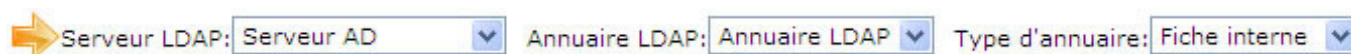
Setting LDAP attributes

To set the LDAP server, click **CONFIGURATION** and then **DIRECTORIES** and to finish click **LDAP ATTRIBUTES**.

In top, LDAP Server, select the server you just set in the LDAP directory.

Select the directory you just set.

Then to set internal records from directory type, select internal record for External plugs select external plug.



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You then get this display:

Formats et scripts - Attributs LDAP	
Champs de la base	Attribut
Attribut	
Attribut Message	
Clé interne	
E-mail	
Fonction	
Frais	
Genre	
Hierarchie	
Libre n°1	
Libre n°2	
Libre n°3	
Libre n°4	
Libre n°5	
Libre n°6	
Libre n°7	
Libre n°8	
34 enregistrement(s)	

Below shows the fields that the software can import.

Fill then the name of the corresponding objects external LDAP server.

Of course, you do ask that the available fields from the external LDAP server.

Specific treatments are performed on some fields:

- For the position field, whether in the external LDAP server value contains spaces or point the software will filter automatically.
- For the post box, if it contains the full number (10 digits) can be specify the software to take only the last x digits to the right, where x is configurable.

For example, if in the external LDAP server, the position is contained in the field telephone Number and that we must take the last 4 digits, you indicate "Telephone Number, 4".

You must set these attributes for each LDAP class defined for each defined LDAP directory.

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Test the directory import

From exploration shutters, click **TOOLS** and then **TOOLS** and to finish click **PLANNING**.

You will get this screen:

Outils - Planification					
Libelle	Fréquence	à	Activation	Exécuter immédiatement	Paramètres
1) Sauvegarde base des communications	Une fois par jour	00:00	true	Exécuter immédiatement	Paramètres avancées
2) Sauvegarde base du paramétrage	Une fois par jour	00:15	true	Exécuter immédiatement	Paramètres avancées
3) Sauvegarde base des communications 2	Mensuelle	00:30	true	Exécuter immédiatement	Paramètres avancées
4) Sauvegarde base du paramétrage 2	Mensuelle	00:45	true	Exécuter immédiatement	Paramètres avancées
7) Import de l'annuaire	Du lundi au vendredi	16:00	true	Exécuter immédiatement	Paramètres avancées
8) Export de l'annuaire	Samedi	01:15	false	Exécuter immédiatement	Paramètres avancées
9) Purge de l'annuaire	Mensuelle	03:00	false	Exécuter immédiatement	Paramètres avancées
10) Cohérence des communications	Samedi	02:15	false	Exécuter immédiatement	Paramètres avancées
11) Messagerie électronique	Une fois par jour	03:15	false	Exécuter immédiatement	Paramètres avancées
12) Nettoyage complet de la base	Une fois par jour	04:15	false	Exécuter immédiatement	Paramètres avancées

✓ Valider

To trigger an import from the directory on the line Import the directory click **EXECUTE IMMEDIATELY**.
The import of the directory starts.

Wait 5 minutes.

To check if the import was successful, from the Explorer Bars, click **TOOLS** and then **TOOLS** and to finish click **LOGBOOKS**.

Below, click **PLANNER**.

On the right, the newspaper appears, you must observe a line where instead of

Nombre d'abonne traite : 174/174 instead of 174 shows the number of your subscriber directory.

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Planning

What is planning

Planning is automated tasks that the software can perform, outside the collection tickets.

Plannings available are:

Planning	Utility
Back Up base communications	Backup communications, directory and setting dashboards
Backup basic setting	Backup software settings
Backup base communications 2	Second backup communications, and directory setting dashboards
Backup basic setting 2	Second backup software settings
Import of the directory	Import programmed directories (all directory are imported one after the other)
Export of the directory	Export directories on text file
Purge deleted directory listings	Purging deleted records from the directory but still present in Communications
Consistency Communications	Consistency between the directory and communications
Newspapers emailing	Sending mail logbooks
Optimizing bases	Optimization database
Re-index base	Re-index the database
Export of crude tickets	Export of crude tickets in text files
Archiving bases	Database archiving communications
Editions Purge	Automatic deletion of the oldest editions generated

How to reach planning

For managing planning, in **TOOLS** click **TOOLS** and then **PLANNING**.
On the right you will get planning list:

Outils - Planification					
Libelle	Fréquence	à	Activation	Exécuter immédiatement	Paramètres
1) Sauvegarde base des communications	Une fois par jour	00:00	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
2) Sauvegarde base du paramétrage	Une fois par jour	00:15	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
3) Sauvegarde base des communications 2	Mensuelle	00:30	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
4) Sauvegarde base du paramétrage 2	Mensuelle	00:45	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
7) Import de l'annuaire	Du lundi au vendredi	01:00	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
8) Export de l'annuaire	Samedi	01:15	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
9) Purge des fiches annuaire supprimées	Mensuelle	03:00	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
10) Cohérence des communications	Samedi	02:15	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
11) Journaux envoyés par E-mail	Une fois par jour	03:15	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>
12) Optimisation des bases	Une fois par jour	04:15	false	<input type="button" value="Exécuter immédiatement"/>	<input type="button" value="Paramètres avancés"/>

Schedules are many, to access different pages on the top left of the list, use this switch:

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To Program a planning

To program a planning:

- Frequency to set the frequency with which it is executed
- Then set the start time
- Finally, check activation

Then click **CONFIRM** to save your changes.

According to the plans, as "purge editions," you must also define parameters available from "advanced settings".

Imperative Planning

You must imperatively program following planning, knowing that by defaults they are already planned:

Planning	Frequency	Hour
Back Up source of the communications	Once by day	00:00
Back Up source of the setting	Once by day	00:15
Importation of the directory	Once by day	04:00
Tweaking of the sources	Once by day	01:00
Filing of the sources	Monthly	01:30

Start a manually planning

To manually trigger a schedule, you do not have to program it.

Click the **Advanced button** if available and set the options.

Back on the list of schedules; click the **Run button immediately** from the planning.

Caution, so that manual or automatic plans are executed, the planner must be in the course of operation.

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QOS of VOIP/SIP

Concerning QOS of VoIP, for setting and operation, refer to the document specific to that module.

Other elements

Setting sending e-mails

To set sending e-mails, **CONFIGURATION** and then **GENERAL** and to finish **ELECTRONIC MEDSSAGING SYSTEM**.

To send email, the software uses your SMTP relay.

Talk to your network administrator for the network settings and open the flow software to the SMTP relay.

The parameters to be indicated are:

Field	Parameter
Shipper	Mail address assigned to the software. The address may be fictitious, but from the safety of your SMTP relay it she may have to be real.
Login (optional)	Optional, depends on the security of your SMTP relay.
Password (optional)	Optional, depends on the security of your SMTP relay.
Addresses SMTP	IP address or name of the SMTP relay
Port	Port TCP d'écoute du relai SMTP. Par défaut « 25 » si non sécurisé, « 465 » si SSL/TLS et « 587 » si START-TLS.
Security	Sets whether the secured protocol is used. You have the choice between none, START -TLS and SSL / TLS.
Administrator1	Mail address of the administrator who will receive the first logbooks software
Administrator2 (optional)	Mail address of the administrator who will receive 2nd logbooks software
Administrator3 (optional)	Mail address of the administrator who will receive the third newspaper edge software
Alarms	Check this item if the directors must receive alarms via email
Test	Click this button to send a test email to verify that your configuration is correct. This will send an email to the email address entry in the "administrator1" field.

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User accounts and rights

What user accounts?

To access the software, identification by a user name and a password is required.

You can use the default account, but this one gives the right to all the features.

You can set additional user accounts assigning them specific rights, Profiles.

Multiple accounts can have the same profile.

It is necessary to define the profiles before the accounts.

To define profiles

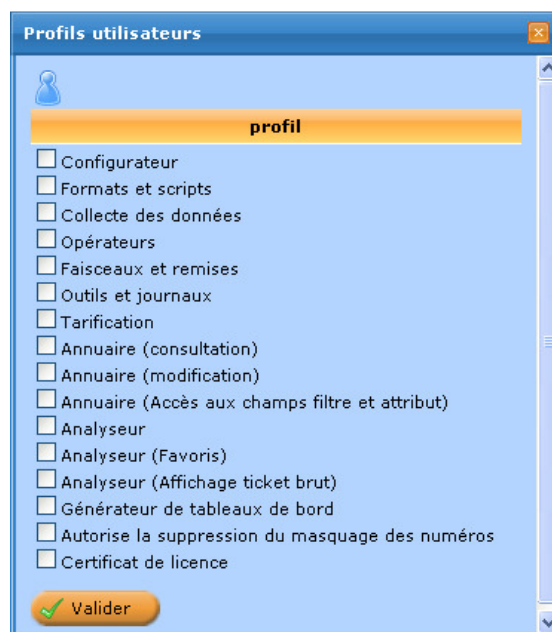
To set profiles, click **CONFIGURATION** and then **GENERAL** and to finish click **USER PROFILES**.

Add a profile with the button **ADD**, a new line appears and rename the profile, then click the button

You get this screen.

Check the items you can, when completed click **CONFIRM**

Back to the list of profiles, click **CONFIRM**.



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Define user accounts

To set profiles, click **CONFIGURATION** and then **GENERAL** and to finish **USER ACCOUNTS**.

You get the list of accounts.

Click **ADD** to create a new account.

A new line appears from the list of accounts:

- Change the name of the user from indicating that desired
- Enter the password
- Select the profile to assign to account
- Then click **CLICK HERE** which allows you to define the hierarchical level the directory to which the account will be entitled to access.

Back to the list of profiles click **CONFIRM**.

Backups

Principle

The software has a feature backups communications bases.
You can restore backups.

By default, the software automatically performs daily backup of each database (see planning) .
Each backup set is kept 6 days.

Difference between backups and archives

Backups are backup copies of the bases.

In case of malfunction of the common bases, the administrator is then brought to replace common bases for a backup set.

The archives are copies of bases in order to be restored later in order to be consulted, and allow users to have access to data that have been deleted (old tickets for example).

To Start a backup

To initiate a backup, follow the instructions from the schedules.

Schedule automatic backups

To schedule backups, follow the instructions from the schedules.

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Load a backup on the server

In some cases you may have in your possession a backup set of external software server; you want to load on the server to restore.

To restore backups, from the **Tools tab**, go to **restoration bases**. On the right you get the list of databases that can be restored.

In front of each database, click the import button. A window appears, select the database and launch the corresponding import. The base is then loaded on the server.

Once done, you can begin restoring bases as explained in paragraph "Restoration of the bases".

Restoring backups

To restore backups, click **TOOLS** and then **TOOLS** and to finish **RESTORE DATABASES**.

On the right you get the list of databases that can be restored.

To ensure data integrity, it is highly advisable to restore all backups same day.

On the right, on the basis for which you wish to restore, click the button **BROWSE BACKUPS**.

You get this screen.

Select the database to be restored checking the checkbox to the left the backup, then click the restore button to the right of the backup.



Then you get this screen.

The software stops the components, performs restoration and recovery components.

When you have finished restoring, you will see "restoration is complete".

You can click the button **HOME**.



You can then restore the other databases if necessary.

When you have restored all the databases, collection of tickets is not restarted.

You must therefore start the tele collector and collector.

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To make it, follow the instructions in paragraph "supervision process"

To consult the newspapers

Presentation

Logbooks used to check the activity of different software processes.

Logs	Use
Collector	This newspaper contains the activity of collector that handles tickets.
Tele collector	This newspaper contains the activity of tele collector collecting the tickets.
Planner	This report shows the activity of the scheduler which is responsible for schedules and tables of automatic edge.
Room-management	This report contains interactions management with rooms PBX, TV and WIFI gateways.
WEB	This report contains user actions may be a record from the report.
Logins	This report contains users access the software interface.
SIP Service	This report contains actions of SIP service (see manual QOS option VoIP).
Reporting of SIP alarms	This report contains the results of monitoring SIP (see manual the QOS of VoIP option).

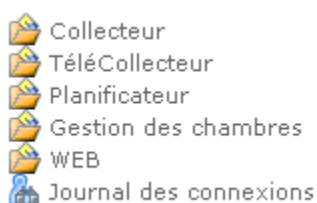
To Reach the Logbooks

To managing schedules, from **TOOLS** click **LOGBOOKS**.

Below, the different reports appear.

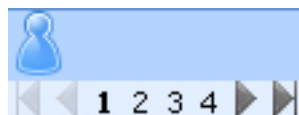
Click the log that you want to view.

Click the newspaper which you wish to visualize.



On the right the report appears.

Reports appear on multiple pages, click the top on the page selector:



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Supervising process

From **TOOLS** and **TOOLS** and then **SUPERVISION OF PROCESSES**.

Processes are:

- **to manage**: automatic launching of the processes
- **collector**: this process is responsible for the integration tickets from the database
- **Tele collector**: this process is responsible for the collecting tickets then provides the ticket files to the manifold
- **Planner**: manual and automated execution schedules (editions, import directory, etc. ...)
- **Room service**: dialogue with the PBX for the option rooms management
- **Comengine**: Update the names of the rooms on PBX for rooms management option
- **sip services**: collection rtcp -xr frames for option QOS.

For each process, you will find:

- **Start** button to start it
- **Pause** button to pause
- **stop** button to stop
- **Connection Status**, which indicates the operating state of the process (started, stopped or paused)

The process gray is those which are not available because they are subject to license.

To change the status of the process, click the button corresponding to the desired action.

Seconds later, you observe condition **connection** change **state**. You cannot change the state of a process that if the **standalone manager** is disabled.

For the Manager, **standalone mode** to define how will behave the manager. If enabled, from stopping a process, the Manager will restart.

Otherwise, the Manager does not supervise the process.

Please note that from **standalone mode**, the **manager** does the process starts every 5 minutes.

So if a process is stopped, and you activated **mode Independent** of the **manager**. The process will be stopped started 5 minutes later.



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Archives

Principle

The software has an archive feature communications bases.
You can restore archives.

By default, the software automatically archiving all the 1st of every month (see planning).

Each file contains:

- Tickets are stored from the database at the time of filing
- directories, applications, bookmarks and programming of dashboards, such as set when archiving

The archives are stored from the application directory in the archive subdirectory.

Difference between backups and archives

Backups are backup copies of the bases.

In case of malfunction of the common bases, the administrator is then brought to replace common bases for a backup set

The archives are copies of bases in order to be restored later in order to be consulted, and allow users to have access to data that have been deleted (old tickets for example).

Schedule an automatic archiving

To see “planning”.

To Start a manual archiving

To see “planning”.

Restoration of a file

To restore a file, **TOOLS** and then **TOOLS** and click **RESTORE ARCHIVES**.

On the right you get the list of archives that can be restored.
You can restore up to 3 archives.

Once this limit is reached, a new archive to restore, replace a previously archive restored by the desired one.

The archive will not be replaced lost its original copy will always be preserved.

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On the right of the archive for which you want to perform a restore, click button **BROWSE BACKUPS**.

Outils - Restauration des archives		
Archives	Libellé	Liste des sauvegardes
Archive1	05-06-2010	Parcourir les sauvegardes ...
Archive2	ARCHIVE	Parcourir les sauvegardes ...
Archive3	ARCHIVE	Parcourir les sauvegardes ...
3 enregistrement(s)		

The list of available records appears.
Select the archive to restore and click the restore button.

Liste des sauvegardes				
Impression				
Archive1 : 05-06-2010				
<input type="checkbox"/>	Fichiers	Date	Taille	Restaurer
<input type="checkbox"/>	05-06-2010.bak	2010-06-05 09:40:48	453 ko	Restaurer
<input type="checkbox"/>	01-06-2010.bak	2010-06-01 17:25:08	542 ko	Restaurer
2 enregistrement(s)				
Supprimer				

The restoration is done.

Informations sur la restauration	
Fichier : 05-06-2010.bak	
Processus	Etat connexion
Manager	Démarré
Collecteur	Démarré
TéléCollecteur	Démarré
Planificateur	En pause
1 - Restauration OK !	
2 - Restauration terminée Veuillez vous reconnecter sur la page d'accueil pour finaliser la restauration.	
Accueil	

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Exploiting an archive

In order to access the contents of this archive, once restored archive, top left click the logo VISUAL TAX PRO

You get the homepage:



After entering your username and password, click **Advanced**, and then featured below from archives, **select the archive** to view.

If you wish not to operate an archive, select **none**.

Download backups and/or systems reports

You may need to have to recover the data backup server, but also the system logs (process software and Apache Tomcat web server)

To make it, from the **data control module** on the top left, in the **Tools tab** and then click **download below the bases**.

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On the right you get the list of available backups.

Select the databases you want recover.
No need to check the so-called bases
"newbase.bak" it is the virgin bases.

The bases are 2 or 3 (if option Management rooms).

Outils - Téléchargement des bases		
<input type="checkbox"/> Fichiers	Date	Taille
<input type="checkbox"/> vtp_room_mercredi.bak	2013-10-24 00:45:00	119 ko
<input type="checkbox"/> vtp_config_mercredi.bak	2013-10-24 00:15:01	1 934 ko
<input type="checkbox"/> vtp_stats_mercredi.bak	2013-10-24 00:00:02	847 ko
<input type="checkbox"/> vtp_room_mardi.bak	2013-10-23 00:45:00	119 ko
<input type="checkbox"/> vtp_config_mardi.bak	2013-10-23 00:15:01	1 926 ko
<input type="checkbox"/> vtp_room_jeudi.bak	2013-10-11 00:45:00	118 ko
<input type="checkbox"/> vtp_config_jeudi.bak	2013-10-11 00:15:01	1 886 ko
<input type="checkbox"/> vtp_stats_jeudi.bak	2013-10-11 00:00:01	820 ko
27 enregistrement(s)		
<input checked="" type="checkbox"/> Logs applications <input checked="" type="checkbox"/> Logs Tomcat		
 Télécharger		

The base "vtp_config" contains the software configuration and gross receipts.
The base "vtp_stats" contains the directory, communications and planning issues.
The base "vtp_room" contains the data management option rooms (rooms, communications, configuration, invoices).

If you wish to download system logs at the bottom of the list select "Application Logs" and "Logs Tomcat".

Then click the button **DOWNLOAD**.

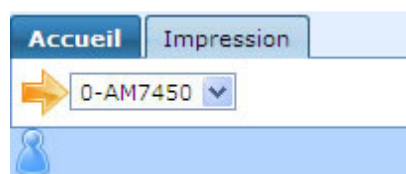
Business codes

To define the business codes, **CONFIGURATION** and then **DATA COLLECTION** and click **PROJECT CODE**.

On the right the business code list appears.

The definition of account codes is by acquisition source.

To select the acquisition source, in top of the window using this menu.



Business codes must be indicated in the same field as the dialed number, just before this last.

To add a business code, click **ADD** then complete the fields.

- prefix case
- Account Code length
- PBX prefix length

To save, click **CONFIRM**.

Configuration Manual

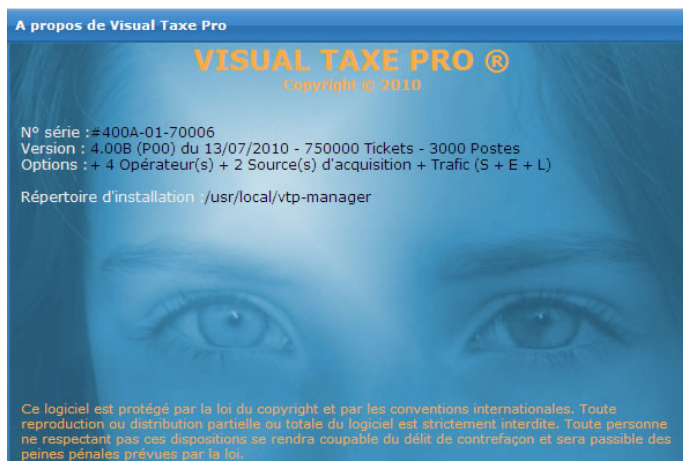
This manual is applicable as version 4.4.0D00

Knowing the contents of the software license and options

To know the content of the license and its options click **TOOLS** and then **HELP** and to finish click **ABOUT**.

On your screen, right, you get against the following screen.

The Options line indicates options your license.



Start an import directories

To start an import directory, follow the section "schedules".

Export the tickets

To start an export of the tickets manually, follow the paragraph "planning".

Export the directories

To start an export of the directories manually, follow the paragraph "planning".

Repair the databases

To start a repair of the databases manually, follow the paragraph "planning".

Compact the databases

To manually compacting databases, follow the section "the Planning".

Recalculate the calls cost

This feature will recalculate the cost of some or all of the communications.
"Tools" and then "purging and recalculation".

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Outils - Purge et recalcul					
Méthode	Date début	Date fin	Période d'analyse	Paramètres	Exécuter immédiatement
1) Purge des communications	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Exécuter immédiatement
2) Export, purge et ré-import des communications	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Exécuter immédiatement
3) Simulation des coûts	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Simulation en cours

On the line “**export, purging and reimports communications**”, click the button “**advanced settings**”.

You get this screen.

Select the source for acquisition which the recalculation of costs should be made.
Do not check "untreated tickets only".
Then click **CONFIRM**.

Returning to the previous screen, on the line "**export, import and re- bleed communications**" click the "**analysis period**".

You get a window in which you define the dates / times of beginning and end the period to recalculate.
Then click **CONFIRM**.

Returning to the previous screen, on the line "export, import and re- bleed communications" click the "**execute immediately**".

A new window will appear showing you the process followed by the recalculation.

According to recalculate the period, the treatment can be very long.

Manage calls called “untreated”

For retirees said calls "untreated", follow the directions under "**recalculate the cost calls**" but by checking the parameter "**untreated tickets only**" the window "**Advanced Settings**".

Re-import the base tickets

To import the tickets of the database, follow the instructions from paragraph "**recalculate cost of calls.**"

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Purge communications

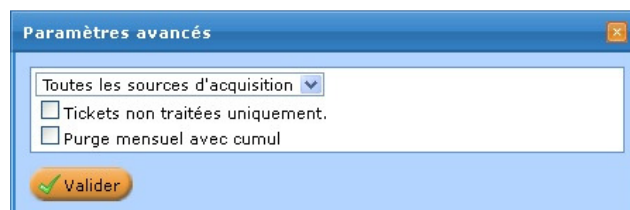
This feature allows permanently delete all or part of communications.

"Tools" then "purge and recalculation."

Outils - Purge et recalcul					
Méthode	Date début	Date fin	Période d'analyse	Paramètres	Exécuter immédiatement
1) Purge des communications	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Exécuter immédiatement
2) Export, purge et ré-import des communications	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Exécuter immédiatement
3) Simulation des coûts	14/03/2012 00:00:00	14/03/2012 23:59:59	Période d'analyse	Paramètres avancés	Simulation en cours

On the line "purge communications" click the "Advanced Settings" button.
You then get this screen.

Select the source for acquisition which the purge should be performed.



To purge only the untreated tickets, check "untreated tickets only".

Basic, purging removes only the detailed tickets, monthly totals are kept.

To also remove the monthly totals, select "monthly purge with accumulations".

Attention in this case, regardless of the period specified for purging, the software will purge months complete only.

Then click **CONFIRM**.

Returning to the previous screen, on the "purge of communications", click the button "Analysis period".
You get a window in which you define the dates / times of beginning and end the period to be served.
Then click **CONFIRM**.

Returning to the previous screen, on the "purge of communications", click the button "Execute immediately".

A new window will appear showing you the process followed by the recalculation.

According to recalculate the period, the treatment can be very long.

Access to technical notes

Technical notes are available to you:

- From the software, if you have an internet connection, from the **tools tab** and then **help**, and **technical Notes**.
- In the DVD from which you installed the software
- On our website in www.cogis.com **services** and **technical notes**.

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QOS of the VoIP

Concerning QOS of VoIP, refer to the manual for this option.

Rooms management

The setting for the management of the rooms is done in several steps.

Programming the PBX

1. Set the required items so the PBX delivers the tickets, the directory and dialogue opening / closing of the rooms.
Set also the chambers posts, DID numbers and related settings.
To do this, follow the signs technical notes PBX setting.
2. If your configuration software to import the phone book rooms for the directory LDAP PBX or other external LDAP directory, then from the settings directory Externally, the company containing the rooms to be imported must be a company with 2 levels. For example, there are 2 examples below. Example No. 1 is a company 2 level (company / service), Example No. 2 is a 3-level company (company / management / service). You must get a directory of rooms based on the example 1.

N°1 Example

Company COGIS
Business Service
Terchnical Service
Administrative Service
Logistic Service

CORRECT

N°2 Example

Company COGIS
Commercial Department
France
International
Technical Leadership
Network service
Office automation
Service

~~INCORRECT~~

Software Basic settings

By following this configuration manual, set the software without worrying about managing of the room:

1. Set the import directory of the PBX (if required) and start an import
2. Set the collection of tickets
3. Set pricing operators and their rates

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Directory management

If you do not import external directory, you must manually create from the software Directories 2 levels, and create a directory for each position chamber (see manual "Directory Management").

Setting the interactivity of rooms

By following the above technical note PBX setting, you also had to address the software settings for the collection of tickets, the directory and the interactivity of the rooms.
If this was not done, follow this technical note (see technical note of your programming PBX, available on DVD software installation).

Setting interconnection with the TV gateway

The software has an optional interfacing module of a brand TV with Locatel gateways.
If your software has this option and you want to set, refer to Note Technical GT153.

Setting interconnection with WiFi gateway

The software has an option, an interface module with Wifi gateways UCOPIA brand.
If your software has this option and you want to set, refer to Note Technical GT154.

Setting the room management option

By helping the manual called **rooms management**, set the following from the software steps below:

1. Set the following establishments or Chapter **MANAGEMENT INSTITUTIONS**.
2. Set the rooms, following the indications of Chapter **ROOM MANAGEMENT**.
3. If you use the **DID ROTATING** option **DID** numbers set the following Chapter **MANAGEMENT OF ROTATING DID**.
4. Follow chapter **PRICING CALL MODE**.
5. Then set fixed costs for this follow Chapter **FIXED COSTS**.
6. To set premium rates, following the chapter **INCREASE**.
7. Finally, if necessary, set the Room status following chapter **ROOM- STATUS**.

Tests of functioning

You must make proper functioning tests on the features used on the software:

- Opening of room : Check that since the position can be called outside
- Room Closing : Ensure that since the position can call out more
- Edit invoice

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Documentation

A manual called simplified guide of the rooms has been designed specifically for the users.

Phreaking

General Information

This option allows Visual tax , by monitoring outgoing traffic for each position , issue alarms by email if the threshold is exceeded , which can mean a phreaking over all or part of telephone equipment installation.

A dashboard is also available, allowing the operator to get a synopsis of phreaking detected.

Operating principle

For posts in companies whose phreaking thresholds are set, each new outgoing call, the software recognizes the cost of the call in a time cumulating.

If the time accumulated the position exceeds the defined threshold, the software sends an email warning. One email is sent per hour.

Setting

Enable the option

To activate the option from the **configuration tab**, go to **General** and then **General Settings**. To the right from the **header part**, check **activation of phreaking**.

Enabling sending mails

With the help of this manual, follow the directions under **set called sending mails**.

Upon detection of a potential phreaking, the software will send an email to every email address specified from the settings for sending mails, from **administrator1** field's **administrator2** and **administrator3**.

Set alarm thresholds

The setting of the thresholds is done on the declaration of the administrative directory companies. Refer to the directory management manual to set the thresholds.

Set the synopsis dashboard of phreaking

To set the dashboard, refer to the manual of management dashboards.