

Quick Reference Guide: Background Services

Background Services are tasks that Infortel Select needs in order to function. These tasks must be running in the background at all times. For security reasons, these tasks are services. Because they are services, this allows them to run even when no user has logged into the computer. As long as the computer is turned on, the services will continue to run in the background.

When you select any of the items listed on the **Call Acct. Service Mgr.** screen, you are kept apprised of all functions and services that run in the background. In addition, you are able to change the settings for many of the processes when you click the **Custom** button.

Note: The **Custom** button is not active for all services.

To access Background Services, perform the following:

- On the Taskbar, click **Start** → **Programs** → **Infortel Select** → **Manage Background Services**

CALL ACCT. SERVICE MGR. SCREEN

The **Call Acct. Service Mgr.** screen keeps you apprised of all functions and processes that run in the background. On the left-hand side of the screen is a grid containing the list of services in the left column and in the right column, that service's status. Next to the grid is a set of buttons that let you start and stop a selected service or all services, as well as customize a selected service.

When a service is selected in the grid, that service's progress will display in the bottom of the **Call Acct. Service Mgr.** screen. The last 200 entries for the selected service are displayed in chronological order from most recent down to least recent. If there is an error while a service is running, an X will appear in the **Err?** column with an explanation for the error given in the description column.

Start: After selecting a service from the adjoining grid, click this button to re-start it after it has been stopped.

Stop: After selecting a service from the adjoining grid, click this button to stop it while it is running.

Stop All: Click this button to stop all services that are running except for isvHost which must be individually stopped.

Start All: Click this button to re-start all services that have been stopped, including isvHost.

Custom: Click this button to access the selected service's user interface.

Note: The **Custom** button is not available for all services.

Freeze Log Window: When you click this check box, new log entries will not be shown. Processing will continue, but you will not see the new entries. Click this check box again to remove the check mark and resume the log's scrolling.

SECURITY NOTES

As a security measure, these services will be run in the background without anyone having to log in to the machine.

When a Background Service is run under LocalSystem, a password isn't required and the service has access to only what is installed on the machine and not to any network resources. When a Background Service is running under a specific user account, the service can only access what the user account will allow.

By default, all services are installed under LocalSystem. It is up to the installer to modify a service if it needs more access.

Please refer to the table below:

Service	LocalSystem vs. Running as Specific User (Shared)
isvAlarms	<p>This may be run under LocalSystem unless an alarm message is going to be sent to a serial printer/numeric pager. If the alarm is being sent to a serial printer/numeric pager, the service must log on as a specific user account.</p> <p>Note: If isvAlarms is using the LocalSystem security context, and alarm messages are going to a printer, then isuDefaultPrinter.exe must first be run.</p>
isvAutoReports	<p>This may be run under user account or LocalSystem.</p> <p>Note: If network resources are used for report printing or file exports, then a specific user account should be used.</p>
isvBackup	<p>Unless the location of the backup files is a shared destination, this may be run under LocalSystem.</p>
isvCCMECollect	<p>This may be run under LocalSystem.</p> <p>Note: This service applies only to systems with Cisco CallManager Express.</p>
isvCharges	<p>This may be run under LocalSystem.</p>
IsvCisco5Insert	<p>This needs to be run under a specific user account that has access to the location of the *.cdr and *.cmr files generated by the CallManager.</p> <p>Note: This service applies only to systems with Cisco CallManager ver. 5.</p>
isvCollect	<p>If you are collecting CDR remotely, via dial-up, or by file collect from a network drive, this must be run under a specific user account. If you are using FTP then this may be run under LocalSystem. If you are using Cisco, then this service must be run under specific user account.</p>
isvDedupe	<p>This may be run under LocalSystem.</p>
isvExchRates	<p>This may be run under a specific user account or LocalSystem.</p>
isvExport	<p>If you are exporting files to a destination that is shared, then isvExports should be run under a specific user account. If exporting locally, this may be run under LocalSystem.</p> <p>Note: If you are exporting an Excel file, this service must be run under an account having administrative rights.</p>
isvFTPRates	<p>This must be run under a user account needed to access the RAS server.</p>
isvHost	<p>This may be run under user account or LocalSystem.</p>
isvPriceACall	<p>This may be run under a specific user account or LocalSystem.</p>
isvProcess	<p>This may be run under user account or LocalSystem.</p>
isvSchedule	<p>This may be run under a specific user account or LocalSystem.</p> <p>Note: If you will be running scheduled Directory Imports and the import data is taken from a network location, a specific user account should be used.</p>
isvWebRpt	<p>This must be run under LocalSystem because the "interact with desktop" flag is required and must be turned on during installation. This flag is available only under LocalSystem.</p>

SERVICES

isvAlarms

The purpose of isvAlarms is to transmit the alarm message to its final recipient or recipients. It has nothing to do with triggering the alarm. In addition, when the Custom button for Alarms is clicked, you can create a test alarm to ensure that the delivery method setup was done correctly.

EMAILING ALARM MESSAGES

In order for alarm messages to be emailed, the following must be performed after the installation of Infortel Select:

1. Locate the DataManager7.ini template file and DataManager.ini file in the InfortelSelect\Programs directory.
2. Open the DataManager7.ini template file and copy the following two lines from the **[Options]** section into your DataManager.ini file's **[Options]** section. If an **[Options]** section does not exist in your DataManager.ini file, then create one:
 - SMTPServer=name@domain.com
 - SMTPFrom=name@domain.com
3. In the DataManager.ini file, perform the following:
 - Replace the SMTPServer value name@domain.com with the name of your SMTP server
 - Replace the SMTPFrom value name@domain.com with the email address that the messages will be sent from
4. Save and close the DataManager.ini file.

PRINTING ALARM MESSAGES

In order for isvAlarms to run under the LocalSystem security context and to send alarm messages to a printer, the following must be performed:

1. If not already installed, install a local printer on the Infortel Select Collection and Processing PC using an LPT port.

Note: In order to manually install a local printer, it is not necessary that your machine is truly connected to a local printer.

2. Make sure that the local printer is set as the default printer.
3. Manually run the isdefaultprinter.exe applet found in the C:/InfortelSelect/Programs folder.
4. After the applet is run, the default printer can be changed from the installed local printer to a printer of your choice, but do not delete the local printer.

Note: isvAlarms may be run under LocalSystem unless an alarm message is going to be sent to a serial printer/numeric pager. If the alarm is being sent to a serial printer/numeric pager, the service must log on as a specific user account.

ADDING A CONTACT

When you click the **Add** button, a dialog box appears where you can specify the contact's name and message delivery methods.

1. Click the **Add** button, and a dialog box will appear to let you add contact information.
2. In the **Contact Name/Description** text box, enter the recipient's name. It is recommended that the message delivery method also be added.
3. In the **Type** section, select the medium that will deliver the message. Depending on the type of medium selected, different options will display:
 - To send a message via alpha pager or email, you need to specify only the email address of the recipient.
 - For the serial printer, you need to specify the phone number for dialing a modem, the COM port for the modem, the modem's baud rate as well as the number of stop bits, data bits, and parity settings.
 - For the numeric pager, you need to specify all the above plus a PIN code.
 - For the Windows based printer, you need to select a printer from the drop-down list box. The Collection and Processing PC must recognize this printer.
4. Click the **OK** button to save the settings, and the name will be added to the **Select Contact** list.

EDITING A CONTACT

To edit a contact, follow these steps:

1. Select a name from the **Select Contacts** list and click the **Edit** button.
2. A dialog box will appear containing the selected contact's information.
3. Make the desired changes, and click the **OK** button to save the changes.

DELETING A CONTACT

To delete a contact, follow these steps:

1. In the **Select Contacts** list, click the check box next to the contact to be deleted.
2. Click the **Del** button to delete that contact, and the contact will be removed from the list.

Note: The **Select Contact** list is the same as the contact list in the regular Alarms application. Any changes or deletes made here will be reflected in Alarms, and any changes or deletes in Alarms will appear in isvAlarms's **Select Contact** list.

isvAutoreports

IsvAutoreports is the service that is used to run scheduled reports and send them to their specified output destination such as email recipients or a printer. This service should be installed on any machines from which you want scheduled AutoReports to run from.

isvBackup

When isvBackup is selected from the list, its log entries will appear. After selecting isvBackup, click the **Custom** button, and Background Services will immediately back up the items specified in the **Define backup parameters** dialog box during the installation of the call accounting software.

Note: Unless the location of the backup files is a shared destination, isvBackup may be run under LocalSystem.

isvCCMECollect

Cisco's CallManager Express (CME) is a form of voice over Internet protocol (VoIP) telephony that turns a low-end Cisco router into a phone system for up to 200 phones. CME sends out call records over the Internet using a CME router and, from a call accounting perspective, with each CME router is considered a site (similar to a PBX). Telephones and CME routers are connected to a network hub, and from there are connected to the RADIUS server via a LAN.

Note: The call accounting software provides a specialized implementation of a RADIUS Server. We do not provide any authorization or authentication services. We only collect voice accounting records for use in preparing call accounting reports.

SETTING THE SERVICE TO AUTOMATIC

So that isvCCMECollect is started automatically, you must go into Services and set it to Automatic.

To set isvCCMECollect to automatic, follow these steps:

1. On the Taskbar, click **Start** → **Settings** → **Control Panel**, and the **Control Panel** screen will appear. There, double-click on **Administrative Tools**, and the **Administrative Tools** screen will appear.
2. At this screen, double-click on **Component Services**, and the **Component Services** screen will appear.
3. At the **Component Services** screen, right-click on **isvCCMECollect**, and select **Properties** from the pop-up menu.
4. The **isvCCMECollect Properties** dialog box will appear. There, from the **Start-up Type** list box, select **Automatic**.
5. Click the **OK** button to save the setting and close the dialog box.

TURNING ON THE SERVICE

To turn the isvCCMECollect service on, you must access Background Services. To turn isvCCMECollect service on, follow these steps:

1. On the Taskbar, click **Start** → **Programs** → **Infotel Select**.
2. From the Infotel Select sub-menu, select **Manage Background Services**, and the **Call Acct. Service Mgr.** screen will appear.
3. At this screen, select **isvCCMECollect** in the grid, and click the **Start** button.

isvCharges

If you changed any of your fixed or overhead charges specifications (e.g., if you changed an accrual schedule), select this menu item to regenerate the charges so that they will reflect the change.

To use this service, follow these steps:

1. At the **Call Acct. Service Mgr.** screen, select isvCharges from the list (its log entries will appear).
2. Next, click the **Custom** button and a calendar dialog box displaying three months will appear.
3. Here, select up to one calendar month, or 31 contiguous days for charges to be regenerated.
4. Use the right and left arrow buttons to scroll through the months.
5. Click **OK**, and the fixed charges will be adjusted for the specified days.

Note: isvCharges may be run under LocalSystem.

isvCollect

Note: isvCollect may be used for all collection methods except for Direct Connect.

The purpose of isvCollect is to collect data based on the schedule specified in System Configuration, and to allow a user to poll for CDR immediately when a specific data source is specified.

Collection Method	LocalSystem vs. Running as Specific User Account (Shared)
Dial-up (remote)	Specific User Account
File collect from remote drive	Specific User Account
OmniPCX4400 Polling for Alcatel	Specific User Account
3Com Polling	Specific User Account
FTP	LocalSystem
Cisco	Specific User Account
Avaya IP Office	Specific User Account

Note: Multi-threading of isvCollect is now possible. This means the multiple collection threads can be opened simultaneously for the same type of data collection method. This is controlled by configuring the **[Threads Available]** section in the DataManager.ini file. Please refer to the **Collection and Processing PC Post-Installation Notes** section of the Self-Installation Guide for more information.

COLLECTING DATA

To force a collection, follow these steps:

1. At the **Call Acct. Service Mgr.** screen, click the isvCollect item in the list (its log entries will appear).
2. Next, click the **Custom** button, and a **Select Data Source for Polling** dialog box will appear.
3. From the **Data Source** list box, select the data source that you want to poll. If the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation, then a **Find Word(s)** text box and **Word Search** button will appear. There, perform a search for the data source, and the results will appear in the **Data Source** list box. Enter your search string in the **Find Word(s)** text box. You don't have to enter an entire word, just a fragment. After entering a search string, Click the **Word Search** button, and the search results will include all values containing your search string.

For example, if you enter a search string of "at", your results will include the following: cathode, flat screen, gateway.

Note: The **Find Word(s)** text box and **Word Search** button will appear only if the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation.

4. Click the **Poll Now** button, and the poll will immediately begin. The **Poll Now** button doesn't become active until a data source is selected.

Note: If you are collecting CDR remotely, via dial-up, or by file collect from a network drive, this must be run under a specific user account. If you are using FTP or Cisco, then this may be run under LocalSystem.

isvDedupe

When isvDedupe is selected from the list, its log entries will appear. After selecting isvDedupe, click the **Custom** button to run the de-duplication routine. This routine will remove duplicate call records that have already been processed in the database.

Note: isvDedupe may be run under LocalSystem.

isvDistribution Alarms

The isvDistribution section in DataManager.ini tells isvDistribution what processing functions it is allowed to perform (general tasks such as reprocessing, recosting, the purge, etc.), and whether or not it should handle the triggering of the No CDR alarm. In addition, a communication failure alarm is triggered by this service. This service is configured in the DataManager.ini file. Please refer to the Distributed Processing for Single-Client Systems document for more information on this service.

isvExchRates

If you are using multiple currencies, this service automatically updates currency exchange rates. If used, this service should be installed only on the archive machine, and uninstalled from other processing machines.

isvExports

isvExports makes sure the Summarized Data Exports are generated and exported. It will ensure that exports are exported according to both the schedules defined within that function and on-demand exports. This is done for both Infortel Select Client Server and Infortel Select for the Web.

The **Custom** button is not available for this service.

Note: If you are exporting files to a destination that is shared, then isvExports should be run under a specific user account. If exporting locally, isvExports may be run under LocalSystem.

isvFTPRates

The purpose of this service is to download updated rate tables from an FTP site setup specifically for that purpose. If you are using a local account, you may download updated rate tables by directly connecting to a FTP server.

Note: isvFTPRates **must be run** using the User account needed to access the RAS server.

isvHost

isvHost's purpose is to receive logging messages from the other services. These messages contain information about the status and performance of the other services. isvHost lets you view the most recent messages, creates log files containing the messages, and purges old log files.

Since all of the other services depend on isvHost, if it is stopped or disabled, all of the other services will be stopped as well.

Note: isvHost may be run under a user account or LocalSystem.

isvInventory

Note: This applies only if you purchased the optional Facilities Management module.

isvInventory is active when **Automated** is selected at the **Service Request Setup** screen during installation. This setting can be changed by selecting **Service Request Setup** at the **System Configuration Options 1** screen. When active, this service performs the following:

- Allocates parts for service requests as they are saved and marks unavailable parts as back ordered.
- Sends an email to each technician listing the parts that have been allocated for each service request, and which parts are back ordered.

isvPriceACall

This service is for pricing when Price-A-Call for the Web is used. This service should run only on the archiving machine, and uninstalled from all other machines.

isvProcess

isvProcess is the main call processing engine for Background Services. When it is selected from the list, and the **Custom** button clicked, a dialog box containing buttons for several services appears. Click a button for the service you want Background Services to perform. After making your selection, the screen, if available, for that operation will appear.

See below for more information on each of the services.

Note: isvProcess may be run under a user account or LocalSystem.

REPROCESS DATA

Raw call records are call records in the original format received from the PBX. The call accounting software stores raw call records for a period defined by the user at the **Define Purge Schedule** dialog box during installation.

In certain cases, you may wish to reprocess the raw call records. In this case, the Reprocess Data function performs the following:

- Call records for the dates specified are purged from the call storage database
- Calls for the specified dates are processed and priced
- Calls for the specified dates are stored in the call storage database.

Note: The reprocessing of rejected files can be automated by configuring the **[ReProcess]** section in the DataManager.ini file. Please refer to the **Collection and Processing PC Post-Installation Notes** section of the Self-Installation Guide for more information.

Reprocessing Data Manually

To reprocess files manually, follow these steps:

1. At the **Call Acct. Service Mgr.** screen, click the isvProcess item in the list.
2. Next, click the **Custom** button and a dialog box will appear containing a series of buttons.
3. There select **ReProcess**, and a **Select one or more files** dialog box will appear.
4. From the **Data Source** list box, select the data source for the raw file or files you want to reprocess. If the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation, then a **Find Word(s)** text box and **Word Search** button will appear. There, perform a search for the data source, and the results will appear in the **Data Source** list box. Enter your search string in the **Find Word(s)** text box. You don't have to enter an entire word, just a fragment. After entering a search string, Click the **Word Search** button, and the search results will include all values containing your search string.

For example, if you enter a search string of "at", your results will include the following:
cathode, flat screen, gateway.

Note: The **Find Word(s)** text box and **Word Search** button will appear only if the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation.

5. Select the desired file(s).
 - To select more than one sequential file, highlight the first file in the series by clicking on it, and while holding down the Shift key, click the last file in the series.
 - If the files are not sequential, select each file while holding down the **CTRL** key.

Note: Only when you select a file or files, does the **OK** button become active.

6. Click the **OK** button.

Reprocessing Rejected Files Automatically

To configure the automated reprocessing of rejected files, perform the following:

1. Locate the DataManager7.ini template file and DataManager.ini file in the InfotelSelect\Programs directory.
2. Open the DataManager7.ini template file and copy the following two lines from the **[Reprocess]** section into your DataManager.ini file's **[Reprocess]** section. If **[Reprocess]** section does not exist in your DataManager.ini file, then create one:
 - DaysofWeek=0111110
 - Time=0200
3. In the DataManager.ini file, replace the DaysofWeek value 0111110 with the desired days of the week that the automated reprocessing should apply to. Each number in the value represents a day of the week starting with Sunday and ending with Saturday. A "0" indicates that automated reprocessing of rejected files should not occur on a day of the week and a "1" indicates that it should.

Note: To turn off automated reprocessing of rejected files, simply set the DayofWeek value to all zeroes.

4. In the DataManager.ini file, replace the Time value 0200 with the desired time that automated reprocessing should start. This time should be given in military format and in hours and minutes. For example, a value of 2345 would represent 11:45 PM.
5. Save and close the DataManager.ini file.

DEBUG MODE

Debug Mode is typically used by Technical Support personnel to diagnose problems with your system. It provides two reports that detail exactly how the Infortel systems parsed and priced call records.

The two reports are written to the following location: Masterpath\Raw\ and the file names are:

- PBXfilter.Dsite#
- Process.Dsite#

RE-COST DATA

The Re-cost service will re-calculate the call price for all records selected. You would typically use this function to re-price already processed calls when making changes to the pricing setup of your system.

To re-cost call records, follow these steps:

1. At the **Call Acct. Service Mgr.** screen, click the isvProcess item in the list.
2. Next, click the **Custom** button and a dialog box will appear containing a series of buttons.
3. There, select **Re-Cost**, and an **Enter date range to continue** dialog box will appear.
4. From the **Data Source** list box, select the data source for which you want to re-cost data. If the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation, then a **Find Word(s)** text box and **Word Search** button will appear. There, perform a search for the data source, and the results will appear in the **Data Source** list box. Enter your search string in the **Find Word(s)** text box. You don't have to enter an entire word, just a fragment. After entering a search string, Click the **Word Search** button, and the search results will include all values containing your search string.

For example, if you enter a search string of "at", your results will include the following:
cathode, flat screen, gateway.

Note: The **Find Word(s)** text box and **Word Search** button will appear only if the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation.

5. From the **Facility** list box, select the facility for which you want to re-cost data.
6. To define the date or range of dates for the purge:
 - Specify a beginning and ending date by clicking the calendar buttons beside the **Re-cost Data From** and **Re-cost Data Through** text boxes and select dates from each calendar that appears.
 - Alternatively, you may type the dates in the **Re-cost Data From** and **Re-cost Data Through** text boxes.
7. Click the **OK** button to begin re-costing data.

PURGE DATA

Using Purge, you are able to purge a specified type or types of data for a single date or a range of dates for a given data source.

To purge data, follow these steps:

1. At the **Call Acct. Service Mgr.** screen, click the isvProcess item in the list.
2. Next, click the **Custom** button and a dialog box will appear containing a series of buttons.
3. There, select **Purge**, and a **Purge data parameters** dialog box will appear.
4. From the **Data Source** drop-down list box, select the data source for which you want to purge CDR. If the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation, then a **Find Word(s)** text box and **Word Search** button will appear. There, perform a search for the data source, and the results will appear in the **Data Source** list box. Enter your search string in the **Find Word(s)** text box. You don't have to enter an entire word, just a fragment. After entering a search string, Click the **Word Search** button, and the search results will include all values containing your search string.

For example, if you enter a search string of "at", your results will include the following:

cathode, flat screen, gateway.

Note: The **Find Word(s)** text box and **Word Search** button will appear only if the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation.

5. To define the date or range of dates for the purge:
 - Specify a beginning and ending date by clicking the calendar buttons beside the **Purge data from** and **through** text boxes and select dates from each calendar that appears.
 - Alternatively, you may type the dates in the **Purge data from** and **through** text boxes.
6. From the **Type of data to purge** section, select the type(s) of data you want purged by clicking the appropriate check box(es).
7. Click the **OK** button to begin the purge.

REFRESH ALL STATISTICAL DATA

Refresh all Statistical Data is used to update the statistics displayed when **Closer Look** is selected at the **Control Center**. Whenever the Closer Look selection is changed, all of the displayed statistics are deleted.

To use this function, follow these steps:

1. At the **Control Center**, click **Monitors** → **Statistics Options**.
2. The **Set Monitor Options** dialog box will appear. There, change the Closer Look selection.
3. At the **Call Acct. Service Mgr.** screen, click the **isvProcess** item in the list.
4. Next, click the **Custom** button and a dialog box will appear containing a series of buttons.
5. There, select **Refresh all statistical data**, and a **Refresh Statistics** dialog box will appear.
6. At this dialog box, select the data source that you want to refresh statistics for. If the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation, then a **Find Word(s)** text box and **Word Search** button will appear. There, perform a search for the data source, and the results will appear in the **Data Source** list box. Enter your search string in the **Find Word(s)** text box. You don't have to enter an entire word, just a fragment. After entering a search string, Click the **Word Search** button, and the search results will include all values containing your search string.

For example, if you enter a search string of "at", your results will include the following:
cathode, flat screen, gateway.

Note: The **Find Word(s)** text box and **Word Search** button will appear only if the number of data sources exceeds the maximum number defined at the **Misc. System Options 1** screen during installation.

7. Click **OK** to refresh the statistics. Service will pause, and the progress of the operation will display in the **Status** screen.
8. When Background Services finishes processing, move to the **Control Center**. When you select Closer Look, the statistics will have been updated.

PAUSE/RESUME

Pause

If you need to interrupt the processing of data in order to change the way data is processed (for example, when you need to change your trunk or pricing configuration), selecting this menu item temporarily deactivates operation of Background Services.

Note: Pausing has no effect on the actual collection of call records. It only pauses the processing of the collected call records.

Resume

Selecting this resumes operation of Background Services. Be sure to do this after pausing Background Services.

isvSchedule

This service is used for scheduled routines such as Directory Imports and Report Portal email notification, and can run on multiple machines.

isvSROverdueNotify

Note: This applies only if you purchased the optional Facilities Management module.

isvSROverdueNotify queries service requests and looks for those requests that have a due date greater than the current date. When overdue service requests are found, notices will be emailed to the appropriate technician according to what was specified at the **Service Request Setup** screen during installation. These settings can be changed by selecting **Service Request Setup** at the **System Configuration Options** screen.

isvWebRpt

isvWebRpt handles all of the requests from Infortel Select Web General Reports and Reports on Demand to generate reports according to schedules that were set.

Note: isvWebRpt must be run under a local system because the "interact with desktop" flag is required and must be turned on during installation. This flag is available only under LocalSystem.



ISI Telemanagement Solutions, Inc.

1051 Perimeter Drive
Suite 200
Schaumburg, IL 60173
Phone: (847)995-0002
Fax: (847)995-0003
www.isi-info.com