

IFW QUICK REFERENCE GUIDE: DATA MANAGER

The call detail record (CDR) collected varies with the phone system you have, but it basically consists of a string of ASCII characters. This ASCII data is stored in RAM in the buffer box until it is collected and processed. All raw data collected goes into a temporary ASCII file on your hard drive. Data Manager then formats this data into meaningful information for your database, according to the CDR format that you specified when installing the system. Once the raw data is placed in their proper fields, they can, for example, be accessed by the Reporting module, or used in the costing process.

Also, the Status and Alarms tabs keep you apprised of all IFW functions and processes that run in the background. Finally, Data Manager lets you specify which type of data (databases and processed data, raw data, or reports) to back up, where to back it up, and when it is backed up.

Data Manager runs only on an IFW Headquarters PC, and is installed in the Startup group for Windows. Therefore, it will start automatically whenever your PC starts. To start Data Manager manually:

- 1) Click on the **Start** button on the taskbar, and point to **Programs**.
- 2) Point to the **IFW program group**, and select **Restart Data Manager**.

Using either method, a Data Manager icon will appear in the system tray. Double click on it, and the Data Manager screen will appear.

Status Tab

When the Status tab is selected, Data Manager displays information about data maintenance programs and their progress, and other functions.

Alarms Tab

The Alarms tab displays system alarm messages and other comments or warnings. These messages are intended to alert a system administrator to unusual conditions, such as:

- Calls of excessive duration or cost,
- Malfunctioning trunks,
- Attempted toll fraud,
- Excessive international calling,
- Maintenance modem access, or
- Equipment malfunctions.

Any alarm situations that are detected and displayed in this screen can also automatically trigger a pager to alert the appropriate personnel.

To clear the displayed alarms, select the **Clear Alarm Display** menu item located in the **Tools** menu.

File Menu

The **File** menu contains the following two items:

- Manage/view logs
- Shut down Data Manager

MANAGE/VIEW LOGS

The Manage/ View Logs function lets you view the various system logs that were created by IFW. These logs can be helpful for diagnosing potential system problems.

The left side of the Manage/View Logs screen contains various IFW functions displayed in a tree-like structure. When a log file is first created, a folder for that file will be created. When a plus sign is clicked, the selected level expands to reveal dates that the file was created.

On the right-hand side, the three option buttons let you:

- View a log containing both error and status and warning messages generated by various system functions,
- View a log containing only error messages, or
- View a log containing only the status and warning messages generated by system functions.

To use the Log Viewer, follow these steps:

- 1) Click the **File** menu and select **Manage/ View Logs**.
- 2) Click a plus sign in the function tree, and select the desired date.
- 3) Click one of the option buttons on the right-hand side of the screen.
- 4) Click the **View Logs** button, and the log file will display in a text editor such as Microsoft Notepad.

SHUT DOWN DATA MANAGER

Selecting this menu item closes Data Manager, and removes the icon from the system tray.

WARNING: You will not process calls if you shut down Data Manager.

Processing Menu

The Processing menu contains the following items:

- Pause Data Manager
- Continue Data Manager
- Reprocess Raw File
- Re-cost Call Records
- Debug Mode

PAUSE DATA MANAGER

If you need to interrupt the processing of data in order to change the way data is processed, selecting this menu item temporarily deactivates operation of Data Manager.

Please Note: pausing Data Manager has no effect on the actual *collection* of call records. It only pauses the *processing* of the collected call records.

CONTINUE DATA MANAGER

Selecting this menu item resumes operation of Data Manager. Be sure to do this after pausing Data Manager.

REPROCESS RAW FILE

Raw call records are call records in the original format received from the PBX. IFW stores raw call records for a period defined by the user at the Define Purge Schedule dialog.

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

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

To use this function, follow these steps:

- 1) At Data Manager, click the **Processing** menu, select **Reprocess Raw File**, and the Select One Or More Files dialog box will appear.
- 2) 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.
- 3) Click the **OK** button.

Only when you select a file(s), does the **OK** button become active.

RE-COST CALL RECORDS

The Re-cost Call Records function 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 use this function, follow these steps:

- 1) At Data Manager click the **Processing** menu, select **Re-cost Call Records**, and the Enter Date Range to Continue dialog box will appear.
- 2) From the **Site** drop-down list box, select the site for which you want to re-cost data.
- 3) From the **Facility** list box, select the facility for which you want to re-cost data.
- 4) To define the date or range of dates for the operation:
 - Specify a beginning date by clicking the button beside the **Re-cost Data From** text box and select a date from the calendar that appears. At the calendar, click on a date, or use the arrows to change the date by month and scroll bar to change the year.
 - Specify an end date by clicking the button beside the **Through** text box and select a date from the calendar that appears. At the calendar, you may click on a date, or use the arrows to change the date by month and scroll bar to change the year.
- 5) Click the **OK** button. The progress of the re-costing is displayed in the Status tab screen.

Only after specifying the site and dates, does **OK** become active.

DEBUG MODE

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

When the **Debug Mode** menu item is selected, two reports are generated and Microsoft Notepad is opened displaying those reports.

A check mark will appear next to Debug mode when it is selected.

Tools Menu

The **Tools** menu contains the following items:

- Set Backup Parameters
- Backup Data Now
- Restore Data
- Delete Duplicates From Processed Data
- Purge Data Now
- Refresh All Statistical Data
- Clear Alarm Display

SET BACKUP PARAMETERS

The **Set Backup Parameters** menu item lets you specify which type of data (databases and processed data, raw data, or reports) to back up, where to back it up, and when it is automatically backed up.

When this is selected, the Define Automatic Back Up dialog box appears.

With this dialog box, you can back up data to a tape drive or a hard drive.

Please note: If **Tape** is selected, you can only back up Processed data to a tape drive with the other types of data backed up to a hard drive. If **Disk** is selected, all four types of data are backed up to a hard drive.

The following explains how to set up an automatic backup:

- 1) Specify if the data is to be backed up to disk or tape by clicking one of the option buttons at the top of dialog box.
- 2) Along the left-hand side of the dialog box, click the check boxes to select the type of data to be backed up.
- 3) In the adjoining text boxes, type in where to place the back-up file, and what to name it. Click the button next to each text box to open a Directory dialog box to browse through folders to a destination.
- 4) Enter the time the data is to be automatically backed up in the text box at the bottom of the screen. Be sure to specify **AM** or **PM**.
- 5) If Tape is selected, enter the tape drive number in the text box, and follow steps 2 – 4.

Please note: when doing a tape backup, make sure that a tape has been inserted into the tape drive for the scheduled backup.

After all specifications have been entered, click the **OK** button to close the dialog box and save them, or the **Cancel** button to close the dialog box without saving the specifications.

BACKUP DATA NOW

When the **Backup Data Now** item is selected, Data Manager will immediately back up the type of data to the destination specified in the Define Backup Parameters dialog box.

The progress of the backup is displayed in the Status tab screen.

Please note that data will still backup automatically based on the time set in the Define Backup Parameters dialog box.

RESTORE DATA

By selecting the **Restore Data** menu item, the Administrator can easily retrieve files that were previously backed up.

To use the this function, follow these steps:

- 1) Shut down all other IFW programs.
- 2) At Data Manager, click the **Tools** menu, and select **Restore Data**.
- 3) An IFW Restore Utility dialog box will appear. This box contains four option buttons that let you select the type of data you want to restore.
- 4) Select a type of data and click the **Restore** button.
 - If **Processed Data** is selected, the subsequent dialog box will let you specify if the restore is from a **Disk** or **Tape**.
- 5) Another dialog box will appear letting you specify the path of the file.
 - If **Tape** is selected, enter the tape-drive number in the text box.
- 6) Click the **Start Restore button**, and Data Manager will restore all tables into that directory. A screen will inform you the restore was successful.
- 7) Click **OK**, and the IFW Restore Utility dialog box will appear. Here, you may select another type of data to back up, or exit the Restore utility.
- 8) If you click the **Close** button, a message box will display telling you that Data Manager will shutdown and may be restarted by selecting it from the Start menu or by rebooting your PC.

You cannot perform a selective backup. You would use this option in the event of system failure, where the database tables would have to be completely restored.

WARNING: Restoring data **completely over writes your existing call accounting data**. Do not restore old data over a running system unless you already backed up the current system under a different backup file name!

DELETE DUPLICATES FROM PROCESSED DATA

Select this menu item to run the de-duplication routine. This will remove duplicate call records that have been processed from the database.

PURGE DATA NOW

Using the Purge Data Now utility, you can purge a specified type or types of data for a single date or a range of dates for a given site.

To access this utility:

- 1) At Data Manager click the **Tools** menu, select **Purge Data Now** and the Purge Data Parameters dialog box will appear.
- 2) From the **Site** drop-down list box, select the site for which you want to purge CDR.
- 3) To define the date or range of dates for the purge:
 - Specify a beginning date by clicking the calendar button beside the **Purge Data From** text box and select a date from the calendar that appears. At the calendar, click on a date, or use the arrows to change the date by month and scroll bar to change the year.
 - Specify an end date by clicking the calendar button beside the **Through** text box and select a date from the calendar that appears. At the calendar, click on a date, or use the arrows to change the date by month and scroll bar to change the year.
- 4) From the Type of Data to Purge section, select the type(s) of data you wished purged by clicking the appropriate check box(es).

- 5) Click the **OK** button to begin the purge, and the progress of the purge is displayed in the Status tab screen.
 - Only after specifying the site, type of data, and date, does the **OK** button become active.

REFRESH ALL STATISTICAL DATA

Selecting this menu item re-draws the histogram displayed in the IFW Control Center according to the option set in the Graph Values by Section in the Set Monitor Options dialog box. To use this function, follow these steps:

- 1) At the **IFW Control Center**, click the **Monitors** menu, and select the **Clear Statistics** menu item.
- 2) Open up Data Manager, click the **Tools** menu, and select **Refresh All Statistical Data**. Service will pause, and the progress of the operation will display in the Status screen.
- 3) When Data Manager finishes processing, move to the **IFW Control Center**.
- 4) There, click the **Monitors** menu, select **Statistics Options**, and choose a new interval in the Graph Values by Section.

CLEAR ALARM DISPLAY

Selecting this menu item removes the alarm messages displayed in the Alarms tab screen. It does not clear the actual alarm records stored in the database. To clear the actual alarm records, use the manual purge function as described in Purge data now.