



Compact Contact Center V5

System Administrator

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Introduction

General

Compact Contact Center (CCC) modules provide the user with the necessary tools to facilitate the management of call traffic. These tools are designed to provide a tightly integrated real time and historic reporting package and wallboard support for the eBusiness digital communications platform. The product consists of a set of fully integrated modules sharing a common database utilising Interactive Directory and Database (IDD) technology.

The suite of modules consists of the following applications:

- **Call Center View (CCV):**
Provides a management package for telephone based staff and supports any size Customer Facing Department (CFD) or contact center. To effectively control customer service levels, real time human resource management is essential and the Call Center View has been specially designed to manage the CFD's or contact center's most valuable and expensive asset – it's people.
- **Call Center View Alarm Reporter:**
Provides information (for each Contact Center Profile) about alarms that have occurred within the Compact Contact Center. The detailed alarm information for each directory number is presented in report format, which can then be printed.
- **Wallboard Manager:**
Real time information from the call center is essential to react to constantly changing telephone traffic levels and provide excellent customer service. Wallboards allow managers and staff to monitor the service being provided and respond immediately. Wallboards provide current information on the number of calls waiting, response times and service levels. Wallboard Manager provides the ability to drive physical wallboards and PC wallboards.
- **PC Wallboard:**
The PC Wallboard delivers traditional wall mounted wallboard functionality to the desktop but with the additional benefit of each PC Wallboard agent being able to configure and monitor a personalised view of the contact center. The PC Wallboard also enables agents to increase their productivity and maintain revenue levels with the added benefit of managing customer callback requests.
- **Reporter:**
This module provides in depth historical reporting on contact center activity. In addition to call centre information, the Reporter also provides reports individual agent activity. This powerful package allows individual call records to be stored and reported upon months later.
- **CCC User Access:**
CCC User Access allows storage of personal Call Center View and Wallboard settings. It also establishes user rights and password protection for Call Center View, Wallboard and Alarm Reporter software.
- **Workforce Management – Blue Pumpkin:**
Workforce Management Interface allows integrated rostering, forecasting and scheduling systems to connect across the LAN to a comma separated variable (CSV) file containing a list of Contact Center related metrics.
- **MultiMedia Module:**
The MultiMedia Module (MMM), is a customer contact software solution that enables companies and departments to manage multimedia contacts into and out of the organization. MMM provides applications that manage Telephony, Web Chat, E-mail and Web Call Back communications.

For installation and administration of the MultiMedia Module, refer to the separate set of manuals for MultiMedia

Use of this Manual

This manual covers the installation and administration of Avaya's Compact Contact Center (CCC) at software Level 5.0+. on the following communications platforms:

- IP Office operating Software Level 2.0+

This guide is intended for use by installers and administrators who are familiar with the relevant communications platform and have successfully completed the appropriate training courses.



Ensure that you have read and understood this Manual before beginning installation.

About this Manual

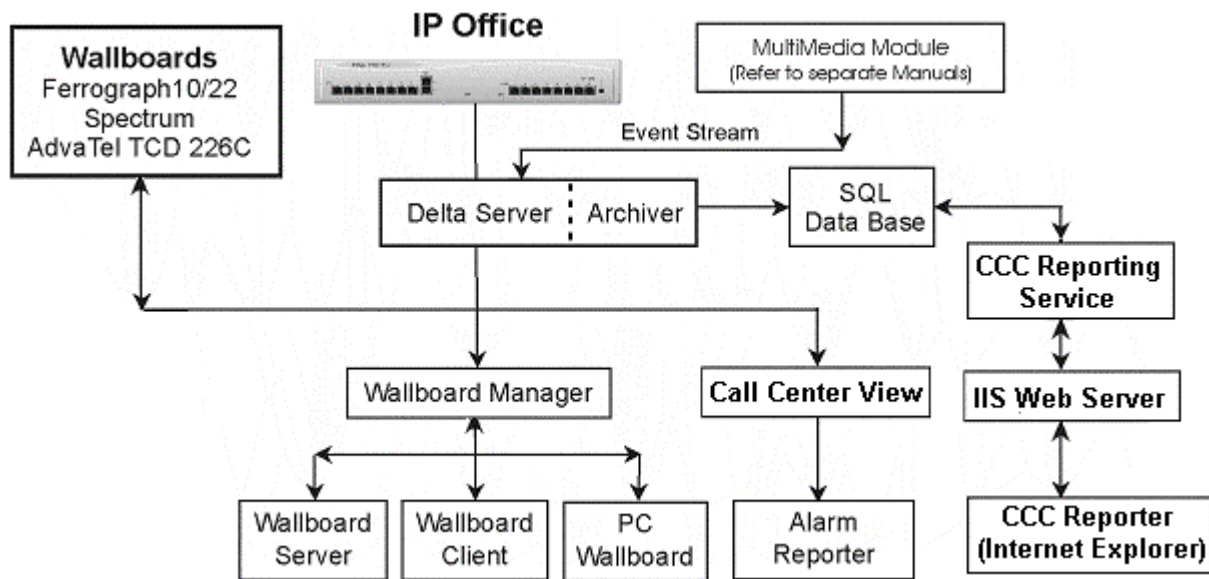
This manual is designed for the CCC System Administrator and provides the information necessary to access, configure and administer the CCC system.

This manual contains information on:

- CCC User Access - see page 9.
- Delta Server - see page 10.
- Database Server Supervisor - see page 37.
- Administering the Database - see page 63.
- Reporting Admin Console - see page 33.

System Overview

Compact Contact Center provides the user with the necessary tools to facilitate the management of call traffic. The following conceptual diagram shows how this is achieved:



The Compact Contact Center consists of the following components:

- **Telephone System:** The telephone system software must be IP Office Level 2.1+
- **Delta Server:** This component connected to both the telephone system and to the MultiMedia Module.
The **Archiver** obtains and accumulates the information from the IP Office via the Delta Server
- **CCC User:** This component communicates with the Delta Server to provide User Access Level as well as Password Protection for the CCC modules.
- **Call Center View:** This component communicates with the Delta Server to enable the user to monitor, in real time, selected Contact Center activity.
- **Wallboard Manager:** This component communicates with the Delta Server enabling the user to display selected Contact Center activity on a wallboard device.
- **Report Server:** This application communicates, via Archiver/Delta Server, with the SQL database and enables you to define, run and schedule the available standard reports.

CCC User Access

Starting CCC User Access

CCC User Access is available on all Server and Client PCs. It allows storage of personal Call Center View profiles and Wallboard settings.

Initially, on each PC, Administrators can log on by entering the following:

Name: Admin **Password:** NMYSBH

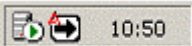
CAUTION: When you log on as Administrator for the first time, it is recommended that you **change the password**. The new password must be recorded and kept in a secure place.

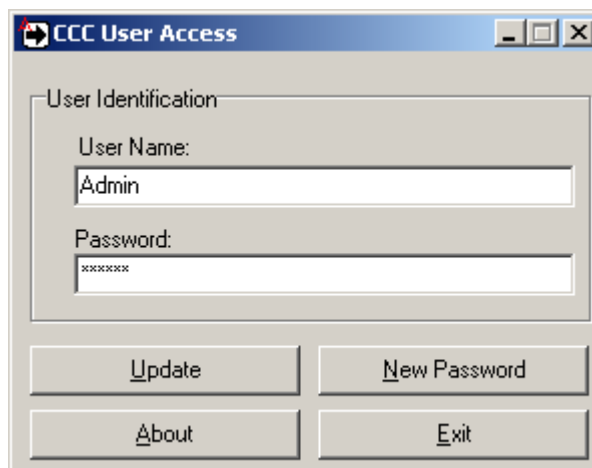
As an administrator you have the ability to change all set up screen and run the CCV Alarm Reporter application.

You can also log on with any name and no password is required. As you are not logged on as an administrator, CCV Alarm Reporter cannot be run and the following setup screens are not available.

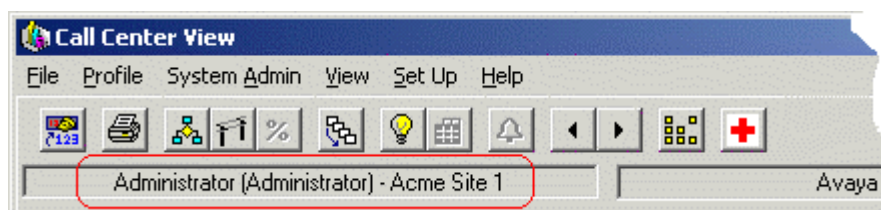
- WB Alarm Scripts
- Alarm WB Destination
- Alarm Settings
- Default Settings.

To log on using CCC User Access:

1. Double click on the CCC User Access Icon  showing on the toolbar. If this is not visible double click the same Icon on the desktop and then double click on the toolbar Icon (which should now be visible).
2. A CCC User Access screen will be shown. For Administrator rights the User Name must be **Admin**. A password box will appear. Enter the default password (NMYSBH) and the **Update** button will become active. Click on it to update the user identification.



3. The **new password must be recorded and kept in a secure place**. To change the password, click on the **New Password** button, enter your new password and confirm the change.
4. When you have logged on as either Administrator or Supervisor, the status will appear at the bottom of the CCV task bar as follows:



Delta Server

Introduction

The Delta Server receives the IP Office call data via the LAN. The Delta Server is a component to which all the CCC modules connect. It is able to support up to 80 simultaneous client connections (e.g. CBC, CCV, etc.) and consists of software that ensures every activity on the telephone system is passed through to these modules. An example of an activity could be that an agent has 'logged on' which would clearly impact the real time Call Center View and the Wallboard Manager software.

The Delta Server additionally holds a model of the IP Office such that each time a new CCC module is started it will synchronise itself with today's data, thus ensuring consistency between clients irrespective of when they were started.

The Delta Server application runs as a Windows Service.

Viewing Delta Server

You need to ensure the Delta Server has established connection with the telephone system. Every time the Server PC is switched on, the Delta Server starts up automatically. You can view the Delta Server, by performing the following:-

1. Click the **Start** button on the Windows Taskbar.
2. Point to **Programs | CCC**.
3. Select **Delta Server**.
4. Click on **Comms** in the Toolbar Pane and the following screen appears:

The screenshot shows the Delta Server interface. At the top, there is a yellow button labeled "Delta Server". Below it, the status is "Comms Status : Comms Restored". A blue header bar contains the text "Connection Information". Underneath is a table with three columns: "Server", "Server Type", and "IP Address". The table contains one row: "ACME Site 1", "IP 403", and "192.168.42.2". Below the table is a section titled "New Connection". It includes a "Connection" field with a dropdown menu showing "ACME Site 1 192.168.42.2", a "Search" input field, and a "search" button. There is also a checkbox labeled "Connect to a Multimedia Module" and a "Multimedia Connection" input field. At the bottom left, there is an "apply" button.

The information on the screen is:

Comms Status: This indicates the status of the link between the Delta Server and the telephone system. These are:

- **Comms Restored:** Indicates the connection between the Delta Server and the telephone system is established.
- **Init Comms:** Indicates Delta Server is initializing and has established communication with the telephone system (this happens every time you start the Delta Server).
- **Comms Failure:** Indicates communications link between the Delta Server and the telephone system has been terminated.

The name and the IP Address of the IP Office are displayed when connection has been established.

If the Comms Status does not show Comms Restored, click on Apply and Refresh. The name and IP Address of the IP Office will appear in the Connection window.

Toolbar Fields: The Event Viewer, Event Viewer Selector, Email notification, Log to File, SMDR, Comms, etc. enable access to their display field menus.

Tool Bar Pane

Introduction

The tool bar pane (on the left hand side of the display) lists all the available diagnostics and set up menus available in the Delta Server.

Details on the menus available are:



- Event Viewer - page 13.
- Event Viewer Selector - page 14.
- Email Notification - page 15.
- Log to File - page 16.
- SMDR - page 17.
- Comms - page 18.
- Message Control - page 19.
- PCA Target Times - page 20.
- Users - page 21.
- Users (Active) - page 21.
- Agents - page 22.
- Agents (Logged On) - page 23.
- Agents (Logged Off) - page 23.
- Agents (Active) - page 23.
- Agents (Available) - page 24.
- Agents (Located) - page 24.
- Recent SMDR Entries - page 25.
- License Info - page 26.
- Session Info - page 27.
- Group - page 28
- Group (Active) - page 28.
- Pilot Number - page 29.
- Lines - page 29.
- Lines (Active) - page 30.
- Calls - page 30.
- Archiver - page 31.

Event Viewer

The Event Viewer displays communication messages between the Delta Server and the CCC Module Client application(s). It can also show messages received from the connected CCC modules. In default, Event Viewer displays Error Messages. To update the Events screen, click on Refresh.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Events		
Start Time	Type	Info
11:00:06	Delta2	CALL:S 3.1.1, 0.1209.0, 7, 0, 1, 0, 0, 0, Line 3, , , 1.9, 0.0, 100.0, 312, 100.0, 312, , , 0, 312, 100, , 0, 16, 0, 0, 0.0, , , , , , 0, 3, 0, 0, 0, 0, eng, , 0, , 0, 0, 0, 0, , 105
11:00:06	Delta2	CALL:S 3.1.1, 0.1209.0, 0, 0, 1, 0, 0, 0, Line 3, , , 1.9, 0.0, 100.0, 312, 100.0, 312, , , 100, 312, 100, , 0, 16, 0, 0, 0.0, , , , , , 0, 1, 0, 0, 0, 0, eng, , 0, , 0, 0, 0, 0, , 105
11:00:00	STARTUP	CALL:S 0.1205.0, 0.1206.0, 2, 2, 1, 0, 1, 0, UK2, Line 1, , 11.5, 1.1, 100.100, 0845 660 9285, 100.100, , , , 100, 0845 660 9285, , 100, , 0, 16, 0, 1, 8.0, , , , , , 0, 187890, 187890, 187903, 0, 13, eng, , 0, , 0, 1, 8989, 0, , 103
10:59:15	STARTUP	CALL:S 0.1205.0, 0.1206.0, 2, 2, 1, 0, 1, 0, UK2, Line 1, , 11.5, 1.1, 100.100, 0845 660 9285, 100.100, , , , 100, 0845 660 9285, , 100, , 0, 16, 0, 1, 8.0, , , , , , 0, 142462, 142462, 142475, 0, 13, eng, , 0, , 0, 1, 8989, 0, , 103
10:59:15	STARTUP	CALL:S 0.1205.0, 0.1206.0, 2, 2, 1, 0, 1, 0, UK2, Line 1, , 11.5, 1.1, 100.100, 0845 660 9285, 100.100, , , , 100, 0845 660 9285, , 100, , 0, 16, 0, 1, 8.0, , , , , , 0, 142462, 142462, 142475, 0, 13, eng, , 0, , 0, 1, 8989, 0, , 103
10:59:15	Process Feedback Msg	19CF99R12Database received
10:59:15	service	Delta Server Service Client Services Started 4 0 4
10:59:15	service	Delta Server Service Available 4 0 5
10:59:14	Number of Agent License :	255
10:59:14		Completed get config
10:59:14		Successful Blind TCP-IP Connection
10:59:12	"IP Cool Phone"	has no terminal pair
10:59:12	User	"wan_link" has no device number

Certain Events will always be displayed even if you have not selected any specific options for viewing. Such Events are:

- Comms Failure.
- License Requests.
- Message Routing Failure.

These events can be changed using the Event Viewer Selector. In addition you can also configure your e-mail notification, where your Error Log and Delta Server event stream (SMDR) files are to be stored.

Event Viewer Selector

This menu allows you to add or delete events that are displayed in the Event Viewer.

Delta Server

Comms Status : Init Comms

Event Viewer Selector

- Error
- Delta Info
- Server
- Timer
- Initialise
- Network
- CTI Msg
- R17 Msg
- Client Msg
- Delta 2 Message
- Multimedia Module Message
- SMDR Message

Apply

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The significance of the tick boxes are:

- **Error:** Provides error/warning/feedback messages from both IP Office and CCC modules.
- **Delta Info:** Provides Delta messages to Client Applications (in real time) that originate from the IP Office.
- **Server:** Provides events data from the IP Office and data for archiving (historical).
- **Timer:** Displays all timed events between IP Office and CCC modules.
- **Initialise:** Every time the Delta Server is initialised, the date, time, etc. is displayed.
- **Network:** Provides identity data of network you are connected to.
- **CTI Message:** Provides integration messages to/from the IP Office.
- **R17 Message:** Provides internal CCC module messages.
- **Client Message:** Provides messages from Client(s), e.g. Wallboard, sign on/off, Archiver, etc.
- **Delta 2 Message:** Provides messages from IP Office, e.g. call information.
- **MultiMedia Message:** Provides messages from the (optional MMM module (see separate manual for details)
- **SMDR Message:** Provides messages to/from CCC modules (in SMDR format) to/from IP Office.

When you have ticked your selection(s), click on the Apply button.

Note: Selecting a large number of fields will impact on the Delta Server's performance.

Email Notification

You can automatically receive notification by email when a problem occurs with the Delta Server connection to the IP Office. With Email Notification selected, the following menu is displayed:

Delta Server

Comms Status : Comms Restored

Email Notification

Enable Email Notification	<input checked="" type="checkbox"/>
Mailbox - Service Account 1 for SR0111	Microsoft Exchange Server
Recipients	<input type="text" value="User1"/>
Additional Text	<input checked="" type="checkbox"/>
Attach current switch configuration file	<input checked="" type="checkbox"/>
Attach Voice Mail Configuration file	<input type="checkbox"/>
Attach current Delta Server log file	<input checked="" type="checkbox"/>

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The significance of the tick boxes and display areas are:

- **Enable Email Notification:** Tick if email notification is required.
- **Recipients:** Enter the email address of the recipient to whom the email is to be sent. When more than one person is required to receive notification, enter all the email addresses into the field. A semi colon should be used to separate each address.
- **Additional Text:** Adds data to email concerning PC that Delta Server is operating from, e.g. IP Office configuration, RAM, Applications, etc.
- **Attach Switch Configuration:** Attaches the current switch configuration to email.
- **Attached Voice Mail Configuration file:** Adds VMPro Database information to email.
- **Attach current Delta Server log file:** Adds log file to email.

When you have ticked your selection(s), click on the Apply button.

- **Test Email:** Sends email to address entered in Recipients box above together with any data/files requested in the tick boxes.

Note: The more boxes ticked the bigger the email becomes, especially the VMPro and Delta Server logs.

Log to File

The Delta Server log file is used for diagnostic purposes. If there is an error the file can be emailed to selected recipients to notify them of a problem. With Log to File selected, the following menu is displayed:

Delta Server

Comms Status : Init Comms

Log To File

Log File Enabled

Log File Name

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- **Log File Enabled:** Tick if you wish to enable Log to File.
- **Log File Name:** Displays the name of the file path and the name of the file.

When you have ticked your selection(s), click on the Apply button.

SMDR


The IP Office Station Message Detail Recording (SMDR) functionality captures detailed information about incoming and outgoing voice and data calls. It receives SMDR data via the LAN. The SMDR log file for the present day is named SMDR.csv. At midnight the log file will be automatically rolled over and renamed to the date of the log.

Present Day: SMDR.csv

Previous Day: SMDR(backupYYYY-MM-DD).csv

The SMDR.csv file can be accessed by 3rd party applications whilst been used by the SMDR (Delta Server) application. In order to do this, the 3rd party application must open the SMDR.csv file for read only, and should process as many records as are found. The application may either read the entire file periodically and determine what new records have been output since last accessed, or periodically read from the current position until the end of the file.

With SMDR selected, the following menu is displayed:



Comms Status : Init Comms

SMDR

SMDR Log File Enabled	<input type="checkbox"/>	
SMDR File name		<input style="width: 90%;" type="text"/>
<hr/>		
SMDR Port Enabled	<input type="checkbox"/>	
SMDR Port		<input style="width: 50%;" type="text" value="8082"/>
<hr/>		
SMDR Port will act as a client	<input type="checkbox"/>	
Remote host IP Address for SMDR Client		<input style="width: 90%;" type="text"/>
<hr/>		
<input checked="" type="radio"/> Send Data every		<input style="width: 50%;" type="text" value="SMDR"/>
<input type="radio"/> Send Data at		<input style="width: 50%;" type="text" value="00:00"/>

- **SMDR Log File Enabled:** Tick if you wish to enable the SMDR Log File.
- **SMDR Log File Name:** Displays the name of the file path and the name of the file. You may change this from the default if you so wish.
- **SMDR Port Enabled:** Tick if you wish to enable Log to File. The SMDR default port number is displayed. You may change this from the default if you so wish.
- **SMDR port will act as a client:** Tick if you wish the SMDR port to act as a client. Enter the remote host IP address for the SMDR client.
- **Send Data every:** Select, from the pull down list, the time interval for sending SMDR files.
- **Send Data at:** Tick and select from the pull down list the required time for sending the SMDR files.

When you have ticked your selection(s), click on the Apply button.

Comms

This screen displays details of both the telephone system and the Multimedia Modules to which the Delta Server is connected.

Delta Server

Comms Status : Comms Restored

Connection Information		
Server	Server Type	IP Address
ACME Site 1	IP 403	192.168.42.2

New Connection

Connection: ACME Site 1 192.168.42.2

Search:

Connect to a Multimedia Module

Multimedia Connection:

The information on the screen is:

Comms Status: This indicates the status of the link between the Delta Server and the telephone system. These are:

- **Comms Restored:** Indicates the connection between the Delta Server and the telephone system is established.
- **Init Comms:** Indicates Delta Server is initialising and has established communication with the telephone system (this happens every time you start the Delta Server).
- **Comms Failure:** Indicates communications link between the Delta Server and the telephone system has been terminated.

The name and the IP Address of the IP Office are displayed when connection has been established. If the Comms Status does not show Comms Restored, click on Apply and Refresh. The name and IP Address of the IP Office will appear in the Connection window.

Connection: Displays the name and IP Address of the IP Office connected to the Delta Server. If not shown, enter the IP Address in the Search box and click Search.

Connection to MultiMedia Module: Tick this box if connection to the MultiMedia Module is required (the MMM Resource Manager should be running). In the MultiMedia Connection box, enter the name or the IP Address of the Server running the MultiMedia module.

When you have entered your selection(s), click on the Apply and Refresh buttons..

Message Control

Time in Activity (TIA) are messages that are produced by the Delta Server which are subsequently transmitted to the Archiver.

Delta Server	
Comms Status : Comms Restored	
Message Control	
refresh	<input checked="" type="checkbox"/>
Auto Reset Time	<input type="text" value="00:00"/>
Lost Email Threshold (Days)	<input type="text" value="0.5"/>
Enable Closing Time	<input checked="" type="checkbox"/>
Company Closing Time	<input type="text" value="17:30"/>
Display Agent Details	<input checked="" type="checkbox"/>
Agent Group TIA's Enabled	<input checked="" type="checkbox"/>
Trunk Group TIA's Enabled	<input checked="" type="checkbox"/>
Voicemail Group TIA's Enabled	<input checked="" type="checkbox"/>
Selective ISMDR Suppression On	<input type="checkbox"/>
Display Agents	<input checked="" type="checkbox"/>
All Agents	<input type="checkbox"/>
Login by Code	<input type="checkbox"/>
<input type="button" value="Apply"/>	

The information on the screen is:

- **Refresh:** Tick to refresh
- **Auto Reset Time:** Enter the time in which you wish to have the real time statistics reset (default 00.00).
- **Lost Email Threshold (days):** This option is here for maintenance only. Do not use this option, but set up the threshold from the CCV.
- **Enable Closing Time:** Tick and the enter the required time, in the Company Closing Time box, that the Call Center ceases work.
- **Display Agent Details:** These features are designed solely for the German Market and are only active if German is the selected language for installation. When ticked, details of individual agents are displayed, e.g. names, statistics, etc.
- **Agent Group TIA's Enabled:** Enables the generation of TIA's for Agent Groups respectively. This will affect Agent Activity trace i.e. you will not be able to see how long agents are in state. This is disabled by default.
- **Trunk Group TIA's Enabled:** Enables the generation of TIA's for Trunk Groups respectively.
- **Voicemail Group TIA's Enabled:** Enables the generation of TIA's for Voicemail groups. This allows the voicemail reports to show when all the voicemail channels are busy.
- **Selective ISMDR Suppression On:** Enables/disables internal SMDR reports historically.
- **Display Agents:**
 - **All Agents:** When ticked, details of all extensions on the switch are considered as agents.
 - **Login by Code:** When ticked, Force Login is not required to be set in the switch. However, a login code is still required to enable extensions to be considered as agents.

Note: Disabling the generation of TIA's will reduce the amount of data stored in the Archiver database. However, it should also be noted that this would disable Time In State fields for respective groups on historical reports i.e. more summary information and less detail.

PCA Target Times


Displays the setting used to calculate the PCA, e.g. the minimum time (in seconds) an agent is permitted to leave a call ringing. You can alter these default times (default 45 seconds). The list of individual agents are shown below any hunt groups that have been created.

Delta Server

Comms Status : Comms Restored

PCA Target Time

System Group	<input type="text" value="45"/>
Tech	<input type="text" value="45"/>
Sales	<input type="text" value="45"/>
Cust	<input type="text" value="45"/>
<hr/>	
Extn2201	<input type="text" value="45"/>
Extn2208	<input type="text" value="45"/>
Extn2217	<input type="text" value="45"/>
Extn2218	<input type="text" value="45"/>
Extn2219	<input type="text" value="45"/>
Extn2220	<input type="text" value="45"/>
Extn2247	<input type="text" value="45"/>
Extn2248	<input type="text" value="45"/>
Extn2249	<input type="text" value="45"/>
Extn2280	<input type="text" value="45"/>
IP Soft	<input type="text" value="45"/>

 Delta Server Version 5.0.5

When you have changed the time(s), click on **Apply**.

Users

Displays diagnostic data on all extensions on the IP Office.

Delta Server							
Comms Status : Comms Restored							
refresh							
Agents Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CMCSIdle
Charles		Agent	206	2.15			CMCSIdle
DECT201		Extension	201				CMCSIdle
DECT202		Extension	202				CMCSIdle
DialIn		Extension	8996				CMCSIdle
Extn208		Extension	208				CMCSIdle
Extn209		Extension	209				CMCSIdle
Extn210		Extension	210				CMCSIdle
Fred		Agent	203	2.3			CMCSIdle
James		Agent	207				CMCSLogged
John		Agent	204	2.7			CMCSIdle
NoUser		Extension	8999				CMCSLogged
Resource Manager		Extension	8998				CMCSLogged

Users (Active)

Displays diagnostic data on all active extension on the IP Office

Delta Server							
Comms Status : Comms Restored							
refresh							
Agents Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CM
Charles		Agent	206	2.15			CM
Fred		Agent	203	2.3			CM

Note: When hotdesking is being used the type is Agent and the location is shown. In normal use the type is Extension and the location is blank.

Agents

Displays diagnostic data on all agents within the agent group.

Delta Server

Comms Status : Comms Restored
[refresh](#)


Agents Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CMCSIdle
Charles		Agent	206	2.15			CMCSIdle
Fred		Agent	203	2.3			CMCSIdle
James		Agent	207				CMCSLoggedOff
John		Agent	204	2.7			CMCSIdle

To obtain more details about a particular agent, double click on the agent's name to view the Delta Diagnostics screen.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Delta Diagnostics		
0	Name	Extn2201
1	External Dn	2201
2	Status	2
3	Device Type	46
4	Group Act	T
16	Date Logon	040811
17	Time Logon	101604
18	Date Logoff	040811
19	Time Logoff	095720
20	Agent Act	T
23	Last Rcvd CLI	2217
41	All Gp Pres	3
112	Sp Ic CR	0
113	Gp Ic CR	0
114	Ic Trnk Call Rate	0
115	Og Call Rate	0
120	Aband Call Rate	0
123	Ic Other CR	0
130	Date Last State Change	040811
131	Time Last State Change	101844
134	MSTT Ready	112
140	MSTT Ringing	48
233	All Calls Refused	3
234	GT Term All Calls Refused	3

 Delta Server Version 5.0.5

Agents (Logged Off)

Displays diagnostic data on all the logged off agents.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
James		Agent	207				CMCSLoggedOff

Agents (Logged on)

Displays diagnostic data on all the logged on agents.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CMCS
Charles		Agent	206	2.15			CMCS
Fred		Agent	203	2.9			CMCS

Agents (Active)

Displays diagnostic data on all the active agents.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Agents Diagnostics

Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CMCS
Charles		Agent	206	2.15			CMCS
Fred		Agent	203	2.9			CMCS

Agents (Available)

Displays diagnostic data on all the available agents.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Agents Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Brian		Agent	205	2.11			CMCS
Charles		Agent	206	2.15			CMCS
Fred		Agent	203	2.9			CMCS

Agents (Located)

Displays diagnostic data on all agents who have a physical extension location.


Delta Server

[refresh](#)

Agents Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Extn2217		Agent	2217	3.2[2217]			
Extn2218		Agent	2218	3.3[2218]			
Extn2247		Agent	2247	4.3[2247]			
Extn2248		Agent	2248	4.4[2248]			
Extn2249		Agent	2249	4.5[2249]			

Recent SMDR Entries

Displays diagnostic data on the most recent SMDR received data



Comms Status : Comms Restored
[refresh](#)

SMDR Diagnostics													
Time Of Call Arrival	Call Duration	Ring Time	CLI	Dir.	DDI	DDI	Account Code	Internal	Call ID	More	P1 ID	P1 Name	P2 ID
2004/03/12 16:42:32	00:00:06	0	204	O	205	205		0	18	0	E204	John	E205 E
2004/03/12 16:42:32	00:00:00	0	204	O				1	18	1	E204	John	E206 C
2004/03/12 16:42:29	00:00:01	2	206	O	205	205		1	19	0	E205	Brian	E206 C
2004/03/12 16:42:14	00:00:00	4	203	O		204		0	15	0	E203	Fred	E204 J
2004/03/12 16:42:14	00:00:00	0	203	O				1	15	1	E203	Fred	E206 C
2004/03/12 16:41:51	00:00:04	2	206	O	205	205		1	15	1	E205	Brian	E206 C
2004/03/12 16:41:59	00:00:01	2	205	O	203	203		1	16	0	E205	Brian	E203 F
2004/03/12 16:41:40	00:00:07	2	205	O	204	204		1	14	0	E205	Brian	E204 J
2004/03/12 16:41:34	00:00:12	2	206	O	203	203	1111	1	13	0	E203	Fred	E206 C
2004/03/12 16:15:16	00:01:30	4	206	O	203	204	1111	0	10	0	E204	John	E206 C
2004/03/12 16:15:16	00:00:02	4	206	O	203	203		1	10	1	E203	Fred	E206 C
2004/03/12 11:30:47	00:12:13	8	206	O	203	203	1111	1	8	0	E203	Fred	E206 C
2004/03/12 09:41:48	01:48:21	34	206	O	203	203	1111	1	6	0	E203	Fred	E206 C
2004/03/12 09:36:42	00:00:35	4	206	O	203	203	1111	1	4	0	E203	Fred	E206 C
2004/03/12 09:34:04	00:00:18	1	206	O	203	203	1111	1	2	0	E203	Fred	E206 C
2004/03/12 09:27:01	00:06:54	4	206	O	203	203	1111	1	1	0	E203	Fred	E206 C

License Info

This screen displays the number of licenses within the CCC Modules.

- **Total Available:** This indicates the total number of agent licenses.
- **Number Remaining:** Number remaining. As each agent logs on, the number decreases. Also applies to Client applications, e.g. Call Center View, Wallboard Server, etc.

Delta Server

Comms Status : Comms Restored
[refresh](#)


License Info		
License Info	Total Available	Num
Agents	255	25
Call Center View	80	80
Wallboard Server	5	4
Archiver	5	4
PC Wallboard	255	25
Report Viewer	80	80
Report Designer	80	80
CBC	80	80
DeltaView	5	5
Workforce Management - Blue Pumpkin	5	4
Spectrums	255	25
Chat	1	1
Email	1	1

Delta Server Version 5.0.1
Page Created : March Wednesday 24 2004 15:50:58

Session Info

This displays the application(s) currently connected to the Delta Server, their activity and their licences. A total of 80 applications can be connected to the Delta Server. The following information is provided as each application is connected to the Delta Server.

- **Session:** The number of the application
- **Start Time:** The date and time of the session.
- **Session Type:** Indicates the name of the application that is connected.
- **Machine Name:** The name of the PC hosting the application.
- **User Name:** The name used when the client application was run.
- **UE's Required (Yes/No):** Indicates whether a session has requested Unsolicited Events.
- **Nbr of Re Trans (0-10):** Indicates how well the application is responding to probes between the application and Delta Server. Any number greater than 0 could indicate that there is a network problem.
- **Nbr Consumed Lics:** Indicates the number of Licenses consumed.
- **Licenses Consumed:** List (in pairs) of consumed licenses.
- **PC Wallboard Licenses:** Number of Active PC Wallboard License(s) used in this session.



Comms Status : Comms Restored
[refresh](#)

Session Info									
Session	Start Time	Session Type	Machine Name	User Name	UE's Required	Nbr of Re Trans	Nbr Consumed Lics	Licenses Consumed	PC Lices
23	3/15/2004 09:50:03	ARCHIVER	ACMESERVER	Administrator	Yes	0	1	12	0
24	3/20/2004 12:56:30	Wallboard Server	ACMESERVER	Administrator	No	0	1	12	0
26	3/23/2004 13:43:18	QMS	ACMECLIENT	Administrator	No	0	1	20	0

Delta Server Version 5.0.1
Page Created : March Wednesday 24 2004 15:51:11

Group

Displays diagnostic data on all of the Hunt Group set up in the IP Office.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Groups Diagnostics						
Name	Remote	Type	Device Number	Location	Voice Mail	Calls
System Group	RemoteManager , NoUser, DialIn, NewQ	Group	8997			
Call Centre	Fred , John , Brian	Group	500			
Operator	Charles	Group	600			
Agent Group	Charles	Group	400			
Main		Group	200			

Delta Server Version 5.0.1
 Page Created : March Wednesday 24 2004 15:51:30

Group Active

Displays diagnostic data on all of the active agents with the Hunt Group set up in the IP Office.

Delta Server

Comms Status : Comms Restored
[refresh](#)

Groups Diagnostics							
Name	Remote	Type	Directory Number	Location	Voice Mail	Queue Details	State
Call Centre	Fred , John , Brian , Charles	Group	300				
John		Agent	204	2.7			CMCSConnecte
Charles		Agent	206	2.15			CMCSConnecte
Operator	Charles	Group	600				
Charles		Agent	206	2.15			CMCSConnecte
Agent Group	Charles	Group	400				
Charles		Agent	206	2.15			CMCSConnecte

Page Created : April Thursday 08 2004 2:53:19 PM

Pilot Number

Displays diagnostic data on all of the Pilot Numbers set up in the IP Office.

Delta Server

[refresh](#)

Pilot Number Diagnostic				
Name	Remote	Type	Directory Number	Location
Pilot Number 2201	Dect One	Pilot Number	8201	
Pilot Number 2202	Extn2202	Pilot Number	8202	
Pilot Number 2203	Extn2203	Pilot Number	8203	
Pilot Number 2204	Extn2204	Pilot Number	8204	
Pilot Number 2205	Extn2205	Pilot Number	8205	
Pilot Number 2206	Extn2206	Pilot Number	8206	
Pilot Number 2207	Extn2207	Pilot Number	8207	
Pilot Number 2208	Extn2208	Pilot Number	8208	
Pilot Number 2209	Extn2209	Pilot Number	8209	
Pilot Number 2210	Extn2210	Pilot Number	8210	
Pilot Number 2211	Extn2211	Pilot Number	8211	
Pilot Number 2212	Extn2212	Pilot Number	8212	
Pilot Number 2213	Extn2213	Pilot Number	8213	
Pilot Number 2214	Extn2214	Pilot Number	8214	
Pilot Number 2215	Extn2215	Pilot Number	8215	
Pilot Number 2216	Extn2216	Pilot Number	8216	
Pilot Number 2217	Extn2217	Pilot Number	8217	
Pilot Number 2218	Extn2218	Pilot Number	8218	
Pilot Number 2219	Extn2219	Pilot Number	8219	
Pilot Number 2220	Extn2220	Pilot Number	8220	
Pilot Number 2221	Extn2221	Pilot Number	8221	
Pilot Number 2222	Extn2222	Pilot Number	8222	
Pilot Number 2223	Extn2223	Pilot Number	8223	
Pilot Number 2224	Extn2224	Pilot Number	8224	

Lines

Displays diagnostic data on all of the exchange lines to the IP office.

Delta Server							
Comms Status : Comms Restored							
refresh							
Lines Diagnostics							
Name	Remote	Type	Device Number	Location	Voice Mail	Calls Queued	State
PRI Line 5		LinePRI30V1	9160	0.1			CMCSIdle
Line 5.1		LinePRI30V1	9161	0.2			CMCSIdle
Line 5.2		LinePRI30V1	9162	0.3			CMCSIdle
Line 5.3		LinePRI30V1	9163	0.4			CMCSIdle
Line 5.4		LinePRI30V1	9164	0.5			CMCSIdle
Line 5.5		LinePRI30V1	9165	0.6			CMCSIdle
Line 5.6		LinePRI30V1	9166	0.7			CMCSIdle
Line 5.7		LinePRI30V1	9167	0.8			CMCSIdle
Line 5.8		LinePRI30V1	9168	0.9			CMCSIdle
Line 5.9		LinePRI30V1	9169	0.10			CMCSIdle
Line 5.10		LinePRI30V1	9170	0.11			CMCSIdle
Line 5.11		LinePRI30V1	9171	0.12			CMCSIdle
Line 5.12		LinePRI30V1	9172	0.13			CMCSIdle
Line 5.13		LinePRI30V1	9173	0.14			CMCSIdle
Line 5.14		LinePRI30V1	9174	0.15			CMCSIdle
Line 5.15		LinePRI30V1	9175	0.16			CMCSIdle
Line 5.16		LinePRI30V1	9177	0.18			CMCSIdle
Line 5.17		LinePRI30V1	9178	0.19			CMCSIdle

Lines (Active)

Displays diagnostic data on all active calls handled by the IP Office exchange lines.

Delta Server

Comms Status : Init Comms

[refresh](#)

Lines Diagnostics

There is Currently no data available for this request

Page Created : Thursday 17 June 2004 13:31:25

Calls




Displays diagnostic data on all active calls handled by the IP Office. Yellow marker indicates incoming calls, red indicates internal calls and blue indicates outgoing calls.

Delta Server

Comms Status : Comms Restored

[refresh](#)

Calls Diagnostics

	Start Time	Call Identifier	IP Address	Calling Party	Receiving Party	Original Destination	Pilot Number
	13/04/2004 11:29:04	16 [3.1.1]	192.168.42.1	Line 3.1	Extn2247	Extn2247	Pilot Number 2247
	13/04/2004 11:29:34	17 [0.1031.0]	192.168.42.1	Extn2218	Line 2.2	Line 2.2	
	13/04/2004 11:31:51	19 [0.1034.0]	192.168.42.1	Extn2217	VM Channel 1	Voice Mail	

Page Created : Tuesday 13 April 2004 11:31:54

Archiver

Archiver obtains and accumulates the information from the telephone system via the Delta Server. The Delta Server resides on a Server PC, the name of which will have been defined during installation (typically ARCHIVERSQL).

Delta Server

Comms Status : Init Comms
[refresh](#)

Archiver

Launch Archiver at Startup	<input type="checkbox"/>
Archiver	notConnected
SQL Server	
Started	
Last Message	
Indexed SMDR's	
Indexed TIA's	
Indexed CallFlow's	
Rejected	
SQL Server	<input style="width: 100%;" type="text"/>
Windows Authentication	<input type="checkbox"/>
	<input type="button" value="Connect"/>

Page Created : Thursday 17 June 2004 13:32:03

The information on the screen is as follows:

- **Status:** Indicates the status of the Archiver.
- **Started:** Indicates the date and time Archiver was launched.
- **Last Msg At:** Indicates the last message received from the Delta Server.
- **Received:** Indicates the number of messages received from the Delta Server during this session.
- **In Queue:** Indicates the number of messages waiting to be stored in the database.
- **Indexed:** Indicates the number of messages that have been indexed.
- **Rejected:** Indicates the number of messages that were rejected by the Archiver because of corruption or invalid message in the telephone system database. Rejected is incremented when an SMDR is corrupted owing to external factors (e.g. cable breakage, or data corruption in the database). This figure should never increment. If it does, it is advisable to check all cables, network setting, names in the database, etc. Occasionally SQL problems can also cause an increase in this number. If this occurs, check the System and/or SQL Events Log.
- **Database Server:** The name of the SQL server.
- **Delta Server:** The name of the delta server.
- **Metrics:** Indicates the number of SMDR messages received by the Archiver.
- **Activities:** Indicates the number of Agent activity messages received by the Archiver. This figure will be considerably higher than the Archiver Metrics figure.
- **Call Flow:** Indicates the number of Call Flow messages received by the Archiver. Call Flow metrics are only available when configured in Voice Mail.

Reporting Admin Console

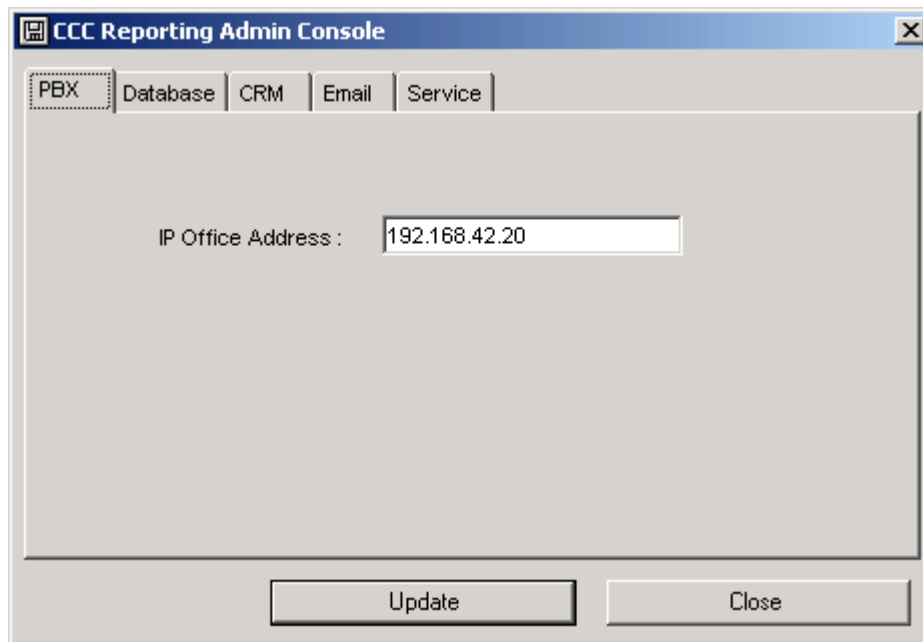
The Reporting Admin Console is a windows application which runs on the machine that hosts the Reporter application. The window containing a series of tabs that enable configuration settings to be specified for the report server windows service and web applications. The application is automatically installed and completed during the installation process.

Launching Reporting Admin Console

1. Click the **Start** button on the Windows Taskbar.
2. Point to **Programs | CCC**.
3. Select **CCC Reporting Admin Console**.

PBX Tab

Enter the IP Address of the IP Office that contains the licence information.



Database Tab

The machine that holds the historical call data database is detailed on the Database Tab. The authentication credentials used for connecting to the database can be maintained.

If SQL Server authentication and the database user id fields are left empty then the default name SDXArchiver is used for connecting to the database. If you want to connect to another database server, enter the name and password of the new target.

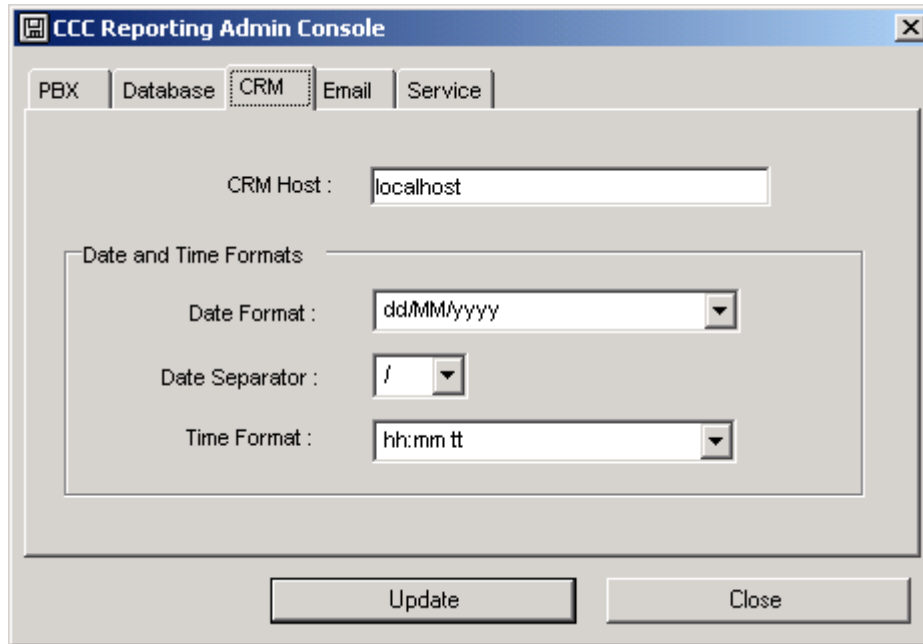
For the SQL Server Security field, enter both the name and password entered whilst installing MSDE 2000 (the defaults are **sa** and **NMYSBH**). If you have connected to a different database server, enter the name and password.

Note: If you are using Windows integrated security and the web.config file for the web application has the setting *identity impersonate* set to *true* then the credentials of the client using the web application will be used to connect to the database. For preset reports, the credentials under which the report server windows service is running will be used to connect to the database.

The screenshot shows the 'Database' tab in the 'CCC Reporting Admin Console'. The 'Server' field is set to 'localhost' and the 'Database' field is set to 'SDXArchiver'. Under the 'SQL Server Security' section, there are 'Login' and 'Password' input fields. The 'Use default login' checkbox is checked, and the 'Use Windows authentication' checkbox is unchecked. At the bottom of the window, there are 'Update' and 'Close' buttons.

CRM Tab

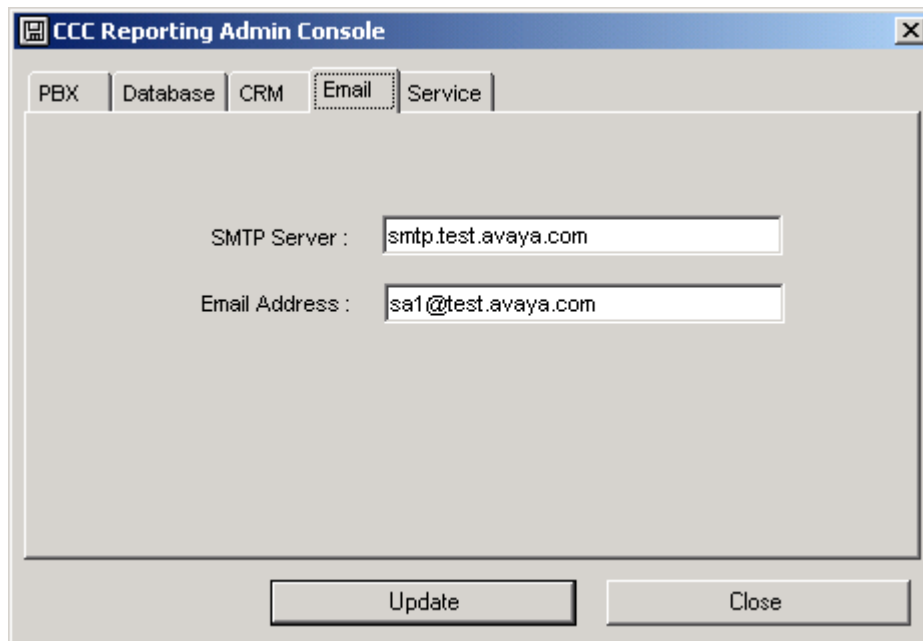
Details of the machine that hosts an instance of MSCRM needs to be entered. The date and time formats that are used by the MSCRM as specified in the Calendar tab of the system settings dialog. The date and time formats must be set correctly so that any reports that contain date and time information from MSCRM run correctly.



The screenshot shows the 'CRM' tab of the 'CCC Reporting Admin Console'. The window title is 'CCC Reporting Admin Console'. The tabs are 'PBX', 'Database', 'CRM', 'Email', and 'Service'. The 'CRM' tab is active. The 'CRM Host' field contains 'localhost'. Below it is a section titled 'Date and Time Formats' containing three dropdown menus: 'Date Format' set to 'dd/MM/yyyy', 'Date Separator' set to '/', and 'Time Format' set to 'hh:mm tt'. At the bottom are 'Update' and 'Close' buttons.

Email Tab

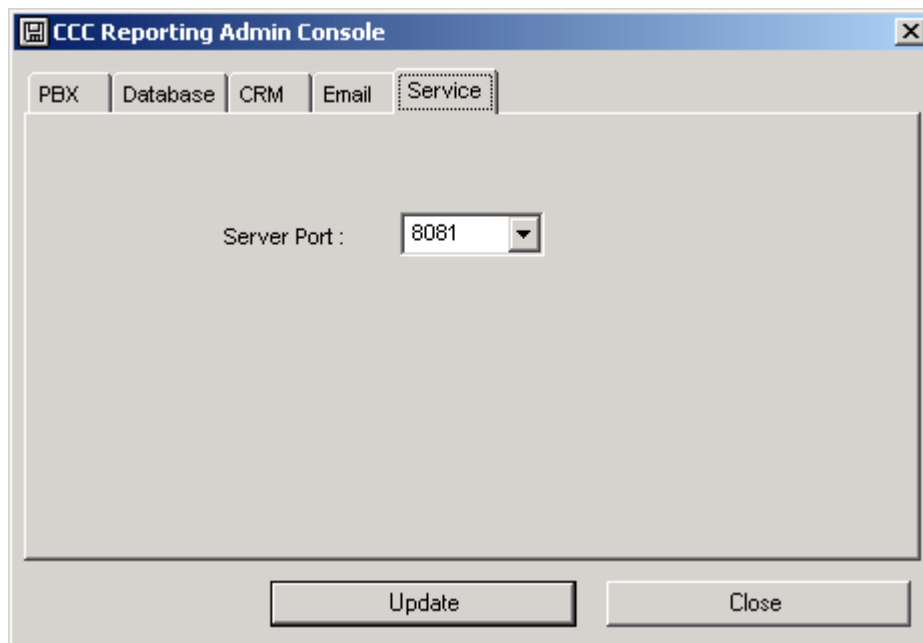
The name of the SMTP server that is used for any email distribution tasks needs to be specified. The value specified in the email address field is used in the email From field. It is not possible for the report server to receive email messages.



The screenshot shows the 'Email' tab of the 'CCC Reporting Admin Console'. The window title is 'CCC Reporting Admin Console'. The tabs are 'PBX', 'Database', 'CRM', 'Email', and 'Service'. The 'Email' tab is active. The 'SMTP Server' field contains 'smtp.test.avaya.com'. The 'Email Address' field contains 'sa1@test.avaya.com'. At the bottom are 'Update' and 'Close' buttons.

Service Tab

Specify the TCP port number that the web application uses to communicate with the windows service.



The screenshot shows a window titled "CCC Reporting Admin Console" with a close button in the top right corner. Below the title bar are five tabs: "PBX", "Database", "CRM", "Email", and "Service". The "Service" tab is selected and highlighted with a dotted border. The main area of the window contains the text "Server Port :" followed by a dropdown menu currently displaying "8081". At the bottom of the window are two buttons: "Update" and "Close".

Database Server Supervisor

The Database Server Supervisor provides the ability to backup and restore the Report Manager databases as well as manage the Archiver Database Maintenance Plan when using a MSDE 2000 database. It needs to be run on the PC that Report Manager has been installed onto. However, it is possible to install and use from a PC containing Microsoft Windows 2000/XP.

The backup and restore facility provides an important safeguard for protecting critical data stored in the MSDE databases. Backing up and restoring databases is also useful for non-system problems, such as moving or copying a database from one server to another.

Backups will usually be scheduled and specified through the Maintenance Plan, however you can create additional backups using either the Wizard or manual backup option.

Starting

To launch the Database Server Supervisor:

1. Make sure that the SQL Service Server Manager is running.
2. Click the **Start** button on the Windows Taskbar.
3. Point to **Programs** and then to **CCC**.
4. Select **Database Server Supervisor** from the sub-menu.
5. When the Database Server Supervisor is started, a SQL Server Login dialogue box is displayed. Either, enter the name of the server to be connected to and the login id and password or tick the **Use Windows Authentication** box and the click **OK**.

Once connected to a database server, the available options are determined. This can take several seconds.

Note: If a connection cannot be made to the database server, an error message is displayed. If you click on the Cancel button, the application will stop. By clicking on the **OK** button the server login dialogue box will be displayed again.

Changing the Server Connection

The server that the application is connected to can be changed from within the program.

To change the server connection:

1. From the **File** menu select **Server Connection**.
2. Complete the information required in the SQL Server Login dialogue box and click on the **Ok** button.

Note: If a connection is made to a SQL Server other than the existing one, the options tree is reloaded. If no connection is made to another server, the existing connection continues.

User Interface

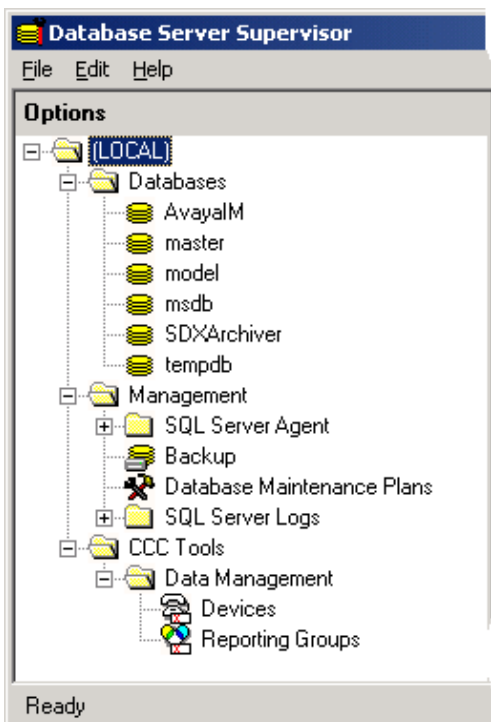
The Database Server Supervisor window is displayed showing the Options and Information Panes. If no details are shown in the Information pane, expand the options tree and select any folder or file.

The toolbar displays the status of the application and the name of the server to which the application is connected.

Note: The language in which the options tree is displayed depends upon the regional settings selected for Windows. If the regional setting selection is not supported then the options tree will be displayed in English. The application's windows and menus will be displayed in the same language as the options tree.

Options Pane

The Options Pane contains the options tree whose content and associated menus will depend upon the server installation.



Menu options depend on which option is selected within the tree structure. The menu list can be accessed by right clicking an option or by highlighting the option and selecting the Edit menu on the menu bar. When a selected option has no associated menu, the Edit menu bar is unavailable for selection. For more information about the properties, please refer to the section Properties.

The information displayed and the menus associated with the information are listed below.

Selected Option	Information Description	Associated Menus
Server	List of options one level below (Databases / Management)	
Databases	List of databases	Backup Database; Restore Database & <i>Properties</i>
	Database Name - Database Statistics information	Backup Database, Restore Database and <i>Properties</i>
Management	List of options: SQL Server Agent; Backup; Database Maintenance Plans; SQL Server Logs.	Backup: New Backup Device SQL Server Agent: Display Errorlog
	SQL Server Agent - List of options one level below (Jobs)	
	Jobs – List of maintenance tasks	Start Job; Stop Job; & <i>Job History</i>
	Backup - List of backup devices	Delete & <i>Properties</i>

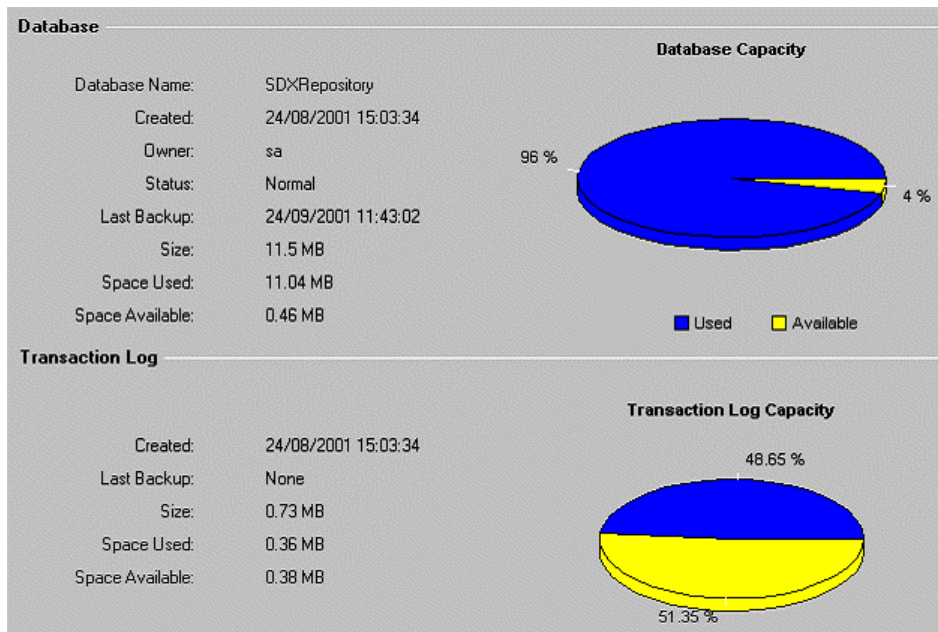
Selected Option	Information Description	Associated Menus
	Database Maintenance Plans - List of database maintenance plans	<i>Properties</i>
	SQL Server Logs - List of options one level below (SQL Server Log) SQL Server Log - Date list of each log entry	<i>Properties</i>
CCC Tools	Data Management – List of devices, groups, etc. that databases are compiled from.	<i>Devices</i> <i>Reporting Group</i>

Note: The menu options shown in italics are default options that are activated by double clicking the associated information item. When the information area displays a list of options one level below the selected option, double clicking an information area will cause the associated option to become selected.

Information Pane

The Information Pane displays details according to the selection made in the options tree. Any folders that are selected show the list of files within the folder

If a database is selected then the information pane shows details about both the database and the associated transaction log. The information includes details of when the last backup occurred and a pie chart showing the space used and available space. An example can be seen below.



If the file Jobs (Management/SQL Server Agent) is selected, a list of scheduled jobs can be seen. The Backup file shows the available backup devices. The Database Maintenance Plans file shows the pre-installed Archiver Maintenance Plan.

In the SQL Server Logs folder the Database Supervisor Activity is recorded.

You can refresh the display by selecting **Refresh** from the **File** menu. The refresh option is also displayed in all options tree and information area popup menus. If selected it will cause the currently active selection to be refreshed. Options that are below the selected option are also refreshed.

To view the properties of a database:

1. Click on the database name within the options pane.
2. Right mouse click within the information pane and select **Properties** from the menu.

Archiver Maintenance Plan

When the Archiver database is installed, an associated maintenance plan is created. This maintenance plan is preset to run optimisation, integrity check and backup jobs. Each of these jobs may be run manually by selecting the 'Jobs' option. Using the Archiver maintenance plan, each associated job's properties can be altered and preferred scheduling parameters can be set.

To amend any details in the Archiver Maintenance Plan:

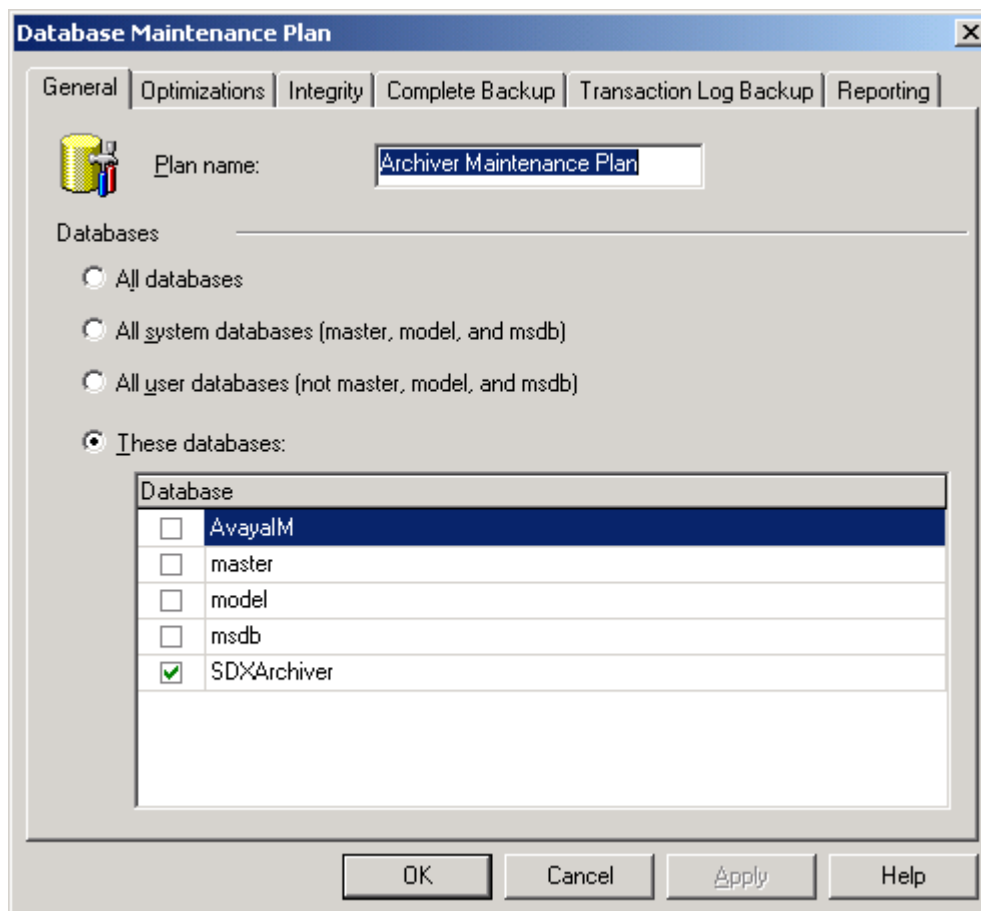
1. Open the **Management** folder.
2. Open the **SQL Server Agent** folder.
3. Select **Database Maintenance Plans**.
4. In the Information Pane double click on the words, **Archiver Maintenance Plan**. The Database Maintenance Plan screen will show.

Notes:

1. When changes made to the plan have been completed, click on the Apply button and then the OK button to update the maintenance plan.
2. You may not be able to amend the backup schedule and location within the Archiver Maintenance plan. If you require to create a different backup schedule use the backup wizard facility.

General Tab

The Pre-installed Maintenance Plan is called **Archiver Maintenance Plan** and the selected database is SDXArchiver. You can re-name the plan from this area as well as select or de-select other databases. By doing this you will only update the plan, not create a new one.



Optimization Tab

The default settings are configured so that the SDXArchiver Database has the statistics used by the query optimizer updated every week on a Sunday at 00:00:00 (12am in US mode). The sample size of the database used is 10%. This part of the maintenance plan can be seen in the Job listing as:

Optimization Job for DB Maintenance Plan SDXArchiver.

This tab controls whether to re organize both data and index pages. Statistics can be updated by the query optimizer and any unused space from the database files can be removed.

The screenshot shows the 'Database Maintenance Plan' dialog box with the 'Optimizations' tab selected. The dialog has a title bar with a close button. Below the title bar are five tabs: 'General', 'Optimizations', 'Integrity', 'Complete Backup', and 'Transaction Log Backup', with 'Reporting' also visible. The 'Optimizations' tab contains the following settings:

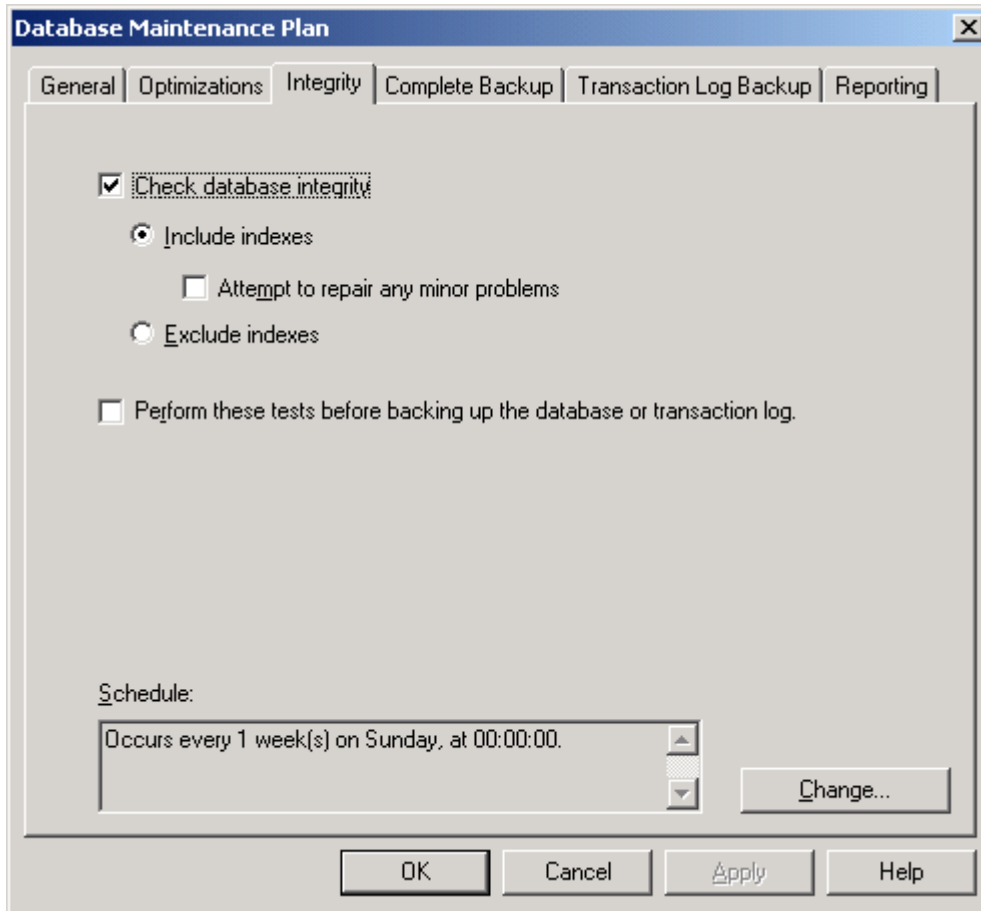
- Reorganize data and index pages
 - Reorganize pages with the original amount of free space
 - Change free space per page percentage to: 10 %
- Update the statistics used by the query optimizer.
 - Percentage of database to sample: 10 %
- Remove unused space from database files
 - Shrink database when it grows beyond: 50 MB
 - Amount of free space to remain after shrink: 10 % of the data space
- Schedule: Occurs every 1 week(s) on Sunday, at 01:00:00. (with a 'Change...' button)

At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

To amend the scheduling parameters for optimization click on the button labeled 'Change'.

Integrity Tab

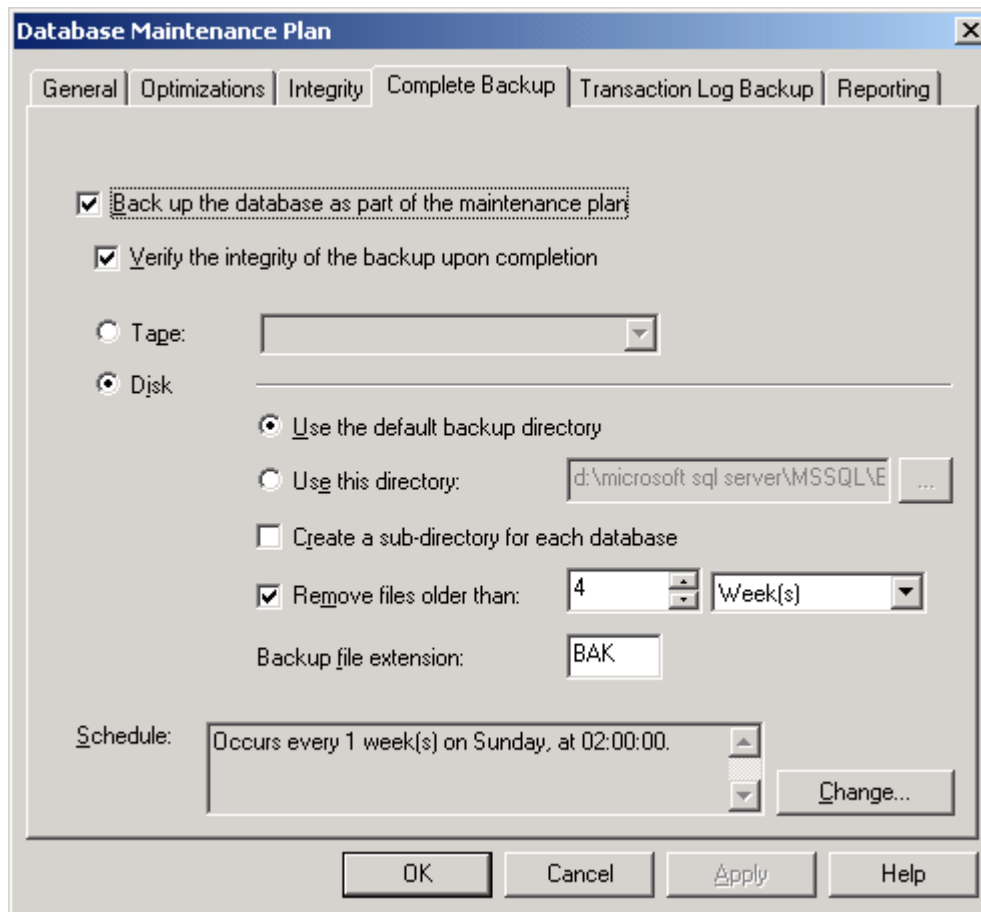
The default settings are configured so that the SDXArchiver Database's integrity, including indexes are checked every week on a Sunday at 00:00:00 (12am in US mode). This part of the maintenance plan can be seen in the Job listing as: **Integrity Checks Job for DB Maintenance Plan SDXArchiver.**



This tab provides the ability to check the database integrity, including indexes and attempt to repair any minor problems found during checking. Integrity checking can be set to happen before backing up the database or transaction log. To amend the scheduling parameters click on the button labeled 'Change'.

Complete Backup Tab

The default settings are configured so that the SDXArchiver Database is backed up and the integrity of the backup is checked upon completion. The backup file is written to the default backup directory. This part of the maintenance plan can be seen in the Job listing as: **DB Disk Backup Job for DB Maintenance Plan SDXArchiver.**

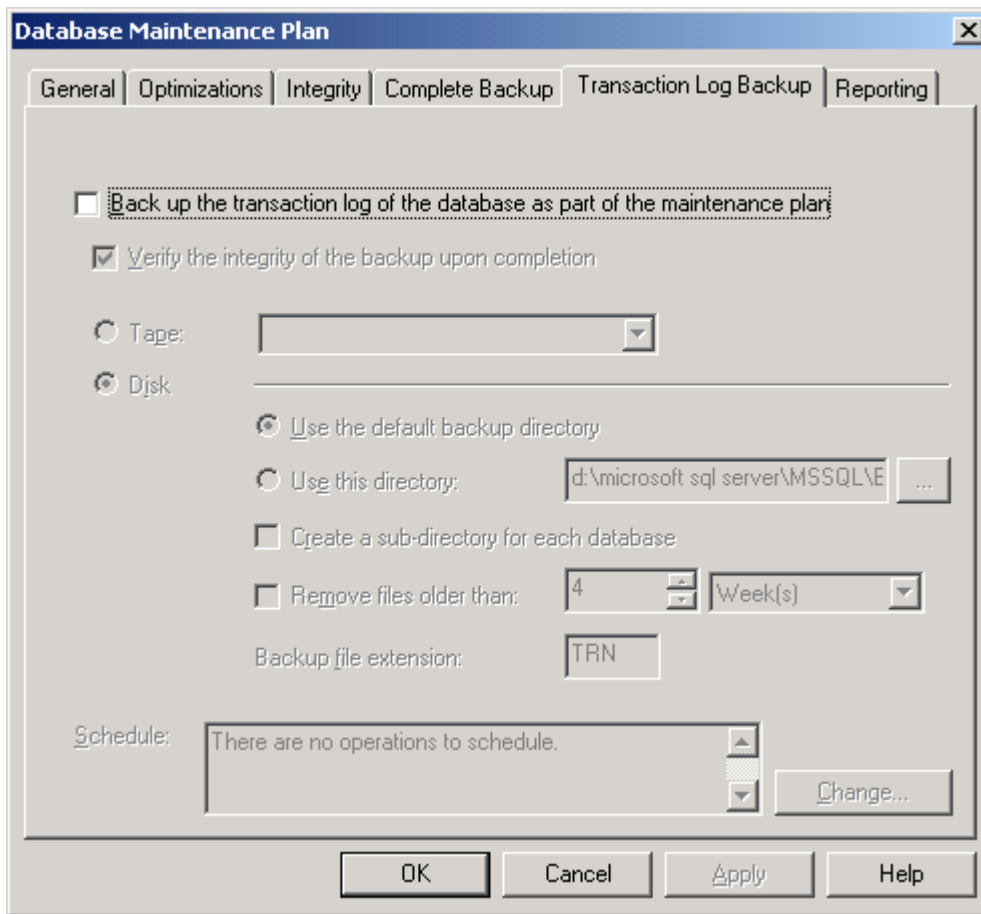


The backup criteria can be amended in the maintenance plan. You have the ability to:

- Verify the integrity of the backup upon completion,
- Backup to tape or disk.
- Specify the directory to store the files and create a sub-directory for each database if backing up to a file.
- Perform housekeeping so those files over a certain age are deleted. In default mode the files will be removed after 4 weeks.
- Amend the scheduling parameters by clicking the button labeled 'Change'.

Transaction Log Backup Tab

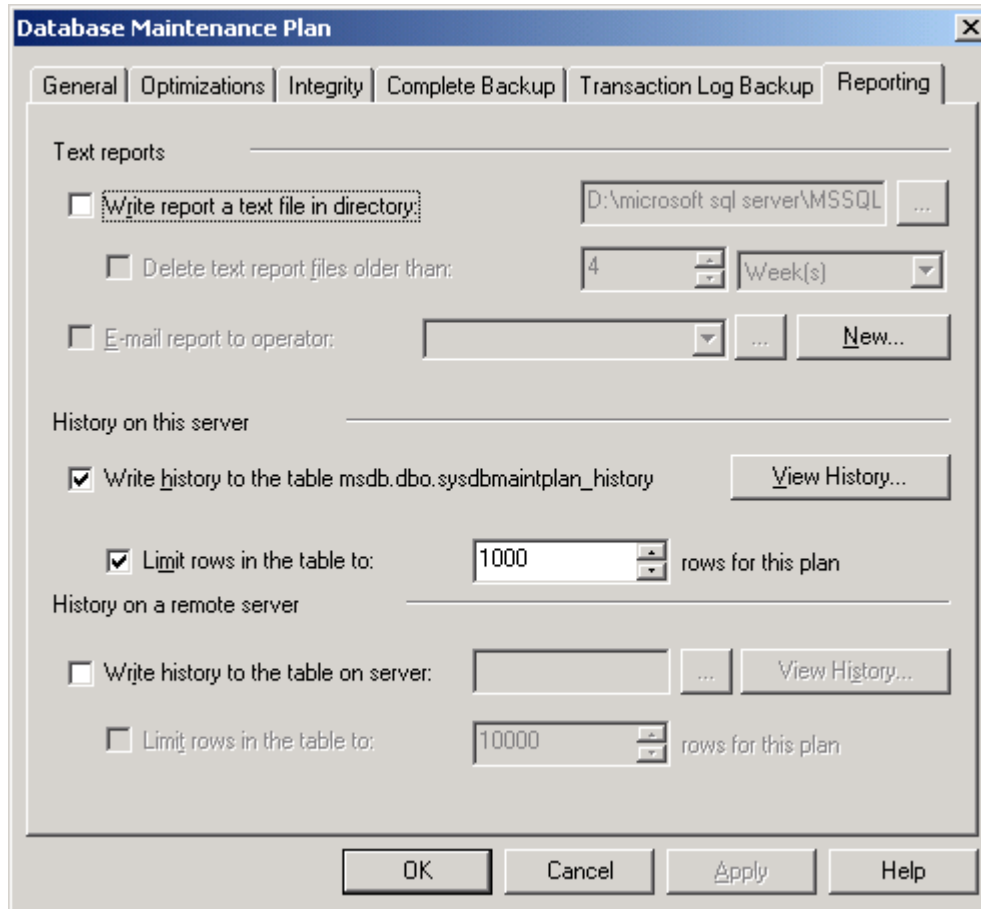
By default, the Transaction Log backup is not selected. If you require to backup any transactions that occur between backups, you need to select this option and select the required parameters. The backup will have the file extension of .TRN. If created, this part of the maintenance plan will appear in the Job listing as: **Transaction Log Backup Job for DB Maintenance Plan SDXArchiver**.



To amend the scheduling parameters click the button labeled 'Change'.

Reporting Tab

By default no options are selected.



- **Text reports**

A report can be written as a text file into a specified directory. The reports can then be e-mailed to an operator if required. Automatic house keeping can be performed by selecting that reports are deleted when they are a certain age.

Adding New Operators

If an email report is to be sent to an operator, the operator details need to be added. Once the details have been added the operator can be selected from a drop down list.

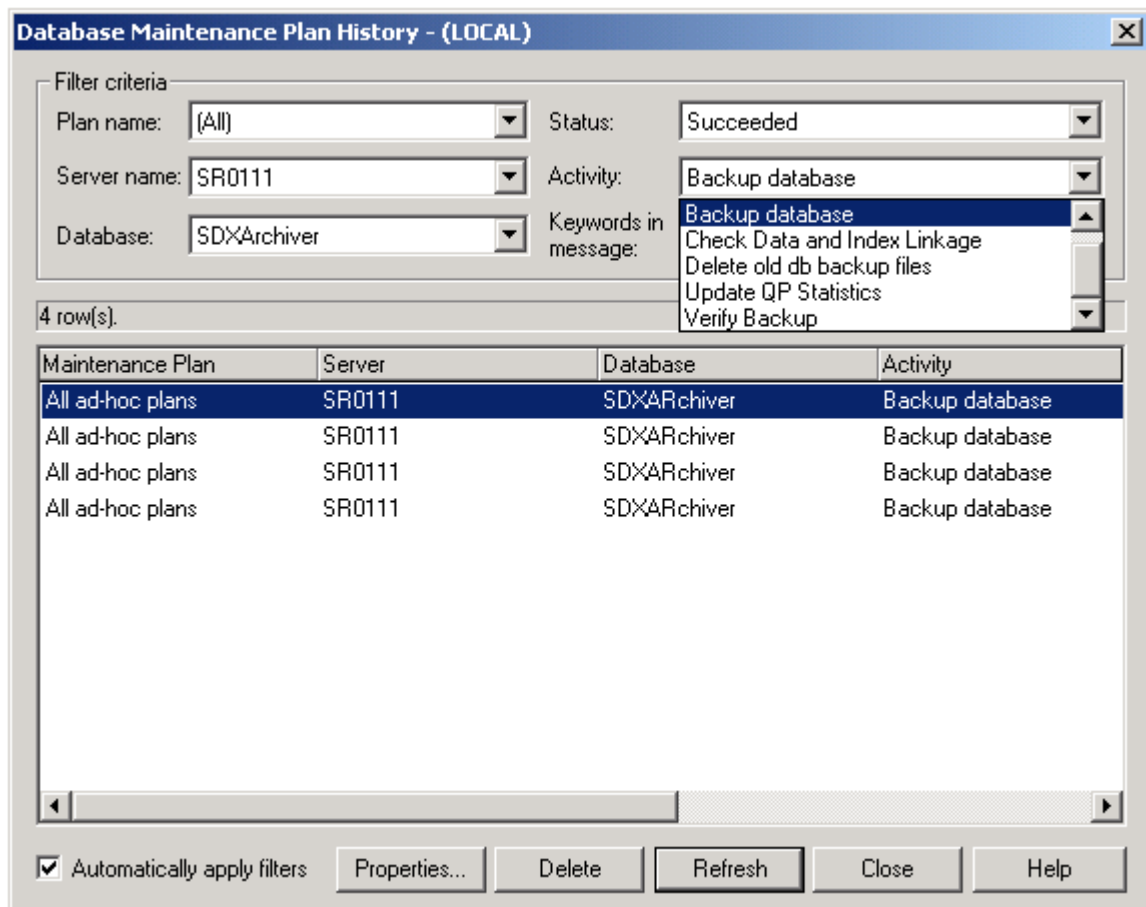
To add a new operator click on the **New** button. The New Operator Properties dialog box appears. There are two tabs available.

General Tab - Add the person's name and email address

Notifications Tab - Select which notifications are to be sent to the operator and whether an alert or job should be emailed.

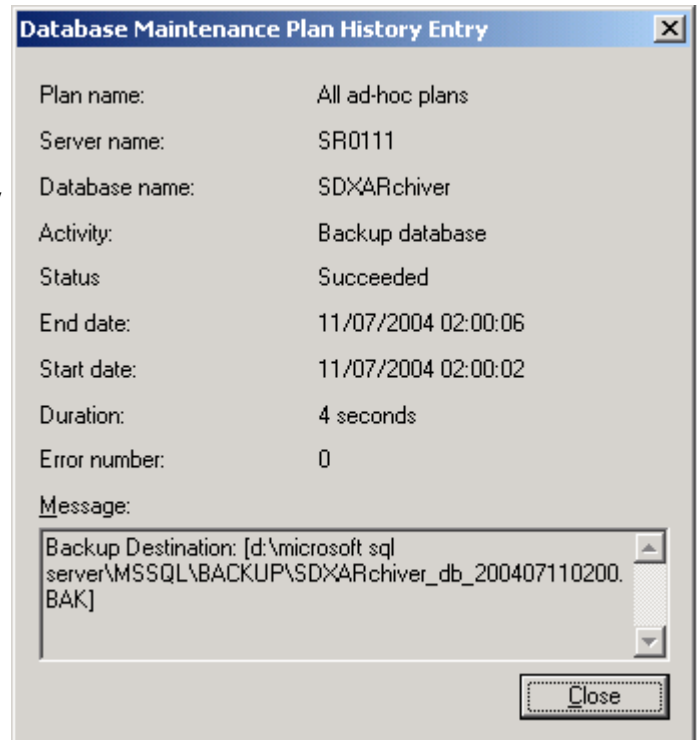
- **History**

This can be written to either the current server in the table 'msdb.dbo.sysdbmaintplan_history' or to a remote server whereby you specify the location. History can be limited to a specific number of rows. To view the history tables, click on the View History button.



To see all the details of a Maintenance Plan:

1. Click on the Maintenance Plan in the list.
2. Click **Properties**.
3. A Database Maintenance Plan History Entry dialog will show, see example.



Edit Recurring Job Schedule

Occurs:

- **Daily:** Enter the amount of days (between 1 and 366) that you want the backup to run, i.e. for a backup to occur every other day enter the number 2.
- **Weekly:** Enter the number of weeks (between 1 and 52) that you want the backup to occur i.e. for a backup to occur once every three weeks enter the number 3. You also need to select the day of the week for the backup to occur.
- **Monthly:** Enter number of the day (between 1 and 31) and then the month number (between 1 and 99) that you want the backup to run. For example if you wanted a backup taken on the 15th of every other month you would enter the day number as 15 and the month number as 2. OR You can select the 1st, 2nd, 3rd, 4th, or last day (Mon-sun) of a month (1-99), i.e. to backup every month on the first Friday you would select the 1st option, the day as Friday and the month number as 1.

Weekly:

Select the weekly frequency and the day of the week that you want the backup to run.

Daily Frequency:

- **Occurs at:** Enter the time for the backup to start.
- **Occurs every:** Choose the hour (between 1-24) and then enter the start and end times.

Duration:

- **Start Date:** Enter the date for the first backup to happen.
- **Finish:** Enter the date for the last backup or if you do not want to specify a finish date choose the option *No end Date*.

Backups & Restoring

The Backup Wizard

The backup wizard allows you to specify the type of backup that you want to perform i.e. whether to overwrite an existing backup or only add the new data. You are also able to verify that the backup has been successfully completed and control where the data is stored.

To access the backup wizard go to the **File** menu and click on the **Backup Wizard** option. The following steps explain the information that needs to be completed.

1. At the Welcome screen click on the **Next** button to continue.
2. Select the database that you want to backup from the drop down list then click on the **Next** button to continue.
3. Enter a name and description for the backup and click on the **Next** button to continue.
4. Select the type of backup you want to make, i.e. do you want to backup the entire database or only the new or changed data. Click on the **Next** button to continue.
5. Select where you want the backup to be stored. You can choose to backup to a file or to any backup device that is available. In this section you can also select whether to overwrite the backup media or append. If you want to read and verify the integrity of the backup when completed, select the option on this screen. Click on the **Next** button to continue.
6. The Backup Verification and Scheduling screen will appear. You are able to schedule when the backup should occur. To amend the schedule select the box to the left of Schedule and then click on the Change button. The Edit Schedule screen will show.
7. Click on the **Next** button to continue.
8. The final screen shows the backup information that you have defined. If you want to make any alterations click on the Back button to go back through the wizard. If you do not want to make any changes click on the Finish button to continue.
9. If your backup requirements were completed correctly, a screen will show stating that the backup job has been created successfully.

Edit Schedule Screen

The screenshot shows the 'Edit Schedule' dialog box with the following details:

- Name:** Schedule 1
- Enabled:**
- Schedule type:**
 - Start automatically when SQL Server Agent starts
 - Start whenever the CPU(s) become idle
 - One time (On date: 13/08/2004, At time: 14:39:53)
 - Recurring (Occurs every 1 week(s) on Sunday, at 00:00:00.)
- Buttons:** OK, Cancel, Help

The Edit Schedule Screen allows you to specify the occurrence, frequency and duration of a task. Enter the required details and then click on the **Ok** button to continue.

The schedule type can be one of the following:

- Start automatically when SQL Server Agent starts.
- Start whenever the CPU(s) become idle.
- One Time (enter the date and time for the backup to occur once).
- Recurring. If you choose this option, you will need to set the occurrence, frequency and duration of the backup. Click on the Change button to view the list of options. An explanation of the options is shown below.

Occurrence

- **Daily**
Enter the amount of days (between 1 and 366) that you want the backup to run, i.e. for a backup to occur every other day enter the number 2.
- **Weekly**
Enter the number of weeks (between 1 and 52) that you want the backup to occur i.e. for a backup to occur once every three weeks enter the number 3. You also need to select the day of the week for the backup to occur.
- **Monthly**
Enter number of the day (between 1 and 31) and then the month number (between 1 and 99) that you want the backup to run. For example if you wanted a backup taken on the 15th of every other month you would enter the day number as 15 and the month number as 2. OR You can select the 1st, 2nd, 3rd, 4th, or last day (Mon-sun) of a month (1-99), i.e. to backup every month on the first Friday you would select the 1st option, the day as Friday and the month number as 1.

Daily frequency

- **Occurs at:** Enter the time for the backup to start.
- **Occurs every:** Choose the hour (between 1-24) and then enter the start and end times.

Duration

- **Start :** Enter the date for the first backup to happen.
- **Finish :** Enter the date for the last backup or if you do not want to specify a finish date choose the option *No end Date*.

Manual Backups

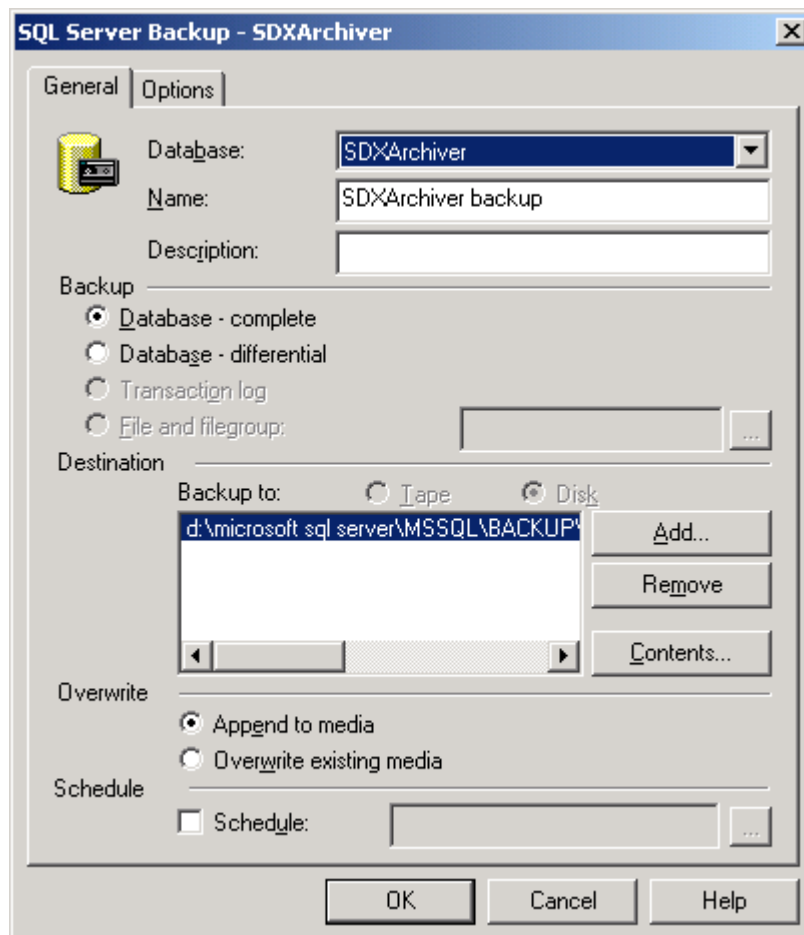
You can create backups without using the Wizard. To backup a database make sure that a database in the Options pane is selected then:

1. From the **Edit** menu select **Backup Database**.
2. When you have specified all the criteria for the backup click on the **OK** button.

Note: If you do not want to backup a complete database, you can backup only new or changed data by selecting Differential database Backup. Backup types 'Transaction Data' and 'File and Filegroup Data' are not available in the manual or wizard backups. However, transaction data can be backed up via the Archiver Maintenance Plan.

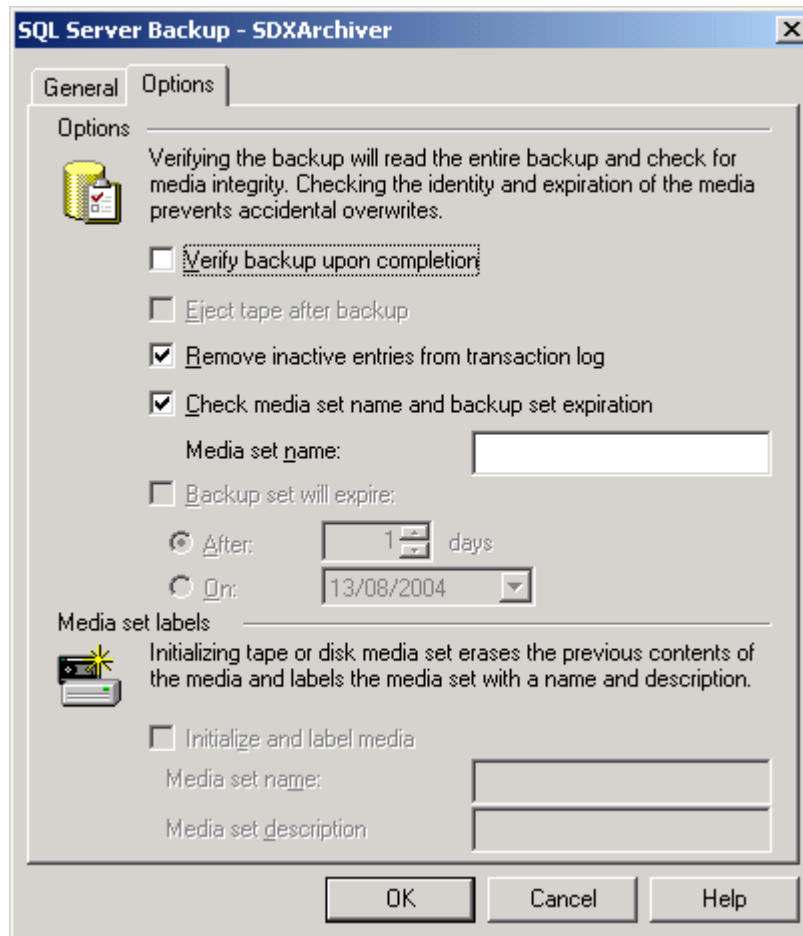
The **General** tab allows you to:

- Select the database that you want to backup from the drop down menu.
- Enter a name for the backup and a brief description.
- Select whether you want to backup a complete database or differential.
- Select the destination of where you want the database to be backed up to i.e. tape drive or disk.
- Select whether to overwrite the existing data or not.
- If you require to schedule the backup, click in the box the left of the word schedule.



Click on the **Options** tab. From this area you can choose to:

- Verify the backup data when completed.
- If backing up to a tape device you can select to eject the tape when completed as well as clearing the contents on a tape and then labeling the tape with a name and description.



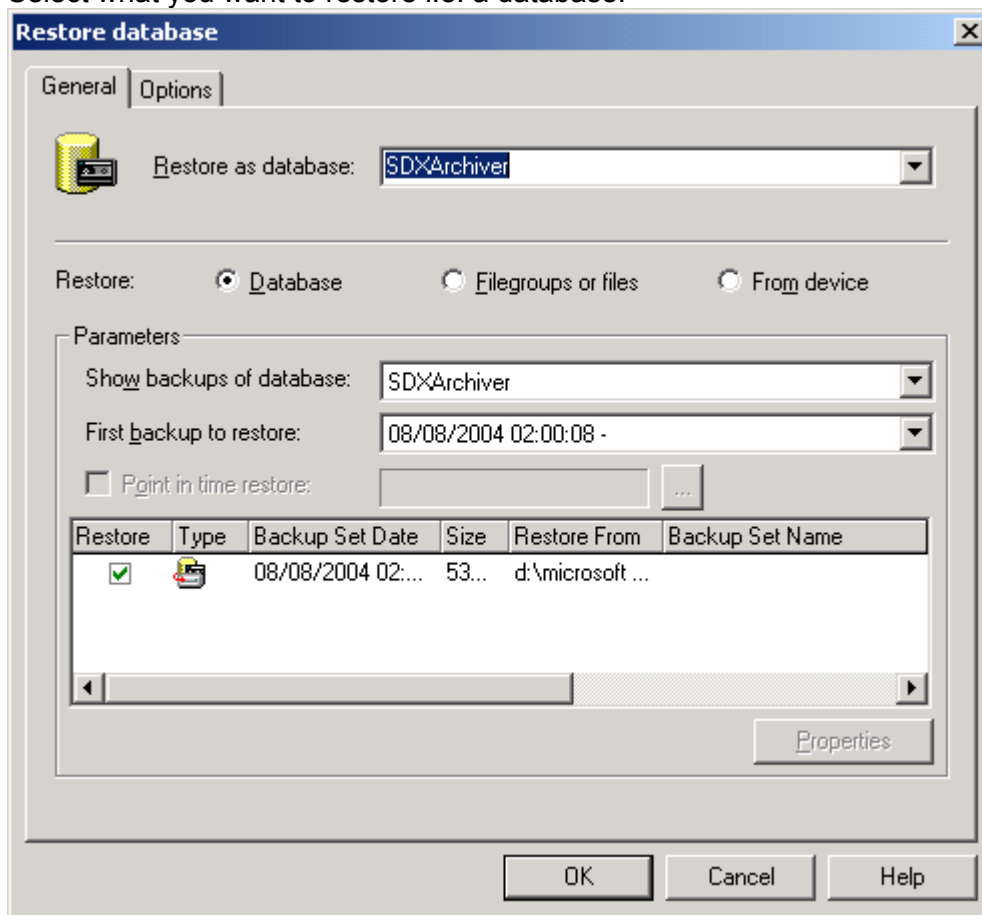
Restoring a Database

Restoring a database returns the database to the same state it was in when that backup was created.

CAUTION: Maintenance installation of the CCC may be required if the Database is restored from a backup taken from another Server. Refer to the CCC Installation Manual for details.

To restore a database:

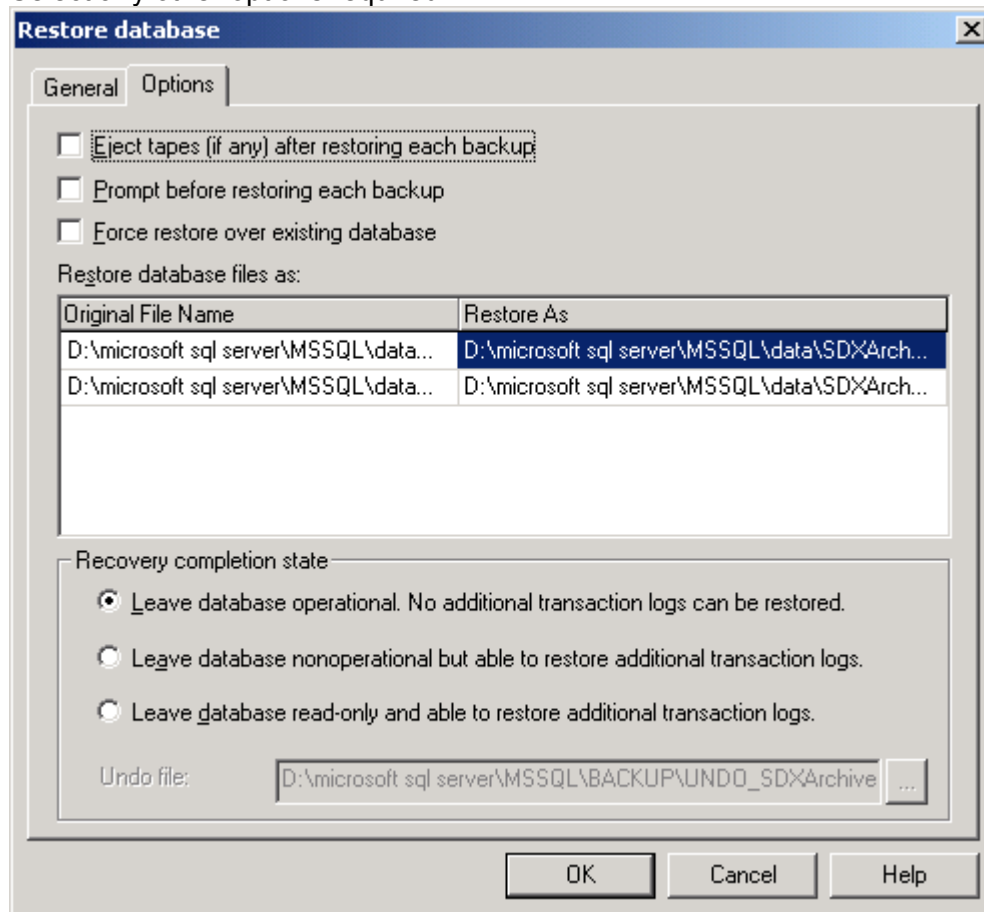
1. Make sure that the Archiver application is not running.
2. In the Options Pane, highlight the relevant database.
3. Click on the **Edit** menu and select **Restore Database**. The restore database screen will show.
4. The **General** tab allows you to:
 - Select the database that you want to restore over from the drop down list.
 - Select what you want to restore i.e. a database.



In the parameters section you need to: Select the database backup that you want to restore. A list of backups from different date's etc. will show. From the drop down list, select the backup that you want to restore.

5. Make sure that the **Options** tab is at the front then:
 - Check that the Original file name being restored is correct.
 - Select any of the options required in the recovery completion state section.

- Select any other options required.






6. Click on the **Ok** button to start the restore process.
7. A restore progress screen indicates the progress of the restore. An information screen appears when the restore has been completed successfully.
8. Restart the Archiver application.

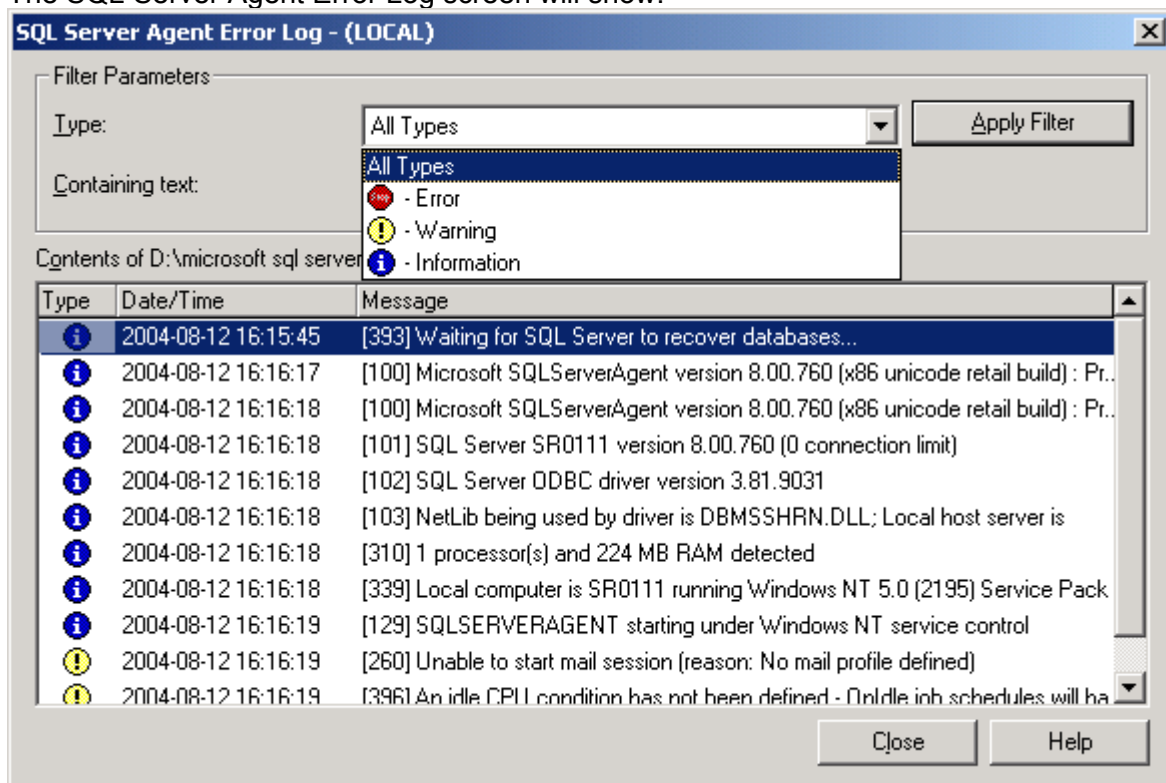
General Information

Display Error Logs

Error messages as well as information and warning messages can be viewed. The message types are identified by a symbol, as shown below.

-  - Error Message.
-  - Warning Message.
-  - Information Message.

- In the Options Pane open the folder called **Management**. Right Mouse click on the words **SQL Server Agent** and select the option **Display Error log**.
- The SQL Server Agent Error Log screen will show.



- Any error message will be shown in this screen as well as warning and Information messages. To view a certain type of message, select the type from the drop down list.

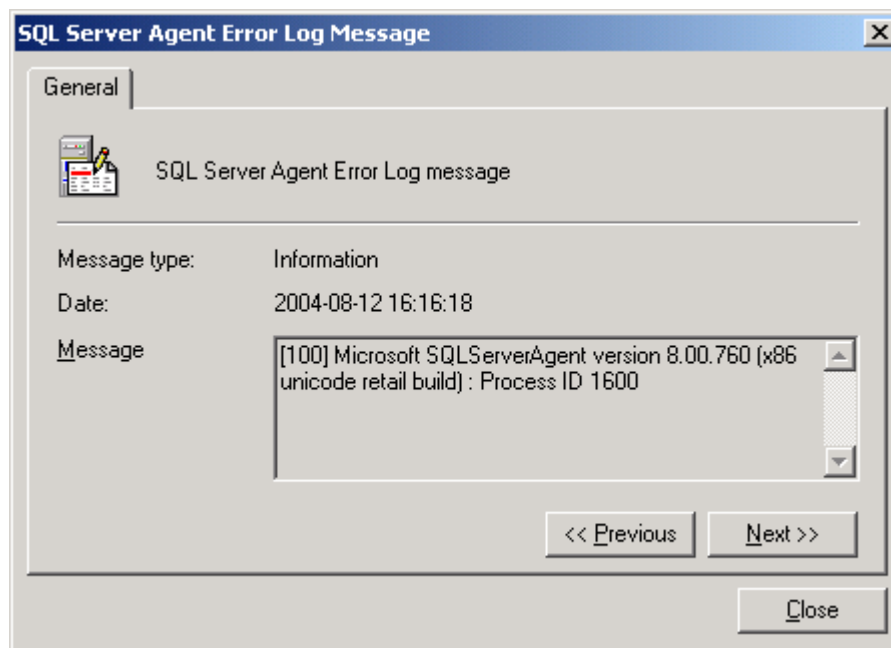
If there is certain text that you want to find in the messages you can apply a filter to view only the messages that contain the required text. To apply a filter:

- Select the type of messages to be searched.
- Enter the text to be found in the text box.
- Click on the **Apply Filter** button.

To see more view more of a message, double click it.

Viewing Messages

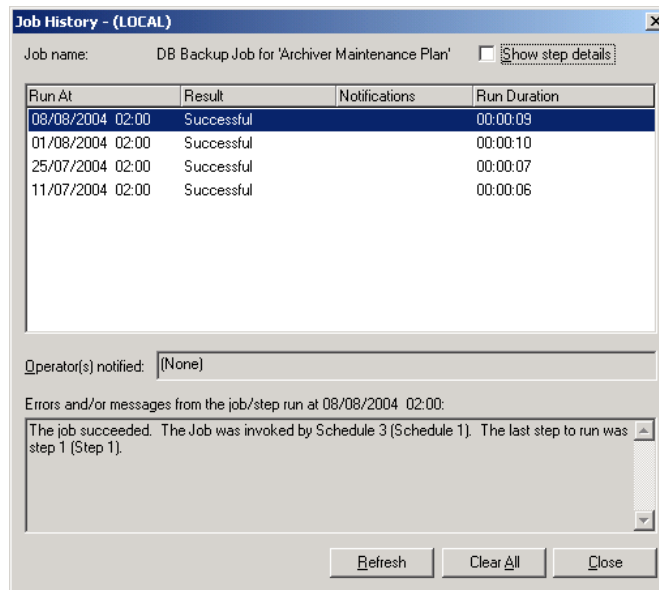
The data shown in the screen indicates the type of message, the date and time it was created and part of the description. If the whole description cannot be seen you will need to double click on the message and a properties screen shows detailing the message type, date and the full message text . The 'Next' and 'Previous' buttons allow a user to scroll through all the messages.



Jobs

Viewing Jobs & the History

Open the Management folder and then the SQL Server Agent folder. Select the file called jobs. The information pane will show a list of jobs that have been scheduled. Further information can be obtained by double clicking a job.



The job history screen shows the

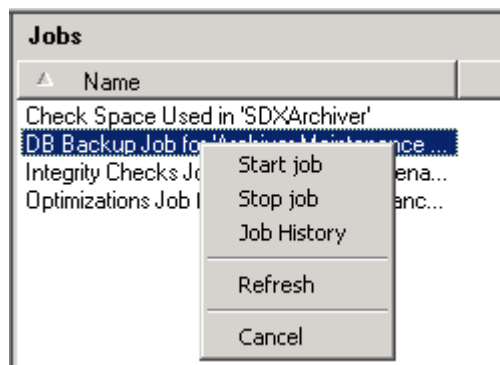
- Job name.
- The dates and time it was run.
- The result i.e. whether it was successful or the job failed.
- Any notifications that occurred.
- How long the job run took to run in hours, minutes and seconds.
- The names of any operators who were emailed reports.
- Error and/or messages from the job i.e. the name of the user who invoked the job and the last step to run.

To show the step details within the main screen, check the box next to the wording 'Show step details'.

To clear the history of a job click on the **Clear All** button. A warning dialogue box will show asking you to confirm that you want to clear the history.

Controlling Jobs

You can manually start or stop a job. Right mouse click on the required job within the Information pane and from the pop up menu select to start a job or stop a job.



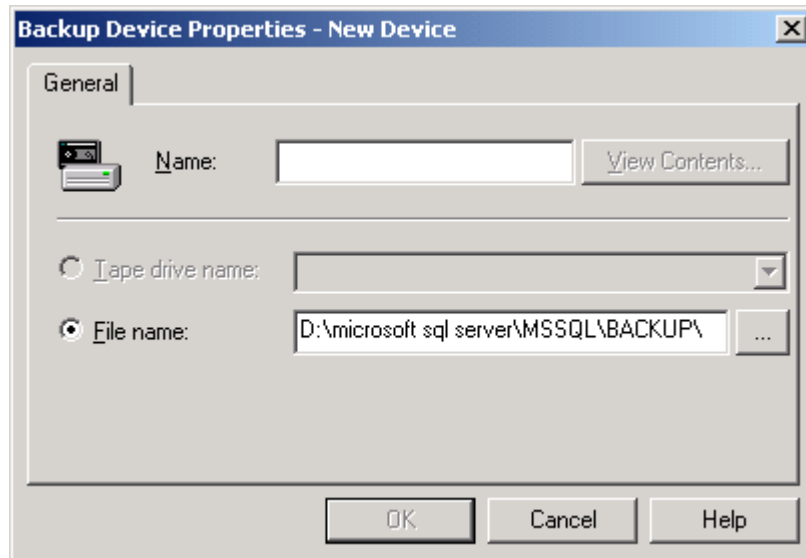
Note: Jobs cannot be deleted. Any Jobs showing in the Jobs file that related to the Archiver Maintenance Plan can be amended or removed if you change the Maintenance Plan.

Backup Devices

Installing Backup Devices

When a new backup device is fitted, the Database Server Supervisor has to be updated. To do this:

1. From the Options pane open the **Management** folder.
2. Right mouse click on **Backup** and select **New Backup Device** from the menu. The 'Backup Device Properties - New Device' screen is shown. Complete the details and then click on the **Ok** button.



Removing Backup Devices

To remove any backup devices:

1. From the **Options** pane open the **Management** folder and select **Backup**
2. In the Information Pane select the required backup device and right mouse click on the device to view the pop up menu.
3. Select the option **Delete** to remove the selected backup device.

Properties

You can see the properties of a database by:

1. Select the required database within the Options Pane.
2. From the **Edit** menu select the option **Properties**.

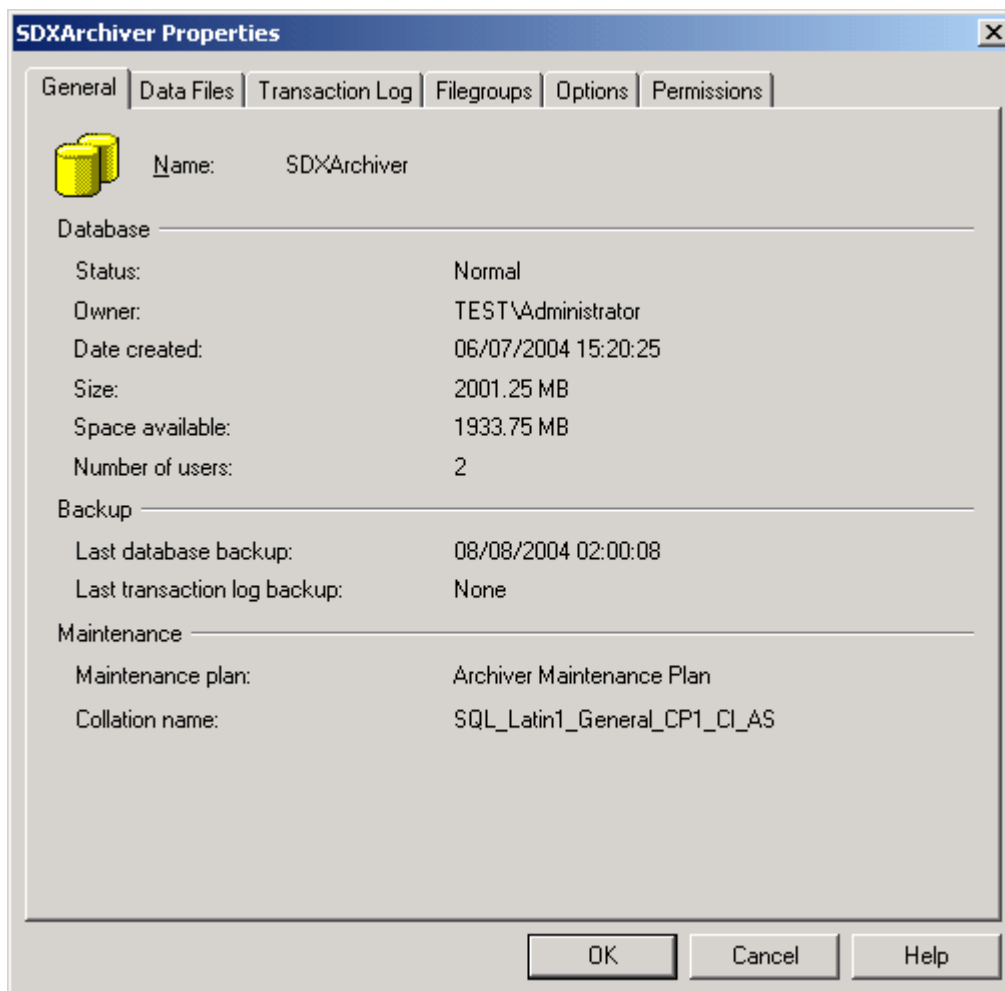
Or

1. Click on the database name within the Options pane.
2. Right-click within the Information pane and select **Properties** from the pop-up menu.

General Tab

The general tab shows:

- The name of the database whose properties are being viewed.
- General information about the database including Status, owner, date it was created, size, space available and number of users.
- Details of when the last backup and transaction log backup occurred.
- Details of whether a maintenance plan has been set up and the collation type.

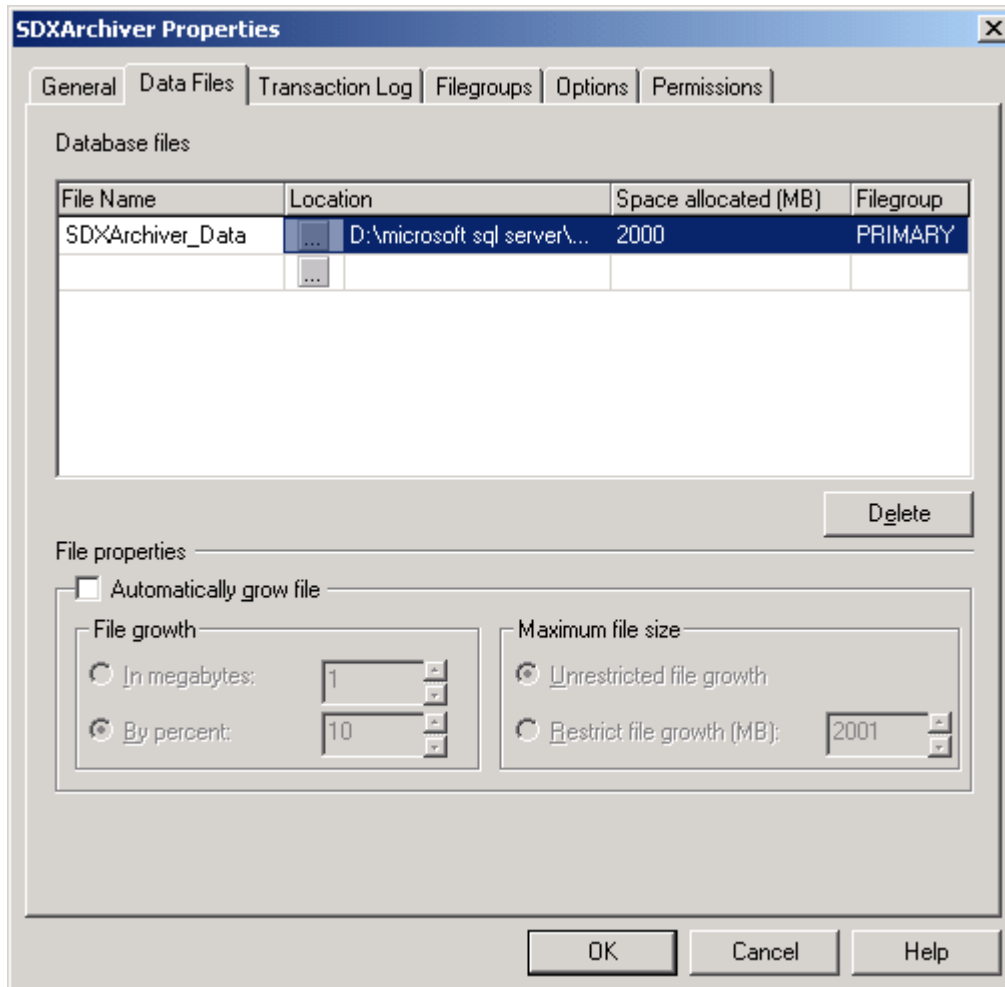


Data Files Tab

The Data files tab shows:

- The file name, location, allocated space and filegroup of the database.
- Details of the file properties, which includes whether the file will grow automatically and details of file growth in either megabytes or percentage terms. It also shows if there is unrestricted or restricted file growth and if so the size in megabytes.

Within this tab you can amend the file growth details as well as delete any data files selected in the listing.

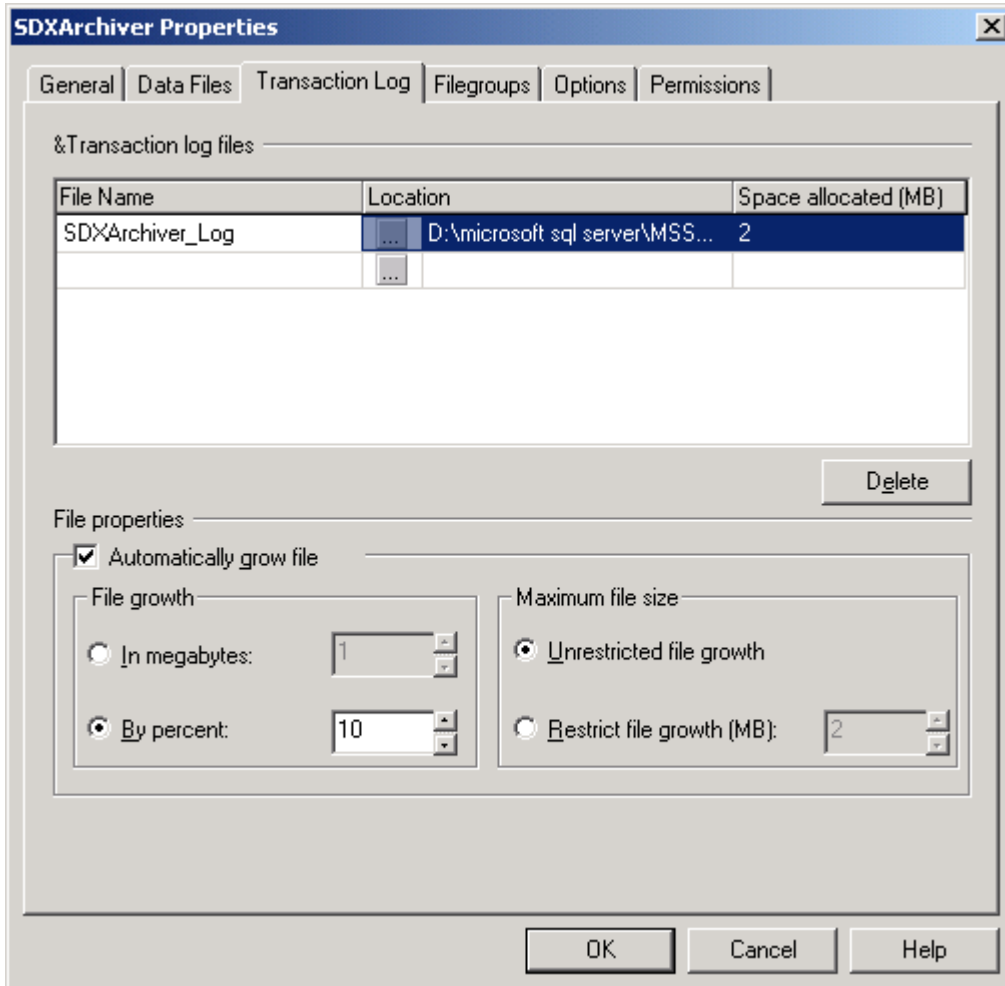


Transaction Log Tab

The Transaction log shows:

- The file name location and allocated space for the transaction log files. Transaction log files have the extension TRN.
- Details of the file properties, which includes whether the files will grow automatically and details of the file growth in either megabytes or percentage terms. It also shows if there is unrestricted or restricted growth and if so the size in megabytes.

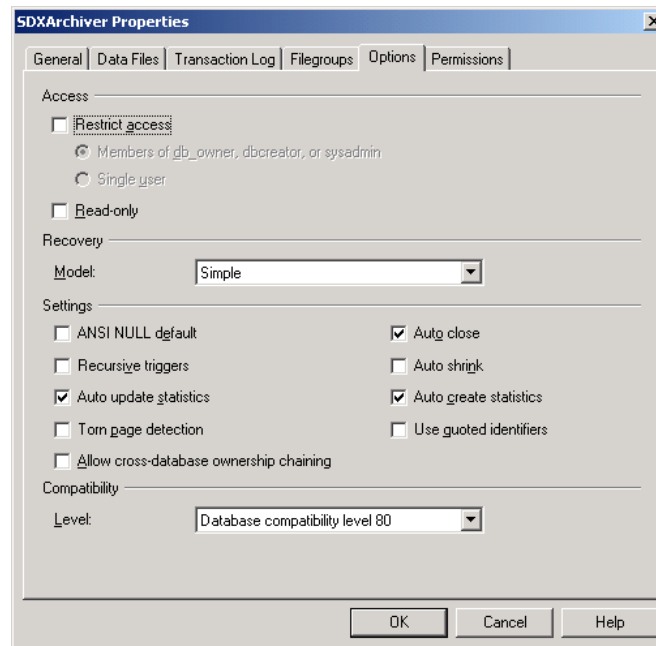
Within this tab you can amend the transaction log file growth details as well as delete any data files selected in the listing.



File Groups Tab

Not currently supported.

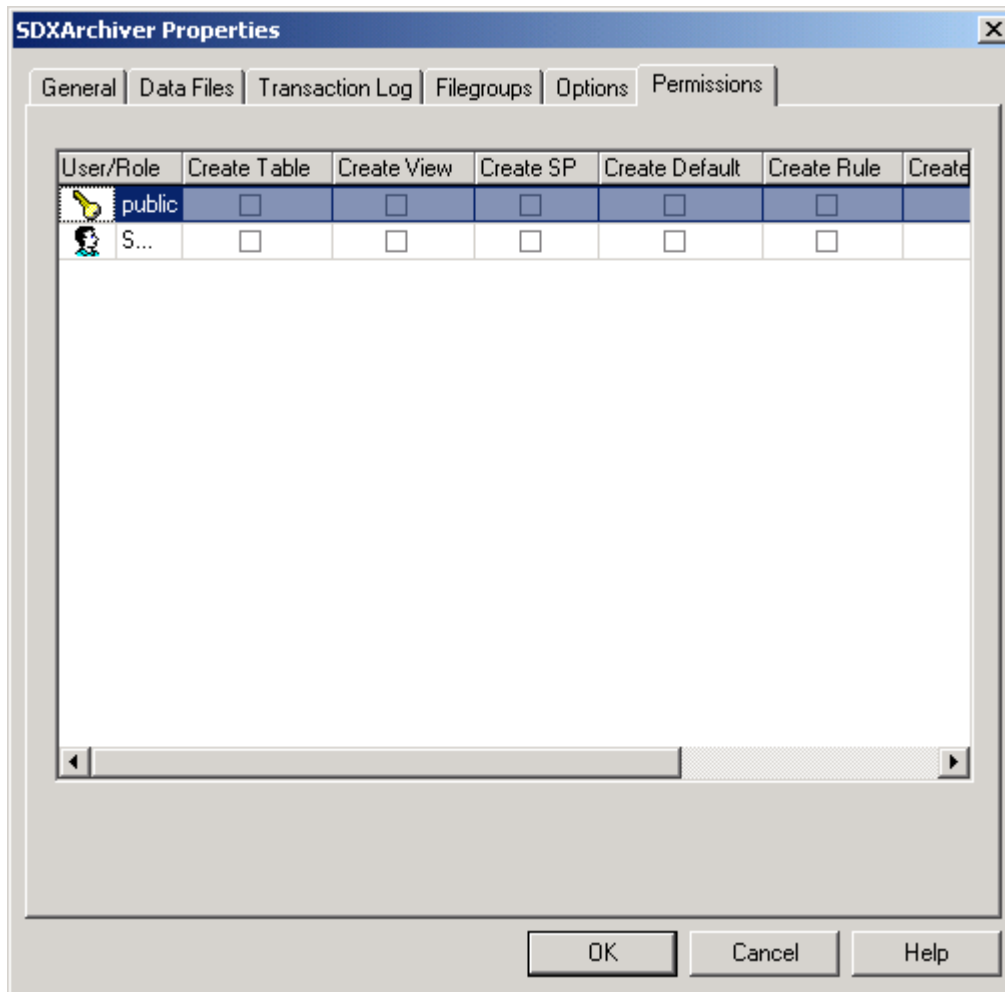
Options Tab



Within this tab you can control the following:

- **Access**
Access to the database can be restricted to a single user i.e. only one user at a time can access the database, or to members of db owner, dbcreator, or sysadmin. You are also able to specify that users can retrieve, but not modify, data from the database by making the database read only.
- **Recovery**
Select the type of recovery model for the database, For more information please refer to the SQL 2000 manual.
- **Settings**
The database settings which can be set in this area are:
 - **ANSI NULL default**
Specify whether database columns are defined as NULL or NOT NULL by default.
 - **Recursive triggers**
Enable recursive firing of triggers.
 - **Auto update statistics**
Specify that out-of-date statistics needed by a query for optimisation are built automatically during optimisation.
 - **Torn page detection**
Specify that incomplete pages can be detected.
 - **Auto Close**
Specify that the database is shut down after its resources are freed and all users exit.
 - **Auto Shrink**
Specify that the database files are candidates for automatic periodic shrinking.
 - **Auto Create statistics**
Specify that any missing statistics needed by a query for optimisation are built automatically during optimisation.
 - **Use quoted identifiers**
Specify that SQL Server enforces ANSI rules regarding quotation marks. Select this option to specify that double quotation marks must only be used for identifiers, such as column and table names. Character string must be enclosed in single quotation marks.
- **Compatibility**
Allows you to specify the database compatibility level.

Permissions Tab



From the permissions tab you are able to set permissions for each user/role. Details of the permissions are shown below.

- **Create Table**
Specify whether permission to create a table is granted for each user or role.
- **Create View**
Specify whether permission to create a view is granted for each user or role
- **Create SP**
Specify whether permission to create a system procedure is granted for each user or role
- **Create Default**
Specify whether permission to create a default is granted for each user or role
- **Create Rule**
Specify whether permission to create a rule is granted for each user or role
- **Create Function**
Specify whether permission to create a function is granted for each user or role
- **Backup Database**
Specify whether permission to create a backup database is granted for each user or role
- **Backup Log**
Specify whether permission to create a backup log is granted for each user or role

Administering the Database

Overview

If you have installed the MSDE database, four scheduled tasks are installed automatically. The parameters cannot be configured. Listed below is a description of each scheduled task's function. If you have purchased and installed Microsoft SQL 2000 you can use the tools provided to create and schedule backups etc.

- **Note**
If the program 'Database Server Supervisor' has been installed, you are able to use the tools provided within it to create and schedule backups.

Disk Backup

This task is enabled by default and scheduled to run once a week on a Sunday at 2 am. It backs up the SDXArchiver database to the default backup directory, which is d:\microsoft sql\server\mssql\backup. At the same time any backup that is more than 4 weeks old is deleted.

Integrity Check

This task is enabled by default and is scheduled to run once a week on a Sunday at 1 am. It checks for any problems/corruption in the SDXArchiver database and automatically fixes any minor faults that are found without affecting any data.

Optimizations

This task is enabled by default and is scheduled to run once a week on a Sunday at 1 am. For each table in SDXArchiver, a 10% sample of the data is taken and used to update the statistics used by the query optimize (an engine used to analyze queries and determine the quickest way to return the data being queried for).

Restore

If you need to restore the database from a backup created above, please contact your field engineer for help.

Tape Backup

This task is disabled by default and cannot be used when only the MSDE database is installed.

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