

TS-1011: How To Do A Manual Download And Processing Using A Memory Buffer

Comm One LLC - Technical Support Documentation

[Support Documentation Index](#)

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The information in this article applies to:

LITE, JR and PRO using the Comm One Call Capture Utility

QUESTION

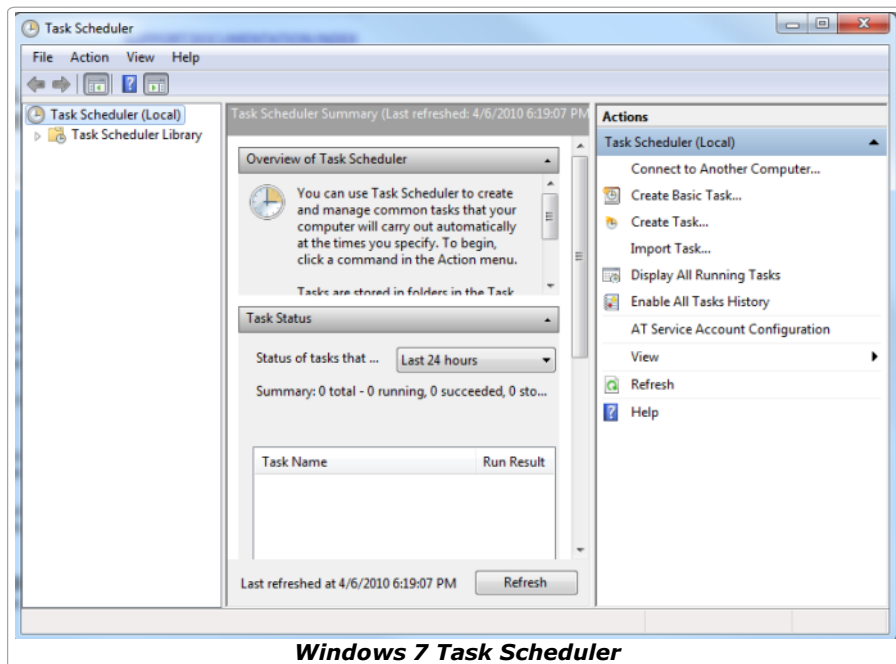
How do I manually download and process calls that are stored in my memory buffer?

ANSWER

Comm One Software supports Scannex, Asentria, and Western Telematic memory buffers. All 3 buffers can use our standard FTP scripting to download and save your call log data. These scripts are usually set up in your Windows Scheduled Tasks Utility. If you look in Scheduled Tasks, you can RIGHT CLICK and run on the buffer download task, and your calls will be downloaded and saved to your computer.

To process the calls, you right click and select RUN on the Call Processing task also found in the Windows Scheduled Tasks.

In Windows 7 the utility is called TASK SCHEDULER. To get to it you select START, then ALL PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS.



If a Comm One set up your software, you should have a shortcut to Windows Scheduled Tasks in your Comm One Software folder on the desktop. Otherwise, you can usually get to it through the Windows Control Panel.

IF YOU DO NOT HAVE AN FTP SCRIPT TO DOWNLOAD YOUR BUFFER

If you do need a script to download your buffer, we need the following information from you in order to create that script:

- Brand and Model of your Memory Buffer.
- The STATIC IP ADDRESS you have assigned to the buffer.
- The Buffer FTP User name and FTP password if you changed it from the defaults.

RUN CALL PROCESSING

The last step is to manually run Call Processing. You can do this by right clicking on the Call Processing Event in your Windows Scheduler, and then selecting RUN NOW. This will run the Call Processing and convert any raw logs that have not been processed into the Call Accounting.

Make sure that the main Call Accounting program is not running when you run Call Processing or the system will return an error message.

With call records downloaded and processed, you can now run reports.

See Also:

TS-1011: How to do a manually download and processing using a Memory Buffer
TS-1033: What memory configurations do the buffers come in and how many records do each store?
TS-1034: What are the basic memory buffer commands:

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