

Replacing data in the PABXSoft database

Example

PABXSoft has been installed and working for some time at a site before it was noticed that the call costs had not been entered correctly. The call costs are now set correctly but as this only has an effect on newly processed calls, all the old calls in the database are incorrect.

How to fix this?

Solution 1

If it is simply a matter of incorrect call costs then one solution is to enter the correct rates into Table 1 AND Table 2 of the Call Rates table. (Maintenance Menu). Then run the Re-Cost report from the Line menu. This report dynamically re-costs calls based on the rates currently found in Table 2.

Solution 2

Sometimes Solution 1 is insufficient. For example the outgoing calls might have had a prefix to access an alternative network (we call this a Least Cost Routing (LCR) prefix). If this is the case then all the outgoing numbers have the prefix in front of the true dialed number and PABXSoft will not have determined the destination. The prefix needs to be added to the LCR Carrier table (Setup menu) and after the Call Collector is re-started, all newly processed calls will have the prefix stripped off.

That's fine for new calls but what about those already in the database?

The only solution is to remove the old call records from the database (we call that process Archiving) and then Import the raw data from the Daily files we create. It is quite simple if the procedure is followed very accurately.

Warning. Please read the Problem section at the end of this document before proceeding.

Step 1.

Shut ALL PABXSoft programs down (e.g. Reports/Call Collector/Call Collector Windows Service). Nothing at all must attempt to access the database during the archive process.

Step 2

Take a back up (copy) of the database for safety sake. The database is generally located at C:\Program Files\PABXSoft\Call Collector\Data and is called pabxcalls.mdb. Right click it and select COPY, and then right click somewhere else and select PASTE. If something goes wrong you can always replace the database with the copy...(but you will have to delete the original and rename the copy first).

Step 3

Go to C:\Program Files\PABXSoft and create a new folder called Archives. Then continue on browsing to C:\Program Files\PABXSoft and open the Reports folder. Double click on the program called Archive.exe. It will always come up with a warning message to shut all PABXSoft programs down even if you have done this already.

Select the From and To date range of call records you want to remove from the database. In the next section select the Archive Location (button with 3 dots). Browse to the new folder you created called Archives and in the File Name box enter a name (e.g. Junk data) and click Save.

Then click on the Archive button and WAIT. It can take as much as twenty minutes to run an archive on a large database. Normally it's only a minute or two but if you interrupt the process you WILL corrupt the database and you'll need that backup copy you made earlier.

Step 4.

Make sure you have all your call costs and entries in LCR Carrier table correct as the next step is importing the raw data.

Step 5.

Open Call Collector (Start>All Programs>PABXSoft>Call Collector). NOT the Windows Service version of Call Collector.

(Note is you don't have a shortcut to Call Collector from Start>all Programs you can find it at C:\Program Files\PABXSoft\Call Collector\Call Collector.exe).

Click on the IMPORT button at the top of the screen. Browse to C:\Program Files\PABXSoft\Call Collector\Data\Daily folder and locate the first file (they are all individually dated) you want to import. Double click it and wait until the import button is available again before importing the next file. Continue until you have imported all the files, one day at a time.

That's it. You are done. If you normally run the Call Collector as a Windows Service, terminate this Call Collector and start up the Windows Service version.

Problems

About 90% of the time the date and time for calls is taken from the telephone system raw data. The other 10% of the time, PABXSoft for a number of different reasons, can not take it from the phone system data so we take it from the PC instead. This presents a major problem when importing calls from the Daily files as all the calls, all being imported at one time, will all have the same date and time...whatever the time and date of the PC is at time of importing.

We suggest that you keep an eye on the Call Collector when you first import a file and make sure the calls have different call times and show the date of the Daily file, not the current date. If they don't then you are wasting your time and can not import. If you can clearly see a date and time in the raw data file (open in notepad) then we may be able to write a modification in our code for you if you send us the file along with the telephone system model (as shown on the title bar of the Call Collector screen). Email it to support@pabxsoft.com