

# FAQ and Solutions

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## FAQ and Solutions

### How to delete SQL Server whole or partial historical call archive and re-import it from existing "Storico" file

#### Applies to:

Imgacle Call Analytics Standard/Enterprise

#### Description:

How to remove calls from SQL Server database and reimport them from "Storico" text file

#### Solution: UC Suite starting from 2021.3.1

1. Stop Blue's Service Host in Billing|Administrative pages|Service Manager
2. open Microsoft SQL Manager Studio (make a backup copy of the database)
3. Run "New Query" and copy the following query, by changing the @startDate and @endDate according to the period you wish to delete. If you need to fully erase historical archive, please set @startDate to year 2000 and @endDate to year 2030.

Please keep in mind that dates are based on UTC Time Zone.

```

/* WARNING: BEFORE YOU RUN THIS SCRIPT TAKE A BACKUP OF THE DATABASE! */

-- The start date (included) of the deletion
DECLARE @startDate DATETIME = '2020-01-01 00:00:00.000'

-- The end date (excluded) of the deletion
DECLARE @endDate DATETIME = '2020-02-01 00:00:00.000'

-- Number of records that must be deleted in each chunk
DECLARE @recordsPerChunk INT = 1000

----- DO NOT EDIT BELOW THIS LINE -----
DECLARE @recordsNumber INT
DECLARE @startDateString VARCHAR(50) = CONVERT(VARCHAR(50), @startDate, 120)
DECLARE @endDateString VARCHAR(50) = CONVERT(VARCHAR(50), @endDate, 120)

SET ROWCOUNT @recordsPerChunk

RAISERROR('Deleting [BibCalls] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [BibCalls] WHERE [UtcStartDateTime] >= @startDate AND [UtcStartDateTime] < @endDate
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [BibCalls] WHERE [UtcStartDateTime] >= @startDate AND [UtcStartDateTime] < @endDate
    COMMIT TRANSACTION
END

RAISERROR('Deleting [Scarti] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

```



```
BEGIN TRANSACTION
DELETE FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
COMMIT TRANSACTION
END

SET ROWCOUNT 0
```

4. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro, from file StoricoSITE.txt, select all the lines you need to reimport and hit CTRL+C on the keyboard
5. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro open bluesrecsite.txt and use CTRL+V to paste in the previously copied strings
6. Start Blue's Service Host in Billing|Administrative pages|Service Manager and wait until miner has finished importing all calls

## Solution: UC Suite starting from 2020.3.1 up to 2021.1.1

1. Stop Blue's Service Host in Billing|Administrative pages|Service Manager
2. open Microsoft SQL Manager Studio (make a backup copy of the database)
3. Run "New Query" and copy the following query, by changing the @startDate and @endDate according to the period you wish to delete. If you need to fully erase historical archive, please set @startDate to year 2000 and @endDate to year 2030.

```
/* WARNING: BEFORE YOU RUN THIS SCRIPT TAKE A BACKUP OF THE DATABASE! */

-- The start date (included) of the deletion
DECLARE @startDate DATETIME = '2020-01-01 00:00:00.000'

-- The end date (excluded) of the deletion
DECLARE @endDate DATETIME = '2020-02-01 00:00:00.000'

-- Number of records that must be deleted in each chunk
DECLARE @recordsPerChunk INT = 1000

----- DO NOT EDIT BELOW THIS LINE -----
DECLARE @recordsNumber INT
DECLARE @startDateString VARCHAR(50) = CONVERT(VARCHAR(50), @startDate, 120)
DECLARE @endDateString VARCHAR(50) = CONVERT(VARCHAR(50), @endDate, 120)

SET ROWCOUNT @recordsPerChunk

RAISERROR('Deleting [BibCalls] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [BibCalls] WHERE [StartDate] >= @startDate AND [StartDate] < @endDate
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [BibCalls] WHERE [StartDate] >= @startDate AND [StartDate] < @endDate
    COMMIT TRANSACTION
END

RAISERROR('Deleting [Scarti] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
    COMMIT TRANSACTION
END

SET ROWCOUNT 0
```



4. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro, from file StoricoSITE.txt, select all the lines you need to reimport and hit CTRL+C on the keyboard
5. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro open bluesrecsite.txt and use CTRL+V to paste in the previously copied strings
6. Start Blue's Service Host in Billing|Administrative pages|Service Manager and wait until miner has finished importing all calls

### Solution: UC Suite previous 2020.3.1

1. Stop Blue's Service Host in Billing|Administrative pages|Service Manager
2. open Microsoft SQL Manager Studio (make a backup copy of the database)
3. Run "New Query" and copy the following query, by changing the @startDate and @endDate according to the period you wish to delete. If you need to fully erase historical archive, please set @startDate to year 2000 and @endDate to year 2030.

```
/* WARNING: BEFORE YOU RUN THIS SCRIPT TAKE A BACKUP OF THE DATABASE! */

-- Declare the date after which the calls will be canceled

-- The start date (included) of the deletion
DECLARE @startDate DATETIME = '2020-01-01 00:00:00.000'

-- The end date (excluded) of the deletion
DECLARE @endDate DATETIME = '2020-02-29 00:00:00.000'

-- Declare the site to be canceled
DECLARE @sito VARCHAR(50)
set @sito = 'SITE'

-- Number of records that must be deleted in each chunk
DECLARE @recordsPerChunk INT = 1000

----- DO NOT EDIT BELOW THIS LINE -----
DECLARE @recordsNumber INT
DECLARE @startDateString VARCHAR(50) = CONVERT(VARCHAR(50), @startDate, 120)
DECLARE @endDateString VARCHAR(50) = CONVERT(VARCHAR(50), @endDate, 120)

SET ROWCOUNT @recordsPerChunk

RAISERROR('Deleting [ChiamateInterne] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [ChiamateInterne] WHERE [dData] >= @startDate AND [dData] < @endDate and sSito = @sito
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [ChiamateInterne] WHERE [dData] >= @startDate AND [dData] < @endDate and sSito = @sito
    COMMIT TRANSACTION
END

RAISERROR('Deleting [Chiamate] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @endDateString)
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [Chiamate] WHERE [dData] >= @startDate AND [dData] < @endDate and sSito = @sito
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [Chiamate] WHERE [dData] >= @startDate AND [dData] < @endDate and sSito = @sito
    COMMIT TRANSACTION
END
```

## imagicle

```
RAISERROR('Deleting [Scarti] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
    RAISERROR('Number of records to delete: %d', 0, 1, @recordsNumber) WITH NOWAIT

    BEGIN TRANSACTION
    DELETE FROM [Scarti] WHERE [dData] >= @startDate AND [dData] < @endDate
    COMMIT TRANSACTION
END

SET ROWCOUNT 0
```

( change the dates of the above query according to the period you wish to delete)

4. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro, from file StoricoSITE.txt, select all the lines you need to reimport and hit CTRL+C on the keyboard
5. in folder \\StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro open bluesrecsite.txt and use CTRL+V to paste in the previously copied strings
6. Start Blue's Service Host in Billing|Administrative pages|Service Manager and wait until miner has finished importing all calls

## Billing Interactive Reports message error - System.Web.HttpUnhandledException was thrown - Exception has been thrown by the target of an invocation.

### Applies to:

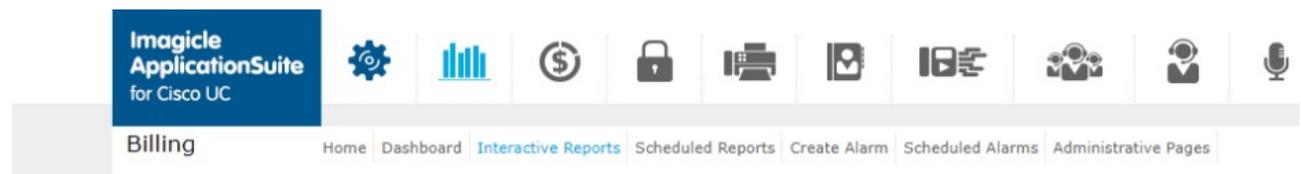
Application Suite 2019.1.1

### Description:

Billy Blue's/Blue's Enterprise Interactive Reports execution fail if the session has been inactive for at least 3 minutes.

The Interactive Reports shown the Message:

```
Exception of type 'System.Web.HttpException' was thrown.  
Exception of type System.Web.HttpUnhandledException was thrown  
Exception has been thrown by the target of an invocation.  
Object ..... has been disconnected or does not exist at the server.
```



The request cannot be completed due to a service error.

#### Message:

```
Exception of type 'System.Web.HttpException' was thrown.<br/>Exception of type  
'System.Web.HttpUnhandledException' was thrown.<br/>Exception has been thrown by the  
target of an invocation.<br/>Object  
'/f30fa27a_90b9_4e3b_9426_e1546f9e12cc/wvlyqhgvyd16ldlktpllrzg7_31.rem' has been  
disconnected or does not exist at the server.<br/>
```

#### Click to show error technical details:

```
at System.Web.HttpAsyncResult.End() <br/> at System.Web.UI.Page.AspCompatEndProcessRequest(IAsyncResult result) <br/> at ASP.reportb  
System.Web.HttpApplication.CallHandlerExecutionStep.OnAsyncHandlerCompletion(IAsyncResult ar)<br/><br/>Exception of type 'System.Web  
System.Web.UI.Page.HandleError(Exception e) <br/> at System.Web.UI.Page.ProcessRequestMain(Boolean includeStagesBeforeAsyncPoint, Bo  
Boolean includeStagesAfterAsyncPoint) <br/> at System.Web.UI.Page.ProcessRequest() <br/> at System.Web.Util.AspCompatApplicationStep  
step, Boolean& completedSynchronously)<br/><br/>Exception of type 'System.Web.HttpException' was thrown.<br/>Exception of type 'Syst  
System.RuntimeType.InvokeDispMethod(String name, BindingFlags invokeAttr, Object target, Object[] args, Boolean[] byrefModifiers, In  
Binder binder, Object target, Object[] providedArgs, ParameterModifier[] modifiers, CultureInfo culture, String[] namedParams) <br/>  
BillyBluesLibrary.CLASS.BL.BibAuditPublisher.GetAdminUsername() <br/> at BillyBluesLibrary.CLASS.BL.BibAuditPublisher.PublishAuditFo  
BillyBluesWeb.ReportBuilder.DoSearch() <br/> at BillyBluesWeb.ReportBuilder.btnCreaReport_Click(Object sender, EventArgs e) <br/> at  
System.Web.UI.WebControls.Button.RaisePostBackEvent(String eventArgument) <br/> at System.Web.UI.WebControls.Button.System.Web.UI.IP  
System.Web.UI.Page.RaisePostBackEvent(IPostBackEventHandler sourceControl, String eventArgument) <br/> at System.Web.UI.Page.RaisePo  
includeStagesBeforeAsyncPoint, Boolean includeStagesAfterAsyncPoint)<br/>
```

### Solution

Upgrade the Imagicle App Suite to Winter 2019.1.1 HotFix1

## How to change date format from DD/MM/YYYY to MM/DD/YYYY in Billy Blue's products

### Applies to:

- Billy Blue's 4 - All versions
- Blue's Enterprise 4 - All versions
- Blue's Enterprise for Skype for Business - All versions

### Description:

How to change the date format to MM/DD/YYYY in Billy Blue's products: home page, dashboard and reports.

### How-to:

- Connect to Imagicle server
- Edit the following file:  
**<StonevoiceAS>\apps\billyblues\engine\web\versions\BB\@AppSettings.config**
- Change the <!--LANGUAGE--> section for homepage, dashboard and reports accordingly:  
<!-- LANGUAGE -->  
<add key="LANGUAGE" value="en-US" />  
<add key="LANGUAGE-UI" value="en-US" />  
<add key="LANGUAGE-REPORT" value="en-US" />  
<!-- END LANGUAGE -->
- Save the changes

If you need to set billing for English language, with dd/mm/yyyy format, pls. change value to **en-GB**.

## How to show Billy Blues users as First Name and Last Name

### Applies to:

- Billy Blue's 4 - versions later than 2013.3.3
- Blue's Enterprise 4 - versions later than 2013.3.3
- Blue's Enterprise for Skype for Business - versions later than 2013.3.3

### Description:

How to display the user name in the order First name, Last name in Billy Blue's reports and dashboard.

### How-to:

- Execute the following query from MS SQL Management Studio:

```
insert into opzioni (sSection,sEntry, sValue) VALUES ('Configurazione','ImpostaNomeCognome','1')
```

- Run Database configuration wizard, click next till the end, do not modify any parameter

Please note, this procedure does not affect older calls, if you want to apply this change to existing calls please follow below steps:

Billing -> administrative pages -> recalculate calls.

Select the period to recalculate and click OK.

## Show calls currency using 3 English letters

### Applies to:

- Billy Blue's 4
- Blue's Enterprise 4
- Blue's Enterprise for Skype for Business

### Description:

Change the currency from currency name to 3 letters shortcut or use English chars

### How-to:

On Imagicle server edit the following file using Notepad or any other text editor:

**<StonevoiceAS>\apps\billyblues\engine\web\versions\BB\@AppSettings.config**

Enter below command before the tag </appSettings>:

**<add key="USE-3-LETTER-CURRENCY" value="1" />**

Save the changes.

## How to increase the warning value reported in the monitoring tool for MaxMemory consumed by the billing system

### Applies to:

Any Application Suite

### Description:

By default the MAM (Application suite monitoring service) is set to send a warning when the bminer.exe process (used in the billing system) exceeds the memory usage of 200MB.

### How-to:

To increase this warning value and set it to -for example- to 1000 MB proceed as follow:

- 1) Open the file <StonevoiceAS>\Apps\Fw\Settings\FW.Watchdog.Service.config.xml
- 2) Add the string <preference key="performance.process.bminer.exe.MaxMemory" value="1000" /> between the tags configuration:

```
<configuration version="1.0.0.0" >
  <!-- Watchdog custom configuration -->
  <preference key="performance.process.bminer.exe.MaxMemory" value="1000" />
</configuration>
```

- 3) Save and close the file
- 4) Restart the server

## Node in standby, the scheduler service is disabled on this machine

### Applies to

Application Suite 2015.6.5 and later

### Description

Node in standby, the scheduler service is disabled on this machine.  
Please connect to the primary machine 'WINxx' to add/edit scheduled reports or alarms.  
Condition: The server is not a secondary node of a cluster system.

### Cause

The cause of this issue is the "hostname" changes

### Solution

1. Edit SvSasPlatforms.ini in <StonevoiceAS>\System
2. Replace the hostname with the new one (example here):  
InstallationAddress=W2K8R2-EN-VG
3. Save and Close
4. Edit BillingCluster.ini in <StonevoiceAS>\Apps\BillyBlues\Engine
5. Replace the hostname with the new one (example here):  
MasterHostName=W2K8R2-EN-VG
6. Save and close

## How to reimport discard call at global level, for all PBXs and Gateways

### Applies to:

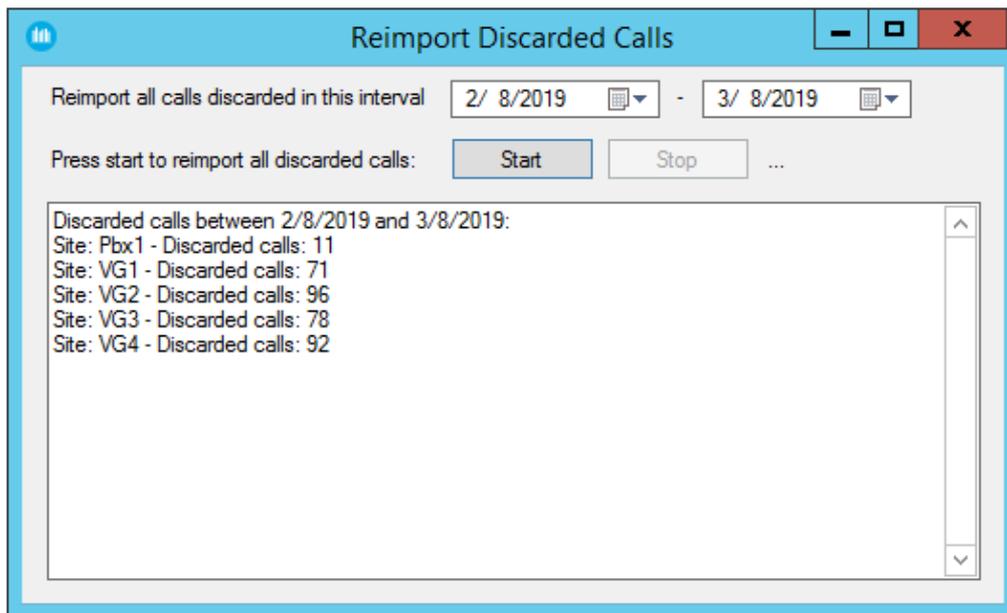
- Call Analytics - minimum version 2017.Winter.1

### Description:

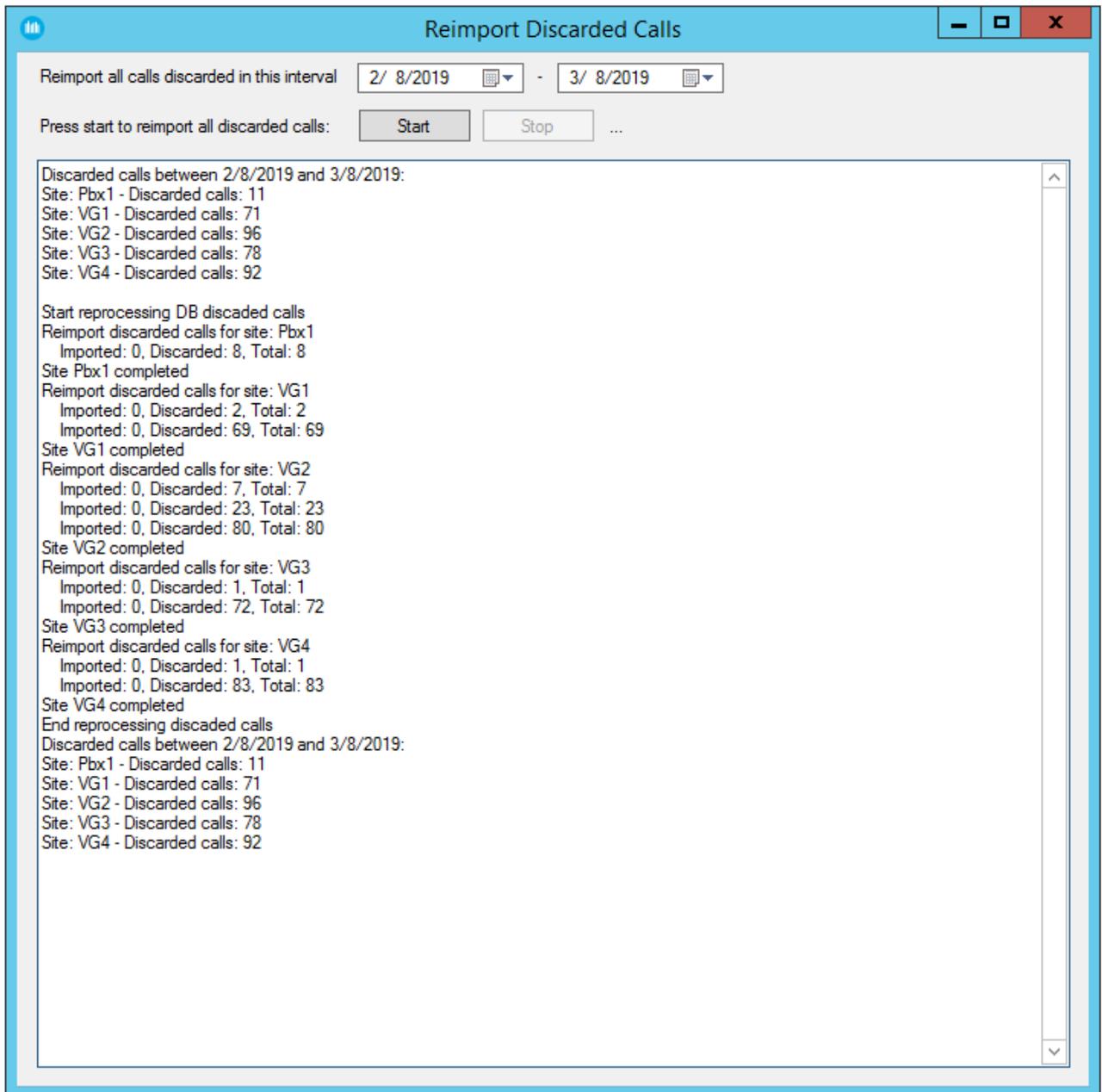
This is an alternative to Call Analytics web portal's administrative option "Reprocess discarded calls", which allows to globally reprocess all discarded calls, for all configured PBXs and gateways. It is very useful in billing systems where hundreds of PBX/GW are configured, allowing to reprocess discarded calls in one shot, without having to repeat the task on web portal for each and every PBX/GW.

### How-to:

- Access to Imagicle UC Suite Server/VM using RDP session
- Go to *C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine* folder
- Check that these two files are available:
  - ◆ ReimportDiscardedCalls.exe
  - ◆ ReimportDiscardedCalls.exe.config
- If they are not available, please download them from [here](#) and [here](#), then copy both files into above folder
- Execute *ReimportDiscardedCalls.exe*. No need to stop Blue's Miner and Blue's Recorder.
- The tool displays a window, showing the list of all configured PBXs/GWs, allowing to choose a specific time frame for reprocessing discarded calls. See below sample:



- Please select the desired interval and hit "Start" button
- For each site, the tool performs the following tasks:
  - ◆ Query the database for all discarded calls of the current site in the selected period
  - ◆ Save this calls in *.\Apps\Billyblues\Engine\SCARTIBLUESWEB-<SITE\_CODE>.txt*
  - ◆ Execute *bminer.exe*, passing above text file as input argument
  - ◆ logs *bminer* activity in main tool's window, reporting the number of imported/discarded calls
  - ◆ wait until *bminer* finishes its job and proceed with next site



### Known Limitations:

- The tool logs only some progress messages, in order to show user that bminer is still running.
- If you need to deeply monitor bminer activity, please enable Call Analytics logs, by adding the following line in this file:  
*C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\bluesrecpro\blues2000.ini:*
  - ◆ **AbilitaLog=1**
- **â** You can check real-time bminer tasks by opening "bminer.log" with baretail tool.
- Looking at above screenshot sample, during reprocessing of "Pbx1" site, with 11 discarded calls, the tool has reprocessed all calls, but it logged only bminer message related to 8 calls
  - ◆ Imported 0, Discarded 8, Total 8
- If you hit "Stop" button during processing, the tool stops monitoring bminer activity and it doesn't process subsequent sites. Current site processing proceeds until the end, so do not launch again the tool until last site import is over. Check bminer.log for current processing status.

## Forcing the deletion of oldest data leveraging the retention mechanism

Applies from Application Suite 2019.1.1

### Description:

This article describes how to force the execution of the retention mechanism, deleting the oldest Call Analytics data without waiting the default schedule (01:15 AM).

### How-to:

1) Ensure the retention period is set to the desired value.

2) To force the deletion of oldest data from DB:

- Stop the Miner process
- Edit the file **Blues2000.ini** (located in StonevoiceAS\Apps\BillyBlues\Engine) and clean the value assigned to the parameter *LastMinerRetentionExec*
- Save the file and start the Miner process.

3) To force the deletion of oldest older raw CDR files from disk:

- Stop the Recorder process
- Edit the file **BluesRec.ini** (located in StonevoiceAS\Apps\BillyBlues\Engine\BluesRecPro) and clean the value assigned to the parameter *LastMinerRetentionExec*.
- Save the file and start the Recorder process.

### Note

If you are coping with a full (saturated) DB, the above procedure may not work if the remaining space is very low. If not working, you need to delete oldest data using the deletion SQL script described in [this article](#).