Other Products

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Blue's Pro

FAQ and Solutions

How to reinstall and copy Blue's from an old PC to a new PC with Windows 7 or better

Applies to:

Blue's Professional

Description:

How to install Blues and copy old backup folder from an operating system with different path (ex. C:\Programs\ in place of C:\Program Files\)

Solution:

1. Make a backup copy of installation folder of old pc (usually is c:\program files\blues professional\).
2. Install Blues on new pc, do not go on with guided configuration.
3. Temporarily rename the new installed folder e.g. from 'C:\Program Files\BluesProfessional' to 'C:\Program Files\BluesProfessional_old\' (at the end of this procedure it will deleted)
4. Copy old backupped folder (as step 1) to the new pc in the folder 'C:\Program Files\'
   it will result a new folder 'C:\Program FilesBluesProfessional'
5. Live update the Blues - Click Start -> Programs -> Imagicle Blues Professional -> Tools -> Live update

6. Open the file C:\Program Files\BluesProfessional\BluesrecPro\Bluesrec.ini or
   C:\Program Files\BluesProfessional\Bluesrec1\Bluesrec.ini and if necessary align the paths:

Example (just pay attention only to the path):

filerisorse=C:\Program Files\BluesProfessional\BluesrecPro\language\BluesRecorder-ENG.lang

Dati=C:\Program Files\BluesProfessional\BluesrecPro\BluesrecSITE.txt
Dati2=C:\Program Files\BluesProfessional\BluesrecPro\remotoSITE.txt
Storico=C:\Program Files\BluesProfessional\BluesrecPro\storicoSITE.txt

7. Close and save the file

Please note: if the connection to the switchboard is via serial com port the file to modified will be in folder C:\Program Files\BluesProfessional\Bluesrec1\Bluesrec.ini

and the paths will refer to folder 'Bluesrec1' not BluesrecPro'

as per step 6.

8. Open and modify all strings containing paths within file C:\Program Files\BluesProfessional\Blues2000.ini

Example:

Database=C:\Program Files\BluesProfessional\Blues2000.mdb
WorkDir=C:\Program Files\BluesProfessional
DbForImp=C:\Program Files\BluesProfessional\Blues2000.mdb

9. Close and save the file
10. Register the Blue's licence code - Click Start -> Programs -> Imagicle Blues Professional -> Registration
11. Run Blues Professional

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12. Click Company data -> Tables and Filters -> Filters
13. Click new filter
14. Type the filter name: 'Siti'
15. Click on [Advanced]
16. Click SQL and type the string:
select * from siti
17. Click Ok
18. Click on 'Update' button and correct the string of path in the column [sFileDati]
with this (example)   C:\Program Files\BluesProfessional\BluesrecPro\BluesrecSITE.txt
19. Click on [Modify] to go on after modification
20. Click new filter
21. Type the filter name ' Carrier '
22. in the new Windows click [Advanced]
23. In the SQL window type the string
select * from carrier
24. Click Ok
25. Click on [Modify] and correct the string of path in column [sDbTariffe] with value (example:)
C:\Program Files\BluesProfessional\CarrierBT\Standard\Business (2009).mdb
26. Click ub 'Update' button to enable modifications
27. Start other Blue's components like Recorder, Miner and services

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How to Repair and Compact database and archive calls

Applies to:

Blues Professional
Blues Hotel
with database Access: Blues2000.mdb

Description:

How to run the procedure to repair and compact the database and possibly storing the call if the database 'Blues2000.mdb' had reached its maximum size of 2GB

Solution:

1. Close Blue's Professional and Blue's Hotel (also on any PC Client)

2. Quit the Blues Miner

　　If the miner start again by itself, stop the service "Windows Service Host Blues"
　　(Start -> Control Panel -> Administrative Tools -> Services)

3. Backup (copy to other location) your database 'Blues2000.mdb' located in the C:\Program Files\BluesProfessional

4. Open Blues Professional

5. Click on Tools -> Archive Maintenance -> Restore and compact archive ...
　　(this may take several minutes, this depends on the performance of the PC)

If the size of the file 'Blues2000.mdb' is still large (eg more than 1GB) is suggested to proceed with the storage of the older calls by following these steps:

1. Open Blues Professional

2. Click on Tools -> Maintenance Archive -> Archive calls ...

3. Select the period of the calls to be stored (for example, those beginning with the previous year)

4. Select the archive file (default is 'Archive.mdb')

5. Select the Flag 'Delete archived calls from main database'

6. Click OK

Restart the Blues Miner (possibly restart the service Blues Host Service)

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Lower the settings on the User Account Control on Windows 7

Applies to:

All installation of Blues on Microsoft Windows 7

Description:

The installation of such software Imagicle Pro Blues, Blues Hotel, Blues One, etc ... may encounter problems when saving files and settings or registration problems if the protection of UAC in Windows 7 is too high

Cause:

User Account Control on Windows 7 prevents the proper management of files used by programs

Solution:

Proceed to change the settings of the user account on Windows 7 as follows:

1. Click on Start -> Control Panel
2. Click on User Accounts
3. Click on User Accounts again
4. Click 'Change your User Account Control'
5. Lower the lever of control: Do not notify where a program attempts to install software ...
6. Restart your PC
7. Reinstall and reconfigure the program (if the issue persists)

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How to reinstall Blue's on a new PC with the same operating system and restore a previous backup

Applies to:

Blue's Professional
Blue's Hotel Pro

Description:

Gives direction on how to move Blue's from a PC to another one, restoring old data

Solution:

Please follow the steps:

1. on the old PC, make a back copy of your Blue's installation folder (default folder is c:\program files\BluesProfessional)

2. install Blue's Professional on the new PC making sure the following steps are observed:

- use the same version of Blue's Professional installed on the old PC

- when installing Blue's on the new server, make sure you install Blue's in exactly the same path (IMPORTANT: this is critical for this procedure to work correctly).
Example, if Blue's on the old PC was installed in D:\program files\BluesProfessional, the installation on the new PC should be installed in the same D:\program files\BluesProfessional

3. copy BluesProfessional folder (the one saved in step 1 of this procedure) to the same location of the new PC. Example, if your old folder was C:\program files\BluesProfessional, copy BluesProfessional folder from the old pc to c:\program files\ of the new PC, overwriting the existing folder

4. at the end of the procedure, please run a Blue's liveupdate from start >programs >Blue's Professiona l>tools >Blue's Live Update

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Enable Blues Pro e Blues Recorder logs

Applies to:

Blues Professional
Blues Hotel Pro
Blues Recorder

Description:

Procedure to enable log, make the test and collect Binfo file for Support

Solution:

Enable logs in Blue's Professional and recorder

1. Open folder < BluesProfessional >

2. Open file "Blues.ini"

3. Set parameter: AbilitaLog=1

4. Save and close this file

5. Open folder   <BluesProfessional> |BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set parameter: LogAbilitato=1

8. Save and close this file

9. Close and open Recorder and Blues Professional

Recreate the issue and then take the logs following this procedure:

1. Close the Blues Recorder, Miner, Scheduler and Blue's Professional

2. Click on: Start -> Programs ->Imagicle Blue's Professional-> advanced tool ->Blue's info

3. Click on [Next >] and wait he end of the process.

4. Click on [Save...] and save the file Binfo.cab on the desktop.

5. Reply at this email enclosing the file saved at the step 4.

6. Restart Blues Recorder, Miner, Scheduler and Blue's Professional from windows programs menu.

Disable Blues Professional and Recorder logs:

1. Open folder <BluesProfessional>

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2. Open the file "Blues2000.ini"

3. Set the parameter: AbilitaLog=0

4. Save and close the file

5. Open the folder <BluesProfessional> | BluesrecPro

6. Open the file "Bluesrec.ini"

7. Set the parameter: LogAbilitato=0

8. Save and close the file

9. Close and open Recorder and Blues Professional

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How to reimport all calls

Applies to:

Blue's Professional
Blue's Hotel pro

Description:

Instructions for deleting all calls and import them all from scratch

Solution:

1. close Blue's Miner
2. close Blue's Recorder (NOTE: calls placed and received while recorder is not running may not be billed)
3. make a backup copy of Blues2000.mdb (default path is c:\program files\Blues Professional\Blues2000.mdb)
4. open Blue's Professional.. click tools>delete calls .. select 'all' and click OK.. confirm deletion
5. find Bluesrec1 folder or BluesrecPro if you have an ip connection to the PBX. Default path is c:\Program files\Bluesprofessional\Bluesrec1 or c:\Program files\Bluesprofessional\BluesrecPro
6. in this folder, right click StoricoSITE.txt.. click copy
7. go to desktop and paste the file you copied
8. rename the file pasted on the desktop frmo StoricoSITE.txt to BluesrecSITE.txt
9. right click BluesrecSITE.txt on the desktop and click copy
10. go to Bluesrec1 or BluesrecPro folder and paste bluesrecSITE.txt (overwrite existing file)
11. repeat the same for each site you may have (SIT1, SIT2 and so on)
12. start Miner an Recorder and wait until miner has reimported all your calls (This process may take several hours, according to the size of bluesrecsite.txt)

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Instructions for the creation of a new driver

Applies to:

Blue's Professional
Blue's Enterprise Pro
Blue's Enterprise 4
Blue's Hotel pro

Description:

The document reports instructions for sample calls to go execute that will help creating the new driver

Solution:

Once the document is filled in with the requested operations and information, kindly send the document as attachment to our Support

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How to have the privacy settings affect older calls

Applies to:

Blue's Professional

Description:

By default privacy setting (hidden numbers) apply only to new calls; if you want this to be retroactive please follow this

Solution:

1. Close Blue's Miner

2. make a backup copy of the database (default database is <BluesProfessional>Blues2000.mdb
3. run Blue's Professional
4. click Company Data (top center)>Company Data (left menu)>Tables and Filters>filters

5. click 'new filter' (on the bottom) and enter any name (ie. Privacy)
6. select 'advanced' filter

7. in the SQL command page (white page on the right) paste this line

update chiamate set sgiorno_c =''
IMPORTANT NOTICE: '' is two single apostrophies and not double quote mark

8. click OK and click yes

IMPORTANT NOTICE: as the operation cannot reversed, make sure you have backed up your database prior to running the query.
9. At the end of the operation, restart Miner

Notice: if the database is very large or the PC is not performing, the operation might take several minutes or hours to be performed. Do not interrupt the operation.

10. After having used run query, click tools>reassociate (or recalculate) .. select the period you wish to recalculate, click select all and click OK

11. at the end of recalculation, verify if the privacy settings are correctly associated to older calls.

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Blue's Enterprise Lite Edition

FAQ and Solutions

Instructions for the creation of a new driver

Applies to:

Blue's Professional
Blue's Enterprise Pro
Blue's Enterprise 4
Blue's Hotel pro

Description:

The document reports instructions for sample calls to go execute that will help creating the new driver

Solution:

Once the document is filled in with the requested operations and information, kindly send the document as attachment to our Support

Error installing component NetFx3, exit code 2 during the setup of Blues Enterprise 4 Lite Edition (Stand-alone)

Applies to

Blue's Enterprise 4 Lite Edition (Stand-alone) version SUMMER 2014 (BUILD 2) (2014.6.2)

Description

When you install the software 'BluesEnterprise 2014.6.2 Setup.exe'
in some cases it is possible to incur in the issue: Error installing component NetFx3, exit code 2
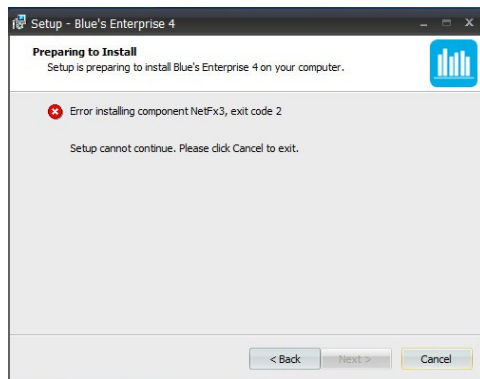
Solution

1. Download zip in attach
2. Unzip and save it in the same folder where Blues Enterprise 4 setup file is stored.
3. Don't rename the setup file, preserve the original name:
   'BluesEnterprise 2014.6.2 Setup.exe'
4. Run 'BE4 Win10 Installer.bat' as Administrator (right click > Run as administrator).
   "Internet connection is needed"
5. It will install the requirements and Blues Enterprise 4 automatically.

Blue's Enterprise Lite Edition   Error installing component NetFx3, exit code 2 during the setup of Blues Enterprise 4 Lite Edition (Stand-alone)

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How to delete calls between 2 dates and re-import it from the Storico file (Blue's Enterprise Lite Edition)

Applies to:

Blue's Enterprise Lite Edition

Description:

How to delete calls between two dates from the database and reimport from storico

How-to:

1. Close Blues Recorder and Blues Miner (open Blues Enterprise Web page click Tools>Service Manager, stop the services)

2. open Microsoft SQL Manager Studio (make a backup copy of the database)

3. Run "New Query" and copy the following query:
(change the dates of the above query according to the period you wish to delete)

```
/* 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, @startDateS
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
        SELECT @recordsNumber = COUNT(*) FROM [ChiamateInterne] WHERE [dData] >= @startDate AND [dData] < @endDate an
        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,
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
        SELECT @recordsNumber = COUNT(*) FROM [Chiamate] WHERE [dData] >= @startDate AND [dData] < @endDate and sSit
        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

RAISERROR('Deleting [Scarti] records with date greater or equal than %s and less than %s', 0, 1, @startDateString, @e
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 \\BluesEnterprise\BluesrecPro, from file StoricoSITE.txt, select all the lines you need to reimport and hit CTRL+C on the keyboard

5. in folder \\BluesEnterprise\BluesrecPro open bluesrecsite.txt and use CTRL+V to paste in the previously copied strings

6. Open Blues Enterprise Web page click Tools>Service Manager then Start the services

7. repeat the same procedure from the beginning for all sites (ie. StoricoSIT1 to BluesrecSIT1, StoricoSIT2 to BluesrecSIT2)