



FAQ and Solutions

04 May 2024



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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

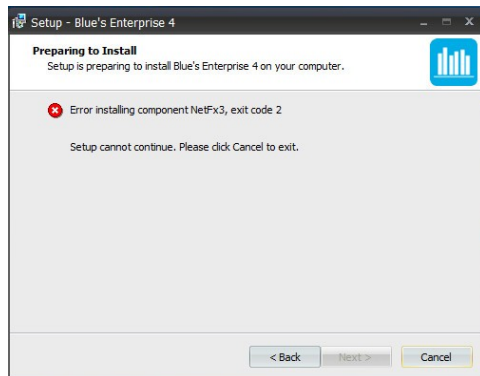
Error installing component NetFx3, exit code 2 during the setup of Blues Enterprise 4 Lite Edition (Stand-alone)

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.

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

Applies to:

Blue's Enterprise Life 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, @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

    SET @recordsNumber = @recordsNumber - 1
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

    SET @recordsNumber = @recordsNumber - 1
END

```

```

        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, @
    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)