



FAQ and Solutions

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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 be deleted)
4. Copy old backedup folder (as step 1) to the new pc in the folder 'C:\Program Files\'
it will result a new folder 'C:\Program Files\BluesProfessional'
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\Bluesrec\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 be modified will be in folder
C:\Program Files\BluesProfessional\Bluesrec\Bluesrec.ini

and the paths will refer to folder 'Bluesrec\' 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
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 on 'Update' button to enable modifications
27. Start other Blue's components like Recorder, Miner and services

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)

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)

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

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 the 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>

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

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)

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

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 be 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.