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FAQ and Solutions

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Table of Contents

FAQ and Solutions **1/36**
How to delete SQL Server whole or partial historical call archive and re-import it from existing "Storico" file 1/36
Forcing the deletion of oldest data leveraging the retention mechanism 5/36
Billing Interactive Reports message error - System.Web.HttpUnhandledException was thrown - Exception has been thrown by the target of an invocation. 6/36
How to apply different billing tariffs, for different users' departments 7/36
Backup database of Billy Blue's 4, delete old calls from the online database and attach the backup db to consult the historical data 12/36
How to modify the Scheduled Reports attachment size limit 13/36
Billy Blue's scheduler service does not start after changing hostname/netbios name 14/36
Timeout during report creation and/or exporting in PDF/XLS format 15/36
How to show Billy Blues users as First Name and Last Name 16/36
Show calls currency using 3 English letters 17/36
How to increase the warning value reported in the monitoring tool for MaxMemory consumed by the billing system 18/36
How to change date format from DD/MM/YYYY to MM/DD/YYYY in Billy Blue's products 19/36
In reports you get the message: Your request has generated >10000 rows and has reached the configured limit.Only the first 10000 rows will be extracted. 20/36
No calls or no recent calls displayed on Billy Blue's statistics - Basic troubleshooting 21/36
Node in standby, the scheduler service is disabled on this machine 23/36
How to reimport discard call at global level, for all PBXs and Gateways 24/36
How to setup a SFTP service on the Imagicle Application Suite to replace the default unsecure Microsoft FTP server included in the Windows platform 26/36
BillyBlues Alarms are not reliable or not correctly executed 33/36
How to configure secondary server as master to import calls in Call Analytics 34/36
Failback procedure 36/36

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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:

Imagicle 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,
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
    SELECT @recordsNumber = COUNT(*) FROM [BibCalls] WHERE [UtcStartDateTime] >= @startDate AND [UtcStartDateTime] <
    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, @
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,
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, @
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, @startDate
SET @recordsNumber = 1
WHILE @recordsNumber > 0
BEGIN
        SELECT @recordsNumber = COUNT(*) FROM [ChiamateInterne] WHERE [dData] >= @startDate AND [dData] < @endDate a
        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
```

(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

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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.

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

Applies to:

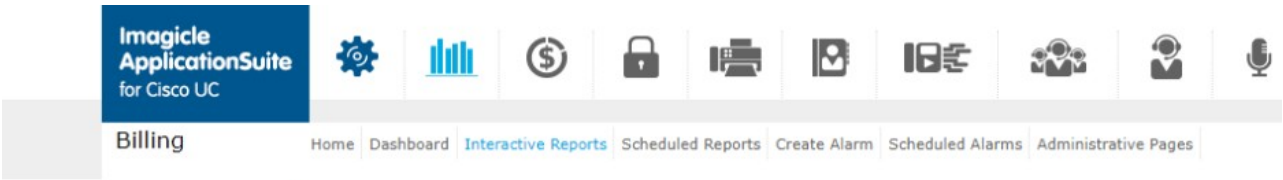
Application Suite 2019.1.1

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.
Exception of type 'System.Web.HttpUnhandledException' was thrown.
Exception has been thrown by the target of an invocation.
Object '/f30fa27a_90b9_4e3b_9426_e1546f9e12cc/wv1yqhgvyd16ldlktp1lrzg7_31.rem' has been disconnected or does not exist at the server.

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

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How to apply different billing tariffs, for different users' departments

Applies to:

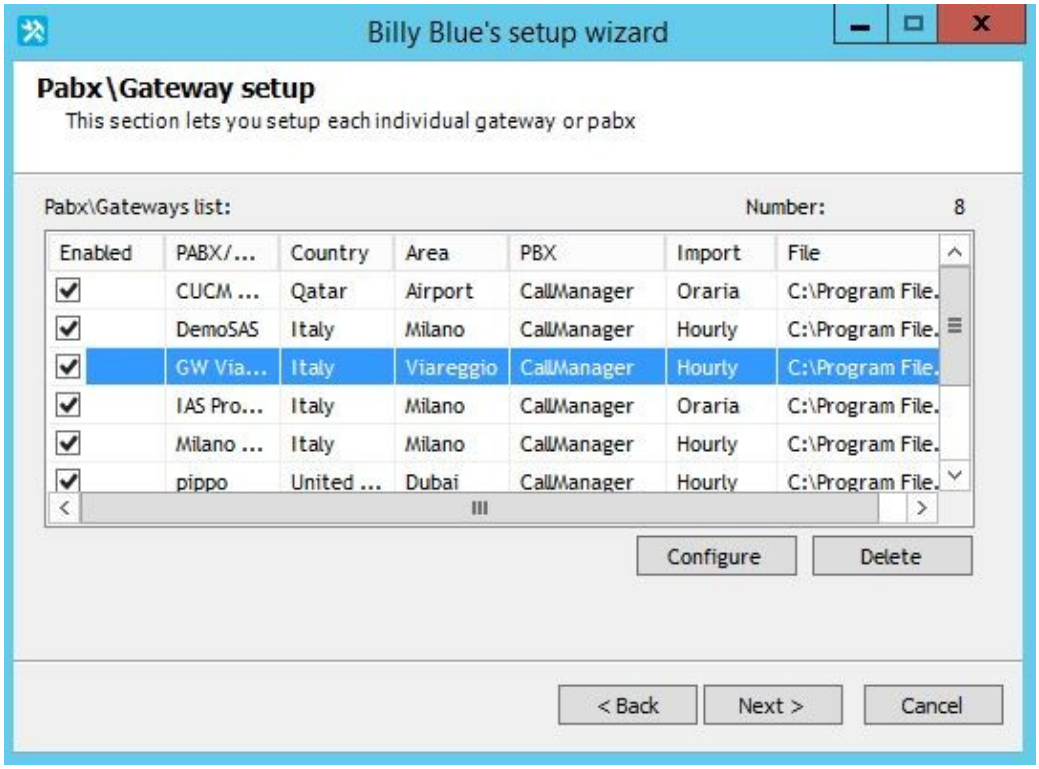
Imagicle Call Analytics

Description:

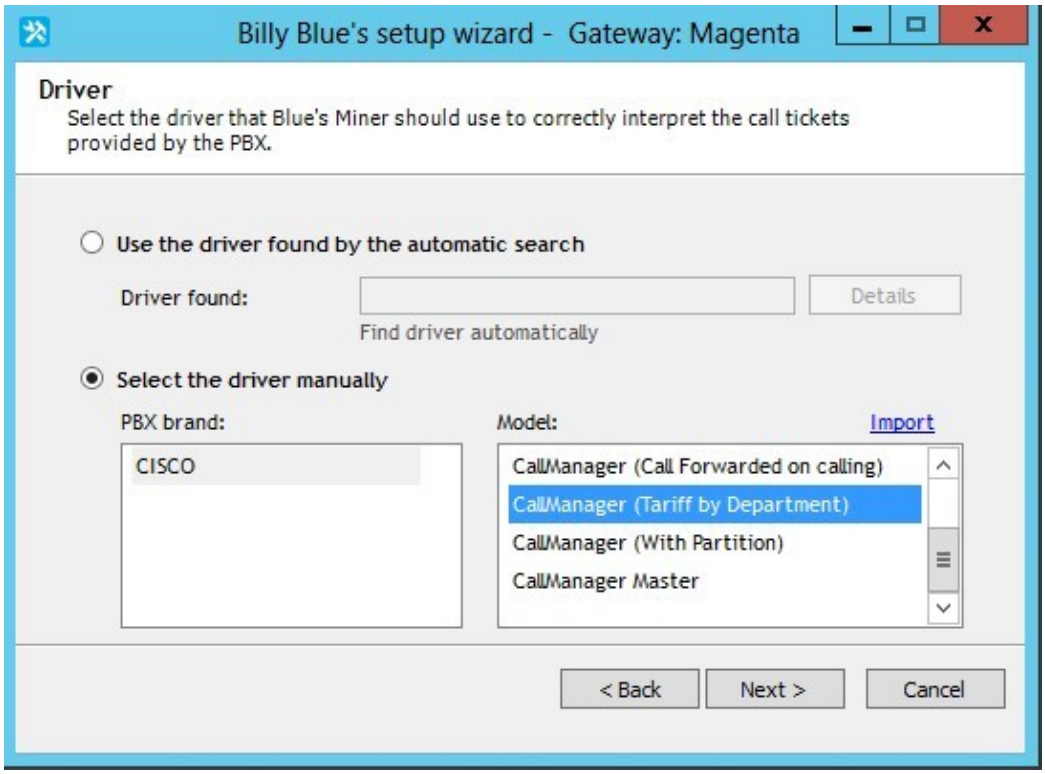
Call Analytics allows to differentiate call costs on a same gateway by department field, normally populated in Imagicle users' database during CUCM or AD/LDAP import.

To apply this configuration, please follow below procedure.

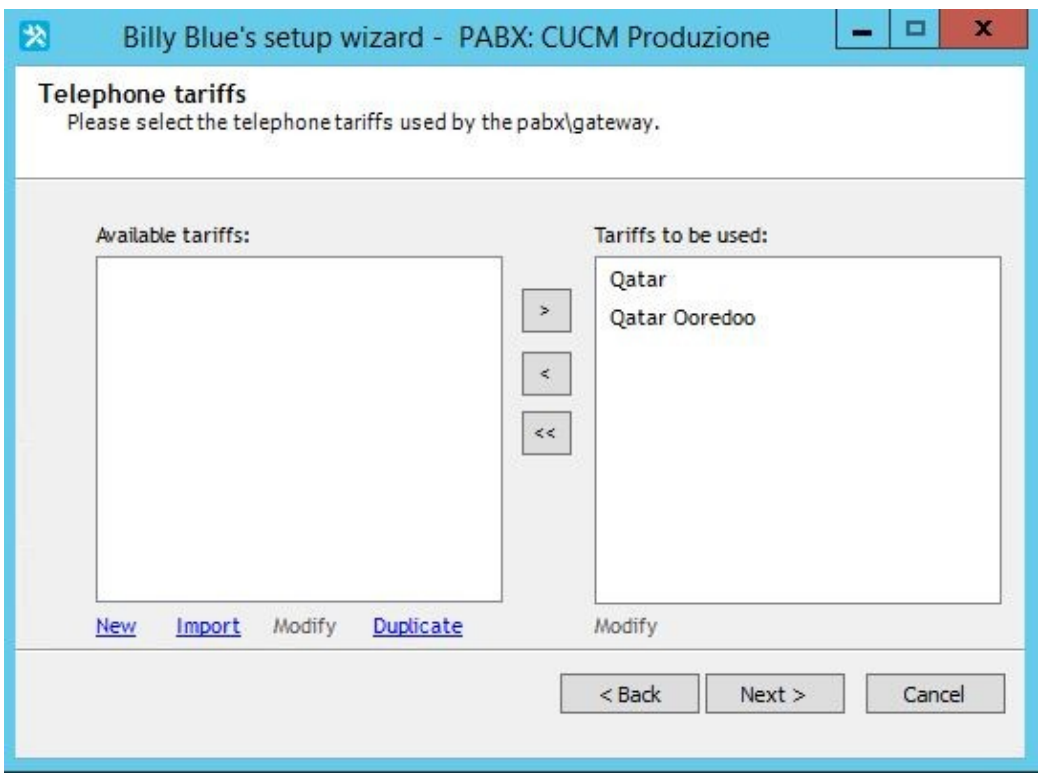
- Access to Imagicle UC Suite server (via RDP) and launch Call Analytics Configuration wizard.
- Hit Next several times until you reach the gateway list.



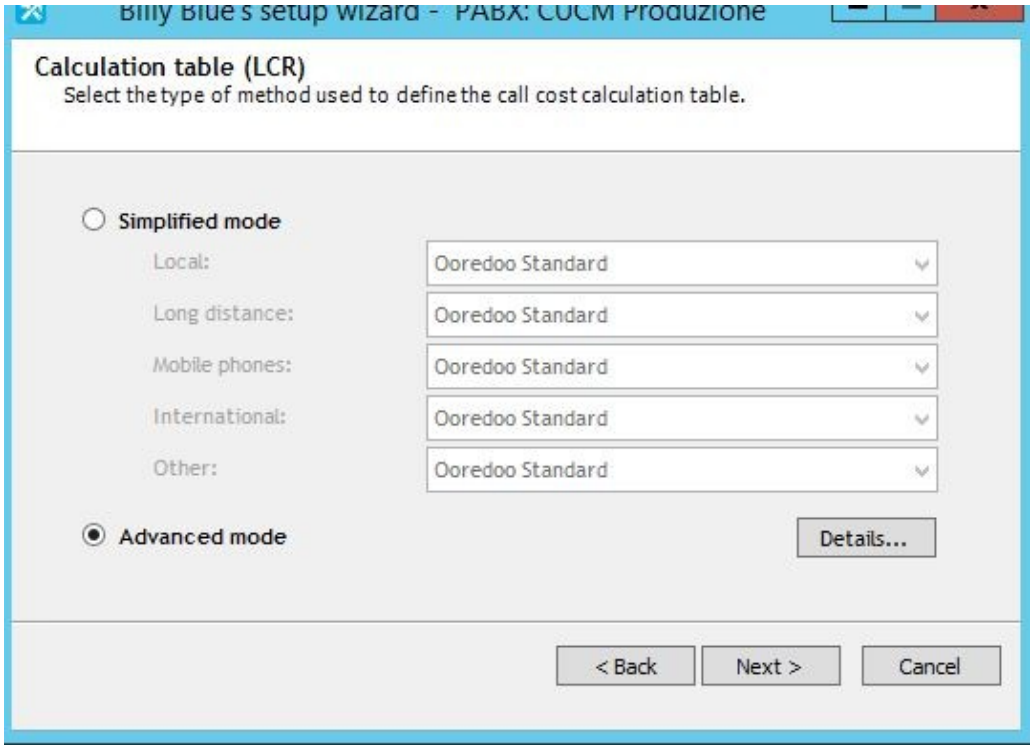
- Select the gateway where you want to apply the tariffs by department and click on Configure.
- Hit Next until you reach the Driver selection page. Please select "Call Manager (Tariff by Department)" and hit Next.



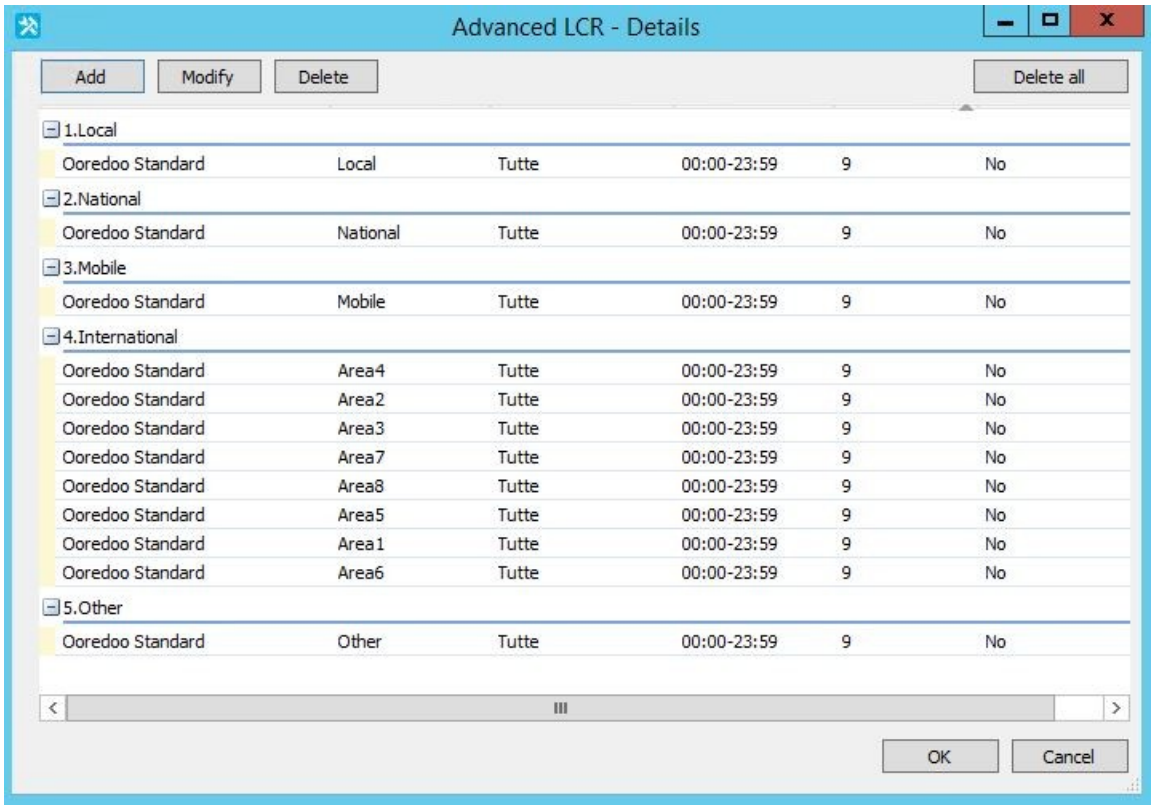
- Hit Next until you reach the Tariffs selection page. Here you should prepare two or more different tariffs, to be applied on different departments. Instructions about how to edit a tariff are available here: https://www.imagicle.com/kb#/kb/tariffs-and-tariff-comparison_47.html
- Please move (at least 2) chosen tariffs from "Available tariffs:" â "Tariffs to be used:"
- If you want to assign another <u>different</u> tariff to those users not assign to any department, please add it too.



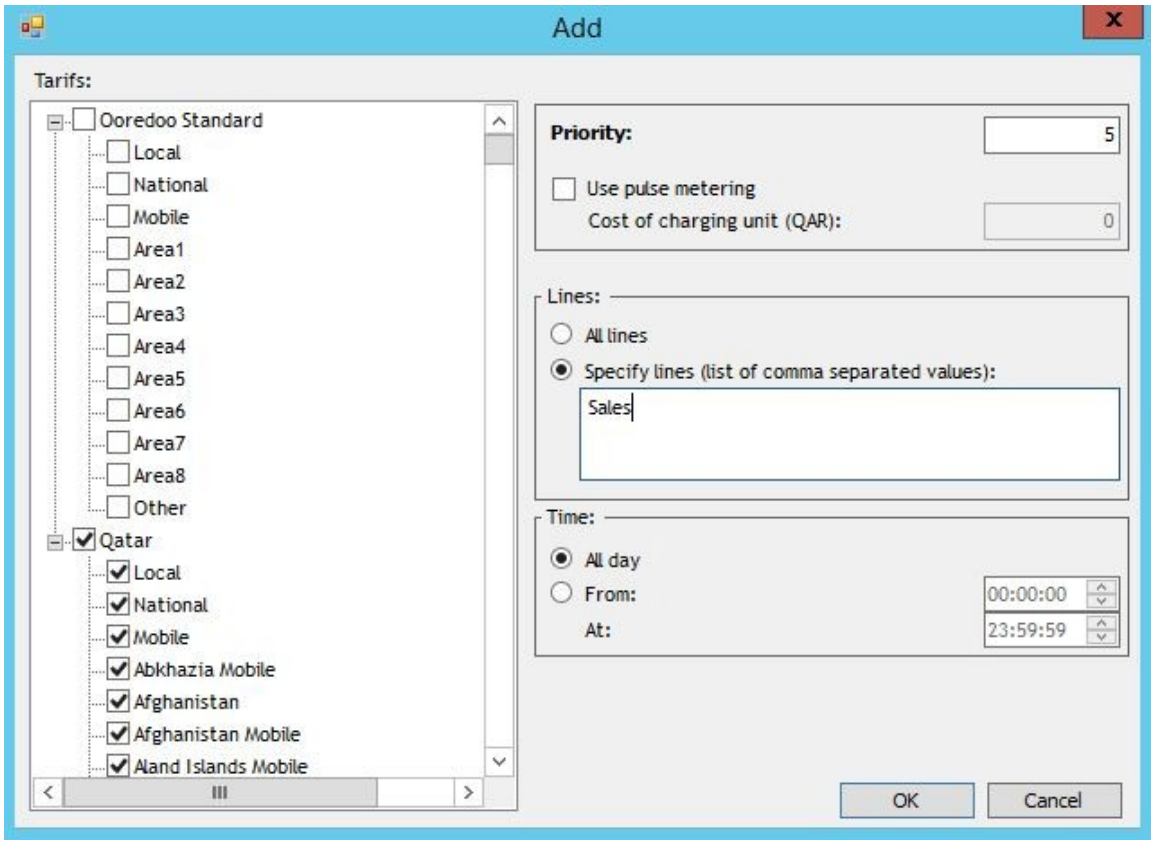
- Hit Next until you reach LCR Calculation Table. Select Advanced Mode and click on Details..



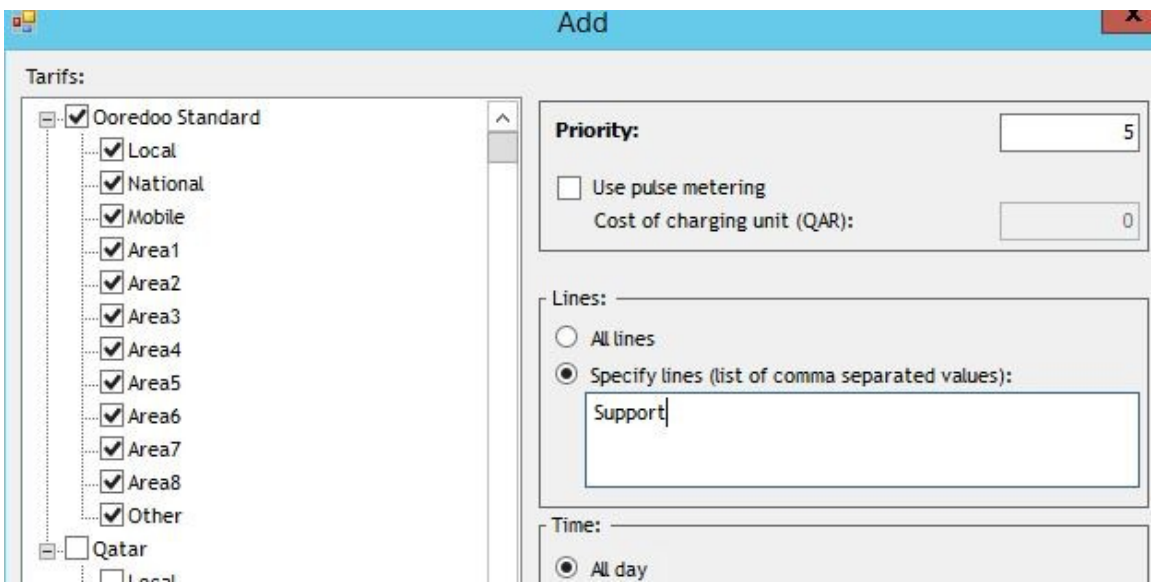
- You will get an "Advanced LCR" window similar to below screenshot



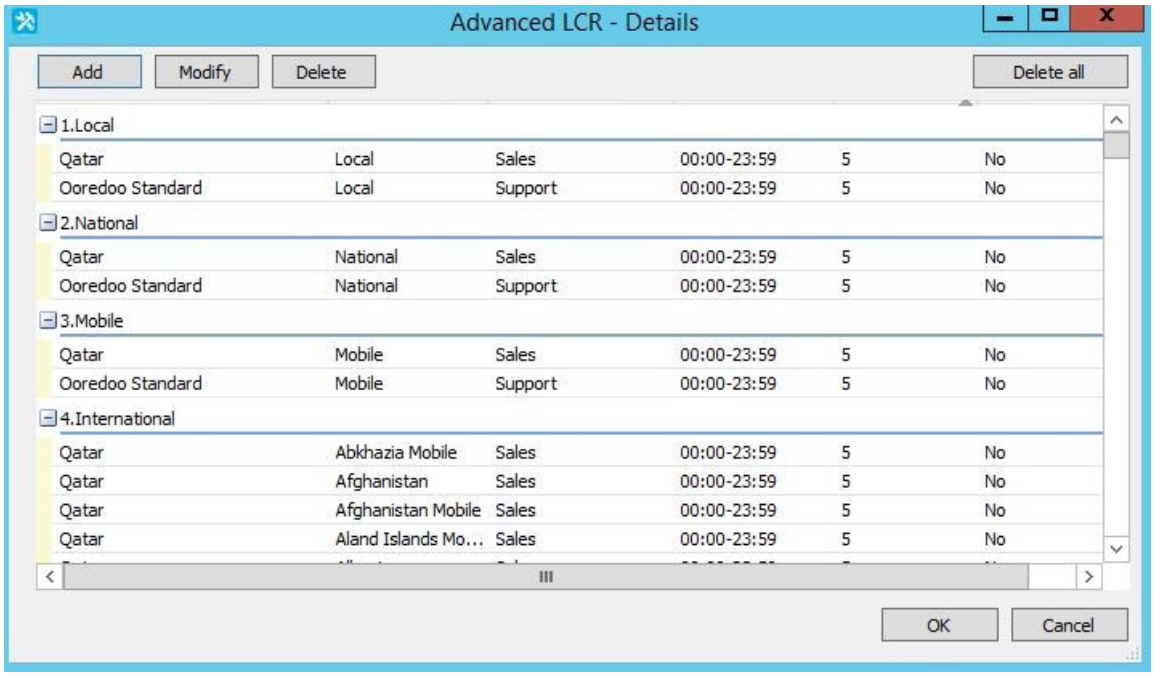
- Click on "Delete all" button to remove default settings. Then click on "Add" to start adding the first tariff associated to first department. Sample below refers to "Sales" dept. and tariff applied is "Qatar".



- Click OK to add tariff. Then you can click Add to add another dept. and relevant tariff.



- If you want to assign another tariff to those users not associated to a department, then click Add once more, flag the relevant tariff and do not add any department in the Lines: panel.
- Final results are available into "Advanced LCR" window. Below sample shows two dept. and two tariffs.



- Once done, hit OK. Then just hit Next until you go back to gateway list. You can repeat same procedure for other gateways. Once done, just hit next few times until you exit the wizard.

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Backup database of Billy Blue's 4, delete old calls from the online database and attach the backup db to consult the historical data

Applies to:

Billy Blue's 4 up to the version "Application Suite Winter 2020"

Description:

Procedure:

- Backup database of Billy Blue's 4
- Delete old calls from the online database
- Attach the backup db to consult the historical data

Solution:

In the attachment you can find the complete guide and the sql scripts.

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How to modify the Scheduled Reports attachment size limit

Applies to:

Call Analytics Standard/Enterprise

Description:

How to modify the attachment size in the scheduled reports

Solution:

Launch HeidiSQL tool, included into Imagicle UC Suite file system.
You find this tool at this path <StonevoiceAS>\TroubleShooting\HeidiSQL

To access to the database for local SQL instances (default state) the credentials are reported here:

For SQL 2008 (UC Suite version less or equal than Summer 2019):

- Username: sa
- Default password: SvBillyBlues$

For SQL 2017 (UC Suite version greater or equal than Summer 2019, up to Spring 2023)

- Username: sa
- Default password:SvB1llyBlues$
- For any other SQL versions, or if the defaults has been changed, please check with the database administrator for the right credentials

Connect to Imagicle DB and execute the following query:

```
DELETE FROM opzioni WHERE sEntry = 'LimiteAllegatiMail'
insert into opzioni (sSection,sEntry,sValue) VALUES ('Configurazione','LimiteAllegatiMail','20480000')
```

The sample '20,480,000' value can be adjusted as required:

1,024,000 - means 1 MB attachment

5,120,000 - means 5 MB attachment

10,240,000 - means 10 MB attachment

Values should be added without commas.

Beware: a value too high, could overload the email server. Please ask your IT manager about maximum allowed email attachment size.

To apply the changes, please reboot Imagicle UC Suite server.

IMPORTANT: Starting from Imagicle 2023.Spring.1 release, MS-SQL Server 2008/2008R2 is supported only for updating an existing installation to Spring 2023, but you can't deploy a new Imagicle instance with such old MS-SQL version. Starting from 2023.Summer.1 release, MS-SQL 2008/2008R2 is not supported anymore and therefore a MS-SQL update is mandatory.

Billy Blue's scheduler service does not start after changing hostname/netbios name

Applies to:

Application suite until version 2011.4

Description:

The scheduler service cannot be started because the hostname of the server has changed

Solution

The scheduler service by design uses a parameter written in the option table (named: configurazione | ServerMessaggi) that contain the host name on which it's running. So it must be changed/updated in the SQL table too.

Timeout during report creation and/or exporting in PDF/XLS format

Applies to:

Billy Blues 4 - All Application Suite versions

Description:

While creating a big report or during pdf/excel exportation the browser sends an error about timeout .net or out of memory:

An error occurred during local report processing.
An error occurred during rendering of the report.
Exception of type 'System.OutOfMemoryException' was thrown.

Cause:

By default the timeout for ASP.NET script execution is 90 (or 110) seconds.
So if an asp.net page requires more time - like for creating a pdf exportation- Internet Information Server let .net page goes in timeout and consequently send the error to the client browser.

Solution:

Please try the following procedure to increase the .NET timeout on your server, this should fix your issue:

- Open the "**c:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\Web\web.config**" file from the "fwbib" web site using your preferred text editor (i.e. Notepad)
- Add the following line, right after the </compilation> statement:

```
</compilation>
<httpRuntime executionTimeout="300" />
<httpHandlers>
```

(A value of 300 in the "executionTimeout" parameter, means 5 minutes)

- Save your changes to the "web.conf" file.
- Reopen the Billy Blue's web interface and try again to execute or export your report.

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.

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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

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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**.

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In reports you get the message: Your request has generated >10000 rows and has reached the configured limit.Only the first 10000 rows will be extracted.

Applies to:

Billy Blue's
Blues Enterprise 4

Description:

In the reports (typically call monitor reports) only first 10000 lines are reported.
If more records are present you get a message: "Your request has generated [>10000] rows and has reached the configured limit.Only the first 10000 rows will be extracted.". This happens for both interactive and scheduled reports

How-to:

To increase (or reduce) this limit proceed as follows:
1. Open SQL Management Studio and connect to SQL Instance used by our application.
2. Create new query from DB (BluesPro or IAS).
3. Paste the following queries:

```
update opzioni set sValue=50000 where ssection='MaxInteractiveRows'
```

for interactive reports
and

```
update opzioni set sValue=50000 where ssection='MaxSchedulerRows'
```

for scheduled reports
where **50000** is the new value for reported records.

NOTE: 50000 is the limit that can be achieved - A value too high may cause a timeout of the report.

4. Click [Execute Command] to confirm. (please run one single query at time):
5. Click 'Options' next to the SQL Panel to verify if the parameters have been updated.

NOTE: At the end you may need to follow the solution here

In reports you get the message: Your request has generated >10000 rows and has reached the configured limit.Only the first 10000 rows will be extracted.

imagicle

No calls or no recent calls displayed on Billy Blue's statistics - Basic troubleshooting

Applies to:

BillyBlues

Description:

When running any statistic, Billy Blue's returns 'No results matching your search were found.',
doesn't show recent calls or doesn't show calls at all.

Troubleshooting

A)

- Open IAS web page -> Admin -> users management

- Make sure you have added all the users of your company.

- Make sure those users all have 'first extension number' with the etxension number.

- Make sure those users all have 'enable billing for first extension' ticked.

- If those users have the partition field filled in, run Billy Blue's guided configuration and load the proper driver (with partition) or vice-versa, if users don't have partition, make sure you have loaded the driver without partition.

B)

- Make sure <StonevoiceAS>\Apps\BillyBlues\Engine\CCM5CDR\ shows recent files.

- If it does not, please troubleshoot your Cisco system so that it publishes recent cdr's

- Restart "CDR Agent" & "CDR Repository manager" services on CuCM

> from Cisco Unified Serviceability -> Tools -> Control Center - Network Services -> section 'CDR Services'

> and restart these services:
  - Cisco CDR Repository Manager
  - Cisco CDR Agent

C)

- Open the Billing page > Administrative Pages > Service Manager

- Stop Blue's Service Host

- Start Miner and Recorder manually by running these applications as administrator (right-click on the applications and choose 'Run as Administrator') :
  <StonevoiceAS>\Apps\BillyBlues\Engine\Bminer.exe
  <StonevoiceAS>\Apps\BillyBlues\Engine\BluesrecPro\BrecPro.exe

- Check if the Recorder import the new CDRs
and the Miner import the new calls.

- Monitor any error. If any error, please send us a screenshot in response to this email.

- Close the Recorder and Miner.

- Open the Billing page > Administrative Pages > Service Manager

- Start Blue's Service Host again

D)

- Run Billy Blue's guided configuration and make sure all VoiceGateway IP addresses are defined

Please double check also our online documentation: https://www.imagicle.com/kb#/kb/configuration-wizard_46.html

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

imagicle

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

Applies to:

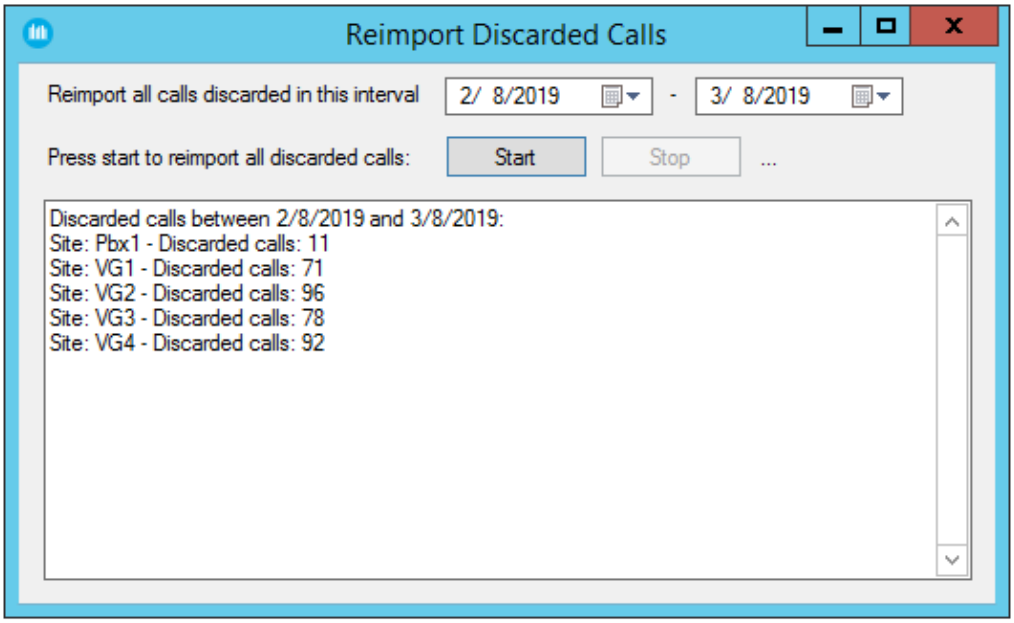
- Call Analytics - minimum version 2017.Winter.1

Description:

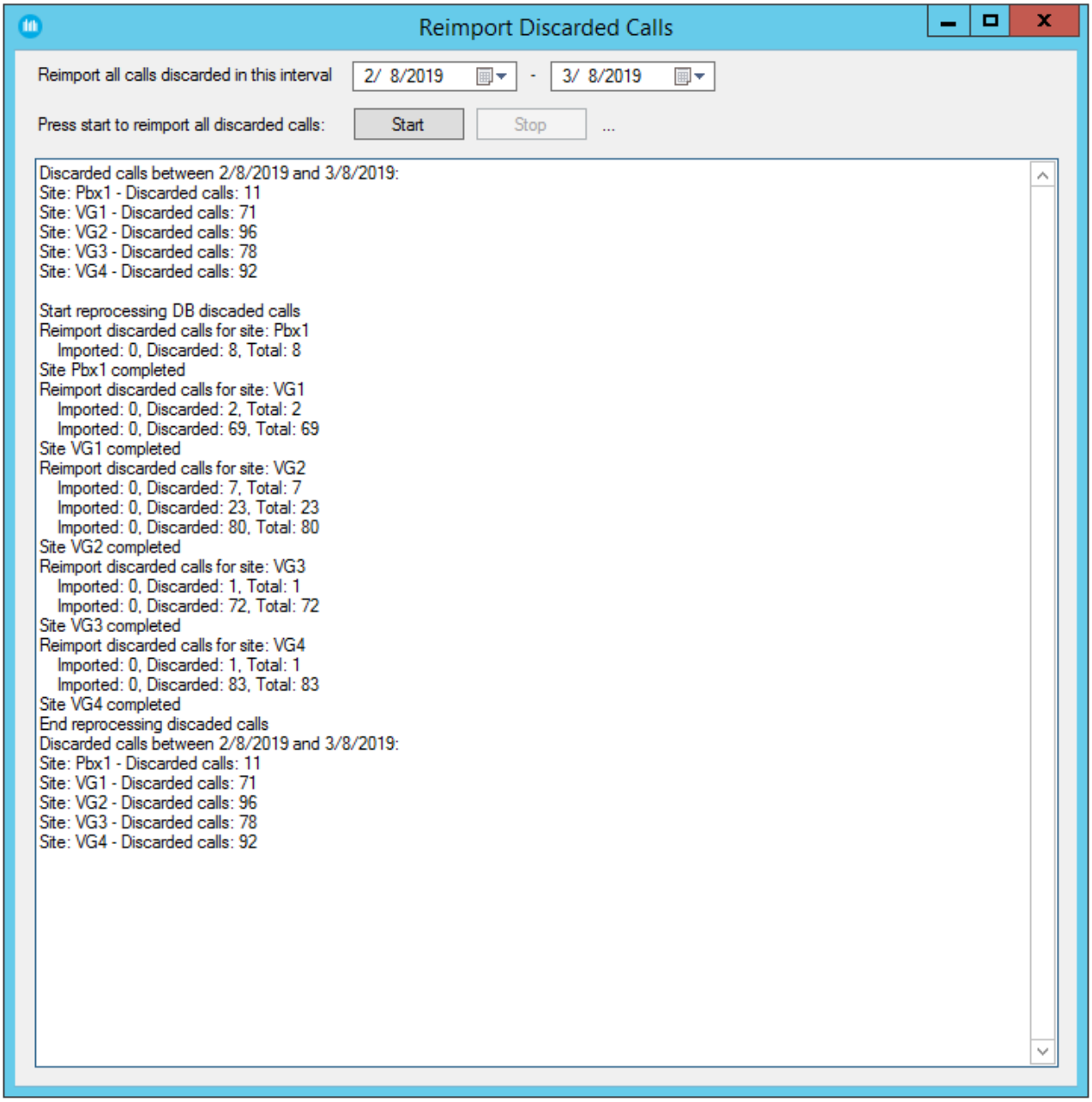
This is an alternative to Call Analytics web portal's administrative option "Reprocess discarded calls", which allows to globally reprocess all discaded calls, for all configured PBXs and gateways. It is very useful in billing systems where hundreds of PBX/GW are configured, allowing to reprocess discarded 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.

imagicle

How to setup a SFTP service on the Imagicle Application Suite to replace the default unsecure Microsoft FTP server included in the Windows platform

Applies to:

Imagicle UC Suite (any version).

Description:

How to setup and configure a SFTP server on the Imagicle UC Suite to replace the default FTP server included in the Windows platform to achieve greater security in the communication from Calling Platform to the Imagicle server.

If Imagicle UC Suite already includes a SFTP server and a software update to latest release is performed, our package setup installs and configures a new SFTP server, while just one server is used. In this case, we suggest to disable the alternative SFTP server.

Three alternative methods are described.

Embedded SFTP Server on Windows Server 2019 and above

Up to 2022.Spring.1 Imagicle release

With Windows server 2019, it is possible to install an SFTP server right from the Windows Apps and Features section. Please follow below procedure:

1. Go to Windows Settings-->Apps
2. Click on "Manage optional features" Under apps and features menu
3. Look for OpenSSH Server, check if it's already installed, if not click on "Add a feature" to install it.

Configuring OpenSSH server to start on Windows startup:

- Go to Windows services and look for "OpenSSH Authentication Agent " and "OpenSSH SSH Server" services.
- Change both services startup type to "Automatic", and make sure that they are both started.

Changing the root directory of OpenSSH server:

- Browse to directory "**C:\ProgramData\ssh"** (hidden folder) and locate "sshd_config" file.
- Look for #ChrootDirectory and modify that line to:
  ChrootDirectory "C:\Program Files (x86)\StonevoiceAS\Apps\BillyBlues\Engine\ccm5cdr" and save the file.
- Restart the "OpenSSH SSH Server" service".

From 2022.Spring.2 Imagicle release and newer

No need to manually install SSH Server. This is already included in Imagicle package. Just proceed with next step.

SFTP Credentials

Create a local user, on the Windows server of the Imagicle VM or an Active Directory user if the server is joined to the domain, for instance:

- username: imagiclesftp
- password: B1llyBlues$

In CUCM, go to Unified serviceability-->Tools-->CDR management

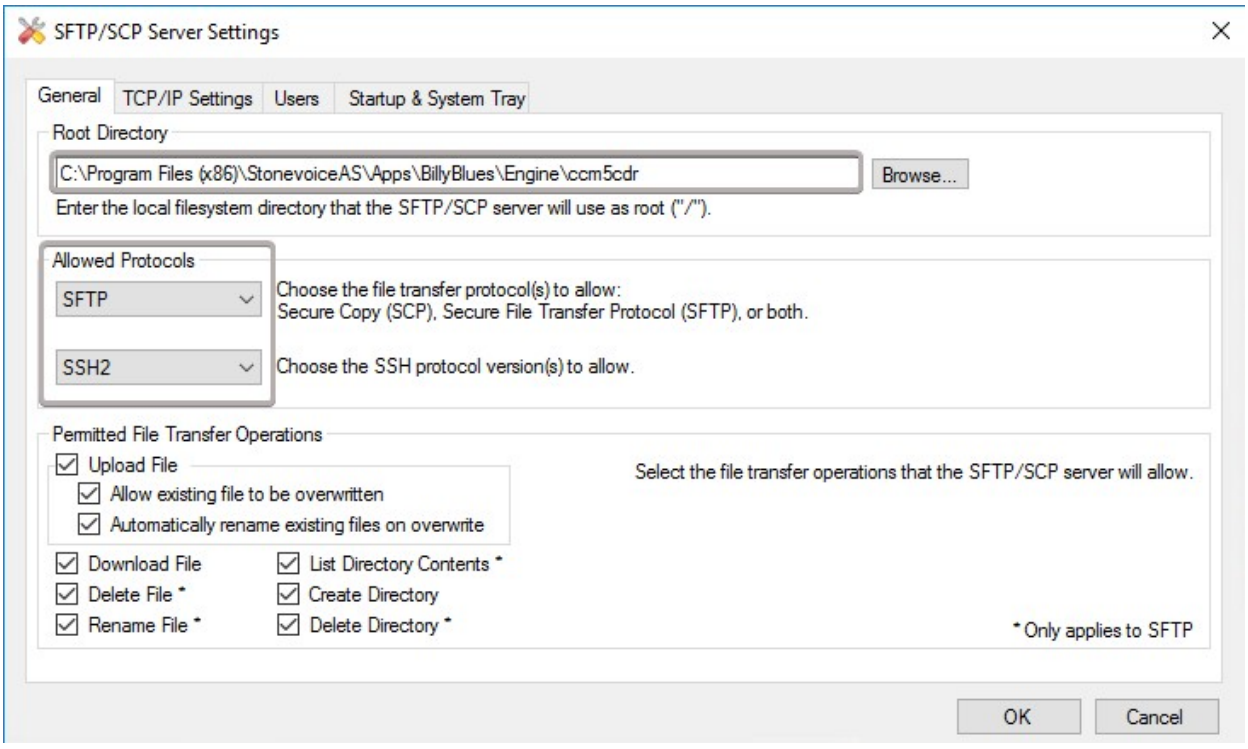
- Add a new billing application server that has the following parameters:
  - IP address: ip address of the Imagicle VM
  - username: imagiclesftp
  - password: B1llyBlues$
  - Directory Path: /
- Click on "Add".

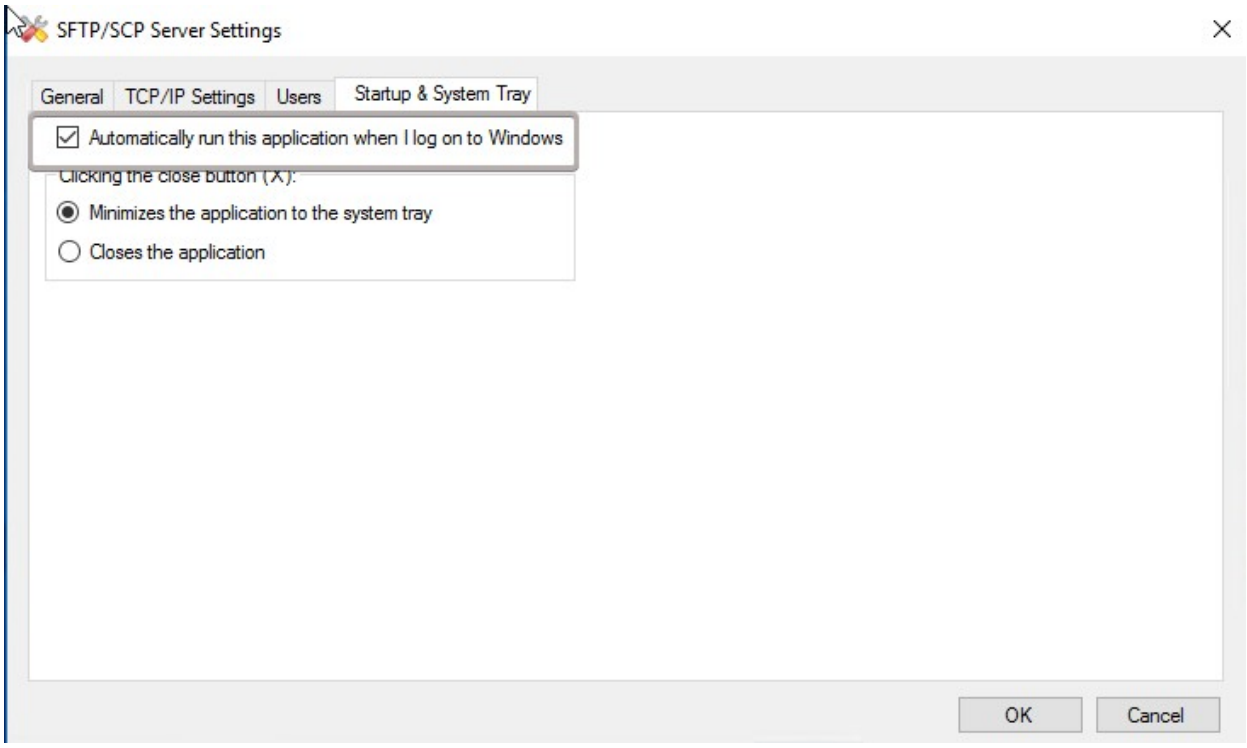
For older versions of Windows Server OS, you can choose among existing third party SFTP services. Below, two examples.

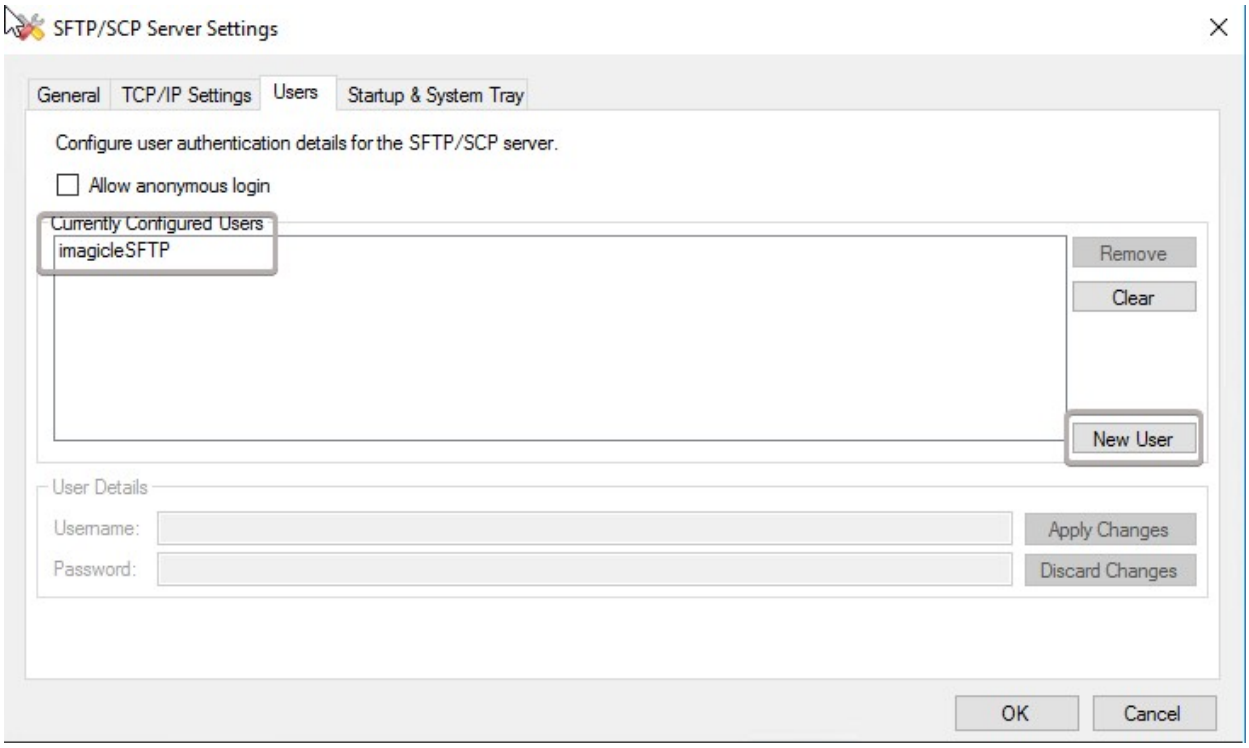
SFTP SERVER with Solarwinds

To enable SFTP we need to use a third-party tool named SFTP/SCP Server from Solarwinds.
Download SFTP/SCP Server from here , install it and setup it following on screen instructions.

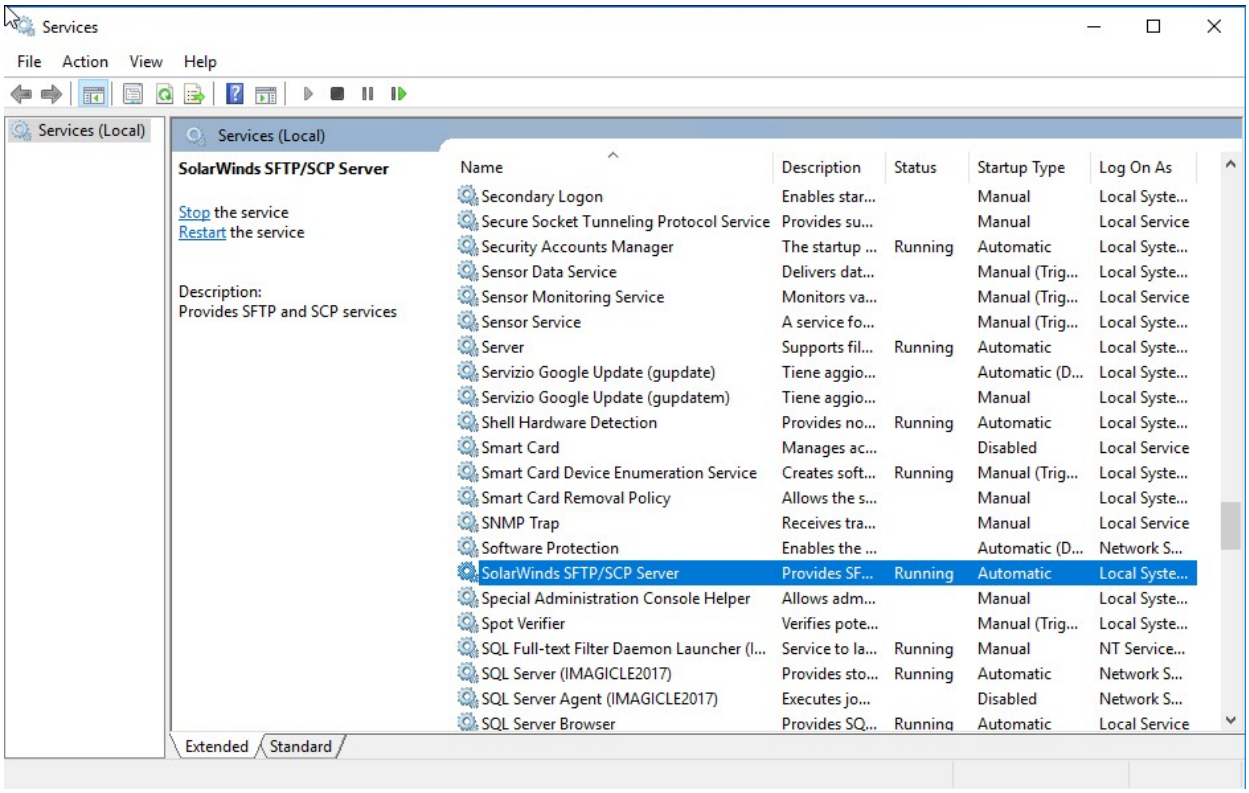
- Edit SFTP server parameters and configure root directory as: <StonevoiceAS>\Apps\BillyBlues\Engine\ccm5cdr
- Add the user
  Usrname: imagicleSFTP
  Password: imagicleSFTP







- Go to the Windows Service Panel and change the Startup Type of "Solarwinds SFTP/SCP Server" from "Manual" to "Automatic"



CUCM Configuration

Go to Cisco Unified Serviceability | Tools | CDR Management

Add "Billing Application Server Parameters" with the following parameters:

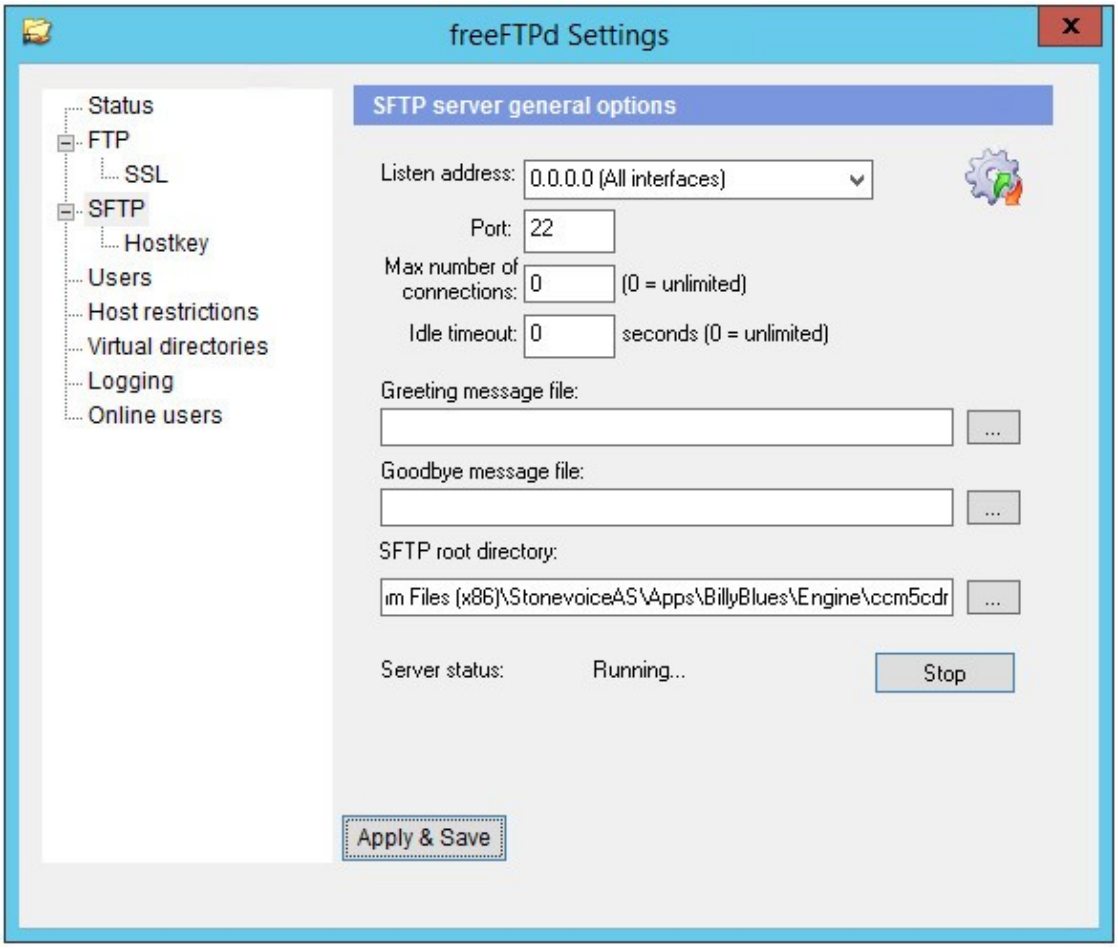
- Host Name/ IP Address: IAS ip address
- User Name: imagicleSFTP
- Password: imagicleSFTP
- Protocol: SFTP
- Directory Path: /

SFTP SERVER with FreeFTPd

To enable SFTP we need to use a third-party tool named freeFTPd from Freesshd.
Download freeFTPd.exe daemon (version 1.0.13) from http://www.freesshd.com and setup it following on screen instructions.

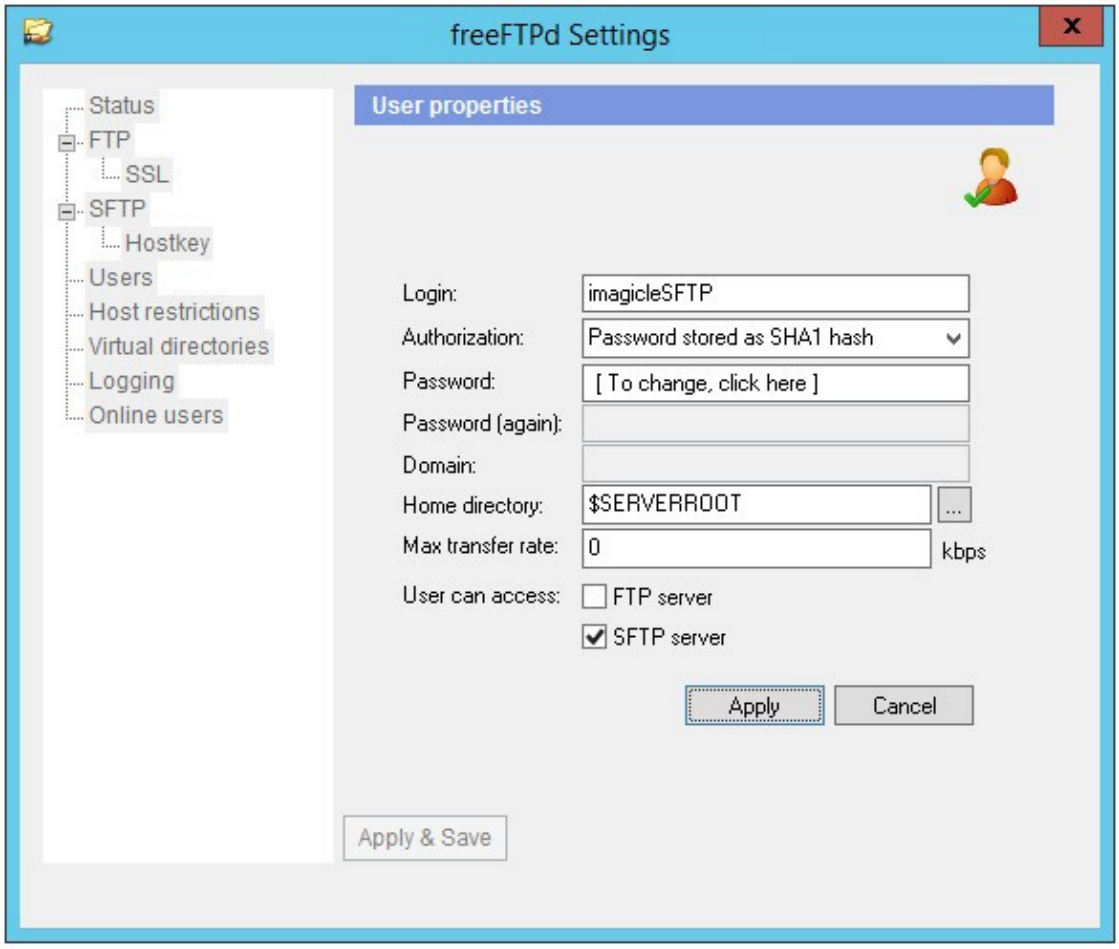
The service must be appropriately configured, during setup it is necessary:
- Confirm the creation of a private security key
- Enable freeFTPd to run as a service.

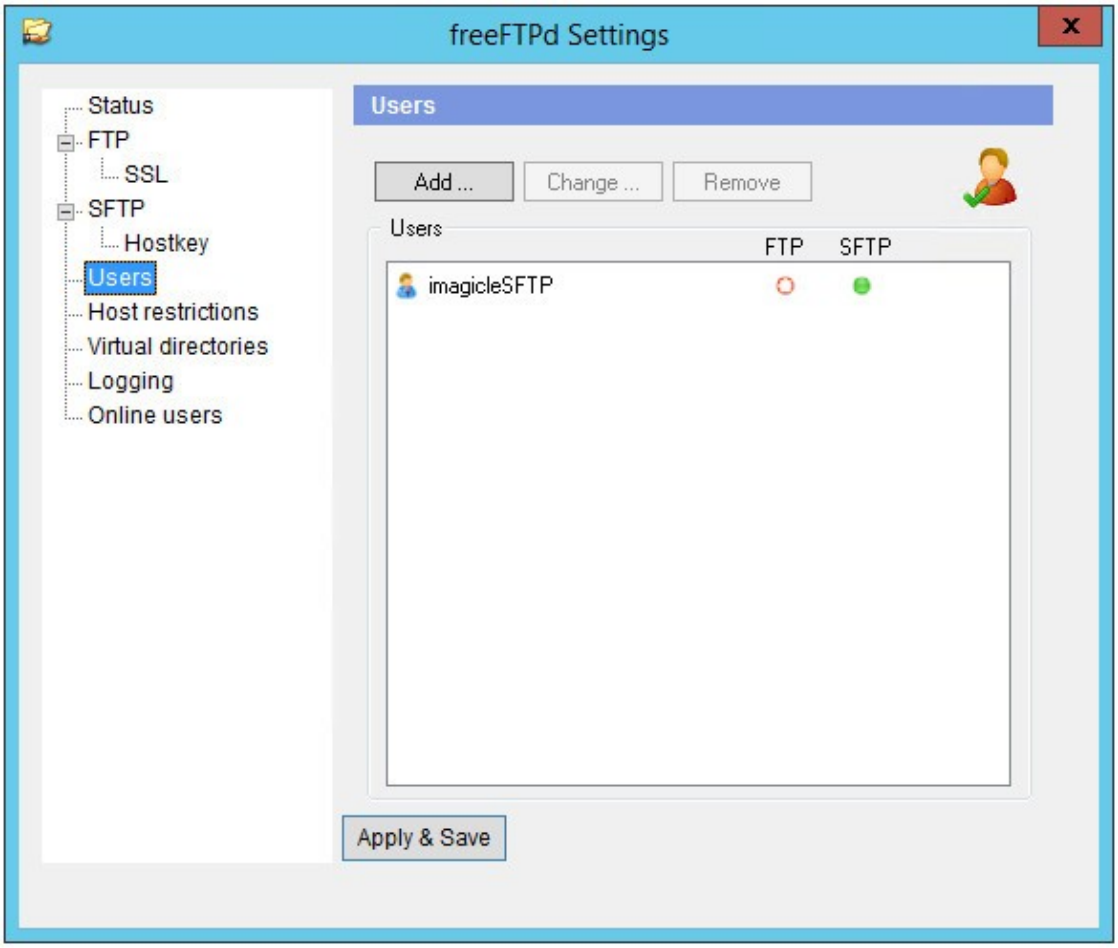
After setting it up run the freeFTPd tool and:
- Enable SFTP service only and configure root directory as: <StonevoiceAS>\Apps\BillyBlues\Engine\ccm5cdr



Remember to click on "Apply & Save" button and start the service with the "Start" button on the Server status row.

- Define a user "imagicleSFTP" with authorization: "Password stored as SHA1 hash", home directory "$SERVERROOT" and enable SFTP server:


freeFTPd Settings
Status
FTP
SSL
SFTP
Hostkey
Users
Host restrictions
Virtual directories
Logging
Online users
User properties
Login:
imagicleSFTP
Authorization:
Password stored as SHA1 hash
Password:
[To change, click here]
Password (again):
Domain:
Home directory:
$SERVERROOT
Max transfer rate:
0
kbps
User can access:
FTP server
SFTP server
Apply
Cancel
Apply & Save



CUCM Configuration

Go to Cisco Unified Serviceability | Tools | CDR Management

Add "Billing Application Server Parameters" with the following parameters:

- Host Name/ IP Address: IAS ip address
- User Name: imagicleSFTP
- Password: imagicleSFTP
- Protocol: SFTP
- Directory Path: /

BillyBlues Alarms are not reliable or not correctly executed

to version Application Suite 201x (any version)
Applies from Application Suite 2014.12.1

Applies to

All Billy Blue's version

Description

A Billing alarm could not be triggered when it is related to calls made near the alarm execution time.

Cause

Unfortunately BillyBlues cannot import calls in real time!
The time between the end of the call and the time when the call will be visible on billiblues depends on many factors, ranging from the type of PABX to the server workload, This time can vary from a few seconds to a few tens of minutes.

The alarm is not able to examine calls that have already been terminated but have not yet been imported.

By default the alarms manager assume that less than 5 minutes are required to receive and import the calls.

For example, let's assume that on a particular billyblues customer it takes 15 minutes to make calls available,
and the customer setup an alarm for calls to a specific number (911) executed every 5 mins:
This alarm will never be triggered!!

When the alarm is executed, it try to search a call made in the last 5 mins, to 911, but this calls are not yet in the db. If the alarm start at 10:00, it search for calls made from 9:50 to 9:55 (5 minutes shifted), finding 0 calls; then at 10:05 it search for calls made from 9:55 to 10:00 and so on.

Solution

We can shift manually the searching interval writing in blues2000.ini the number of minutes to switch
editing the **BluesAlarmPeriodDelay** parameter.

here an example, to shift 30 minutes backwards

```
[Configurazione]
...
BluesAlarmPeriodDelay=30
```

imagicle

How to configure secondary server as master to import calls in Call Analytics

to version Application Suite 201x (any version)
Applies from Application Suite 2016.1.1

Applies to:

Call Analytics for Cisco

Description:

This article explains how to enable Call Analytics call processing on a secondary server of a UC Suite cluster including two nodes. This is useful if the primary server is out of order and it is likely to unavailable for a long time.

The article also describes the failback procedure to move the processing to the primary server as soon as it gets available again.

Requirements

- The CuCM sends the CDRs to all Imagicle nodes via FTP. (see here)
- Redundant Call Analytics license is available on the secondary server.

Notes

In Call Analytics high-availability configuration by default:

- The following services are in "Stand-by" mode on the secondary server:
  - Recorder
  - Miner
  - Scheduler
- The directory <StonevoiceAS>\Apps\BillyBlues\Engine**ccm5cdr** contains last 10 days CUCM CDRs. Older files are automatically deleted to prevent the disk gets filled.
- In order to prevent call data loss, the failover procedure described by this article should be performed within 10 days since the primary server fault.

How-to:

When the primary server has a problem and cannot import calls, we can choose two steps to follow:

A) Repair the primary server before the deadline of 10 days.

No configuration on the secondary server is needed, the calls on the secondary server are available.
The displayed calls are up to the day of the service disruption.

B) Configure the secondary server as master to start acquiring new calls.

This procedure can be performed within 10 days after the blocking of the master server.

1. Verify that the Billing application is properly licensed on the secondary server.

2. Verify that the new CDRs are stored into the FTP directory, which corresponds to this directory:
<StonevoiceAS>\Apps\BillyBlues\Engine\ccm5cdr\

3. Stop 'Blues Service Host' service on the master server from the webpage Billing | Administrative Pages | Service Manager if

needed.

4. Enable secondary server as master:

- Edit the following file using Notepad <StonevoiceAS>\System**SvSasPlatforms.ini**
- Copy the name of the server that you find after this label: 'InstallationAddress ='
- Edit the following file with Notepad <StonevoiceAS>\Apps\BillyBlues\Engine**BillingCluster.ini**
- Paste the server name you have copied previously to 'MasterHostName ='
- Save and close the file.
- Wait a minute and make sure that the Miner, Recorder and Scheduler services are active in the page Billing | Administrative Pages | Service Manager

5. Enable secondary server to import the new calls it could import some duplicate calls (Delete any duplicate calls)

- Open the UCS database ('BluesPro' on older versions, normally 'IAS' on recent versions) using Microsoft SQL Management Studio or the HeidiSQL tool (contained in StonevoiceAS\Toubleshooting\HeidiSQL).
- Make a Backup copy of the database.
- Right-click on the 'BluesPro' database> Tasks> Back Up ... and wait for process to be accomplished.
- Click [New Query]

6. If you are running an **UC Suite 2021.3.1 or later** version, run this SQL query to delete duplicated calls:

```
DELETE c1
FROM [BibCalls] c1
WHERE c1.[Id] NOT IN (
    SELECT MAX(c2.[Id])
    FROM [BibCalls] c2
    WHERE c1.[UtcStartDateTime] = c2.[UtcStartDateTime]
      AND c1.[DurationInSeconds] = c2.[DurationInSeconds]
      AND c1.[SiteId] = c2.[SiteId]
      AND c1.[LocalPartyId] = c2.[LocalPartyId]
      AND c1.[RemotePartyId] = c2.[RemotePartyId]
      AND c1.[IsExternal] = c2.[IsExternal]
)
AND c1.[UtcStartDateTime] BETWEEN
    DATEADD(dd, -20, DATEADD(dd, DATEDIFF(d, 0, GETDATE()), 0)) AND
    DATEADD(dd, DATEDIFF(d, 0, GETDATE()), 0)
```

6. If you are running an **UC Suite between 2020.3.1 and 2021.1.1** version, run this SQL query to delete duplicated calls:

```
DELETE c1
FROM [BibCalls] c1
WHERE c1.[Id] NOT IN (
    SELECT MAX(c2.[Id])
    FROM [BibCalls] c2
    WHERE c1.[StartDate] = c2.[StartDate]
      AND c1.[StartTime] = c2.[StartTime]
      AND c1.[DurationInSeconds] = c2.[DurationInSeconds]
      AND c1.[SiteId] = c2.[SiteId]
      AND c1.[LocalPartyId] = c2.[LocalPartyId]
      AND c1.[RemotePartyId] = c2.[RemotePartyId]
      AND c1.[IsExternal] = c2.[IsExternal]
)
AND c1.[StartDate] BETWEEN
    DATEADD(dd, -20, DATEADD(dd, DATEDIFF(d, 0, GETDATE()), 0)) AND
    DATEADD(dd, DATEDIFF(d, 0, GETDATE()), 0)
```

7. If you are running an AppSuite **older than 2020.3.1** version, run these 2 SQL queries to delete duplicated calls:

A) Duplicated external calls:

```
DELETE FROM Chiamate
WHERE lPKId not in
( SELECT Max(C2.lPKId) FROM Chiamate as C2
WHERE Chiamate.dData = C2.dData
AND Chiamate.dOra = C2.dOra
```

```
AND Chiamate.dDurata = C2.dDurata
and Chiamate.sSito = c2.sSito
and Chiamate.sDerivato = c2.sDerivato
and Chiamate.sNumero = c2.sNumero )
and dData between  DATEADD(dd,-20,DATEADD(dd, DATEDIFF(d,0,getdate()), 0)) and DATEADD(dd, DATEDIFF(d,0,getdate()), 
```

B) Duplicated internal calls:

```
DELETE FROM ChiamateInterne
WHERE lPKId not in
( SELECT Max(C2.lPKId) FROM ChiamateInterneas C2
WHERE ChiamateInterne.dData = C2.dData
AND ChiamateInterne.dOra = C2.dOra
AND ChiamateInterne.dDurata = C2.dDurata
and ChiamateInterne.sSito = c2.sSito
and ChiamateInterne.sDerivato = c2.sDerivato
and ChiamateInterne.sNumero = c2.sNumero )
and dData between  DATEADD(dd,-20,DATEADD(dd, DATEDIFF(d,0,getdate()), 0)) and DATEADD(dd, DATEDIFF(d,0,getdate()), 
```

Failback procedure

When the primary server is repaired, make sure to set the current secondary server in standby, following these steps:

1. Edit in the primary server this file with Notepad
<\StonevoiceAS>\System**SvSasPlatforms.ini**

2. Copy the name of the server displayed after the label 'InstallationAddress ='

3. Edit in the primary server this file with Notepad
<\StonevoiceAS>\Apps\BillyBlues\Engine**BillingCluster.ini**
of the secondary server (temporarily being the primary server).

4. Paste the copied new primary server name to 'MasterHostName ='

5. Save and close this file.

6. Wait a minute and make sure that the Miner, Recorder and Scheduler services are active in the page Billing | Administrative Pages | Service manager

7. Repeat steps 6-7 of the previous section to delete duplicate calls, if needed.