

FAQ: 31011 HOW TO DO MANUAL DOWNLOAD & PROCESSING WITH A BUFFER.

The information in this article applies to:

Clients using PS635, PS680, DL50 or DL100 Buffers

BACKGROUND

Occasionally you may need to look up a call record that has not been downloaded or processed from your computer yet. When using a memory buffer, as calls are completed they are stored in the buffer. In order to access the data, it needs to be uploaded and processed into the current month's call file.

PROCOMM SCHEDULER vs WINDOWS SCHEDULER

There are 2 main scheduling programs used to schedule the download and processing of your buffer. You can use the WINDOWS SCHEDULER program, or the SCHEDULER program that is included with Procomm Plus. Either program will give you options for daily download and processing.

RESOLUTION

1. The first step is to get the calls downloaded from the buffer and stored onto your computer. You can do this by manually running the download programs in Windows scheduler or Procomm Scheduler.
 - a. WINDOWS SCHEDULER: Right click scheduled event and select the RUN NOW option.
 - b. PROCOMM SCHEDULER: Select the download scheduled event and then click on TEST RUN in the middle of your screen. The processing event usually has PW4 or PW5 on the Program line.
2. The last step is to manually run the call processing file that will add the call records to your system. You can find this program in the same place as described in #1 above. Make sure that the main Call Accounting program is not running when you run Call Processing or the system will return an error message. With call records downloaded and processed, you can now run reports.

Comm One Technical Support
12723 Whisper Creek Cove
Draper, UT 84020
801-523-9797
support@commone.com

Last Reviewed: 04/27/2005
FAQ #31011

FAQ: 31011

Date: 06/09/2003
Keywords: FTP / DL50 / DL100 / Call Processing
File: <\\orders\faq\faq31011.doc>