

FAQ: 31076 AUTOMATING CALL CAPTURE WITH WINDOWS SCHEDULED TASK

The information in this article applies to:
Call Accounting Lite, Jr. & Pro

QUESTION

How to I automate Call Capture using Windows Scheduler.

ANSWER

If you are running call capture on remote PC's, you can make sure that the Call Capture stays running by automating the Call Capture in your Windows Scheduled Tasks. This way, if someone at the remote site stops the call capture for some reason, it will automatically start back up and you will not lose call data.

STEPS TO AUTOMATE CALL CAPTURE STARTUP

1. Start the Windows Schedule Task Manager by clicking START then PROGRAMS, then ACCESSORIES, then SYSTEM TOOLS, then SCHEDULED TASKS.
2. Select ADD NEW Scheduled Task.
3. When prompted put c:\ca2005\logfiles\ca_term.exe as the TARGET
4. When prompted set the program to start every morning before your office opens.
5. Follow the prompts and complete the scheduled tasks.

Each day the system will try to restart the Call Capture. If it is not already running, it will startup and begin capturing calls.

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

Last Reviewed: 05/05/2005

FAQ: 31076	Date: 05/04/2005 Keywords: Call Capture Utility / Scheduled Tasks File: \\orders\faq\faq31076.doc
------------	---