

FAQ: 31079 UPGRADING YOUR EXISTING COMM ONE CALL ACCOUNTING SOFTWARE TO VERSION 2005

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

QUESTION

How do I upgrade my existing Call Accounting to version 2005 ?

ANSWER

Here are the steps you need to complete to upgrade your system to version 2005.

INSTALL CALL ACCOUNTING 2005

1. Create a directory named c:\ca2005 on your computer.
2. Create a subdirectory named c:\ca2005\setup on your computer.
3. Download the file <http://www.commonone.net/ftp/install/ca05/setup.exe> from our web page and save it into the c:\ca2005\setup directory.
4. Run the c:\ca2005\setup\setup.exe program and follow the prompts. It will install the software for you.

CONFIGURE CALL CAPTURE (CA_TERM.EXE)

1. Check your windows startup directory (it may be under ALL USERS) and make sure that you remove the call capture that points to your prior version of Call Accounting. Check the Call Capture utility in the startup directory and make sure it is pointing to c:\ca2005\logfiles\ca_term.exe and that the startup directory is c:\ca2005\logfiles
2. Get the call capture settings from your old capture utility if needed. Start the new call capture utility and put in the com port, and the communication settings. Make sure that the following settings are set:
 - a. Date Stamp: ON
 - b. Foreground Memory: 64
 - c. Background Memory: 64
 - d. Timeout: 0
 - e. Close Time: 02:00
 - f. Site ID: Select a single letter or number from the pulldown.
3. Start Call Accounting 2005 and select SETUP from the startup splash screen. You can also find this from the TOOLS menu at the main screen after you log in. Run the Setup and put in your company name and activation keys. Contact Technical Support if you need your activation keys.
4. Close the Call Accounting Program.
5. Run the Call Capture for a while and capture 50 to 500 phone calls of different types. If you have Caller ID active on your system or are using authorization codes, make sure to record these call types as well.
6. Close call capture and a log file will be saved with a .LOG extension in the c:\ca2005\logfiles directory.
7. Email the log you captured to support@commonone.com and we will prepare your config files and email them back to you with installation instructions.
8. When you get your call processing files back, be sure to change the path name on the scheduled event in Windows Scheduled Tasks to point to processing in the c:\ca2005 directory instead of the existing directory.
9. Last run the Conversion Wizard found under the WIZARD feature of the Tools Menu to move your station and call data files from your old version to the new version of Call Accounting.

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