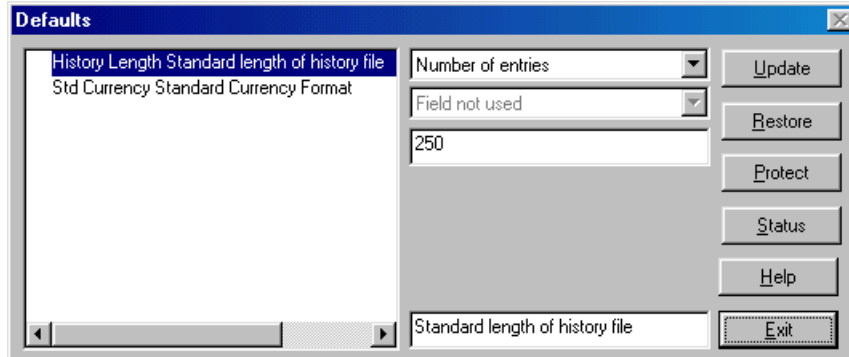


SYSTEM MENU

It is under System that we set up the defaults, computers, add new users access levels, and set the switch input. We also see the amount of data stored on the system.

DEFAULTS



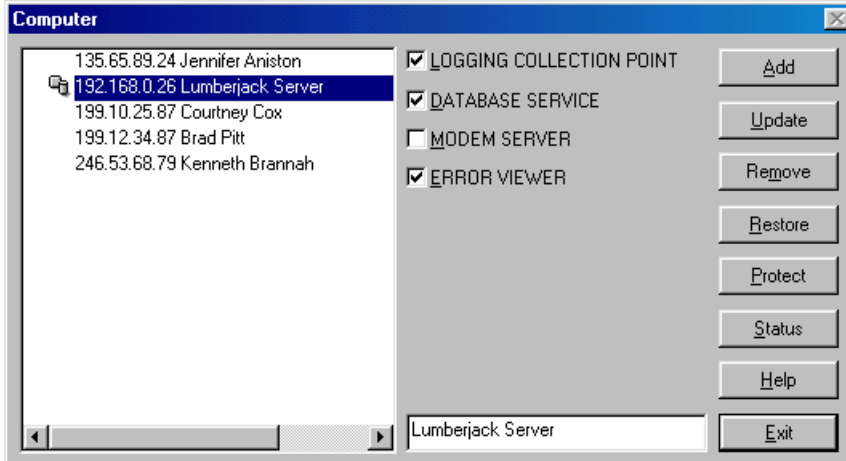
HISTORY LENGTH The History log records all activity by LUMBERJACK users, such as; logging on; updating names; running reports; deleting information. The length of this file (number of items to view) is here. You can choose to view Number of Days instead of Number of Entries if you prefer.

For further information see History Log on page 138.

STANDARD CURRENCY Currency Format is where you can set the local currency format of the logger's database site. That is, the currency symbol and number of digits after the decimal point.

For UK the entry would read £ 2 to show the currency symbol before the sum. For the USA the entry would be \$ 2 to show the currency symbol before the sum. For Europe the entry would be 2 € to show the currency symbol after the sum.

COMPUTER



This area is set-up as part of installation. The list shows the computers that are on the LUMBERJACK network, the Description can be changed and Updated if required. However, if the IP address or network name changes, the computer will have to be deleted from System>Computer and added again.

Data may be lost if the server settings are changed. Do not change unless discussed with Help Desk or your network administrator.

ADDING AND REMOVING PCs If a PC is to be given access to LUMBERJACK, [Add] its name here. Likewise, it can be marked for Removal.

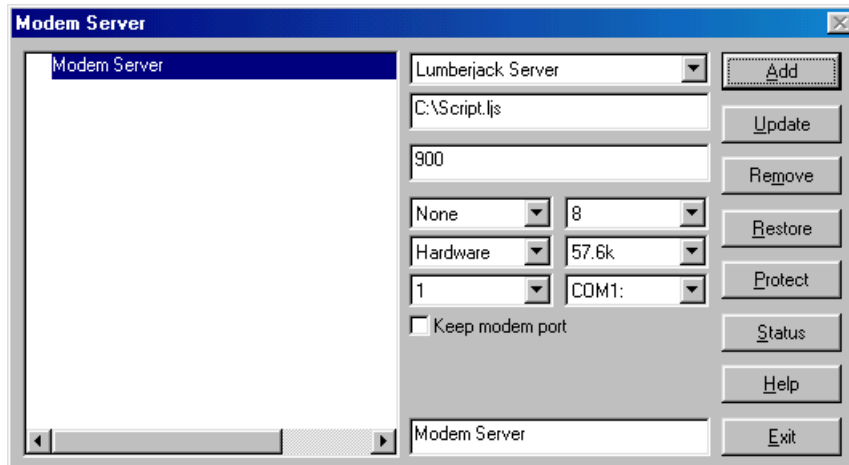
LOGGING COLLECTION: If a V24 CIL output is connected to the PC, the Logging Collection Point box will be checked. The data will be collected here and sent to the Database server.

DATABASE SERVER: If the PC is being used as for the Database this box will be checked. Only one PC may be designated as the Database Service and this will have been set-up at installation.

MODEM SERVER: If the PC is to perform the task of Modem Server, highlight the PC and check this box. This will be set up by **focom limited** a the time of installation.

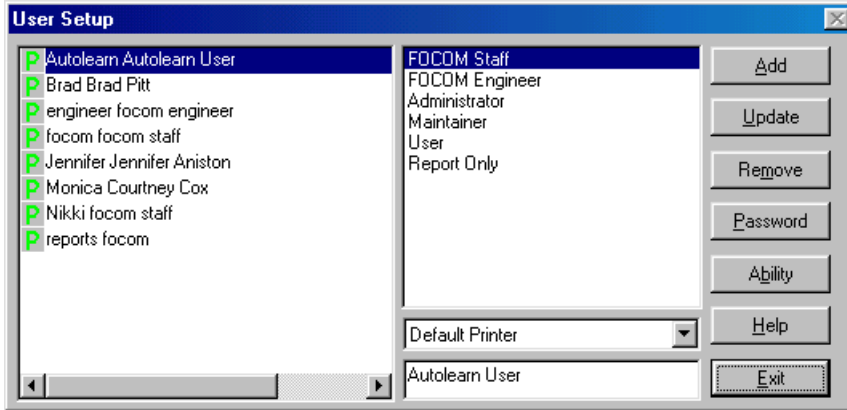
ERROR VIEWER: If the PC is to be notified of system errors, highlight the PC name and check this box. Most client PC's will need the Error Viewer in order to receive System Messages.

NOTE For Error Viewer to work the client needs to load Remote Notification.

MODEM SERVER

This is part of remote data collection for some multiple site set-ups. Where this is appropriate it will have been set-up as part of the installation. For this to be active, the Modem Server check box under Computer will be ticked.

USER ADD/MODIFY



The System Administrator's password will be set up at the time of training. The System Administrator will have the authority to set further passwords. There will be two passwords designated for **focom limited** staff and engineers, these cannot be changed. There is also a password level called User Autolearn which allows the system to autolearn the extensions, trunks, operators, private wires, and account codes. This is also protected and may not be altered.

There are three levels of password available to users: Administrator, Maintainer, and User. A Maintainer level will be able to override actions carried out at User level, and the Administrator will be able to override actions made at Maintainer or User level, providing they have the relevant ability.

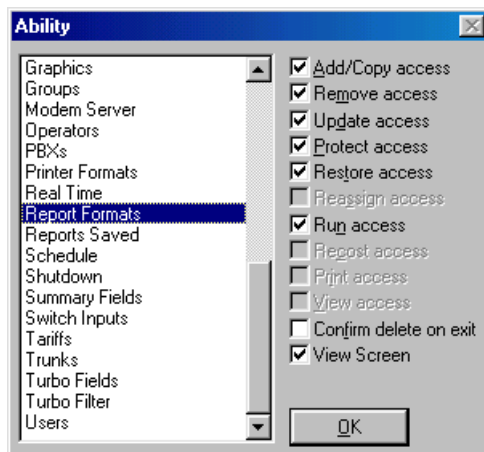
[Add]: Highlight the required level and type in the users name in the Description box. Click on [Add] and type in the user ID. Click on OK.

The ID will be their log on name. The Description will be the name that will appear at the bottom of all reports.

PRINTER: Select here the printer that will be the user's default.

[PASSWORD]: To set up the password, highlight the name on the left and click on [Password]. If a new name is set up without a password, the default for a new user is *password*. For security, type in the new password, then confirm it.

[ABILITY]: When a new password is added, the default ability is total access to all elements of LUMBERJACK. To change this, highlight on the relevant Access name and click on [Ability]. The screen below appears:



You will see a list of all LUMBERJACK working areas against which are tick boxes to select the permitted access. Those not relevant are greyed out. Deselect the boxes by clicking on them. When the set up is completed press Exit. From the main screen click on [Update] to store these settings. Do this for all the access abilities, remembering to Update each user as you go. When using LUMBERJACK the deselected options will be greyed out to that user.

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In practice you will probably have to set up two or three types of user and these will become your base for setting up new ones. For security, give these bases passwords.

CHANGING A PASSWORD: To change your password. Highlight your ID and click on [Password]. Type in the new password and click on [OK]. Re-type it in the Confirm box and click on OK. If there is not a match, repeat the process. Once changed, click on [Update] to store it.

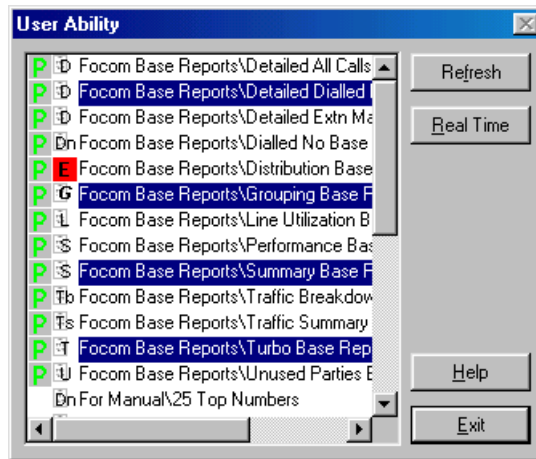
Reports Only User

Another password option allows a Department to interrogate the system using Reports that have been set up to look only at their own extensions. The reports are set-up by the Administrator in the normal way but are limited by selecting a specific Group. When setting up a Reports Only user, the Administrator will highlight only these reports from the Report List.

Real Time screens may also be allocated to Report Only Users. Here again they may limit the Real Time by using the first sub-filter to select a specific Group.

The Reports Only User will find that most of the options in LUMBERJACK are greyed out. They will have access to Reports Set-up, Reports Saved, Days Stored and Real Time if allocated.

REPORT SET-UP: Users will only be able to change the period, time and intervals of the reports. They may also use the sub-filters, however, if the Reports have been limited by the Administrator they will not be able to select extensions that are not in their own Group.

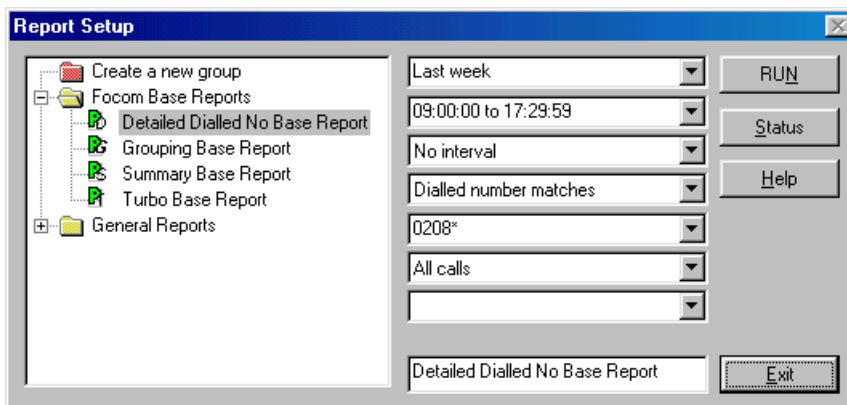


The highlighted reports have been selected for viewing by a Reports Only user.

REPORTS SAVED: Users will only be able to view reports that they have created.

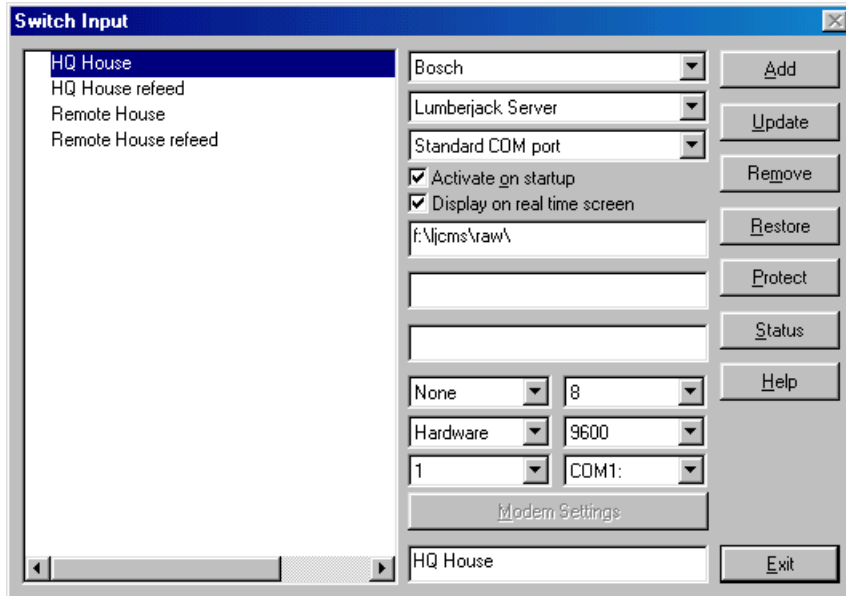
REAL TIME: Only the Real Time screens set up by the Administrator may be viewed.

DAYS STORED: Days may be viewed. This is for information only.



Report Setup as viewed by a Reports Only user.

SWITCH INPUT



This is part of the Set-up and will have been completed at installation. A list of feeds already set-up will show on the left hand box of this window.

PBX: The PBXs installed on your system will be listed here.

COMPUTER: This shows the computer selected as the logging collection point.

INPUT: There are several options: COM Port, this is the real time direct feed from the switch; FO-NET, when a remote site is logged via the network; Dial-up, when a remote site collects data in a buffer which is collected via dial-up; and Read From File, where a file of raw data is logged.

NOTE: These inputs will have been set-up at the time of installation and should not be altered without prior consultation with the **focom limited** Help Desk. For instruction on logging from file see System Management page 158 .

ACTIVATE ON START-UP: This refers to the events that will automatically fire up in the event of a system shutdown, such as a power outage. Check this box to make the highlighted option active on start-up.

DISPLAY ON REALTIME SCREEN This box should be checked in order to view data in the Real Time screens.

RAW LOG: LUMBERJACK stores a copy of the unprocessed raw data on the system. This is a security measure in the event that the output is changed from the PBX without prior warning. As soon as Help Desk is alerted, the Record Analysis Program can be updated and the saved data relogged, providing the maintenance contract is extant.

The data can be collected in one raw log file, or split into daily files. For a continuous raw log file this should read *f:\jcms\raw.log*. For a daily file insert *f:\jcms\raw*, this is the preferred option as the data files are then a more manageable size. Where multiple switches are involved, add a subdirectory for each switch, e.g. *f:\jcms\raw\HQ House*.

These files will continue to accrue. To save space on the hard disk, delete them or remove for archive purpose. It is advisable to keep 3 months on the system..

DATA FILE: In this box insert the full path of the raw log file to processed. To set-up data input from a file, see System Management page 158. This should not be carried out without checking with the Help Desk.

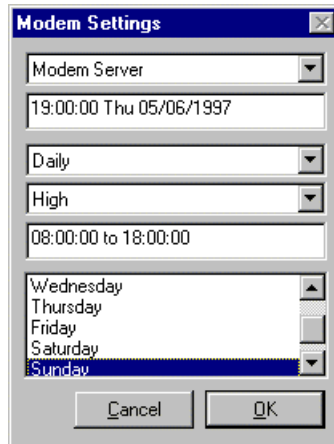
SETTINGS: This covers the port, parity, stop bits, data bits and flow control. Select the baud rate according to the PBX maintainers information. These will have been discussed during the installation process. There may be a need for your network engineers to

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change these, or if your PBX output is upgraded. In the event of any changes, it is advisable to inform Help Desk.

MODEM:

When the option to receive data via dial-up is selected, the Modem Settings button will become active. Click on this and the Modem Settings will appear.



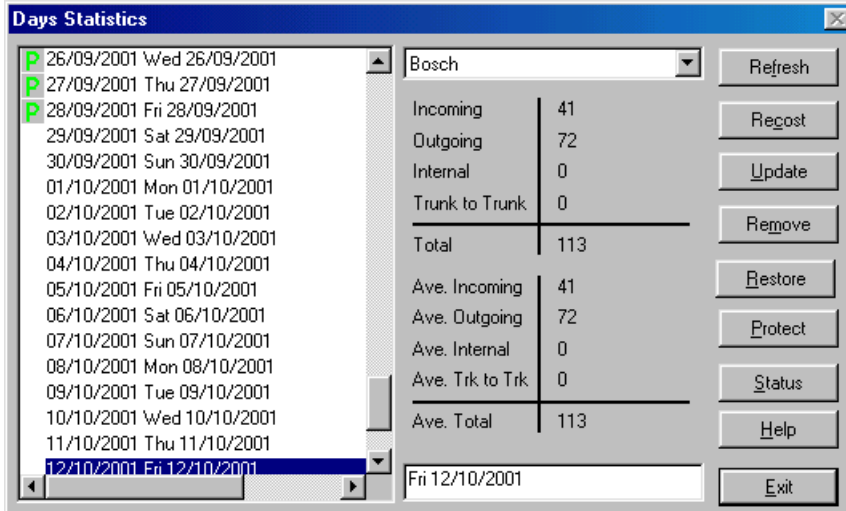
SETTINGS:

These settings will have been set-up at the time of installation, they specify the priority and frequency of dial-ups.

DESCRIPTION:

A fuller description can be given to the entry in up to 31 characters.

DAYS STORED



This lists the days that have been logged on the system. Select the PBX required, click on a day and the matrix will give details of the number and type of calls for that day. Highlight a selection of days and the matrix will show the totals and averages for the selected period.

[PROTECT]: Some days may have information that needs to be kept. These can be Protected so that they will not be deleted accidentally or by a scheduled event. (See also [Remove] below.) This is also used with [Recost] (see below).

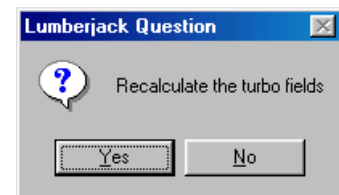
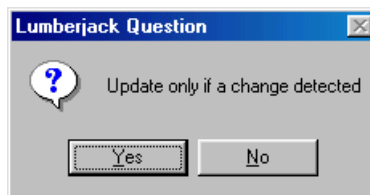
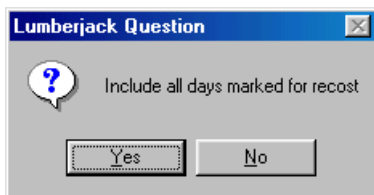
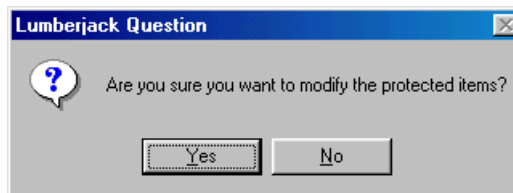
DESCRIPTION: All days have a default description of the day and date. This may be changed and the record Updated. This is particularly useful if Protecting a Day Stored.

[REFRESH]: If you are looking at the current days logging records, clicking on Refresh will update the screen with the latest statistics.

[RECAST]: If there have been changes to the tariff, they can be recosted back to the relevant date. Once the new tariff has been installed, recache the system and then

1. select the relevant switch,
2. highlight the days to be recosted,
3. click on [Protect], select *Awaiting Recost*, [OK].

This is particularly useful if you have multiple switches that need recosting as you can repeat steps 1 to 3 as many times as you need to before clicking on [Recost]. You will need to click [Yes] to the following LUMBERJACK Questions.

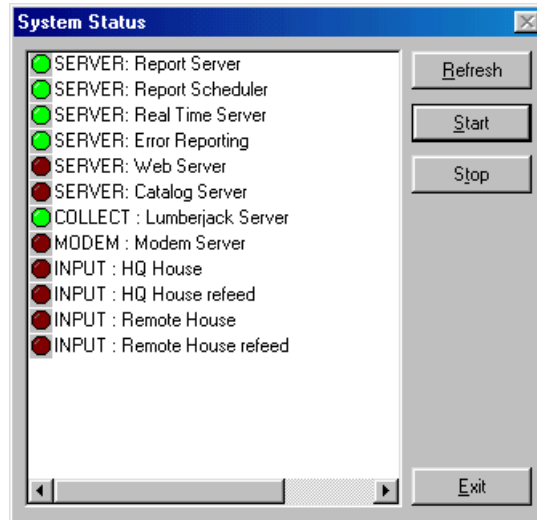


Recosting is a long procedure since each call record has to be examined. It is best to do this procedure after office hours. It can be set up as a scheduled event *Recost All Days Marked*. See Scheduler, page 93 of this section. If you have tariff maintenance this will be set up by the Help Desk. Once the [Recost] has happened the *Awaiting Recost* protection will be removed.

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NOTE: Any days that were already protected prior to the Recost (so they were not deleted) will lose the protection after a Recost and will need to be re-protected.

[REMOVE]: It is possible to manually remove days from this menu. Highlight the days and click on [Remove]. When you [Exit] this window the days will be deleted immediately and a box will appear on the server showing the dates as they are deleted. It is not possible to use the system whilst this is happening since the database access takes priority. In working practice, it is better to delete days via the Scheduler, allowing this activity to take place out of hours. See Scheduler>Delete Days on page 95 of this section. Days that have been Protected will not be deleted. ONCE DAYS HAVE BEEN DELETED THEY CANNOT BE RECOVERED. If necessary, data may be recovered from a back-up or by re-logging from the raw data file.

SYSTEM STATUS

This menu allows you to see the active programs on the system. Users with the ability to shutdown the system will be able to use this screen, other user will only have viewing rights.

- COLLECT:** This will show a green light if the PC has the ability to collect data. Most clients, therefore, will show a red light.
- SERVER:** If an element of LUMBERJACK has stopped working (Report Server, Scheduler, Real Time Server - Saw Mill, Error Reporting) it will show with a red button. Web Server is for a future version of LUMBERJACK, and Catalog Server is only for customers who use Catalog.
- MODEM:** If the dial-up service is used on your system it will show a green light on the main server.
- INPUT:** There will be an Input for each PBX that is logged on your system. The green light indicates that the machine has the ability to collect data. To most client viewers, therefore, these will appear as red lights.

The Input from File (refeed) indicator allows the users to collect switch output from a file. This is for peripatetic users and for occasions where data has to be refeed. Likewise the Input from Modem Server shows where data may be collected using the dial-up method.

LUMBERJACK System Administrators who have access to this area should only use it if instructed by the Help Desk.