

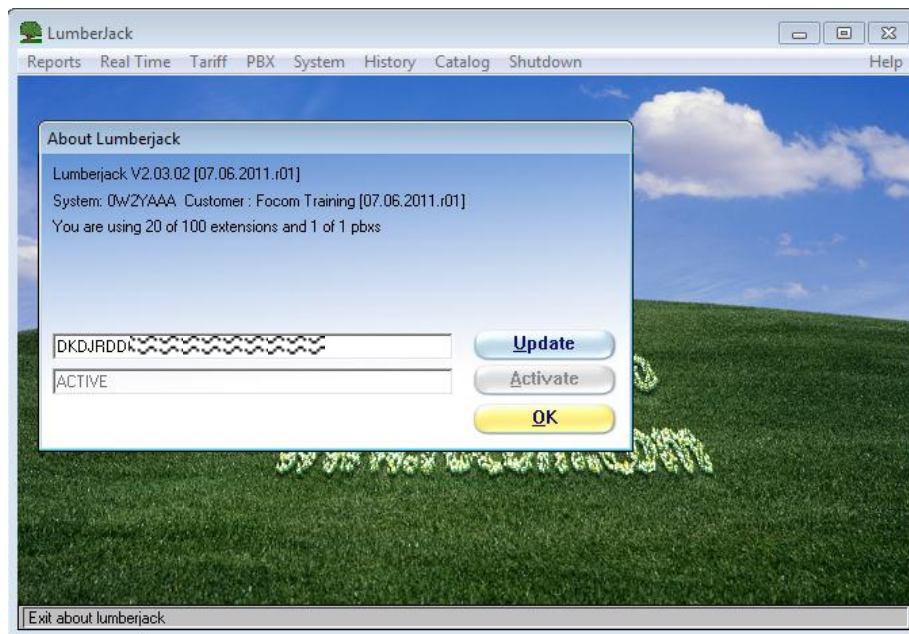


WHAT TO DO IF YOU EXCEED YOUR LICENCE

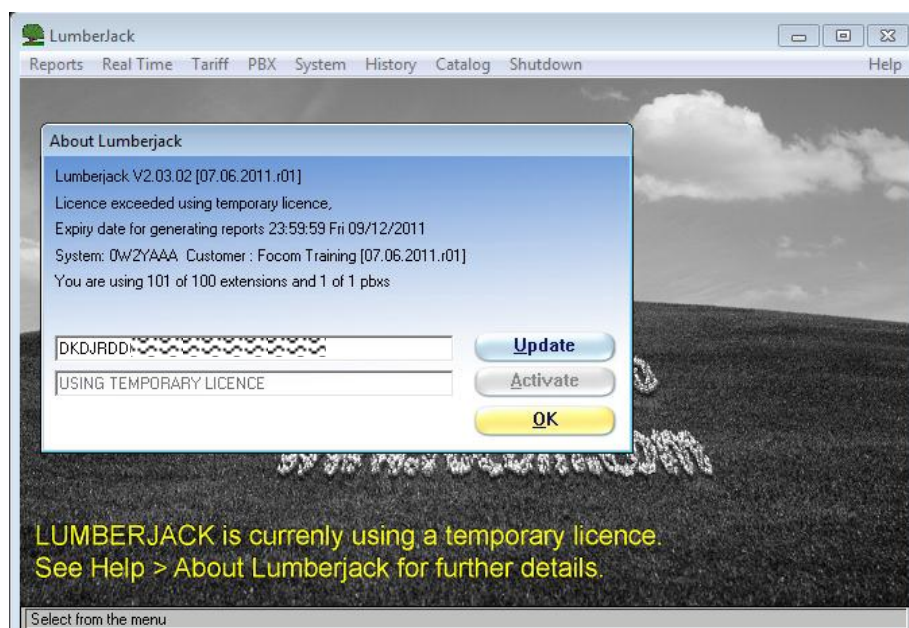
In the LUMBERJACK client, every time you login you will see the **Help>About Lumberjack** window (unless this has been switched off by your System Administrator) – it is so easy to just **[OK]** past this screen without even reading it.

The **Help>About Lumberjack** window lets you know how many Extensions (this figure includes Agents) and PBXs are currently being monitored, and how many of each you are licensed for.

As you can see from the graphic below the Focom Training system is licensed for 100 extensions and 1 pbx and it is currently logging 20 extensions and 1 pbx. Notice the background picture is normal and in full colour.

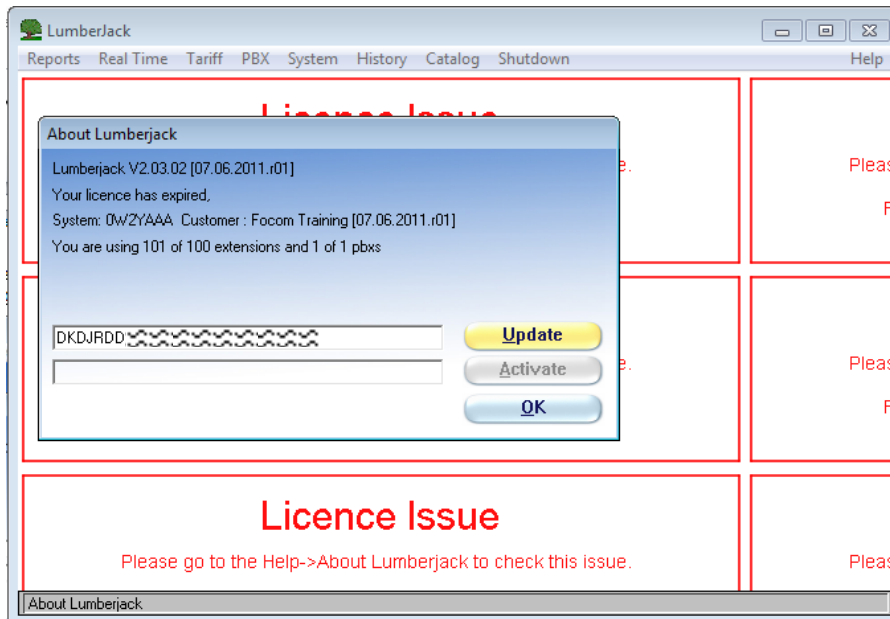


This next graphic shows that the Focom Training system is now logging 101 extensions. LUMBERJACK will automatically apply a 35 day temporary licence; the background changes to grey, with the additional message reminding you that LUMBERJACK is using a temporary licence. The change to the background graphic is available from version 2.4.00.





If nothing is done to reduce the number of extensions, or to increase the licence, then LUMBERJACK will lock and you will not be able to run any reports. It will, however, continue to log the call data.

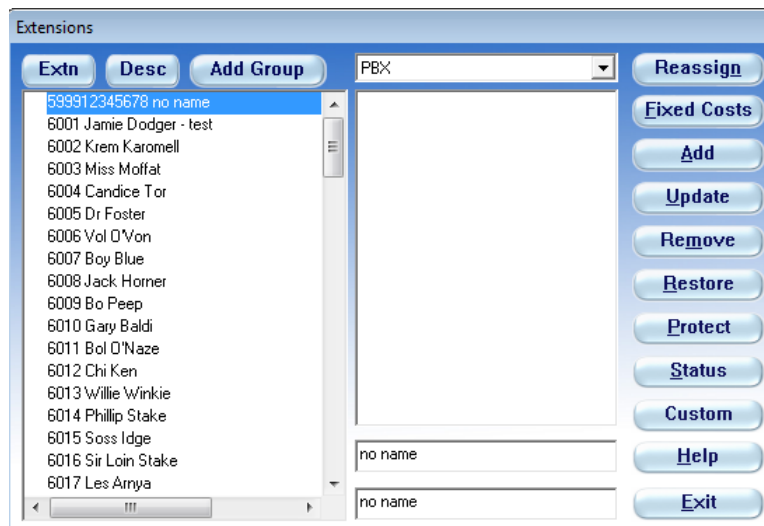


HOUSEKEEPING

PBX>EXTENSIONS

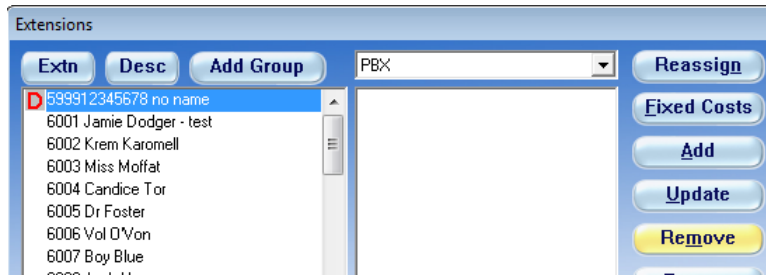
When you get the Licence Exceeded message the first thing to check is whether all the extensions or agents being logged are valid?

To do this, go to **PBX>Extensions**, scan down the list of extensions (for each pbx that you have) to see if there are any extensions that are obviously not extensions.

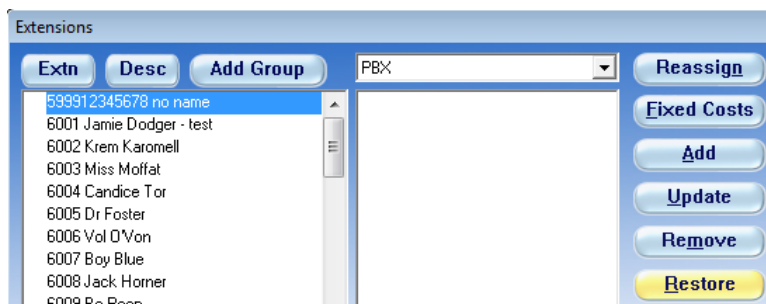




As the example shows "extension" 599912345678 has been learnt – if you are sure that it is not a valid extension then you can **[Remove]** it.



Select the extension and click **[Remove]**; LUMBERJACK marks the extension with **D** to show that it will be removed when you **[Exit]** from this window. If you make a mistake and mark the wrong extension for deletion then you can **[Restore]** it. Select the incorrectly marked extension and click **[Restore]**.

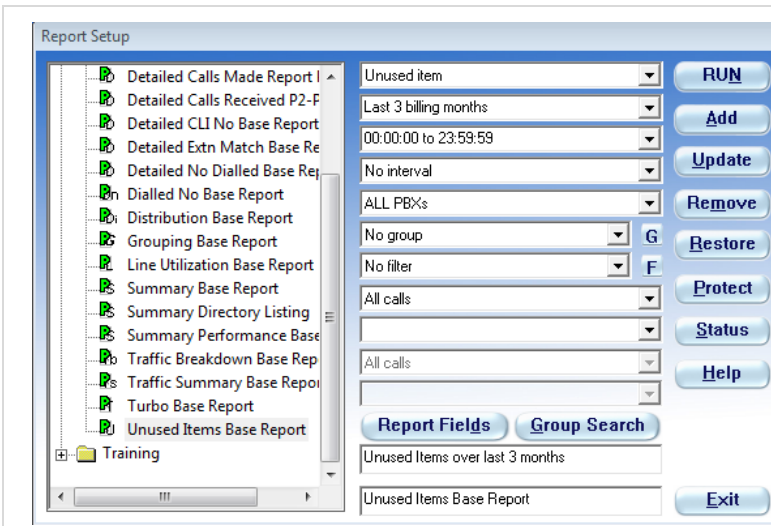


In the case of the Focom Training system, it was only one extension over licence, so by removing this one extension it is enough to bring the system back within licence. However, LUMBERJACK will not register that the number of extensions has reduced until the next **Recache** (one runs overnight, every night). If you do not want to wait until the next automatic **Recache** you can force one now. For more information on how to do this please see the **How To Force a Recache** section at the end of this document.

RUNNING AN UNUSED ITEM REPORT

If there are no, or very few, invalid extensions the next thing to do is run an **Unused Item** report.

Go to **Reports>Report Setup**. If you have a **Templates** folder, there is likely to be an **Unused Item Base Report** there. If not, it is very easy to create an unused item report by selecting any report in the list of available reports and changing the settings to be the same as those shown below, including the Report Field settings. Then **[Add]** your new report.



Time Frame

If you choose one of the pre-set **Time Frame** options (for example:- Last 3 billing months) LUMBERJACK will include the day you are running the report – for any other report type LUMBERJACK would not include the day you run the report.

If you manually enter a date range always include the day you are running the report.



Report Fields

Agent	Extension	In
Agent Description	All	Out
Agent Description 2	Not used	Up
Extension	No recalculate	Down
Extension Description	No recalculate	Chart
Extension Description 2		Add Field
Operator	Wednesday	Help
Operator Description	Thursday	OK
Operator Description 2	Friday	Cancel
Party 1	Saturday	
Party 1 Description	Sunday	
Party 1 Description 2		
Party 1 Description 2		
PBX Name	Unused Item	
Trunk No.	Unused Item Description	
Trunk No. Description	PBX Name	
Trunk No. Description 2		
Unused Item		

[Report Fields]

Ensure that you select **Extension** in the centre top.

For the fields to be included in the report we have included the **Unused Item** options rather than the **Extension** options. This will allow the report to be used for, for example, unused **Agents**, and only the centre top option would need to be changed.

Unused Items over last 3 months

Period : 15th Aug 2011 to 15th Nov 2011 Time : 00:00:00 to 23:59:59
 Group : No Group Exclude : None
 Filter : No filter Sub-Filter : None
 PBX : All PBXs

SUMMARY		
Unused Item	Unused Item Desc	PBX Name
7000	no name	PBX
7001	no name	PBX
7002	no name	PBX
7003	no name	PBX
7004	no name	PBX
7005	no name	PBX
7006	no name	PBX
7007	no name	PBX
7008	no name	PBX
7009	no name	PBX
7010	no name	PBX
7011	no name	PBX
7012	no name	PBX
7013	no name	PBX
7014	no name	PBX
7015	no name	PBX

Once you have the report you can go to **PBX>Extensions** and [**Remove**] the Unused Extensions.

HOW TO FORCE A RECACHE

Go to **Reports>Scheduler**, select **Never: Recache as Required**, in the second box overtype **never** with **now** and click [**Update**]. The time and date will appear once the event has run and the **now** will revert to **never** once you [**Exit**] the **Scheduler** window.

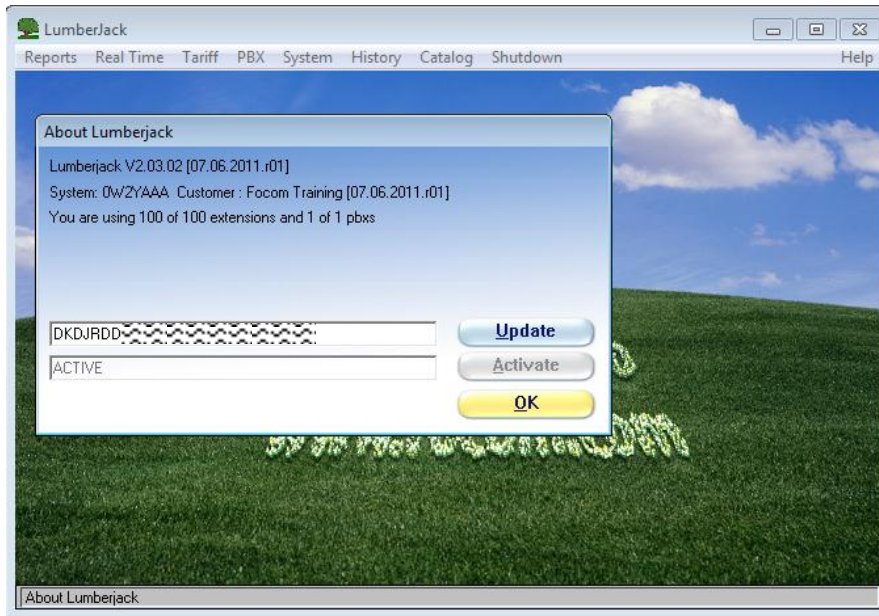
Scheduler

Never. Entire System Backup	Recache system	Export
Never. Export Extensions	Now	Add
Never. Export Extensions - PBX	None	Update
Never. Import Extensions - PBX	Recache with PBX check	Remove
Never. Import Tariff		Restore
00:00 01/01/70 Recache - as required		Protect
Never. Recost All Days Marked		Status
00:00 08/11/11 Recache Daily		Help
01:00 08/11/11 Backup Monday		Exit
01:00 09/11/11 Backup Tuesday		
01:00 10/11/11 Backup Wednesday		
01:00 11/11/11 Backup Thursday		
01:00 12/11/11 Backup Friday		
00:30 14/11/11 Delete Days Stored		
01:00 14/11/11 Backup Week 2		
01:00 21/11/11 Backup Week 3		

Days Included: Recache - as required



Once the number of extensions has been brought back within licence, LUMBERJACK will automatically revert to its permanent licence.



If you are unable to reduce your number of extensions, you can increase your licence in batches of 100. Please contact support@focom.com.