

WHAT TO DO IF YOU EXCEED YOUR LICENCE

In the LUMBERJACK web interface if you want to find out what your licence is select **Management>Licence and Errors**.

Licence and Errors Menu

Licence Details

You are within your main licence and able to run reports
 Extensions and agents used: 100 of 100
 PBXs used: 1 of 1

If you exceed your licence, even by 1 extension, you will see that LUMBERJACK automatically generates a 35 day temporary licence, which allows you to continue running reports.

Licence and Errors Menu

Licence Details

You have exceeded your licence or do not have a permanent licence
 You can still generate reports up until 23:59:59 Sat 17/12/2011
 Extensions and agents used: 101 of 100
 PBXs used: 1 of 1

As you can see from the graphic above the Focom Training system is licensed for 100 extensions and 1 pbx and it is currently logging 101 extensions (this figure includes Agents if you have any) and 1 pbx.

If you do nothing about it after 35 days LUMBERJACK will lock and you will not be able to run reports: it will, however, continue to log call data.

Licence and Errors Menu

Licence Details

Licence expired or not activated, you are unable to generate reports
 Extensions and agents used: 101 of 100
 PBXs used: 1 of 1

From version 2.4 when you go to the **Reports Menu**, or **Reports>Create**, if you are over your licence, you will see a blue message advising you that you are using a temporary licence.

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Reports Menu

You are currently using a temporary licence, this will expire on 17/12/2011.
 For assistance in resolving this, please contact Focom Limited.

All Users

This area allows you to create new reports and view generated reports (reports that have been manually or automatically scheduled).

Create Reports

You are currently using a temporary licence, this will expire on 17/12/2011.
 For assistance in resolving this, please contact Focom Limited.

This is the area to create new, edit and run existing reports.

The 35-day temporary licence, hopefully, gives you time to resolve the situation by either removing any invalid or unused Extensions, or by increasing your licence.

If you are still over licence at the end of the 35 days LUMBERJACK will lock and you will be unable to run reports: it will, however, continue to log the call data. The blue message in the **Reports Menu** and in **Reports Create** changes to the red message shown below:

Reports Menu

There is a problem with your licence, report generation disabled.

For assistance in resolving this, please contact Focom Limited.

All Users


This area allows you to create new reports and view generated reports (reports that have been manually or automatically scheduled).

HOUSEKEEPING


PBX>PBXs>"PBX">VIEW EXTENSIONS

When you get the message that you have exceeded your licence the first thing to check is whether all the extensions or agents being logged are valid.

To do this go to **PBX>PBXs** menu:-

PBX Name	Type	User	Updated
 PBX	Automatic Generation	focom staff	13:54:30 Fri 25/02/2011

Expand each PBX in turn (the Focom Training system only have one pbx), and click View Extensions.

PBX Name	Type	User	Updated
 PBX	Automatic Generation	focom staff	13:54:30 Fri 25/02/2011
<ul style="list-style-type: none"> Edit PBX PBX View Extensions View Trunks/Lines View Operators View Agents View Account Codes View DNIS Numbers View Desks View PIN Numbers View Access Codes View Country and Site Codes View Days Stored 			

Scroll through the list to see if there are any extensions that are obviously invalid. As you can see, LUMBERJACK has learnt "599912345678" as an extension – if you are sure that it is not a valid extension then you can **delete** it.

 6020	Gus Tardpie	focom staff 15:06:39 Mon 25/10/2010	 Delete from 'Company Extensions'  Edit 'Company Extensions'
			 Delete from 'D: Sales'  Edit 'D: Sales'
			 Delete from 'CC: 456-DEF-789'  Edit 'CC: 456-DEF-789'
			 Add to group
 599912345678	no name	focom staff 12:05:23 Tue 15/11/2011	 Add to group

Click on the bold extension number:-

Update/Add Extension on PBX

PBX:Extension	PBX: 599912345678
Extension Number	599912345678
1st Description	<input type="text" value="no name"/>
2nd Description	<input type="text" value="no name"/>

Back
Delete
Protect
Update
Add

Then select [**Delete**]. As you can see below a **X** appears next to the number in the **PBX:Extension** line, and the command buttons have changed. If you deleted the extension in error you can click [**Restore**] to undelete it.

Update/Add Extension on PBX

PBX:Extension	PBX: X 599912345678
Extension Number	599912345678
1st Description	<input type="text" value="no name"/>
2nd Description	<input type="text" value="no name"/>

Back
Restore
Update
Add

In the case of the Focom Training system, it was only one extension over licence, so by removing this one extension will be 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>Create**. Expand **Reports in Templates**, and select **Unused Item Base Report**.

- Reports in Templates					
Report Name	User	Type	PBX	Schedule	
Detailed All Calls Base Report	focom staff	Detailed	All PBXs	Create Schedule	
Detailed Calls Made Report P1	focom staff	Detailed	All PBXs	Create Schedule	
Detailed Calls Received P2-P6	focom staff	Detailed	All PBXs	Create Schedule	
Detailed CLI No Base Report	focom staff	Detailed	All PBXs	Create Schedule	
Detailed Extn Match Base Report	focom staff	Detailed	All PBXs	Create Schedule	
Detailed No Dialed Base Report	focom staff	Detailed	All PBXs	Create Schedule	
Dialed No Base Report	focom staff	Dialed Nos	All PBXs	Create Schedule	
Distribution Base Report	focom staff	Distribution	All PBXs	Create Schedule	
Grouping Base Report	focom staff	Grouping	All PBXs	Create Schedule	
Line Utilization Base Report	focom staff	Line Utilization	All PBXs	Create Schedule	
Summary Base Report	focom staff	Summary	All PBXs	Create Schedule	
Summary Directory Listing	focom staff	Summary	All PBXs	Create Schedule	
Summary Performance Base Report	focom staff	Summary	All PBXs	Create Schedule	
Traffic Breakdown Base Report	focom staff	Traffic breakdown	All PBXs	Create Schedule	
Traffic Summary Base Report	focom staff	Traffic Summary	All PBXs	Create Schedule	
Turbo Base Report	focom staff	Turbo	All PBXs	Create Schedule	
Unused Items Base Report	focom staff	Unused item	All PBXs	Create Schedule	

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Stored in folder	Templates				
Report Type	Unused item				
Stored Name	Unused Items Base Report				
Report Title	Unused Items over last 3 months				
Period	Last 3 billing months				
Days Included	Sun,Mon,Tue,Wed,Thu,Fri,Sat				
Time span	00:00:00 to 23:59:59				
Pbx	All PBXs				
Group	No group				
Filter	No Filter				
Quick Filter 1	All calls				
Quick Filter 2	All calls				
Columns	Unused Item, Unused Item Description, PBX Name				

If you are happy with what is shown on the Confirm tab as being selected click **[Run Report]**.

If the Period selected is one of the pre-set periods (**Last 3 billing months**), then LUMBERJACK will automatically 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 use **Select Period** to enter a date range for the **Period** on the **Date and Time** tab always include the day you are running the report.

If you do not have Reports in Templates, and do not have an Unused Item report, it is very easy to create a new unused item report by following the steps below:

1. Go to **Reports>Create** and select **Create New Report Setup**.

To create a completely new report, click on the **+** and work through the instructions.

+ Create New Report Setup

2. Select **Unused Item** then click **[Create]**.

- Create New Report Setup

What do you want to create a report of?

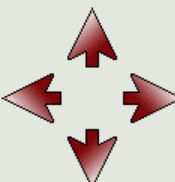
- Detailed This will show details of all call records passing the filter.
- Summary This will show the totals of all call records passing the filter, usually broken down by group or interval.
- Dialed Number This will show summary statistics about the most frequently dialled numbers, usually limited to a set number
- Grouping This will show summary statistics, broken down by element. E.g. most called country, highest used extension, etc..
- Distribution This will show summary statistics on the usage of a group, allowing costs to be apportioned fairly.
- Unused Item This will show all items that were not involved in a call passing the filter. Usually run with no filter or group.
- Traffic This will show predictive traffic statistics such as the number or erlangs, usually run on a group of trunks.
- Line Utilisation This will show the number of trunks in use, and predicts the blocking probability on set trunk groups.
- Turbo This will show summary information about a group of elements, these are built from a common list and do not provide as many parameters as summary reports.
- Matrix This will show calls transferred within a group or group of groups.

3. Setup the Tabs as shown below.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Period		Last 3 billing months			
Days Included		<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input checked="" type="checkbox"/> Sun			
Time		00:00:00 to 23:59:59			

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Pbx		All PBXs			
Group		No group			
Only show partys of type		Extension			

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Filter		No filter			
Quick Filter 1		All calls			
Quick Filter 2		All calls			

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
<div style="border: 1px solid #ccc; padding: 5px;"> Party 1 Party 1 Description Party 1 Description 2 PBX Name Trunk No. Trunk No. Description Trunk No. Description 2 Unused Item Unused Item Description Unused Item Description 2 </div>				<div style="border: 1px solid #ccc; padding: 5px;"> Unused Item Unused Item Description PBX Name </div>	

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Report Name		Unused Items Base Report			
Report Title		Unused Items over last 3 months			
Report Folder		Templates			

(You can, of course, name the report as you want to and put it in a different folder.)

4. Then go to the **Confirm**, check you are happy with what you have selected.

Date and Time	PBX and Group	Filtering	Columns	Name and Folder	Confirm
Stored in folder	Templates				
Report Type	Unused item				
Stored Name	Unused Item Base Report				
Report Title	Unused Items over last 3 months				
Period	Last 3 billing months				
Days Included	Sun, Mon, Tue, Wed, Thu, Fri, Sat				
Time span	00:00:00 to 23:59:59				
Pbx	All PBXs				
Group	No group				
Filter	No Filter				
Quick Filter 1	All calls				
Quick Filter 2	All calls				
Columns	Unused Item, Unused Item Description, PBX Name				
<input type="button" value="Back"/> <input type="button" value="Add"/> <input type="button" value="Run Report"/>					

5. Click **[Add]**.

Columns Unused Item, Unused Item Description, PBX Name

Once you have added the report click **[Run Report]**, and on the next screen, if necessary change the **Once created** option, then select **[Run Standard]**.

Run As Standard

Running a report in standard mode adds the report to a queue and processes the queue in a sequential first come first served basis. This has the advantage of ensuring the server has the maximum amount of memory to create the report and is the recommended to run reports on the web. Large numbers of reports can be queued without causing system performance degradation. No reports are currently running

Once created

Destination

View the report once it has run.

Unused Items over last 3 months

Period 1st Sep 2011 to 1st Dec 2011 **Time** 00:00:00 to 23:59:59

Group No Group **PBX** All PBXs

Full Filter None

Details Unused Item Base Report (ID 230) Period last three billing months Report type Unused item

+ Open All - Close All

- SUMMARY

SUMMARY		
Unused Item	Unused Item Desc	PBX Name
7000	no name	PBX
7001	no name	PBX
7002	no name	PBX
7003	no name	PBX

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

HOW TO FORCE A RECACHE

By running a Recache all real-time screens will be cleared. Go to **Management>View Schedule Events**, expand **Scheduled Events not currently used**.

- Scheduled Events not currently used

Schedule Name	Next Runtime	User	Updated
Entire System Backup	Never	focom staff	11:19:27 Tue 12/10/2010
Export Extensions	Never	focom staff	12:34:26 Thu 03/11/2011
Export Extensions - PBX	Never	focom staff	10:38:54 Fri 04/11/2011
Import Extensions - PBX	Never	focom staff	13:23:12 Fri 04/11/2011
Import Extensions - PBX	Never	focom staff	13:10:19 Fri 04/11/2011
Import Tariff	Never	focom staff	16:44:53 Fri 12/11/2010
Recache - as required	Never	focom staff	12:19:22 Tue 15/11/2011
Recost All Days Marked	Never	focom staff	12:01:11 Tue 30/07/2002

Select **Never** next to **Recache – as required**, then click **Now**

Recache - as required Back date to run as focom staff 12:19:22 Tue 15/11/2011
Now

LUMBERJACK confirms it is running the **Recache Now**.

Recache - as required  **Now** focom staff 12:19:22 Tue 15/11/2011

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

Licence Details

You are within your main licence and able to run reports
Extensions and agents used: 100 of 100
PBXs used: 1 of 1

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