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TASKE Information Server

TASKE Information Server Overview

The TASKE Information Server is a program for the TASKE Server or Standalone administrator that ensures the PBX information being generated by the telephone system is collected and dispersed properly by the TASKE ToolBox suite of tools.

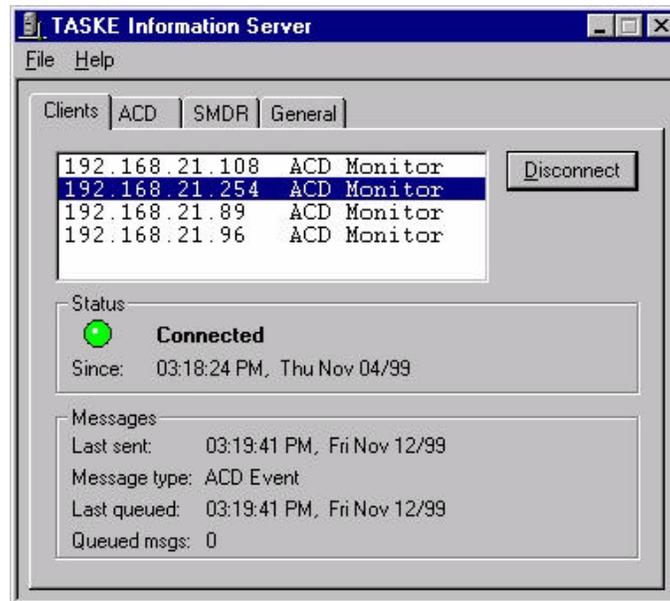
Through the Information Server interface, the TASKE Supervisor or administrator can see which clients are connected to the Server, Monitor the flow of SMDR and ACD data streams, change Data Port settings, view the TASKE Server IP information and status, view the particulars of their TASKE Software license, and the number of clients currently using the TASKE suite of Tools.

The TASKE Information Server is only available for viewing on the TASKE Server machine. It is not accessible for Client installs of the TASKE ToolBox Software.

To open the TASKE Information Server from the TASKE Server machine, double-click on the Information Server program in the TASKE ToolBox.

Viewing Client Connections

The Clients tab of the TASKE Information Server allows a user to view the current number of client applications connected to the TASKE Information Server. Any client applications that require real-time information (such as the TASKE ACD Monitor) are displayed in the list at the top of the Clients tab. The list displays the client's IP address and the name of the application connected.



If a client is highlighted in the list, The Status and Messages sections of the dialog box display information relevant to the highlighted client.

Status

The Status section of the Clients tab displays the connection status of the client to the information server. When the client is connected and receiving data, a green light is present along with the title Connected and the date and time the connection commenced. When the client is disconnected - i.e. the network goes down - the light turns yellow to indicate there is a problem with the connection, and the status changes to Blocked. The client automatically tries to reconnect, however if it is not possible, the TASKE Information Server administrator may choose to Disconnect the Client by selecting the Disconnect button.

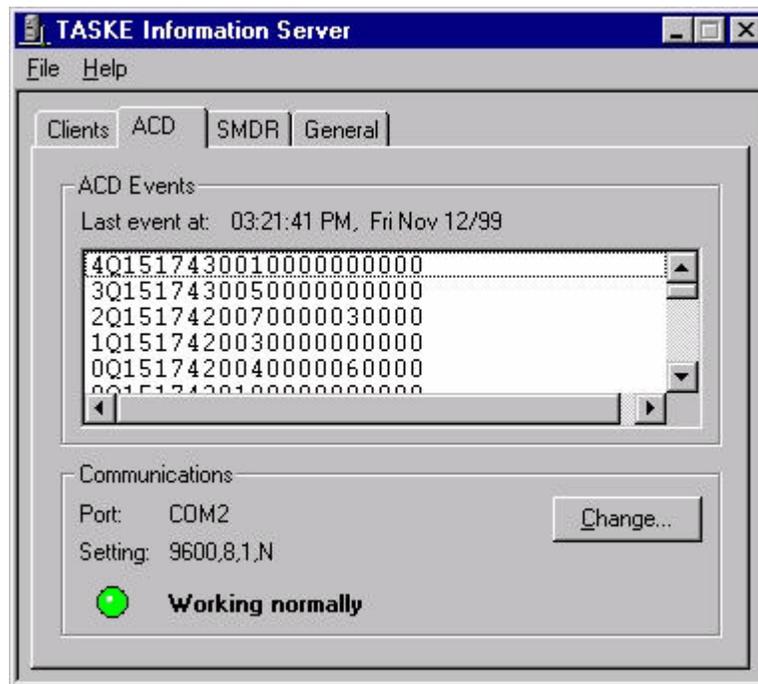
Messages

The Messages section of the Clients tab displays information about the PBX messages being sent to the client from the information server. The Last sent section displays the date and time of the last message received by the Client from the Information Server. The Last queued section displays the date and time of the last message the information server attempted to send. If the client

becomes Blocked the Last sent and Last queued times may differ. The Last sent time will display the date and time of the last successful message. The Last queued will display the date and time of the last message sent to the queue. As the client is blocked, the messages will pile up in the queue until the client re-establishes a connection, or the client disconnects.

Viewing ACD Connection

The ACD tab of the TASKE Information Server allows a user to view the ACD connection to the TASKE Information Server. If the ACD connection is active, and properly connected, ACD records display in the ACD Events screen in the ACD tab. The ACD data cannot be manipulated from the Information Server - and should not be interpreted from the screen. The records are simply displayed to allow a user to confirm that the ACD data is being collected.



Up to 150 records are displayed in the ACD tab at a time.

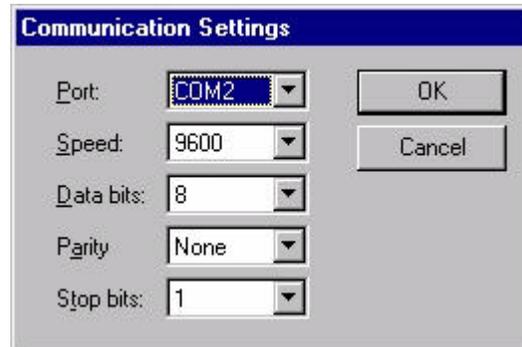
ACD Events

The ACD Events section of the ACD tab displays the data being received from the ACD connection and collected by the TASKE Collector for use with the TASKE ToolBox applications. Scroll bars display on the right-hand side and across the bottom of the ACD Events window to allow a user to scroll through the ACD records

Communications

The Communications section of the ACD tab displays information about the ACD connection to the Information Server machine. The data port on the TASKE Information Server that transports the ACD data is displayed, as well as the port settings. If the connection is receiving data, a green light is displayed with the title Working Normally. If the connection is not receiving data, a red light is displayed with the title Not working. See log file for details.

The port settings may be changed by clicking the Change... button.



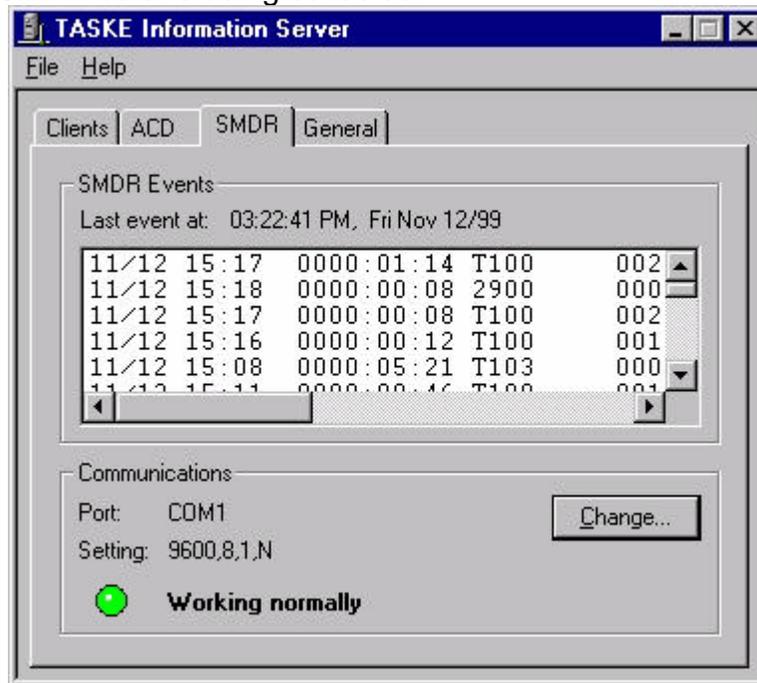
Communications Settings

The Communications Settings dialog box appears when the Change... button is pressed in the Communications section of the ACD tab. Any settings changed from here affect the port settings of the ACD port. The settings will be used by the Information Server to attempt to receive data as soon as the OK button is clicked.

Note: The data port settings should only be changed if they are incorrect. If they are changed while the data is being received, the data connection may cease to function properly.

Viewing SMDR Connection

The SMDR tab of the TASKE Information Server allows a user to view the SMDR connection to the TASKE Information Server. If the SMDR connection is active, and properly connected, SMDR records display in the SMDR Events screen in the SMDR tab. The SMDR data can not be manipulated from the Information Server - and should not be interpreted from the screen. The records are simply displayed to allow a user to confirm that the SMDR data is being collected.



Up to 150 records are displayed in the SMDR tab at a time.

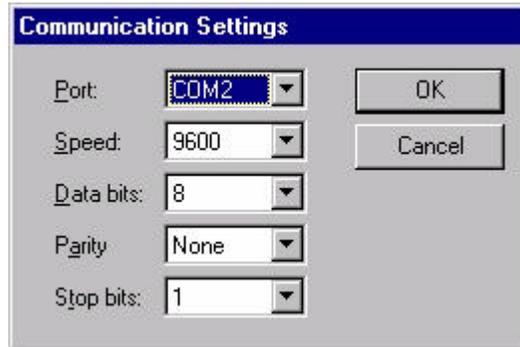
SMDR Events

The SMDR Events section of the SMDR tab displays the data being received from the SMDR connection and collected by the TASKE Collector for use with the TASKE ToolBox applications. Scroll bars display on the right-hand side and across the bottom of the SMDR Events window to allow a user to scroll through the SMDR records

Communications

The Communications section of the SMDR tab displays information about the SMDR connection to the Information Server machine. The data port on the TASKE Information Server that transports the SMDR data is displayed, as well as the port settings. If the connection is receiving data, a green light is displayed with the title Working Normally. If the connection is not receiving data, a red light is displayed with the title Not working. See log file for details.

The port settings may be changed by clicking the Change... button.



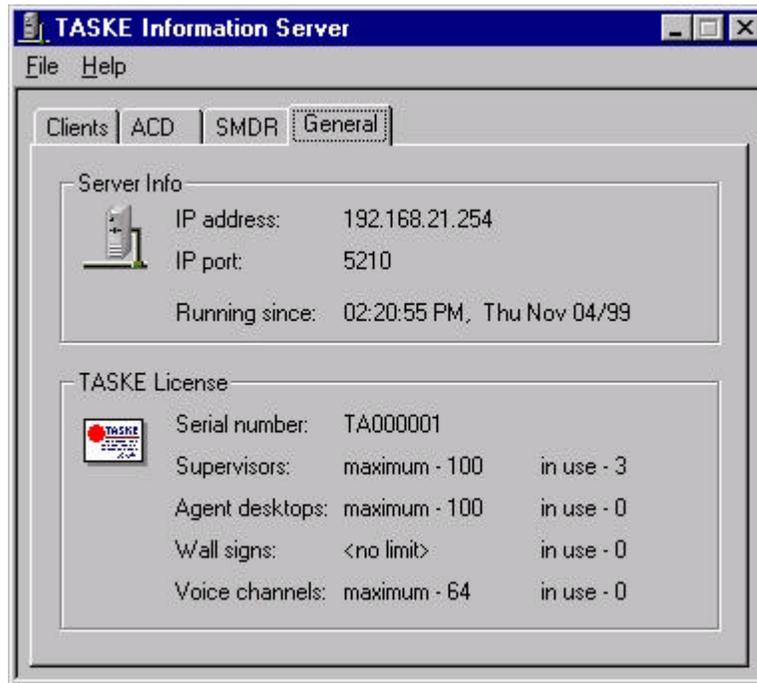
Communications Settings

The Communications Settings dialog box appears when the Change... button is pressed in the Communications section of the SMDR tab. Any settings changed from here affect the port settings of the SMDR port. The settings will be used by the Information Server to attempt to receive data as soon as the OK button is clicked.

Note: The data port settings should only be changed if they are incorrect. If they are changed while the data is being received, the data connection may cease to function properly.

Viewing General Information

The General tab of the TASKE Information Server allows a user to view TASKE Server IP information and TASKE Software License information. The License and Server information cannot be manipulated from this tab, but simply displayed for information purposes.



Server Info

The Server Info section of the General tab displays the IP address and IP port of the TASKE Server computer. These settings are not editable. To change your Server IP information, the changes must be made in the Windows Control Panel. The Server Info section also displays the date and time of the TASKE Information Server commencement.

TASKE License

The TASKE License section of the General tab displays the TASKE software licensing information that is stored in the file "Taskelck.lis" in the TASKE install directory. The license information displayed shows your Serial Number (or Lock Number) which is required for any TASKE Technical Support or ordering upgrades of software from TASKE. The TASKE License section also displays the maximum number of Supervisors (Clients) your TASKE software is enabled to use, and the number of Supervisors currently active and connected to the Information Server. The number of Agent Desktops you are allowed to use, and how many are currently being used is displayed as well as the number of Wall signs (Reader boards) that are in use.

If you have purchased the Voice Toolbox software, the number of voice ports you are enabled to use and the number actually being used is displayed.

Note: License information can not be changed by editing the .lis file or the TASKE License section of the General tab. In order to change the settings in your license file, please contact TASKE Technology, or your local TASKE dealer.

Closing the Information Server

The TASKE Information Server is set to continue running in the background all of the time. To close the TASKE Information Server window, click on the X button at the top right corner of the TASKE Information Server Title bar.



The TASKE Information Server window will close, however the TASKE Information Server will continue running in the background. To access the TASKE Information Server, double-click on the Information Server icon in your Windows system tray, or right-click on the Information Server icon in the Windows system tray and choose the Open option from the pop-up menu.

To stop the Information Server from running, choose the Close option from the File menu of the Information Server. That minimizes the window. Then right-click on the Information Server in the Windows system tray, and choose the Exit option from the pop-up menu. You will then be prompted with the following message:

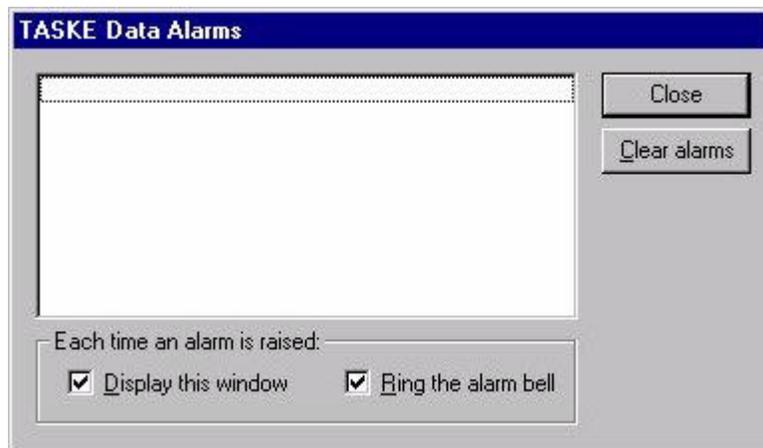


If you would like to stop the collection of data from the PBX as well as denying all clients access to the Information Server, choose the Yes button. If you would like to close the Information Server, which will deny any clients from connecting to the information server and running any client applications which require access, but not stop collection of data from the PBX, choose the No button.

Note: If you choose to stop the collection of data from the PBX, any data created between the time the connection is stopped and when the Information Server is restarted will not be collected and will not be available for any historical reporting, searches or analysis.

Showing Data Alarms

The TASKE Information Server will display any data alarms that occur. Data Alarms Settings are made in the TASKE Administrator on the TASKE Server machine. To view any data alarms that have occurred, choose the File menu option Show data alarms...



Any data alarms that have occurred display in the TASKE Data Alarms dialog box. When an alarm occurs, this dialog box displays showing the date and time of the alarm, as well as a description of the alarm.

Each time an alarm is raised

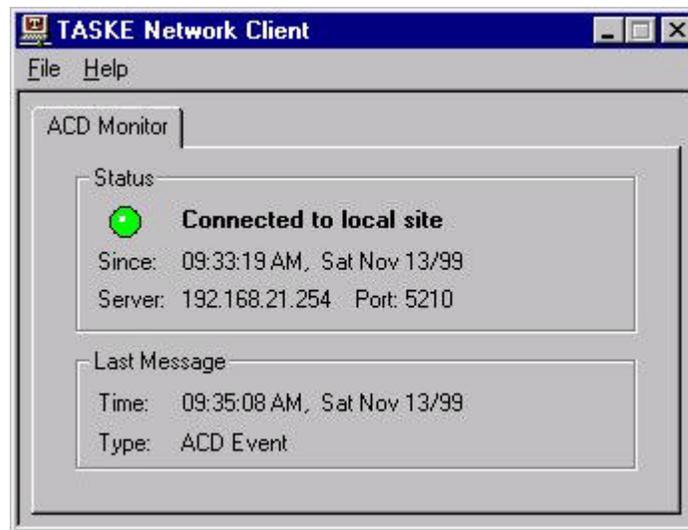
This section of the dialog box allows a user to change alarm settings. If the Display this window option is checked, every time an alarm occurs, the TASKE Data Alarms dialog box will display on the server screen. If the Ring the alarm bell option is checked, an alarm bell will sound on the TASKE Server machine when an alarm is raised.

To clear the window of any old alarms, choose the Clear alarms button. This will delete the alarm messages from the window.

TASKE Network Client

The TASKE Network Client application runs when a TASKE ToolBox client runs a TASKE application which requires information from the TASKE Information Server (i.e. ACD Monitor requires real-time information from the PBX, the TASKE Information Server provides it for the client).

The Client application sends a request to the Information Server to establish a connection for data to be forwarded to the client. If the Server accepts the request then the client may use the TASKE applications. When the TASKE Network client application is launched, it is almost invisible to the user. An icon displays in the Windows system tray. By double-clicking on the icon, or right-clicking and choosing the popup menu option Open, the TASKE Network Client window appears.



The TASKE Network Client window displays a tab for each application currently connected to the TASKE Information Server. The title of the application connected to the Information Server is displayed at the top of the tab. Within the tab, the status of the connection and information about the last event received by the client is displayed.

Status

The Status section of the Network Client displays the status of the connection from the Client to the Information Server. If the client is connected and receiving data, a green light displays with the title Connected to local site. The date and time the connection commenced and the IP and IP Port address of the Server connection are also displayed. If the client becomes disconnected - i.e. the network goes down - the light turns yellow to indicate there is a problem with the connection, and the Client status changes to Blocked. The network client will automatically try to reconnect itself.

Last Message

The Last Message section of the Network Client displays information about the PBX messages being sent to the client from the information server. The Time section displays the date and time of the last message that the Client received from the Information Server. The Type section displays the type of data that was sent to the client (i.e. an SMDR or ACD record). If the client is Blocked the Last sent time may be earlier than the present time. If the client is blocked, the messages pile up in the queue until the client re-establishes the connection, or disconnects.