User Manual
Customer Interaction Express 3.3
Taskreporting

Edition: 1.0
08/18/2015

© 2015 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.
For full legal page information, please see the complete document, Avaya Legal Page for Software Documentation, Document number 03-600758.
To locate this document on the website, simply go to http://www.avaya.com/support and search for the document number in the search box.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site:
http://www.avaya.com/support

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site:
http://www.avaya.com/support

Contents

About this Manual 5

Questions about this manual 5
- Who is part of the target group? 5
- What kind of information is provided here? 5
- What kind of information is not provided here? 5
- What is the structure of this manual? 5
- Which edition are you reading? 5
- Where can you find additional information? 6

How do you get a printed copy? 6
- Prerequisites 6
- Printing the manual 6

Getting to Know the Task Reporting Server 7

What is Task Reporting? 7
- Task-related evaluation 7
- Agent logging 7
- Differentiation of counter based reporting and Task Reporting 8
- Illustration of components 8
- Evaluation of contact data 9
- Description for the data fields in task reporting database used by default reports 13

Installation 20

Server 20
- Prerequisite for the tr_srv process 20
- Configuration of tr_srv 20
- Special startup parameters for the tr_srv process 21
- Database connection with task database 21

Solving Problems 23

Output and reactions 23
- TTraces categories of the tr_srv process 23
- What happens if the tr_srv can not store the data into task database? 23
- What happens if the statistic_srv process is not running? 24
- Additional diagnosis possibility of statistic_srv 25

Error messages 28
- TTrace Error messages of the tr_srv process 28

Index 39

About this Manual

Questions about this manual

You might have questions concerning this manual. We will answer some questions to start with.

Who is part of the target group?

This manual is intended for people with deep CIE knowledge and who want to get to know Task Reporting. Knowledge about databases will be very helpful.

It makes no difference whether you are using this document in printed or online form. Use this manual as you see fit, for reference purposes or to learn about the various possibilities the application offers.

What kind of information is provided here?

This manual contains information about operating the Task Reporting Server as well as interpreting data.

What kind of information is not provided here?

This manual does not contain information about the other applications of a CIE (Customer Interaction Express) system or the CIE server.

What is the structure of this manual?

This document introduces you to the use Task Reporting Server step-by-step. Once you have read a few pages you will notice that the topics are structured similarly. Usually, an introduction to the topic is provided first. Then prerequisites or necessary knowledge are described followed by instructions. An illustration or example further clarifies the topic.

Which edition are you reading?

The following table lists information about this edition:

Compiled on:	August 17, 2015
Editors	Brunhilde Krüger, Andreas Marquardt
Available as:	Acrobat Reader file

Where can you find additional information?

This manual describes necessary knowledge and prerequisites for installing and operating a Task Reporting Server.

You find information regarding a CIE system in the following manuals.

- User Manual System Administrator CIE
- Operating instructions of the other CIE applications. Like this manual you can use these documents in printed form (Acrobat Reader) or online.

How do you get a printed copy?

You would rather read this manual on paper than on the PC screen. No problem! This document is prepared for being printed. Printing this file provides you with a conventional manual.

The manual is printed in German A4 format and consists of about 33 pages.

Prerequisites

The following conditions must be met if you want to print this document.

- You need the **CIE** DVD.
- An Acrobat Reader at least Version 4 or a higher version must be installed on your PC. You can find the necessary software on the **CIE** DVD.
- A graphics-capable printer must be connected to your PC.

Printing the manual

You want to print this document.

1. In the file manager, open the folder **Manual** of the CD-ROM.
2. Double-click the file **cie_33_ taskreporting_en.pdf**. The Acrobat Reader application opens and shows the manual.
3. Select **Print** from the **File** menu of the Acrobat Reader application. The file is printed.

Getting to Know the Task Reporting Server

What is Task Reporting?

The term task is used below as collective term for voice or e-mail connections. This means that a call is a task like an e-mail or an Internet connection.

In contrast to the counter based reporting, Task Reporting makes individual processes of a CIE system transparent for further evaluation. A default evaluation is available in the supervisor function in CIE User Interface. Details are in the manual cie_33_userinterface_en.pdf.

Further evaluation of the data is an extension of the CIE system. The reports are always customer individual solutions which have to be created with an extra tool..

Task-related evaluation

A task-related evaluation is created from the collected statistical data of the CIE system. The data related to a task is selected, if necessary edited and then made available in a database of the CIE provider (provider database/Task reporting database). Thus the CIE provider is provided with an extensive overview of his customers. The following (exemplary) possibilities can be used as well.

- Reporting of user processes (How does a customer communicate with the CIE system? Which topics does the customer dial? How long is the customer on the phone?)
- Detailed processes of tasks
- Broken down processes (task-related) for the individual agent s of a CIE system

Since there is a direct interface with the provider database the time-consuming import and export of individual files can be dropped.

Agent logging

Beside task-related evaluation there is an agent evaluation, too. Every event which is not related to a task is stored in the task reporting database. Not task related events are login or log off of an agent, sign on/off for an agent group, break with reason code and wrap up time without a call.

These data are available with the agent evaluation function in CIE User Interface in the supervisor function.

Differentiation of counter based reporting and Task Reporting

The main difference between the well known counter based reporting and Task Reporting is that the counter based reporting is interval based and are mean values. Thus the counter based reporting deliver pre-calculated figures such as average values. The Task Reporting provides “raw information” such as total talking time for each call.

Task Reporting does not replace or substitute the counter based reporting of CIE.

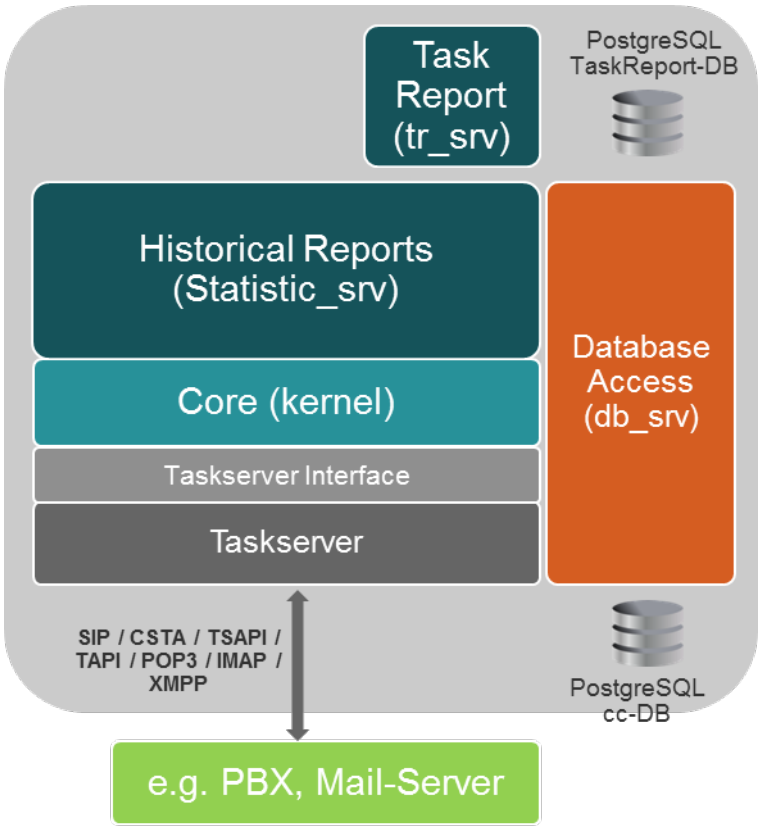
Illustration of components

Tasks come into the CIE system from the PBX or the Mail server. The CIE server distributes these tasks to agents where they are processed. The information on these tasks is sent to the **Task Reporting Server** (tr_srv). The tr_srv process writes the data via ODBC to the provider database ("customer database", Task Reporting database (TR DB)) according to the configuration. In case the data cannot be written the data are stored into a log file.

The tr_srv can run on an individual PC, normally the tr_Srv runs on CIE server.

The product supports PostgreSQL as Task Reporting database only. If the customer wants to use a different kind of database (e.g. Oracle or MS-SQL) adjusting of the configuration is necessary. The realization has to be done in a project with Avaya Professional Services (APS).

The following schematic illustration shows the architecture and components:



Evaluation of contact data

The Task Reporting Server can evaluate and output data on three levels. These levels are Level 1, Level 2 and Level 3. Level 0 is created automatically due to trigger in default Task Reporting database in CIE.

Level	Explanation
Level 0	Level 0 describes a contact, e.g. a customer's call
Level 1	Level 1 describes a connection. A contact can consist of several connections (consultation, conference, transfer).
Level 2	Level 2 describes special target and topic events.
Level 3	Level 3 describes events. Level 3 is not enabled. Don´t use it!

The Task Reporting Server does not distinguish between calling and called subscriber. A connection from A to B always equates with a connection from B to A.

Whether a connecting device is evaluated by the Task Reporting Server or not, is determined by the fact the device is monitored (device is known by the server). Is one of the devices (trunk or subscriber) of a connection is monitored the ….

A contact in this case can be a call, an eMail, a VoiceMail, a Fax or SMS. In case of a call, several “connections” (retrieve, conference, transfer, ..) can form a contact. In the Task Database each connection is represented by a data record (see also example below). All data records belonging to a contact are marked with a unique key (TrackId) and can therefore be put together for evaluation. All data records of a connection are marked with a unique TaskId. The TrackId is equal to the TaskId of the first connection of the contact.

Which data will be stored?

For every contact/connection are counters (waiting time, speech time, alerting time,… measured in seconds), attribtutes (properties of a task like Time Stamp, Task Type, TaskId, RoutedCall-Flag,…) and tags (CCK_CallerName, CCK_Called_Number,…) available.

Level 1 (Connection)

- general information of a Task (based on connections)
  Task ID, Time stamp, Task Type, Customer name (if available via CLIP routing), Calling number, Called Number, Chargeable connecting time, Type of call (e.g. internal, external, routed, direct), Task Tags

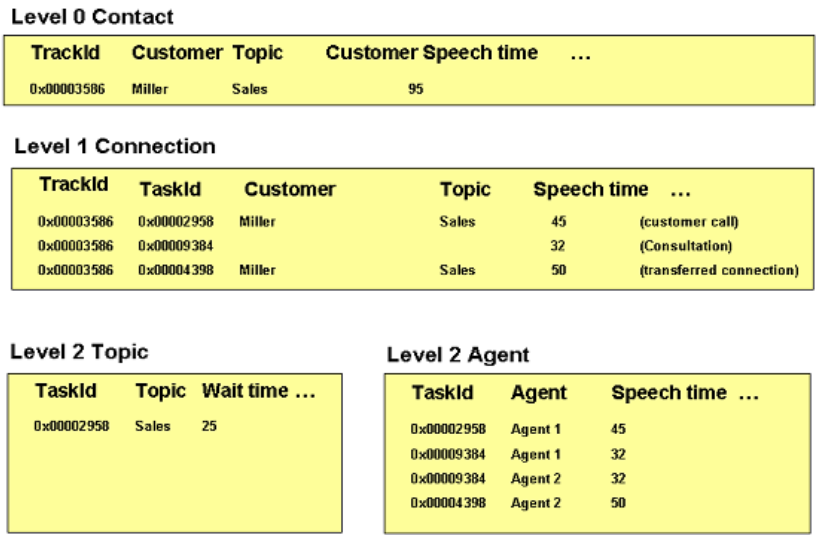
Level 2 (Details of a Connection)

- Details to a connection of Level1
- Target (Agent or Foreign Target) or Topic View
  Target name, Talking time, Waiting time (at agent until connect/abort, total waiting time in case of topic)
- For one data record of Level 1 are more than one data records in Level 2 possible (e.g. ringing timeout has expired, chain call, Topic-Topic-Overflow)

Level 0 (contact)

- Aggregated connection data of a customer
- For one data record of Level 0 are more than one data records of Level 1 possible (consultation, transferred connections)
- Level 0 data are automatically created due to database trigger with data from Level 1 and Level 2

Example: Topic call with Transfer to an Agent



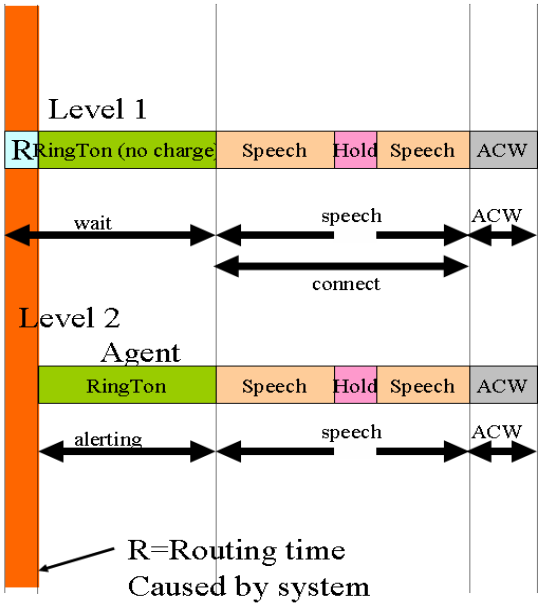
Please note the following points when you interpret the created data:

- If a task is distributed to a personal contact, last agent or current agent the default agent group configured for the topic is entered as AG Name.
- If a task is distributed to a busy external destination all time data for Level 2 Target have the value 0.
- E-mails that are not distributed (manually created) are not enabled.
- Order code: only the first entered order code by each agent is used in level 2
- A transfer can only follow after a consultation call. A contact with one transfer contains 3 level1 data sets (original incoming call, consultation call, resulting transferred connection)
- Several consultation calls can follow behind the other.
- A conference contains 2 level1 data sets.
- Topic-topic-overflow: one get Level 1 data set, because only one connection, and 2 Level2 Topic Data sets
- Ringing Time Out: Agent A doesn't answer and after configured time-out call is distributed to next agent: 1 Level1 data set, 2 Level2 (Topic) data sets, 1 Level2 (Agent) data sets per Agent
- Chain call (I55 only): 1 Level 1 data set, 2 Level2 (Topic) data sets, at least 1 Level2 (Agent) data set, depending what is programmed for the routing after first agent connection
- Outbound call (campaign type mechanic): signalled like inbound topic call, but marked with attribute TA_OutboundDialer, CCK_CallingAddress contains destination number
- Recorded Voicemail (VoiceControl): if a voicemail is recorded by IVR-Script the attribute TA_Voicemessage = 1, will be counted when Voicemail is recorded (and not after being played!). Note: VoiceMails recorded at IPO via VMPro are not covered.
- Played Voicemail: field CCK_CallingAddress contains the phone number of the original caller, who recorded the message. In case no phone number is available, the number of IVR trunk line is stored in CCK_CallingAddress like in old CIE versions. Note: at PBX type IPO und ACM the played Voicemail is assigend to the original call, i.e. has the same TrackID.
- Attributes for transferred call: In case the original call is a routed call and the consultation call is a direct call the resulting transferred call is marked as a direct call too.
- Call Tags after transfer: all call tags from the original and the consultation call are copied at the resulting transferred call. Has the original call and the consultation the same call tag but with different values the value from the original call is valid for the transferred call.
  Note: if one need to have for the transferred call the call tag value from the consultation call it is necessary to configure the call tag in CIE User Interface in administration application in tag configuration. For details see manual cie_33_configuration_de.pdf. This makes sense for tag CCK_Called_Address.
- Call Tags after conference: all call tags from the original and the consultation call are copied at the resulting call, this is in case of

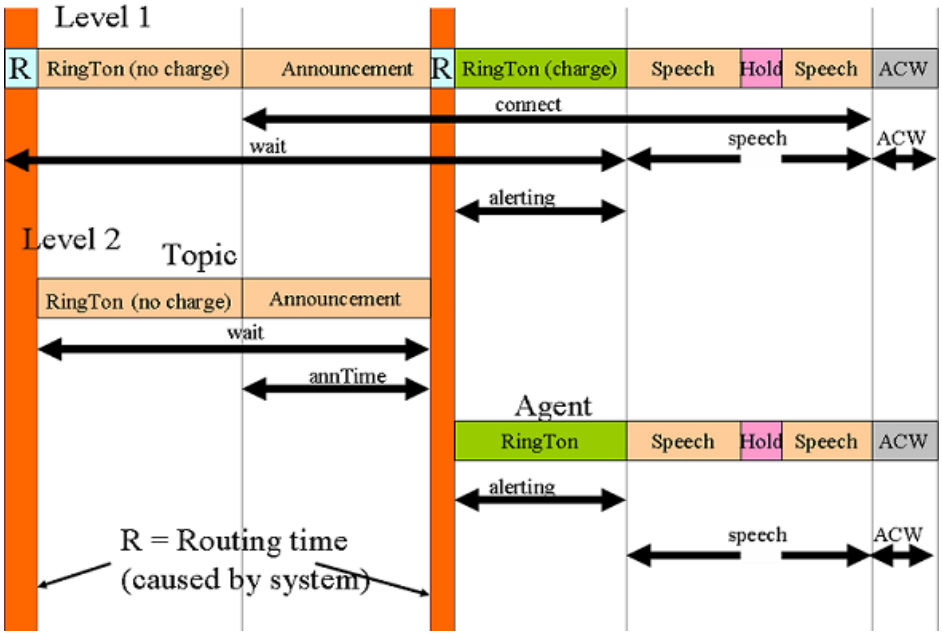
conference the first data sequence of the contact. If you want to have in case of conference the tag value from original and in case of transfer the tag value from consultation, you have to configure this in CIE User Interface in administration application in tag configuration. For details see manual cie_33_configuration_de.pdf. This makes sense for tag CCK_Called_Address.

Waiting time, connection time, … on level 1 and level 2:

In the following figure the call is distributed directly to an Agent:



The next figure shows a call distributed to an Agent after waiting at an announcement:



Note: wait time on Level 1 begins at the time the call entered the system and ends when call is established by an agent or foreign target. Wait time includes

the time ringing at the agent phone. Wait time on Level 2 Topic only counts the time while the call is queued at the topic.

Description for the data fields in task reporting database used by default reports

During installation of CIE default reports and the necessary task reporting database will be created.

Description of the contact evaluation

The next tables show the fields which used in the contact evaluation. In CIE-User interface these data are shown in Supervisor Application.

In Taskreporting database the data are stored in the following tables: LevelZeroData, LevelOneData, LevelTwoAgentData, LevelTwoTopicData

Level Zero (Contact)

column in TR-DB	Data type	Description
CCK_TrackId	character (16)	Unique reference number for a contact, necessarily to identify the connections of a contact
TA_TimeStamp	timestamp without time zone	Date/Time, at which the Task was created
TA_TaskType	Smallint	1...voice 2...e-Mail 3…chat
CCK_CallingNumber	character varying (30)	the number called for this connection (even if the call was diverted).
CCK_CallerName	character varying (40)	caller name from CIE customer recognition (CLIP). Customer name has to be configured in CIE before the task is active. If no information is available, the field is blank
CCK_CustomerNumber	character varying (20)	Customer number from CIE customer recognition (Clip).). Customer number has to be configured in CIE before the task is active If no information is available, the field is blank.
CCK_Priority	character varying (5)	the customer priority from CIE customer recognition (CLIP). If no information is available, the field is blank.
CCK_CalledNumber	character varying (30)	Displays the called number or e-Mail address (first contact number called).
FirstTopicName	character varying (30)	the name of the first topic involved during the contact.
DirectACDContact	Smallint	1: first connection is ACD-call, 0 else
ExternContact	Smallint	1: contact with trunk , 0 else
InboundContact	Smallint	1: inbound contact, 0 else
ContactConnectionState	character varying (30)	Connection State of the first connection: ConnectedDirect (connected without queue)) ConnectedQueued ((connected with

column in TR-DB	Data type	Description
		queue without announcement) ConnectedQueuedAnnounce (connected with queue and announcement) DroppedOverload (disconnected by the system due to overload) DroppedBusy (disconnected by the system, busy Target) DroppedCanceled ((disconnected by the system by call flow or B subscriber) AbandonedAlerting (disconnected after distribution of the call to an agent or ForeignTarget by caller during a call ringing) AbandonedQueued (disconnected by caller in queue without announcement) AbandonedQueuedAnnounce (disconnected by caller in queue with announcement)
OutccContact	Smallint	1: Contact begins as a manual outbound call (outcc), 0 else
DialerContact	Smallint	1: Contact begins as a dialer call, 0 else
VoiceMessage	Smallint	1: Contact begins with recording a voice mail message, 0 else
CustomerTasks	Smallint	Displays the total caller connections for the entire contact
ConnectedCustomerTasks	Smallint	Displays the total caller conversations for the entire contact
CustomerISDNConnectTime	Int	Displays the total chargeable caller connection times for the entire contact (for details see description in level 1)
CustomerAlertingTime	Int	total caller call times for the entire contact at all agent phones
CustomerSpeechTime	Int	total caller conversation times for the entire contact
CustomerHoldTime	Int	total caller hold times for the entire contact
CustomerWaitTime	Int	total caller wait times for the entire contact
CustomerFirstWaitTime	Int	wait time of the oldest connection of the entire contact
ConsultTasks	Smallint	number of attempted consultations for the entire contact
ConnectedConsultTasks	Smallint	number of consultations with connection for the entire contact
ConsultSpeechTime	Int	total conversation times in consultation for the entire contact
ContactACWTime	Int	total ACW time for the entire contact
NetworkOverflows	Int	total number of network overflows for the entire contact
FirstRoutedTopicName	character varying (30)	the name of the routed topic involved in the first routed connection of the contact
FirstTopicNameTimeStamp	timestamp without time	Help column, used by trigger for determing FirstTopicName

column in TR-DB	Data type	Description
	zone	

Level One (connection)

Column in TR-DB	Data type	Description
TA_TaskId	character (16)	Task/Connection Identifier
TA_TimeStamp	timestamp without time zone	Date/Time, at which the Task was created
TA_TaskType	Smallint	1...voice 2...e-Mail 3...chat
TA_ConsultationCall	Smallint	1: consultation call, 0 else
TA_ExternTask	Smallint	1: Call using an external trunk , 0 else
TA_InternTask	Smallint	1: Internal call, 0 else
TA_OutboundDialer	Smallint	1: Call, initiated by a CIE-Dialer, 0 else
TA_VoiceMessage	Smallint	1: VoiceMail recorded, 0 else
TA_DirectCall	Smallint	Displays whether the call was a direct call (not ACD). 1: direct call (not ACD), 0: ACD
TA_RoutedCall	Smallint	Displays whether the contact was an ACD call. 1: ACD call, 0: other, (if a consultation call is marked as an ACD call, this also applies for the transferred connection.)
TA_Outbound	Smallint	1: Outgoing call from A-subscribers view
TA_Inbound	Smallint	1: Incoming call from A-subscribers view
TM_CallConnected	Int	Total chargeable connection time, Total connection time (via ISDN) without wrap-up time Counts the time the caller is connected via ISDN. This means for a call to a topic with announcement, that the counter starts as soon as the first announcement is started and counts until the call is released. If the call is assigned to an agent directly the counter starts when the agent answers the call. For E-Mails the time always is 0.
TM_Alerting	Int	total call times for all B subscribers or the time an email remained unread.
TM_Hold	Int	total hold times for all B subscribers.
TM_ACW	Int	total ACW times for all B subscribers.
TM_Speech	Int	total conversation times of all B subscribers (for conferences greater than the chargeable connection time) or the email processing time
TM_Wait	Int	total wait times for all B subscribers. The wait time is the time between the start of the connection and contact with the agent. The total includes all times in the queue and call times with the agent. The total equals the total of all wait times for the associated agent records.
CCK_CallerName	character varying (40)	caller name from CIE customer recognition (CLIP). If no information is available, the field is blank
CCK_CustomerNumber	character varying (20)	customer number from CIE customer recognition (Clip). If no information is available, the field is blank.

Column in TR-DB	Data type	Description
CCK_TrackId	character (16)	Unique reference number for a contact, necessarily to identify the connections of a contact
CCK_DialedTheme	character varying (30)	Displays the first routing topic. If a consultation to a call center topic is made, the transferred call also contains the name of the routing topic.
CCK_RoutedTheme	character varying (30)	Displays the last used topic (e.g. in the case of topic overflow).
CCK_CalledNumber	character varying (30)	the number called for this connection (even if the call was diverted).
CCK_CallingNumber	character varying (30)	caller number or email address. If no information is available, the field contains a "?"
CCK_Priority	character varying (5)	the customer priority from CIE customer recognition (CLIP). If no information is available, the field is blank.
TA_ConnectionState	character varying (30)	Connection State: ConnectedDirect (connected without queue)) ConnectedQueued ((connected with queue without announcement) ConnectedQueuedAnnounce (connected with queue and announcement) DroppedOverload (disconnected by the system due to overload) DroppedBusy (disconnected by the system, busy Target) DroppedCanceled ((disconnected by the system by call flow or B subscriber) AbandonedAlerting (disconnected by caller during a call) AbandonedQueued (disconnected by caller in queue without announcement) AbandonedQueuedAnnounce (disconnected by caller in queue with announcement)
TA_IsNetworkOverflow	Smallint	Connection contains a network overflow

Level Two Topic

Column in TR-DB	Data type	Description
TA_TaskId	character (16)	Task/Connection Identifier
TA_TimeStamp	timestamp without time zone	Date/Time, at which the Task was created
Tm_Wait	int	wait time in waiting queue of the topic (time without welcome announcement)
Tm_AnnTime	int	the wait time in the topic queue with an announcement for DSPF(I55), VEA (ACM, IPO), IVR and MHX (I55) announcements (welcome announcement included)

Column in TR-DB	Data type	Description
Tm_AnnTime_DSPF	int	Displays the wait time in the topic queue with a VEA or DSPF announcement (welcome announcement included).
Tm_AnnTime_VU	int	Displays the wait time in the topic queue with a VU announcement (welcome announcement included).
Tm_WaitWelcome	int	Displays the wait time in the topic queue with a welcome announcement (VEA, DSPF or IVR)
CCK_AgentName	character varying (30)	Displays the agent name or name of the external destination when the call is routed to an agent. If no information is available, the field is blank.
CCK_DialedTheme	character varying (30)	Displays the routing topic. The topic can vary from the dialed topic if there is a topic overflow.

Level Two Target (Agent, Foreign Target)

Column in TR-DB	Data type	Description
TA_TaskId	character (16)	Task/Connection Identifier
TA_TimeStamp	timestamp without time zone	Date/Time, at which the Task was created
TA_OrderCode	character varying (30)	Order code (Job code), in case the agent has entered more than one order code, the first order code is stored
Tm_Alerting	int	Alerting time (ringing time) at agent phone or external destination in case Agent/ext. Destination is B subscriber, , in case Agent is A- subscriber or external destination 0
Tm_Hold	int	hold time Agent/ext. destination for this connection, in case Agent/ext. Destination is B subscriber, in case Agent is A- subscriber 0
Tm_ACW	int	ACW for Agent/ext .destination for this connection, in case Agent/ext. Destination is B subscriber, in case Agent is A- subscriber or external destination 0
Tm_Speech	int	connection time for Agent/ext. destination for this connection, in case Agent/ext. destination is B subscriber, in case Agent is A- subscriber sum of speech time an hold time
Tm_Wait	int	Displays the caller's total wait time until the call was connected to this agent. The total includes all times in the queue and call times. The agent-specific wait time restarts from zero following a conversation with an agent.
CCK_AgentName	character varying (30)	Destination name (agent or external destination).
CCK_AgentNumber	character varying (30)	Destination number (agent or external destination).
CCK_AGName	character varying (30)	Agent group used to route the call to the agent.
CCK_DialedTheme	character varying (30)	Name of the routing topic used to route the call to the agent or external destination.
TA_TargetType	character varying (20)	"Agent" : Agent, "ForeignTarget": external destination

Description of the field for customer history view

The next tables show the fields which are used for customer history view. These data can be shown in CIE-Userinterface Agenten First Screen.

The same data are shown in Agent History, which is available in CIE Userinterface in application Home for the logged in agent or in Monitoring for supervisor.

In the TR-Datenbank these data are stored in table LevelOneCustHistory.

Level 1 (Tags for customer history)

column in TR-DB	Data type	Description
TA_TaskId	character (16)	Task/Connection Identifier
CCK_TrackId	character (16)	Contact Identifier
CCK_ForeignTargetAddress	character varying (40)	Number or Email-Address of external destination
CCK_ForeignTargetName	character varying (30)	Name Address of external destination
CCK_LastAgentName	character varying (30)	Name of Agent, who has the last connection with the caller
UM_Subject	character varying (255)	Subject of an E-Mail
CCK_CustomerInfo	character varying (255)	Content of the field in CIE-UI-First screen, in which the agent can write any comment
OD_Pers_Note	character varying (255)	Content of the field in CIE-UI-First screen, in which the agent can write any comment. In case of call which was initiated by outbound dialer this Tag will be stored at the call job
CCK_CCIT_Key	character (16)	Shows the customer data identification number. (customer CCId)

Private Reports

In the default reports regarding to the default task reporting database all available counters and attributes included. For customer specific reports one can use additional fields only in level 1.

It is only possible to use Tags for additional information. Further information about available tags one will find in the manual “Addendum Customer Interaction Express 3.3 Task Tags “.

To use additional fields do not modify the existing default reports (LevelOne (Sytem), LevelTwoAgent(Sytem), LevelTwoTopic(Sytem) and LevelOneCustomerHist(Sytem)). You have to create a new additional report, which contents the TaskId, TimeStamp and the additional tags. How to create reports you will find in the manual TRconfigCIE33.pdf.

Description of the field for Agenten-Status-Report

In the following table the fields of Agent-Statas-Report are described. The values are displayed in CIE-User interface in Application CIE UI-Supervisor .

In TR database the data are stored in table Agentlogging

Agentlogging

column in TR-DB	Data type	Description
kind	smallint	Event kind (1-7, descritpion see below table)
sessionid	character(16)	For internal use
agentid	character(16)	For internal use, CCId of Agent
agentname	character varying (255)	Name of Agent
agentaddress	character varying (255)	Telephone number of Agenten, (if applicable)
timestamp	timestamp without time zone	Timestamp of event
Tasktype	Smallint	1 voice, 2 email, 3 chat
Terminalid	character(16)	For internal use, CCId of Telephone
Terminalname	character varying(255)	Telephone number, for E-Mail/Chat hostname of Client-PC
agid	character(16)	For internal use, CCId of AG
agname	character varying(255)	AG Name
pausecode	character varying(255)	Reason code for break
operation	smallint	0 start WrapUp without task, 1 stop WrapUp without task

In column kind the change of Agent State is stored with Codes 1-7, in serveral state change additional information are written in other colunms, which are displayed in UI-Supervisor-Application Agent -State-Report in colunm Additional Information.

Kind and Additional information:

```
1     Login       +terminal
2     Sign in     +ag
3     man NBZ     +operation
4     Pause on    +pausecode
5     Pause off
6     Sign off    +ag
7     Logout
```

Installation

Server

Prerequisite for the tr_srv process

The following prerequisite must be met before the tr_srv process can be started.

- The statistic_srv process is started

Configuration of tr_srv

During installation are the following Task-Reports created:

- LevelOne(System)
- LevelTwoAgent(System)
- LevelTwoTopic(System)
- LevelOneCustomerHist(System)
- AgentLogging

In Contact Center User Interface Administration Application „Configuration“ the System function „TR-Report“ the Task-Reports can be stopped or started.

In this function it can be configured after which time old data should be deleted. The data are hold at least 90 days; in case no data should be deleted enter 0. Deleting of old data are done every midnight.

Is this parameter configured to a valid value greater than 0 every midnight tr_srv calls a function named TRTidyUp in the database. This function does the job of deleting data.

Note: in PostgreSQL no further maintenance is necessary for database tr

The Task Reporting Server is installed with the installation of the CIE system. For further information please refer to the User Manual Customer Interaction Express 1.1 System Administrator The tr_srv process will be started with the Watchdog.

Default start parameters: tr_Srv –nsh <OrbHost> -nsp 2809 -tt <TTraceHost>

<OrbHost> : name of computer running „Avaya omniORB Naming Service“

<TTraceHost>: name of computer running „Avaya Trace Server“ (TTrace Server) service

Special startup parameters for the tr_srv process

You can start the tr_srv process with the following startup parameters, defining size of logfiles. For detail information about logfiles see chapter **"What happens if the tr_srv cannot store the data into task database?"**

Startup parameter	Explanation
-L1 n1	Shows when the first warning is issued concerning the size of the logfile. One can scan this warning in ttrace file. The setting n1 is in Kbytes. This startup parameter is optional.
-L2 n2	Shows when the second warning is issued concerning the size of the logfile. The setting n2 is in Kbytes. This startup parameter is optional.
-L3 n3	Shows when the third warning is issued concerning the size of the logfile. . One can scan this warning in ttrace file. The setting n3 is in Kbytes. This startup parameter is optional.
-L4 n4	Shows when the fourth warning is issued concerning the size of the logfile. . One can scan this warning in ttrace file. The setting n4 is in Kbytes. This startup parameter is optional.
-MS ms	Shows the maximum size of the logfile. The setting ms is in Kbytes. When the log file reached this limit a new file will be opened. This startup parameter is optional.
-NGN	New line go new line (Sybase)
-SN	Semicolon new line (PostgreSQL, Oracle) (default)
-N	New line (MS SQLServer)
–DP hh:mm	DeletePoint: Time, where tr_Srv delete old data (configured in config UI), Default: 00:00

Example

In the following example the tr_srv.exe is configured to give warnings in TTrace when the size of log-file has reached 5 kB, 10 kB, 20 kB an 30 kB. When the log file reached 40 kB a new file will be opend and the old will be renamed in LevelOneData.log_overflow_<date>_<time>

```
tr_srv.exe -L1 5  -L2 10 -L3 20 -L4 30 -MS 40
```

Note:

To use the warning threshold you have to start the tr_Srv with all Lx and MS parameter.

Database connection with task database

At the computer where the tr_srv is running there must be an ODBC driver installed and a system DSN configured for the task reporting database.

ODBC driver

The tr_srv process writes the data of a report to a task database via the ODBC interface. You have to install the necessary ODBC driver on the computer

running the tr_srv process. A corresponding ODBC driver must be installed for each task database. Please refer to the respective database documentation for how to configure the ODBC driver for the task database.

In case using taskreporting database of CIE and the tr_srv process shall run on the same computer as db_srv and the cc database, one can use the ODBC driver „ PostgreSQL Unicode “ which is installed automatically.

System DSN

For default reports of CIE a System DSN with name TRS-DSN is created during installation of CIE in case the ODBC driver „ PostgreSQL Unicode “ is found.

For private reports you have to configure a system DSN for each task database. You must enter a data source name. You must enter this data source name in the properties of a report with the **Task Reporting Server Configuration** application (TRConfig tool). Please refer to the documentation of the operating system for how to configure a system DSN.

Important Note for x64 systems:

Using a 64 bit Version (e.g. Win2008) you have to start the 32 bit Version of ODBC administrator , you will find it in folder:
C:\Windows\SysWOW64\odbcad32.exe

Do not use the ODBC Administrator available in Administrative Tools on x64 systems!

Solving Problems

Output and reactions

The following paragraphs explain outputs and reactions if problems or an error occur.

TTraces categories of the tr_srv process

The tr_srv process supports the TTrace interface. You can activate or deactivate categories using TTConsole during runtime.

The following table lists the possible categories and explains the effects.

Category	Explanation	Default
TRS_ERR	errors or warnings concerning the task reporting server	on
TRS_EVENT	Important events in regular behavior, for each task one entry with TaskId	on
TRS_DATA	detailed information about the data flow in the task reporting server	off
TRS_INFO	detailed information about the contents of the data records	Off
TRS_DELETER	detailed information about data deletion	Off

.

What happens if the tr_srv can not store the data into task database?

Logfiles are used to ensure save data transfer to the task database. The logfiles are stored in directory " C:\Program Files\Avaya\Customer Interaction Express\Contact Center Statistics" in default. For every task report one logfile will be created: LevelOneData.log, LevelTwoAgentData.log, LevelTwoTopicData.log sowie für die Agenten-Daten LogfileALData.log.

Activating a report

The logfile is opened when a report is activated. Either an existing logfile is used or a new logfile is created.

The logfile is written to the database once the connection is operational.

If the connection is not operational, no data are transferred. The data are written to the logfile. Every ten seconds it is tried to re-establish the connection.

Failure of the database connection during runtime

If the connection is not operational no data is transferred. The data is written to the logfile. Every ten seconds it is tried to re-establish the connection.

After the database connection failed

Once the database connection is re-established after a failure, the content of the logfile is automatically transferred to the task database. If the logfile does not contain any data nothing is written.

If the connection fails while the content of the logfile is being transferred, a new logfile **name.log_temp_date_time** is created with all data not yet successfully transferred by the logfile. Please note that this logfile is not automatically transferred.

Logfile exceeds 2 GB

If the size of the logfile exceeds 2 GB, the content is copied to the file **name.log_overflow_date_time**. Please note that this logfile is not automatically transferred. A new (empty) logfile is created.

Database connection is established but the SQL statement cannot written
If the tr_srv can not write into the task database a syntax error may be a typical reason. In this case a new logfile **logfile_name.log.DontRetryTransfer** is created with all data not yet successfully transferred to database. Please note that this logfile is not automatically transferred. It has to be corrected from a database admin and imported manually. the Logfile l**ogfile_name.log.DontRetryTransfer** can not be edited during tr_Srv is running, tr_Srv hat unique write access on this file. To correct the data ore statements in this file use the following way:

In TTrace Console select command „CopySqlFile“ and click on „Send“ button. The logfile will be copied into file **logfile_name.log.ForEdit** and a new logfile **logfile_name.log.DontRetryTransfer** created.

What happens if the statistic_srv process is not running?

The tr_srv process contains all data of the CIE system of the Statistics server

If the statistic_srv process fails all database connections remain established but messages of the CIE system are not longer received.

A status message of the **Task Reporting Server Configuration** application shows the connection failure.

The tr_srv process checks the connection **every minute** and tries to re-establish the connection.

As soon as the statistic_srv process runs again, the data related to the activated report is received and written to the database.

Additional diagnosis possibility of statistic_srv

Tracing on interface between statistic_Srv and tr_Srv:

With the help of the tool trif_test.exe one can test what data with which content the statistic_srv does send. The tool **trif_test.exe** is located in folder C:\Program Files\Avaya\Customer Interaction Express\Contact Center Statistics.

After starting trif_test-tool on the CIE server you will be asked in a menu for registration for level 1 or level 2

e ? Task Report Test Client

e ----------

e 1 Register Task Report level x

e 2 Deregister Task Report level x

e ----------

e 3 Start Reporting

e 4 Stop Reporting

e ----------

e 0 EXIT

If the tool is registered for level 1 and level 2 for every call/e-mail an output similar like following appears:

received Level 1 data from sm_srv:

e => TimeStamp (as local time) = Fri May 04 16:39:37 2007

=> TimeStamp (as GMT) = Fri May 04 14:39:37 2007

=> TaskType = Voice

e => topic = Thema1 (4f60af3941004a00)

e => customer name = xy customerNo = 35

e => AlertingTime = 0

e => SpeechTime = 9

e => HoldTime = 0

e => ConnectedTime = 0

e => WaitingTime = 1

e => ACWTime = 35

e => TaskAttribute = 580

e => ConnectionState = ConnectedDirect

e => IsNetworkOverflow = 0

e => updated = 1178289626

e => TaskTags:

e tagName=CCK_Called_Number tagValue=10001

e tagName=CCK_Caller_Name tagValue=xy

e tagName=CCK_Calling_Number tagValue=4420

e tagName=CCK_Customer_Number tagValue=35

```
e     tagName=CCK_LastAgentName tagValue=A1403
e     tagName=CCK_Priority tagValue=1
e     tagName=CCK_Theme_CCId tagValue=4f60af3941004a00
e     tagName=CCK_TrackID tagValue=a6ed39464500fe16
e     tagName=c.dialledTheme tagValue=Thema1
e     tagName=c.dialledThemeNumber tagValue=10001
e     tagName=c.lastTheme tagValue=Thema1
e     tagName=c.lastThemeId tagValue=4f60af3941004a00
e     tagName=c.lastThemeNumber tagValue=10001
e     tagName=c.nChained tagValue=1
e     tagName=c.queuePrio tagValue=3
e
e  received Level 2 data from sm_srv:
e   => TimeStamp (as local time) = Fri May 04 16:39:37 2007
  => 1. TargetRecords:
e     1.1
e        TimeStamp (as local time) = Fri May 04 16:39:41 2007

e        TargetName   = A1403
e        TargetNumber = 1403
e        TargetType   = Agent
e        TopicName    = Thema1
e        AGName       = ag1
e        AlertingTime = 0
e        SpeechTime   = 9
e        HoldTime     = 0
e        WaitingTime  = 1
e        ACWTime      = 35
e        OrderCode    =
e
e   => 2. TopicRecords:
e     2.1
e        TimeStamp (as local time) = Fri May 04 16:39:39 2007

e        TopicName = Thema1
e        TargetName = A1403
e        TargetNumber = 1403
e        WaitingTime     = 0
e        AnnouncementTime = 0
e        AnnouncementTimeDSPF = 0
```

- AnnouncementTimeVU = 0
- AnnouncementTimeWelcome = 0

Test of data stream for task reporting:

To test the connection between statistic_srv and tr_srv one can run the simulation mode in the statistic_srv. Therefore the following environment variables must be set:

TRALIVE_TIMESLICE: gives the period in seconds where data are generated

TRALIVE_THRESHOLD: gives the allowed deviation in percent from the configured time slice

Here on example output from statistic_srv in TTrace log when simulation is started:

D1506a 14:38:15 S_General SMTaskReportIFManager::startAliveHandling() starting with TRALIVE_TIMESLICE = 1000ms and TRALIVE_THRESHOLD = 0.1

Here an example output when the reporting is stopped:

D3586a 14:40:19 S_General SMTaskReportIFManager::tmain(): the alive handling is stopped! 139 tasks were generated!

Only Level 1 data are generated from statistic_Srv. TaskId of each data sequence is generated ascending, except the time stamp and the TaskId all other values are fix: CCK_CallerName= AliveCustomer, CCK_CustomerNumer= AliveNumber, CCK_DialedTheme= AliveTopic, CCK_TrackId = 0x00000000c5000000, the other values are 0 or empty.

Error messages

The following paragraphs describe the possible error messages.

TTrace Error messages of the tr_srv process

Refer to the TTrace console output for details related to tr_srv errors. A typical error is e.g. the column width of a parameter of the type CHAR / BINARY is not defined.

In addition, the server info provides an error number.

You also find this error number in the detailed TTrace output of the console or TTrace log file of the **Task Reporting Server**.

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0100	__ERROR__ TRDBAccessBase::Bind_db_srv ... Bind failed "	The corba connection to the db-server cannot be established. Check wether the db-server is running and wether the hostname is correct
010.000.0101	LogFile for Report :<name> TRTaskDBLogFile::FinishThread not valid now State = <state>	The logfile <name> connot be closed
010.000.0102	Error : TR_Parameter::iSetParameter: unsupported union type '<type>'. Report will not work.	The internal datatype <type> is not supported. Programming error
010.000.0103	__ERROR__ No license for taskreporting available! reason '<reason>'	The needed license cannot be found. Check wether thew license server is running and the apropiate license exists
010.000.0104	__ERROR__ TRManager::startup: Reading TaskTypes failed	The database table 'TaskType' cannot be read. Check wether it exists and the db-server is running
010.000.0105	__ERROR__ TRManager::startup: Reading GeneralData failed	The database table 'TRGeneral' cannot be read. Check wether it exists and the db-server is running
010.000.0106	TRReportManager:: - Create ignored ; Report already known - <id> :	The report with the id <id> is defined twice. Configuration error. Check Configuration
010.000.0107	__ERROR__ TRReportManager::Report to activate not found ReportID : <id>	The report with the id <id> shall be activated but is not defined. Configuration error. Check Configuration
010.000.0108	TRReportManager::illegal state for server - Activate ignored - ReportID : <id>	The server has an unexpected internal state, so he cannot activate the report. Restart may help
010.000.0109	__ERROR__ TRReportManager::Report to deactivate not found ReportID : <id>	The report with the id <id> shall be deactivated but is not defined. Configuration error. Check Configuration
010.000.0110	TRReportManager::illegal state for server - Deactivate ignored -	The server has an unexpected internal state, so he cannot

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
	ReportID : <id>	deactivate the report. Restart may help
010.000.0111	TRReportManager::Information Report to delete not found ReportID : <id>	The report with the id <id> shall be deleted but is not defined. Configuration error. Check Configuration
010.000.0112	TRReportManager::illegal state for server - Delete ignored - ReportID : <id>	The server has an unexpected internal state, so he cannot delete the report. Restart may help
010.000.0113	__ERROR__ TRReportManager::Destructor Nr Reports running : <nr>	Error while shutdown. The task reporting server is going to finish while reports are running
010.000.0114	__ERROR__ theDBSession is a nil pointer	Cannot open the database session. Check wether the db-server is running
010.000.0115	__ERROR__ iStartDBSession() failed	Cannot open the database session. Check wether the db-server is running
010.000.0116	__ERROR__ TRManager::SetServerversionInBCCDB : Error while writing the version into the DB Result = <result>	The database table 'ServerVersion' cannot be written. Check wether it exists and the db-server is running
010.000.0117	__ERROR__ GetReportLevelAllData returns NULL	The database table 'TRLevelParameter' cannot be written. Check wether it exists and the db-server is running
010.000.0118	__ERROR__ TR_Value::getValueAsString No Implementation for datatype '<type>'	internal programming error
010.000.0119	__ERROR__ TR_Value::getValueAsString No Implementation for datatype '<type>'	internal programming error
010.000.0120	__ERROR__ TR_Value::checkFilter No Implementation for datatype '<type>'	internal programming error
010.000.0121	TRTaskDBConnection::MainLoop - Opening connection failed for report '<report>' - execute CMDCONN_OPEN	NOT USED
010.000.0122	TRDBDeleter::vInit - getting stat hold time from db failed - deletion of customer data will not work!	Hold time can not read from database, data will not be deleted
010.000.0123	TRDBDeleter::vDeleteCustData: StatHoldTime cannot be converted. Deletion of data will not work	Read hold time can not used, data will not be deleted
010.000.0124	TRManager::iStartup - Registration of <table> of level 0 failed!	The server is unable to register for notification at a database table
010.000.0125	__ERROR__ No connection to licenseserver available!	

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0200	__ERROR__ TRLevel::_iReadSQLStatements: no stmt found for report ' <report> '(ReportId = <id>, Level = '<level>'). Report will not work	an sql statement is missing in the TRLevelStmt table. Check the configuration
010.000.0201	__ERROR__ TRReportManager::iSetAllReports SetData for Task Report '<id>' fails.	Reading a report initially from the database and storing it internally fails. Programming error
010.000.0202	__ERROR__ TRReportManager::iReportChanged: iSetData for Task Report '<id>' fails."	Reading a changed report from the database and storing it internally fails. Programming error
010.000.0203	__ERROR__ TRLevel::_iReadSQLStatements: Index '<index> ' out of range (0 .. 20)	an sql statement fragment is stored with an index not between 0 and 20. Check the configuration.
010.000.0204	__ERROR__ TRLevel::iSetData: position number '<position>' out of range(0,<max>).	A parameter description is stored with an position that does not fit to the sql statement. Check the configuration
010.000.0205	__ERROR__ TRLevel::_iReadSQLStatements: unexpected index '<index>', invalid sort oder.	The sql statement are not concatenated in the right order. Programming error
010.000.0206	__ERROR__ Level 2: No userdefined task tags for level 2 available. source name = '<sourcename>'	An user defined task tag should be used for level 2. This function is not supported up to now. Change configuration.
010.000.0207	__ERROR__ Level 3: No userdefined task tags for level 3 available. source name = '<sourcename>'	An user defined task tag should be used for level 3. This function is not supported up to now. Change configuration.
010.000.0208	__ERROR__ : no C type for SQL type '<type>'	The sql data type is not supported. Change Configuration.
010.000.0209	__ERROR__ Level '<level>' Unsupported SQL Type for Counter '<counter>', SQLType = '<type>'	The sql data type is not supported for a counter. Change Configuration.
010.000.0210	__ERROR__ Level <level>:Unsupported SQL Type for Attribute Timestamp SQLType = '<type>');	The sql data type is not supported for a timestamp Change Configuration
010.000.0211	__ERROR__ Level '<level>' Unsupported SQL Type for Attribute TaskId SQLType = '<type>'	The sql data type is not supported for a task id. Change Configuration
010.000.0212	__ERROR__ Level '<level>' Unsupported SQL Type for Bit Counter '<counter>', SQLType = '<type>'	The sql data type is not supported for a bit counter. Change Configuration
010.000.0213	__ERROR__ Level '<level>' Unsupported SQL Type for Enum Counter '<counter>' SQLType = '<type>'	The sql data type is not supported for a enumeration counter. Change Configuration

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0214	__ERROR__ Level "<leve>' Unsupported SQL Type for Tag '<tag>', SQLType = '<type>'	The sql data type is not supported for a tag, only Char is supported. Change Configuration
010.000.0216	__ERROR__ Level '<level>': Unknown Sourcename for Attribute '<attribute>'	An attribute with that name is not supported. Change Configuration
010.000.0217	__ERROR__ Level '<level>': Unknown Sourcename for Counter '<counter>'	A counter with that name is not supported. Change Configuration
010.000.0218	__ERROR__ TRLevelParameter::vSetData CHAR or BINARY types need column width > 0	A char or binary column is configured with column width 0. Change configuration.
010.000.0219	__ERROR__ Number of params in statement (placeholders) does not match with the real number of installed params for the level '<level>'	The number of parameters in the sql statement does not fit to the configured parameters. Change Configuration.
010.000.0220	__ERROR__ Level '<level>' Colsize for Attribute TaskId with SQLType Binary must be 8	A binary column for a task id has been configured with column width other than 8. Change configuration.
010.000.0400	__ERROR__ TRManager::connectSM_srv() - startup fails	The connection to the statistic server fails. Check whether the statistic server is running
010.000.0401	__ERROR__ TRConnectionSM::bBindServer - ABSORB_ResolveObject failed for 'TRReportServer' ... BAD POINTER!	The statistic server cannot be bound as a corba object. Check whether the statistic server is running. Restart statistic server and task reporting server.
010.000.0402	__ERROR__ TRConnectionSM::bBindServer - _narrow failed for '<name>' ... BAD POINTER!	The statistic server cannot be bound as a corba object. Check whether the statistic server is running. Restart statistic server and task reporting server.
010.000.0403	__ERROR__ TRConnectionSM::bBindServer - ABSORB_ResolveObject failed for 'AgentLoggingAdapter' ... BAD POINTER!	The statistic server cannot be bound as a corba object via observation. Check whether the statistic server is running. Restart statistic server and task reporting server.
010.000.0404	__ERROR__ TRConnectionSM::bBindServer - _narrow failed for 'AgentLoggingAdapter'... BAD POINTER!");	The statistic server cannot be bound as a corba object via observation. Check whether the statistic server is running. Restart statistic server and task reporting server.
010.000.0405	__ERROR__ in TRHandleAllData::notify() received value with unknown type information !	A data object with unknown type is received from the statistic server. It will be ignored
010.000.0406	__ERROR__ in TRHandleAllData::notify() Internal error occurted !	A data object has been received from the statistic server, but it cannot be interpreted. It will be ignored.

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0407	__ERROR__ TRConnectionSM::iRegister - Registration for report '<report>' is not possible now. The sm server is not available. Retry connection!	A report cannot be registered at the statistic server, because it cannot be reached. The task reporting server will try to reconnect to the statistic server and register the report.
010.000.0408	TRConnectionSM::iDeregister - Deregistration for report '<report>' not possible now, because the sm server is not running!	A report cannot be deregistered at the statistic server, because it cannot be reached. The task reporting server will try to reconnect to the statistic server and deregister the report.
010.000.0409	__ERROR__ TRConnectionSM::checkSMState SM not running : State = '<state>'	The statistic server can be reached, but it is in a state, where further communication is not possible. The task reporting server will try later.
010.000.0410	__ERROR__ TRConnectionSM::checkSMState GetServerState returns false	The statistic server cannot be reached. Check whether the statistic server is running.
010.000.0411	__ERROR__ TRConnectionSM::bGetServerSta te: _ptReportServer not initialized	The statistic server cannot be reached. Programming error
010.000.0412	TRConnectionSM::startStopLevel Start/Stop Level not possible now ... SM_SRV not running ... Retry connection	The start or stop of a report is not possible, because the statistic server cannot be reached. Try again, when statistic server runs.
010.000.0413	__ERROR__ ConnectSM_srv() failed	The statistic server cannot be reached during start up. The task reporting server will try again after 1 second.
010.000.0414	__ERROR__ TRConnectionSM::iBasicRegister - Registration failed !	A report cannot be registered at the statistic server.
010.000.0415	__ERROR__ TRConnectionSM::iDeregister - Deregistration for report '<name>" of level '<level>' failed (error '<error>')!	A report cannot be deregistered at the statistic server.
010.000.0416	"__WARNING__ TRConnectionSM::iDeregister - Deregistration for report '<report>' of level '<level>' failed; userdefined tag not found in map '<map>'	A user defined tag cannot be found. Programming Error
010.000.0417	__ERROR__ TRConnectionSM::StartReportin g failed. Level '<level>' (error '<error>')!	The trial to start a report at the statistic server received an error. See the error message from the statistic server
010.000.0418	__ERROR__ TRConnectionSM::StopReporting failed. Level '<level>' (error '<error>')!	The trial to stop a report at the statistic server received an error. See the error message from the statistic server
010.000.0500	__ERROR__ Connection for Report '<report>'. TRTaskDBConnection::CreateCo mmand fails with assertion	a data record shall be written in the customer database, but the connection is not available

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0501	__ERROR__ Connection for Report'<report>'. TRTaskDBConnection::ICreateCommand fails ");	Creating a command to write a data record in the customer database failed. May be out of Memory
010.000.0502	too few '?' in sql template string! (<string>)	Configuration error: there are more parameters configured as needed in the sql statement
010.000.0503	too many '?' in sql template string! (<string>);	Configuration error: there are less parameters configured as needed in the sql statement
010.000.0504	__ERROR__ Connection for Report : '<report>' TRTaskDBCommand::CreateParameter: illegal value for position number '<number>'	Configuration error: a parameter is configured with a negative parameter number
010.000.0505	__ERROR__ Connection for Report: '<report>' TRTaskDBCommand::CreateParameter: param for position number '<number>' already exists");	Configuration error: a parameter is configured twice
010.000.0506	__ERROR__ Connection for Report : '<report>' TRTaskDBCommandODBC::bindParamToCommand invalid Paramtype '<type>' for Parameter '<parameter>'	Configuration error: a given parameter has an illegal parameter type
010.000.0507	__ERROR__ Connection for Report : '<report>' TRTaskDBCommandODBC::bindParamToCommand invalid SQL type '<type>' for Parameter '<parameter>'	Configuration error: a given parameter has an illegal sql type
010.000.0508	__ERROR__ Connection for Report : '<report>' TRTaskDBCommandODBC::bindParamToCommand invalid C type '<type>' for Parameter '<parameter>'	Configuration error: a given parameter has an illegal C type
010.000.0600	__ERROR/WARNING__ TRTaskDBConnectionODBC::iOpen - SQLConnect report '<report>' (<urlSrv>/<user>/<pwd>)	Connection to ODBC database failed, check URL, user, password
010.000.0601	__ERROR/WARNING__ TRTaskDBCommandODBC::iSetCommandText - SQLAllocHandle report '<report>'	Allocating an ODBC statement handle failed
010.000.0602	__ERROR/WARNING__ TRTaskDBCommandODBC::iGetInfoAboutProcedures - SQLAllocHandle report '<report>'	Allocating an ODBC statement handle failed, while trying to read procedure infos
010.000.0603	__ERROR/WARNING__ TRTaskDBConnectionODBC::GetTaskId_ - SQLAllocHandle report '<report>'	Allocating an ODBC statement handle failed, while reading a task id

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0604	REPORT(Report_TRS_ERR, pcTP(TRS_ODBC_ERR_ALLOC_STMT_EXECDIRECT) __ERROR/WARNING__ TRTaskDBConnectionODBC::ExecuteDirect_ - SQLAllocHandle report '<report>'; statement = '<stmt>'	Allocating an ODBC statement handle failed, while trying to execute an sql statement directly
010.000.0605	__ERROR/WARNING__ TRTaskDBCommandODBC::iGetInfoAboutColumns - SQLAllocHandle report '<report>'	Allocating an ODBC statement handle failed, while trying to read column infos
010.000.0606	__ERROR/WARNING__ TRTaskDBCommandODBC::iSetCommandText - SQLPrepare report '<report>'; statement = '<stmt>'	Preparing an ODBC statement failed
010.000.0607	__ERROR/WARNING__ TRTaskDBCommandODBC::iBindParamToCommand - SQLBindParameter report '<report>'; parameter number = '<number>'	Binding an ODBC parameter failed
010.000.0608	__ERROR/WARNING__ TRTaskDBCommandODBC::iExecute_ - SQLExecute report '<report>'	Executing an ODBC statement failed
010.000.0609	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>, function: <function>, odbc state: <state>, odbc text: <text>, odbc native error : <error>	Trying to execute an ODBC statement during database shutdown
010.000.0610	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>) SQL_ERROR!	An ODBC function is called and returned SQL_ERROR
010.000.0611	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>) SQL_NEED_DATA!	An ODBC function is called and returned SQL_NEED_DATA
010.000.0612	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>) SQL_STILL_EXECUTING!	An ODBC function is called and returned SQL_STILL_EXECUTING
010.000.0613	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>) SQL_NO_DATA!	An ODBC function is called and returned SQL_NO_DATA
010.000.0614	__ERROR__ TR_HandleODBCError::iCheckSQLResult - (<string>) SQL_INVALID_HANDLE!	An ODBC function is called and returned SQL_INVALID_HANDLE
010.000.0615	__ERROR__ TR_HandleODBCError::iCheckS	An ODBC function is called and returned with unknown result

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
	QLResult - (<string>) DEFAULT!	
010.000.0616	__ERROR/WARNING__ TRTaskDBCommandODBC::iCheckNrParams - SQLNumParams report '<report>'	The ODBC function SQLNumParams() is called and returned an error
010.000.0617	__ERROR/WARNING__ TRTaskDBCommandODBC::iGetInfoAboutColumns - SQLFetch report '<report>'	Trying to get column infos returned an error
010.000.0618	__ERROR/WARNING__ TRTaskDBCommandODBC::iGetInfoAboutProcedures - SQLFetch report '<report>'	Trying to get procedure infos returned an error
010.000.0619	__ERROR/WARNING__ TRTaskDBConnectionODBC::GetTaskId_ - SQLFetch report '<reprt>'; statement = '<stmt>'	Trying to get a task id returned an error
010.000.0620	__ERROR/WARNING__ TRTaskDBConnectionODBC::GetTaskId_ - SQLBindCol report '<reprot>'; statement = '<stmt>'	Trying to bind columns to read a task id returned an error
010.000.0621	__ERROR/WARNING__ TRTaskDBConnectionODBC::ExecuteDirect_ - SQLExecDirect report '<report>'; statement = '<stmt>'	Trying to execute an sql statement returned an error
010.000.0622	__ERROR/WARNING__ TRTaskDBConnectionODBC::GetTaskId_ - SQLExecDirect report '<report>'; statement = '<stmt>'	Trying to execute an sql statement to get a task id returned an error
010.000.0623	__ERROR/WARNING__ TRTaskDBConnectionODBC::SetConnectionAttributes - SQLSetConnectAttr report '<report>'	Calling the ODBC function SQLSetConnectAttr() returned an error
010.000.0624	__ERROR/WARNING__ TRTaskDBConnectionODBC::EndTransaction_ - SQLEndTran report '<report>'	Calling the ODBC function SQLEndTran() returned an error
010.000.0625	__ERROR/WARNING__ RTaskDBCommandODBC::iGetInfoAboutColumns - SQLColumns report '<report>'	Calling the ODBC function SQLColumns() returned an error
010.000.0626	"__ERROR/WARNING__ TRTaskDBCommandODBC::iGetInfoAboutProcedures - SQLProcedureColumns report '<report>'	Calling the ODBC function SQLProcedureColumns() returned an error
010.000.0627	__ERROR__ Connection for Report : ' <report>' TRTaskDBCommandODBC::bindParamToCommand Adress for value is NULL	internal programming error
010.000.0700	__ERROR__ Open Logfile failed for Report: '<name>' TRTaskDBLogFile::Open -	The creation of a log file failed, check disk space

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
	CreateFile '<filename>'	
010.000.0701	__ERROR__ TRTaskDBLogFile::CheckFileSize Open Logfile failed Logfile= '<filename>'	The creation of a overflow log file failed, check disk space
010.000.0702	__ERROR__ TRTaskDBLogFile::CheckFileSize Open Temp Logfile failed Logfile= '<filename>'	The creation of a overflow temporal log file failed, check disk space
010.000.0703	__ERROR__ TRTaskDBLogFile::CheckFileSize Open Retry Logfile failed Logfile = '<filename>'	The creation of a overflow retry log file failed, check disk space
010.000.0704	__ERROR__ Open Logfile failed for Report : '<report>' TRTaskDBLogFile::Open - GetFileSize Last Error : '<error>'	Checking the file size of a log file failed, check disk space
010.000.0705	__ERROR__ Open Logfile failed for Report : '<report>' TRTaskDBLogFile::Open - SetFilePointer Last Error : '<error>'	Checking the file size of a 'don't retry' log file failed, check disk space
010.000.0706	__ERROR__ GetFileInformationByHandle failed for Report: '<report>' TRTaskDBLogFile::TransferData FromFileToDatabase Last Error: '<error>'	Reading file information for a log file while starting the data transformation failed
010.000.0707	__ERROR__ GetFileInformationByHandle failed for Report: '<report>' TRTaskDBLogFile::StopTransfer DataFromFileToDatabase Last Error: '<error>'	Reading file information for a log file while stopping the data transformation failed
010.000.0708	__ERROR__ Open Logfile failed for Report: '<report>' TRTaskDBLogFile::Open - SetFilePointer Last Error:'<error>'	Setting the file pointer to the start of the file failed, check disk space
010.000.0709	__ERROR__ Open Logfile failed for Report: '<report>' TRTaskDBLogFile::Open - SetFilePointer from '<filename>' Last Error: '<error>'	Setting the file pointer to the start of the 'don't retry' file failed, check disk space.
010.000.0710	__ERROR__ SetFilePointer at the beginning failed for Report: '<report>' TRTaskDBLogFile::TransferData FromFileToDatabase - SetFilePointer Last Error: '<error>'	Setting the file pointer to the start of the file failed, check disk space.
010.000.0711	__ERROR__ Open Logfile failed for Report: '<report>' TRTaskDBLogFile::Open - CreateFile '<filename>'	Creating a 'don't retry' log file failed. Check the disk space.

ErrorNumber	Error text	Error description (including instructions for resolving the error, if at all possible)
010.000.0712	__ERROR__ : <'error>' during write into Logfile for Report : '<report>' TRTaskDBLogFile::MainLoop	Writing a data record to the log file failed. Check the disk space.
010.000.0713	__ERROR__ OverwriteFile failed for Logfile: '<filename>' TransferAStatementToTaskDB:: WriteFile LastError: '<error>'	Writing a data record to the log file failed.Check the disk space.
010.000.0714	__ERROR__ Open Logfile '<filename>' failed for Report: '<report>' TRTaskDBLogFile::Open - CreateFile	Creating a log file failed. Check the disk space.
010.000.0715	__ERROR__ CreateFile failed for Report: '<report>' TRTaskDBLogFile::TransferData FromFileToDatabase Filename: '<filename>' Last Error: '<error>'	Opening a log file failed.
010.000.0716	__ERROR__ Read File failed for Logfile: '<filename>' TransferAStatementToTaskDB:: ReadFile LastError: '<error>'	Error while reading a log file
010.000.0717	__ERROR__ TRTaskDBLogFile::CheckFileSiz e GetFileSize failed for Logfile: '<filename>' LastError: '<error>'	Error while checking size of a log file
010.000.0718	__ERROR__ TRTaskDBLogFile::CheckFileSiz e GetFileSize failed for Logfile (tmp): '<filename>' LastError: '<error>'	Error while checking size of a temporal log file
010.000.0719	__ERROR__ TRTaskDBLogFile::CheckFileSiz e GetFileSize failed for Logfile (retry): '<filename' LastError: '<error>'	Error while checking size of a retry log file
010.000.0720	__ERROR__ DeleteFile failed for Report: '<report>' TRTaskDBLogFile::StopTransfer DataFromFileToDatabase Last Error: '<error>'	A log file cannot be deleted
010.000.0721	__ERROR__ the tmp-Logfile '<filename>' for Report: '<report>' is not empty. The -- complete -- copy operation to the task db failed	Data transfer from file to database is stopped, but there are more data records in the file
010.000.0997	__ERROR__ CORBA exception '<exceptionname>(<minorcode>)' caught. <comment>	A CORBA exception is caught. Look for the reason in the <comment>
010.000.0998	out of memory	The application run out of memory
010.000.0999	__ERROR__ system exception caught. <comment>	An exception is caught. Programming error

CCK_DialedTheme= AliveTopic, CCK_TrackId = 0x00000000c5000000, the other values are 0 or empty.

Index

C

components 8

D

Database connection 21

E

Edition 5
Error messages 28

H

Help 5

I

Information 5, 6

K

Knowledge 6

P

Paper 6
Prerequisites for printing 6
Printed manual 6
Printing 6

S

Startup parameters 21
Structure 5

T

tr_srv 8, 20, 21, 23, 24, 28