



Aspire Advanced Solutions

OPTIMUS

FAQ's and Troubleshooting

Revision 1.3

This document is the property of *Aspire Advanced Solutions* and all the rights are reserved to *Aspire Advanced Solutions*. Information contained herein will not be published, will not be duplicated, and no use, either full or partial will be made thereof for any purpose without the appropriate approval.



Table of Contents

Scope	3
Concepts and Abbreviations	4
Troubleshooting	6
Frequently Asked Questions (FAQ's)	14
Optimus Management System Messages Description	15

This document is the property of *Aspire Advanced Solutions* and all the rights are reserved to *Aspire Advanced Solutions*. Information contained herein will not be published, will not be duplicated, and no use, either full or partial will be made thereof for any purpose without the appropriate approval.



Scope

The purpose of this document is to provide tips about features that users frequently ask about, and troubleshooting assistance for common problems.

This document is not intended to take the place of training on use of Optimus system, or to substitute any other documentation.

This Optimus document refers to Optimus version 0.20 and no other prior or later versions. For other versions please refer to the correct System Manual.

Clarification: All male-oriented references in this document are intended for both male and female readers and users.

This document is the property of *Aspire Advanced Solutions* and all the rights are reserved to *Aspire Advanced Solutions*. Information contained herein will not be published, will not be duplicated, and no use, either full or partial will be made thereof for any purpose without the appropriate approval

Concepts and Abbreviations

- **Optimus Server:** The PC server where Optimus Call Center is installed, using Microsoft Windows 2000/2003 Server OS software.
- **TAPI:** Telephony API (Application Programming Interface): telephony protocol supplied by Microsoft as part of the Windows OS and used by PBX vendors for application access.
- **TSP / TAPI Server:** TAPI Service Provider: The software developed by the PBX vendor using the TAPI protocol, to enable application access to the PBX. For Optimus, the LGN TSP is installed on the Optimus Server.
- **Optimus Main Device (OMD):** Optimus uses a smart LG-Nortel extension to handle waiting calls. This extension should be an LDP-30 telephone device, and DSS units are added as needed for call center with more than one PRI (or E1) interfaces.
- **Smart Extension:** An extension of the PBX supporting a smart, digital phone set. A smart extension has many features available through the PBX, which a regular extension does not.
- **Regular Extension:** An extension of the PBX supporting a regular, analog phone set. A regular extension usually supports only simple telephony functions, not unlike a traditional home telephone.
- **DSS:** An extension of a smart telephone set, providing more buttons and allowing the set to handle more calls simultaneously.
- **TN:** A unique, physical identification of an extension in the PBX.
- **CLAN:** Customer LAN. The main local network of the customer.
- **PLAN:** PBX LAN. A network segment where the LGN PBX and the Optimus Server are located. See Optimus Architecture diagram (Appendix A) for more details.
- **PBX:** Private Branch Exchange.
- **IP Address:** TCP/IP network protocol assigns a unique IP (Internet Protocol) address for each computer or device (such as the PBX).
- **IP Port Number:** TCP/IP network protocol uses different port numbers for different types of communications. For example, the HTTP protocol used for web browsing uses TCP/IP port 80, the SMTP protocol for email transfer uses port 25, and so forth.



- **DNIS:** Destination Number Identification Service, provided for each call and designates the number that was dialed in order to reach the call's destination.
- **CLID / ANI:** Caller ID, provided for each call and identifies the caller's number (unless the number is blocked purposefully).
- **ATTACHDATA:** Any additional data (besides DNIS and CLID) attached to the call. For example: Customer ID as entered by the caller using the phone's buttons.
- **SPIN:** Screen Pop-up Integration. An Aspire product used for tight and closer integration, used mainly for Client/Server software.
- **ODBC:** Open Data Base Connectivity – a MS-Windows standard for database access and connections. Supported by most commercial database software.

This document is the property of *Aspire Advanced Solutions* and all the rights are reserved to *Aspire Advanced Solutions*. Information contained herein will not be published, will not be duplicated, and no use, either full or partial will be made thereof for any purpose without the appropriate approval.

Troubleshooting

Problem:

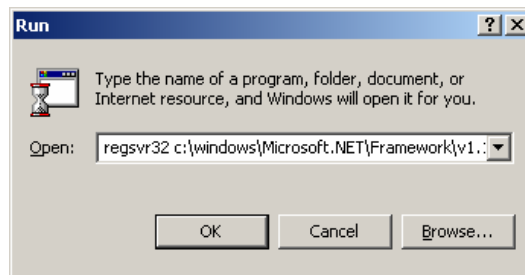
Optimus Management System (web interface) is not loading properly.

Resolution:

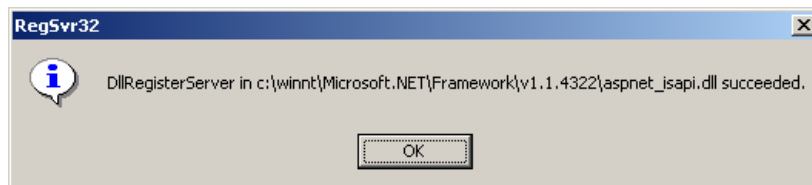
1. Register the asp.net dll file.

In Start->Run run the following command and press enter:

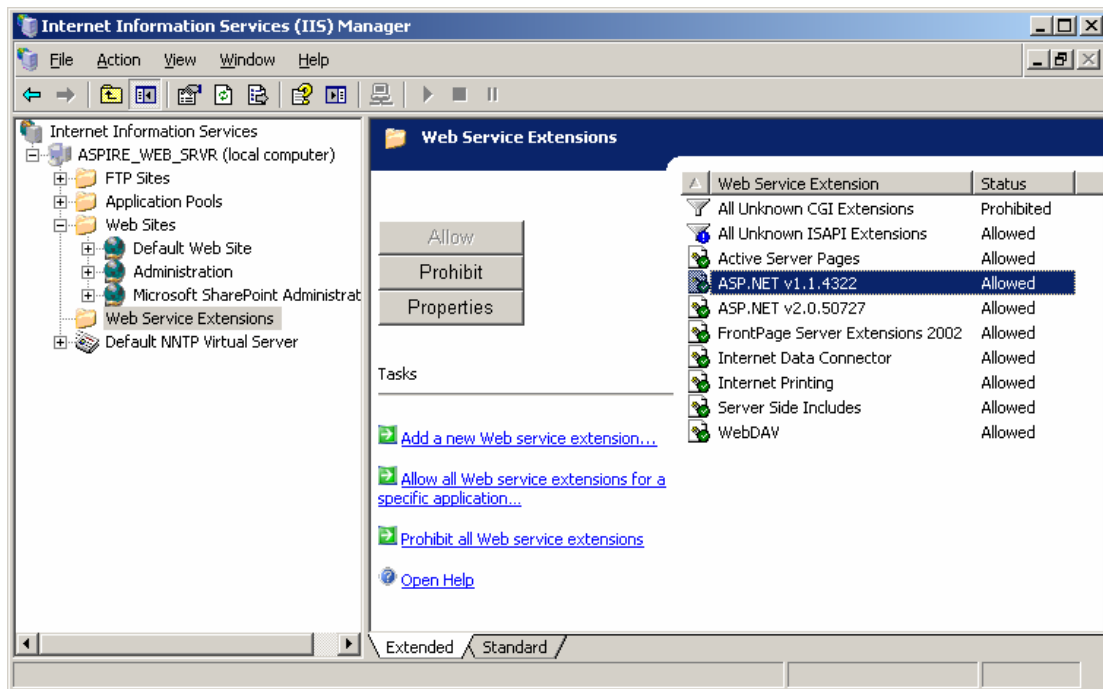
```
regsvr32 c:\windows\Microsoft.NET\Framework\v1.1.4322\aspnet_isapi.dll
```



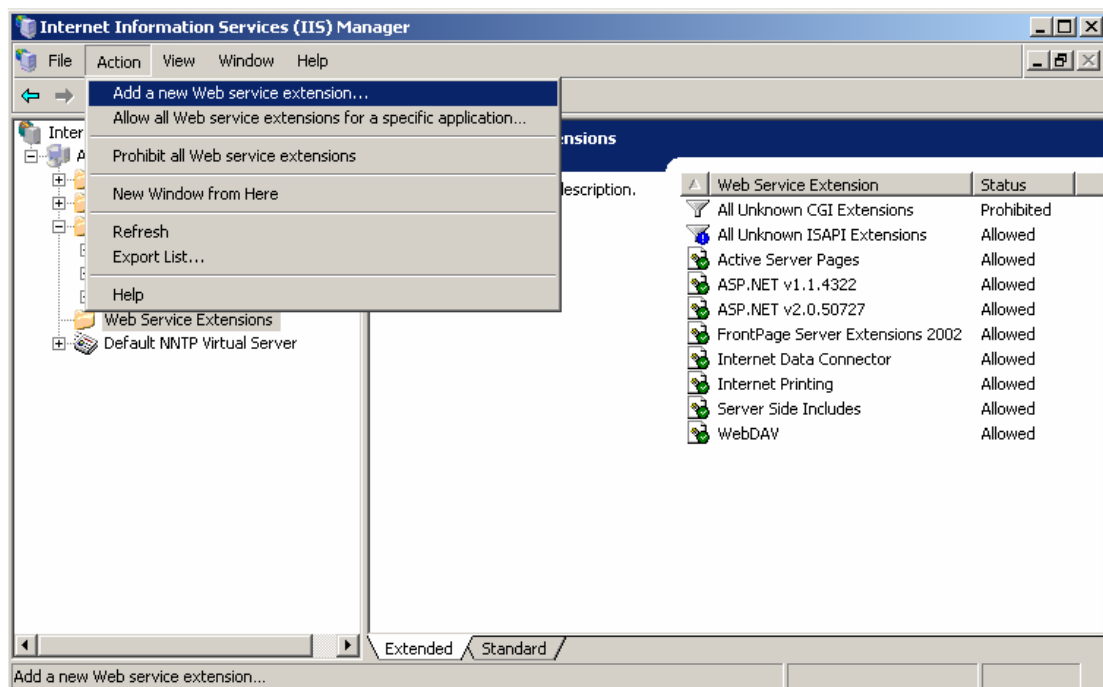
2. Wait until you receive the following message:

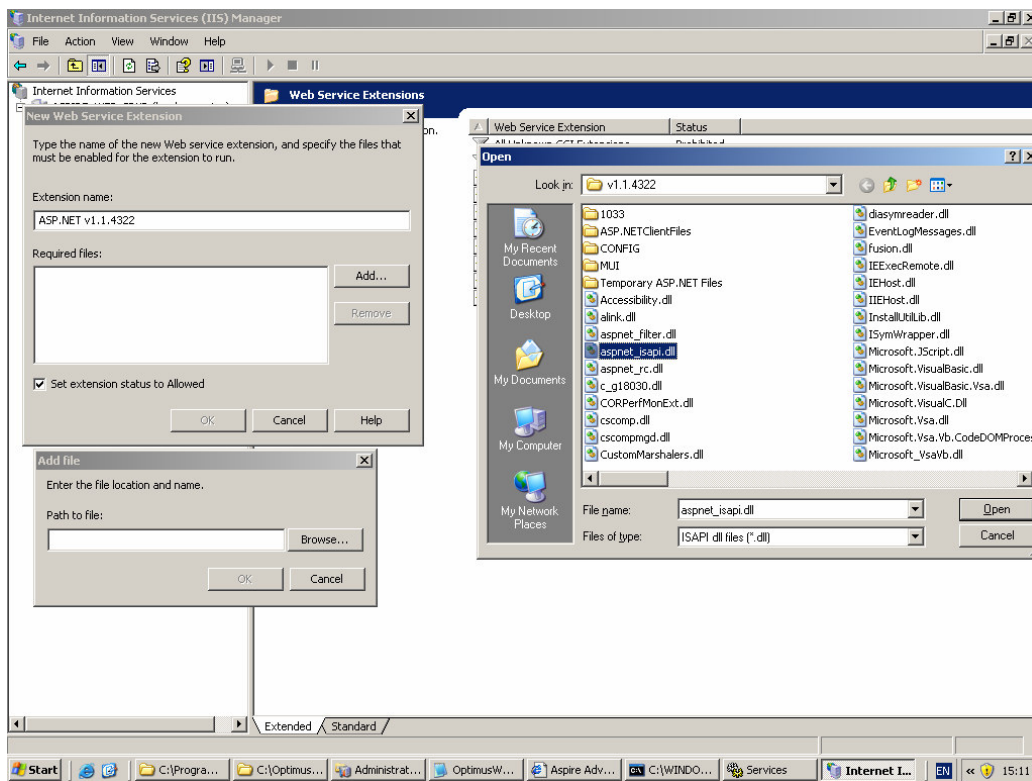


3. Open the IIS Management and make sure that all the web services extensions are set to Allowed.



4. Add a new web service extension (ASP.NET v1.1.4322) and set its status to Allowed.





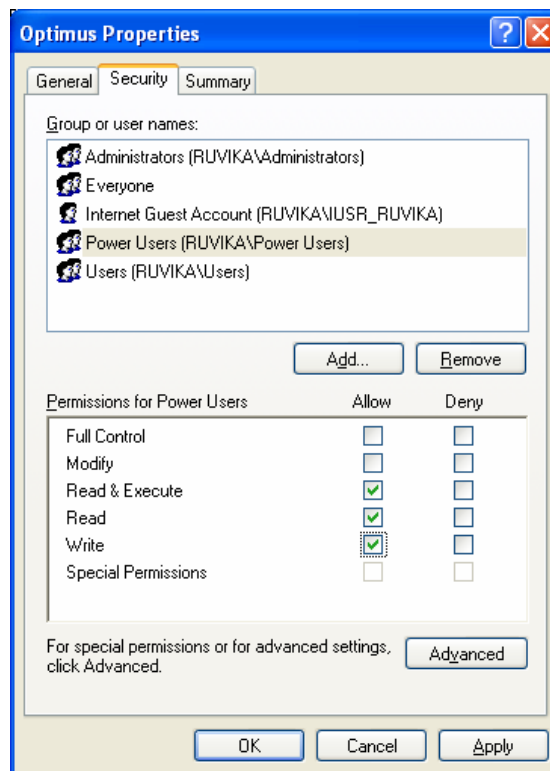
5. Restart the machine.

Problem:

Changes made in user interface (Optimus Management System) are not saved.

Resolution:

1. Add the ASPNET permission entry to the Optimus.mdb file (located under [INSTALLATION_PATH]\Aspire AS\Optimus\Web Server) with Read & Write permissions.
2. Add the Power Users permission entry to the Optimus.mdb file (located under [INSTALLATION_PATH]\Aspire AS\Optimus\Web Server) with Read & Write permissions.
3. Add the Users permission entry to the Optimus.mdb file (located under [INSTALLATION_PATH]\Aspire AS\Optimus\Web Server) with Read & Write permissions.





Problem:

Agent's real time toolbar is not displayed.

Resolution:

In Microsoft Internet Explorer, open the Internet Options from the *Tools* menu. Under the *Security* folder, select *Trusted Sites* and click the *Sites* button. Add the computer name where the Optimus server has been installed, for example: `http://OptimusServer`, uncheck the *Require Server Verification* and select *Add* and then *OK*. Under the *Security* folder, select *Trusted Sites* and click the *Custom Level* button. Select *Prompt* or *Enable* for *Download unsigned ActiveX controls* and for *Download unsigned ActiveX controls*.

Resolution:

In case there is a firewall between the Optimus server and the client machines, open the following port numbers configured in the *Optimus Management System*:

- *Real Time Port Number* under the *Agent* menu (under *Management, Configuration*).
- *Shift Manager Real Time Port Number* under the *Real Time* menu (under *Management, Configuration*).



Problem:

There are no available lines in the Optimus Management System under *PBX Lines* menu or *Extensions* menu, or in the Optimus Maintenance application under the *Lines* tab.

Resolution:

Install the TSP as described in the *Installation Guide for Optimus* and perform the necessary steps to assure proper installation.

Resolution:

Start Optimus Engine main service.

Resolution:

From the Start menu select Run and type the following command:

```
tcmsetup /c /x [OPTIMUS_SERVER_NAME]
```

Note: If Optimus is running you must stop it first. Executing this command while the Optimus is running might cause Optimus to stop working.

Resolution:

Restart the Telephony service.

Resolution:

Restart the server.

Resolution:

Check the *Enable telephony server* in the Telephony Properties screen.

Resolution:

Remove the TSP (Telephony Service Provider for LG-Nortel System) from the *Phone and Modems Options* screen (under the Advanced tab) and click on the *Ok* button. Add the TSP again from the same screen and click on the *Ok* button.



Problem:

Different screens in the user interface (Optimus Management System), such as Agent's Toolbar, reports or real time reports, are not opened.

Resolution:

Disable ant pop up blocker in Microsoft Internet Explorer. It can be either an Internet Explorer built in pop up blocker or an add-on such as Yahoo! Toolbar or Google toolbar.



Problem:

General telephony problems occurs (such as failure to answer calls, extension state is invalid)

Resolution:

Problems like these are not common and should be handled carefully. If the problem persists then contact the product vendor.

- If there is a firewall between the TSP and the Optimus (in case they are installed on different machines) or there is a firewall on the Optimus server, open ports 251 and 253 which are used for TAPI messages.
 - * Using a firewall between the TSP and the Optimus server is not recommended and might cause unexpected results.
- Open the *Optimus Maintenance* application. From the *Lines* tab restart the necessary lines. If the problem is with a specific extension or a PBX line then it is better if you restart the specific line only.
- From the *Services* tab stop the *Optimus Engine* service and start it again.



Frequently Asked Questions (FAQs)

FAQ:

When working in Terminal Server mode, sometimes the clients do not have a unique IP address. How can I define multiple extensions?

Answer:

When working in Terminal Server mode don't supply the Terminal Server IP address as the extension Host Name, but instead assign a dummy name for each station.

Optimus Management System Messages Description

Message:

Could not establish a connection with the Optimus server (2812)

Description:

Optimus Management System fails to connect to the Optimus server.

- Check if the Optimus is running.
- If you have re-configured the IP address or the port of the Optimus server then you must close the Optimus Management System and open it again.

Message:

The agent is already logged in (2852)

Description:

An agent who is already logged in to one extension is trying to log in to another extension. An agent can not log in to two extensions at the same time.

Message:

Another agent is already logged in on this host (2853)

Description:

An agent is trying to log in to an extension which another agent is already logged in to. Two agents can not log in to the same extension at the same time.

Message:

Line is already exists (2871)

Description:

You have tried to add a line which is already exist in the Optimus server.

Message:

Line does not exist in the TAPI server (2872)

Description:

You have tried to add a line which does not exist in the Optimus server.

- Check that the telephone number is correct.
- Restart the TSP and the Optimus server.

Message:

Line open failure (2873)

Description:

The Optimus server failed to open the line.

- Check that the line exists in the TSP.
- Restart the TSP and the Optimus server.

Message:

You can not add another extension according to the product license. If you wish to add more extensions please contact the product vendor (2875)

Description:

You have reached the limit of extensions according to the product key. If you wish to add more extensions you should contact your product vendor.

Message:

IP is already exists (2876)

Description:

You are trying to add a new extension with an IP address which is already exists in another extension.

Message:

Could not add the rule because another rule for the same CLID is already defined (2891)

Description:

You are trying to add a new rule based on a caller Id while there is another rule based on the same caller Id.



Message:

Could not add the rule because another rule for the same DNIS is already defined (2892)

Description:

You are trying to add a new rule based on a DNIS (Dialed Number Identification Service) while there is another rule based on the same DNIS.

Message:

Could not add the rule because another rule for the same DNIS and CLID is already defined (2893)

Description:

You are trying to add a new rule based on a DNIS (Dialed Number Identification Service) and a caller Id while there is another rule based on the same DNIS and caller Id.

Message:

Flow is already exists (2894)

Description:

You are trying to add a new flow while there is already a flow with the same parameters.

Message:

The flow rule is illegal. Please check and try again (2895)

Description:

You are trying to add a new flow while there is already a flow with the same parameters or the flow causes a circular call flow.

Message:

User is already exists (2911)

Description:

You are trying to assign a user to group who is already assigned to this group.

Message:

Group is already exists (2912)

This document is the property of *Aspire Advanced Solutions* and all the rights are reserved to *Aspire Advanced Solutions*. Information contained herein will not be published, will not be duplicated, and no use, either full or partial will be made thereof for any purpose without the appropriate approval.

Description:

You are trying to assign a user to group who is already assigned to this group.

Message:

Queue is already exists (2913)

Description:

You are trying to assign a queue to group who is already assigned to this group.

Message:

You can not remove a default Queue (2914)

Description:

You are trying to delete a queue which is defined as the default queue. First define a different queue as the default queue and then try to delete the queue again.

Message:

Db connection is already exists (2931)

Description:

You are trying to add a database connection while there is already a database connection defined to the same database.

Message:

Could not connect to the database. Error description: (2933)

Description:

The Optimus server failed to connect to the database. The system error message will be concatenated to this message.

- Check the connection string.

Message:

An error occurred while trying to execute the SQL for call routing. Error description: (2934)

Description:



The Optimus server failed to execute the SQL statement against the database. The system error message will be concatenated to this message.

- Check the SQL statement syntax and parameters.

Message:

An error occurred while trying to execute the routing stored procedure for call routing. Error description: (2935)

Description:

The Optimus server failed to execute the stored procedure against the database. The system error message will be concatenated to this message.

- Check the stored procedure syntax and parameters.