

Infinity Voice Logger

Major/minor version: **2.1**

Revision: **2.1.9h**

Status: **General Release** [06/05/2007]

Changes:

Revision: **2.1.9d26**

Status: **General Release** [06/05/2007]

Changes: Fixed email sometimes causing a 'STOP' sequence

Revision: **2.1.9d25**

Status: **General Release** [06/05/2007]

Changes: Fixed creating of Logger schedule table in SQL
Fixed adding records in Logger Schedule

Revision: **2.1.9d23**

Status: **General Release** [06/05/2007]

Changes: Fixed various issues to improve reliability
Added Events logs entries for problems with CLOG importing and Zip file processing

Revision: **2.1.9.d9**

Status: Interim revision

Changes: If a CLOG can't be imported, an Event is generated
Curline is now not set until after the recorder successfully starts
'Zero' state removed as a valid state for recording

Revision: **2.1.9.d8**

Status: Interim revision

Changes: Added diag utility to compare MDR and Logger databases

Revision: **2.1.9.d7**

Status: Interim revision

Changes: When WinOp is logged out, heartbeat timer changes to 20000ms
(unless the station is an ecreator or vox station)

Revision: **2.1.9.d6**

Status: Interim revision

Changes: Changed default Heartbeat timer from 75 ms to 500ms to address RPC buffer overruns

Revision: **2.1.9.d4**

Status: Interim revision

Changes: If WinOp does not have the 'BillingNumber' property, logger will sense that and not raise an error

Revision: **2.1.9.d2**

Status: Interim revision

Changes: You can put a file in the local drive \amtelco\logger folder called EmailFooter.txt. The contents of the file will be added to the bottom of any email sent by lgoger

Revision: **2.1.9.d1**

Status: Interim revision

Changes: Added EndingClientNumber, EndingClientName and EndingBillingNumber fields.
Redid Calls display to show above information
Added Find function for above information

Revision: **2.1.9.c16**

Status: Interim revision

Changes: Added additional database diagnostics
Fixed a 'file already open' when the admin station retrieves agent's alternate name

Revision: **2.1.9.c12**

Status: Interim revision

Changes: Added DB check to Diagnostics menu moved all database tables to logger. No longer using events, loggerschedule, and loggerstats

Revision: **2.1.9.c11**

Status: Interim revision

Changes: Changes to vfilehandler to prevent restarting of admin station while it is doing long purges

Revision: **2.1.9.c9**

Status: Interim revision

Changes: Changed to AOSMTP.DLL

Revision: **2.1.9.c8**

Status: Interim revision

Changes: Changed email retrieval to download one message at a time; this will stop timeout errors when there are many messages to retrieve

Revision: **2.1.9.c6**

Status: Interim revision

Changes: Changes for European Date format

Revision: **2.1.9.c4**

Status: **General Release** [03/01/2006]

Changes: Fixed problem with Events log retrieving incorrect data
Removed default 'loggerlove' for emailing of events log
Fixed emailing of events log to only send the displayed items
Removed continual error reporting when ActiveX is not responding.

Revision: **2.1.9.c1**

Status: Interim revision

Changes: Removed LCID registry support in favor of a Station Option for Euro Dates

Revision: **2.1.9.c**

Status: Interim revision

Changes: Fixed various issues with ActiveX changes in 5.3 WinOp

Changed QA so N/A scores get saved as a -1. This allows the AgentAssessment report to now show Yes/No and 0,1,2,3 responses accurately. This requires a DB adjustment which will be done the first time the DB Admin station is started.

Added additional info to the Station Monitor

Revision: **2.1.9.b35**

Status: Interim revision

Changes: Fixed duration of calls showing as 0:00 when the second recording has 0 duration

Fixed display of calls sometimes not showing the first operator

RecDuration no longer set to 0 when recorder is started. This is to compensate for missing DISC state records from the ActiveX

Revision: **2.1.9.b29**

Status: Interim revision

Changes: If the ALternateName is blank, the log files will be stored with the Infinity Agent Name when available

Revision: **2.1.9.b28**

Status: Interim revision

Changes: eCreator: if the option is set but WinOp is logged in, Logger will ignore the eCreator flag

Fixed a problem playing recordings when the first recording in the database has a CallID > 1

Fixed error in eMail 'Send Files Now' routine

Fixed errors in FTP 'Transfer' and 'Connect' routines

Revision: **2.1.9.b27**

Status: Interim revision

Changes: If the agent name contains an apostrophe, it converted to a ` so as to avoid conflicts with SQL commands

Revision: **2.1.9.b26**

Status: Interim revision

Changes: If a .wav file is missing on playback, logger will skip to the next sequential recording

Revision: **2.1.9.b25**

Status: **General Release** [12/29/2005]

Changes: Fixed RTE when clicking expanded area in full screen mode

In FIND, the QA fields are cleared on 'Reset to Today' for versions prior to 2.0

Revision: **2.1.9.b24**

Status: Interim revision

Changes: The eCreatorStation number is now written to the ActiveX TAG property

Revision: **2.1.9.b23**

Status: Interim revision

Changes: Fixed eCreator station number

Revision: **2.1.9.b22**
Status: Interim revision
Changes: Fixed duplicate FIND results

Revision: **2.1.9.b21**
Status: Interim revision
Changes: Fixed error box when hiding SNAPS

Revision: **2.1.9.b20**
Status: Interim revision
Changes: Changed email to retrieve each time the scan timer expired

Revision: **2.1.9.b18**
Status: Interim revision
Changes: Added Admin function to retrieve email and save attachments to a local folder. This will be useful for sites where FTP is a challenge.

Revision: **2.1.9.b17**
Status: Interim revision
Changes: Fixed duplicate CLOG records for some call segments added eCreator support

Revision: **2.1.9.b14**
Status: Interim revision
Changes: Fixed Application popup (*A*) from a fetch

Revision: **2.1.9.b13**
Status: Interim revision
Changes: Fixed scheduler issues
Fixed Events Report: stations with calls <

Revision: **2.1.9.b6**
Status: Interim revision
Changes: Fixed email addresses when multiple 'immediate' accounts are in the schedule

Revision: **2.1.9.b5**
Status: Interim revision
Changes: Fixed error when archiving wav files

Revision: **2.1.9.b4**
Status: Interim revision
Changes: For SQL, add an index with two fields: CallNumber DESC and CallTime ASC
This fixes duplicate entries in call list when there are multiple recordings and the call starts on one account and ends on another account

Revision: **2.1.9.b3**

Status: **General Release** [08/02/2005]

Changes: Fixed options screen for file locations in database administrator

Install program will not over-write any existing OCXs

Fixed multiple event logs on FTP errors

'Find' will find calls that started or ended on the requested account number, account name, or billing number. This will only work for calls taken by stations on version .b3 or later

Fixed missing agents in reports

Added feature for Agent synchronization - agents listed in excludedagents.txt (on server at \amtelco\logger\system) won't be synced

Revision: **2.1.9.b2**

Status: Interim revision

Changes: Search by account or account name will find call if it is not the first account the call started on

Revision: **2.1.9.b1**

Status: Interim revision

Changes: Scheduler has option to mail calls immediately

Revision: **2.1.9.a12**

Status: Interim revision

Changes: Checks assessment.txt at startup for proper fields

Revision: **2.1.9.a11**

Status: Interim revision

Changes: New Registry key "MailServerPort" if you don't want to use the default value of 25

Revision: **2.1.9.a7**

Status: Interim revision

Changes: Added option to copy files to a new location before moving them to the server

Revision: **2.1.9**

Status: **General Release** [05/31/2005]

Changes: New event: Play Recording, in the Reports category

Fixed insertion of caller name when the data has quotes, comma, or apostrophes in it

VLFileHandler is disabled on install by default

Registry read/write is now tested on logger start. If it fails, VLFileHandler is disabled

Registry test added to diagnostics

Revision: **2.1.8.m**

Status: Interim revision

Changes: Changes made to optimize the WinOp logging interface

Fixed Database archive

Fixed playback of recording from alternate drive

Added event handler for CurLineChanged to make sure recording will stop when a fast operator switches lines

If an Admin user playing a call, the meter caption will show the peak level

LowRecLevel false alarms fixed

LowRecLevel reclassified as a MAINTENANCE event

Added TEST button to WAITS Net Pop function in Station Options

Fixed 'Subscript out of range' error in Admin station

Moved RecorderFormat registry key to LocalMachine

Events Log can now show previous hour and 3 hours

Q on the Info Page now disables the BEEP option

Fixed saving of BEEP parameters

Added VLFileHandler to do file moving, ftp, and email functions

VLFileHandler will check for logger activity every 60 secs (changeable by registry entry). If there is no activity, it will kill the Logger process and restart it.

VLFileHandler will also check to see if Logger is running and start it if it is not

Added option to disable the FileHandler application

Adjusted height of events log

Assessment.txt can be edited from a button in System Maintenance

Search for OpInitials in all records only returns unique calls

Added Remote Registry checking option

New Station option to use a local time server

Revision: **2.1.8.l**

Status: Interim revision

Changes: Added EVENT type to Log - WebPortal

Fixed a file conflict with Citrix operation

Added additional safeguards to prevent revert of a live call

Revision: **2.1.8.j**

Status: Interim revision

Changes: Added LCID registry key for non-US installations

Revision: **2.1.8.i**

Status: Interim revision

Changes: Increased # of agents to 500

Compiled with 1.1.4579.0 of xceedftp.dll

Revision: **2.1.8.h**

Status: Interim revision

Changes: Removed control box from frmMain (it caused logger to stop recording under certain conditions)

Double clicking on the caption bar now resizes the form, or it can be dragged

Email will report errors connecting to the server

Default guard time changed to 900ms.

Revision: **2.1.8.g**

Status: Interim revision

Changes: Added reports to track agent and station results per half hour

Revision: **2.1.8.f**

Status: Interim revision

Changes: Improved emailing and disk storage of snapshots

Revision: **2.1.8.c**

Status: Interim revision

Changes: Added Hourglass when retrieving .wav files

Revision: **2.1.8.b**

Status: Interim revision

Changes: Added option to control WInOp icons

Revision: **2.1.8**

Status: Interim revision

Changes: New Info page code: *R*XX will revert that single acct even if system revert feature is not enabled
xx= # of seconds to allow call to be in DISC state

Revision: **2.1.7.c**

Status: Interim revision

Changes: Recording level is shown in caption bar during manual recording

Revision: **2.1.7.b**

Status: Interim revision

Changes: Fixed icon when System Tray visible option is turned off

Re-enabled Disc Revert feature

'RecordNow' button will also make a snap and play a quick beep

New menu item: Delete assessment

Fixed Exit menu asking for password two times

Revision: **2.1.7.a**

Status: Interim revision

Changes: Fixed viewing of Startup logs in REPORTS when station number is > 99

Added stations 101 to 199 to available filters in Log

Added support for WinOp alarm/icon interface

Revision: **2.1.7**

Status: Interim revision

Changes: Added END time to SNAPS search

Recordings purge now has separate routines for db and wav purging

Revision: **2.1.6**

Status: Interim revision

Changes: Added ability to search for and play eVoicelink recordings

Made larger screens, added min and max buttons to main screen

Fixed countdown timer for admin scan (displayed in meter)

Revision: **2.1.5**

Status: Interim revision

Changes: Archived messages now available from the list of calls
Added menu option in the Events screen to email the list of events
You can email recordings to multiple email addresses by separating them with a space

Revision: **2.1.4**

Status: Interim revision

Changes: Fixed Company Name disappearing
Added station feature - override Email address; If this is non-blank, it is the only email address that station can send recordings to.
CallerName added to export files and email of recordings

Revision: **2.1.3**

Status: Interim revision

Changes: CallerName and Billing Number are supported
Database needs new fields: BillingNumber (nvarchar or text, 15) and ClientName (nvarchar or text, 20)
Added Version 1.6 support with disabled features

Revision: **2.1.2**

Status: Interim revision

Changes: Added support for Citrix/Terminal Server
Local Drive in StationOptions can now be any letter (previously was only C or D)
MDR database has option to designate Infinity 4.x or 5.x
Admin station checks for duplicate CLOG records and deletes them rather than inserting them into SQL

Revision: **2.1.1.c**

Status: Interim revision

Changes: QA score is now saved in Calls Table
QA Score is displayed in list of calls
QA Score is now a searchable field
Table calls needs new field: QA, type=real

Revision: **2.1.1.b**

Status: Interim revision

Changes: Fix for duplicate records sometimes appearing in a FIND

Revision: **2.1.1.a**

Status: Interim revision

Changes: WAITS notification supported via NET POP alert
FTP stations will delete empty zip files
Multiple email addresses now supported in Admin Notifications if they are separated by a space

Revision: **2.1.1**

Status: Interim revision

Changes: Supports station numbers from 100 to 999
Now uses registry.dll

Revision: **2.1.0.u**
Status: Interim revision
Changes: Zip processing on admin station ignores empty files

Revision: **2.1.0.t**
Status: Interim revision
Changes: Fixed finding calls with alternate database

Revision: **2.1.0.s**
Status: Interim revision
Changes: For Access database, now checks to see if db is open before setting a new db object
Changed drivers for Access databases per Microsoft tech bulletin
Fixed Logger archive routine in Database Maintenance
Fixed saving agent assessment with a comment containing '
Fixed setting of Agent permissions if WinOp is already logged in when Logger is started
Added station option for Copying Snaps to file or email.

Revision: **2.1.0.m**
Status: Interim revision
Changes: Fixed problem with Logout stats record
Added ability to have multiple NET POP destinations - enter the addresses, separated by a space

Revision: **2.1.0.l**
Status: Interim revision
Changes: Added routine to archive snaps
Disable archive 'start' button until current archive is complete
Fixed copy files to disk when files span more than 1 day
Fixed operator initials missing on some calls
Snaps routines merged into main logger executable
Snaps archive enabled
Added NoDock option expanded for compatibility with Infinity 5.3
Added fix to Admin settings getting lost when WinOp logs out
Admin processing can now choose .zip file types
Setting all snap options to 0 will disable snap function
Agent Assessment CSV Report export is fixed

Revision: **2.1.0.k**
Status: Interim revision
Changes: Fixed RTE when clicking on Scan location
Changed snaps to not automatically play with a call you know click on 'Snaps' to display them while the recording is playing

Revision: **2.1.0.j**
Status: Interim revision
Changes: Files are no longer moved to InProcess while a recording is active. This will save resources and stop recording flickers on VPN stations

Revision: **2.1.0.g**
Status: Interim revision
Changes: No longer store copy of offsite .zip files
dbLogger connection is closed when an error is detected and reopened on next access of database
Fixed erroneous error messages in startup/read registry