



## Troubleshooting Guide

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## OVERVIEW

The purpose of this document is to guide a technical administrator through common installation issues that have come up often in calls for service to Technical Support.

This guide is divided into two main sections:

1. Installation Troubleshooting
2. General Troubleshooting

## IMPORTANT INFORMATION

OAISYS offers various support options at [http://www.oaisys.com/technical\\_support.aspx](http://www.oaisys.com/technical_support.aspx) and through <http://oaisys.wikispaces.com/Troubleshooting>.



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## INSTALLATION TROUBLESHOOTING

### LEVEL 2 SERVICE

#### “LEVEL 2 (OR OTHER OAISYS) SERVICE STARTED, BUT DOESN'T SHOW UP IN MANAGEMENT STUDIO”

There is an option within the client called **Port Settings**, where if the **Network Option** is set to any IP address other than **Any**, the client and OAISYS services will no longer run properly.

If your system is in this state, check the Windows Registry Key:

#### 32 bit OS:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Computer Telephony Solutions\eServer

#### 64 bit OS:

HKEY\_LOCAL\_MACHINE\SOFTWARE\SysWow64\Node\Computer Telephony Solutions\eServer

Modify the **ClientManagerAdapter** and **RemoteClientManagerAdapter** keys to be **BLANK**.

Restart the machine and the Management Studio, and OAISYS will run properly.



## PREVIOUS INSTALL IN PROGRESS

Some OAISYS upgrade versions require you to uninstall the previous version to install properly. Error 1705 can occur if the uninstall was not performed.

To resolve this issue, please delete the following registry key:

HKEY\_Local\_Machine\Software\Microsoft\Windows\CurrentVersion\Installer\InProgress

After deleting this key, you should be able to run the install without further problems.



## SOFTWARE ONLY INSTALL IPV6

### “SOFTWARE ONLY INSTALL IPv6 ERROR WHEN LAUNCHING CLIENT”

This error can occur on software only installs or field upgrades to Windows 7 or Windows Server 2008. <http://support.micorsoft.com/kb/929852>

To disable certain Ipv6 components, follow these steps:

Click Start → type *regedit* in the Start Search box → click regedit.exe in the Programs list

In the User Account Control dialog box → click Continue

In Registry Editor → locate and click the following registry subkey:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip6\Parameters\
```

Double-click DisabledComponents to modify the DisabledComponents entry

**NOTE:** If the DisabledComponents entry is unavailable, you must create it.

To create the DisabledComponents entry, follow these steps:

In the Edit menu, point to New → click DWORD (32-bit) Value → Type DisabledComponents → press Enter

Double-click DisabledComponents → type 255 as a decimal value to configure the Ipv6 protocol → click OK

Reboot



## COM EXCEPTION DURING CLIENT INSTALL

If you receive this error:

Deployment URL:

<http://localhost/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.application>

### ERROR SUMMARY

Below is a summary of the errors

- \* Activation of <http://localhost/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.application> resulted in exception. Following failure messages were detected:
- + The referenced assembly is not installed on your system. (Exception from HRESULT: 0x800736B3)

### COMPONENT STORE TRANSACTION FAILURE SUMMARY

No transaction error was detected.

### WARNINGS

There were no warnings during this operation.

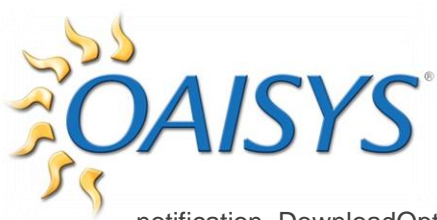
OPERATION PROGRESS STATUS

- \* [6/11/2009 10:54:13 AM] : Activation of <http://localhost/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.application> has started.

### ERROR DETAILS

Following errors were detected during this operation.

- \* [6/11/2009 10:54:13 AM] System.Runtime.InteropServices.COMException
- The referenced assembly is not installed on your system. (Exception from HRESULT: 0x800736B3)
- Source: System.Deployment
- Stack trace:
  - at System.Deployment.Internal.Isolation.IStore.GetAssemblyInformation(UInt32 Flags, IDefinitionIdentity DefinitionIdentity, Guid& riid)
  - at System.Deployment.Internal.Isolation.Store.GetAssemblyManifest(UInt32 Flags, IDefinitionIdentity DefinitionIdentity)
  - at System.Deployment.Application.ComponentStore.GetSubscriptionStateInternal(DefinitionIdentity subId)
  - at System.Deployment.Application.SubscriptionStore.GetSubscriptionStateInternal(SubscriptionState subState)
  - at System.Deployment.Application.SubscriptionStore.CheckAndReferenceApplication(SubscriptionState subState, DefinitionAppId appld, Int64 transactionId)
  - at System.Deployment.Application.DownloadManager.DownloadDeploymentManifestDirectBypass(SubscriptionStore subStore, Uri& sourceUri, TempFile& tempFile, SubscriptionState& subState, IDownloadNotification notification, DownloadOptions options, ServerInformation& serverInformation)
  - at System.Deployment.Application.DownloadManager.DownloadDeploymentManifestBypass(SubscriptionStore subStore, Uri& sourceUri, TempFile& tempFile, SubscriptionState& subState, IDownloadNotification



notification, DownloadOptions options)  
at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri,  
Boolean isShortcut)  
at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

## COMPONENT STORE TRANSACTION DETAILS

No transaction information is available.

Please visit <http://social.msdn.microsoft.com/Forums/en-US/winformssetup/thread/5386df18-9e6a-45f8-b1bd-5513432a954f> for solution

### SOLUTION:

Delete files from Local Settings\Application Data\IsolatedStorage, this contained references to the deleted assemblies. They were in no way named to reflect a relationship with my files but a little digging revealed some references within.

Final score of locations that needed to be purged:

Documents and Settings\<UserID>\Local Settings\Application Data\IsolatedStorage  
Documents and Settings\<UserID>\Local Settings\Application Data\assembly  
Documents and Settings\<UserID>\Local Settings\Apps\2.0\Data  
Documents and Settings\<UserID>\<Some Computer Generated Name>



## FORCE RE-SIGN OF SOFTWARE

### “HOW TO FORCE A RESIGN OF THE MANAGEMENT STUDIO AND DESKTOP CLIENT SOFTWARE”

The only time this should be necessary is if the computer name was changed POST-Installation. The symptom of this issue is when after the computer name has been changed, and a user tries to download and install the client, it fails. When looking at the details, you will notice the log refers to the old computer name (or IP address).

There have been instances where the Management Studio or Desktop Client installers will refer to “*TheBeast*” in an error while attempting to install.

There are two ways to attempt to resolve:

1. Force the re-signing of the client from OAISYS Software
  - a. Go into the Windows Registry
    - i. 32 bit OS  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Computer Telephony Solutions\
    - ii. 64 bit OS  
HKEY\_LOCAL\_MACHINE\SOFTWARE\SysWow6432Node\Computer Telephony Solutions\
  - b. Look for the TritonService key and delete it
  - c. Restart OAISYS services or reboot the server
    - i. This forces the client to be re-signed with the current computer name that is programmed in the Network Config
  - d. If the above does not resolve the problem, open a command prompt and follow these steps:
    - i. The following commands are for re-signing the Management studio; replace any instance of “callrecorder” with the IP address of the server
    - ii. These commands MUST be run from the following folder:

#### **C:\inetpub\wwwroot\oaisys.apps.talkument**

```
mage.exe -u  
C:\inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.application -pu  
http://callrecorder/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.application
```

```
mage.exe -s  
C:\inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.application -cf
```



```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.pfx -pwd Oaisys07
```

```
setup.exe -url=http://callrecorder/OAISYS.Apps.Talkument/
```

```
mage.exe -u
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.WAN.application -  
pu http://callrecorder/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.WAN.application
```

```
mage.exe -s
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.WAN.application -  
cf C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.pfx -pwd Oaisys07
```

```
setup.WAN.exe -url=http://callrecorder/OAISYS.Apps.Talkument/
```

```
mage.exe -u
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.LAN.application -  
pu http://callrecorder/OAISYS.Apps.Talkument/OAISYS.Apps.Talkument.LAN.application
```

```
mage.exe -s
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.Apps.Talkument.LAN.application -cf  
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.pfx -pwd Oaisys07
```

```
setup.LAN.exe -url=http://callrecorder/OAISYS.Apps.Talkument/
```

```
mage.exe -u
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument.Uninstall\OAISYS.Apps.Talkument.Uninstall.  
application -pu  
http://callrecorder/OAISYS.Apps.Talkument.Uninstall/OAISYS.Apps.Talkument.Uninstall.ap  
plication
```

```
mage.exe -s
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument.Uninstall\OAISYS.Apps.Talkument.Uninstall.  
application -cf C:\Inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.pfx -pwd Oaisys07
```

```
C:\Inetpub\wwwroot\OAISYS.Apps.Talkument.Uninstall\setup.exe -  
url=http://callrecorder/OAISYS.Apps.Talkument.Uninstall/
```

2. The following commands are for re-signing the Desktop Client; replace any instance of “callrecorder” with the IP address of the server
  - a. These commands MUST be run from the following folder:

**C:\inetpub\wwwroot\oaisys.apps.talkument**

```
mage.exe -u C:\Inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.application  
-pu http://callrecorder/OAISYS.Apps.livecall/OAISYS.Apps.livecall.application
```



```
mage.exe -s C:\inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.application  
-cf C:\inetpub\wwwroot\OAISYS.Apps.talkument\OAISYS.pfx -pwd Oaisys07
```

```
c:\inetpub\wwwroot\oaisys.apps.livecall\setup.exe -  
url=http://callrecorder/OAISYS.Apps.livecall/
```

```
mage.exe -u  
C:\inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.WAN.application -pu  
http://callrecorder/OAISYS.Apps.Talkument/OAISYS.Apps.livecall.WAN.application
```

```
mage.exe -s  
C:\inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.WAN.application -cf  
C:\inetpub\wwwroot\OAISYS.Apps.Talkument\OAISYS.pfx -pwd Oaisys07
```

```
c:\inetpub\wwwroot\oaisys.apps.livecall\setup.WAN.exe -  
url=http://callrecorder/OAISYS.Apps.livecall/
```

```
mage.exe -u  
C:\inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.LAN.application -pu  
http://callrecorder/OAISYS.Apps.livecall/OAISYS.Apps.livecall.LAN.application
```

```
mage.exe -s  
C:\inetpub\wwwroot\OAISYS.Apps.livecall\OAISYS.Apps.livecall.LAN.application -cf  
C:\inetpub\wwwroot\OAISYS.Apps.talkument\OAISYS.pfx -pwd Oaisys07
```

```
c:\inetpub\wwwroot\oaisys.apps.livecall\setup.LAN.exe -  
url=http://callrecorder/OAISYS.Apps.livecall/
```



## NETWORKING TRACER OR TALKUMENT

To network prior versions of OAISYS Tracer:

### VERSION 6

<ftp://ftp.oaisys.com/pub/downloads/Tracer/current/documentation/Tracer6/NetworkingTracer6.pdf>

### VERSION 5

<http://www.oaisys.com/downloads/NetworkingTracer5.pdf>

Use this if on a non-domain network (i.e., workgroup)

1. Obtain IP address and computer name of each Tracer/Talkument server.
2. On each server open the following file with notepad:  
C:\windows\system32\drivers\etc\ or %systemroot%\system32\drivers\etc\hosts
3. Add entries at bottom of file following this example:
4. Before and after IP address press tab  
xxx.xxx.xxx.xxx computer name 1  
xxx.xxx.xxx.xxx computer name 2  
xxx.xxx.xxx.xxx computer name 3
5. Save and close the file
6. Test by pinging other servers to verify host info is correct



## PT OR DP SERIES AUDIOCODES BOARD

### UPGRADING TO VERSION 6 WHEN USING PT OR DP SERIES AUDIOCODES BOARD

When using older AudioCodes boards from the PT or DP6400 or DP3200 series, the 3.7 version needs to be used.

Please follow these steps:

1. Download 6.1.1284 from  
<http://www.oaisys.com/downloads.aspx>
2. Download AudioCodes 3.7 from  
<ftp://ftp.oaisys.com/pub/downloads/3rdparty/Ai-Logix/3.7/>
3. Stop all OAISYS services
4. Locate and delete NTIDRV.DLL (should be located in system32 folder)
5. Uninstall Smartworks 5.3 in add/remove programs
6. Reboot
7. Run OAISYS 6.1.1284 or later version of software upgrade – do NOT reboot after
8. Run 3.7 version of AiLogics
9. Reboot

You will now be able to configure and use these older boards.



## WINDOWS FIREWALL ERROR WHEN INSTALLING SHOREWARE DIRECTOR

Find the Windows Firewall service in Windows services → right-click, go to Properties  
→ Stop the service and set Startup type to *disable*

Once this is complete, you will be able to install Shoreware Director.



## GENERAL TROUBLESHOOTING

### UNABLE TO CONNECT TO SERVER

**“UNABLE TO CONNECT TO SERVER BECAUSE THE TARGET MACHINE ACTIVELY REFUSED IT”**

Some customer networks fall outside of the default IP ranges of 192.168.0.0 – 192.168.0.255 and 10.0.0.0 – 10.255.255.255.

When this occurs, we run the *Network Config* utility.

Start → Programs → OASYS → Network Config

Under the LAN tab, verify the IP ranges that are local to the LAN are in the bottom section.

Once this is complete, restart the server.



## DID AND GROUND START

**CALLS NOT RECORDING FOR DID OR GROUND START ANALOG LINES – THE PORT WILL SHOW RECORDING FOR 1 OR 2 SECONDS.**

### CAUSE

The line voltage is different for each CO

### SOLUTION/WORKAROUND

Verify the NTI.ocx is build 3.0.57

After installing the new VAT we need the results of two tests:

1. Which port was used for the call so it can be looked up
2. The .wav file name

OAISYS Technical Support may need to be involved in this process.

Send log files and complete the following tests:

#### TEST 1

Have the trunk line in IDLE state then restart VAT. VAT will log numerous things.

**NOTE:** For this test the line doesn't matter so the range of ports is fine as long as it is IDLE.

#### TEST 2

Have VAT running and get on a trunk. Using the ACTIVE calls tab of TRM, determine which port the call is on. Ideally, this test is best during slow call periods. While the call is still "talking" restart VAT. This test requires reporting the port used for the testing, and the .wav file name if available.



## TECH NOTES:

*The default values:*

Line Voltage Threshold High = 35

Line Voltage Threshold Low = 2

*What should the values be?*

1. The ONHOOK (IDLE) Line Voltage is either below ThresholdLow or above ThresholdHigh.
2. The OFFHOOK (TALKING) Line Voltage should be between.

## EXAMPLE:

ONHOOK (IDLE) Line Voltage is 48

[00022 11:35:35.0]OCX: Line Voltage Value = 48

OFFHOOK (TALKING) Line Voltage is -11

[00022 11:41:04.9]OCX: Line Voltage Value = -11

So, we can keep the Line Voltage Threshold High at 35 - but we need to change the Line Voltage Threshold Low to say... -35

```
[HKEY_LOCAL_MACHINE\SOFTWARE\computer telephony solutions\service\VAHOST\Ports\1]
"ThresholdHigh"=dword:00000023
"ThresholdLow"=dword:FFFFFFDD
```

msDeglitchTime is the length of time the voltage must remain consistent. Valid options are 10 ms - 2050 ms in units of 10. msDeglitchTime default value is 200 (i.e. 200 ms). A new dword called msDeglitchTime can be added to adjust the default time.

Tech Notes for getting the -35

DWORD is 8 bits NNNNNNNN

Use the Calculator and convert the negative value to a hexadecimal and use the 8 values starting from right to left.

DID trunk calls will always be inbound. For the record in Replay/Web Replay to show the call inbound the following software versions must be installed: Tracer 3 - Voice Assistant Tracer 3.0.92; Tracer 4 - Voice Assistant Tracer 4.0.1019

*Have had success with these types of DID trunks:*

Analog E&M tie-line trunks with DID

DID single pair circuits, DINA circuit numbers. One pair of wires, requires wink start...CO goes of hook, you send a wink (reversal polarity) and CO sends the digits.



## MANAGEMENT STUDIO INSTALLATION PROBLEM

### **“REFERENCE IN THE DEPLOYMENT DOES NOT MATCH THE IDENTITY DEFINED IN THE APPLICATION MANIFEST”**

One possible problem is the Proxy Web Server is caching on an old .NET client file. Use IE locally on the machine to uncheck the option to use the Web Server Proxy Server OR clear the cache on the Proxy Server.

Uncheck the “Use automatic configuration script” in the IE connections/ Local Area Network (LAN) Settings form.



## EXTENSIONS SAY IMPORTED FROM VAT/PBX ON A MITEL 3300

This will not allow a user to change the extension or extension information in Lists and Other Resources.

To fix this problem, you will need to delete the three (3) extensions from the CTS devices database.

Using the CTSDevices Database, open a new query and use the following command:

```
DELETE FROM DBO.EXTENSIONS WHERE EXTENSION = 'xxx'
```

Replace xxx with the extension number that is having the problem.

After refreshing the list you should see the update with the extension removed. Users can then add the extension manually which will allow them to change the name to whatever the end user desires.



## 6.2.1166 BASIC SEARCH RETURNS EVERYTHING

This problem occurs when there is User Defined Call Data Fields.

Run this SQL script on CTS devices from SQL Management Studio

```
USE CTSDevices
GO
update CallDataFieldsSchemaInfo SET JoinType = 'CallSqlJoinScriptBuilder'
from CallDataFieldsSchemaInfo
inner join
sys.objects on sys.objects.name = CallDataFieldsSchemaInfo.TableName
and sys.objects.type = 'U'
and sys.objects.name = 'Calls'
inner join sys.columns
on sys.objects.object_id = sys.columns.object_id
and sys.columns.name = CallDataFieldsSchemaInfo.ColumnName
inner join sys.types
on sys.types.user_type_id = sys.columns.user_type_id
where sys.types.name in ('varchar', 'nvarchar', 'text', 'ntext')
```



## INTEGRATING WITH CALL CENTER SUITE

The following section will walk you through the configuration changes necessary to enable the integration between the Call Center Suite and OAISYS Solutions. This feature allows a CCS Reporter user to right-click on a call to select the option to listen to a recording. The setup files are located here:

These steps assume that Call Center Suite/ Contact Center Suite, and the OAISYS Tracer Solution are installed and fully functional.

### OAISYS TRACER SETUP

Create a share on Tracer named `al_control`; allow read/write access by everyone that has access to CCS. The share can target any directory on the Tracer machine. Ideally this would be an empty directory located under the Program Files\CTS directory with a suggested name of CCS.

Create another share on Tracer named `al_record` that is targeted to the same directory as the `al_control` share. This share must be read/write by everyone that has CCS access.

Ensure the underlying directory that `al_control` points to has read/write permissions.

In the Netserver Admin, allow new clients automatically or create the following client account:

ClientName: CCS

Password: extension

Remote NOT allowed

### CALL CENTER SUITE SERVER MACHINE

Make sure CCS is installed with Recording enabled. This requires the Call Center Suite Recording Integration license.

Run the `CCSTracer_Setup` file to allow Tracer to communicate with CCS.

Select the Call Recording Playback option from the CCS Setup Menu.



In the Settings frame, set the Server Name to the machine name of the Tracer machine (User name and password are not required).

Select the Configure Trunk Lines option in the CCS Setup menu for a Trunk Side Recording. Configure Extensions for Station Tap Recording.

For each trunk or station link shown, program the channel number that corresponds to Tracer's port number for each port that is programmed to record. Each channel number must match the port number of the Tracer or else the recording information will not be properly stored with the call for later playback. For example: if a single PRI is programmed in the AXCESS with trunk IDs 94021 – 94043 and this is the only span to which Tracer is connected, 94021 would be Recording Channel 1, 94022 would be Recording Channel 2, etc. If it's a Station Tap Tracer program the corresponding extension number with the Tracer port. If port 1 on the Tracer is extension 1150, then program recording channel 1 for extension 1150 in CCS.

Exit the CCS Setup menus to allow it to come back online.

## **CALL CENTER SUITE CLIENT MACHINES**

Make sure CCS is installed on the client machine with recording enabled. This can be verified by selecting Menu → Options → select the Licensing Tab

If Reporter has been enabled with the Recording Integration option, it will be visible at the bottom of this window.

Run the CCSTracer\_Setup file.

Select the Call Recording Playback option from the CCS Setup menu.

You are now ready to listen to recordings.

Right-click on a call report and choose "Play Recording", this will launch OAISYS Web Replay and begin the call playback.

## **CALL CENTER SUITE TROUBLESHOOTING**

- ◆ When I attempt to play a recording from CCS, it gives me an error



message saying "File Not Found".

**REASON:** The shares on the OAISYS machine are not configured properly for read/write access, or the underlying folder security on the OAISYS machine is denying write access to the client.

**SOLUTION:** You will need to edit the al\_control.ini file. Double-click the ini file and edit the pathname. Ensure the shares al\_control and al\_record (on the OAISYS machine) both have read/write access and the underlying security of the folder allows read/write access to the CCS clients.

**NOTE:** If the ini file does not exist, you will need to create it. The following should exist in the file (replace <tracename> with the actual name of your OAISYS Tracer Server):

```
[shares]
al_record=\\<tracename>\al_record
al_control=\\<tracename>\al_control
```

- ◆ When I try to play a recording from CCS, either the wrong recording plays or there is no recording at all.

**REASON:** The channel numbers on the CCS server do not correspond exactly to the port numbers on the OAISYS machine.

**SOLUTION:** Verify and fix all the channel numbers defined on the CCS machine to match the port numbers on the Tracer machine.

- ◆ I updated/reinstalled my CCS client software, and now I can't play any recordings.

**REASON:** After updating or reinstalling the CCS client software, the integration piece for OAISYS is no longer registered.

**SOLUTION:** Re-run the CCS/OAISYS Tracer Integration Setup file to re-register the integration piece that communicates with the OAISYS Tracer Solution.

- ◆ When using Firefox as default browser, WebReplay link doesn't work.

**REASON:** WebReplay requires IE and the link for the popup requires IE for the default browser.

**SOLUTION:** Set Internet Explorer as the default web browser.



- ◆ When opening up a file through CCS, the recording will play through web replay, but receive a CCS error message similar to this: “Reporter: the system cannot find the path specified. {8007003}”

**REASON:** CCS is looking for a file that is not associated with OAISYS calls.

**SOLUTION:** OAISYS has not verified this fix, but customers have reported that following Inter-Tel Knowledge Base Article 2695 has resolved this problem.

If using this integration with Tracer 4, the webpage may not be redirecting from Tracer to OAISYS correctly. The IIS properties for Tracer or Webreplay may not be set correctly on the Tracer server. Using IIS, check the properties of the page. In the Documents tab both default.asp and default.aspx should be listed. Add them if they are not there → move default.asp to the top → click OK to save.



## REBUILD THE FULL TEXT CATALOG/INDEX FOR CTS DEVICES DATABASE

An error message in OAISYS Management Studio indicating full text catalog not enabled, or is corrupt can occur after attaching backups of the CTS devices database.

Open SQL Management Studio → select Connect under the connect to server window → expand databases → right-click on CTSDevices → select New Query

In the new window please past and execute the following script:

```
USE CTSDevices
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallDataFieldEnums'))  
DROP FULLTEXT INDEX ON [dbo].[CallDataFieldEnums]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..Users'))  
DROP FULLTEXT INDEX ON [dbo].[Users]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..Annotations'))  
DROP FULLTEXT INDEX ON [dbo].[Annotations]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallAccountCodes'))  
DROP FULLTEXT INDEX ON [dbo].[CallAccountCodes]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallACDAgents'))  
DROP FULLTEXT INDEX ON [dbo].[CallACDAgents]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallACDGroups'))  
DROP FULLTEXT INDEX ON [dbo].[CallACDGroups]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallDNIS'))  
DROP FULLTEXT INDEX ON [dbo].[CallDNIS]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallExtensions'))  
DROP FULLTEXT INDEX ON [dbo].[CallExtensions]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =  
OBJECT_ID('CTSDevices..CallExtraInfoHistory'))  
DROP FULLTEXT INDEX ON [dbo].[CallExtraInfoHistory]
```



```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..CallExtraInfoKeys'))
DROP FULLTEXT INDEX ON [dbo].[CallExtraInfoKeys]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..CallOutsidePartyNames'))
DROP FULLTEXT INDEX ON [dbo].[CallOutsidePartyNames]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..CallOutsidePartyNumbers'))
DROP FULLTEXT INDEX ON [dbo].[CallOutsidePartyNumbers]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..Calls'))
DROP FULLTEXT INDEX ON [dbo].[Calls]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..Lists'))
DROP FULLTEXT INDEX ON [dbo].[Lists]
```

```
IF EXISTS(SELECT object_id FROM sys.fulltext_indexes WHERE object_id =
OBJECT_ID('CTSDevices..CallUsers'))
DROP FULLTEXT INDEX ON [dbo].[CallUsers]
```

```
IF (select serverproperty('IsFullTextInstalled')) = 0
BEGIN
RAISERROR ('Full-Text Search is not installed. Please upgrade the SQL Server', 16, 1)
END
IF (select serverproperty('IsFullTextInstalled')) = 0
BEGIN
RAISERROR ('Full-Text Search is not installed. Please upgrade the SQL Server', 16, 1)
END
IF (select databaseproperty('CTSDevices','IsFullTextEnabled')) = 0
BEGIN
EXEC sp_fulltext_database 'enable'
END
IF (select databaseproperty('CTSDevices','IsFullTextEnabled')) = 0
BEGIN
EXEC sp_fulltext_database 'enable'
END
```

```
IF EXISTS(select name from sys.fulltext_catalogs where name = 'CTSDevicesCatalog')
EXEC sp_fulltext_catalog 'CTSDevicesCatalog', 'drop'
```

```
IF NOT EXISTS ( SELECT * FROM sys.fulltext_catalogs WHERE name = 'CTSDevicesCatalog')
CREATE FULLTEXT CATALOG CTSDevicesCatalog AS DEFAULT
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallDataFieldEnums](Name,Value) KEY INDEX
PK_CallDataFieldEnums WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[Users](Username) KEY INDEX PK_Users WITH
CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[Annotations](Text,Subject) KEY INDEX PK_Annotations WITH
```



CHANGE\_TRACKING AUTO

```
CREATE FULLTEXT INDEX ON [dbo].[CallAccountCodes](AccountCode,Description) KEY INDEX  
PK_CallAccountCodes WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallACDAgents](AgentID,Description) KEY INDEX  
PK_CallACDAgents WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallACDGroups](GroupID,Description) KEY INDEX  
PK_CallACDGroups WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallIDNIS](DNIS_DID,Description) KEY INDEX PK_CallIDNIS  
WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallExtensions](Extension,SecondaryExtension,Description) KEY  
INDEX PK_CallExtensions WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallExtraInfoHistory](Value) KEY INDEX PK_CallExtraInfoHistory  
WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallExtraInfoKeys]([Key]) KEY INDEX PK_CallExtraInfoKeys  
WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallExtraInfoValues]([Value]) KEY INDEX  
PK_CallExtraInfoValues WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallOutsidePartyNames](Name) KEY INDEX  
PK_CallOutsidePartyNames WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallOutsidePartyNumbers](Number,AreaCode,OfficeCode) KEY  
INDEX PK_CallOutsidePartyNumbers WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[Calls](Subject,PVDPathname,DocumentName) KEY INDEX  
PK_Calls WITH CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[Lists](Description) KEY INDEX PK_Lists WITH  
CHANGE_TRACKING AUTO
```

```
CREATE FULLTEXT INDEX ON [dbo].[CallUsers](Username) KEY INDEX PK_CallUsers WITH  
CHANGE_TRACKING AUTO
```

**NOTE:** The following string will generate an error as the table is no longer used, you can ignore the error:

```
CREATE FULLTEXT INDEX ON [dbo].[CallExtraInfoValues]([Value]) KEY INDEX  
PK_CallExtraInfoValues WITH CHANGE_TRACKING AUTO
```