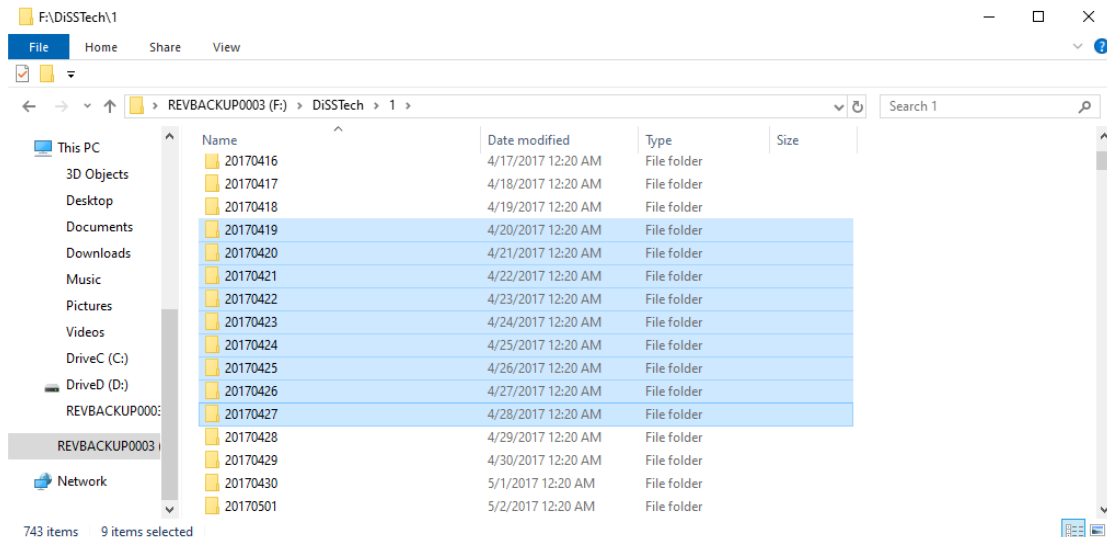


Moving Data From One Revcord Logger To Another Logger

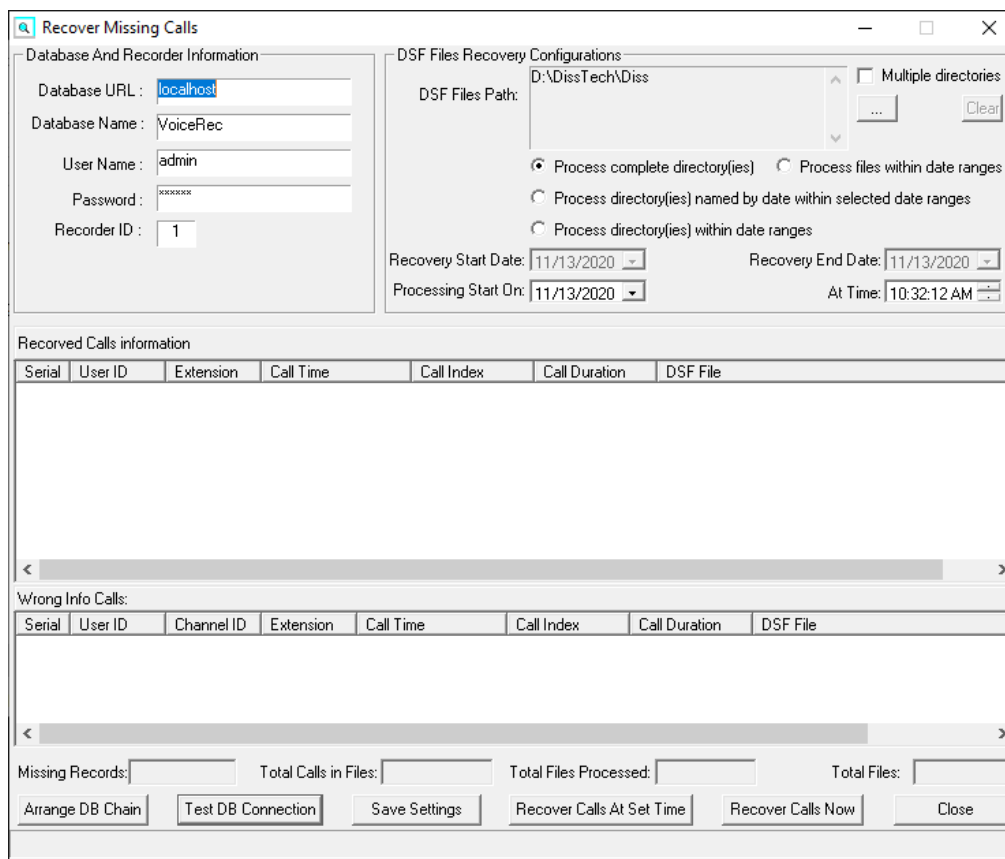
1. On the system you want to move the files from go to: D:\Disstech\Diss.
2. If copying from a backup go to the appropriate drive: (backup drive- F, V, G.
3. Then to : \DiSSTech\1 this drive letter varies with different installations.
4. When the folder is open, there will be multiple files that are named in a date format, ie..20201113.
5. This folder contains the call data for that date. To copy these files, select the desired range of dates to copy.



6. Then copy to the desired location – if taking call data from one machine to another you will need a storage location that can be connected to the system where the files are located and copy the selected files to that location. Typically a USB drive with enough space to hold the files is best.
7. Once copied, the files need pasted into the D:\Disstech\Diss folder of the new machine.
8. Once this is completed, run the recovery utility as an administrator (recovercalls.exe) located in the C:\DiSSTech\Support folder.
9. When this utility is open, it must be configured to the machine's database location.

KNOWLEDGE BASED ARTICLES

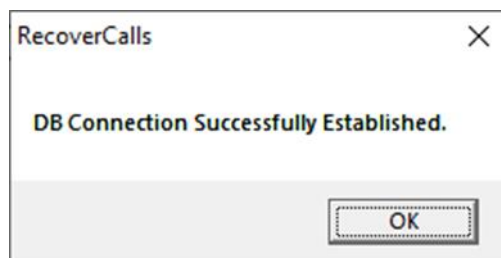
10. Here is a series of screen shots for a visual to configure this utility:



Serial	User ID	Extension	Call Time	Call Index	Call Duration	DSF File
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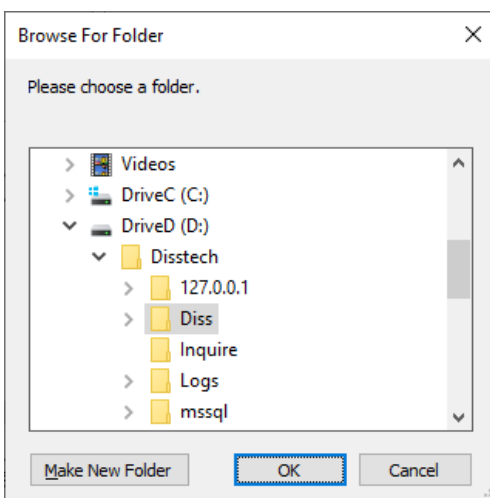
Serial	User ID	Channel ID	Extension	Call Time	Call Index	Call Duration	DSF File
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11. Change the Database URL to localhost\revcord and the username to sa When this is completed select Test DB Connection and you will get this message.

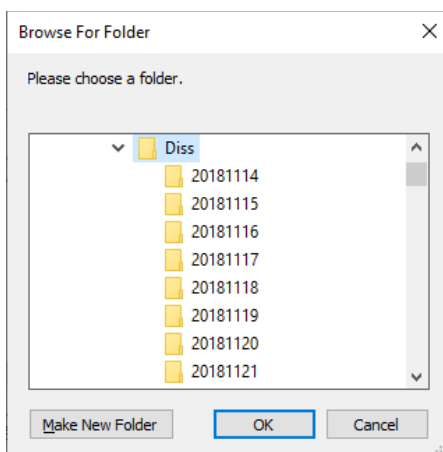


KNOWLEDGE BASED ARTICLES

12. At this point select Save Settings.
13. To recover the calls on this system, go to DSF Files Path: (should be D:\Disstech\Diss) and hit the 3 dots icon to the right of the D:\Disstech\Diss.
14. This will open a window to verify what folder the copied calls are in and will have the data recovered to:



15. Select the folder the calls are in:



KNOWLEDGE BASED ARTICLES

16. Then select: Recover Calls Now and the utility will begin to run:

Recover Missing Calls

Database And Recorder Information

Database URL: localhost\revcord

Database Name: VoiceRec

User Name: sa

Password: [masked]

Recorder ID: 1

DSF Files Recovery Configurations

DSF Files Path: D:\Disstech\Disss\20181119

Multiple directories

Process complete directory(ies) Process files within date ranges

Process directory(ies) named by date within selected date ranges

Process directory(ies) within date ranges

Recovery Start Date: 11/13/2020 Recovery End Date: 11/13/2020

Processing Start On: 11/13/2020 At Time: 10:32:12 AM

Recovered Calls information

Serial	User ID	Extension	Call Time	Call Index	Call Duration	DSF File
0	1010	1010	20181119000220	128	16800	D:\Disstech\Disss\20181119\000220-0010.DSF
1	1010	1010	20181119000237	17978	13000	D:\Disstech\Disss\20181119\000220-0010.DSF
2	1010	1010	20181119000246	31838	15800	D:\Disstech\Disss\20181119\000220-0010.DSF
3	1010	1010	20181119000300	48638	11800	D:\Disstech\Disss\20181119\000220-0010.DSF
4	1010	1010	20181119000418	61238	15000	D:\Disstech\Disss\20181119\000220-0010.DSF
5	1010	1010	20181119000605	77198	8400	D:\Disstech\Disss\20181119\000220-0010.DSF
6	1010	1010	20181119000622	86228	13200	D:\Disstech\Disss\20181119\000220-0010.DSF
7	1010	1010	20181119000804	100298	9600	D:\Disstech\Disss\20181119\000220-0010.DSF
8	1010	1010	20181119001302	110588	17400	D:\Disstech\Disss\20181119\000220-0010.DSF

Wrong Info Calls:

Serial	User ID	Channel ID	Extension	Call Time	Call Index	Call Duration	DSF File
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Missing Records: 161 Total Calls in Files: 161 Total Files Processed: 24 Total Files: 111

Arrange DB Chain Test DB Connection Save Settings Recover Calls At Set Time Recover Calls Now Close

Processing File: D:\Disstech\Disss\20181119\080108-0010.DSF

17. When the Total Files Processed: and the Total Files: are the same, close the utility and the calls are recovered.