FTP Data not transferring into Calltrak raw data

SYMPTOMS

No data appearing in Calltrak raw data files ie SMDR1.txt or SMDR2.txt
Unable to report on CDR information from Cisco FTP collection sites.
Data not being emptied from the Cisco FTP collection site. (The FTP collection site is identified by the FTP server settings)

EXPLANATION

Under normal processing, the Cisco phone system will transfer the CDR data (in detailed format) to an FTP Server residing on the Calltrak PC/Server. Then Calltrak will Poll the FTP server and download the data into it's rawdata files ie SMDR1.txt or SMDR2.txt.

However, there are a few reasons why the FTP CDR repository data is not being transferred into the Calltrak raw data files.

CAUSES and SOLUTION

Looking at the Calltrak eventlog files found in Control panel > Administrative tools > Event Viewer, The collector Service source will identify the collector functioning and give a hint as to where the problem may be in regards to the collector transfer of data.

(i) The Collector service is not running - To determine if the collector service is running go to Control panel > Administrative tools > Services and look for CALLTRAK (SQL Server) Collector service. This should be in a started status. If not, then start. Don't forget, polling does not happen immediately. It will happen after the designated Calltrak interval.

(ii) The Collector is configured incorrectly - Check the configuration of the collector through Calltrak > System Admin and select the site you are looking at. Make sure it is configured correctly to collect via FTP and the FTP settings are correct

(iii) The FTP Server is not running or operating correctly - To confirm that the FTP server is running correctly, at the address line of the browser, enter ftp://ip_address (where ip_address is the ip address that the FTP server is configured for) and then hit enter. You will be prompted for a username and a password. Enter the same username and password as configured through Calltrak. After entering the credentials, then the raw data files will be displayed. If there is an error message, then the FTP is not operating successfully and Calltrak will not be able to connect and download data. The FTP problem needs to be rectified. This may require a reinstallation of the FTP server. For installation of the FTP server, refer *How to install an FTP Server for collecting CDR from a Cisco phone system FTP (93Kb)*

(iv) The Collector has not polled the FTP repository yet. The collector poll interval is defined through the Calltrak > System Admin option. If the interval is set to as an example of 1Hr, then the data may remain in the repository for up to 1 hr, prior to being transferred to the Calltrak raw data files.

FINISH

If any assistance is required, please call CALLTRAK support on +613 93061403 or theodore@calltrak.com.au