IP Office Technical Tip

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Region: **GLOBAL**

IP Office Compact Contact Center (CCC) V4 reports double calls in reports

CCC V4 can report double calls in reports when Windows Remote Desktop is used

When using remote access clients that launch an additional 'console session', such as Windows Remote Desktop & Terminal Services, users should be aware that any applications in the 'startup' group for the 'All Users' profile will be executed.

Having the Archiver program in the 'All Users' profile will cause two instances of the Archiver application to be run on the CCC Server when another windows session is launched remotely on the CCC server PC. The two instances of Archiver will each put a call record in the CCC database.

The solution to this is as follows:

Create two Windows accounts, called CCCLocal and CCCRemote, and add them to the local administrator group. Login with the CCCLocal account and copy (do not move) the archiver.lnk from the all users startup to the new users (CCCLocal) start-up folder.
Once this has been copied, delete the archiver.lnk from the all users startup profile:

Copy:
D:\Documents and Settings\All Users\Start Menu\Programs\Startup\Archvier.lnk
to
D:\Documents and Settings\CCCLocal\Start Menu\Programs\Startup\Archvier.lnk

Delete
D:\Documents and Settings\All Users\Start Menu\Programs\Startup\Archvier.lnk
ALLWAYS logon the CCC server locally with the new account (CCCLocal) or ensure the CCC server auto logins with the new account, otherwise the Delta Server, Archiver and Wallboard Server will not start.

Utilities like Microsoft's Tweak UI can be used to enable auto logon.

When logging on with Windows Remote Desktop, use the CCCRemote account. However, users should be aware that logging on with Windows Remote Desktop will not allow the remote user to see the Delta Server or Archiver screens, because they will be running within the Windows console session.

With the introduction of CCC V5, the Archiver application is now a service launched by the Delta Server service, so no changes are required to allow Remote Desktop users to access the CCC server.

It should also be noted that using alternative remote access software that uses the same windows session as the logged in console session will not experience this issue, and will also allow the Delta Server and Archiver screens to be viewed.

With Terminal Services for Windows 2003 Server it is possible with a Terminal Service client to take control of the console session:

http://support.microsoft.com/default.aspx?scid=kb;en-us;278845

This allows the Delta Server and Archiver application screens to be seen by the remote client.
In this case the Delta Server and Archiver shortcuts can remain in the 'All Users' profile, because when connecting using the console option for the Terminal Services client:

'mstsc -v:servername /F –console'

the account of the current console session user will be used.

If the remote client attempts to use a different account to the one that is running the console session, a message is displayed warning the remote user that this will disconnect the console user and data may be lost.

With CCC V4, closing/logging out the console session will stop the Delta Server, Archiver and any other applications running on the console session. This will obviously interfere with day to day operation of the CCC server and is not recommended.

Remember that a CCC V4 server must always be logged in for all of the CCC applications to be running.

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