



A MITEL
PRODUCT
GUIDE

HiPath DS-Win V4

DS-Win V4, Service Manual

Service Manual

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1 Important Information

1.1 Brief Description of DS-Win V4

DS-Win V4 is an electronic phone directory designed for attendant consoles and office workstations. It consists of DS View for the application as well as GUI Designer and DS Admin for customization and modifications. It has been designed on the basis of the latest technical know-how and is extremely user-friendly. The wide range of features provided by DS-Admin allows you to configure your telephone directory to suit your special requirements and thus optimize it for your work.

1.2 Target Group and Requirements

This Service Manual is intended for service technicians and administrators who want to provision the DS-Win V4 application in combination with Exchange or Lotus for end users.

The service technician or administrator should be familiar with the administration of the following operating systems:

- Windows 2000/2003
- Windows Vista, Windows 7
- Linux
- Exchange
- Lotus/Domino

1.3 Working with this Service Manual

1.3.1 Reference Manuals

More information on DS-Win V4 can be found in the following documentation:

- DS-Win V4, Administration, Administration Guide A31003-G6640-M100-*-*A9
- DS-Win V4, DS View, User's Guide, A31003-G6640-U100-*-*19
- DS-Win V4, GUI Designer, User's Guide, A31003-G6640-U101-*-*19

Important Information

Working with this Service Manual

1.3.2 Notational Conventions

The following notational conventions are used in this Service Manual:

Purpose	Presentation	Example
Highlight important aspects of descriptive text	Bold	Do not delete Name .
User Interface elements to be used	Bold	Click OK .
Menu sequence	Bold -> Bold	File > Exit
Texts located in files and texts to be entered into or selected from input or selection fields.	Courier and Bold	Word1 Word2 Word3
Placeholders	In angle brackets and in italics	<i><InstDir></i>
Files and directories containing files	Courier	<i><InstDir>/config/services/global.cfg</i>
Work steps and substeps in instructions	Numbered and nested lists	1. Select the SIP registrar check box. The input fields are enabled.
Settings that need not always be made in sequence	Bulleter list	2. Set the following: a) Select the Authentication radio button. b) Fill in the following input fields: <ul style="list-style-type: none">• SIP-UserID: (e.g., hipath3000br13)• Realm: Enter the name of the realm to which the authentication applies (e.g., sol).
		3. Click Apply . The changes are saved.

NOTE: Identifies useful notes.

1.4 Safety Information and Warnings

Make sure you have read and noted the following safety information and warnings before installing and starting up the communication system or device.

Make sure that you also read and follow all safety information and warnings printed on the communication systems and devices.

You should also obtain information concerning the emergency numbers.

Types of Safety Information and Warnings

This Service manual uses the following levels for the different types of safety information and warning:



DANGER

Indicates a universally dangerous situation that can cause death or serious injuries.



WARNING

Indicates a potentially dangerous situation that can cause death or serious injuries.



CAUTION

Indicates a dangerous situation that can cause injuries.

NOTE: Important: Indicates situations that can result in property damage and/or data loss.

Important Information

Safety Information and Warnings

Further Symbols for Determining the Source of Danger in Greater Detail

The following symbols are not generally used in the manual. They are an explanation of the symbols that may be depicted on the communication systems.



Electricity



Weight



Heat



Fire



Chemicals



ESD*



Laser

* Electrostatic discharge

1.5 Proper Disposal and Recycling



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.



For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.



Used accumulators and batteries with this sign are valuable economic goods and must be recycled. Used accumulators and batteries that are not recycled must be disposed of as hazardous waste with full observance of all regulations.



1.6 Data Protection and Data Security

This system processes and uses personal data, e.g., for call charge metering purposes, the displays, and for recording user data.

In Germany, the processing and use of such personal data is subject to various regulations, including the regulations of the Federal Data Protection Law (Bundesdatenschutzgesetz = BDSG). For other countries, please follow the appropriate national laws.

The aim of data protection is to protect the rights of individuals being affected by use of their personal data.

In addition, the aim of data protection is to ensure that data is not corrupted when processed and that one's own interests and the interests of other parties that need to be protected are not affected.

The customer is responsible for ensuring that the system is installed, operated and maintained in accordance with all applicable labor laws and regulations and all laws and regulations relating to data protection, privacy and safe labor environment.

Employees of Unify GmbH & Co. KG are bound to safeguard trade secrets and personal data under the terms of the company's work rules.

It is imperative to observe the following rules to ensure that the statutory provisions relating to service (on-site or remote) are strictly followed. You will not only maintain the interests of your/our customers, you will also avoid personal consequences.

Contribute to the maintenance of data protection and data security with your conscious action:

- Ensure that only appropriately authorized persons have access to customer data.
- Take full advantage of all options of allocating passwords; do not inform unauthorized persons of passwords, for example by means of a written note.
- Ensure that no unauthorized person is able to process (store, modify, transmit, block, delete) or use customer data in any way.
- Prevent unauthorized persons from gaining access to storage media such as backup CDs or log printouts, for example. This is applicable for service calls as well as for storage and transport.
- Ensure that data media that are no longer required are completely destroyed. Ensure that no papers remain generally available.

Work together with your contacts at the customer premises. This creates mutual confidence and reduces your own workload.

1.7 Documentation Feedback

If you have questions that are not answered by this document:

- Internal employees should contact their National Support Center.
- Customers should contact their retailer or the Unify Customer Support Center.

When you call, state the title, ID number, and issue of the document.

Example:

- Title: DS-Win V4, Service Manual
- Reference number: A31003-G6640-S100-4-7620

Important Information
Documentation Feedback

2 Hardware and Software Requirements

Before you install DS-Win V4 on a PC, make sure that the software and hardware fulfil the necessary requirements as described in the following sections:

Section 2.1, „Minimum PC Requirements“

Section 2.2, „Applications and Phones for Automatic Dialing“

Section 2.3, „IBM Notes/Domino Server“

2.1 Minimum PC Requirements

The used PC for DS-Win must fulfill the following minimum requirements:

- Processor Pentium 4 with 1.7 GHz or similar
- 2 GByte main memory
- Hard disk capacity:
 - 80 GByte
 - Min. 256 MByte free memory

Additional hard disk space is required if the database becomes larger due to more data records.

- 1 DVD ROM drive
- 1 LAN controller
- 19" monitor
- Operating systems:
 - Microsoft Windows Vista Enterprise 32-Bit, min. SP1
 - Microsoft Windows Vista Business 32-Bit, min. SP1
 - Microsoft Windows 7 Professional 32-Bit
 - Microsoft Windows 7 Enterprise 32-Bit
 - Microsoft Windows 7 Ultimate 32-Bit

The printers available under the operating systems listed can be used to print out phone books and records.

Hardware and Software Requirements

Applications and Phones for Automatic Dialing

2.2 Applications and Phones for Automatic Dialing

The following applications and phones are supported for automatic dialing:

- AC-Win IP (Attendant console)
- Phones which are supported by CallBridge TU:
 - OpenStage 30 T
 - OpenStage 40 T
- Phones which are supported by CallBridge IP:
 - OpenStage 60 T
 - OpenStage 80 T
 - OpenStage 15 HFA
 - OpenStage 20 HFA
 - OpenStage 40 HFA
 - OpenStage 60 HFA

2.3 IBM Notes/Domino Server

Requirements with respect to the IBM Notes/Domino Server:

- A Lotus Domino Server 8.5 is required.
- The HTTP and DIIOP server processes must be started.
The processes can also be started later using console commands.
- The `notes.ini` file must include the following line:

```
ServerTasks=<Taskname>,http,diiop
```
- Use of the Domino server console for displaying the configuration (default port is 63148):

```
tell diiop show config
```
- The IP address and port can be set in the Domino administrator command:

```
Configuration/Current Server document/Internet  
Protocols/DIIOP
```

3 Installation and Licensing

Overview

This chapter describes the installation and licensing of DS-Win; and also describes the required databases and applications.

Contents

You find the following topics in this chapter:

Section 3.1, „Installation and Licensing of DS-Win V4“

Section 3.2, „Installing, Activating, and Configuring SNMP Traps“

Section 3.3, „Installing Standard Database and Data Stock“

Section 3.4, „Installing "Export Table Client" Application [Import/Export API (XIE)]“

3.1 Installation and Licensing of DS-Win V4

Overview

After provisioning the installation requirements, the DS-Win V4 application, the required database, and the iReport printing application will be installed. Thereafter, DS-Win V4 must be licensed. These tasks are described in the following sections.

Contents

You find the following topics in this section:

Section 3.1.1, „Checking «Secondary Logon» Windows Service“

Section 3.1.2, „Providing and Starting the DS-Win V4 Installation Files“

Section 3.1.3, „Installing DS-Win V4“

Section 3.1.4, „Licensing DS-Win V4“

3.1.1 Checking «Secondary Logon» Windows Service

To provide the correct operation of DS-Win V4, the "Secondary Logon" windows service must be started in Windows and must run automatically. Make sure that this service is correctly set:

Installation and Licensing

Installation and Licensing of DS-Win V4

For Windows XP

1. Select **Start** -> **Execute** and enter `services.msc`. The "Services" window opens.
2. Search under "Services (Local)" -> "Extended" tab for the "Secondary Logon" service and check whether the service is started. If not:
 - a) Restart the service.
 - b) Set the "Automatic" auto start type.

For Windows 7

1. Click the **Windows icon** -> **Programs** -> **Search files** and enter `services.msc`. The "Services" window opens.
2. Search under "Services (Local)" -> "Extended" tab for the "Secondary Logon" service and check whether the service is started. If not:
 - a) Restart the service.
 - b) Set the "Automatic" auto start type.

3.1.2 Providing and Starting the DS-Win V4 Installation Files

Via Download from the SWS Server

1. Download the DS-Win V4 installation files from the SWS server.
2. Unpack the file into a folder.
3. Start the DS-Win V4 `R<x>. <xx.x>\Software\install.bat` file. The welcome screen of the DS-Win V4 installation application opens.

Further Processing:

Refer to Section 3.1.3, „Installing DS-Win V4“.

From External Medium

If the DS-Win V4 installation files are already stored on an external medium, e. g., USB stick, CD, DVD, or external hard disk drive, proceed as follows:

1. Directly start the `install.bat` file from this medium. The welcome screen of the DS-Win V4 installation application opens.

Further Processing:

Refer to Section 3.1.3, „Installing DS-Win V4“.

3.1.3 Installing DS-Win V4

Prerequisites

The `install.bat` file was started and the welcome screen of the DS-Win V4 installation application is displayed.

Procedure

1. Click **Next >**. The window opens which is used to select the installation folder.
2. Select one of the following options to set the installation folder:
 - Changing the installation folder: Click **Change...**
Select the installation folder and click **OK**. Then, click **Next >**.
 - Take the preset installation folder (`C:\Program Files (x86)\Siemens\DS-Win V4\`): Click **Next >**.

NOTE: Important: If Windows in cooperation with DS-Win V4 recognizes the `(x86)` entry in the path name (`C:\Programm Files (x86)\...`) as an attribute and therefore cancels the synchronization with the OpenScape 4000 Assistant/Manager, the preset installation folder must be avoided.

The window opens which is used to select the installation type. There are the following installation types:

- **Complete**
All features of DS-Win V4 are installed. This option is used for single work stations as well as for administrator work stations (Master PC).
 - **Client**
The DS-Win data view window is only installed; but not the DS-Win administration application or the DS-Win Designer.
 - **Custom**
You can select the features to be installed and the installation folder.
3. Click **Next >**. The window opens which is used to install and select Java Runtime Environment. If several Java versions are available on the PC, you can select the required version.
 4. Click **Next >**. The window opens which is used to start the installation.
Via the `< Back` button, you can revise the installation settings.
 5. Click **Install**. The DS-Win V4 installation is processed according to your settings. If you selected the "Custom" option, you must define the features which shall be installed and the installation folders.

During the installation, the following notes are displayed:

- Note which informs about the installation status.

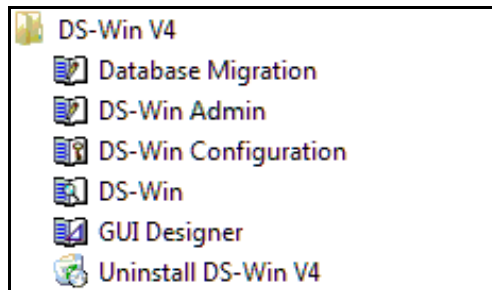
Installation and Licensing

Installation and Licensing of DS-Win V4

- Note which informs that the PostgreSQL database and the iReport printing application can be installed.
 - Note which informs that the "Secondary Logon" service must be started to use the PostgreSQL database.
6. Confirm the displayed advisory notes with **OK**. After the installation, a window opens which informs that the installation was finished.
 7. Complete the installation with **Finish**. DS-Win V4 is completely installed now.

Results

- DS-Win V4 was installed in the defined installation folder: C:\Program Files (x86)\Siemens\DS-Win V4\
C:\Program Files (x86)\Siemens\DS-Win V4\
C:\Program Files (x86)\Siemens\DS-Win V4\
- A data folder was created which DS-Win V4 uses to store the data (in Windows Vista and Windows 7):
C:\ProgramData\Siemens\DS-Win V4\
C:\ProgramData\Siemens\DS-Win V4\
- DS-Win V4 can be started via: **Start -> Programs -> DS-Win V4**. In this folder, there are the following applications: Database Migration, DS-Win Admin, DS-Win Configuration, DS-Win, GUI Designer, Uninstall DS-Win V4



Important: The installation folder and the data folder depend on the Windows version. Also, a different installation folder can be selected. In the following sections, the folder names are therefore abbreviated as follows:

- C:\Program Files (x86)\Siemens\DS-Win V4\ ->
<InstDir>\DS-Win V4
- C:\ProgramData\Siemens\DS-Win V4\ ->
<DataDir>\DS-Win V4

Further Processing

In the next step, DS-Win V4 must be licensed. For this purpose, continue with Section 3.1.4, „Licensing DS-Win V4“.

3.1.4 Licensing DS-Win V4

Overview

DS-Win V4 must be licensed. A license file is required for operation. This license file can be provided locally or centrally.

Selecting Procedure

Select one of the following options, and continue with the corresponding section:

- Section 3.1.4.1, „Locally Licensing DS-Win V4“
- Section 3.1.4.2, „Licensing DS-Win V4 Via a Central License Server“

3.1.4.1 Locally Licensing DS-Win V4

Installing Local Central License Agent (CLA)

The CLA files are stored in the DS-Win V4 installation folder.

1. Start the `<InstDir>\Software\Licensing\CLA\setup.exe` file. The welcome screen of the CLA installation application opens.
2. Click **Next >**. The window opens which is used to select the installation folder.
3. Select one of the following options to set the installation folder:
 - Changing the installation folder: Click **Change...**
Select the installation folder and click **OK**. Click **Next >**.
 - Take the preset installation folder: Click **Next >**.

The window opens which is used to set the users. Select a user login for the CLA in this window. There are the following user logins:

- "Standard user". An already existing standard user is selected.
 - "New user". A new user must be defined in the `<user name>@<domain name>` format.
4. Click **Next >**. The service configuration window opens. Enter the following data in this window:
 - Service port number in the 1024 - 65535 range; the default value is 61740.
 - Size of the error log in days, i.e., how many days an error log is written. In the 1 - 365 range; the default value is 180.
 - Size of the configuration log in days, i.e., for how many days configuration changes are logged. In the 1 - 365 range; the default value is 180.
 5. Click **Next >**. The window opens which is used to start the installation.

Installation and Licensing

Installation and Licensing of DS-Win V4

Via the < Back button, you can revise the installation settings.

6. Click **Install**. The CLA installation is started according to your settings. After the installation, a window opens which indicates that the installation was finished.
7. Complete the installation with **Finish**. The CLA is installed now.

Providing the License File to DS-Win V4

1. Copy the license file into the `<InstDir>\Software\Licensing\License Agent\import` folder. In this folder, the DS-Win V4 license file will be read and activated.

No further steps are required.

3.1.4.2 Licensing DS-Win V4 Via a Central License Server

1. Open the DS-Win Configuration via **Start -> DS-Win V4 -> DS-Win Configuration**. The DS-Win configuration page for the license server and the SNMP settings opens.
2. Switch to the **CLA** tab. The setting options for the central license server (CLC) and the connection parameters between CLC and CLA are displayed. Enter the following data in this window:
 - "License server"
 - "CLA host name or IP address": Host name or IP address of the license server in the IPv4 format.
 - "CLA port number": Port number of the license server. The default value is 61740.
 - "Connections parameters"
 - "Timeout value used in CLC-CLA communication (in milliseconds)": The default value is 4000. This value can be used; change if required.
 - "Retry value used in CLC-CLA communication": The default value is 10. This value can be used; change if required.
3. Click **Save**. Your settings are saved.

Further Processing

In the next step, the SNMP traps will be activated; refer to Section 3.2, „Installing, Activating, and Configuring SNMP Traps“.

3.2 Installing, Activating, and Configuring SNMP Traps

SNMP traps are unrequested messages from an agent (in this case: DS-Win View V4) to an SNMP management application which runs on a monitoring station, and indicate that an event occurred. DS-Win View V4 sends an SNMP trap, e.g., if it is started, is closed, and if errors occur (e.g. if the connection to AC-Win or to the database is lost).

Prerequisite

Check whether the "SNMP Trap" Windows service runs on the DS-Win V4 computer. If it does not run, activate or install it. The installation and activation of this service is described in a Word file which was added to the DS-Win V4 program files. Refer to the installation directory of DS-Win V4.

Procedure

1. Open the DS-Win Configuration via **Start -> DS-Win V4 -> DS-Win Configuration**. The DS-Win configuration page for the license server and the SNMP settings opens.
2. Select the **SNMP** tab. The options to activate and set the SNMP traps are displayed. Enter the following data in this window:
 - "Sending SNMP traps": Mark this checkbox if DS-Win View V4 shall send SNMP traps to the monitoring station."Trap generator properties":
 - "Destination Host": IP address of the monitoring station in the IPv4 format
 - "Destination Port": Port of the monitoring station
 - "Agent address": IP address of the computer on which DS-Win V4 runs, in the IPv4 format"Trap properties":
 - "Cluster": e.g., "DS-Win View V4"
 - "Hostname": IP address of the monitoring station to which the traps shall be sent, in IPv4 format
 - "Service ID": specific to the system
 - "Global unique ID": specific to the system
 - "Error code": specific to the system

3.3 Installing Standard Database and Data Stock

Supported Databases

DS-Win V4 supports the following databases:

- PostgreSQL
- Informix MySQL 5
- Microsoft SQL Server 2005 Express
- Oracle Database

The DS-Win V4 standard database is PostgreSQL. PostgreSQL can either be installed based on the DS-Win V4 installation data, or, an already existing database server can be used. In both cases, an example database for DS-Win V4 View is created. In addition, an Informix MySQL 5 or a Microsoft SQL Server 2005 Express example database can be created via an already existing database server.

Selecting Procedure

Select one of the following options, and continue in the appropriated section:

Section 3.3.1, „Creating PostgreSQL Example Database Based On the Installation Data“

Section 3.3.2, „Creating Example Database With an Existing Database Server“

Section 3.3.3, „Migrating or Activating an Already Existing Database“

3.3.1 Creating PostgreSQL Example Database Based On the Installation Data

In this section, the installation of PostgreSQL under Windows 7 is described. An example database for DS-Win V4 View is installed during installation.

Procedure

1. Open a shell in Windows with administrator permissions (right-click to the prompt -> **Run as administrator**).
2. Confirm the Windows confirmation prompt with **Yes**.
3. In the shell, enter the folder into which the PostgreSQL was saved.
4. Execute the `Install.bat` command. A silent installation of the PostgreSQL server starts.

3.3.2 Creating Example Database With an Existing Database Server

If a database server was already installed, an DS-Win V4 example database can be also created by the execution of the following scripts:

- for PostgreSQL server `PostgreSQL\run_dbScript_pg.bat`
- for MySQL 5 server `mysql5.0\run_MySql_script.bat`
- for Microsoft SQL Server 2005 Express `mssql2005\run_SqlServer_script.bat`

NOTE: Important: You must check if command changes are required before you use a script. No changes are required for PostgreSQL.

3.3.3 Migrating or Activating an Already Existing Database

Procedure

1. Start the GUI Designer.
2. Via **Datenbase -> Configure...**, start the **Data Resource Manager**.
3. Select the **Database Connections** tab.
4. Enter the database or schema name into the "URL" field.
5. Click **Apply**. Your settings are saved.

Windows Authentication

If the Microsoft SQL Server 2005 Express database is used, DS-Win V4 supports the Windows authentication. To use this authentication, set the Integrated Security Parameter to `true`. After this action, special logon and password are no more required. If another database server (MySQL or PostgreSQL) is used, select the connection, or create a new one.

Installation and Licensing

Installing "Export Table Client" Application [Import/Export API (XIE)]

3.4 Installing "Export Table Client" Application [Import/Export API (XIE)]

Overview

You need the "Export Table Client" application of "Import/Export API (XIE)" to transfer data from OpenScape 4000 Assistant or OpenScape 4000 Manager to DS-Win.

This application must be installed on the PC where DS-Win runs. The installation application creates the XIE interface.

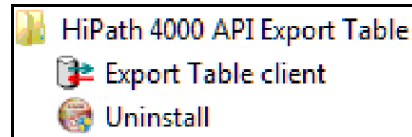
You find further information on "Import/Export API (XIE)" in: OpenScape 4000 Manager V8, Import/Export Interface (XIE) API.

Procedure

1. Start the OpenScape 4000 Assistant or OpenScape 4000 Manager, and select **Utilities** -> **Import/Export API (XIE)** in the tree.
2. Install "Export Table Client":
 - a) Click **Install Export Table Client**. The "Import/Export API Installation" page opens.
 - b) Click the **Export Table Installation-File** link. The "File Download" window opens which is used to download the `ExTable.exe` file.
 - c) Click **Save** to store the file. The "Choose Install Location" window opens.
 - d) Select the required installation folder via **Browse**, and click **OK**. The `ExTable.exe` file is stored into the selected installation folder.
 - e) Double-click the `ExTable.exe` file in the Windows Explorer. The installation wizard is started.
 - f) Click **Accept** to confirm the license agreement.
 - g) Click **Install**. A security message opens which informs that the publisher of the `ExTable.exe` cannot be identified.
 - h) Click **Run**. The installation process runs.
 - i) Click **Finish**. The "Export Table Client" application is installed now.

Result

The "Export Table Client" application can be started in Windows via **Start -> All Programs -> Unify -> OpenScape 4000 API Export Table -> Export Table client**.



Further Processing

Refer to [Chapter 4, "Settings"](#).

Installation and Licensing

Installing "Export Table Client" Application [Import/Export API (XIE)]

4 Settings

After the installation and licensing, the following settings must be performed:

Section 4.1, „Set the PostgreSQL Database“

Section 4.2, „Creating Users for the Import/Export API (XIE) in the OpenScope 4000 Assistant/Manager“

Section 4.3, „Setting Database Performance“

Section 4.4, „Establishing Master-Client Synchronization“

Section 4.5, „Testing the Entire System“

Section 4.6, „Providing the Default ID with Password“

Section 4.7, „Assigning User IDs for Switchboard Personnel“

Section 4.9, „Set the Caller Identification“

4.1 Set the PostgreSQL Database

Overview

The configuration settings of the PostgreSQL database must be checked and set to monitor connections. The "pgAdmin" administration application is used for this purpose.

Procedure

1. Open the "pgAdmin" application via: **Start -> All Programs -> PostgreSQL <Version> -> pgAdmin III**. The "pgAdmin" administration application is started.
2. Select **File -> open postgresql.conf**. The "Open configuration file" window opens.
3. Open the `<InstDir>\PSQL\<Version>\data\postgresql.conf` file. The "Backend Configuration Editor" window opens.
4. Double-click the "listen_addresses" setting. The «Configuration setting "listen_addresses"» window opens.
5. Perform in the «Configuration setting "listen_addresses"» window the following settings:
 - Mark the "Enabled" check box.
 - Enter in the "Value" input window:
 - If only the connection to the local host shall be accepted: `localhost`

Settings

Set the PostgreSQL Database

- If all connections shall be accepted: *

Click **OK**. The window is closed and the changed settings are stored.

6. Check if in the "Backend Configuration Editor" window the checkbox nearby "listen_addresses" is marked. If not: Mark it, and save the setting.
7. For PostgreSQL 8.2: Stop the PostgreSQL service and restart it:
 - a) **Start -> All Programs -> PostgreSQL <Version> -> Stop service.**
 - b) **Start -> All Programs -> PostgreSQL <Version> -> Start service.**This step is not required for PostgreSQL 9.2.
8. Check if a connection to the PostgreSQL database can be established.

4.2 Creating Users for the Import/Export API (XIE) in the OpenScape 4000 Assistant/Manager

Overview

To fill and to synchronize the DS-Win database, a new user must be created in OpenScape 4000 Assistant/Manager. This user shall have assigned only those permissions that DS-Win uses.

Further information to OpenScape 4000 Assistant/Manager you find in: OpenScape 4000 Assistant/Manager V8, Access Management.

Prerequisite

The "Import/Export API (XIE)" applications are installed. Refer to [Chapter 3.4, "Installing "Export Table Client" Application \[Import/Export API \(XIE\)\]"](#).

Procedure

1. Open the OpenScape 4000 Assistant. The OpenScape 4000 Assistant start page opens.
2. Select **Access Management** -> **Account Management** -> **User Account Administration** in the tree. The "User Account Administration" dialog opens.
3. Creating a new user:
 - a) Select **User** -> **Add**. The "Add new user account" window opens.
 - b) Enter a new user name in the "New username" field. In OpenScape 4000 Assistant V6, the user name can only be entered in lower case.
 - c) Mark the **Customer user (cust)** radio button in the "Security profile of the new user" area.
 - d) Click **OK**. The settings are stored.
4. Entering a new password for the user, and setting his policies:
 - a) Mark the created new user in the "User Account Administration" dialog. The policies for this user are displayed.
 - b) Set the policies as follows:
 - In the "Identification" area, no changes are required.
 - In the "Actions" area, enter a new password and retype the password. Unmark the "Delete password" and "Force password change" checkboxes.
 - In the "Properties" area, mark the "Password never expires" and "Allowed to change password" checkboxes. Unmark the "Lock user account" checkbox.

Settings

Creating Users for the Import/Export API (XIE) in the OpenScape 4000 Assistant/Manager

- In the "Autolock" area, select `never` for the "Lock account automatically" field.
5. Defining a new access right group:
 - a) Select **Access Management** -> **Account Management** -> **Access Right Configuration** in the tree. The "Access Right Configuration" dialog opens.
 - b) Create a new access right group via the "Add New Access Right Group" window (e.g. DS-Win).
 - c) Assign the permissions for Import/Export API (XIE) to this new group. But, only allow the access to `DISPLAY_NAME`, `PERS`, and `PERSDAT`.
 6. Assign the new access right group to the new user:
 - a) Select **Access Management** -> **Account Management** -> **Access Right Configuration** in the tree. The "Access Right Configuration" dialog opens.
 - b) Mark the new user in the "Access Right Configuration" dialog. The "Access Right Groups" for this user are displayed.
 - c) Right-click the new access right group. A context menu opens.
 - d) Select the **Assign** menu item.

Result

The "Import/Export API (XIE)" access right group with the permissions for `DISPLAY_NAME`, `PERS`, and `PERSDAT` is assigned to the new user.

4.3 Setting Database Performance

The database performance is set by the "DS-Win Configuration" application. Open this application via **Start -> DS-Win V4 -> DS-Win Configuration**.

There are two configurable options for loading data from the database into the main memory. Possible values include:

`copyDBintoMemory=true` or `copyDBintoMemory=false` (default).

The entire database is loaded into the main memory in this mode. If this mode is selected, change the program call to reserve additional main memory.

The default parameters are `-Xmx512m -Xms512m`. The default call looks as follows:

```
start "" "%$JAVA%"\bin\javaw.exe -Xmx512m -Xms512m -jar  
DSView.jar
```

512 MB is reserved in this case. To increase to 1 GB, the line looks as follows:

```
start "" "%$JAVA%"\bin\javaw.exe -Xmx1024m -Xms1024m -jar  
DSView.jar
```

These parameters can be set at the DS-Win installation directory in `DSView.bat`.

4.4 Establishing Master-Client Synchronization

4.4.1 Synchronization of a PostgreSQL Database

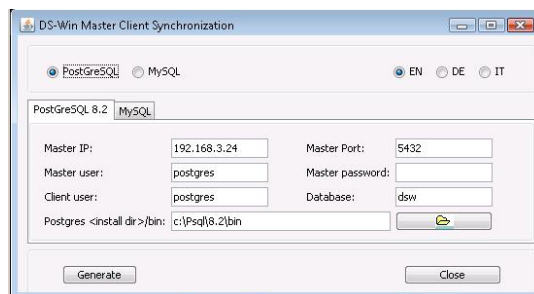
Overview

The "MCSync.jar" application is used to establish the synchronization between two databases, i.e., between the database of the local DS-Win client and the database of a remote database server. The synchronization is based on a master-client architecture.

The master-client synchronization, which is described here, can be especially used in the case of a slow network connection between the DS-Win application and the remote database server.

NOTE: The operating speed of DS-Win can be increased by a local PostgreSQL database server.

Example for the «DS-Win Master Client Synchronization» Window



Procedure

Proceed as follows:

1. Double-click the `<InstDir>\DS-Win V4\MCSync.jar` file. The "DS-Win Master Client Synchronisation" window opens.
2. In the "DS-Win Master Client Synchronization" window, enter the following data:
 - For the master server:
 - "Master IP": IP address in the IPv4 format
 - "Master Port": port
 - "Master User": user name, e.g. postgres
 - "Master Password": user password

- For the local PostgreSQL server (client):
 - "Client User": user name, e.g. postgres
 - "Database": database schema, e.g. dsw
 - "Postgres <install dir>/bin": "bin" folder in the installation folder of the PostgreSQL database
3. Click **Generate**. The `DSWin_MCSync.bat` file is generated and saved into the `<Postgres install dir>/bin` directory. Confirm the message which informs that the file was generated with **OK**.

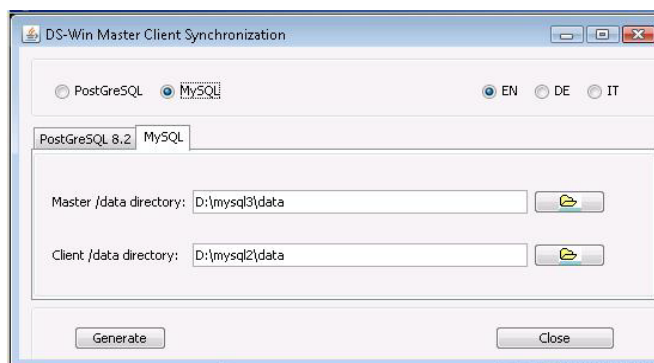
This file contains all defined settings and can be started as often as required.

4. Perform the synchronization:
- Either: synchronize manually by executing the `DSWin_MCSync.bat` file.
 - Or: synchronize automatically in defined time intervals by executing the `DSWin_MCSync.bat` file based on a time schedule.

How to define a time schedule is described in the DS-Win V4 Administration Guide A31003-G6640-M100-3-A9, section 4.5 "Creating Time Schedule for Synchronization".

4.4.2 Synchronizing a MySQL Database

The `DSWin_MCSync.bat` file is located in the `C:\ProgramData\Siemens\DS-Win V4` installation directory. It can be started manually or via "scheduled tasks" (at regular automatic intervals). The file stops the SQL server, creates a backup copy in the `dataBCKP` directory, copies the data from the master to the client and starts the SQL server. The user name and password for the database must be the same on master and client; the remote directory must be shared and attached for copying to take place.



Settings

Testing the Entire System

4.5 Testing the Entire System

Proceed as follows to test the entire system:

Step	Action
1	Transfer the data from OpenScape 4000 Manager to the DS-Win master.
2	Synchronize the DS-Win clients.
3	Start AC-Win, or the DS-Win Data view window if AC-Win is not installed. AC-Win starts the DS-Win Data view window automatically.
4	Implement the data search according to various criteria.
5	Test automatic dialing of the selected subscriber.

Supported Features in the DS-Win Data View Window

- Switching
- Accept incoming calls
- Callback
- Consultation
- Transfer call
- Three-party conference
- Toggling
- Back to waiting subscriber

4.6 Providing the Default ID with Password

In the default system status, the "Administrator" user is listed without password in the DSWin and DSWinTest databases.

NOTE: Important: After installation, you shall provide this user with a password; otherwise, the DS-Win Data view can be opened without a password, and data can be edited.

4.7 Assigning User IDs for Switchboard Personnel

Assign own user IDs with restricted permissions to the switchboard personnel. This ensures that the dialog file cannot be modified.

4.8 Entering Completely the Internal Company Number

The internal company number must be given in full to enable correct automatic dialing regardless of the location – refer to [Chapter 8.3.3, “Digit Analysis”](#). The individual components of the phone numbers must be entered in the application settings in a mask provided for this purpose and are then recorded accordingly in the configuration `DSWin_View_config.xml` file. Analysis of tie numbers is only taken into account if a site-specific tie number is entered (refer to [Chapter 8.3.3.1, “Tie Number Analysis”](#)). The following data is required:

- International access code (00 in Germany)
- Local country code (e.g. 49 for Germany, 1 for USA)
- National access code (0 in Germany)
- Area code without the leading zero (e.g. 40 for Hamburg)
- Net code of your system (e.g. 3576)
- Tie number of your system (if any, e.g. 91)
- Trunk access code (e.g. 0)

Settings

Set the Caller Identification

4.9 Set the Caller Identification

There are two types of phone numbers that are transferred by AC-Win and DS-Win, i.e., internal and external numbers. There are two different ways to search for these numbers (see dialog below). The "Search field at int.call" option contains **TieInvertedNumber** as default value. This is composed as follows:

$TieInvertedNumber = intTieNumber + intExtension.$

The "Search field at ext.call" option contains **InvertedNumber** as default value which is composed as follows:

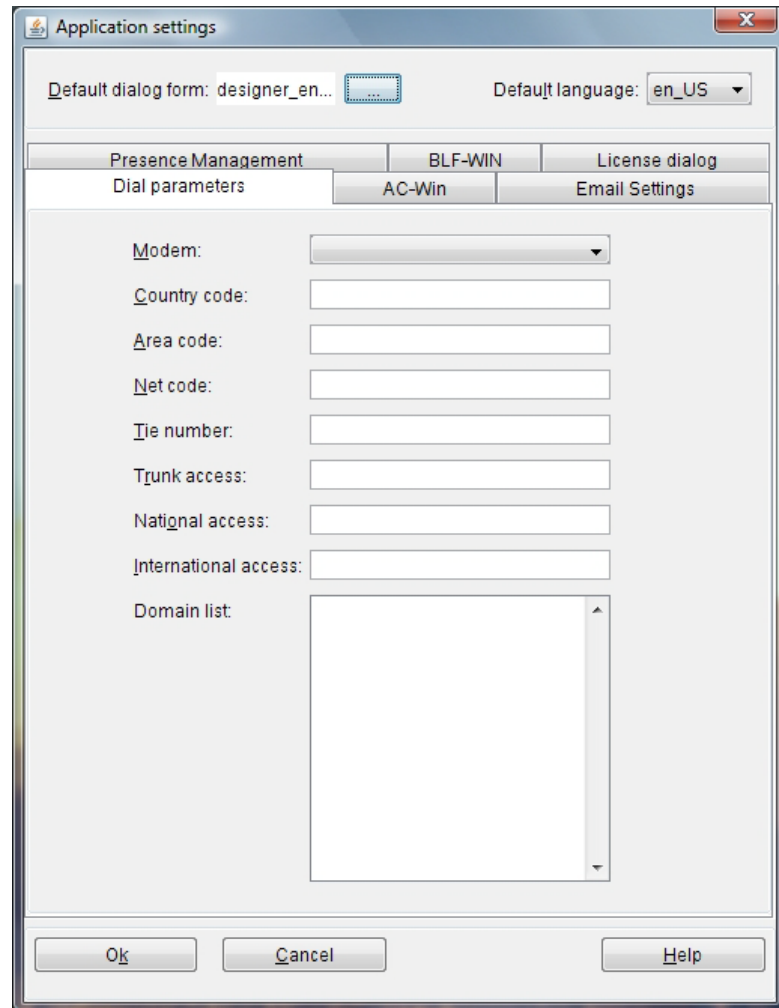
$InvertedNumber = intCountry + intAreacode + intNetcode + intExtension.$

The screenshot shows the 'Application settings' dialog box with the 'AC-Win' tab selected. The dialog is titled 'Application settings' and has a close button (X) in the top right corner. At the top, there are two fields: 'Default dialog form: designer_en...' and 'Default language: en_US'. Below these are three tabs: 'Presence Management', 'BLF-WIN', and 'License dialog'. The 'AC-Win' tab is active, and it contains several sections:

- Dial parameters**: This section is currently hidden.
- Record selection originators**: This section contains two rows of radio buttons. The first row is 'Attendant intercept' with 'Caller' selected and 'Destination' unselected. The second row is 'Attendant recall' with 'Caller' selected and 'Destination' unselected.
- AC-Win Server**: This section contains three text input fields: 'IP number: 127.0.0.1', 'Port number: 54700', and 'Part of AC-Win window title: ACCont'.
- Search parameters**: This section contains six text input fields arranged in two columns. The left column has: 'Grid name at int. call: Grid1', 'Search field at int. call: ertedNumber', 'Tabsheet at int. call: 0', and 'Company: company'. The right column has: 'Grid name at ext. call: Grid1', 'Search field at ext. call: ertedNumber', 'Tabsheet at ext. call: 0', and 'Sortname: sortname'.
- Key pressing**: This section contains three text input fields: 'Data source: Subscriber', 'Search field: Sortname', and 'Search panel: SearchhPanel1'.

At the bottom of the dialog, there is a 'Dial properties' button, and at the very bottom, there are three buttons: 'Ok', 'Cancel', and 'Help'.

DS-Win sends a composite phone number in accordance with the default settings and the entries in the data record. Click the **Dial properties** button. The following dialog appears:



If the "Internal" flag is set for one of the numbers in the data record, only the "Internal code" field is transferred to AC-Win.

The following logic applies for the tie number in accordance with the settings in the data record and under "Dial parameters" in the application settings.

The tie numbers are compared assuming the "Internal code" flag is not set. If the numbers differ, the number from the data record is dialed.

Example:

The tie number in the data record of the selected record is 70 at, the tie number in the application settings is 27. 70XXXX is dialed in this case and therefore the tie number of the data record is used. If the two tie numbers match, only the extension is dialed.

Settings

Set the Caller Identification

This does not apply only for the tie number, but all access codes ("Country code", "Area code", "Net code").

This means:

The composition of the phone number always depends on the central configuration:

- Only the extension is dialed if the data record and the central settings in the "Country code", "Area code", and "Net code" fields match.
- The tie number + net code + extension are dialed if the data record and the central settings in the Net code field do not match.
- The tie number + national access + country code + net code + extension are dialed if the data record and the central settings match neither in the "Country code" field nor in the "Net code" field.

5 Migration from DS-Win V3 to V4

Overview

The Access database of DS-Win V3 can be migrated with the "Database Migration" application of DS-Win V4 to a new PostgreSQL, MySQL or MSSQL server database. The database data records are copied and reassigned in this process.

NOTE: Important: Not all data records are accepted and assigned properly in some cases. Therefore, DS-Win V4 should be newly installed, and the data records from the communication systems should be newly imported (apart from specific customer databases).

Contents

The migration is performed in the order of the following sections:

Section 5.1, „Starting "Database Migration" Application“

Section 5.2, „Establishing the Connection to the DS-Win V3 Access Database“

Section 5.3, „Establishing the Connection to the Database Server“

Section 5.4, „Performing the Settings“

Section 5.5, „Starting the Migration“

5.1 Starting "Database Migration" Application

Procedure

Select **Start -> Programs -> DS-Win V4 -> Database Migration**. The "DS-Win Database migration" window opens.

Further Processing

Refer to Section 5.2, „Establishing the Connection to the DS-Win V3 Access Database“.

5.2 Establishing the Connection to the DS-Win V3 Access Database

Overview

A connection must be established to the Access database to readout their data.

Procedure

Proceed as follows:

1. In the "DS-Win Database migration" window under "Step 1 – Connect to the old Access database", click **Connection**. The "Connect to an Access database" window opens.
2. In the "Connect to an Access database" window, click **Browse**, and select the Access database which you want to migrate. The path is entered into the "Database path" field.
3. In the "Connect to an Access database" window, click **Connect**. A message is displayed which informs you that the connection to the database was established. In addition, you are advised that all connections to the Access database must be closed before the migration.
4. Confirm with **OK**, and click **Close**. The database path is entered under "Step 1 – ...".

Further Processing

Refer to Section 5.3, „Establishing the Connection to the Database Server“.

5.3 Establishing the Connection to the Database Server

Overview

A connection must be established to the new database server where the data records shall be imported into the database.

Procedure

Proceed as follows:

1. In the "DS-Win Database migration" window under "Step 2 – Connect to a database server", click **Connection**. The "Connect to a database server" window opens.
2. Perform the following settings in the "Connect to a database server" window:
 - "Database server": e.g. `PostgreSQL`
 - "Host name or IP": e.g. `localhost`
 - "Port number": e.g. `5432`
 - "User name": e.g. `postgres`
 - "Password": e.g. `postgres`
3. Click **Connect** in the "Connect to a database server" window. A message is displayed which informs that the connection to the database was established.
4. Confirm with **OK**, and click **Close**. The database server path is entered under "Step 2 – ...".

Further Processing

Refer to Section 5.4, „Performing the Settings“.

5.4 Performing the Settings

Overview

In this section, the properties of the new database and the migration mode must be selected.

Procedure

Proceed as follows:

1. In the "DS-Win Database migration" window under "Step 3 – Migration settings", click **Settings**. The "Settings" window opens.
2. Perform the following settings in the "Settings" window:

"Database properties":

- "Database name": e.g. `ds_w`
- "Schema name": e.g. `ds_w`

If the connection shall be established to a PostgreSQL server, you can enter a "Schema name". The schema name must be explicitly written in lower case. If no schema name is entered, the new table is created in the predefined "public" schema.

NOTE: Important: Do not use a Schema name which already exists. If you already use a `ds_w` schema, e.g., in your database, it must be deleted or renamed.

"Migration mode":

Select between:

- "Only database structure"
- "Database structure and data"

Click **OK**. The settings are entered under "Step 3 – ...".

Further Processing

Refer to Section 5.5, „Starting the Migration“.

5.5 Starting the Migration

Overview

In this section, the contents of the Access database is copied into the PostgreSQL database.

Procedure

Proceed as follows:

1. Click **Start**. The copy process starts and messages of the program are displayed.
2. Wait until the copy process is finished. A message opens indicating that the database migration was successful.

NOTE: Important: The migration process depends on the size of the Access database, and may take long. The application doesn't respond during this time.

Result

The "Database Migration" application of DS-Win V4 creates a script file from the tables, indices and data (if selected) which is executed on the connected server. Structures and data (if selected) are thereby created on the server.

Migration from DS-Win V3 to V4

Starting the Migration

6 HiMed Connection to DS-Win

Additional Information

NOTE: Additional and more detailed information, which exceeds this chapter, you can find in the HiMed Service Manual J31032-K2004-U110-A2-**19, chapter 23 "ODBC-Connection".

Contents

You find the following topics in this chapter:

Section 6.1, „Configuring and Installing DS-Win V4 on HiMed Server and HiMed Client“

Section 6.2, „Creating an Informix Database for DS-Win“

Section 6.3, „Starting DS-Win Administration“

Section 6.4, „Creating the Database Configuration“

Section 6.5, „Activating the Informix Database“

Section 6.6, „Establishing a Database Connection for the GUI Designer“

Section 6.7, „Set the DS-Win User Interface“

Section 6.8, „Setting up the «Search for subscribers» Worksheet in GUI Designer“

Section 6.9, „Creating Layouts“

Section 6.10, „Special Cases“

6.1 Configuring and Installing DS-Win V4 on HiMed Server and HiMed Client

Overview

DS-Win V4 must be installed on the HiMed server and on the HiMed client. The standard installation of the Informix component on the client is required.

Procedure

Proceed as follows:

1. Perform the standard installation of the Informix component on the HiMed client. Refer to J31032-K2004-U110-A2-**19, HiMed Service Manual -> "Client" chapter.
2. Start the `\opt\himed\dswin\dswin_v4.sh` script on the HiMed server. The script creates an "informix" schema in the HiMed database with the required database objects.
3. Install and license the DS-Win V4 on the HiMed client; refer to [Chapter 3.1, "Installation and Licensing of DS-Win V4"](#).
4. Configure the SNMP traps; refer to [Chapter 3.2, "Installing, Activating, and Configuring SNMP Traps"](#).
5. Create an `himed_informix.xml` Informix database connection; refer also to Section 6.6.3, „Establishing the Database Connection“.

6.2 Creating an Informix Database for DS-Win

Overview

Based on Windows, all commands must be executed in the console of the IBM Informix Dynamic Server. The database applications you find in the `bin` directory.

The `ondblog.exe` and `ontape.exe` commands are used to change the database buffer mode and to backup the database. These commands are required for the JDBC (Java Data Base Connectivity) database interface to execute all SQL queries.

Based on Windows: Creating the Informix Database

Based on Windows, proceed as follows to create an Informix database which is compliant to DS-Win:

Step	Action
1	Enter the following command to create an Informix SQL database: <code>dbaccess.exe - createdb_informix.sql</code> . In the <code>createdb_informix.sql</code> script, the <code>dsw</code> database name must be defined. The database is created now.
2	Enter the following command to set the buffered logging for the database: <code>ondblog.exe buf dsw</code> The buffered logging is set and the database is locked now.
3	Enter the following command to set the buffered logging and to unlock the database: <code>ontape.exe -s -L 0 >C:\tmp\ifxdsw.bkp</code> The buffered logging was set. A level 0 backup is performed now and a <code>C:\tmp\ifxdsw.bkp</code> backup file is created now. The database is unlocked now.
4	Delete the <code>C:\tmp\ifxdsw.bkp</code> backup file, which was used to unlock the <code>dsw</code> database.

Based on Windows, the tape recorder for the "ontape" command in the `ONCONFIG` file can be set; the parameter then is "TAPEDEV STUDIO".

HiMed Connection to DS-Win

Creating an Informix Database for DS-Win

Based on Linux: Creating the Informix Database

Based on Linux, proceed as follows to create an Informix database which is compliant to DS-Win:

Step	Action
1	Enter the following command to create an Informix SQL database: <code>dbaccess - createdb_informix.sql</code> . In the <code>createdb_informix.sql</code> script, the <code>dsw</code> database name must be defined. The database is created now.
2	Enter the following command to set the buffered logging for the database: <code>ondblog buf dsw</code> The buffered logging is set and the database is locked now.
3	Enter the following command to set the buffered logging and to unlock the database: <code>ontape -s -L 0 -t STDIO >/tmp/ifxdsw.bkp</code> The buffered logging is set now. A level 0 backup was performed and a <code>>/tmp/ifxdsw.bkp</code> backup file is created now. The database is unlocked now.
4	Delete the <code>>/tmp/ifxdsw.bkp</code> backup file, which was used to unlock the <code>dsw</code> database.

Further Processing

Continue with Section 6.4, „Creating the Database Configuration“.

6.3 Starting DS-Win Administration

Ways of Starting

There are two ways of starting the "DS-Win Administration" application with the standard dialog:

- Double-click the relevant dialog file.
- Start the "DS-Win Administration" window via the Windows Start menu.

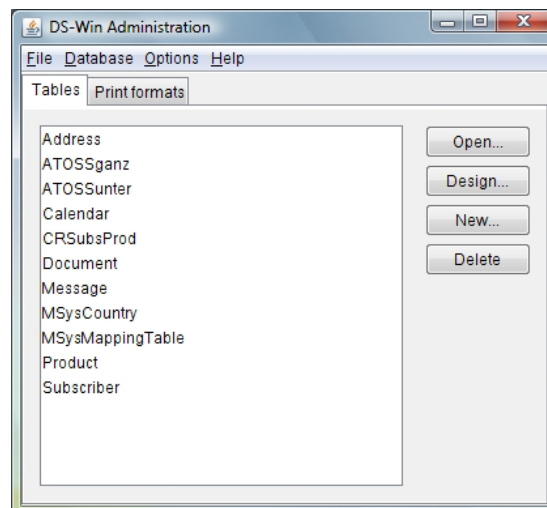
Starting via the Windows Start menu

Proceed as follows:

Step	Action
1	Select Start -> Programs -> DS-Win V4 -> DS-Win Admin . The "DS-Win password" logon window opens.
2	Enter the user name and the password into the logon window. Then click OK . The "DS-Win Administration" window opens.

NOTE: The only user ID available by default for using the DS-Win Administration window is the "Administrator" user ID. Initially, this works without a password. We strongly recommend that you set a password for this user ID as soon as you log in for the first time. Once a password is set, a login dialog pops up each time you open the DS-Win data view window. It is a good idea to set up additional user IDs with lower privileges.

"DS-Win Administration" window



HiMed Connection to DS-Win

Starting DS-Win Administration

The "DS-Win Administration" window is used for administering a DS-Win database. It offers the following functions:

- edit data
- import or export data
- create new databases
- edit table structures
- create new tables
- create layouts
- perform synchronizations with host databases
- administer users
- set countries
- change passwords

You can save the changed database or language settings using **File -> Save file**. The administration window is started with these new values the next time it is opened.

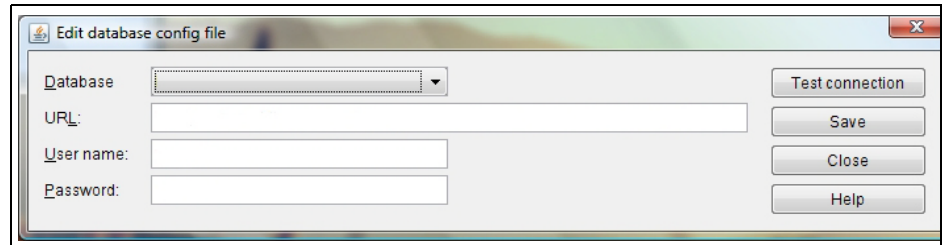
The "Tables" tab offers mapping tables. The "Print formats" tab offers print formats.

6.4 Creating the Database Configuration

Prerequisite

The DS-Win Administration was started. Refer to Section 6.3, „Starting DS-Win Administration“.

Example for the «Edit database config file» Window



Procedure

Proceed as follows:

Step	Action
1	In the "DS-Win Administration" window, select Database -> Close database to close the open database. The database is closed.
2	Select Database -> Open database to open the Informix database. The "Open new DB schema" window opens.
3	Mark the <code>hibernate_Informix.xml</code> configuration file in the "Open new DB schema" window, and click Open . The "Edit database config file" window opens.
4	Perform the following settings in the "Edit database config file" window: <ol style="list-style-type: none"> 1. In the "Database" drop-down menu, select the Informix entry. A default path is automatically entered in the "URL" input field. 2. Change the default path as described in the "Default Path in the «Edit database config file» Window" section. 3. Enter the user name and the password.
5	To test the connection to the Informix database, click Test connection . If your settings are correct, the following message is displayed: Connection is ok . If the connection doesn't work: Check your settings in the "Edit database config file" window, and correct it.
6	If the connection works: Click Save in the "Edit database config file" window to save the database configuration settings.

HiMed Connection to DS-Win

Creating the Database Configuration

Default Path in the «Edit database config file» Window

After selection of Informix in the "Database" drop-down menu, a default path is automatically entered which you must adapt. This default path, e.g., is as follows:

```
jdbc:informix-sqli://127.0.0.1:9088/
```

```
dsw:INFORMIXSERVER=ol_ids_1150_1.
```

Part of the default path	Description
127.0.0.1:9088	Server IP address which is used by Informix; in the SERVER-IP:PORT format
dsw	Name of the DS-Win database which was set in the <code>createdb_informix.sql</code> script.
ol_ids_1150_1	Name of the Informix server

Further Processing

Continue with Section 6.5, „Activating the Informix Database“.

6.5 Activating the Informix Database

Prerequisites

- The DS-Win Administration was started. Refer to Section 6.3, „Starting DS-Win Administration“.
- The database was configured. Refer to Section 6.4, „Creating the Database Configuration“.

Procedure

Proceed as follows:

Step	Action
1	If a database was automatically opened: Select Database -> Close database in the "DS-Win Administration" window. The database is closed.
2	Select Database -> Open database to open the Informix database. The "Open new DB schema" window opens.
3	Mark the hibernate_Informix.xml configuration file in the "Open new DB schema" window, and click Open . The "DS-Win password" window opens.
4	Enter the user name and the password, and click OK . The Informix database opens.

Result

The Informix database is now activated for DS-Win.

Further Processing

Continue with Section 6.6, „Establishing a Database Connection for the GUI Designer“.

6.6 Establishing a Database Connection for the GUI Designer

Overview

You can optimally adapt the database and the user interface of DS-Win to the user's requirements by the GUI Designer. To do so, you must establish the connection to the Informix database of HiMed beforehand.

In this section, only those operating steps and control elements are described which are required to establish the HiMed/Informix database connection. More detailed information to the GUI Designer you find in: A31003-G6640-U101-*-*19, DS-Win V4, GUI Designer, User's Guide -> section 2.3 "Creating an Example Application".

Contents

You find the following topics in this section:

Section 6.6.1, „Opening the Data Resource Manager“

Section 6.6.2, „Set the Database Driver“

Section 6.6.3, „Establishing the Database Connection“

Section 6.6.4, „Set the Data Source“

6.6.1 Opening the Data Resource Manager

Procedure

Proceed as follows:

Step	Action
1	Start the GUI Designer via Start -> Programs -> DS-Win V4 -> GUI Designer . The GUI Designer opens with an empty worksheet.
2	Open the <code>designer_<en>_Informix.xml</code> file via File -> Open . The Informix database table opens.
3	Open the Data Resource Manager via Database -> Configure . The Data Resource Manager opens with the "Database Driver", "Database Connections", and "Data Sources" tabs.

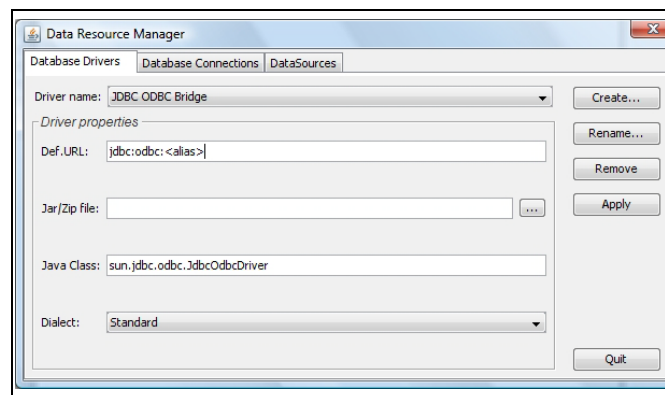
6.6.2 Set the Database Driver

NOTE: Important: The settings described in this section are examples and must be adapted to your requirements.

Prerequisite

The Data Resource Manager is open; refer to Section 6.6.1, „Opening the Data Resource Manager“.

Example for the Data Resource Manager with the «Database Drivers» Tab



Procedure

Proceed as follows:

Step	Action
1	In the Data Resource Manager, select the Database Drivers tab.
2	Select the HiMed-Driver entry in the "Driver name" drop-down menu.
3	Under "Driver properties" perform the following settings: <ul style="list-style-type: none"> "Def.URL": Path to the database. You find explanations for this in the "«Def.URL» Input Field on the «Database Drivers» Tab" section. "Jar/Zip file": Path to the driver file <code><InstDir>\DS-Win V4\data\drivers\ifxjdbc.jar</code> "Java Class": <code>com.informix.jdbc.IfxDriver</code> "Dialect": <code>Informix</code>

HiMed Connection to DS-Win

Establishing a Database Connection for the GUI Designer

«Def.URL» Input Field on the «Database Drivers» Tab

The default path must be adapted as follows (example):

```
jdbc:informix-sqli://himed:1536/  
himed:INFORMIXSERVER=himeddb;  
DB_LOCALE=en_us.utf8;CLIENT_LOCALE=en_us.utf8
```

Part of the default path	Description
himed:1536	Server IP address (or server name) which is used by Informix; in the SERVER-IP (or SERVERNAME:PORT) format
himed	HiMed database name
himeddb	Informix/HiMed server name
DB_LOCALE=en_us.utf8;	Definition of the language and the character encoding for the server's database
CLIENT_LOCALE=en_us.utf8	Definition of the language and the character encoding for the client's database

Further Processing

Continue with Section 6.6.3, „Establishing the Database Connection“.

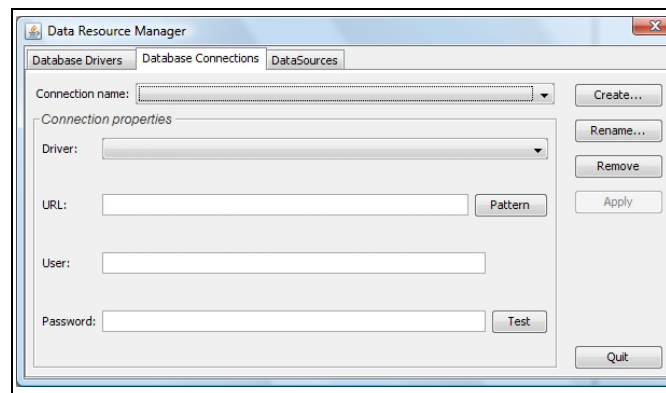
6.6.3 Establishing the Database Connection

NOTE: Important: The settings described in this section are examples and must be adapted to your requirements.

Prerequisite

The Data Resource Manager is open; refer to Section 6.6.1, „Opening the Data Resource Manager“.

Example for the Data Resource Manager with the «Database Connections» Tab



Procedure

Proceed as follows:

Step	Action
1	In the Data Resource Manager, select the Database Connections tab.
2	Select the Informix or HiMed-Connection entry in the "Connection name" drop-down menu.
3	Under "Connection properties", perform the following settings: <ul style="list-style-type: none"> • "Driver": HiMed-Driver • "URL": Path to the database. After clicking "Pattern", a default path is entered which must be changed. You find explanations for this in the "«URL» Input Field on the «Database Connections» Tab" section. • "User": User's name, e.g. <code>odbc32</code> • "Password": User's password
4	To check the connection to the Informix database, click Test . If your settings are correct, the following message is displayed: Connection is ok . If the connection doesn't work: Check the settings, correct and test again.

HiMed Connection to DS-Win

Establishing a Database Connection for the GUI Designer

«URL» Input Field on the «Database Connections» Tab

The default path must be adapted as follows (example):

```
jdbc:informix-sqli://himed:1536/  
himed:INFORMIXSERVER=himeddb;  
DB_LOCALE=en_us.utf8;CLIENT_LOCALE=en_us.utf8
```

Part of the default path	Description
himed:1536	Server IP address (or server name) which is used by Informix; in the SERVER-IP (oder SERVERNAME:PORT) format
himed	Name of the HiMed database
himeddb	Name of the Informix/HiMed server
DB_LOCALE=en_us.utf8;	Definition of the language and the character encoding for the server's database
CLIENT_LOCALE=en_us.utf8	Definition of the language and the character encoding for the client's database

Further Processing

Continue with Section 6.6.4, „Set the Data Source“.

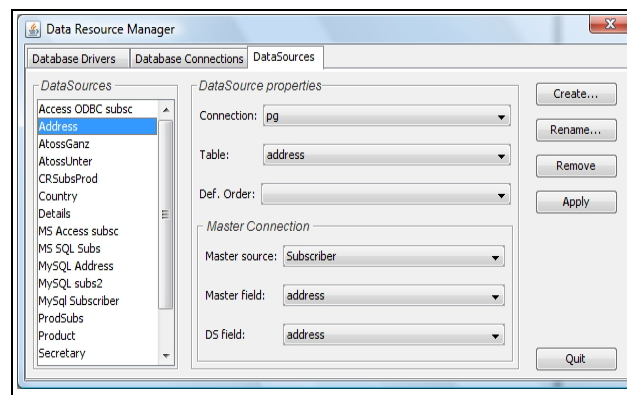
6.6.4 Set the Data Source

NOTE: Important: The settings described in this section are examples and must be adapted to your requirements.

Prerequisite

The Data Resource Manager is open; refer to Section 6.6.1, „Opening the Data Resource Manager“.

Example for the Data Resource Manager with the «Data Sources» Tab



Procedure

Proceed as follows:

Step	Action
1	In the Data Resource Manager, select the Data Sources tab.
2	Select the HiMed-Datasource entry in the "Data Sources" drop-down menu.
3	Under "Data Source properties", perform the following settings: <ul style="list-style-type: none"> • "Connection": HiMed-Connection • "Table": ds_win
4	Click Apply to activate your settings.
5	Click Quit to close the Data Resource Manager.

Further Processing

Continue with Section 6.7, „Set the DS-Win User Interface“.

HiMed Connection to DS-Win

Set the DS-Win User Interface

6.7 Set the DS-Win User Interface

Prerequisite

The database connection was set; refer to Section 6.6.3, „Establishing the Database Connection“.

Procedure

Proceed as follows:

Step	Action
1	Start the DS-Win Configuration via Start -> Programs -> DS-Win V4 -> DS-Win Configuration . The DS-Win Configuration opens.
2	In the "License server and SNMP settings" window, select the GUI tab.
3	Perform the following settings in the GUI tab: <ul style="list-style-type: none">• In the "Default GUI file" drop-down menu: designer_<en>_Informix.xml.• In the "Load the whole Subscriber table from the database into the memory" drop-down menu: No
4	Click Save to save the configuration settings. The user interface is set, and DS-Win can be started.
5	Click Close to leave the window.

6.8 Setting up the «Search for subscribers» Worksheet in GUI Designer

Overview

Using the GUI Designer, you can optimally adapt the database and the user interface of DS-Win to the user's requirements. Refer also to:
A31003-G6640-U101-*-*19, DS-Win V4, GUI Designer, User's Guide.

Prerequisite

The data source, i.e., the "ds_win" table was set; refer to Section 6.6.4, „Set the Data Source“.

Contents

You find the following topics in this section:

Section 6.8.1, „Starting the GUI Designer“

Section 6.8.2, „Structure of the «ds_win» Table“

Section 6.8.3, „Available Indices“

6.8.1 Starting the GUI Designer

Procedure

Proceed as follows:

Step	Action
1	Start the GUI Designer via Start -> Programs -> DS-Win V4 -> GUI Designer . The GUI Designer is opened with an empty worksheet.
2	Set the "Search for subscribers" worksheet as described in: A31003-G6640-U101-*-*19, DS-Win V4, GUI Designer, User's Guide -> section «2.5 Setting up the "Search for subscribers" Worksheet». For HiMed, consider the following sections: <ul style="list-style-type: none"> • Section 6.8.2, „Structure of the «ds_win» Table“ • Section 6.8.3, „Available Indices“

6.8.2 Structure of the «ds_win» Table

The "ds_win" table is designed as follows:

Field	Meaning	Data type
fallnummer	Participant's case name, consecutive	INT
nachname	Participant's last name	CHAR(30)
vorname	Participant's first name	CHAR(30)
p_nummer	Personnel/patient number	CHAR(20)
aufnahmetag	Day of admission	DATE
abgerechnet	Was an invoice already generated? (0=no, 1=yes)	SMALLINT
userclass_id	Number of the user class	INT
userclass_txt	Name of the user class	CHAR(30)
group_id	Number of the user group	INT
group_txt	Name of the user group	CHAR(15)
tarifmodell	Number of the tariff model	INT
kontostand	Account balance of the participant (regardless of the deposit)	MONEY(16,2)
guthaben	Credit of the participant (in consideration of the deposit)	MONEY(16,2)
status_id	Number of the current status	SMALLINT
status_txt	Name of the current status	CHAR(20)
status_seit	Date/time of the last status change	DATETIME
pin	PIN	CHAR(12)
medien_id	Number of the medium (e.g. chip card number)	CHAR(20)
zimmer	Room number	CHAR(10)
gruppe	Group (e.g. ward)	CHAR(10)
telefon	Technical phone number of the participant	CHAR(10)
uc_name	Last name and first name, divided by space characters. This field can be used as search item. It is assigned to the "nachname" field.	CHAR(61)
anmerkung	Comment	CHAR(128)
tel_antrag	Request for the phone service: "y"=yes or "n"=no	CHAR(2)
sprache_id	Code of the participant's language	INTEGER
sprache_iso_txt	ISO abbreviation of the language	CHAR(5)
strasse	Street	CHAR(30)
plz	Postal code	CHAR(7)
ort	City	CHAR(30)

Table 1 "ds_win" table

6.8.3 Available Indices

The following indices are available for the assigned fields. These indices can be used in the particular dialogs:

Index	Field	Index type
ds_win_ix1	nachname	Normal
ds_win_ix2	uc_name	Normal
ds_win_ix3	p_nummer	Normal
ds_win_ix4	medien_id	Normal
ds_win_ix5	zimmer	Normal
ds_win_ix6	telefon	Normal
ds_win_ix7	vorname	Normal
ds_win_ix8	userclass_txt	Normal
ds_win_ix9	ort	Normal
ds_win_ix10	userclass_txt, vorname	Combined
ds_win_ix11	userclass_txt, medien_id	Combined
ds_win_ix12	userclass_txt, zimmer	Combined
ds_win_ix13	userclass_txt, telefon	Combined
ds_win_ix14	userclass_txt, uc_name	Combined
ds_win_ix15	userclass_txt, nachname	Combined
ds_win_ix16	userclass_txt, ort	Combined
ds_win_ix17	uc_name	Normal, with inverted sort sequence
ds_win_ix18	group_txt	Normal
ds_win_ix19	userclass_txt, group_txt	Combined

Table 2 *Indices for the assigned fields*

6.9 Creating Layouts

How to create layouts is described in: A31003-G6640-M100-3-**A9, DS-Win V4, Administration Guide -> section 3.4 "Creating Layouts".

A maximum number of 5 layouts can be created. Consider minimizing the file size of each layout (e.g. reduce the graphics).

6.10 Special Cases

Sometimes, the customer doesn't want to create additional data tables in the Informix database which are absolutely required for DS-Win. In these cases, DS-Win can be set to use, e.g., the provided PostgreSQL database to store the required data tables. As a result, an already existing data table can be used as data source for DS-Win. A normal DS-Win installation with a PostgreSQL database is required here. A special user interface must then be created by the GUI Designer.

The procedure is described in:

[Chapter 3, "Installation and Licensing"](#)

[Chapter 6, "HiMed Connection to DS-Win"](#)

7 DS-Win Client Installation Without an Own PostgreSQL Database

Overview

It may be required that the DS-Win client to be installed must access an already existing PostgreSQL database on the host PC. For this, the DS-Win Client must be completely installed. The installation of the PostgreSQL database is skipped in this process. Afterwards, the address of the PostgreSQL database must be entered into the configuration xml files.

Contents

You find the following topics in this chapter:

Section 7.1, „Installing the DS-Win Client“

Section 7.2, „Performing Settings on the Host PC“

Section 7.3, „Performing Settings on the Client PC“

Section 7.4, „Testing the Connection“

7.1 Installing the DS-Win Client

Procedure

Install the DS-Win Client. This procedure is described in: [Chapter 3, “Installation and Licensing”](#). Skip the installation of the default database in this process (here: PostgreSQL).

Further Processing

Continue with Section 7.2, „Performing Settings on the Host PC“.

7.2 Performing Settings on the Host PC

Overview

Configure the firewall on the host PC and enter the address of the client PC into the `pg_hba.conf` configuration file to ensure the client PC can access to the PostgreSQL database on the host PC.

Procedure

Proceed as follows:

1. Deactivate the Windows firewall, or set it to "trusted".
2. Open the `C:\PSQL\9.2\data\pg_hba.conf` file with an editor (e.g. Notepad++).
3. Proceed as follows in the `pg_hba.conf` file:
 - a) Search the entry:

```
#TYPEDATABASEUSERADDRESSMETHOD
#IPv4 local connections:
hostallall127.0.0.1/32md5
```

- b) Add the following lines to this entry:

```
hostallall0.0.0.0/0md5
hostdswpostgres1.69.31.3/32trust
```

The `1.69.31.3/32` item is an example of address and port of the client PC. Adapt this item to your requirements.

4. Save and close the `pg_hba.conf` file.

Further Processing

Continue with Section 7.3, „Performing Settings on the Client PC“.

7.3 Performing Settings on the Client PC

Overview

On the client PC, the direction to the host PC's PostgreSQL database must be defined. To do so, the settings in the `DBConnections.xml` and `hibernate.PostgreSQL.cfg.xml` files must be performed.

Modifying the «DBConnections.xml» File

Proceed as follows:

1. Open the `<InstDir>\DS-Win V4\Data\DBDesc\DBConnections.xml` file with an editor (e.g. Notepad++).
2. Proceed as follows in the `DBConnections.xml` file:
 - a) Search the entry:

```
<DBConnection name="pg">  
<driver>postgreSQL</driver>  
<url>jdbc:postgresql://localhost:5432/dsw?schema=dsw</url>  
<user>postgres</user>  
<pwd>postgres</pwd>
```

- b) Modify the entry as follows:

```
<DBConnection name="pg">  
<driver>postgreSQL</driver>  
<url>jdbc:postgresql://1.69.31.11:5432/dsw?schema=dsw</url>  
<user>postgres</user>  
<pwd>postgres</pwd>
```

The `1.69.31.11:5432` item is an example of address and port of the host PC. Adapt this item to your requirements.

3. Save and close the `DBConnections.xml` file.

DS-Win Client Installation Without an Own PostGreSQL Database

Performing Settings on the Client PC

Modifying the «hibernate.PostgreSql.cfg.xml» File

Proceed as follows:

1. Open the
C:\DSWinV4\Config\Hibernate\hibernate.PostgreSql.cfg.xml
file with an editor (e.g. Notepad++).
2. Proceed as follow in the hibernate.PostgreSql.cfg.xml file:
 - a) Search the entry:

```
<hibernate-configuration>
```

```
<session-factory>
```

```
...
```

```
<property name="connection.url">jdbc:postgresql://localhost:5432/dsw?schema=dsw</property>
```

- b) Modify the entry as follows:

```
<hibernate-configuration>
```

```
<session-factory>
```

```
...
```

```
<property name="connection.url">jdbc:postgresql://1.69.31.11:5432/dsw?schema=dsw</property>
```

The **1.69.31.11:5432** item is an example of address and port of the host PC. Adapt this item to your requirements.

3. Save and close the hibernate.PostgreSql.cfg.xml file.

7.4 Testing the Connection

Proceed as follows:

1. Start the DS-Win Administration:
 - a) Select **Start -> Programme -> DS-Win V4 -> DS-Win Admin**. The "DS-Win password" login window opens.
 - b) Enter user name and password into the login window. Then click **OK**. The "DS-Win Administration" window opens.
2. If a database was automatically opened: Select **Database -> Close database** in the "DS-Win Administration" window. The database is closed.
3. Select to open the PostgreSQL database of the host PC: **Database -> Open database**. The "Open new DB schema" window opens.
4. Mark the `hibernate.PostgreSQL.cfg.xml` configuration file in the "Open new DB schema" window, and click **Open**. The "DS-Win password" window opens.
5. Enter user name and password, and click **OK**. The PostgreSQL database on the host PC opens.
6. Start the "DS View" application via **Start -> Programs -> DS-Win V4 -> DS-Win**. The data of the PostgreSQL database are displayed.

DS-Win Client Installation Without an Own PostgreSQL Database

Testing the Connection

8 Hints, Troubleshooting and Restrictions

This chapter provides important information on using DS-Win V4.

8.1 DS-Win and AC-Win

8.1.1 Starting DS-Win and AC-Win Automatically

DS-Win V4 can be started automatically via AC-Win.

If AC-Win DS-Win does *not* start automatically, the "LaunchApp" parameter must be deleted in the registry under HKLM/Software/Unify/ACWin/IP/Container/Settings.

NOTE: Important: Do not place both programs in the Startup folder; interaction between the two programs results in program errors!

If the DS-Win database shall be automatically synchronized with the database of a master PC immediately after login, the `DSWin_MCSync.bat` script must be entered in the startup group.

8.1.2 Interworking with AC-Win

Incoming Calls

If you answer a call in AC-Win but are using DS-Win when another call is incoming, AC-Win will not activate automatically:

- Keyboard input continues to be processed by DS-Win.
- You must switch manually to AC-Win, either by clicking the AC-Win window, or the icon in the task bar.

Incoming calls with Active Partition

- An entry in the list box at the top right in the Control Panel ("Berlin" in this case) indicates that the partition is active. In other words, only data records that have the appropriate entry in the "Subscriber" table in the "Partition" field are displayed.



- If an incoming call is answered in AC-Win when DS-Win Data view is in speed search mode and the partition is active, the entry is automatically removed from the list box. The entire table is searched for the calling subscriber if the caller is not found in the active partition.

Minimizing DS-Win V4 Data view

When DS-Win Data view is reduced to icon size, the window is not restored to the foreground when input is made in AC-Win.

To restore DS-Win Data view to the foreground after it has been reduced to icon size, click the program in the task bar.

8.2 Synchronization

8.2.1 Designing the Table Structure

In the DS-Win Administration under **Tables** -> **Design** in the "Design table" dialog, a new line can be inserted into the table by pressing the tabulator in the last field of the last row.

8.2.2 Indices in the Subscriber Table

The following indices are defined in the "Subscriber" table:

Index name	Fields
@Address	Address
@Building	Building
@Company	Company
@FaxExtension	FaxExtension
@IntExtension	IntExtension
@InvertedNumber	InvertedNumber
@LastName	LastName
@MasterID	MasterID, MasterSource
@Organization	Organization, Sortname
@Partition	Partition
@PartitionBuilding	Partition, Building
@PartitionFaxExtension	Partition, FaxExtension
@PartitionIntExtension	Partition, IntExtension
@PartitionOrganization	Partition, Organization, Sortname
@PartitionRoom	Partition, Room, Building
@PartitionSortname	Partition, Sortname, Organization
@PartitionText1	Partition, Text1, Sortname, Organization
@Room	Room, Building
@SecretaryID	SecretaryID
@Sortname	Sortname, Organization
@SubscriberID	SubscriberID
@Text1	Text1, Sortname, Organization
@TielInvertedNumber	TielInvertedNumber
PrimaryKey	SubscriberID

8.2.3 Configuring the Partition Functionality

If the "partition functionality" is not used, the indices in the subscriber table that start with @Partition should be removed to reduce the size of the database.

If the "partition functionality" is to be used and non-default fields are to be displayed for speed search, the relevant composite indices must be inserted into the subscriber table in question:

Index name	Fields
@PartitionFeldname	Partition
@PartitionFeldname	Feld name

NOTE: Blank rows are to be inserted one at a time above the marked line (→) (Insert row). Each row should be filled out before a new row is added and so on. If more than one row is added at a time, the index sequence may get mixed up in the case of composite indices.

8.3 Notes on Data View

8.3.1 Database Names in DS-Win Data View

When creating a new database reference under "Database adjustment", the database name that you wish to assign should correspond to the alias name. This will prevent confusion later when creating dialogs.

8.3.2 «Partition» Field

In the standard dialog, the combination box in the top right corner corresponds to the `Partition` field in the database.

8.3.3 Digit Analysis

8.3.3.1 Tie Number Analysis

Tie number analysis (i.e. dialing the tie number digit entered in the subscriber record) is performed only if a tie number was configured for the local HiPath 4000 PBX:

This can be implemented in DS-Win Data view in the menu **Options** -> **Application settings** -> **Tie number**.

If a tie number is contained in the subscriber data record, but no tie number is not configured under "Application settings", the tie number in the subscriber data record is ignored for automatic connection setup.

8.3.3.2 Field »Internal code« `IntInternal` (`AltInternal`, `MobInternal`, `FaxInternal`)

If the `IntInternal` field contains the value `True` for the data record to be dialed, and if the option `Use internal flag` is activated in the "Dial Properties" dialog, only the `IntExtension` field is taken into account for dialing, i.e., only the extension is dialed in each case. The same applies for the fields `AltInternal`, `MobInternal` and `FaxInternal`.

8.3.4 Dialog File

8.3.4.1 Saving the Dialog File

After installation, the dialog file supplied as standard and adapted to the customer's wishes shall also be saved in another directory, or under a different name. Thus, it can be accessed again quickly should any problems arise. When editing a dialog, you should save regularly.

8.3.5 Note on Sorting by Clicking on the Column Title

If the sorting is changed by clicking on the particular column title, the field contents of the marked data record are transferred completely to the associated search field. This can, however, be made up of several fields. If this is the case and a search is now made in "Result Search" mode with the transferred field contents, you will not obtain any hits as a search can only be made for a single field. The corresponding partial string must be deleted first (e.g. in the case of "Mayer Bernard Dr.", "Dr." must be removed).

8.3.6 Data Display in the Output Table (DataGrid)

Data records cannot be modified/configured/deleted in output tables (DataGrid).

If a field in the output table (e.g., on the tab "Search for subscribers") is shorter than the data record information to be displayed, the contents of this field are only shown until the first space.

If the entire content is to be displayed, you must either extend the column width or adjust the row height until the data is shown in its entirety.

Example:

In this case the department information is not displayed in full:

	Name	Department	Location	Building	Room	Station	Fax	Keyword
▶+	Abel Silke	TEK HG 12 ERP	HH/H	30	253	5743	5829	Test

Either extend the column width,

	Name	Department	Location	Building	Room	Station	Fax	Keyword
▶+	Abel Silke	TEK HG 12 ERP	HH/H	30	253	5743	5829	Test

or double the row height:

	Name	Abteilung	Standort	Gebäude	Raum	Rufnr.	Fax	Stichwort
▶+	Abel Silke	TEK HG 12 ERP	HHH	30	253	5743	5829	Erprobung

8.3.7 Displaying the Default Window in "Small fonts" Only

With a screen resolution of 1024 x 768 pixels, small fonts must be used to display the supplied default dialogs correctly (Control Panel -> Display -> „less - 100% Standard).

8.3.8 Printing Data

8.3.8.1 Notes on «Printing the Phone Book»

If you want to print phone books using DS-Win Data view, note the following points:

- Only data from the table with the structure "Subscriber Table" can be printed.
- In the case of a result search, all the data records found will be printed in exactly the same order, and sorted in exactly the same way as they appear on the screen. The sorting sequence can be altered by adjusting the column sequence.
- In the case of a speed search, all data records are printed in the displayed order and sorting sequence, regardless whether a partition is activated (combination box at the top right displays text).
- An individual data record can only be printed with the speed search.

8.3.8.2 Printing the Result Search

If you wish to print a phone book which does not have the name as the primary sort criteria (e.g. according to department), proceed as follows:

- In the result search, move the column with the primary sort criteria to the start (left). To do this, click the corresponding title and hold down the mouse button.
- Move the title to the required position and release the mouse button.

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Once the required search criteria is entered and a new search initiated, the hits are sorted in accordance with the column sequence (from left to right).

- The "Add" and "New" functions are not available for a data record in Result search mode.

NOTE: If the search string "*" is used, only those hits are shown where an entry is available in the corresponding field. Unlike other databases, a hit is not registered if the field is empty in the data record.

To ensure that all data records are found, select a field that always contains an entry (e.g. name).

Alternatively, make sure that when entering new data records, at least one blank is entered in the particular data record field.

-
- The Print mode record is only available in Speed search mode.

8.4 Presence Management

NOTE: The computer has to be restarted after parameters have been set.

8.4.1 Outlook

The first time you log in, you will be prompted for an Outlook profile. The profile will then be saved in the DSWin_view_config.xml file and used for subsequent logins. The security options should be set in the case of this profile to "approved" rather than "prompt". See also the [Outlook Security Seite](#) and Section 8.4.2.1, „Performing Changes on the Exchange Server“ for further information. The profile can be used both in "Cached" and "Uncached" mode. While the data update is faster in "Uncached" mode, this mode requires you to log in again periodically to determine the current "Free" and "Busy" status.

See also "Outlook reopen period" in the Application settings (default is 5 minutes) and Section 8.4.3.2, „Setting Free/Busy Options“.

The login is either the eMail address or the user name of the Outlook user. Use of the eMail address is recommended as it is clearer.

8.4.1.1 Reinstalling Collaboration Data Objects (CDO.dll)

Carry out the following steps:

1. Launch the "Add/Remove Programs" dialog with
Start -> Settings -> Control Panel -> Add or Remove Programs.
2. Select "Microsoft Office" (e.g. Microsoft Office Professional Edition 2003) and click **Change**. The "Maintenance Mode Options" window with the "Add or Remove Features", "Reinstall or Repair" and "Uninstall" buttons will appear.
3. Select **Add or Remove Features** and click **Next**. The "Custom installation" dialog will appear.
4. Select **Advanced customization of applications** and click **Next**. The "Advanced Customization" dialog will appear.
5. Choose **Microsoft Office -> Microsoft Outlook for Windows -> Collaboration Data Objects -> Start from desktop.**
6. Click **Update**. The Collaboration Data Objects will be reinstalled.

8.4.2 Adapting Outlook Security Settings

The "SR1 update: Extended E-Mail Security" for Outlook 2000 from Microsoft contains additional security functions for Outlook. Once this update has been installed, Outlook issues warning messages on the interface if an application tries to access eMails or contact folders in Outlook.

Because DS-Win performs such access as part of its functionality, warnings continuously appear when groupware is active. This is naturally irritating because Microsoft only gives users the possibility of having access enabled for at most ten minutes. To resolve such problems, Microsoft has provided an option for modifying the Outlook security settings. The following restrictions apply however:

- Outlook is operated with Exchange Server
- The user uses a profile, which routes incoming eMails to the Exchange mailbox or to an offline folder (.ost file). Two modifications are required in order to change the security settings:
 - The administrator has to create a specific public folder on the Exchange server and publish a specific Outlook form. See Section 8.4.2.1, „Performing Changes on the Exchange Server“.
 - A specific registry key has to be set on the client for every user. See Section 8.4.2.2, „Performing Changes on the Outlook Host“.

If Outlook is being operated with system policies, this step is replaced by modifying the policies on the Exchange server. Details of this can be found under the Internet link above. The prepared Outlook form (Default Security Settings.off) as well as a reg file (Security.reg) for setting the registry keys on the client are located in compressed format in a Zip file in the Groupware installation directory under

```
...\ComAssistant Groupware\Exchange\OutlookSec\OutlookSecurity.zip.
```

NOTE: It is not possible therefore to modify the security settings if the user is using a different mail server or a profile with personal folders (.pst file). For further information on modifying the security update, refer to:
www.microsoft.com/office/ork/2000/journ/OutSecUpdate.htm

8.4.2.1 Performing Changes on the Exchange Server

You require the appropriate administrative rights on the Exchange Server to perform these changes. Carry out the following steps:

1. Log in to the Exchange Server.
2. Check the public folders for a folder called "Outlook Security Settings". If this folder does not exist, you have to create it. Set permissions for this folder such that all users have read access to it.
3. If the "Outlook Security Settings" folder was already available, check whether it contains an object relating to "Default Security Settings".
4. If the "Default Security Settings" object is available, proceed as follows:
 - a) Open the "Default Security Settings" object. Select the "Programmatic Settings" tab.
 - b) Set the following lines to "Automatically approve":
"When sending items via Outlook object model"
"When accessing the address book via CDO"
"When accessing address information via CDO"
 - c) Close the form and confirm the save prompt with **Yes**.
5. If the "Default Security Settings" object is not available, proceed as follows:
 - a) Open the "Default Security Settings.off" file in the accompanying "Security" folder from Windows Explorer. You will be prompted to select an Outlook folder. Choose the folder "Outlook Security Settings".
 - b) Then, in the window that opens, choose "Tools -> Form -> Publish form".
 - c) Select the "Outlook Security Settings" folder in the drop-down menu at the top of the window.
 - d) In the "Displayed name" field enter: "Outlook Security Form". Click **Publish**.
6. Close the form and confirm the save prompt with **Yes**.

8.4.2.2 Performing Changes on the Outlook Host

Carry out the following steps:

1. Unzip the file `OutlookSecurity.zip` file. You will find the ZIP file in the DS-Win installation directory under `...\DsWin\OutlookSec\OutlookSecurity.zip`. The file `Security.reg` is decompressed.
2. Double-click the file `Security.reg`. The registry key is set.

8.4.3 Adapting Outlook Options

The Outlook settings that have to be made in Outlook to enable proper use of the Groupware functions are described below.

8.4.3.1 Setting the Time Zone

1. In Outlook, select **Tools -> Options -> Calendar Options -> Time Zone**.
2. Now select "Adjust for daylight saving time" and click **OK**.

NOTE: Please note that overlapping dates are not supported.

8.4.3.2 Setting Free/Busy Options

1. In Outlook, select **Tools -> Options -> Calendar Options -> Free/Busy Options**.
2. Set the value for "Update free/busy information on the server every x minutes" to the minimum value of 1 minute.
3. Click **OK**.

8.4.3.3 Check the Setting »Exchange Cache Mode«

1. In Outlook, select the account you want to edit under **Tools -> E-mail Accounts** and click **Modify**.
2. Make sure that the "Exchange Cache Mode" option is not activated. Change this setting if appropriate and click **Next** to save the settings.

8.4.3.4 Troubleshooting

Free/Busy information is only issued if the user has at least logged in once to his/her mailbox and has made at least one calendar entry. This error is output in the Outlook.log file as a **MAPI_E_NOT_FOUND** error.

Log in to the mailbox and create a calendar entry in order to show the following workaround options:

The time zone setting can assume one of the following values:

Time Zone Setting	Decimal Value	Time Zone is used in	Deviation to GMT
CdoTmzAbuDhabi	24	United Arab Emirates	+ 4:00
CdoTmzAdelaide	19	Central Australia	+ 9:30
CdoTmzAlaska	14	Alaskan time zone (North America)	9:00
CdoTmzAlmaty	46	Kazakhstan	+ 6:00
CdoTmzArizona	38	Arizona (USA)	7:00
CdoTmzAthens	7	Greece	+ 2:00
CdoTmzAtlantic Canada	9	Atlantic time zone (North America)	4:00
CdoTmzAzores	29	Azores	1:00
CdoTmzBaghdad	26	Iraq	+ 3:00
CdoTmzBangkok	22	Thailand	+ 7:00
CdoTmzBeijing	45	Mainland China	+ 8:00
CdoTmzBerlin	4	Germany	+ 1:00
CdoTmzBogota	35	Columbia	5:00
CdoTmzBombay	23	India	+ 5:30
CdoTmzBrisbane	18	Eastern Australia	+ 10:00
CdoTmzBuenosAires	32	Argentina	3:00
CdoTmzCairo	49	Egypt	+ 2:00
CdoTmzCaracas	33	Venezuela	4:00
CdoTmzCentral	11	Central time zone (North America)	6:00
CdoTmzDarwin	44	Northern Australia	+ 9:30
CdoTmzEastern	10	Eastern Time Zone (North America)	5:00
CdoTmzEastern Europe	5	Latvia, Lithuania and Romania	+ 2:00
CdoTmzEnewetak	39	Enewetak	12:00
CdoTmzFiji	40	Fiji Islands	+ 12:00

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Time Zone Setting	Decimal Value	Time Zone is used in	Deviation to GMT
CdoTmzGuam	43	Guam	+ 10:00
CdoTmzGMT	1	Greenwich Mean Time, also referred to as UTC (Coordinated Universal Time)	+ 0
CdoTmzHarare	50	Zimbabwe	+ 2:00
CdoTmzHawaii	15	Hawaii (North America)	10:00
CdoTmzHobart	42	Tasmania	+ 10:00
CdoTmzHongKong	21	Hong Kong SAR, PRC	+ 8:00
CdoTmzIndiana	34	Indiana (USA)	5:00
CdoTmzIslamabad	47	Pakistan	+ 5:00
CdoTmzIsrael	27	Israel	+ 2:00
CdoTmzKabul	48	Afghanistan	+ 4:30
CdoTmzLisbon	2	Portugal	+ 0
CdoTmzMagadan	41	Eastern Russia	+ 11:00
CdoTmzMax	52	Unused time zone (not a valid setting)	
CdoTmzMexicoCity	37	Central and Eastern Mexico	6:00
CdoTmzMidAtlantic	30	Central Atlantic Islands	2:00
CdoTmzMidway Island	16	Midway Islands	11:00
CdoTmzMonrovia	31	Liberia	+ 0
CdoTmzMoscow	51	West-Russia	+ 3:00
CdoTmzMountain	12	Mountain Time Zone (North America)	7:00
CdoTmzNewfoundland	28	Far Eastern Canada	3:30
CdoTmzOrigin	0	International Date Line, where each calendar day begins (not a valid setting).	+ 12:00
CdoTmzPacific	13	Pacific time zone (North America)	8:00
CdoTmzParis	3	France	+ 1:00
CdoTmzPrague	6	Czech Republic	+ 1:00
CdoTmzRiode Janeiro	8	Brazil	3:00
CdoTmzSaskatchewan	36	Saskatchewan (Canada)	6:00
CdoTmzTehran	25	Iran	+ 3:30
CdoTmzTokyo	20	Japan	+ 9:00
CdoTmzWellington	17	New Zealand	+ 12:00

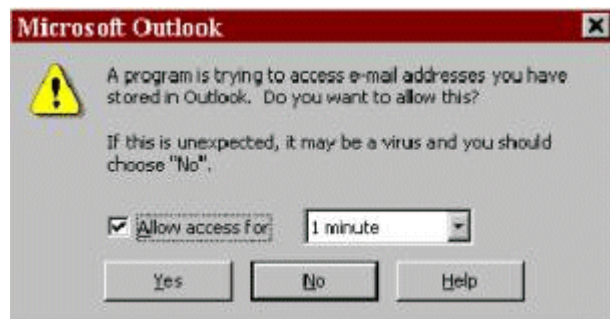
To use presence management with Outlook 2007, please install ExchangeCdo.MSI. For licensing reasons, this installation package must be acquired directly from Microsoft:

www.microsoft.com/downloads/details.aspx?familyid=2714320d-c997-4de1-986f-24f081725d36&displaylang=en

8.4.4 Notes on Microsoft Outlook / Microsoft Exchange Server

The following notes apply for Microsoft Outlook 2003/2007 operation with Security Patches and Microsoft Outlook 2003/2007 in conjunction with Microsoft Exchange Server.

The following Outlook message occurs when operating DS-View but can be avoided by modifying the security settings.



For this to work, the following requirements must be fulfilled:

1. You must make an entry in the public folder: Public Folders\All Public Folders\Outlook Security Settings. The default entry is "Default Security Settings". You can define exceptions with further entries.

This entry depends on the operational security guidelines and configuration requirements.

The DS-View User's Guide A31003-G6640-U100-*-*19 contains examples of the minimum requirements for running DS-Win V4.0.

The security settings for Outlook with Security Patch can be changed centrally on the Exchange Server.

Outlook 2003 without Security Patch is not affected by the settings.

2. DS-Win V4.0 sets a registry key to eliminate the following warning from Outlook when DS-Win V4.0 is running.



This entry is as follows:

```
[HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Security]
"CheckAdminSettings"=dword:00000001
```

Alternatively, the following entry can also be used:

```
[HKEY_CURRENT_USER\Software\Policies\Microsoft\Security]
"CheckAdminSettings"=dword:00000001
```

to eliminate the warning for a specific user only.

3. The modified security settings apply once you start Outlook again.

8.5 Adding a New Language

Introduction

To create a new language for DS-Win, the service technician must edit or create new XML files and generate new language files. Deeper intervention in the system is not required.

Activating a New Language for DS-Win

Proceed as follows:

Step	Action
1	<p>Edit the languageMapping.xml file:</p> <ol style="list-style-type: none"> Open the languageMapping.xml file. The file is located in the following directory: <ul style="list-style-type: none"> For Windows Vista (example for English operating systems): C:\ProgramData\Unify\DS-Win V4\Config\ For Windows XP (example for English operating systems): C:\Documents and Settings\All Users\Unify\DS-Win V4\Config\ For Windows 7 (example for English operating systems): C:\ProgramData\Unify\DS-Win V4\Config\ Look for the following entry in the languageMapping.xml file (e.g., for Danish): <pre><entry key="lang_used_2">0</entry> <entry key="lang_loc_key_2">DSW_LANG_DANISH</entry> <entry key="lang_name_2">da</entry> <entry key="country_name_2">DK</entry> <entry key="font_name_2">Arial Unicode MS</entry></pre> Set the value for the lang_used_2 entry from 0 to 1. <p>The new language, e.g., Danish, will now appear as a menu item and can be selected. The lang_name_2 and country_name_2 entries must not be changed, since their values correspond to the ISO 639 and 3166 Standards.</p>

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Adding a New Language

Step	Action
2	<p>Create language files for the new language:</p> <p>Three new language files are required for a new language. These are (e.g., for Danish): DSView_text_da.properties, DSWin_Admin_text_da.properties, MCSync_text_da.properties. The sample abbreviation da stands for Danish as per ISO 639.</p> <ol style="list-style-type: none">1. Open the default language file <code><InstDir>\Data\Localization\DSView_text.properties</code>.2. Enter the texts for the new language (e.g., for Danish), but do not save the file as yet. Enter the special characters of a language in Unicode format; see http://www.fileformat.info/info/unicode/char/a.htm.3. Save the file as a new file with the following name: <code><InstDir>\Data\Localization\DSView_text_da.properties</code>4. Perform steps 1 to 3 for the following files as well:<ul style="list-style-type: none">• DSWin_Admin_text.properties -> DSWin_Admin_text_da.properties• MCSync_text.properties -> MCSync_text_da.properties
3	<p>Generate XML file for the user interface:</p> <p>The operation of the GUI Designer is described in the "DS-Win V4, GUI Designer" User's Guide.</p> <ol style="list-style-type: none">1. Start GUI Designer.2. Create a new XML file in GUI Designer via File -> New and save it under:<ul style="list-style-type: none">• For Windows Vista (example for English operating systems): <code>C:\ProgramData\Unify\DS-Win V4\Data\Forms\</code>• For Windows XP (example for English operating systems): <code>C:\Documents and Settings\All Users\Unify\DS-Win V4\Data\Forms\</code>• For Windows 7 (example for English operating systems): <code>C:\Program Data\Unify\DS-Win V4\Data\Forms\</code>3. Edit and save the XML file in GUI Designer.4. Set the XML file as the default in the DS-Win Configuration program (via Start -> Programs -> DS-WinV4 -> DS-Win Configuration). DS View can now be opened with this XML file.

Activating a New Language for the GUI Designer

Proceed as follows:

Step	Action
1	Open the file <code><InstDir>\Data\Localization\Designer\langs.xml</code> .
2	<p>Extend the <code>langs.xml</code> file with:</p> <ul style="list-style-type: none"> Menu items for all existing languages: <pre data-bbox="368 562 938 1247"> <Languages> <Language iso="en" used="true"> <Menu iso="en" text="English"/> <Menu iso="de" text="German"/> <Menu iso="it" text="Italian"/> <Menu iso="hu" text="Hungarian"/> </Language> <Language iso="de" used="true"> <Menu iso="en" text="Englisch"/> <Menu iso="de" text="Deutsch"/> <Menu iso="it" text="Italienisch"/> <Menu iso="hu" text="Ungarisch"/> </Language> <Language iso="it" used="true"> <Menu iso="en" text="Inglese"/> <Menu iso="de" text="Tedesco"/> <Menu iso="it" text="Italiano"/> <Menu iso="hu" text="Ungherese"/> </Language> <Language iso="hu" used="true"> <Menu iso="en" text="Angol"/> <Menu iso="de" text="Német"/> <Menu iso="it" text="Olasz"/> <Menu iso="hu" text="Magyar"/> </Language> </Languages> </pre> <ul style="list-style-type: none"> New "Language" entry, e.g., for Danish: <pre data-bbox="368 1388 906 1545"> <Language iso="da" used="true"> <Menu iso="en" text="Engelsk"/> <Menu iso="de" text="Tysk"/> <Menu iso="it" text="Italiensk"/> <Menu iso="hu" text="Ungarsk"/> </Language> </pre>
3	Save the <code>langs.xml</code> file and close it.
4	<p>Create a <code>language.da</code> file (da for Danish):</p> <ol style="list-style-type: none"> Create a copy of an existing language file (e.g., of the <code>language.en</code> file). Rename the copy of the language file to <code>language.da</code>. Translate all values in the <code>language.da</code> file into the desired language (Danish in this case). Save the <code>language.da</code> file and close it.

8.6 DS-Win and BLF-Win

DS-Win can be used with BLF-Win. You will find the settings for this under **Tools** -> **Application settings** -> **BLF-Win**.

8.7 Providing Data to the Development Department (General Ticket Procedure)

Current Information in the Intranet

The current information on how to provide data to the development department you find in the Intranet on the following page: <http://prodsu.mch4.global-intra.net/> -> **Checklists** -> **Checklist for AC-WIN Suite (AC-WIN, DS-WIN, BLF-WIN)**

DS-Win Installation Directory and Data Directory

During the installation of DS-Win V4, two directories were created:

- The *<InstDir>* installation directory into which DS-Win V4 was installed:
C:\Program Files (x86)\Siemens\DS-Win V4\
- The *<DataDir>* data directory which DS-Win V4 uses to store the data (in Windows Vista und Windows 7):
C:\ProgramData\Siemens\DS-Win V4\

This directory is a hidden folder in Windows. If you cannot see it, you must display it.

Provide Data

1. Provide all data from the *<DataDir>\Log* directory. If possible, create a zip file which includes all of these data.
2. In addition, provide the following data which depend on the problem. If possible, create a zip file which includes all of these data:
 - If problems occur with the **Database Migration**:
 - DS-Win database
 - All scripts from *<DataDir>\Script*

NOTE: Important: If this folder is empty, make sure that in the "DS-Win Administration" application the **retain script files** parameter is set with a valid value (Start -> Programs -> DS-Win V4 -> DS-Win Admin -> Options -> Application Settings).

- If problems occur with the **Database Import**:

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- The used import files in the .txt or .csv format
- In addition, describe the import problem and the specifications. If the default database (db) was modified, this database must be also sent to the developers.
- If problems occur with the **Synchronization**:
 - DSWin2.rsp
 - DSWin2_I.dat

The path of these files is defined in the synchronization specification. The *<DataDir>* folder is the default folder.

- If problems occur with the **Printing function**:
 - Template files from the *<DataDir>\templates* directory
- If problems occur with the **User interface**, if the default user interface is not used:
 - GUI.xml from the *<DataDir>\Data\Forms* directory
 - DataSources.xml from the *<DataDir>\Data\DBDesc* directory
 - DbTables.xml from the *<DataDir>\Data\DBDesc* directory
 - DSWin_View_config.xml from the *<InstDir>\Config* directory

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9 Notes on Databases

9.1 Opening External Databases

External databases – i. e., databases which are not DS-Win databases – can be opened by the administration and via the data view window if all required drivers are installed.

9.2 Database Structure

9.2.1 Deleting Fields from the Default Tables

Fields that are not used internally can be deleted from the default tables.

9.2.2 Modifying the Table Structure of Filled Tables

It is only possible to modify the structure of an empty table. If a table already contains data, proceed as follows (basic sequence of operations):

Step	Action
1	Export the data from the table (all fields).
2	Delete all data from the table (empty the table).
3	Modify the table structure.
4	Create a new import specification.
5	Reimport the data.

9.2.3 Index Generation

Indices increase the search speed but slow down the administration.

The "Columns" search fields in the "CSearchPanel" component require an index. When working with partitions, an additional index must be entered for every field in the "CSearchPanel" component:

- The first index for searching without partitions only contains the corresponding search field in the **first** position.
- The second index for searching with partitions requires the partition field in the **first** position and the corresponding search field in the **second** position.

Example:

You want to search in the "Sort name" field using the "CSearchPanel" component. The "Partition" field has been selected as the partition field:

- The first index contains the "Sort name" database field in **first** position.
- The second index contains the "Partition" database field in **first** position and the "Sort name" field in the **second** position.

These two indices must be selected in the "Columns" property dialog of the "CSearchPanel" component (property fields "Index name" or "Partition index name").

This SearchPanel must also be selected in the "PartitionSearchPanel" property of the "DSWinControlPanel" component.

9.3 Data Exchange

9.3.1 Exporting Data

General

When exporting data, all fields in the specified table are always exported (exception: counter fields and OLE fields), regardless of the specification settings.

Memo Fields

If tables with memo fields are exported, a text separator should always be given in the specification since otherwise there might be problems with importing this data.

9.3.2 Importing Subscriber Data

When importing subscriber data, the "SubscriberID" field should not be imported if the data is being transferred for the first time (Refill table). The "SubscriberID" field is filled automatically. It is required for interrelating with other tables (Product, CRSubsProd...) or for update purposes.

9.3.3 Importing Data with Field Names

Beim Importieren von Daten mit Feldüberschriften werden die Felder der Datei anhand der Feldüberschriften importiert. Die Spezifikationseinstellungen, wie „Überspringen“, „Feldanordnung“, „Anzahl der Felder ...“ werden nicht berücksichtigt.

9.3.4 Importing/Synchronizing with Default Values

Default values can be specified during import and synchronization.

During import the defaults for specification are entered in the "Presetting" field. Invalid default values trigger an error message:

Field name	Type	Length	Skip	Default
SubscriberID	Long Integer	4	Yes	
Partition	Text	30	Yes	Berlin
MasterID	Text	15	Yes	
MasterSource	Text	128	Yes	198.7.1.59
Company	Text	30	Yes	Unify AG
etc.	etc.	etc.	etc.	

For synchronization, the default values are entered in the "Field Mapping" window under Synchronization settings. The default values are entered in inverted commas (") in the "HostName" field (e.g. "Unify") and assigned to a DS-Win field:

HostName	DSWinName
building	Building
christianname	Firstname
"Unify"	Company
etc.	etc.

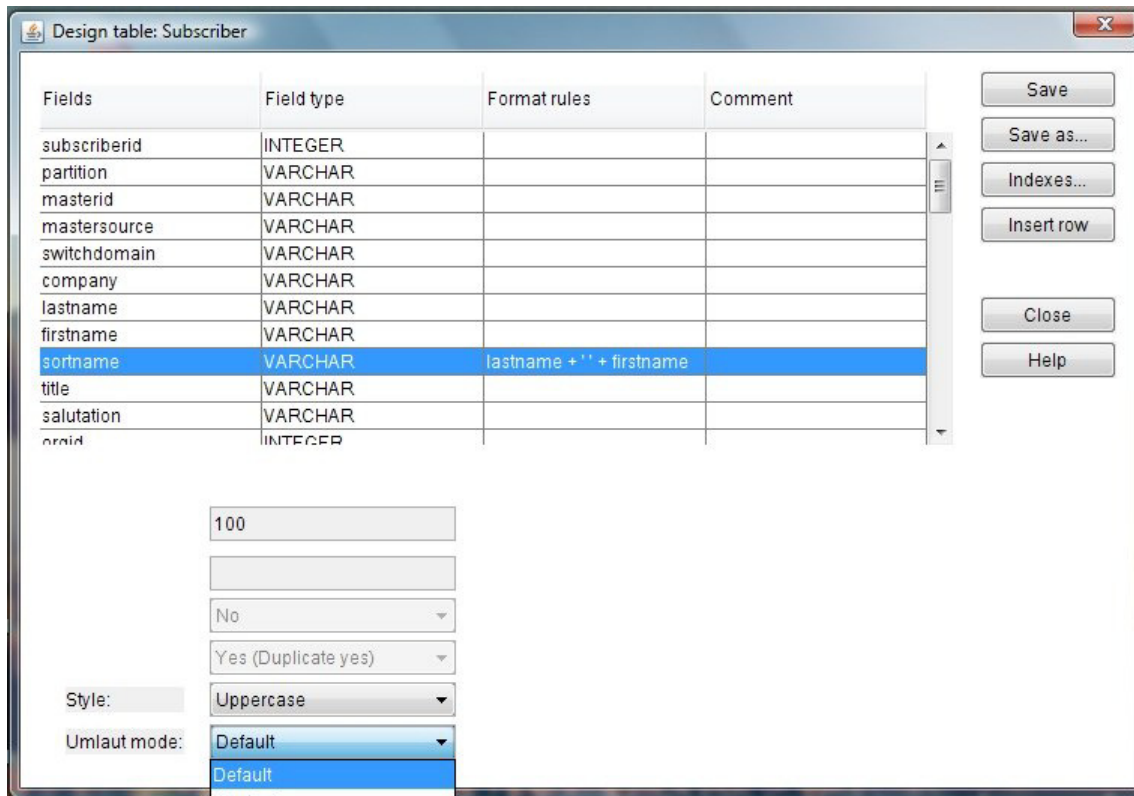
9.4 MSysCountry Table and MSysMappingTable

These two tables can only be administered by users who have specific authorization. The user must have at least the "Design database structure" permission. The assignments in the MSysMappingTable are used for synchronizing subscriber tables if no special assignment has been specified for the synchronization settings.

9.5 Converting Umlauts

Umlauts can now be converted in all text fields in all tables.

Under **Tables** -> **Design**, the "Umlaut mode" can be switched from **German** to **Default** in the Table properties to change the data sort sequence. The umlaut mode can only be modified in combination with a format rule and uppercase letters.



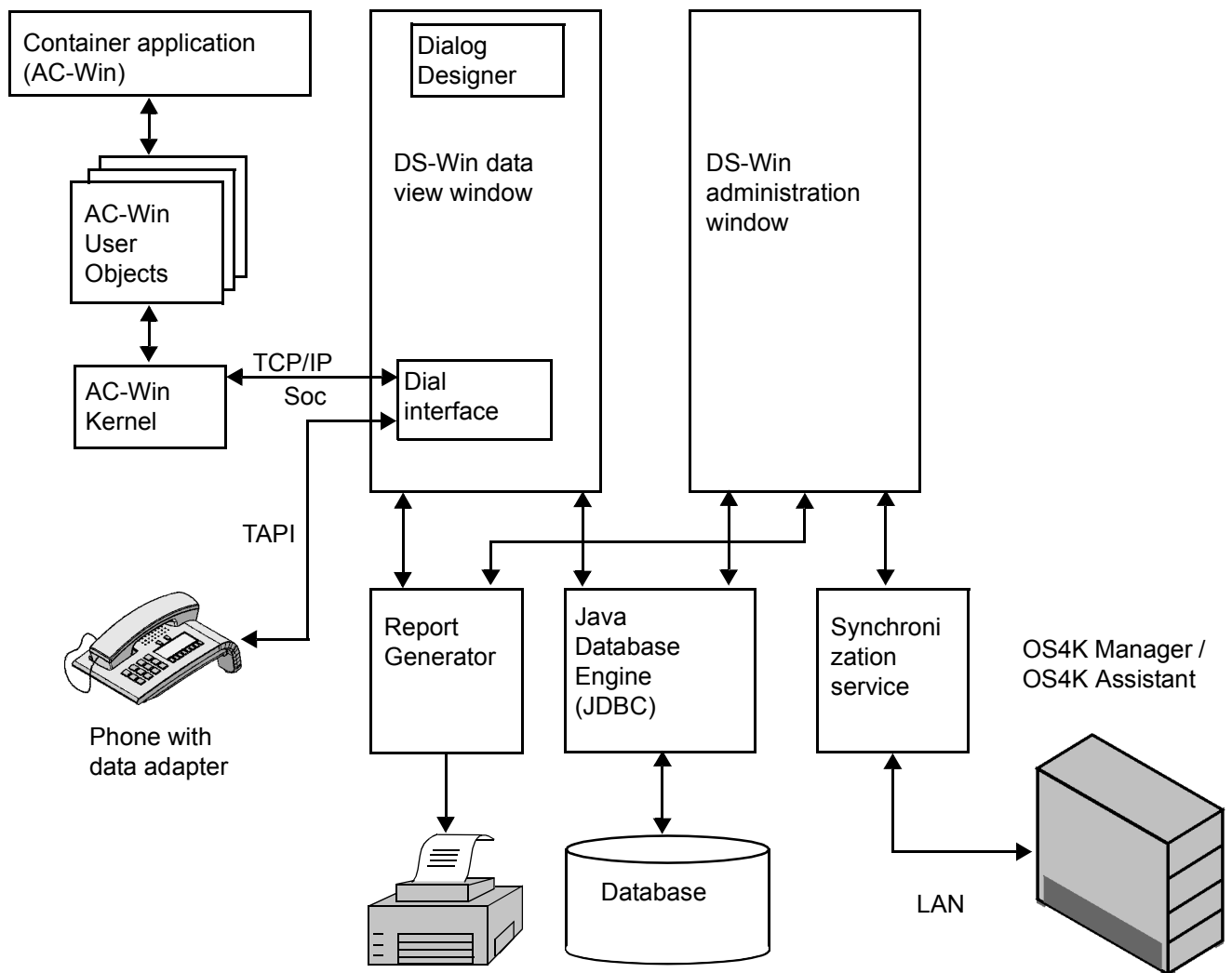
The **German** umlaut mode sorts the umlauts ä, ö and ü as ae, oe and ue, respectively, and ß as ss. This is the usual sorting found in the German phone directory. The **Default** umlaut mode produces an alphabetical sorting, i.e., ä, ö and ü are handled as a, o and u. This sort sequence is also used in the German dictionary.

If the **German** umlaut mode is used for a field in the database, then the same umlaut mode must also be activated in the data view (DSView) in the search panel; otherwise, the search for umlauts will not work properly. To do this, select SearchPanel in Design mode and click "Columns" under "Properties" and open the "Columns of Search Panel" window. The required "SearchColumn" must be clicked here and Umlautmode=umGerman can then be set on the right under "Column Properties".

10 Technical Data

10.1 Characteristics of DS-Win V4

10.1.1 Block Diagram of DS-Win V4



NOTE: The DS-Win dial interface can only be configured for AC-Win or the data adapter of the phone.

Technical Data

Characteristics of DS-Win V4

10.1.2 Limit Values

Database

Maximum length of text fields:	10485760 characters
Maximum/minimum values of integer fields:	+/- 32 767
Maximum/minimum values of long fields:	+/- 2 147 483 647
Maximum size of memo fields:	1 GB data
Maximum number of data records:	200 000 (it is possible to administer more than this maximum number of data records, however the performance is considerably reduced)
Maximum number of new tables:	25
Compound indices:	May be allocated across a maximum of 8 fields.
Maximum number of indices per table:	30 (performance problem)
Maximum number of fields per table:	100

Table 3 *Limit Values of the Database*

Data View (Dialog File)

Maximum number of databases:	3
Maximum number of datasets:	15
Maximum number of data sources:	15
Maximum number of tab sheets:	8
Maximum number of sub-lines per output table:	10
Minimum height of row when using markers:	16 pixels (if the row height is less, the markers are no longer displayed)
Maximum number of columns per output table:	50

Table 4 *Limit Values of Data View(Dialog File)*

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