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TAPIT Import for NOVA

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<http://www.trisys.com>
(As of 07/26/10)
Version 1.2.0

For newest information and updates go to <http://www.trisys.com>

SYSTEM REQUIREMENTS

- Pentium™ II Based PC
- 128 MB RAM
- Microsoft™ Windows 98/NT/2000/XP Professional
- 250 MB free disk space
- Read/Write access to the TAPIT database
- Read/Write access to the to-be-imported CSV file.
- TAPIT NOVA has to be installed on the same PC.

BEFORE IMPORTING DATA

- TAPIT Import Wizard accepts files in a CSV (comma delimited) format. Use export facilities provided by the application you are importing from to create a CSV file.
- Importing Clients, Users and Departments from CSV files into TAPIT NOVA is a two step process:
STEP 1 – CSV file has to be converted into “Import Ready Data” using the TAPIT Import application.
STEP 2 – “Import Ready Data” has to be transferred into TAPIT NOVA using Upgrade Tapit task available within TAPIT NOVA application.
- **IMPORTANT: If you have Remote Manager, and you want to import data for more than one location, you need to repeat import process for each location.**
Import process has two steps. First step is getting data from CSV files Import Ready using Tapit Import. Second step is running Upgrade Tapit task in TAPIT NOVA. Both steps have to be completed for one location at time.
- Before import, validate your data using guidelines below.

OVERVIEW OF IMPORT PROCESS

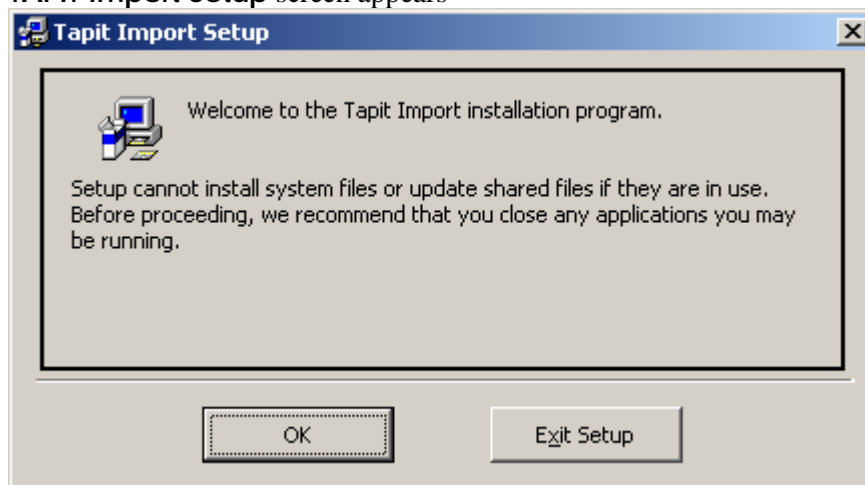
1. Validate data in CSV files using guidelines from Validating Data sections specific for each Import type (Client, User, and Department).
2. Install Tapit Import application.
3. Proceed with importing all desired data for the same location.
4. Run Upgrade TAPIT Task within TAPIT NOVA application.
5. Repeat points 3 and 4 for each TAPIT location you are importing data.

INSTALLATION

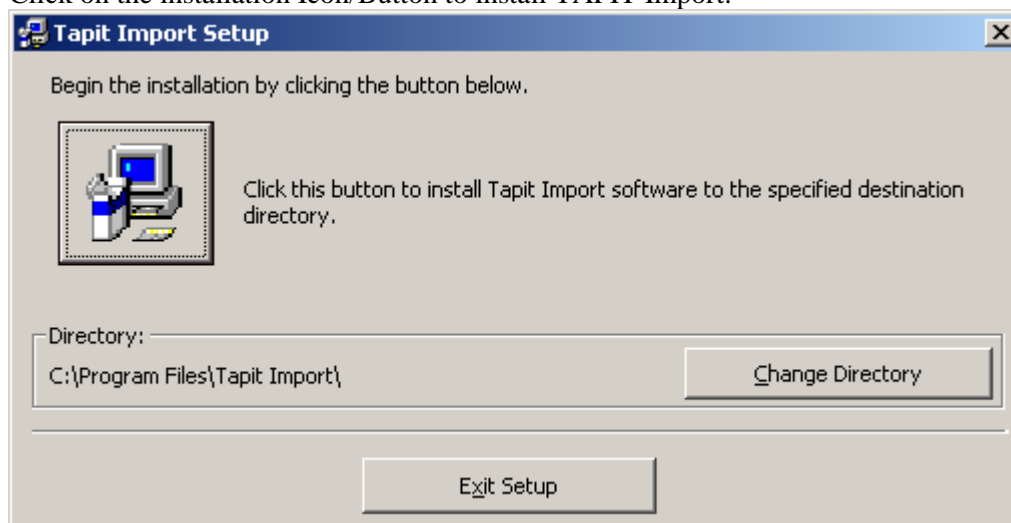
Installing TAPIT Import

TAPIT Import has to be installed on the same PC TAPIT NOVA is installed.

1. To start TAPIT Import installation program, double click on Setup.EXE.
2. TAPIT Import Setup screen appears

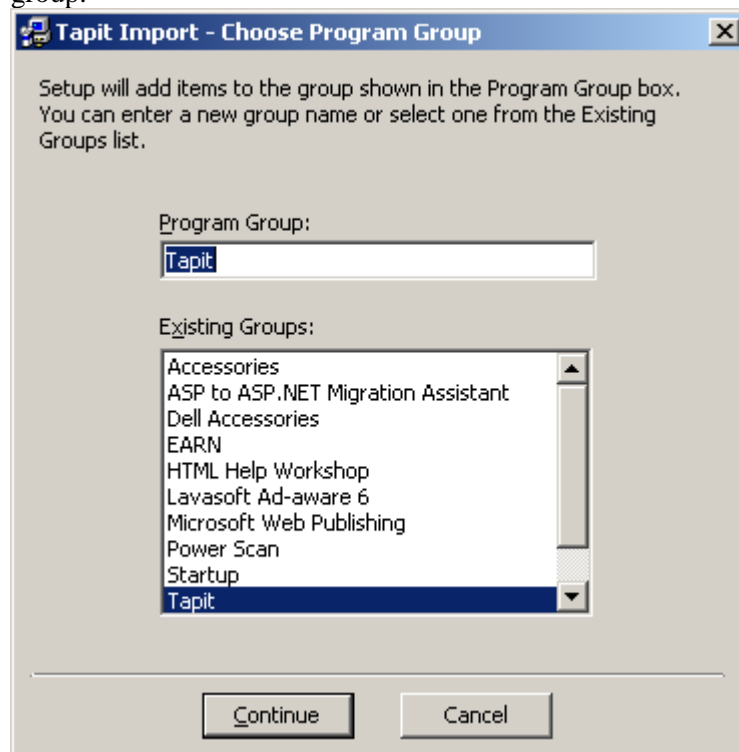


3. Click on OK.
4. Click on the installation Icon/Button to install TAPIT Import.

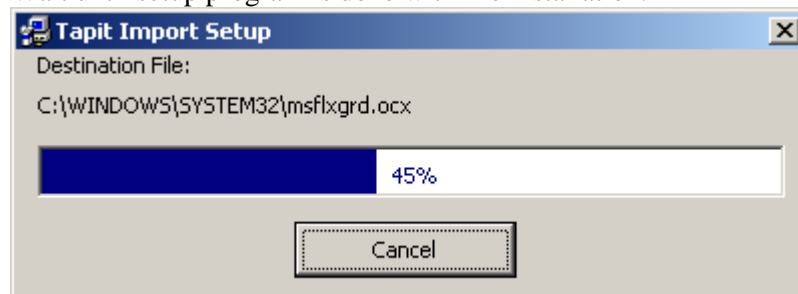


5. The **Choose Program Group** screen is displayed. Click on **Continue** to accept default option. TAPIT Import will install in TAPIT program

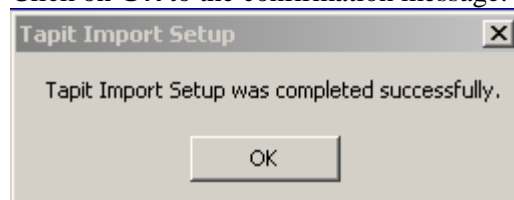
group.



6. Wait until setup program is done with file installation.



7. Click on **OK** to the confirmation message.



8. Proceed with the section below.

STEP 1 - CONVERT CSV FILES TO IMPORT READY DATA

IMPORTANT: If you have Remote Manager, and you want to import data for more than one location, you need to repeat import process for each location. Import process has two steps. First step is getting data from CSV files Import Ready using Tapit Import. Second step is running Upgrade Tapit task in TAPIT NOVA. Both steps have to be completed for one location at time.

CLIENT

Glossary of Terms

TEXT field – the field in CSV file that needs to be imported to TAPIT.

TAPIT field – the field in TAPIT Database. TEXT field is imported to TAPIT field.

TEXT record – a record (a line) in CSV file. This record is imported to TAPIT Database to either Client or User table.

TAPIT record – a record in TAPIT Database. A record from CSV file (TEXT record) is imported to either Client or User table in TAPIT Database. Once in TAPIT Database, it becomes TAPIT record.

Validating Data

TAPIT Import matches TEXT records with TAPIT records – one to one

One TEXT record (one line in the CSV file) corresponds to one TAPIT record.

Each Client/User has only one record in the CSV file. That record may contain, in Client case, **multiple phone numbers.**

Sample Client record from CSV file:

“Hanover Florist”,”215 Ridgedale Ave”,”Florham Park”,”NJ”,”(973) 360-2300”,”973-360-2222”,”99358”

Each comma-delimited value is a **TEXT field** i.e. Hanover Florist is one of the TEXT fields. You would match the above fields to be imported the following way:

TEXT field	TAPIT field
Smith	Client Last Name
John	Client First Name
Hanover Florist	Client Company Name
215 Ridgedale Ave	Client Business Address 1
Florham Park	Client City
NJ	Client State

(973) 360-2300	Client Phone Number
973-360-2222	Client Phone Number
99355	Client Account Code

TAPIT Client fields available for Import:

TAPIT Client Id field is not available for import from the CSV file. Instead TAPIT assigns a new Client Id to each imported record.

Each Client TAPIT field can be associated with only one TEXT field except Client Phone Number.

Client records can have more than one phone numbers, thus Client Phone Number can be matched with multiple TEXT fields, provided the phone numbers are within Client TEXT records (are listed on the same line in CSV text file).

Client Last Name – is a required field.

Client First Name

Client Company Name

Client Business Address 1

Client Business Address 2

Client City

Client State

Client Zip Code

Client Phone Number

Client can have multiple phone numbers – multiple TEXT fields can be associated with the TAPIT Client Phone Number field. All phone numbers have to be listed within the same TEXT record as shown below.

For Example:

Sample Client record from CSV file

“Hanover Florist”,”215 Ridgedale Ave”,”Florham Park”,”NJ”,”(973) 360-2300”,”973-360-2222”,”99355”

Each comma-delimited value is a TEXT field.

You would match the above fields for Import the following way:

TEXT field	TAPIT field
Smith	Client Last Name
John	Client First Name
Hanover Florist	Client Company Name

215 Ridgedale Ave	Client Business Address 1
Florham Park	Client City
NJ	Client State
(973) 360-2300	Client Phone Number
973-360-2222	Client Phone Number
99358	Client Account Code

Phone Number can contain digits, parenthesis (), dashes – and spaces. No other characters are accepted. If other characters are found the entire Client record associated with this Phone Number is rejected.

973-360-2300 – valid format.

(973) 360-2300 – valid format.

973.360.2300 – invalid format.

1-800-Pick UPS – invalid format.

973.360.2300 ext 103 – invalid format.

Phone Number cannot be less than 10 digits and more than 24 digits.

Phone Number cannot be duplicated in the TAPIT Database. If Phone Number already exists in the TAPIT Database, the entire Client record associated with this Phone Number is rejected.

For example:

There is a client in TAPIT with the Phone Number “(973) 360-2300”.

The attempt to import record:

“Hanover Florist”,”215 Ridgedale Ave”,”Florham Park”,”NJ”,”(973) 360-2300”,”973-360-2222”,”99358”

is unsuccessful because it would duplicate the phone number – “(973) 360-2300”.

If a Phone Number is duplicated within CSV file the record with the first instance of this Phone Number is saved in TAPIT Database. All subsequent records containing the same Phone Number are rejected.

For example:

First record:

“Hanover Florist”,”440 Ridgedale Ave”,”Florham Park”,”NJ”,”(973) 360-2300”,”973-360-2133”,”02358” – this record is saved

Second record:

“Trisys, Inc.”,”215 Ridgedale Ave”,”Florham Park”,”NJ”,”(973) 360-2300”,”973-360-2222”,”99358” this record is rejected because it would duplicate the phone number – “(973) 360-2300”.

Client Account Code

Client can have only one Account Code.

Account Code field accepts digits and letters. No other characters are accepted. If characters, other than digits and letters, are found the entire Client record associated with this Account Code is rejected.

99358– valid format.

UPSCOM – valid format.

99**#8 – invalid format.

Account Code cannot be more than 16 digits/letters.

Account Code cannot be duplicated in TAPIT. If an Account Code exists in TAPIT Database already the entire record associated with this Account Code is rejected.

For example:

There is a client in TAPIT with the Account Code “99358”.

In this case the attempt to import record: “Hanover Florist”, “215 Ridgedale Ave”, “Florham Park”, “NJ”, “(973) 360-2300”, “973-360-2222”, “99358” will be unsuccessful because it would duplicate the Account Code –“ 99358”.

If an Account Code is duplicated within the CSV file the first record read is saved in TAPIT Database. All subsequent records, containing the same Account Code, are rejected.

For example:

Two records have the same Account Code – 99358.

The record for Hanover Florist is read first.

“Hanover Florist”, “440 Ridgedale Ave”, “Florham Park”, “NJ”, “(973) 360-2111”, “973-360-2133”, “**99358**”

The Hanover Florist record is saved.

The record for Trisys, Inc. is read second.

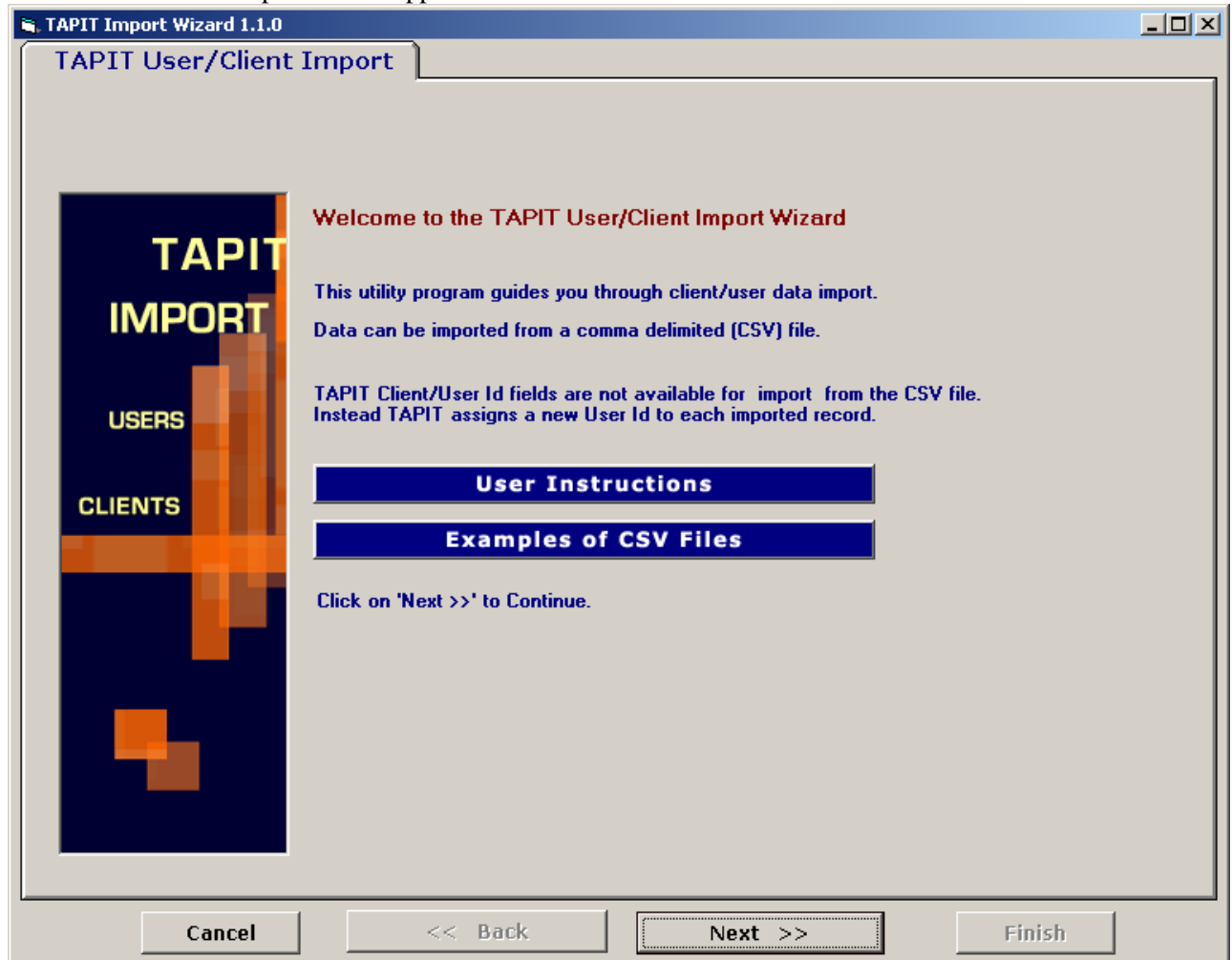
“Trisys, Inc.”, “215 Ridgedale Ave”, “Florham Park”, “NJ”, “(973) 360-2300”, “973-360-2222”, “**99358**”

At this time TAPIT Database already contains Account Code 99358 associated with the Hanover Florist Client. Thus, Trisys, Inc. record is rejected because it would duplicate the Account Code –“ 99358”.

Using Import Wizard – Client

Tapit Import Wizard will load data from the CSV files to access database in format ready for the Upgrade TAPIT task.

1. Start Import Wizard by clicking on **START/TAPIT NOVA/TAPIT Import**. TAPIT User/Client Import screen appears.



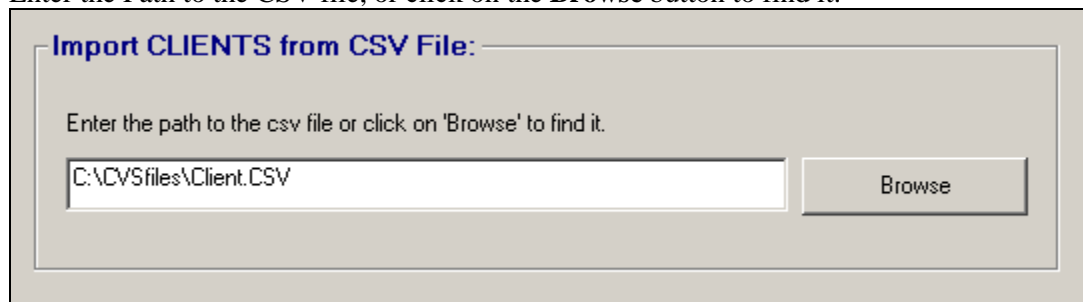
2. Click on **Next**. Select **Destination Table** screen displays.



Click on **Clients** option to check it.

3. Click on **Next**. **Locate Files** screen opens.

Enter the Path to the CSV file, or click on the **Browse** button to find it.



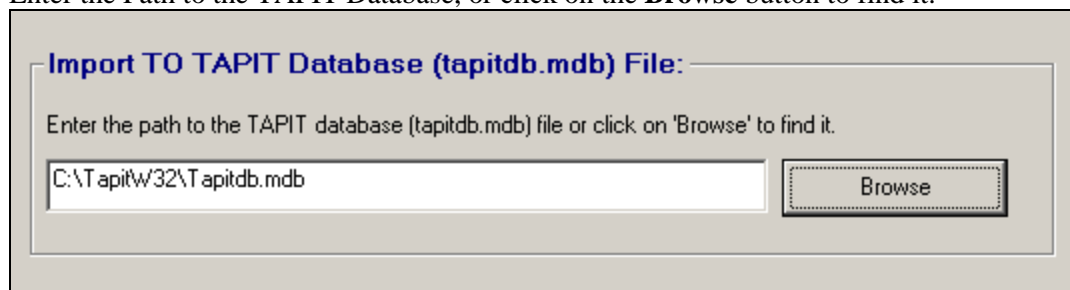
Import CLIENTS from CSV File:

Enter the path to the csv file or click on 'Browse' to find it.

C:\CVSfiles\Client.CSV

Browse

Enter the Path to the TAPIT Database, or click on the **Browse** button to find it.



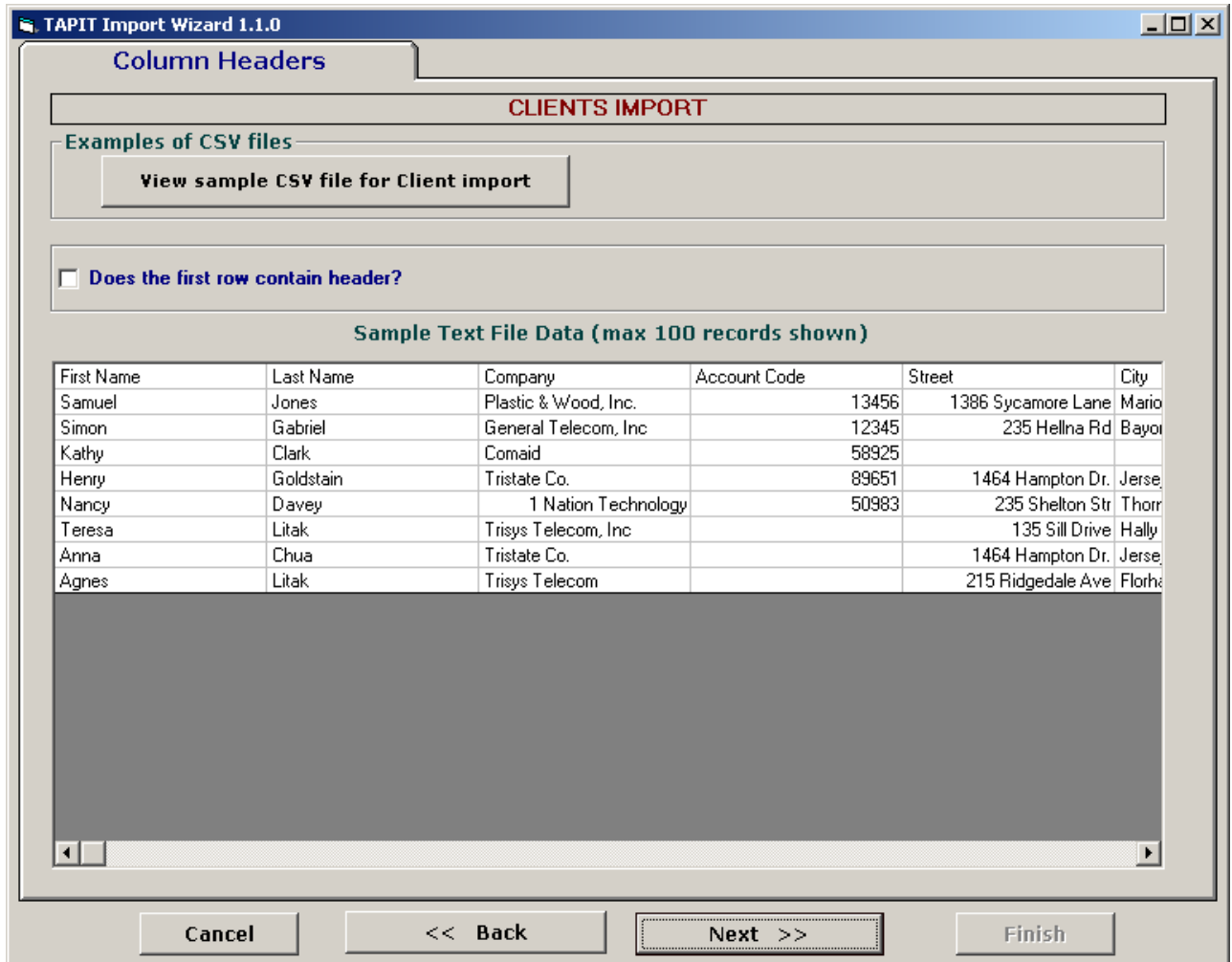
Import TO TAPIT Database (tapitdb.mdb) File:

Enter the path to the TAPIT database (tapitdb.mdb) file or click on 'Browse' to find it.

C:\Tapitw32\Tapitdb.mdb

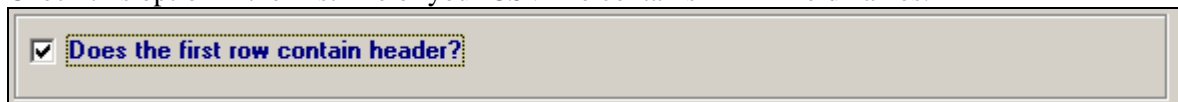
Browse

4. Click on **Next**
Column Headers screen comes up.



Does the first row contain headers?

Check this option if the first line of your CSV file contains TEXT field names.



- The **Sample Text File Data** is displayed on your screen. Only the first 100 lines of your CSV file are displayed. Please check if the CSV data is separated into columns properly.

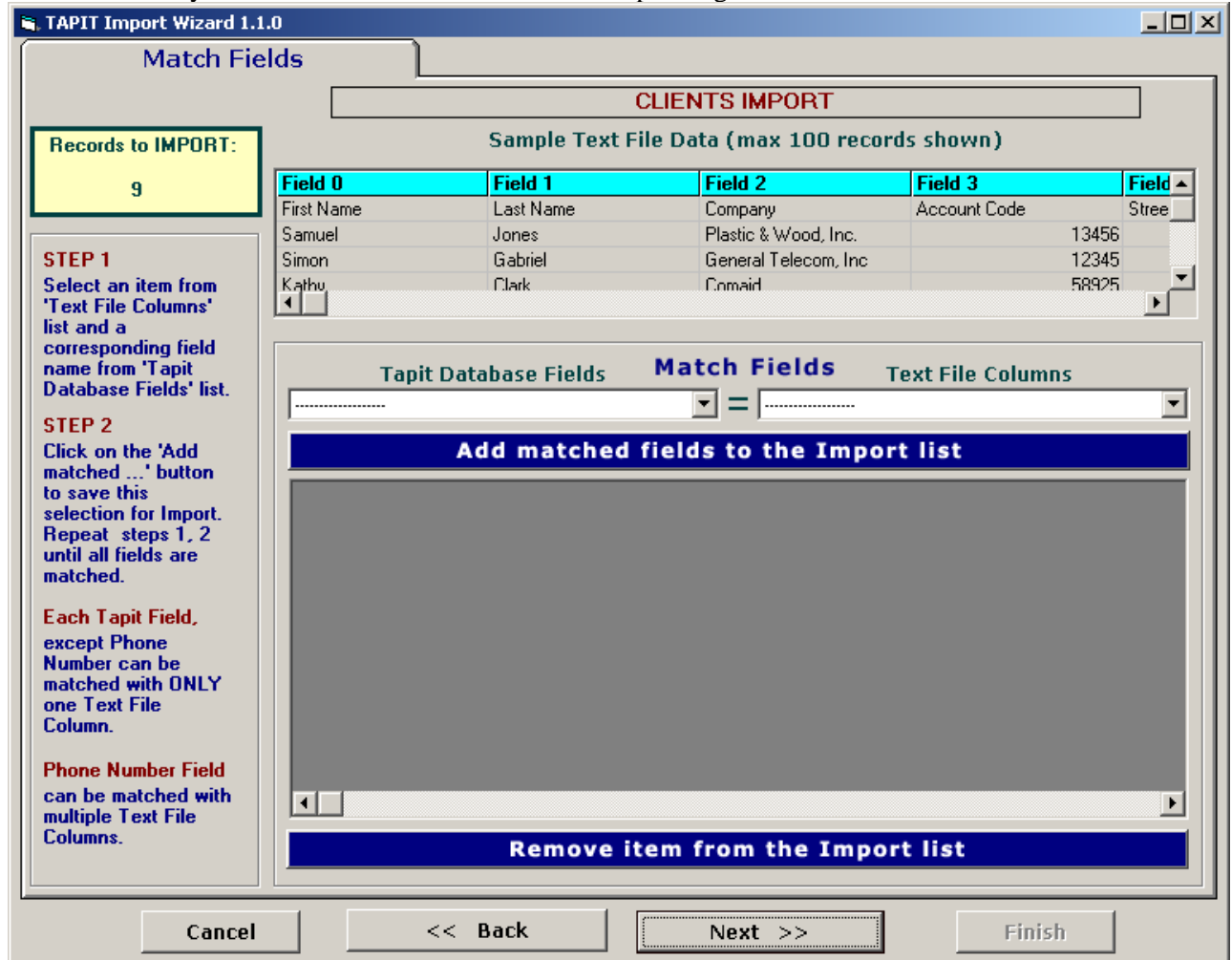
Sample Text File Data (max 100 records shown)

First Name	Last Name	Company	Account Code	Street	City
Samuel	Jones	Plastic & Wood, Inc.	13456	1386 Sycamore Lane	Mario
Simon	Gabriel	General Telecom, Inc	12345	235 Hellna Rd	Bayor
Kathy	Clark	Comaid	58925		
Henry	Goldstain	Tristate Co.	89651	1464 Hampton Dr.	Jerse
Nancy	Davey	1 Nation Technology	50983	235 Shelton Str	Thorr
Teresa	Litak	Trisys Telecom, Inc		135 Sill Drive	Hally
Anna	Chua	Tristate Co.		1464 Hampton Dr.	Jerse
Agnes	Litak	Trisys Telecom		215 Ridgedale Ave	Florha

6. Click on **Next**.

The **Match Fields** screen appears.

This screen lets you match TAPIT fields with the corresponding TEXT fields.



7. **Sample Text File Data** on the top of the screen, displays up to 100 records of the CSV TEXT file data.
The top row consists of the names of the TEXT file columns. These names are listed in the **Text File Columns** list box. Sample Data is provided as a reference in field matching. You can check what data each column contains.

8. Select a TAPIT field from **TAPIT Database Fields** list box and then a corresponding item from **Text File Columns**.

Tapit Database Fields	Match Fields	Text File Columns
Client Account Code	=	Account Code

9. Click on **Add matched fields to the Import List**.

The matched fields appear on the **Import List**.

Repeat steps 9 and 10 until you're done with matching fields.

Client First Name	=	First Name
Client Last Name	=	Last Name
Client Company Name	=	Company
Client Business Address 1	=	Street
Client City	=	City
Client State	=	State
Client Zip Code	=	Zip
Client Phone Number	=	Phone 1
Client Phone Number	=	Phone 2
Client Account Code	=	Account Code

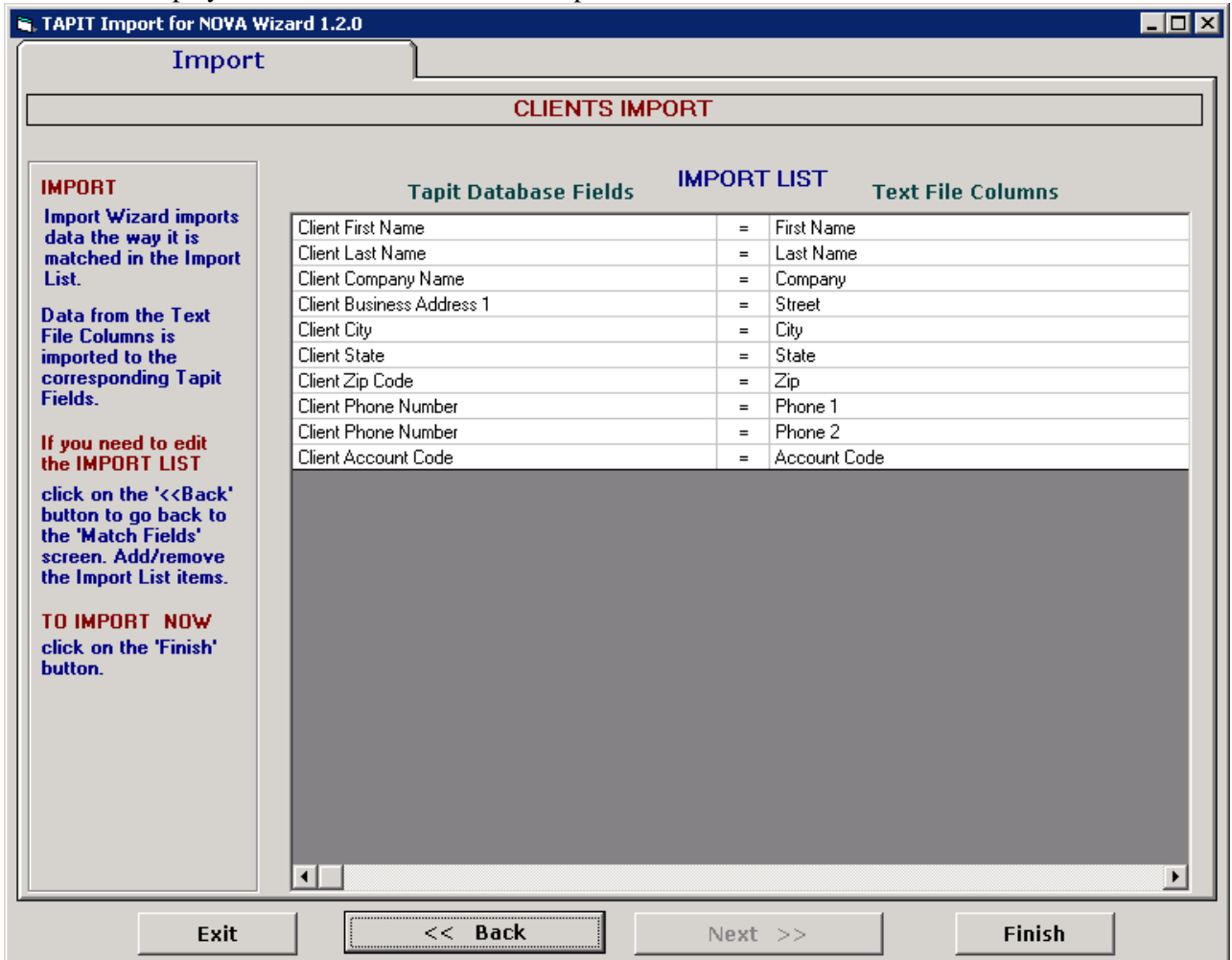
WHEN MATCHING CLIENT FIELDS

Client Last Name has to be imported.

TAPIT **Client Phone Number** is the only field that can be matched with multiple TEXT fields (columns). Client can have multiple phone numbers.

All other TAPIT fields can be matched each with only one TEXT field (column).

10. When all fields are matched, click on **Next**.
The **Import Screen** appears.
This screen displays the final field selection for import.



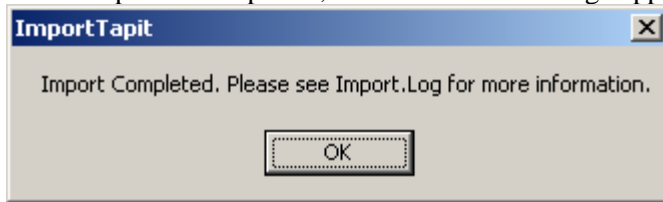
11. Import Wizard imports data the way it is matched in the **Import List**.

Tapit Database Fields	IMPORT LIST	Text File Columns
Client First Name	=	First Name
Client Last Name	=	Last Name
Client Company Name	=	Company
Client Business Address 1	=	Street
Client City	=	City
Client State	=	State
Client Zip Code	=	Zip
Client Phone Number	=	Phone 1
Client Phone Number	=	Phone 2
Client Account Code	=	Account Code

If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen. **Add** or **Remove** rows from the **Import List**.

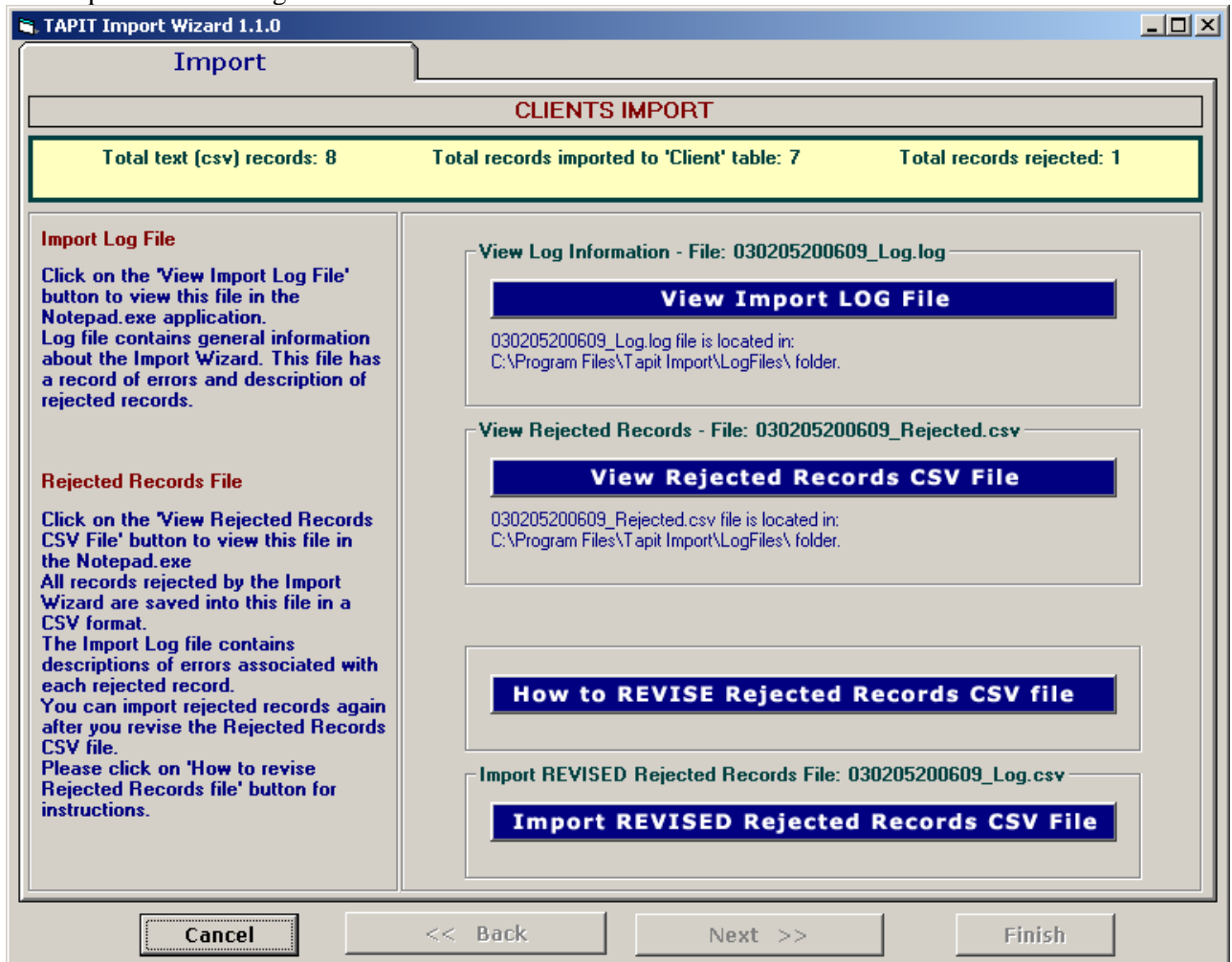
Otherwise, click on **Finish** to import.

12. When import is completed, a confirmation message appears.



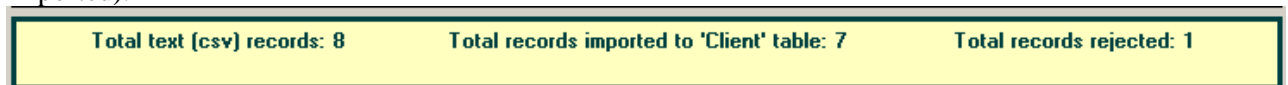
Click on **OK**.

13. The Import screen changes.

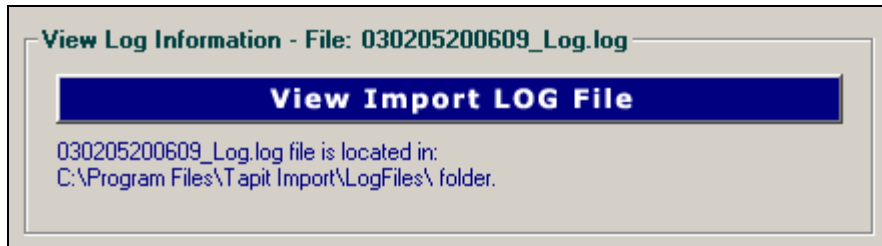


Top of the Import screen displays Import statistics.

Following example below – the CSV file contained 8 total TEXT records, 7 TEXT records were successfully saved (imported) into the TAPIT Database. 1 TEXT record was rejected (was not imported).



14. To find out more about rejected records click on the **View Import Log File** button.



The log file contains information about import.

=====CLIENTS IMPORT=====

```

Import FROM CSV file C:\CVSfiles\Client.CSV
Import TO the C:\TAPITW32\TAPITdb.mdb database, Client table
*****03/02/05 20:31*****
*****
FIELDS ARE MATCHED THE FOLLOWING WAY:
Client Name = First Name AND Last Name      (Field0 & ' ' & Field1 ClientFirstName)
Client Company Name = Company                (Field2 ClientLastName)
Client Business Address 1 = Street           (Field4 ClientBAddress1)
Client City = City                           (Field5 ClientBCity)
Client State = State                         (Field6 ClientBState)
Client Zip Code = Zip                        (Field7 ClientBZip)
Client Phone Number = Phone 1                (Field8 CPNPhoneNumber)
Client Phone Number = Phone 2                (Field9 CPNPhoneNumber)
Client Account Code = Account Code           (Field3 ClientAccountCode)
*****

```

*(why records were rejected
rec # matches the record number in a rejected file csv)*

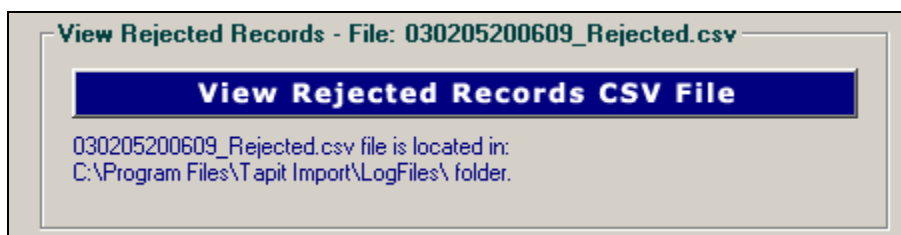
Rejected rec # 1Phone Number: "9735654565" already exists in a database and has not been saved in TAPIT

*****03/02/05 20:32*****

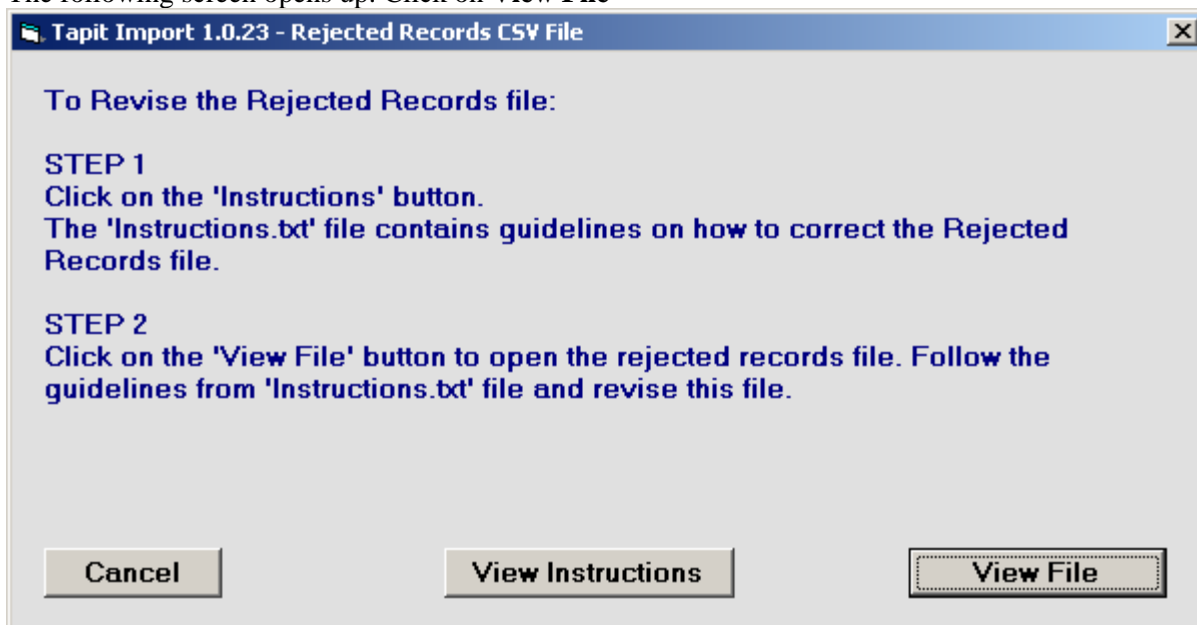
(Import statistics)

Import to the Client table from file C:\CVSfiles\Client.CSV is completed
8 total CSV file records.
7 imported records.
1 rejected records.

- To view rejected records click on the **View Rejected Records CSV File** button



16. The following screen opens up. Click on **View File**



The Rejected Records csv file opens in Notepad. The below is the Rejected Records file produced by our example import (how it is displayed in Notepad).

The entries marked bold in this manual are the entries to be corrected – the log file above has a list of these entries and information on what needs to be corrected.

The first row of our rejected file is the headers. The Rejected Records file headers reflect headers used originally in our CSV import file. The headers must be left unchanged.

```
"Rec Number","Company","First Name AND Last Name","Street","City","State","Zip","Account Code","Phone 1","Phone 2" (end of headers)
"1","Tristate Co.,"Anna Chua","1464 Hampton Dr.,"Jersey City","NJ","7978","","(201) 458-7245","(973) 565-4565" (end of line 1)
```

The same Rejected Records file after corrections:

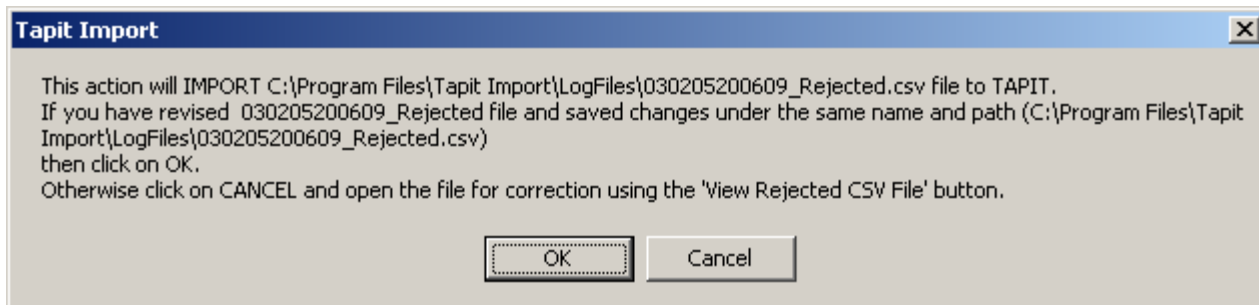
```
"Rec Number","Company","First Name AND Last Name","Street","City","State","Zip","Account Code","Phone 1","Phone 2" (end of headers – did not change anything here)
"1","Tristate Co.,"Anna Chua","1464 Hampton Dr.,"Jersey City","NJ","7978","","(201) 458-7245","(973) 230-4489" (end of line 1 - revised)
```

The Rejected Records file needs to be saved in Notepad under the same name.

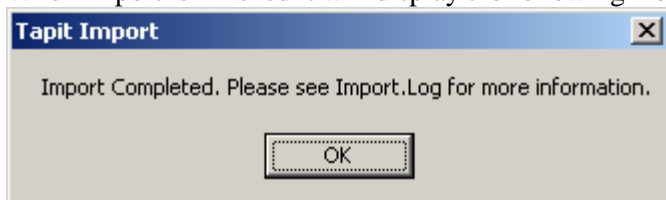
17. Now you can import rejected records again by clicking on **Import Revised Rejected Records CSV File**.



18. If you have corrected the Rejected Records file and saved it under the same name (overwritten) then click on **OK** to continue.

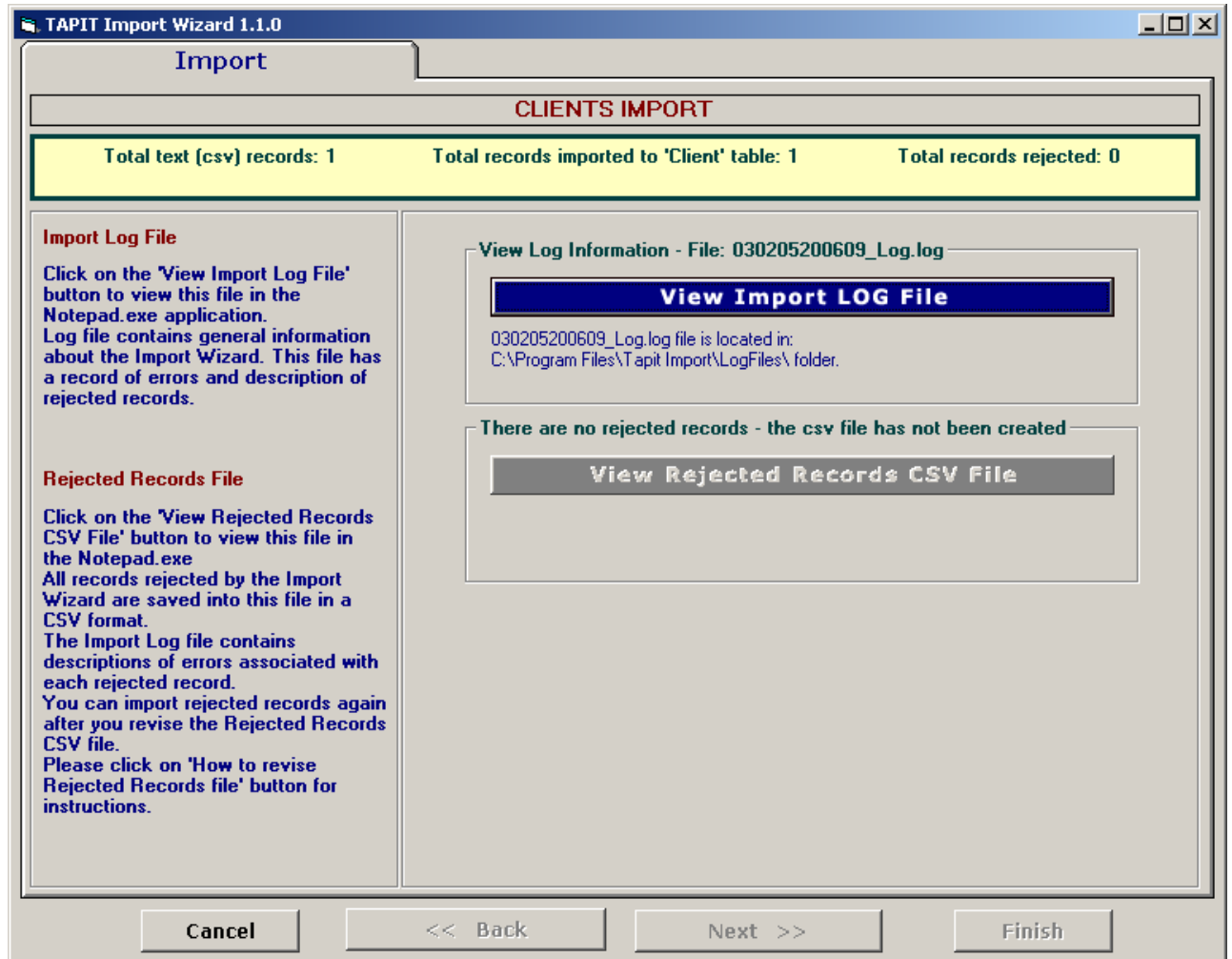


19. TAPIT Import Wizard will import records from the Rejected Records file. When import is finished it will display the following message:



Click on **OK**.

20. The Import screen changes to reflect the new import results (import from Rejected Records csv file). In our example:
- ”Total text (csv) records: 1” – total number of text records in the Rejected Records csv file.
 - ”Total records imported to ‘Client’ table:1” – the number of text records from the Rejected Records csv file imported to TAPIT.
 - ”Total records rejected: 0” – the number of rejected records. This number should be 0 if all of the problems have been corrected in the Rejected Records csv file.



Client data is ready to be imported to TAPIT NOVA.

USER

Glossary of Terms

TEXT field – the field in CSV file that needs to be imported to TAPIT.

TAPIT field – the field in TAPIT Database. TEXT field is imported to TAPIT field.

TEXT record – a record in CSV file. This record is imported to TAPIT Database to either Client or User table.

TAPIT record – a record in TAPIT Database. A record from CSV file (TEXT record) is imported to either Client or User table in TAPIT Database. Once in TAPIT Database, it becomes TAPIT record.

TAPIT User fields available for Import:

TAPIT User Id field is not available for import from the CSV file. Instead TAPIT assigns a new User Id to each imported record.

TAPIT Import does not import any information concerning Departments. Departments have to be manually created and assigned to Users via TAPIT application, when import is completed.

Each User TAPIT field can be associated with only one TEXT field except User Extension.

User records can have more than one extensions, thus User Extension can be matched with multiple TEXT fields.

User First Name

User Last Name

User Last Name is a required field in TAPIT. If it is empty the entire User TEXT record is not saved into the TAPIT Database

User Authorization Code

There can be only one Authorization Code per User

TAPIT Authorization Code field accepts digits and letters. If characters, other than digits and letters, are found the entire User record associated with this Authorization Code is rejected.

99358– valid format.

UPSCOM – valid format.

99**#8 – invalid format.

Authorization Code cannot be more than 16 digits/letters.

Authorization Code cannot be duplicated in TAPIT Database. If an Authorization Code already exists in TAPIT Database the entire record associated with this Authorization Code is rejected.

For example:

There is a USER in TAPIT with the Authorization Code “8858”.

In this case the attempt to import record:

“Mark”, “Brown”, “8858”, “.05”, “.10”, “”, “125”, “118”123” will be unsuccessful because it would duplicate the Account Code –“ 8858”.

If an Authorization Code is duplicated within the CSV file the record with the first instance of this Authorization Code is saved in TAPIT Database. All subsequent records, containing the same Authorization Code, are rejected.

For example:

“Mark”, “Brown”, “8858”, “.04”, “.05”, “”, “102”, “101”103” – this record is saved

“John”, “Smith”, “8858”, “.05”, “.10”, “”, “125”, “118”123” - this record is rejected because it would duplicate the Authorization Code “8858”.

User Surcharge Per Minute

Surcharge Per Minute has to be a numeric value – the only other character allowed is \$ and a decimal point.

User Surcharge Per Call

Surcharge Per Call has to be a numeric value – the only other character allowed is \$ and a decimal point.

User Multiplier (percent)

Surcharge Per Call has to be a numeric value – the only other character allowed is % and a decimal point.

User Extension

User can have multiple extensions – multiple TEXT fields can be matched with the TAPIT Extension field.

User Extension field allows ONLY for digits. No other characters are accepted. If other characters are found the entire User record associated with this Extension is rejected.

115– valid format.

ext. 115 – invalid format.

Extensions cannot have more than 9 digits

Extension cannot be duplicated in TAPIT. If an Extension already exists in TAPIT Database the entire record associated with this Extension is rejected.

For example:

There is a USER in TAPIT with the Extension “125”.

In this case the attempt to import record:

“Mark”, “Brown”, “8858”, “.05”, “.10”, “”, “125”, “118”123” will be unsuccessful because it would duplicate the Extension –“ 125”.

If an Extension is duplicated within the CSV file the record with the first instance of this Extension is saved in TAPIT Database. All subsequent records containing the same Extension are rejected.

For example:

“Mark”, “Brown”, “8858”, “.04”, “.05”, “”, “102”, “**125**”103” – this record is saved.

““John”, “Smith”, “4589”, “.05”, “.10”, “”, “**125**”, “118”123” - this record is rejected because it would duplicate the extension “125”.

Importing Users WITHOUT Departments

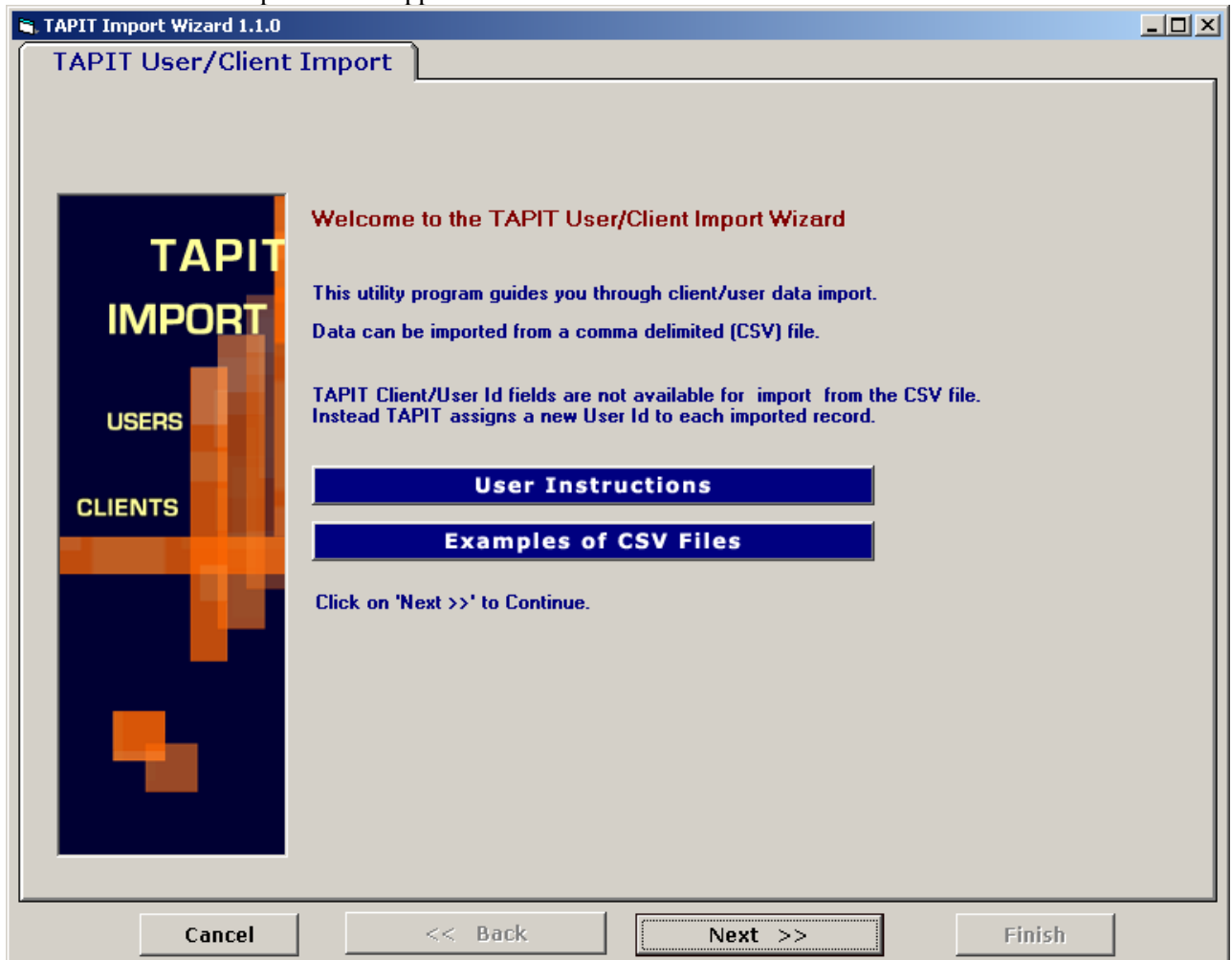
Example of User CSV file (displayed in MS Excel)

	A	B	C	D	E
1	first	last	auth	ext1	ext2
2	David	Brady		2830	2831
3	Hellen	Smith		2829	2832
4	Joe	McDonald		2828	2833
5	Larry			2827	2834
6	Dianne	Jones		2830	2835
7	Daniel	Constant			2836
8	Ashley	Dermack			2837
9	Thomas	Timothy			2838
10	Abigail	Pulkita			2868
11	Erick	Evans			8774
12	Tyler	Darling	401885		48013
13	Connor	Dill	40*#89		48014
14	Ben	Davis	404852		48015
15	Daniel	Chuang	401268		48017
16	Ann	Kroeger	401565		48018
17	Matthew	Nolle	401587		48019
18	Andrew	Sullivan	401586		48020
19					

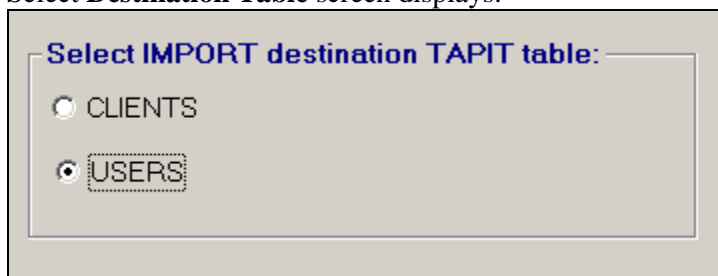
Line No.	Is it going to be imported to TAPIT?	Why is the User record rejected?
Line 1	NO	This is the header line. TAPIT Import Wizard prompts to indicate if the CSV file contains headers. If the indicator is set properly this line will not be imported to TAPIT.
Line 2 -4	YES	
Line 5	NO	The required USER filed Last Name is left blank.
Line 6	NO	The Extension field does not accept any duplicates. Extension 2830 already exists in TAPIT because this extension has already been used for user on line 2 and line 2 has already been imported.
Lines 7-12	YES	
Line 13	NO	The Authorization Code TAPIT field accepts only digits and letters. The 40*#89 is not a correct format because it contains other characters (*#).
Lines 14-19	YES	

Using Import Wizard – Users WITHOUT Departments

1. Start Import Wizard by clicking on **START/TAPIT/TAPIT Import**.
TAPIT User/Client Import screen appears.



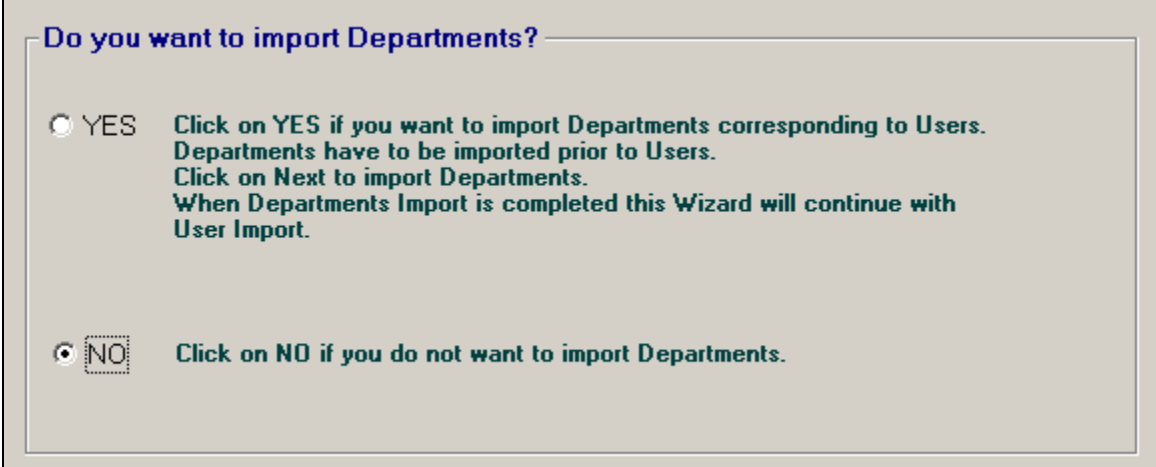
2. Click on **Next**.
Select **Destination Table** screen displays.



Click on **Users** option to check it.

3. Click on **Next**.
Import Departments? screen appears.
In this example the CSV file does not contain any Departments.

Click on No to the **Do you want to import Departments?**



Do you want to import Departments?

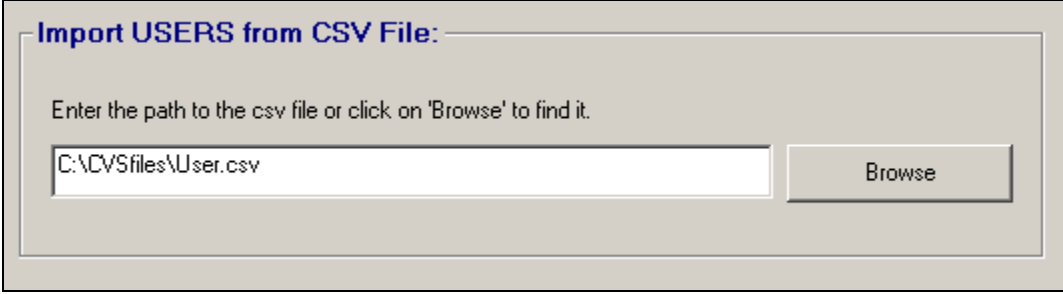
YES Click on YES if you want to import Departments corresponding to Users. Departments have to be imported prior to Users. Click on Next to import Departments. When Departments Import is completed this Wizard will continue with User Import.

NO Click on NO if you do not want to import Departments.

4. Click on **Next**.

Locate Files screen opens.

Enter the Path to the CSV file, or click on the **Browse** button to find it.

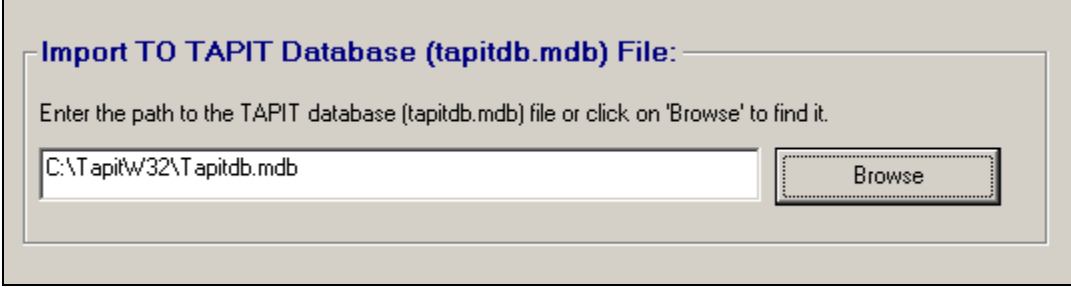


Import USERS from CSV File:

Enter the path to the csv file or click on 'Browse' to find it.

C:\CVSfiles\User.csv

Enter the Path to the TAPIT Database, or click on the **Browse** button to find it.



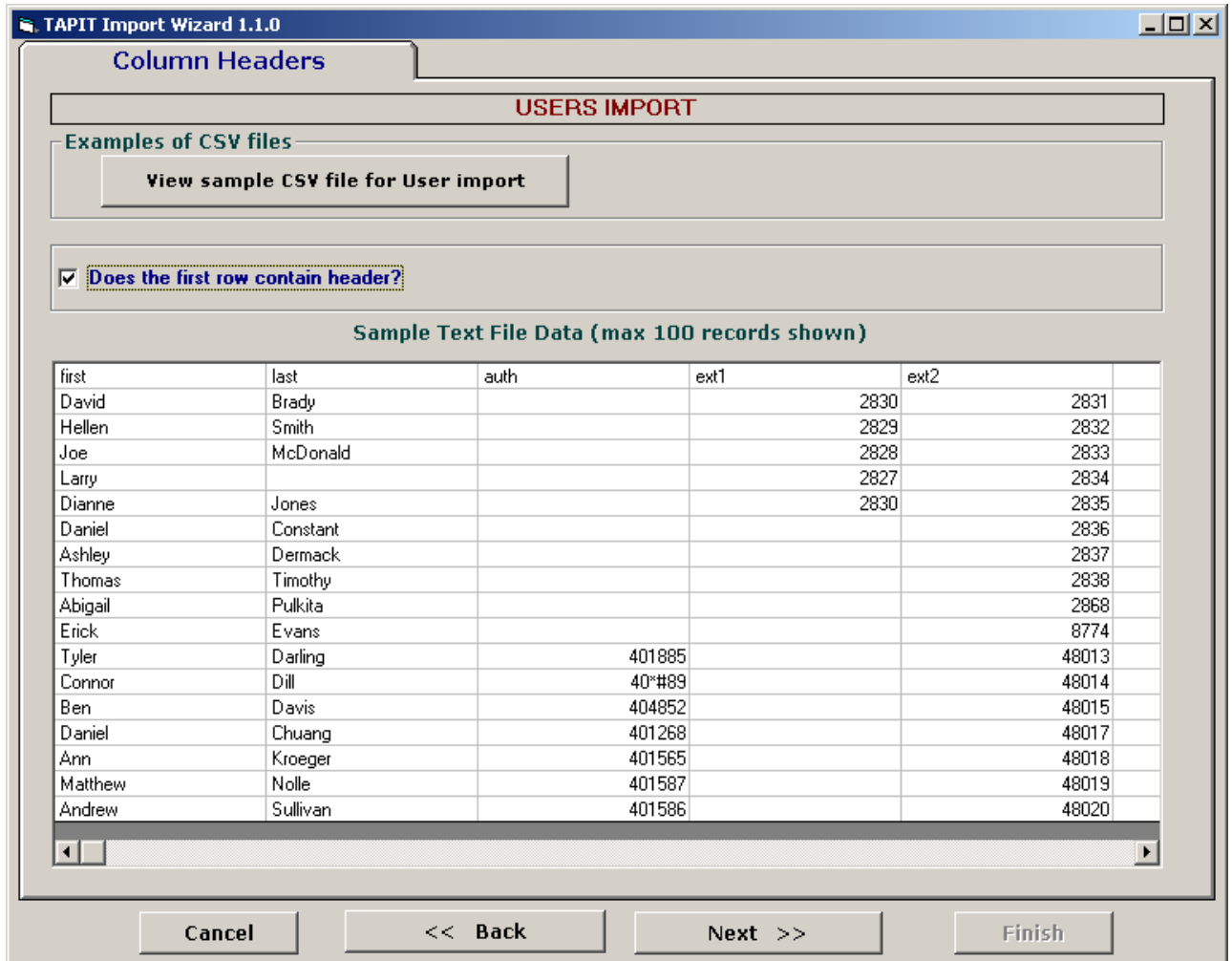
Import TO TAPIT Database (tapitdb.mdb) File:

Enter the path to the TAPIT database (tapitdb.mdb) file or click on 'Browse' to find it.

C:\Tapitw32\Tapitdb.mdb

5. Click on **Next**

Column Headers screen comes up.



Does the first row contain headers?

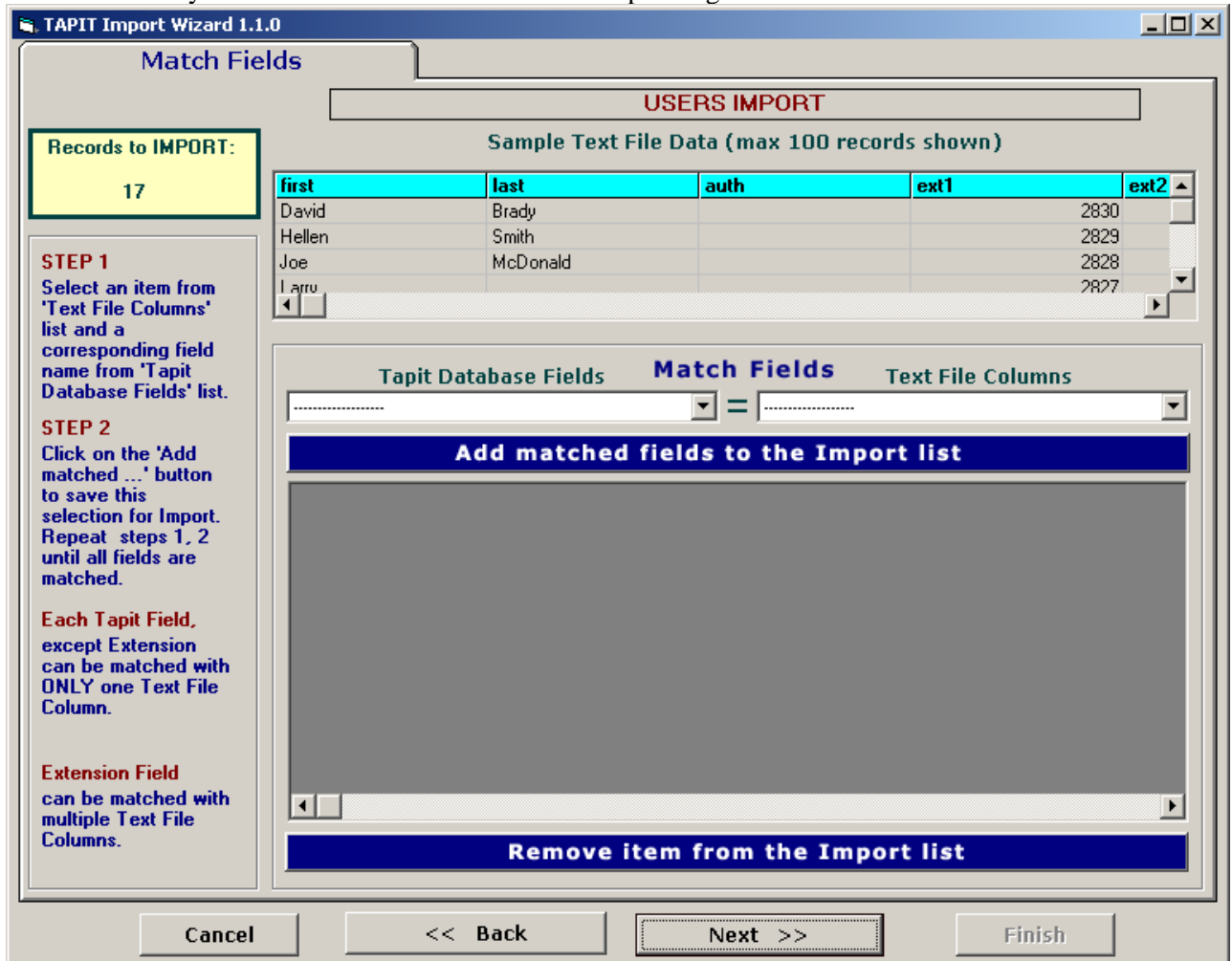
Check this option if the first line of your CSV file contains TEXT field names.



- The **Sample Text File Data** is displayed on your screen. Only the first 100 lines of your CSV file are displayed. Please check if the CSV data is separated into columns properly.

first	last	auth	ext1	ext2	
David	Brady			2830	2831
Hellen	Smith			2829	2832
Joe	McDonald			2828	2833
Larry				2827	2834
Dianne	Jones			2830	2835
Daniel	Constant				2836
Ashley	Dermack				2837
Thomas	Timothy				2838
Abigail	Pulkita				2868
Erick	Evans				8774
Tyler	Darling		401885		48013
Connor	Dill		40*#89		48014
Ben	Davis		404852		48015
Daniel	Chuang		401268		48017
Ann	Kroeger		401565		48018
Matthew	Nolle		401587		48019
Andrew	Sullivan		401586		48020

- Click on **Next**.
The **Match Fields** screen appears.
This screen lets you match TEXT fields with the corresponding TAPIT fields.



- Sample Text File Data** on the top of the screen, displays up to 100 records of the CSV TEXT file data.
The top row is the names of the TEXT file columns. These names are listed in the **Text File Columns** list box. Sample Data is provided as a reference in field matching. so you can check what data each column contains.
- Select a TAPIT field from **TAPIT Database Fields** list box and then a corresponding item from **Text File Columns**.



- Click on **Add matched fields to the Import List**.
The matched fields appear on the **Import List**.

User First Name	=	first
User Last Name	=	last
User Authorization Code	=	auth
User Extension	=	ext1
User Extension	=	ext2

Repeat steps 9 and 10 until you're done with matching fields.

WHEN MATCHING USER FIELDS

User Last Name has to be included in the **Import List**. This TEXT field (column) cannot be empty.

TAPIT **User Extension** is the only field that can be matched with multiple TEXT fields (columns). User can have multiple extensions.

All other TAPIT fields can be matched with only one TEXT field (column).

- When all fields are matched, click on **Next**.

The **Import Screen** appears.

Tapit Database Fields	IMPORT LIST	Text File Columns
User First Name	=	first
User Last Name	=	last
User Authorization Code	=	auth
User Extension	=	ext1
User Extension	=	ext2

This screen displays the final field selection for import.

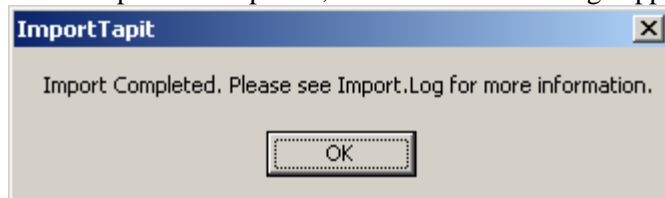
Import Wizard imports data the way it is matched in the **Import List**.

If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen.

Add or **Remove** rows from the **Import List**.

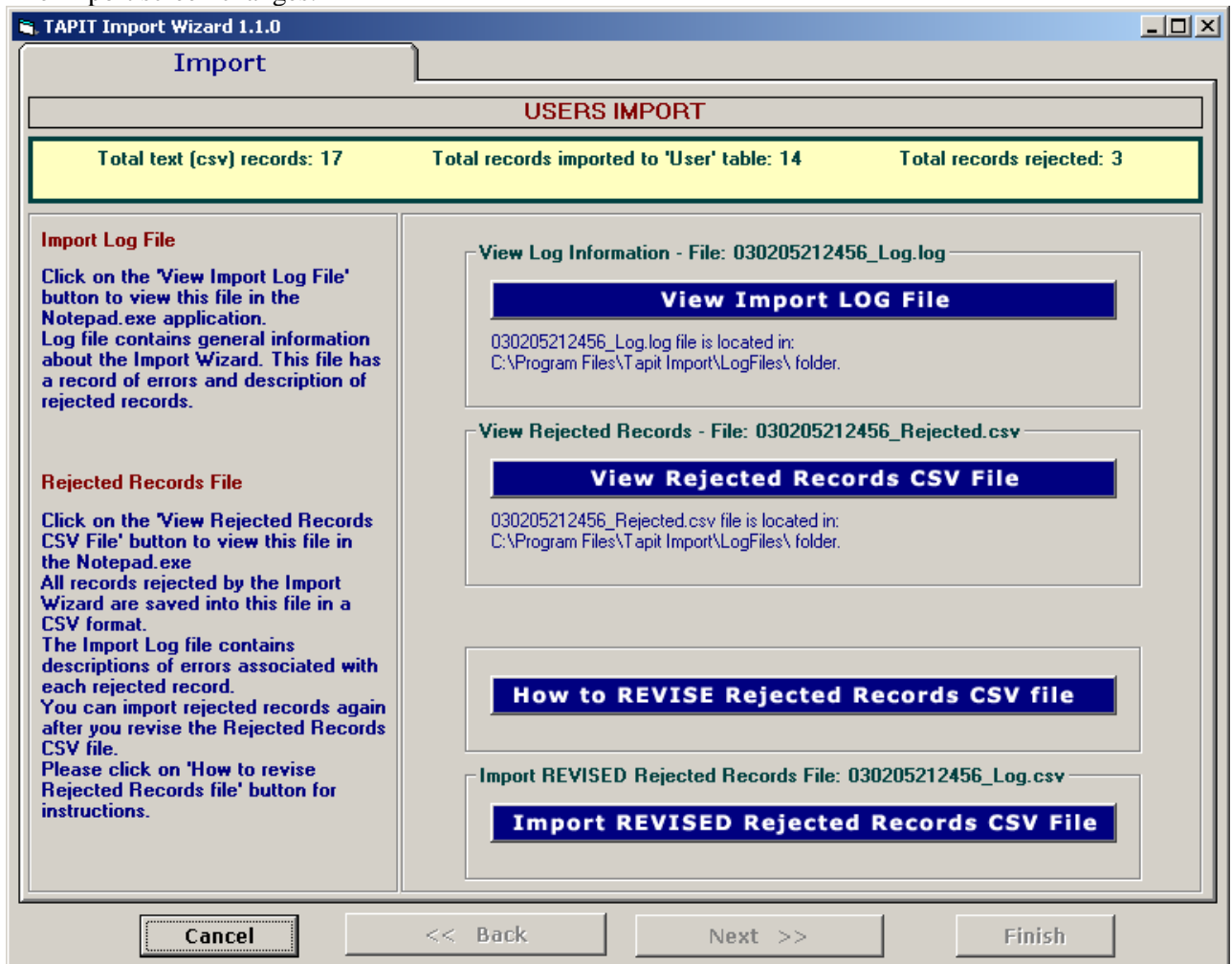
Otherwise, click on **Finish** to import.

- When import is completed, a confirmation message appears.



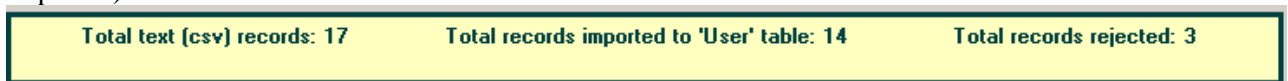
Click on **OK**.

13. The Import screen changes.

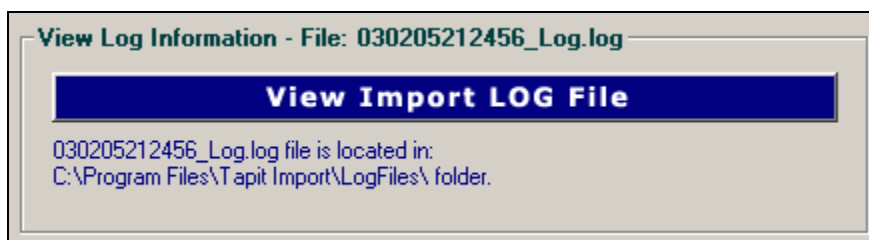


Top of the Import screen displays Import statistics.

Following example below – the CSV file contained 17 total TEXT records, 14 TEXT records were successfully saved (imported) into the TAPIT Database. 3 TEXT records were rejected (were not imported).



14. To find out more about rejected records click on the **View Import Log File** button.



The Log file opens in Notepad..

=====USERS IMPORT=====

Import FROM CSV file C:\CVSfiles\User.csv
 Import TO the C:\TAPITW32\TAPITdb.mdb database, User table

*****03/02/05 21:42*****

FIELDS ARE MATCHED THE FOLLOWING WAY:

- User First Name = first (Field0 UserFirstName)
- User Last Name = last (Field1 UserLastName)
- User Authorization Code = auth (Field2 UserAuthCode)
- User Extension = ext1 (Field3 Extension)
- User Extension = ext2 (Field4 Extension)

Rejected rec # 1last is empty. This a required field in User table and cannot be left empty.

Rejected rec # 2Extension: "2830" already exists in a database and has not been saved in TAPIT

Rejected rec # 3auth: "40*#89" contains illegal characters. It can only contain digits and letters.

*****03/02/05 21:42*****

Import to the User table from file C:\CVSfiles\User.csv is completed

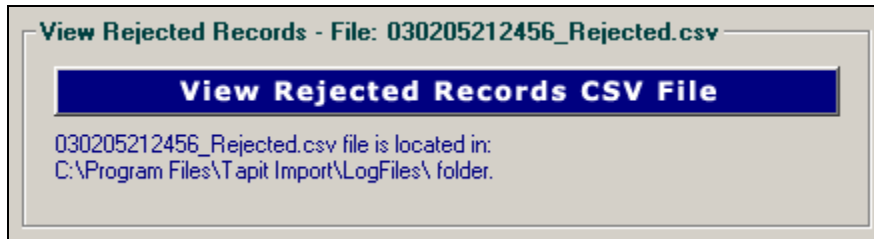
17 total CSV file records.

14 imported records.

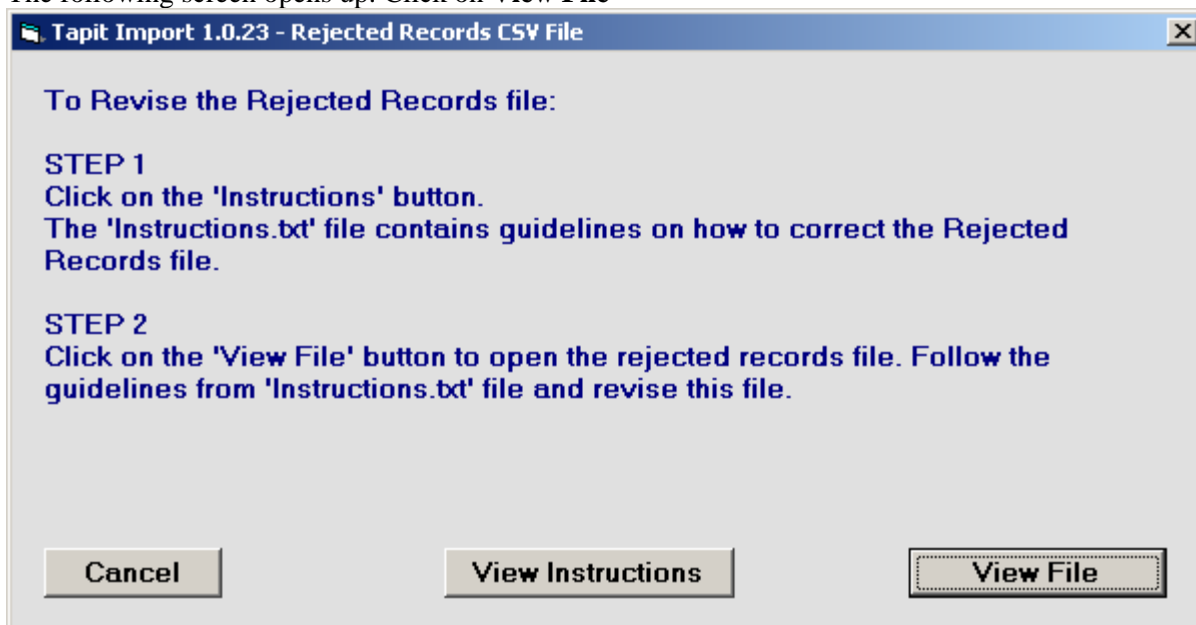
3 rejected records.

**

15. To view rejected records click on the **View Rejected Records CSV File** button



16. The following screen opens up. Click on **View File**



The Rejected Records csv file opens in Notepad. The below is the Rejected Records file produced by our example import (how it is displayed in Notepad).

The entries in bold are the entries to be corrected – the log file above has a list of these entries and information on what needs to be corrected.

The first row of our rejected file is the headers. The Rejected Records file headers reflect headers used originally in our CSV import file.

```
"Rec Number","last","first","auth","ext1","ext2"
"1","","Larry","","2827","2834"
"2","Jones","Dianne","","2830","2835"
"3","Dill","Connor","40*#89","","48014"
```

The revised Rejected Records file:

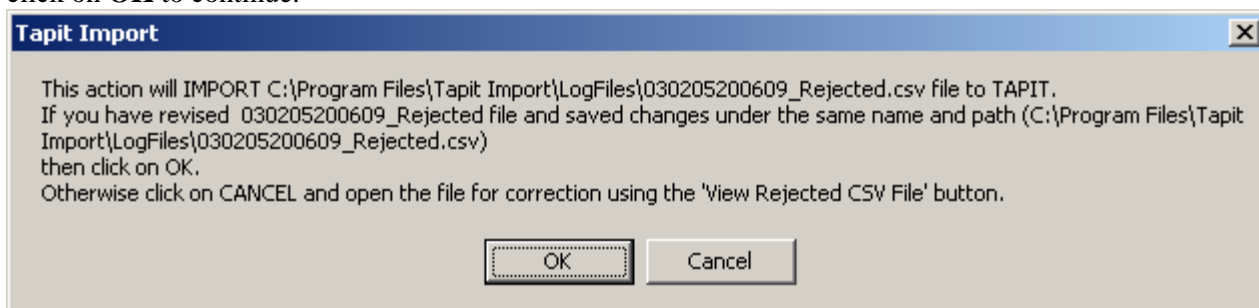
```
"Rec Number","last","first","auth","ext1","ext2"
"1","Brown","Larry","","2827","2834"
"2","Jones","Dianne","","2855","2835"
"3","Dill","Connor","402589","","48014"
```

The Rejected Records file needs to be saved in Notepad under the same name.

17. Now you can import rejected records again by clicking on **Import Revised Rejected Records CSV File**.



18. If you have corrected the Rejected Records file and saved under the same name (overwritten) then click on **OK** to continue.



19. TAPIT Import Wizard will import records from the Rejected Records file. When import is finished it will display the following message:



Click on **OK**.

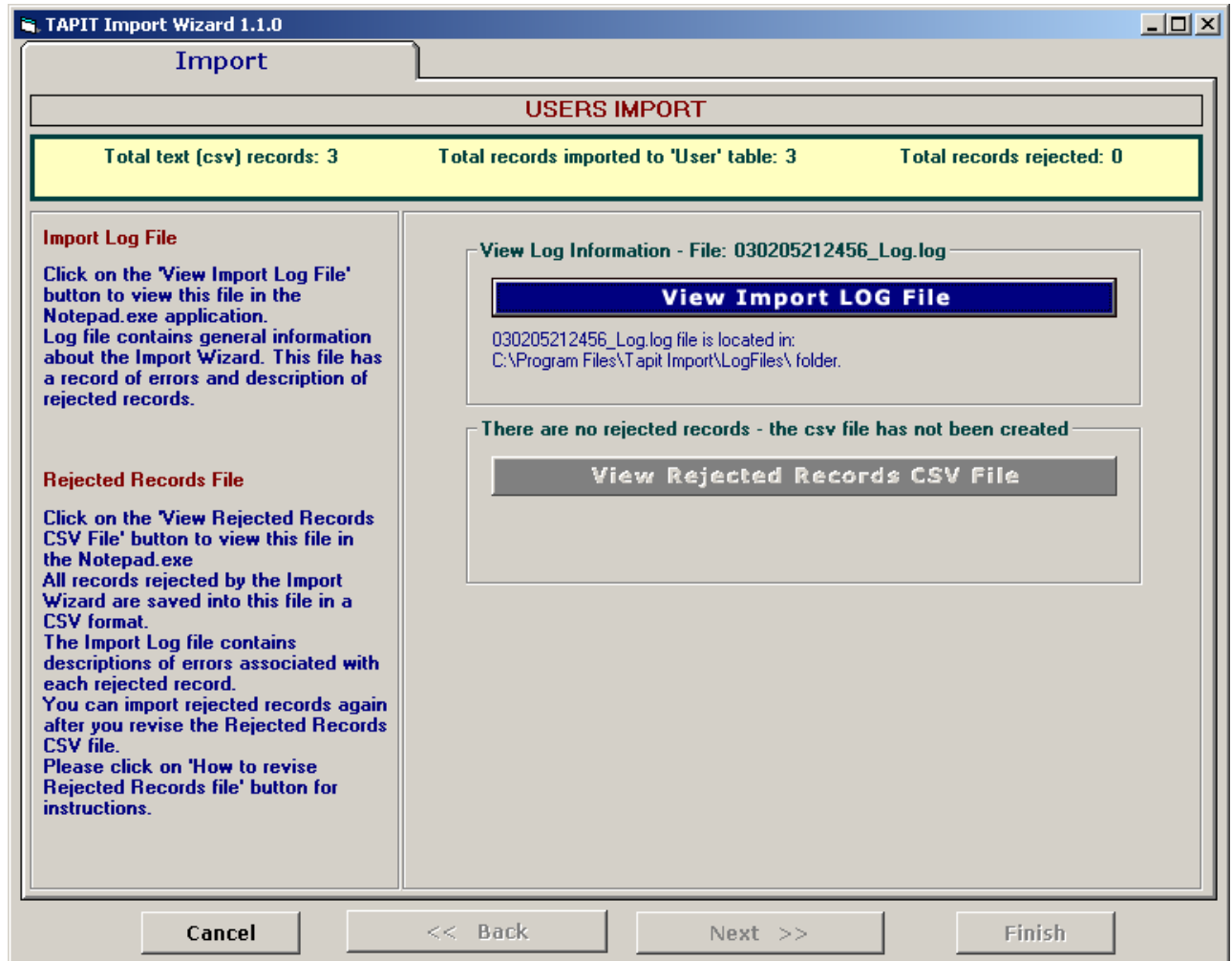
20. The Import screen changes to reflect the new import results (import from Rejected Records csv file).

In our example:

”Total text (csv) records: 3” – total number of text records in the Rejected Records csv file.

”Total records imported to ‘User’ table:3” – the number of text records from the Rejected Records csv file imported to TAPIT.

”Total records rejected: 0” – the number of rejected records. This number should be 0 if all of the problems have been corrected in the Rejected Records csv file.



User data is ready to be imported to TAPIT NOVA.

Importing Users WITH Departments

Using the same CSV file to import Users and Departments

Users and Departments can be imported from the same CSV file.

The CSV file has to contain User information as well as list **Department Names** for the corresponding Users (see the example CSV file below).

Example of a User\Department CSV file displayed in MS Excel:

	A	B	C	D	E	F
1	first	last	auth	ext1	ext2	dept
2	David	Brady		2830	2831	ACCOUNTING
3	Hellen	Smith		2829	2832	ACCOUNTING
4	Joe	McDonald		2828	2833	IT
5	Larry	Jones		2827	2834	IT
6	Dianne	Chiera		2830	2835	IT
7	Daniel	Constant			2836	Human Resources
8	Ashley	Dermack			2837	Human Resources
9	Thomas	Timothy			2838	Customer Service
10	Abigail	Pulkita			2868	Customer Service
11	Erick	Evans			8774	Customer Service
12	Tyler	Darling	401885		48013	
13	Connor	Dill	403489		48014	Sales
14	Ben	Davis	404852		48015	Sales
15	Daniel	Chuang	401268		48017	Sales
16	Ann	Kroeger	401565		48018	Sales
17	Matthew	Nolle	401587		48019	Sales
18	Andrew	Sullivan	401586		48020	Sales

In our example:

Line 1 is the header.

Each line, except line 12, lists a Department Name (dept) corresponding to a User. Department Names associate Users with the Departments.

Format of a User\Department CSV file

Example of a User\Department CSV file displayed in MS Excel:

Microsoft Excel - UserDeptName.csv									
File Edit View Insert Format Tools Data Window Help									
K30 =									
	A	B	C	D	E	F	G	H	I
1	first	last	auth	ext1	ext2	surcharge	surcharge	multiplier	dept
2	David	McDonald		2830	2831				ACCOUNTING
3	Hellen	Smith		2830	2832	0.2			ACCOUNTING
4	Joe			2828	2833				IT
5	Larry	Jones		2827	2834				IT
6	Dianne	Chiera		2826	2835				IT
7	Daniel	Constant		A143	2836				Human Resources
8	Ashley	Dermack			2837				Human Resources
9	Thomas	Timothy			2838				Customer Service
10	Abigail	Pulkita			2868				Customer Service
11	Erick	Evans			8774				Customer Services
12	Tyler	Darling	401885		48013	\$0.05	0.8	5.00%	
13	Connor	Dill	401885		48014				Sales
14	Ben	Davis	UPSCOM		48015				Sales
15	Daniel	Chuang	99**#8		48017				Sales
16	Ann	Kroeger	401565		48018				Sales
17	Matthew	Nolle	401587		48019				Sales
18	Andrew	Sullivan	401586		48020				Sales
19									

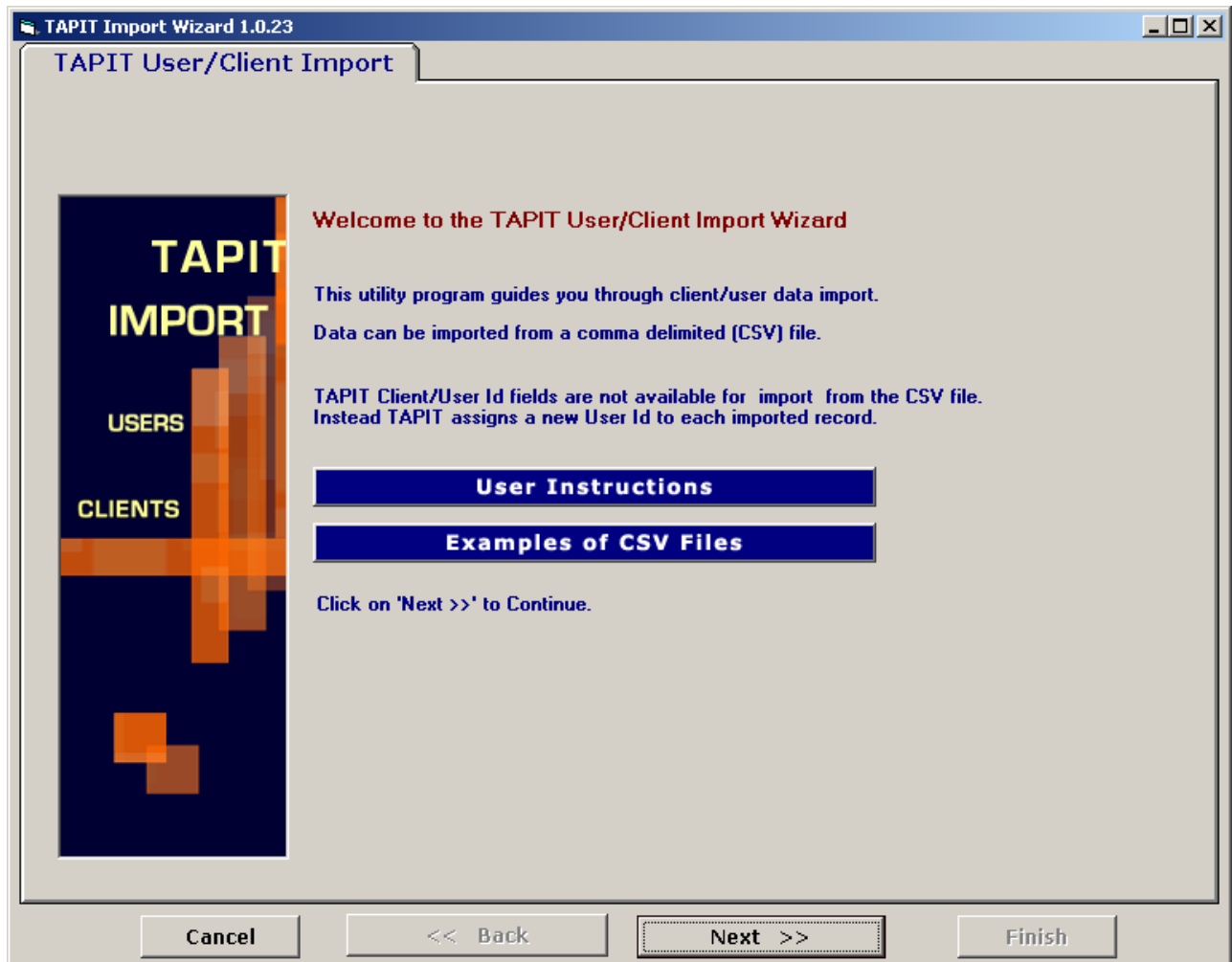
Line No.	Is it going to be imported to TAPIT?	Why is the User record rejected?
Line 1	NO	This is the header line. TAPIT Import Wizard prompts to indicate if the CSV file contains headers. If the indicator is set properly this line will not be imported to TAPIT.
Line 2	YES	
Line 3	NO	The Extension field does not accept any duplicates. Extension 2830 already exists in TAPIT because this extension has already been used for user on line 2 and line 2 has already been imported.
Line 4	NO	The required USER filed Last Name is left blank.
Lines 5-6	YES	
Line 7	NO	The Extension TAPIT field accepts only digits. The A143 is not a correct format because it contains a letter.
Lines 8-13	YES	
Line 14	NO	The Authorization Code TAPIT filed does not accept any duplicates. Authorization Code 401885 already exists in TAPIT because this code has already been used for user on line 13 and line 13 has already been imported.
Line 15	NO	The Authorization Code TAPIT field accepts only digits and letters. The 99**#8 is not a correct format because it contains other characters (*#).
Lines 16-18	YES	

NOTE:

- Line 11 – Department Name has a typo. It is listed as Customer Services instead of Customer Service.
As a result Customer Services will be created as an additional Department and the user from line 11 (Erick Evans) will be associated with Customer Services instead of Customer Service.
- If a user has **multiple extensions** they need to be listed on the same line with this user (as shown above lines 2 through 5).

Using Import Wizard – Users WITH Departments (one CSV file)

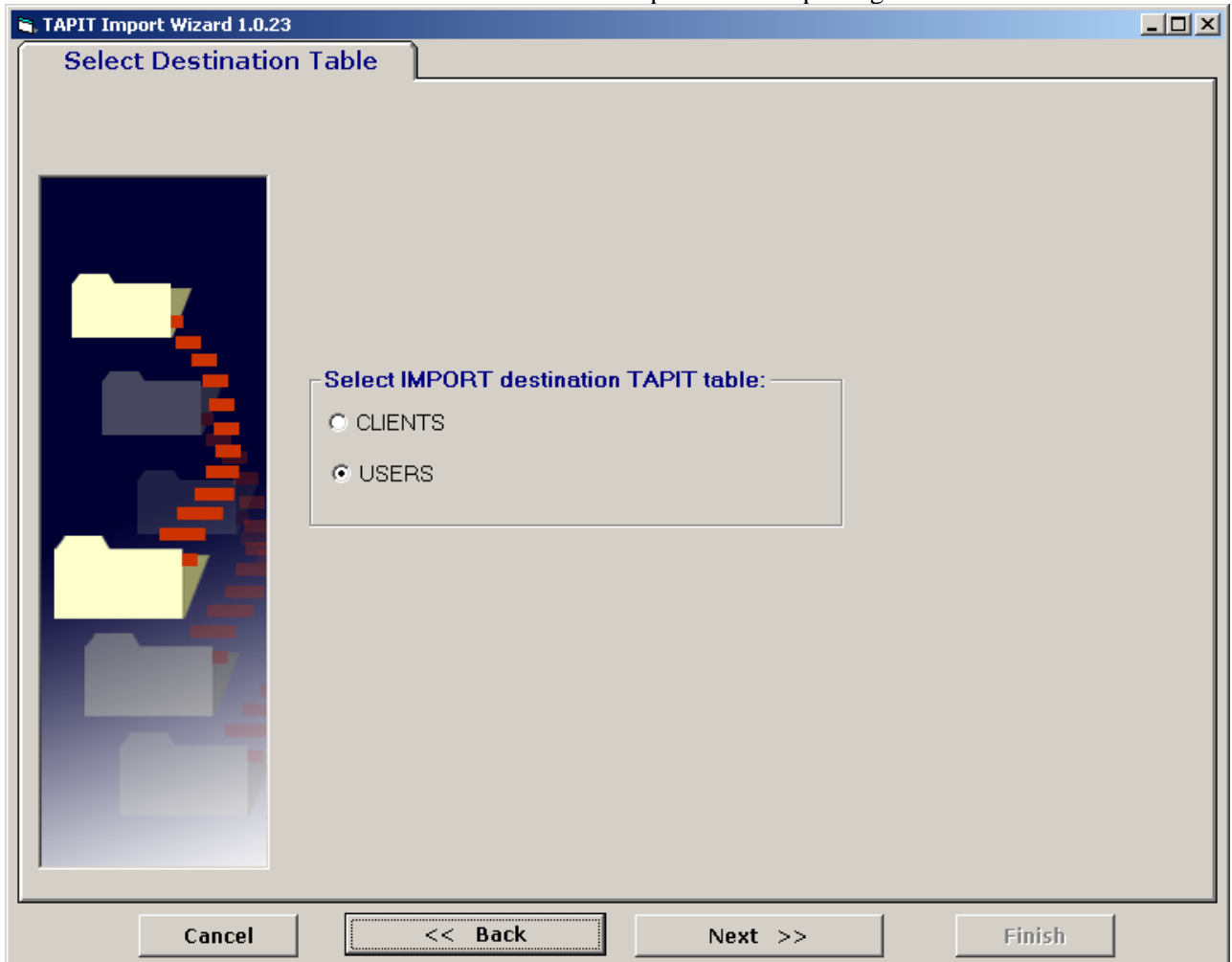
1. Start **TAPIT Import Wizard** by clicking on **START/TAPIT/TAPIT Import**. **TAPIT User/Client Import** screen appears.



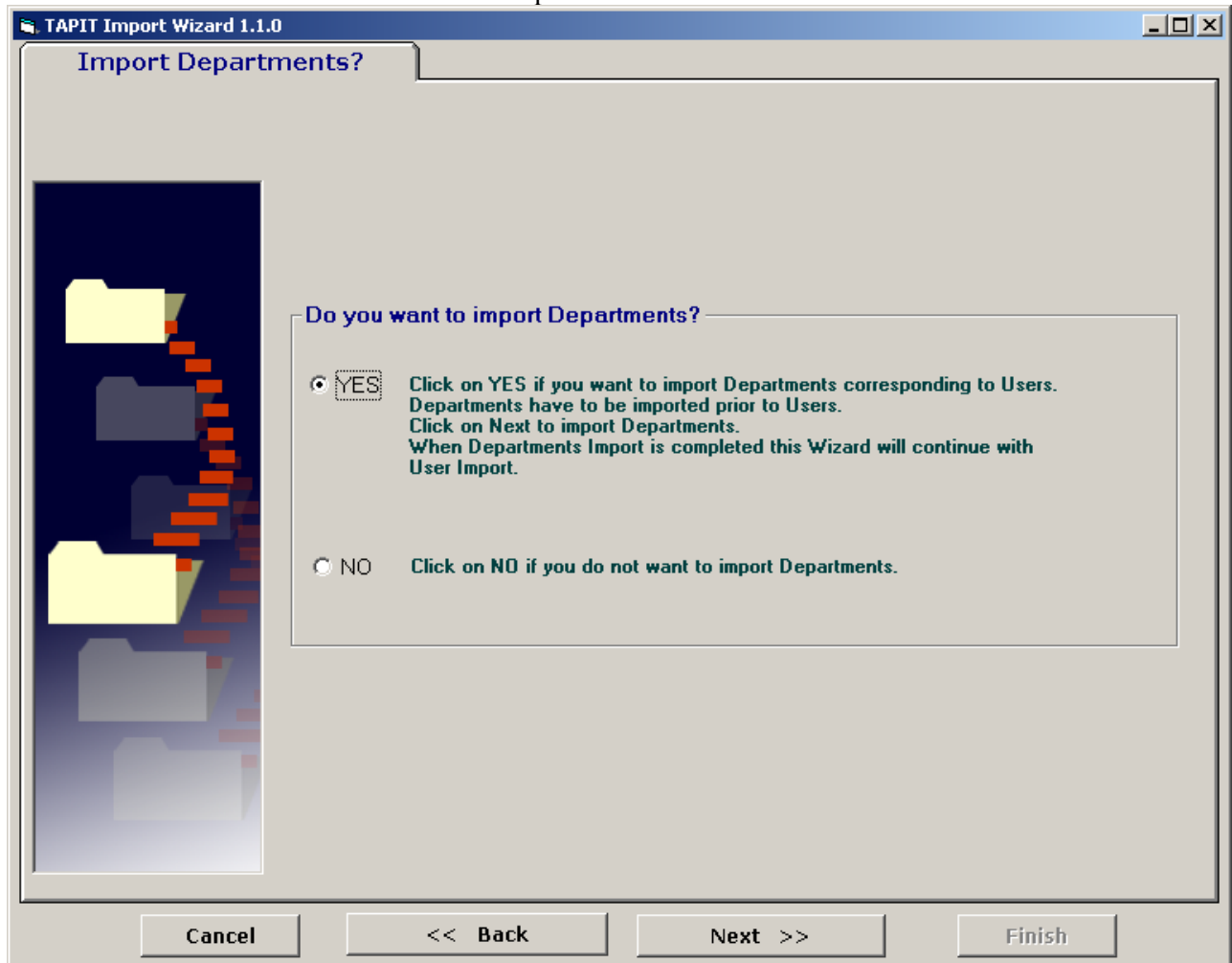
- Click on **Next**.

Select Destination Table screen appears.

Select IMPORT destination TAPIT table: in this example we are importing Users.



3. The **Import Departments?** screen is displayed. In our case we want to import Departments and associate them with Users. Click on the **YES** option.



4. Click on **Next**.

Locate Files screen opens.

This is the first screen of Departments Import. Departments have to be imported prior to Users. When Departments Import is completed this wizard proceeds with Users import.

Enter the Path to the User\Department CSV file, or click on the **Browse** button to find it.

Enter the Path to the TAPIT Database, or click on the **Browse** button to find it.

The screenshot shows the 'Locate Files' screen of the TAPIT Import Wizard 1.0.23. The window title is 'TAPIT Import Wizard 1.0.23'. The main area is titled 'Locate Files' and contains a folder tree on the left. The central area is titled 'DEPARTMENTS IMPORT' and has two sections. The first section is 'Import DEPARTMENTS from CSV File:' with a text box containing 'C:\csvFiles\UserDeptName.csv' and a 'Browse' button. The second section is 'Import TO TAPIT Database (tapitdb.mdb) File:' with a text box containing 'C:\TapiW32\DATA\MAIN\tapitdb.mdb' and a 'Browse' button. At the bottom are four buttons: 'Cancel', '<< Back', 'Next >>', and 'Finish'.

5. Click on **Next**
Column Headers screen comes up.

DEPARTMENTS IMPORT

Examples of CSV files

Using the same CSV file to import Departments and Users

Using two different CSV files to import Departments and Users

Does the first row contain header?

Sample Text File Data (max 100 records shown)

first	last	auth	ext1	ext2	surch
David	McDonald			2830	2831
Hellen	Smith			2830	2832
Joe				2828	2833
Larry	Jones			2827	2834
Dianne	Chiera			2826	2835
Daniel	Constant		A143		2836
Ashley	Dermack				2837
Thomas	Timothy				2838
Abigail	Pulkita				2868
Erick	Evans				8774
Tyler	Darling		401885		48013 \$0.05
Connor	Dill		401885		48014
Ben	Davis	UPSCOM			48015
Daniel	Chuang		99**#8		48017
Ann	Kroeger		401565		48018
Matthew	Nolle		401587		48019
Andrew	Sullivan		401586		48020

Cancel << Back Next >> Finish

You can view first 100 lines of your User\Department CSV file for your reference under **Sample Text File Data**.

Please check if the displayed data reflects the User\Department CSV file (if data is separated into columns properly).

Please note:

Each comma is a beginning of a new column in a Comma Separated text file (CSV).

Columns have to be divided by commas (not any other characters).

If commas are a part of a field value they should be enclosed by double quotes

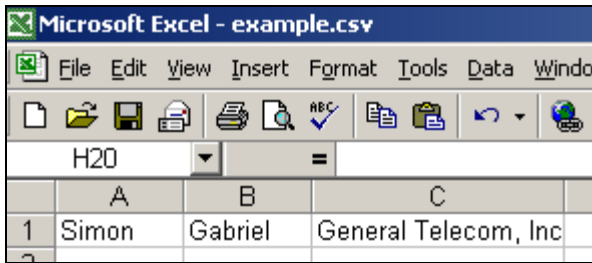
i.e. "General Telecom, Inc".

Example:

Our Example.csv file contains following entry:

Simon,Gabriel,"General Telecom, Inc"

This file is displayed in MS Excel in the following format – in three columns.



It should also display three columns in TAPIT Import.

Sample Text File Data (max 100 records shown)				
Simon	Gabriel	General Telecom, Inc		

6. **Does the first row contain headers?**

Check this option if the first line of your CSV file contains TEXT field names.

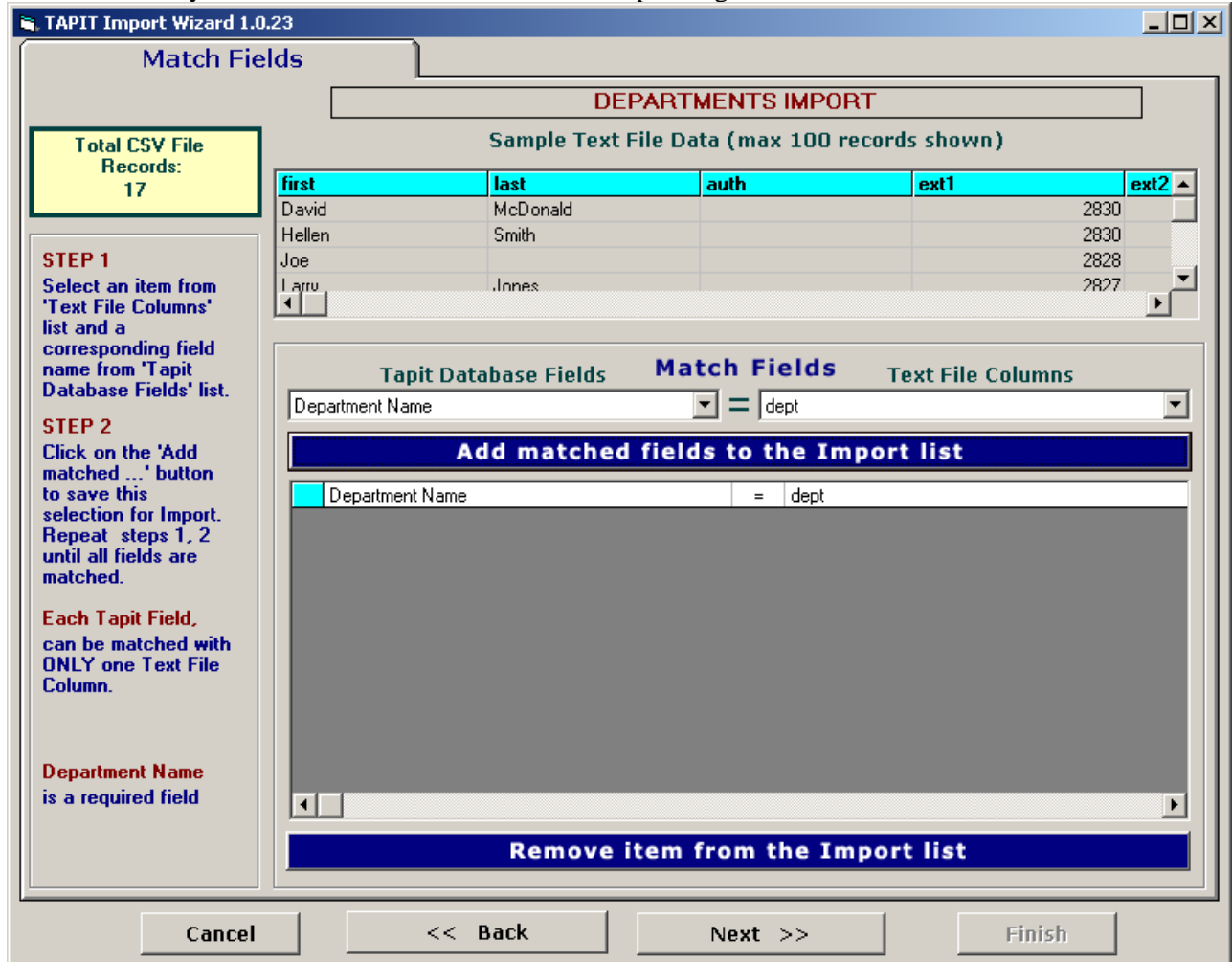
<input checked="" type="checkbox"/> Does the first row contain header?

The User\Department CSV, used in our example, contains headers (see **Format of a User\Department CSV file** section above, the example of CSV file, line 1). If your CSV file does not have headers it is recommended to create them. Having column names makes it easier to match TAPIT fields with the Text file columns.

- Click on **Next**.

The **Match Fields** screen appears.

This screen lets you match TAPIT fields with the corresponding TEXT file columns.



- Select a TAPIT field from **TAPIT Database Fields** and then a corresponding item from **Text File Columns** list box.



In our case we only need to match Department Name with a corresponding Text File Column.

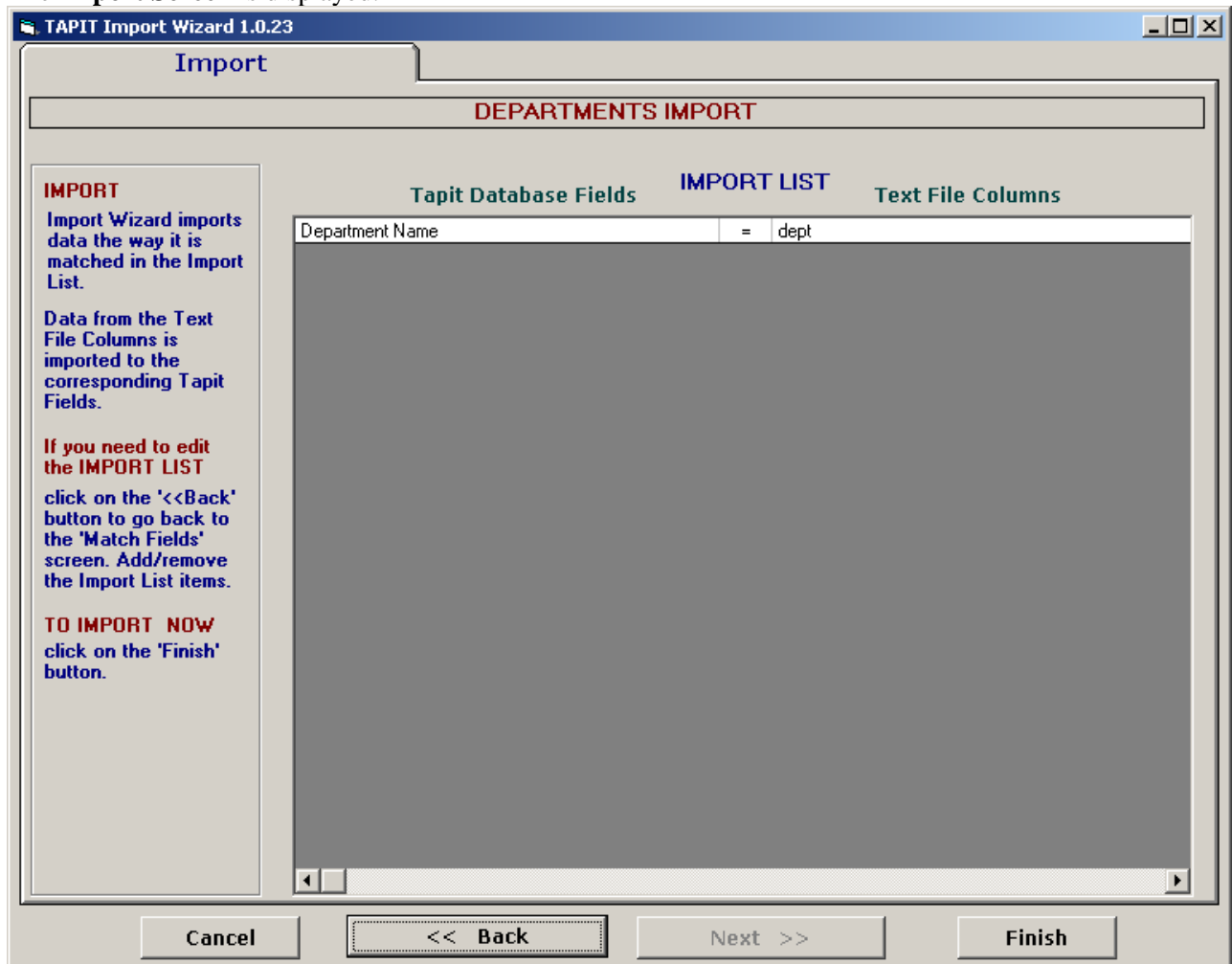
- Click on **Add matched fields to the Import List**.



The matched fields appear in the **Import List**.

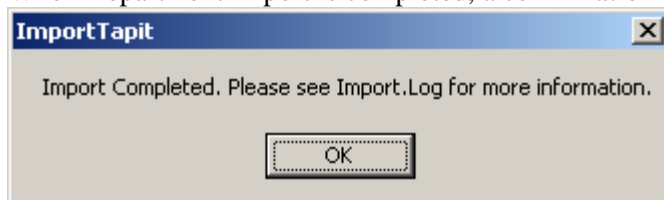


10. When all fields are matched, click on **Next**.
The **Import Screen** is displayed.



This screen displays the final field selection for import.

11. Import Wizard imports data the way it is matched in the **Import List**.
If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen.
Add or **Remove** rows from the **Import List** using the **Add matched fields to Import list** or **Remove item form Import list** buttons.
Otherwise, click on **Finish** to import.
12. When Department Import is completed, a confirmation message appears.



Click on **OK**.

13. Your Department Import is completed.

Import screen display changes.

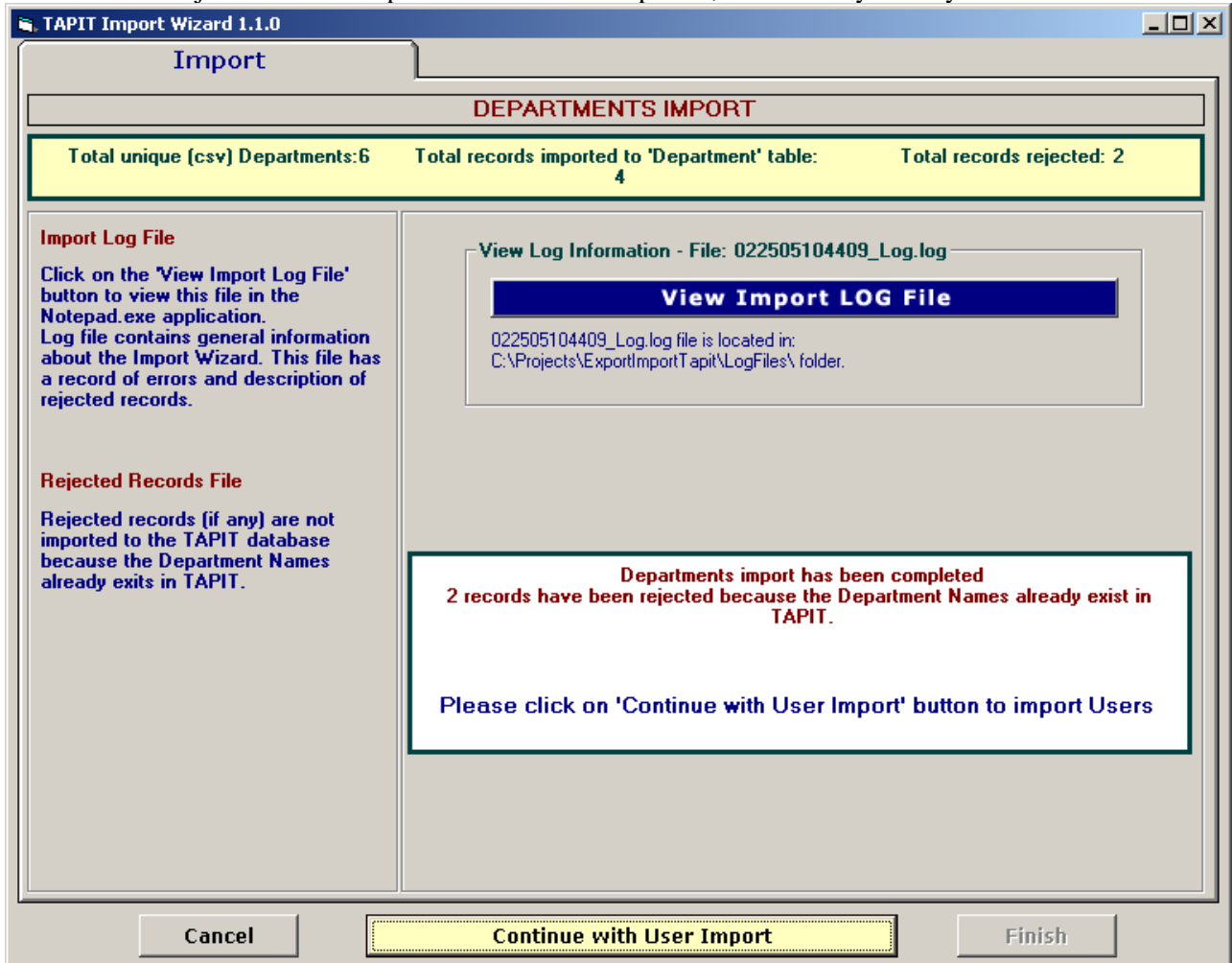
The top of the screen displays statistics.

Following our example below:

”Total unique (csv) Departments: 6” - there has been 6 unique Department Names found.

”Total records imported to ‘Department’ table:”4 – 4 Departments were imported

”Total records rejected: 2” – 2 Departments were not imported, because they already exist in TAPIT.



If some **records are rejected** that means they already exist in TAPIT. You don't need to import them again.

Log file is a text file that contains information on this import. It resides in a subfolder of the folder where TAPIT Import is installed. If default options were accepted when installing TAPIT Import, this file is located in C:\Program Files\TAPIT Import\LogFiles folder. To view log file click on **View Import LOG file**.

The LOG file opens in Notepad.

The log file produced by our example import:

=====DEPARTMENTS IMPORT=====

Import FROM CSV file C:\csvFiles\UserDeptName.csv
Import TO the C:\TAPITW32\DATA\MAIN\TAPITDB.MDB database, Department table

*****02/25/05 11:44*****

FIELDS ARE MATCHED THE FOLLOWING WAY:

Department Name = dept (Field8 DeptName)

Rejected rec # 1dept: "ACCOUNTING " already exists in a database and has not been saved in
TAPIT

Rejected rec # 2dept: "Customer Service" already exists in a database and has not been saved in
TAPIT

*****02/25/05 11:44*****

Import to the Department table from file C:\csvFiles\UserDeptName.csv is completed

(Import statistics)

17 total CSV file records.

6 unique Department Names to import.

4 imported records.

2 rejected records.

14. You can proceed with User Import.

Click on the **Continue with User Import** button.

Locate Files screen appears. This screen lets you select a different file to import Users. However, in our import example we are importing Departments and Users from the same file.

Click on **I want to import USERS from the same file...** box to check it. The path to the User\Department CSV file appears.

The path to the TAPIT Database is saved from the Department Import and should not be changed.

TAPIT Import Wizard 1.0.23

Locate Files

USERS IMPORT (following the Departments Import)

Import USERS from CSV File:

I want to import USERS from the same file used to import DEPARTMENTS (C:\csvFiles\UserDeptName.csv)

OR, enter the path to the csv file or click on 'Browse' to find it.

C:\csvFiles\UserDeptName.csv Browse

Import TO TAPIT Database (tapitdb.mdb) File:

Enter the path to the TAPIT database (tapitdb.mdb) file or click on 'Browse' to find it.

C:\TapiW32\DATA\MAIN\tapitdb.mdb Browse

Cancel << Back Next >> Finish

15. Click on **Next**.

Column Headers screen comes up.

This screen is different from what you have seen when importing Departments.

Associate Users with Departments part has been added. Since we've imported only Department Names, Department Name is the only field that can be used to assign Users to Departments. That is why there is only one option displayed, **Department Name**, and this option is grayed out to prevent a user from changing it.

USERS IMPORT (following the Departments Import)

Examples of CSV files

Using the same CSV file to import Departments and Users

Associate Users with Departments

Department Name is the only field imported from Departments. This field has to be used to associate Users with Departments

Department Name To associate Users with Departments: the CSV file has to list Users with the corresponding to them DEPARTMENT NAMES.

Does the first row contain header?

Sample Text File Data (max 100 records shown)

first	last	auth	ext1	ext2	su
David	McDonald			2830	2831
Hellen	Smith			2830	2832
Joe				2828	2833
Larry	Jones			2827	2834
Dianne	Chiera			2826	2835
Daniel	Constant		A143		2836
Ashley	Dermack				2837
Thomas	Timothy				2838
Abigail	Pulkita				2868
Erick	Evans				8774
Tyler	Darling		401885		48013
			401885		48014

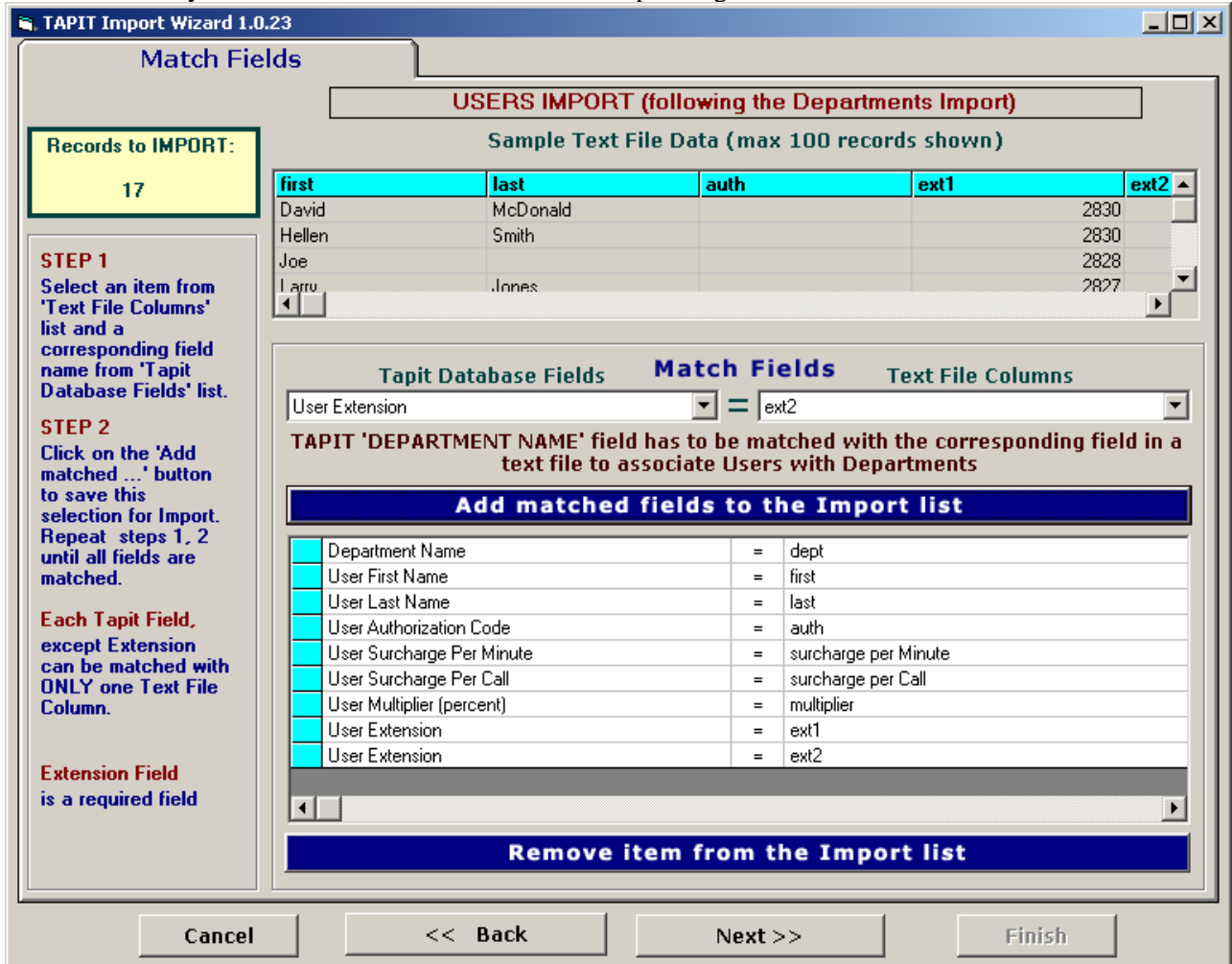
Cancel << Back Next >> Finish

16. Since we are using the same CSV file and the Wizard already knows that it contains headers the **Does the first row contain header?** box is checked.

17. Click on **Next**.

The **Match Fields** screen appears.

This screen lets you match TAPIT fields with the corresponding TEXT fields.



18. Select a TAPIT field from **TAPIT Database Fields** and then a corresponding item from **Text File Columns** list box.



19. Click on **Add matched fields to the Import List**.



The matched fields appear on the **Import List**.

Tapit Database Fields	Match Fields	Text File Columns
User Extension	=	ext2
TAPIT 'DEPARTMENT NAME' field has to be matched with the corresponding field in a text file to associate Users with Departments		
Add matched fields to the Import list		
<input type="checkbox"/>	Department Name	= dept
<input type="checkbox"/>	User First Name	= first
<input type="checkbox"/>	User Last Name	= last
<input type="checkbox"/>	User Authorization Code	= auth
<input type="checkbox"/>	User Surcharge Per Minute	= surcharge per Minute
<input type="checkbox"/>	User Surcharge Per Call	= surcharge per Call
<input type="checkbox"/>	User Multiplier (percent)	= multiplier
<input type="checkbox"/>	User Extension	= ext1
<input type="checkbox"/>	User Extension	= ext2

WHEN MATCHING USER FIELDS

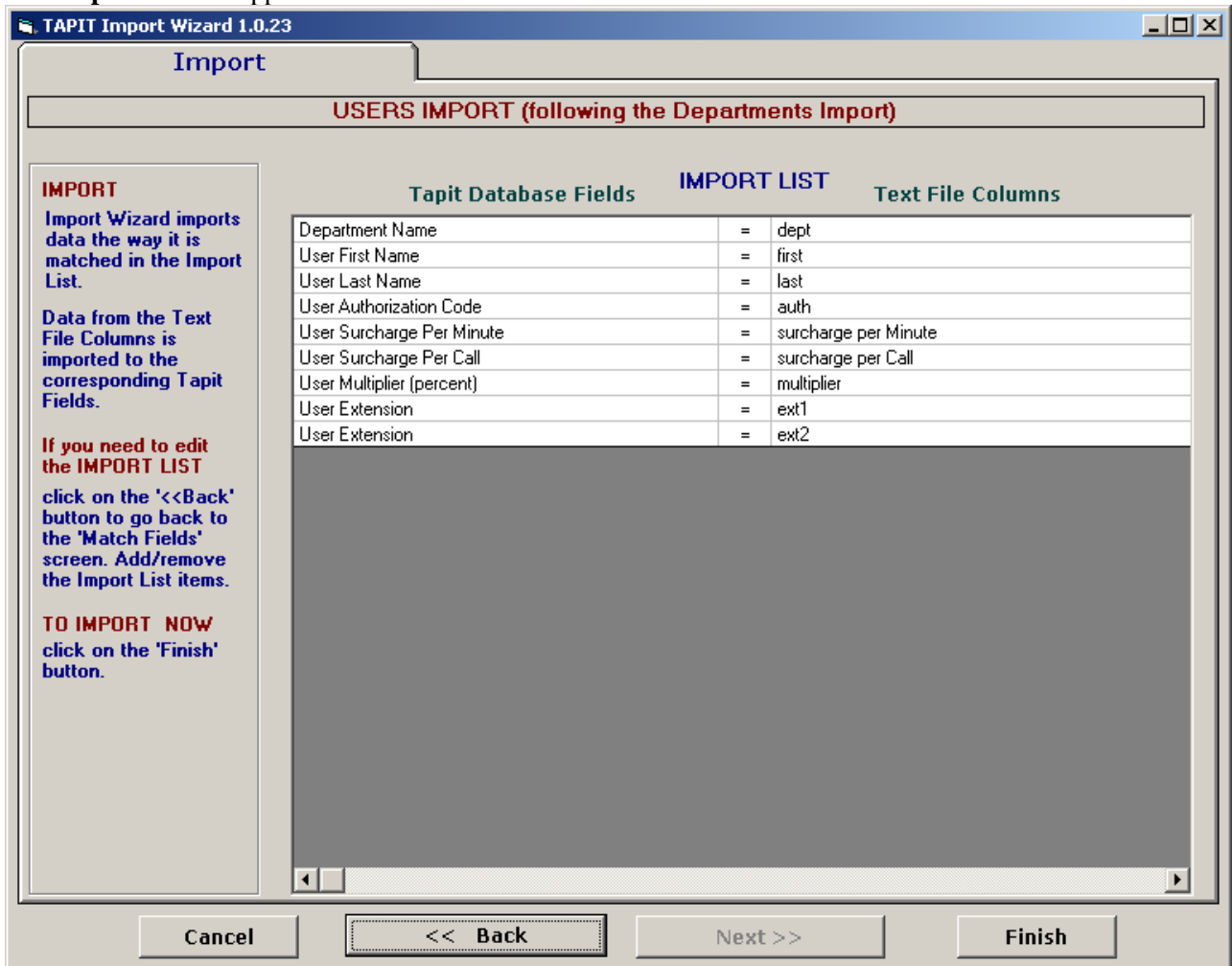
The field associating Users with Departments has to be matched. In our case it is the Department Name field.

User Last Name has to be included in the **Import List**. This TEXT field (column) cannot be empty.

TAPIT **User Extension** is the only field that can be matched with multiple TEXT fields (columns). User can have multiple extensions.

All other TAPIT fields can be matched with only one TEXT field (column).

20. When all fields are matched, click on **Next**.
The **Import Screen** appears.



This screen displays the final field selection for import.

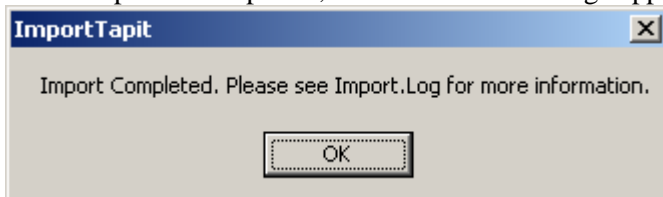
TAPIT Import Wizard imports data the way it is matched in the **Import List**.

If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen.

Add or **Remove** rows from the **Import List** using the **Add matched fields to Import list** or **Remove item form Import list** buttons.

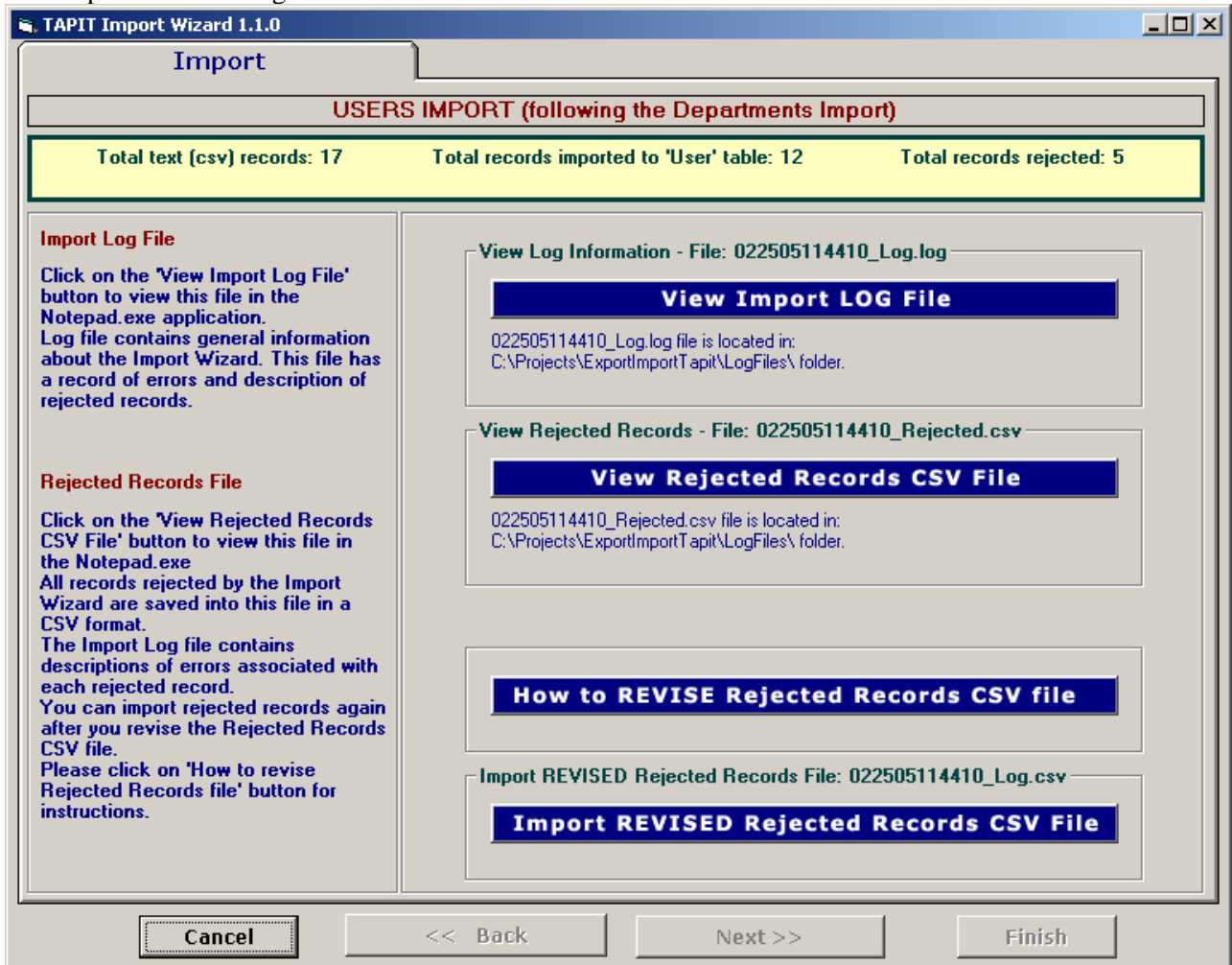
Otherwise, click on **Finish** to import.

21. When import is completed, a confirmation message appears.



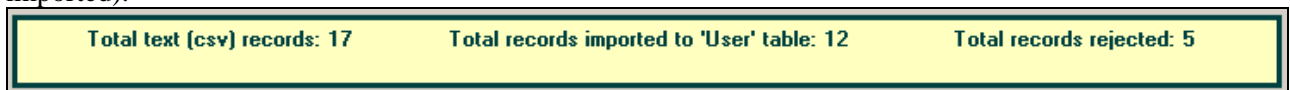
Click on **OK**.

22. The Import screen changes.

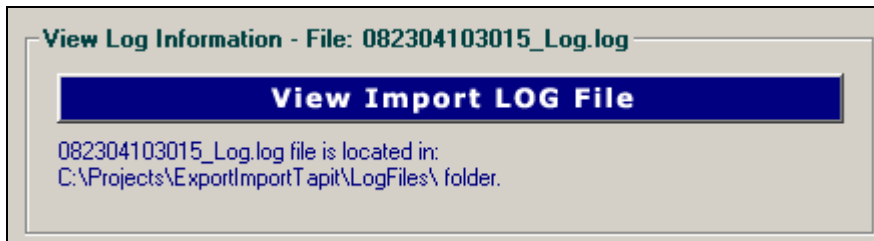


Top of the Import screen displays Import statistics.

Following example below – the CSV file contained 17 total TEXT records, 12 TEXT records were successfully saved (imported) into the TAPIT Database. 5 TEXT records were rejected (were not imported).



23. To find out more about rejected records click on the **View Import Log File** button.



The log file contains two parts: the Department part and the Users part.

Scroll down to see the Users Import part.

=====USERS IMPORT=====

Import FROM CSV file C:\csvFiles\UserDeptName.csv
 Import TO the C:\TAPITW32\DATA\MAIN\TAPITDB.MDB database, User table

*****02/25/05 11:49*****

FIELDS ARE MATCHED THE FOLLOWING WAY:

- Department Name = dept (Field8 DeptName)
- User First Name = first (Field0 UserFirstName)
- User Last Name = last (Field1 UserLastName)
- User Authorization Code = auth (Field2 UserAuthCode)
- User Surcharge Per Minute = surcharge per Minute (Field5 UserSurchargePerMinute)
- User Surcharge Per Call = surcharge per Call (Field6 UserCallSurcharge)
- User Multiplier (percent) = multiplier (Field7 UserMultiplier)
- User Extension = ext1 (Field3 Extension)
- User Extension = ext2 (Field4 Extension)

(why records were rejected

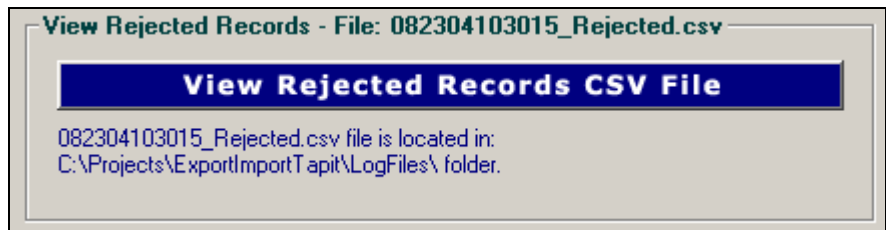
rec # matches the record number in a rejected file csv)

- ***Rejected rec # 1***Extension: "2830" already exists in a database and has not been saved in TAPIT
- ***Rejected rec # 2***last is empty. This a required field in User table and cannot be left empty.
- ***Rejected rec # 3***Extension: "A143" contains illegal characters. Only digits are allowed. and has not been saved in TAPIT
- ***Rejected rec # 4***auth: "401885" already exists in TAPIT database, User table
- ***Rejected rec # 5***auth: "99**#8 " contains illegal characters. It can only contain digits and letters.

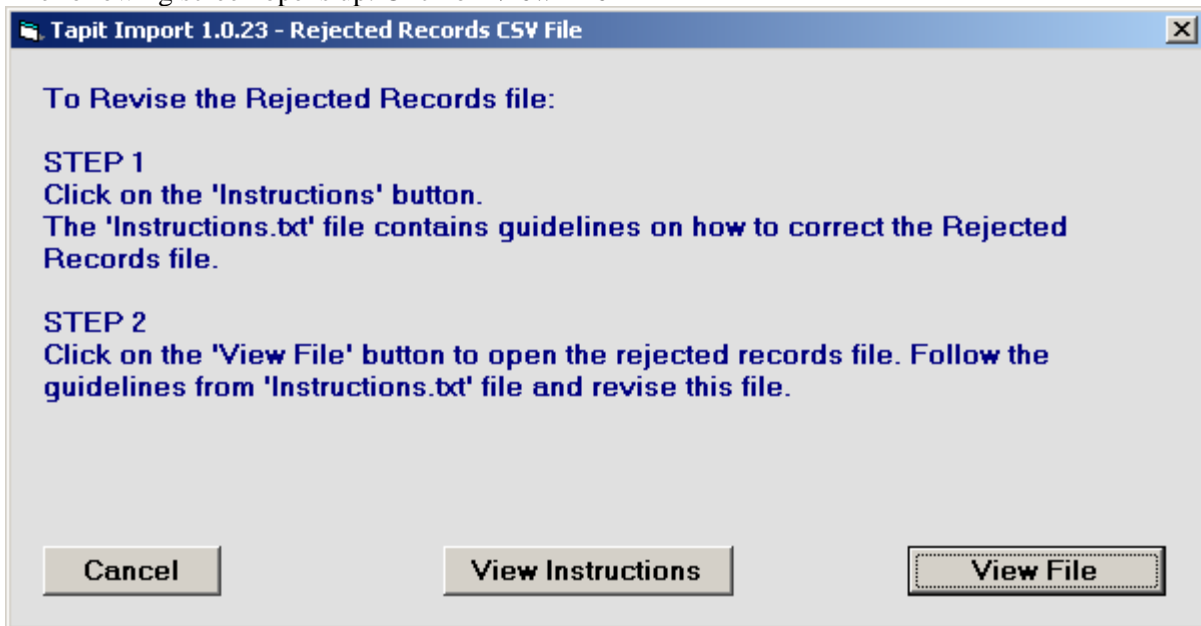
(Import statistics)

Import to the User table from file C:\csvFiles\UserDeptName.csv is completed
 17 total CSV file records.
 12 imported records.
 5 rejected records.

24. To view rejected records click on the **View Rejected Records CSV File** button



25. The following screen opens up. Click on **View File**



The Rejected Records csv file opens in Notepad. The below is the Rejected Records file produced by our example import (how it is displayed in Notepad).

The entries in bold are the entries to be corrected – the log file above has a list of these entries and information on what needs to be corrected.

The first row of our rejected file is the headers. The Rejected Records file headers reflect headers used originally in our CSV import file.

```
"Rec Number","last","dept","first","surcharge per Minute","surcharge per
Call","multiplier","auth","ext1","ext2"
"1","Smith","ACCOUNTING ","Hellen","0.2","","","","2830","2832"
"2","","IT","Joe","","","","","2828","2833"
"3","Constant","Human Resources","Daniel","","","","","A143","2836"
"4","Dill","Sales","Connor","","","","","401885","48014"
"5","Chuang","Sales","Daniel","","","","","99**#8 ","48017"
```

The same Rejected Records file after corrections:

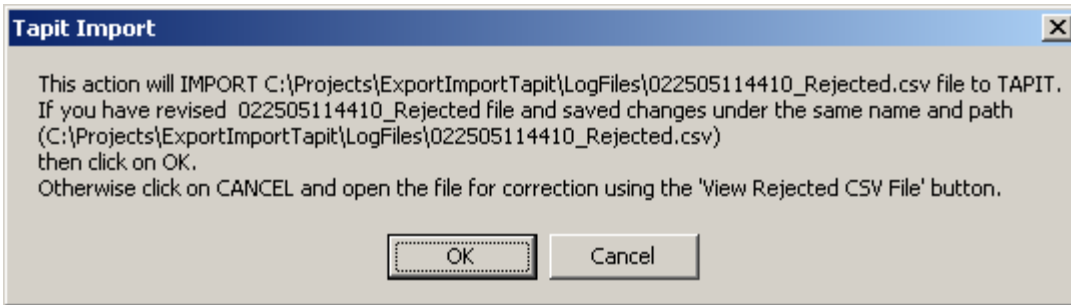
```
"Rec Number","last","dept","first","surcharge per Minute","surcharge per
Call","multiplier","auth","ext1","ext2"
"1","Smith","ACCOUNTING ","Hellen","0.2","","","","2855","2832"
"2","Brown","IT","Joe","","","","","2828","2833"
"3","Constant","Human Resources","Daniel","","","","","4143","2836"
"4","Dill","Sales","Connor","","","","","401995","48014"
"5","Chuang","Sales","Daniel","","","","","41998","48017"
```

The Rejected Records file needs to be saved in Notepad under the same name.

26. Now you can import rejected records again by clicking on **Import Revised Rejected Records CSV File**.

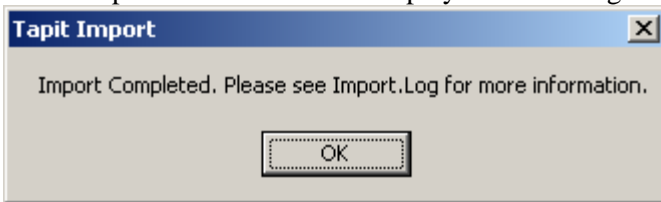


27. If you have corrected the Rejected Records file and saved under the same name (overwritten) then click on **OK** to continue.



28. TAPIT Import Wizard will import records from the Rejected Records file.

When import is finished it will display the following message:



Click on **OK**.

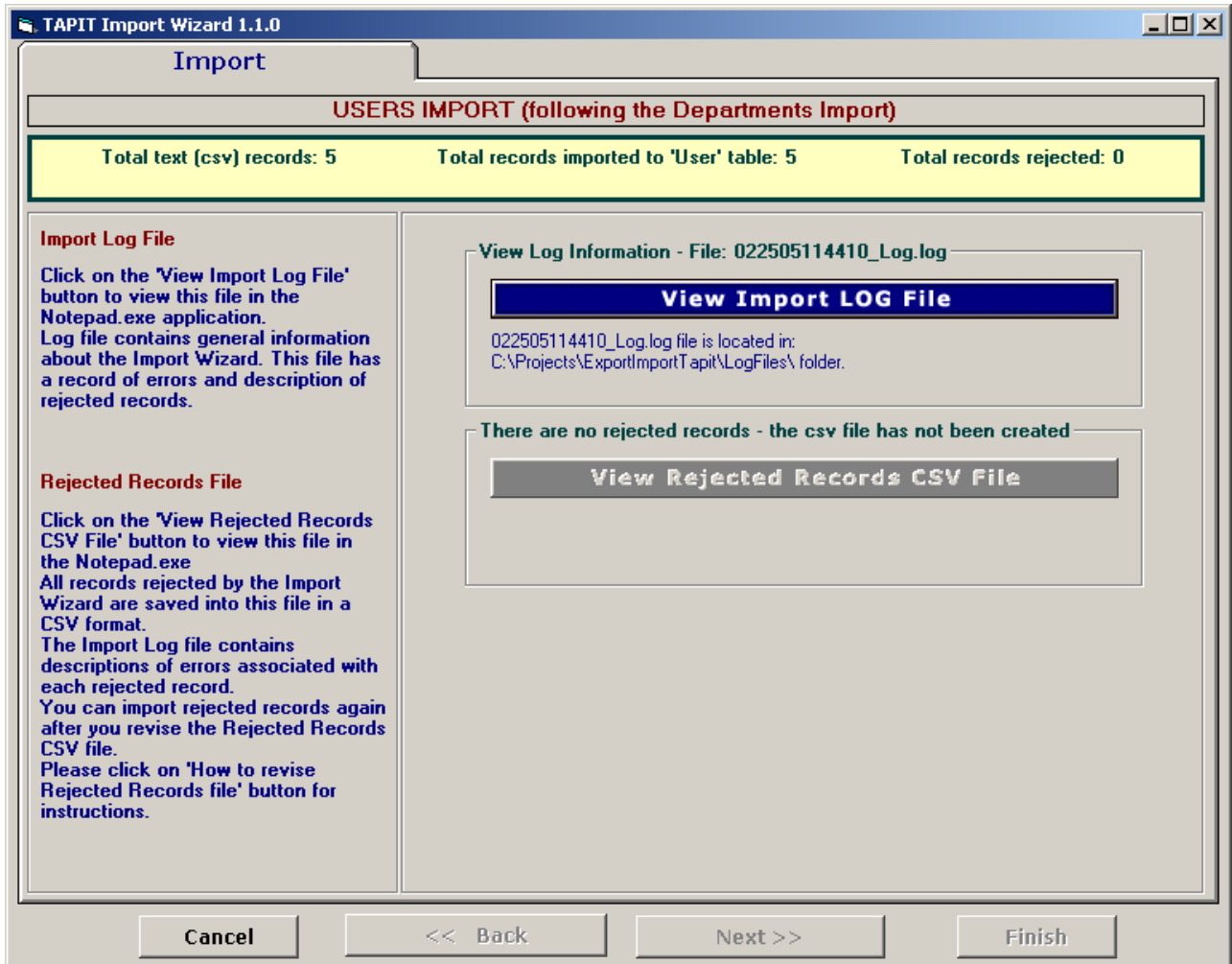
29. The Import screen changes to reflect the new import results (import from Rejected Records csv file).

In our example:

”Total text (csv) records: 5” – total number of text records in the Rejected Records csv file.

”Total records imported to ‘User’ table:”5 – the number of text records from the Rejected Records csv file imported to TAPIT.

”Total records rejected: 0” – the number of rejected records. This number should be 0 if all of the problems have been corrected in the Rejected Records csv file.



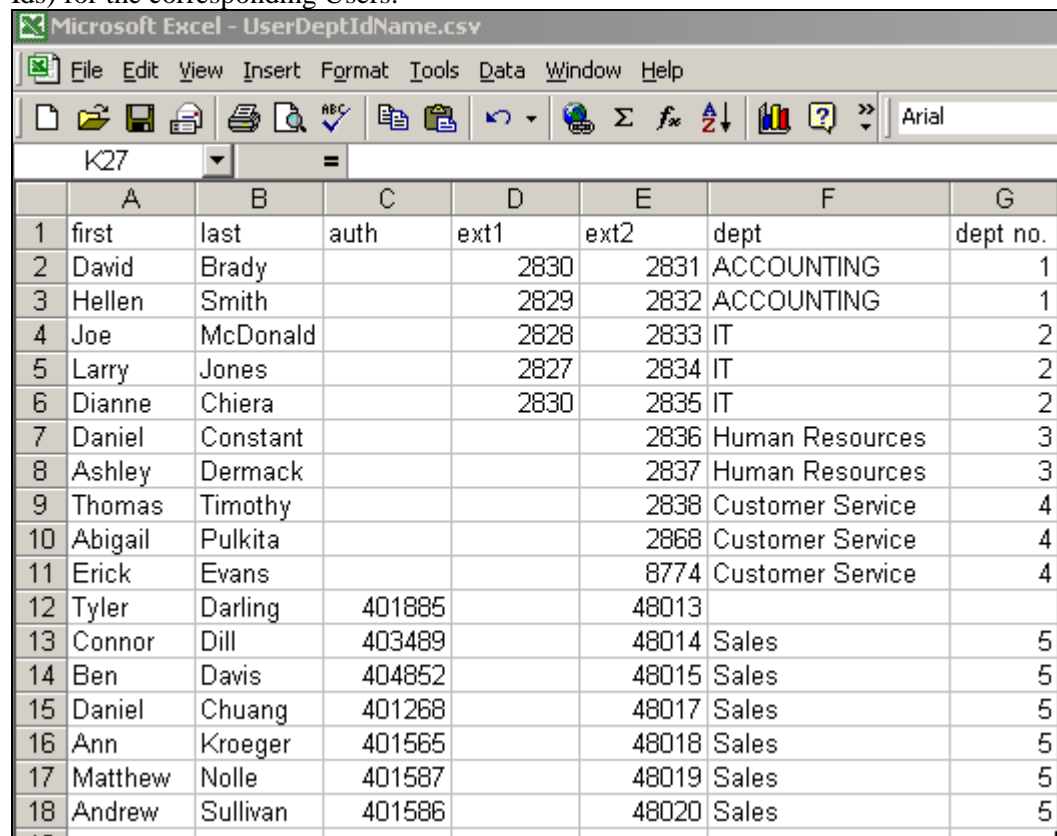
Your import is completed.

Using different CSV files to import Users and Departments

You have two csv files: User csv file and Department csv file.

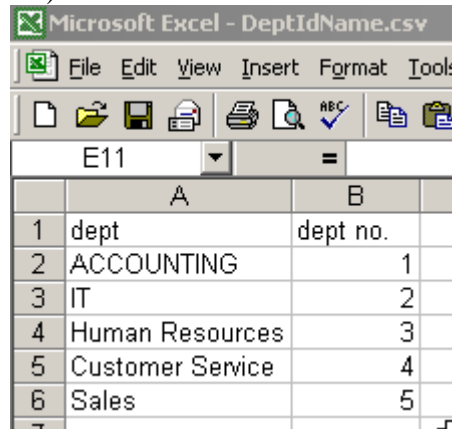
CASE 1 - Users are associated with Departments via Department Names

User csv file contains **User information** as well as lists **Department Names** (and optionally Department Ids) for the corresponding Users.



	A	B	C	D	E	F	G
1	first	last	auth	ext1	ext2	dept	dept no.
2	David	Brady		2830	2831	ACCOUNTING	1
3	Hellen	Smith		2829	2832	ACCOUNTING	1
4	Joe	McDonald		2828	2833	IT	2
5	Larry	Jones		2827	2834	IT	2
6	Dianne	Chiera		2830	2835	IT	2
7	Daniel	Constant			2836	Human Resources	3
8	Ashley	Dermack			2837	Human Resources	3
9	Thomas	Timothy			2838	Customer Service	4
10	Abigail	Pulkita			2868	Customer Service	4
11	Erick	Evans			8774	Customer Service	4
12	Tyler	Darling	401885		48013		
13	Connor	Dill	403489		48014	Sales	5
14	Ben	Davis	404852		48015	Sales	5
15	Daniel	Chuang	401268		48017	Sales	5
16	Ann	Kroeger	401565		48018	Sales	5
17	Matthew	Nolle	401587		48019	Sales	5
18	Andrew	Sullivan	401586		48020	Sales	5

Department csv file contains a list of all the departments – **Department Names** (and optionally Department Ids).



	A	B
1	dept	dept no.
2	ACCOUNTING	1
3	IT	2
4	Human Resources	3
5	Customer Service	4
6	Sales	5

If User csv file contains all Department Names that you want to import (as displayed in our example screens above) you can use the same file to import both Users and Departments (see section **Using the same csv file to import Users and Departments** above).

However, if your Department csv file contains more departments than listed throughout the User csv file

(see the example screen below) then you need to follow directions in this section.

	A	B
1	dept	dept no.
2	ACCOUNTING	1
3	IT	2
4	Human Resources	3
5	Customer Service	4
6	Sales	5
7	Marketing	6

This Department csv file lists Marketing as a Department Name. Marketing department is not found in the User csv file. If you want to import Marketing then you have to use both files to import Users and Departments.

CASE 1 - Users are associated with Departments via Department Ids

User csv file contains **User information** as well as lists **Department Ids** (the Ids are not accompanied by Department Names) for the corresponding Users.

	A	B	C	D	E	F
1	first	last	auth	ext1	ext2	dept no.
2	David	Brady		2830	2831	1
3	Hellen	Smith		2829	2832	1
4	Joe	McDonald		2828	2833	2
5	Larry	Jones		2827	2834	2
6	Dianne	Chiera		2830	2835	2
7	Daniel	Constant			2836	3
8	Ashley	Dermack			2837	3
9	Thomas	Timothy			2838	4
10	Abigail	Pulkita			2868	4
11	Erick	Evans			8774	4
12	Tyler	Darling	401885		48013	
13	Connor	Dill	403489		48014	5
14	Ben	Davis	404852		48015	5
15	Daniel	Chuang	401268		48017	5
16	Ann	Kroeger	401565		48018	5
17	Matthew	Nolle	401587		48019	5
18	Andrew	Sullivan	401586		48020	5

Department csv file contains a list of all the departments – **Department Names** and **Department Ids** (both are required in this case).

	A	B
1	dept	dept no.
2	ACCOUNTING	1
3	IT	2
4	Human Resources	3
5	Customer Service	4
6	Sales	5

If this description matches your csv files, then please follow import directions from this section.

Format of a User CSV file

Example of a User CSV file displayed in MS Excel:

	A	B	C	D	E	F	G	H	I
1	first	last	auth	ext1	ext2	surcharge	surcharge	multiplier	dept no.
2	David	McDonald		2830	2831				1
3	Hellen	Smith		2830	2832	0.2			1
4	Joe			2828	2833				2
5	Larry	Jones		2827	2834				2
6	Dianne	Chiera		2826	2835				2
7	Daniel	Constant		A143	2836				3
8	Ashley	Dermack			2837				3
9	Thomas	Timothy			2838				4
10	Abigail	Pulkita			2868				4
11	Erick	Evans			8774				4
12	Tyler	Darling	401885		48013	\$0.05	0.8	0.50%	
13	Connor	Dill	401885		48014				5
14	Ben	Davis	UPSCOM		48015				5
15	Daniel	Chuang	99**#8		48017				5
16	Ann	Kroeger	401565		48018				5
17	Matthew	Nolle	401587		48019				5
18	Andrew	Sullivan	401586		48020				5

Line No.	Is it going to be imported to TAPIT?	Why is the User record rejected?
Line 1	NO	This is the header line. TAPIT Import Wizard prompts to indicate if the CSV file contains headers. If the indicator is set properly this line will not be imported to TAPIT.

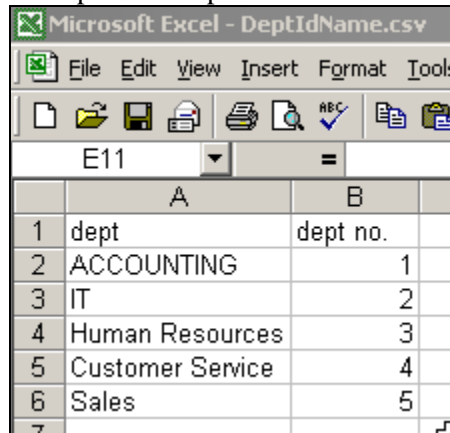
Line 2	YES	
Line 3	NO	The Extension field does not accept any duplicates. Extension 2830 already exists in TAPIT because this extension has already been used for user on line 2 and line 2 has already been imported.
Line 4	NO	The required USER filed Last Name is left blank.
Lines 5-6	YES	
Line 7	NO	The Extension TAPIT field accepts only digits. The A143 is not a correct format because it contains a letter.
Lines 8-13	YES	
Line 14	NO	The Authorization Code TAPIT filed does not accept any duplicates. Authorization Code 401885 already exists in TAPIT because this code has already been used for user on line 13 and line 13 has already been imported.
Line 15	NO	The Authorization Code TAPIT field accepts only digits and letters. The 99**#8 is not a correct format because it contains other characters (*#).
Lines 16-18	YES	

NOTE:

- If a user has **multiple extensions** they need to be listed on the same line with this user (as shown above lines 2 through 5).
- **Line 12** – User Tyler Darling is not assigned to any department.

Format of a Department CSV file

Example of a Department CSV file displayed in MS Excel:

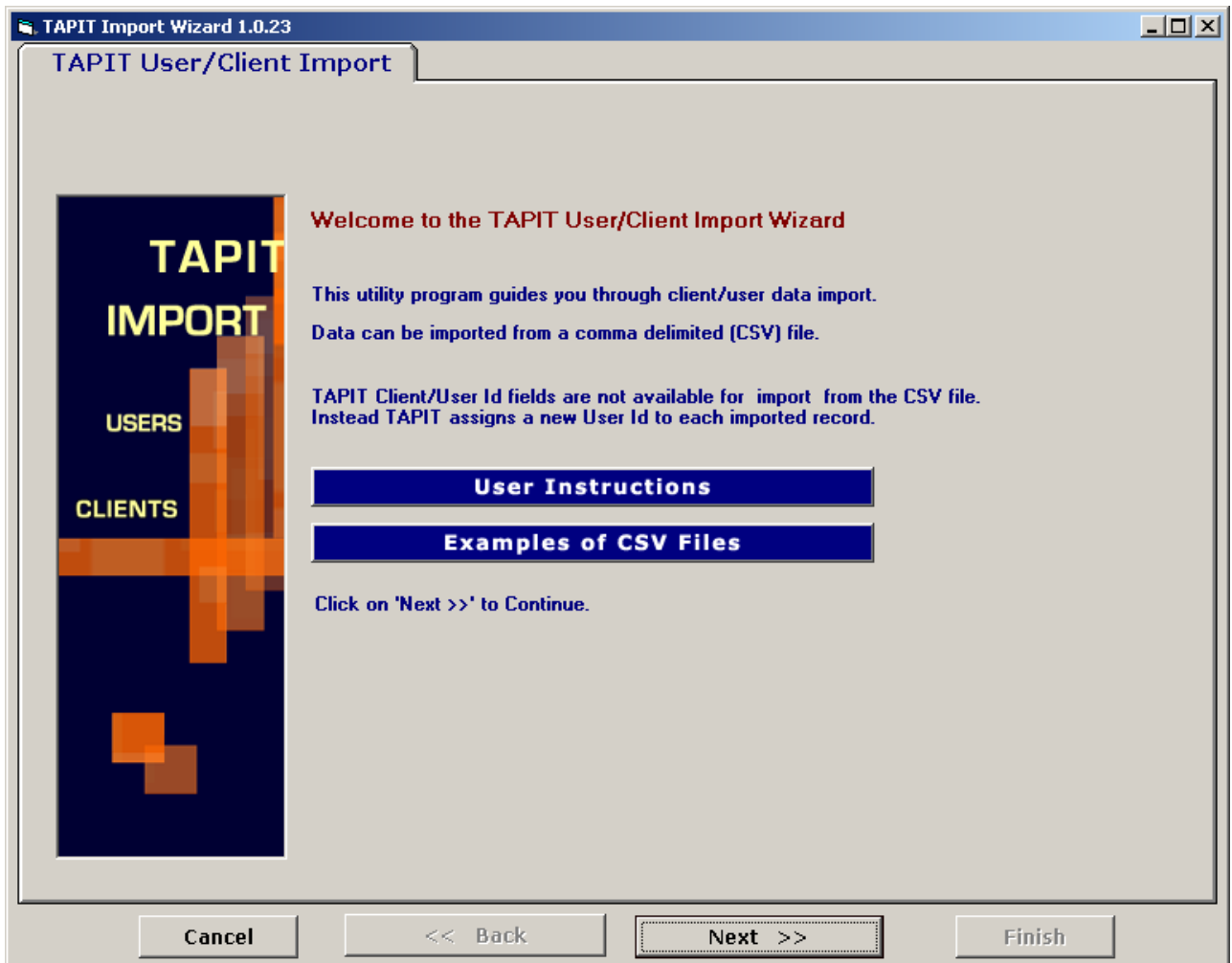


Line 1 – text columns headers –it is not going to be imported to TAPIT.

Line 2 – 6 are all going to be imported, provided none of the Department Names exists in TAPIT.

Using Import Wizard – Users WITH Departments (two different csv files)

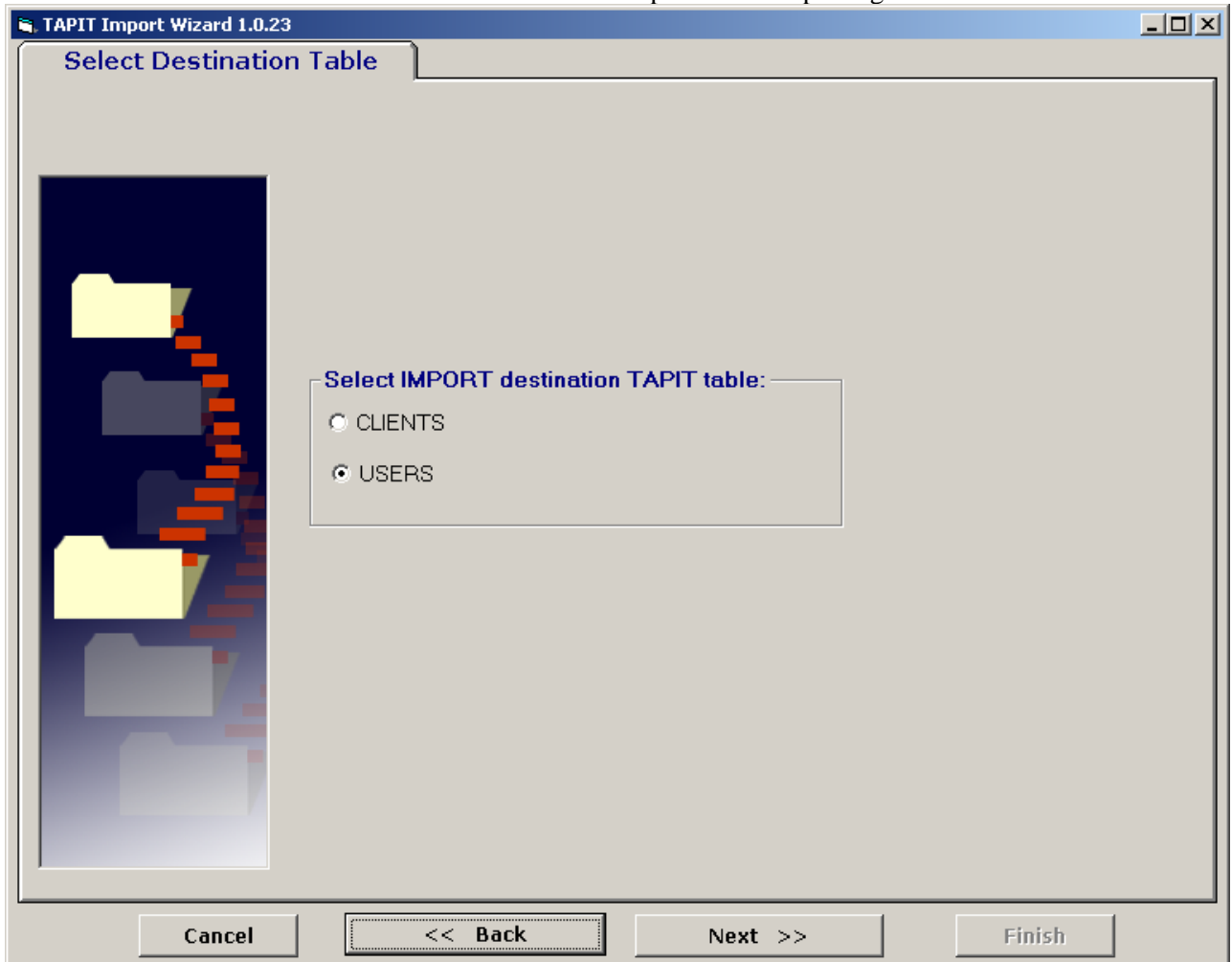
1. Start **TAPIT Import Wizard** by clicking on **START/TAPIT/TAPIT Import**. **TAPIT User/Client Import** screen appears.



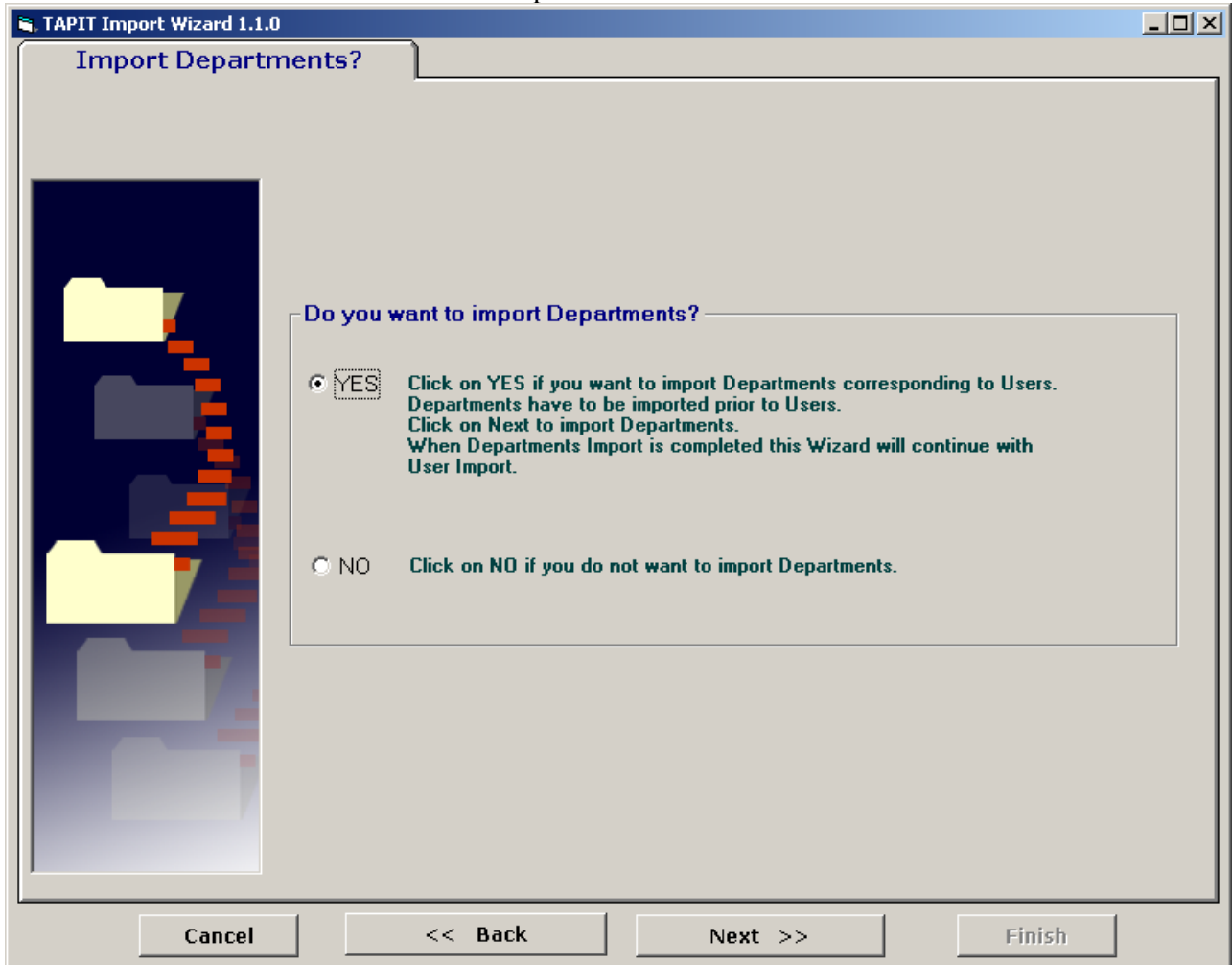
- Click on **Next**.

Select Destination Table screen appears.

Select IMPORT destination TAPIT table: in this example we are importing Users.



3. The **Import Departments?** screen is displayed. In our case we want to import Departments and associate them with Users. Click on the **YES** option.



- Click on **Next**.

Locate Files screen opens.

This is the first screen of Departments Import. Departments have to be imported prior to Users. When Departments Import is completed this wizard proceeds with Users import.

Enter the Path to the Department CSV file, or click on the **Browse** button to find it.

Enter the Path to the TAPIT Database, or click on the **Browse** button to find it.

TAPIT Import Wizard 1.1.0

Locate Files

DEPARTMENTS IMPORT

Import DEPARTMENTS from CSV File:

Enter the path to the csv file or click on 'Browse' to find it.

C:\csvFiles\DeptIdName.csv Browse

Import TO TAPIT Database (tapitdb.mdb) File:

Enter the path to the TAPIT database (tapitdb.mdb) file or click on 'Browse' to find it.

C:\TapiW32\DATA\MAIN\TAPITDB.MDB Browse

Cancel << Back Next >> Finish

5. Click on **Next**
Column Headers screen comes up.

DEPARTMENTS IMPORT

Examples of CSV files

Using the same CSV file to import Departments and Users

Using two different CSV files to import Departments and Users

Does the first row contain header?

Sample Text File Data (max 100 records shown)

dept	dept no.				
ACCOUNTING		1			
IT		2			
Human Resources		3			
Customer Service		4			
Sales		5			

Cancel << Back Next >> Finish

You can view first 100 lines of your Department CSV file for your reference under **Sample Text File Data**.

Please check if the displayed data reflects the Department CSV file (if data is separated into columns properly).

Please note:

Each comma is a beginning of a new column in a Comma Separated text file (CSV).

Columns have to be divided by commas (not any other characters).

If commas are a part of a field value they should be enclosed by double quotes

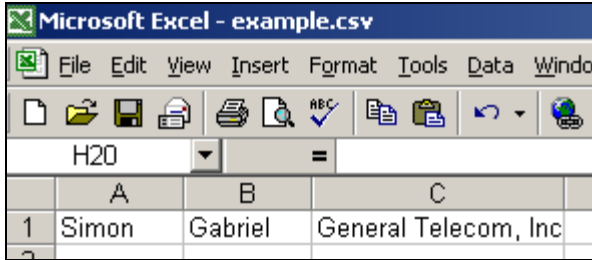
i.e. "General Telecom, Inc".

Example:

Our Example.csv file contains following entry:

Simon,Gabriel,"General Telecom, Inc"

This file is displayed in MS Excel in the following format – in three columns.



It should also display three columns in TAPIT Import.

Sample Text File Data (max 100 records shown)				
Simon	Gabriel	General Telecom, Inc		

6. **Does the first row contain headers?**

Check this option if the first line of your CSV file contains TEXT field names.

<input checked="" type="checkbox"/> Does the first row contain header?

The Department CSV, used in our example, contains headers (see **Format of a Department CSV file** section above, the example of CSV file, line 1). If your CSV file does not have headers it is recommended to create them. Having column names makes it easier to match TAPIT fields with the Text file columns.

7. Click on **Next**.

The **Match Fields** screen appears.

This screen lets you match TAPIT fields with the corresponding TEXT file columns.

Total CSV File Records:
5

STEP 1
Select an item from 'Text File Columns' list and a corresponding field name from 'Tapit Database Fields' list.

STEP 2
Click on the 'Add matched ...' button to save this selection for Import. Repeat steps 1, 2 until all fields are matched.

Each Tapit Field, can be matched with ONLY one Text File Column.

Department Name is a required field

dept	dept no.	Field 2	Field 3	Field
ACCOUNTING	1			
IT	2			
Human Resources	3			
Customer Service	4			

Match Fields

Tapit Database Fields: Department Id = Text File Columns: dept no.

Add matched fields to the Import list

Department Name	=	dept
Department Id	=	dept no.

Remove item from the Import list

Buttons: Cancel, << Back, Next >>, Finish

8. Select a TAPIT field from **TAPIT Database Fields** and then a corresponding item from **Text File Columns** list box.

Tapit Database Fields: Department Id = Text File Columns: dept no.

Add matched fields to the Import list

In our case we only need to match Department Name with a corresponding Text File Column.

9. Click on **Add matched fields to the Import List**.

Add matched fields to the Import list

The matched fields appear in the **Import List**.

Tapit Database Fields	Match Fields	Text File Columns
Department Id	=	dept no.
Add matched fields to the Import list		
<input type="checkbox"/> Department Name	=	dept
<input type="checkbox"/> Department Id	=	dept no.

In our example User csv file contains ONLY Department Ids (Users are associated with Departments via Department Ids) that is why we need to import data to both Department Name and Department Id fields. If you User csv file contains Department Names (Users are associated with Departments via Department Names) then you don't have to import Department Ids.

10. When all fields are matched, click on **Next**.

The **Import Screen** is displayed.

Import

DEPARTMENTS IMPORT

IMPORT
 Import Wizard imports data the way it is matched in the Import List.
 Data from the Text File Columns is imported to the corresponding Tapit Fields.
 If you need to edit the IMPORT LIST click on the '<<Back' button to go back to the 'Match Fields' screen. Add/remove the Import List items.
 TO IMPORT NOW click on the 'Finish' button.

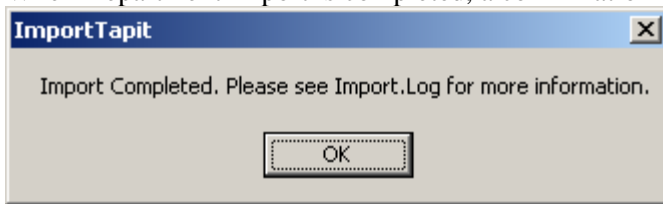
Tapit Database Fields	IMPORT LIST	Text File Columns
Department Name	=	dept
Department Id	=	dept no.

Cancel << Back Next >> Finish

This screen displays the final field selection for import.

11. Import Wizard imports data the way it is matched in the **Import List**. If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen. **Add** or **Remove** rows from the **Import List** using the **Add matched fields to Import list** or **Remove item form Import list** buttons. Otherwise, click on **Finish** to import.

12. When Department Import is completed, a confirmation message appears.



Click on **OK**.

13. Your Department Import is completed.

Import screen display changes.

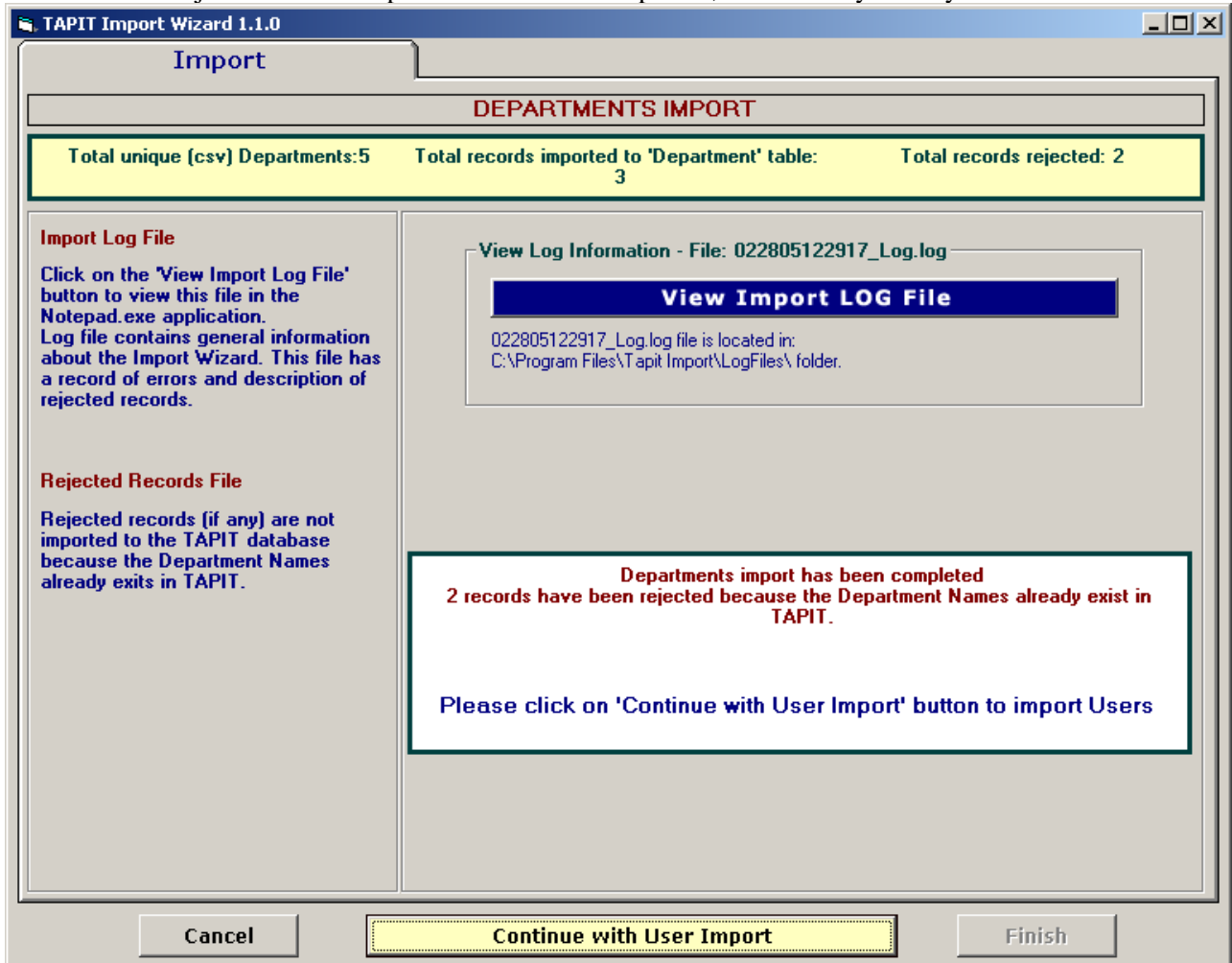
The top of the screen displays statistics.

Following our example below:

”Total unique (csv) Departments: 5” - there has been 5 unique Department Names found.

”Total records imported to ‘Department’ table:”3 – 3 Departments were imported

”Total records rejected: 2” – 2 Departments were not imported, because they already exist in TAPIT.



If some **records are rejected** that means they already exist in TAPIT. You don't need to import them again.

Log file is a text file that contains information on this import. It resides in a subfolder of the folder where TAPIT Import is installed. If default options were accepted when installing TAPIT Import, this file is located in C:\Program Files\TAPIT Import\LogFiles folder. To view log file click on **View Import LOG file**.

The LOG file opens in Notepad.

The log file produced by our example import:

=====DEPARTMENTS IMPORT=====

Import FROM CSV file C:\csvFiles\DeptIdName.csv
Import TO the C:\TAPITW32\DATA\MAIN\TAPITDB.MDB database, Department table
*****02/28/05 13:23*****

FIELDS ARE MATCHED THE FOLLOWING WAY:

Department Name = dept (Field0 DeptName)
Department Id = dept no. (Field1 DeptId)

Rejected rec # 1dept: "ACCOUNTING " already exists in a database and has not been saved in TAPIT

Rejected rec # 2dept: "Customer Service" already exists in a database and has not been saved in TAPIT

*****02/28/05 13:23*****

Import to the Department table from file C:\csvFiles\DeptIdName.csv is completed
5 total CSV file records.
5 unique Department Names to import.
3 imported records.
2 rejected records.

14. You can proceed with User Import.
Click on the **Continue with User Import** button.
Locate Files screen appears.

Enter the Path to the User CSV file, or click on the **Browse** button to find it
The path to the TAPIT Database is saved from the Department Import and should not be changed.

TAPIT Import Wizard 1.0.23

Locate Files

USERS IMPORT (following the Departments Import)

Import USERS from CSV File:

I want to import USERS from the same file used to import DEPARTMENTS (C:\csvFiles\UserDeptName.csv)

OR, enter the path to the csv file or click on 'Browse' to find it.

C:\csvFiles\UserDeptName.csv

Import TO TAPIT Database (tapitdb.mdb) File:

Enter the path to the TAPIT database (tapitdb.mdb) file or click on 'Browse' to find it.

C:\TapiW32\DATA\MAIN\tapitdb.mdb

15. Click on **Next**

Column Headers screen comes up

This screen is different from what you have seen when importing Departments.

Associate Users with Departments part has been added. Since we have imported both Department Names and Department Ids, we need to select one of them to associate Users with Departments. The selection depends on what field is listed in the User csv file. Our file contains Department Ids. We are going to associate Users with Departments via Department Id.

Column Headers

USERS IMPORT (following the Departments Import)

Examples of CSV files

Using Department Name field to associate Users with Departments

Using Department ID field to associate Users with Departments

Associate Users with Departments

Select one of the following TAPIT fields to associate Users with Departments.

Department Name Select this option if your CSV file lists Users with the corresponding to them Department NAMES.

Department Id Select this option if your CSV file lists Users with the corresponding to them Department IDs.

Does the first row contain header?

Sample Text File Data (max 100 records shown)

ext2	surcharge per Minute	surcharge per Call	multiplier	dept no.
2831				1
2832	0.2			1
2833				2
2834				2
2835				2
2836				3
2837				3
2838				4
2868				4
8774				4
48013	\$0.05		0.8	0.50%

Cancel << Back Next >> Finish

16. **Does the first row contain headers?**

Check this option if the first line of your CSV file contains TEXT field names.

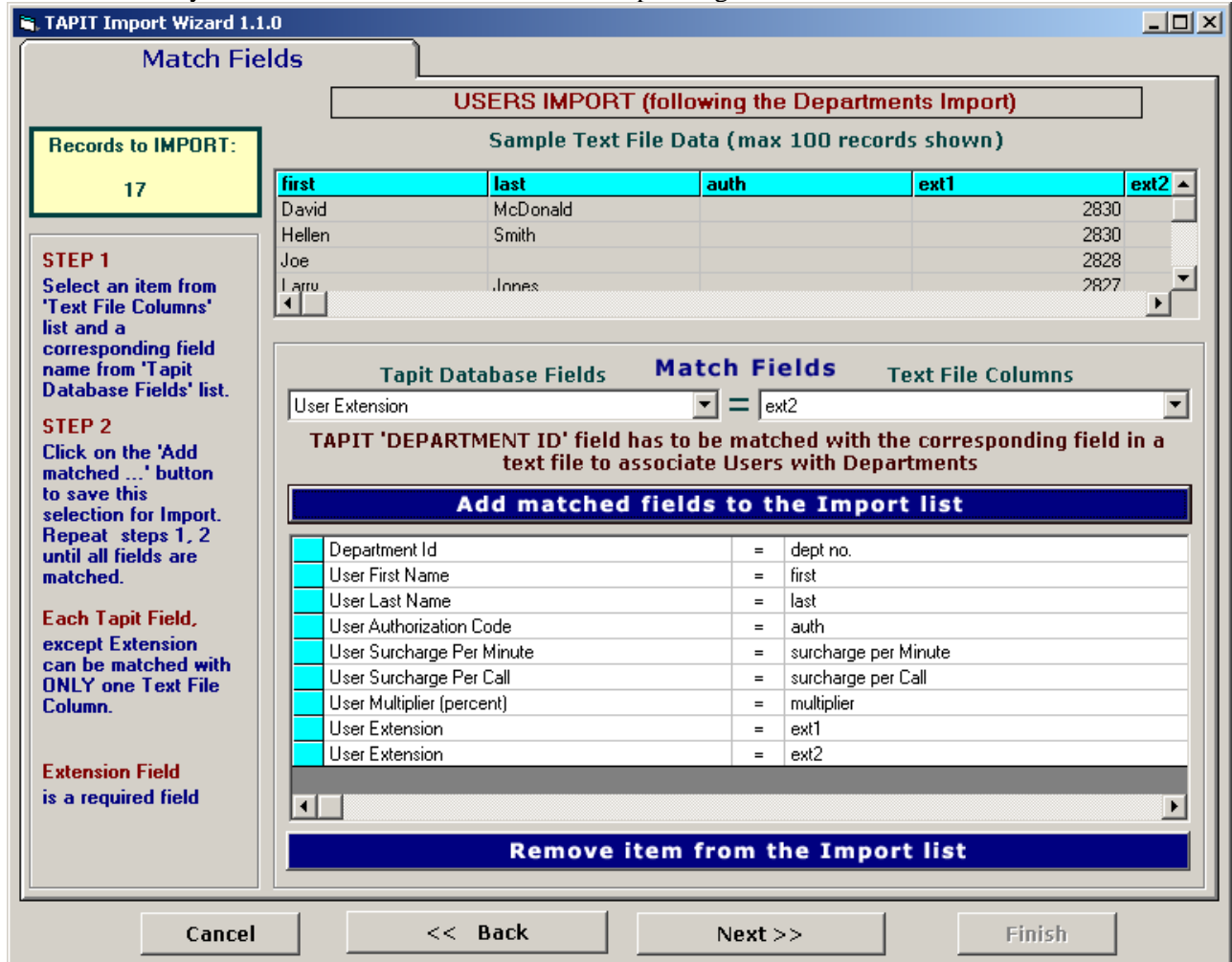
Does the first row contain header?

The Department CSV, used in our example, contains headers (see **Format of a Department CSV file** section above, the example of CSV file, line 1). If your CSV file does not have headers it is recommended to create them. Having column names makes it easier to match TAPIT fields with the Text file columns

17. Click on **Next**.

The **Match Fields** screen appears.

This screen lets you match TAPIT fields with the corresponding TEXT fields.



18. Select a TAPIT field from **TAPIT Database Fields** and then a corresponding item from **Text File Columns** list box.



19. Click on **Add matched fields to the Import List**.



The matched fields appear on the **Import List**.

Tapit Database Fields	Match Fields	Text File Columns
User Extension	=	ext2
TAPIT 'DEPARTMENT ID' field has to be matched with the corresponding field in a text file to associate Users with Departments		
Add matched fields to the Import list		
<input type="checkbox"/> Department Id	=	dept no.
<input type="checkbox"/> User First Name	=	first
<input type="checkbox"/> User Last Name	=	last
<input type="checkbox"/> User Authorization Code	=	auth
<input type="checkbox"/> User Surcharge Per Minute	=	surcharge per Minute
<input type="checkbox"/> User Surcharge Per Call	=	surcharge per Call
<input type="checkbox"/> User Multiplier (percent)	=	multiplier
<input type="checkbox"/> User Extension	=	ext1
<input type="checkbox"/> User Extension	=	ext2

WHEN MATCHING USER FIELDS

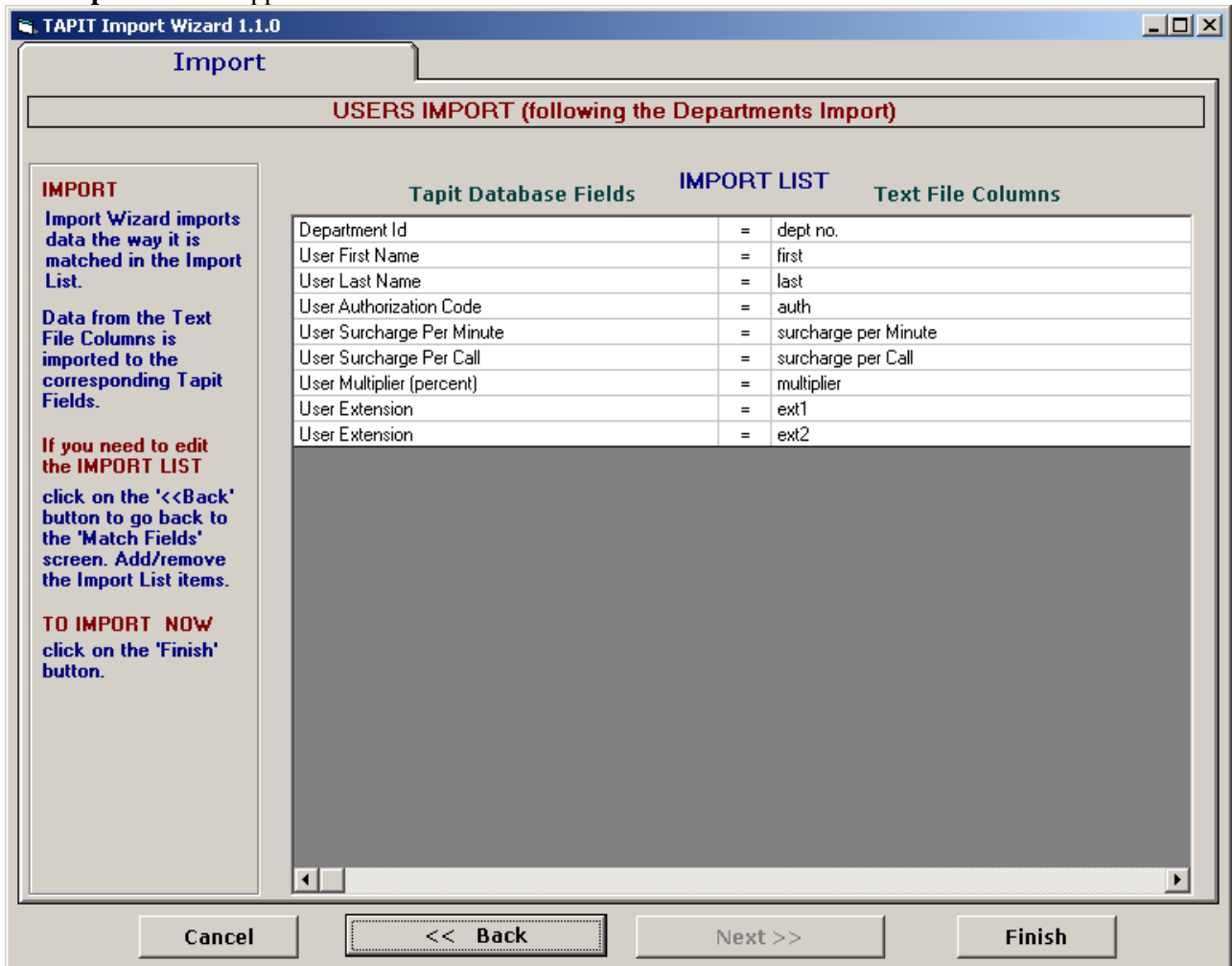
The field associating Users with Departments has to be matched. In our case it is the Department Id field.

User Last Name has to be included in the **Import List**. This TEXT field (column) cannot be empty.

TAPIT **User Extension** is the only field that can be matched with multiple TEXT fields (columns). User can have multiple extensions.

All other TAPIT fields can be matched with only one TEXT field (column).

20. When all fields are matched, click on **Next**.
The **Import Screen** appears.



This screen displays the final field selection for import.

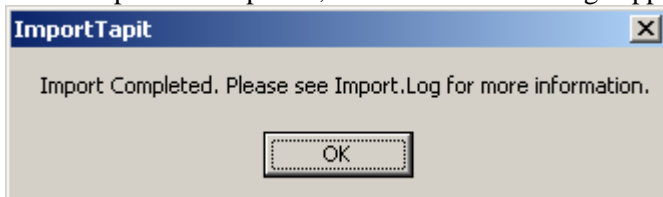
TAPIT Import Wizard imports data the way it is matched in the **Import List**.

If you need to edit the **Import List**, click on the **Back** button to go back to the **Match Fields** screen.

Add or **Remove** rows from the **Import List** using the **Add matched fields to Import list** or **Remove item form Import list** buttons.

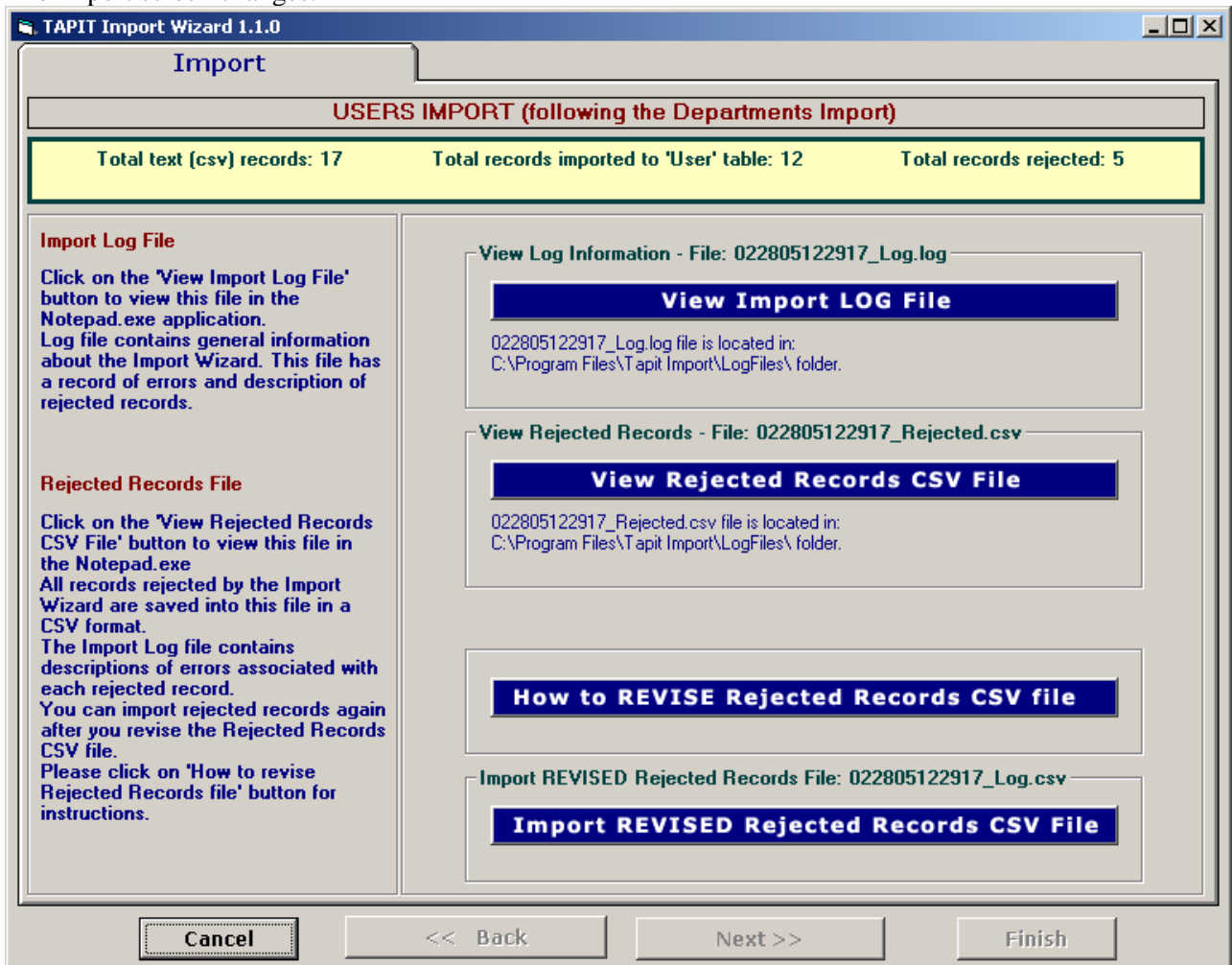
Otherwise, click on **Finish** to import.

21. When import is completed, a confirmation message appears.



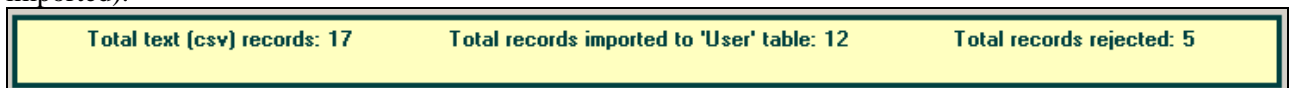
Click on **OK**.

22. The Import screen changes.

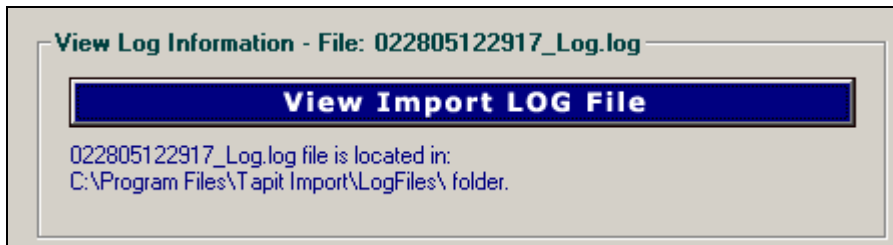


Top of the Import screen displays Import statistics.

Following example below – the CSV file contained 17 total TEXT records, 12 TEXT records were successfully saved (imported) into the TAPIT Database. 5 TEXT records were rejected (were not imported).



23. To find out more about rejected records click on the **View Import Log File** button.



The log file contains two parts: the Department part and the Users part.

Scroll down to see the Users Import part.

=====USERS IMPORT=====

Import FROM CSV file C:\csvFiles\UserDeptId.csv
 Import TO the C:\TAPITW32\DATA\MAIN\TAPITDB.MDB database, User table
 *****02/28/05 14:45*****

FIELDS ARE MATCHED THE FOLLOWING WAY:

Department Id = dept no. (Field8 DeptId)
 User First Name = first (Field0 UserFirstName)
 User Last Name = last (Field1 UserLastName)
 User Authorization Code = auth (Field2 UserAuthCode)
 User Surcharge Per Minute = surcharge per Minute (Field5 UserSurchargePerMinute)
 User Surcharge Per Call = surcharge per Call (Field6 UserCallSurcharge)
 User Multiplier (percent) = multiplier (Field7 UserMultiplier)
 User Extension = ext1 (Field3 Extension)
 User Extension = ext2 (Field4 Extension)

(why records were rejected

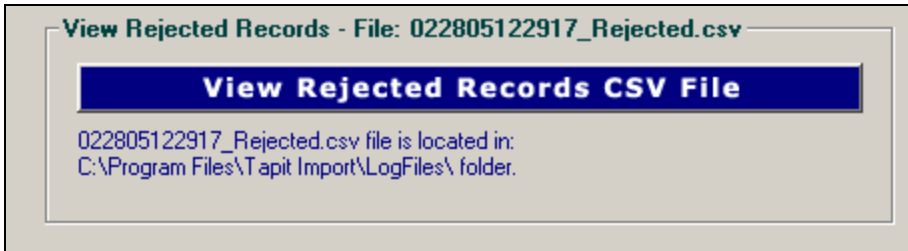
rec # matches the record number in a rejected file csv)

Rejected rec # 1Extension: "2830" already exists in a database and has not been saved in TAPIT
 Rejected rec # 2last is empty. This a required field in User table and cannot be left empty.
 Rejected rec # 3Extension: "A143" contains illegal characters. Only digits are allowed. and has not been saved in TAPIT
 Rejected rec # 4auth: "401885" already exists in TAPIT database, User table
 Rejected rec # 5auth: "99**#8 " contains illegal characters. It can only contain digits and letters.
 *****02/28/05 14:45*****

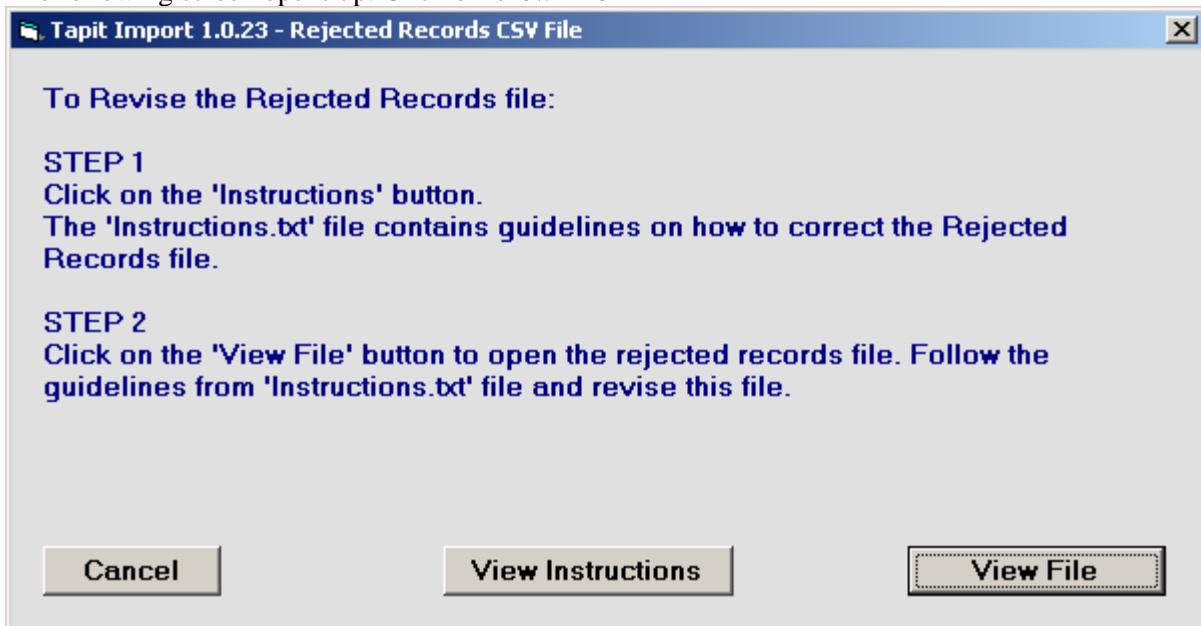
(Import statistics)

Import to the User table from file C:\csvFiles\UserDeptName.csv is completed
 17 total CSV file records.
 12 imported records.
 5 rejected records.

24. To view rejected records click on the **View Rejected Records CSV File** button



25. The following screen opens up. Click on **View File**



The Rejected Records csv file opens in Notepad. The below is the Rejected Records file produced by our example import (how it is displayed in Notepad).

The entries in bold are the entries to be corrected – the log file above has a list of these entries and information on what needs to be corrected.

The first row of our rejected file is the headers. The Rejected Records file headers reflect headers used originally in our CSV import file.

```
"Rec Number","last","dept no. ","first","surcharge per Minute","surcharge per
Call","multiplier","auth","ext1","ext2"
"1","Smith","1","Hellen","0.2","","","2830","2832"
"2","","2","Joe","","","","2828","2833"
"3","Constant","3","Daniel","","","","A143","2836"
"4","Dill","5","Connor","","","","401885","","48014"
"5","Chuang","5","Daniel","","","","99**#8","","48017"
```

The same Rejected Records file after corrections:

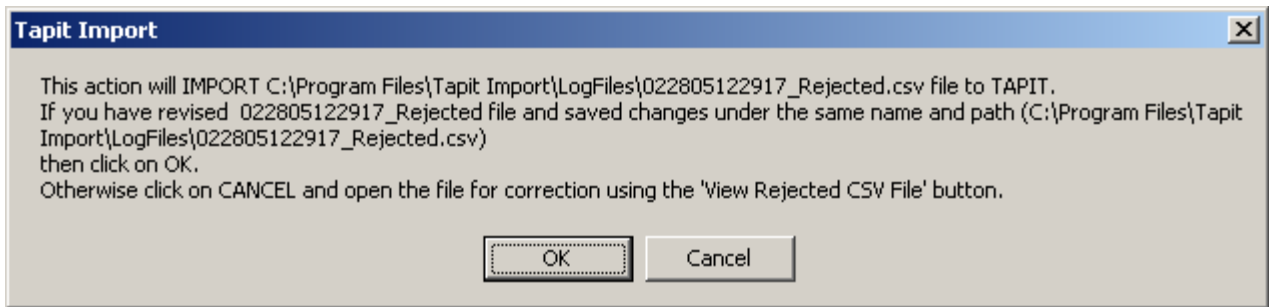
```
"Rec Number","last","dept no. ","first","surcharge per Minute","surcharge per
Call","multiplier","auth","ext1","ext2"
"1","Smith","1","Hellen","0.2","","","2855","2832"
"2","Brown","2","Joe","","","","2828","2833"
"3","Constant","3","Daniel","","","","4143","2836"
"4","Dill","5","Connor","","","","401995","","48014"
"5","Chuang","5","Daniel","","","","41998","","48017"
```

The Rejected Records file needs to be saved in Notepad under the same name.

26. Now you can import rejected records again by clicking on **Import Revised Rejected Records CSV File**.



27. If you have corrected the Rejected Records file and saved under the same name (overwritten) then click on **OK** to continue.



28. TAPIT Import Wizard will import records from the Rejected Records file.

When import is finished it will display the following message:



Click on **OK**.

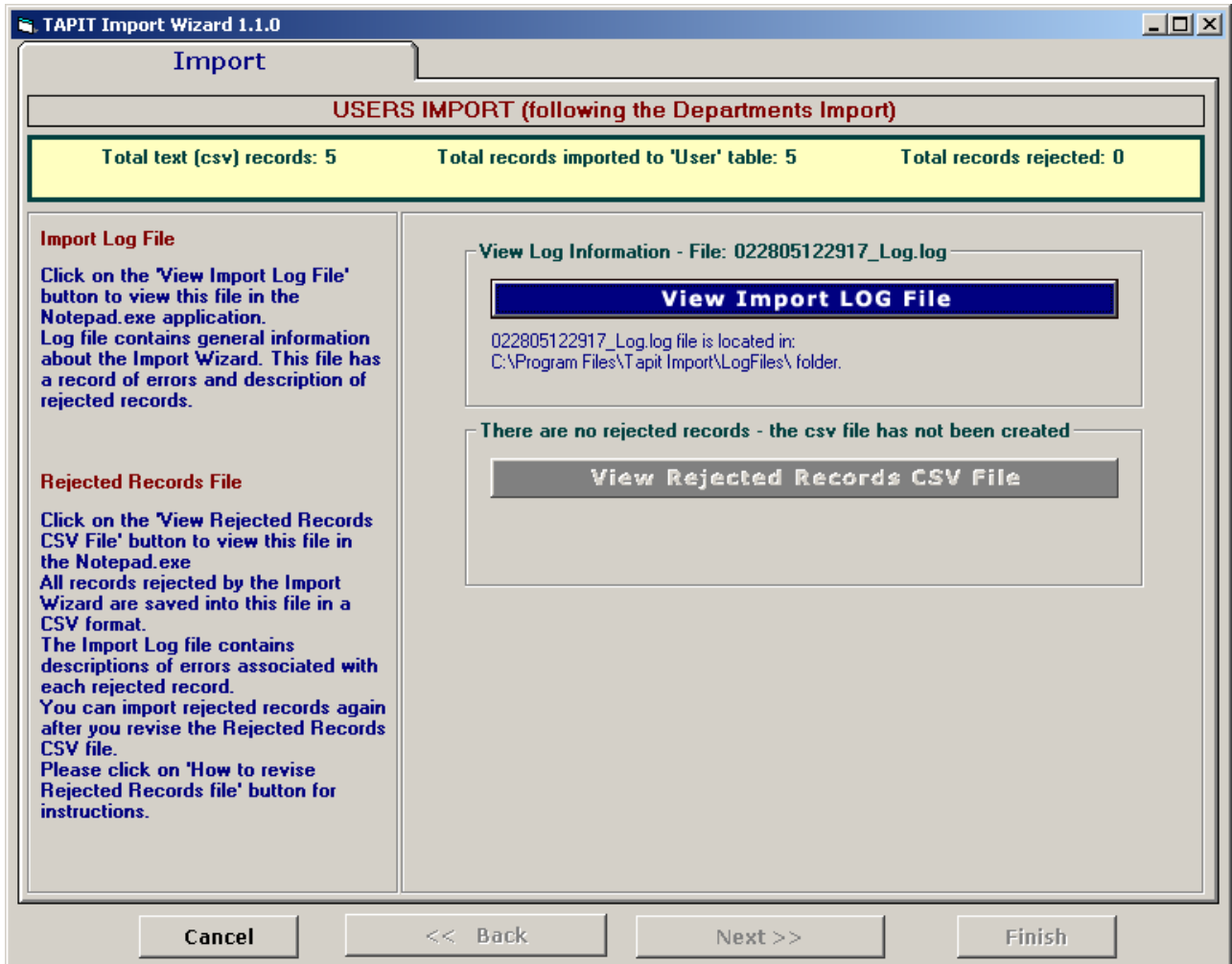
29. The Import screen changes to reflect the new import results (import from Rejected Records csv file).

In our example:

”Total text (csv) records: 5” – total number of text records in the Rejected Records csv file.

”Total records imported to ‘User’ table:”5 – the number of text records from the Rejected Records csv file imported to TAPIT.

”Total records rejected: 0” – the number of rejected records. This number should be 0 if all of the problems have been corrected in the Rejected Records csv file.



User and Department data is ready to be imported to TAPIT NOVA.

STEP 2 – RUN UPGRADE TAPIT TASK IN TAPIT NOVA

IMPORTANT: If you have Remote Manager, and you want to import data for more than one location, you need to repeat import process for each location. Import process has two steps. First step is getting data from CSV files Import Ready using Tapit Import. Second step is running Upgrade Tapit task in TAPIT NOVA. Both steps have to be completed for one location at time.

CSV file data has to be run through TAPIT Import before it is transferred to TAPIT NOVA via the Upgrade TAPIT task. If you have not done it yet, see section STEP 1 - CONVERT CSV FILES TO IMPORT READY DATA.

Upgrade TAPIT NOVA task transfers the Import Ready CSV data into TAPIT NOVA.

1. Log in to TAPIT NOVA.
2. Click on the **System** button.
3. Click on the **Tasks** tab.
4. Select **Upgrade TAPIT** task from the **Create a new Task** list.

The screenshot shows a web application interface with a navigation bar containing 'System', 'Locations', 'Tasks', and 'Security'. The 'Tasks' tab is active. Below the navigation bar, there is a dropdown menu labeled 'Create a new Task' and a breadcrumb trail: 'Scheduled Tasks | Running Tasks | Task Log'. The main content area displays the title 'Schedule a Database Upgrade' and the question 'When do you want this task to run?'. A radio button labeled 'Run Once' is selected. Below this, the 'Start Time:' is set to '15:19:29'. At the bottom of the dialog, there are two buttons: 'Next' and 'Cancel'.

5. Accept default current time to run this task at once. Click on **Next**.
6. If you have purchased Remote Manager , select a location name you are currently upgrading from the **Pick the location you wish to upgrade** list. Otherwise, accept default Main location.

Enter a path and a file name of the TAPIT database containing ready for import data transferred from the CSV files into the **Select access database file you wish to upgrade** field. The path to this database is C:\Tapit Nova\Tapit Import\data\tapitdb.mdb folder (assuming Tapit Import is installed on the C drive).

System Locations **Tasks** Security

Create a new Task Scheduled Tasks | Running Tasks | Task Log

Schedule a Database Upgrade

Select a Location To Upgrade

Current Upgraded Locations

Name	Date	Loaded Calls	Status
Main	1/1/1900 12:00:00 AM	0	

Pick the location you wish to upgrade

Main

Select the access database file you wish to upgrade

C:\TapitOld\Main\Tapitdb.mdb

7. Fill out the email information and click on **Finish**. The task has been scheduled and starts running right away.
An email message will be sent by the system to the recipient's email address from the **TO** field once the task is completed.

System Locations **Tasks** Security

Create a new Task ▼ Scheduled Tasks | Running Tasks | Task Log

Schedule a Database Upgrade

Email Results

** Separate multiple email addresses by semicolons (;)

To:

CC:

BCC:

Subject:

Message:

8. Click on the **Running Tasks** link. The **Upgrade** task is listed on the **Currently Running Tasks** list. If the **Upgrade** task is not listed, it is already completed. You can verify that by checking the **Task Log**.
 Task Log has a list of all completed tasks.

System Locations **Tasks** Security

Create a new Task ▼ Scheduled Tasks | Running Tasks | Task Log

Currently Running Tasks

Location	Task	Started	Elapsed	Status	% Complete
Main	UPGRADE	00:00:00	00:00:04	Importing data from Calls	1%

9. To view upgrade details, click on the **UPGRADE** task on the **Currently Running Tasks** list. The **Active Task Detail** screen appears.

The screenshot shows the 'Tasks' tab in the TAPIT Import application. The 'Active Task Detail' section is displayed, showing the following information:

Task Status

LocID	Process Name	Status
0	UPGRADE	Importing data from Calls

Progress

Counter	Counter Max	Avg Recs/Sec	Avg Secs/Rec	Elapsed Time	Estimated Run Time	Last Msg By Client	Last Msg By Server
1400	46070	100	0.01	00:00:14	00:07:40	1/23/2010 5:58:46 PM	1/22/2010 3:29:25 PM

Warning (Code = 0) / Errors (Code <> 0)

Code	Message
0	

State

Active	Complete	Verify	Stop
1	0	1	0

At the bottom of the task detail view, there are four buttons: **Refresh**, **Verify**, **Stop Task**, and **Return to Active Tasks**.

The **Task Status** section displays description of the task.

The **Progress** section displays current information about the running task

Counter – how many call records have been imported so far.

Counter Max – the total number of call records to be imported.

Avg Recs/Sec – how many records per second are being imported.

Avg Secs/Rec – how many seconds it takes to import one call record.

Elapsed Time – how much time has passed since the start of upgrade.

Estimated Run Time – approximately how long the upgrade will take.

The **Warning** section displays warnings and errors.

To see updated **Task Details** click on the **Refresh** button.

If the task appears to be “hung” and you are not certain that the task is working, click on **Verify** and then click on **Refresh** to see the current status.

If for some reason you need to stop the task click on the **Stop Task** button. However, this is not recommended, because it can produce unpredictable results in call data.

To go back to the **Currently Running Tasks** list click on **Return to Active Tasks**.

- Once upgrade task is completed it will disappear from the **Currently Running Tasks** list. You will be able to find it on the **Tasks – Completed** list located on the **Task Log** tab.

Tasks - Completed <small>Next Page</small>							
Started	Ended	Task	User	Freq.	Loc.	Message	Status
01/23/10 17:58	18:03	UPGRADE			0		Complete

- If you have more than one location to upgrade (if you are upgrading old Tapit with Remote Manager), you need to repeat pt 2 – 22 for each location’s database.