

# Visit Maintenance Guide

JANUARY 2019

VIRTUAL RECEPTION



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# 1 INTRODUCTION

This document describes how to maintain the CMG Visit database, where to find log files and how to troubleshoot the products that use the CMG Visit database.

The components that are concerned in this document are:

- CMG Visit Service - Visitorservice web service
- CMG Visit Database - ArchiveVisitors
- CMG Visit Configuration Manager (Visit CM)
- CMG Visit Office Web
- CMG Visit Reception (client)
- CMG Visit CheckIn (client)
- CMG Configuration Manager (CMG CM)
- CMG Directory Manager (CMG DM)

## 2      **BACKUP**

Every day/night the Visit database is backed up ("Visit backup").

All visitors that have visited the company during the day are stored in the archive the same night ("Archive Visitors").

The visitors are saved in the database table "visitorArchive".

## 3 ADMINISTRATION

To administer field names, layouts, parameters, receptions and categories, the program CMG Visit Configuration Manager (Visit CM) should be used.

Visit CM is started from Configuration Manager or from the menu in Visit Reception if you have administrator's rights.

## 4 LOGGING

All components in CMG Visit have log files for troubleshooting.

Make sure that enough hard drive space is available, as there is no size limiter (except for number of days) for the logging. This could, in extreme cases on servers with a small C:drive, fill up the hard drive. For example, the individual log files for CMG Web Service can reach 900 MB in size each.

### 4.1 CONFIGURING LOG FILES FOR EACH COMPONENT

This section describes how to configure and find the log files for each component.

On new installations, the default log directory starts with:

C:\ProgramData\Mitel\...  
C:\Program Files (x86)\Mitel\...

On upgraded system, the default log directory starts with:

C:\ProgramData\Aastra\...  
C:\Program Files (x86)\Aastra\...

#### 4.1.1 VISITORSERVICE WEB SERVICE

The default log directory for VisitorService log files is: C:\NiceSrv\log

The log file path is specified in this file:

\initpub\wwwroot\VisitorService\web.config

#### 4.1.2 ARCHIVEVISITORS

The default log directory for ArchiveVisitors log files is: C:\temp\log

The log file path is specified in this file:

C:\Program Files (x86)\Mitel\Visit\Data\ArchiveVisitors.exe.Config

#### 4.1.3 CMG VISIT CONFIGURATION MANAGER (VISIT CM)

The default log directory for CMG Visit CM log files is: C:\NiceSrv\log

#### 4.1.4 CMG VISIT OFFICE WEB

The default log directory for CMG Visit Office Web log files is: C:\NiceSrv\log

#### 4.1.5 CMG VISIT RECEPTION (CLIENT)

The default log directory for CMG Visit Reception log files is:

C:\ProgramData\Aastra\Visit\log

#### 4.1.6 CMG VISIT CHECKIN (CLIENT)

The default log directory for CMG Visit Checkin log files is:

C:\ProgramData\Aastra\Visit\log

## 5 TROUBLESHOOTING

This section describes what kind of information that is useful and should be kept ready when troubleshooting the Visit applications.

### 5.1 CMG VISIT SERVICE

#### 5.1.1 VISITORSERVICE WEB PAGE

**Problem:** It is not possible to navigate to the web page by typing below in browser:  
`http://<server name>/VisitorService/Visitorservice.aspx`

**Solution:**

1. Open **Internet Information Services**
2. Right-click on **VisitorService** and choose **Properties**.
3. Choose the tab **ASP.NET** and verify that ASP.NET version is selected. If no version is selected, select *CMG .NET 4.0 Pool 32-bit* and click **Apply**.

#### 5.1.2 VISITORSERVICE NO LOG FILES

**Problem:** The application does not have write permission to the folder  
`C:\Windows\Microsoft.NET\Framework\v4.0.30319\Temporary ASP.NET Files`

**Solution:**

1. Right-click on the folder above and select **Properties**.
2. Select **Security**.
3. Choose *Add NETWORK SERVICE* and select **Modify** in the list and click **OK**.

### 5.2 CMG VISIT DATABASE

#### 5.2.1 NO VISITORS IN DATABASE TABLE "VISITORARCHIVE"

**Problem:** No visitor has been saved in the database table "visitorArchive".

**Solution:**

1. Open the file and check log directory path:  
`C:\Program Files\Aastra\Visit\Data\ArchiveVisitors.exe.Config`
2. Look in log files directory.  
Log files are by default turned on and stored in `C:\temp\logs`

### 5.3 CMG VISIT CONFIGURATION MANAGER

**Problem:** The program does not seem to start when trying.

**Solution:** Check that **VisitCM** has the same settings as in chapter 5.1.1.

### 5.4 CMG VISIT OFFICE WEB

**Problem:** The program does not seem to start when trying.

**Solution:** Check that **OfficeVisit** has the same settings as in chapter 5.1.1.

## 5.5 CMG VISIT RECEPTION (CLIENT)

**Problem:** No text is shown in the login dialog.

**Solution:** See chapter 5.1.1.

**Problem:** An error message saying "*Error in getLayout:search\_view*" appears:

**Solution:**

Check that the account "Nice" exists for the database "NetwiseVisit".

Also check that the account "Nice" or "sa" is db owner.

**Problem:** It is not possible to search and find information about subscribers.

**Solution:**

1. Check that **CMGuserInformationService** has the same settings as in chapter 5.1.1.
2. Also check that the login user has permission to the **CMGuserInformation** service. This is done using CMG CM.

**Problem:** It is not possible to print visitor badges.

**Solution:**

1. Set "Config.DebugBartender" to "True" in the file `VisitReception.exe.config`.
2. Try printing a visitor badge. BarTender is started when the badge is printed.
3. Check that no message box is shown when printing.  
If there is a message box, follow the instructions to fix what was incorrect.

**Problem:** Scanning barcodes does not work.

**Solution:**

1. Make sure that the scanner is correctly configured to scan in Code 128 mode.  
To test; open *Notepad* and scan the code below (from a printed paper). If the scanner is correctly configured the text "Code128" should appear in *Notepad*.



2. Make sure that the BarTender-label is configured to print barcodes as Code 128.  
To test, open *Notepad* and scan a Visit-label with a barcode. If both scanner and BarTender-label is correctly configured, a text like 0000001234 should appear in *Notepad*, a square followed by the visitors database recordid.

## 5.6 CMG VISIT CHECKIN (CLIENT)

**Problem:** It is not possible to search and find subscriber information.

**Solution:**

Check that **CMGuserInformationService** has the same settings as in chapter 5.1.1.

## 6 TECHNICAL ASSISTANCE

Mitel provides [www.mitel.com](http://www.mitel.com) as a starting point for technical assistance regarding all products, including Virtual Reception. From here, partners can obtain online documentation, FAQs, latest software updates and request further technical assistance.



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