

## CALLMasterSQL Database Usage

Changing the CALLMaster Database Provider to OleDB4.0 or SQLOLEDB4.0

CALLMaster is setup by default to run with Microsoft's ODBC database provider. In applications where database activity is expected to be high on systems with more than 12 or more lines it is recommended to change the CALLMaster database provider setting to Microsoft's OLEDB4.0 for use with MS Access database files or SQLOLEDB4.0 for use with an SQL database file. These providers are more robust and efficient for multi-access database activity.

When CALLMaster starts up it prints in the CMCALL log file the database provider it is using so check the log to confirm the current settings and any changes you made we accepted and working.

To change the CALLMaster database Provider settings to OLEDB4.0 or SQLOLEDB4.0 you will need to

1. Edit the file "CMOLEDB4.0Provider.reg" or "CMSQLOLEDB4.0Provider.reg" in the CALLMaster\bin folder

2. for OLEDB.4.0:

Check the line that says: "DBName"="Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\\\\Program Files\\\\Callmaster\\\\data\\\\callmaster.mdb;User Id=admin;Password=;"

and ensure the right drive and path name is used. (each backslash requires 4 backslashes \\\\ = \\)

for SQLOLEDB.4.0

Check the line that says: "DBName"="Provider =SQLOLEDB and ensure the rest of the string is correct to connect to your SQL database.

3. Save your changes any and close the file.

4. Double click the file to run it. A message will pop up to confirm your action. Click yes

5. Another pop up will confirm the changes were made. Click OK

You can confirm your change was made by using REGEDIT.EXE to view the current setting of the key HKEY\_LOCAL\_MACHINE\SOFTWARE\SpeechSoft\CALLMaster

For example for OLEDB4.0 it should now be set to: :

"DBName"="Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\\\\Program Files\\\\Callmaster\\\\data\\\\callmaster.mdb;User Id=admin;Password=;"

or to how you edited the line.

You can change the CALLMaster database driver settings back to ODBC from OLEDB4.0 by double clicking the file "CMODDBC.reg" in the same folder.

Note:

Changing the provider settings after the application has been run will cause the database's auto-number fields to be reset to 0 and cause corruption in your database. If you want to convert an existing system that uses messaging contact tech support at [www.speechsoft.com](http://www.speechsoft.com) for assistance. If using the messaging component of CALLMaster then changing the CALLMaster database provider setting should be done before any thing else.

### Switching CALLMaster to SQL mode

After performing the database provider setting change described above for SQLOLEDB you will need to use the CALLMaster.mdf/ldf files provided and attach them to your SQL server. If you do not have the SQL server and want to use CALLMaster in SQL mode you can install Microsoft's "MSDE" Data Engine which is an entry level SQL server at no cost from their website.

The current version of the CALLMaster Manager SQL version (located in the CALLMaster\bin folder) will allow you to only view but not change records. Use the SQL Enterprise Manage or any other database front end desired to manage Callmaster's records.