Omtool CostRecovery Administrator Guide

January 2013

Omtool support and sales

Online resources

The Omtool web site provides you with 24-hour access to documentation, software updates and other downloads, and detailed technical information that can help you troubleshoot issues. Go to http://www.omtool.com/support and log in using your customer number. Then click one of the following:

- **Knowledge Base** to access technical articles.
- **Downloads & Docs** to access online documentation, software updates, and downloads.

Customer service and technical support

Contact Omtool Customer Service or Technical Support using any of the following methods:

- **Phone**: +1/1 978 327 6800 or +1/1 888 303 8098 (toll-free in the US)
- **Fax**: +1/1 978 659 1301
- **E-mail**: customerservice@omtool.com or support@omtool.com

Technical support requires an active support contract. For more information, go to http://www.omtool.com/support/entitlements.cfm.

Sales, consulting services, licenses, and training

Contact Omtool Sales using any of the following methods:

- **Phone**: +1/1 978 327 5700 or +1/1 800 886 7845 (toll-free in the US)
- **Fax**: +1/1 978 659 1300
- **E-mail**: sales@omtool.com

Contents

Section 1: Introduction

This section includes:

Introduction to CostRecovery

CostRecovery is a stand-alone application for AccuRoute and Genifax that extracts information from Omtool server applications for billing purposes.

CostRecovery creates a file that contains the information extracted from the Omtool server database. You can post this file to your billing system, which enables your company to bill the appropriate client for:

- fax or e-mail messages sent, if your company uses CostRecovery with Genidocs or Genifax.

- message transactions such as copying or scanning documents, if your company uses CostRecovery with AccuRoute.

> **Note** This manual includes information about using CostRecovery with Genifax, Genidocs and AccuRoute. When you install CostRecovery, it is customized with information specific to the Omtool server application you use. For this reason, some of the images of CostRecovery screens displayed in this manual will not necessarily exactly match what you see when you run CostRecovery. The appropriate Omtool server-specific images or procedures are provided where necessary to enhance your understanding of the program.

CostRecovery runs with the following Omtool server applications:

- **Genidocs** - This messaging solution enables users to send e-mail messages with attachments and have the message contents, including the attachments, packaged in a ZIP file, converted into a PDF file, or left in their original formats, before being sent to the specified recipients. Advanced options in Genidocs provide security for the sent e-mail messages. Users can send e-mail messages with encryption or digital signatures. Other security options include requiring the recipient to read and agree to certain terms and conditions prior to opening the e-mail contents and enabling the recipient to send a secure reply to the original sender.

- **Genifax** - This enterprise fax server solution enables users to send and receive fax messages from their desktops using a variety of supported e-mail programs, including Microsoft Outlook, Lotus Notes, and SMTP mail clients. When sending faxes with Genifax, users can opt to include cover pages, billing codes, and access codes. They can also request notification from Genifax about their sent faxes, including notification as to whether the message has been successfully sent.

- **AccuRoute** - This application integrates with Xerox® Office Software. It enables users to scan paper documents to a computer network and route them to one or more destinations. A user creates a cover sheet that contains sender information, recipient information, and instructions. From a Xerox Document Centre, the user scans the cover sheet along with a paper document to the Xerox FlowPort server. Following the instructions on the cover sheet, FlowPort software routes the document to designated locations on the server. AccuRoute server software then processes and forwards the document to one or more of the following destinations: Genidocs, Genifax, an e-mail service, or a document management system.

For more information about any of these messaging solutions, contact Omtool or refer to the documentation that accompanied the product you are using with CostRecovery.

Features

CostRecovery features include:

- The ability to collect message or document transactions from the message database in Genifax, Genidocs, or AccuRoute.

- Customizable templates to design the format of the extracted information to meet the needs of your billing system.

- The ability to price by page for faxes and e-mail messages, and to assign different prices for the first page and all additional pages, and to add a maximum price for any given message.

- The ability to price local, long distance, and international calls differently, and to assign a maximum cost for each type of call.

- The ability to price by page for copies, scanned documents, and storage of documents in a document management system with AccuRoute.

- The ability to schedule CostRecovery to run automatically on a daily basis.

- The ability to parse partial strings from billing codes and to remove leading zeros from numeric billing codes.

Section 2: Installation

This section includes:

Backing up existing configuration files

When upgrading CostRecovery from a previous version, make a backup copy of the following CostRecovery configuration files:

- `\Omtool\CostRecovery\LFCostRecoveryU.ini`
- `\Omtool\CostRecovery\lfaccounting.ini`
- `\Omtool\CostRecovery\CostRecovery.txt`

After these files have been backed up, remove CostRecovery. (Go to Removing CostRecovery on 2-4.) Then continue to Running the setup.

Running the setup

To install CostRecovery on the Omtool server:

1 Log on to the Omtool server, and go to `...\Omtool\Omtool server\Clients\CostRecovery`.

2 Double-click `setup.exe`. The CostRecovery setup displays the **Welcome** screen.
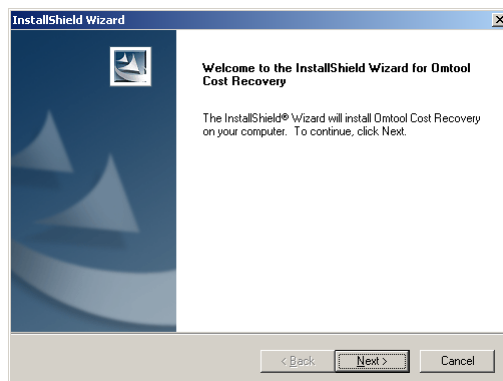
3 Click **Next**. The **License Agreement** screen appears.

4 Read the license agreement and click **Yes** if you agree to its terms. The installation **Destination Location** screen appears.
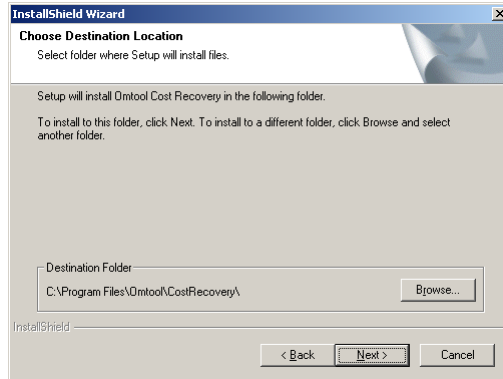
5 Click **Next** to accept the default installation location or click **Browse** to select a custom installation location. The CostRecovery setup prompts you to enter the name of the Omtool server.
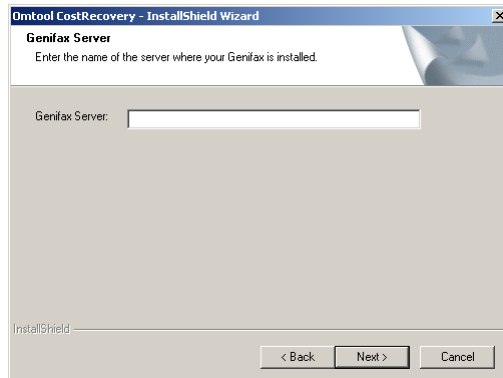
6   Enter the name of the Omtool server, and click **Next**. The **Current Settings** screen appears.
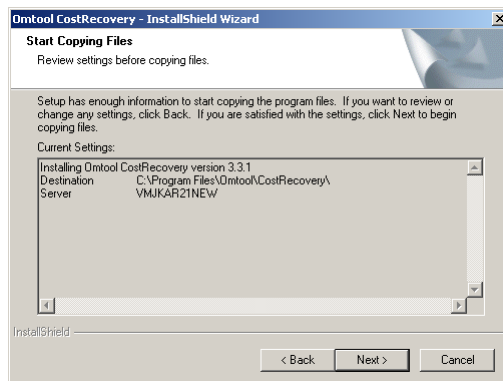
7   Click **Next** to start the installation. The **InstallShield Wizard Complete** screen appears when the installation is complete.
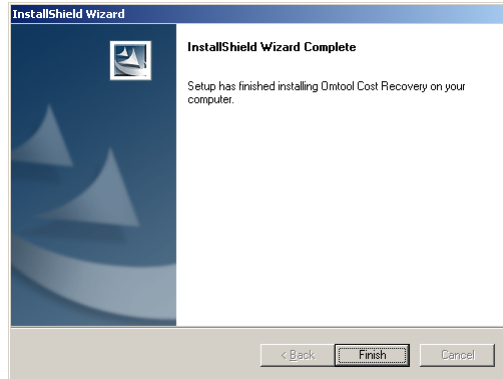
8   Click **Finish**.

When upgrading from a previous version, use the configuration files to reconfigure CostRecovery.

Important   If CostRecovery is being upgraded from a previous version, the application configuration files were backed up before the latest version of CostRecovery was installed. Do not overwrite the new configuration files using the backup copies from an older version. The latest configuration files that are installed with the application can contain configurations that pertain to new features. Carefully compare the data in the two sets of configuration files, and then copy data into the new files where it is appropriate.

Removing CostRecovery

Before removing CostRecovery, back up the configuration files. (Go to Backing up existing configuration files on 2-1.)

To remove CostRecovery:

1   Start **Add/Remove Programs**.

2   Select **CostRecovery** and click **Change/Remove.**

3   Follow the prompts to remove the application.

Section 3: Configuration

This section includes:

Overview of CostRecovery configuration

After installing CostRecovery, you need to configure it to collect the type of information you need for your billing system. You can also configure the format the program uses to save information so that your billing system can read the information from the CostRecovery reports, and the price for the number of pages sent in faxes or e-mail messages.

You can configure:

- The names and location of files that CostRecovery uses in the process of collecting information and generating reports for your billing system. These files include the output file generated by CostRecovery, the template file used to format output, and log files to which CostRecovery writes information about its processing. See Configuring CostRecovery file locations (3-1).

- The type of information collected and the format of the information in the output report that CostRecovery generates. The type of information available for collection differs depending on whether you use CostRecovery with Genifax or AccuRoute. See Configuring output data (3-4).

- Whether CostRecovery includes entire billing codes or only portions of the billing codes. If only a portion of the billing codes is used, you can configure how CostRecovery extracts that portion from the whole billing code. See Including billing codes in CostRecovery output (3-11).

- The prices CostRecovery assigns to message transactions. The transactions available for pricing differ depending on whether you use CostRecovery with Genifax or AccuRoute.

Configuring CostRecovery file locations

CostRecovery uses or creates a number of files in the process of collecting information about message transactions. You can configure the names of these files and their locations if you want to specify names different from the default names. The files for which you can configure this information are:

- **Output File** - This is the file that CostRecovery generates when it runs and collects information from Genifax or AccuRoute. You must specify this information before CostRecovery can run properly. By default, the output file is called `cr.txt`, and is located in the installation directory for Genifax or AccuRoute. For example: `\Program Files\Omtool\CostRecovery\cr.txt`

- **Template File** - This is the file that CostRecovery uses to generate the output file. By default, this file is called `CostRecovery.txt`.

  > **Note** The template file specifies the type of information CostRecovery collects as well as the format in which it saves the information. You should configure this information according to the requirements of your company and your billing system. See Configuring output data (3-4).

- **Temporary File** - CostRecovery uses this file in the collection process. This file is removed at the end of the process. By default, this file is called `CostRecovery.tmp`.

- **Log File** - CostRecovery writes to this file each time it runs. It writes a brief summary of the export process, including the date and time at which CostRecovery runs, the status of the collection, and how many message transactions were collected, and whether any errors were encountered. By default, this file is called `CostRecovery.log`.

- **Server Name** - This option is not a file, but the name of the Genifax or AccuRoute server to which CostRecovery must connect to collect information about the calls made, the messages sent, or other document transactions that occur. This option is initially set during the installation of CostRecovery, but can be modified at any time.

Selecting the location of the CostRecovery output file

The output file that CostRecovery generates each time it runs should be stored in a location to which either the employees who process accounting information or your billing system have access. If your billing system can automatically retrieve the output file from a particular location, configure CostRecovery to save the file to the appropriate location. If the folder to which the output file is saved is located on a separate system from your billing system, ensure that the folder is shared with the necessary permissions so the billing system can access the file.

Configuring the names and locations of CostRecovery files

To configure the names and locations of CostRecovery files:

1   Start CostRecovery and click **Configure** in the **Standard** group in the column on the left.
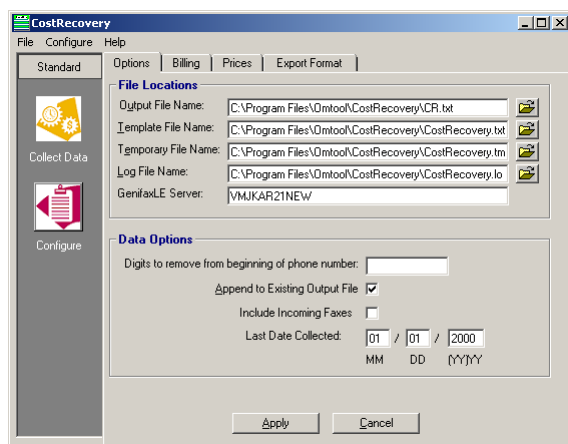
2   Go to the fields under **File Locations** in the **Options** tab, and enter the full path to and name of the CostRecovery file as you want it to be, or click the open folder button beside the appropriate file's field to select the location.

Note   You need only modify the name and location of the files you want to modify; you can leave the other files with their default settings.

---

3   Click **Apply** to save your changes.

Using the skip list to omit message types

CostRecovery can omit messages that do not contain billing data. A skip list is located in the configuration file `LFCostRecoveryU.ini`. Items can be added based on a destination field type containing a destination field type value. For example,

A skipped item consists of three components:

- **TS number** - An item in the TrxSkipList section must appear on a separate line, and the line must be begin with a TrxSkipList identifier. The identifier is simply a way to identify each item in the skip list. The formula for creating an identifier is TS+1. If the first item in the skip list has the identifier TS1, the second item is TS2, the third item is TS3, and so on. This identifier ensures that CostRecovery parses the codes correctly.

- **destination field code** - The destination field code is a code that represents the field that is used as the key to identifying items that should be skipped. For example, if you want to identify

- **destination code** -

To add an item to the skip list:

1   Log on to the Omtool server, go to `...\Omtool\CostRecovery`, and open `LFCostRecoveryU.ini` in Notepad.

2   Go to `[TrxSkipList]`. It is the last section in the file.

3   Add or modify the items as preferred.

4   Save and close the file.

Configuring output data

CostRecovery saves the information it collects from or AccuRoute to an output file, which you then import into your billing system. You can customize the output to meet the needs of your billing system and your company. You can:

- Specify the name and location of this file. (Go to [Configuring the names and locations of CostRecovery files](#) on 3-3.)

- Configure the type of information CostRecovery collects, as well as the format in which it saves the information in the output file. (Go to [Configuring the export format and creating the template file](#) on 3-5.)

- Configure the removal of certain digits from the dialed fax number if your phone system requires extra digits to be dialed. (Go to [Configuring the removal of digits from fax numbers](#) on 3-10.)

The type of information collected and the format in which it is saved in the CostRecovery output file is specified in a template file. You do not need to modify the file itself; when you make changes on the **Export Format** tab in CostRecovery, the information is automatically stored in the template file.

Working with fields, delimiters, and masks

Your billing system may require that information in the CostRecovery file it imports be in a specific format. This can include the order of the information in the file and the delimiter used to separate the information in the file. The type of information collected and the format of that information is defined by the CostRecovery template file. CostRecovery uses the template as a guide for creating the output file.

Information that is written to the CostRecovery output file is represented in the template file by field names. The list of fields in CostRecovery from which you can select uses the common text descriptions of the information the fields hold, not the actual field names (for example, you will see "Second billing field (Client)" instead of the field name, "<Billing2>"). When you add a field to the template file, the field at the bottom of the **Export Format** tab shows the actual field name, along with the selected delimiter and a mask, if specified.

CostRecovery supports a number of delimiters to separate information in the template. The delimiter is also used to separate information in the output file. Supported delimiters include a comma (,), semi-colon (;), colon (:), pipe (|), dash (-), and a tab. Use the appropriate delimiters for your billing system. Consult your billing system documentation for more information about its requirements.

If the data represented by a field you add contains the delimiter you use to separate the fields from one another (for example, Robert Jones, Marketing Administrator), use the **Surround Strings with Quotes** option to enclose that field between quotation marks. This prevents the data in the output file from being misread. For example, if the data that replaces a field contains a comma and you use a comma to delimit the fields, the data before the comma will be read separately from the data after the comma. For example: *Robert Jones, Marketing Administrator* will be read as *Robert Jones* and *Marketing Administrator* unless the entire field is surrounded in quotes ("Robert Jones, Marketing Administrator").

A mask is a way of specifying the pattern or format CostRecovery uses when adding information to the output file. A mask can also define the specific information that CostRecovery places in the output file, which is helpful if your billing system needs only a portion of information provided by Genifax, or AccuRoute (for example, the last four digits of a seven-digit billing code). Your billing system may expect information to be in a specific format when it reads the output file from CostRecovery. For example, you may want to include the date and time at which a message was sent, and because your billing system expects this information in a specific format, you can apply a mask to this field so the information is correctly formatted.

Masks are also used when your billing system requires information in fields of fixed length. To handle fixed length output, use a mask instead of a field delimiter. The mask should ensure that each field is the proper length. For example, if your billing system requires the cost of the message to be a five digit field with a decimal point (a total length of six characters), the mask you use would ensure that the output is always six characters—for example, the mask would format `1.50` as `001.50`.

Configuring the export format and creating the template file

1   Start CostRecovery and click **Configure** in the Standard group in the column on the left and click the **Export Format** tab.
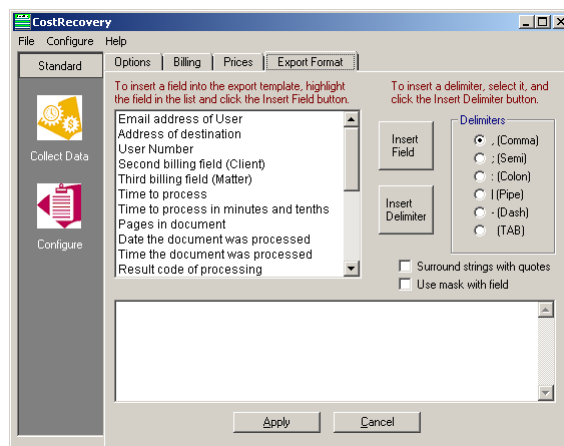
2   Add all required fields with the appropriate delimiters and masks if necessary. See Adding fields and delimiters (3-6) and Adding a field with a mask (3-8) on page 18.

3   Place the cursor after the last field in the display list box on the **Export Format** tab and press **Delete** several times to ensure that no blank lines remain at the end of the template file.

4   Click **Apply** to save your changes to the CostRecovery output file.

Tip   By default, the output file is called `cr.txt` and is located in the `\Program Files\Omtool\CostRecovery` folder. You can specify the name and location of the output file if you want to have CostRecovery store the information in a different location, or if your billing system expects a different file name. See Configuring the names and locations of CostRecovery files (3-3).

Adding fields and delimiters

1   Go to the **Export Format** tab of the CostRecovery window, and select the field you want to add from the list box.
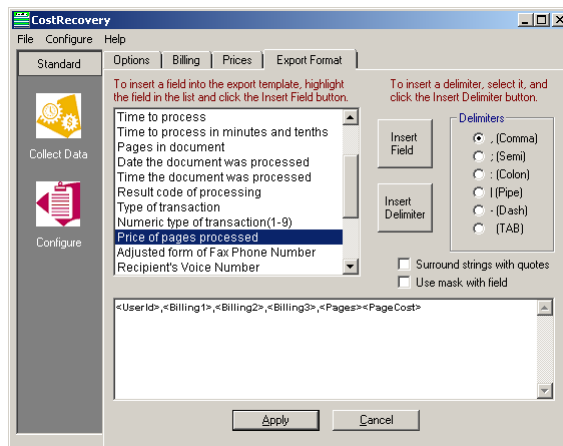
2   Select **Surround strings with quotes** if the information represented by the selected field needs to be enclosed in quotation marks in the output file.

3   Click in the list box at the bottom of the `Export Format` tab to place the cursor where you want to insert the field.
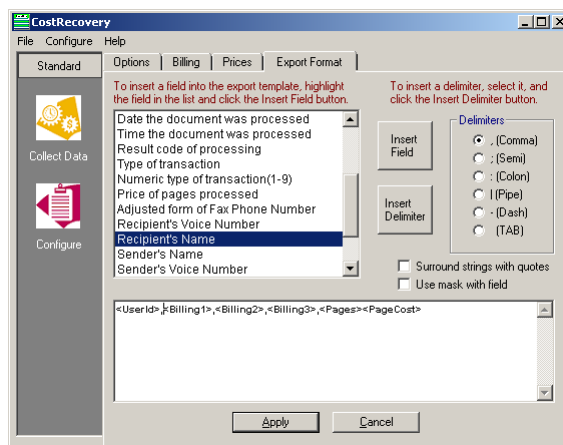
4   Click **Insert Field** to add the field to the list box. The selected field appears in the display list box where the cursor was located.

Tip   If any of the fields you add require a mask, refer to the following section.

---
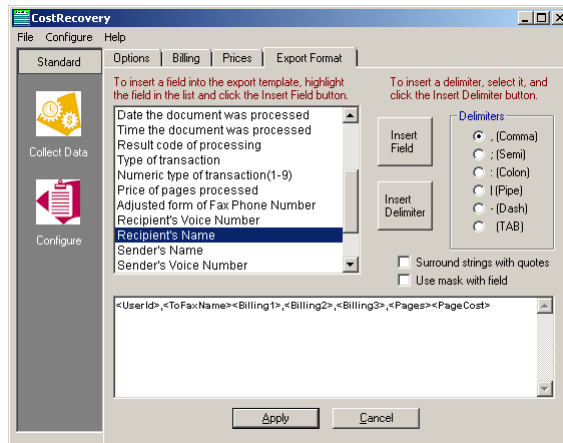
5   Go to the **Delimiters** list, and select the delimiter you want to separate the field you just added from the next field you add.

6   Click **Insert Delimiter**. The delimiter appears in the display list box after the last field you added (or where the cursor was located).
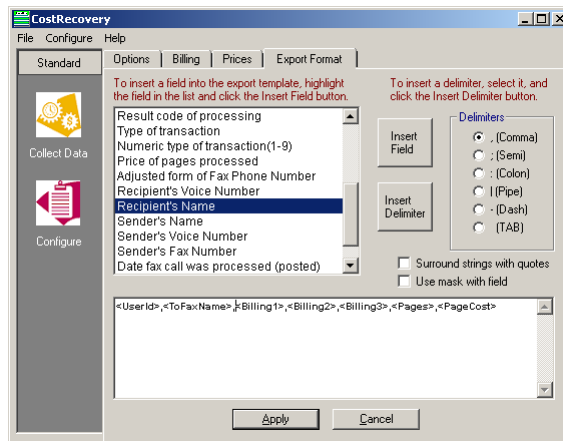
Adding a field with a mask

1 Go to the **Export Format** tab of the CostRecovery window, and select the field you want to add from the list box.
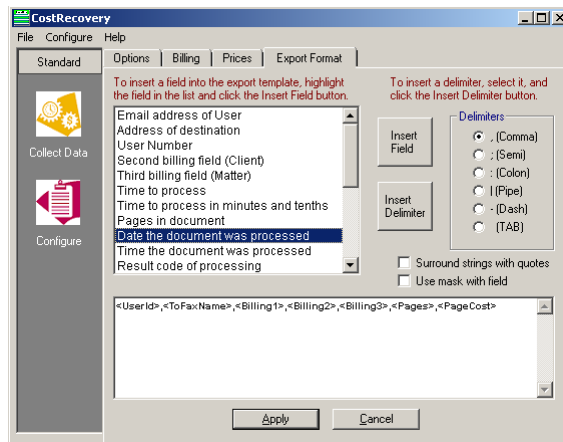
2 Select **Surround strings with quotes** if the information represented by the selected field needs to be enclosed in quotation marks in the output file.

3 Select **Use mask with this field**.

4 Click in the list box at the bottom of the **Export Format** tab to place the cursor where you want to insert the field.
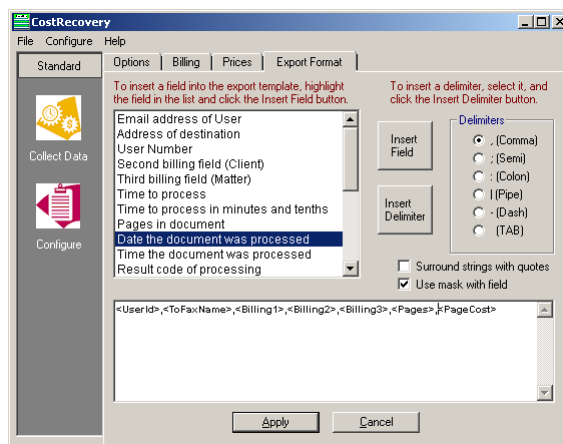
5 Click **Insert Field**. The **Enter Mask for Field** dialog box appears.
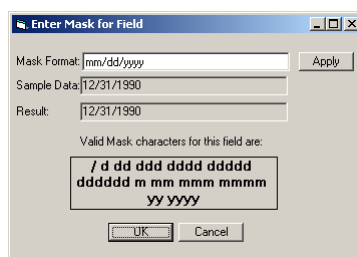
6 Go to the **Mask Format** field and enter the format for the information as you want it to appear in the output file.

The **Valid Mask Characters for this field are** box shows the valid characters you can include in the mask for the selected field. The characters listed here vary depending on the field you selected. All of the possible characters are described in <u>Appendix: Supported Mask Characters</u>.

For example, for the selected field (Date), you might want the date the message was sent to be formatted "Mon Dec 30 1990." To create a mask to format the date in this way, you would enter the following text in the Mask Format field: `ddd mmm dd yyyy`

You can include separators in the date, such as a comma (Mon, Dec 30, 1990). The format of the mask would appear as follows: `ddd, mmm dd, yyyy`

7 Click **Apply** to test the specified mask.

CostRecovery applies the mask you specified to the sample data listed in the **Sample Data** field, and displays the result in the **Result** field.

8 Make changes to the specified mask if needed based on the results of the test.

9 Click **OK** to add the field with the mask. The selected field appears in the list box where the cursor is located; the field includes the mask.
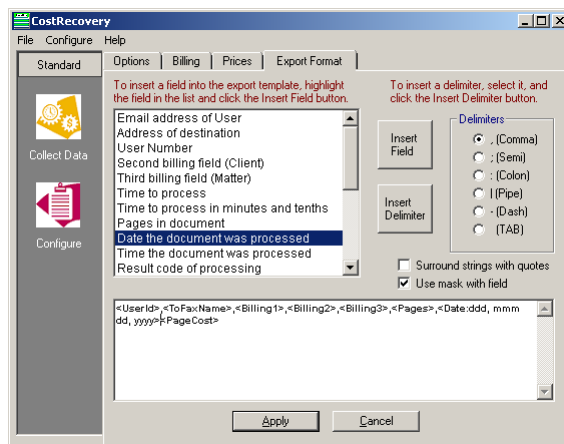
10 Add a delimiter to follow the field you just added. See <u>Adding fields and delimiters</u> (3-6) for information about adding a delimiter.

Appending and overriding output data

By default, CostRecovery appends new report information to the output file each time it runs. You can disable this option if you want to have CostRecovery overwrite the output file each time it runs. Omtool recommends that you leave the default and configure your billing system to delete the output file after importing it. This is recommended especially if CostRecovery runs automatically each day. This ensures that no data is lost if for some reason the import of the information into your billing system fails.

To configure CostRecovery to overwrite the contents of the output file each time it executes:

1   Start CostRecovery and click **Configure** in the Standard group in the column on the left.
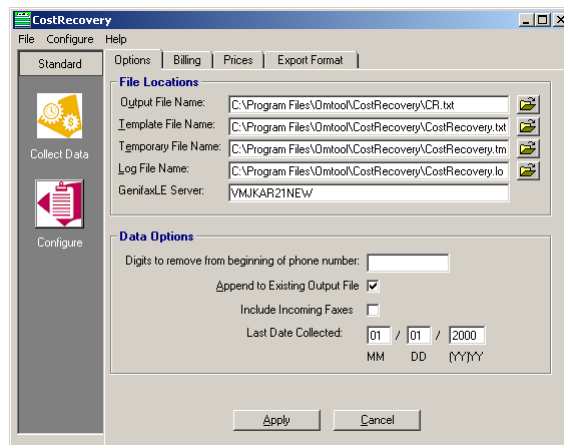
2   Click the **Options** tab.

3   Clear **Append to Existing Output File**.

4   Click **Apply** to save your changes.

Configuring the removal of digits from fax numbers

Some phone systems require extra digits to be dialed prior to the phone number or fax number. These extra digits are stored in the Genifax message database with the fax numbers. In such cases, you might want to have these digits removed from the fax numbers prior to adding them to your billing system. CostRecovery can remove the extra digits from the fax numbers as it collects call information from Genifax.

| Note | This does not include the digit 9 that is commonly required to obtain an outside line. If your phone system requires only a 9, you do not need to configure the removal of extra digits from fax numbers. |

To configure CostRecovery to remove extra digits from fax numbers:

1   Start CostRecovery and click **Configure** in the Standard group in the column on the left.
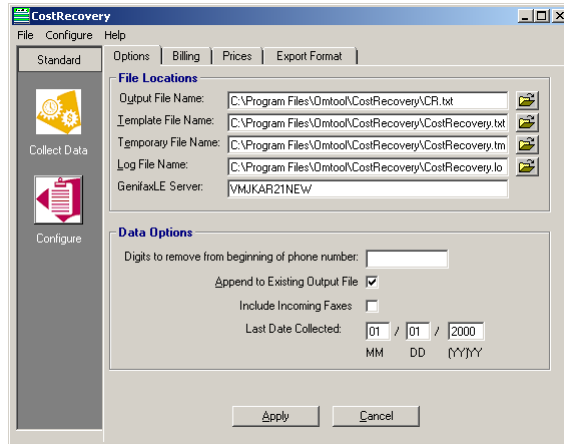
2   Click the **Options** tab.

3   Go to the **Digits to remove from beginning of phone number** field and enter the extra digits that must be removed from the beginning of fax numbers.

4   Click **Apply** to save your changes.

Including billing codes in CostRecovery output

You can have CostRecovery include billing codes in the output files it generates. If you want billing codes included, you need to add the billing code fields to the CostRecovery template file. By default, CostRecovery includes the entire billing code in the output file, but you can provide information about how your billing codes are formatted and which portion of the code you want CostRecovery to collect, if your billing system requires only a portion of the billing codes provided by the senders of messages. For example, if your billing codes are six digits in length, but you only need the last four digits for your billing system, you can configure CostRecovery to pull out the four digits you need.

CostRecovery provides the ability to configure the format for three billing code elements: user ID code, client code, and matter code. On the **Billing** tab in CostRecovery, these elements are represented by **Billing Fields 1**, **2**, and **3**. Typically, **Billing Field 1** corresponds to the user ID code, **Billing Field 2** corresponds to the client code, and **Billing Field 3** corresponds to the matter. Your firm may have other names for these fields.

Configuring the billing code separator

1 Start CostRecovery and click **Configure** in the Standard group in the column on the left and click the **Billing** tab.
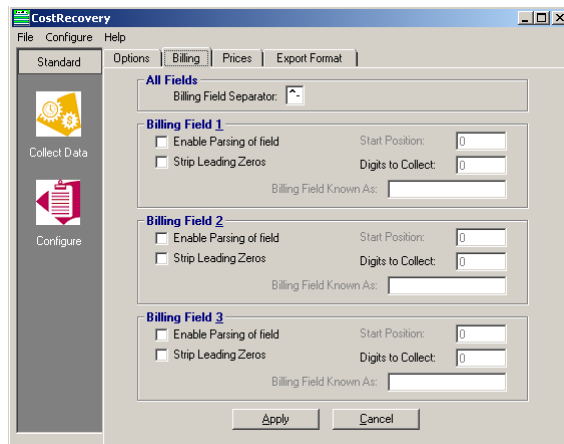
2 Go to the **Billing Field Separator** field under **All Fields** and enter the separator character that your billing codes contain, if one is used. The Genifax default value is a dash (-) and the AccuRoute default value is a caret and a dash (^-).

> **Note** The separator character applies to all billing code types (for example, user ID code, client code, and matter code).

3 Click **Apply** to save your changes.

Including the entire billing code in CostRecovery output

To configure the inclusion of the entire billing code in CostRecovery output:

1 Start CostRecovery and click **Configure** in the Standard group in the column on the left and click the **Billing** tab.
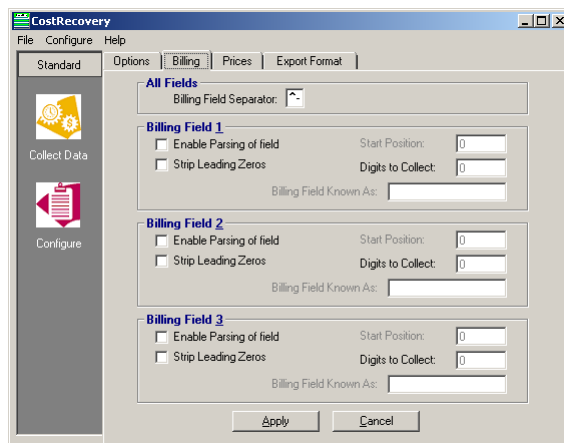
2　Go to the section that corresponds to the billing code type that you want CostRecovery to include (**Billing Field 1** (user), **Billing Field 2** (client), or **Billing Field 3** (matter), and complete the following steps:

　a　Clear **Enable Parsing of field**.

　b　Select **Strip Leading Zeros** if you want any leading zeros stripped from the front of this type of billing code. For example, 003456 becomes 3456. Leading zeros are not stripped if the billing code contains alpha characters.

　c　Click **Apply** to save your changes.

Customizing the billing code

To configure the inclusion of a portion of a billing code in CostRecovery output files:

1　Start CostRecovery and click **Configure** in the Standard group in the column on the left and click the **Billing** tab.
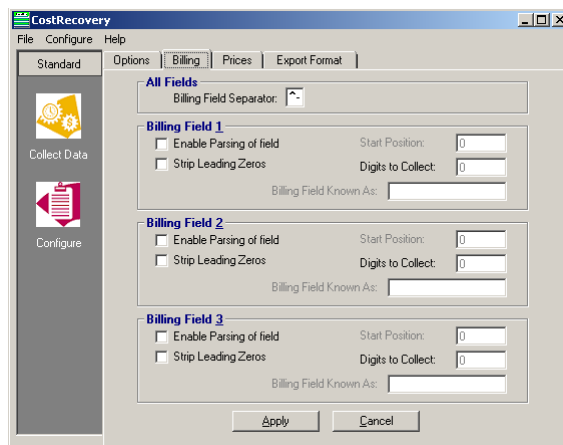
2　Go to the section that corresponds to the billing code type you want CostRecovery to include (**Billing Field 1** (user), **Billing Field 2** (client), or **Billing Field 3** (matter)), and complete the following steps:

　a　Select **Enable Parsing of field**.

　b　Select **Strip Leading Zeros** if you want any leading zeros stripped from the front of this type of billing code. For example, 003456 becomes 3456. Leading zeros are not stripped if the billing code contains alpha characters.

　c　Go to the **Start Position** field and enter the position number of the digit with which you want CostRecovery to begin extracting from the billing code. Count position numbers from left to right.

For example, if your billing codes are all 6 digits (123456) and you want CostRecovery to extract digits 2 through 5, enter 2 as the start position.

Note　If the billing codes of this type (user, client, or matter) are of varying lengths and CostRecovery encounters a billing code that contains fewer digits than specified in the **Start Position** and **Digits to Collect** fields, CostRecovery saves the billing code as it is in the output file.

---

    d   Go to the **Digits to Collect** field and enter the number of digits you want CostRecovery to extract from the billing code.

Following the example given in the previous step (c), you would enter 4 as the number of digits to collect because there are 4 digits between positions 2 and 5 (digits 2, 3, 4, and 5).

    e   Enter a name for the billing code in the **Billing Code Known As** field. For example, **Billing Field 1** represents user ID information, so you might enter `User ID` in this field.

The information you provide in this field is for the benefit of those using CostRecovery, to help them know the purpose of the billing field.

3   Click **Apply** to save your changes.

Section 4: Use

This section includes:

Setting up and running CostRecovery

You can run CostRecovery manually anytime you want to collect message transactions to submit to your cost recovery system for billing. If you are using Genifax, CostRecovery collects all fax transmissions. If you are using Genidocs, CostRecovery collects all sent e-mail messages.

You can configure CostRecovery to run in silent mode, or you can set up a scheduled task to execute automatically on a daily basis.

When CostRecovery runs, it saves the information it collects from your Omtool server in an output file. The name and location of this file is configurable; to modify this information, see Configuring CostRecovery file locations (3-1). If you configure CostRecovery to run automatically, it should also be configured to save the output file in a location where your billing system can automatically retrieve the file for processing.

CostRecovery starting and ending dates

When CostRecovery runs and collects message transactions, it uses a starting date and an ending date. The ending date is not inclusive, meaning that CostRecovery collects all transactions that occur up to, but not including the ending date. This helps ensure that all transactions from one day are collected, and it helps to prevent the same transactions from being billed twice.

For example, when you run CostRecovery, the ending date field is automatically completed with today's date. If you accept that date and run CostRecovery, then all transactions from the start date through yesterday are collected. After it finishes running, CostRecovery sets the start date to today's date in anticipation of the next time the program runs. Because today will be the starting date the next time you run CostRecovery, all of today's transactions will be collected the next time you run the program. This results in no transactions being missed and no transactions being billed twice by accident.

If you run CostRecovery manually, you can specify the starting and ending dates for which you want CostRecovery to collect message transactions. If you run the program in silent mode or as a scheduled task, it automatically collects transactions from the date of the last collection through yesterday.

When you install CostRecovery, the date of the last collection defaults to the date on which you installed the program. If you install CostRecovery on a different day after installing Genidocs or Genifax, or AccuRoute, and if the system has already started processing messages, CostRecovery will not automatically adjust the date of the last collection backwards to collect the transactions that occurred prior to the date on which you installed CostRecovery.

Tip	The first time you run CostRecovery after installation, you might need to modify the date of the last collection to a date prior to the date of installation.

As long as the messaging system still contains records of the sent messages, you can collect the data from the database about those messages. Records that have been deleted by Cleanup are unavailable for collection by CostRecovery.

Viewing the CostRecovery output file

1   Using Windows Explorer, navigate to the location of the output file.

Tip	The location of the output file is configured on the **Options** tab in the Configure section of CostRecovery. See [Configuring the names and locations of CostRecovery files](#) (3-3) to determine where CostRecovery saved the file or to modify the location where output files are saved in the future.

2   Open the output file in a text editor such as Notepad. The output file lists data from all calls that CostRecovery collected from the specified dates.

Verifying or modifying the date of the last CostRecovery collection

1   Start CostRecovery and click **Configure** in the **Standard** group in the column on the left.
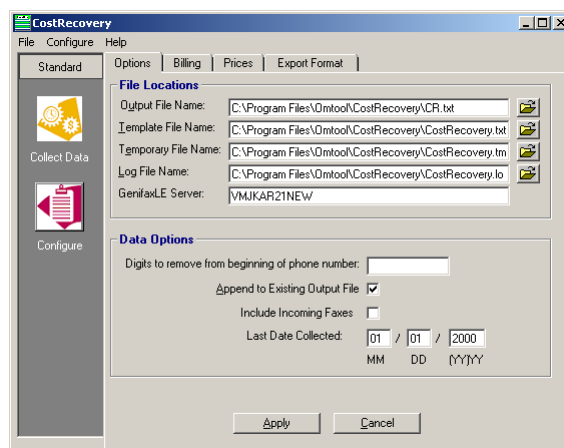
2   Click the **Options** tab. The date of the last time CostRecovery ran is displayed in the **Last Date Collected** fields.

3   Enter a new date in the fields and click **Apply** to save your changes.

Tip	Normally, the date of the last collection does not need to be modified.

Collecting message transactions manually

You can run CostRecovery and manually collect message transactions from your messaging system.

When you run CostRecovery manually, you specify the starting and ending dates for which you want to collect message information. As long as the messaging system still contains records of the sent messages, you can collect the data from the database. Records that have been deleted by Cleanup are unavailable for collection by CostRecovery.

*Tip*   When specifying starting and ending dates, remember that transactions are collected from the starting date up to, but not including, the ending date.

CostRecovery displays the last date on which it ran. You can check this date before manually running the program. If you run CostRecovery manually and collect message transaction data for transactions that have already been collected and posted to your billing system, the same transactions could be billed twice.

Running CostRecovery manually to collect message transactions

1   Start CostRecovery and do one of the following:

▸   Click **Collect Calls** on the **Status** page.

▸   Click **Collect Data** in the **Standard** group in the column on the left. CostRecovery displays the **Collect Information** page.
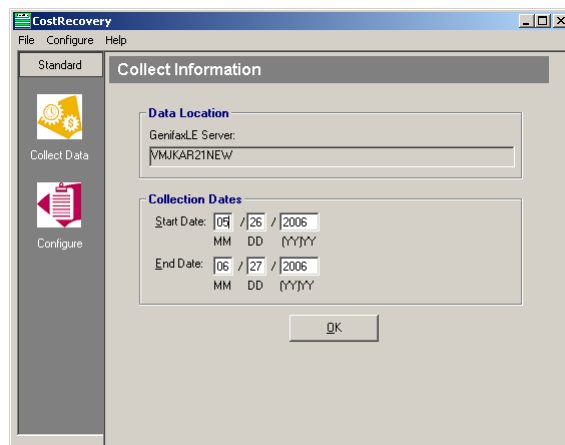
2   Go to the **Start Date** and **End Date** fields under **Collection Dates**, and enter the date range in which you want CostRecovery to collect message transactions. The start date should be the date of the last time CostRecovery ran (unless you need to recollect transactions that have already been collected). The end date is typically today's date.

Tip   You need enter only the last two digits of the year; CostRecovery automatically determines the first two digits.

---

3   Click **OK** to run CostRecovery and create the output file.

Running CostRecovery in silent mode

CostRecovery can run in silent mode and collect message transaction information without requiring user interaction.

When CostRecovery runs in silent mode, it automatically collects all transactions from the last date on which CostRecovery ran through yesterday. If necessary, you can modify the date on which the last collection occurred. See [Verifying or modifying the date of the last CostRecovery collection](#) (4-2).

When you want to run CostRecovery in silent mode, you can create a shortcut to the `CostRecovery.exe` file, and modify the Target of the shortcut to include the `/AUTO` switch. When you run the shortcut, CostRecovery runs in silent mode.

The method you use to create the shortcut differs depending on whether you will run the shortcut from the system on which CostRecovery is installed or from a different system. When you will be running the shortcut from a remote system, the path to the `CostRecovery.exe` file must be in UNC format to correctly identify where the program is located. When you will be running the shortcut on the local system, a local path to the file is acceptable.

Creating a shortcut to run in silent mode from a remote system

To create a shortcut to run CostRecovery in silent mode from a system other than the one on which CostRecovery is installed:

1 Share the CostRecovery installation folder. The default installation location is `c:\Program Files\CostRecovery`.

2 Navigate to the computer on which CostRecovery is installed through My Network Places (or Network Neighborhood), and navigate to the shared CostRecovery installation folder.

3 Right-click on `CostRecovery.exe` and select **Create Shortcut** from the shortcut menu. The shortcut appears in the folder; the file is named `Shortcut to CostRecovery.exe`.

4 Rename the `Shortcut to CostRecovery.exe` file if necessary.

5 Right-click on the shortcut file and select **Properties** from the shortcut menu. The **Properties** dialog box appears.
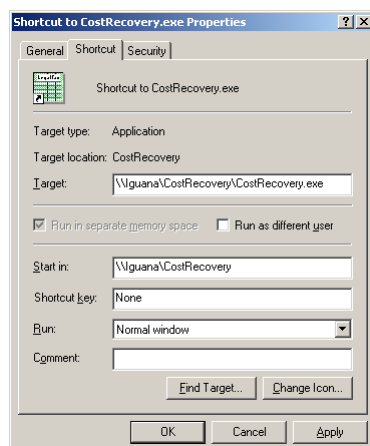
6 Click in the **Target** field and click **End**.

7 Go to the end of the text in the **Target** field, and enter a space and then the following command:

/Auto

The command in the **Target** field should appear similar to the following example.
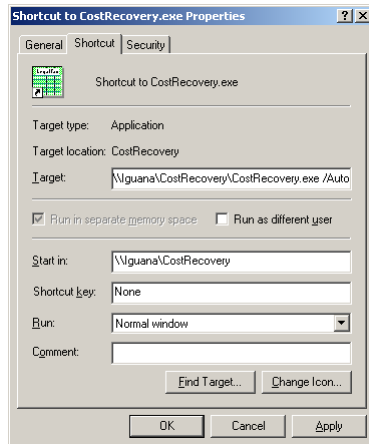
8 Click **OK** to save your changes.

9 Copy the shortcut to the location on the network from which you will be running the program; ensure that the user who will be running CostRecovery from this shortcut has access to the shared CostRecovery installation folder.

Creating a shortcut to run in silent mode from the local system

To create a shortcut to CostRecovery to run in silent mode from the system on which CostRecovery is installed:

1 Go to the installation folder. The default installation folder is: ...\Omtool\CostRecovery

2 Right-click CostRecovery.exe and select **Create Shortcut** from the shortcut menu. The shortcut appears in the folder; the file is named Shortcut to CostRecovery.exe.

3 Rename the Shortcut to CostRecovery.exe file if necessary.

4 Right-click on the shortcut file and select **Properties** from the shortcut menu. The **Properties** dialog box appears.

4-6   CostRecovery Administrator Guide

Section 4: Use

5 Click in the **Target** field and click **End**.

6 Go to the end of the text in the **Target** field, and enter a space and then the following command:

  `/Auto`

  The command in the **Target** field should appear similar to the following example.
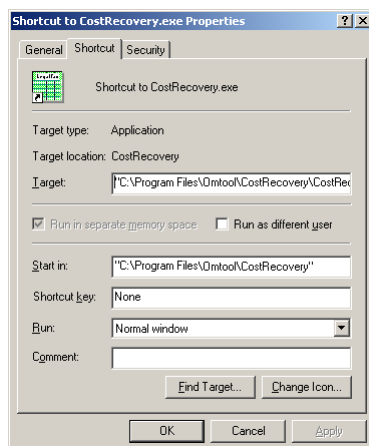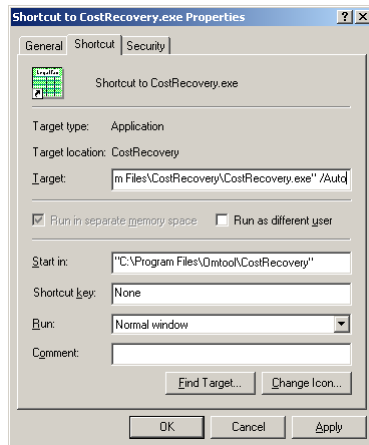

7 Click **OK** to save your changes.

8 Copy the shortcut to the location on the computer from which you will be running the program.

Running CostRecovery in silent mode

1 Navigate to the location to which you copied the shortcut to CostRecovery that you created.

2 Double-click on the shortcut. CostRecovery starts and the **CostRecovery** window appears. The status now shows that CostRecovery is collecting information and that it is in Automatic mode.
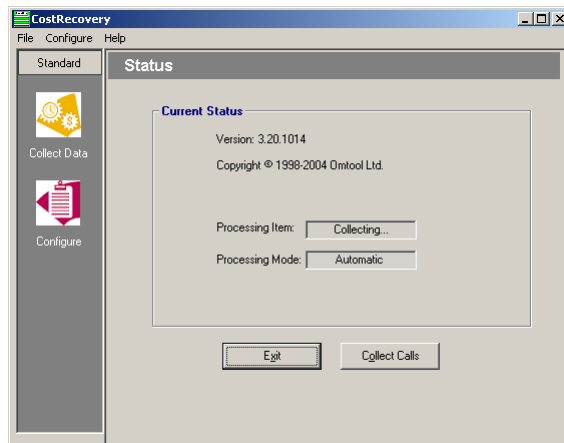
Running CostRecovery automatically

CostRecovery can run automatically every day. You can use the Windows task scheduler to configure it to run automatically, or you can use a third party program, if you have one.

If you have created a shortcut to CostRecovery to run the program in silent mode, you can create a scheduled task to run the shortcut so the program will run in silent mode.

Creating a scheduled task for CostRecovery

To create a scheduled task for CostRecovery:

1   Click **Start**, and go to **Control Panel** > **Scheduled Tasks > Add Scheduled Task**. The **Scheduled Tasks** wizard opens.

| Note | This procedure shows the process of creating a scheduled task on a system running Windows 2003. If you are creating the task to run on a system running a different operating system, this procedure may vary. Consult your Windows documentation for more information about completing this task. |
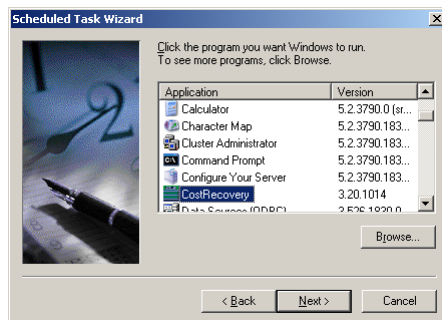
2   Click **Next**.
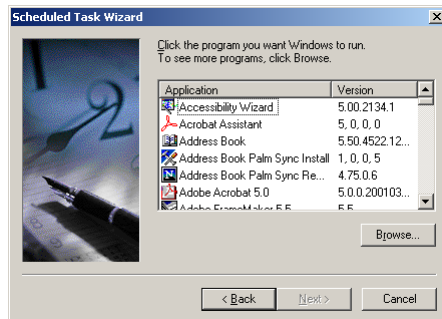
3   Select **CostRecovery** from the list box and click **Next**.

> *Tip*   Click **Browse** to navigate to the shortcut you created to run the program in silent mode. When you click **Open on the Select a Program to Schedule** dialog box, the **Schedule a Task** wizard displays the next page.
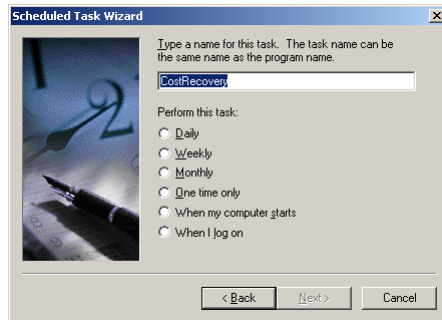
4   Enter a name for the program in the field if you want to change the name that identifies this task.

5   Go to the **Perform this task** list, select the **Daily** option, and click **Next**.

6   Go to the **Start Time** field, and enter or select the time at which you want CostRecovery to run.

> *Tip*   Omtool recommends that you set the start time to a time close to, but after, midnight.

7   Go to the **Perform this Task** list, and select the option for how frequently you want CostRecovery to run.

8   Go to the **Start date** field, and enter or select the date on which you want CostRecovery to begin running automatically and click **Next**.

9   Enter the user name and password of the account you want to run this task in the fields and click **Next**.

10   Select **Open advanced properties for this task when I click Finish** and click **Finish**. The CostRecovery task **Properties** dialog box appears.
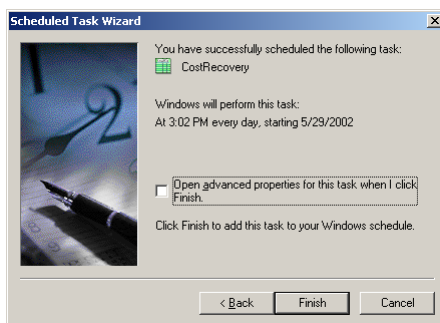
11   Go to the **Task** tab, click in the **Run** field, press **End** on the keyboard, and then enter the following text at the end of the line:

/Auto
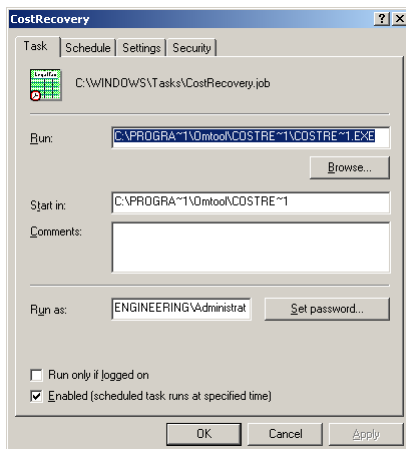
12 Click the **Settings** tab.
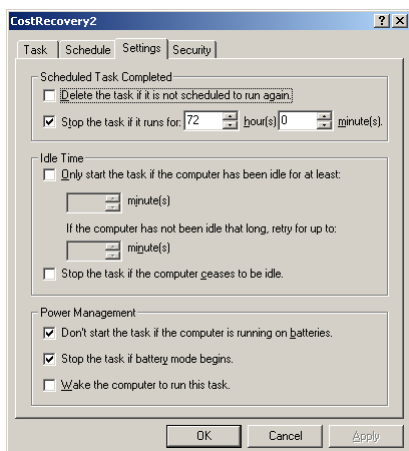
13 Go to the **Scheduled Task Completed** section, clear **Stop the task if it runs for ___ hours ___ minutes**.

14 Click **OK** to save your changes.

> **Note** You might be required to enter your account information again when you click **OK**. If the **Set Account Information** dialog box appears, enter the information for the account under which you configured the task to run.

Appendix: Supported Mask Characters

What you will find in this chapter:

Supported Mask Characters

CostRecovery uses a template file when generating the output reports each time it runs. You can specify the information you want CostRecovery to include in the output file by adding or removing fields from the template file. See Adding fields and delimiters (3-6).

Some fields support a mask, which enables you to configure the format in which CostRecovery places the information in the file. For example, you can specify a mask for a date field, to change the format from mm/dd/yyyy (12/30/2005) to dd mmm yyyy (30 Dec 2005).

When you add a field with a mask, you must specify the exact format for the mask using a set of supported mask characters. The characters that are available for each field vary, and are displayed on the **Enter Mask for Field** dialog box when you add the field with a mask.

This appendix describes all possible mask characters. It is divided into the following sections:

- Mask Characters for Formatting Dates and Times (A-2)

- Mask Characters for Formatting Numbers (A-3)

- Mask Characters for Formatting Text Strings (A-5)1

> **Note**   All mask characters are case-sensitive.

Mask Characters for Formatting Dates and Times

The following table identifies characters you can use to create user-defined date and time formats:

Table A-1: **User-defined date and time format mask characters**

Mask Character	Description
Colon (:)	Time separator to separate hours, minutes and seconds when time values are formatted in a mask.
	The actual character used as the time separator in formatted output is determined by your system settings. In some locales, other characters may be used to represent the time separator. In mask formats, always use a colon as the time separator.
Forward slash (/)	Date separator to separate the day, month, and year when date values are formatted in a mask.
	The actual character used as the date separator in formatted output is determined by your system settings. In some locales, other characters may be used to represent the date separator. In mask formats, always use a forward slash as the date separator.
AM/PM	Use the 12-hour clock and display an uppercase AM with any hour before noon; display an uppercase PM with any hour between noon and 11:59 P.M.
am/pm	Use the 12-hour clock and display a lowercase AM with any hour before noon; display a lowercase PM with any hour between noon and 11:59 p.m.
AMPM	Use the 12-hour clock and display the AM string literal as defined by your system with any hour before noon. Display the PM string literal as defined by your system with any hour between noon and 11:59 p.m.
	AMPM can be either uppercase or lowercase, but the case of the string displayed matches the string as defined by your system settings. For Microsoft Windows, the default format is AM/PM.
d	Display the day as a number without a leading zero (1 - 31).
dd	Display the day as a number with a leading zero (01-31).
ddd	Display the day as an abbreviation (Sun - Sat).
dddd	Display the day as a full name (Sunday - Saturday).
ddddd	Display the date as a complete date (including day, month, and year), formatted according to your system's short date format setting. For Microsoft Windows, the default short date format is m/d/yy.
dddddd	Display a date as a complete date (including day, month and year) formatted according to the long date setting recognized by your system. For Microsoft Windows, the default long date format is mmmm dd, yyyy.
h	Display the hour as a number without leading zeros (0 - 23).
hh	Display the hour as a number with leading zeros (00 - 23).
m	Display the month as a number without a leading zero (1 - 12). If **m** immediately follows **h** or **hh,** the minute rather than the month is displayed.
mm	Display the month as a number with a leading zero (01 - 12). If **mm** immediately follows **h** or **hh**, the minute rather than the month is displayed.
mmm	Display the month as an abbreviation (Jan - Dec).
mmmm	Display the month as a full month name (January -December).
n	Display the minute as a number without leading zeros (0 - 59).
nn	Display the minute as a number with leading zeros (00 - 59).

Table A-1: **User-defined date and time format mask characters**

Mask Character	Description
s	Display the second as a number without leading zeros (0 - 59).
ss	Display the second as a number with leading zeros (00 - 59).
ttttt	Display a time as a complete time (including hour, minute and second), formatted using the time separator defined by the time format recognized by your system. A leading zero is displayed if the leading zero option is selected and the time is before 10:00 A.M. or P.M. For Microsoft Windows, the default time format is h:mm:ss.
yy	Display the year as a 2-digit number (00 - 99).
yyyy	Display the year as a 4-digit number (1000 - 9999).

Mask Characters for Formatting Numbers

The following table identifies characters you can use when creating user-defined formatting for numbers, including dates, times, prices, billing codes, and fax phone numbers.

Tip	To display non-alphanumeric characters other than those listed in the following table as literal characters in the mask (including the minus sign (-), plus sign (+), dollar sign ($), open parenthesis (() and close parenthesis ()), precede the character with a backslash (\) or enclose it in double quotation marks. For example: \$ or "+"

Table A-2: **User-defined formatting for numbers mask characters**

Mask Characters	Description
[None]	Display the number with no formatting. Leave the **Mask Format** field on the **Enter Mask for Field** dialog box empty.
0	Digit placeholder to display a digit or a zero. Using the 0 digit placeholder follows this logic: • If the expression has a digit in the position where the 0 appears in the format string, display it; otherwise display a zero in that position. • If the number has fewer digits than there are zeros (on either side of the decimal) in the format expression, display leading or trailing zeros. • If the number has more digits to the right of the decimal separator than there are zeros to the right of the decimal separator in the format expression, round the number to as many decimal places as there are zeros. • If the number has more digits to the left of the decimal separator than there are zeros to the left of the decimal separator in the format expression, display the extra digits without modification.
Number Sign (#)	Digit placeholder to display a digit or nothing. Using a number sign as a digit placeholder follows this logic: • If the expression has a digit in the position where the number sign (**#**) appears in the format string, display it; otherwise display nothing in that position. This placeholder character works like the 0 digit placeholder, except that leading and trailing zeros are not displayed if the number has the same or fewer digits than there are number sign (#) characters on either side of the decimal separator in the format expression.

Table A-2: **User-defined formatting for numbers mask characters**

Mask Characters	Description
Period (.)	Decimal separator to determine how many digits are displayed to the left and right of the decimal point.
	If the mask format expression contains only number signs to the left of this symbol, numbers smaller than 1 begin with a decimal point.
	To display a leading zero in fractional numbers, use 0 as the first digit placeholder to the left of the decimal separator.
	The actual character used as a decimal separator in the formatted output depends on the Number Format recognized by your system. In some locales, a comma is used as the decimal separator. In mask formats, always use a period (.) as the decimal separator.
Comma (,)	Thousands separator to separate thousands from hundreds in a number that has four or more places to the left of the decimal separator (for example, 1,234.56).
	Standard use of the thousands separator is when the mask format contains a thousands separator surrounded by digit placeholders (0 or #). For example: 0,000.00
	Two adjacent thousands separators, or a thousands separator immediately to the left of the decimal separator, (whether or not a decimal is specified) means "scale the number by dividing it by 1000, rounding as needed". For example, you can use the format string "##0,," to represent 100 million as 100. Numbers smaller than 1 million are displayed as 0. Two adjacent thousands separators in any position other than immediately to the left of the decimal separator are treated simply as specifying the use of a thousand separator.
	The actual character that CostRecovery uses as the thousands separator in the formatted output depends on the Number Format recognized by your system. In some locales, a period is used as a thousands separator instead of a comma. In mask formats, always use a comma (,) as the thousands separator.
Colon (:)	Time separator to separate hours, minutes and seconds when time values are formatted in a mask.
	The actual character CostRecovery uses as the time separator in formatted output is determined by your system settings. In some locales, other characters may be used to represent the time separator instead of a colon. In mask formats, always use a colon (:) as the time separator.
Forward Slash (/)	Date separator to separate the day, month and year when date values are formatted in a mask.
	The actual character used as the date separator in formatted output is determined by your system settings. In some locales, other characters may be used to represent the date separator. In mask formats, always us a forward slash (/) as the date separator.

Mask Characters for Formatting Text Strings

The following table identifies characters you can use when creating user-defined formatting for strings.

Table A-3: **User-defined formatting for strings mask characters**

Mask Character	Description
At Sign (@)	Character placeholder that displays a character or a space.
	If the string has a character in the position where the at sign (@) appears in the format string, that character is displayed; otherwise a space is displayed in that position.
	Placeholders are filled from right to left unless there is an exclamation point (!) in the format string.
Ampersand (&)	Character placeholder that displays a character or nothing.
	If the string has a character in the position where the ampersand (&) appears, that character is displayed; otherwise, nothing is displayed.
	Placeholders are filled from right to left unless there is an exclamation point (!) in the format string.
Exclamation Point (!)	Force left to right fill of placeholders. When this character is not present in a string, the default is to fill placeholders from right to left.

Appendix: