



User's Manual

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Corporate Costs Administrator III

Caption: Corporate Costs Administrator III

Part



1 Corporate Costs Administrator III



Application Corporate Costs Administrator III can be used to view and print copies of Statements of Services, Summarized Statements or Services (SSS), Statements of Services by Telephone Numbers (SSTN), Itemized Statements of Services (ISS) and correction documents (Credit notes and Debit notes), which are issued to customers of T-Mobile Czech Republic a.s., with CCA III you can also run analysis of telephone calls, do re-invoicing and export data.

1.1 HW/SW requirements

CCA III application

Corporate Costs Administrator III requires computer compatible with operation system Microsoft Windows. Application CCA III is designed for Microsoft.NET Framework 4.0, which is not part of standard installation. Microsoft SQL Server is used as application data storage and it is included in standard installation.

Application CCA III is build to run on any hardware architecture (32-bit or 64-bit). According to operation system architecture CCA III process is started in 32-bit or 64-bit mode. HW and SW requirements of CCA III application are based on requirements of used components and technologies.

Microsoft.NET Framework 4.0

There are two versions of Framework 4.0, CCA III runs on both of them.

Microsoft.NET Framework 4.0 Client Profile

- Small and compact version, containing all that CCA III needs, it is possible to download and install it using [Windows Update](#) service or on [Microsoft Update](#).

Microsoft.NET Framework 4.0 Full

- Full version available on address <http://www.microsoft.com/download/en/details.aspx?id=17718>.

Microsoft SQL Server

There are several version of SQL Server, CCA III can work with versions 2000, 2005, 2008, 2008 R2, 2012 and probably also with new future versions.

Standard installation of CCA III contains installation of Microsoft SQL Server 2008 R2 Express (32-bit/64-bit). It is free version of SQL Server, which has some limitations, these limitations can impact downloading new data into CCA III application. For big companies downloading and importing big amount of data it is recommended to buy full version of Microsoft SQL Server 2008 R2 without any limitations.

Limitations of free version Microsoft SQL Server 2008 R2 Express

- Maximum database size: 10 GB
- Maximum operation memory usage: 1 GB
- Maximum processors used: 1

Supported operation systems

Client (32-bit/64-bit)

- Windows 8.1
- Windows 8
- Windows 7
- Windows Vista R2
- Windows Vista

Server (32-bit/64-bit)

- Windows Server 2012 R2
- Windows Server 2012
- Windows Essential Business Server (only Microsoft.NET Framework 4.0 Full)
- Windows Small Business Server 2008
- Windows Server 2008 R2
- Windows Server 2008

Updates/Service Packs and operation system versions

- By above mentioned operation systems all released version are supported (Home, Professional, Standard, Business, Ultimate, etc.) and all available Service Packs (SP1, SP2, SP3, etc.) if not specified differently.

Limitations of some operation systems

- Microsoft.NET Framework Client Profile is not supported for architecture IA-64 (Itanium).
- Microsoft.NET Framework 4 is not supported on system Windows Server 2008 Core Role or Windows Server 2008 R2 Core Role.
- For Windows 2003 Server it is necessary to install Windows Imaging Component (WIC).
- Essential Business Servers and Small Business Servers are not mentioned by Microsoft company as supported for SQL Server 2008 R2 installation.
- It is not recommended to install SQL Server on computer which is configured as domain controller. If domain controller is detected then SQL Server installation can be run only in advanced mode.

Other necessary software

- Microsoft Internet Explorer 6 SP1 or higher. For proper work of CCA III application we recommend at least version 8.
- Windows Installer 3.1 or higher - enough version for installation without SQL server.
- Windows Installer 4.5 or higher - minimum version for installation with SQL server.
- Windows PowerShell 1.0 (or higher, compatible with version 1.0) - only for installation with SQL server.
- Microsoft.NET Framework 3.5 SP1 - only for installation with SQL server.
- Adobe Reader 7.0.5 or higher (with time signatures support).

Installation of required components

Some required components for example Microsoft .NET Framework is possible to install using system build-in functions. This is recommended mostly on newer operation systems (Windows Vista/7/2008/8/2012).

Control panel->Programs and Features->Turn Windows features on or off

Unsupported operation systems

- Windows XP - Due to end of manufacturer's support.
- Windows Server 2003 - Due to end of manufacturer's support.
- Linux
- Unix
- Mac OS
- All other that was not released by Microsoft company and does not have support for Microsoft .NET Framework.

CCA can run on these unsupported systems only in virtual machine where Microsoft Windows (it is necessary to own licence) are install and than CCA.

Hardware requirements

Minimal

- Procesor: 1 GHz
- Operation memory: 512 MB
- Space on hard drive (.NET + SQL Server + CCA III): 2 GB (32-bit system), 3 GB (64-bit system) + amount of processed data + downloaded XML invoices.

Recommended

- Procesor: 2,6 GHz (dual-core or more)
- Operation memory: 3 GB and more
- 64-bit operation system

Ideal PC configuration for CCA III

- Processor: 3 GHz (quad-core)
- Operation memory: 4 GB
- Operation system: Microsoft Windows 7 64-bit
- Internet Explorer 10 or 11

Internet Explorer

It is necessary to have installed latest version of Internet Explorer and all important actualizations. Even if you do not use Internet Explorer many services and application do including CCA application. In CCA Internet Explorer (resp. its part, COM component WebBrowser) is used to display final report of different operations like [download and import](#) of invoices, [export](#), [re-invoicing](#). Final report is designed for XHTML 1.0 standard, which might be displayed incorrectly in older versions of Internet Explorer. It is recommended to have at least Internet Explorer version 8.

1.2 Install and uninstall

Installation of Corporate Costs Administrator III

Installation of CCA III application is provided by simple wizard of automatic installer. Installer of CCA III contains Microsoft SQL Serveru 2008 R2 Express installer and allows to install own instance of database server for CCA III, in recommended installation with SFN name, in advanced installation with defined name. SQL Server installation can be skipped if customer wants to have CCA III database installed on his own SQL server. Installation may be divided according to purpose to several types.

- [Installation on local computer](#)
- [Network installation \(only SQL Server and database\)](#)
- [Installation to existing SQL Server](#)

General recommendation

Always install on fully actualized operation system. This mean that all recommended actualizations are installed using [Windows Update](#) service or [Microsoft Update](#). It is also recommended to install optional actualization for operation system or .NET Frameworku. This recommendation might avoid future potential problems.

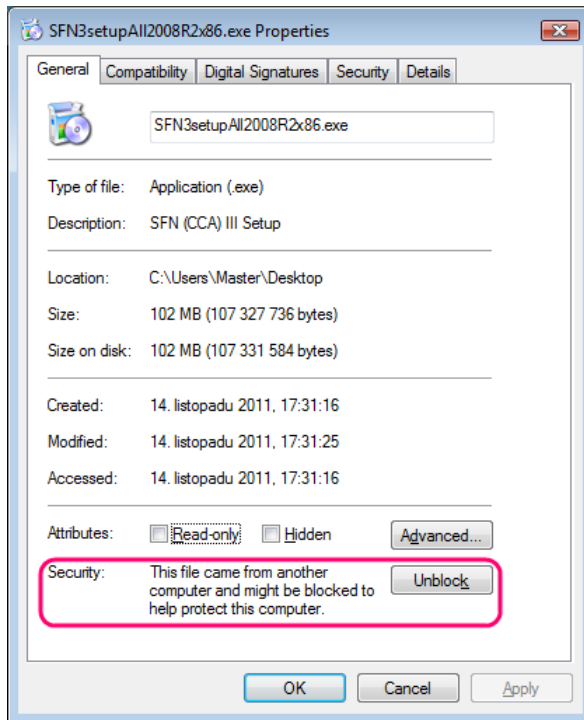
Database server and database language

If SQL Server is installed with the application then SQL Server language is automatically set to czech "Czech_CI_AS". Created database has language also automatically set to czech "Czech_CI_AS".

Possible problems with installation

Cannot run installer and no error is displayed

If you download installer from internet and you use any newer operation system like Windows Vista then it might happen that installer will be blocked. This problem can be solved by manual unblocking of installer in file properties.



Installer properties - unblock

Cannot install SQL Server

In recommended installation no error messages are displayed during SQL Server installation, installation works autonomously. If installation of SQL Server will fail, user do not get any detail information. In this case run installation again a select advanced installation of SQL Server, this installation will inform you about any problem during SQL Server installation and can handle those.

Cannot run SQL Server after installation

In this case it is necessary to run service manually from list of services or restart computer if services cannot be run anyway. Than it is necessary to install database structure by another start of installer (now without the SQL Server installation) or manually using SFNDBSetup.exe application.

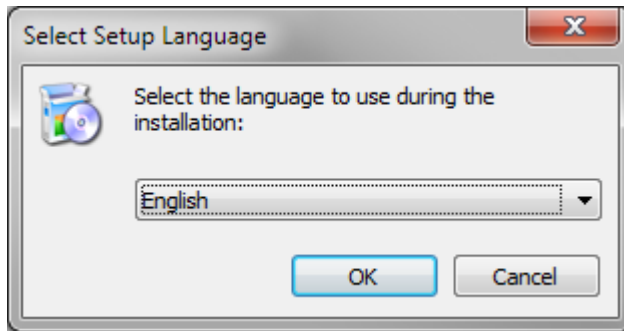
Database structure cannot be created

If database structure for CCA was not created on SQL Server, application CCA III cannot access the database then it needs to run SFNDBSetup.exe application and install database manually.

Installation steps description

Installation differs for each installation type, description of each installation might be found in corresponding chapter. Application can be installed only under user with administration rights.

Start installer and select language. After installer start on operation system Windows Vista and newer UAC dialog might be displayed, it is necessary to confirm administrator rights for the installer. At first select setup language is displayed. Select installation language click OK button. This step is common for all installations.



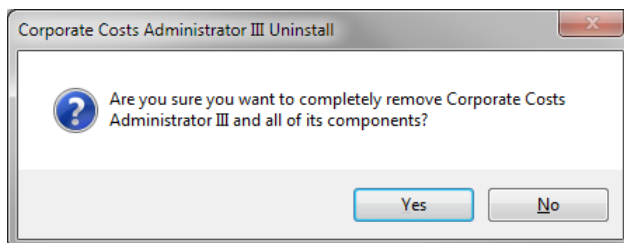
Installation - Select language

Uninstall of Corporate Costs Administrator III

Application might be uninstalled from link in start menu or directly from control panel using add and remove programs. Only application and its files are removed. If needed SQL Server have to be removed manually using control panel.

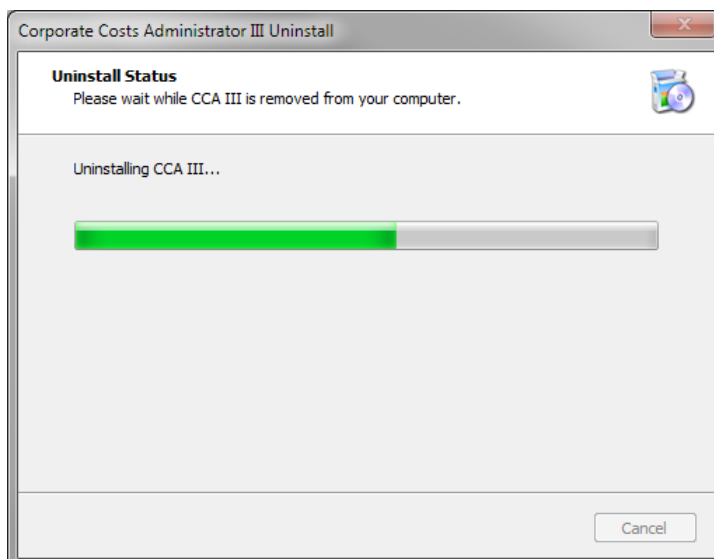
Uninstall steps description

1. Uninstall guide will ask whether you want to remove product and all its parts, confirm it using Yes button.



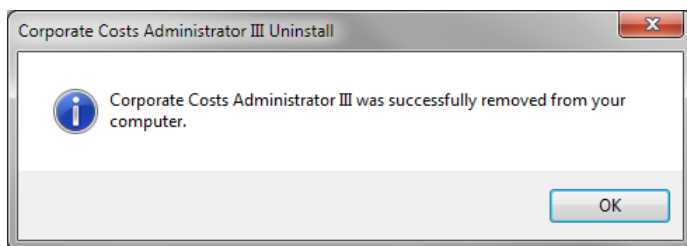
Uninstall - step 1 - confirmation

2. Uninstall guide will uninstall Corporate Costs Administrator III application from your computer.



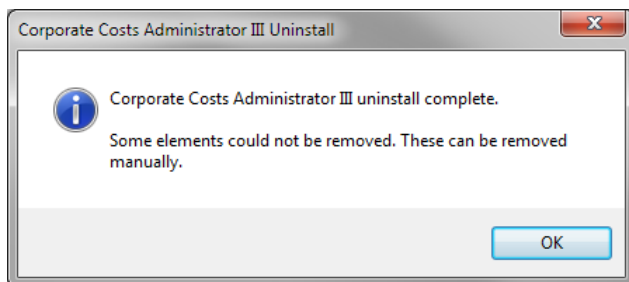
Uninstall - step 2 - progress

3.A After successful finishing of application uninstall information about uninstall completeness is displayed. Confirm in using OK button.



Uninstall - step 3A - uninstall done

3.B After finishing of application uninstall information about uninstall completeness is displayed. Confirm in using OK button. Some times installer cannot remove all files, usually because application is still running. In this case remove the rest of files manually.



Uninstall - step 3B - Uninstall done with some detail information

1.2.1 Local

Installation of Corporate Costs Administrator III on local computer

Installer types

- Installer with MSSQL 2008 R2 Express x86 - designed for 32-bit operation system, start installation using SFNsetupAll2008R2x86.exe file, it is possible to download installer on address www.t-mobile.cz/sfn3install.
- Installer with MSSQL 2008 R2 Express x64 - designed for 64-bit operation system, start installation using SFNsetupAll2008R2x64.exe file, it is possible to download installer on address www.t-mobile.cz/sfn3install64.

Installers sizes are between 105 to 115 MB.

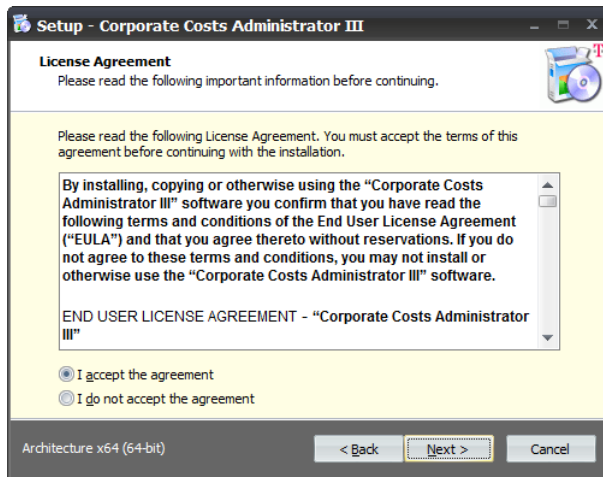
Installation steps description

1. After selecting language product information is displayed. Confirm it by click on Next button.



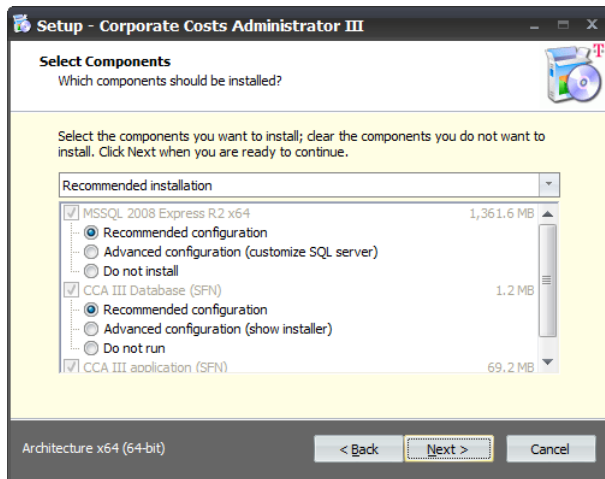
Installation - step 1 - basic information

2. Licence agreement is displayed, it is necessary to accept the licence agreement to continue. Select I accept the agreement and continue by click on Next button.



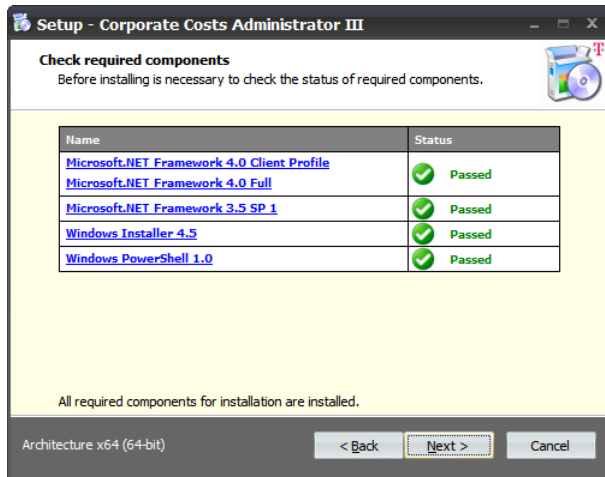
Installation - step 2 - licence agreement

3. Select installation type and components. Confirm it by click on Next button.



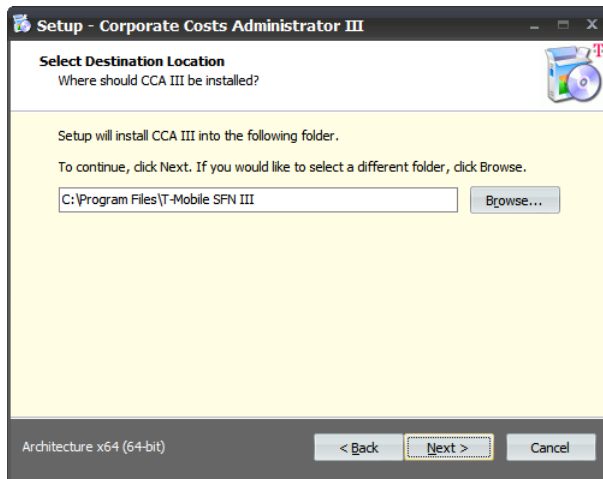
Installation - step 3 - select installation type and components

4. Check for required components will be started. If one or more components is missing, installer will not let you continue. Required components might differ according to selected installation components. By click on component name, download page of current product is open in web browser. If all necessary components are installed, continue by click on Next button.



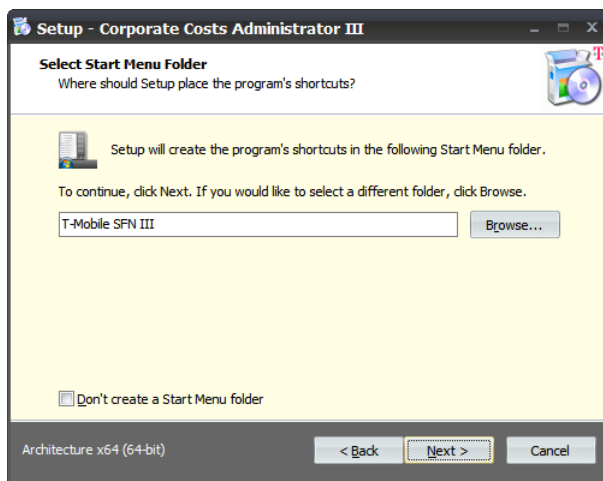
Installation - step 4 - required components check

5. Select installation destination directory and continue by click on Next button.



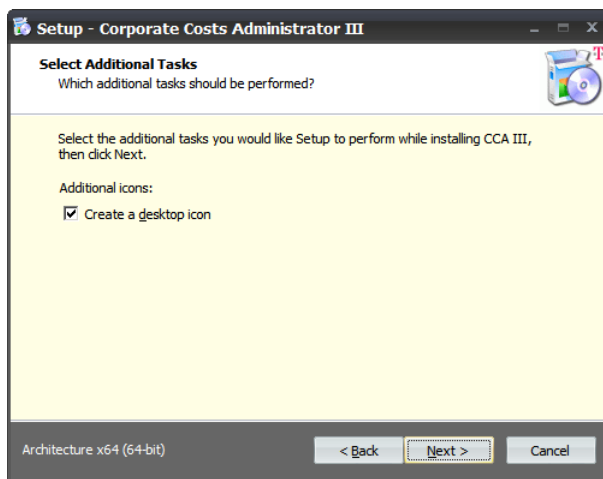
Installation - step 5 - destination location

6. Select Start menu folder, where to install program's shortcuts and continue by click on Next button.



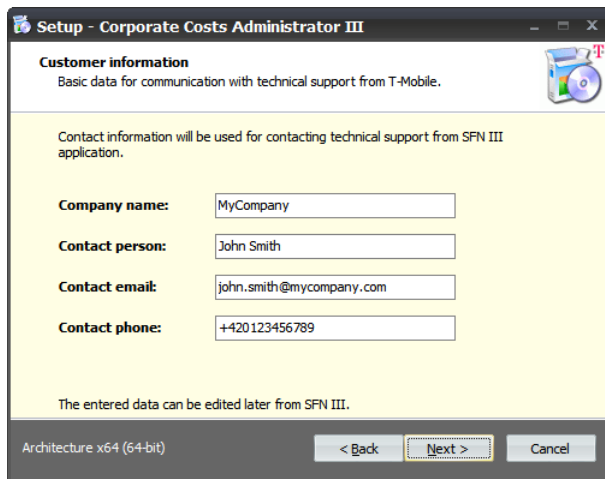
Installation - step 6 - start menu folder

7. Choose whether you want to install other shortcuts and continue by click on Next button.



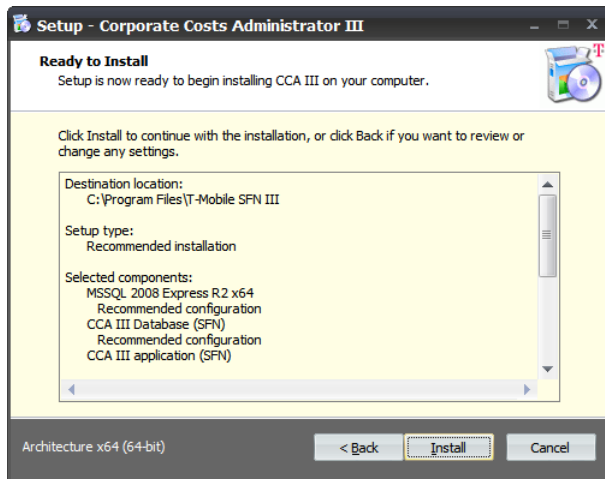
Installation - step 7 - other shortcuts

8. Optionally it is possible to fill [information](#) about Your company for future usage during [communication with technical support](#) and continue by click on Next button.



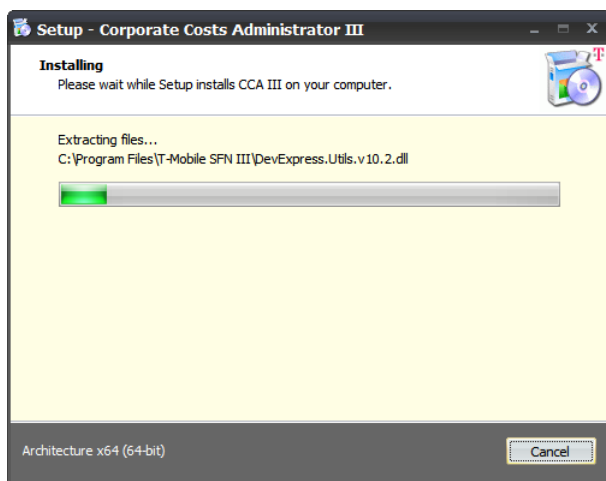
Installation - step 8 - customer information

9. Displays summary information about selected components for installation including destination directory and other options, click button I nstall to start installation.



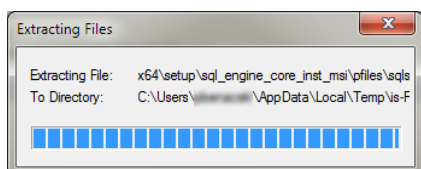
Installation - step 9 - summary information

10. Progress of copying files, please wait till the operation is finished.



Installation - step 10 - copying files

11. If SFN instance of MSSQL server is installed with the application then extracting of files for MSSQL 2008 installer is started after files copying is finished, this operation can take several minutes depending on computer configuration. Please wait till the extraction is finished.



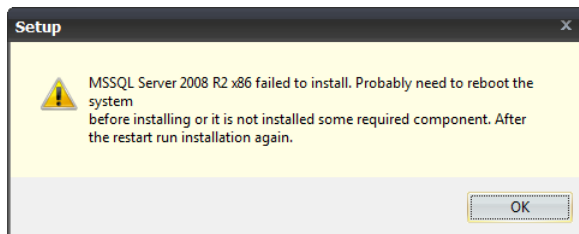
Installation - step 11 - extracting of files for MSSQL 2008 installer

12. If SFN instance of MSSQL server is installed with the application then installation of SFN instance of MSSQL server is started after files extraction is finished, this operation can take several minutes depending on computer configuration, installer windows might be displayed during installation. Please wait till the installation is finished.



Installation - step 12 - installation of MSSQL server 2008 Express

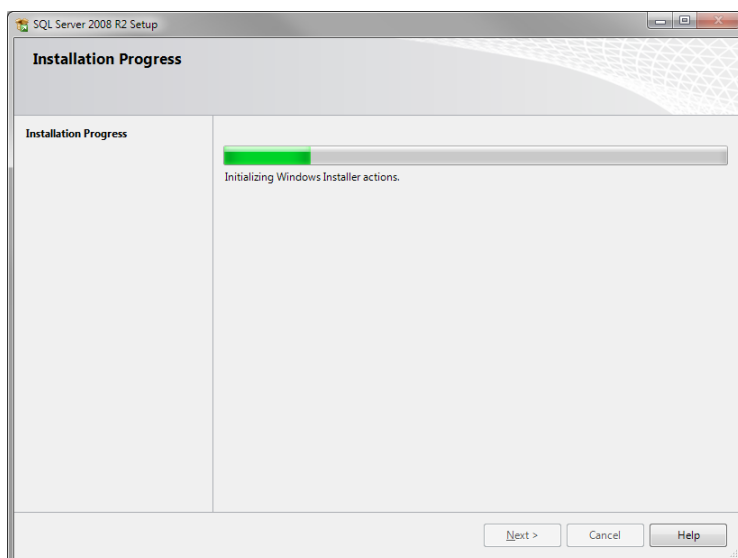
13. If SFN instance of MSSQL server is installed with the application then it might happen that MSSQL server installation will fail, in this case below mentioned message is displayed. Turn off the installer and restart computer. Immediately after operation system is initialized start the installation again.



Installation - step 13 - MSSQL server 2008 installation error

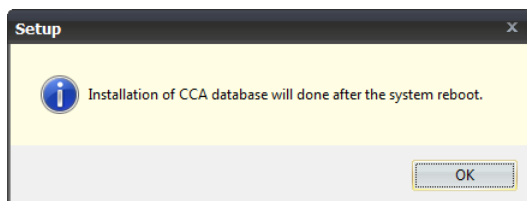
14. If SFN instance of MSSQL server is installed with the application and all conditions for installation are

met then MSSQL server 2008 installer window is displayed. This operation can take several minutes depending on computer configuration. Please wait till the installation is finished.



Installation - step 14 - MSSQL 2008 installer

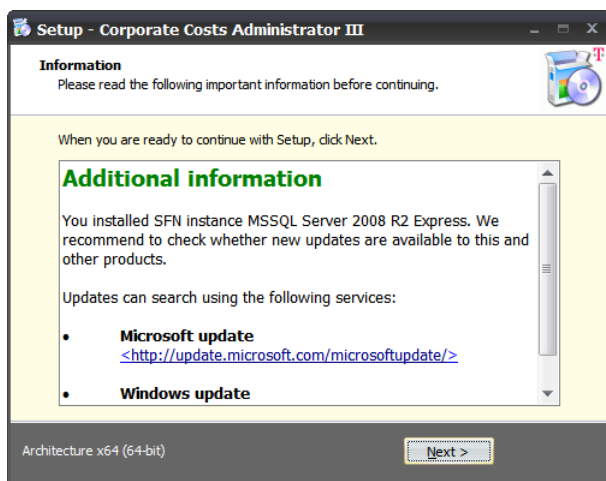
15. If CCA database is installed with the application and system requires restart after MSSQL installation then information that CCA database will be finished after computer restart is displayed. Confirm it by click on Next button. After operation system is restarted installation automatically continue.



Installation - step 15 - CCA database
installation - restart required

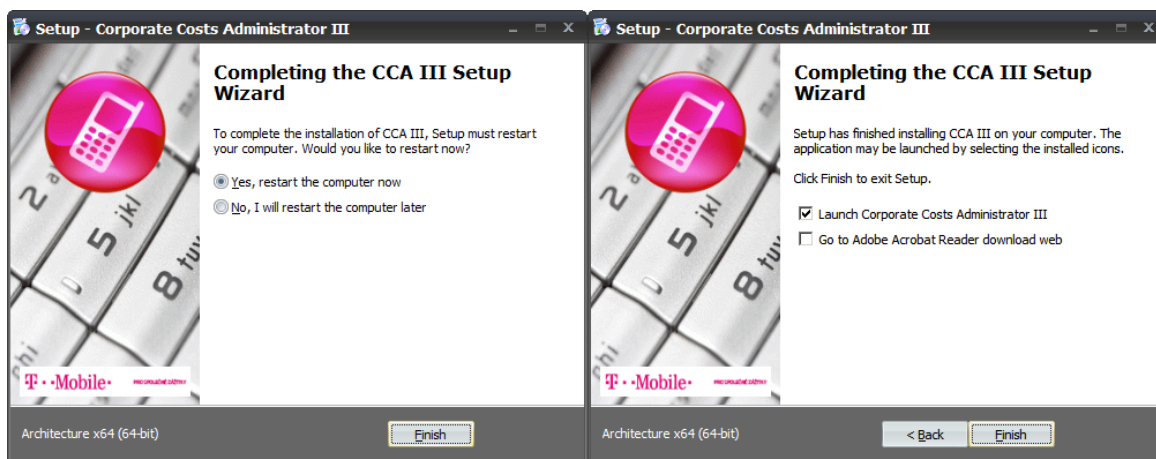
16. If CCA database is installed with the application and system does not require restart then CCA database installation is started, this operation can take several minutes depending on computer configuration. Please wait till the installation is finished. If advanced installation was selected then [CCA database installation guide](#) is displayed.

17. If SFN instance of MSSQL server is installed with the application then after successful installation finish additional information are displayed. It is recommended to download and install all available actualizations using web page [Windows Update](#) or [Microsoft update](#).



Installation - step 17 - additional information

18. After successful installation finish result information are displayed. Here it is possible to choose to run Corporate Costs Administrator III application and open web page with last version of Adobe Acrobat Reader. If system restart is required then option with restart immediately or restart later is displayed. Installer will be closed using Finish button.



Installation - step 18 - installation finished

1.2.2 Network

Installation of Microsoft SQL Serveru 2008 R2 Express and database

Installer types

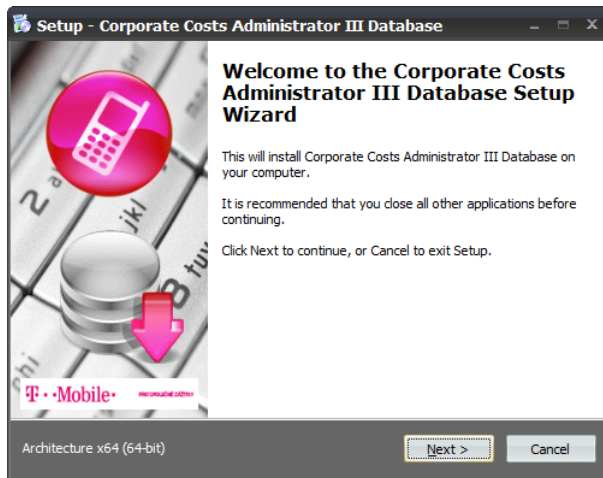
- Installer with MSSQL 2008 R2 Express x86 - designed for 32-bit operation system, start installation using SFNsetupDB2008R2x86.exe file, it is possible to download installer on address www.t-mobile.cz/sfn3setupdb.
- Installer with MSSQL 2008 R2 Express x64 - designed for 64-bit operation system, instalace se spouští souborem SFNsetupDB2008R2x64.exe file, it is possible to download installer on address www.t-mobile.cz/sfn3setupdb64.

These installations contains only SQL server a database for CCA III application. It is designed for installation of database server onto physical server in company network as common storage of data for more users of CCA III. Installer does not contains application files. Installers sizes are between 75 to 85

MB. After installation no files outside SQL Server will leave on server.

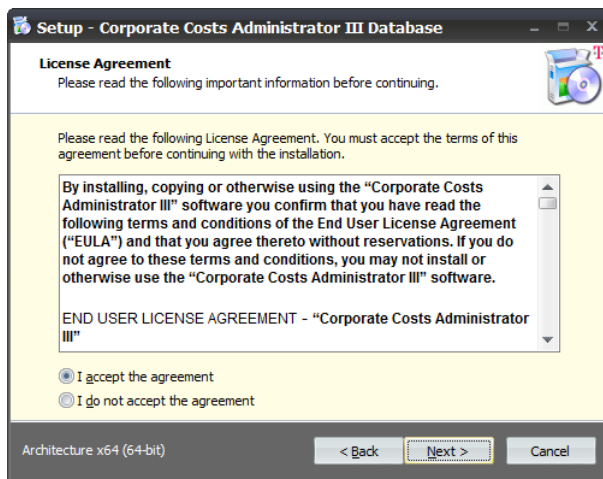
Installation steps description

1. After selecting language product information is displayed. Confirm it by click on Next button.



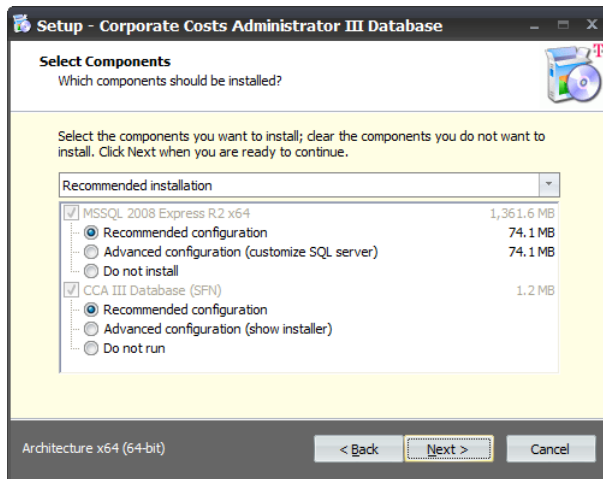
Installation - step 1 - basic information

2. Licence agreement is displayed, it is necessary to accept the licence agreement to continue. Select I accept the agreement and continue by click on Next button.



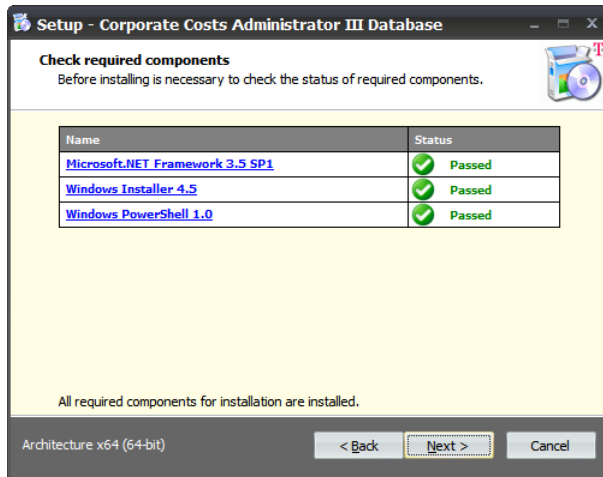
Installation - step 2 - licence agreement

3. Select installation type and components. Confirm it by click on Next button.



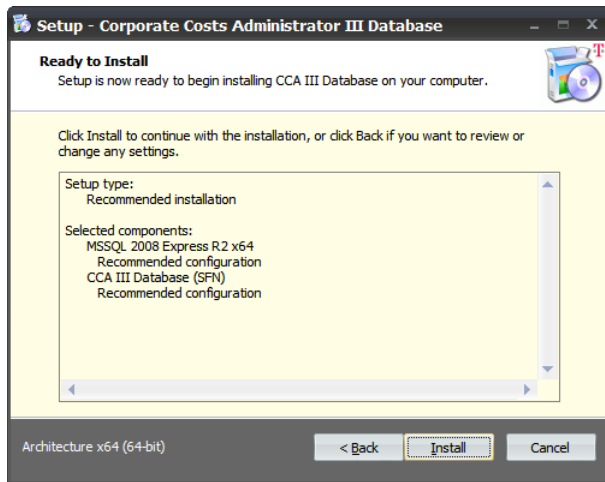
Installation - step 3 - select installation type and components

4. Check for required components will be started. If one or more components is missing, installer will not let you continue. Required components might differ according to selected installation components. By click on component name, download page of current product is open in web browser. If all necessary components are installed, continue by click on Next button.



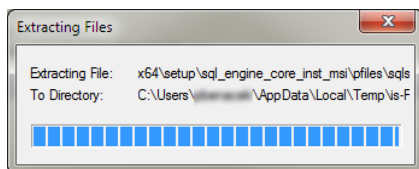
Installation - step 4 - required components check

5. Displays summary information about selected components for installation including destination directory and other options, click button Install to start installation.



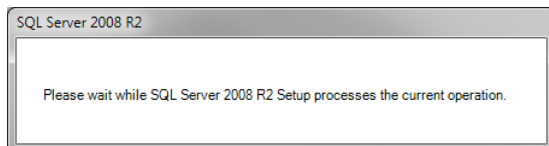
Installation - step 5 - summary information

6. If SFN instance of MSSQL server is installed with the application then extracting of files for MSSQL 2008 installer is started after files copying is finished, this operation can take several minutes depending on computer configuration. Please wait till the extraction is finished.



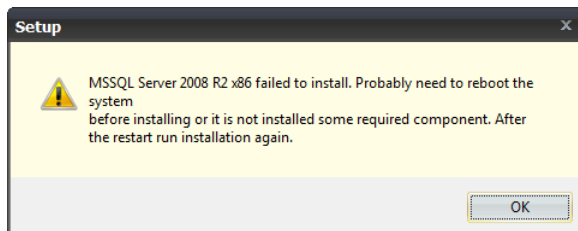
Installation - step 6 - extracting of files for MSSQL 2008 installer

7. If SFN instance of MSSQL server is installed with the application then installation of SFN instance of MSSQL server is started after files extraction is finished, this operation can take several minutes depending on computer configuration, installer windows might be displayed during installation. Please wait till the installation is finished.



Installation - step 7 - installation of MSSQL server 2008 Express

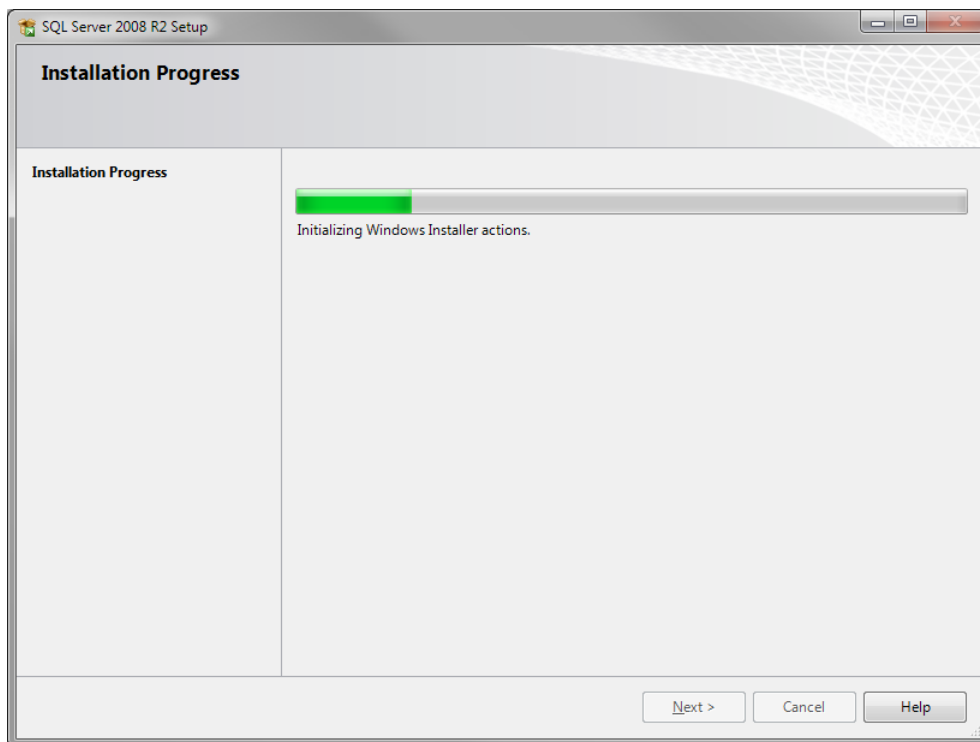
8. If SFN instance of MSSQL server is installed with the application then it might happen that MSSQL server installation will fail, in this case below mentioned message is displayed. Turn off the installer and restart computer. Immediately after operation system is initialized start the installation again.



Installation - step 8 - MSSQL server 2008 installation error

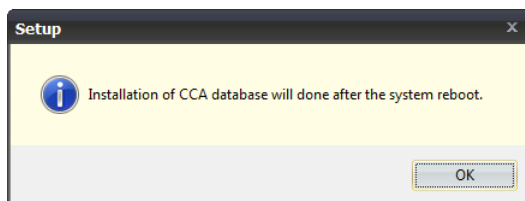
9. If SFN instance of MSSQL server is installed with the application and all conditions for installation are

met then MSSQL server 2008 installer window is displayed. This operation can take several minutes depending on computer configuration. Please wait till the installation is finished.



Installation - step 9 - MSSQL 2008 installer

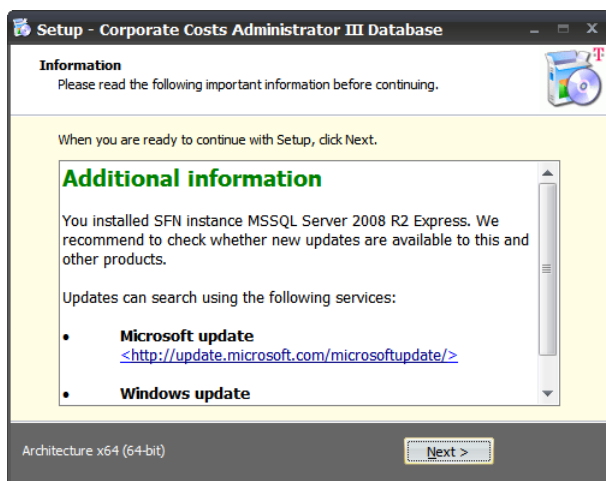
10. If CCA database is installed with the application and system requires restart after MSSQL installation then information that CCA database will be finished after computer restart is displayed. Confirm it by click on Next button. After operation system is restarted installation automatically continue.



Installation - step 10 - CCA database
installation - restart required

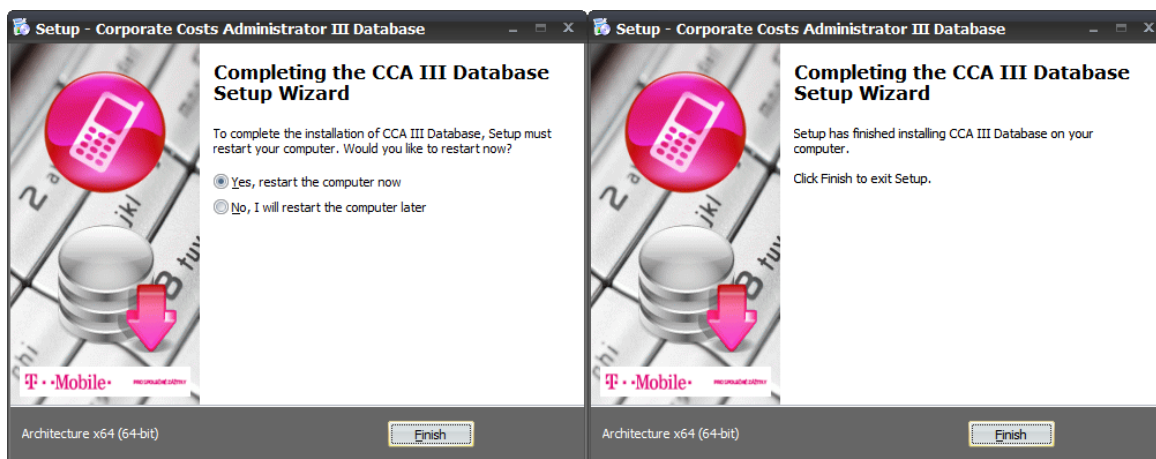
11. If CCA database is installed with the application and system does not require restart then CCA database installation is started, this operation can take several minutes depending on computer configuration. Please wait till the installation is finished. If advanced installation was selected then [CCA database installation guide](#) is displayed.

12. If SFN instance of MSSQL server is installed with the application then after successful installation finish additional information are displayed. It is recommended to download and install all available actualizations using web page [Windows Update](#) or [Microsoft update](#).



Installation - step 12 - additional information

13. After successful installation finish result information are displayed. Here it is possible to choose to run Corporate Costs Administrator III application and open web page with last version of Adobe Acrobat Reader. If system restart is required then option with restart immediately or restart later is displayed. Installer will be closed using Finish button.



Installation - step 13 - installation finished

1.2.3 Existing SQL Server

Installation of CCA III application on own/existing SQL Server

Installation steps are the same as for [installation on local computer](#) with two differences.

1. SQL Serveru option is set to Do not install.
2. CCA III Database (SFN) option is set to Advanced configuration (show installer). After installer starts Advanced option is selected on Install database - connection settings, setup connection to existing SQL Server and name for newly created database. It is also necessary to set connection to SQL Server and database name manually in application.

1.2.4 Database

Install database of Corporate Costs Administrator III

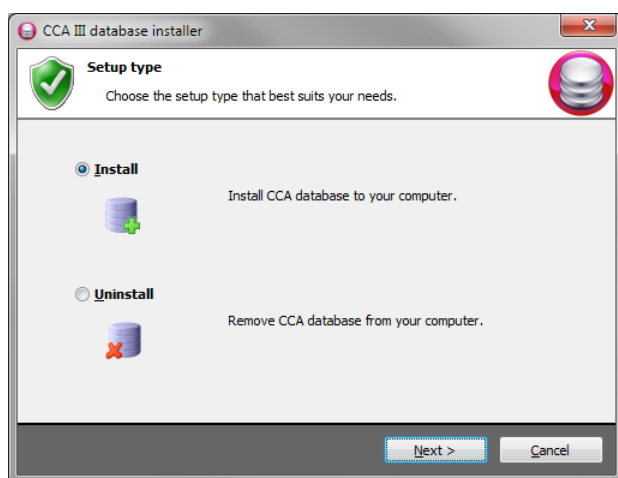
Installation of CCA III database and table structure is provided by special application called CCA III database installer (SFNDBSetup.exe). This application is installed with application to subdirectory DB of CCA III application directory. By default you might be able to find it on path C:\Program Files\T-Mobile SFN III\DB\SFNDBSetup.exe. This application is also used by standard installer in recommended settings, but if needed it might be started by user manually to install CCA database to selected server.

CCA database language

CCA III database installer automatically set database language to czech "Czech_CI_AS".

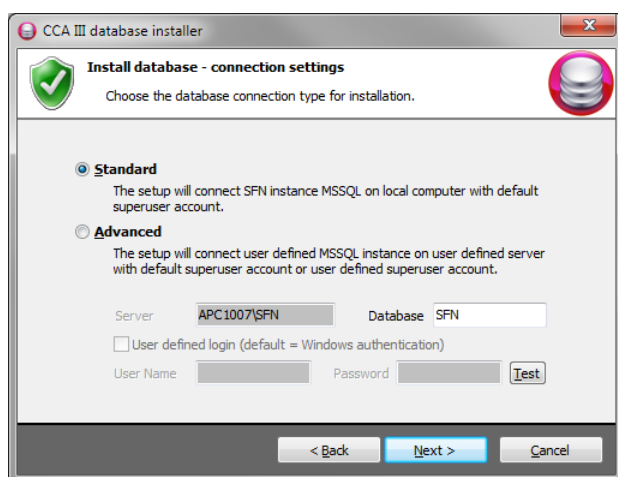
Installation steps description

1. On first screen select installation type, whether it install or remove database. Confirm it by click on Next button.



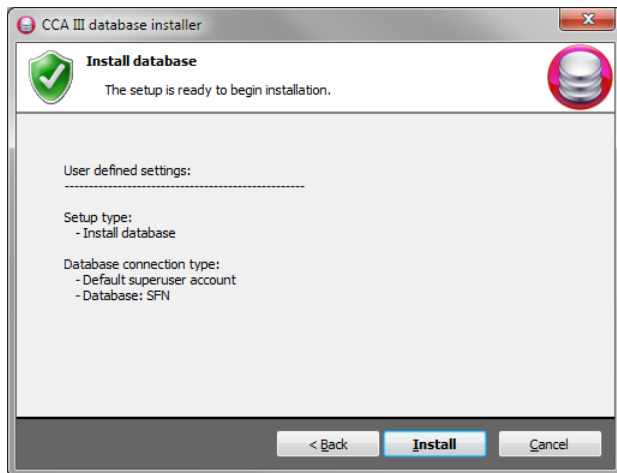
Step 1 - select installation type

2. For both installation types database connection settings are displayed. Here you can select standard connection settings to SFN instance of SQL Server, which is installed using CCA III installer, or select advanced settings and define connection to database server for creating/removing database manually. It is also possible to set different database name than SFN. Confirm settings by click on Next button.



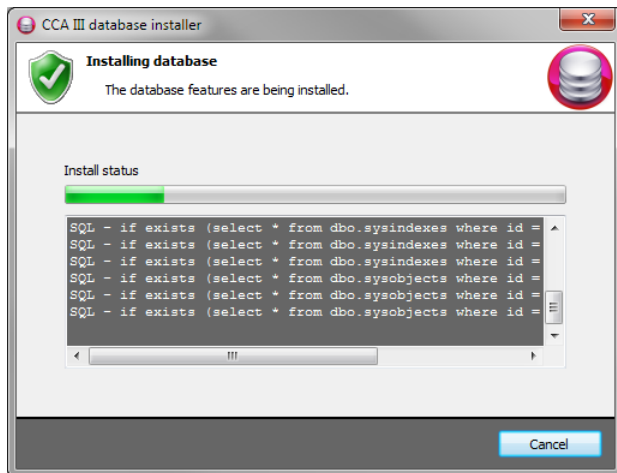
Step 2 - database server connection settings

3. For both installation types summary information about selected option from previous steps are displayed. Confirm it by click on Install/Remove button.



Step 3 - summary information

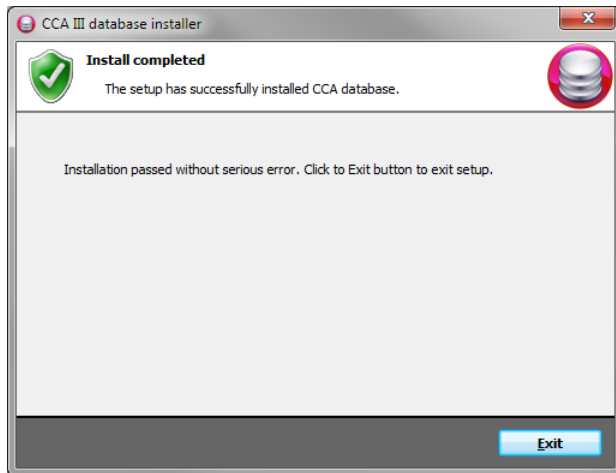
4A. If Install was selected then database and table structure installation progress is displayed.



Step 4A - installation progress

4B. If Remove was selected then remove animation is displayed.

5. When database install/remove is finished then information about successful finish or list of occurred errors is displayed. Installer will be closed using Finish button.



Step 5 - database install/remove finished

1.3 Used shortcuts

List of used shortcuts

CCA	Corporate Costs Administrator.
SFN	Czech shortcut of Corporate Costs Administrator (Správce firemních nákladu).
I	Statements of Services (Invoice).
SSS	Summary Statement of Services.
SSTN	Summary Statement of Services by Telephone Numbers (corresponds to shortcut SS "Summary Statement" from CCA II).
ISS	Itemized Statement of Services (corresponds to shortcut ILC "Itemized List of Calls" from CCA II).
ISPT	Itemized Statement of Payment Transactions.
Ribbon	Ribbon menu with buttons on top panel of form (like in Microsoft Office 2007 and 2010).
Module	Library of functions (for example: export, re-invoicing, groups, etc.).
SQL Server	Related database and analytics system.
Instance	One named copy of SQL Serveru application (service).
Database	Named collection of tables inside SQL Serveru instance.

1.4 Versions 2 and 3 differences

Description of main differences between versions CCA II and CCA III

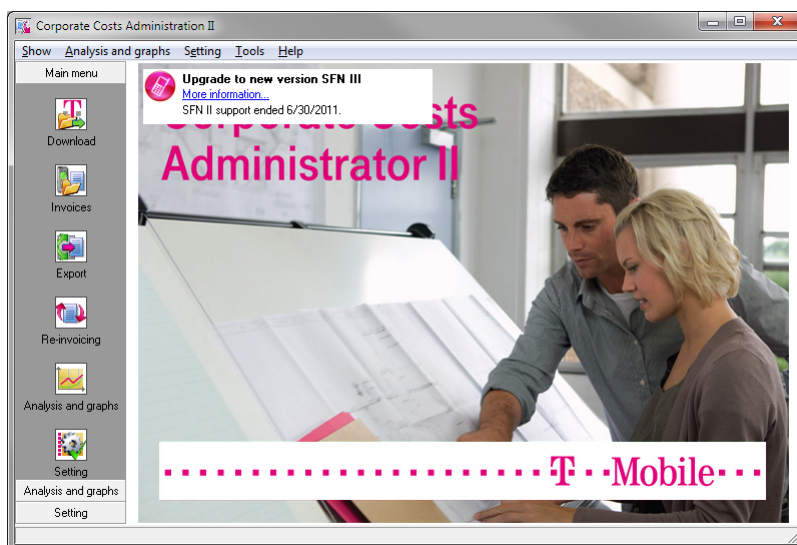
Performance

Version 3 uses Microsoft .NET Framework, which bring new modern technologies, but it also have higher memory and processor time requirements. Similar to JAVA applications, code of .NET application is runtime compiled directly for current processor, which might result in little slowdown during application modules initialization. This slowdown might be seen on application startup, because all necessary libraries of .NET Framework are loaded. Basically, some functions of version 2 are faster than version 3 and otherwise.

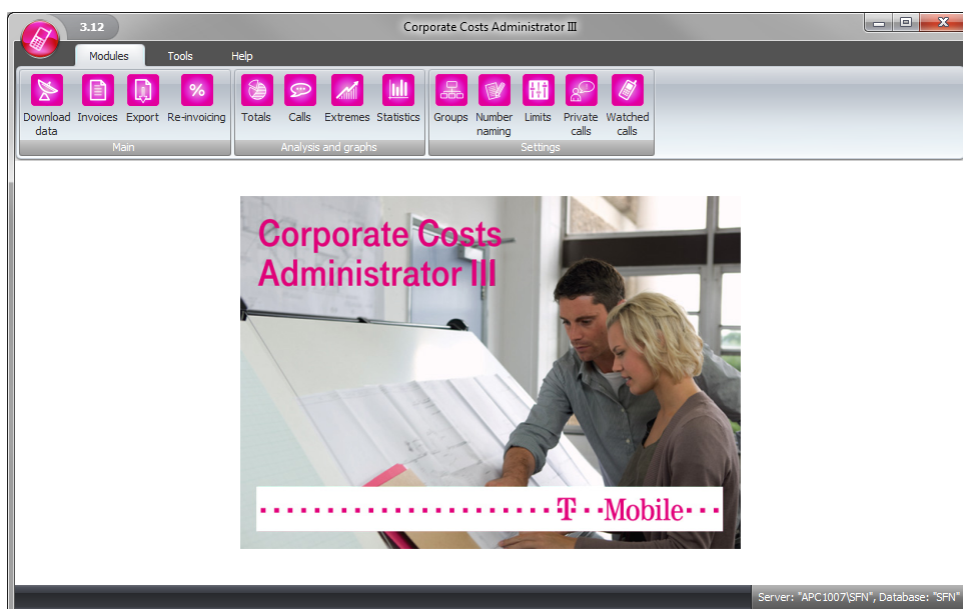
Design

Version 3 was completely redesigned compare to version 2, application main menu and side panel

navigator of version 2 were transfer to Ribbon. If internet connection is active in version 3 then information channel will appear in a while on main form replacing static picture from version 2.



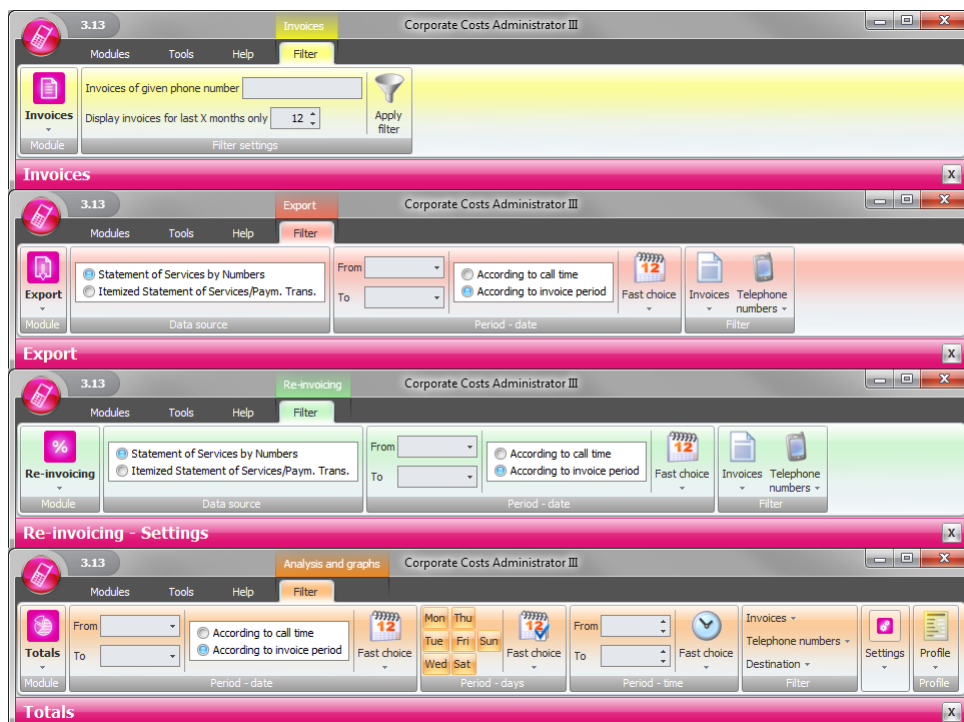
CCA II application main form



CCA III application main form

Filters

In version 3 analysis filter, invoices filter and data source selections for export and re-invoicing were moved to separate tab sheet on ribbon for quicker and easier access.



CCA III filters

Prints and charts

Version 3 contains new tools for displaying print reports and charts. Features of print reports were move technologically forward and some older settings used in version 2 might not be supported in version 3.

Export definition, file splitting and file naming

In this section some corrections for quicker and easier access were done in version 3.

Internet access

Version 3 uses communication technology od .NET, so it is capable to connect anywhere where it is possible to connect using Internet Explorer. Version 2 uses older components, which brings some problems with internet connectivity on some networks.

Security

Version 3 compare to version 2 has strict rules on certificates validity while using secured internet connection, this affect not even invoice downloading but also email sending.

New operation systems support

Version 3 compare to version 2 better runs on new operation systems like Windows 7 or Windows Server 2008 R2.

Technology

Version 3 is written for Microsoft.NET Framework 4.0 (Windows Forms) technology which allow to use all .NET technology features. Version 2 uses standard Win32 API interface.

Database connection

Version 3 compare to version 2 allows to use different database name than SFN, this allow to install more then one CCA database on one instance of SQL server, each with different name.

Summary grid overview of functions and technologies

Legend

- Function is not available in this version.
- Function is available, but in worse quality.
- Function is available and was improved/extended.

Function and technology	CCA II	CCA III
SQL database	YES	YES
Microsoft.NET	NO	YES
Basic modules, analysis, settings	YES	YES
Database backup	YES	YES
Application parameters	YES	YES
Change password of logged user	NO	YES
User profile	NO	YES
Data and documents directory access	YES (worse access)	YES
Database performance	YES (worse access)	YES (with optimization)
Detail information about connected database	NO	YES
Database connection settings	YES (worse access)	YES (more comfortable)
Automatic update	YES	YES
Sending reports to technical support	YES	YES
Visibly displayed database connection	NO	YES
Visibly displayed currently logged user	NO	YES
Inteligent reaction of database connection loss	NO	YES
Basic logging	YES	YES
Advanced logging (application and installer)	NO	YES
Internet access	YES (old technologies limits)	YES (modern comm. technologies)
Print reports preview	YES	YES (modern print report)
Sending messages using SMTP server	YES	YES (SSL support)
Quick print and export of displayed grids	NO	YES
User management	YES	YES (extended)
Capability to connect to database with different name than "SFN"	NO	YES
Minimal resolution optimization	800x600	1024x768
Access to non-database configuration if database is not available	NO	YES
Old export formats support (paradox, dbase, etc.)	YES	NO
Database management	YES	YES (moved to invoices)
Easy installation guide	YES	YES (more sophistic installer)
Batch mode	YES (GUI)	YES (console, security option)
Information channel	NO	YES
Special tools for deleting of config files	NO	YES
Access to turn on naming columns in modules	YES	YES (redesigned)

Corporate Costs Administrator III

Caption: Application

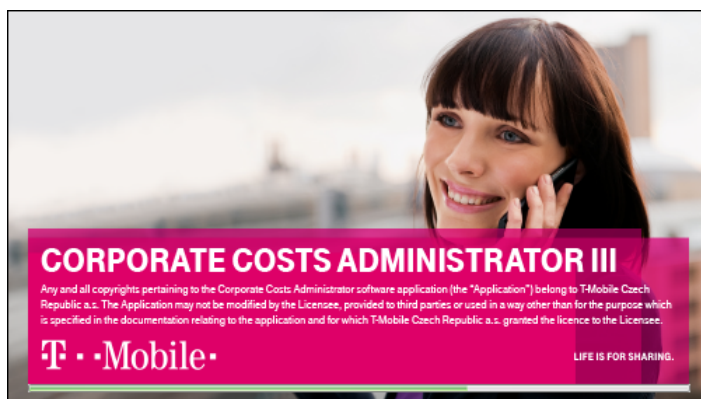
Part



2 Application

Run application

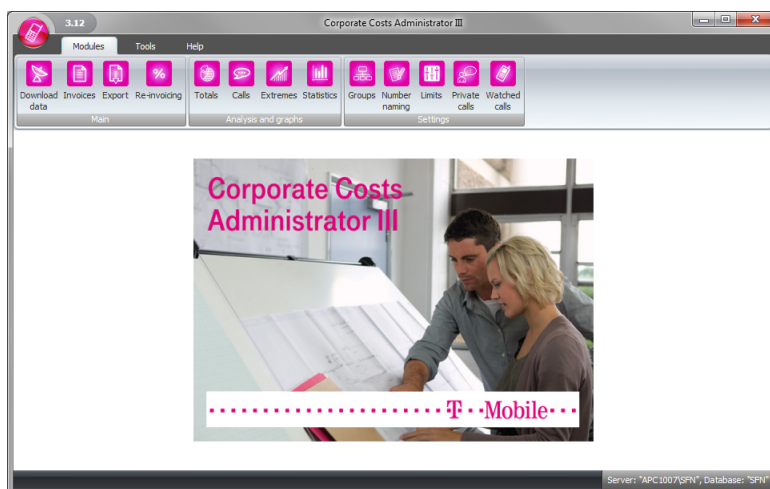
On application startup all necessary Microsoft .NET Framework libraries are loaded. This may cause an delay before displaying splash screen. After splash screen is displayed all necessary libraries are loaded and application initialization starts. Initialization state is displayed on green progress bar in bottom part of the form under the T-Mobile logo.



Splash screen

Main application form

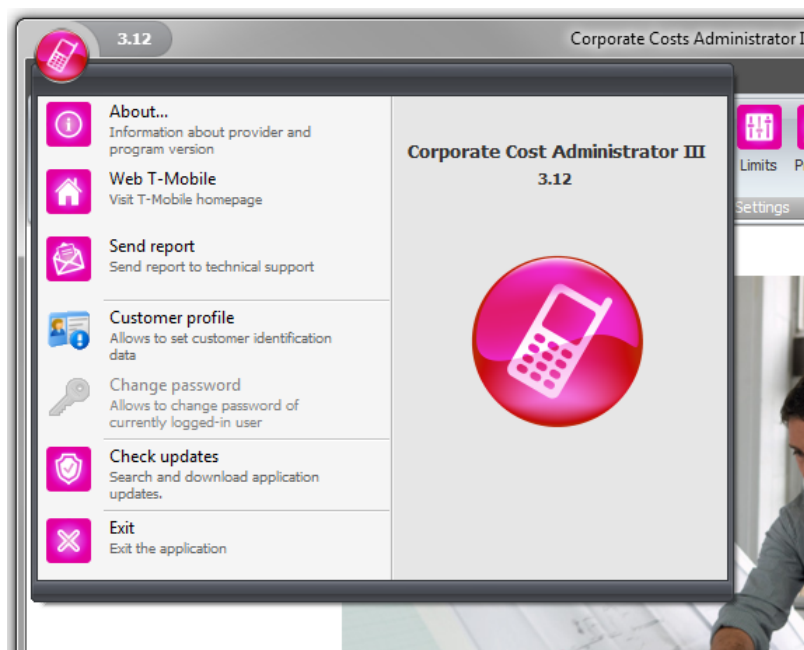
All functions and tools are available on the main application form displayed after application initialization is done.



Main application form

Main application menu

Main application menu with additional functions are displayed by click to a round logo button in left-top corner of the main form.



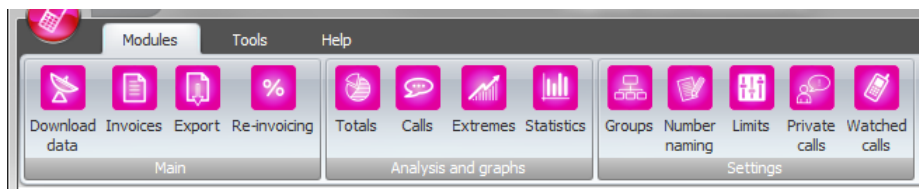
Main application menu

Info channel

Application logo is displayed on main form empty working place which is used for displaying modules. If displaying of info channel is enabled in [application parameters](#) and computer is connected to internet, than after successful download an info channel is displayed. Info channel is displayed only when no other module is opened.

Application menu

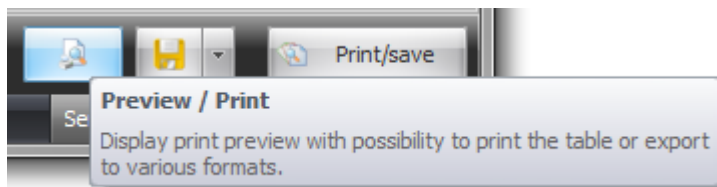
Functions and modules are available from [ribbonu](#) (tabbed menu) on top part of main form. Menu is accessible using mouse or keyboard by click on ALT key, this key displays for each item an activation key.



Ribbon

Quick help

All buttons and some special edit boxes displays additional help in hint. Hint is displayed after pointing with mouse cursor on current button or edit box.

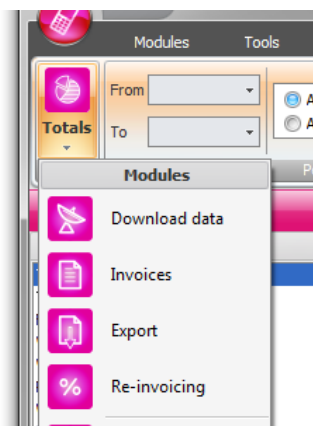


Bubble help

Quick module navigation

Modules with filter panel have an additional button in left corner, which allows an quick navigation to

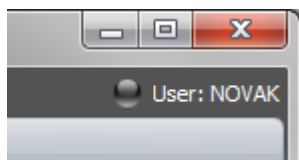
another module.



Quick module navigation

Logged in user

If [rights administration](#) is allowed in [application parameters](#) logged in user is displayed in top-right corner of main form of CCA application.



Logged in user

Connected database

Information about server name and database name is displayed in bottom-right corner of main form.



Connected database

SQL request progress

Application load and save data from database. During processing of database operations an "SQL" text with animated progress bar is displayed in left-bottom corner of main form. Some database operation may take longer time and application may not allow any button click or module switch, it looks like that application freeze. This is a feature of application which disables all controls on SQL request startup and enables them on request finish. This feature may cause an window blinking.



SQL

2.1 Version

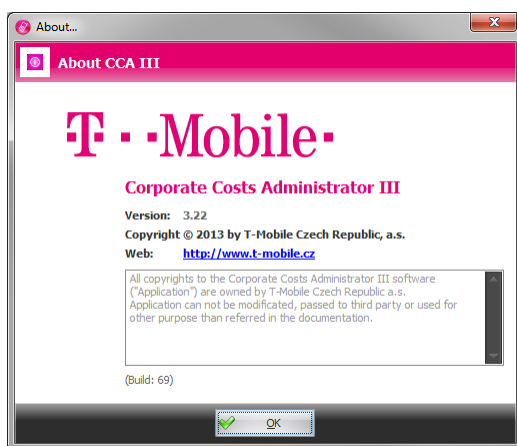
CCA III application version

Application version is displayed on several places.

1. Left side of main form caption panel.
2. Right side of application main menu.
3. In about box. Here the additional build number (BUILD) may be found.

About box dialog

Displays basic information about the product and supplier. Dialog may be opened from application main menu or by double click on version number on left side of main form caption panel.



About box

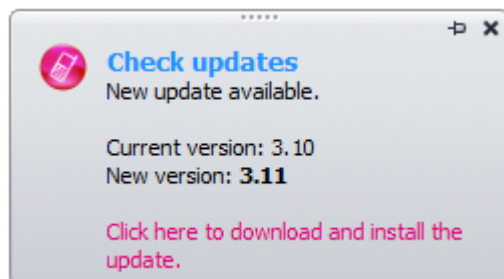
2.2 Check for updates

Application CCA III allows an automatic check for updates. If new update is available, application allows user to install actualization. Check for update may be also run manually from application main menu. Default address for checking for new updates is <http://www.t-mobile.cz/sfn3update>.

Automatic check for updates may be configured in [application parameters](#).

New version found

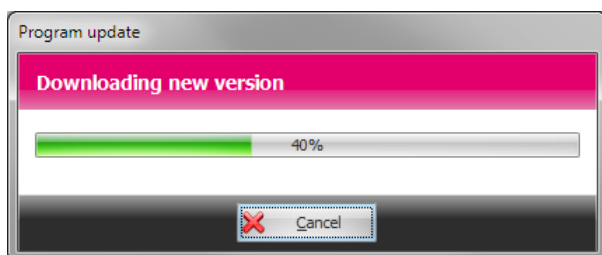
If application finds new version, information window in right-bottom corner is displayed. Download of the new version is started by click on this information window.



New version available

Actualization download

Internet connection and access to T-Mobile server is necessary to proper work of check for new updates.

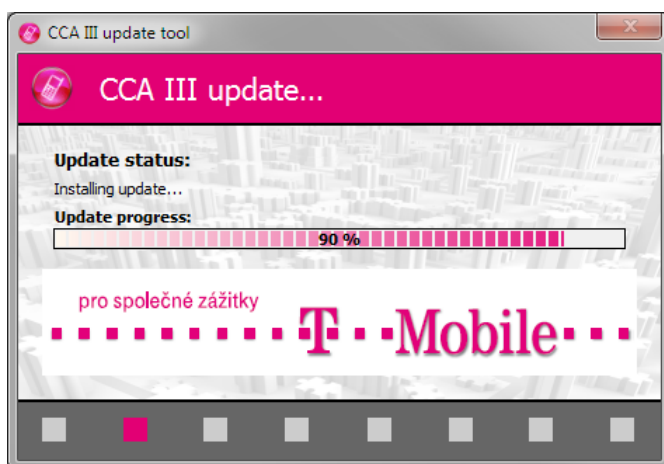


Downloading actualization

Actualization install

Installation may run two different ways.

1. If only actualization of application files is needed, then actualization tool SFNU.exe is started, which overwrites all necessary files. This is done in 95% causes.

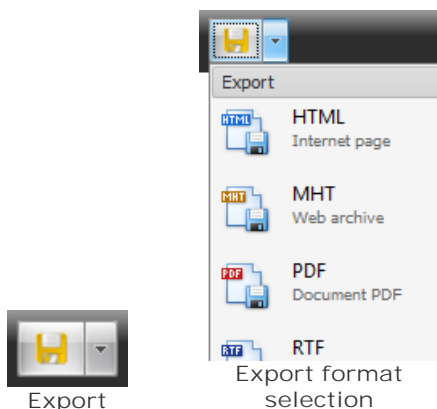


Application files actualization

2. If actualization or installation of third party component is needed, then standard setup is started, which updates all necessary files.

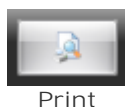
2.3 Export

On many place in CCA III application, where grid view of data is used, quick export button allows to export displayed table. Accessibility of this button may be restricted be user rights. It is necessary to divide this export of displayed table from [Export](#) module, which offers a powerful tools for exporting data.



2.4 Print

On many place in CCA III application, where grid view of data is used, quick print button allows to print displayed table. Accessibility of this button may be restricted by user rights. It is necessary to divide this print of displayed table from proper invoice print reports.



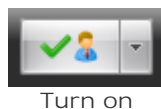
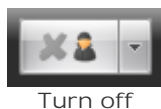
Report preview

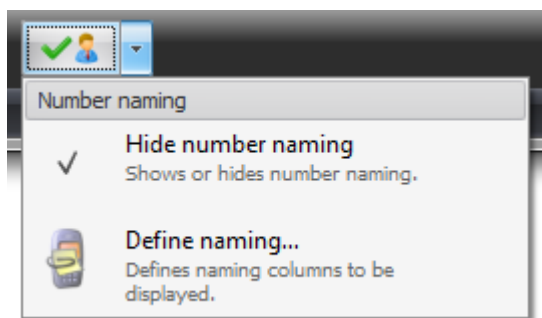
Report preview contains several tools.

- Load and save print report.
- Print and preview setting.
- Paper setting.
- Navigation.
- Zoom.
- Colors and watermarks.
- Export to several different formats.

2.5 Number naming

Application CCA III contains special button for number naming, which instead of display naming on grids and exports allows also define display naming columns.





Number naming options

2.6 Select dialogs

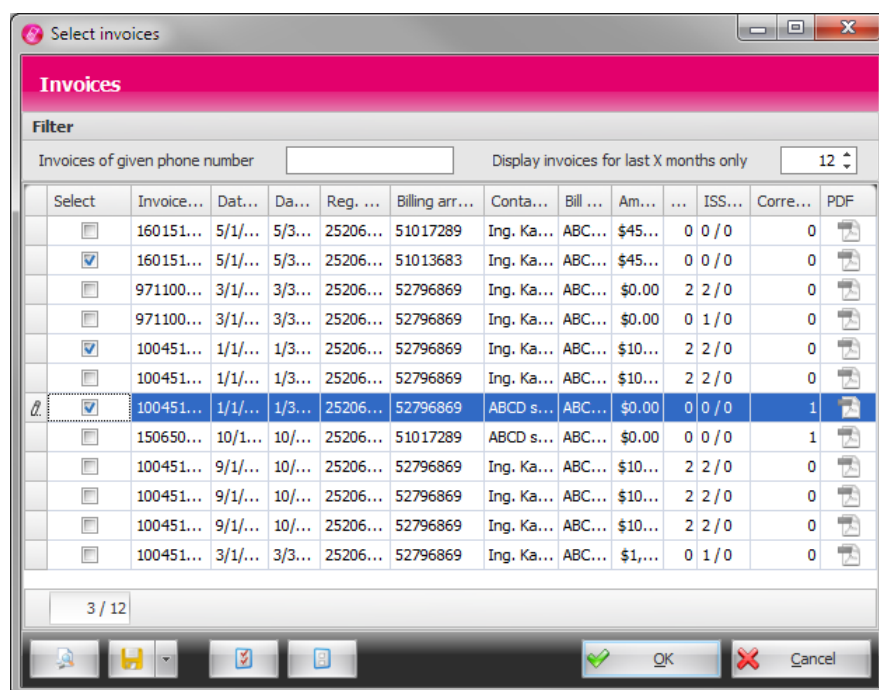
Overview of standard select dialogs in CCA III

Select invoices

List of invoices is display almost same way as it is on module module [Invoices](#) - including filter. First column "Select" contains check box, which is used to mark invoices as selected.

Buttons

- Print - quick [table print](#).
- Export - quick [table export](#).
- Select all invoices.
- Cancel selection of all invoices.
- OK - confirm selection.
- Cancel - cancel selection.



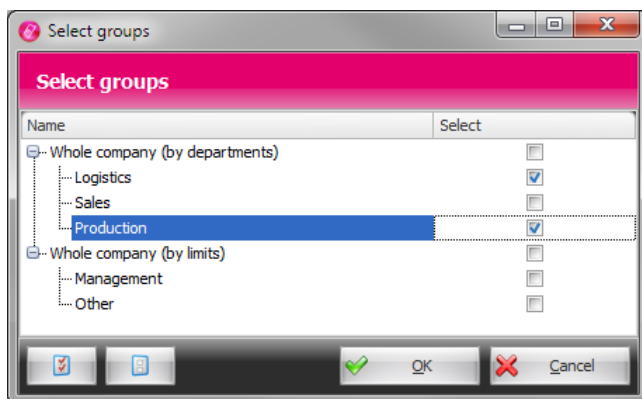
Select invoices

Select groups

Groups are display hierarchically in tree structure. Column "Select" contains check box, which is used to mark groups as selected.

Buttons

- Select all groups.
- Cancel selection of all groups.
- OK - confirm selection.
- Cancel - cancel selection.



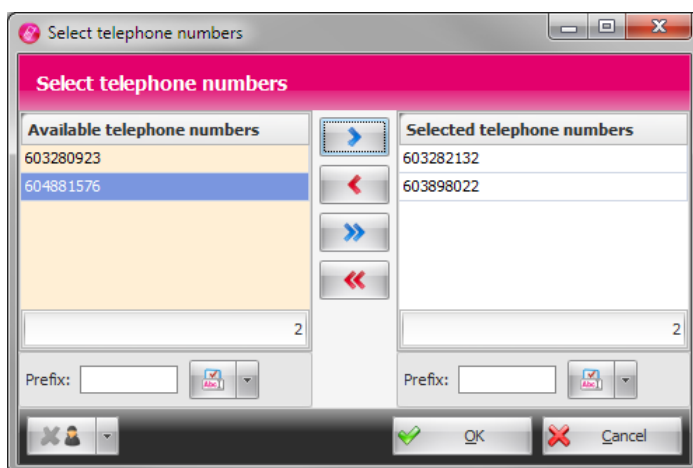
Select groups

Select phone numbers

Phone numbers are displayed in two lists. Available phone numbers are displayed in left list, selected phone numbers are displayed in right list. Phone numbers are moved by buttons placed between these two lists. Filter below the lists allows to reduce amount of displayed phone numbers according to defined prefix.

Buttons

- > - select marked phone numbers.
- < - unselect marked phone numbers.
- >> - select all phone numbers.
- << - unselect all phone numbers.
- Turn prefix on/off.
- Turn naming numbers on/off.
- OK - confirm selection.
- Cancel - cancel selection.



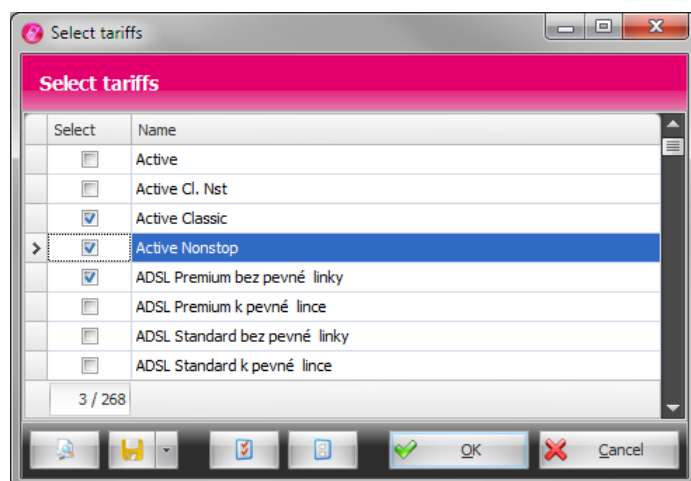
Select phone numbers

Select tariffs

Tariffs are displayed in overview list. First column "Select" contains check box, which is used to mark tariffs as selected.

Buttons

- Print - quick [table print](#).
- Export - quick [table export](#).
- Select all tariffs.
- Cancel selection of all tariffs.
- OK - confirm selection.
- Cancel - cancel selection.



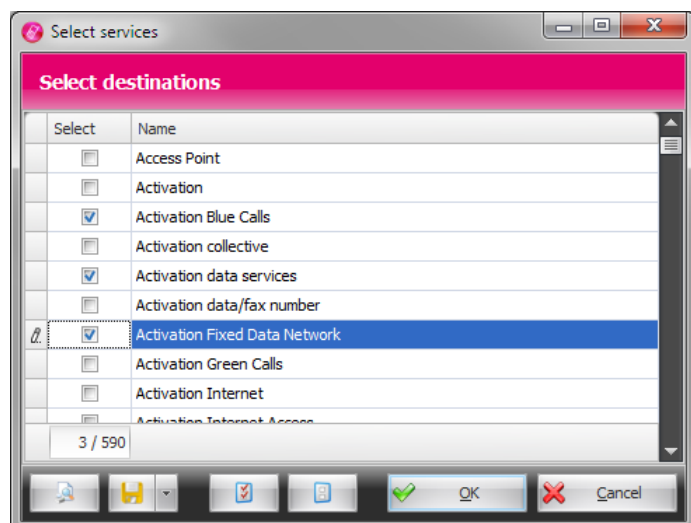
Select tariffs

Select services (destinations)

Services are displayed in overview list. First column "Select" contains check box, which is used to mark services as selected.

Buttons

- Print - quick [table print](#).
- Export - quick [table export](#).
- Select all services.
- Cancel selection of all services.
- OK - confirm selection.
- Cancel - cancel selection.



Select services

2.7 Internet connection

Supported communication interfaces, communication protocols and authorization protocols are based on Internet Explorer support and Microsoft.NET Framework 4 technology.

Communication protocols

- HTTP (version 1.1, port 80) - used for downloading info channel and checking or downloading new application version.
- HTTPS (TLS, port 443, method GET, HTTP compression GZIP, DEFLATE, IDENTITY - no compression) - used for downloading invoices.

Certificates

While using secured connection with TLS (Transport Layer Security) application strictly validate certificate provided by server side. If certificate validation fails, no secured connection may be established. It is necessary to regularly update list of root certificates using [Windows Update](#) service or [Microsoft Update](#), actualization for Windows XP system may be downloaded [here](#). Microsoft corporation releases ones in time period an optional actualization which contains list of trusted root certification authorities. List of all installed certificates on your computer may be displayed using application "certmgr.msc".

Secured connection with TLS is always used in downloading invoices. Application take server certificate and validates it according to trusted root certification authorities and check also its validation date. List of trusted root certification authorities are taken from local computer, so it is necessary to keep this list actualized. If certificate is not valid according to above mention validation, connection to server is not established and user may get this error "**The underlying connection was closed: Could not establish secure channel for SSL/TLS. The remote certificate is invalid according to the validation procedure.**"

Proxy server

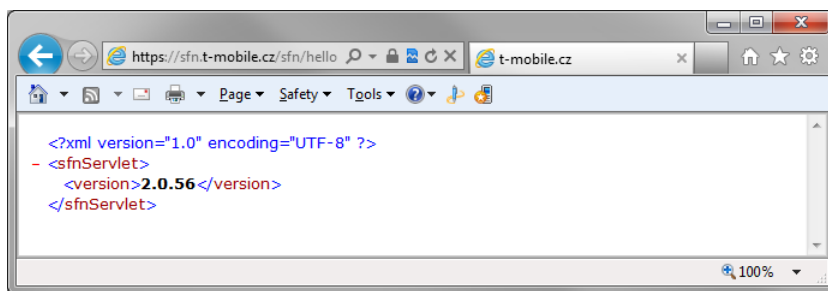
If you used and proxy server with HTTPS inspection creating own connection to remote server instead of direct connection, than it is necessary to install root certificate of your proxy server into trusted root certification authorities on every client computer with CCA application.

Cipher-suites for TLS

For secured connection with TLS are allowed only cipher-suites with high security. Download data may not work in unsupported operating systems like as Windows XP or Windows Server 2003 due to missing support for new safer cipher-suites.

Server accessibility check

CCA III using same connecting method as Internet Explorer, if there are any problems with connection, we recommend to try open verification function <https://sfn.t-mobile.cz/sfn/hello> in Internet Explorer. If CCA servlet version is displayed properly without any problems any security warning same way as it is displayed on picture below (displayed in compatibility mod, browser IE 9), then invoice download will work as well in CCA III application, if "As Internet Explorer" parameter is set in [application parameters](#).



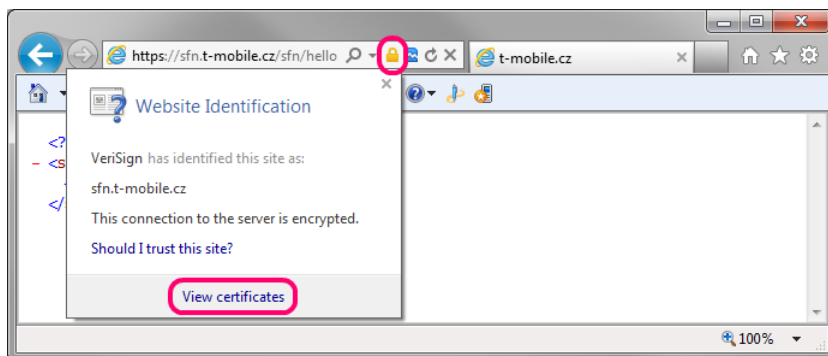
CCA servlet version

Manual certificate validation check

If verification function <https://sfn.t-mobile.cz/sfn/hello> run without any problem in web browser and application still displays invalid certificate warning, it is possible to check certificate validity manually.

Instructions were prepared for English version of Internet Explorer 9, process in other versions are very similar.

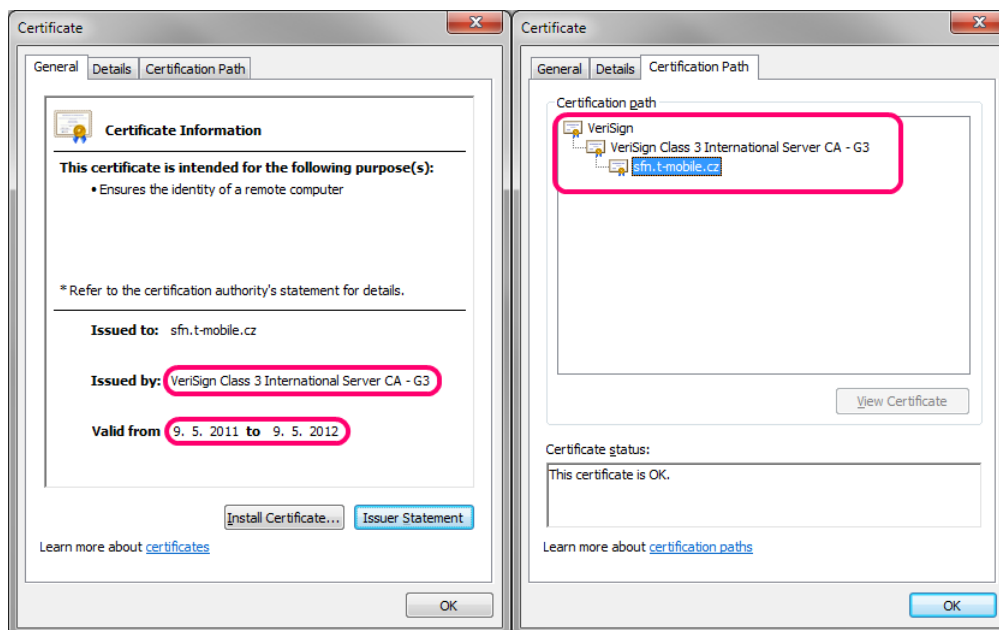
1. Start Internet Explorer and fill address <https://sfn.t-mobile.cz/sfn/hello>.
2. Click on secured connection button (in older version button is situated left from the address field). On displayed form click on view certificates.



Security

3. Visual certificate check.

On the first tab there are information about certification authority issuing the certificate and certificate validity dates. Root authority certificate must be installed in trusted root certification authorities. On last tab there is path to current certificate, certificate must have more the one item in certificate tree and icons of each item cannot contain any warning signs. If there is only one item in the certificate tree, than necessary root certificates are not installed. If some icon contains any warning sign it shows on problem with certificate (validation expired, not trusted certificate, etc.). In any of these cases it is necessary to actualize root certificate.



Trusted certificate

2.8 Batch mode

Application allows to provide some operations automatically without user interface and with interaction with user. This is called batch mode which provides operations according to command line parameters. Batch mode might be automatically started for example by using task scheduler.

CCA III used for this function extra executable exe file SFNC.exe, which is full valued console application (that means application runs in command line console). Information about progress and result of batch mode operations are written during the process onto the console command line.



Logo

Supported operations

- [Download and import](#) of new invoices.
- [Export](#) of new downloaded and imported invoices.

Command line parameters description

- `/?` or `/HELP` - displays help how to use console application SFNC.exe.
- `/N` - denies display of operation progress, this is used mostly when standard output is redirected to file.
- `/CREATESECUREBATCH` - creates batch (file with extension cmd) with decrypted login information for protecting of user name and password.
- `/EXECUTE=DOWNLOAD[,DOWNLOAD+EXPORT]` - runs typed command.
 - `DOWNLOAD` - downloads and imports all available invoices.
 - `DOWNLOAD+EXPORT` - same as `DOWNLOAD`, but all newly imported invoices are than exported to file.
- `/EXECUTE=EXPORT` - executes invoice export. Export profile defines invoices for export.
- `/DATEFROM=date` - date from which invoices are downloaded. Date must be in D.M.Y format (day.month.year) or M/D/Y format (month/day/year) [for example: 25.2.2011, 2/25/2011], or might be according to local settings (optional).

- Find out more information about this parameter in [login](#) chapter.
- /LOGIN=name - login name for downloading invoices from TMCZ (mandatory for download).
 - /PASSWORD=password - user password for downloading invoices from TMCZ (mandatory for download).
 - /PROFILE=name - export profile name, used for exporting downloaded invoices (mandatory for DOWNLOAD+EXPORT or EXPORT).
 - /SFNLOGIN=name - login name for CCA application (mandatory only when user management is enabled).
 - /SFNPASSWORD=password - user password for CCA application (mandatory only when user management is enabled).
 - /EXPORTPATH=path - directory for invoices export, if it is not specified then directory defined in profile is used instead (optional, used only for DOWNLOAD+EXPORT or EXPORT).
 - /BATCHFILENAME=file - name of created batch file (mandatory for CREATESECUREBATCH).

Important information for setting parameters

- All parameters must be set with "-" or "/" prefix.
- Order of parameters does not matter.
- Most of the parameters contain mandatory suffix "=", which is followed by defined value.
- Parameters with spaces, like user name, password or path, must be closed in double quotes "", otherwise they might be proceeded incorrectly.

Some examples

Download and import data (user management enabled)

```
SFNC.exe /EXECUTE=DOWNLOAD /LOGIN="smith" /PASSWORD="123abcd" /SFNLOGIN="smith" /SFNPASSWORD="smi 123 xAz"
```

Download and export (user management disabled)

```
SFNC.exe /EXECUTE=DOWNLOAD+EXPORT /LOGIN="smith" /PASSWORD="123abcd" /PROFILE="Export ISS for SAP" /EXPORTPATH="C:\CCA\Export\SAP"
```

Only data export (user management disabled)

```
SFNC.exe /EXECUTE=EXPORT /PROFILE="Export ISS for SAP" /EXPORTPATH="C:\CCA\Export\SAP"
```

Create batch file

```
SFNC.exe /CREATESECUREBATCH /EXECUTE=DOWNLOAD+EXPORT /LOGIN="smith" /PASSWORD="123abcd" /SFNLOGIN="smith" /SFNPASSWORD="smi 123 xAz" /PROFILE="Export ISS for SAP" /EXPORTPATH="C:\CCA\Export\SAP" /BATCHFILENAME="C:\CCA\CCA Export.cmd"
```

Exit codes

- 0 - success.
- 1800 - runtime error.
- 1900 - unauthorized syntax.
- 1901 - EXECUTE parameter not defined.
- 1902 - TMCZ credentials not defined.
- 1903 - profile not defined.
- 1904 - batch file not defined.
- 1905 - encrypted data not defined.
- 1906 - illegal syntax.
- 2000 - configuration not exists.
- 2001 - unable to connect database.
- 2002 - database need update.
- 2003 - undefined database version.
- 2004 - bad CCA database.
- 2005 - database not initialized.
- 2006 - login required but not defined.
- 2007 - bad user name or password.

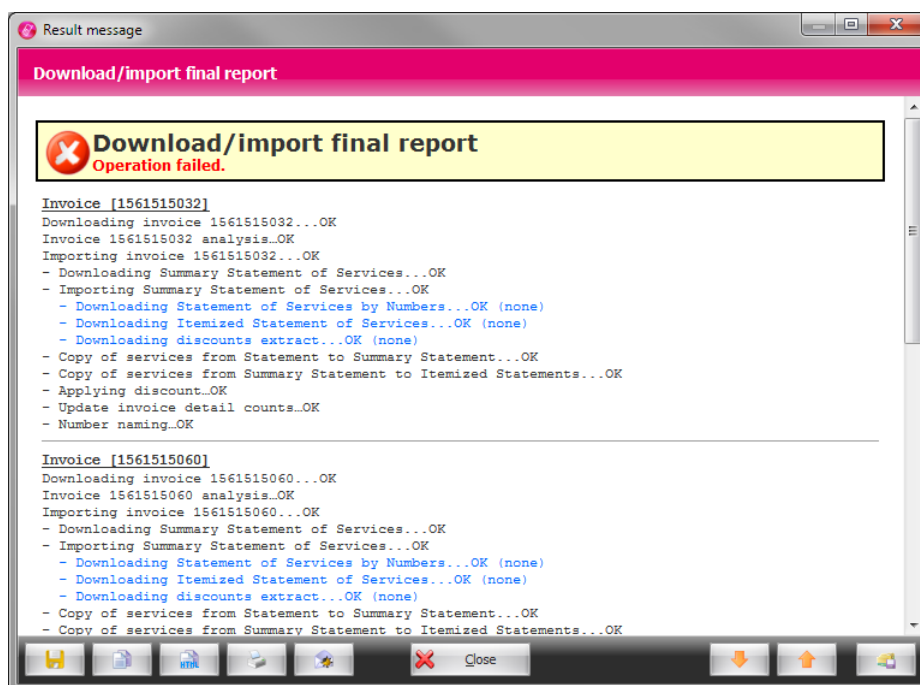
- 2008 - database connection lost.
- 2009 - profile not exists.
- 2010 - export definition not exists.
- 2100 - error creating secure batch.
- 2101 - download error.
- 2102 - export error.

2.9 Final report

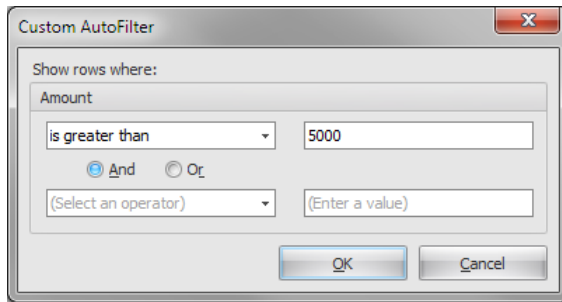
Result of several operations, such as [download and import](#) of invoices, [export](#), [re-invoicing](#), etc., is displayed using special dialog like well-arranged graphic report. Report is in HTML format, more precisely XHTML 1.0 and it is displayed using COM object WebBrowser of Internet Explorer applicaiton. Report contains inline graphics which requires installed [Internet Explorer version 8 or higher](#) to be displayed properly. Report has several kinds of information and each kind uses different font color. Statistic including duration of operation is presented on the end of the report. Report is design as log of the operation, which affect the result statistics. If report contains an error record, there are usually separated into two error notes (error description and error message), which means that in report statistics it will be count as two errors.

Navigation buttons (left to right)

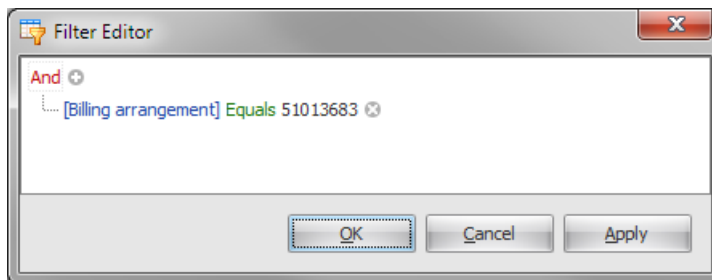
- Save - save current report report to file (HTML, TXT).
- Copy as text - copy the current report to clipboard as plain text.
- Copy as HTML - copy the current report to clipboard in HTML format.
- Print - display print preview of the current report.
- Send report - display dialog for sending report to technical support.
- Close - close report.
- Arrows down and up - are displayed only when report contains any warning or error records, allows to quick navigation between those records.
- Open directory - button is displayed only if operation is connected whit any file or directory, for example [export](#) operation, button opens the specific directory.



Final report



Define own filter criteria



Edit filter

2.11 Profiles

Profiles are used for quick and easy setup of predefined options. Profiles might be found in [print invoices](#), [export](#), [re-invoicing](#) and [analysis filter](#), profiles are stored in database and are accessible for every user working with CCA application on the same database.

Usage

User usually needs in one module, like [export](#), periodically generate specific outputs for other systems and repeated setting of options might be time consuming. Function allows to store each setting as one profile and if needed load the specific profile from database.

Access

Profiles are accessed using special profile button, which allows to load, save and delete profiles. Profil is identified by its name, which is set while saving profile.



Profile

Tips

Rename profile

Profile might be renamed by loading the profile, then deleting it and saving it with the new name.

Remote database

When sharing CCA application on company network with more users, it is useful to specify the profile name precisely to avoid duplicity and confusing profiles, always think that profiles are visible for every user on the same database.

2.12 Logging

Application automatically generates an log file, where application run is monitored. Creating of log file is automatic and it cannot be switched of or setup. Log files are created in local application data directory in users profile. Log is not design to be readable, but it might be processed using computer. Application keeps only last five logs, older log are automatically deleted. When sending [report to technical support](#) all existing log are attached to the report and sent for analysis. In most cases log helps to localize/identify problem. For monitoring activity of user working with CCA application an [database_log](#) in [application parameters](#) is used.

Announcement

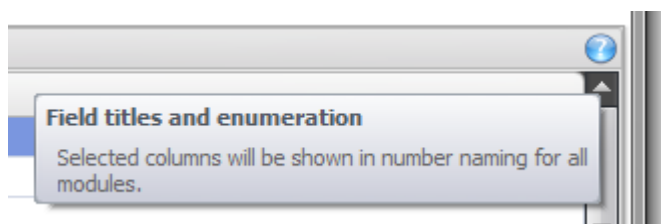
T-Mobile Czech Republic a.s. company declares, that all log file is used only for application run analysis. No personal data are purposely collected. All data are processed according to law for protecting personal data no. 101/2000 Dg., in full text of the Act.

What is logged

- Basic information about application version and operation system it runs on.
- Initialization operations.
- Opening of modules.
- Running of specific operation on modules.
- Operation final reports.
- Detail description of invoice import progress.
- Errors including application heap record.
- Amount of memory allocated by application.

2.13 Quick help

In some modules special small round blue buttons with question mark might be found. By click on this button an special hint with detail information for current section is displayed.



Quick help

Corporate Costs Administrator III

Caption: Main modules

Part



3 Main modules

Main application modules are the most important parts of application containing basic function for working with invoices, such as [download and import](#), [view and print](#), [export](#) and [re-invoicing](#).

3.1 Download data

Before working with Invoices, SSS, SSTN or ISS / ISPT in CCA application it is necessary to download data from T-Mobile server and import them into database. For this purpose download data module might be used.

Data are available on T-Mobile Czech Republic a.s. company server to all customers meeting this rules:

- Customer have enabled Invoice Administrator (ADF).
- This Administrator is registered on t-zones portal and has its login and password.
- Customer must belong to one of supported segment (LE, VSE) or must have activated the ProfiNet servis.

Data are available for download on the server for download sixth days after the end of current billing period.

Process of downloading invoices has two steps:

1. [Login](#) to T-Mobile server using name and password.
2. [Download](#) of selected invoices.

3.1.1 Login

Mandatory items

In the first step user name and password might be typed down. It is the user name and password used to access t-zones.

Warning:

Necessary condition for downloading data are active access rights to t-zones portal registered to phone number with Invoice administrator status. Invoice administrator has access to Invoices, SSS, SSTN and ordered ISS. Customer must be in supported segment (LE, VSE) or must have activated the ProfiNet service.

Settings

CCA III brings new comfort way to decrease amount of invoices displayed in [Download data](#) module. New functions is design mainly for users downloading big amount of invoices every month. With every new month amount of invoices available for download increases and after few years list may contains thousands of invoices. Decreasing amount of invoice will short down the time between user login and displaying of available invoices.

- Download all available invoices – with this option the list of all available invoices for logged user is downloaded, this option corresponds with the functionality of previous CCA version.
- Download only invoices from the specified date – here date can be set, list of invoices is filled from this date included. Invoices are filtered according to billing period TO date.

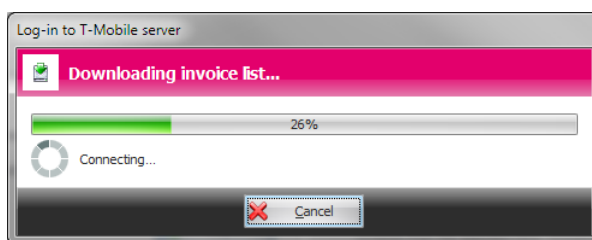
The screenshot shows two panels. The 'User information' panel on the left has fields for 'Username' (containing 'novak') and 'Password' (containing '*****'), and a 'Log-in' button. The 'Settings' panel on the right has two radio buttons: 'Download all available invoices' (selected) and 'Download only invoices from the specified date:'. Below the second radio button is a 'Date' dropdown menu showing '9/8/2010'. A text block below the settings explains: 'Setting refers to the displayed list of available invoices and speed up his displaying. Download invoices from the specified date, including up to now. Filtering by date TO.'

Insert username and password, then press button "Log-in".
After successful authentication list of available invoices will be shown.

Login and settings

Login and download list of invoices

After filling of name and password and click on "Log-in" button the connection with TMCZ server is established and user login is verified and if login is verified list of available invoices is prepared and return to application. Connection status and download progress is displayed in special download dialog.



Login

Account lock

While accessing the T-Mobile server one of below mentioned error messages might occur:

- Account is temporary locked. Probably incorrect password was entered 3-times in last 24 hours.
- IP adres is temporary blocked. Probably incorrect password was entered from this IP address several times in last 24 hours.
- Account is temporary locked. Locked on the system level (LDAP).
- Account is locked. Locked on the system level (LDAP).

3.1.2 Download invoices

Display list of invoices

After successful login to server list of invoices available for download is displayed. List is displayed in the grid, where already downloaded and imported invoices are marked with dark gray color. If last column, called PDF, contains red icon of PDF document than this invoice is also available as electronically signed PDF document. Second column with title "Download" contains check box used to mark invoices to be downloaded and imported to database.

Download

List of invoices available for download

Imported	Downl...	Invoice n...	Date f...	Date to	Reg. nu...	Billing arrang...	Name	Type	Amount	PDF
YES	<input type="checkbox"/>	1551515060	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
NO	<input checked="" type="checkbox"/>	1561515032	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
YES	<input type="checkbox"/>	1561515057	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
NO	<input checked="" type="checkbox"/>	1561515060	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
YES	<input type="checkbox"/>	1601515032	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
YES	<input type="checkbox"/>	1601515057	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
>	<input checked="" type="checkbox"/>	1601515060	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
NO	<input type="checkbox"/>	1551515032	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
NO	<input type="checkbox"/>	1551515057	5/1/2011	5/31/2011	25206122	51017289	Ing. Karel Novák	Invoice	45 398.0...	
									256	3 / 1718

x ☒ [Name] = 'Ing. Karel Novák' Edit Filter

Options

☒ Download Itemized Statement of Services, if available

☒ Download el. signed Statement of Services (PDF), if available

Mark all Unmark all

Invoices check Download Log off

List of available invoices

Settings (Options)

In detail settings it is possible to determine if additional documents will be downloaded.

- Download Itemized Statement of Services, if available - allows to download and import ISS, it work only when ISS are ordered. These documents contains detail information about calls. Amount of these data might be in size of tens of MB so import of these data might take even tens of minutes.
- Download el. signed Statement of Services (PDF), if available - allows to download and import Invoice in electronically signed PDF document form.

Options also contains special buttons helping with mass selecting of invoices for download and import.

Control buttons

- [Invoices check](#) - starts special function for check of completeness of already downloaded and imported invoices.
- Print grid.
- Export grid.
- [Download](#) - starts download and import of selected invoices.
- Log off - return to login screen.

Legislative restrictions impact

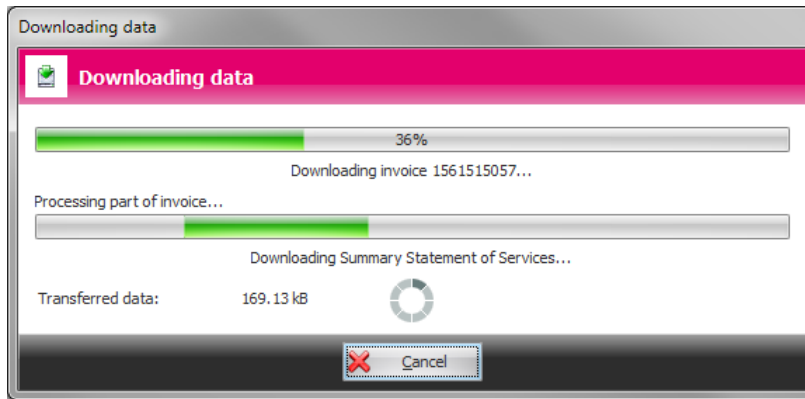
Detail services statement for invoice is according to legislative restrictions available only for last two month. Detail service statements for older invoice cannot be downloaded any more.

Invoices check

This special function check completeness of invoices stored in CCA application database. If for example customer orders ISS to already imported or any option for downloading additional documents was unchecked during import, then this function will allow you to add additional document to the invoice. Function checks if invoice in database contains all ISS and PDF available on TMCZ server. Progress of this operation is displayed using special dialog. After the check is finished, result of the operation is display in [report](#).

Download and import of invoices

During downloading XML files with data are stored in directory specified in [application parameters](#). After download of each invoice, invoice is imported to database. Invoices imported to database might be viewed in [invoices](#) module. Operation progress is displayed in special dialog. At the end of the operation [final report](#) is displayed.



Download and import progress

Operation might be aborted using "Cancel" button. Process will be aborted after finishing actually running operation on the lowest level, so after finished of invoice download, invoice import or import of any of invoice additional document.

3.2 Invoices

Module for viewing and printing of imported invoices and their details. Invoices and their details might be repeatedly walked though to more detail levels, it might be returned to higher level using "Back" button or by pressing of BACKSPACE key.

Discounts

If invoice contains charge extract then discount button is displayed on detail of ISS, this button allows to control viewing of discount column in grids.

Turned
offTurned
on

Print summary or itemized statements on separate pages

Button turns on/off printing of each telephone number to separate page. This option affects mass print of document on SSTN and ISS / ISPT.

Turned
off

Turned on

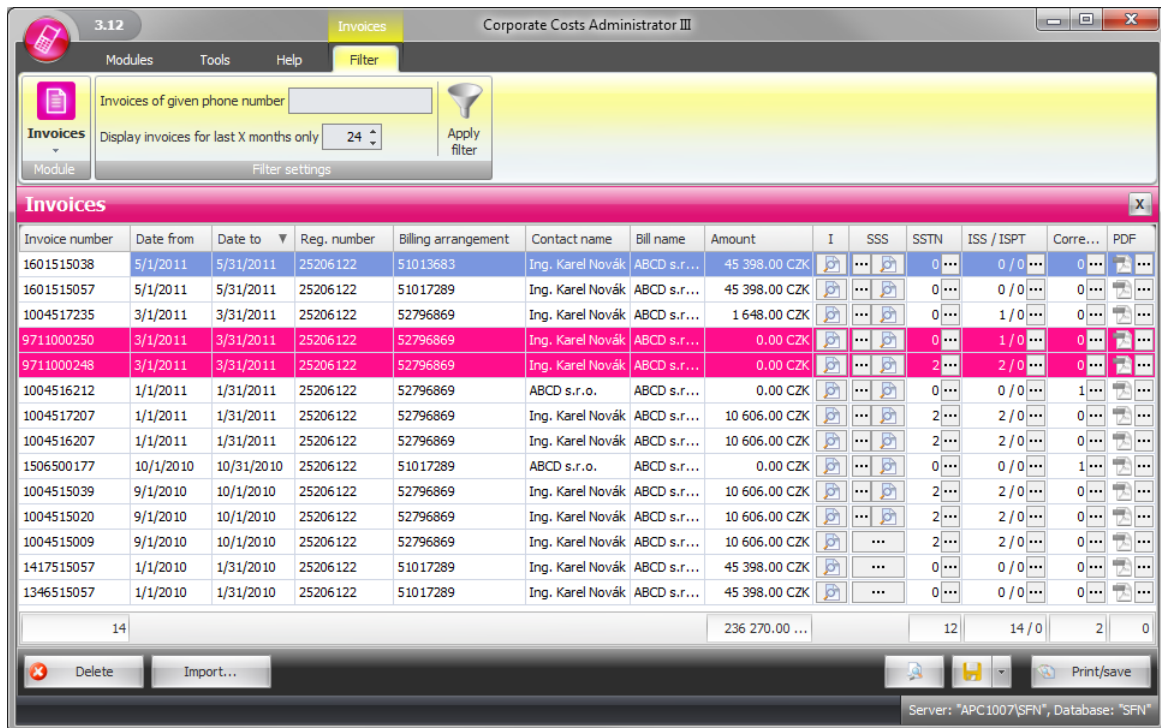
3.2.1 Invoices and filter

Invoices

Displays all invoices imported in database with information about detail. [Manual documents](#) are marked with red color.

Each record in the grid contains special buttons for printing and viewing its details. Button for printing Summary Statement of Services is hidden on invoices created before color invoices came, because these

older invoices does not contain Summary Statement of Services. For each invoice Summary Statement of Services, Statement of Services by Numbers, Itemized Statement of Services/Payment Transactions, [Corrective invoices](#) (credit notes/debit notes) and Statement of services in PDF format might be displayed. Statement of services in PDF is available only when PDF column contains red icon. "Print/save" button in right-bottom corner of this module allows [mass print](#) of selected invoices and their details.



Invoice list with filter

Filter

Except standard [filter in the grid](#) it is possible to filter list of invoices by special filter placed above the module in ribbon panel. It is possible to display invoices only for last defined amount of months and invoices containing one certain phone number. Filter settings are visible only on main invoice list, it is hidden on invoice detail screens.

Database management

Button for [database management](#) are situated in left-bottom corner of this module.

3.2.2 Manual documents

If original invoice was canceled on T-Mobile side and replaced with manual document, then this new invoice after download and import replaces the old original one. This invoice might be recognized by different color (row is highlighted by red color) on list of invoices. Original invoice is deleted from database and it is replaced with new manual document with its own new number, different from the original one.

In details of SSTN and ISS and warning on manual document is displayed.

Correctness of calculated discounts on manual documents might not be guaranteed.

3.2.3 I / SSS

Statement of Services/Summary Statement of Services might be displayed using double click on any invoice row or by ellipsis button on SSS column.

Basic information about invoice are displayed on top panel. Detail of invoice contains two tab-sheets.

Service	Free units	Charged units	Unit	Price without discounts	Price
Happy roaming incoming zone 2 EU	0:00	1540:00	mins		5 852.00 CZK
Happy roaming incoming zone 2 outside EU	0:00	4:00	mins		48.00 CZK
T-Mobile 1-Call zone 1	0:00	674:08	mins		6 404.47 CZK
GPRS/EDGE/3G wap	0	10	kB		5.00 CZK
Individual discount	-	-			- 16 000.00 CZK
Tax base for services:					6 239.44 CZK
VAT:					1 185.49 CZK
Total amount due:					7 424.93 CZK
SMS Payments	0	5			130.00 CZK
Applied overpayments not subject to VAT:					0.00 CZK
Heller balancing:					- 0.36 CZK
Total amount :					10 606.00 CZK

I / SSS

Items

Grid contains summary statement of services including total sums and VAT information. Total sums are differed by color. Ordering in this grid is disabled to keep the grid well-formed.

Additional information

Contains additional information from invoice (headers, etc.).

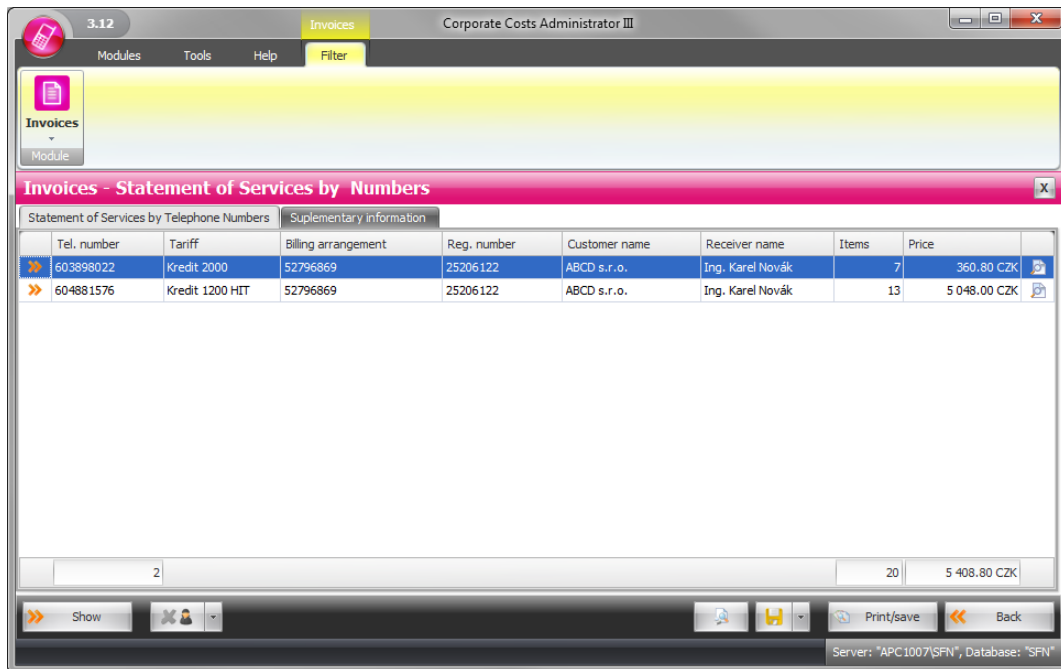
Buttons

Bottom part of dialog contains control buttons.

- Display SSTN - displays Statement of Services by Numbers, if it is available.
- Display ISS - displays Itemized Statement of Services/Payment Transactions, if it is available.
- Print - quick [table print](#).
- Export - quick [table export](#).
- Back - return to list of invoices.

3.2.4 SSTN

Statement of Services by Numbers (if invoice contains them) might be displayed using ellipsis button in SSTN column on appropriate row of invoice list or on detail dialog of [I/SSS](#).



SSTN

Context menu

Right click on displayed grid opens a context menu allowing to navigate between different document types, set naming of numbers, etc.

Dialog contains two tab sheets

Statement of Services by Telephone Numbers

Displays summary list of phone numbers. First column contains button ">>" for displaying [document detail](#). Last column contains button for document print preview.

Supplementary information

Contains information from invoice (headers, etc.).

Control buttons

- Show - allows to display detail of select documents (phone numbers).
- Naming - show/hide naming columns.
- Print - quick [table print](#).
- Export - quick [table export](#).
- Print/save - display print preview of selected documents (phone numbers).
- Back - returns back to previous invoice or list of invoices.

Detail of selected documents

Detail contains three tab sheets.

Detail selected

Displays list of items, each for one service, for each of selected document (phone number) with total price.

Sum of selected

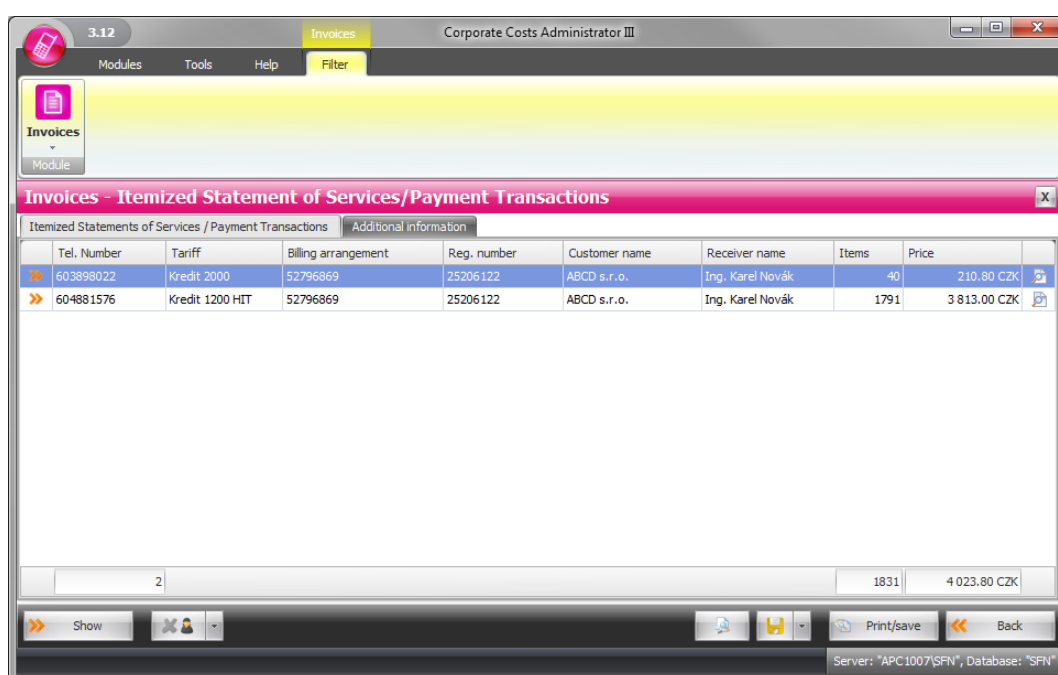
Sum of prices for each item (service) for all selected documents (phone numbers).

Supplementary information

Contains information from invoice (headers, etc.).

3.2.5 ISS / ISPT

Itemized Statement of Services/Payment Transactions (if invoice contains them) might be displayed using ellipsis button in ISS/ISPT column on appropriate row of invoice list or on detail dialog of [I/SSS](#). Contains detail information about every phone calls or data transfer.



ISS/ISPT

Context menu

Right click on displayed grid opens a context menu allowing to navigate between different document types, set naming of numbers, etc.

Dialog contains two tab sheets**Itemized Statement of Services/Payment Transactions**

Displays summary list of phone numbers. First column contains button ">>" for displaying [document detail](#). Last column contains button for document print preview.

Supplementary information

Contains information from invoice (headers, etc.).

Control buttons

- Show - allows to display detail of select documents (phone numbers).
- Naming - show/hide naming columns.
- Discounts - show/hide discount columns (only when invoice contains charge extract).
- Print - quick [table print](#).
- Export - quick [table export](#).
- Print/save - display print preview of selected documents (phone numbers).
- Back - returns back to previous invoice or list of invoices.

Detail of selected documents

Detail contains two tab sheets.

Detail selected

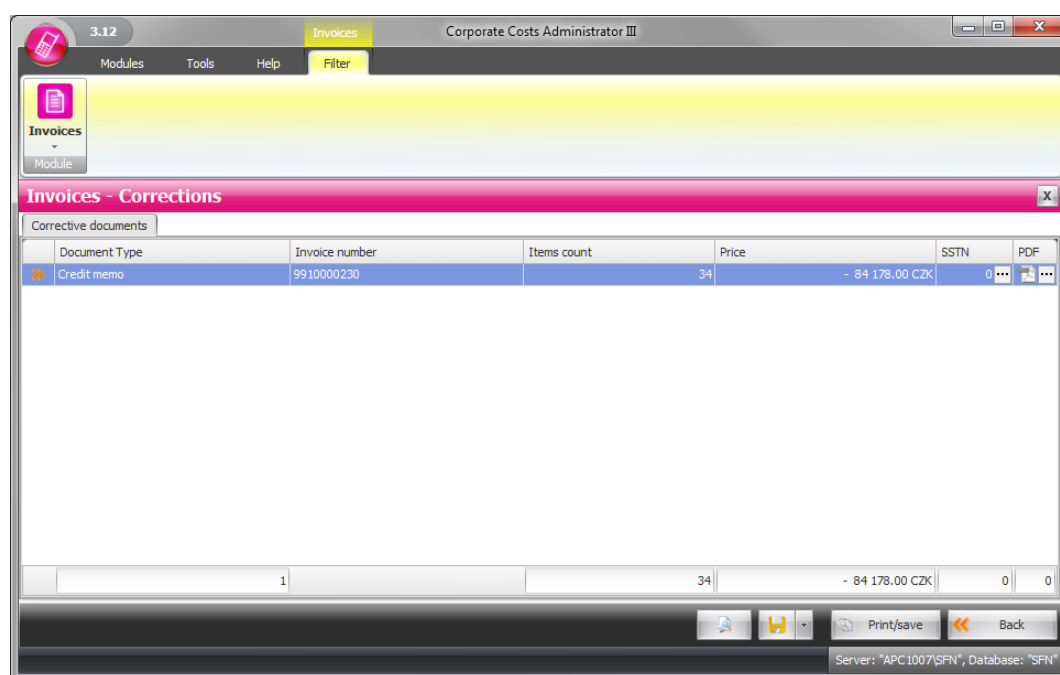
Displays list of items for each of selected document (phone number).

Additional information

Contains information from invoice (headers, etc.).

3.2.6 Corrective invoices

Corrective invoices (if invoice contains them) might be displayed using ellipsis button in Corrections column on appropriate row of invoice list. Corrective invoices are credit notes or debit notes issued later for correcting of an original invoice.



Corrections (credit notes/debit notes)

Corrective documents

Grid contains list of corrections, in most cases only one correction is issued to one invoice, so grid usually contains only one row. First column contains ">>" button displaying detail of correction [I/SSS](#). Correction might contain [Summary Statement by Numbers](#) or electronically signed invoice in PDF format. Correction might be downloaded for an invoice which is still/yet not imported in database of SFN application. In this

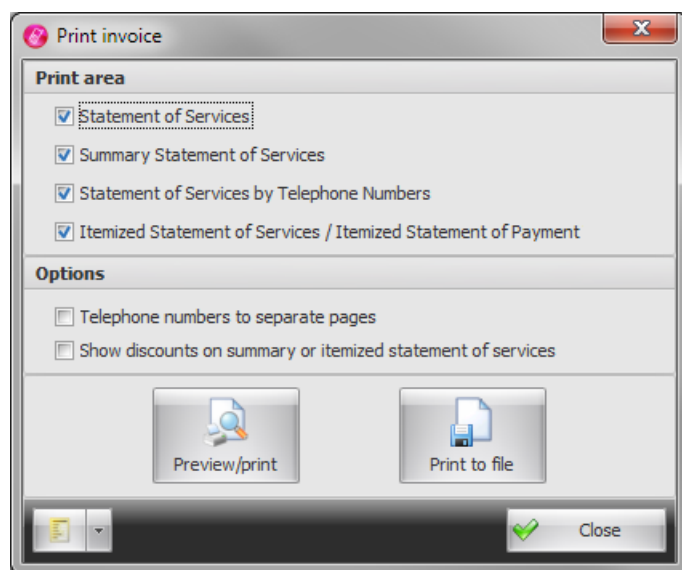
case an empty invoice is automatically generated during correction import and correction is assigned to it.

Control buttons

- Print - quick [table print](#).
- Export - quick [table export](#).
- Print/save - display print preview of selected documents (phone numbers).
- Back - returns back to previous invoice or list of invoices.

3.2.7 Invoices print

In [invoices](#) module selected invoices and their detail documents might be mass printed or mass save to different file formats.



Invoices print

Print area

- Statement of Services (invoice) - if checked then Statement of Services report is printed for selected invoices.
- Summary Statement of Services - if checked then Summary Statement of Services report is printed for selected invoices.
- Statement of Services by Telephone Numbers - if checked then Statement of Services by Telephone Numbers report is printed for selected invoices.
- Itemized Statement of Services / Itemized Statement of Payment - if checked then Itemized Statement of Services/Payment Transactions report is printed for selected invoices.

Options

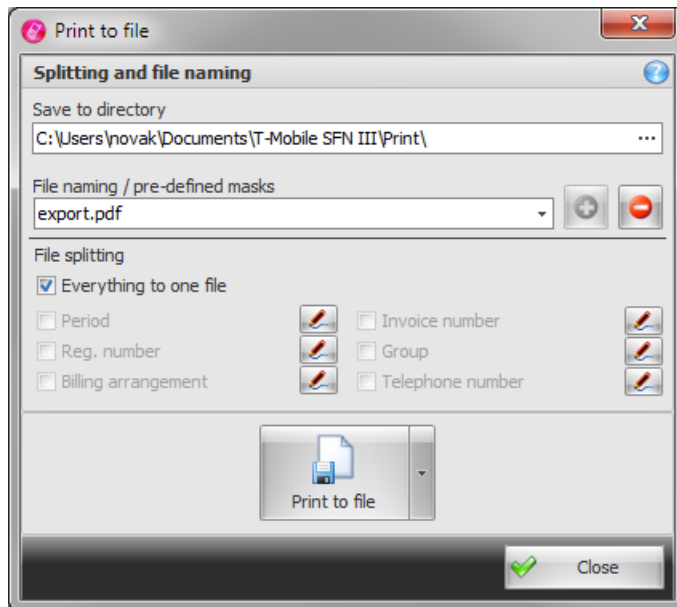
- Telephone numbers to separate pages - if checked then document for each telephone number is printed on separate pages. If unchecked and document details are short then more than one telephone number might be printed on same page.
- Show discounts on summary or itemized statement of services - if checked then values on Statement of Services by Telephone Numbers and Itemized Statement of Services are printed including discounts.

Control buttons

- Preview/Print - generates report previews of selected invoices according to user settings.
- Print to file - prints report in selected format to [file](#) on disk.
- Profile - allows to load and save settings from/to [profile](#).
- Close - closes dialog.

Print to file

While printing to file it is possible to define directory, file name (mask) and file splitting. Using button "Print to file" list of supported file formats is displayed and by selecting one of them print to file is started.



Print to file

3.2.8 Database management

Allows to manage data stored in database. Allows to delete invoices and import sooner downloaded invoices in XML format. Database Management is available in module [invoices](#), precisely on [list_of_invoices](#) represented by two button in left-bottom corner of this module. Accessibility of these button might be restricted by user rights.



Database management

Control buttons

- Delete - delete selected invoices from database including all assigned corrective invoices, detail documents and unused configurations. Status and progress of invoice deleting is displayed in special dialog.
- Import - [import](#) to database of single invoice or all invoices downloaded before and not yet imported in database.

Invoice import

After click on "Import" button a dialog for import type selection is displayed.

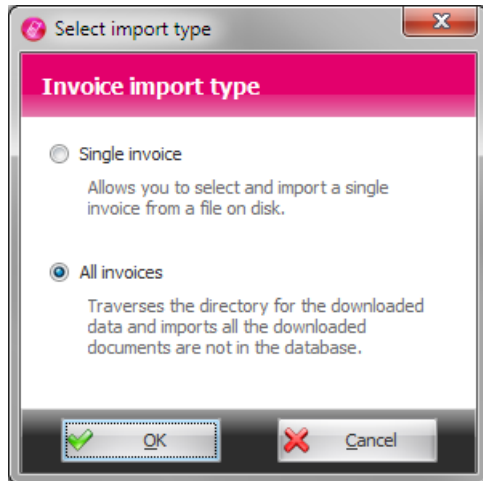
Import type

Single invoice

Imports one selected invoice to database. After choosing of this option and click on "OK" button dialog for selecting invoice for import is displayed.

All invoices

Application will go through the [directory for downloading invoices](#) and import all invoice not yet found in database.



Import type

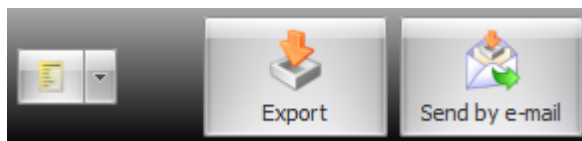
3.3 Export

Module for export of downloaded invoices in format defined by user. Exported data are prepared to be used in third party application (accounting software, information systems, etc.). Export is not designed for create print reports or exports in graphic form. For these cases user can use mass print of invoices on [invoices](#) module.

Main control buttons

In bottom panel of this module special buttons for controlling of export creation are situated.

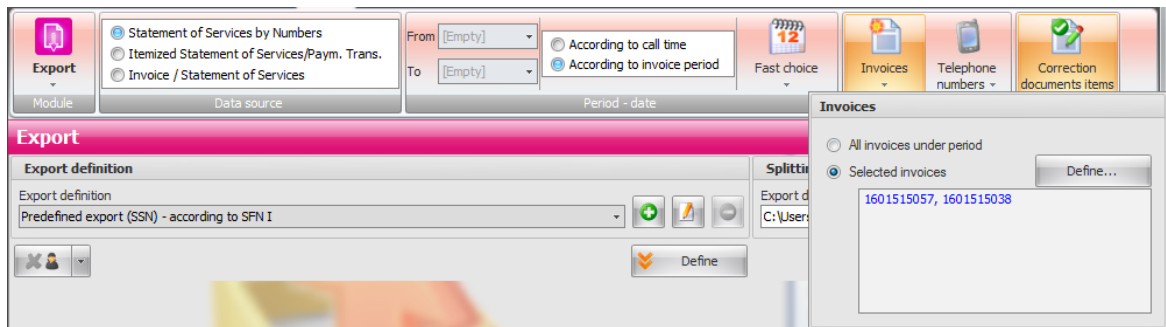
- Profile - allows to load and save settings from/to [profile](#).
- Export - starts [export](#) according to user settings to selected destination directory.
- Send by email - starts [export](#) according to user settings and [sending these export files by email](#).



Buttons

3.3.1 Filter

Filter allows to selected export data source and selected data to be exported. Filter is situated in [ribbon](#) menu above the module.



Filter

Filter items (from left)

- Module - provide [quick navigation to other modules](#).
- Data source - select of data source for export (SSTN/ISS/Invoices).
- Period - date - time period settings which bounds invoices selected for export. It is possible to choose whether invoices will be filtered according to billing period or according to each detail item call time. Fast choice button provides quick setting of date according to predefined templates. Option "According to call time" is enabled only for ISS data source.
- Filter - bounding exported data by [choosing specific items](#) for export.
- Settings - [additional settings for export \(for example: correction documents items\)](#).

Data source

As data source it is possible to choose Statement of Services by Numbers (SSTN), Itemized Statement of Services / Payment Transactions (ISS / ISPT), Invoices / Statement of Services (SS). This option has impact on list of offered [export definitions](#) a theirs columns.

Filter

Contains button for selecting specific invoices, phone numbers and groups, which will be included in final export. Each button displays context dialog, this dialog allows to select list for filtering and by click on "Define" button [selection dialog](#) is displayed allowing to select items which will be included into final export. **Filtering according to any list of items is signaled by small star displayed on current filter button.**

Invoices

Selection of specific list of invoices for export or export of all invoices. If all invoices are selected then invoices are filtered based on defined time period.

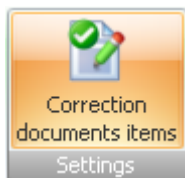
Telephone numbers (calling)

Selection of specific list of number groups or specific list of phone numbers or all phone number whit tariff in specific list of tariffs which will be included into final export. Option is not available for "Invoices" data source.

Settings

Correction documents items

Option allows to include items from correction documents (credit and debit notes) to export. Setting is accessible only for "Statement of Services by Numbers" and "Invoices" data source.



3.3.2 Export definition

Export definition contains setting of format and design of final export. Definition allows to set column included in export, format of output files including item separator, sum definitions and dates and numbers formats. In standard view all export definition detail and file naming and splitting information hidden out.

Export definition

Control buttons

- Naming - show/hide columns with naming. For adding naming column into final export it is necessary to add column with naming ("Naming of calling numbers" nebo "Naming of called numbers") into export definition.
- Definition - displays detail of export definition.
- Hide - hides detail of export definition.

Export definition name and selection

Export definition might be selected on left-top panel of dialog. On the right side of this panel buttons for adding, editing and removing of definition are situated. Special dialog is displayed to enter definition name while adding new or editing current definition.

Columns definition

List of data columns included in export.

- Column name - user defined name of column, this name will be displayed in header of final export.
- Header style - setting of column header design (font, font color and alignment). This settings is available only for "Excel workbook - Office 97 - 2003 (*.XLS)" and "Excel format (*.XLSX)" formats.
- Value - selection of database field which value will be filled to final export.
- Cell style - setting of column cells design excluding header (font, font color and alignment). This settings is available only for "Excel workbook - Office 97 - 2003 (*.XLS)" and "Excel format (*.XLSX)" formats.

(* .XLSX)" formats.

Column definition buttons

Control buttons are situated above the export columns grid.

- Add column - adds new column to export definition.
- Remove column - removes column from export definition.
- Up - moves actually selected column one position higher in the grid.
- Down - moves actually selected column one position lower in the grid.

Export settings

File format

Export support several different file formats. Others setting options might differ according to selected file format.

- Text file separated by semicolon (*.CSV)
- Text file (*.TXT) - allows to set own separator or fixed length of text.
- HTML file (*.HTM)
- XML file (*.XML)
- Excel workbook - Office 97 - 2003 (*.XLS)
- Excel format (*.XLSX)

Totals

This option is same for all file formats.

- Amounts without sums - final export contains only rows with data, total sums and sums for each phone number are no included.
- Amounts with sums - final export contains data, total sums and sums for each phone number.
- Totals only - final export contains only sums for each phone number and total sums.

Comment: If ISS/ISPT data source is selected then final export contains only sums for each phone number, total sums on the end of each exported file are not included.

Settings

- Display column names - determine if exported file will contain header with column names.
- Text string - when exporting to text files "Text file separated by semicolon (*.CSV)" and "Text file (*.TXT)" determine how the text strings will be identified (enclosed).
- Separator - sets the columns delimiter. Only for "Text file (*.TXT)" format.
- Fixed width - sets the fixed with of columns. Only for "Text file (*.TXT)" format.

Formats

Formats of date, time and decimal number for current export definition might be defined on this tab sheet.

- Export free/charged units as integer number - units in export are exported "without format" as integer numbers (instead of 2:30 min:s as 150 s).

Encoding

Encoding setting for exported file. Only for text formats "Text file separated by semicolon (*.CSV)" a "Text file (*.TXT)". If "Custom" option is chosen then code page selection is displayed.

Columns available for export

Columns for export of Statement of Services by Telephone Numbers (SSTN)

- Phone number
- Invoice number
- Billing group
- Billing period from
- Billing period to
- Tariff

- Service name
- Free units
- Billed units
- Unit
- Price
- Discount
- Discounted price
- VAT
- FUOM name
- Current FUOMs
- Spare FUOMs
- FUOM unit
- Naming for calling numbers - if naming is enabled then this column will be replaced by columns from naming of calling number.
- Group name - list of groups delimited by comma which includes current phone number.

Columns for Itemized Statement of Services / Payment Transactions (ISS / ISPT)

- Phone number
- Invoice number
- Billing group
- Billing period from
- Billing period to
- Tariff
- Service name
- Called number
- Date
- Start time
- Units
- Unit
- Original price
- Charged price
- Discount
- Discounted price
- VAT
- Naming for calling numbers - if naming is enabled then this column will be replaced by columns from naming of calling number.
- Naming for called numbers - if naming is enabled then this column will be replaced by columns from naming of called number.
- Group name - list of groups delimited by comma which includes current calling phone number.

Columns for export of Invoices / Statement of Services (SS)

- Invoice number
- Billing group
- Company Reg.No.
- Billing period from
- Billing period to
- Issue date
- Tax date
- Due date
- Service name
- Free units
- Billed units
- Unit
- Price without discount
- Price without VAT
- VAT - VAT rate
- VAT Base (0 %)
- VAT Base (17,5 %)
- VAT Base (19 %)
- VAT Base (20 %)
- VAT Base (21%)
- VAT (0 %)

- VAT (17,5 %)
- VAT (19 %)
- VAT (20 %)
- VAT (21%)
- Price with VAT
- Taxfree overpayment
- Heller balancing
- Total amount due

Predefined export definitions

Predefined export definitions are included in application installation.

Predefined export definitions for SSTN

For easier export of Statement of Services by Numbers from SFN III application some predefined export definitions were added.

Predefined export (SSN) - according to SFN I

Predefined export according to original definition from SFN I - text file separated by semicolon in standard encoding including total sums and sums for each phone number.

Contains columns:

- Phone number
- Tariff
- Service name
- Free units
- Billed units
- Unit
- Price
- VAT

Predefined export (SSN) - without sum/with sum/only sum

Three variants of predefined export containing all available information from Statement of Services by Numbers - text file separated by semicolon in standard encoding - variants "Amounts without sums", "Amounts with sums" and "Totals only".

Contains columns:

- Phone number
- Invoice number
- Billing group
- Billing period from
- Billing period to
- Tariff
- Service name
- Free units
- Billed units
- Unit
- Price
- Discount
- Discounted price
- VAT
- FUOM name
- Current FUOMs
- Spare FUOMs
- FUOM unit
- Naming for calling numbers
- Group name

Predefined export definitions for ISS/ISPT

For easier export of Itemized Statement of Services from SFN III application some predefined export definitions were added.

Predefined export (ISS/ISPT) - according to SFN I

Predefined export according to original definition from SFN I - text file separated by semicolon in standard encoding including total sums and sums for each phone number.

Contains columns:

- Phone number
- Tariff
- Service name
- Called number
- Date
- Start time
- Units
- Original price
- Charged price
- VAT

Predefined export (ISS/ISPT) - without sum/with sum/only sum

Three variants of predefined export containing all available information from Itemized Statement of Services - text file separated by semicolon in standard encoding - variants "Amounts without sums", "Amounts with sums" and "Totals only".

Contains columns:

- Phone number
- Invoice number
- Billing group
- Billing period from
- Billing period to
- Tariff
- Service name
- Called number
- Date
- Start time
- Units
- Unit
- Original price
- Charged price
- Discount
- Discounted price
- VAT
- Naming for calling numbers
- Naming for called numbers
- Group name

Predefined export definitions for Invoices

For easier export of Invoices / Statement of Services from SFN III application some predefined export definitions were added.

Predefined export - Tax overview

Predefined export for accounting purpose including VAT base and VAT rate - text file separated by semicolon in standard encoding including only total sums for each invoice.

Contains columns:

- Invoice number
- Billing group
- Company Reg.No.
- Billing period from
- Billing period to
- Issue date
- Tax date
- Due date
- Price without VAT
- VAT - VAT rate
- VAT Base (0 %)

- VAT Base (17,5 %)
- VAT Base (19 %)
- VAT Base (20 %)
- VAT Base (21%)
- VAT (0 %)
- VAT (17,5 %)
- VAT (19 %)
- VAT (20 %)
- VAT (21%)
- Price with VAT
- Taxfree overpayment
- Heller balancing
- Total amount due

Predefined export - Statement of Services

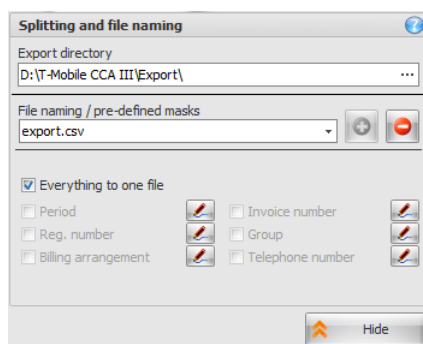
Predefined export of statement of services including VAT base and VAT rate - text file separated by semicolon in standard encoding including total sums for each invoice.

Contains columns:

- Invoice number
- Billing group
- Company Reg.No.
- Billing period from
- Billing period to
- Issue date
- Tax date
- Due date
- Service name
- Free units
- Billed units
- Unit
- Price without discount
- Price without VAT
- VAT - VAT rate
- VAT Base (0 %)
- VAT Base (17,5 %)
- VAT Base (19 %)
- VAT Base (20 %)
- VAT Base (21%)
- VAT (0 %)
- VAT (17,5 %)
- VAT (19 %)
- VAT (20 %)
- VAT (21%)
- Price with VAT
- Taxfree overpayment
- Heller balancing
- Total amount due

3.3.3 Splitting and file naming

Splitting and file naming allows to choose export directory, splitting of export to more files according to defined parameters and defining naming mask of result files.



Splitting and file naming

Control buttons

- Splitting - display detail of splitting and file naming.
- Hide - minimize detail of splitting and file naming into compact size.

Export directory

Text field for definition of export destination directory, where result file or files will be saved. Using button "..." on the right side of text field it is possible to select directory in standard system dialog for selecting directory.

File naming / pre-defined masks

Export output might be split to files according to parameters (Period, Reg.number, Billing arrangement, Invoice number, Group, Telephone number) or store whole export into one file. Each parameter might be added to file mask using button with pencil icon next to checkbox.

Buttons

- Add predefined mask "+".
- Remove predefined mask "-".
- Button with pencil icon - inserts mask of current parameter (Period, Reg.number, Billing arrangement, Invoice number, Group, Telephone number) into file naming mask .

Example

If splitting according to period and invoice number is set with file naming mask "[period]\INV_[invoice].csv", then final export of invoices Jan0000001, Jan0000002 and Feb0000003 for period January and February of year 2011 will be split to files:

... 101-2011\INV_Jan0000001.csv
 ... 101-2011\INV_Jan0000002.csv
 ... 102-2011\INV_Feb0000003.csv

3.3.4 Export

The export to file according selected definition to chosen destination directory is started by "Export" button.

Progress

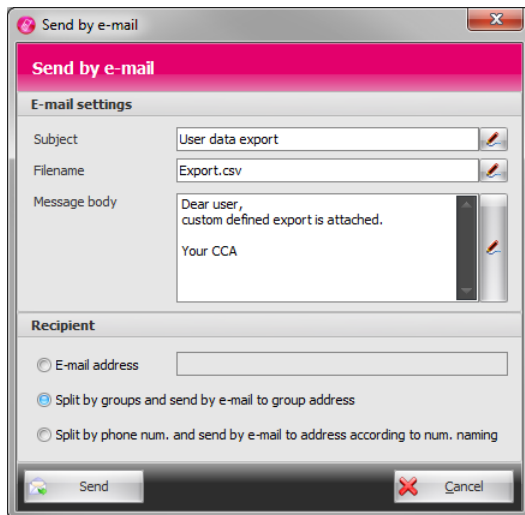
Status of operations is displayed using progress on special dialog.

Result

After finishing the export result is displayed in final [report](#), which contains list of exported files and total export time. Dialog contains button "Open directory", which allows to open export directory of currently finished export in Windows Explorer.

3.3.5 Send by e-mail

Sending export according selected definition by email is started using "Send by e-mail" button. At first a dialog for setting message subject, file name, message body and recipient address is displayed.



Sending export

Masks

Message subject, file name and message body might contain masks, which are thereafter during sending replaced by information from sent data.

Masks might be inserted using  button.

Mask list

- [period] - invoice period in MM-YYYY format
- [regno] - company registration number
- [BA] - billing group
- [invoice] - invoice number
- [group] - group name
- [number] - telephone number
- [naming] - naming according to chosen definition

Recipient

- Email address - export is stored into one file and sent to set e-mail address. It is possible to set more addresses split by comma or semicolon.
- Split by groups and send by e-mail to group address - export is split according to phone number groups (one file for each group) and sent to email address of current [group](#).
- Split by phone num. and send by e-mail to address according to num. naming - export is split according to phone numbers (one file for each phone number) and sent to email address of current phone number defined in [number naming](#).

Control buttons

- Send - starts [generating of export](#) and sends export according to setting to email addresses.
- Cancel - cancel sending of export.

Progress

Status of operations is displayed using progress on special dialog.

Result

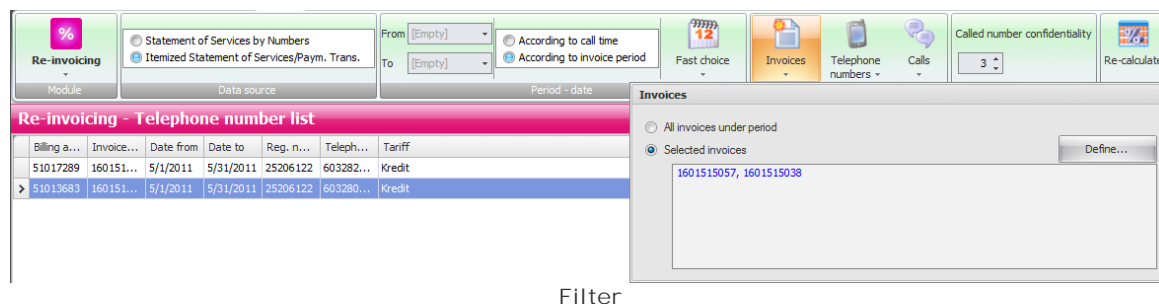
After finishing the export sending by email result is displayed in final [report](#), which contains list of email recipient addresses and total sending time. If export was not sent then dialog contains warning (for example missing group or phone number email address) or error (for example incorrect email address or incorrect [SMTP](#) server setting).

3.4 Re-invoicing

Module serves for re-invoicing of data for internal use of customer. Funkcionalita of re-invoicing allow to re-invoice original costs of summary statement by numbers or itemized statement of services. Costs might be re-invoiced for selected phone numbers or defined group of numbers.

3.4.1 Filter

Filter might be used to select data for re-invoicing. Filter is located in [ribbon](#) menu above re-invoicing module.



Filter items (from left)

- Module - provide [quick navigation to other modules](#).
- Data source - select of data source for re-invoicing (SSTN/ISS).
- Period - date - time period settings which bounds invoices selected for re-invoicing. It is possible to choose whether invoices will be filtered according to billing period or according to each detail item call time. Fast choice button provides quick setting of date according to predefined templates. Option "According to call time" is enabled only for ISS data source.
- Filter - bounding data by [choosing specific items](#) for re-invoicing.
- Settings - [additional settings for re-invoicing \(for example: confidentiality\)](#).
- Data - refreshing of displayed data.

Data source

As data source it is possible to choose Statement of Services by Numbers (SSTN) or Itemized Statement of Services / Payment Transactions (ISS / ISPT).

Filter

Contains button for selecting specific invoices, phone numbers and groups, which will be included in

re-invoicing. Each button displays context dialog, this dialog allows to select list for filtering and by click on "Define" button [selection dialog](#) is displayed allowing to select items which will be included into final export. **Filtering according to any list of items is signaled by small start displayed on current filter button.**

Invoices

Selection of specific list of invoices or all invoices for re-invoicing. If all invoices are selected then invoices are filtered based on defined time period.

Telephone numbers (calling)

Selection of specific list of number groups or specific list of phone numbers or all phone number whit tariff in specific list of tariffs which will be included in re-invoicing.

Calls

Select type of calls to be included in re-invoicing ([private](#), [watched](#), others). Filter is accessible only for "Itemized Statement of Services / Payment Transactions" data source.

Settings

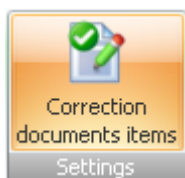
Called number confidentiality

How many digits in called phone number from the right will be replaced by "X" character for keeping privacy. If value is set to 3 then phone number +420603111111 will be displayed as +420603111XXX. Setting is accessible only for "Itemized Statement of Services / Payment Transactions" data source.

Correction documents items

Option allows to include items from correction documents (credit and debit notes) to re-invoicing. Setting is accessible only for "Statement of Services by Numbers" data source.

Note: In grid view items from correction documents are highlighted by red color.



Data

If filter is change on displayed re-invoicing then it is possible to actualize displayed re-invoicing using "Re-calculate" button. This will re-calculate all values according to new filter.

3.4.2 Settings

In re-invoicing settings it is possible to set percentage of re-invoicing for each service, add own services to re-invoicing, set re-invoicing percentage of discounts, private calls and watched calls, involve setting of limits, etc.

Settings

Services

Option "Do not re-invoice selected services or re-invoice them differently" turns on/off possibility to set percentage of re-invoicing for each service. If option is turned off all services are re-invoiced in full price (100%).

Comment: If more then one service is selected it is possible to set percentage for all selected services using panel below the grid of services. Mass change of percentage have to be confirmed by thick button next to the edit field.

Example

If re-invoicing percentage of "Calls T-Mobile network" is set to 50% then this service will be re-invoiced with half price compare to SSTN or ISS/ISPT.

Services from Statement of Services

Option "Do not re-invoice invoiced services or re-invoice them differently" turns on/of possibility to set percentage of re-invoicing for service appearing only on Statement of Services (I). If option is turned off services from Statement of Services are not included in re-invoicing (0%).

Comment: If more then one service is selected it is possible to set percentage for all selected services using panel below the grid of services. Mass change of percentage have to be confirmed by thick button next to the edit field.

Re-invoicing mode for Services from Statement of Services

- According to SIM count - service price will be divided by count of SIM and calculated to each phone number with the same price.
- According to SSS - service price will be split and calculated to each phone number according to total sum on SSS.

Other payments to re-invoice

In this section user might add its own services using "+" and "-" buttons. These services will be added to re-invoicing using defined re-invoicing mode, defined amount and VAT rate.

Re-invoicing mode for Other payments

- Percentually (according to SSTN) - service price will be split and calculated to each phone number according to total sum on SSS. Sum for each invoice equals to amount set by user.
- Proportionally (according to SIM count) - service price will be divided by count of SIM and calculated to each phone number with the same price. Sum for each invoice equals to amount set by

- user.
- Absolutely (whole amount) - service price is calculated with full amount to each phone number.

Limits and number naming

- Show original price and legend - turns on displaying of original price (price used for calculating re-invoicing) and legend. Legend contain percentage of re-invoicing and limits application.
- Private calls re-invoice differently - allows to change percentage of re-invoicing for private calls. It option is turned off private calls are re-invoiced in full price (100%).
- Watched calls re-invoice differently - allows to change percentage of re-invoicing for watched calls. It option is turned off watched calls are re-invoiced in full price (100%).
- Use limits - turns on/off application of limits during re-invoicing calculation. Detail application of each limit is specified in legend.
- Use number naming - turns on/off displaying of naming columns in re-invoicing (grids, prints and exports). Number naming setup is common for calling and called phone numbers.
- Show information about transferred and used units - turns on/off displaying of free units in re-invoicing prints and exports.
- Use original price for re-invoicing - if option is turned on then original price before counting of free units and other discounts is used for re-invoicing.
- Use discounted price for re-invoicing - turns on/off usage of discounts in re-invoicing. User can set discount re-invoicing percentage. Option is available only when any invoice contains charge extract.

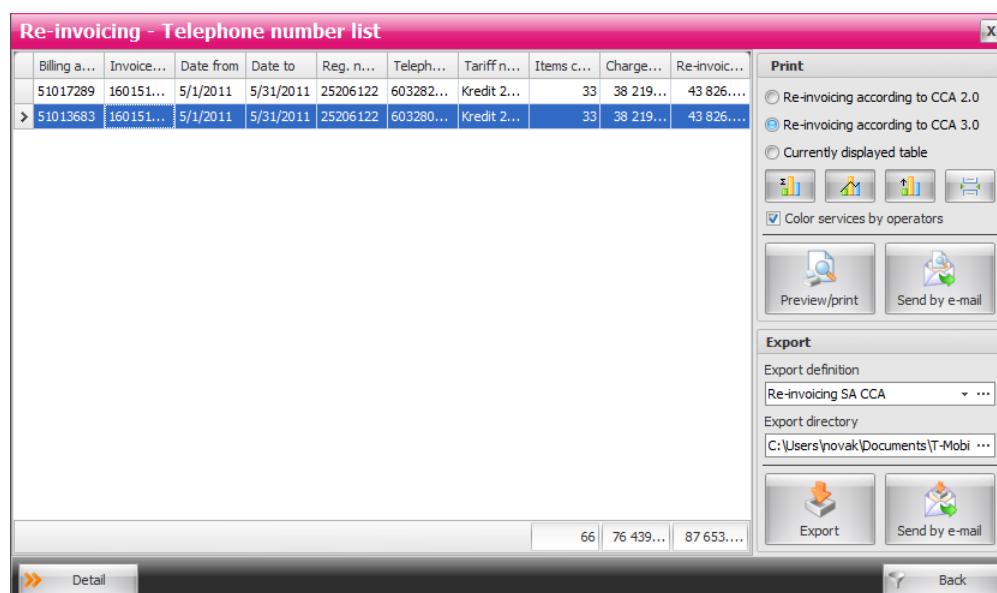
Control buttons

On bottom panel of this module there are special control buttons.

- Profile - allows to load and save settings from/to [profile](#).
- Re-invoicing - starts re-invoicing according to defined settings and displays [output in grid](#) with more other options.

3.4.3 Display re-invoicing

After finishing re-invoicing of services output is displayed in the grid as list of phone numbers included in re-invoicing.



Re-invoicing output

Control buttons

On bottom panel under the grid there are special control buttons.

- Detail - displays re-invoicing detail of selected phone numbers (by default all phone number are selected after re-invoicing finish).
- List - return back from re-invoicing detail to list of phone numbers.
- Back - return back to re-invoicing settings.

Print

On the right-top side of re-invoicing output dialog there is panel with control buttons for [print of re-invoicing](#).

Export

On the right-bottom side of re-invoicing output dialog there is panel with control buttons for [export of re-invoicing](#).

3.4.4 Re-invoicing algorithm

Re-invoicing with "Statement of Services by Numbers" data source

For each calling number Statement of Services by Numbers is obtained and percentage of re-invoicing set in "Services" section is applied to each item. If any "Services from Statement of Services" are set for re-invoicing then they are re-invoiced with defined mode and percentage. If any "Other payments" for re-invoicing are included then they are re-invoicing with defined mode and amount to each phone number. Limits are applied according to limits settings. Each limit might decrease price of linked items on re-invoicing. If limit type is defined on more items (for example more type of calls) then limit is applied to each item till the limit amount is consumed. Application of limits on re-invoicing is explained in legend.

Application of limits example

Lump sum limit: 500 CZK

Items: Lump sum T80 – 450 CZK, Lump sum extra – 150 CZK

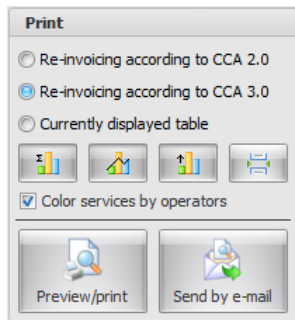
After limit application: Lump sum T80 – 0 Kc (limit applied in amount 450 CZK), Lump sum extra – 100 CZK (limit applied in amount 50 CZK)

Re-invoicing with "Itemized Statement of Services / Payment Transactions" data source

For each calling number Itemized Statement of Services is obtained and percentage of re-invoicing set in "Services" section is applied to each item. If re-invoicing of private or watched calls is defined then these items are identified and percentage of re-invoicing is applied on them. If any "Services from Statement of Services" are set for re-invoicing then they are re-invoiced with defined mode and percentage. If any "Other payments" for re-invoicing are included then they are re-invoicing with defined mode and amount to each phone number. Limits are applied according to limits settings. Each limit might decrease price of linked items on re-invoicing. If limit type is defined on more items (for example more type of calls) then limit is applied to each item till the limit amount is consumed. Application of limits on re-invoicing is explained in legend.

3.4.5 Print

Print of re-invoicing allows to display re-invoicing report preview, print re-invoicing report and also send re-invoicing report via email (as PDF file in attachment) or save re-invoicing report into one of supported text or graphic formats.



Print of re-invoicing

Settings

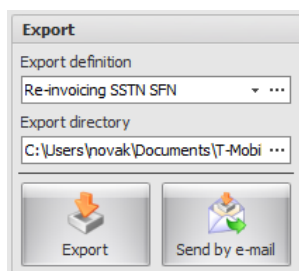
- Re-invoicing according to CCA 2.0 - print re-invoicing in original design of CCA 2.0.
- Re-invoicing according to CCA 3.0 - print re-invoicing in new design of CCA 3.0.
- Currently displayed table - print actually visible grid in re-invoicing module.
- Totals by destinations - turns on/off displaying of "Totals by destinations" graph for each phone number on re-invoicing report, graph is situated below the grid with re-invoicing of current phone number.
- Analysis by day - turns on/off displaying of "Analysis by day" graph for each phone number on re-invoicing report, graph is situated below the grid with re-invoicing of current phone number.
- Most called number - turns on/off displaying of "Most called number" graph for each phone number on re-invoicing report, graph is situated below the grid with re-invoicing of current phone number.
- Telephone numbers to separate pages - options defines whether re-invoicing of each phone number will start on separate page.
- Color services by operators - option will color services on graph "Totals by destinations" according to operators.

Control buttons

- Preview/print - displays re-invoicing report preview for actually selected phone numbers, preview allows to manage print and page settings and also export report to several file formats.
- Send by e-mail - [sends re-invoicing report](#) in PDF format via e-mail.

3.4.6 Export

Export of re-invoicing is similar to export of invoices in [export](#) module, allows to export data from re-invoicing in defined format. Format of output data is defined in export definition. It is also possible to send export via e-mail.



Export of re-invoicing

Settings

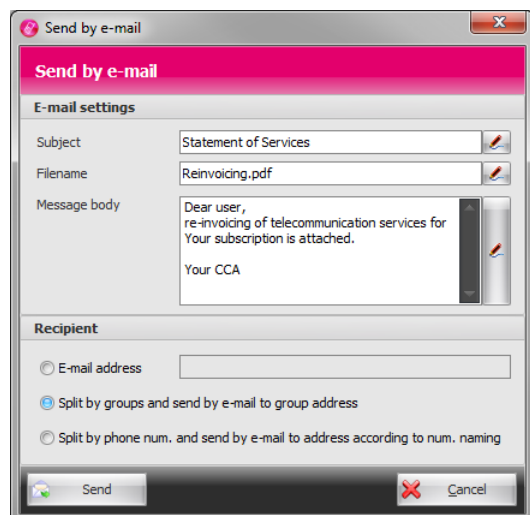
- Export definition - quick option allowing to select export definition, button "..." opens dialog with re-invoicing [export definition](#) allowing to setup [splitting and file naming](#).
- Export directory - destination directory for saving re-invoicing export files. Button "..." on right side of the edit field allows to select directory using standard system dialog.

Control buttons

- Export - starts re-invoicing export for actually selected phone numbers and displays result in final [report](#).
- Send by e-mail - [sends re-invoicing export](#) via e-mail.

3.4.7 Send by e-mail


Send re-invoicing export and print according to defined settings via e-mail is started using "Send by e-mail" button in [re-invoicing output](#) section. At first a dialog for setting message subject, file name, message body and recipient address is displayed.



Sending re-invoicing

Masks

Message subject, file name and message body might contain masks, which are thereafter during sending replaced by information from sent data.

Masks might be inserted using  button.

Mask list

- [period] - invoice period in MM-YYYY format
- [regno] - company registration number
- [BA] - billing group
- [invoice] - invoice number
- [group] - group name
- [number] - telephone number
- [naming] - naming according to chosen definition

Recipient

- Email address - re-invoicing export/report is stored into one file and sent to set e-mail address. It is possible to set more addresses split by comma or semicolon.
- Split by groups and send by e-mail to group address - re-invoicing export/report is split according to phone number groups (one file for each group) and sent to email address of current [group](#).
- Split by phone num. and send by e-mail to address according to num. naming - re-invoicing export/report is split according to phone numbers (one file for each phone number) and sent to email address of current phone number defined in [number naming](#).

Control buttons

- Send - sends re-invoicing export/report according to setting to email addresses.
- Cancel - cancel sending of re-invoicing export/report.

Progress

Status of operations is displayed using progress on special dialog.

Result

After finishing the re-invoicing export/report sending by email result is displayed in final [report](#), which contains list of email recipient addresses and total sending time. If export was not sent then dialog contains warning (for example missing group or phone number email address) or error (for example incorrect email address or incorrect [SMTP](#) server setting).

Corporate Costs Administrator III

Caption: Analysis and graphs

Part



IV

4 Analysis and graphs

Module allows to display different analysis in grid/table or using graphs.

Common analysis properties

Type of analysis and chart

All analysis modules have list of analysis types on the left side. Analysis result might be displayed as grid/table or chart. Chart view does not contain all important data from table view.

Settings

Settings on the right side might be different for each analysis. It usually contains setting of value for chart axes, number naming settings, etc.

Control buttons

- Options - button switch module to analysis selection and settings, it is active only on table or chart view.
- Table - starts analysis calculation and displays result in table view. Same effect will have double-click on analysis name in list of analysis types.
- Graph - starts analysis calculation and displays result in chart view.



Control buttons

Table view buttons

On the right side of panel below the analysis table view there are special control buttons.

- Preview/print - shows report preview of currently displayed analysis.
- Export - allows to export currently displayed analysis to defined file format.

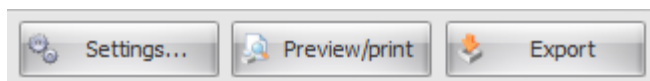


Buttons below analysis table view

Chart view buttons

On the right side of panel below the analysis chart view there are special control buttons.

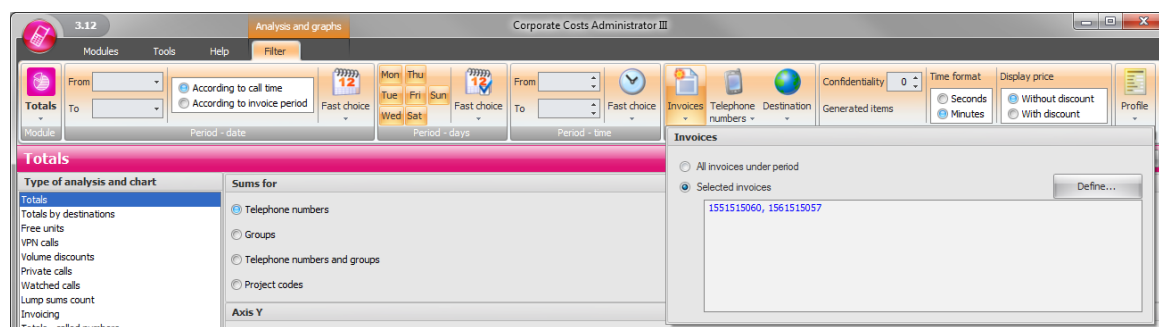
- Settings - opens [dialog](#) for editing chart properties.
- Preview/print - shows chart preview of currently displayed analysis.
- Export - allows to export currently displayed chart to defined file format.



Buttons below analysis chart view

4.1 Filter

For all types of analysis there is one common filter used to selected data entering the analysis. Filter is located in [ribbon](#) menu above analysis and graphs module.



Analysis filter

Filter items (from left)

- Module - provide [quick navigation to other modules](#).
- Period - date - time period settings which bounds invoices selected for analysis. It is possible to choose whether invoices will be filtered according to billing period or according to each detail item call time. Fast choice button provides quick setting of date according to predefined templates.
- Period - days - selecting of specific days in week, which will be included in analysis. Fast choice button provides quick setting of days in week according to predefined templates.
- Period - time - selecting of specific time range in a day, which will be included in analysis. Fast choice button provides quick setting of time according to predefined templates.
- Filter - bounding data by [choosing specific items](#) for analysis.
- Settings - [additional analysis settings](#).
- Profile - allows to load and save settings from/to [profile](#).
- Data - refreshing of displayed data.

Filter

Contains button for selecting specific invoices, phone numbers and groups, which will be included in analysis. Each button displays context dialog, this dialog allows to select list for filtering and by click on "Define" button [selection dialog](#) is displayed allowing to select items which will be included into final export. **Filtering according to any list of items is signaled by small star displayed on current filter button.**

Invoices

Selection of specific list of invoices or all invoices for analysis. If all invoices are selected then invoices are filtered based on defined time period.

Telephone numbers (calling)

Selection of specific list of number groups or specific list of phone numbers or all phone number whit tariff in specific list of tariffs which will be included in analysis.

Destination

Selection of specific list of services(destinations) or called phone numbers or all items which will be included in analysis.

Settings

Additional settings affects output column formats of some analysis.

Confidentiality

How many digits in phone number from the right will be replaced by "X" character for keeping privacy. If value is set to 3 then phone number 603111111 will be displayed as 603111XXX.

Generated items

Option allows to include generated items (items from SSS added to ISS/ISPT) to analysis.

Time format

Selecting time unit of analysis output (second or minutes).

Display price

Option allows to include/exclude discount from prices entering the analysis. Option is available only when any invoice contains charge extract.

Data

If filter is change on displayed analyses then it is possible to actualize displayed analyses using "Re-calculate" button. This will re-calculate all values according to new filter.

4.2 Totals

Totals module contains analysis of aggregating values for different indicators.

Type of analysis

Totals

Analysis might be calculated from SSTN or ISS/ISPT and displays calls count, SMS, MMS, amount of transferred data, calls length and charged price. Analysis might be calculated for phone numbers, groups or combination of both or also for project codes. Analysis contains bar chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers. Items with zero price might be excluded from the analysis.

Comment: Option Include items with zero price into analyses should move calls count and units count (SMS/MMS/Data/Call length) closer to SSS or SSTN. However it is only approximate criterion and calls/units count may not correspond with SSS/SSTN. (For example: Notice SMS has usually zero price and is not included in SSS/SSTN, but SMS for free to T-mobile has also zero price and even though it is included in SSS/SSTN.)

Totals by destinations

Analysis might be calculated from SSTN or ISS/ISPT and displays services, number of calls, number of units, unit name, average calls length and charged price. Analysis might be calculated for phone numbers, groups or combination of both or for project codes. Analysis contains bar and pie chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers. Items with zero price might be excluded from the analysis.

Comment: Option Include items with zero price into analyses should move calls count and units count (SMS/MMS/Data/Call length) closer to SSS or SSTN. However it is only approximate criterion and calls/units count may not correspond with SSS/SSTN. (For example: Notice SMS has usually zero price and is not included in SSS/SSTN, but SMS for free to T-mobile has also zero price and even though it is included in SSS/SSTN.)

Free units

Analysis is based on SSTN and displays count and percentage of free units. Analysis might be calculated for phone numbers, groups or combination of both. Analysis contains bar chart with option of units count or percentage on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers.

VPN calls

Analysis is based on ISS/ISPT and displays calls length and price in and outside VPN. Analysis might be calculated for phone numbers, groups or combination of both or also for project codes. Analysis contains bar chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers.

Volume discounts

Analysis is based on Invoice/SSS, SSTN and displays price before discount, price with discount and

discount. Analysis might be calculated for invoices or services.

Private calls

Analysis is based on ISS/ISPT and displays calls count, SMS, MMS, amount of transferred data, calls length and charged price. Analysis might be calculated for phone numbers, groups or combination of both or also for project codes. Analysis contains bar chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers.

Watched calls

Analysis is based on ISS/ISPT and displays calls count, SMS, MMS, amount of transferred data, calls length and charged price. Analysis might be calculated for phone numbers, groups or combination of both or also for project codes. Analysis contains bar chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for calling phone numbers. Similar to private calls analysis.

Lump sums count

Analysis is based on SSTN and displays tariffs and phone numbers count belonging to each tariff. Analysis does not have any additional setting and does not include chart view.

Invoicing

Analysis is based on Invoice/SSS and displays total charged price for each customer. Analysis does not have any additional setting and does not include chart view.

Totals - called numbers

Analysis is based on ISS/ISPT and displays calls count, SMS, MMS, amount of transferred data, calls length and charged price for each called phone number. Analysis might be calculated for phone numbers, groups or combination of both or also for project codes. Analysis contains bar chart with option of price or call length on vertical axes. Number naming might be turned on and naming columns defined for both calling and called phone numbers.

4.3 Calls

Calls module contains analysis using detail list of calls, all type of analysis are based on ISS/ISPT. Analysis does not contains chart view and might be order by phone number, combination of group and phone number or phone call start time. Number naming might be turned on and naming columns defined for both calling and called phone numbers.

Type of analysis

List of calls

Analysis display all activities (destinations) for phone numbers, when they happen (date, time), to who they were routed (called number), length (units) and charged price.

List of private calls

Analysis is similar to List of calls, but output contains only private calls.

List of watched calls

Analysis is similar to List of calls, but output contains only watched calls.

4.4 Extremes

Extremes module contains analysis studying extreme values in certain indicator. All extremes analysis contains pie chart. Parameter "Record count" defines number of records in analysis output (for example ten most called numbers).

Type of analysis

Most called number

Analysis displays called numbers which were called the most times. Number naming might be turned on and naming columns defined for called phone numbers.

Busiest day (by number of calls)

Analysis displays charged price, length and number of calls for days, when most calls were realized.

Busiest hour of day (by number of calls)

Analysis displays charged price, length and number of calls for day and hour, when most calls were realized.

Most expensive calls

Analysis displays detail information about most expensive calls like date and time of call, calling and called phone number, destination, call length and original and charged price. Analysis is counted from original price without discount. Number naming might be turned on and naming columns defined for both calling and called phone numbers.

Longest call

Analysis displays detail information about longest calls. Analysis is similar to Most expensive calls. Number naming might be turned on and naming columns defined for both calling and called phone numbers.

Most called destination

Analysis displays destination with calls count and price, where most calls were realized.

Most expensive destination

Analysis displays most expensive destination with calls count and price. Analysis is similar to most called destination. Option allows to count analysis based on original or charged price.

4.5 Statistics

Statistics module contains analysis studying count, length and price of calls in different time periods. All statistics analysis contains bar chart with option of calls count, length or price on vertical axes.

Type of analysis

Analysis by hour of day

Analysis displays calls statistics by hours of day, when any call was realized in that period.

Analysis by day

Analysis displays calls statistics by calendar days, when any call was realized in that period.

Analysis by day in the week

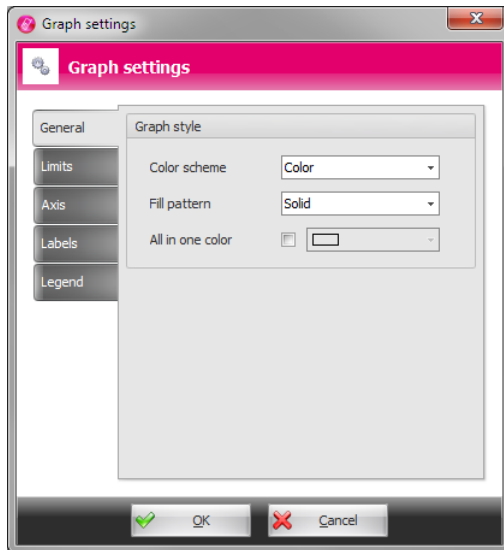
Analysis displays calls statistics by days in week, when any call was realized in that period.

Analysis by months

Analysis displays calls statistics by calendar months, when any call was realized in that period.

4.6 Graph settings

Dialog for setting of chart properties contains several tab sheets with specific options.



Graph settings dialog

Tab sheets

General

Contains settings for chart design, like color scheme, fill pattern and color of chart.

Limits

Settings for bounding amount of displayed values. It is possible to show all records or only specific amount by setting bounding criteria.

Axis

Defines which axes will be visible, their positions and orientation of their labels (labels belonging to axis).

Labels

Defines visibility of additional labels for chart values.

Legend

Defines visibility, position and content of chart legend.

Corporate Costs Administrator III

Caption: Settings

Part



5 Settings

Group of modules for setting of important lists, these lists are used in other modules.

Common control buttons

- Export - exports data of module to file on hard drive in defined format.
- Import - imports data of module from file on hard drive in defined format.
- Preview/print - displays current module data report preview. Button is not available in [number naming](#) module.
- Number naming - turns on/off displaying of phone number [naming](#) in current module. Button is not available in [number naming](#) module.

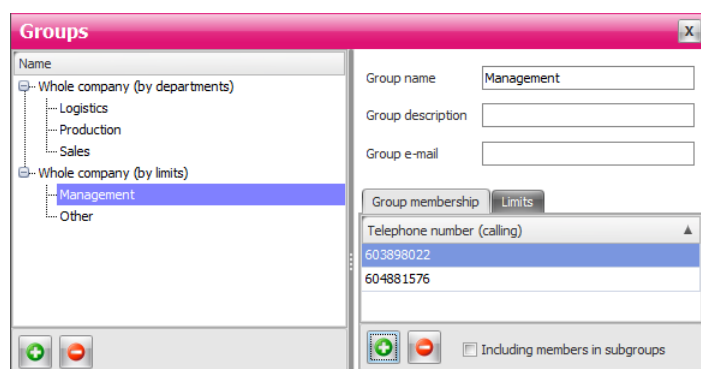


Control buttons

5.1 Groups

Groups allows to join phone numbers to groups and define common properties for this group of numbers. Application supports groups hierarchy, that means, groups might belong to another superior group.

Application installation contains predefined structure of group, which might be customized by any user.



Groups

Tree of all groups is situated in left part of the module. Each group has its own properties. Groups might be added and deleted using "+" and "-" buttons below the groups tree, groups in tree hierarchy might be moved using drag & drop method.

Group properties

- Name - define displayed group name.
- Description - additional description for easier group identification.
- E-mail - e-mail address for whole group of phone numbers, this e-mail address is used while sending [export](#) or [re-invoicing](#) via e-mail.
- Group membership - list of phone numbers belonging to group. Phone numbers might be added and deleted using "+" and "-" buttons below the grid. Checkbox "Including members in subgroups" defines if list of phone numbers will contain also numbers from subgroups of current group. Possibility of adding one number to more than one group is defined in [application parameters](#). Phone numbers might be moved between groups using drag & drop method.
- Limits - definition of [limits](#) for current group of phone numbers. Limits might be added and deleted using "+" and "-" buttons below the grid.

5.2 Number naming

Number naming is universal and easy way for extending of phone numbers identification. Naming structure might be design be user himself. There are 15 free fields, which might be named and included to phone number naming. It is possible to set naming for all phone numbers, that means calling and called numbers. Module contains the tab sheets.

Tab sheets

Number naming

Tab sheet contains phone numbers and naming columns for editing. Active naming columns for editing might be configured on "Naming columns" tab sheet.

Options

Additional options are displayed below the grid.

Display

- Calling numbers - includes calling numbers to the grid.
- Called numbers - includes called numbers to the grid.
- All numbers - includes calling and called numbers to the grid.

Filter

- No numbers filter - displays all numbers regardless of naming definition.
- Only unnamed numbers - displays only numbers without defined naming.
- Only named numbers - displays only numbers with defined naming.

If filter for unnamed or named numbers is applied and user defines naming or clears naming of any number, than after changes confirmation, record with this number will became hidden, because it does not fit the filter any more.

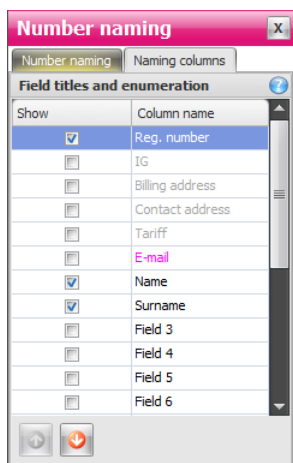
Number naming

Buttons

Special buttons "+" and "-" are situated on right side of bottom panel, these buttons allows to add or remove phone number to/from number naming.

Naming columns

List of naming columns. First column contains checkbox defining visibility of column in number naming. Second column contains user defined name for naming column. Buttons below the grid allow to change order of displayed naming columns.



Naming columns

Predefined fields might be also used for number naming

- Reg. number - company identification number.
- BA - billing arrangement.
- Billing address - customer name from billing address (address first row).
- Contact address - customer name from contact address (address first row).
- Tariff - tariff name.
- E-mail - phone number user e-mail address.
- Forename - phone number user forename.
- Surname - phone number user surname.

Some predefined columns like (Reg. number, BA, Billing address, Contact address, Tariff) are filled automatically and their names cannot be changed. Column e-mail has different color and its name cannot be changed. Other column names might be changed.

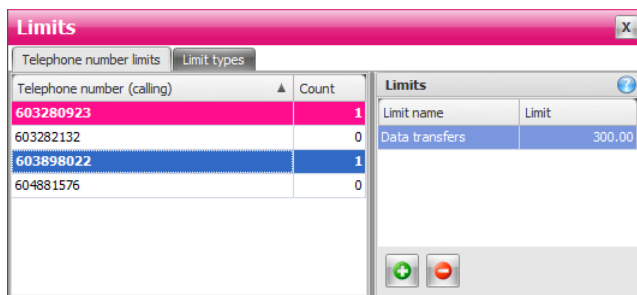
5.3 Limits

Limits are used for [re-invoicing](#). Limits might be defined for each phone number individually. Mass definition of limits for more phone numbers might be defined in [groups](#). Module contains two tab sheets.

Tab sheets

Telephone number limits

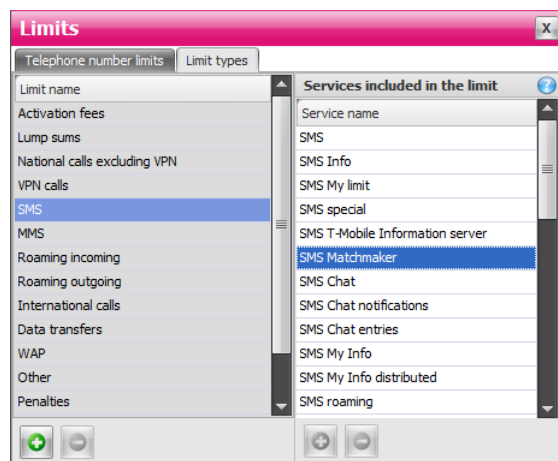
List of phone numbers for defining limits is situated on the left side. Phone number with any defined limit has different color, column "Count" displays count of defined limits for each phone number. On the right side there is list of limits for actually selected phone number. Buttons "+" and "-" below the list of limits might be used to add or delete limits.



Telephone number limits

Limit types

Limit types are defined on this tab sheet, these limit types might be assigned to phone numbers or [groups](#). List of limit types is situated on the right side. Buttons "+" and "-" below the list of limit types might be used to add new limit types or delete own created limit types. On the right side there is list of services belonging to actually selected limit type. Buttons "+" and "-" below the list of services might be used to add or delete services to/from the limit type. List of limit types contains several predefined limit types, these limit types are mark with gray color, these limit types and their services cannot be changed.



Limit types

Predefined limit types

Application installation contains predefined limit types, these limit types cannot be changed, these limit types are actualized automatically during [download and import](#) of invoices from TMCZ server.

- Activation fees
- Lump sums
- National calls excluding VPN
- VPN calls
- SMS
- MMS
- Roaming incoming
- Roaming outgoing
- International calls
- Data transfers
- WAP
- Other
- Penalties
- Discounts

5.4 Private calls

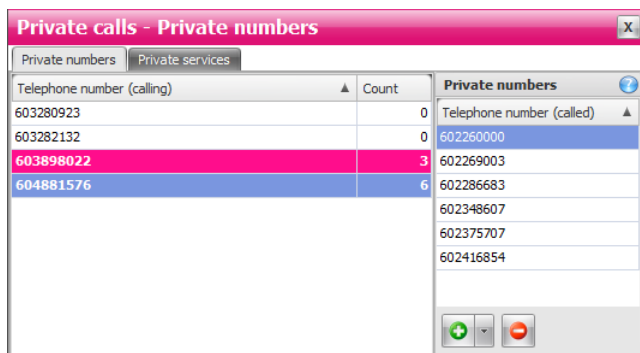
This module allows to define private phone numbers for each calling phone number. These private numbers with private services are then used to identify private calls in other module ([re-invoicing](#), [analysis and graphs](#), etc.). Module contains two tab sheets.

Tab sheets

Private numbers

List of calling phone numbers for assigning private numbers is situated on the left side. Calling phone number with any assigned private number has different color, column "Count" displays count of assigned private numbers for each calling phone number. On the right side there is list of private numbers for

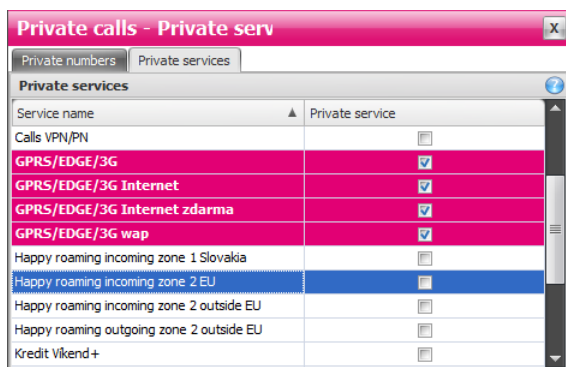
actually selected calling phone number. Buttons "+" and "-" below the list of private numbers might be used to add or delete private numbers. Button "+" also contains drop down button with two options: add phone number from the list or add phone number manually.



Private numbers

Private services

On this tab sheet it is possible to mark specific services as private. Services mark as private are colored differently. Private services is defined for all phone numbers.



Private services

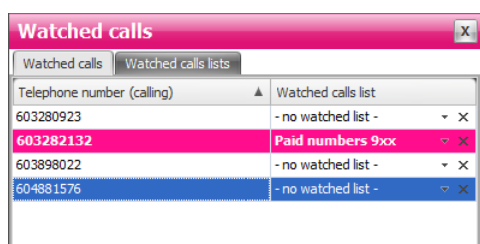
5.5 Watched calls

This module allows to define phone numbers (number masks), which user want to watch in CCA application, for each calling phone number. These watched numbers are then used to identify watched calls in other module ([re-invoicing](#), [analysis and graphs](#), etc.). Module contains two tab sheets.

Tab sheets

Watched calls

Grid contains list of calling phone numbers for assigning watched calls list. Each calling phone number can have one or none assigned watched calls list.



Watched calls

Watched calls lists

User defined watched calls list might be defined on this tab sheet. List of watched calls lists is situated on the left side, buttons "+" and "-" below the list might be used to create or delete watched calls lists. On the right side there are number masks belonging to actually selected watched calls list, buttons "+" and "-" below number masks might be used to add or delete number masks.

Watched telephone numbers

Watched phone number might be specified by whole number or using mask, mask support these special characters:

- ? – any character.
- * – any text (zero or more characters).
- NE(mask) – negation. Number will meet this condition if it does not fit to the mask.

Corporate Costs Administrator III

Caption: Tools

Part



VI

6 Tools

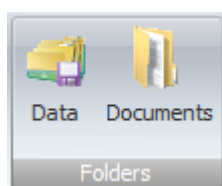
Special tools for CCA III application

Used for parameters configuration, easy access to data files and providing of different important information.

6.1 Folders

Auxiliary buttons

Used for quick access to default directories of data files or export and re-invoicing outputs opened in Windows explorer.



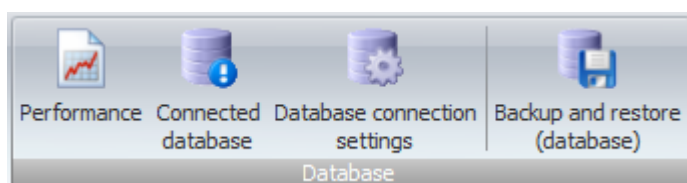
Folders

- Data - opens directory with configuration files, application logs and downloaded data, if not defined differently.
- Documents - opens default directory for export, re-invoicing and database backups.

6.2 Database

Database tools

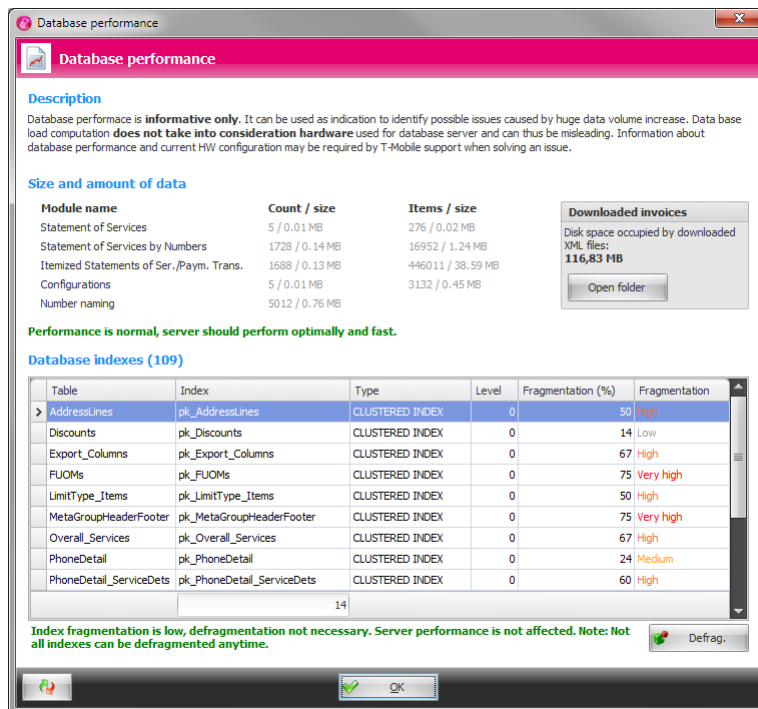
Slouží pro konfiguraci, optimalizaci a zjišťování nejruznejších informací spojených s databází nebo databázovým serverem.



Database tools

Performance

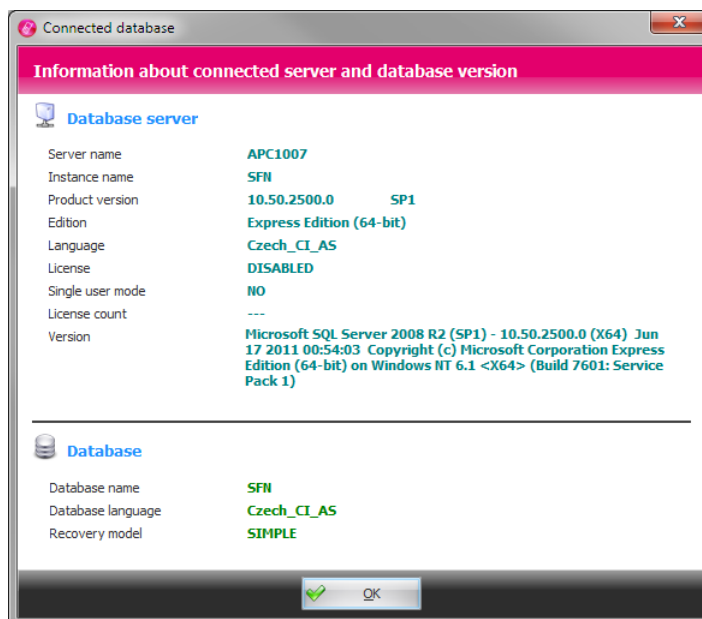
Monitors database data amount and database indexes fragmentation. If data amount in any module exceeded defined limit then database performance might be decreased. Dialog monitors database state and displays warning when any limit is exceeded. High index fragmentation might have also impact on database performance. Using defragmentation it is possible to optimize some indexes and speed up application operations. Dialog displays also information about size of all downloaded data. Application keeps downloaded documents on hard drive in case of future [import of previously downloaded documents](#).



Database performance

Connected database

Displays detail information about actual database and SQL server.



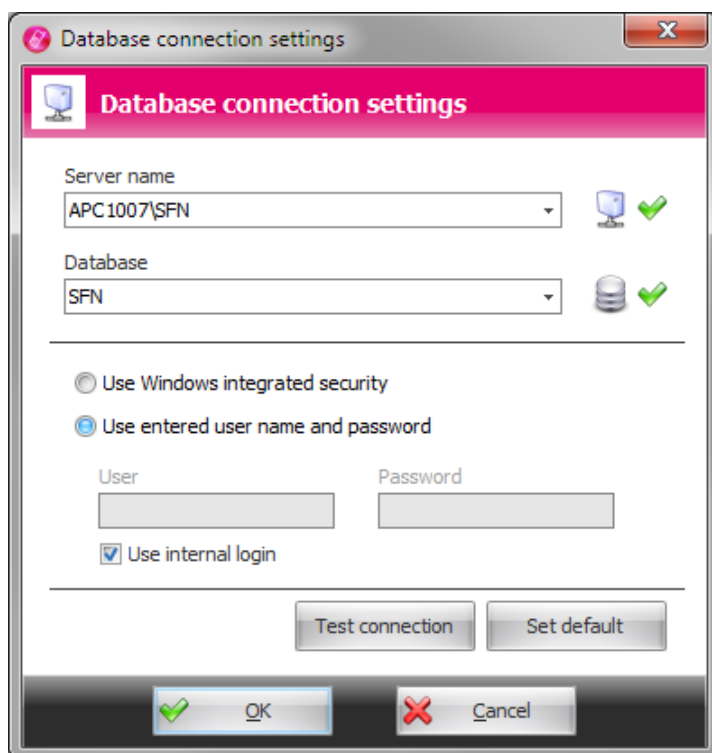
Connected database

Database connection settings

Allow to setup database connection.

- Server name - name or IP address of computer with installed SQL server. Instance name might be added to server name behind backslash "SERVER\INSTANCE".
- Database - database name to connected from application, default name is SFN.

- Use Windows integrated security - Windows user authentication is used for logging into SQL server.
- Use entered user name and password - defined user name and password is used for logging into SQL server.
- Use internal login - if this options is checked, user name and password cannot be filled and for logging into SQL server is used internal name and password from SQL server installation. This option can be used only when SQL server was installed with application. Cannot be used when customer uses its own SQL server.
- Test connection - button starts database connection check.
- Set default - button sets default database connection for recommended SQL server installation on local computer.



Database connection settings

Database backup and restore

Module allows to backup database data to be later restored or [migrated](#) to another computer (more information in chapter [Backup and restore](#)).

6.2.1 Backup and restore

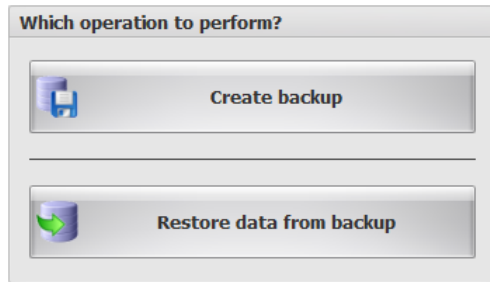
Module allows to create database backup to be later restored if needed or moved to another computer. Module might be open directly from CCA III application or as independent application SFN.Backup.exe.

Guide

Simple guide will lead you in several steps through whole process of creating database backup or restoring database from backup.

Select operation

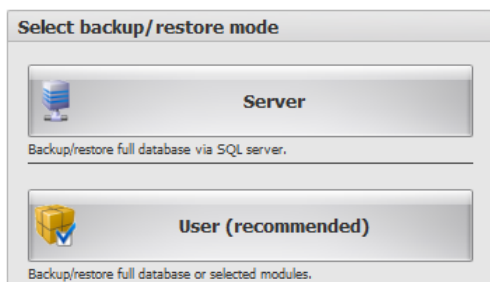
At first choose which operation you want to perform, backup or restore.



Select operation

Backup/restore type

In next step choose type of backup or restore. Each type of backup is different and cannot be combined (are not compatible), it means that server backup cannot be restored using user restore and vice versa.



Backup/restore type

Server

Backup/restore is provided using SQL server. Complete database backup is made with all data, table structure and indexes. Database user must have necessary rights for creating backup, this is not guaranteed when using own SQL server. Then it is necessary start application directly on computer with SQL server (or have SQL server installed locally), because path to backup file will be searched locally and this might be confusing when accessing remote server. Fast type of backup/restore.

User

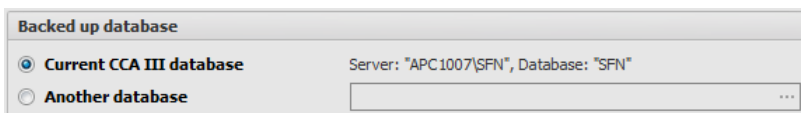
Backup/restore is provided by CCA application. It is possible to backup/restore whole database or only some selected modules. It is not important if it is local or remote SQL server, this type of backup/restore work for both. Backup contain only pure data, no database structure or indexes are included. This is relative slow backup/restore. Backup created in very old version of application shouldn't be restored in new version of application if major database structure changed.

User backup limitations

- This type of backup does no guarantee that older backup will be able to be restored on newer version of CCA application.
- Content of backed up tables are during backup stored in local computer memory. This may cause problem for huge databases, because the maximum memory limit is connected with operation system. This limit is quite low on 32-bit operation systems.

Database selection

Because it is possible to module independently without CCA application, there is database selection on every operation.

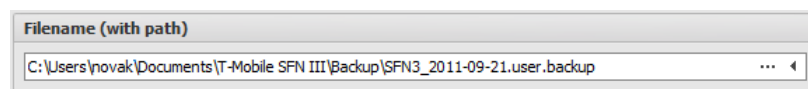


Database selection

- Current CCA III database - database actually used by CCA application.
- Another database - it is possible to define connection string to any other database.

Backup file selection

Backup file must be situated in any directory where application (and in case of server backup also SQL server) has rights for reading and writing. Field for specifying backup file has two buttons.



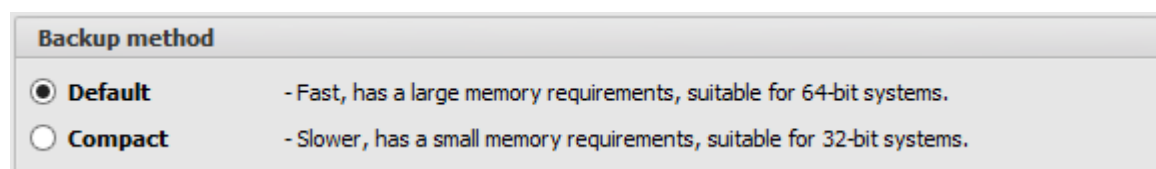
Backup file selection

- Button "... " - opens dialog for file selection.
- Button "<" - for selected operation chooses the best backup directory with proper rights and file name.

Selection of database backup or restore method

User backup and restore contains two methods how it can be performed. Both methods are compatible, they are generating the same data.

- Default
 - This method process data only in memory.
 - Each table is whole loaded into memory and then it is processed.
 - This is fast method.
 - This method has a large memory requirements. Backup of 70 Invoices with Itemized Statement of Services take about 1.5 GB of memory. Database which contains thousands Invoices with ISS will takes tens GB of memory.
 - It is suitable for 64-bit systems.
- Compact
 - This method process data by small chunks.
 - Each table is read from database or file continuously by small parts and each part is separately processed.
 - This method should be slower as Default method.
 - Due to used manner, this method takes only small amount of memory, about 10 MB.
 - It is suitable for 32-bit systems.



Backup/restore method

Control buttons

On the right side of bottom panel there are special control buttons.

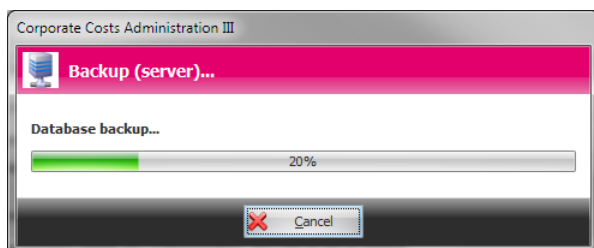


Control buttons

- Run - starts selected operation.
- Back - one step back in the guide.

Operation progress

Status of every operation is indicated on progress with percentage specification displayed on it.



Operation progress

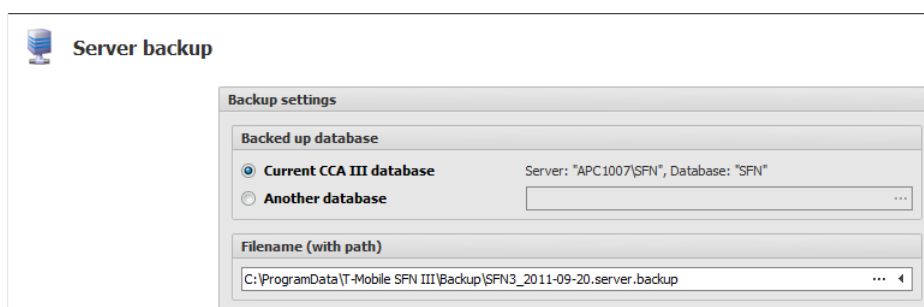
Operation result

After finishing backup or restore operation final [report](#) is displayed.

Database backup

Server

Select database and file for creating database backup. Button "Run" will start backup creation.

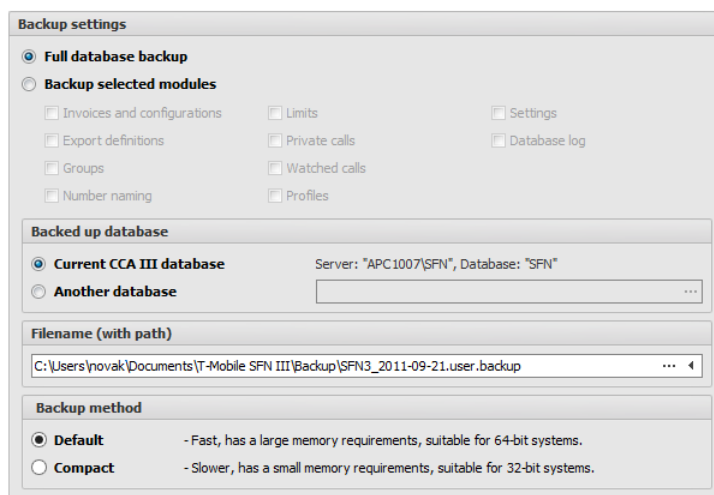


Server backup

User

Select modules to be included in backup or backup whole database, than select database and file for creating backup. Button "Run" will start backup creation.

User backup

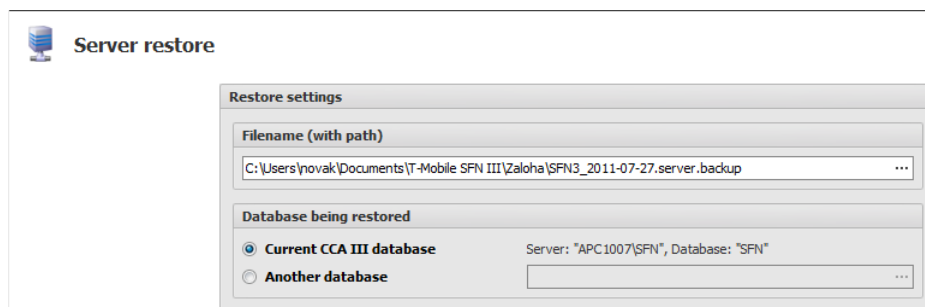


User backup

Database restore

Server

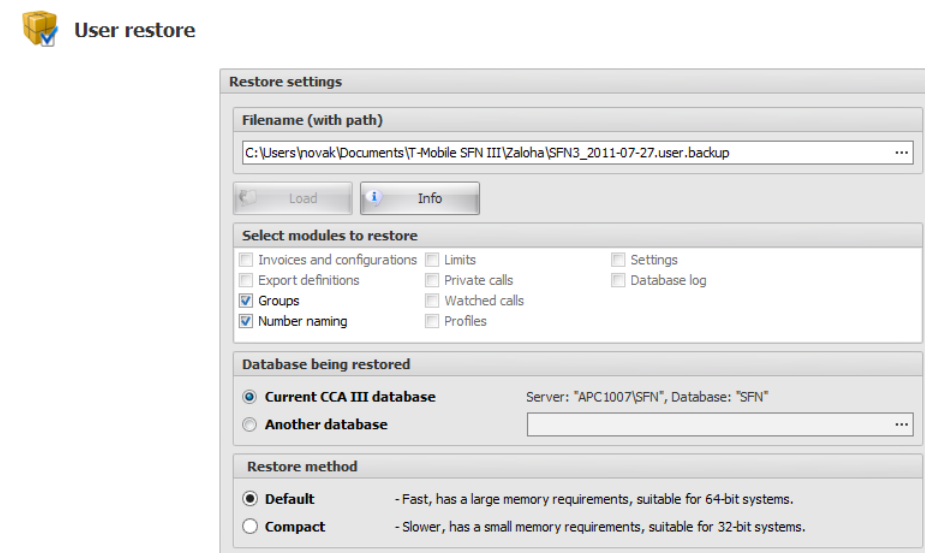
Select file containing database backup and database to be restored. Button "Run" will start database restoration.



Server restore

User

Select file containing database backup. Button "Load" will load file content and displays list of modules included in backup file. Button "Info" displays information about backup file. Select database to be restored. Button "Run" will start restoration of selected modules.



User restore

6.2.1.1 Migration

Migration of CCA 3 database between two computers

SFN III database migration is a simple operation which can be done in a few steps.

1. Create database backup on first computer

Run CCA III application, open module [backup and restore](#) database and choose "Create backup" operation. User can choose backup type [server](#) or [user](#), we recommend to use [user](#) backup. Backup file is created on hard drive. Beware of [user backup limits](#).

2. Moving backup to second computer

It is necessary to transfer backup file to second computer using CD, DVD, flash, FTP, shared directory on network, etc. Move [backup file to directory](#) where application or SQL server has access.

3. Restore database on second computer

Run CCA III application, open module [backup and restore](#) database and choose "Restore data from backup" operation. Backup type must be the same as selected in first step, [server](#) or [user](#) restoration. After finishing of database restore operation, database is ready for use.

Migration of CCA 2 database from on PC to another PC with CCA 3

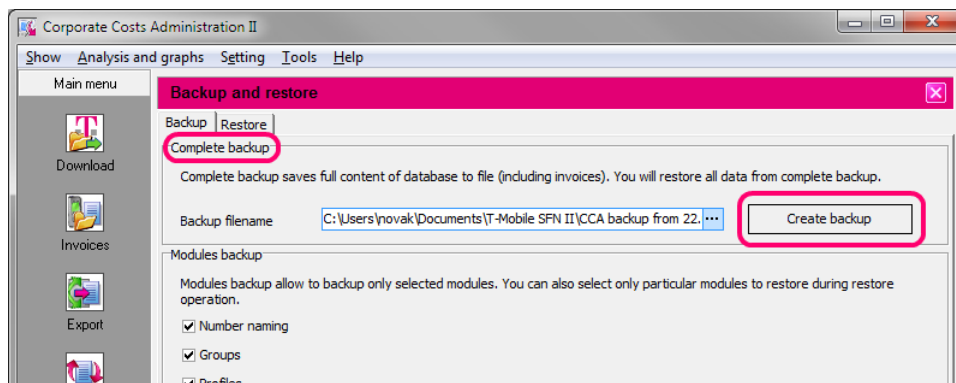
Migration of database between two versions of CCA is bit more difficult.

1. Check CCA II version on first computer

At first it is necessary to check CCA II version to be able to check database version and compatibility with CCA III. CCA III is compatible with database version 41, which corresponds with CCA II version 2.1.37.129 or higher. If older version of CCA II is installed, it is necessary to update CCA II application, update will actualize database and will guarantee compatibility with CCA III.

2. Create database backup on first computer in CCA II

Run CCA II application, select "Tools" option from menu and choose item "Backup and restore". On "Backup" tab sheet create complete database backup. Backup of modules from CCA II is not compatible with any backup type of CCA III. Only one compatible backup type between CCA II and CCA III are "Complete backup" in CCA II and "[Server backup](#)" in CCA III.



Database backup in SFN II

3. Moving backup to second computer

It is necessary to transfer backup file to second computer using CD, DVD, flash, FTP, shared directory on network, etc. Move [backup file to directory](#) where application or SQL server has access.

4. Restore database on second computer

Run CCA III application, open module [backup and restore](#) database and choose "Restore data from backup" operation. Select [server restoration](#) type. After finishing of database restore operation, database is ready for use.

6.2.2 Error messages

List of known database error messages and their solution

Message " **Allowed database space was exceeded.** "

This problem might happen in case when free version of MSSQL server is used. This version is distributed with SFN application and has limitations on database size. More about limitations of free version of SQL server might be found in section [HW/SW requirements](#).

When using MSDE 2000 distributed with SFN II:

- It is possible to install MSSQL Server 2008 R2 Express distributed with SFN III, which has 5-times higher limitation on database size.
 1. Make database [server backup](#).
 2. Uninstall CCA instance of MSDE 2000 using control panel.
 3. Using CCA III installer [install CCA instance](#) of SQL Serveru 2008 R2 Express.
 4. Run SFN with parameter "/BACKUP".
 5. Make database [server restore](#).

When using MSSQL Server 2008 R2 distributed with SFN III:

- It is possible to buy and install full version of MSSQL Server, which has no limitations on database size.
 1. Install any instance of your own SQL Server.
 2. [Install CCA database](#) and database structure to your own instance of SQL Server.
 3. [Migrate](#) database between old and new instance of SQL Server (it it same like migration between two computers).
- It is possible to create new CCA III database and the current one keep as backup for older data, which you may return to when needed. In this case it will not be able to work with old data in original database and with new data in new database together.
 1. Install [another CCA database](#) and database structure (database must have different name than existing database "SFN").
 2. Manually or using [user backup](#) transfer application parameters setting from original database to newly created database.
 3. Download new invoice only to the newly created database.
 4. Switching between databases is done by changing database name in [database connection setting](#).

When using full version of your own MSSQL Server:

In this case contact your database administrator.

If you will have any questions please contact our [technical support](#).

6.2.3 Problem solving

List of instruction for solving different problem on database.

- [Wrong database language](#)

6.2.3.1 Wrong database language

Error text

After application start this error message is displayed:

Database or some table columns are in wrong language.

Error message is generated by CCA application after unsuccessful database or database table columns language check. Language check is run after each application start.

Cause

Unknown. This was not replicated yet. CCA database installer always set database language to czech and this setting is taken by database table columns during creation, so it is theoretically impossible to achieve this state without manipulation with database structure.

Indication

Incorrect display of diacritics in text loaded from database. This can be seen for example on invoice prints or on naming module. Missing diacritics is unfortunately lost and cannot be recovered elsewhere than manually.

Solution

1. Create [user backup](#) of current database. Beware of [user backup limits](#). This procedure does not always apply.
2. [Install new database](#) using SFNDBSetup.exe tool. In database connection setting set new name of database for example "SFN2".
3. [Set database connection](#) to new database in CCA application. To field "Database" set new database name.
4. [Restore user backup](#) from step 1 to new database.
5. Manually correct missing diacritics in all modules, where it is possible.
6. Fixing of language setting on documents:
 - 6.1. For downloaded documents it is possible to add missing diacritics by [deleting](#) and [re-importing](#) of these documents. **Warning this procedure can be used only for document two month old, for older documents detail itemized list is not available anymore.**
 - 6.2. Alternative for previous step is to [delete invoices](#) and run [import of previously downloaded documents](#). This allow to import also previously downloaded detail services statements. This step may be used only when user has on local disk [downloaded documents](#) including detail statements, which user wants to access in CCA application.

6.3 Application parameters

Configuration of application functions. Module has five tab sheets, which includes settings of specific type. Most of the parameters is store in database and common for all users. Some parameters, like application language, are stored in file configuration and might be different for each application user.

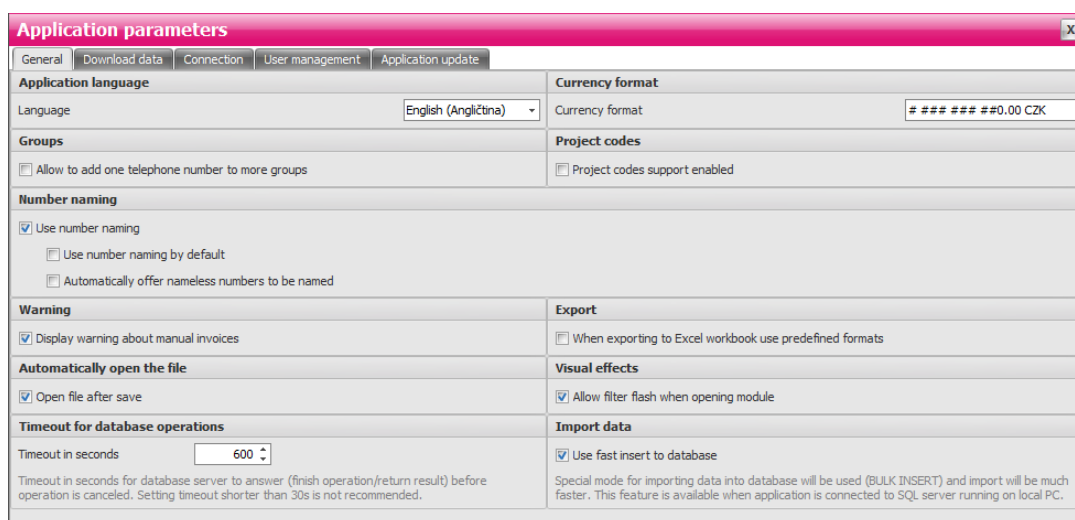
On the right side of bottom panel there are two buttons. Button "Save" saves all changes. Button "Cancel" discards all unsaved changes.



Control buttons

General

Contains general settings of basic application functions.



General

Application language

Changes application language. Texts in database typed by user will not be translated (for example limit types, groups, currency formats, number naming etc.).

Currency format

It is possible to specify format for displaying currency in application outputs. Major affect might be seen in table view of invoices.

Groups

When this options is turned on it allows to add one phone number to more than one group.

Project codes

If project code support is enabled then project code are extracted from phone numbers during invoice import and project code is store in separated column. Project codes might be displayed in [Invoices](#) module.

Number naming

Option determines whether number naming will be used in application.

- Use number naming by default - if turned on then each module supporting number naming, will have this option turn on by default when opened.
- Automatically offer nameless numbers to be named - if turned on then after invoice download (containing new nameless numbers) application will be switched to number naming module and nameless numbers will be offered to be named.

Warning

Turns on/off displaying of manual invoice warning in [Invoices](#) module when viewing detail of SSTN or ISS/ISPT. Warning is display as top panel of these dialogs.

Export

Turns on usage of predefined format for dates, numbers, etc. when exporting to Excel.

Automatically open the file

Option allows to open exported file using [quick export](#) with associated application.

Visual effects

If option is turned on and module containing filter in ribbon is displayed then filter flashes several times to be noticed by user.

Timeout for database operations

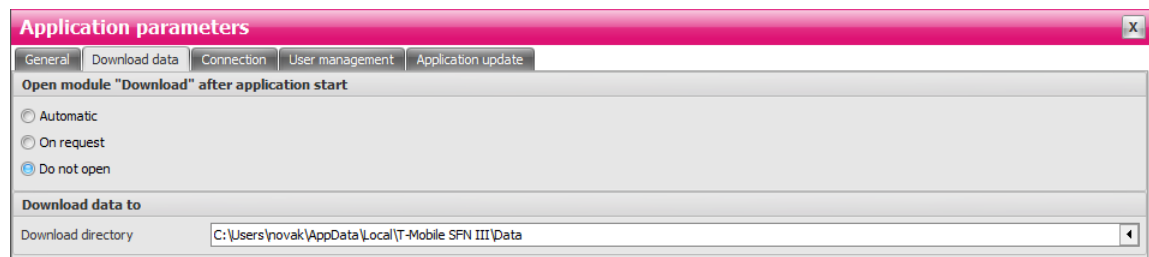
Limit in second for database request, if this limit is exceeded the error report is displayed. For customers with huge amount of data it is recommended to increase this limit.

Import data

Option turns on quick(bulk) inserting to database. Function might be used only when SQL server is installed on local computer, same as CCA application.

Download data

Contains settings for downloading invoices.



Download data

Open module "Download" after application start

Determines whether module [Download](#) might be open after application start.

- Automatic - module [download](#) is always opened on application start.
- On request - on application start user is asked if the module [download](#) might be opened.
- Do not open - module [download](#) and even no request is displayed on application start.

Download data to

Defining of directory where all downloaded documents in XML format are stored.

Connection

Communication parameters settings.

Pripojení

SMTP server for sending emails

SMTP server settings for sending e-mails. More information can be found in chapter [SMTP](#).

Connection to T-Mobile server

Defines T-Mobile server connection settings. If proxy server requires authentication then it is possible to set user name and password for user authentication. Two address to T-Mobile server are defined here, these addresses are used while trying to download data. If connection using primary address is unsuccessful secondary address is used instead. Primary address should be always set to <https://sfn.t-mobile.cz/sfn>

Timeout for server answer

Timeout in second for downloading one file from T-Mobile server.

User management

Management and monitoring of user accesses to application using name and password. Manages user accounts and rights.

User management

Rights administration

After turning of this option on users have to login to application using user name and password. Using "Settings" button it is possible to define user accounts (more details in [rights administration](#)).

Logging to database

Turning of this option on will start logging operations into database. Using "Display log" button it is possible to view stored logs. Button "Delete log" will delete all records in log. If "ADMIN*" is displayed in

column User, it means that [rights administration](#) was switched off during this operation. If logging is enabled then it is recommend to delete logs ones in certain period.

These operations are logged:

- User login and log out
- Data download
- Invoices print
- Starting of re-invoicing
- Starting of export
- Displaying of analysis and chart
- Change of groups
- Change of number naming
- Change of limits
- Change of private calls
- Change of watched calls
- Change of application parameters

Application update

Contains settings for application update.

Update

Automatic update

Turns on/off automatic check for new CCA application version (detail description might be found in chapter [Check for updates](#)). In "Address for getting updates" field is address pointing to actual information about last application version. It is possible to set how often will be automatic check for new version provided.

Info channel

Option allow to display info channel on application main form. If option is turned on and internet access is available then information from T-Mobile company (for example information about new version, etc.) are displayed on main form except the image with logo. Info channel is visible only when all modules are closed.

6.3.1 Rights administration

Option module of application which is inactive by default. It might be turned on in [application parameters](#). Rights administration allows to control, who can use this application and which modules will be accessible for each user.

Setting of user accounts and their rights

Module allows to add, delete or edit users. Predefined user account ADMIN cannot be deleted, only

password might be changed.

For each user it is possible to setup:

- User name
- Password (after login user can change his password)

It is possible to allow or restrict access to these modules and functions:

- [Download](#)
- [Invoices](#)
- [Export](#)
- [Re-invoicing](#)
- [Totals](#)
- [Calls](#)
- [Extremes](#)
- [Statistics](#)
- [Groups](#)
- [Number naming](#)
- [Limits](#)
- [Private calls](#)
- [Watched calls](#)
- [Application parameters](#)
- [Database management](#)
- [Backup and restore database](#)
- [User profile](#)
- Sending of e-mails
- [Export to file](#)
- [Print](#)

6.3.2 SMTP

SMTP connection settings

Application allows to send e-mail from [export](#), [re-invoicing](#) modules and from [report for technical support](#). Proper setting of SMTP server connection is necessary for sending e-mails in application. SMTP is configured in [application parameters](#).

SMTP settings

SMTP server

Address of SMTP server and port used for sending e-mails. Default port value for SMTP protocol is 25.

Proxy

Option turns on/off usage of proxy server for e-mail sending. This option is accepted only when in [Connection to T-Mobile server](#) section parameter connection type is set to "Use proxy server".

Authentication

Option "SMTP server requires authentication" turns on user authentication against SMTP server. Today there only a few public SMTP servers, sending e-mails without user authentication, because of protection against spam messages. Most of private SMTP servers in companies uses additional security rules for user authentication.

Authentication method

Method used for user authentication/message encryption against SMTP server.

- Automatic - application will try to get list of accepted authentication methods from SMTP server and pick one of them. Recommended setting.
- TLS simple text - authentication standard RFC 2595.
- Digest-MD5 - authentication standard RFC 2831.
- Cram-MD5 - authentication standard RFC 2195.
- Name and password - standard authentication method using name and password.
- NTLM - uses user authentication in domain by NTLM protocol. This method does not allow to specify user name and password, integrated Windows security is used instead.
- GSSAPI/SSPI (Kerberos) - uses user authentication in domain through GSSAPI/SSPI provider using Kerberos protocol. This method does not allow to specify user name and password, integrated Windows security is used instead.
- GSSAPI/SSPI (NTLM) - uses user authentication in domain through GSSAPI/SSPI provider using NTLM protocol. This method does not allow to specify user name and password, integrated Windows security is used instead.
- GSSAPI/SSPI (Negotiate [SPNEGO]) - uses user authentication in domain through GSSAPI/SSPI provider using Negotiate [SPNEGO] protocol. This method does not allow to specify user name and password, integrated Windows security is used instead.

User name

Name used for authentication against SMTP server. Name is used for some authentication methods.

Password

Password used for authentication against SMTP server. Password is used for some authentication methods.

Addresses

- Sender's e-mail address - e-mail address displayed on e-mail message as sender.
- Reply to - e-mail address, which will be used when user will try to reply on e-mail message. If not defined sender e-mail is used instead.

Advanced settings

Contains advanced settings for sending e-mails through SMTP server, design for expert users. By default only security setting is displayed. Button "Expand" displays the rest of settings.

Security

- Disabled - secured communication is turned off. Connection to SMTP server is realized without information about supported protocols and encryption.
- None - secured communication is turned off, but connection to SMTP server is realized with information about supported protocols and encryption.
- TLS/SSL - insecure communication to SMTP server is established and then it is switched to secured communication using TLS or SSL.
- Only TLS/SSL - secured communication to SMTP server is established directly using TLS or SSL. Most of servers does not accept this type of connection.

Allowed protocols

Determines which security protocols are accepted by CCA application for SMTP server communication. If more protocols are allowed then protocol supported by SMTP server is used. If no protocol is allowed then application acts like security is disabled.

Allowed ciphers

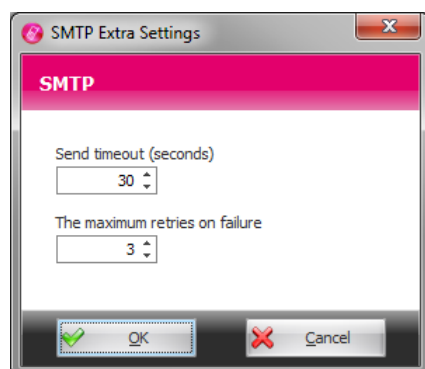
Application support lots of ciphers, this option allows to decide whether all ciphers might be allowed or only group of ciphers classified as secured might be allowed. Cipher usage always depend on ciphers supported by SMTP server.

Use extended protocol ESMTP

If option is turned on and SMTP server supports extended instructions of SMTP protocol then these instructions are used during communication. Some SMTP servers send information about extended instructions support, but instructions support is not implemented, for these cases it is recommended to turn ESMTP protocol off.

SMTP extra settings

A separate dialog containing all other settings for SMTP. You can change the timeout for sending email and the maximum retries on failure.



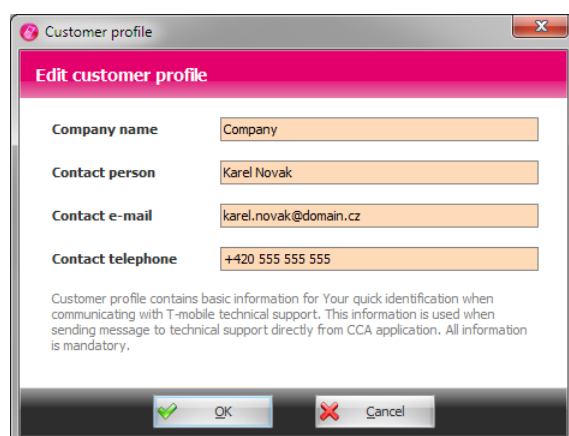
SMTP Extra Settings

Test

Button "Test" will try to send test e-mail to sender address according to actual communication settings. After finishing of message sending message about operation success is displayed.

6.4 Customer profile

Special dialog for setting of contact information. These information are used for communication with technical support. These information are sent with report to technical support for quick customer identification and easier communication. Filling of these parameters is important and it will speed up your communication with technical support. For bigger companies we recommend to mention contact person, which is responsible for CCA application in your company.



Customer profile

6.5 Password change

Password change of actually logged user

Function is available only when [controlled access to application](#) is enabled in [application parameters](#). Users have to login to application using name and password.



Password change

6.6 Send report

Send report to technical support dialog

Easy and quick way to communicate with technical support. Allows to send error report, question or improving hint. Log files for further analysis and error identification is automatically included into sent message.

For proper work of sending reports it is necessary to have correctly configured [SMTP server](#) connection in [application parameters](#). All fields are mandatory and must be filled. Log files for further analysis and error identification is automatically included as attachment of sent message.

If any problem occurs it is recommended to send this report to technical support instead of any other communication. In most case technical support will ask for this report anyway.

Announcement

T-Mobile Czech Republic a.s. company declares, that all log file is used only for application run analysis. No personal data are purposely collected. All data are processed according to law for protecting personal data no. 101/2000 Dg., in full text of the Act.

What is sent

- Original message.
- Application log files.
- Installation log files.
- Messages from system event viewer inserted by CCA application.
- Information about connected database if available.
- Installation, configuration and application metadata with several configuration parameters.

Buttons

- Send - sends message using [SMTP](#) server defined in [application parameters](#).
- Create - tries to create message using default email client using MAPI interface.
- Generate - generates attachment for sending of report manually.

Send report to technical support

Predefined form for communication with technical support. In case of detected issues you can send a message to technical support detailing your issue with CCA III application. The message contains application log. Correct setting of SMTP server in application settings is required. In some cases sending this report may be requested by technical support.

T-Mobile declares that no private data are sent and all information will be used solely for problem analysis and subsequent communication with You.

Recipients' e-mail address

☒ Default technical support address [SFN_podpora_TMCZ@t-mobile.cz] (recommended)
☐ Custom defined address:

Customer (can be changed in customer profile)

Company name	<input type="text" value="Company"/>	Contact person	<input type="text" value="Karel Novak"/>
Contact e-mail	<input type="text" value="karel.novak@domain.com"/>	Contact telephone	<input type="text" value="+420 555 555 555"/>

Message

Subject:

Message:

Buttons: Send, Create, Generate, Cancel

Report for technical support

6.7 Auxiliary tools

Auxiliary tools are used to solve some critical problems when CCA III cannot be started.

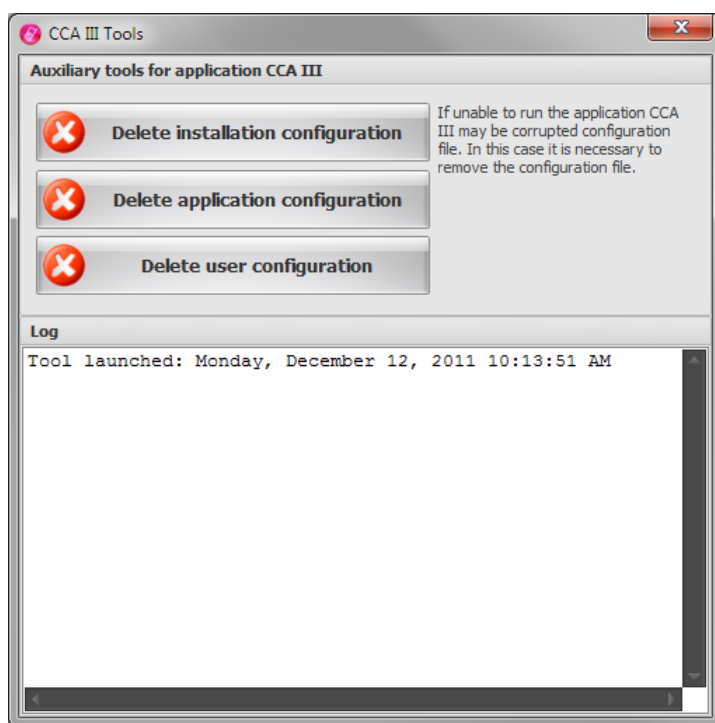
In most cases damaged configuration files is responsible for problems with starting application. Configuration file might be damaged several ways, for example during incorrect application or system shut down. Trying to load damaged configuration file will cause application failure or fall down. This problem might be solved by deleting configuration files. Manual deleting of configuration file might be bit complicated, because there are three types of configuration files, which are stored on different places and they are also mirrored for terminal servers. The easiest way to delete configuration files is to used auxiliary tools.

Auxiliary tools is independent application, installed together with CCA III application. It is installed into root directory of CCA application. It can be started using SFN.Tools.exe file, newer installation will create a shortcut called Tools in directory T-Mobile SFN III in operation system start menu.

It is not always necessary to delete all configuration files.

Recommended steps for solving problem with starting application:

1. Run SFN.Tools.exe file.
2. Click Delete user configuration button.
3. Start CCA III application.
4. If CCA application will not start, click Delete user configuration and Delete application configuration buttons.
5. Start CCA III application.
6. If CCA application will not start, click Delete user configuration, Delete application configuration and Delete installation configuration buttons.
7. Start CCA III application.
8. If CCA application will not start even after these steps, please contact [technical support](#).



Auxiliary tools

Corporate Costs Administrator III

Caption: Discounts changes after 2/28/2013

Part



7 Discounts changes after 2/28/2013

Corporate Costs Administrator III

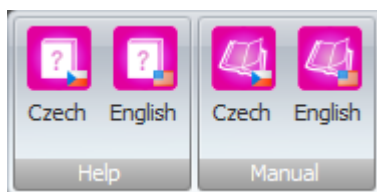
Caption: Help

Part



8 Help

Application help is available on separate tab on [ribbon](#) menu in all supported languages. Help is available in CHM (HTML) format and manual in PDF format.



Help

Corporate Costs Administrator III

Caption: Frequently asked questions

Part



IX

9 Frequently asked questions

List of frequently asked questions

SFN I compatibility

Can CCA III application use data from CCA I?

No, format of invoices was changed and extended so invoices cannot be imported from CCA I to CCA III and otherwise. But it is possible to have both application installed on one computer and view old invoices in CCA I and new invoices in CCA III.

SFN II compatibility

Can CCA III application use data from CCA II?

Yes, application CCA III is compatible with CCA II application. CCA III application only need to add their own column into CCA II application database to work properly. For this purpose it is necessary to have CCA II database version 41, which corresponds with CCA II version 2.1.37.129 or higher. If older version of CCA II is installed, it is necessary to update CCA II application, update will actualize database and will guarantee compatibility with CCA III.

Invoices

What is the difference between ISS and ISPT?

- Itemized statement of services (ISS) - detail information about all made calls, sent SMS, MMS, data transfers, etc. Contains also all data for payment transactions.
- Itemized statement of payment transactions (ISPT) - information about payment transactions like SMS payment, m-payment, DMS, etc.

Why is my itemized statement of services empty?

Maybe your itemized statement of payment transactions is activated. This statement contains information about used payment transactions (like SMS payment, m-payment, DMS) and payment transactions price. If you need complete list of all made calls, sent SMS, data transfers, etc. then it is necessary to activate itemized statement of services. It is possible to order this document also retroactively, up to 2 month to the past.

Export to PDF

System cannot find application for opening PDF file generated from CCA III application, what can I do?

It is necessary to download and install PDF viewer Adobe Reader 7.0.5 or higher (with time signatures support). We recommend to always install the latest version of PDF viewer. Latest version of Adobe Reader can be downloaded from address <http://get.adobe.com/reader/>.

Connecting to TMCZ

I've got problems connecting to TMCZ server, what can I do?

For proper work of application it is necessary to allow access to IP address 62.141.16.202, port 443 (<https://sfn.t-mobile.cz/sfn>). To verify whether this address is accessible in your network it is possible to type verifying address <https://sfn.t-mobile.cz/sfn/hello> to your internet explorer. If access is enabled, then below mention lines will appear in your explorer in several seconds:

```
<?xml version="1.0" encoding="UTF-8" ?>
<sfnServlet>
  <version>actual version</version>
</sfnServlet>
```

Warning: Internet explorer after user interaction allows to connect to server even if server certificate was not accepted and verified, application CCA III does not allow to connect to server without verifying of its certificate. More information about this topic can be found in chapter [internet connection](#).

Incorrect certificate error occurs when connecting to TMCZ or while sending email, what can I do?

Solution of this problem is described in chapter [internet connection](#).

During attempt to login to TMCZ server is displayed message "Neither primary nor secondary server available.", what can I do?

This message may appear due to several different causes.

1. Server has outage due to some reason. It is recommended to wait about an hour and then attempt to connect again.
2. There are wrong setup primary and secondary servers in [application_params](#). Right address is <https://sfn.t-mobile.cz/sfn>.
3. There is wrong setup proxy server in [application_params](#). Change the settings according to your network specifications or select choice "As Internet Explorer".
4. You use unsupported operating system Windows XP or Windows Server 2003. These systems don't support new safer encryption methods for secure communication, due to server reject these connections. Please update to newer operating system.

Version differences

What are the differences between versions CCA II and CCA III?

Description of main differences is described in chapter [versions 2 and 3 differences](#).

Software and database

Why Internet Explorer 8 is recommended for CCA III if I did not use it?

Explanation can be found in chapter [HW/SW requirements](#).

It is possible to use CCA III on different operation system than Microsoft Windows?

Basically NOT. More information about this topic can be found in chapter [HW/SW requirements](#).

It is possible to use CCA III on different database than MSSQL, for example PostgreSQL, MySQL, etc.?

No application is primary designed for Microsoft SQL Server database.

Application

When turning application CCA III off "Program compatibility check" is displayed with message "This program requires flash.ocx, which is not install on this version of Windows.".

This problem is connected with 64-bits systems, where 64-bits flash-player plugin is not installed in Internet Explorer. It is only notification, you can simply close this dialog using button "This application works correctly".

In export, re-invoicing or analysis only data for one invoice are displayed, what can I do to see all data?

Check filter of current module if there is no filter according to invoices, phone numbers enabled or any different restriction set. **Filter according to any of selected items is identified by star appearing in left corner of filter icon.**

What can I do when application did not start?

In most cases it is because of damaged configuration file, which have to be deleted. For deleting configuration files you can use [auxiliary tools](#).

Corporate Costs Administrator III

Caption: License agreement

Part



10 License agreement

By installing, copying or otherwise using the "Corporate Costs Administrator III" software you confirm that you have read the following terms and conditions of the End User License Agreement ("EULA") and that you agree thereto without reservations. If you do not agree to these terms and conditions, you may not install or otherwise use the "Corporate Costs Administrator III" software.

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T-Mobile hereby grants to the end user a non-exclusive, non-transferable and temporally unlimited right to use the SOFTWARE. The end user may use the SOFTWARE only in accordance with this EULA in the ways specified below.

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This EULA has been entered into for an unlimited period, effective from the date of the end user's confirmation of consent to this EULA. Either of the parties may withdraw from this EULA in the event that the other party breaches the obligations specified herein and, if remedy is possible, fails to remedy this breach within 30 days of the delivery of the notice of such breach of obligations to the other party.

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This EULA shall be governed by the laws of the Czech Republic with the exclusion of conflict rules.

Corporate Costs Administrator III

Caption: Contact

Part



XI

11 Contact



Customer Service - Business

T-Mobile Czech Republic a.s.

Tomickova 2144/1, 149 00 Praha 4

Phno.: 4644 from T-Mobile network

Phno.: (+420) 603 604 644

Fax: (+420) 603 604 646

E-mail: business@t-mobile.cz

Internet: <http://www.t-mobile.cz>

Web

CCA:

<http://www.t-mobile.cz/web/cz/firmy.a.verejna.sprava/muj.t-mobile/vyuctovani/spravce.firemnych.nakladu>

Corporate Costs Administrator III

Caption: Version

Part

A large, bold, white Roman numeral 'XII' is centered within a solid gray square. The square is positioned to the right of the word 'Part'.

12 Version

Manual version: 21

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