Bell Server

Overview

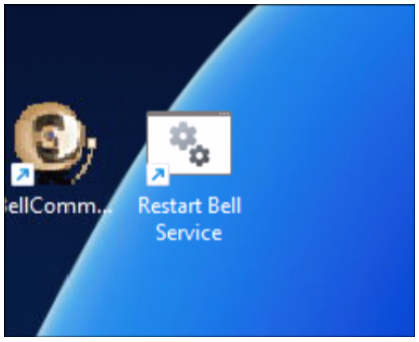
This document outlines the setup and management of the BellCommander service on the VM-BellServer-25. The documentation includes information about user accounts, scheduled tasks, scripts used for service management, data file locations, and system details.

> **Make sure to close the bell commander software when finished.**
> It has a memory leak and it will cause issues if left open when not needed. The bell service runs in the background whether the bell commander window is open or not.

If the Bells are not working:

Restart Bell Service (**Try This First**)

1. There is an icon on the desktop called **Restart Bell Service** double click it to run it



2. Click **Yes** when it asks to run as admin
3. The service should now be restarted. If the bells continue to not work **Restart the Computer.**

> If the bells service does not restart or fix itself run the Hard Kill Script which will hard kill the bell service and restart it

Further Troubleshooting:

Further Trouble shooting is at the End of this Document

[Further Troubleshooting Link]

System Details

- **Server Type:** Rockport Datacenter VM on the RPSD VM Host
- **Name**: `VM-BellServer-25`
- **Static IP Address:** `10.4.1.105`
- **Remote Access:** Accessible by RDP or Ncentral
- **OS:** Windows Server 2025

Account Information

This is a domain account used to log in to the Bell-Computer where the BellCommander service is hosted.

- **Domain Account Username:**
  `belluser`

- **Password:**
  In IT glue under Domain Accounts

- **Group Membership:**
  The `belluser` account is a part of the local admin group.

Service Management

BellCommanderApplicationService is an important service that must be running in order for the software to communicate with the VOIP extension.

The Executable is located at `C:\Program Files (x86)\BellCommander\bcappservice.exe`

A task has been set up to ensure that the BellCommanderApplicationService remains operational by restarting it daily.

- **Task Schedule:**
  - *Time:* Daily at 7:00 AM
  - *Script Location:* `C:\Users\belluser\Scripts\`

- *Functionality:* This script is responsible for restarting the BellCommanderApplicationService.

Use this Command to Register the service in a admin powershell:

```
New-Service -Name "BellCommanderApplicationService" -BinaryPathName "C:\Program Files\BellCommander\bcappservice.exe" -DisplayName "Bell Commander Service" -Description "Bell Commander Service" -StartupType Automatic
```

Data File Locations

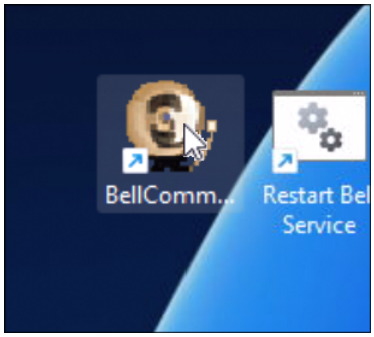
Directory:

- *Path:* `C:\Program Files (x86)\BellCommander`
- *Contents:* Houses all data files related to the BellCommander service. These files are critical for the operation of the BellComander application that contains data files like songs, sounds, and bell schedule databases.

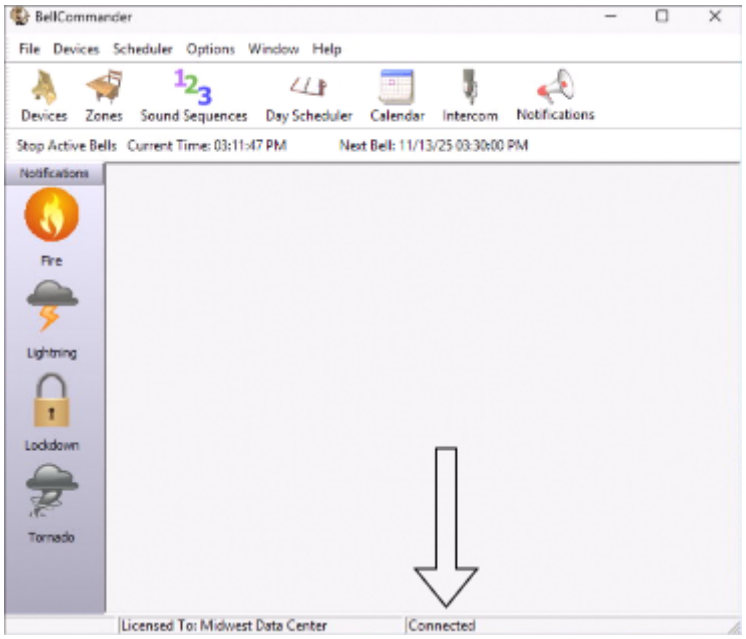
Troubleshooting

Verify the Service is Running:

1. Open the BellCommander Application



2. Check that the Application is Connected the Service. If this **Does not say Connected** it means the service is **Not Running** and the Bells will **Not Work**. Run the script above to **Restart the Bell Service**.



3. If after Running the script, it still does not connect, then **Restart the Computer**

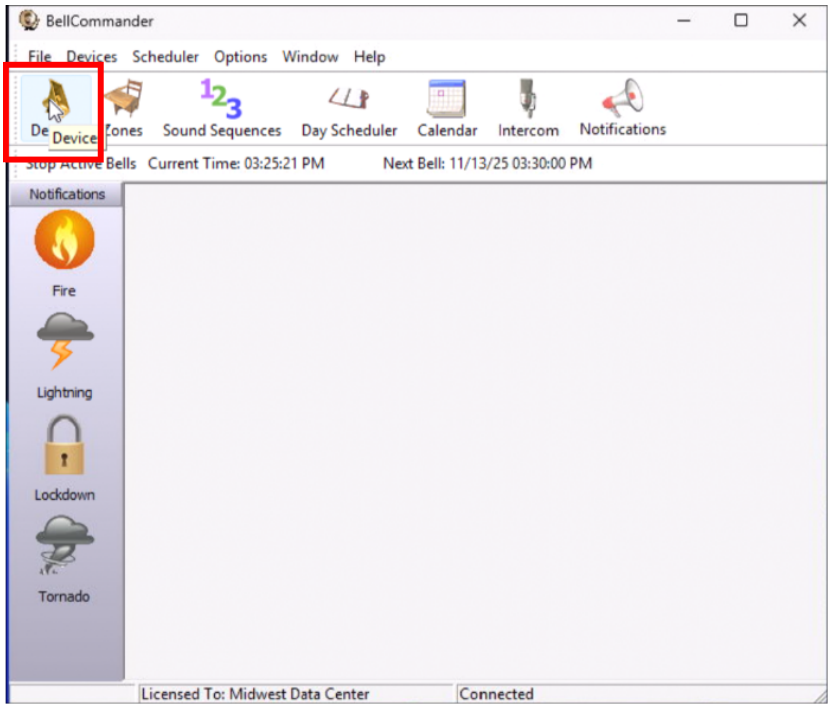
Invalid path:

Sometimes the bells have an invalid music file path in the **Day Scheduler**. When the bell tries to ring it that invalid path it will hang the service and not send any further bells. The bell service will not be able to be restarted if this occurs and will just give a message of "Service already Restarting" when trying to run the restart script.

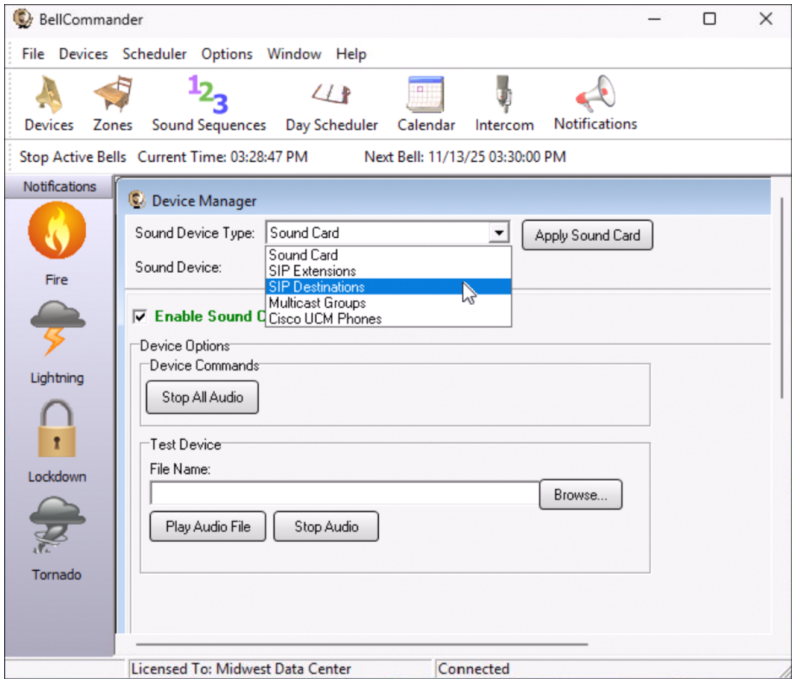
Fix this by finding the faulty entry and correcting it to a valid song file.

Send a Test Bell:

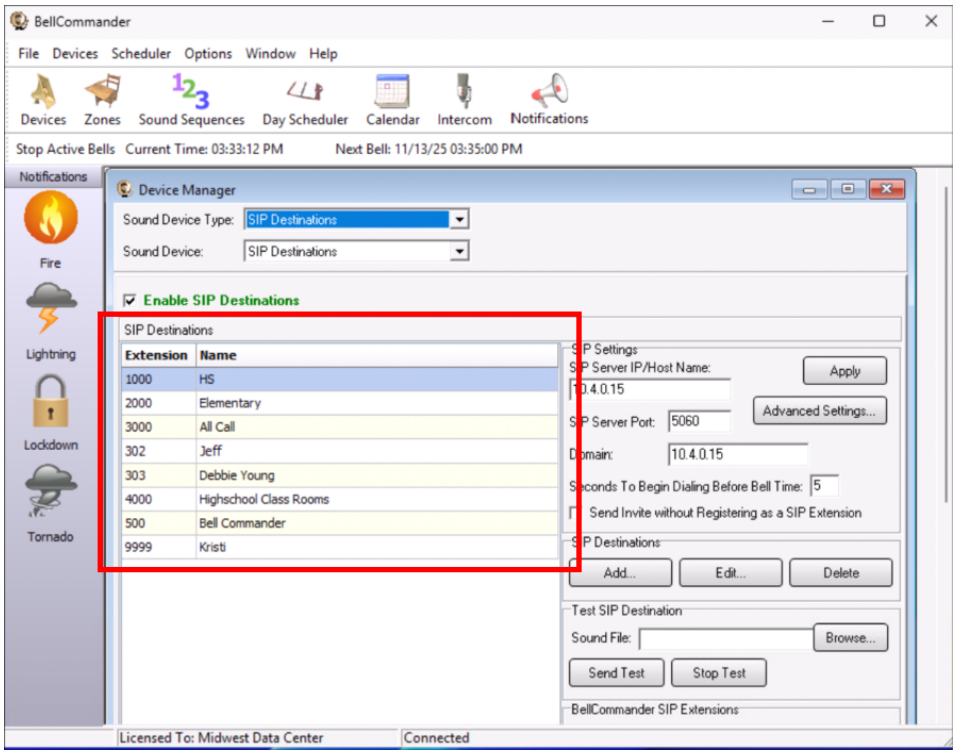
1. Click Devices



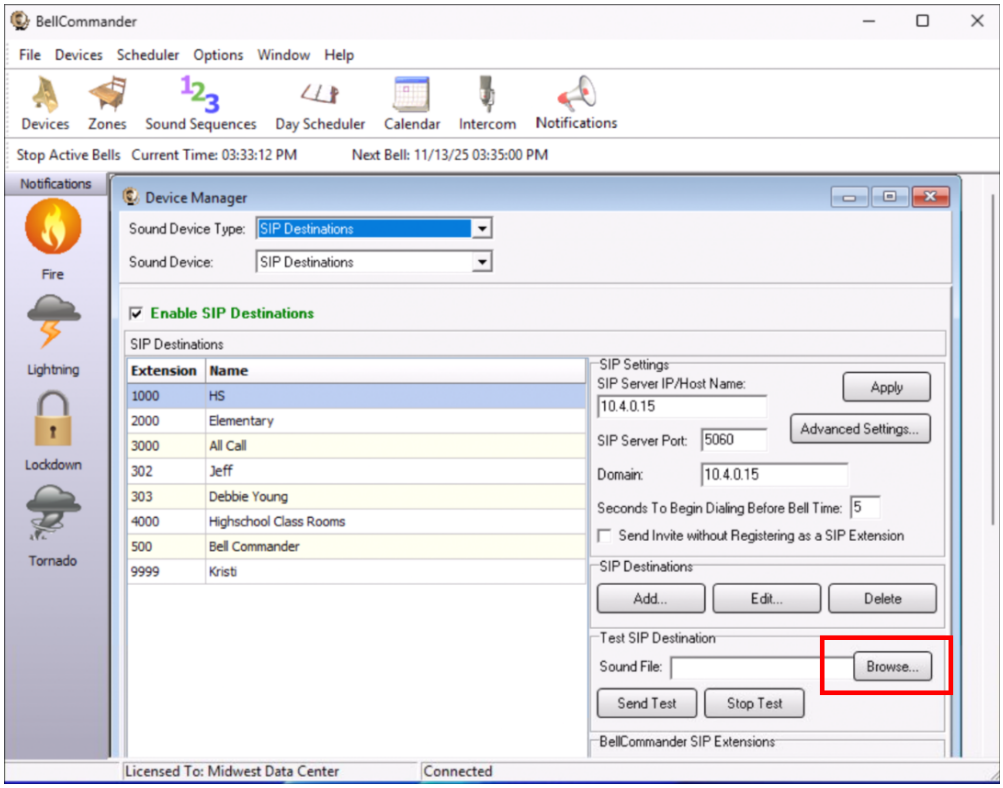
2. Select from the Dropdown **Sip Destinations**



3. Click a SIP Extension group to ring



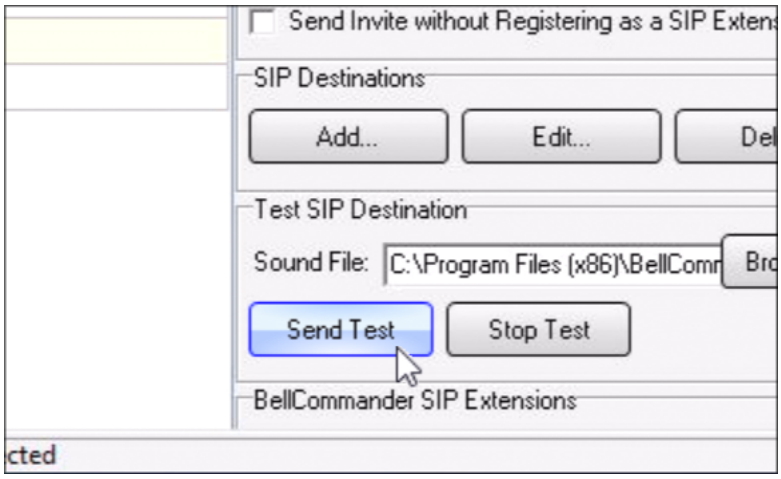
4. Click Browse to pick the sound file to send to the bells



5. Choose the test.wav file at:
   `C:\Program Files (x86)\BellCommander\sounds\test.wav`



6. Click **Send Test** to test the bells



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