

# Installation SCREENrec



## Installation manual for tenants

5/13/2020

### Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

Please note that you can always find the most up-to-date technical documentation and product updates in the partner area on our website at <http://www.asctechnologies.com>.

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## 2 Introduction

SCREENrec is an application which allows recording screen content.

SCREENrec provides a comprehensive insight into the quality of a customer contact. It assesses the agents' workflow and reveals potential for improvement.

This manual describes the installation of the application SCREENrec with SCREENrec Audio and the optional component SCREENrec scan Editor.

### SCREENrec

The application SCREENrec connects the client computer with the recording server. The recordings on the client computer are controlled via the recording server. The application sends the recorded data to the recording server where it is saved and subsequently made available in the system.

There is the possibility to install the application in stealth mode. SCREENrec then is active in the background only and not visible for the user of the client computer. Otherwise, a program icon is created in the taskbar.



SCREENrec is a client application. It has to be installed on each client computer which is supposed to use it.

### SCREENrec Audio

SCREENrec Audio is an add-on of the SCREENrec application.

SCREENrec records the screen; SCREENrec Audio the corresponding audio signal of the computer.

SCREENrec Audio allows recording the audio signal of an agent's computer. SCREENrec Audio behaves like a softphone and sends the audio data of the sound card to the recording system as an RTP stream.

Recording can be controlled automatically by means of filters created in the SCREENrec scan Editor. Predefined activities on the agent's screen are used to trigger and stop recording. Alternatively, recording can be started manually.

The recording comprises screen in combination with the audio of the computer. If the call is made via a physical phone instead of the computer, then the screen of the computer and the audio of the physical phone are recorded.

### SCREENrec scan Editor

SCREENrec scan Editor is an application for action-controlled recording based on activities on the agents' screen.

The SCREENrec scan Editor allows administrators to create filter elements which define which areas of the screen or which activities are supposed to be recorded or blanked during the recording. On top of that, additional data from other applications such as from an CRM software can be transferred automatically to the recording system.

SCREENrec scan Editor is a vendor-independent solution compatible with most CRM, ERP, Office and Windows applications.



The SCREENrec scan Editor can only be used by an administrator and therefore should not be installed on client computers.



If the IP address of the recording server changes, then you have to install the SCREENrec clients once again to adjust the new IP address. For safety reasons the IP address cannot be changed via the user interface.

### 3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

#### 3.1 Client software components

If the application is installed via MSI setup, at least the following software components must already have been installed on the client computer:

- .Net 4.5
- Java Runtime 8u xx

#### 3.2 Media Foundation for SCREENrec

To use the client application SCREENrec, Media Foundation must have been installed on the client computer which is included in the media feature pack for Windows 10 N and Windows 10 KN editions.



For more information see <https://support.microsoft.com/en-us/help/3010081/media-feature-pack-for-windows-10-n-and-windows-10-kn-editions>.

## 4 Installation requirements



For basic information about the used default ports refer to the installation manual *Installation requirements* in chapter *Communication matrix*.



If you have configured customer-specific ports, you have to open them in the firewall separately.

### 4.1 Licenses

The client application SCREENrec requires the following licenses depending on the functionalities you would like to use:

License name	Number	Description
SCREEN <u>rec</u> Seat li- cense	1 per client computer	License for the unfiltered recording of screen activities.

Tab. 1: Licenses SCREENrec Seat

License name	Number	Description
SCREEN <u>rec</u> scan Edi- tor	1 per client computer	License for the filtered recording of screen activities.

Tab. 2: Licenses SCREENrec scan Editor

License name	Number	Description
SCREEN <u>rec</u> Audio	1 per client computer	As SCREEN <u>rec</u> Audio cannot be used without SCREEN <u>rec</u> , the package also contains the following licenses: <ul style="list-style-type: none"><li>• SCREEN<u>rec</u></li><li>• SCREEN<u>rec</u> scan Editor</li><li>• EVOIP<u>neo</u> universal port-based</li></ul>

Tab. 3: Licenses SCREENrec Audio

### 4.2 Information

Before you start the installation, make sure that the following information is available:

- IP address of the recording server

## Overview install and configure product

The following steps have to be carried out:

1. Install the SCREENrec client on all client computers which are supposed to use the application SCREENrec, see [chapter "Install client software", p. 9](#).
2. System Configuration > Employees module in the tab *Agent Data*, configure the users of the client computers on which the application SCREENrec is supposed to run:
  - Define user as agent
  - Enter extension, PBX Agent ID or chat ID of the agent
  - Enter Windows user name as the user name of the agent **or** enter the agent's computer name  
Alternatively: enter user name **and** computer name of the agent
3. In the application System Configuration > Recording Planner module > Compliance module in the recording plan you would like to use for the screen recording, activate the function *Record screen*.
4. In the application System Configuration > Recording Planner module > Compliance module, in the action node that you create for screen recording, go to the group field *External Recording Control* in the detail view and activate the usage of the client SCREENrec.

Optional for the remote usage of SCREENrec:

5. Configure the remote desktop properties on the remote computer, see [chapter "Configure remote desktop", p. 16](#).

Optional for using recording filters:

6. Install the SCREENrec scan Editor on the administrator's computer, see [chapter "Install client software", p. 9](#).

---

### Additional preconditions for the usage of the application



The **system provider** has to activate the function *Screen recording* in the application System Configuration in the Recording Architectures module in the tab *Server Assignment*.

Contact the administrator of your system provider to ensure that the required settings have been configured.

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On the server of the recording system, no additional installation steps are necessary. The server software required for using the client application is installed automatically along with the software of the recording system.

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For information about the configuration of users refer to the administration manual for tenants *User management for tenants*.



For information about the configuration of recording plans refer to the administration manual for tenants *System Configuration - Recording Planner*.



For information about creating recording filters refer to the user manual *Usage SCREENrec scan Editor*.

## 6

## Installation

## 6.1

## Install client software



Note that the installation of client software requires administrator rights to be carried out.



During the installation routine a check is run to determine whether the required Java version has been installed on the user's computer. If this is not the case, Java Runtime Environment is installed before the installation of the SCREENrec software. When cancelling the installation, you cannot use the application SCREENrec.

1. Insert the installation medium for the SCREENrec software.
2. Open the directory of the SCREENrec software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
  - ⇒ The version of Java Runtime Environment is checked. If the required version has not been installed, then the InstallShield Wizard for Java JRE appears.

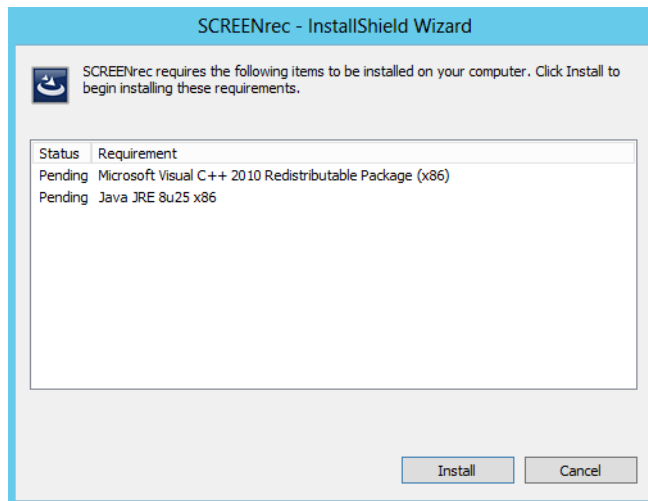


Fig. 1: Installation wizard for Java Runtime Environment

4. To cancel the installation completely, click on the button *Cancel*. To start the installation, click on the button *Install*.
  - ⇒ The installation progress is displayed.

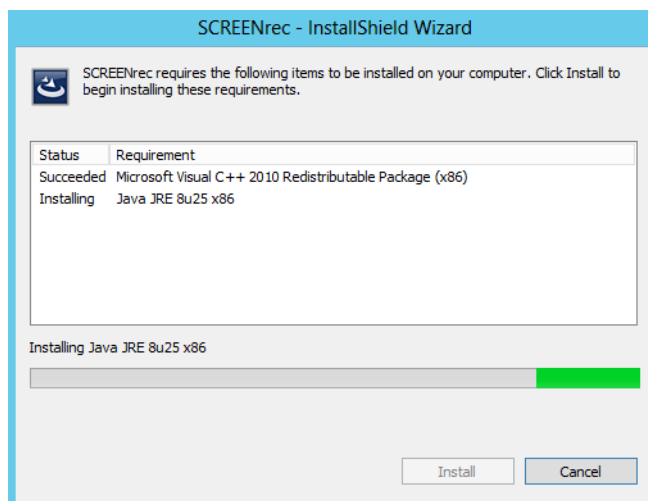


Fig. 2: Information about the installation progress

- ⇒ Once Java Runtime Environment has been installed, the InstallShield Wizard for the installation of the SCREENrec software appears.

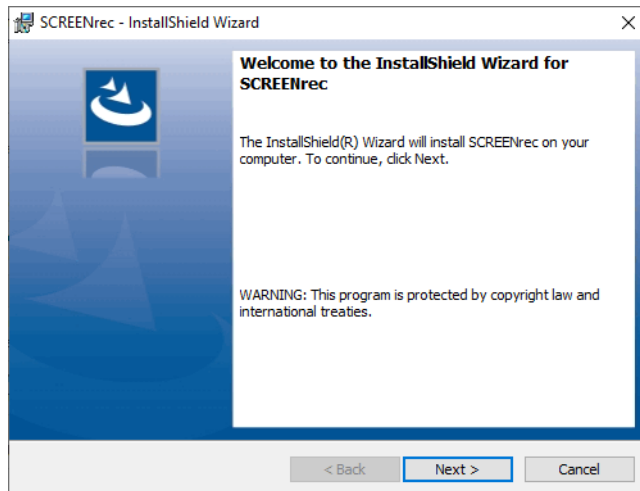


Fig. 3: SCREENrec - installation wizard welcome screen

5. On the welcome screen, click on the button *Next* to start the installation.
6. If required, change the target directory by clicking on the button *Change*.

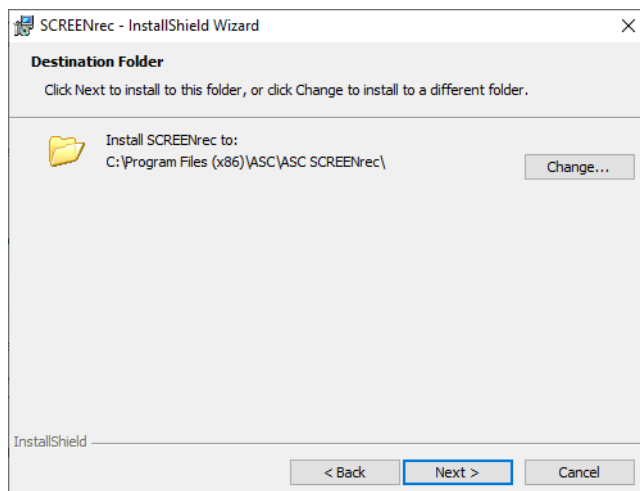


Fig. 4: Change target directory

7. Select a target directory.
8. Click on the button *OK* to save the setting.
9. Click on the button *Next* to continue.
10. Select a setup type.

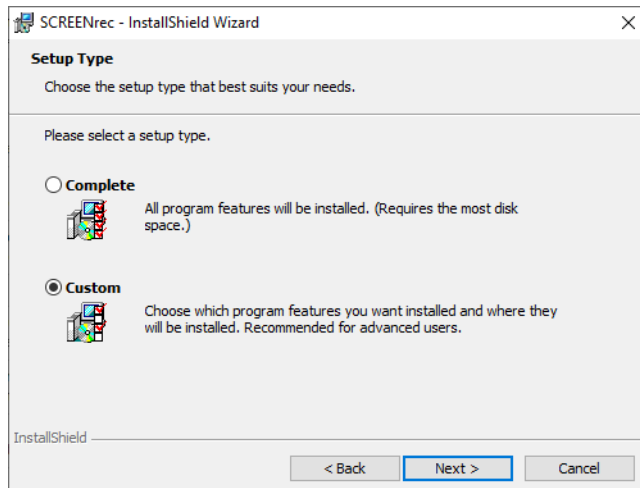



Fig. 5: Select setup type

- Select the option *Complete* if you would like to install all features.
- Select the option *Custom* if you would like to install selected features only, e. g. the SCREENrec client software without the SCREENrec scan Editor or only the SCREENrec scan Editor.

Select the option  *This feature will not be available* in the drop-down list above for the features which are not supposed to be installed.

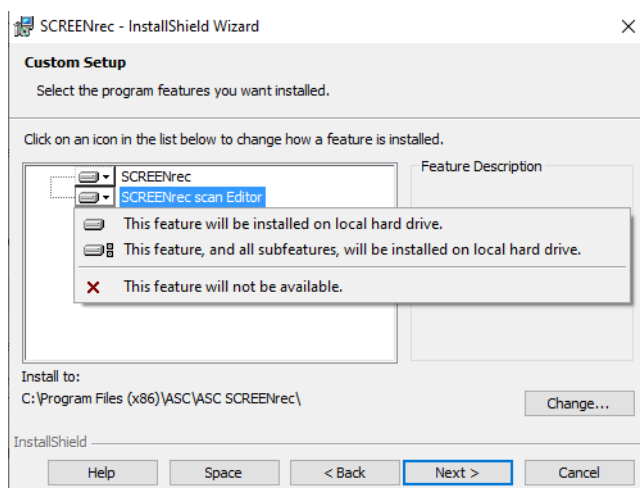


Fig. 6: Select feature



The SCREENrec scan Editor allows administrators to create filter elements which define which areas of the screen or which activities are supposed to be recorded or blanked during the recording. The Editor should thus be made available to the administrator only and not be installed on the agents' client computers.

11. Click on the button *Next* to continue.
12. Enter the IP address of the recording server.

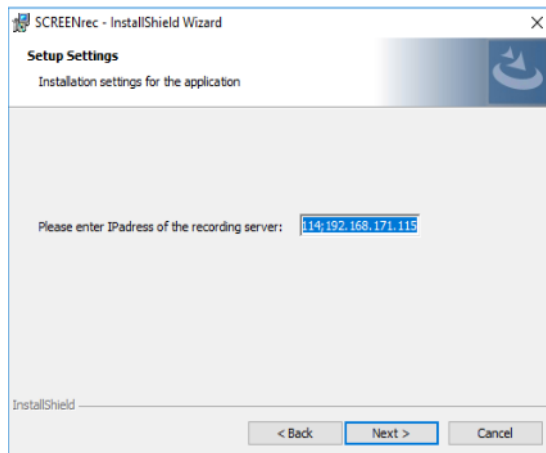


Fig. 7: Enter IP address (example)



It is possible to add one or several recording servers by entering the respective IP addresses separated by a semicolon or a comma in the entry field. E. g.  
 192.168.171.114;192.168.171.115

13. Confirm the entry by clicking on the button *Next*.
14. Activate the check box if you would like to activate the *Exchange Java Security Policies*.

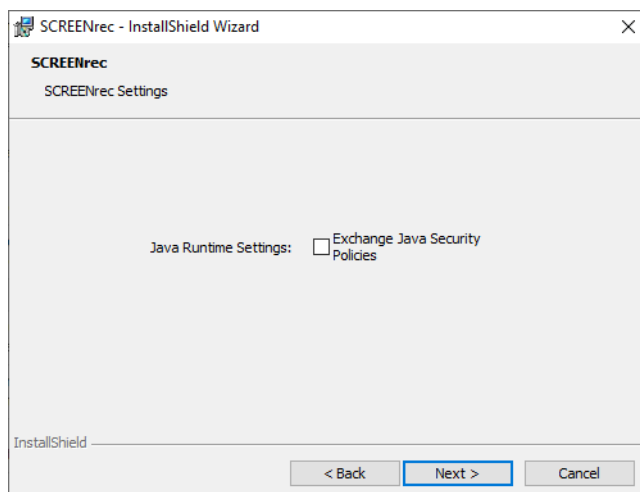


Fig. 8: Java Runtime Settings

15. Confirm the entry by clicking on the button *Next*.
16. Select whether the application is supposed to run in stealth mode.  
 To do so, activate the check box, if required.  
☒ = Stealth mode has been activated. **SCREENrec** runs in the background and is not visible for the user of the computer.  
☐ = Stealth mode has not been activated. The program icon is visible in the taskbar and indicates the recording status as well as the connection status to the server.

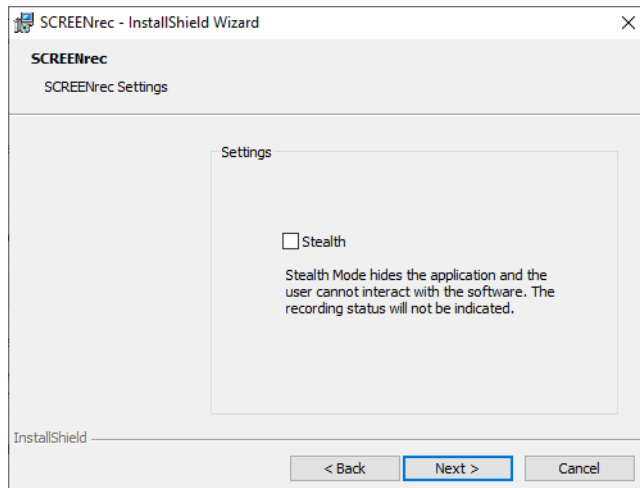


Fig. 9: Activate stealth mode

17. Confirm the entry by clicking on the button *Next*.
18. Select whether the recording and/or the scan functionality is supposed to be activated. To do so, activate the check box, if required.
  - ☒ = Setting has been activated.
  - ☐ = Setting has not been activated.

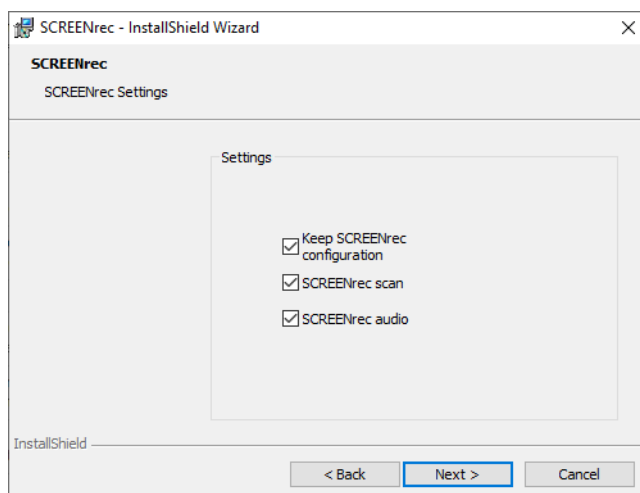


Fig. 10: Select settings



Only activate functionalities that you have a license for. When activating a functionality for which no valid license is available, neither of the two functionalities will run later on.



To be able to use the functionality **SCREEN<sub>miner</sub>**, the **SCREEN<sub>rec</sub>** scan Editor functionality has to be activated to create the respective filters.

19. Confirm the entry by clicking on the button *Next*.
20. Start the installation process by clicking on the button *Install*.

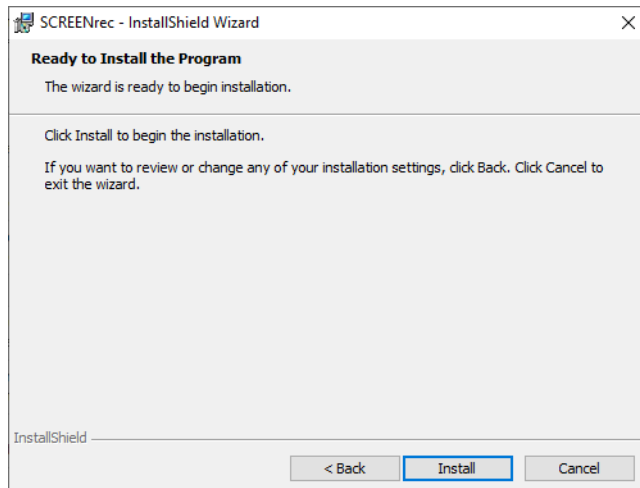


Fig. 11: Start installation

⇒ The installation progress is displayed.

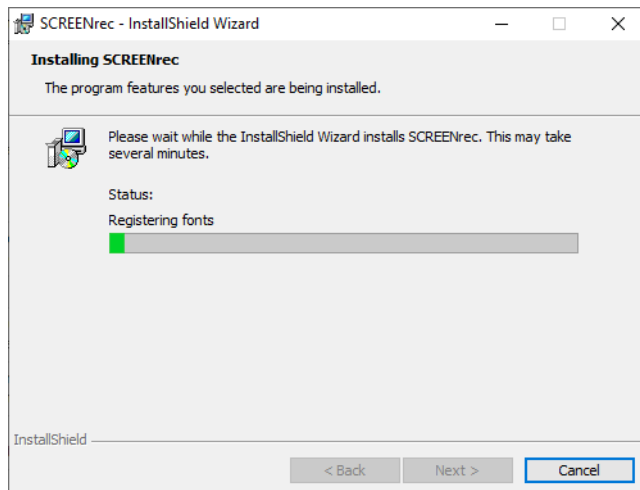


Fig. 12: Information about the installation progress

21. Finish the installation of the SCREENrec software by clicking on the button *Finish*.

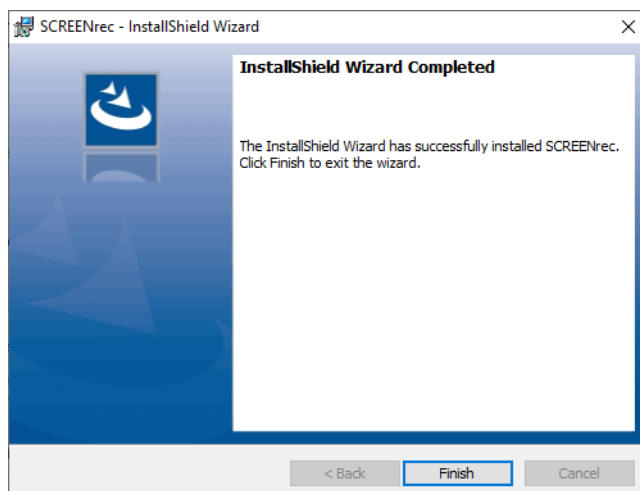


Fig. 13: Finish installation

⇒ The following service has been installed on the computer:

<b>SCREEN<u>rec</u></b>	Service which monitors the application SCREEN <u>rec</u> on the client computers and starts it again if it has been closed there.
-------------------------	---



After the installation you have to reboot the computer.

After the reboot of the computer the application is launched automatically in the background.

## 6.2

### Install client software via MSI



Basic information about the installation via [MSI](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx) can be found at:

[https://msdn.microsoft.com/en-us/library/cc759262\(v=ws.10\).aspx](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx).

To install the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

You can install with the following command:

```
msiexec.exe /i "SCREENrec.msi" /quiet
```

<i>/i</i>	Installation of the software packet <i>SCREENrec.msi</i>
<i>/quiet</i>	Starts the installation in the background.

To change the default installation, you can add the following parameters:

<i>ADDLOCAL=</i>	The following components of the application are available and can be combined for the installation:	
	<ul style="list-style-type: none"> <li>• <i>SCREENrec</i></li> <li>• <i>SCREENrecEditor</i></li> <li>• <i>SCREENrec,SCREENrecEditor</i></li> </ul>	
<i>BOOL_M_STEALTH=</i>	<i>"1"</i>	Recording mode visible
	<i>""</i>	Recording mode not visible
<i>BOOL_M_REC=</i>	<i>"1"</i>	Recording activated
	<i>""</i>	Recording deactivated
<i>BOOL_M_SCAN=</i>	<i>"1"</i>	Filtered recording activated
	<i>""</i>	Filtered recording deactivated
<i>CONNECTIP=</i>	IP of the recording server, e. g. <i>192.168.169.143</i>	
<i>ALLUSERS=""</i>	<i>""</i>	User-dependent
	<i>"1"</i>	Computer-dependent
	<i>"2"</i>	Computer-dependent installation, but installs user-dependently if the executing user does not have any access rights to this computer.

Example for the user-dependent installation of *SCREENrec*, in the background, without editor, in stealth mode with recording with possible filtering and the recording server has the IP address 192.168.169.143.

```
msiexec.exe /i "SCREENrec.msi" /quiet ADDLOCAL=SCREENrec BOOL_M_STEALTH=""  
BOOL_M_REC="" CONNECTIP=192.168.169.143 ALLUSERS=""
```



Further information about the parameters for *ALLUSERS* can be found at [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

### Configure remote desktop

If you want that the computer on which you are installing the application SCREENrec can be used via remote connection, you have to carry out the following configuration steps:

1. Open the system settings via *Control Panel > System and Security > System*.
2. Click on the menu item *Remote settings*.

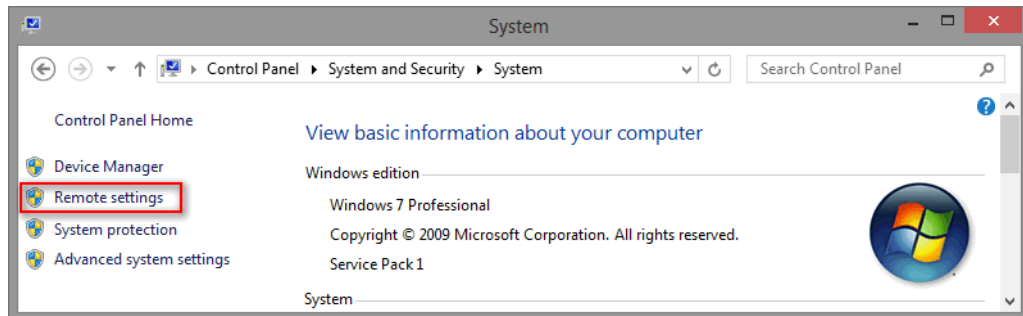


Fig. 14: System settings

3. Click on the tab *Remote*.

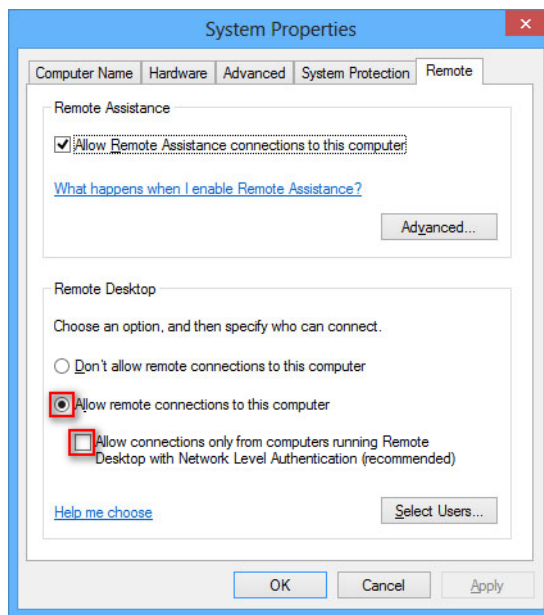


Fig. 15: Remote desktop settings

4. Activate the option *Allow remote connections to this computer*.
5. Activate or deactivate the option *Allow connections only from computers running Remote Desktop with Network Level Authentication*.  
If the agent authenticates via the computer name, then this settings determines with which computer name the agent can authenticate in the application SCREENrec:  
☐ = The name of the computer that you have just configured (remote computer) is used to authenticate.  
☒ = The name of the computer from which the remote connection is established (the agent's local computer) is used to authenticate.
6. Click on the button *OK* to save the settings and to close the window.



Computer names are mapped to the agents in the user management of the application System Configuration.



For information about the configuration of users refer to the administration manual for tenants *User management for tenants*.

## 7.2

### Recording of selected displays in a multiple-monitor environment

For recording in a multiple-monitor environment, the file *client.properties* in the directory `%PROGRAMDATA%\ASC\SCREENrec\config` must be configured accordingly.

#### Background:

The monitor that has been configured as main display in Windows is labeled *0*.

The monitor on its right is labeled *1*. Any additional monitors are labeled in ascending sequence.

The monitor on its left is labeled *-1*. Any additional monitors are labeled in descending sequence.

#### Example:

Four monitors are used and the third one has been selected as main display.

`-2 -1 0 1`

To exclusively record the screens of monitors 2 and 4 (i. e. the monitors on the right and on the left of the main display), the file *client.properties* must be adjusted as follows:

```
rec.devices.0=-1 * rec.devices.1=1
```

## 7.3

### Configure SCREENrec audio

#### Preconditions

The audio is sniffed by the SCREENrec Audio client via a Windows [API](#), the control commands via the HTTP [API](#) and sent to the recording server as [RTP](#) stream.

- The recording is effected via an EVOIPneo universal port-based integration with a port range of at least 4 ports per client which must have been activated on the recording server.

If a fallback to record audio of a physical phone is supposed to take place, the following preconditions must apply:

For each SCREENrec Audio client which has been installed, an [IP](#) phone must be configured, an extension created and assigned to an employee via the [IP](#) address of their computer in the Phones module in the application System Configuration.

#### NOTICE! Note that:

- the [IP](#) phone must be configured for your actual [PBX](#) and not for the EVOIPneo universal port-based integration;
- the [IP](#) address of the [IP](#) phone must be the same as the IP address of the SCREENrec Audio client instead of the address of the physical phone and that [DHCP](#) is currently not supported;
- the extension of the physical [IP](#) phone must be configured;
- HTTP [API](#) triggers created in the application SCREENrec scan Editor can be activated by means of an HTTP post via the integrated web server. To do so, a JSON object in the following format must be posted to the web address `http://localhost:1339/trigger`: { id: 0e84bb30-d2ac-4654-ab37-86d81dfaf3c5};
- a tagging can be added to the trigger. To do so, a JSON object in the following format must be posted to the web address `http://localhost:1339/trigger`: { id: 75db94a2-0f21-42d7-b964-ce3cab33a341}; The filter ID is mapped to the custom field in the configuration file `ASC.RecordingControl.ini`

```
[ScreenTagger]
75db94a2-0f21-42d7-b964-ce3cab33a341=CALLER
b18e9f6b-2463-42c6-9d5e-59a005e9eab2=customCP01
```

## Configure IP phones



As an alternative to creating the phones manually, you can also import the phone configurations. For further information about the configuration import refer to the administration manual for system providers *Import of phone configurations*.

1. Select the menu item *Setup > Phones* in the navigation bar.  
⇒ The following window appears:

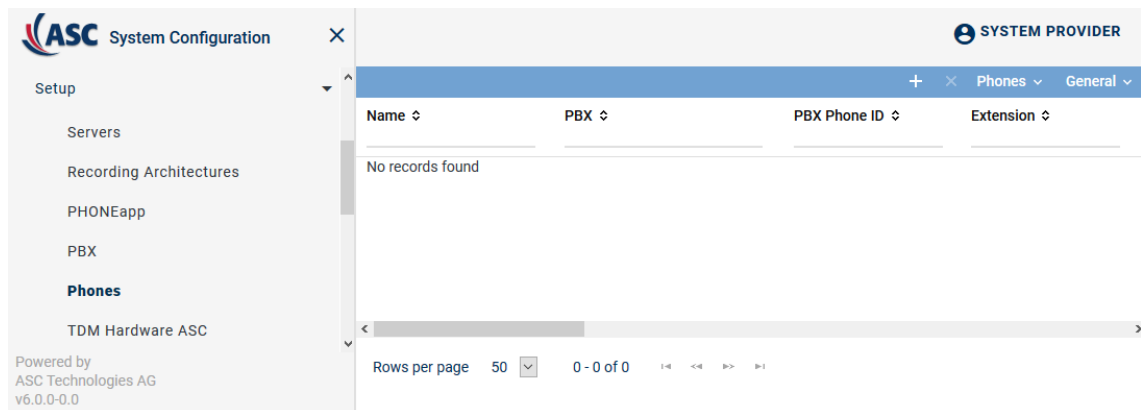



Fig. 16: Phones - main view

Depending on the table configuration, the following information is displayed in the table in the main view:

<i>Name</i>	Shows the name of the phone.
<i>PBX</i>	Shows the name of the PBX.
<i>PBX Phone ID</i>	Shows the identifier which has been configured for the phone in the PBX.
<i>Extension</i>	Shows the assigned extension of the phone.
<i>Computer Name</i>	Shows the computer name if it has been defined in the details.
<i>Phone Type</i>	Shows the selected phone type if the PHONEapp configuration has been activated.
<i>Display Language</i>	Shows the selected display language.

2. To create and configure new phones manually, click on the icon  (Create) in the toolbar of the main view.

In recording solutions using TDM phones as well as IP phones, a context menu appears in which you can select which phone type you would like to create. The selection depends on the PBX and the installed licenses.

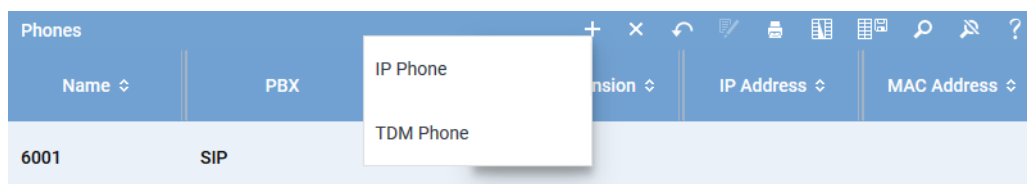


Fig. 17: Create phone

3. Select the menu item *IP Phone*.

⇒ The tab *Details* appears so you can enter the phone parameters.

<i>Name</i>	Enter a name for the phone.
<i>PBX</i>	From the drop-down list, select the <b>PBX</b> that the phone has been mapped to.
<i>Extension</i>	Enter the extension of this phone. <b>NOTICE!</b> Note that the extension of the <b>IP</b> phone must be a real extension.
<i>IP address</i>	Enter the <b>IP</b> address of the SCREEN <u>rec</u> Audio client.

4. In the detail view, click on the button *Save* to apply the changes.

### Configure integration

1. Configure and start an EVOIPneo universal port-based integration with a port range of at least 4 ports per client, see administration manual *EVOIPneo universal port-based*.

### Configure .ini file

Proceed as follows:

1. Open the Windows Explorer.
2. Change to the installation directory of the recording software C:\Program Files (x86)\ASC\ASC Product Suite\data\RecordingControl.
3. Open the configuration file ASC.RecordingControl.ini in an editor such as *Notepad* to edit it.
4. Set the following parameter to 1:  
simUsePortBasedSSRCDirectionBit=1

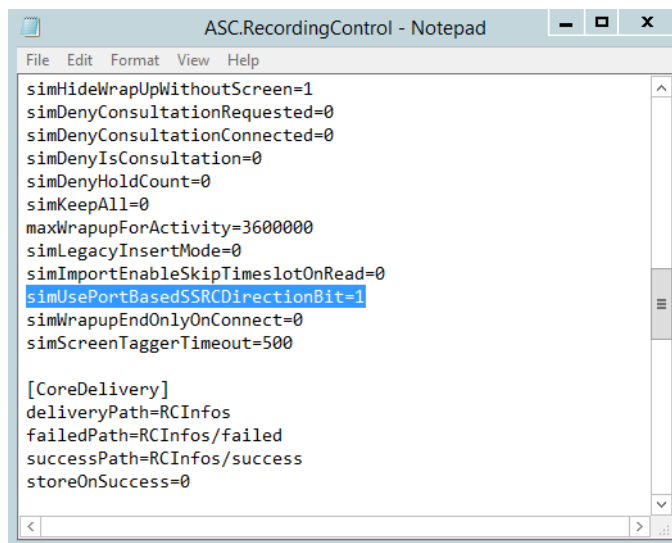
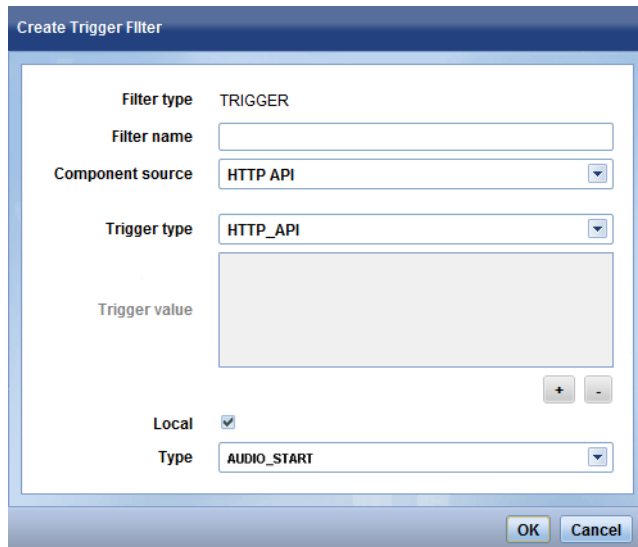


Fig. 18: Configure .ini file

### Create trigger

In the application SCREENrec scan Editor, create a recording filter with one trigger which starts and another which stops the recording.

1. In the application SCREENrec scan Editor, open the module *Filter Type*.
2. In the tree structure under the filter, right-click on the filter type *Trigger* to open the context menu.
3. Click on *Add filter* to create a trigger.  
⇒ The window *Create Trigger Filter* opens:



**Create Trigger Filter**

Filter type: TRIGGER

Filter name:

Component source: HTTP API

Trigger type: HTTP\_API

Trigger value:

Local: ☒

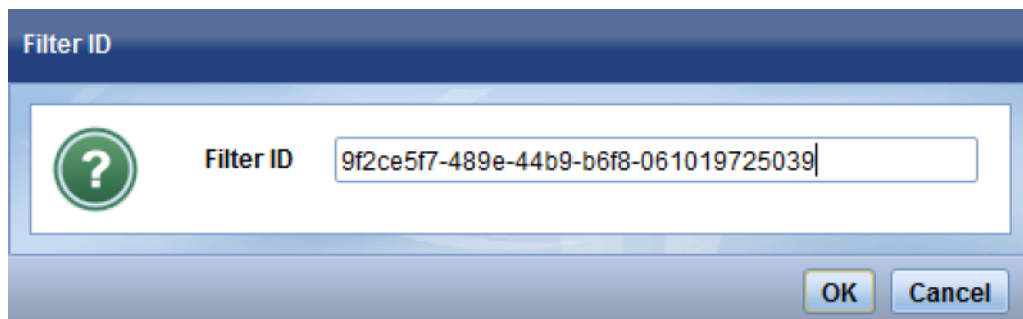
Type: AUDIO\_START

OK Cancel


Fig. 19: Create trigger filter (Example)

4. Enter a name for the filter
5. Select *HTTP API* as component source and trigger type from the corresponding drop-down lists.
6. Activate the check box *Local* to define that a local action is supposed to be triggered.
7. To create a start trigger, select the type *AUDIO\_START* from the drop-down list.
8. Click on the button **OK** to save the entries.

⇒ The window Filter ID appears:



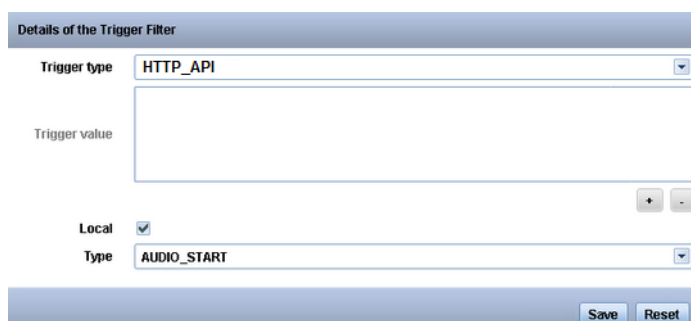
**Filter ID**

 Filter ID: 9f2ce5f7-489e-44b9-b6f8-061019725039

OK Cancel

Fig. 20: Enter UUID (example)

9. Enter an unambiguous **UUID** for the trigger to filter the events. To create a valid **UUID** an online **UUID** generator can be used. If a customer-specific application (such as e. g. purple-view) is deployed, the **UUIDs** must be provided by the customer
  10. Click on the button **OK** to save the entries.
- ⇒ The filter element you have created appears in the structure tree below the filter type *Trigger*.



**Details of the Trigger Filter**

Trigger type: HTTP\_API

Trigger value:

Local: ☒

Type: AUDIO\_START

Save Reset

Fig. 21: Detail view trigger filter (example)

In addition to the start trigger, a stop trigger must be created.

11. Proceed as described above but select *AUDIO\_STOP* as type.

12. Click on the button *Save* to save the entries.



For more information about using the SCREEN<sub>rec</sub> scan Editor refer to the user manual for administrators *Usage - SCREENrec scan Editor*.

### **Import filter file of the recording filter**

To apply the recording filters created with the application SCREEN<sub>rec</sub> scan Editor within a recording plan, they have to be imported in the application System Configuration in the Recording Planner module.



For information about the configuration of recording plans refer to the administration manual for tenants *System Configuration - Recording Planner*.

### 8 Update

There are no updates available for client applications.

To install a more recent version of the client application, proceed as follows:

1. Uninstall the current version of the client application.
2. Install new version of the client application.

## 9 Maintenance and troubleshooting

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### 9 Maintenance and troubleshooting



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If problems with the installed software or inexplicable error messages occur, please contact your local ASC support or the ASC support by calling +49 700 27278776.

Do not use the functions *Repair* and *Modify* in the setup menu!

---



Before the application can be uninstalled, you have to exit it.

## 10.1

## Uninstall client software

1. Open the item *Programs and Features* via Windows Start > Control Panel > Programs > Programs and Features
2. Select *SCREENrec* and click on the button *Uninstall* or open the context menu with a right-click and select the menu item *Uninstall*.

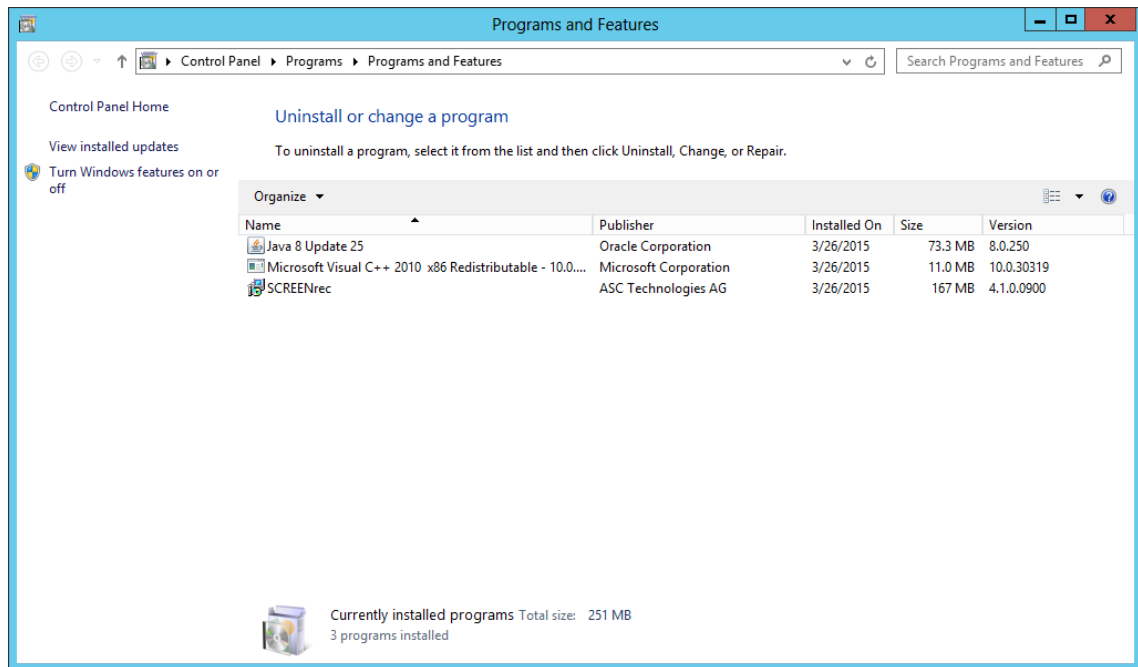


Fig. 22: Uninstall software

3. Confirm the security prompt by clicking Yes.

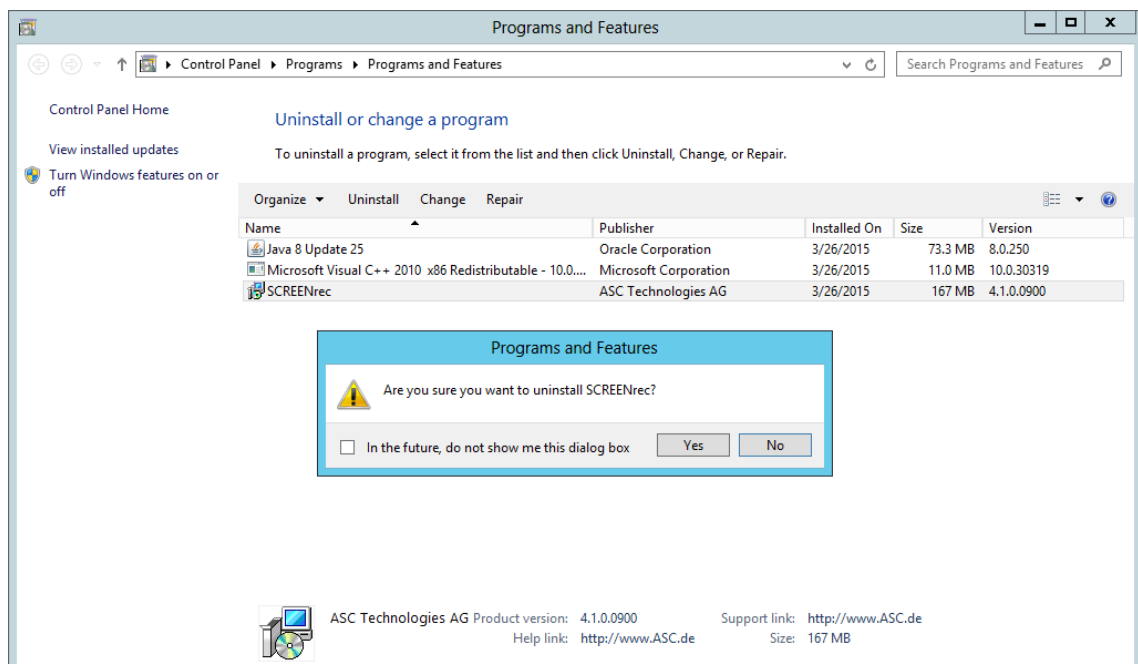


Fig. 23: Confirm security prompt

4. In order to successfully uninstall the software, you have to shut down the system and reboot it. To do so, confirm the security prompt by clicking OK.

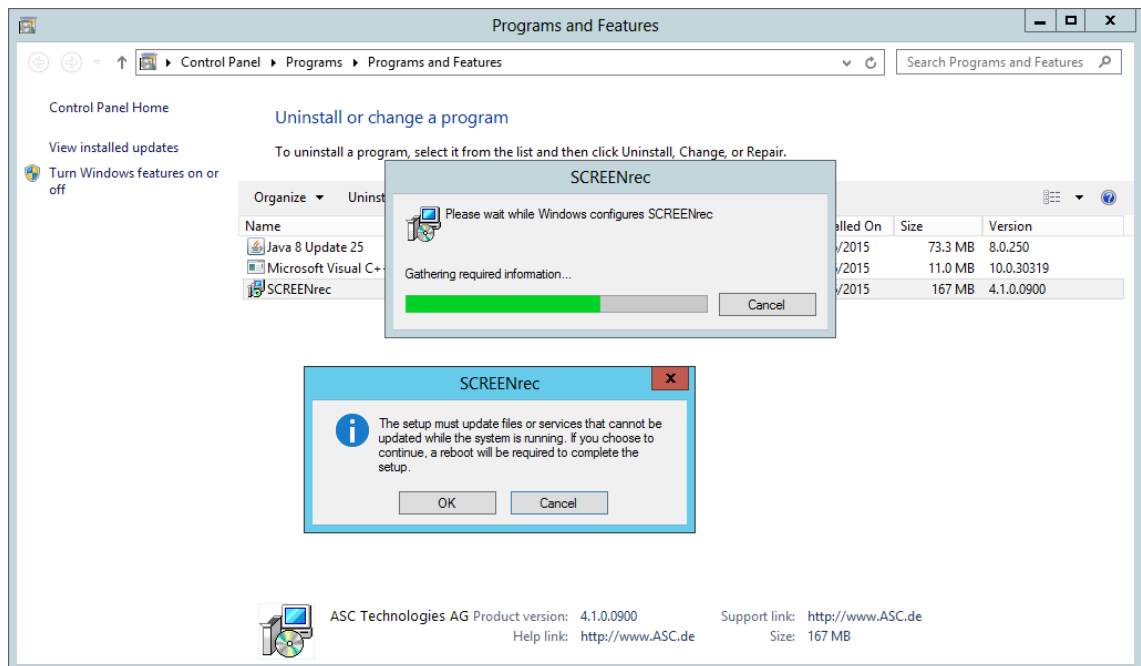


Fig. 24: Shut down system and reboot

5. Finish the uninstallation by confirming the security prompt by clicking Yes and rebooting the system.

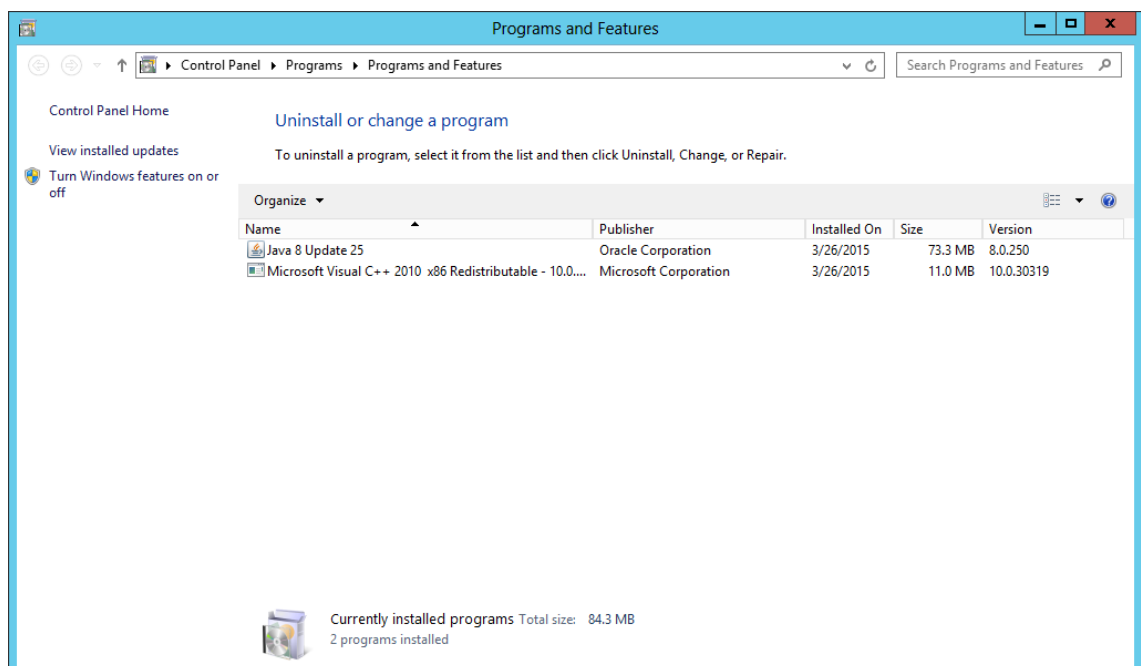


Fig. 25: Finish uninstallation

- ⇒ Uninstallation of the software is being finished.
- ⇒ The Windows service SCREENrec client is being removed from the client computer.



Programs such as Java which may have been installed automatically since they are necessary to use the application are not removed automatically but have to be uninstalled manually if required.

## 10.2 Uninstall client software via MSI

To uninstall the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

1. For the uninstallation, enter the following commands with the respective parameters in the command line prompt.

*msiexec.exe /x "SCREENrec.msi"/quiet*

<i>/x</i>	Uninstalls the software packet " <i>SCREENrec.msi</i> "
<i>/quiet</i>	Uninstalls in the background

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## Glossary

### API

Application Programming Interface

### CRM

Customer Relationship Management

### DHCP

A Dynamic Host Configuration Protocol allows integrating computers into an existing network without configuring the network interface manually. Necessary information such as IP address, net mask, gateway, name server (DNS) and additionally required settings are distributed dynamically. (Source: Wikipedia 5th April 2017)

### ERP

Enterprise Resource Planning

### IP

Internet Protocol, basic protocol for Internet communication

### MSI

Microsoft Installer or Windows Installer provides a runtime environment for installation routines on a Microsoft Windows operating system.

### PBX

Private Branch Exchange

### RTP

Real-time Transport Protocol is a protocol to continuously transmit audio and video files via the IP protocol within the network.

### UUID

Universally Unique Identifier is an identifier standard which makes it possible to unambiguously identify information in distributed systems without central coordination.