

EVOIPneo active for Mitel MiVoice Business



Administration manual for system providers

10/16/2020

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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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1 General information

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This manual describes the installation and configuration of the recording solution in the application System Configuration.



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

The recording solution EVOIP_{neo} active for Mitel MiVoice Business provides the functionality which is necessary for the active IP recording with a "Mitel MiVoice Business" PBX.

EVOIP_{neo} active for Mitel MiVoice Business

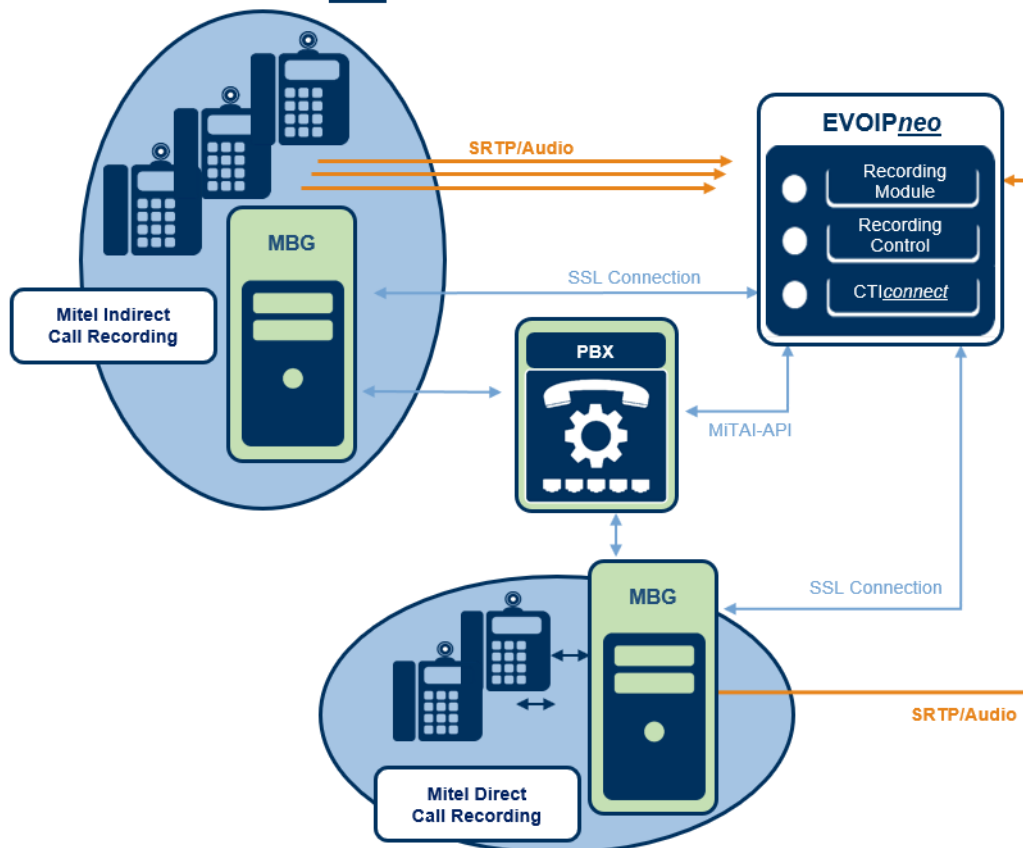


Fig. 1: Overview of the recording solution

Depending on the configuration, the recording server receives the audio data of the monitored end devices from the MBG in case of **Direct Call Recording** or in case of **Indirect Call Recording** from the phones.

For each recorded end device, 2 separate RTP streams are sent. Depending on the configuration of the PBX, these streams can be encrypted or unencrypted. A corresponding key is provided via the SSL connection to the MBG/RC.

Direct call recording

In Direct Call Recording, the recording server and the PBX communicate via a direct CTI connection with a MiTAI interface and an SSL tunnel to the Mitel Border Gateway (MBG).

The additional data is sent to the recording server by the PBX via the MiTAI interface.

The SRTP audio data is sent directly from the Mitel Border Gateway (MBG) to the recording server.

For encrypted conversations, the keys are transferred via the SSL tunnel to the recording server.

On the **MBG**, an **SRC** service has been installed which allows a recording server to record audio streams.

Based on the criteria configured in the Recording Planner, the Recording Control service makes a recording decision. The **EVOIPneo** recording service records the corresponding conversation data and saves them on the recording server.

NOTICE! The phones to be recorded must have been registered on the monitored **MBG** or the **SRC**.

Indirect call recording

The additional data is sent to the recording server by the **PBX** via the MiTAI interface.

The **SRTP** audio data is sent directly from the phones to the recording server.

For encrypted conversations, the keys are transferred via the **SSL** tunnel to the recording server.

NOTICE! The phones to be recorded must not have been registered on the monitored **MBG**. The **MBG** is forwarded the start/stop information **indirectly** from the **PBX**. As a result, the audio data is sent directly by the phones.

Based on the criteria configured in the Recording Planner, the Recording Control service makes a recording decision. The **EVOIPneo** recording service records the corresponding conversation data and saves them on the recording server.

Active **SIP** Trunk Recording

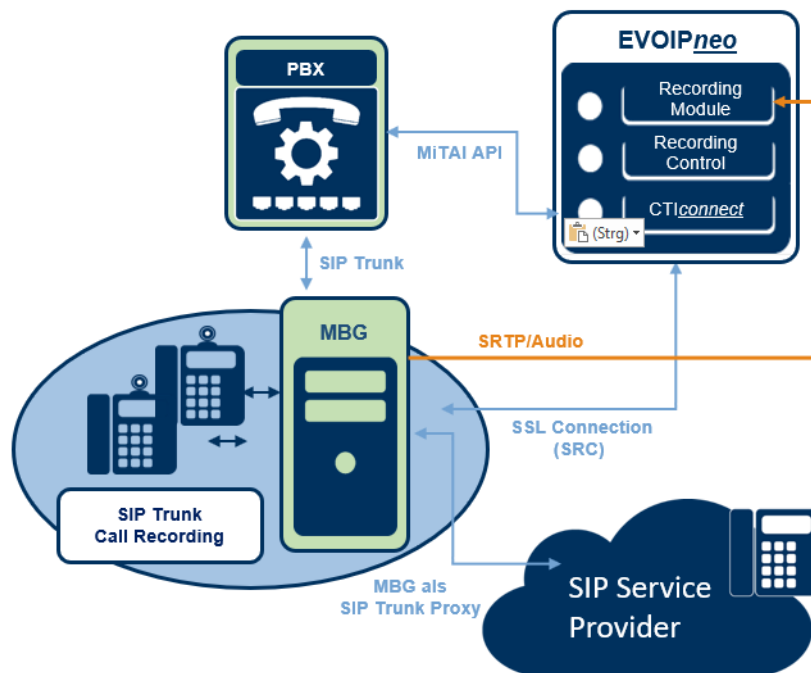


Fig. 2: Overview of trunk-side recording solution

In an active trunk-side recording solution, the **MBG** serves as the **SIP** trunk proxy.

On the **MBG**, an **SRC** service has been installed which allows the recording server to record audio streams.

The **SRTP** audio data is sent directly from the **MBG** to the recording server.

The additional data is sent to the recording server by the **PBX** via the MiTAI interface.

For encrypted conversations, the keys are transferred via the [SSL](#) tunnel to the recording server.

3 System requirements



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



A list of the codecs supported in this recording solution can be found in the installation manual *Installation requirements*.



A list of the supported PBXs and end devices as well as their supported versions can be found at ASC XCHANGE (<https://www.asc.de/partner>) in the current *neo Integration Overview*.

3.1 Hardware components



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



EVOIP_{neo} recording software can be used on the customer's existing hardware. Alternatively, you can use ASC recorders.

3.1.1 Recorder

For the recording solution you can use the following systems:

- EVOLUTION_{neo} eco
- EVOLUTION_{neo}
- EVOLUTION_{neo} XXL



With hybrid systems (VoIP and TDM) the required software for the recording solution has already been installed on the EVOLUTION_{neo} recorder. If more performance is needed, an additional EVOLUTION_{neo} recorder or EVOIP_{neo} server can be added.

3.2 Software components

For the recording, you need the installation medium with the server software *neo* Suite which is installed on the ASC recording server.

3.3 Mitel system components



A list of the supported PBXs and end devices as well as their supported versions can be found at ASC XCHANGE (<https://www.asc.de/partner>) in the current *neo Integration Overview*.



MiCollab Softphones can be recorded by means of the MBG like any other SIP client.

3.4 Genesys system components (optional)

3.4.1 Genesys Framework

When using a CTI_{connect} for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.

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

ASC

License name	Number
EVOIP ^{neo} Base license - active	1 license per recording server
EVOIP ^{neo} active for Mitel MiVoice Business	1 license per concurrent recording resource

Tab. 1: Licenses

License name	Number
PHONE ^{app} universal for recording control per system	1 license per recording system

Tab. 2: Licenses for the phone application (optional)

Mitel Border Gateway

License name	Number
MBG tap license	1 license per concurrent recording

Tab. 3: Licenses



If you are using several MBGs, the licenses must be available on each MBG.

Genesys T-Server (optional)

License name	Number
CTI ^{connect} for Genesys T-Server	1 per recording system
Genesys Recording Connector	1 per monitored recording resource
Genesys Universal SDK	1 per recording server

Tab. 4: Licenses for Genesys

MiContact Center Business (optional)

License name	Number
MiContact Center Business	1 basic package, contains licenses for 500 recording resources

Tab. 5: Licenses for MiContact Center Business optional

4.2 Information

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

- IP address of the recording server
- IP address of the "Mitel MiVoice Business" PBX

- IP address of the Mitel Secure Connector ([SRC](#))
- List of extensions to be recorded

5

Overview install and configure product

The following steps have to be taken:

1. Install neo software
2. Configure System Configuration
 - Create and activate recording architectures
 - The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.
 - Configure servers
 - In the Servers module, the usage of the server is configured.
A server can be used for archiving, import, export, replay, data storage or for audio analysis.
 - Create PBX
 - A PBX configuration can either be created via the PBX module or via the configuration in the Integrations module.
 - Configure integration
 - Configure recording architecture
Connecting integration with the previously created recording architecture
 - Configure CTI connection data
Configuration of CTI connection parameters and of the grammar
 - Global recording settings
Configuration of port and transport protocol for SIP signaling
 - Configure recording servers
Configuration of the parameters of the recording server, e. g. IP address, RTP incoming port and extensions
 - Configure add-on
By default, the add-on has been deactivated.
The following add-ons can be configured optionally for this recording solution:
Genesys T-Server
MiContact Center Business
 - Configure XML PHONEapp
 - Configure miscellaneous settings
Optional configuration of participant information in an additional data field

6 Installation



Before installing the *neo* software, ensure that Microsoft Windows has been installed and configured according to our specifications.



For information about the installation and configuration of Microsoft Windows refer to the respective installation manual for system providers *Configuration Windows Server 2012 R2*, *Configuration Windows Server 2016* or *Configuration Windows Server 2019*.



For information about the installation of the *neo* software refer to the installation manual for system providers *Installation of the recording software of ASC*.

To be able to establish an [SSL](#) connection from the recording server to the Mitel Border Gateway (MBG), you have to confirm the security certificate on the [MBG](#).



If you use a pre-shared key, you don't need to confirm the security certificate.

1. Connect to the [MBG](#).

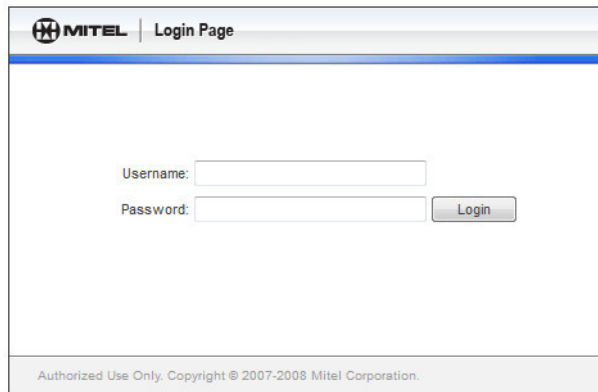
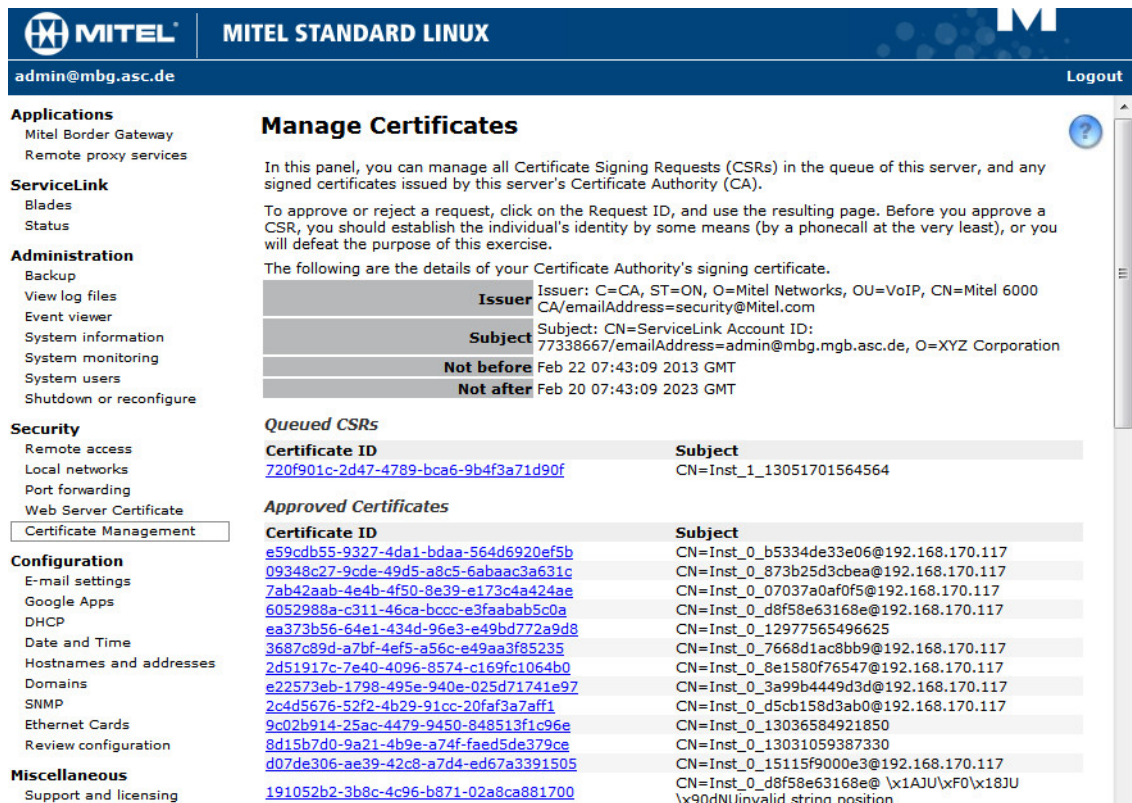


Fig. 3: Login screen MBG

2. Log in to the web interface. The access data for the Mitel Border Gateway is provided by the Mitel engineer.

⇒ The following window appears:



Manage Certificates

In this panel, you can manage all Certificate Signing Requests (CSRs) in the queue of this server, and any signed certificates issued by this server's Certificate Authority (CA).

To approve or reject a request, click on the Request ID, and use the resulting page. Before you approve a CSR, you should establish the individual's identity by some means (by a phonecall at the very least), or you will defeat the purpose of this exercise.

The following are the details of your Certificate Authority's signing certificate.

Issuer	Issuer: C=CA, ST=ON, O=Mitel Networks, OU=VoIP, CN=Mitel 6000 CA/emailAddress=security@Mitel.com
Subject	Subject: CN=ServiceLink Account ID: 77338667/emailAddress=admin@mbg.mgb.asc.de, O=XYZ Corporation
Not before	Feb 22 07:43:09 2013 GMT
Not after	Feb 20 07:43:09 2023 GMT

Queued CSRs

Certificate ID	Subject
720f901c-2d47-4789-bca6-9b4f3a71d90f	CN=Inst_1_13051701564564

Approved Certificates

Certificate ID	Subject
e59cdb55-9327-4da1-bdaa-564d6920ef5b	CN=Inst_0_b5334de33e06@192.168.170.117
09348c27-9cde-49d5-a8c5-6abaac3a631c	CN=Inst_0_873b25d3cbea@192.168.170.117
7ab42aab-4e4b-4f50-8e39-e173c4a424ae	CN=Inst_0_07037a0af0f5@192.168.170.117
6052988a-c311-46ca-bccc-e3faabab5c0a	CN=Inst_0_d8f58e63168e@192.168.170.117
ea373b56-64e1-434d-96e3-e49bd772a9d8	CN=Inst_0_12977565496625
3687c89d-a7bf-4ef5-a56c-e49aa3f85235	CN=Inst_0_7668d1ac8bb9@192.168.170.117
2d51917c-7e40-4096-8574-c169fc1064b0	CN=Inst_0_8e1580f76547@192.168.170.117
e22573eb-1798-495e-940e-025d71741e97	CN=Inst_0_3a99b4449d3d@192.168.170.117
2c4d5676-52f2-4b29-91cc-20faf3a7aff1	CN=Inst_0_d5cb158d3ab0@192.168.170.117
9c02b914-25ac-4479-9450-848513f1c96e	CN=Inst_0_13036584921850
8d15b7d0-9a21-4b9e-a74f-faed5de379ce	CN=Inst_0_13031059387330
d07de306-ae39-42c8-a7d4-ed67a3391505	CN=Inst_0_15115f9000e3@192.168.170.117
191052b2-3b8c-4c96-b871-02a8ca881700	CN=Inst_0_d8f58e63168e@ \x1AJU\xF0\x18JU \x90dNUinvalid string position

Fig. 4: Certificate Management

3. Select the menu item *Security > Certificate Management* in the structure view.

- ⇒ In the section *Queued CSRs*, certificates which have not yet been confirmed are listed.
4. Click on the certificate of the recording server.
- ⇒ The certificate is displayed.

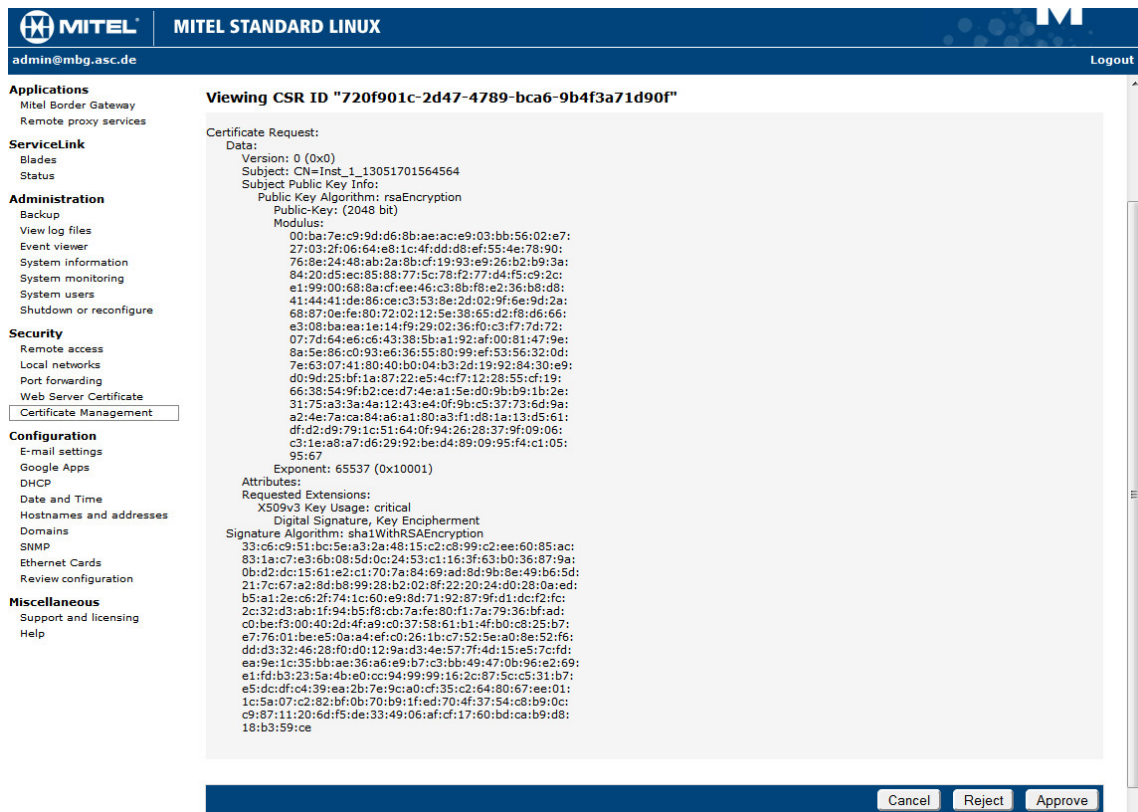


Fig. 5: Confirm selected certificate

5. Click on the button *Approve*.
- ⇒ The following success message appears once the certificate have been released:

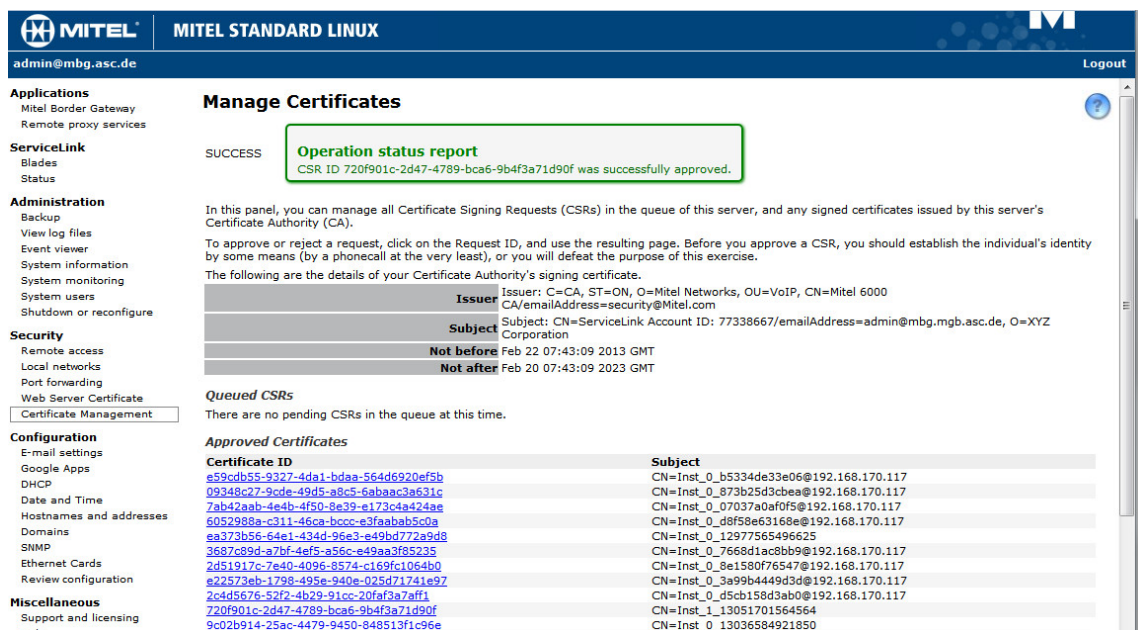


Fig. 6: Success message for a released certificate

The recording server can now establish a connection with the MBG via the SSL tunnel.

7.2 System Configuration



Basic information about using the application System Configuration can be found in the user manual for administrators *System Configuration - General information*.

7.2.1 Start application

During the installation routine, shortcuts for the neo programs are created on your desktop.

1. To start the application directly on the server, double-click on the shortcut System Configuration.

To access the application from a computer via the web, enter the following URL in the address bar:

https://<System-IP>/SystemConfiguration.

If you have configured customer-specific ports, you have to include the port in the URL:

https://<System-IP>:<Port>/SystemConfiguration.

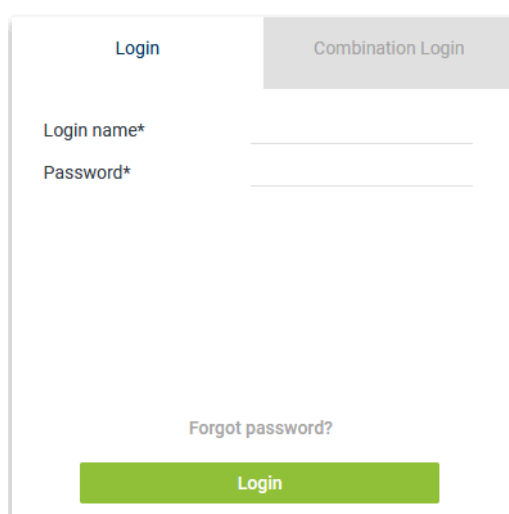


Fig. 7: System Configuration - web interface

To install and configure the recording solutions, you have to log in as system provider.

Login data for the administrator of the system provider:

User name:	<i>system-admin</i>
<u>neo</u> version < 6.3	
Default password:	<i>1</i>
	If the default password <i>1</i> has never been changed before a software update to a <u>neo</u> version ≥ 6.3 , the password must be changed upon the next login or by entering it again. If the default password has already been changed before a software update to a <u>neo</u> version ≥ 6.3 , the changed password remains.
<u>neo</u> version ≥ 6.3	
Default password:	<i>A\$c123</i>

Tab. 6: Login data - system provider

2. Log in to the web interface.
 - ⇒ The main window System Configuration appears.

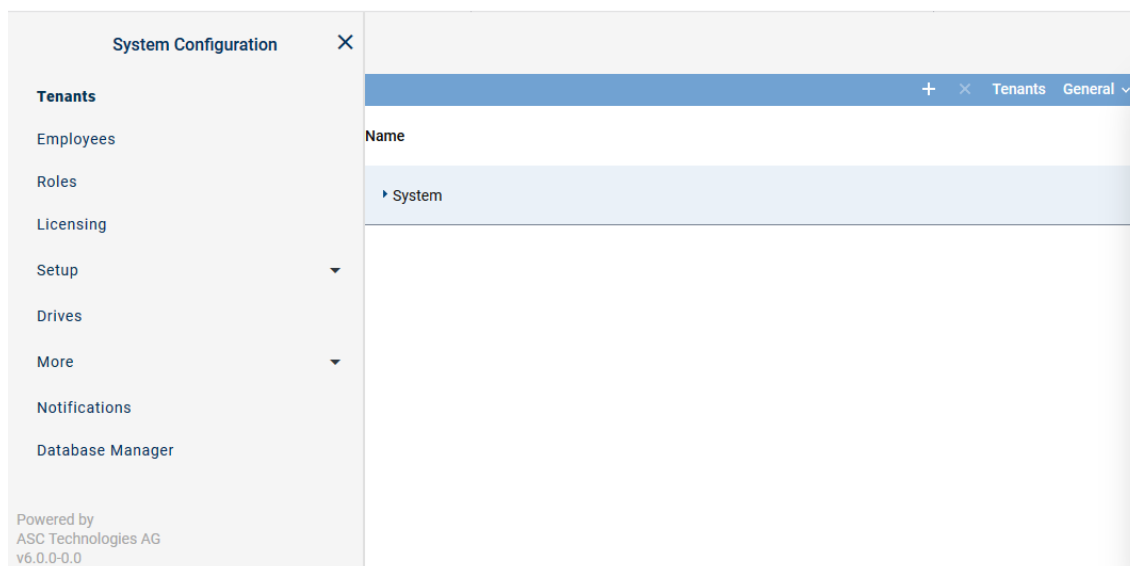


Fig. 8: System Configuration - main view:

7.2.2 Configure recording solution

Supported recording architectures

In this recording solution, the following recording architecture types are supported:

- All-in-one Basic Recording
- All-in-one Failover
- All-in-one Parallel Recording
- Multi-Server Recording
- Multi-Server Failover
- Multi-Server Parallel Recording

7.2.2.1 Configure recording solution All-in-one Basic

7.2.2.1.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

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

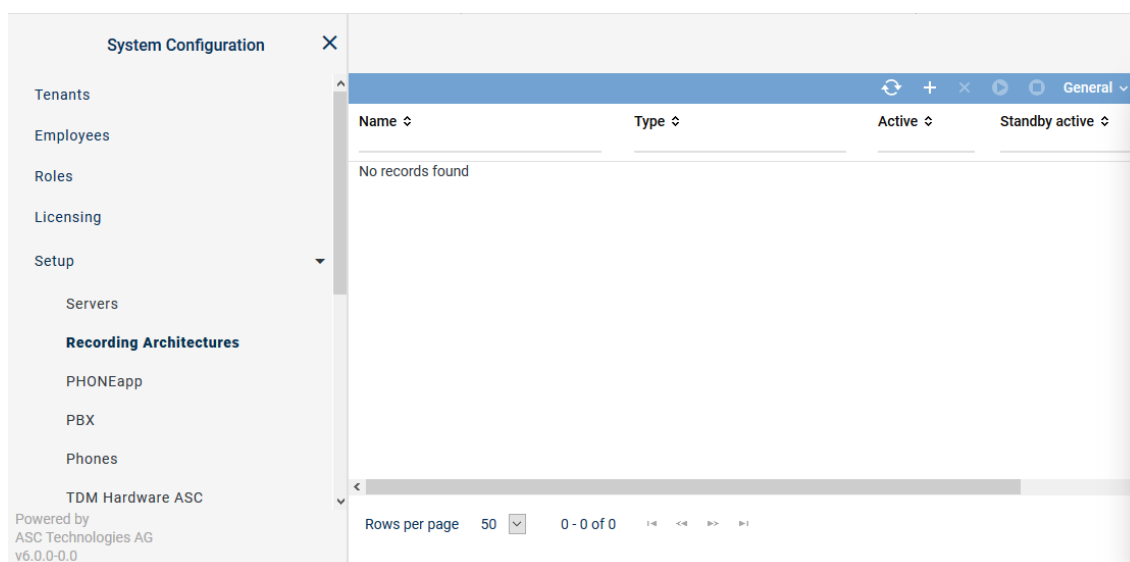




Fig. 9: Recording architectures - main view

Name	Name of the recording architecture
Type	Type of the recording architecture
Active	Shows whether the recording architecture has been activated and is ready to be used for the recording. <div> ✓ = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar. ✗ = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar. </div>
Standby Active	Shows whether the standby server is active for one or several recording components in the recording architecture. <div> ✓ = At least 1 standby server is active. ✗ = No standby server is active or no standby server has been defined. </div>
Creation Date	Date on which the recording architecture was installed.
Updated	Date on which the settings of the recording architecture were updated for the last time.





NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.





Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 10: Toolbar Recording Architectures module

	Refresh	Refreshes the main view.
	Search	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	Reset search	Resets all search filters so that the main view displays all data sets again.

	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.




For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

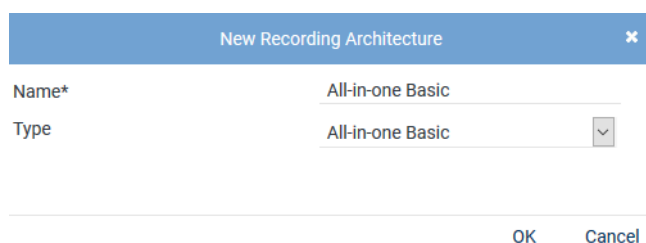
Create recording architecture All-in-one Basic

If the entire *neo* software has been installed on one server, you must create a recording architecture of the type *All-in-one Basic Recording*.



Depending on the selected recording architecture type, the following configuration steps vary. The following configuration steps are exemplary for the recording architecture *All-in-one Basic Recording*.

1. To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
⇒ The window *New Recording Architecture* appears.



New Recording Architecture

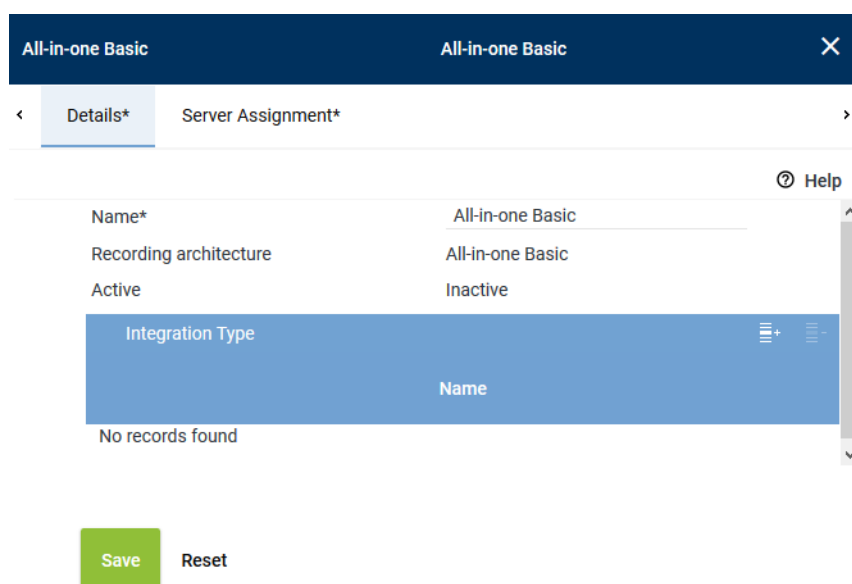
Name* All-in-one Basic

Type All-in-one Basic

OK Cancel

Fig. 11: Create recording architecture - All-in-one Basic Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.
 - From the drop-down list *Type*, select the recording architecture type *All-in-one Basic Recording*.
- NOTICE!** The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
- ⇒ Your entries now appear in the detail view.



All-in-one Basic All-in-one Basic

< Details* Server Assignment* >

Help

Name*	All-in-one Basic
Recording architecture	All-in-one Basic
Active	Inactive


Integration Type

No records found

Save Reset

Fig. 12: Recording architecture - tab Details

Add integration type

- Click on the icon  (*Add*) in the toolbar of the list *Integration Type*.
- ⇒ The window *Integration Type* appears.

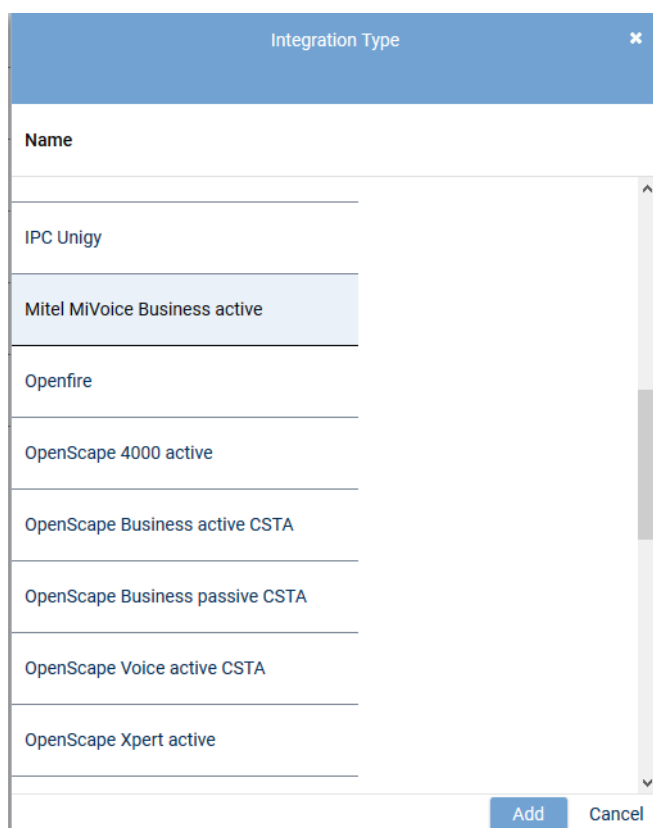


Fig. 13: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign server for All-in-one Basic

1. Click on the tab *Server Assignment* to assign a recording server to the recording architecture..

All-in-one Basic

All-in-one Basic

×

Details*

Server Assignment*

Server*

REC-01

+

-

Used in activated architecture

No

Recording type

☐ VoIP/Video
☐ TDM
☐ Screen
☐ Chat

Save

Reset

Fig. 14: Recording architecture - tab Server Assignment

- Click on the button **+** next to the entry field **Server**.
⇒ The window **Servers** appears.

Servers			×
			 
Name ↕	IP Address ↕	Path ↕	
REC-01	192.168.173.171	C:\	

Rows per page 20

1 - 8 of 8






Add

Cancel

Fig. 15: Recording architecture - assign server

- Select the respective server.



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

- Click on the button **Add**.
⇒ The name of the server appears in the detail view.
- Activate the check boxes in front of the recording variants that you would like to use this server for.

Recording type

☒ VoIP/Video

☐ TDM

☐ Screen




☐ Chat

Fig. 16: Recording architecture - activate recording variant



You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.

Activate recording architecture

1. Click on the button **Save**.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
 - ⇒ In the column *Active*, the icon  (*Active*) appears.





Recording Architecture			
Name ▾	Type ▾	Active	Standby active ▾
All-in-one Basic	All-in-one Basic		

Fig. 17: Recording architecture - activate recording architecture

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.1.2 Configure server

Each server in your network on which the *neo* software has been installed is recognized automatically as a server of the recording system and displayed in the Servers module. In the Servers module, you can configure the purpose of the servers of your recording system.

1. In the navigation bar, select the menu item *Setup > Servers*.
 - ⇒ The following window appears:

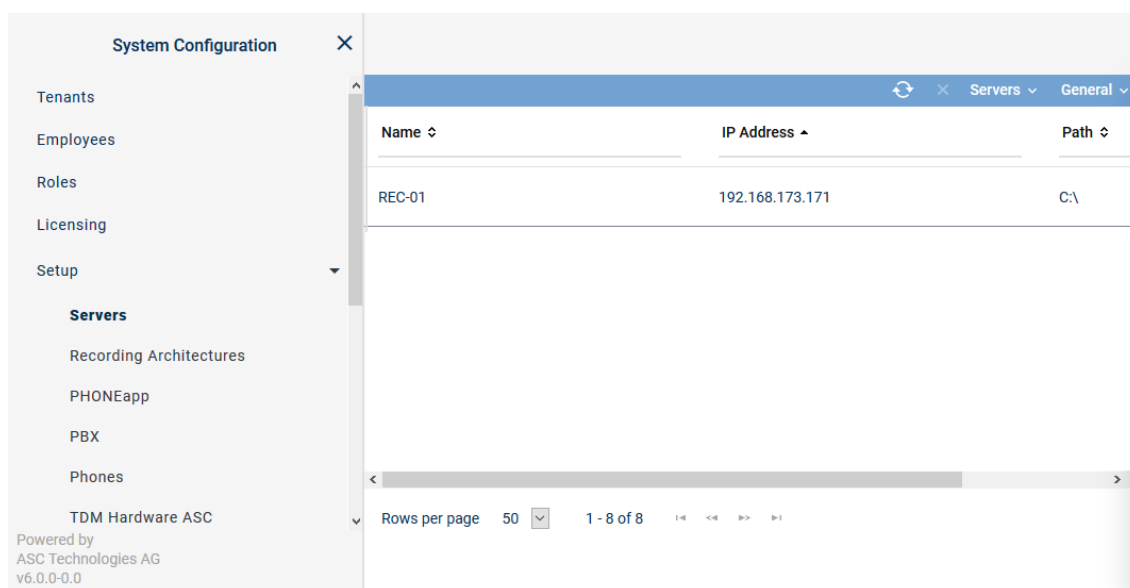


Fig. 18: Servers - main view

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

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.

NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.

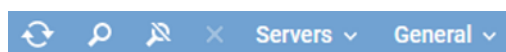







Fig. 19: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration. This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the neo system.
<i>Servers</i>	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations" , p. 25.

	<i>Administrate NTP server</i>	Opens a window in which you can administrate the servers for the time synchronization, see <i>Administrate NTP server</i> .
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
<i>General</i>	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.

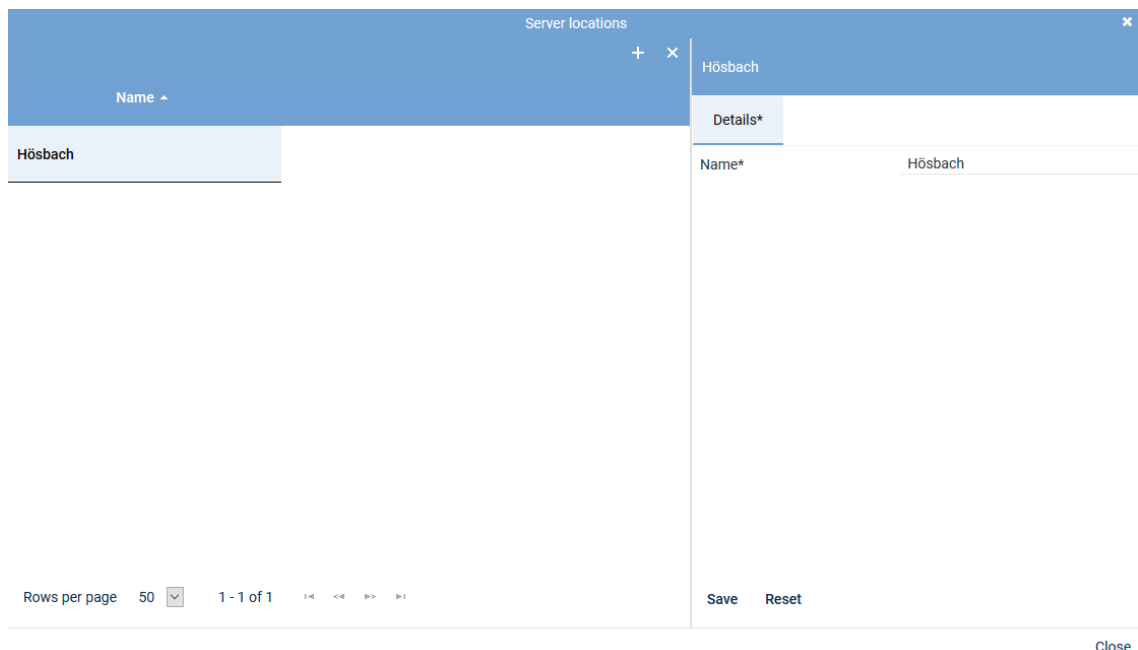



Fig. 20: Add server locations

2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.

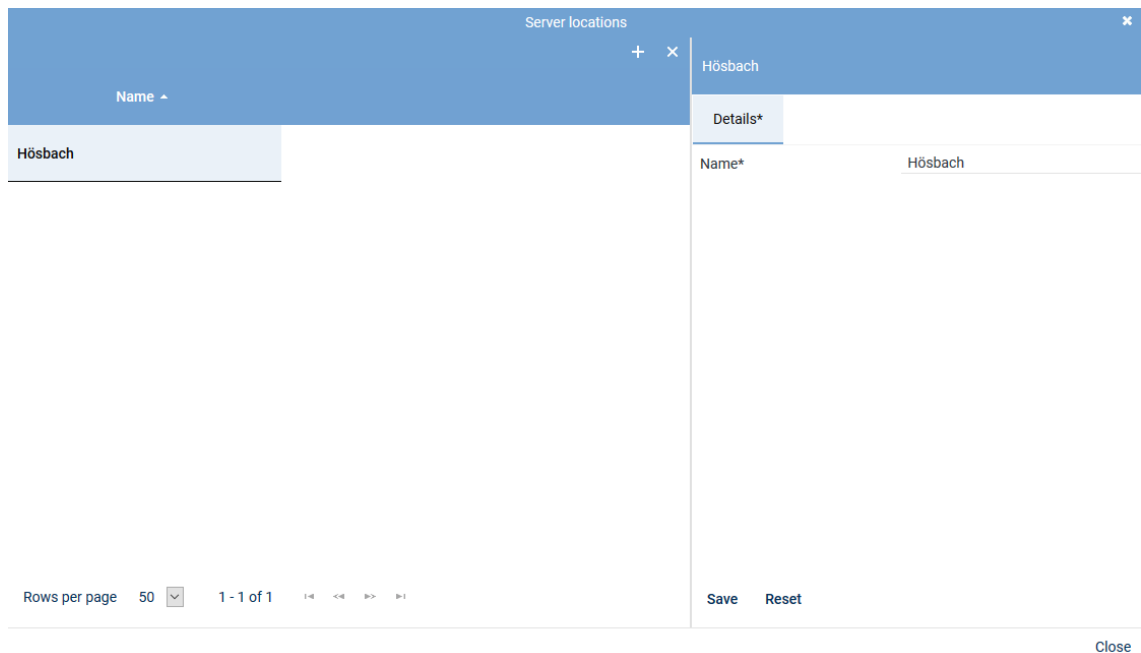
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

Delete server location




A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.



The screenshot shows a window titled "Server locations" with a close button (x) in the top right corner. Below the title bar is a table with a header "Name" and a dropdown arrow. The table contains one row with the value "Hösbach". To the right of the table is a "Details*" tab. Below the tab, there is a form field labeled "Name*" with the value "Hösbach" entered. At the bottom of the window, there are buttons for "Save" and "Reset".

Fig. 21: Delete server location

3. Click on the icon  (*Delete*) in the toolbar of the window.
4. To delete further locations, repeat the last 2 steps.
5. To close the window, click on the button *Close*.

Tab Details

1. To configure the server, select the entry of the corresponding server in the main view.
⇒ In the detail view, the tab *Details* appears.
The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.

<
Details*
Usage*
Media Streamer
Replay Server Address Mapping
Key Ma >

? Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171 <input type="button" value="v"/>
Server location	Hörsbach <input type="button" value="v"/>

Fig. 22: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.
- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab *Usage* to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

<
Details*
Usage*
Media Streamer*
Replay Server Address Mapping
Key M. >

API Server	▶
Audio Analysis	▶
Recording Control/Key Management	▶
Data Processing	▶
Replay	▶
Virtualization	▶

Fig. 23: Servers - tab usage

Group field API Server

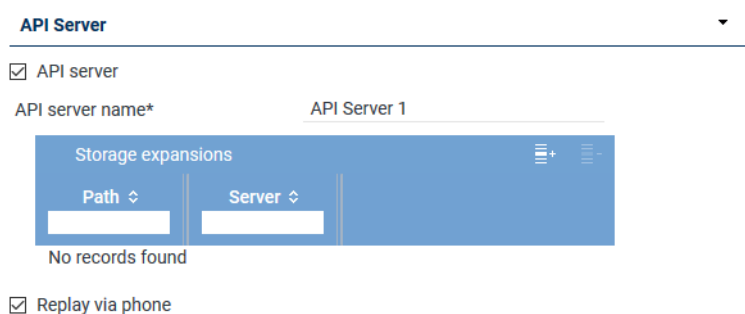


Fig. 24: Group field API Server


The ASC API Server is a service within the neo software.




The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the neo system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 37.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 29.

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated. <input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> Application POWERplay Pro Application POWERplay Instant Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p> <p>NOTICE! In the tab <i>Media Streamer</i>, you have to assign this function to a PBX, see chapter "Tab Media Streamer", p. 36. To be able to do so, at least 1 PBX must have been configured in the system.</p>

Add storage expansion for replay

- Click on the icon  (*Add*) in the toolbar of the list.
- Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay				
Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 25: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis

Audio Analysis ▼

☐ Emotion detection

Stream audio data from* _____ + -

Fig. 26: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	<p>Activate this check box to activate emotion detection for audio analysis.</p> <p><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Tab. 7: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 27: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <u>CLIENT</u><i>command</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 8: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 28: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 32. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 32. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 9: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (Add).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

Rows per page 20 1 - 6 of 6

Add Cancel

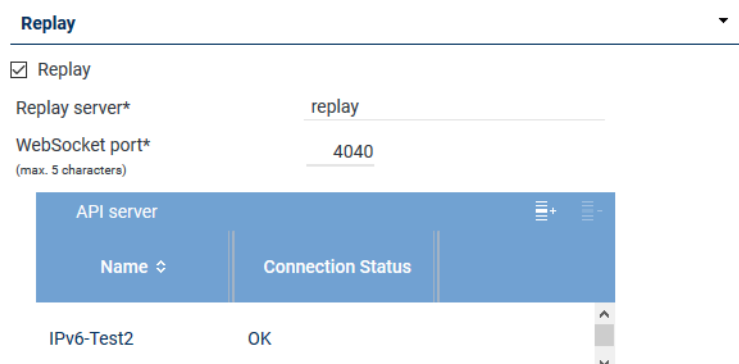
Fig. 29: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 30: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 34. By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 10: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:


- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
- To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 - Select the server from the list on which the [API](#) service is running.



Fig. 31: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 28](#).

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 32: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 11: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

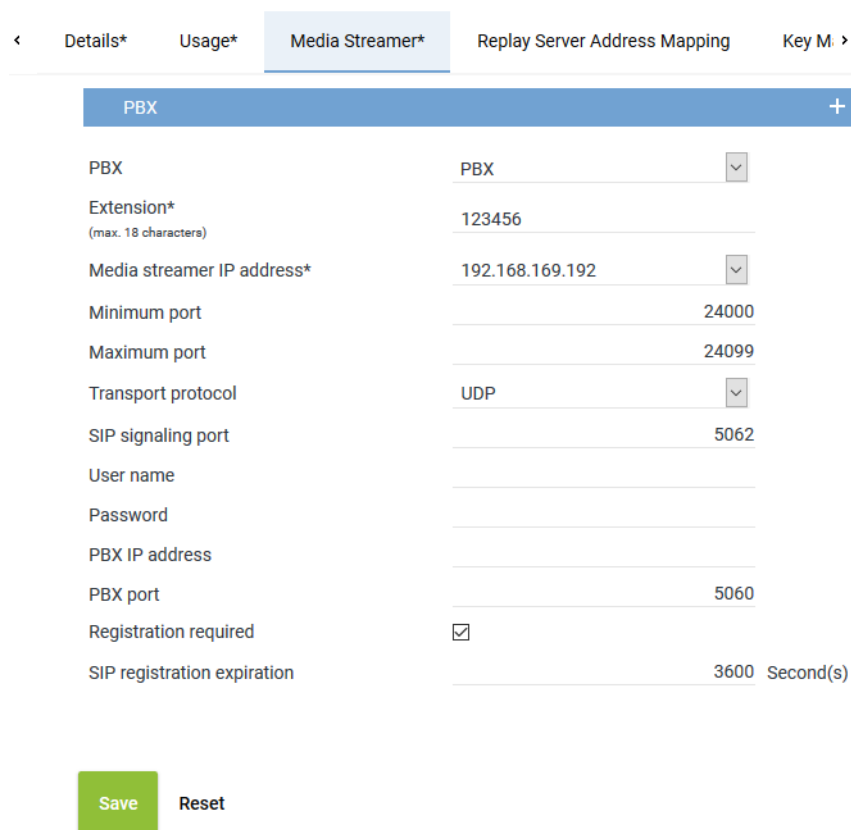
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX	PBX	▼
Extension*	123456	
(max. 18 characters)		
Media streamer IP address*	192.168.169.192	▼
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	▼
SIP signaling port	5062	
User name		
Password		
PBX IP address		
PBX port	5060	
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration	3600	Second(s)

Save Reset

Fig. 33: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 41.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

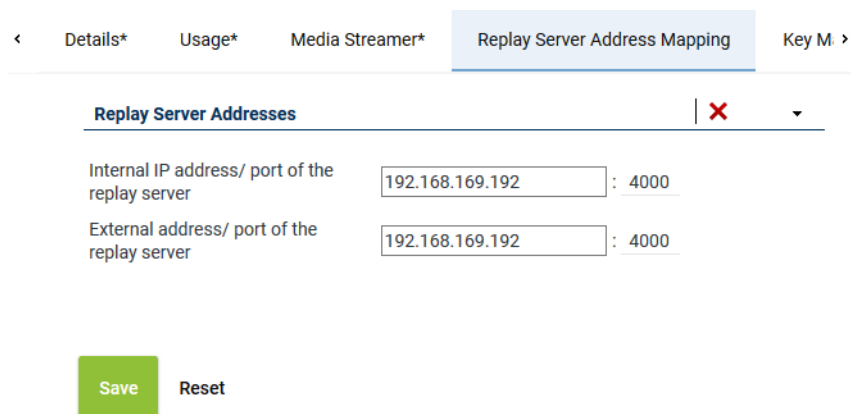


Fig. 34: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon  in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port *4040* as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping Key Management >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage

until

0 Day(s)

0 Hour(s)

☐ Key expiration date

after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save

Reset

Fig. 35: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

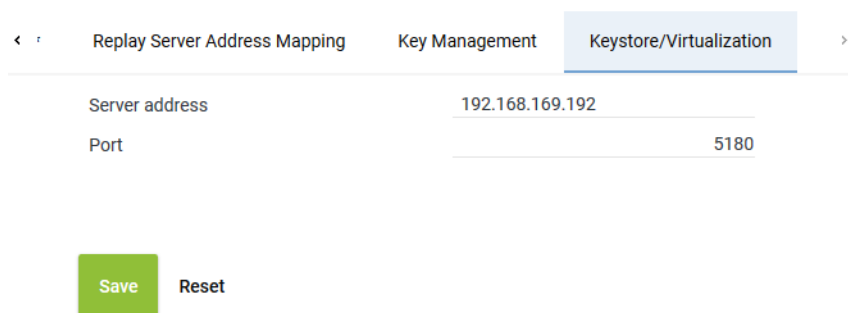
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



The screenshot shows a configuration interface with three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization'. The 'Keystore/Virtualization' tab is active. It contains two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. Below these fields are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 36: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization:
IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

2. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.1.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

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

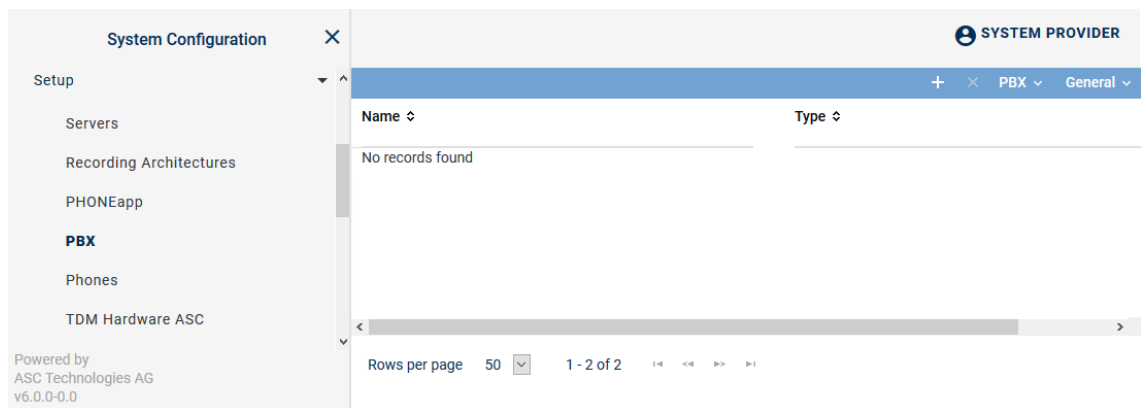




Fig. 37: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.



Fig. 38: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

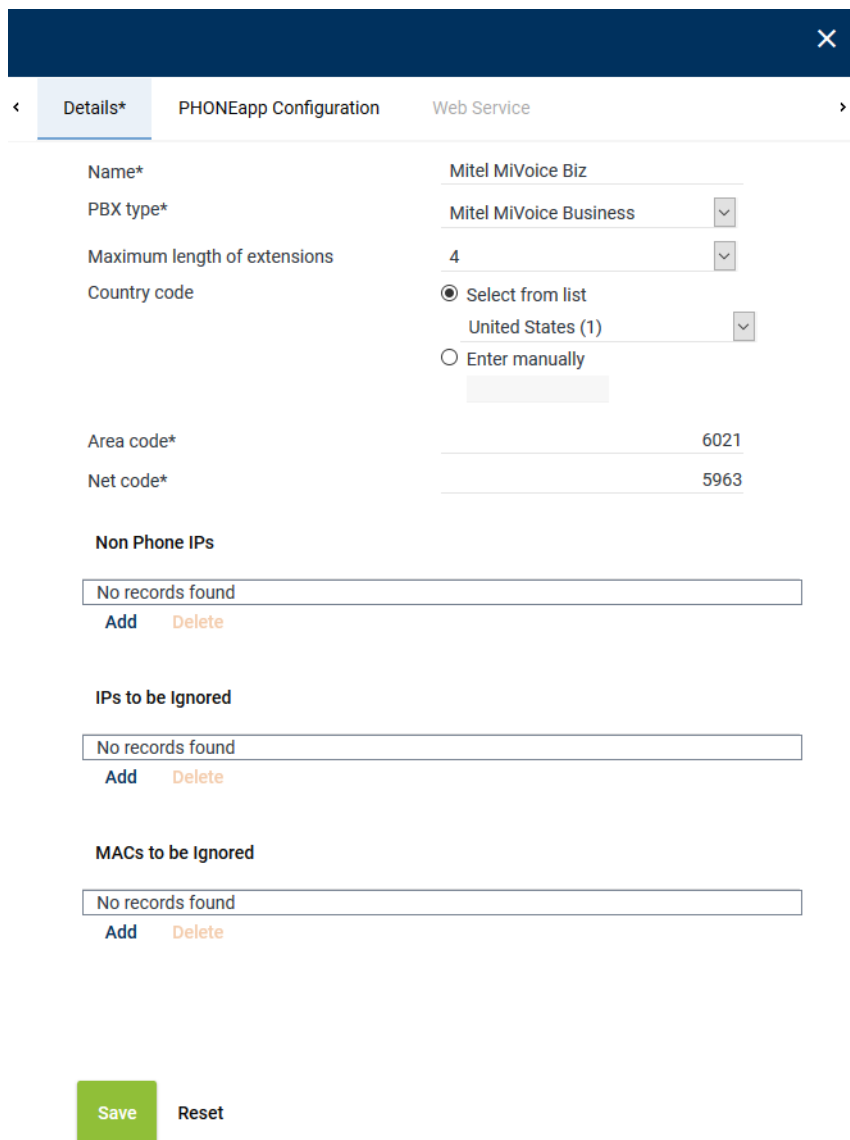
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



Details* PHONEapp Configuration Web Service

Name* Mitel MiVoice Biz

PBX type* Mitel MiVoice Business

Maximum length of extensions 4

Country code ☒ Select from list
United States (1)

☐ Enter manually

Area code* 6021

Net code* 5963

Non Phone IPs

No records found

Add Delete

IPs to be Ignored

No records found

Add Delete

MACs to be Ignored

No records found

Add Delete

Save Reset

Fig. 39: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 12: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.1.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

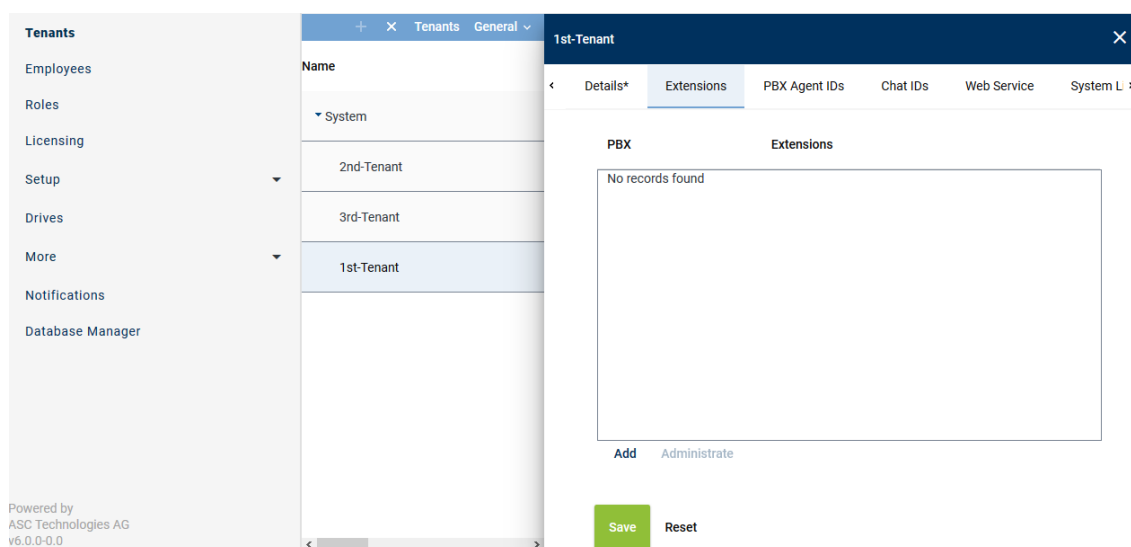


Fig. 40: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.

⇒ The following window appears:

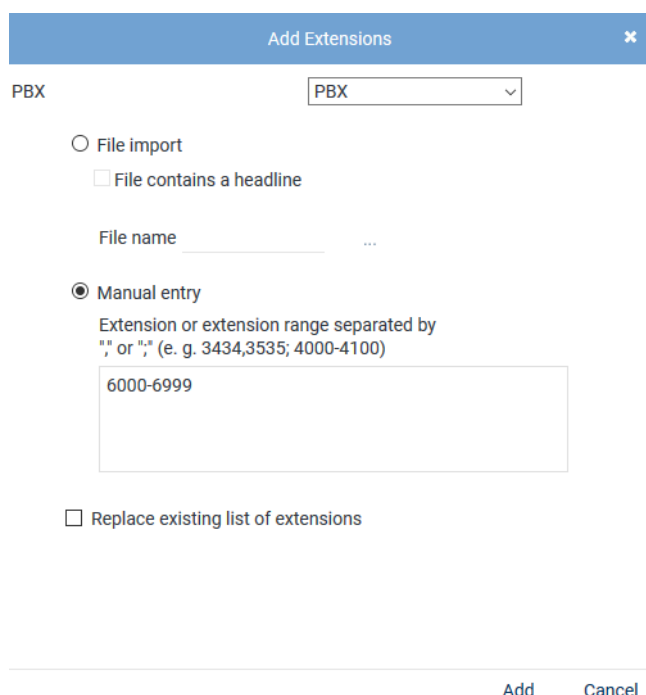


Fig. 41: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import

Select the option to import extensions from an existing file and add them to the table of extensions.

The following file formats are supported:

- ZIP
- TXT

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

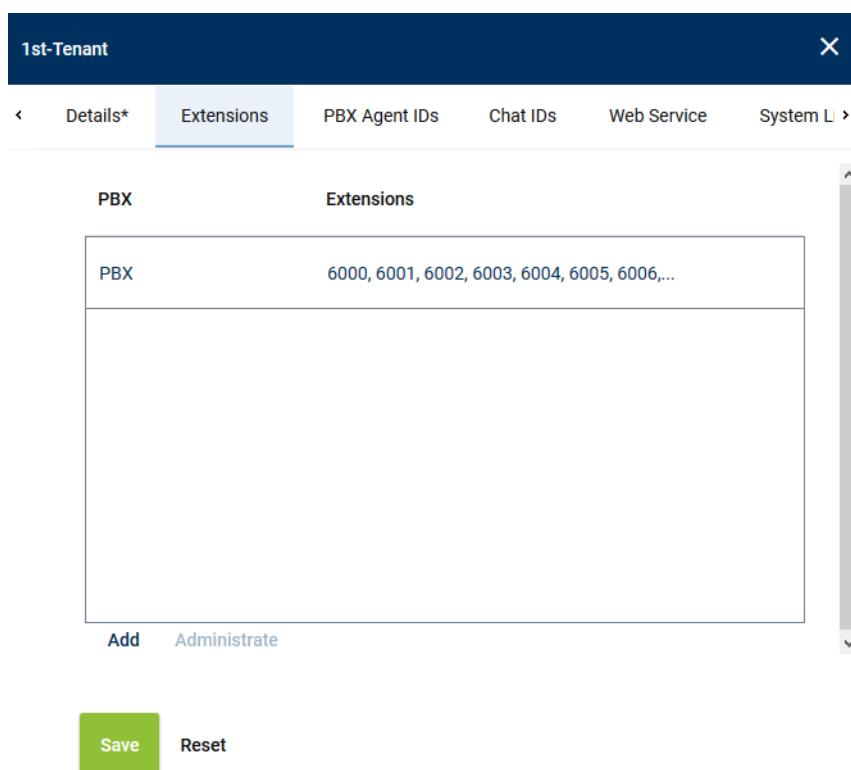
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

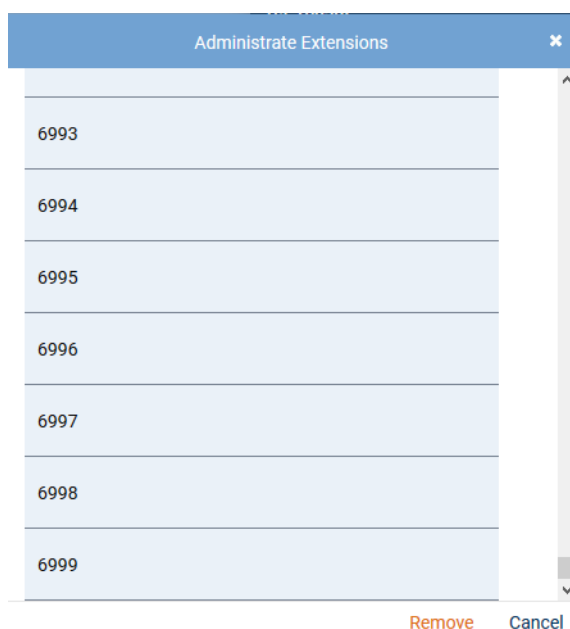
PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 42: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 43: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

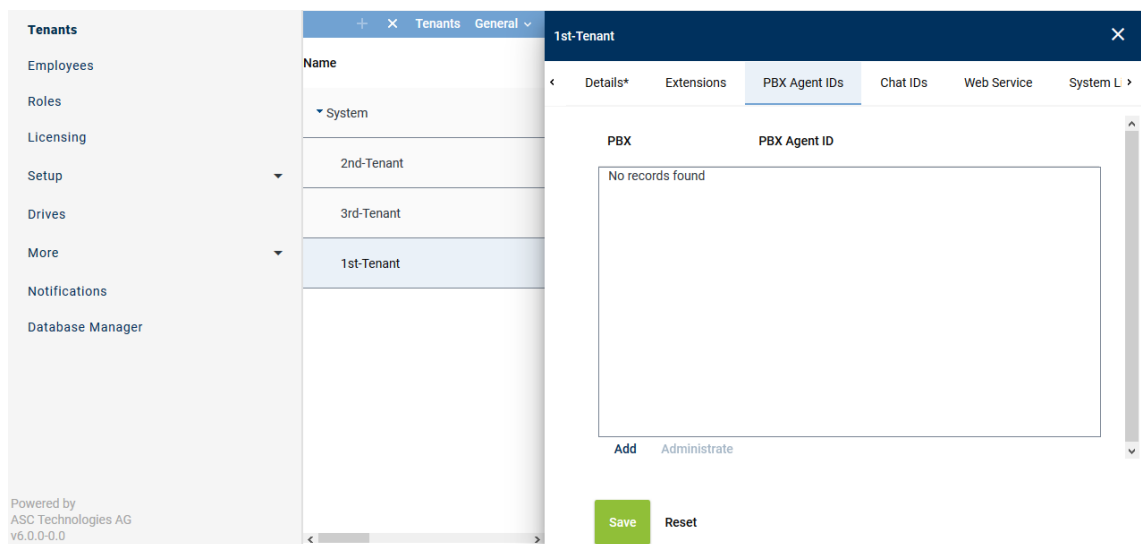


Fig. 44: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";" or ","

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 45: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Fig. 46: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.1.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.

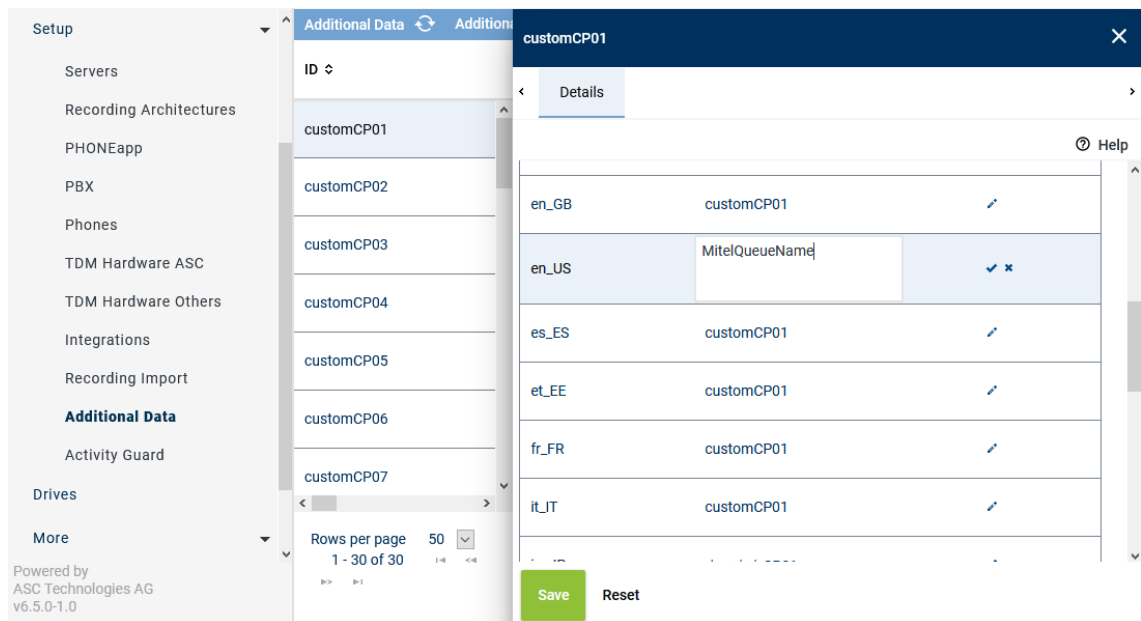


Fig. 47: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.

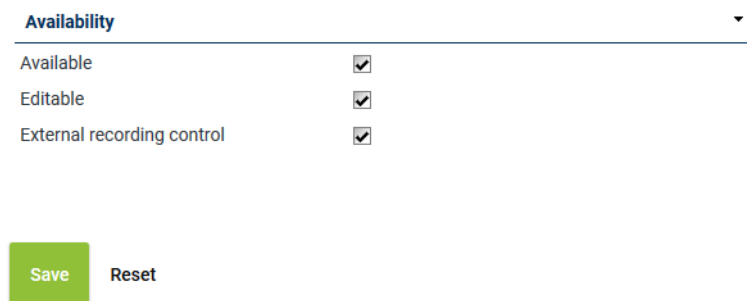


Fig. 48: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup	Additional Data			
	ID	Displayed Name	Available	Editable
Servers	customCP21	MitelQueueName	✓	✓
Recording Architectures	customCP22	CallingPartyIVR	✓	✓
PHONEapp	customCP23	CalledParty	✓	✓
PBX	customCP24	customCP24	✗	✗
Phones	customCP25	customCP25	✗	✗
TDM Hardware ASC	customCP06	Call Center ID	✓	✓
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 49: Additional data for MiVB

7.2.2.1.6 Create integration for All-in-one Basic

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.



1. In the navigation bar, select the menu item *Setup > Integrations*.



⇒ The following window appears:

System Configuration	SYSTEM PROVIDER			
	Name	Type	Active	Status
Setup	No records found			
Servers				
Recording Architectures				
PHONEapp				
PBX				
Phones				
TDM Hardware ASC				
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 50: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  . ✗ = Integration is not active, can be activated in the toolbar via the icon  .





<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 51: Toolbar Integrations module

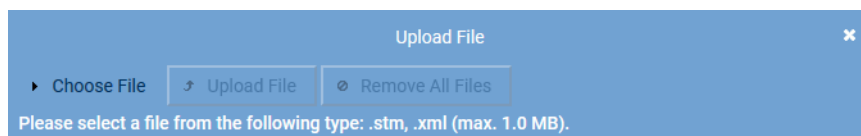
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 52: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

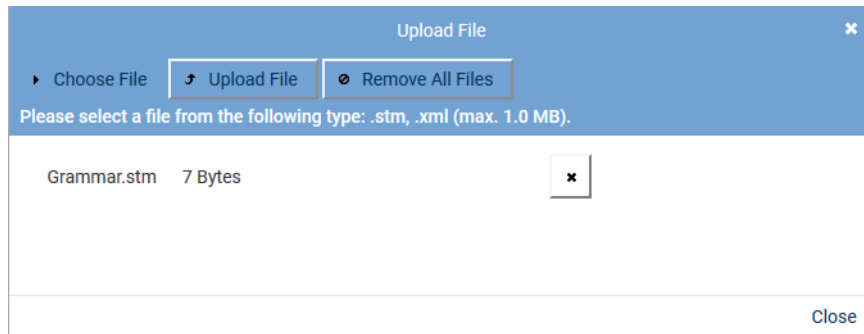



Fig. 53: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type


1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.



Fig. 54: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 13: Create integration type


3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Fig. 55: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for All-in-one Basic

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.




Fig. 56: Assign recording architecture - All-in-one Basic


2. Select the respective recording architecture from the drop-down list *Recording architecture*.



Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✖	⚙️
Step	Configuration			
Configure recording architecture	✓ 			
Configure CTI connection data	✖ 			
Configure monitor points	✖ 			
Configure recording servers	✖ 			
Configure add-on	✓ 			
Configure miscellaneous settings	✓ 			

Fig. 57: Configuration steps of the integration


Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture ✖

Details *


Recording architecture* All-in-one Basic 

Save Cancel

Fig. 58: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data

MBG*

MiVB (MITAI)*

MiVB SIP trunk (MITAI)*

CTIconnect Module

Type

Grammar name*

Grammar version*

CTIconnect active

standard

1.00.04

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 59: Configure CTIconnect connection data to [MBG](#)



Following an update, you must configure this section again.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

Grammar name*

Grammar version*

Login name

Password

CTIconnect passive

standard

1.00.01

asc_cticonnect

.....

Fig. 60: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 14: Configure CTIconnect module

Group field Connection Data MBG

In this group field, you can configure the connection data to the CTI^{connect} module.

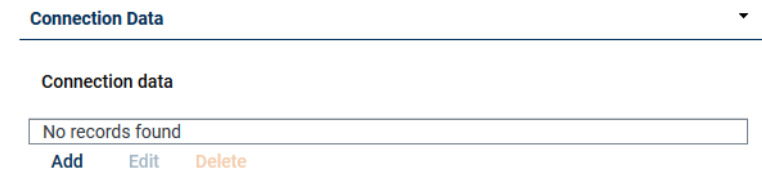


Fig. 61: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

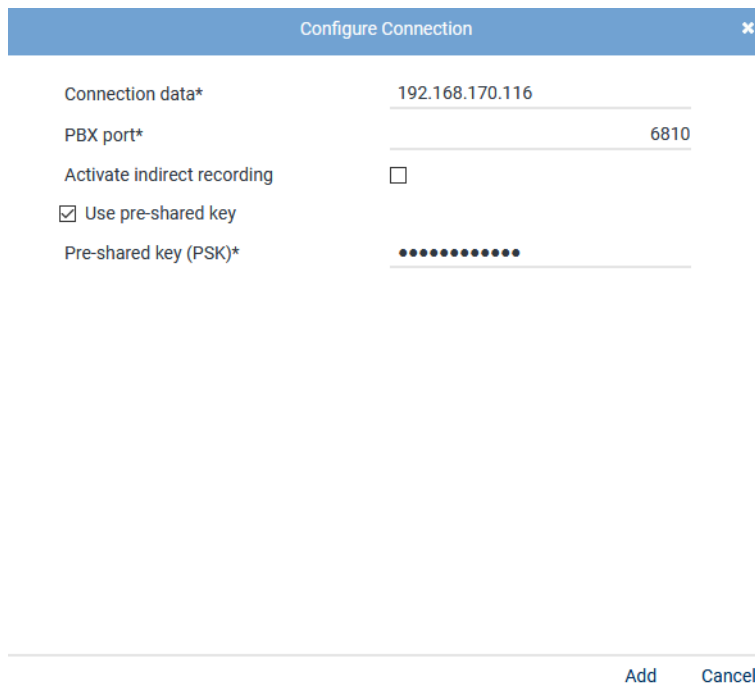


Fig. 62: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default <i>6810</i> .
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 15: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.
4. If you use additional modules, another device group or multiple connections, repeat the configuration steps accordingly.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data ▼	
Arbitrary assignment	
Key 0	Please select... ▼
Key 1	Please select... ▼
Key 2	Please select... ▼

Fig. 63: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

Tab MiVB (MiTAI)

In this tab, you can configure the CTI~~connect~~ module for the recording variant via MiVB MiTAI.

Step: Configure CTI Connection Data

MBG*

MiVB (MiTAI)*

MiVB SIP trunk (MiTAI)*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 64: CTI connection data - tab MiVB (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

asc_cticonnect

Password

••••••

Fig. 65: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 16: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

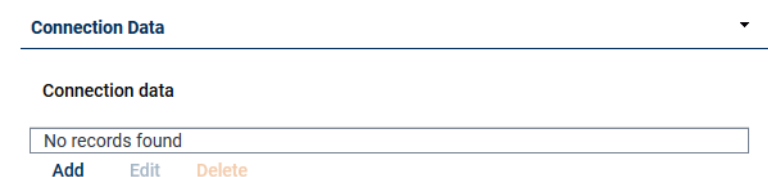


Fig. 66: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

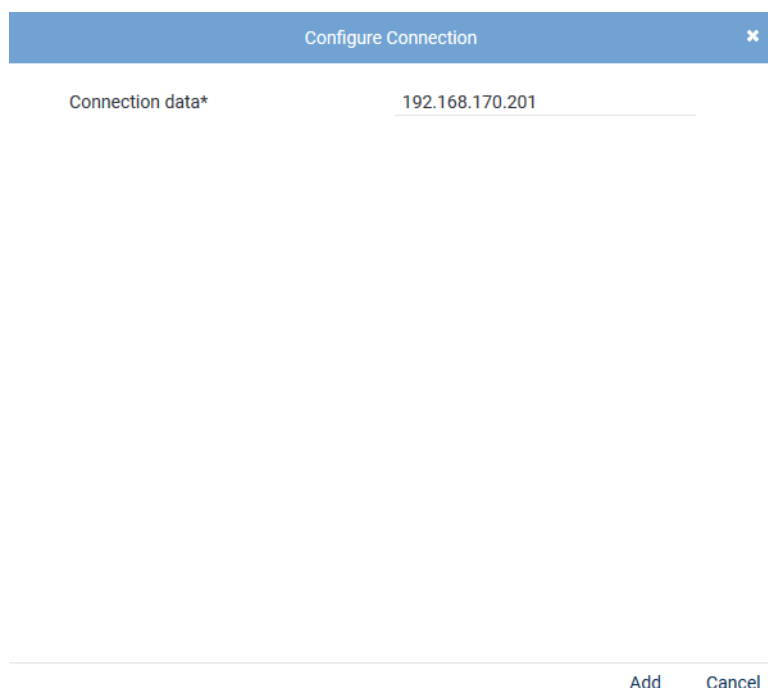


Fig. 67: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 17: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data		
ACDAgentGroup	Please select...	▼
SuitPilotNumber	Please select...	▼
SuitPilotName	Please select...	▼
Arbitrary assignment		
MitelQueueName	MitelQueueName	▼
CallingDeviceID	CallingPartyIVR	▼
CalledDeviceID	CalledParty	▼

Fig. 68: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

- In the entry fields of the additional data, add the following information:
 - *MitelQueueName*
 - *CallingDeviceID*
 - *CalledDeviceID*
- From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button **Save** to apply the settings and to finish this configuration step.

Tab MiVB SIP trunk (MiTAI)

In this tab, you can configure the CTI connect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*

MiVB (MiTAI)*

MiVB SIP trunk (MiTAI)*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 69: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

asc_cticonnect

Password

••••••

Fig. 70: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 18: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.



Fig. 71: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

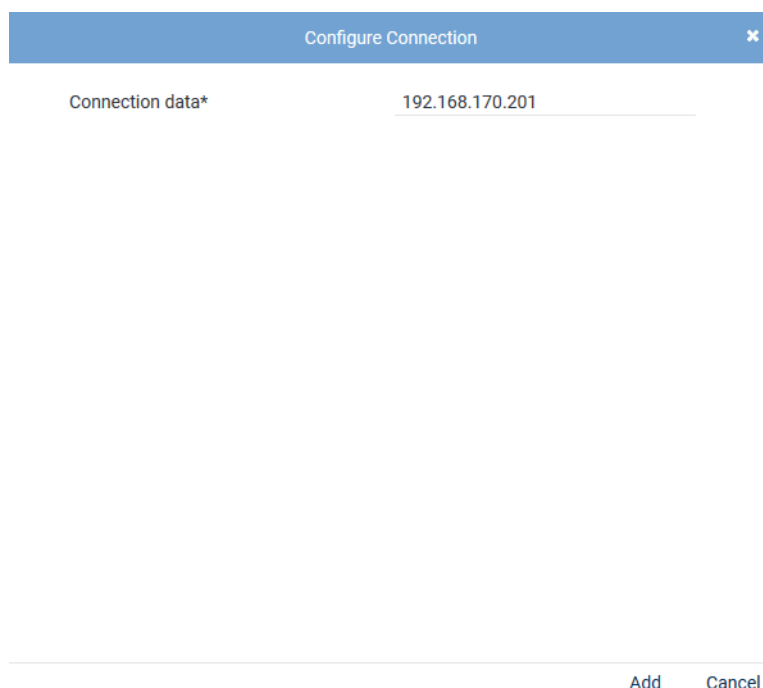


Fig. 72: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 19: Configure connection data

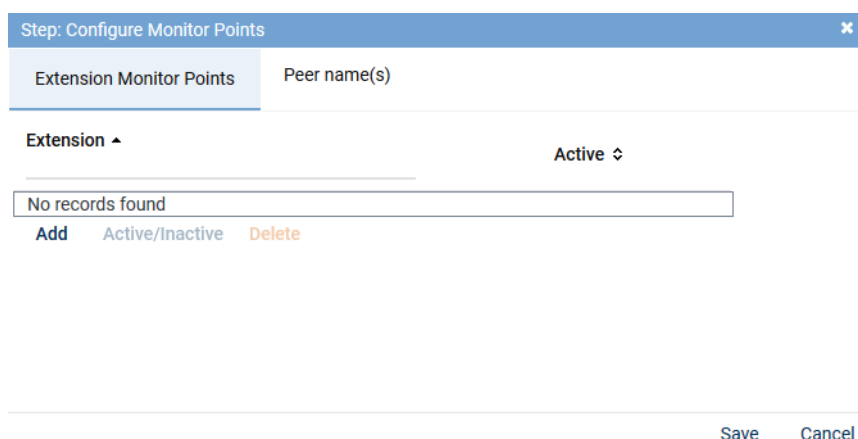
3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
⇒ The window *Step: Configure Monitor Points* appears in the detail view.



Step: Configure Monitor Points

Extension Monitor Points	Peer name(s)
No records found	

Add Active/Inactive Delete

Save Cancel

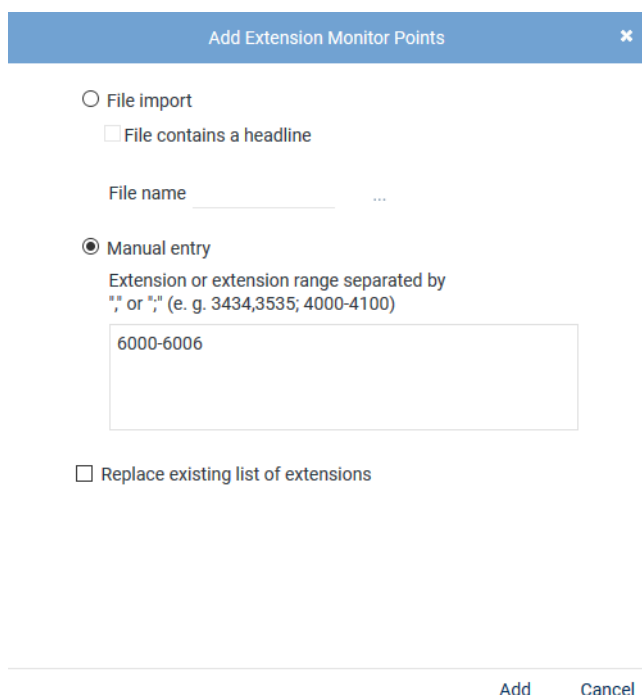
Fig. 73: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with MBG or SRC, the phones to be recorded must have been registered in the SRC.

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
 - ⇒ The window *Add Extension Monitor Points* appears.



Add Extension Monitor Points

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

Extension or extension range separated by ", \" or \", \" (e. g. 3434,3535; 4000-4100)




6000-6006

☐ Replace existing list of extensions

Add Cancel

Fig. 74: Add extension monitor points

File import	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>.
--------------------	--

	<ul style="list-style-type: none"> • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>). <p><i>File contains a headline</i></p> <p>Activate this option so that this structure is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p> <p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from <i>6000</i> to <i>6999</i>. Alphanumeric entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

- Click on the button *Add*.
 - ⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears. Click on the button *Display Error Report* to open the window *Error Report*. To close the window *Error Report*, click on the button *Close*. To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.

Step: Configure Monitor Points ×

Extension Monitor Points

Extension ▾	Active ⇅
6000	✓
6001	✓

Add Active/Inactive Delete

Save Cancel

Fig. 75: Configured extension monitor points

Add	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
Active/Inactive	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

- Click on the button *Save* to apply the settings and to finish this configuration step.


Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several [SIP](#) trunk names in this tab.

- Click on the button *Add* to add a [SIP](#) trunk.
⇒ A new row appears.

Step: Configure Monitor Points ×



Extension Monitor Points Peer name(s)

Peer name(s)	Active ⇅	Edit
Trunk name	✓	


Add Active/Inactive Delete

Save Cancel

Fig. 76: Add Peer Name(s)

2. At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
3. In the column *Peer Name(s)*, enter the name of the trunk.
4. Once you have finished editing, click on the icon  at the end of the row to apply the entries.
5. Repeat the process to add further [SIP](#) trunk names.
6. To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for All-in-one Basic

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.

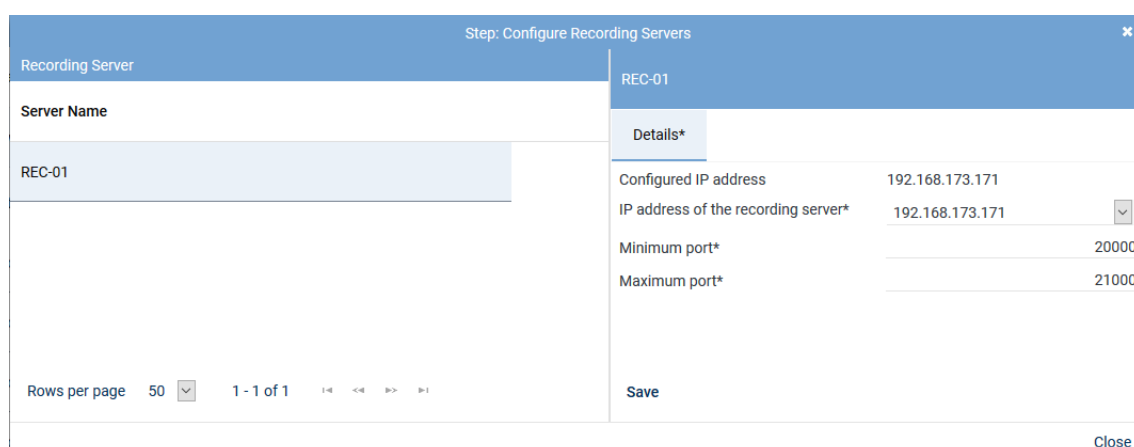


Fig. 77: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. <i>20000</i> .
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. <i>21000</i> .

Tab. 20: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive [RTP](#).

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTIconnect service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Business

CTIconnect Module

Type CTIconnect passive
Grammar name* standard
Grammar version* 1.00.03

Connection Data

MiCCB URL* http://192.168.173.123
PBX user name* _admin
PBX password*

Additional Data

Arbitrary assignment +

agentName agentName
fromName fromName
toName toName

Save Cancel

Fig. 78: Configure add-on for MiContact Center Business

Group field CTIconnect Module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 21: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
MiCCB URL	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
PBX user name	Enter the user name required to authenticate on MiContact Center Business.
PBX password	Enter the password required to authenticate on MiContact Center Business.

Tab. 22: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"

MiCCB additional data type	Example
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment		+
<input type="text"/>	Please select...	⌵ ⓧ
<input type="text"/>	Please select...	⌵ ⓧ
<input type="text"/>	Please select...	⌵ ⓧ

Fig. 79: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTI^{connect} service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

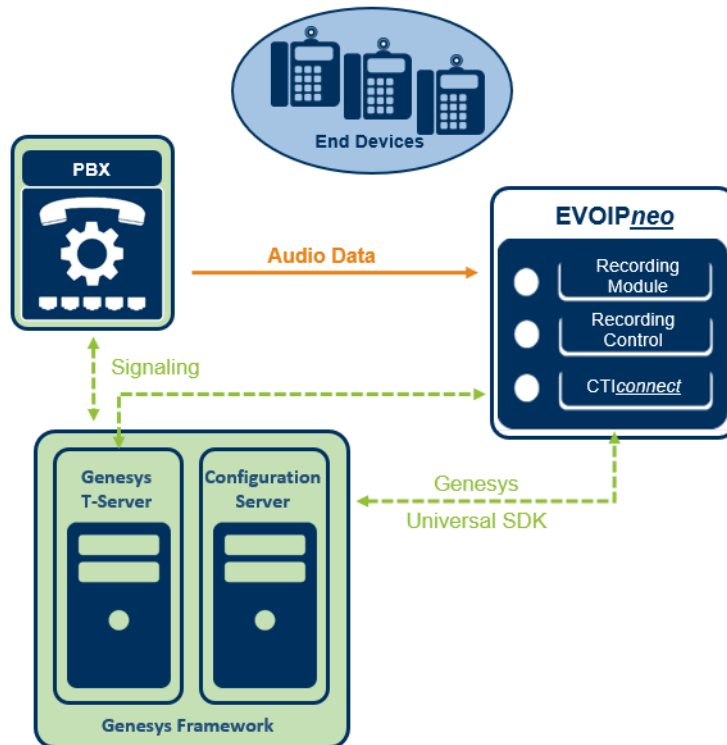


Fig. 80: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 422](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

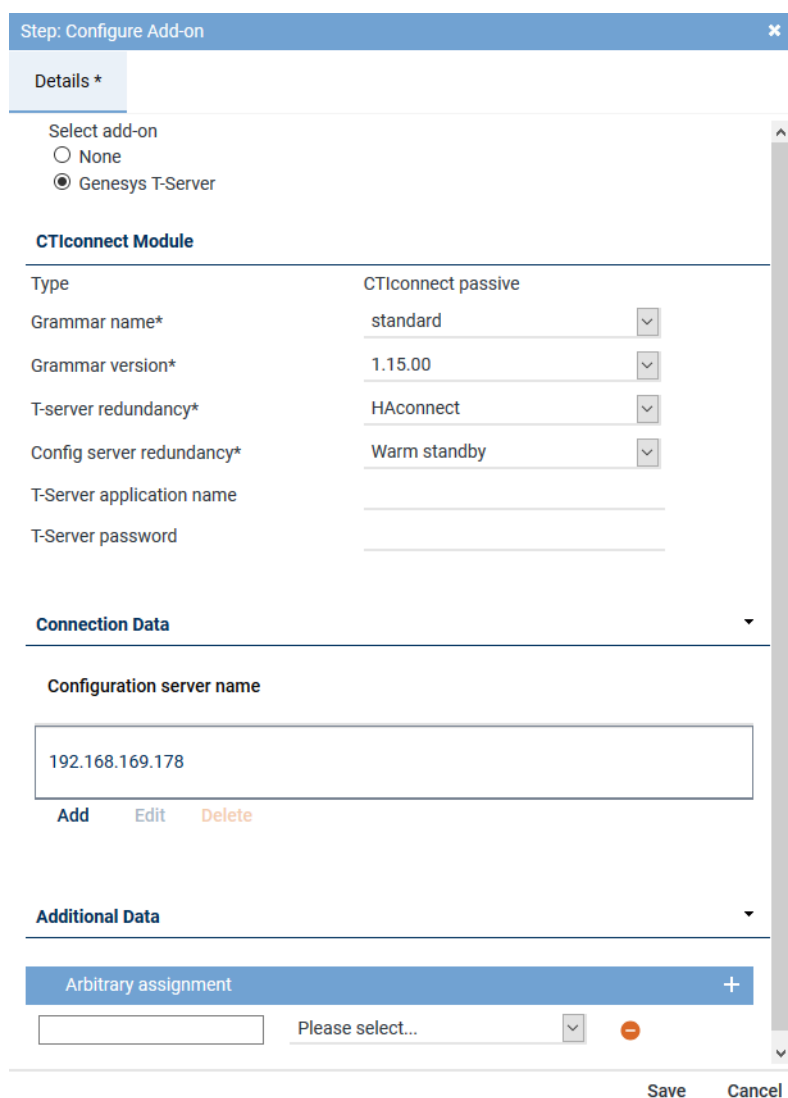


Fig. 81: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
<i>Type</i>	Here, the type of the CTI <u>connect</u> module is displayed.
<i>Grammar name</i>	Select the respective grammar.
<i>Grammar version</i>	Select the respective grammar version.
<i>T-server redundancy</i>	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.

Parameter	Value/Description
	<ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 23: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

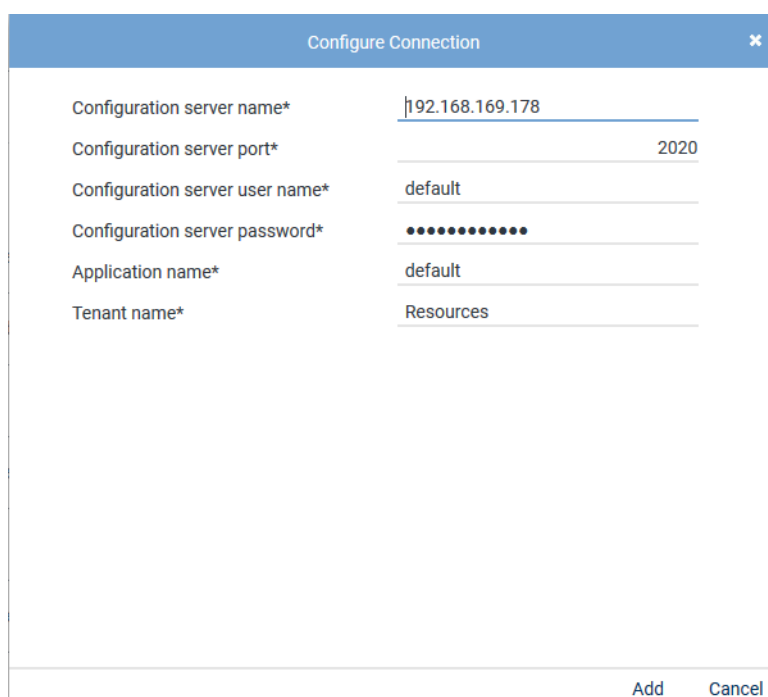


Fig. 82: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.

Parameter	Value/Description
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 24: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

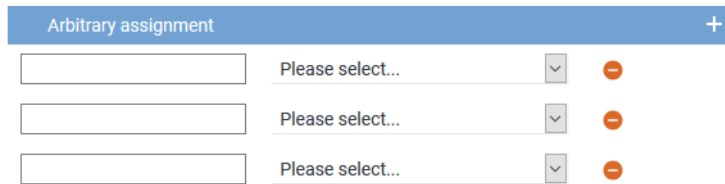



Fig. 83: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

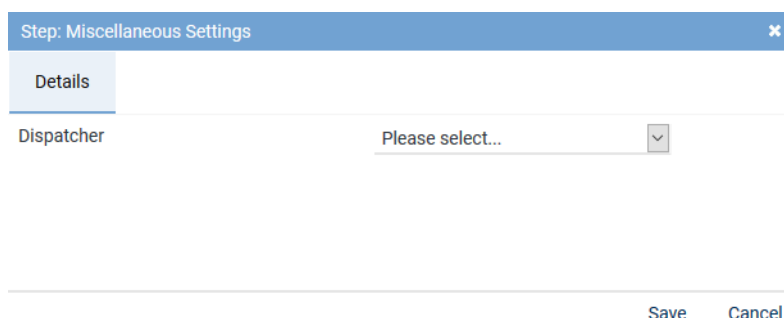


Fig. 84: Configure miscellaneous settings

2. Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.



















<div>  Mitel MiVoice Business </div>		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 85: Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.








<div>     Integration ▾ General </div>			
Name ▾	Type ▾	Active ▾	Status ▾
<div>  Mitel MiVoice Business </div>	Mitel MiVoice Business active		

Fig. 86: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.







Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration


To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.



Name	Type	Active	Status
Mitel MiVoice Business	Mitel MiVoice Business active	✓	✓

Fig. 87: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.2 Configure recording solution All-in-one Failover

7.2.2.2.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

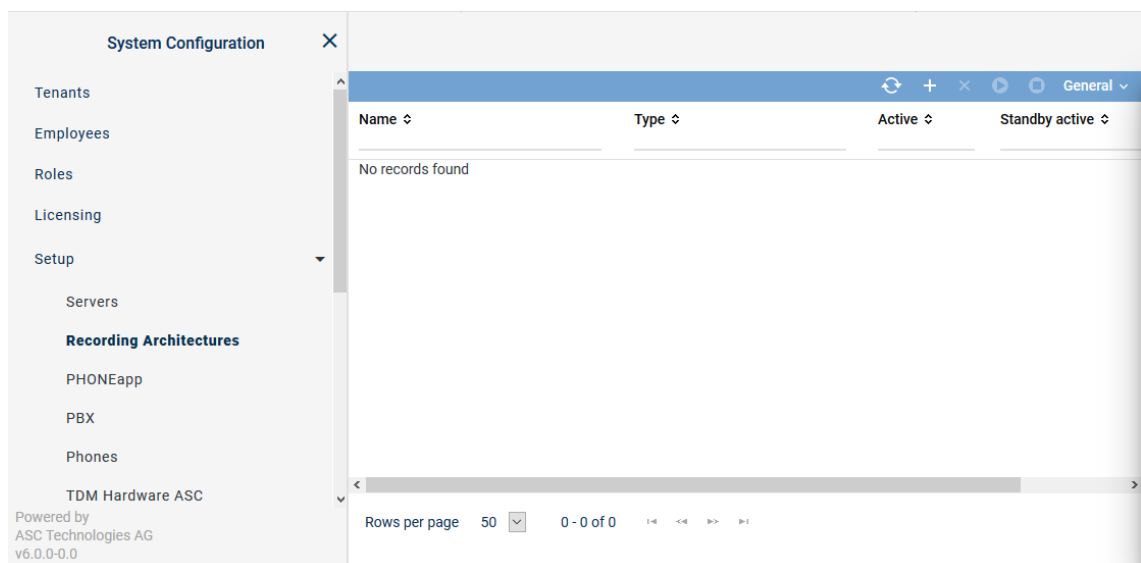








Fig. 88: Recording architectures - main view

<i>Name</i>	Name of the recording architecture
<i>Type</i>	Type of the recording architecture
<i>Active</i>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar.  = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar.
<i>Standby Active</i>	Shows whether the standby server is active for one or several recording components in the recording architecture.  = At least 1 standby server is active.  = No standby server is active or no standby server has been defined.
<i>Creation Date</i>	Date on which the recording architecture was installed.
<i>Updated</i>	Date on which the settings of the recording architecture were updated for the last time.









NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 89: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.


<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture All-in-one Failover

If a standby recording server is supposed to take over recording in case of an error, you have to create a recording architecture of the type *All-in-one Failover*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
 - ⇒ The window *New Recording Architecture* appears.

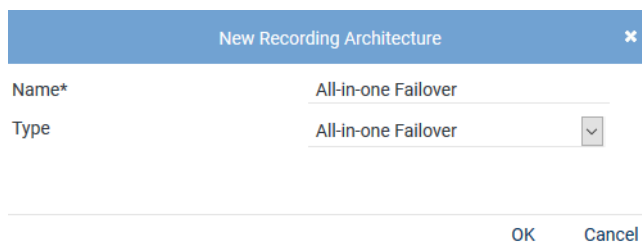


Fig. 90: Create recording architecture - All-in-one Failover

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *All-in-one Failover*. **NOTICE!** The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
 - ⇒ Your entries now appear in the detail view.

All-in-one Failover
All-in-one Failover ✕

Details*

Server Assignment*

Help

Name*	All-in-one Failover
Failover timeout*	15 Sec
Recording architecture	All-in-one Failover
Standby Failover aktivieren	<input type="checkbox"/>
Active	Inactive

Integration Type
⋮ +

Name
No records found

Save

Reset

Fig. 91: Recording architecture - tab Details - All-in-one Failover

As standby components may have been configured for the active recording server, a failover timeout may be configured in this recording architecture. For further information about failover architectures, see [chapter "Standby management for failover architectures", p. 406](#).

<i>Failover timeout</i>	<p>Enter a timeout of a minimum of 15 seconds after which the failover process is supposed to start. Depending on the system architecture it may make sense to configure a longer timeout period. The timeout defines the elapse time until the failover process starts. If the status returns to <i>OK</i> within this time, then the failover process is not triggered.</p> <p>NOTICE! Check these parameters after an update and set the timeout to 15 seconds, if required.</p>
<i>Activate standby failover</i>	<p>Activate this option if you would like to ensure that the system switches back to the primary server in case of an error of the standby server.</p> <p>NOTICE! There is no check whether the primary database is working properly before switching back. As a result it is possible that both databases are in an undefined state.</p> <p>NOTICE! After switching back to the original primary server from the standby server, this option is deactivated. If the switching process is supposed to be carried out automatically in the event of a new error, you must activate this option again.</p>
<i>Active</i>	Shows the status of the recording architecture.

Add integration type

- Click on the icon (Add) in the toolbar of the list *Integration Type*.
⇒ The window *Integration Type* appears.

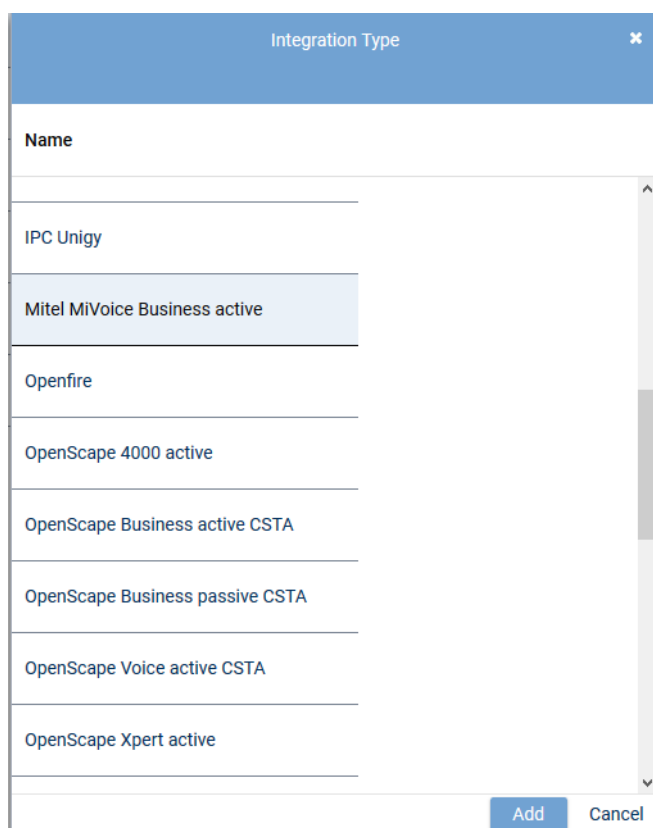


Fig. 92: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign servers for All-in-one Failover Recording

1. Click on the tab *Server Assignment* to assign the recording servers to the recording architecture *All-in-one Failover Recording*.

All-in-one Failover

All-in-one Failover

✕

Details*

Server Assignment*

Primary server*	REC-01	+	-
Used in activated architecture	No		
Standby server*	REC-02	+	-
Used in activated architecture	No		
Recording type	<input type="checkbox"/> VoIP/Video		
	<input type="checkbox"/> TDM		
	<input type="checkbox"/> Screen		
	<input type="checkbox"/> Chat		

Save

Reset

Fig. 93: Recording Architecture - tab Server Assignment

- Click on the button **+** behind the entry field *Primary server*.
⇒ The window *Servers* appears.

Servers		
Name	IP Address	Path
REC-01	192.168.173.171	C:\
REC-02	192.168.173.172	C:\

Fig. 94: Recording Architecture - assign server - example


3. Select the *primary* server.



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.

If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

- Click on the button *Add*.
⇒ The name of the server now appears in the detail view.

5. To delete an assignment, click on the button .
6. Repeat the steps and select the server which is supposed to be use in case of an error failover operation in the entry field *Standby server*.
7. Select the recording type you would like to use for these servers by activating the check box.

Recording type

☒ VoIP/Video

☒ TDM

☒ Screen

☒ Chat



 




Fig. 95: Recording Architecture - activate recording type



You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.

8. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the toolbar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.










     Recording Architecture ▾ General ▾			
Name ▾	Type ▾	Active ▾	Standby active ▾
All-in-one Failover	All-in-one Failover		

Fig. 96: Recording architecture - activate recording architecture

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



For all recording architectures with failover components, you can manage to the standby components via standby management. This holds true for Multi-Server Recording and Multi-Server Parallel Recording systems if redundancy options are available for these systems. See [chapter "Standby management for failover architectures", p. 406](#).



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.2.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

1. Select the menu item *Setup > Servers* in the navigation bar.

⇒ The following window appears:

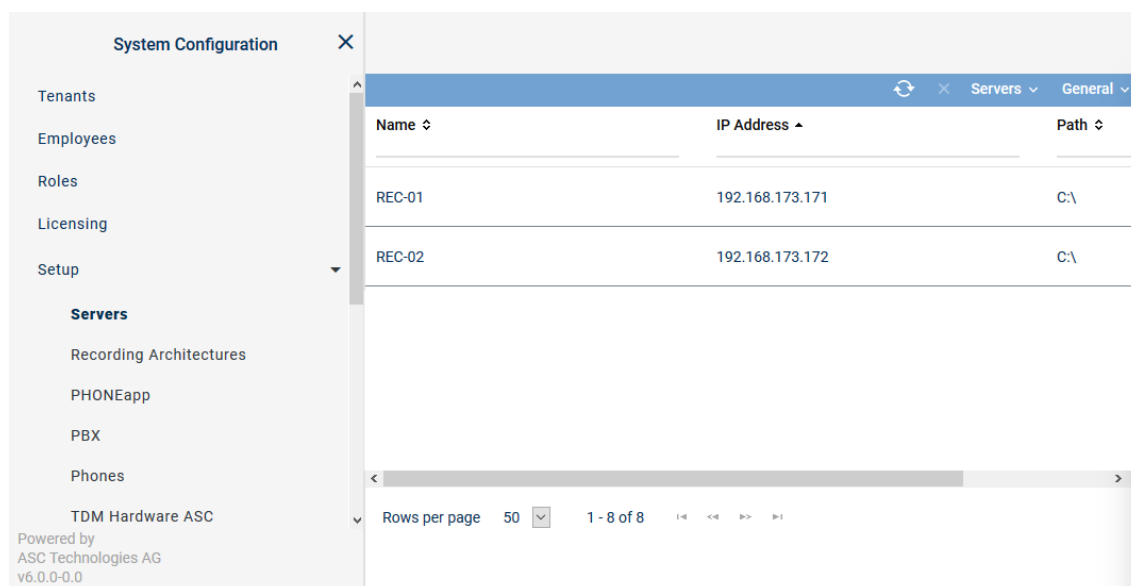


Fig. 97: Servers - main view

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

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.

NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.

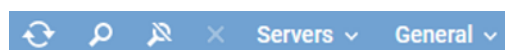







Fig. 98: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration.

		This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.
Servers	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations", p. 87 .
	<i>Administrate NTP server</i>	Opens a window in which you can administrate the servers for the time synchronization, see <i>Administrate NTP server</i> .
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
General	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
 - ⇒ The window *Server Locations* appears.

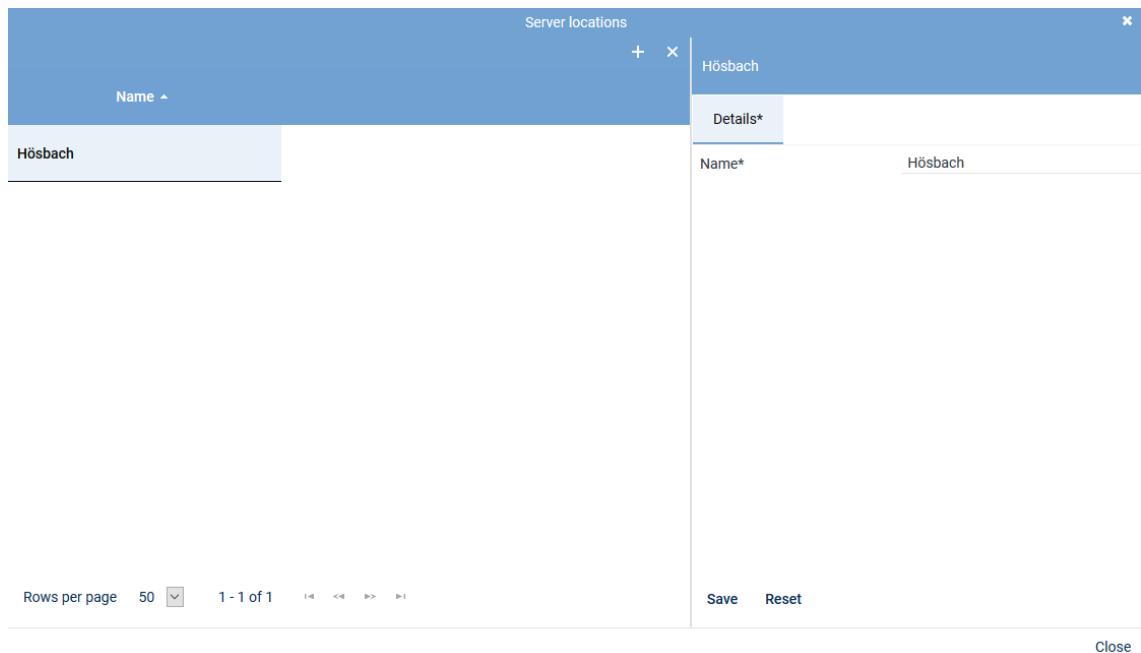



Fig. 99: Add server locations

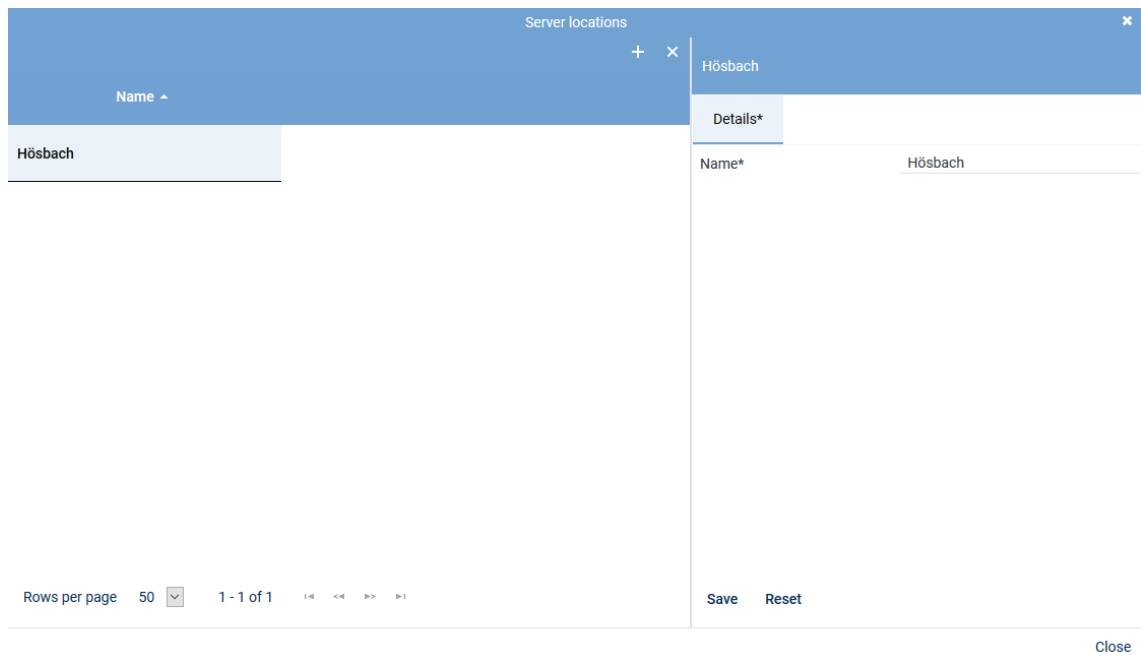
2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.



Server locations

Name
Hörsbach


Details*

Name* Hörsbach

Rows per page 50 1 - 1 of 1 Save Reset

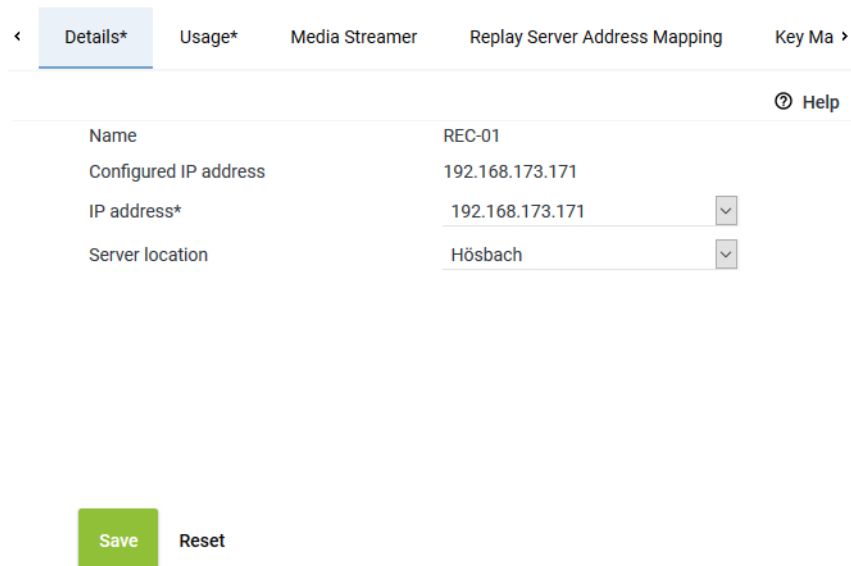
Close

Fig. 100: Delete server location

- Click on the icon  (*Delete*) in the toolbar of the window.
- To delete further locations, repeat the last 2 steps.
- To close the window, click on the button *Close*.

Tab Details

- To configure the server, select the entry of the corresponding server in the main view.
 - ⇒ In the detail view, the tab *Details* appears.
 - The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.



< Details* Usage* Media Streamer Replay Server Address Mapping Key Ma >

Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171
Server location	Hörsbach

Save Reset

Fig. 101: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.

- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab **Usage** to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

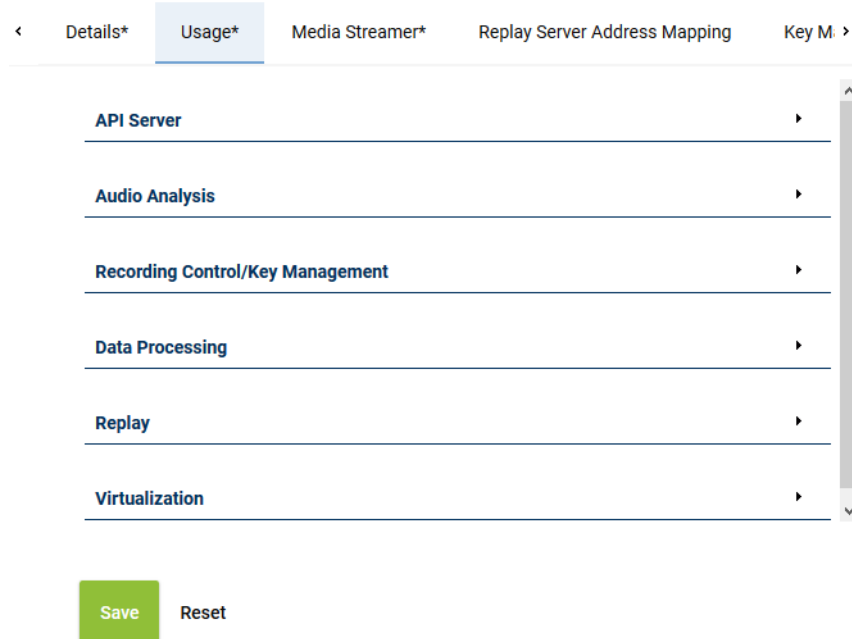


Fig. 102: Servers - tab usage

Group field API Server

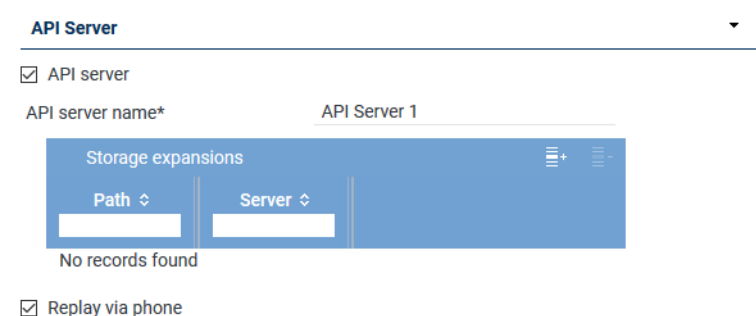


Fig. 103: Group field API Server



The ASC API Server is a service within the neo software.



The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the neo system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 100.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> • By clicking on the icon  (<i>Add</i>), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 92. • By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> • Application POWERplay Pro • Application POWERplay Instant • Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p>

Parameter	Value/Description
	NOTICE! In the tab <i>Media Streamer</i> , you have to assign this function to a PBX , see chapter "Tab Media Streamer", p. 99 . To be able to do so, at least 1 PBX must have been configured in the system.

Add storage expansion for replay

1. Click on the icon  (*Add*) in the toolbar of the list.
2. Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay				
Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

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Add Cancel

Fig. 104: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis

Audio Analysis

☐ Emotion detection

Stream audio data from*

Fig. 105: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	Activate this check box to activate emotion detection for audio analysis. <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection. <input type="checkbox"/> = Function has not been activated.

Tab. 25: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 106: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <i>CLIENTcommand</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 26: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 107: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 95. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 95. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 27: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (*Add*).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

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Add Cancel

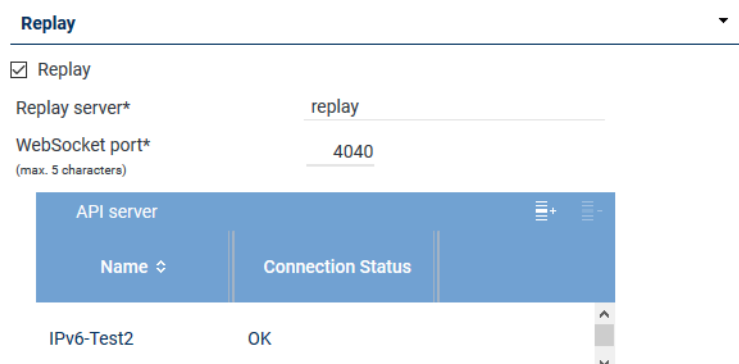
Fig. 108: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 109: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 97. By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 28: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:


- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
- To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 - Select the server from the list on which the [API](#) service is running.



Fig. 110: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 90](#).

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 111: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 29: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

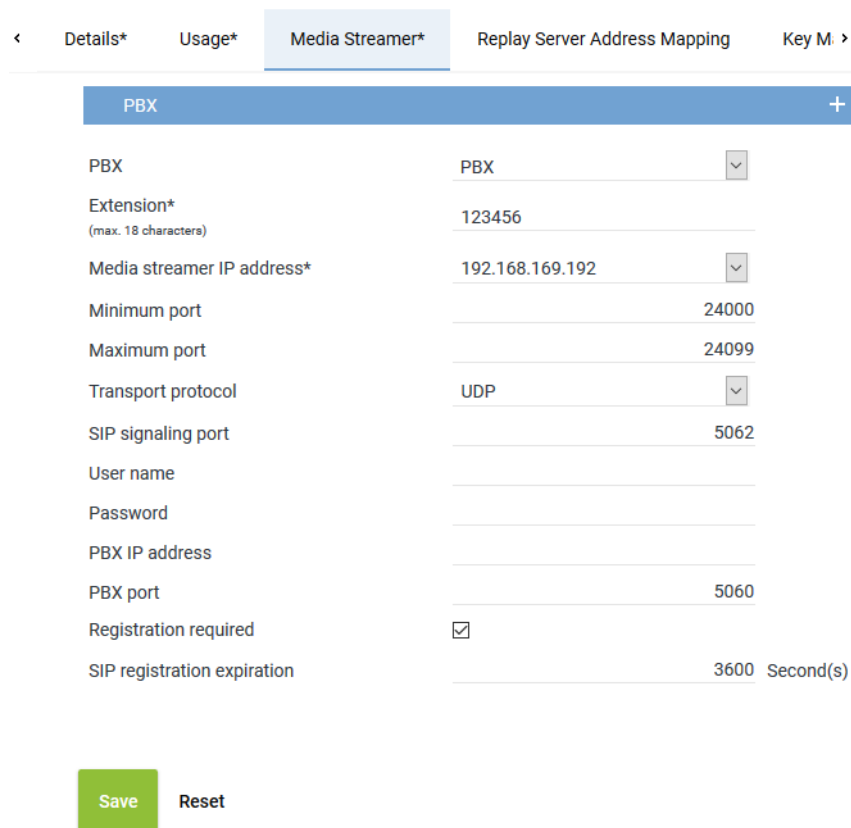
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX	PBX	▼
Extension* (max. 18 characters)	123456	
Media streamer IP address*	192.168.169.192	▼
Minimum port		24000
Maximum port		24099
Transport protocol	UDP	▼
SIP signaling port		5062
User name		
Password		
PBX IP address		
PBX port		5060
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration		3600 Second(s)

Save Reset

Fig. 112: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 104.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

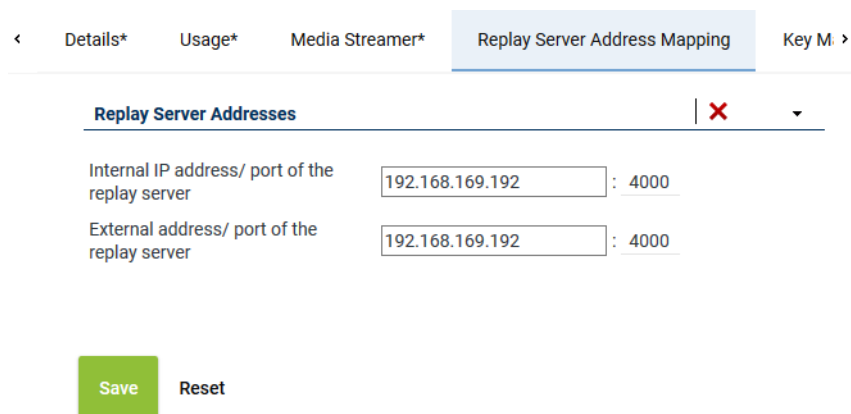


Fig. 113: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon  in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port *4040* as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the Tenants module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping
Key Management >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage
until

0 Day(s)

0 Hour(s)

☐ Key expiration date
after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save Reset

Fig. 114: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

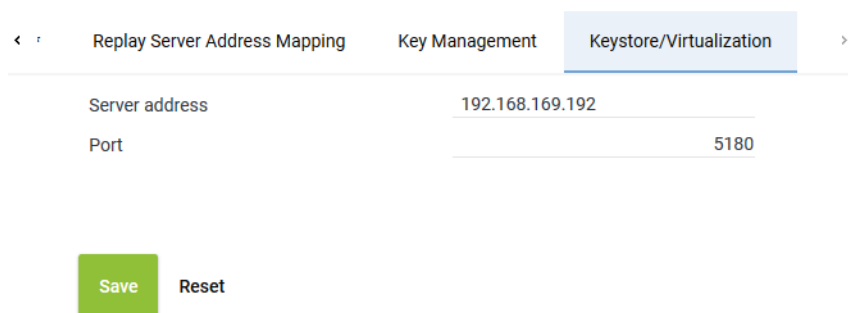
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



Navigation: < Replay Server Address Mapping Key Management **Keystore/Virtualization** >

Server address	192.168.169.192
Port	5180

Buttons: Save Reset

Fig. 115: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization:
IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.2.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

- Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

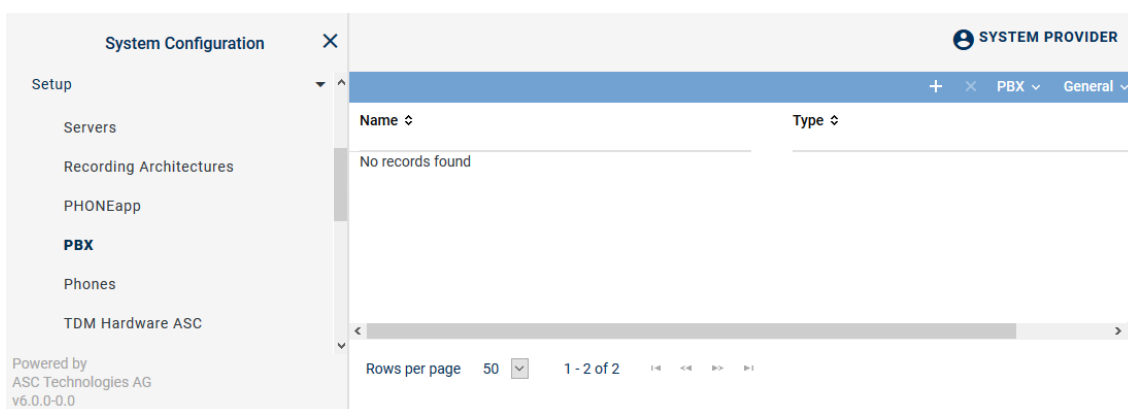


Fig. 116: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.

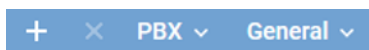




Fig. 117: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

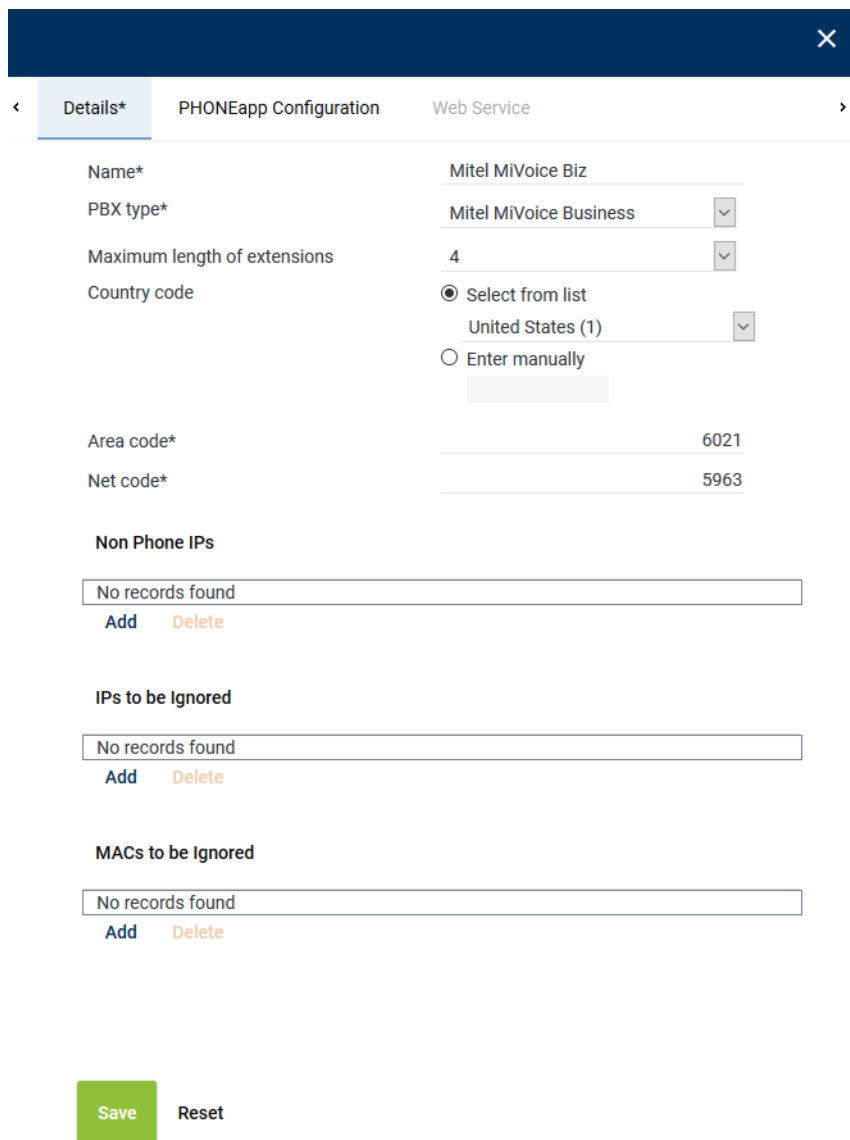
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



The screenshot shows the 'Details' tab of the PBX configuration interface. The form contains the following fields and sections:

- Name***: Mitel MiVoice Biz
- PBX type***: Mitel MiVoice Business (dropdown)
- Maximum length of extensions**: 4 (dropdown)
- Country code**: ☒ Select from list (dropdown showing United States (1)) and ☐ Enter manually
- Area code***: 6021
- Net code***: 5963
- Non Phone IPs**: No records found. Buttons: Add, Delete
- IPs to be Ignored**: No records found. Buttons: Add, Delete
- MACs to be Ignored**: No records found. Buttons: Add, Delete
- Save** (green button) and **Reset** (text link)

Fig. 118: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 30: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.2.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

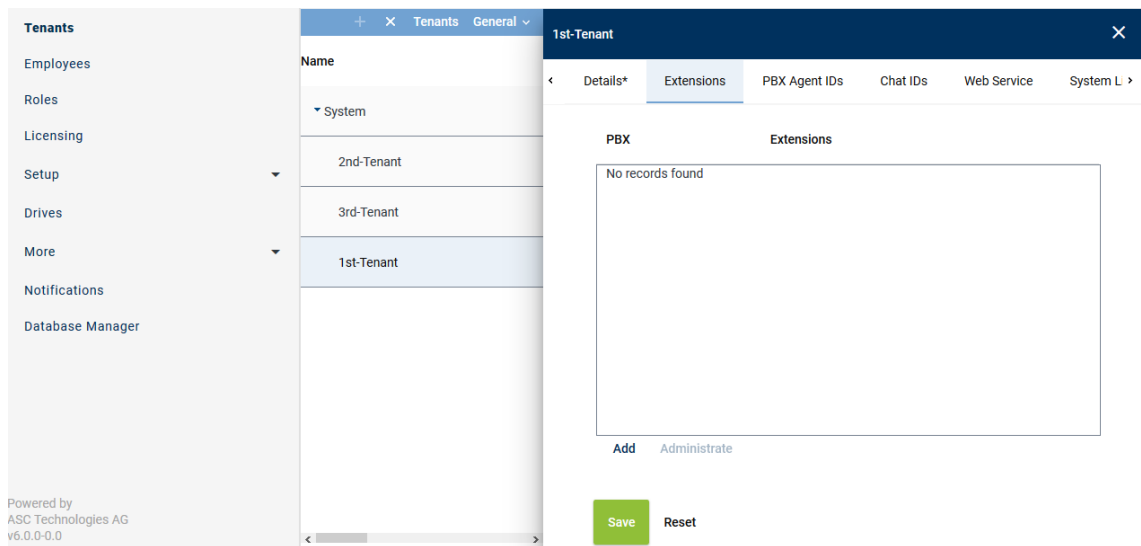


Fig. 119: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.
⇒ The following window appears:

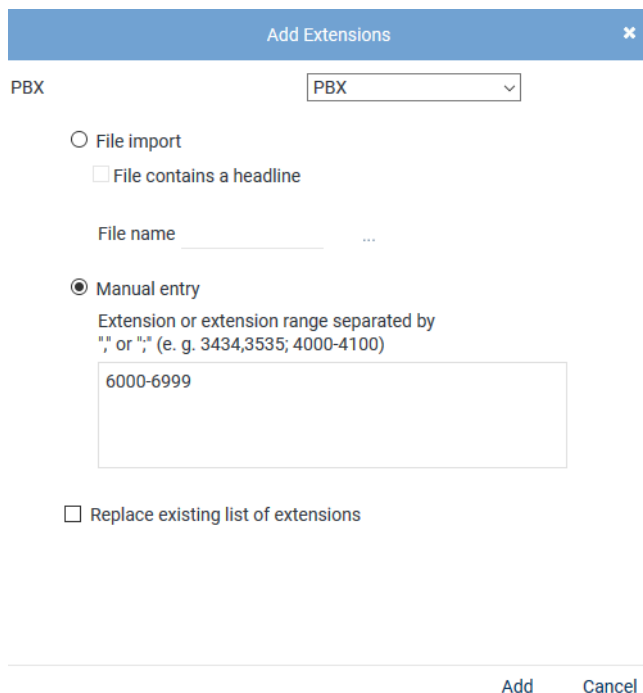


Fig. 120: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import

Select the option to import extensions from an existing file and add them to the table of extensions.

The following file formats are supported:

- ZIP
- TXT

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

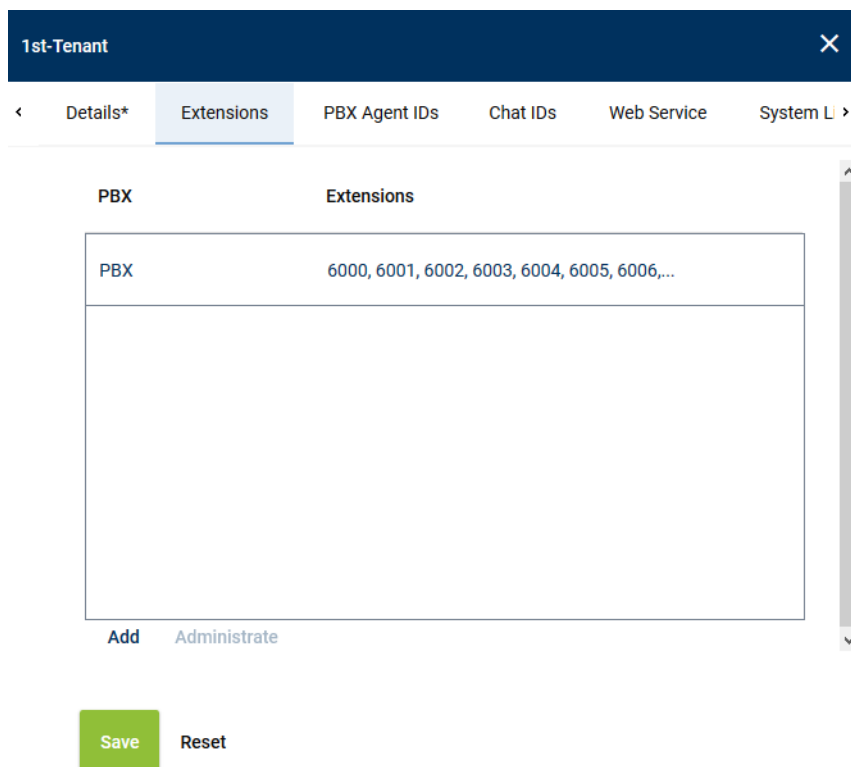
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 121: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 122: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

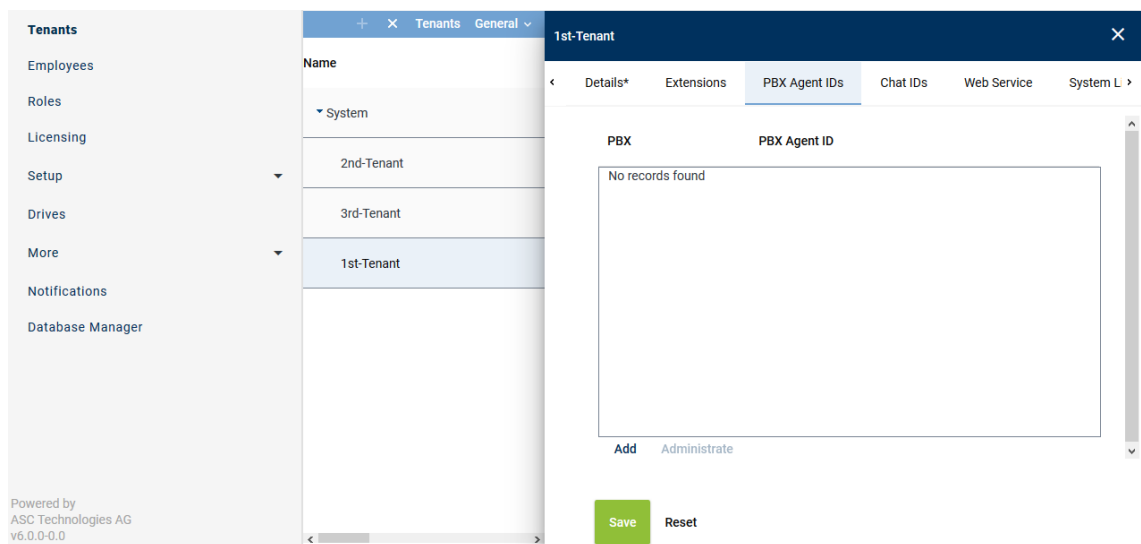


Fig. 123: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs ✕

PBX

PBX ▾

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";", or ":"

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 124: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

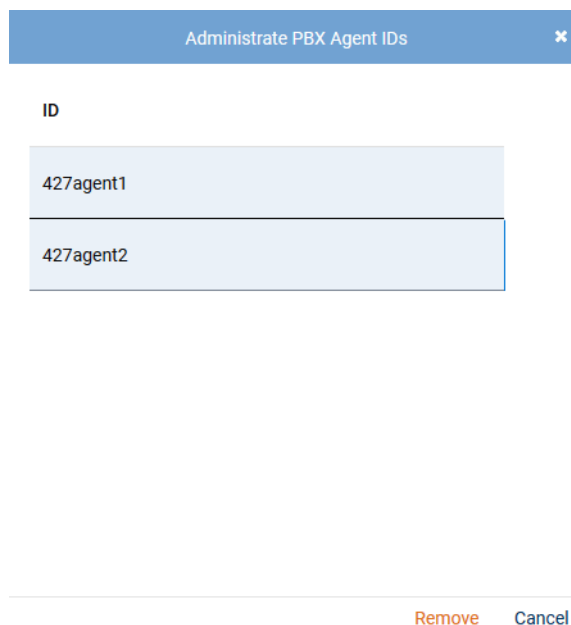


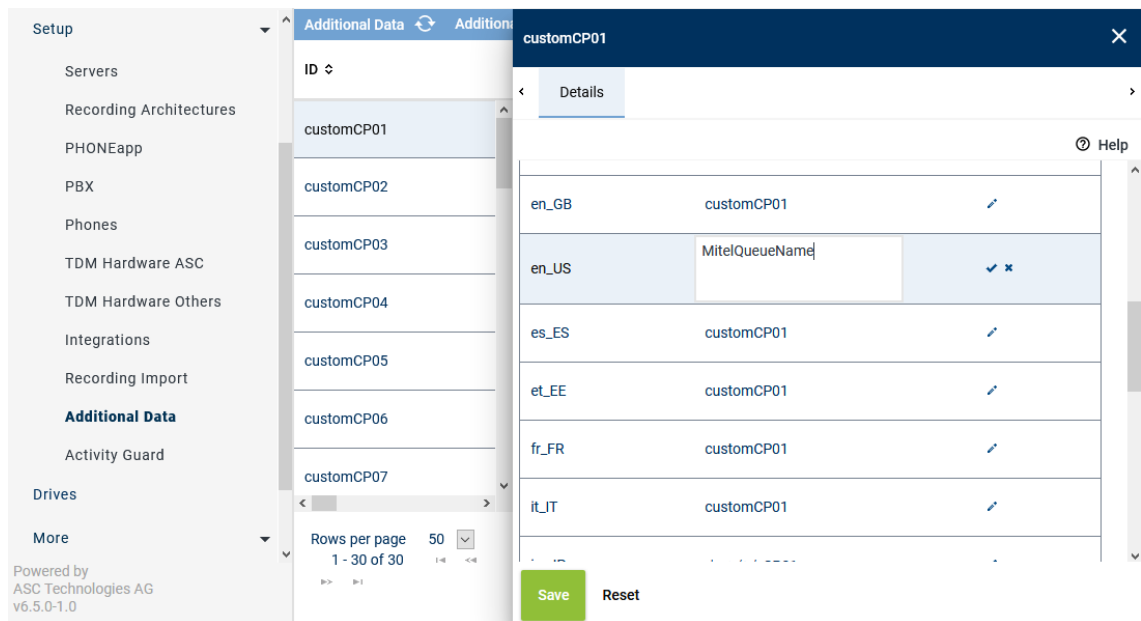
Fig. 125: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.2.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.



Setup

- Servers
- Recording Architectures
- PHONEapp
- PBX
- Phones
- TDM Hardware ASC
- TDM Hardware Others
- Integrations
- Recording Import
- Additional Data**
- Activity Guard
- Drives
- More

Additional Data

ID

- customCP01
- customCP02
- customCP03
- customCP04
- customCP05
- customCP06
- customCP07

Rows per page 50
1 - 30 of 30

customCP01

Details

en_GB customCP01

en_US MitelQueueName

es_ES customCP01

et_EE customCP01

fr_FR customCP01

it_IT customCP01

Save Reset

Powered by
ASC Technologies AG
v6.5.0-1.0

Fig. 126: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.

Availability

Available	<input checked="" type="checkbox"/>
Editable	<input checked="" type="checkbox"/>
External recording control	<input checked="" type="checkbox"/>

Save Reset

Fig. 127: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup	Additional Data			
	ID	Displayed Name	Available	Editable
Servers	customCP21	MitelQueueName	✓	✓
Recording Architectures	customCP22	CallingPartyIVR	✓	✓
PHONEapp	customCP23	CalledParty	✓	✓
PBX	customCP24	customCP24	✗	✗
Phones	customCP25	customCP25	✗	✗
TDM Hardware ASC	customCP06	Call Center ID	✓	✓
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 128: Additional data for MiVB

7.2.2.2.6 Create integration for All-in-one Failover

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.



1. In the navigation bar, select the menu item *Setup > Integrations*.



⇒ The following window appears:

System Configuration	SYSTEM PROVIDER			
	Name	Type	Active	Status
Setup	No records found			
Servers				
Recording Architectures				
PHONEapp				
PBX				
Phones				
TDM Hardware ASC				
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 129: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  . ✗ = Integration is not active, can be activated in the toolbar via the icon  .





<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 130: Toolbar Integrations module

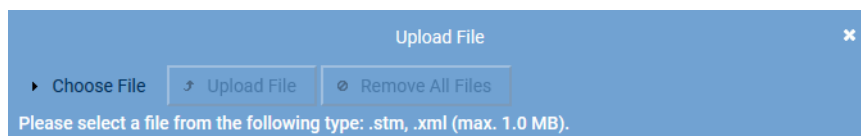
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 131: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

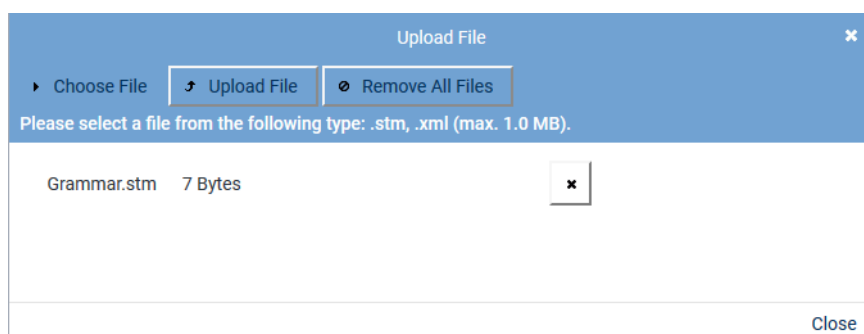




Fig. 132: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type

1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.

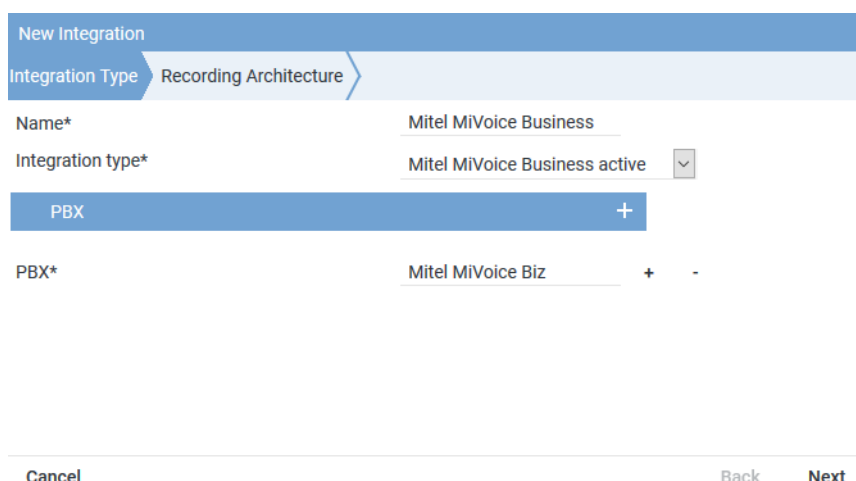



Fig. 133: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 31: Create integration type

3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Name	Type
Mitel MiVoice Biz	Mitel MiVoice Business

Rows per page: 20 | 1 - 1 of 1 | << >> >>>

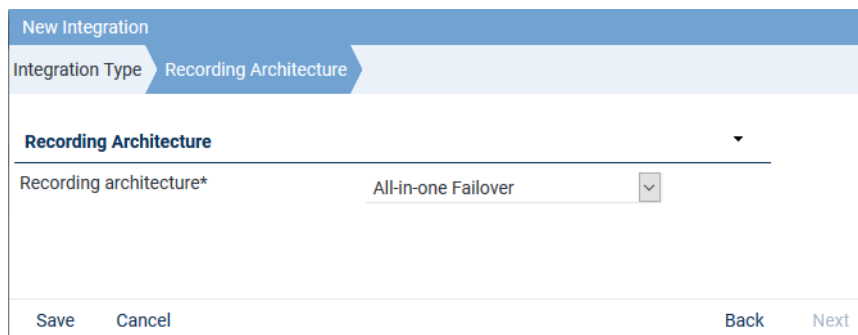
[Add](#) [Cancel](#)

Fig. 134: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for All-in-one Failover

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.



New Integration

Integration Type: Recording Architecture

Recording Architecture

Recording architecture* All-in-one Failover

[Save](#) [Cancel](#) [Back](#) [Next](#)

Fig. 135: Assign recording architecture - All-in-one Failover


2. Select the respective recording architecture from the drop-down list *Recording architecture*.



Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✖	⚙️
Step	Configuration			
Configure recording architecture	✓ 			
Configure CTI connection data	✖ 			
Configure monitor points	✖ 			
Configure recording servers	✖ 			
Configure add-on	✓ 			
Configure miscellaneous settings	✓ 			

Fig. 136: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture ✖

Details *


Recording architecture* All-in-one Failover

Save Cancel

Fig. 137: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data ✕

MiVoice MX-ONE (CSTA)* **MBG**

Active ☒

Fig. 138: Activate CTIconnect connection data for MBG

Active Activate the check box to display the configuration parameters and to activate the connection to the MBG.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

CTIconnect Module ▼

Type CTIconnect active

Grammar name* standard ▼

Grammar version* 1.00.51 ▼

Fig. 139: Configure CTIconnect module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 32: Configure CTIconnect module



After an update of the neo software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

Group field Connection Data MBG

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

Add Edit Delete

Fig. 140: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection
✕

Connection data*
192.168.170.116

PBX port*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)*
••••••••••

Add Cancel

Fig. 141: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default 6810.
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 33: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data ▼

Arbitrary assignment

Key 0	Please select...	▼
Key 1	Please select...	▼
Key 2	Please select...	▼

Fig. 142: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

Tab MiVB (MiTAI)

In this tab, you can configure the CTIconnect module for the recording variant via MiVB MiTAI.

Step: Configure CTI Connection Data ✕

MBG*	MiVB (MiTAI)*	MiVB SIP trunk (MiTAI)*
------	---------------	-------------------------

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name

Password

Connection Data ▼

Connection data

No records found

Add Edit Delete

Additional Data ►

Save Cancel

Fig. 143: CTI connection data - tab MiVB (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 144: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 34: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 145: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

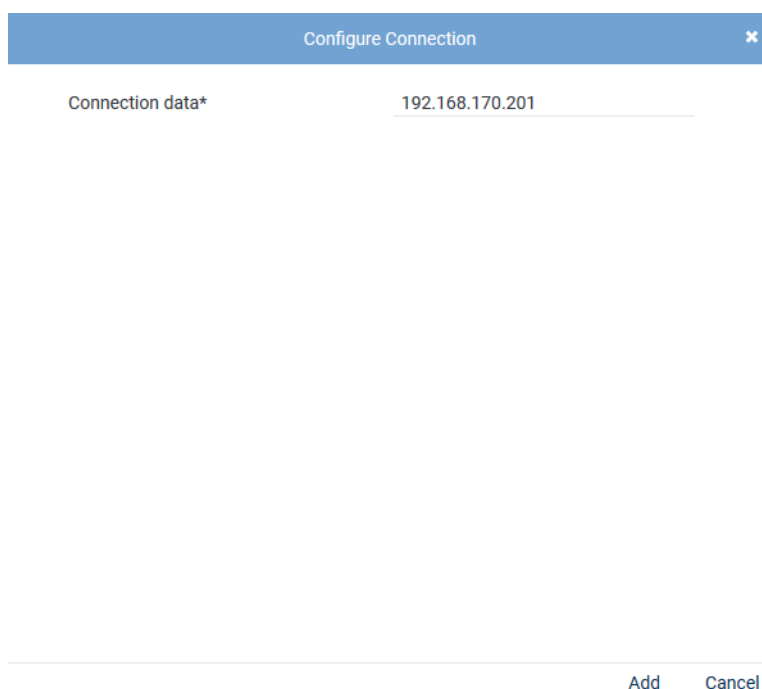


Fig. 146: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 35: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

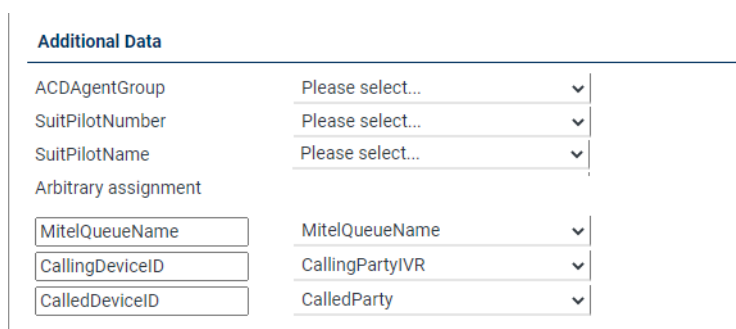


Fig. 147: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

2. In the entry fields of the additional data, add the following information:
 - *MitelQueueName*

- *CallingDeviceID*
 - *CalledDeviceID*
- From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab *MiVB SIP trunk (MiTAI)*

In this tab, you can configure the CTIconnect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*
MiVB (MiTAI)*
MiVB SIP trunk (MiTAI)*

Active
☒

CTIconnect Module

Type
CTIconnect passive

Grammar name*
standard

Grammar version*
1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add
Edit
Delete

Additional Data

Save
Cancel

Fig. 148: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field **CTIconnect Module**

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 149: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 36: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 150: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

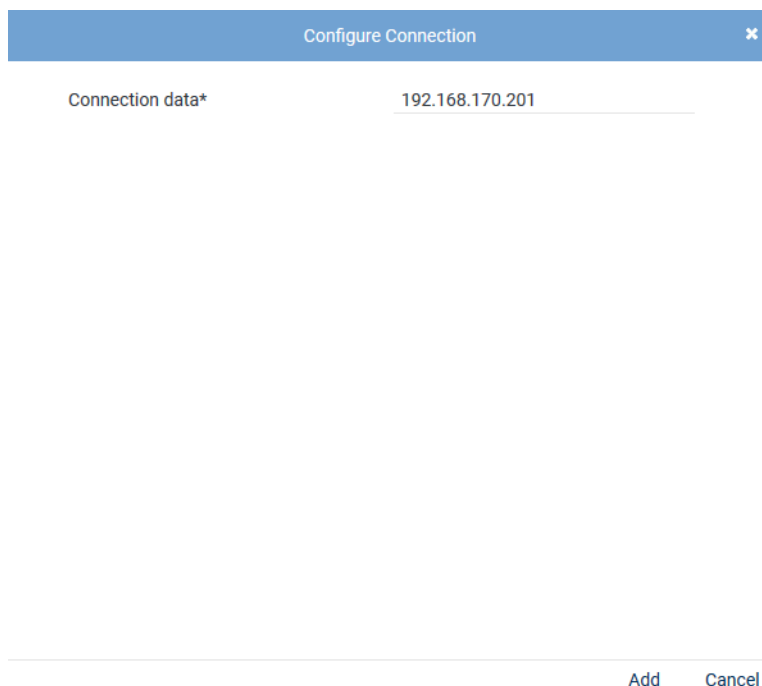


Fig. 151: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 37: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
 - ⇒ The window *Step: Configure Monitor Points* appears in the detail view.

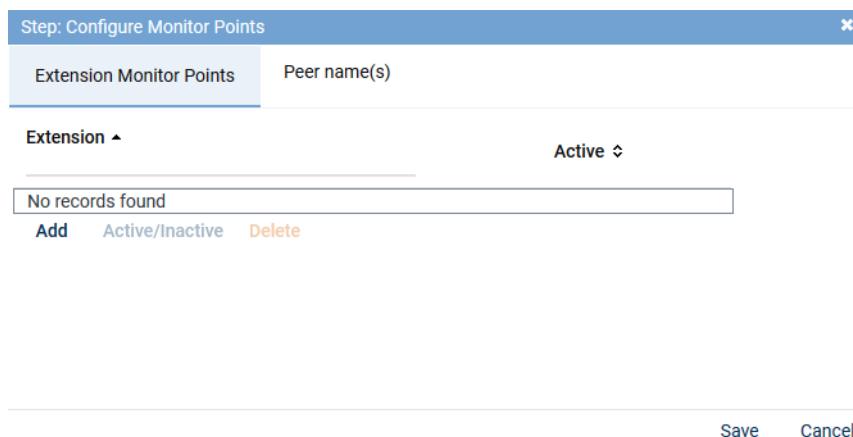


Fig. 152: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones to be recorded must have been registered in the **SRC**.

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.

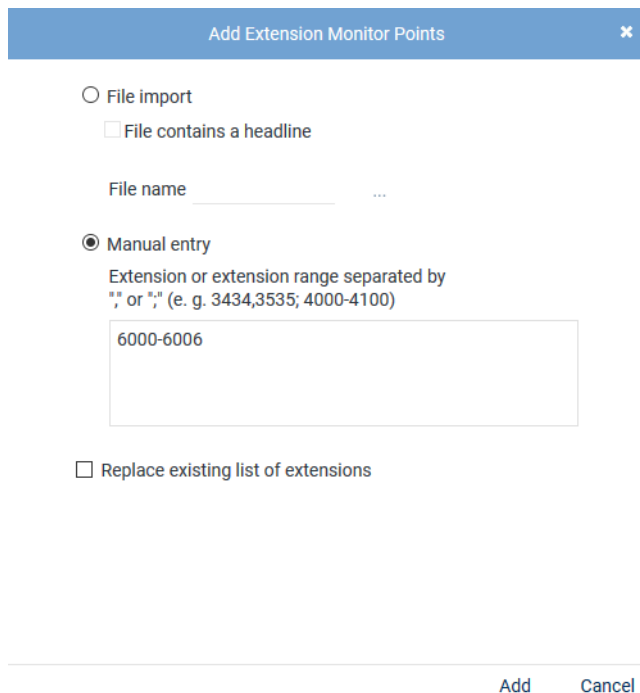



Fig. 153: Add extension monitor points

File import	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ (<i>Upload file</i>).
File contains a headline	<p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p>
File name	<p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>.

	<ul style="list-style-type: none"> • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually. You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾	Active ⇅
6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 154: Configured extension monitor points

<i>Add</i>	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
<i>Active/Inactive</i>	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
---------------	--

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several **SIP** trunk names in this tab.

- Click on the button *Add* to add a **SIP** trunk.
 - ⇒ A new row appears.

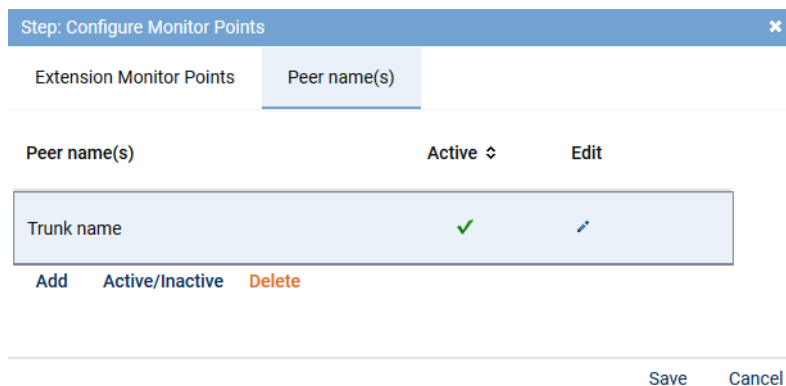




Fig. 155: Add Peer Name(s)

- At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
- In the column *Peer Name(s)*, enter the name of the trunk.
- Once you have finished editing, click on the icon  at the end of the row to apply the entries.
- Repeat the process to add further **SIP** trunk names.
- To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for All-in-one Failover

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.


- Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.



Fig. 156: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. 20000.
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. 21000.

Tab. 38: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive **RTP**.

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTI~~connect~~ module of the integration.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTIconnect service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

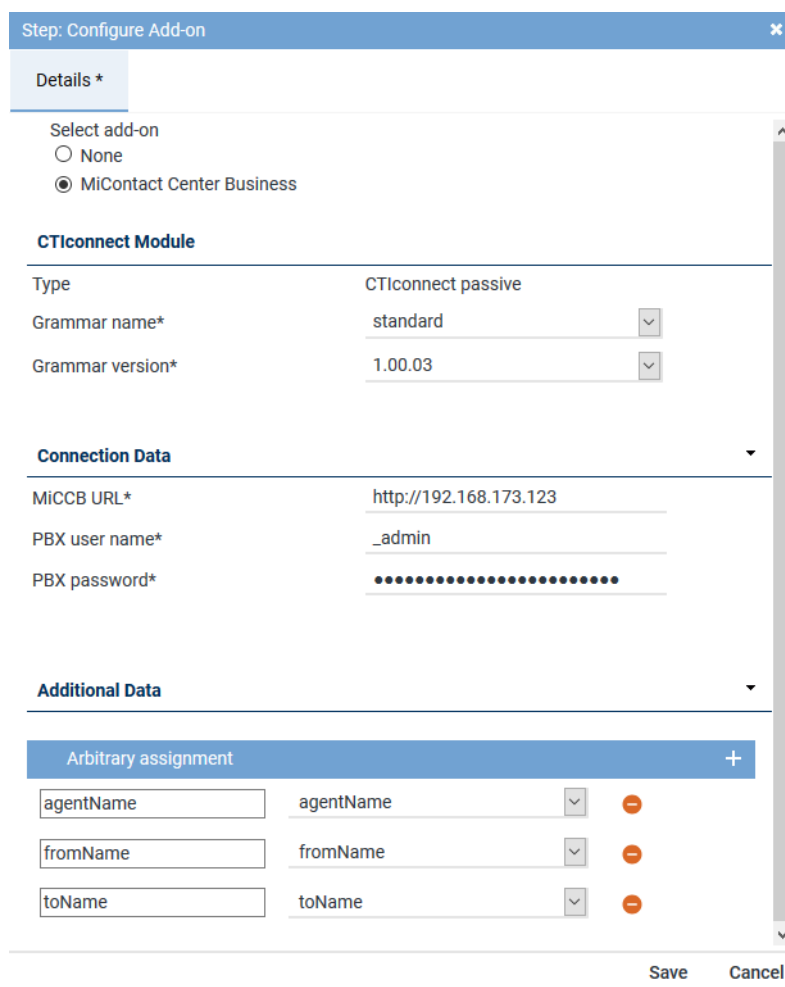


Fig. 157: Configure add-on for MiContact Center Business

Group field CTIconnect Module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 39: Configure CTIconnect module

Group field Connection Data

1. Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
<i>MiCCB URL</i>	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
<i>PBX user name</i>	Enter the user name required to authenticate on MiContact Center Business.
<i>PBX password</i>	Enter the password required to authenticate on MiContact Center Business.

Tab. 40: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"

MiCCB additional data type	Example
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueIsWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ▶ to expand the group field and to assign the additional data to the data fields of the search and replay applications.

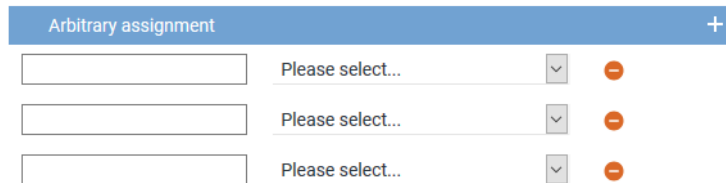



Fig. 158: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTIconnect service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

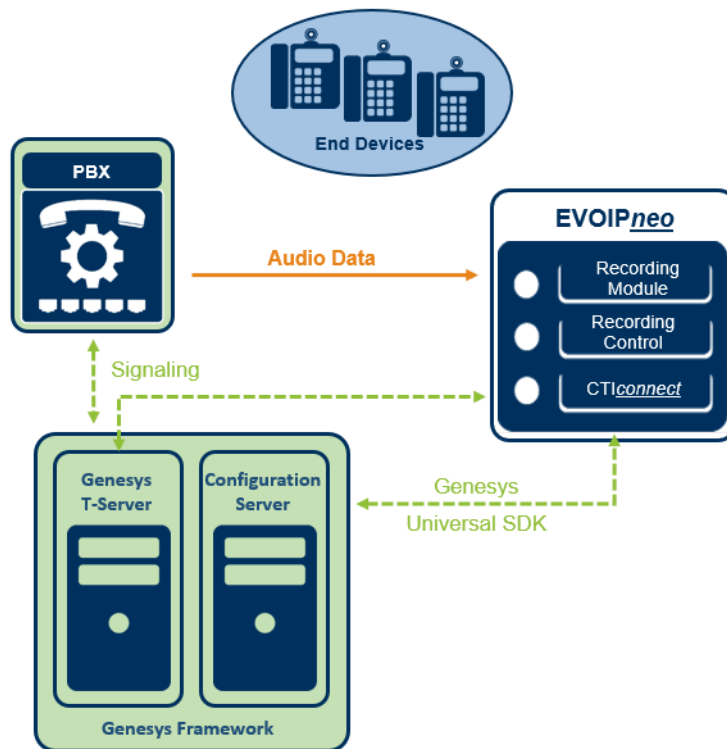


Fig. 159: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 422.

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.

By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.


Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.

4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

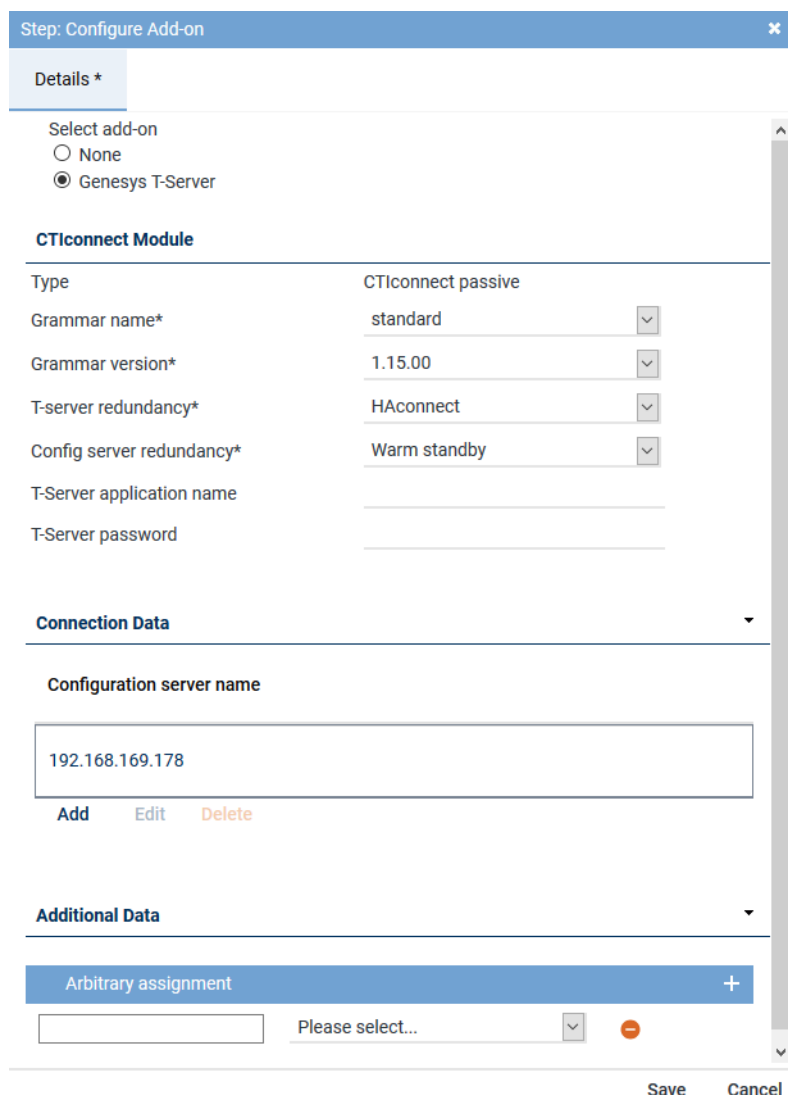


Fig. 160: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
Type	Here, the type of the CTI <u>connect</u> module is displayed.
Grammar name	Select the respective grammar.
Grammar version	Select the respective grammar version.
T-server redundancy	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection

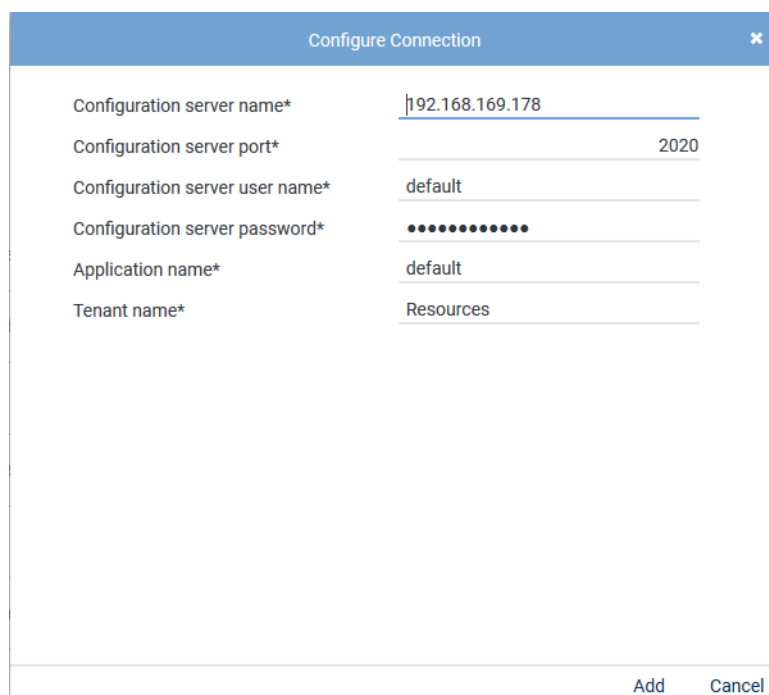
Parameter	Value/Description
<i>Config server redundancy</i>	<ul style="list-style-type: none"> • <i>Warm Standby</i> - for a connectable redundancy <p>From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.</p> <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 41: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:



Configure Connection

Configuration server name*

Configuration server port*

Configuration server user name*

Configuration server password*

Application name*

Tenant name*

Add Cancel

Fig. 161: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 42: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

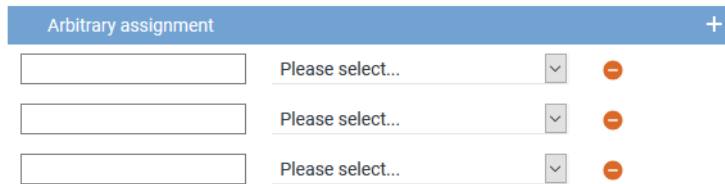



Fig. 162: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

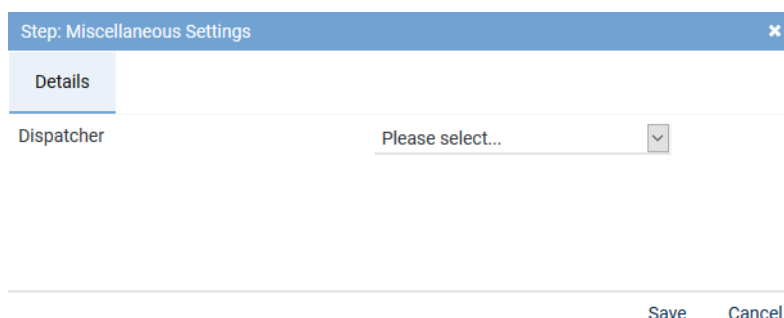


Fig. 163: Configure miscellaneous settings

- Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.



















<div>  Mitel MiVoice Business </div>		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 164: Activate integration

- Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
- To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.








<div>     Integration ▾ General </div>			
Name ▾	Type ▾	Active ▾	Status ▾
<div>  Mitel MiVoice Business </div>	Mitel MiVoice Business active		

Fig. 165: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ↕	Type ↕	Active ↕	Status ↕
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 166: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.3 Configure recording solution All-in-one Parallel Recording

7.2.2.3.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

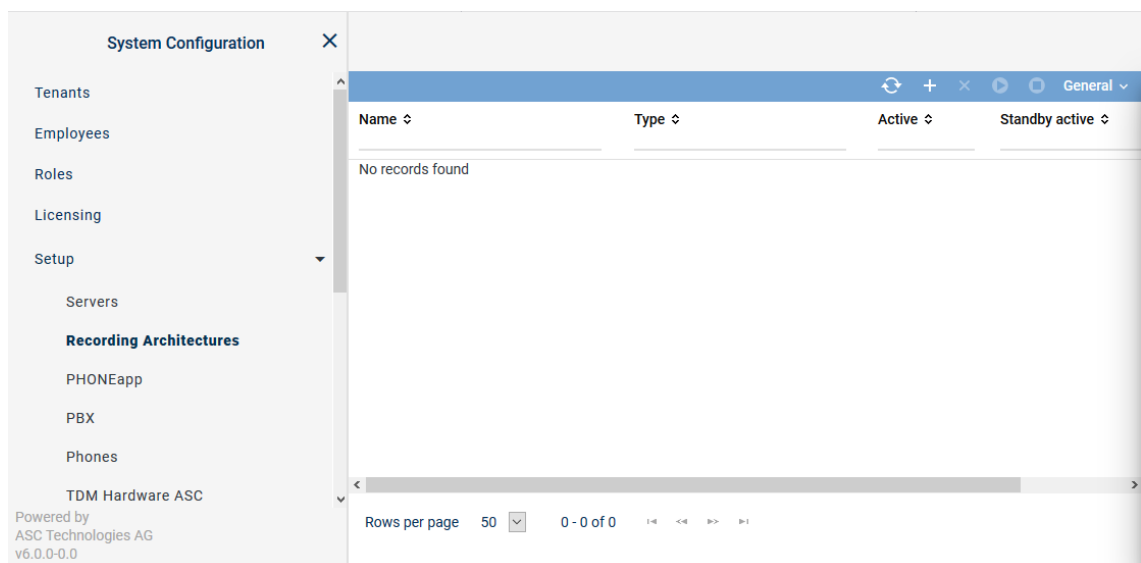








Fig. 167: Recording architectures - main view

<i>Name</i>	Name of the recording architecture
<i>Type</i>	Type of the recording architecture
<i>Active</i>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar.  = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar.
<i>Standby Active</i>	Shows whether the standby server is active for one or several recording components in the recording architecture.  = At least 1 standby server is active.  = No standby server is active or no standby server has been defined.
<i>Creation Date</i>	Date on which the recording architecture was installed.
<i>Updated</i>	Date on which the settings of the recording architecture were updated for the last time.










NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 168: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
 	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.


<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture All-in-one Parallel Recording

If there are two recording servers which are supposed to record the same tracks in parallel, you have to create a recording architecture of the type *All-in-one Parallel Recording*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
 - ⇒ The window *New Recording Architecture* appears.


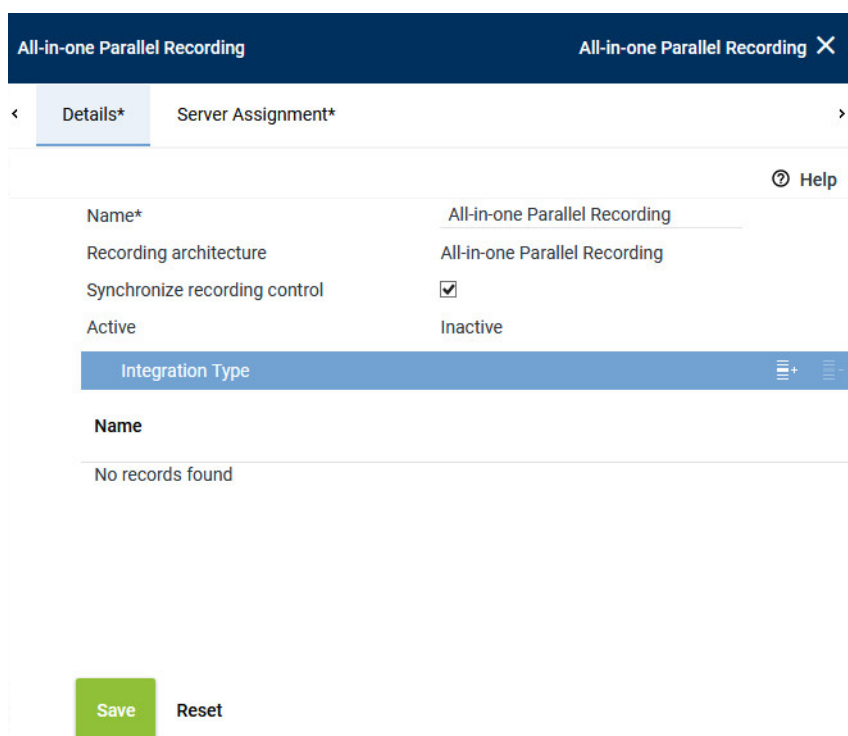


Fig. 169: Create recording architecture - All-in-one Parallel Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *All-in-one Parallel Recording*.

NOTICE! The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
 - ⇒ Your entries now appear in the detail view.



All-in-one Parallel Recording All-in-one Parallel Recording ✕

< **Details*** **Server Assignment*** >

🔗 Help

Name*	All-in-one Parallel Recording
Recording architecture	All-in-one Parallel Recording
Synchronize recording control	<input checked="" type="checkbox"/>
Active	Inactive

Integration Type
No records found

Name

No records found

Save Reset


Fig. 170: Recording architecture - tab Details - All-in-one Parallel Recording

5. Activate the check box *Synchronize recording control* so that the Recording Control services can be synchronized and only one service controls recording for the two recording servers, see [chapter "Synchronizing recording control", p. 398](#).

NOTICE! If you have activated the option *Synchronize recording control*, only one set of data is generated in the database but audio data is recorded on both recording servers. This method makes duplicate detection impossible. Ensure that there is enough storage capacity for twice the amount of data.

If you do not want to synchronize recording control, you can configure duplicate detection, see [chapter "Duplicates in parallel recording architectures", p. 401](#).

Add integration type

1. Click on the icon  (Add) in the toolbar of the list *Integration Type*.
⇒ The window *Integration Type* appears.

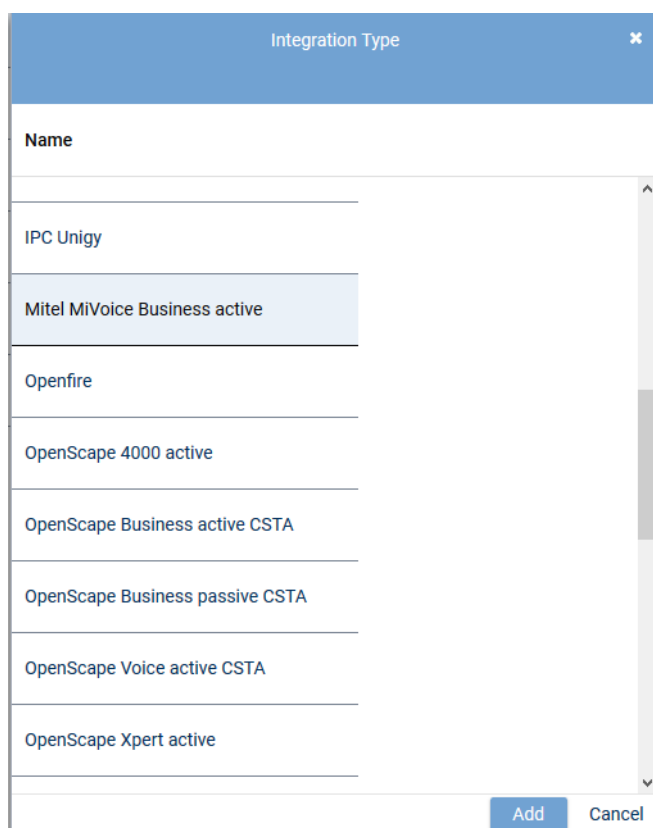


Fig. 171: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.

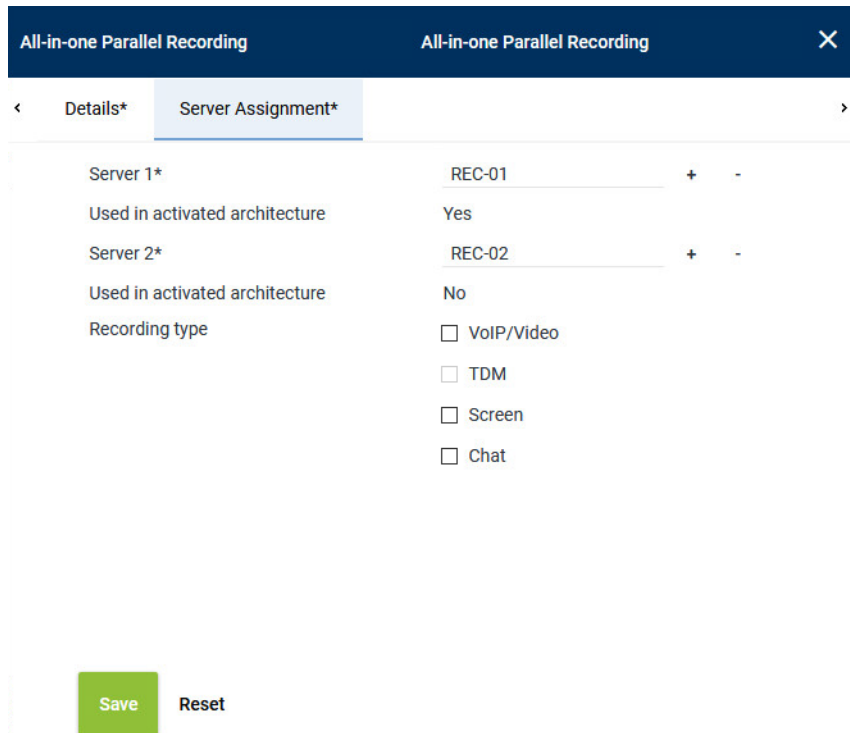


Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign server for All-in-one Parallel Recording

1. Click on the tab *Server Assignment* to assign the recording servers to the recording architecture *All-in-one Parallel Recording*.



All-in-one Parallel Recording ×

< **Details*** **Server Assignment*** >

Server 1*	REC-01	+	-
Used in activated architecture	Yes		
Server 2*	REC-02	+	-
Used in activated architecture	No		
Recording type	<input type="checkbox"/> VoIP/Video <input type="checkbox"/> TDM <input type="checkbox"/> Screen <input type="checkbox"/> Chat		

Save **Reset**

Fig. 172: Recording Architecture - tab Server Assignment

- Click on the button **+** behind the entry field *Server 1*.
⇒ The window *Servers* appears.



Name ↕	IP Address ↕	Path ↕
REC-01	192.168.173.171	C:\
REC-02	192.168.173.172	C:\

Rows per page 20 1 - 8 of 8

Add **Cancel**

Fig. 173: Recording Architecture - assign server - example


- Select *Server 1*.



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

- Click on the button *Add*.

⇒ The name of the server now appears in the detail view.

5. To delete an assignment, click on the button .
6. Repeat the steps and select Server 2 for the entry field *Server 2*.
7. Select the recording type you would like to use for these servers by activating the check box.

Recording type

☒ VoIP/Video

☒ TDM

☒ Screen

☒ Chat




Fig. 174: Recording Architecture - activate recording type

8. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.



You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.

Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.










     General ▾			
Name ▾	Type ▾	Active	Standby active ▾
All-in-one Parallel Recording	All-in-one Parallel Recording		

Fig. 175: Activate recording architecture

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



Parallel recording results in redundant recording data in the system. To make sure that this data does not remain in the system permanently, you can configure duplicate detection so that duplicate sets of data are deleted, see [chapter "Configure duplicate detection", p. 402](#).



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.3.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

1. Select the menu item *Setup > Servers* in the navigation bar.

⇒ The following window appears:

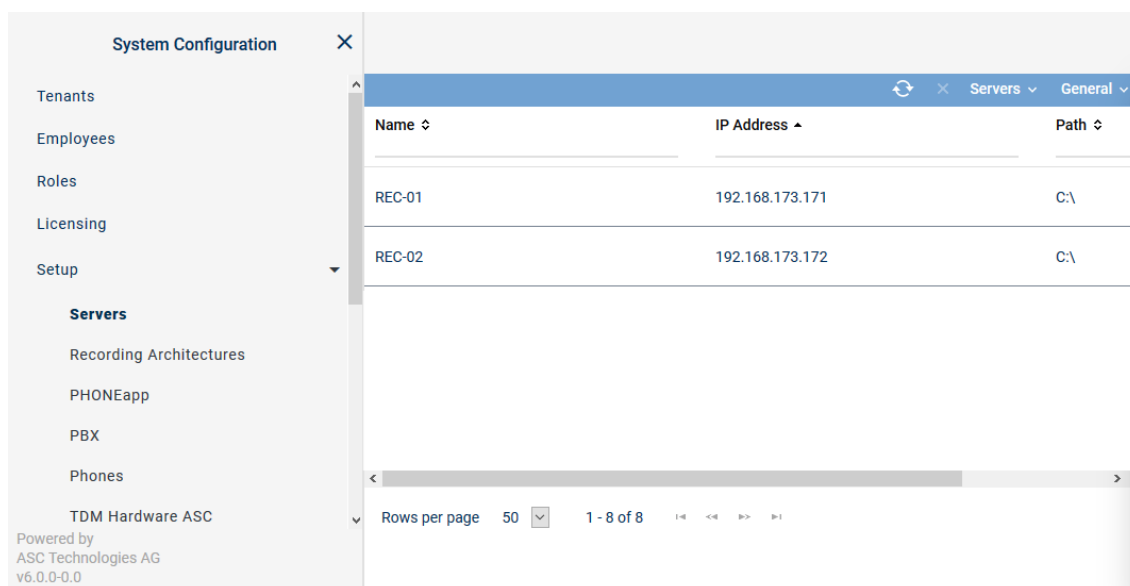


Fig. 176: Servers - main view

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

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.






NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.



Fig. 177: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration.

		This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.
Servers	Administrate Server Locations	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations" , p. 149.
	Administrate NTP server	Opens a window in which you can administrate the servers for the time synchronization, see Administrate NTP server.
	Manage Synchronization Configurations	Opens a window in which you can manage the synchronization configurations.
General	Adjust Table	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	Save Table Configuration	Saves the current table configuration of the main view as default view of the user.
	General Help	Opens the online help.
	Module Help	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
 - ⇒ The window *Server Locations* appears.

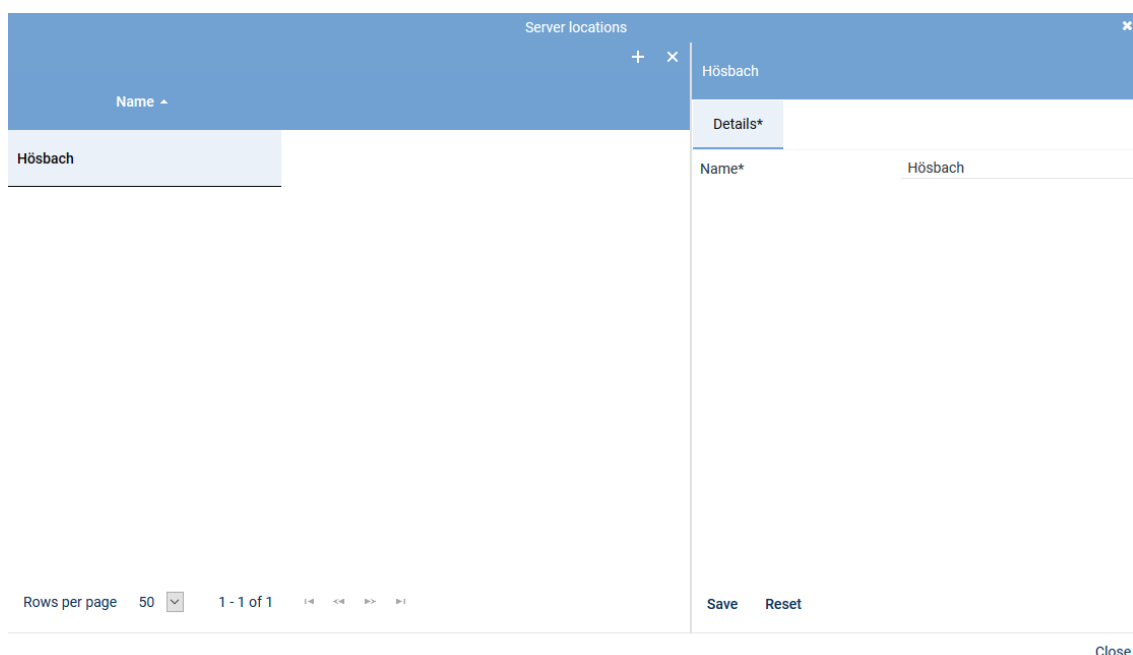



Fig. 178: Add server locations

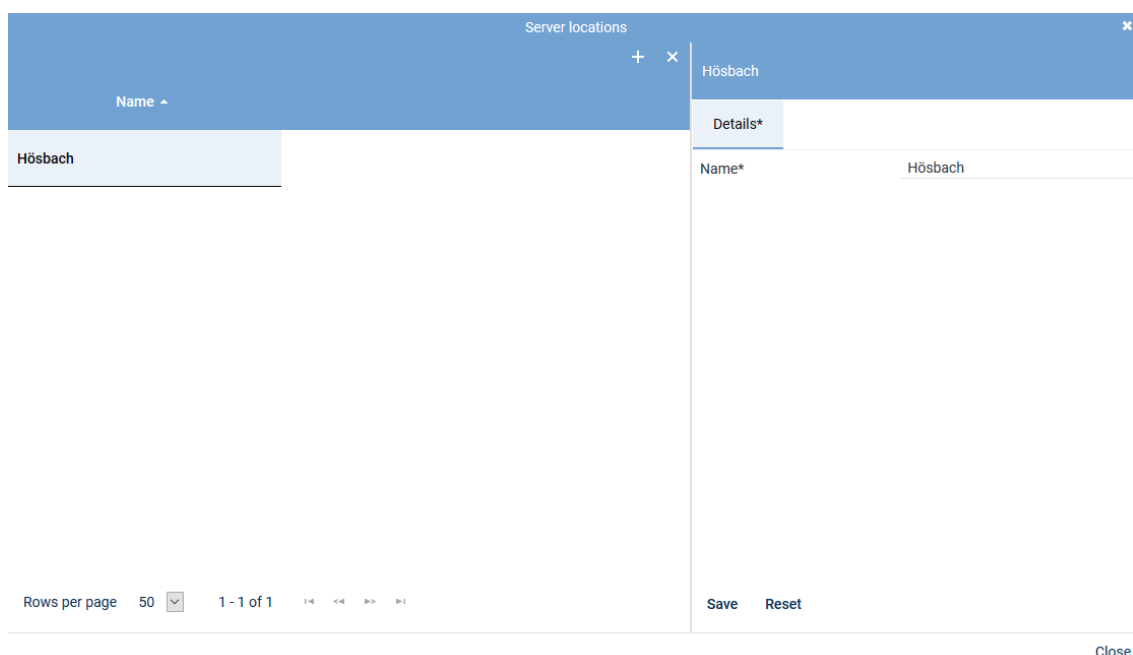
2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.



Server locations

Name
Hösbach


Details*

Name* Hösbach

Rows per page 50 1 - 1 of 1 Save Reset

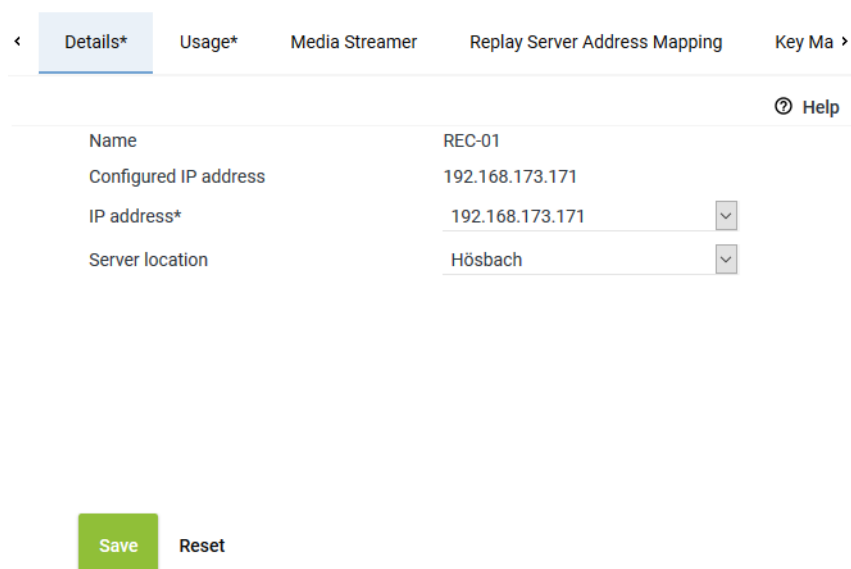
Close

Fig. 179: Delete server location

- Click on the icon  (*Delete*) in the toolbar of the window.
- To delete further locations, repeat the last 2 steps.
- To close the window, click on the button *Close*.

Tab Details

- To configure the server, select the entry of the corresponding server in the main view.
 - ⇒ In the detail view, the tab *Details* appears.
 - The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.



< Details* Usage* Media Streamer Replay Server Address Mapping Key Ma >

Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171
Server location	Hösbach

Save Reset

Fig. 180: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.

- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab *Usage* to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

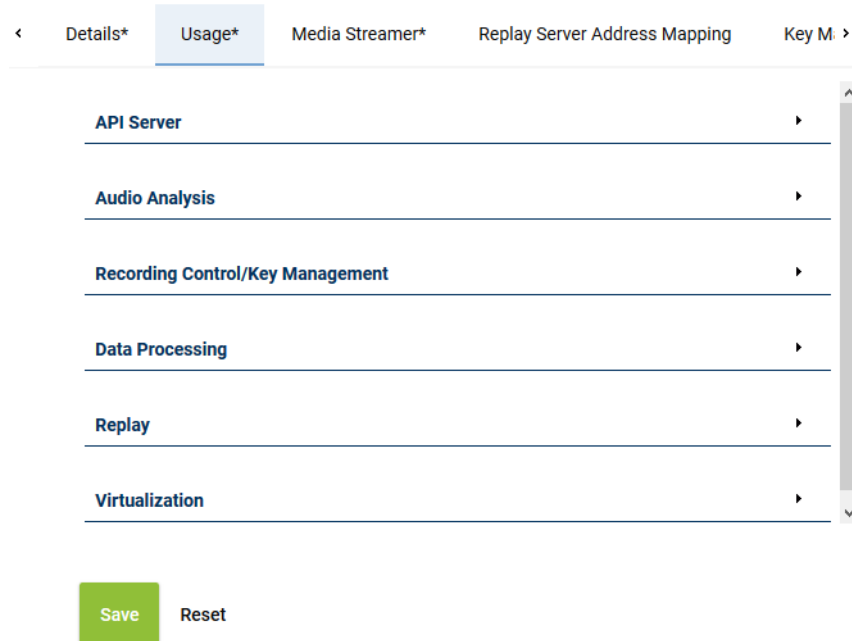


Fig. 181: Servers - tab usage

Group field API Server

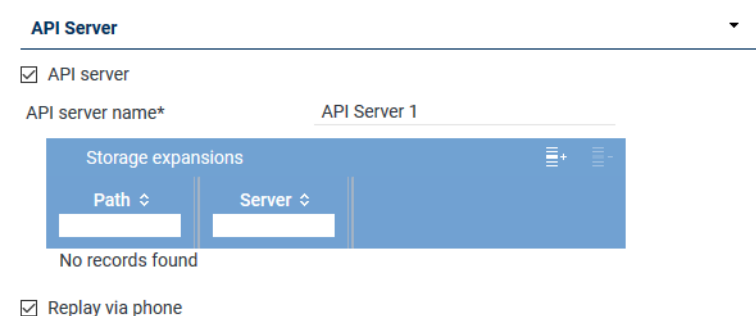


Fig. 182: Group field API Server



The ASC API Server is a service within the neo software.



The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the neo system by means of this interface, too, using defined commands.

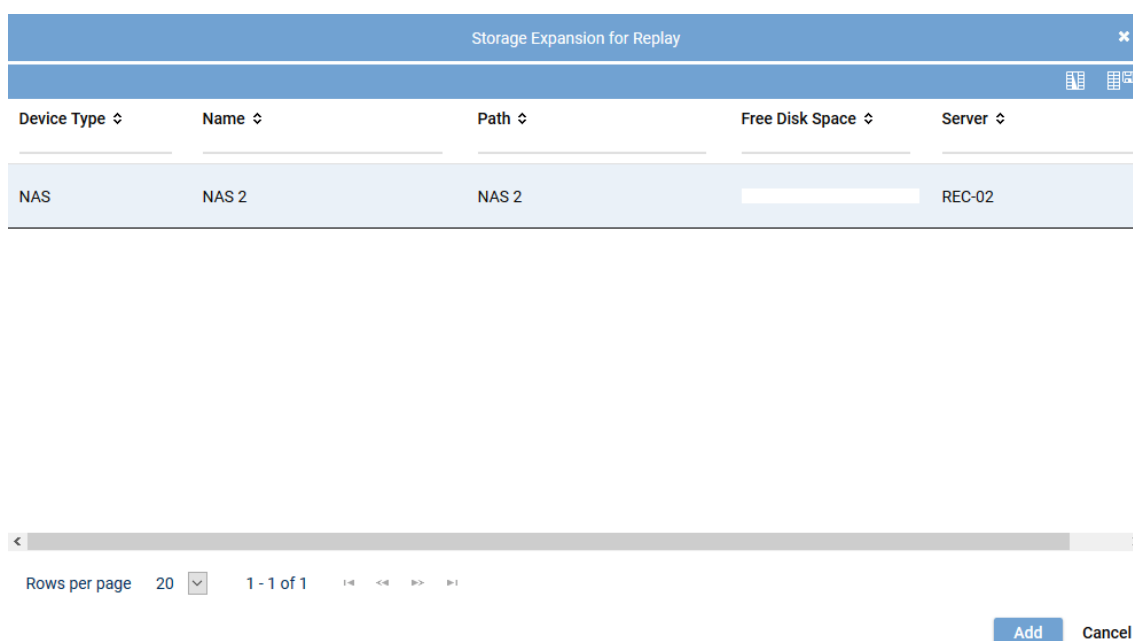
Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 162.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List</i> <i>Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 154. By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> Application POWERplay<i>play</i> Pro Application POWERplay<i>play</i> Instant Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p>

Parameter	Value/Description
	NOTICE! In the tab <i>Media Streamer</i> , you have to assign this function to a PBX , see chapter "Tab Media Streamer", p. 161 . To be able to do so, at least 1 PBX must have been configured in the system.

Add storage expansion for replay

1. Click on the icon  (*Add*) in the toolbar of the list.
2. Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

Fig. 183: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis



Fig. 184: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	Activate this check box to activate emotion detection for audio analysis. <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection. <input type="checkbox"/> = Function has not been activated.

Tab. 43: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 185: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <i>CLIENTcommand</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 44: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 186: Group field Data Processing


Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 157. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 157. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 45: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (Add).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

Rows per page 20 1 - 6 of 6

Add Cancel

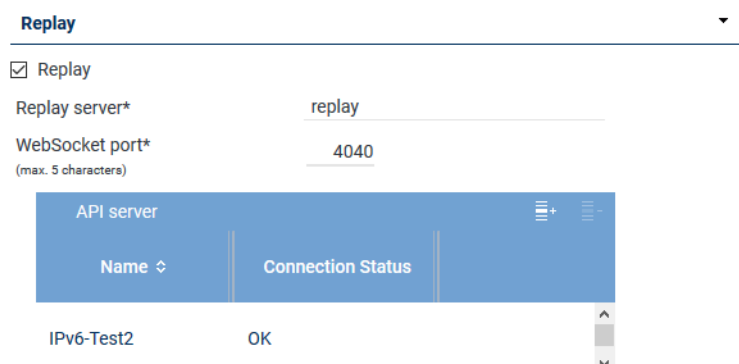
Fig. 187: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 188: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 159. By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 46: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:


- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
- To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 - Select the server from the list on which the [API](#) service is running.



Fig. 189: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 152](#).

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 190: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 47: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.

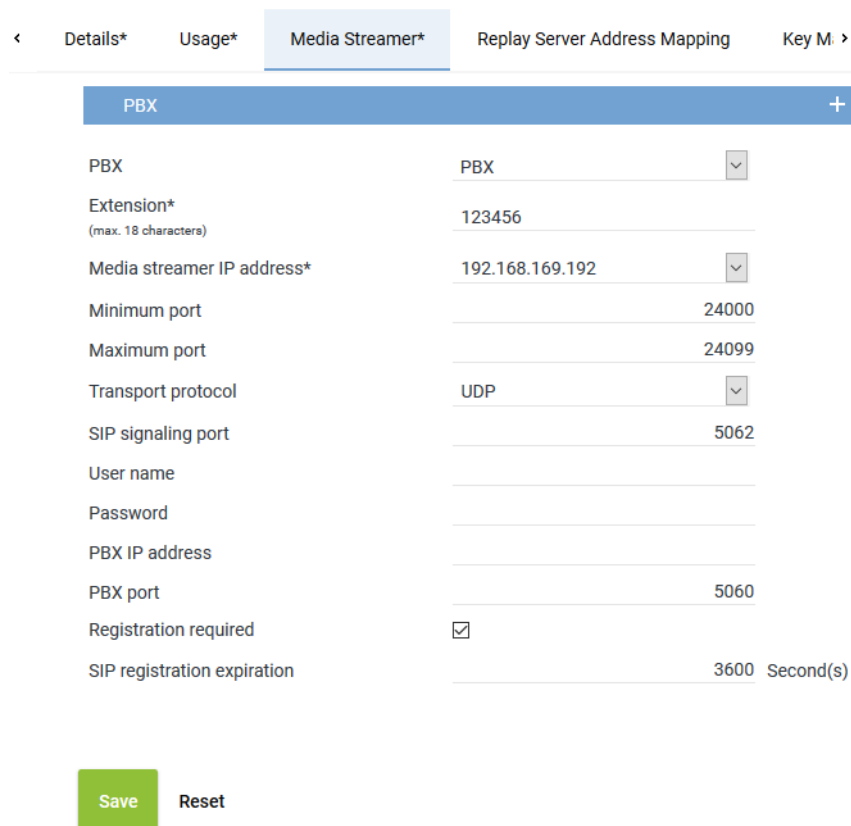


Fig. 191: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 166.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

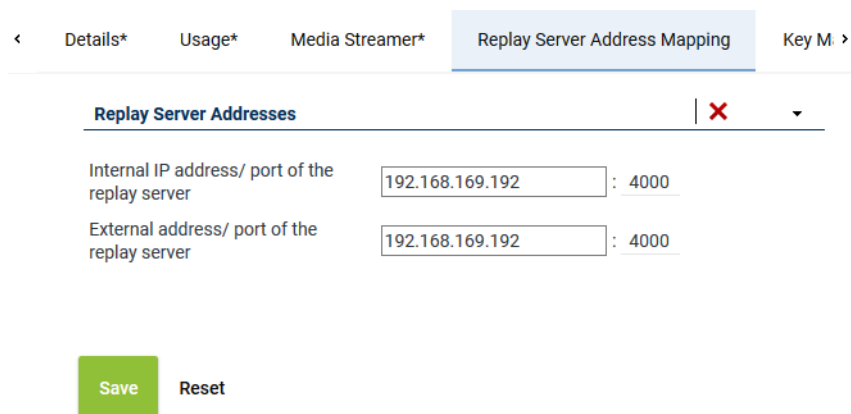


Fig. 192: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon  in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port *4040* as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping
Key Management >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage
until

0 Day(s)

0 Hour(s)

☐ Key expiration date
after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save Reset

Fig. 193: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

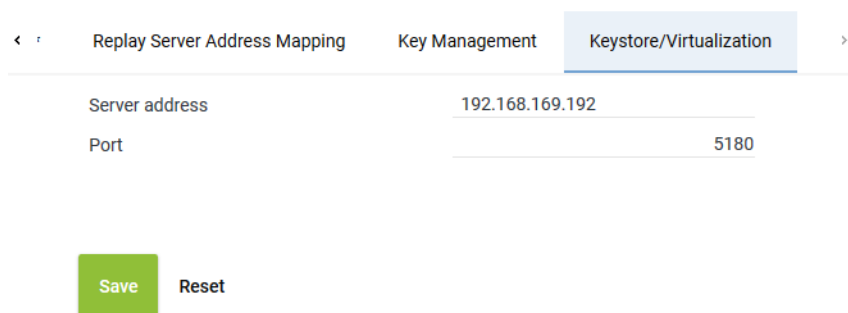
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



	Replay Server Address Mapping	Key Management	Keystore/Virtualization
Server address			192.168.169.192
Port			5180

Save Reset

Fig. 194: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization: IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.3.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

- Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

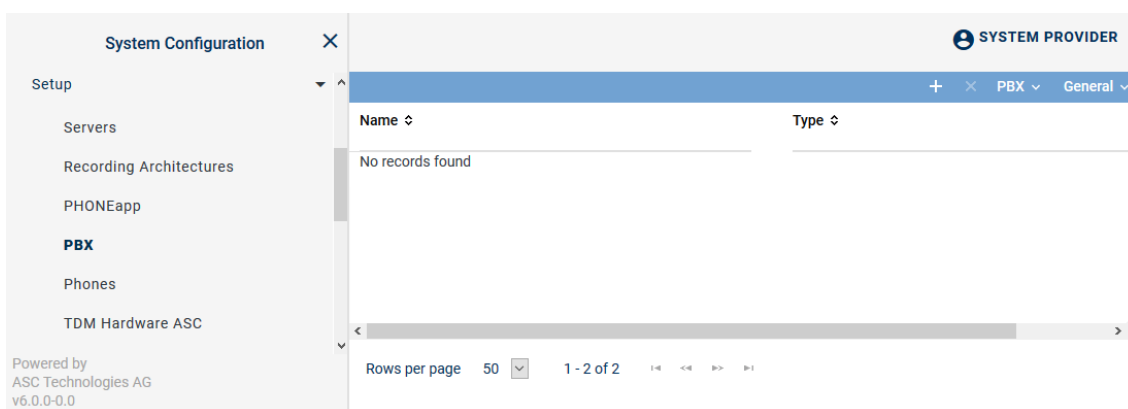


Fig. 195: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.

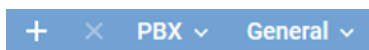




Fig. 196: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

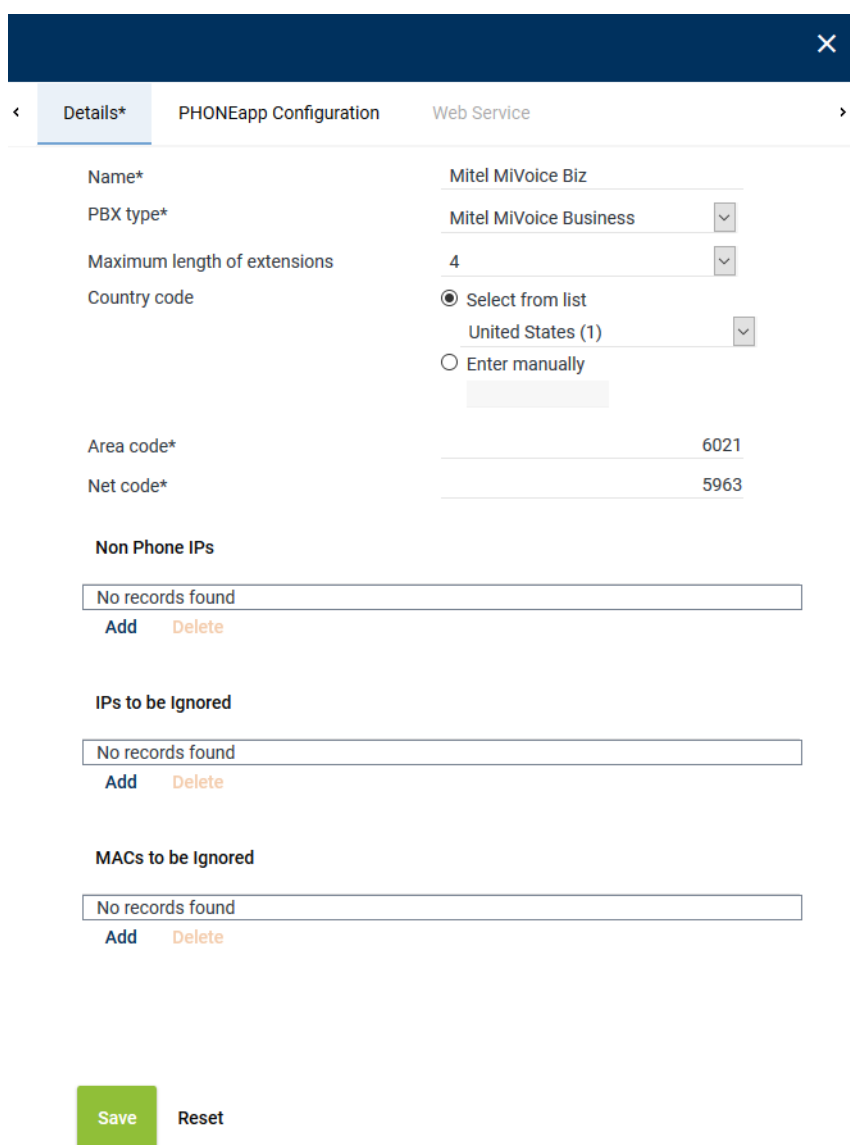
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



The screenshot shows the 'Details' tab of the PBX configuration interface. The form contains the following fields and sections:

- Name***: Mitel MiVoice Biz
- PBX type***: Mitel MiVoice Business (dropdown)
- Maximum length of extensions**: 4 (dropdown)
- Country code**: ☒ Select from list, United States (1) (dropdown), ☐ Enter manually
- Area code***: 6021
- Net code***: 5963
- Non Phone IPs**: No records found, Add, Delete
- IPs to be Ignored**: No records found, Add, Delete
- MACs to be Ignored**: No records found, Add, Delete
- Buttons**: Save, Reset

Fig. 197: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 48: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.3.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

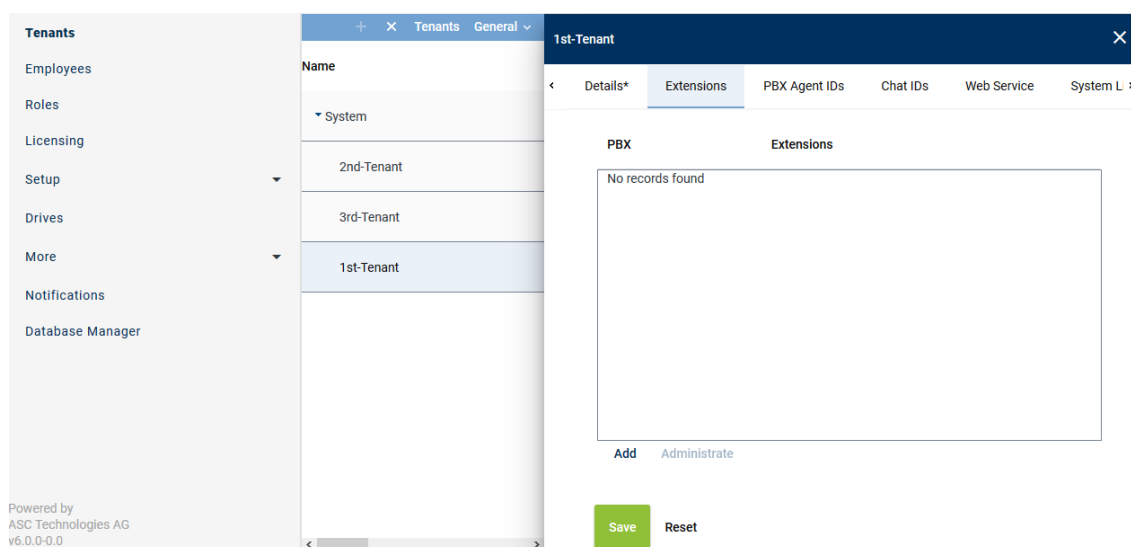


Fig. 198: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.
⇒ The following window appears:

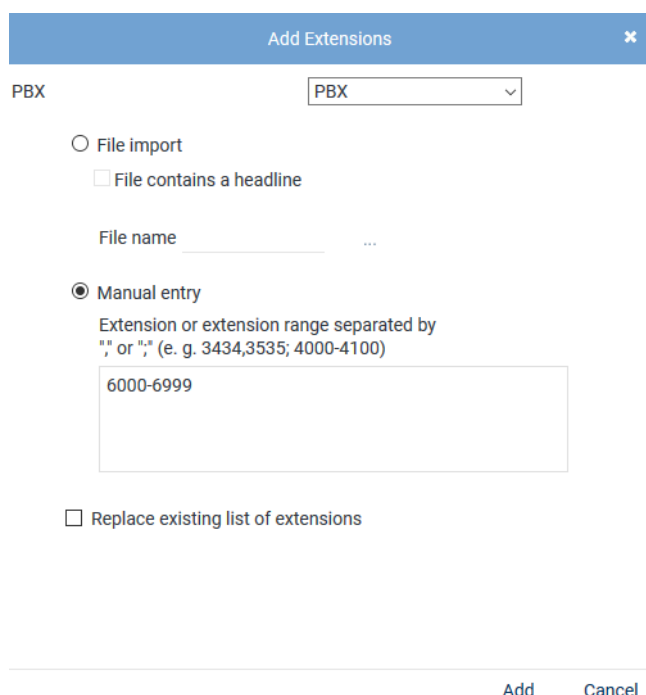


Fig. 199: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import

Select the option to import extensions from an existing file and add them to the table of extensions.
The following file formats are supported:

- ZIP
- TXT

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

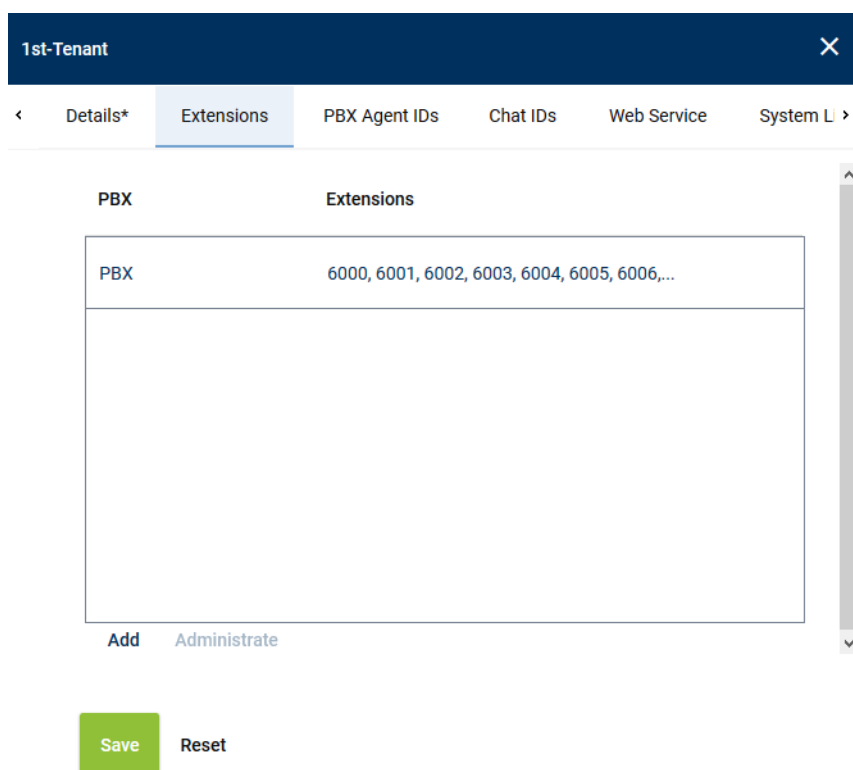
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

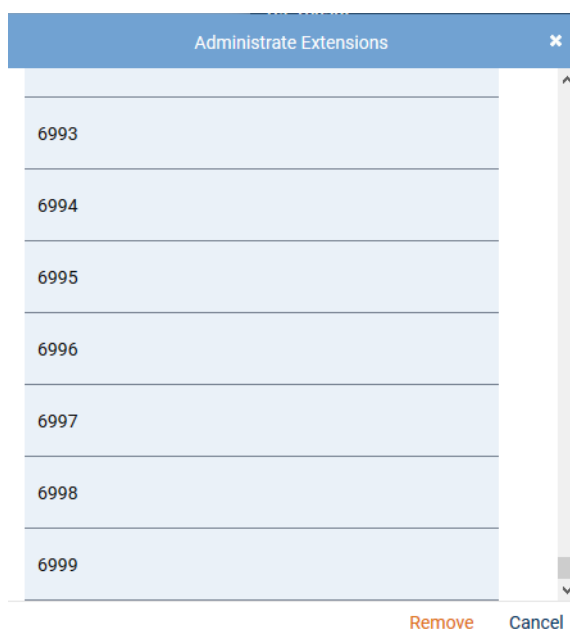
PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 200: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 201: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

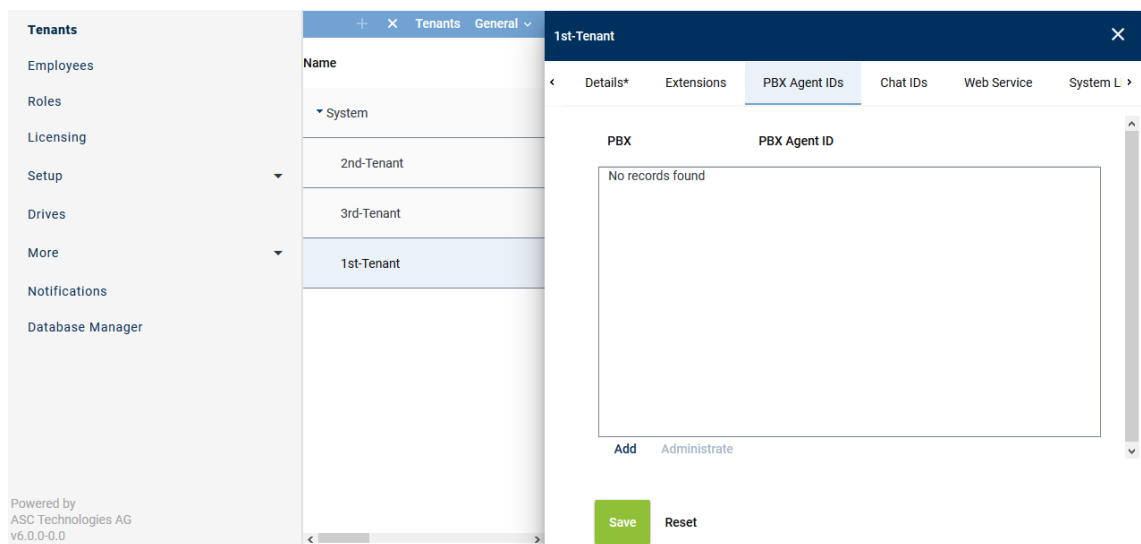


Fig. 202: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs ✕

PBX

PBX ▾

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";" or ","

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 203: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

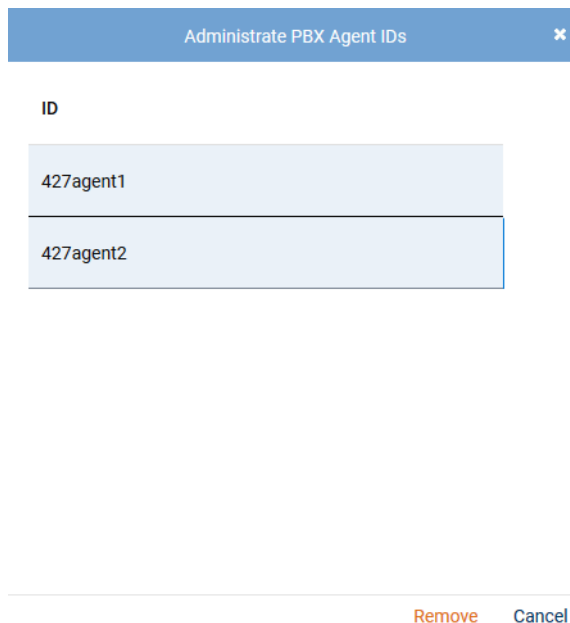


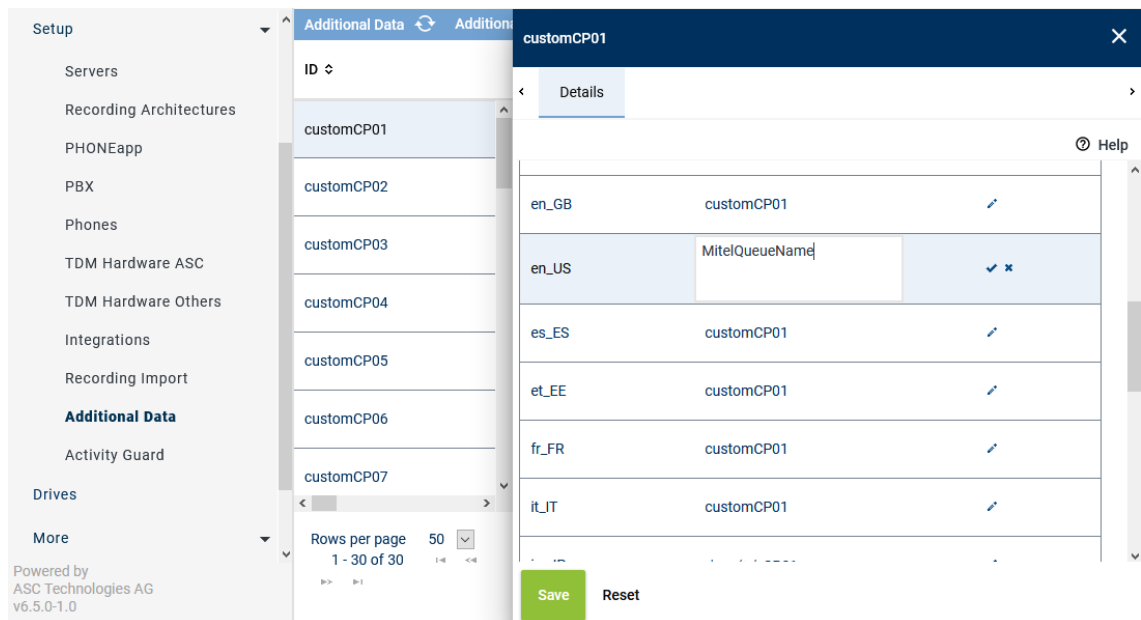
Fig. 204: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.3.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.



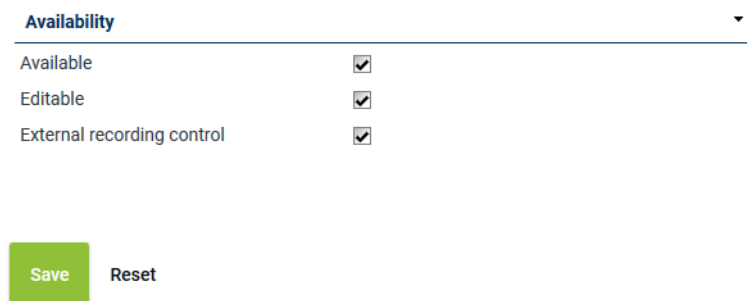
ID	Details
customCP01	
customCP02	
customCP03	
customCP04	
customCP05	
customCP06	
customCP07	

Language	Value	Action
en_GB	customCP01	
en_US	MitelQueueName	
es_ES	customCP01	
et_EE	customCP01	
fr_FR	customCP01	
it_IT	customCP01	

Save Reset

Fig. 205: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.



Availability

Available	<input checked="" type="checkbox"/>
Editable	<input checked="" type="checkbox"/>
External recording control	<input checked="" type="checkbox"/>

Save Reset

Fig. 206: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

Additional Data

Additional Data

General

ID	Displayed Name	Available	Editable
customCP21	MitelQueueName	✓	✓
customCP22	CallingPartyIVR	✓	✓
customCP23	CalledParty	✓	✓
customCP24	customCP24	✗	✗
customCP25	customCP25	✗	✗
customCP06	Call Center ID	✓	✓

Fig. 207: Additional data for MiVB

7.2.2.3.6 Create integration for All-in-one Parallel Recording

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.

1. In the navigation bar, select the menu item *Setup > Integrations*.

⇒ The following window appears:

System Configuration

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

SYSTEM PROVIDER

+ × ▶ ○

Integration ▾General ▾



Name ▾	Type ▾	Active ▾	Status ▾
No records found			



⏮ ⏪ ⏩ ⏭

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Fig. 208: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  ✗ = Integration is not active, can be activated in the toolbar via the icon 





<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 209: Toolbar Integrations module

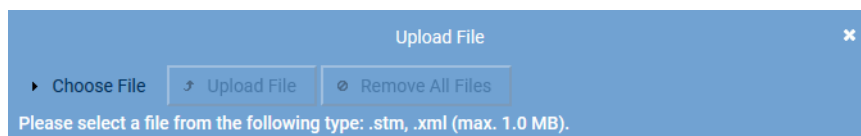
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 210: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

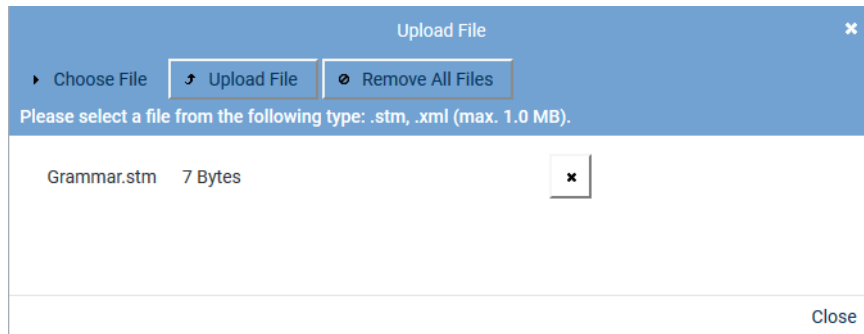



Fig. 211: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type


1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.



Fig. 212: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 49: Create integration type


3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Fig. 213: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for All-in-one Parallel Recording

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.

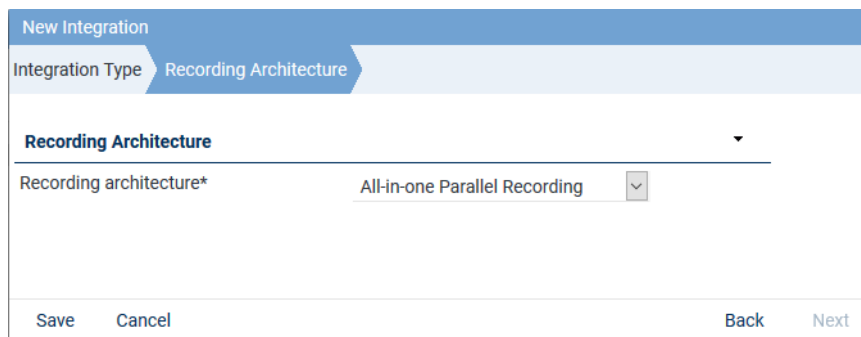


Fig. 214: Assign recording architecture - All-in-one Parallel

2. Select the respective recording architecture from the drop-down list *Recording architecture*.




Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.



When using a recording architecture with parallel recording, the tab *Parallel Recording* appears in the detail view. In this tab, you can adjust the settings for the duplicate detection of parallel configured servers, see [chapter "Duplicates in parallel recording architectures", p. 401](#).

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✗	⚙️
Step	Configuration			
Configure recording architecture	✓ 			
Configure CTI connection data	✗ 			
Configure monitor points	✗ 			
Configure recording servers	✗ 			
Configure add-on	✓ 			
Configure miscellaneous settings	✓ 			

Fig. 215: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture
✕

Details *


Recording architecture*
All-in-one Parallel Recording

Save Cancel

Fig. 216: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data ✕

MiVoice MX-ONE (CSTA)* MBG

Active ☒

Fig. 217: Activate CTIconnect connection data for MBG

Active Activate the check box to display the configuration parameters and to activate the connection to the MBG.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

ATTENTION!

In parallel recording architectures, calls must be recorded by means of the MBG.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

CTIconnect Module ▼

Type CTIconnect active

Grammar name*

Grammar version*

Fig. 218: Configure CTIconnect module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 50: Configure CTIconnect module



After an update of the neo software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

Connection Data Device Group 1

Connection data

No records found

Add Edit Delete

Connection Data Device Group 2

Connection data

No records found

Add Edit Delete

Fig. 219: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection

Connection data*

192.168.170.116

PBX port*

6810

Activate indirect recording

☐

☒ Use pre-shared key

Pre-shared key (PSK)*

.....

Add

Cancel

Fig. 220: Configure connection

- Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default 6810.
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 51: Configure connection data



A maximum of 20 MBG connections are possible.

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Fig. 221: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

Tab MiVB (MiTAI)

1. Click on the tab *MiVB (MiTAI)* to configure the *CTIconnect module*.

Step: Configure CTI Connection Data

MBG*

MiVB (MITAI)*

MiVB SIP trunk (MITAI)*

Active

☒

CTIconnect Module

Type

Grammar name*

Grammar version*

Login name

Password

CTIconnect passive

standard

1.00.01

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 222: CTI connection data - tab MiVB (MITAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

Grammar name*

Grammar version*

Login name

Password

CTIconnect passive

standard

1.00.01

asc_cticonnect

••••••

Fig. 223: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 52: Configure CTIconnect module

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

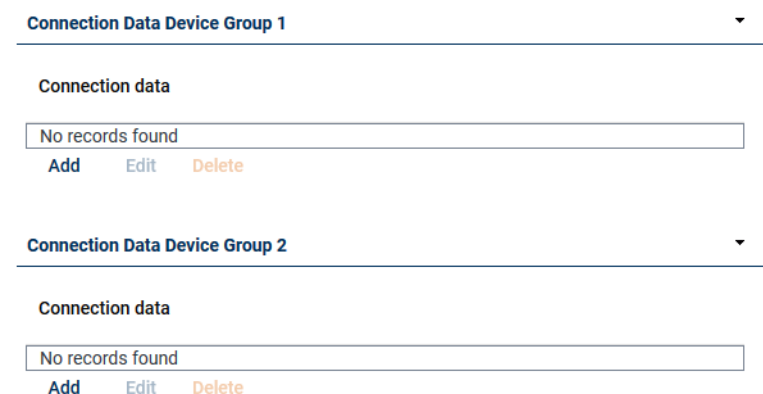


Fig. 224: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

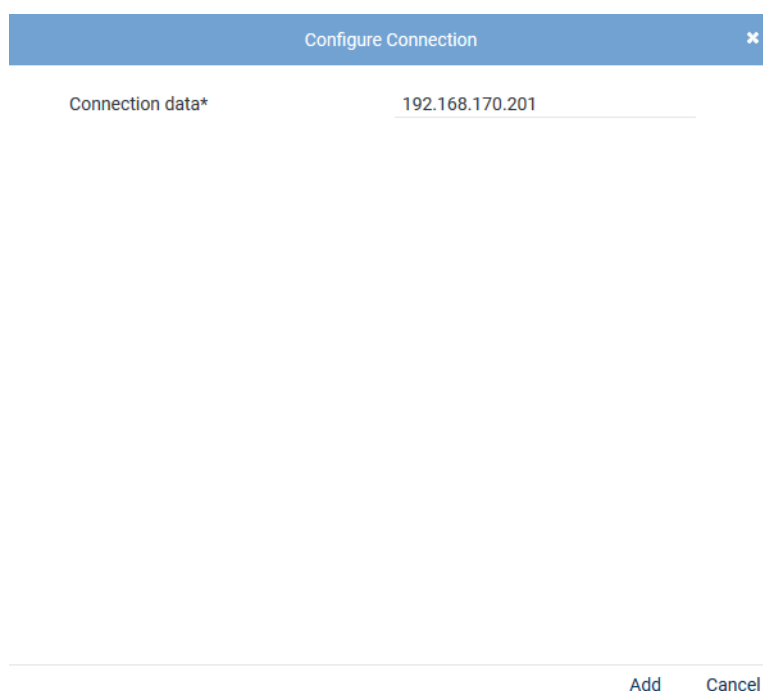


Fig. 225: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 53: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data	
ACDAgentGroup	Please select... ▼
SuitPilotNumber	Please select... ▼
SuitPilotName	Please select... ▼
Arbitrary assignment	
MitelQueueName	MitelQueueName ▼
CallingDeviceID	CallingPartyIVR ▼
CalledDeviceID	CalledParty ▼

Fig. 226: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

2. In the entry fields of the additional data, add the following information:
 - *MitelQueueName*
 - *CallingDeviceID*
 - *CalledDeviceID*
3. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

4. Click on the button **Save** to apply the settings and to finish this configuration step.

Tab *MiVB SIP trunk (MiTAI)*

In this tab, you can configure the CTI connect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*

MiVB (MiTAI)*

MiVB SIP trunk (MiTAI)*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

Password

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 227: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

asc_cticonnect

Password

••••••

Fig. 228: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 54: Configure CTIconnect module

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

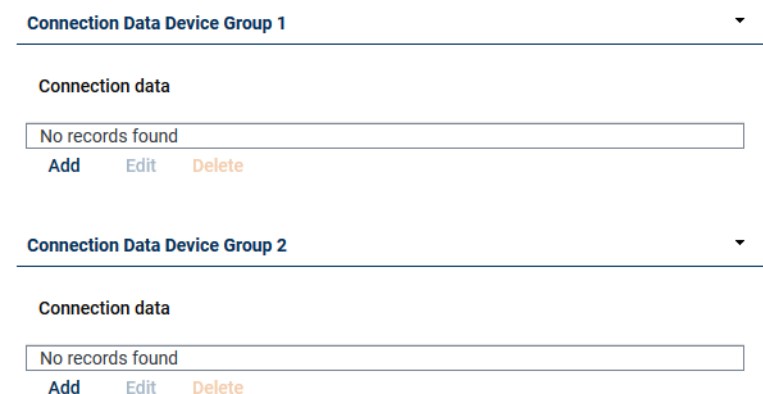


Fig. 229: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

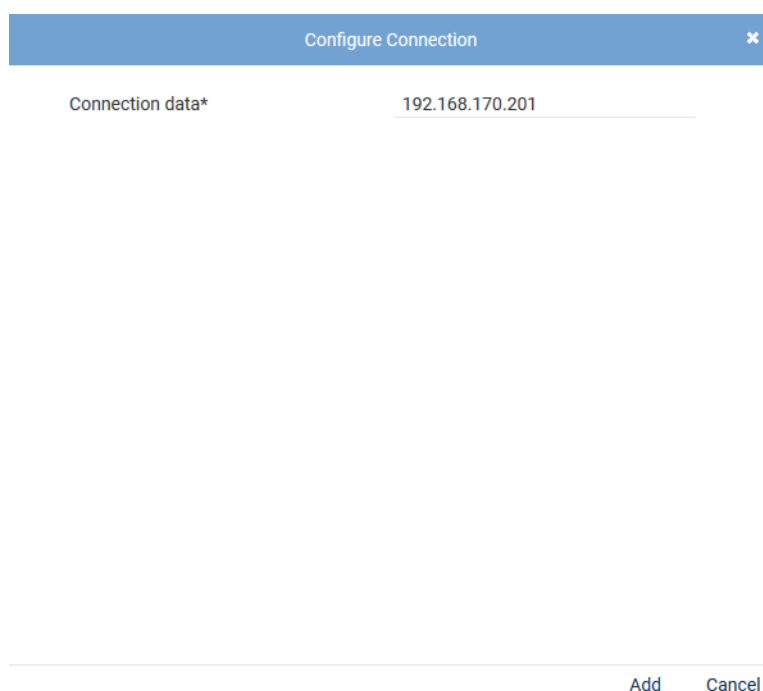


Fig. 230: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 55: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
⇒ The window *Step: Configure Monitor Points* appears in the detail view.

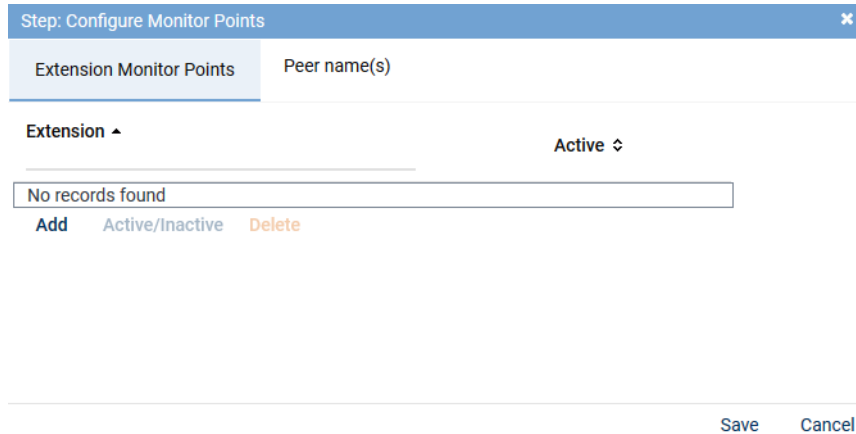


Fig. 231: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with [MBG](#) or [SRC](#), the phones to be recorded must have been registered in the [SRC](#).

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.

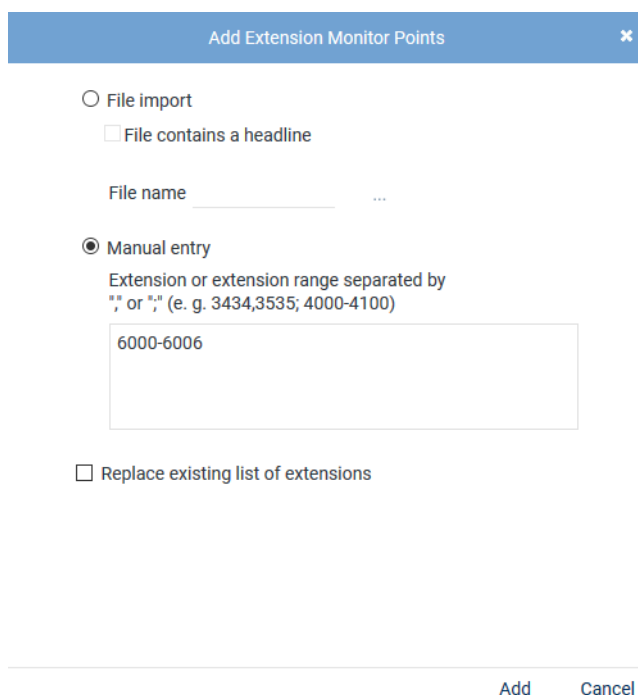






Fig. 232: Add extension monitor points

<i>File import</i>	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

3. Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
4. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
5. The configured extensions now appear in the detail view.

Step: Configure Monitor Points ×

Extension Monitor Points

Extension ▾

Active ⇅

6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 233: Configured extension monitor points

Add	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
Active/Inactive	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several [SIP](#) trunk names in this tab.

- Click on the button *Add* to add a [SIP](#) trunk.
⇒ A new row appears.

Step: Configure Monitor Points ×


Extension Monitor Points

Peer name(s)

Peer name(s)

Active ⇅



Edit

Trunk name	✓	
------------	---	---

Add
Active/Inactive
Delete

Save
Cancel


Fig. 234: Add Peer Name(s)

2. At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
3. In the column *Peer Name(s)*, enter the name of the trunk.
4. Once you have finished editing, click on the icon  at the end of the row to apply the entries.
5. Repeat the process to add further **SIP** trunk names.
6. To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for All-in-one Parallel Recording

To guarantee smooth parallel recording, you must configure a port range for both recording servers. The range may be the same for both recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.

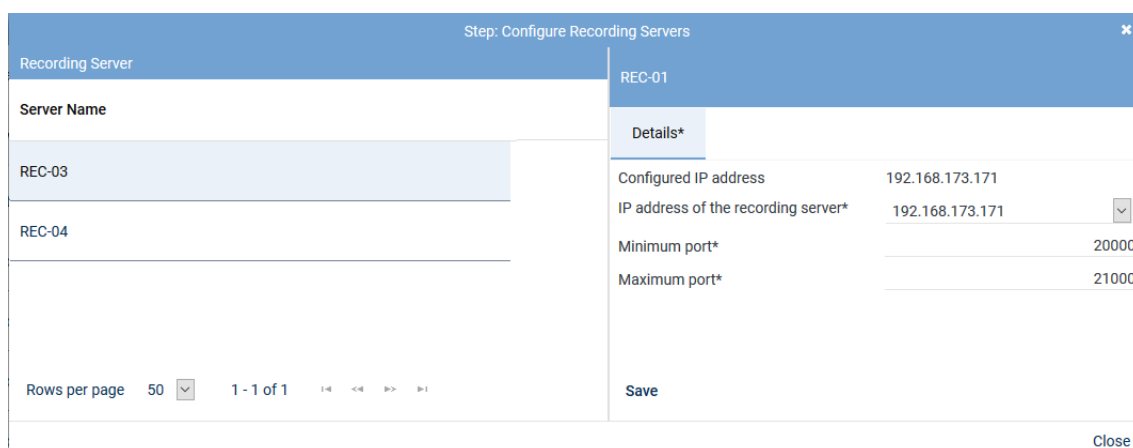


Fig. 235: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. 20000 .
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. 21000 .

Tab. 56: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive [RTP](#).

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTIconnect service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Business

CTIconnect Module

Type CTIconnect passive
Grammar name* standard
Grammar version* 1.00.03

Connection Data

MiCCB URL* http://192.168.173.123
PBX user name* _admin
PBX password*

Additional Data

Arbitrary assignment +

agentName agentName
fromName fromName
toName toName

Save Cancel

Fig. 236: Configure add-on for MiContact Center Business

Group field CTIconnect Module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 57: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
MiCCB URL	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
PBX user name	Enter the user name required to authenticate on MiContact Center Business.
PBX password	Enter the password required to authenticate on MiContact Center Business.

Tab. 58: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"

MiCCB additional data type	Example
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 237: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTI^{connect} service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

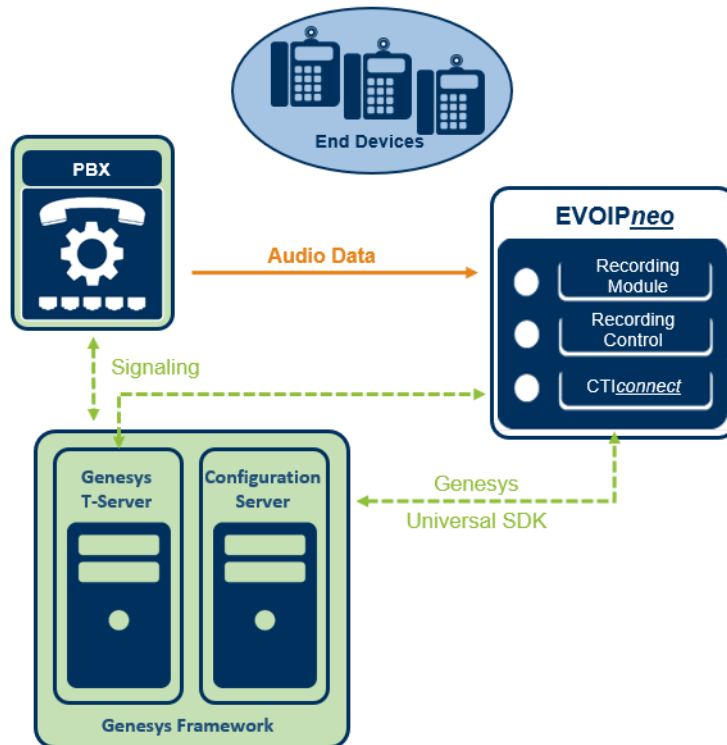


Fig. 238: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 422](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

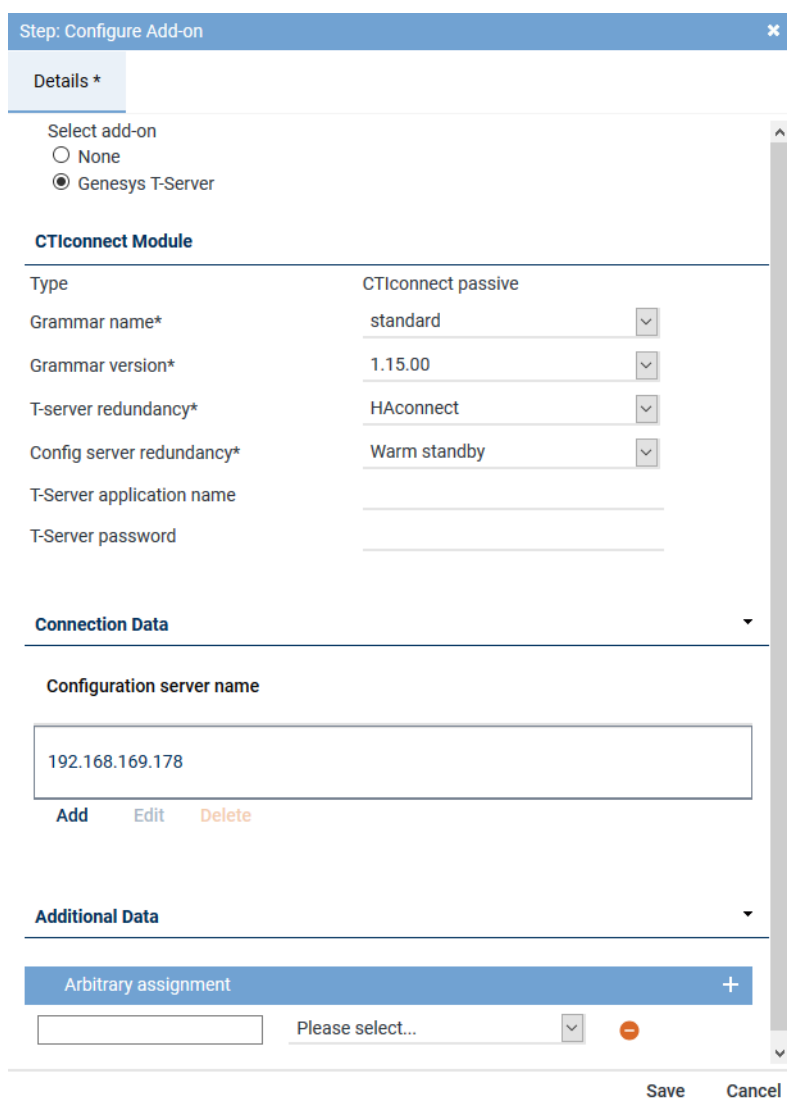


Fig. 239: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
<i>Type</i>	Here, the type of the CTI <u>connect</u> module is displayed.
<i>Grammar name</i>	Select the respective grammar.
<i>Grammar version</i>	Select the respective grammar version.
<i>T-server redundancy</i>	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.

Parameter	Value/Description
	<ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 59: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

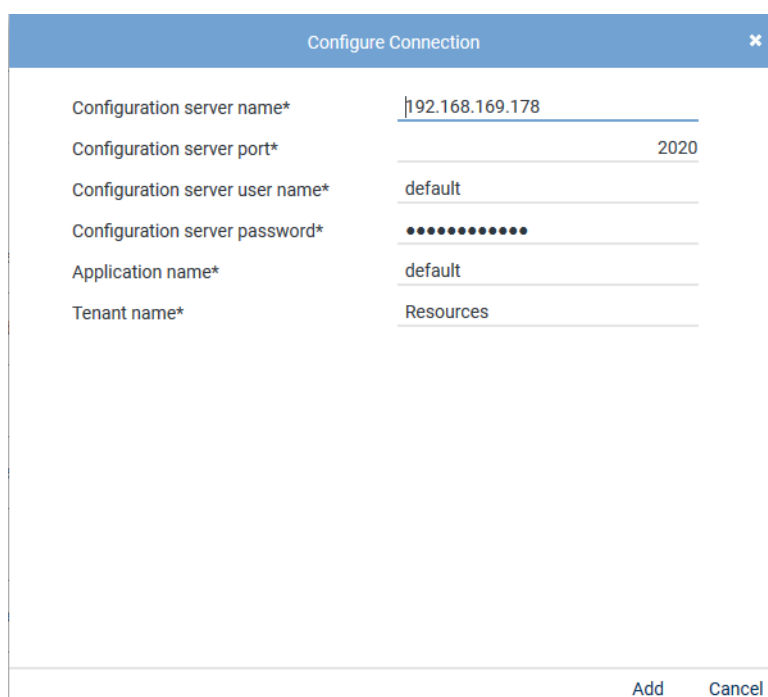


Fig. 240: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.

Parameter	Value/Description
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 60: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 241: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select...

▼

Save

Cancel

Fig. 242: Configure miscellaneous settings

2. Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.


















Mitel MiVoice Business		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 243: Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.






+ ×   Integration ▾ General			
Name ▾	Type ▾	Active ▾	Status ▾
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 244: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ↕	Type ↕	Active ↕	Status ↕
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 245: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.4 Configure recording solution Multi-Server Recording

7.2.2.4.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

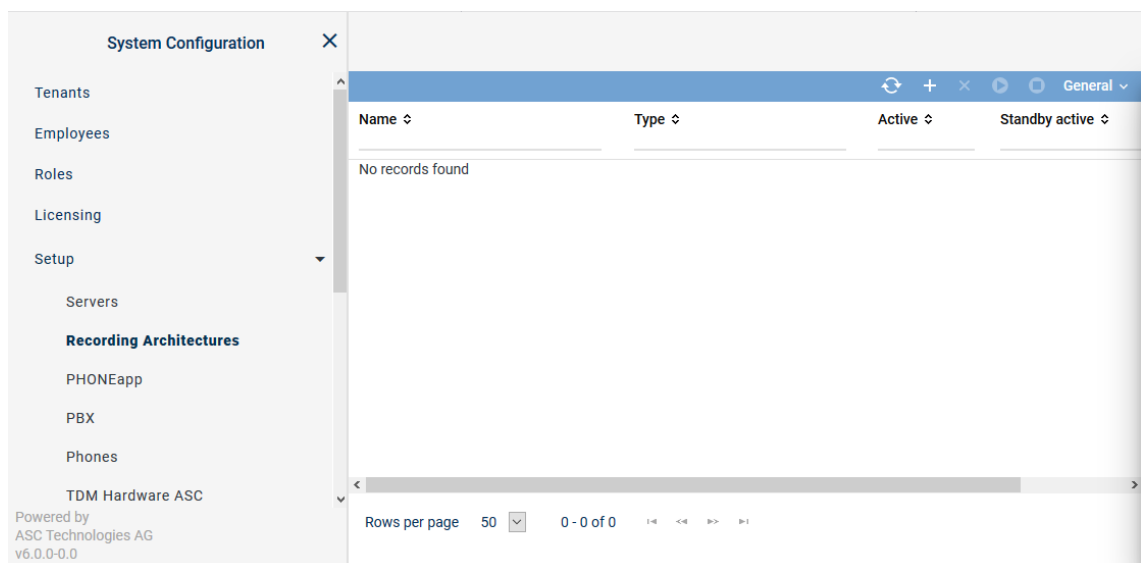








Fig. 246: Recording architectures - main view

<i>Name</i>	Name of the recording architecture
<i>Type</i>	Type of the recording architecture
<i>Active</i>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar.  = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar.
<i>Standby Active</i>	Shows whether the standby server is active for one or several recording components in the recording architecture.  = At least 1 standby server is active.  = No standby server is active or no standby server has been defined.
<i>Creation Date</i>	Date on which the recording architecture was installed.
<i>Updated</i>	Date on which the settings of the recording architecture were updated for the last time.










NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 247: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
 	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.


<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture Multi-Server Recording

If there are several recording servers which are supposed to record different tracks, you have to create a recording architecture of the type *Multi-Server Recording*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
 - ⇒ The window *New Recording Architecture* appears.

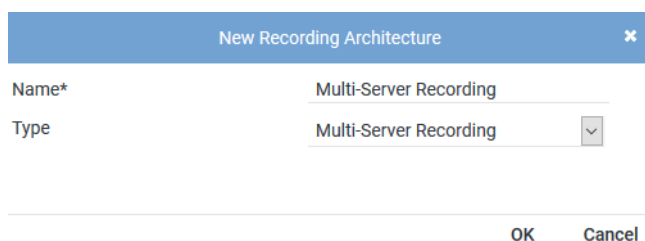
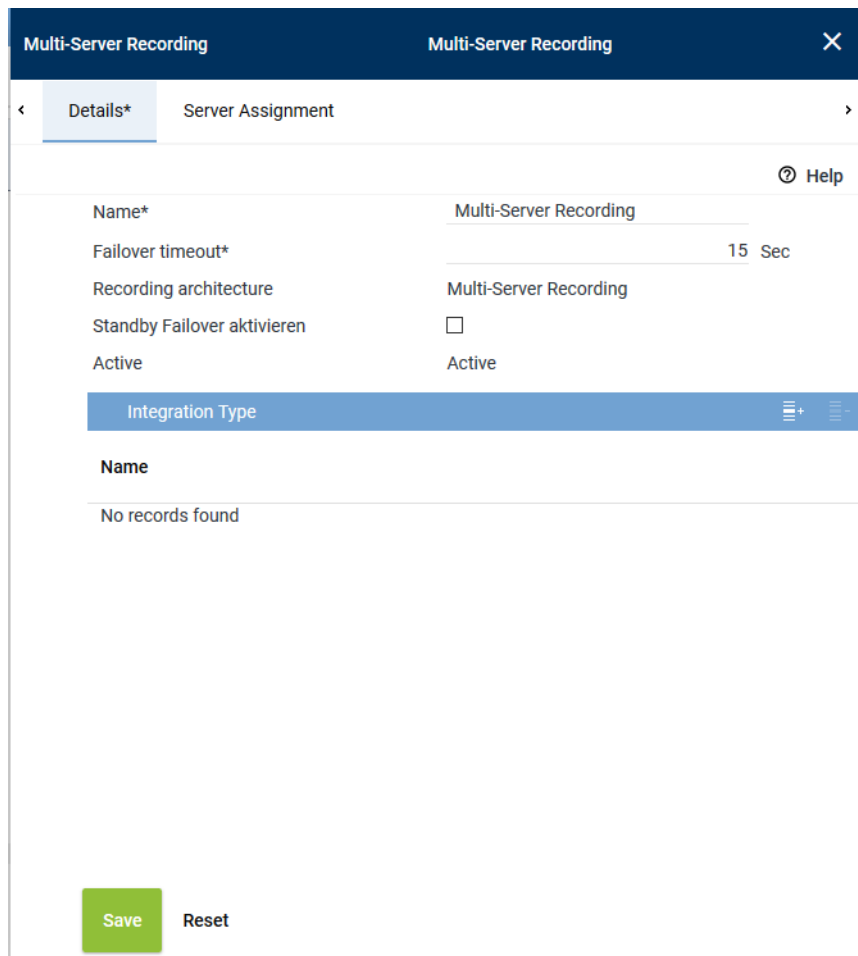


Fig. 248: Create recording architecture - Multi-Server Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *Multi-Server Recording*.

NOTICE! The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
 - ⇒ Your entries now appear in the detail view.



The screenshot shows the 'Multi-Server Recording' configuration window with the 'Details*' tab selected. The window has a dark blue header with the title 'Multi-Server Recording' and a close button. Below the header, there are two tabs: 'Details*' and 'Server Assignment'. The 'Details*' tab is active, showing a form with the following fields:

- Name***: Multi-Server Recording
- Failover timeout***: 15 Sec
- Recording architecture**: Multi-Server Recording
- Standby Failover aktivieren**: ☐
- Active**: Active


Below the form, there is a section titled 'Integration Type' with a blue header and a list of integration types. The list is currently empty, showing 'No records found'. At the bottom of the window, there are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 249: Recording architecture - tab Details - Multi-Server Recording

As standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture.

5. Enter a failover timeout of a minimum of 15 seconds after which the failover process is supposed to start. Depending on the system architecture it may make sense to configure a longer timeout period. The timeout defines the elapse time until the failover process starts. If the status returns to *OK* within this time, then the failover process is not triggered.

Add integration type

1. Click on the icon  (Add) in the toolbar of the list *Integration Type*.
⇒ The window *Integration Type* appears.

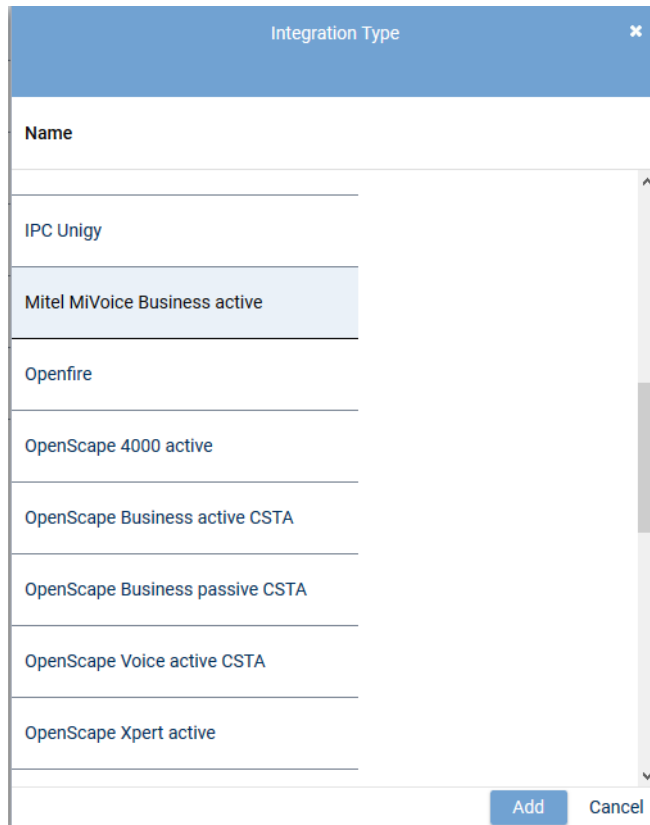


Fig. 250: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign servers for Multi-Server Recording

1. Click on the tab *Server Assignment* to configure the distribution of the recording components for the *Multi-Server Recording* recording architecture.

Group field Recording Control and CTIconnect

In this group field, you can configure recording control. You can configure two different server for this purpose or select the same server.

Multi-Server Recording
Multi-Server Recording

Details*
Server Assignment*

Recording Control and CTIconnect

Recording Control*	RC-01	+	-
Used in activated architecture	No		
CTIconnect*	CTI-01	+	-
Used in activated architecture	No		


Recording Server

Recording Server

Server	Standby
REC-01	REC-02

Save
Reset

Fig. 251: Recording Architecture - tab Server Assignment


- Click on the button  behind the entry field *Recording control*.
⇒ The window *Servers* appears.

Servers		
Name	IP Address	Path
RC-02	192.168.173.176	C:\
REC-01	192.168.173.171	C:\
REC-04	192.168.173.174	C:\
REC-02	192.168.173.172	C:\
RC-01	192.168.173.175	C:\
CTI-01	192.168.173.177	C:\
CTI-02	192.168.173.178	C:\

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 252: Recording Architecture - assign server - example


2. Select the server for the *recording control module*.
3. Click on the button *Add*.
⇒ The name of the server now appears in the detail view.
4. To delete an assignment, click on the button .



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.

Group field Recording Server

1. In the table headline *Recording Server*, click on the icon .
- ⇒ The following window appears:

Multi-Server Parallel Recording

Multi-Server Parallel Recording

×

<

Details*

Device Group 1*

Device Group 2*

>

Recording Control and CTIconnect

▼

Recording Control device group 1*	RC-01	+	-
Used in activated architecture	No		
CTIconnect device group 1*	CTI-01	+	-
Used in activated architecture	No		

Recording Server

▼

<

Recording Server

+

✎



⋮



Server ↕	Standby ↕
REC-01	REC-02

Save




Reset

Fig. 253: Add Recording Server

2. As described in the previous steps, go to the entry field *Primary server* and click on the icon  to select the primary server on which the recording is supposed to run.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to take over recording in case of an error.

4. Select the recording type you would like to use for these servers by activating the check box.
NOTICE! You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.
5. Click on the button *OK* to close the window.
 ⇒ The name of the server now appears in the detail view.
6. To edit the assignment subsequently, click on the icon .
 To delete an assignment, click on the icon .
7. If you would like to add further recording servers, repeat the steps described above.

Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
 ⇒ In the column *Active*, the icon  (*Active*) appears.










     Recording Architecture ▾ General ▾			
Name ▾	Type ▾	Active ▾	Standby active ▾
Multi-Server Recording	Multi-Server Recording		

Fig. 254: Recording architecture - activate recording architecture

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
 ⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.4.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

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

System Configuration				
Tenants				
Employees				
Roles				
Licensing				
Setup				
Servers				
Recording Architectures				
PHONEapp				
PBX				
Phones				
TDM Hardware ASC				
Powered by ASC Technologies AG v6.0.0-0.0				

Servers			General
Name	IP Address	Path	
REC-01	192.168.173.171	C:\	
REC-02	192.168.173.172	C:\	
REC-03	192.168.173.173	C:\	
REC-04	192.168.173.174	C:\	
RC-01	192.168.173.175	C:\	

Rows per page 50 1 - 8 of 8

Fig. 255: Servers - main view

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

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.

NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.

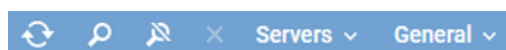







Fig. 256: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration. This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.
<i>Servers</i>	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations", p. 213 .

	<i>Administrate NTP server</i>	Opens a window in which you can administrate the servers for the time synchronization, see <i>Administrate NTP server</i> .
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
<i>General</i>	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.

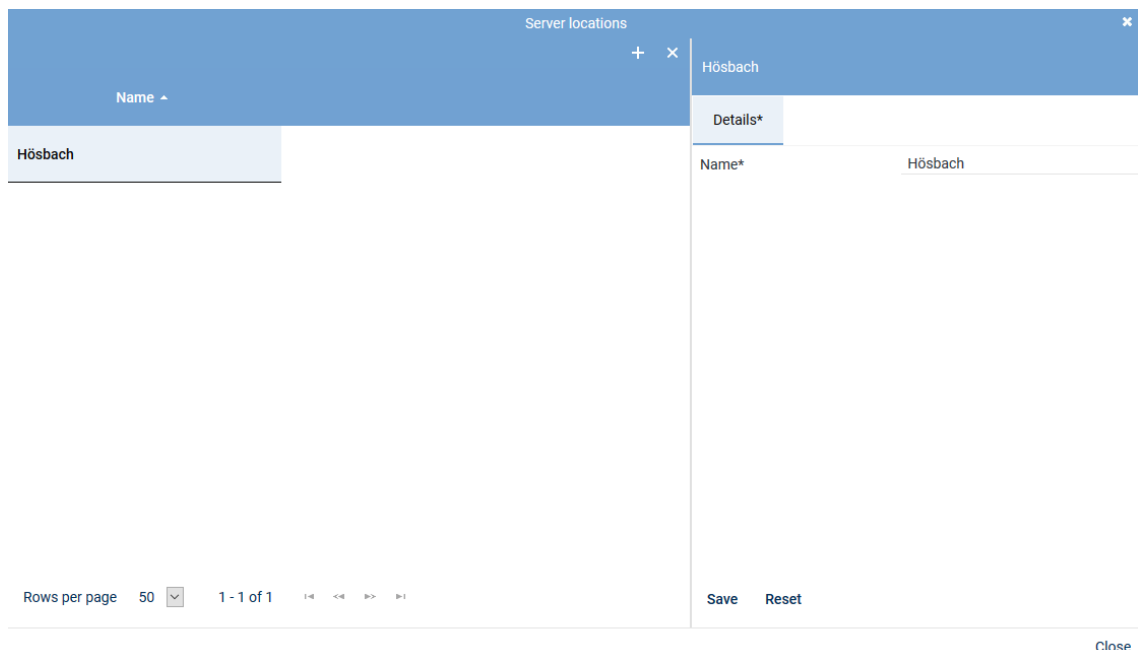



Fig. 257: Add server locations

2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.

5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.

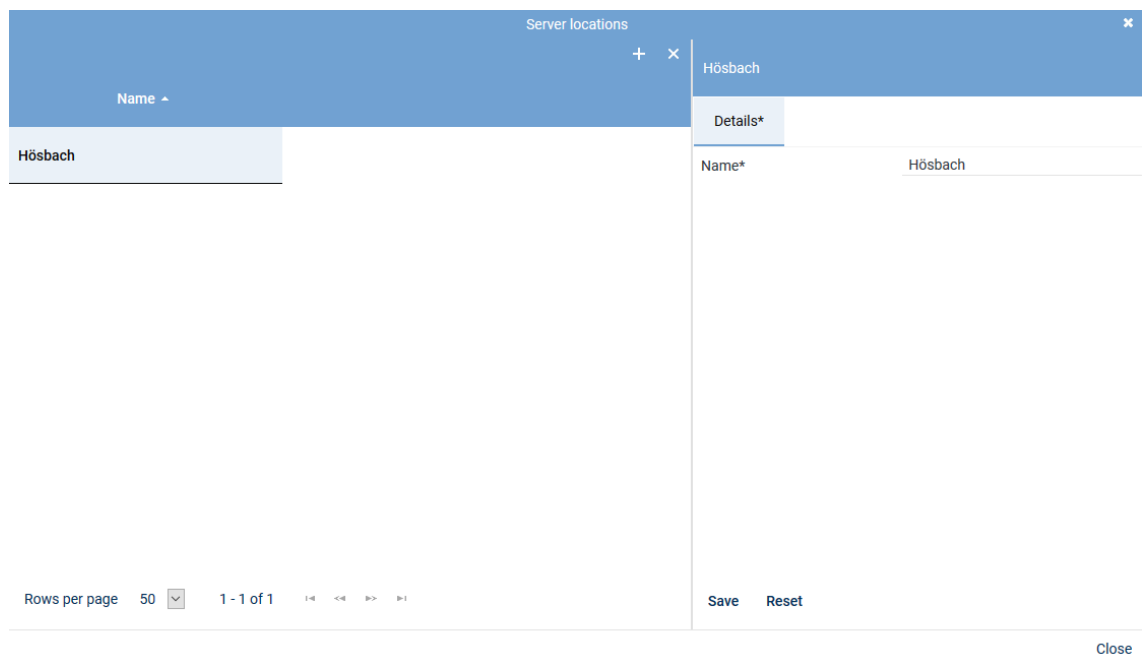



Fig. 258: Delete server location

3. Click on the icon  (*Delete*) in the toolbar of the window.
4. To delete further locations, repeat the last 2 steps.
5. To close the window, click on the button *Close*.

Tab Details

1. To configure the server, select the entry of the corresponding server in the main view.
⇒ In the detail view, the tab *Details* appears.
The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.

<
Details*
Usage*
Media Streamer
Replay Server Address Mapping
Key Ma >

? Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171 <input type="button" value="v"/>
Server location	Hörsbach <input type="button" value="v"/>

Fig. 259: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.
- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab *Usage* to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

<
Details*
Usage*
Media Streamer*
Replay Server Address Mapping
Key M. >

API Server	▶
Audio Analysis	▶
Recording Control/Key Management	▶
Data Processing	▶
Replay	▶
Virtualization	▶

Fig. 260: Servers - tab usage

Group field API Server

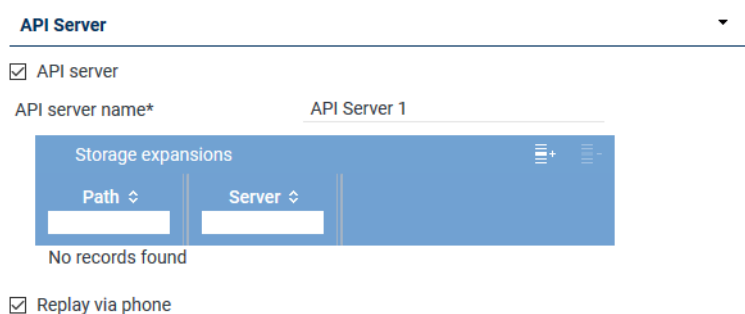


Fig. 261: Group field API Server


The ASC API Server is a service within the *neo* software.




The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the *neo* system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 225.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 217.

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated. <input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> Application POWERplay Pro Application POWERplay Instant Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p> <p>NOTICE! In the tab <i>Media Streamer</i>, you have to assign this function to a PBX, see chapter "Tab Media Streamer", p. 224. To be able to do so, at least 1 PBX must have been configured in the system.</p>

Add storage expansion for replay

- Click on the icon  (*Add*) in the toolbar of the list.
- Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay

Device Type

Name

Path

Free Disk Space

Server

NAS	NAS 2	NAS 2		REC-02
-----	-------	-------	--	--------

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 262: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis

Audio Analysis ▼

☐ Emotion detection

Stream audio data from* _____ + -

Fig. 263: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	<p>Activate this check box to activate emotion detection for audio analysis.</p> <p><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Tab. 61: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 264: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <u>CLIENT</u><i>command</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 62: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 265: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 220. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 220. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 63: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (Add).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

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Add Cancel

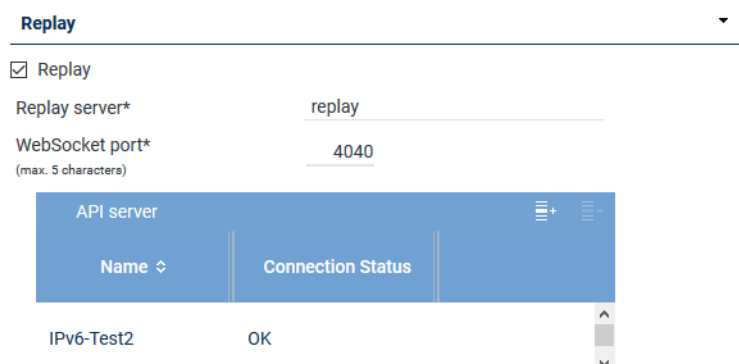
Fig. 266: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 267: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> • By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 222. • By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 64: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:


- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
1. To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 2. Select the server from the list on which the [API](#) service is running.



Fig. 268: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server"](#), p. 216.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 269: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 65: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

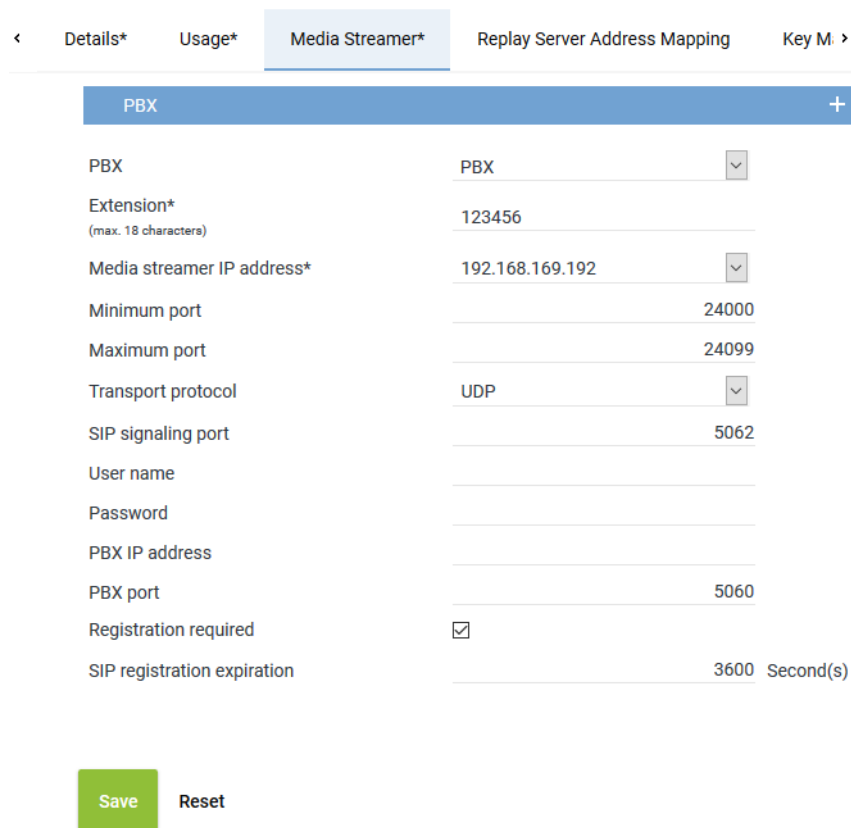
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX PBX
 Extension* 123456
(max. 18 characters)
 Media streamer IP address* 192.168.169.192
 Minimum port 24000
 Maximum port 24099
 Transport protocol UDP
 SIP signaling port 5062
 User name
 Password
 PBX IP address
 PBX port 5060
 Registration required ☒
 SIP registration expiration 3600 Second(s)

Save Reset

Fig. 270: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 229.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

[Details*](#)
[Usage*](#)
[Media Streamer*](#)
[Replay Server Address Mapping](#)
[Key M. >](#)

Replay Server Addresses
✖

Internal IP address/ port of the replay server
 : 4000

External address/ port of the replay server
 : 4000

Save
 Reset

Fig. 271: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon ✖ in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port 4040 as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping **Key Management** >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage

until

0 Day(s)

0 Hour(s)

☐ Key expiration date

after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save

Reset

Fig. 272: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

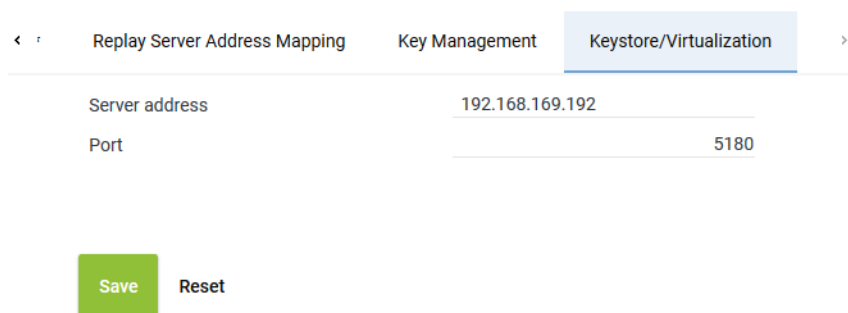
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



Navigation: < Replay Server Address Mapping Key Management **Keystore/Virtualization** >

Server address	192.168.169.192
Port	5180

Buttons: Save Reset

Fig. 273: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization:
IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.4.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

- Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

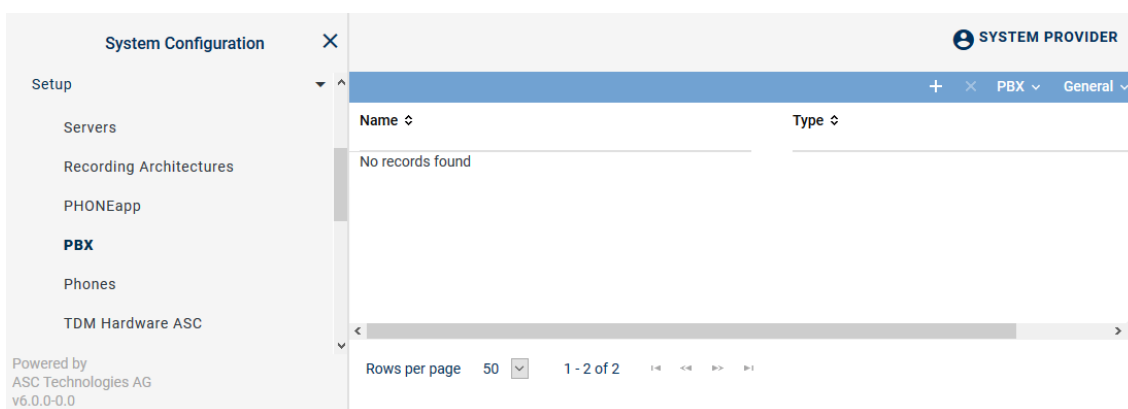


Fig. 274: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.

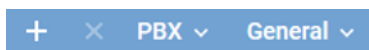




Fig. 275: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
PBX	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
General	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

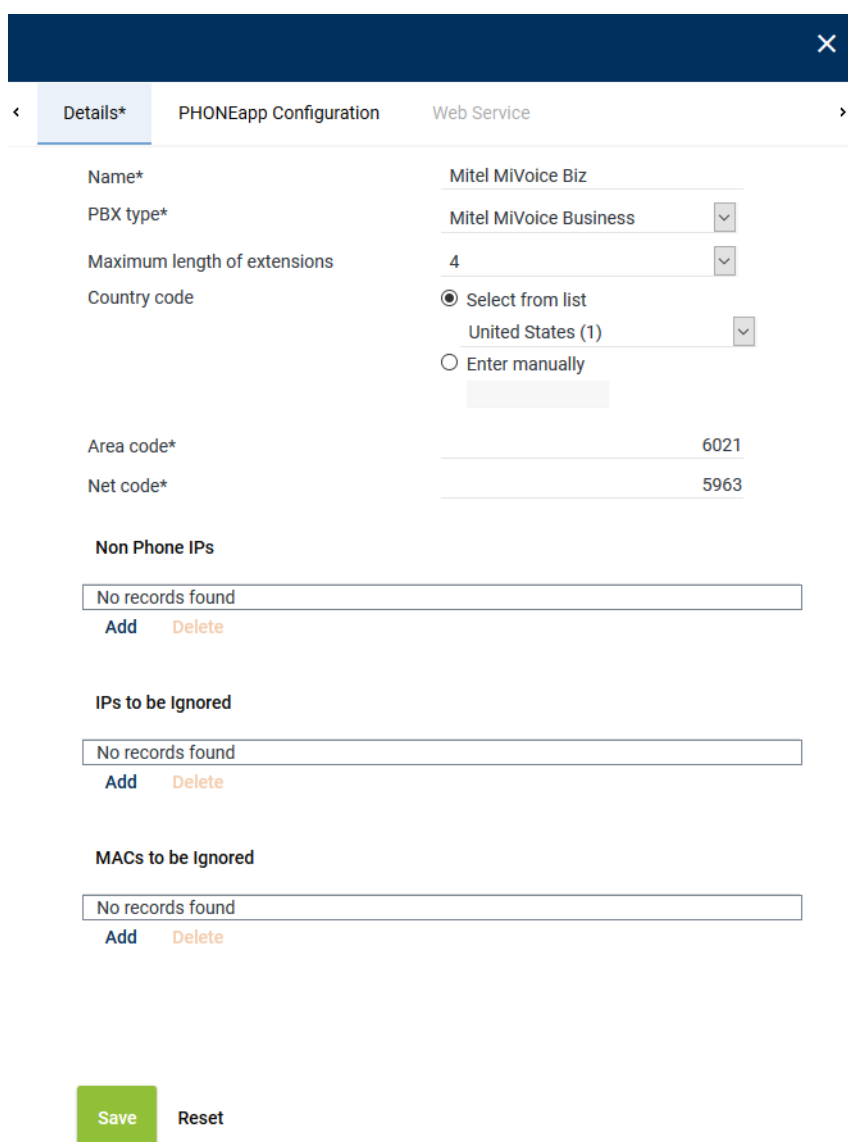
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



The screenshot shows the 'Details' tab of the PBX configuration interface. The form contains the following fields and options:

- Name***: Mitel MiVoice Biz
- PBX type***: Mitel MiVoice Business (dropdown)
- Maximum length of extensions**: 4 (dropdown)
- Country code**: ☒ Select from list (United States (1) dropdown) or ☐ Enter manually
- Area code***: 6021
- Net code***: 5963
- Non Phone IPs**: No records found. Buttons: Add, Delete
- IPs to be Ignored**: No records found. Buttons: Add, Delete
- MACs to be Ignored**: No records found. Buttons: Add, Delete
- Save** (green button) and **Reset** (text button)

Fig. 276: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 66: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.4.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

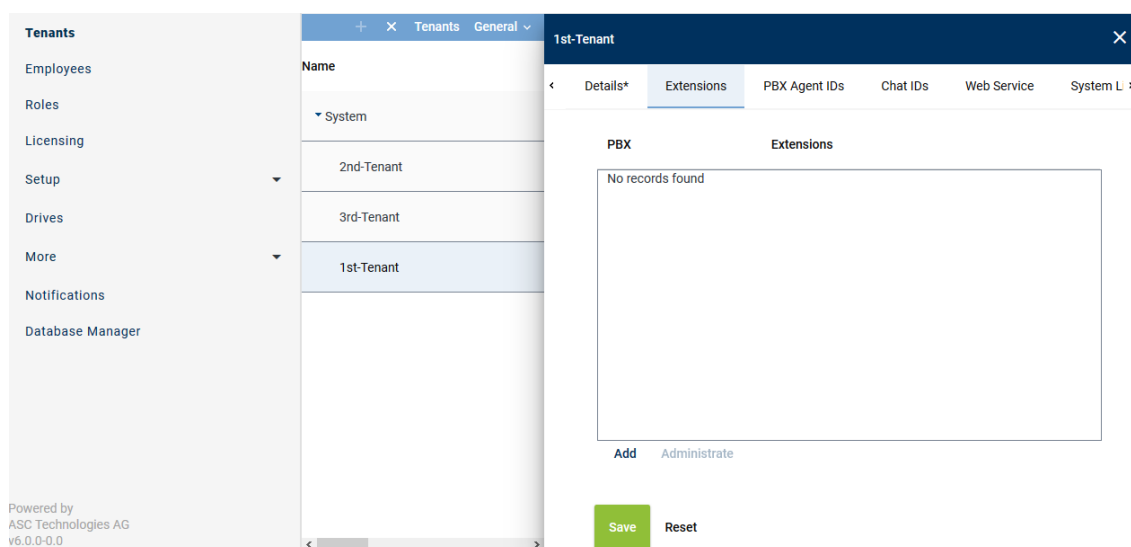


Fig. 277: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.
⇒ The following window appears:

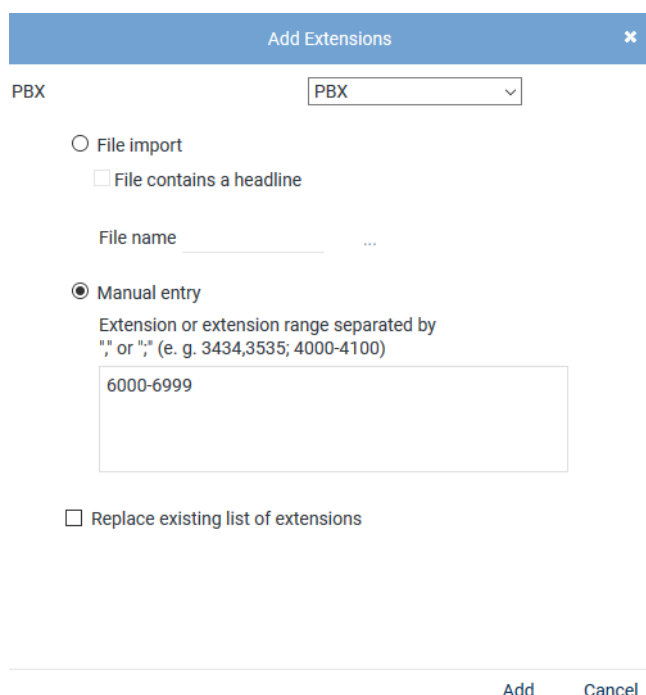


Fig. 278: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import	<p>Select the option to import extensions from an existing file and add them to the table of extensions. The following file formats are supported:</p> <ul style="list-style-type: none"> • <i>ZIP</i> • <i>TXT</i>
--------------------	---

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

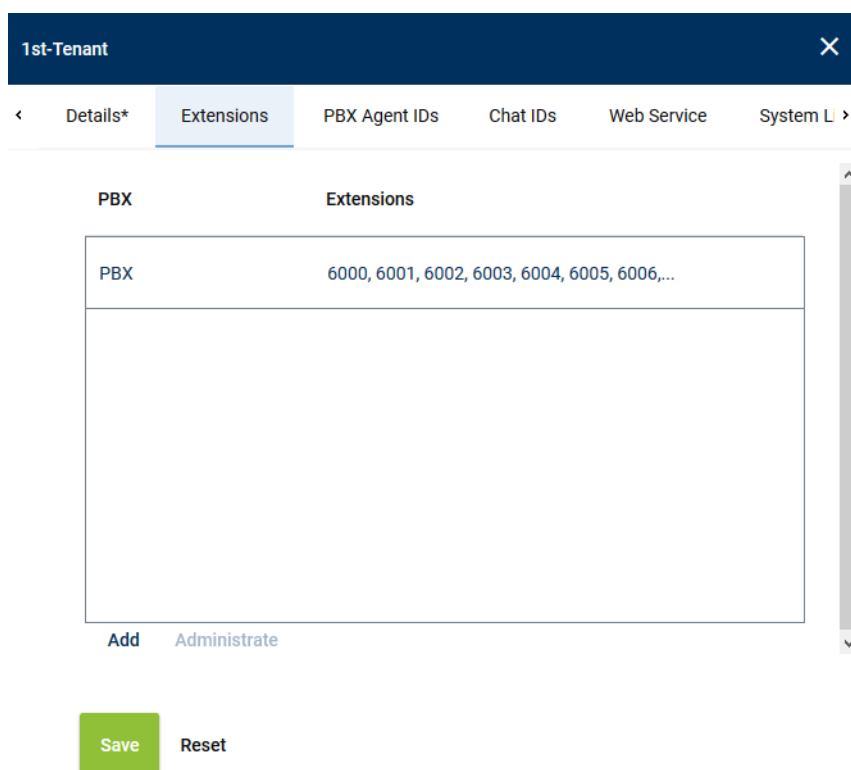
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

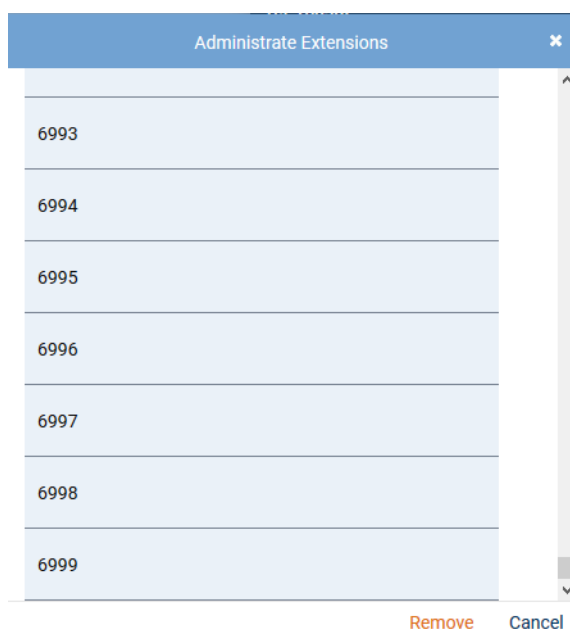
PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 279: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 280: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

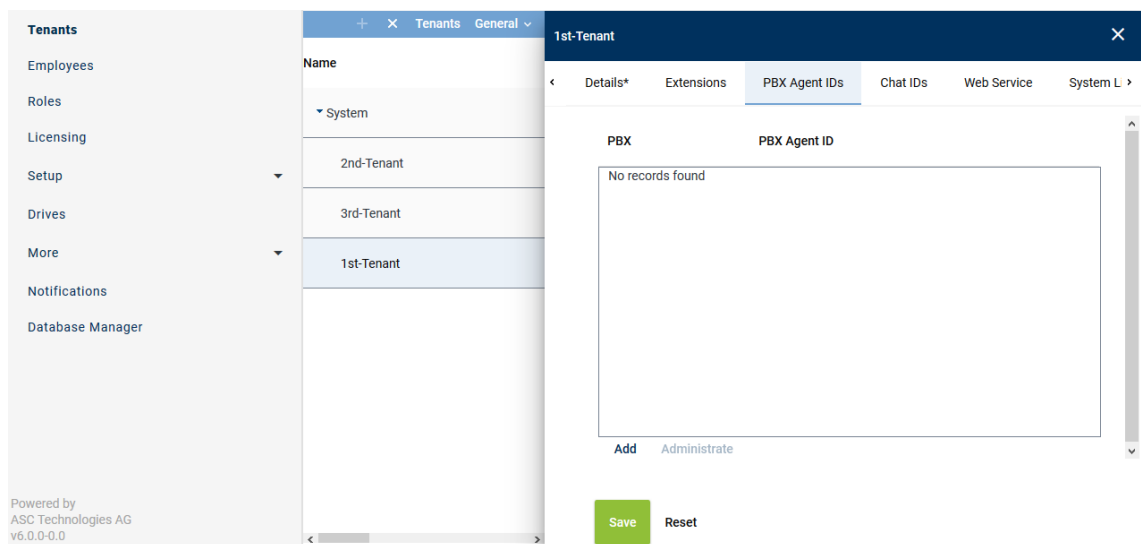


Fig. 281: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs ✕

PBX

PBX ▾

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";", or " "

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 282: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

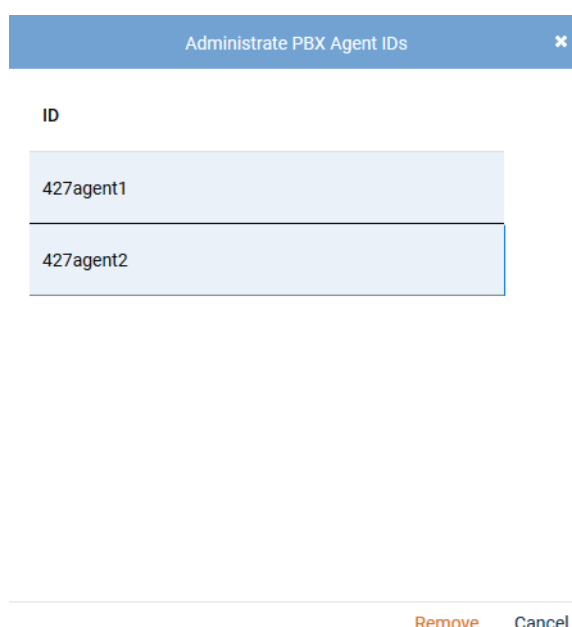


Fig. 283: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.4.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.

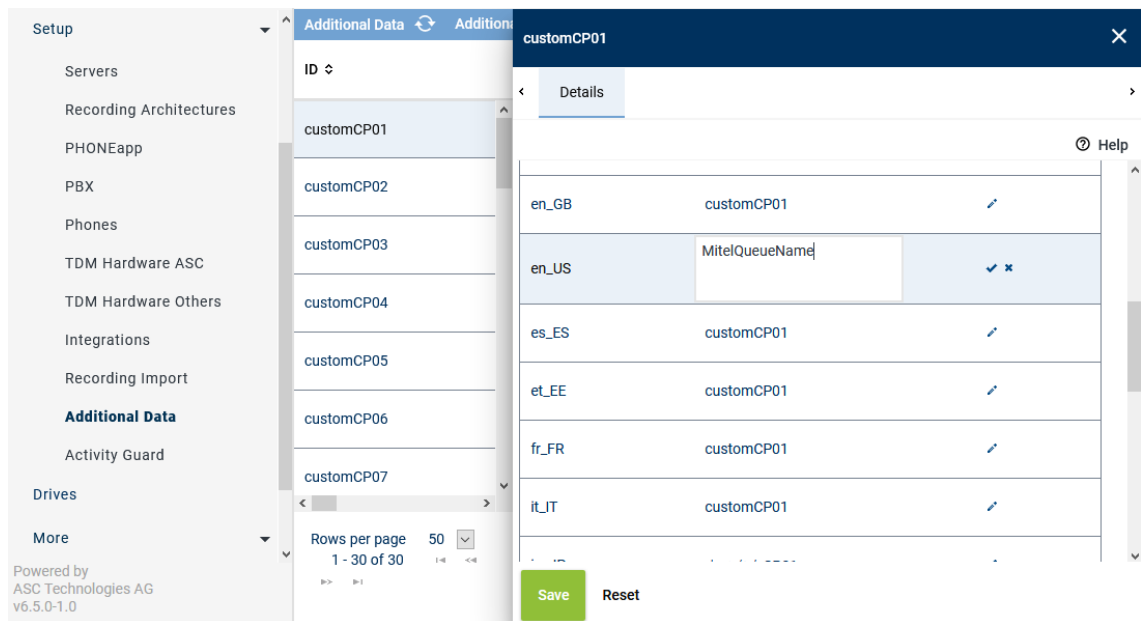


Fig. 284: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.



Fig. 285: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

Additional Data

ID

Displayed Name

Available

Editable

customCP21

MitelQueueName

✓

✓

customCP22

CallingPartyIVR

✓

✓

customCP23

CalledParty

✓

✓

customCP24

customCP24

✗

✗

customCP25

customCP25

✗

✗

customCP06

Call Center ID

✓

✓

Fig. 286: Additional data for MiVB

7.2.2.4.6 Create integration for Multi-Server Recording

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.

1. In the navigation bar, select the menu item *Setup > Integrations*.

⇒ The following window appears:

System Configuration

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

SYSTEM PROVIDER

+ × ▶ ○

Integration ▾General ▾

Name ▾	Type ▾	Active ▾	Status ▾
No records found			

◀◀

>>



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v6.0.0-0.0

Fig. 287: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  . ✗ = Integration is not active, can be activated in the toolbar via the icon  .

<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.

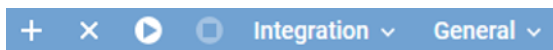






Fig. 288: Toolbar Integrations module

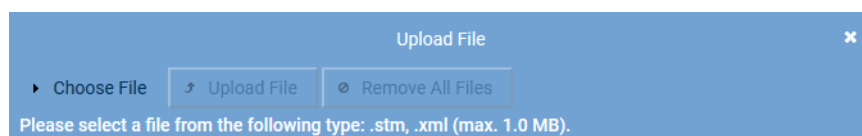
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 289: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

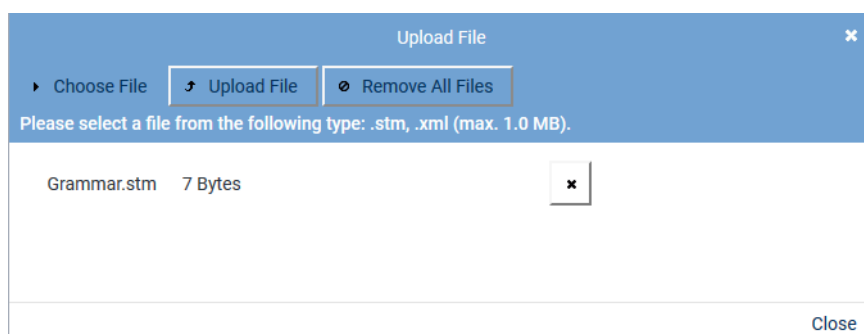




Fig. 290: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type

1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.

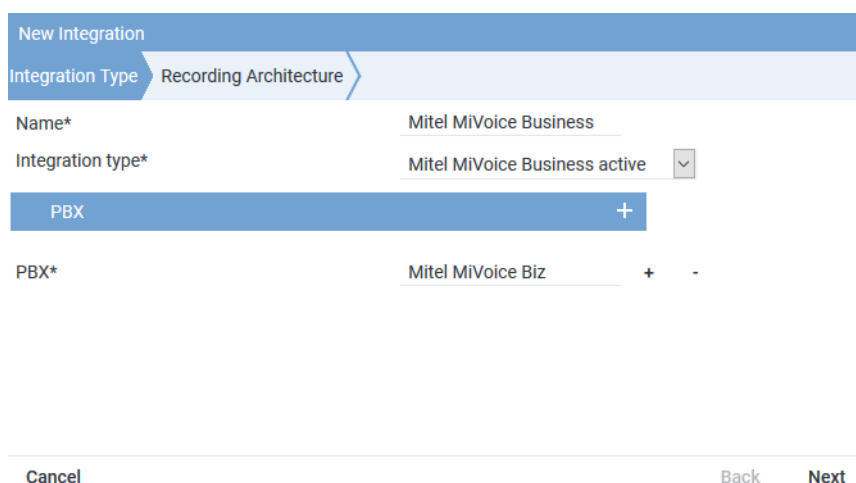


Fig. 291: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 67: Create integration type


3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Fig. 292: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for Multi-Server Recording

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.

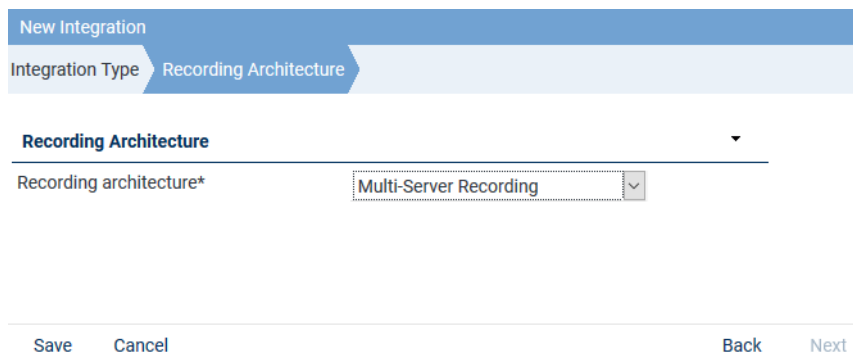


Fig. 293: Assign recording architecture - Multi-Server Recording


2. Select the respective recording architecture from the drop-down list *Recording architecture*.



Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✗	⚙️
Step	Configuration			
Configure recording architecture	✓ 			
Configure CTI connection data	✗ 			
Configure monitor points	✗ 			
Configure recording servers	✗ 			
Configure add-on	✓ 			
Configure miscellaneous settings	✓ 			

Fig. 294: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture ✕

Details *


Recording architecture*

Save Cancel

Fig. 295: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data ✕

MiVoice MX-ONE (CSTA)* **MBG**

Active ☒

Fig. 296: Activate CTIconnect connection data for MBG

Active Activate the check box to display the configuration parameters and to activate the connection to the MBG.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

CTIconnect Module ▼

Type CTIconnect active

Grammar name* standard ▼

Grammar version* 1.00.51 ▼

Fig. 297: Configure CTIconnect module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 68: Configure CTIconnect module



After an update of the neo software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

Group field Connection Data MBG

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

Add Edit Delete

Fig. 298: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection
✕

Connection data*
192.168.170.116

PBX port*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)*
••••••••••

[Add](#)
[Cancel](#)

Fig. 299: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default 6810.
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 69: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.
4. If you use additional modules, another device group or multiple connections, repeat the configuration steps accordingly.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data ▼

Arbitrary assignment

Key 0	Please select...	▼
Key 1	Please select...	▼
Key 2	Please select...	▼

Fig. 300: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button **Save** to apply the settings and to finish this configuration step.

Tab *MiVB (MiTAI)*

In this tab, you can configure the CTIconnect module for the recording variant via MiVB MiTAI.

Step: Configure CTI Connection Data ✕

MBG*	MiVB (MiTAI)*	MiVB SIP trunk (MiTAI)*
Active	<input checked="" type="checkbox"/>	
CTIconnect Module ▼		
Type	CTIconnect passive	
Grammar name*	standard ▼	
Grammar version*	1.00.01 ▼	
Login name	<input type="text"/>	
Password	<input type="password"/>	
Connection Data ▼		
Connection data		
<input type="text" value="No records found"/>		
Add Edit Delete		
Additional Data ►		

[Save](#)
[Cancel](#)

Fig. 301: CTI connection data - tab MiVB (MiTAI)

Group field **CTIconnect Module**

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 302: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 70: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 303: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection
✕

Connection data*

192.168.170.201

Add Cancel

Fig. 304: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 71: Configure connection data

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

- In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data

ACDAgentGroup	Please select...	▼
SuitPilotNumber	Please select...	▼
SuitPilotName	Please select...	▼
Arbitrary assignment		
<input type="text" value="MitelQueueName"/>	MitelQueueName	▼
<input type="text" value="CallingDeviceID"/>	CallingPartyIVR	▼
<input type="text" value="CalledDeviceID"/>	CalledParty	▼

Fig. 305: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

- In the entry fields of the additional data, add the following information:
 - *MitelQueueName*

- *CallingDeviceID*
 - *CalledDeviceID*
- From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab *MiVB SIP trunk (MiTAI)*

In this tab, you can configure the CTIconnect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*
MiVB (MiTAI)*
MiVB SIP trunk (MiTAI)*

Active
☒

CTIconnect Module

Type
CTIconnect passive

Grammar name*
standard

Grammar version*
1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add
Edit
Delete

Additional Data

Save
Cancel

Fig. 306: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field **CTIconnect Module**

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 307: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 72: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 308: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

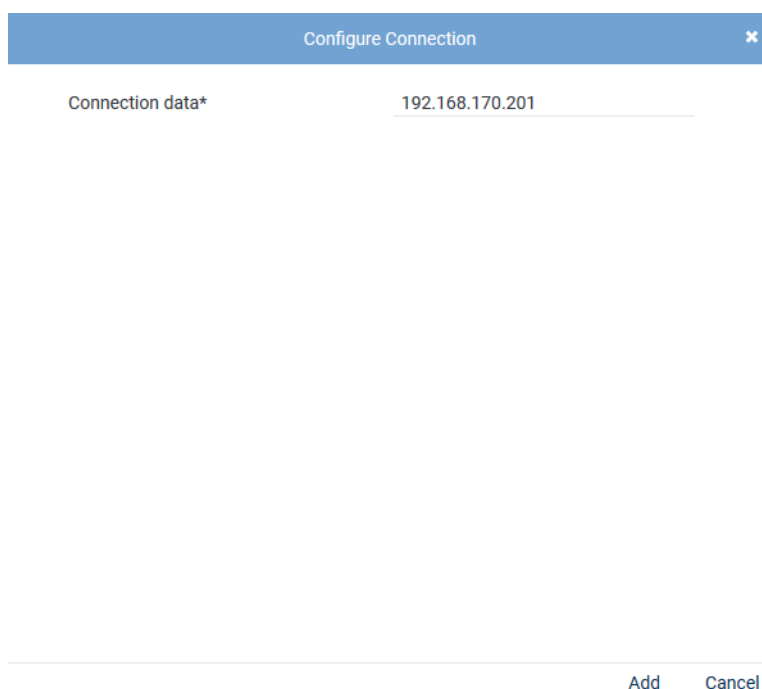


Fig. 309: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 73: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
 - ⇒ The window *Step: Configure Monitor Points* appears in the detail view.

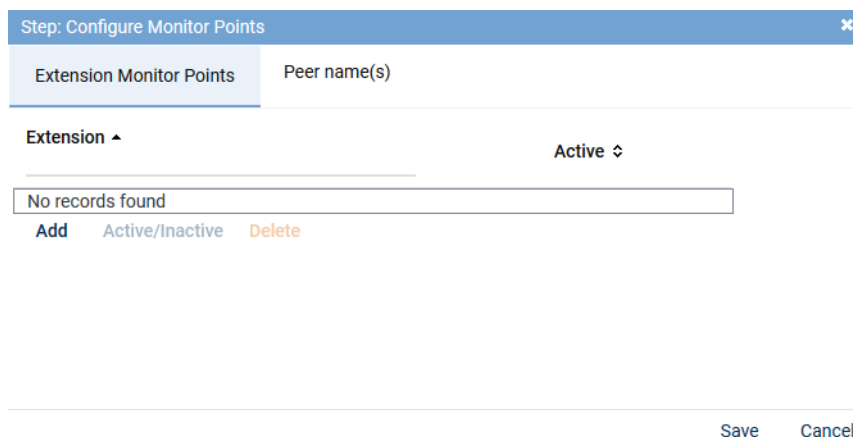


Fig. 310: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones to be recorded must have been registered in the **SRC**.

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.

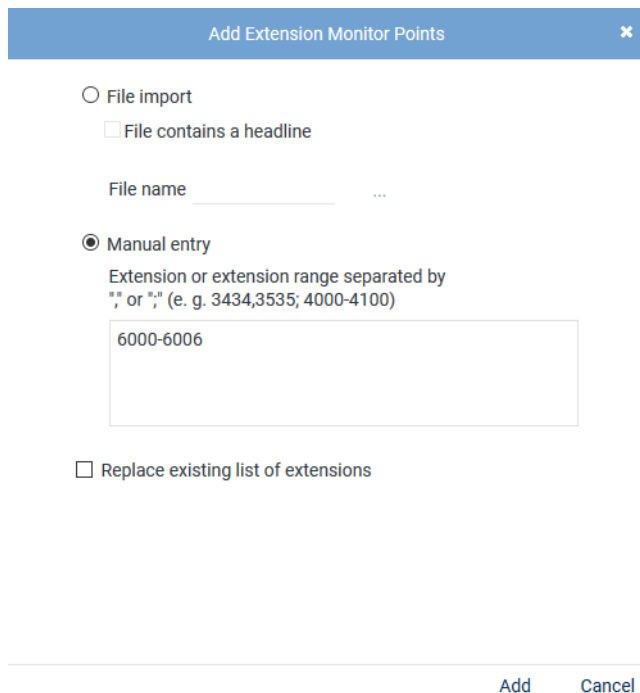



Fig. 311: Add extension monitor points

File import	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ (<i>Upload file</i>).
File contains a headline	<p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p>
File name	<p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>.

	<ul style="list-style-type: none"> • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually. You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾	Active ⇅
6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 312: Configured extension monitor points

<i>Add</i>	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
<i>Active/Inactive</i>	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
---------------	--

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several **SIP** trunk names in this tab.

- Click on the button *Add* to add a **SIP** trunk.
 - ⇒ A new row appears.

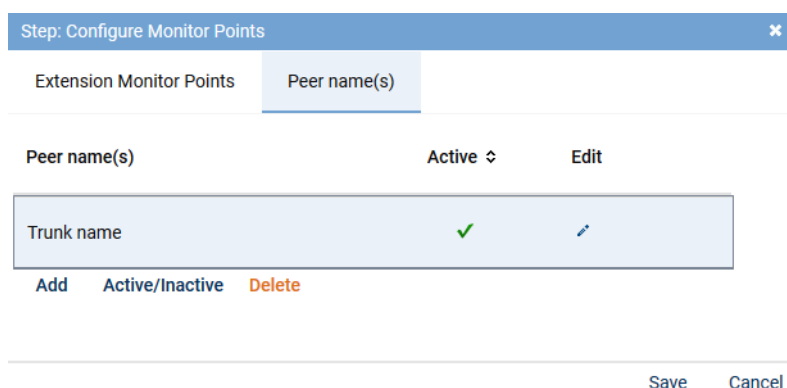




Fig. 313: Add Peer Name(s)

- At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
- In the column *Peer Name(s)*, enter the name of the trunk.
- Once you have finished editing, click on the icon  at the end of the row to apply the entries.
- Repeat the process to add further **SIP** trunk names.
- To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for Multi-Server Recording

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.


- Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.



Fig. 314: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. 20000.
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. 21000.

Tab. 74: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive **RTP**.

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTIconnect service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

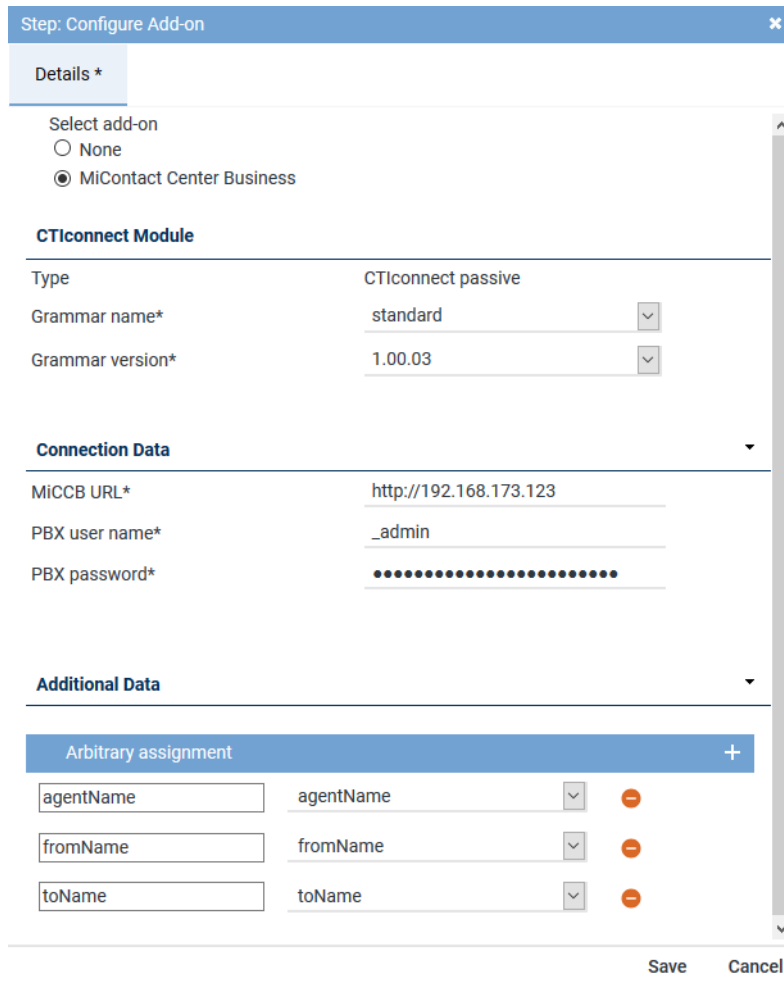


Fig. 315: Configure add-on for MiContact Center Business

Group field CTIconnect Module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 75: Configure CTIconnect module

Group field Connection Data

1. Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
<i>MiCCB URL</i>	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
<i>PBX user name</i>	Enter the user name required to authenticate on MiContact Center Business.
<i>PBX password</i>	Enter the password required to authenticate on MiContact Center Business.

Tab. 76: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"

MiCCB additional data type	Example
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueIsWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ▶ to expand the group field and to assign the additional data to the data fields of the search and replay applications.

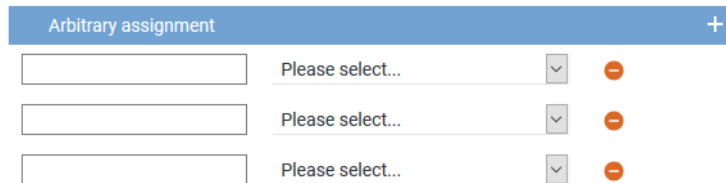



Fig. 316: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTIconnect service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

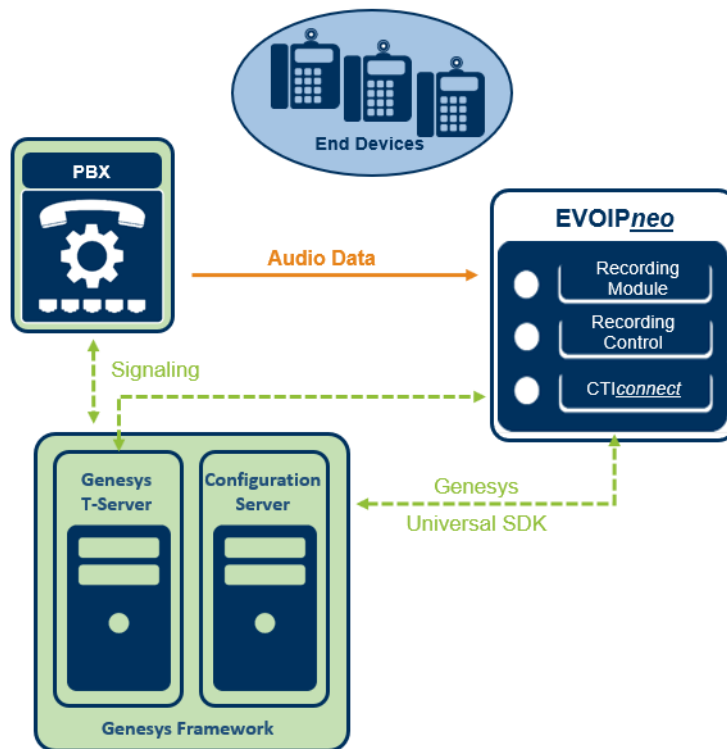


Fig. 317: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 422.

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.

By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.


Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.

4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

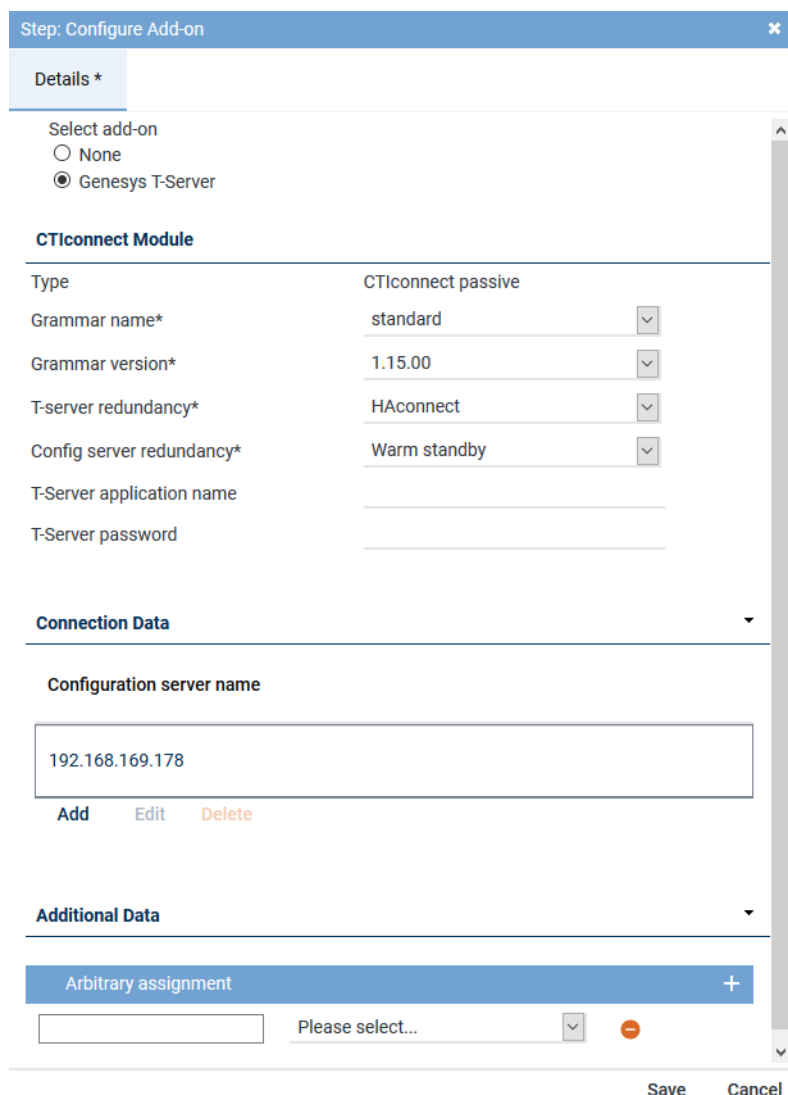


Fig. 318: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
Type	Here, the type of the CTI <u>connect</u> module is displayed.
Grammar name	Select the respective grammar.
Grammar version	Select the respective grammar version.
T-server redundancy	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection

Parameter	Value/Description
	<ul style="list-style-type: none"> • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	<p>From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.</p> <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 77: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.

⇒ The following window appears:

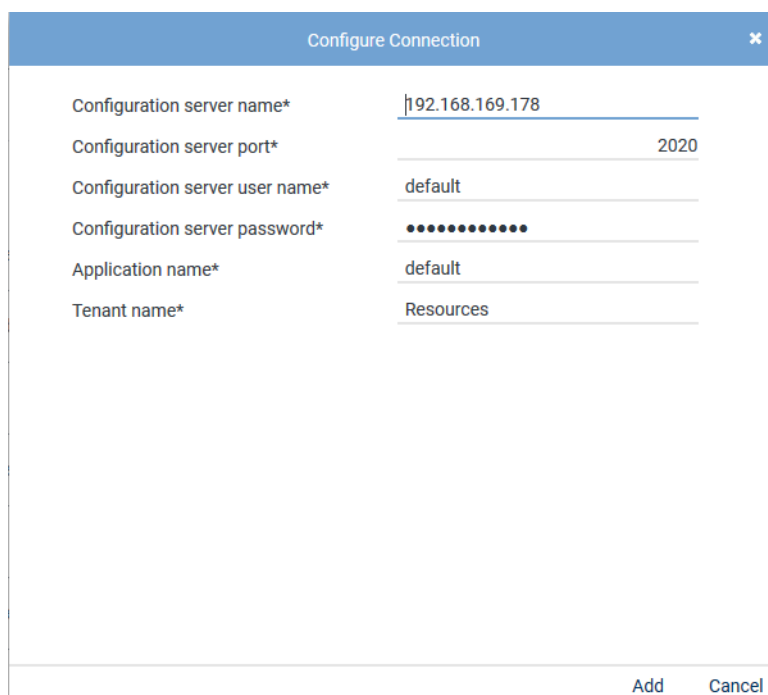


Fig. 319: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 78: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 320: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select... ▼

Save

Cancel

Fig. 321: Configure miscellaneous settings

- Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.


















Mitel MiVoice Business		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 322: Activate integration

- Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
- To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.






+ ×   Integration ▾ General			
Name ▾	Type ▾	Active ▾	Status ▾
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 323: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ↕	Type ↕	Active ↕	Status ↕
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 324: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.5 Configure recording solution Multi-Server Failover

7.2.2.5.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

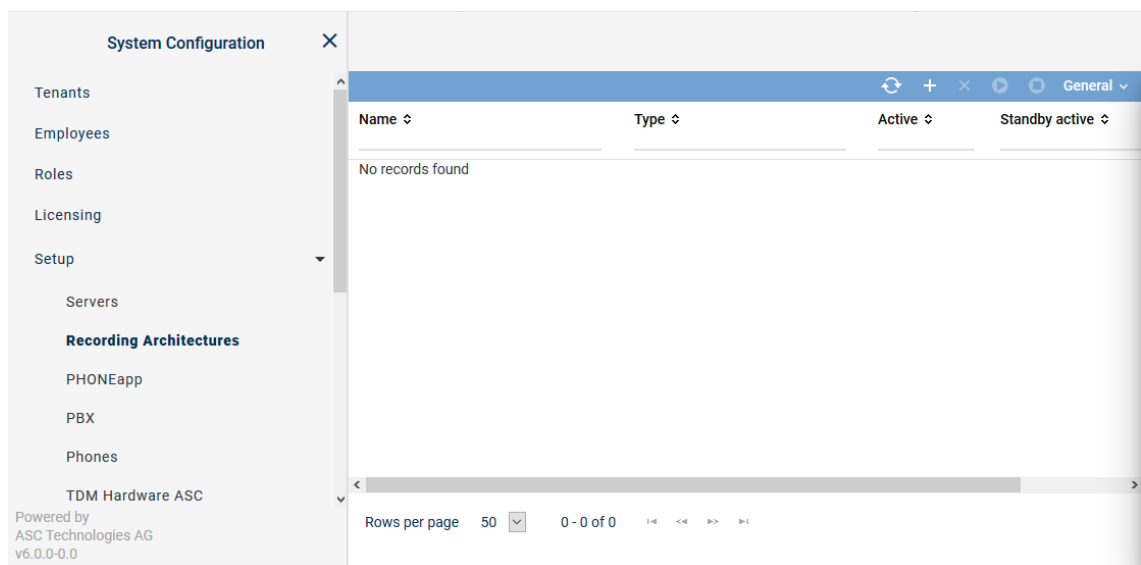








Fig. 325: Recording architectures - main view

<i>Name</i>	Name of the recording architecture
<i>Type</i>	Type of the recording architecture
<i>Active</i>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar.  = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar.
<i>Standby Active</i>	Shows whether the standby server is active for one or several recording components in the recording architecture.  = At least 1 standby server is active.  = No standby server is active or no standby server has been defined.
<i>Creation Date</i>	Date on which the recording architecture was installed.
<i>Updated</i>	Date on which the settings of the recording architecture were updated for the last time.










NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 326: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
 	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.


<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture Multi-Server Failover

If there are several recording servers which are supposed to take over the tasks of another recording server in case of an error, you have to create a recording architecture of the type *Multi-Server Failover*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
 - ⇒ The window *New Recording Architecture* appears.

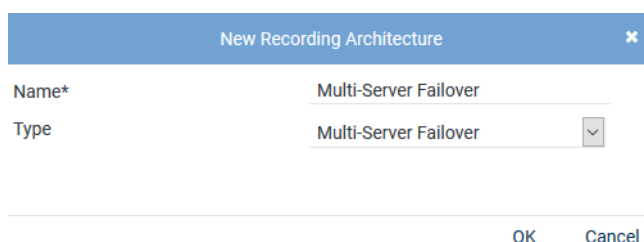
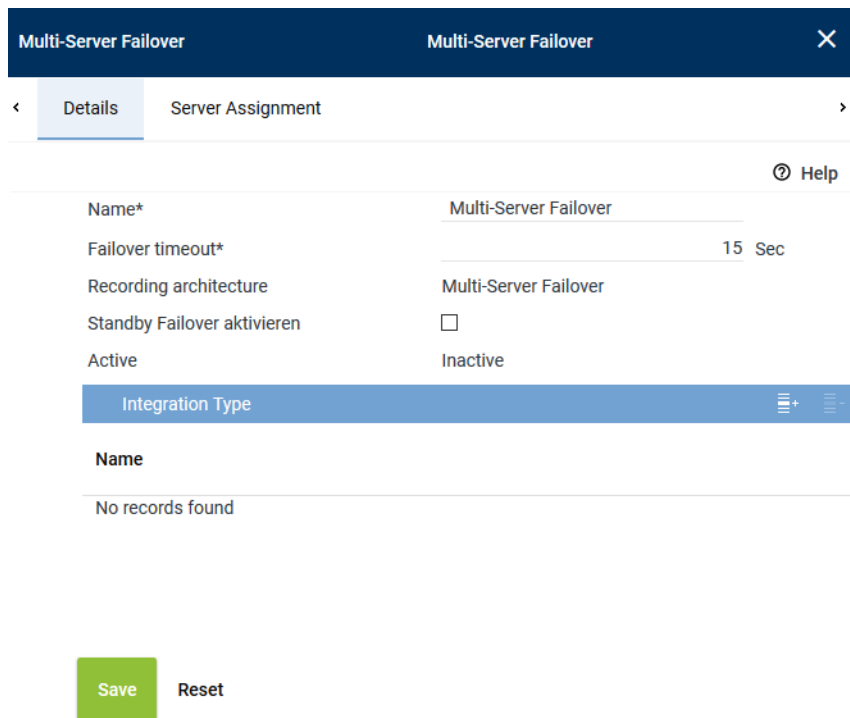


Fig. 327: Create recording architecture - Multi-Server Failover

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *Multi-Server Failover*. **NOTICE!** The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
 - ⇒ Your entries now appear in the detail view.



The screenshot shows the 'Multi-Server Failover' configuration window with the 'Details' tab selected. The window has a dark blue header with the title 'Multi-Server Failover' and a close button. Below the header, there are two tabs: 'Details' (active) and 'Server Assignment'. The main content area contains the following fields:

- Name***: Multi-Server Failover
- Failover timeout***: 15 Sec
- Recording architecture**: Multi-Server Failover
- Standby Failover aktivieren**: ☐
- Active**: Inactive

Below these fields is a section titled 'Integration Type' with a blue header and a toolbar containing a list icon, a plus icon, and a minus icon. Under this section, there is a 'Name' label and a message 'No records found'.


At the bottom of the window, there are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 328: Recording architecture - tab Details - Multi-Server Failover

As standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture. For further information about the configuration of failover architectures, see [chapter "Standby management for failover architectures", p. 406](#).

<i>Failover timeout</i>	<p>Enter a timeout of a minimum of 15 seconds after which the failover process is supposed to start. Depending on the system architecture it may make sense to configure a longer timeout period. The timeout defines the elapse time until the failover process starts. If the status returns to <i>OK</i> within this time, then the failover process is not triggered.</p> <p>NOTICE! Check these parameters after an update and set the timeout to 15 seconds, if required.</p>
<i>Activate standby failover</i>	<p>Activate this option if you would like to ensure that the system switches back to the primary server in case of an error of the standby server.</p> <p>NOTICE! There is no check whether the primary database is working properly before switching back. As a result it is possible that both databases are in an undefined state.</p> <p>NOTICE! After switching back to the original primary server from the standby server, this option is deactivated. If the switching process is supposed to be carried out automatically in the event of a new error, you must activate this option again.</p>
<i>Active</i>	Shows the status of the recording architecture.

Add integration type

- Click on the icon  (Add) in the toolbar of the list *Integration Type*.
⇒ The window *Integration Type* appears.

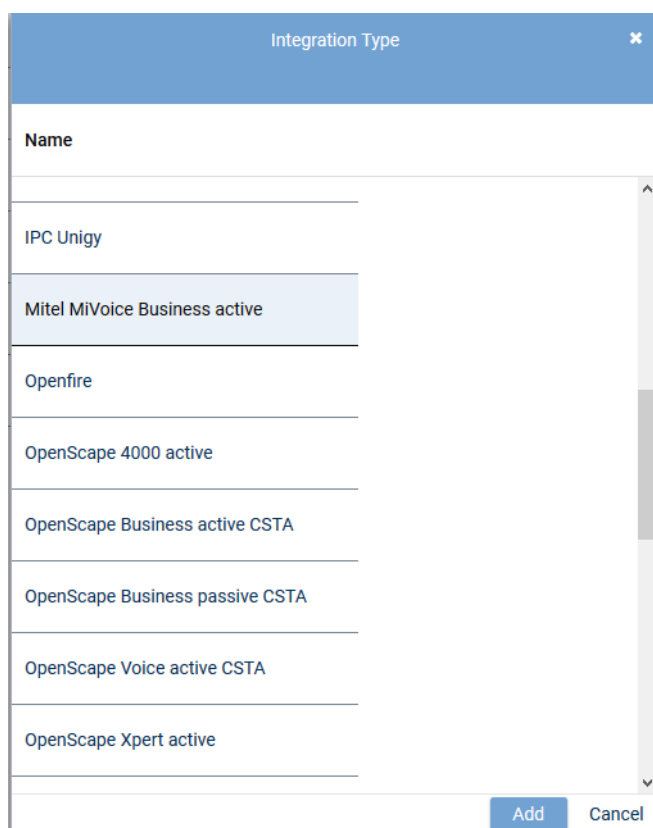


Fig. 329: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign servers for Multi-Server Failover

1. Click on the tab *Server Assignment* to assign the recording components to the corresponding recording servers for the *Multi-Server Failover* recording architecture.

Group field Recording Control and CTIconnect

In this group field, you can configure recording control. You can configure two different server for this purpose or select the same server.

Multi-Server Failover
Multi-Server Failover
×

< Details*
Server Assignment*
>

Recording Control and CTIconnect

Recording Control*	RC-01	+	-	
Used in activated architecture	No			
CTIconnect*	CTI-01	+	-	
Used in activated architecture	No			

Standby Server

Recording Control standby*	RC-02	+	-	
Used in activated architecture	No			
CTIconnect standby*	CTI-02	+	-	
Used in activated architecture	No			

Recording Server

< Recording Server

☰
✎
☰

Server ↕	Standby ↕
REC-01	REC-02

Save

Reset

Fig. 330: Recording Architecture - tab Server Assignment


- Click on the button **+** behind the entry field *Recording control*.
⇒ The window *Servers* appears.

Servers		
Name ↕	IP Address ↕	Path ↕
RC-02	192.168.173.176	C:\
REC-01	192.168.173.171	C:\
REC-04	192.168.173.174	C:\
REC-02	192.168.173.172	C:\
RC-01	192.168.173.175	C:\
CTI-01	192.168.173.177	C:\
CTI-02	192.168.173.178	C:\

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 331: Recording Architecture - assign server - example



2. Select the server for the *recording control module*.
3. Click on the button *Add*.
⇒ The name of the server now appears in the detail view.
4. To delete an assignment, click on the button .




A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time. If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.

Group field Standby Server

1. Click on the button  behind the entry field *Recording control*.
2. Select the standby server for the *recording control module*.
3. Click on the button *Add*.
⇒ The name of the server now appears in the detail view.
4. Click on the button  behind the entry field *CTIconnect*.
5. Select the standby server for the *CTIconnect module*.
6. Click on the button *Add*.
⇒ The name of the server now appears in the detail view.

Group field Recording Server

1. In the table headline *Recording Server*, click on the icon .
- ⇒ The following window appears:

Multi-Server Parallel Recording
Multi-Server Parallel Recording
×

< Details*
Device Group 1*
Device Group 2*
>

Recording Control and CTIconnect

Recording Control device group 1*	RC-01	+	-	
Used in activated architecture	No			
CTIconnect device group 1*	CTI-01	+	-	
Used in activated architecture	No			

Recording Server



< Recording Server
⋮ + ✎ ⋮

Server ↕	Standby ↕
REC-01	REC-02

Save



Reset

Fig. 332: Add Recording Server




2. As described in the previous steps, go to the entry field *Primary server* and click on the icon  to select the primary server on which the recording is supposed to run.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to take over recording in case of an error.
4. Select the recording type you would like to use for these servers by activating the check box.



You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.



5. Click on the button *OK* to close the window.
 - ⇒ The name of the server now appears in the detail view.
6. To edit the assignment subsequently, click on the icon . To delete an assignment, click on the icon .
7. If you would like to add further recording servers, repeat the steps described above.

Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the toolbar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
 - ⇒ In the column *Active*, the icon  (*Active*) appears.

Recording Architecture ▾ General ▾			
Name ▾	Type ▾	Active ▾	Standby active ▾
Multi-Server Failover	Multi-Server Failover	✓	✗

Fig. 333: Recording architecture - activate recording architecture

- To deactivate the recording architecture, if required, click on the icon  (Deactivate).
⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



For all recording architectures with failover components, you can manage to the standby components via standby management. This holds true for Multi-Server Recording and Multi-Server Parallel Recording systems if redundancy options are available for these systems. See [chapter "Standby management for failover architectures"](#), p. 406.



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.5.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

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

System Configuration ✕		Servers ▾ General ▾		
		Name ▾	IP Address ▾	Path ▾
Tenants Employees Roles Licensing Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC <small>Powered by ASC Technologies AG v6.0.0-0.0</small>		REC-01	192.168.173.171	C:\
		REC-02	192.168.173.172	C:\
		REC-03	192.168.173.173	C:\
		REC-04	192.168.173.174	C:\
		RC-01	192.168.173.175	C:\
		Rows per page 50 ▾ 1 - 8 of 8 < << >> >		

Fig. 334: Servers - main view

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

Name Shows the name of the server.

IP Address Shows the [IP](#) address of the server.

<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.






NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.



Fig. 335: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration. This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.
<i>Servers</i>	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations", p. 275 .
	<i>Administrate NTP server</i>	Opens a window in which you can administrate the servers for the time synchronization, see <i>Administrate NTP server</i> .
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
<i>General</i>	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

- Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.

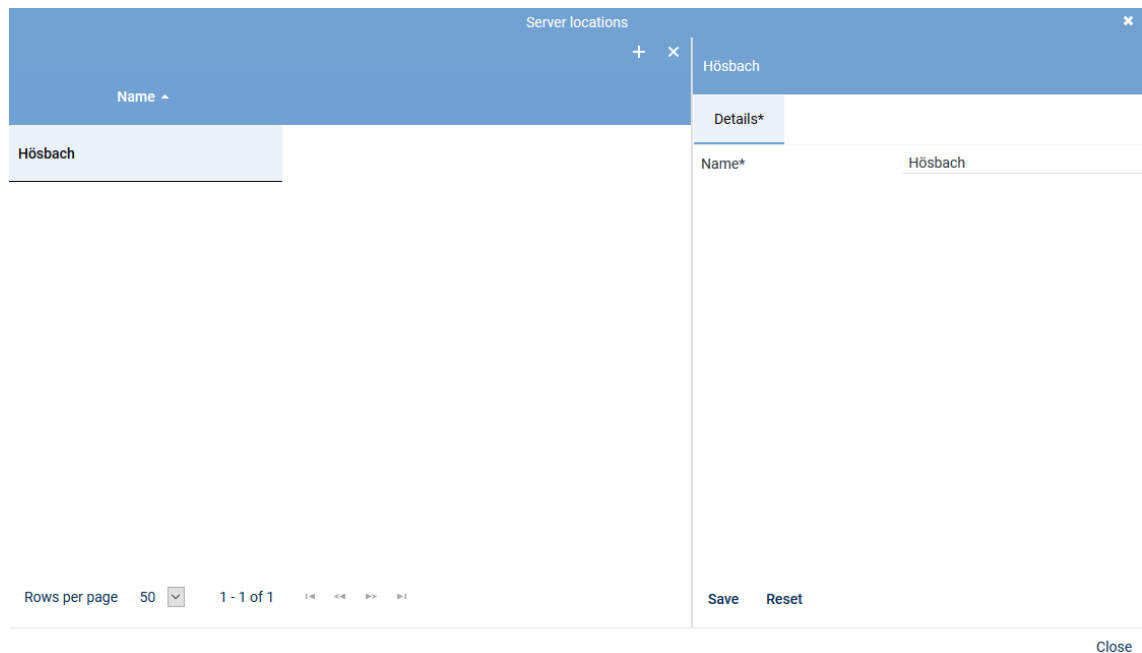



Fig. 336: Add server locations

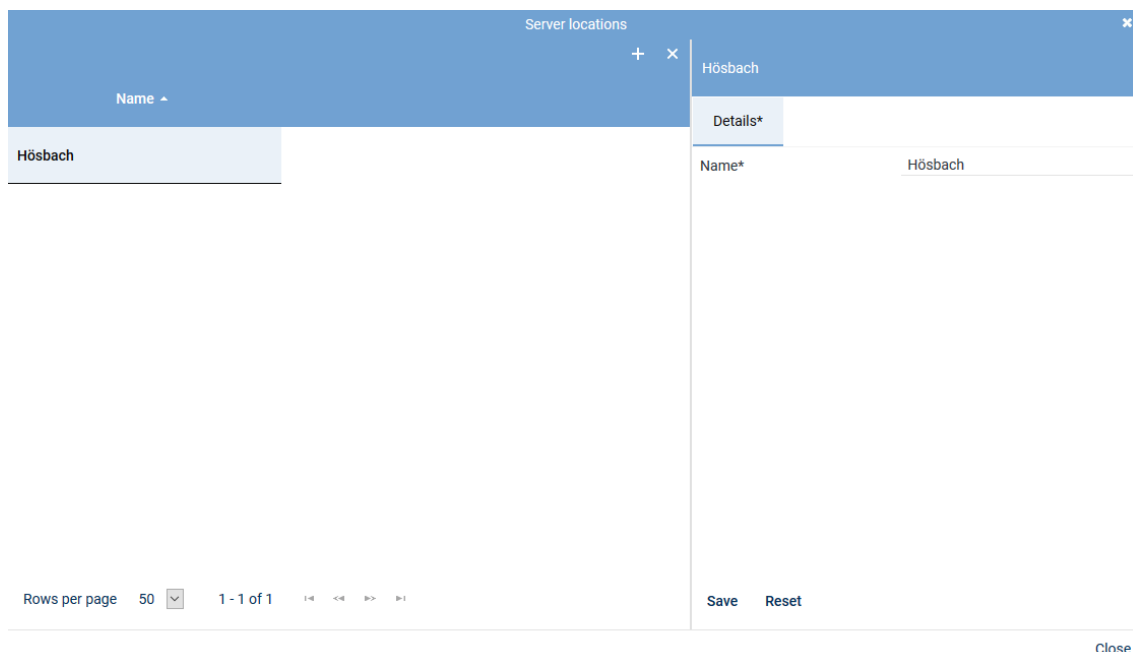
- Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
- Enter the name of the location on the right side in the tab *Details*.
- To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.
- To add further locations, repeat the last 3 steps.
- To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

- Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
- Select the location you would like to delete.



Server locations

Name
Hörsbach

Details*


Name* Hörsbach

Rows per page 50 1 - 1 of 1

Save Reset

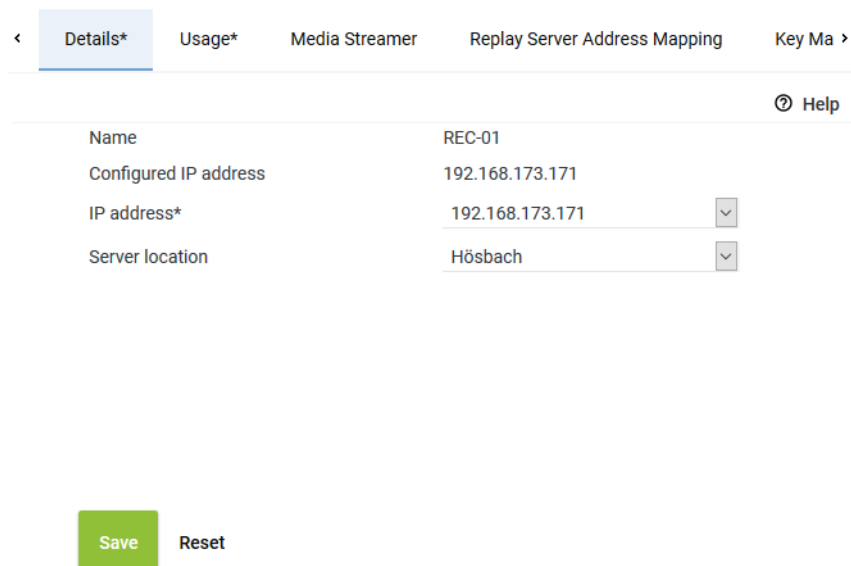
Close

Fig. 337: Delete server location

- Click on the icon  (*Delete*) in the toolbar of the window.
- To delete further locations, repeat the last 2 steps.
- To close the window, click on the button *Close*.

Tab Details

- To configure the server, select the entry of the corresponding server in the main view.
 - ⇒ In the detail view, the tab *Details* appears.
 - The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.



< Details* Usage* Media Streamer Replay Server Address Mapping Key Ma >

Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171
Server location	Hörsbach

Save Reset

Fig. 338: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.

- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab **Usage** to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

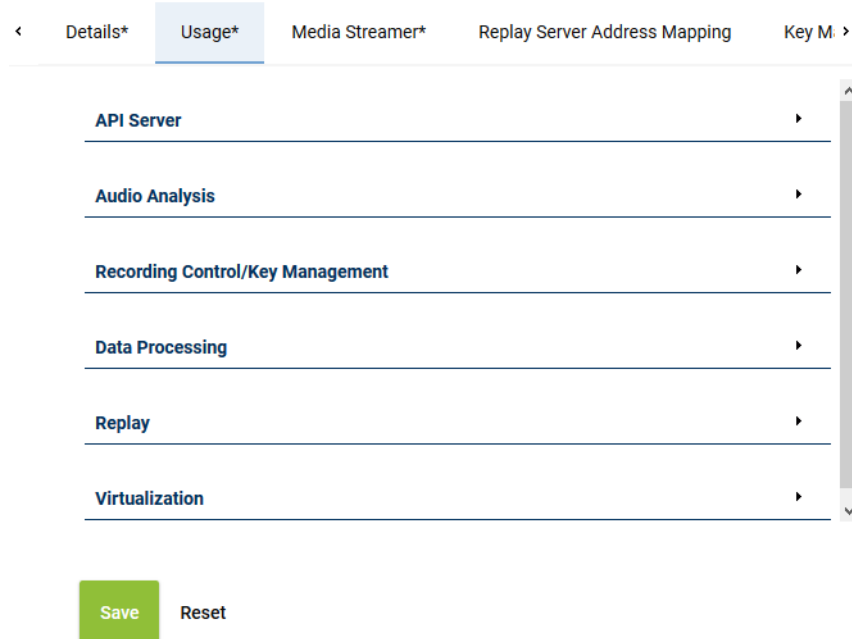


Fig. 339: Servers - tab usage

Group field API Server

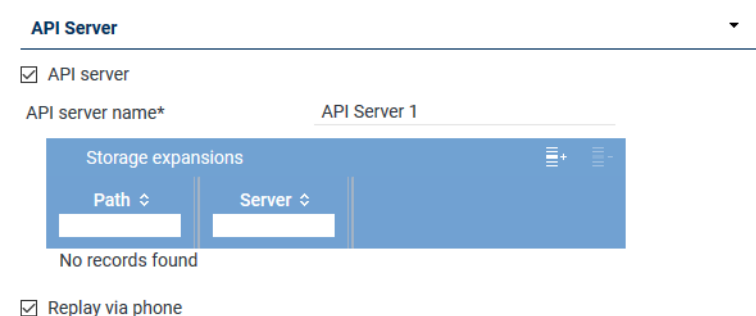


Fig. 340: Group field API Server



The ASC API Server is a service within the neo software.



The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the neo system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 288.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List</i> <i>Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> • By clicking on the icon  (<i>Add</i>), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 280. • By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> • Application POWERplay Pro • Application POWERplay Instant • Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p>

Parameter	Value/Description
	NOTICE! In the tab <i>Media Streamer</i> , you have to assign this function to a PBX , see chapter "Tab Media Streamer", p. 287 . To be able to do so, at least 1 PBX must have been configured in the system.

Add storage expansion for replay

1. Click on the icon  (*Add*) in the toolbar of the list.
2. Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay				
Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

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Add Cancel

Fig. 341: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis

Audio Analysis

☐ Emotion detection

Stream audio data from*

Fig. 342: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	Activate this check box to activate emotion detection for audio analysis. <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection. <input type="checkbox"/> = Function has not been activated.

Tab. 79: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 343: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <i>CLIENTcommand</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <i>ASC_KEY_MANAGEMENT</i> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 80: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 344: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 283. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 283. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 81: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (Add).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

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Add Cancel

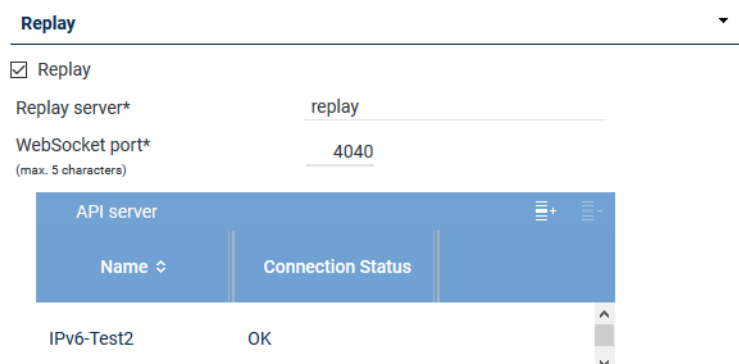
Fig. 345: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 346: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 285. By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 82: Configure replay


Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:

- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
- To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 - Select the server from the list on which the [API](#) service is running.




Fig. 347: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 278](#).

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 348: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 83: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

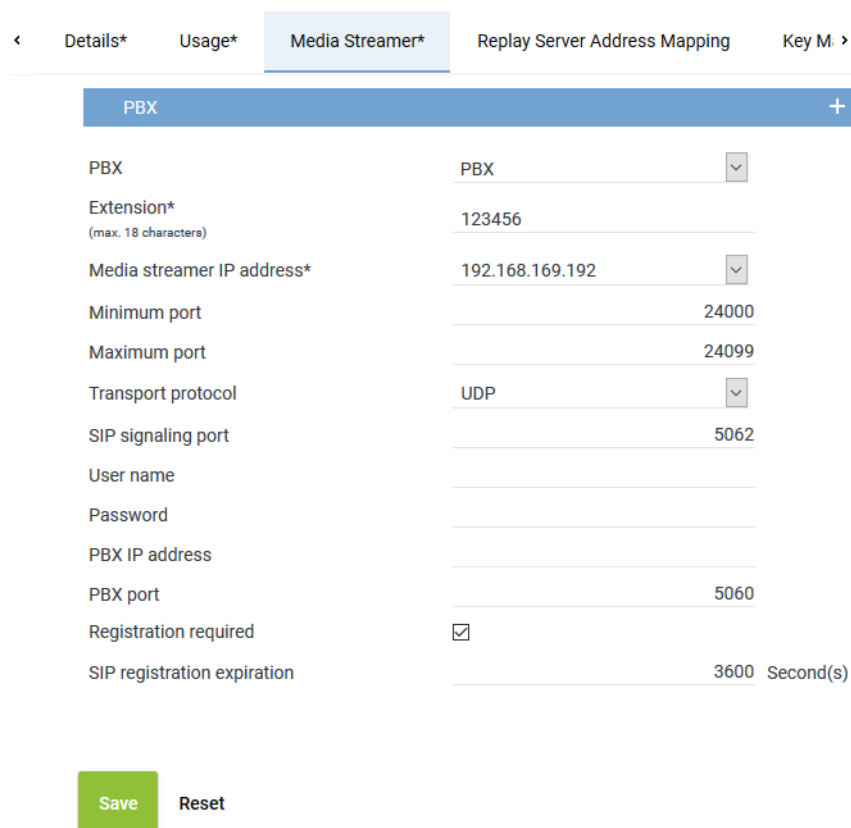
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX	PBX	▼
Extension*	123456	
(max. 18 characters)		
Media streamer IP address*	192.168.169.192	▼
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	▼
SIP signaling port	5062	
User name		
Password		
PBX IP address		
PBX port	5060	
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration	3600	Second(s)

Save Reset

Fig. 349: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 292.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

[Details*](#)
[Usage*](#)
[Media Streamer*](#)
[Replay Server Address Mapping](#)
[Key M. >](#)

Replay Server Addresses
✖

Internal IP address/ port of the replay server
 : 4000

External address/ port of the replay server
 : 4000

Save
 Reset

Fig. 350: Servers Module - tab Replay Server Address Mapping

Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon ✖ in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port 4040 as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping Key Management >

Key creation interval

☒ All
365 Day(s)

☐ Create key manually

Delay usage

until 0 Day(s) 0 Hour(s)

☐ Key expiration date

after 0 Day(s)

☒ In case of an error switch to simple key management automatically

Save Reset

Fig. 351: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

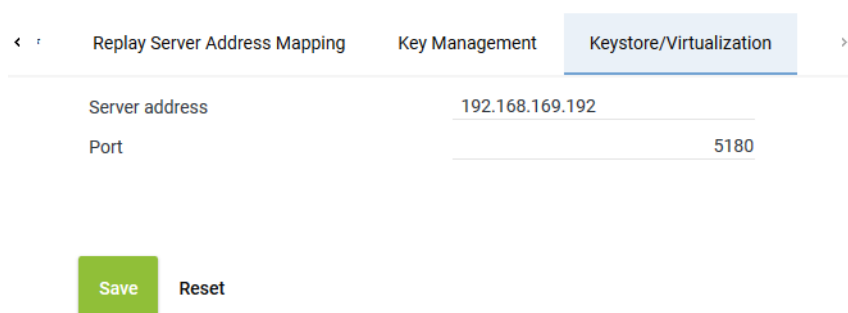
In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.



Navigation: < Replay Server Address Mapping | Key Management | **Keystore/Virtualization** >

Server address	192.168.169.192
Port	5180

Buttons: Save (green), Reset (grey)

Fig. 352: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization:
IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.5.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

- Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

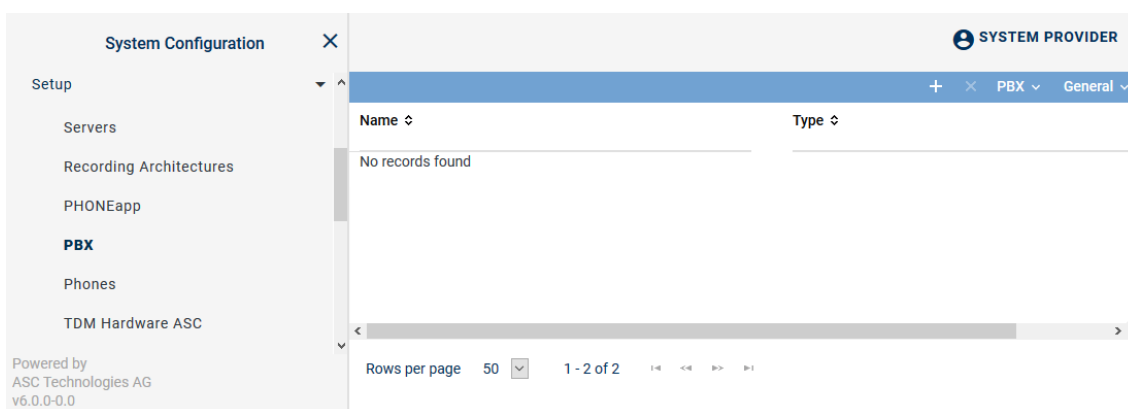


Fig. 353: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.

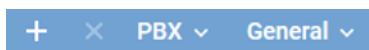




Fig. 354: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
PBX	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
General	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

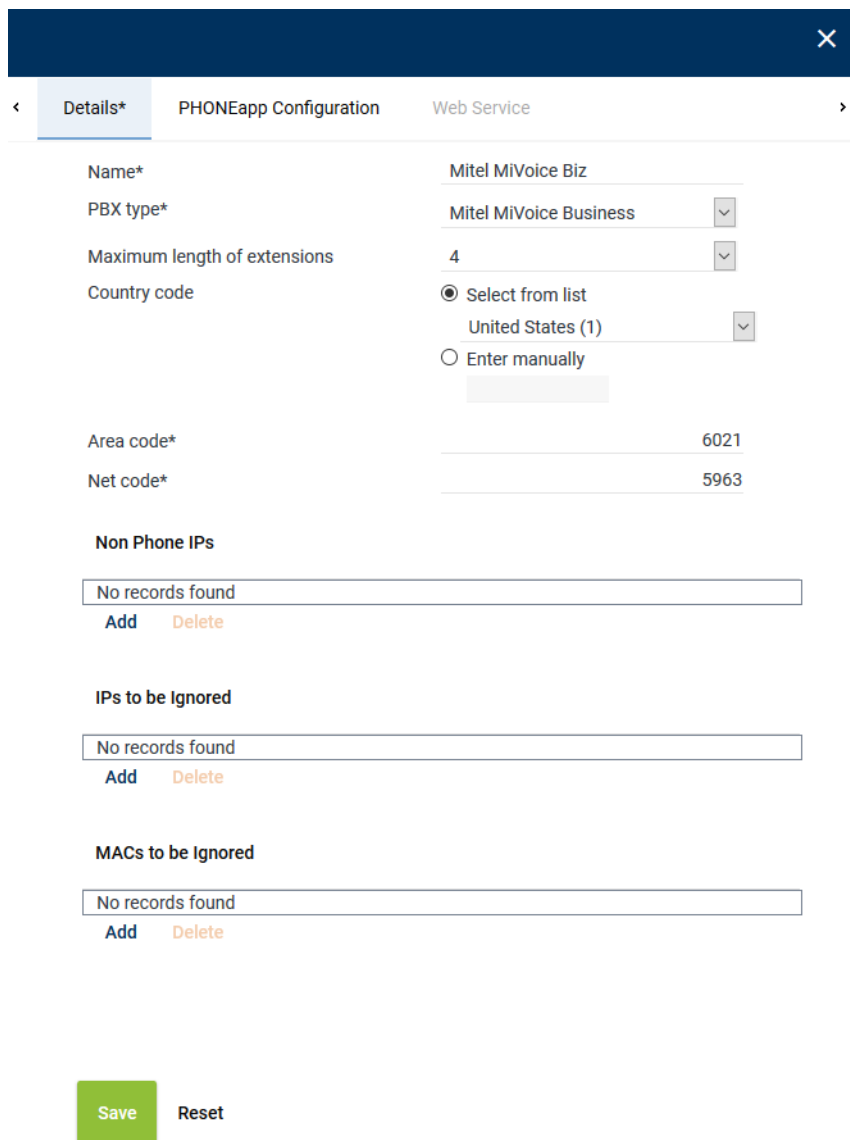
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



Details* PHONEapp Configuration Web Service

Name* Mitel MiVoice Biz

PBX type* Mitel MiVoice Business

Maximum length of extensions 4

Country code ☒ Select from list United States (1) ☐ Enter manually

Area code* 6021

Net code* 5963

Non Phone IPs

No records found

Add Delete

IPs to be Ignored

No records found

Add Delete

MACs to be Ignored

No records found

Add Delete

Save Reset

Fig. 355: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 84: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.5.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

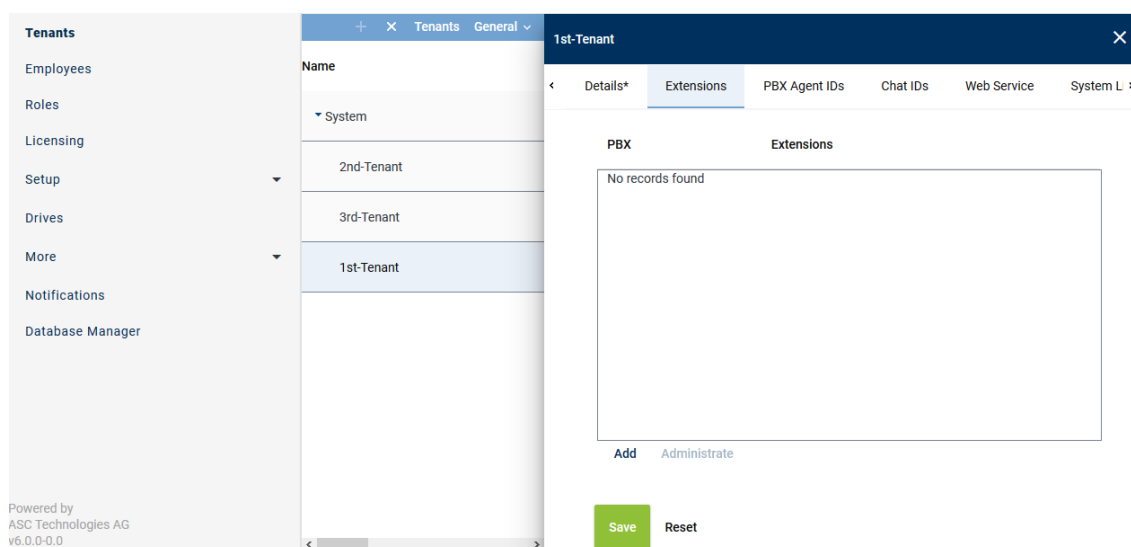


Fig. 356: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.
⇒ The following window appears:

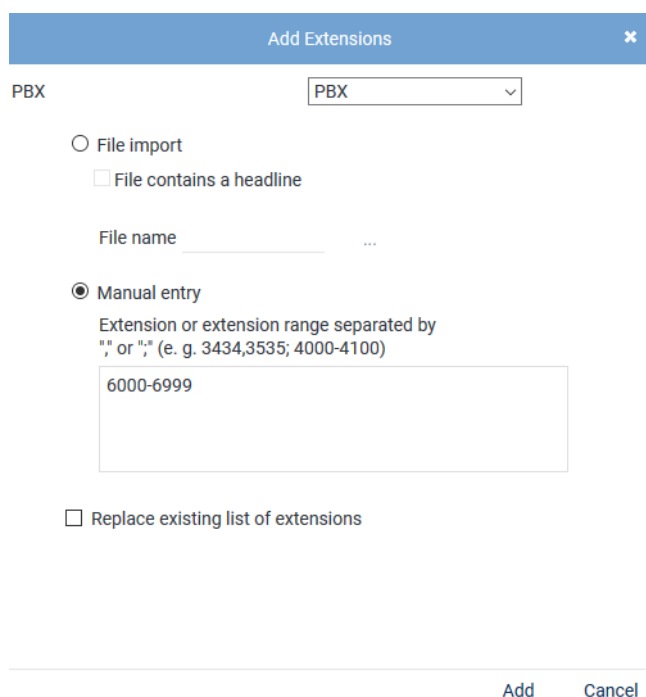


Fig. 357: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import

Select the option to import extensions from an existing file and add them to the table of extensions.
The following file formats are supported:

- ZIP
- TXT

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

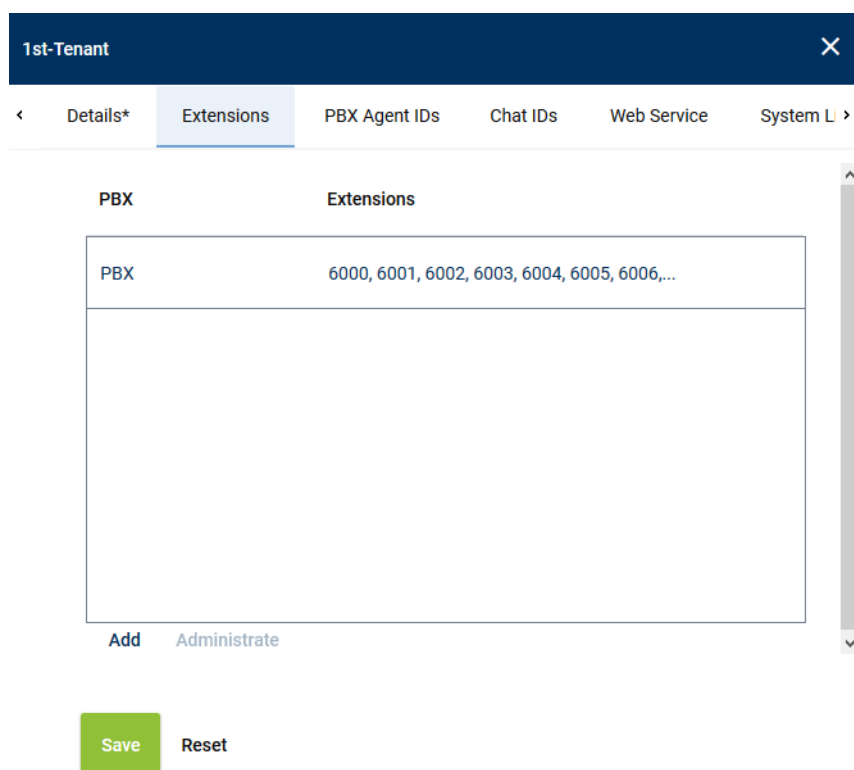
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 358: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 359: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

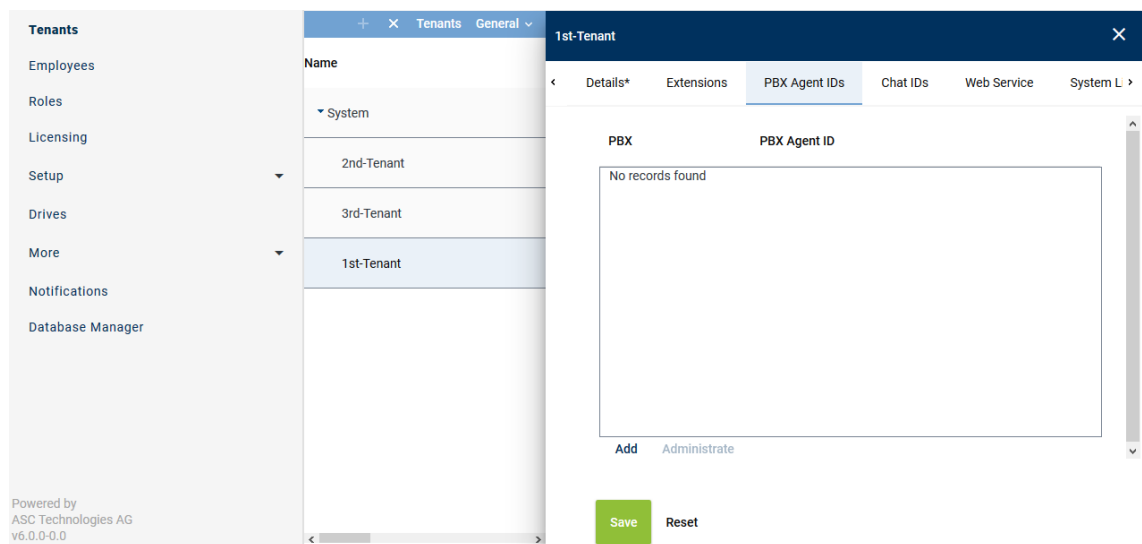


Fig. 360: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";" or ":"

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 361: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

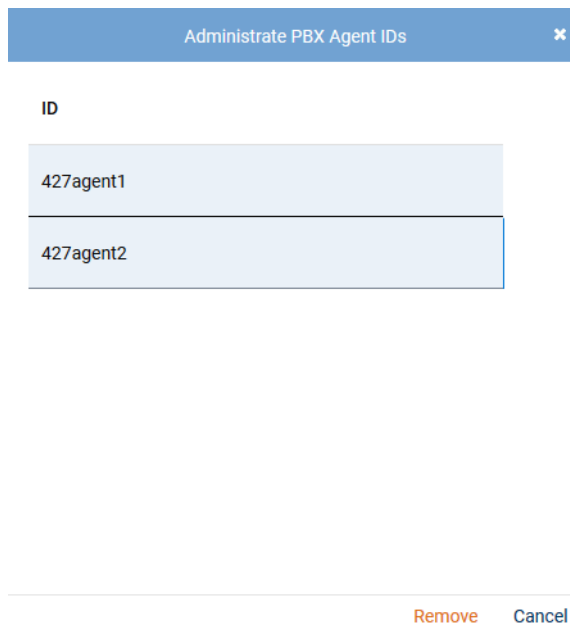


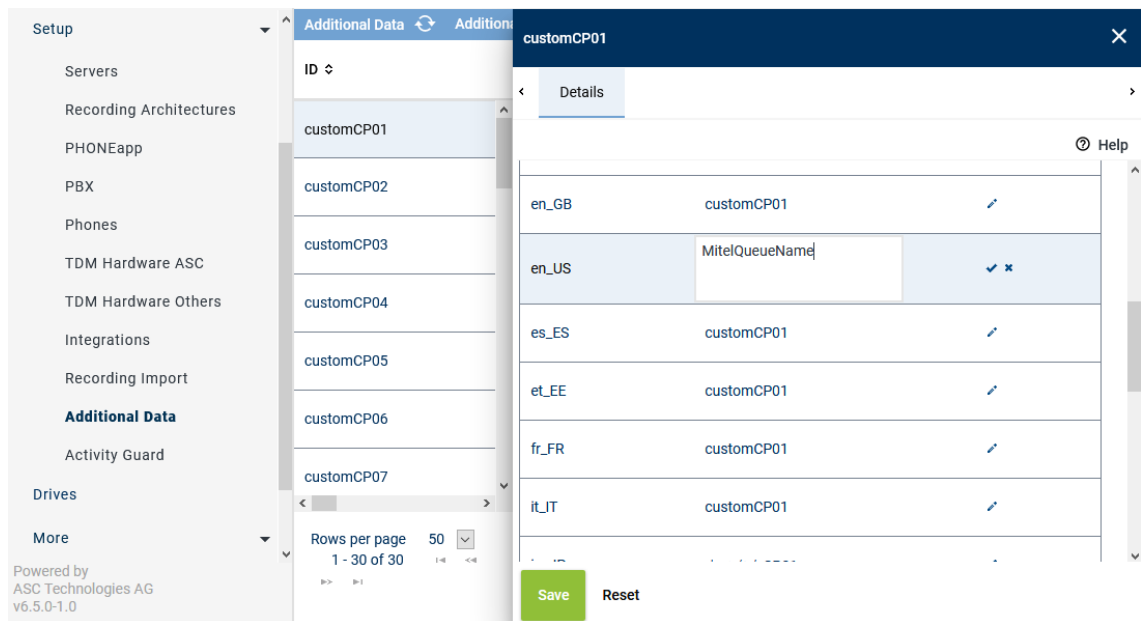
Fig. 362: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.5.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.



Setup

- Servers
- Recording Architectures
- PHONEapp
- PBX
- Phones
- TDM Hardware ASC
- TDM Hardware Others
- Integrations
- Recording Import
- Additional Data**
- Activity Guard
- Drives
- More

Additional Data

ID

- customCP01
- customCP02
- customCP03
- customCP04
- customCP05
- customCP06
- customCP07

Rows per page 50 1 - 30 of 30

Powered by ASC Technologies AG v6.5.0-1.0

customCP01

Details

en_GB customCP01

en_US MitelQueueName

es_ES customCP01

et_EE customCP01

fr_FR customCP01

it_IT customCP01

Save Reset

Fig. 363: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.

Availability

Available	<input checked="" type="checkbox"/>
Editable	<input checked="" type="checkbox"/>
External recording control	<input checked="" type="checkbox"/>

Save Reset

Fig. 364: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup	Additional Data			
	ID	Displayed Name	Available	Editable
Servers	customCP21	MitelQueueName	✓	✓
Recording Architectures	customCP22	CallingPartyIVR	✓	✓
PHONEapp	customCP23	CalledParty	✓	✓
PBX	customCP24	customCP24	✗	✗
Phones	customCP25	customCP25	✗	✗
TDM Hardware ASC	customCP06	Call Center ID	✓	✓
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 365: Additional data for MiVB

7.2.2.5.6 Create integration for Multi-Server Failover

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.



1. In the navigation bar, select the menu item *Setup > Integrations*.



⇒ The following window appears:

System Configuration	SYSTEM PROVIDER			
	Name	Type	Active	Status
Setup	No records found			
Servers				
Recording Architectures				
PHONEapp				
PBX				
Phones				
TDM Hardware ASC				
TDM Hardware Others				
Integrations				
Recording Import				
Additional Data				

Fig. 366: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  . ✗ = Integration is not active, can be activated in the toolbar via the icon  .





<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 367: Toolbar Integrations module

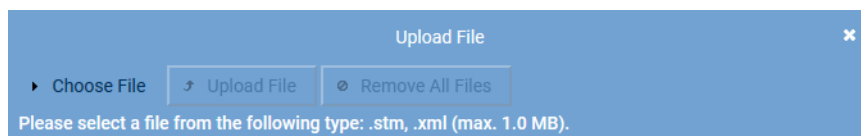
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 368: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

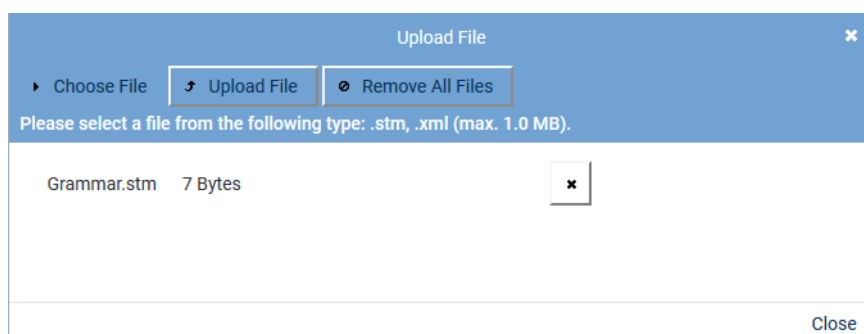




Fig. 369: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type

1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.

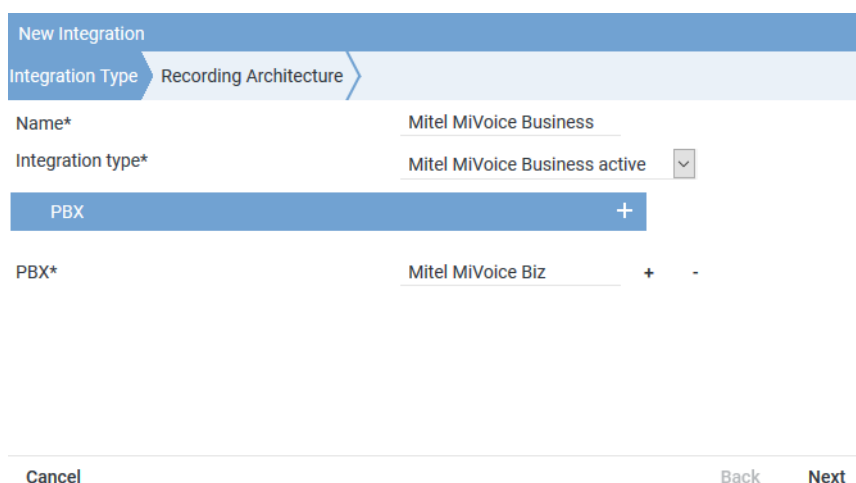


Fig. 370: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 85: Create integration type


3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Fig. 371: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for Multi-Server Failover

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.

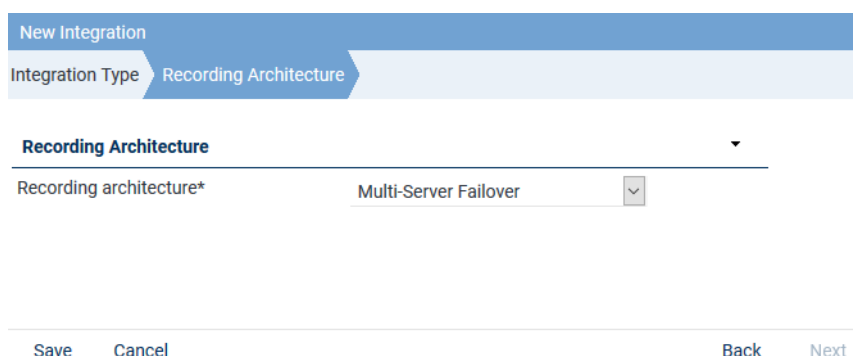


Fig. 372: Assign recording architecture - Multi-Server Failover


2. Select the respective recording architecture from the drop-down list *Recording architecture*.



Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✗	⚙️
Step	Configuration			
Configure recording architecture	✓ 			
Configure CTI connection data	✗ 			
Configure monitor points	✗ 			
Configure recording servers	✗ 			
Configure add-on	✓ 			
Configure miscellaneous settings	✓ 			

Fig. 373: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture
✕

Details *


Recording architecture*
Multi-Server Failover

Save Cancel

Fig. 374: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data ✕

MiVoice MX-ONE (CSTA)* **MBG**

Active ☒

Fig. 375: Activate CTIconnect connection data for MBG

Active Activate the check box to display the configuration parameters and to activate the connection to the MBG.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

CTIconnect Module ▼

Type CTIconnect active

Grammar name* ▼

Grammar version* ▼

Fig. 376: Configure CTIconnect module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 86: Configure CTIconnect module



After an update of the neo software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

Group field Connection Data MBG

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

[Add](#) [Edit](#) [Delete](#)

Fig. 377: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection
✕

Connection data*
192.168.170.116

PBX port*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)*
••••••••••

[Add](#)
[Cancel](#)

Fig. 378: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default 6810.
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 87: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data ▼

Arbitrary assignment

Key 0	Please select...	▼
Key 1	Please select...	▼
Key 2	Please select...	▼

Fig. 379: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

Tab MiVB (MiTAI)

In this tab, you can configure the CTIconnect module for the recording variant via MiVB MiTAI.

Step: Configure CTI Connection Data ✕

MBG*	MiVB (MiTAI)*	MiVB SIP trunk (MiTAI)*
Active	<input checked="" type="checkbox"/>	

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name

Password

Connection Data ▼

Connection data

No records found

Add Edit Delete

Additional Data ►

Save Cancel

Fig. 380: CTI connection data - tab MiVB (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 381: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 88: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 382: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection
✕

Connection data*

192.168.170.201

Add Cancel

Fig. 383: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 89: Configure connection data

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

- In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data

ACDAgentGroup	Please select...	▼
SuitPilotNumber	Please select...	▼
SuitPilotName	Please select...	▼
Arbitrary assignment		
<input type="text" value="MitelQueueName"/>	MitelQueueName	▼
<input type="text" value="CallingDeviceID"/>	CallingPartyIVR	▼
<input type="text" value="CalledDeviceID"/>	CalledParty	▼

Fig. 384: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

- In the entry fields of the additional data, add the following information:
 - *MitelQueueName*

- *CallingDeviceID*
 - *CalledDeviceID*
- From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab *MiVB SIP trunk (MiTAI)*

In this tab, you can configure the CTIconnect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*
MiVB (MiTAI)*
MiVB SIP trunk (MiTAI)*

Active
☒

CTIconnect Module

Type
CTIconnect passive

Grammar name*
standard

Grammar version*
1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add
Edit
Delete

Additional Data

Save
Cancel

Fig. 385: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field **CTIconnect Module**

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

CTIconnect Module ▼

Type CTIconnect passive

Grammar name* standard ▼

Grammar version* 1.00.01 ▼

Login name asc_cticonnect

Password ••••••

Fig. 386: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

Tab. 90: Configure CTIconnect module

Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

Connection Data ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 387: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

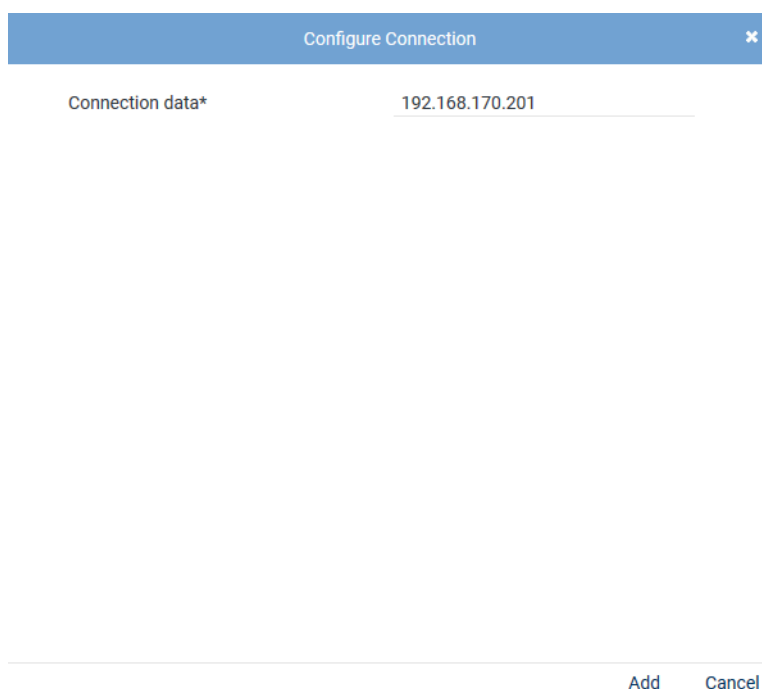


Fig. 388: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 91: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
 - ⇒ The window *Step: Configure Monitor Points* appears in the detail view.

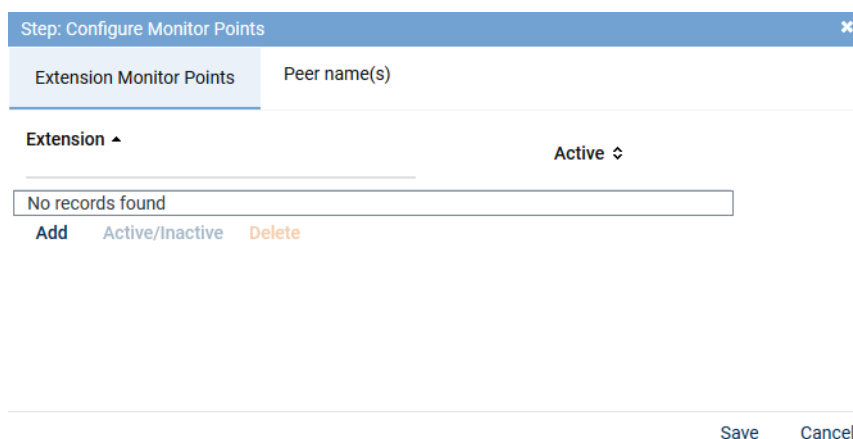


Fig. 389: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones to be recorded must have been registered in the **SRC**.

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.

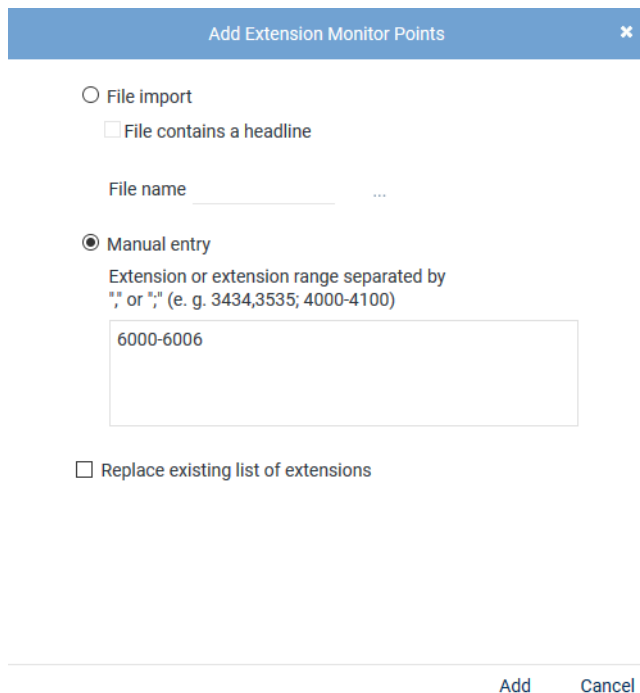



Fig. 390: Add extension monitor points

File import	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button ↗ (<i>Upload file</i>).
File contains a headline	<p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p>
File name	<p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button ... behind the field <i>File name</i>. • Click on the button <i>Choose File</i>.

	<ul style="list-style-type: none"> • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually. You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾	Active ⇅
6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 391: Configured extension monitor points

<i>Add</i>	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
<i>Active/Inactive</i>	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
---------------	--

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several **SIP** trunk names in this tab.

- Click on the button *Add* to add a **SIP** trunk.
 - ⇒ A new row appears.

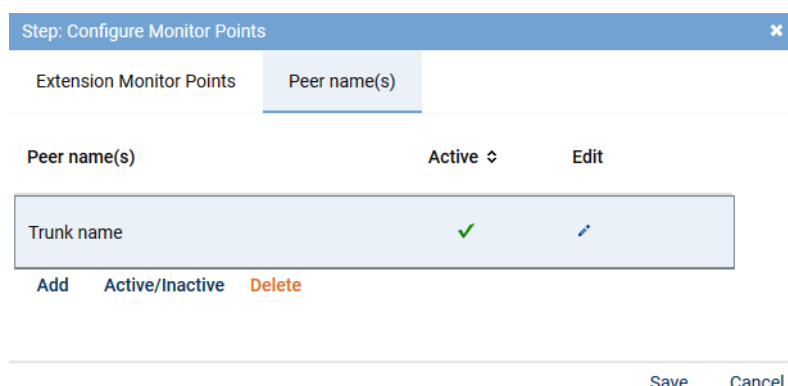





Fig. 392: Add Peer Name(s)

- At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
- In the column *Peer Name(s)*, enter the name of the trunk.
- Once you have finished editing, click on the icon  at the end of the row to apply the entries.
- Repeat the process to add further **SIP** trunk names.
- To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for Multi-Server Failover

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.

- Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.

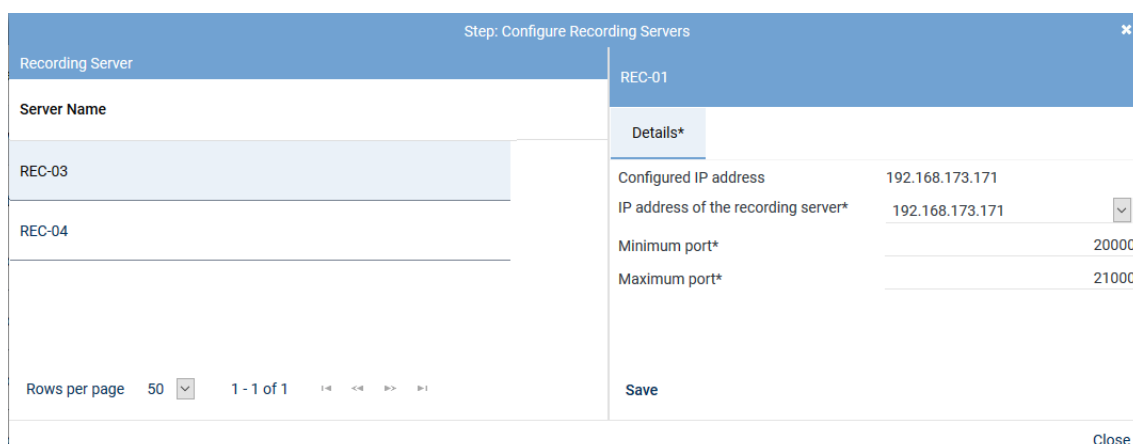


Fig. 393: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. 20000.
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. 21000.

Tab. 92: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive **RTP**.

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

3. Click on the button *Save*.

4. Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

Configure add-on for MiContact Center Enterprise

The add-on refers to the usage of MiContact Center Enterprise and must only be configured if MiContact Center Enterprise is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The conversation events and the additional data are captured via MiContact Center Enterprise and sent to the recording server.

1. Select the add-on *MiContact Center Enterprise* in the detail view.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Enterprise

CTIconnect Module

TypeCTIconnect passive
Grammar name*standard
Grammar version*2.00.01

Connection Data

Server name*192.168.170.205
Port*2601

Additional Data

CALLIDUniversal Call ID
PRIVATEDATAPlease select...
SERVICEGROUPIDPlease select...
SERVICEGROUPLISTPlease select...
IVRDATA1Please select...
IVRLABEL1Please select...
IVRDATA2Please select...
IVRLABEL2Please select...
IVRDATA3Please select...
IVRLABEL3Please select...
OASIDPlease select...

Arbitrary assignment

Please select...
Please select...
Please select...

SaveCancel

Fig. 394: Configure add-on for MiContact Center Enterprise

Group field CTIconnect Module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.

Parameter	Value/Description
<i>Grammar name</i>	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
<i>Grammar version</i>	Select the current version of the grammar from the drop-down list.

Tab. 93: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
<i>Server Name</i>	Enter the IP address or the name of the server that the MiContact Center Enterprise runs on.
<i>Port</i>	Enter the port for the connection to MiContact Center Enterprise.

Tab. 94: Configure connection data

Group field Additional Data

The following additional data is delivered in the protocol when using MiContact Center Enterprise:

- *CALLID*
- *PRIVATEDATA*
- *SERVICEGROUPLIST*
- *IVRDATA1*
- *IVRLABEL1*
- *IVRDATA2*
- *IVRLABEL2*
- *IVRDATA3*
- *IVRLABEL3*
- *OASID*

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 395: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTI^{connect} service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Business

CTIconnect Module

Type CTIconnect passive
Grammar name* standard
Grammar version* 1.00.03

Connection Data

MiCCB URL* http://192.168.173.123
PBX user name* _admin
PBX password*

Additional Data

Arbitrary assignment +

agentName agentName
fromName fromName
toName toName

Save Cancel

Fig. 396: Configure add-on for MiContact Center Business

Group field CTIconnect Module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 95: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
MiCCB URL	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
PBX user name	Enter the user name required to authenticate on MiContact Center Business.
PBX password	Enter the password required to authenticate on MiContact Center Business.

Tab. 96: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"

MiCCB additional data type	Example
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 397: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTI^{connect} service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

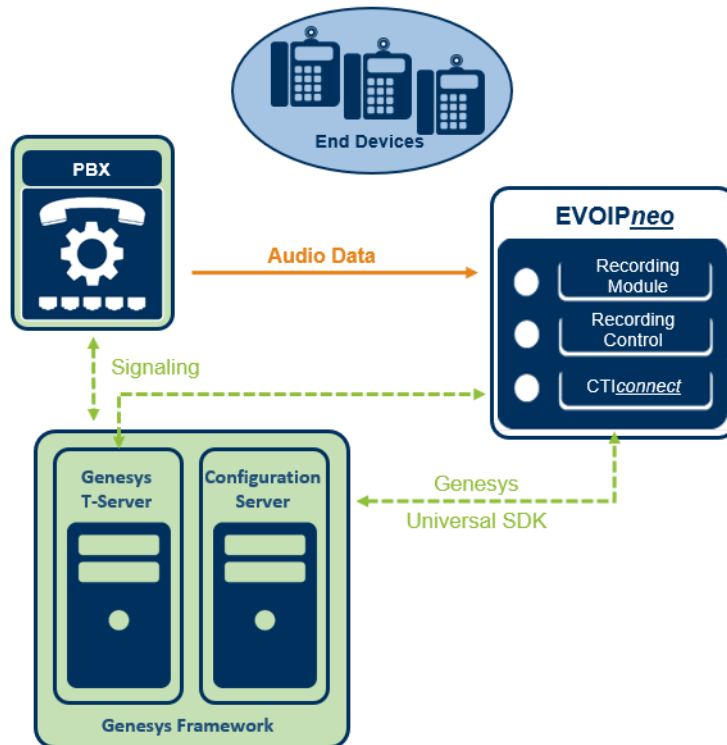


Fig. 398: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 422](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

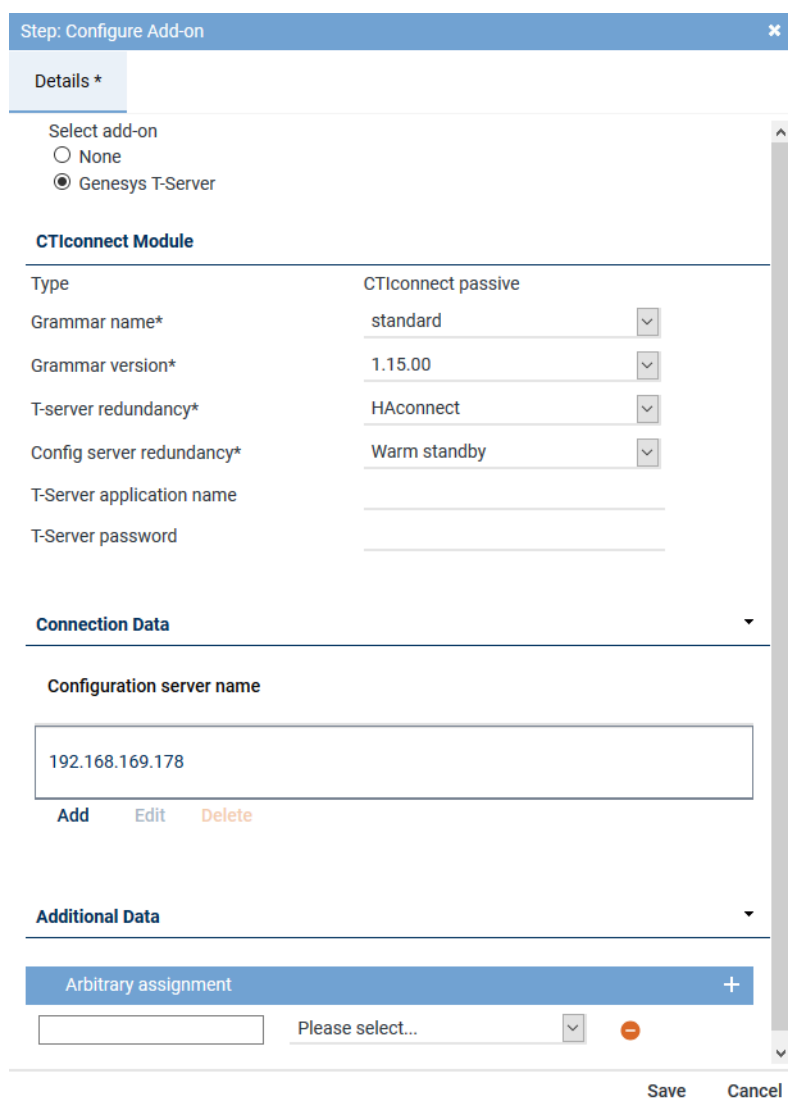


Fig. 399: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
<i>Type</i>	Here, the type of the CTI <u>connect</u> module is displayed.
<i>Grammar name</i>	Select the respective grammar.
<i>Grammar version</i>	Select the respective grammar version.
<i>T-server redundancy</i>	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.

Parameter	Value/Description
	<ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 97: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

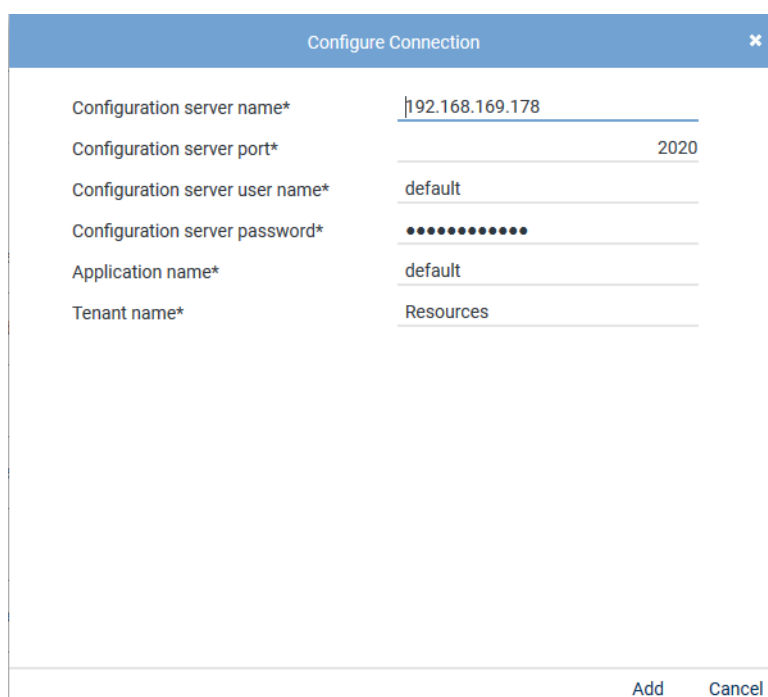


Fig. 400: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.

Parameter	Value/Description
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 98: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

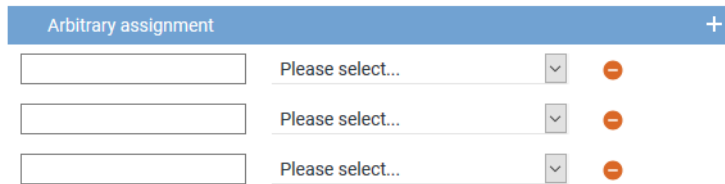



Fig. 401: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

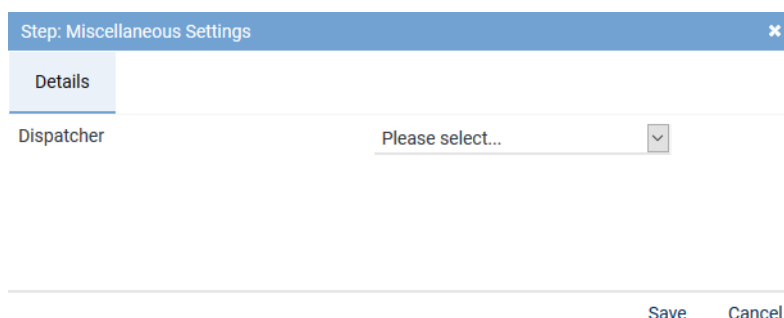


Fig. 402: Configure miscellaneous settings

2. Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.


















Mitel MiVoice Business		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 403: Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.






+ ×   Integration ▾ General			
Name ▾	Type ▾	Active ▾	Status ▾
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 404: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ↕	Type ↕	Active ↕	Status ↕
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 405: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.6 Configure recording solution Multi-Server Parallel Recording

7.2.2.6.1 Create recording architecture







Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
 - ⇒ The following window appears:

System Configuration ×			
<div>Tenants</div> <div>Employees</div> <div>Roles</div> <div>Licensing</div> <div>Setup ▾</div> <div>Servers</div> <div>Recording Architectures</div> <div>PHONEapp</div> <div>PBX</div> <div>Phones</div> <div>TDM Hardware ASC</div>			
↺ + × ⏮ ⏭ General ▾			
Name ↕	Type ↕	Active ↕	Standby active ↕
No records found			
<div> <div>Rows per page 50 ▾</div> <div>0 - 0 of 0</div> <div>⏮ << >> ⏭</div> </div>			

Fig. 406: Recording architectures - main view

<i>Name</i>	Name of the recording architecture
<i>Type</i>	Type of the recording architecture
<i>Active</i>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar.  = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar.
<i>Standby Active</i>	Shows whether the standby server is active for one or several recording components in the recording architecture.  = At least 1 standby server is active.  = No standby server is active or no standby server has been defined.
<i>Creation Date</i>	Date on which the recording architecture was installed.
<i>Updated</i>	Date on which the settings of the recording architecture were updated for the last time.









NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 407: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that the main view displays all data sets again.
	<i>Create</i>	Creates a new recording architecture.
	<i>Delete</i>	Deletes the selected recording architecture. The recording architecture is removed from the list of the main view. NOTICE! You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. NOTICE! You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architectures</i>	<i>Standby management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.


<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create recording architecture Multi-Server Parallel Recording

If there are several recording servers which are supposed to record the same tracks in parallel, you have to create a recording architecture of the type *Multi-Server Parallel Recording*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.
 - ⇒ The window *New Recording Architecture* appears.

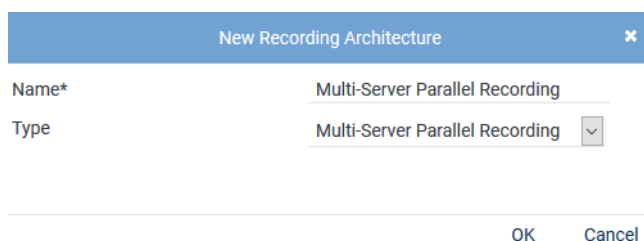


Fig. 408: Create recording architecture - Multi-Server Parallel Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *Multi-Server Parallel Recording*.

NOTICE! The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.
 - ⇒ Your entries now appear in the detail view.

Multi-Server Parallel Recording

Multi-Server Parallel Recording X

<

Details*

Device Group 1*

Device Group 2*

>

Help

Name*	Multi-Server Parallel Recording
Failover timeout*	15 Sec
Recording architecture	Multi-Server Parallel Recording
Standby Failover aktivieren	<input type="checkbox"/>
Synchronize recording control	<input type="checkbox"/>
Active	Inactive

Integration Type

Name

No records found

Save

Reset

Fig. 409: Recording architecture - tab Details - Multi-Server Parallel Recording


As standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture. For further information about the configuration of failover architectures, see [chapter "Standby management for failover architectures", p. 406](#).

5. Enter a failover timeout of a minimum of 15 seconds after which the failover process is supposed to start. Depending on the system architecture it may make sense to configure a longer timeout period. The timeout defines the elapse time until the failover process starts. If the status returns to *OK* within this time, then the failover process is not triggered.
6. Activate the check box *Synchronize recording control* so that the Recording Control services can be synchronized and only one service controls recording for the two recording servers, see [chapter "Synchronizing recording control", p. 398](#).

NOTICE! If you have activated the option *Synchronize recording control*, only one set of data is generated in the database but audio data is recorded on both recording servers. This methods makes duplicate detection impossible. Ensure that there is enough storage capacity for twice the amount of data.

If you do not want to synchronize recording control, you can configure duplicate detection, see [chapter "Duplicates in parallel recording architectures", p. 401](#).

Add integration type

1. Click on the icon  (Add) in the toolbar of the list *Integration Type*.
⇒ The window *Integration Type* appears.

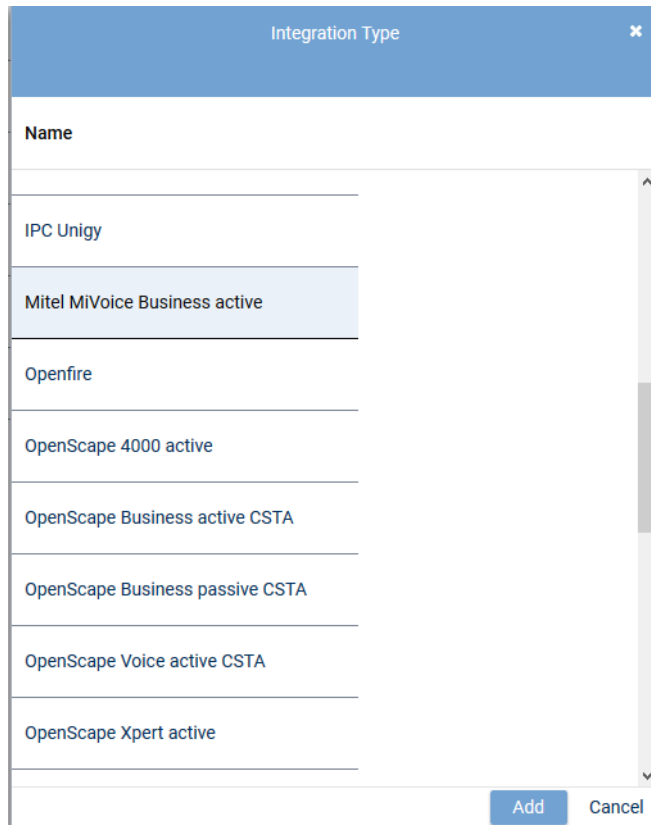


Fig. 410: Select integration type



Only those integration types are displayed which have a license in the system and which support the selected architecture type.



Any number of integration types can be assigned to a recording architecture.

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.
 - ⇒ The name of the integration type now appears in the list in the detail view.

Assign servers for Multi-Server Parallel Recording

In the architecture type *Multi-Server Parallel Recording* one tab appears for each device group where you can configure the different servers.

Tab Device Group 1

1. Click on the tab *Device Group 1* to configure the distribution of the recording components for the first device group.

Group field Recording Control and CTIconnect

In this group field, you can configure recording control. You can configure two different server for this purpose or select the same server.

Multi-Server Parallel Recording

Multi-Server Parallel Recording

×

<

Details*

Device Group 1*

Device Group 2*

>

Recording Control and CTIconnect

▼

Recording Control device group 1*	RC-01	+	-
Used in activated architecture	No		
CTIconnect device group 1*	CTI-01	+	-
Used in activated architecture	No		

Recording Server

▼

<

Recording Server

+

✎

+

-

Server ↕	Standby ↕
REC-01	REC-02

Save

Reset

Fig. 411: Recording architecture - server assignment device group 1

- Click on the button **+** behind the entry field *Recording control* to assign a server.
⇒ The window *Servers* appears.

Servers			×
Name ↕	IP Address ↕	Path ↕	
RC-02	192.168.173.176	C:\	^
REC-01	192.168.173.171	C:\	
REC-04	192.168.173.174	C:\	
REC-02	192.168.173.172	C:\	
RC-01	192.168.173.175	C:\	
CTI-01	192.168.173.177	C:\	
CTI-02	192.168.173.178	C:\	▼

<

>

Rows per page

20

1 - 8 of 8

<<

<


>

>>

Add

Cancel

Fig. 412: Recording Architecture - assign server - example


2. Select the server for the *recording control module*.
3. Click on the button *Add*.
⇒ The name of the server now appears in the detail view.
4. To delete an assignment, click on the button .

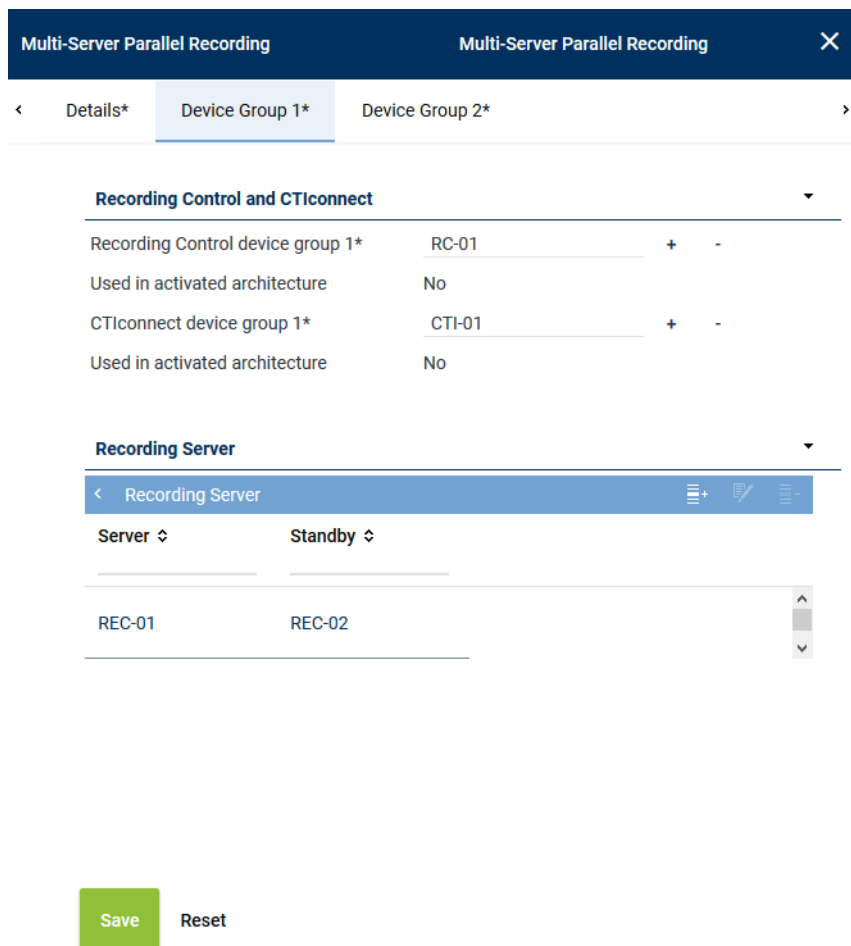


A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.

Group field Recording Server

1. In the table headline Recording Server, click on the icon  to add a recording server and a standby server.
⇒ The following window appears:



Multi-Server Parallel Recording ×

Details* Device Group 1* Device Group 2*

Recording Control and CTIconnect

Recording Control device group 1*	RC-01	+	-
Used in activated architecture	No		
CTIconnect device group 1*	CTI-01	+	-
Used in activated architecture	No		



Recording Server



Recording Server

Server ↕	Standby ↕
REC-01	REC-02

Save Reset

Fig. 413: Add Recording Server

2. As described in the previous steps, go to the entry field *Primary server* and click on the icon  to select the primary server on which the recording is supposed to run.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to take over recording in case of an error.

4. Select the recording type you would like to use for these servers by activating the check box.
NOTICE! You can activate several recording types if the integration has been designed for this and if you have installed the respective licenses.
5. Click on the button *OK* to close the window.
⇒ The name of the server now appears in the detail view.
6. To edit the assignment subsequently, click on the icon .
To delete an assignment, click on the icon .
7. If you would like to add further recording servers, repeat the steps described above.




Tab Device Group 2

1. Click on the tab *Device Group 2* to configure the distribution of the recording components for the second device group.
2. Proceed as described in the configuration of tab *Device Group 1*.



In the same device group, you can select the same server for both recording components. For device group 2, you cannot use a server which is already used in device group 1.

Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the toolbar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.










     Recording Architecture ▾ General ▾			
Name ▾	Type ▾	Active ▾	Standby active ▾
Multi-Server Parallel Recording	Multi-Server Parallel Recording		

Fig. 414: Recording architecture - activate recording architecture - example

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).
⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



For updates, the recording architecture is stopped and deactivated. Once the update has been completed, check that the recording architecture has been activated again.



Parallel recording results in redundant recording data in the system. To make sure that this data does not remain in the system permanently, you can configure duplicate detection so that duplicate sets of data are deleted, see [chapter "Configure duplicate detection", p. 402](#).



If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

7.2.2.6.2 Configure servers

Every server in your network that the *neo* software has been installed on is automatically identified as a server of the recording system and displayed in the main view of the Servers module. In the Servers module, you can configure the usage of the servers in your recording system.

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



Fig. 415: Servers - main view

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

<i>Name</i>	Shows the name of the server.
<i>IP Address</i>	Shows the IP address of the server.
<i>Path</i>	Shows the path of the server.
<i>Creation Date</i>	Date on which the server was installed.
<i>Updated</i>	Date on which the settings of the server were updated for the last time.

NOTICE! Hidden columns can be added by clicking on the menu item *General > Adjust Table*.

Toolbar of the Servers module

The toolbar offers the following functions.

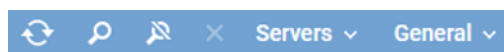







Fig. 416: Toolbar Servers module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria. The icon  is displayed whenever the search has been adjusted by means of a filter.
	<i>Reset search</i>	Resets all search filters so that all sets of data are displayed in the main view again.
	<i>Delete</i>	Deletes the selected server configuration. This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <u>neo</u> system.

Servers	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see chapter "Administrate server locations" , p. 341.
	<i>Administrate NTP server</i>	Opens a window in which you can administrate the servers for the time synchronization, see <i>Administrate NTP server</i> .
	<i>Manage Synchronization Configurations</i>	Opens a window in which you can manage the synchronization configurations.
General	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>
	<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Administrate server locations

You can create and manage a list of server locations. In the tab *Details*, you can assign locations to the servers.

Add server locations

- Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.

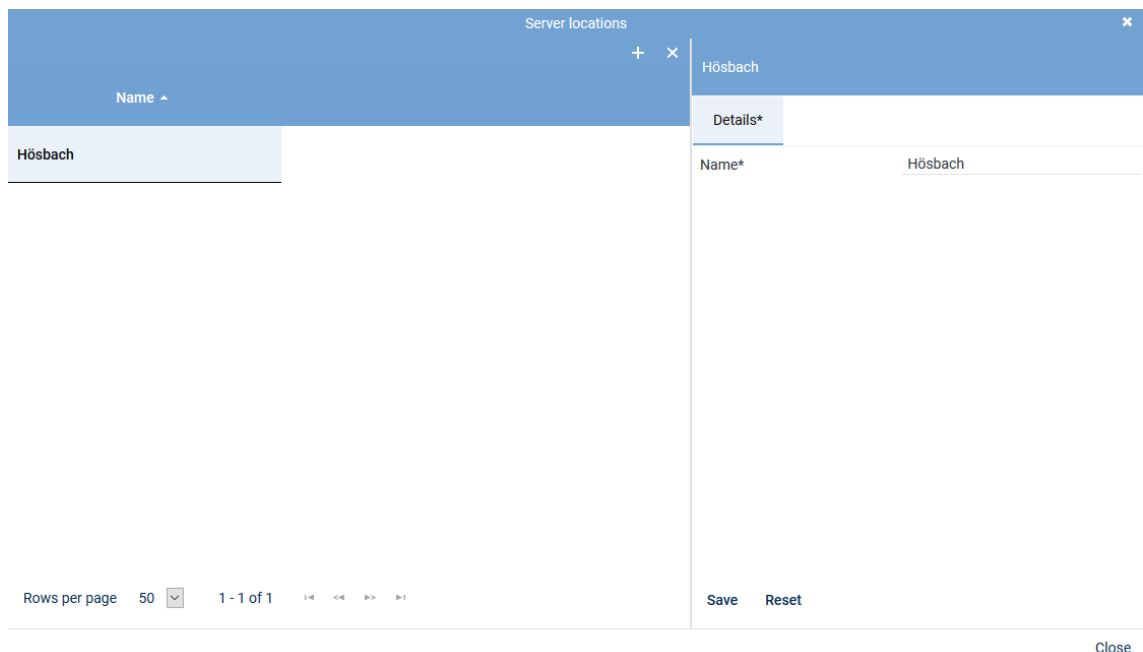


Fig. 417: Add server locations

- Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.

3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

Delete server location



A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.

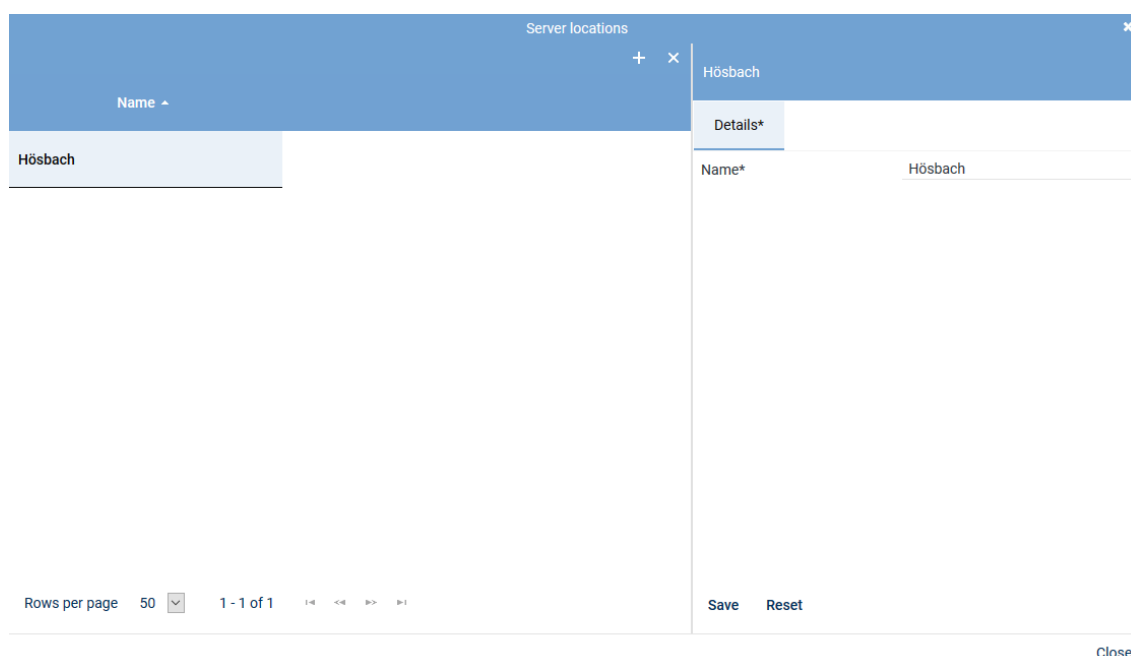



Fig. 418: Delete server location

3. Click on the icon  (*Delete*) in the toolbar of the window.
4. To delete further locations, repeat the last 2 steps.
5. To close the window, click on the button *Close*.

Tab Details

1. To configure the server, select the entry of the corresponding server in the main view.
⇒ In the detail view, the tab *Details* appears.
The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.

<
Details*
Usage*
Media Streamer
Replay Server Address Mapping
Key Ma >

? Help

Name	REC-01
Configured IP address	192.168.173.171
IP address*	192.168.173.171 <input type="button" value="v"/>
Server location	Hörsbach <input type="button" value="v"/>

Save
Reset

Fig. 419: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.
- Click on the button **Save** if the entries are correct.

Tab Usage

- Click on the tab *Usage* to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

<
Details*
Usage*
Media Streamer*
Replay Server Address Mapping
Key M. >

API Server	▶
Audio Analysis	▶
Recording Control/Key Management	▶
Data Processing	▶
Replay	▶
Virtualization	▶

Save
Reset

Fig. 420: Servers - tab usage

Group field API Server

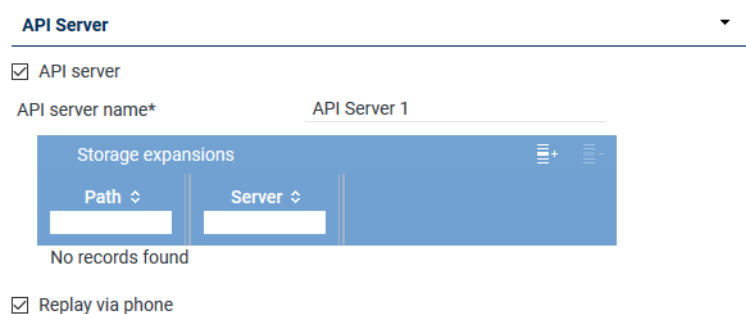


Fig. 421: Group field API Server


The ASC API Server is a service within the *neo* software.




The ASC API Server must have been activated on every server where the Recording Control service runs.


The ASC API Server does not only offer an interface for the internal modules; additionally, the client applications communicate with the *neo* system by means of this interface, too, using defined commands.

Furthermore, the ASC API Server is responsible for replay by means of the web browser. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

Parameter	Value/Description
<i>API server</i>	<p>Tick the check box to start the API server.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>API server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p> <p>In order to be able to reach the API server from a public network and with configured port forwarding, too, you have to adjust the settings in the tab <i>Replay Server Address Mapping</i>, see chapter "Tab Replay Server Address Mapping", p. 353.</p>
<i>API server name</i>	<p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>
<i>List Storage expansions</i>	<p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the storage expansions, see chapter "Add storage expansion for replay", p. 345.

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list. <p>If you use several recording servers in your system for which storage expansions have been configured, you can add any storage expansion of any recording server on every API server of the system.</p>
<i>Replay via phone</i>	<p>Activate this function if you would like to use the functions <i>Replay via phone</i> or <i>Last Call Repeat</i>.</p> <p><input checked="" type="checkbox"/> = Function has been activated. <input type="checkbox"/> = Function has not been activated.</p> <p>NOTICE! The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> Application POWERplay Pro Application POWERplay Instant Replay module <p>In order to enable a client to use the functionality <i>Replay via phone</i>, you have to assign this client an identifier either in the Employees module or in the Phones module which allows the system to clearly identify the phone.</p> <p>NOTICE! In the tab <i>Media Streamer</i>, you have to assign this function to a PBX, see chapter "Tab Media Streamer", p. 352. To be able to do so, at least 1 PBX must have been configured in the system.</p>

Add storage expansion for replay

- Click on the icon  (*Add*) in the toolbar of the list.
- Select 1 or several storage expansions.
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Storage Expansion for Replay				
Device Type	Name	Path	Free Disk Space	Server
NAS	NAS 2	NAS 2	<div></div>	REC-02

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 422: Select storage expansion

3. To apply the selected storage expansions, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Audio analysis

Audio Analysis ▼

☐ Emotion detection

Stream audio data from* _____ + -

Fig. 423: Group field Audio analysis

Parameter	Value/Description
<i>Emotion detection</i>	<p>Activate this check box to activate emotion detection for audio analysis.</p> <p><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the function emotion detection.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Tab. 99: Configure audio analysis

Group field Recording Control/Key Management

Recording Control/Key Management ▼

☒ Recording control/Monitoring

Recording architecture Please choose... ▼

☒ neo key management

Fig. 424: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use <u>CLIENT</u><i>command</i> or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> • Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p>

Tab. 100: Configure recording control/key management

Group field Data Processing

Data Processing ▼

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
No records found	

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
No records found	

Activate period of time ☒

from 11:59:36

to 11:59:36

Receives data from

Name	Only Replay
No records found	



☒ Archiving





☒ Export

☒ Import

Recording architecture Please choose... ▼


Fig. 425: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	Activate the check box to allow the modification of the additional functions of data processing.
<i>Transfer data for replay</i>	<p>Activate the check box if you would like to transfer data only for replay to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay. The data is not stored on the target server but deposited in a cache temporarily in order to be replayed.</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the target server, see chapter "Add target server to a list", p. 348. By clicking on the icon  (<i>Remove</i>), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which an API server and a replay server have been configured.</p>
<i>Transfer data for data storage</i>	<p>Activate the check box if you would like to transfer data for storage to another server.</p> <p>If the function has been activated, you can select a server from the list <i>Target Server</i> to which the recorded data is supposed to be transferred for data storage purposes. In the drop-down list, all servers are displayed on which the function <i>Data Storage</i> has been activated. The data is copied to the target server and stored there.</p>

Parameter	Value/Description
	<ul style="list-style-type: none"> By clicking on the icon  (Add), you can add the target server, see chapter "Add target server to a list", p. 348. By clicking on the icon  (Remove), you can remove the target server from the list. <p>NOTICE! Only those servers are displayed on which the function <i>Data Storage</i> has been activated.</p> <p>If the function has been activated, you can activate the transfer for a certain period of time.</p> <ul style="list-style-type: none"> Activate period of time <input checked="" type="checkbox"/> = Function has been activated. The fields for entering the time become active. Select the time via the rotating field for the period from – to. Active period of time <input type="checkbox"/> = Function has not been activated. <p>NOTICE! In distributed systems with slow network connections, the storage interval for the data transfer can be adjusted. The storage interval for the data transfer has to be configured by an ASC service technician or by an authorized partner company.</p>
<i>Receives data from</i>	<p>This table contains those servers which transfer data to this server.</p> <p>In the column <i>Name</i>, the name of the server appears from which data has been transferred.</p> <p>In the column <i>Only Replay</i>, the purpose of the transfer is displayed:</p> <p> = Data is transferred only for replay.</p> <p> = Data is transferred for data storage.</p>
<i>Archiving</i>	Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.
<i>Export</i>	Activate the check box <i>Export</i> to allow the export from this server.
<i>Import</i>	<p>Activate the check box <i>Import</i> so that the imported data can be stored on this server.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture that fulfills this function. In the drop-down list, all recording architectures are displayed which enable this function as well. <p>NOTICE! If you would like to use a server for the import function on which no recording is supposed to take place, you can configure an architecture exclusively for the import.</p>

Tab. 101: Configure data storage

Add target server to a list

- In the toolbar of the list *Target Server*, click on the icon  (Add).
- Select the server from the list to which you would like to transfer the data.
If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.



Target Server

Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-04	192.168.173.174
RC-01	192.168.173.175
REC-02	192.168.173.172
CTI-01	192.168.173.177
REC-03	192.168.173.173

Rows per page 20 1 - 6 of 6

Add Cancel

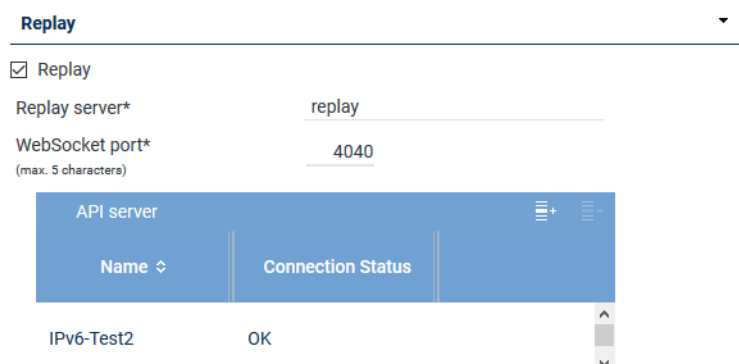
Fig. 426: Select server



Only those servers are available on which the function *Data storage* has been activated.

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Replay



Replay

☒ Replay



Replay server* replay

WebSocket port* 4040
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 427: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>

Parameter	Value/Description
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the API server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port (maximum of 5 characters)</i>	Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.
<i>List API server</i>	<p>Here, you can add API servers that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the API servers which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> By clicking on the icon  (<i>Add</i>), you can add the API server, see chapter "Add API server to a list", p. 350. By clicking on the icon  (<i>Remove</i>), you can remove selected API servers from the list.

Tab. 102: Configure replay

Search and replay functions



To be able to use the search and replay functions via [LCR](#) as well as to use replay via phone, you have to create the users with the respective access rights in the application System Configuration in the Employees module. For information about the configuration refer to the administration manual *User management* for tenants.

Add API server to a list

The replay server required the services of an [API](#) server. The configuration must be as follows:


- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.
 - If the replay server runs on a separate server, you must assign at least one [API](#) server that the replay server can address.
 - If several [API](#) servers are available in the network, you can assign further [API](#) servers in addition to the local [API](#) server. The assigned [API](#) servers are addressed in order. For this reason, the local [API](#) server should always be first in the list.
- To assign an [API](#) server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
 - Select the server from the list on which the [API](#) service is running.



Fig. 428: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 344](#).

- To apply the selected servers, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Group field Virtualization



Fig. 429: Group field Virtualization

Parameter	Value/Description
<i>VM support</i>	<p>Activate the check box <i>VM support</i> to be able to use the licensing for several VM installations.</p> <p>This function can only be activated if the system has been installed in a VMware and no <i>TRUSTED_VIRTUALIZATION</i> license has been imported to the system.</p> <p>When activating the function <i>VM support</i>, you have to configure the respective settings in the tab <i>Keystore/VM Licensing</i>. For further details about the configuration of this function refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>

Tab. 103: Configure virtualization



For the *virtualization* without Internet connection, a dongle is required which contains the system information. The application *Dongle Manager*, required to read the dongle, has to be installed on the server that the dongle has been connected to.

- To save the entries, click on the button *Save* in the detail view.
To reset the entries, click on the button *Reset* in the detail view.

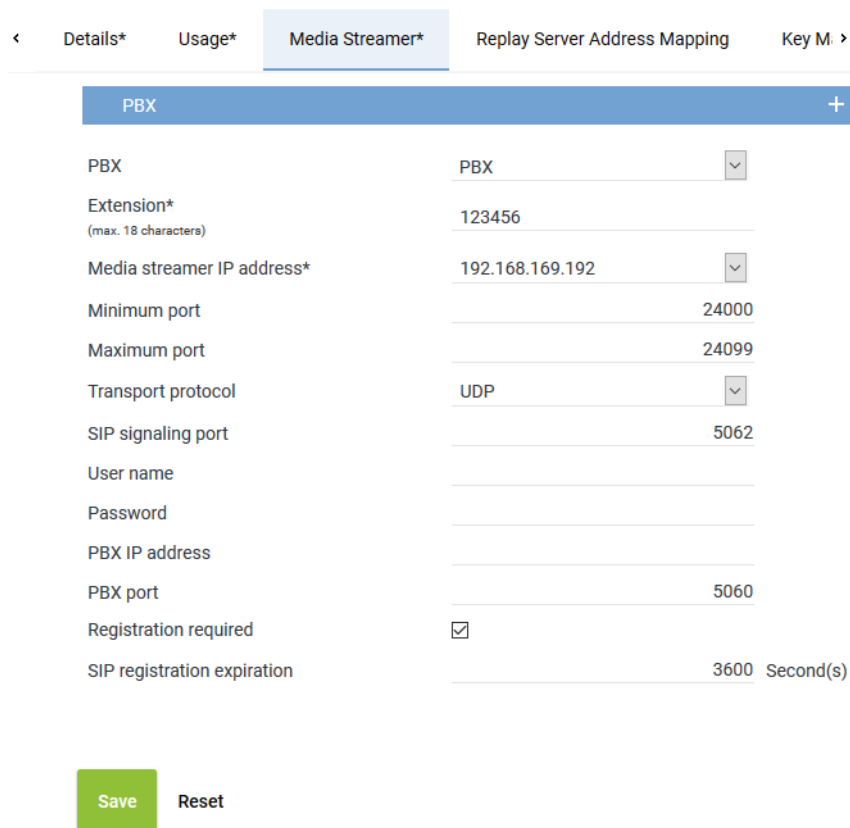
Tab Media Streamer

1. Click on the tab *Media Streamer* in the detail view.

In this tab, you can configure the Media Streamer for the functionalities *Replay via phone* and *Last Call Repeat Facility*.



The tab *Media Streamer* is only active if the function *Replay via phone* has been activated in the tab *Usage*.



< Details* Usage* **Media Streamer*** Replay Server Address Mapping Key M. >

PBX +

PBX	PBX	▼
Extension*	123456	
<small>(max. 18 characters)</small>		
Media streamer IP address*	192.168.169.192	▼
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	▼
SIP signaling port	5062	
User name		
Password		
PBX IP address		
PBX port	5060	
Registration required	<input checked="" type="checkbox"/>	
SIP registration expiration	3600	Second(s)

Save Reset

Fig. 430: Servers module - tab Media Streamer

2. Enter the following parameters:

PBX	<p>PBX that the Media Streamer is supposed to be mapped to.</p> <p>Select a PBX from the drop-down list. The drop-down list displays all PBXs which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a PBX via the blue bar PBX, see chapter "Create PBX", p. 357.</p>
Extension	<p>Extension which is supposed to be mapped to the Media Streamer. This is a mandatory field; the configuration cannot be saved if this information is missing.</p> <p>If an external analog gateway has been integrated, enter the value 8000.</p>
Media streamer IP address	<p>IP address which is supposed to be used for the exchange of the audio data and for the SIP communication.</p> <p>Select an IP address from the drop-down list. In the drop-down list, all IP addresses of the server are displayed.</p> <p>If an external analog gateway has been integrated, select the IP address 169.254.254.100 in the drop-down list.</p>

<i>Minimum port</i>	Enter the minimum port which is supposed to be used for the audio data exchange.
<i>Maximum port</i>	Enter the maximum port which is supposed to be used for the audio data exchange. A port range of 100 (e. g. 24000-24099) is sufficient for 50 licenses. The port range should be twice as wide as the number of available licenses.
<i>Transport protocol</i>	Select the transport protocol type you would like to use for the SIP communication from the drop-down list. TCP = unencrypted UDP = unencrypted TLS = encrypted If an external analog gateway has been integrated, select UDP in the drop-down list.
<i>SIP signaling port</i>	Enter the port for the SIP communication. Port for data exchange: 5062
<i>User name</i>	Enter the user name for the authentication on the SIP server.
<i>Password</i>	Enter the password for the authentication on the SIP server.
<i>PBX IP address</i>	Enter the IP address of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the IP address 169.254.254.101.
<i>PBX port</i>	Enter the port of the SIP registrar of the PBX . If an external analog gateway has been integrated, enter the value 5060.
<i>Registration required</i>	Select whether the SIP extension has to be registered with the SIP registrar of the PBX . <input checked="" type="checkbox"/> = SIP extension has to be registered. <input type="checkbox"/> = SIP extension does not have to be registered. If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i> .
<i>SIP registration expiration</i>	Enter the time interval after which the registration has to be repeated.

Tab Replay Server Address Mapping

1. Click on the tab *Replay Server Address Mapping* in the detail view.

In this tab, you can configure the replay server address mapping. Servers which have been activated for replay require this address mapping so that they can be reached from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is only active if the function *Replay* has been enabled in the tab *Usage*.

<

Details*


Usage*

Media Streamer*

Replay Server Address Mapping

Key M. >

Replay Server Addresses

| 

▼

Internal IP address/ port of the
replay server

192.168.169.192

:

4000

External address/ port of the
replay server

192.168.169.192

:

4000

Save

Reset

Fig. 431: Servers Module - tab Replay Server Address Mapping

Group field **Replay Server Addresses**

1. Enter the following parameters:

<i>Internal IP address/ port of the replay server</i>	Enter the destination IP address and the port of the replay server at which the Replay module can be reached internally.
<i>External address / Port of the replay server</i>	Enter the URL or the IP address and the port at which the Replay module can be reached via the browser from outside. When entering the external address consider whether the SSL certificate has been created for an IP address or for a DNS address. In the latter case, it is imperative to enter the DNS name! Otherwise the certificate check in the replay applications will fail.

If you would like to remove the addresses, click on the icon  in the title bar of the group field.



If address mapping has been configured, the Replay module receives the configured address and the configured port.

If address mapping has not been configured, the Replay module receives the IP address and the default port *4040* as entered in the tab *Details*.



To allow the users of the respective tenant to access the replay server via the browser, an internal address and/or an external IP address or a DNS name must be configured in the *Tenants* module.



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

Tab Key Management

1. Click on the tab *Key Management* in the detail view.

In this tab, you can configure the settings for the *neo* key management. This tab is only active if you have installed the corresponding license and enabled the function *neo Key Management* in the tab *Usage*.

< Usage* Media Streamer* Replay Server Address Mapping
Key Management >

Key creation interval

☒ All

365 Day(s)

☐ Create key manually

Delay usage

until

0 Day(s)

0 Hour(s)

☐ Key expiration date

after

0 Day(s)

☒ In case of an error switch to simple key management automatically

Save

Reset

Fig. 432: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> • <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days • <i>Create key manually</i> Select that a key is supposed to be generated manually. <p>Old keys which are no longer used for encryption become inactive for the time being. They remain in the database, though, since they are still required for the decryption of old recordings.</p>
<i>Delay usage</i>	<p>If required, enter a time interval during which the new key is not supposed to be used yet after having been created. Not until after this time interval has passed can the key be actually used for encryption.</p> <p>Possible time interval: 0 to 14 days Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

CAUTION! All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.

In case of an error ... automatically

Select whether simple key management is supposed to be used if the neo key management does not work (e. g. if the service *DongleMan* fails). If you have not activated the option, no recording takes place as long as the neo key management has been activated but does not work.

☒ = In case of an error, simple key management is used as replacement.

☐ = In case of an error, no recording takes place as long as the neo key management has been activated. In this case, disable key management in the tab *Usage*.



On top of the settings in this tab, each tenant who would like to use the neo key management has to define individual settings in his own user management (Tenants module).



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

Tab Keystore/Virtualization

1. Click on the tab *Keystore/Virtualization* in the detail view.

In this tab, you can configure the connection data for the service *DongleMan* for the neo key management and for the authentication of the VM.



If your system has been installed in a virtual environment, the application Dongle Manager must have been installed and started locally outside the VM so that the access to the dongle works. The dongle must have been connected to the server on which the VM has been installed.



For detailed information about neo key management refer to the administration manual *Encryption of recordings*.

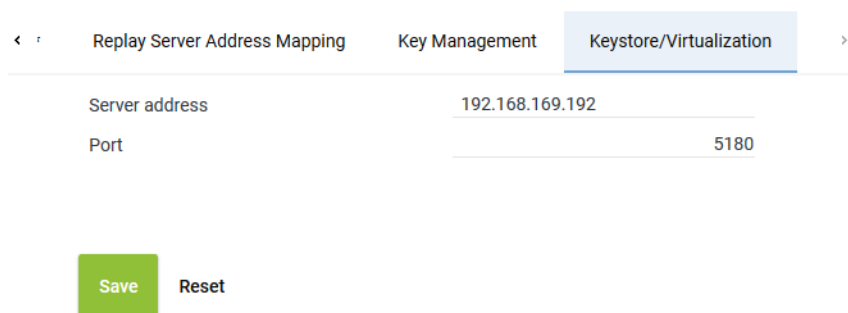


Fig. 433: Servers module - tab Keystore/Virtualization

Server address

Enter the address of the server for this connection.

- If you use the neo key management as well as the virtualization:
IP address of the server that the service *DongleMan* has been installed on.
- If you use only virtualization, you can authenticate the VM via the ASC License Management System, too. In this case, enter the following address:
licensing.asc.de

- If you use only the ASC key management:
IP address of the server with the master password database

Port Enter the port for the connection.
Default value: 5180

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.6.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

- Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

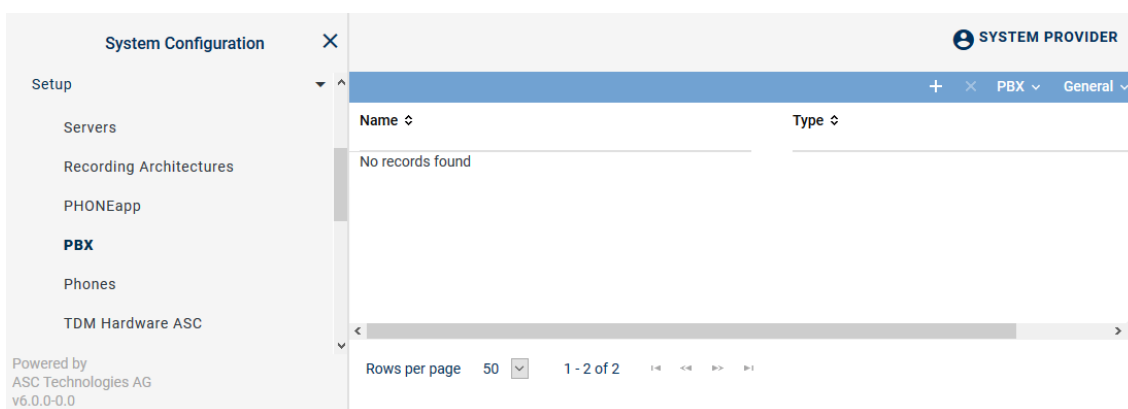


Fig. 434: Create new PBX

Toolbar of the PBX module

The toolbar offers the following functions.

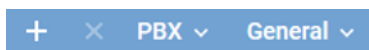




Fig. 435: Toolbar PBX module


	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administrate Unused Extensions</i>	Opens a window in which you can delete extensions that are not used in any configuration.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> • <i>Displayed information</i> • <i>Order of the displayed columns</i> • <i>Number of rows per page</i>

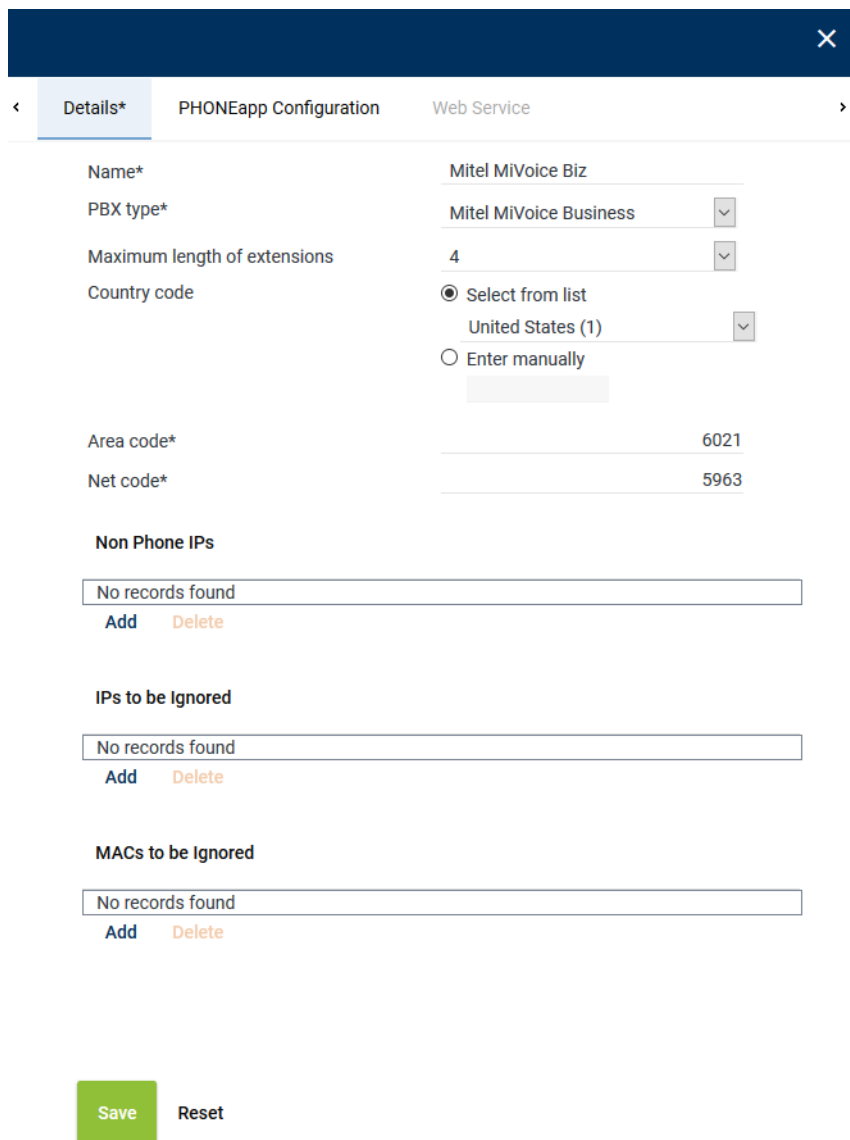
<i>Save Table Configuration</i>	Saves the current table configuration of the main view as default view of the user.
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



For detailed information on default functions such as *Print*, *Adjust table*, or *Help* refer to the user manual for administrators *System Configuration - General Information*.

Create new PBX

- Click on the icon  (*Create*) in the toolbar of the main view of the PBX module.
⇒ In the detail view, the tab *Details* appears.



The screenshot shows the 'Details' tab of the PBX configuration interface. The form contains the following fields and sections:

- Name***: Mitel MiVoice Biz
- PBX type***: Mitel MiVoice Business (dropdown)
- Maximum length of extensions**: 4 (dropdown)
- Country code**: ☒ Select from list, United States (1) (dropdown), ☐ Enter manually
- Area code***: 6021
- Net code***: 5963
- Non Phone IPs**: No records found, Add, Delete
- IPs to be Ignored**: No records found, Add, Delete
- MACs to be Ignored**: No records found, Add, Delete
- Buttons**: Save, Reset

Fig. 436: Create new PBX - tab Details

- Set the following parameters in the detail view:

Parameter	Value/Description
<i>Name</i>	This <i>name</i> serves as the identifier of this PBX.
<i>PBX type</i>	Select the type of the PBX from the drop-down list.

Parameter	Value/Description
<i>Maximum length of the extensions</i>	Enter the number of digits of the extensions, e. g. 4.
<i>Country code</i>	Select the option for the country code: <ul style="list-style-type: none"> • <i>Select from list</i> Select the country code from the drop-down list. • <i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka <i>094</i>.
<i>Area code</i>	Enter the area code without the preceding 0, e. g. 6021.
<i>Net code</i>	Enter the net code, e. g. 5963. Do not enter an extension here.

Tab. 104: Create PBX

- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

7.2.2.6.4 Assign recording resources

In multi-tenant systems, you have to assign each tenant its own recording resources.

Depending on the recording type, agents can be assigned to the recording resource via the extension, via the PBX Agent ID or via the chat ID. Within one tenant, you can configure all three possibilities.

Assign extensions to tenants

If you would like to make an assignment based on extensions, you can assign the respective tenant the extension designated for recording in the Tenants module.



In 1-tenant systems, all extensions are automatically assigned to the tenant who has been created by the system (1st tenant). Extensions are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the extensions manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of extensions is not possible until a PBX has been created since extensions are assigned in relation to the PBX.

- Select the menu item *Tenants* in the navigation bar.

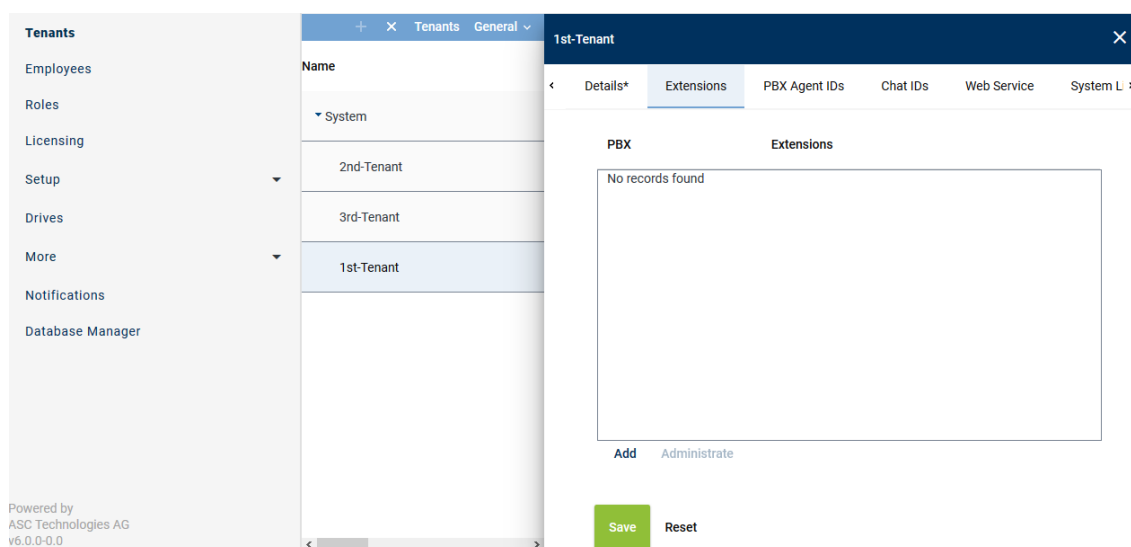


Fig. 437: Tenants - main view - tab Extensions

Add extensions

1. In the main view, select the tenant to whom you would like to assign extensions.
2. Click on the tab *Extensions*.
3. Click on the button *Add*.

⇒ The following window appears:

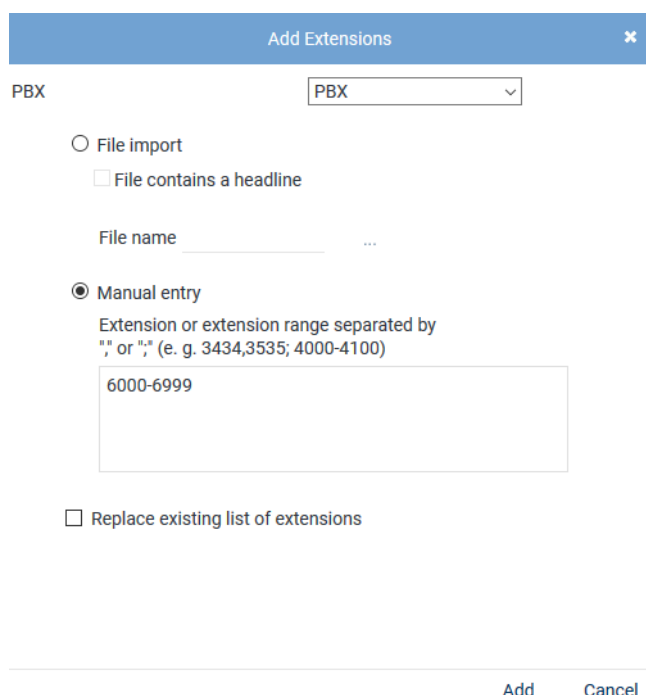


Fig. 438: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

File import Select the option to import extensions from an existing file and add them to the table of extensions.
The following file formats are supported:

- ZIP
- TXT

- CSV

NOTICE! The maximum number of extensions in a file has been limited to 2000 for performance reasons. If more extensions are required, you can import several files.



File contains a headline

Activate this option so that this structured is recognized correctly when importing the file.

The file must not contain more than one column. If commas or other column separators are detected in the file, the file is considered invalid and an error message is displayed.

File name

To import the file, proceed as follows:

- Click on the button  behind the field *File name*.
- Click on the button *Choose File*.
- Select the respective file in the Explorer and click on the button *Open*.
- Click on the button  *Upload File*.

Manual entry

Select this option to enter extensions or extension ranges manually.

To import number ranges, you must enter the same number of digits for the beginning and the end of the range, e. g. 1-9, 10-99, 01-20, 001-200, 4000-5000. If the end of the range asks for several digits, you have to add zeros for the beginning of the range, e. g. 01-10, 010-100.

Enter country codes as number ranges as follows:

+4984496800--+4984496810

NOTICE! The number of digits must be equal. Add zeros in front of digits to level up possible incongruences.

NOTICE! Wildcards cannot be used!

Replace existing list of extensions

Activate the check box to replace the list of extensions.

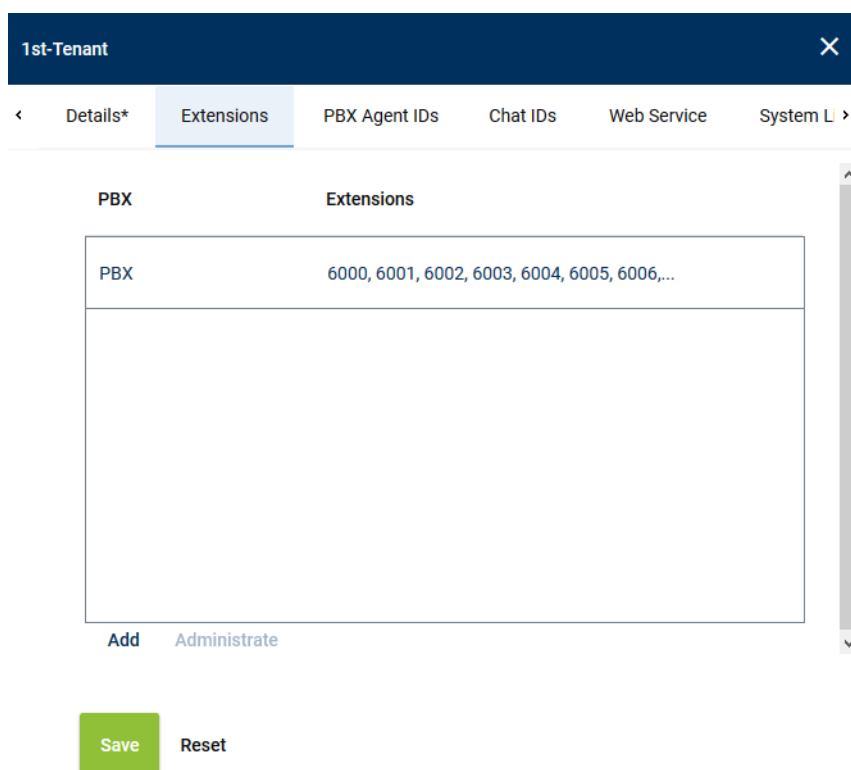
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.

- Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
- If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
- The configured extensions now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

Remove extensions

- In the list, select the **PBX** for which you would like to remove the assigned extensions.



1st-Tenant

< Details* Extensions PBX Agent IDs Chat IDs Web Service System L >

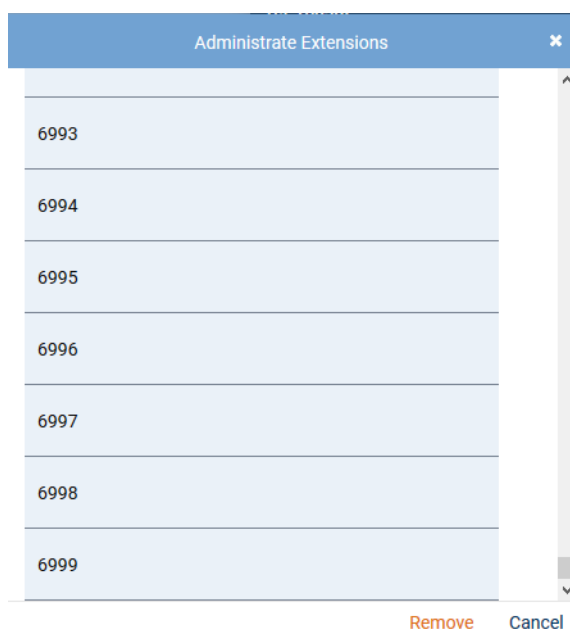
PBX	Extensions
PBX	6000, 6001, 6002, 6003, 6004, 6005, 6006,...

Add Administrate

Save Reset

Fig. 439: Remove extensions

- Click the button *Administrate*.
- Select one or several extensions you would like to remove from the assignment.
To select several extensions or to revoke the selection, click on the respective line while holding the [Ctrl] key down.



Administrate Extensions

6993
6994
6995
6996
6997
6998
6999

Remove Cancel

Fig. 440: Select extensions

- To remove the selected extensions, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

Assign PBX Agent IDs to tenants

If the information about PBX Agent IDs is delivered by the PBX, you can make an assignment by means of the PBX Agent IDs. In this case, you can assign the respective tenant the PBX Agent IDs designated for recording in the Tenants module.



In 1-tenant systems, the PBX Agent IDs are automatically assigned to the tenant who has been created by the system (1st tenant). PBX Agent IDs are assigned to the user in the Employees module.

When installing a 1-tenant system, you can skip this chapter.



In multi-tenant systems, you have to assign the PBX Agent IDs manually to each tenant who is supposed to be able to use them. There are multi-tenant systems, too, in which only 1 tenant has been set up.

The manual assignment of PBX Agent IDs is not possible until a PBX has been created since the assignment is PBX-related.

1. Select the menu item *Tenants* in the navigation bar.

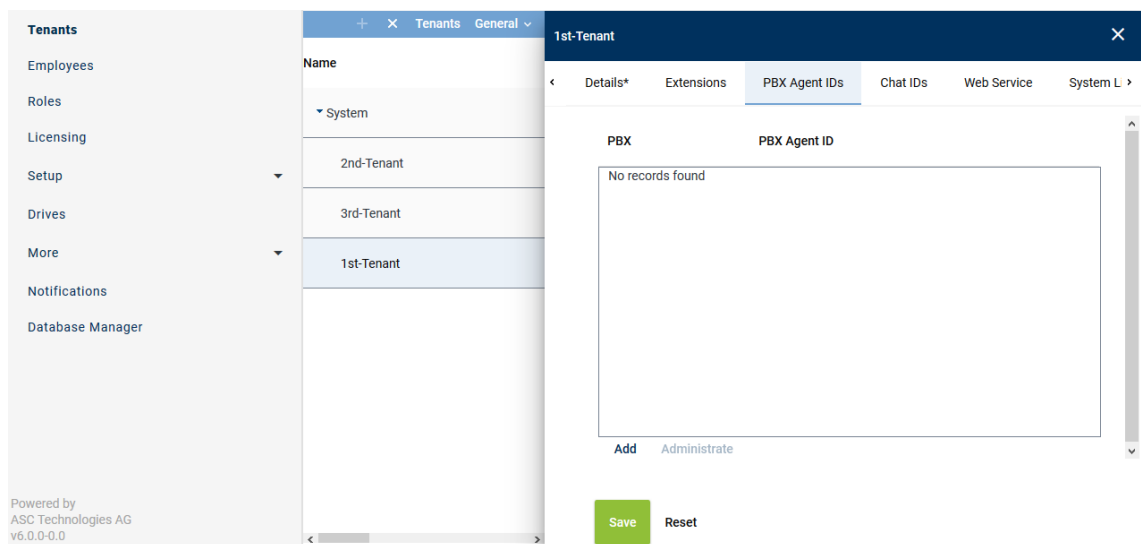


Fig. 441: Tenants - main view - tab PBX Agent ID

Add PBX Agent ID

1. In the main view, select the tenant to whom you would like to assign the PBX Agent IDs.
2. Click on the tab *PBX Agent IDs*.
3. Click on the button *Add*.
⇒ The following window appears:

Add PBX Agent IDs
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name ...

☒ Manual entry

PBX Agent IDs separated by ";" or ","

427agent1,427agent2

☐ Replace existing list of PBX Agent IDs

Add
Cancel

Fig. 442: Assign PBX Agent IDs to tenants

4. From the drop-down list, select the PBX in which the PBX Agent IDs for this tenant have been configured.

<i>File import</i>	<p>Select this option to import the PBX Agent IDs from an existing CSV file and add them to the table of PBX Agent IDs.</p>
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CVS file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> Click on the button ... behind the field <i>File name</i>. Click on the button <i>Choose File</i>. Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. Click on the button ↗ <i>Upload File</i>.
<i>Manual entry</i>	<p>Select this option to enter PBX Agent IDs manually.</p> <p>You can separate the individual PBX Agent IDs by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of PBX Agent IDs</i>	<p>Activate the check box to replace the list of PBX Agent IDs.</p> <p><input checked="" type="checkbox"/> = Function has been activated; the entry replaces the PBX Agent IDs of the selected PBX.</p> <p><input type="checkbox"/> = Function has not been activated; the configured PBX Agent IDs of all PBXs are kept and the new PBX Agent IDs are added to the selected PBX.</p>

5. Click on the button *Add*.
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
6. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
7. The configured PBX Agent IDs now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

Remove PBX Agent ID

1. In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
2. Click the button *Administrate*.
3. Select one or several PBX Agent IDs you would like to remove from the assignment.
To select several PBX Agent IDs or to revoke the selection, click on the respective line while holding the [Ctrl] key down.

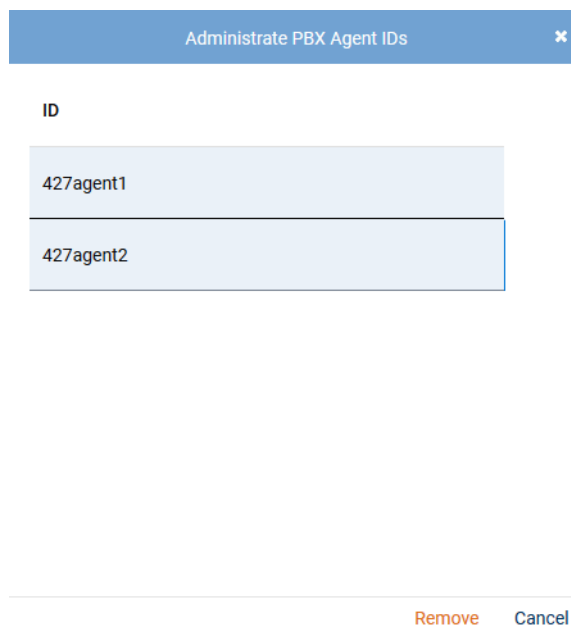


Fig. 443: Select PBX Agent IDs

4. To remove the selected PBX Agent IDs, click on the button *Remove*.
To cancel the process and close the window, click on the button *Cancel*.

7.2.2.6.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

1. Select the menu item *Setup > Additional Data* in the navigation bar.

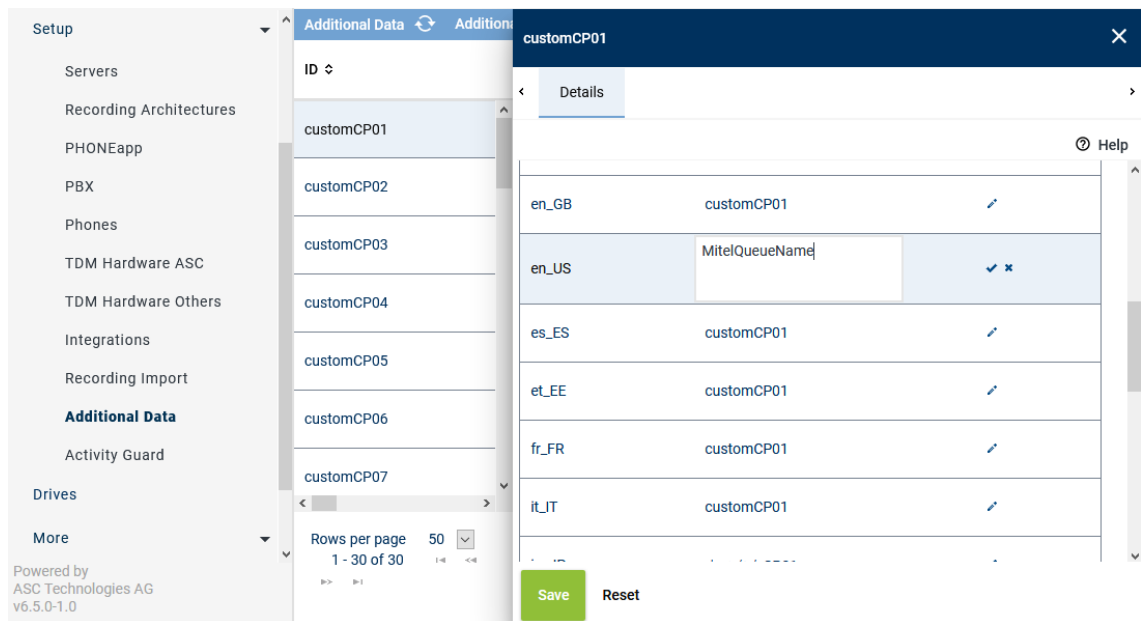


Fig. 444: Configure additional data

2. Select an entry in the main view.
3. Click on the pen icon to edit the content in the different languages.
4. Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
5. To make the data field available for the entire system, activate the check box of the option *Available*.



Fig. 445: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName – name of the queue if call has been distributed via a queue
- CallingPartyIVR – number of the calling party if the call comes in via IVR
- CalledParty – called participant or the last available participant phone number entered in the history of the call

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

Additional Data

ID

Displayed Name

Available

Editable

customCP21

MitelQueueName

✓

✓

customCP22

CallingPartyIVR

✓

✓

customCP23

CalledParty

✓

✓

customCP24

customCP24

✗

✗

customCP25

customCP25

✗

✗

customCP06

Call Center ID

✓

✓

Fig. 446: Additional data for MiVB

7.2.2.6.6 Create integration for Multi-Server Parallel Recording

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.

1. In the navigation bar, select the menu item *Setup > Integrations*.

⇒ The following window appears:

System Configuration

Setup

Servers

Recording Architectures

PHONEapp

PBX

Phones

TDM Hardware ASC

TDM Hardware Others

Integrations

Recording Import

Additional Data

SYSTEM PROVIDER

+ × ▶ ○

Integration ▾General ▾



Name ▾	Type ▾	Active ▾	Status ▾
No records found			



⏪ ⏴ ⏵ ⏩

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Fig. 447: Integrations - main view

In the table in the main view, the following information is displayed:

Name	Name of the integration
Type	Type of the integration
Active	Shows whether the integration has been activated and is used for the recording. ✓ = Integration is active, can be deactivated in the toolbar via the icon  ✗ = Integration is not active, can be activated in the toolbar via the icon 

<i>Status</i>	Shows whether the configuration has been carried out completely.  = Configuration is complete.  = Configuration is incomplete.
---------------	--

Toolbar of the Integrations module

The toolbar offers the following functions.

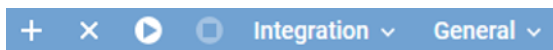






Fig. 448: Toolbar Integrations module

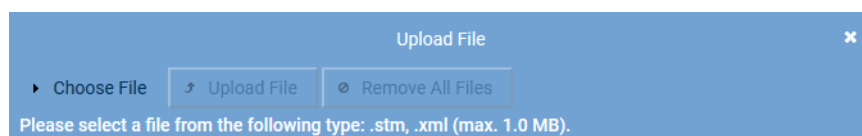
	<i>Create</i>	Opens the detail view so that you can create a new integration.
	<i>Delete</i>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data.
<i>General</i>	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.

Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.
 ⇒ The window *Upload File* appears.



Close

Fig. 449: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.
 ⇒ The selected file appears in the window *Upload File*.

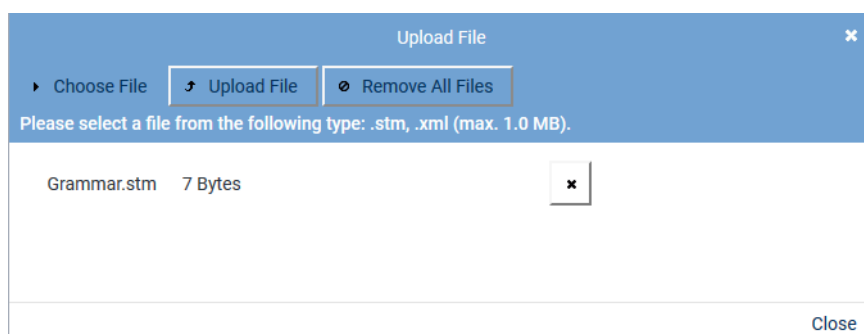



Fig. 450: Upload grammar

5. To remove a selected file from the list, click on the button  (*Remove file*) next to the respective file.
To upload the file, click on the button *Upload File*.
- ⇒ The window closes and a notification appears in the main view that the file has been uploaded successfully.

Assign integration type


1. Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.
⇒ In the detail view, the tab *Integration Type* appears.



Fig. 451: Create integration type

2. Enter the following parameters:

Parameter	Value
<i>Name</i>	In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system.
<i>Integration type</i>	Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .

Tab. 105: Create integration type


3. To assign the PBX, click on the button  behind the field *PBX*.
⇒ The window *PBX* appears.



Fig. 452: Integrations - select PBX

4. Select the respective *PBX* from the list of available PBXs.
5. Click on the button *Add*.

Assign recording architecture for Multi-Server Parallel Recording

1. In the detail view on the bottom right, click on the button *Next*.
⇒ The tab *Recording Architecture* appears.

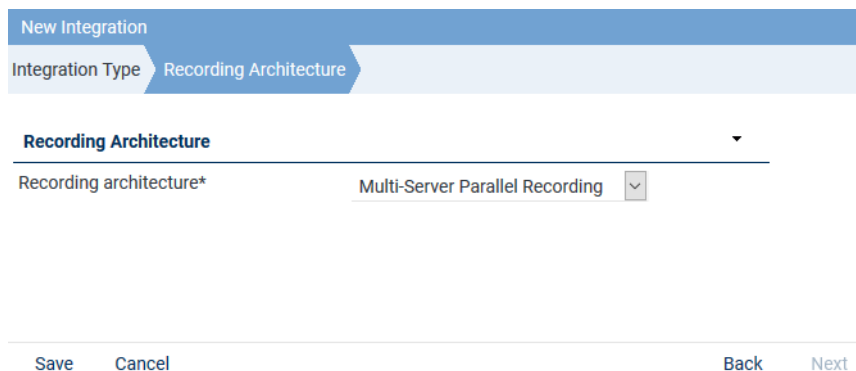


Fig. 453: Assign recording architecture - Multi-Server Parallel

2. Select the respective recording architecture from the drop-down list *Recording architecture*.




Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.
⇒ The integration now appears in the main view.



When using a recording architecture with parallel recording, the tab *Parallel Recording* appears in the detail view. In this tab, you can adjust the settings for the duplicate detection of parallel configured servers, see [chapter "Duplicates in parallel recording architectures", p. 401](#).

Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.
⇒ The following configuration steps appear:








Mitel MiVoice Business		Mitel MiVoice Business active	✖	⚙
Step	Configuration			
Configure recording architecture	✓			
Configure CTI connection data	✖			
Configure monitor points	✖			
Configure recording servers	✖			
Configure add-on	✓			
Configure miscellaneous settings	✓			

Fig. 454: Configuration steps of the integration

Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
 - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

Step: Configure Recording Architecture
✖

Details *


Recording architecture*
Multi-Server Parallel Recording

Save Cancel

Fig. 455: Configuration step - Configure Recording Architecture

- Click on the button *Save* to save changes and to finish the configuration step.
- Click on the button *Cancel* to cancel the configuration step without applying changes.

Configure CTI connection data

- In the main view in the line *Configure CTI connection data*, click on the button  (*Edit configuration step*) to configure the CTI connection data.

In this configuration step, you configure grammars, connection data, and additional data if applicable.



Following an update, you must configure this section again.

Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of Mitel Border Gateway.

Step: Configure CTI Connection Data
✕

MiVoice MX-ONE (CSTA)*

MBG

Active
☒

Fig. 456: Activate CTIconnect connection data for MBG

Active Activate the check box to display the configuration parameters and to activate the connection to the MBG.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

ATTENTION!

In parallel recording architectures, calls must be recorded by means of the MBG.

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

CTIconnect Module
▼

Type	CTIconnect active
Grammar name*	<input type="text" value="standard"/> ▼
Grammar version*	<input type="text" value="1.00.51"/> ▼

Fig. 457: Configure CTIconnect module

1. Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 106: Configure CTIconnect module



After an update of the neo software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

Connection Data Device Group 1

Connection data

No records found

Add Edit Delete

Connection Data Device Group 2

Connection data

No records found

Add Edit Delete

Fig. 458: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

Configure Connection

Connection data*

192.168.170.116

PBX port*

6810

Activate indirect recording

☐

☒ Use pre-shared key

Pre-shared key (PSK)*

.....

Add

Cancel

Fig. 459: Configure connection

- Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the MBG .
<i>PBX port</i>	Enter the port for the MBG or the SRC , default 6810.
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.
<i>Use pre-shared key</i>	Activate the check box if the MBG is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure.
<i>Pre-shared key (PSK)</i>	Enter the pre-shared key.

Tab. 107: Configure connection data



A maximum of 20 MBG connections are possible.

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data ▼	
Arbitrary assignment	
Key 0	Please select... ▼
Key 1	Please select... ▼
Key 2	Please select... ▼

Fig. 460: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

Tab MiVB (MiTAI)

1. Click on the tab *MiVB (MiTAI)* to configure the *CTIconnect module*.

Step: Configure CTI Connection Data

MBG*

MiVB (MITAI)*

MiVB SIP trunk (MITAI)*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

Password

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 461: CTI connection data - tab MiVB (MITAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

asc_cticonnect

Password

••••••

Fig. 462: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

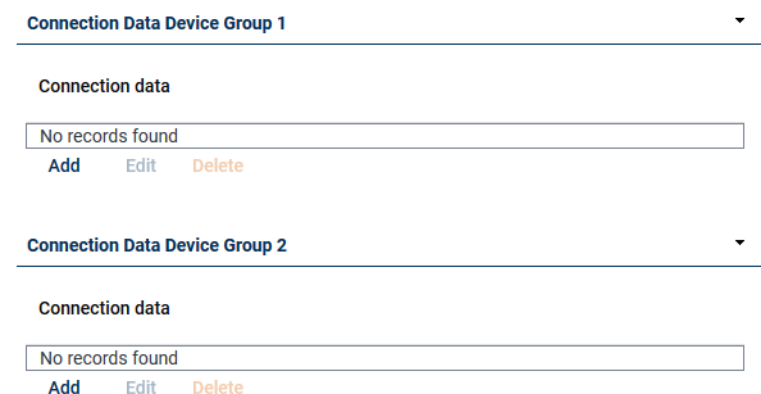
Tab. 108: Configure CTIconnect module

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.



Connection Data Device Group 1

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Connection Data Device Group 2

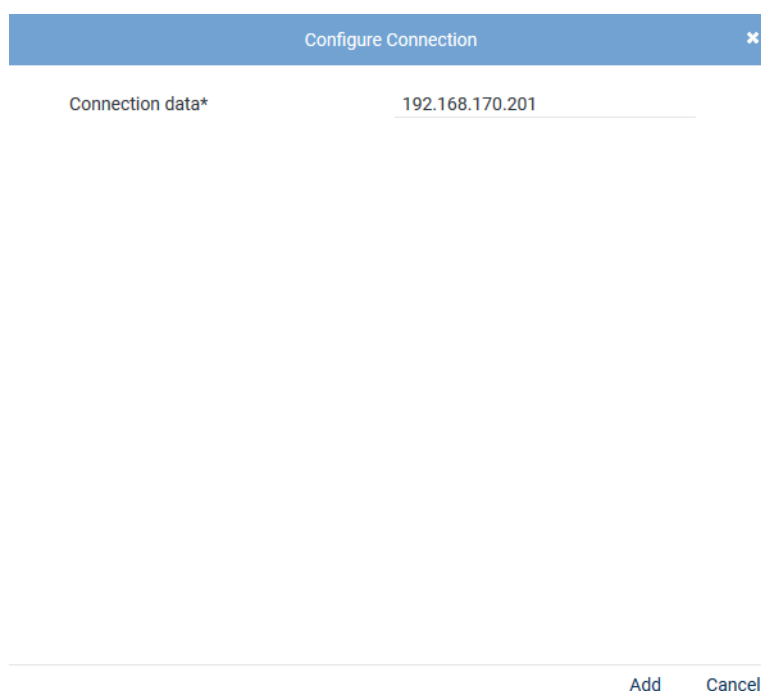
Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 463: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:



Configure Connection

Connection data*

[Add](#) [Cancel](#)

Fig. 464: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).

Tab. 109: Configure connection data

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Additional Data	
ACDAgentGroup	Please select... ▼
SuitPilotNumber	Please select... ▼
SuitPilotName	Please select... ▼
Arbitrary assignment	
MitelQueueName	MitelQueueName ▼
CallingDeviceID	CallingPartyIVR ▼
CalledDeviceID	CalledParty ▼

Fig. 465: CTI connection data - additional data

The following additional data is available for the variant with MiVB (MiTAI):

- *ACDAgentGroup*
- *SuitPilotNumber*
- *SuitPilotName*

In addition to the proposed additional data you can opt for an arbitrary assignment of further additional data for this variant, too.

2. In the entry fields of the additional data, add the following information:
 - *MitelQueueName*
 - *CallingDeviceID*
 - *CalledDeviceID*
3. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

MitelQueueName	<i>MitelQueueName</i>
CallingDeviceID	<i>CallingPartyIVR</i>
CalledDeviceID	<i>CalledParty</i>



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

4. Click on the button **Save** to apply the settings and to finish this configuration step.

Tab *MiVB SIP trunk (MiTAI)*

In this tab, you can configure the CTI connect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG*

MiVB (MiTAI)*

MiVB SIP trunk (MiTAI)*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

Password

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 466: CTI connection data - tab MiVB SIP trunk (MiTAI)

Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name*

standard

Grammar version*

1.00.01

Login name

asc_cticonnect

Password

••••••

Fig. 467: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	Select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.
Login name	Enter the login name required to authenticate on the CTI <u>connect</u> service.
Password	Enter the password required to authenticate on the CTI <u>connect</u> service.

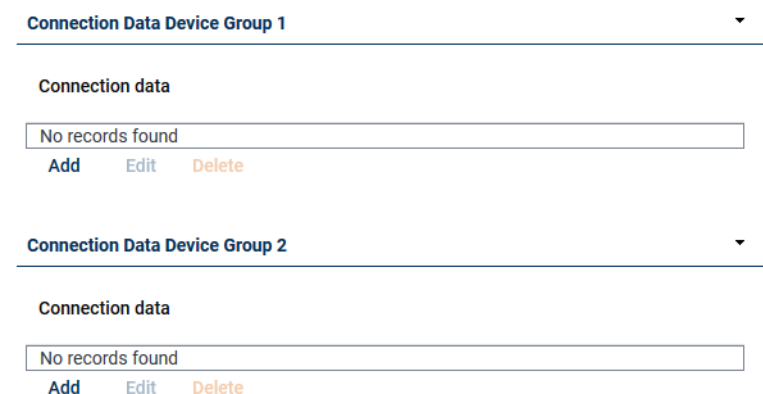
Tab. 110: Configure CTIconnect module

Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.



Connection Data Device Group 1

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Connection Data Device Group 2

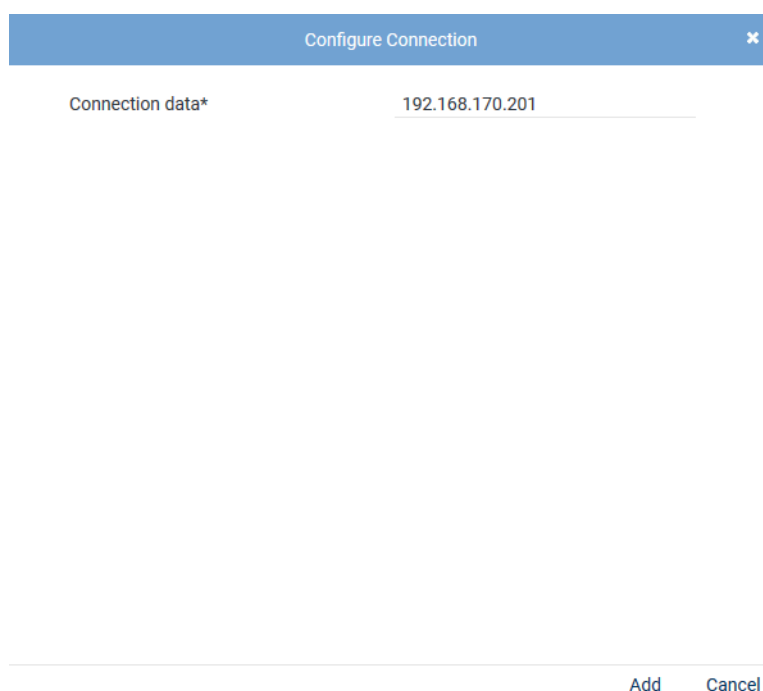
Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 468: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:



Configure Connection	
Connection data*	192.168.170.201

[Add](#) [Cancel](#)

Fig. 469: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI link).


Tab. 111: Configure connection data

- Click on the button *Add* to apply the entries and to close the window.

Group field Additional Data

In this recording variant, no further additional data is available.

Configure monitor points for MiVoice Biz with Peer Name(s)

1. In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.
⇒ The window *Step: Configure Monitor Points* appears in the detail view.

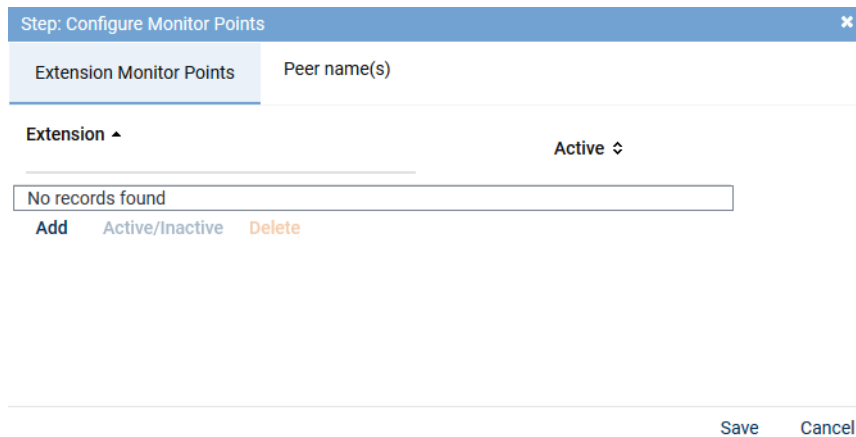


Fig. 470: Configuration step - configure monitor points

Tab Extension Monitor Points



For the recording variant with [MBG](#) or [SRC](#), the phones to be recorded must have been registered in the [SRC](#).

1. In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
2. Select the menu item *Enter Extensions*.
⇒ The window *Add Extension Monitor Points* appears.

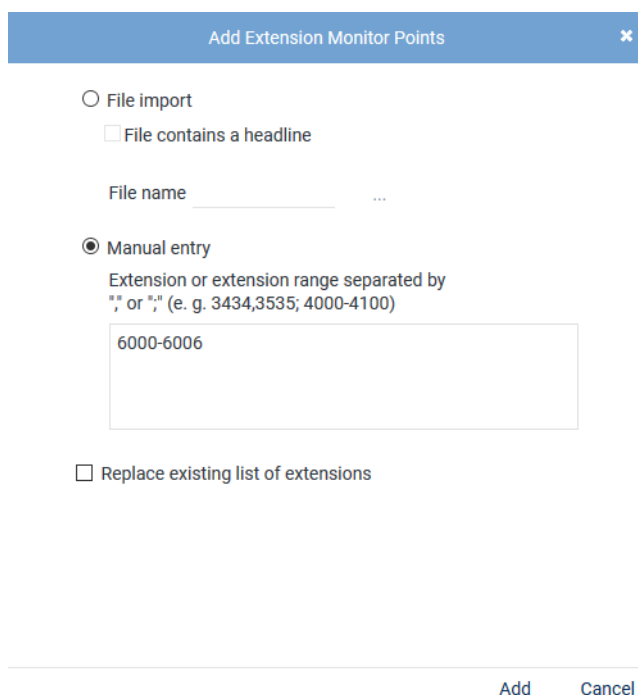






Fig. 471: Add extension monitor points

<i>File import</i>	<p>Select this option to import extensions from an existing CSV file and add them to the table of extensions.</p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
	<p><i>File contains a headline</i></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The CSV file may not contain more than 1 column. If commas or other column delimiters are found in the CSV file, then the file is not valid and an error message appears.</p> <p>Only ZIP files are supported as file format. To be able to import a CSV file, you have to pack it in a ZIP file.</p>
	<p><i>File name</i></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> • Click on the button  behind the field <i>File name</i>. • Click on the button <i>Choose File</i>. • Select the respective ZIP file via the Explorer and click on the button <i>Open</i>. • Click on the button  (<i>Upload file</i>).
<i>Manual entry</i>	<p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p>NOTICE! Wildcards cannot be used!</p>
<i>Replace existing list of extensions</i>	<p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>

3. Click on the button *Add*.
⇒ The extensions are added in the table of extensions.
4. If errors have been detected, the window *Result* appears.
Click on the button *Display Error Report* to open the window *Error Report*.
To close the window *Error Report*, click on the button *Close*.
To close the window *Result*, click on the button *Close*.
5. The configured extensions now appear in the detail view.

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾

Active ⇅

6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 472: Configured extension monitor points

Add	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail view.
Active/Inactive	The added extensions have been activated as monitor points by default. To change the status of an extension monitor point, select the respective extension and click on the button <i>Active/Inactive</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.
Delete	To delete extension monitor points, select the respective extension in the list and click on the button <i>Delete</i> . To select several entries at the once, click on the respective entries while holding the [Ctrl] key down. To select several contiguous entries, click on the first and the last entry while pressing the [Ctrl] + [Shift] key.

- Click on the button *Save* to apply the settings and to finish this configuration step.

Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several [SIP](#) trunk names in this tab.

- Click on the button *Add* to add a [SIP](#) trunk.
⇒ A new row appears.

Step: Configure Monitor Points

Extension Monitor Points
Peer name(s)

Peer name(s)

Active ⇅



Edit

Trunk name	✓	✎
------------	---	---

Add
Active/Inactive
Delete

Save
Cancel


Fig. 473: Add Peer Name(s)

2. At the end of the row in the column *Edit*, click on the icon .
 - ⇒ The entry mode opens.
3. In the column *Peer Name(s)*, enter the name of the trunk.
4. Once you have finished editing, click on the icon  at the end of the row to apply the entries.
5. Repeat the process to add further **SIP** trunk names.
6. To save the entries, click on the button *Save*.
To discard entries, click on the button *Cancel*.

Configure recording server for Multi-Server Parallel

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Configure Recording Servers* appears.

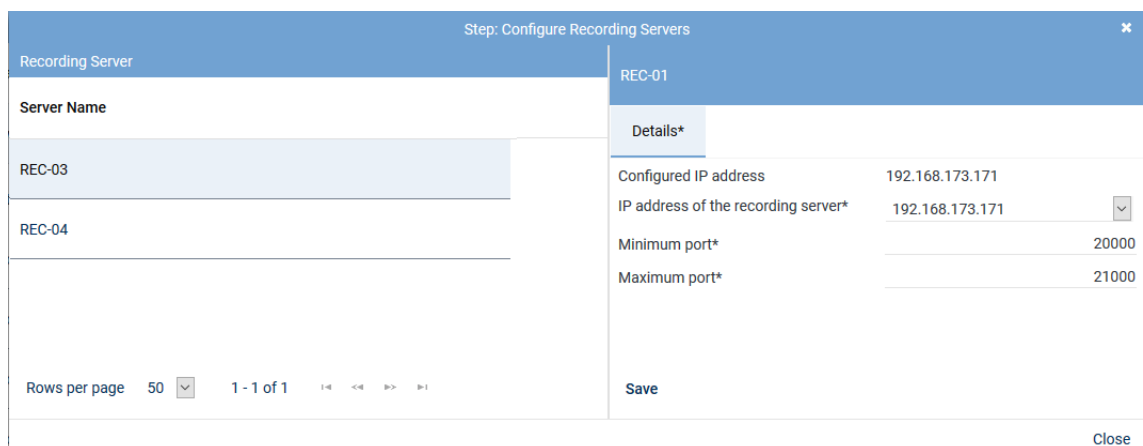


Fig. 474: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

Parameter	Value/Description
<i>Configured IP address</i>	Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded are received.
<i>IP address of the recording server</i>	From the drop-down list, select one of the available IP addresses of the recording server for the recording data.
<i>Minimum port</i>	Enter the lowest port of the port range configured on the PBX that is used to receive the RTP data from the recording server, e. g. <i>20000</i> .
<i>Maximum port</i>	Enter the highest port configured on the PBX that is used to receive the RTP data from the recording server, e. g. <i>21000</i> .

Tab. 112: Configure recording servers



This recording solutions allows recording data streams in stereo. For stereo recording, reckon with 4 ports as only even ports are used to receive [RTP](#).

Stereo recording requires more storage space, too.



If you use several active integrations in one recording architecture, you must configure different port ranges for each integration in the configuration step *Configure recording servers*.

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTI connect module of the integration.

Configure add-on for MiContact Center Enterprise

The add-on refers to the usage of MiContact Center Enterprise and must only be configured if MiContact Center Enterprise is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The conversation events and the additional data are captured via MiContact Center Enterprise and sent to the recording server.

1. Select the add-on *MiContact Center Enterprise* in the detail view.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Enterprise

CTIconnect Module

TypeCTIconnect passive
Grammar name*standard
Grammar version*2.00.01

Connection Data

Server name*192.168.170.205
Port*2601

Additional Data

CALLIDUniversal Call ID
PRIVATEDATAPlease select...
SERVICEGROUPIDPlease select...
SERVICEGROUPLISTPlease select...
IVRDATA1Please select...
IVRLABEL1Please select...
IVRDATA2Please select...
IVRLABEL2Please select...
IVRDATA3Please select...
IVRLABEL3Please select...
OASIDPlease select...

Arbitrary assignment

Please select...
Please select...
Please select...

SaveCancel

Fig. 475: Configure add-on for MiContact Center Enterprise

Group field CTIconnect Module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 113: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
Server Name	Enter the IP address or the name of the server that the MiContact Center Enterprise runs on.
Port	Enter the port for the connection to MiContact Center Enterprise.

Tab. 114: Configure connection data

Group field Additional Data

The following additional data is delivered in the protocol when using MiContact Center Enterprise:

- *CALLID*
- *PRIVATEDATA*
- *SERVICEGROUPLIST*
- *IVRDATA1*
- *IVRLABEL1*
- *IVRDATA2*
- *IVRLABEL2*
- *IVRDATA3*
- *IVRLABEL3*
- *OASID*

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

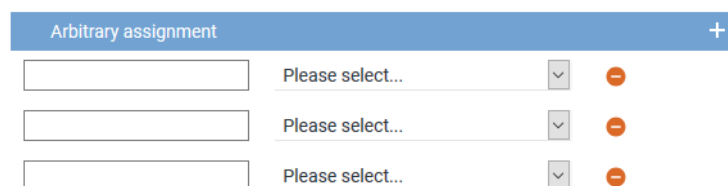



Fig. 476: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
- *End time*

- *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for MiContact Center Business

The add-on refers to the usage of MiContact Center Business and must only be configured if MiContact Center Business is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The CTI~~connect~~ service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details *

Select add-on
☐ None
☒ MiContact Center Business

CTIconnect Module

Type CTIconnect passive
Grammar name* standard
Grammar version* 1.00.03

Connection Data

MiCCB URL* http://192.168.173.123
PBX user name* _admin
PBX password*

Additional Data

Arbitrary assignment +

agentName agentName
fromName fromName
toName toName

Save Cancel

Fig. 477: Configure add-on for MiContact Center Business

Group field CTIconnect Module

- Enter the following parameters for the grammar:

Parameter	Value/Description
Type	Is filled automatically.
Grammar name	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
Grammar version	Select the current version of the grammar from the drop-down list.

Tab. 115: Configure CTIconnect module

Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

Parameter	Value/Description
MiCCB URL	Enter the URL that MiContact Center Business runs on, e. g. http://192.168.173.123/miccsdk .
PBX user name	Enter the user name required to authenticate on MiContact Center Business.
PBX password	Enter the password required to authenticate on MiContact Center Business.

Tab. 116: Configure connection data

Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

MiCCB additional data type	Example
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>type</i>	"Queued"
<i>transferCount</i>	"1.0"
<i>toAddress</i>	"7104"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>toName</i>	"Sample, John"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>supplementalDetails_callIds</i>	"446"
<i>fromName</i>	"John"
<i>agentFirstName</i>	"Nebel Carmen"
<i>mediaFolder</i>	"Inbox"
<i>lastAgentAction</i>	"Receive"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>classificationCodeRequired</i>	"false"
<i>agentLastName</i>	"Sample"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>agentName</i>	"Sample, John"
<i>mediaType</i>	"Voice"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>conversationState</i>	"Ended"
<i>folder</i>	"Inbox"
<i>allowAgentPreview</i>	"true"
<i>supplementalDetails_toAddress</i>	"7104"
<i>mediaServerType</i>	"Mcd"
<i>supplementalDetails_isConference</i>	"False"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"

MiCCB additional data type	Example
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>workTimer</i>	"00:00:00"
<i>native</i>	"true"
<i>fromAddress</i>	"7001"
<i>direction</i>	"Incoming"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>agentReporting</i>	"7104"
<i>failedRouteReason</i>	"None"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"

The following additional fields are available if the communication runs via an [IVR](#) system:

MiCCB additional data type	Example
<i>supplementalDetails_ani</i>	"7001"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>queueDialable</i>	"7500"
<i>queueReporting</i>	"P112"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetailsDisplayName_ani</i>	"ANI"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueName</i>	"Testqueue_1"

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 478: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.



To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure add-on for Genesys T-Server (optional)

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTI^{connect} service receives the information which Genesys T-Server the monitor points have been assigned to from the Genesys Configuration Server. The monitor points must register on the respective Genesys T-Server. Upon successful registration, the respective Genesys T-Server sends all conversation events and additional data of the agents to the recording server.

CTIconnect for Genesys T-Server

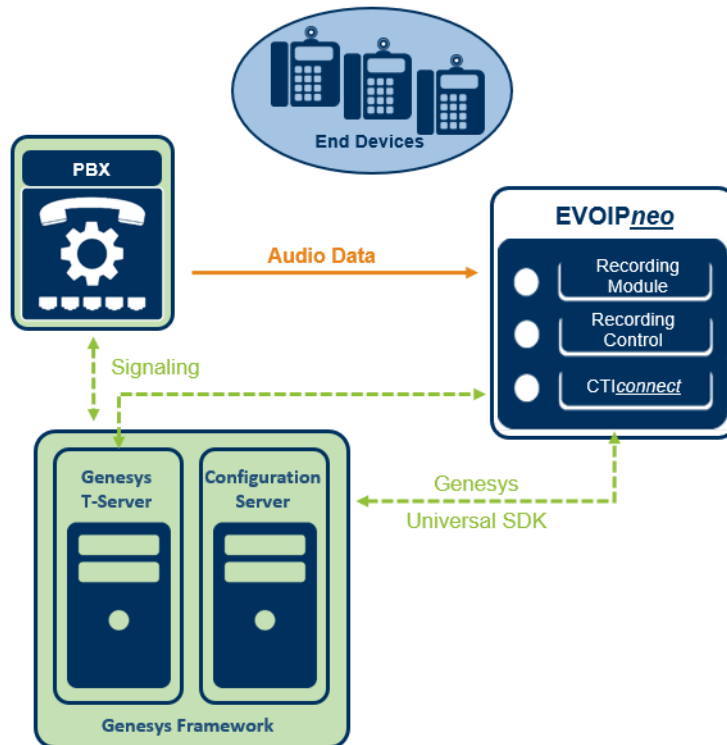


Fig. 479: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 422](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

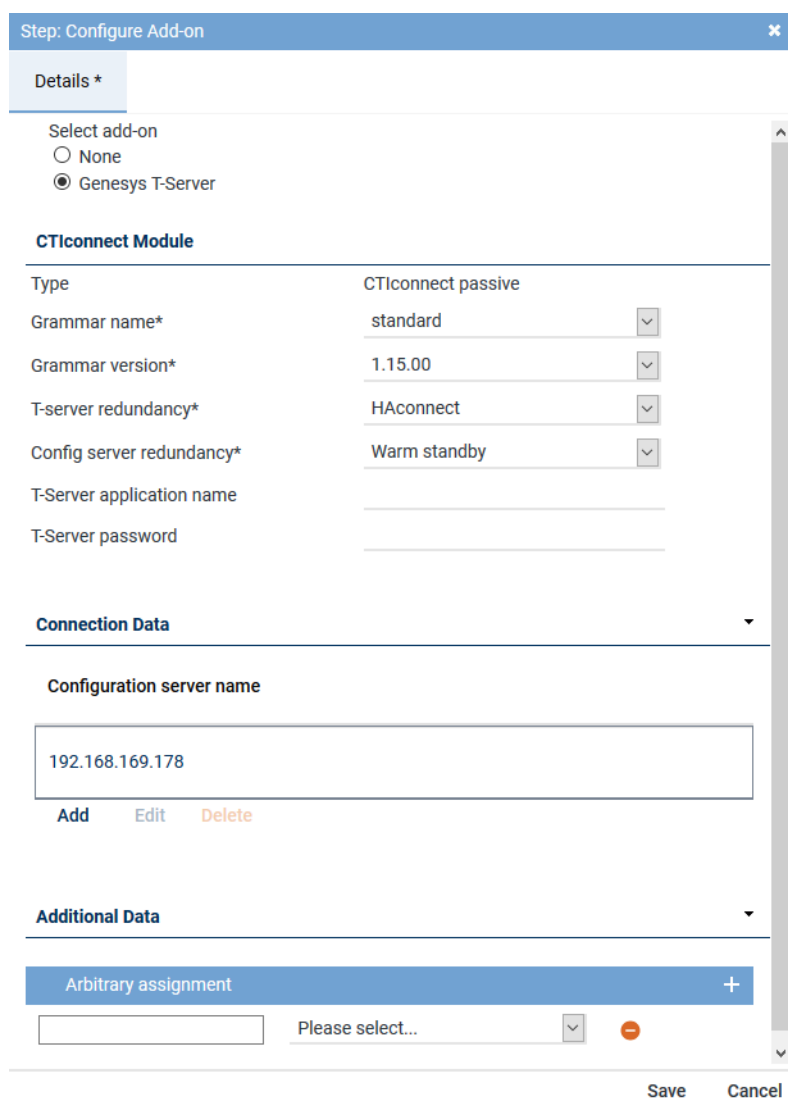
Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call_identifier*.

1. To adjust the identifier, change to the path
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.



Step: Configure Add-on

Details *

Select add-on

☐ None

☒ Genesys T-Server

CTIconnect Module

Type CTIconnect passive

Grammar name* standard

Grammar version* 1.15.00

T-server redundancy* HAconnect

Config server redundancy* Warm standby

T-Server application name

T-Server password

Connection Data

Configuration server name

192.168.169.178

Add Edit Delete

Additional Data

Arbitrary assignment

Please select...

Save Cancel

Fig. 480: Configure add-on for Genesys T-Server

Group field CTIconnect Module

1. Enter the following parameters:

Parameter	Value/Description
<i>Type</i>	Here, the type of the CTI <u>connect</u> module is displayed.
<i>Grammar name</i>	Select the respective grammar.
<i>Grammar version</i>	Select the respective grammar version.
<i>T-server redundancy</i>	Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>Config server redundancy</i>	From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.

Parameter	Value/Description
	<ul style="list-style-type: none"> • <i>No redundancy</i> • <i>HAconnect</i> - for High Availability Connection • <i>Warm Standby</i> - for a connectable redundancy
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 117: Configure add-on for Genesys T-Server

Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.
⇒ The following window appears:

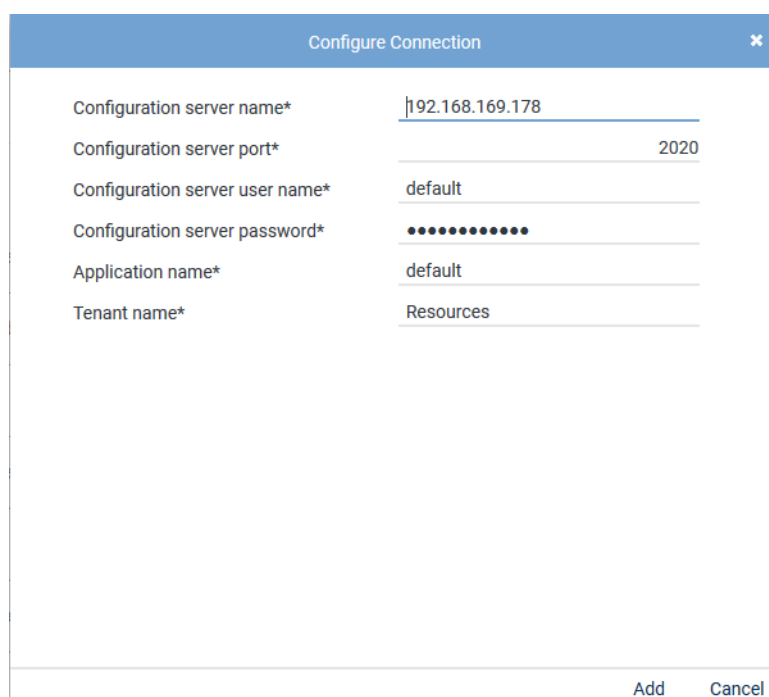


Fig. 481: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configuration Server: Name</i>	Enter the IP address or the name of the computer that the Genesys Configuration Server runs on.
<i>Configuration Server: Port</i>	Enter the port of the Genesys Configuration Server.

Parameter	Value/Description
<i>Configuration Server: User name</i>	Enter the user name to log in to the Genesys Configuration Server.
<i>Configuration Server: Password</i>	Enter the password to log in to the Genesys Configuration Server.
<i>Application name</i>	Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .
<i>Tenant name</i>	Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas.

Tab. 118: Configure connection data

Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖
<input type="text"/>	Please select...	▼	⊖

Fig. 482: Arbitrary assignment of the additional data

The following additional data are always available:

- *Start time*
 - *End time*
 - *Duration*
 - *Calling Party Phone Number*
 - *Called Party Phone Number*
 - *Conversation Direction*
2. In the entry field on the left, enter the description of the additional data type from the protocol. Observe the same spelling as it is used in the protocol. The information which is read out of the protocol is displayed in the columns in the players.
 3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
 4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.
 - ⇒ An additional row appears to assign another additional data type.
 5. Click on the button *Save* in the detail view to save the entries and finish this configuration step.

The add-on provides additional data that can be tagged in customer-specific additional data fields (customCP fields). By means of these additional data fields, the respective recording behavior can be reached by means of the recording planner, e. g. recording start beginning with tagging or threat call scenario.




To allow users to control the recording by means of keys, you must configure the recording profile accordingly in the Recording Planner module.



For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

Configure miscellaneous settings

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
 - ⇒ The window *Step: Miscellaneous Settings* appears.

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select... ▼

Save

Cancel

Fig. 483: Configure miscellaneous settings

2. Enter the following parameter:


Parameters	Description
<i>Dispatcher</i>	From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with.





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.



















<div>  Mitel MiVoice Business </div>		Mitel MiVoice Business active		
Step		Configuration		
Configure recording architecture				
Configure CTI connection data				
Configure monitor points				
Configure recording servers				
Configure add-on				
Configure miscellaneous settings				

Fig. 484: Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).
⇒ In the column *Active*, the icon  (*Active*) appears.








<div>     Integration ▾ General </div>			
Name ▾	Type ▾	Active ▾	Status ▾
<div>  Mitel MiVoice Business </div>	Mitel MiVoice Business active		

Fig. 485: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
 - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
 - ⇒ The icon  (*Delete*) becomes active in the toolbar.





+ × ⏮ ⏭ Integration ▾ General			
Name ▾	Type ▾	Active ▾	Status ▾
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 486: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

7.2.2.7

Synchronization options

There are 2 different types of synchronization:

- Synchronization of the Recording Control service for recording control
- Synchronization of the system storage to compare recording data

7.2.2.7.1

Synchronizing recording control

Recording Control services

In parallel recording servers which have been installed and configured in the same system architecture, you can configure the synchronization of recording control.



DANGER!

Before the configuration, contact your ASC support to ensure that this function is suitable for your recording solution and to avoid a possible loss of recordings!

For information about which recording solutions support this function refer to the file *neo* Integration Overview.

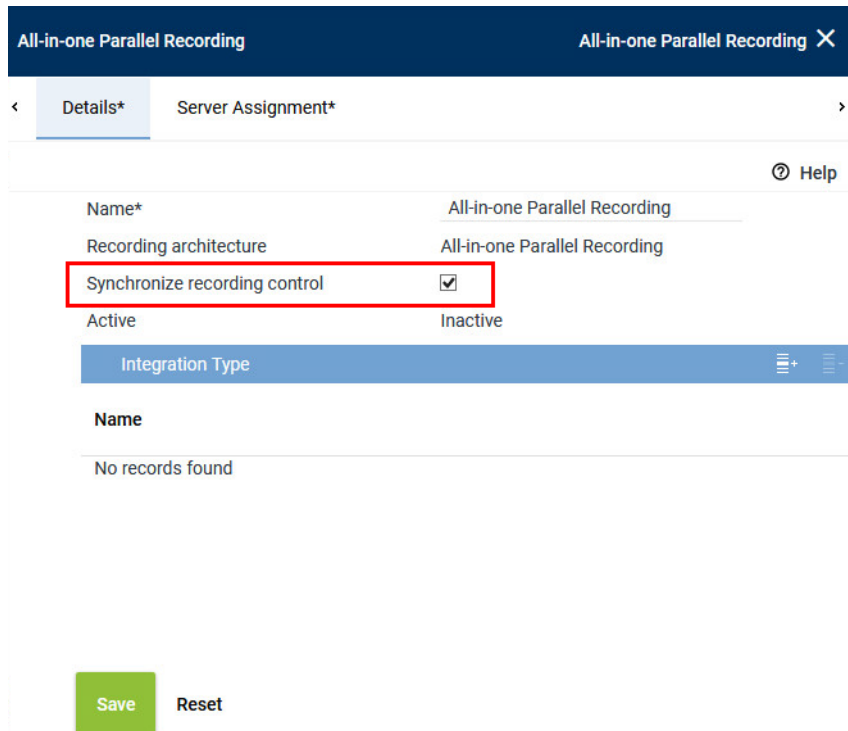
If recording control is supposed to take place by means of external applications such as *CLIENTcommand*, *PHONEapp*, or *SCREENrec* scan Editor, a synchronization of the Recording Control services of the parallel recording servers must be set up.

Primarily, recording control is carried out by the 1st Recording Control service. The Recording Control service guarantees that the conversations are recorded by both recording servers.

If the 1st Recording Control service fails, the 2nd Recording Control service takes over the task of recording control for both recording servers, both of which will record the conversations then.

Synchronization of recording control is configured in the Recording Architectures module. In parallel recording architectures, the check box *Synchronize recording control* appears in the tab *Details*.

1. Activate the check box *Synchronize recording control* so that the Recording Control services can be synchronized and only one service controls recording for the two recording servers.



The screenshot shows the 'All-in-one Parallel Recording' configuration page. The 'Details*' tab is active. The 'Synchronize recording control' checkbox is checked, and the 'Active' status is 'Inactive'. The 'Save' button is highlighted in green.

Fig. 487: Synchronize recording control

2. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

If you subsequently activate or deactivate this synchronization options, you have to carry out the following configuration steps again before the changes take effect:

1. Set the requested state of the recording control:
 - ☒ = *recording control is synchronized*
 - ☐ = *recording control is not synchronized*
2. Deactivate the integration.
3. Deactivate the recording architecture.
4. Check that the following services have been stopped.
 - *ASC RecordingControl*
 - *ASC RecordingModule*
 - *ASC CTIconnect(integration name)*
5. Activate the recording architecture.

WARNING! In this status, all services have received the updated configuration, but may be in a conflict status.

Therefore, you have to carry out the following steps again:

6. Deactivate the recording architecture again.
 7. Check that the following services have been stopped.
 8. Activate the recording architecture again.
 9. Activate the integration.
- ⇒ Now, the changes have been applied.

7.2.2.7.2 Synchronization of system storage

In recording architectures with 2 system storages, you can configure a synchronization for comparing the recordings.

A synchronization configuration is always created for 2 system storages. All recordings which are added to one system storage are copied to the other system storage, too, and vice versa. That way, all recordings of both system storages are available on the 2 system storages simultaneously. If one of the two system storages fails, you can thus access the recordings of the failed system storage via the other system storage.

Synchronization of system storage is configured in the Servers module.

1. To create a synchronization configuration, click on the menu item *Servers > Manage synchronization configuration* in the toolbar of the main view.



Fig. 488: Menu item Manage synchronization configuration

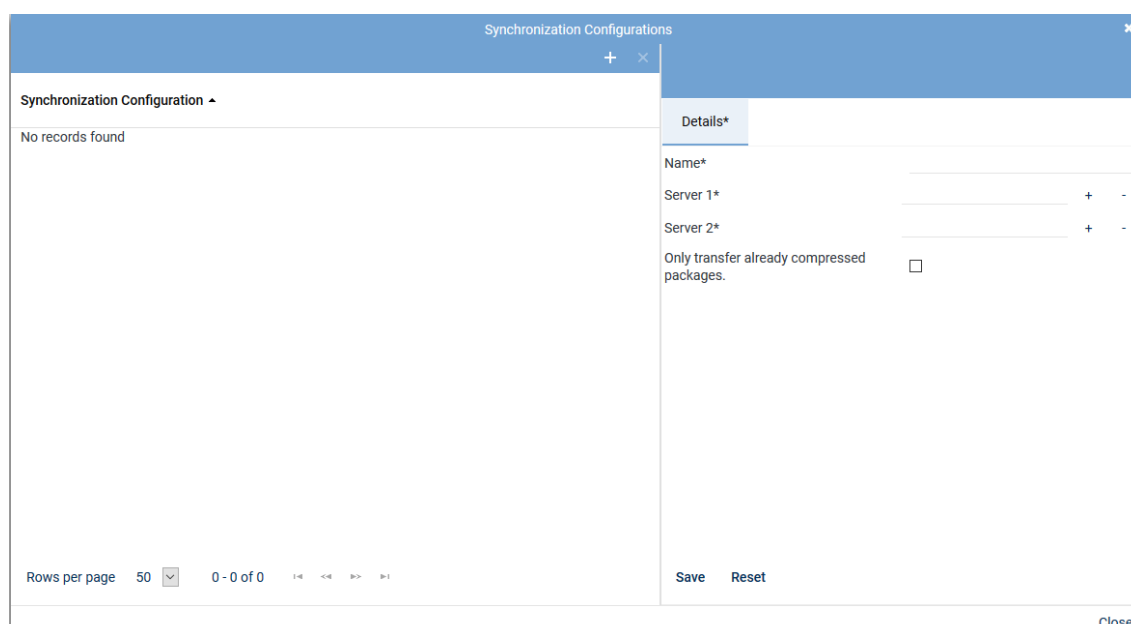




Fig. 489: Configure synchronization configurations

The following options are available:

	Create	Creates a new synchronization configuration (see chapter "Create synchronization configuration", p. 400).
	Delete	Deletes the selected synchronization configuration (see chapter "Delete synchronization configuration", p. 401).

A synchronization configuration becomes active upon saving it and continues running until it is deleted. During this period both system storages are regularly checked for new content and synchronized.

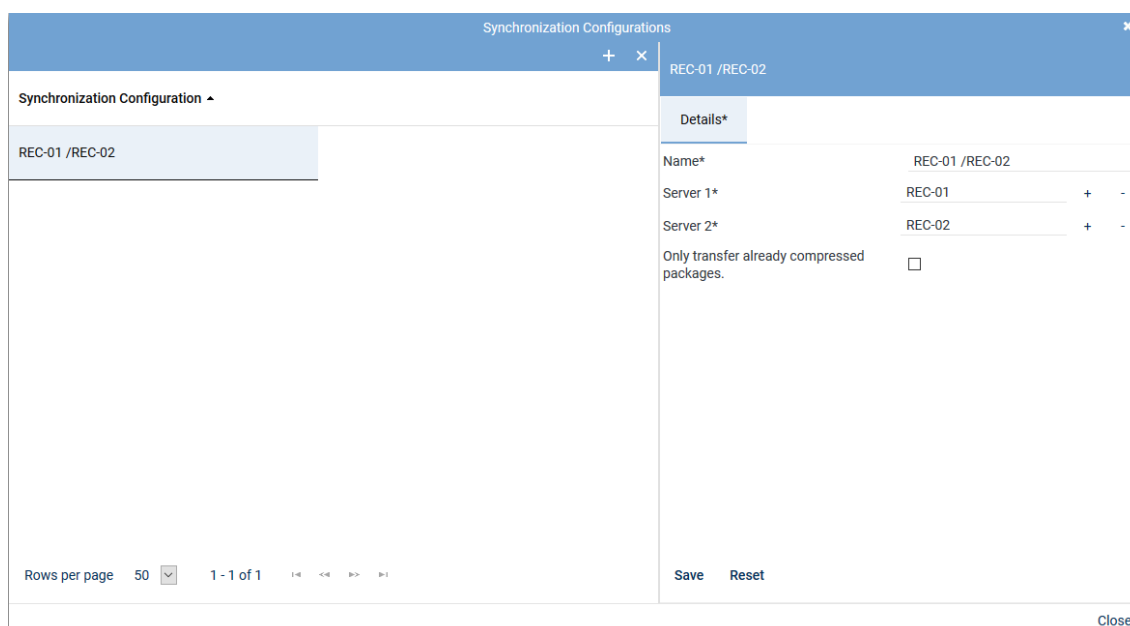


A server which is already used in a synchronization configuration cannot be used in another synchronization configuration.

Create synchronization configuration

1. In the window *Administrate Synchronization Configuration*, click on the icon  (*Create*).

⇒ The tab *Details* becomes active.



The screenshot shows a window titled "Synchronization Configurations" with a close button (X) in the top right. The window has two tabs: "Synchronization Configuration" and "Details*". The "Details*" tab is active. It contains the following fields:

- Name***: REC-01 / REC-02
- Server 1***: REC-01 (with a "+" button to the right)
- Server 2***: REC-02 (with a "+" button to the right)
- Only transfer already compressed packages.**: ☐ (with a "+" button to the right)

At the bottom of the window, there are "Save" and "Reset" buttons. A "Close" button is located at the bottom right of the window frame.


Fig. 490: Create synchronization configuration

2. Complete all fields for the new synchronization configuration:

Name	Enter a name for the synchronization configuration.
Server 1 / Server 2	Click on the button + next to the entry field to select the respective server for the synchronization of the system storage from the list of available servers. If you would like to delete an entry in one of the entry fields, click on the button - next to the respective entry field.
Only transfer already compressed packages	Select whether data which has not yet been compressed is supposed to be transferred, too. <input checked="" type="checkbox"/> = Uncompressed data is transferred, too. <input type="checkbox"/> = Only compressed data is transferred. NOTICE! This option is not available until you have entered and saved the two servers.

- Click on the button *Save* to apply the configuration.
- Click on the button *Close* to finish this configuration step and close the window.

Delete synchronization configuration

- In the window *Administrate synchronization configurations*, select the synchronization configuration you would like to delete.
 - Click on the icon  (*Delete*) in the toolbar of the window.
- ⇒ The synchronization of the two entered system storages is finished.
- ⇒ The selected synchronization configuration is deleted.

7.2.2.8

Duplicates in parallel recording architectures



In parallel recording architectures in which recording control is synchronized, no duplicates are created which could be deleted. Both recordings are merged in one package and thus cannot be deleted separately. Keep in mind that more storage space must thus be available for the recordings.

A parallel recording without synchronization results in redundant recording data in the system. To avoid that conversations are displayed twice in the replay applications (e. g. *POWERplay Web*) because the database contains them twice, you can delete duplicates so that only one of the double recordings remains.

Conversations with the following characteristics are considered identical:

- Identical start and end times

You can define an allowed difference for the start and end times so that the conversations are still considered duplicates despite a differing start or end time, see [chapter "Configure duplicate detection", p. 402](#).

The start and end times of complete conversations as well as the start and end times of the individual recordings belonging to a conversation are checked.

- Identical call participants
- Identical additional data

Duplicate detection is configured in the Integrations module. There, you can configure for each integration individually under which circumstances conversations are supposed to be considered identical. Upon selecting an architecture for an integration which is based on parallel recording, the tab *Parallel Recording* is displayed which allows adjusting the required settings, see [chapter "Configure duplicate detection", p. 402](#).

The shorter one of the two identical recordings is deleted. To calculate the total recording length, the recording lengths of all sections of a conversation are added. The additional data as well as the audio data of the duplicate are deleted. On which of the two recording servers a duplicate is deleted thus depends on the location where the shorter recording has been saved. If the recording length is the same, the recording which has been checked second is considered a duplicate and deleted.

Duplicate detection is executed regularly for all new recordings from the moment on it has been activated but not for past recordings. This means Recordings which already exist when duplicate detection is activated are not checked for duplicates.



For information about the status of a job refer to the Jobs module in the application System Monitoring, see user manual *Usage System Monitoring*.



If you would like to delete duplicates but nevertheless want that all conversations exist on both recording servers, you can create a synchronization configuration in the Servers module which synchronizes the system storages of the two recording servers.

7.2.2.8.1 Configure duplicate detection

In the Integrations module, you can configure for each integration separately under which circumstances 2 conversations are supposed to be considered identical. Upon selecting an architecture for an integration which is based on parallel recording, the tab *Parallel Recording* is displayed which allows adjusting the required settings.

1. In the main view of the Integrations module, select the integration for which you would like to configure duplicate detection.
2. Select the tab *Parallel Recording* in the detail view and adjust the following settings:

Details*

Parallel Recording

☒ Delete duplicates if the participants of the conversations are identical and the following criteria are met:

The start times differ in a maximum of Milliseconds

The end times differ in a maximum of Milliseconds

Additional settings

Time after which conversations are to be checked at the earliest * minutes

Interval in which the check is to take place * minutes

Additional Data

ID	Displayed Name
customCP02	Comment

Criteria to Be Ignored



Available attributes	Ignored attributes
CHATIDENTIFIER	PBXID
DISPLAYNAME	
EMAILADDRESS	
EMPLOYEEID	
EXTENSION	
IPADDRESS	
MACADDRESS	
PBXAGENTID	
PBXPHONEID	

Save

Reset

Fig. 491: Tab Parallel Recording (integration)

<i>Delete duplicates,....</i>	<p>When activating this option, you can define by means of the displayed criteria when 2 recordings are supposed to be identified as identical.</p> <p><input checked="" type="checkbox"/> = Duplicate detection has been activated. Duplicates are deleted according to the defined criteria.</p> <p><input type="checkbox"/> = Duplicate detection has been deactivated.</p>
<i>The start times differ in a maximum of</i>	<p>Enter the maximum difference with regards to the start time. The start times of complete conversations as well as the start times of the individual recordings belonging to a conversation are checked.</p> <p>Example: <i>1000 milliseconds</i></p> <p>If one conversation started at 2:20:15 PM and a second conversation started at 2:20:16 PM, and if the start times of the individual recordings of those two conversations differ less than 1000 milliseconds, then these conversations are considered possible duplicates with regards to their start time.</p>
<i>The end times differ in a maximum of</i>	<p>Enter the maximum difference with regards to the end time. The end times of complete conversations as well as the end times of the individual recording sections belonging to a conversation are checked.</p> <p>Example: <i>1000 milliseconds</i></p> <p>If one conversation ended at 2:20:15 PM and a second conversation ended at 2:20:16 PM, and if the end times of the individual recordings</p>

	of those two conversations differ less than 1000 milliseconds, then these conversations are considered possible duplicates with regards to their end time.
<i>Time after which conversations are to be checked at the earliest</i>	<p>Enter the time interval which is supposed to pass before a recording is checked for duplicates.</p> <p>Example: 3 minutes</p> <p>If one conversation ended at 2:20 PM, i. e. the recording has been saved at 2:20 PM, then the recording is not check for duplicates before 2:23 PM.</p>
<i>Interval in which the check is to take place</i>	<p>Select the intervals in which the job for duplicate detection is supposed to be executed.</p> <p>Example: 2 minutes</p> <p>The job for duplicate detection is started over again every 2 minutes to search for new recordings and possible duplicates and to delete duplicates.</p>
<i>List Additional Data</i>	<p>Add all additional data to the list which are supposed to be used as criteria. When searching for duplicates, only those recordings are considered which contain an additional data type from the list. If an additional data type is empty in both conversations, this is considered identical, too, and one of the conversations is deleted.</p> <p> = Add additional data to the list, see chapter "Map additional data", p. 404.</p> <p> = Remove additional data from the list, see chapter "Delete additional data assignment", p. 405.</p>

3. To save the settings, click on the button **Save**.

⇒ Upon activating the option *Delete duplicates...* the recordings are checked for duplicates and the detected duplicates are deleted.

7.2.2.8.2 Additional data

Map additional data

In addition to the start time and the end time, you can configure more additional data which is supposed to be used for checking for duplicates.

1. In the list *Additional data*, click on the icon  (*Add*) to configure more additional data.


Additional Data 	
ID ↕	Displayed Name ↕

Fig. 492: Map additional data

2. Select the respective additional data from the list which are supposed to be used additionally to check for duplicates.
To select several entries or revoke a selection, click on the respective line while holding the [Ctrl] key down.

Additional Data			
Displayed Name ↕	Available ↕	Editable ↕	External Recording Control ↕
Kommentar	✓	✓	✗
Universal Call ID	✓	✓	✗

Rows per page 20 1 - 2 of 2

Add Cancel

Fig. 493: Select additional data


NOTICE! The list contains only additional data which have been configured in the Additional Data module previously.



For information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- To apply the selection, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

Delete additional data assignment

- Select the tab *Parallel Recording*.
- Select the additional data that you would like to remove in the list *Additional Data*.
- Click on the icon  (*Delete*).

Additional Data	
ID ↕	Displayed Name ↕
customCP01	Kommentar
customCP02	Universal Call ID

Fig. 494: Delete additional data assignment

7.2.2.8.3 Criteria to be ignored

In this group field, you can exclude certain criteria for duplicate detection which may prevent conversations to be detected as duplicates.

If conversations differ in just one attribute, they are not considered as duplicates. This holds true for conversations with different PBX IDs, for example.

To exclude this criterion during duplicate detection, add the respective attribute to the list of attributes which are supposed to be ignored.

In the list of available attributes, you can select which attributes are supposed to be excluded during duplicate detection. Click on the respective attributes and drag and drop them in the list of attributes to be ignored.

7.2.2.9 Standby management for failover architectures

For architectures with failover concepts, you can go to the standby management to manually select which server with which components is supposed to be active.

For architectures of the type *Parallel Recording*, you can also use the standby management if you have provided for the respective resources.

Using the standby management makes sense in the following cases:

- You would like to switch back to the primary server, e. g. when the standby server has automatically taken over and the primary server is now available again.
- You would like to switch to the standby server manually, e. g. during maintenance of the primary server.



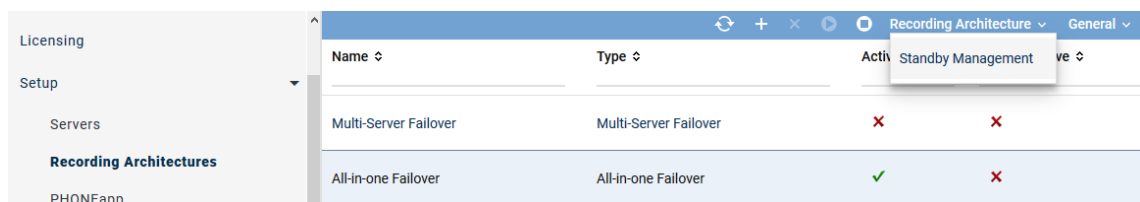
You can only edit the standby management if the corresponding architecture has been activated.

7.2.2.9.1 Standby management for All-in-one Failover

For failover recording architectures, the menu *Recording Architectures* appears in the toolbar of the main view. If you have installed the required redundancy options on different servers, you can switch from primary to standby server and vice versa by clicking on the menu item *Standby Management*.

The menu item *Standby Management* is only active if the selected recording architecture has been activated.

1. In the main view, select the recording architecture the standby management of which you would like to call up.
2. Click on the menu *Recording Architectures* in the toolbar of the main view.
 - ⇒ If the selected recording architecture has been activated, the menu item *Standby Management* is active.



Licensing		Recording Architecture		General
Name	Type	Active	Standby Management	ve
Multi-Server Failover	Multi-Server Failover	✗	✗	
All-in-one Failover	All-in-one Failover	✓	✗	

Fig. 495: Configure standby management


3. Click on the menu item *Standby Management*.
 - ⇒ The window *Standby Management* appears.

Standby Management				
Server Name	Status	Oldest Running Activity	Running Activities	Version
RC - REC-01 / REC-02				
REC-01	Active		Activities: 0	60.01.00
REC-02	In Standby		Activities: 0	
RIA - REC-01 / REC-02				
REC-01	Active		Activities: 0	60.01.00
REC-02	In Standby		Activities: 0	
RM - REC-01 / REC-02				
REC-01	Active		Activities: 0	60.00.00
REC-02	In Standby		Activities: 0	

Fig. 496: Switch server

Here, you see the assignment of the deployed components.

In the column *Status*, you can see which component is currently active.


- To activate a standby server, select the respective server in the list.
 - Click on the icon  (*Activate*) in the toolbar.
- ⇒ The status of the standby server changes from *In Standby* to *Active*.


Activate shutdown mode for maintenance purposes

If you would like to shut down a server for maintenance purposes, you can activate shutdown mode for this server



This function is not useful for architectures for All-in-one Failover as no additional server can be activated in shutdown mode in this architecture.

- To activate shutdown mode for a server, select the respective server in the list.
- Click on the icon  (*Activate shutdown mode*) in the toolbar.

⇒ The status of the server changes from *Active* to *Shutdown Mode*.
- To deactivate shutdown mode again, click on the icon  in the toolbar again.

⇒ The status of the server changes from *Shutdown Mode* to *Active*.




In shutdown mode, the standby components are not activated automatically. Only those conversations which are already running are continued to be recorded. Once you make manual configurations in the standby management, you must make sure that one of the respective components relevant for recording has been activated. New recordings will not be accepted before another server has been activated manually.

Activate failover components

For another standby server to take over the recording of new conversations, you must activate it manually.

- To activate a standby server, select the respective server in the list.

2. Click on the icon  (*Activate*) in the toolbar.
- ⇒ The status of the standby server changes from *In Standby* to *Active*.
Only now can this server record new conversations.

7.2.2.9.2 Standby management for Multi-Server Failover

For failover recording architectures, the menu *Recording Architectures* appears in the toolbar of the main view. If you have installed the required redundancy options on different servers, you can switch from primary to standby server and vice versa by clicking on the menu item *Standby Management*.

The menu item *Standby Management* is only active if the selected recording architecture has been activated.

1. In the main view, select the recording architecture the standby management of which you would like to call up.
2. Click on the menu *Recording Architectures* in the toolbar of the main view.
 - ⇒ If the selected recording architecture has been activated, the menu item *Standby Management* is active.

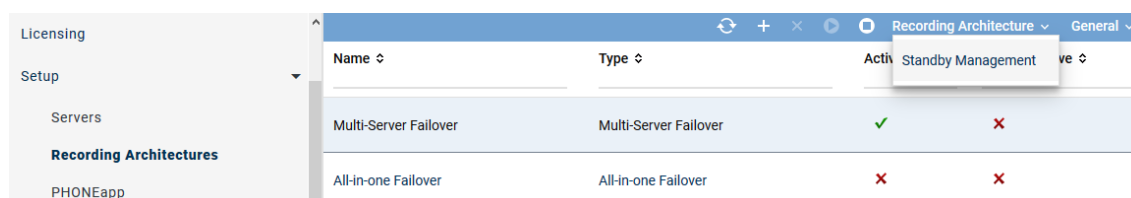


Fig. 497: Menu of the standby management

3. Click on the menu item *Standby Management*.
 - ⇒ The window *Standby Management* appears.

Standby Management				
Server Name	Status	Oldest Running Activity	Running Activities	Version
RC - RC-01 / RC-02				
RC-01	Active		Activities: 0	60.01.00
RC-02	In Standby		Activities: 0	60.00.00
RM - REC-01 / REC-02				
REC-01	Active		Activities: 0	60.00.00
REC-02	In Standby		Activities: 0	
RIA - CTI-01 / CTI-02				
CTI-01	Active		Activities: 0	60.01.00
CTI-02	In Standby		Activities: 0	60.00.00

Fig. 498: Switch server

If you have installed the required redundancy options on different servers, you can use standby management for the following components:

- **RC** (*Recording Control Standby Management*) to secure recording control

- **RM** (*Recorder Standby Management*) to secure recording
- **RIA** (*CTIconnect Standby Management*) to secure the additional data of the recordings

Here, you see the assignment of the deployed components.

In the column *Status*, you can see which component is currently active.

4. To activate a standby server, select the respective server in the list.

5. Click on the icon  (*Activate*) in the toolbar.

⇒ The status of the standby server changes from *In Standby* to *Active*.

Activate shutdown mode for maintenance purposes

If you would like to shut down a server for maintenance purposes, you can activate shutdown mode for this server




This function is not useful for architectures for All-in-one Failover as no additional server can be activated in shutdown mode in this architecture.

1. To activate shutdown mode for a server, select the respective server in the list.

2. Click on the icon  (*Activate shutdown mode*) in the toolbar.

⇒ The status of the server changes from *Active* to *Shutdown Mode*.

3. To deactivate shutdown mode again, click on the icon  in the toolbar again.

⇒ The status of the server changes from *Shutdown Mode* to *Active*.



In shutdown mode, the standby components are not activated automatically. Only those conversations which are already running are continued to be recorded. Once you make manual configurations in the standby management, you must make sure that one of the respective components relevant for recording has been activated. New recordings will not be accepted before another server has been activated manually.

Activate failover components

For another standby server to take over the recording of new conversations, you must activate it manually.

1. To activate a standby server, select the respective server in the list.

2. Click on the icon  (*Activate*) in the toolbar.

⇒ The status of the standby server changes from *In Standby* to *Active*.

Only now can this server record new conversations.

7.2.3 Configure XML PHONEapp

If you would like to use the XML PHONEapp, you have to execute the following configuration:

1. Configure key assignment for the phones.

2. Modules in the application Configure *System Configuration*:

- Servers module
 - Activate recording control
 - Select recording architecture
- PHONEapp module
 - Configure phone types
 - Configure basic settings
- PBX module
 - Activate PHONEapp configuration

- Configure PBX-specific parameters
- Phones module
 - Configure the parameters for the assignment of the phone, e. g. extension, PBX phone ID, computer name, address for replay via phone, phone type, and time slot.
- Recording Planner module
 - Configure operation modes

7.2.3.1 Configure key control

To be able to control the XML PHONEapp via the phone's keys, you have to assign the individual keys the respective commands on the phones. The configuration has to be done in the configuration file of the end devices. The key options must be activated in the PBX. The configuration is usually done by the telecommunication technician.

The assignment of the end devices can be done via the following parameters:

Parameter	Description
deviceIPAddress	IP address of the end device
deviceExtension	Extension of the end device

Tab. 119: Available parameters

Observe the following syntax:

Configuration example for the assignment via the extension:

1. Configure start function
`http://172.16.101.94/PHONEapp/XMLInterface?event=START&deviceExtension=$SIPUSERNAME$$`
2. Configure stop function
`http://172.16.101.94/PHONEapp/XMLInterface?event=STOP&deviceExtension=$SIPUSERNAME$$`
3. Configure mute function
`http://172.16.101.94/PHONEapp/XMLInterface?event=MUTE&deviceExtension=$SIPUSERNAME$$`
4. Configure unmute function
`http://172.16.101.94/PHONEapp/XMLInterface?event=UNMUTE&deviceExtension=$SIPUSERNAME$$`
5. Configure keep function
`http://172.16.101.94/PHONEapp/XMLInterface?event=KEEP&deviceExtension=$SIPUSERNAME$$`
6. Configure delete function
`http://172.16.101.94/PHONEapp/XMLInterface?event=DELETE&deviceExtension=$SIPUSERNAME$$`
7. Configure the display of the current recording status
`http://172.16.101.94/PHONEapp/XMLInterface?event=GETSTATE&deviceExtension=$SIPUSERNAME$$`
8. Configure the display of tagging attributes
`http://172.16.101.94/PHONEapp/XMLInterface?event=SET_TAGGING&deviceExtension=$$SIPUSERNAME$$`



The addition \$\$SIPUSERNAME\$\$ makes sure that the extension of the respectively logged-in users is used.

7.2.3.2 Configure Servers module

To be able to control the recording by means of PHONE^{app}, you have to activate recording control in the Servers module.

1. Select the menu item *Setup > Servers* in the navigation bar.
2. Select the tab *Usage*.

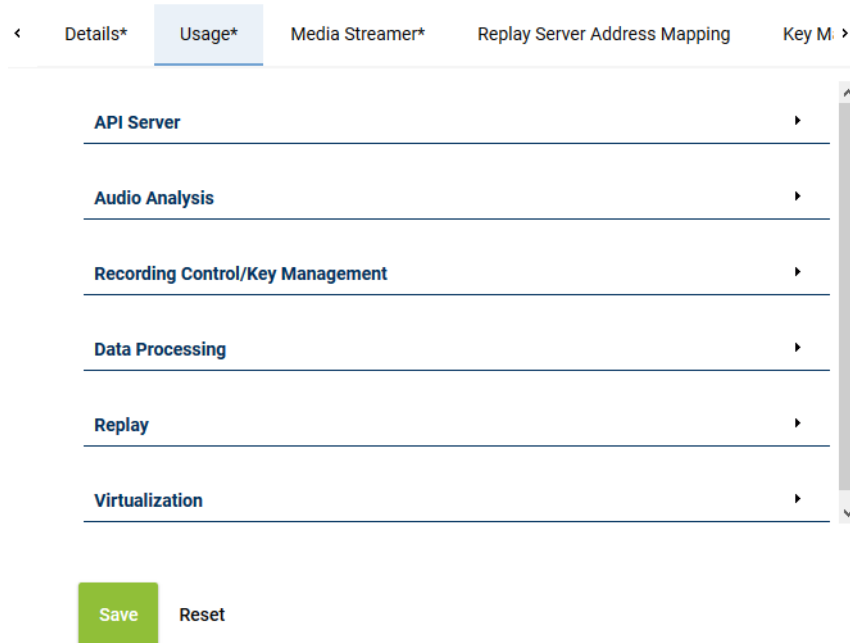


Fig. 499: Servers - tab Usage

3. Open the group field *Recording Control/Key Management*.

7.2.3.2.1 Group field Recording Control/Key Management

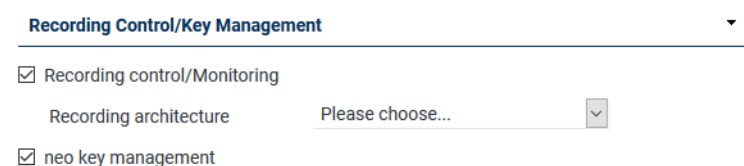


Fig. 500: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/monitoring</i>	<p>Activate the check box, if you would like to use CLIENT^{command} or API recording control. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.
<i>neo key management</i>	<p>This function serves for customer-specific recording encryption. To be able to configure the conditions for key management, activate the check box <i>Key management</i>.</p> <p>The function can only be activated if the license <code>ASC_KEY_MANAGEMENT</code> is available.</p>

Parameter	Value/Description
	For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i> .

Tab. 120: Configure recording control/key management

7.2.3.3 Configure PHONEapp

1. In the navigation bar, select the menu item *Setup > PHONEapp*.

⇒ The following window appears:

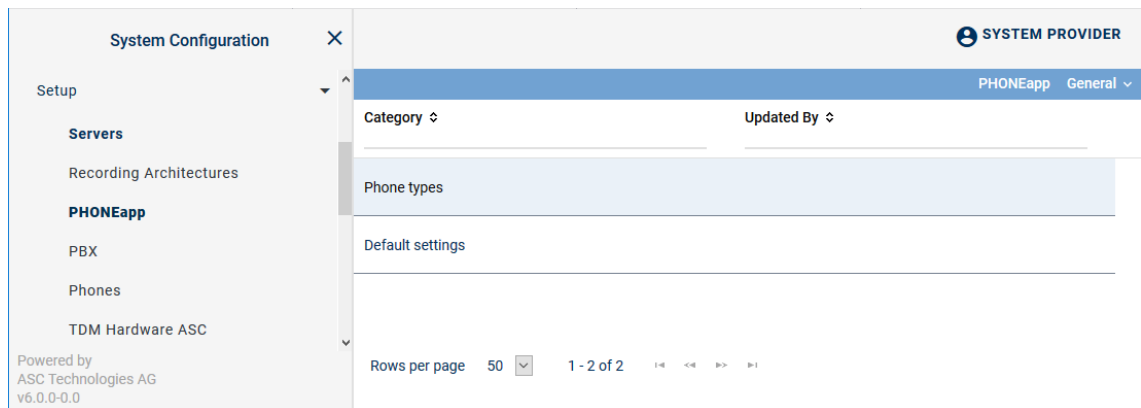


Fig. 501: PHONEapp - main view:

In this module, you can adjust the basic settings for the phone applications and configure phone types.

In the category *Phone types*, you can display the properties of the supported end devices and add additional phone types.

To configure the function keys you have to create a new phone type in the category *Phone types*.

7.2.3.3.1 Category Phone Type

The category *Phone Types* displays the properties of the supported end devices.

1. In the main view of *Setup > PHONEapp*, select the category *Phone Types*.
⇒ In the detail view, a table is displayed which contains all supported end devices.

Phone Types	
MITEL	Mitel
OPENScape DESK 35G	Unify
OPENScape DESK 55G	Unify
OPENSTAGE 15	Unify
OPENSTAGE 40	Unify
OPENSTAGE 60	Unify
OPENSTAGE 80	Unify
OPENSTAGE DEFAULT	Unify
XML	XML
Administrate	

Fig. 502: Detail view phone types

- To display the properties of the phone type, select the type *Mitel* and click on the button *Administrate*.

⇒ In the window *Phone Type*, the properties of the selected end device are displayed.

MITEL	
Details	
Type	MITEL
Provider	Mitel
LED feedback supported	<input type="checkbox"/>
Display feedback supported	<input type="checkbox"/>
IP address required	<input type="checkbox"/>
Supports cyclic refresh	<input type="checkbox"/>
Save Reset	
OK	

Fig. 503: Display of the properties

NOTICE! The properties cannot be configured here but are displayed to inform you which functions are supported by the end device.

- Click on the button *Close* to close the window and to change to the detail view.

7.2.3.3.2 Category Default Settings

Define the values of the general settings for your PBX here. The default settings are divided into different group fields.

- In the main view of *Setup > PHONEapp*, select the category *Default Settings*.

⇒ Different group fields are displayed in the detail view.

<
Default Settings*

General

Activated

☒

PHONEapp URL*

http://192.168.170.218

Only certified requests

☐

Language

Time Parameter

Response waiting time*

2000

Milliseconds

Error waiting time*

2000

Milliseconds

Phone refresh interval*

4000

Milliseconds

Tagging Attributes

Request Parameter

Field

tag_field

ASC_COMMENT

Add

Delete

Register Fields

Field

Recording Control Field

Active

Comment

ASC_COMMENT

✓

Add

Delete

Predefined Tagging Fields

☐ Activated

Tagging Field

No records found

Save

Reset

Fig. 504: Detail view Default settings

2. Adjust the respective settings.
3. Click on the button **Save**.

<i>General</i>	Here, you have to enter the address of the <u>PHONEapp</u> and activate it.
<ul style="list-style-type: none"> • <i>Activated</i> 	Activates the recording control by means of the <u>PHONEapp</u> .
<ul style="list-style-type: none"> • <i>PHONEapp URL</i> 	<p>Enter the URL under which the <u>PHONEapp</u> is supposed to be accessible. Enter the IP address of the application server instead of <i><host></i>.</p> <p>Enter the additional port, if it differs from default (port 80 for <i>http</i> or port 443 for <i>https</i>), e. g. <i>http://<core_ip>:90</i>.</p> <p>The end device will establish a connection with this URL. The <u>PHONEapp</u> transfers the data provided by the URL to the display of the end device.</p> <p>When using a load balancer, enter the IP address and the port of the load balancer here.</p>
<ul style="list-style-type: none"> • <i>Only certified requests</i> 	If the check box has been activated, certificate-based authentication of the client (end device) on the server is required. To be able to do so, the client certificate must be imported in the certificate key store of the server.
<i>Language</i>	Select the respective default language for the <u>PHONEapp</u> from the drop-down list. The selected language applies to all end devices, unless the display language in the module <i>Setup > Phones</i> is not configured otherwise.
<i>Time Parameter</i>	Define the time parameters in milliseconds here. Do not make any changes without a prior consultation of your local ASC support or the ASC support under +49 700 27278776.
<ul style="list-style-type: none"> • <i>Response waiting time</i> 	Define the period of time during which the <u>PHONEapp</u> is supposed to send a response to the phone. The response waiting time covers the period from the moment of receiving the phone's request via the internal processing of the request to the moment of returning the results to the end device. If the request could not be processed during this period of time, the end device will display a message that the processing is still in progress.
<ul style="list-style-type: none"> • <i>Error waiting time</i> 	Define the maximum period of time available for processing a request. The error waiting time covers the maximum period of time from the moment when the <u>PHONEapp</u> has sent the request to the completion of the internal processing of the request. If the signal of pressing a key could not be processed during the indicated period of time, the process is canceled and an error message is issued.
<ul style="list-style-type: none"> • <i>Phone refresh interval</i> (this setting is only relevant for Alcatel and Cisco) 	Define the interval during which the status is supposed to be refreshed on the phone. If the interval is too short, the display starts blinking repeatedly. If the interval is too long, it may take very long until the current status of the recording is displayed on the end device.

<i>Tagging Attributes</i>	Here, you define which data field is filled when tagging via the PHONEapp. All additional data fields as well as the field <code>ASC_COMMENT</code> are available.
<i>Register Fields</i>	Here, you configure how the tagging value is displayed. All IDs listed under <i>Setup > Additional Data</i> as well as the field <code>ASC-COMMENT</code> can be used.
<i>Predefined Tagging Fields</i>	Define whether a comment field with free text or selectable predefined tagging fields are supposed to be used and saved on the end devices.
<ul style="list-style-type: none"> • <i>Activated</i> 	Activates the list of predefined tagging fields on the end device. If the function has been deactivated, a manual comment field is displayed.
<ul style="list-style-type: none"> • <i>Tagging Field</i> 	Define which selectable predefined tagging fields are supposed to be used and saved on the end devices.

Configure tagging attributes



The name of the request parameter `tag_field` must not be changed nor must its assignment be deleted. Otherwise tagging via the PHONEapp does not work anymore. The request parameter `tag_field` can be allocated to another available field, though.




Tagging attributes should only be changed in exceptional justified cases. Incorrect changes can cause a malfunction of the PHONEapp.

Every request parameter may only be used once. The available field may be allocated several times to different request parameters. All additional data which has been marked as available in the Additional Data module of the application System Configuration can be used as field.

Add and edit tagging attributes


1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Tagging Attributes*.




Request Parameter	Field
tag_field	ASC_COMMENT

Add Delete

Fig. 505: Group field Tagging Attributes



2. Click on the button *Add*.
⇒ A new entry is added.
3. To edit the entry, click on the icon .
⇒ The line can be edited.

Tagging Attributes

Request Parameter	Field	
tag_field	ASC_COMMENT	
<input type="text" value="New request parameter"/>	<input type="text" value="New field"/>	 

[Add](#) [Delete](#)

Fig. 506: Edit tagging attributes

- Enter the respective parameters.
- To save the changes, click on the icon  .
To discard the changes, click on the icon  .
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete tagging attributes



- In the detail view, select the attribute you would like to delete.
- Click on the button *Delete*.
- Click on the button *Yes*.
⇒ The selected attribute is removed from the list.
- Click on the button *Save* to apply the change in the tab *Default settings*.

Configure register fields

Add and edit register fields


- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Register Fields*.

Register Fields




Field	Recording Control Field	Active	
Comment	ASC_COMMENT		

[Add](#) [Delete](#)

Fig. 507: Group field Register Fields



- Click on the button *Add*.
⇒ A new entry is added.
- To edit the entry, click on the icon  .
⇒ The line can be edited.

Register Fields

Field	Recording Control Field	Active
Comment	ASC_COMMENT	<input checked="" type="checkbox"/> 
<input type="text" value="New field"/>	<input type="text" value="New RC field"/>	<input checked="" type="checkbox"/>  

[Add](#) [Delete](#)

Fig. 508: Edit register fields

- Enter the respective parameters.
The name in the field *Field* can be selected arbitrarily. In the field *Recording Control Field*, all IDs listed under *Setup > Additional Data* can be used. In addition, the field name *ASC_COMMENT* can be used.
- Activate or deactivate the register field via the check box.
- To save the changes, click on the icon .
To discard the changes, click on the icon .
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

Delete register fields

- In the detail view, select the attribute you would like to delete.
- Click on the button *Delete*.
- Click on the button *Yes*.
⇒ The selected attribute is removed from the list.
- Click on the button *Save* to apply the change in the tab *Default Settings*.

Configure predefined tagging fields

Within the *PHONEapp* you can tag and mark recorded conversations. That way, you can categorize recorded conversations which facilitates filtering and searching for them at a later moment. The *PHONEapp* offers the default possibility to either enter a free text in the comment field or to use predefined tagging fields. The user can see these attributes when pressing a certain key of the end device. That way, the user can tag this conversation during or after the recording.

Activate comment field with free text

- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.
- Deactivate the check box *Activated*.
⇒ The comment with free text is displayed during the tagging process.


Activate tagging fields without free text

Here, you can configure predefined tagging fields which are supposed to be added to the conversation.

- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.

Predefined Tagging Fields


☒ Activated



Tagging Field

Request

Fig. 509: Configure tagging fields


2. Activate the check box *Activated*.
3. Click on the icon  (*Edit*).
⇒ The window *Tagging Fields* appears.

Tagging Fields

Available	Active
labelSysConfPANConfigFixedTaggingField_2 Claim	labelSysConfPANConfigFixedTaggingField_1 Request
labelSysConfPANConfigFixedTaggingField_3 Sale	
labelSysConfPANConfigFixedTaggingField_4 Mediation	
labelSysConfPANConfigFixedTaggingField_5 Reversal	
labelSysConfPANConfigFixedTaggingField_6 Order	
labelSysConfPANConfigFixedTaggingField_7 Consultation	
labelSysConfPANConfigFixedTaggingField_8 Miscellaneous	
labelSysConfPANConfigFixedTaggingField_9 Reservation	
labelSysConfPANConfigFixedTaggingField_10 Complaint	

Apply **Cancel**

Fig. 510: Edit tagging fields

4. To add a field, select the field and use drag and drop to transfer it from the list of available fields on the left to the list *Active* in the window on the right.
 5. To apply the changes, click on the button *Apply*.
To discard the changes, click on the button *Cancel* or on the icon .
 6. To activate the fields you have added, click on the check box *Activated*.
 7. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.
- The following fields are available by default in the list *Available*:











<i>Request</i>	Use this attribute to tag conversations which revolve around a request.
<i>Claim</i>	Use this attribute to tag conversations which revolve around a claim.
<i>Mediation</i>	Use this attribute to tag conversations which revolve around a mediation.
<i>Order</i>	Use this attribute to tag conversations which revolve around an order.
<i>Consultation</i>	Use this attribute to tag conversations which revolve around a consultation.
<i>Reservation</i>	Use this attribute to tag conversations which revolve around a reservation.
<i>Complaint</i>	Use this attribute to tag conversations which revolve around a complaint.
<i>Sale</i>	Use this attribute to tag conversations which revolve around a sale.
<i>Reversal</i>	Use this attribute to tag conversations which revolve around a reversal.



The tagging fields are displayed along with their corresponding resource string. You can adjust the tagging fields in the Resource Editor module of the application System Configuration. See administration manual *System Configuration - Resource Editor*.

Changes in the Resource Editor module only apply for future recordings. Existing taggings are not changed.

The following functions are available in the window *Tagging Fields*:

	<i>Add</i>	Adds the selected column.
	<i>Add all</i>	Adds all selected columns.
	<i>Remove</i>	Removes the selected column.
	<i>Remove all</i>	Removes all selected columns.
	<i>Up</i>	Moves the selected column one row up.
	<i>First position</i>	Places the selected column first.
	<i>Down</i>	Moves the selected column one row down.
	<i>Last position</i>	Places the selected column last.
	<i>Apply</i>	Saves all changes and closes the window <i>Tagging Fields</i> .
		Closes the window <i>Tagging Fields</i> without applying the changes.
		Closes the window <i>Tagging Fields</i> without applying the changes.



You can change the position of a tagging field by selecting the field with the left mouse key and dragging it to the respective position.

7.2.3.4 Configure PBX module

In the PBX module, you have to activate the PHONE^{app} configuration.

1. In the navigation bar, select the menu item *Setup > PBX*.
2. Select the tab PHONE^{app} Configuration.

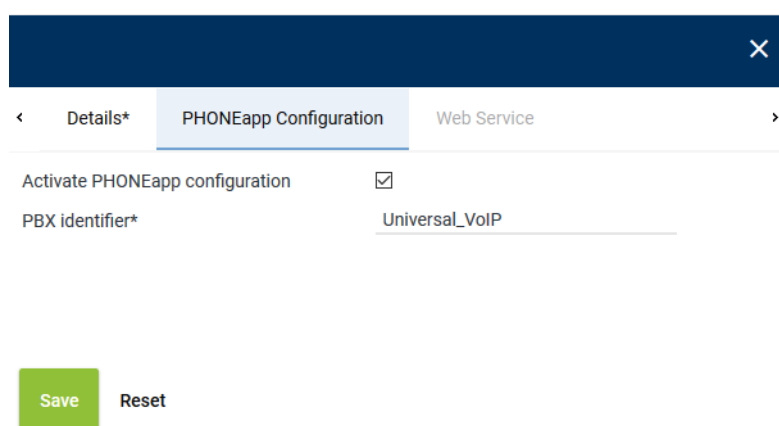


Fig. 511: Activate PHONEapp configuration

3. Enter the following parameters:

Activate PHONE ^{app} configuration	Here, the PHONE ^{app} is activated.
---	--

PBX identifier

Enter the identifier of the PBX. The identifier allows the PBX to connect with the PHONEapp. This identifier is specified during the installation of the PBX. Only use letters, numbers, and underscores.

4. In the detail view, click on the button **Save** to apply the changes in the tab **PHONEapp Configuration**.



The fields marked with " * " are mandatory fields. These fields have to be filled out.

7.2.3.5 Configure Phones module

In the Phones module, you can create and configure phones.

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

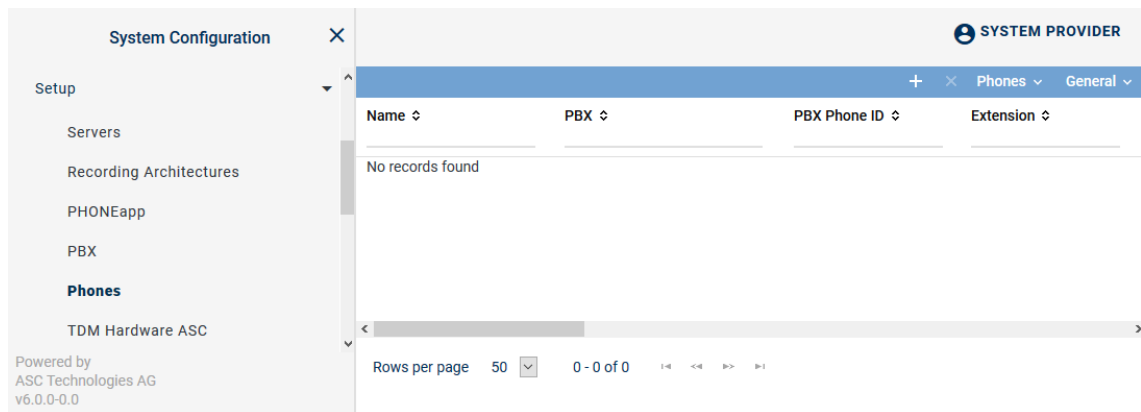




Fig. 512: Phones - main view

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

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

NOTICE! You can add hidden columns to the table in the main view via the icon  (*Adjust table*) in the toolbar.

7.2.3.5.1 Create phones

1. Click on the icon  (*Create*) in the toolbar of the window Phones to create new phones.

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.

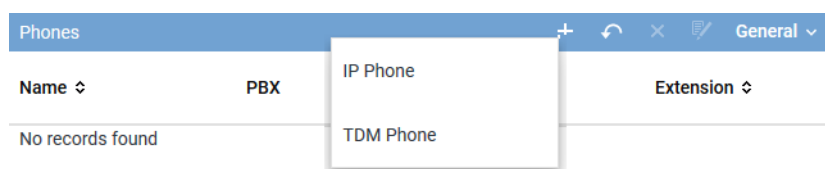



Fig. 513: Create phones Select phone type

The configuration parameters depend on each other. For the unambiguous mapping at least one of the following combinations must be configured for the name of the phone:

- PBX phone ID and SSRC
 - Extension and PBX phone ID
 - Extension and computer name
 - Extension and IP address
 - Extension and MAC address
 - Computer name and PBX phone ID
 - Computer name and IP address
 - Computer name and MAC address
2. In the detail view, click on the button *Save* to apply the changes.
- ⇒ The recently created phone appears in the main view.

7.2.3.5.2 Delete phones

1. In the main view, select the phone you would like to delete.
2. Click on the icon  (*Delete*).
 - ⇒ The security prompt to delete an element appears.
3. To really delete the selected phone, confirm the security prompt.

7.2.3.6 Configure Recording Planner module

The different operation modes for recording calls are configured in the Recording Planner module of the System Configuration.

Information about the creation of profiles can be found in the administration manual *ASC System Configuration - Recording Planner* for Tenants.

7.3 Configure Genesys T-Server (optional)

7.3.1 Configure IP address and port of the Genesys T-Server

1. Log in to the Genesys Administrator.
2. Click on the menu item *Environment > Applications* in the navigation bar.

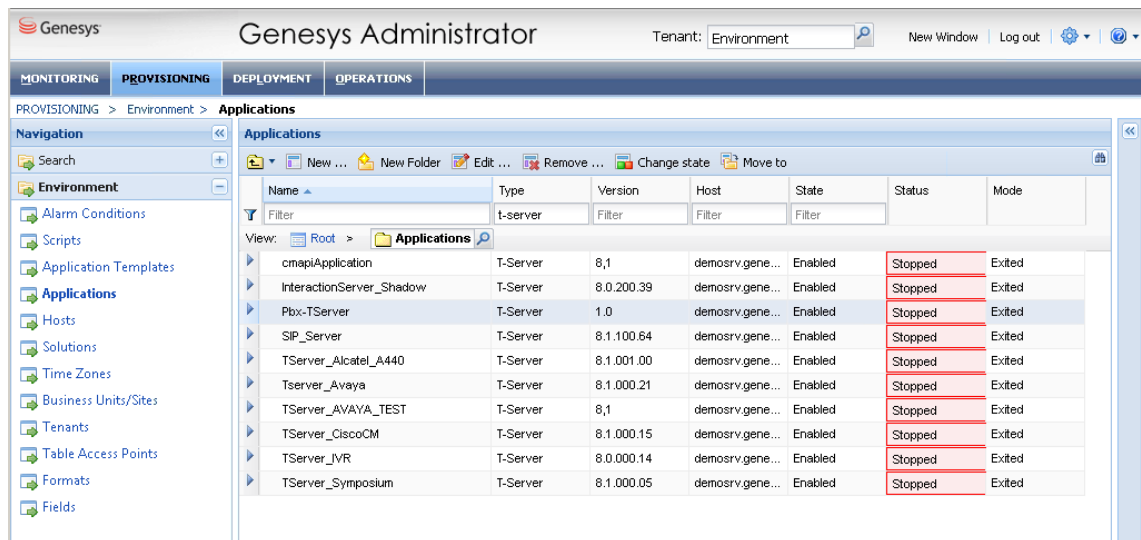


Fig. 514: Genesys Administrator - select T-Server

- Double-click on the entry T-Server which has been connected to the switch instance to be monitored.
⇒ The window *Configuration* appears.
- Expand the area *Server Info*.

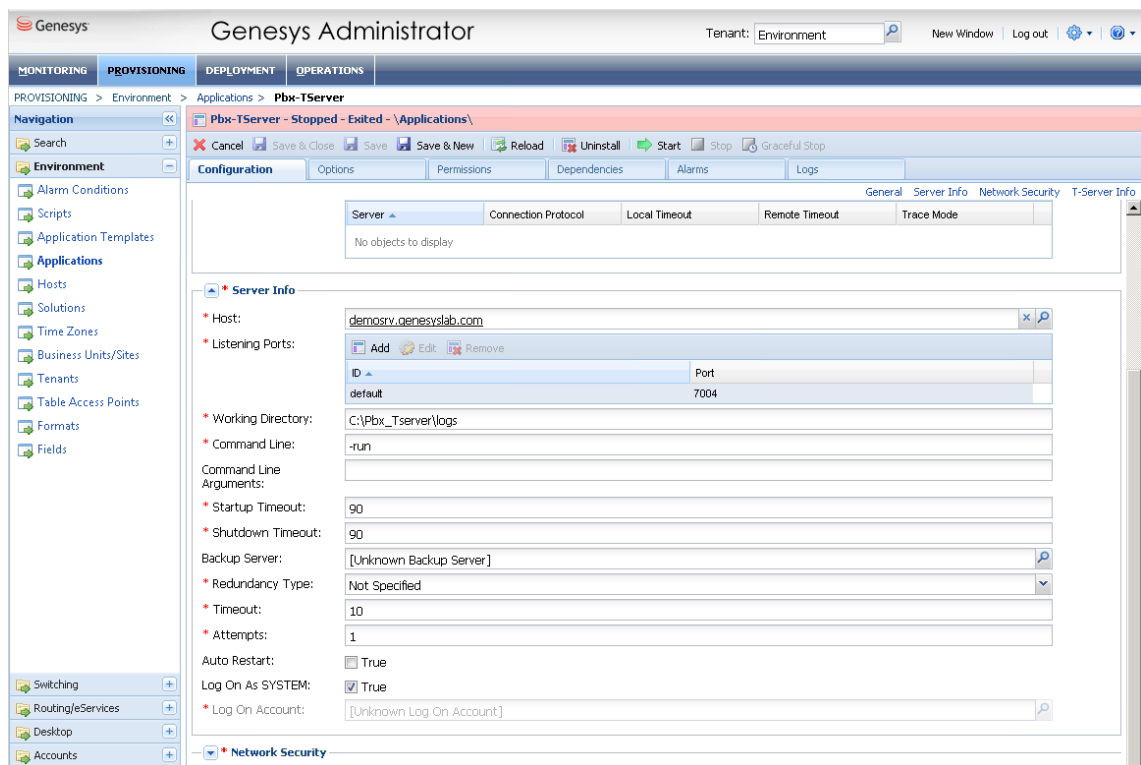


Fig. 515: Genesys Administrator - configure T-Server

- In the field *Host*, enter the IP address or the computer name of the T-Server, e. g. *demosrv8.genesyslab.com*.
- In the field *Listening Port*, enter the port of the T-Server, e. g.

7.3.2

Configure IP address and port of the Genesys Configuration Server

- Click on the menu item *Environment > Applications* in the navigation bar.

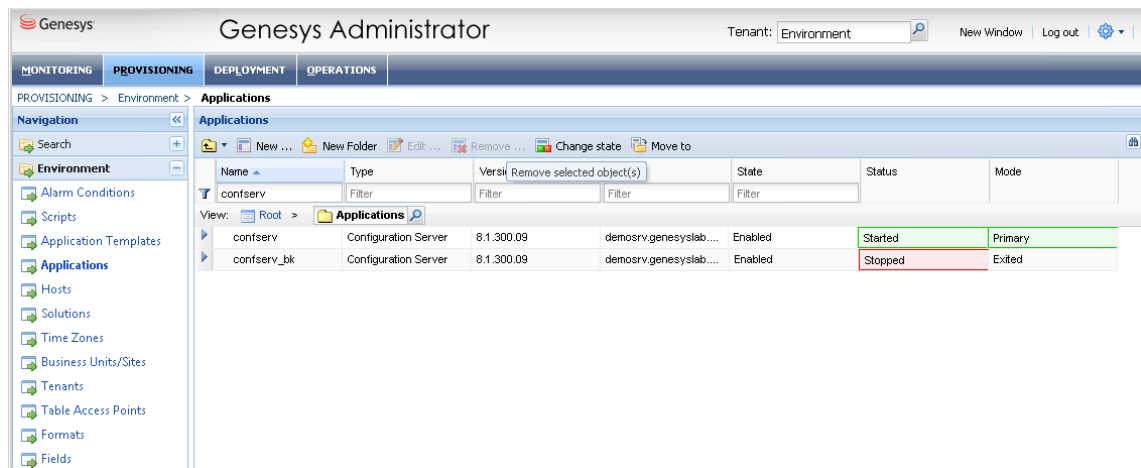


Fig. 516: Genesys Administrator - select configuration server

- Double-click on the entry Configuration Server, e. g. *confserv*.
⇒ The window *Configuration* appears.
- Expand the area *Server Info*.

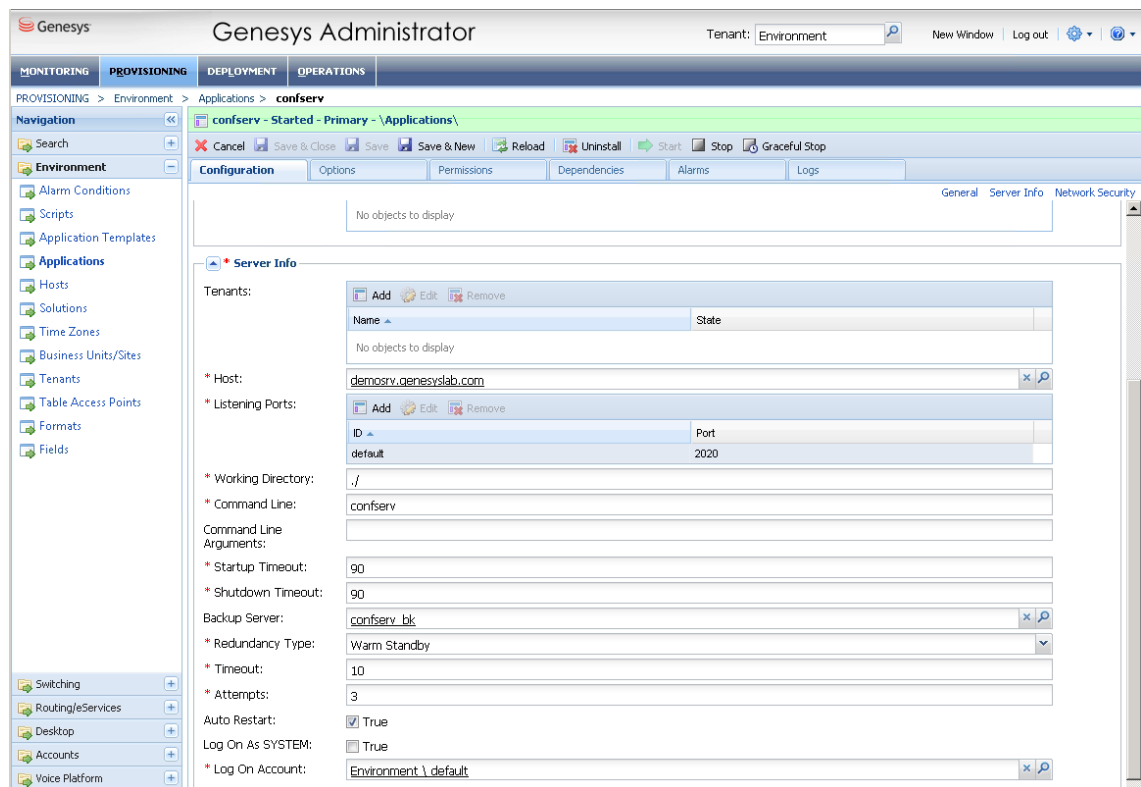


Fig. 517: Genesys Administrator - configure configuration server

- In the field *Host*, enter the IP address or the computer name of the configuration server, e. g. *demosrv8.genesyslab.com*.
- In the field *Listening Port*, enter the port of the configuration server, e. g. *2020*.

7.3.3 Configure switch instance in the Genesys Configuration Server

- Click on the menu item *Switching > Switches* in the navigation bar.

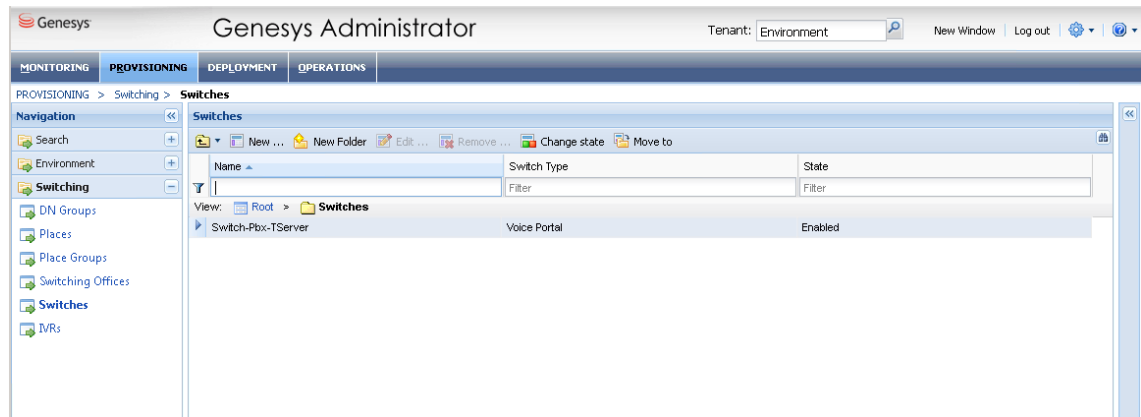


Fig. 518: Genesys Administrator - switch instances

2. Double-click on the entry of the switch instance.
⇒ The window *Configuration > General* appears.

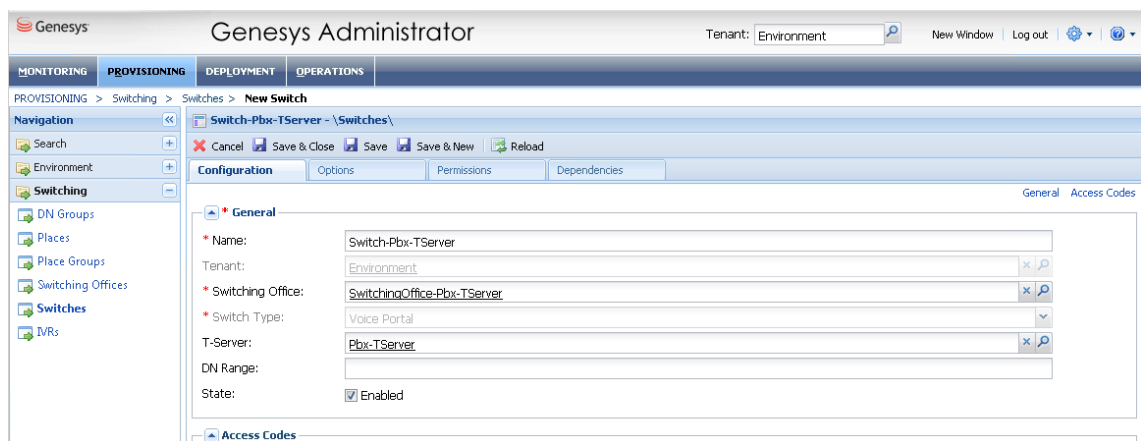


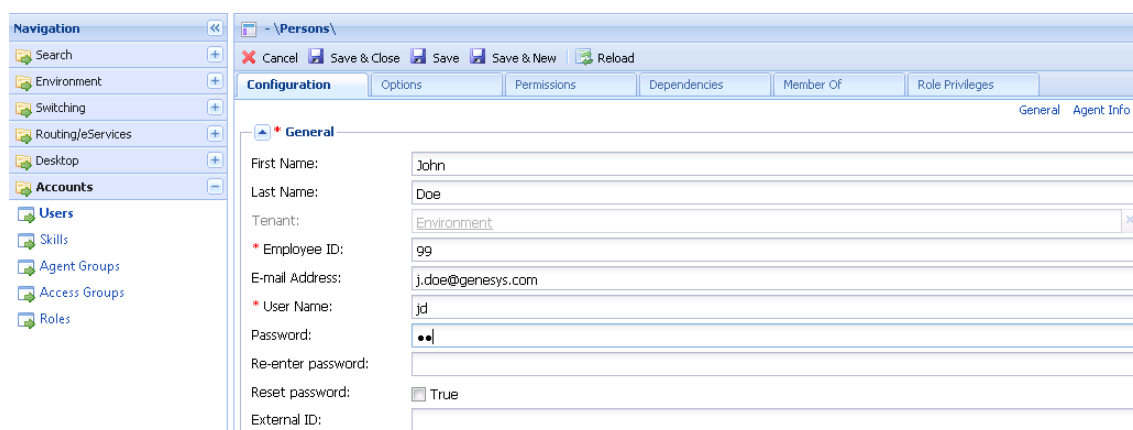
Fig. 519: Genesys Administrator - configure switch instance

3. Enter the same name in the configuration as in the Genesys T-Server.
4. Check whether the T-Server is identical to the T-Server configured in the Genesys T-Server.
5. Click on the button *Save* to save the entries.

7.3.4 Create users for the Genesys Configuration Server

To access the Genesys Configuration Server, you have to create a user.

1. Click on the menu item *Account > Users* in the navigation bar.
2. Click on the button *New*.
⇒ The window *Configuration > General* appears.



The screenshot shows the Genesys administrator interface. On the left is a navigation pane with categories like Search, Environment, Switching, Routing/Services, Desktop, Accounts, Users, Skills, Agent Groups, Access Groups, and Roles. The main area is titled 'Configuration' and has several tabs: Options, Permissions, Dependencies, Member Of, and Role Privileges. The 'General' tab is selected, showing a form for creating a user. The form fields are as follows:

First Name:	John
Last Name:	Doe
Tenant:	Environment
* Employee ID:	99
E-mail Address:	j.doe@genesys.com
* User Name:	jd
Password:	•••
Re-enter password:	
Reset password:	<input type="checkbox"/> True
External ID:	

Fig. 520: Genesys administrator - create user

3. Complete the mandatory fields *Employee ID*, *User Name*, and *Password*.
4. Assign the user the rights to the created switch instance.
5. Click on the button *Save* to save the entries.

8 Troubleshooting



Before initiating any troubleshooting measures, verify that the recording solution has been configured according to the description in the manual and check whether an up-to-date hotfix version with bug fixes is available.

If no recording is possible, check:

- the SSL connection
- the connection to the MiVoice Border Gateway
- the CTI connection In case, the connection could not be established: check whether there are error messages and whether the correct IP address of the Mitel PBX has been configured, see Global recording settings.
- the connection to the RIA. In case, the connection could not be established: check the firewall and the ports

When opening a ticket, include the following information:

- software version and IP address of the PBX and the MiVoice Border Gateway (secure connector)
- MAC and IP address of the affected devices

Log level settings

Module	Log level
RIA	<i>DEBUG</i>
RECORDING_CONTROL	<i>DEBUG</i>
RECORDING_MODULE_MANAGER	<i>DEBUG</i>
API_SERVER	<i>DEBUG</i>

When opening a ticket for the Genesys T-Server, include the following information:

- Log files with test calls
NOTICE! Before creating any log files, adjust the settings of the log levels in the Log Level module in the System Monitoring as described below, see user manual *System Monitoring*.
- detailed description of the issue and of the scenarios of the test calls which have been made
- extension of the affected device
- employed recording solution
- Wireshark traces of the recording network interface
- software version of the Genesys T-Server

Log level settings

Module	Log level
RIA	<i>DEBUG</i>
RIA_ASSISTANT_FOR_GENESYS	<i>DEBUG</i>
RECORDING_CONTROL	<i>DEBUG</i>
RECORDING_MODULE_MANAGER	<i>DEBUG</i>
API_SERVER	<i>DEBUG</i>
FILE_MANAGER	<i>DEBUG</i>

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Glossary

API

Application Programming Interface

API server

Server on which the API service runs. (API=Application Programming Interface)

CSV

Comma-separated values is a file format which stores tabular data in plain text form.

CTI

Computer Telephony Integration

IP

Internet Protocol, basic protocol for Internet communication

IVR

Interactive Voice Response is a voice dialog system allowing a computer to interact with humans through the use of voice and DTMF tones input via the keypad.

LCR

Last Conversation Repeat

MBG

Mitel Border Gateway

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.

SIP

Session Initiation Protocol

SRC (Mitel)

With Mitel, the recording session is delivered to the recording server via the Secure Recording Connector.

SRTP

Secure real-time protocol

SSL

Secure Socket Layer

TCP

Transmission Control Protocol, controlled connection establishment, secure data transmission, controlled connection termination

TDM

Time Division Multiplexing is an umbrella term for time-slot-oriented interfaces, ITU G.703 defined. The term is used ASC-wide representative for conventional telephony.

TLS

Transport Layer Security; previously known as Secure Sockets Layer (SSL), is a hybrid encryption protocol for safe data transmission in the Internet. Since version 3.0, the SSL protocol is developed under the new name TLS.

UDP

User Datagram Protocol UDP is a minimal, connectionless network protocol which belongs to the core members of the Internet protocol suite. Its purpose is to make sure that data transmitted via the Internet reach the designated application. There is no destination check.

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

VM

Virtual machine

VoIP

Voice over IP