

# Software updates



## Installation manual for system providers

10/14/2020

### Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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

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**General information**

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The general conditions of sales and delivery of ASC in their latest version apply.

## 2 Introduction

This document describes the preconditions and steps necessary to update the neo software.



It is not possible to update to the version neo Suite from current versions of the recording system. To transfer data from an older version to the version neo, you have to execute a migration.

For information about how to migrate data refer to the administration manual *Migration*.



Always eject media by using the function in the Drives module in the application System Configuration.

Once an neo software has been installed on the system, ejecting the medium via the Windows Explorer is not recognized properly. When ejecting the medium via the Windows Explorer, an update will not be completed and new media cannot be read in as a consequence.

This restriction applies to external drives as well.

## 3 Update of the neo software

The *neo* software can be updated to different degrees:

- **Hotfix, service pack or professional service**

A hotfix, service pack or professional service allows you to update an installed and licensed version of the *neo* software without having to update the license. This update removes errors and installs minor functional extensions.

Examples:

- Update from version 3.0.0-45.0 to version 3.0.0-45.4
- Update from version 3.0.0-45.4 to version 3.0.0-46.0

Information about which hotfixes, service packs or professional services are compatible with which versions can be found in the respective release announcement. Release announcements can be found on ASC XCHANGE (<https://www.asc.de/partner>) under *Technical Documents*.

- **Release, version or project version**

A release, a version or a project version allows updating an installed and licensed version to a more recent released full version or project version of the *neo* software. For this update of the *neo* software you have to update the existing license file, too (details can be found in the administration manual for system providers *License administration*). Releases, versions and project versions must be ordered at ASC subject to charges.

Examples:

- Update from version 3.0.0-45.4 to version 4.0.0-9.0 (change from release 3.0 to release 4.0)
- Update from version 3.0.0-45.4 to version 3.1.0-21.0
- Update from version 3.0.0-45.4 to project version 3.0.1-45.4

With the exception of the professional services, all updates are available on our FTP server. The links to the downloads can be found in the partner portal of our website under *Software Download*, see [chapter "Download and deployment"](#), p. 6.

Professional services are made available individually to be installed according to your requirements.

### 3.1 Download and deployment

1. In the partner area on our website <http://www.asctechnologies.com>, log in to ASC XCHANGE.
2. In the area *Software Download*, open the respective directory, e. g. *neo Suite > \_Hotfixes*.
3. Download the ISO file or the ZIP file, e. g. *Setup3.0.0.-45.4.iso*.  
**NOTICE!** By means of the corresponding md5 file you can check the integrity of the ISO image file by using a tool with md5 capability to match the checksum of the ISO file with the value in the md5 file.



Use one of the following methods of providing the ISO image file:

- Mount the ISO image file as drive (Context menu > menu item *Mount*).
- Burn the ISO image file on DVD.

### 3.2 Preconditions



During the update of the *neo* software, the function On-access Scanning of the virus scanner must have been disabled.



In multi-server systems with several Enterprise Cores, all further cores **must** have been shut down when updating the first core.



In multi-server systems, an update of the *neo* recording software must be planned in advance. In some cases, additional steps may be required which are not included in the following description. Contact your local ASC support or call ASC support at +49 700 27278776.

1. When updating to a new full version or a new project version, the license for the target version must have been installed in the system.
2. The source version required for the target version must have been installed.  
**NOTICE!** A version matrix describing which source version is required for your software update can be found in the partner area of our website in the area *Documents > Technical Documents > Technical Bulletins > Version matrix neo*.
3. For updates **from versions < 4.1 to versions ≥ 4.1**, the following Java versions must be available: JRE 1.8 (32 Bit) and JDK 1.8 (64 Bit)
4. The operating system must have been installed and configured according to our specifications. To make sure that this is the case, check the installation manual *Configuration Microsoft Windows Server 2012 R2* or *Configuration Microsoft Windows Server 2016*.
5. **Media Foundation** must have been installed in order for POWERplay Web version 5.1 or higher to work properly on the server.



During a major software update or when said so in the release announcement, the parameters in the following table are mandatory settings in the central configuration file for PostgreSQL *postgresql.conf* to guarantee a smooth update process of a PostgreSQL database:

Parameter	Recommended value
shared_buffers	> 50 % free memory
work_mem	2047 MB
maintenance_work_mem	2047 MB
autovacuum	off

After a restart of the PostgreSQL service, you can undo the changes you have made.



For further information about the configuration of the configuration file *postgresql.conf* refer to the installation manual for system providers *Failover operation for PostgreSQL databases*.

### 3.3 Preparations

#### 3.3.1 Set recording module to shutdown mode

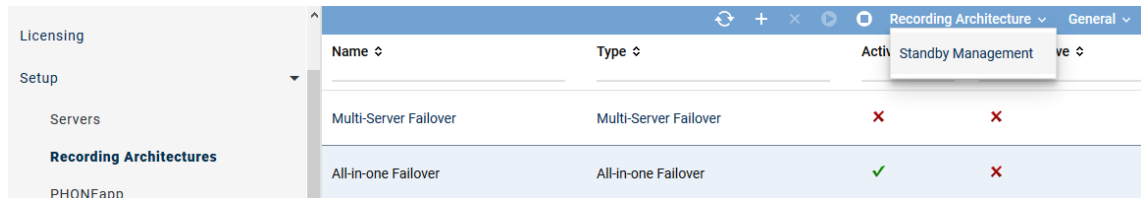
##### ATTENTION!

For a All-in-one Failover architecture, it is **NOT** reasonable to use the shutdown mode.

To avoid having to cancel the recording of running conversations for the purpose of a software update, there is the possibility for failover architectures to set a selected recording module to shutdown mode so that it will not accept new conversations for recording but just completes the recording of running ones. As soon as there are no more conversations to be recorded for this recording module, failover operation can be triggered manually and the standby server can be updated.

In the standby management of the Recording Architectures module of the application System Configuration, shutdown mode can be initiated; in addition, it shows how many conversations are currently still recorded.

1. Open the Recording Architectures module by going to the navigation bar of the application System Configuration and clicking on the menu item *Recording Architectures*.
2. In the main view, select the recording architecture whose standby management you would like to call up.
3. Click on the menu *Recording Architectures* in the toolbar of the main view.



Name	Type	Active	Standby Management	Version
Multi-Server Failover	Multi-Server Failover	✗	✗	
All-in-one Failover	All-in-one Failover	✓	✗	

Fig. 1: Configure standby management



You can only edit the standby management if the corresponding architecture has been activated.

4. Click on the menu item *Standby Management*.  
⇒ The window *Standby Management* appears:




Server Name	Status	Oldest Running Activity	Running Activities	Version
<b>RC - REC-01 / REC-02</b>				
REC-01	Active		Activities: 0	60.01.00
REC-02	In Standby		Activities: 0	
<b>RIA - REC-01 / REC-02</b>				
REC-01	Active		Activities: 0	60.01.00
REC-02	In Standby		Activities: 0	
<b>RM - REC-01 / REC-02</b>				
REC-01	Active		Activities: 0	60.00.00
REC-02	In Standby		Activities: 0	

Fig. 2: Select recording module

Here, you see the assignment of the deployed components.

In the column *Status* you can see which component is currently active. In the column *Running Activities*, you see how many conversations are currently recorded.

5. Select the recording module of the server you would like to update.
6. Click on the icon  (*Activate shutdown mode*) in the toolbar to set the recording module to shutdown mode.  
⇒ The status of the server changes from *Active* to *Shutdown Mode*.
7. **NOTICE!** Make sure that the column *Running Activities* indicates *Activities: 0* to be recorded before shutting down the server.



### ATTENTION!

The failover operation is **not** initiated automatically. The recording module of the standby server must be activated manually.



For further information about standby management refer to the administration manual for system providers *Configuration servers and recording architectures*.

### 3.3.2

#### Stop and restart ASC programs

1. Open the Windows Explorer.
2. Change to the directory *C:\Program Files (x86)\ASC\ASC Product Suite\scripts*.
3. Execute the file *stop all.bat* with a double-click.

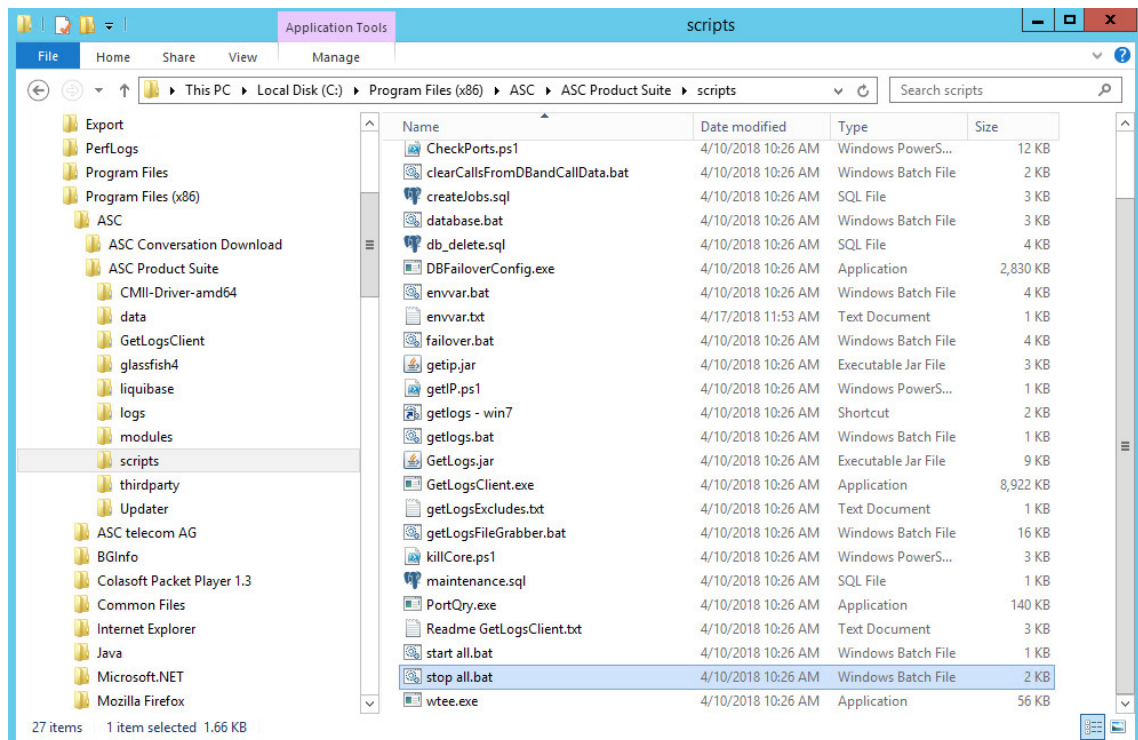


Fig. 3: Stop and restart ASC programs

⇒ All ASC programs are stopped.

To start the ASC programs again later, execute the file *start all.bat* with a double-click.

### 3.3.3

#### Carry out backup

##### In case of hardware servers:

1. Create an image of drive C:

Backing up drive C: is an individual process and depends on your environment and the selected backup solution. A description of the different backup and recovery scenarios can be found in the installation manual for system providers and tenants *Backup and disaster recovery*.

2. Create an image of the database drive.

##### In case of virtual servers:

1. Create a snapshot of the virtual system.

Snapshots of virtual systems serve to backup the status quo before maintenance or software updates. Using a snapshot only makes sense if it is up to date and created after business hours as all services must be stopped.



Do not try to create a snapshot while operating the system. You have to shut down all applications when creating a snapshot. After a successful check of the functionalities, delete the snapshots! Otherwise the snapshots affects the performance of the IO activities in this VM which may cause an unpredictable system behavior or even system failures.

2. Use the backup function of the database program to create at least one database backup.



Information about how to carry out a database backup can be found in the installation manual for system providers and tenants *Backup and disaster recovery*.

### 3.3.4 JAVA update

If you would like to update from **version < 4.1** to a **version ≥ 4.1**, install JRE und JDK 1.8.0 and execute the following 2 steps:

- Restart the server and wait until it has rebooted completely. Check the status via accessing the GUI.
- Check whether the environment variable `ASC_JAVA_HOME32` points to the recently installed versions JRE and JDK 1.8.0.  
If this is not the case, adjust the settings manually as follows:

- Open the list of environment variables in the advanced system settings.
- Search for the entry `JAVA_HOME`.
- Change the entry so that it points to the installation directory of version JDK 1.8.0.
- Search for the entry `ASC_JAVA_HOME32`.
- Change the entry so that it points to the installation directory of version JRE 1.8.0.



When updating to a **version ≥ 6.0**, the Java Development Kit must have a version higher than jdk8u161.



After updating Java, ensure that the old Java version is uninstalled, that the environment variable `JAVA_HOME` points to the recently installed version, and that the system is rebooted.

### 3.4 Update all-in-one basic with one server

The most basic system without redundancy consists of a single-server system with an All-in-one Basic Recording architecture with all components that are relevant for recording as well as with a database and an enterprise core installed on the same server.

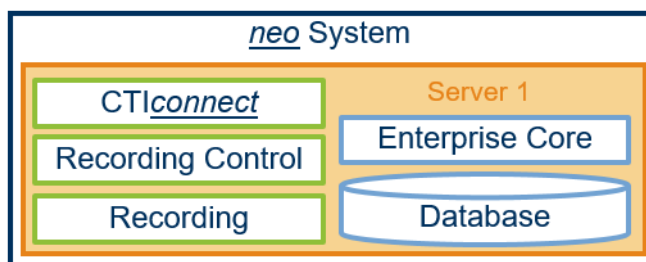


Fig. 4: Single-server system with all-in-one basic architecture

## Effects

### ATTENTION!

During an update, all functions, which includes recording and the access to the GUI, are cancelled.

## Install Windows update



When restarting a server, the server is shut down and all neo functions are stopped. No calls are recorded during this period.

## Update neo software



It is recommended to backup the system before an update, see [chapter "Carry out backup", p. 9](#).

### Measures to create a backup:

1. Stop ASC programs, see [chapter "Stop and restart ASC programs", p. 9](#).
2. Create backup, see [chapter "Carry out backup", p. 9](#).
3. Start up ASC programs, control access via GUI

### Update measures:

4. Close applications
5. Start update procedure,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)
6. Restart server after the update
7. Check functionalities: make test conversations, check replay, see [chapter "Check functionalities", p. 25](#)

## 3.5

### Update all-in-one basic with 2 servers

The system consists of 2 servers.

- On server 1, the recording components of an all-in-one architecture have been installed.
- On server 2, the Enterprise Core and the database have been installed.

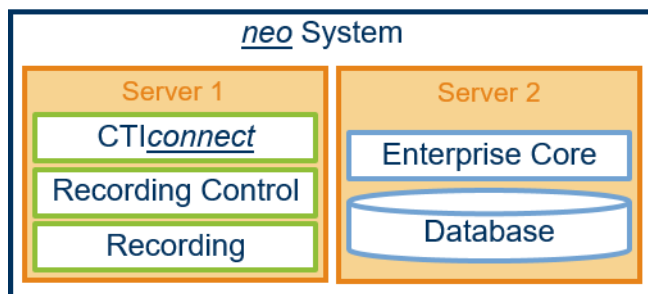


Fig. 5: All-in-one basic architecture with separate EC and external DB - 2 servers

## Effects

### ATTENTION!

During an update of the Enterprise Core and the database, access to the GUI is not possible. Recording continues.

During an update of the recording components, recording is cancelled.

#### 3.5.1 Install Windows update

1. Run the Windows update on server 2 with the Enterprise Core and the database first.

**NOTICE!** When server 1 is restarted, access to the GUI is not be possible but recording continues on server 2.

2. After that, run the Windows update on server 1 with the recording components.

**NOTICE!** During the restart, recording is not possible.

#### 3.5.2 Update neo software



It is recommended to backup the system before an update, see [chapter "Carry out backup", p. 9](#).

#### Server 2

##### Measures to create a backup on server 2 with the EC and the DB

1. Shut down server 2 with the EC and the DB
2. Create backup, see [chapter "Carry out backup", p. 9](#).
3. Start server 2 with the EC and the DB

##### Measures to update the neo software on server 2

1. Start update on server 2,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)
2. Restart server 2 after the update

#### Server 1

##### Measures to create a backup on server 1 with the recording components

1. Shut down server 1 with the recording components
2. Create backup, see [chapter "Carry out backup", p. 9](#).
3. Start server 1 with the recording components

##### Measures to update the neo software on server 1

1. Start update on server 1,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)
2. Restart server 1 after the update
3. Check functionalities: make test conversations, check replay, see [chapter "Check functionalities", p. 25](#)

### 3.6 Update all-in-one Failover with 2 servers

The system consists of at least 2 servers.

- On server 1, the standby recording components as well as the Enterprise Core and the database have been installed.
- On server 2, the primary recording components have been installed.

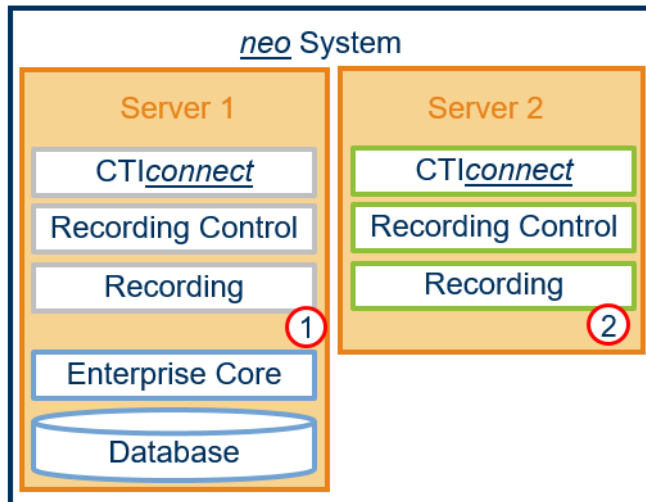


Fig. 6: All-in-one Failover system

For failover systems with a redundant database on two servers, a waiting period has been configured. During this period, recording is not switched to the failover systems. As the Enterprise Core and the database have been installed on one server, this period has to cover at least an entire restart of the server. For the scheduled restart and the updates of the server, the order to shut down the services should be observed. Before stopping the database, the Enterprise Core must be stopped, too. This can take some time.

#### Effects

#### ATTENTION!

During an update of server 1 with the Enterprise Core and the database, access to the GUI is not possible. Recording continues.

During an update of server 2 with the primary recording components, the current recordings are cancelled. Recording is switched to the failover recording components. Server 1 will record new calls.

When returning to the primary recording components from the standby ones, the recordings which are currently being made by the standby recording components are cancelled and recording does not continue before failover operation on server 2 with the primary recording components has been reset.



To avoid having to cancel the recording of running calls for the purpose of a software update, there is the possibility for failover architectures to set a selected recording module to shutdown mode so that it will not accept new calls for recording but just completes the recording of running ones. See [chapter "Set recording module to shutdown mode", p. 7](#).

#### 3.6.1 Install Windows update

1. Run the Windows update on server 1 first where the Enterprise Core, the database, and the failover recording components have been installed.

**NOTICE!** When server 1 is restarted, access to the GUI is not be possible but recording continues on the primary recording server 2.

2. After that, run the Windows update on the server 2 with the primary recording components.

**NOTICE!** After a restart, recording is switched to failover operation on the standby recording components. Current recordings are cancelled. New calls are recorded on server 1.

3. Reset failover operation after a successful update, see [chapter "Reset the failover operation", p. 15](#).

### 3.6.2 Update neo software



It is recommended to backup the system before an update, see [chapter "Carry out backup", p. 9](#).

#### Server 1

##### Measures to create a backup on server 1 with the **EC** and the **DB**

1. Shut down server 1 with the **EC**, the **DB**, and the failover recording components.
2. Create backup, see [chapter "Carry out backup", p. 9](#).
3. Start server 1 with the **EC**, the **DB**, and the failover recording components.

##### Measures to update the **neo** software on server 1

1. Start update on server 1,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)
2. Restart server 1 after the update

#### Server 2

##### Measures to create a backup on server 2 with the recording components

1. Set recording module of server 2 to shutdown mode, see [chapter "Set recording module to shutdown mode", p. 7](#) to make sure that there are no active calls to be recorded for this server.
2. Shut down server 2 with the primary recording components  
⇒ *Recording is switched to the failover recording components on server 1*
3. Create backup, see [chapter "Carry out backup", p. 9](#).
4. Start server 2 with the primary recording components

##### Measures to update the **neo** software on server 2

1. Start update on server 2,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)
2. Restart server 2 after the update
3. Reset failover operation to the primary recording components on server 2
4. Check functionalities: make test conversations, check replay, see [chapter "Check functionalities", p. 25](#)

### 3.6.3 Reset the failover operation

If recording has been switched to failover operation, it has to be reset as specified in the manual.

## 3.7 Update all-in-one Parallel Recording

The system consists of 4 servers.

- On server 1 and 2, the recording components of an *all-in-one parallel architecture* with each one Enterprise Core have been installed.
- An active database runs on server 3.
- The standby database has been installed on server 4.

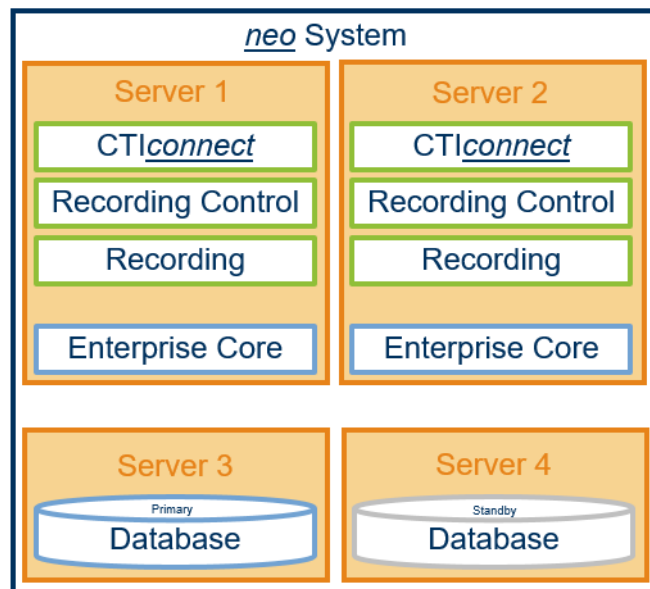


Fig. 7: All-in-one Parallel Recording with redundant database - 4 servers

### 3.7.1 Install Windows update

1. Run the Windows update on **server 4** with the standby database first.
2. Shut down the server and do not restart it before the update on server 3 with the primary database has been completed.
3. Now, run the Windows update on **server 3** with the primary database.
4. Start the server 3
5. Start the server 4 and check the replication of the database.

**NOTICE!** During an update of the server with the primary database, access to the GUI of server 3 is not possible. Recording continues.

6. Now, run the Windows update on **server 1**. During this period, exclusively server 2 records the calls.

**NOTICE!** During an update of server 1, access to the GUI is only possible via server 2. Recording continues exclusively on server 2.

7. Now, run the Windows update on **server 2**. During this period, exclusively server 1 records the calls.

**NOTICE!** During an update of server 2, access to the GUI is only possible via server 1. Recording continues exclusively on server 1.



### 3.7.2 Update neo software

To avoid losing recordings during an update, observe the following order when updating.



It is recommended to backup the system before an update, see [chapter "Carry out backup", p. 9](#).

1. Shut down **server 4** with the standby database
  - Create backup, see [chapter "Carry out backup", p. 9](#).
2. Shut down **server 1** with the recording components
  - Set recording module to shutdown mode, see [chapter "Set recording module to shutdown mode", p. 7](#) to make sure that there are no active calls to be recorded for this server.
  - Create backup, see [chapter "Carry out backup", p. 9](#).
3. **Server 2** with the recording components
  - Subsequently stop and deactivate the services *ASC ServiceMan* and *ASC Application-Service*.
4. Shut down **server 3** with the primary database
  - Create backup, see [chapter "Carry out backup", p. 9](#).
  - Start
  - Start update procedure,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)  
**NOTICE! Do not initiate a restart!**
5. Start **server 4** with the standby database
  - Start update procedure,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)  
**NOTICE! Do not initiate a restart!**
6. Start **server 1** with the recording components
  - Start update procedure,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)  
**NOTICE! Initiate restart subsequently!**
7. Shut down **server 2** with the recording components
  - Create backup, see [chapter "Carry out backup", p. 9](#).
  - Start
  - Activate the option *Automatic* for the services *ASC ServiceMan* and *ASC ApplicationService*.
  - Start update procedure,  
see [chapter "Start update via the ASC Updater Tool", p. 17](#)  
or [chapter "Start update from medium", p. 18](#)  
**NOTICE! Initiate restart subsequently!**





Check the functionalities once all components have been updated. Make some test calls and check whether recordings can be replayed, see [chapter "Check functionalities", p. 25](#).

### 3.8

#### Start update via the ASC Updater Tool

1. Open the Windows Explorer.
2. Change to the installation directory of the ASC software, e. g. *C:\Program Files (x86)\ASC\ASC Product Suite*.
3. Change to the directory *Updater*.
4. Start the ASC Updater Tool by going to the context menu of the file *updater.exe* and selecting the menu item *Run as administrator*.

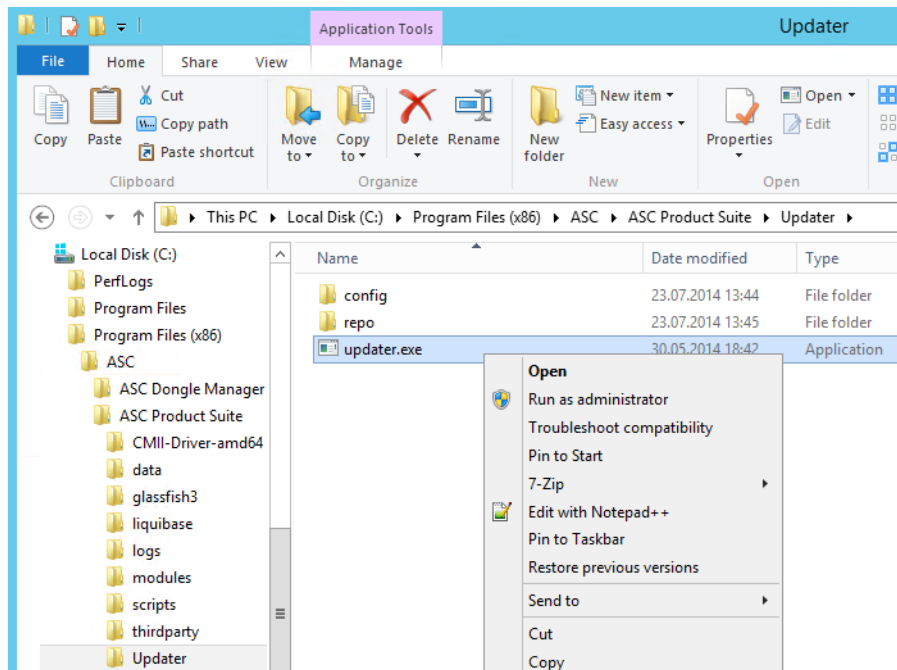


Fig. 8: Open updater.exe

- ⇒ The window *ASC Updater* appears.
- ⇒ The window *Select Update Source* appears.



Fig. 9: ASC Updater Tool - select source

5. Select the drive or the directory in which the ASC installation medium is displayed.  
**NOTICE!** Select only the respective drive or directory. Do not select any sub-folder. The required files are selected automatically.
6. Click on the button *Select Update Source* to start the installation routine.  
**NOTICE!** If the installation routine requires updating the ASC Updater tool, then the ASC Updater is closed, updated automatically, and then started again. Click once again on the button *Select Update Source* to continue the installation routine.
7. The installation routine is carried through automatically.  
⇒ After the installation, the installation report appears. This report displays the result of the software update.



Fig. 10: Installation report of the update

8. Click on the button *Close* to close the window.
9. Reboot the recording server to finish the installation.
10. In the administrative program of the services, check whether the ASC services could be started after the update and are running.
11. If problems occurred during the installation or if the installation has been canceled, check the log files. The log files are stores in the installation directory in the subdirectory *\logs*, e. g. *C:\Program Files (x86)\ASC\ASC Product Suite\logs*.

### 3.9 Start update from medium

1. Open the Windows Explorer.
2. Select the drive or the directory in which the ASC installation medium is displayed.
3. Start the file *update.bat* by selecting the menu item *Run as administrator* in the context menu of the file.

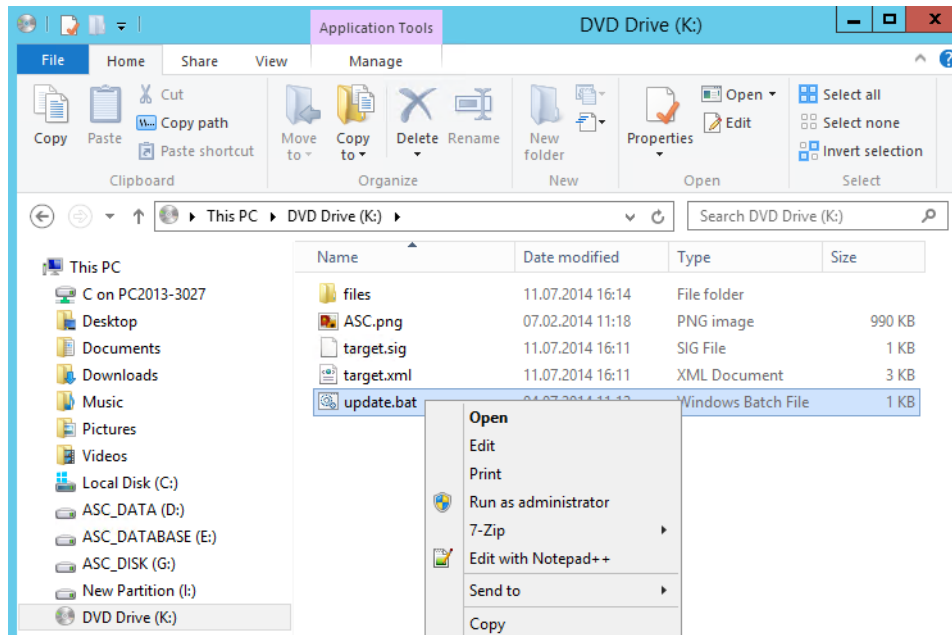


Fig. 11: Start the file update.bat

⇒ The window *ASC Updater* appears.

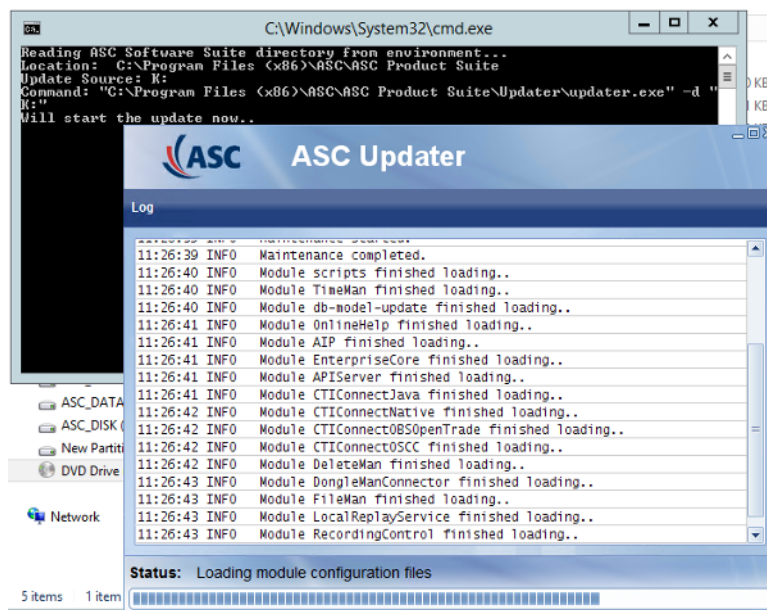


Fig. 12: ASC Updater Tool - installation routine

4. The installation routine is carried through automatically.

⇒ After the installation, the installation report appears. This report displays the result of the software update.

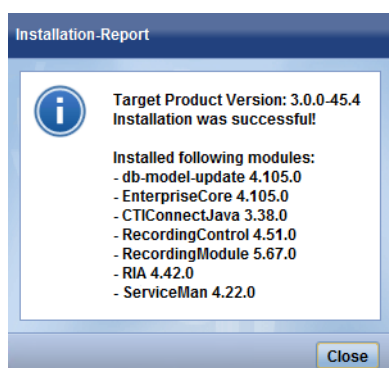


Fig. 13: Installation report of the update

5. Click on the button *Close* to close the window.
6. Reboot the recording server to finish the installation.
7. In the administrative program of the services, check whether the ASC services could be started after the update and are running.
8. If problems occurred during the installation or if the installation has been canceled, check the log files. The log files are stores in the installation directory in the subdirectory *Vlogs*, e. g. *C:\Program Files (x86)\ASC\ASC Product Suite\Vlogs*.

### 3.10 Subsequent action

After updating the software, you have to update the configuration of the PBX integration(s) and check the general functionality of the recording system.



When using *CTIconnect*, check the integration's connection data after updates and ensure that the current grammar is used in the *CTIconnect* module.



If you have updated **from a version < 4.1 to a version ≥ 4.1** and JRE and JDK 1.7.0 continue to be installed, uninstall these versions.



**For versions *neo* 5.2 and higher** with Mitel MiVoice MX-ONE (CSTA 3) recording solutions, the **integration must be configured and activated again** after every update. For further information refer to the administration manual for system providers *EVOIPneo active for Mitel MiVoice MX-ONE (CSTA3)*.



For information about starting and using the application System Configuration refer to the user manual *System Configuration - General information*.



For information about starting and using the application System Monitoring refer to the user manual *System Monitoring*.

#### 3.10.1 Configure servers

##### 3.10.1.1 Tab Usage

Following the software update from version 5.0 to version 5.1, you have to configure the purpose of usage of the server again as the GUI has changed and certain functionalities have been distributed.

1. Open the Servers module by clicking on the menu item *Servers* in the navigation bar of the application System Configuration.
2. In the detail view, click on the tab *Usage* to configure the purpose of usage.

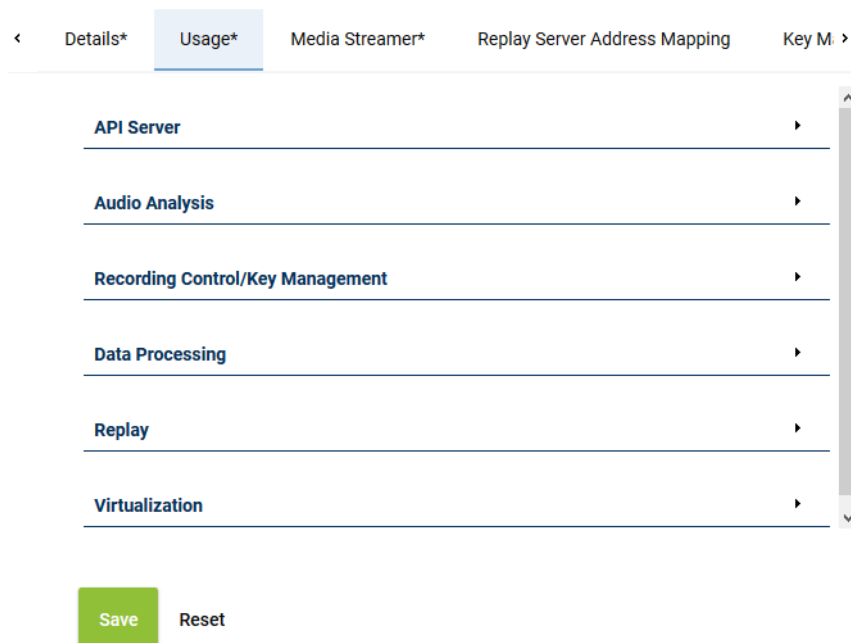


Fig. 14: Servers - tab Usage



For information about the configuration of servers and recording architectures refer to the administration manual for system providers *Configuration servers and recording architectures*.

### 3.10.1.1.1 Configure API server

#### Group field API Server

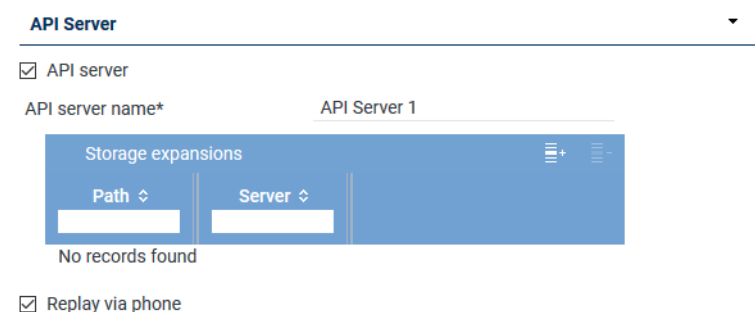




Fig. 15: Group field API Server

The API server is a service in the *neo* software. It contains the interface for the client applications. Once the service has been started, the client applications can communicate with the *neo* system via this interface by means of defined commands.

The API server is responsible for replay via the web browser, too. The API server has to be started before the replay server can be activated and the API server assigned for replay via the web applications.

Parameter	Value/Description
<b>API server</b>	<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>Applet Address Mapping</i>.</p>

Parameter	Value/Description
<b>API server name</b>	<p>Enter the name which is supposed to denote the server in the system.</p> <p>As the API server can be used system-wide and by different tenants, you have to enter a kind of alias here. When selecting the API server, this alias is displayed on the client computers instead of the real server name or the IP address.</p>
<i>List</i> <b>Storage expansions</b>	<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"> <li>• By clicking on the icon  (<i>Add</i>) you can add the storage expansions.</li> <li>• By clicking on the icon  (<i>Remove</i>), you can remove the storage expansions from the list.</li> </ul> <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>
<b>Replay via phone</b>	<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><b>NOTICE!</b> The function <i>Replay via phone</i> has been implemented in the following <i>neo</i> components:</p> <ul style="list-style-type: none"> <li>• Application POWERplay Pro</li> <li>• Application POWERplay Instant</li> <li>• Replay module</li> </ul> <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><b>NOTICE!</b> In the tab <i>Media Streamer</i>, you have to assign this function to a PBX. To be able to do so, at least 1 PBX must have been configured in the system.</p>

Click on the button **Save** in the detail view.

### 3.10.1.1.2 Configure replay

#### Group field Replay

1. Open the group field *Replay*.

**Replay** ▼



☒ Replay

Replay server\*

WebSocket port\*   
(max. 5 characters)

API server	
Name ↕	Connection Status
IPv6-Test2	OK

Fig. 16: Group field Replay

<b>Replay</b>	<p>Select whether the server is supposed to serve as replay server.</p> <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><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>
<b>Replay server</b>	<p>Enter the name which is supposed to denote the server as the replay server in the system.</p> <p>As the replay server can be used system-wide and by different tenants, you have to enter a kind of alias here. When selecting the replay server, this alias is displayed on the client computers instead of the real server name or the IP address.</p>
<b>WebSocket port (maximum of 5 characters)</b>	<p>Enter the port via which the data to be replayed in <i>POWERplay</i> Web are supposed to be transmitted.</p> <p>In order to be able to reach the replay server from a public network and with configured port forwarding, you have to adjust the settings in the tab <i>Applet Address Mapping</i>.</p> <p>Keep in mind that the indicated port must have been opened.</p>
<b>List API server</b>	<p>Here, you can add API servers 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"> <li>By clicking on the icon  (<i>Add</i>) you can add the API server.</li> <li>By clicking on the icon , you can remove selected API servers from the list.</li> </ul>

### 3.10.1.1.3 Reconfigure data transfer



You only have to execute this step when using the option *Transfer data for data storage* and if you have **updated from a version < 4.2 to a version ≥ 4.2**. In all other update scenarios, you can skip this chapter.



1. Start the application System Configuration.
2. Open the Servers module by going to the menu item *Setup* in the navigation bar and clicking on the sub-menu item *Servers*.
3. In the main view, select the server on which you have activated the option *Transfer data for data storage*.
4. Click on the tab *Usage* in the detail view.
5. Open the group field *Data Processing*.

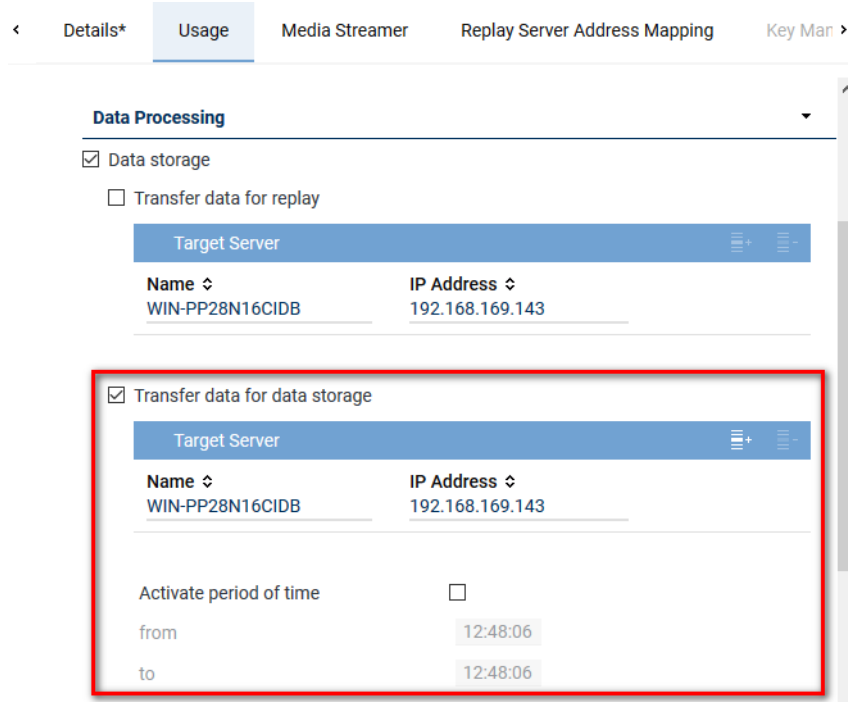



Fig. 17: Transfer data for data storage

- ⇒ The option *Transfer data for data storage* has been activated.
- ⇒ One or several target servers have been entered.
- ⇒ No data is transferred, though.

**NOTICE!** If no data is transferred, the following error is displayed in the application System Monitoring: CON\_TRANSFER\_PROCESSING\_014.

6. Deactivate the option *Transfer data for data storage*.
7. In the detail view, click on the button *Save* to save the change.
  - ⇒ All target servers are removed from the list.
8. Activate the option *Transfer data for data storage* again.
9. Use the function  (*Add*) to enter all servers again to which the recorded data is supposed to be transferred for data storage.
10. In the detail view, click on the button *Save* to save the change.
11. Open the application System Monitoring and make sure that all data transfer jobs work properly.


### 3.10.2

#### Create new version of archiving job



After a software update from version 5.1 to a higher version, you have to create new versions of existing archiving jobs and select whether recordings without compression are supposed to be archived, too.



1. Open the Archiving module by going to the navigation bar of the application System Configuration and clicking on the menu item Conversations module and then on the submenu item Archiving module.
2. In the main view, select the archiving job that you want to create a new version of and click on the icon  (*Create*).
3. Select the option *Create New Version* and adjust the required settings in the detail view; then open the tab *Criteria* and select in the group field *Dependencies* whether recordings are supposed to be archived without compression, too.

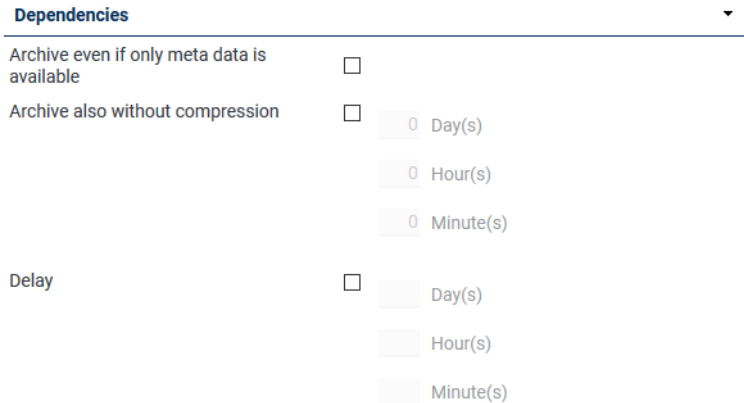


Fig. 18: Archiving module, tab Criteria, group field Dependencies

4. Save the settings by clicking on the button *Save*.



For more information about creating archiving jobs refer to the administration manual for tenants *System Configuration - Archiving of recordings*.

### 3.10.3

#### Check functionalities

To make sure that the recording system works properly after the software update, you should carry out several function tests.

1. Open the application System Monitoring and check the following issue:
  - General system status
  - Job executions
2. Make test conversations and check whether the conversations are handled correctly ( e. g. recording, archiving, compression, transfer, ...).
3. Log in to all applications of the recording system to make sure that all applications work.
4. Check that new recordings can be replayed.
  - If the functionalities have been checked successfully, delete the snapshot you have created of the respective server.
  - If the functionality check was negative, reinstall the snapshot and contact your local ASC support or call ASC support at +49 700 27278776.

## 4 Update of 3rd-party components

In order not to interfere with the functionality of the recording system, make sure to observe the following specifications by all means when updating 3rd-party components:

Observe the following rules by all means when updating 3rd-party components:

- **Operating systems** may only be updated in the context of hotfixes. The installation of new service packs or versions has to be approved explicitly by ASC.
- **JAVA** may be updated as long as the released basic version (e. g. JRE 1.8.0\_x) remains.
- **MSSQL** may be updated as long as the released basic version remains.
- **Other 3rd-party components** (e. g. PostgreSQL, Glassfish) must **not** be updated without prior consent of ASC. Security-relevant updates of these products are provided by ASC by means of *neo* service packs.



Recommendation:

Deactivate the automatic update functions of 3rd-party components and install the required updates manually.



**Before** a Windows update, all ASC programs must be stopped. Once the update process has been finished, the programs can be started again, see [chapter "Stop and restart ASC programs", p. 9](#).



For further information about released versions supported by the recording system refer to the installation manual *Installation requirements*.

### 4.1 Updating the EML speech analysis software

To update the EML Transcription Server from 1.3.1.3 to 1.3.1.4 proceed as follows:

1. Secure the folder "*C:\ProgramData\EML\TranscriptionServer\streaming\_config*" in case streaming has been configured and is used.
2. Note down the current EML login data (user name and password) from the file *%ProgramData%\EML\TranscriptionServer\*transcription-server.raw.txt\**.
3. Uninstall the old version of the EML Transcription Server.
4. Delete the following directories:  
*"C:\Program Files\EML\TranscriptionServer\wildfly"*  
*"C:\ProgramData\EML\TranscriptionServer\lucene"*
5. Install the new version of the EML Transcription Server.
6. Copy the streaming configuration file that you have secured before back to "*C:\ProgramData\EML\TranscriptionServer\streaming\_config*" and replace the file existing there that way.
7. In the file *service\_config.bat* in "*C:\Program Files\EML\TranscriptionServer\wildfly\bin\service*" adjust the user name and the password according to your user-specific requirements, e. g.:
  - *set "EMLDBUSER=pgeml"*
  - *set "EMLDBPW=pgeml"*
  - *set "EMLLOGLVL=INFO"*
8. Install the service by means of *service\_install.bat*.
9. Check that the web monitor is running and that it can be reached with the user name and the corresponding password.

## 5

## Appendix

**Checklists for problems in *neo* projects which can be ascribed to insufficient/unreliable performance of the Windows server**

1. Have the servers/VMs been dimensioned according to the specifications in chapter *Sizing guide* in the installation manual *Installation requirements*?
2. Has the Microsoft Windows operating system been configured according to the specifications in the installation manual *Configuration Windows Server 2016* or *Configuration Windows Server 2012 R2*? Especially according to chapter *Configure energy scheme* and *Deactivate file indexing*? Under no circumstances must file access auditing for call data, database, and *neo* log file directories have been activated in Microsoft Windows. See also <https://docs.microsoft.com/en-us/windows-server/identity/solution-guides/scenario--file-access-auditing>.
3. If a virus scanner is used: Has the virus scanner been configured according to the specifications in chapter *Virus protection* in the installation manual *Installation requirements*?

The customer confirms that the framework conditions mentioned above are observed. Should ASC note during troubleshooting that these framework conditions have not been observed, we reserve the right to charge the resulting expenses for troubleshooting.

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## Glossary

### DB

Database

### EC

Enterprise Core

### PBX

Private Branch Exchange