

# EVOIPneo active for Mitel MiVoice 5000



## Administration manual for system providers

4/9/2021

### 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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## 2 Introduction

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<sub>neo</sub> active for Mitel MiVoice 5000 provides the functionality which is necessary for an active IP recording in connection with an Mitel MiVoice 5000 PBX.

The recording server and the PBX communicate via a direct **CSTA** link. The signaling provides the information about the conversation participants as well as other additional information and controls the streaming of the audio data to the recording server.

Based on the criteria configured in the Recording Planner, the Recording Control Service makes a recording decision. The EVOIP<sub>neo</sub> Recording Service records the corresponding conversation data and saves them on the recording server.

For the monitored end devices, the recording server receives the conversation data directly from the phones. 2 separate RTP data streams are sent for each recorded end device. Depending on the configuration of the PBX, these streams can also be encrypted. The respective key is provided via the **CSTA** link.

On one Mitel MiVoice 5000 system, recorded extensions can only benefit from or be monitored by one of following other applications:

- MiCollab
- MiContact Center Business and/or InAttend
- a third-party **CSTA** application

### EVOIP<sub>neo</sub> active for Mitel MiVoice 5000

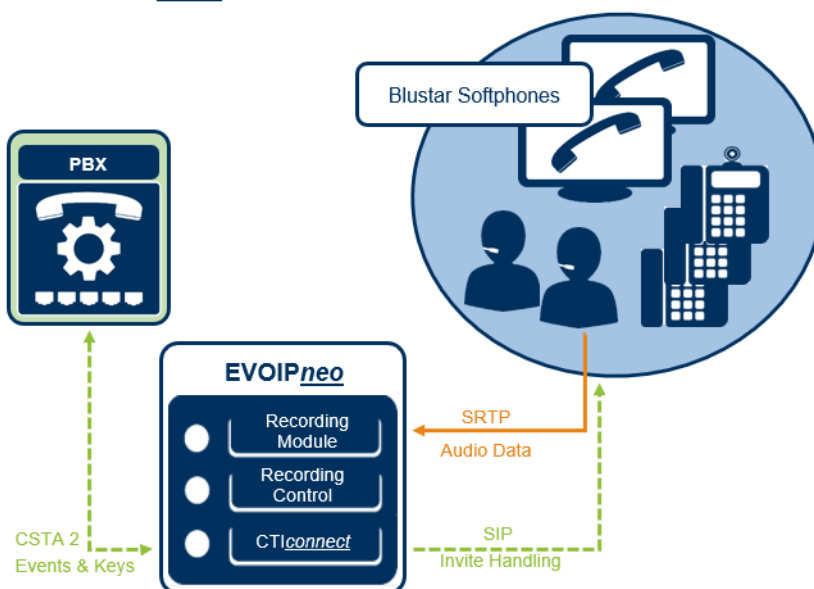


Fig. 1: Overview of the recording solution

### 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<sub>neo</sub> 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<sub>neo</sub> eco
- EVOLUTION<sub>neo</sub>
- EVOLUTION<sub>neo</sub> XXL



With hybrid systems (VoIP and TDM) the required software for the recording solution has already been installed on the EVOLUTION<sub>neo</sub> recorder. If more performance is needed, an additional EVOLUTION<sub>neo</sub> recorder or EVOIP<sub>neo</sub> 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<sub>connect</sub> 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 <sub>neo</sub> Base license - active	1 license per recording server
EVOIP <sub>neo</sub> active for Mitel MiVoice 5000	1 license per concurrent recording resource

Tab. 1: Licenses

License name	Number
PHONE <sub>app</sub> universal for recording control per system	1 license per recording system

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

#### Mitel MiVoice

##### Mitel MiVoice CTI CSTA

License name	Number
CTI CSTA	1 license per monitor point

Tab. 3: Licenses

#### Genesys T-Server (optional)

License name	Number
CTI <sub>connect</sub> 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
- List of extensions to be recorded



## 5

## Overview install and configure product

The following steps have to be carried out:

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.
  - Create, configure, and activate integration
    - Configure recording architecture  
Assignment of the previously created recording architecture
    - Configure CTI connection data  
Configuration of CTI connection parameters and of the grammar
    - Configure monitor points  
Set monitor points for the extensions to be recorded
    - Global recording settings  
Configuration of the settings for all recording servers in the network
    - 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 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*.

## 7 Configuration

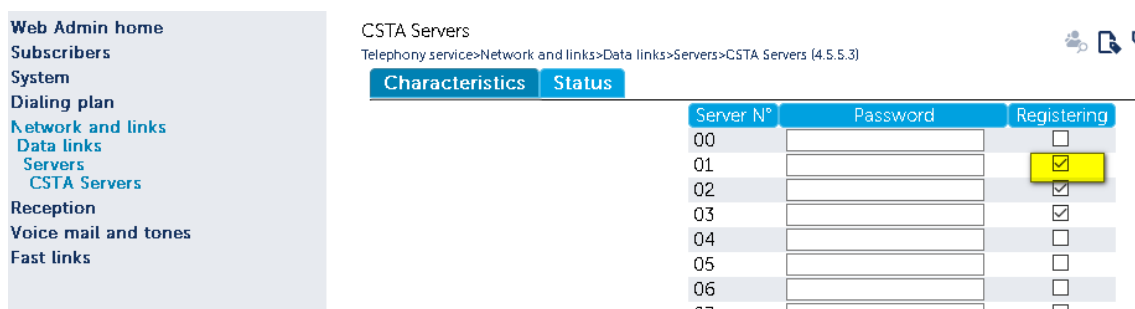
## 7.1 Configure Mitel MiVoice 5000



A Mitel engineer configures the Mitel MiVoice 5000 PBX. The IP address of the recording server must be entered in the configuration file of the PBX so that the RTP data can be sent to the recording server.

The following information is an exemplary configuration:

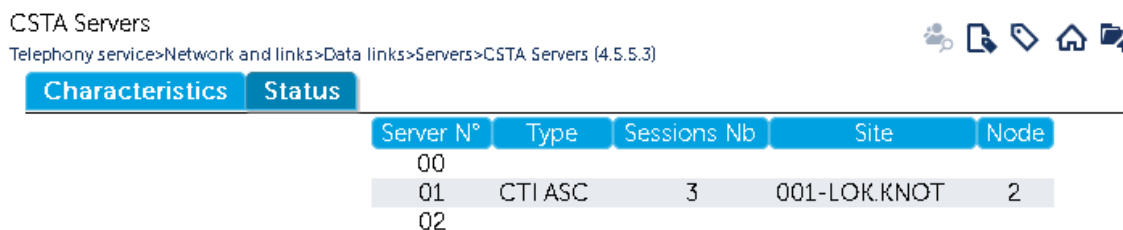
1. Select the menu item *Network and links > Data links > Servers > CSTA Servers*.
2. Activate the registering of the CSTA server in this section.



Server N°	Password	Registering
00		<input type="checkbox"/>
01		<input checked="" type="checkbox"/>
02		<input checked="" type="checkbox"/>
03		<input checked="" type="checkbox"/>
04		<input type="checkbox"/>
05		<input type="checkbox"/>
06		<input type="checkbox"/>
07		<input type="checkbox"/>

Fig. 2: Mitel MiVoice 5000 - Configure registering

3. If the server has been connected, you can see the type and the location of the server in the tab *Status*.



Server N°	Type	Sessions Nb	Site	Node
00				
01	CTI ASC	3	001-LOK.KNOT	2
02				

Fig. 3: Mitel MiVoice 5000 - Status of CSTA server

4. Under the menu item *Network and links > Data links > TCP/IP - X25 gateway*, you can configure the port and the number of the gateway.



Tcp - X25 addr. port transl.: 030

Port: 3212

X25 number: 9011601

Mode: NOT DEFINED

Call data (values):

- ascii:
- hexa (00/07):
- hexa (08/0F):

Action:

Fig. 4: Mitel MiVoice 5000 - Configure gateway

In the table, you see the configured CSTA links.

**Web Admin home**

Subscribers

System

Dialing plan

Network and links

**Data links**

TCP/IP - X25 gateway

Display TCP port transl. - X25 addr.

TCP ports of 030 (192.168.170.138)

Reception

Voice mail and tones

Fast links

TCP ports of 030 (192.168.170.138)

Telephony service>Network and links>Data links>TCP/IP - X25 gateway>Display TCP port transl.

Port	X25 number	Mode
3204	9012	NOT DEFINED
3206	9013	TPKT
3208	901191	TPKT
3209	901190	TPKT
3211	9011600	NOT DEFINED
3212	9011601	NOT DEFINED
3213	9011602	NOT DEFINED
3214	9011603	NOT DEFINED
3217	901410030	TPKT
3218	9013	TPKT
3219	9013	NOT DEFINED
3288	9014130	TPKT
3291	9014100	TPKT
3301	9011600	TPKT
3302	901000	TPKT
3303	901000	NOT DEFINED
3304	9014000	NOT DEFINED

Fig. 5: Mitel MiVoice 5000 - configured CSTA link

## 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.

- 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.*

Login
Combination Login

Login name\*

Password\*

[Forgot password?](#)

Login

Fig. 6: 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>
<i>neo</i> version < 6.3	

Default password:	1
<p>If the default password 1 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.</p> <p>If the default password has already been changed before a software update to a <u>neo</u> version ≥ 6.3, the changed password remains.</p>	
<u>neo</u> version ≥ 6.3	
Default password:	A\$c123

Tab. 6: Login data - system provider

2. Log in to the web interface.

⇒ The main window System Configuration appears.

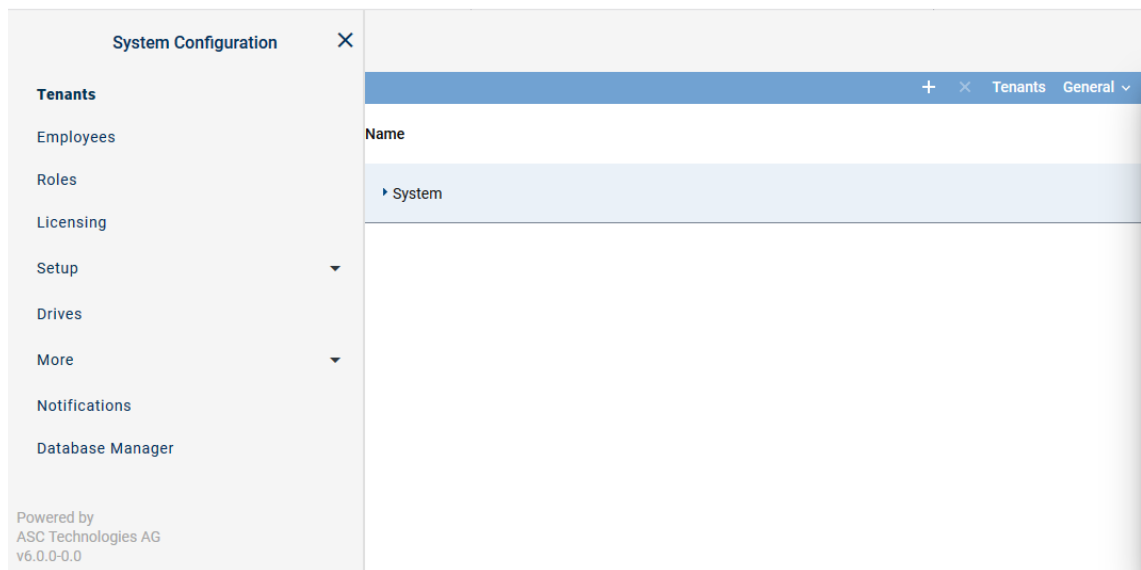


Fig. 7: System Configuration - main view:

## 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
- Multi-Server Recording
- Multi-Server Failover

### 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:

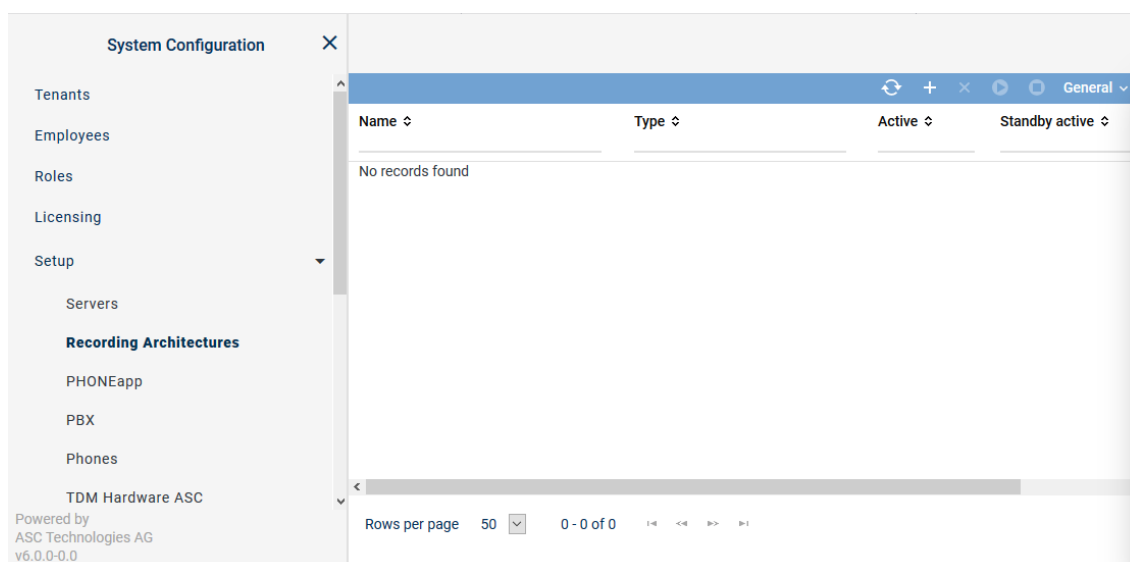




Fig. 8: Recording architectures - main view

<b>Name</b>	Name of the recording architecture
<b>Type</b>	Type of the recording architecture
<b>Active</b>	Shows whether the recording architecture has been activated and is ready to be used for the recording. <div> <span>✓</span> = 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.  <span>✗</span> = Recording architecture is not active. It can be activated by clicking on the icon  (<i>Activate</i>) in the toolbar. </div>
<b>Standby Active</b>	Shows whether the standby server is active for one or several recording components in the recording architecture. <div> <span>✓</span> = At least 1 standby server is active.  <span>✗</span> = No standby server is active or no standby server has been defined. </div>
<b>Creation Date</b>	Date on which the recording architecture was installed.
<b>Updated</b>	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. 9: Toolbar Recording Architectures module

	<b>Refresh</b>	Refreshes the main view.
	<b>Search</b>	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.
	<b>Reset search</b>	Resets all search filters so that all sets of data are displayed in the main view 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. <b>NOTICE!</b> 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. <b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architecture</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"> <li>• <i>Displayed information</i></li> <li>• <i>Order of the displayed columns</i></li> <li>• <i>Number of rows per page</i></li> </ul>
	<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*.

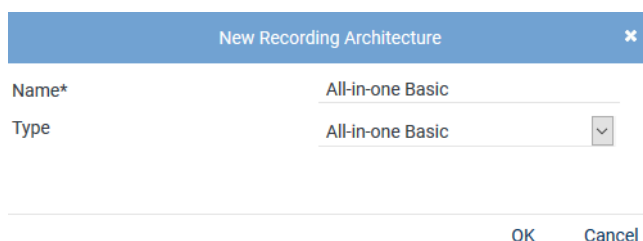
### Create recording architecture All-in-one Basic

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*.



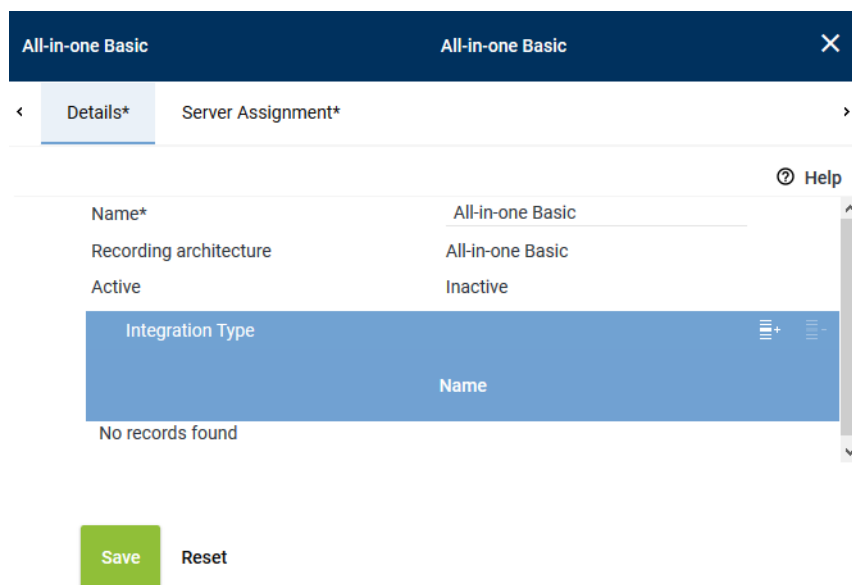
Depending on the selected recording architecture type, the following configuration steps vary. The following configuration steps are exemplary for the recording architecture *All-in-one Basic Recording*.

- 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. 10: Create recording architecture - All-in-one Basic Recording*

2. In the entry field *Name*, enter a descriptive name for the recording architecture.
3. 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.
4. Click on the button *OK*.  
 ⇒ Your entries now appear in the detail view.




The screenshot shows a configuration window titled 'All-in-one Basic'. It has two tabs: 'Details\*' (selected) and 'Server Assignment\*'. The 'Details\*' tab contains the following fields:

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

Below these fields is a table titled 'Integration Type' with a 'Name' column. The table is currently empty, showing 'No records found'. At the bottom of the window are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 11: Recording architecture - tab Details

### Add integration type

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



Integration Type ×

Name

Mitel MiVoice 5000 active

Add

Cancel

Fig. 12: 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 5000* 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. 13: 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. 14: 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




**Save** Reset

Fig. 15: 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. 16: 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.



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:

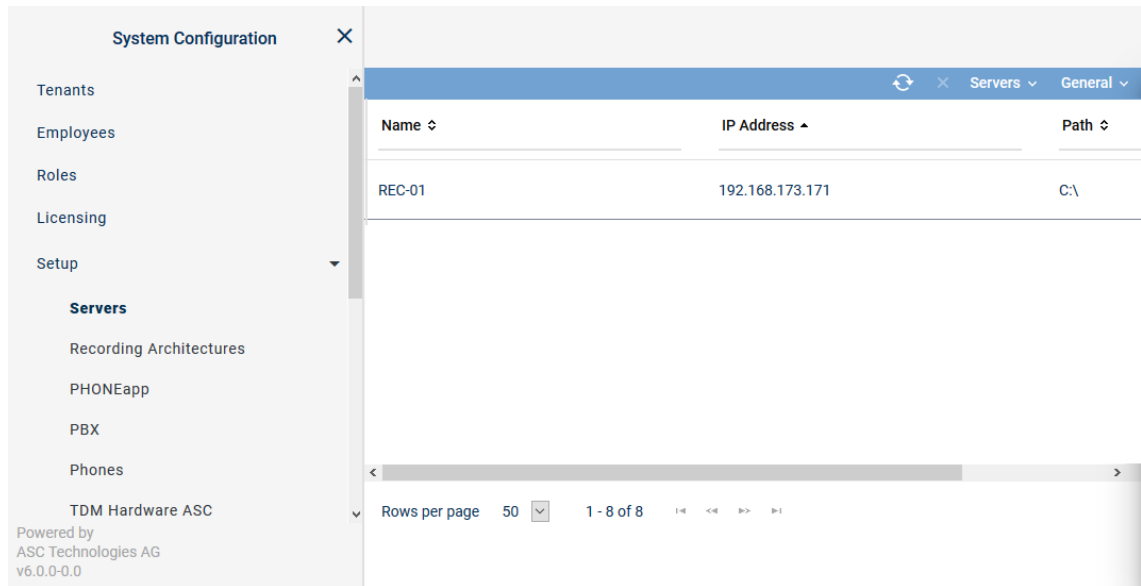


Fig. 17: Servers - main view

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 <a href="#">IP</a> 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. 18: 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.
<i>Servers</i>	<i>Administrate Server Locations</i>	Opens a window in which you can create and administrate locations of the servers, see <a href="#">chapter "Administrate server locations"</a> , p. 21.

	<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"> <li>• <i>Displayed information</i></li> <li>• <i>Order of the displayed columns</i></li> <li>• <i>Number of rows per page</i></li> </ul>
	<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.

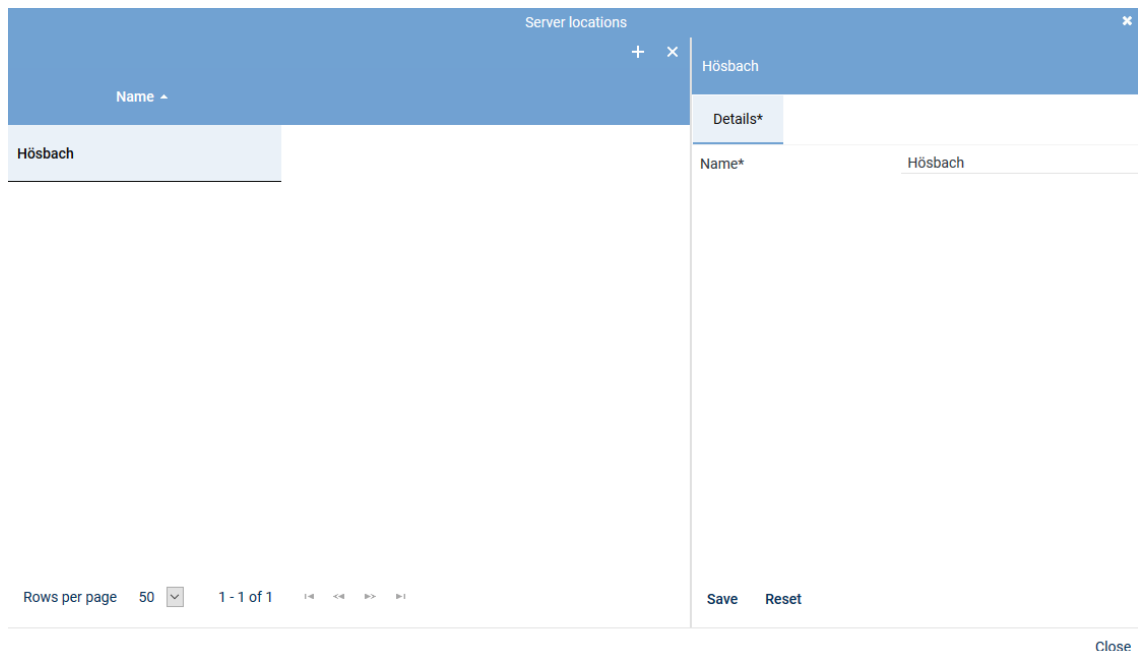



Fig. 19: Add server locations

- 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.

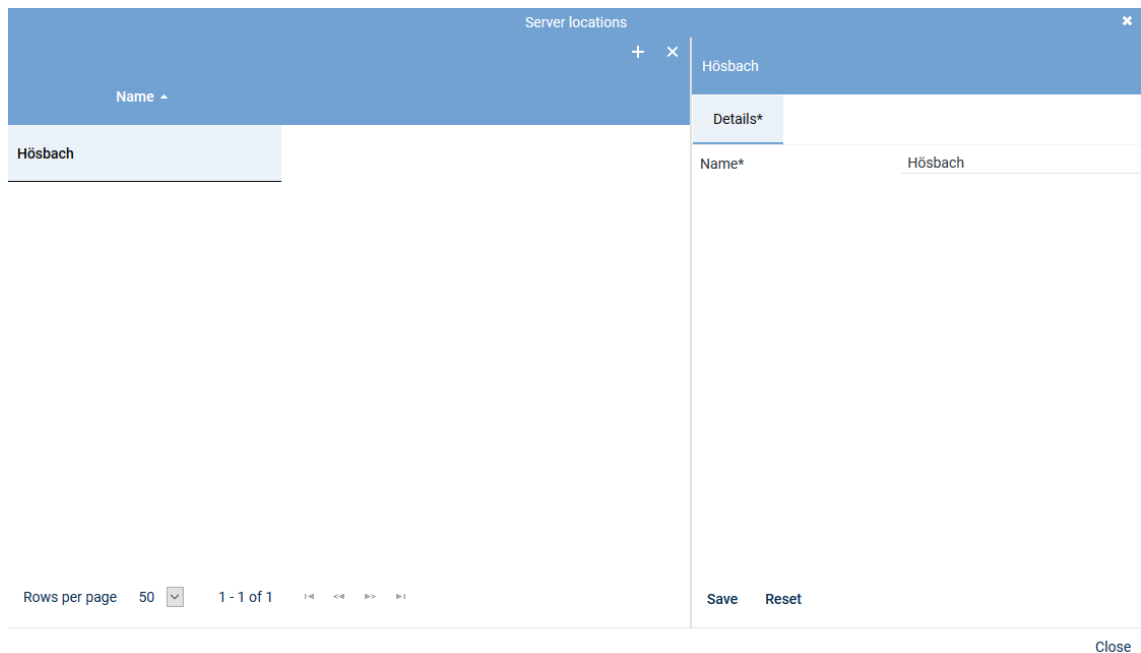
6. To close the window, click on the button *Close*.

### 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 toolbar with a "+" icon and a "Name" dropdown menu. The main area contains a table with one row: "Hösbach". To the right of the table is a "Details\*" panel. The "Details\*" panel has a "Name\*" field with the value "Hösbach". At the bottom of the window, there is a "Rows per page" dropdown set to "50", a "1 - 1 of 1" indicator, and navigation icons. On the right side of the bottom bar, there are "Save" and "Reset" buttons. A "Close" button is located at the bottom right of the window.

Fig. 20: 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. 21: 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. 22: Servers - tab usage

### Group field API Server

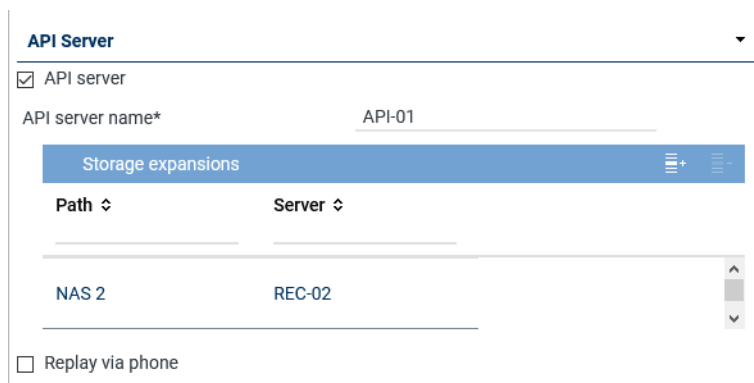


Fig. 23: Group field API Server


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 <a href="#">chapter "Tab Replay Server Address Mapping"</a>, p. 34.</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"> <li>By clicking on the icon  (<i>Add</i>), you can add the storage expansions, see <a href="#">chapter "Add storage expansion for replay"</a>, p. 25.</li> </ul>



Parameter	Value/Description
	<ul style="list-style-type: none"> <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>
<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><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, see <a href="#">chapter "Tab Media Streamer", p. 32</a>. 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. 24: Select storage expansion

- 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\* REC-01 + -

Fig. 25: 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 emotion detection function.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Stream audio data from</i>	<p>If the function emotion detection has been activated, the parameter to select the respective server becomes active.</p> <ul style="list-style-type: none"> <li>Click on the button <b>+</b> to select the server from which the audio data is supposed to be streamed for emotion detection from the list of available servers.</li> </ul>

Tab. 7: Configure audio analysis

Emotion Detection ✕

📋

Name ↕

REC-01

Rows per page 20 ▼ 1 - 8 of 8 ◀ << >> ▶

Add Cancel

Fig. 26: Select server for emotion detection

- Click on the button *Add* to apply the selected server.

### 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 <i>CLIENT</i><u>command</u> 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"> <li>Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.</li> </ul>
<i>neo</i> key management	<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. 8: Configure recording control/key management

### Group field Data Processing

**Data Processing**

☒ Data storage

☒ Transfer data for replay

Target Server

Name	IP Address ↕
REC-02	192.168.173.188

☒ Transfer data for data storage

Target Server

Name	IP Address ↕
REC-03	192.168.173.189

Activate period of time ☒

Start

End

Receives data from
 

Name	Only Replay
No records found	







☐ Archiving

☒ Export

☒ Import

Recording architecture

Fig. 28: Group field Data Processing

Parameter	Value/Description
<i>Data storage</i>	<p>Activate the check box to allow the modification of the additional functions of data processing.</p>
<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"> <li>By clicking on the icon  (Add), you can add the target server, see <a href="#">chapter "Add target server to a list", p. 29</a>.</li> <li>By clicking on the icon  (Remove), you can remove the target server from the list.</li> </ul> <p><b>NOTICE!</b> 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> <ul style="list-style-type: none"> <li>By clicking on the icon  (Add), you can add the target server, see <a href="#">chapter "Add target server to a list", p. 29</a>.</li> <li>By clicking on the icon  (Remove), you can remove the target server from the list.</li> </ul> <p><b>NOTICE!</b> 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"> <li>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.</li> <li>Active period of time <input type="checkbox"/> = Function has not been activated.</li> </ul> <p><b>NOTICE!</b> 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>	<p>Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.</p>



### Group field Replay

**Replay**

☒ Replay

Replay server\*


WebSocket port\* 
  
(max. 5 characters)


API server\*
 

+
 -

Name ↕	Connection Status
--------	-------------------

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>
<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 <a href="#">API</a> 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</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in <a href="#">POWERplay</a> Web are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> 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 <a href="#">API servers</a> 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"> <li>By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 31.</li> </ul>

Parameter	Value/Description
	<ul style="list-style-type: none"> <li>By clicking on the icon  (Remove), you can remove selected <a href="#">API servers</a> from the list.</li> </ul>

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.

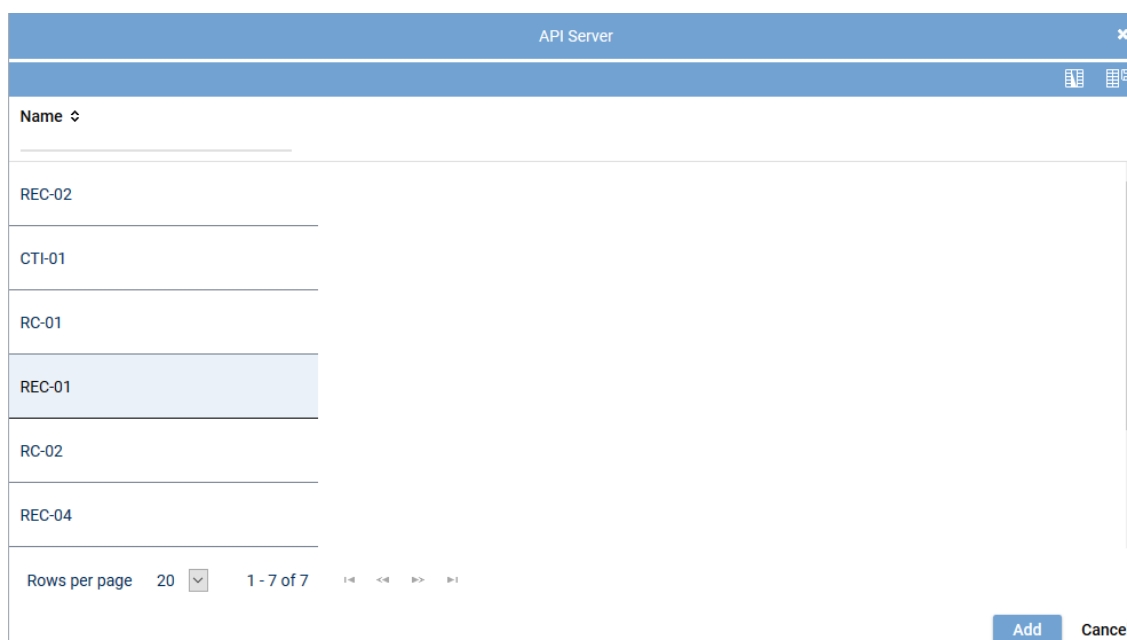


Fig. 31: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 24](#).

- 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

#### Virtualization

☐ VM without Trusted License

Fig. 32: Group field Virtualization

Parameter	Value/Description
<i>VM without Trusted License</i>	<p>This functionality can only be activated if the system runs in a virtual environment and if no <i>TRUSTED_VIRTUALIZATION</i> license has been installed.</p> <p>When you tick the check box <i>VM without Trusted License</i>, the tab <i>Keystore/Virtualization</i> becomes active and must be completed.</p> <p>There, you can configure the following options:</p> <ul style="list-style-type: none"> <li>• <i>licensing.asc.de</i> If you enter this domain, there is no key management.</li> <li>• <i>IP address of the DongleMan</i> If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul>

Tab. 11: Configure virtualization



For detailed information about how to configure virtualization and key management refer to the administration manual *Encryption of recordings*.



For *virtualization* without an Internet connection, a Trusted License is required.

1. 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 <span style="float: right;">▼</span>
Extension* <small>(max. 18 characters)</small>	123456
Media streamer IP address*	192.168.169.192 <span style="float: right;">▼</span>
Minimum port	24000
Maximum port	24099
Transport protocol	UDP <span style="float: right;">▼</span>
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:

<b>PBX</b>	<p><b>PBX</b> that the Media Streamer is supposed to be mapped to.</p> <p>Select a <b>PBX</b> from the drop-down list. The drop-down list displays all <b>PBXs</b> which have been created in the system.</p> <p>If no PBX has been created in the system yet, you can create a <b>PBX</b> via the blue bar <b>PBX</b>, see <a href="#">chapter "Create PBX"</a>, p. 38.</p>
<b>Extension</b>	<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 <b>8000</b>.</p>
<b>Media streamer IP address</b>	<p>IP address which is supposed to be used for the exchange of the audio data and for the <b>SIP</b> 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 <b>169.254.254.100</b> in the drop-down list.</p>
<b>Minimum port</b>	<p>Enter the minimum port which is supposed to be used for the audio data exchange.</p>
<b>Maximum port</b>	<p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>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.</p>
<b>Transport protocol</b>	<p>Select the transport protocol type you would like to use for the <b>SIP</b> communication from the drop-down list.</p>

	<p>TCP = unencrypted</p> <p>UDP = unencrypted</p> <p>TLS = encrypted</p> <p>If an external analog gateway has been integrated, select <i>UDP</i> in the drop-down list.</p>
<i>SIP signaling port</i>	<p>Enter the port for the <i>SIP</i> communication.</p> <p>Port for data exchange: 5062</p>
<i>User name</i>	Enter the user name for the authentication on the <i>SIP</i> server.
<i>Password</i>	Enter the password for the authentication on the <i>SIP</i> server.
<i>PBX IP address</i>	<p>Enter the IP address of the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p>If an external analog gateway has been integrated, enter the IP address 169.254.254.101.</p>
<i>PBX port</i>	<p>Enter the port of the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p>If an external analog gateway has been integrated, enter the value 5060.</p>
<i>Registration required</i>	<p>Select whether the <i>SIP</i> extension has to be registered with the <i>SIP</i> registrar of the <i>PBX</i>.</p> <p><input checked="" type="checkbox"/> = <i>SIP</i> extension has to be registered.</p> <p><input type="checkbox"/> = <i>SIP</i> extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box <i>Registration required</i>.</p>
<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. 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 <b>IP</b> 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 <b>URL</b> or the <b>IP</b> 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>	Select whether a key is supposed to be generated automatically or manually. Select one of the following options: <ul style="list-style-type: none"> <li>• All</li> </ul>
------------------------------	--

	<p>Select the intervals in which a new key is supposed to be generated automatically.</p> <p>Possible time interval: 1 to 365 days</p> <p>Default value: 365 days</p> <ul style="list-style-type: none"> <li>• <i>Create key manually</i></li> </ul> <p>Select that a key is supposed to be generated manually.</p> <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</p> <p>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> <p><b>CAUTION!</b> All recordings which have been encrypted with a key which has meanwhile become invalid are useless and cannot be replayed anymore.</p>
<i>In case of an error ... automatically</i>	<p>Select whether simple key management is supposed to be used if the <u>neo</u> key management does not work (e. g. if the service <i>DongleMan</i> fails). If you have not activated the option, no recording takes place as long as the <u>neo</u> key management has been activated but does not work.</p> <p><input checked="" type="checkbox"/> = In case of an error, simple key management is used as replacement.</p> <p><input type="checkbox"/> = In case of an error, no recording takes place as long as the <u>neo</u> key management has been activated. In this case, disable key management in the tab <i>Usage</i>.</p>



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 to the service *DongleMan* for key management and authentication of the [VMware](#).

The tab *Keystore/Virtualization* is not active unless you have activated the function *VM without Trusted License* in the tab *Usage*. I. e. that you have not installed the licenses locally but would like to manage the licenses via an Internet connection by means of ASC license management.

**For key management there are the following options:**

- *Dongle*  
You can continue to use your existing dongle. The Dongle Manager reads out the encryption password from the dongle.  
In this case, no separate configuration is required.  
In a virtualized environment, the USB port that the dongle has been plugged in to must have been assigned to the server that the Dongle Manager runs on.
- *Dongle Manager*  
In the current version, the Dongle Manager reads out the encryption password directly from the database. To enable this, you must enter the connection data to the server that the Dongle Manager runs on.
- *ASC License Management System*  
**NOTICE! License Management does not support encryption.**

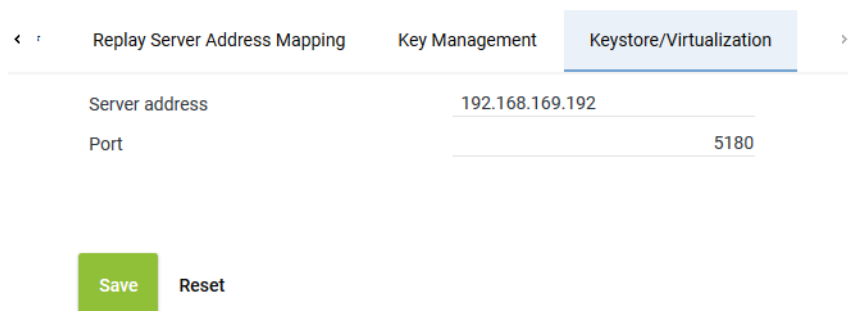
**For licensing, there are the following options:**

*Without Internet access:*

- *Dongle*  
Without Internet access you can continue to use your dongle for authentication purposes. In a virtualized environment, the USB port that the dongle has been plugged in to must have been assigned to the server that the VMware has been installed on.  
In this case, no separate configuration is required.
- *Trusted Virtualization License*  
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.  
In this case, no separate configuration is required.

*With Internet access:*

- *ASC License Management System*  
You can establish a connection to ASC's license management via the Internet. To do so, you must enter the connection data *licensing.asc.de* in this tab.



The screenshot shows a configuration window with three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization'. The 'Keystore/Virtualization' tab is selected. Below the tabs, there are two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. At the bottom left, there are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 36: Servers module - tab Keystore/Virtualization

<b>Server address</b>	<p>Enter the address of the server for this connection.</p> <ul style="list-style-type: none"> <li>• If you use the neo key management as well as the virtualization: IP address of the server that the service <i>DongleMan</i> has been installed on.</li> <li>• If you use only virtualization, you can authenticate the <b>VM</b> via the ASC License Management System, too. In this case, enter the following address:</li> </ul>
-----------------------	---

	<i>licensing.asc.de</i> <ul style="list-style-type: none"> <li>If you use only the ASC key management: IP address of the server with the master password database</li> </ul>
Port	Enter the port for the connection. Default value: 5180



For detailed information about how to configure virtualization and key management refer to the administration manual *Encryption of recordings*.

- 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.

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

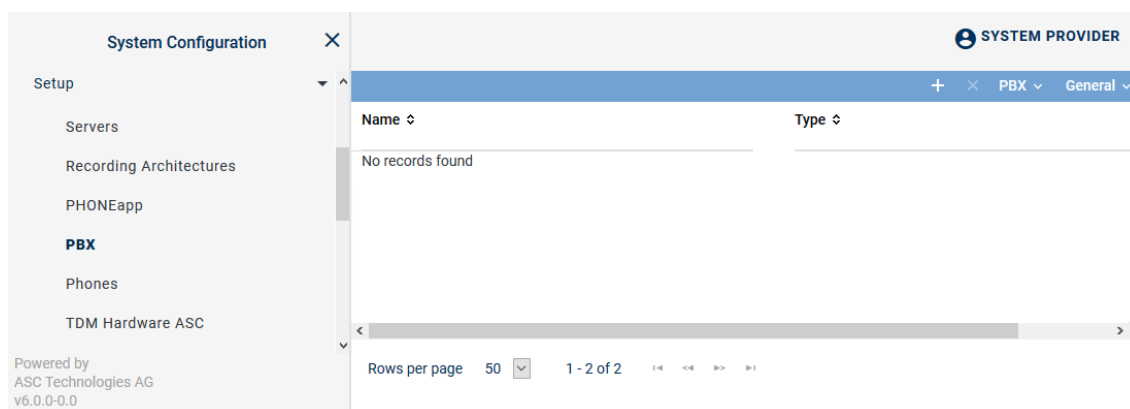


Fig. 37: Create new PBX

### Toolbar of the PBX module

The toolbar offers the following functions.

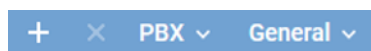




Fig. 38: Toolbar PBX module


	<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:

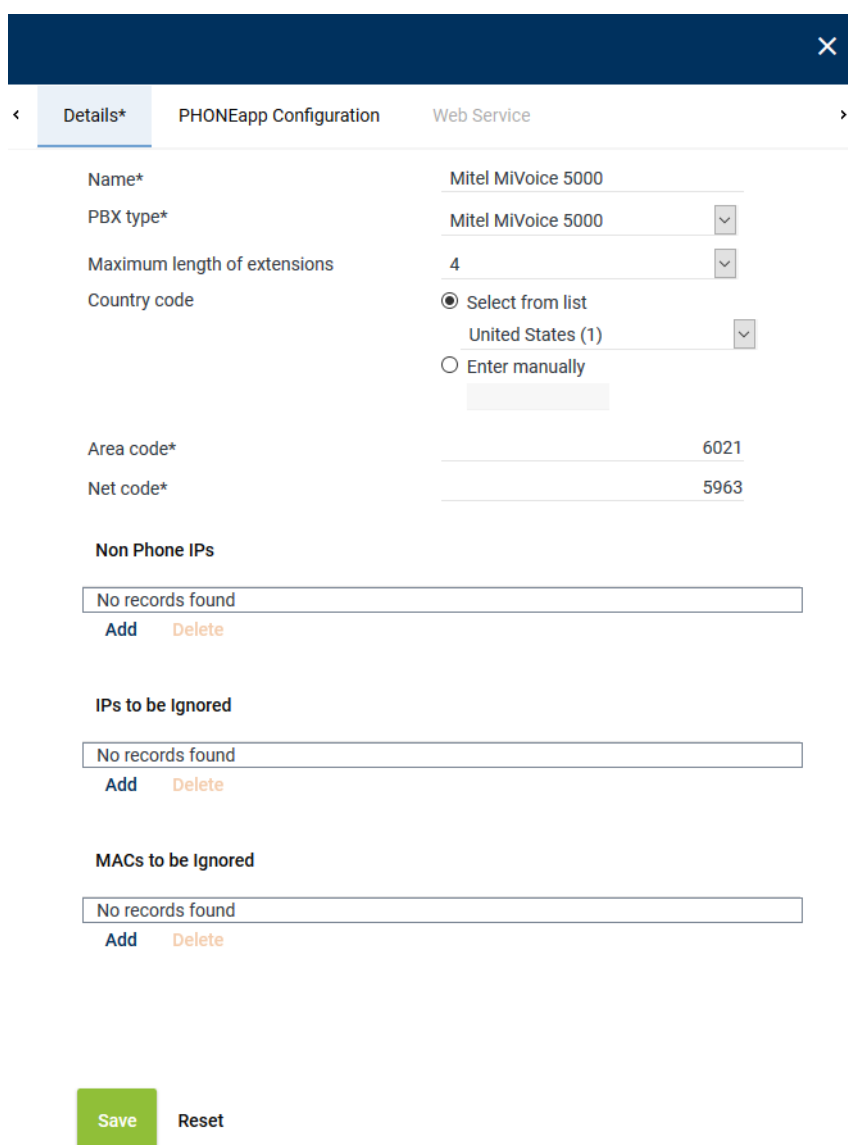
	<ul style="list-style-type: none"> <li>• <i>Displayed information</i></li> <li>• <i>Order of the displayed columns</i></li> <li>• <i>Number of rows per page</i></li> </ul>
<i>General Help</i>	Opens the online help.
<i>Module Help</i>	Opens the module-specific online help.



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 5000

PBX type\* Mitel MiVoice 5000

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 <b>PBX</b> 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"> <li>• <i>Select from list</i> Select the country code from the drop-down list.</li> <li>• <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>.</li> </ul>
<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.



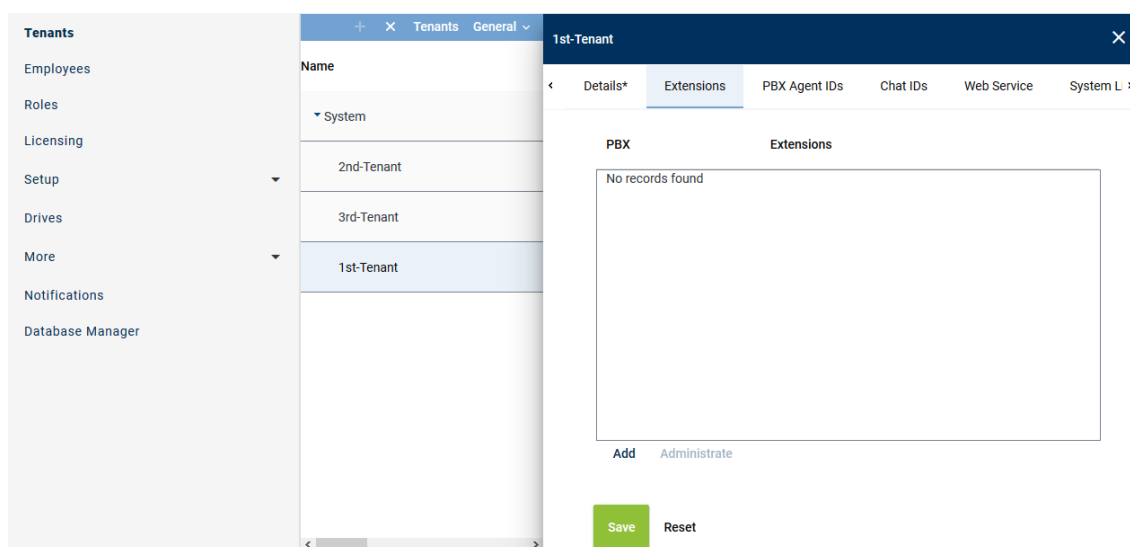


Fig. 40: Tenants - main view - tab Extensions

### 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:

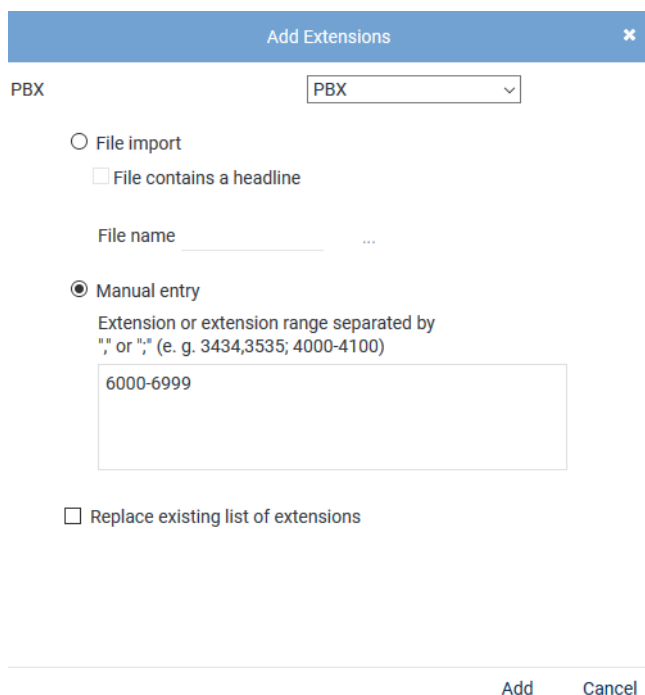


Fig. 41: Assign extensions to tenants

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.

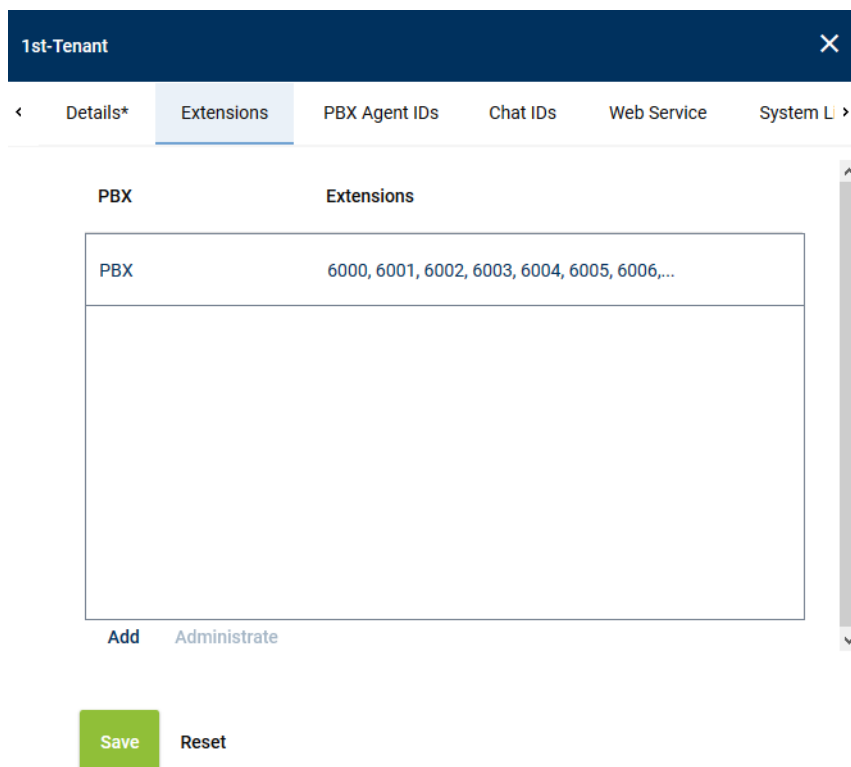
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = 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.

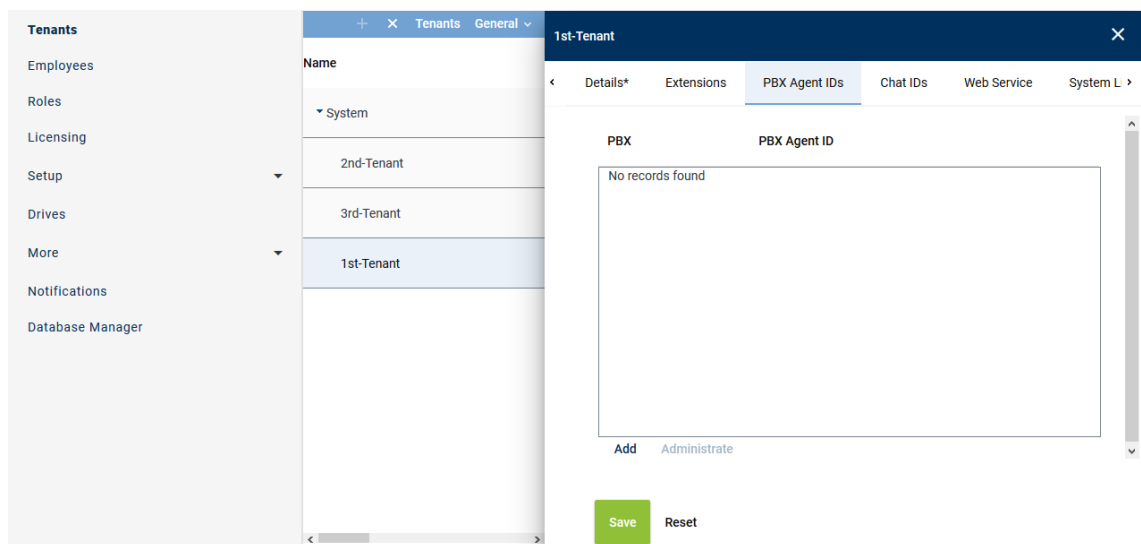


Fig. 44: Tenants - main view - tab PBX Agent ID

### 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 <a href="#">CSV</a> 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 <a href="#">CSV</a> file may not contain more than 1 column. If commas or other column delimiters are found in the <a href="#">CSV</a> 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 <a href="#">CVS</a> 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"> <li>Click on the button <span>...</span> behind the field <i>File name</i>.</li> <li>Click on the button <i>Choose File</i>.</li> <li>Select the respective ZIP file via the Explorer and click on the button <i>Open</i>.</li> <li>Click on the button <span>↗</span> <i>Upload File</i>.</li> </ul>
<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><b>NOTICE! Wildcards cannot be used!</b></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.

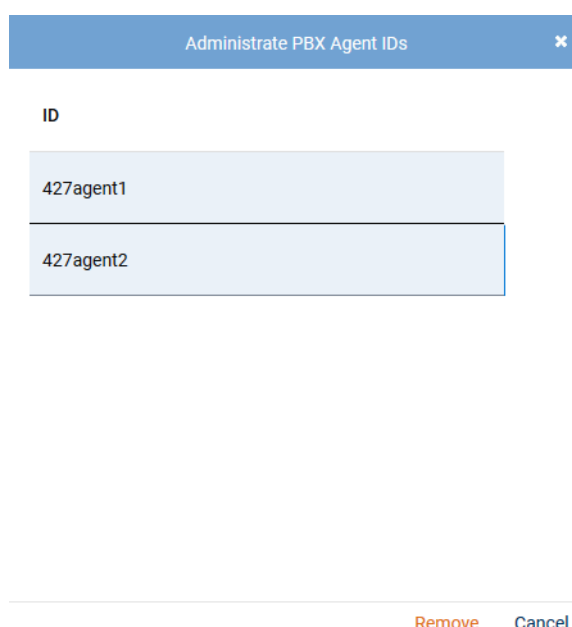


Fig. 46: Select PBX Agent IDs

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

In the Additional Data module, you can configure the additional data which is delivered for a conversation with a protocol.

For selection fields to appear in the drop-down list, they have to be configured in the Additional Data module.

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

System Configuration		SYSTEM PROVIDER	
Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import <b>Additional Data</b> Activity Guard <small>Powered by ASC Technologies AG v6.0.0-0.0</small>	X	Additional Data	
		Additional Data General	
		ID	Displayed Name Available
		customCP01	customCP01 X
		customCP02	customCP02 X
		customCP03	customCP03 X
		customCP04	customCP04 X
		customCP05	customCP05 X
		customCP06	customCP06 X
		Rows per page 50 1 - 30 of 30	

Fig. 47: Additional Data module main view

- Select a set of data.  
⇒ The detail view displays the information you can configure.

### Change display name







Change Display Name		
Language	Content	
ar_SA	customCP01	
bg_BG	customCP01	
de_DE	Universal Call ID	
en_GB	customCP01	
en_US	Universal Call ID	 

Fig. 48: Configure additional data

- To change the display name, click on the pen in the line of the language you would like to change.
- Enter a display name and click on the check mark at the end of the line to confirm the entry.

### Availability

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

Save
Reset

Fig. 49: Additional data - configure availability

1. To make the data field available to the entire system, activate the check box of the option *Available*.
2. To make the data field in the search and replay applications editable later on, activate the check box of the option *Editable*.
3. To be able to use the data field for external recording control, activate the check box of the option *External recording control*. This option is only available if recording control has been activated in the *Servers module* in the tab *Usage*.
4. Click on the button *Save* to save the settings.



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



Additional data which is not delivered along with the protocol is not available for further use.

#### 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:



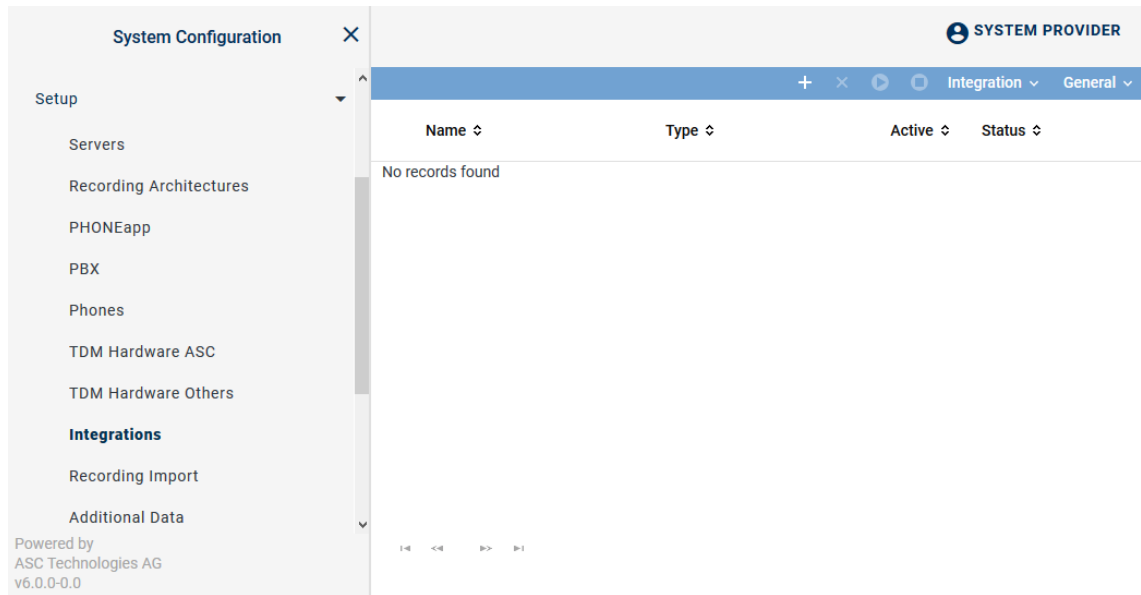




Fig. 50: Integrations - main view

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





<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .           <span>✗</span> = Integration is not active, can be activated in the toolbar via the icon .         </div>
<b>Status</b>	Shows whether the configuration has been carried out completely. <div> <span>✓</span> = Configuration is complete.           <span>✗</span> = Configuration is incomplete.         </div>

### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 51: Toolbar Integrations module

	<b>Create</b>	Opens the detail view so that you can create a new integration.
	<b>Delete</b>	Deletes the selected integration. The integration can only be deleted if it has been deactivated.
	<b>Activate</b>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<b>Deactivate</b>	Deactivates the selected integration. This stops running recordings.
<b>Integration</b>	<b>Import Grammar</b>	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.
<b>General</b>	<b>General Help</b>	Opens the online help.
	<b>Module Help</b>	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.

1. 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.

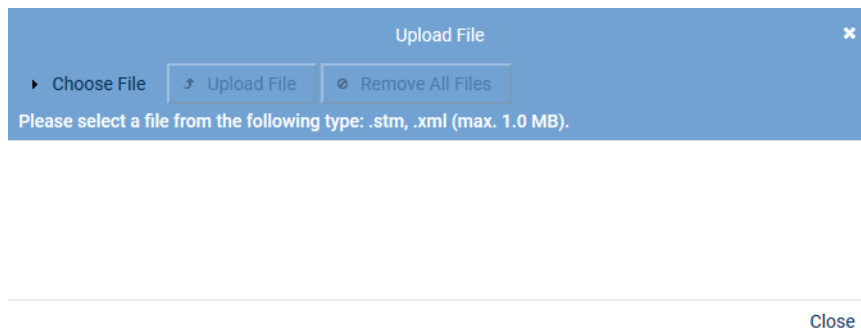


Fig. 52: Choose file

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

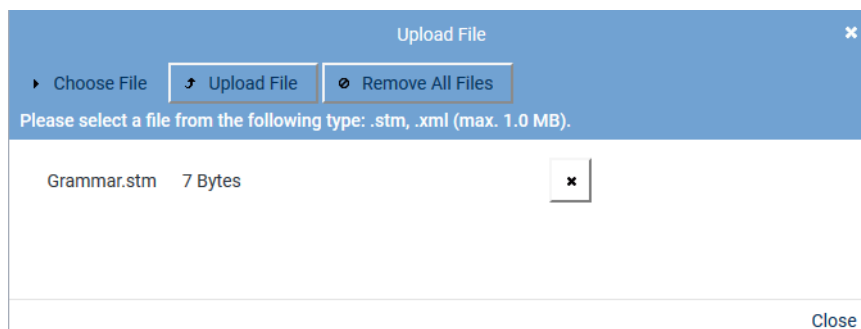


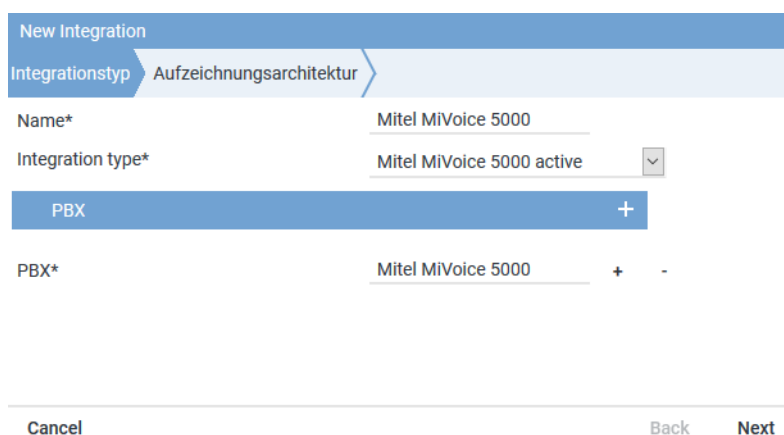


Fig. 53: Upload grammar

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.



New Integration

Integrationstyp Aufzeichnungsarchitektur

Name\* Mitel MiVoice 5000


Integration type\* Mitel MiVoice 5000 active

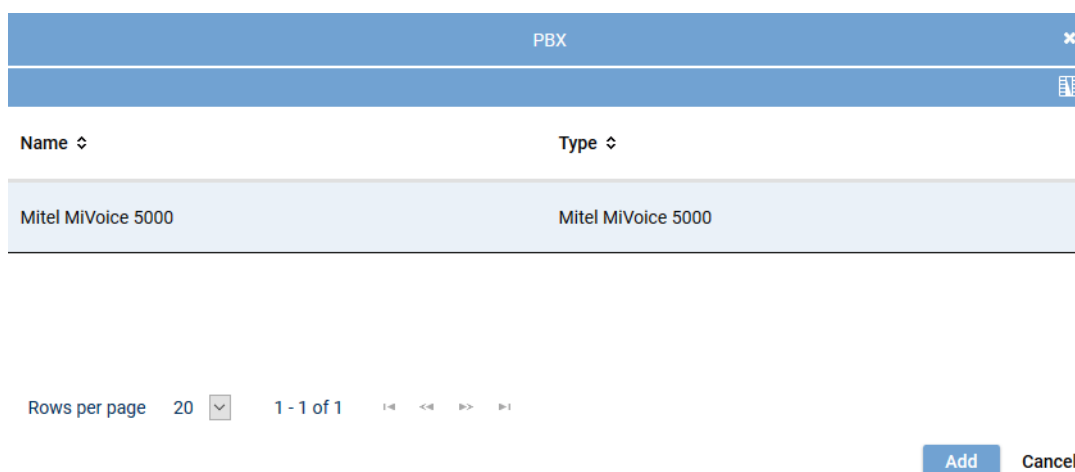
PBX +

PBX\* Mitel MiVoice 5000 + -

Cancel Back Next

Fig. 54: Create integration type

2. Enter the following parameters:
3. To assign the PBX, click on the button  behind the field *PBX*.  
⇒ The window *PBX* appears.



PBX

Name	Type
Mitel MiVoice 5000	Mitel MiVoice 5000

Rows per page 20 1 - 1 of 1

Add Cancel

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.



New Integration

Integration Type Recording Architecture

Recording Architecture

Recording architecture\* All-in-one Basic

Save Cancel Back Next

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 5000		Mitel MiVoice 5000 active	X	✓
Step	Configuration			
Configure recording architecture	✓			
Configure CTI connection data	X			
Configure monitor points	X			
Global recording settings	X			
Configure recording servers	X			
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.

1. 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.

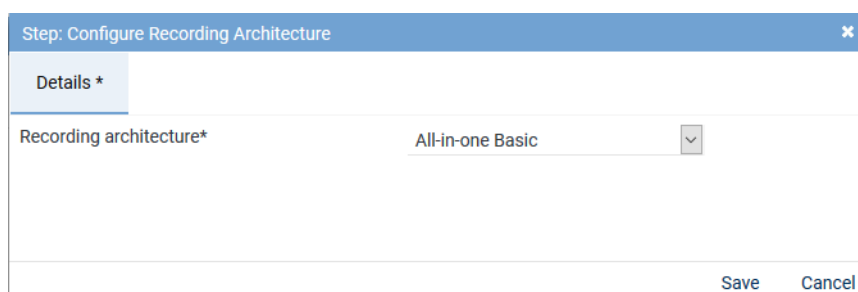



Fig. 58: Configuration step - Configure Recording Architecture

- 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 MiVoice 5000

In this tab, you can configure the CTIconnect module for the recording variant via Mitel MiVoice 5000.

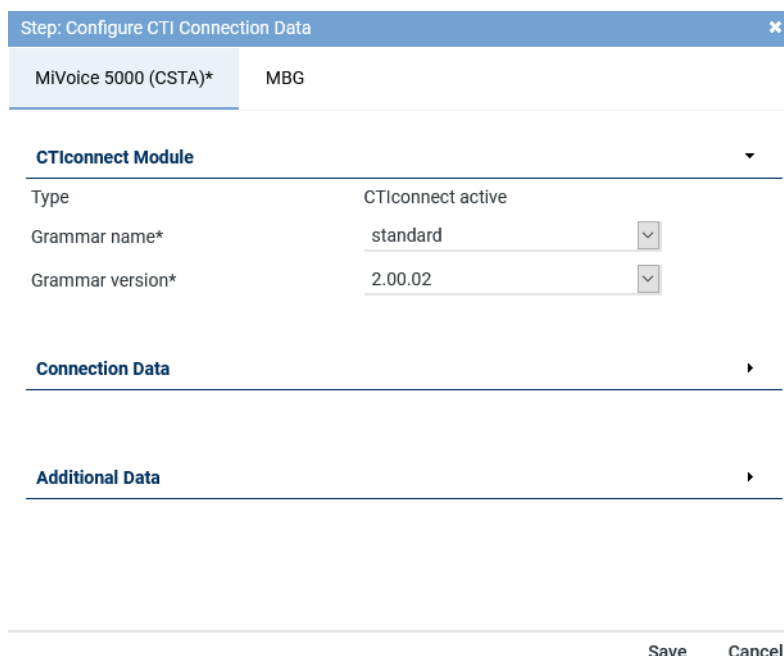


Fig. 59: CTI connection data - tab MiVoice 5000 (CSTA)

### 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*	2.00.04

Fig. 60: 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. 13: Configure CTIconnect module

### Group field Connection Data

In this group field, you can enter the link to the CTIconnect module of the recording server.

Connection Data	
Connection data	
No records found	
Add	Edit Delete

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:

Configure Connection	
Connection data*	192.168.170.227
PBX port*	3211

Add Cancel

Fig. 62: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of the PBX.
<i>PBX port</i>	Enter the port for the PBX connection.

Tab. 14: Configure connection data

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

### Group field Additional Data

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.

### 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.

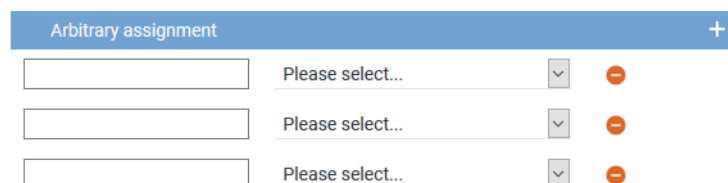



Fig. 63: Arbitrary assignment of the additional data

The following additional data is 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*.

### Tab MBG

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

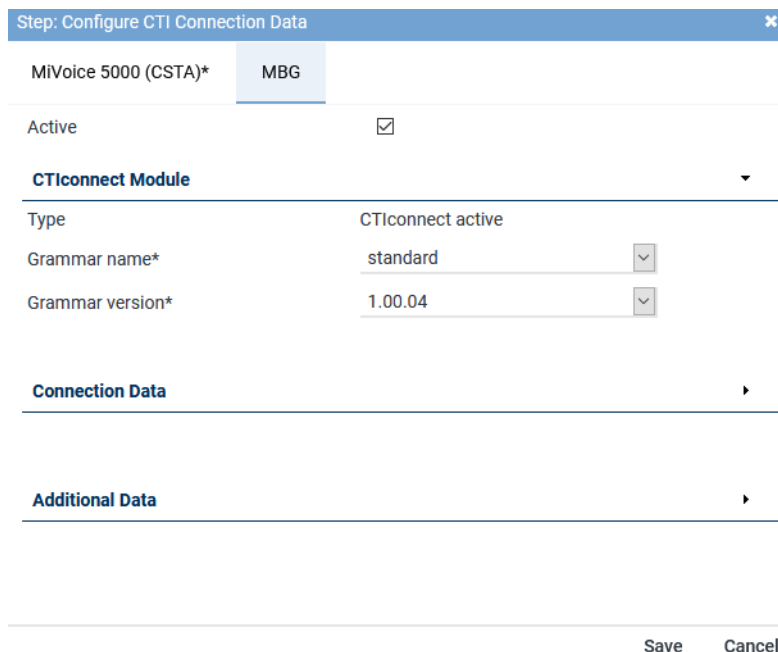


Fig. 64: Configure CTIconnect connection data to **MBG**



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.



CTIconnect Module	
Type	CTIconnect active
Grammar name*	standard
Grammar version*	2.00.04

Fig. 65: 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. 15: Configure CTIconnect module

### Group field Connection Data

In this group field, you can enter the link to the CTIconnect module of the recording server.

Connection Data	
Connection data	
No records found	
Add	Edit Delete

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:

Configure Connection

Connection data\*

192.168.170.227

PBX port\*

3211

Add

Cancel

Fig. 67: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of the PBX.
<i>PBX port</i>	Enter the port for the PBX connection.

Tab. 16: Configure connection data

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

### Group field Additional Data

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.

### 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.

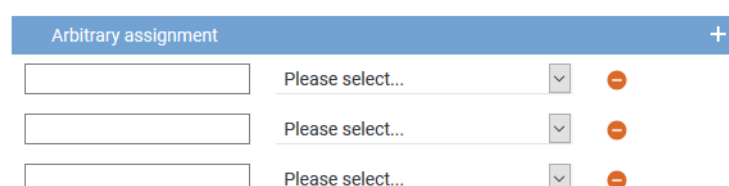



Fig. 68: Arbitrary assignment of the additional data

The following additional data is 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 monitor points

In this configuration step, the monitor points for the monitored end devices are configured.

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

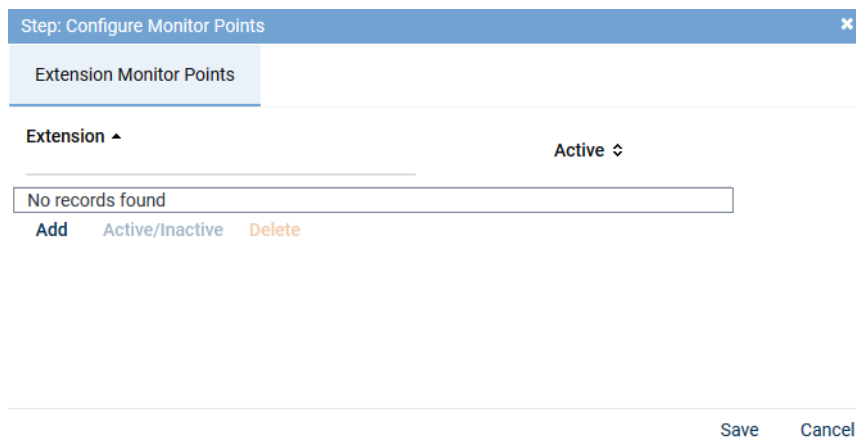


Fig. 69: Configuration step - configure monitor points

### Configure tab *Extension Monitor Points*

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. 70: Add extension monitor points

<b>File import</b>	<p>Select this option to import extensions from an existing <a href="#">CSV</a> 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"> <li>• Click on the button  behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective ZIP file via the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button  (<i>Upload file</i>).</li> </ul>
	<p><b>File contains a headline</b></p> <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <a href="#">CSV</a> file may not contain more than 1 column. If commas or other column delimiters are found in the <a href="#">CSV</a> 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 <a href="#">CSV</a> file, you have to pack it in a ZIP file.</p>
	<p><b>File name</b></p> <p>To import the file, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click on the button  behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective ZIP file via the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button  (<i>Upload file</i>).</li> </ul>
<b>Manual entry</b>	<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>

**NOTICE! Wildcards cannot be used!**

*Replace existing list of extensions*

Activate the check box to replace the list of extensions.

☒ = 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.

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

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. 71: Configured extension monitor points

<b>Add</b>	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.
<b>Active/Inactive</b>	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.
<b>Delete</b>	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.

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

**Global recording settings**

1. Click on the button  (*Edit configuration step*) in the line *Global recording settings* in the main view.

⇒ The window *Step: Global Recording Settings* appears.

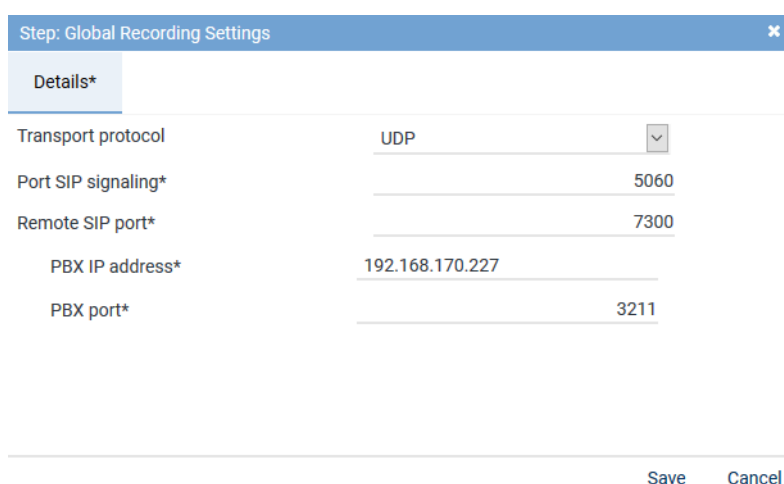


Fig. 72: Configuration step - Global Recording Settings

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

Parameter	Value/Description
<i>Transport protocol</i>	Select the used protocol, e. g. <i>UDP</i> .
<i>Port SIP signaling</i>	Enter the port for the <i>SIP</i> signaling, where the signaling is received. The default value is <i>5060</i> .
<i>Remote SIP port</i>	Enter the port for the end devices, here <i>7300</i> .
<i>PBX IP address</i>	Enter the IP address for the connection to the PBX here.
<i>PBX port</i>	Enter the port for the connection to the PBX, here <i>3211</i> .

Tab. 17: Global recording settings

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

### Configure recording servers

1. In the main view in the line *Configure recording servers* click on the button  (*Edit configuration step*).

⇒ The window *Step: Configure recording servers* appears.

Step: Configure Recording Servers

Recording Server	REC-01
Server Name	REC-01
	Details*
	Recording Module Active MiVoice 5000 <input checked="" type="checkbox"/> Configured IP address 192.168.173.171 IP address of the recording server* 192.168.173.171 <input type="text"/> Minimum port* 20000 Maximum port* 20999 Recording Module Active Mitel <input checked="" type="checkbox"/> Configured IP address 192.168.173.171 IP address of the recording server* 192.168.173.171 <input type="text"/> Minimum port* 21000 Maximum port* 21999
Rows per page 50 1 - 1 of 1	Save

Close

Fig. 73: Configuration step - Configure recording servers

For ACTIVE VoIP recording and recording by means of the **MBG**, you must activate both recording variants.

2. Activate the two recording modules:

*Recording Module Active MiVoice 5000*

*Recording Module Active Mitel*

3. For each module, select the IP address of the recording server from the drop-down list.
4. For each recording variant, select a separate port range to receive the **RTP** data, e. g.

*Recording Module Active MiVoice 5000* Port range 20000-20999

*Recording Module Active Mitel* Port range 21000-21999



For stereo recording, reckon with 4 ports as only even ports are used to receive **RTP**.  
In addition, stereo recording requires more storage space.



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*.

5. Click on the button **Save**.
6. 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 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

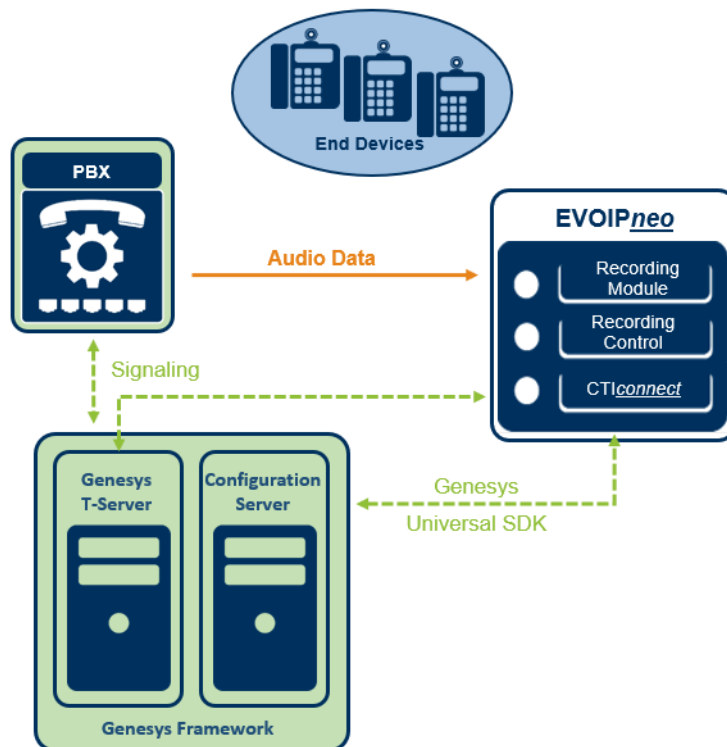


Fig. 74: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 106.

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

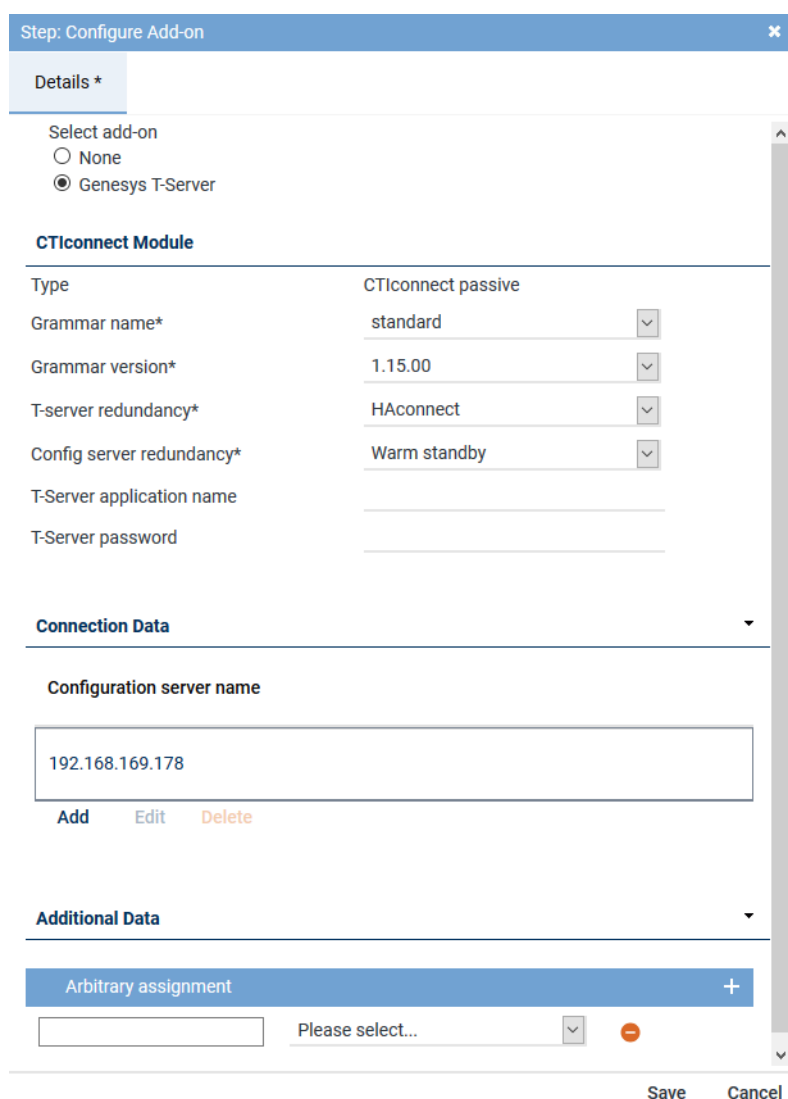
The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call\_identifier*.



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. 75: 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.

Parameter	Value/Description
<i>T-server redundancy</i>	<p>Select the redundancy which is used from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<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"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<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. 18: 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. 76: 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. 19: 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.

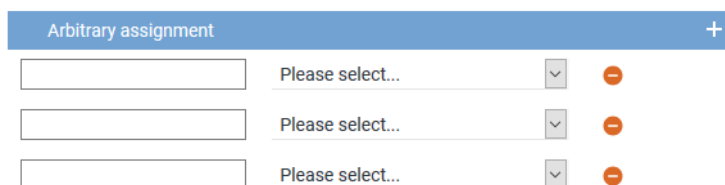



Fig. 77: Arbitrary assignment of the additional data

The following additional data is 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.



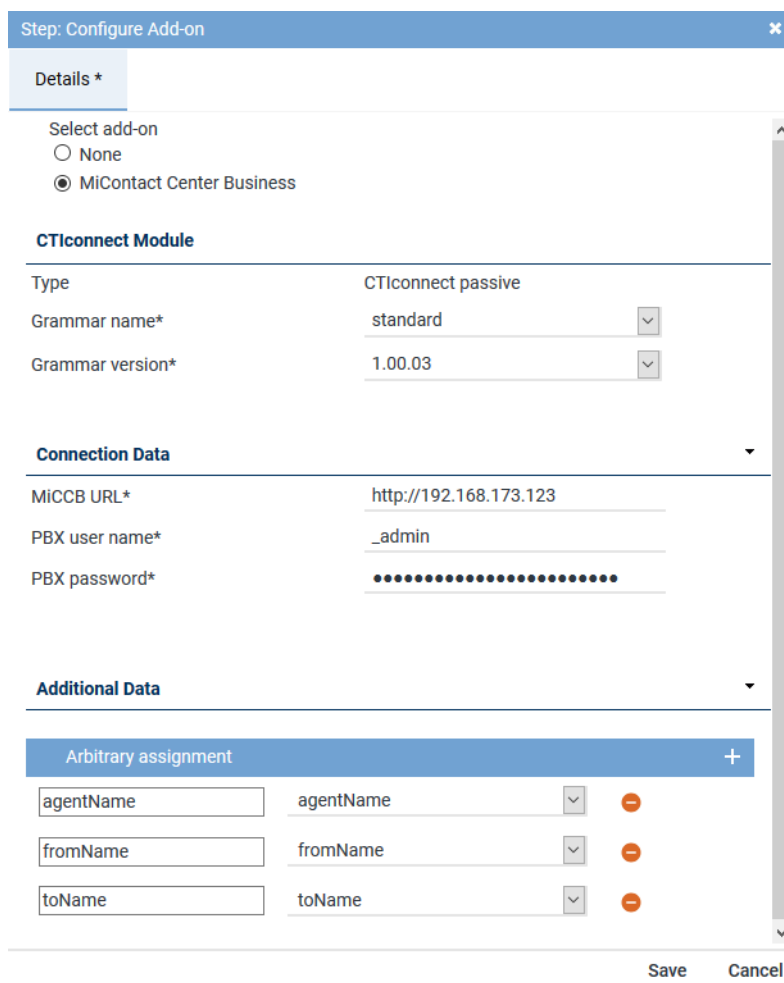
For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

### 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 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

1. Enter the following parameters for the grammar:

Parameter	Value/Description
<i>Type</i>	Is filled automatically.
<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. 20: Configure CTIconnect module

### Group field Connection Data

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

Parameter	Value/Description
<i>MiCCB URL</i>	Enter the <a href="#">URL</a> that MiContact Center Business runs on, e. g. <a href="http://192.168.173.123/miccsdk">http://192.168.173.123/miccsdk</a> .
<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. 21: 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"

MiCCB additional data type	Example
<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"
<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.

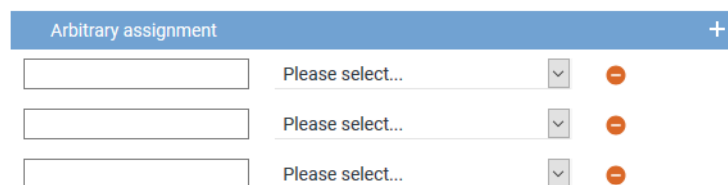



Fig. 79: Arbitrary assignment of the additional data

The following additional data is 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





Configuring these settings is not required for this recording solution. Even without this configuration step, the integration has been configured comprehensively and can be activated.

### 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 5000		Mitel MiVoice 5000 active		
Step	Configuration			
Configure recording architecture	 			
Configure CTI connection data	 			
Configure monitor points	 			
Global recording settings	 			
Configure recording servers	 			
Configure add-on	 			
Configure miscellaneous settings	 			

Fig. 80: 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 5000	Mitel MiVoice 5000 active		

Fig. 81: 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 5000	Mitel MiVoice 5000 active		

Fig. 82: Deactivate integration

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

## 7.2.3

### Configure Recording Content Validation

Recording Content Validation is an easy and quick possibility to check the functionality of the recording system whenever required. The information is displayed in the Notifications module. Reports can be used to visualize the results.

Preconditions for validation:

- The license *Recording Content Validation* must have been installed.
- *Emotion detection* must have been activated in the *Servers* module.
- The server for emotion detection must have been selected.

### Configuration in the Servers module

- Go to the *Servers* module.
- In the main view, select the server that you would like to configure.
- Select the tab *Usage*.
- Open the group field *Audio Analysis*.

REC-01

×

<

Details\*

Usage\*

Media Streamer

Replay Server Address Mapping

Audio Analysis ▾

☒ Emotion detection

Stream audio data from\*

REC-01

+

-

Fig. 83: Servers module - Activate emotion detection

- Activate the function *Emotion detection*.

6. By clicking on the icon **+**, select the server that emotion detection runs on.
  - ⇒ This server will then appear in the list in the Integrations module in the tab *Recording Content Validation* to configure silence detection.

### Configuration in the Integrations module

1. In the main view, select the integration for which you would like to check the validity of recording.
2. Select the tab *Recording Content Validation*.

The following criteria are available to check proper recording:

- *Packet loss detection*
- *Decryption error detection*
- *Silence detection*

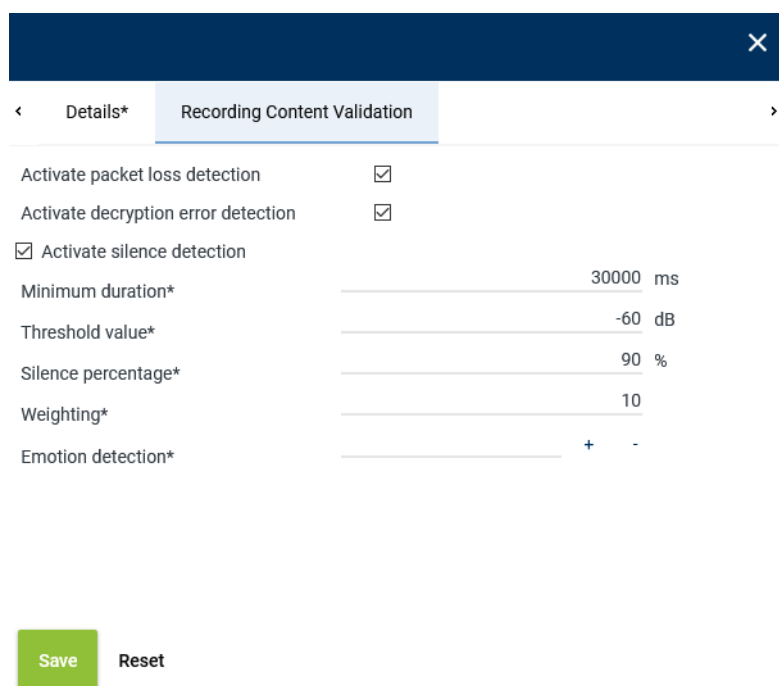



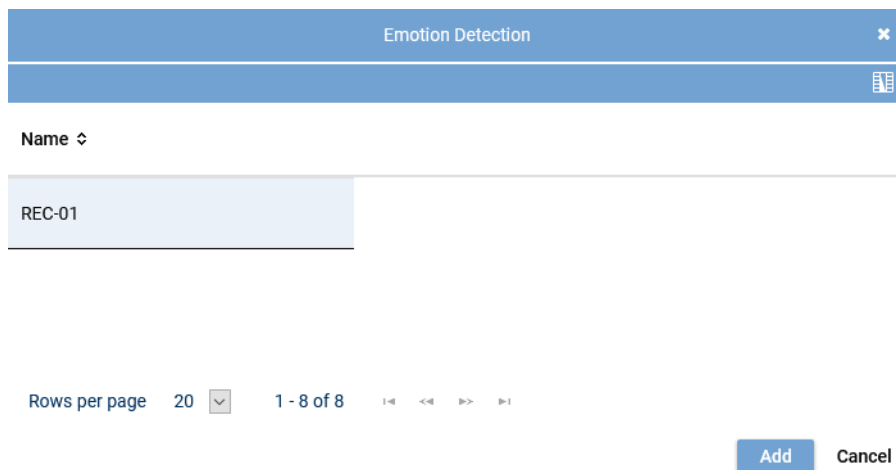
Fig. 84: Create integration - tab Recording Content Validation

Activate packet loss detection	<input checked="" type="checkbox"/> Activate the check box to check whether packets of a recording have been lost. <b>NOTICE!</b> Packet loss compromises audio quality. If a high percentage of packets is lost, this may result in the total loss of the recording.
Activate decryption error detection	<input checked="" type="checkbox"/> Activate the check box to check whether errors occurred during decryption. <b>NOTICE!</b> Decryption errors result in noise which may corrupt the audio file.
Activate silence detection	<input checked="" type="checkbox"/> Activate the check box to check whether the recording contain sections of silence and under which conditions sections are recognized as silence. <b>NOTICE!</b> Detection is useful in case the PBX sends <b>RTP</b> packages which contain silence instead of an audio signal.

<i>Minimum duration</i>	Enter the minimum duration of silence after which a notification is supposed to be issued. Default value is 30000 ms (30 seconds).
<i>Threshold value</i>	Enter a threshold value of the audio level in dB under which the section is supposed to be considered a silence section. Default value is -60 dB.
<i>Silence percentage</i>	Enter the percentage of silence in a recording which is supposed to trigger a notification. Default value is 90 %.
<i>Weighting</i>	Enter the smoothing factor defining to which extent the audio curves (samples) are supposed to be smoothed out. The higher the value, the more signal peaks are smoothed out. Default value is 10. Values of 0-10000 can be recommended.
<i>Emotion detection server</i>	By clicking on the icon  , select the server that emotion detection runs on. The speech analysis software recognizes whether there are silence sections in the recording.

**NOTICE!** The list only displays servers which have been configured for audio analysis and have been assigned in the Servers module.

3. Select the respective server from the list of available servers.



Emotion Detection

Name

REC-01

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 85: Select server for emotion detection

4. Click on the button *Add* to apply the selected server.
5. To save the settings, click on the button *Save*.  
To discard the settings, click on the button *Reset*.

### Configuration in the Notifications module

To issue notifications in case of an error, the corresponding notifications must be configured in the Notifications module.



For basic information about the Notifications module refer to the administration manual for tenants *Notifications module*.

### Configuration in the application INSIGHT<sub>neo</sub>

To issue a report visualizing the errors occurred, a report must be created in the application INSIGHT<sub>neo</sub>.



For information about using the Report Templates module and the Report Instances module refer to the respective INSIGHT<sub>neo</sub> user manuals.

#### 7.2.4 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

##### 7.2.4.1 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. 22: 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 tagging of a comment  
`http://172.16.101.94/PHONEapp/XMLInterface?event=SET_TAGGING&tag_field="This is acomment"&deviceExtension=$$SIPUSERNAME$$`
9. Configure tagging of several attributes  
`http://172.16.101.94/PHONEapp/XMLInterface?event=SET_TAGGING&param1=123&param2=456&deviceExtension=$$SIPUSERNAME$$`



The addition `$$SIPUSERNAME$$` makes sure that the extension of the respectively logged-in users is used.

#### 7.2.4.2

#### Configure Servers module

To be able to control the recording by means of `PHONEapp`, 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*.

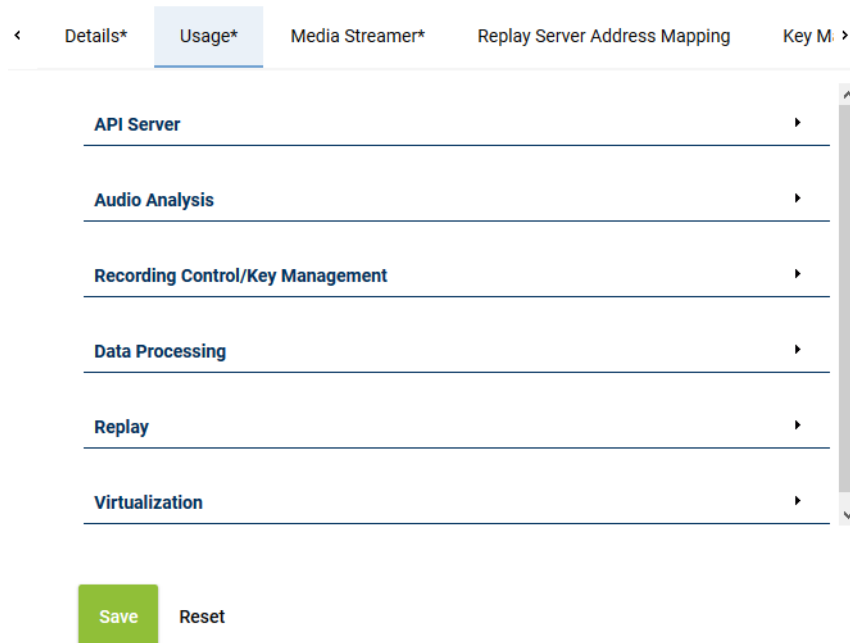


Fig. 86: Servers - tab Usage

3. Open the group field *Recording Control/Key Management*.

#### 7.2.4.2.1 Group field Recording Control/Key Management

**Recording Control/Key Management** ▼

☒ Recording control/Monitoring

Recording architecture  ▼

☒ neo key management

Fig. 87: 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>CLIENT<sup>command</sup></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"> <li>Recording architecture From the drop-down list, select the recording architecture via which you would like to control the recording.</li> </ul>
<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. 23: Configure recording control/key management

#### 7.2.4.3 Configure PHONEapp

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

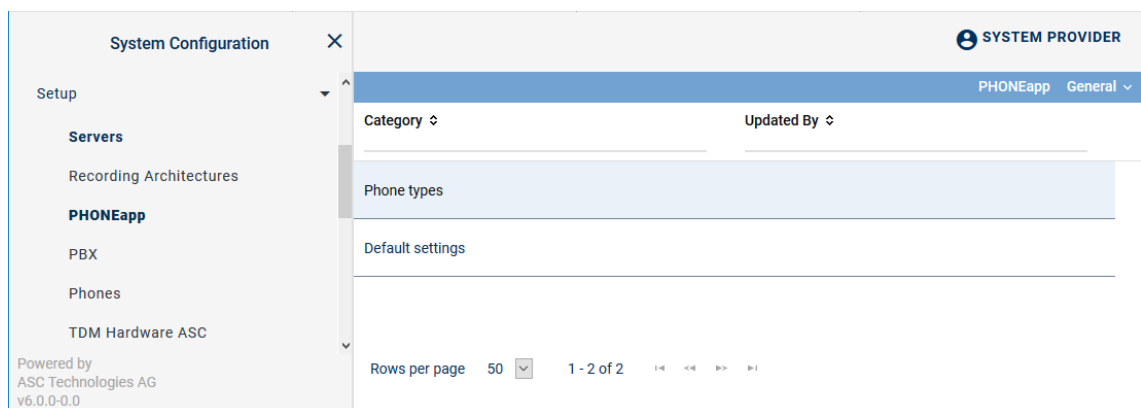


Fig. 88: PHONEapp - main view:

In this module, you can adjust the basic settings for the phone applications and configure phone types.

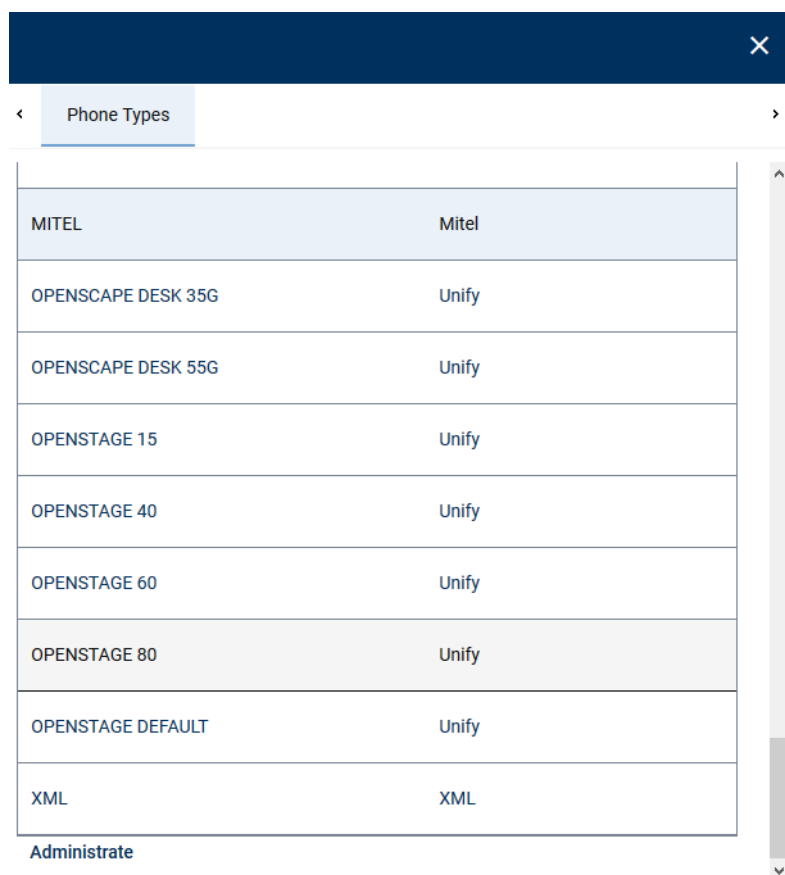
In the category *Phone types*, you can display the properties of the supported end devices and add additional phone types.

To configure the function keys you have to create a new phone type in the category *Phone types*.

#### 7.2.4.3.1 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.



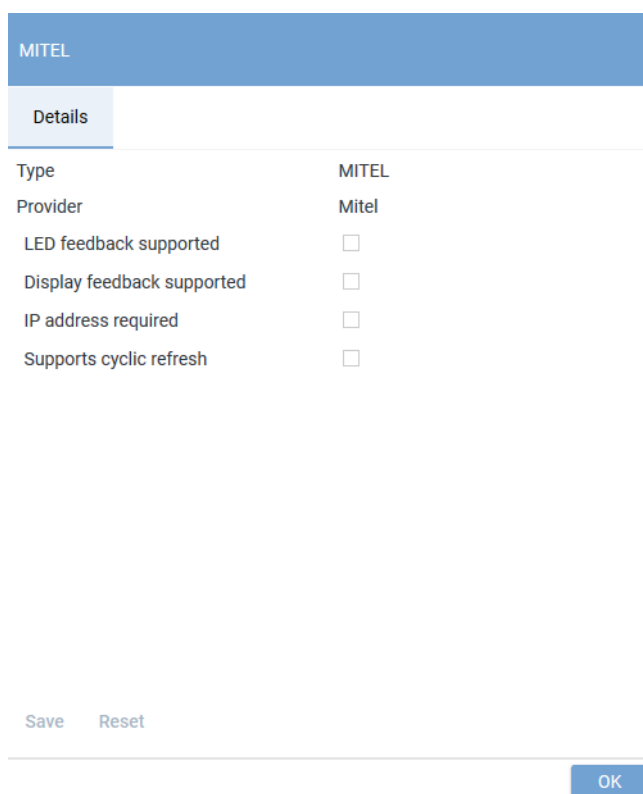
MITEL	Mitel
OPENScape DESK 35G	Unify
OPENScape DESK 55G	Unify
OPENSTAGE 15	Unify
OPENSTAGE 40	Unify
OPENSTAGE 60	Unify
OPENSTAGE 80	Unify
OPENSTAGE DEFAULT	Unify
XML	XML

Administrate

Fig. 89: Detail view phone types

2. 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.





The screenshot shows a configuration window titled "MITEL". It has a "Details" tab selected. The window displays the following information:

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"/>

At the bottom left, there are "Save" and "Reset" buttons. At the bottom right, there is an "OK" button.

Fig. 90: 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.

#### 7.2.4.3.2 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\*   
Only certified requests ☐

**Language**

**Time Parameter**



Response waiting time\*  Milliseconds  
Error waiting time\*  Milliseconds  
Phone refresh interval\*  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**

Save

Reset

Fig. 91: Detail view Default settings

- Adjust the respective settings.
- Click on the button **Save**.

<b>General</b>	Here, you have to enter the address of the PHONE <u>app</u> and activate it.
<ul style="list-style-type: none"> <li><i>Activated</i></li> </ul>	Activates the recording control by means of the PHONE <u>app</u> .
<ul style="list-style-type: none"> <li><i>PHONEapp URL</i></li> </ul>	Enter the URL under which the PHONE <u>app</u> is supposed to be accessible. Enter the IP address of the application server instead of <host>.

	<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://&lt;core_ip&gt;:90</i>.</p> <p>The end device will establish a connection with this URL. The PHONEapp 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"> <li>• <i>Only certified requests</i></li> </ul>	<p>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.</p>
<i>Language</i>	<p>Select the respective default language for the PHONEapp from the drop-down list. The selected language applies to all end devices, unless the display language in the module <i>Setup &gt; Phones</i> is not configured otherwise.</p>
<i>Time Parameter</i>	<p>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.</p>
<ul style="list-style-type: none"> <li>• <i>Response waiting time</i></li> </ul>	<p>Define the period of time during which the PHONEapp 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.</p>
<ul style="list-style-type: none"> <li>• <i>Error waiting time</i></li> </ul>	<p>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 PHONEapp 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.</p>
<ul style="list-style-type: none"> <li>• <i>Phone refresh interval</i> (this setting is only relevant for Alcatel and Cisco)</li> </ul>	<p>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.</p>
<i>Tagging Attributes</i>	<p>Here, you define which data field is filled when tagging via the PHONEapp. All additional data fields as well as the field <i>ASC_COMMENT</i> are available.</p>
<i>Register Fields</i>	<p>Here, you configure how the tagging value is displayed.</p> <p>All IDs listed under <i>Setup &gt; Additional Data</i> as well as the field <i>ASC_COMMENT</i> can be used.</p>
<i>Predefined Tagging Fields</i>	<p>Define whether a comment field with free text or selectable predefined tagging fields are supposed to be used and saved on the end devices.</p>
<ul style="list-style-type: none"> <li>• <i>Activated</i></li> </ul>	<p>Activates the list of predefined tagging fields on the end device. If the function has been deactivated, a manual comment field is displayed.</p>

- *Tagging Field*

Define which selectable predefined tagging fields are supposed to be used and saved on the end devices.

### Configure group field 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. 92: Group field Tagging Attributes



2. Click on the button *Add*.  
⇒ A new entry is added.
3. To edit the entry, click on the icon .



Request Parameter	Field
tag_field	ASC_COMMENT
New request parameter	New field

Add Delete

Fig. 93: Edit tagging attributes

4. Enter the respective parameters.
5. To save the changes, click on the icon .  
To discard the changes, click on the icon .
6. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

### Delete tagging attributes

1. In the detail view, select the attribute you would like to delete.
2. Click on the button *Delete*.
3. Click on the button *Yes*.

⇒ The selected attribute is removed from the list.

4. Click on the button *Save* to apply the change in the tab *Default settings*.


### Configure group field Register Fields

#### Add and edit register fields

1. 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	✓
<div> <span>Add</span> <span>Delete</span> </div>		



Fig. 94: Group field Register Fields

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.

Register Fields		
Field	Recording Control Field	Active
Comment	ASC_COMMENT	✓
<div> <span>Add</span> <span>Delete</span> </div>		

New field	New RC field	<input checked="" type="checkbox"/>	✓ ✕
-----------	--------------	-------------------------------------	-----

Fig. 95: Edit register fields

4. 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.
5. Activate or deactivate the register field via the check box.
6. To save the changes, click on the icon .  
To discard the changes, click on the icon .
7. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

#### Delete register fields

1. In the detail view, select the attribute you would like to delete.
2. Click on the button *Delete*.
3. Click on the button *Yes*.  
⇒ The selected attribute is removed from the list.
4. Click on the button *Save* to apply the change in the tab *Default Settings*.

### Configure group field 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.

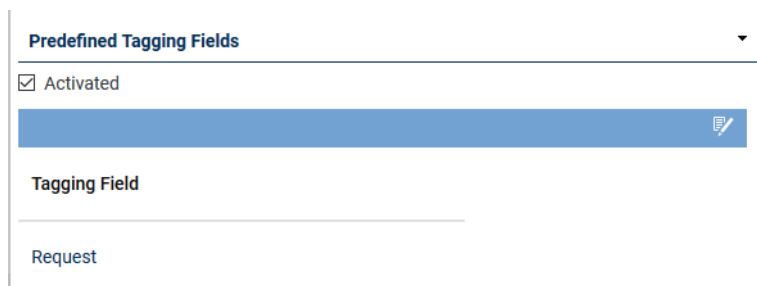
#### Activate comment field with free text

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.
  2. 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.

1. In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.




**Predefined Tagging Fields**

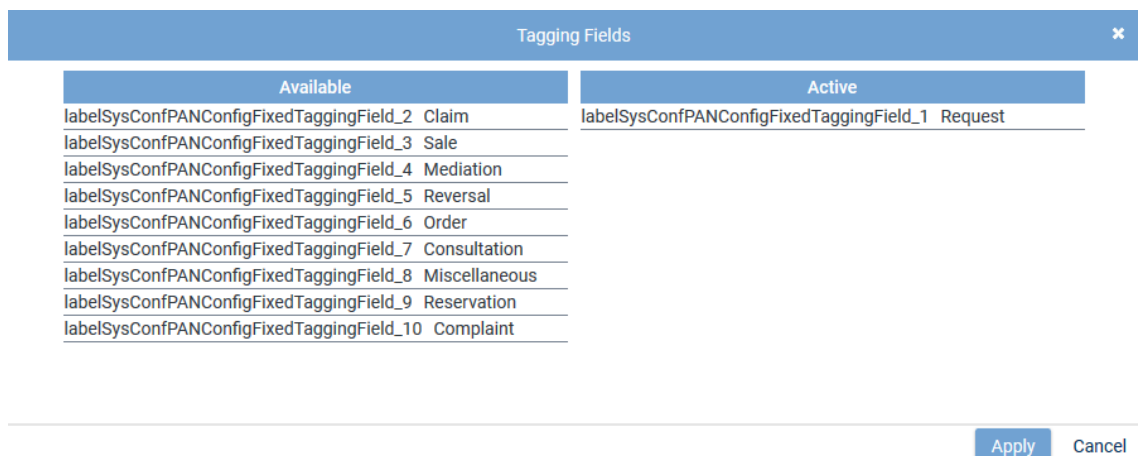
☒ Activated

Tagging Field

Request

Fig. 96: Configure tagging fields


2. Activate the check box *Activated*.
  3. Click on the icon  (*Edit*).
- ⇒ The window *Tagging Fields* appears.



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. 97: 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.
	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.

#### 7.2.4.4 Configure PBX module

In the PBX module, you have to activate the PHONE<sub>app</sub> configuration.

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

2. Select the tab **PHONEapp Configuration**.

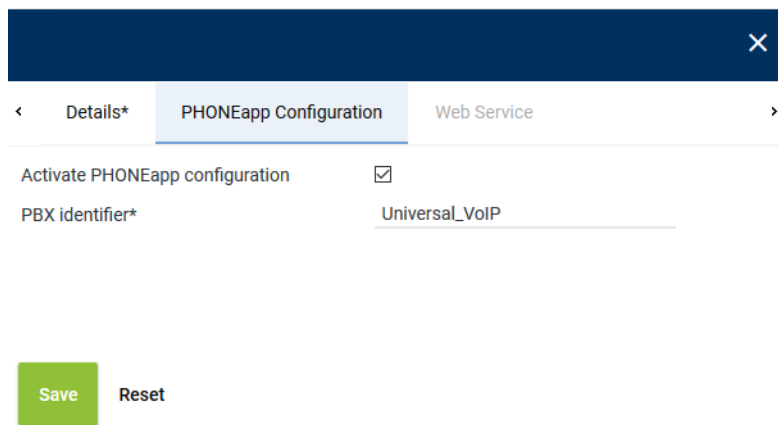


Fig. 98: Activate PHONEapp configuration

3. Enter the following parameters:

Activate PHONEapp configuration	Here, the PHONEapp 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.

#### 7.2.4.5 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:

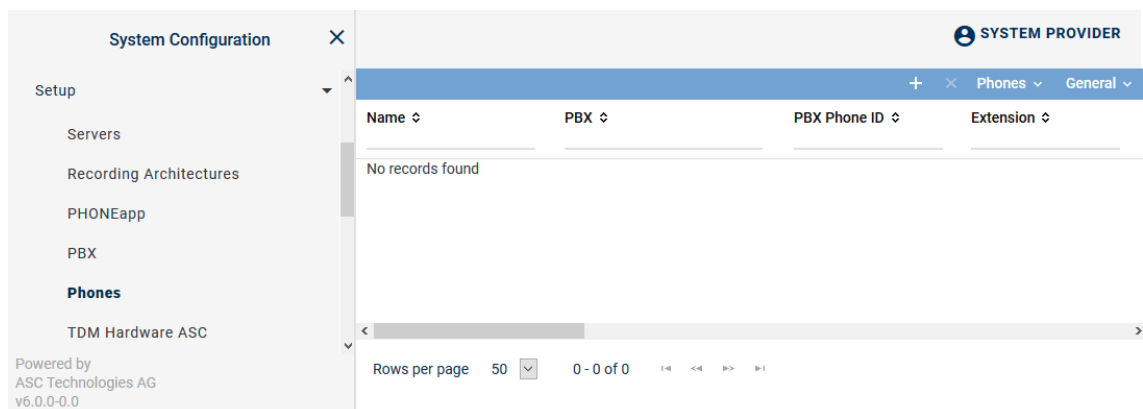



Fig. 99: Phones - main view

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


<b>Name</b>	Shows the name of the phone.
<b>PBX</b>	Shows the name of the PBX.



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

#### 7.2.4.5.1 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.

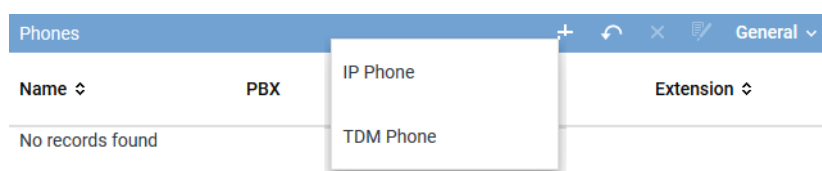



Fig. 100: Create phones Select phone type

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.

#### 7.2.4.5.2 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.

#### 7.2.4.6 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.

#### 7.2.4.7 Error codes

Here, you find a list of known error codes including a description, severity, classification, and method.

Error code	Description	Severity	Classification	Method
PA0001	no call	INFO		
PA0002	no call, no start allowed	INFO		
PA0003	!m.hasRecording && !m.hasActiveRecordingControl	INFO		
PA0004	!m.hasRecording && !m.hasActiveRecordingControl	INFO		
PA0010	not allowed: RCET_START	INFO		
PA0011	not allowed: RCET_STOP	INFO		
PA0012	not allowed: RCET_MUTE	INFO		
PA0013	not allowed: RCET_UNMUTE	INFO		
PA0014	not allowed: RCET_KEEP	INFO		
PA0015	not allowed: RCET_DELETE	INFO		
PA0016	not allowed: RCET_ADDPARAMETERS fixed value	INFO		
PA0017	not allowed: RCET_ADDPARAMETERS	INFO		
PA0018	not allowed: RCET_ACTIVITY	INFO		
PA0050	not allowed: RCRC_FAILED	WARN		
PA0051	not allowed: RCRC_NO_LICENSE	WARN		
PA0052	not allowed: RCRC_NOT_ALLOWED	WARN		
PA0053	not allowed: RCRC_NO_CALL	INFO		
PA0054	not allowed: RCRC_UNKNOWN_COMMAND	WARN		
PA0055	not allowed: RCRC_UNKNOWN_REASON	WARN		
PA0056	not allowed: RCRC_COMMAND_CANCELLED	WARN		
PA0057	not allowed: RCRC_UNKNOWN_PARAMETER	WARN		

Error code	Description	Severity	Classification	Method
PA0058	not allowed: RCRC_MISSING_PARAMETER	WARN		
PA0059	not allowed: RCRC_UNKNOWN_PARAMETER_VALUE	WARN		
PA0100	PHONEapp is not enabled	WARN	PhoneAppNeoFacade	checkPhoneAppActivationState
PA0101	PHONEapp is not enabled for PBX	WARN	PhoneAppNeoFacade	checkPhoneActivationState
PA0102	PHONEapp is not enabled for Phone	WARN	PhoneAppNeoFacade	checkPhoneActivationState
PA0103	No PHONEapp Configuration found in Cache	WARN	PhoneAppNeoFacade	checkPhoneAppActivationState
PA0105	pbxs.size() > 1	WARN	PhoneAppNeoFacade	checkPBXUniqueness
PA0106	pbxs.size() > 1	WARN	PhoneAppNeoFacade	checkPBXUniqueness
PA0107	phones == null	WARN	PhoneAppNeoFacade	checkPhoneUniqueness
PA0108	phones.isEmpty()	WARN	PhoneAppNeoFacade	checkPhoneUniqueness
PA0109	phones.size() > 1	WARN	PhoneAppNeoFacade	checkPhoneUniqueness
PA0110	invalid DisplayLanguage	WARN	PhoneAppNeoFacade	setDefaultSystemLocale
PA0111	invalid DisplayLanguage	WARN	PhoneAppNeoFacade	setDefaultSystemLocale
PA0112	General Exception	ERROR	PhoneAppNeoFacade	setDefaultSystemLocale
PA0113	General Exception	ERROR	PhoneAppNeoFacade	getPhoneAppNeoLocale
PA0115	rCCallProperties==null	WARN	PhoneAppNeoMessageFacade	getPhone
PA0116	phone registered, but not unique	ERROR	PhoneAppNeoMessageFacade	getPhone
PA0117	No participant found for monitoring	WARN	PhoneAppNeoMessageFacade	getPhoneIdentifier
PA0118	No rCCallProperties found	WARN	PhoneAppNeoMessageFacade	setRCCallAddressInformation
PA0120	phoneIdentifier==null	WARN	PhoneAppNeoRequestFacadeImpl	getPhone
PA0121	General Exception	ERROR	PhoneAppNeoRequestFacadeImpl	getEventProcessingResultForException
PA0122	General Exception	ERROR	PhoneAppNeoRequestFacadeImpl	registerPhone
PA0124	No tagging fields found in cache	ERROR	EventProcessingStateHelper	setPhoneAppNeoTaggingFieldContainer
PA0125	General Exception	ERROR	EventProcessingResult	getRegisterFieldName
PA0130	Unfiltered PBX list is empty	WARN	PhoneAppNeoPBXFacadeImpl	getPbx

Error code	Description	Severity	Classification	Method
PA0131	No active PBX found	WARN	PhoneAppNeoPBXFacadeImpl	getPbx
PA0132	Found PBX not unique.PBX has to be identified by request-parameter pbxid	WARN	PhoneAppNeoPBXFacadeImpl	getPbx
PA0133	No pbxs found	WARN	PhoneAppNeoPBXServiceImpl	getPbxs
PA0140	PBX==null	WARN	PhoneAppNeoMessageFacade	getPhoneState
PA0141	Identifier PHONEID not in rCCallProperties	WARN	PhoneAppNeoMessageFacade	getPhoneState
PA0200	phoneAppNeoEventType==null	WARN	PhoneAppNeoEventProcessorFactory	getPhoneAppNeoEventProcessor
PA0201	phoneAppNeoEventType not supported	WARN	PhoneAppNeoEventProcessorFactory	getPhoneAppNeoEventProcessor
PA0203	No Event found	WARN	PhoneAppNeoEventTypeServiceImpl	getPhoneAppNeoEventType
PA0205	EventIdentifier==ERROR && RequestParameter==VALUE	WARN	PhoneAppNeoEventProcessorErrorImpl	processEvent
PA0206	Cannot cast the start index of softkey to number	ERROR	PhoneAppNeoEventProcessorSetSoftKeyStartIndexImpl	processEvent
PA0207	No PHONEapp configuration found in cache	ERROR	PhoneAppNeoEventProcessorSetTagging-FixedValueImpl	getResourceBundleValue
PA0208	No tagging fields found in cache	ERROR	PhoneAppNeoEventProcessorSetTagging-FixedValueImpl	getTaggingField
PA0210	WaitingTime>EventErrorWaitingTime	WARN	PhoneAppNeoEventProcessorRefreshImpl	checkEventProcessingTimeout
PA0211	Cannot cast the start index of softkey to integer	ERROR	PhoneAppNeoEventProcessorSetSoftKeyStartIndexImpl	processEvent
PA0212	No EventErrorWaitingTime found in cache	ERROR	PhoneAppNeoEventProcessorRefreshImpl	checkEventProcessingTimeout
PA0215	General Exception	ERROR	PhoneAppNeoEventProcessorServiceImpl	processEvent
PA0220	hasCompleteActiveRecordingControlsResponses==false	INFO	PhoneAppNeoEventProcessorToggleKeepImpl	isEventProcessingComplete
PA0225	hasErrorFreeRCNotificationResponse==false	INFO	PhoneAppNeoEventProcessorToggleMutelImpl	isEventProcessingComplete
PA0230	hasCompleteActiveRecordingControlsResponses==false	INFO	PhoneAppNeoEventProcessorToggleStartImpl	isEventProcessingComplete

Error code	Description	Severity	Classification	Method
PA0235	hasErrorFreeRCNotificationResponse==false	INFO	PhoneAppNeoEventProcessorToggleStartImpl	isEventProcessingComplete
PA0236	EventIdentifier is empty	WARN	PhoneAppNeoEventProcessorUndefinedImpl	processEvent
PA0240	EventIdentifier is not empty	WARN	PhoneAppNeoEventProcessorUndefinedImpl	processEvent
PA0250	General Exception	ERROR	PhoneAppNeoJMSSenderImpl	send
PA0255	phoneAppRCEventType not found	WARN	PhoneAppNeoMessageHelper	getPermittedSubsequentEventContainer
PA0256	Permitted Events not found	WARN	PhoneAppNeoMessageHelper	getPermittedSubsequentEventContainer
PA0257	transmissionAddress == null	WARN	PhoneAppNeoMessageHelper	getRCIdentifier
PA0258	Register Fields not found	WARN	PhoneAppNeoMessageHelper	getRegisterFieldContainer
PA0260	phoneAppRCEventType == null	WARN	PhoneAppRCEventNotificationMessageHelper	getPhoneAppRCEventNotification
PA0261	General Exception	ERROR	PhoneAppNeoRCPhoneAppNotificationFacadeImpl	handleRCPhoneAppNotification
PA0262	General Exception	WARN	PhoneAppNeoRCPhoneAppNotificationFacadeImpl	handleRCPhoneAppNotification
PA0263	General Exception	ERROR	PhoneAppNeoRCEventNotificationResponseFacadeImpl	handleRCEventNotificationResponse
PA0266	General Exception	ERROR	RCPhoneAppNotificationServiceImpl	sendCommonSuccess
PA0300	phoneState == null	WARN	EventPostProcessor	performPostProcessing
PA0301	General Exception	WARN	EventPostProcessor	setRCStateProperties
PA0350	General Exception	ERROR	EventProcessingResultPusher	pushEventProcessingResult
PA0355	phoneState == null	WARN	EventProcessingStateHelper	getEventProcessingState
PA0356	Current contextId != contextId of eventProcessingState	WARN	EventProcessingStateHelper	getEventProcessingState
PA0360	phoneState==null	WARN	PhoneStateCache	setPhoneState
PA0361	phoneState.getPhone() == null	WARN	PhoneStateCache	setPhoneState
PA0362	phoneId == null	WARN	PhoneStateCache	removePhoneState
PA0363	phoneId == null	WARN	PhoneStateCache	getPhoneState

Error code	Description	Severity	Classification	Method
PA0365	No phoneState found in cache	ERROR	PhoneStateCache	setPhoneState
PA0366	No phoneState found in cache	ERROR	PhoneStateCache	removePhoneState
PA0367	No phoneState found in cache	ERROR	PhoneStateCache	getPhoneStates
PA0368	No phoneState found in cache	ERROR	PhoneStateCache	getPhoneState
PA0390	General Exception	ERROR	DroolsRuleEngine	inititalize
PA0391	General Exception	ERROR	DroolsRuleEngine	evaluate
PA0392	KnowledgeBuilder.hasErrors	ERROR	DroolsRuleEngine	inititalize
PA0400	No Machine available	WARN	PhoneAppNeoRequestServiceImpl	getReceiverMachines
PA0401	General Exception	ERROR	PhoneAppNeoRequestServiceImpl	performEventProcessingCompletionWaiting
PA0402	General Exception	ERROR	PhoneAppNeoRequestServiceImpl	processRequest
PA0403	No phonestate found in cache	ERROR	PhoneAppNeoRequestServiceImpl	performEventProcessingCompletionWaiting
PA0404	General Exception	ERROR	PhoneAppNeoRequestServiceImpl	sendPhoneAppRCEventNotification
PA0405	phoneState==null	WARN	RCMessageService	getRCState
PA0410	is empty	ERROR	AlcatelSOAPIdentifierServiceImpl	loadSOAPIdFromCache
PA0411	alcatelSOAPIdentifier==null	ERROR	AlcatelSOAPIdentifierServiceImpl	saveSOAPIdIntoCache
PA0412	alcatelSOAPIdentifier.getPbxIdentifier()==null	ERROR	AlcatelSOAPIdentifierServiceImpl	saveSOAPIdIntoCache
PA0413	No alcatelSOAPIdentifier found in cache	ERROR	AlcatelSOAPIdentifierServiceImpl	loadSOAPIdFromCache
PA0414	No alcatelSOAPIdentifier found in cache	ERROR	AlcatelSOAPIdentifierServiceImpl	saveSOAPIdIntoCache
PA0415	Used for resets the PhoneState values after RC Disconnect	WARN	PhoneAppNeoPhoneStateServiceImpl	resetPhoneStateAfterRCDisconnect
PA0416	phoneState == null	WARN	PhoneAppNeoPhoneStateServiceImpl	resetPhoneStateAfterRCDisconnect
PA0417	Phone not found	WARN	PhoneAppNeoPhoneStateServiceImpl	getPhoneStateFromCache
PA0460	rcIdentifier==null	WARN	RCIdentifier	isEqual
PA0500	key is empty or value==null	WARN	PhoneAppNeoRequest	addRequestParameter
PA0505	eventProcessingState==null	WARN	EventProcessingState	isEqual

Error code	Description	Severity	Classification	Method
PA0506	phoneAppNeoEventType == null	WARN	PermittedSubsequentEventContainer	hasPermittedSubsequentEvent-Type
PA0507	phoneAppNeoEventType == null	WARN	PermittedSubsequentEventContainer	hasPermittedSubsequentEvent-Type
PA0510	phoneAppNeoRegisterField == null	WARN	PhoneAppNeoRegisterField	isEqual
PA0511	paramID == null    value == null	WARN	PhoneAppNeoRegisterField	isEqual
PA0515	phoneIdentifier == null	WARN	PhoneIdentifier	isEqual
PA0516	phoneIdentifierType == null    value == null	WARN	PhoneIdentifier	addIdentifier
PA0520	phoneState == null	WARN	PhoneState	isEqual
PA0525	rcIdentifier == null	WARN	RCState	isEqual
PA0530	paramID == null	WARN	RegisterFieldContainer	getPhoneAppNeoRegisterField
PA0550	General Exception	ERROR	EventProcessingResultListener	onEntryAdded
PA0560	unsupported PhoneVendor	ERROR	PhoneAppNeoFactory	getPhoneAppNeo
PA0600	Not a thrown exception. Default-Exception, if exception==null	WARN	ResourceTranslator	translateExceptionType
PA0605	General Exception	ERROR	FreeMarkerDocumentCreatorImpl	getTemplate
PA0606	General Exception	ERROR	FreeMarkerDocumentCreatorImpl	getDocument

Tab. 24: Error codes

Error code	Description	Severity	Classification	Method
PA3000	No license for XML available	WARN	PhoneAppNeoXMLServlet	processRequest
PA3001	General Exception	ERROR	PhoneAppNeoXMLServlet	processRequest
PA3002	General Exception when sending Response	ERROR	PhoneAppNeoXMLServlet	processRequest
PA3004	Save a phone with XML phone type is not allowed	WARN	PhoneAppNeoRequestFacadeImpl	registerPhone
PA3010	phoneAppNeoPhoneStateType == null	WARN	PhoneAppNeoDocumentCreatorXMLImpl	getPhoneAppNeoTemplateType

Tab. 25: XML

### 7.2.5 Import InAttend conversation to neo

#### Supported import formats

##### WAVE / MP3 + CSV

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in [WAVE](#) format or in [MP3](#) format.

If the required additional data is contained in the file name, then no separate [CSV](#) file is needed.

A corresponding [CSV](#) file is required, if the data can only be extracted from the content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

##### WAVE / MP3 + XML

This import format allows you to import recordings which have been created by a third-party system. Audio data must be available either in [WAVE](#) format or in [MP3](#) format.

If the required additional data is contained in the file name, then no separate [XML](#) file is needed.

A corresponding [XML](#) file is required, if the data can only be extracted from the file content. The file names of associated files have to be identical except for the file extension so that the additional data can be mapped correctly.

To import conversations from an InAttend Console of Mitel to the [neo](#) system, the following pre-conditions must be met:

- Audio data must be available in [WAVE](#) format.
- In the Servers module in the tab *Usage*, the functions *Data storage and import* must have been activated.
- In the PBX module, a [PBX](#) must have been configured.
- In the Additional Data module, respective fields for the additional data must have been configured.  
e. g. *customCP01*.
- In the Recording Import module, you must configure an import job.

#### 7.2.5.1 Configure import job

To import recordings, you must configure an import job.



---

The following configuration has to be carried out as system administrator.

---

1. Open the application *System Configuration*.
2. Log in as system provider.
3. Select the menu item *Setup > Recording Import*.



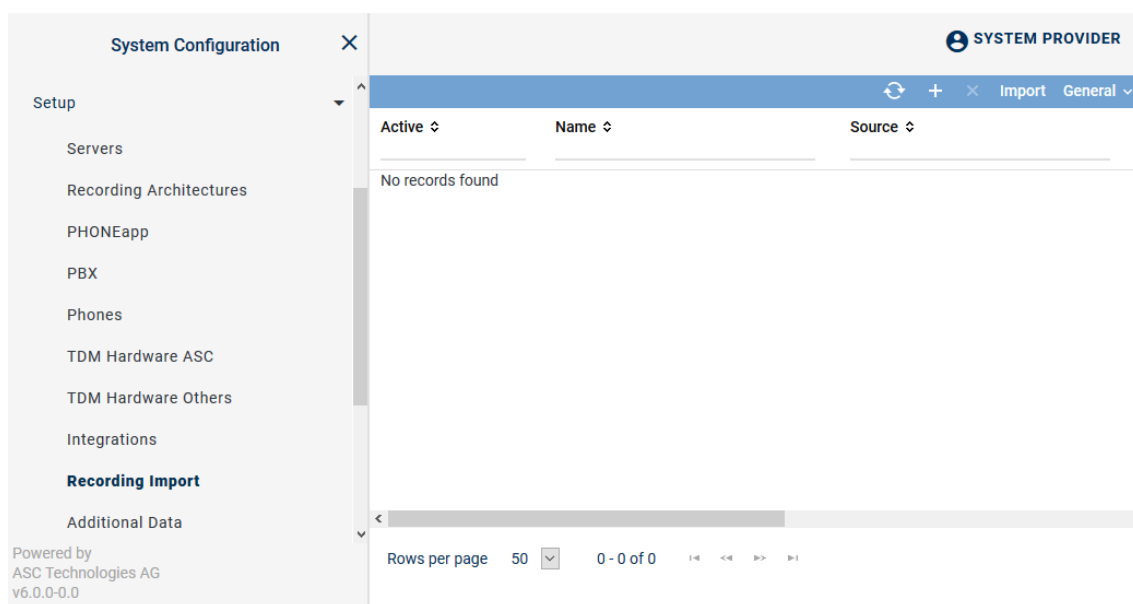




Fig. 101: Main view



4. Click on the icon  (Create) in the toolbar of the main view.
  - ⇒ The new import configuration is displayed in the detail view. The configuration options depend on the selected import format.

### 7.2.5.1.1 Tab Details

In Attend Import

<
Details\*
Drives\*
Mapping\*
Check Duplicate
>

 Help



Active	<input type="checkbox"/>
Name*	InAttend Import
Description	<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>
Import format*	WAV + CSV 
Codec	G.711 a-law 
Execution mode	<input type="radio"/> Once <input checked="" type="radio"/> Continuous
PBX*	Universal Import <span style="float: right;">+ -</span>
Tenant*	1st-tenant <span style="float: right;">+ -</span>
Retention period of import statistics	<div style="display: flex; align-items: center;"> <div style="border-bottom: 1px solid #ccc; width: 40px; text-align: center;">1</div> <div style="margin: 0 5px;">Year(s)</div> <div style="border-bottom: 1px solid #ccc; width: 40px; text-align: center;">0</div> <div style="margin: 0 5px;">Month(s)</div> </div>

Save


Reset

Fig. 102: Tab Details (example)

**Active** Once the configuration has been completed, you can activate the import job by means of the check box.

	<input checked="" type="checkbox"/> = Job is active. <input type="checkbox"/> = Job is not active. <p>As long as an import job is active, the recording system checks whether new files are available in the source directory. If new data is available, it is imported.</p>
<i>Name</i>	Enter the name for the import job.
<i>Description</i>	Here, you can enter a description of the import job.
<i>Import format</i>	<p>Select the import format from the drop-down list. The following formats have been tested by ASC and are supported:</p> <ul style="list-style-type: none"> <li>• WAV + CSV</li> <li>• WAV + XML</li> </ul>
<i>Codec</i>	<p>Select the <a href="#">codec</a> from the drop-down list in which the recordings are supposed to be saved.</p> <p>The following codecs are supported:</p> <ul style="list-style-type: none"> <li>• G.711 <a href="#">A-law</a></li> <li>• G.711 <a href="#">μ-law</a></li> <li>• G.729a</li> <li>• Linear <a href="#">PCM</a> 8 bit</li> </ul>
<i>Execution mode</i>	<p>Select whether the import is supposed to be executed once or continuously.</p> <ul style="list-style-type: none"> <li>• <i>Once</i> The import is started upon activating the import configuration. The source directory is checked for data only once.</li> <li>• <i>Continuous</i> The import is started permanently upon activating the import configuration and does not end before the import configuration is deactivated manually. The source directory is constantly checked for new data as long as the import configuration is active.</li> </ul> <p><b>NOTICE!</b> For some import formats only continuous execution is available. In this case, the present setting is automatic.</p>
<i>PBX</i>	<p>By clicking on the button , select for which <a href="#">PBX</a> the data is supposed to be imported, see <a href="#">chapter "Assign PBX", p. 98</a>.</p> <p>It is necessary to map the imported data to a <a href="#">PBX</a> so that the extensions can be mapped. For a mere import, you can either select a configured Mitel <a href="#">PBX</a> or a <a href="#">PBX</a> of the type <i>Universal Import</i>. The <a href="#">PBX</a> must have been configured in the PBX module previously.</p>
<i>Tenant</i>	<p>By clicking on the button , select which tenant the imported data is supposed to be mapped to, see <a href="#">chapter "Assign tenant", p. 99</a>.</p> <p><b>NOTICE!</b> In a 1-tenant system, the tenant is entered here automatically. The setting cannot be changed.</p>

### Assign PBX

1. Click on the button  on the right of the entry field.
2. Select a [PBX](#) from the list.

PBX	
Name	Type
SIP	Universal VoIP
Cisco ...	Cisco UCM
Avaya_1	Avaya CM
Cisco Jabber	Cisco Jabber
Universal import	Universal import
Universal analog CM	Universal analog CM
OpenScape Xpert	OpenScape Xpert

Rows per page 20 1 - 20 of 21

Add Cancel

Fig. 103: Add PBX

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

### Assign tenant

- Click on the button **+** on the right of the entry field.
- Select a tenant from the list.

Tenant	
Tenant	Type
System	System provider
1st-Tenant	Tenant
3rd-Tenant	Tenant
2nd-Tenant	Tenant

Add Cancel

Fig. 104: Add tenant

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

#### 7.2.5.1.2 Tab Drives

- Select the tab *Drives* to configure the source.



A drive can be used in several job configurations as long as the drive is not used actively by a configuration.

If a drive is currently used actively by a job, no additional job which uses the same drive can be released or activated. This behavior includes all modules, i. e. regardless of the module that the configuration belongs to.

Settings depend on the selected import format.

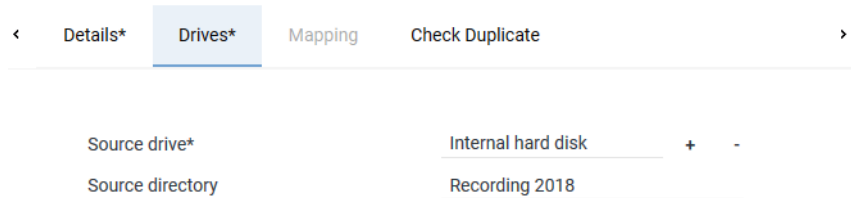


Fig. 105: Tab Drives - [WAVE](#) / [MP3](#) formats

<b>Time zone</b>	Select the time zone from the drop-down list that the time indicated in the data to be imported refers to.
<b>Source drive</b>	Select the drive from which the data is supposed to be imported, see <a href="#">chapter "Assign drive", p. 100</a> .
<b>Source directory</b>	Enter the directory from which the data is supposed to be imported.

### Assign drive

1. Click on the button **+** on the right of the entry field.
2. Select a drive from the list.

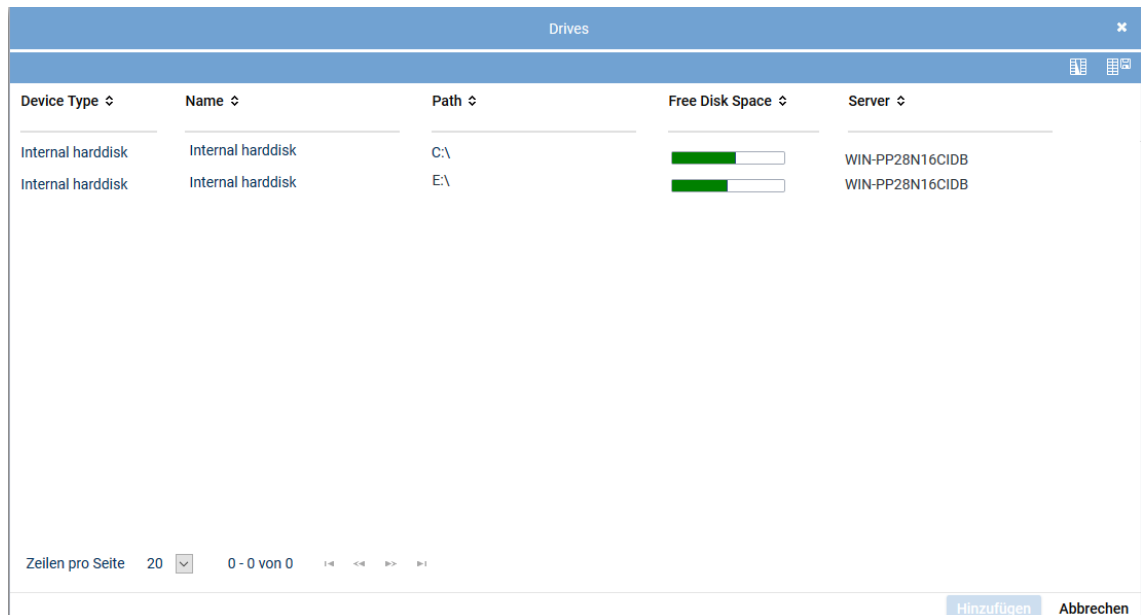


Fig. 106: Add drive

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

#### 7.2.5.1.3 Tab Mapping with CSV file

1. Select the tab *Mapping*.

Here, you can configure the rules that have to be observed when mapping the additional data from the sets of data which are supposed to be imported to the data structure in the neo recording system.

The following group fields are available to be configured:

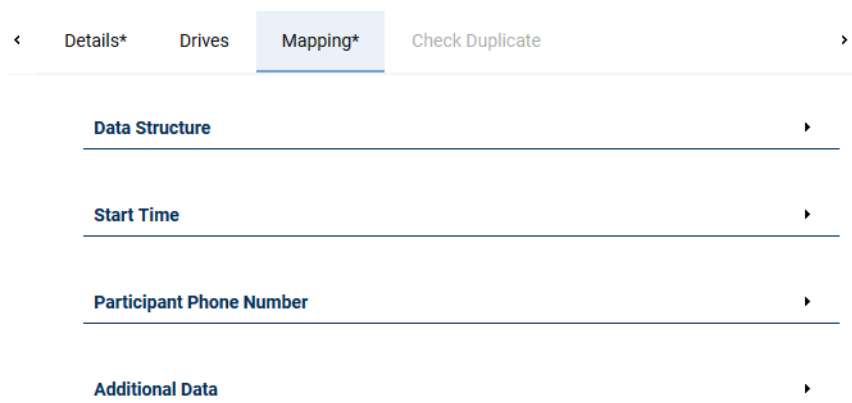


Fig. 107: Tab Mapping for **WAVE** / **MP3** import formats

The additional data can either be extracted from the file name of the **WAVE** or **MP3** file or from the file content of the delivered **CSV** or **XML** file.

The file names of associated files (**WAVE** / **MP3** and **XML** file or **WAVE** / **MP3** and **CSV** file) must be identical except for the file extension so that the additional data can be mapped correctly.

If no separate file with additional data is available, the additional data is extracted from the file name of the **WAVE** or **MP3** file.

### Group field Data Structure

Enter the format of the file name so that information can be read out.

The file name consists of information sections which are separated by a certain delimiter.

A new section begins at the beginning of the file name and after a delimiter. Every section ends with a delimiter as well as with the period in front of the file extension.

Example:

The file name "2019-11-06\_10-44-46\_Shruthiv\_9002\_61.wav" consists of 5 sections separated from each other by an underscore.

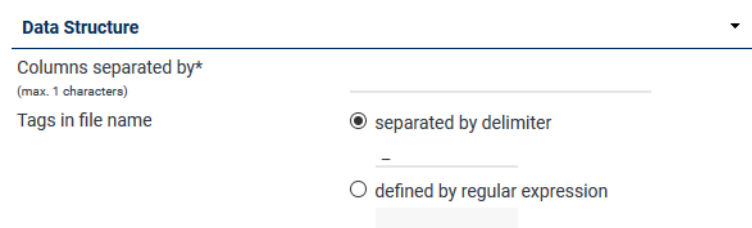


Fig. 108: Group field Data Structure

In this case, select the option *separated by delimiter* and enter an underscore in the entry field as delimiter.

**NOTICE!** Digits and letters are not recognized as delimiters.

### Group field Start Time

Here, you can define how the start time of the recordings is supposed to be read out of the file name or the file content.

#### Import format WAVE

**Start Time** ▼

Source File name ▼

☐ Date and time in same section

Section no.\* 1 ▼

Format\*

☒ Date and time in separate sections

Section no. for date\* 1 ▼

Format\* yyyy-MM-dd

Section no. for time\* 2 ▼

Format\* hh-mm-ss

Fig. 109: Group field Start time - Import format WAVE

Source	From the drop-down list, select the entry <i>File name</i> as the source from which the information is supposed to be read out.
<b>Date and time in separate sections</b>	
Section no. for date	Use the rotating field to select the <i>section no.</i> where the information can be found.
Format	Enter the date format in the following layout: yyyy-MM-dd
Section no. for time	Use the rotating field to select the <i>section no.</i> where the information can be found.
Format	Enter the time format in the following layout: hh-mm-ss

### Group field Participant Phone Number

Here, you can define from which sections the information of the conversation participants is supposed to be read out from the file name.

**Participant Phone Number** ▼

Handling of stereo recordings ☐ Mix stereo to mono

Several phone numbers in a column separated by   
(max. 1 characters)

Source	Section No./Column	Track
File name	4	left
File name	5	left

[New](#) [Edit](#) [Delete](#)

Fig. 110: Group field Participant phone number (example)

<i>Handling stereo recordings</i>	This option is not relevant for InAttend conversation, as <a href="#">WAVE</a> files are available in mono only.
<i>Several phone numbers in a column separated by</i>	This option is not relevant, as the information is read out from the <a href="#">WAVE</a> files name.

### List

The list shows all import configuration rules that have been saved to be able to map the participant phone numbers.

<i>Source</i>	Shows whether the information is read out of the file name or out of the file content.
<i>Section No./XML Tag or Section no./Column</i>	Shows from which information section the information is read out. <b>NOTICE!</b> The column title depends on the import format.
<i>Track</i>	Selecting a track is not relevant for InAttend conversations, as the import files are available in mono.

Tab. 26: Mapping rules for participant phone numbers

<i>New</i>	The button opens a window in which you can create a new entry. See <a href="#">chapter "Configure source for participant phone numbers", p. 103.</a>
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Configure source for participant phone numbers", p. 103.</a>
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 27: Buttons

### Configure source for participant phone numbers

1. Click on the button *New* to configure a new source.

In the window *Source for Participant Phone Numbers*, you can define how additional data is supposed to be read out from the file name or the file content.

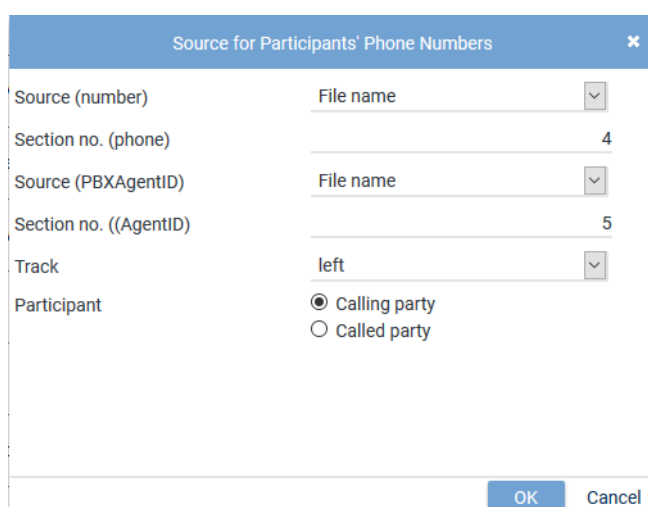


Fig. 111: Edit source for participant phone number (example)

<i>Source</i>	From the drop-down list, select the file name as the source for the additional data.
<i>XML Tag</i>	Enter the number of the file name section that contains the information.

or <i>Column Name</i>	<b>NOTICE!</b> The name of the entry field depends on the source and the import format.
or <i>Section No.</i>	
<i>Track</i>	Selecting a track is not relevant for InAttend conversations, as the import files are available in mono.
<i>Participant</i>	Select whether the phone numbers come from calling parties or from called parties.

- Click on the button *OK* to apply the configuration and close the window.

### Group field Additional Data

Here, you can define how additional data is supposed to be read out from the file name and mapped to the additional data types defined in the Additional Data module.

The list shows all import configuration rules that have been saved to be able to map the additional data.

Additional Data		
Source	Section No./Column	Additional Data
File name	3	customCP01
<a href="#">New</a> <a href="#">Edit</a> <a href="#">Delete</a>		

Fig. 112: Group field Additional Data (example for WAVE import formats)

<i>Source</i>	The column indicates whether the information is read out of the file name or out of the file content.
<i>Section No./XML Tag or Section no./Column</i>	Column indicates from which information section the information is read out. <b>NOTICE!</b> The column title depends on the import format.

Tab. 28: Group field Additional Data

<i>New</i>	The button opens a window in which you can create a new entry. See <a href="#">chapter "Configure source for additional data", p. 104.</a>
<i>Edit</i>	The button opens a window in which you can edit a selected entry. See <a href="#">chapter "Configure source for additional data", p. 104.</a>
<i>Delete</i>	The button deletes the selected entry from the list.

Tab. 29: Buttons

### Configure source for additional data

- Click on the button *New* to configure a new source.

In the window *Source for Additional Data*, you can define how additional data is supposed to be read out from the file name and which additional data type they are supposed to be mapped to.

- In the group field *Additional Data*, click on the button *New* or *Edit*.

⇒ The following window appears:



Source for Additional Data

Source

File name

Section no.\*

3

Additional data\*

customCP01

OK

Cancel

Fig. 113: Edit source for additional data (example for WAVE import format)

Source	From the drop-down list, select the <i>file name</i> as the source for the additional data.
XML Tag or Column Name or Section No.	Enter the number of the file name section that contains the information. <b>NOTICE!</b> The name of the entry field depends on the source and the import format.
Additional data	From the drop-down list, select the additional data type that the information is supposed to be mapped to.  For further information about the configuration of the additional data refer to the administration manual System Configuration <i>Additional Data module</i> .

- Click on the button *OK* to apply the configuration and close the window.

### 7.2.5.2 Replaying conversations in POWERplay Web

- Log in to the application *POWERplay Web* as administrator of the tenant to replay conversations.
- Select the menu item *Recording View* in the navigation bar.

Loaded

Section ID

Start Time

End Time

5489e9bc-e9e5-47fa-a0f8-4dae3ba74233

11/05/2019 10:44:46 AM

11/05/2019 10:45:03 AM

5489e9bc-e9e5-47fa-a0f8-4dae3ba74233

11/05/2019 10:44:46 AM

11/05/2019 10:45:03 AM

Recording View

Details

Participants

Additional Data

Start time

11/05/2019 10:44:46 AM

End time

11/05/2019 10:45:03 AM

Duration

00:00:17:480

Active participant name

Device name

Deletion time

12/31/9999 12:00:00 AM

Statistics of the Conversation

Number of connected sections

1

Duration of connected sections

00:00:17:480

Number of failed callbacks

0

Number of successful callbacks

0

Conversation ID of callback request

Calling Party Information

Save

Reset

Fig. 114: POWERplay Web - Recording View

- Use the search function to search for the start time of the conversation to select the conversation you have imported.
- Select a conversation to check the additional data.
- Change to the tab *Additional Data*.

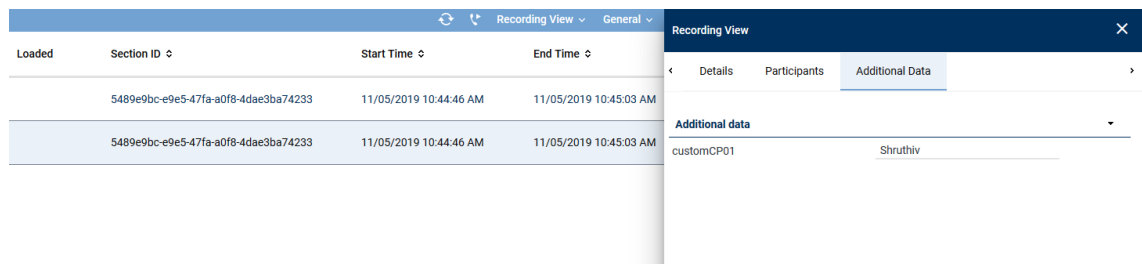


Fig. 115: Recording View - tab Additional Data

⇒ In the field *customCP01*, the name of the participant appears.

## 7.3 Configure Genesys T-Server (optional)

### 7.3.1 Configure IP address and port of the Genesys T-Server

- Log in to the Genesys Administrator.
- Click on the menu item *Environment > Applications* in the navigation bar.

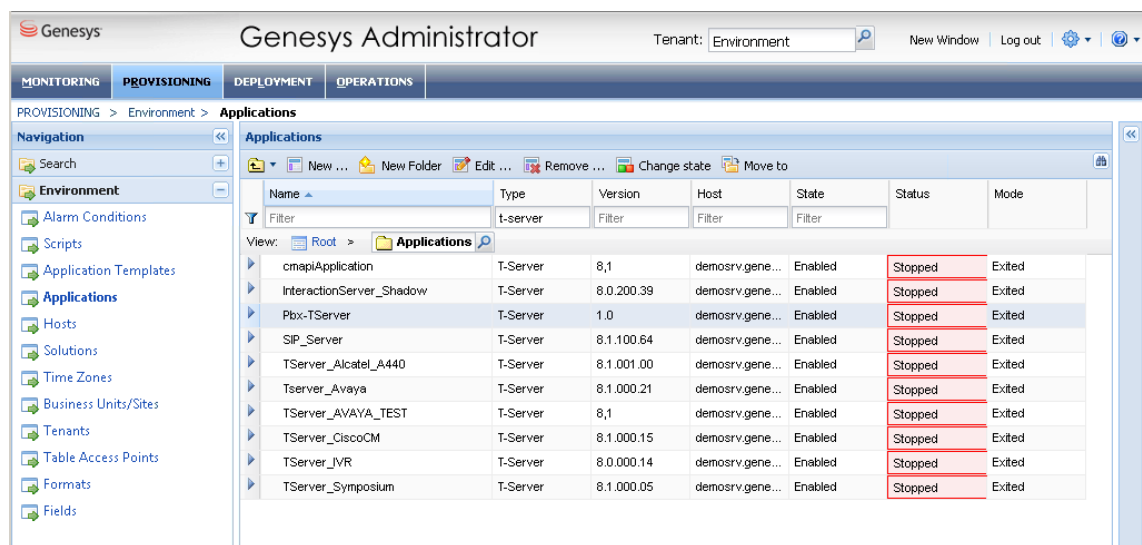


Fig. 116: Genesys Administrator - select T-Server

- 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*.

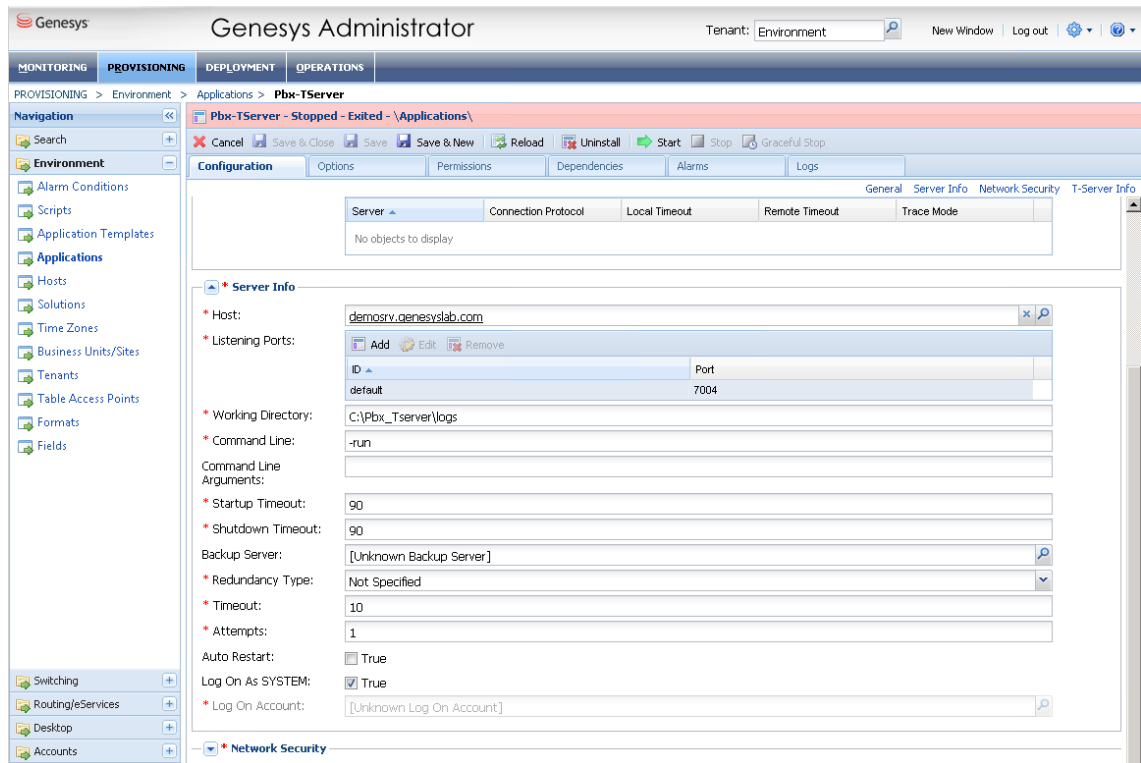


Fig. 117: Genesys Administrator - configure T-Server

5. In the field *Host*, enter the IP address or the computer name of the T-Server, e. g. *demosrv8.genesyslab.com*.
6. 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

1. Click on the menu item *Environment > Applications* in the navigation bar.

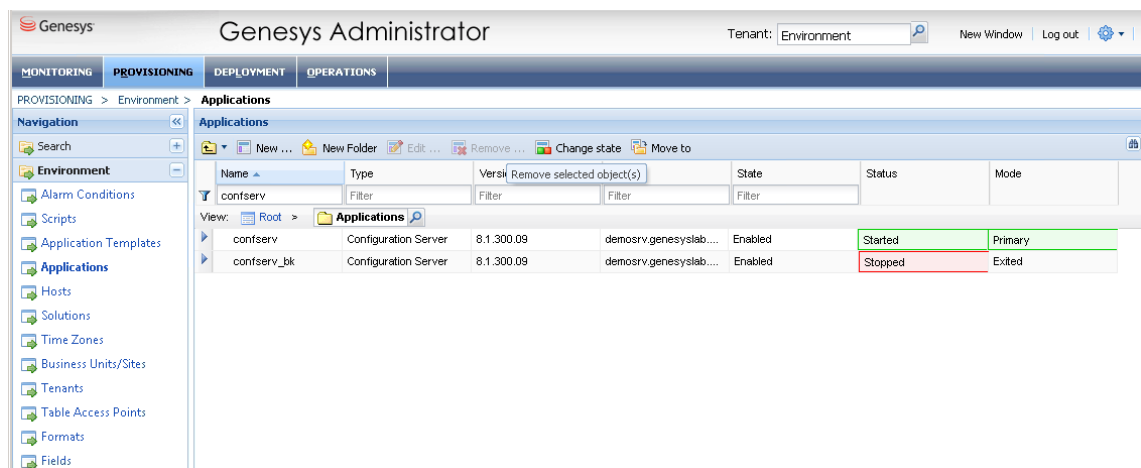


Fig. 118: Genesys Administrator - select configuration server

2. Double-click on the entry Configuration Server, e. g. *confserv*.  
⇒ The window *Configuration* appears.
3. Expand the area *Server Info*.

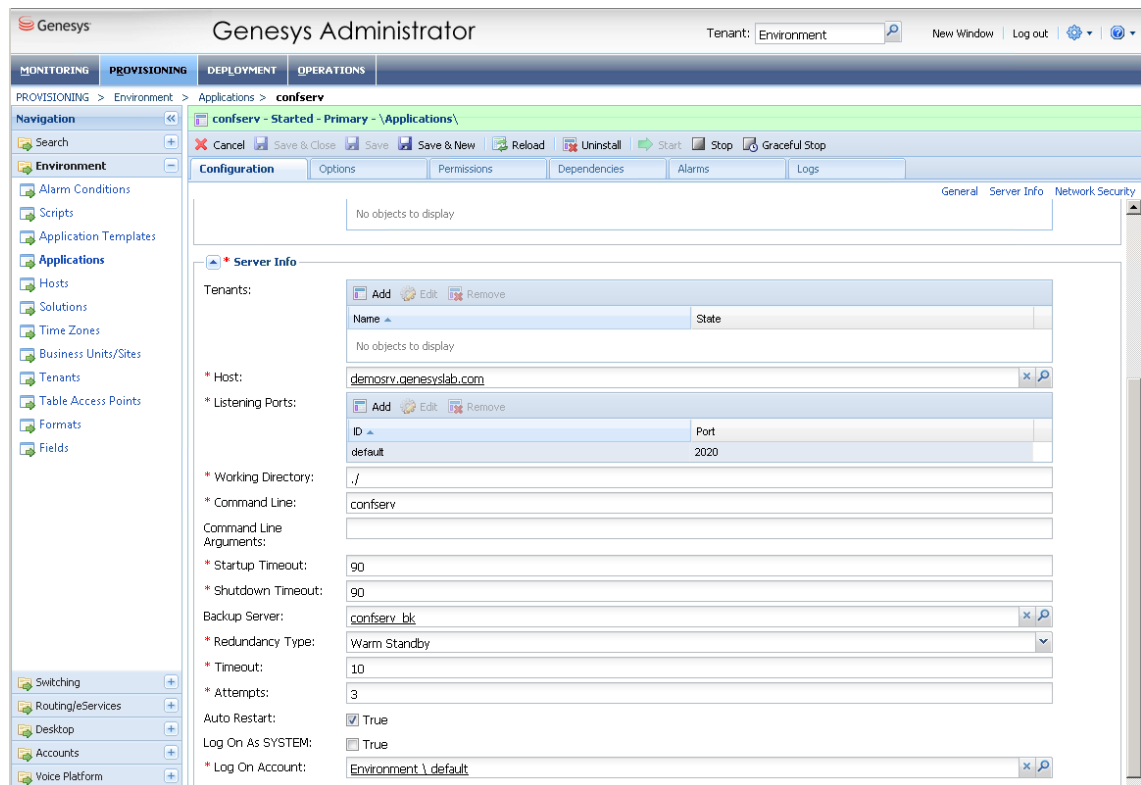


Fig. 119: Genesys Administrator - configure configuration server

4. In the field *Host*, enter the IP address or the computer name of the configuration server, e. g. *demosrv8.genesyslab.com*.
5. 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

1. Click on the menu item *Switching > Switches* in the navigation bar.

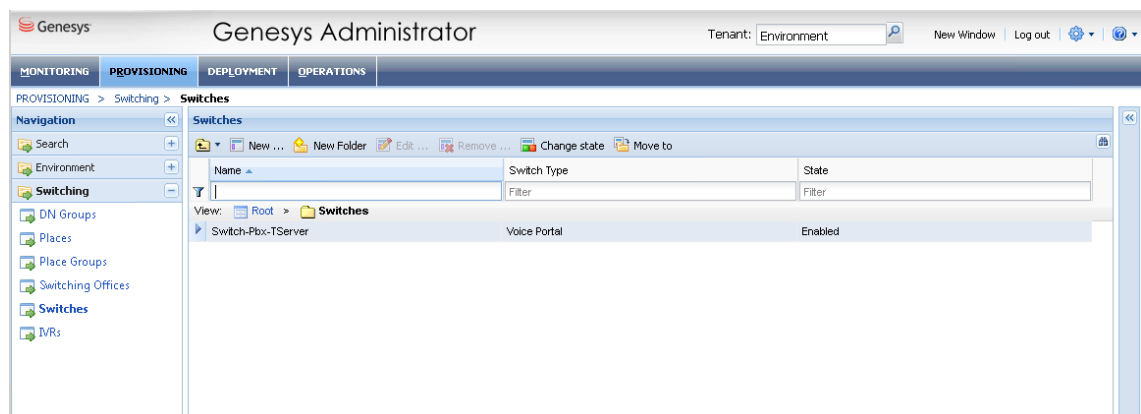
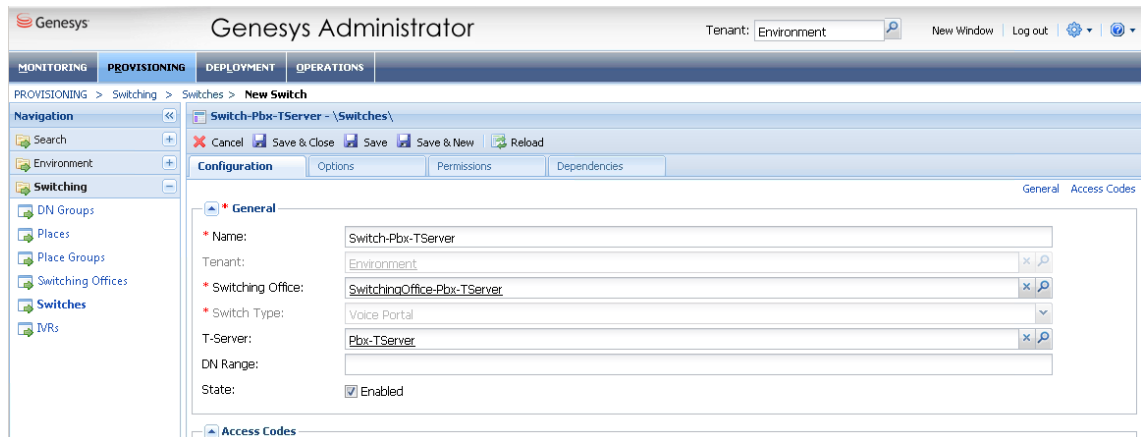


Fig. 120: Genesys Administrator - switch instances

2. Double-click on the entry of the switch instance.  
⇒ The window *Configuration > General* appears.



The screenshot shows the Genesys Administrator web application. The top navigation bar includes tabs for MONITORING, PROVISIONING, DEPLOYMENT, and OPERATIONS. The left sidebar shows a tree view with categories like Environment, Switching, and IVRs. The main content area is titled 'Switch-Pbx-TServer - \Switches\' and contains a 'Configuration' tab. The 'General' sub-tab is active, showing fields for Name (Switch-Pbx-TServer), Tenant (Environment), Switching Office (SwitchingOffice-Pbx-TServer), Switch Type (Voice Portal), T-Server (Pbx-TServer), DN Range, and State (Enabled). Buttons for Cancel, Save & Close, Save, Save & New, and Reload are visible at the top of the configuration area.

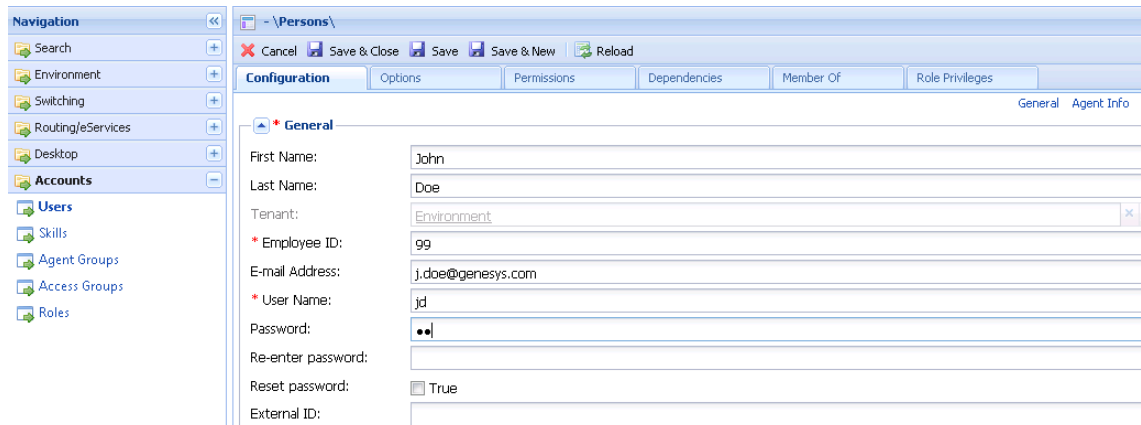
Fig. 121: Genesys Administrator - configure switch instance

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 web application with the 'Accounts' section selected in the left sidebar. The main content area is titled '- \Persons\' and contains a 'Configuration' tab. The 'General' sub-tab is active, showing fields for First Name (John), Last Name (Doe), Tenant (Environment), Employee ID (99), E-mail Address (j.doe@genesys.com), User Name (jd), Password (masked with dots), Re-enter password, Reset password (checkbox), and External ID. Buttons for Cancel, Save & Close, Save, Save & New, and Reload are visible at the top of the configuration area.

Fig. 122: 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.

**When opening a ticket, include the following information:**

- Wireshark traces of the recording server
- server configuration of the end devices
- software version of the PBX
- software version of the Application Link Server
- type of the end devices

**Log level settings**

Module	Log level
RIA	DEBUG
RECORDING_CONTROL	DEBUG
RECORDING_MODULE_MANAGER	DEBUG
API_SERVER	DEBUG

**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	DEBUG
RIA_ASSISTANT_FOR_GENESYS	DEBUG
RECORDING_CONTROL	DEBUG
RECORDING_MODULE_MANAGER	DEBUG
API_SERVER	DEBUG
FILE_MANAGER	DEBUG

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## Glossary

### **μ-law**

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The μ-law algorithm is used in the US while the A-law algorithm is the standard in Europe.

### **A-law**

PCM digitization method for analog audio signals according to ITU G.711. In the process, analog voice signals are converted into digital signals by means of a logarithmic quantization characteristic. The A-law algorithm is used in Europe while the μ-law algorithm is the standard in the US.

### **API**

Application Programming Interface

### **API server**

Server on which the API service runs. (API=Application Programming Interface)

### **Codec**

Code/Decode implementation of a method for transforming from coded/decoded data to decoded or coded data

### **CSTA**

Computer Supported Telecommunications Applications (CSTA) Standard which defines how data is transferred between PBX and all external computer programs connected to the device.

### **CSV**

Comma-separated values is a file format which stores tabular data in plain text form.

### **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**

MiVoice Border Gateway

### **MP3**

Description of the digitally saved audio data. MP3 compression works by reducing (or approximating) the accuracy of certain components of sound that are considered (by psychoacoustic analysis) to be beyond the hearing capabilities of most humans. The remaining audio information is then recorded in a space-efficient manner. (Source: Wikipedia 9th July 2020)

---

**PBX**

Private Branch Exchange

---

**PCM**

Pulse Code Modulation is an uncompressed pulse modulation method which transforms a time- and value-continuous analog signal into a time- and value-discrete digital signal. It is used in audio technology, for example in the context of the G.711 standard and in video technology for digital video signals in compliance with the ITU-R BT 601 standard. (Source: Wikipedia 12th June 2018)

---

**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

---

**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, former name Secure Sockets Layer (SSL), is a hybrid encryption protocol for secure data transmission on the Internet.

---

**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)

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**VM**

Virtual machine

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**VoIP**

Voice over IP

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**WAVE**

WAVE file format is a container format to digitally save audio data and is based on the Resource Interchange File Format (RIFF) defined by Microsoft for Windows. (Source: Wikipedia 23rd February 2021)

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### **XML**

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.