

Administration guideline



Administration manual for system providers and tenants

4/9/2021

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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

Copyright © 2021 ASC Technologies AG. All rights reserved.

Windows is a registered trademark of Microsoft Corporation. VMware® is a registered trademark of VMware, Inc. All other marks and names mentioned herein may be trademarks of their respective companies.

Contents

1	General information	4
2	Introduction	5
3	Administration guideline for system providers	7
3.1	Database backup	11
3.1.1	PostgreSQL database installed by neo update	11
3.1.2	Database provided by the customer	11
3.2	Recording content validation	11
3.3	Recording Check Mechanism	12
3.4	Configure search filter	12
4	Administration guideline for tenants	14
5	Troubleshooting	17
5.1	GetLogsClient	17
	List of figures	18
	List of tables	19
	Glossary	20

General information

In the context of this document ASC represents ASC Technologies AG, its subsidiaries, branch offices, and distributors. An up-to-date overview of the aforementioned entities can be found at <https://www.asctechnologies.com>

ASC assumes no guarantee for the actuality, correctness, integrity or quality of the information provided in the manuals.

ASC regularly checks the content of the released manuals for consistency with the described hardware and software. Nevertheless, deviations cannot be excluded. Necessary revisions are included in subsequent editions.

Some aspects of the ASC technology are described in general terms to protect the ownership and the confidential information or trade secrets of ASC.

The software programs and the manuals of ASC are protected by copyright law. All rights on the manuals are reserved including the rights of reproduction and multiplication of any kind, be it photo mechanical, typographical or on digital data media. This also applies to translations. Copying the manuals, completely or in parts, is only allowed with written authorization of ASC.

Representative, if not defined otherwise, is the technical status at the time of the delivery of the software, the devices and the manuals of ASC. Technical changes without specified announcements are reserved. Previous manuals lose their validity.

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

2 Introduction

Administration manuals describe (subsequent) adjustments to the system according to the individual conditions.

Administration manuals are meant for technicians and system administrators of the system providers and the tenants.

The title page of the administration manuals indicates the target group (*system providers* or *tenants*).

Every *neo* system is initially installed as a 1-tenant system with one predefined tenant, the 1st-tenant. The system provider is set up as tenant, too. However, the system provider is not another tenant in the true sense of the word.

For the respective administrators of the system provider and of the predefined tenant, an account with the following login data is created during the installation of the system by default:

Login data for the administrator of the system provider:

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

Tab. 1: Login data - system provider

Login data for the administrator of the 1st tenant:

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

Tab. 2: Login data - 1st tenant

Depending on the licensing, the recording system is operated as a 1-tenant system or as a multi-tenant system. In a 1-tenant system, there is only the predefined tenant; no other tenants can be created. In a multi-tenant system, the system provider can create as many additional tenants as there are tenant licenses in the system.

The administration guideline offers an overview of all steps which are necessary or possible for the administration of the recording system as well as the information which manuals are relevant.

Part of the administration falls under the responsibility of the system provider. Information about these topics can be found in Administration guideline for system providers.

Part of the administration falls under the responsibility of the different tenants. Information about these topics can be found in Administration guideline for tenants.



Manuals are updated in regular intervals. The manuals on the provided manual CD correspond with the current version at the time of delivery. The latest version can be found at ASC XCHANGE (<https://www.asc.de/partner>) in *Technical documents*.

3 Administration guideline for system providers

The following configurations have to be implemented by the system provider:

Description of the task	Mandatory	Keywords	Manual
Create and administrate tenants	X	<ul style="list-style-type: none"> • System availability • Assign PBX and extensions • Contact data • Release Web Service functions 	<ul style="list-style-type: none"> • <i>User management (for system providers)</i>
Administrare own tenant account	X	<ul style="list-style-type: none"> • Notification settings • Password rules (highly recommended) • SMTP account (highly recommended) • SSO login • LDAP login • SNMPget 	
Create and administrate own users		<ul style="list-style-type: none"> • Personal data • Account configuration • Function rights • Roles 	
NOTICE! Users which have been allocated directly to a tenant are created by the administrator of the respective tenant.			
Install, assign, administrate licenses	X		<ul style="list-style-type: none"> • <i>License administration</i>
Configure and manage drives	X	<ul style="list-style-type: none"> • Usage of drives • Set capacity levels • Write protection • Post compression • Format drive 	<ul style="list-style-type: none"> • <i>Configuration drives</i>

Description of the task	Mandatory	Keywords	Manual
Create integrations	X	<ul style="list-style-type: none"> • Create and activate recording architectures 	Individual manuals are available for the configuration of the different integrations. These manuals can be found in the sub-directories of the following directory: <ul style="list-style-type: none"> • <i>Administration\System_Provider\Integrations</i>
	X	<ul style="list-style-type: none"> • Configure server 	
	X	<ul style="list-style-type: none"> • Configure PBX 	
	X	<ul style="list-style-type: none"> • Create integration in recording system 	
	X	<ul style="list-style-type: none"> • Configure integration 	
Create system notifications	X	<ul style="list-style-type: none"> • Recipient of notifications 	<ul style="list-style-type: none"> • <i>Notifications module (for system providers)</i>
	X	<ul style="list-style-type: none"> • Notification storage 	
		<ul style="list-style-type: none"> • SNMP trap (recommended) 	
Create alarm jobs to monitor the recording functionality		<ul style="list-style-type: none"> • Monitoring recording functionality 	<ul style="list-style-type: none"> • <i>Activity Guard</i>
Configure network switch for passive recording			<ul style="list-style-type: none"> • <i>Switch configuration passive VoIP recording</i>
Configure PHONE <u>apps</u>		<ul style="list-style-type: none"> • Configure PBX • Configure end devices • Configure PHONE<u>app</u> in the recording system 	Individual manuals are available for the configuration of the different PHONE <u>app</u> solutions. These manuals can be found in the following directory: <ul style="list-style-type: none"> • <i>Administration\System_Provider\PHONEapps</i>
Create additional data of the recordings			<ul style="list-style-type: none"> • <i>Additional Data module</i>
Change the IP address of a recording server subsequently		<ul style="list-style-type: none"> • Change IP address • Install certificate (recommended) • Update certificate 	<ul style="list-style-type: none"> • <i>Configuration IP address change</i>
Activate function <i>Last Call Repeat</i>			<ul style="list-style-type: none"> • <i>Configuration Last Call Repeat Facility</i>
Activate function <i>Replay via phone</i>			<ul style="list-style-type: none"> • <i>Configuration replay via phone (Manual for system providers and tenants)</i>
Import recordings		<ul style="list-style-type: none"> • Import WAVE or MP3 formats 	<ul style="list-style-type: none"> • <i>Import of recordings</i>

Description of the task	Mandatory	Keywords	Manual
Edit and adjust texts of the user interface			<ul style="list-style-type: none"> • <i>Resource Editor</i>
Edit and change the layout of time formats		<ul style="list-style-type: none"> • Language-related formats 	<ul style="list-style-type: none"> • <i>Configuration time formats</i>
Import configuration data		<ul style="list-style-type: none"> • Import employees • Import user data • Import phones • Recording Check Mechanism 	<ul style="list-style-type: none"> • <i>Import of configuration data</i> (Manual for system providers and tenants) • <i>Import of user data</i> (Manual for system providers and tenants) • <i>Import of phone configurations</i> • <i>XSLT management</i> (Manual for system providers and tenants)
Manage XSLT files		<ul style="list-style-type: none"> • Import XSLT files • Edit XSLT files • XSLT templates • Default XSLT files 	<ul style="list-style-type: none"> • <i>XSLT management</i> (Manual for system providers and tenants)
Configure encryption of recordings		<ul style="list-style-type: none"> • Simple key management • <u>neo</u> key management • Redundant password database 	<ul style="list-style-type: none"> • <i>Encryption of recordings</i>
Migrating data from a V10 recording system to a <u>neo</u> recording system		<ul style="list-style-type: none"> • Migration • Export • Import • XSLT management • ASC legacy storage • ASC legacy integration • ASC legacy archive medium 	<ul style="list-style-type: none"> • <i>Migration</i> • <i>XSLT management</i> (Manual for system providers and tenants)
Transferring data from a <u>neo</u> recording system to a <u>neo</u> recording system		<ul style="list-style-type: none"> • Import recordings • Export recordings 	<ul style="list-style-type: none"> • <i>Export and import from neo to neo</i> (Manual for system providers and tenants)

Description of the task	Mandatory	Keywords	Manual
Rebuild of recordings		<ul style="list-style-type: none"> • Rebuild • Import 	<p>Closes the gap between the latest data-base backup and the latest current recording.</p> <ul style="list-style-type: none"> • <i>Rebuild of recordings</i> (manual for system providers)
Set up feature <i>Free Seating</i>			<ul style="list-style-type: none"> • <i>Configuration Free Seating</i> (Manual for system providers and tenants)
Configure speech analysis to be used with the <i>neo</i> recording system		<ul style="list-style-type: none"> • Emotion detection • Keyword spotting • Speech analysis • Transcription • EML Transcription Server 	<ul style="list-style-type: none"> • <i>Configuration speech analysis</i>
Initiate failover operation manually			<ul style="list-style-type: none"> • <i>Database Manager</i>
Adjust the graphic interface to your corporate identity (so-called white labeling).			<ul style="list-style-type: none"> • <i>Style Editor module</i> (Manuals for system providers and tenants)

Tab. 3: Administration by the system provider

To adjust the **configuration of servers and recording architectures** subsequently, check the following manual for information:



• **Administration manual for system providers** *Configuration servers and recording architectures*

(Keywords: Standby management, assign servers, activate recording control, activate monitoring, virtualization, media streamer, applet address mapping, server usage, system storage synchronization, data processing, data transfer)



For information about how to set up the **failover operation of PostgreSQL databases** refer to the **installation manual** *Failover operation for PostgreSQL databases*.



For Microsoft SQL databases, we support the high-availability AlwaysOn Failover Cluster Instances and AlwaysOn Availability Groups. The MS SQL functionality *Dynamic Ports* is not supported for always-on.

Configure the failover operation according to the manual of the manufacturer.

3.1 Database backup



For a description of different backup and recovery scenarios refer to the installation manual for system providers and tenants *Backup and disaster recovery*.

Contact your local ASC support or call ASC support at +49 700 27278776.

3.1.1 PostgreSQL database installed by neo update

During the installation of the provided PostgreSQL database of the *neo* recording software, a backup job is created for the PostgreSQL database which covers the last 5 days (default value).

By default, you find the files in the following directory:

- %ASCDATA%\DatabaseBackup\

The period for the backup job of the PostgreSQL database (default value: 5 days) can be changed by means of the administration tool for the database, if required.



For information about the restore of the PostgreSQL database can see <http://www.pgadmin.org/docs/dev/restore.html>.

3.1.2 Database provided by the customer

There is no predefined backup process for external databases provided by the customer.

When using an external database, you will find information about backups in the manuals of the respective manufacturer.



Information about the backup and restoration of a Microsoft SQL database can be found at <http://msdn.microsoft.com/en-us/library/ms187510.aspx>.



For information about the backup and restoration of a PostgreSQL database refer to <http://www.pgadmin.org/docs/dev/backup.html> or to <http://www.pgadmin.org/docs/dev/restore.html>.

3.2 Recording content validation

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

The validity of the audio content is checked based on the following criteria:

1. *During the validation process, it is checked whether the data stream could be decrypted successfully.*

Decryption errors result in noise which may corrupt the audio file.

If the recording contains distorted audio signals, a notification is issued, if the notification *RECORDING_STREAM_DECRYPTION_ERROR* has been configured in the Notifications module.

2. *The audio data stream is checked for loss of packet.*

Packet loss compromises audio quality. If a high percentage of packets is lost, this may result in the total loss of the recording.

If packet loss has been detected in the audio data stream, a notification is created if the notification *RECORDING_STREAM_PACKET_LOSS* has been configured in the Notifications module.

3. *Silence passages in the recording are calculated and compared with the configured threshold value.*

Detection is useful in case the PBX sends **RTP** packages which contain silence instead of an audio signal.

If silence passages below the configured threshold value have been detected in the audio data stream, a notification is created if the notification *RECORDING_SILENCE_DETECTED* has been configured in the Notifications module.

Check and notification are almost in real time. Results are available shortly after the end of the recording.

Preconditions

- *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.*



For information about the configuration of the Servers module refer to the administration manual for system providers of the corresponding recording solution.



For information about how to configure notifications refer to the administration manual for system providers *Notifications module*.

For recording validation, a report template can be created which can be used by the tenant as well.



For information about how to create report templates refer to the user manual INSIGHT_{neo} - *Report Templates module*.

3.3

Recording Check Mechanism

The feature Recording Check Mechanism serves to detect whether all conversations conducted on the **PBX** have been recorded correctly.

Call data records are written by the **PBX**. Those CDR record files are imported to the *neo* server and checked against the saved recordings. That way, it is possible to detect whether there has been a loss of recordings and which conversations are missing.

The feature is currently available for the following integrations:

- **Cisco UCM**
- Skype for Business (**SfB**)



For more information about the configuration refer to the administration manual *Import of configuration data*.

3.4

Configure search filter

For the application POWER_{play} Web and for the Sessions module of the application INSPIRATION_{neo}, the default search filter can be adjusted to meet individual requirements.



The default search filter for the application POWER_{play} Web and for the Sessions module of the application INSPIRATION_{neo} is *Last 14 Days*.

For systems with mass data of ≥ 10 million conversations, the default search filter must be configured to show \leq *Last 24 Hours*.

To configure the default search filter, proceed as follows:

1. Open the Windows Explorer on the **app server**.
2. Change to the installation directory of the ASC software, e. g. *C:\Program Files (x86)\ASC\ASC Product Suite\Updater\config*.

3. Open the file *setup.xml* to be edited in an Editor, e. g. *Notepad*.
4. Enter the following parameter in the file:
`<dayRange>Parameter</dayRange>`
5. Replace Parameter with the corresponding parameter, e. g. `HOURS_24`. For an overview of possible parameters, see [Tab. 4, p. 13](#).

Parameter	Description
LastHalfHour	Last 30 minutes
LastHour	Last hour
HOURS_2	Last 2 hours
HOURS_6	Last 6 hours
HOURS_12	Last 12 hours
Today	Today
HOURS_24	Last 24 hours
Yesterday	Yesterday
LastWeek	Last 7 days
Last14Days	Last 14 days
LastMonth	Last 30 days
Last180Days	Last 180 days

Tab. 4: Possible parameters

Example:

```
<Setup>
<Settings>
...
<dayRange>HOURS_24</dayRange>
</Settings>
</Setup>
```

6. Restart the service *ASC ApplicationServer* to apply the changes.
 - ⇒ During the restart and the subsequent deployment process, no web GUI will be available.

4 Administration guideline for tenants

The following configurations have to be implemented by the tenants:

Description of the task	Mandatory	Keywords	Manual
Administrate own tenant account	X	<ul style="list-style-type: none"> • Notification settings • Password rules (highly recommended) • SMTP account (highly recommended) • Key management • LDAP • Web Service 	<ul style="list-style-type: none"> • <i>User management (for tenants)</i>
Create and administrate own users		<ul style="list-style-type: none"> • User data • Personal data • Account configuration • Function rights • Roles • Organization structures • Filter display of conversations • Conversation rules • Predefined function packages (e. g. superuser, agent, coaching advisor) 	
Configure system notifications	X	<ul style="list-style-type: none"> • Recipient of notifications 	<ul style="list-style-type: none"> • <i>Notifications module (for tenants)</i>
	X	<ul style="list-style-type: none"> • Notification storage • SNMP trap 	
Create and administrate recording plans	X	<ul style="list-style-type: none"> • Compliance recording plan • Quality management recording plan • Control recording automatically • Control recording externally 	<ul style="list-style-type: none"> • <i>Recording Planner</i>

Description of the task	Mandatory	Keywords	Manual
		<ul style="list-style-type: none"> • Screen recording filter • Define DTMF sequences 	
Configure Time to live (TTL)	X	<ul style="list-style-type: none"> • Delete recordings 	<ul style="list-style-type: none"> • <i>Recording Planner</i>
	X	<ul style="list-style-type: none"> • Deletion date 	<ul style="list-style-type: none"> • <i>Sessions module</i>
	X	<ul style="list-style-type: none"> • Deletion time 	
Display information about the licenses and administrate warn levels			<ul style="list-style-type: none"> • <i>Licensing module</i>
Display and adjust information about the drives		<ul style="list-style-type: none"> • Write protection • Formatting 	<ul style="list-style-type: none"> • <i>Drives module</i>
Activate function <i>Replay via phone</i>			<ul style="list-style-type: none"> • <i>Configuration replay via phone</i> (Manual for system providers and tenants)
Set up the function <i>Live Listening</i> for agents			<ul style="list-style-type: none"> • <i>User management (for tenants)</i>
Configure operation mode for PHONE <u>apps</u>			<ul style="list-style-type: none"> • <i>Recording Planner</i>
Archive recordings			<ul style="list-style-type: none"> • <i>Archiving of recordings</i>
Export recordings		<ul style="list-style-type: none"> • Export in WAVE or MP3 format 	<ul style="list-style-type: none"> • <i>Export of recordings</i>
Transferring data from a <u>neo</u> recording system to a <u>neo</u> recording system		<ul style="list-style-type: none"> • Import recordings • Export recordings • Import/Export <u>neo/neo</u> 	<ul style="list-style-type: none"> • <i>Export and Import from neo to neo</i> (Manual for system providers and tenants)
Reconstructing damaged archiving media			<ul style="list-style-type: none"> • <i>Reconstruction of media</i>
Configure application CLIENT <u>command</u>			<ul style="list-style-type: none"> • <i>Configuration CLIENTcommand</i>
Configure application POWER <u>play</u> Instant			<ul style="list-style-type: none"> • <i>Configuration POWERplay Instant</i>
Import configuration data		<ul style="list-style-type: none"> • Import employees • Import user data • Import organization structure • Import evaluation templates • Import evaluations 	<ul style="list-style-type: none"> • <i>Import of configuration data</i> (Manual for system providers and tenants) • <i>Import of user data</i> (Manual for system providers and tenants)

Description of the task	Mandatory	Keywords	Manual
			<ul style="list-style-type: none"> • <i>XSLT management</i> (Manual for system providers and tenants)
Manage XSLT files		<ul style="list-style-type: none"> • Import XSLT files • Edit XSLT files • XSLT templates • Default XSLT files 	<ul style="list-style-type: none"> • <i>XSLT management</i> (Manual for system providers and tenants)
Create and administrate rating schemes for evaluations in INSPIRATION ^{neo}			<ul style="list-style-type: none"> • <i>Rating schemes administration</i>
Migrating data from a V10 recording system to a ^{neo} recording system		<ul style="list-style-type: none"> • Migration • Export • Import • XSLT management • ASC legacy storage • ASC legacy integration • ASC legacy archive medium 	<ul style="list-style-type: none"> • <i>Migration</i> • <i>XSLT management</i> (Manuals for system providers and tenants)
Set up feature <i>Free Seating</i>			<ul style="list-style-type: none"> • <i>Configuration Free Seating</i> (Manual for system providers and tenants)
Define reference processes for work items		<ul style="list-style-type: none"> • Workflow templates • SCREEN^{miner} 	<ul style="list-style-type: none"> • <i>SCREENminer rules</i>
Adjust the graphic interface to your corporate identity (so-called white labeling).			<ul style="list-style-type: none"> • <i>Style Editor module</i> (Manuals for system providers and tenants)

Tab. 5: Administration by the tenants

5 Troubleshooting



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

If required, you can use the program *GetLogsClient* to compile log and configuration files in an archive.

5.1 GetLogsClient

The program *GetLogsClient* allows compiling different log files in an archive.



A description of the functions can be found in the online help of the program *GetLogsClient*.

The program is located in the installation directory of the *neo* software under *ASC\ASC Product Suite\scripts*.

To be able to use the program in its entire extent, you have to execute the following configuration steps in the operating system:

1. Open the *Windows Explorer* in the taskbar.
2. Enter *GetLogsClient* in the search field. The search starts automatically after having entered the query.
3. Right-click on the search result *GetLogsClient.exe*.
⇒ A context menu appears.
4. Click on *Properties* in the context menu.
5. Click on the tab *Compatibility*.
6. Activate the check box *Run this program in compatibility mode for:* .
7. From the drop-down list *Run this program in compatibility mode for*, select the option *Windows Vista* or *Windows 7*.
8. Activate the check box *Run program as an administrator*.
9. Click on the button *OK* to save the settings and to close the window.

List of figures

List of tables

Tab. 1	Login data - system provider	5
Tab. 2	Login data - 1st tenant	5
Tab. 3	Administration by the system provider	7
Tab. 4	Possible parameters	13
Tab. 5	Administration by the tenants	14

Glossary

App server

Application server or web server. In the system architectures: the server on which the Enterprise Core and the GlassFish software have been installed.

Cisco UCM

Cisco Unified Communications Manager is a server-based IP telephony solution.

DTMF

Dialed Dual Tone Multi Frequency keys represent dialing signals on the analog connecting cable of the telephone. This is a method to transmit the phone number to the telephone network or to a PBX.

IP

Internet Protocol, basic protocol for Internet communication

LDAP

Lightweight Directory Access Protocol

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

RTP

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

SfB

Skype for Business

SMTP

Simple Mail Transfer Protocol is a protocol which serves to send e-mails in computer networks.

SNMP

Simple Network Management Protocol is a network protocol and serves to monitor and manage network components. The protocol does not depend on the IP network protocol for the transport. It sends notifications (traps) about the activities on the network components on its own accord.

SSO

Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.

TTL

Time to Live is the retention period indication for how long a recording is supposed to be held available in the system.

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)

XSLT

XSL Transformation, short XSLT, is a programming language to transform XML documents. XSLT is based on the logical tree structure of an XML document and serves to define transformation rules. XSLT programs, so-called XSLT style sheets, are designed according to the XML standard rules. (Source: Wikipedia 22nd March 2017) The style sheets are read in by dedicated software, the XSLT processors, which transform one or several XML documents into the respective output format based on these instructions.