

# EVOIPneo active for Mitel MiVoice Business



## Administration manual for system providers

11/8/2021

### 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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## Contents

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>General information .....</b>                                   | <b>5</b>  |
| <b>2</b> | <b>Introduction .....</b>  | <b>6</b>  |
| <b>3</b> | <b>System requirements.....</b>                                    | <b>9</b>  |
| 3.1      | Hardware components .....  | 9         |
| 3.1.1    | Recorder .....   | 9         |
| 3.2      | Software components .....  | 9         |
| 3.3      | Mitel system components.....                                       | 9         |
| 3.4      | Genesys system components (optional).....                          | 9         |
| 3.4.1    | Genesys Framework .....  | 9         |
| <b>4</b> | <b>Installation requirements .....</b>                             | <b>10</b> |
| 4.1      | Licenses .....   | 10        |
| 4.2      | Information .....  | 10        |
| <b>5</b> | <b>Overview install and configure product.....</b>                 | <b>12</b> |
| <b>6</b> | <b>Installation .....</b>  | <b>13</b> |
| <b>7</b> | <b>Configuration.....</b>  | <b>14</b> |
| 7.1      | Configure MiVoice Border Gateway.....                              | 14        |
| 7.1.1    | Configure MiVoice Border Gateway for SRC .....                     | 14        |
| 7.1.2    | Confirm certificate on MBG .....                                   | 16        |
| 7.2      | System Configuration.....  | 18        |
| 7.2.1    | Start application .....  | 19        |
| 7.2.2    | Configure recording solution .....                                 | 20        |
| 7.2.2.1  | Configure recording solution All-in-one Basic .....                | 20        |
| 7.2.2.2  | Configure recording solution All-in-one Failover .....             | 84        |
| 7.2.2.3  | Configure recording solution All-in-one Parallel Recording.....    | 150       |
| 7.2.2.4  | Configure recording solution Multi-Server Recording .....          | 216       |
| 7.2.2.5  | Configure recording solution Multi-Server Failover .....           | 282       |
| 7.2.2.6  | Configure recording solution Multi-Server Parallel Recording ..... | 352       |
| 7.2.3    | Configure Recording Content Validation.....                        | 421       |
| 7.2.4    | Configure PHONEapp for Mitel .....                                 | 424       |
| 7.2.4.1  | Configure Servers module .....                                     | 424       |
| 7.2.4.2  | Configure PHONEapp module .....                                    | 425       |
| 7.2.4.3  | Configure PBX module.....  | 434       |
| 7.2.4.4  | Configure Phones module.....                                       | 435       |
| 7.2.4.5  | Configure Recording Planner module .....                           | 438       |
| 7.2.4.6  | Configure key functions on the Mitel phone .....                   | 439       |
| 7.2.5    | Synchronization options .....                                      | 441       |
| 7.2.5.1  | Synchronization of recording control.....                          | 442       |
| 7.2.5.2  | Synchronization of system storage .....                            | 443       |
| 7.2.6    | Duplicates in parallel recording architectures .....               | 445       |

|          |   |            |
|----------|---|------------|
| 7.2.6.1  | Configure duplicate detection.....                                      | 446        |
| 7.2.6.2  | Additional data .....   | 448        |
| 7.2.6.3  | Criteria to be ignored.....   | 449        |
| 7.2.7    | Standby management for failover architectures.....                      | 450        |
| 7.2.7.1  | Standby management for All-in-one Failover.....                         | 450        |
| 7.2.7.2  | Standby management for Multi-Server Failover.....                       | 452        |
| 7.3      | Configure Genesys T-Server (optional) .....                             | 453        |
| 7.3.1    | Configure IP address and port of the Genesys T-Server .....             | 453        |
| 7.3.2    | Configure IP address and port of the Genesys Configuration Server ..... | 454        |
| 7.3.3    | Configure switch instance in the Genesys Configuration Server .....     | 455        |
| 7.3.4    | Create users for the Genesys Configuration Server .....                 | 456        |
| <b>8</b> | <b>Troubleshooting.....</b>   | <b>458</b> |
|          | <b>List of figures .....</b>  | <b>459</b> |
|          | <b>List of tables .....</b>   | <b>473</b> |
|          | <b>Glossary.....</b>  | <b>476</b> |

## 1 General information

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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 Business provides the functionality which is necessary for the active IP recording with a "Mitel MiVoice Business" PBX.

**Direct Call Recording**

Direct Call Recording is the recording variant recommended by ASC.

### EVOIP<sub>neo</sub> active for Mitel MiVoice Business Direct Call Recording

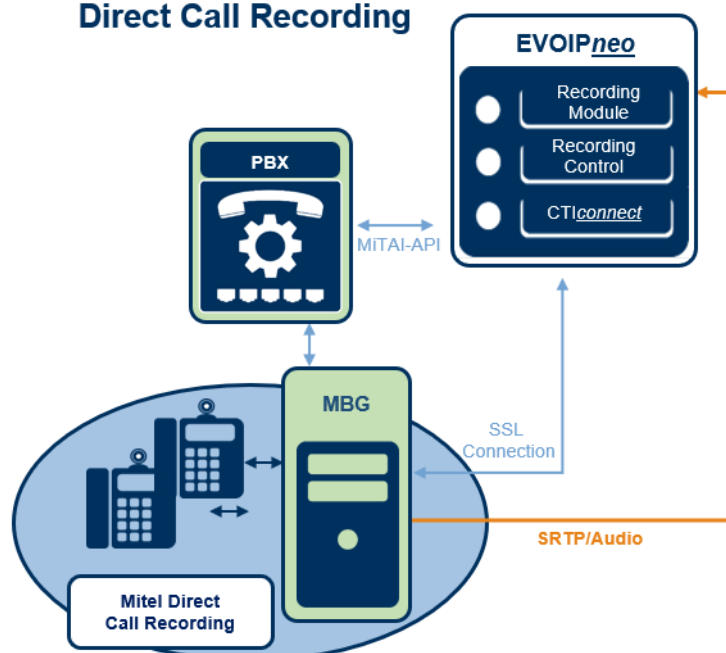


Fig. 1: Overview of the recording solution for Direct Call Recording

The recording server and the PBX communicate via a direct CTI connection with a MiTAI interface and an SSL tunnel to the MiVoice Border Gateway (MBG).

In Direct Call Recording, the SRTP audio data is transferred from the MBG to the recording server.

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

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

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

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

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

### Indirect Call Recording

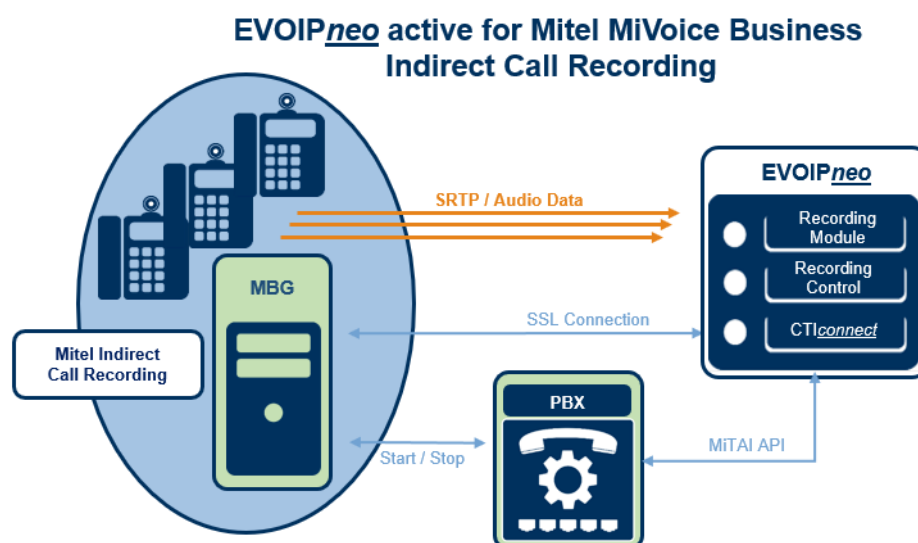


Fig. 2: Overview of the recording solution for Indirect Call Recording

In **Indirect Call Recording** the recording server receives the **SRTP** audio data from the phones.

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

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

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

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

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.



**Indirect Call Recording** cannot be combined with Direct Call Recording or trunk-side recording unless you use a separate **MBG** for each recording variant.



**Indirect Call Recording** is not recommended and requires approval from Mitel sales engineering should the need seem necessary. In addition, should indirect recording become part of the architecture, a separate **MBG** is required to address the indirect handsets. For details about the **MBG** guidelines refer to *MIR - MiVB & MBG Quick Guide Mitel.pdf*.

### Active SIP Trunk Recording

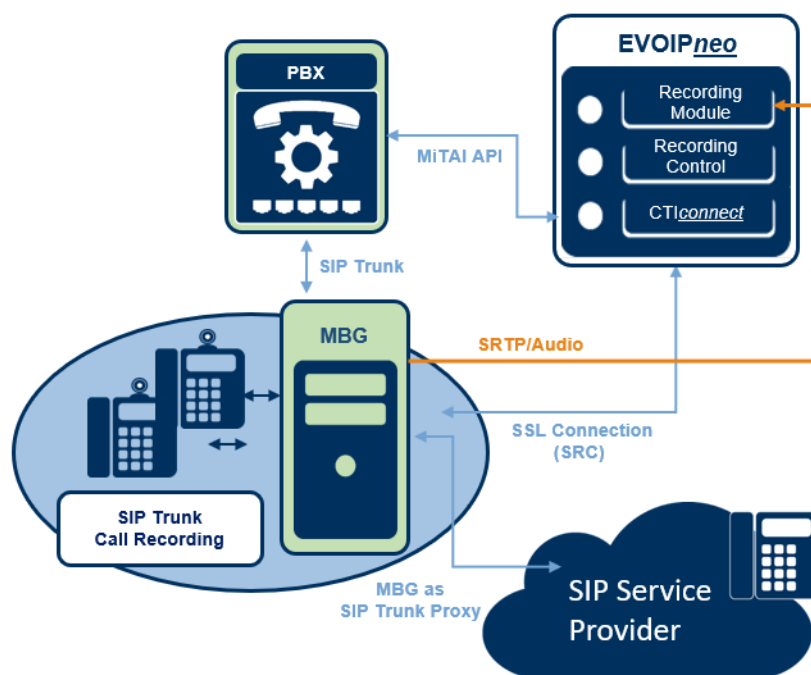


Fig. 3: Overview of trunk-side recording solution

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

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

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

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

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



The active trunk-side recording solution only works in combination with Direct Call Recording and can be combined with extension-side recording. This results in duplicate recordings, though.



### 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 Business | 1 license per concurrent recording resource |

Tab. 1: Licenses

| License name  | Number                         |
|---|--------------------------------|
| PHONE <sub>app</sub> for Mitel MiVoice Business, MiVoice 5000 and MX-ONE per system | 1 license per recording system |
| PHONE <sub>app</sub> for Mitel MiVoice Business, MiVoice 5000 and MX-ONE per phone  | 1 license per end device       |

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

#### MiVoice Border Gateway

| License name    | Number                             |
|-----------------|------------------------------------|
| MBG tap license | 1 license per concurrent recording |

Tab. 3: Licenses



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

#### Genesys T-Server (optional)

| License name                                | Number                             |
|---|------------------------------------|
| CTI <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
- IP address of the "Mitel MiVoice Business" PBX
- IP address of the Mitel Secure Connector ([SRC](#))
- List of extensions to be recorded

## 5

## Overview install and configure product

The following steps have to be taken:

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

### 6 Installation



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



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



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

## 7 Configuration

## 7.1 Configure MiVoice Border Gateway

## 7.1.1 Configure MiVoice Border Gateway for SRC

1. Log in to the web interface of the Mitel platform for administration purposes.
2. In the navigation bar, select the menu item *Application > MiVoice Border Gateway > Service configuration > Application integration*.
3. In the group field *Call recording*, activate the check box *Enabled*.

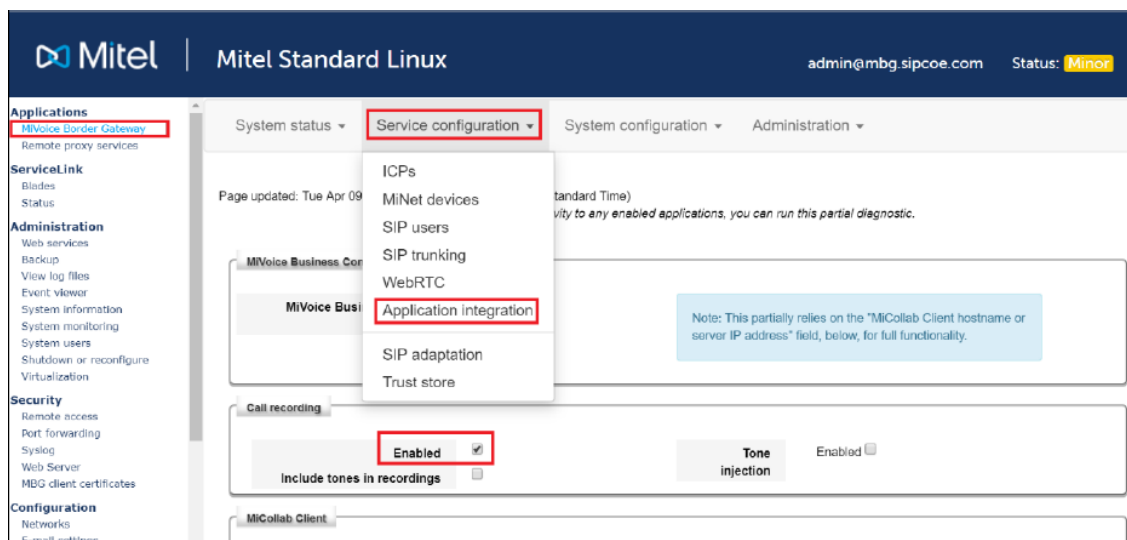


Fig. 4: Activate MBG for Call Recording

For more information about implementing MBGs in VMware environments refer to the following Mitel documents. All documents are available online at Mitel's website and in the info channel.

- Virtual Appliance Deployment Solutions Guide

### Configure MiVoice Business 9.0 SP3 and 8.0 SP3 PR3 for ASC neo Call Recorder

- VMware Virtual Appliance Quick Reference Guide

### Add MiVoice Business as an ICP

1. Log in to the MBG and click on MiVoice Border Gateway.
2. In the navigation bar, select the menu item *Applications > MiVoice Border Gateway > Service configuration > ICPs*.

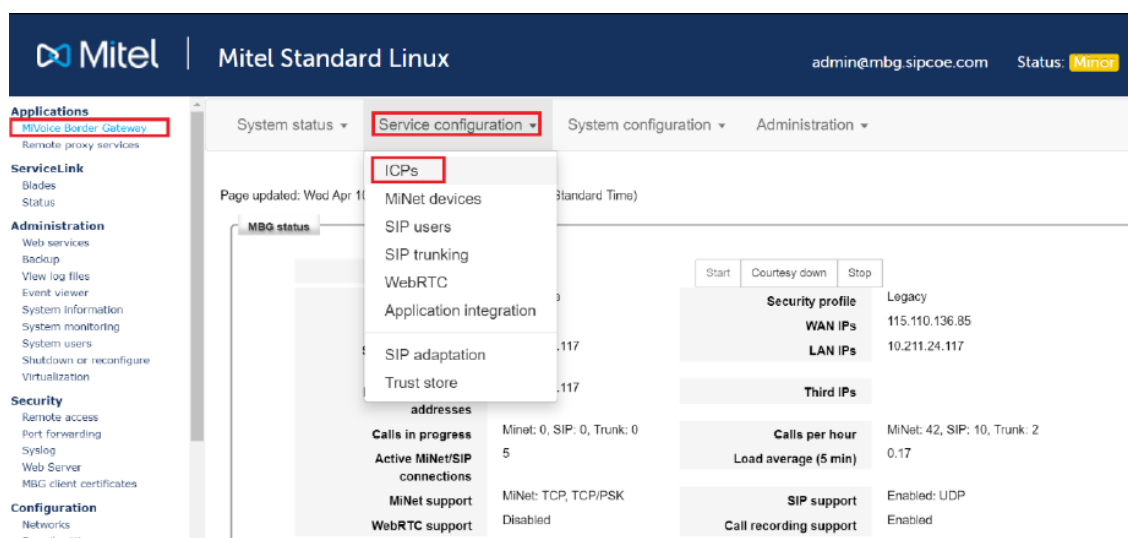


Fig. 5: Add MBG ICPs

3. Add a new ICP with the following parameters:

|  |  |
|--|--|
| <b>Name</b>                            | Enter a respective name.   |
| <b>Hostname or IP address</b>          | Enter the IP address of the MiVB.                                |
| <b>Type</b>                            | From the drop-down list, select <i>MiVoice Business</i> .        |
| <b>SIP Capabilities</b>                | From the drop-down list, select the entry <i>TCP, UDP, TLS</i> . |
| <b>Indirect call recording capable</b> | If you use Indirect Call Recording mode, tick the check box.     |

Tab. 6: Parameters for the ICP

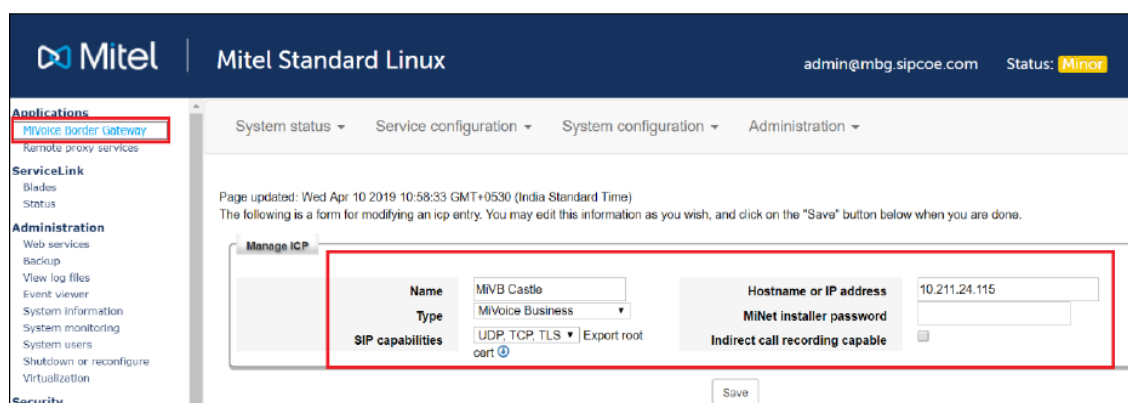


Fig. 6: Configure MBG ICP

### Add Mitel MiNET devices

For each extension which is supposed to be imported, you must add a Mitel MiNET device.

1. Log in to the web interface of the MBG web Admin.
2. In the navigation bar, select the menu item *Applications > MiVoice Border Gateway > Service Configuration*.
3. Add a new device and enter the following parameters:

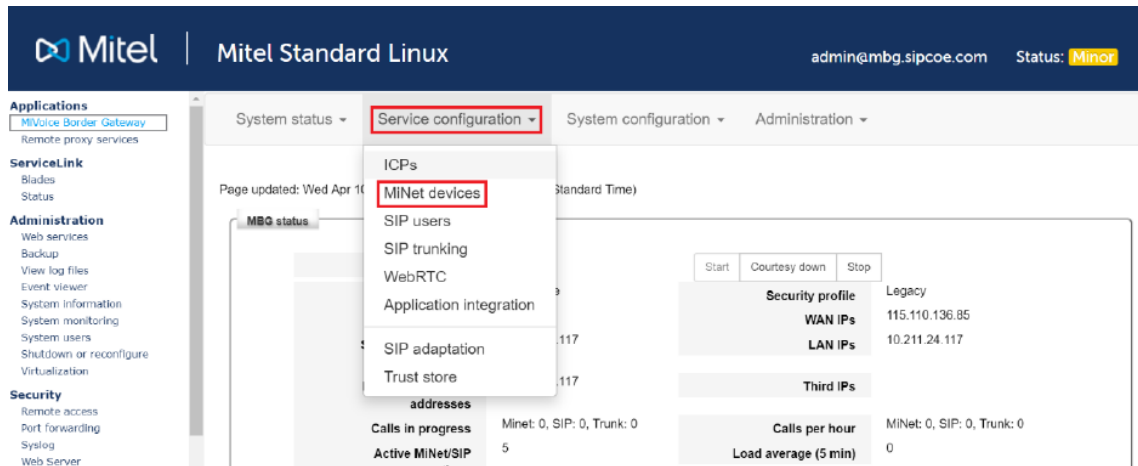


Fig. 7: Add MiNET devices

|                       |  |
|-----------------------|--|
| <b>Enabled</b>        | Tick the check box to activate the device.                           |
| <b>Configured ICP</b> | Select the previously added ICP for the MiVB.                        |
| <b>MAC Address</b>    | Enter the IP address of the device which is supposed to be recorded. |
| <b>Description</b>    | Enter a descriptive name.  |

Tab. 7: Parameters for MiNET device

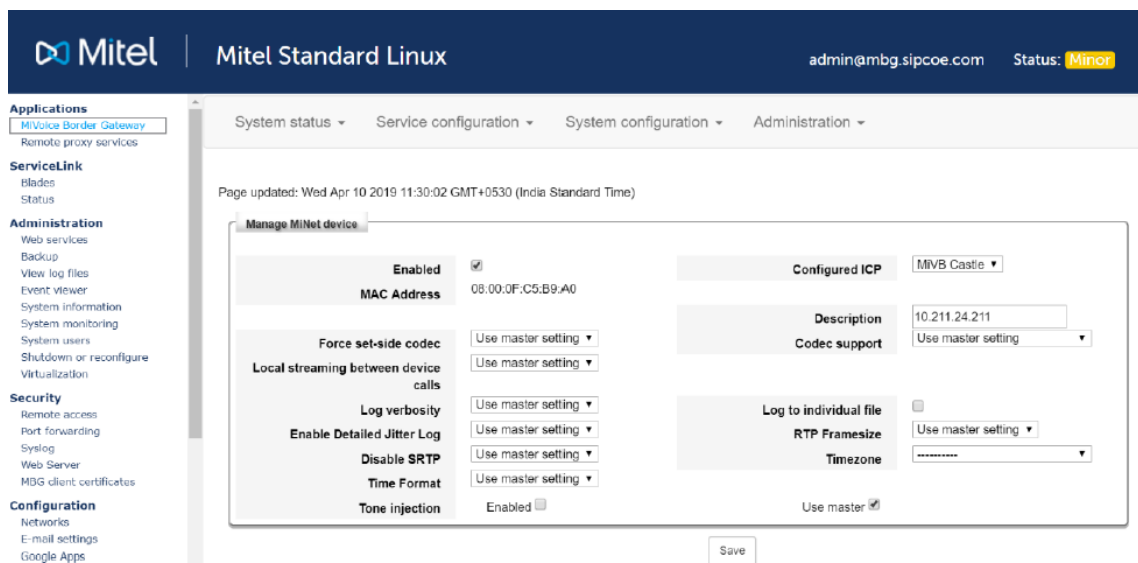


Fig. 8: Add MiNET devices

You can add several devices for recording via the MBG. To facilitate this process, you can switch off the function *Restrict MiNET Device* in the MBG user interface.

This allows several devices to register at the default ICP. The **ICP** forwards the information to the respective PBX. For more details refer to the MiVoice Border Gateway installation and maintenance manual.



If the default ICP is unavailable while the devices try to establish a connection, the devices cannot be used.

### 7.1.2

#### Confirm certificate on MBG

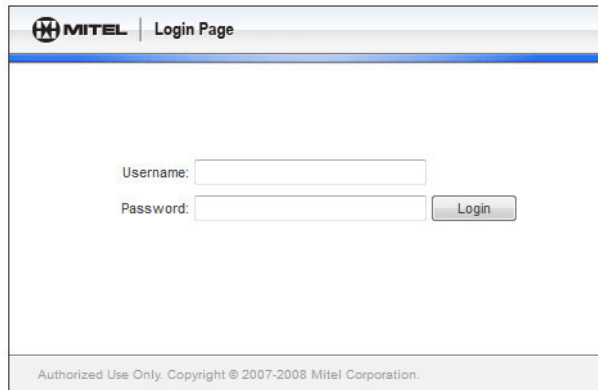
To be able to establish an **SSL** connection to the MiVoice Border Gateway (**MBG**), the security certificate on the **MBG** must be confirmed.





If you use a pre-shared key, you do not have to confirm the security certificate.

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

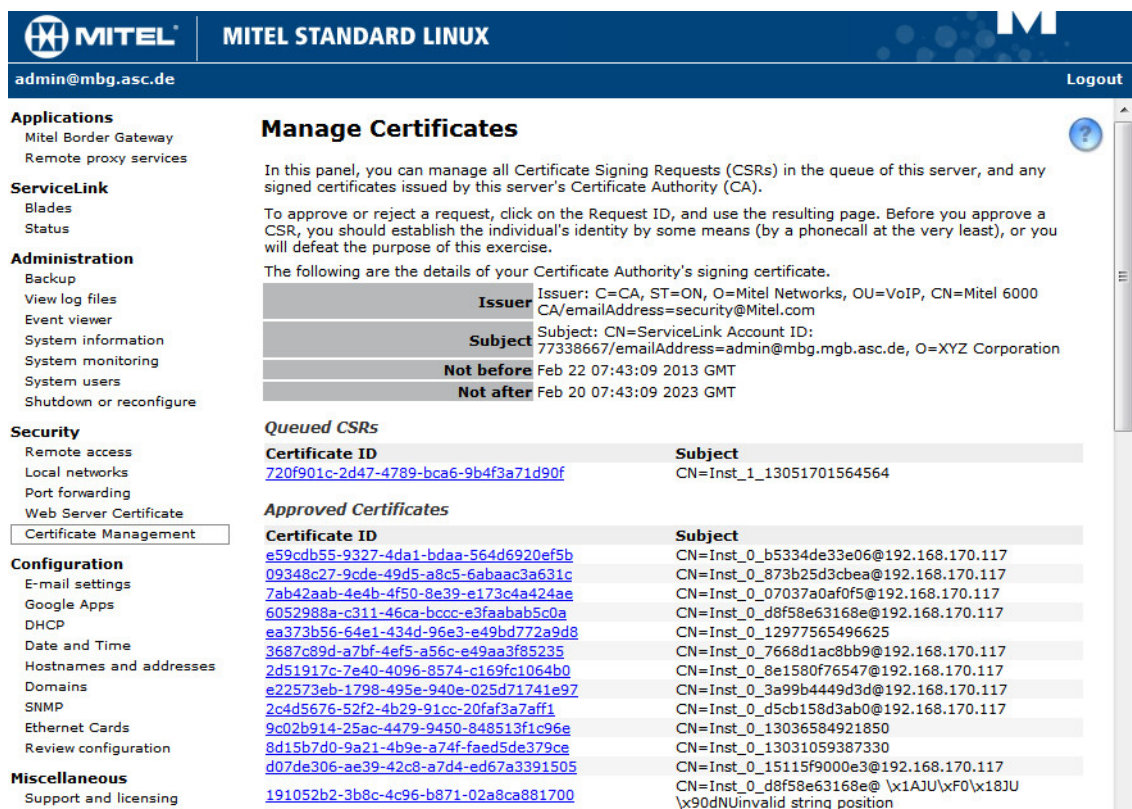


The image shows the Mitel login page. It has a header with the Mitel logo and 'Login Page'. Below the header, there are two input fields: 'Username:' and 'Password:'. To the right of the 'Password:' field is a 'Login' button. At the bottom of the page, there is a small text line: 'Authorized Use Only. Copyright © 2007-2008 Mitel Corporation.'

Fig. 9: Login screen MBG

2. Log in to the web interface. The access data for the MiVoice Border Gateway are provided by the Mitel technician.

⇒ The following window appears:



The image shows the Mitel Standard Linux web interface. The top header is blue with the Mitel logo and 'MITEL STANDARD LINUX'. Below the header, there is a navigation menu on the left with categories: Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'Manage Certificates'. It contains a paragraph explaining how to manage Certificate Signing Requests (CSRs) and a table showing the details of the Certificate Authority's signing certificate. Below this, there are two tables: 'Queued CSRs' and 'Approved Certificates'.

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

| Certificate ID                                       | Subject                  |
|--|--------------------------|
| <a href="#">720f901c-2d47-4789-bca6-9b4f3a71d90f</a> | CN=Inst_1_13051701564564 |

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

Fig. 10: Certificate Management

3. In the structure view, select the menu item *Security > Certificate Management*.
  - ⇒ In the section *Queued CSRs*, all unconfirmed certificates are listed.
4. Click on the certificate of the recording server.
  - ⇒ The certificate is displayed.

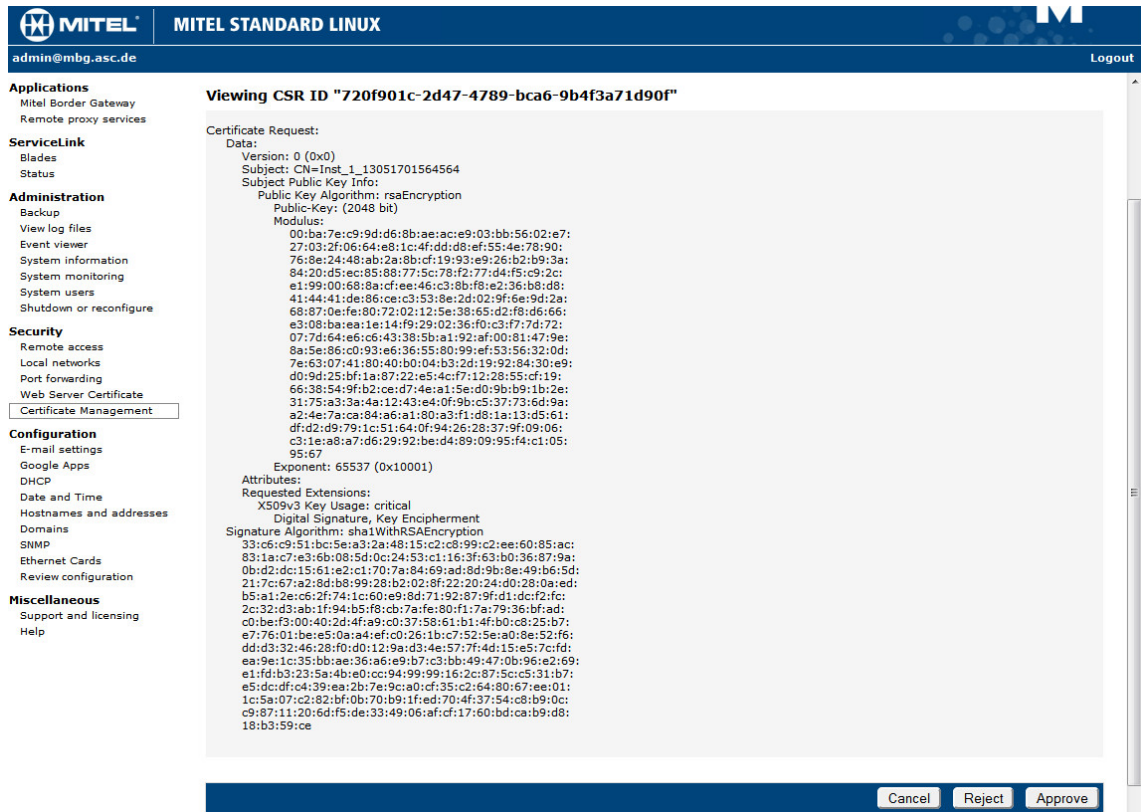


Fig. 11: Confirm selected certificate

5. Click on the button **Approve**.

⇒ Once the certificate has been shared, the following success notification appears:

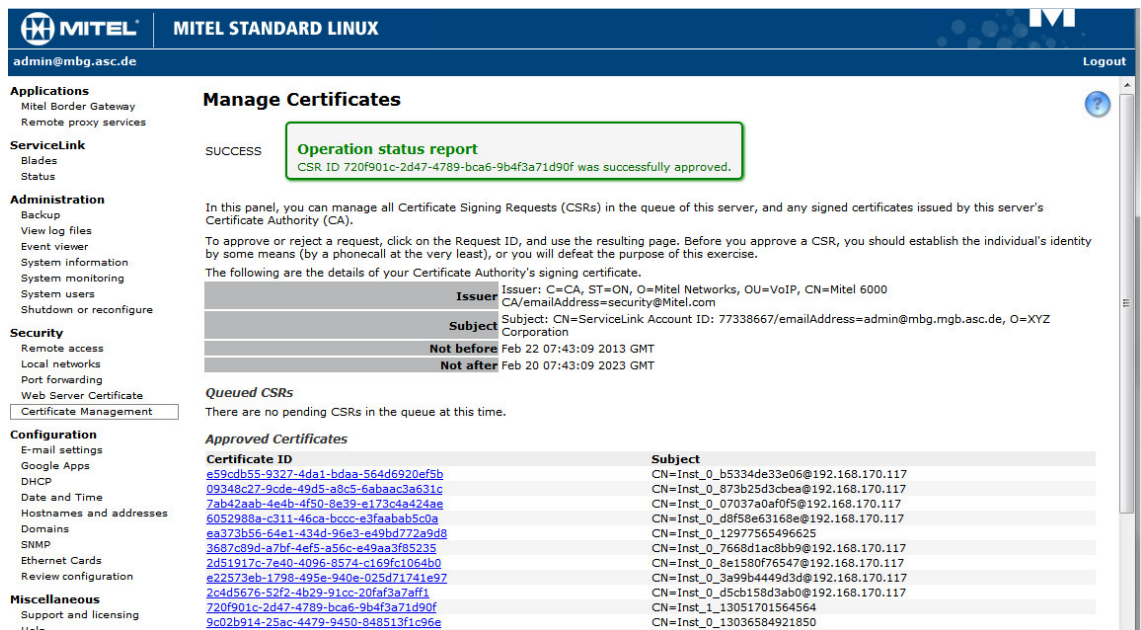


Fig. 12: Success notification for shared certificate

The recording server can now connect to the **MBG** via the **SSL** tunnel.

## 7.2

### System Configuration



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

### 7.2.1 Start application

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

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

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

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

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

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

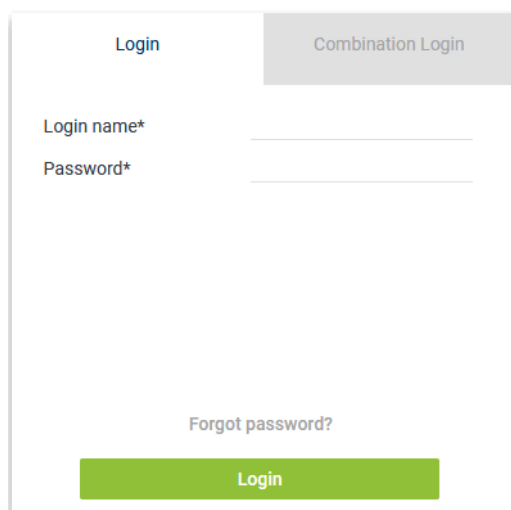


Fig. 13: System Configuration - web interface

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

Tab. 8: Login data - system provider

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

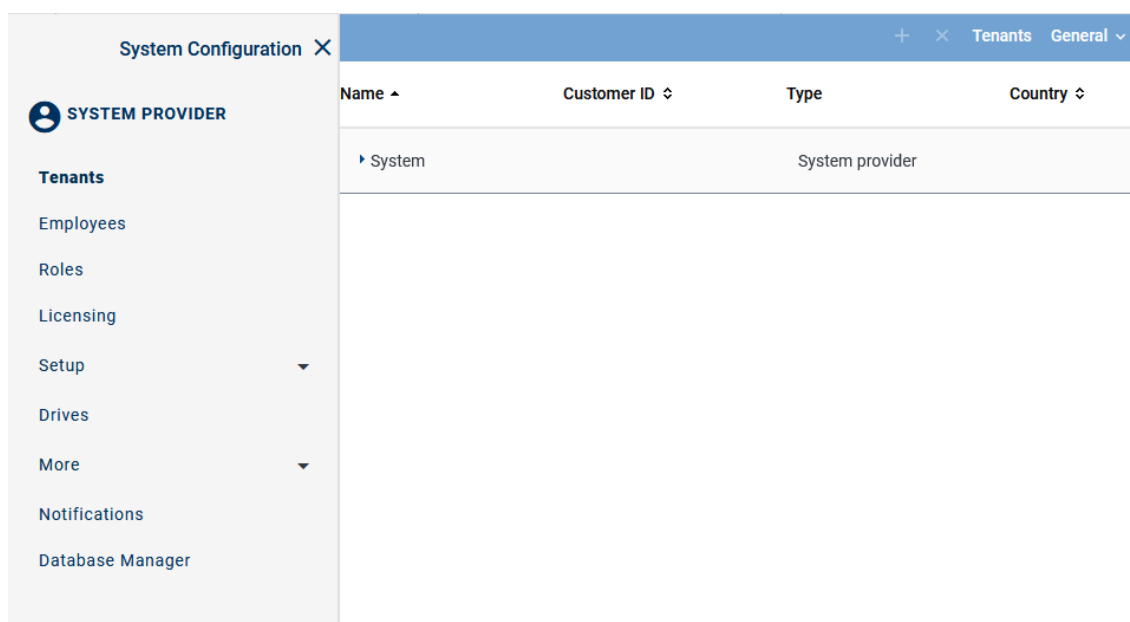


Fig. 14: System Configuration - main view:

## 7.2.2 Configure recording solution

### Supported recording architectures

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

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

### 7.2.2.1 Configure recording solution All-in-one Basic

#### 7.2.2.1.1 Create recording architecture

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

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

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

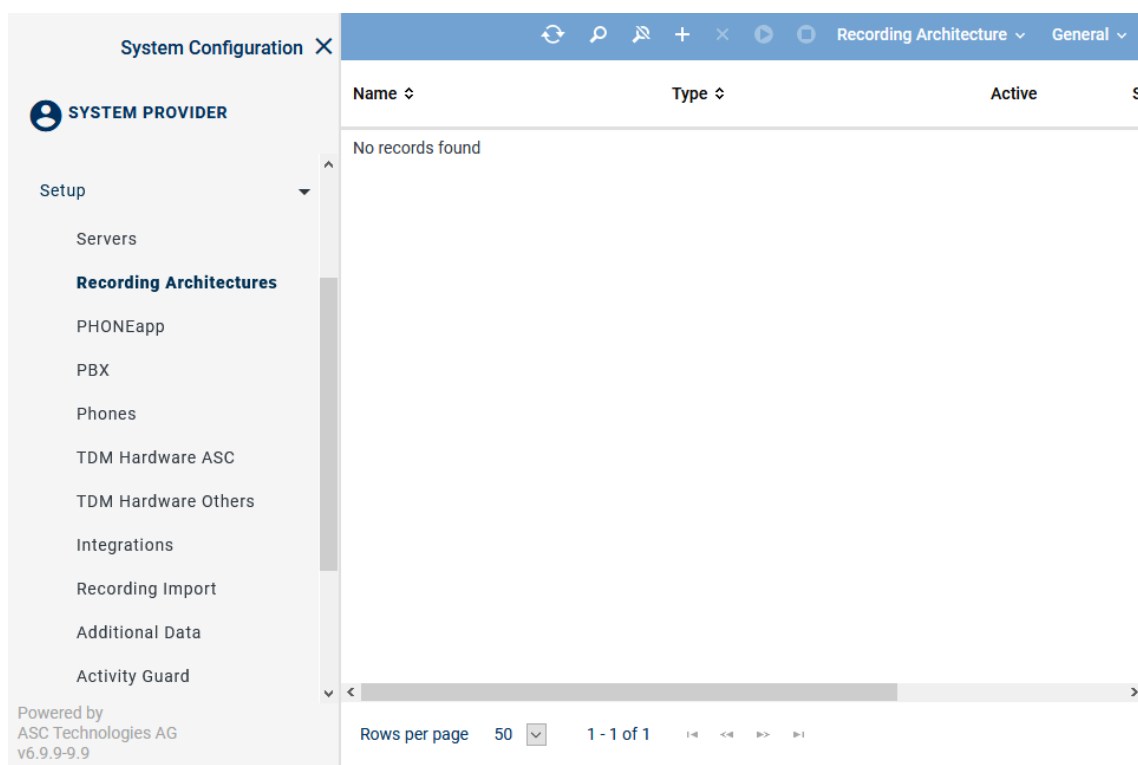


Fig. 15: Recording architectures - main view

|                       |  |
|-----------------------|--|
| <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.<br><div> <span>✓</span> = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon <span>⏏</span> (<i>Deactivate</i>) in the toolbar.<br/> <span>✗</span> = Recording architecture is not active. It can be activated by clicking on the icon <span>⏏</span> (<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.<br><div> <span>✓</span> = At least 1 standby server is active.<br/> <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. 16: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

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

Create a recording architecture of the type *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.

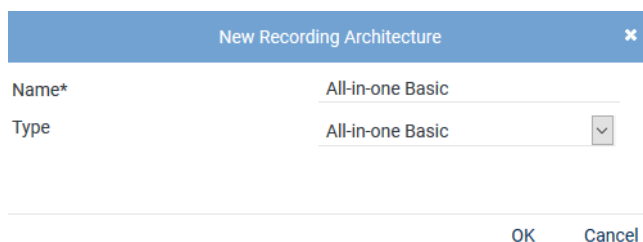
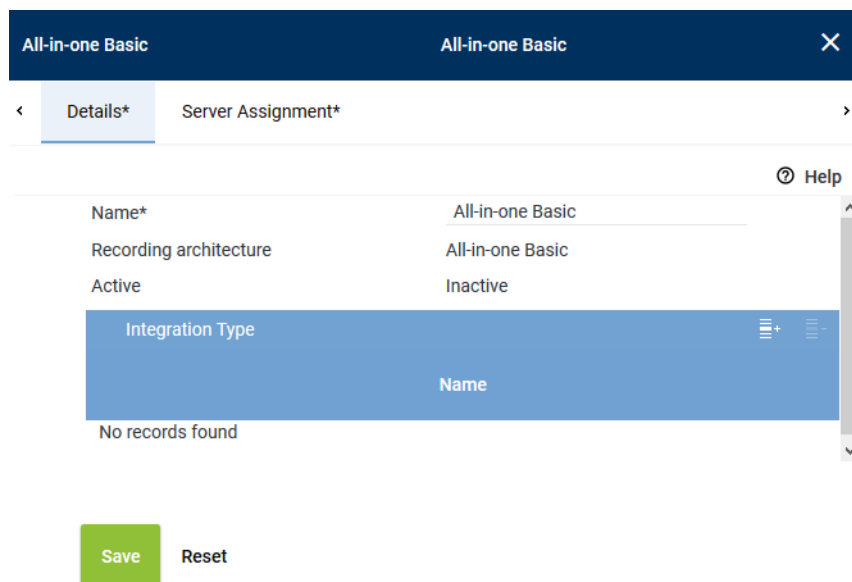


Fig. 17: Create recording architecture - All-in-one Basic Recording

- 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.



**All-in-one Basic** All-in-one Basic X

< Details\* Server Assignment\* >

Help

Name\* All-in-one Basic

Recording architecture All-in-one Basic

Active Inactive


Integration Type + -

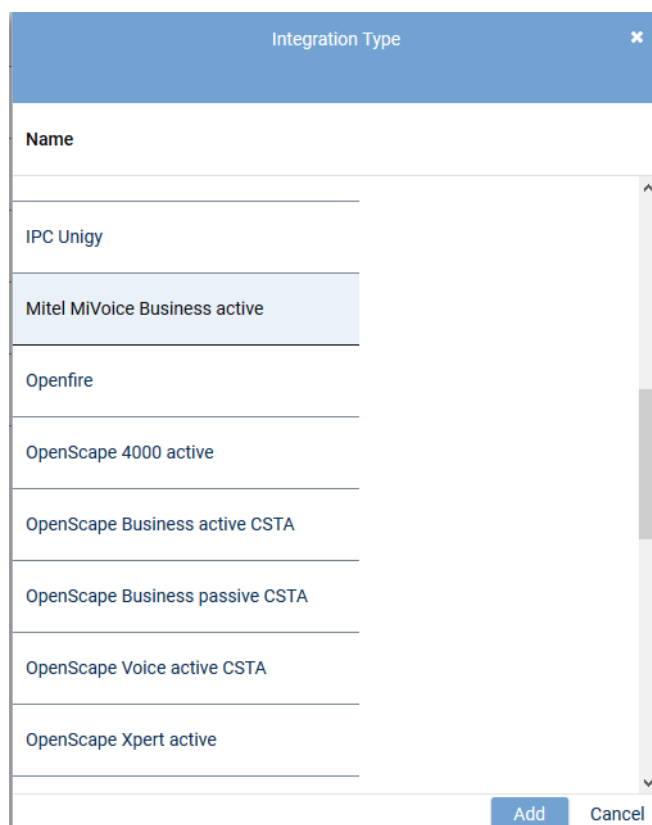
| Name             |
|------------------|
| No records found |

Save Reset

Fig. 18: 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** X

Name

IPC Unigy

Mitel MiVoice Business active

Openfire

OpenScape 4000 active

OpenScape Business active CSTA

OpenScape Business passive CSTA

OpenScape Voice active CSTA

OpenScape Xpert active

Add Cancel

Fig. 19: Select integration type



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



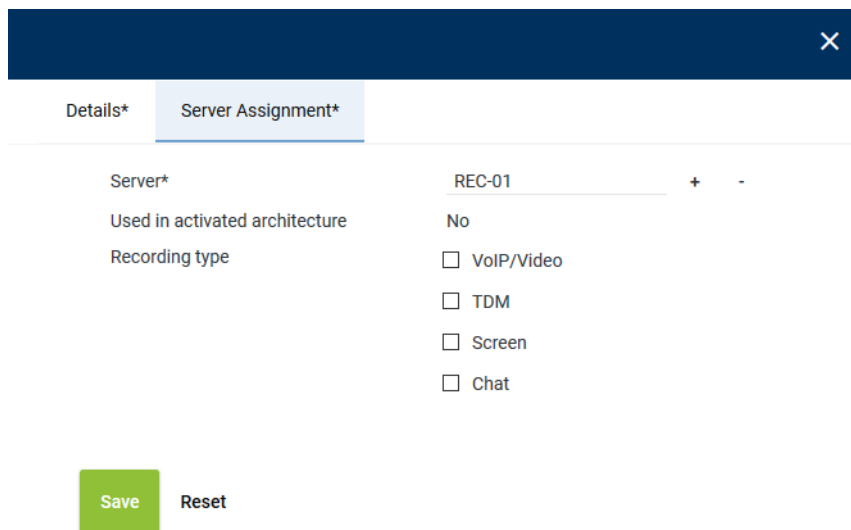
Any number of integration types can be assigned to a recording architecture.

- Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.

⇒ The name of the integration type now appears in the list in the detail view.

### Assign server for All-in-one Basic

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



Details\* Server Assignment\*

Server\* REC-01 + -

Used in activated architecture No

Recording type

☐ VoIP/Video

☐ TDM

☐ Screen

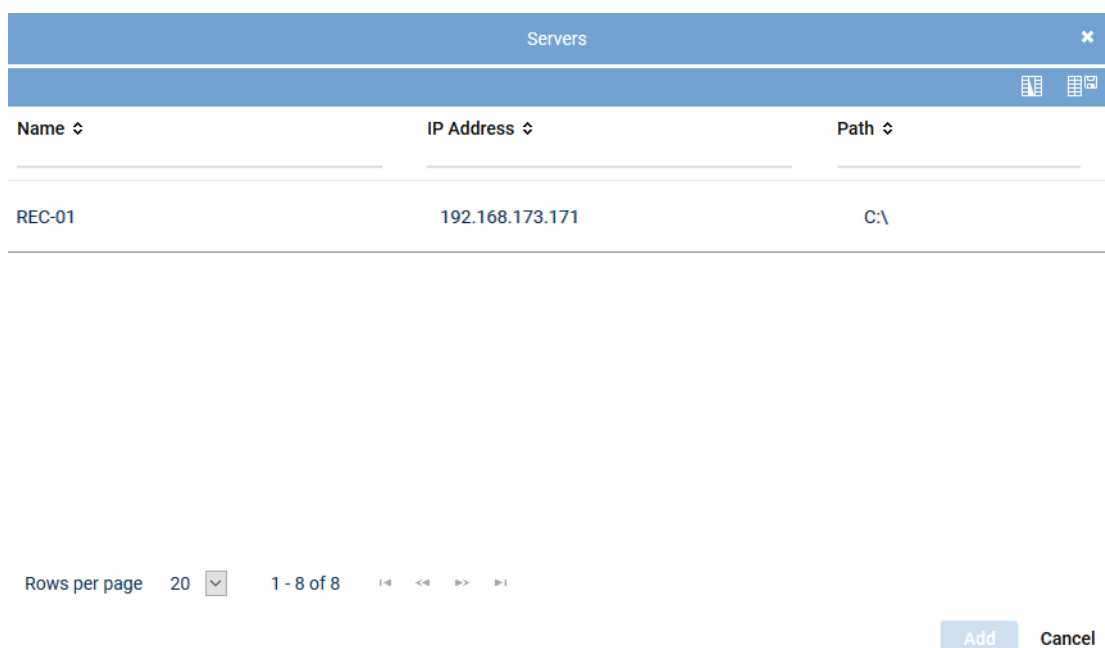
☐ Chat

Save Reset

Fig. 20: 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. 21: 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.

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

Recording type

☒ VoIP/Video

☐ TDM

☐ Screen




☐ Chat

Fig. 22: 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. 23: 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:

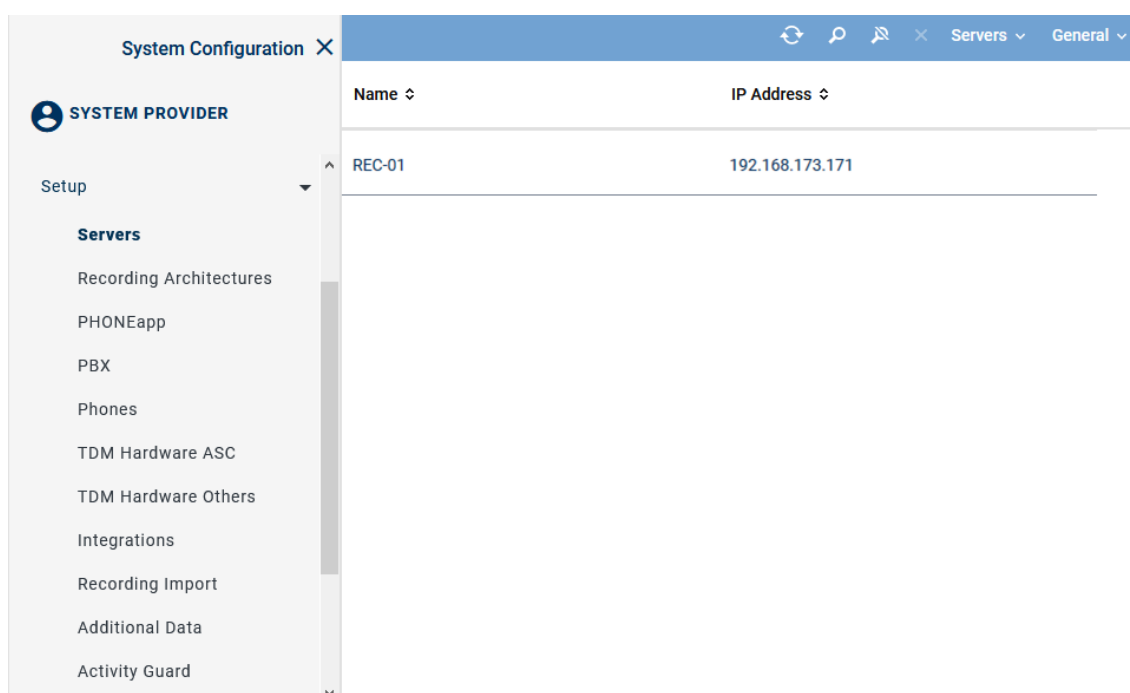


Fig. 24: Servers - main view

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.

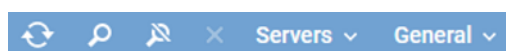







Fig. 25: Toolbar Servers module

|   |                     |   |
|---|---------------------|---|
|  | <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.<br><br>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.<br><br>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.   |

|                |  |  |
|----------------|--|--|
| <b>Servers</b> | <b>Administrate Server Locations</b>         | Opens a window in which you can create and administrate locations of the servers, see <a href="#">chapter "Administrate server locations", p. 27</a> .   |
|                | <b>Administrate NTP Server</b>               | Opens a window in which you can administrate the servers for the time synchronization, see <a href="#">Administrate NTP server</a> .   |
|                | <b>Manage Synchronization Configurations</b> | Opens a window in which you can manage the synchronization configurations.   |
| <b>General</b> | <b>Adjust Table</b>                          | 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> |
|                | <b>General Help</b>                          | Opens the online help.   |
|                | <b>Module Help</b>                           | Opens the module-specific online help.   |



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.

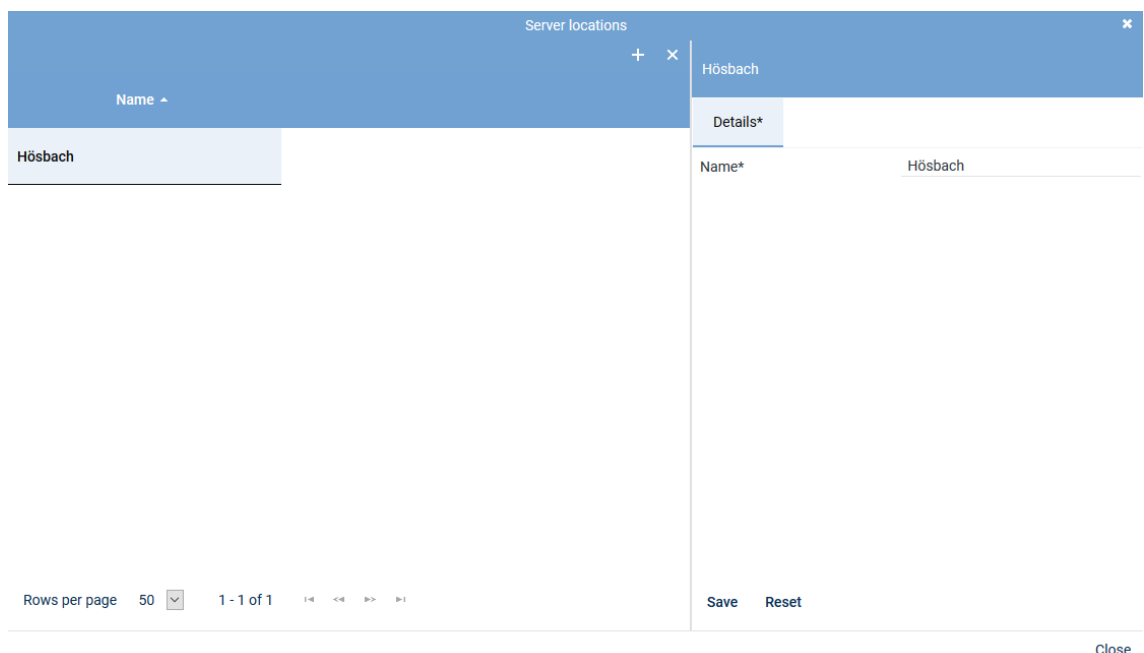



Fig. 26: Add server locations

- 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*.

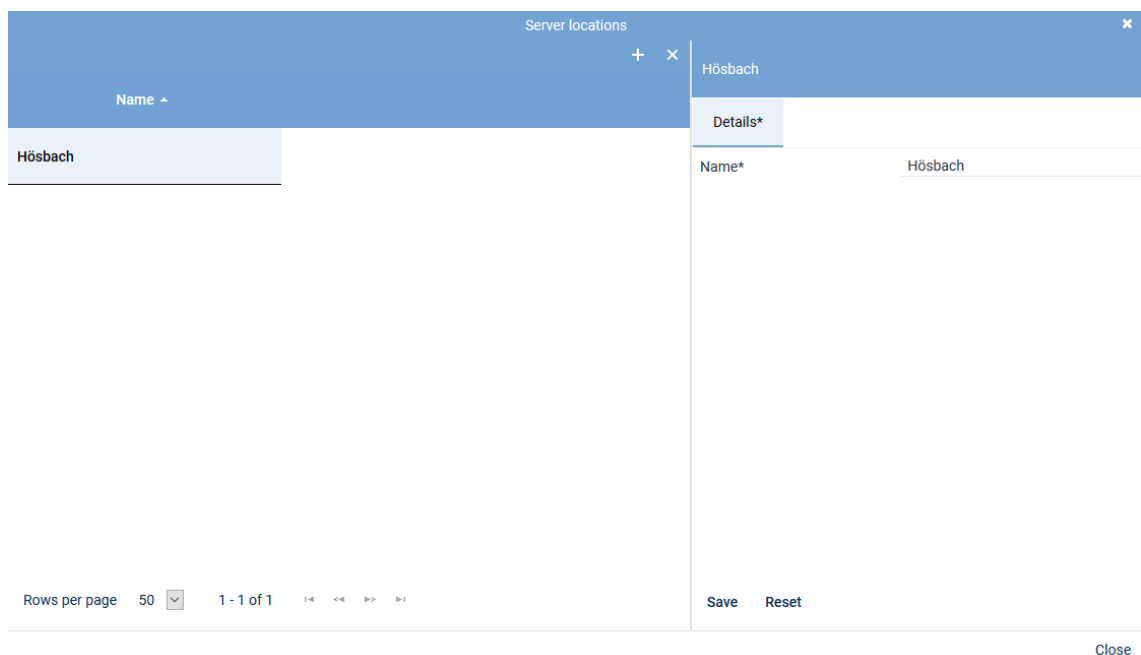
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### Delete server location




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

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



The screenshot shows a window titled "Server locations" with a close button (x) in the top right corner. Below the title bar is a table with a single row containing the text "Hösbach". To the right of the table is a tab labeled "Details\*". Below the table, there is a pagination bar showing "Rows per page 50" and "1 - 1 of 1". At the bottom right of the window, there are buttons for "Save", "Reset", and "Close".

Fig. 27: 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. 28: 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. 29: Servers - tab usage

### Group field API Server

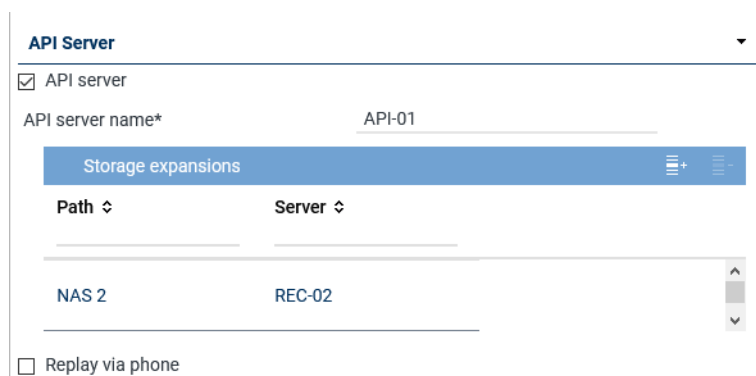




Fig. 30: Group field API Server

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


The ASC API Server offers the interface for the client applications to communicate with the *neo* system.

Furthermore, the ASC API Server is responsible for replay by means of the web applications. 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>Activate the check box to start the ASC 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>To be able to reach the ASC 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", p. 40</a>.</p>  |
| <i>API server name</i>                   | <p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>  |
| <i>List</i><br><i>Storage expansions</i> | <p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add storage expansions, see <a href="#">chapter "Add storage expansion for replay", p. 31</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove storage expansions from the list.</li> </ul> |

| Parameter               | Value/Description  |
|-------------------------|--|
|                         | 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.  |
| <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.<br/> <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. 38</a>. To be able to do so, at least 1 PBX must have been configured in the system.</p> |

### Add storage expansion for replay

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

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

Rows per page: 20 1 - 1 of 1

Add Cancel

Fig. 31: 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. 32: 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. 9: Configure audio analysis

Emotion Detection ✕

📋

Name ↕

REC-01

Rows per page 20 ▼ 1 - 8 of 8 ⏪ <⏪ ⏩ ⏭

Add Cancel

Fig. 33: 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. 34: Group field Recording Control/Key Management



| Parameter                           | Value/Description   |
|-------------------------------------|---|
| <i>Recording control/Monitoring</i> | <p>Activate the check box if you would like to use CLIENT <i>command</i> or <i>API</i> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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. 10: Configure recording control/key management

### Group field Data Processing

**Data Processing**

☒ Data storage

☐ Transfer data for replay

Target Server

Name

IP Address ↕

No records found

☒ Transfer data for data storage

Target Server

Name

IP Address ↕

No records found

Activate period of time

☒

Start

0:00

▼

End

4:00

▼

Receives data from

Name

Only Replay

No records found

☐ Archiving

☒ Export

Replay server

Please choose...

▼







☒ Import

Recording architecture

All-in-one Basic

▼


Fig. 35: Group field Data Processing

| Parameter                             | Value/Description   |
|---------------------------------------|---|
| <i>Data storage</i>                   | <p>Activate the check box to make additional functions of data processing available for editing.</p>  |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target server, see <a href="#">chapter "Add target server to a list", p. 35</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be transferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list", p. 35</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b></p> <p>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i>              | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</p> <p> = Data is transferred for data storage.</p>   |

| Parameter        | Value/Description  |
|------------------|--|
| <i>Archiving</i> | Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.  |
| <i>Export</i>    | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li>• <i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>    | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li>• <i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul> <p><b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only.</p> |

Tab. 11: Data storage

### Add target server to a list

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

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

Rows per page 20 1 - 6 of 6

Add Cancel

Fig. 36: Select server



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

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

### Group field *Replay*

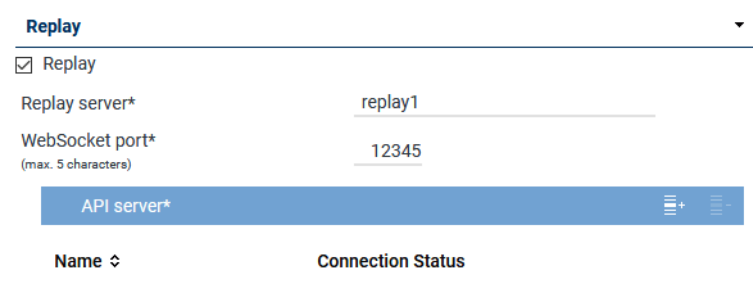




Fig. 37: Group field *Replay*

| 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 server</a> 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><br>(maximum of 5 characters) | Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.   |
| <i>List 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>  |

| Parameter | Value/Description   |
|-----------|---|
|           | <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. 37.</li> <li>By clicking on the icon  (Remove), you can remove selected <a href="#">API servers</a> from the list.</li> </ul> |

Tab. 12: 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.

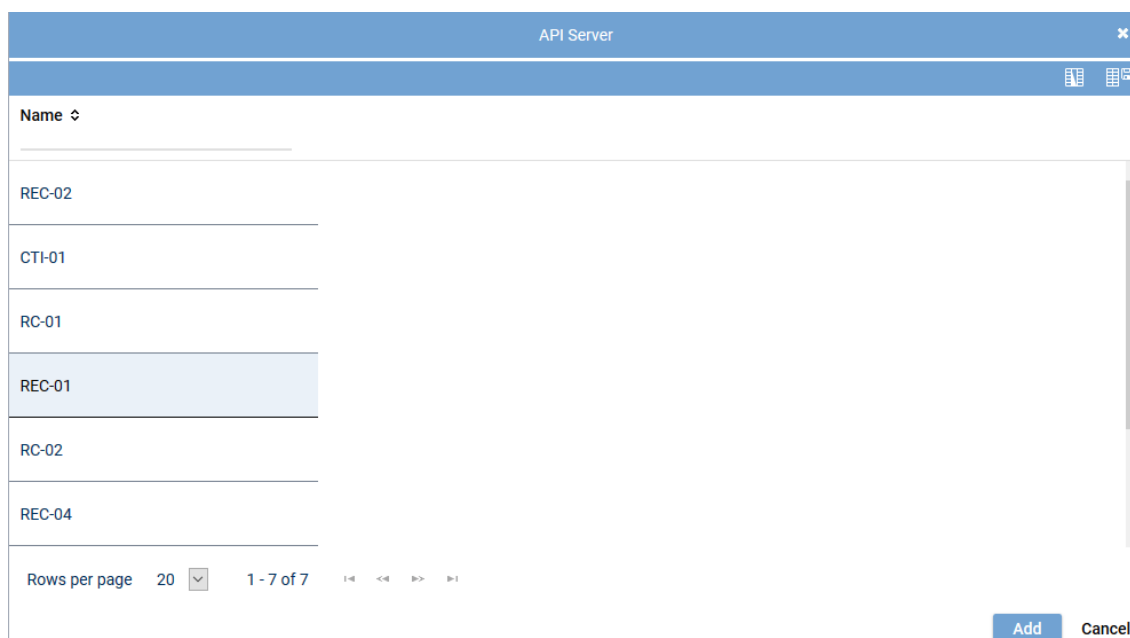


Fig. 38: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server"](#), p. 30.

- 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. 39: 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><br/>If you enter this domain, there is no key management.</li> <li>• <i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 13: 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                                 | ▼         |
| Extension*<br>(max. 18 characters) | 123456                              |           |
| Media streamer IP address*         | 192.168.169.192                     | ▼         |
| Minimum port                       | 24000                               |           |
| Maximum port                       | 24099                               |           |
| Transport protocol                 | UDP                                 | ▼         |
| SIP signaling port                 | 5062                                |           |
| User name                          |                                     |           |
| Password                           |                                     |           |
| PBX IP address                     |                                     |           |
| PBX port                           | 5060                                |           |
| Registration required              | <input checked="" type="checkbox"/> |           |
| SIP registration expiration        | 3600                                | Second(s) |

Save
Reset

Fig. 40: 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", p. 45</a>.</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. The drop-down list displays all IP addresses of the server.</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> <p>Enter an even number.</p>   |
| <b>Maximum port</b>              | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <b>SIP</b> communication.</p> <p><b>TCP</b> = unencrypted<br/> <b>UDP</b> = unencrypted<br/> <b>TLS</b> = encrypted</p> <p>If an external analog gateway has been integrated, select <b>UDP</b> in the drop-down list.</p>  |
| <i>SIP signaling port</i>          | <p>Enter the port for the <b>SIP</b> communication.</p> <p>Port for data exchange: <b>5062</b></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <b>SIP</b> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <b>SIP</b> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the IP address <b>169.254.254.101</b>.</p>  |
| <i>PBX port</i>                    | <p>Enter the port of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the value <b>5060</b>.</p>  |
| <i>Registration required</i>       | <p>Select whether the <b>SIP</b> extension has to be registered with the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p><input checked="" type="checkbox"/> = <b>SIP</b> extension has to be registered.<br/> <input type="checkbox"/> = <b>SIP</b> extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box <b>Registration required</b>.</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](#)

**Replay Server Addresses**

 Remove Replay Server Addresses

Internal IP address/ port of the replay server:  :

Internal download URL:

External address/ port of the replay server:  :

External download URL:

Fig. 41: 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 target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                          | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address / Port of the replay server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download URL</i>                          | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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*.

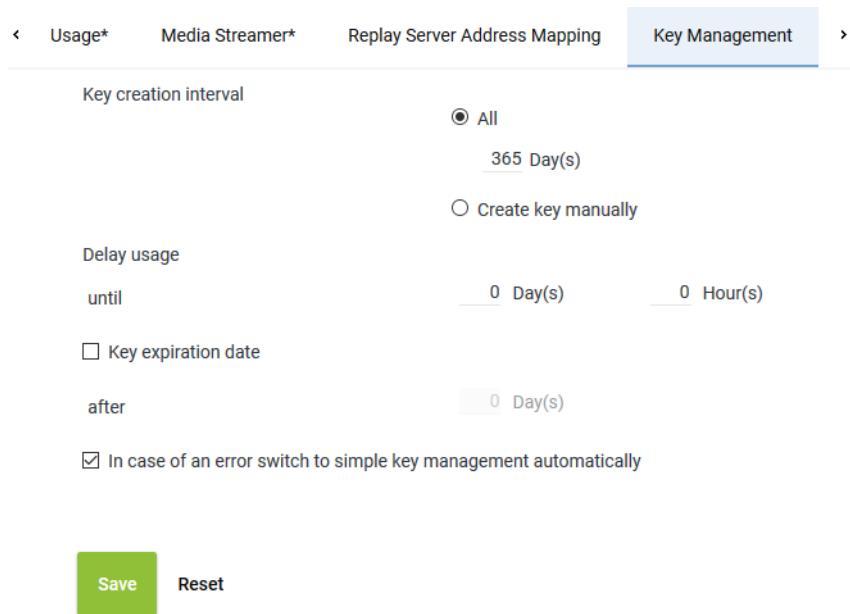


Fig. 42: Servers module - tab Key Management

|                              |   |
|------------------------------|---|
| <b>Key creation interval</b> | <p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i><br/>Select the intervals in which a new key is supposed to be generated automatically.<br/>Possible time interval: 1 to 365 days<br/>Default value: 365 days</li> <li>• <i>Create key manually</i><br/>Select that a key is supposed to be generated manually.<br/>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.</li> </ul> |
| <b>Delay usage</b>           | <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.<br/>Possible time interval: 0 to 14 days<br/>Default value: 0 days (new keys are immediately used for encryption)<br/>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>   |
| <b>Key expiration date</b>   | <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.

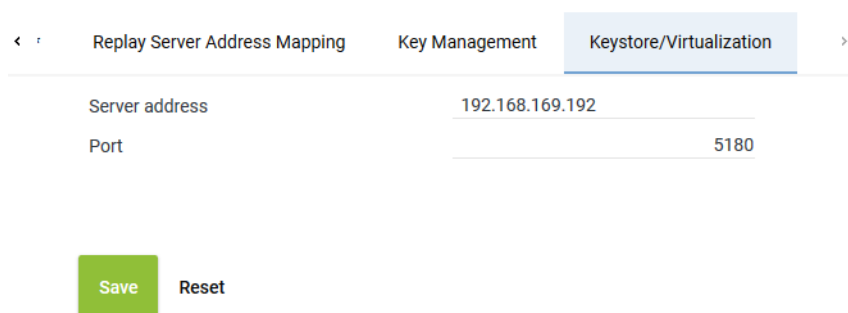
- *Trusted Virtualization License*

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 active. It contains two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. Below the fields are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 43: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> </ul> |
| <b>Port</b>           | <p>Enter the port for the connection.</p> <p>5180 = Dongle Manager</p> <p>8181 = ASC License Management System</p>   |



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

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

### 7.2.2.1.3 Create PBX

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

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

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

⇒ The following window appears:

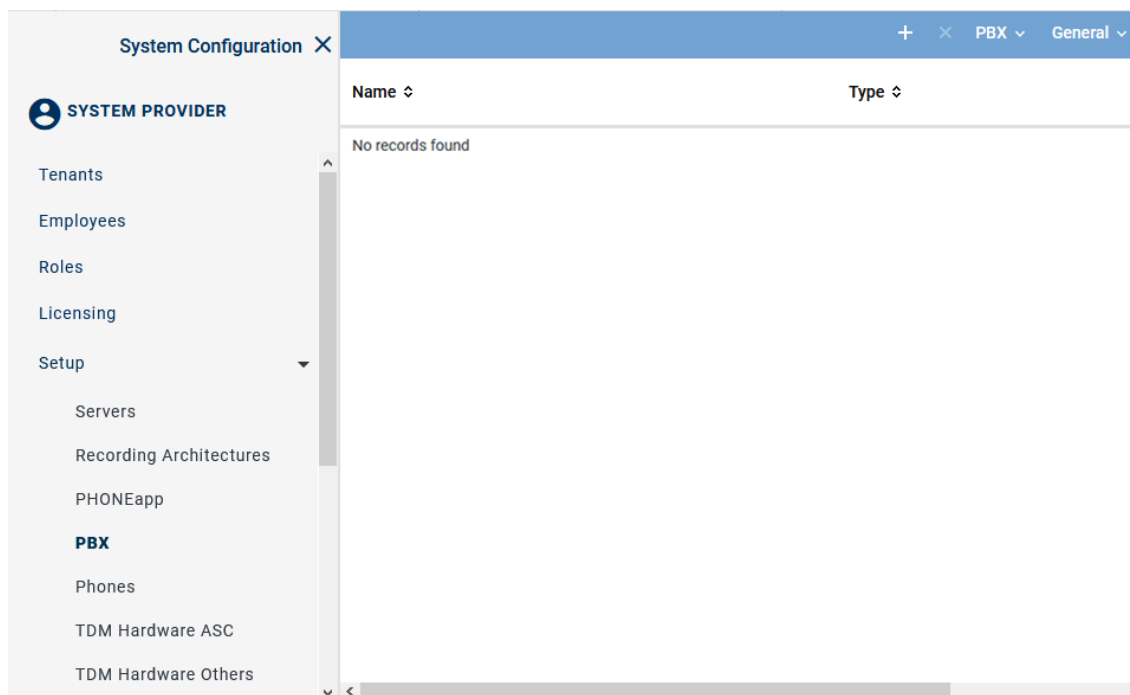


Fig. 44: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

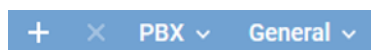




Fig. 45: Toolbar PBX module


|   |                                       |  |
|---|---------------------------------------|--|
|  | <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.   |

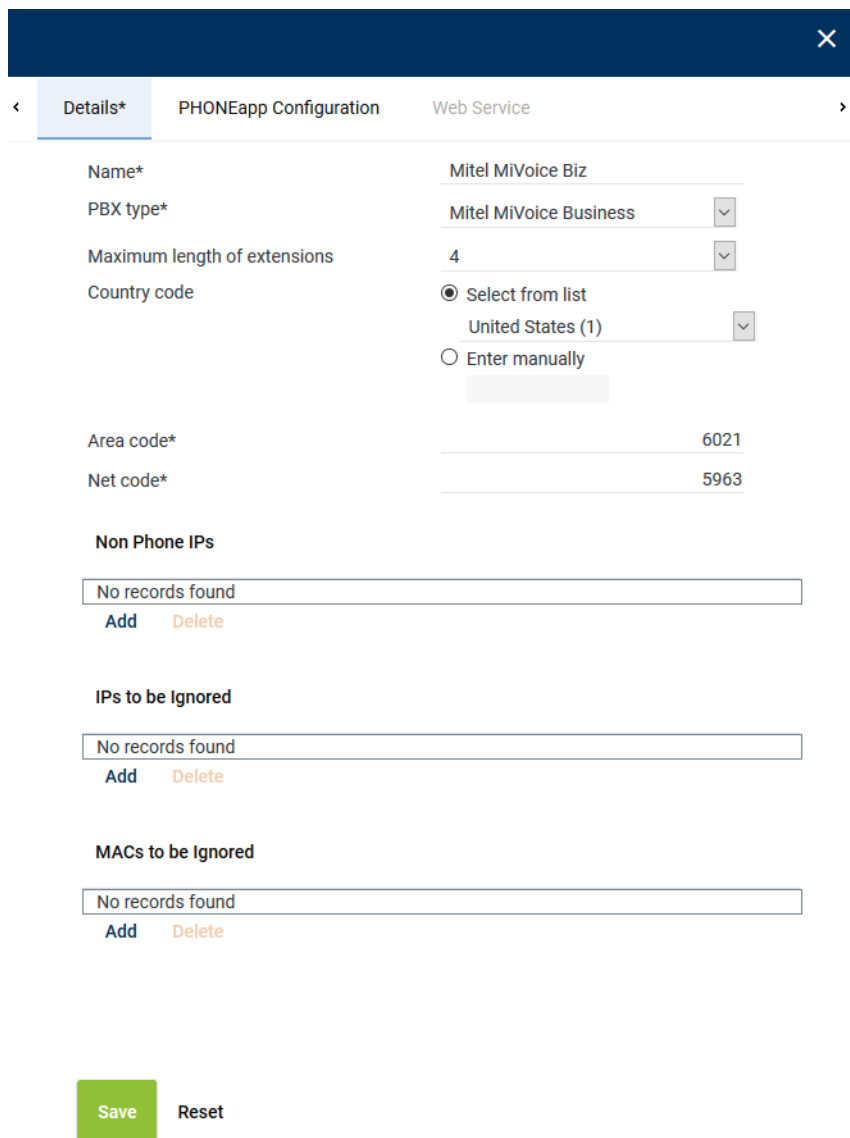
*Module Help* Opens the module-specific online help.



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create new PBX

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



**Details\*** PHONEapp Configuration Web Service

Name\* Mitel MiVoice Biz

PBX type\* Mitel MiVoice Business

Maximum length of extensions 4

Country code ☒ Select from list  
United States (1) ☐ Enter manually

Area code\* 6021

Net code\* 5963

**Non Phone IPs**

No records found  
[Add](#) [Delete](#)

**IPs to be Ignored**

No records found  
[Add](#) [Delete](#)

**MACs to be Ignored**

No records found  
[Add](#) [Delete](#)

[Save](#) [Reset](#)

Fig. 46: 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 <a href="#">PBX</a> from the drop-down list.   |
| <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></li> </ul> |

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

Tab. 14: 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

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

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

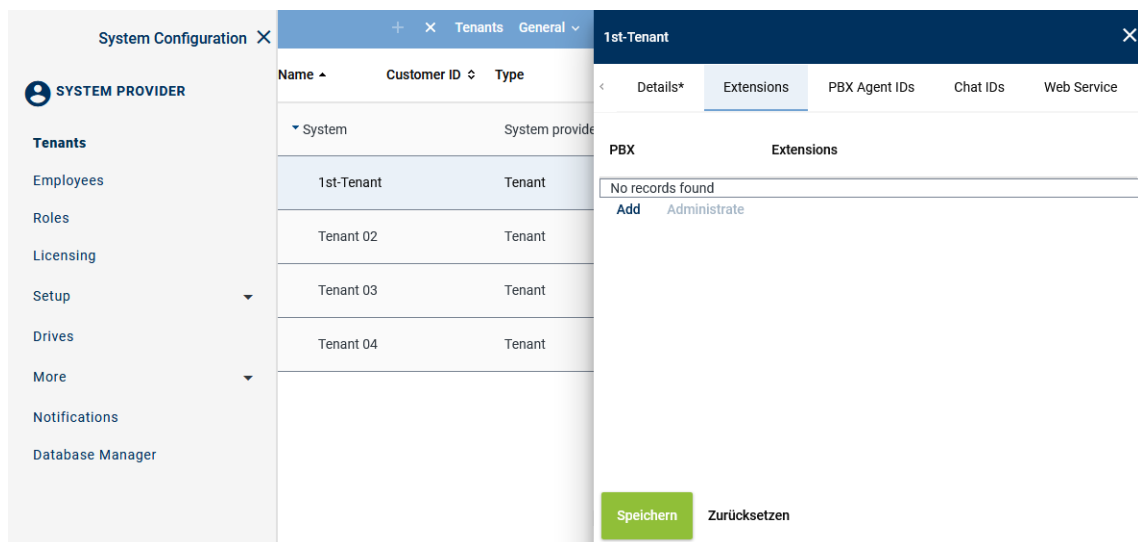


Fig. 47: Tenants - main view - tab Extensions

##### Add extensions

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

Add Extensions ×

PBX

PBX ▼

☐ File import
 

☐ File contains a headline

File name

...

☒ Manual entry
 

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

6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 48: Assign extensions to tenants

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

|                     |  |
|---------------------|--|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>ZIP</li> <li>TXT</li> <li>CSV</li> </ul> <p><b>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.</b></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 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.</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 style="background-color: #f1f3f4; padding: 0 5px;">...</span> behind the field <i>File name</i>.</li> <li>Click on the button <i>Choose File</i>.</li> <li>Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>Click on the button <span style="background-color: #4285f4; color: white; padding: 0 5px;">↗</span> <i>Upload File</i>.</li> </ul> |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>  |

EVOIP<sub>neo</sub> active for Mitel MiVoice Business - neo 6.x Rev. 38

48 / 477



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.

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

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

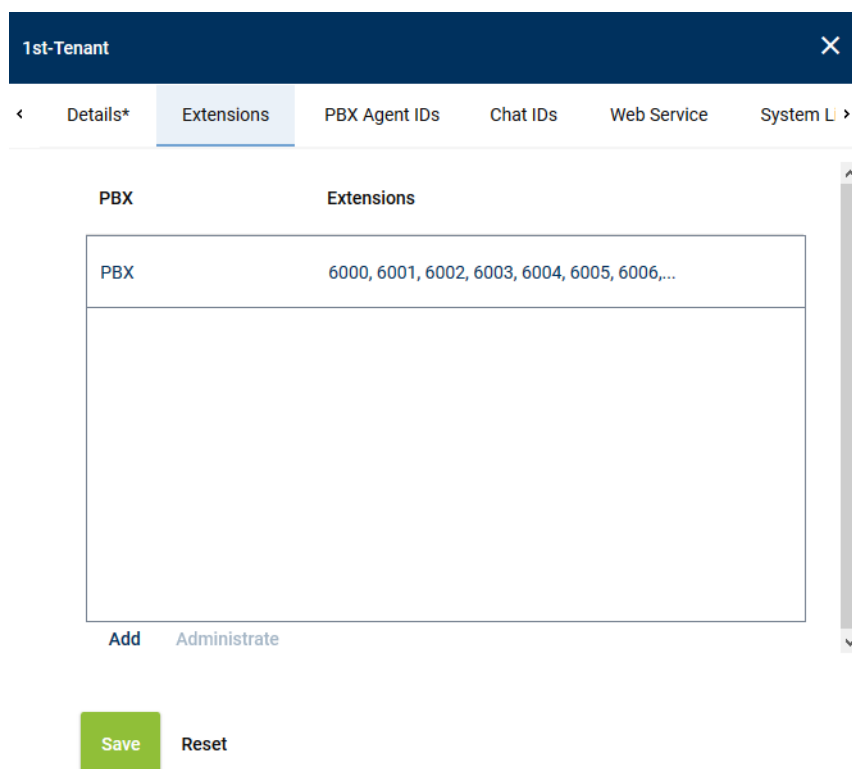


Fig. 49: Remove extensions

2. Click the button *Administrate*.

3. 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.



Fig. 50: Select extensions

4. 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.

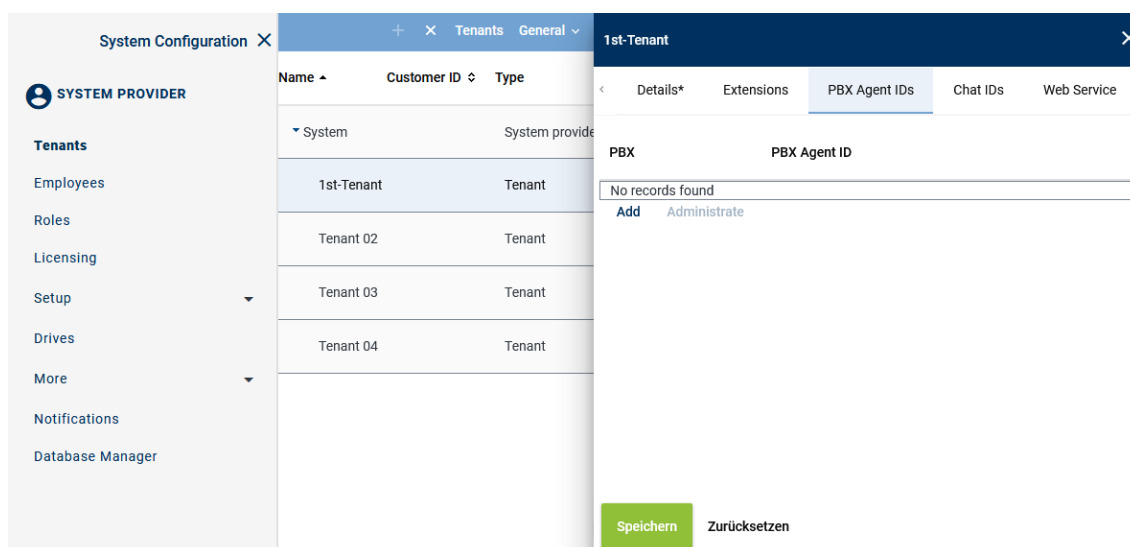
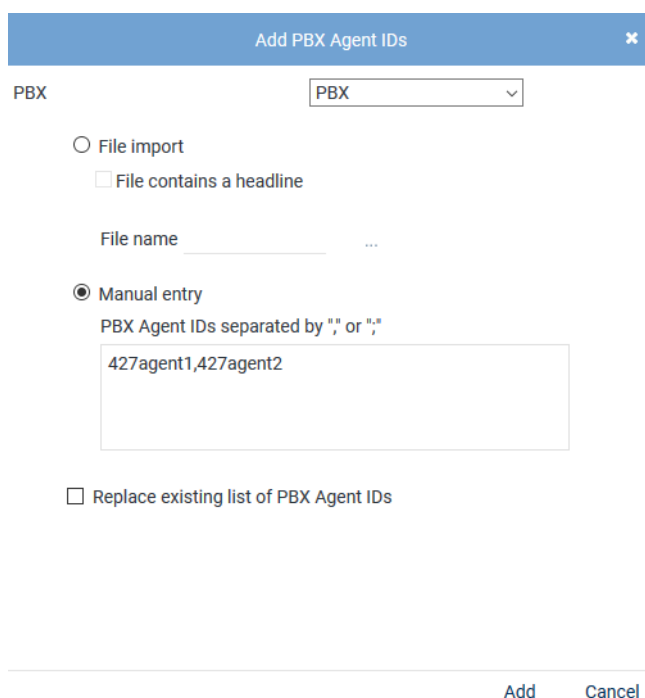


Fig. 51: Tenants - main view - tab PBX Agent ID

### 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:



The 'Add PBX Agent IDs' dialog box is shown. It has a title bar 'Add PBX Agent IDs' and a close button. Below the title bar, there is a dropdown menu for 'PBX' with 'PBX' selected. There are two radio buttons: 'File import' and 'Manual entry'. The 'Manual entry' option is selected. Below it, there is a checkbox 'File contains a headline' which is unchecked. There is a text input field for 'File name'. Below the 'Manual entry' option, there is a text input field for 'PBX Agent IDs separated by ";" or ","' with the value '427agent1,427agent2'. At the bottom, there is a checkbox 'Replace existing list of PBX Agent IDs' which is unchecked. At the bottom right, there are buttons for 'Add' and 'Cancel'.

Fig. 52: 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>              | Select the option to import PBX Agent IDs from an existing <a href="#">CSV</a> file and add them to the table of PBX Agent IDs. |
| <i>File contains a headline</i> |   |

|   |  |
|---|--|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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 <b>...</b> 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 <b>Upload File</b>.</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>  |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.

Administrate PBX Agent IDs
✕

ID

427agent1

427agent2

Remove Cancel

Fig. 53: Select PBX Agent IDs

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

#### 7.2.2.1.5 Configure additional data

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

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

Setup

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

Powered by  
ASC Technologies AG  
v6.5.0-1.0

Additional Data
✕

ID

customCP01

customCP02

customCP03

customCP04

customCP05

customCP06

customCP07

Rows per page 50  
1 - 30 of 30

customCP01
✕

Details

|       |                | Help |
|-------|----------------|------|
| en_GB | customCP01     | ✎    |
| en_US | MitelQueueName | ✓ ✕  |
| es_ES | customCP01     | ✎    |
| et_EE | customCP01     | ✎    |
| fr_FR | customCP01     | ✎    |
| it_IT | customCP01     | ✎    |

Save
Reset

Fig. 54: Configure additional data

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

**Availability**

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

**Save** **Reset**

Fig. 55: Additional data - configure availability

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

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

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

Fig. 56: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 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:

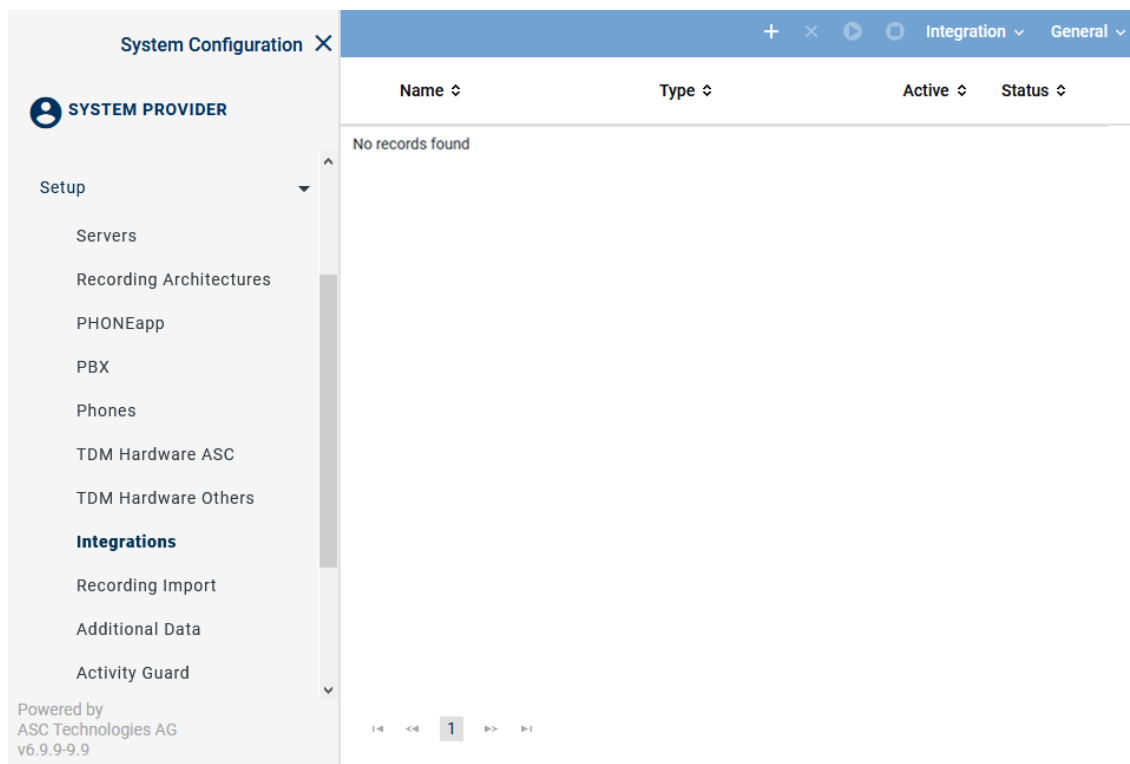




Fig. 57: Integrations - main view

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.<br><div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </div> <div> <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.<br><div> <span>✓</span> = Configuration is complete.         </div> <div> <span>✗</span> = Configuration is incomplete.         </div>  |


### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 58: 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. |

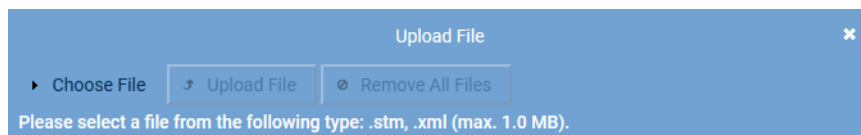
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

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

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

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



Close

Fig. 59: Choose file

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

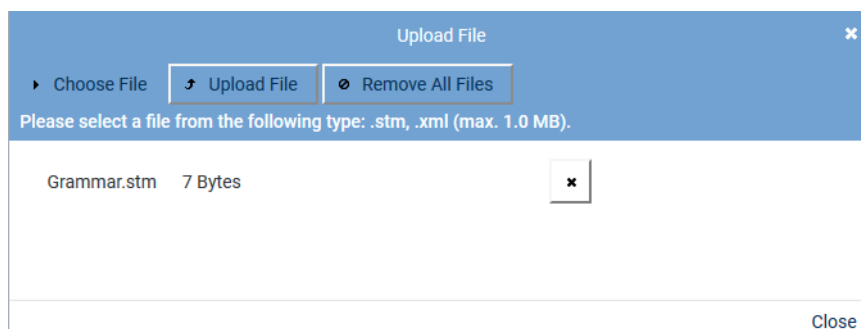




Fig. 60: Upload grammar

- 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

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

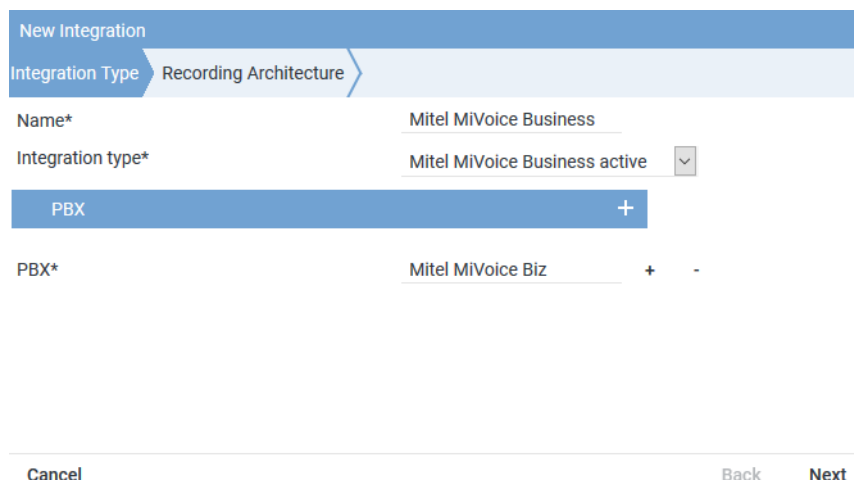


Fig. 61: Create integration type

- Enter the following parameters:

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

Tab. 15: Create integration type


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



Fig. 62: Integrations - select PBX

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

### Assign recording architecture for All-in-one Basic

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



Fig. 63: Assign recording architecture - All-in-one Basic


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



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

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

### Configuration steps

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








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

Fig. 64: 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.

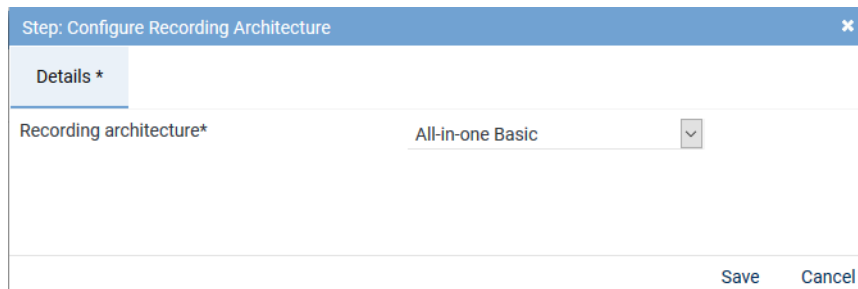



Fig. 65: Configuration step - Configure Recording Architecture

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

### Configure CTI connection data

1. 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MITAI)\*

MiVB SIP trunk (MITAI)\*

CTIconnect Module

Type

Grammar name\*

Grammar version\*

CTIconnect active

standard

1.00.04

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 66: Configure CTIconnect connection data to [MBG](#)



Following an update, you must configure this section again.

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

Grammar name\*

Grammar version\*

Login name

Password

CTIconnect passive

standard

1.00.01

asc\_cticonnect

.....

Fig. 67: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 16: Configure CTIconnect module

### Group field Connection Data MBG

In this group field, you can configure the connection data to the CTI<sup>connect</sup> module.



Fig. 68: Group field Connection Data

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

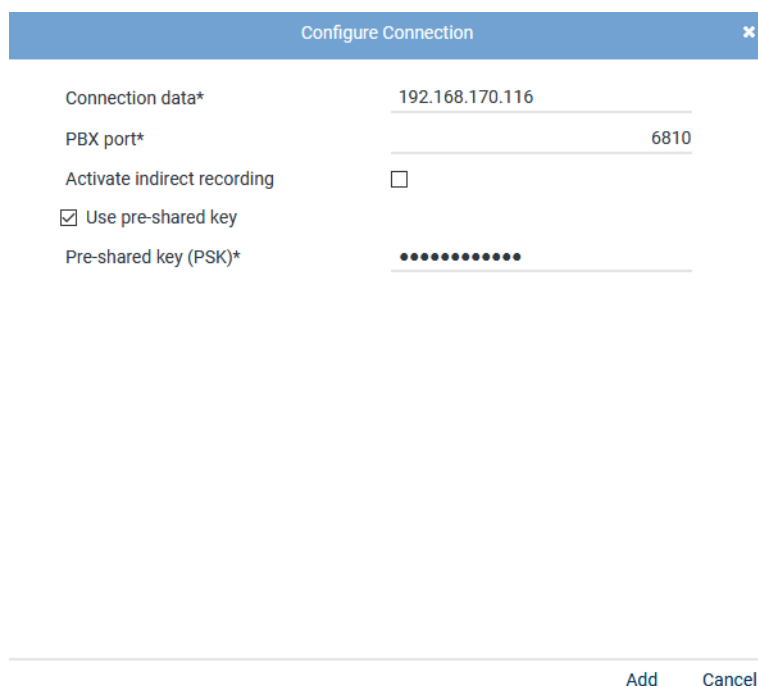


Fig. 69: Configure connection

2. Enter the following parameters:

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

Tab. 17: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

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

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

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



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

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

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

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

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

Fig. 70: CTI connection data - additional data module 1

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

### Tab MiVB (MiTAI)

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 71: CTI connection data - tab MiVB (MiTAI)

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 72: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 18: Configure CTIconnect module

### Group field Connection Data

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



Fig. 73: Group field Connection Data

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

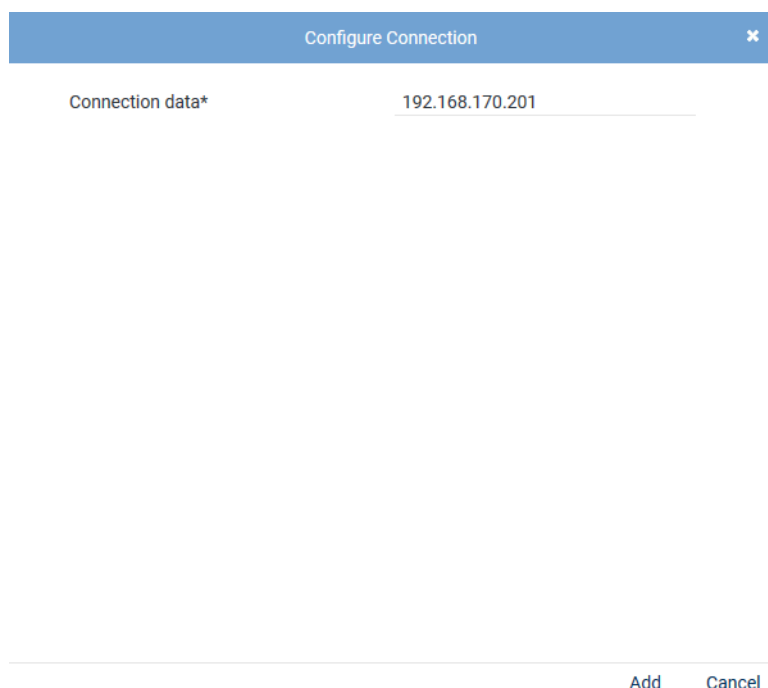


Fig. 74: Configure connection data

2. Enter the following parameters:

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

Tab. 19: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

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



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

Fig. 75: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



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

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

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

### Tab MiVB SIP trunk (MiTAI)

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add
Edit
Delete

Additional Data

Save

Cancel

Fig. 76: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 77: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

| Parameter       | Value/Description  |
|-----------------|--|
| <i>Password</i> | Enter the password required to authenticate on the CTI <u>connect</u> Service. |

Tab. 20: Configure CTIconnect module

### Group field Connection Data

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



Fig. 78: Group field Connection Data

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

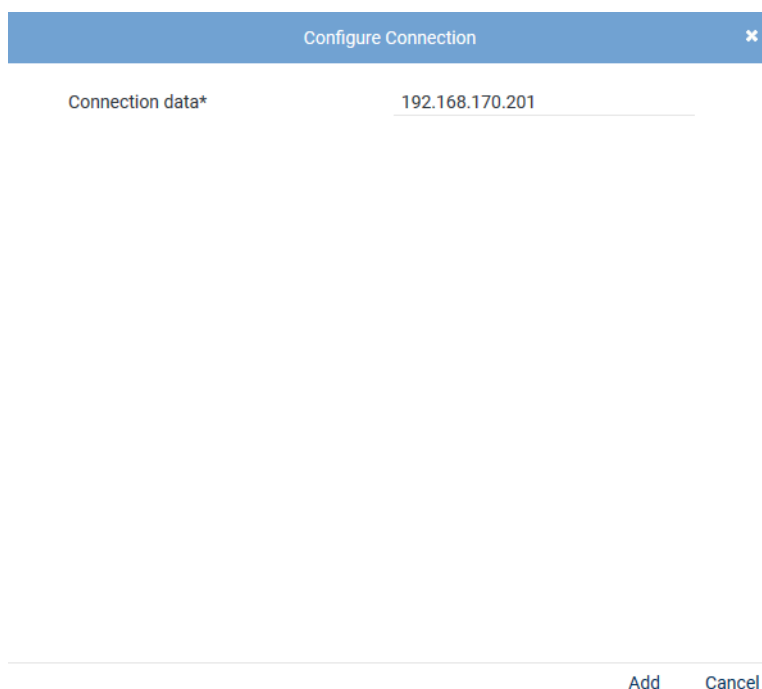


Fig. 79: Configure connection data

2. Enter the following parameters:

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

Tab. 21: Configure connection data

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

### Group field Additional Data

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

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

Fig. 80: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |




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

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

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

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

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

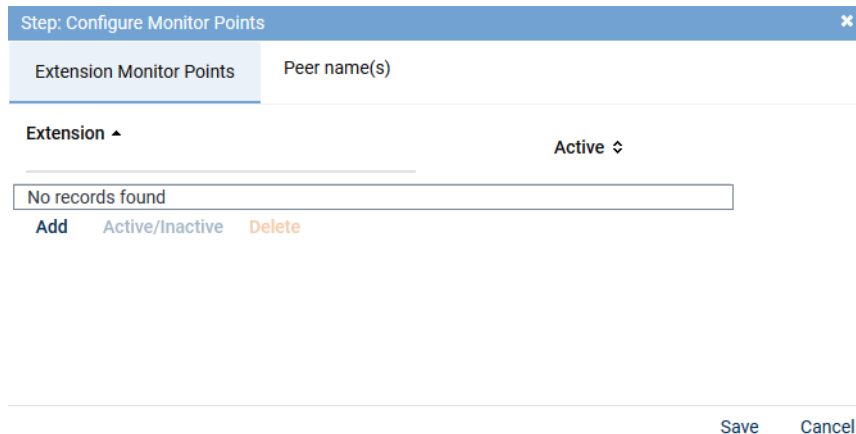


Fig. 81: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

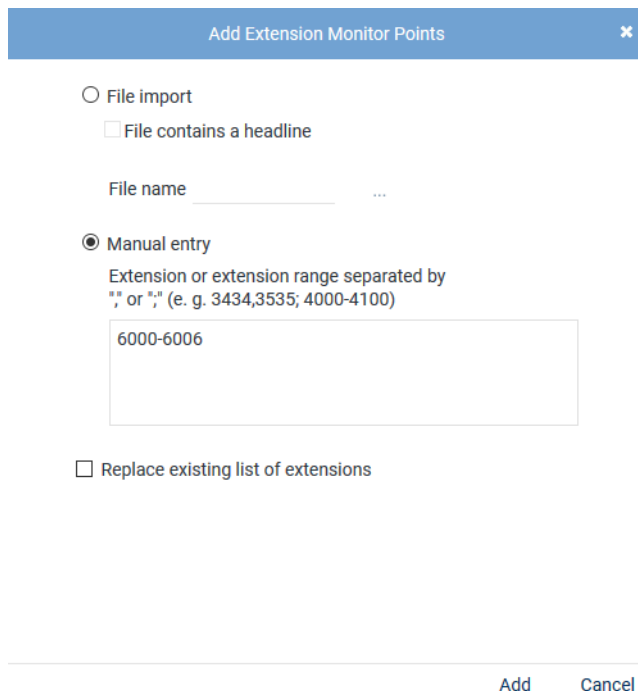




Fig. 82: Add extension monitor points

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

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 ZIP file via the Explorer and click on the button *Open*.
- Click on the button  (*Upload file*).

#### *File contains a headline*



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

The **CSV** file may not contain more than 1 column. If commas or other column delimiters are found in the **CSV** file, then the file is not valid and an error message appears.

Only ZIP files are supported as file format. To be able to import a **CSV** file, you have to pack it in a ZIP file.

#### *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 ZIP file via 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.

Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.

You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.

#### **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. 83: 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.   |

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


### Tab Peer Name(s)

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

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

Step: Configure Monitor Points ✕



Extension Monitor Points **Peer name(s)**

| Peer name(s) | Active ⇅ | Edit  |
|--------------|----------|---|
| Trunk name   | ✓        |  |


Add
Active/Inactive
Delete

Save
Cancel

Fig. 84: Add Peer Name(s)

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

### Configure recording server for All-in-one Basic

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

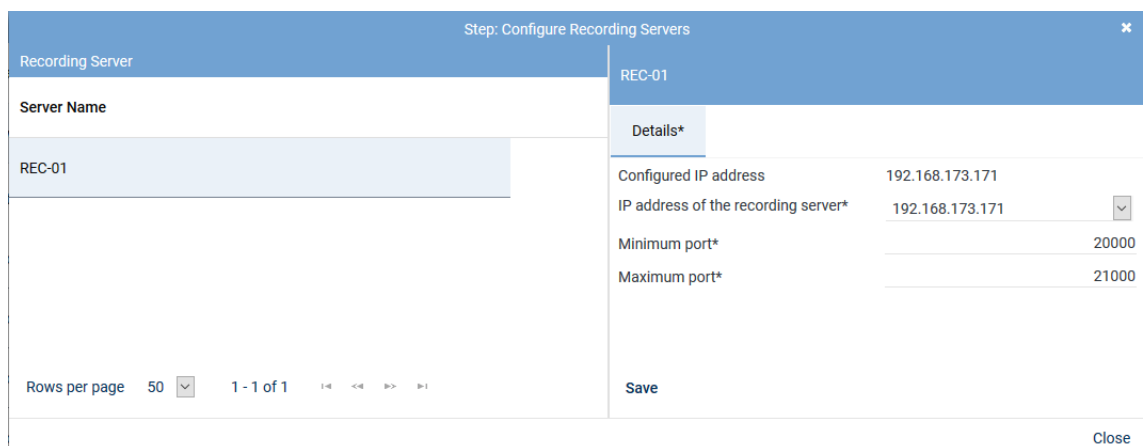


Fig. 85: Configuration step - Configure recording servers

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

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

Tab. 22: Configure recording servers



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*.

3. Click on the button *Save*.



- Click on the button *Close* to finish this configuration step.

### Configure add-on



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

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



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



Only those add-ons are displayed for which a license has been installed in the system.

### 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.

- 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. 86: Configure add-on for MiContact Center Business

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 23: Configure CTIconnect module

### Group field Connection Data

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

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 24: Configure connection data

### Group field Additional Data

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

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

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

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

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

### Arbitrary assignment

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



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

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



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


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

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

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 87: 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 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

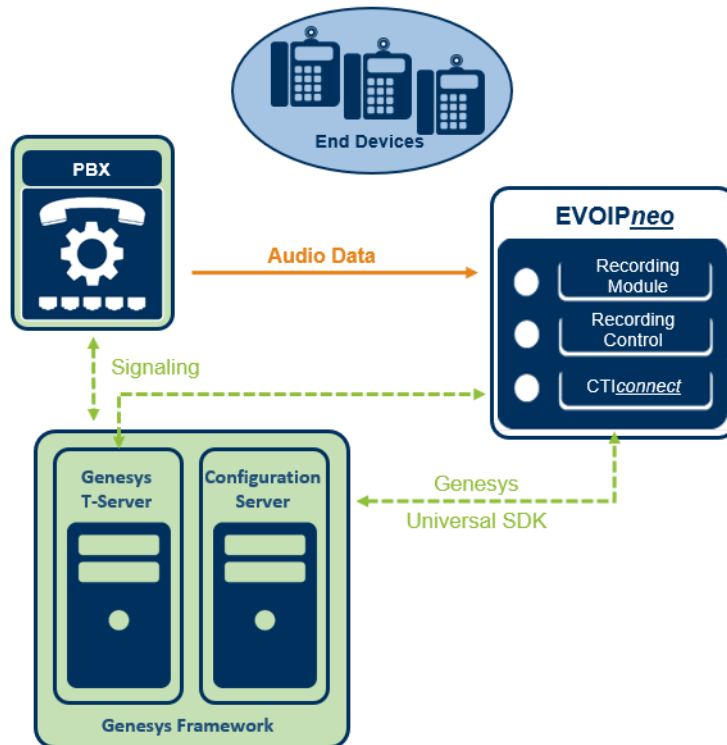


Fig. 88: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

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



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

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


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

### Adjust configuration file for Genesys add-on

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

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

### Configure add-on in the integration

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

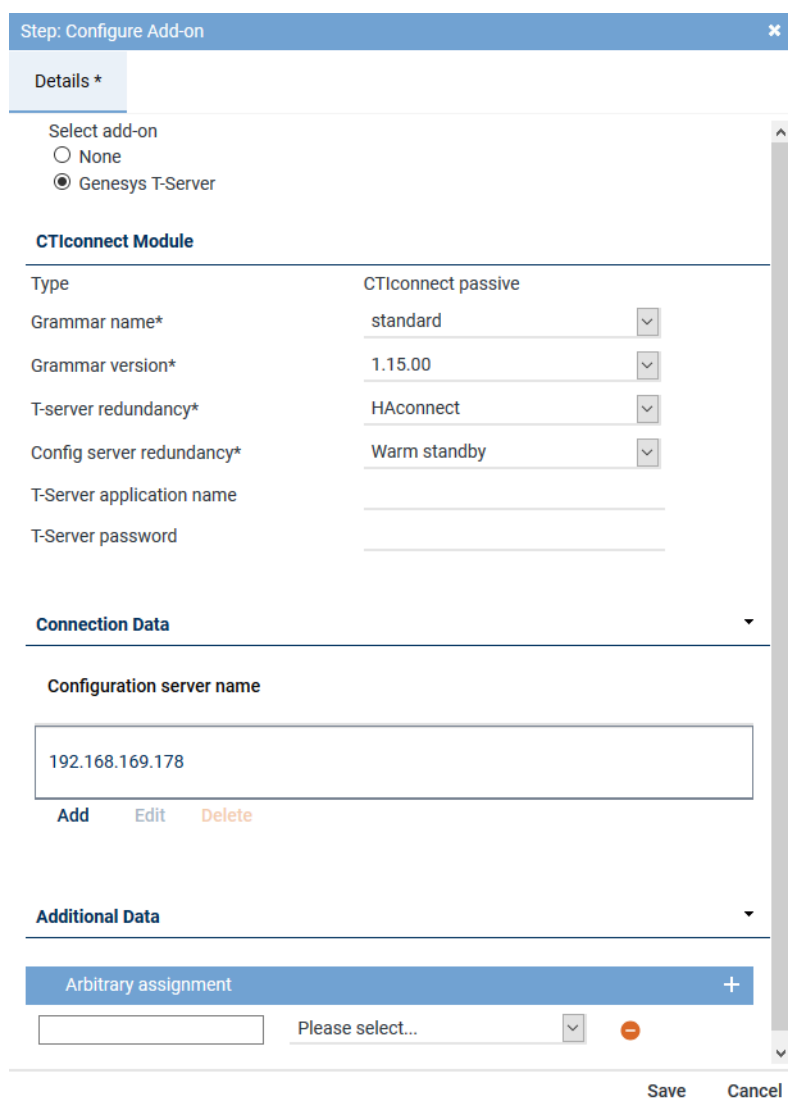


Fig. 89: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |

| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 25: Configure add-on for Genesys T-Server

### Group field Connection Data

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

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

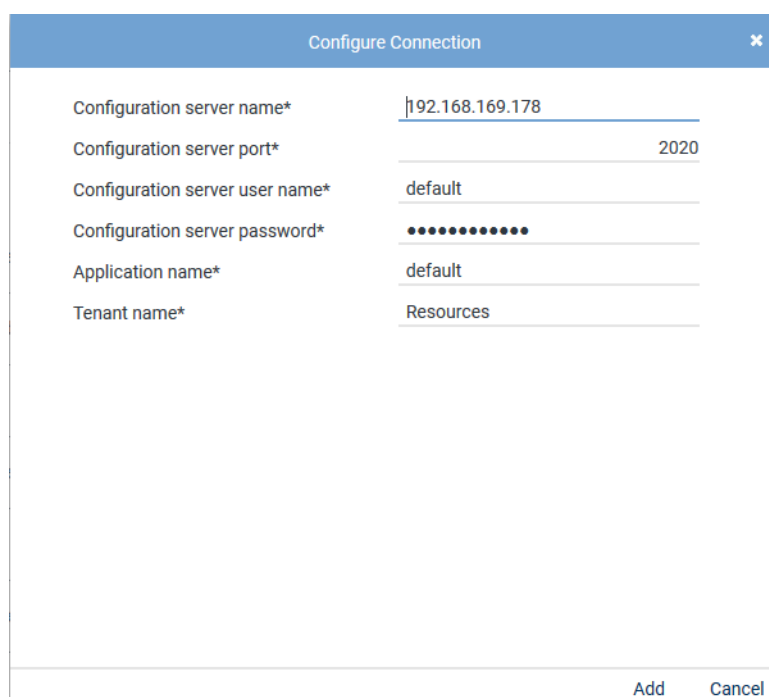


Fig. 90: Configure connection data

- Enter the following parameters:

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



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

Tab. 26: 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.

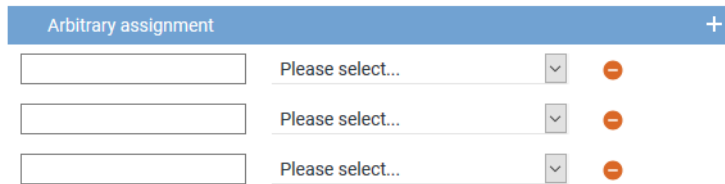



Fig. 91: Arbitrary assignment of the additional data

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

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

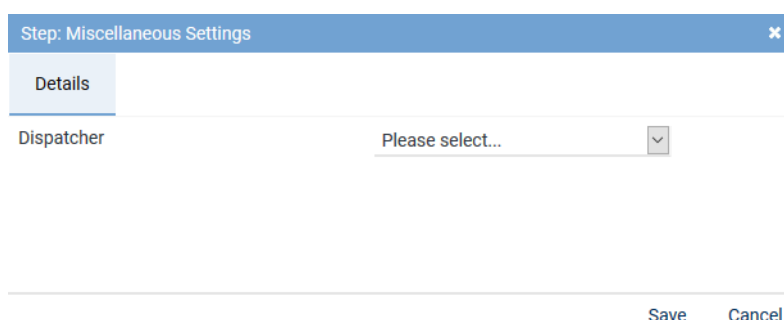


Fig. 92: Configure miscellaneous settings

- Enter the following parameter:


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





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

### Activate integration

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

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

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

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


















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

Fig. 93: Activate integration

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






| + ×   Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ⇅  | Type ⇅                        | Active ⇅  | Status ⇅  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 94: Activated integration



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



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






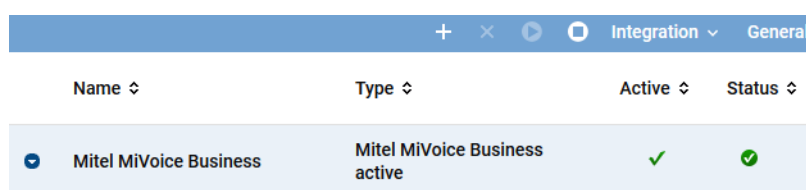
Upon activating the standard configuration, a bulk recording will start.

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

### Deactivate/Delete integration


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

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



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

Fig. 95: Deactivate integration

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

## 7.2.2.2 Configure recording solution All-in-one Failover

### 7.2.2.2.1 Create recording architecture

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

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

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

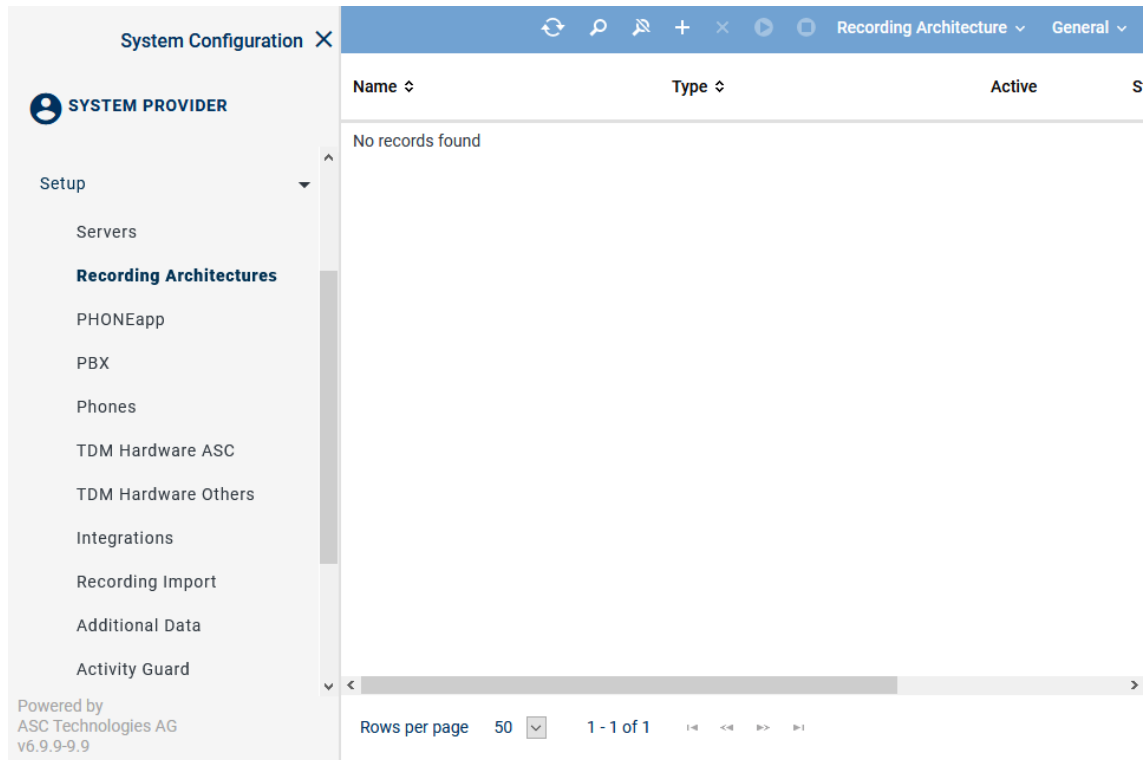








Fig. 96: Recording architectures - main view

|                       |  |
|-----------------------|--|
| <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.<br><br><div>  = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (<i>Deactivate</i>) in the toolbar. </div> <div>  = 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.<br><br><div>  = At least 1 standby server is active. </div> <div>  = 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. 97: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

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

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

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.

⇒ The window *New Recording Architecture* appears.

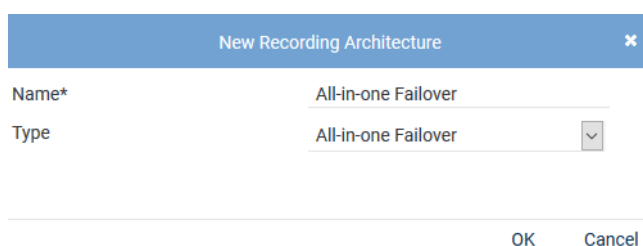


Fig. 98: Create recording architecture - All-in-one Failover

- 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 Failover*.  
**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.

All-in-one Failover
All-in-one Failover X

Details\*

Server Assignment\*

[? Help](#)

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

Integration Type
⌵ ⌶

| Name             |
|------------------|
| No records found |

Save


Reset

Fig. 99: Recording architecture - tab Details - All-in-one Failover

As standby components may have been configured for the active recording server, a failover timeout may be configured in this recording architecture. For further information about failover architectures, see [chapter "Standby management for failover architectures", p. 450](#).

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

### Add integration type

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

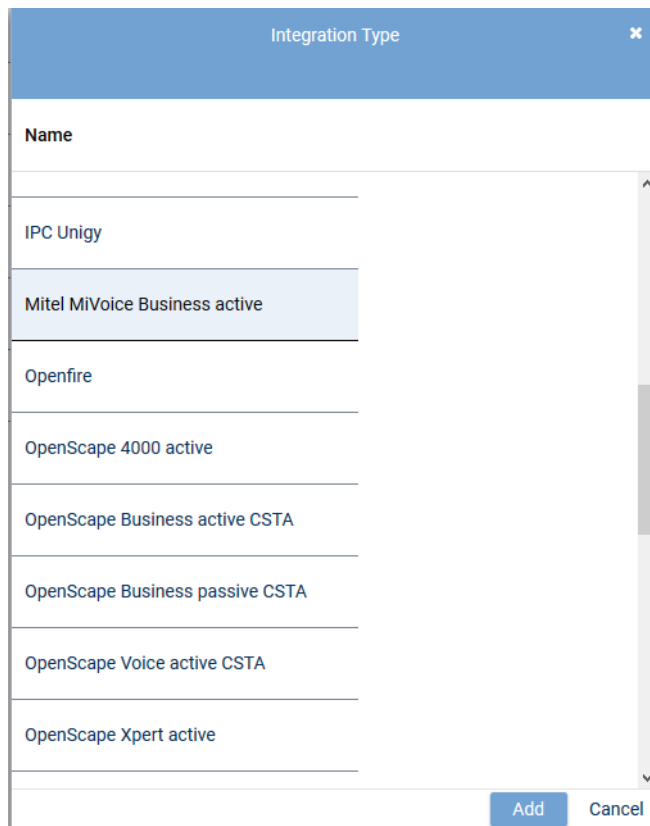


Fig. 100: Select integration type



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.

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

### Assign server for All-in-one Failover Recording

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



All-in-one Failover

All-in-one Failover

✕

Details\*

Server Assignment\*

Primary server\*

REC-01

+

-

Used in activated architecture

No

Standby server\*

REC-02

+

-

Used in activated architecture

No

Recording type

☐ VoIP/Video

☐ TDM

☐ Screen

☐ Chat

Save

Reset

Fig. 101: Recording Architecture - tab Server Assignment

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

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

Fig. 102: Recording Architecture - assign server - example


3. Select the *primary* server.



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

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

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

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

Recording type

☒ VoIP/Video

☒ TDM

☒ Screen

☒ Chat



 




Fig. 103: Recording Architecture - activate recording type



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

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

### Activate recording architecture

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










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

Fig. 104: Recording architecture - activate recording architecture

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



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



For all recording architectures with failover components, you can manage to the standby components via standby management. This holds true for Multi-Server Recording and Multi-Server Parallel Recording systems if redundancy options are available for these systems. See [chapter "Standby management for failover architectures"](#), p. 450.



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

### 7.2.2.2.2 Configure 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:

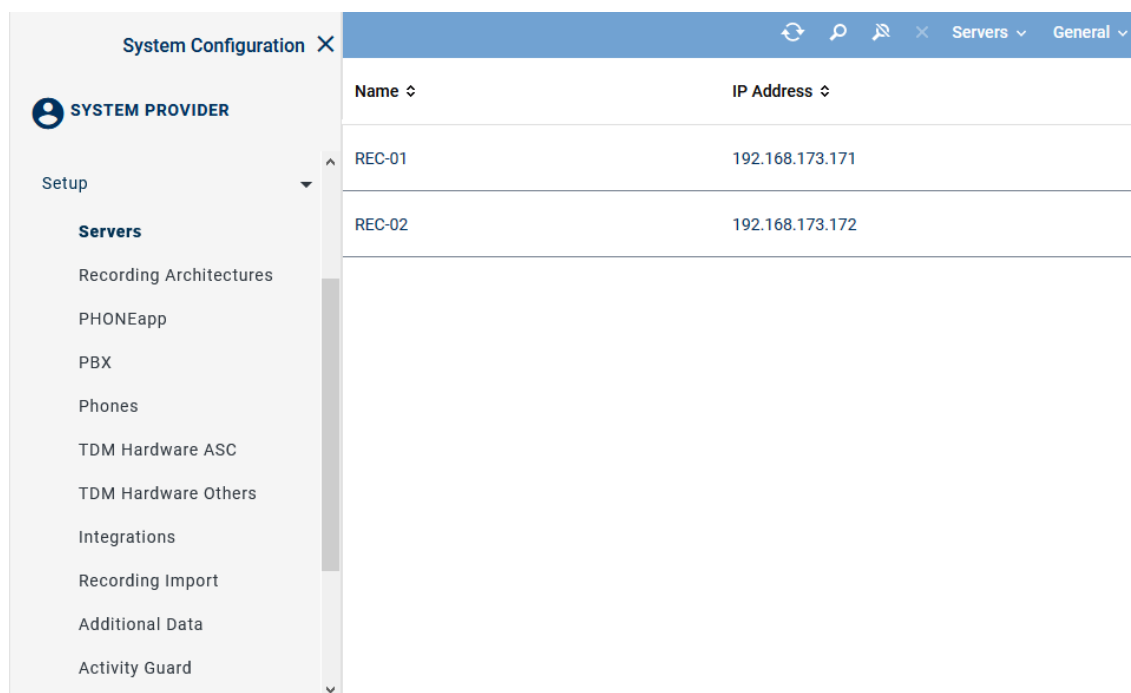


Fig. 105: Servers - main view

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.

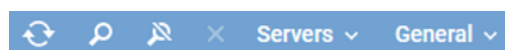








Fig. 106: Toolbar Servers module

|   |                |   |
|---|----------------|---|
|  | <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.<br><br>This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.  |
| <i>Servers</i>  | <i>Administrate Server Locations</i>         | Opens a window in which you can create and administrate locations of the servers, see <a href="#">chapter "Administrate server locations", p. 92</a> .   |
|   | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Administrate server locations

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

#### Add server locations

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

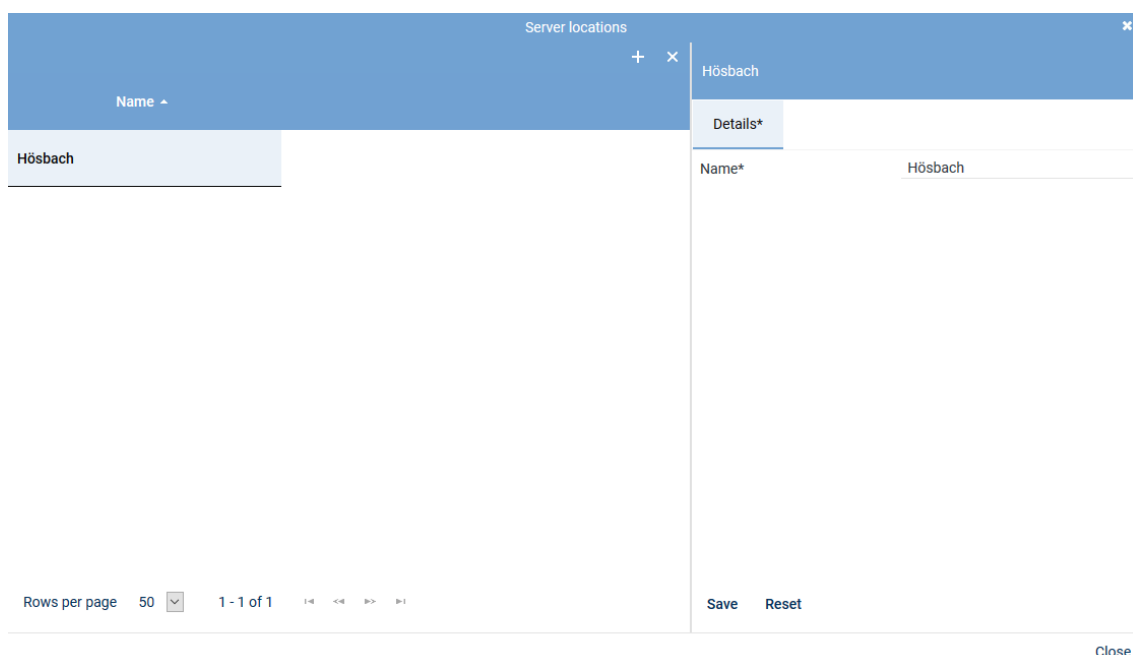



Fig. 107: Add server locations

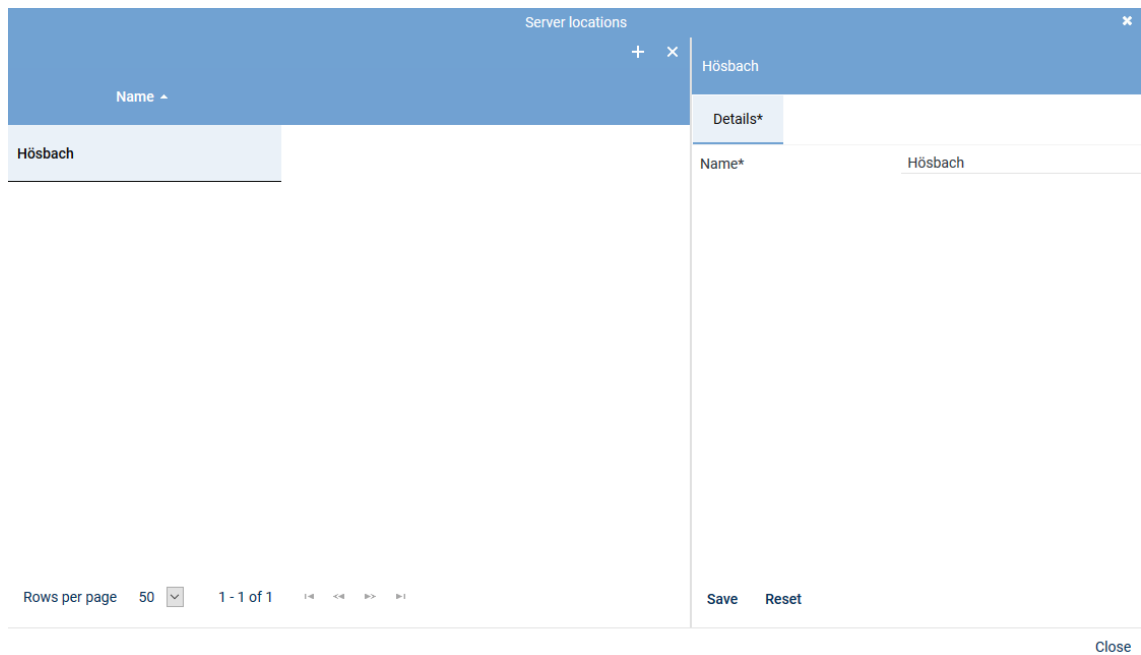
2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last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

### Delete server location



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

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



Server locations

| Name     |
|----------|
| Hörsbach |

Details\*


Name\* Hörsbach

Rows per page 50 1 - 1 of 1

Save Reset

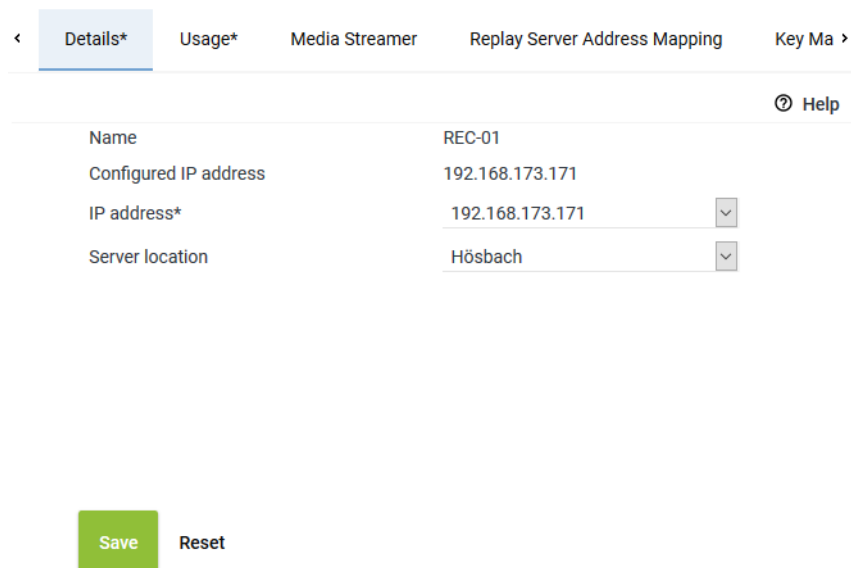
Close

Fig. 108: Delete server location

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

### Tab Details

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



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

Help

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

Save Reset

Fig. 109: Servers - tab Details

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

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

### Tab Usage

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



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

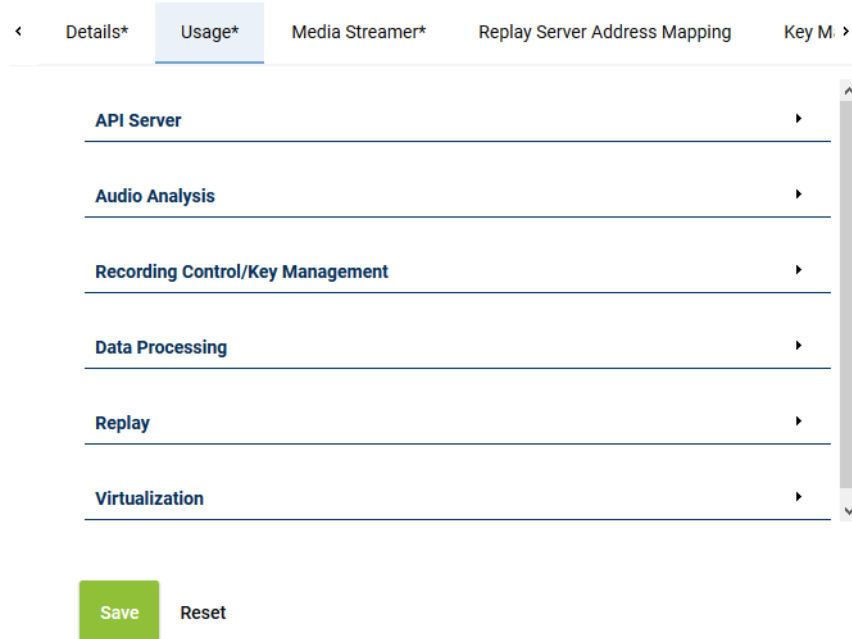


Fig. 110: Servers - tab usage

### Group field API Server

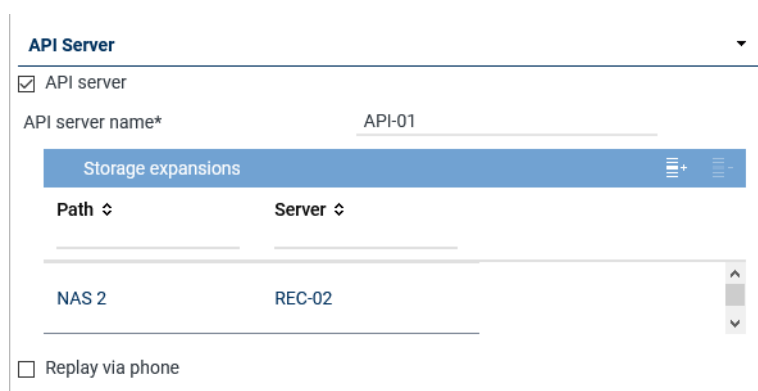




Fig. 111: Group field API Server

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

The ASC API Server offers the interface for the client applications to communicate with the neo system.


Furthermore, the ASC API Server is responsible for replay by means of the web applications. 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                                   |
|------------|---|
| API server | Activate the check box to start the ASC API Server. |

| Parameter                      | Value/Description  |
|--------------------------------|--|
|                                | <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>To be able to reach the ASC 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. 106.</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 storage expansions, see <a href="#">chapter "Add storage expansion for replay"</a>, p. 97.</li> <li>• By clicking on the icon  (<i>Remove</i>), you can remove 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.</p> <p><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 POWER<i>play</i> Pro</li> <li>• Application POWER<i>play</i> 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 <i>PBX</i>, see <a href="#">chapter "Tab Media Streamer"</a>, p. 104. To be able to do so, at least 1 <i>PBX</i> must have been configured in the system.</p>  |



### Add storage expansion for replay

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

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

Rows per page 20 ▾ 1 - 1 of 1 < << >> >

Add Cancel

Fig. 112: Select storage expansion

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


### Group field Audio analysis

**Audio Analysis**

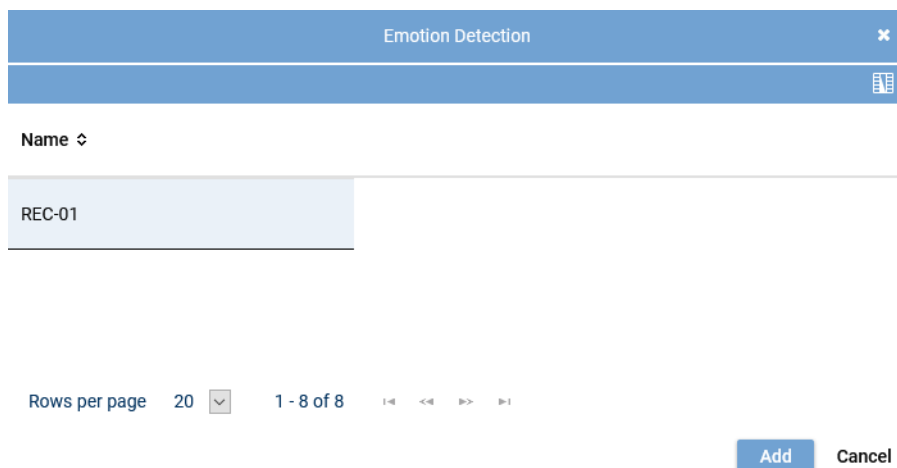
☒ Emotion detection

Stream audio data from\* REC-01 + -

Fig. 113: Group field Audio Analysis

| Parameter                     | Value/Description  |
|-------------------------------|--|
| <i>Emotion detection</i>      | Activate this check box to activate emotion detection for audio analysis.<br><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.<br><input type="checkbox"/> = Function has not been activated.   |
| <i>Stream audio data from</i> | If the function emotion detection has been activated, the parameter to select the respective server becomes active. <ul style="list-style-type: none"> <li>Click on the button  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. 27: Configure audio analysis



Emotion Detection

Name ↕

|        |
|--------|
| REC-01 |
|--------|

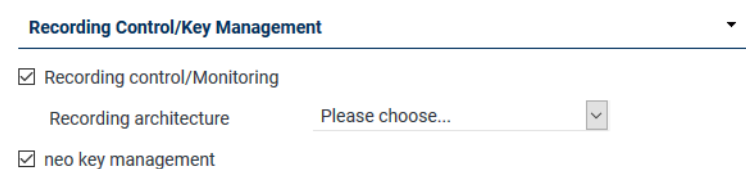
Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 114: Select server for emotion detection

1. 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. 115: 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 <a href="#">CLIENT</a> <i>command</i> or <a href="#">API</a> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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 <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p> |

Tab. 28: Configure recording control/key management

### Group field Data Processing

**Data Processing** ▼

☒ Data storage

☐ Transfer data for replay

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

☒ Transfer data for data storage

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

Activate period of time ☒

Start 0:00 ▼

End 4:00 ▼

Receives data from

Only Replay

| Name             | IP Address |
|------------------|------------|
| No records found |            |

☐ Archiving



☒ Export





Replay server Please choose... ▼

☒ Import

Recording architecture All-in-one Basic ▼

Fig. 116: Group field Data Processing


| Parameter                             | Value/Description  |
|---------------------------------------|--|
| <i>Data storage</i>                   | Activate the check box to make additional functions of data processing available for editing.  |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</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. 101</a>.</li> <li>By clicking on the icon  (Remove), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be trans-</p>  |

| Parameter                | Value/Description  |
|--------------------------|--|
|                          | <p>ferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list"</a>, p. 101.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b><br/>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i> | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</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>   |
| <i>Export</i>            | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li><i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>            | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li><i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul>  |

| Parameter | Value/Description   |
|-----------|---|
|           | <b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only. |

Tab. 29: Data storage

### Add target server to a list

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



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

Rows per page: 20 | 1 - 6 of 6 | Add | Cancel

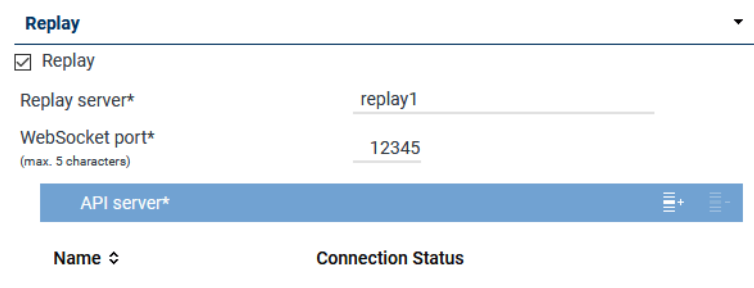
Fig. 117: Select server



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

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

### Group field Replay





**Replay**

☒ Replay

Replay server\*



WebSocket port\*   
(max. 5 characters)

API server\*  

| Name | Connection Status |
|------|-------------------|
|------|-------------------|

Fig. 118: Group field Replay

| Parameter     | Value/Description   |
|---------------|---|
| <i>Replay</i> | 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 stor- |

| Parameter  | Value/Description   |
|--|---|
|  | <p>age 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><br>(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><br><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  (<i>Add</i>), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 102.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove selected <a href="#">API servers</a> from the list.</li> </ul>   |

Tab. 30: Configure replay

## Search and replay functions




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

### Add API server to a list

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

- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.

- If the replay server runs on a separate server, you must assign at least one **API** server that the replay server can address.
  - If several **API** servers are available in the network, you can assign further **API** servers in addition to the local **API** server. The assigned **API** servers are addressed in order. For this reason, the local **API** server should always be first in the list.
1. To assign an **API** server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
  2. Select the server from the list on which the **API** service is running.

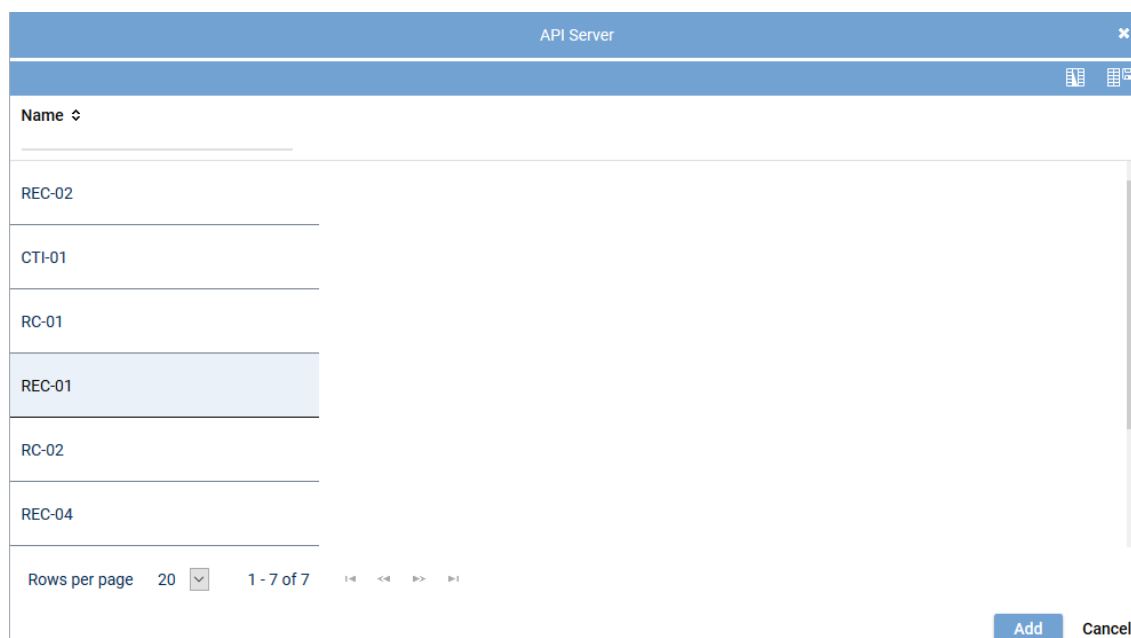


Fig. 119: Select server



Only those servers are available on which the **API** service has been installed and activated.  
See [chapter "Group field API Server", p. 95](#).

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

### Group field Virtualization



Fig. 120: 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><br/>If you enter this domain, there is no key management.</li> </ul> |

| Parameter | Value/Description  |
|-----------|--|
|           | <ul style="list-style-type: none"> <li><i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 31: 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.

- 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

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

Save

Reset

Fig. 121: Servers module - tab Media Streamer

- Enter the following parameters:

|            |  |
|------------|--|
| <b>PBX</b> | <b>PBX</b> that the Media Streamer is supposed to be mapped to.<br>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>If no PBX has been created in the system yet, you can create a <a href="#">PBX</a> via the blue bar <i>PBX</i>, see <a href="#">chapter "Create PBX"</a>, p. 110.</p>  |
| <i>Extension</i>                   | <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 <i>8000</i>.</p>  |
| <i>Media streamer IP address</i>   | <p>IP address which is supposed to be used for the exchange of the audio data and for the <a href="#">SIP</a> communication.</p> <p>Select an IP address from the drop-down list. The drop-down list displays all IP addresses of the server.</p> <p>If an external analog gateway has been integrated, select the IP address <i>169.254.254.100</i> in the drop-down list.</p>   |
| <i>Minimum port</i>                | <p>Enter the minimum port which is supposed to be used for the audio data exchange.</p> <p>Enter an even number.</p>  |
| <i>Maximum port</i>                | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <a href="#">SIP</a> communication.</p> <p><a href="#">TCP</a> = unencrypted</p> <p><a href="#">UDP</a> = unencrypted</p> <p><a href="#">TLS</a> = 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 <a href="#">SIP</a> communication.</p> <p>Port for data exchange: <i>5062</i></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <a href="#">SIP</a> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <a href="#">SIP</a> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the IP address <i>169.254.254.101</i>.</p>   |
| <i>PBX port</i>                    | <p>Enter the port of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the value <i>5060</i>.</p>   |
| <i>Registration required</i>       | <p>Select whether the <a href="#">SIP</a> extension has to be registered with the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p><input checked="" type="checkbox"/> = <a href="#">SIP</a> extension has to be registered.</p> <p><input type="checkbox"/> = <a href="#">SIP</a> 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*.

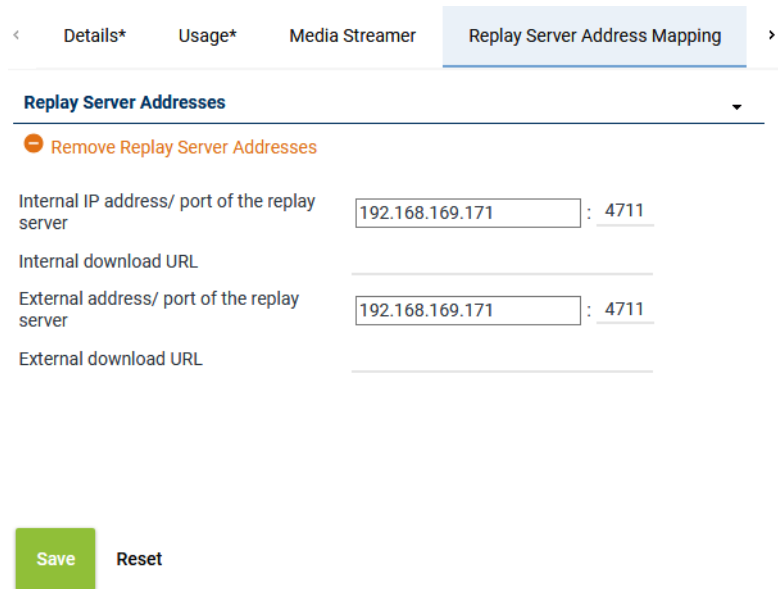


Fig. 122: Servers Module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters

|   |   |
|---|---|
| <i>Internal IP address/<br/>port of the replay<br/>server</i> | Enter the target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                                  | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address /<br/>Port of the replay<br/>server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download URL</i>                                  | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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.

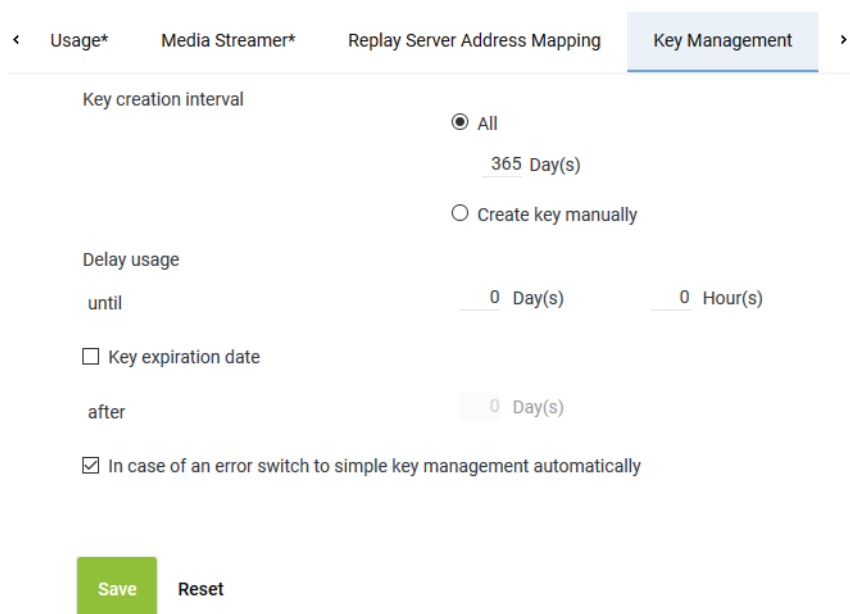


For information about the configuration refer to the administration manual for tenants *User management tenant*.

### 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. 123: Servers module - tab Key Management

|                              |  |
|------------------------------|--|
| <b>Key creation interval</b> | <p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i><br/>Select the intervals in which a new key is supposed to be generated automatically.<br/>Possible time interval: 1 to 365 days<br/>Default value: 365 days</li> <li>• <i>Create key manually</i><br/>Select that a key is supposed to be generated manually.</li> </ul> <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*

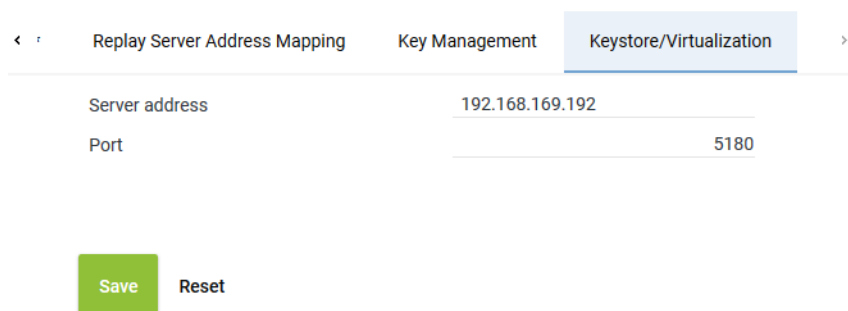
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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 web interface for configuring the Keystore/Virtualization tab. It has three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization' (which 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, there are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 124: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:</li> </ul> |
|-----------------------|--|

|             |   |
|-------------|---|
|             | IP address of the server where the service <i>DongleMan</i> has been installed.                     |
| <i>Port</i> | Enter the port for the connection.<br>5180 = Dongle Manager<br>8181 = ASC License Management System |



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*.

### 7.2.2.2.3 Create PBX

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

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

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

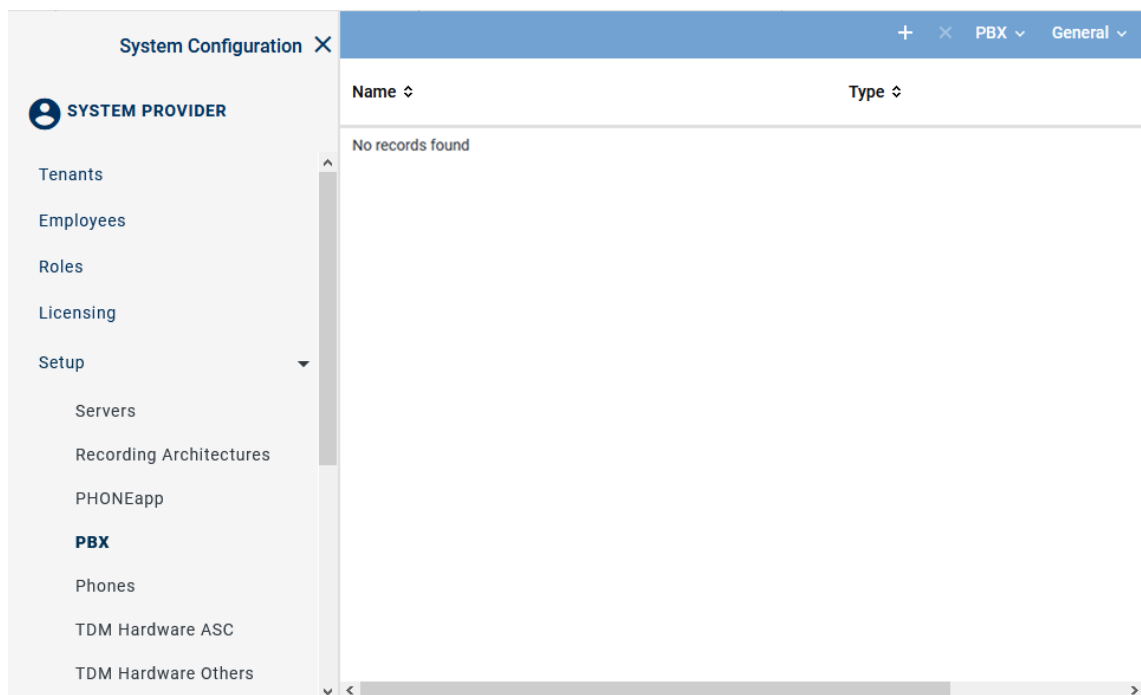


Fig. 125: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

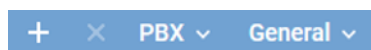




Fig. 126: Toolbar PBX module


|   |               |   |
|---|---------------|---|
|  | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create new PBX

1. 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\*

PBX type\*

Maximum length of extensions

Country code

Area code\*

Net code\*

Mitel MiVoice Biz

Mitel MiVoice Business ▼

4 ▼

☒ Select from list  
United States (1) ▼  
☐ Enter manually

6021

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. 127: Create new PBX - tab Details

2. 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.  |
| <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><br/>Select the country code from the drop-down list.</li> <li>• <i>Enter manually</i><br/>If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually.<br/>e. g. for Sri Lanka 094.</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. 32: Create PBX



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

#### 7.2.2.2.4 Assign recording resources

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

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

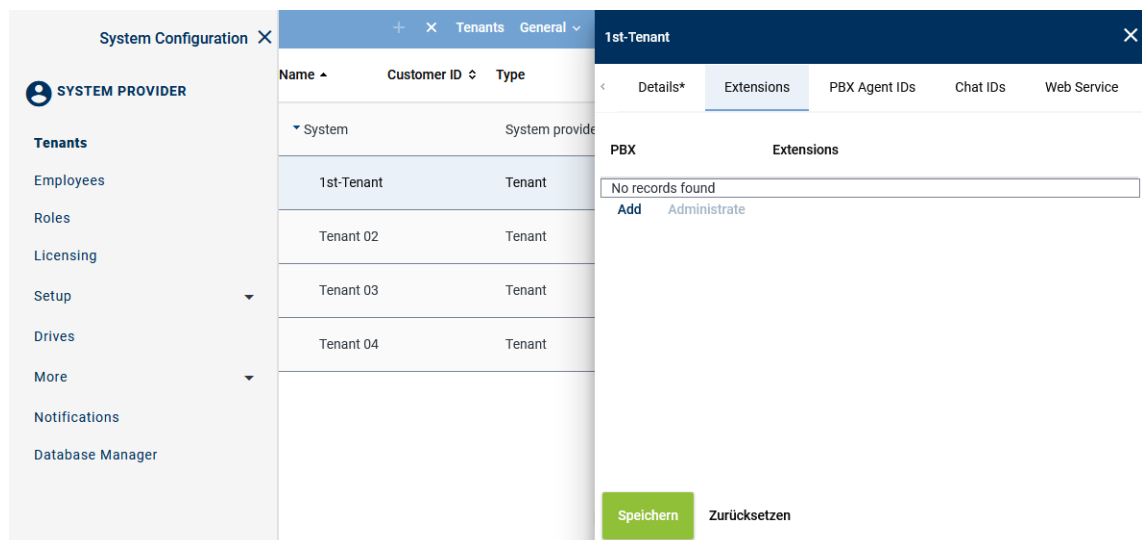


Fig. 128: Tenants - main view - tab Extensions

##### Add extensions

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

Add Extensions ✕

PBX

PBX ▾

☐ File import
 

☐ File contains a headline

File name  ...

☒ Manual entry
 

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

6000-6999

☐ Replace existing list of extensions

Add Cancel

Fig. 129: Assign extensions to tenants

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

|                     |   |
|---------------------|---|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>• ZIP</li> <li>• TXT</li> <li>• CSV</li> </ul> <p><b>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.</b></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 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.</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  behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button  <i>Upload File</i>.</li> </ul>  |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>   |

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.

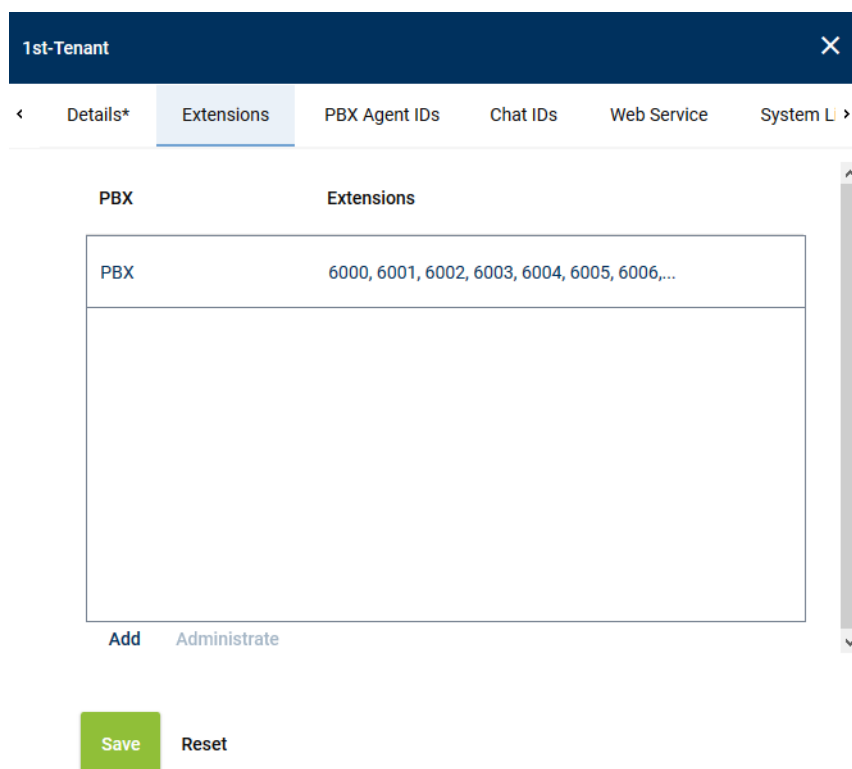
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

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

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

1. 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. 130: Remove extensions

2. Click the button *Administrate*.

3. 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.



Fig. 131: Select extensions

4. 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.

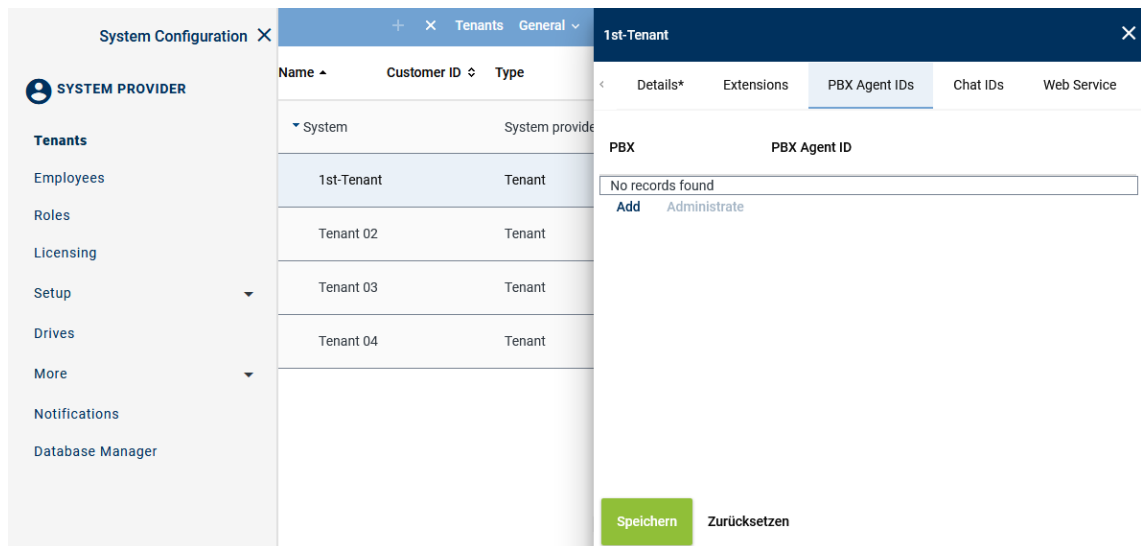
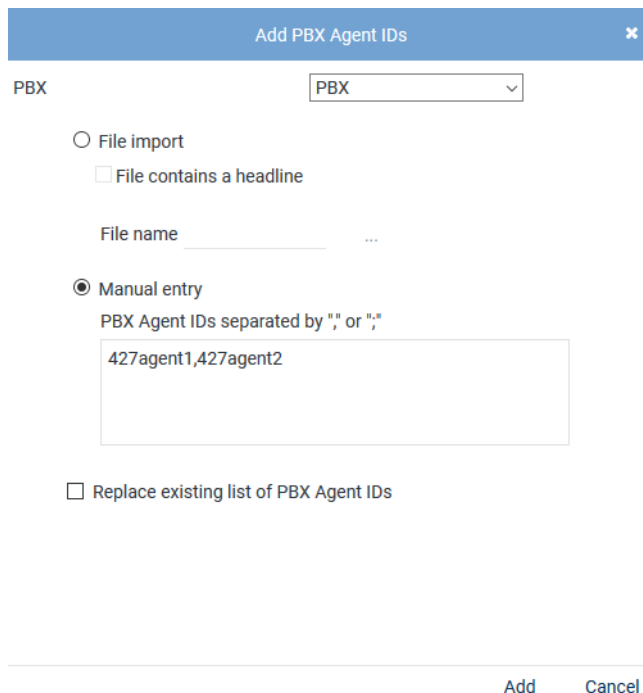


Fig. 132: Tenants - main view - tab PBX Agent ID

### 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:



The dialog box 'Add PBX Agent IDs' has a dropdown menu set to 'PBX'. It offers two options: 'File import' (with a sub-option 'File contains a headline') and 'Manual entry' (selected). The 'Manual entry' section has a text input field containing '427agent1,427agent2'. A checkbox 'Replace existing list of PBX Agent IDs' is at the bottom. 'Add' and 'Cancel' buttons are at the bottom right.

Fig. 133: 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.

**File import** Select the option to import PBX Agent IDs from an existing [CSV](#) file and add them to the table of PBX Agent IDs.

*File contains a headline*

|   |  |
|---|--|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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 <b>...</b> 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 <b>Upload File</b>.</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>  |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.

Administrate PBX Agent IDs
✕

ID

427agent1

427agent2

Remove   Cancel

Fig. 134: Select PBX Agent IDs

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

#### 7.2.2.2.5 Configure additional data

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

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

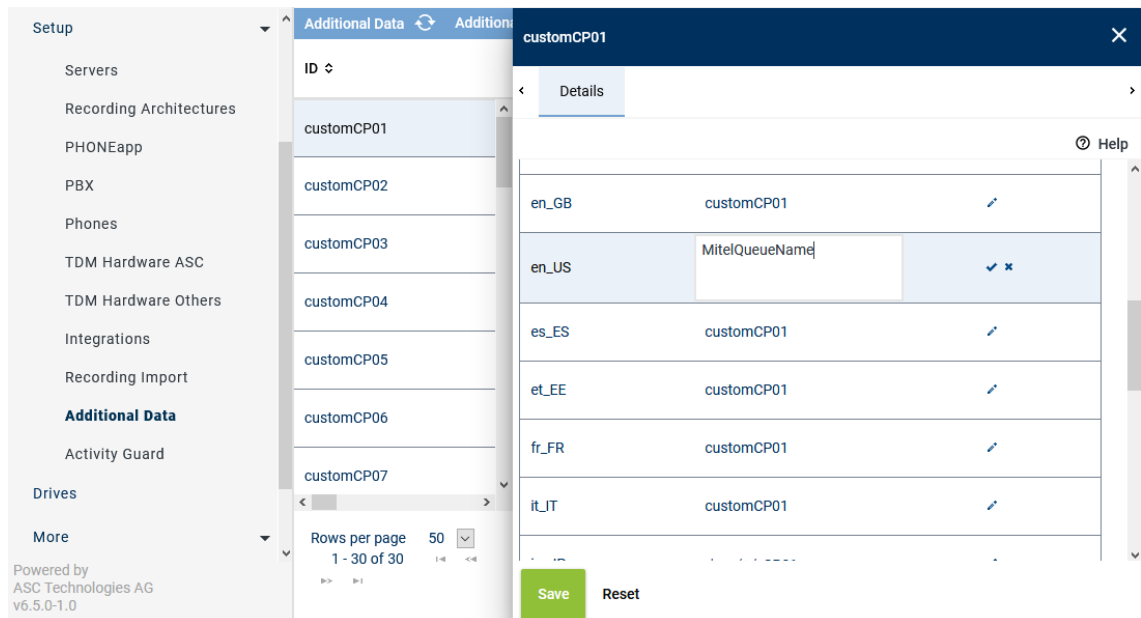


Fig. 135: Configure additional data

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

**Availability**

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

**Save** **Reset**

Fig. 136: Additional data - configure availability

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

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

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

Fig. 137: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 7.2.2.2.6 Create integration for All-in-one Failover

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

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

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



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

⇒ The following window appears:

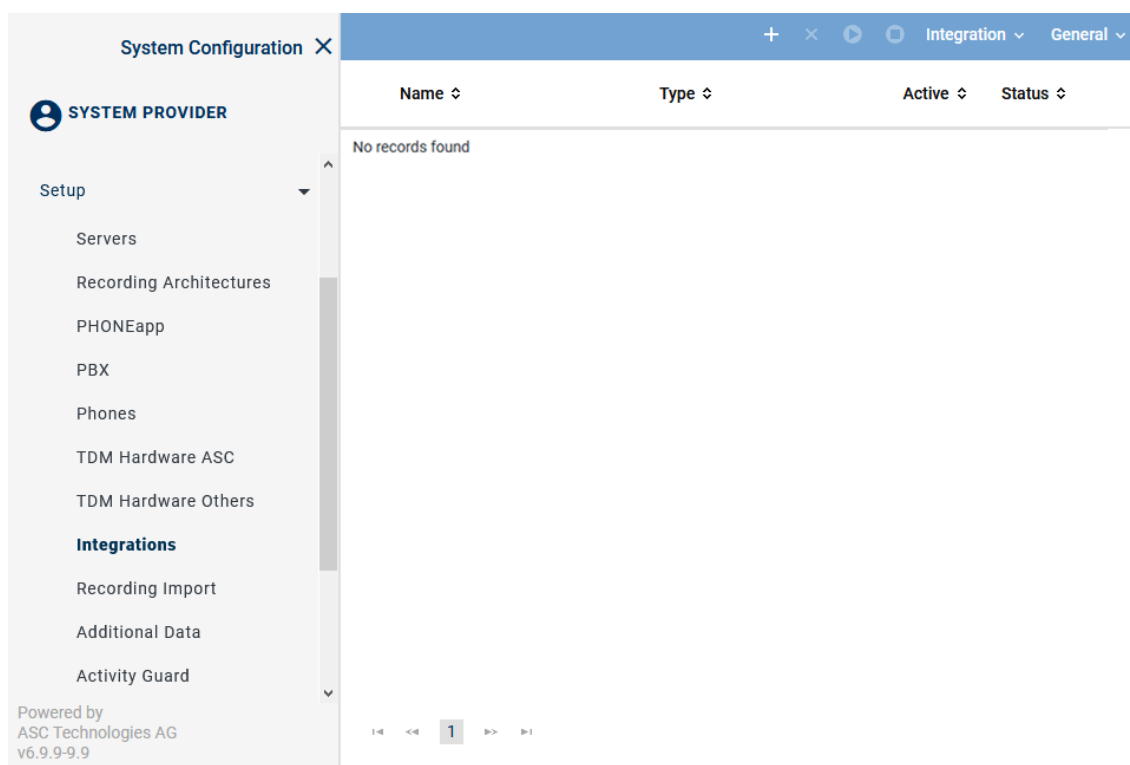




Fig. 138: Integrations - main view

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.<br><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.<br><div> <span>✓</span> = Configuration is complete.           <span>✗</span> = Configuration is incomplete.         </div>  |


### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 139: 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. |

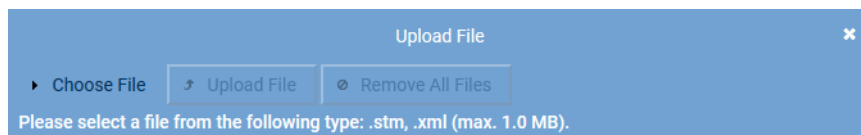
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

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

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

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



Close

Fig. 140: Choose file

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

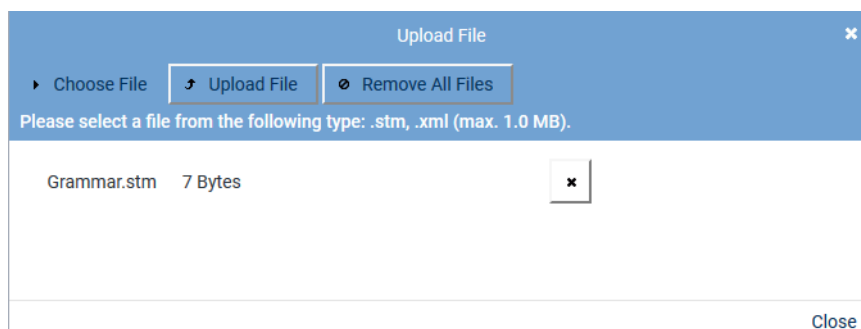




Fig. 141: Upload grammar

- 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

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

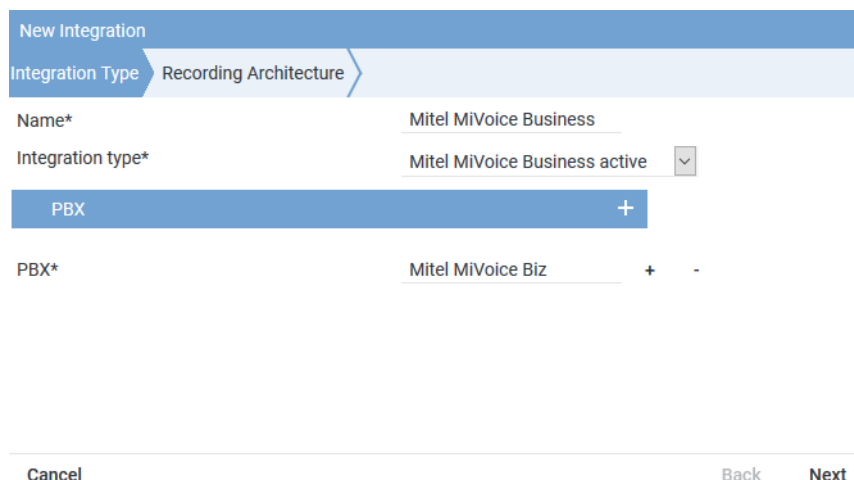


Fig. 142: Create integration type

- Enter the following parameters:

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

Tab. 33: Create integration type


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



Fig. 143: Integrations - select PBX

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

### Assign recording architecture for All-in-one Failover

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



Fig. 144: Assign recording architecture - All-in-one Failover


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



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

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

### Configuration steps

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








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

Fig. 145: 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. 146: 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

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

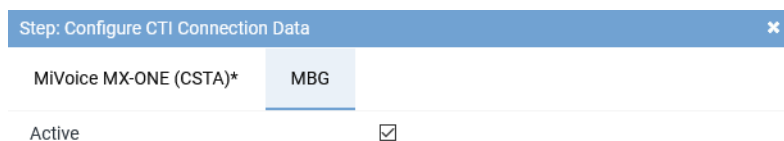


Fig. 147: Activate CTIconnect connection data for **MBG**

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

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

### Group field CTIconnect Module

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

**CTIconnect Module** ▼

|                  |                   |
|------------------|-------------------|
| Type             | CTIconnect active |
| Grammar name*    | standard ▼        |
| Grammar version* | 1.00.51 ▼         |

Fig. 148: Configure CTIconnect module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 34: Configure CTIconnect module



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

### Group field Connection Data MBG

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

**Connection Data** ▼

Connection data

No records found

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

Fig. 149: Group field Connection Data

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

Configure Connection
✕

Connection data\*
192.168.170.116

PBX port\*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)\*
••••••••••

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

Fig. 150: Configure connection

2. Enter the following parameters:

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

Tab. 35: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

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

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

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



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

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

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

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

**Additional Data** ▼

---

Arbitrary assignment

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

Fig. 151: CTI connection data - additional data module 1

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

### Tab MiVB (MiTAI)

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

Step: Configure CTI Connection Data ✕

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

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       |                    |
| Password         |                    |

**Connection Data** ▼

---

Connection data

No records found

Add Edit Delete

**Additional Data** ►

---

Save Cancel

Fig. 152: CTI connection data - tab MiVB (MiTAI)

### Group field CTIconnect Module

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



Active ☒

**CTIconnect Module** ▼

---

Type CTIconnect passive

Grammar name\* standard ▼

Grammar version\* 1.00.01 ▼

Login name asc\_cticonnect

Password ••••••

Fig. 153: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 36: Configure CTIconnect module

### Group field Connection Data

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

**Connection Data** ▼

---

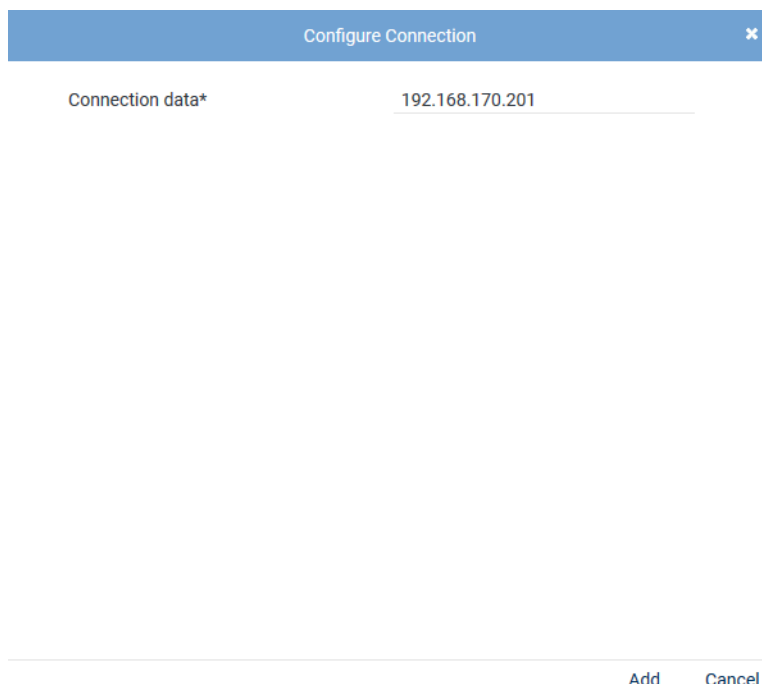
Connection data

No records found

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

Fig. 154: Group field Connection Data

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



The dialog box titled "Configure Connection" has a close button (X) in the top right corner. It contains a label "Connection data\*" followed by a text input field containing the IP address "192.168.170.201". At the bottom right, there are two buttons: "Add" and "Cancel".

Fig. 155: Configure connection data

2. Enter the following parameters:

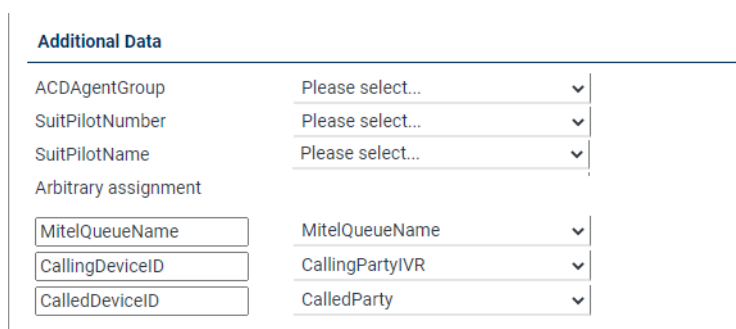
| Parameter       | Value/Description  |
|-----------------|--|
| Connection data | Enter the IP address of Mitel MiVoice Business (MiTAI link). |

Tab. 37: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

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



The form is titled "Additional Data" and contains several fields for configuration. It is organized into two main sections: "ACD Agent Group" and "Arbitrary assignment".

| Additional Data      |                     |
|----------------------|---------------------|
| ACD Agent Group      | Please select... ▼  |
| Suit Pilot Number    | Please select... ▼  |
| Suit Pilot Name      | Please select... ▼  |
| Arbitrary assignment |                     |
| Mitel Queue Name     | Mitel Queue Name ▼  |
| Calling Device ID    | Calling Party IVR ▼ |
| Called Device ID     | Called Party ▼      |

Fig. 156: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName

- GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



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

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

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

#### **Tab MiVB SIP trunk (MiTAI)**

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 157: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 158: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 38: Configure CTIconnect module

### Group field Connection Data

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

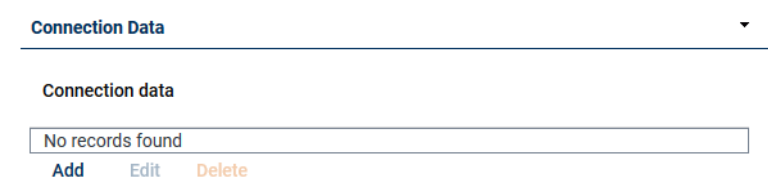


Fig. 159: Group field Connection Data

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

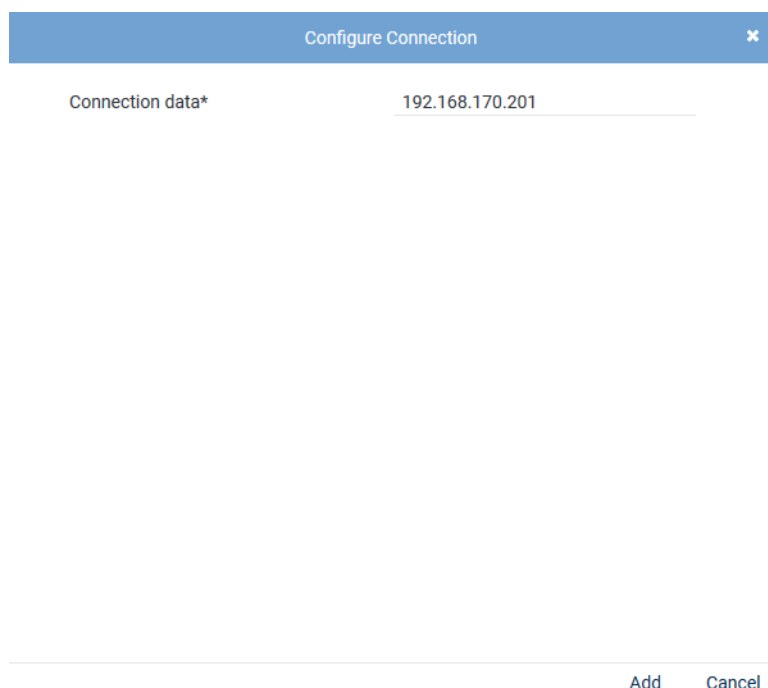


Fig. 160: Configure connection data

2. Enter the following parameters:

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

Tab. 39: Configure connection data

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

### Group field Additional Data

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

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

Fig. 161: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |




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

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

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

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

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

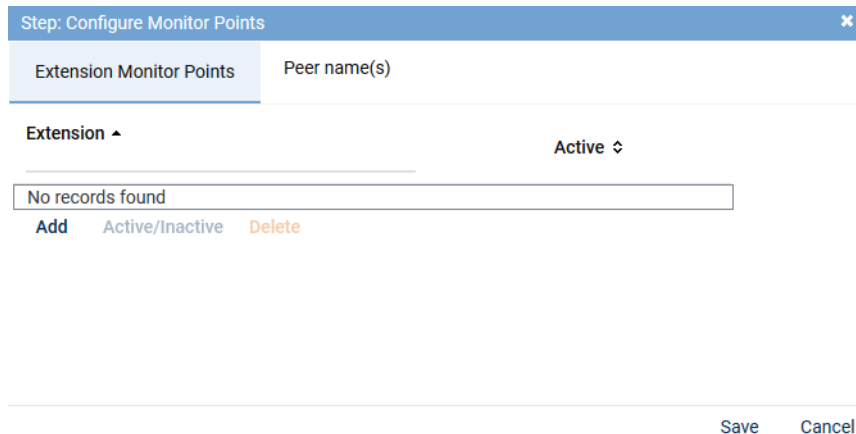


Fig. 162: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

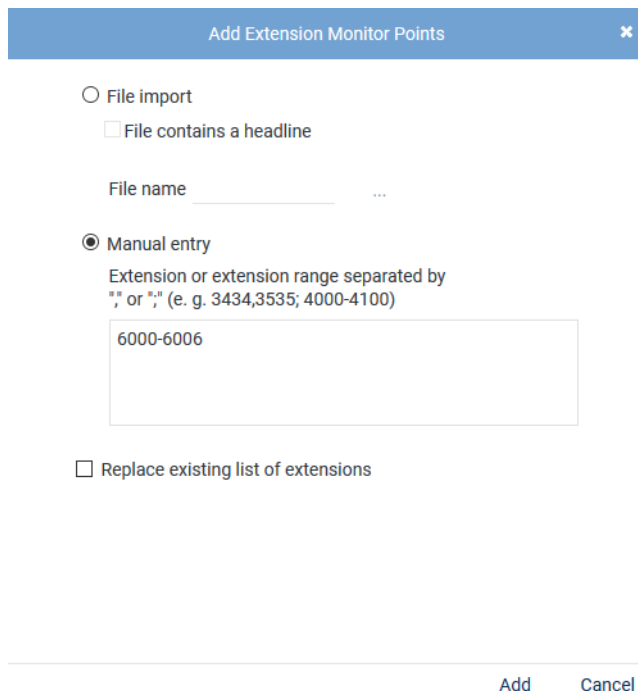




Fig. 163: Add extension monitor points

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

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 ZIP file via the Explorer and click on the button *Open*.
- Click on the button  (*Upload file*).

#### *File contains a headline*



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

The **CSV** file may not contain more than 1 column. If commas or other column delimiters are found in the **CSV** file, then the file is not valid and an error message appears.

Only ZIP files are supported as file format. To be able to import a **CSV** file, you have to pack it in a ZIP file.

#### *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 ZIP file via 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.

Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.

You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.

#### **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. 164: 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.   |

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

### Tab Peer Name(s)

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

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

Step: Configure Monitor Points ×


Extension Monitor Points

Peer name(s)

Peer name(s)

Active ⇅



Edit

|            |   |   |
|------------|---|---|
| Trunk name | ✓ |  |
|------------|---|---|

Add
Active/Inactive
Delete

Save
Cancel

Fig. 165: Add Peer Name(s)

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

### Configure recording server for All-in-one Failover

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

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


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.



Fig. 166: Configuration step - Configure recording servers

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

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

Tab. 40: Configure recording servers



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*.

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

### Configure add-on



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

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



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



Only those add-ons are displayed for which a license has been installed in the system.

### Configure add-on for MiContact Center Business

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

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

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

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ MiContact Center Business

**CTIconnect Module**

Type CTIconnect passive  
Grammar name\* standard  
Grammar version\* 1.00.03

**Connection Data**

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

**Additional Data**

Arbitrary assignment +

agentName agentName  
fromName fromName  
toName toName

Save Cancel

Fig. 167: Configure add-on for MiContact Center Business

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 41: Configure CTIconnect module

### Group field Connection Data

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

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 42: Configure connection data

### Group field Additional Data

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

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

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

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

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

### Arbitrary assignment

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



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

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



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

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

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

| Arbitrary assignment |                  | + |
|----------------------|------------------|---|
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |

Fig. 168: 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 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

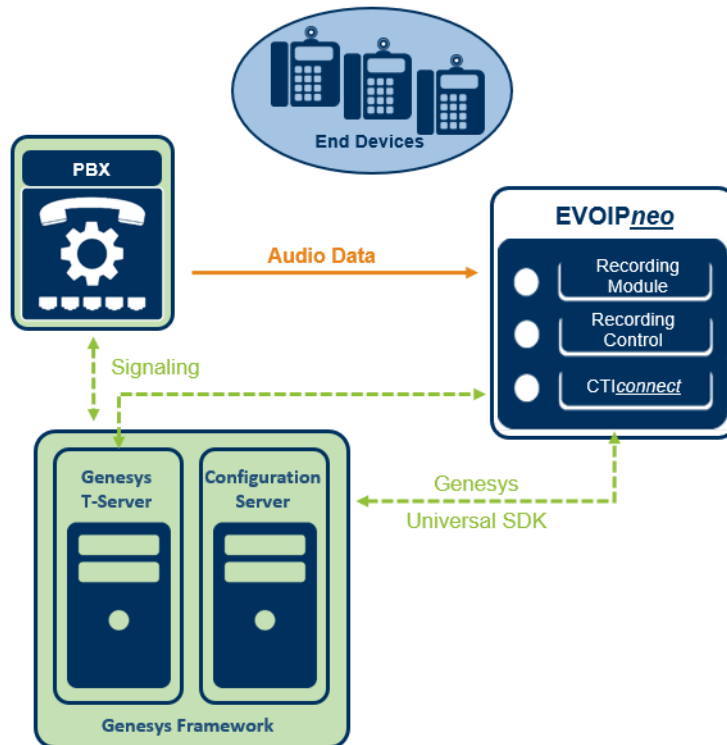


Fig. 169: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

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



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

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

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


### Adjust configuration file for Genesys add-on

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

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



### Configure add-on in the integration

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

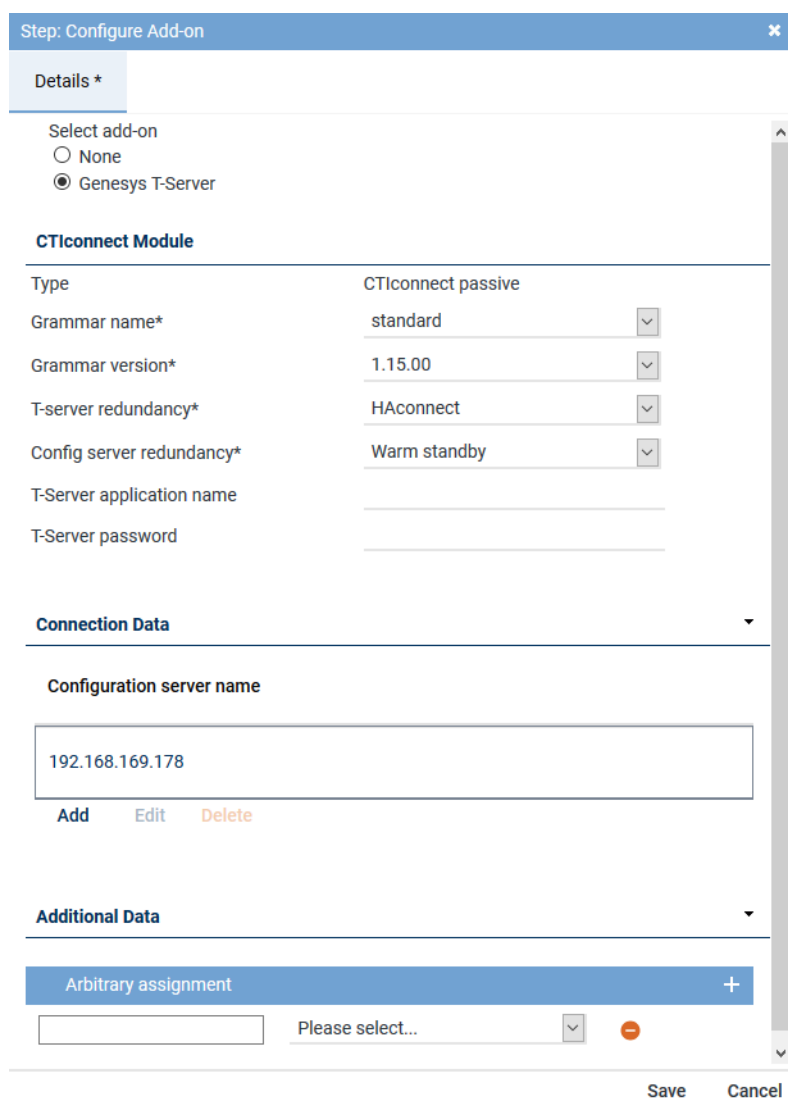


Fig. 170: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |

| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 43: Configure add-on for Genesys T-Server

### Group field Connection Data

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

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

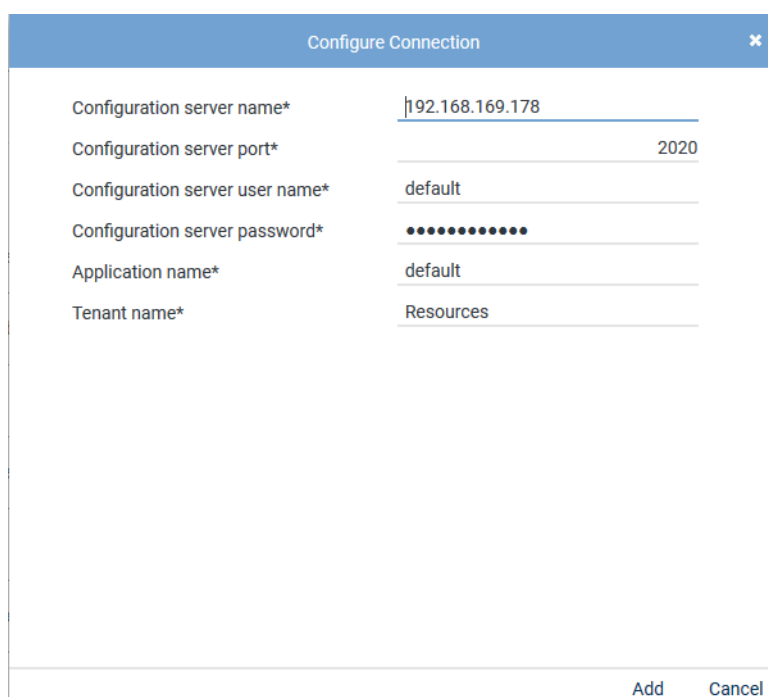


Fig. 171: Configure connection data

2. Enter the following parameters:

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

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

Tab. 44: Configure connection data

### Group field Additional Data

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

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



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

### Arbitrary assignment

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



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

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



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


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

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

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 172: 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

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

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select...

▼

Save

Cancel

Fig. 173: Configure miscellaneous settings

- Enter the following parameter:


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





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

### Activate integration

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

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

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

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


















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

Fig. 174: Activate integration

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






| + ×   Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 175: Activated integration



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



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






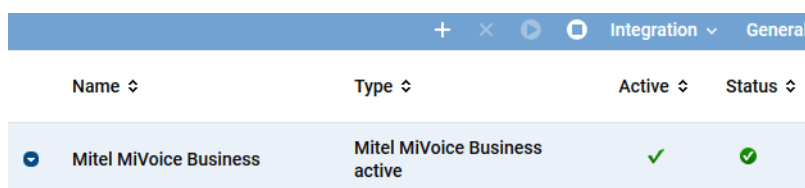
Upon activating the standard configuration, a bulk recording will start.

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

### Deactivate/Delete integration


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

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



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

Fig. 176: Deactivate integration

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

## 7.2.2.3 Configure recording solution All-in-one Parallel Recording

### 7.2.2.3.1 Create recording architecture

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

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

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

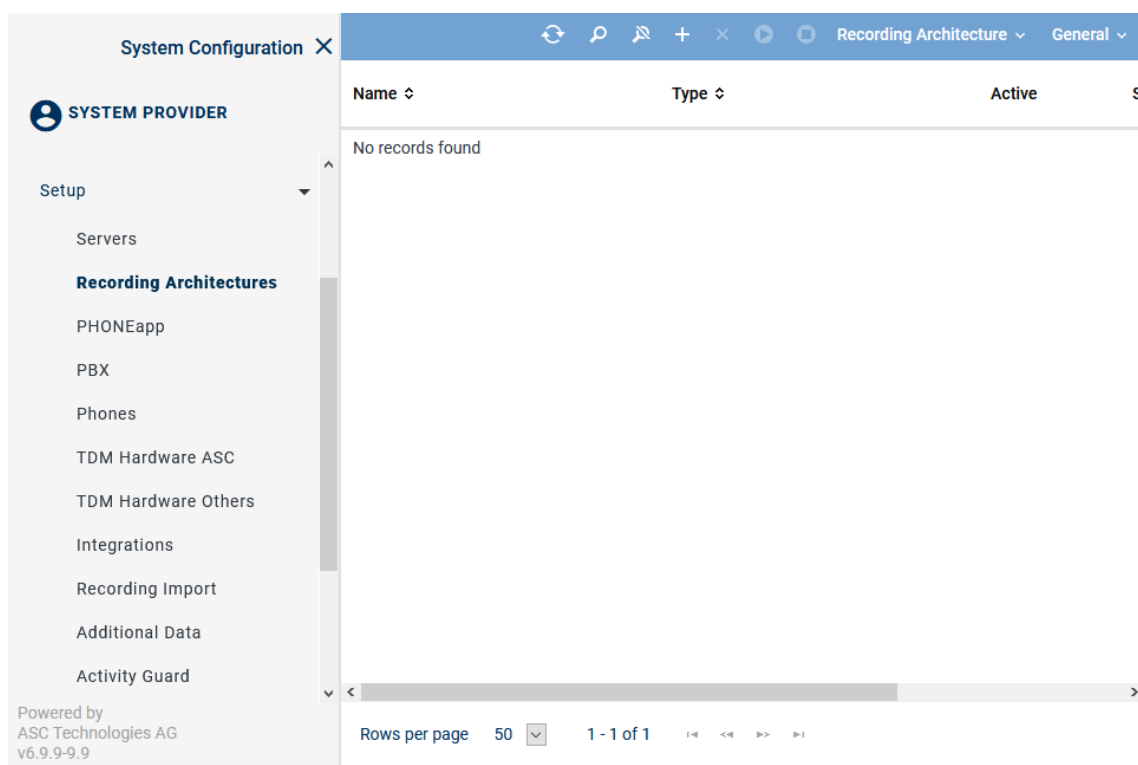




Fig. 177: Recording architectures - main view

|                       |  |
|-----------------------|--|
| <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.<br><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.<br/> <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.<br><div> <span>✓</span> = At least 1 standby server is active.<br/> <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. 178: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create recording architecture All-in-one Parallel Recording

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

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.

⇒ The window *New Recording Architecture* appears.

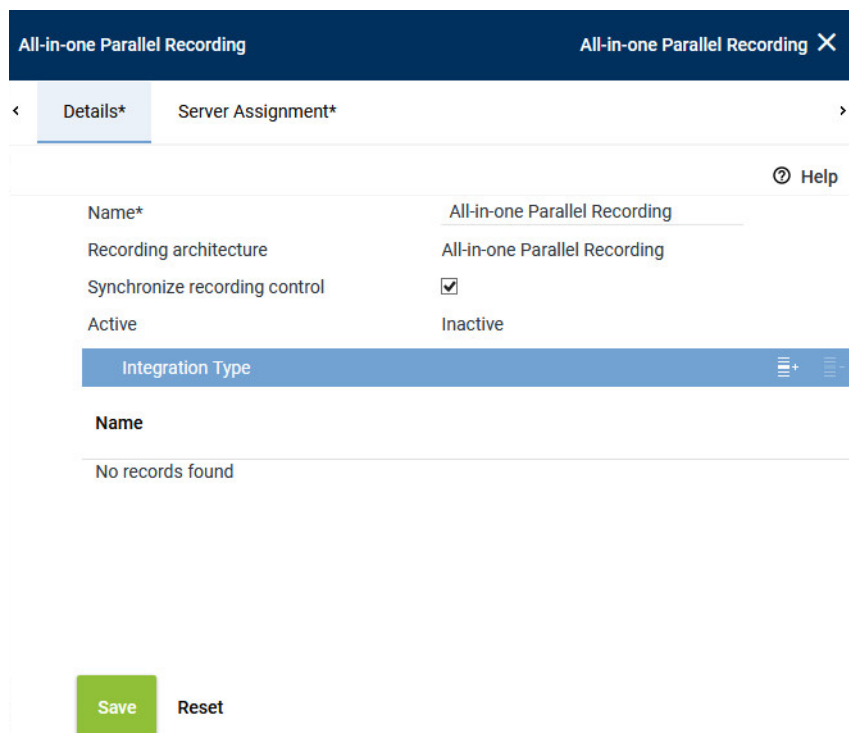


Fig. 179: Create recording architecture - All-in-one Parallel Recording

- 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 Parallel 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 Parallel Recording'. It has two tabs: 'Details\*' and 'Server Assignment\*'. The 'Details\*' tab is active. It contains a table with the following fields:

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

Below the table is a section titled 'Integration Type' with a blue header bar. Underneath is a 'Name' field and a message 'No records found'. At the bottom of the window are two buttons: 'Save' (green) and 'Reset' (grey).


Fig. 180: Recording architecture - tab Details - All-in-one Parallel Recording

5. Activate the check box *Synchronize recording control* so that the Recording Control Services can be synchronized and only one service controls recording for the two recording servers, see [chapter "Synchronization of recording control", p. 442](#).

**NOTICE!** If you have activated the option *Synchronize recording control*, only one set of data is generated in the database but audio data is recorded on both recording servers. This method makes duplicate detection impossible. Ensure that there is enough storage capacity for twice the amount of data.

If you do not want to synchronize recording control, you can configure duplicate detection, see [chapter "Duplicates in parallel recording architectures", p. 445](#).

### Add integration type

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

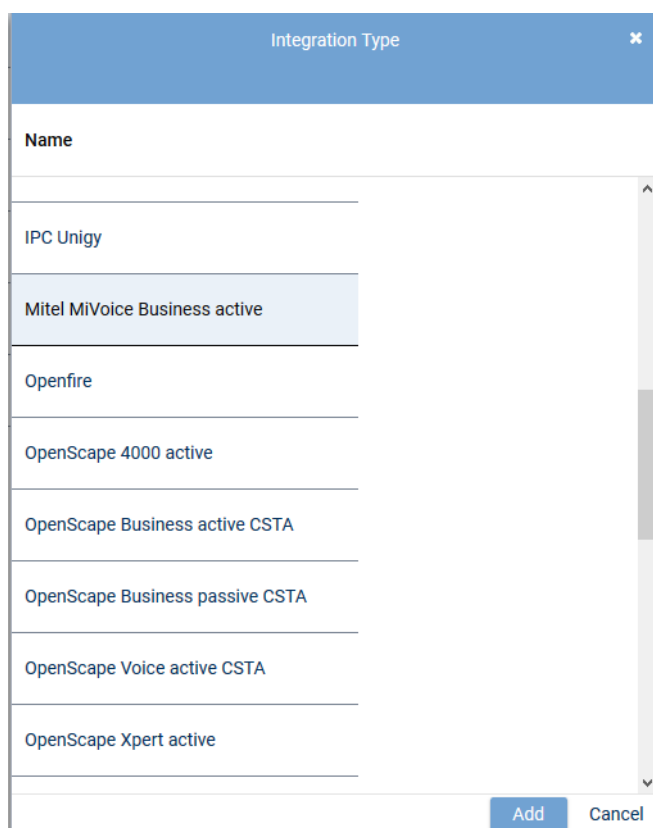


Fig. 181: Select integration type



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

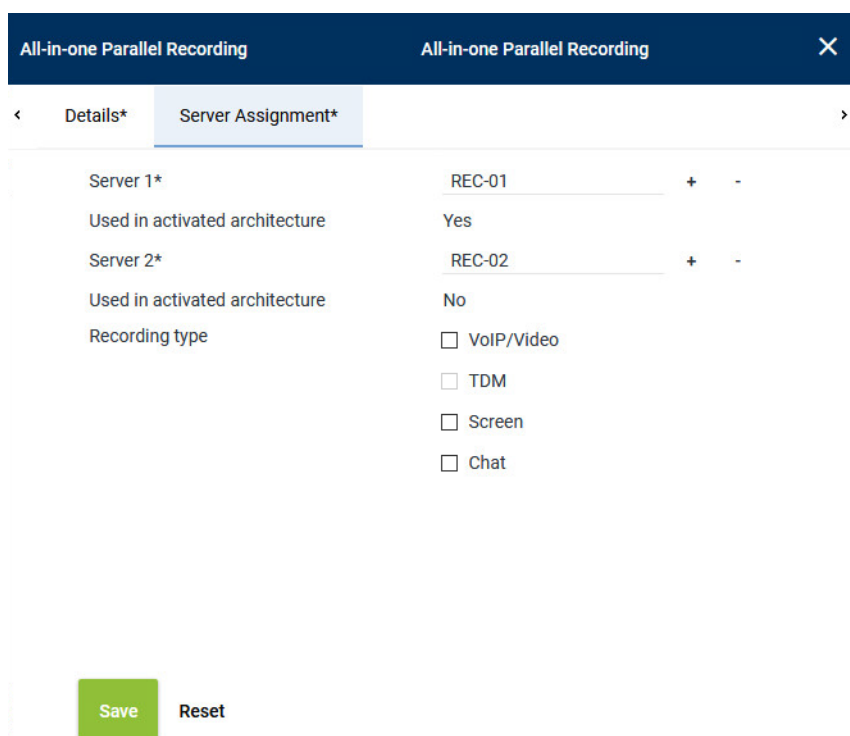


Any number of integration types can be assigned to a recording architecture.

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

### **Assign server for All-in-one Parallel Recording**

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



**All-in-one Parallel Recording** X

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

|                                |   |   |   |
|--------------------------------|---|---|---|
| Server 1*                      | REC-01  | + | - |
| Used in activated architecture | Yes   |   |   |
| Server 2*                      | REC-02  | + | - |
| Used in activated architecture | No  |   |   |
| Recording type                 | <input type="checkbox"/> VoIP/Video<br><input type="checkbox"/> TDM<br><input type="checkbox"/> Screen<br><input type="checkbox"/> Chat |   |   |

**Save** **Reset**

Fig. 182: Recording Architecture - tab Server Assignment

- Click on the button **+** behind the entry field *Server 1*.  
⇒ The window *Servers* appears.



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

Rows per page 20 1 - 8 of 8

**Add** **Cancel**

Fig. 183: Recording Architecture - assign server - example


- Select *Server 1*.



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

- Click on the button *Add*.

⇒ The name of the server now appears in the detail view.

5. To delete an assignment, click on the button .
6. Repeat the steps and select Server 2 for the entry field *Server 2*.
7. Select the recording type you would like to use for these servers by activating the check box.

Recording type

☒ VoIP/Video

☒ TDM

☒ Screen

☒ Chat




Fig. 184: Recording Architecture - activate recording type

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



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

### Activate recording architecture

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










|      General ▾ |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active  | Standby active ▾  |
| All-in-one Parallel Recording   | All-in-one Parallel Recording |  |  |

Fig. 185: 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.



Parallel recording results in redundant recording data in the system. To make sure that this data does not remain in the system permanently, you can configure duplicate detection so that duplicate sets of data are deleted, see [chapter "Configure duplicate detection", p. 446](#).



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

### 7.2.2.3.2 Configure 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:

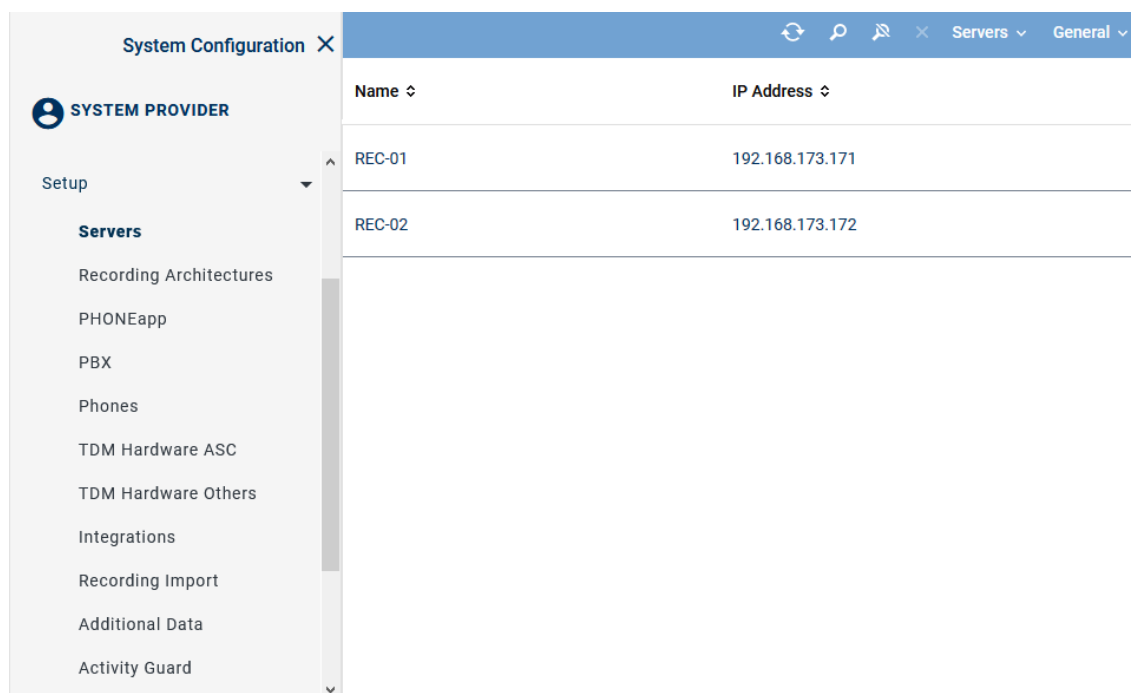


Fig. 186: Servers - main view

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.

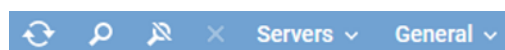








Fig. 187: Toolbar Servers module

|   |                |   |
|---|----------------|---|
|  | <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.<br><br>This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.  |
| <i>Servers</i>  | <i>Administrate Server Locations</i>         | Opens a window in which you can create and administrate locations of the servers, see <a href="#">chapter "Administrate server locations", p. 158</a> .  |
|   | <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.   |



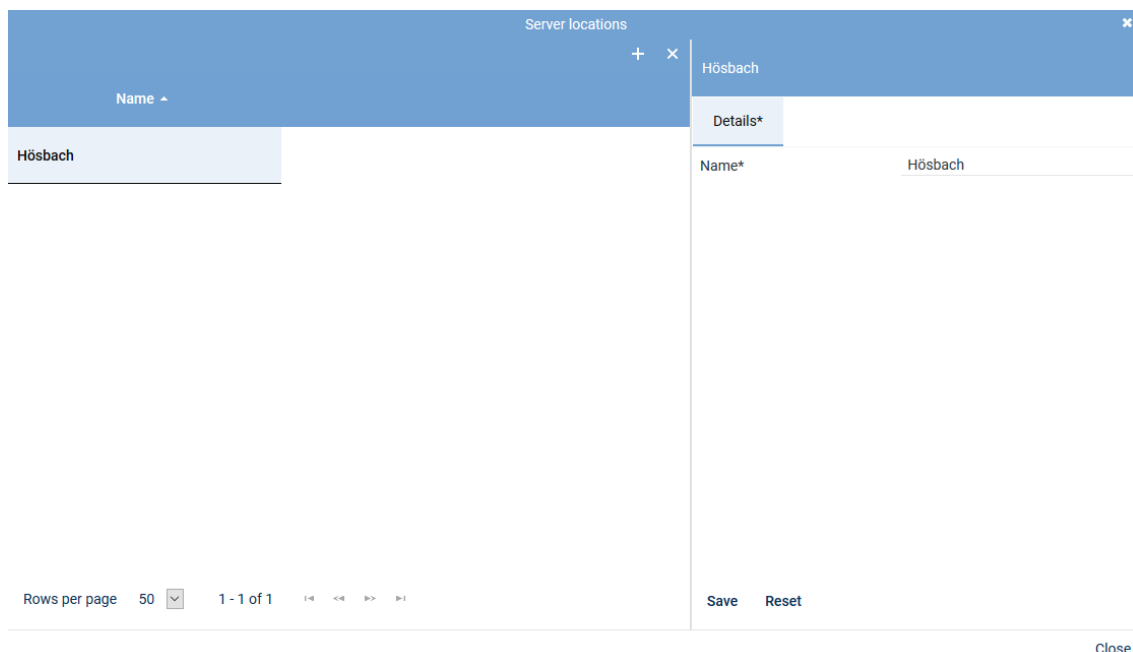
For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Administrate server locations

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


#### Add server locations

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



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 plus icon (+) and a minus icon (-). The main area is divided into two panes. The left pane contains a table with a single row: "Hösbach". The right pane has a tab labeled "Details\*" and a form field labeled "Name\*" containing the text "Hösbach". At the bottom of the window, there is a footer area with "Rows per page" set to 50, "1 - 1 of 1", and navigation icons. On the right side of the footer, there are "Save" and "Reset" buttons. A "Close" button is located at the bottom right of the window.

Fig. 188: Add server locations

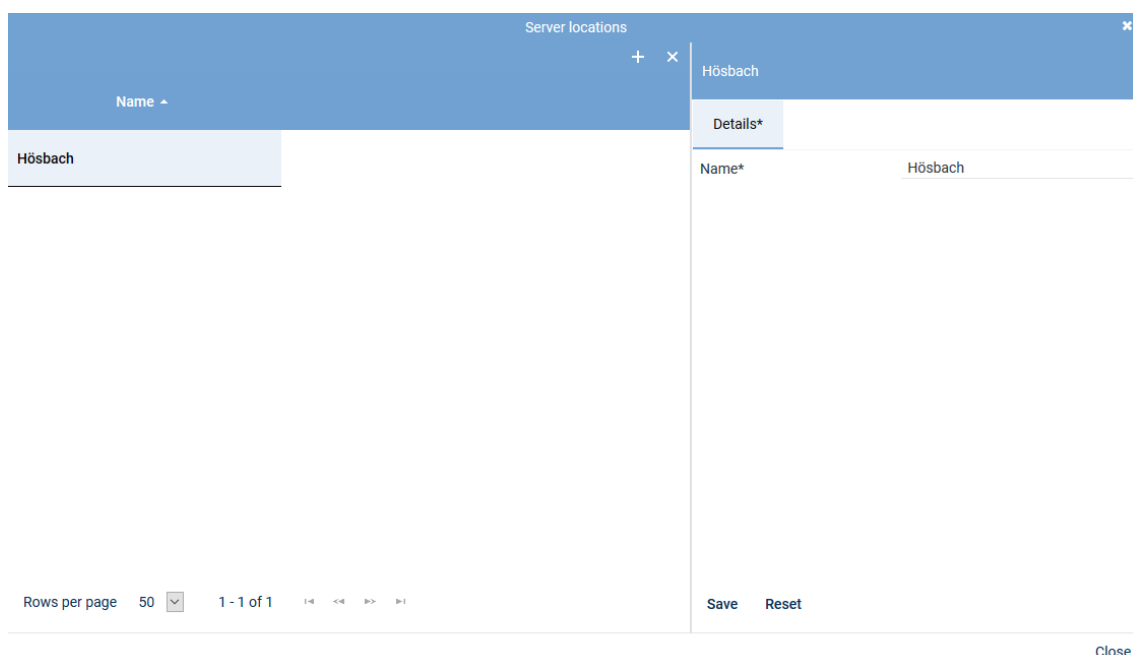
2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last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

### Delete server location




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

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



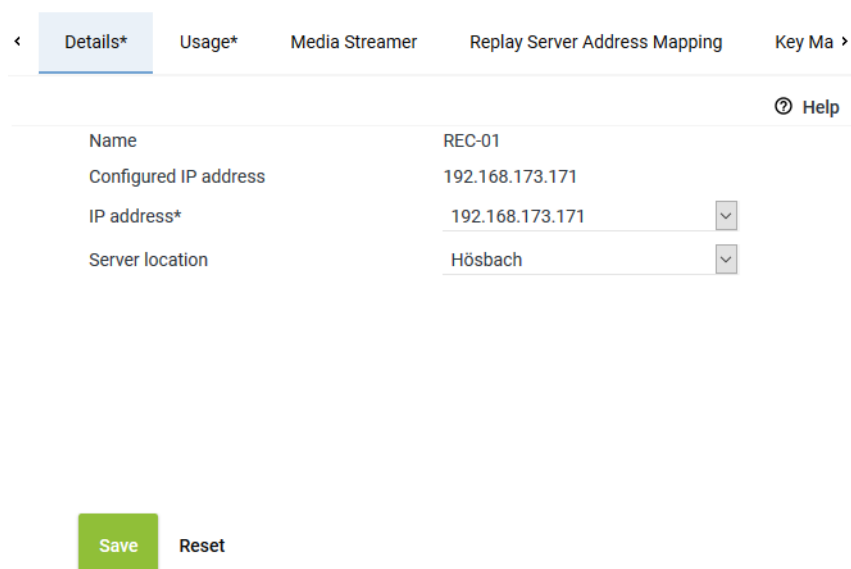
The screenshot shows a window titled "Server locations" with a close button (X) in the top right corner. Inside the window, there is a table with one row containing the name "Hösbach". To the right of the table is a "Details\*" tab. Below the table, there is a pagination bar showing "Rows per page 50" and "1 - 1 of 1". At the bottom right of the window, there are "Save" and "Reset" buttons. A "Close" button is located outside the window at the bottom right of the image.

Fig. 189: 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.



The screenshot shows the "Servers - tab Details" window. It has a tab bar with "Details\*" (selected), "Usage\*", "Media Streamer", "Replay Server Address Mapping", and "Key Ma". Below the tabs is a table with the following fields:

|                       |   |
|-----------------------|---|
| Name                  | REC-01  |
| Configured IP address | 192.168.173.171   |
| IP address*           | 192.168.173.171  |
| Server location       | Hösbach          |

At the bottom left, there are "Save" and "Reset" buttons. A "Help" icon is located at the bottom right of the table area.

Fig. 190: Servers - tab Details

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



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

### Tab Usage

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



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

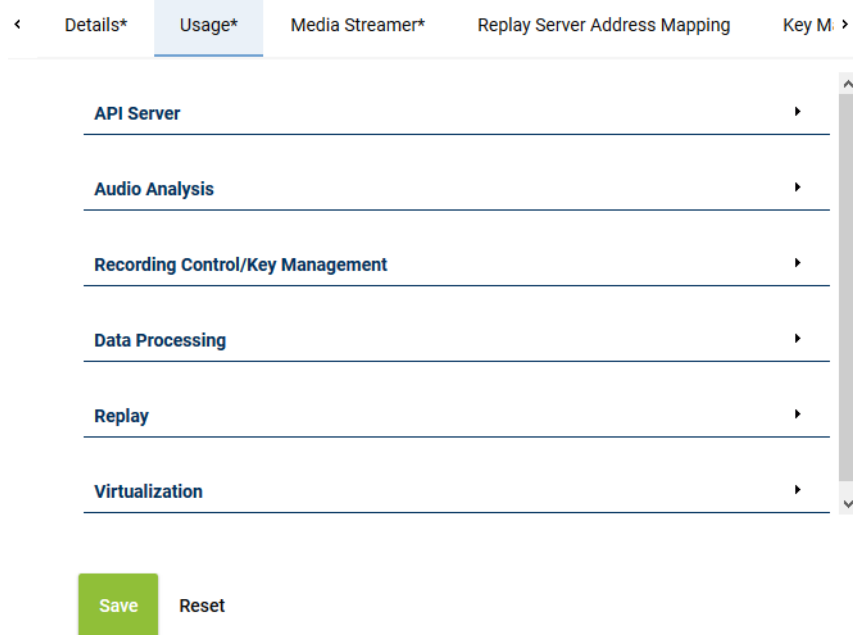


Fig. 191: Servers - tab usage

### Group field API Server

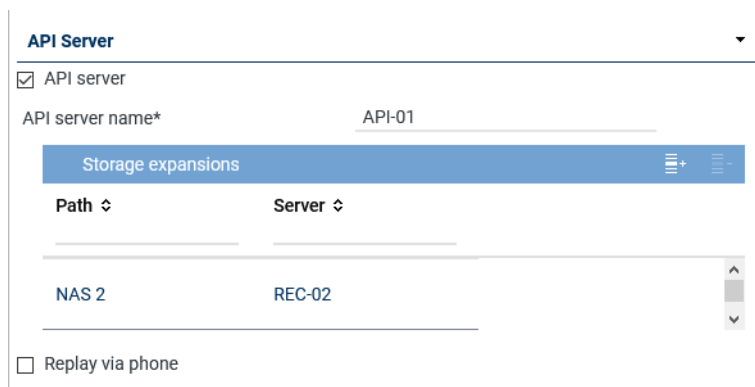




Fig. 192: Group field API Server

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


The ASC API Server offers the interface for the client applications to communicate with the neo system.

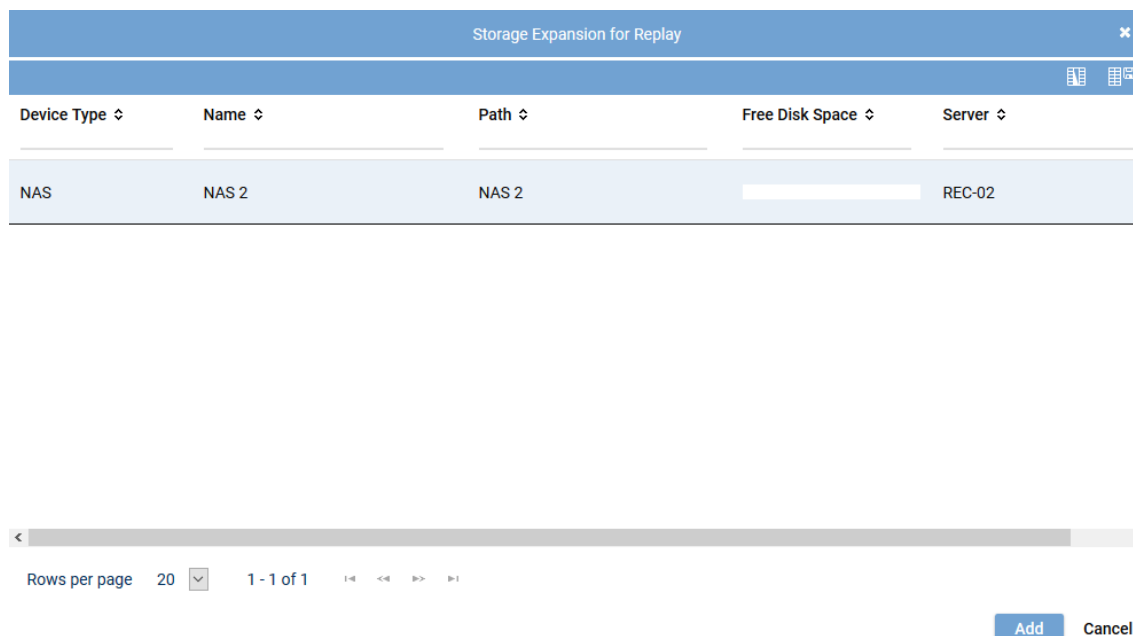
Furthermore, the ASC API Server is responsible for replay by means of the web applications. Not until the ASC API Server has started, can the replay server be activated and the corresponding ASC API Server assigned for replay in the web applications.

| Parameter  | Value/Description                                   |
|------------|---|
| API server | Activate the check box to start the ASC API Server. |

| Parameter                          | Value/Description   |
|------------------------------------|---|
|                                    | <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>To be able to reach the ASC 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. 172.</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<br/>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 storage expansions, see <a href="#">chapter "Add storage expansion for replay"</a>, p. 163.</li> <li>• By clicking on the icon  (<i>Remove</i>), you can remove 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.</p> <p><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"</a>, p. 170. To be able to do so, at least 1 PBX must have been configured in the system.</p>   |

### Add storage expansion for replay

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



| Device Type | Name  | Path  | Free Disk Space | Server |
|-------------|-------|-------|-----------------|--------|
| NAS         | NAS 2 | NAS 2 | <div></div>     | REC-02 |

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 193: Select storage expansion

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

### Group field Audio analysis




**Audio Analysis**

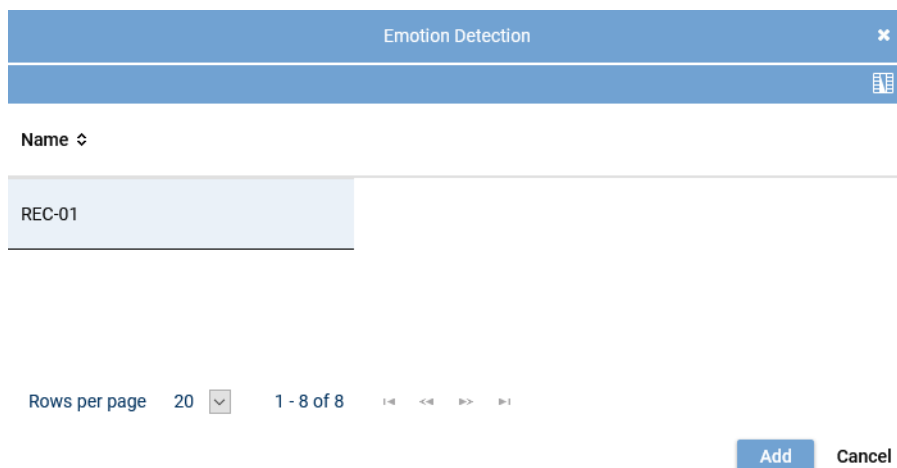
☒ Emotion detection

Stream audio data from\* REC-01 + -

Fig. 194: Group field Audio Analysis

| Parameter                     | Value/Description  |
|-------------------------------|--|
| <i>Emotion detection</i>      | Activate this check box to activate emotion detection for audio analysis.<br><br><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.<br><br><input type="checkbox"/> = Function has not been activated.   |
| <i>Stream audio data from</i> | If the function emotion detection has been activated, the parameter to select the respective server becomes active. <ul style="list-style-type: none"> <li>Click on the button  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. 45: Configure audio analysis



Emotion Detection

Name ↕

|        |
|--------|
| REC-01 |
|--------|

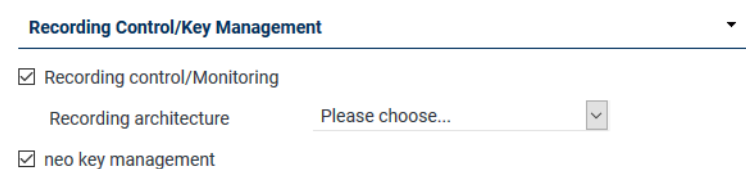
Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 195: Select server for emotion detection

1. 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. 196: 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 <a href="#">CLIENT</a> <i>command</i> or <a href="#">API</a> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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 <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p> |

Tab. 46: Configure recording control/key management

### Group field Data Processing

**Data Processing** ▼

☒ Data storage

☐ Transfer data for replay

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

☒ Transfer data for data storage

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

Activate period of time ☒

Start 0:00 ▼

End 4:00 ▼

Receives data from

Only Replay

| Name             | Only Replay |
|------------------|-------------|
| No records found |             |

☐ Archiving



☒ Export





Replay server Please choose... ▼

☒ Import

Recording architecture All-in-one Basic ▼

Fig. 197: Group field Data Processing


| Parameter                             | Value/Description  |
|---------------------------------------|--|
| <i>Data storage</i>                   | Activate the check box to make additional functions of data processing available for editing.  |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</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. 167</a>.</li> <li>By clicking on the icon  (Remove), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be trans-</p>  |

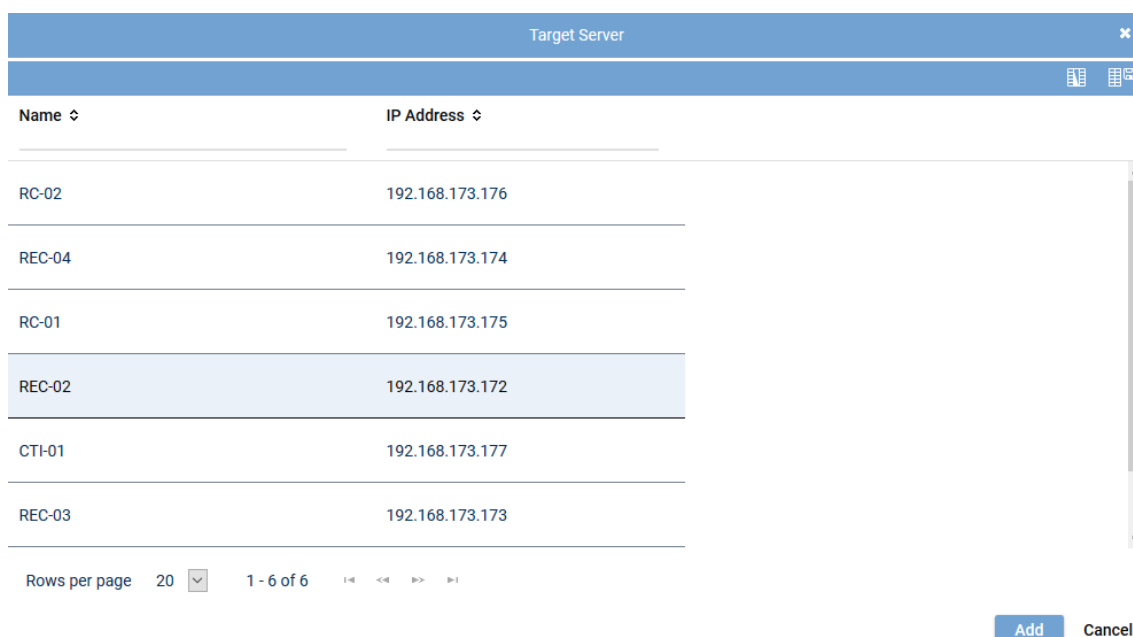
| Parameter                | Value/Description  |
|--------------------------|--|
|                          | <p>ferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list"</a>, p. 167.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b><br/>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i> | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</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>   |
| <i>Export</i>            | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li><i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>            | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li><i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul>  |

| Parameter | Value/Description   |
|-----------|---|
|           | <b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only. |

Tab. 47: Data storage

### Add target server to a list

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



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

Rows per page: 20 | 1 - 6 of 6 | Add | Cancel

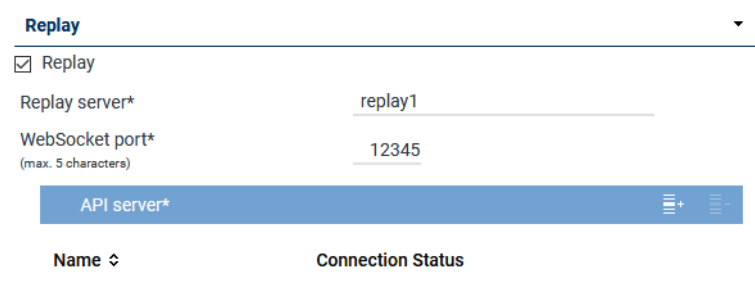
Fig. 198: Select server



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

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

### Group field Replay





**Replay**

☒ Replay

Replay server\*



WebSocket port\*   
(max. 5 characters)

API server\*  

| Name | Connection Status |
|------|-------------------|
|------|-------------------|

Fig. 199: Group field Replay

| Parameter     | Value/Description   |
|---------------|---|
| <i>Replay</i> | 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 stor- |

| Parameter  | Value/Description   |
|--|---|
|  | <p>age 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><br>(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><br><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  (<i>Add</i>), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 168.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove selected <a href="#">API servers</a> from the list.</li> </ul>   |

Tab. 48: Configure replay

## Search and replay functions




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

### Add API server to a list

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

- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.



- If the replay server runs on a separate server, you must assign at least one **API** server that the replay server can address.
  - If several **API** servers are available in the network, you can assign further **API** servers in addition to the local **API** server. The assigned **API** servers are addressed in order. For this reason, the local **API** server should always be first in the list.
1. To assign an **API** server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
  2. Select the server from the list on which the **API** service is running.

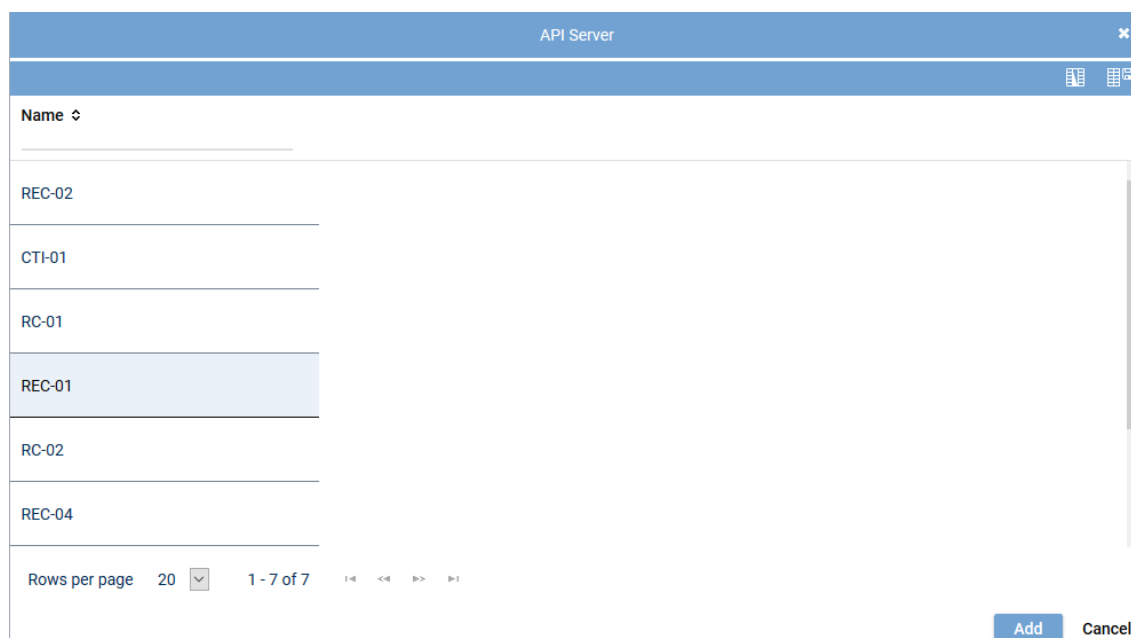


Fig. 200: Select server



Only those servers are available on which the **API** service has been installed and activated.  
See [chapter "Group field API Server", p. 161](#).

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

### Group field Virtualization



Fig. 201: 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><br/>If you enter this domain, there is no key management.</li> </ul> |

| Parameter | Value/Description  |
|-----------|--|
|           | <ul style="list-style-type: none"> <li><i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 49: 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.

- 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

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

Save

Reset

Fig. 202: Servers module - tab Media Streamer

- Enter the following parameters:

|            |  |
|------------|--|
| <b>PBX</b> | <b>PBX</b> that the Media Streamer is supposed to be mapped to.<br>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>If no PBX has been created in the system yet, you can create a <a href="#">PBX</a> via the blue bar <i>PBX</i>, see <a href="#">chapter "Create PBX"</a>, p. 176.</p>  |
| <i>Extension</i>                   | <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 <i>8000</i>.</p>  |
| <i>Media streamer IP address</i>   | <p>IP address which is supposed to be used for the exchange of the audio data and for the <a href="#">SIP</a> communication.</p> <p>Select an IP address from the drop-down list. The drop-down list displays all IP addresses of the server.</p> <p>If an external analog gateway has been integrated, select the IP address <i>169.254.254.100</i> in the drop-down list.</p>   |
| <i>Minimum port</i>                | <p>Enter the minimum port which is supposed to be used for the audio data exchange.</p> <p>Enter an even number.</p>  |
| <i>Maximum port</i>                | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <a href="#">SIP</a> communication.</p> <p><a href="#">TCP</a> = unencrypted<br/> <a href="#">UDP</a> = unencrypted<br/> <a href="#">TLS</a> = 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 <a href="#">SIP</a> communication.</p> <p>Port for data exchange: <i>5062</i></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <a href="#">SIP</a> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <a href="#">SIP</a> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the IP address <i>169.254.254.101</i>.</p>   |
| <i>PBX port</i>                    | <p>Enter the port of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the value <i>5060</i>.</p>   |
| <i>Registration required</i>       | <p>Select whether the <a href="#">SIP</a> extension has to be registered with the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p><input checked="" type="checkbox"/> = <a href="#">SIP</a> extension has to be registered.<br/> <input type="checkbox"/> = <a href="#">SIP</a> 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*.

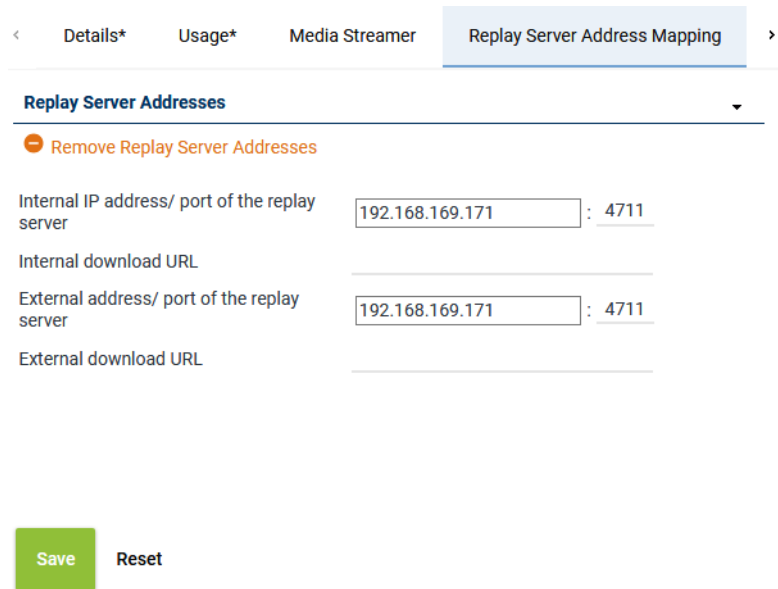



Fig. 203: Servers Module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters

|   |   |
|---|---|
| <i>Internal IP address/<br/>port of the replay<br/>server</i> | Enter the target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                                  | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address /<br/>Port of the replay<br/>server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download<br/>URL</i>                              | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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*.

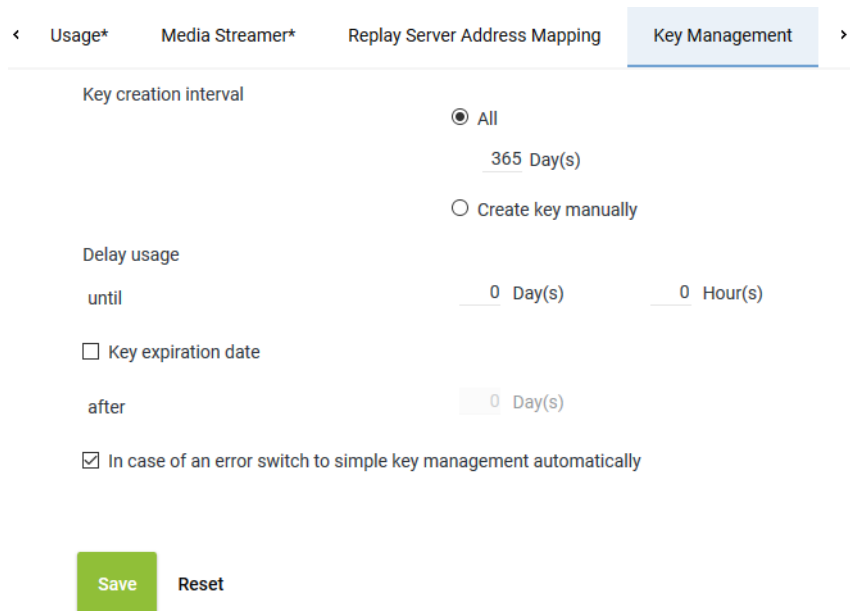


Fig. 204: Servers module - tab Key Management

|                              |  |
|------------------------------|--|
| <b>Key creation interval</b> | <p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> <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> </li> <li>• <i>Create key manually</i> <p>Select that a key is supposed to be generated manually.</p> </li> </ul> <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*

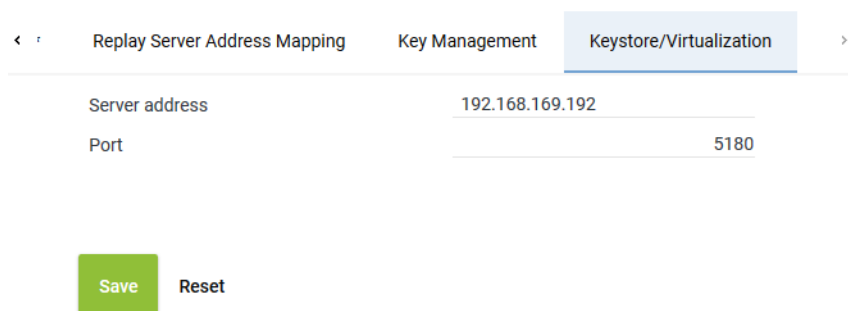
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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 web interface for configuring the Keystore/Virtualization tab. It has three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization'. The 'Keystore/Virtualization' tab is active. 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, there are two buttons: 'Save' (green) and 'Reset' (gray).

Fig. 205: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:</li> </ul> |
|-----------------------|--|

|             |   |
|-------------|---|
|             | IP address of the server where the service <i>DongleMan</i> has been installed.                     |
| <i>Port</i> | Enter the port for the connection.<br>5180 = Dongle Manager<br>8181 = ASC License Management System |



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*.

### 7.2.2.3.3 Create PBX

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

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

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

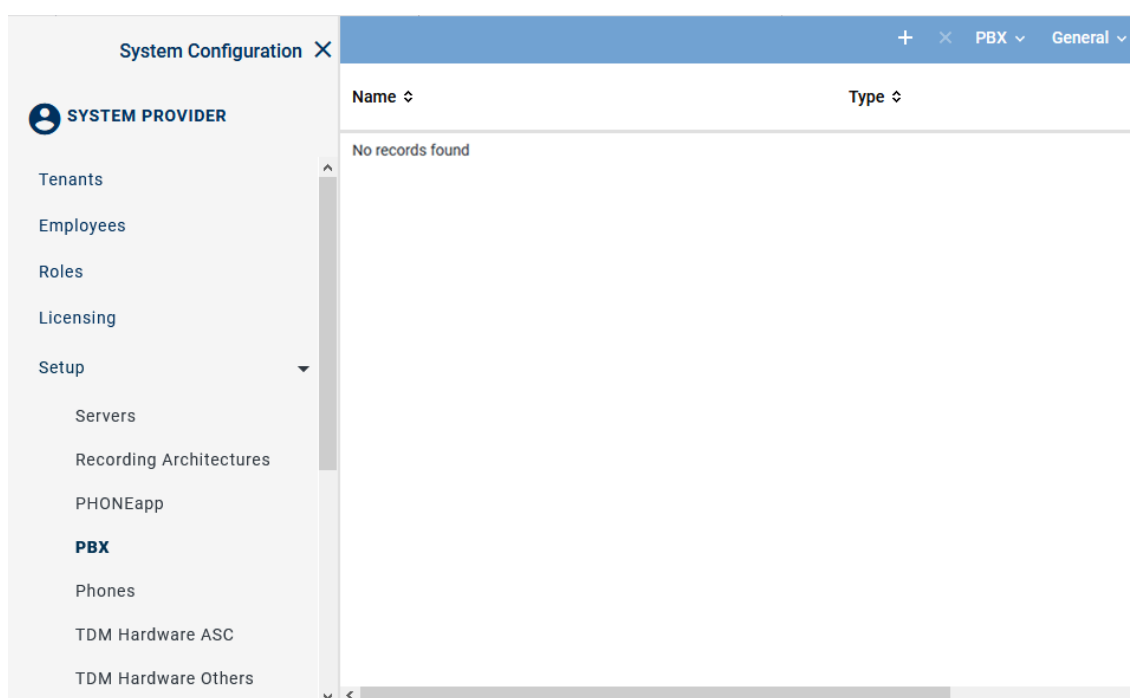


Fig. 206: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

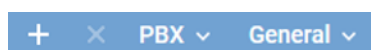




Fig. 207: Toolbar PBX module

|   |               |   |
|---|---------------|---|
|  | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create new PBX

1. 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\*

PBX type\*

Maximum length of extensions

Country code

Area code\*

Net code\*

Mitel MiVoice Biz

Mitel MiVoice Business ▼

4 ▼

☒ Select from list  
United States (1) ▼  
☐ Enter manually

6021

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. 208: Create new PBX - tab Details

2. 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.  |
| <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><br/>Select the country code from the drop-down list.</li> <li><i>Enter manually</i><br/>If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually.<br/>e. g. for Sri Lanka 094.</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. 50: Create PBX

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

#### 7.2.2.3.4 Assign recording resources

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

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

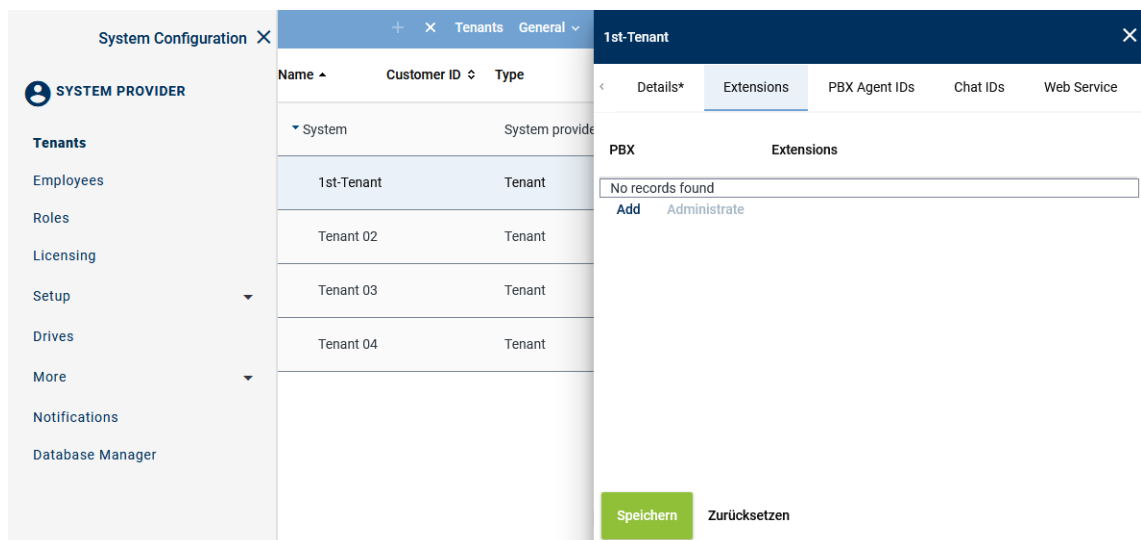


Fig. 209: Tenants - main view - tab Extensions

##### Add extensions

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

Add Extensions
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry

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



6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 210: Assign extensions to tenants

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

|                     |  |
|---------------------|--|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>• ZIP</li> <li>• TXT</li> <li>• CSV</li> </ul> <p><b>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.</b></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 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.</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  behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button  <i>Upload File</i>.</li> </ul> |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>  |

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.

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

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

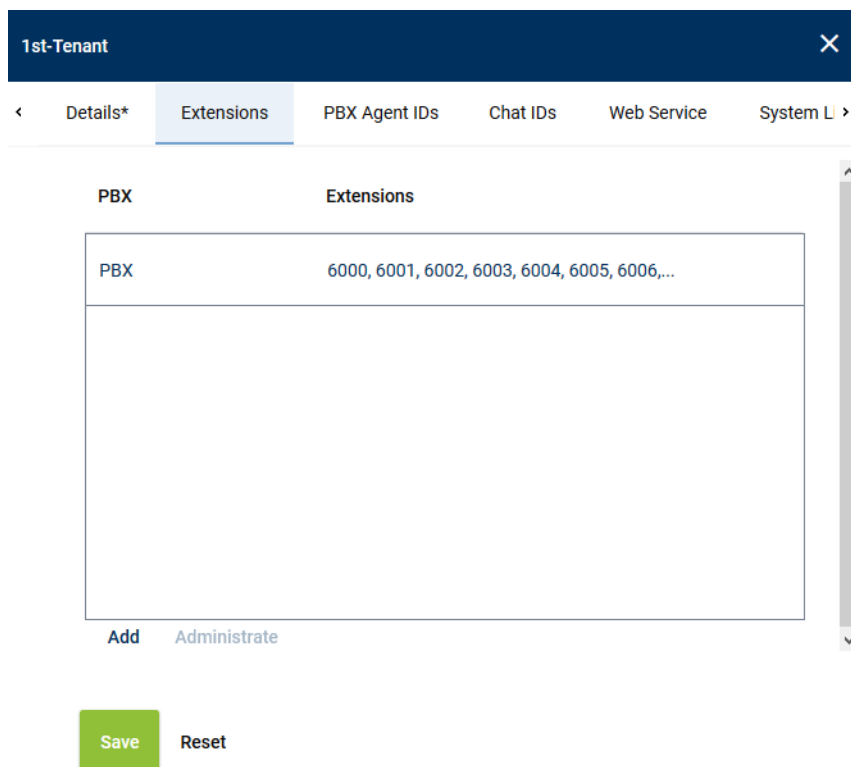


Fig. 211: Remove extensions

2. Click the button *Administrate*.

3. 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.



Fig. 212: Select extensions

4. 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.

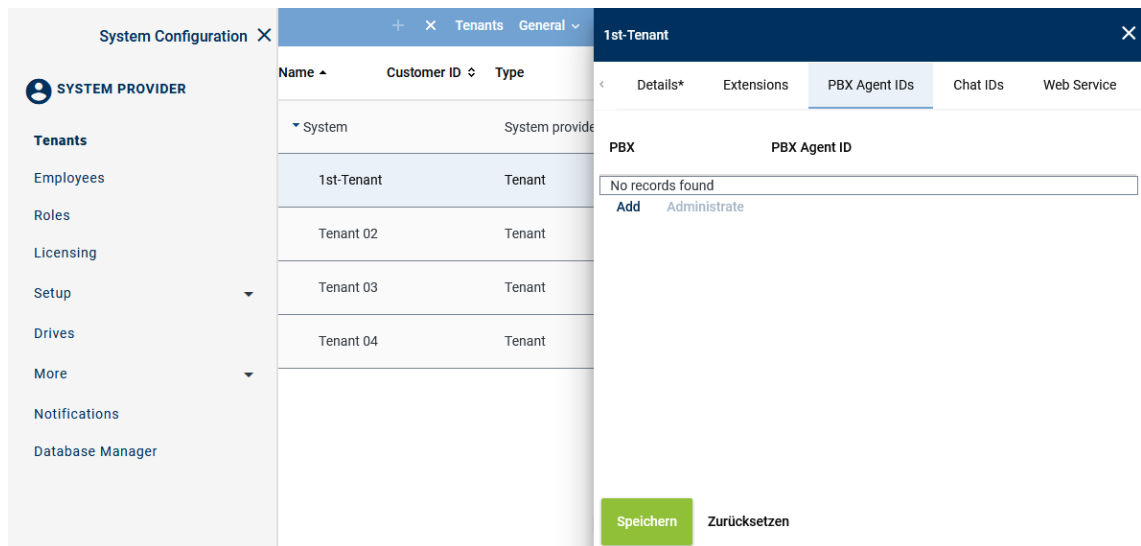
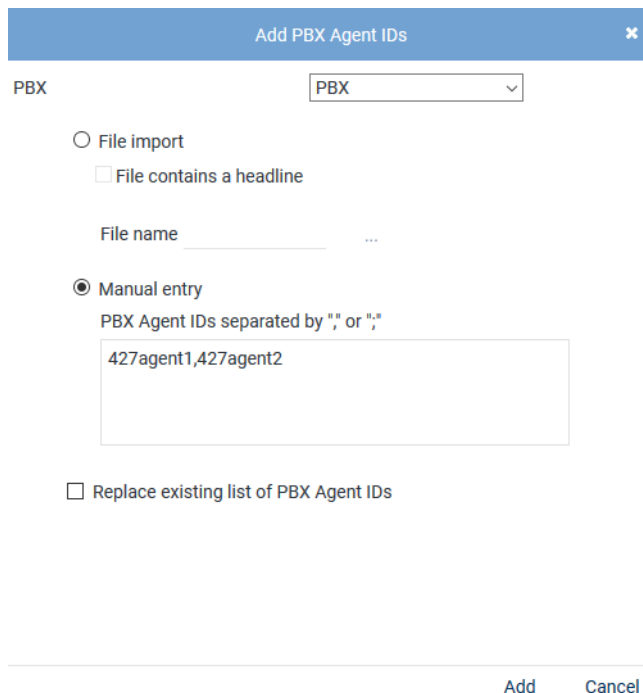


Fig. 213: Tenants - main view - tab PBX Agent ID

### 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:



The dialog box 'Add PBX Agent IDs' has a dropdown menu set to 'PBX'. It offers two options: 'File import' (with a sub-option 'File contains a headline') and 'Manual entry' (selected). The 'Manual entry' section has a text input field containing '427agent1,427agent2'. A checkbox 'Replace existing list of PBX Agent IDs' is at the bottom. 'Add' and 'Cancel' buttons are at the bottom right.

Fig. 214: 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>              | Select the option to import PBX Agent IDs from an existing <a href="#">CSV</a> file and add them to the table of PBX Agent IDs. |
| <i>File contains a headline</i> |   |

|   |  |
|---|--|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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 <b>...</b> 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 <b>Upload File</b>.</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>  |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.



Administrate PBX Agent IDs
×

ID

427agent1

427agent2

Remove Cancel

Fig. 215: Select PBX Agent IDs

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

#### 7.2.2.3.5 Configure additional data

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

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

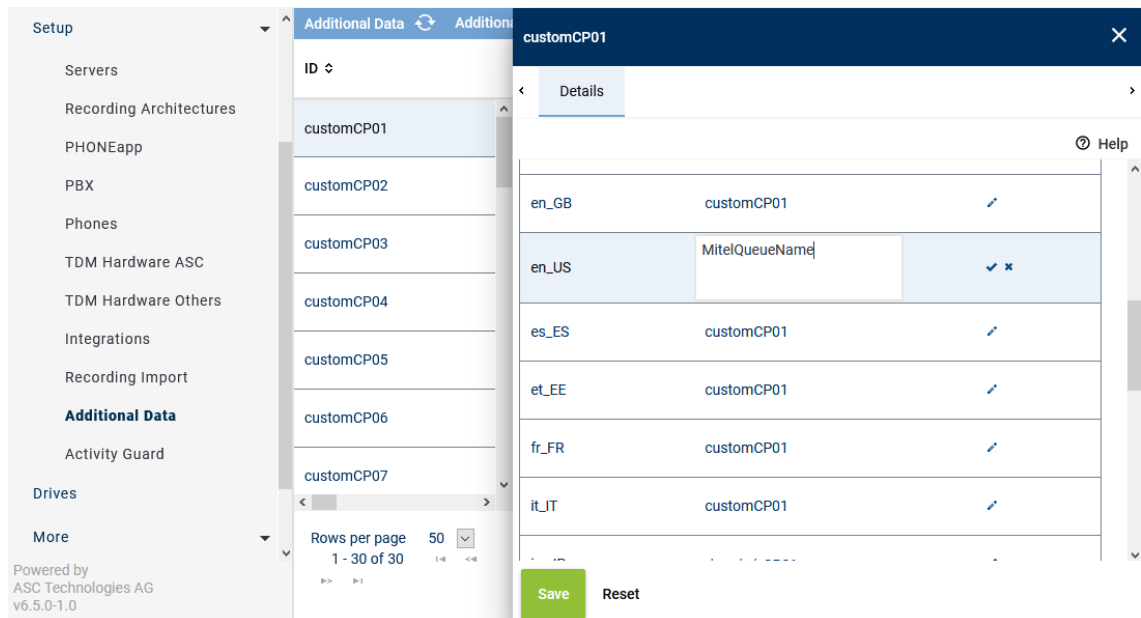


Fig. 216: Configure additional data

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

**Availability** ▾

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

**Save** **Reset**

Fig. 217: Additional data - configure availability

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

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

| Setup                   | Additional Data | Additional Data  | General     |
|-------------------------|-----------------|------------------|-------------|
| Servers                 | ID ▴            | Displayed Name ⇅ | Available ⇅ |
| Recording Architectures |                 |                  | Editable ⇅  |
| PHONEapp                | customCP21      | MitelQueueName   | ✓ ✓         |
| PBX                     | customCP22      | CallingPartyIVR  | ✓ ✓         |
| Phones                  | customCP23      | CalledParty      | ✓ ✓         |
| TDM Hardware ASC        | customCP24      | customCP24       | ✗ ✗         |
| TDM Hardware Others     | customCP25      | customCP25       | ✗ ✗         |
| Integrations            | customCP06      | Call Center ID   | ✓ ✓         |
| Recording Import        |                 |                  |             |
| <b>Additional Data</b>  |                 |                  |             |

Fig. 218: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 7.2.2.3.6 Create integration for All-in-one Parallel Recording

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

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

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

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

⇒ The following window appears:

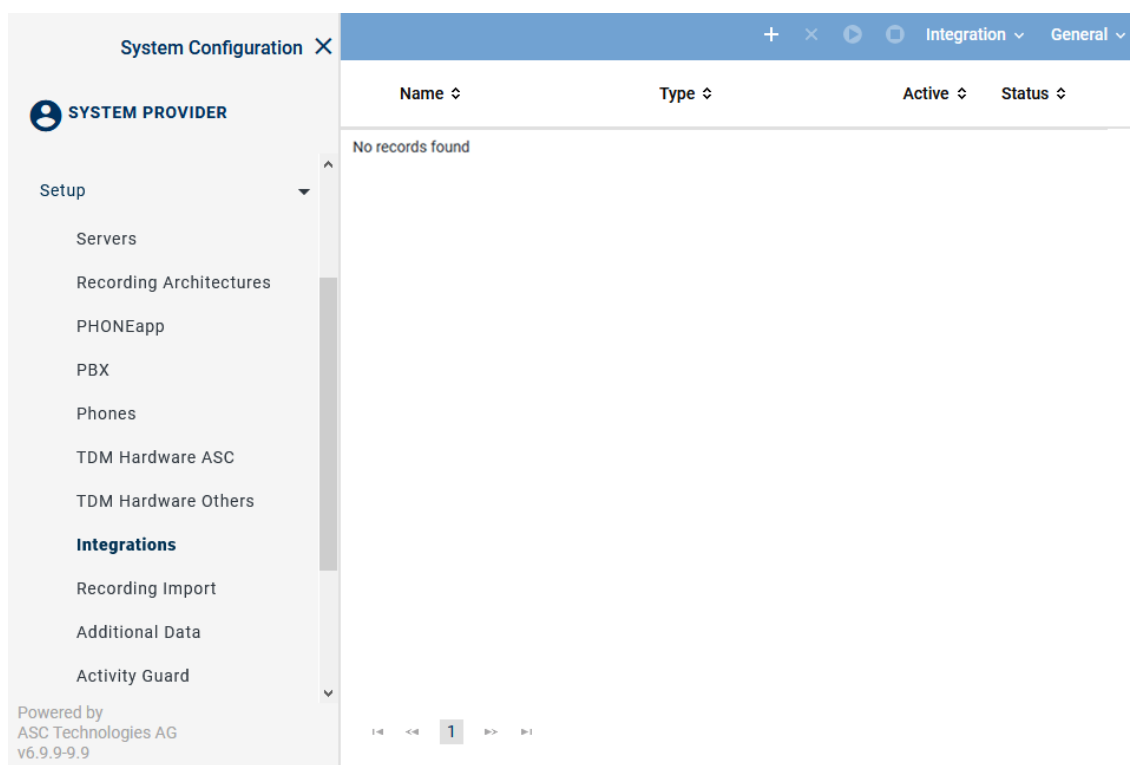




Fig. 219: Integrations - main view

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.<br><div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </div> <div> <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.<br><div> <span>✓</span> = Configuration is complete.         </div> <div> <span>✗</span> = Configuration is incomplete.         </div>  |


### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 220: 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. |

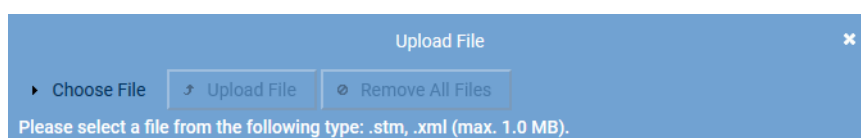
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

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

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

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



Close

Fig. 221: Choose file

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

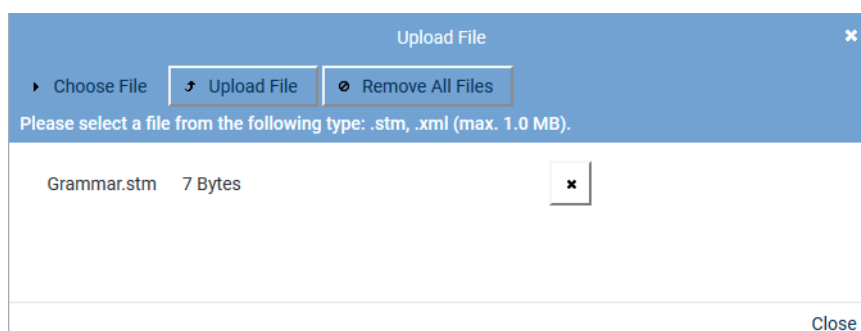



Fig. 222: Upload grammar

- 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


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



Fig. 223: Create integration type

- Enter the following parameters:

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

Tab. 51: Create integration type


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



Fig. 224: Integrations - select PBX

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

### Assign recording architecture for All-in-one Parallel Recording

1. In the detail view on the bottom right, click on the button *Next*.

⇒ The tab *Recording Architecture* appears.

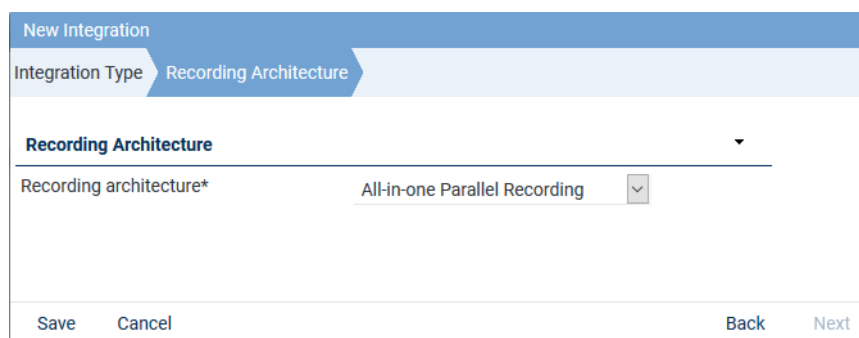


Fig. 225: Assign recording architecture - All-in-one Parallel

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



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


3. Click on the button *Save*.

⇒ The integration now appears in the main view.



When using a recording architecture with parallel recording, the tab *Parallel Recording* appears in the detail view. In this tab, you can adjust the settings for the duplicate detection of parallel configured servers, see [chapter "Duplicates in parallel recording architectures", p. 445](#).

### Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.

⇒ The following configuration steps appear:
















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

Fig. 226: Configuration steps of the integration

### Configure recording architecture

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



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



Fig. 227: 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

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

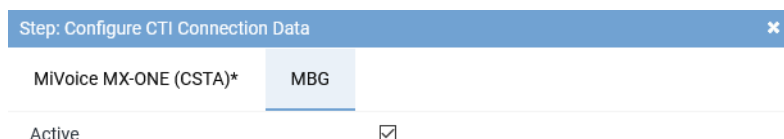


Fig. 228: Activate CTIconnect connection data for **MBG**

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

☒ = Connection has been activated.

☐ = Connection has not been activated.



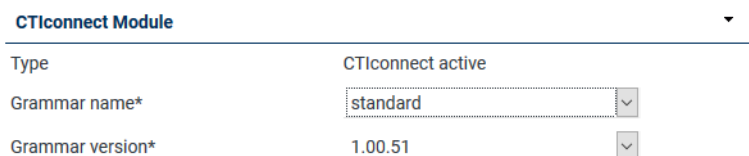
Following an update, you must configure this section again.

## ATTENTION!

In parallel recording architectures, calls must be recorded by means of the [MBG](#).

### Group field CTIconnect Module

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



| CTIconnect Module |                   |
|-------------------|-------------------|
| Type              | CTIconnect active |
| Grammar name*     | standard          |
| Grammar version*  | 1.00.51           |

Fig. 229: Configure CTIconnect module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 52: Configure CTIconnect module



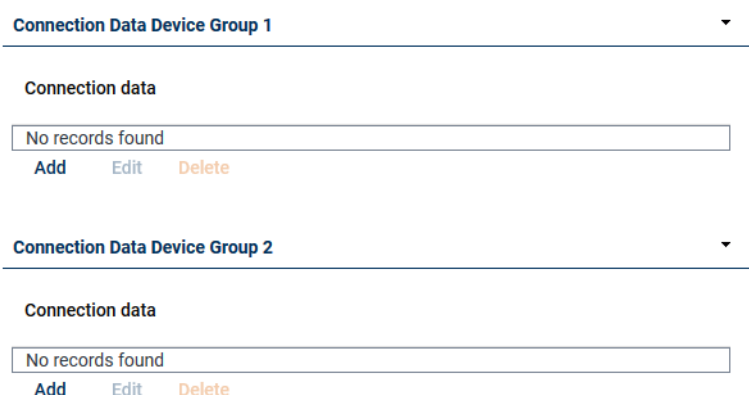
After an update of the *neo* software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.



| Connection Data Device Group 1 |             |
|--------------------------------|-------------|
| Connection data                |             |
| No records found               |             |
| Add                            | Edit Delete |

| Connection Data Device Group 2 |             |
|--------------------------------|-------------|
| Connection data                |             |
| No records found               |             |
| Add                            | Edit Delete |

Fig. 230: Group field Connection Data

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



Configure Connection
✕

Connection data\*
192.168.170.116

PBX port\*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)\*
••••••••••

Add Cancel

Fig. 231: Configure connection

2. Enter the following parameters:

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

Tab. 53: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

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

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

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



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

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

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

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

**Additional Data** ▼

---

Arbitrary assignment

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

Fig. 232: CTI connection data - additional data module 1

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

### Tab *MiVB (MiTAI)*

1. Click on the tab *MiVB (MiTAI)* to configure the *CTIconnect module*.

Step: Configure CTI Connection Data ✕

| MBG*                                    | MiVB (MiTAI)*                       | MiVB SIP trunk (MiTAI)* |
|---|-------------------------------------|-------------------------|
| Active                                  | <input checked="" type="checkbox"/> |                         |
| <b>CTIconnect Module</b> ▼              |                                     |                         |
| Type                                    | CTIconnect passive                  |                         |
| Grammar name*                           | standard ▼                          |                         |
| Grammar version*                        | 1.00.01 ▼                           |                         |
| Login name                              |                                     |                         |
| Password                                |                                     |                         |
| <b>Connection Data Device Group 1</b> ▶ |                                     |                         |
| <b>Connection Data Device Group 2</b> ▶ |                                     |                         |
| <b>Additional Data</b> ▶                |                                     |                         |

Save Cancel

Fig. 233: CTI connection data - tab *MiVB (MiTAI)*

### Group field **CTIconnect Module**

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

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       | asc_cticonnect     |
| Password         | ••••••             |

Fig. 234: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter              | Value/Description  |
|------------------------|--|
| <i>Type</i>            | Is filled automatically.   |
| <i>Grammar name</i>    | 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.               |
| <i>Login name</i>      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| <i>Password</i>        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 54: Configure CTIconnect module

### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

**Connection Data Device Group 1** ▼

Connection data

No records found

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

**Connection Data Device Group 2** ▼

Connection data

No records found

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

Fig. 235: Group field Connection Data

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

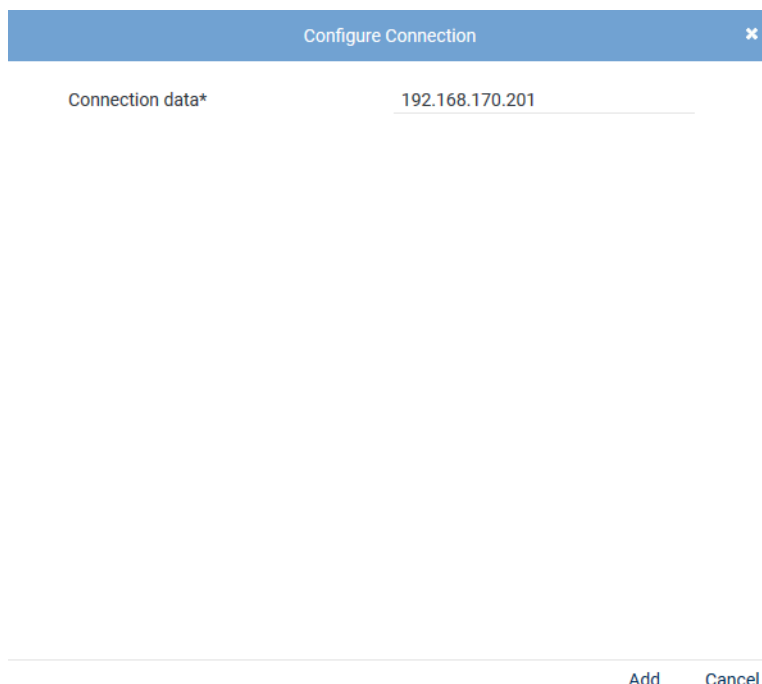


Fig. 236: Configure connection data

2. Enter the following parameters:

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

Tab. 55: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

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

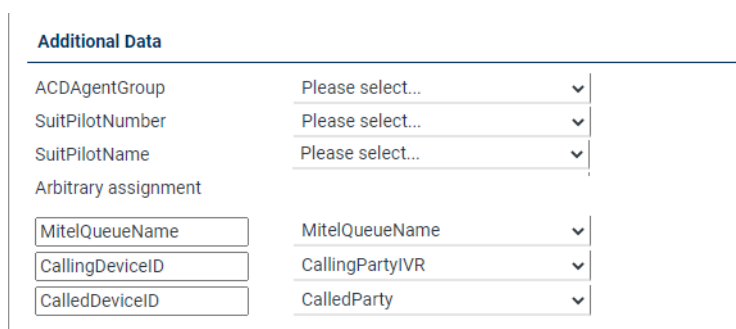


Fig. 237: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName

- GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



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

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

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

#### **Tab MiVB SIP trunk (MiTAI)**

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

Grammar name\*

Grammar version\*

Login name

Password

CTIconnect passive

standard

1.00.01

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 238: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

Grammar name\*

Grammar version\*

Login name

Password

CTIconnect passive

standard

1.00.01

asc\_cticonnect

.....

Fig. 239: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

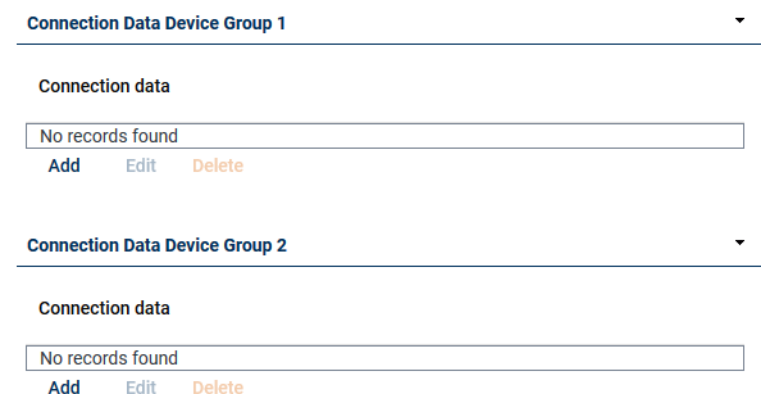
Tab. 56: Configure CTIconnect module

### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.



**Connection Data Device Group 1**

Connection data

No records found

Add Edit Delete

**Connection Data Device Group 2**

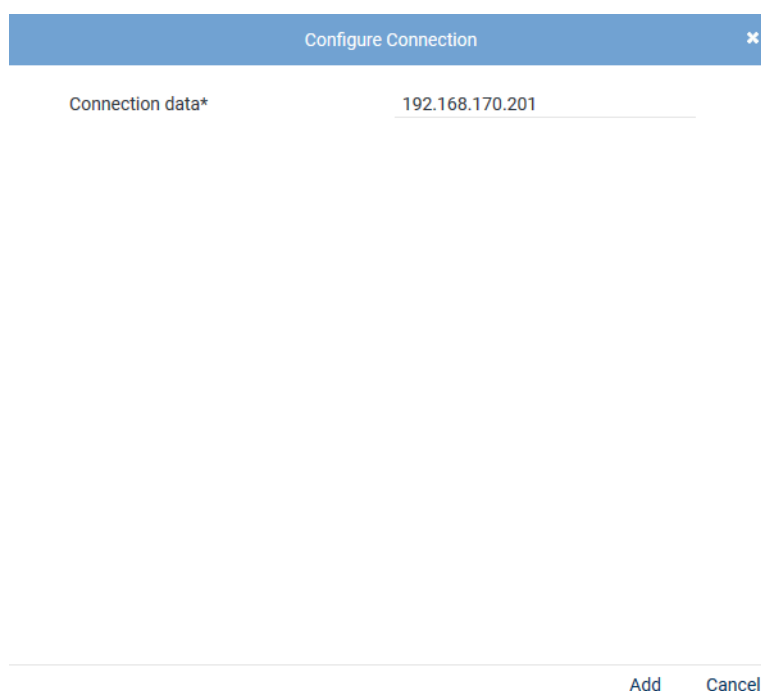
Connection data

No records found

Add Edit Delete

Fig. 240: Group field Connection Data

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



Configure Connection

Connection data\* 192.168.170.201

Add Cancel

Fig. 241: Configure connection data

- Enter the following parameters:

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

Tab. 57: Configure connection data

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

### Group field Additional Data

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

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

Fig. 242: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |

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


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





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

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

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

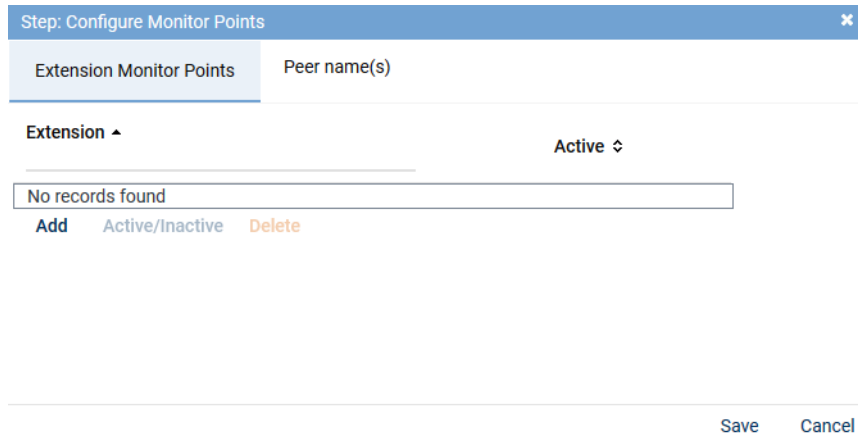


Fig. 243: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

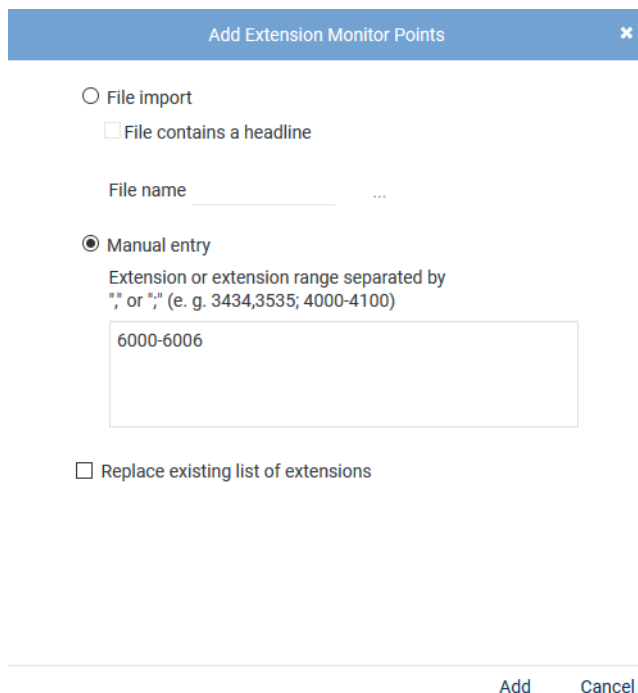






Fig. 244: Add extension monitor points

|  |  |
|--|--|
| <i>File import</i>                         | <p>Select this option to import extensions from an existing <b>CSV</b> 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><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 <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CVS</b> 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  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>  |
| <i>Manual entry</i>                        | <p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p><b>NOTICE! Wildcards cannot be used!</b></p>   |
| <i>Replace existing list of extensions</i> | <p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>   |

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

Step: Configure Monitor Points ×

Extension Monitor Points

Extension ▾

Active ⇅

|      |   |
|------|---|
| 6000 | ✓ |
| 6001 | ✓ |

Add
Active/Inactive
Delete

Save
Cancel

Fig. 245: 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.   |

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

### Tab Peer Name(s)

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

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

Step: Configure Monitor Points ×


Extension Monitor Points

Peer name(s)

Peer name(s)

Active ⇅



Edit

|            |   |   |
|------------|---|---|
| Trunk name | ✓ |  |
|------------|---|---|

Add
Active/Inactive
Delete

Save
Cancel


Fig. 246: Add Peer Name(s)

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

### Configure recording server for All-in-one Parallel Recording

To guarantee smooth parallel recording, you must configure a port range for both recording servers. The range may be the same for both recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual *Installation requirements* in chapter *Communication matrix*.

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

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

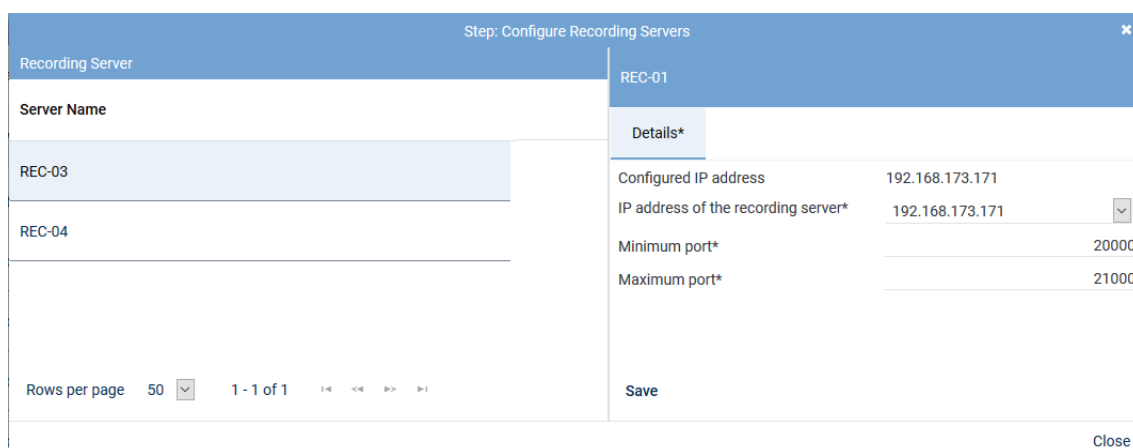


Fig. 247: Configuration step - Configure recording servers

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

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

Tab. 58: Configure recording servers



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*.

### Configure add-on



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

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



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



Only those add-ons are displayed for which a license has been installed in the system.

### 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. 248: Configure add-on for MiContact Center Business

**Group field CTIconnect Module**

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 59: Configure CTIconnect module

**Group field Connection Data**

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

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 60: Configure connection data

### Group field Additional Data

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

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

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

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

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

### Arbitrary assignment

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



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

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



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

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

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



| Arbitrary assignment |                  | + |
|----------------------|------------------|---|
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |

Fig. 249: 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 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

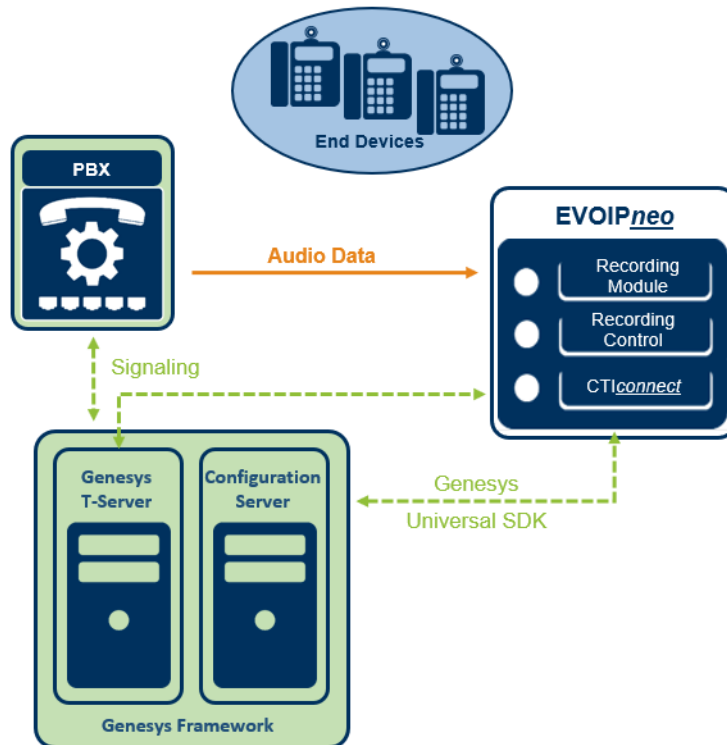


Fig. 250: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

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



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

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


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

### Adjust configuration file for Genesys add-on

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

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

### Configure add-on in the integration

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

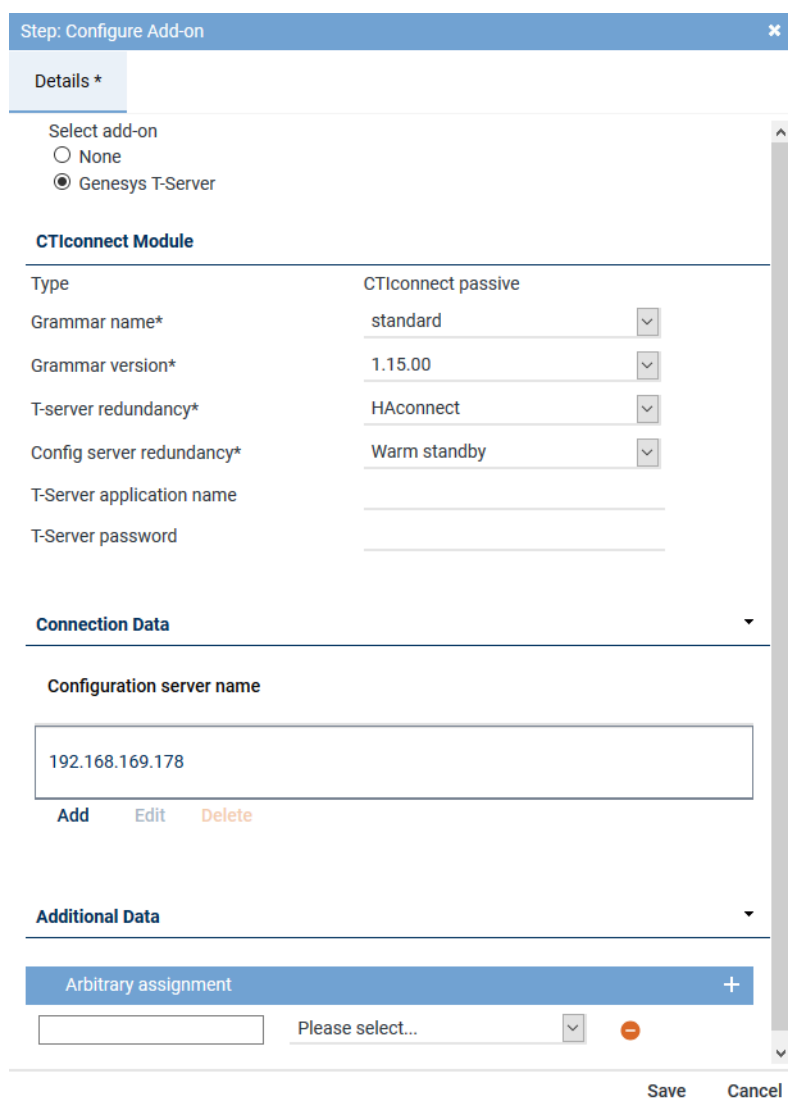


Fig. 251: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |

| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 61: Configure add-on for Genesys T-Server

### Group field Connection Data

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

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

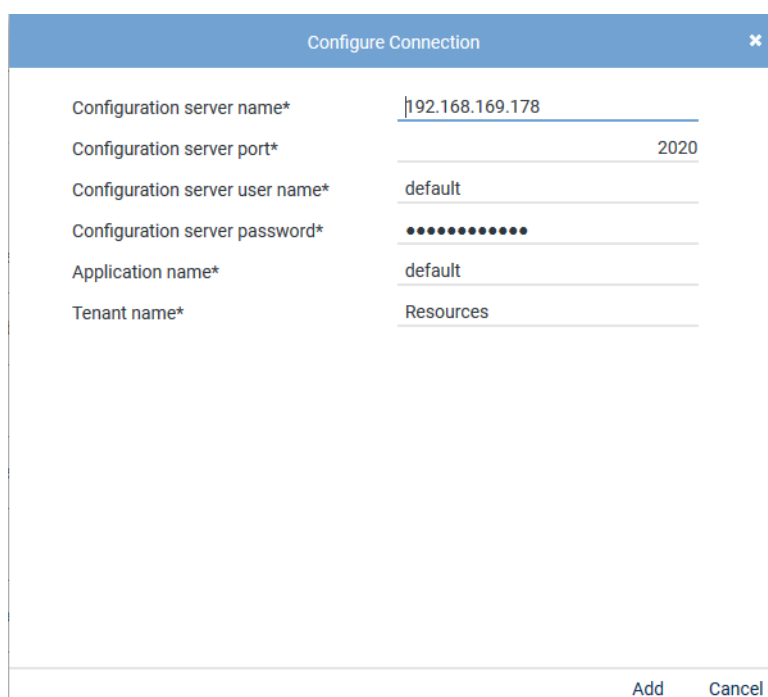


Fig. 252: Configure connection data

2. Enter the following parameters:

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

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

Tab. 62: Configure connection data

### Group field Additional Data

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

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



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

### Arbitrary assignment

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



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

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



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


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

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

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 253: 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

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

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select... ▼

Save

Cancel

Fig. 254: Configure miscellaneous settings

2. Enter the following parameter:


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





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

### Activate integration

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

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

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

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



















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

Fig. 255: Activate integration

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








|     Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 256: Activated integration



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



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






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

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

### Deactivate/Delete integration

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

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









| +     Integration ▾ General |                                  |   |   |
|---|----------------------------------|---|---|
| Name ▾  | Type ▾                           | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business<br>active |  |  |

Fig. 257: Deactivate integration

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

## 7.2.2.4 Configure recording solution Multi-Server Recording

### 7.2.2.4.1 Create recording architecture

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

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

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



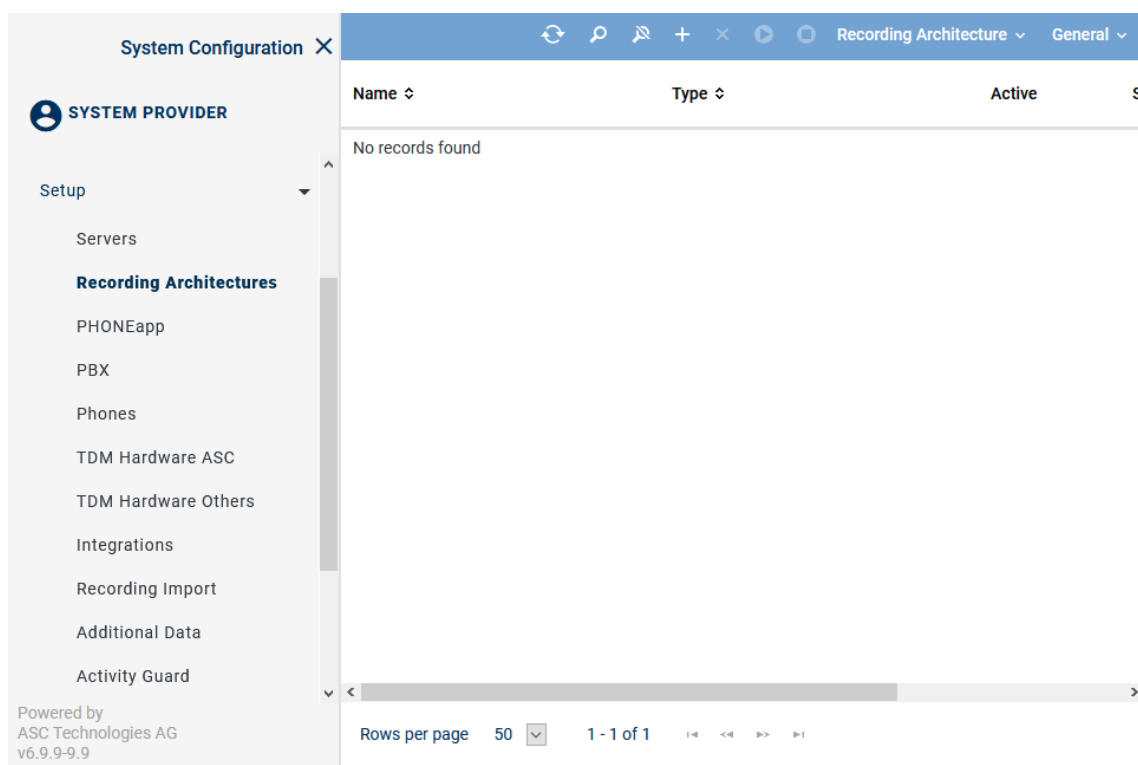




Fig. 258: Recording architectures - main view

|                       |  |
|-----------------------|--|
| <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.<br><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.<br/> <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.<br><div> <span>✓</span> = At least 1 standby server is active.<br/> <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. 259: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create recording architecture Multi-Server Recording

If there are several recording servers which are supposed to record different trunks, you must create a recording architecture of the type *Multi-Server Recording*.

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

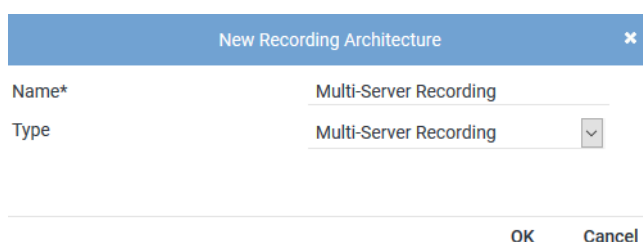
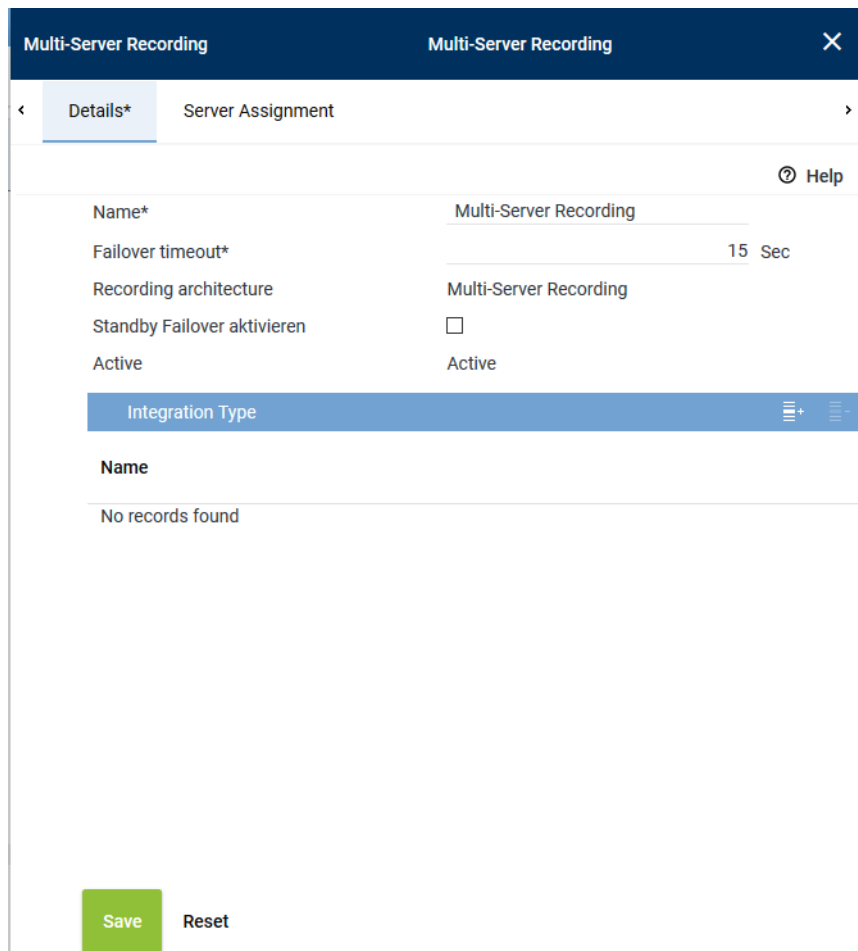


Fig. 260: Create recording architecture - Multi-Server Recording

- 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 *Multi-Server Recording*.  
**NOTICE!** Only the supported recording architecture types are displayed in the drop-down list.
4. Click on the button *OK*.  
 ⇒ The entries now appear in the detail view.



The screenshot shows a configuration window titled "Multi-Server Recording" with a close button (X) in the top right. Below the title bar, there are two tabs: "Details\*" (selected) and "Server Assignment". A "Help" icon is visible in the top right of the main area. The configuration fields are as follows:

|                             |                          |
|-----------------------------|--------------------------|
| Name*                       | Multi-Server Recording   |
| Failover timeout*           | 15 Sec                   |
| Recording architecture      | Multi-Server Recording   |
| Standby Failover aktivieren | <input type="checkbox"/> |
| Active                      | Active                   |

Below these fields is a section titled "Integration Type" with a list icon and a plus sign. Underneath, there is a "Name" label and a message "No records found". At the bottom left, there are two buttons: "Save" (green) and "Reset".


Fig. 261: Recording architecture - tab Details - Multi-Server Recording

Since additional standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture.



Set the failover timeout to a minimum of 15 seconds until the failover process is initiated. Depending on the system architecture it may be useful to set the timeout even higher. The timeout defines how long to wait until the failover process is started. If the state switches back to OK within this time, the failover process is not initiated.

### Add integration type

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

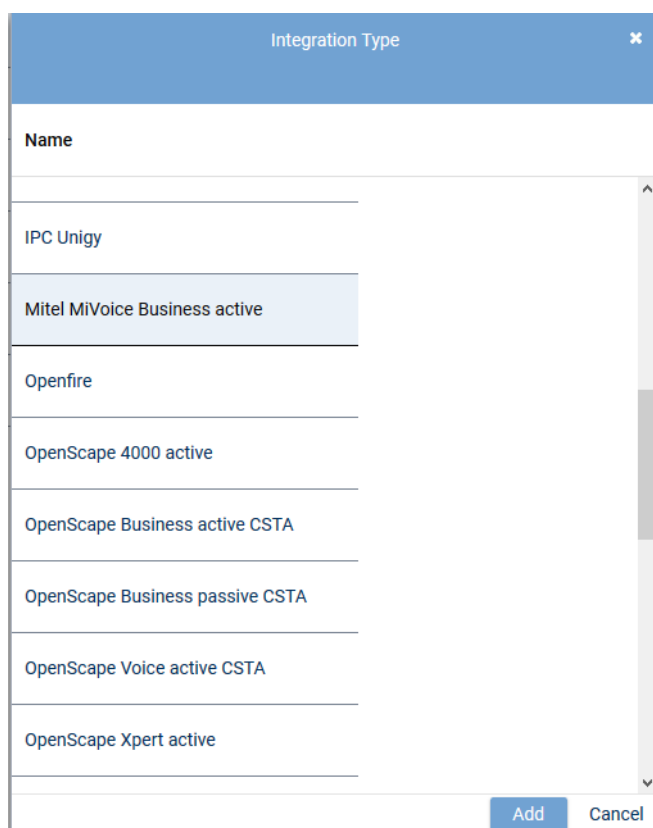


Fig. 262: Select integration type



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



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

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

### **Assign server for Multi-Server Recording**

1. Click on the tab *Server Assignment* to configure the distribution of the recording components for the recording architecture *Multi-Server Recording*.

### **Group field Recording Control and CTIconnect**

In this group field, you can configure recording control. You can configure two different servers or the same server for this.

Multi-Server Recording

Multi-Server Recording

×

<

Details\*

Server Assignment\*

>

Recording Control and CTIconnect

▼

|                                |       |   |   |
|--------------------------------|-------|---|---|
| Recording Control*             | RC-01 | + | - |
| Used in activated architecture | No    |   |   |
| CTIconnect*                    | RC-01 | + | - |
| Used in activated architecture | No    |   |   |

Recording Server

▼

<

Recording Server

+

✎

≡

Server ↕


Standby ↕

|        |        |
|--------|--------|
| REC-01 | REC-02 |
|--------|--------|

Save

Reset

Fig. 263: Recording architecture - tab Server Assignment

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

Servers

| Name   | IP Address      | Path |
|--------|-----------------|------|
| RC-02  | 192.168.173.176 | C:\  |
| REC-01 | 192.168.173.171 | C:\  |
| REC-04 | 192.168.173.174 | C:\  |
| REC-02 | 192.168.173.172 | C:\  |
| RC-01  | 192.168.173.175 | C:\  |
| CTI-01 | 192.168.173.177 | C:\  |
| CTI-02 | 192.168.173.178 | C:\  |

Rows per page


20

1 - 8 of 8

Add

Cancel

Fig. 264: Recording architecture - assign server - example


2. Select the server for the *Recording Control module*.
3. Click on the button *Add*.  
⇒ The name of the server appears in the detail view.
4. To delete an assignment, click on the icon .

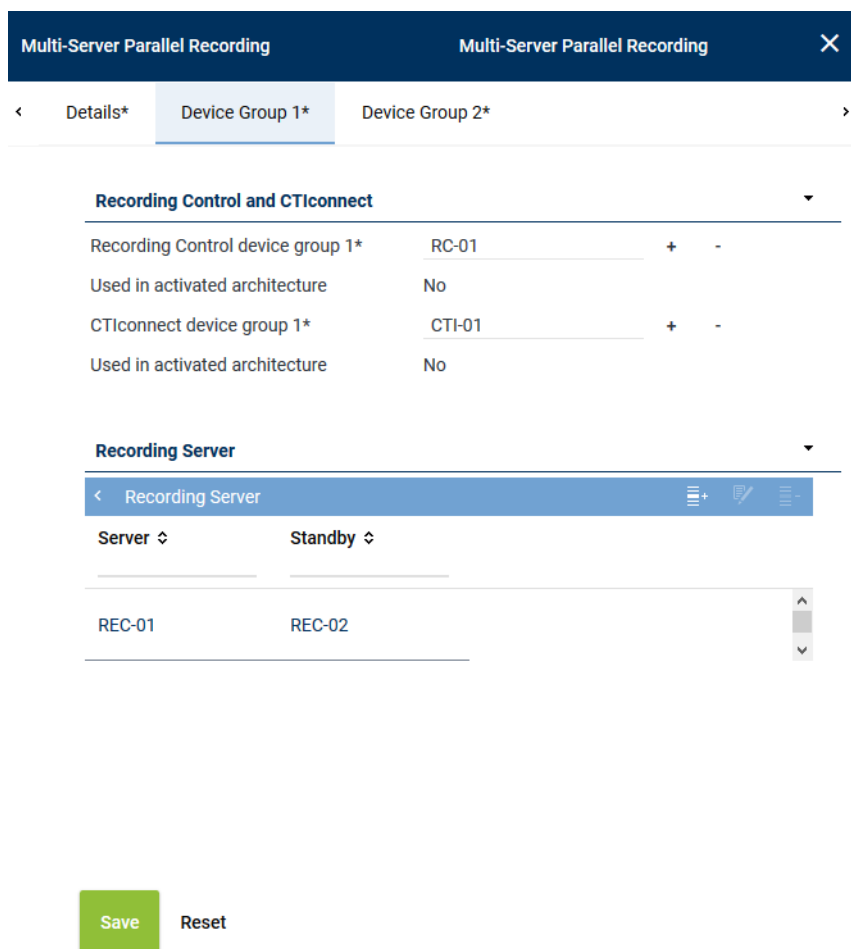


A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.  
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.



### Group field Recording Server



1. In the table headline *Recording Server*, click on the icon .
- ⇒ The following window appears:






| Multi-Server Parallel Recording                       |         |   |   |
|---|---------|---|---|
| Multi-Server Parallel Recording                       |         |   |   |
| <div> Details* Device Group 1* Device Group 2* </div> |         |   |   |
| <b>Recording Control and CTIconnect</b>               |         |   |   |
| Recording Control device group 1*                     | RC-01   | + | - |
| Used in activated architecture                        | No      |   |   |
| CTIconnect device group 1*                            | CTI-01  | + | - |
| Used in activated architecture                        | No      |   |   |
| <b>Recording Server</b>                               |         |   |   |
| <div> Recording Server </div>                         |         |   |   |
| Server  | Standby |   |   |
| REC-01  | REC-02  |   |   |
| <div> Save Reset </div>                               |         |   |   |

Fig. 265: Add recording server

2. Following the steps described above, go to the entry field *Primary server* and click on the icon  to select the primary server where recording is supposed to be active.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to do the recording in case of an error.
4. Tick the check box to activate the recording type you would like to use for this server.  
**NOTICE!** You can activate several recording types if the integration supports them and if the corresponding licenses have been installed.

5. Click on the button *OK* to close the window.  
⇒ The name of the server appears in the detail view.
6. To edit the assignment subsequently, click on the icon .  
To delete an assignment, click on the icon .
7. If you would like to add additional recording servers repeat the steps described above.

### Activate recording architecture

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










|      Recording Architecture ▾ General ▾ |                        |   |   |
|---|------------------------|---|---|
| Name ▾  | Type ▾                 | Active ▾  | Standby active ▾  |
| Multi-Server Recording  | Multi-Server Recording |  |  |

Fig. 266: 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.

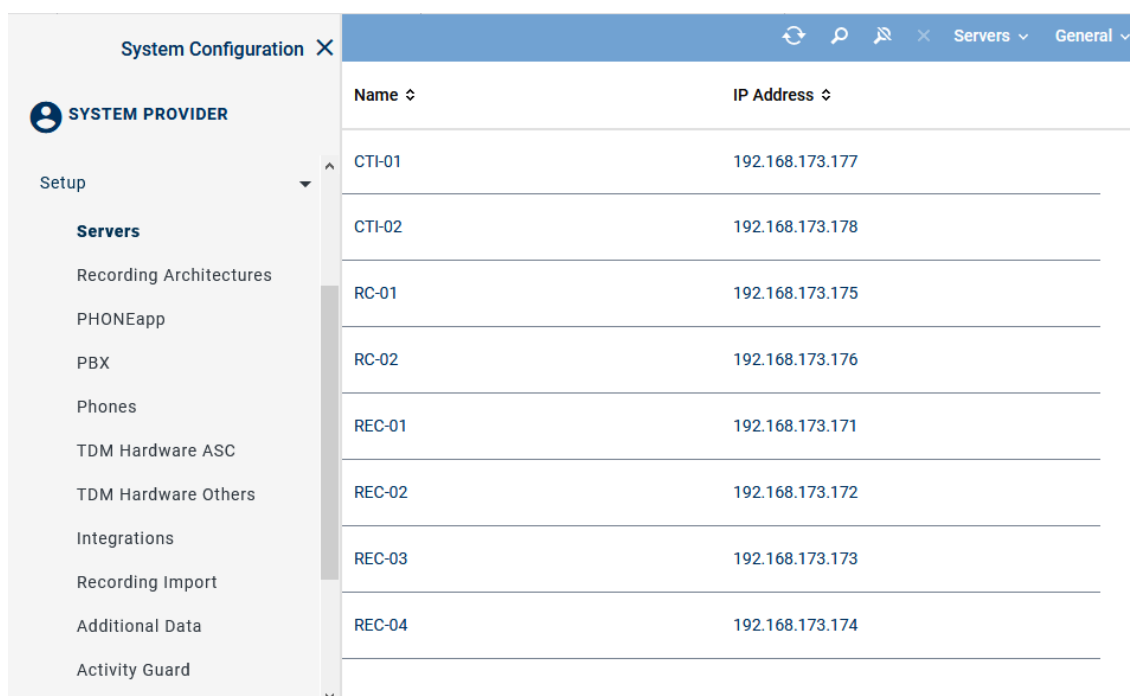


If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

#### 7.2.2.4.2 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:



| Name   | IP Address      |
|--------|-----------------|
| CTI-01 | 192.168.173.177 |
| CTI-02 | 192.168.173.178 |
| RC-01  | 192.168.173.175 |
| RC-02  | 192.168.173.176 |
| REC-01 | 192.168.173.171 |
| REC-02 | 192.168.173.172 |
| REC-03 | 192.168.173.173 |
| REC-04 | 192.168.173.174 |

Fig. 267: 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.

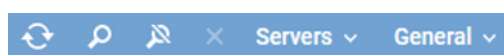







Fig. 268: Toolbar Servers module

|   |                     |   |
|---|---------------------|---|
|  | <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.<br><br>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.<br><br>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 <a href="#">neo</a> 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. 225.  |
|                | <i>Administrate NTP Server</i>               | Opens a window in which you can administrate the servers for the time synchronization, see <a href="#">Administrate NTP server</a> .   |
|                | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.

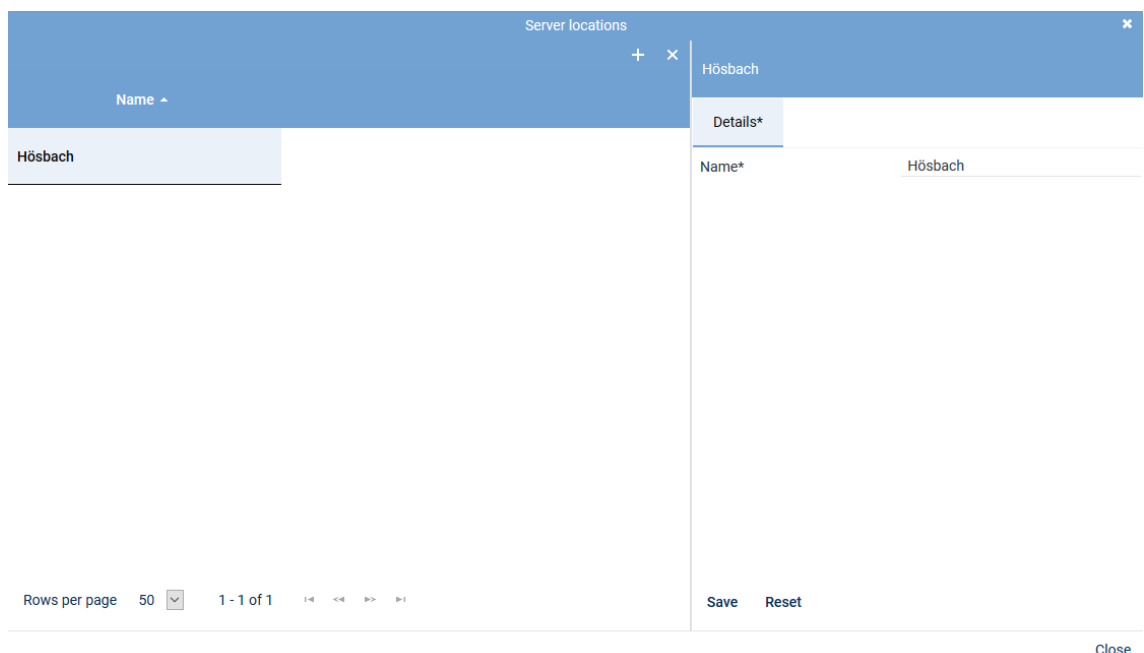



Fig. 269: Add server locations

- 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*.

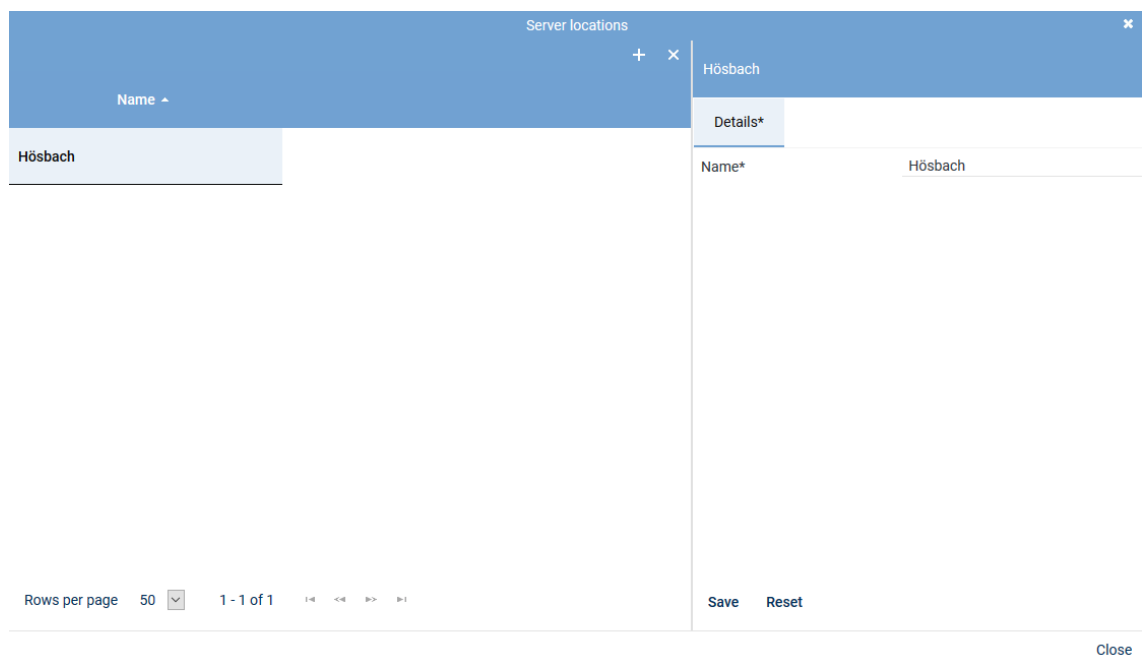
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### Delete server location




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

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



The screenshot shows a window titled "Server locations" with a close button (x) in the top right corner. Below the title bar is a table with a single row containing the text "Hösbach". To the right of the table is a tab labeled "Details\*". Below the table, there is a pagination bar showing "Rows per page 50" and "1 - 1 of 1". At the bottom right of the window, there are buttons for "Save" and "Reset", and a "Close" button at the very bottom right.

Fig. 270: Delete server location

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

### Tab Details

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

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

? Help

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

Fig. 271: Servers - tab Details

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

### Tab Usage

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



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

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

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

Fig. 272: Servers - tab usage

### Group field API Server

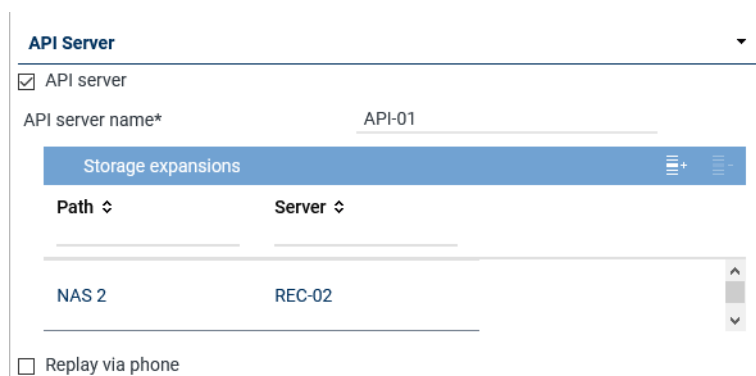




Fig. 273: Group field API Server

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


The ASC API Server offers the interface for the client applications to communicate with the *neo* system.

Furthermore, the ASC API Server is responsible for replay by means of the web applications. 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>Activate the check box to start the ASC 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>To be able to reach the ASC 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", p. 238</a>.</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 storage expansions, see <a href="#">chapter "Add storage expansion for replay", p. 229</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove storage expansions from the list.</li> </ul> |

| Parameter               | Value/Description   |
|-------------------------|---|
|                         | 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.   |
| <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.<br/> <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. 236</a>. To be able to do so, at least 1 PBX must have been configured in the system.</p> |

### Add storage expansion for replay

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

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

Rows per page: 20 1 - 1 of 1

Add Cancel

Fig. 274: 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. 275: 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. 63: Configure audio analysis

**Emotion Detection** ✕



Name ↕

REC-01

Rows per page 20 ▾ 1 - 8 of 8 <=< >=>

**Add** **Cancel**

Fig. 276: 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. 277: Group field Recording Control/Key Management

| Parameter                           | Value/Description   |
|-------------------------------------|---|
| <i>Recording control/Monitoring</i> | <p>Activate the check box if you would like to use CLIENT <i>command</i> or <i>API</i> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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. 64: Configure recording control/key management

### Group field Data Processing

**Data Processing**

☒ Data storage

☐ Transfer data for replay

Target Server

Name

IP Address ↕

No records found

☒ Transfer data for data storage

Target Server

Name

IP Address ↕

No records found

Activate period of time

☒

Start

0:00

▼

End

4:00

▼

Receives data from

Name

Only Replay

No records found

☐ Archiving

☒ Export

Replay server

Please choose... ▼

☒ Import







Recording architecture

All-in-one Basic ▼

Fig. 278: Group field Data Processing

EVOIP<sub>neo</sub> active for Mitel MiVoice Business - *neo* 6.x Rev. 38

231 / 477


| Parameter                             | Value/Description  |
|---------------------------------------|--|
| <i>Data storage</i>                   | <p>Activate the check box to make additional functions of data processing available for editing.</p>   |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target server, see <a href="#">chapter "Add target server to a list", p. 233</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be transferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list", p. 233</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b></p> <p>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i>              | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</p> <p> = Data is transferred for data storage.</p>  |



| Parameter        | Value/Description  |
|------------------|--|
| <i>Archiving</i> | Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.  |
| <i>Export</i>    | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li>• <i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>    | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li>• <i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul> <p><b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only.</p> |

Tab. 65: Data storage

### Add target server to a list

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

| Target Server               |                 |
|-----------------------------|-----------------|
| Name ↕                      | IP Address ↕    |
| RC-02                       | 192.168.173.176 |
| REC-04                      | 192.168.173.174 |
| RC-01                       | 192.168.173.175 |
| REC-02                      | 192.168.173.172 |
| CTI-01                      | 192.168.173.177 |
| REC-03                      | 192.168.173.173 |
| Rows per page 20 1 - 6 of 6 |                 |
| <div>Add Cancel</div>       |                 |

Fig. 279: Select server



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

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

### Group field *Replay*

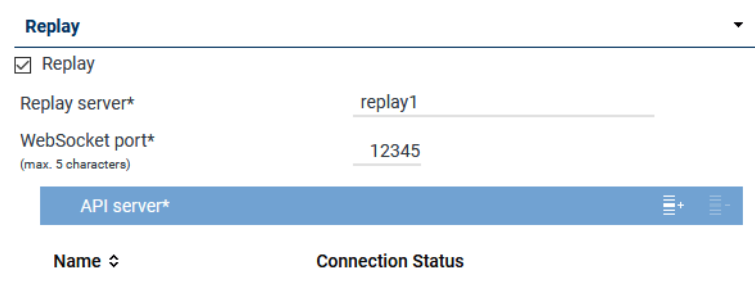




Fig. 280: Group field *Replay*

| 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 server</a> 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><br>(maximum of 5 characters) | Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.   |
| <i>List 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>  |

| Parameter | Value/Description  |
|-----------|--|
|           | <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. 235.</li> <li>By clicking on the icon  (Remove), you can remove selected <a href="#">API servers</a> from the list.</li> </ul> |

Tab. 66: 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. 281: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server"](#), p. 228.

- 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. 282: 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><br/>If you enter this domain, there is no key management.</li> <li>• <i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 67: 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                                 | ▼         |
| Extension*<br>(max. 18 characters) | 123456                              |           |
| Media streamer IP address*         | 192.168.169.192                     | ▼         |
| Minimum port                       | 24000                               |           |
| Maximum port                       | 24099                               |           |
| Transport protocol                 | UDP                                 | ▼         |
| SIP signaling port                 | 5062                                |           |
| User name                          |                                     |           |
| Password                           |                                     |           |
| PBX IP address                     |                                     |           |
| PBX port                           | 5060                                |           |
| Registration required              | <input checked="" type="checkbox"/> |           |
| SIP registration expiration        | 3600                                | Second(s) |

Save
Reset

Fig. 283: 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 <b>PBX</b> 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. 243.</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. The drop-down list displays all IP addresses of the server.</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> <p>Enter an even number.</p>   |
| <b>Maximum port</b>              | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <b>SIP</b> communication.</p> <p><b>TCP</b> = unencrypted<br/> <b>UDP</b> = unencrypted<br/> <b>TLS</b> = encrypted</p> <p>If an external analog gateway has been integrated, select <b>UDP</b> in the drop-down list.</p>  |
| <i>SIP signaling port</i>          | <p>Enter the port for the <b>SIP</b> communication.</p> <p>Port for data exchange: <b>5062</b></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <b>SIP</b> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <b>SIP</b> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the IP address <b>169.254.254.101</b>.</p>  |
| <i>PBX port</i>                    | <p>Enter the port of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the value <b>5060</b>.</p>  |
| <i>Registration required</i>       | <p>Select whether the <b>SIP</b> extension has to be registered with the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p><input checked="" type="checkbox"/> = <b>SIP</b> extension has to be registered.<br/> <input type="checkbox"/> = <b>SIP</b> extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box <b>Registration required</b>.</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](#)

---

**Replay Server Addresses**

 Remove Replay Server Addresses

Internal IP address/ port of the replay server:  :

Internal download URL:

External address/ port of the replay server:  :

External download URL:

Fig. 284: 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 target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                          | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address / Port of the replay server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download URL</i>                          | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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*.

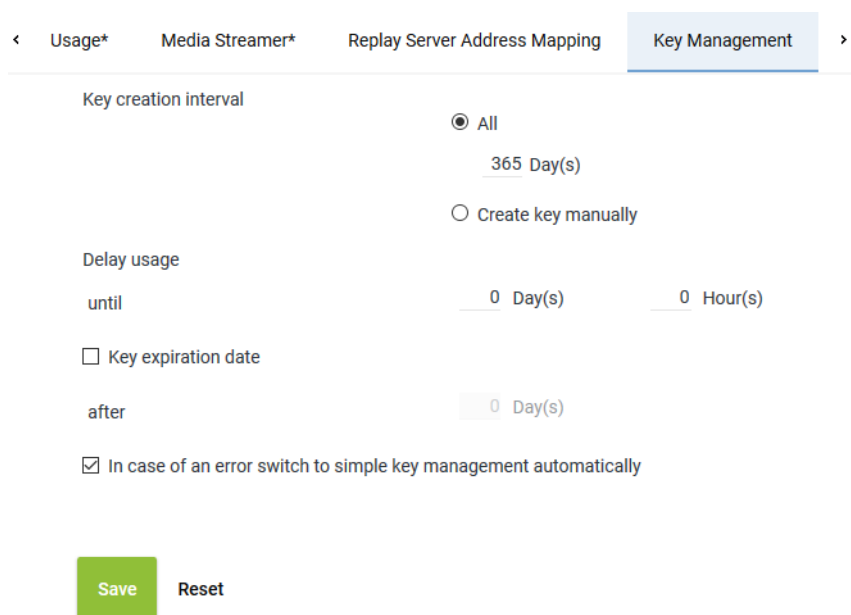


Fig. 285: Servers module - tab Key Management

|                              |   |
|------------------------------|---|
| <b>Key creation interval</b> | <p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i><br/>Select the intervals in which a new key is supposed to be generated automatically.<br/>Possible time interval: 1 to 365 days<br/>Default value: 365 days</li> <li>• <i>Create key manually</i><br/>Select that a key is supposed to be generated manually.<br/>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.</li> </ul> |
| <b>Delay usage</b>           | <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.<br/>Possible time interval: 0 to 14 days<br/>Default value: 0 days (new keys are immediately used for encryption)<br/>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>   |
| <b>Key expiration date</b>   | <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.

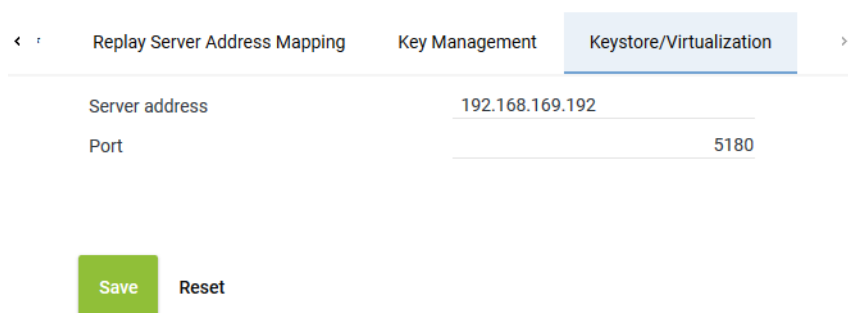
- *Trusted Virtualization License*

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 active. It contains two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. Below the fields are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 286: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> </ul> |
| <b>Port</b>           | <p>Enter the port for the connection.</p> <p>5180 = Dongle Manager</p> <p>8181 = ASC License Management System</p>   |



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

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

### 7.2.2.4.3 Create PBX

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

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

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

⇒ The following window appears:

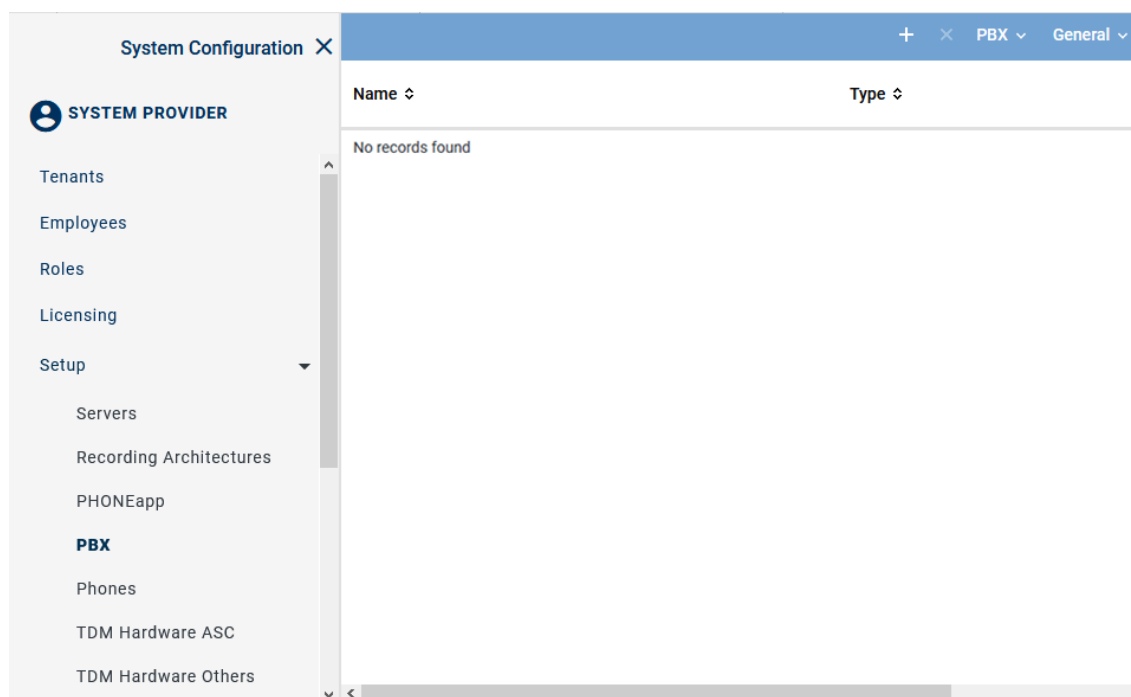




Fig. 287: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.



Fig. 288: 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.   |

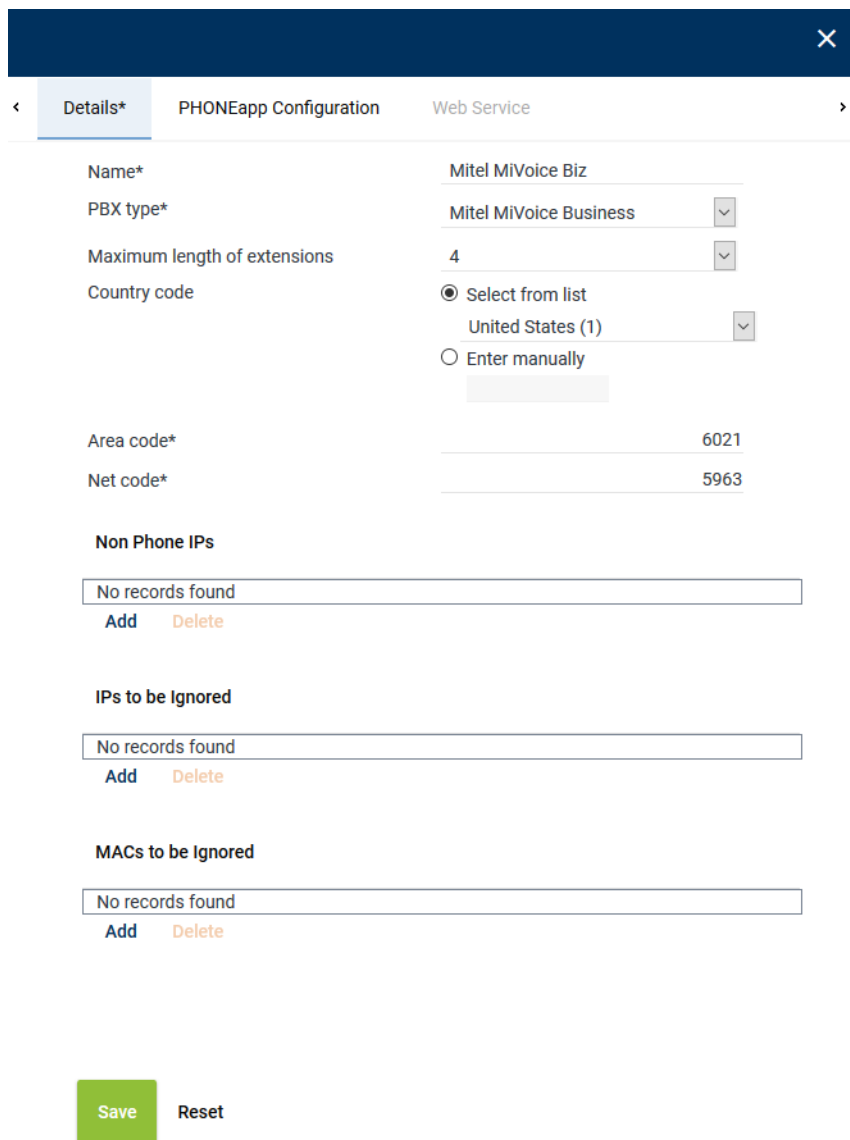
*Module Help* Opens the module-specific online help.



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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\*

PBX type\*

Maximum length of extensions

Country code ☒ Select from list  ☐ Enter manually

Area code\*

Net code\*

**Non Phone IPs**

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

**IPs to be Ignored**

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

**MACs to be Ignored**

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

[Save](#) [Reset](#)

Fig. 289: 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 <a href="#">PBX</a> from the drop-down list.   |
| <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></li> </ul> |

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

Tab. 68: Create PBX

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

#### 7.2.2.4.4 Assign recording resources

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

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

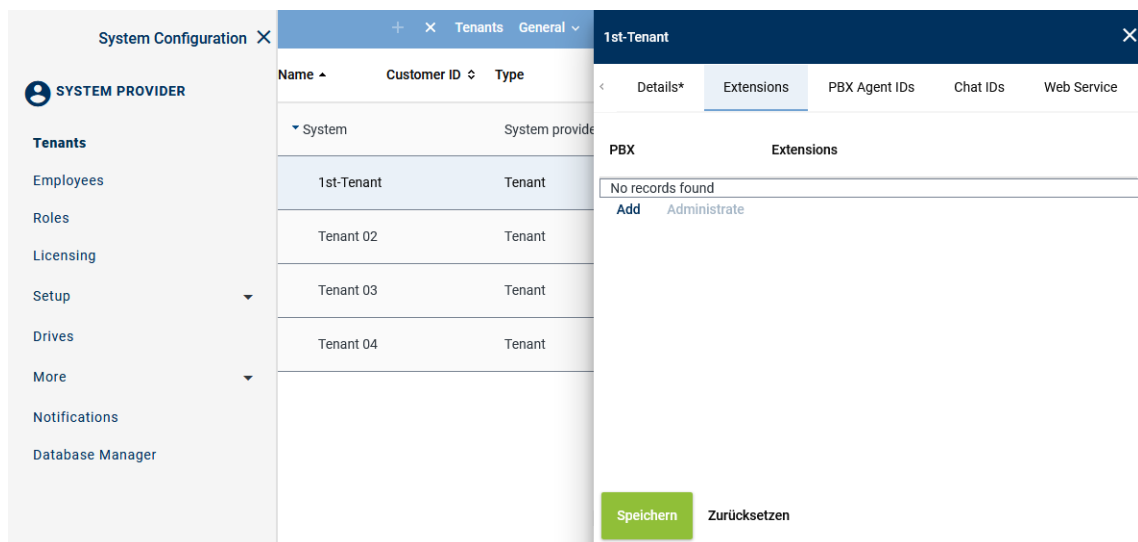


Fig. 290: Tenants - main view - tab Extensions

##### Add extensions

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

Add Extensions
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry

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



6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 291: Assign extensions to tenants

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

|                     |  |
|---------------------|--|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>• ZIP</li> <li>• TXT</li> <li>• CSV</li> </ul> <p><b>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.</b></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 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.</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  behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button  <i>Upload File</i>.</li> </ul> |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>  |

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.

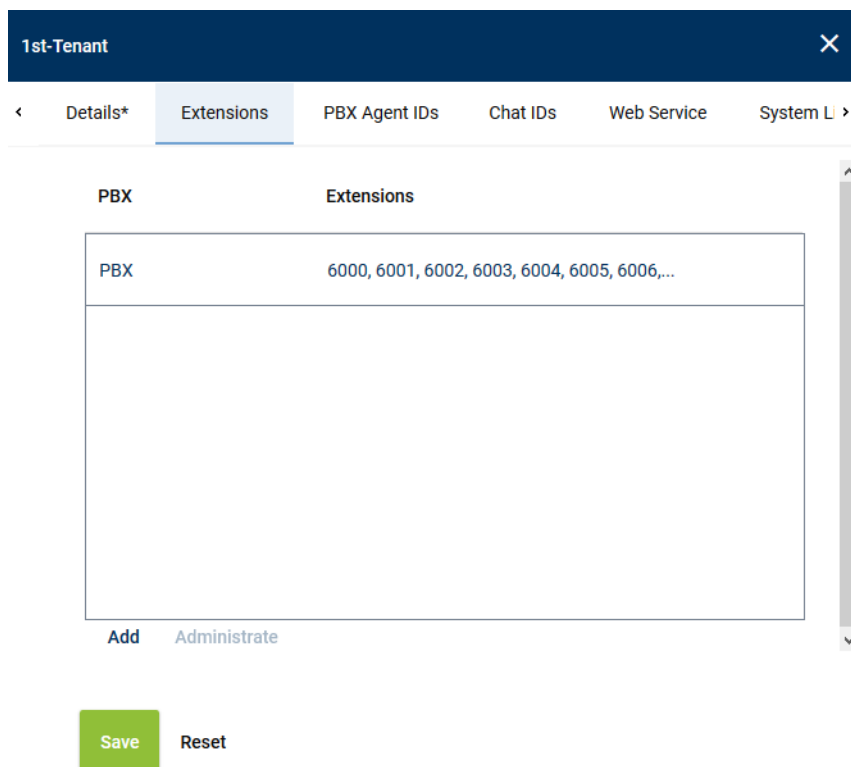
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

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

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

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



The screenshot shows a configuration window for '1st-Tenant'. It has a navigation bar with tabs: Details\*, Extensions (selected), PBX Agent IDs, Chat IDs, Web Service, and System L. Below the tabs is a table with two columns: PBX and Extensions. The PBX column contains the text 'PBX' and the Extensions column contains the range '6000, 6001, 6002, 6003, 6004, 6005, 6006,...'. Below the table are buttons for 'Add' and 'Administrate'. At the bottom of the window, there are 'Save' and 'Reset' buttons.

Fig. 292: Remove extensions

2. Click the button *Administrate*.

3. 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.

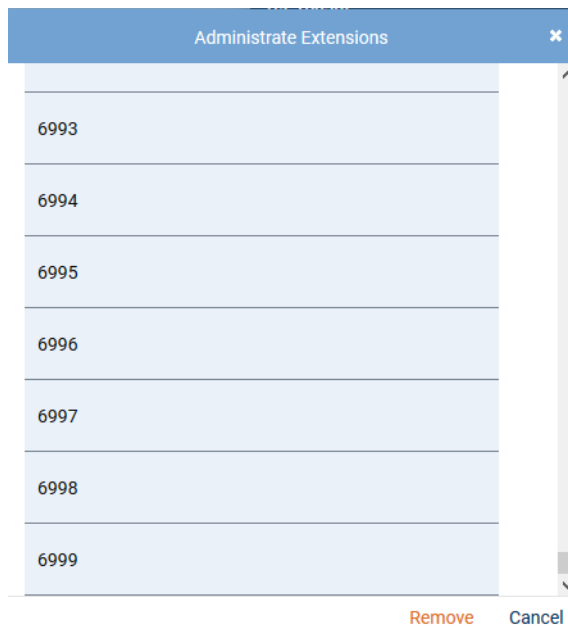


Fig. 293: Select extensions

4. 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.



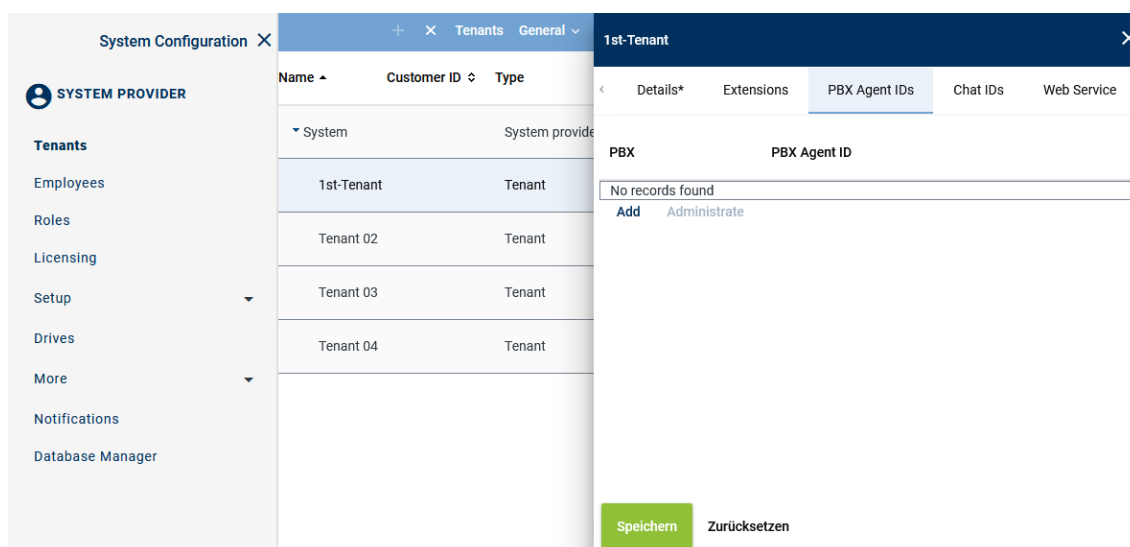
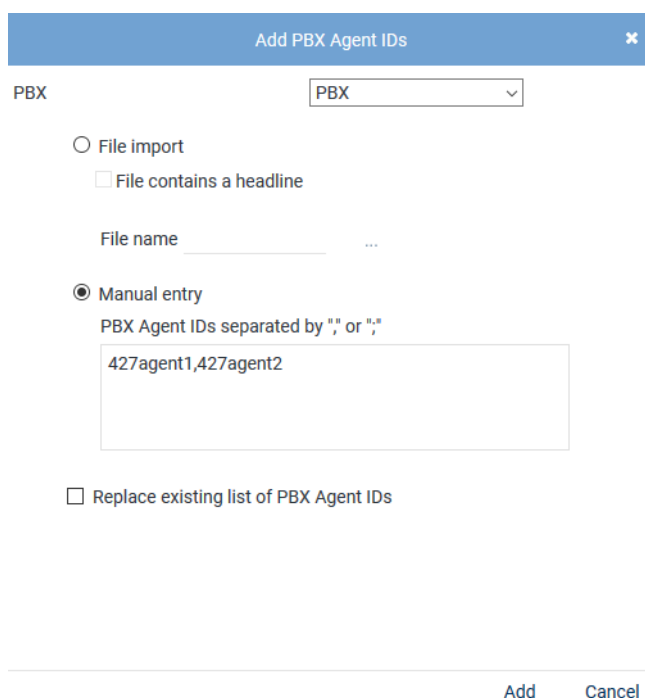


Fig. 294: Tenants - main view - tab PBX Agent ID

### 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:



The 'Add PBX Agent IDs' dialog box is shown. It has a dropdown menu for 'PBX' set to 'PBX'. There are two main options: 'File import' (unselected) and 'Manual entry' (selected). Under 'File import', there is a checkbox for 'File contains a headline' and a text field for 'File name'. Under 'Manual entry', there is a text box for 'PBX Agent IDs separated by ";" or ","' containing the text '427agent1,427agent2'. At the bottom, there is a checkbox for 'Replace existing list of PBX Agent IDs'. The dialog has 'Add' and 'Cancel' buttons at the bottom right.

Fig. 295: 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>              | Select the option to import PBX Agent IDs from an existing <a href="#">CSV</a> file and add them to the table of PBX Agent IDs. |
| <i>File contains a headline</i> |   |

|   |  |
|---|--|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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 <b>...</b> 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 <b>Upload File</b>.</li> </ul>                                 |
| <b>Manual entry</b>                           | <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>   |
| <b>Replace existing list of PBX Agent IDs</b> | <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>  |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.

Administrate PBX Agent IDs
×

ID

427agent1

427agent2

Remove   Cancel

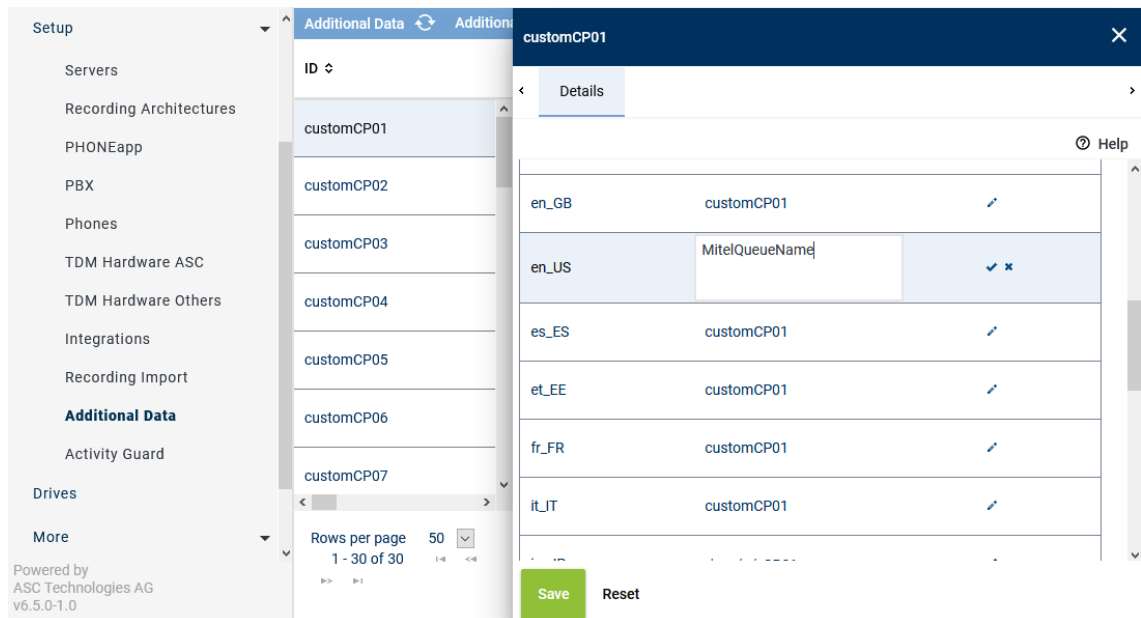
Fig. 296: Select PBX Agent IDs

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

#### 7.2.2.4.5 Configure additional data

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

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



| Additional Data |            |
|-----------------|------------|
| ID              | customCP01 |
|                 | customCP02 |
|                 | customCP03 |
|                 | customCP04 |
|                 | customCP05 |
|                 | customCP06 |
|                 | customCP07 |

| Language | Value          | Action  |
|----------|----------------|---|
| en_GB    | customCP01     | <span style="color: blue;">✎</span>                                     |
| en_US    | MitelQueueName | <span style="color: green;">✓</span> <span style="color: red;">✕</span> |
| es_ES    | customCP01     | <span style="color: blue;">✎</span>                                     |
| et_EE    | customCP01     | <span style="color: blue;">✎</span>                                     |
| fr_FR    | customCP01     | <span style="color: blue;">✎</span>                                     |
| it_IT    | customCP01     | <span style="color: blue;">✎</span>                                     |

Save
Reset

Fig. 297: Configure additional data

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

**Availability**

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

**Save** **Reset**

Fig. 298: Additional data - configure availability

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

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

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

Fig. 299: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 7.2.2.4.6 Create integration for Multi-Server Recording

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

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

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

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

⇒ The following window appears:

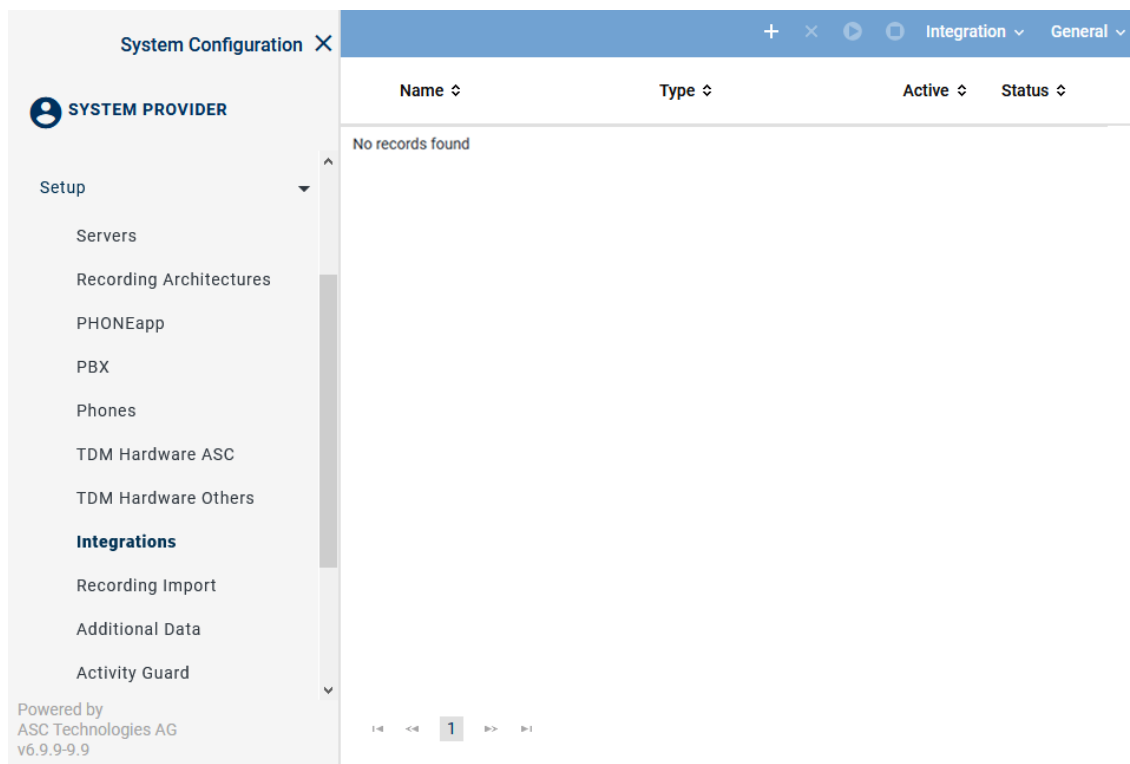




Fig. 300: Integrations - main view

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.<br><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.<br><div> <span>✓</span> = Configuration is complete.           <span>✗</span> = Configuration is incomplete.         </div>  |


### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 301: 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. |

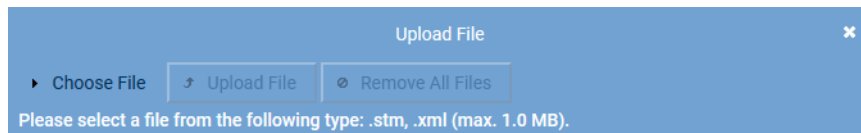
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

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

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

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



Close

Fig. 302: Choose file

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

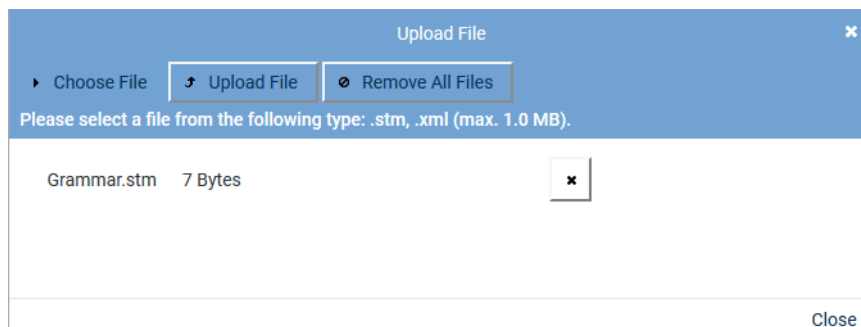



Fig. 303: Upload grammar

- 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


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



Fig. 304: Create integration type

- Enter the following parameters:

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

Tab. 69: Create integration type


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



Fig. 305: Integrations - select PBX

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

### Assign recording architecture for Multi-Server Recording

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

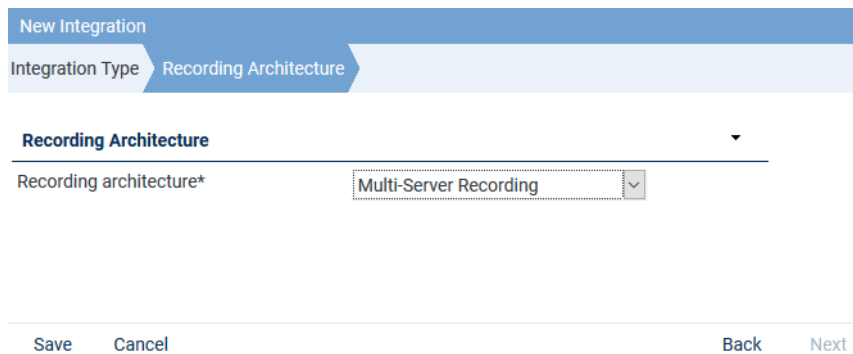


Fig. 306: Assign recording architecture - Multi-Server Recording


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



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

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

### Configuration steps

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

















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

Fig. 307: 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.

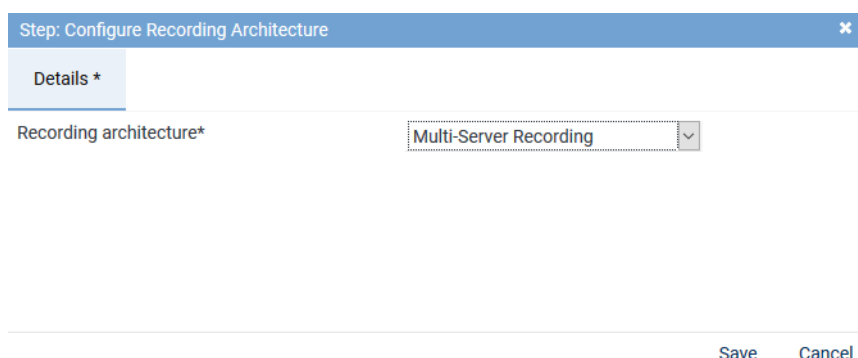



Fig. 308: Configuration step - Configure Recording Architecture

- 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

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

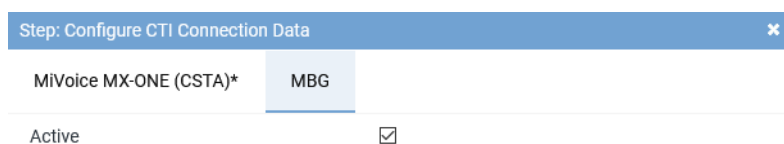


Fig. 309: Activate CTIconnect connection data for **MBG**

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

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

### Group field CTIconnect Module

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

**CTIconnect Module** ▼

|                  |                   |
|------------------|-------------------|
| Type             | CTIconnect active |
| Grammar name*    | standard ▼        |
| Grammar version* | 1.00.51 ▼         |

Fig. 310: Configure CTIconnect module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 70: Configure CTIconnect module



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

### Group field Connection Data MBG

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

**Connection Data** ▼

Connection data

No records found

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

Fig. 311: Group field Connection Data

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

Configure Connection
✕

Connection data\*
192.168.170.116

PBX port\*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)\*
••••••••••

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

Fig. 312: Configure connection

2. Enter the following parameters:

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

Tab. 71: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

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

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

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



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

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

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

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

**Additional Data** ▼

---

Arbitrary assignment

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

Fig. 313: CTI connection data - additional data module 1

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

### Tab MiVB (MiTAI)

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

Step: Configure CTI Connection Data ✕

| MBG*  | MiVB (MiTAI)*                       | MiVB SIP trunk (MiTAI)* |
|---|-------------------------------------|-------------------------|
| Active  | <input checked="" type="checkbox"/> |                         |
| <b>CTIconnect Module</b> ▼                                      |                                     |                         |
| Type  | CTIconnect passive                  |                         |
| Grammar name*   | standard ▼                          |                         |
| Grammar version*  | 1.00.01 ▼                           |                         |
| Login name  | <input type="text"/>                |                         |
| Password  | <input type="password"/>            |                         |
| <b>Connection Data</b> ▼  |                                     |                         |
| Connection data   |                                     |                         |
| <input type="text" value="No records found"/>                   |                                     |                         |
| <a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a> |                                     |                         |
| <b>Additional Data</b> ►  |                                     |                         |

[Save](#)
[Cancel](#)

Fig. 314: CTI connection data - tab MiVB (MiTAI)

### Group field CTIconnect Module

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

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       | asc_cticonnect     |
| Password         | ••••••             |

Fig. 315: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter              | Value/Description  |
|------------------------|--|
| <i>Type</i>            | Is filled automatically.   |
| <i>Grammar name</i>    | 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.               |
| <i>Login name</i>      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| <i>Password</i>        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 72: Configure CTIconnect module

### Group field Connection Data

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

**Connection Data** ▼

Connection data

No records found

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

Fig. 316: Group field Connection Data

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

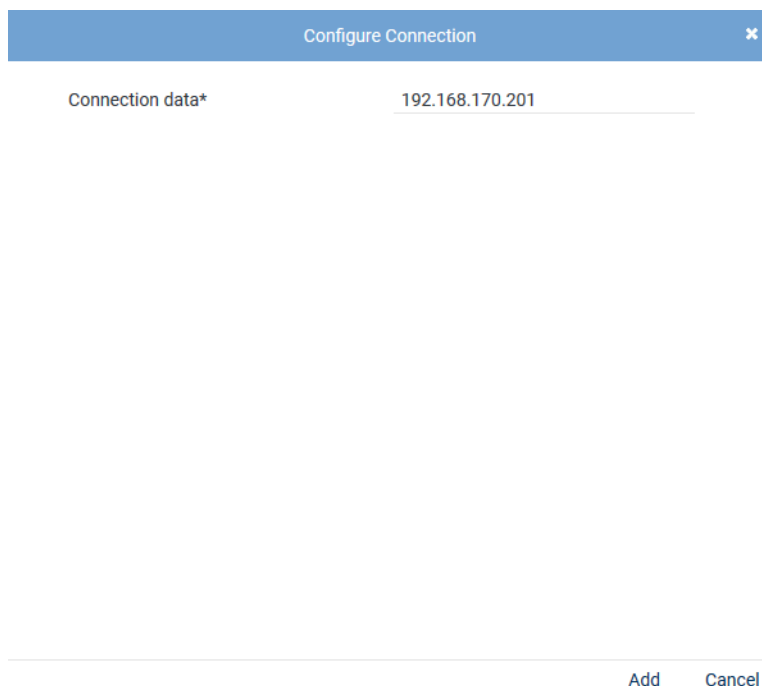


Fig. 317: Configure connection data

2. Enter the following parameters:

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

Tab. 73: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

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

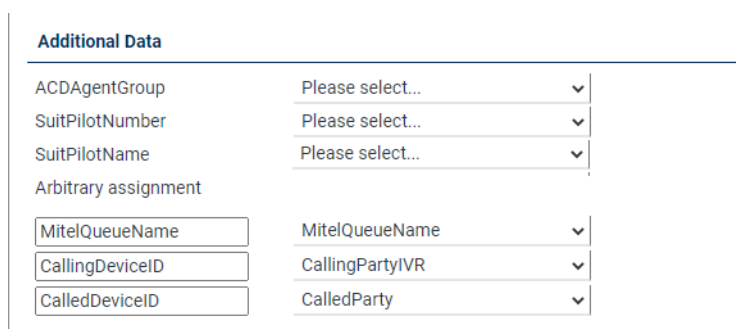


Fig. 318: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName

- GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



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

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

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

#### **Tab MiVB SIP trunk (MiTAI)**

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 319: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

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

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 320: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 74: Configure CTIconnect module



### Group field Connection Data

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

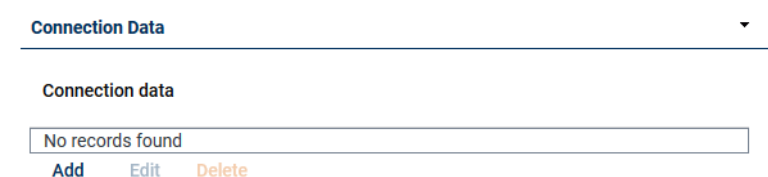


Fig. 321: Group field Connection Data

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

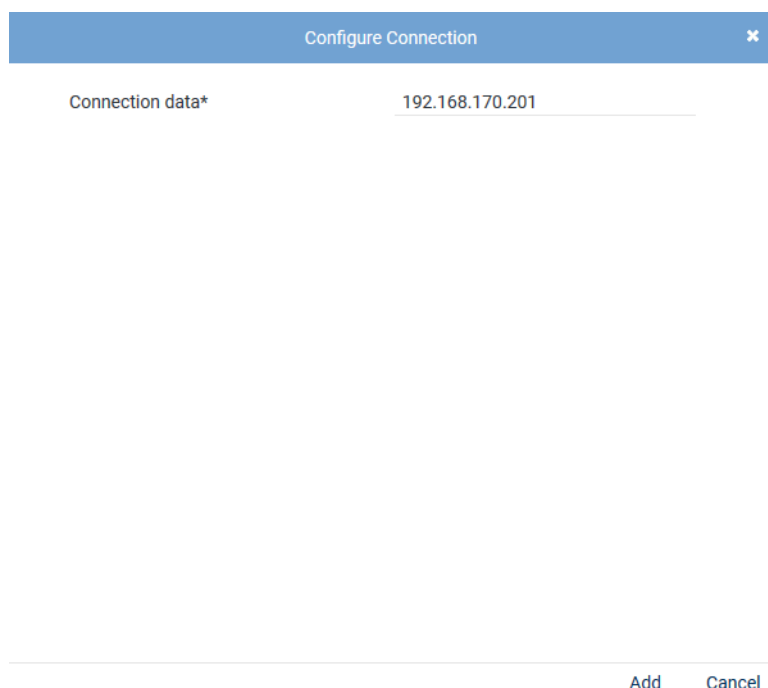


Fig. 322: Configure connection data

2. Enter the following parameters:

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

Tab. 75: Configure connection data

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

### Group field Additional Data

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

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

Fig. 323: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |




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

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

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

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

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

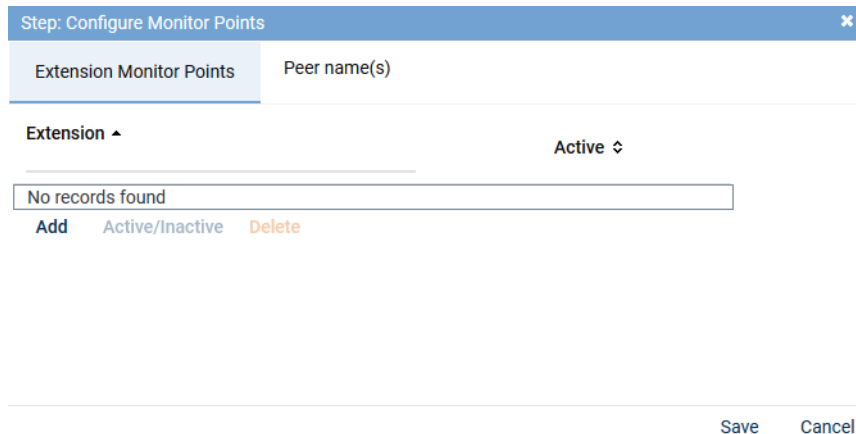


Fig. 324: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

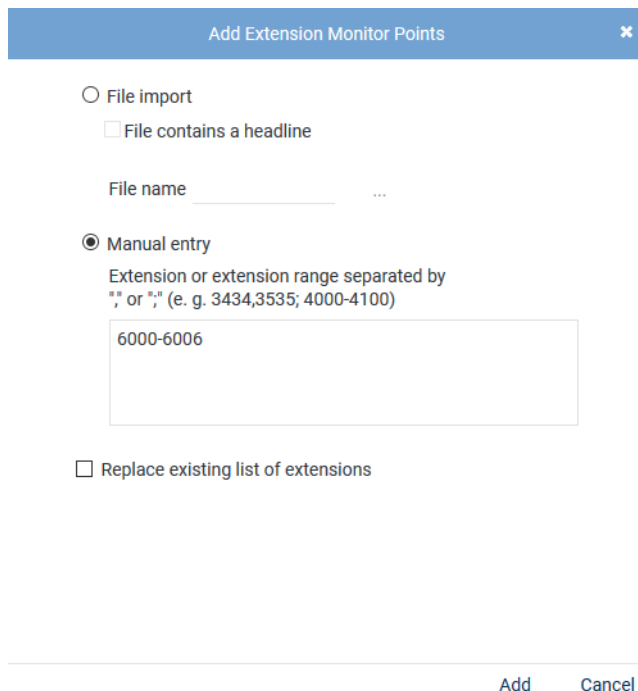




Fig. 325: Add extension monitor points

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

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 ZIP file via the Explorer and click on the button *Open*.
- Click on the button  (*Upload file*).

#### *File contains a headline*



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

The **CSV** file may not contain more than 1 column. If commas or other column delimiters are found in the **CSV** file, then the file is not valid and an error message appears.

Only ZIP files are supported as file format. To be able to import a **CSV** file, you have to pack it in a ZIP file.

#### *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 ZIP file via 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.

Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.

You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.

#### **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. 326: 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.   |

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

### Tab Peer Name(s)

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

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

Step: Configure Monitor Points ×


Extension Monitor Points

Peer name(s)

Peer name(s)

Active ⇅



Edit

|            |   |   |
|------------|---|---|
| Trunk name | ✓ |  |
|------------|---|---|

Add
Active/Inactive
Delete

Save
Cancel


Fig. 327: Add Peer Name(s)

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

### Configure recording server for Multi-Server Recording

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

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

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.

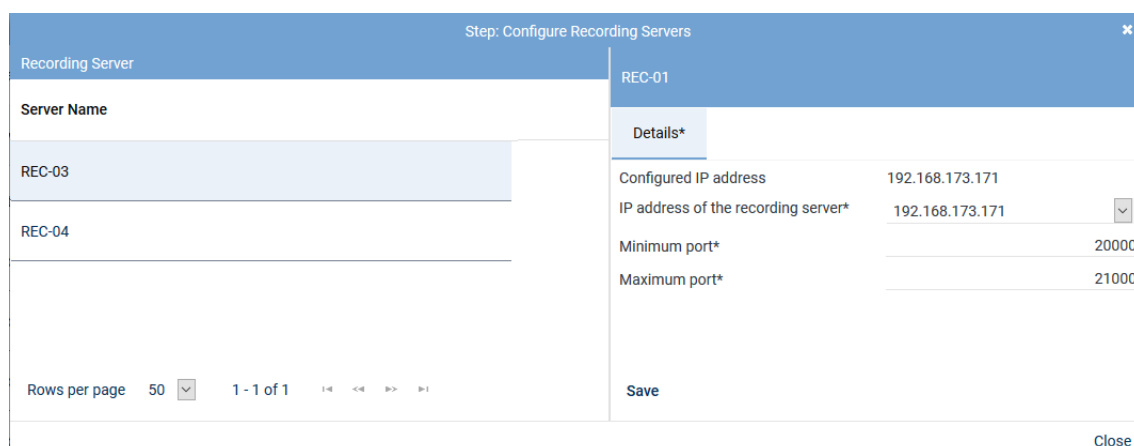


Fig. 328: Configuration step - Configure recording servers

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

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

Tab. 76: Configure recording servers



---

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*.

---

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

### Configure add-on



---

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

---

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



---

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

---



---

Only those add-ons are displayed for which a license has been installed in the system.

---

### Configure add-on for MiContact Center Business

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

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

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

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ MiContact Center Business

**CTIconnect Module**

Type CTIconnect passive  
Grammar name\* standard  
Grammar version\* 1.00.03

**Connection Data**

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

**Additional Data**

Arbitrary assignment +

agentName agentName  
fromName fromName  
toName toName

Save Cancel

Fig. 329: Configure add-on for MiContact Center Business

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 77: Configure CTIconnect module

### Group field Connection Data

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

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 78: Configure connection data



### Group field Additional Data

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

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

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

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

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

### Arbitrary assignment

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



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

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



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

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

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

| Arbitrary assignment |                  | + |
|----------------------|------------------|---|
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |
| <input type="text"/> | Please select... |   |

Fig. 330: 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 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

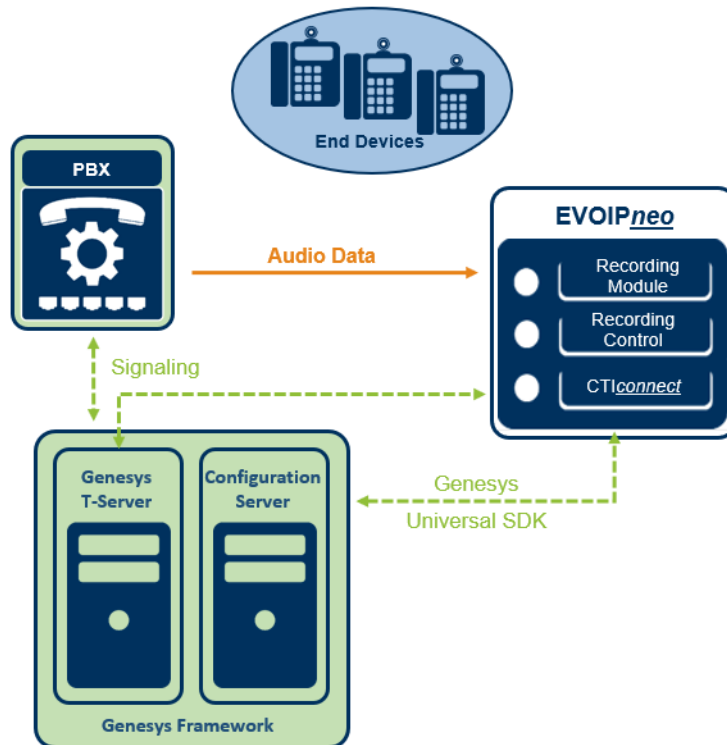


Fig. 331: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

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*.

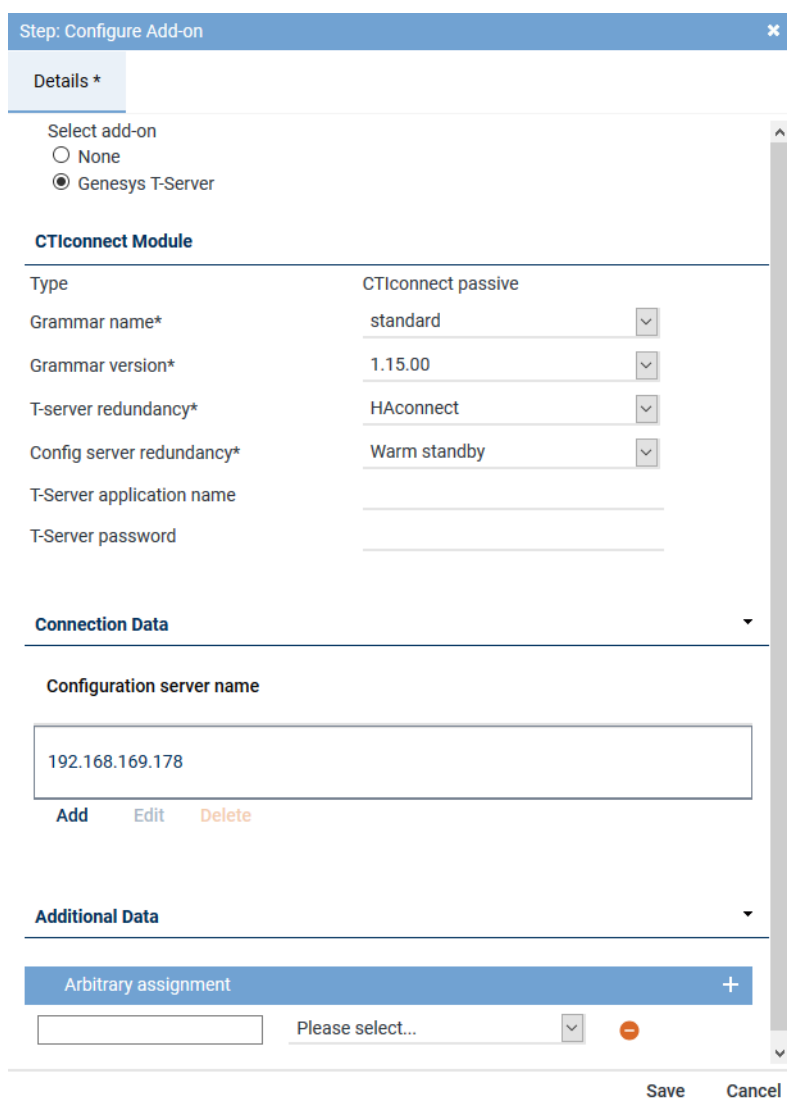
### Adjust configuration file for Genesys add-on

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*.



The screenshot shows a configuration window titled "Step: Configure Add-on". It has a "Details \*" tab. Under "Select add-on", "Genesys T-Server" is selected. The "CTIconnect Module" section contains several fields: "Type" (CTIconnect passive), "Grammar name\*" (standard), "Grammar version\*" (1.15.00), "T-server redundancy\*" (HAconnect), "Config server redundancy\*" (Warm standby), "T-Server application name", and "T-Server password". The "Connection Data" section shows "Configuration server name" as 192.168.169.178, with "Add", "Edit", and "Delete" buttons. The "Additional Data" section has an "Arbitrary assignment" button and a "Please select..." dropdown menu. At the bottom are "Save" and "Cancel" buttons.

Fig. 332: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |

| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 79: Configure add-on for Genesys T-Server

### Group field Connection Data

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

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

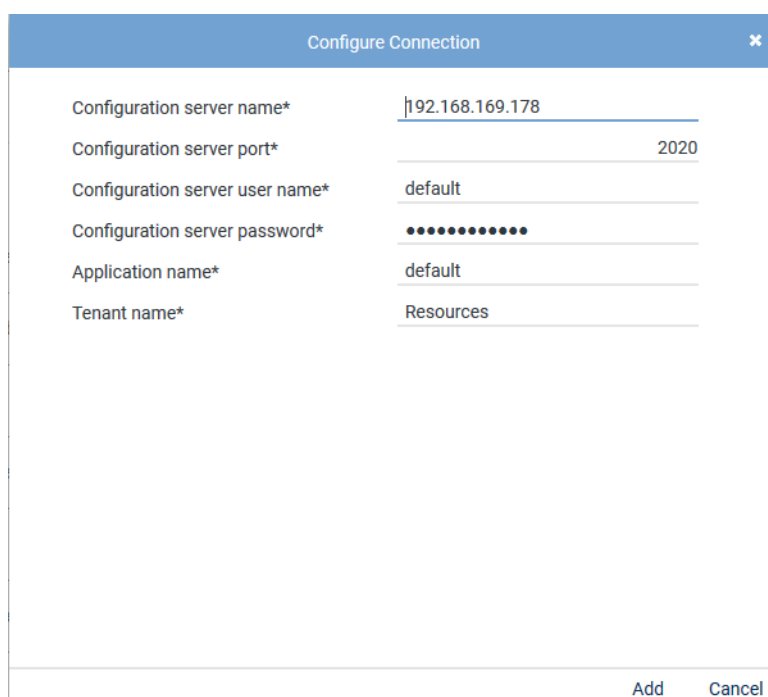


Fig. 333: Configure connection data

2. Enter the following parameters:

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

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

Tab. 80: Configure connection data

### Group field Additional Data

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

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



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

### Arbitrary assignment

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



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

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



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


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

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

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 334: 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

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

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select... ▼

Save

Cancel

Fig. 335: Configure miscellaneous settings



2. Enter the following parameter:


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





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

### Activate integration

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

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

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

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


















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

Fig. 336: Activate integration

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






| + ×   Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 337: Activated integration



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



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






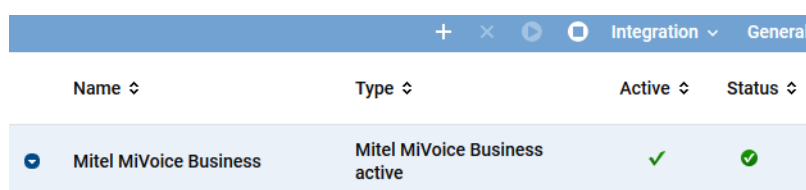
Upon activating the standard configuration, a bulk recording will start.

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

### Deactivate/Delete integration


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

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



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

Fig. 338: Deactivate integration

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

## 7.2.2.5 Configure recording solution Multi-Server Failover

### 7.2.2.5.1 Create recording architecture

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

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

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

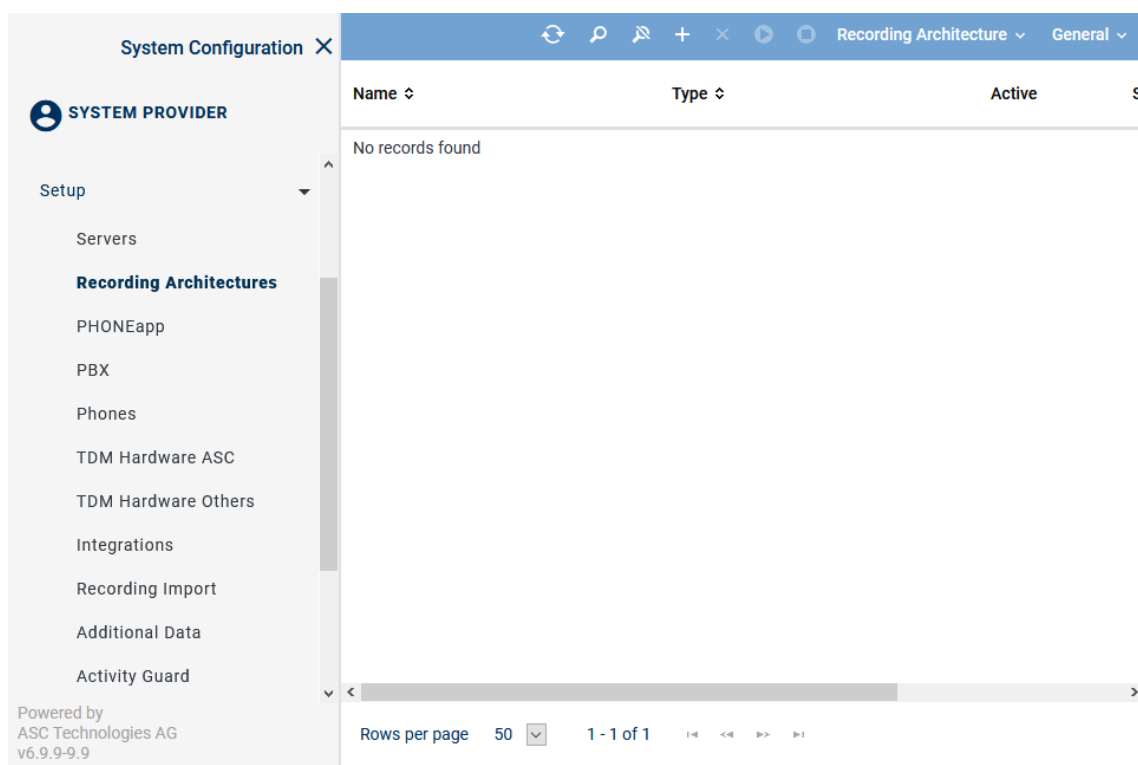




Fig. 339: Recording architectures - main view

|                       |  |
|-----------------------|--|
| <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.<br><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.<br/> <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.<br><div> <span>✓</span> = At least 1 standby server is active.<br/> <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. 340: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create recording architecture Multi-Server Failover

If there are several recording servers which are supposed to take over the tasks of another recording server in case of an error, you have to create a recording architecture of the type *Multi-Server Failover*.

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

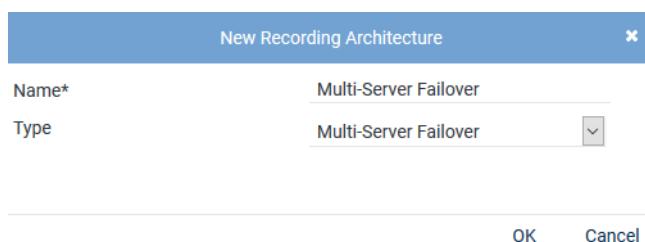


Fig. 341: Create recording architecture - Multi-Server Failover

- In the entry field *Name*, enter a descriptive name for the recording architecture.

- From the drop-down list *Type*, select the recording architecture type *Multi-Server Failover*. **NOTICE!** The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.  
⇒ Your entries now appear in the detail view.

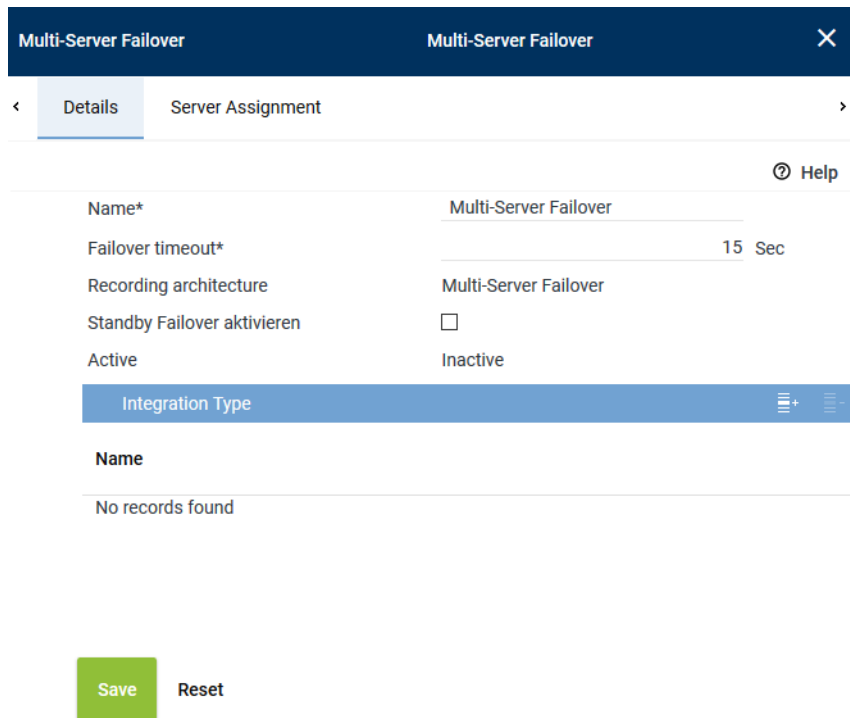


Fig. 342: Recording architecture - tab Details - Multi-Server Failover

As standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture. For further information about the configuration of failover architectures, see [chapter "Standby management for failover architectures", p. 450](#).

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

### Add integration type

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

⇒ The window *Integration Type* appears.

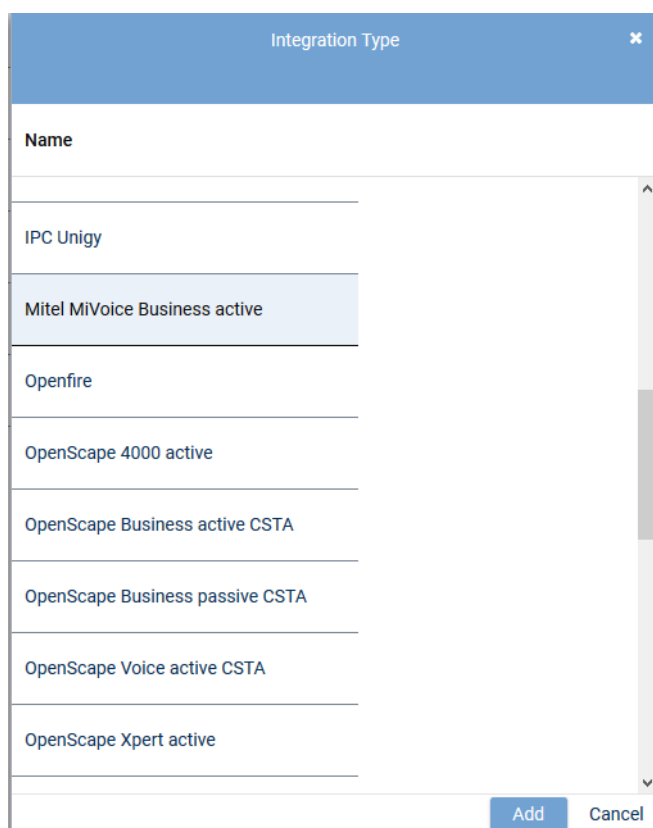


Fig. 343: Select integration type



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



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

2. Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.

⇒ The name of the integration type now appears in the list in the detail view.

### **Assign server for Multi-Server Failover**

1. Click on the tab *Server Assignment* to assign the recording components to the corresponding recording servers for the *Multi-Server Failover* recording architecture.

### **Group field Recording Control and CTIconnect**

In this group field, you can configure recording control. You can configure two different server for this purpose or select the same server.

Multi-Server Failover
Multi-Server Failover
×

< Details\*
Server Assignment\*
>

**Recording Control and CTIconnect**

|                                |       |   |   |  |
|--------------------------------|-------|---|---|--|
| Recording Control*             | RC-01 | + | - |  |
| Used in activated architecture | No    |   |   |  |
| CTIconnect*                    | RC-01 | + | - |  |
| Used in activated architecture | No    |   |   |  |

**Standby Server**

|                                |       |   |   |  |
|--------------------------------|-------|---|---|--|
| Recording Control standby*     | RC-02 | + | - |  |
| Used in activated architecture | No    |   |   |  |
| CTIconnect standby*            | RC-02 | + | - |  |
| Used in activated architecture | No    |   |   |  |

**Recording Server**

< Recording Server

+ ✎ ⌵

| Server ⇅ | Standby ⇅ |
|----------|-----------|
| REC-01   | REC-02    |

Save

Reset

Fig. 344: Recording Architecture - tab Server Assignment

1. Click on the button **+** behind the entry field *Recording control*.  
 ⇒ The window *Servers* appears.

| Servers |                 |        |
|---------|-----------------|--------|
| Name ↕  | IP Address ↕    | Path ↕ |
| RC-02   | 192.168.173.176 | C:\    |
| REC-01  | 192.168.173.171 | C:\    |
| REC-04  | 192.168.173.174 | C:\    |
| REC-02  | 192.168.173.172 | C:\    |
| RC-01   | 192.168.173.175 | C:\    |
| CTI-01  | 192.168.173.177 | C:\    |
| CTI-02  | 192.168.173.178 | C:\    |

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 345: Recording Architecture - assign server - example

2. Select the server for the *recording control module*.
3. Click on the button *Add*.
  - ⇒ The name of the server now appears in the detail view.
4. To delete an assignment, click on the button *-*.




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

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.

#### Group field Standby Server

1. Click on the button *+* behind the entry field *Recording control*.
2. Select the standby server for the *recording control module*.
3. Click on the button *Add*.
  - ⇒ The name of the server now appears in the detail view.
4. Click on the button *+* behind the entry field *CTIconnect*.
5. Select the standby server for the *CTIconnect module*.
6. Click on the button *Add*.
  - ⇒ The name of the server now appears in the detail view.

#### Group field Recording Server

1. In the table headline *Recording Server*, click on the icon .
  - ⇒ The following window appears:



Multi-Server Parallel Recording
Multi-Server Parallel Recording
✕

< Details\*
Device Group 1\*
Device Group 2\*
>

Recording Control and CTIconnect

|                                   |        |   |   |  |
|-----------------------------------|--------|---|---|--|
| Recording Control device group 1* | RC-01  | + | - |  |
| Used in activated architecture    | No     |   |   |  |
| CTIconnect device group 1*        | CTI-01 | + | - |  |
| Used in activated architecture    | No     |   |   |  |

Recording Server



< Recording Server
⋮ + ✎ ⋮

| Server ↕ | Standby ↕ |  |
|----------|-----------|--|
| REC-01   | REC-02    | <div style="background-color: #ccc; width: 10px; height: 10px; margin: 0 auto;"></div> |

Save



Reset

Fig. 346: Add Recording Server




2. As described in the previous steps, go to the entry field *Primary server* and click on the icon  to select the primary server on which the recording is supposed to run.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to take over recording in case of an error.
4. Select the recording type you would like to use for these servers by activating the check box.



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


5. Click on the button *OK* to close the window.
  - ⇒ The name of the server now appears in the detail view.
6. To edit the assignment subsequently, click on the icon . To delete an assignment, click on the icon .
7. If you would like to add further recording servers, repeat the steps described above.


### Activate recording architecture

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

| Recording Architecture ▾ General ▾ |                       |          |                  |
|------------------------------------|-----------------------|----------|------------------|
| Name ▾                             | Type ▾                | Active ▾ | Standby active ▾ |
| Multi-Server Failover              | Multi-Server Failover | ✓        | ✗                |

Fig. 347: Recording architecture - activate recording architecture

- To deactivate the recording architecture, if required, click on the icon  (Deactivate).

⇒ In the column *Active*, the icon  (*Inactive*) appears.



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



For all recording architectures with failover components, you can manage to the standby components via standby management. This holds true for Multi-Server Recording and Multi-Server Parallel Recording systems if redundancy options are available for these systems. See [chapter "Standby management for failover architectures", p. 450](#).



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

### 7.2.2.5.2 Configure 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.

- In the navigation bar, select the menu item *Setup > Servers*.

⇒ The following window appears:

| System Configuration X  |  | Servers ▾ General ▾ |                 |
|-------------------------|--|---------------------|-----------------|
| SYSTEM PROVIDER         |  | Name ▾              | IP Address ▾    |
| Setup                   |  | CTI-01              | 192.168.173.177 |
| Servers                 |  | CTI-02              | 192.168.173.178 |
| Recording Architectures |  | RC-01               | 192.168.173.175 |
| PHONEapp                |  | RC-02               | 192.168.173.176 |
| PBX                     |  | REC-01              | 192.168.173.171 |
| Phones                  |  | REC-02              | 192.168.173.172 |
| TDM Hardware ASC        |  | REC-03              | 192.168.173.173 |
| TDM Hardware Others     |  | REC-04              | 192.168.173.174 |
| Integrations            |  |                     |                 |
| Recording Import        |  |                     |                 |
| Additional Data         |  |                     |                 |
| Activity Guard          |  |                     |                 |

Fig. 348: Servers - main view

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

**Name** Shows the name of the server.

**IP Address** Shows the [IP](#) address of the server.

|                      |  |
|----------------------|--|
| <i>Path</i>          | Shows the path of the server.  |
| <i>Creation Date</i> | Date on which the server was installed.                                  |
| <i>Updated</i>       | Date on which the settings of the server were updated for the last time. |






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

### Toolbar of the Servers module

The toolbar offers the following functions.



Fig. 349: 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.<br><br>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.<br><br>This function is meant to delete the server configuration if the hardware of a server has been removed and there is no connection to the <i>neo</i> system.   |
| <i>Servers</i>   | <i>Administrate Server Locations</i>         | Opens a window in which you can create and administrate locations of the servers, see <a href="#">chapter "Administrate server locations", p. 291</a> .   |
|  | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.

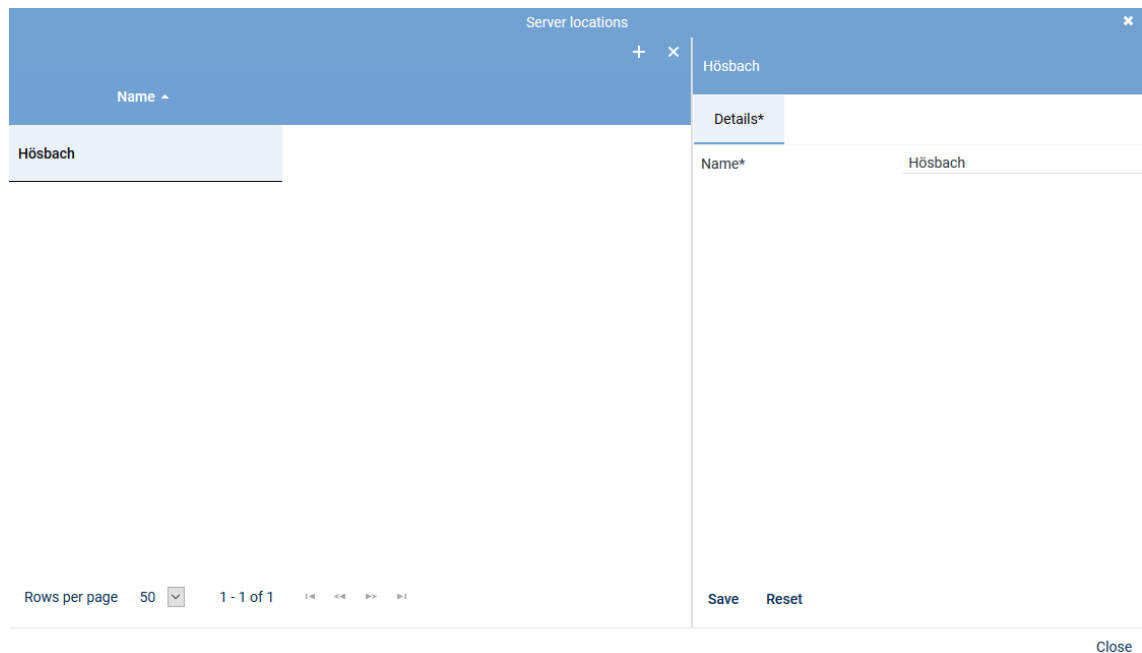



Fig. 350: Add server locations

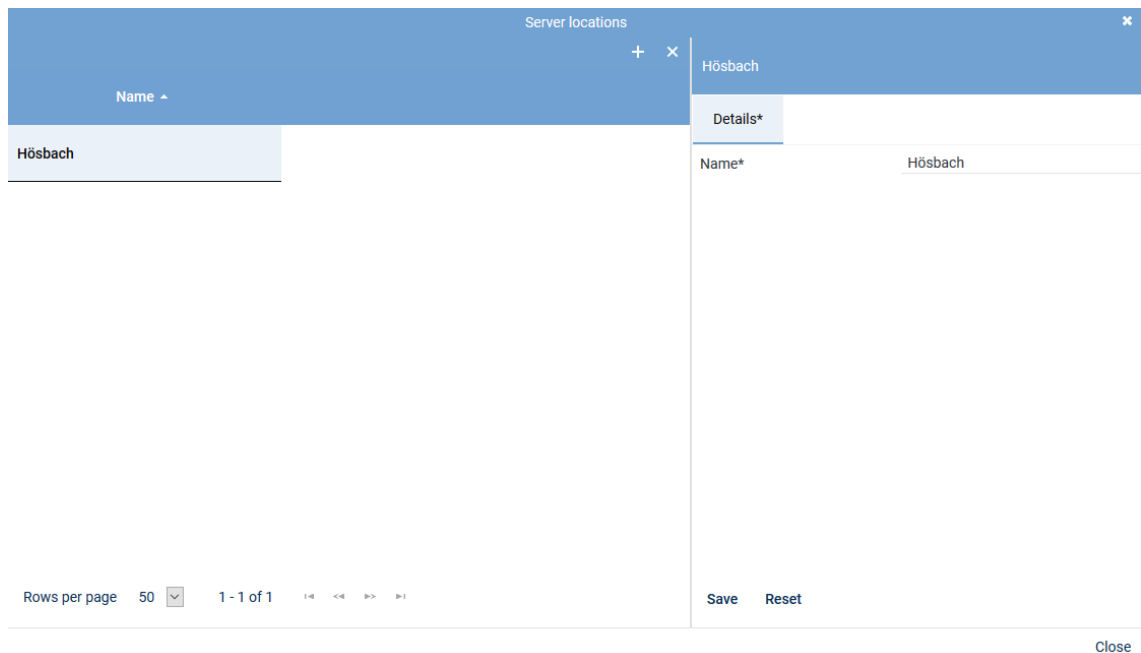
- Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
- Enter the name of the location on the right side in the tab *Details*.
- To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
- To add further locations, repeat the last 3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

### Delete server location



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

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



Server locations

| Name    |
|---------|
| Hösbach |

Details\*


Name\* Hösbach

Rows per page 50 1 - 1 of 1

Save Reset

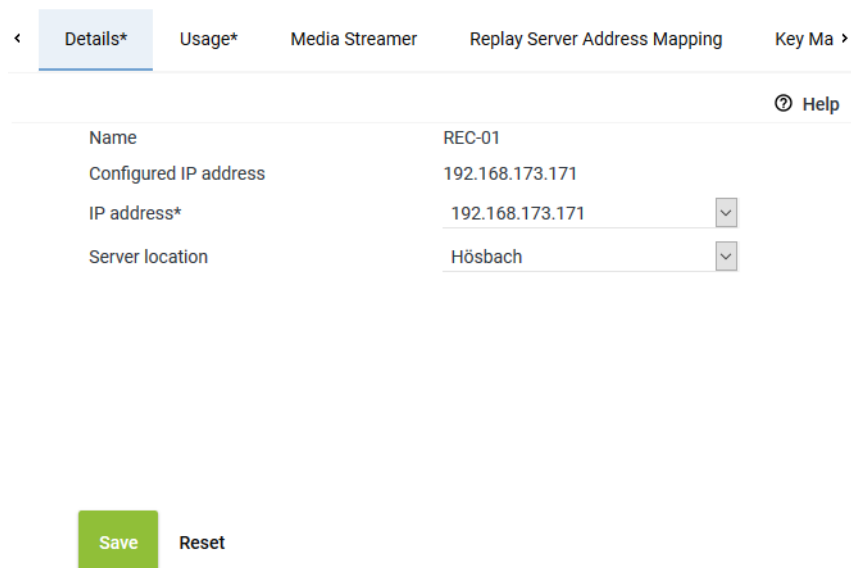
Close

Fig. 351: Delete server location

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

### Tab Details

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



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

Help

|                       |                 |
|-----------------------|-----------------|
| Name                  | REC-01          |
| Configured IP address | 192.168.173.171 |
| IP address*           | 192.168.173.171 |
| Server location       | Hösbach         |

Save Reset

Fig. 352: Servers - tab Details

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

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

### Tab Usage

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



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

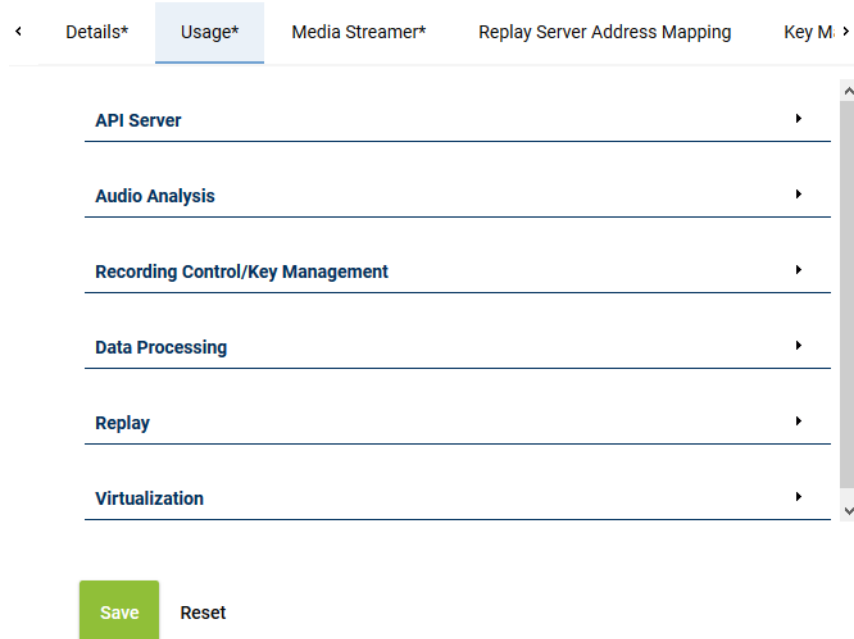


Fig. 353: Servers - tab usage

### Group field API Server

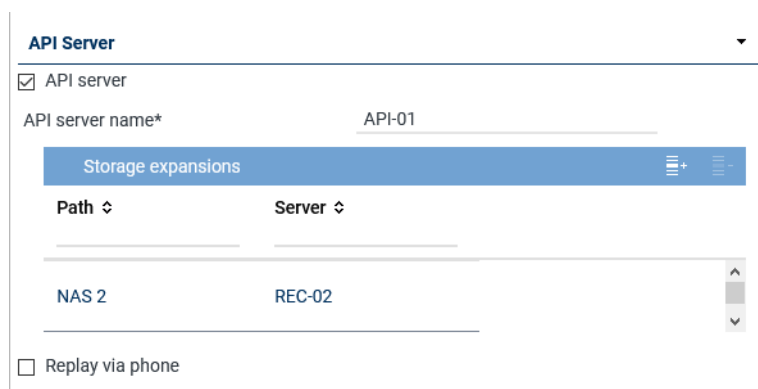




Fig. 354: Group field API Server

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


The ASC API Server offers the interface for the client applications to communicate with the neo system.

Furthermore, the ASC API Server is responsible for replay by means of the web applications. 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                                   |
|------------|---|
| API server | Activate the check box to start the ASC API Server. |

| Parameter                          | Value/Description   |
|------------------------------------|---|
|                                    | <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>To be able to reach the ASC 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. 305.</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<br/>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 storage expansions, see <a href="#">chapter "Add storage expansion for replay"</a>, p. 296.</li> <li>• By clicking on the icon  (<i>Remove</i>), you can remove 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.</p> <p><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 POWER<del>play</del> Pro</li> <li>• Application POWER<del>play</del> 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 <i>PBX</i>, see <a href="#">chapter "Tab Media Streamer"</a>, p. 303. To be able to do so, at least 1 <i>PBX</i> must have been configured in the system.</p>                                 |

### Add storage expansion for replay

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

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

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 355: Select storage expansion

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


### Group field Audio analysis

**Audio Analysis**

☒ Emotion detection

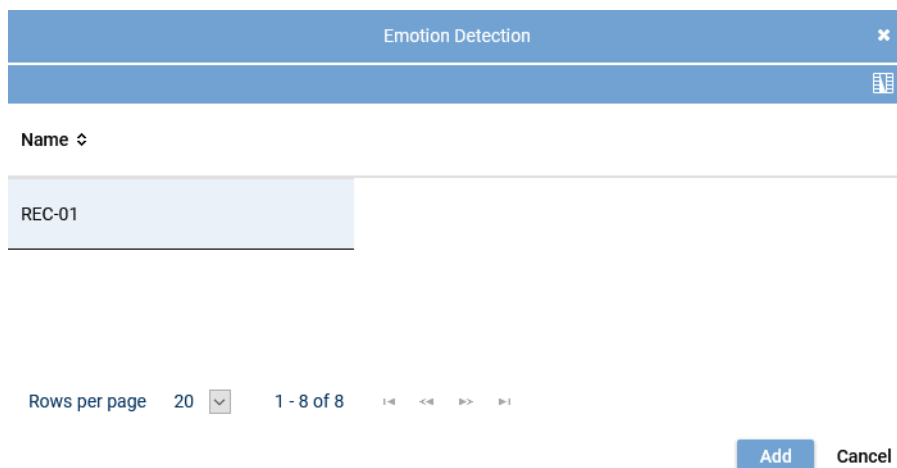
Stream audio data from\* REC-01 + -

Fig. 356: Group field Audio Analysis

| Parameter                     | Value/Description  |
|-------------------------------|--|
| <i>Emotion detection</i>      | Activate this check box to activate emotion detection for audio analysis.<br><input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.<br><input type="checkbox"/> = Function has not been activated.   |
| <i>Stream audio data from</i> | If the function emotion detection has been activated, the parameter to select the respective server becomes active. <ul style="list-style-type: none"> <li>Click on the button  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. 81: Configure audio analysis





Emotion Detection

Name ↕

|        |
|--------|
| REC-01 |
|--------|

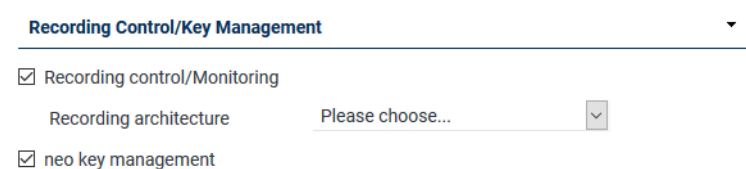
Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 357: Select server for emotion detection

1. 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. 358: 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 <a href="#">CLIENT</a> <i>command</i> or <a href="#">API</a> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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 <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p> |

Tab. 82: Configure recording control/key management

### Group field Data Processing

**Data Processing** ▼

☒ Data storage

☐ Transfer data for replay

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

☒ Transfer data for data storage

Target Server

| Name             | IP Address ↕ |
|------------------|--------------|
| No records found |              |

Activate period of time ☒

Start

End

Receives data from

| Name             | Only Replay |
|------------------|-------------|
| No records found |             |

☐ Archiving



☒ Export





Replay server

☒ Import

Recording architecture

Fig. 359: Group field Data Processing


| Parameter                             | Value/Description  |
|---------------------------------------|--|
| <i>Data storage</i>                   | Activate the check box to make additional functions of data processing available for editing.  |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</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. 300</a>.</li> <li>By clicking on the icon  (Remove), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be trans-</p>  |

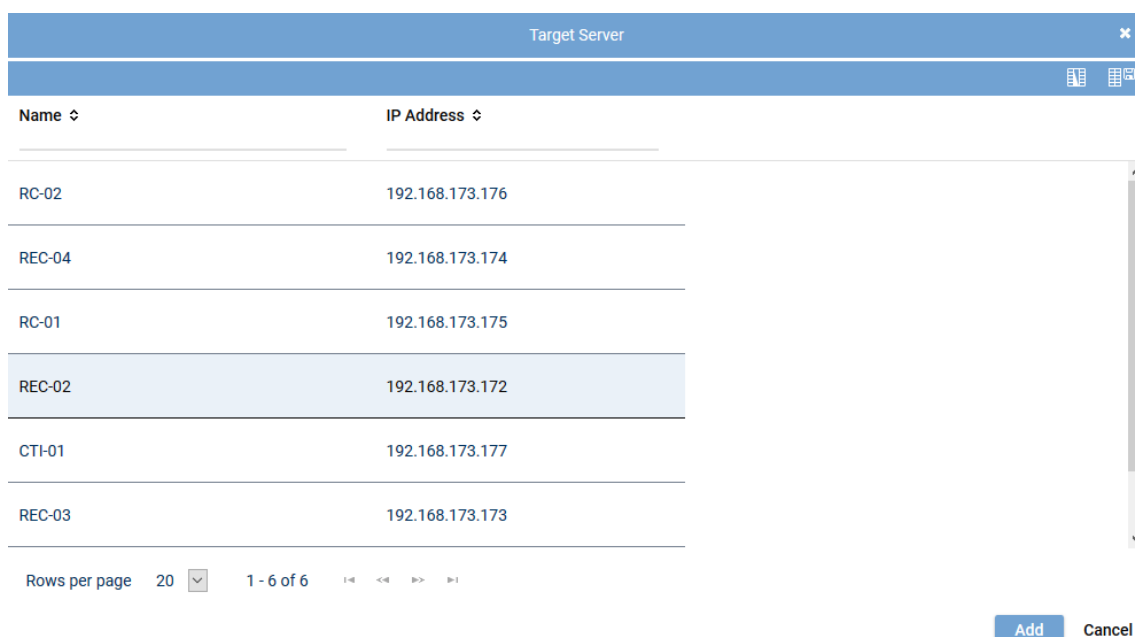
| Parameter                | Value/Description  |
|--------------------------|--|
|                          | <p>ferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list"</a>, p. 300.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b><br/>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i> | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</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>   |
| <i>Export</i>            | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li><i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>            | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li><i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul>  |

| Parameter | Value/Description   |
|-----------|---|
|           | <b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only. |

Tab. 83: Data storage

### Add target server to a list

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



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

Rows per page: 20 | 1 - 6 of 6 | Add | Cancel

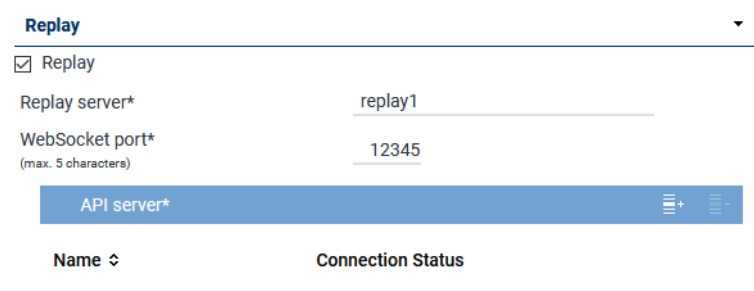
Fig. 360: Select server



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

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

### Group field Replay





**Replay**

☒ Replay

Replay server\*



WebSocket port\*   
(max. 5 characters)

API server\*  

| Name | Connection Status |
|------|-------------------|
|------|-------------------|

Fig. 361: Group field Replay

| Parameter     | Value/Description   |
|---------------|---|
| <i>Replay</i> | 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 stor- |

| Parameter  | Value/Description   |
|--|---|
|  | <p>age 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><br>(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><br><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  (<i>Add</i>), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 301.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove selected <a href="#">API servers</a> from the list.</li> </ul>   |

Tab. 84: Configure replay

## Search and replay functions



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

### Add API server to a list

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

- If the replay server runs on a server with a local [API](#) server, it must not necessarily be assigned as the replay server always addresses the local [API](#) server first.


- If the replay server runs on a separate server, you must assign at least one **API** server that the replay server can address.
  - If several **API** servers are available in the network, you can assign further **API** servers in addition to the local **API** server. The assigned **API** servers are addressed in order. For this reason, the local **API** server should always be first in the list.
1. To assign an **API** server, click on the icon  (*Add*) in the toolbar of the list *API Server*.
  2. Select the server from the list on which the **API** service is running.



Fig. 362: Select server



Only those servers are available on which the **API** service has been installed and activated.  
See [chapter "Group field API Server", p. 294](#).

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

### Group field Virtualization



Fig. 363: 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><br/>If you enter this domain, there is no key management.</li> </ul> |

| Parameter | Value/Description  |
|-----------|--|
|           | <ul style="list-style-type: none"> <li><i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 85: 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.

- 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

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

Save

Reset

Fig. 364: Servers module - tab Media Streamer

- Enter the following parameters:

|            |  |
|------------|--|
| <b>PBX</b> | <b>PBX</b> that the Media Streamer is supposed to be mapped to.<br>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>If no PBX has been created in the system yet, you can create a <a href="#">PBX</a> via the blue bar <i>PBX</i>, see <a href="#">chapter "Create PBX"</a>, p. 309.</p>  |
| <i>Extension</i>                   | <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 <i>8000</i>.</p>  |
| <i>Media streamer IP address</i>   | <p>IP address which is supposed to be used for the exchange of the audio data and for the <a href="#">SIP</a> communication.</p> <p>Select an IP address from the drop-down list. The drop-down list displays all IP addresses of the server.</p> <p>If an external analog gateway has been integrated, select the IP address <i>169.254.254.100</i> in the drop-down list.</p>   |
| <i>Minimum port</i>                | <p>Enter the minimum port which is supposed to be used for the audio data exchange.</p> <p>Enter an even number.</p>  |
| <i>Maximum port</i>                | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <a href="#">SIP</a> communication.</p> <p><a href="#">TCP</a> = unencrypted<br/> <a href="#">UDP</a> = unencrypted<br/> <a href="#">TLS</a> = 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 <a href="#">SIP</a> communication.</p> <p>Port for data exchange: <i>5062</i></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <a href="#">SIP</a> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <a href="#">SIP</a> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the IP address <i>169.254.254.101</i>.</p>   |
| <i>PBX port</i>                    | <p>Enter the port of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p>If an external analog gateway has been integrated, enter the value <i>5060</i>.</p>   |
| <i>Registration required</i>       | <p>Select whether the <a href="#">SIP</a> extension has to be registered with the <a href="#">SIP</a> registrar of the <a href="#">PBX</a>.</p> <p><input checked="" type="checkbox"/> = <a href="#">SIP</a> extension has to be registered.<br/> <input type="checkbox"/> = <a href="#">SIP</a> 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*.

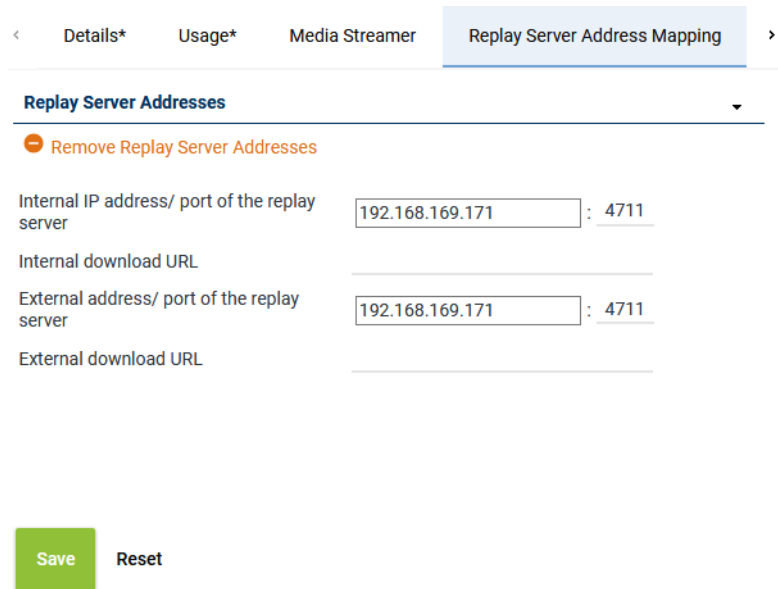


Fig. 365: Servers Module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters

|   |   |
|---|---|
| <i>Internal IP address/<br/>port of the replay<br/>server</i> | Enter the target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                                  | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address /<br/>Port of the replay<br/>server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download URL</i>                                  | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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.

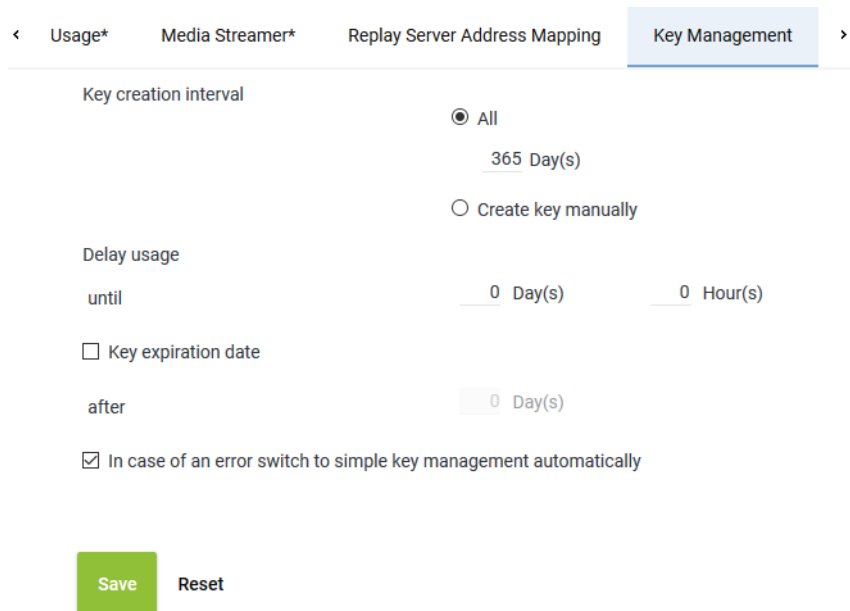


For information about the configuration refer to the administration manual for tenants *User management tenant*.

### 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. 366: Servers module - tab Key Management

#### Key creation interval

Select whether a key is supposed to be generated automatically or manually. Select one of the following options:

- *All*

Select the intervals in which a new key is supposed to be generated automatically.

Possible time interval: 1 to 365 days

Default value: 365 days

- *Create key manually*

Select that a key is supposed to be generated manually.

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.

|  |   |
|--|---|
| <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*

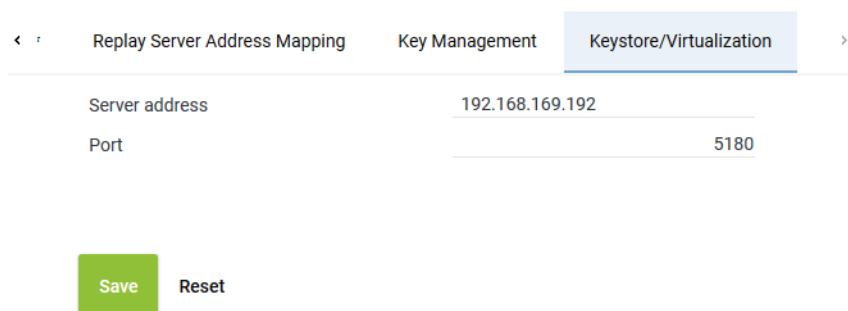
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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 web interface for configuring the Servers module, specifically the Keystore/Virtualization tab. The interface has a top navigation bar with three tabs: 'Replay Server Address Mapping', 'Key Management', and 'Keystore/Virtualization'. The 'Keystore/Virtualization' tab is currently 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 of the form, there are two buttons: a green 'Save' button and a grey 'Reset' button.

Fig. 367: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:</li> </ul> |
|-----------------------|--|

|             |   |
|-------------|---|
|             | IP address of the server where the service <i>DongleMan</i> has been installed.                     |
| <i>Port</i> | Enter the port for the connection.<br>5180 = Dongle Manager<br>8181 = ASC License Management System |



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*.

### 7.2.2.5.3 Create PBX

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

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

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

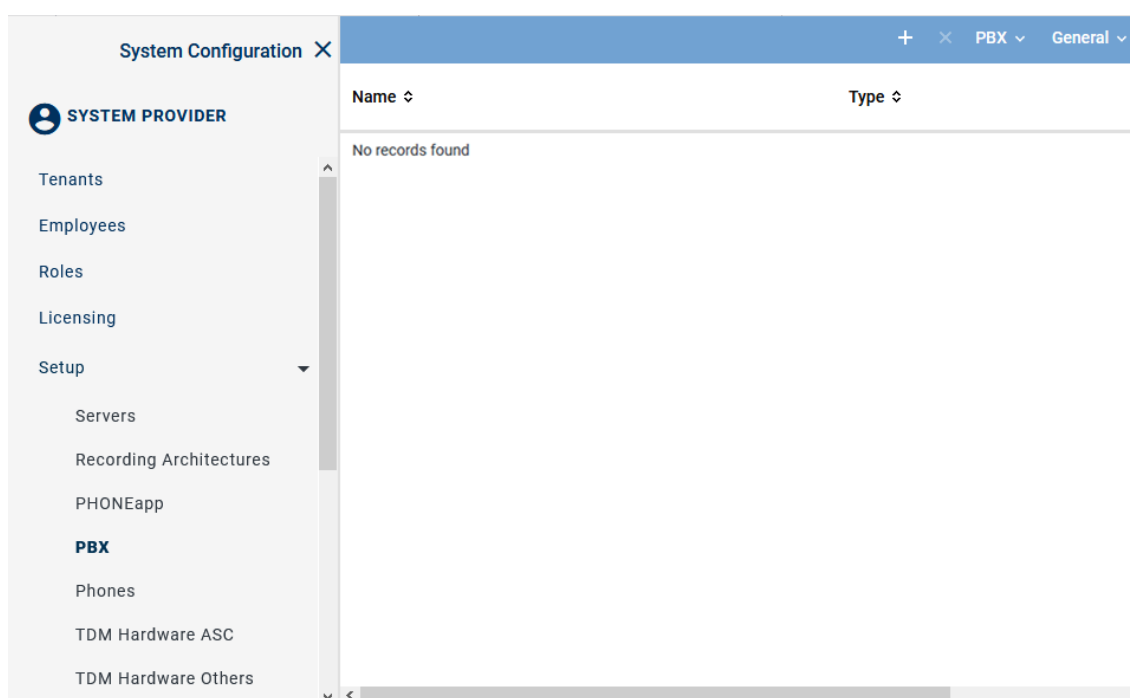


Fig. 368: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

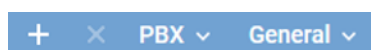




Fig. 369: Toolbar PBX module


|   |               |   |
|---|---------------|---|
|  | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create new PBX

1. 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\*

PBX type\*

Maximum length of extensions

Country code

Area code\*

Net code\*

Mitel MiVoice Biz

Mitel MiVoice Business ▼

4 ▼

☒ Select from list  
United States (1) ▼

☐ Enter manually

6021

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. 370: Create new PBX - tab Details

2. 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.  |
| <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><br/>Select the country code from the drop-down list.</li> <li>• <i>Enter manually</i><br/>If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually.<br/>e. g. for Sri Lanka 094.</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. 86: Create PBX

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

#### 7.2.2.5.4 Assign recording resources

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

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

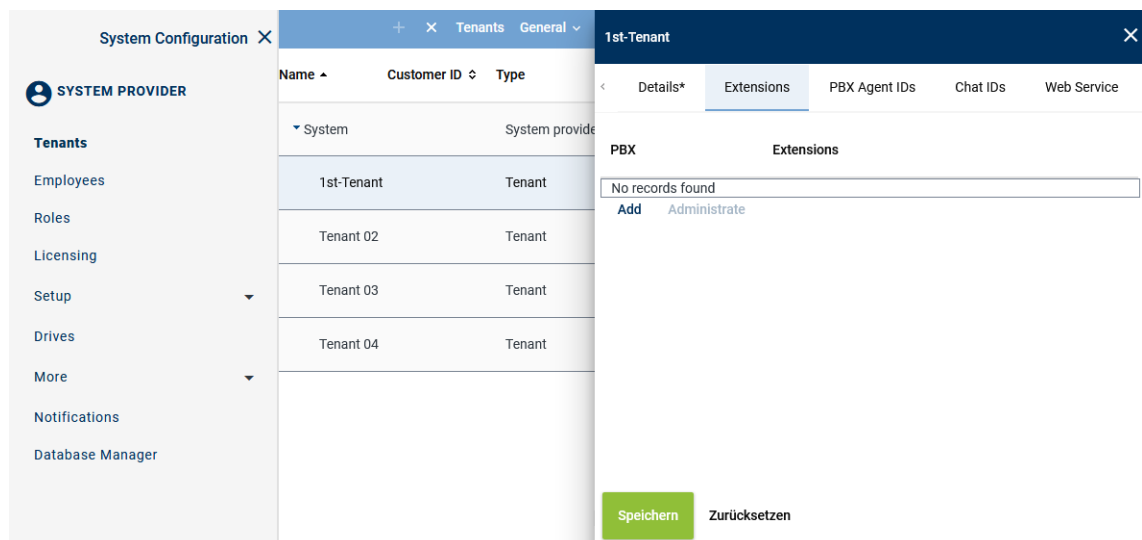


Fig. 371: Tenants - main view - tab Extensions

##### Add extensions

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



Add Extensions
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry

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

6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 372: Assign extensions to tenants

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

|                     |  |
|---------------------|--|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>• ZIP</li> <li>• TXT</li> <li>• CSV</li> </ul> <p><b>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.</b></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 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.</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 style="background-color: #f0f0f0; padding: 0 5px;">...</span> behind the field <i>File name</i>.</li> <li>• Click on the button <i>Choose File</i>.</li> <li>• Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>• Click on the button <span style="background-color: #4f81bd; color: white; padding: 0 5px;">↗</span> <i>Upload File</i>.</li> </ul> |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>  |

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.

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

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

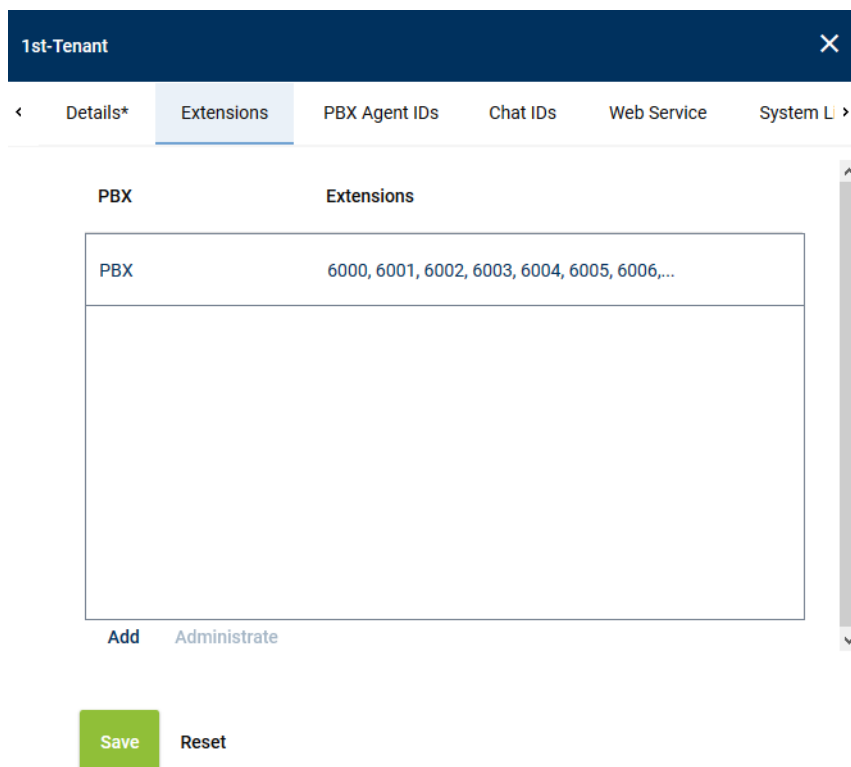


Fig. 373: Remove extensions

2. Click the button *Administrate*.

3. 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.



Fig. 374: Select extensions

4. 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.

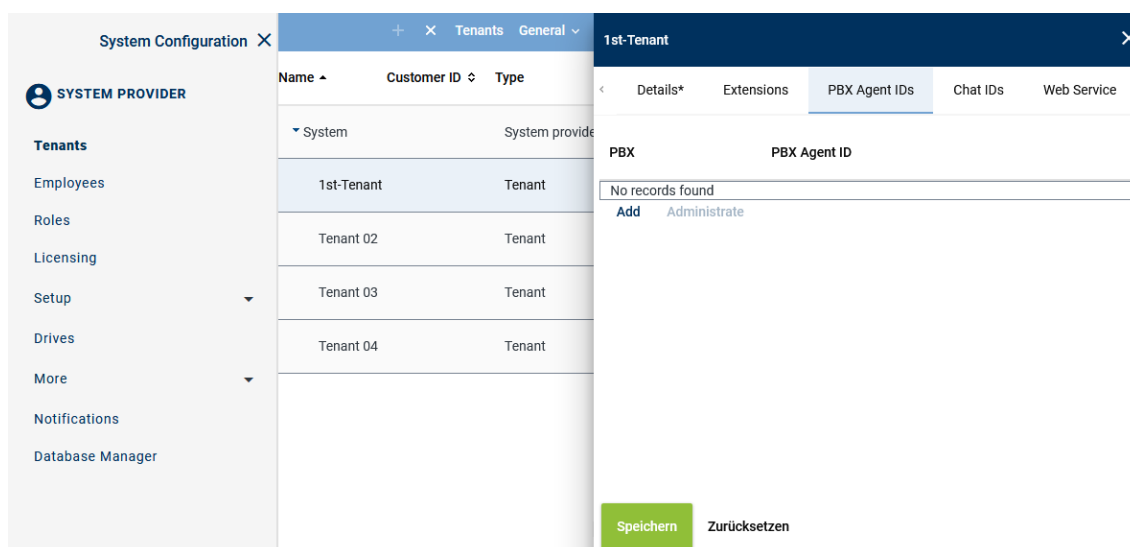


Fig. 375: Tenants - main view - tab PBX Agent ID

### 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:

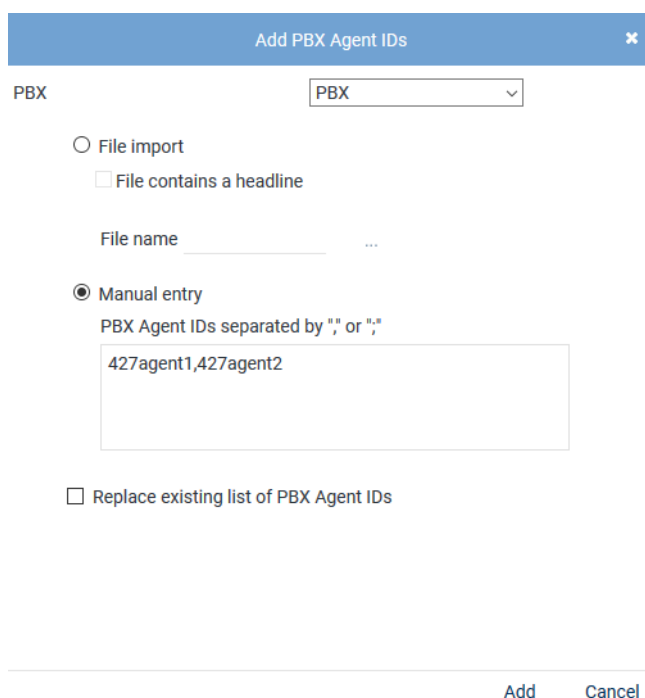




Fig. 376: Assign PBX Agent IDs to tenants

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>              | Select the option to import PBX Agent IDs from an existing <a href="#">CSV</a> file and add them to the table of PBX Agent IDs. |
| <i>File contains a headline</i> |   |

|   |   |
|---|---|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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  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> |
| <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>   |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.

Administrate PBX Agent IDs
✕

ID

427agent1

427agent2

Remove Cancel

Fig. 377: Select PBX Agent IDs

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

#### 7.2.2.5.5 Configure additional data

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

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

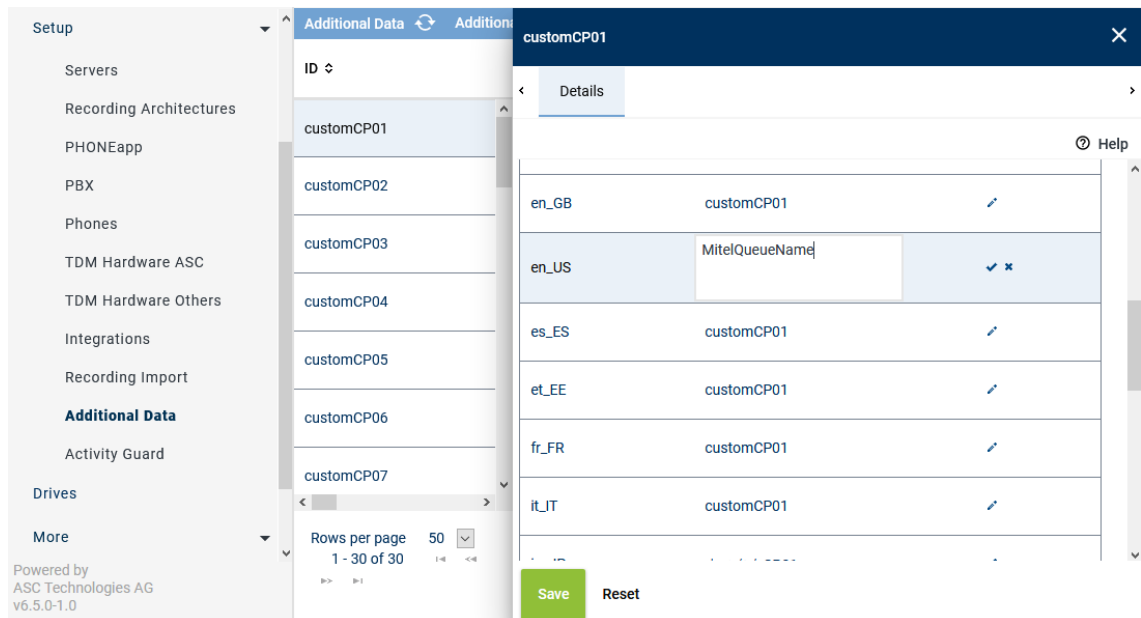


Fig. 378: Configure additional data

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

**Availability** ▾

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

**Save** **Reset**

Fig. 379: Additional data - configure availability

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

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

| Setup                   | Additional Data | Additional Data  | General     |
|-------------------------|-----------------|------------------|-------------|
| Servers                 | ID ▴            | Displayed Name ⇅ | Available ⇅ |
| Recording Architectures |                 |                  | Editable ⇅  |
| PHONEapp                | customCP21      | MitelQueueName   | ✓           |
| PBX                     | customCP22      | CallingPartyIVR  | ✓           |
| Phones                  | customCP23      | CalledParty      | ✓           |
| TDM Hardware ASC        | customCP24      | customCP24       | ✗           |
| TDM Hardware Others     | customCP25      | customCP25       | ✗           |
| Integrations            | customCP06      | Call Center ID   | ✓           |
| Recording Import        |                 |                  |             |
| <b>Additional Data</b>  |                 |                  |             |

Fig. 380: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 7.2.2.5.6 Create integration for Multi-Server Failover

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

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

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

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

⇒ The following window appears:

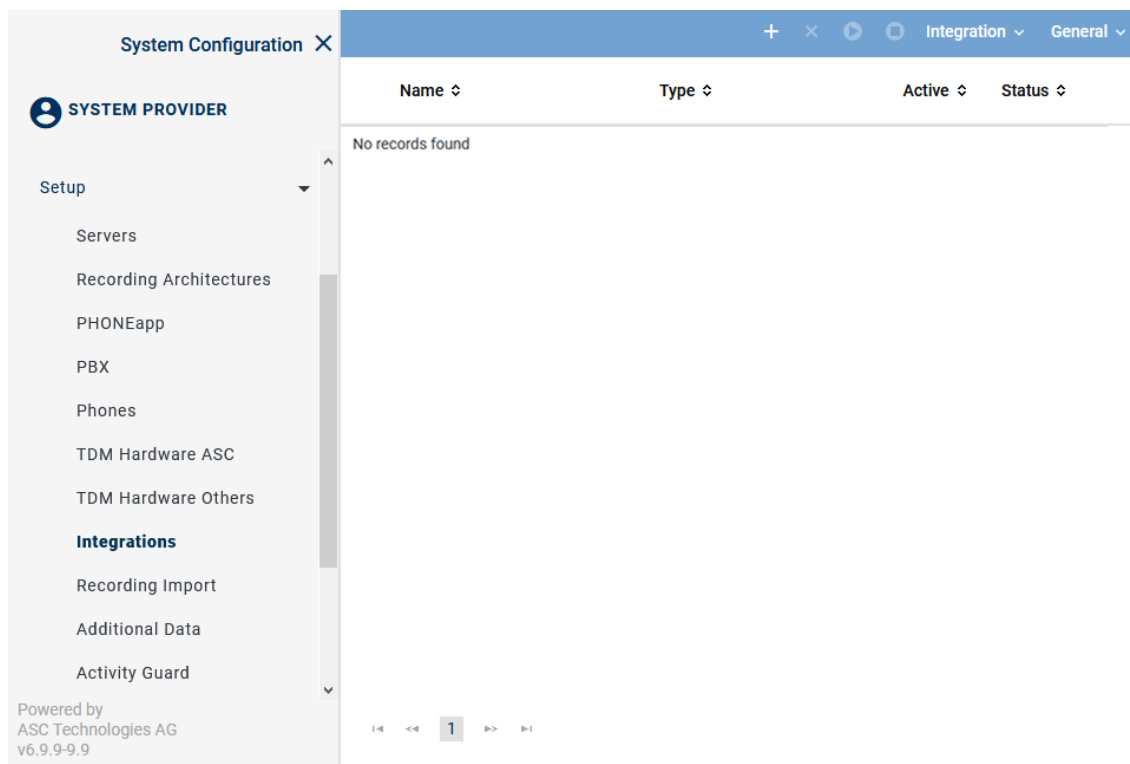




Fig. 381: Integrations - main view

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.<br><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.<br><div> <span>✓</span> = Configuration is complete.           <span>✗</span> = Configuration is incomplete.         </div>  |

### Toolbar of the Integrations module


The toolbar offers the following functions.



Fig. 382: 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. |



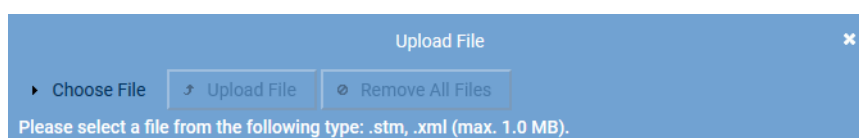
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

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

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

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



Close

Fig. 383: Choose file

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

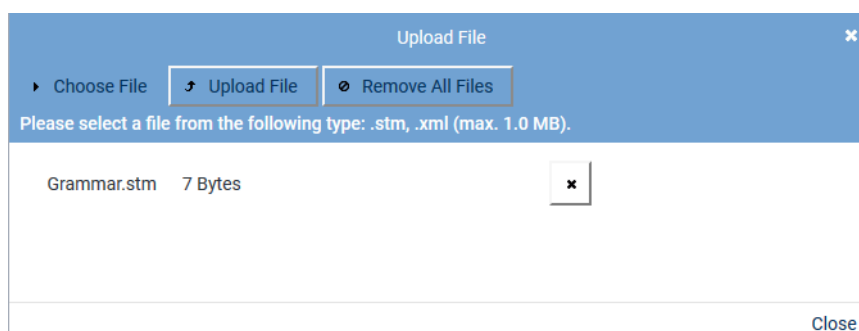



Fig. 384: Upload grammar

- 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


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



Fig. 385: Create integration type

- Enter the following parameters:

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

Tab. 87: Create integration type


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



Fig. 386: Integrations - select PBX

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

### Assign recording architecture for Multi-Server Failover

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

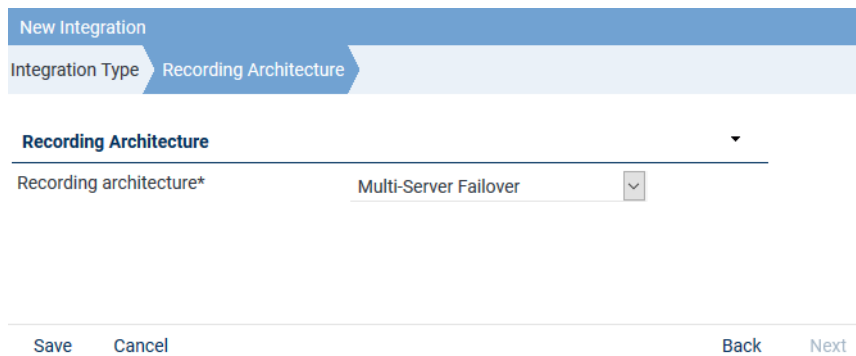


Fig. 387: Assign recording architecture - Multi-Server Failover


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



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

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

### Configuration steps

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











|  <b>Mitel MiVoice Business</b> |               | Mitel MiVoice Business<br>active  |  |  |
|---|---------------|---|---|---|
| Step  | Configuration |   |   |   |
| Configure recording architecture  | ✓             |  |   |   |
| Configure CTI connection data   | ✗             |  |   |   |
| Configure monitor points  | ✗             |  |   |   |
| Configure recording servers   | ✗             |  |   |   |
| Configure add-on  | ✓             |  |   |   |
| Configure miscellaneous settings  | ✓             |  |   |   |

Fig. 388: 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.

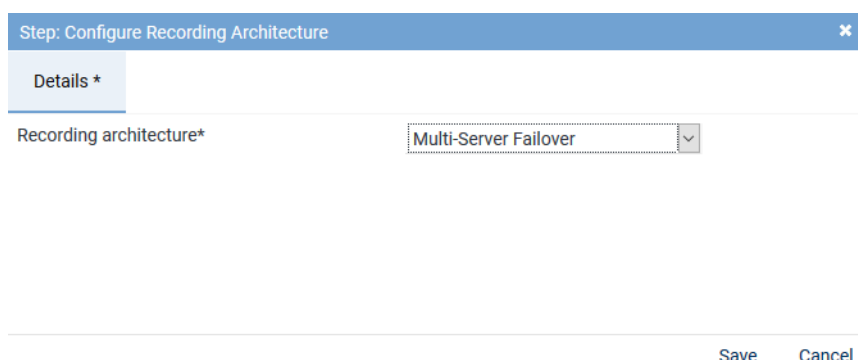



Fig. 389: Configuration step - Configure Recording Architecture

- 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

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

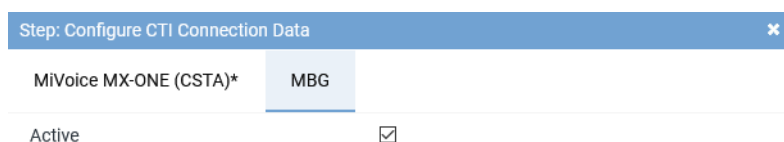


Fig. 390: Activate CTIconnect connection data for **MBG**

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

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

### Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

**CTIconnect Module** ▼

|                  |                   |
|------------------|-------------------|
| Type             | CTIconnect active |
| Grammar name*    | standard ▼        |
| Grammar version* | 1.00.51 ▼         |

Fig. 391: Configure CTIconnect module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 88: Configure CTIconnect module



After an update of the *neo* software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

### Group field Connection Data MBG

In this group field, you can configure the connection data to the CTIconnect module.

**Connection Data** ▼

Connection data

|                  |
|------------------|
| No records found |
|------------------|

[Add](#) [Edit](#) [Delete](#)

Fig. 392: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:

Configure Connection
✕

Connection data\*
192.168.170.116

PBX port\*
6810

Activate indirect recording
☐

☒ Use pre-shared key

Pre-shared key (PSK)\*
••••••••••

Add Cancel

Fig. 393: Configure connection

2. Enter the following parameters:

| Parameter                          | Value/Description   |
|------------------------------------|---|
| <i>Connection data</i>             | Enter the link to the <a href="#">MBG</a> .   |
| <i>PBX port</i>                    | Enter the port for the <a href="#">MBG</a> or the <a href="#">SRC</a> , default 6810.   |
| <i>Activate indirect recording</i> | Activate the check box if you would like to use indirect recording.   |
| <i>Use pre-shared key</i>          | Activate the check box if the <a href="#">MBG</a> is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure. |
| <i>Pre-shared key (PSK)</i>        | Enter the pre-shared key.   |

Tab. 89: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

**Additional Data** ▼

---

Arbitrary assignment

|       |                  |   |
|-------|------------------|---|
| Key 0 | Please select... | ▼ |
| Key 1 | Please select... | ▼ |
| Key 2 | Please select... | ▼ |

Fig. 394: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

### Tab MiVB (MiTAI)

In this tab, you can configure the CTIconnect module for the recording variant via MiVB MiTAI.

Step: Configure CTI Connection Data ✕

|      |               |                         |
|------|---------------|-------------------------|
| MBG* | MiVB (MiTAI)* | MiVB SIP trunk (MiTAI)* |
|------|---------------|-------------------------|

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       |                    |
| Password         |                    |

**Connection Data** ▼

---

Connection data

No records found

Add Edit Delete

**Additional Data** ►

---

Save Cancel

Fig. 395: CTI connection data - tab MiVB (MiTAI)

### Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active ☒

**CTIconnect Module** ▼

---

Type CTIconnect passive

Grammar name\* standard ▼

Grammar version\* 1.00.01 ▼

Login name asc\_cticonnect

Password ••••••

Fig. 396: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter              | Value/Description  |
|------------------------|--|
| <i>Type</i>            | Is filled automatically.   |
| <i>Grammar name</i>    | 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.               |
| <i>Login name</i>      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| <i>Password</i>        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 90: Configure CTIconnect module

### Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

**Connection Data** ▼

---

Connection data

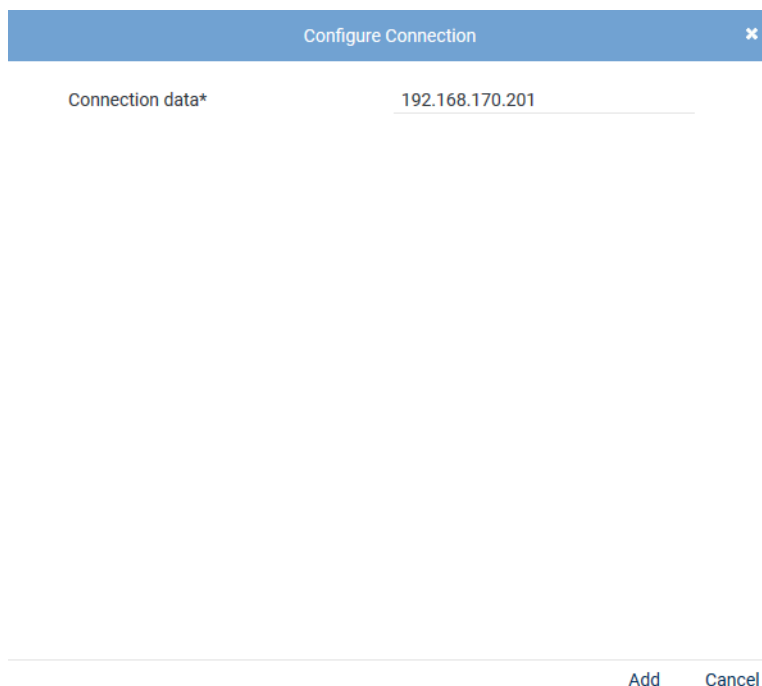
No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 397: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:





The dialog box titled "Configure Connection" has a close button (X) in the top right corner. It contains a label "Connection data\*" followed by a text input field containing the IP address "192.168.170.201". At the bottom right, there are two buttons: "Add" and "Cancel".

Fig. 398: Configure connection data

2. Enter the following parameters:

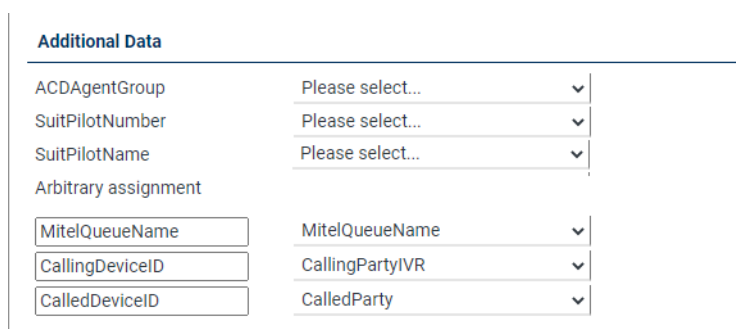
| Parameter       | Value/Description  |
|-----------------|--|
| Connection data | Enter the IP address of Mitel MiVoice Business (MiTAI link). |

Tab. 91: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.



The form titled "Additional Data" has a header bar. Below it, there are several rows of configuration options:

- ACDAgentGroup: Please select... (dropdown menu)
- SuitPilotNumber: Please select... (dropdown menu)
- SuitPilotName: Please select... (dropdown menu)
- Arbitrary assignment: (checkbox)
- MitelQueueName: MitelQueueName (dropdown menu)
- CallingDeviceID: CallingPartyIVR (dropdown menu)
- CalledDeviceID: CalledParty (dropdown menu)

Fig. 399: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName

- GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

3. Click on the button *Save* to apply the settings and to finish this configuration step.

#### **Tab MiVB SIP trunk (MiTAI)**

In this tab, you can configure the CTIconnect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 400: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 401: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | Select the name of the grammar from the drop-down list.                          |
| Grammar version | Select the current version of the grammar from the drop-down list.               |
| Login name      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| Password        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 92: Configure CTIconnect module

### Group field Connection Data

In this group field, you can configure the connection data to the CTIconnect module.

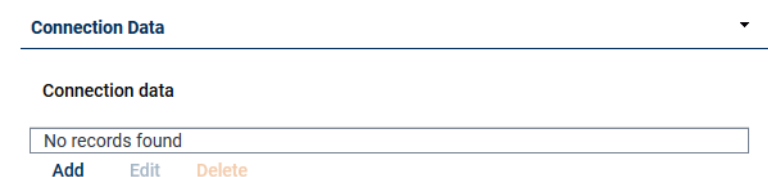


Fig. 402: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:

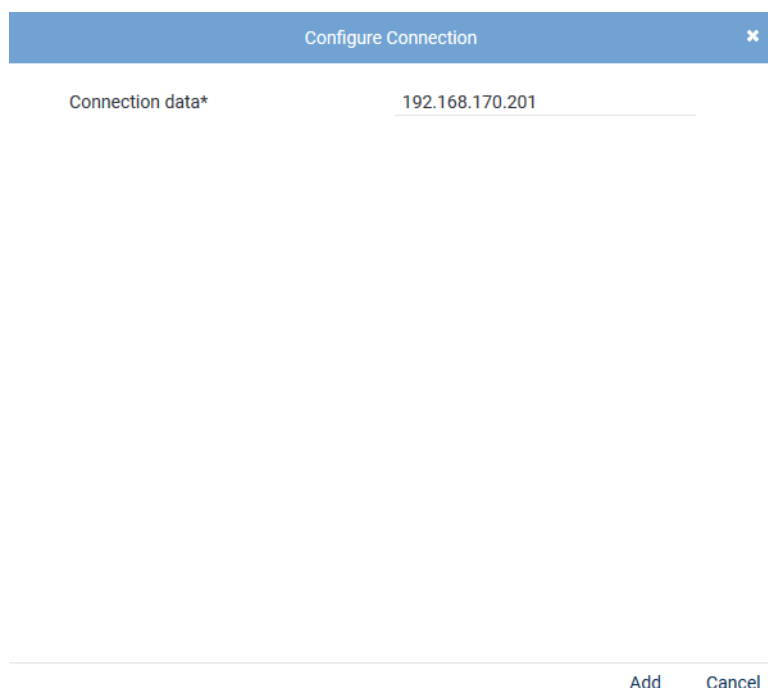


Fig. 403: Configure connection data

2. Enter the following parameters:

| Parameter              | Value/Description  |
|------------------------|--|
| <i>Connection data</i> | Enter the IP address of Mitel MiVoice Business (MiTAI link). |

Tab. 93: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

| Additional Data      |                    |
|----------------------|--------------------|
| ACDAgentGroup        | Please select... ▼ |
| SuitPilotNumber      | Please select... ▼ |
| SuitPilotName        | Please select... ▼ |
| Arbitrary assignment |                    |
| MitelQueueName       | MitelQueueName ▼   |
| CallingDeviceID      | CallingPartyIVR ▼  |
| CalledDeviceID       | CalledParty ▼      |

Fig. 404: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |




The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

3. Click on the button **Save** to apply the settings and to finish this configuration step.

### Configure monitor points for MiVoice Biz with Peer Name(s)

- In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.  
⇒ The window *Step: Configure Monitor Points* appears in the detail view.

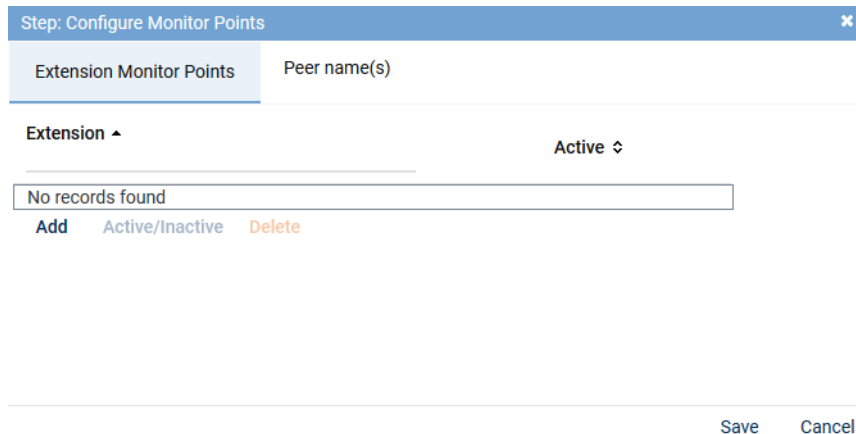


Fig. 405: Configuration step - configure monitor points

### Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones to be recorded must have been registered in the **SRC**.

- In the tab *Extension Monitor Points*, click on the button *Add* to add the extensions for the monitored end devices.
- Select the menu item *Enter Extensions*.  
⇒ The window *Add Extension Monitor Points* appears.

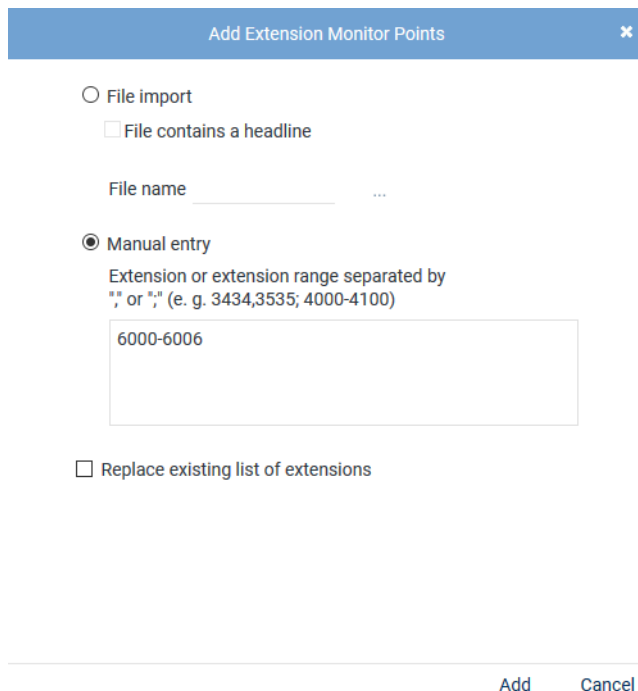




Fig. 406: Add extension monitor points

**File import** Select this option to import extensions from an existing **CSV** file and add them to the table of extensions.

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 ZIP file via the Explorer and click on the button *Open*.
- Click on the button  (*Upload file*).

#### *File contains a headline*



Activate this option so that this structured is recognized correctly when importing the file.

The **CSV** file may not contain more than 1 column. If commas or other column delimiters are found in the **CSV** file, then the file is not valid and an error message appears.

Only ZIP files are supported as file format. To be able to import a **CSV** file, you have to pack it in a ZIP file.

#### *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 ZIP file via 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.

Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.

You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.

#### **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. 407: 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.   |

- Click on the button *Save* to apply the settings and to finish this configuration step.

### Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several [SIP](#) trunk names in this tab.

- Click on the button *Add* to add a [SIP](#) trunk.  
⇒ A new row appears.


Step: Configure Monitor Points

Extension Monitor Points
Peer name(s)

Peer name(s)

Active ⇅

Edit



|            |   |   |
|------------|---|---|
| Trunk name | ✓ |  |
|------------|---|---|

Add
Active/Inactive
Delete

Save
Cancel

Fig. 408: Add Peer Name(s)




2. At the end of the row in the column *Edit*, click on the icon .
  - ⇒ The entry mode opens.
3. In the column *Peer Name(s)*, enter the name of the trunk.
4. Once you have finished editing, click on the icon  at the end of the row to apply the entries.
5. Repeat the process to add further **SIP** trunk names.
6. To save the entries, click on the button *Save*.  
To discard entries, click on the button *Cancel*.

### Configure recording server for Multi-Server Failover

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.

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.

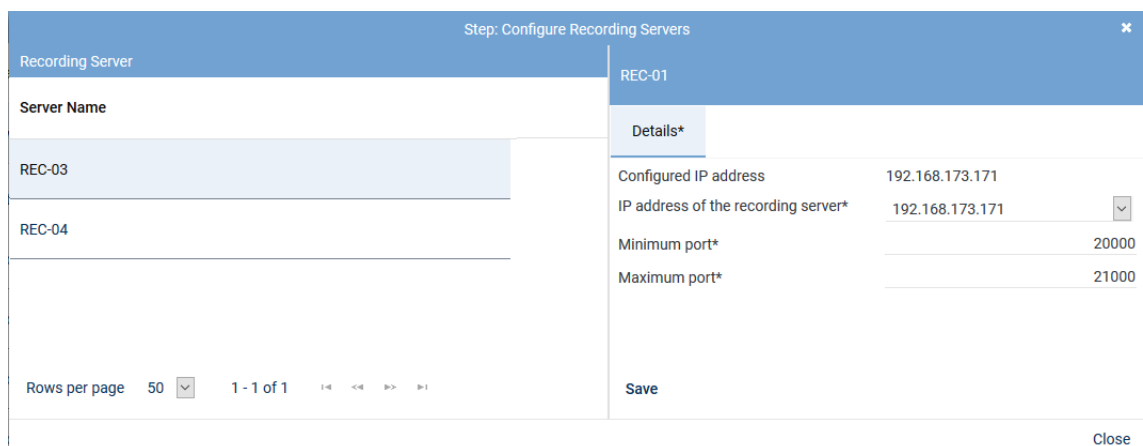


Fig. 409: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

| Parameter                                 | Value/Description  |
|---|--|
| <i>Configured IP address</i>              | Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded is received.       |
| <i>IP address of the recording server</i> | From the drop-down list, select one of the available IP addresses of the recording server for the recording data.                              |
| <i>Minimum port</i>                       | Enter the lowest port of the port range configured for the PBX via which the <b>RTP</b> data is supposed to be received, e. g. <i>20000</i> .  |
| <i>Maximum port</i>                       | Enter the highest port of the port range configured for the PBX via which the <b>RTP</b> data is supposed to be received, e. g. <i>21000</i> . |

Tab. 94: Configure recording servers



---

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*.

---

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

### **Configure add-on**



---

The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

---

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



---

The additional data delivered by an add-on supplements the additional data which is delivered by the CTI *connect* module of the integration.

---



---

Only those add-ons are displayed for which a license has been installed in the system.

---

### **Configure add-on for MiContact Center Enterprise**

The add-on refers to the usage of MiContact Center Enterprise and must only be configured if MiContact Center Enterprise is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The conversation events and the additional data are captured via MiContact Center Enterprise and sent to the recording server.

1. Select the add-on *MiContact Center Enterprise* in the detail view.

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ MiContact Center Enterprise

**CTIconnect Module**

TypeCTIconnect passive  
Grammar name\*standard  
Grammar version\*2.00.01

**Connection Data**

Server name\*192.168.170.205  
Port\*2601

**Additional Data**

CALLIDUniversal Call ID  
PRIVATEDATAPlease select...  
SERVICEGROUPIDPlease select...  
SERVICEGROUPLISTPlease select...  
IVRDATA1Please select...  
IVRLABEL1Please select...  
IVRDATA2Please select...  
IVRLABEL2Please select...  
IVRDATA3Please select...  
IVRLABEL3Please select...  
OASIDPlease select...

Arbitrary assignment

Please select...  
Please select...  
Please select...

SaveCancel

Fig. 410: Configure add-on for MiContact Center Enterprise

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>If required, select the name of the grammar from the drop-down list. |
| Grammar version | Select the current version of the grammar from the drop-down list.   |

Tab. 95: Configure CTIconnect module

### Group field Connection Data

- Set the following parameters in the group field *Connection Data*:

| Parameter   | Value/Description  |
|-------------|--|
| Server Name | Enter the IP address or the name of the server that the MiContact Center Enterprise runs on. |
| Port        | Enter the port for the connection to MiContact Center Enterprise.                            |

Tab. 96: Configure connection data

### Group field Additional Data

The following additional data is delivered in the protocol when using MiContact Center Enterprise:

- *CALLID*
- *PRIVATEDATA*
- *SERVICEGROUPLIST*
- *IVRDATA1*
- *IVRLABEL1*
- *IVRDATA2*
- *IVRLABEL2*
- *IVRDATA3*
- *IVRLABEL3*
- *OASID*

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

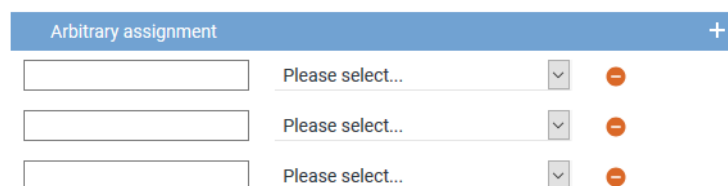



Fig. 411: Arbitrary assignment of the additional data

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 CTI~~connect~~ Service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ MiContact Center Business

**CTIconnect Module**

Type CTIconnect passive  
Grammar name\* standard  
Grammar version\* 1.00.03

**Connection Data**

MiCCB URL\* http://192.168.173.123  
PBX user name\* \_admin  
PBX password\* .....

**Additional Data**

Arbitrary assignment +

agentName agentName  
fromName fromName  
toName toName

Save Cancel

Fig. 412: Configure add-on for MiContact Center Business

**Group field CTIconnect Module**

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 97: Configure CTIconnect module

**Group field Connection Data**

1. Set the following parameters in the group field *Connection Data*:

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 98: Configure connection data

### Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

| MiCCB additional data type                         | Example  |
|--|--|
| <i>queueId</i>                                     | "333168d9-ce96-4c0b-80eb-0cd524-ca379f"  |
| <i>targetTimeForServiceLevel</i>                   | "00:02:00"   |
| <i>timeOfferedToAgent</i>                          | "2019-10-11T09:54:13+02:00"  |
| <i>supplementalDetails_toName</i>                  | "Sample, John"   |
| <i>type</i>  | "Queued"   |
| <i>transferCount</i>                               | "1.0"  |
| <i>toAddress</i>                                   | "7104"   |
| <i>supplementalDetailsDisplayName_toAddress</i>    | "ToAddress"  |
| <i>mediaServerId</i>                               | "26e821d1-8bc1-40c8-b65a-55ce35d2716b"   |
| <i>supplementalDetailsDisplayName_fromName</i>     | "FromName"   |
| <i>timeOfLastAgentResponse</i>                     | "2019-10-11T09:54:19+02:00"  |
| <i>supplementalDetails_fromAddress</i>             | "7001"   |
| <i>toName</i>                                      | "Sample, John"   |
| <i>timeOfferedToSystem</i>                         | "0001-01-01T00:00:00+00:00"  |
| <i>supplementalDetails_callIds</i>                 | "446"  |
| <i>fromName</i>                                    | "John"   |
| <i>agentFirstName</i>                              | "Nebel Carmen"   |
| <i>mediaFolder</i>                                 | "Inbox"  |
| <i>lastAgentAction</i>                             | "Receive"  |
| <i>supplementalDetails_fromName</i>                | "Nebel Carmen"   |
| <i>supplementalDetailsDisplayName_callIds</i>      | "CallIds"  |
| <i>classificationCodeRequired</i>                  | "false"  |
| <i>agentLastName</i>                               | "Sample"   |
| <i>mediaSpecificInfo</i>                           | "MitaiVoiceCommand 1 7104 446 {"G<br>CID":"3BB49626471B011E59AA","P<br>C<br>ID":"3BB49626471B011E592E","SCI<br>D":""}" |
| <i>agentName</i>                                   | "Sample, John"   |
| <i>mediaType</i>                                   | "Voice"  |
| <i>supplementalDetailsDisplayName_isConference</i> | "IsConference"   |
| <i>timeOfLastCustomerResponse</i>                  | "0001-01-01T00:00:00+00:00"  |
| <i>conversationState</i>                           | "Ended"  |
| <i>folder</i>                                      | "Inbox"  |
| <i>allowAgentPreview</i>                           | "true"   |
| <i>supplementalDetails_toAddress</i>               | "7104"   |
| <i>mediaServerType</i>                             | "Mcd"  |
| <i>supplementalDetails_isConference</i>            | "False"  |
| <i>agentId</i>                                     | "5705bff7-957c-4c23-8ad1-9ed45922a7b4"   |

| MiCCB additional data type                             | Example                     |
|--|-----------------------------|
| <i>supplementalDetailsDisplayName_fromAddress</i>      | "FromAddress"               |
| <i>workTimer</i>                                       | "00:00:00"                  |
| <i>native</i>  | "true"                      |
| <i>fromAddress</i>                                     | "7001"                      |
| <i>direction</i>                                       | "Incoming"                  |
| <i>conversationId</i>                                  | "3BB49626471B011E5924"      |
| <i>queueWrapUpTimeEnabled</i>                          | "false"                     |
| <i>timeOfferedToQueue</i>                              | "0001-01-01T00:00:00+00:00" |
| <i>agentReporting</i>                                  | "7104"                      |
| <i>failedRouteReason</i>                               | "None"                      |
| <i>supplementalDetails_callParticipants</i>            | "7104 7001 "                |
| <i>supplementalDetailsDisplayName_callParticipants</i> | "ToName"                    |
| <i>supplementalDetailsDisplayName_toName</i>           | "CallParticipants"          |

The following additional fields are available if the communication runs via an [IVR](#) system:

| MiCCB additional data type                               | Example              |
|--|----------------------|
| <i>supplementalDetails_ani</i>                           | "7001"               |
| <i>supplementalDetailsDisplayName_recording_Decision</i> | "Recording_Decision" |
| <i>supplementalDetailsDisplayName_phoneNumber</i>        | "PhoneNumber"        |
| <i>queueDialable</i>                                     | "7500"               |
| <i>queueReporting</i>                                    | "P112"               |
| <i>supplementalDetails_recording_Decision</i>            | "Yes"                |
| <i>supplementalDetailsDisplayName_ani</i>                | "ANI"                |
| <i>supplementalDetails_phoneNumber</i>                   | "7001"               |
| <i>queueName</i>   | "Testqueue_1"        |

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*


1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.



| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 413: 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 Genesys T-Server (optional)**

The add-on refers to the usage of Genesys T-Servers and must only be configured if you use Genesys T-Servers.

The integration runs in combination with the PBX and the recording server. The CTI<sup>connect</sup> 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

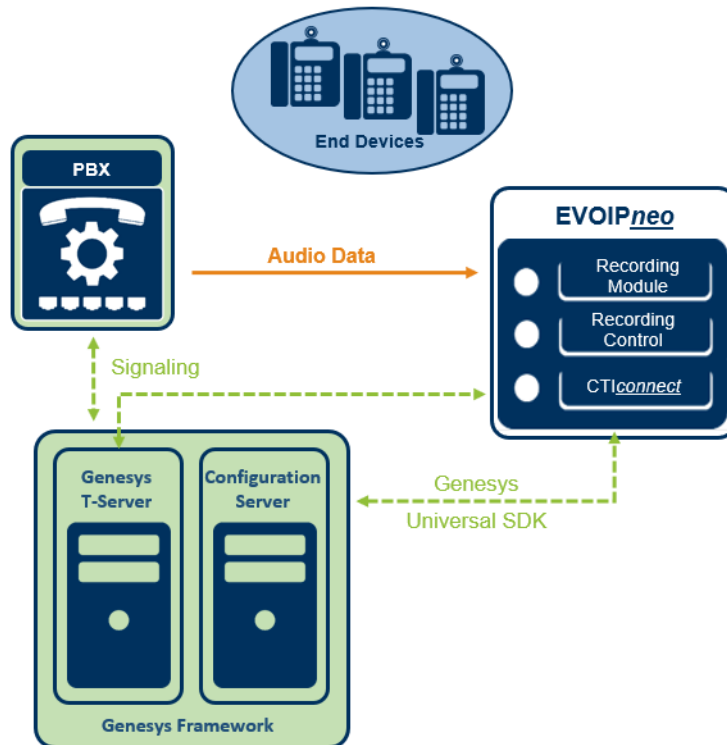


Fig. 414: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

### Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call\_identifier*.

1. To adjust the identifier, change to the path  
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call\_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

### Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

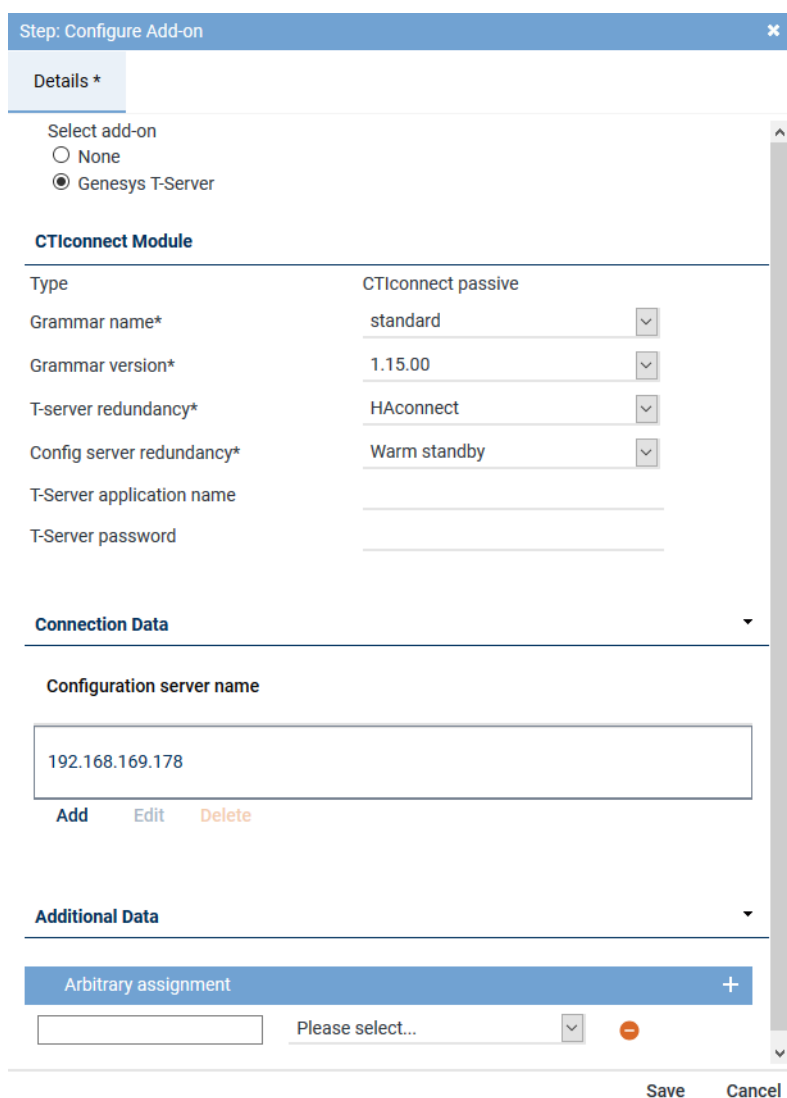


Fig. 415: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |

| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 99: Configure add-on for Genesys T-Server

### Group field Connection Data

In this group field, you can enter one or several sets of connection data.

1. In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:

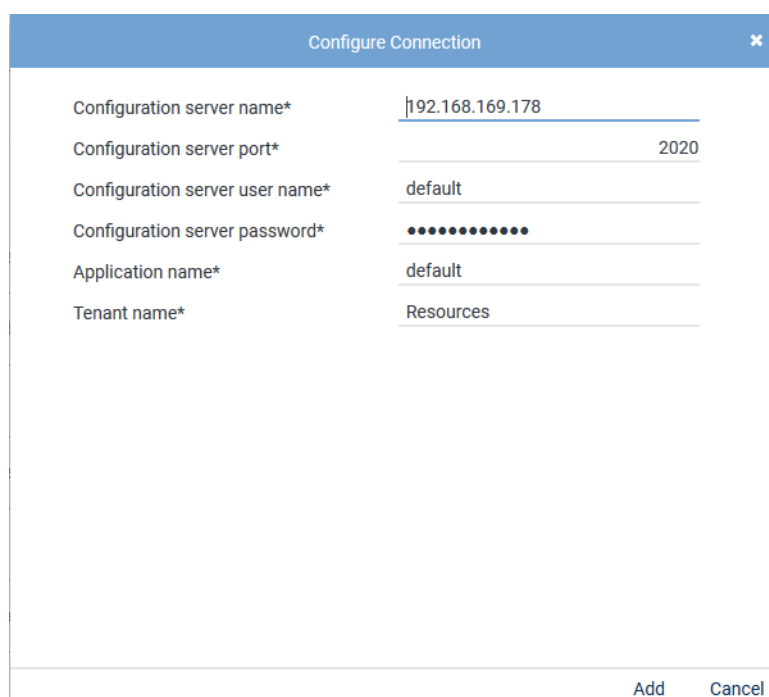


Fig. 416: Configure connection data

2. Enter the following parameters:

| Parameter                         | Value/Description   |
|-----------------------------------|---|
| <i>Configuration Server: Name</i> | Enter the IP address or the name of the computer that the Genesys Configuration Server runs on. |
| <i>Configuration Server: Port</i> | Enter the port of the Genesys Configuration Server.   |

| Parameter                              | Value/Description  |
|--|--|
| <i>Configuration Server: User name</i> | Enter the user name to log in to the Genesys Configuration Server.   |
| <i>Configuration Server: Password</i>  | Enter the password to log in to the Genesys Configuration Server.  |
| <i>Application name</i>                | Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .  |
| <i>Tenant name</i>                     | Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas. |

Tab. 100: 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.

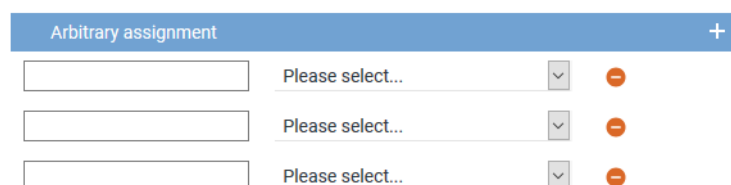



Fig. 417: Arbitrary assignment of the additional data

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

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
  - ⇒ The window *Step: Miscellaneous Settings* appears.

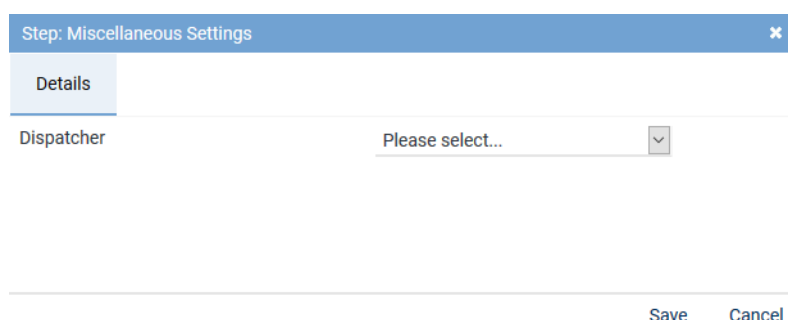


Fig. 418: Configure miscellaneous settings

- Enter the following parameter:


| Parameters        | Description   |
|-------------------|---|
| <i>Dispatcher</i> | From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with. |





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

### Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.


















| Mitel MiVoice Business           |  | Mitel MiVoice Business active   |      |  |
|----------------------------------|--|---|---|---|
| Step                             |  | Configuration   |   |   |
| Configure recording architecture |  |  |  |   |
| Configure CTI connection data    |  |  |  |   |
| Configure monitor points         |  |  |  |   |
| Configure recording servers      |  |  |  |   |
| Configure add-on                 |  |  |  |   |
| Configure miscellaneous settings |  |  |  |   |

Fig. 419: Activate integration

- Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
- To activate the integration, click on the icon  (*Activate*).  
⇒ In the column *Active*, the icon  (*Active*) appears.






| + ×   Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 420: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






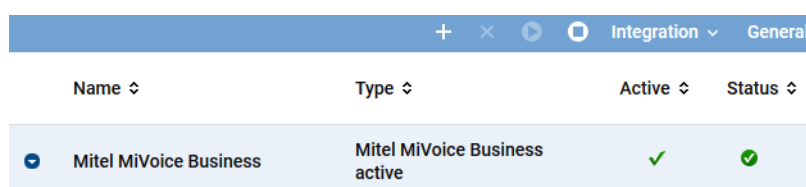
Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

### Deactivate/Delete integration


To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
  - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
  - ⇒ The icon  (*Delete*) becomes active in the toolbar.



| Name                   | Type                          | Active | Status |
|------------------------|-------------------------------|--------|--------|
| Mitel MiVoice Business | Mitel MiVoice Business active | ✓      | ✓      |

Fig. 421: Deactivate integration

- Click on the icon  (*Delete*) and confirm the security prompt to delete the integration.

## 7.2.2.6 Configure recording solution Multi-Server Parallel Recording

### 7.2.2.6.1 Create recording architecture

Start the configuration in the Recording Architectures module because an activated recording architecture is required for further configuration.

The recording servers, recording types, and the integration types are assigned in the Recording Architectures module.

- Select the menu item *Setup > Recording Architectures* in the navigation bar.
  - ⇒ The following window appears:



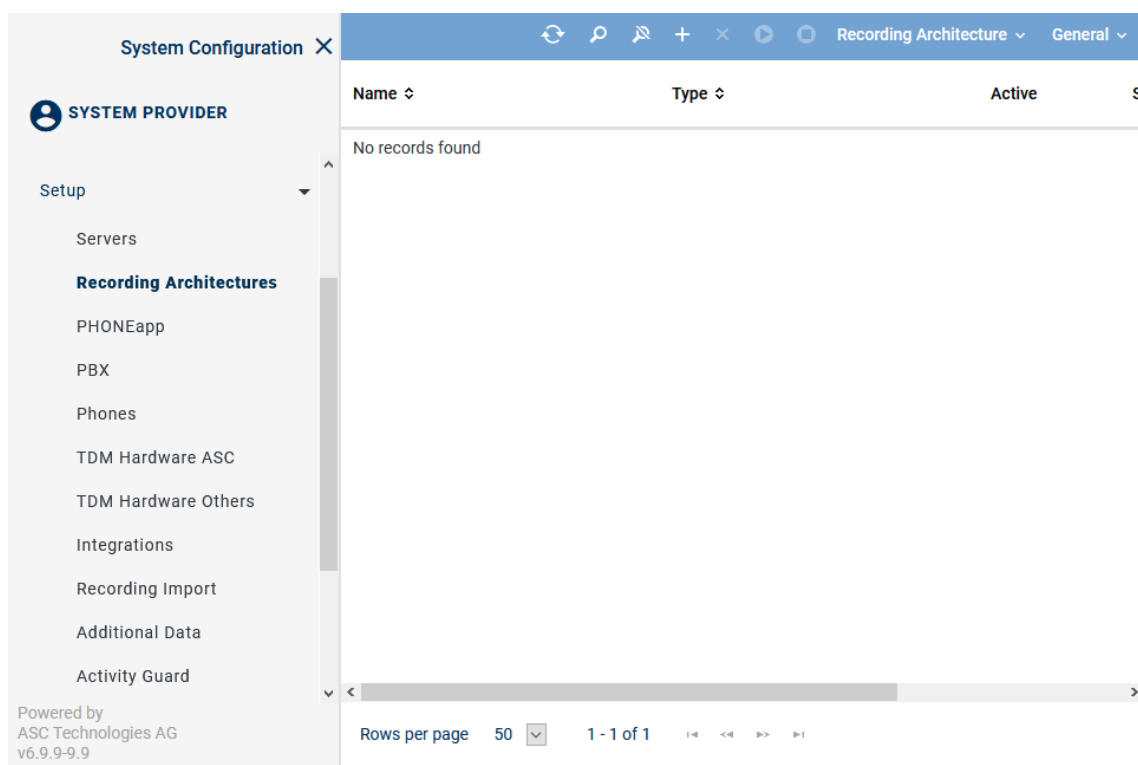




Fig. 422: Recording architectures - main view

|                       |   |
|-----------------------|---|
| <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.<br>✓ = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon  (Deactivate) in the toolbar.<br>✗ = Recording architecture is not active. It can be activated by clicking on the icon  (Activate) in the toolbar. |
| <b>Standby Active</b> | Shows whether the standby server is active for one or several recording components in the recording architecture.<br>✓ = At least 1 standby server is active.<br>✗ = No standby server is active or no standby server has been defined.   |
| <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. 423: 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.  |
|  | <i>Reset search</i>       | 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.<br><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.<br><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.   |



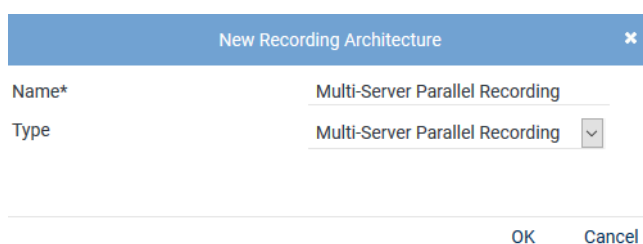
For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### Create recording architecture Multi-Server Parallel Recording

If there are several recording servers which are supposed to record the same trunks in parallel, you must create a recording architecture of the type *Multi-Server Parallel Recording*.

- To create a new recording architecture, click on the icon  (*Create*) in the toolbar of the main view.


⇒ The window *New Recording Architecture* appears.

New Recording Architecture 

Name\*

Multi-Server Parallel Recording

Type

Multi-Server Parallel Recording 

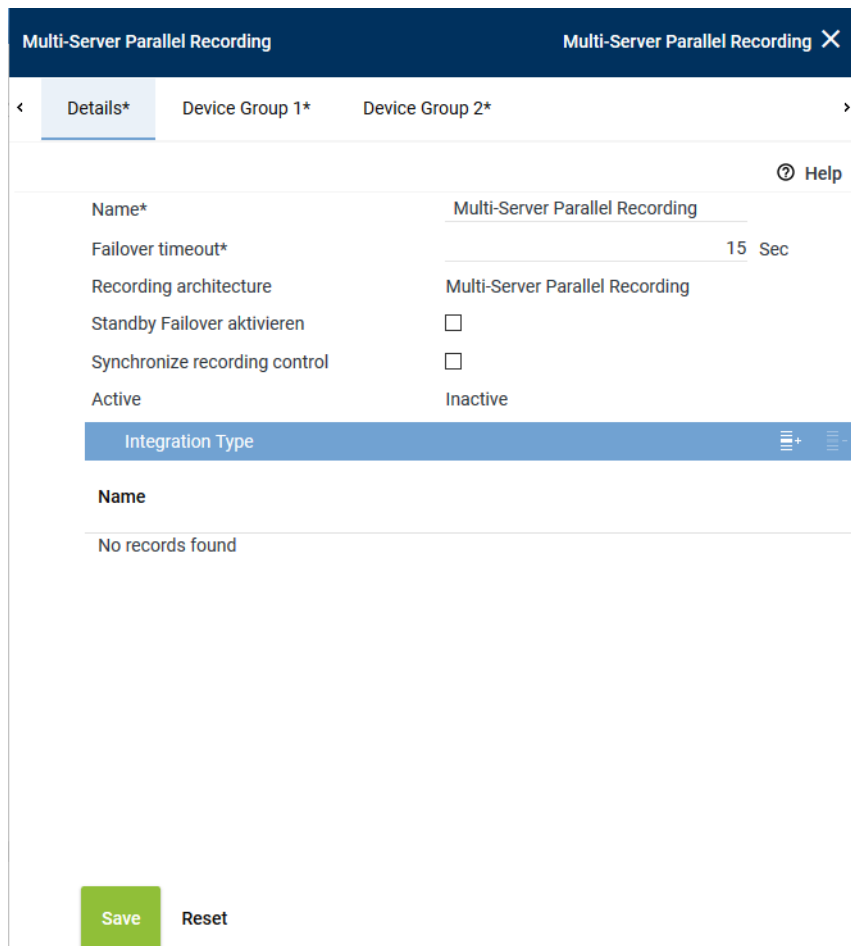
OK

Cancel

Fig. 424: Create recording architecture - Multi-Server Parallel Recording

- 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 *Multi-Server Parallel Recording*.  
**NOTICE!** Only the supported recording architecture types are displayed in the drop-down list.
4. Click on the button *OK*.  
 ⇒ The entries now appear in the detail view.



Multi-Server Parallel Recording

Multi-Server Parallel Recording X

< Details\* Device Group 1\* Device Group 2\* >

Help

Name\* Multi-Server Parallel Recording

Failover timeout\* 15 Sec

Recording architecture Multi-Server Parallel Recording

Standby Failover aktivieren ☐

Synchronize recording control ☐

Active Inactive

Integration Type

Name

No records found

Save Reset

Fig. 425: Recording architecture - tab Details - Multi-Server Parallel Recording

Since additional standby components may have been configured for the different active recording servers, a failover timeout may be configured in this recording architecture. For more information about the configuration of failover architectures, see [chapter "Standby management for failover architectures", p. 450](#).




Set the failover timeout to a minimum of 15 seconds until the failover process is initiated. Depending on the system architecture it may be useful to set the timeout even higher. The timeout defines how long to wait until the failover process is started. If the state switches back to *OK* within this time, the failover process is not initiated.

5. Activate the check box *Synchronize recording control* so that the Recording Control Services can be synchronized and only one service controls recording for the two recording servers, see [chapter "Synchronization of recording control", p. 442](#).

**NOTICE!** If you have activated the option *Synchronize recording control*, only one set of data is generated in the database but audio data is recorded on both recording servers. This methods makes duplicate detection impossible. Ensure that there is enough storage capacity for twice the amount of data.

If you do not want to synchronize recording control, you can configure duplicate detection, see [chapter "Duplicates in parallel recording architectures"](#), p. 445.

### Add integration type

- Click on the icon  (Add) in the toolbar of the list *Integration Type*.  
⇒ The window *Integration Type* appears.

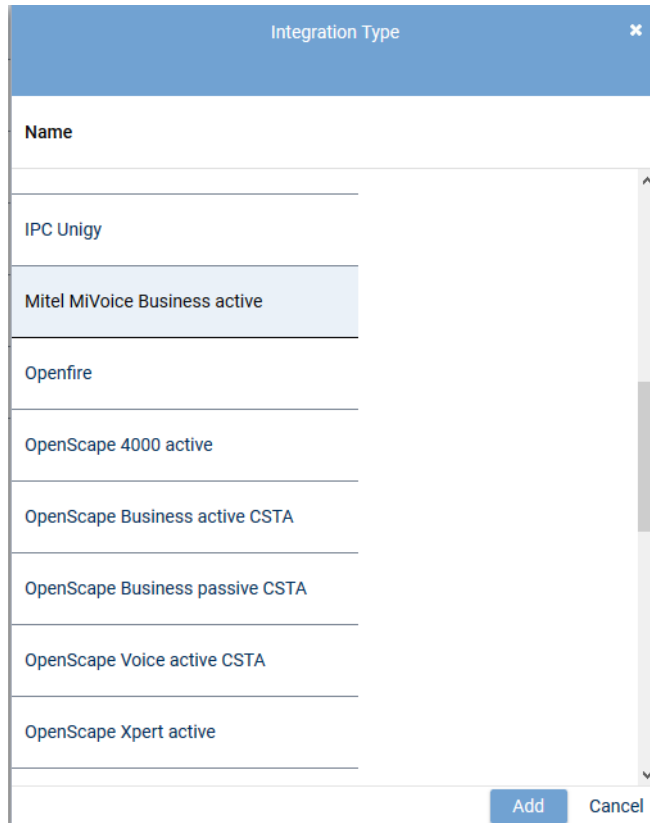


Fig. 426: Select integration type



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.

- Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.  
⇒ The name of the integration type now appears in the list in the detail view.

### Assign server for Multi-Server Parallel Recording

In the architecture type *Multi-Server Parallel Recording* a tab for the configuration of the different servers appears for each device group.

#### Tab Device Group 1

- Click on the tab *Device Group 1* to configure the distribution of the recording components for the first device group.

#### Group field Recording Control and CTIconnect

In this group field, you can configure recording control. You can configure two different servers or the same server for this.

Multi-Server Parallel Recording

Multi-Server Parallel Recording

×

<

Details\*

Device Group 1\*

Device Group 2\*

>

Recording Control and CTIconnect

▼

|                                   |       |   |   |
|-----------------------------------|-------|---|---|
| Recording Control device group 1* | RC-01 | + | - |
| Used in activated architecture    | No    |   |   |
| CTIconnect device group 1*        | RC-01 | + | - |
| Used in activated architecture    | No    |   |   |

Recording Server

▼

<

Recording Server

+

✎

⋮

|          |           |
|----------|-----------|
| Server ↕ | Standby ↕ |
| REC-01   | REC-02    |

Save

Reset

Fig. 427: Recording architecture - server assignment device group 1

- Click on the button **+** next to the entry field *Recording Control* to assign a server.  
⇒ The window *Servers* appears.

| Servers |                 |        | × |
|---------|-----------------|--------|---|
| Name ↕  | IP Address ↕    | Path ↕ |   |
| RC-02   | 192.168.173.176 | C:\    | ^ |
| REC-01  | 192.168.173.171 | C:\    |   |
| REC-04  | 192.168.173.174 | C:\    |   |
| REC-02  | 192.168.173.172 | C:\    |   |
| RC-01   | 192.168.173.175 | C:\    |   |
| CTI-01  | 192.168.173.177 | C:\    |   |
| CTI-02  | 192.168.173.178 | C:\    | ▼ |

<

>

Rows per page

20

1 - 8 of 8

<<

<


>

>>

Add

Cancel

Fig. 428: Recording architecture - assign server - example


2. Select the server for the *Recording Control module*.
3. Click on the button *Add*.
  - ⇒ The name of the server appears in the detail view.
4. To delete an assignment, click on the icon .



A server can be configured in several recording architectures, but you cannot activate several recording architectures with the same server at the same time.  
If you would like to activate several recording architectures at the same time, you have to use different servers to do so.

5. Repeat the steps and select the server for the *CTIconnect module* in the entry field *CTIconnect*.

### Group field Recording Server

1. Click on the icon  in the table headline Recording Server to add a recording server and the standby server.
  - ⇒ The following window appears:

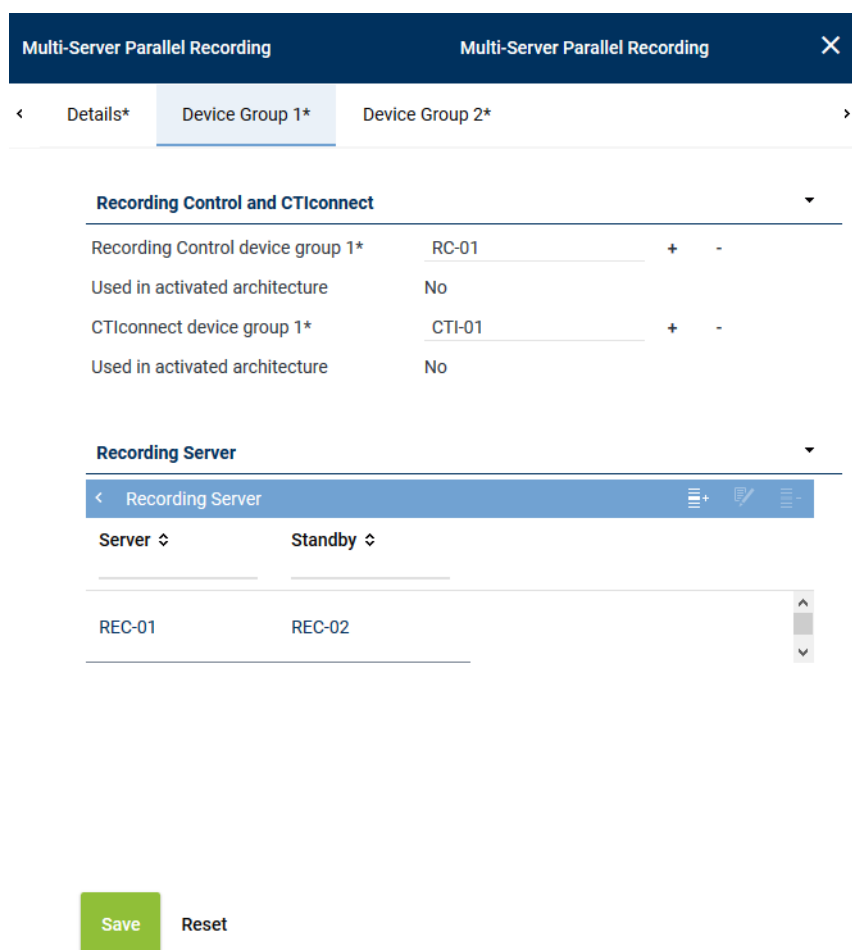






Fig. 429: Add recording server

2. Following the steps described above, go to the entry field *Primary server* and click on the icon  to select the primary server where recording is supposed to be active.
3. In the entry field *Standby server*, click on the icon  to select the standby server which is supposed to do the recording in case of an error.

4. Tick the check box to activate the recording type you would like to use for this server.  
**NOTICE!** You can activate several recording types if the integration supports them and if the corresponding licenses have been installed.
5. Click on the button *OK* to close the window.  
⇒ The name of the server appears in the detail view.
6. To edit the assignment subsequently, click on the icon .  
To delete an assignment, click on the icon .
7. If you would like to add additional recording servers repeat the steps described above.




### Tab Device Group 2

1. Click on the tab *Device Group 2* to configure the distribution of the recording components for the second device group.
2. Proceed as described in the configuration of tab *Device Group 1*.



In the same device group, you can select the same server for both recording components. For device group 2, you cannot use a server which is already used in device group 1.

### Activate recording architecture

1. Once all servers have been assigned, click on the button *Save*.
2. Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
3. To activate the recording architecture, click on the icon  (*Activate*).  
⇒ In the column *Active*, the icon  (*Active*) appears.










|      Recording Architecture ▾ General ▾ |                                 |   |   |
|---|---------------------------------|---|---|
| Name ▾  | Type ▾                          | Active ▾  | Standby active ▾  |
| Multi-Server Parallel Recording   | Multi-Server Parallel Recording |  |  |

Fig. 430: Recording architecture - activate recording architecture - example

4. To deactivate the recording architecture, if required, click on the icon  (*Deactivate*).  
⇒ In the column *Active*, the icon  (*Inactive*) appears.



The recording architecture must have been activated so that the integration can be configured.



Parallel recording results in redundant recording data in the system. To make sure that this data does not remain in the system permanently, you can configure duplicate detection so that duplicate sets of data are deleted, see [chapter "Configure duplicate detection", p. 446](#).

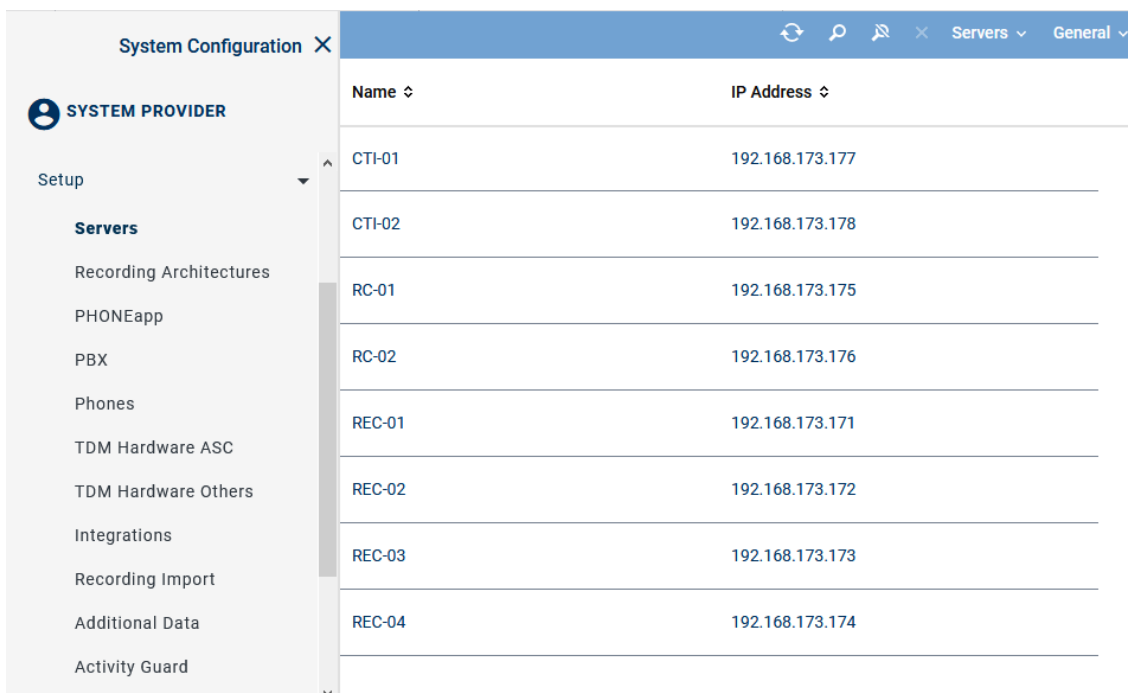


If you install an add-on for the integration subsequently, you must deactivate the recording architecture and activate it again after having installed the license.

#### 7.2.2.6.2 Configure 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:



| Name   | IP Address      |
|--------|-----------------|
| CTI-01 | 192.168.173.177 |
| CTI-02 | 192.168.173.178 |
| RC-01  | 192.168.173.175 |
| RC-02  | 192.168.173.176 |
| REC-01 | 192.168.173.171 |
| REC-02 | 192.168.173.172 |
| REC-03 | 192.168.173.173 |
| REC-04 | 192.168.173.174 |

Fig. 431: 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.

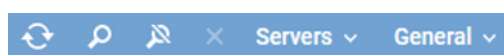







Fig. 432: Toolbar Servers module

|   |                     |   |
|---|---------------------|---|
|  | <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.<br><br>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.<br><br>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 <a href="#">neo</a> 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", p. 361</a> .  |
|                | <i>Administrate NTP Server</i>               | Opens a window in which you can administrate the servers for the time synchronization, see <a href="#">Administrate NTP server</a> .   |
|                | <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 descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.

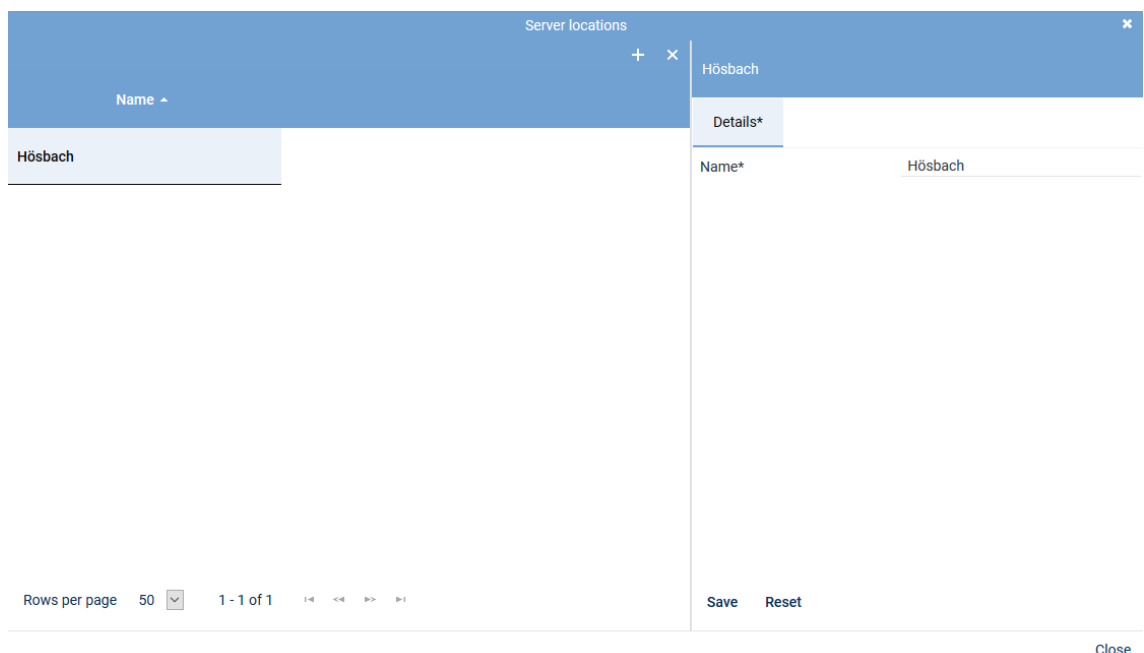



Fig. 433: Add server locations

- 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*.

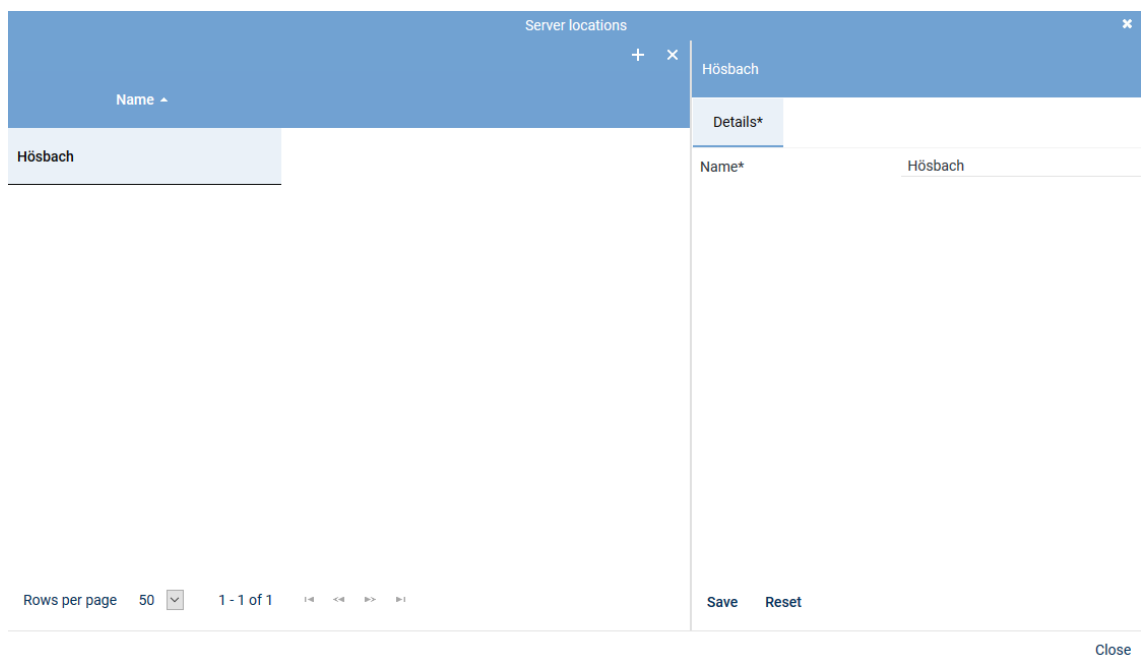
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### Delete server location




A server location can only be deleted when it has not been assigned. To be able to delete a server location, you must first delete possible assignments.

1. Click on the menu item *Servers > Administrate Server Locations* in the toolbar of the main view.  
⇒ The window *Server Locations* appears.
2. Select the location you would like to delete.



The screenshot shows a window titled "Server locations" with a close button (x) in the top right corner. Below the title bar is a table with a header "Name" and a dropdown arrow. The table contains one row with the value "Hösbach". To the right of the table is a "Details\*" tab. Below the table, there is a "Rows per page" dropdown set to "50", a "1 - 1 of 1" indicator, and navigation buttons. At the bottom right of the window, there are "Save" and "Reset" buttons, and a "Close" button at the very bottom right.

Fig. 434: Delete server location

3. Click on the icon  (*Delete*) in the toolbar of the window.
4. To delete further locations, repeat the last 2 steps.
5. To close the window, click on the button *Close*.

### Tab Details

1. To configure the server, select the entry of the corresponding server in the main view.  
⇒ In the detail view, the tab *Details* appears.  
The information *Name* and *Configured IP address* has already been entered during the installation and is displayed for your information only.

<
Details\*
Usage\*
Media Streamer
Replay Server Address Mapping
Key Ma >

? Help

|                       |  |
|-----------------------|--|
| Name                  | REC-01   |
| Configured IP address | 192.168.173.171                                  |
| IP address*           | 192.168.173.171 <input type="button" value="v"/> |
| Server location       | Hörsbach <input type="button" value="v"/>        |

Fig. 435: Servers - tab Details

- From the drop-down list, select the IP address which is supposed to be used as default address of the server in the system.
- Select the *Server location* in the drop-down list. The drop-down list displays all locations which have been created in the location management.
- Click on the button **Save** if the entries are correct.

### Tab Usage

- Click on the tab *Usage* to configure the intended purpose.



As a server may be used for several recording solutions, all intended purposes are displayed. Note that some intended purposes do not apply for certain recording solutions. In chat recording, for instance, audio analysis or replay via phone cannot be used.

<
Details\*
Usage\*
Media Streamer\*
Replay Server Address Mapping
Key M. >

|                                  |   |
|----------------------------------|---|
| API Server                       | ▶ |
| Audio Analysis                   | ▶ |
| Recording Control/Key Management | ▶ |
| Data Processing                  | ▶ |
| Replay                           | ▶ |
| Virtualization                   | ▶ |

Fig. 436: Servers - tab usage

### Group field API Server

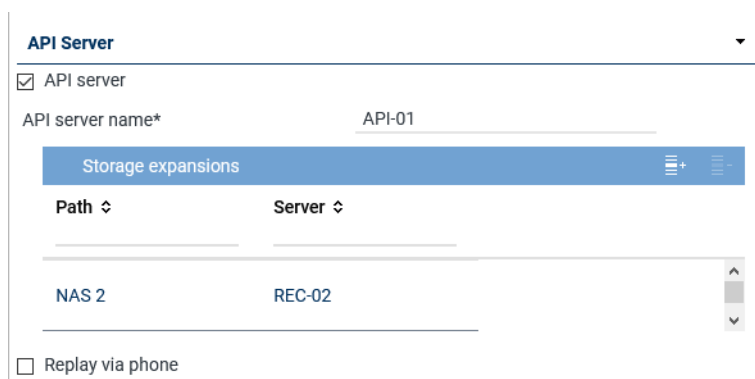




Fig. 437: Group field API Server

The ASC API Server is a service within the *neo* software.


The ASC API Server offers the interface for the client applications to communicate with the *neo* system.

Furthermore, the ASC API Server is responsible for replay by means of the web applications. 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>Activate the check box to start the ASC 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>To be able to reach the ASC 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", p. 374</a>.</p>  |
| <i>API server name</i>                   | <p>Enter the name which is supposed to denote the server in the system. The displayed name can be selected arbitrarily and is a kind of pseudonym.</p> <p>The displayed name is meant to make it easier for users to select a server as different API servers may be used across the system by different tenants. When selecting the API server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p>   |
| <i>List</i><br><i>Storage expansions</i> | <p>Here, you can add storage expansions for replay. If a recording which is supposed to be replayed cannot be found on the server, the search is continued on the storage expansions which have been entered here. That way, even recordings can be replayed which have not been transferred to the server.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add storage expansions, see <a href="#">chapter "Add storage expansion for replay", p. 365</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove storage expansions from the list.</li> </ul> |

| Parameter               | Value/Description   |
|-------------------------|---|
|                         | 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.   |
| <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.<br/> <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. 372</a>. To be able to do so, at least 1 PBX must have been configured in the system.</p> |

### Add storage expansion for replay

1. Click on the icon  (*Add*) in the toolbar of the list.
2. Select 1 or several storage expansions.  
If you would like to select several storage expansions or revoke a selection, click on the respective line while holding the [Ctrl] key down.

| Storage Expansion for Replay |       |       |                 |        |
|------------------------------|-------|-------|-----------------|--------|
| Device Type                  | Name  | Path  | Free Disk Space | Server |
| NAS                          | NAS 2 | NAS 2 | <div></div>     | REC-02 |

Rows per page 20 1 - 1 of 1

Add Cancel

Fig. 438: 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. 439: 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 <span>+</span> 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. 101: Configure audio analysis

**Emotion Detection** ✕

📋

Name ↕

REC-01

Rows per page 20 ▼ 1 - 8 of 8 1< << >> 8>

Add Cancel

Fig. 440: 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. 441: Group field Recording Control/Key Management

| Parameter                           | Value/Description   |
|-------------------------------------|---|
| <i>Recording control/Monitoring</i> | <p>Activate the check box if you would like to use CLIENT <i>command</i> or <i>API</i> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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. 102: Configure recording control/key management

### Group field Data Processing

**Data Processing**

☒ Data storage

☐ Transfer data for replay

Target Server

Name

IP Address ↕

No records found

☒ Transfer data for data storage

Target Server

Name

IP Address ↕

No records found

Activate period of time

☒

Start

0:00

▼

End

4:00

▼

Receives data from

Name

Only Replay

No records found

☐ Archiving

☒ Export

Replay server

Please choose... ▼

☒ Import







Recording architecture

All-in-one Basic ▼

Fig. 442: Group field Data Processing

EVOIP<sub>neo</sub> active for Mitel MiVoice Business - *neo* 6.x Rev. 38

367 / 477


| Parameter                             | Value/Description  |
|---------------------------------------|--|
| <i>Data storage</i>                   | <p>Activate the check box to make additional functions of data processing available for editing.</p>   |
| <i>Transfer data for replay</i>       | <p>Activate the check box if you would like to transfer the data to another server for replay purposes only.</p> <p>If the function has been activated, you can add a server to the list <i>Target Server</i> to which the recorded data is supposed to be transferred for replay purposes. The data is not saved on the target server but only buffered in a cache for replay purposes.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target server, see <a href="#">chapter "Add target server to a list", p. 369</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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 the data to be saved on another server.</p> <p>If the function has been activated, you can select a server in the list <i>Target Server</i> to which the recorded data is supposed to be transferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list", p. 369</a>.</li> <li>By clicking on the icon  (<i>Remove</i>), you can remove target servers from the list.</li> </ul> <p><b>NOTICE!</b> Only those servers are displayed for 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><i>Activate period of time</i> <input checked="" type="checkbox"/> = Function activated. The fields to enter a time become active. Select the time for from – to by means of the rotating field.</li> <li><i>Activate period of time</i> <input type="checkbox"/> = Function not activated.</li> </ul> <p><b>NOTICE!</b> Once the function has been configured, the data can be replayed on the target server. If replay is requested, the data is buffered in the working memory of the target server even if the transfer for data storage has not been completed.</p> <p><b>NOTICE!</b></p> <p>For distributed systems with a slower network connection, the storage interval for data transfer may be adjusted. The storage interval for data transfer must be configured by an ASC service technician or by an authorized partner.</p> |
| <i>Receive data from</i>              | <p>This table displays servers which transfer data to this server.</p> <p>The column <i>Name</i> displays the server name from which data is transferred.</p> <p>The column <i>Only Replay</i> displays the purpose of the transfer:</p> <p> = Data is transferred for replay only.</p> <p> = Data is transferred for data storage.</p>  |



| Parameter        | Value/Description  |
|------------------|--|
| <i>Archiving</i> | Activate the check box <i>Archiving</i> if you would like to use the server for archiving purposes.  |
| <i>Export</i>    | <p>Activate the check box <i>Export</i> to allow the export from this server.</p> <ul style="list-style-type: none"> <li>• <i>Replay server</i><br/>From the drop-down list, select the replay server where the exported recordings are supposed to be replayed after export. The drop-down list displays all servers which have been configured as replay servers.</li> </ul> <p><b>NOTICE!</b> For the export from <i>neo</i> to <i>neo</i>, you do not have to select a replay server.</p>  |
| <i>Import</i>    | <p>Activate the check box <i>Import</i> so that the imported data can be saved on this server.</p> <ul style="list-style-type: none"> <li>• <i>Recording architecture</i><br/>From the drop-down list, select the recording architecture which is supposed to serve this function. The drop-down list displays all recording architectures which enable this function.</li> </ul> <p><b>NOTICE!</b> If you would like to use a server for the import where no recording is supposed to take place, you can create an architecture for the import only.</p> |

Tab. 103: Data storage

### Add target server to a list

1. In the toolbar of the list *Target Server*, click on the icon  (*Add*).
2. Select the server from the list to which you would like to transfer the data. If you would like to select several servers or revoke a selection, click on the respective line while holding the [Ctrl] key down.

| Target Server |                 |
|---------------|-----------------|
| Name ↕        | IP Address ↕    |
| RC-02         | 192.168.173.176 |
| REC-04        | 192.168.173.174 |
| RC-01         | 192.168.173.175 |
| REC-02        | 192.168.173.172 |
| CTI-01        | 192.168.173.177 |
| REC-03        | 192.168.173.173 |

Rows per page 20 1 - 6 of 6

Add Cancel

Fig. 443: Select server



Only those servers are available on which the function *Data storage* has been activated.

3. To apply the selected servers, click on the button *Add*.  
To discard the selection and close the window, click on the button *Cancel*.

### Group field *Replay*

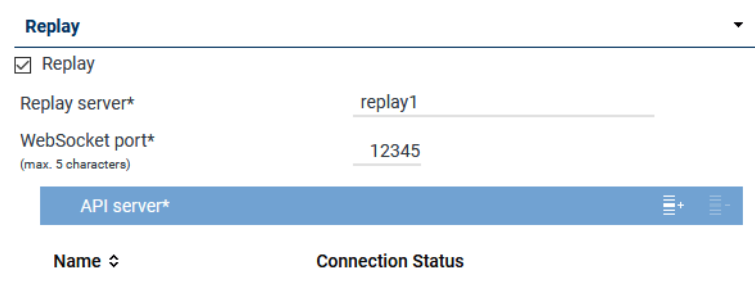




Fig. 444: Group field *Replay*

| 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 server</a> 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><br>(maximum of 5 characters) | Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.   |
| <i>List 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>  |

| Parameter | Value/Description  |
|-----------|--|
|           | <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. 371.</li> <li>By clicking on the icon  (Remove), you can remove selected <a href="#">API servers</a> from the list.</li> </ul> |

Tab. 104: 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.

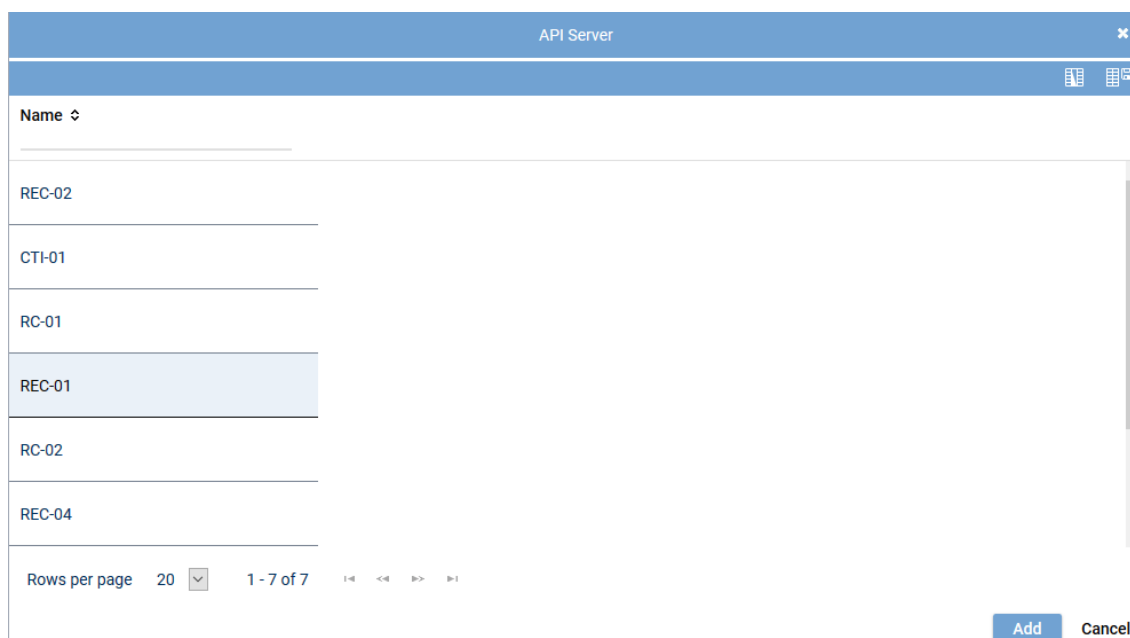


Fig. 445: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server"](#), p. 364.

- 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. 446: 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><br/>If you enter this domain, there is no key management.</li> <li>• <i>IP address of the DongleMan</i><br/>If you enter the IP address of the Dongle Manager, you can activate key management.</li> </ul> |

Tab. 105: 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                                 | ▼         |
| Extension*<br>(max. 18 characters) | 123456                              |           |
| Media streamer IP address*         | 192.168.169.192                     | ▼         |
| Minimum port                       | 24000                               |           |
| Maximum port                       | 24099                               |           |
| Transport protocol                 | UDP                                 | ▼         |
| SIP signaling port                 | 5062                                |           |
| User name                          |                                     |           |
| Password                           |                                     |           |
| PBX IP address                     |                                     |           |
| PBX port                           | 5060                                |           |
| Registration required              | <input checked="" type="checkbox"/> |           |
| SIP registration expiration        | 3600                                | Second(s) |

Save
Reset

Fig. 447: 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 <b>PBX</b> 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. 379.</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. The drop-down list displays all IP addresses of the server.</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> <p>Enter an even number.</p>   |
| <b>Maximum port</b>              | <p>Enter the maximum port which is supposed to be used for the audio data exchange.</p> <p>Enter an uneven number.</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> <p><b>NOTICE! The port range must not have less than 64 ports.</b></p>   |
| <i>Transport protocol</i>          | <p>From the drop-down list, select the transport protocol type you would like to use for the <b>SIP</b> communication.</p> <p><b>TCP</b> = unencrypted<br/> <b>UDP</b> = unencrypted<br/> <b>TLS</b> = encrypted</p> <p>If an external analog gateway has been integrated, select <b>UDP</b> in the drop-down list.</p>  |
| <i>SIP signaling port</i>          | <p>Enter the port for the <b>SIP</b> communication.</p> <p>Port for data exchange: <b>5062</b></p>   |
| <i>User name</i>                   | Enter the user name for the authentication on the <b>SIP</b> server.   |
| <i>Password</i>                    | Enter the password for the authentication on the <b>SIP</b> server.  |
| <i>PBX IP address</i>              | <p>Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the IP address <b>169.254.254.101</b>.</p>  |
| <i>PBX port</i>                    | <p>Enter the port of the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p>If an external analog gateway has been integrated, enter the value <b>5060</b>.</p>  |
| <i>Registration required</i>       | <p>Select whether the <b>SIP</b> extension has to be registered with the <b>SIP</b> registrar of the <b>PBX</b>.</p> <p><input checked="" type="checkbox"/> = <b>SIP</b> extension has to be registered.<br/> <input type="checkbox"/> = <b>SIP</b> extension does not have to be registered.</p> <p>If an external analog gateway has been integrated, deactivate the check box <b>Registration required</b>.</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](#)

---

**Replay Server Addresses**

 Remove Replay Server Addresses

Internal IP address/ port of the replay server:  :

Internal download URL:

External address/ port of the replay server:  :

External download URL:

Fig. 448: 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 target <b>IP</b> address and the port of the replay server under which the Replay module can be reached internally.   |
| <i>Internal download URL</i>                          | Enter the URL and the port of the replay server under which the Replay module can be reached internally, e. g.:<br><code>https://example.company.com:4711/</code>   |
| <i>External address / Port of the replay server</i>   | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network. When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application will fail.   |
| <i>External download URL</i>                          | Enter the <b>URL</b> and the port under which the Replay module can be reached via the browser from outside the local network, e. g.:<br><code>https://example.company.com:4711/</code><br><br>When entering the external address take into consideration whether the <b>SSL</b> certificate has been issued for an IP address or a <b>DNS</b> address. In the latter case, entering the <b>DNS</b> name is mandatory; otherwise the certificate check in the replay application 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.

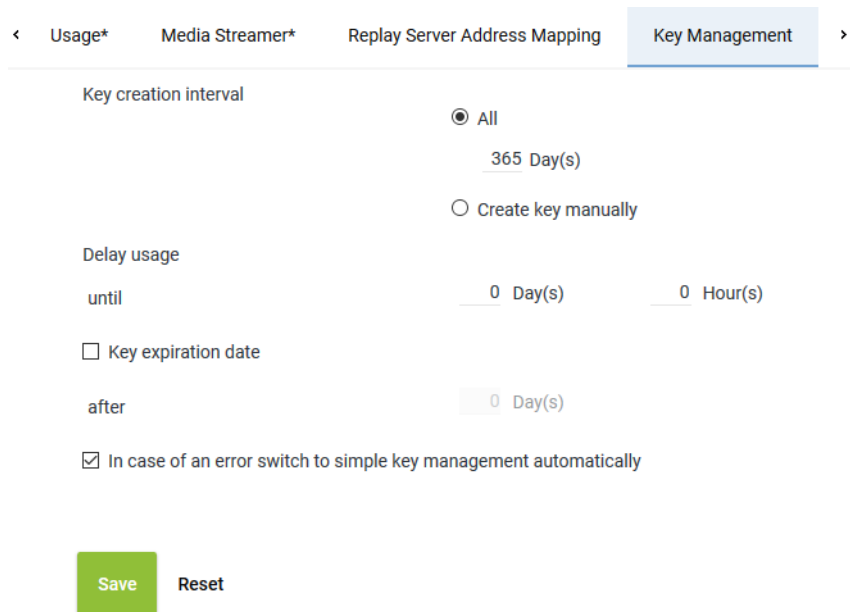


For information about the configuration refer to the administration manual for tenants *User management tenant*.

### 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*.



The screenshot shows the 'Key Management' tab selected in a navigation bar. Below the navigation bar, there are several configuration options:

- Key creation interval:** A radio button is selected for 'All', with a value of '365 Day(s)' displayed. There is also an option for 'Create key manually'.
- Delay usage:** A section with two input fields: 'until' (set to '0 Day(s)') and 'Hour(s)' (set to '0 Hour(s)').
- Key expiration date:** A checkbox is unchecked. Below it, an 'after' field is set to '0 Day(s)'.
- Automatic switch:** A checkbox is checked with the label 'In case of an error switch to simple key management automatically'.
- Buttons:** At the bottom left, there are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 449: Servers module - tab Key Management

|                              |   |
|------------------------------|---|
| <b>Key creation interval</b> | <p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i><br/>Select the intervals in which a new key is supposed to be generated automatically.<br/>Possible time interval: 1 to 365 days<br/>Default value: 365 days</li> <li>• <i>Create key manually</i><br/>Select that a key is supposed to be generated manually.<br/>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.</li> </ul> |
| <b>Delay usage</b>           | <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.<br/>Possible time interval: 0 to 14 days<br/>Default value: 0 days (new keys are immediately used for encryption)<br/>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>   |
| <b>Key expiration date</b>   | <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.

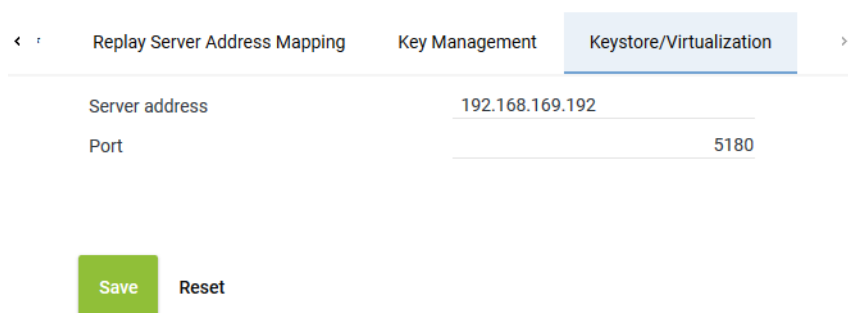
- *Trusted Virtualization License*

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 active. It contains two input fields: 'Server address' with the value '192.168.169.192' and 'Port' with the value '5180'. Below the fields are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 450: Servers module - tab Keystore/Virtualization

|                       |  |
|-----------------------|--|
| <b>Server address</b> | <p>Enter the address of the server for the connection.</p> <ul style="list-style-type: none"> <li>• If you use the hardware with neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> with dongle without neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> <li>• If you use the <b>VM</b> without neo key management, you can authenticate the <b>VM</b> via ASC License Management System, too. In this case, enter the following address:<br/><i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and neo key management:<br/>IP address of the server where the service <i>DongleMan</i> has been installed.</li> </ul> |
| <b>Port</b>           | <p>Enter the port for the connection.</p> <p>5180 = Dongle Manager</p> <p>8181 = ASC License Management System</p>   |



For detailed information about how to configure virtualization and key management refer to the administration manual *Encryption of recordings*.

1. To save the settings, click on the button *Save*.  
To discard the settings, click on the button *Reset*.

### 7.2.2.6.3 Create PBX

The PBX can either be configured via the PBX module or via the Integrations module.

In this configuration step, the parameters for the PBX are configured, e. g. the name, the area code and the net code.

1. Select the menu item *Setup > PBX* in the navigation bar.

⇒ The following window appears:

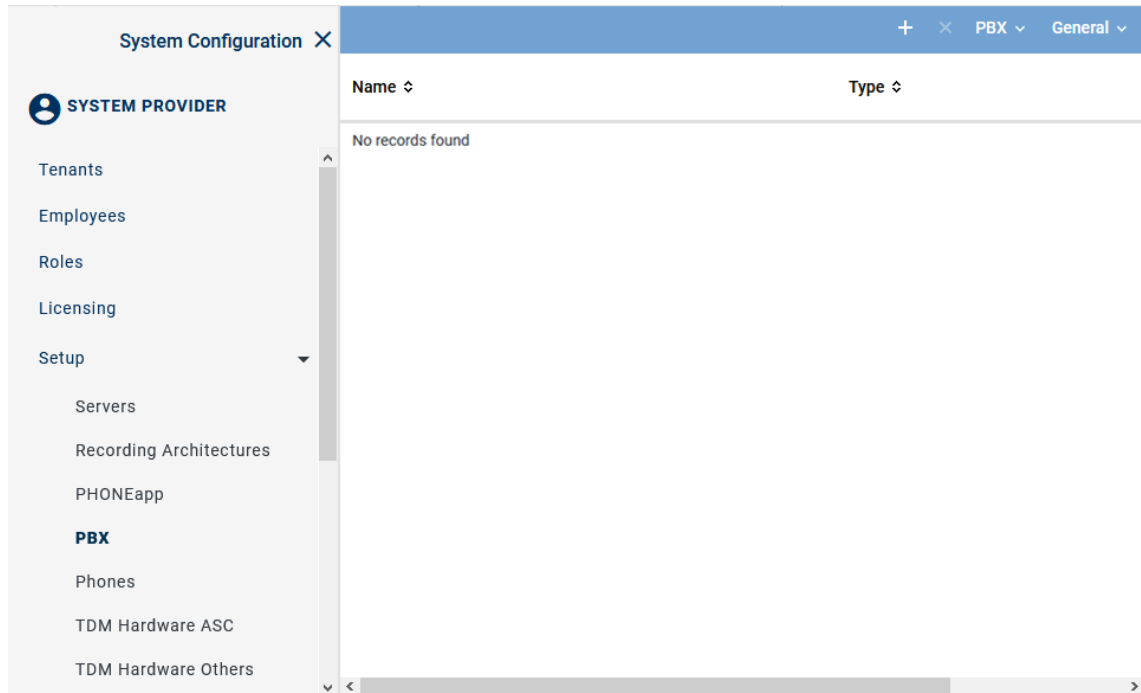




Fig. 451: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.



Fig. 452: 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.   |

*Module Help* Opens the module-specific online help.



For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.

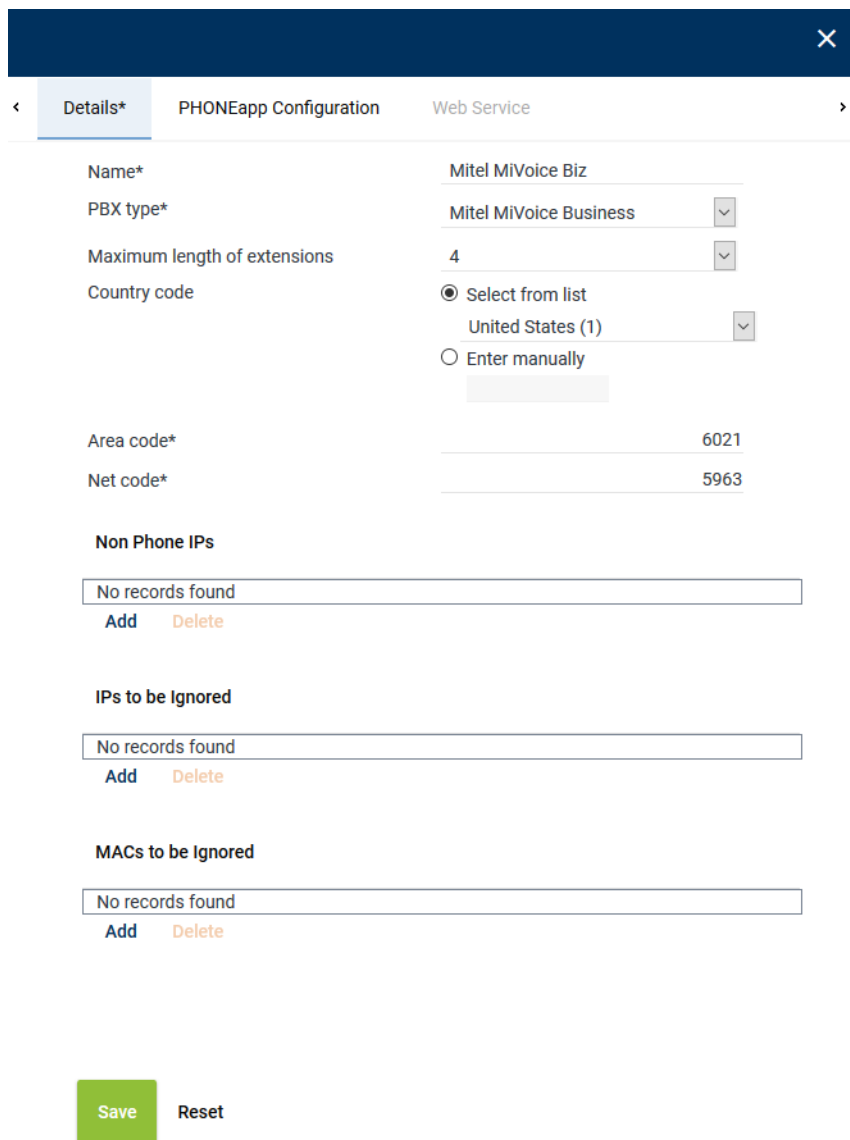


Fig. 453: Create new PBX - tab Details

- 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 <a href="#">PBX</a> from the drop-down list.   |
| <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></li> </ul> |

| Parameter | Value/Description   |
|-----------|---|
|           | Select the country code from the drop-down list. <ul style="list-style-type: none"> <li>• <i>Enter manually</i></li> </ul> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually.<br>e. g. for Sri Lanka <i>094</i> . |
| Area code | Enter the area code without the preceding 0, e. g. 6021.  |
| Net code  | Enter the net code, e. g. 5963. Do not enter an extension here.   |

Tab. 106: Create PBX

- To save the settings, click on the button *Save*.  
To discard the settings, click on the button *Reset*.

#### 7.2.2.6.4 Assign recording resources

##### Resources for tenants

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. For information about the configuration of chat systems refer to the respective manual.

##### Assign extensions to tenants

If you would like to assign resources based on extensions, you can assign the tenant the extensions intended for recording in the Tenants module.

- Select the menu item *Tenants* in the navigation bar.

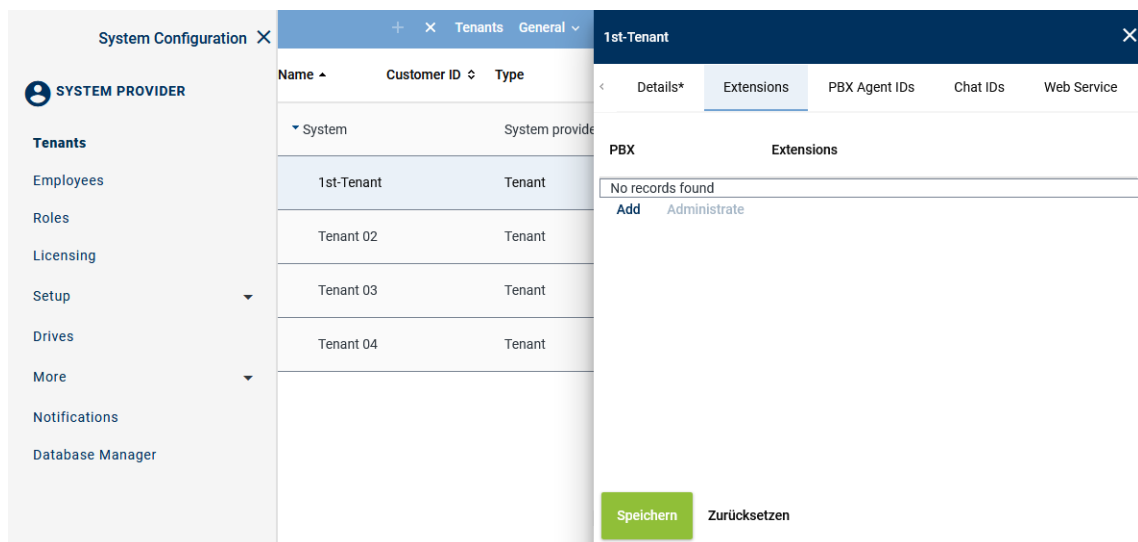


Fig. 454: Tenants - main view - tab Extensions

##### Add extensions

- In the main view, select the tenant to whom you would like to assign extensions.
- Click on the tab *Extensions*.
- Click on the button *Add*.  
⇒ The following window appears:

Add Extensions
✕

PBX

PBX

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry

Extension or extension range separated by  
", " or "; " (e. g. 3434,3535; 4000-4100)

6000-6999

☐ Replace existing list of extensions

Add
Cancel

Fig. 455: Assign extensions to tenants

4. From the drop-down list, select the PBX in which the extensions for this tenant have been configured.

|                     |  |
|---------------------|--|
| <i>File import</i>  | <p>Select the option to import extensions from an existing file and add them to the table of extensions.</p> <p>The following file formats are supported:</p> <ul style="list-style-type: none"> <li>ZIP</li> <li>TXT</li> <li>CSV</li> </ul> <p><b>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.</b></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 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.</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 style="background-color: #f1f3f4; padding: 0 5px;">...</span> behind the field <i>File name</i>.</li> <li>Click on the button <i>Choose File</i>.</li> <li>Select the respective file in the Explorer and click on the button <i>Open</i>.</li> <li>Click on the button <span style="background-color: #4285f4; color: white; padding: 0 5px;">↗</span> <i>Upload File</i>.</li> </ul> |
| <i>Manual entry</i> | <p>Select this option to enter extensions or extension ranges manually.</p>  |

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.

5. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
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 extensions now appear in the detail view.
8. Click on the button *Save* in the detail view to save the entries.

### Remove extensions

1. In the list, select the **PBX** for which you would like to remove the assigned extensions.

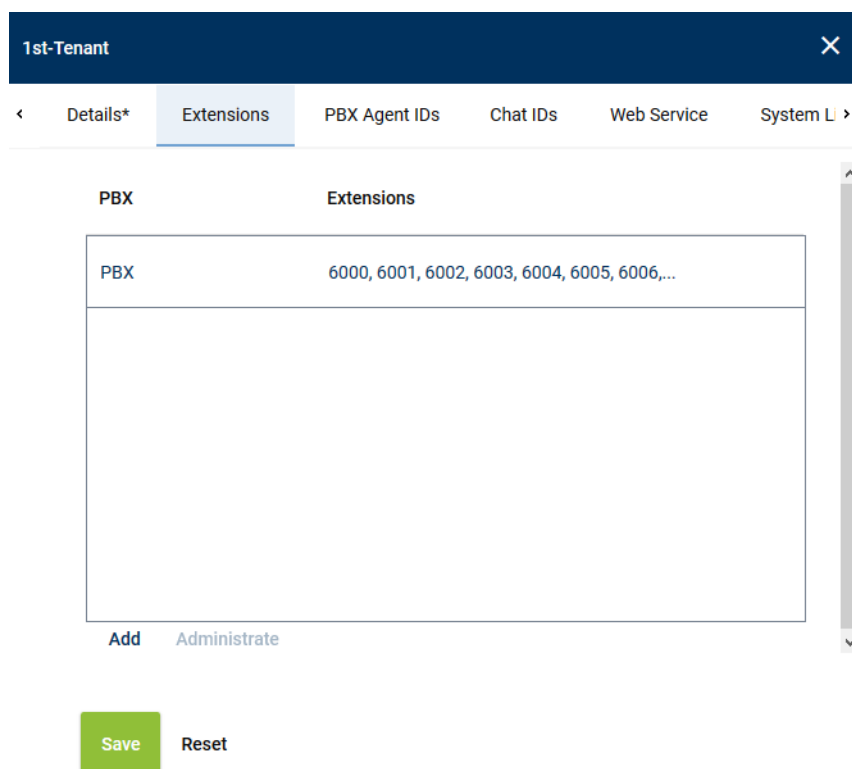


Fig. 456: Remove extensions

2. Click the button *Administrate*.

3. 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.



Fig. 457: Select extensions

4. 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.



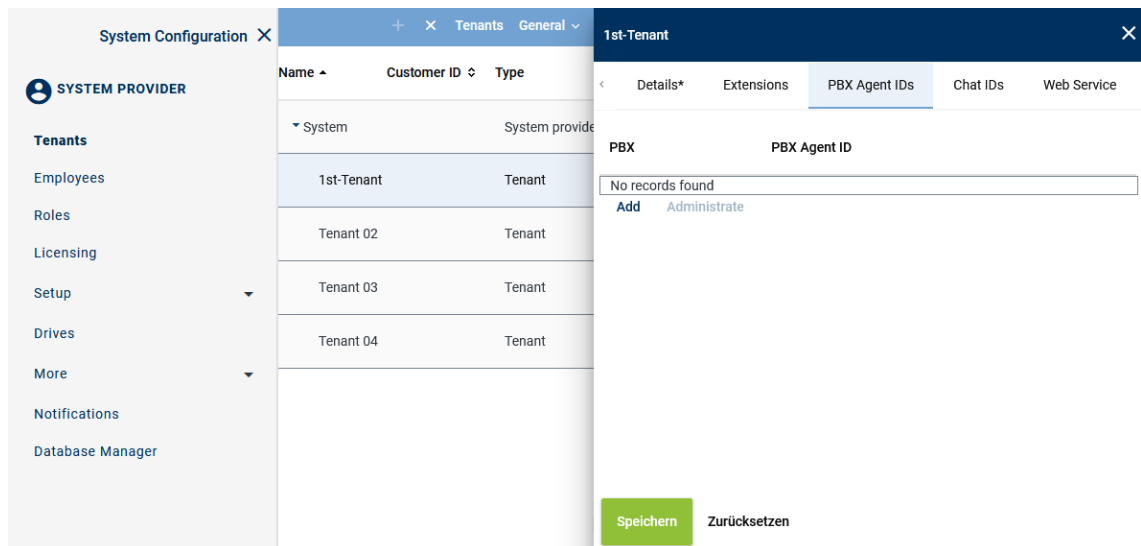


Fig. 458: Tenants - main view - tab PBX Agent ID

### 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:

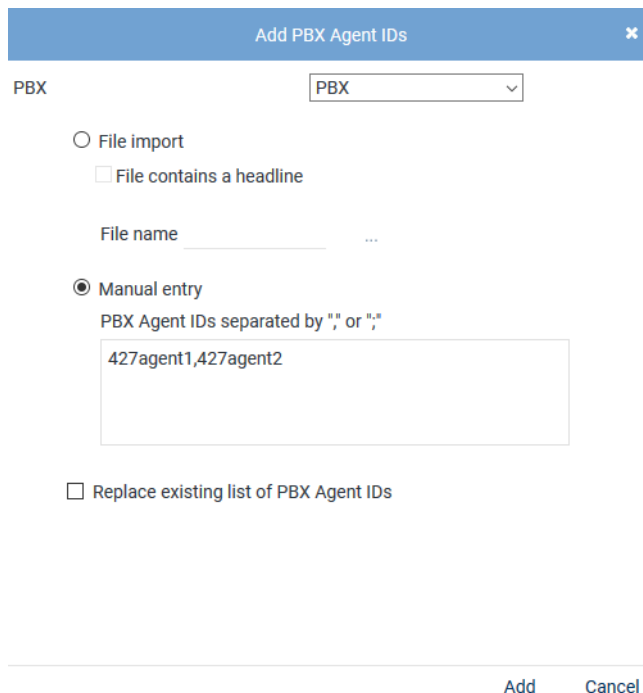




Fig. 459: Assign PBX Agent IDs to tenants

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>              | Select the option to import PBX Agent IDs from an existing <a href="#">CSV</a> file and add them to the table of PBX Agent IDs. |
| <i>File contains a headline</i> |   |

|   |   |
|---|---|
|   | <p>Activate this option so that this structured is recognized correctly when importing the file.</p> <p>The <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CSV</b> 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  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> |
| <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>   |

- Click on the button *Add*.  
⇒ The PBX Agent IDs are added to the table of PBX Agent IDs.
- 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 PBX Agent IDs now appear in the detail view.
- Click on the button *Save* in the detail view to save the entries.

### **Remove PBX Agent ID**

- In the list, select the **PBX** for which you would like to remove the assigned PBX Agent IDs.
- Click the button *Administrate*.
- 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.

Administrate PBX Agent IDs
×

ID

|           |
|-----------|
| 427agent1 |
| 427agent2 |

Remove   Cancel

Fig. 460: Select PBX Agent IDs

- To remove the selected PBX Agent IDs, click on the button *Remove*.  
To cancel the process and close the window, click on the button *Cancel*.

#### 7.2.2.6.5 Configure additional data

By default, only the start/stop time, the calling and the called participant as well as the agent ID are tagged. With the following steps, you can configure further additional data.

- Select the menu item *Setup > Additional Data* in the navigation bar.

Setup

- Servers
- Recording Architectures
- PHONEapp
- PBX
- Phones
- TDM Hardware ASC
- TDM Hardware Others
- Integrations
- Recording Import
- Additional Data**
- Activity Guard
- Drives
- More

Powered by  
ASC Technologies AG  
v6.5.0-1.0

Additional Data
×

ID ↕

|            |
|------------|
| customCP01 |
| customCP02 |
| customCP03 |
| customCP04 |
| customCP05 |
| customCP06 |
| customCP07 |

Rows per page: 50  
1 - 30 of 30

Details

|       |                |     |
|-------|----------------|-----|
| en_GB | customCP01     | ✎   |
| en_US | MitelQueueName | ✓ ✕ |
| es_ES | customCP01     | ✎   |
| et_EE | customCP01     | ✎   |
| fr_FR | customCP01     | ✎   |
| it_IT | customCP01     | ✎   |

Save
Reset

Fig. 461: Configure additional data

- Select an entry in the main view.
- Click on the pen icon to edit the content in the different languages.
- Enter a label for the field and click on the check mark at the end of the line to confirm the entry.
- To make the data field available for the entire system, activate the check box of the option *Available*.

**Availability** ▾

|                            |                                     |
|----------------------------|-------------------------------------|
| Available                  | <input checked="" type="checkbox"/> |
| Editable                   | <input checked="" type="checkbox"/> |
| External recording control | <input checked="" type="checkbox"/> |

**Save** **Reset**

Fig. 462: Additional data - configure availability

6. Click on the button **Save** to save the settings.

For this recording variant, the following entries are relevant:

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNumber
- substitutedCPNName
- GlobalCallID
- CallingDeviceName
- CalledDeviceName
- EventCause
- AccountCode
- AccountCodeVerified

| Setup                   | Additional Data | Additional Data  | General     |
|-------------------------|-----------------|------------------|-------------|
| Servers                 | ID ▴            | Displayed Name ⇅ | Available ⇅ |
| Recording Architectures |                 |                  | Editable ⇅  |
| PHONEapp                | customCP21      | MitelQueueName   | ✓           |
| PBX                     | customCP22      | CallingPartyIVR  | ✓           |
| Phones                  | customCP23      | CalledParty      | ✓           |
| TDM Hardware ASC        | customCP24      | customCP24       | ✗           |
| TDM Hardware Others     | customCP25      | customCP25       | ✗           |
| Integrations            | customCP06      | Call Center ID   | ✓           |
| Recording Import        |                 |                  |             |
| <b>Additional Data</b>  |                 |                  |             |

Fig. 463: Additional data for MiVB

The additional data which have been configured as display name are displayed in the GUI in the CTI additional data and can be assigned there.

#### 7.2.2.6.6 Create integration for Multi-Server Parallel Recording

In the Integrations module, the PBX-related recording settings are configured.

You first have to create and activate a recording architecture to be able to create a integration and to assign it here.

Depending on the recording solution, you additionally have to configure IP addresses, ports, protocols, sniffer cards, CTI connection data, phones, monitor points, and, where required, add-ons.

1. In the navigation bar, select the menu item *Setup > Integrations*.

⇒ The following window appears:

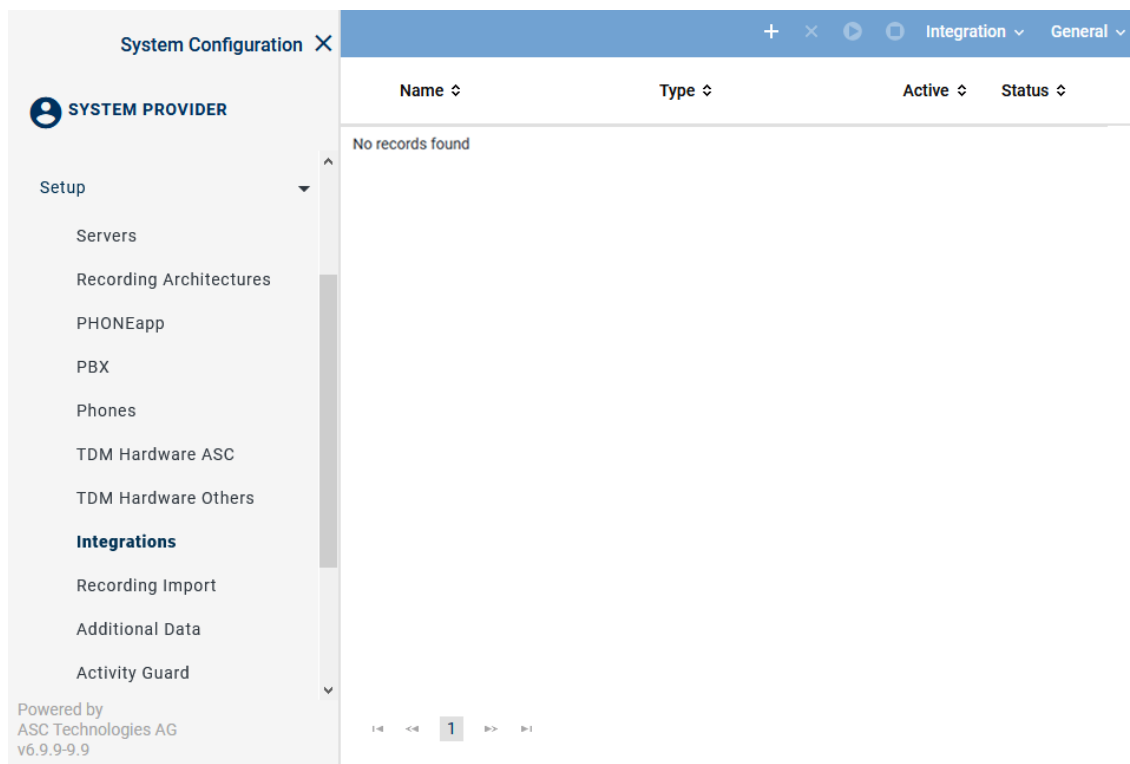




Fig. 464: Integrations - main view

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.<br><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.<br><div> <span>✓</span> = Configuration is complete.         <span>✗</span> = Configuration is incomplete.       </div>  |


### Toolbar of the Integrations module

The toolbar offers the following functions.



Fig. 465: 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. |

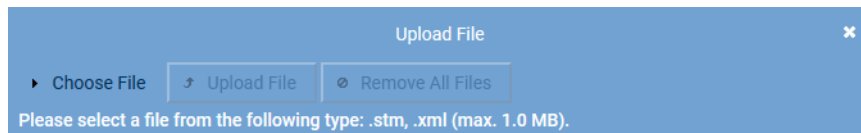
|   |                       |  |
|---|-----------------------|--|
|  | <i>Deactivate</i>     | Deactivates the selected integration. This stops running recordings.   |
| <i>Integration</i>  | <i>Import Grammar</i> | By clicking on this menu item, you can import a customized grammar which you can then configure in the configuration step for the CTI connection data. |
| <i>General</i>  | <i>General Help</i>   | Opens the online help.   |
|   | <i>Module Help</i>    | Opens the module-specific online help.   |

### Import grammar

Depending on the deployed PBX, conversation events are signaled differently.

A grammar recognizes and processes the events occurring during a call such as ringing, answering, consultation, hanging up. A grammar contains rules which are required to correctly translate PBX-specific call information and call states into a PBX-neutral format.

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.  
⇒ The window *Upload File* appears.



Close

Fig. 466: Choose file

- Click on the button *Choose File*.
- Select the respective grammar of the file type *.stm* or *.xml* via the Explorer.
- Click on the button *Open*.  
⇒ The selected file appears in the window *Upload File*.

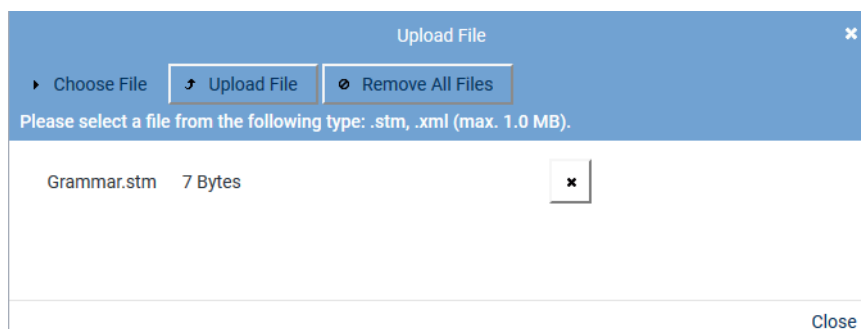



Fig. 467: Upload grammar

- 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


- Click on the icon  (*Create*) in the toolbar of the main view to create a new integration.  
⇒ In the detail view, the tab *Integration Type* appears.



Fig. 468: Create integration type

- Enter the following parameters:

| Parameter               | Value  |
|-------------------------|--|
| <i>Name</i>             | In the entry field, enter a descriptive name for the integration. This name is used as the identifier of this integration in the system. |
| <i>Integration type</i> | Select the entry <i>Mitel MiVoice Business active</i> from the drop-down list <i>Integration type</i> .                                  |

Tab. 107: Create integration type


- To assign the PBX, click on the button  behind the field *PBX*.  
⇒ The window *PBX* appears.



Fig. 469: Integrations - select PBX

- Select the respective *PBX* from the list of available PBXs.
- Click on the button *Add*.

### Assign recording architecture for Multi-Server Parallel Recording

1. In the detail view on the bottom right, click on the button *Next*.  
⇒ The tab *Recording Architecture* appears.

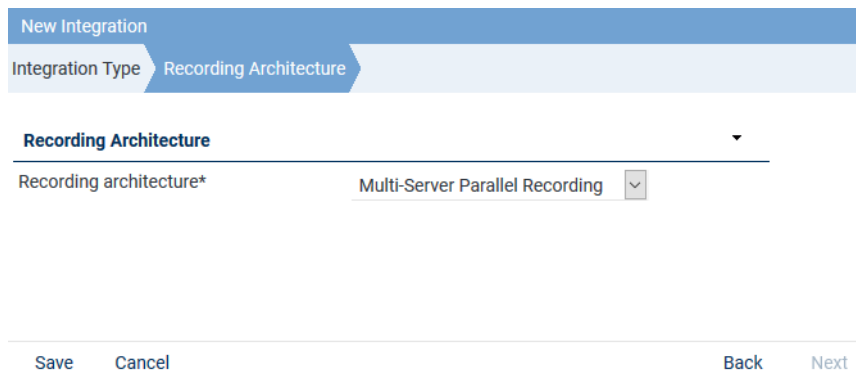


Fig. 470: Assign recording architecture - Multi-Server Parallel

2. Select the respective recording architecture from the drop-down list *Recording architecture*.




Only activated recording architectures in which the appropriate integration type has been configured appear in the drop-down list.

3. Click on the button *Save*.  
⇒ The integration now appears in the main view.



When using a recording architecture with parallel recording, the tab *Parallel Recording* appears in the detail view. In this tab, you can adjust the settings for the duplicate detection of parallel configured servers, see [chapter "Duplicates in parallel recording architectures", p. 445](#).

### Configuration steps

1. To complete the configuration of the integration, click on the icon  in front of the name of the new integration.  
⇒ The following configuration steps appear:








| Mitel MiVoice Business           |               | Mitel MiVoice Business active |  | ✖ | ⚙   |
|----------------------------------|---------------|-------------------------------|--|---|---|
| Step                             | Configuration |                               |  |   |   |
| Configure recording architecture | ✓             |                               |  |   |  |
| Configure CTI connection data    | ✖             |                               |  |   |  |
| Configure monitor points         | ✖             |                               |  |   |  |
| Configure recording servers      | ✖             |                               |  |   |  |
| Configure add-on                 | ✓             |                               |  |   |  |
| Configure miscellaneous settings | ✓             |                               |  |   |  |

Fig. 471: Configuration steps of the integration



### Configure recording architecture

The section *Configure recording architecture* has already been configured in previous steps.

- Click on the button  (*Edit configuration step*) in the line *Configure recording architecture* in the main view to show the configuration.
  - ⇒ In the detail view, the configuration step appears with the information of the assigned recording architecture.

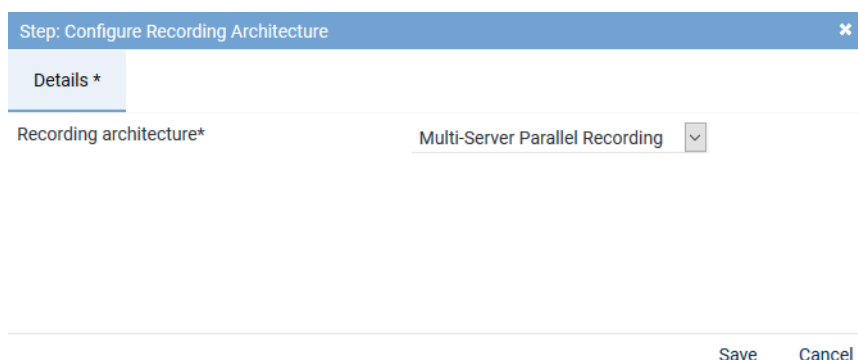



Fig. 472: Configuration step - Configure Recording Architecture

- 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.



In case of a missing or an inoperative **CTI** connection or if the end devices are not monitored, **SIP** and **RTP** data may still arrive at the recording server for end devices configured as *Automatic Call Recording Enabled*. As long as a recording profile has been configured in the Recording Planner module, the recording server can receive this **SIP** and **RTP** information from the **BIB** or from the gateway and process and record it accordingly. But as a result of missing **CTI**, only the minimum of information is tagged via **SIP**.



Following an update, you must configure this section again.

### Tab MBG

- Select the tab **MBG** to configure the connection data for recording by means of MiVoice Border Gateway.

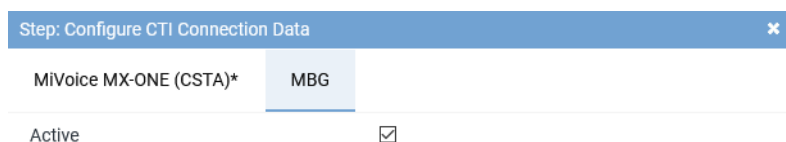


Fig. 473: Activate CTIconnect connection data for **MBG**

**Active**    Activate the check box to display the configuration parameters and to activate the connection to the **MBG**.

☒ = Connection has been activated.

☐ = Connection has not been activated.



Following an update, you must configure this section again.

## ATTENTION!

In parallel recording architectures, calls must be recorded by means of the [MBG](#).

### Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

**CTIconnect Module** ▼

|                  |                   |
|------------------|-------------------|
| Type             | CTIconnect active |
| Grammar name*    | standard ▼        |
| Grammar version* | 1.00.51 ▼         |

Fig. 474: Configure CTIconnect module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 108: Configure CTIconnect module



After an update of the [neo](#) software, you must check the grammar versions. After the update, select the latest grammar from the drop-down list. If a customer-specifically adjusted grammar had been imported, check whether it continues to meet the requirements.

### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

**Connection Data Device Group 1** ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

**Connection Data Device Group 2** ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 475: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.

⇒ The following window appears:

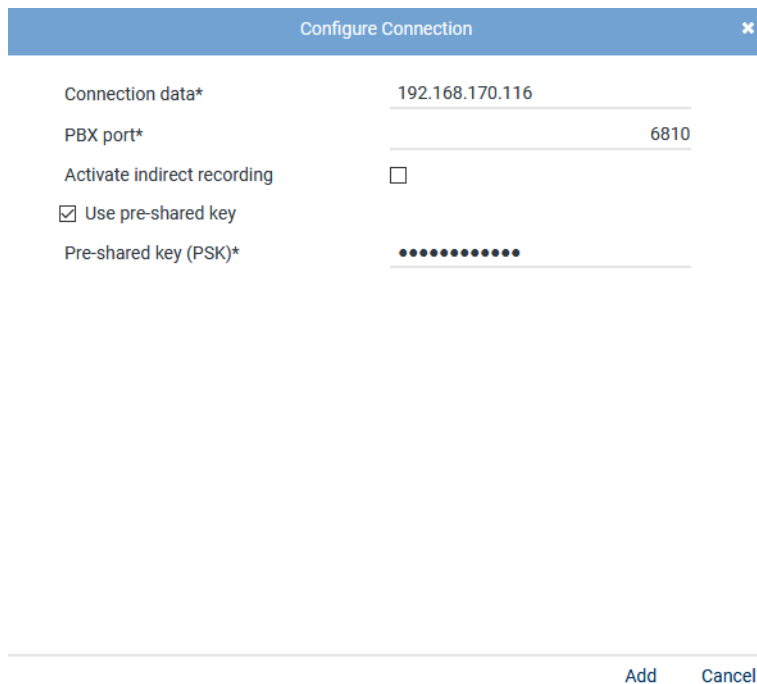


Fig. 476: Configure connection

2. Enter the following parameters:

| Parameter                          | Value/Description   |
|------------------------------------|---|
| <i>Connection data</i>             | Enter the link to the <a href="#">MBG</a> .   |
| <i>PBX port</i>                    | Enter the port for the <a href="#">MBG</a> or the <a href="#">SRC</a> , default <i>6810</i> .   |
| <i>Activate indirect recording</i> | Activate the check box if you would like to use indirect recording.   |
| <i>Use pre-shared key</i>          | Activate the check box if the <a href="#">MBG</a> is used in the PSK mode and the authentication is supposed to be done via the pre-shared procedure. |
| <i>Pre-shared key (PSK)</i>        | Enter the pre-shared key.   |

Tab. 109: Configure connection data



A maximum of 20 MBG connections are possible.

3. Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data MBG

In this group field, you can select fields in which additional data delivered for a conversation by the PBX or by an application's add-on is supposed to be displayed.

The content of the database fields is then displayed in the respective column in the players.

Depending on the PBX type, different parameters are available and can be assigned independently.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

For this recording variant, you can opt for an arbitrary assignment of additional data delivered by the PBX.

1. In the group field headline *Additional Data*, click on the arrow ▶ to expand the group field and to assign the additional data to the data fields of the search and replay applications.

**Additional Data** ▼

---

Arbitrary assignment

|       |                  |   |
|-------|------------------|---|
| Key 0 | Please select... | ▼ |
| Key 1 | Please select... | ▼ |
| Key 2 | Please select... | ▼ |

Fig. 477: CTI connection data - additional data module 1

2. Click on the respective entry field, e. g. *Key 0* and enter the name of the database field from the protocol that the information is supposed to be extracted from. Observe the correct spelling.
3. From the drop-down list, select the entry which is supposed to appear as column headline in the players.
4. Click on the button *Save* to apply the settings and to finish this configuration step.

### Tab *MiVB (MiTAI)*

1. Click on the tab *MiVB (MiTAI)* to configure the *CTIconnect module*.

Step: Configure CTI Connection Data ✕

|      |               |                         |
|------|---------------|-------------------------|
| MBG* | MiVB (MiTAI)* | MiVB SIP trunk (MiTAI)* |
|------|---------------|-------------------------|

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       |                    |
| Password         |                    |

**Connection Data Device Group 1** ▶

---

**Connection Data Device Group 2** ▶

---

**Additional Data** ▶

---

Save Cancel

Fig. 478: CTI connection data - tab *MiVB (MiTAI)*

### Group field **CTIconnect Module**

In this group field, you can configure the parameters for the *CTIconnect* module.

Active ☒

**CTIconnect Module** ▼

|                  |                    |
|------------------|--------------------|
| Type             | CTIconnect passive |
| Grammar name*    | standard ▼         |
| Grammar version* | 1.00.01 ▼          |
| Login name       | asc_cticonnect     |
| Password         | ••••••             |

Fig. 479: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter              | Value/Description  |
|------------------------|--|
| <i>Type</i>            | Is filled automatically.   |
| <i>Grammar name</i>    | 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.               |
| <i>Login name</i>      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| <i>Password</i>        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 110: Configure CTIconnect module

### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.

**Connection Data Device Group 1** ▼

Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

**Connection Data Device Group 2** ▼

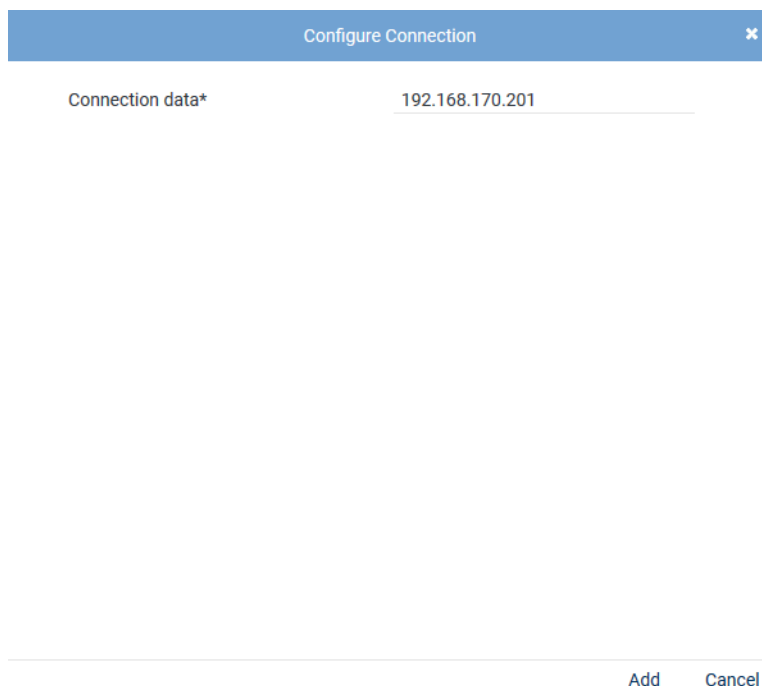
Connection data

No records found

[Add](#) [Edit](#) [Delete](#)

Fig. 480: Group field Connection Data

1. In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:



The dialog box titled "Configure Connection" has a close button (X) in the top right corner. It contains a label "Connection data\*" followed by a text input field containing the IP address "192.168.170.201". At the bottom right, there are two buttons: "Add" and "Cancel".

Fig. 481: Configure connection data

2. Enter the following parameters:

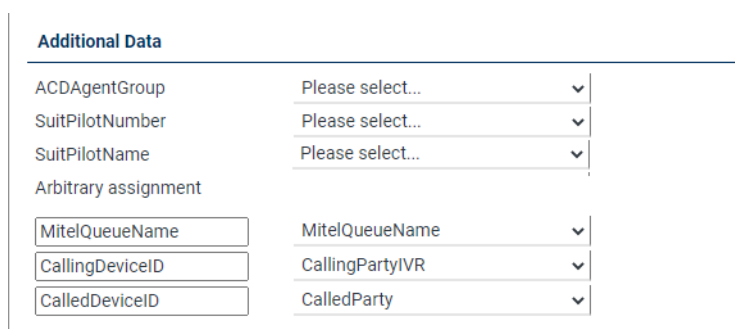
| Parameter       | Value/Description  |
|-----------------|--|
| Connection data | Enter the IP address of Mitel MiVoice Business (MiTAI link). |

Tab. 111: Configure connection data

3. Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data MiVB (MiTAI)

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.



The "Additional Data" panel shows a list of parameters with dropdown menus for selection. The parameters are: ACDAgentGroup, SuitPilotNumber, SuitPilotName, and Arbitrary assignment. Below these, there are three input fields: MitelQueueName, CallingDeviceID, and CalledDeviceID, each with a corresponding dropdown menu.

Fig. 482: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
- CallingPartyIVR
- CalledParty
- substitutedCPNNNumber
- substitutedCPNNName

- GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

3. Click on the button *Save* to apply the settings and to finish this configuration step.

#### **Tab MiVB SIP trunk (MiTAI)**

In this tab, you can configure the CTIconnect module for the recording variant active SIP Trunk Recording.

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 483: CTI connection data - tab MiVB SIP trunk (MiTAI)

### Group field CTIconnect Module

In this group field, you can configure the parameters for the CTIconnect module.

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

asc\_cticonnect

Password

••••••

Fig. 484: Group field CTIconnect module

1. Enter the following parameters for the CTIconnect module:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | Select the name of the grammar from the drop-down list.                          |
| Grammar version | Select the current version of the grammar from the drop-down list.               |
| Login name      | Enter the login name required to authenticate on the CTI <u>connect</u> Service. |
| Password        | Enter the password required to authenticate on the CTI <u>connect</u> Service.   |

Tab. 112: Configure CTIconnect module

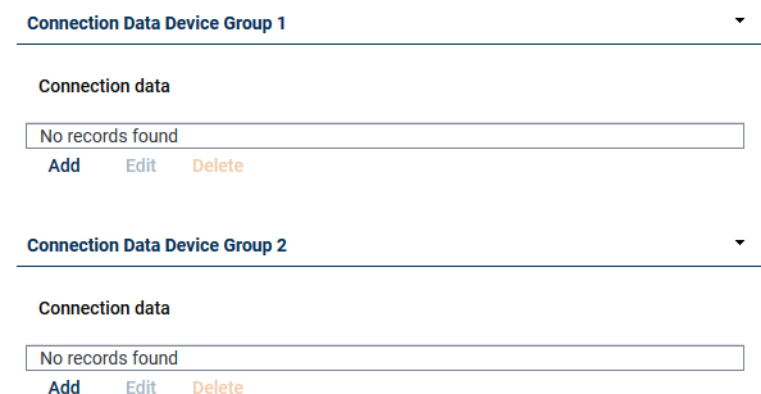


### Group field Connection Data

For this recording architecture, you can configure the connection data for 2 servers.

For every device group, you can enter one or several sets of connection data.

The entries of the first set of data will be used by default during the connection establishment. If errors occur during this connection, it will be switched to the configured alternative connection.



**Connection Data Device Group 1**

Connection data

|                  |
|------------------|
| No records found |
|------------------|

[Add](#) [Edit](#) [Delete](#)

**Connection Data Device Group 2**

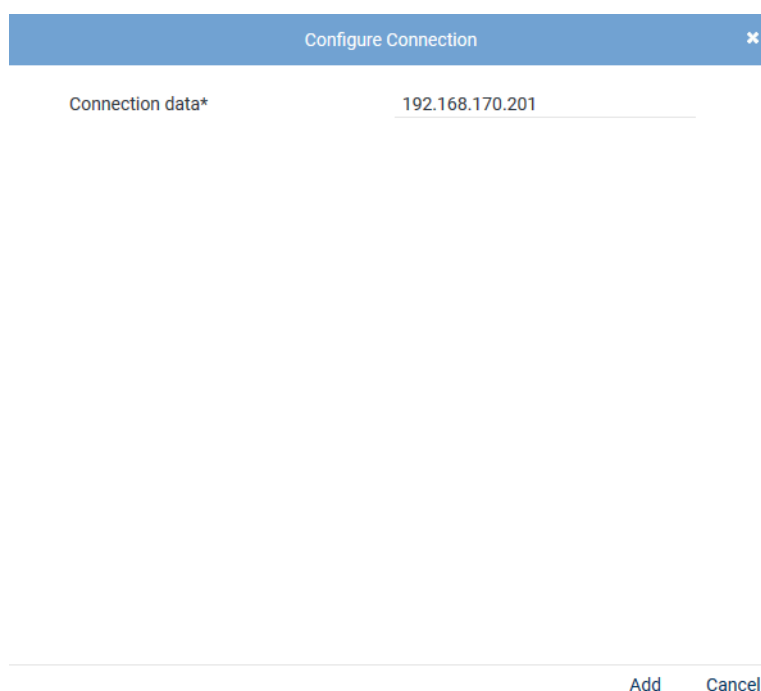
Connection data

|                  |
|------------------|
| No records found |
|------------------|

[Add](#) [Edit](#) [Delete](#)

Fig. 485: Group field Connection Data

- In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:



Configure Connection

Connection data\* 192.168.170.201

[Add](#) [Cancel](#)

Fig. 486: Configure connection data

- Enter the following parameters:

| Parameter       | Value/Description  |
|-----------------|--|
| Connection data | Enter the IP address of Mitel MiVoice Business (MiTAI link). |

Tab. 113: Configure connection data

- Click on the button *Add* to apply the entries and to close the window.

### Group field Additional Data

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

| Additional Data      |                    |
|----------------------|--------------------|
| ACDAgentGroup        | Please select... ▼ |
| SuitPilotNumber      | Please select... ▼ |
| SuitPilotName        | Please select... ▼ |
| Arbitrary assignment |                    |
| MitelQueueName       | MitelQueueName ▼   |
| CallingDeviceID      | CallingPartyIVR ▼  |
| CalledDeviceID       | CalledParty ▼      |

Fig. 487: CTI connection data - additional data

In addition to the suggested additional data, you can opt for an arbitrary assignment of further additional data for this variant, too. When entering the additional data type manually, observe the exact spelling.

- MitelQueueName
  - CallingPartyIVR
  - CalledParty
  - substitutedCPNNumber
  - substitutedCPNName
  - GlobalCallID
  - CallingDeviceName
  - CalledDeviceName
  - EventCause
  - AccountCode
  - AccountCodeVerified
2. From the drop-down lists, select the additional data entries that you have created previously in the Additional Data module.

|                      |                             |
|----------------------|-----------------------------|
| MitelQueueName       | <i>MitelQueueName</i>       |
| CallingDeviceID      | <i>CallingPartyIVR</i>      |
| CalledDeviceID       | <i>CalledParty</i>          |
| substitutedCPNNumber | <i>substitutedCPNNumber</i> |
| substitutedCPNName   | <i>substitutedCPNName</i>   |
| GlobalCallID         | <i>GlobalCallID</i>         |
| CallingDeviceName    | <i>CallingDeviceName</i>    |
| CalledDeviceName     | <i>CalledDeviceName</i>     |
| EventCause           | <i>EventCause</i>           |
| AccountCode          | <i>AccountCode</i>          |
| AccountCodeVerified  | <i>AccountCodeVerified</i>  |




The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- Click on the button **Save** to apply the settings and to finish this configuration step.

### Configure monitor points for MiVoice Biz with Peer Name(s)

- In the main view in the line *Configure monitor points*, click on the button  (*Edit configuration step*) to configure the monitor points for the monitored end devices.  
⇒ The window *Step: Configure Monitor Points* appears in the detail view.

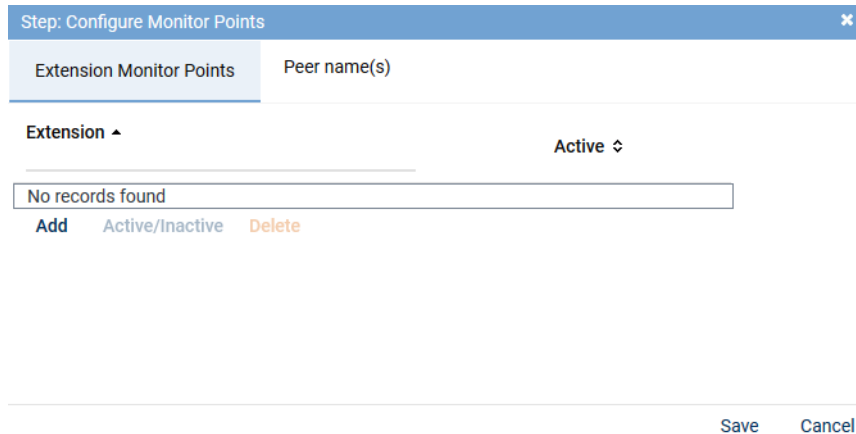


Fig. 488: Configuration step - configure monitor points

### Tab Extension Monitor Points



For the recording variant with **MBG** or **SRC**, the phones to be recorded must have been registered in the **SRC**.

- In the tab *Extension Monitor Points*, click on the button **Add** to add the extensions for the monitored end devices.
- Select the menu item *Enter Extensions*.  
⇒ The window *Add Extension Monitor Points* appears.

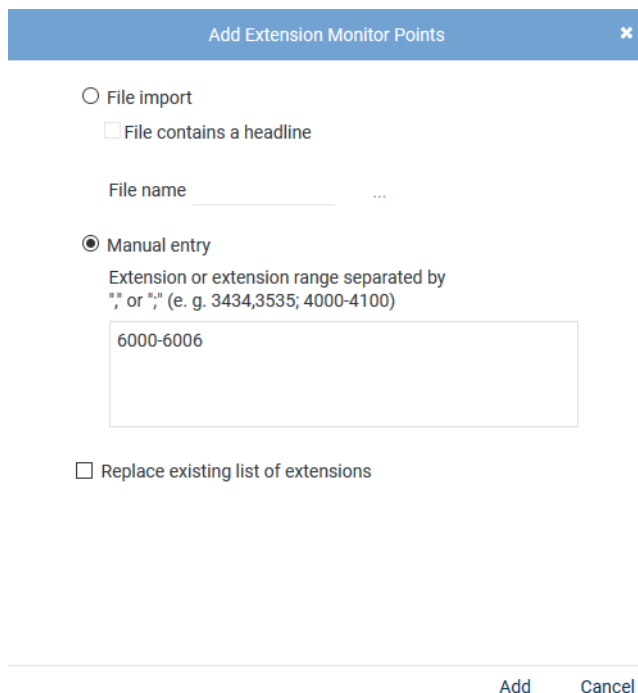






Fig. 489: Add extension monitor points

|  |  |
|--|--|
| <i>File import</i>                         | <p>Select this option to import extensions from an existing <b>CSV</b> 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><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 <b>CSV</b> file may not contain more than 1 column. If commas or other column delimiters are found in the <b>CSV</b> 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 <b>CVS</b> 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  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>  |
| <i>Manual entry</i>                        | <p>Select this option to enter extensions or extension ranges manually.</p> <p>Enter the extension range that is reserved for this tenant using a hyphen, e. g. from 6000 to 6999. Alphanumerical entries with a hyphen are not detected as a range, they must be entered individually.</p> <p>You can separate the different extensions and extension ranges by the delimiters indicated in the screenshot.</p> <p><b>NOTICE! Wildcards cannot be used!</b></p>   |
| <i>Replace existing list of extensions</i> | <p>Activate the check box to replace the list of extensions.</p> <p><input checked="" type="checkbox"/> = Function has been activated; all assignments of the PBXs which are listed in the detail view are overwritten and only the new assignment is applied.</p> <p><input type="checkbox"/> = Function has not been activated; the configured extensions of all PBXs are kept and the new extensions are added to the selected PBX.</p>   |

3. Click on the button *Add*.  
⇒ The extensions are added in the table of extensions.
4. If errors have been detected, the window *Result* appears.  
Click on the button *Display Error Report* to open the window *Error Report*.  
To close the window *Error Report*, click on the button *Close*.  
To close the window *Result*, click on the button *Close*.
5. The configured extensions now appear in the detail view.

Step: Configure Monitor Points ✕

Extension Monitor Points

Extension ▾

Active ⇅

|      |   |
|------|---|
| 6000 | ✓ |
| 6001 | ✓ |

Add
Active/Inactive
Delete

Save Cancel

Fig. 490: 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.   |

- Click on the button *Save* to apply the settings and to finish this configuration step.

### Tab Peer Name(s)

For the recording variant *active SIP Trunk Recording*, you can configure one or several [SIP](#) trunk names in this tab.

- Click on the button *Add* to add a [SIP](#) trunk.  
⇒ A new row appears.


Step: Configure Monitor Points ✕

Extension Monitor Points
Peer name(s)

Peer name(s)

Active ⇅



Edit

|            |   |   |
|------------|---|---|
| Trunk name | ✓ |  |
|------------|---|---|

Add
Active/Inactive
Delete

Save Cancel


Fig. 491: Add Peer Name(s)

2. At the end of the row in the column *Edit*, click on the icon .
  - ⇒ The entry mode opens.
3. In the column *Peer Name(s)*, enter the name of the trunk.
4. Once you have finished editing, click on the icon  at the end of the row to apply the entries.
5. Repeat the process to add further **SIP** trunk names.
6. To save the entries, click on the button *Save*.  
To discard entries, click on the button *Cancel*.

### Configure recording server for Multi-Server Parallel

In case of several recording servers, you have to define the port range for each recording server. The range may be the same for all recording servers. Make sure, though, that the port range lies within the range of ports activated in the firewall, refer to the installation manual Installation requirements in chapter Communication matrix.

This configuration takes place in the configuration step *Configure recording servers*.

1. In the main view in the line *Configure recording servers*, click on the button  (*Edit configuration step*).
  - ⇒ The window *Step: Configure Recording Servers* appears.

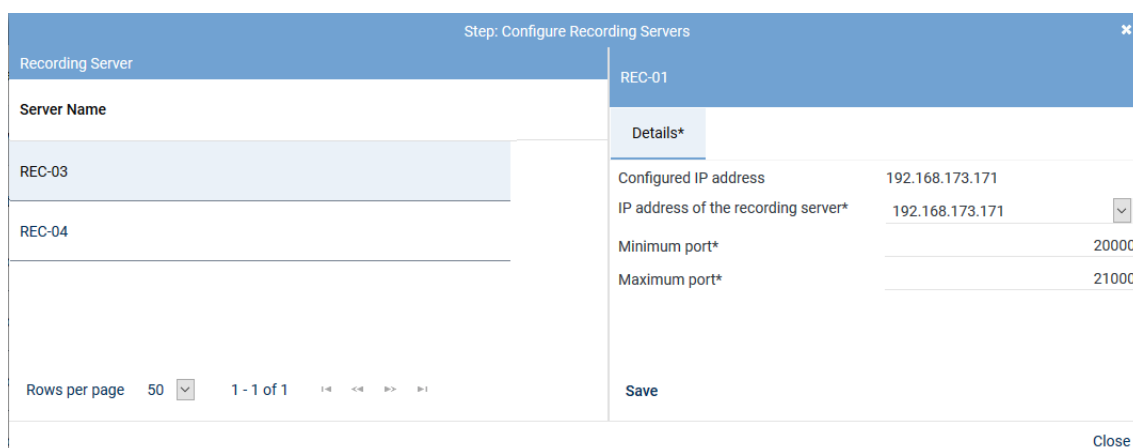


Fig. 492: Configuration step - Configure recording servers

2. Enter the following parameters in the tab *Details*:

| Parameter                                 | Value/Description  |
|---|--|
| <i>Configured IP address</i>              | Here, the IP address is displayed which has been configured for this recording server and via which the data to be recorded is received.       |
| <i>IP address of the recording server</i> | From the drop-down list, select one of the available IP addresses of the recording server for the recording data.                              |
| <i>Minimum port</i>                       | Enter the lowest port of the port range configured for the PBX via which the <b>RTP</b> data is supposed to be received, e. g. <b>20000</b> .  |
| <i>Maximum port</i>                       | Enter the highest port of the port range configured for the PBX via which the <b>RTP</b> data is supposed to be received, e. g. <b>21000</b> . |

Tab. 114: Configure recording servers



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*.

3. Click on the button *Save*.
4. Click on the button *Close* to finish this configuration step.

### Configure add-on



The use of the add-on in the integration is optional. The status of this configuration step has been set to *No selection* by default and is considered to be completely configured that way. You can activate and use the integration without an add-on, too.

If you use an application with add-on, you can select the required grammar in the corresponding version in this configuration step. Additionally, you can configure the connection data and the additional data.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTI *connect* module of the integration.



Only those add-ons are displayed for which a license has been installed in the system.

### Configure add-on for MiContact Center Enterprise

The add-on refers to the usage of MiContact Center Enterprise and must only be configured if MiContact Center Enterprise is used.

The integration runs in combination with the PBX and the recording server which is responsible for the actual conversation recording. The conversation events and the additional data are captured via MiContact Center Enterprise and sent to the recording server.

1. Select the add-on *MiContact Center Enterprise* in the detail view.

Step: Configure Add-on
✕

Details \*

Select add-on

☐ None

☒ MiContact Center Enterprise

CTIconnect Module

Type CTIconnect passive

Grammar name\* standard ▼

Grammar version\* 2.00.01 ▼

Connection Data ▼

Server name\* 192.168.170.205

Port\* 2601

Additional Data ▼

CALLID Universal Call ID ▼

PRIVATEDATA Please select... ▼

SERVICEGROUPID Please select... ▼

SERVICEGROUPLIST Please select... ▼

IVRDATA1 Please select... ▼

IVRLABEL1 Please select... ▼

IVRDATA2 Please select... ▼

IVRLABEL2 Please select... ▼

IVRDATA3 Please select... ▼

IVRLABEL3 Please select... ▼

OASID Please select... ▼

Arbitrary assignment +

Please select... ▼ -

Please select... ▼ -

Please select... ▼ -

Save Cancel

Fig. 493: Configure add-on for MiContact Center Enterprise

### Group field CTIconnect Module

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>If required, select the name of the grammar from the drop-down list. |
| Grammar version | Select the current version of the grammar from the drop-down list.   |

Tab. 115: Configure CTIconnect module

### Group field Connection Data

1. Set the following parameters in the group field *Connection Data*:



| Parameter   | Value/Description  |
|-------------|--|
| Server Name | Enter the IP address or the name of the server that the MiContact Center Enterprise runs on. |
| Port        | Enter the port for the connection to MiContact Center Enterprise.                            |

Tab. 116: Configure connection data

### Group field Additional Data

The following additional data is delivered in the protocol when using MiContact Center Enterprise:

- *CALLID*
- *PRIVATEDATA*
- *SERVICEGROUPLIST*
- *IVRDATA1*
- *IVRLABEL1*
- *IVRDATA2*
- *IVRLABEL2*
- *IVRDATA3*
- *IVRLABEL3*
- *OASID*

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.

For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

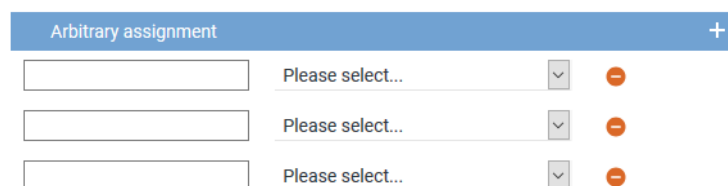



Fig. 494: Arbitrary assignment of the additional data

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 CTI~~connect~~ Service receives the information of the assigned monitor points that have been registered in the MiContact Center Business via a connection to MiContact Center Business. After registering successfully, MiContact Center Business sends the agents' additional data to the recording server.

1. In the detail view, select the add-on *MiContact Center Business*.

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ MiContact Center Business

**CTIconnect Module**

Type CTIconnect passive  
Grammar name\* standard  
Grammar version\* 1.00.03

**Connection Data**

MiCCB URL\* http://192.168.173.123  
PBX user name\* \_admin  
PBX password\* .....

**Additional Data**

Arbitrary assignment +

agentName agentName  
fromName fromName  
toName toName

Save Cancel

Fig. 495: Configure add-on for MiContact Center Business

**Group field CTIconnect Module**

1. Enter the following parameters for the grammar:

| Parameter       | Value/Description  |
|-----------------|--|
| Type            | Is filled automatically.   |
| Grammar name    | A default grammar has been preset.<br>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. 117: Configure CTIconnect module

**Group field Connection Data**

1. Set the following parameters in the group field *Connection Data*:

| Parameter     | Value/Description   |
|---------------|---|
| MiCCB URL     | 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> . |
| PBX user name | Enter the user name required to authenticate on MiContact Center Business.  |
| PBX password  | Enter the password required to authenticate on MiContact Center Business.   |

Tab. 118: Configure connection data

### Group field Additional Data

Depending on the configuration, the following additional data is delivered with the protocol when using MiContact Center Business:

| MiCCB additional data type                         | Example  |
|--|--|
| <i>queueId</i>                                     | "333168d9-ce96-4c0b-80eb-0cd524-ca379f"  |
| <i>targetTimeForServiceLevel</i>                   | "00:02:00"   |
| <i>timeOfferedToAgent</i>                          | "2019-10-11T09:54:13+02:00"  |
| <i>supplementalDetails_toName</i>                  | "Sample, John"   |
| <i>type</i>  | "Queued"   |
| <i>transferCount</i>                               | "1.0"  |
| <i>toAddress</i>                                   | "7104"   |
| <i>supplementalDetailsDisplayName_toAddress</i>    | "ToAddress"  |
| <i>mediaServerId</i>                               | "26e821d1-8bc1-40c8-b65a-55ce35d2716b"   |
| <i>supplementalDetailsDisplayName_fromName</i>     | "FromName"   |
| <i>timeOfLastAgentResponse</i>                     | "2019-10-11T09:54:19+02:00"  |
| <i>supplementalDetails_fromAddress</i>             | "7001"   |
| <i>toName</i>                                      | "Sample, John"   |
| <i>timeOfferedToSystem</i>                         | "0001-01-01T00:00:00+00:00"  |
| <i>supplementalDetails_callIds</i>                 | "446"  |
| <i>fromName</i>                                    | "John"   |
| <i>agentFirstName</i>                              | "Nebel Carmen"   |
| <i>mediaFolder</i>                                 | "Inbox"  |
| <i>lastAgentAction</i>                             | "Receive"  |
| <i>supplementalDetails_fromName</i>                | "Nebel Carmen"   |
| <i>supplementalDetailsDisplayName_callIds</i>      | "CallIds"  |
| <i>classificationCodeRequired</i>                  | "false"  |
| <i>agentLastName</i>                               | "Sample"   |
| <i>mediaSpecificInfo</i>                           | "MitaiVoiceCommand 1 7104 446 {"G<br>CID":"3BB49626471B011E59AA","P<br>C<br>ID":"3BB49626471B011E592E","SCI<br>D":""}" |
| <i>agentName</i>                                   | "Sample, John"   |
| <i>mediaType</i>                                   | "Voice"  |
| <i>supplementalDetailsDisplayName_isConference</i> | "IsConference"   |
| <i>timeOfLastCustomerResponse</i>                  | "0001-01-01T00:00:00+00:00"  |
| <i>conversationState</i>                           | "Ended"  |
| <i>folder</i>                                      | "Inbox"  |
| <i>allowAgentPreview</i>                           | "true"   |
| <i>supplementalDetails_toAddress</i>               | "7104"   |
| <i>mediaServerType</i>                             | "Mcd"  |
| <i>supplementalDetails_isConference</i>            | "False"  |
| <i>agentId</i>                                     | "5705bff7-957c-4c23-8ad1-9ed45922a7b4"   |

| MiCCB additional data type                             | Example                     |
|--|-----------------------------|
| <i>supplementalDetailsDisplayName_fromAddress</i>      | "FromAddress"               |
| <i>workTimer</i>                                       | "00:00:00"                  |
| <i>native</i>  | "true"                      |
| <i>fromAddress</i>                                     | "7001"                      |
| <i>direction</i>                                       | "Incoming"                  |
| <i>conversationId</i>                                  | "3BB49626471B011E5924"      |
| <i>queuesWrapUpTimeEnabled</i>                         | "false"                     |
| <i>timeOfferedToQueue</i>                              | "0001-01-01T00:00:00+00:00" |
| <i>agentReporting</i>                                  | "7104"                      |
| <i>failedRouteReason</i>                               | "None"                      |
| <i>supplementalDetails_callParticipants</i>            | "7104 7001 "                |
| <i>supplementalDetailsDisplayName_callParticipants</i> | "ToName"                    |
| <i>supplementalDetailsDisplayName_toName</i>           | "CallParticipants"          |

The following additional fields are available if the communication runs via an [IVR](#) system:

| MiCCB additional data type                               | Example              |
|--|----------------------|
| <i>supplementalDetails_ani</i>                           | "7001"               |
| <i>supplementalDetailsDisplayName_recording_Decision</i> | "Recording_Decision" |
| <i>supplementalDetailsDisplayName_phoneNumber</i>        | "PhoneNumber"        |
| <i>queueDialable</i>                                     | "7500"               |
| <i>queueReporting</i>                                    | "P112"               |
| <i>supplementalDetails_recording_Decision</i>            | "Yes"                |
| <i>supplementalDetailsDisplayName_ani</i>                | "ANI"                |
| <i>supplementalDetails_phoneNumber</i>                   | "7001"               |
| <i>queueName</i>   | "Testqueue_1"        |

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 496: 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 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

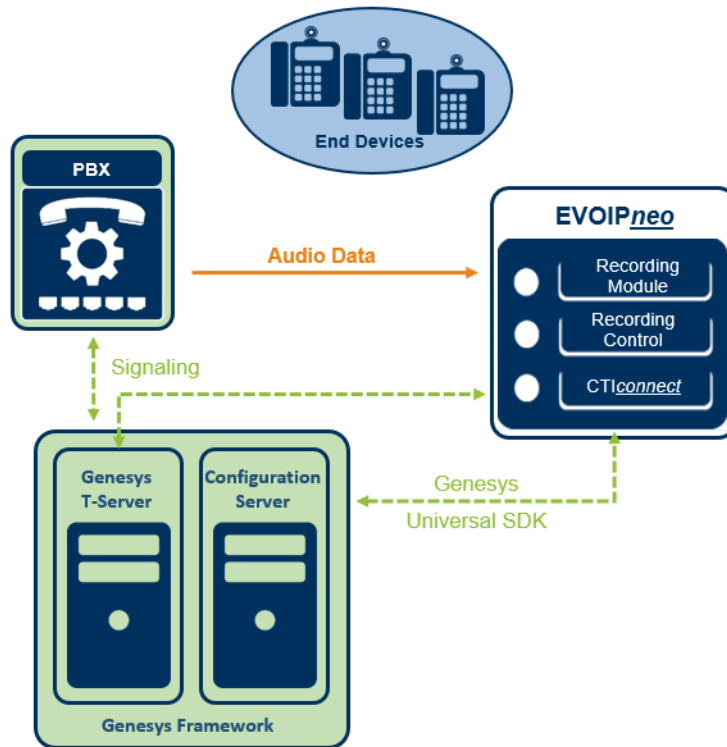


Fig. 497: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 453](#).

The Genesys add-on uses either a unique call ID or the extension to unambiguously identify the conversations to be recorded.



The additional data delivered by an add-on supplements the additional data which is delivered by the CTIconnect module of the integration.

When using a CTIconnect for Genesys T-Server, a Genesys Framework with T-Servers and Genesys Configuration Servers are required.


By default, the Genesys data field *CallID* has been selected as identifier. If a different data field is supposed to be used for internal control, this can be changed in the configuration file *basic.pif.properties*.

### Adjust configuration file for Genesys add-on

The data field which is supposed to be used by the Genesys add-on is selected by means of the parameter *pifgenesys.call\_identifier*.

1. To adjust the identifier, change to the path  
C:\ASC Product Suite\data\CTIConnectForGenesysT\.
2. Open the file *basic.pif.properties*.
3. Enter the respective data field for the parameter *pifgenesys.call\_identifier*.
4. Save the changes in the file.
5. Restart the recording architecture after completing the change.

### Configure add-on in the integration

1. To configure the add-on, click on the button  (*Edit configuration step*) in the main view in the line *Configure add-on*.
2. In the detail view, select the add-on *Genesys T-Server*.

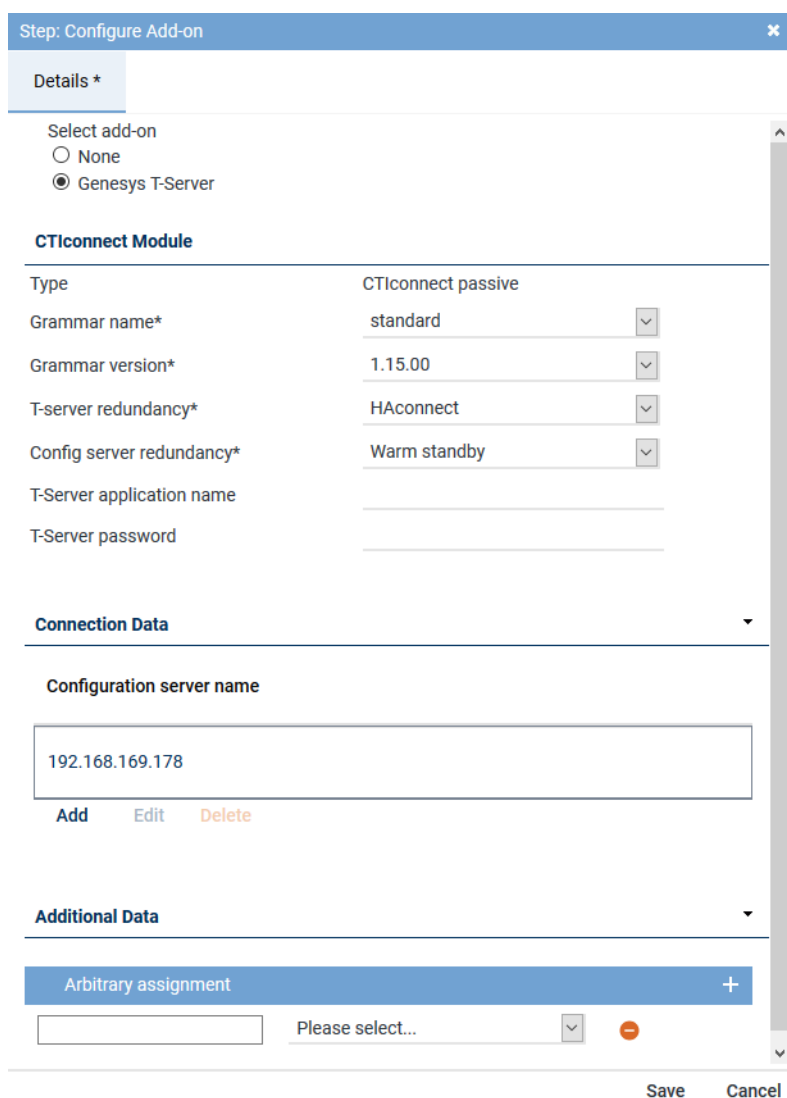


Fig. 498: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

| Parameter                       | Value/Description  |
|---------------------------------|--|
| <i>Type</i>                     | Here, the type of the CTI <u>connect</u> module is displayed.  |
| <i>Grammar name</i>             | Select the respective grammar.   |
| <i>Grammar version</i>          | Select the respective grammar version.   |
| <i>T-server redundancy</i>      | Select the redundancy which is used from the drop-down list. <ul style="list-style-type: none"> <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> | From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.  |



| Parameter                        | Value/Description   |
|----------------------------------|---|
|                                  | <ul style="list-style-type: none"> <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. 119: Configure add-on for Genesys T-Server

### Group field Connection Data

In this group field, you can enter one or several sets of connection data.

- In the group field *Connection Data* in the table, click on the button *Add*.  
⇒ The following window appears:

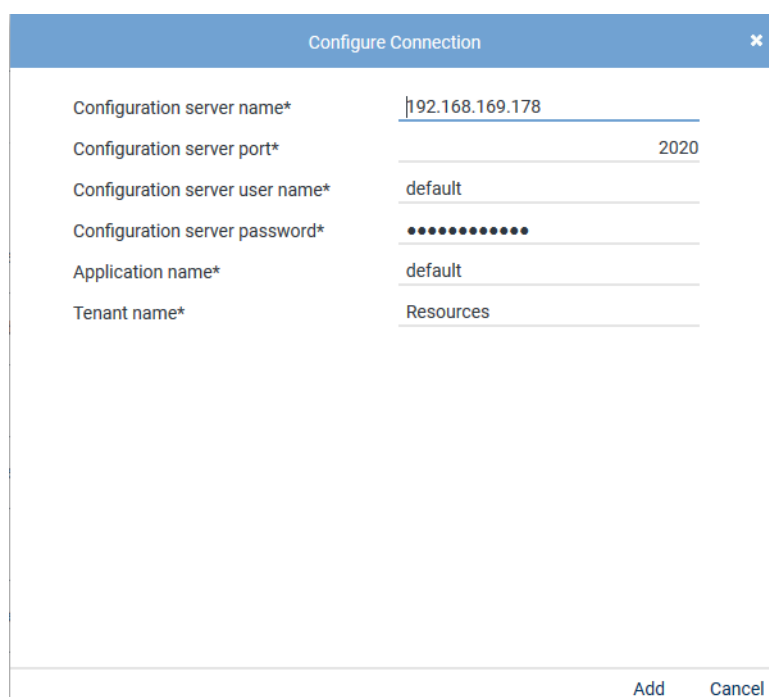


Fig. 499: Configure connection data

- Enter the following parameters:

| Parameter                         | Value/Description   |
|-----------------------------------|---|
| <i>Configuration Server: Name</i> | Enter the IP address or the name of the computer that the Genesys Configuration Server runs on. |
| <i>Configuration Server: Port</i> | Enter the port of the Genesys Configuration Server.   |

| Parameter                              | Value/Description  |
|--|--|
| <i>Configuration Server: User name</i> | Enter the user name to log in to the Genesys Configuration Server.   |
| <i>Configuration Server: Password</i>  | Enter the password to log in to the Genesys Configuration Server.  |
| <i>Application name</i>                | Enter the application name that the recording servers uses to log in to the Genesys Configuration Server. Default is <i>default</i> .  |
| <i>Tenant name</i>                     | Enter the name of the Genesys tenant(s) that are supposed to request the configuration data. Default is <i>Resources</i> . Several tenants can be added separated by commas. |

Tab. 120: Configure connection data

### Group field Additional Data

The following additional data is delivered by default in the protocol when using Genesys T-Server:

- *CallID*
- *ANI*
- *CallUuid*
- *DNIS*



Further additional data depend on the configuration of the Genesys T-Servers. Check the list *AttributeUserData* in the trace files to find out which further additional data have been delivered by the Genesys T-Servers. Put the addition *UserData* in front of the additional data type when configuring customer-specific additional data, e. g. for *RTargetAgentGroup* you have to configure *UserDataRTargetAgentGroup*.

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure the additional data which is additionally delivered by the PBX or by an add-on but which is not listed yet. Upon assigning the delivered additional data, it appears in the search and replay applications.



The names of the column headlines which are supposed to appear in the players must be configured and made available in the Additional Data module first.

For further information about the configuration of the additional data refer to the administration manual *Additional Data module*.



The drop-down list only contains those additional data that you have configured and made available in the Additional Data module. The display name then appears in the column headlines in the players.


For more information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

1. In the group field headline *Additional Data*, click on the arrow ► to expand the group field and to assign the additional data to the data fields of the search and replay applications.

| Arbitrary assignment |                  |   | + |
|----------------------|------------------|---|---|
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |
| <input type="text"/> | Please select... | ▼ | ⊖ |

Fig. 500: 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

1. Click on the button  (*Edit configuration step*) in the line *Configure recording servers* in the main view.
  - ⇒ The window *Step: Miscellaneous Settings* appears.

Step: Miscellaneous Settings

×

Details

Dispatcher

Please select...

▼

Save

Cancel

Fig. 501: Configure miscellaneous settings

2. Enter the following parameter:


| Parameters        | Description   |
|-------------------|---|
| <i>Dispatcher</i> | From the drop-down list, select the previously created additional data field that the participant information is supposed to be connected with. |





Only those entries appear in the drop-down list which have been configured in the application System Configuration in the Additional Data module. For further information refer to the administration manual *Additional Data module*.

### Activate integration

The integration can only be activated after the configuration is complete.

If not all configuration steps have been carried out completely, the icon  (*Incomplete*) will appear in the main view, in the line of the created integration, in the column *Status*.

If the configuration has been carried out completely, the icon  (*Complete*) will appear in the line of the respective step, in the column *Configuration*.

If all settings are complete, the icon  (*OK*) will appear in the main view, in the line of the created integration, in the column *Status*.


















| Mitel MiVoice Business           |  | Mitel MiVoice Business active   |      |  |
|----------------------------------|--|---|---|---|
| Step                             |  | Configuration   |   |   |
| Configure recording architecture |  |  |  |   |
| Configure CTI connection data    |  |  |  |   |
| Configure monitor points         |  |  |  |   |
| Configure recording servers      |  |  |  |   |
| Configure add-on                 |  |  |  |   |
| Configure miscellaneous settings |  |  |  |   |

Fig. 502: Activate integration

1. Mark the integration in the main view, so that the icon  (*Activate*) becomes active in the toolbar.
2. To activate the integration, click on the icon  (*Activate*).  
⇒ In the column *Active*, the icon  (*Active*) appears.






| + ×   Integration ▾ General |                               |   |   |
|---|-------------------------------|---|---|
| Name ▾  | Type ▾                        | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business active |  |  |

Fig. 503: Activated integration



If you use several PBXs, you can create and activate several integrations with the same recording architecture.



If you take advantage of the grace period and there is no valid license file in the system after its expiration, all integrations are deactivated. After uploading a valid license file, you have to activate the integrations again.






Upon activating the standard configuration, a bulk recording will start.

To restrict the recording to particular end devices, the tenant can configure the Recording Planner in the System Configuration accordingly.

### Deactivate/Delete integration

To be able to delete an integration, it has to be deactivated.

- To deactivate the integration, click on the icon  (*Deactivate*) in the toolbar.
  - ⇒ In the column *Active*, the icon  (*Inactive*) appears.
  - ⇒ The icon  (*Delete*) becomes active in the toolbar.









| +     Integration ▾ General |                                  |   |   |
|---|----------------------------------|---|---|
| Name ▾  | Type ▾                           | Active ▾  | Status ▾  |
|  Mitel MiVoice Business  | Mitel MiVoice Business<br>active |  |  |

Fig. 504: 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. 505: 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*

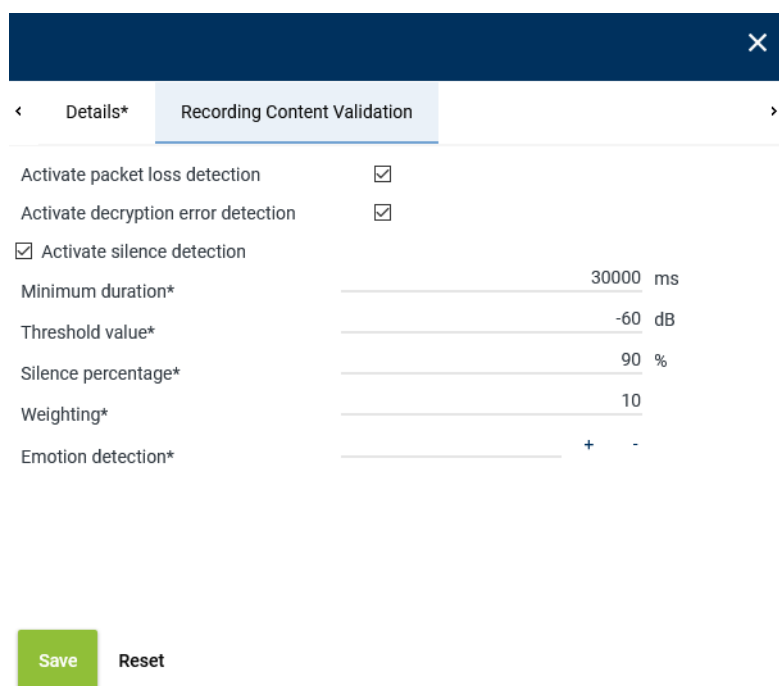



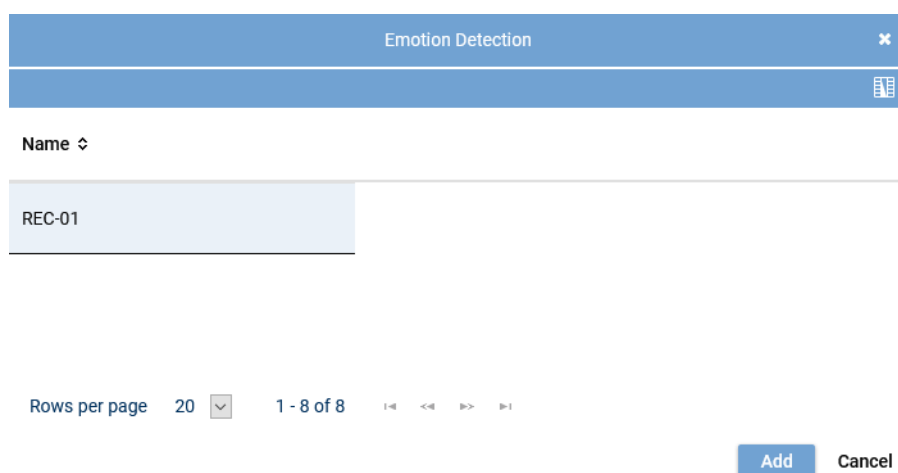
Fig. 506: Create integration - tab Recording Content Validation

|                                     |  |
|-------------------------------------|--|
| Activate packet loss detection      | <input checked="" type="checkbox"/> Activate the check box to check whether packets of a recording have been lost.<br><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.<br><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.<br><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.<br>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. 507: 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 PHONEapp for Mitel

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 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*.

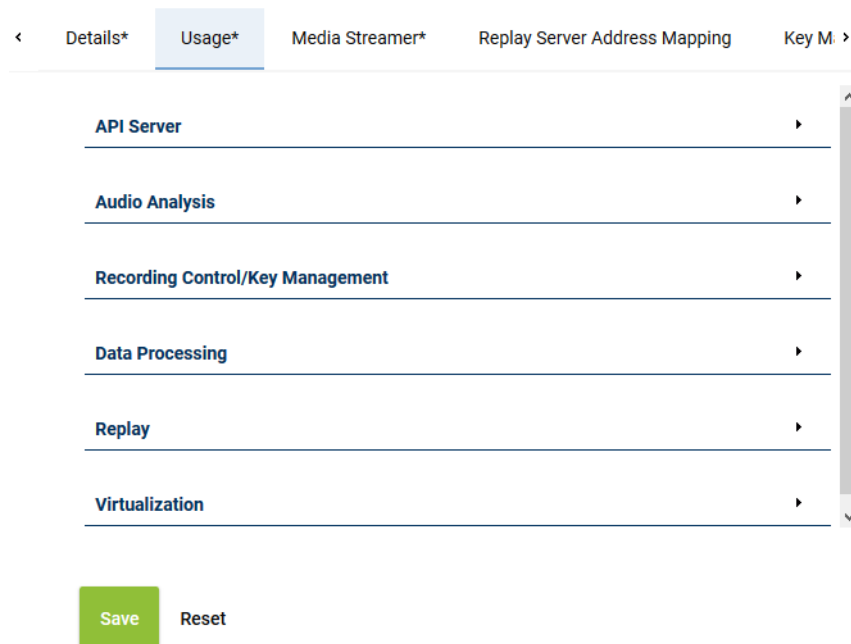


Fig. 508: Servers - tab Usage

3. Open the group field *Recording Control/Key Management*.



### 7.2.4.1.1 Group field Recording Control/Key Management

**Recording Control/Key Management** ▼

☒ Recording control/Monitoring

Recording architecture      Please choose... ▼

☒ neo key management

Fig. 509: Group field Recording Control/Key Management

| Parameter                           | Value/Description   |
|-------------------------------------|---|
| <i>Recording control/Monitoring</i> | <p>Activate the check box if you would like to use CLIENT <u>command</u> or <u>API</u> recording control or monitoring for live listening and viewing. The function is only available if a recording architecture has been configured and activated.</p> <ul style="list-style-type: none"> <li>Recording architecture<br/>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 <code>ASC_KEY_MANAGEMENT</code> is available.</p> <p>For more information about the configuration of key management refer to the administration manual <i>Configuration server and recording architectures</i> and to the installation manual <i>Installation Dongle Manager</i>.</p> |

Tab. 121: Configure recording control/key management

### 7.2.4.2 Configure PHONEapp module

In the PHONEapp module, you can configure the default settings for phone applications and configure phone types.

- In the navigation bar, select the menu item *Setup > PHONEapp*.  
⇒ The following window appears:

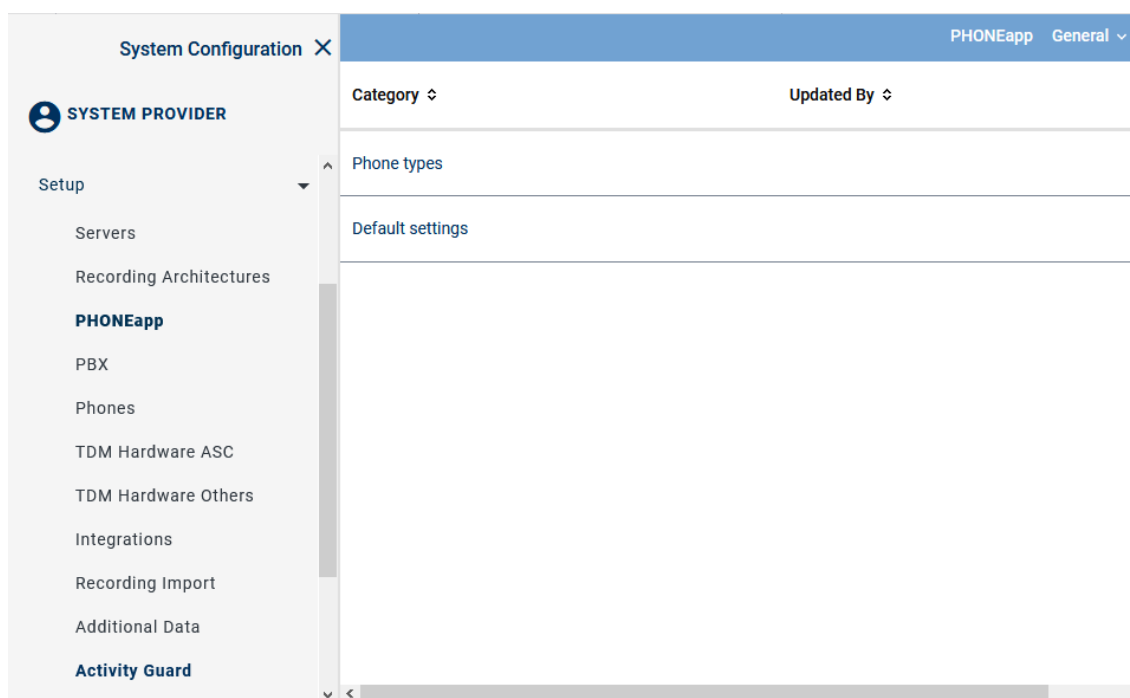


Fig. 510: PHONEapp - main view:

In the category *Phone types*, you can display the properties of the supported end devices and add additional phone types.

#### 7.2.4.2.1 Category Phone Type

The category *Phone Types* displays the properties of the supported end devices.

1. In the main view of *Setup > PHONEapp*, select the category *Phone Types*.
  - ⇒ In the detail view, a table is displayed which contains all supported end devices.

| Phone Types        |       |
|--------------------|-------|
| MITEL              | Mitel |
| OPENScape DESK 35G | Unify |
| OPENScape DESK 55G | Unify |
| OPENSTAGE 15       | Unify |
| OPENSTAGE 40       | Unify |
| OPENSTAGE 60       | Unify |
| OPENSTAGE 80       | Unify |
| OPENSTAGE DEFAULT  | Unify |
| XML                | XML   |
| Administrate       |       |

Fig. 511: Detail view phone types

- To display the properties of the phone type, select the type *Mitel* and click on the button *Administrate*.

⇒ In the window *Phone Type*, the properties of the selected end device are displayed.

| MITEL                      |                          |
|----------------------------|--------------------------|
| Details                    |                          |
| Type                       | MITEL                    |
| Provider                   | Mitel                    |
| LED feedback supported     | <input type="checkbox"/> |
| Display feedback supported | <input type="checkbox"/> |
| IP address required        | <input type="checkbox"/> |
| Supports cyclic refresh    | <input type="checkbox"/> |
| Save    Reset              |                          |
| OK                         |                          |

Fig. 512: 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.

#### 7.2.4.2.2 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. 513: Detail view Default settings

2. Adjust the respective settings.
3. Click on the button **Save**.

|   |  |
|---|--|
| <i>General</i>  | Here, you have to enter the address of the <u>PHONEapp</u> and activate it.  |
| <ul style="list-style-type: none"> <li>• <i>Activated</i></li> </ul>  | Activates the recording control by means of the <u>PHONEapp</u> .  |
| <ul style="list-style-type: none"> <li>• <i>PHONEapp URL</i></li> </ul>   | <p>Enter the URL under which the <u>PHONEapp</u> is supposed to be accessible. You may use the IP address or the host name of the application server.</p> <p>Enter the additional port, if it differs from default (port 80 for <i>http</i> or port 443 for <i>https</i>), e. g. <i>http://&lt;core_ip&gt;:90</i>.</p> <p>The end device will establish a connection with this URL. The <u>PHONEapp</u> transfers the data provided by the URL to the display of the end device.</p> <p>When using a load balancer, enter the IP address and the port of the load balancer here.</p> |
| <ul style="list-style-type: none"> <li>• <i>Only certified requests</i></li> </ul>  | If the check box has been activated, certificate-based authentication of the client (end device) on the server is required. To be able to do so, the client certificate must be imported in the certificate key store of the server.   |
| <i>Language</i>   | Select the respective default language for the <u>PHONEapp</u> from the drop-down list. The selected language applies to all end devices, unless the display language in the module <i>Setup &gt; Phones</i> is not configured otherwise.  |
| <i>Time Parameter</i>   | Define the time parameters in milliseconds here. Do not make any changes without a prior consultation of your local ASC support or the ASC support under +49 700 27278776.   |
| <ul style="list-style-type: none"> <li>• <i>Response waiting time</i></li> </ul>  | Define the period of time during which the <u>PHONEapp</u> is supposed to send a response to the phone. The response waiting time covers the period from the moment of receiving the phone's request via the internal processing of the request to the moment of returning the results to the end device. If the request could not be processed during this period of time, the end device will display a message that the processing is still in progress.  |
| <ul style="list-style-type: none"> <li>• <i>Error waiting time</i></li> </ul>   | Define the maximum period of time available for processing a request. The error waiting time covers the maximum period of time from the moment when the <u>PHONEapp</u> has sent the request to the completion of the internal processing of the request. If the signal of pressing a key could not be processed during the indicated period of time, the process is canceled and an error message is issued.  |
| <ul style="list-style-type: none"> <li>• <i>Phone refresh interval</i><br/>(this setting is only relevant for Alcatel and Cisco)</li> </ul> | Define the interval during which the status is supposed to be refreshed on the phone. If the interval is too short, the display starts blinking repeatedly. If the interval is too long, it may take very long until the current status of the recording is displayed on the end device.   |

|  |   |
|--|---|
| <i>Tagging Attributes</i>  | Here, you define which data field is filled when tagging via the PHONEapp. All additional data fields as well as the field <code>ASC_COMMENT</code> are available.        |
| <i>Register Fields</i>   | Here, you configure how the tagging value is displayed. All IDs listed under <i>Setup &gt; Additional Data</i> as well as the field <code>ASC-COMMENT</code> can be used. |
| <i>Predefined Tagging Fields</i>   | Define whether a comment field with free text or selectable predefined tagging fields are supposed to be used and saved on the end devices.                               |
| <ul style="list-style-type: none"> <li>• <i>Activated</i></li> </ul>     | Activates the list of predefined tagging fields on the end device. If the function has been deactivated, a manual comment field is displayed.                             |
| <ul style="list-style-type: none"> <li>• <i>Tagging Field</i></li> </ul> | 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.

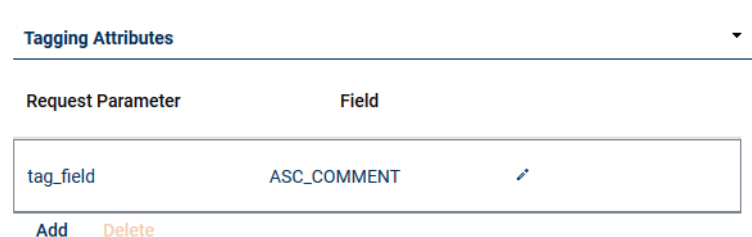


Tagging attributes should only be changed in exceptional justified cases. Incorrect changes can cause a malfunction of the PHONEapp.

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. 514: Group field Tagging Attributes



2. Click on the button *Add*.  
⇒ A new entry is added.
3. To edit the entry, click on the icon .  
⇒ The line can be edited.

**Tagging Attributes**

| Request Parameter                                  | Field                                  |   |
|--|--|---|
| tag_field  | ASC_COMMENT                            |    |
| <input type="text" value="New request parameter"/> | <input type="text" value="New field"/> |   |

[Add](#) [Delete](#)

Fig. 515: Edit tagging attributes

- Enter the respective parameters.
- To save the changes, click on the icon  .  
To discard the changes, click on the icon  .
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

### Delete tagging attributes



- In the detail view, select the attribute you would like to delete.
- Click on the button *Delete*.
- Click on the button *Yes*.  
⇒ The selected attribute is removed from the list.
- Click on the button *Save* to apply the change in the tab *Default settings*.

### Configure group field Register Fields

#### Add and edit register fields


- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Register Fields*.

**Register Fields**

| Field   | Recording Control Field | Active  |   |
|---------|-------------------------|---|---|
| Comment | ASC_COMMENT             |  |  |

[Add](#) [Delete](#)

Fig. 516: Group field Register Fields



- Click on the button *Add*.  
⇒ A new entry is added.
- To edit the entry, click on the icon  .  
⇒ The line can be edited.

**Register Fields**

| Field                                  | Recording Control Field                   | Active   |
|--|---|--|
| Comment                                | ASC_COMMENT                               | <input checked="" type="checkbox"/>   |
| <input type="text" value="New field"/> | <input type="text" value="New RC field"/> | <input type="checkbox"/>   |

[Add](#) [Delete](#)

Fig. 517: Edit register fields

- Enter the respective parameters.  
The name in the field *Field* can be selected arbitrarily. In the field *Recording Control Field*, all IDs listed under *Setup > Additional Data* can be used. In addition, the field name *ASC\_COMMENT* can be used.
- Activate or deactivate the register field via the check box.
- To save the changes, click on the icon .  
To discard the changes, click on the icon .
- In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.

#### Delete register fields

- In the detail view, select the attribute you would like to delete.
- Click on the button *Delete*.
- Click on the button *Yes*.  
⇒ The selected attribute is removed from the list.
- Click on the button *Save* to apply the change in the tab *Default Settings*.

#### Configure 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

- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.
- Deactivate the check box *Activated*.  
⇒ The comment with free text is displayed during the tagging process.

#### Activate tagging fields without free text


Here, you can configure predefined tagging fields which are supposed to be added to the conversation.

- In the detail view of *Setup > PHONEapp > Default Settings*, open the group field *Predefined Tagging Fields*.



**Predefined Tagging Fields**


☒ Activated



Tagging Field

Request


Fig. 518: Configure tagging fields

2. Activate the check box *Activated*.
3. Click on the icon  (*Edit*).
  - ⇒ The window *Tagging Fields* appears.

Tagging Fields ×

| Available  | Active   |
|--|--|
| labelSysConfPANConfigFixedTaggingField_2 Claim         | labelSysConfPANConfigFixedTaggingField_1 Request |
| labelSysConfPANConfigFixedTaggingField_3 Sale          |  |
| labelSysConfPANConfigFixedTaggingField_4 Mediation     |  |
| labelSysConfPANConfigFixedTaggingField_5 Reversal      |  |
| labelSysConfPANConfigFixedTaggingField_6 Order         |  |
| labelSysConfPANConfigFixedTaggingField_7 Consultation  |  |
| labelSysConfPANConfigFixedTaggingField_8 Miscellaneous |  |
| labelSysConfPANConfigFixedTaggingField_9 Reservation   |  |
| labelSysConfPANConfigFixedTaggingField_10 Complaint    |  |

Fig. 519: Edit tagging fields

4. To add a field, select the field and use drag and drop to transfer it from the list of available fields on the left to the list *Active* in the window on the right.
  5. To apply the changes, click on the button *Apply*.  
To discard the changes, click on the button *Cancel* or on the icon .
  6. To activate the fields you have added, click on the check box *Activated*.
  7. In the detail view, click on the button *Save* to apply the changes in the tab *Default Settings*.
- The following fields are available by default in the list *Available*:











|                     |  |
|---------------------|--|
| <i>Request</i>      | Use this attribute to tag conversations which revolve around a request.      |
| <i>Claim</i>        | Use this attribute to tag conversations which revolve around a claim.        |
| <i>Mediation</i>    | Use this attribute to tag conversations which revolve around a mediation.    |
| <i>Order</i>        | Use this attribute to tag conversations which revolve around an order.       |
| <i>Consultation</i> | Use this attribute to tag conversations which revolve around a consultation. |
| <i>Reservation</i>  | Use this attribute to tag conversations which revolve around a reservation.  |
| <i>Complaint</i>    | Use this attribute to tag conversations which revolve around a complaint.    |
| <i>Sale</i>         | Use this attribute to tag conversations which revolve around a sale.         |
| <i>Reversal</i>     | Use this attribute to tag conversations which revolve around a reversal.     |



The tagging fields are displayed along with their corresponding resource string. You can adjust the tagging fields in the Resource Editor module of the application System Configuration. See administration manual *System Configuration - Resource Editor*.

Changes in the Resource Editor module only apply for future recordings. Existing taggings are not changed.

The following functions are available in the window *Tagging Fields*:

|   |                       |   |
|---|-----------------------|---|
|    | <i>Add</i>            | Adds the selected column.   |
|    | <i>Add all</i>        | Adds all selected columns.  |
|    | <i>Remove</i>         | Removes the selected column.  |
|    | <i>Remove all</i>     | Removes all selected columns.   |
|    | <i>Up</i>             | Moves the selected column one row up.                                 |
|    | <i>First position</i> | Places the selected column first.                                     |
|    | <i>Down</i>           | Moves the selected column one row down.                               |
|    | <i>Last position</i>  | Places the selected column last.                                      |
|    | <i>Apply</i>          | Saves all changes and closes the window <i>Tagging Fields</i> .       |
|   |                       | Closes the window <i>Tagging Fields</i> without applying the changes. |
|  |                       | Closes the window <i>Tagging Fields</i> without applying the changes. |



You can change the position of a tagging field by selecting the field with the left mouse key and dragging it to the respective position.

### 7.2.4.3 Configure PBX module

In the PBX module, you must activate the PHONEapp configuration.

1. Select the menu item *Setup > PBX* in the navigation bar.
2. Select the tab PHONEapp Configuration.

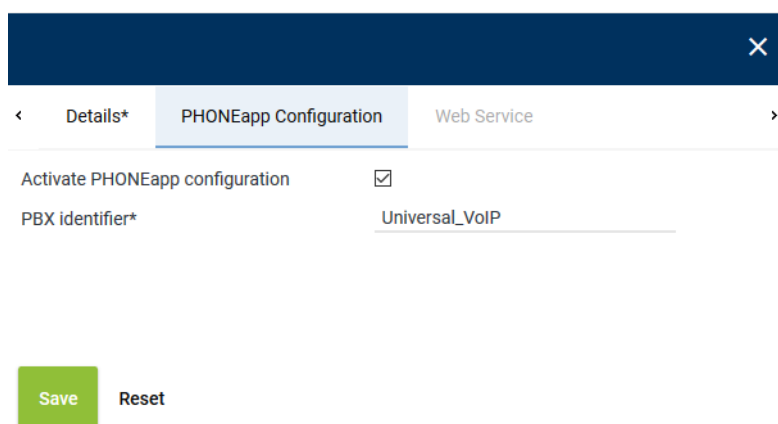


Fig. 520: Activate PHONEapp configuration

3. Enter the following parameters:

|   |  |
|---|--|
| Activate PHONE <u>app</u> configuration | Here, the PHONE <u>app</u> is activated. |
|---|--|

**PBX identifier**

Enter the identifier of the PBX. The ID allows identifying the end devices unambiguously when using several PBXs in connection with PHONEapps.. This identifier is defined during the installation of the PBX. Use letters, numbers, and understrikes.

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.

#### 7.2.4.4 Configure Phones module

To use the Mitel PHONEapp, you must create the phone type in the Phones module.

1. Select the menu item **Setup > Phones** in the navigation bar.

⇒ The following window appears:

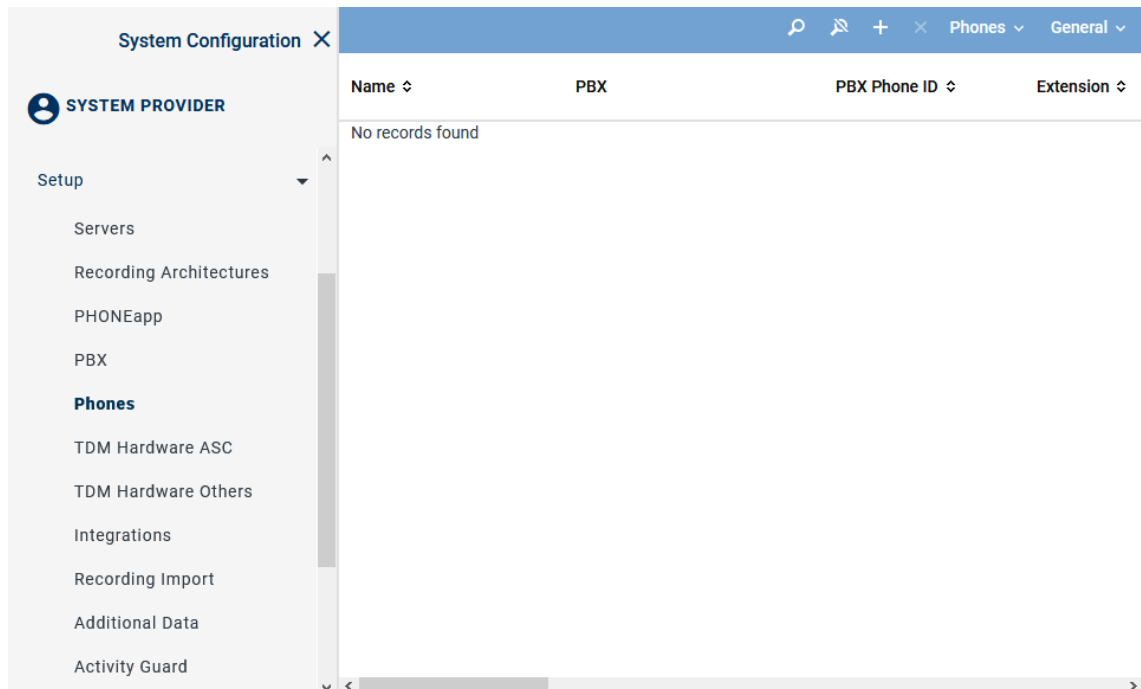


Fig. 521: Phones - main view

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.  |
| <b>PBX Phone ID</b>     | Shows the identifier which has been configured for the phone in the PBX.                |
| <b>Extension</b>        | Shows the assigned extension of the phone.  |
| <b>Computer Name</b>    | Shows the computer name if it has been defined in the details.                          |
| <b>Phone Type</b>       | Shows the selected phone type if the PHONE <u>app</u> configuration has been activated. |
| <b>Display Language</b> | Shows the selected display language.  |

#### 7.2.4.4.1 Toolbar of the Phones module


The toolbar offers the following functions.



Fig. 522: Toolbar

|   |                                 |   |
|---|---------------------------------|---|
|  | <i>Create</i>                   | Create a new phone. Available are <ul style="list-style-type: none"> <li>• IP phone</li> <li>• TDM phone</li> </ul>   |
|  | <i>Search</i>                   | Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria, see Search.<br><br>The icon  is displayed whenever the search has been adjusted by means of a filter. |
|  | <i>Reset search</i>             | Resets all search filters so that the main view displays all data sets again.   |
|  | <i>Delete</i>                   | Deletes the selected phone upon confirming the security prompt.   |
| <i>Phones</i>   | <i>Import</i>                   | Opens a window in which you can select an XSLT file to be imported.   |
|   | <i>Edit</i>                     | Allows multiple editing of existing phones.   |
| <i>General</i>  | <i>Print</i>                    | Opens a list of existing phones along with the option to print it.  |
|   | <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>• Displayed information</li> <li>• Order of the displayed columns</li> <li>• Number of rows per page</li> </ul>   |
|   | <i>Save Table Configuration</i> | Saves the current table configuration of the main view as the default view of the user.   |
|   | <i>General Help</i>             | Opens the online help.  |
|   | <i>Module Help</i>              | Opens the module-specific online help.  |

#### 7.2.4.4.2 Create phones

1. To create and configure new phones manually, click on the icon  (*Create*) in the toolbar of the main view.

In recording solutions using TDM phones as well as IP phones, a context menu appears in which you can select which phone type you would like to create. The selection depends on the PBX and the installed licenses.

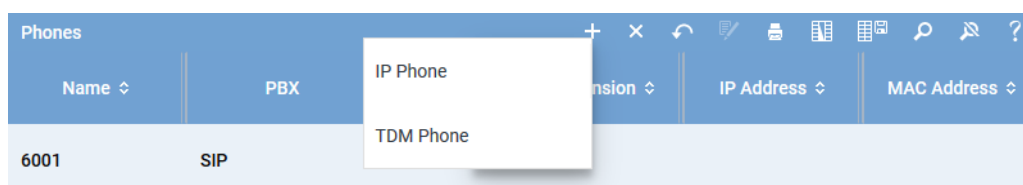


Fig. 523: Create phone

2. Select the menu item *IP Phone*.  
⇒ In the detail view, the tab *Details* appears.

✕ ⋮

< Details\*
>

Name\*

1234

PBX\*

Mitel

▼

PBX phone ID

Extension

1234

Computer name

Address for replay via phone

Display language

en\_US

▼

IP address

MAC address

PHONEapp

▼

Activate PHONEapp configuration

☒

Phone type

MITEL

▼

Recording LED identifier

topsoftkey3

Mute LED identifier

topsoftkey4

Keep LED identifier

topsoftkey5

Save

Reset

Fig. 524: Create phones - activate PHONEapp

The configuration parameters are closely correlated.

| Parameter                           | Value/Description   |
|-------------------------------------|---|
| <i>Name</i>                         | Enter the name of the phone.  |
| <i>PBX</i>                          | From the drop-down list, select the PBX for which you would like to create the phone.   |
| <i>PBX phone ID</i>                 | Here, you can enter the ID of the end device which is used in the PBX.  |
| <i>Extension</i>                    | Enter the extension of the end device to be recorded.   |
| <i>Address for replay via phone</i> | <p>Here, you can enter the address of the phone where the calls are supposed to be replayed. Depending on which agent logs in on this phone, the audio data that the participant is allowed to replay is provided.</p> <p>For further information about this function refer to the administration manual <i>Configuration Replay via phone</i>.</p> |
| <i>Display language</i>             | Select the language for the display from the drop-down list.  |
| <i>IP address</i>                   | Here, you can enter the IP address of the end device to be recorded.  |
| <i>MAC address</i>                  | Here, you can enter the MAC address of the end device to be recorded.   |


Tab. 122: Add phone

### Group field PHONEapp

| Parameter                       | Description  |
|---------------------------------|--|
| Activate PHONEapp configuration | <p>Activate the check box to use the functions of the PHONEapp.</p> <p>This function is only available if it has been activated previously in the following modules:</p> <ul style="list-style-type: none"> <li>• in the PBX module in the tab PHONEapp</li> <li>• and in the PHONEapp module</li> </ul>                                     |
| Phone type                      | <p>Select the corresponding phone type from the drop-down list. The phone types are only displayed if the corresponding license for the PHONEapp has been installed and the PHONEapp has been activated in the PHONEapp module.</p>  |
| Recording LED identifier        | <p>Enter the softkey for the recording start.</p> <ul style="list-style-type: none"> <li>• For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey3</i>.</li> <li>• For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey3</i>.</li> </ul> |
| Mute LED identifier             | <p>Enter the softkey for the mute function.</p> <ul style="list-style-type: none"> <li>• For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey4</i>.</li> <li>• For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey4</i>.</li> </ul>   |
| Keep LED identifier             | <p>Enter the softkey for the keep function.</p> <ul style="list-style-type: none"> <li>• For SIP phones, softkeys are called <i>topsoftkey</i>, in the example <i>topsoftkey5</i>.</li> <li>• For Mitel MiNet phones in combination with a Mitel MiVoice Business PBX, softkeys are called <i>prgkey</i>; enter <i>prgkey5</i>.</li> </ul>   |

1. Click on the button *Save*.
2. Click on the button *Close* to finish this configuration step.
3. Repeat the steps for every end device.

#### 7.2.4.4.3 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.

#### 7.2.4.5 Configure Recording Planner module

The different operation modes of call recording are configured in the Recording Planner module of the application System Configuration.

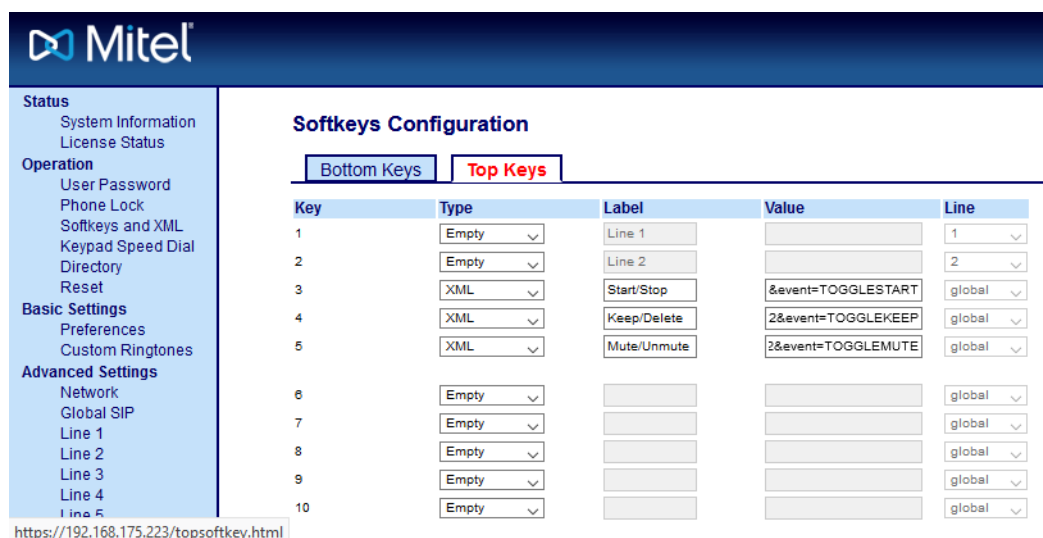


For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.

### 7.2.4.6 Configure key functions on the Mitel phone

To be able to use the keys and the **LED** display on the phone, you must configure the key functions of every phone.

1. Call up the **URL** of the phone via the web interface.
2. Select the menu item *Operation > Softkeys and XML* in the navigation bar.



| Key | Type  | Label       | Value              | Line   |
|-----|-------|-------------|--------------------|--------|
| 1   | Empty | Line 1      |                    | 1      |
| 2   | Empty | Line 2      |                    | 2      |
| 3   | XML   | Start/Stop  | &event=TOGGLESTART | global |
| 4   | XML   | Keep/Delete | 2&event=TOGGLEKEEP | global |
| 5   | XML   | Mute/Unmute | 2&event=TOGGLEMUTE | global |
| 6   | Empty |             |                    | global |
| 7   | Empty |             |                    | global |
| 8   | Empty |             |                    | global |
| 9   | Empty |             |                    | global |
| 10  | Empty |             |                    | global |

Fig. 525: Configure key function via the web interface

3. Click on the tab *Top Keys*.
4. Select the entry *XML* from the drop-down list.
5. In the entry field *Label*, enter the information that is supposed to be visible on the display.
6. In the entry field *Value*, enter the command which is supposed to be triggered when pressing the key:

**NOTICE!** The phone will replace the placeholder `$$$SIPUSERNAME$$` with the extension.

|             |  |
|-------------|--|
| Start/Stop  | http://192.168.173.171/PHONEapp/MitelPHONEApp?&deviceExtension=\$\$\$SIPUSERNAME\$\$&event=TOGGLESTART |
| Keep/Delete | http://192.168.173.171/PHONEapp/MitelPHONEApp?&deviceExtension=\$\$\$SIPUSERNAME\$\$&event=TOGGLEKEEP  |
| Mute/Unmute | http://192.168.173.171/PHONEapp/MitelPHONEApp?&deviceExtension=\$\$\$SIPUSERNAME\$\$&event=TOGGLEMUTE  |

7. Click on the button *Save Settings* to apply the entries.

### Configure network settings

To enable the **LEDs**, the HTTPS network settings must be configured for each phone.

1. Select the menu item *Advanced Settings > Network*.

|   |   |
|---|---|
| <b>Status</b><br>System Information<br>License Status<br><b>Operation</b><br>User Password<br>Phone Lock<br>Softkeys and XML<br>Keypad Speed Dial<br>Directory<br>Reset<br><b>Basic Settings</b><br>Preferences<br>Custom Ringtones<br><b>Advanced Settings</b><br>Network<br>Global SIP<br>Line 1<br>Line 2<br>Line 3<br>Line 4<br>Line 5<br>Line 6<br>Line 7<br>Line 8<br>Line 9<br>Line 10<br>Line 11<br>Line 12<br>Line 13<br>Line 14<br>Line 15<br>Line 16<br>Line 17<br>Line 18<br>Line 19<br>Line 20<br>Line 21<br>Line 22<br>Line 23<br>Line 24<br>Action URI<br>Configuration Server | <h3>Network Settings</h3> <div> <b>IPv6 Settings</b><br/>         IPv6 <input type="checkbox"/> Enabled       </div> <div> <b>Basic Network Settings</b><br/>         DHCP <input checked="" type="checkbox"/> Enabled<br/>         IP Address 192.168.175.223<br/>         Subnet Mask 255.255.240.0<br/>         Gateway 192.168.168.11<br/>         Primary DNS 192.168.168.11<br/>         Secondary DNS 0.0.0.0<br/>         Hostname 692008000FE15893<br/>         LAN Port Auto Negotiation<br/>         PC Port PassThru Enable/Disable <input checked="" type="checkbox"/> Enabled<br/>         PC Port Auto Negotiation       </div> <div> <b>Advanced Network Settings</b><br/>         DHCP Download Option Any<br/>         LLDP <input type="checkbox"/> Enabled<br/>         LLDP packet interval 30<br/>         NAT IP 0.0.0.0<br/>         NAT SIP Port 51620<br/>         NAT RTP Port 51720<br/>         Rport (RFC 3581) <input type="checkbox"/> Enabled       </div> <div> <b>HTTPS Settings</b><br/>         HTTPS Server - Redirect HTTP to HTTPS <input type="checkbox"/> Enabled<br/>         HTTPS Server - Block XML HTTP POSTs <input type="checkbox"/> Enabled<br/>         Client Method TLS 1.2<br/>         Validate Certificates <input type="checkbox"/> Enabled<br/>         Check Certificate Expiration <input checked="" type="checkbox"/> Enabled<br/>         Check Certificate Hostnames <input checked="" type="checkbox"/> Enabled<br/>         Trusted Certificates Filename       </div> |
|---|---|

Fig. 526: Configure HTTPS settings

2. Deactivate the check box for the following parameters:

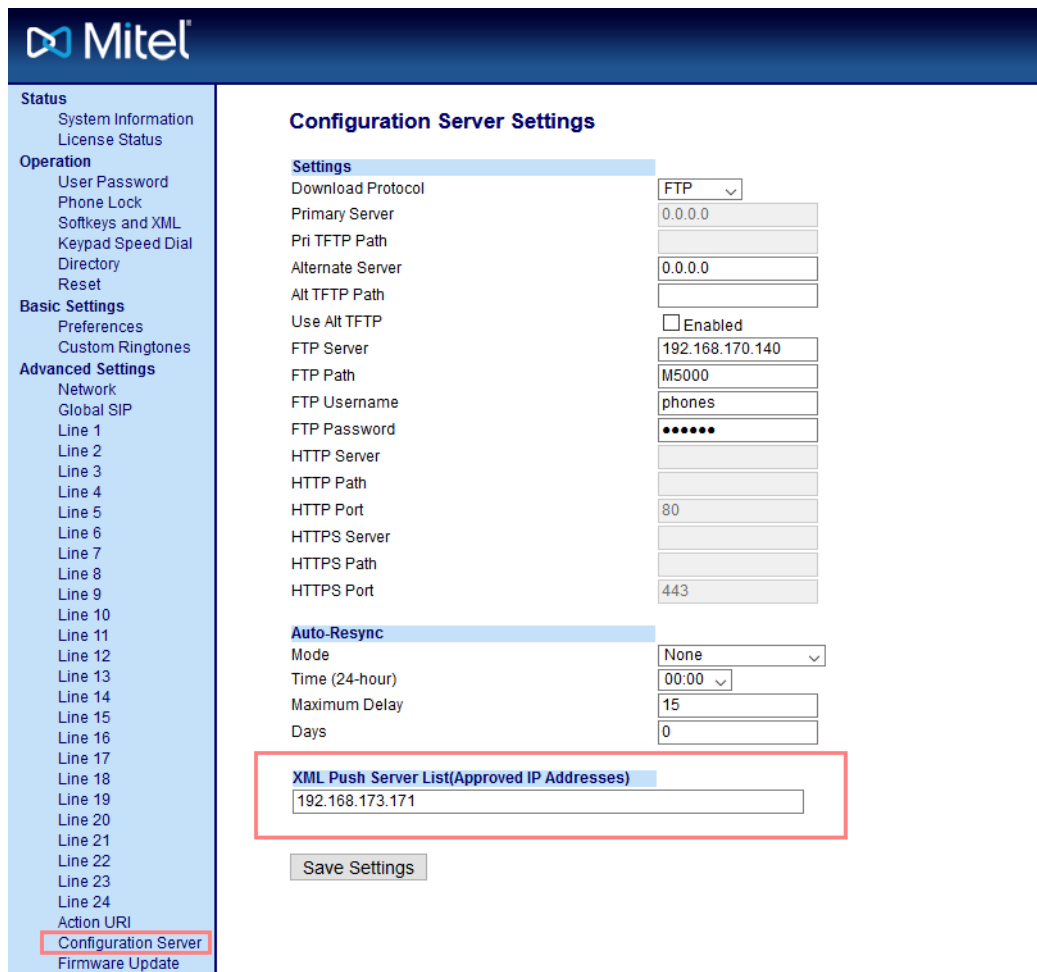
- HTTPS Server - Redirect HTTP to HTTPS
- HTTPS Server - Block XML HTTPS POSTs

### Configure IP address of the XML Push Server

To ensure that the events are executed completely, you must configure the IP address of the XML Push Server for the communication between the phone and the recording server.

1. Select the menu item *Advanced Settings > Configuration Server Settings* in the navigation bar.





**Mitel**

**Status**  
System Information  
License Status

**Operation**  
User Password  
Phone Lock  
Softkeys and XML  
Keypad Speed Dial  
Directory  
Reset

**Basic Settings**  
Preferences  
Custom Ringtones

**Advanced Settings**  
Network  
Global SIP  
Line 1  
Line 2  
Line 3  
Line 4  
Line 5  
Line 6  
Line 7  
Line 8  
Line 9  
Line 10  
Line 11  
Line 12  
Line 13  
Line 14  
Line 15  
Line 16  
Line 17  
Line 18  
Line 19  
Line 20  
Line 21  
Line 22  
Line 23  
Line 24  
Action URI  
**Configuration Server**  
Firmware Update

**Configuration Server Settings**

**Settings**

Download Protocol: FTP

Primary Server: 0.0.0.0

Pri TFTP Path:

Alternate Server: 0.0.0.0

Alt TFTP Path:

Use Alt TFTP: ☐ Enabled

FTP Server: 192.168.170.140

FTP Path: M5000

FTP Username: phones

FTP Password: .....

HTTP Server:

HTTP Path:

HTTP Port: 80

HTTPS Server:

HTTPS Path:

HTTPS Port: 443

**Auto-Resync**

Mode: None

Time (24-hour): 00:00

Maximum Delay: 15

Days: 0

**XML Push Server List (Approved IP Addresses)**

192.168.173.171

Save Settings

Fig. 527: Configure XML Push Server

- In the section *XML Push Server List (Approved IP Addresses)*, enter the IP address of the recording server.
- Click on the button *Save Settings* to apply the entries.  
⇒ In the display of the phone, the LED indicator shows the respective status.



L1: 22002

Line 1

Line 2

Recording

Mute

Keep

test

15:41  
6 Feb 2020

Kein Dienst

Fig. 528: Assignment of the top keys and displayed status of the recording

### 7.2.5 Synchronization options

The are 2 different types of synchronization:

- Synchronization of the Recording Control Service for recording control

- Synchronization of the system storage to compare recording data

### 7.2.5.1 Synchronization of recording control

#### Recording Control Services

For parallel recording servers installed in the same system architecture, you can configure synchronization of recording control.

#### ATTENTION!

Before the configuration, contact your ASC support to ensure that this function is suitable for your recording solution and to avoid a possible loss of recordings!

For information about which recording solutions support this function refer to the file *neo* Integration Overview.

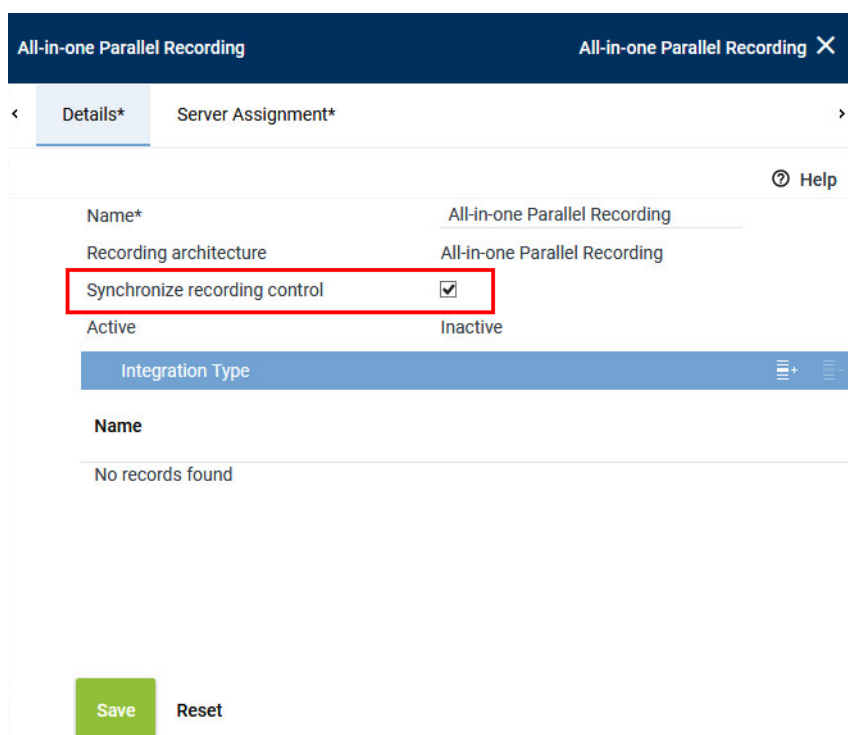
If recording is supposed to be controlled manually by means of applications such as *CLIENT-command*, *PHONEapp*, *SCREENrec* scan Editor, or by external control, synchronization of the Recording Control Services of the parallel recording servers must be created.

Initially, the 1st Recording Control Service is responsible for recording control. The Recording Control Service ensures that the conversations of both recording servers are recorded.

If the 1st Recording Control Service fails, the 2nd Recording Control Service takes over recording control for both recording servers each of which then records the conversations.

Synchronization of recording control is configured in the Recording Architectures module. In parallel recording architectures, the check box *Synchronize recording control* appears in the tab *Details*.

1. Activate the check box *Synchronize recording control* so that the Recording Control Services can be synchronized and only one service controls recording for the two recording servers.



The screenshot shows a configuration window titled 'All-in-one Parallel Recording'. It has two tabs: 'Details\*' and 'Server Assignment\*'. The 'Details\*' tab is active. Inside the tab, there are several fields: 'Name\*' (set to 'All-in-one Parallel Recording'), 'Recording architecture' (set to 'All-in-one Parallel Recording'), 'Synchronize recording control' (checked, highlighted with a red rectangle), and 'Active' (set to 'Inactive'). Below these fields is a section for 'Integration Type' with a table that is currently empty, showing 'No records found'. At the bottom of the window are two buttons: 'Save' (green) and 'Reset' (grey).

Fig. 529: Synchronize recording control

2. To save the settings, click on the button *Save*.  
To discard the settings, click on the button *Reset*.



Synchronization of recording control brings stricter timeouts between the components. Observe the increased hardware and network requirements. Latency must be < 100 ms.

**If you activate or deactivate this synchronization option subsequently, you must repeat the following configuration steps for the changes to take effect:**

1. Select the required state of recording control:
  - ☒ = *Recording control is synchronized*
  - ☐ = *Recording control is not synchronized*
2. Deactivate the integration.
3. Deactivate the recording architecture.
4. Ensure that the following services have been stopped:
  - *ASC RecordingControl*
  - *ASC RecordingModule*
  - *ASC CTIconnect(integration name)*
5. Activate the recording architecture.

**WARNING! In this status, all services have received the updated configuration but states may be conflicting.**

**Therefore, repeat the following steps:**

6. Deactivate the recording architecture again.
  7. Ensure that the services have been stopped.
  8. Activate the recording architecture again.
  9. Activate the integration.
- ⇒ The changes are now active.

### 7.2.5.2 Synchronization of system storage

In recording architectures with 2 system storages, you can configure synchronization to compare recordings.

A synchronization configuration is always created for 2 system storages. All recordings which are saved on one system storage are also copied to the other one and vice versa. That way, all recordings always exist on both system storages.



In a multi-core architecture, the system storage must not be synchronized between the Enterprise Cores.

Synchronization of the system storages is configured in the Servers module.

1. To create a synchronization configuration, click on the menu item *Servers > Manage Synchronization Configuration* in the toolbar of the main view.



Fig. 530: Menu item Manage Synchronization Configurations

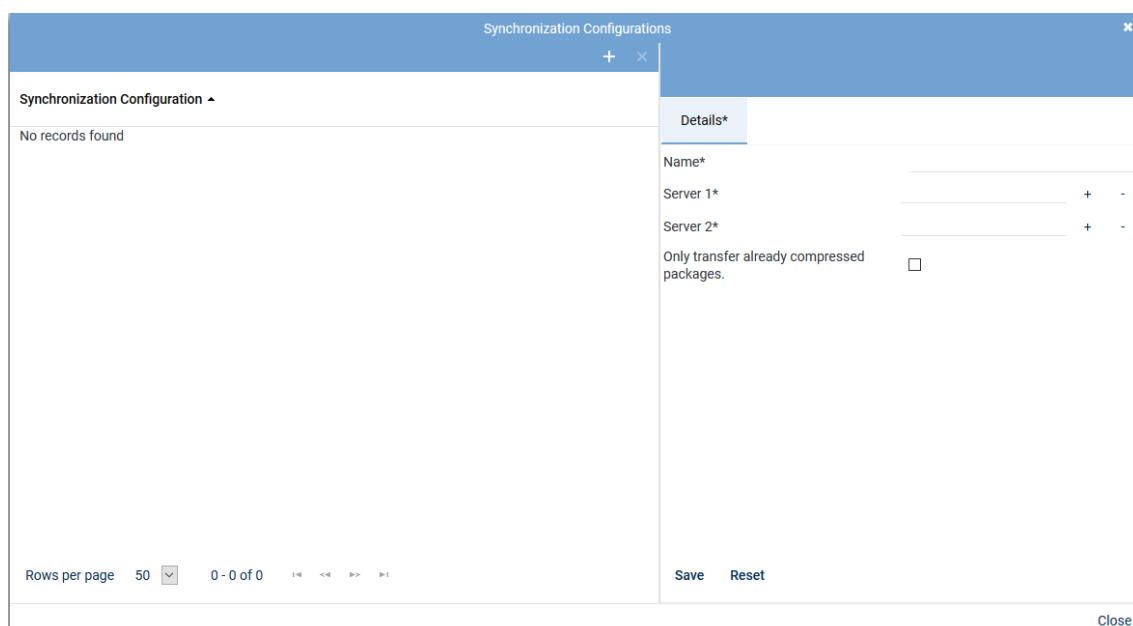




Fig. 531: Configure synchronization configurations

The following options are available:


|   |               |  |
|---|---------------|--|
|    | <b>Create</b> | Creates a new synchronization configuration, see <a href="#">chapter "Create synchronization configuration", p. 444</a> .        |
|  | <b>Delete</b> | Deletes the selected synchronization configuration, see <a href="#">chapter "Delete synchronization configuration", p. 445</a> . |

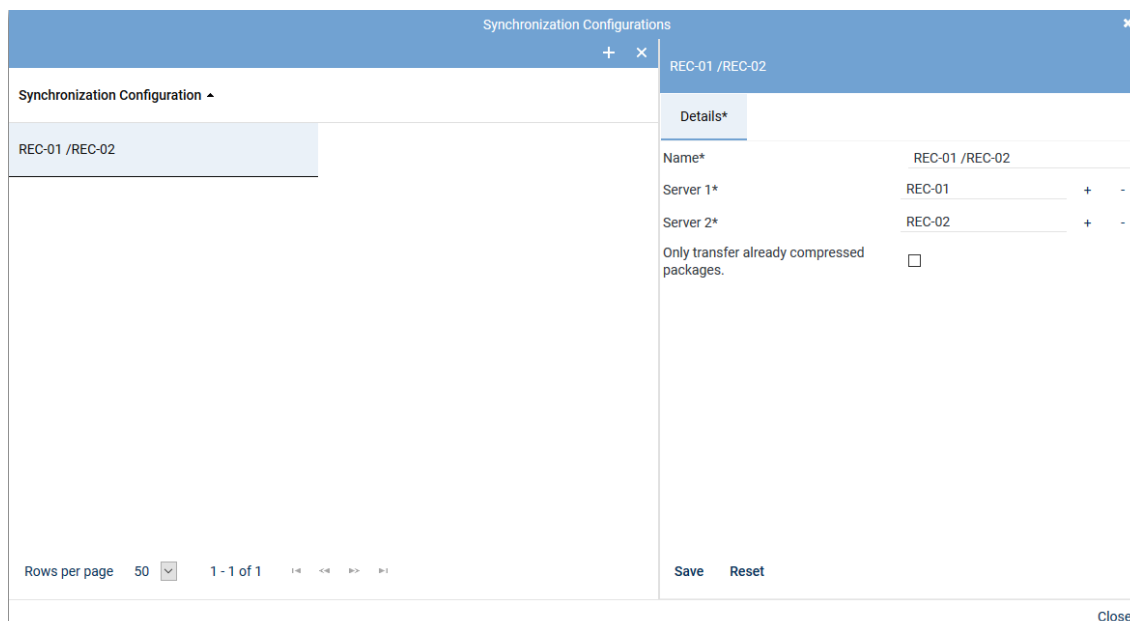
A synchronization configuration becomes active upon saving it and remains active until deleted. During this time, both system storages are regularly checked for new content and synchronized.



A server which is already used in a synchronization configuration cannot be used in another synchronization configuration.

#### 7.2.5.2.1 Create synchronization configuration

- In the window *Administrate Synchronization Configuration*, click on the icon  (*Create*).  
⇒ The tab *Details* becomes active.



The screenshot shows a window titled "Synchronization Configurations" with a close button (X) in the top right corner. Below the title bar, there are two tabs: "REC-01 / REC-02" (selected) and "Details\*". The "REC-01 / REC-02" tab shows a list of synchronization configurations. The "Details\*" tab shows the configuration details for the selected configuration. The details include:

- Name\*: REC-01 / REC-02
- Server 1\*: REC-01 (with a "+" button to the right)
- Server 2\*: REC-02 (with a "+" button to the right)
- Only transfer already compressed packages: ☐

At the bottom of the window, there are buttons for "Save" and "Reset". A "Close" button is located at the bottom right of the window.


Fig. 532: Create synchronization configuration

2. Complete all fields for the new synchronization configuration:

|  |   |
|--|---|
| <b>Name</b>                                      | Enter a name for the synchronization configuration.   |
| <b>Server 1 / Server 2</b>                       | Click on the button <b>+</b> next to the entry field to select the respective server for the synchronization of the system storage from the list of available servers.<br><br>If you would like to delete an entry in one of the entry fields, click on the button <b>-</b> next to the respective entry field.                                   |
| <b>Only transfer already compressed packages</b> | Select whether data which has not yet been compressed is supposed to be transferred, too.<br><input checked="" type="checkbox"/> = Uncompressed data is transferred, too.<br><input type="checkbox"/> = Only compressed data is transferred.<br><br><b>NOTICE!</b> This option is not available until you have entered and saved the two servers. |

3. Click on the button **Save** to apply the configuration.
4. Click on the button **Close** to finish this configuration step and close the window.

#### 7.2.5.2.2 Delete synchronization configuration

1. In the window *Administrate synchronization configurations*, select the synchronization configuration you would like to delete.
2. Click on the icon  (**Delete**) in the toolbar of the window.
  - ⇒ The synchronization of the two entered system storages is finished.
  - ⇒ The selected synchronization configuration is deleted.

#### 7.2.6 Duplicates in parallel recording architectures



In parallel recording architectures in which recording control is synchronized, no duplicates are created which could be deleted. Both recordings are merged in one package and thus cannot be deleted separately. Keep in mind that more storage space must thus be available for the recordings.

A parallel recording without synchronization results in redundant recording data in the system. To avoid that conversations are displayed twice in the replay applications (e. g. *POWERplay Web*) because the database contains them twice, you can delete duplicates so that only one of the double recordings remains.

Conversations with the following characteristics are considered identical:

- Identical start and end times

You can define an allowed difference for the start and end times so that the conversations are still considered duplicates despite a differing start or end time, see [chapter "Configure duplicate detection", p. 446](#).

The start and end times of complete conversations as well as the start and end times of the individual recordings belonging to a conversation are checked.

- Identical call participants
- Identical additional data

Duplicate detection is configured in the Integrations module. There, you can configure for each integration individually under which circumstances conversations are supposed to be considered identical. Upon selecting an architecture for an integration which is based on parallel recording, the tab *Parallel Recording* is displayed which allows adjusting the required settings, see [chapter "Configure duplicate detection", p. 446](#).

The shorter one of the two identical recordings is deleted. To calculate the total recording length, the recording lengths of all sections of a conversation are added. The additional data as well as the audio data of the duplicate are deleted. On which of the two recording servers a duplicate is deleted thus depends on the location where the shorter recording has been saved. If the recording length is the same, the recording which has been checked second is considered a duplicate and deleted.

Duplicate detection is executed regularly for all new recordings from the moment on it has been activated but not for past recordings. This means Recordings which already exist when duplicate detection is activated are not checked for duplicates.



For information about the status of a job refer to the Jobs module in the application System Monitoring, see user manual *Usage System Monitoring*.



If you would like to delete duplicates but nevertheless want that all conversations exist on both recording servers, you can create a synchronization configuration in the Servers module which synchronizes the system storages of the two recording servers.

#### 7.2.6.1

#### Configure duplicate detection

In the Integrations module, you can configure for each integration separately under which circumstances 2 conversations are supposed to be considered identical. Upon selecting an architecture for an integration which is based on parallel recording, the tab *Parallel Recording* is displayed which allows adjusting the required settings.

1. In the main view of the Integrations module, select the integration for which you would like to configure duplicate detection.
2. Select the tab *Parallel Recording* in the detail view and adjust the following settings:

Details\*
Recording Content Validation
Parallel Recording

☒ Delete duplicates if the participants of the conversations are identical and the following criteria are met:  
The start times differ in a maximum of  Milliseconds  
\*  
The end times differ in a maximum of  Milliseconds  
\*  
Additional settings  
Time after which conversations are to be checked at the earliest \*  minutes  
Interval in which the check is to take place \*  minutes

Additional Data

ID ↕
Displayed Name

No records found



Criteria to be Ignored

| Available attributes | Ignored attributes |
|----------------------|--------------------|
| CHATIDENTIFIER       |                    |
| DISPLAYNAME          |                    |
| EMAILADDRESS         |                    |
| EMPLOYEEID           |                    |
| EXTENSION            |                    |
| IPADDRESS            |                    |
| MACADDRESS           |                    |
| PBXAGENTID           |                    |
| PBXID                |                    |

Save
Reset

Fig. 533: Tab Parallel Recording (integration)

|   |  |
|---|--|
| <b>Delete duplicates,....</b>                 | <p>When activating this option, you can define by means of the displayed criteria when 2 recordings are supposed to be identified as identical.</p> <p><input checked="" type="checkbox"/> = Duplicate detection has been activated. Duplicates are deleted according to the defined criteria.</p> <p><input type="checkbox"/> = Duplicate detection has been deactivated.</p>   |
| <b>The start times differ in a maximum of</b> | <p>Enter the maximum difference with regards to the start time. The start times of complete conversations as well as the start times of the individual recordings belonging to a conversation are checked.</p> <p>Example: <i>1000 milliseconds</i></p> <p>If one conversation started at 2:20:15 PM and a second conversation started at 2:20:16 PM, and if the start times of the individual recordings of those two conversations differ less than 1000 milliseconds, then these conversations are considered possible duplicates with regards to their start time.</p> |
| <b>The end times differ in a maximum of</b>   | <p>Enter the maximum difference with regards to the end time. The end times of complete conversations as well as the end times of the individual recording sections belonging to a conversation are checked.</p> <p>Example: <i>1000 milliseconds</i></p> <p>If one conversation ended at 2:20:15 PM and a second conversation ended at 2:20:16 PM, and if the end times of the individual recordings of those two conversations differ less than 1000 milliseconds, then these conversations are considered possible duplicates with regards to their end time.</p>       |

|   |  |
|---|--|
| <i>Time after which conversations are to be checked at the earliest</i> | <p>Enter the time interval which is supposed to pass before a recording is checked for duplicates.</p> <p>Example: <i>3 minutes</i></p> <p>If one conversation ended at 2:20 PM, i. e. the recording has been saved at 2:20 PM, then the recording is not check for duplicates before 2:23 PM.</p>   |
| <i>Interval in which the check is to take place</i>                     | <p>Select the intervals in which the job for duplicate detection is supposed to be executed.</p> <p>Example: <i>2 minutes</i></p> <p>The job for duplicate detection is started over again every 2 minutes to search for new recordings and possible duplicates and to delete duplicates.</p>  |
| List <i>Additional Data</i>   | <p>Add all additional data to the list which are supposed to be used as criteria. When searching for duplicates, only those recordings are considered which contain an additional data type from the list. If an additional data type is empty in both conversations, this is considered identical, too, and one of the conversations is deleted.</p> <p> = Add additional data to the list, see <a href="#">chapter "Map additional data", p. 448</a>.</p> <p> = Remove additional data from the list, see <a href="#">chapter "Delete additional data assignment", p. 449</a>.</p> |

- To save the settings, click on the button **Save**.
- ⇒ Upon activating the option *Delete duplicates...* the recordings are checked for duplicates and the detected duplicates are deleted.

## 7.2.6.2 Additional data

### 7.2.6.2.1 Map additional data

In addition to the start time and the end time, you can configure more additional data which is supposed to be used for checking for duplicates.

- In the list *Additional data*, click on the icon  (*Add*) to configure more additional data.

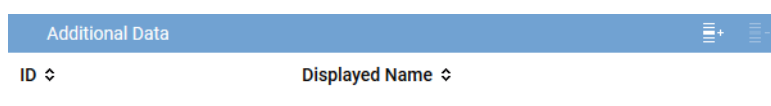


Fig. 534: Map additional data

- Select the respective additional data from the list which are supposed to be used additionally to check for duplicates.  
To select several entries or revoke a selection, click on the respective line while holding the [Ctrl] key down.



| Additional Data   |             |            |                              |
|-------------------|-------------|------------|------------------------------|
| Displayed Name ↕  | Available ↕ | Editable ↕ | External Recording Control ↕ |
| Kommentar         | ✓           | ✓          | ✗                            |
| Universal Call ID | ✓           | ✓          | ✗                            |

Rows per page 20 1 - 2 of 2

Add Cancel

Fig. 535: Select additional data


**NOTICE!** The list contains only additional data which have been configured in the Additional Data module previously.



For information about the configuration of additional data refer to the administration manual for system providers *Additional Data module*

- To apply the selection, click on the button *Add*.  
To discard the selection and close the window, click on the button *Cancel*.

#### 7.2.6.2.2 Delete additional data assignment

- Select the tab *Parallel Recording*.
- Select the additional data that you would like to remove in the list *Additional Data*.
- Click on the icon  (*Delete*).

| Additional Data |                   |
|-----------------|-------------------|
| ID ↕            | Displayed Name ↕  |
| customCP01      | Kommentar         |
| customCP02      | Universal Call ID |

Fig. 536: Delete additional data assignment

#### 7.2.6.3 Criteria to be ignored

In this group field, you can exclude certain criteria for duplicate detection which may prevent conversations to be detected as duplicates.

If conversations differ in just one attribute, they are not considered as duplicates. This holds true for conversations with different PBX IDs, for example.

To exclude this criterion during duplicate detection, add the respective attribute to the list of attributes which are supposed to be ignored.

In the list of available attributes, you can select which attributes are supposed to be excluded during duplicate detection. Click on the respective attributes and drag and drop them in the list of attributes to be ignored.

### 7.2.7 Standby management for failover architectures

For architectures with failover concepts, you can go to the standby management to manually select which server with which components is supposed to be active.

For architectures of the type *Parallel Recording*, you can also use the standby management if you have provided for the respective resources.

Using the standby management makes sense in the following cases:

- You would like to switch back to the primary server, e. g. when the standby server has automatically taken over and the primary server is now available again.
- You would like to switch to the standby server manually, e. g. during maintenance of the primary server.



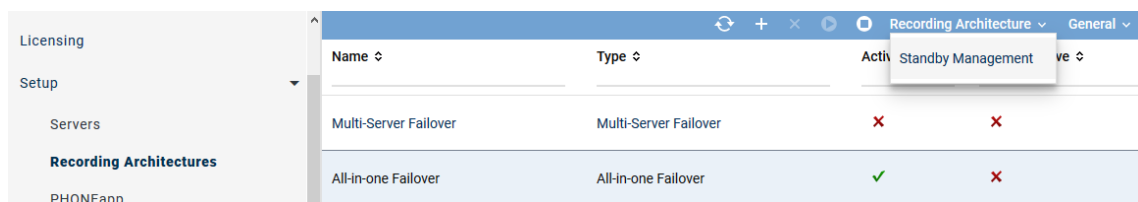
You can only edit the standby management if the corresponding architecture has been activated.

#### 7.2.7.1 Standby management for All-in-one Failover

For failover recording architectures, the menu *Recording Architectures* appears in the toolbar of the main view. If you have installed the required redundancy options on different servers, you can switch from primary to standby server and vice versa by clicking on the menu item *Standby Management*.

The menu item *Standby Management* is only active if the selected recording architecture has been activated.

1. In the main view, select the recording architecture the standby management of which you would like to call up.
2. Click on the menu *Recording Architectures* in the toolbar of the main view.
  - ⇒ If the selected recording architecture has been activated, the menu item *Standby Management* is active.



| Licensing             |                       | Recording Architecture |                    | General |
|-----------------------|-----------------------|------------------------|--------------------|---------|
| Name                  | Type                  | Active                 | Standby Management | ve      |
| Multi-Server Failover | Multi-Server Failover | ✗                      | ✗                  |         |
| All-in-one Failover   | All-in-one Failover   | ✓                      | ✗                  |         |

Fig. 537: Configure standby management

3. Click on the menu item *Standby Management*.
  - ⇒ The window *Standby Management* appears.

| Standby Management    |            |                         |                    |          |
|-----------------------|------------|-------------------------|--------------------|----------|
| Server Name           | Status     | Oldest Running Activity | Running Activities | Version  |
| RC - REC-01 / REC-02  |            |                         |                    |          |
| REC-01                | Active     |                         | Activities: 0      | 60.01.00 |
| REC-02                | In Standby |                         | Activities: 0      |          |
| RIA - REC-01 / REC-02 |            |                         |                    |          |
| REC-01                | Active     |                         | Activities: 0      | 60.01.00 |
| REC-02                | In Standby |                         | Activities: 0      |          |
| RM - REC-01 / REC-02  |            |                         |                    |          |
| REC-01                | Active     |                         | Activities: 0      | 60.00.00 |
| REC-02                | In Standby |                         | Activities: 0      |          |

Fig. 538: Switch server

Here, you see the assignment of the deployed components.

In the column *Status*, you can see which component is currently active.

4. To activate a standby server, select the respective server in the list.

5. Click on the icon  (*Activate*) in the toolbar.

⇒ The status of the standby server changes from *In Standby* to *Active*.

### Activate shutdown mode for maintenance purposes

If you would like to shut down a server for maintenance purposes, you can activate shutdown mode for this server




This function is not useful for architectures for All-in-one Failover as no additional server can be activated in shutdown mode in this architecture.

1. To activate shutdown mode for a server, select the respective server in the list.

2. Click on the icon  (*Activate shutdown mode*) in the toolbar.

⇒ The status of the server changes from *Active* to *Shutdown Mode*.

3. To deactivate shutdown mode again, click on the icon  in the toolbar again.

⇒ The status of the server changes from *Shutdown Mode* to *Active*.




In shutdown mode, the standby components are not activated automatically. Only those conversations which are already running are continued to be recorded. Once you make manual configurations in the standby management, you must make sure that one of the respective components relevant for recording has been activated. New recordings will not be accepted before another server has been activated manually.

### Activate failover components

For another standby server to take over the recording of new conversations, you must activate it manually.

1. To activate a standby server, select the respective server in the list.

2. Click on the icon  (*Activate*) in the toolbar.
- ⇒ The status of the standby server changes from *In Standby* to *Active*.  
Only now can this server record new conversations.

### 7.2.7.2 Standby management for Multi-Server Failover

For failover recording architectures, the menu *Recording Architectures* appears in the toolbar of the main view. If you have installed the required redundancy options on different servers, you can switch from primary to standby server and vice versa by clicking on the menu item *Standby Management*.

The menu item *Standby Management* is only active if the selected recording architecture has been activated.

1. In the main view, select the recording architecture the standby management of which you would like to call up.
2. Click on the menu *Recording Architectures* in the toolbar of the main view.
  - ⇒ If the selected recording architecture has been activated, the menu item *Standby Management* is active.

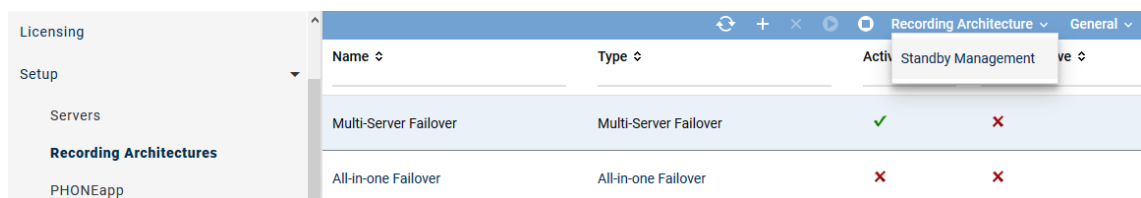


Fig. 539: Menu of the standby management

3. Click on the menu item *Standby Management*.
  - ⇒ The window *Standby Management* appears.

| Standby Management    |            |                         |                    |          |
|-----------------------|------------|-------------------------|--------------------|----------|
| Server Name           | Status     | Oldest Running Activity | Running Activities | Version  |
| RC - RC-01 / RC-02    |            |                         |                    |          |
| RC-01                 | Active     |                         | Activities: 0      | 60.01.00 |
| RC-02                 | In Standby |                         | Activities: 0      | 60.00.00 |
| RM - REC-01 / REC-02  |            |                         |                    |          |
| REC-01                | Active     |                         | Activities: 0      | 60.00.00 |
| REC-02                | In Standby |                         | Activities: 0      |          |
| RIA - CTI-01 / CTI-02 |            |                         |                    |          |
| CTI-01                | Active     |                         | Activities: 0      | 60.01.00 |
| CTI-02                | In Standby |                         | Activities: 0      | 60.00.00 |

Fig. 540: Switch server

If you have installed the required redundancy options on different servers, you can use standby management for the following components:

- **RC** (*Recording Control Standby Management*) to secure recording control

- **RM** (*Recorder Standby Management*) to secure recording
- **RIA** (*CTIconnect Standby Management*) to secure the additional data of the recordings

Here, you see the assignment of the deployed components.

In the column *Status*, you can see which component is currently active.

4. To activate a standby server, select the respective server in the list.

5. Click on the icon  (*Activate*) in the toolbar.

⇒ The status of the standby server changes from *In Standby* to *Active*.

### Activate shutdown mode for maintenance purposes

If you would like to shut down a server for maintenance purposes, you can activate shutdown mode for this server




This function is not useful for architectures for All-in-one Failover as no additional server can be activated in shutdown mode in this architecture.

1. To activate shutdown mode for a server, select the respective server in the list.

2. Click on the icon  (*Activate shutdown mode*) in the toolbar.

⇒ The status of the server changes from *Active* to *Shutdown Mode*.

3. To deactivate shutdown mode again, click on the icon  in the toolbar again.

⇒ The status of the server changes from *Shutdown Mode* to *Active*.



In shutdown mode, the standby components are not activated automatically. Only those conversations which are already running are continued to be recorded. Once you make manual configurations in the standby management, you must make sure that one of the respective components relevant for recording has been activated. New recordings will not be accepted before another server has been activated manually.

### Activate failover components

For another standby server to take over the recording of new conversations, you must activate it manually.

1. To activate a standby server, select the respective server in the list.

2. Click on the icon  (*Activate*) in the toolbar.

⇒ The status of the standby server changes from *In Standby* to *Active*.

Only now can this server record new conversations.

## 7.3 Configure Genesys T-Server (optional)

### 7.3.1 Configure IP address and port of the Genesys T-Server

1. Log in to the Genesys Administrator.

2. Click on the menu item *Environment > Applications* in the navigation bar.

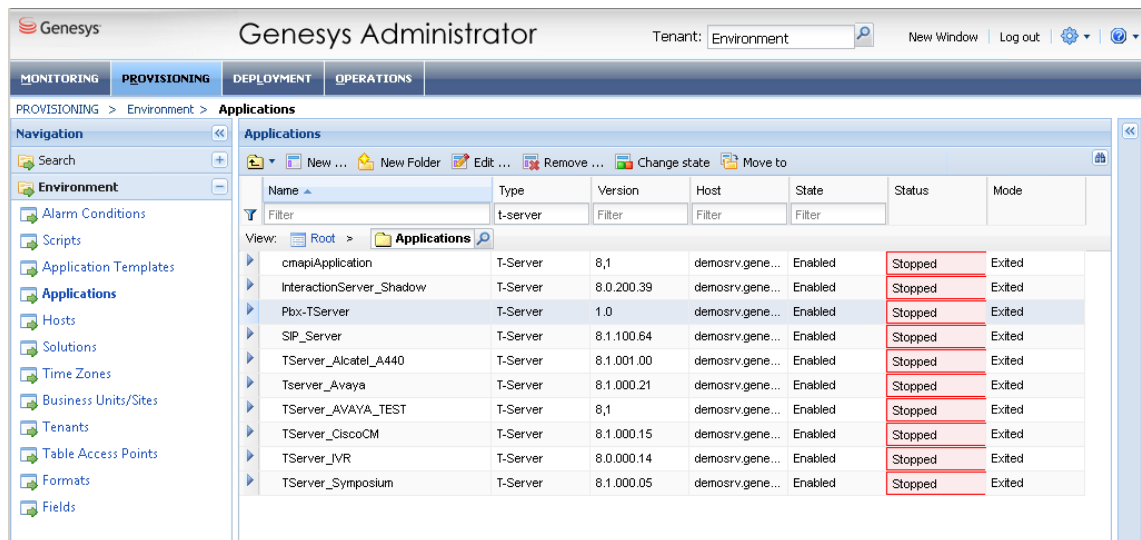


Fig. 541: Genesys Administrator - select T-Server

- 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*.

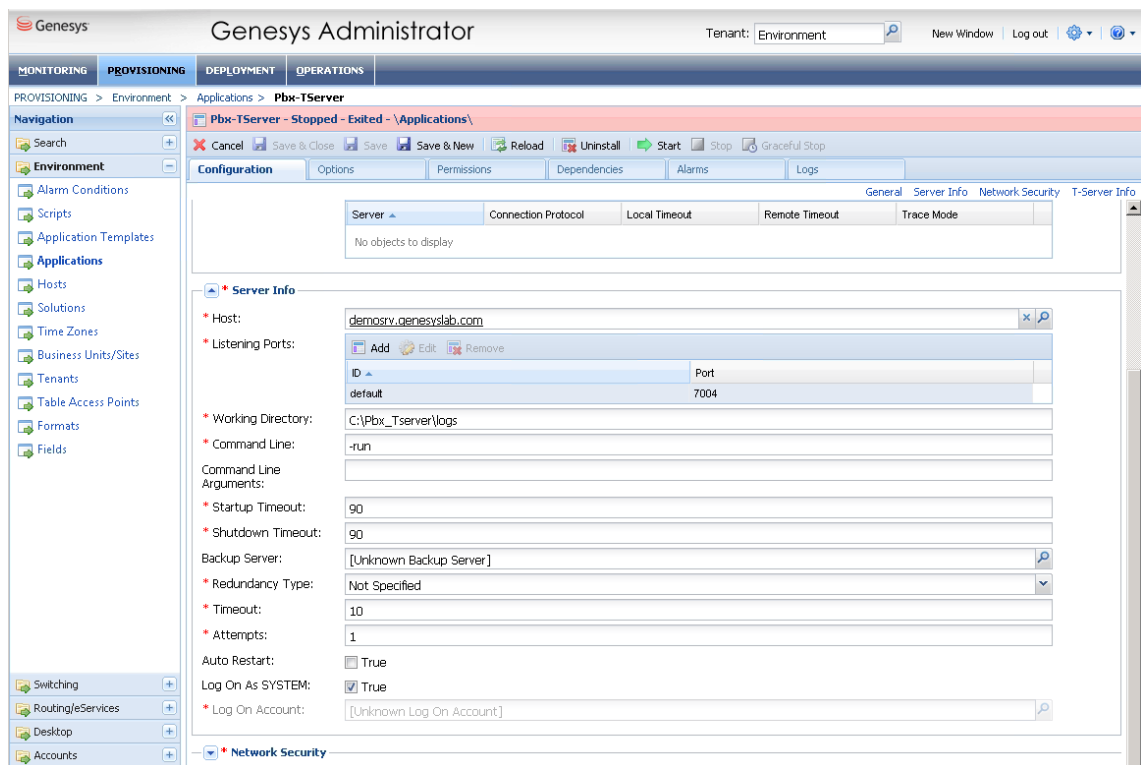


Fig. 542: Genesys Administrator - configure T-Server

- In the field *Host*, enter the IP address or the computer name of the T-Server, e. g. *demosrv8.genesyslab.com*.
- In the field *Listening Port*, enter the port of the T-Server, e. g.

### 7.3.2

#### Configure IP address and port of the Genesys Configuration Server

- Click on the menu item *Environment > Applications* in the navigation bar.

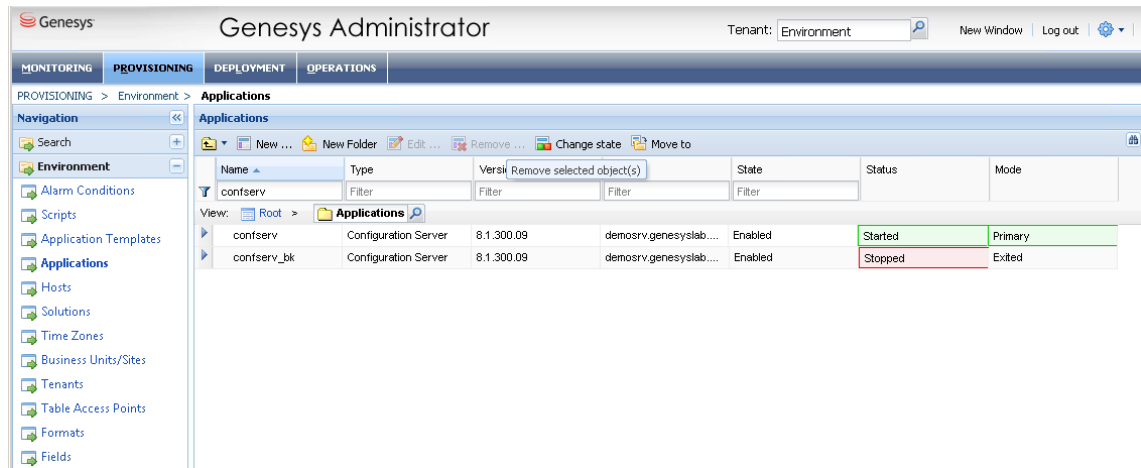


Fig. 543: Genesys Administrator - select configuration server

2. Double-click on the entry Configuration Server, e. g. *confserv*.  
⇒ The window *Configuration* appears.
3. Expand the area *Server Info*.

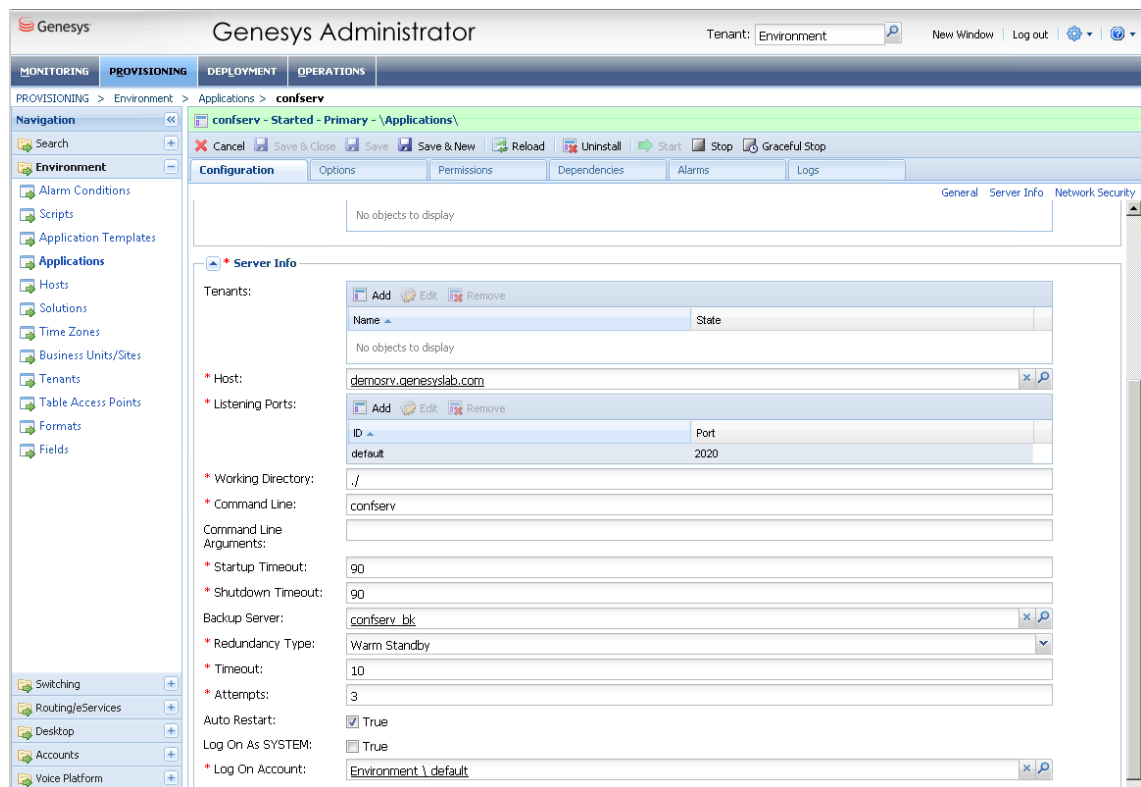


Fig. 544: Genesys Administrator - configure configuration server

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.

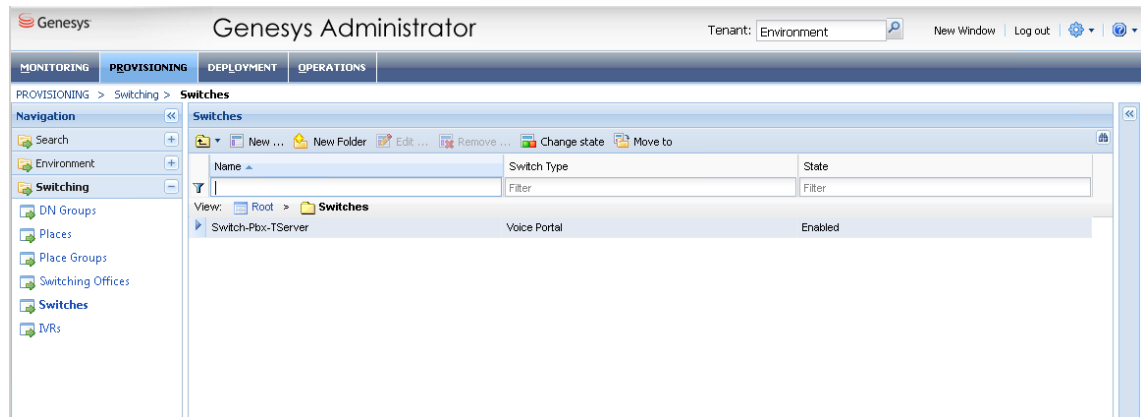


Fig. 545: Genesys Administrator - switch instances

2. Double-click on the entry of the switch instance.  
⇒ The window *Configuration > General* appears.

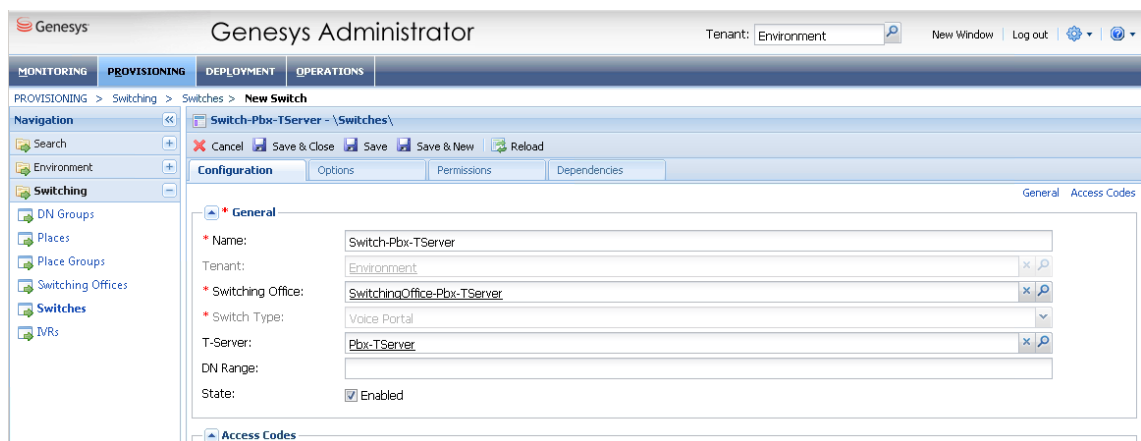


Fig. 546: Genesys Administrator - configure switch instance

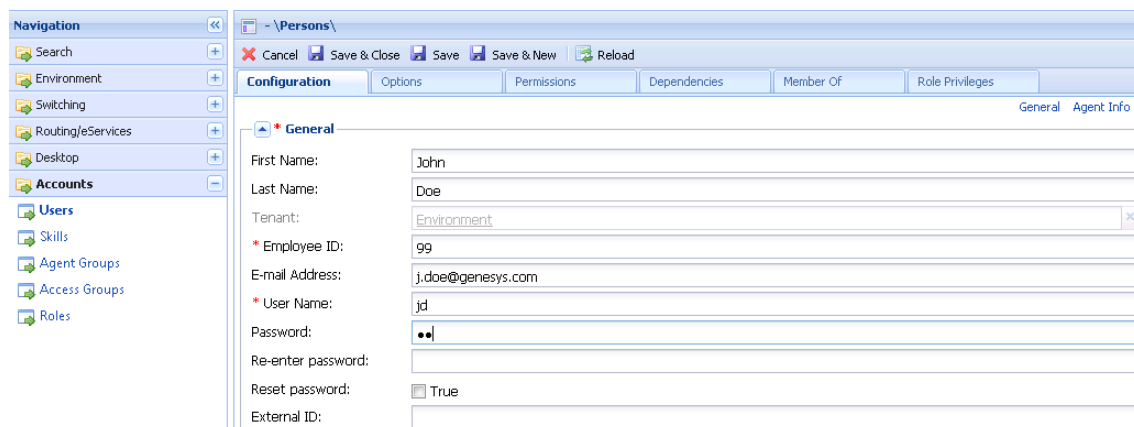
3. Enter the same name in the configuration as in the Genesys T-Server.
4. Check whether the T-Server is identical to the T-Server configured in the Genesys T-Server.
5. Click on the button *Save* to save the entries.

### 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 displays the Genesys administrator interface for creating a new user. On the left, a 'Navigation' pane lists various system components. The main workspace is titled '- \Persons\' and contains a 'Configuration' tab. Below this, the 'General' tab is active, showing a form for user creation. The form includes fields for 'First Name' (John), 'Last Name' (Doe), 'Tenant' (Environment), 'Employee ID' (99), 'E-mail Address' (j.doe@genesys.com), 'User Name' (jd), 'Password', 'Re-enter password', 'Reset password' (checkbox), and 'External ID'. The 'Password' field is currently empty, and the 'Reset password' checkbox is checked.

Fig. 547: Genesys administrator - create user

3. Complete the mandatory fields *Employee ID*, *User Name*, and *Password*.
4. Assign the user the rights to the created switch instance.
5. Click on the button *Save* to save the entries.

## 8 Troubleshooting



Before initiating any troubleshooting measures, verify that the recording solution has been configured according to the description in the manual and check whether an up-to-date hotfix version with bug fixes is available.

**If no recording is possible, check:**

- the SSL connection
- the connection to the MiVoice Border Gateway
- the CTI connection In case, the connection could not be established: check whether there are error messages and whether the correct IP address of the Mitel PBX has been configured, see Global recording settings.
- the connection to the RIA. In case, the connection could not be established: check the firewall and the ports

**When opening a ticket, include the following information:**

- software version and IP address of the PBX and the MiVoice Border Gateway (secure connector)
- MAC and IP address of the affected devices

**Log level settings**

| Module                   | Log level    |
|--------------------------|--------------|
| RIA                      | <i>DEBUG</i> |
| RECORDING_CONTROL        | <i>DEBUG</i> |
| RECORDING_MODULE_MANAGER | <i>DEBUG</i> |
| API_SERVER               | <i>DEBUG</i> |

**When opening a ticket for the Genesys T-Server, include the following information:**

- Log files with test calls  
**NOTICE!** Before creating any log files, adjust the settings of the log levels in the Log Level module in the System Monitoring as described below, see user manual *System Monitoring*.
- detailed description of the issue and of the scenarios of the test calls which have been made
- extension of the affected device
- employed recording solution
- Wireshark traces of the recording network interface
- software version of the Genesys T-Server

**Log level settings**

| Module                    | Log level    |
|---------------------------|--------------|
| RIA                       | <i>DEBUG</i> |
| RIA_ASSISTANT_FOR_GENESYS | <i>DEBUG</i> |
| RECORDING_CONTROL         | <i>DEBUG</i> |
| RECORDING_MODULE_MANAGER  | <i>DEBUG</i> |
| API_SERVER                | <i>DEBUG</i> |
| FILE_MANAGER              | <i>DEBUG</i> |

## List of figures

|         |  |    |
|---------|--|----|
| Fig. 1  | Overview of the recording solution for Direct Call Recording.....    | 6  |
| Fig. 2  | Overview of the recording solution for Indirect Call Recording ..... | 7  |
| Fig. 3  | Overview of trunk-side recording solution .....                      | 8  |
| Fig. 4  | Activate MBG for Call Recording .....                                | 14 |
| Fig. 5  | Add MBG ICPs.....  | 15 |
| Fig. 6  | Configure MBG ICP .....  | 15 |
| Fig. 7  | Add MiNET devices.....   | 16 |
| Fig. 8  | Add MiNET devices.....   | 16 |
| Fig. 9  | Login screen MBG .....   | 17 |
| Fig. 10 | Certificate Management .....   | 17 |
| Fig. 11 | Confirm selected certificate.....                                    | 18 |
| Fig. 12 | Success notification for shared certificate.....                     | 18 |
| Fig. 13 | System Configuration - web interface .....                           | 19 |
| Fig. 14 | System Configuration - main view:.....                               | 20 |
| Fig. 15 | Recording architectures - main view .....                            | 21 |
| Fig. 16 | Toolbar Recording Architectures module.....                          | 21 |
| Fig. 17 | Create recording architecture - All-in-one Basic Recording .....     | 22 |
| Fig. 18 | Recording architecture - tab Details.....                            | 23 |
| Fig. 19 | Select integration type.....   | 23 |
| Fig. 20 | Recording architecture - tab Server Assignment .....                 | 24 |
| Fig. 21 | Recording architecture - assign server .....                         | 24 |
| Fig. 22 | Recording architecture - activate recording variant.....             | 25 |
| Fig. 23 | Recording architecture - activate recording architecture.....        | 25 |
| Fig. 24 | Servers - main view.....   | 26 |
| Fig. 25 | Toolbar Servers module.....  | 26 |
| Fig. 26 | Add server locations.....  | 27 |
| Fig. 27 | Delete server location .....   | 28 |
| Fig. 28 | Servers - tab Details.....   | 29 |
| Fig. 29 | Servers - tab usage .....  | 29 |
| Fig. 30 | Group field API Server .....   | 30 |
| Fig. 31 | Select storage expansion.....  | 31 |
| Fig. 32 | Group field Audio Analysis .....                                     | 32 |
| Fig. 33 | Select server for emotion detection.....                             | 32 |
| Fig. 34 | Group field Recording Control/Key Management .....                   | 32 |
| Fig. 35 | Group field Data Processing .....                                    | 33 |
| Fig. 36 | Select server .....  | 35 |
| Fig. 37 | Group field Replay .....   | 36 |
| Fig. 38 | Select server .....  | 37 |
| Fig. 39 | Group field Virtualization .....                                     | 38 |
| Fig. 40 | Servers module - tab Media Streamer .....                            | 39 |
| Fig. 41 | Servers Module - tab Replay Server Address Mapping .....             | 41 |

|         |  |    |
|---------|--|----|
| Fig. 42 | Servers module - tab Key Management.....                   | 42 |
| Fig. 43 | Servers module - tab Keystore/Virtualization .....         | 44 |
| Fig. 44 | PBX module - main view .....                               | 45 |
| Fig. 45 | Toolbar PBX module .....                                   | 45 |
| Fig. 46 | Create new PBX - tab Details .....                         | 46 |
| Fig. 47 | Tenants - main view - tab Extensions .....                 | 47 |
| Fig. 48 | Assign extensions to tenants .....                         | 48 |
| Fig. 49 | Remove extensions.....                                     | 49 |
| Fig. 50 | Select extensions .....                                    | 50 |
| Fig. 51 | Tenants - main view - tab PBX Agent ID.....                | 51 |
| Fig. 52 | Assign PBX Agent IDs to tenants.....                       | 51 |
| Fig. 53 | Select PBX Agent IDs .....                                 | 53 |
| Fig. 54 | Configure additional data .....                            | 53 |
| Fig. 55 | Additional data - configure availability.....              | 54 |
| Fig. 56 | Additional data for MiVB.....                              | 54 |
| Fig. 57 | Integrations - main view .....                             | 55 |
| Fig. 58 | Toolbar Integrations module .....                          | 55 |
| Fig. 59 | Choose file .....  | 56 |
| Fig. 60 | Upload grammar .....                                       | 56 |
| Fig. 61 | Create integration type.....                               | 57 |
| Fig. 62 | Integrations - select PBX.....                             | 57 |
| Fig. 63 | Assign recording architecture - All-in-one Basic .....     | 58 |
| Fig. 64 | Configuration steps of the integration .....               | 58 |
| Fig. 65 | Configuration step - Configure Recording Architecture..... | 59 |
| Fig. 66 | Configure CTIconnect connection data to MBG.....           | 60 |
| Fig. 67 | Group field CTI\$connect\$ module .....                    | 60 |
| Fig. 68 | Group field Connection Data.....                           | 61 |
| Fig. 69 | Configure connection .....                                 | 61 |
| Fig. 70 | CTI connection data - additional data module 1.....        | 62 |
| Fig. 71 | CTI connection data - tab MiVB (MiTAI) .....               | 63 |
| Fig. 72 | Group field CTI\$connect\$ module .....                    | 63 |
| Fig. 73 | Group field Connection Data.....                           | 64 |
| Fig. 74 | Configure connection data .....                            | 64 |
| Fig. 75 | CTI connection data - additional data .....                | 65 |
| Fig. 76 | CTI connection data - tab MiVB SIP trunk (MiTAI).....      | 66 |
| Fig. 77 | Group field CTI\$connect\$ module .....                    | 66 |
| Fig. 78 | Group field Connection Data.....                           | 67 |
| Fig. 79 | Configure connection data .....                            | 67 |
| Fig. 80 | CTI connection data - additional data .....                | 68 |
| Fig. 81 | Configuration step - configure monitor points .....        | 69 |
| Fig. 82 | Add extension monitor points.....                          | 69 |
| Fig. 83 | Configured extension monitor points.....                   | 71 |

|          |   |     |
|----------|---|-----|
| Fig. 84  | Add Peer Name(s) .....  | 71  |
| Fig. 85  | Configuration step - Configure recording servers .....          | 72  |
| Fig. 86  | Configure add-on for MiContact Center Business.....             | 74  |
| Fig. 87  | Arbitrary assignment of the additional data.....                | 77  |
| Fig. 88  | Overview of the add on of Genesys T-Server .....                | 78  |
| Fig. 89  | Configure add-on for Genesys T-Server .....                     | 79  |
| Fig. 90  | Configure connection data .....                                 | 80  |
| Fig. 91  | Arbitrary assignment of the additional data.....                | 82  |
| Fig. 92  | Configure miscellaneous settings .....                          | 82  |
| Fig. 93  | Activate integration.....                                       | 83  |
| Fig. 94  | Activated integration.....                                      | 83  |
| Fig. 95  | Deactivate integration .....                                    | 84  |
| Fig. 96  | Recording architectures - main view .....                       | 85  |
| Fig. 97  | Toolbar Recording Architectures module.....                     | 85  |
| Fig. 98  | Create recording architecture - All-in-one Failover .....       | 86  |
| Fig. 99  | Recording architecture - tab Details - All-in-one Failover..... | 87  |
| Fig. 100 | Select integration type.....                                    | 88  |
| Fig. 101 | Recording Architecture - tab Server Assignment .....            | 89  |
| Fig. 102 | Recording Architecture - assign server - example .....          | 89  |
| Fig. 103 | Recording Architecture - activate recording type .....          | 90  |
| Fig. 104 | Recording architecture - activate recording architecture.....   | 90  |
| Fig. 105 | Servers - main view.....  | 91  |
| Fig. 106 | Toolbar Servers module.....                                     | 91  |
| Fig. 107 | Add server locations.....                                       | 93  |
| Fig. 108 | Delete server location .....                                    | 94  |
| Fig. 109 | Servers - tab Details.....                                      | 94  |
| Fig. 110 | Servers - tab usage .....                                       | 95  |
| Fig. 111 | Group field API Server .....                                    | 95  |
| Fig. 112 | Select storage expansion.....                                   | 97  |
| Fig. 113 | Group field Audio Analysis .....                                | 97  |
| Fig. 114 | Select server for emotion detection.....                        | 98  |
| Fig. 115 | Group field Recording Control/Key Management .....              | 98  |
| Fig. 116 | Group field Data Processing .....                               | 99  |
| Fig. 117 | Select server .....   | 101 |
| Fig. 118 | Group field Replay .....  | 101 |
| Fig. 119 | Select server .....   | 103 |
| Fig. 120 | Group field Virtualization .....                                | 103 |
| Fig. 121 | Servers module - tab Media Streamer .....                       | 104 |
| Fig. 122 | Servers Module - tab Replay Server Address Mapping .....        | 106 |
| Fig. 123 | Servers module - tab Key Management.....                        | 107 |
| Fig. 124 | Servers module - tab Keystore/Virtualization .....              | 109 |
| Fig. 125 | PBX module - main view .....                                    | 110 |

|          |  |     |
|----------|--|-----|
| Fig. 126 | Toolbar PBX module .....                                   | 110 |
| Fig. 127 | Create new PBX - tab Details .....                         | 112 |
| Fig. 128 | Tenants - main view - tab Extensions .....                 | 113 |
| Fig. 129 | Assign extensions to tenants .....                         | 114 |
| Fig. 130 | Remove extensions.....                                     | 115 |
| Fig. 131 | Select extensions .....                                    | 116 |
| Fig. 132 | Tenants - main view - tab PBX Agent ID.....                | 117 |
| Fig. 133 | Assign PBX Agent IDs to tenants.....                       | 117 |
| Fig. 134 | Select PBX Agent IDs .....                                 | 119 |
| Fig. 135 | Configure additional data .....                            | 119 |
| Fig. 136 | Additional data - configure availability .....             | 120 |
| Fig. 137 | Additional data for MiVB.....                              | 120 |
| Fig. 138 | Integrations - main view .....                             | 121 |
| Fig. 139 | Toolbar Integrations module .....                          | 121 |
| Fig. 140 | Choose file .....  | 122 |
| Fig. 141 | Upload grammar .....                                       | 122 |
| Fig. 142 | Create integration type.....                               | 123 |
| Fig. 143 | Integrations - select PBX.....                             | 123 |
| Fig. 144 | Assign recording architecture - All-in-one Failover .....  | 124 |
| Fig. 145 | Configuration steps of the integration .....               | 124 |
| Fig. 146 | Configuration step - Configure Recording Architecture..... | 125 |
| Fig. 147 | Activate CTIconnect connection data for MBG .....          | 125 |
| Fig. 148 | Configure CTIconnect module .....                          | 126 |
| Fig. 149 | Group field Connection Data.....                           | 126 |
| Fig. 150 | Configure connection .....                                 | 127 |
| Fig. 151 | CTI connection data - additional data module 1.....        | 128 |
| Fig. 152 | CTI connection data - tab MiVB (MiTAI) .....               | 128 |
| Fig. 153 | Group field CTI\$connect\$ module .....                    | 129 |
| Fig. 154 | Group field Connection Data.....                           | 129 |
| Fig. 155 | Configure connection data .....                            | 130 |
| Fig. 156 | CTI connection data - additional data .....                | 130 |
| Fig. 157 | CTI connection data - tab MiVB SIP trunk (MiTAI).....      | 132 |
| Fig. 158 | Group field CTI\$connect\$ module .....                    | 132 |
| Fig. 159 | Group field Connection Data.....                           | 133 |
| Fig. 160 | Configure connection data .....                            | 133 |
| Fig. 161 | CTI connection data - additional data .....                | 134 |
| Fig. 162 | Configuration step - configure monitor points .....        | 135 |
| Fig. 163 | Add extension monitor points.....                          | 135 |
| Fig. 164 | Configured extension monitor points.....                   | 137 |
| Fig. 165 | Add Peer Name(s) .....                                     | 137 |
| Fig. 166 | Configuration step - Configure recording servers .....     | 138 |
| Fig. 167 | Configure add-on for MiContact Center Business.....        | 140 |

|          |  |     |
|----------|--|-----|
| Fig. 168 | Arbitrary assignment of the additional data .....                          | 143 |
| Fig. 169 | Overview of the add on of Genesys T-Server .....                           | 144 |
| Fig. 170 | Configure add-on for Genesys T-Server .....                                | 145 |
| Fig. 171 | Configure connection data .....  | 146 |
| Fig. 172 | Arbitrary assignment of the additional data .....                          | 148 |
| Fig. 173 | Configure miscellaneous settings .....                                     | 148 |
| Fig. 174 | Activate integration.....  | 149 |
| Fig. 175 | Activated integration.....   | 149 |
| Fig. 176 | Deactivate integration .....   | 150 |
| Fig. 177 | Recording architectures - main view .....                                  | 151 |
| Fig. 178 | Toolbar Recording Architectures module .....                               | 151 |
| Fig. 179 | Create recording architecture - All-in-one Parallel Recording .....        | 152 |
| Fig. 180 | Recording architecture - tab Details - All-in-one Parallel Recording ..... | 153 |
| Fig. 181 | Select integration type.....   | 154 |
| Fig. 182 | Recording Architecture - tab Server Assignment .....                       | 155 |
| Fig. 183 | Recording Architecture - assign server - example .....                     | 155 |
| Fig. 184 | Recording Architecture - activate recording type .....                     | 156 |
| Fig. 185 | Activate recording architecture.....                                       | 156 |
| Fig. 186 | Servers - main view.....   | 157 |
| Fig. 187 | Toolbar Servers module .....   | 157 |
| Fig. 188 | Add server locations.....  | 159 |
| Fig. 189 | Delete server location .....   | 160 |
| Fig. 190 | Servers - tab Details.....   | 160 |
| Fig. 191 | Servers - tab usage .....  | 161 |
| Fig. 192 | Group field API Server .....   | 161 |
| Fig. 193 | Select storage expansion.....  | 163 |
| Fig. 194 | Group field Audio Analysis .....   | 163 |
| Fig. 195 | Select server for emotion detection.....                                   | 164 |
| Fig. 196 | Group field Recording Control/Key Management .....                         | 164 |
| Fig. 197 | Group field Data Processing .....  | 165 |
| Fig. 198 | Select server .....  | 167 |
| Fig. 199 | Group field Replay .....   | 167 |
| Fig. 200 | Select server .....  | 169 |
| Fig. 201 | Group field Virtualization .....   | 169 |
| Fig. 202 | Servers module - tab Media Streamer .....                                  | 170 |
| Fig. 203 | Servers Module - tab Replay Server Address Mapping.....                    | 172 |
| Fig. 204 | Servers module - tab Key Management.....                                   | 173 |
| Fig. 205 | Servers module - tab Keystore/Virtualization .....                         | 175 |
| Fig. 206 | PBX module - main view .....   | 176 |
| Fig. 207 | Toolbar PBX module .....   | 176 |
| Fig. 208 | Create new PBX - tab Details .....   | 178 |
| Fig. 209 | Tenants - main view - tab Extensions .....                                 | 179 |

|          |  |     |
|----------|--|-----|
| Fig. 210 | Assign extensions to tenants .....                         | 180 |
| Fig. 211 | Remove extensions.....                                     | 181 |
| Fig. 212 | Select extensions .....                                    | 182 |
| Fig. 213 | Tenants - main view - tab PBX Agent ID.....                | 183 |
| Fig. 214 | Assign PBX Agent IDs to tenants.....                       | 183 |
| Fig. 215 | Select PBX Agent IDs .....                                 | 185 |
| Fig. 216 | Configure additional data .....                            | 185 |
| Fig. 217 | Additional data - configure availability .....             | 186 |
| Fig. 218 | Additional data for MiVB.....                              | 186 |
| Fig. 219 | Integrations - main view .....                             | 187 |
| Fig. 220 | Toolbar Integrations module .....                          | 187 |
| Fig. 221 | Choose file .....  | 188 |
| Fig. 222 | Upload grammar .....                                       | 188 |
| Fig. 223 | Create integration type.....                               | 189 |
| Fig. 224 | Integrations - select PBX.....                             | 189 |
| Fig. 225 | Assign recording architecture - All-in-one Parallel .....  | 190 |
| Fig. 226 | Configuration steps of the integration .....               | 190 |
| Fig. 227 | Configuration step - Configure Recording Architecture..... | 191 |
| Fig. 228 | Activate CTIconnect connection data for MBG .....          | 191 |
| Fig. 229 | Configure CTIconnect module .....                          | 192 |
| Fig. 230 | Group field Connection Data.....                           | 192 |
| Fig. 231 | Configure connection .....                                 | 193 |
| Fig. 232 | CTI connection data - additional data module 1.....        | 194 |
| Fig. 233 | CTI connection data - tab MiVB (MiTAI) .....               | 194 |
| Fig. 234 | Group field CTI\$connect\$ module .....                    | 195 |
| Fig. 235 | Group field Connection Data.....                           | 195 |
| Fig. 236 | Configure connection data .....                            | 196 |
| Fig. 237 | CTI connection data - additional data .....                | 196 |
| Fig. 238 | CTI connection data - tab MiVB SIP trunk (MiTAI).....      | 198 |
| Fig. 239 | Group field CTI\$connect\$ module .....                    | 198 |
| Fig. 240 | Group field Connection Data.....                           | 199 |
| Fig. 241 | Configure connection data .....                            | 199 |
| Fig. 242 | CTI connection data - additional data .....                | 200 |
| Fig. 243 | Configuration step - configure monitor points .....        | 201 |
| Fig. 244 | Add extension monitor points.....                          | 201 |
| Fig. 245 | Configured extension monitor points.....                   | 203 |
| Fig. 246 | Add Peer Name(s) .....                                     | 203 |
| Fig. 247 | Configuration step - Configure recording servers .....     | 204 |
| Fig. 248 | Configure add-on for MiContact Center Business.....        | 206 |
| Fig. 249 | Arbitrary assignment of the additional data.....           | 209 |
| Fig. 250 | Overview of the add on of Genesys T-Server .....           | 210 |
| Fig. 251 | Configure add-on for Genesys T-Server .....                | 211 |



|          |  |     |
|----------|--|-----|
| Fig. 252 | Configure connection data .....                                    | 212 |
| Fig. 253 | Arbitrary assignment of the additional data .....                  | 214 |
| Fig. 254 | Configure miscellaneous settings .....                             | 214 |
| Fig. 255 | Activate integration.....  | 215 |
| Fig. 256 | Activated integration.....   | 215 |
| Fig. 257 | Deactivate integration .....                                       | 216 |
| Fig. 258 | Recording architectures - main view .....                          | 217 |
| Fig. 259 | Toolbar Recording Architectures module .....                       | 217 |
| Fig. 260 | Create recording architecture - Multi-Server Recording.....        | 218 |
| Fig. 261 | Recording architecture - tab Details - Multi-Server Recording..... | 219 |
| Fig. 262 | Select integration type.....                                       | 220 |
| Fig. 263 | Recording architecture - tab Server Assignment .....               | 221 |
| Fig. 264 | Recording architecture - assign server - example.....              | 221 |
| Fig. 265 | Add recording server .....   | 222 |
| Fig. 266 | Recording architecture - activate recording architecture.....      | 223 |
| Fig. 267 | Servers - main view.....   | 224 |
| Fig. 268 | Toolbar Servers module.....  | 224 |
| Fig. 269 | Add server locations.....  | 225 |
| Fig. 270 | Delete server location .....                                       | 226 |
| Fig. 271 | Servers - tab Details.....   | 227 |
| Fig. 272 | Servers - tab usage .....  | 227 |
| Fig. 273 | Group field API Server .....                                       | 228 |
| Fig. 274 | Select storage expansion.....                                      | 229 |
| Fig. 275 | Group field Audio Analysis .....                                   | 230 |
| Fig. 276 | Select server for emotion detection.....                           | 230 |
| Fig. 277 | Group field Recording Control/Key Management .....                 | 230 |
| Fig. 278 | Group field Data Processing .....                                  | 231 |
| Fig. 279 | Select server .....  | 233 |
| Fig. 280 | Group field Replay .....   | 234 |
| Fig. 281 | Select server .....  | 235 |
| Fig. 282 | Group field Virtualization .....                                   | 236 |
| Fig. 283 | Servers module - tab Media Streamer .....                          | 237 |
| Fig. 284 | Servers Module - tab Replay Server Address Mapping .....           | 239 |
| Fig. 285 | Servers module - tab Key Management.....                           | 240 |
| Fig. 286 | Servers module - tab Keystore/Virtualization .....                 | 242 |
| Fig. 287 | PBX module - main view .....                                       | 243 |
| Fig. 288 | Toolbar PBX module .....   | 243 |
| Fig. 289 | Create new PBX - tab Details .....                                 | 244 |
| Fig. 290 | Tenants - main view - tab Extensions .....                         | 245 |
| Fig. 291 | Assign extensions to tenants .....                                 | 246 |
| Fig. 292 | Remove extensions.....   | 247 |
| Fig. 293 | Select extensions .....  | 248 |

|          |   |     |
|----------|---|-----|
| Fig. 294 | Tenants - main view - tab PBX Agent ID.....                 | 249 |
| Fig. 295 | Assign PBX Agent IDs to tenants.....                        | 249 |
| Fig. 296 | Select PBX Agent IDs .....                                  | 251 |
| Fig. 297 | Configure additional data .....                             | 251 |
| Fig. 298 | Additional data - configure availability.....               | 252 |
| Fig. 299 | Additional data for MiVB.....                               | 252 |
| Fig. 300 | Integrations - main view .....                              | 253 |
| Fig. 301 | Toolbar Integrations module .....                           | 253 |
| Fig. 302 | Choose file .....   | 254 |
| Fig. 303 | Upload grammar .....  | 254 |
| Fig. 304 | Create integration type.....                                | 255 |
| Fig. 305 | Integrations - select PBX.....                              | 255 |
| Fig. 306 | Assign recording architecture - Multi-Server Recording..... | 256 |
| Fig. 307 | Configuration steps of the integration .....                | 256 |
| Fig. 308 | Configuration step - Configure Recording Architecture.....  | 257 |
| Fig. 309 | Activate CTIconnect connection data for MBG .....           | 257 |
| Fig. 310 | Configure CTIconnect module .....                           | 258 |
| Fig. 311 | Group field Connection Data.....                            | 258 |
| Fig. 312 | Configure connection .....                                  | 259 |
| Fig. 313 | CTI connection data - additional data module 1.....         | 260 |
| Fig. 314 | CTI connection data - tab MiVB (MiTAI) .....                | 260 |
| Fig. 315 | Group field CTI\$connect\$ module .....                     | 261 |
| Fig. 316 | Group field Connection Data.....                            | 261 |
| Fig. 317 | Configure connection data .....                             | 262 |
| Fig. 318 | CTI connection data - additional data .....                 | 262 |
| Fig. 319 | CTI connection data - tab MiVB SIP trunk (MiTAI).....       | 264 |
| Fig. 320 | Group field CTI\$connect\$ module .....                     | 264 |
| Fig. 321 | Group field Connection Data.....                            | 265 |
| Fig. 322 | Configure connection data .....                             | 265 |
| Fig. 323 | CTI connection data - additional data .....                 | 266 |
| Fig. 324 | Configuration step - configure monitor points .....         | 267 |
| Fig. 325 | Add extension monitor points.....                           | 267 |
| Fig. 326 | Configured extension monitor points.....                    | 269 |
| Fig. 327 | Add Peer Name(s) .....                                      | 269 |
| Fig. 328 | Configuration step - Configure recording servers .....      | 270 |
| Fig. 329 | Configure add-on for MiContact Center Business.....         | 272 |
| Fig. 330 | Arbitrary assignment of the additional data.....            | 275 |
| Fig. 331 | Overview of the add on of Genesys T-Server.....             | 276 |
| Fig. 332 | Configure add-on for Genesys T-Server .....                 | 277 |
| Fig. 333 | Configure connection data .....                             | 278 |
| Fig. 334 | Arbitrary assignment of the additional data.....            | 280 |
| Fig. 335 | Configure miscellaneous settings .....                      | 280 |

|          |  |     |
|----------|--|-----|
| Fig. 336 | Activate integration.....  | 281 |
| Fig. 337 | Activated integration.....   | 281 |
| Fig. 338 | Deactivate integration .....                                       | 282 |
| Fig. 339 | Recording architectures - main view .....                          | 283 |
| Fig. 340 | Toolbar Recording Architectures module.....                        | 283 |
| Fig. 341 | Create recording architecture - Multi-Server Failover .....        | 284 |
| Fig. 342 | Recording architecture - tab Details - Multi-Server Failover ..... | 285 |
| Fig. 343 | Select integration type.....                                       | 286 |
| Fig. 344 | Recording Architecture - tab Server Assignment.....                | 287 |
| Fig. 345 | Recording Architecture - assign server - example .....             | 288 |
| Fig. 346 | Add Recording Server.....  | 289 |
| Fig. 347 | Recording architecture - activate recording architecture.....      | 290 |
| Fig. 348 | Servers - main view.....   | 290 |
| Fig. 349 | Toolbar Servers module.....  | 291 |
| Fig. 350 | Add server locations.....  | 292 |
| Fig. 351 | Delete server location .....                                       | 293 |
| Fig. 352 | Servers - tab Details.....   | 293 |
| Fig. 353 | Servers - tab usage.....   | 294 |
| Fig. 354 | Group field API Server .....                                       | 294 |
| Fig. 355 | Select storage expansion.....                                      | 296 |
| Fig. 356 | Group field Audio Analysis .....                                   | 296 |
| Fig. 357 | Select server for emotion detection.....                           | 297 |
| Fig. 358 | Group field Recording Control/Key Management .....                 | 297 |
| Fig. 359 | Group field Data Processing .....                                  | 298 |
| Fig. 360 | Select server .....  | 300 |
| Fig. 361 | Group field Replay .....   | 300 |
| Fig. 362 | Select server .....  | 302 |
| Fig. 363 | Group field Virtualization .....                                   | 302 |
| Fig. 364 | Servers module - tab Media Streamer .....                          | 303 |
| Fig. 365 | Servers Module - tab Replay Server Address Mapping.....            | 305 |
| Fig. 366 | Servers module - tab Key Management.....                           | 306 |
| Fig. 367 | Servers module - tab Keystore/Virtualization .....                 | 308 |
| Fig. 368 | PBX module - main view .....                                       | 309 |
| Fig. 369 | Toolbar PBX module .....   | 309 |
| Fig. 370 | Create new PBX - tab Details .....                                 | 311 |
| Fig. 371 | Tenants - main view - tab Extensions .....                         | 312 |
| Fig. 372 | Assign extensions to tenants .....                                 | 313 |
| Fig. 373 | Remove extensions.....   | 314 |
| Fig. 374 | Select extensions .....  | 315 |
| Fig. 375 | Tenants - main view - tab PBX Agent ID.....                        | 316 |
| Fig. 376 | Assign PBX Agent IDs to tenants.....                               | 316 |
| Fig. 377 | Select PBX Agent IDs .....   | 318 |

|          |   |     |
|----------|---|-----|
| Fig. 378 | Configure additional data .....                             | 318 |
| Fig. 379 | Additional data - configure availability .....              | 319 |
| Fig. 380 | Additional data for MiVB.....                               | 319 |
| Fig. 381 | Integrations - main view .....                              | 320 |
| Fig. 382 | Toolbar Integrations module .....                           | 320 |
| Fig. 383 | Choose file .....   | 321 |
| Fig. 384 | Upload grammar .....  | 321 |
| Fig. 385 | Create integration type .....                               | 322 |
| Fig. 386 | Integrations - select PBX.....                              | 322 |
| Fig. 387 | Assign recording architecture - Multi-Server Failover ..... | 323 |
| Fig. 388 | Configuration steps of the integration .....                | 323 |
| Fig. 389 | Configuration step - Configure Recording Architecture.....  | 324 |
| Fig. 390 | Activate CTIconnect connection data for MBG .....           | 324 |
| Fig. 391 | Configure CTIconnect module .....                           | 325 |
| Fig. 392 | Group field Connection Data.....                            | 325 |
| Fig. 393 | Configure connection .....                                  | 326 |
| Fig. 394 | CTI connection data - additional data module 1.....         | 327 |
| Fig. 395 | CTI connection data - tab MiVB (MiTAI) .....                | 327 |
| Fig. 396 | Group field CTI\$connect\$ module .....                     | 328 |
| Fig. 397 | Group field Connection Data.....                            | 328 |
| Fig. 398 | Configure connection data .....                             | 329 |
| Fig. 399 | CTI connection data - additional data .....                 | 329 |
| Fig. 400 | CTI connection data - tab MiVB SIP trunk (MiTAI).....       | 331 |
| Fig. 401 | Group field CTI\$connect\$ module .....                     | 331 |
| Fig. 402 | Group field Connection Data.....                            | 332 |
| Fig. 403 | Configure connection data .....                             | 332 |
| Fig. 404 | CTI connection data - additional data .....                 | 333 |
| Fig. 405 | Configuration step - configure monitor points .....         | 334 |
| Fig. 406 | Add extension monitor points.....                           | 334 |
| Fig. 407 | Configured extension monitor points.....                    | 336 |
| Fig. 408 | Add Peer Name(s) .....                                      | 336 |
| Fig. 409 | Configuration step - Configure recording servers .....      | 337 |
| Fig. 410 | Configure add-on for MiContact Center Enterprise.....       | 339 |
| Fig. 411 | Arbitrary assignment of the additional data.....            | 340 |
| Fig. 412 | Configure add-on for MiContact Center Business.....         | 342 |
| Fig. 413 | Arbitrary assignment of the additional data.....            | 345 |
| Fig. 414 | Overview of the add on of Genesys T-Server .....            | 346 |
| Fig. 415 | Configure add-on for Genesys T-Server .....                 | 347 |
| Fig. 416 | Configure connection data .....                             | 348 |
| Fig. 417 | Arbitrary assignment of the additional data.....            | 350 |
| Fig. 418 | Configure miscellaneous settings .....                      | 350 |
| Fig. 419 | Activate integration.....                                   | 351 |

|          |   |     |
|----------|---|-----|
| Fig. 420 | Activated integration.....  | 351 |
| Fig. 421 | Deactivate integration .....  | 352 |
| Fig. 422 | Recording architectures - main view .....                                   | 353 |
| Fig. 423 | Toolbar Recording Architectures module.....                                 | 353 |
| Fig. 424 | Create recording architecture - Multi-Server Parallel Recording.....        | 354 |
| Fig. 425 | Recording architecture - tab Details - Multi-Server Parallel Recording..... | 355 |
| Fig. 426 | Select integration type.....  | 356 |
| Fig. 427 | Recording architecture - server assignment device group 1 .....             | 357 |
| Fig. 428 | Recording architecture - assign server - example.....                       | 357 |
| Fig. 429 | Add recording server .....  | 358 |
| Fig. 430 | Recording architecture - activate recording architecture - example.....     | 359 |
| Fig. 431 | Servers - main view.....  | 360 |
| Fig. 432 | Toolbar Servers module.....   | 360 |
| Fig. 433 | Add server locations.....   | 361 |
| Fig. 434 | Delete server location .....  | 362 |
| Fig. 435 | Servers - tab Details.....  | 363 |
| Fig. 436 | Servers - tab usage .....   | 363 |
| Fig. 437 | Group field API Server .....  | 364 |
| Fig. 438 | Select storage expansion.....   | 365 |
| Fig. 439 | Group field Audio Analysis .....  | 366 |
| Fig. 440 | Select server for emotion detection.....                                    | 366 |
| Fig. 441 | Group field Recording Control/Key Management .....                          | 366 |
| Fig. 442 | Group field Data Processing .....   | 367 |
| Fig. 443 | Select server .....   | 369 |
| Fig. 444 | Group field Replay .....  | 370 |
| Fig. 445 | Select server .....   | 371 |
| Fig. 446 | Group field Virtualization .....  | 372 |
| Fig. 447 | Servers module - tab Media Streamer .....                                   | 373 |
| Fig. 448 | Servers Module - tab Replay Server Address Mapping.....                     | 375 |
| Fig. 449 | Servers module - tab Key Management.....                                    | 376 |
| Fig. 450 | Servers module - tab Keystore/Virtualization .....                          | 378 |
| Fig. 451 | PBX module - main view .....  | 379 |
| Fig. 452 | Toolbar PBX module .....  | 379 |
| Fig. 453 | Create new PBX - tab Details .....  | 380 |
| Fig. 454 | Tenants - main view - tab Extensions .....                                  | 381 |
| Fig. 455 | Assign extensions to tenants .....  | 382 |
| Fig. 456 | Remove extensions.....  | 383 |
| Fig. 457 | Select extensions .....   | 384 |
| Fig. 458 | Tenants - main view - tab PBX Agent ID.....                                 | 385 |
| Fig. 459 | Assign PBX Agent IDs to tenants.....  | 385 |
| Fig. 460 | Select PBX Agent IDs .....  | 387 |
| Fig. 461 | Configure additional data .....   | 387 |

|  |     |
|--|-----|
| Fig. 462 Additional data - configure availability .....              | 388 |
| Fig. 463 Additional data for MiVB.....                               | 388 |
| Fig. 464 Integrations - main view .....                              | 389 |
| Fig. 465 Toolbar Integrations module .....                           | 389 |
| Fig. 466 Choose file .....   | 390 |
| Fig. 467 Upload grammar .....  | 390 |
| Fig. 468 Create integration type.....                                | 391 |
| Fig. 469 Integrations - select PBX.....                              | 391 |
| Fig. 470 Assign recording architecture - Multi-Server Parallel ..... | 392 |
| Fig. 471 Configuration steps of the integration .....                | 392 |
| Fig. 472 Configuration step - Configure Recording Architecture.....  | 393 |
| Fig. 473 Activate CTIconnect connection data for MBG .....           | 393 |
| Fig. 474 Configure CTIconnect module .....                           | 394 |
| Fig. 475 Group field Connection Data.....                            | 394 |
| Fig. 476 Configure connection .....                                  | 395 |
| Fig. 477 CTI connection data - additional data module 1.....         | 396 |
| Fig. 478 CTI connection data - tab MiVB (MiTAI) .....                | 396 |
| Fig. 479 Group field CTI\$connect\$ module .....                     | 397 |
| Fig. 480 Group field Connection Data.....                            | 397 |
| Fig. 481 Configure connection data .....                             | 398 |
| Fig. 482 CTI connection data - additional data .....                 | 398 |
| Fig. 483 CTI connection data - tab MiVB SIP trunk (MiTAI).....       | 400 |
| Fig. 484 Group field CTI\$connect\$ module .....                     | 400 |
| Fig. 485 Group field Connection Data.....                            | 401 |
| Fig. 486 Configure connection data .....                             | 401 |
| Fig. 487 CTI connection data - additional data .....                 | 402 |
| Fig. 488 Configuration step - configure monitor points .....         | 403 |
| Fig. 489 Add extension monitor points.....                           | 403 |
| Fig. 490 Configured extension monitor points.....                    | 405 |
| Fig. 491 Add Peer Name(s) .....                                      | 405 |
| Fig. 492 Configuration step - Configure recording servers .....      | 406 |
| Fig. 493 Configure add-on for MiContact Center Enterprise.....       | 408 |
| Fig. 494 Arbitrary assignment of the additional data.....            | 409 |
| Fig. 495 Configure add-on for MiContact Center Business.....         | 411 |
| Fig. 496 Arbitrary assignment of the additional data.....            | 414 |
| Fig. 497 Overview of the add on of Genesys T-Server .....            | 415 |
| Fig. 498 Configure add-on for Genesys T-Server .....                 | 416 |
| Fig. 499 Configure connection data .....                             | 417 |
| Fig. 500 Arbitrary assignment of the additional data.....            | 419 |
| Fig. 501 Configure miscellaneous settings .....                      | 419 |
| Fig. 502 Activate integration.....                                   | 420 |
| Fig. 503 Activated integration.....                                  | 420 |

|   |     |
|---|-----|
| Fig. 504 Deactivate integration .....   | 421 |
| Fig. 505 Servers module - Activate emotion detection.....                       | 421 |
| Fig. 506 Create integration - tab Recording Content Validation.....             | 422 |
| Fig. 507 Select server for emotion detection.....                               | 423 |
| Fig. 508 Servers - tab Usage .....  | 424 |
| Fig. 509 Group field Recording Control/Key Management .....                     | 425 |
| Fig. 510 PHONEapp - main view: .....  | 426 |
| Fig. 511 Detail view phone types .....  | 427 |
| Fig. 512 Display of the properties .....  | 427 |
| Fig. 513 Detail view Default settings.....                                      | 428 |
| Fig. 514 Group field Tagging Attributes .....                                   | 430 |
| Fig. 515 Edit tagging attributes .....  | 431 |
| Fig. 516 Group field Register Fields.....                                       | 431 |
| Fig. 517 Edit register fields.....  | 432 |
| Fig. 518 Configure tagging fields .....   | 433 |
| Fig. 519 Edit tagging fields.....   | 433 |
| Fig. 520 Activate PHONEapp configuration .....                                  | 434 |
| Fig. 521 Phones - main view .....   | 435 |
| Fig. 522 Toolbar .....  | 436 |
| Fig. 523 Create phone .....   | 436 |
| Fig. 524 Create phones - activate PHONEapp .....                                | 437 |
| Fig. 525 Configure key function via the web interface .....                     | 439 |
| Fig. 526 Configure HTTPS settings .....   | 440 |
| Fig. 527 Configure XML Push Server .....  | 441 |
| Fig. 528 Assignment of the top keys and displayed status of the recording ..... | 441 |
| Fig. 529 Synchronize recording control.....                                     | 442 |
| Fig. 530 Menu item Manage Synchronization Configurations.....                   | 443 |
| Fig. 531 Configure synchronization configurations .....                         | 444 |
| Fig. 532 Create synchronization configuration.....                              | 445 |
| Fig. 533 Tab Parallel Recording (integration) .....                             | 447 |
| Fig. 534 Map additional data .....  | 448 |
| Fig. 535 Select additional data.....  | 449 |
| Fig. 536 Delete additional data assignment.....                                 | 449 |
| Fig. 537 Configure standby management.....                                      | 450 |
| Fig. 538 Switch server.....   | 451 |
| Fig. 539 Menu of the standby management.....                                    | 452 |
| Fig. 540 Switch server.....   | 452 |
| Fig. 541 Genesys Administrator - select T-Server .....                          | 454 |
| Fig. 542 Genesys Administrator - configure T-Server.....                        | 454 |
| Fig. 543 Genesys Administrator - select configuration server.....               | 455 |
| Fig. 544 Genesys Administrator - configure configuration server .....           | 455 |
| Fig. 545 Genesys Administrator - switch instances .....                         | 456 |

---

|  |     |
|--|-----|
| Fig. 546 Genesys Administrator - configure switch instance ..... | 456 |
| Fig. 547 Genesys administrator - create user .....               | 457 |



## List of tables

|         |  |     |
|---------|--|-----|
| Tab. 1  | Licenses .....                                       | 10  |
| Tab. 2  | Licenses for the phone application (optional).....   | 10  |
| Tab. 3  | Licenses .....                                       | 10  |
| Tab. 4  | Licenses for Genesys.....                            | 10  |
| Tab. 5  | Licenses for MiContact Center Business optional..... | 10  |
| Tab. 6  | Parameters for the ICP .....                         | 15  |
| Tab. 7  | Parameters for MiNET device .....                    | 16  |
| Tab. 8  | Login data - system provider .....                   | 19  |
| Tab. 9  | Configure audio analysis.....                        | 32  |
| Tab. 10 | Configure recording control/key management .....     | 33  |
| Tab. 11 | Data storage.....                                    | 34  |
| Tab. 12 | Configure replay.....                                | 36  |
| Tab. 13 | Configure virtualization.....                        | 38  |
| Tab. 14 | Create PBX .....                                     | 46  |
| Tab. 15 | Create integration type.....                         | 57  |
| Tab. 16 | Configure CTIconnect module .....                    | 60  |
| Tab. 17 | Configure connection data .....                      | 61  |
| Tab. 18 | Configure CTIconnect module .....                    | 63  |
| Tab. 19 | Configure connection data .....                      | 64  |
| Tab. 20 | Configure CTIconnect module .....                    | 66  |
| Tab. 21 | Configure connection data .....                      | 67  |
| Tab. 22 | Configure recording servers.....                     | 72  |
| Tab. 23 | Configure CTIconnect module .....                    | 74  |
| Tab. 24 | Configure connection data .....                      | 74  |
| Tab. 25 | Configure add-on for Genesys T-Server .....          | 79  |
| Tab. 26 | Configure connection data .....                      | 80  |
| Tab. 27 | Configure audio analysis.....                        | 97  |
| Tab. 28 | Configure recording control/key management .....     | 98  |
| Tab. 29 | Data storage.....                                    | 99  |
| Tab. 30 | Configure replay.....                                | 101 |
| Tab. 31 | Configure virtualization.....                        | 103 |
| Tab. 32 | Create PBX .....                                     | 112 |
| Tab. 33 | Create integration type.....                         | 123 |
| Tab. 34 | Configure CTIconnect module .....                    | 126 |
| Tab. 35 | Configure connection data .....                      | 127 |
| Tab. 36 | Configure CTIconnect module .....                    | 129 |
| Tab. 37 | Configure connection data .....                      | 130 |
| Tab. 38 | Configure CTIconnect module .....                    | 132 |
| Tab. 39 | Configure connection data .....                      | 133 |
| Tab. 40 | Configure recording servers.....                     | 138 |
| Tab. 41 | Configure CTIconnect module .....                    | 140 |

|         |  |     |
|---------|--|-----|
| Tab. 42 | Configure connection data .....                  | 140 |
| Tab. 43 | Configure add-on for Genesys T-Server .....      | 145 |
| Tab. 44 | Configure connection data .....                  | 146 |
| Tab. 45 | Configure audio analysis.....                    | 163 |
| Tab. 46 | Configure recording control/key management ..... | 164 |
| Tab. 47 | Data storage.....                                | 165 |
| Tab. 48 | Configure replay.....                            | 167 |
| Tab. 49 | Configure virtualization.....                    | 169 |
| Tab. 50 | Create PBX .....                                 | 178 |
| Tab. 51 | Create integration type.....                     | 189 |
| Tab. 52 | Configure CTIconnect module .....                | 192 |
| Tab. 53 | Configure connection data .....                  | 193 |
| Tab. 54 | Configure CTIconnect module .....                | 195 |
| Tab. 55 | Configure connection data .....                  | 196 |
| Tab. 56 | Configure CTIconnect module .....                | 198 |
| Tab. 57 | Configure connection data .....                  | 199 |
| Tab. 58 | Configure recording servers.....                 | 204 |
| Tab. 59 | Configure CTIconnect module .....                | 206 |
| Tab. 60 | Configure connection data .....                  | 206 |
| Tab. 61 | Configure add-on for Genesys T-Server .....      | 211 |
| Tab. 62 | Configure connection data .....                  | 212 |
| Tab. 63 | Configure audio analysis.....                    | 230 |
| Tab. 64 | Configure recording control/key management ..... | 231 |
| Tab. 65 | Data storage.....                                | 232 |
| Tab. 66 | Configure replay.....                            | 234 |
| Tab. 67 | Configure virtualization.....                    | 236 |
| Tab. 68 | Create PBX .....                                 | 244 |
| Tab. 69 | Create integration type.....                     | 255 |
| Tab. 70 | Configure CTIconnect module .....                | 258 |
| Tab. 71 | Configure connection data .....                  | 259 |
| Tab. 72 | Configure CTIconnect module .....                | 261 |
| Tab. 73 | Configure connection data .....                  | 262 |
| Tab. 74 | Configure CTIconnect module .....                | 264 |
| Tab. 75 | Configure connection data .....                  | 265 |
| Tab. 76 | Configure recording servers.....                 | 270 |
| Tab. 77 | Configure CTIconnect module .....                | 272 |
| Tab. 78 | Configure connection data .....                  | 272 |
| Tab. 79 | Configure add-on for Genesys T-Server .....      | 277 |
| Tab. 80 | Configure connection data .....                  | 278 |
| Tab. 81 | Configure audio analysis.....                    | 296 |
| Tab. 82 | Configure recording control/key management ..... | 297 |
| Tab. 83 | Data storage.....                                | 298 |

|          |  |     |
|----------|--|-----|
| Tab. 84  | Configure replay.....                            | 300 |
| Tab. 85  | Configure virtualization.....                    | 302 |
| Tab. 86  | Create PBX .....                                 | 311 |
| Tab. 87  | Create integration type.....                     | 322 |
| Tab. 88  | Configure CTIconnect module .....                | 325 |
| Tab. 89  | Configure connection data .....                  | 326 |
| Tab. 90  | Configure CTIconnect module .....                | 328 |
| Tab. 91  | Configure connection data .....                  | 329 |
| Tab. 92  | Configure CTIconnect module .....                | 331 |
| Tab. 93  | Configure connection data .....                  | 332 |
| Tab. 94  | Configure recording servers.....                 | 337 |
| Tab. 95  | Configure CTIconnect module .....                | 339 |
| Tab. 96  | Configure connection data .....                  | 340 |
| Tab. 97  | Configure CTIconnect module .....                | 342 |
| Tab. 98  | Configure connection data .....                  | 342 |
| Tab. 99  | Configure add-on for Genesys T-Server .....      | 347 |
| Tab. 100 | Configure connection data .....                  | 348 |
| Tab. 101 | Configure audio analysis.....                    | 366 |
| Tab. 102 | Configure recording control/key management ..... | 367 |
| Tab. 103 | Data storage.....                                | 368 |
| Tab. 104 | Configure replay.....                            | 370 |
| Tab. 105 | Configure virtualization.....                    | 372 |
| Tab. 106 | Create PBX .....                                 | 380 |
| Tab. 107 | Create integration type.....                     | 391 |
| Tab. 108 | Configure CTIconnect module .....                | 394 |
| Tab. 109 | Configure connection data .....                  | 395 |
| Tab. 110 | Configure CTIconnect module .....                | 397 |
| Tab. 111 | Configure connection data .....                  | 398 |
| Tab. 112 | Configure CTIconnect module .....                | 400 |
| Tab. 113 | Configure connection data .....                  | 401 |
| Tab. 114 | Configure recording servers.....                 | 406 |
| Tab. 115 | Configure CTIconnect module .....                | 408 |
| Tab. 116 | Configure connection data .....                  | 409 |
| Tab. 117 | Configure CTIconnect module .....                | 411 |
| Tab. 118 | Configure connection data .....                  | 411 |
| Tab. 119 | Configure add-on for Genesys T-Server .....      | 416 |
| Tab. 120 | Configure connection data .....                  | 417 |
| Tab. 121 | Configure recording control/key management ..... | 425 |
| Tab. 122 | Add phone.....                                   | 437 |

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## Glossary

### API

Application Programming Interface

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### API server

Server on which the API service runs. (API=Application Programming Interface)

---

### BIB

Built-in Bridge The IP phone establishes a conference itself to send the audio stream to the recording server, too.

---

### CSV

Comma-separated values is a file format which stores tabular data in plain text form.

---

### CTI

Computer Telephony Integration

---

### DNS

Domain Name System is a worldwide directory service which administrates the name domain of the Internet. It main task is to answer the queries regarding name resolutions. (Source: Wikipedia 5th April 2017)

---

### ICP

Internet Communications Platform

---

### 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

---

### LED

Light-emitting diode

---

### MBG

MiVoice Border Gateway

---

### PBX

Private Branch Exchange

---

---

**RTP**

Real-time Transport Protocol is a protocol to continuously transmit audio and video files via the IP protocol within the network.

---

**SIP**

Session Initiation Protocol

---

**SRC (Mitel)**

With Mitel, the recording session is delivered to the recording server via the Secure Recording Connector.

---

**SRTP**

Secure real-time protocol

---

**SSL**

Secure Socket Layer

---

**TCP**

Transmission Control Protocol, controlled connection establishment, secure data transmission, controlled connection termination

---

**TDM**

Time Division Multiplexing is an umbrella term for time-slot-oriented interfaces, ITU G.703 defined. The term is used ASC-wide representative for conventional telephony.

---

**TLS**

Transport Layer Security, 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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