

# EVOIPneo active for Mitel MiVoice Business



## Administration manual for system providers

8/11/2022

### Product line Neo, version 7.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 <https://www.asctechnologies.com>.

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## 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.



This recording solutions allows recording data streams in stereo.

In stereo recording, the conversation directions are saved in separate files which can then be replayed separately. Stereo recording requires approximately twice as much storage capacity.

### 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

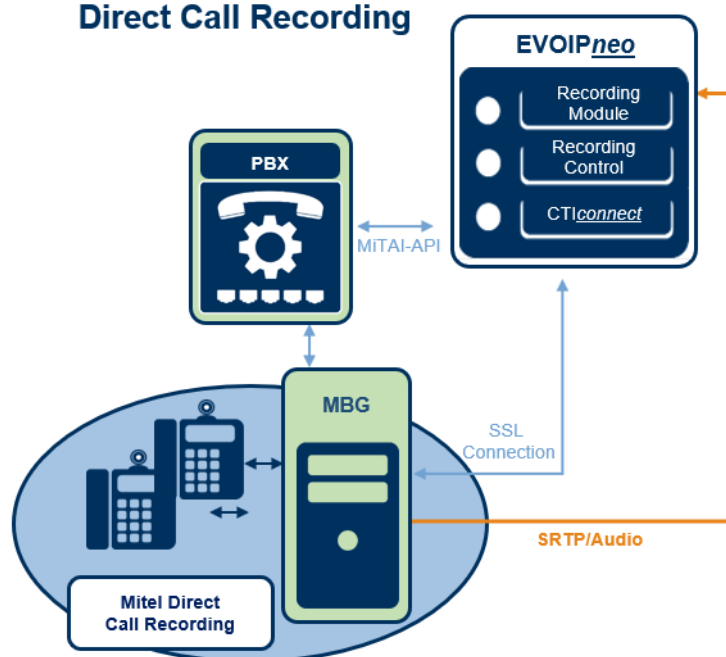


Fig. 1: Overview of the recording solution for Direct Call Recording

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 SRTTP 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<sup>neo</sup> 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

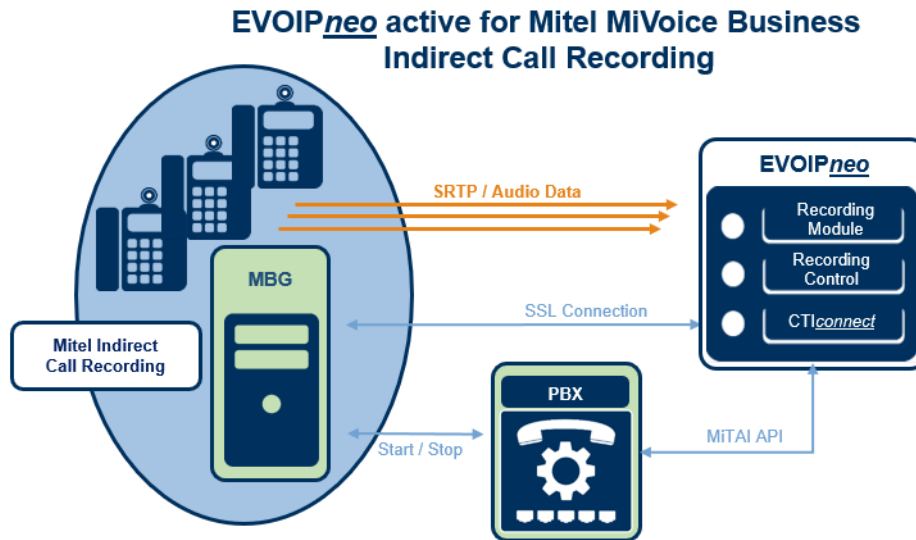


Fig. 2: Overview of the recording solution for Indirect Call Recording

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<sup>neo</sup> 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

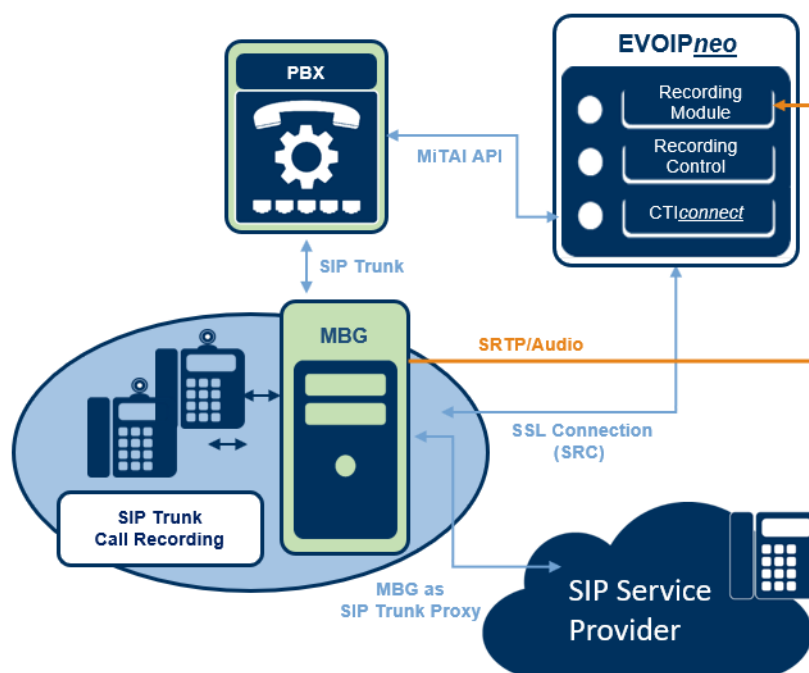


Fig. 3: Overview of trunk-side recording solution

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.



For a description of the import of InAttend conversations refer to the administration manual for system providers EVOIPneo passive for SIP with Mitel InAttend.



## 3 Comparison of recording variants

## Direct Call Recording (extension-side) and active SIP-Trunk Recording

	Direct Call Recording	Active SIP-Trunk Recording
Description	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.	In the active trunk-side recording solution, the MBG serves as the SIP trunk proxy. On the MBG, an SRC service has been installed which enables the recording server to record audio streams. Metadata is received by monitoring the trunk via MiTAI. The SRTP audio data is sent directly from the MBG to the recording server.
Internal calls	Recording of internal calls	Neither internal calls nor internal consultations can be recorded, i. e. there is only a recording for what the user can hear trunk side.
Start of recording	The recording starts as soon as the agent answers the call. The IVR is not recorded.	The recording starts upon establishing the first connection, either by means of IVR or when someone answers the call. (The IVR must be on the MBG side where the MiVB is.)
Differences in recording	<ul style="list-style-type: none"> <li>• No recording for Business Consoles</li> <li>• No recording of calls to the Web RTC Clients (work-around by means of recording with SIP passive on the MBG of the SIP trunks of the Web RTC Clients)</li> <li>• No recording of Mobile Extensions</li> </ul>	<ul style="list-style-type: none"> <li>• Recording for Business Consoles is possible</li> <li>• Recording of external calls with Web RTC Clients is possible</li> <li>• Recording of Mobile Extensions is possible</li> </ul>
Note	<ul style="list-style-type: none"> <li>• It may occur that the direction is not always displayed correctly; external calls may be displayed as internal if they have been forwarded by an IVR.</li> <li>• If a call is forwarded to an extension which is not monitored for recording, the recording is stopped. If the call is later forwarded to a monitored extension, a new call will be recorded.</li> </ul>	<ul style="list-style-type: none"> <li>• Call direction inbound and outbound is correct; internal calls are not recorded.</li> <li>• In trunk-side recording, the entire call is always saved as one conversation.</li> </ul>
Ring groups and hunt groups	Every member of the group must be monitored for recording.	The entire ring group or hunt group is monitored so that there is no need to monitor the group members individually.

### 4 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*.

#### 4.1 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.

##### 4.1.1 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.

#### 4.2 Software components

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

#### 4.3 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.

#### 4.4 Genesys system components (optional)

##### 4.4.1 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.

## 5 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.

### 5.1 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)

#### Licenses for recording via MiVoice Border Gateway

License name	Number
MBG tap license	1 license per concurrent recording

Tab. 3: Licenses for recording via MiVoice Border Gateway



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

#### Licenses for the add-on 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 T-Server optional

#### 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

### 5.2 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

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

### 7 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 Microsoft Windows Server 2016*, *Configuration Microsoft Windows Server 2019* or *Configuration Microsoft Windows Server 2022*.



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

## 8 Configuration

## 8.1 Configure MiVoice Border Gateway

## 8.1.1 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*.

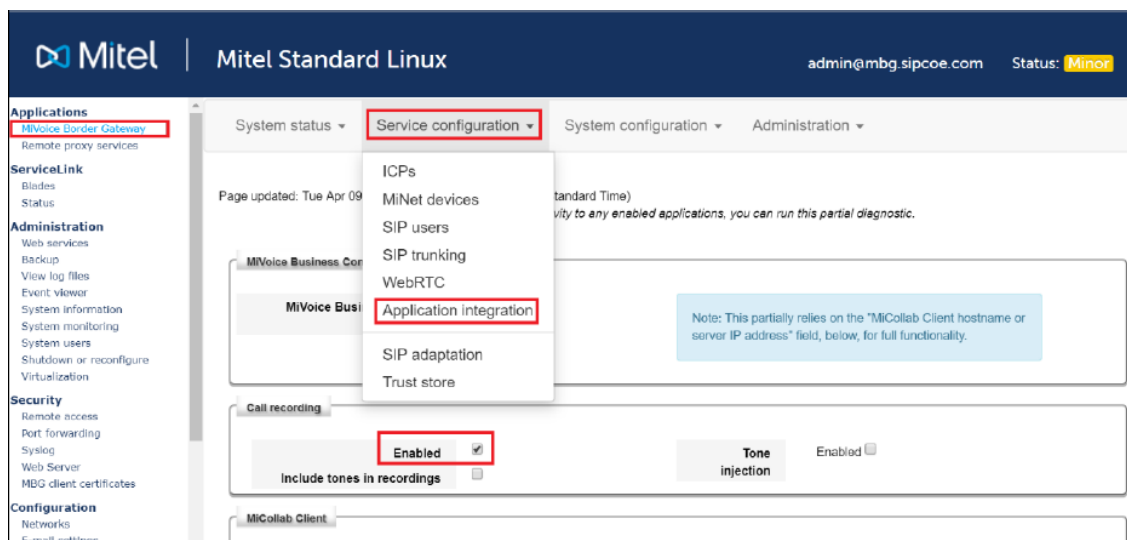


Fig. 4: Activate MBG for Call Recording

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*.

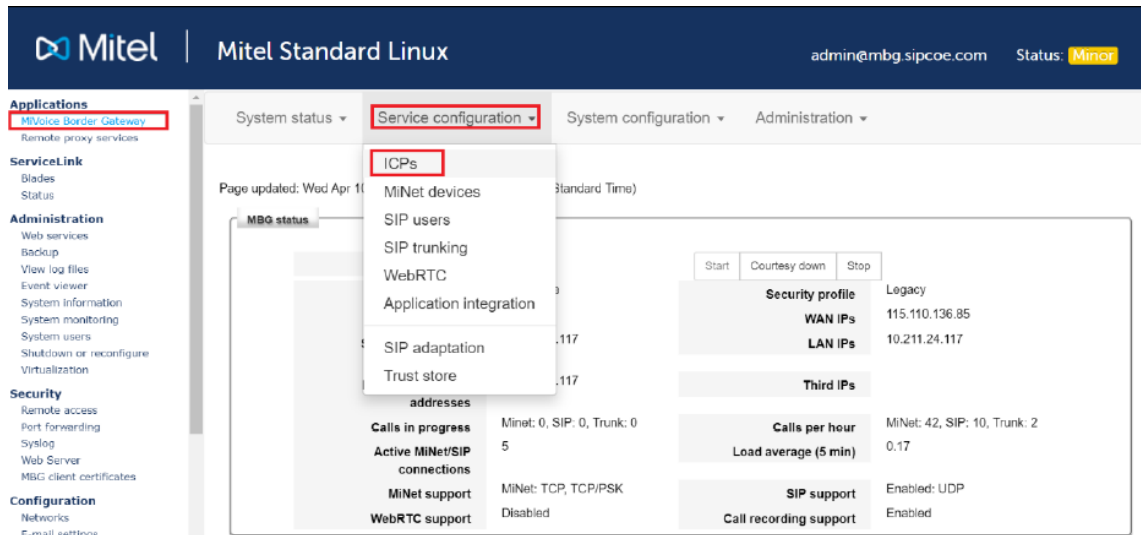


Fig. 5: Add MBG ICPs

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

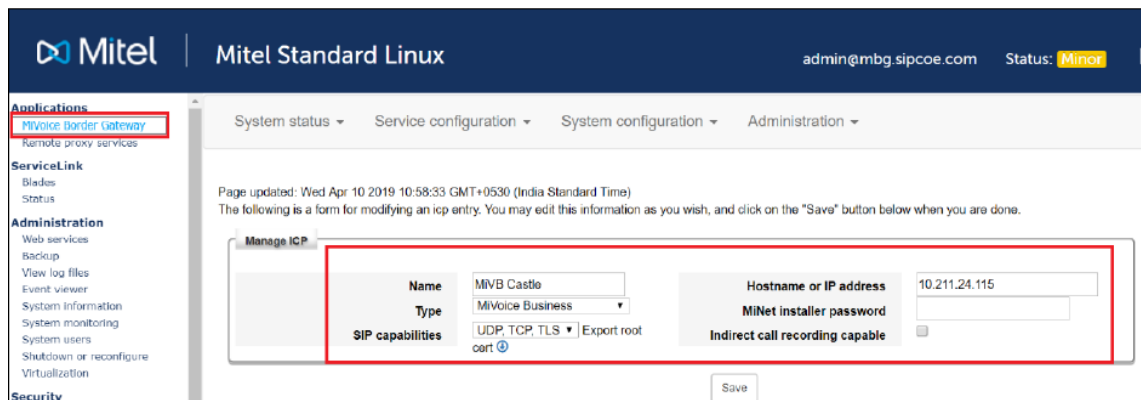


Fig. 6: Configure MBG ICP

### 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:



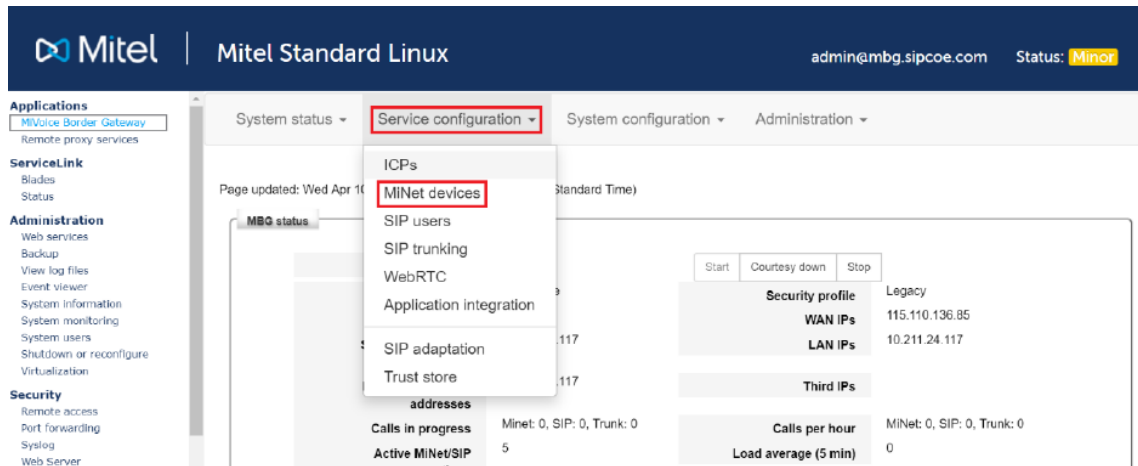


Fig. 7: Add MiNET devices

<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

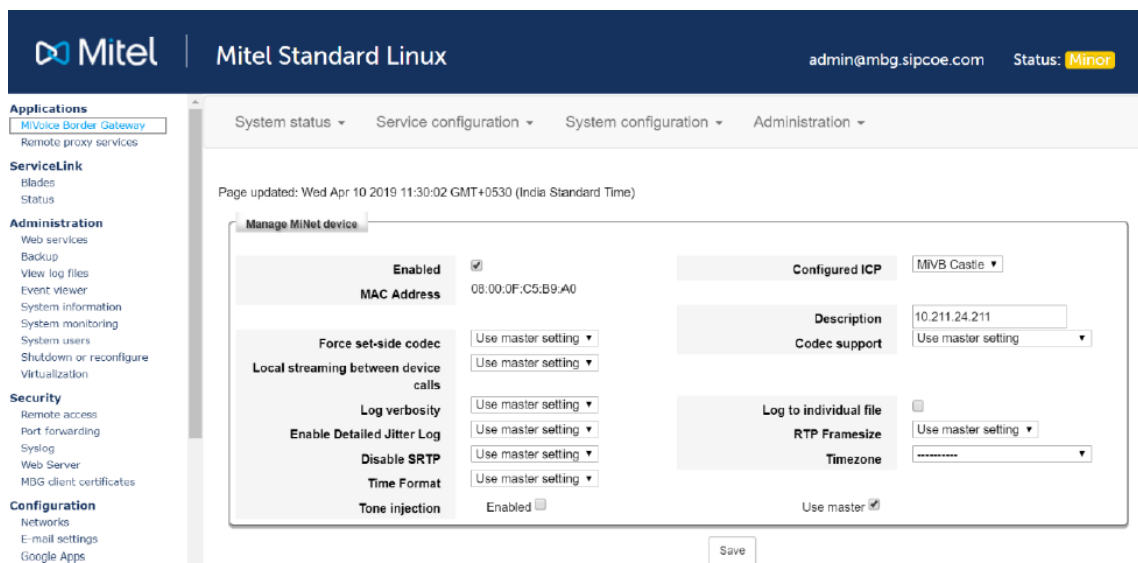


Fig. 8: Add MiNET devices

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.

### 8.1.2 Configure MiVoice Border Gateway for NEO access via Web Proxy

If the **MBG** is supposed to be used as Web Proxy for accessing the Neo web applications the following configuration steps must be carried out:

1. For administration purposes, log in to the web interface of the [MBG](#).
2. Select the menu item *Security > Remote access* in the navigation bar.  
Here, you find a [MIR](#) profile for the web access to Neo via the [MBG](#).

In the Web Proxy server, the [URLs](#) for the following applications have been preconfigured:

Mitel Interaction Recording	mir	/INSPIRATIONneo /INSIGHTneo /REPORTneo /POWERplayWeb /Portal /SystemMonitoring /PHONEapp /ASCWebService	/SystemConfiguration		✓	User	Admin
-----------------------------------	-----	--	----------------------	--	---	------	-------

Fig. 9: Proxy configuration

3. Activate the access for this [MIR](#) profile.

To enable replay in [POWERplay](#) Web via a [MBG](#) Web Proxy server, too, you must set up a forwarding for the default port of the replay server.

4. Select the menu item *Security > Port forwarding* in the navigation bar.
5. Click on the button *Create port forwarding rule* and create a new forwarding rule for the default port 4040 of the replay server.

## Configure Port Forwarding

You can use this panel to modify your firewall rules so as to open a specific port on this server and forward it to a permit incoming traffic to directly access a private host on your LAN.

**WARNING:** Misuse of this feature can seriously compromise the security of your network. Do not use this feature implications of your actions.

Create port forwarding rule

Below you will find a table summarizing the current port-forwarding rules installed on this server. Click on the "Re

Protocol	Source Port(s)	Destination Host IP Address	Destination Port(s)	SNAT	Action
TCP	4040	10.0.0.122	4040	Yes	<a href="#">Remove</a>

Fig. 10: Create forwarding rule for the port of the replay server

6. Scroll down to the group field *Secure Recording Connector*.
7. In the drop-down list *Mode*, select the entry [MBG](#).
8. Define a password for the [PSK](#) mode.  
**NOTICE!** The same password must be used in the System Configuration in the integration in the [MBG](#) connection data for the pre-shared key. See [chapter "Configure CTI connection data", p. 64](#).

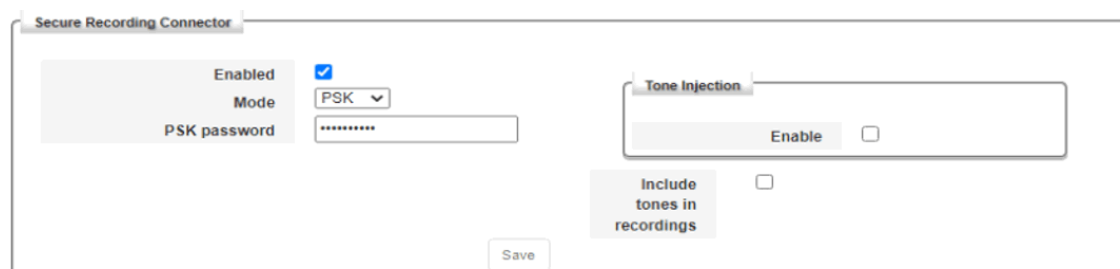


Fig. 11: Select PSK method

9. Configure the pre-shared key in the CTI connection data, see [chapter "Configure CTI connection data", p. 64](#).

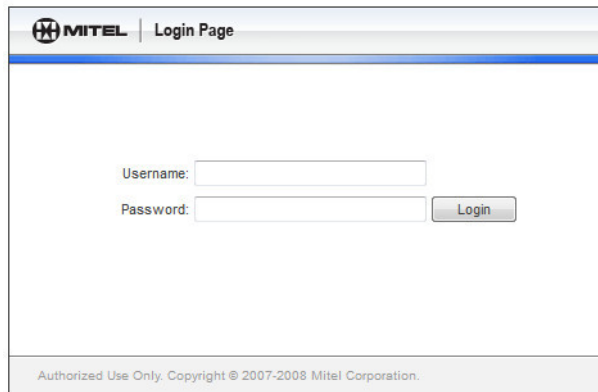
### 8.1.3 Confirm certificate on MBG

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](#).

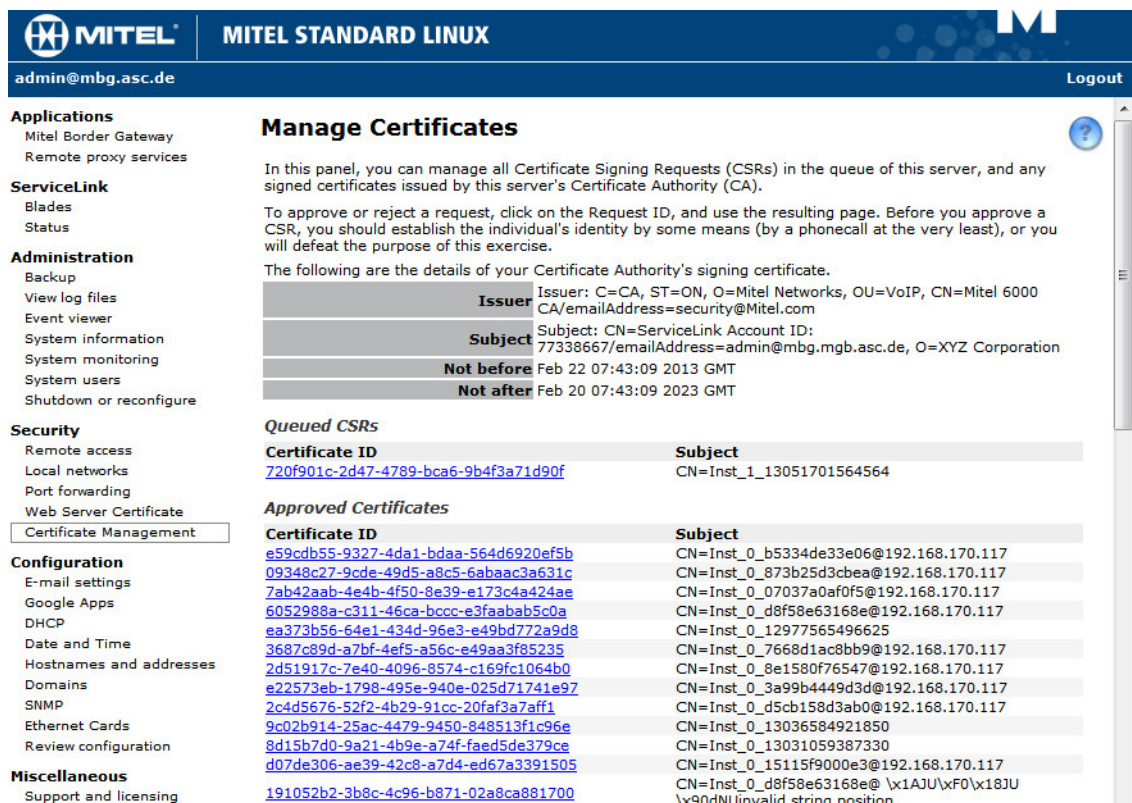


The login page for the MBG interface. It features the Mitel logo and the text 'Login Page'. There are two input fields: 'Username:' and 'Password:'. A 'Login' button is located to the right of the password field. At the bottom, there is a small copyright notice: 'Authorized Use Only. Copyright © 2007-2008 Mitel Corporation.'

Fig. 12: 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 screenshot shows the 'MITEL STANDARD LINUX' web interface. The user is logged in as 'admin@mbg.asc.de'. The left sidebar contains a navigation menu with categories: Applications, ServiceLink, Administration, Security, Configuration, and Miscellaneous. The main content area is titled 'Manage Certificates'. It includes a description of the panel's function, a table of details for the current Certificate Authority's signing certificate, and two tables: 'Queued CSRs' and 'Approved Certificates'.

Not before	Not after
Feb 22 07:43:09 2013 GMT	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. 13: 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.

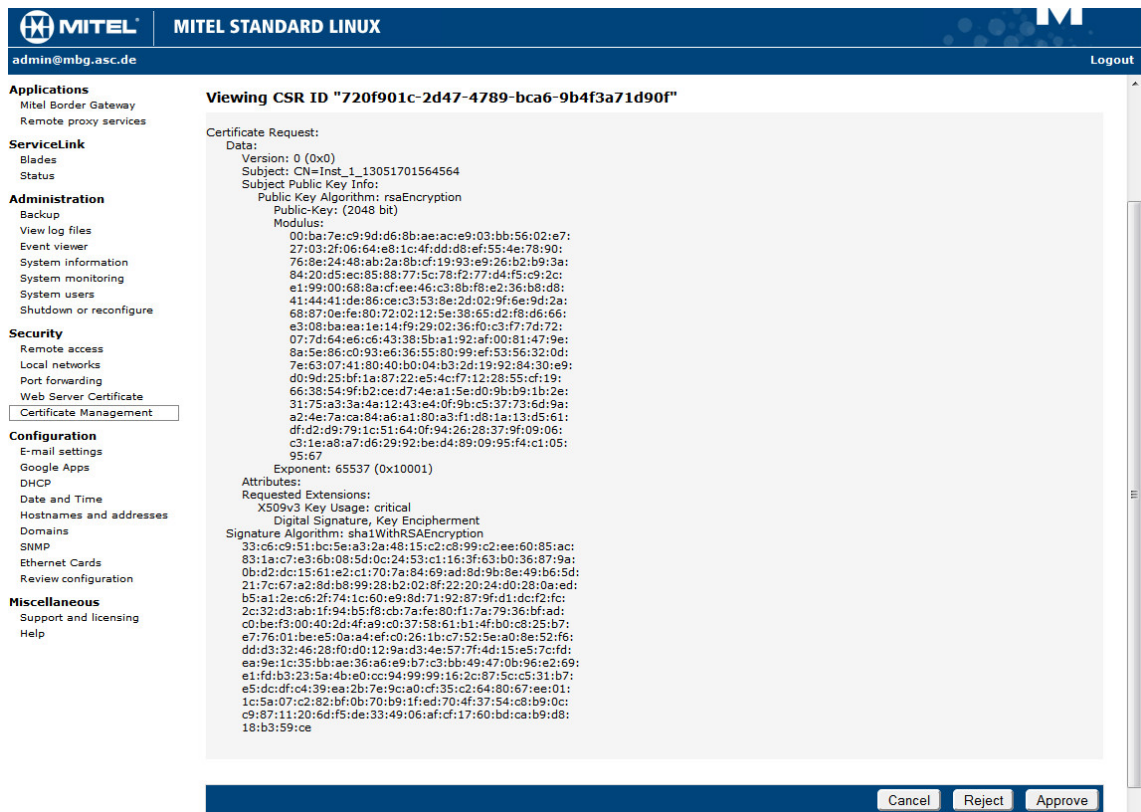


Fig. 14: Confirm selected certificate

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

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

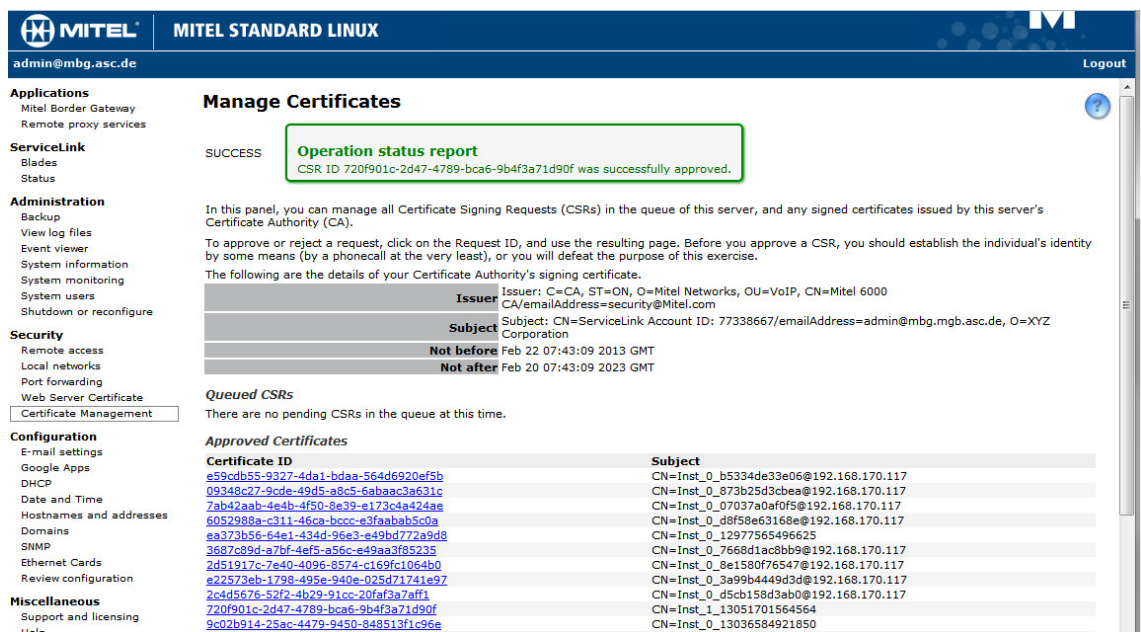


Fig. 15: Success notification for shared certificate

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

## 8.2

### System Configuration



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

### 8.2.1 Start application

During the installation, shortcuts for the Neo applications are created on the computer 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 of the browser:

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

If you have configured customer-specific ports, you must add the port in the URL:

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

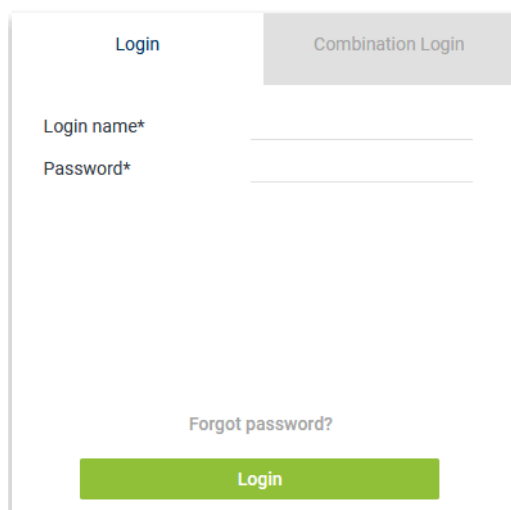


Fig. 16: System Configuration - Web interface

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>
Neo 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 Neo version $\geq 6.3$ , the password must be changed upon the next login or by entering it again. If the default password has already been changed before a software update to a Neo version $\geq 6.3$ , the changed password remains.
Neo 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.



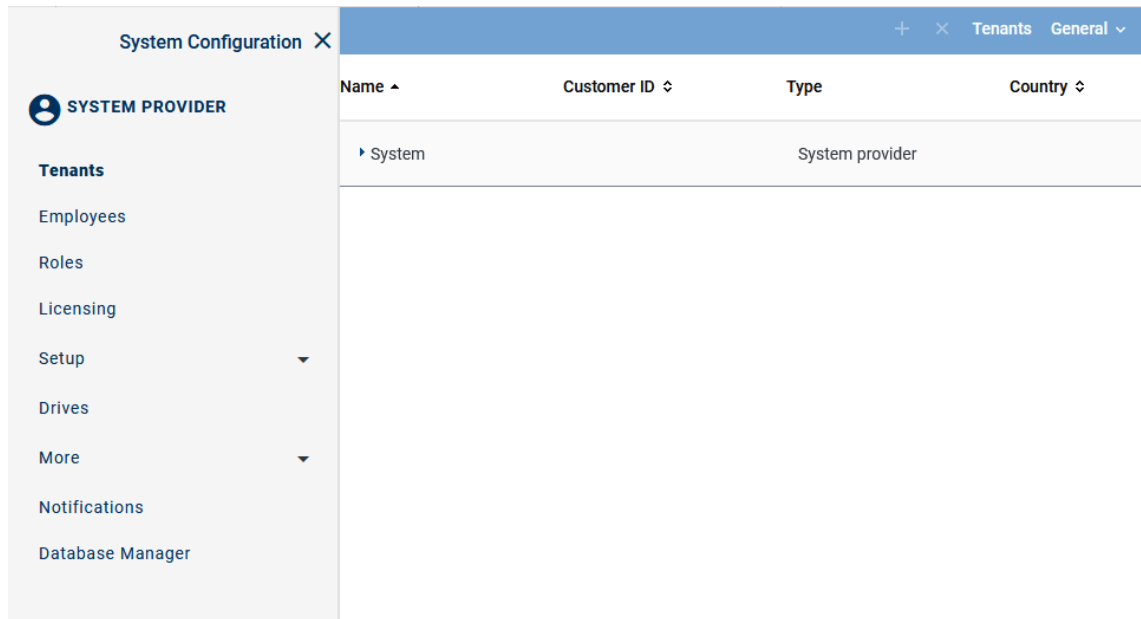


Fig. 17: System Configuration - main view

## 8.2.2 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


### 8.2.2.1 Configure system availability

If the [MBG](#) is supposed to be used as Web Proxy for accessing the Neo web applications the following configuration steps must be carried out:

1. You as system provider must configure system accessibility for each tenant separately.  
**NOTICE!** If the settings regarding the system availability of a superordinate reseller or of the system provider are changed, the changes apply for the subordinate resellers or tenants without configured settings, too.  
 If the settings regarding the system availability have not been configured for a superordinate reseller or the system provider, no settings can be applied for subordinate instances.



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

2. Select the menu item *Tenants* in the navigation bar to configure the system availability via the browser.
3. Select the respective tenant from the list in the main view.
4. Click on the tab *Details*.
5. Open the group field System Availability (via Browser).
6. Click on the button  *System Availability (via Browser)*.

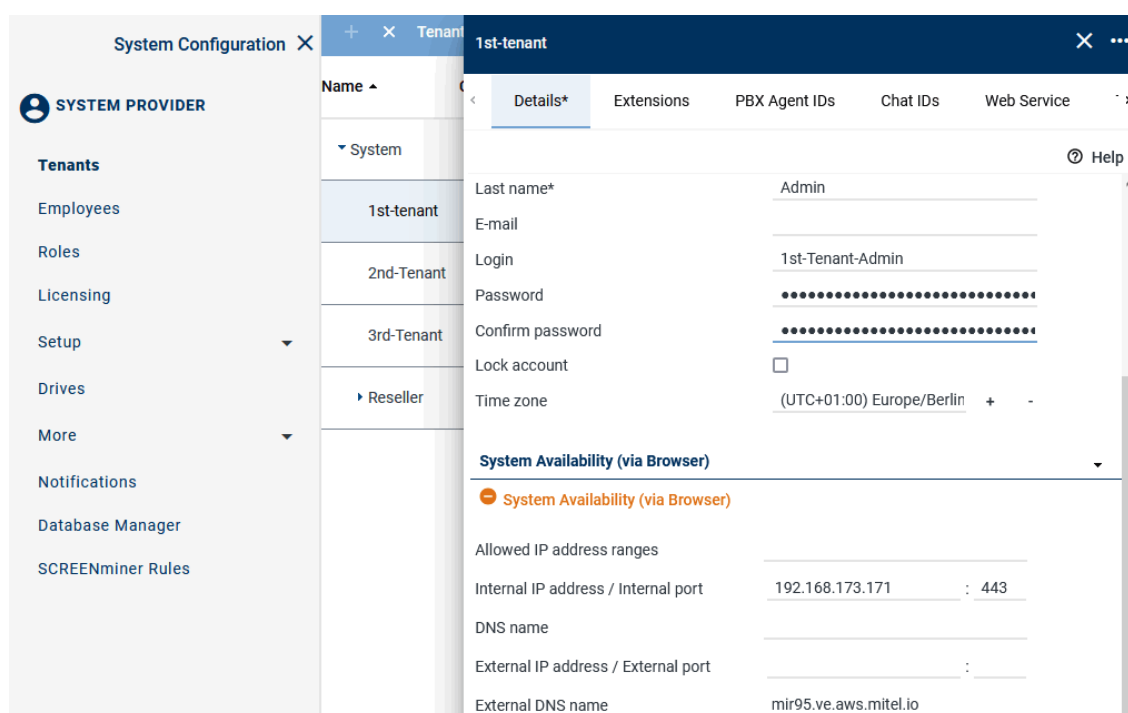


Fig. 18: Configure system availability

7. Configure the following parameters:

<i>Allowed IP address ranges</i>	Enter the <b>IP</b> address ranges under which the replay server can be reached via the browser.
<i>Internal IP address / Internal port</i>	Enter the target <b>IP</b> address and the port of the replay server.
<i>DNS name</i>	Enter the DNS name under which the replay server can be reached internally.
<i>External IP address / External port</i>	Enter the <b>URL</b> or the <b>IP</b> address and the port under which the replay server can be reached via the browser from outside the local network.
<i>External DNS name</i>	Enter the <b>DNS</b> name under which the replay server can be reached via the browser from outside the local network.  <b>NOTICE!</b> If the SSL certificate has been issued for a DNS address, it is mandatory to enter the DNS name, otherwise the certificate check in the replay applications will fail.



To enable the users of the respective tenant to access the replay server via the browser, an internal address and an external address of the replay server must be configured in the Servers module. The address entered here and in the Servers module must be the same.



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

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

### 8.2.2.2.1 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.

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

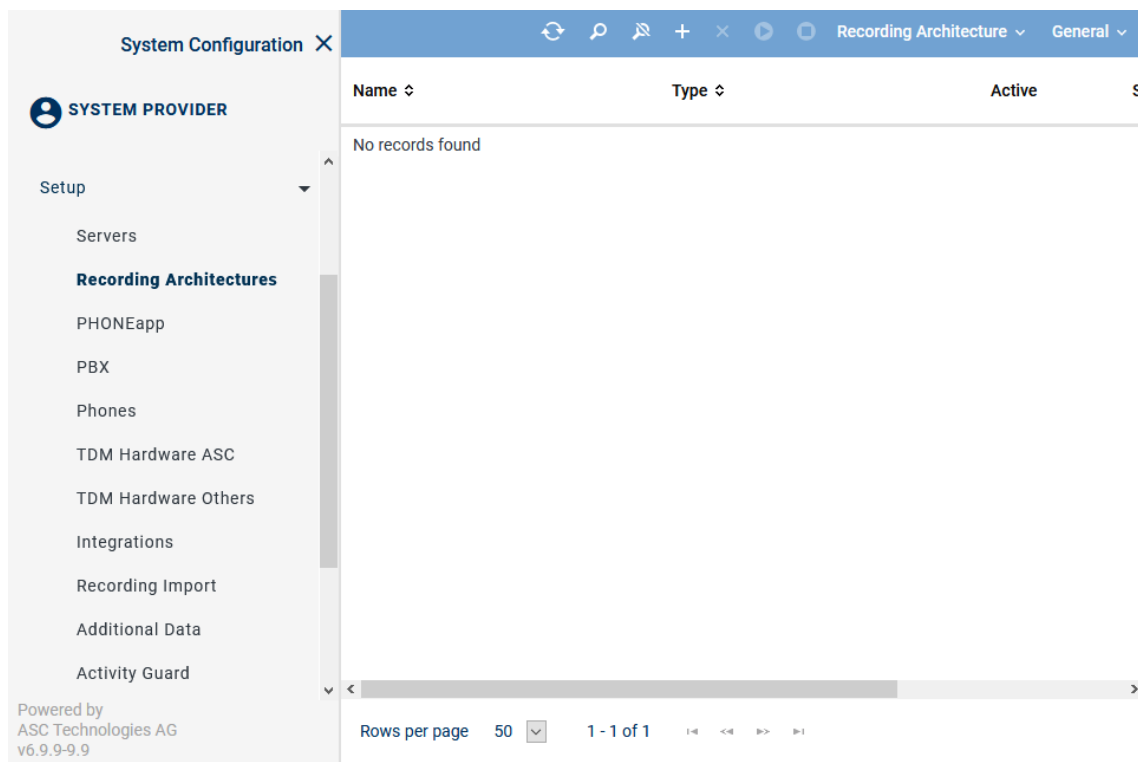


Fig. 19: Recording architectures - main view

<b>Name</b>	Name of the recording architecture
<b>Type</b>	Type of the recording architecture
<b>Active</b>	Shows whether the recording architecture has been activated and is ready to be used for the recording.  <div> <span>✓</span> = Recording architecture is active and ready to be used for recording. It can be deactivated by clicking on the icon <span>⏏</span> (<i>Deactivate</i>) in the toolbar. </div> <div> <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.  <div> <span>✓</span> = At least 1 standby server is active. </div> <div> <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. 20: Toolbar Recording Architectures module

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

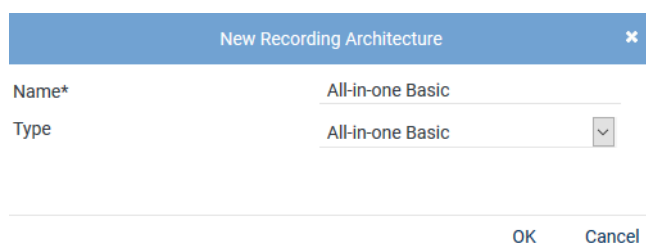


For detailed descriptions of the default functions such as *Search*, *Print*, *Adjust table* or *Help* refer to the user manual for system providers *General information - System Configuration*.

### 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.



New Recording Architecture

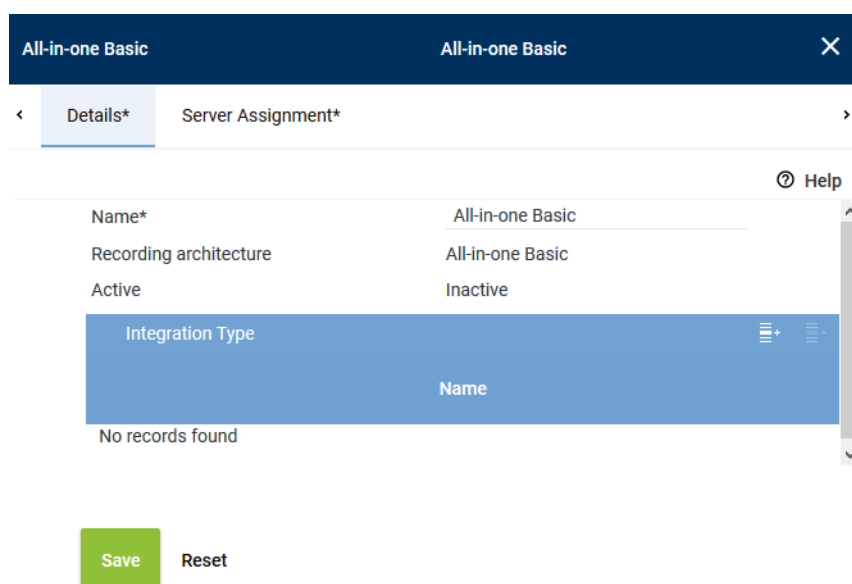
Name\* All-in-one Basic

Type All-in-one Basic

OK Cancel

Fig. 21: Create recording architecture - All-in-one Basic Recording

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



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

< Details\* Server Assignment\* >

Help

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


Integration Type

No records found

Save Reset

Fig. 22: Recording architecture - tab Details

### Add integration type

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

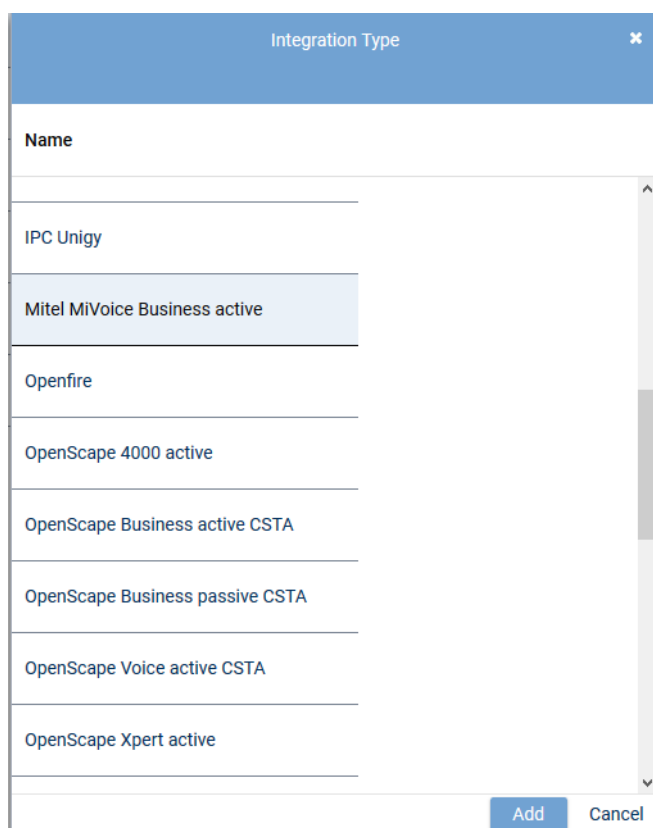


Fig. 23: Select integration type



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



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

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

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

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

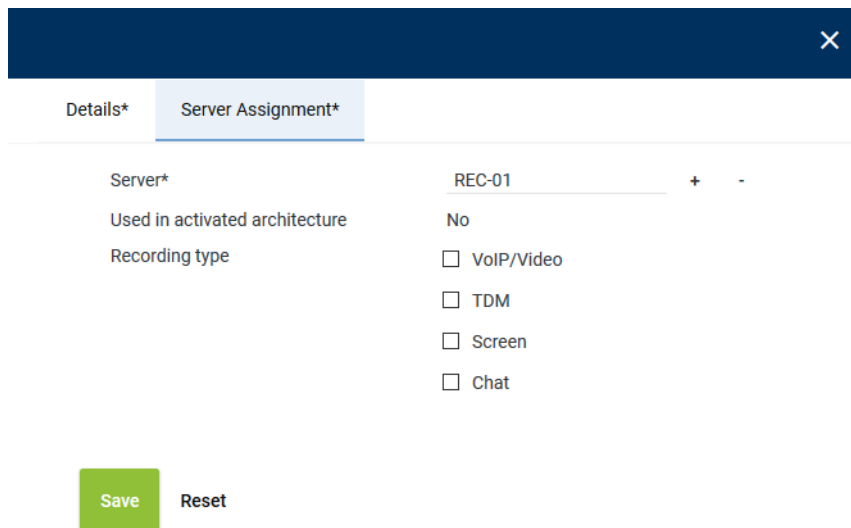


Fig. 24: Recording architecture - tab Server Assignment

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



Fig. 25: Recording architecture - assign server

3. 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




**Save** Reset

Fig. 26: 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. 27: 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.

#### 8.2.2.2.2 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:

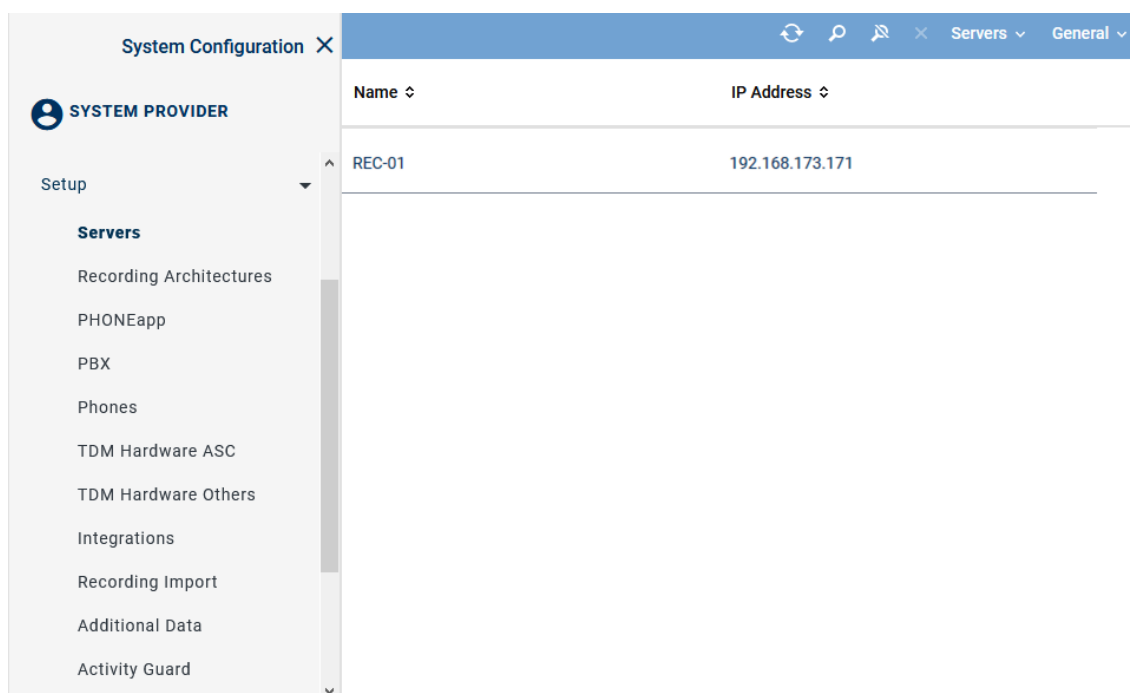


Fig. 28: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.
<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

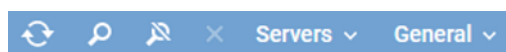







Fig. 29: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.

<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations", p. 31</a> .
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

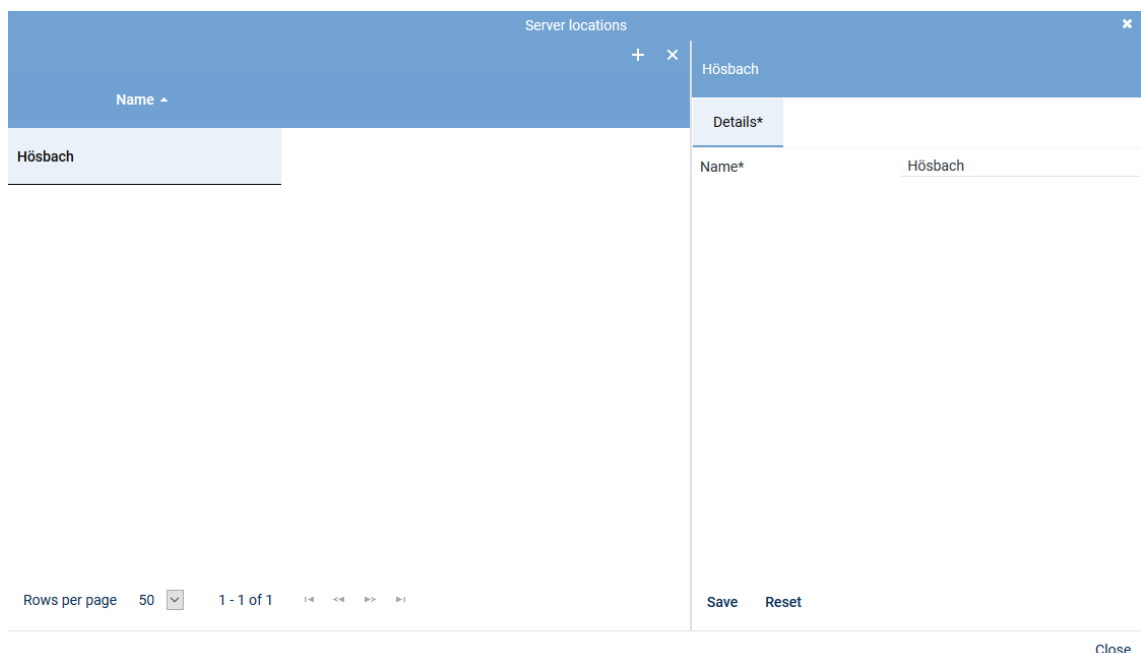



Fig. 30: Add server locations

- 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*.

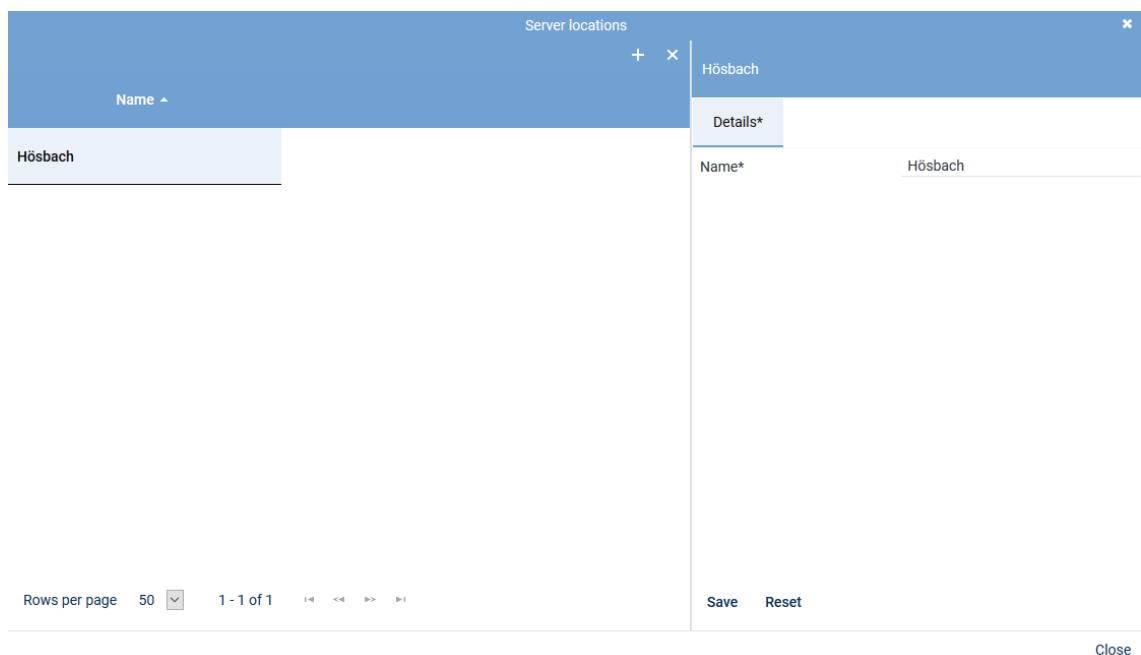
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### 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. 31: 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. 32: 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. 33: Servers - tab usage

### Group field API Server

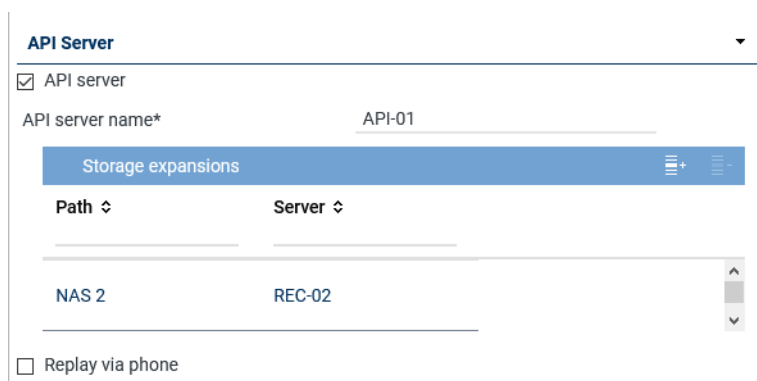




Fig. 34: Group field API Server

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 required 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. 44</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. 35</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.  <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 Neo 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. 42</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. 35: 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. 36: 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. 37: 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/Live Streaming

Recording architecture Please choose... ▼

☐ Neo key management

Fig. 38: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/ Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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. 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. 39: 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</p>

Parameter	Value/Description
	<p><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"</a>, p. 39.</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"</a>, p. 39.</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> 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>

Parameter	Value/Description
	<ul style="list-style-type: none"> <li><b>Replay server</b> 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 Neo to Neo, 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><b>Recording architecture</b> 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

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



Target Server		
Name ↕	IP Address ↕	
RC-02	192.168.173.176	
REC-04	192.168.173.174	
RC-01	192.168.173.175	
REC-02	192.168.173.172	
CTI-01	192.168.173.177	
REC-03	192.168.173.173	
Rows per page 20 ▾ 1 - 6 of 6		
		 

Fig. 40: Select server



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

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

### Group field Replay

Replay

☒ Replay

Replay server\*

replay1

WebSocket port\*  
(max. 5 characters)

4040

API server\*


+

-


Name

Connection Status

Fig. 41: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the <a href="#">API</a> server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 41.</li> </ul>



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

Tab. 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. 42: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 34](#).

- 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. 43: Group field Virtualization

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

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

Save
Reset

Fig. 44: 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>.</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>
<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</p> <p><b>UDP</b> = unencrypted</p> <p><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: 5062</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>	Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b> .
<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 5060.</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.</p> <p><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 <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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

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

**Replay Server Addresses**

Remove Replay Server Addresses

Internal Address of the Replay Server (IP/Port or DNS)  :

Internal download URL

External Address of the Replay Server (IP/Port or DNS)  :

External download URL


Save
Reset

Fig. 45: Servers module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.:  https://example.company.com/
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.:  https://example.company.com/  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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. 46: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days</li> <li>• <i>Create key manually</i> 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 Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

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

*In case of an error ... automatically*

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

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

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



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



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

### Tab Keystore/Virtualization

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

In this tab, you can configure the connection data 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*

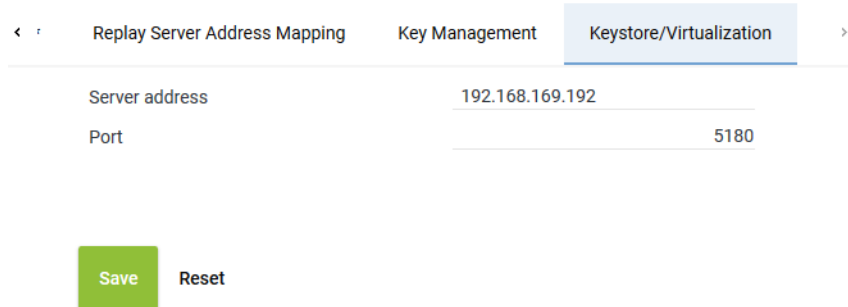
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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

Fig. 47: 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: 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: 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: <i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and Neo key management: 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*.

### 8.2.2.2.3 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.

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



⇒ The following window appears:

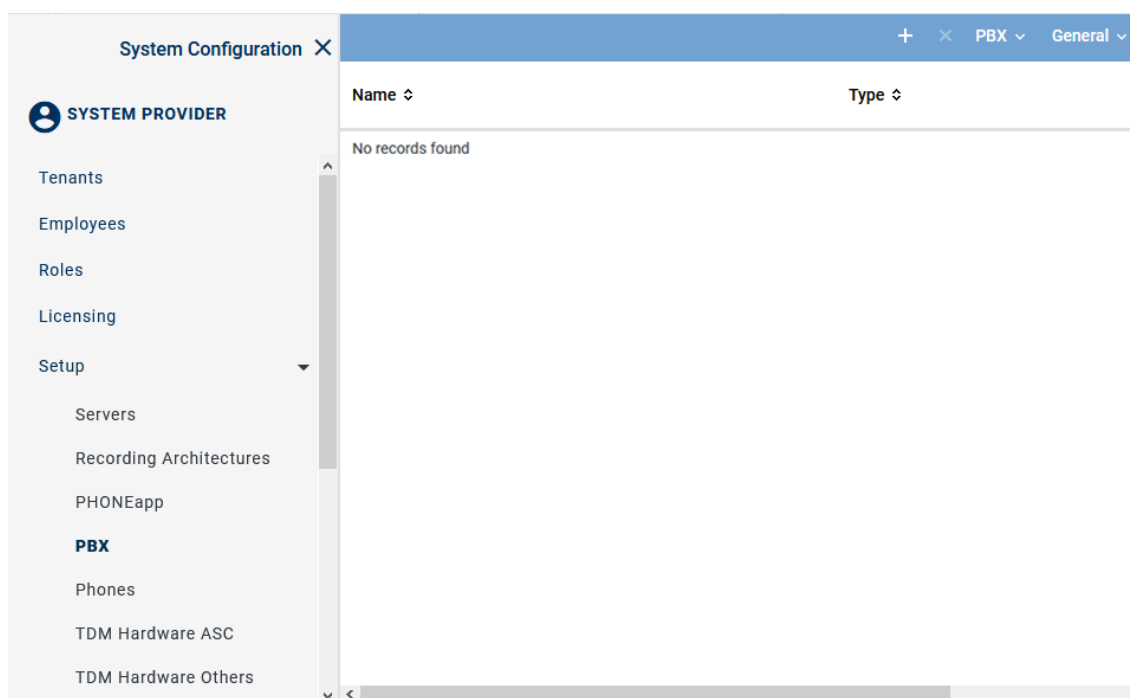




Fig. 48: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.




Fig. 49: 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>Administratre 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

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

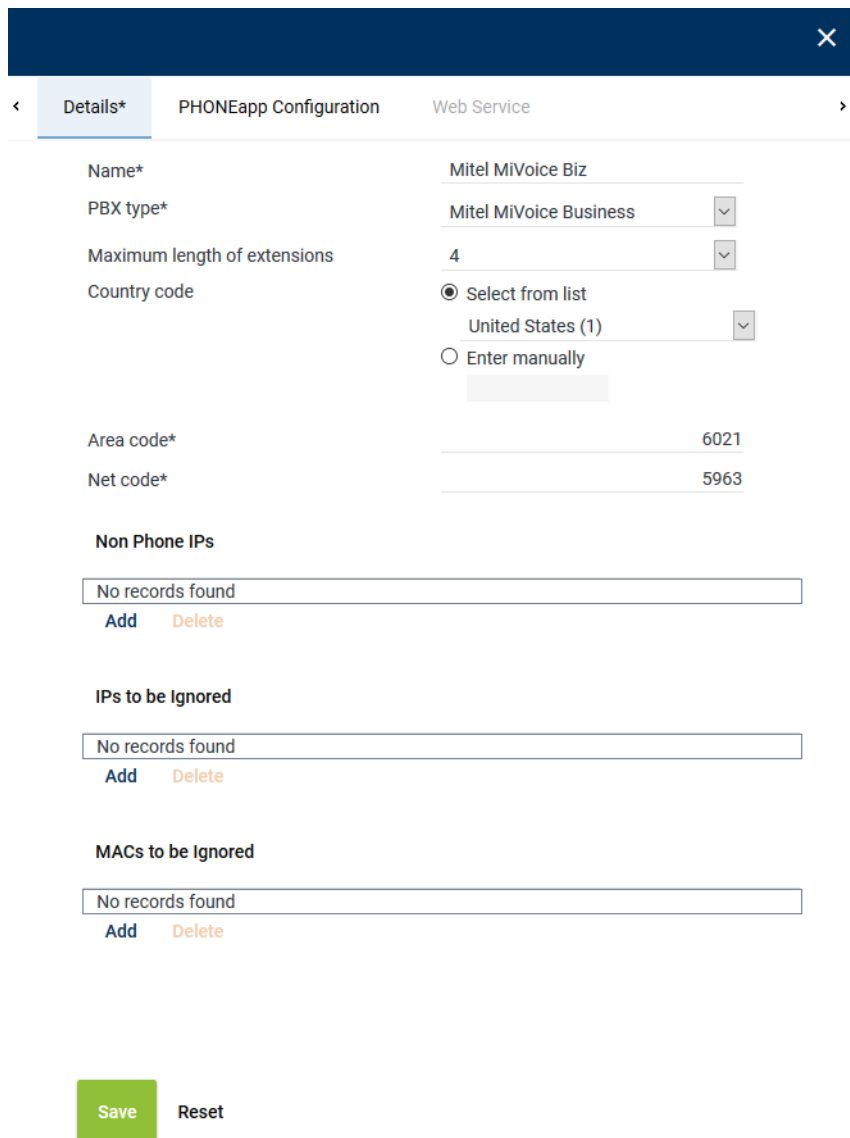


Fig. 50: Create new PBX - tab Details

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

Parameter	Value/Description
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*.

#### 8.2.2.2.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.



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

##### 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.

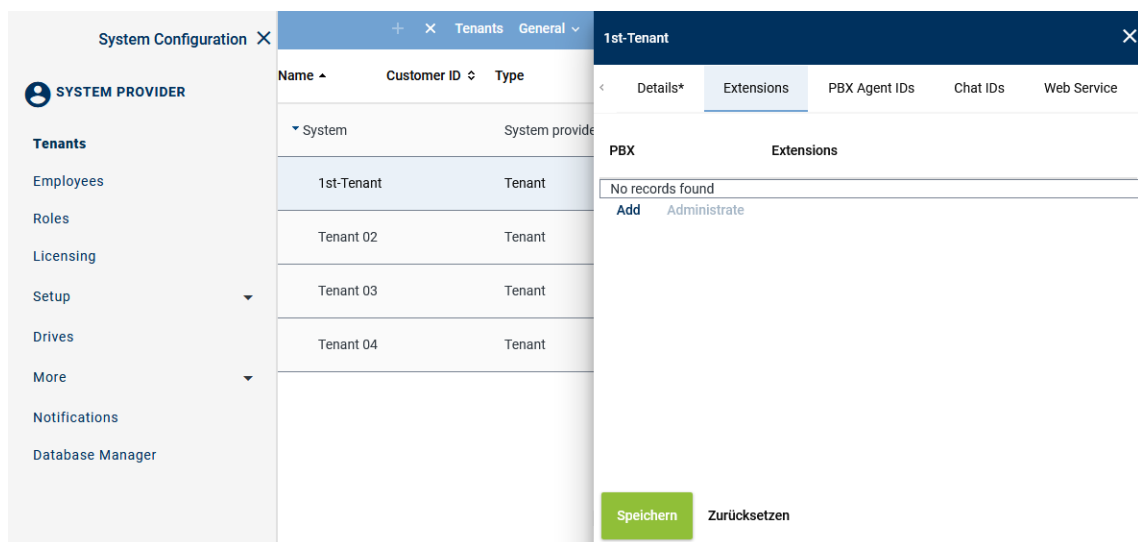


Fig. 51: Tenants - main view - tab Extensions

##### 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. 52: 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="border: 1px solid #ccc; padding: 2px 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: 2px 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.

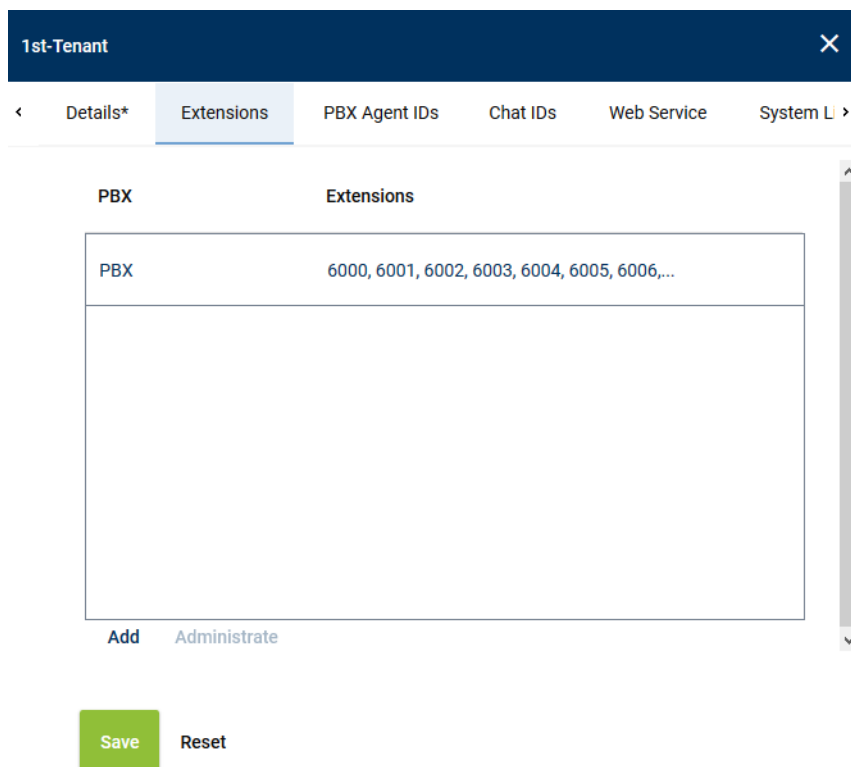


Fig. 53: Remove extensions

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. 54: 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.

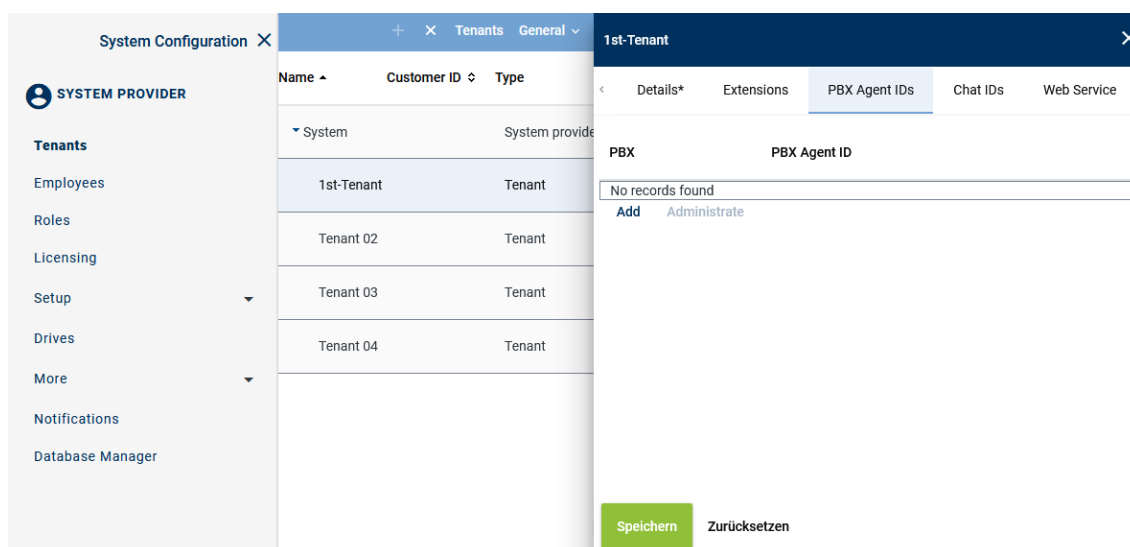
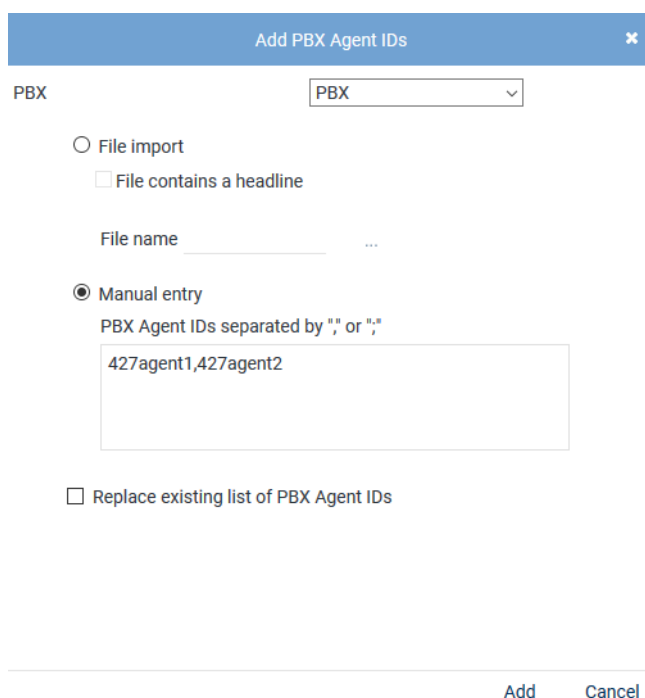


Fig. 55: Tenants - main view - tab PBX Agent ID

### 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 methods: 'File import' (with a checkbox for 'File contains a headline' and a 'File name' field) and 'Manual entry' (selected, with a text area containing '427agent1,427agent2'). A checkbox for 'Replace existing list of PBX Agent IDs' is at the bottom. 'Add' and 'Cancel' buttons are at the bottom right.

Fig. 56: 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. 57: 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*.

#### 8.2.2.2.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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

System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup		customCP01	customCP01	✗	
Servers		customCP02	customCP02	✗	
Recording Architectures		customCP03	customCP03	✗	
PHONEapp		customCP04	customCP04	✗	
PBX		customCP05	customCP05	✗	
Phones		customCP06	customCP06	✗	
TDM Hardware ASC		customCP07	customCP07	✗	
TDM Hardware Others		customCP08	customCP08	✗	
Integrations					
Recording Import					
Additional Data					
Activity Guard					

Fig. 58: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name







Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	
bg_BG	customCP01	
cs_CZ	customCP01	
de_DE	customCP01	
en_GB	customCP01	
en_US	customCP01	 ✗

Fig. 59: Configure additional data

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

### Availability

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

Save
Reset

Fig. 60: Additional data - configure availability

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



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

### Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

#### 8.2.2.2.6 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:

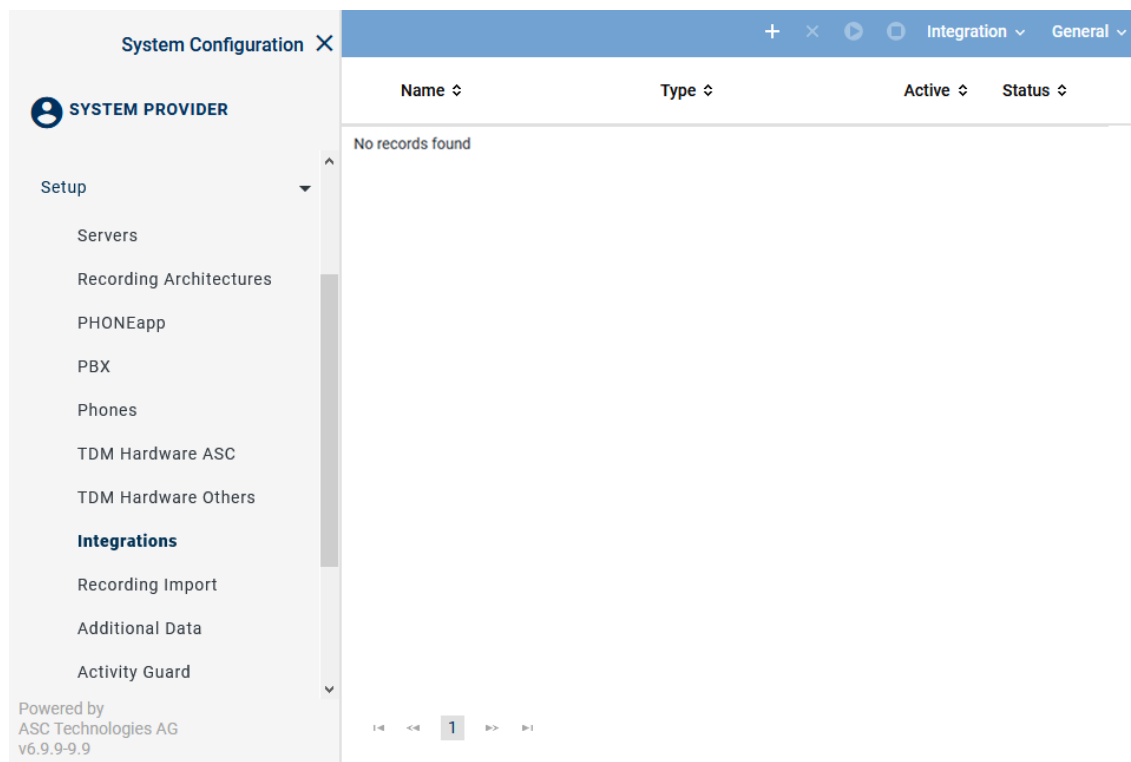




Fig. 61: Integrations - main view

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



<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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. 62: 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.

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

### Import grammar

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

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

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.

⇒ The window *Upload File* appears.

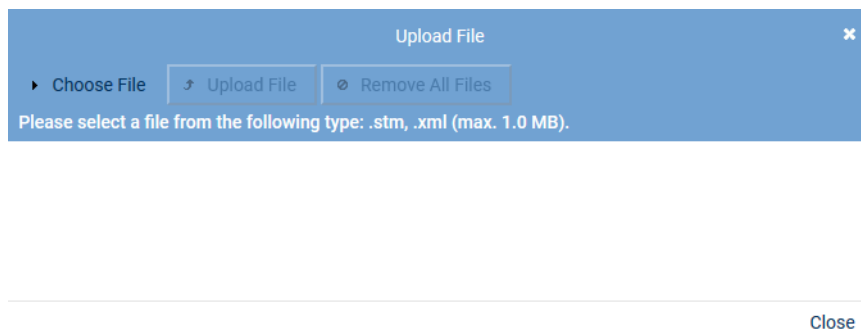


Fig. 63: Choose file

- 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*.

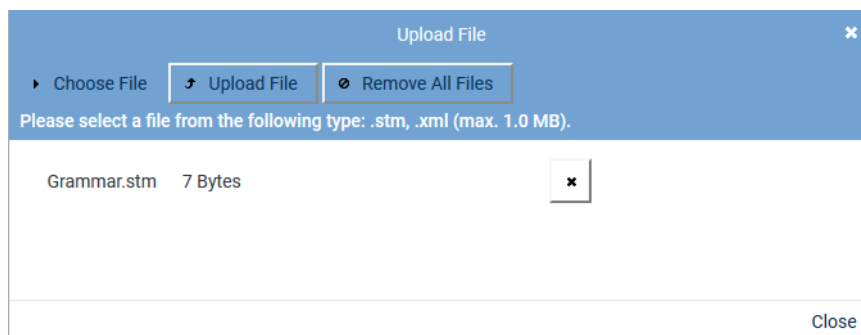




Fig. 64: Upload grammar

- 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.

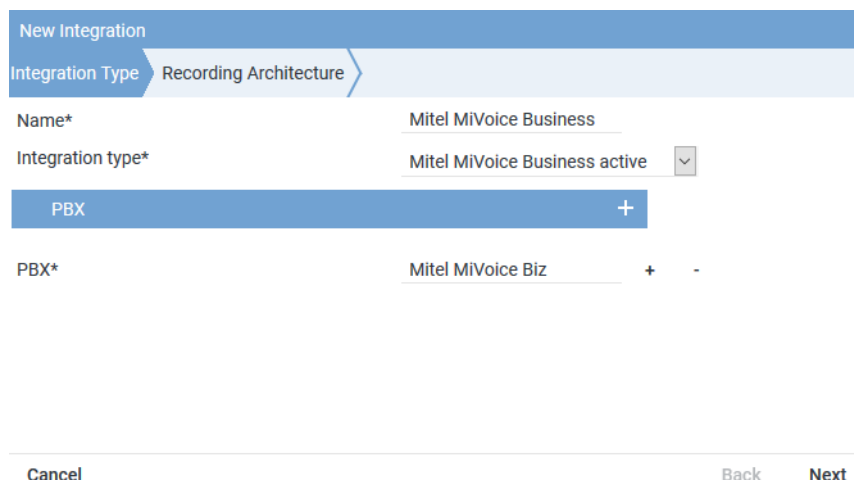


Fig. 65: Create integration type

- 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. 66: 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. 67: 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. 68: 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.

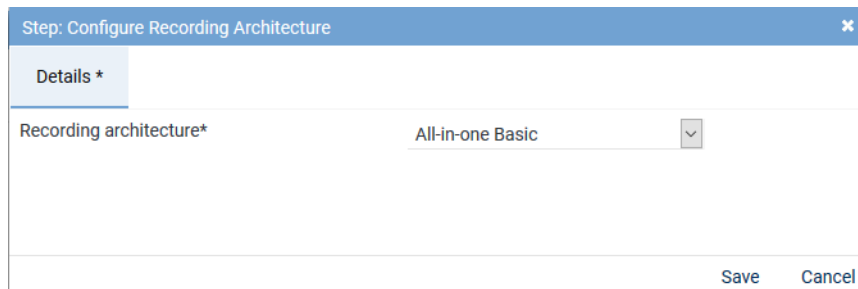



Fig. 69: Configuration step - Configure Recording Architecture

- 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.



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. 70: 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. 71: 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

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



Fig. 72: Group field Connection Data

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

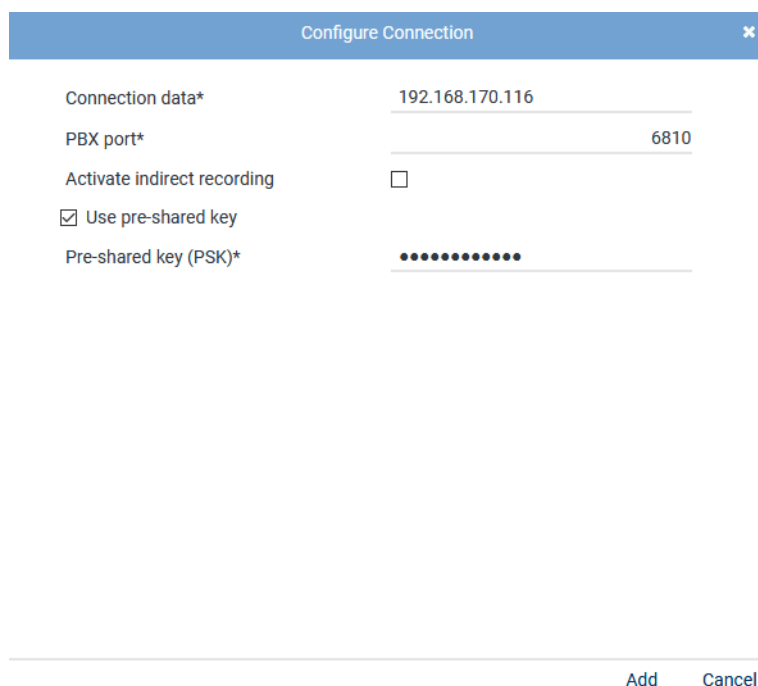


Fig. 73: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy"</a> , p. 17

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.

- If you use additional modules, another device group or multiple connections, repeat the configuration steps accordingly.

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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


### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

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

Fig. 74: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab 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. 75: 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. 76: Group field CTIconnect Module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.

Parameter	Value/Description
<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. 18: Configure CTIconnect module

### Group field Connection Data

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


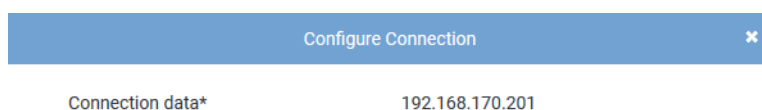


Fig. 77: Group field Connection Data

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



Add Cancel

Fig. 78: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <b>FQDN</b> .

Tab. 19: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



For further information about the configuration of the 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 open the group field and assign the additional data to the data fields.

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

Fig. 79: 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.

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

MitelQueueName	MitelQueueName
CallingDeviceID	CallingPartyIVR

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>

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab *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. 80: 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. 81: 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. 20: 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. 82: Group field Connection Data

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



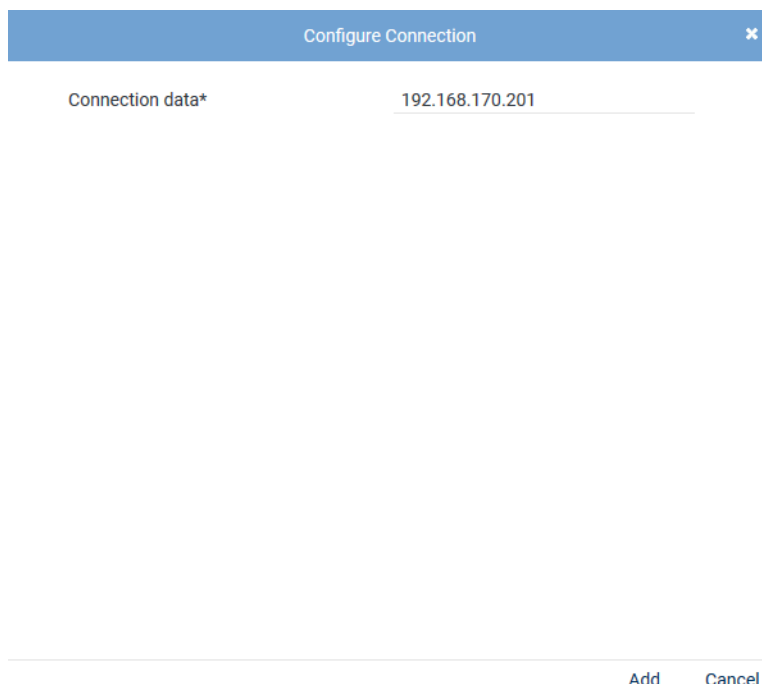


Fig. 83: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 21: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

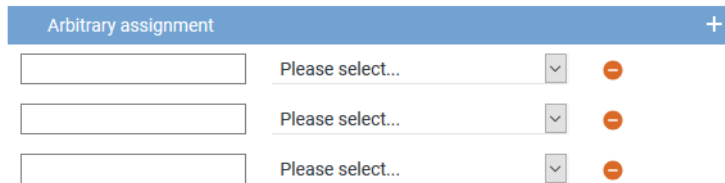



Fig. 84: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button Save in the detail view to save the settings and complete this configuration step.

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

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

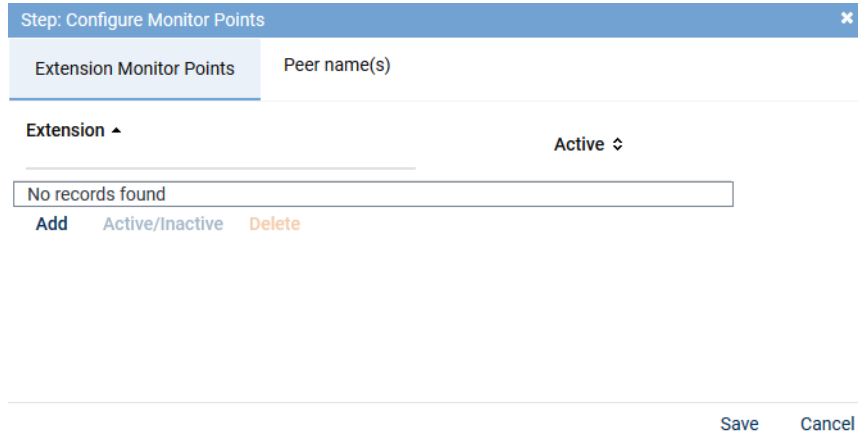


Fig. 85: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

Add Extension Monitor Points ✕

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry



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

6000-6006

☐ Replace existing list of extensions

[Add](#)   [Cancel](#)

Fig. 86: Add extension monitor points

<i>File import</i>	<p>Select the option to import extensions from an existing <a href="#">CSV</a> file and add them to the table of extensions.</p> <p><i>File contains headline</i></p> <p>Activate the option so that the structure can be recognized correctly upon importing the data.</p> <p>The <a href="#">CSV</a> file must not contain more than one column. If commas or other column separators are detected in the <a href="#">CSV</a> file, the file is considered invalid and an error message is displayed.</p> <p>Only ZIP files are supported as file format. To be able to import a <a href="#">CSV</a> file, you must pack them in a ZIP file.</p> <p><i>File name</i></p> <p>To import a file, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click on the button  next to the field <i>File name</i>.</li> <li>• Click on the button <i>Select File</i>.</li> <li>• Select the respective ZIP 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 the option to enter extensions or extension ranges.</p> <p>Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumerical entries with hyphen are not recognized as range but must be entered separately.</p> <p>You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain 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. 87: Configured extension monitor points

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

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

### Tab Peer Name(s)

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

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

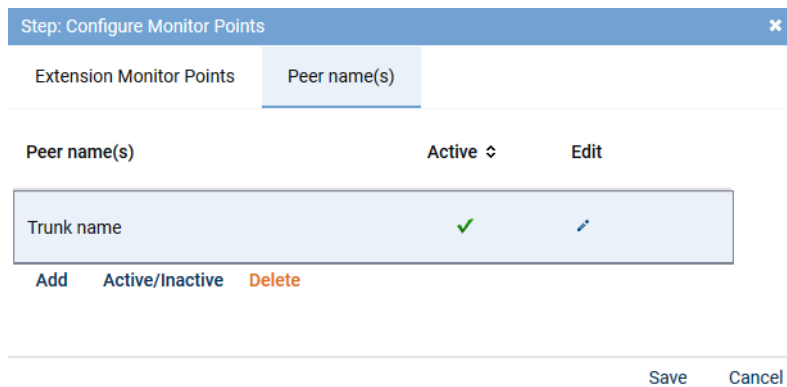





Fig. 88: Add Peer Name(s)

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

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

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

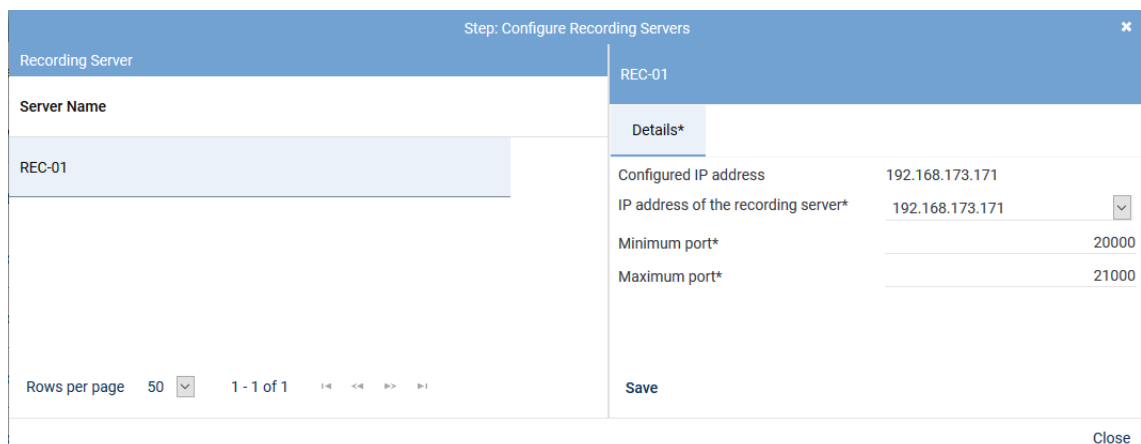


Fig. 89: Configuration step - Configure recording servers

- 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> .

Parameter	Value/Description
<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*.

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

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

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

Tab. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D ":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"



MiCCB additional data type	Example
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

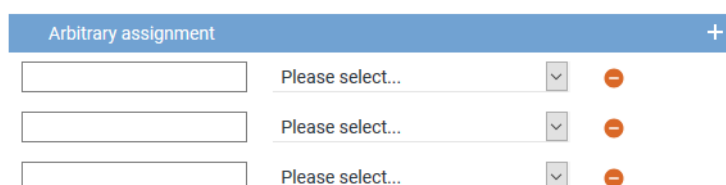



Fig. 91: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
- Click on the button **Save** in the detail view to save the settings and complete this configuration step.

### **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**

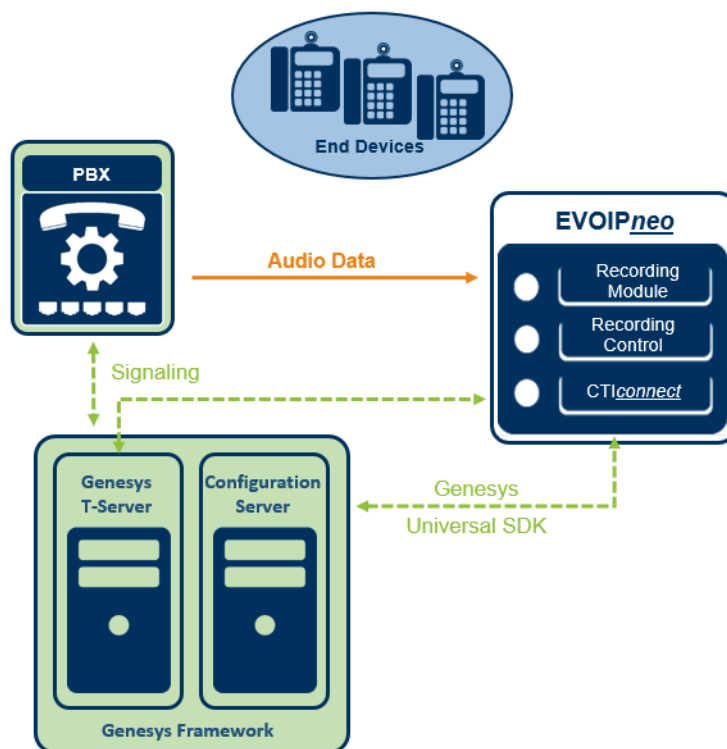


Fig. 92: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 449](#).

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



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

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


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

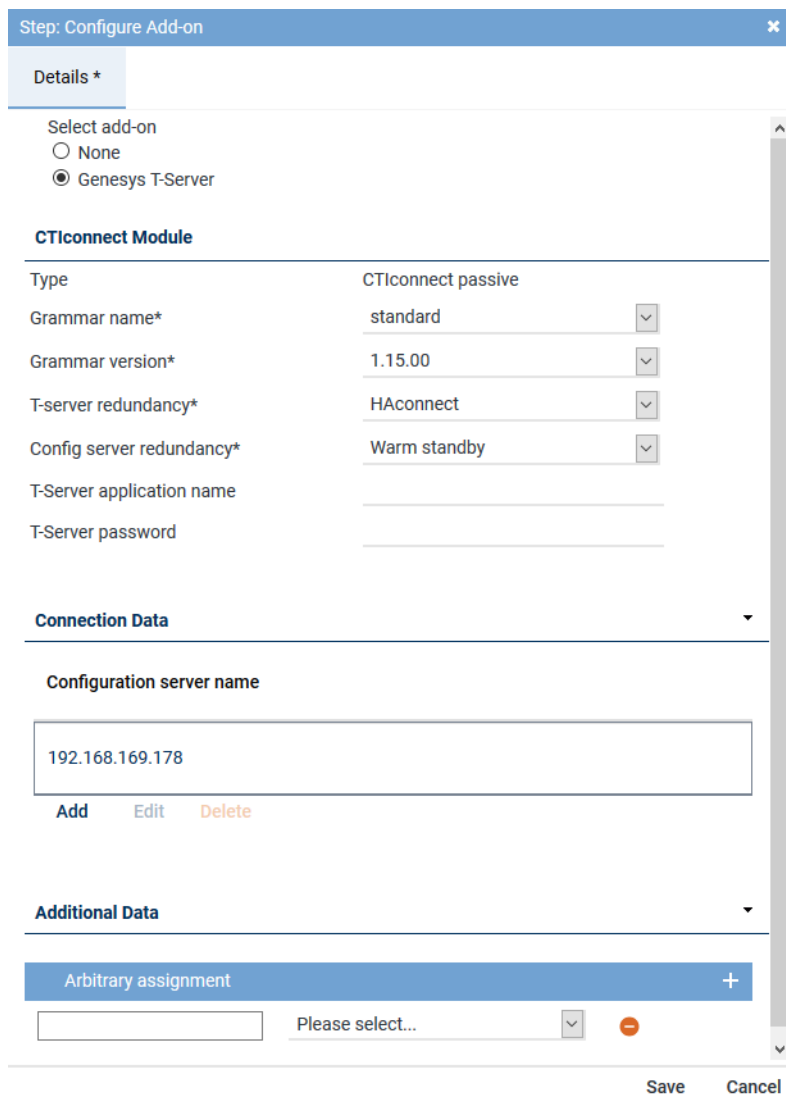
### Adjust configuration file for Genesys add-on

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

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

### Configure add-on in the integration

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



Step: Configure Add-on

Details \*

Select add-on

☐ None

☒ Genesys T-Server

**CTIconnect Module**

Type	CTIconnect passive
Grammar name*	standard
Grammar version*	1.15.00
T-server redundancy*	HAconnect
Config server redundancy*	Warm standby
T-Server application name	
T-Server password	

**Connection Data**

Configuration server name
192.168.169.178

Add Edit Delete

**Additional Data**

Arbitrary assignment +

Please select...

Save Cancel

Fig. 93: 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. <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>	This parameter must only be entered, if authentication on the Genesys T-Server is required.  Enter the application name that the CTI <u>connect</u> module is supposed to use to log in to the Genesys T-Server.  If you use several Genesys T-Servers, the login data must be identical for all servers.
<i>T-Server password</i>	This parameter must only be entered, if authentication on the Genesys T-Server is required.  Enter the password that the CTI <u>connect</u> module is supposed to use to log in to the Genesys T-Server.  If you use several Genesys T-Servers, the login data must be identical for all servers.

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.

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

Configure Connection
✕

Configuration server name\*

Configuration server port\*

Configuration server user name\*

Configuration server password\*

Application name\*

Tenant name\*

Add
Cancel

Fig. 94: Configure connection data

2. Enter the following parameters:

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

Tab. 26: Configure connection data

### Group field Additional Data

The following additional data is delivered by default 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

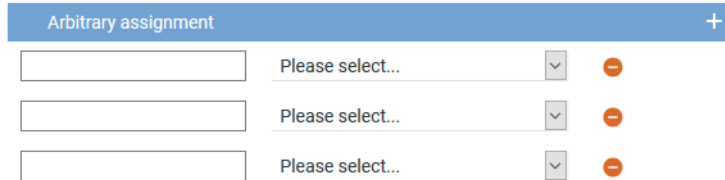




Fig. 95: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

1. In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).  
⇒ The window *Step: Miscellaneous Settings* appears.

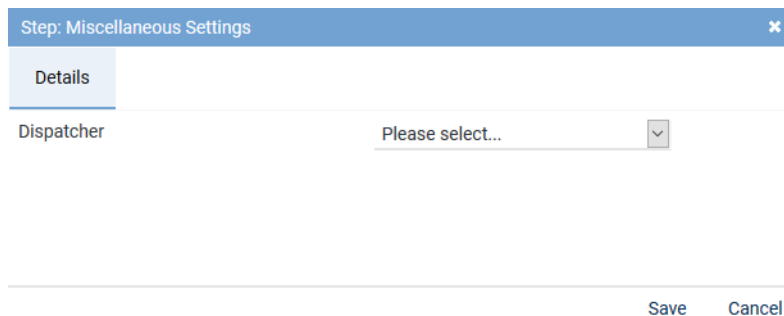


Fig. 96: Configure miscellaneous settings

2. Configure the following parameters:


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





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. 97: 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. 98: 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.

1. 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 <span>▼</span> General <span>▼</span>			
Name <span>↕</span>	Type <span>↕</span>	Active <span>↕</span>	Status <span>↕</span>
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 99: Deactivate integration

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

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

#### 8.2.2.3.1 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.


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

System Configuration <span>×</span>		Recording Architecture <span>▼</span> General <span>▼</span>			
SYSTEM PROVIDER		Name <span>↕</span>	Type <span>↕</span>	Active	S
Setup		No records found			
Servers					
Recording Architectures					
PHONEapp					
PBX					
Phones					
TDM Hardware ASC					
TDM Hardware Others					
Integrations					
Recording Import					
Additional Data					
Activity Guard					
Powered by ASC Technologies AG v6.9.9-9.9		Rows per page 50 <span>▼</span> 1 - 1 of 1 <span>◀</span> <span>&lt;&lt;</span> <span>&gt;&gt;</span> <span>▶</span>			

Fig. 100: 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.   = 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.



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









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

### Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 101: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	<p>Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.</p> <p>The icon  is displayed whenever the search has been adjusted by means of a filter.</p>
	<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>	<p>Deletes the selected recording architecture. The recording architecture is removed from the list of the main view.</p> <p><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.</p>
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	<p>Deactivates the selected recording architecture.</p> <p><b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.</p>
<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>	<p>Opens a window in which you can adjust the following settings for the main view:</p> <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.

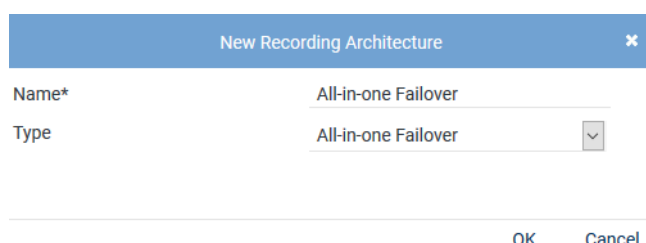


Fig. 102: Create recording architecture - All-in-one Failover

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

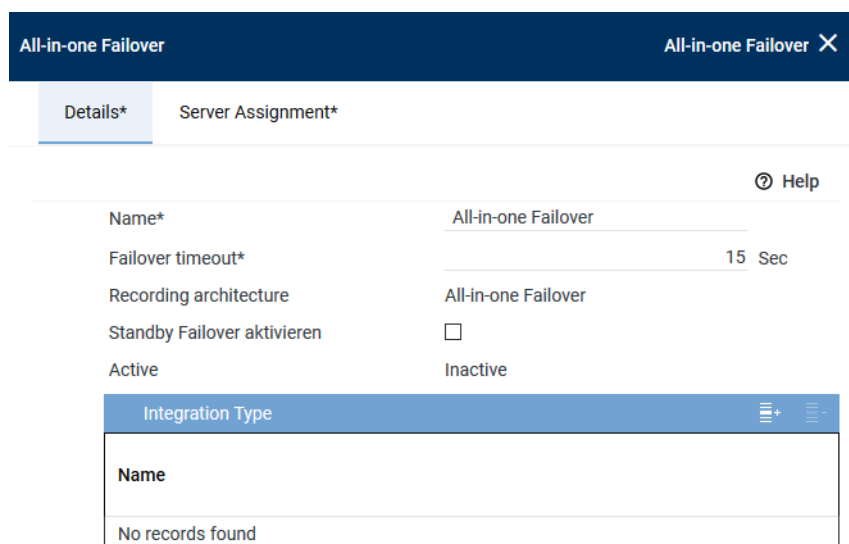




Fig. 103: Recording architecture - tab Details - All-in-one Failover

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. 446.

<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.

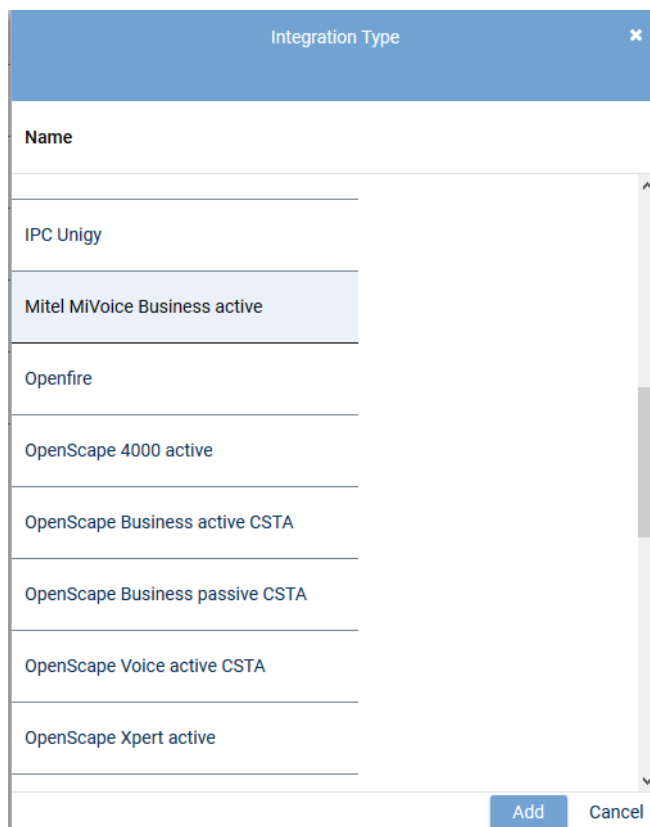


Fig. 104: Select integration type



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



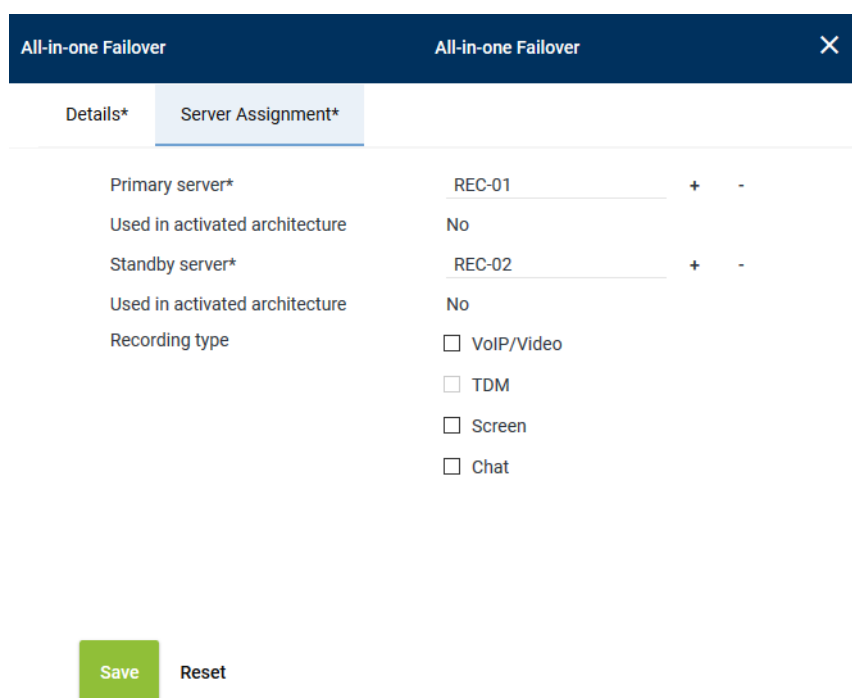
Any number of integration types can be assigned to a recording architecture.

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 Failover Recording**

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



All-in-one Failover		All-in-one Failover		X	
<div>Details*    <b>Server Assignment*</b></div>					
Primary server*	REC-01	+	-		
Used in activated architecture	No				
Standby server*	REC-02	+	-		
Used in activated architecture	No				
Recording type	<input type="checkbox"/> VoIP/Video <input type="checkbox"/> TDM <input type="checkbox"/> Screen <input type="checkbox"/> Chat				
<div>Save    Reset</div>					

Fig. 105: Recording Architecture - tab Server Assignment

2. Click on the button **+** behind the entry field *Primary server*.

⇒ The window *Servers* appears.

Servers	
Name ↕	IP Address ↕
REC-01	192.168.173.171
REC-02	192.168.173.172
<div> Rows per page 20 ▾ 1 - 8 of 8 </div>	
<div> Add Cancel </div>	


Fig. 106: 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.

4. 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	<input checked="" type="checkbox"/> VoIP/Video
	<input checked="" type="checkbox"/> TDM
	<input checked="" type="checkbox"/> Screen
	<input checked="" type="checkbox"/> Chat
<div> Save Reset </div>	




Fig. 107: 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 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 ▾
All-in-one Failover	All-in-one Failover		

Fig. 108: 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. 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.

#### 8.2.2.3.2 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:

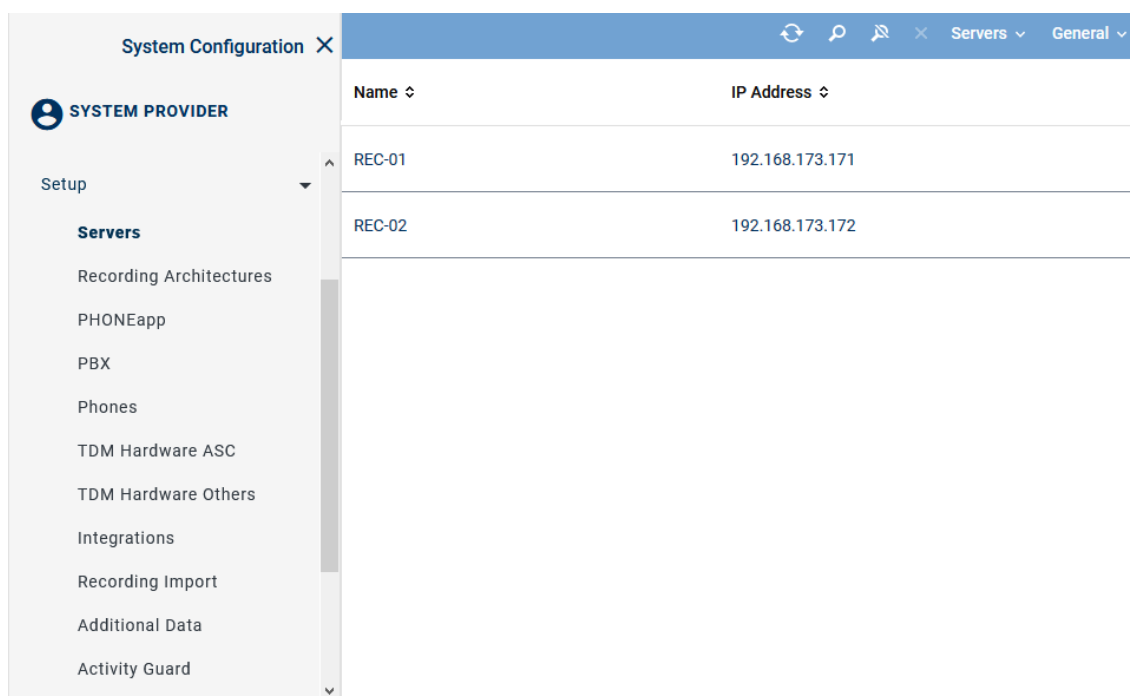


Fig. 109: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.
<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

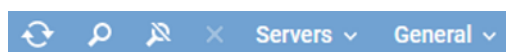







Fig. 110: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.

<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations"</a> , p. 96.
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

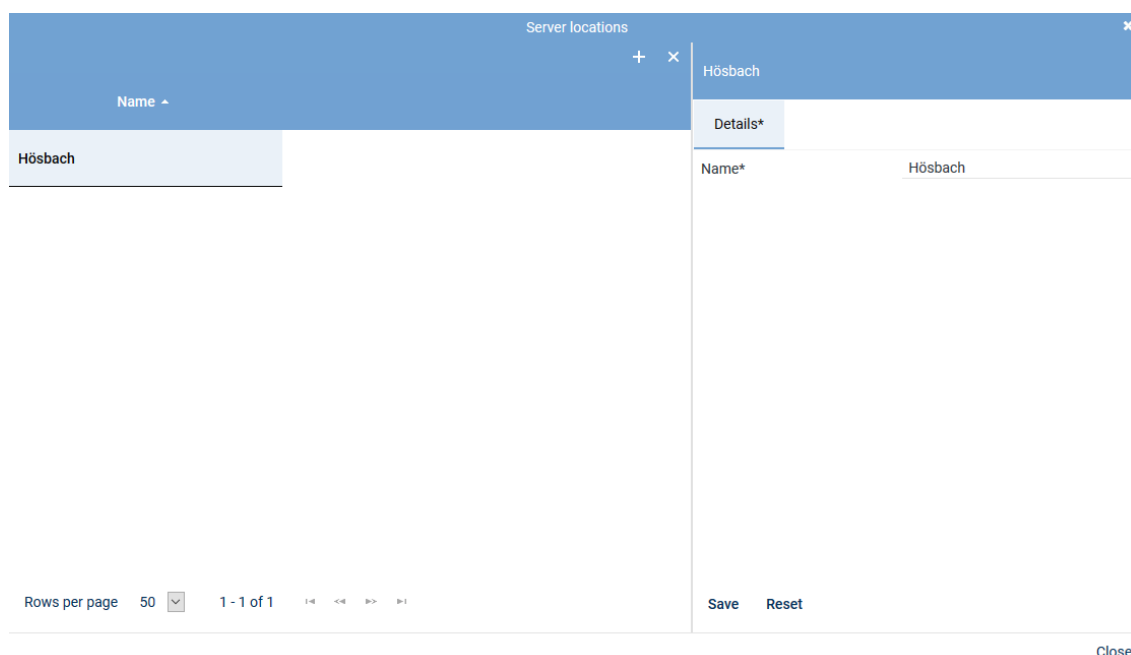



Fig. 111: Add server locations

- 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*.



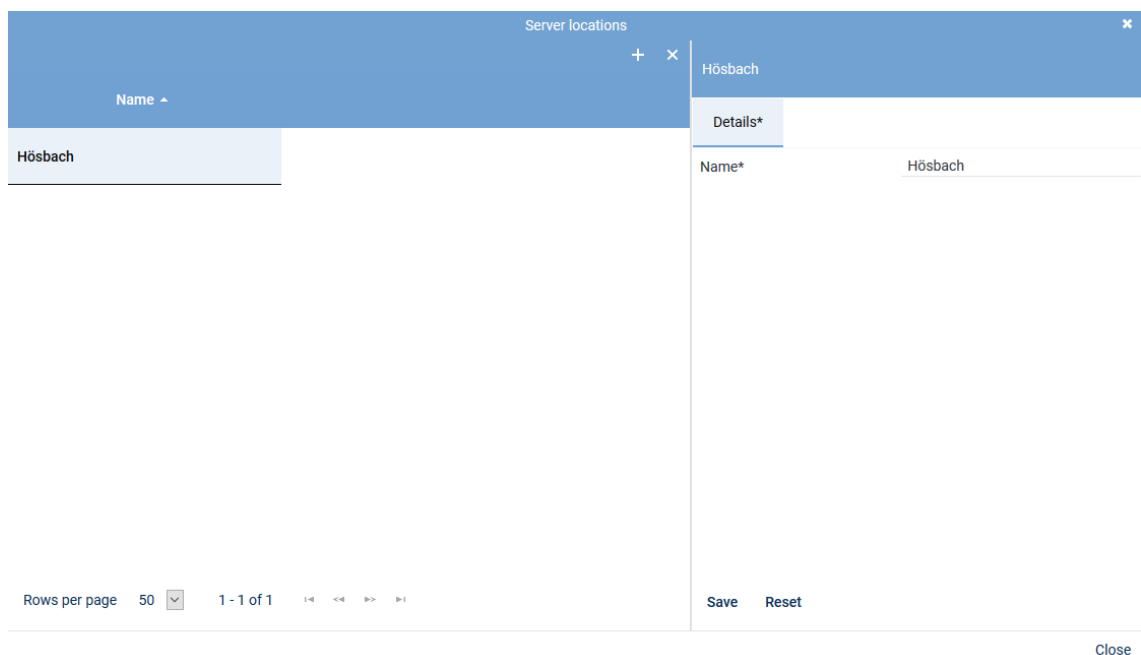
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### 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. 112: 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. 113: 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. 114: Servers - tab usage

### Group field API Server

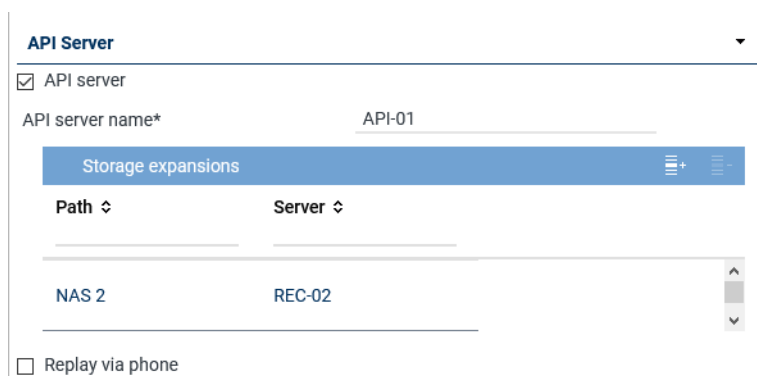




Fig. 115: Group field API Server

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 required 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. 109</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. 100</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.  <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 Neo 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. 107</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. 116: 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. 117: 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. 27: Configure audio analysis

**Emotion Detection** ✕

📋

Name ↕

REC-01

Rows per page 20 ▼ 1 - 8 of 8 ⏪ ⏩ ⏴ ⏵

Add Cancel

Fig. 118: 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/Live Streaming

Recording architecture Please choose... ▼

☐ Neo key management

Fig. 119: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/ Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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. 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

End

Receives data from

Name	Only Replay
No records found	

☐ Archiving

☒ Export







Replay server

☒ Import

Recording architecture

Fig. 120: 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</p>

Parameter	Value/Description
	<p><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"</a>, p. 104.</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"</a>, p. 104.</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> 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>

Parameter	Value/Description
	<ul style="list-style-type: none"> <li><b>Replay server</b> 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 Neo to Neo, 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><b>Recording architecture</b> 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. 29: Data storage

### Add target server to a list

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

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

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Add Cancel

Fig. 121: Select server



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

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



### Group field Replay

**Replay** ▼

☒ **Replay**


Replay server\*


WebSocket port\*   
(max. 5 characters)

API server\*

**Name** ↕ **Connection Status**

Fig. 122: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the <a href="#">API</a> server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 106.</li> </ul>

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

Tab. 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.
- 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. 123: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 99](#).

- 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. 124: Group field Virtualization

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

Tab. 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.

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* (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. 125: 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>.</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>
<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</p> <p><b>UDP</b> = unencrypted</p> <p><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>	Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b> .
<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.</p> <p><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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

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

**Replay Server Addresses**

Remove Replay Server Addresses

Internal Address of the Replay Server (IP/Port or DNS)  :

Internal download URL

External Address of the Replay Server (IP/Port or DNS)  :

External download URL


Save
Reset

Fig. 126: Servers module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.:  https://example.company.com/
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.:  https://example.company.com/  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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. 127: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days</li> <li>• <i>Create key manually</i> 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 Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

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

*In case of an error ... automatically*

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

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

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



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



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

### Tab Keystore/Virtualization

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

In this tab, you can configure the connection data 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.

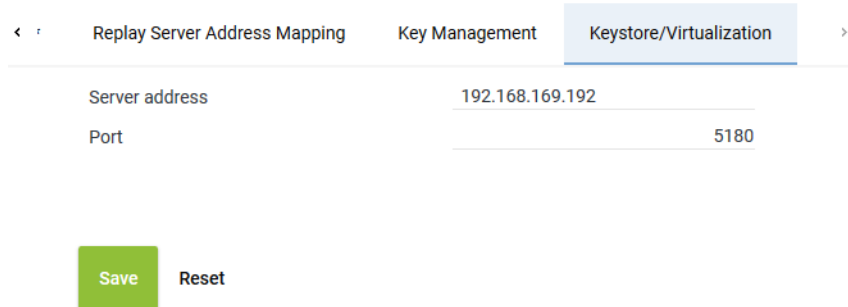


Fig. 128: Servers module - tab Keystore/Virtualization

<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: 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: 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: <i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and Neo key management: 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*.

### 8.2.2.3.3 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.

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

⇒ The following window appears:

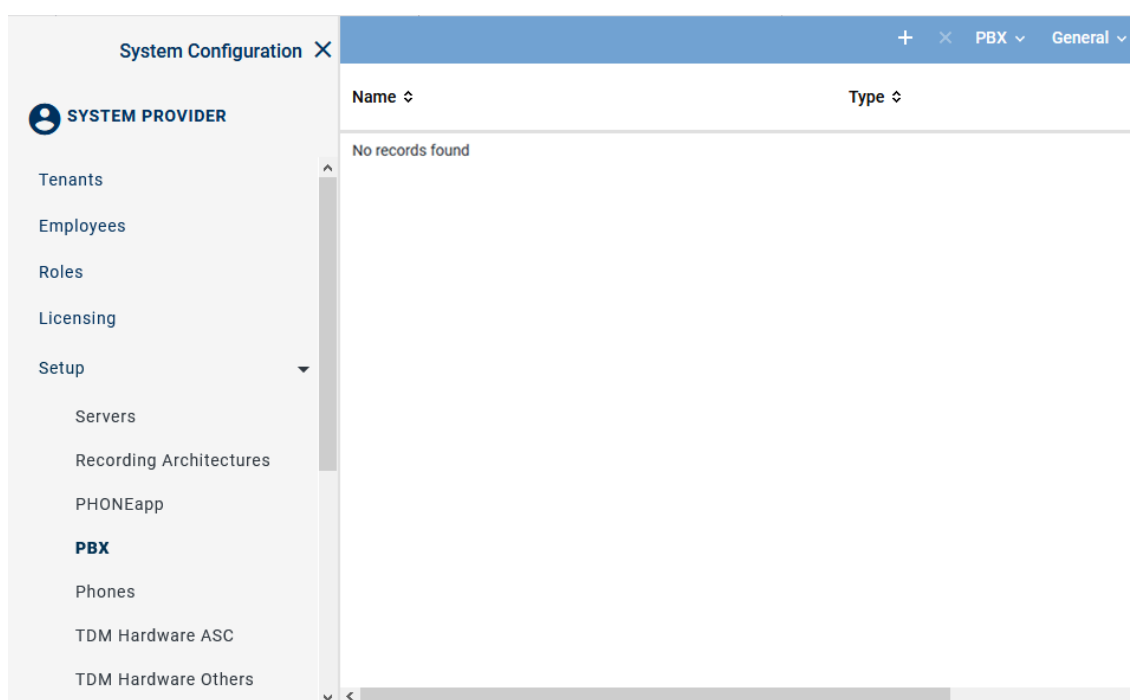




Fig. 129: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.




Fig. 130: Toolbar PBX module

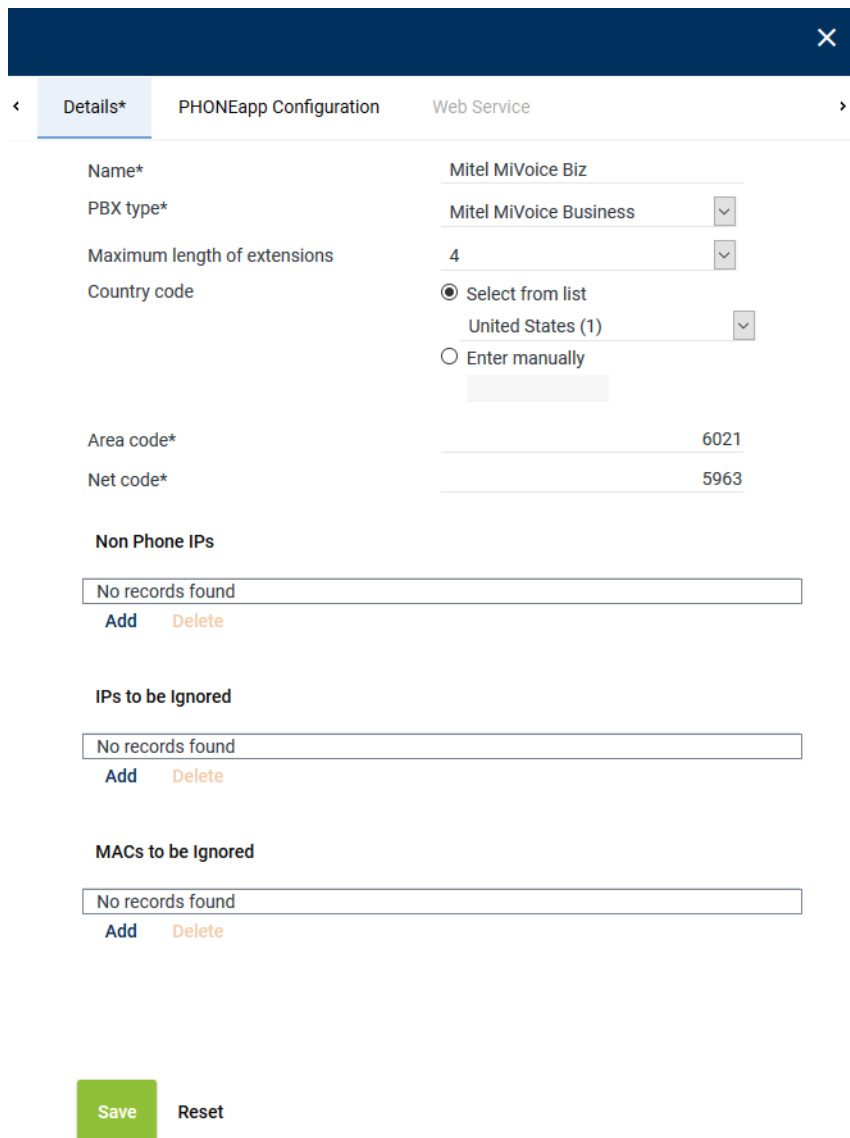
	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administratre 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

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

Parameter	Value/Description
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. 32: Create PBX

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

#### 8.2.2.3.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.



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

##### 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.

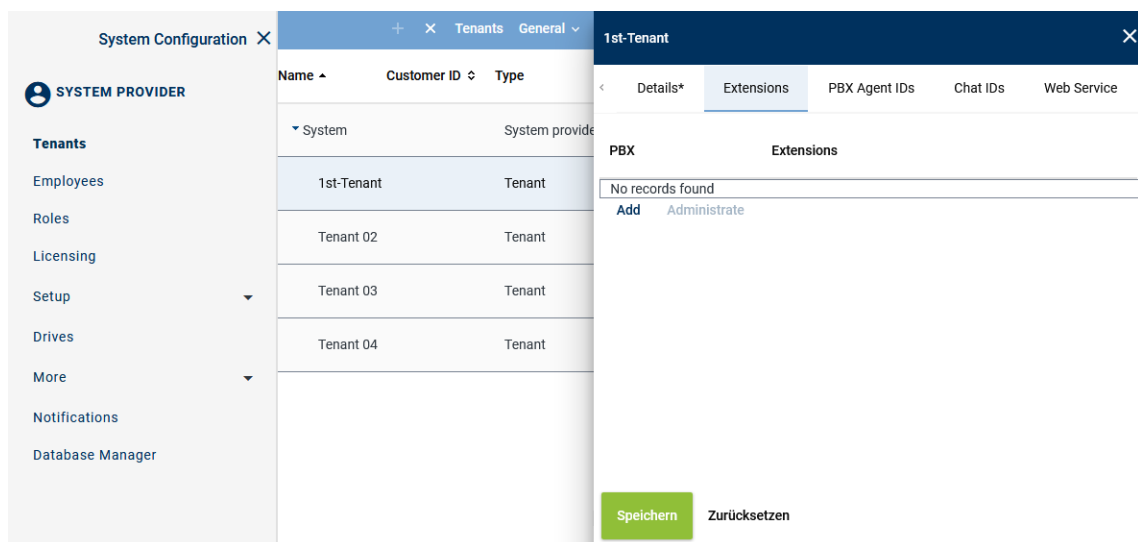


Fig. 132: Tenants - main view - tab Extensions

##### 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. 133: 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>	Select this option to enter extensions or extension ranges manually.

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

Enter country codes as number ranges as follows:  
+4984496800-+4984496810

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

**NOTICE! Wildcards cannot be used!**

*Replace existing list of extensions*

Activate the check box to replace the list of extensions.

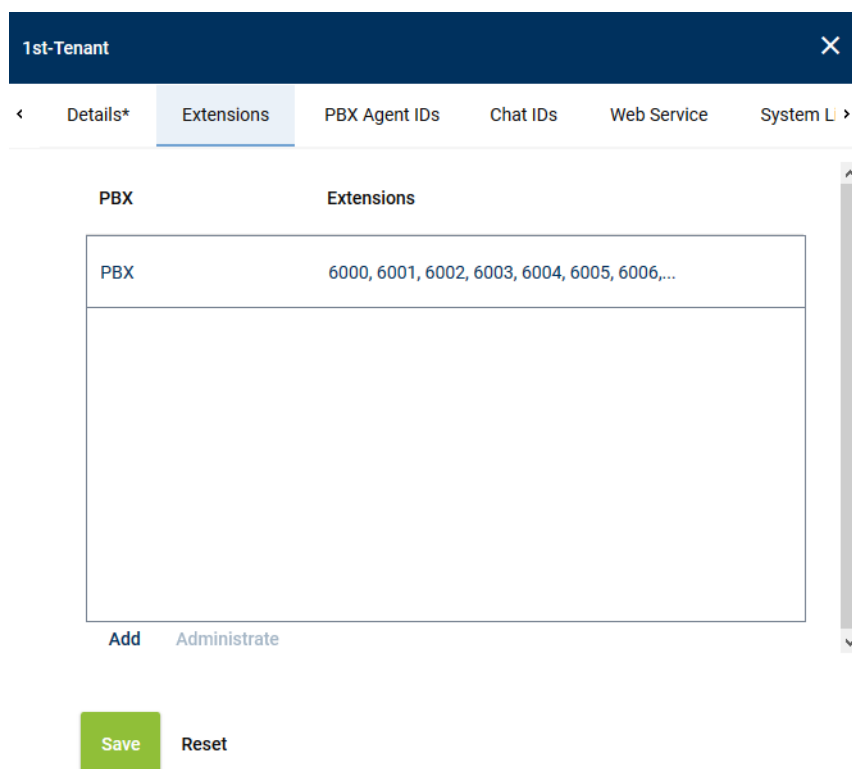
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

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

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. 134: 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. 135: 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.

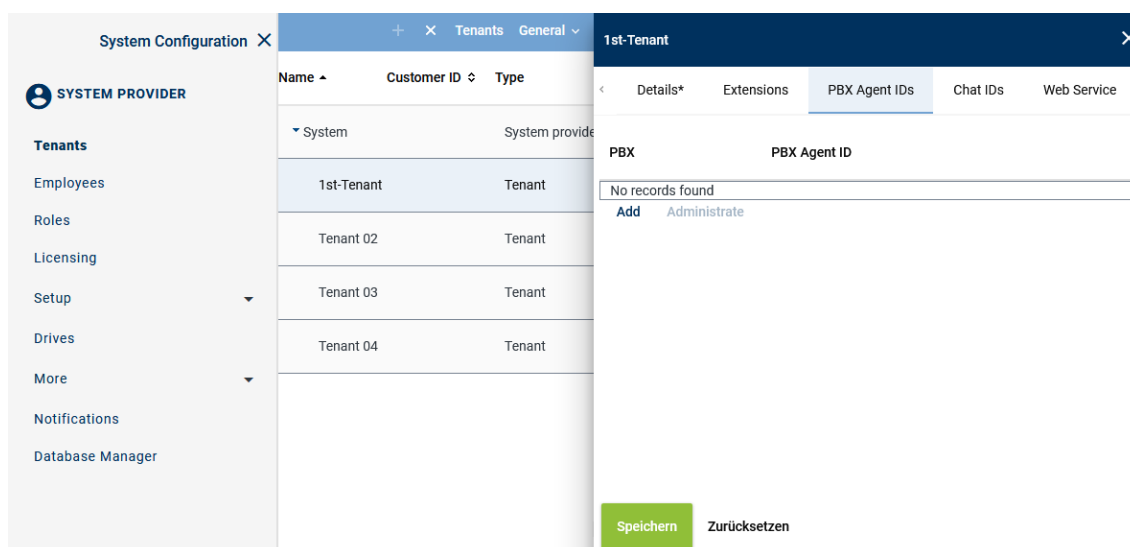
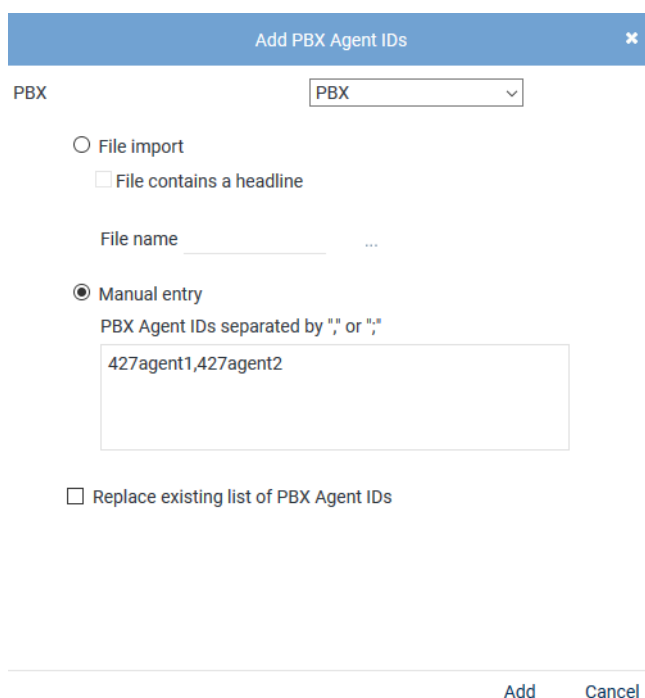


Fig. 136: Tenants - main view - tab PBX Agent ID

### 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' with 'PBX' selected. Below this, there are two radio buttons: 'File import' and 'Manual entry'. The 'Manual entry' option is selected. Under 'Manual entry', there is a text input field containing '427agent1,427agent2'. Below the input field, there is a checkbox labeled 'Replace existing list of PBX Agent IDs'. At the bottom right, there are 'Add' and 'Cancel' buttons.

Fig. 137: 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. 138: 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*.

#### 8.2.2.3.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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

System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import <b>Additional Data</b> Activity Guard		customCP01	customCP01	✗	
		customCP02	customCP02	✗	
		customCP03	customCP03	✗	
		customCP04	customCP04	✗	
		customCP05	customCP05	✗	
		customCP06	customCP06	✗	
		customCP07	customCP07	✗	
		customCP08	customCP08	✗	

Fig. 139: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name

Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	✎
bg_BG	customCP01	✎
cs_CZ	customCP01	✎
de_DE	customCP01	✎
en_GB	customCP01	✎
en_US	<input type="text" value="customCP01"/>	✓ ✕

Fig. 140: Configure additional data

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

## Availability

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

Save
Reset

Fig. 141: Additional data - configure availability

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



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

## Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

### 8.2.2.3.6 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:

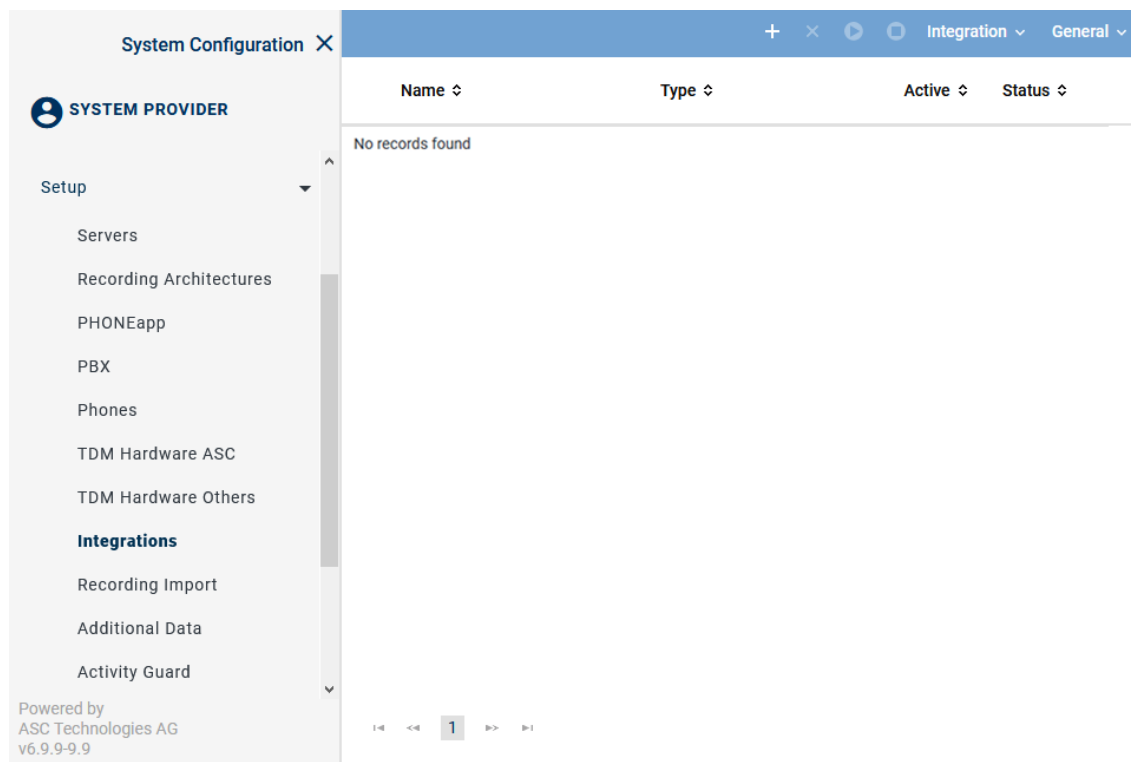




Fig. 142: Integrations - main view

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



<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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. 143: 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.

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

### Import grammar

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

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

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.

⇒ The window *Upload File* appears.

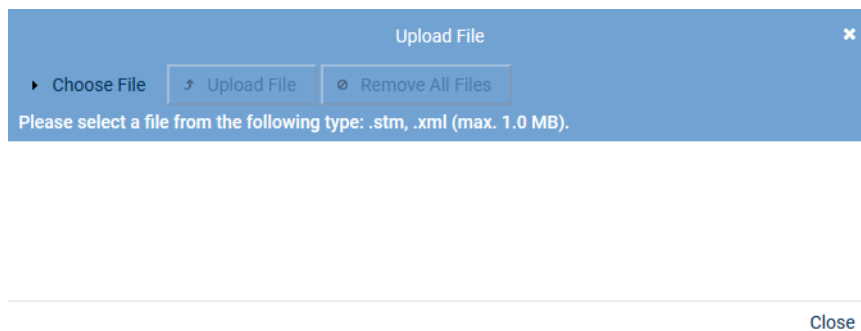


Fig. 144: Choose file

- 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*.

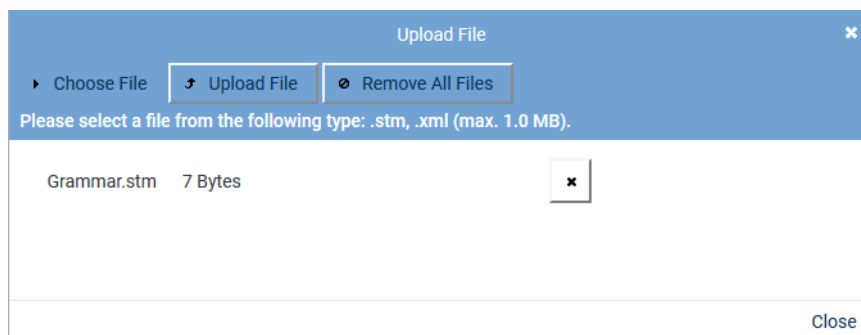



Fig. 145: Upload grammar

- 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. 146: 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. 147: 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. 148: 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. 149: 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. 150: 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.

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. 151: Configure CTIconnect connection data to MBG



Following an update, you must configure this section again.

### Group field CTIconnect Module

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

CTIconnect Module

Type

Grammar name\*

Grammar version\*

CTIconnect active

standard

1.00.51

Fig. 152: Configure CTIconnect module

1. Enter the following parameters for the grammar:

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

Tab. 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

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. 153: 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 target server*	All	▼
Connection data*	192.168.170.116	
PBX port*		6810
Activate indirect recording	<input type="checkbox"/>	
<input checked="" type="checkbox"/> Use pre-shared key		
Pre-shared key (PSK)*	<div style="background-color: #ccc; border: 1px solid #ccc; padding: 2px; display: flex; gap: 5px;"> <span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span><span>•</span> </div>	

[Add](#)   [Cancel](#)

Fig. 154: Configure connection

- Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy"</a> , p. 17

Tab. 35: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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


### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	➖
<input type="text"/>	Please select...	▼	➖
<input type="text"/>	Please select...	▼	➖

Fig. 155: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab 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. 156: 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. 157: Group field CTIconnect Module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.

Parameter	Value/Description
<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. 36: Configure CTIconnect module

### Group field Connection Data

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



Fig. 158: Group field Connection Data

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

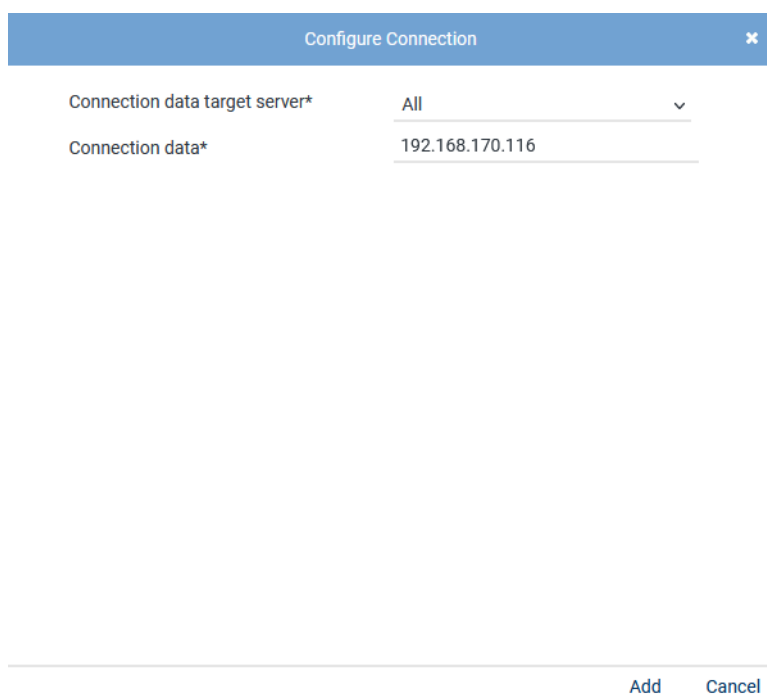


Fig. 159: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 37: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

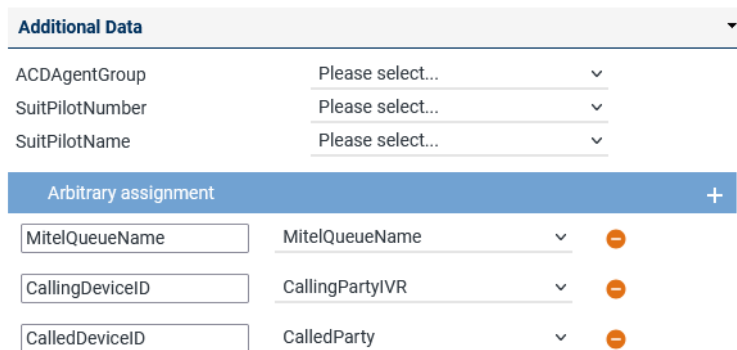


Fig. 160: CTI connection data - additional data

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.

- *AccountCode*
- *AccountCodeVerified*
- *CallingDeviceName*
- *CalledDeviceName*
- *CallingPartyIVR*
- *CalledParty*
- *EventCause*
- *GlobalCallID*
- *MitelQueueName*

- *substitutedCPNNumber*
  - *substitutedCPNName*
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>

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

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

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



Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 161: 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. 162: 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 CTI<sup>connect</sup> module.



Fig. 163: Group field Connection Data

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



Fig. 164: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 39: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

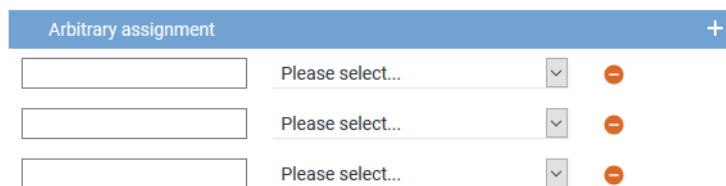




Fig. 165: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

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

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

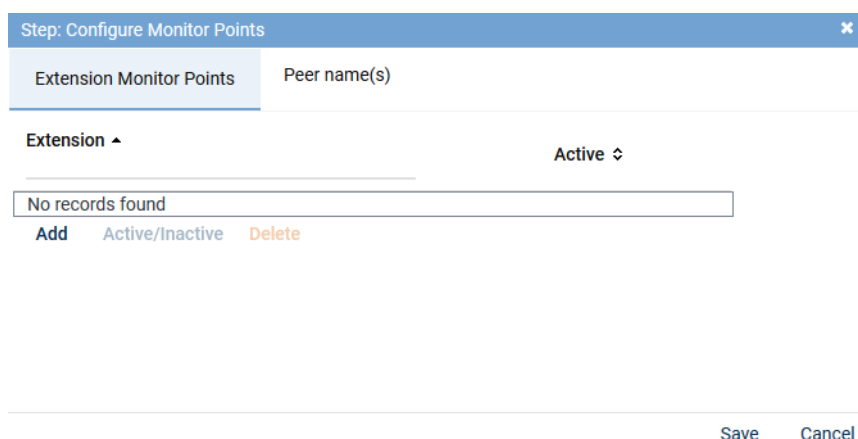


Fig. 166: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

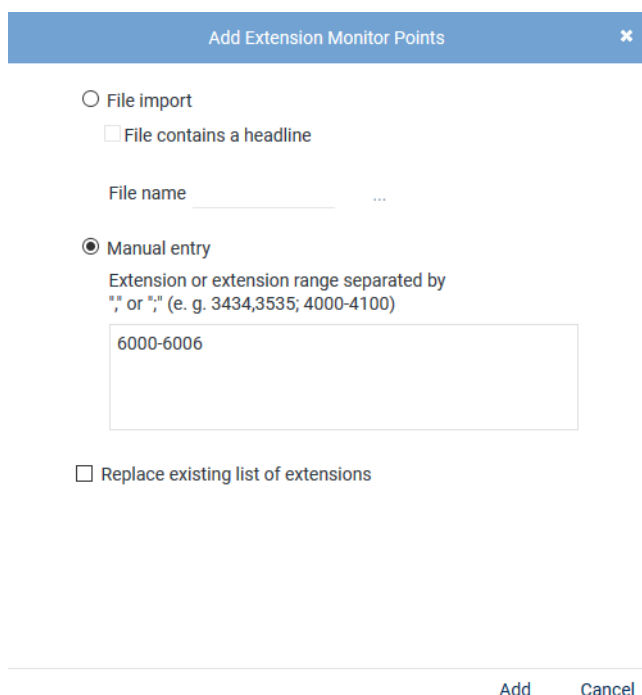


Fig. 167: Add extension monitor points



<b>File import</b>	Select the option to import extensions from an existing <b>CSV</b> file and add them to the table of extensions.
<b>File contains headline</b>	Activate the option so that the structure can be recognized correctly upon importing the data. The <b>CSV</b> file must not contain more than one column. If commas or other column separators are detected in the <b>CSV</b> file, the file is consid-

ered invalid and an error message is displayed.

Only ZIP files are supported as file format. To be able to import a [CSV](#) file, you must pack them in a ZIP file.

#### File name

To import a file, proceed as follows:

- Click on the button  next to the field *File name*.
- Click on the button *Select File*.
- Select the respective ZIP file in the Explorer and click on the button *Open*.
- Click on the button  (*Upload File*).

#### Manual entry

Select the option to enter extensions or extension ranges.

Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumerical entries with hyphen are not recognized as range but must be entered separately.

You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain 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. 168: 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.

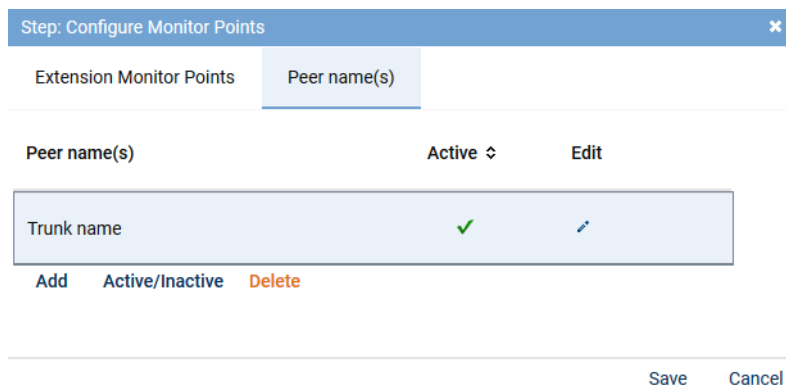




Fig. 169: Add Peer Name(s)

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

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

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

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


- 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. 170: Configuration step - Configure recording servers

- 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. 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*.

- 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.



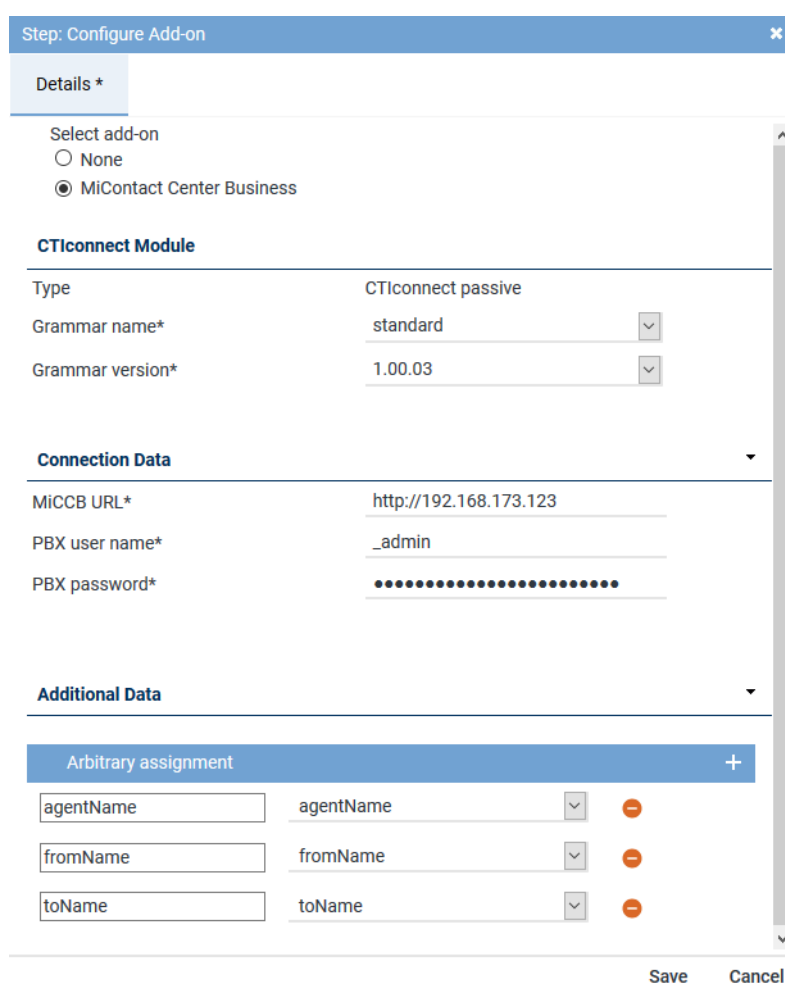
Only those add-ons are displayed for which a license has been installed in the system.

### 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.

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

Field	Value	Action
agentName	agentName	-
fromName	fromName	-
toName	toName	-

Save Cancel

Fig. 171: 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.



Parameter	Value/Description
<i>Grammar name</i>	A default grammar has been preset. If required, select the name of the grammar from the drop-down list.
<i>Grammar version</i>	Select the current version of the grammar from the drop-down list.

Tab. 41: Configure CTIconnect module

**Group field Connection Data**

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

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

Tab. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"

MiCCB additional data type	Example
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb- 0cd524- ca379f"
<i>queueIsWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"

MiCCB additional data type	Example
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

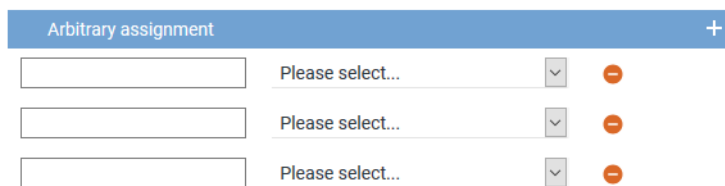



Fig. 172: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### 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

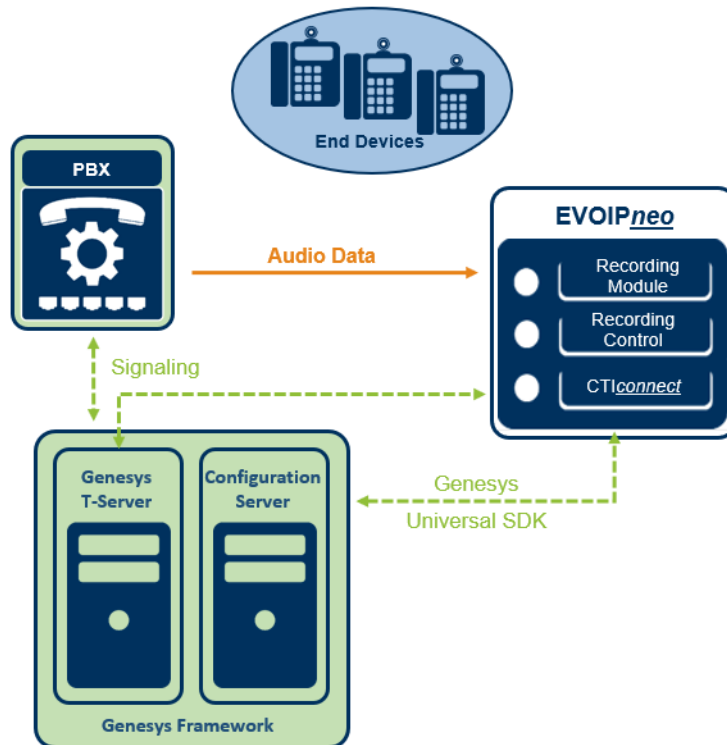


Fig. 173: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 449](#).

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*.

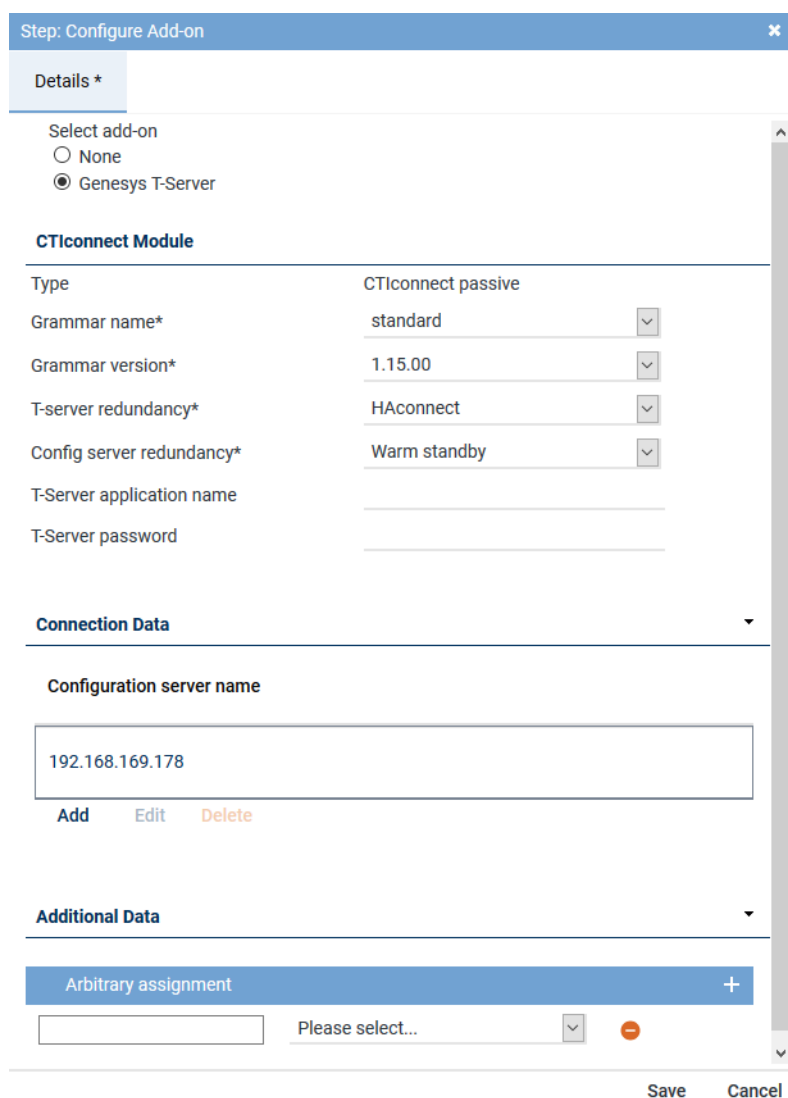


Fig. 174: Configure add-on for Genesys T-Server

### 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:

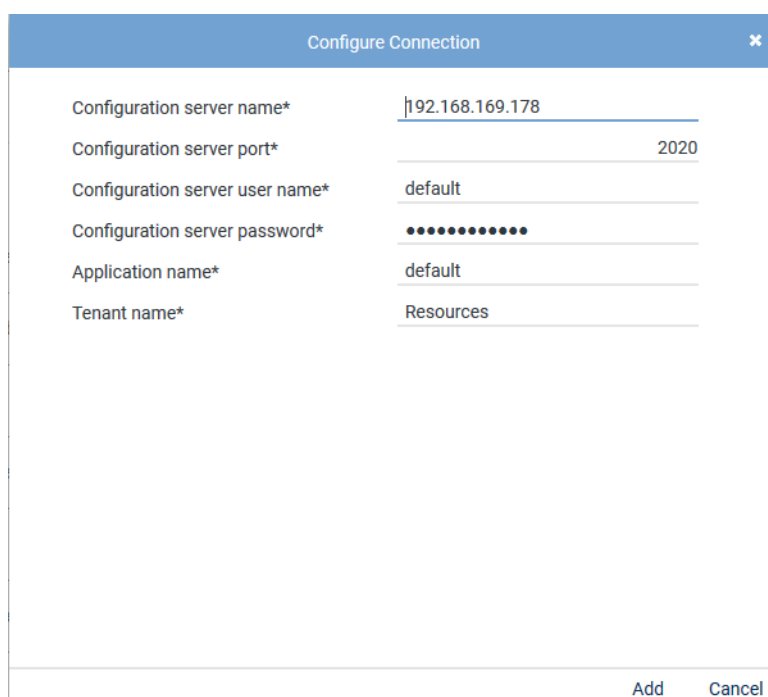


Fig. 175: Configure connection data

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 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

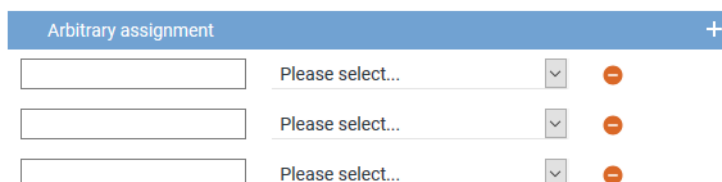




Fig. 176: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

- In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).  
⇒ The window *Step: Miscellaneous Settings* appears.

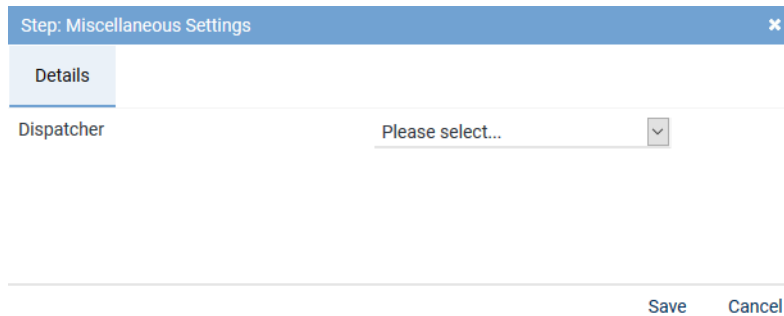


Fig. 177: Configure miscellaneous settings

- Configure the following parameters:


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




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. 178: 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. 179: 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.

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







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

Fig. 180: Deactivate integration

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

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

### 8.2.2.4.1 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.

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

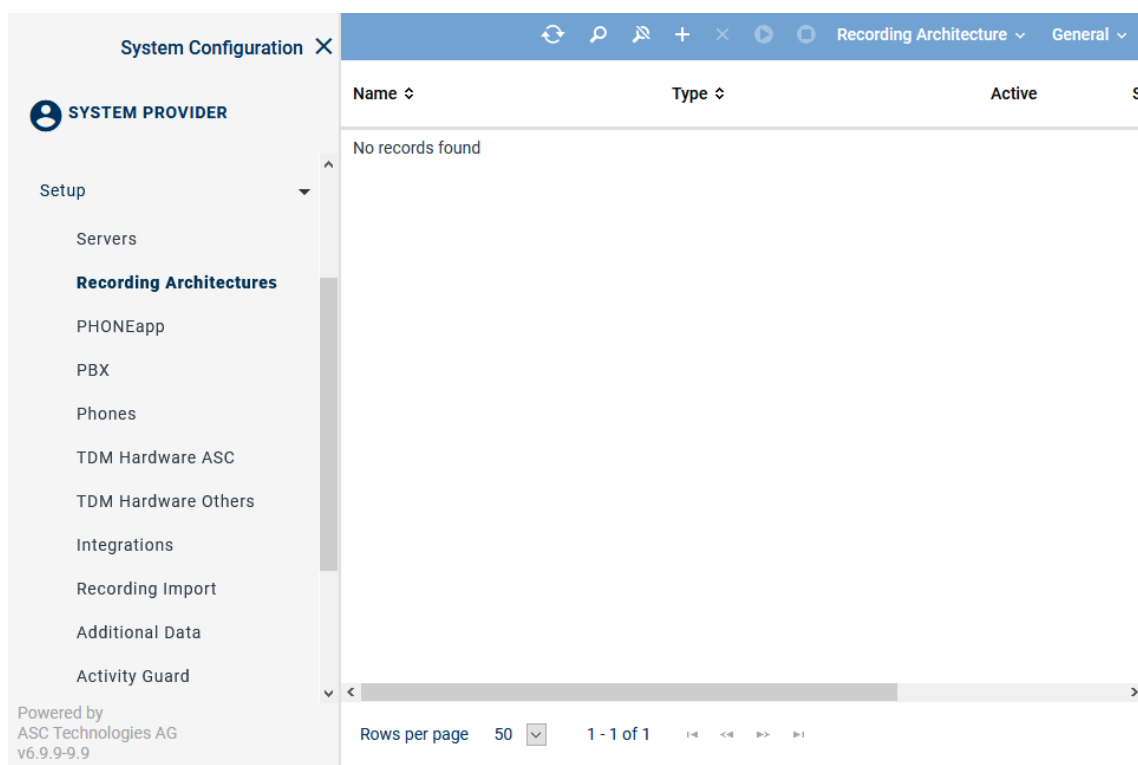




Fig. 181: Recording architectures - main view

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



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








### Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 182: 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. <b>NOTICE!</b> You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. <b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architecture</i>	<i>Standby Management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> <li>• <i>Displayed information</i></li> <li>• <i>Order of the displayed columns</i></li> <li>• <i>Number of rows per page</i></li> </ul>
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed 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.

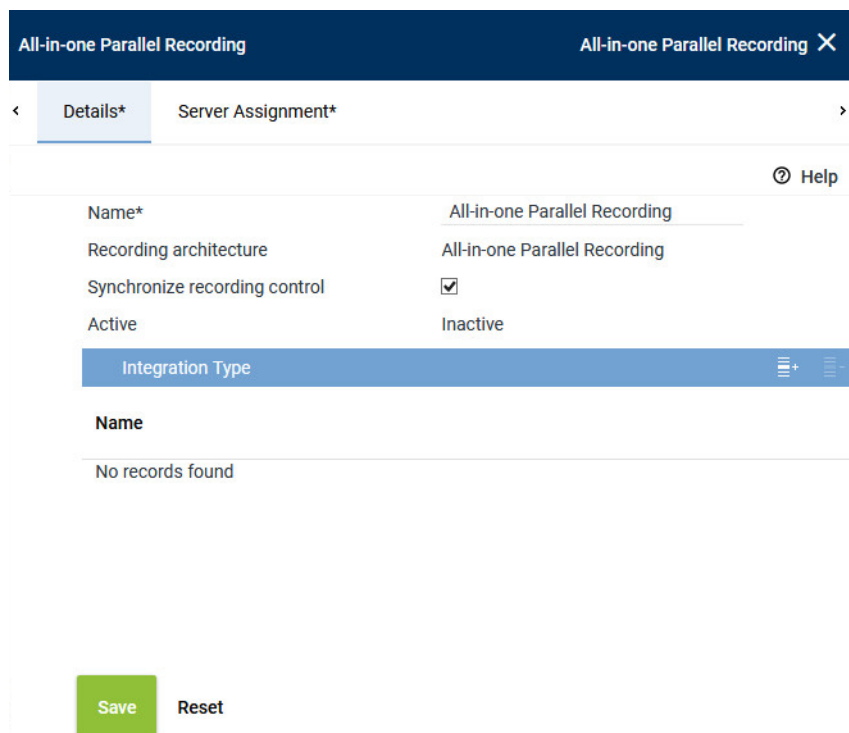
⇒ The window *New Recording Architecture* appears.



Fig. 183: Create recording architecture - All-in-one Parallel Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.

- From the drop-down list *Type*, select the recording architecture type *All-in-one Parallel Recording*.  
**NOTICE!** The drop-down list only displays the supported recording architecture types.
- Click on the button *OK*.  
⇒ Your entries now appear in the detail view.



**All-in-one Parallel Recording** ✕

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

ⓘ Help

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

**Integration Type** ⋮ +

**Name**


No records found

**Save** **Reset**

Fig. 184: Recording architecture - tab Details - All-in-one Parallel Recording

- 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 Synchronization recording control.

### Add integration type

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

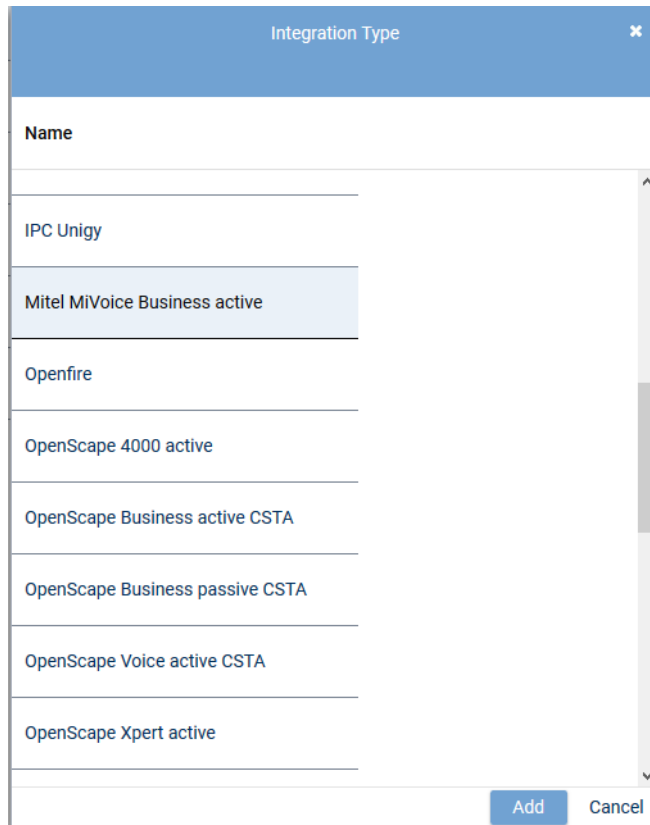


Fig. 185: Select integration type



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

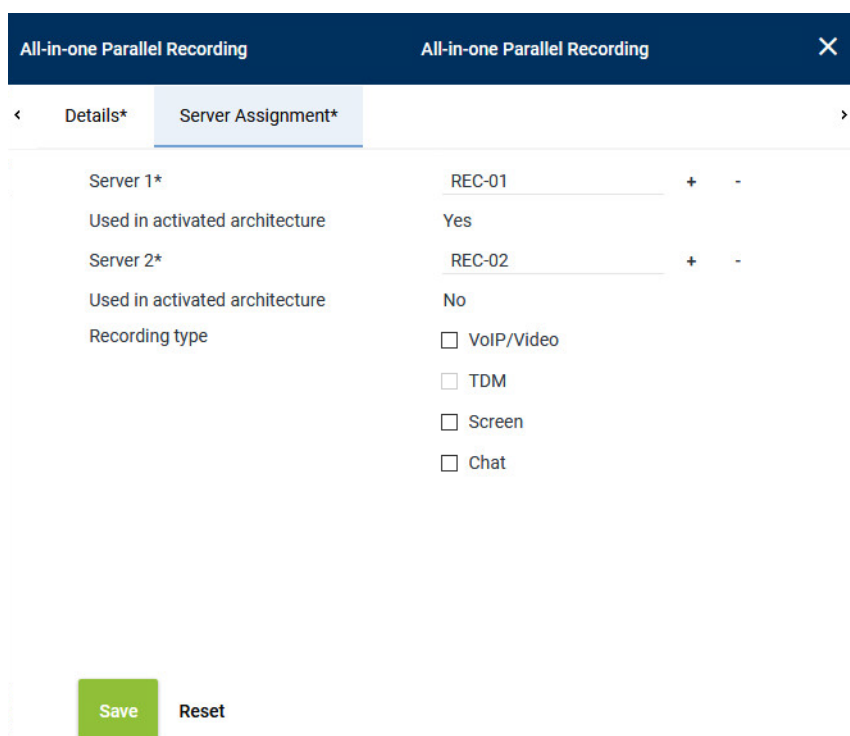


Any number of integration types can be assigned to a recording architecture.

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 recording servers to the recording architecture *All-in-one Parallel Recording*.



All-in-one Parallel Recording		All-in-one Parallel Recording	
<div> <div>Details*</div> <div>Server Assignment*</div> </div>			
Server 1*	REC-01	+	-
Used in activated architecture	Yes		
Server 2*	REC-02	+	-
Used in activated architecture	No		
Recording type	<input type="checkbox"/> VoIP/Video <input type="checkbox"/> TDM <input type="checkbox"/> Screen <input type="checkbox"/> Chat		
<div> <div>Save</div> <div>Reset</div> </div>			

Fig. 186: Recording architecture - tab Server Assignment

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



Servers	
Name ↕	IP Address ↕
REC-01	192.168.173.171
REC-02	192.168.173.172

Rows per page 20 1 - 8 of 8

Add Cancel


Fig. 187: 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 appears in the detail view.
- 5. To delete an assignment, click on the icon .
- 6. Repeat the steps and select server 2 for the entry field *Server 2*.
- 7. Tick the check box to activate the recording type you would like to use for this server.

Recording type

☒ VoIP/Video

☒ TDM

☒ Screen

☒ Chat

Save Reset




Fig. 188: 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.

- 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 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. 189: 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.

#### 8.2.2.4.2 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:

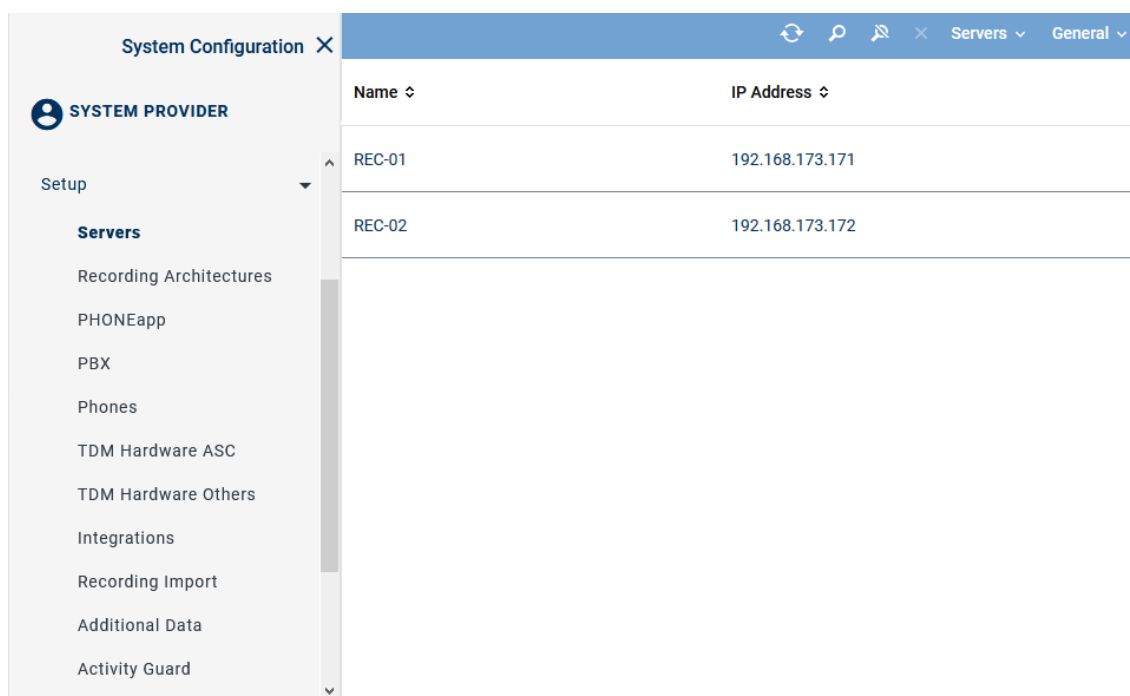


Fig. 190: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.
<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

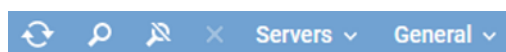







Fig. 191: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.



<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations"</a> , p. 161.
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

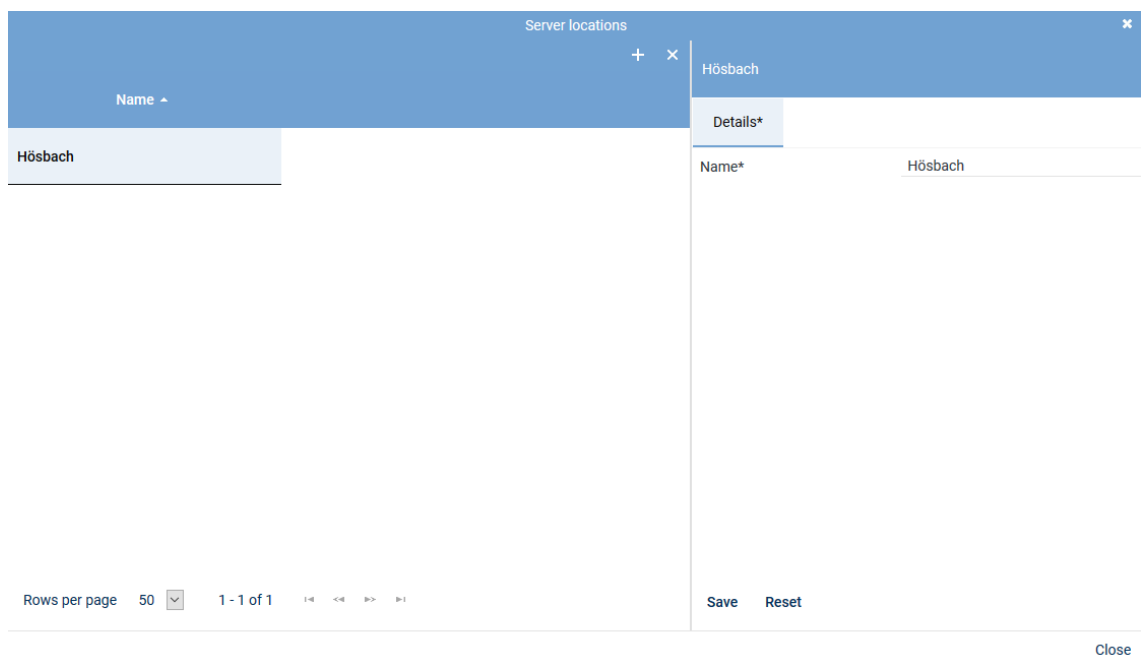



Fig. 192: Add server locations

- 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*.

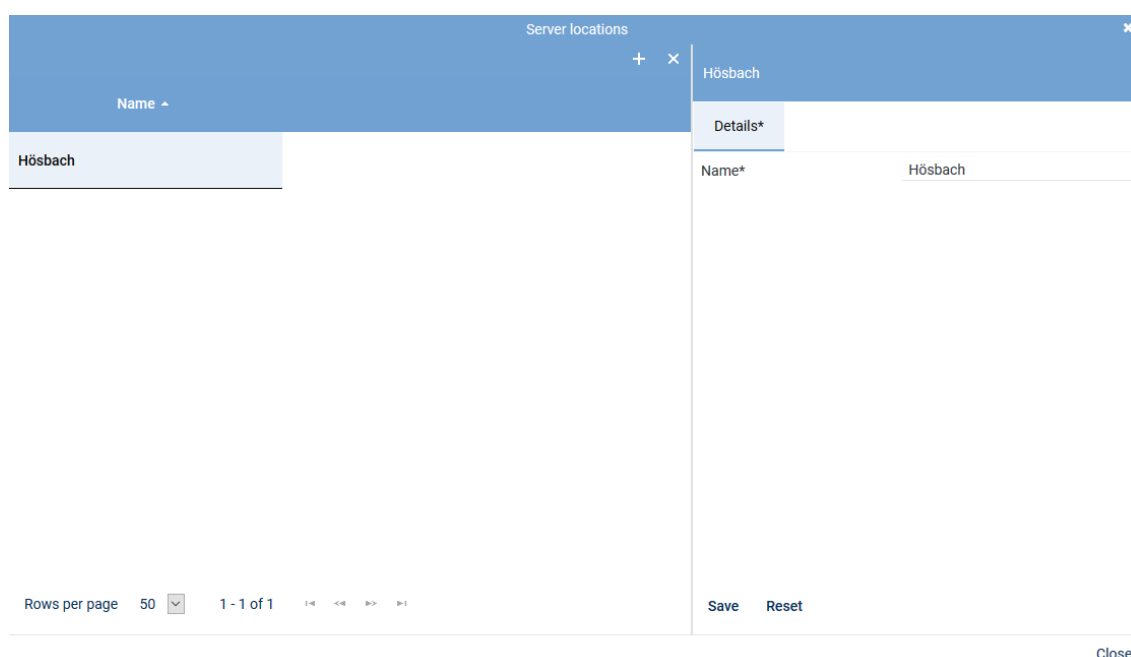
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### 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 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, and a "Close" button at the very bottom right.

Fig. 193: 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. 194: 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. 195: Servers - tab usage

### Group field API Server

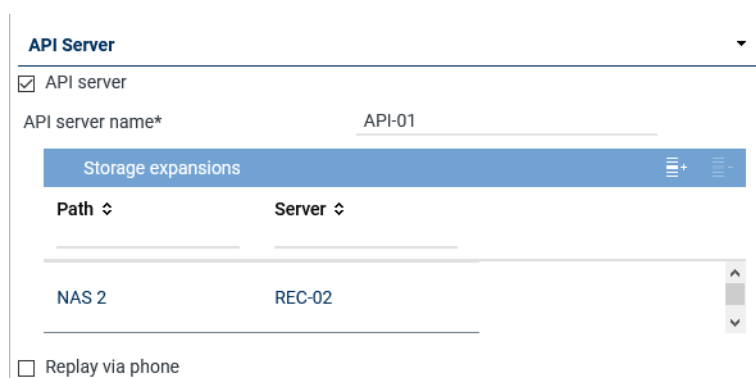




Fig. 196: Group field API Server

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 required 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. 174</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. 165</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.  <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 Neo 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. 172</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



 

Fig. 197: 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. 198: Group field Audio Analysis

Parameter	Value/Description
Emotion detection	Activate this check box to activate emotion detection for audio analysis.  <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.  <input type="checkbox"/> = Function has not been activated.
Stream audio data from	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 <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. 45: Configure audio analysis

Emotion Detection

Name

REC-01

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 199: 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/Live Streaming

Recording architecture

Please choose...

☐ Neo key management

Fig. 200: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/ Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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

Name	Only Replay
No records found	

☐ Archiving

☒ Export







Replay server Please choose... ▼

☒ Import

Recording architecture All-in-one Basic ▼

Fig. 201: 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</p>


Parameter	Value/Description
	<p><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"</a>, p. 169.</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"</a>, p. 169.</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> 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>



Parameter	Value/Description
	<ul style="list-style-type: none"> <li><b>Replay server</b> 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 Neo to Neo, 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><b>Recording architecture</b> 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. 47: Data storage

### Add target server to a list

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

Target Server		
Name ↕	IP Address ↕	
RC-02	192.168.173.176	
REC-04	192.168.173.174	
RC-01	192.168.173.175	
REC-02	192.168.173.172	
CTI-01	192.168.173.177	
REC-03	192.168.173.173	
Rows per page 20 ▾ 1 - 6 of 6		
		 

Fig. 202: Select server



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

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

### Group field Replay

Replay

☒ Replay

Replay server\*

replay1

WebSocket port\*  
(max. 5 characters)

4040

API server\*


+


-

Name

Connection Status

Fig. 203: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the <a href="#">API</a> server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 171.</li> </ul>

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

Tab. 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.
- 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.

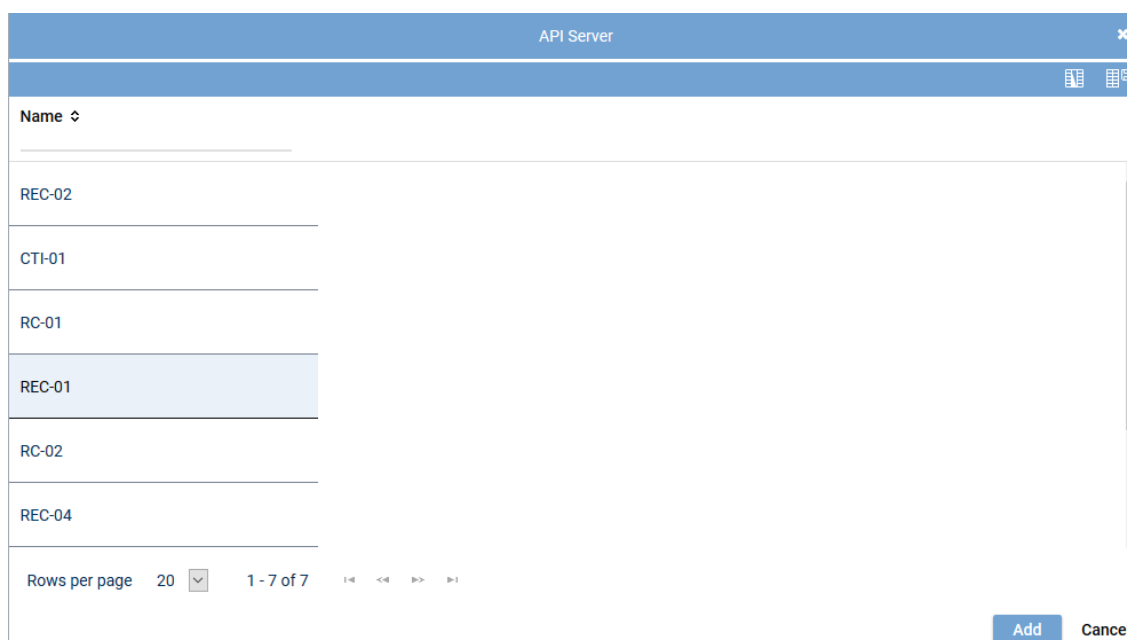


Fig. 204: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 164](#).

- 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. 205: Group field Virtualization

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

Tab. 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.

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* (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. 206: 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>.</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>
<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</p> <p><b>UDP</b> = unencrypted</p> <p><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>	Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b> .
<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.</p> <p><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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

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

**Replay Server Addresses**

Remove Replay Server Addresses

Internal Address of the Replay Server (IP/Port or DNS)  :

Internal download URL

External Address of the Replay Server (IP/Port or DNS)  :

External download URL


Save
Reset

Fig. 207: Servers module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.:  https://example.company.com/
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.:  https://example.company.com/  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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. 208: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days</li> <li>• <i>Create key manually</i> 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 Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>



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

*In case of an error ... automatically*

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

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

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



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



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

### Tab Keystore/Virtualization

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

In this tab, you can configure the connection data 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*

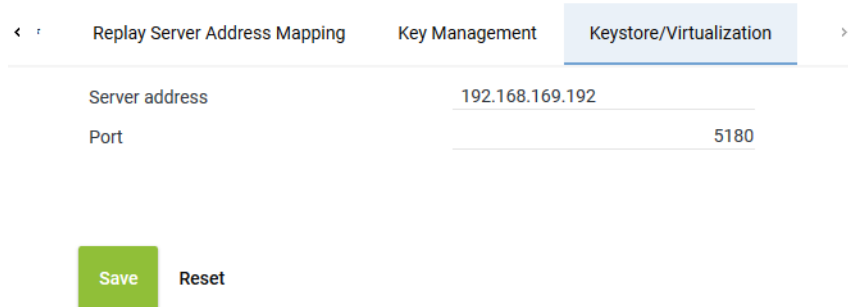
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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

Fig. 209: 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: 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: 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: <i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and Neo key management: 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*.

#### 8.2.2.4.3 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:

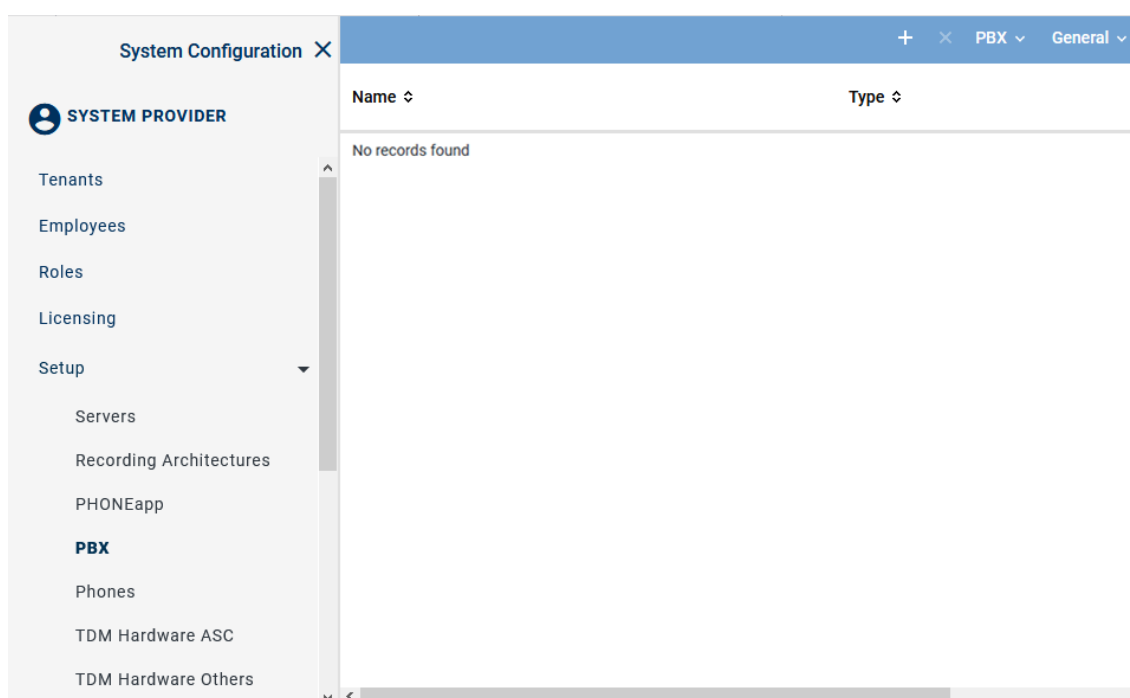




Fig. 210: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.




Fig. 211: Toolbar PBX module

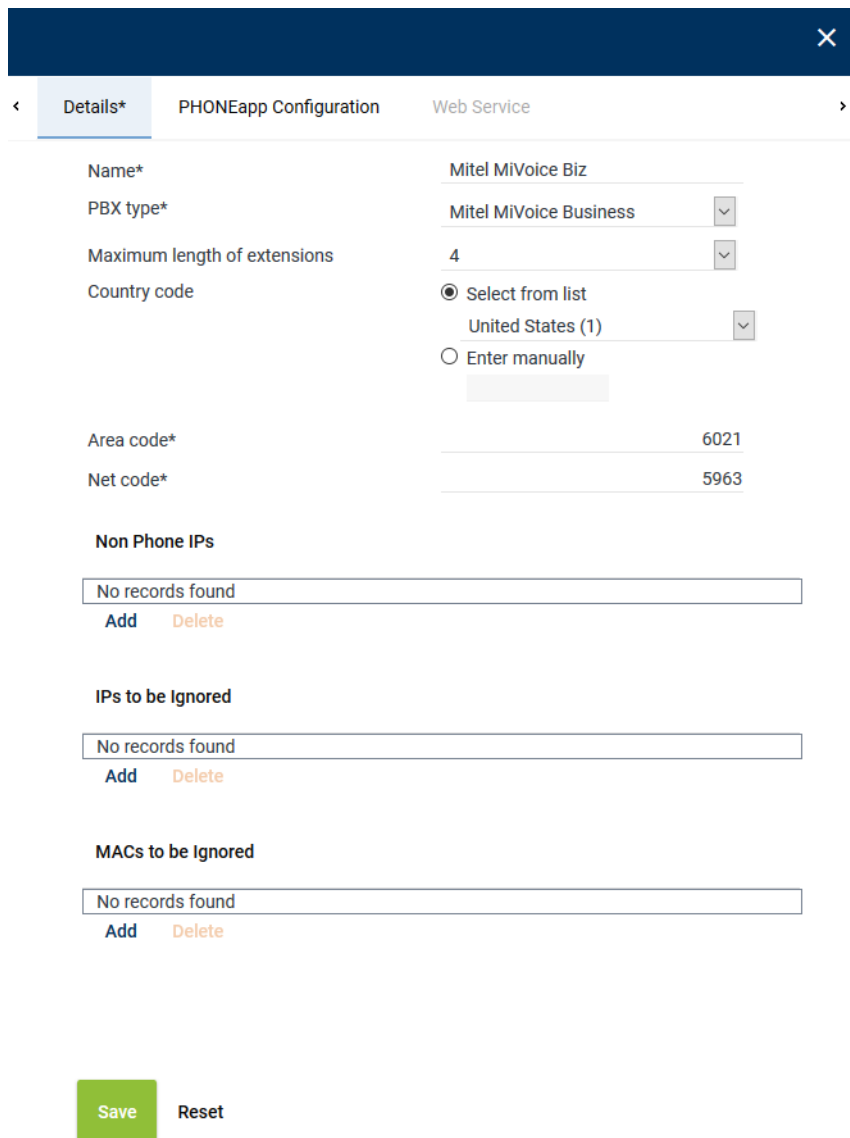
	<i>Create</i>	In the detail view, you can enter the parameters of the new PBX.
	<i>Delete</i>	Deletes the selected PBX configuration. A PBX can only be deleted if it is not used in any configuration.
<i>PBX</i>	<i>Phone Configuration</i>	Opens a window in which you can create and configure phones.
	<i>Administratre 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

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

Parameter	Value/Description
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. 50: Create PBX

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

#### 8.2.2.4.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.



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

##### 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.

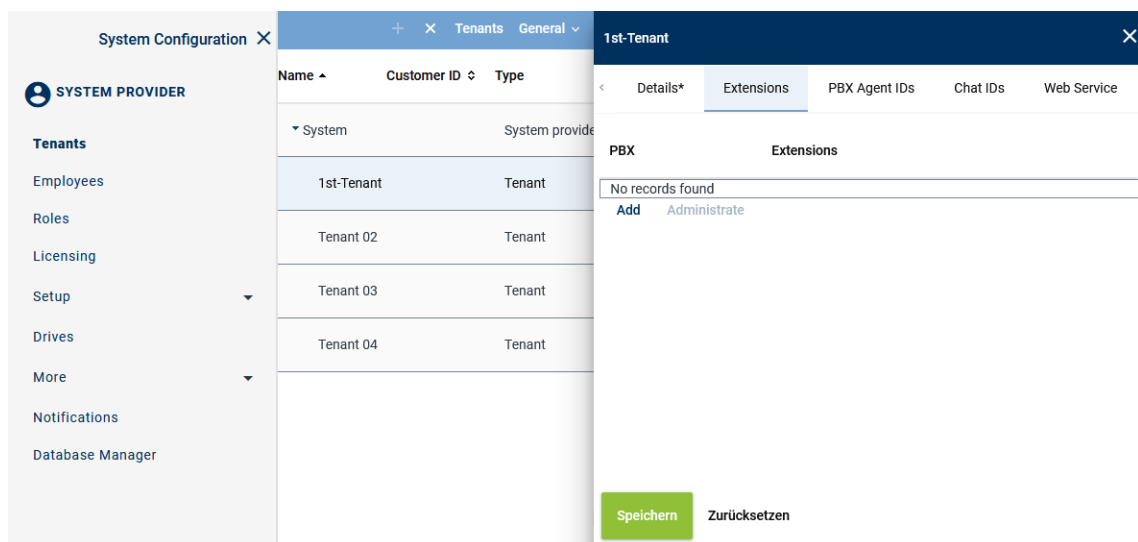


Fig. 213: Tenants - main view - tab Extensions

##### 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. 214: 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: #eee; 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.

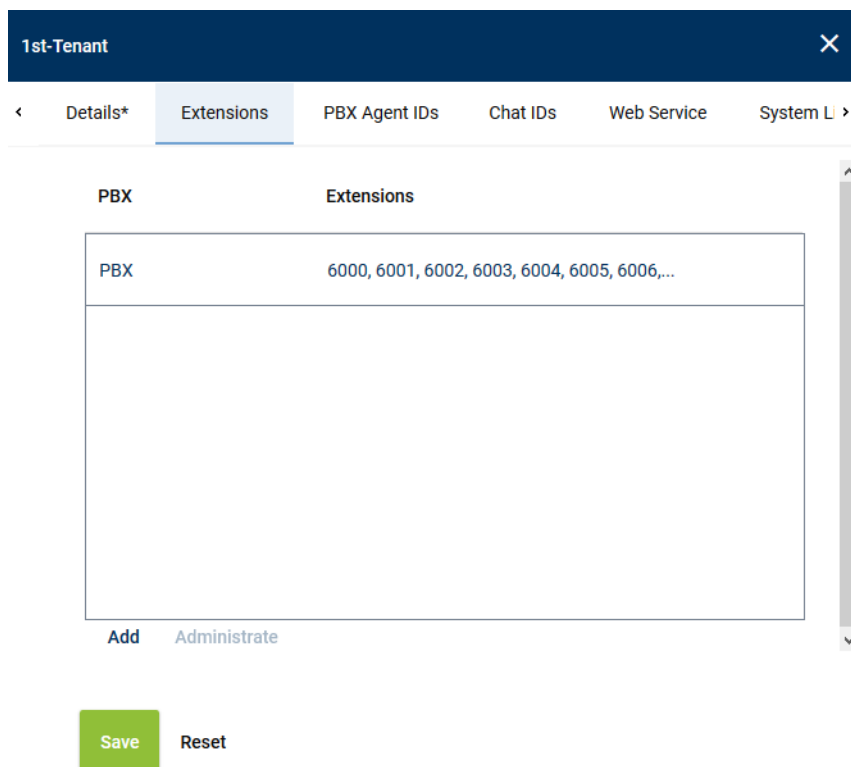
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

☐ = 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.



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. 215: 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. 216: 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.



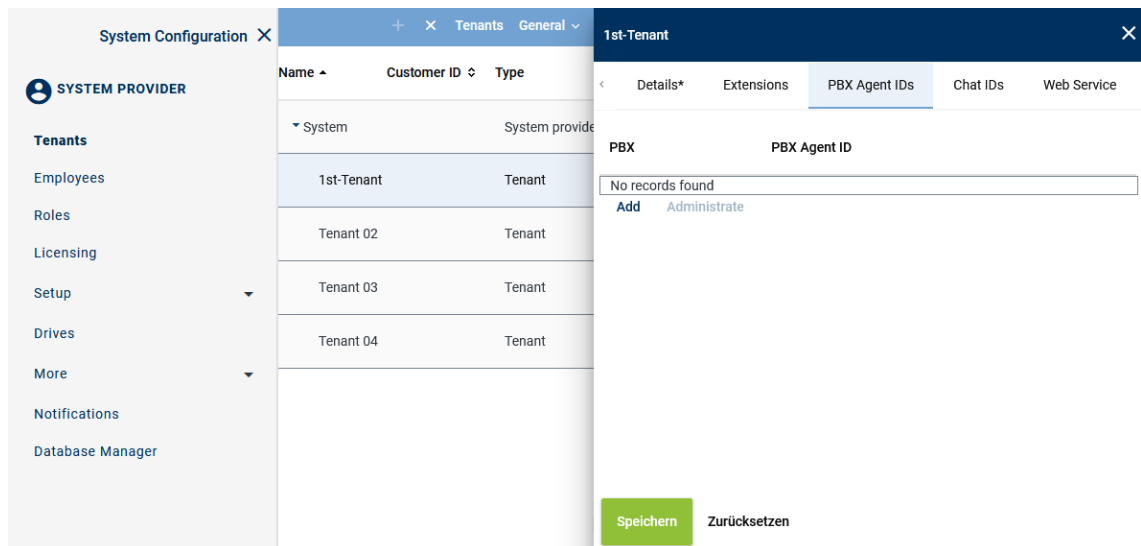


Fig. 217: Tenants - main view - tab PBX Agent ID

### 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:

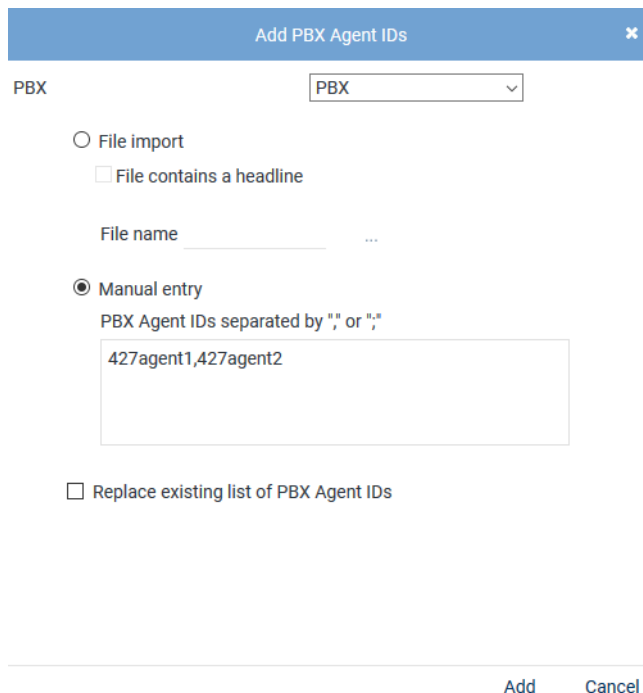


Fig. 218: Assign PBX Agent IDs to tenants

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. 219: 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*.

#### 8.2.2.4.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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

System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import <b>Additional Data</b> Activity Guard		customCP01	customCP01	✗	
		customCP02	customCP02	✗	
		customCP03	customCP03	✗	
		customCP04	customCP04	✗	
		customCP05	customCP05	✗	
		customCP06	customCP06	✗	
		customCP07	customCP07	✗	
		customCP08	customCP08	✗	

Fig. 220: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name

Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	✎
bg_BG	customCP01	✎
cs_CZ	customCP01	✎
de_DE	customCP01	✎
en_GB	customCP01	✎
en_US	<input type="text" value="customCP01"/>	✓ ✕

Fig. 221: Configure additional data

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

### Availability

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

Save
Reset

Fig. 222: Additional data - configure availability

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



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

### Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

#### 8.2.2.4.6 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:

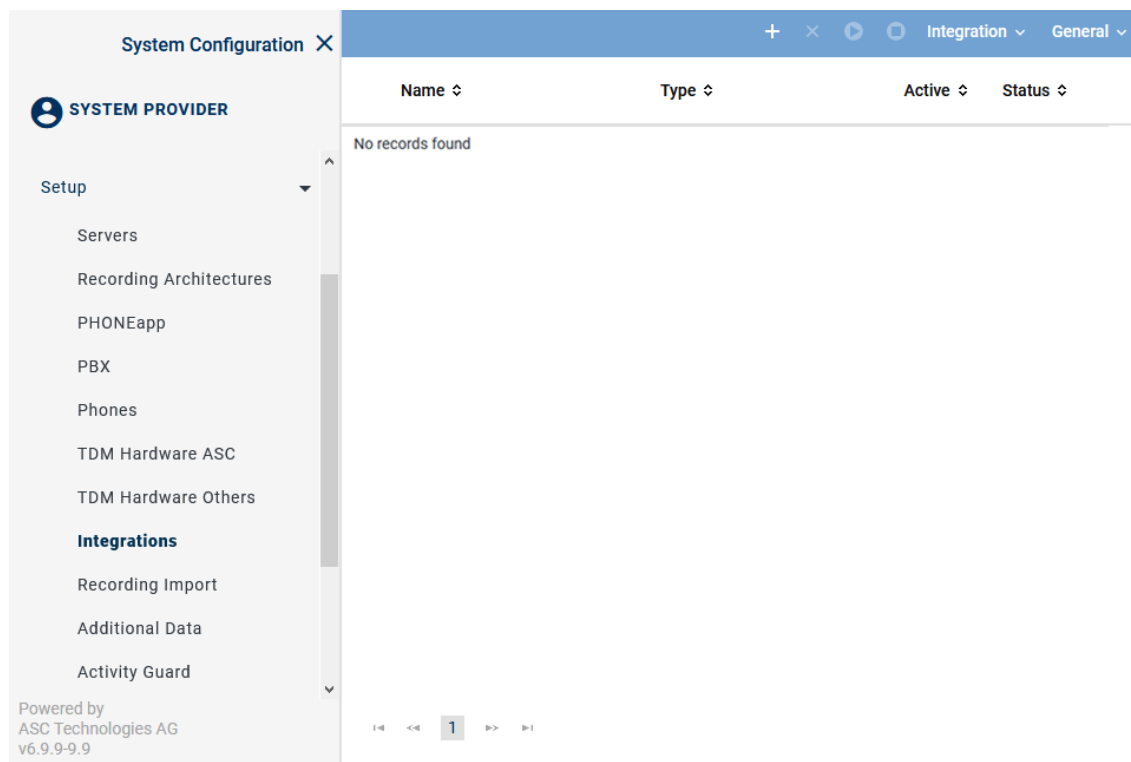




Fig. 223: Integrations - main view

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



<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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. 224: 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.

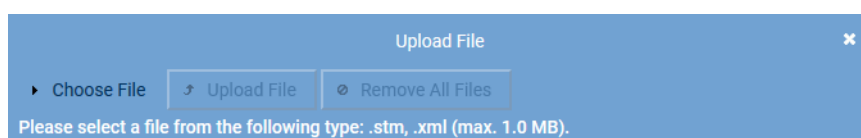
	<i>Activate</i>	Activates the selected integration. The integration can only be activated if it has been configured completely.
	<i>Deactivate</i>	Deactivates the selected integration. This stops running recordings.
<i>Integration</i>	<i>Import Grammar</i>	By clicking on this menu item, you can import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

### Import grammar

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

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

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



Close

Fig. 225: 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*.

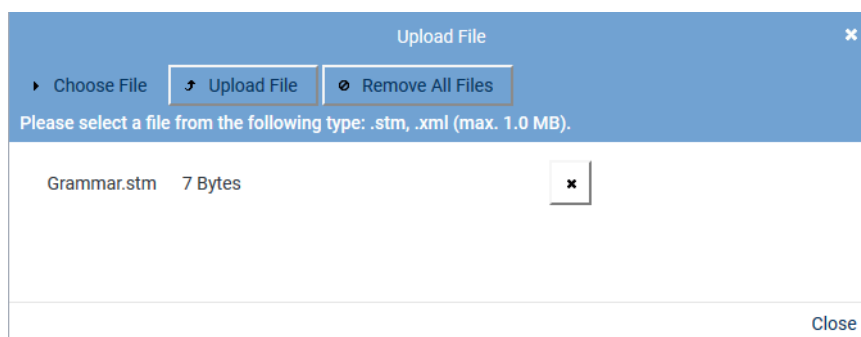




Fig. 226: Upload grammar

- 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.

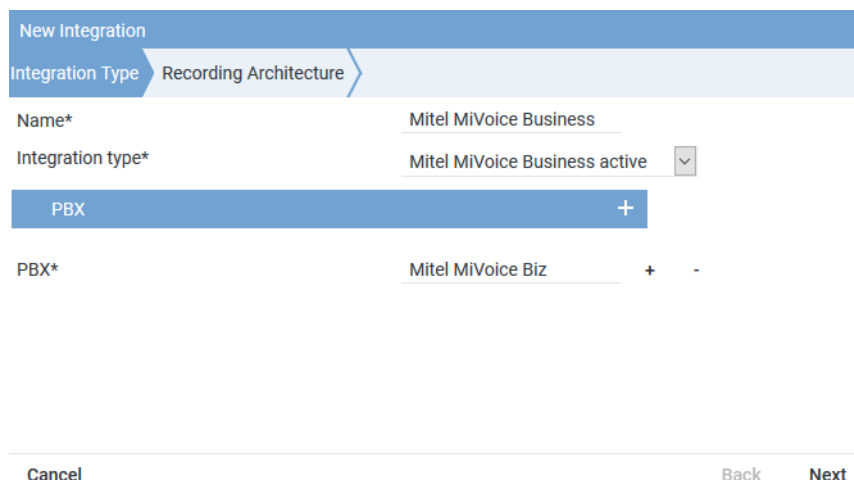


Fig. 227: Create integration type

- 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. 228: 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.

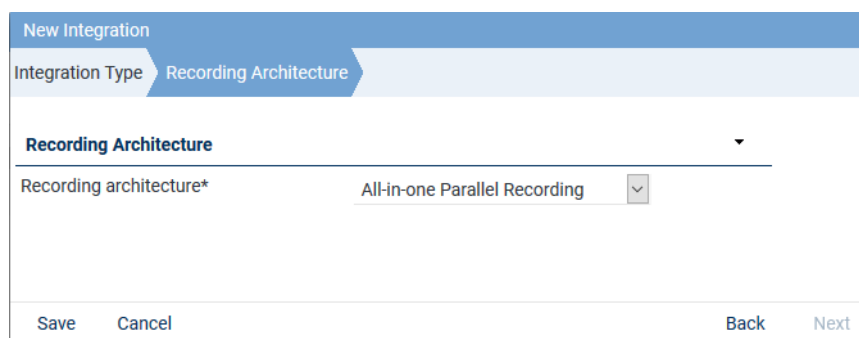


Fig. 229: Assign recording architecture - All-in-one Parallel


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.

### 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. 230: 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.

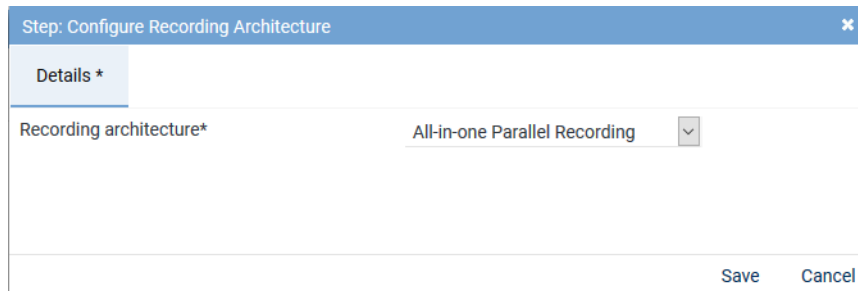



Fig. 231: Configuration step - Configure Recording Architecture

- 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.

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 Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 232: Configure CTIconnect connection data to MBG



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

Grammar name\*

Grammar version\*

CTIconnect active

standard

1.00.51

Fig. 233: Configure CTIconnect module

1. Enter the following parameters for the grammar:

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

Tab. 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.

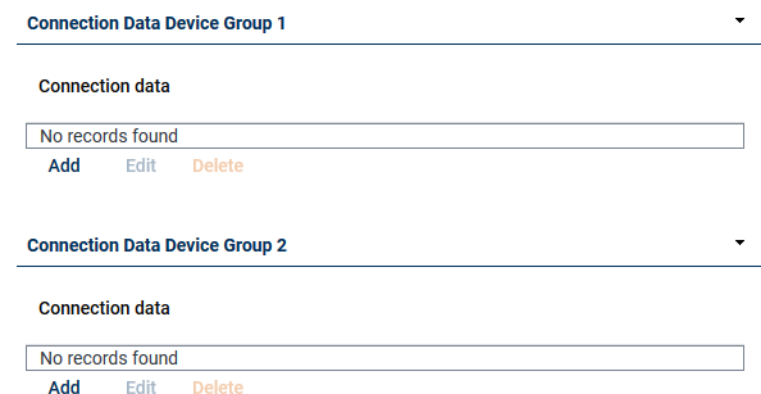


Fig. 234: Group field Connection Data

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

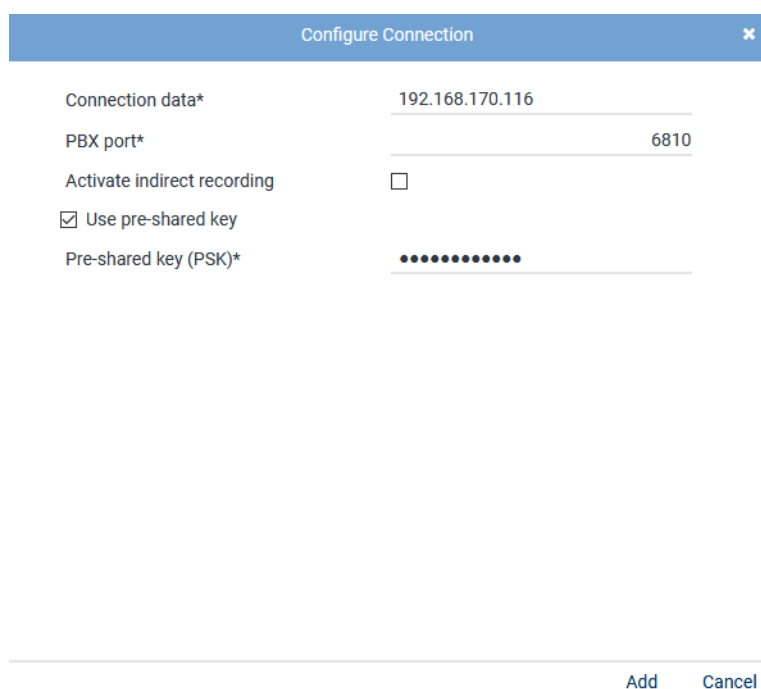


Fig. 235: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 <a href="#">6810</a> .
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.

Parameter	Value/Description
<i>Use Pre-shared key</i>	Activate the check box if the <a href="#">MBG</a> is used in PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy"</a> , p. 17

Tab. 53: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ► to open the group field and assign the additional data to the data fields.

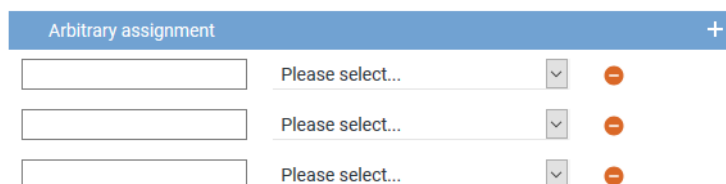



Fig. 236: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.

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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab *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. 237: 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. 238: 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 <i>CTIconnect</i> Service.
<i>Password</i>	Enter the password required to authenticate on the <i>CTIconnect</i> 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. 239: Group field Connection Data

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

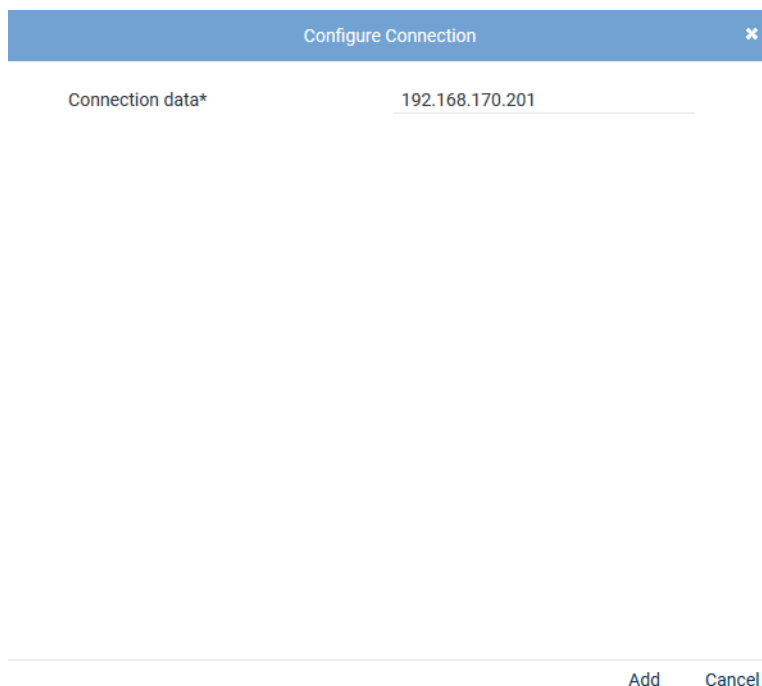


Fig. 240: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

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)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



For further information about the configuration of the 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 open the group field and assign the additional data to the data fields.



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

Fig. 241: 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.

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

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab 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. 242: 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. 243: 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.

Parameter	Value/Description
<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. 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.

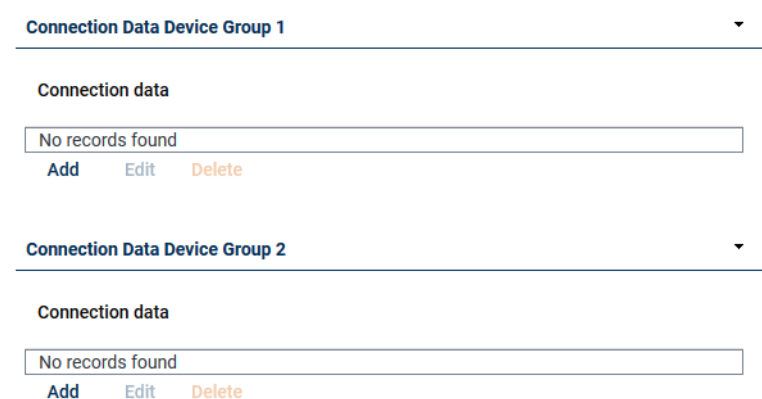


Fig. 244: Group field Connection Data

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

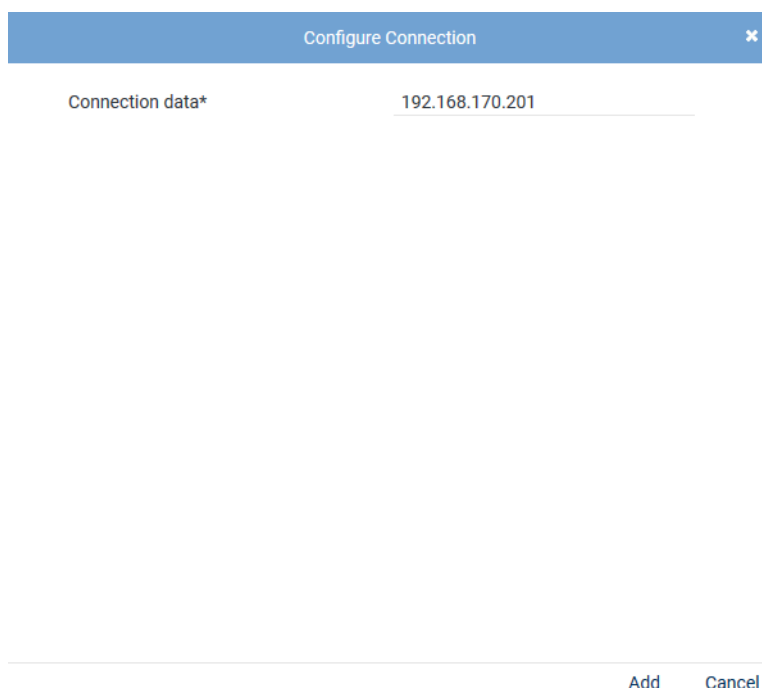


Fig. 245: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 57: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.






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

Fig. 246: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete 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.

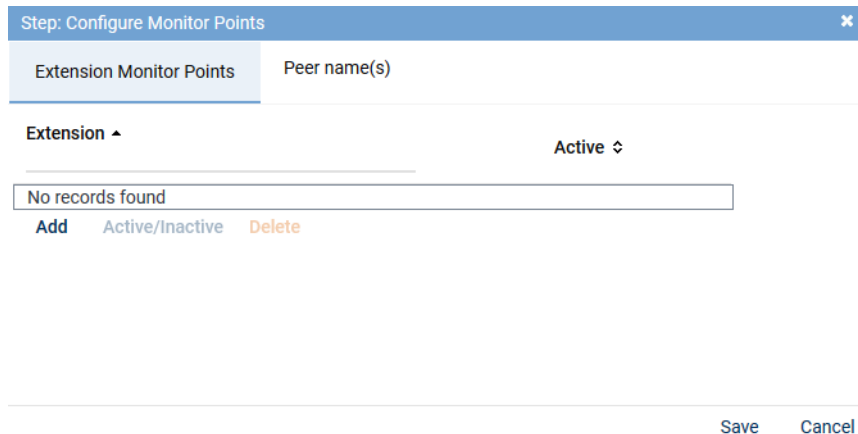


Fig. 247: Configuration step - configure monitor points

### 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.

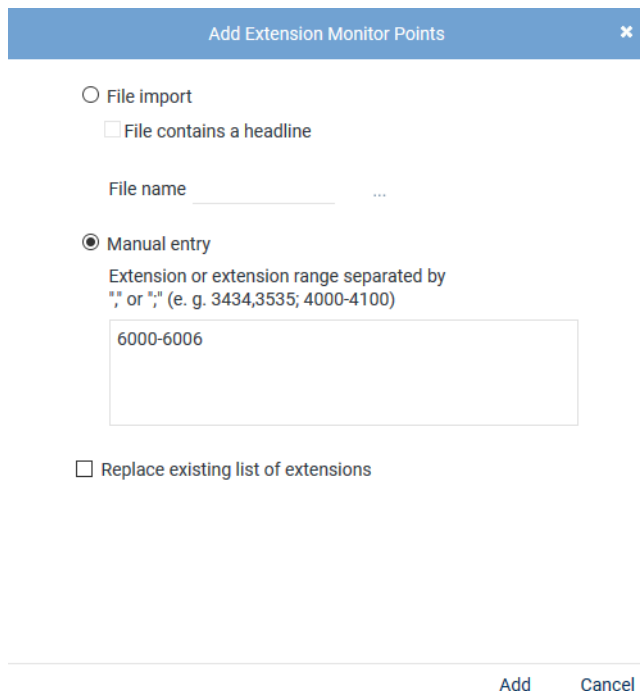




Fig. 248: Add extension monitor points

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

	<p><i>File contains headline</i></p> <p>Activate the option so that the structure can be recognized correctly upon importing the data.</p> <p>The <b>CSV</b> file must not contain more than one column. If commas or other column separators are detected in the <b>CSV</b> file, the file is considered invalid and an error message is displayed.</p> <p>Only ZIP files are supported as file format. To be able to import a <b>CSV</b> file, you must pack them in a ZIP file.</p> <p><i>File name</i></p> <p>To import a file, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click on the button  next to the field <i>File name</i>.</li> <li>• Click on the button <i>Select File</i>.</li> <li>• Select the respective ZIP 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 the option to enter extensions or extension ranges.</p> <p>Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumeric entries with hyphen are not recognized as range but must be entered separately.</p> <p>You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain and the new extensions are added to the selected PBX.</p>

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

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾

Active ⇅

6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 249: 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. 250: Add Peer Name(s)

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

### Configure recording server for All-in-one 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*.

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

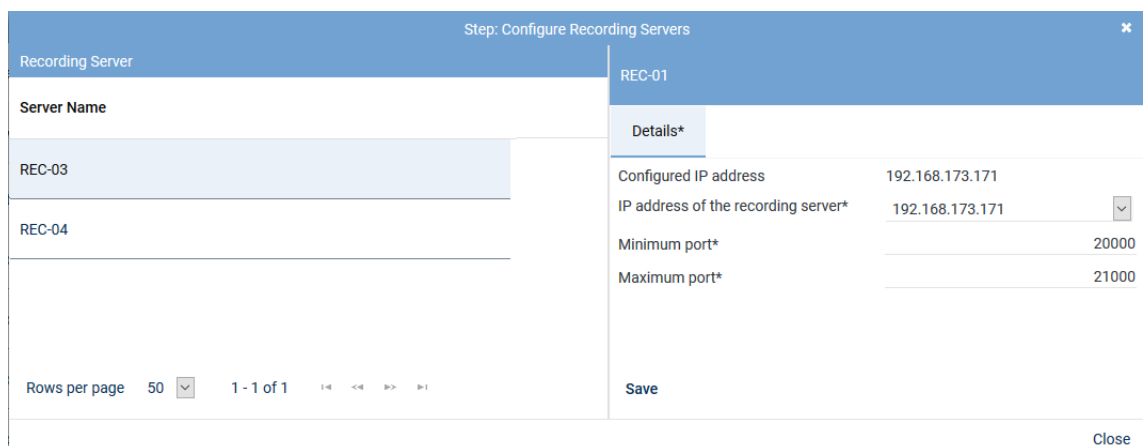


Fig. 251: Configuration step - Configure recording servers

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

**Group field CTIconnect Module**

- Enter the following parameters for the grammar:

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

Tab. 59: 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. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D ":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"

MiCCB additional data type	Example
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Ddecision</i>	"Recording_Ddecision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Ddecision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

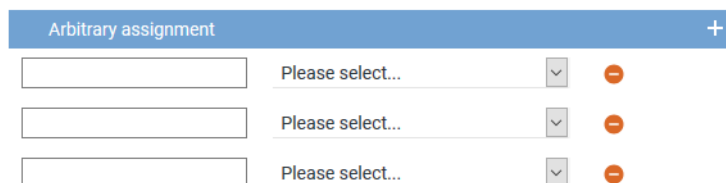



Fig. 253: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
- Click on the button **Save** in the detail view to save the settings and complete this configuration step.

### **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**

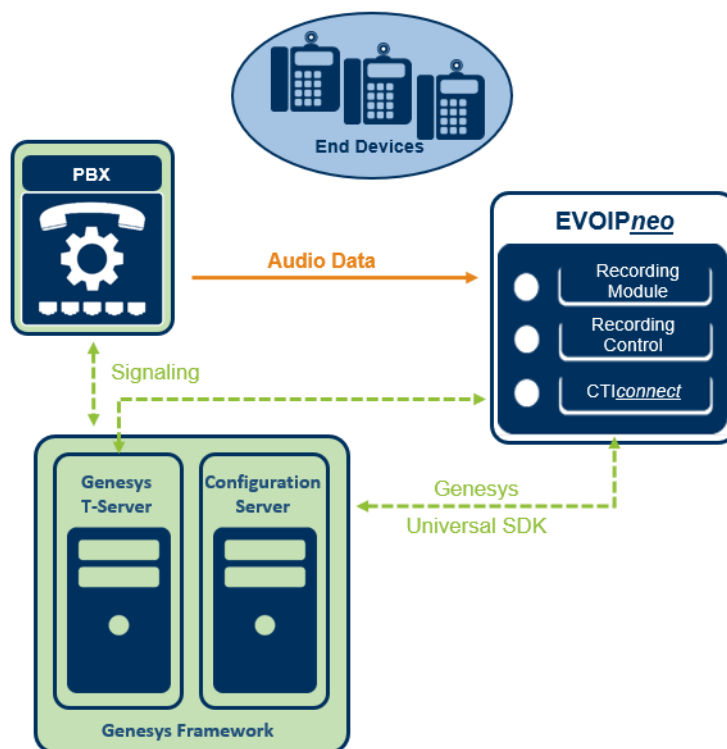


Fig. 254: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 449.

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



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

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


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

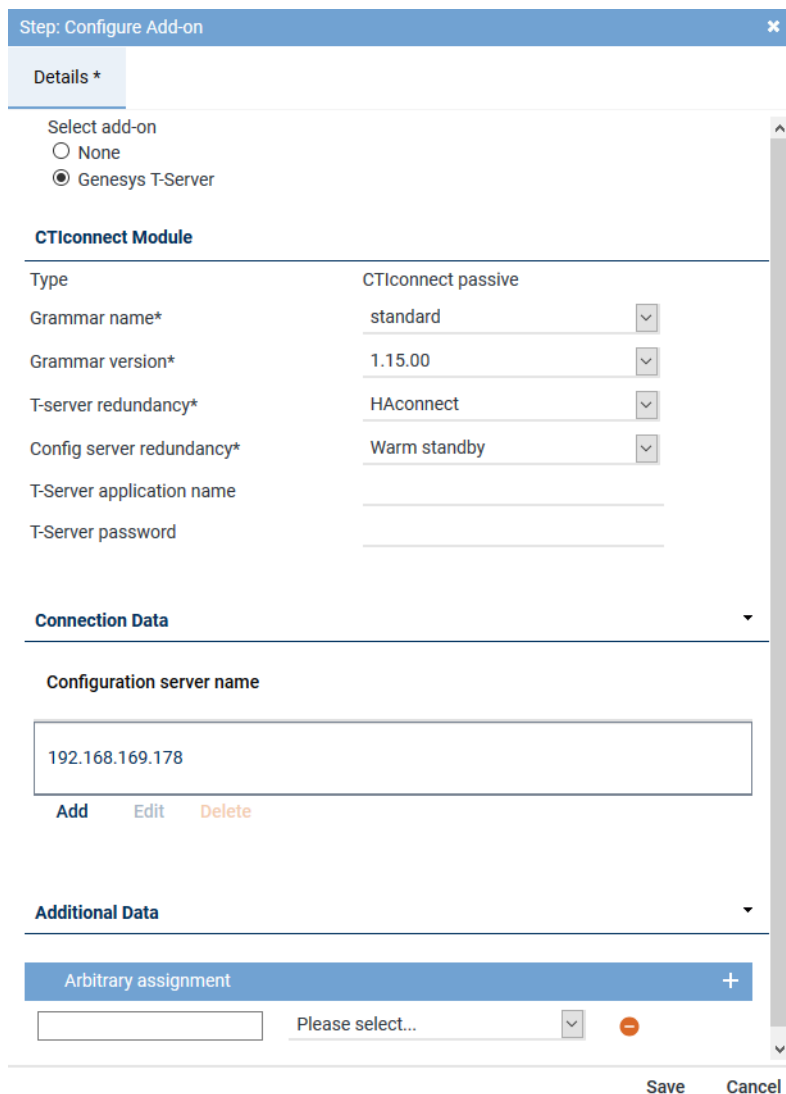
### Adjust configuration file for Genesys add-on

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

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

### Configure add-on in the integration

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



Step: Configure Add-on

Details \*

Select add-on

☐ None

☒ Genesys T-Server

**CTIconnect Module**

Type	CTIconnect passive
Grammar name*	standard
Grammar version*	1.15.00
T-server redundancy*	HAconnect
Config server redundancy*	Warm standby
T-Server application name	
T-Server password	

**Connection Data**

Configuration server name
192.168.169.178

Add Edit Delete

**Additional Data**

Arbitrary assignment +

Please select...

Save Cancel

Fig. 255: 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>	<p>Select the redundancy which is used from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<i>Config server redundancy</i>	<p>From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.</p> <ul style="list-style-type: none"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 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:

Configure Connection
✕

Configuration server name\*

Configuration server port\*

Configuration server user name\*

Configuration server password\*

Application name\*

Tenant name\*

Add
Cancel

Fig. 256: Configure connection data

2. Enter the following parameters:

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

Tab. 62: Configure connection data

### Group field Additional Data

The following additional data is delivered by default 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

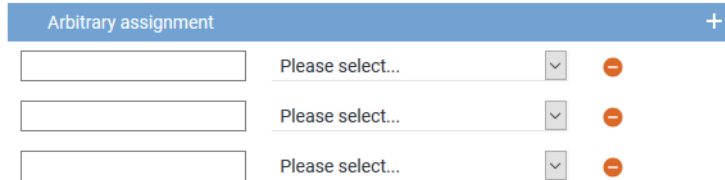




Fig. 257: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

1. In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).  
⇒ The window *Step: Miscellaneous Settings* appears.

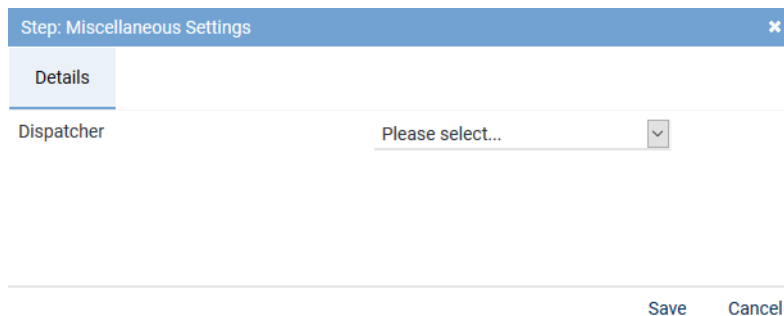


Fig. 258: Configure miscellaneous settings

2. Configure the following parameters:


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





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. 259: 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. 260: 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.

1. 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 <span>▼</span> General <span>▼</span>			
Name <span>↕</span>	Type <span>↕</span>	Active <span>↕</span>	Status <span>↕</span>
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 261: Deactivate integration

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

## 8.2.2.5 Configure recording solution Multi-Server Recording

### 8.2.2.5.1 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.

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

System Configuration <span>✕</span>		Recording Architecture <span>▼</span> General <span>▼</span>			
SYSTEM PROVIDER		Name <span>↕</span>	Type <span>↕</span>	Active	S
Setup		No records found			
Servers					
Recording Architectures					
PHONEapp					
PBX					
Phones					
TDM Hardware ASC					
TDM Hardware Others					
Integrations					
Recording Import					
Additional Data					
Activity Guard					
Powered by ASC Technologies AG v6.9.9-9.9		Rows per page 50 <span>▼</span> 1 - 1 of 1 <span>◀</span> <span>&lt;&lt;</span> <span>&gt;&gt;</span> <span>▶</span>			

Fig. 262: 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.   = 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.

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









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

### Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 263: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	<p>Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.</p> <p>The icon  is displayed whenever the search has been adjusted by means of a filter.</p>
	<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>	<p>Deletes the selected recording architecture. The recording architecture is removed from the list of the main view.</p> <p><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.</p>
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	<p>Deactivates the selected recording architecture.</p> <p><b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.</p>
<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>	<p>Opens a window in which you can adjust the following settings for the main view:</p> <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.

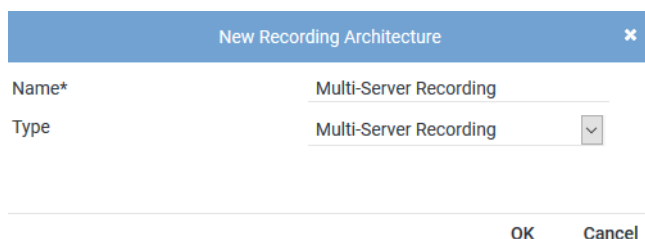
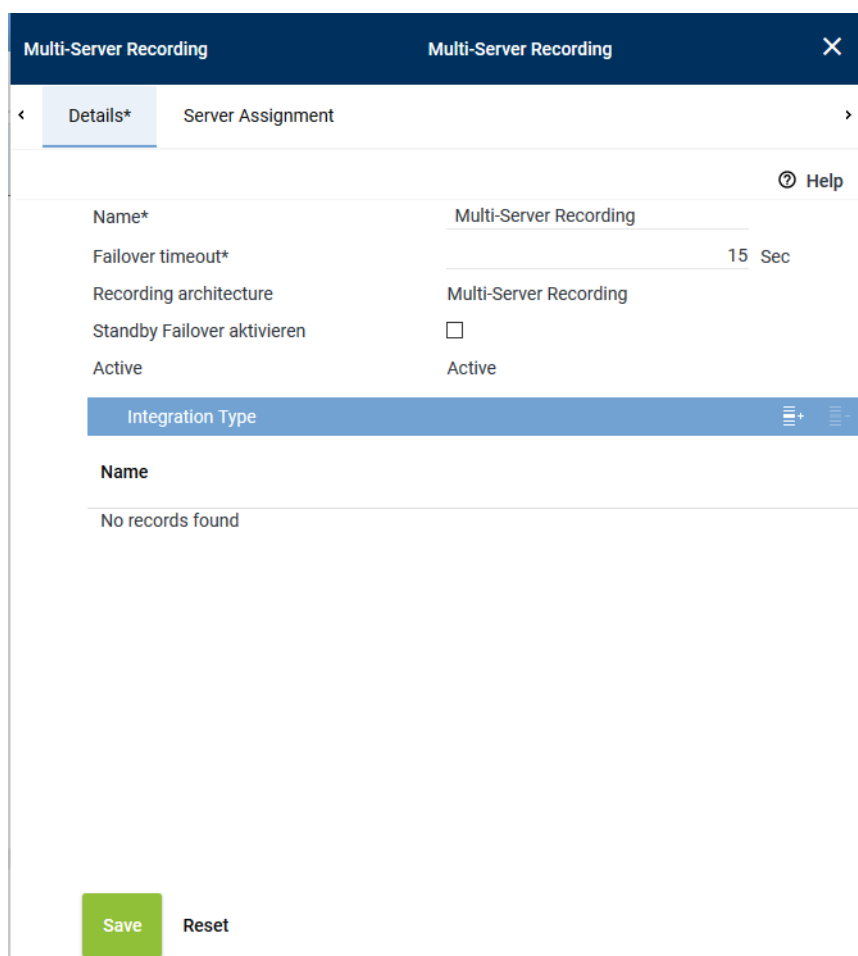


Fig. 264: Create recording architecture - Multi-Server Recording

- In the entry field *Name*, enter a descriptive name for the recording architecture.
- From the drop-down list *Type*, select the recording architecture type *Multi-Server Recording*.  
**NOTICE!** Only the supported recording architecture types are displayed in the drop-down list.
- Click on the button *OK*.  
⇒ The entries now appear in the detail view.



The screenshot shows the 'Multi-Server Recording' configuration window with the 'Details\*' tab selected. The 'Server Assignment' tab is also visible. The configuration includes the following fields:

- Name\***: Multi-Server Recording
- Failover timeout\***: 15 Sec
- Recording architecture**: Multi-Server Recording
- Standby Failover aktivieren**: ☐
- Active**: Active


Below these fields is a section titled 'Integration Type' with a list of integration types. The 'Name' field is empty, and a message states 'No records found'. At the bottom, there are 'Save' and 'Reset' buttons.

Fig. 265: 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. For more information about the configuration of failover architectures, see [chapter "Standby management for failover architectures"](#), p. 446.

<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.

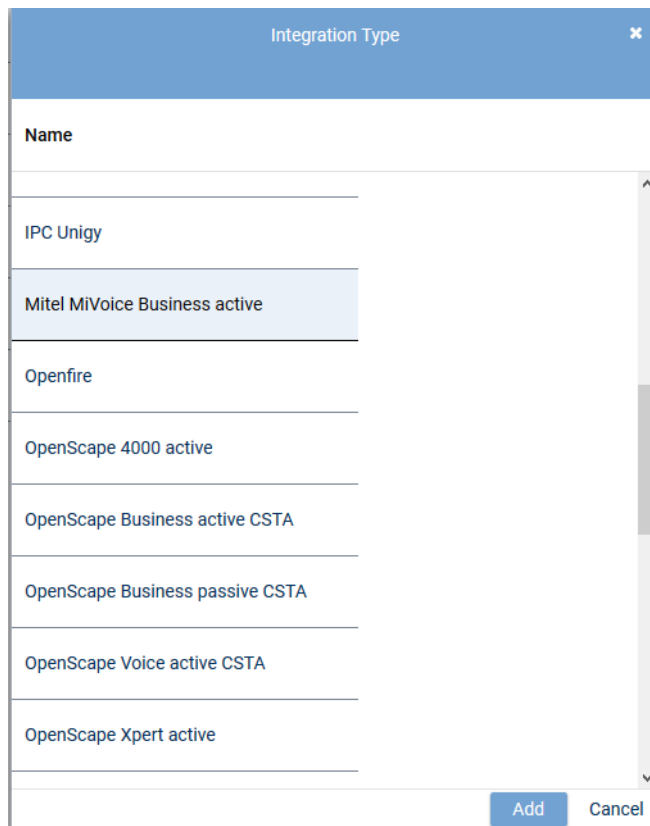


Fig. 266: Select integration type



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 Recording

- 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. 267: Recording architecture - tab Server Assignment

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

Servers		×
Name ↕	IP Address ↕	
RC-02	192.168.173.176	
REC-01	192.168.173.171	
REC-04	192.168.173.174	
REC-02	192.168.173.172	
RC-01	192.168.173.175	
CTI-01	192.168.173.177	
CTI-02	192.168.173.178	

<

>

Rows per page

20

1 - 8 of 8

<<


>>

Add

Cancel

Fig. 268: 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 the recording server and the standby server.  
⇒ The following window appears:

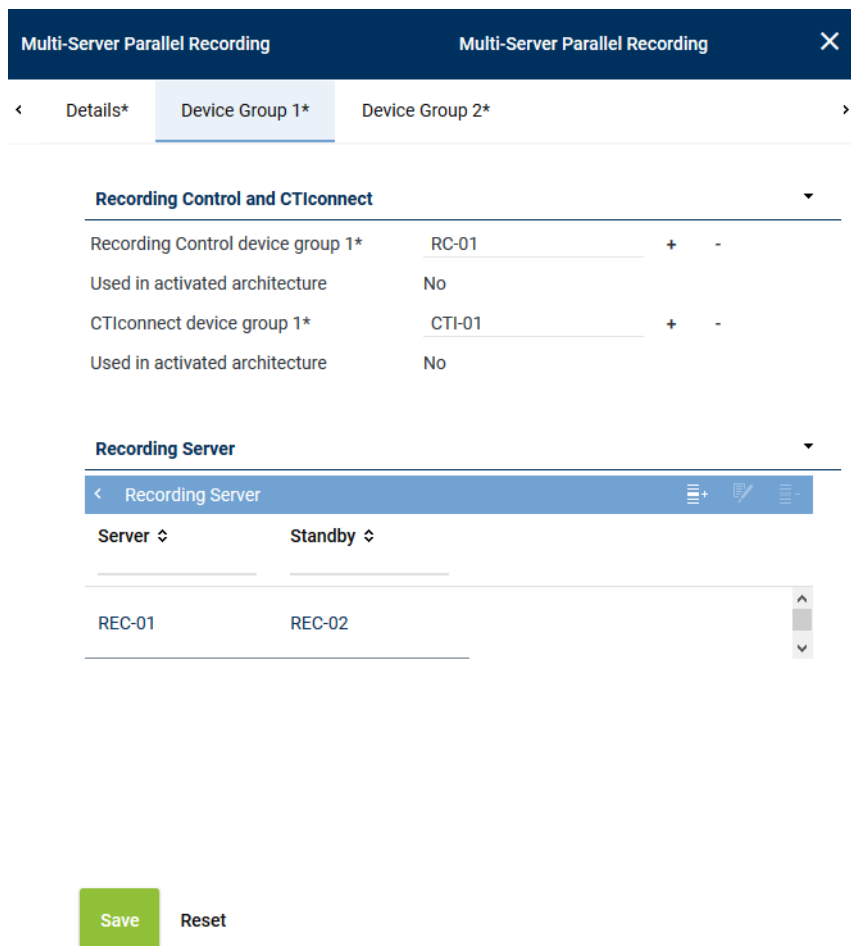









Fig. 269: Add recording server

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.
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 ↕
Multi-Server Recording	Multi-Server Recording		

Fig. 270: 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. 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.

#### 8.2.2.5.2 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.

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

System Configuration X		Servers v General v	
<b>SYSTEM PROVIDER</b>  Setup <b>Servers</b> Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import Additional Data Activity Guard	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. 271: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.
<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

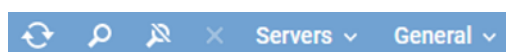







Fig. 272: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.

<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations"</a> , p. 228.
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

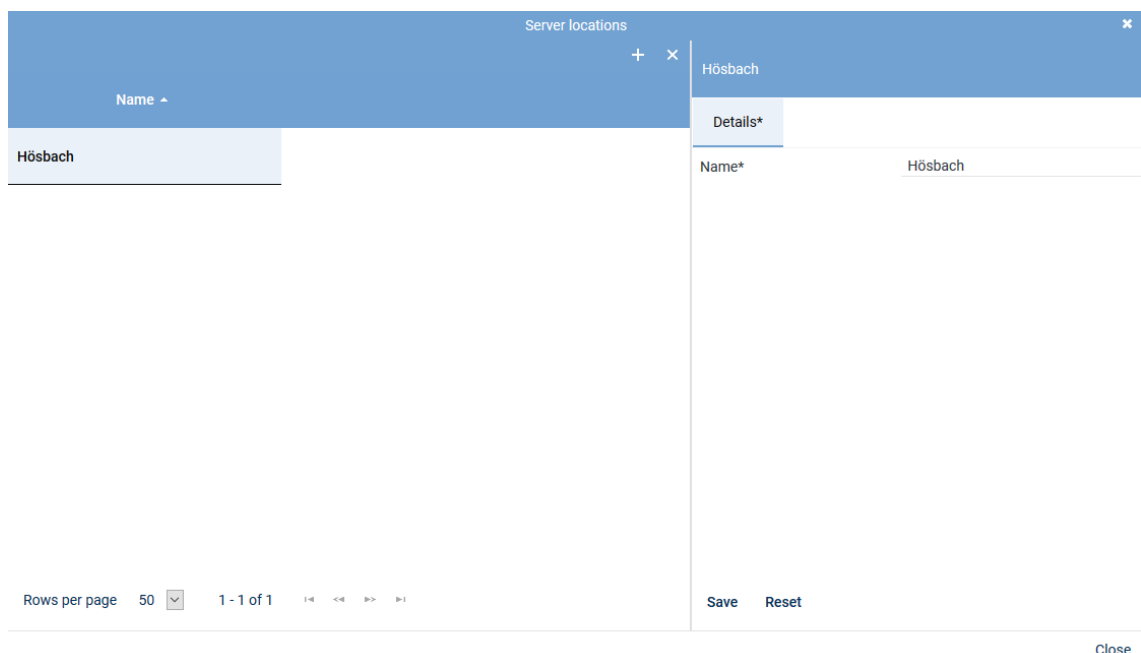



Fig. 273: Add server locations

- 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*.

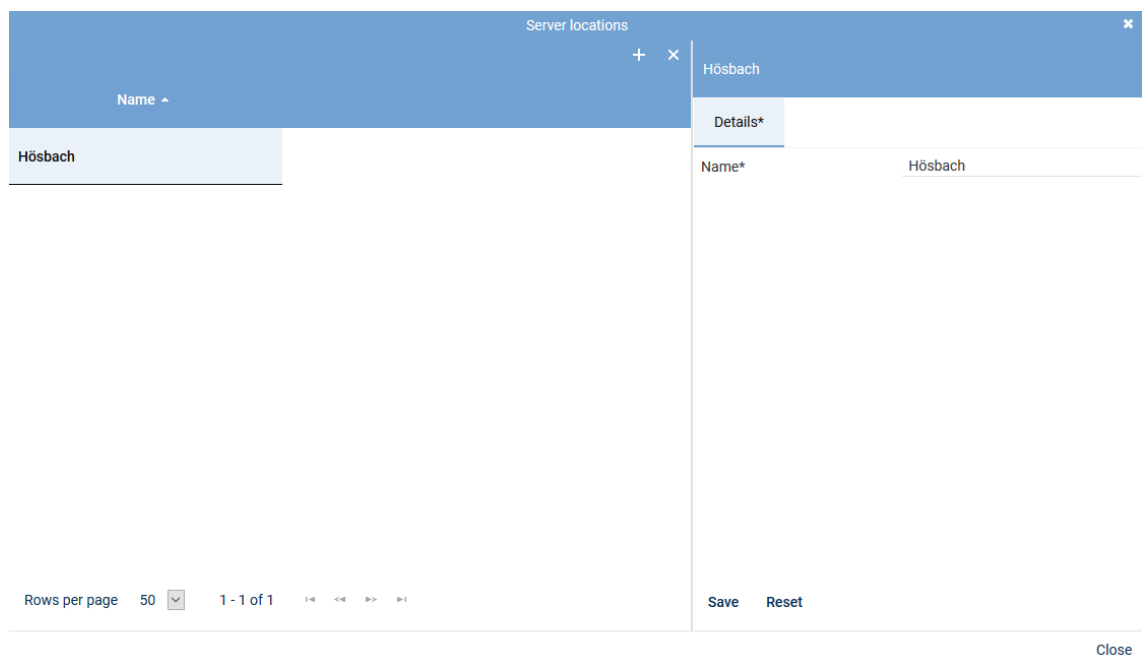
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### 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".

Fig. 274: 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. 275: 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. 276: Servers - tab usage

### Group field API Server

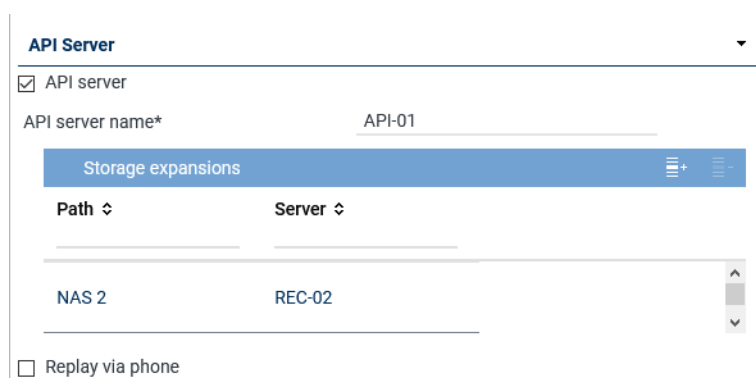




Fig. 277: Group field API Server

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 required 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. 241</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. 232</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.  <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 Neo 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. 239</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. 278: 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. 279: Group field Audio Analysis

Parameter	Value/Description
Emotion detection	Activate this check box to activate emotion detection for audio analysis.  <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.  <input type="checkbox"/> = Function has not been activated.
Stream audio data from	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 <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. 280: 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/Live Streaming

Recording architecture

Please choose...

☐ Neo key management

Fig. 281: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/ Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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. 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

End

Receives data from

Name	Only Replay
No records found	

☐ Archiving

☒ Export







Replay server

☒ Import

Recording architecture

Fig. 282: 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</p>

Parameter	Value/Description
	<p><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"</a>, p. 236.</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"</a>, p. 236.</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> 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>

Parameter	Value/Description
	<ul style="list-style-type: none"> <li><b>Replay server</b> 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 Neo to Neo, 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><b>Recording architecture</b> 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

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

Target Server		
Name ↕	IP Address ↕	
RC-02	192.168.173.176	
REC-04	192.168.173.174	
RC-01	192.168.173.175	
REC-02	192.168.173.172	
CTI-01	192.168.173.177	
REC-03	192.168.173.173	
Rows per page 20 ▾ 1 - 6 of 6		
		 

Fig. 283: Select server



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

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

### Group field Replay

**Replay** ▼

☒ **Replay**


Replay server\*


WebSocket port\*   
(max. 5 characters)

API server\*

**Name** ↕ **Connection Status**

Fig. 284: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the <a href="#">API</a> server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 238.</li> </ul>

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

Tab. 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.

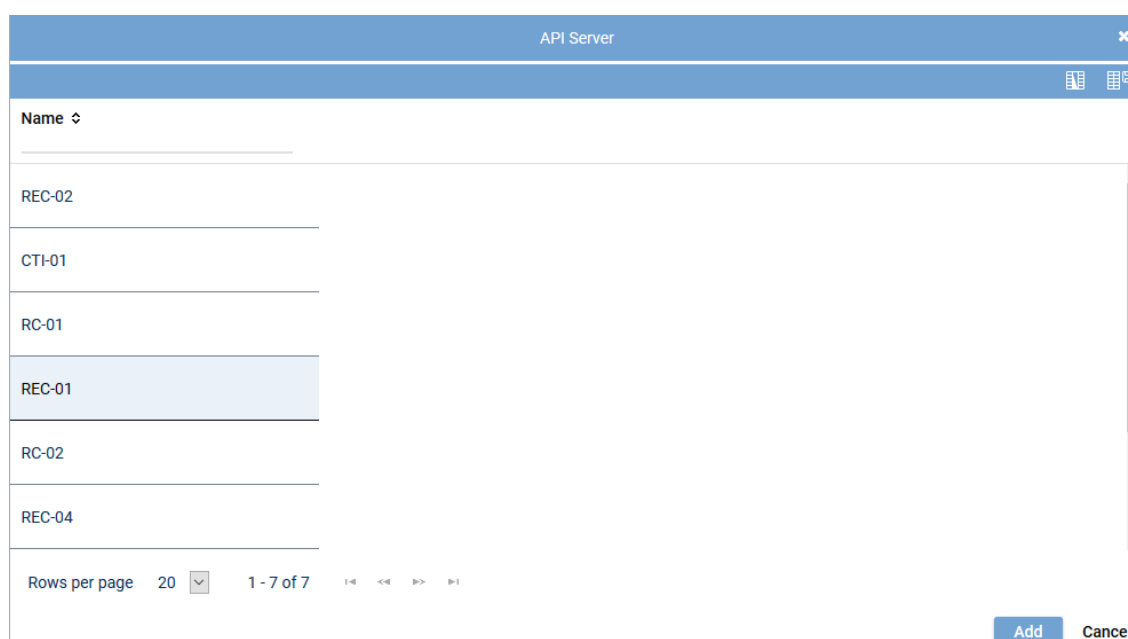


Fig. 285: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 231](#).

- 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. 286: Group field Virtualization

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

Tab. 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* (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. 287: 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>.</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>
<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  <b>UDP</b> = unencrypted  <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: 5062</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>	Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b> .
<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 5060.</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.  <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 <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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

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

**Replay Server Addresses**

Remove Replay Server Addresses

Internal Address of the Replay Server (IP/Port or DNS)  : 4040

Internal download URL

External Address of the Replay Server (IP/Port or DNS)  : 4040

External download URL


Save
Reset

Fig. 288: Servers module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.:  https://example.company.com/
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.:  https://example.company.com/  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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. 289: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days</li> <li>• <i>Create key manually</i> 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 Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

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

*In case of an error ... automatically*

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

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

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



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



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

### Tab Keystore/Virtualization

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

In this tab, you can configure the connection data 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.

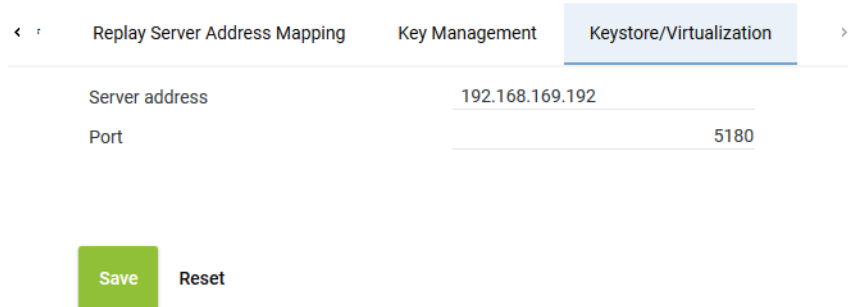


Fig. 290: Servers module - tab Keystore/Virtualization

<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: 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: 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: <i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and Neo key management: 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*.

### 8.2.2.5.3 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.

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

⇒ The following window appears:

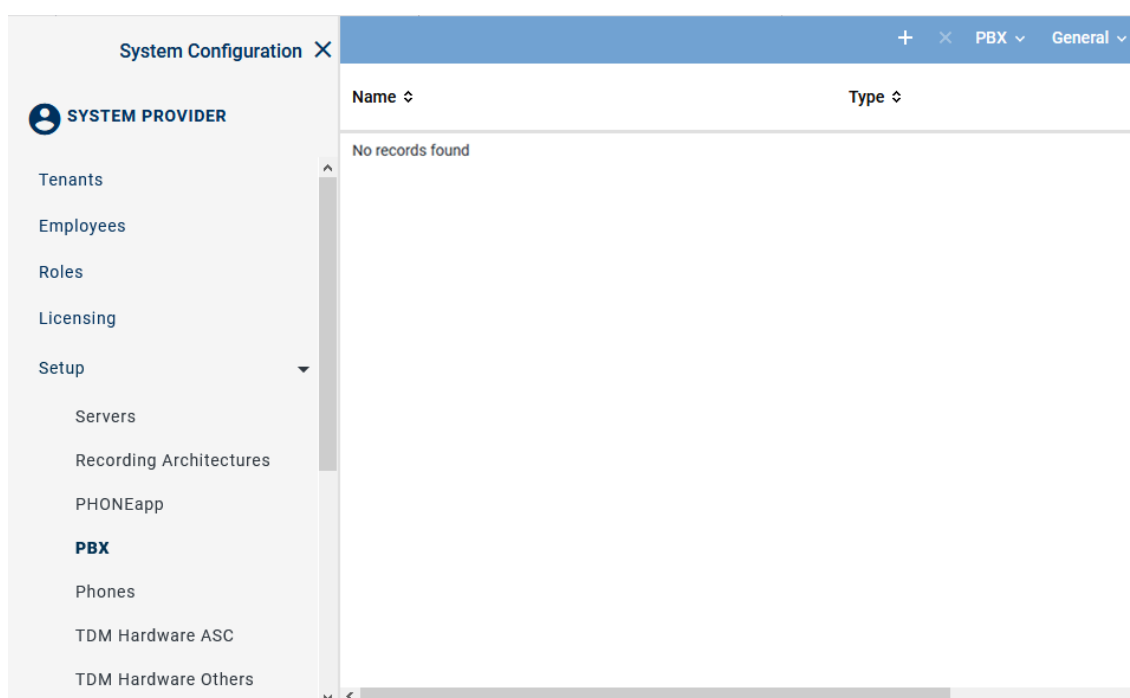




Fig. 291: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.




Fig. 292: 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>Administratre 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

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

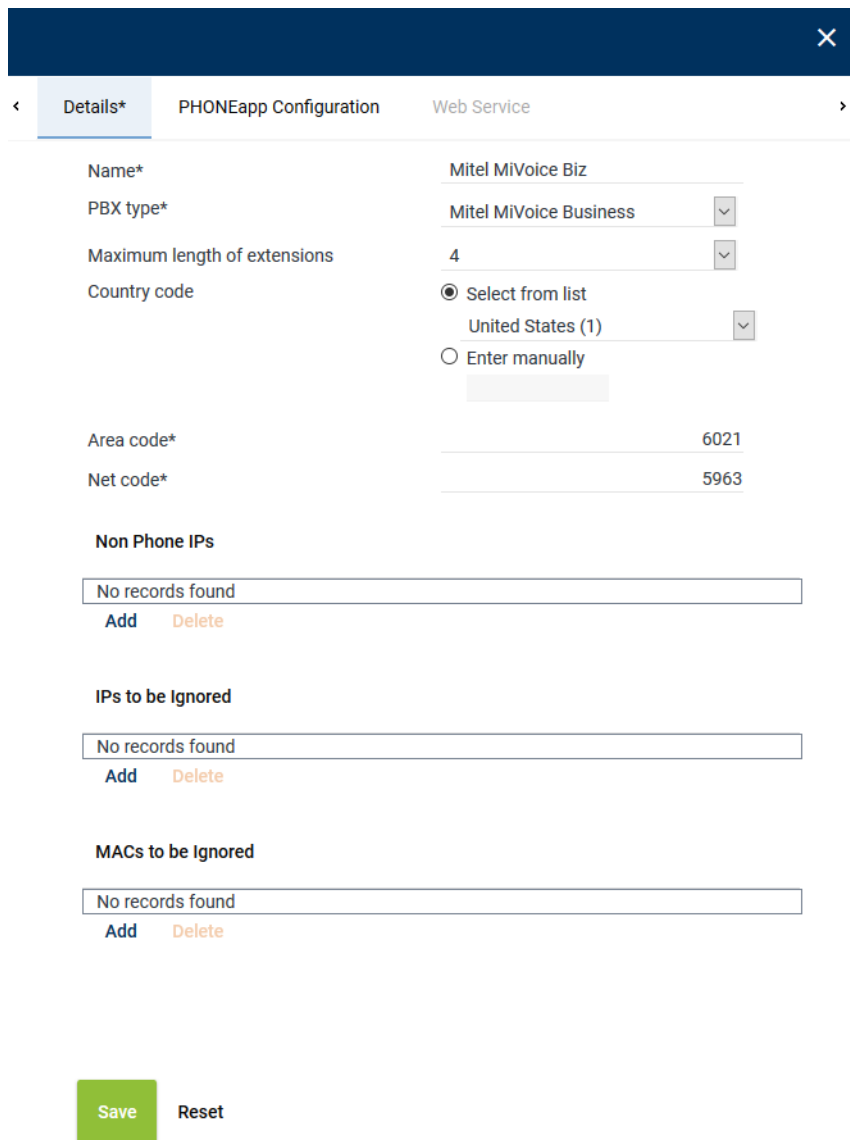


Fig. 293: Create new PBX - tab Details

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

Parameter	Value/Description
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*.

#### 8.2.2.5.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.



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

##### 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.

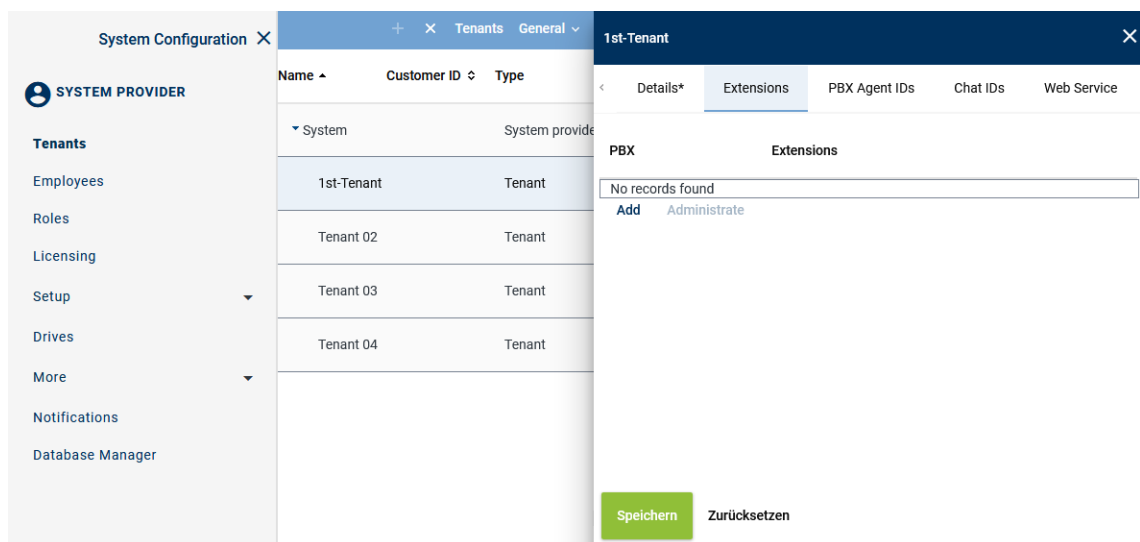


Fig. 294: Tenants - main view - tab Extensions

##### 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. 295: 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>	Select this option to enter extensions or extension ranges manually.

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

Enter country codes as number ranges as follows:  
+4984496800-+4984496810

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

**NOTICE! Wildcards cannot be used!**

*Replace existing list of extensions*

Activate the check box to replace the list of extensions.

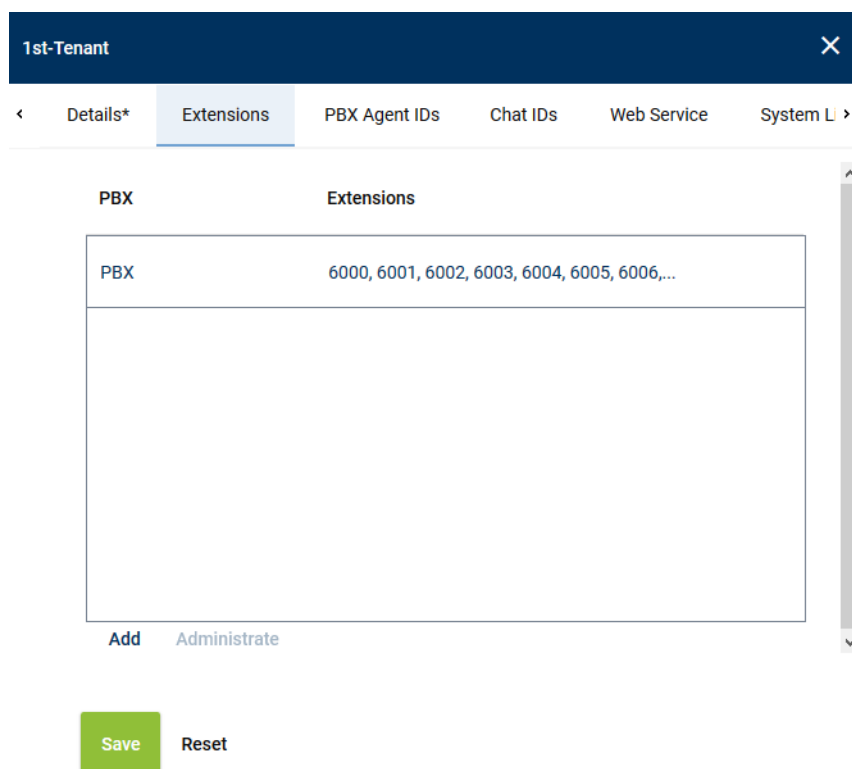
☒ = Function has been activated; the entry replaces the extensions of the selected PBX.

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

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, there are 'Save' and 'Reset' buttons.

Fig. 296: 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. 297: 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.

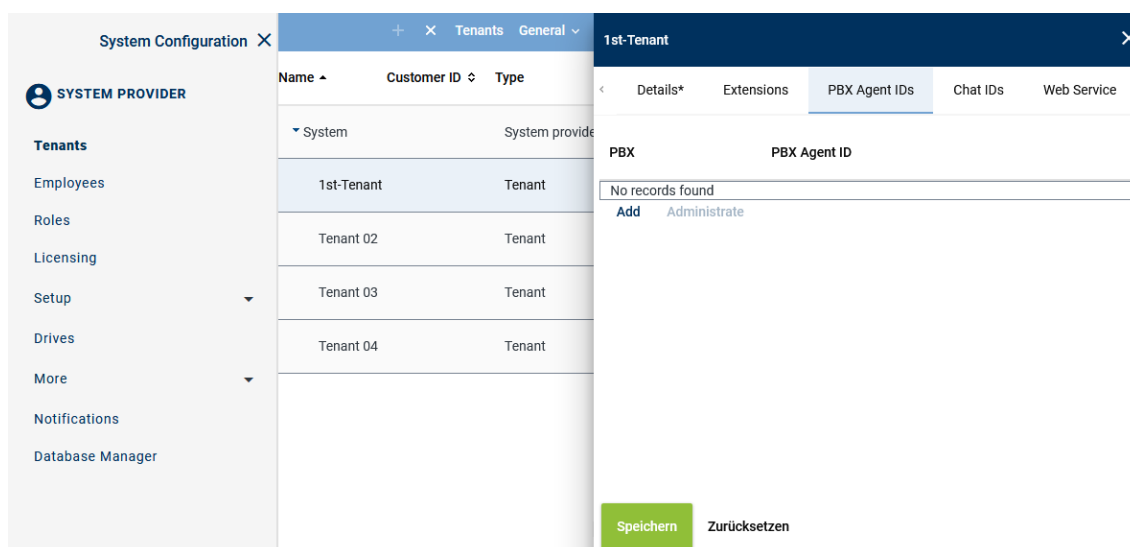


Fig. 298: Tenants - main view - tab PBX Agent ID

### 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:

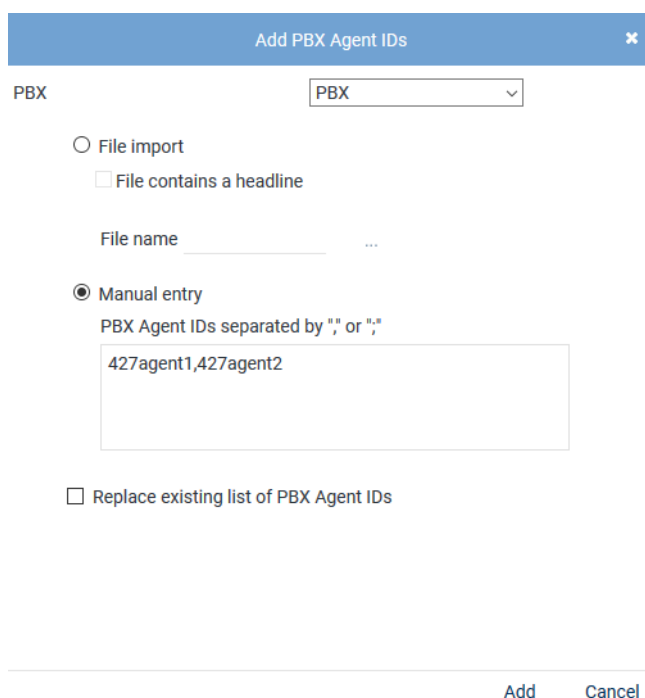


Fig. 299: Assign PBX Agent IDs to tenants

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. 300: 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*.

#### 8.2.2.5.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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

System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import <b>Additional Data</b> Activity Guard		customCP01	customCP01	✗	
		customCP02	customCP02	✗	
		customCP03	customCP03	✗	
		customCP04	customCP04	✗	
		customCP05	customCP05	✗	
		customCP06	customCP06	✗	
		customCP07	customCP07	✗	
		customCP08	customCP08	✗	

Fig. 301: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name








Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	
bg_BG	customCP01	
cs_CZ	customCP01	
de_DE	customCP01	
en_GB	customCP01	
en_US	<input type="text" value="customCP01"/>	 

Fig. 302: Configure additional data

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

### Availability

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

Save
Reset

Fig. 303: Additional data - configure availability

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



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

### Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

#### 8.2.2.5.6 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:

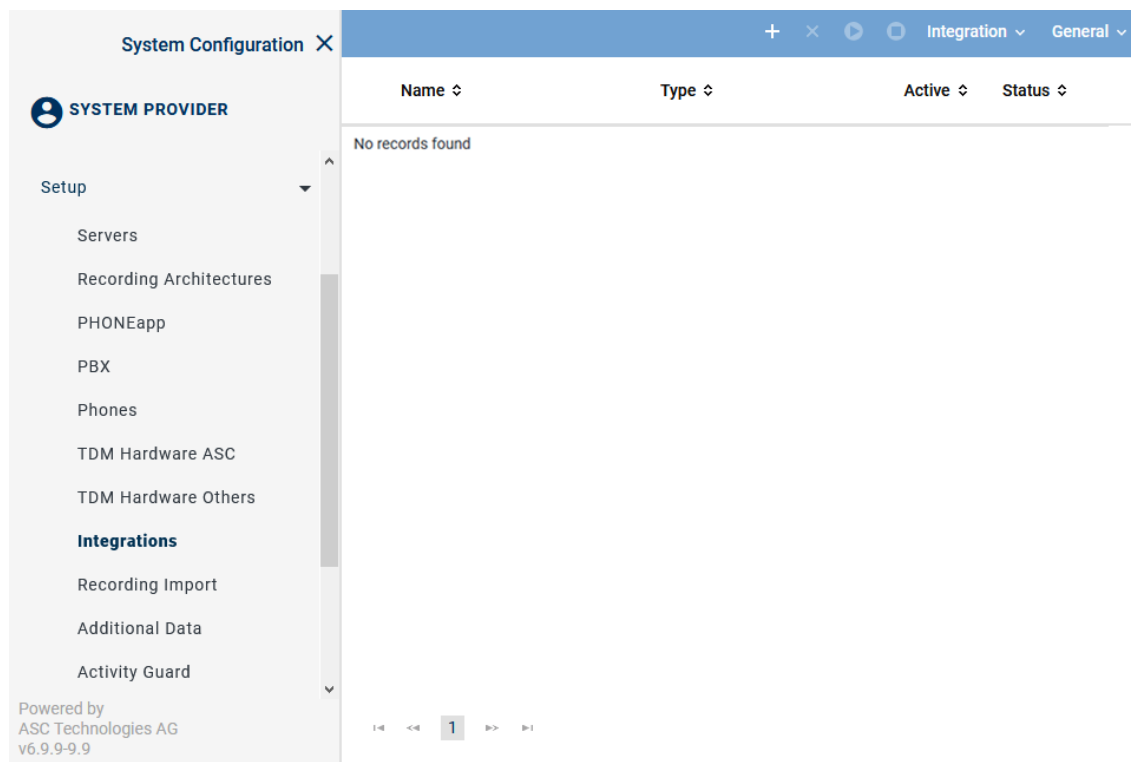




Fig. 304: Integrations - main view

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



<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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. 305: 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.

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

### Import grammar

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

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

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.

⇒ The window *Upload File* appears.

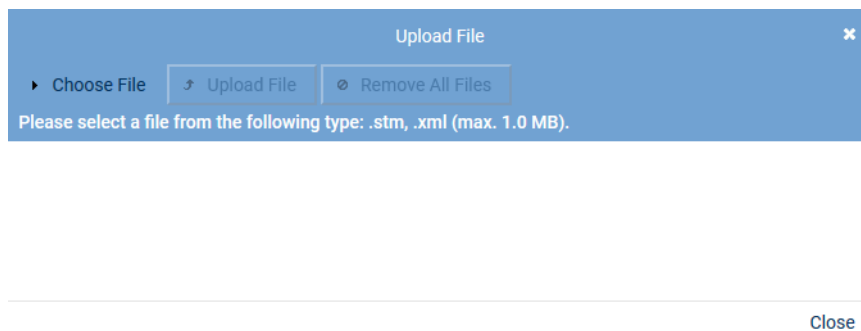


Fig. 306: Choose file

- 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*.

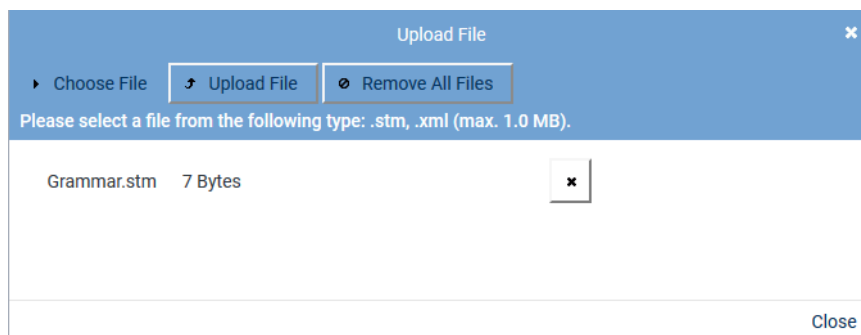




Fig. 307: Upload grammar

- 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.

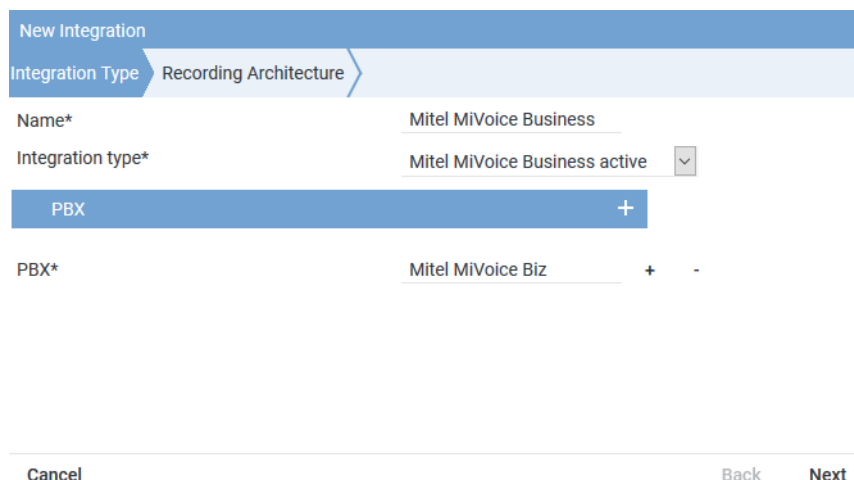


Fig. 308: Create integration type

- 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. 309: 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.

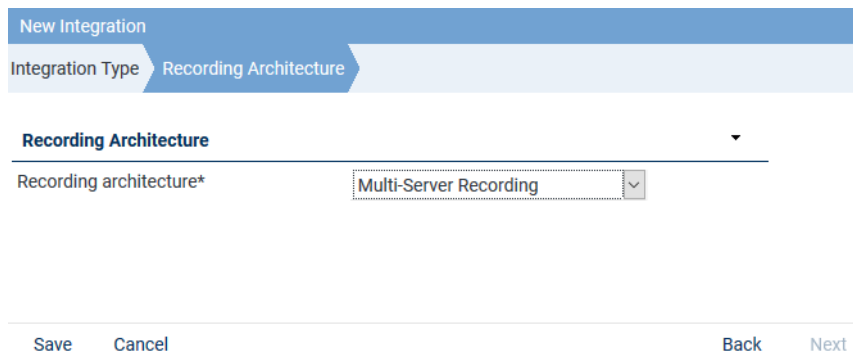


Fig. 310: Assign recording architecture - Multi-Server Recording


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:











 <b>Mitel MiVoice Business</b>		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. 311: 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.

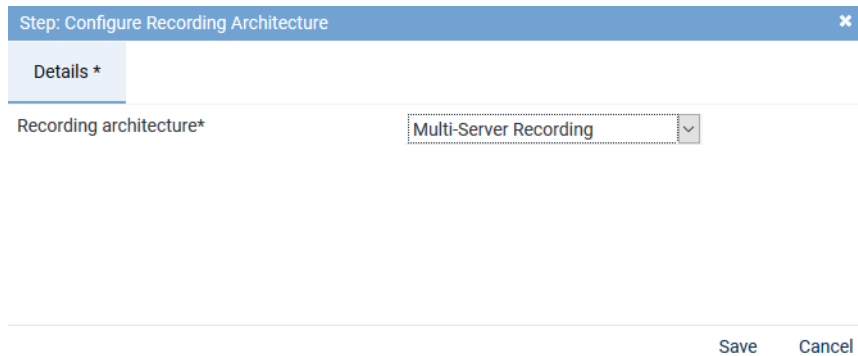



Fig. 312: Configuration step - Configure Recording Architecture

- 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.

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. 313: 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. 314: Group field CTIconnect Module

1. Enter the following parameters for the CTIconnect module:

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

Tab. 70: Configure CTIconnect module

### Group field Connection Data

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

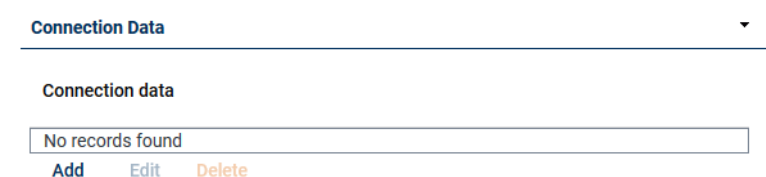


Fig. 315: Group field Connection Data

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

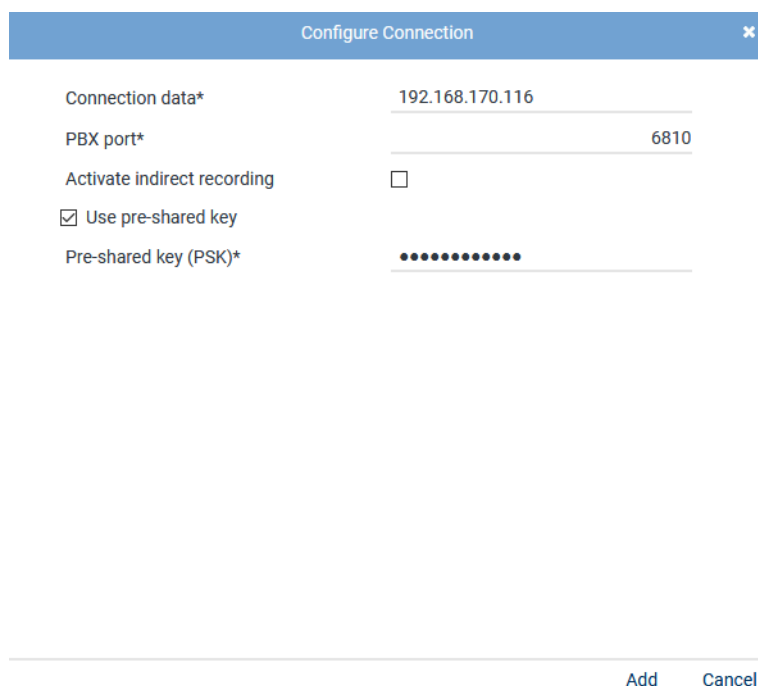


Fig. 316: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy", p. 17</a>

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.

- If you use additional modules, another device group or multiple connections, repeat the configuration steps accordingly.

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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


### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

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

Fig. 317: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.





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



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

### Tab 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. 318: 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. 319: Group field CTIconnect Module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.

Parameter	Value/Description
<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

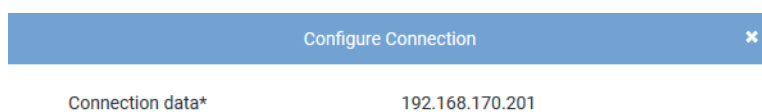
### Group field Connection Data

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



Fig. 320: Group field Connection Data

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



Add Cancel

Fig. 321: Configure connection data

- Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <b>FQDN</b> .

Tab. 73: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



For further information about the configuration of the 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 open the group field and assign the additional data to the data fields.

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

Fig. 322: 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.

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

MitelQueueName	MitelQueueName
CallingDeviceID	CallingPartyIVR

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>

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab *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. 323: 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. 324: 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. 74: 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. 325: Group field Connection Data

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

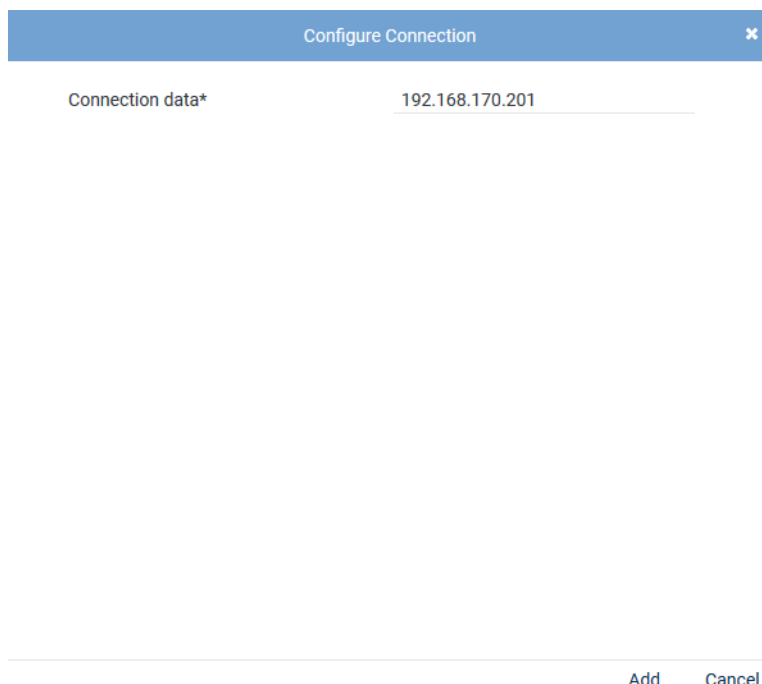


Fig. 326: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 75: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

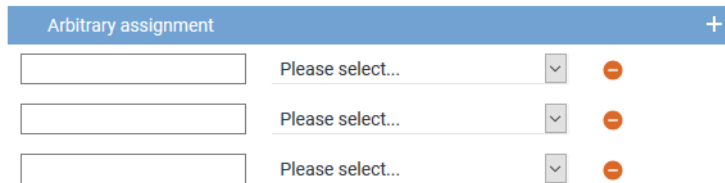



Fig. 327: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button Save in the detail view to save the settings and complete this configuration step.

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

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

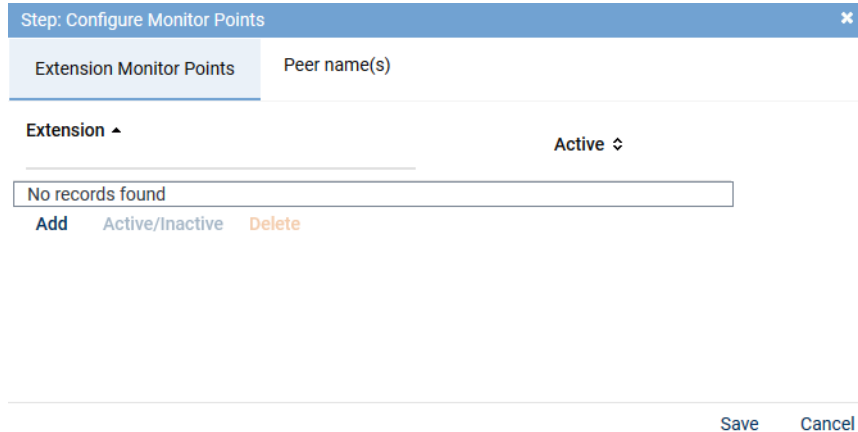


Fig. 328: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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

Add Extension Monitor Points ✕

☐ File import

☐ File contains a headline

File name  ...

☒ Manual entry

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

6000-6006

☐ Replace existing list of extensions

Add
Cancel

Fig. 329: Add extension monitor points

<i>File import</i>	<p>Select the option to import extensions from an existing <a href="#">CSV</a> file and add them to the table of extensions.</p> <p><i>File contains headline</i></p> <p>Activate the option so that the structure can be recognized correctly upon importing the data.</p> <p>The <a href="#">CSV</a> file must not contain more than one column. If commas or other column separators are detected in the <a href="#">CSV</a> file, the file is considered invalid and an error message is displayed.</p> <p>Only ZIP files are supported as file format. To be able to import a <a href="#">CSV</a> file, you must pack them in a ZIP file.</p> <p><i>File name</i></p> <p>To import a file, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click on the button <span style="background-color: #eee; border: 1px solid #ccc; padding: 0 5px;">...</span> next to the field <i>File name</i>.</li> <li>• Click on the button <i>Select File</i>.</li> <li>• Select the respective ZIP 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 the option to enter extensions or extension ranges.</p> <p>Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumerical entries with hyphen are not recognized as range but must be entered separately.</p> <p>You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain 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. 330: Configured extension monitor points

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

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

### Tab Peer Name(s)

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

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

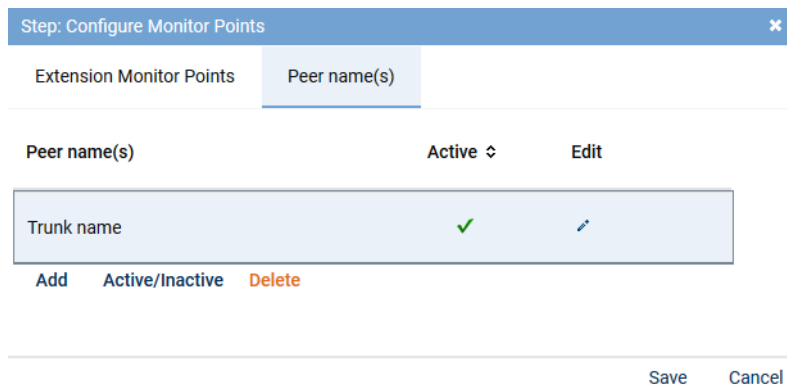





Fig. 331: Add Peer Name(s)

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

### Configure recording server for Multi-Server Recording

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

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

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

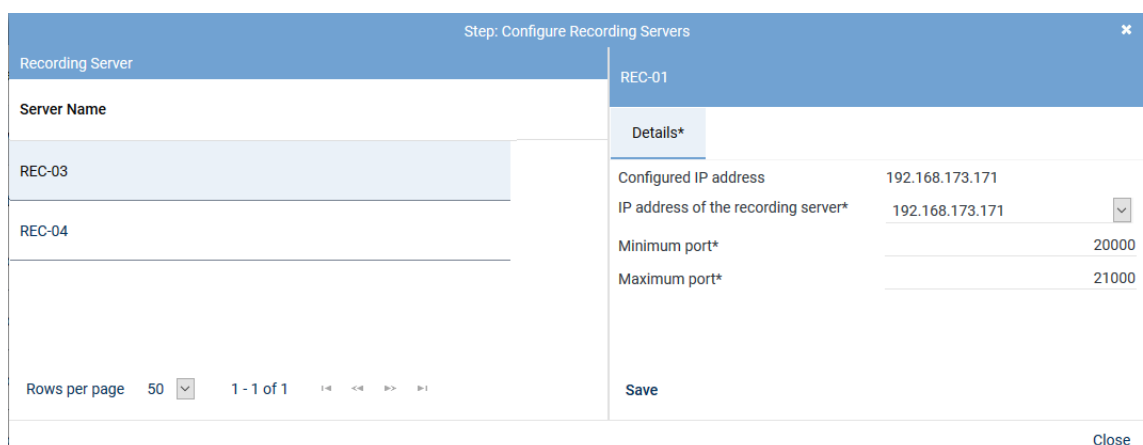


Fig. 332: Configuration step - Configure recording servers

- 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.

Parameter	Value/Description
<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. 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*.

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

**Group field CTIconnect Module**

1. Enter the following parameters for the grammar:

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

Tab. 77: 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. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D ":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"

MiCCB additional data type	Example
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

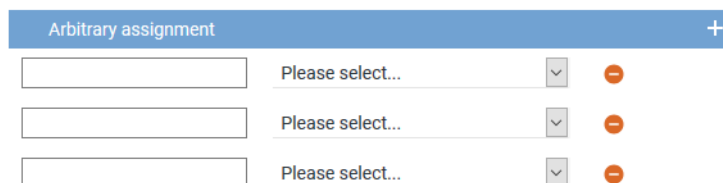



Fig. 334: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
- Click on the button **Save** in the detail view to save the settings and complete this configuration step.

### **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**

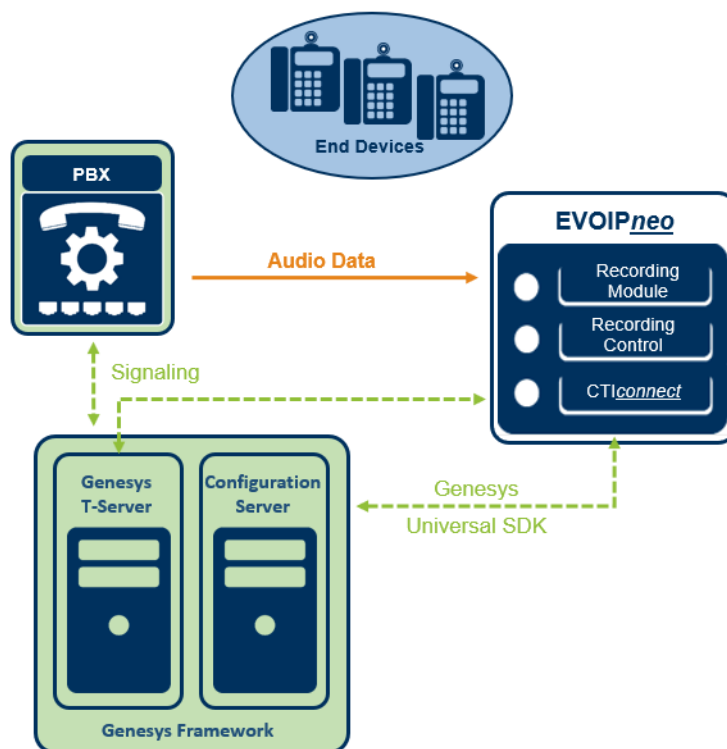


Fig. 335: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)"](#), p. 449.

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



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

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


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

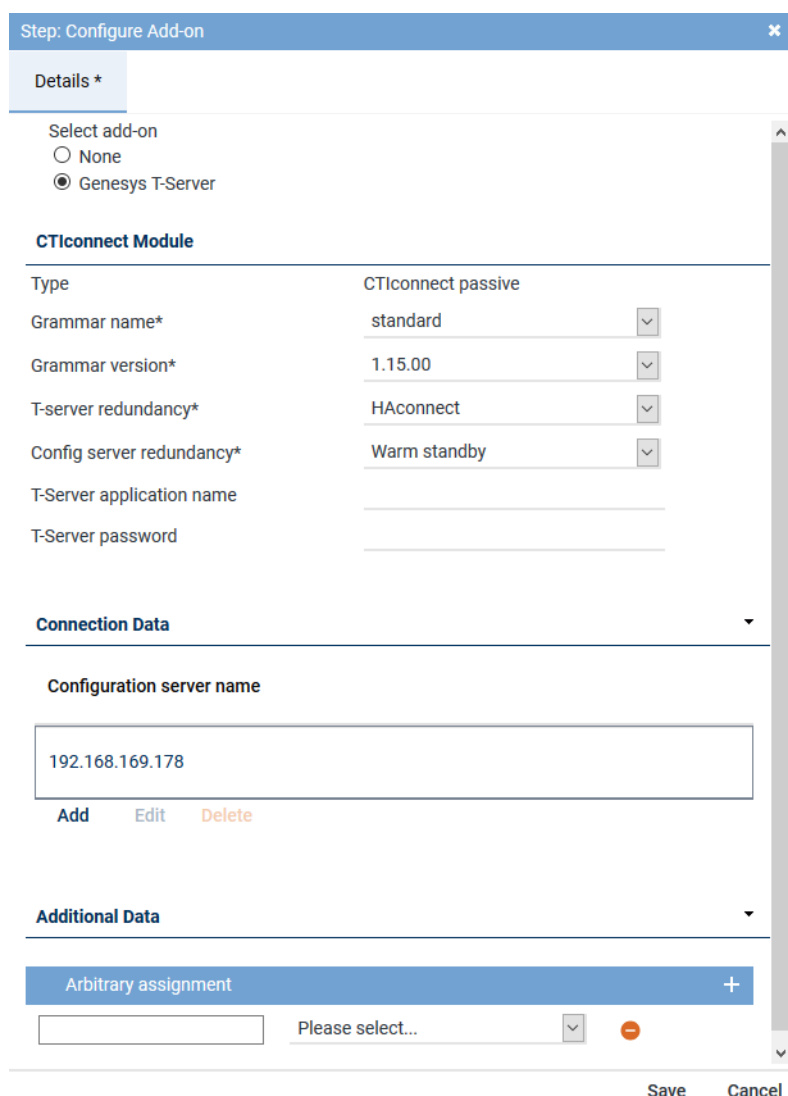
### Adjust configuration file for Genesys add-on

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

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

### Configure add-on in the integration

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



Step: Configure Add-on

Details \*

Select add-on

☐ None

☒ Genesys T-Server

**CTIconnect Module**

Type	CTIconnect passive
Grammar name*	standard
Grammar version*	1.15.00
T-server redundancy*	HAconnect
Config server redundancy*	Warm standby
T-Server application name	
T-Server password	

**Connection Data**

Configuration server name

192.168.169.178
-----------------

Add Edit Delete

**Additional Data**

Arbitrary assignment +

Please select...

Save Cancel

Fig. 336: 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>	<p>Select the redundancy which is used from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<i>Config server redundancy</i>	<p>From the drop-down list, select the redundancy which is used for the Configuration Server of Genesys.</p> <ul style="list-style-type: none"> <li>• <i>No redundancy</i></li> <li>• <i>HAconnect</i> - for High Availability Connection</li> <li>• <i>Warm Standby</i> - for a connectable redundancy</li> </ul>
<i>T-Server application name</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the application name that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>
<i>T-Server password</i>	<p>This parameter must only be entered, if authentication on the Genesys T-Server is required.</p> <p>Enter the password that the CTI<u>connect</u> module is supposed to use to log in to the Genesys T-Server.</p> <p>If you use several Genesys T-Servers, the login data must be identical for all servers.</p>

Tab. 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:

Configure Connection
✕

Configuration server name\*

Configuration server port\*

Configuration server user name\*

Configuration server password\*

Application name\*

Tenant name\*

Add
Cancel

Fig. 337: Configure connection data

2. Enter the following parameters:

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

Tab. 80: Configure connection data

### Group field Additional Data

The following additional data is delivered by default 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

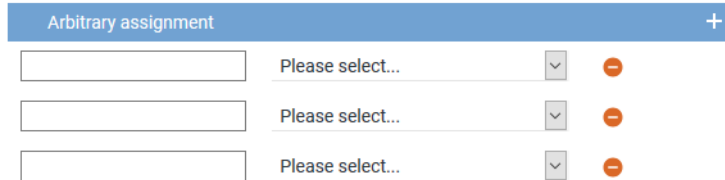




Fig. 338: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

1. In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).  
⇒ The window *Step: Miscellaneous Settings* appears.

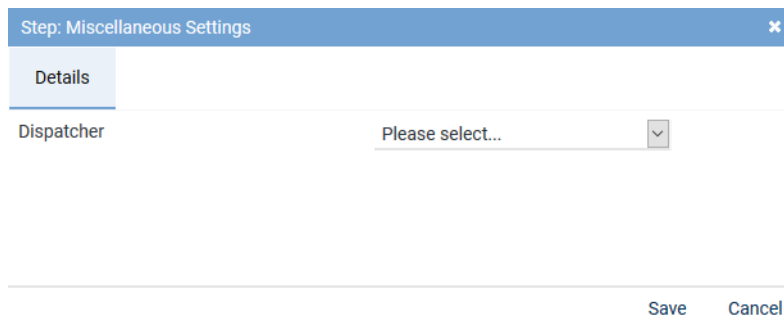


Fig. 339: Configure miscellaneous settings

2. Configure the following parameters:


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





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. 340: 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. 341: 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.

1. 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 <span>▼</span> General <span>▼</span>			
Name <span>↕</span>	Type <span>↕</span>	Active <span>↕</span>	Status <span>↕</span>
 Mitel MiVoice Business	Mitel MiVoice Business active		

Fig. 342: Deactivate integration

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

## 8.2.2.6 Configure recording solution Multi-Server Failover

### 8.2.2.6.1 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.

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

System Configuration <span>×</span>		Recording Architecture <span>▼</span> General <span>▼</span>			
SYSTEM PROVIDER		Name <span>↕</span>	Type <span>↕</span>	Active	S
Setup		No records found			
Servers					
Recording Architectures					
PHONEapp					
PBX					
Phones					
TDM Hardware ASC					
TDM Hardware Others					
Integrations					
Recording Import					
Additional Data					
Activity Guard					
Powered by ASC Technologies AG v6.9.9-9.9		Rows per page 50 <span>▼</span> 1 - 1 of 1 <span>◀</span> <span>&lt;&lt;</span> <span>&gt;&gt;</span> <span>▶</span>			

Fig. 343: 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.   = 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.

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









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

### Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 344: Toolbar Recording Architectures module

	<i>Refresh</i>	Refreshes the main view.
	<i>Search</i>	<p>Opens the window of the search function. The search function allows searching systematically for sets of data which meet certain criteria.</p> <p>The icon  is displayed whenever the search has been adjusted by means of a filter.</p>
	<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>	<p>Deletes the selected recording architecture. The recording architecture is removed from the list of the main view.</p> <p><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.</p>
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	<p>Deactivates the selected recording architecture.</p> <p><b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.</p>
<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>	<p>Opens a window in which you can adjust the following settings for the main view:</p> <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.

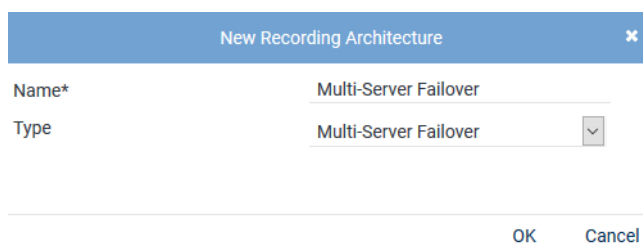


Fig. 345: Create recording architecture - Multi-Server Failover

- 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.

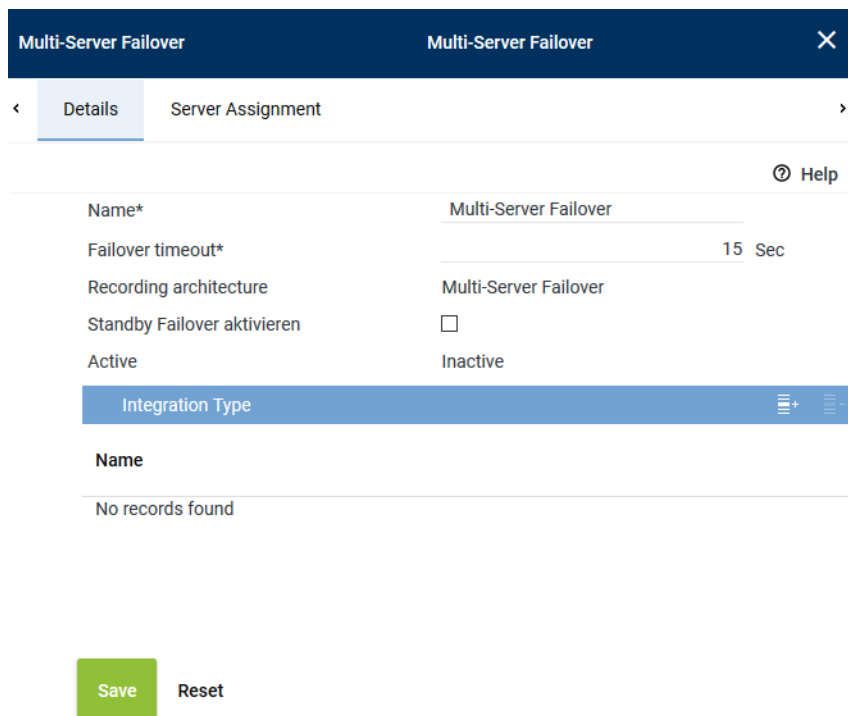



Fig. 346: Recording architecture - tab Details - Multi-Server Failover

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. 446](#).

<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.

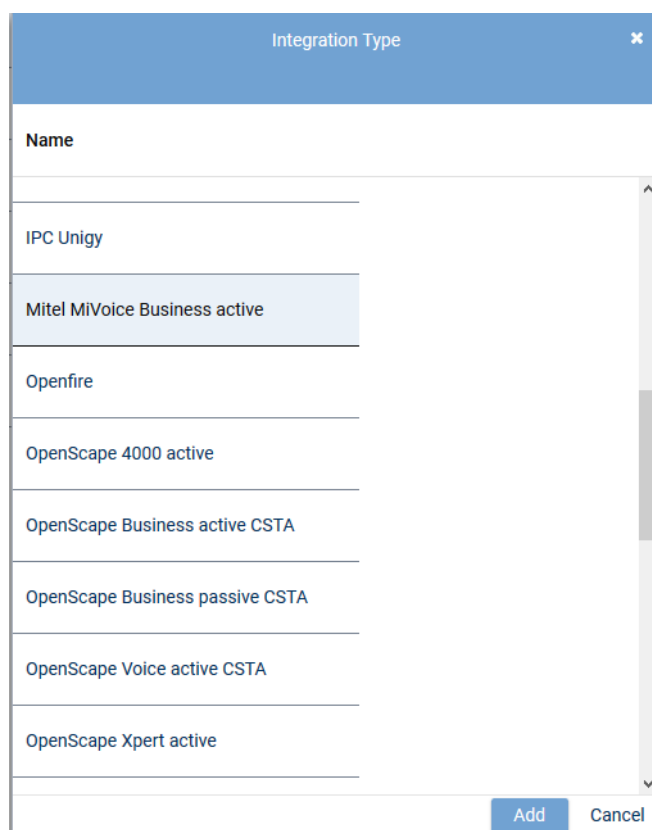


Fig. 347: Select integration type





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.

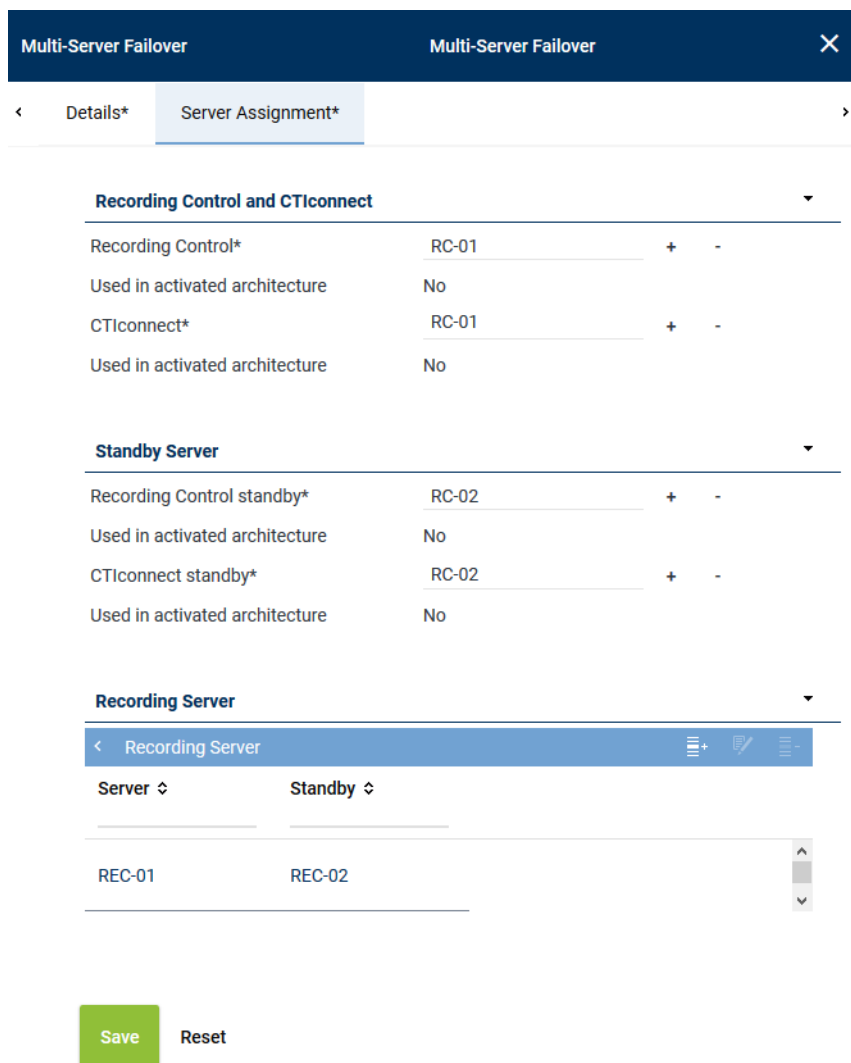
- Select *Mitel MiVoice Business active* from the list of the available integration types and click on the button *Add*.  
⇒ The name of the integration type now appears in the list in the detail view.

### Assign server for Multi-Server Failover

- Click on the tab *Server Assignment* to assign the recording components to the respective recording servers for the recording architecture *Multi-Server Failover*.

### 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 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. 348: Recording architecture - tab Server Assignment


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

Servers	
Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-01	192.168.173.171
REC-04	192.168.173.174
REC-02	192.168.173.172
RC-01	192.168.173.175
CTI-01	192.168.173.177
CTI-02	192.168.173.178

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 349: 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 Standby Server

1. Click on the button  next to 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 appears in the detail view.
4. Click on the button  next to the entry field *CTIconnect*.
5. Select the standby server for the *CTIconnect module*.
6. Click on the button *Add*.
  - ⇒ The name of the server appears in the detail view.

#### Group field Recording Server

1. Click on the icon  in the table headline *Recording Server* to add the recording server and the standby server.
  - ⇒ The following window appears:

Multi-Server Parallel Recording

Multi-Server Parallel Recording

×

<

Details\*

Device Group 1\*

Device Group 2\*

>

Recording Control and CTIconnect

▼

Recording Control device group 1*	RC-01	+	-
Used in activated architecture	No		
CTIconnect device group 1*	CTI-01	+	-
Used in activated architecture	No		

Recording Server

▼

<

Recording Server

+

✎

≡

Server ↕	Standby ↕
REC-01	REC-02

Save



Reset

Fig. 350: Add recording server




- 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.
- 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.
- Tick the check box to activate the recording type you would like to use for this server.



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


- Click on the button **OK** to close the window.  
⇒ The name of the server appears in the detail view.
- To edit the assignment subsequently, click on the icon .  
To delete an assignment, click on the icon .
- If you would like to add additional recording servers repeat the steps described above.
- To save the settings, click on the button **Save**.  
To discard the settings, click on the button **Reset**.


### Activate recording architecture

- Once all servers have been assigned, click on the button **Save**.
- Select the recording architecture in the main view so that the icon  (*Activate*) in the tool-bar becomes active.
- 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. 351: 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. 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.

### 8.2.2.6.2 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.

- 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. 352: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.

<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

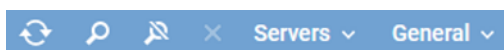







Fig. 353: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.
<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations", p. 293</a> .
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

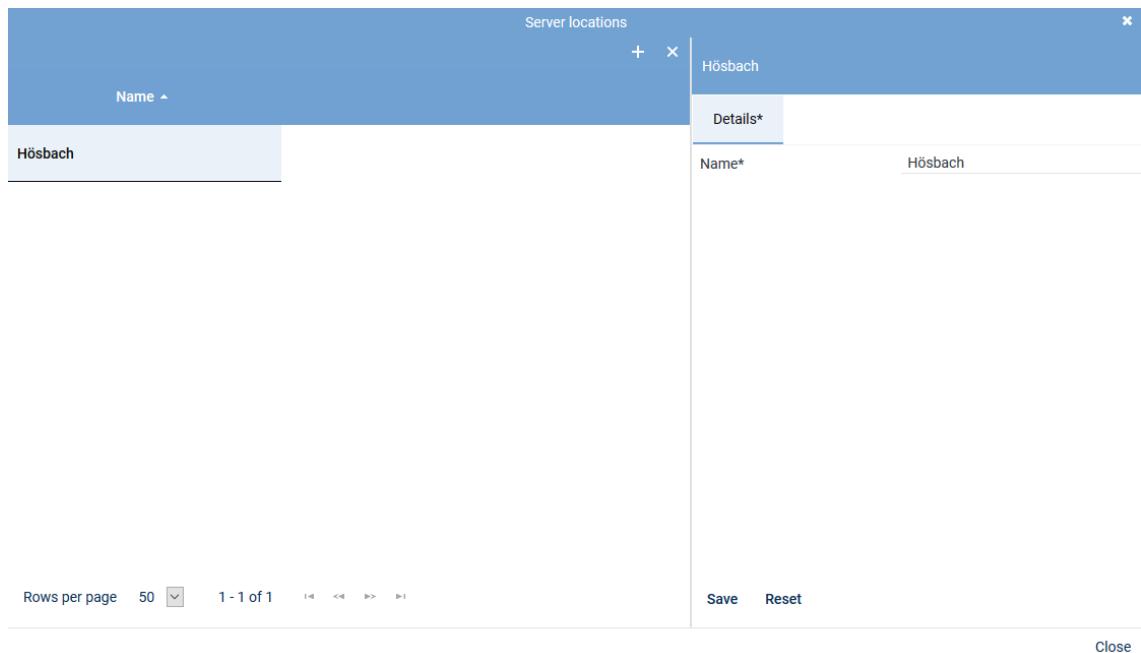



Fig. 354: Add server locations

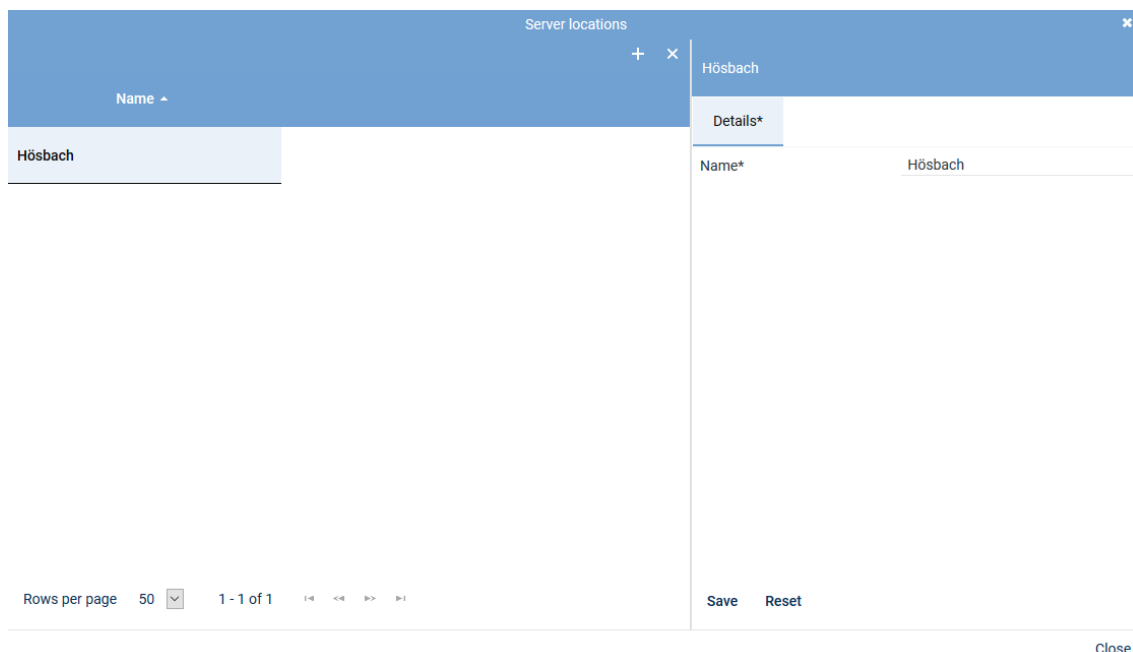
2. Click on the icon  (*Create*) in the toolbar of the window *Server Locations*.
3. Enter the name of the location on the right side in the tab *Details*.
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last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



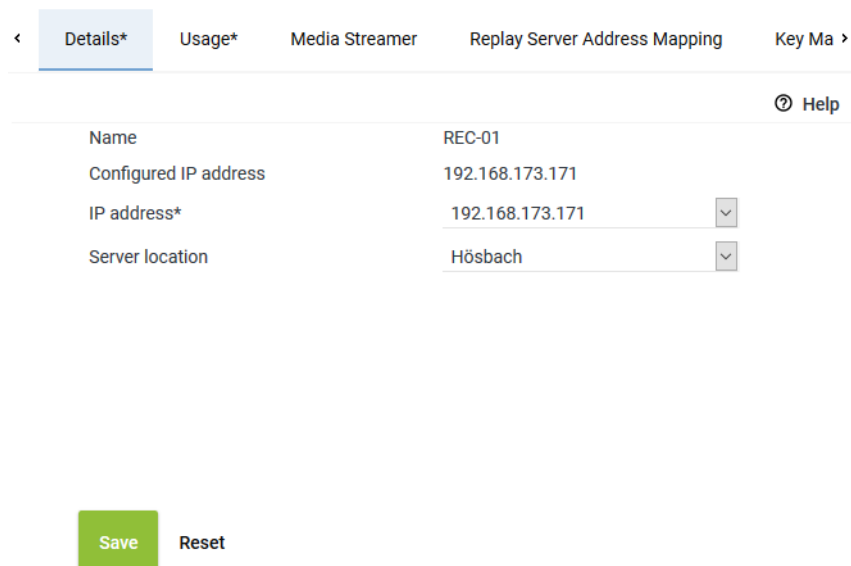
The screenshot shows a window titled "Server locations" with a close button (x) in the top right. Inside, there's a table with a header "Name" and one row containing "Hörsbach". To the right of the table is a "Details\*" tab. Below the tab, there's a form with a label "Name\*" and a text input field containing "Hörsbach". At the bottom left of the window, there's a pagination bar showing "Rows per page 50" and "1 - 1 of 1". At the bottom right, there are "Save" and "Reset" buttons. A "Close" button is located at the bottom right of the window frame.

Fig. 355: 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 a window titled "Servers - tab Details" with a close button (x) in the top right. The window has a tabbed interface with tabs: "Details\*", "Usage\*", "Media Streamer", "Replay Server Address Mapping", and "Key Ma". The "Details\*" tab is active. Below the tabs, there's a form with the following fields:

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

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

Fig. 356: 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.

- 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.

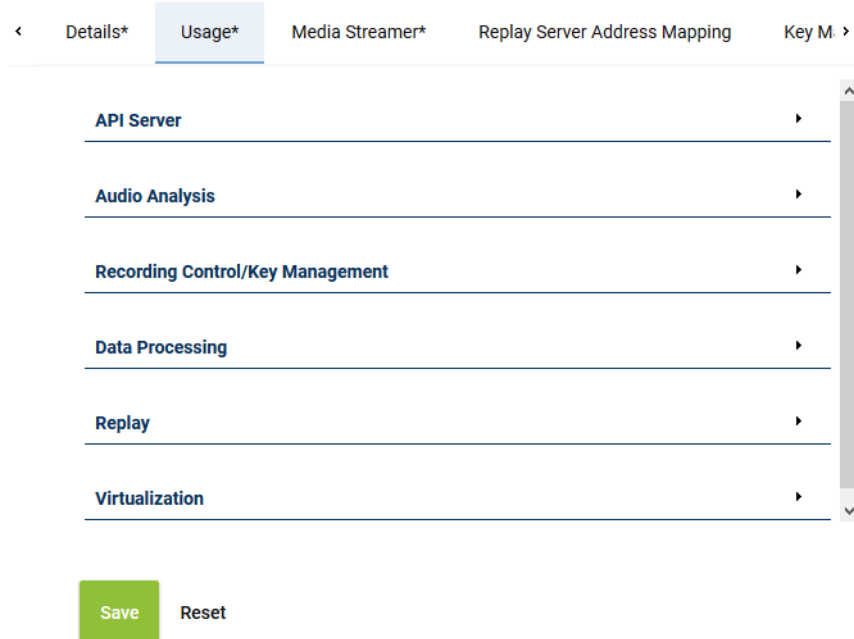


Fig. 357: Servers - tab usage

### Group field API Server

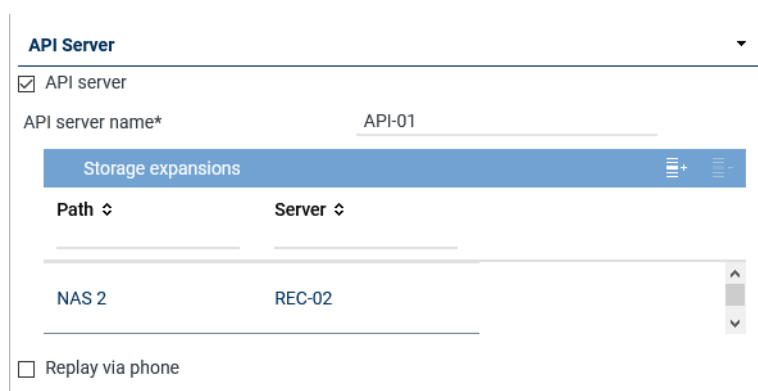


Fig. 358: Group field API Server



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 required 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. 306.</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. 298.</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 Neo 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 <a href="#">PBX</a>, see <a href="#">chapter "Tab Media Streamer"</a>, p. 305. To be able to do so, at least 1 <a href="#">PBX</a> 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. 359: 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

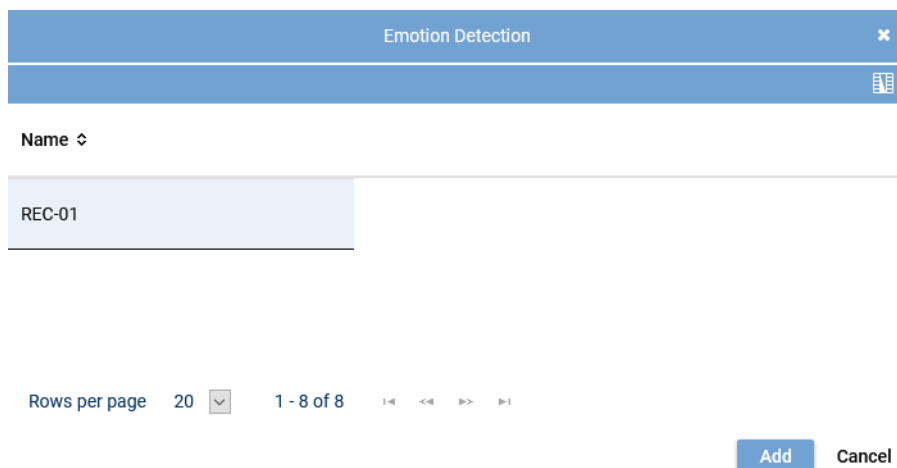
+

-

Fig. 360: Group field Audio Analysis

Parameter	Value/Description
<i>Emotion detection</i>	Activate this check box to activate emotion detection for audio analysis. <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function. <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
--------

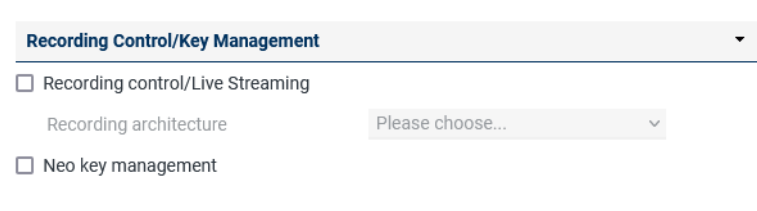
Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 361: 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/Live Streaming

Recording architecture Please choose...

☐ Neo key management

Fig. 362: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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. 363: 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. 302</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>

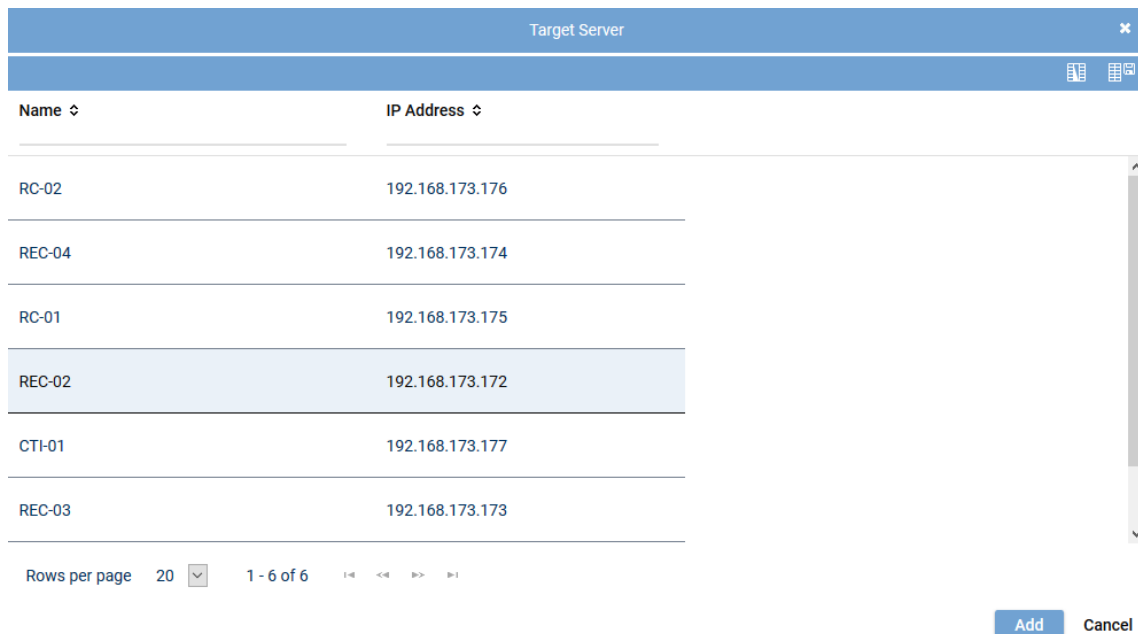
Parameter	Value/Description
	<p>ferred to be saved. The drop-down list displays all servers on which the function <i>data storage</i> has been activated. The data is copied to the target server and saved there.</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (<i>Add</i>), you can add the target servers, see <a href="#">chapter "Add target server to a list"</a>, p. 302.</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> 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> 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 Neo to Neo, 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> 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

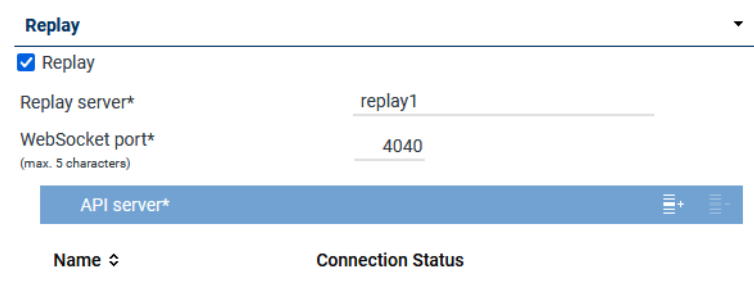
Fig. 364: Select server



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. 365: 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> (maximum of 5 characters)	Enter the port via which the data to be replayed in POWERplay Web are supposed to be transmitted.
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>• By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 303.</li> <li>• By clicking on the icon  (Remove), 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.

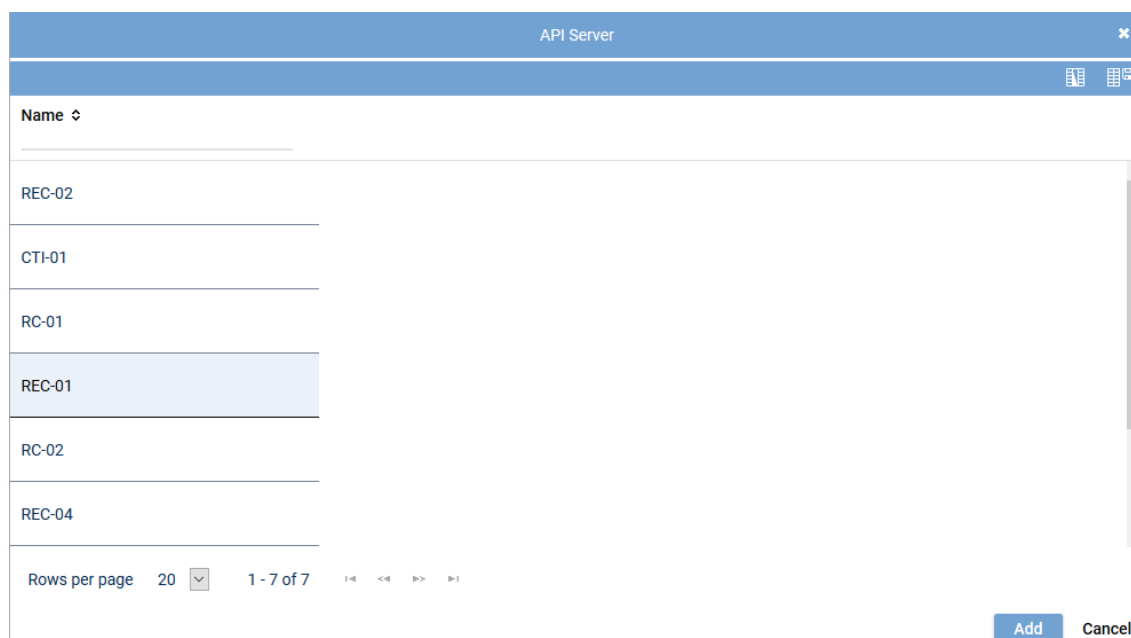


Fig. 366: Select server



Only those servers are available on which the **API** service has been installed and activated.  
See [chapter "Group field API Server", p. 296](#).

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. 367: Group field Virtualization

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



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

Tab. 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="button" value="v"/>
Extension*	123456	
<small>(max. 18 characters)</small>		
Media streamer IP address*	192.168.169.192	<input type="button" value="v"/>
Minimum port	24000	
Maximum port	24099	
Transport protocol	UDP	<input type="button" value="v"/>
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. 368: 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. 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.
------------	--

	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> .
<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 <b>8000</b>.</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>
<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  <a href="#">UDP</a> = unencrypted  <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: <b>5062</b></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>	Enter the IP address of the <a href="#">SIP</a> registrar of the <a href="#">PBX</a> .
<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 <b>5060</b>.</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.  <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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

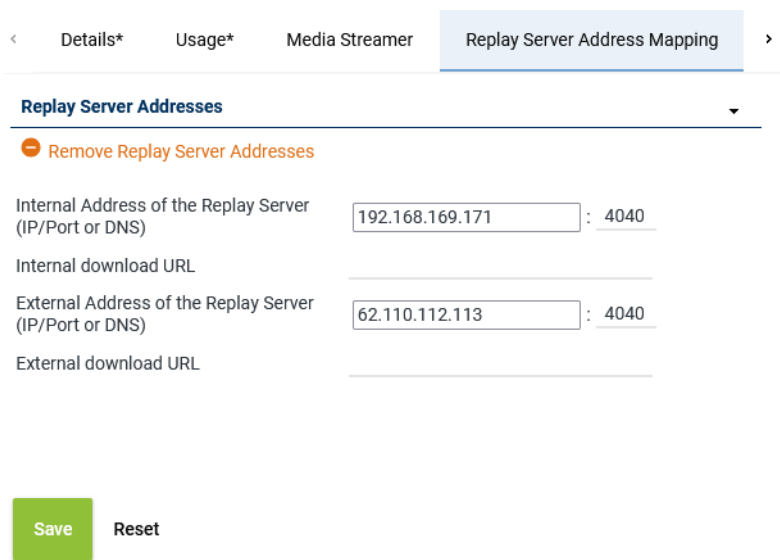



Fig. 369: Servers module - tab Replay Server Address Mapping

### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.: <code>https://example.company.com/</code>
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.: <code>https://example.company.com/</code>  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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*.

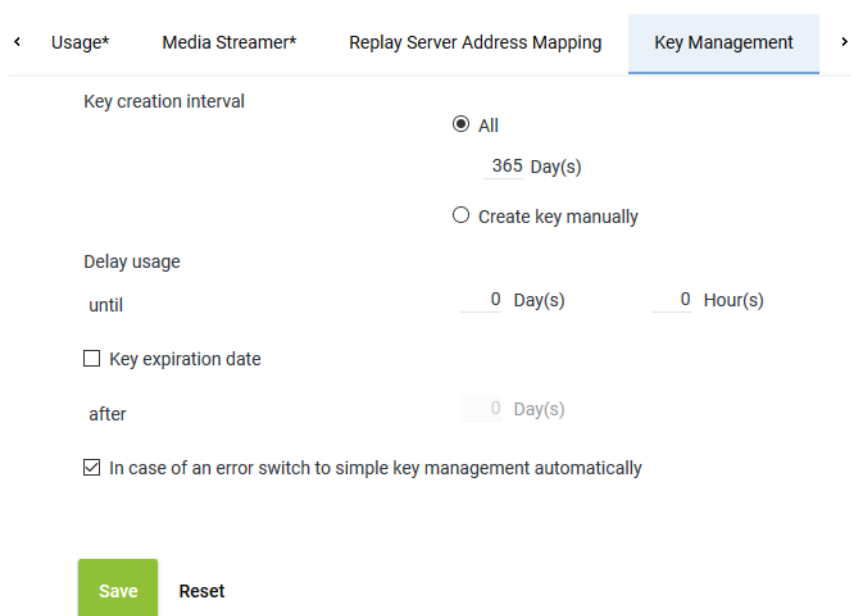


Fig. 370: Servers module - tab Key Management

#### *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 Neo 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 Neo 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 Neo 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*

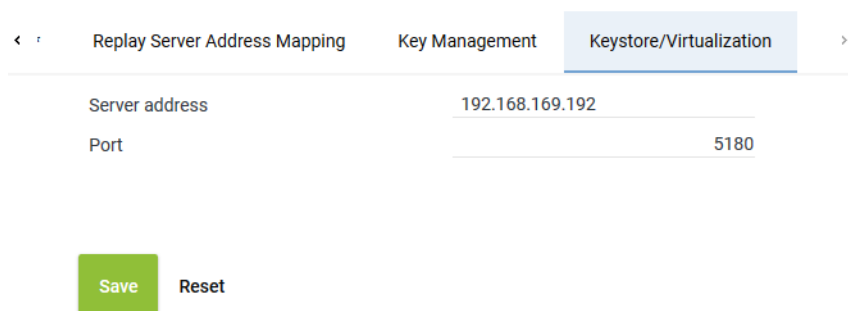
Alternatively, you can install a *Trusted Virtualization License* to authenticate licensing; you do not require Internet access for this.

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. 371: 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: 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: 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: <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. 5180 = Dongle Manager 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*.

### 8.2.2.6.3 Create PBX

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

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

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

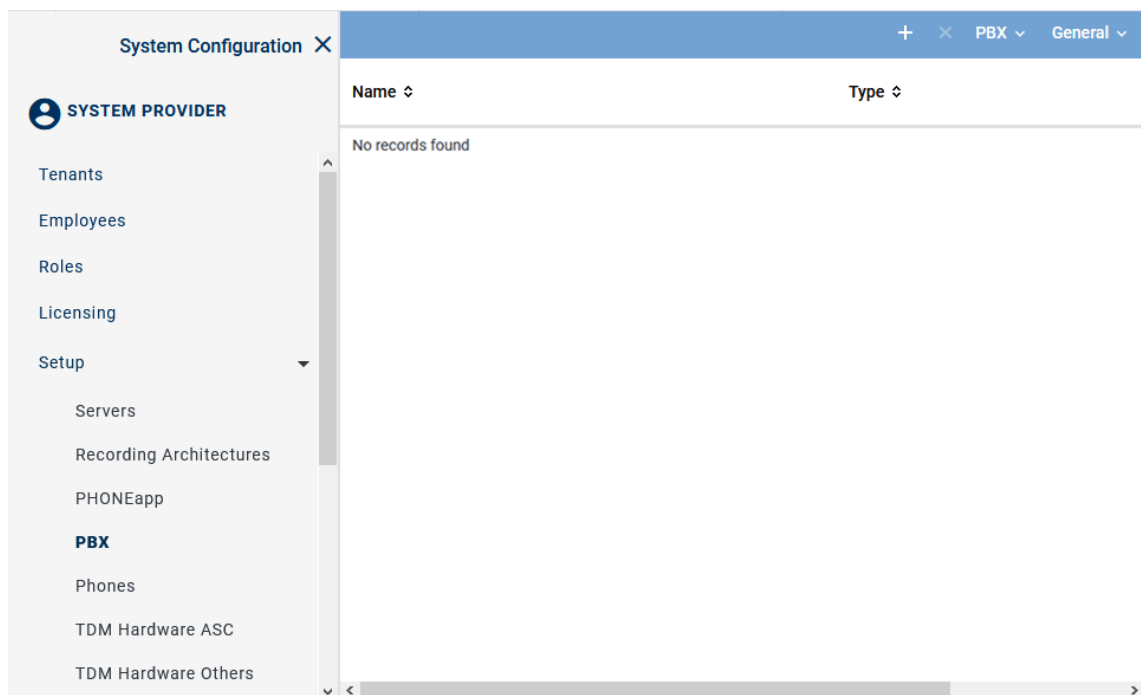


Fig. 372: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

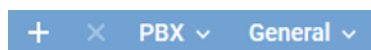




Fig. 373: Toolbar PBX module


	<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. 374: 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> Select the country code from the drop-down list.</li> <li><i>Enter manually</i> If the corresponding country code is not available in the drop-down list, you can enter the 3-digit code manually. e. g. for Sri Lanka 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*.

#### 8.2.2.6.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.

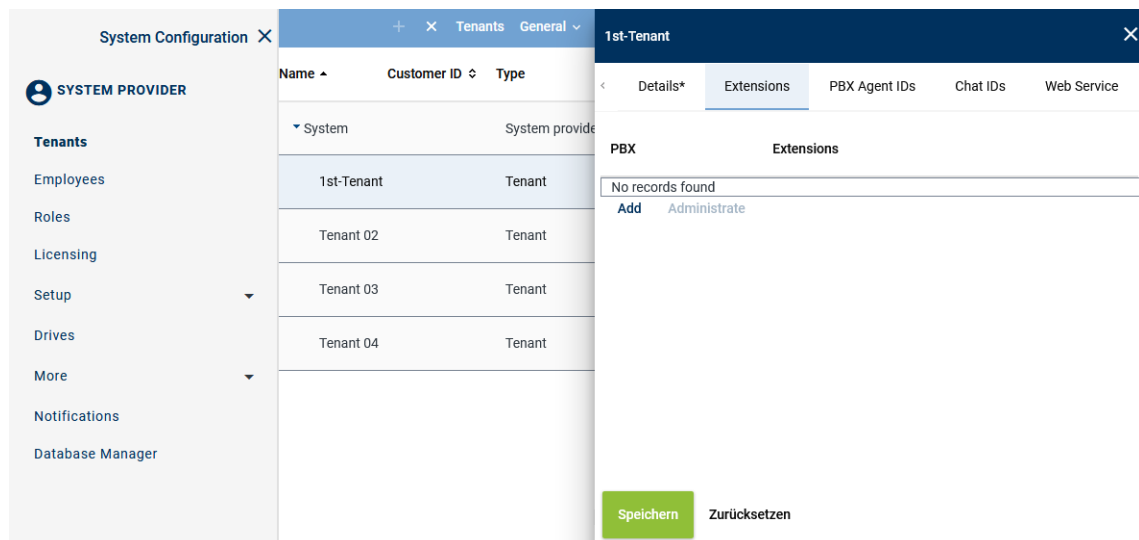


For information about the configuration refer to the administration manual for tenants *User management tenant*.

##### 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.



Name	Customer ID	Type
System		System provide
1st-Tenant		Tenant
Tenant 02		Tenant
Tenant 03		Tenant
Tenant 04		Tenant

1st-Tenant

Details\* Extensions PBX Agent IDs Chat IDs Web Service

PBX Extensions

No records found

Add Administrate

Speichern Zurücksetzen

Fig. 375: 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. 376: 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>• <i>ZIP</i></li> <li>• <i>TXT</i></li> <li>• <i>CSV</i></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.

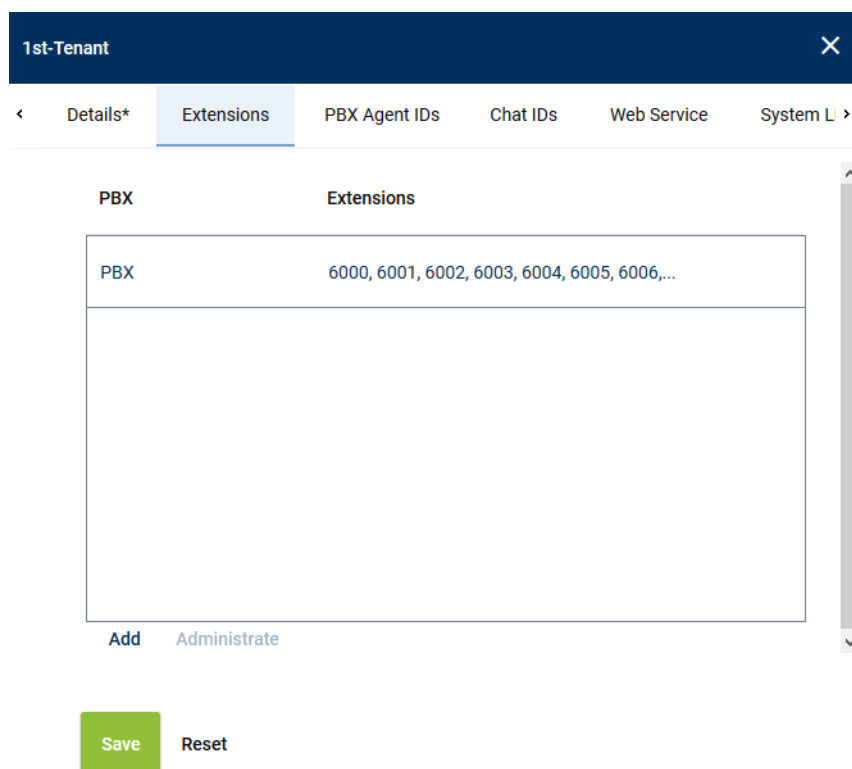


Fig. 377: Remove extensions

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. 378: 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.

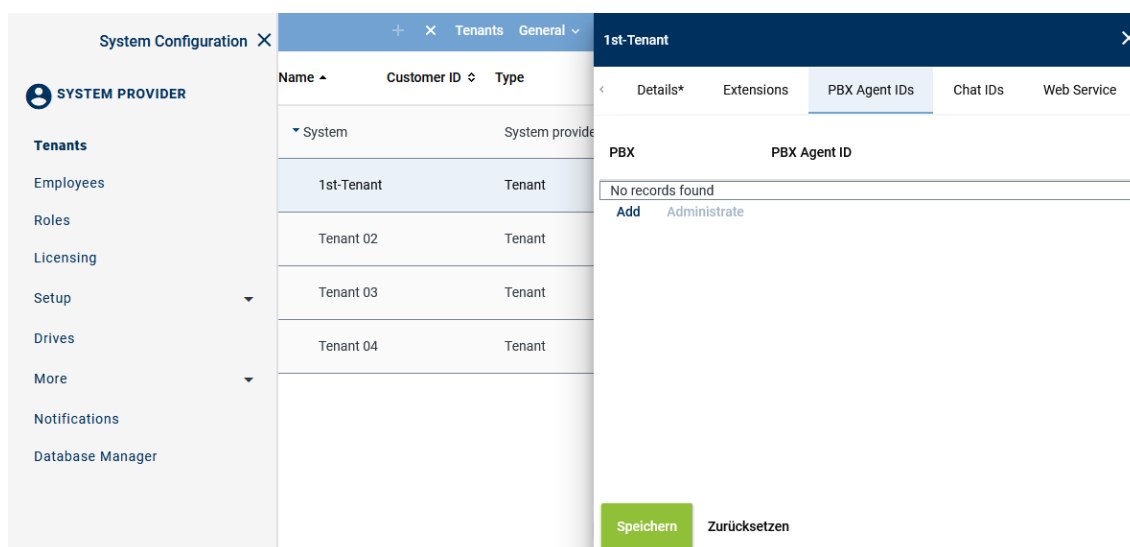
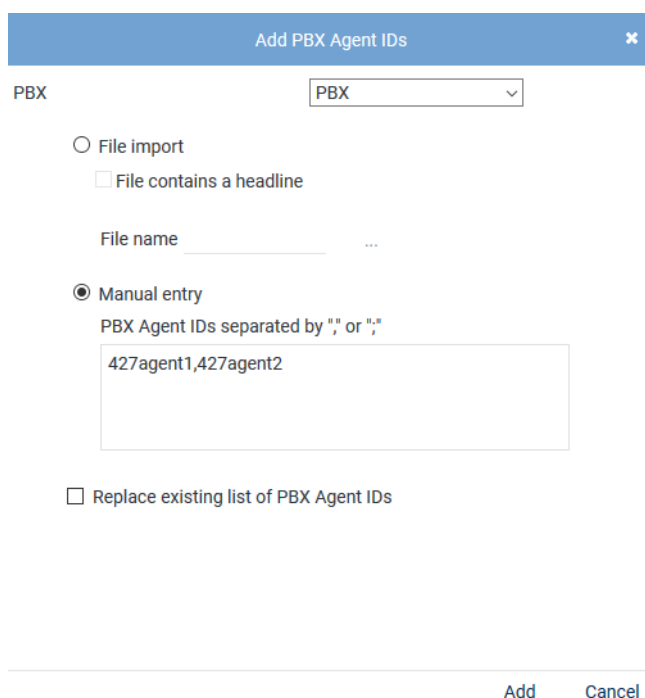


Fig. 379: Tenants - main view - tab PBX Agent ID

### 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'. Under 'File import', there is an unchecked checkbox for 'File contains a headline' and a 'File name' field. Under 'Manual entry', which is selected with a radio button, there is a text box containing '427agent1,427agent2' and a note 'PBX Agent IDs separated by ";" or ","'. At the bottom, there is an unchecked checkbox for 'Replace existing list of PBX Agent IDs'. The dialog has 'Add' and 'Cancel' buttons at the bottom right.

Fig. 380: 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. 381: 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*.

#### 8.2.2.6.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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



System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup		customCP01	customCP01	✗	
Servers		customCP02	customCP02	✗	
Recording Architectures		customCP03	customCP03	✗	
PHONEapp		customCP04	customCP04	✗	
PBX		customCP05	customCP05	✗	
Phones		customCP06	customCP06	✗	
TDM Hardware ASC		customCP07	customCP07	✗	
TDM Hardware Others		customCP08	customCP08	✗	
Integrations					
Recording Import					
Additional Data					
Activity Guard					

Fig. 382: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name

Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	✎
bg_BG	customCP01	✎
cs_CZ	customCP01	✎
de_DE	customCP01	✎
en_GB	customCP01	✎
en_US	customCP01	✓ ✕

Fig. 383: Configure additional data

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

### Availability

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

Save
Reset

Fig. 384: Additional data - configure availability

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



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

### Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

#### 8.2.2.6.6 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:

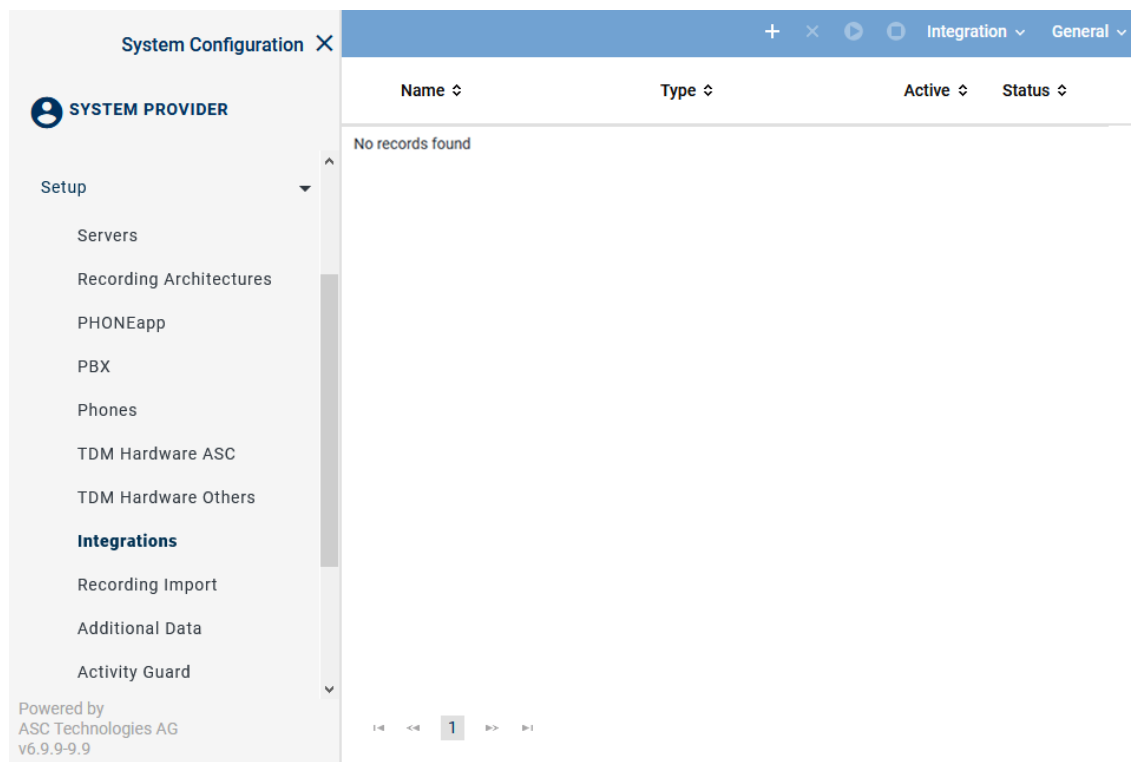




Fig. 385: Integrations - main view

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



<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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. 386: 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.

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

### Import grammar

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

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

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.

⇒ The window *Upload File* appears.

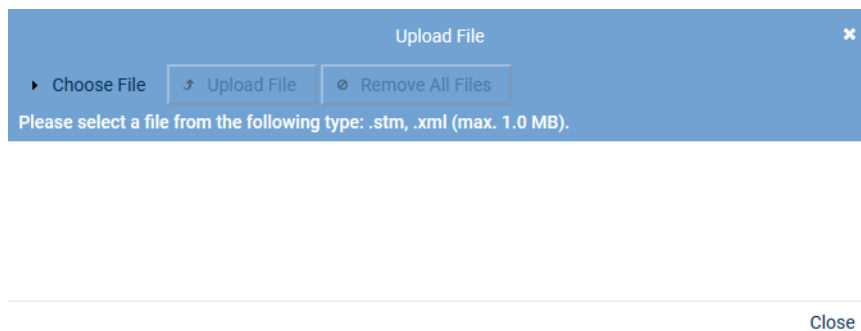


Fig. 387: Choose file

- 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*.

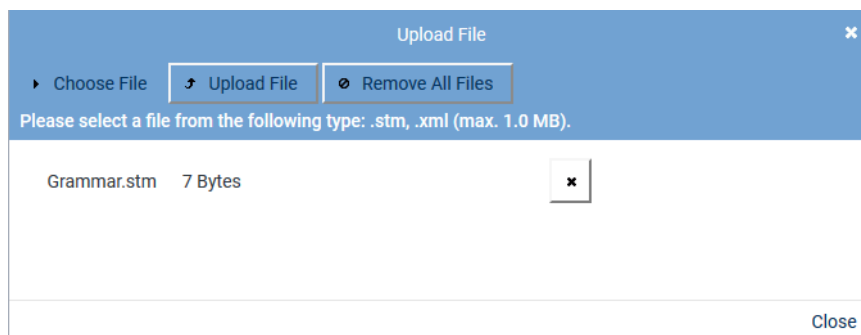




Fig. 388: Upload grammar

- 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.

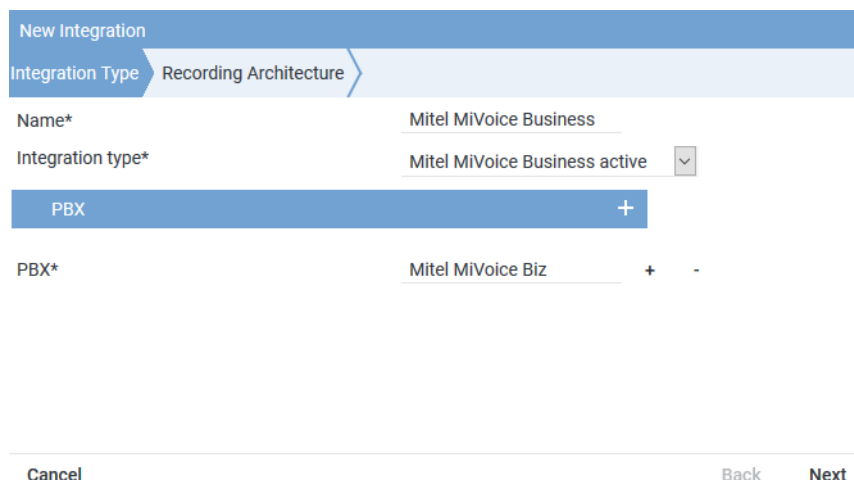


Fig. 389: Create integration type

- 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. 390: 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.

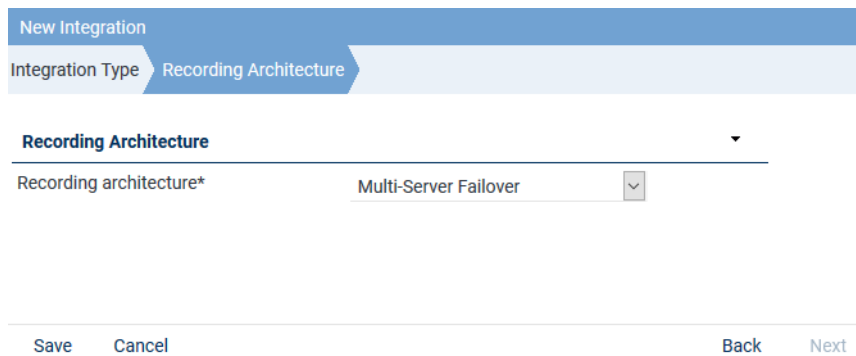


Fig. 391: Assign recording architecture - Multi-Server Failover


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 active		
Step	Configuration			
Configure recording architecture	✓			
Configure CTI connection data	✗			
Configure monitor points	✗			
Configure recording servers	✗			
Configure add-on	✓			
Configure miscellaneous settings	✓			

Fig. 392: 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.

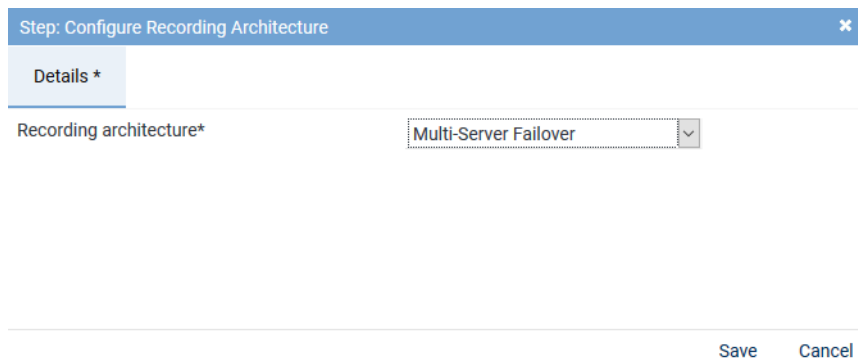



Fig. 393: Configuration step - Configure Recording Architecture

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



Following an update, you must configure this section again.

### Group field CTIconnect Module

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

CTIconnect Module

Type

Grammar name\*

Grammar version\*

CTIconnect active

standard

1.00.51

Fig. 395: Configure CTIconnect module

1. Enter the following parameters for the grammar:

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

Tab. 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

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. 396: 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 target server\* All ▼

Connection data\* 192.168.170.116

PBX port\* 6810

Activate indirect recording ☐

☒ Use pre-shared key

Pre-shared key (PSK)\* ●●●●●●●●●●●●●●●●●●●●

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

Fig. 397: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy"</a> , p. 17

Tab. 89: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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


### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

Arbitrary assignment			+
<input type="text"/>	Please select...	▼	➖
<input type="text"/>	Please select...	▼	➖
<input type="text"/>	Please select...	▼	➖

Fig. 398: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab 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. 399: 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. 400: Group field CTIconnect Module

1. Enter the following parameters for the CTIconnect module:

Parameter	Value/Description
Type	Is filled automatically.

Parameter	Value/Description
<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.



Fig. 401: Group field Connection Data

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

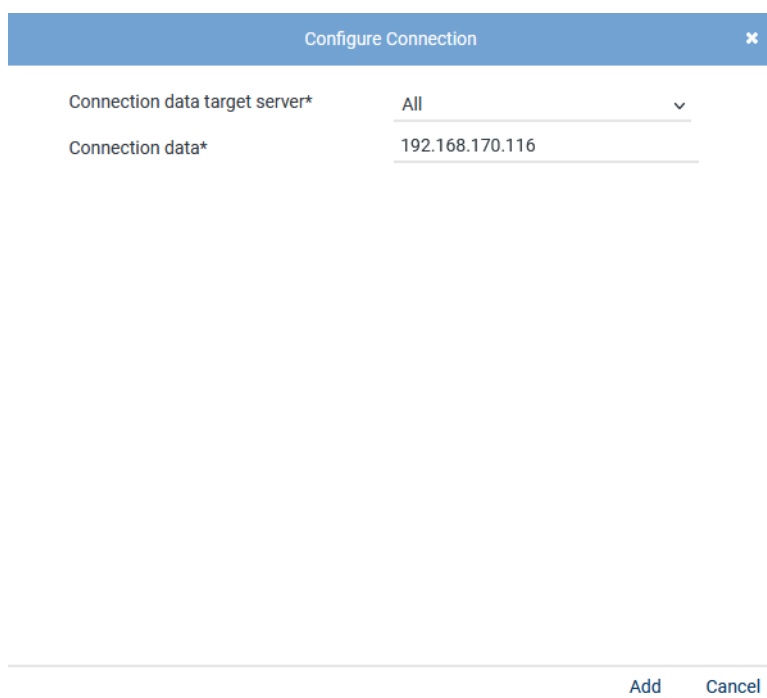


Fig. 402: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.

Parameter	Value/Description
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 91: Configure connection data

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

### Group field Additional Data MiVB (MiTAI)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

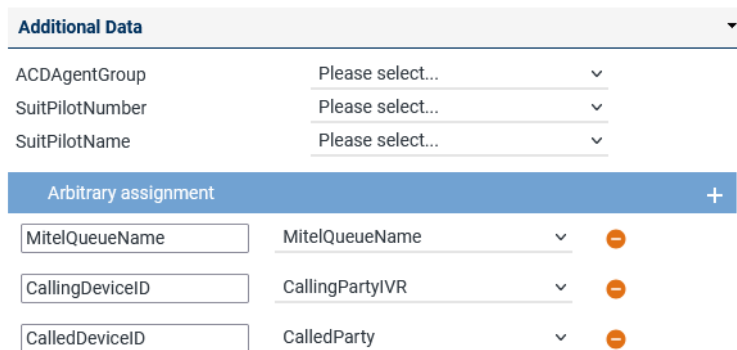


Fig. 403: CTI connection data - additional data

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.

- *AccountCode*
- *AccountCodeVerified*
- *CallingDeviceName*
- *CalledDeviceName*
- *CallingPartyIVR*
- *CalledParty*
- *EventCause*
- *GlobalCallID*
- *MitelQueueName*

- *substitutedCPNNumber*
  - *substitutedCPNName*
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>

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

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

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

Step: Configure CTI Connection Data

MBG\*

MiVB (MiTAI)\*

MiVB SIP trunk (MiTAI)\*

Active

☒

CTIconnect Module

Type

CTIconnect passive

Grammar name\*

standard

Grammar version\*

1.00.01

Login name

Password

Connection Data

Connection data

No records found

Add

Edit

Delete

Additional Data

Save

Cancel

Fig. 404: 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. 405: 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. 92: Configure CTIconnect module

### Group field Connection Data

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



Fig. 406: Group field Connection Data

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

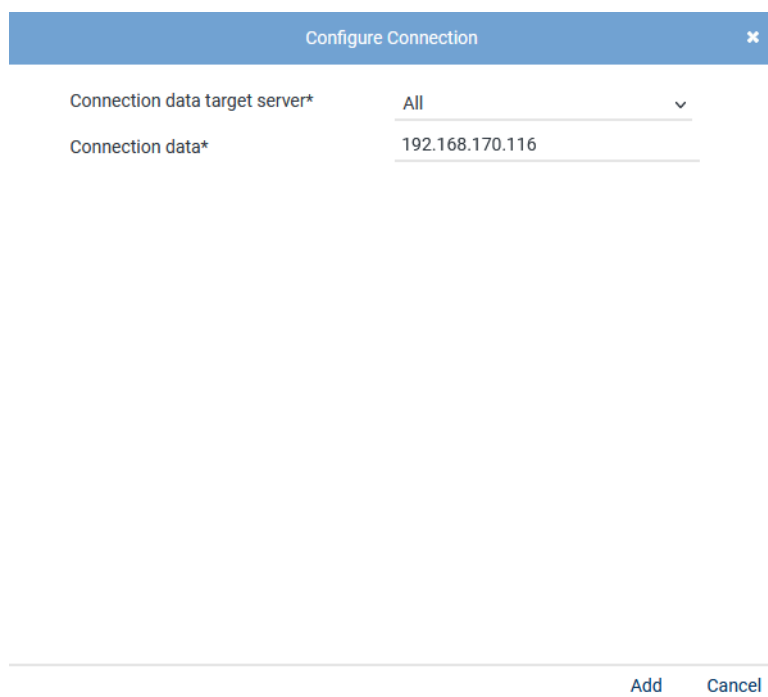


Fig. 407: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
<i>Configure target server</i>	From the drop-down list, select the option for which server the connection is intended. Select the option <i>All</i> if the connection is supposed to apply for all servers.
<i>Connection data</i>	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 93: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.



In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

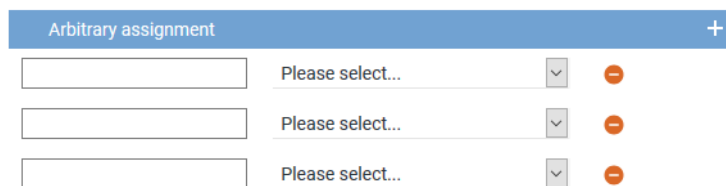


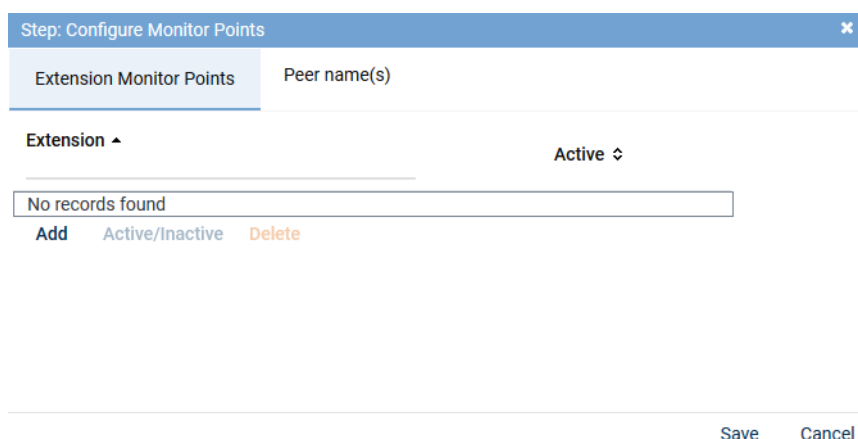


Fig. 408: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

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

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



Step: Configure Monitor Points

Extension Monitor Points      Peer name(s)

Extension ▾      Active ⇅

No records found

Add    Active/Inactive    Delete

Save    Cancel

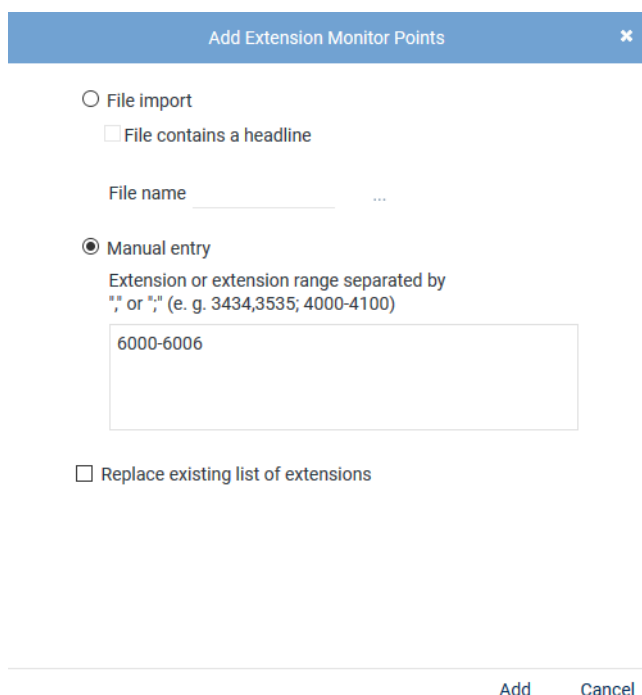
Fig. 409: Configuration step - configure monitor points

### Tab Extension Monitor Points



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

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



Add Extension Monitor Points

☐ File import  
☐ File contains a headline  
File name \_\_\_\_\_

☒ Manual entry  
Extension or extension range separated by  
",\" or \",\" (e. g. 3434,3535; 4000-4100)  
6000-6006

☐ Replace existing list of extensions

Add    Cancel

Fig. 410: Add extension monitor points



<b>File import</b>	Select the option to import extensions from an existing <b>CSV</b> file and add them to the table of extensions.
<b>File contains headline</b>	Activate the option so that the structure can be recognized correctly upon importing the data. The <b>CSV</b> file must not contain more than one column. If commas or other column separators are detected in the <b>CSV</b> file, the file is consid-

ered invalid and an error message is displayed.

Only ZIP files are supported as file format. To be able to import a [CSV](#) file, you must pack them in a ZIP file.

#### File name

To import a file, proceed as follows:

- Click on the button  next to the field *File name*.
- Click on the button *Select File*.
- Select the respective ZIP file in the Explorer and click on the button *Open*.
- Click on the button  (*Upload File*).

#### Manual entry

Select the option to enter extensions or extension ranges.

Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumerical entries with hyphen are not recognized as range but must be entered separately.

You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain and the new extensions are added to the selected PBX.

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

Step: Configure Monitor Points

Extension Monitor Points

Extension ▾	Active ⇅
6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 411: Configured extension monitor points

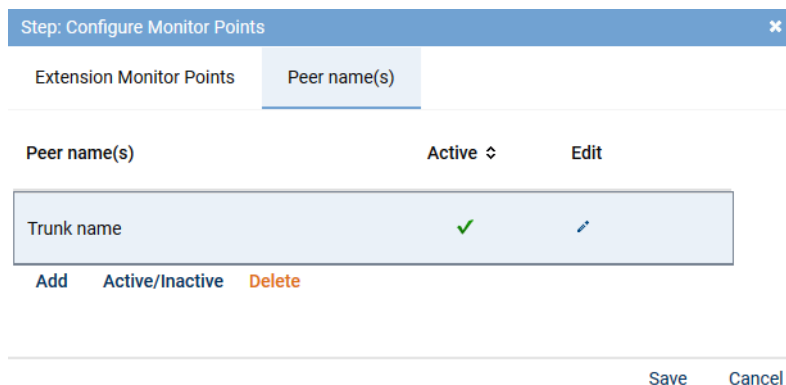
<b>Add</b>	To add additional monitor points, click on the button <i>Add</i> and select the menu item <i>Enter Extensions</i> ; the window to enter the extension monitor points appears again. By clicking on the button <i>Add</i> , you close the window and the extension monitor points appear in the detail 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. 412: Add Peer Name(s)

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

### Configure recording server for Multi-Server Failover

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

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


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. 413: 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. 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 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 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. 414: 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. 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

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 where MiContact Center Enterprise runs.
Port	Enter the port for the connection to MiContact Center Enterprise.

Tab. 96: Group field Configure Connection Data

### Group field Additional Data

The following additional data is delivered 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ► to open the group field and assign the additional data to the data fields.

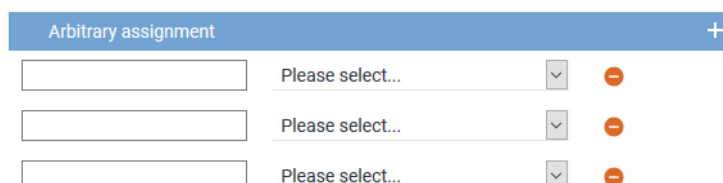



Fig. 415: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.

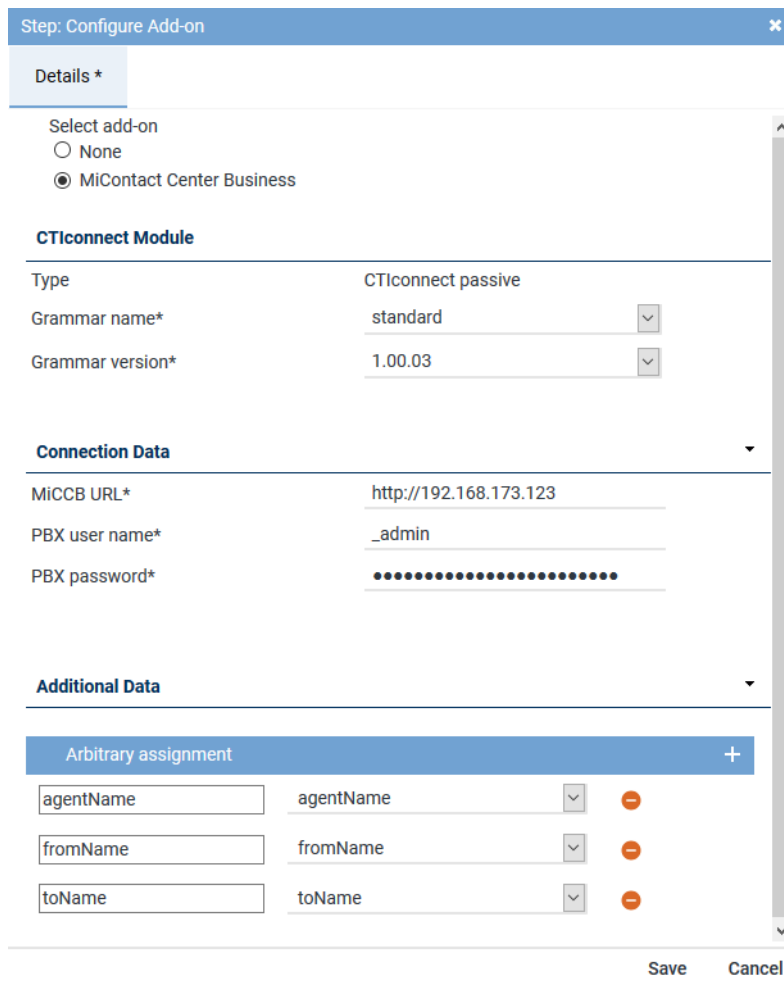
3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which the option *Available* has been activated in the Additional Data module.
4. To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### 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. 416: Configure add-on for MiContact Center Business

### Group field CTIconnect Module

1. Enter the following parameters for the grammar:



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

Tab. 97: Configure CTIconnect module

### Group field Connection Data

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

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

Tab. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"

MiCCB additional data type	Example
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb- 0cd524- ca379f"
<i>queueIsWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"

MiCCB additional data type	Example
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

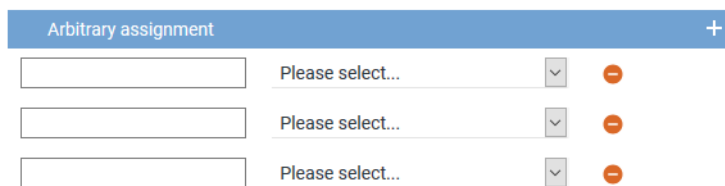



Fig. 417: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### 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

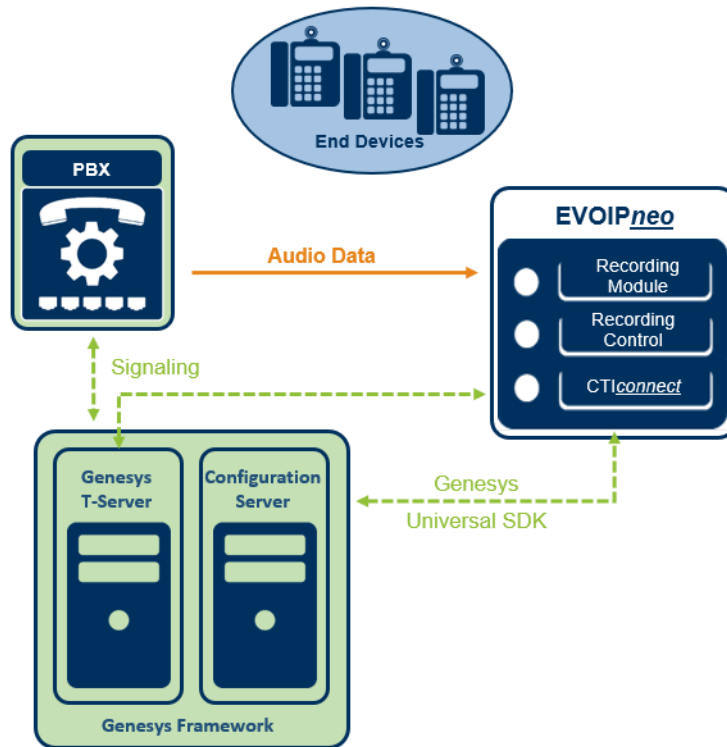


Fig. 418: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 449](#).

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*.

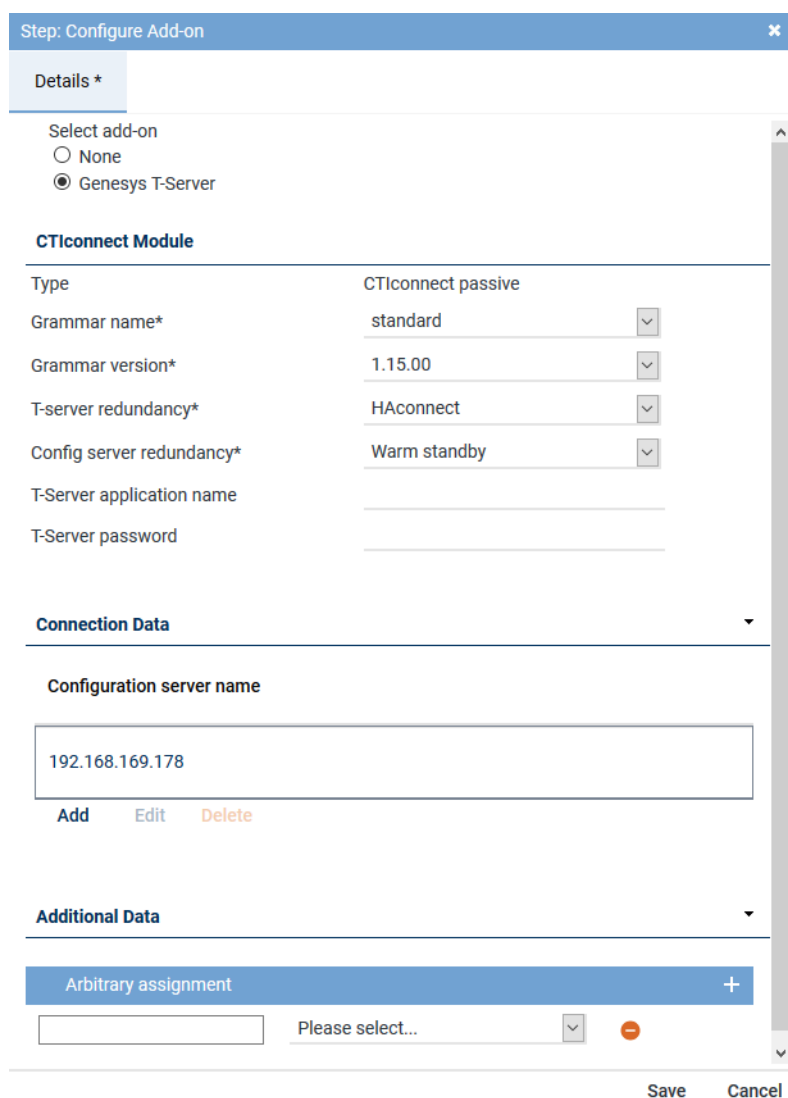


Fig. 419: Configure add-on for Genesys T-Server

### 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:

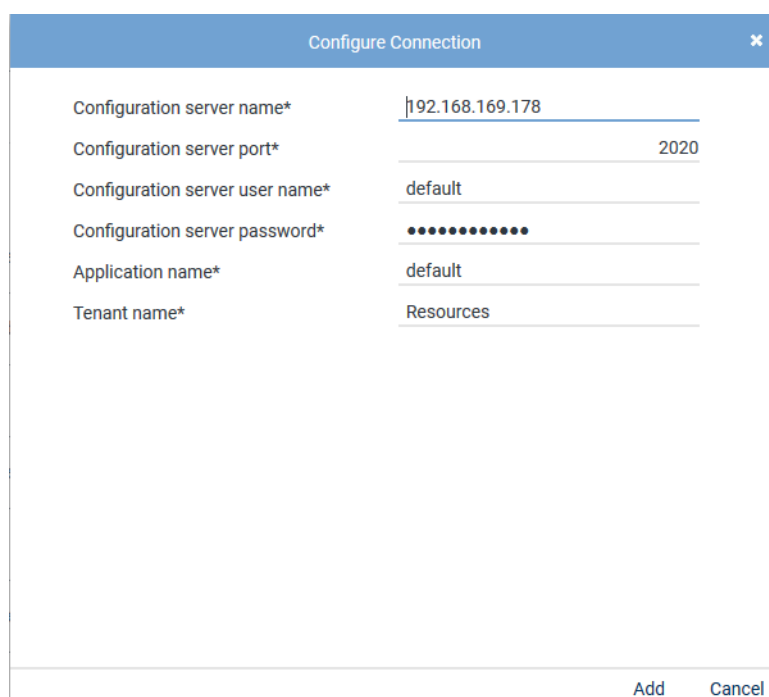


Fig. 420: Configure connection data

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 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

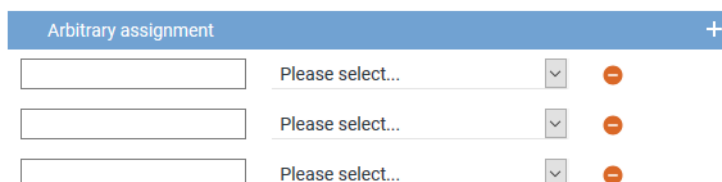




Fig. 421: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

- In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).  
⇒ The window *Step: Miscellaneous Settings* appears.

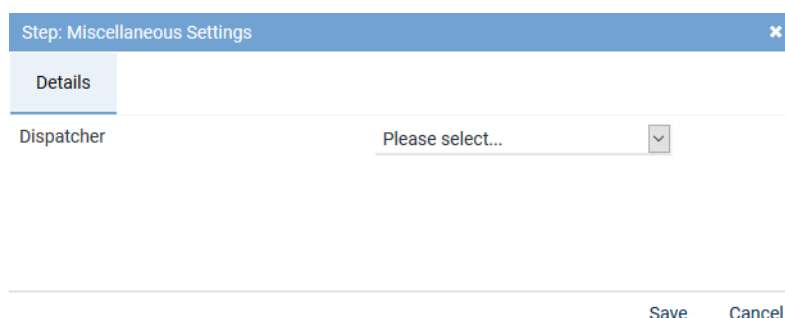


Fig. 422: Configure miscellaneous settings

- Configure the following parameters:


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




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. 423: 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. 424: 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.

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







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

Fig. 425: Deactivate integration

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

## 8.2.2.7 Configure recording solution Multi-Server Parallel Recording

### 8.2.2.7.1 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:

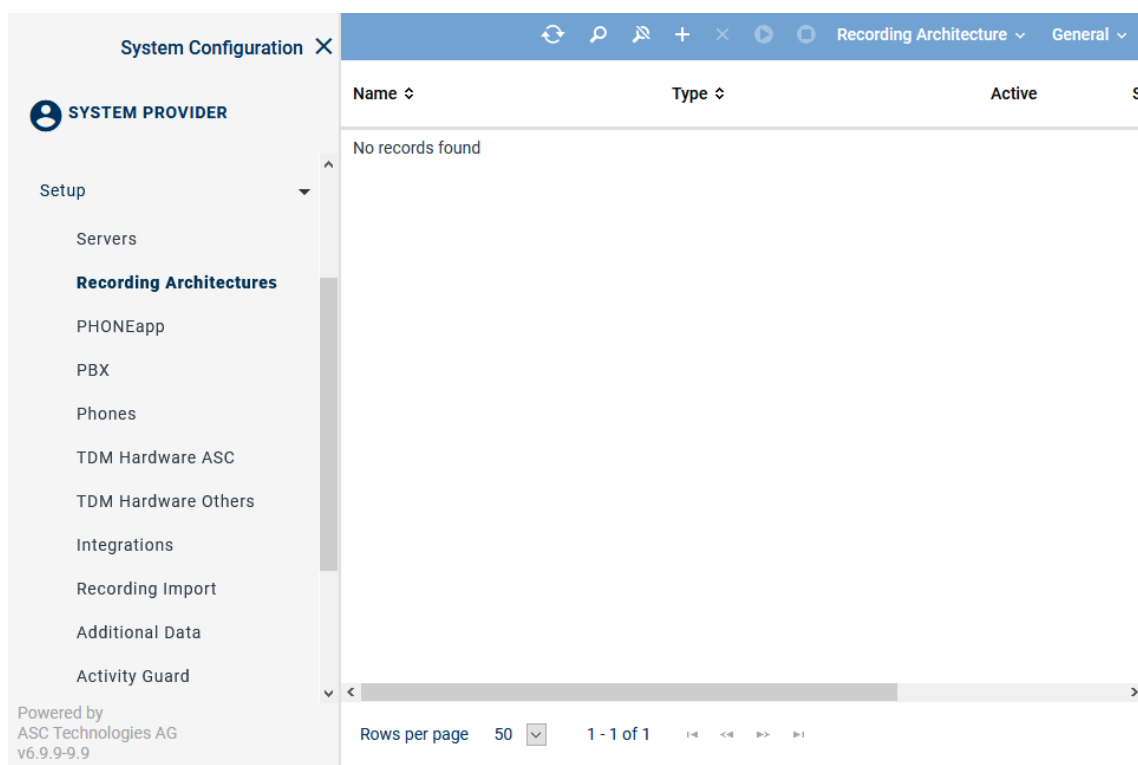




Fig. 426: Recording architectures - main view

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



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








### Toolbar of the Recording Architectures module

The toolbar offers the following functions.



Fig. 427: 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. <b>NOTICE!</b> You can only delete recording architectures which are inactive and have not been assigned to an integration or server for the import.
	<i>Activate</i>	Activates the selected recording architecture.
	<i>Deactivate</i>	Deactivates the selected recording architecture. <b>NOTICE!</b> You can only deactivate recording architectures which have neither been assigned to an active integration nor to an active import.
<i>Recording Architecture</i>	<i>Standby Management</i>	The menu item is only available for recording architectures with failover possibilities. By clicking on the menu item Standby Management, you can open a window in which you can manually define the active server in architectures with failover concepts.
<i>General</i>	<i>Print</i>	Prints the table of the main view.
	<i>Adjust Table</i>	Opens a window in which you can adjust the following settings for the main view: <ul style="list-style-type: none"> <li>• <i>Displayed information</i></li> <li>• <i>Order of the displayed columns</i></li> <li>• <i>Number of rows per page</i></li> </ul>
	<i>General Help</i>	Opens the online help.
	<i>Module Help</i>	Opens the module-specific online help.



For detailed 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.

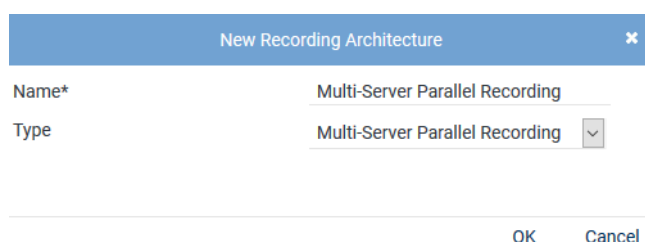


Fig. 428: Create recording architecture - Multi-Server Parallel Recording

- 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.

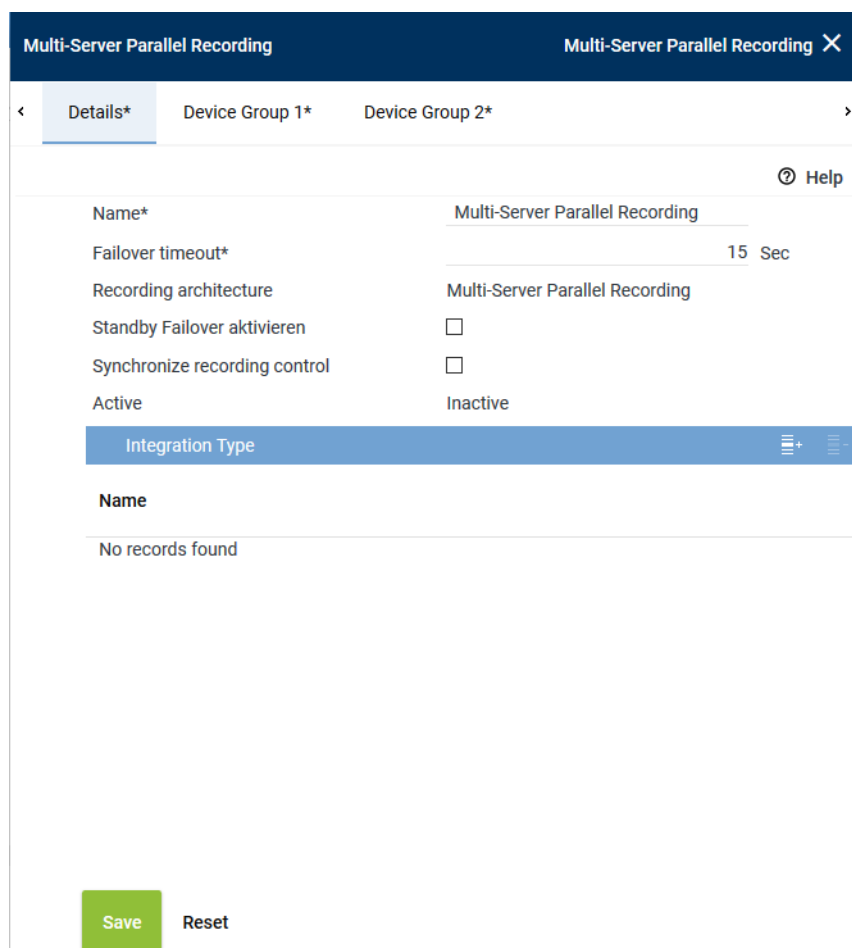


Fig. 429: Recording architecture - tab Details - Multi-Server Parallel Recording

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. 446](#).


<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>

**NOTICE!** After switching back to the original primary server from the standby server, this option is deactivated. If the switching process is supposed to be carried out automatically in the event of a new error, you must activate this option again.

**Active** Shows the status of the recording architecture.

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 Synchronization recording control.

### Add integration type

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

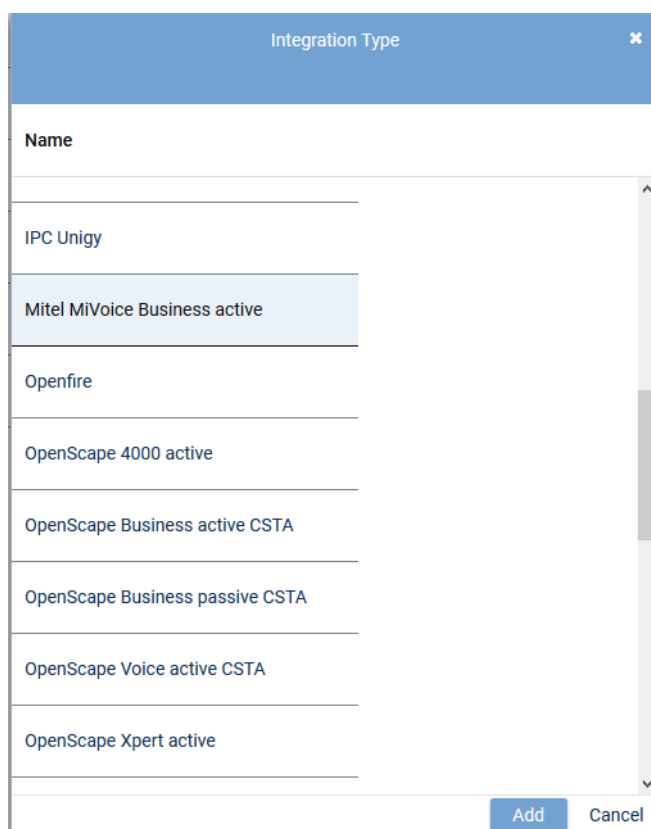


Fig. 430: Select integration type



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 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

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. 431: Recording architecture - server assignment device group 1


1. Click on the button **+** next to the entry field *Recording Control* to assign a server.  
⇒ The window *Servers* appears.

Servers	
Name ↕	IP Address ↕
RC-02	192.168.173.176
REC-01	192.168.173.171
REC-04	192.168.173.174
REC-02	192.168.173.172
RC-01	192.168.173.175
CTI-01	192.168.173.177
CTI-02	192.168.173.178

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 432: 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:

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. 433: 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.



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

### 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 here the same way as when configuring tab *Device Group 1*.








You can select the same server for both recording components in the same device group. For device group 2, you cannot use a server that has already been used in device group 1.

3. 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 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. 434: Recording architecture - activate recording architecture - example

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



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



For 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. 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.

#### **8.2.2.7.2 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:

System Configuration X		Servers v General v	
<b>SYSTEM PROVIDER</b> Setup <b>Servers</b> Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import Additional Data Activity Guard	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. 435: Servers - main view

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

<i>Name</i>	Name of the server.
<i>IP address</i>	IP address of the server.
<i>Creation Date</i>	Date on which the server was configured.
<i>Updated</i>	Date on which the settings for 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.

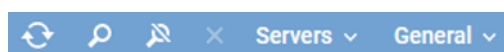







Fig. 436: Toolbar Servers module

	<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 the main view displays all data sets again.
	<i>Delete</i>	Deletes the selected server configuration.  This functions serves the purpose of deleting the server configuration when the hardware of a server has been removed and there is no connection to the Neo system.

<i>Server</i>	<i>Administrate Server Locations</i>	Opens a window where you can set up and administrate the location of the servers, see <a href="#">chapter "Administrate server locations"</a> , p. 363.
	<i>Administrate NTP Server</i>	Opens a window in which you can administrate the servers for time synchronization.
	<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 where 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.

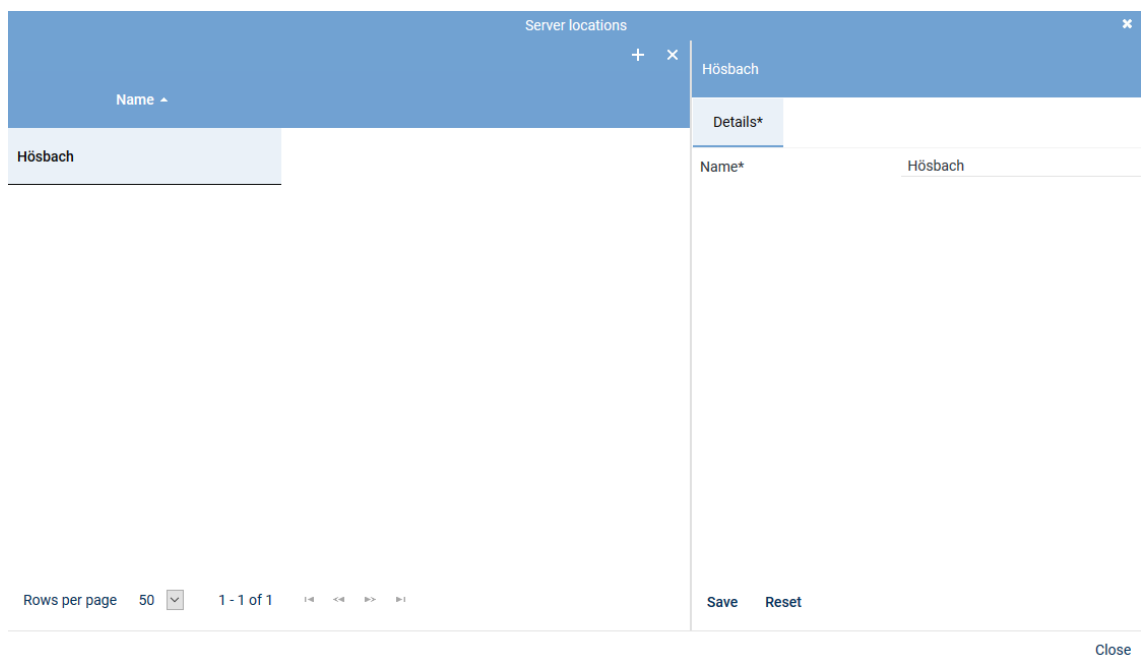



Fig. 437: Add server locations

- 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*.

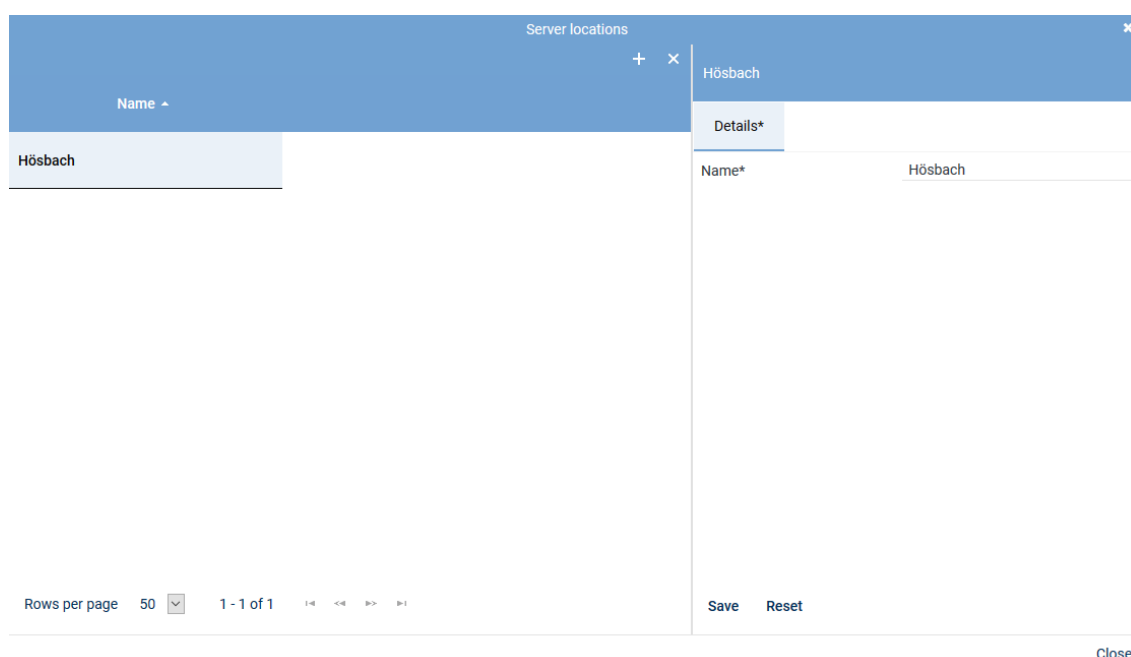
4. To save the entry, click on the button *Save*.  
To discard the entry, click on the button *Reset*.
5. To add further locations, repeat the last 3 steps.
6. To close the window, click on the button *Close*.

### 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 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. 438: 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. 439: 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. 440: Servers - tab usage

### Group field API Server

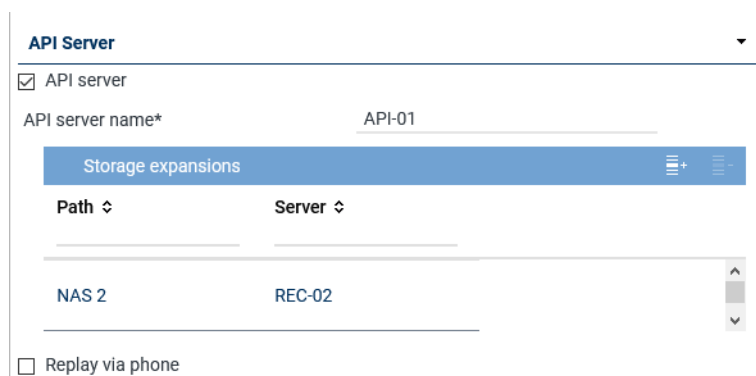




Fig. 441: Group field API Server

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 required 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. 376</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. 367</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.  <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 Neo 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. 374</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. 442: 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. 443: Group field Audio Analysis

Parameter	Value/Description
Emotion detection	Activate this check box to activate emotion detection for audio analysis.  <input checked="" type="checkbox"/> = Function has been activated. Tenants can use the emotion detection function.  <input type="checkbox"/> = Function has not been activated.
Stream audio data from	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 <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. 101: Configure audio analysis

Emotion Detection

Name

REC-01

Rows per page 20 1 - 8 of 8

Add Cancel

Fig. 444: 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/Live Streaming

Recording architecture

Please choose...

☐ Neo key management

Fig. 445: Group field Recording Control/Key Management



Parameter	Value/Description
<i>Recording control/ Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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

End

Receives data from

Name	Only Replay
No records found	

☐ Archiving

☒ Export







Replay server

☒ Import

Recording architecture

Fig. 446: 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</p>

Parameter	Value/Description
	<p><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. 371</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. 371</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> 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>

Parameter	Value/Description
	<ul style="list-style-type: none"> <li><b>Replay server</b> 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 Neo to Neo, 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><b>Recording architecture</b> 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

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

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

Rows per page 20 1 - 6 of 6

Add Cancel

Fig. 447: Select server



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

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

### Group field Replay

**Replay**

☒ Replay

Replay server\*


WebSocket port\* 
  
(max. 5 characters)


API server\*
 

+
 -

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

Fig. 448: Group field Replay

Parameter	Value/Description
<i>Replay</i>	<p>A replay server can replay recordings via the integrated <i>Replay Feature</i>. Only data which has either been recorded directly on this server or which has been transferred to this server for data storage or only for replay purposes can be replayed. The client computers of the system can connect to a replay server for replay purposes.</p> <p>Activate the check box <i>Replay</i> to be able to use the replay function of the players and the phones.</p> <p><input checked="" type="checkbox"/> = Function has been activated. You have to complete the entry field <i>Replay server</i>.</p> <p><input type="checkbox"/> = Function has not been activated.</p>
<i>Replay server</i>	<p>If the function has been activated, you can enter a displayed name which is supposed to denote the server as the replay server in the system in the entry field <i>Replay server</i>. The displayed name can be selected arbitrarily and is a kind of pseudonym. As the replay server and the <a href="#">API</a> server must not be identical, you can select different pseudonyms.</p> <p>The displayed name is meant to make it easier for users to select a server as different replay servers may be used across the system by different tenants. When selecting the replay server, these pseudonyms are displayed on the client computers instead of the real server name or the IP address.</p> <p>In order to be able to reach the server activated for replay from a public network and with configured port forwarding, you have to set the configuration in the tab <i>Replay Server Address Mapping</i>. For further details about the configuration refer to the administration manual <i>Configuration of servers and recording architectures</i>.</p>
<i>WebSocket port</i> (maximum of 5 characters)	<p>Enter the port via which the data to be replayed in <a href="#">POWERplay Web</a> are supposed to be transmitted.</p>
<i>List</i> <i>API server</i>	<p>Here, you can add <a href="#">API servers</a> that the replay server may use. If a recording which is supposed to be replayed cannot be found on a server, the search is continued on the <a href="#">API servers</a> which have been entered here.</p> <p>If the function <i>Replay</i> has been activated, you can adjust the following settings:</p> <ul style="list-style-type: none"> <li>By clicking on the icon  (Add), you can add the <a href="#">API server</a>, see <a href="#">chapter "Add API server to a list"</a>, p. 373.</li> </ul>

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

Tab. 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.

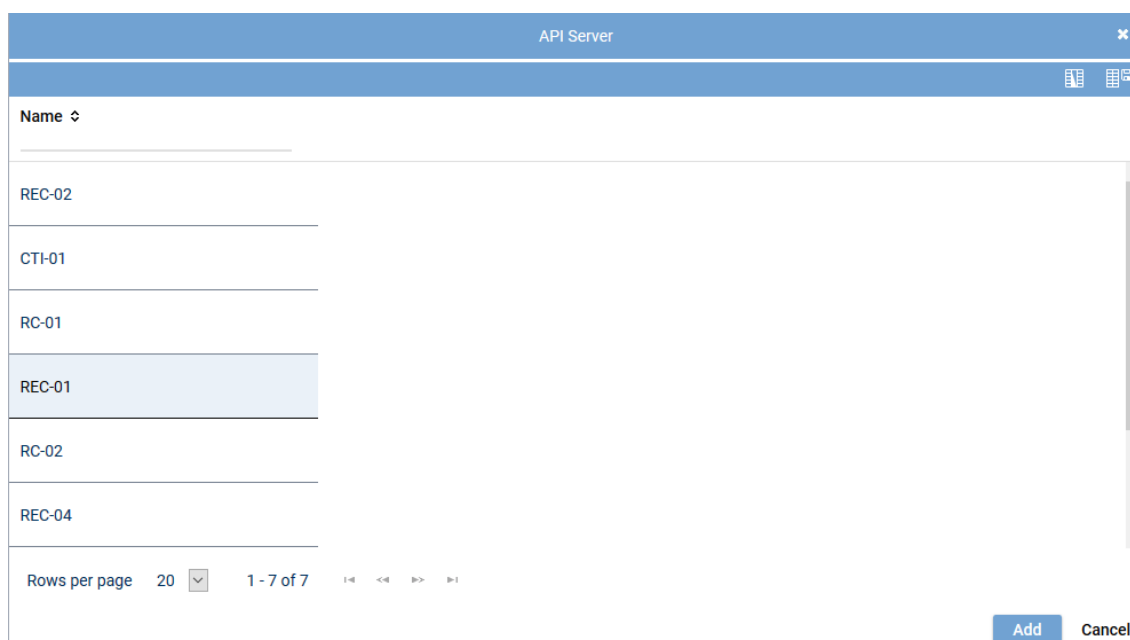


Fig. 449: Select server



Only those servers are available on which the [API](#) service has been installed and activated. See [chapter "Group field API Server", p. 366](#).

- 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. 450: Group field Virtualization

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

Tab. 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* (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. 451: 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>.</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>
<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</p> <p><b>UDP</b> = unencrypted</p> <p><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>	Enter the IP address of the <b>SIP</b> registrar of the <b>PBX</b> .
<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.</p> <p><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. This address mapping is required for servers which have been activated for replay to be able to reach them from a public network and with configured port forwarding.



The tab *Replay Server Address Mapping* is not active unless you have activated the function *Replay* in the tab *Usage*.

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

**Replay Server Addresses**

Remove Replay Server Addresses

Internal Address of the Replay Server (IP/Port or DNS)  :

Internal download URL

External Address of the Replay Server (IP/Port or DNS)  :

External download URL

Save
Reset


Fig. 452: Servers module - tab Replay Server Address Mapping



### Group field Replay Server Addresses

1. Enter the following parameters:

<i>Internal address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server can be reached.
<i>Internal download URL</i>	Enter the <b>URL</b> under which the replay server can be reached internally, e. g.:  <code>https://example.company.com/</code>
<i>External address of the replay server (IP/Port or DNS)</i>	Enter either the <b>IP</b> address and the port or the DNS name under which the replay server 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> under which the replay server can be reached via the browser from outside the local network, e. g.:  <code>https://example.company.com/</code>  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 button  in the title bar of the group field.



If address mapping has been configured, the replay server receives the configured address and the configured port.

If address mapping has not been configured, the replay server 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. 453: Servers module - tab Key Management

<i>Key creation interval</i>	<p>Select whether a key is supposed to be generated automatically or manually. Select one of the following options:</p> <ul style="list-style-type: none"> <li>• <i>All</i> Select the intervals in which a new key is supposed to be generated automatically. Possible time interval: 1 to 365 days Default value: 365 days</li> <li>• <i>Create key manually</i> 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 Default value: 0 days (new keys are immediately used for encryption)</p> <p>A delay guarantees that the key has been captured by a database backup before it will actually be used.</p>
<i>Key expiration date</i>	<p>Select whether an inactive key is supposed to become invalid after the expiration of the time interval defined here.</p> <p><input type="checkbox"/> = Key never becomes invalid.</p> <p><input checked="" type="checkbox"/> = Key becomes invalid. In the entry field, enter the time interval after which the key loses its validity. Once this time interval has passed, the key cannot be used anymore. If recording data must be deleted after a certain period of time, this option offers additional security on top of the configured date of deletion. This especially applies to the case when recording data has been transferred manually to a storage location where the deletion mechanism of the system cannot find it.</p>

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

*In case of an error ... automatically*

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

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

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



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



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

### Tab Keystore/Virtualization

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

In this tab, you can configure the connection data 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.

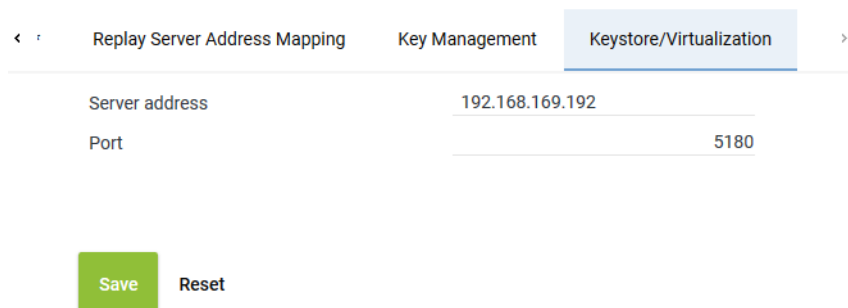


Fig. 454: Servers module - tab Keystore/Virtualization

<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: 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: 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: <i>licensing.asc.de</i></li> <li>• If you use the <b>VM</b> with <i>TRUSTED_VIRTUALIZATION</i> license and Neo key management: 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*.

### 8.2.2.7.3 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:

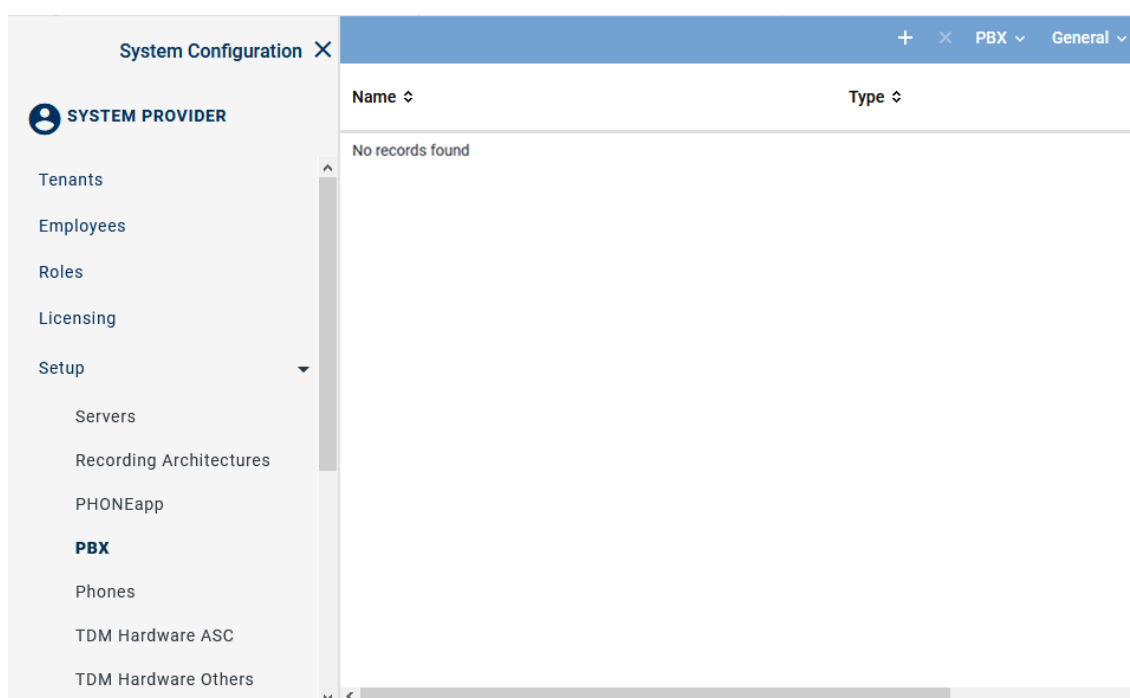


Fig. 455: PBX module - main view

### Toolbar of the PBX module

The toolbar offers the following functions.

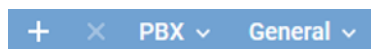





Fig. 456: Toolbar PBX module

	<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>Administratre 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

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

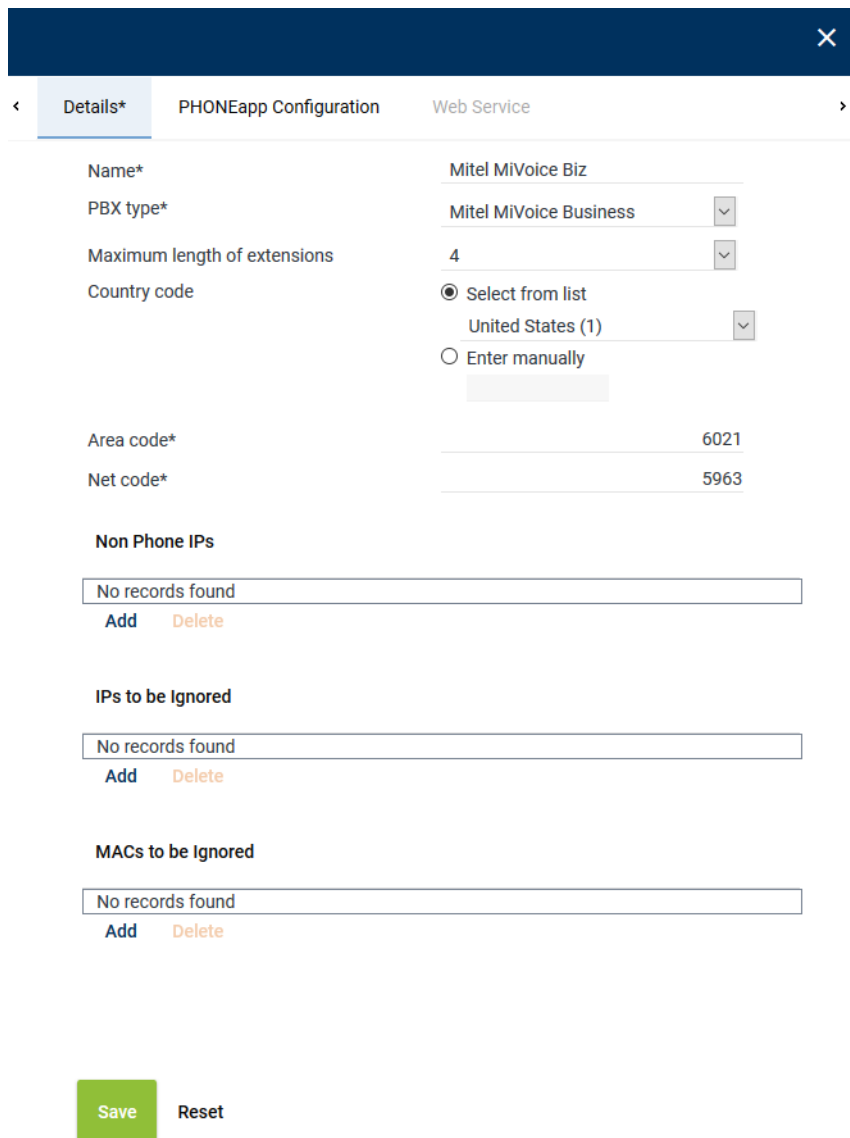


Fig. 457: Create new PBX - tab Details

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

Parameter	Value/Description
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*.

#### 8.2.2.7.4 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.

##### Resources for employees

In systems deploying several PBXs, you can assign employees the recording resources of different PBXs.



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

##### 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.

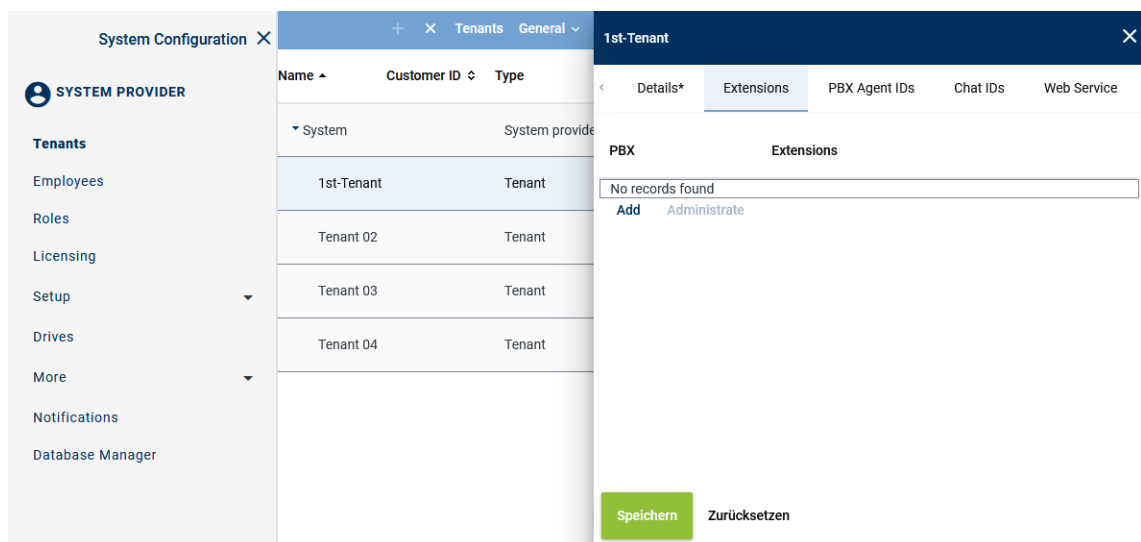


Fig. 458: Tenants - main view - tab Extensions

##### 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. 459: 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.

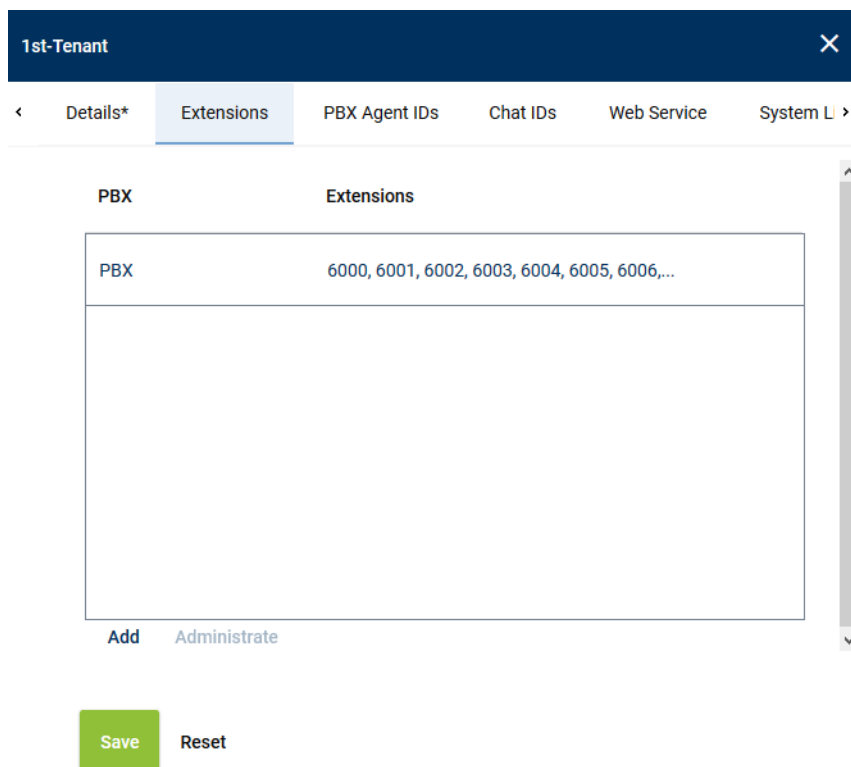


Fig. 460: Remove extensions

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. 461: 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.

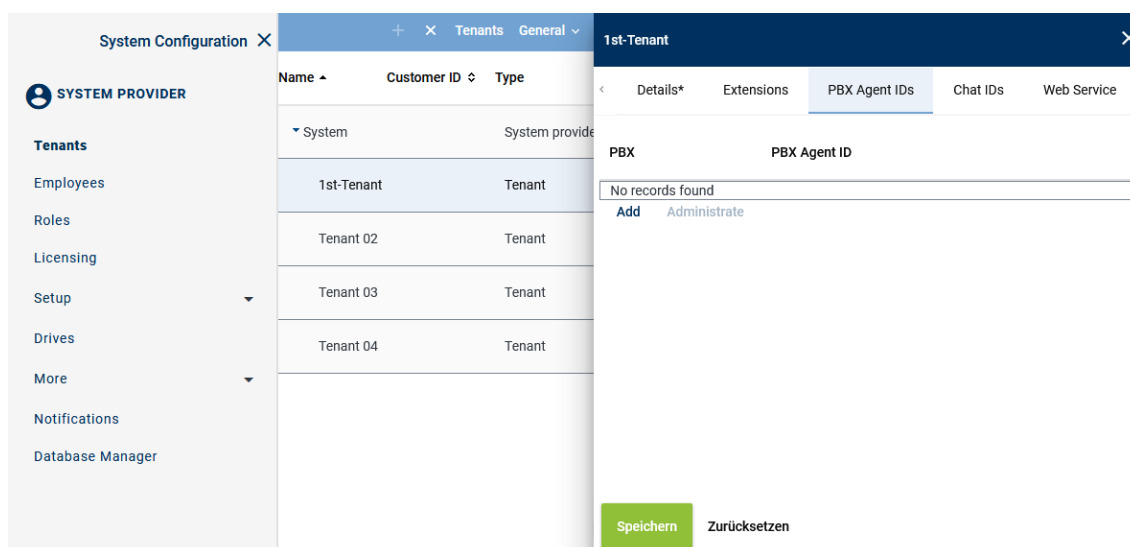


Fig. 462: Tenants - main view - tab PBX Agent ID

### 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:

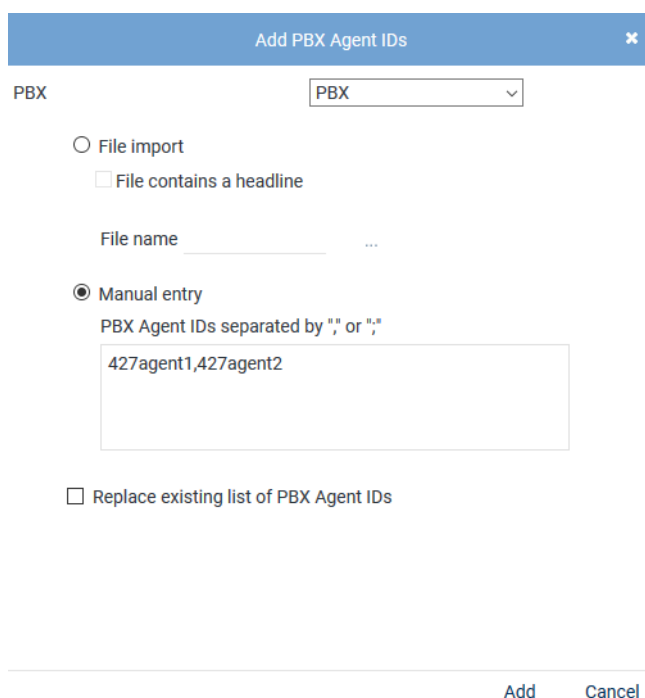


Fig. 463: Assign PBX Agent IDs to tenants

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. 464: 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*.

#### 8.2.2.7.5 Configure additional data

##### Additional data

Metadata for a conversation delivered by a communication platform are added to the respective conversation as additional data in the recording system.

The recording system differentiates between 2 types of additional data:

- *Default additional data fields*  
This additional data cannot be changed such as the start time, the end time, and the phone number of the participants or the agent data.
- *CustomCP fields*  
These fields can be adjusted by the user and can be configured as editable fields. Among those are e. g. comment fields or customer IDs. The configuration takes place in the Additional Data module of the application System Configuration.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.

In the Additional Data module, you can assign metadata to CustomCP fields in Neo so that the data is tagged and saved there.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.

In order to have the fields displayed in the drop-down list to be selected, they must be configured in the Additional Data module.

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

System Configuration X		Additional Data		Additional Data	General v
SYSTEM PROVIDER		ID ↕	Displayed Name ↕	Available ↕	
Setup Servers Recording Architectures PHONEapp PBX Phones TDM Hardware ASC TDM Hardware Others Integrations Recording Import <b>Additional Data</b> Activity Guard		customCP01	customCP01	✗	
		customCP02	customCP02	✗	
		customCP03	customCP03	✗	
		customCP04	customCP04	✗	
		customCP05	customCP05	✗	
		customCP06	customCP06	✗	
		customCP07	customCP07	✗	
		customCP08	customCP08	✗	

Fig. 465: Additional Data module main view

## 2. Select a data set

⇒ In the detail view, the information that can be configured appears.

## Change display name








Change Display Name		
Language	Displayed Name	
ar_SA	customCP01	
bg_BG	customCP01	
cs_CZ	customCP01	
de_DE	customCP01	
en_GB	customCP01	
en_US	<input type="text" value="customCP01"/>	 

Fig. 466: Configure additional data

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

### Availability

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

Save
Reset

Fig. 467: Additional data - configure availability

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



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

### Possible additional data

For this recording solution, the [XML](#) structure of the [SIPREC](#) standard has been expanded. That way, you can additionally configure the following additional data:

- *AccountCode*
  - *AccountCodeVerified*
  - *CallingDeviceName*
  - *CalledDeviceName*
  - *CallingPartyIVR*
  - *CalledParty*
  - *EventCause*
  - *GlobalCallID*
  - *MitelQueueName*
  - *substitutedCPNNumber*
  - *substitutedCPNName*
1. Configure the display name.
  2. Activate the availability so that the additional data can be used in the Neo applications.
- The fields are mapped in the integration in the *global recording settings* in the tab *SIP-Header Tagging*, see Tab SIP Header Tagging.

#### 8.2.2.7.6 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:

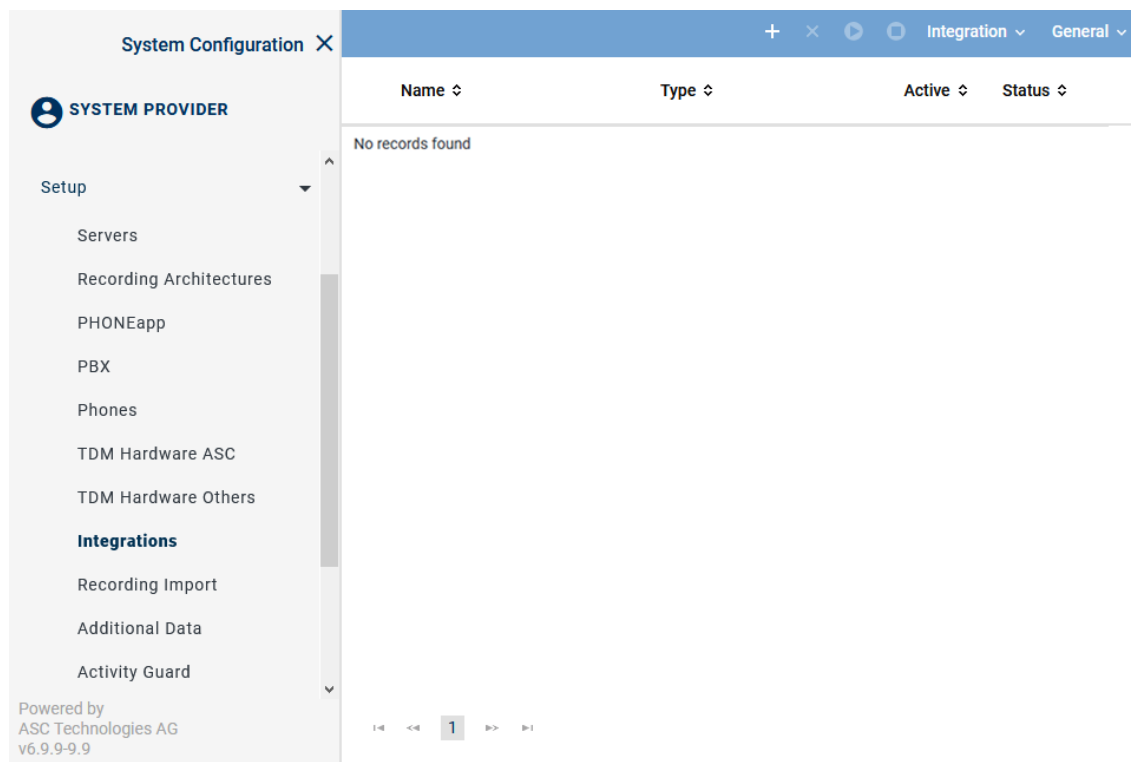




Fig. 468: Integrations - main view

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

<b>Name</b>	Name of the integration
<b>Type</b>	Type of the integration
<b>Active</b>	Shows whether the integration has been activated and is used for the recording. <div> <span>✓</span> = Integration is active, can be deactivated in the toolbar via the icon .         </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. <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.

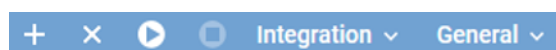






Fig. 469: Toolbar Integrations module

	<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.



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

### Import grammar

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

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

- To import a new grammar, click on the menu item *Integration > Import Grammar* in the toolbar of the main view.

⇒ The window *Upload File* appears.

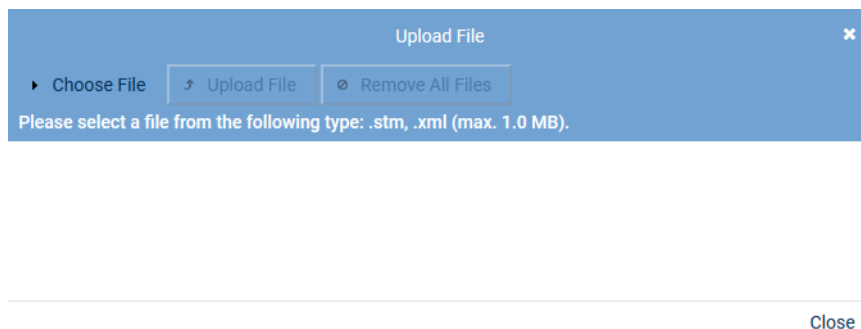


Fig. 470: Choose file

- 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*.

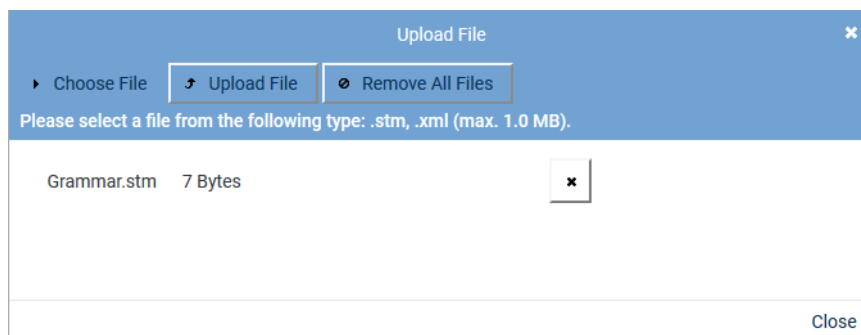



Fig. 471: Upload grammar

- 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. 472: 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. 473: 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.

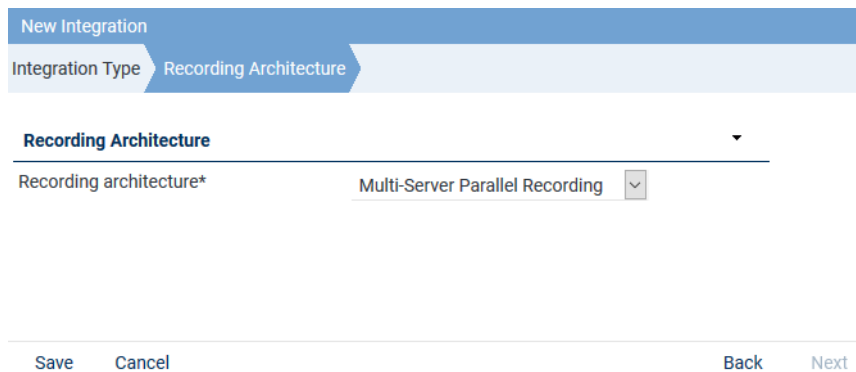


Fig. 474: Assign recording architecture - Multi-Server Parallel


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.

### 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. 475: 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.

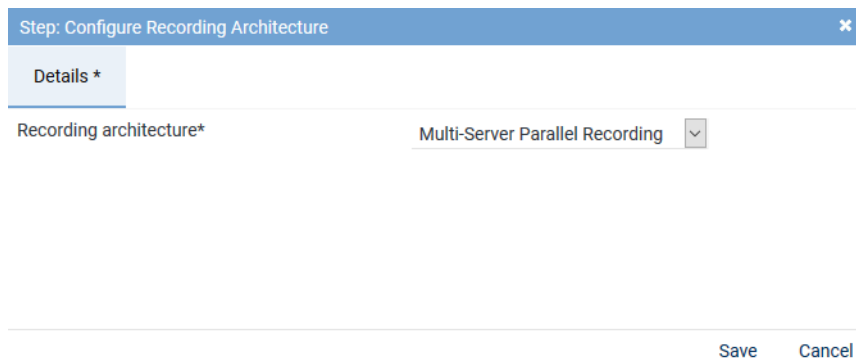



Fig. 476: Configuration step - Configure Recording Architecture

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 Device Group 1

Connection Data Device Group 2

Additional Data

Save

Cancel

Fig. 477: Configure CTIconnect connection data to MBG



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

Grammar name\*

Grammar version\*

CTIconnect active

standard

1.00.51

Fig. 478: Configure CTIconnect module

1. Enter the following parameters for the grammar:

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

Tab. 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.

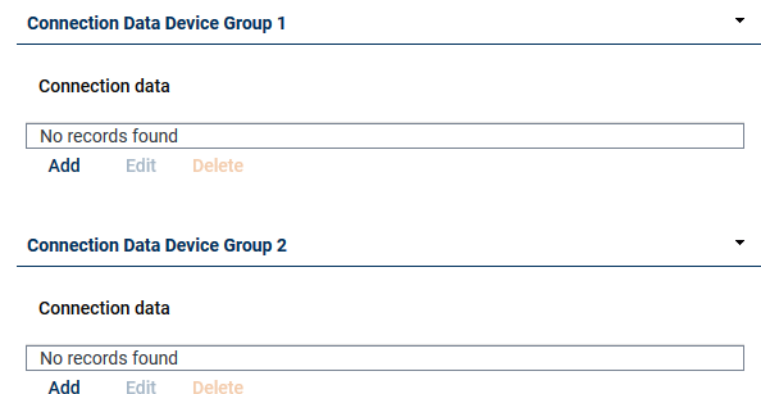


Fig. 479: Group field Connection Data

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

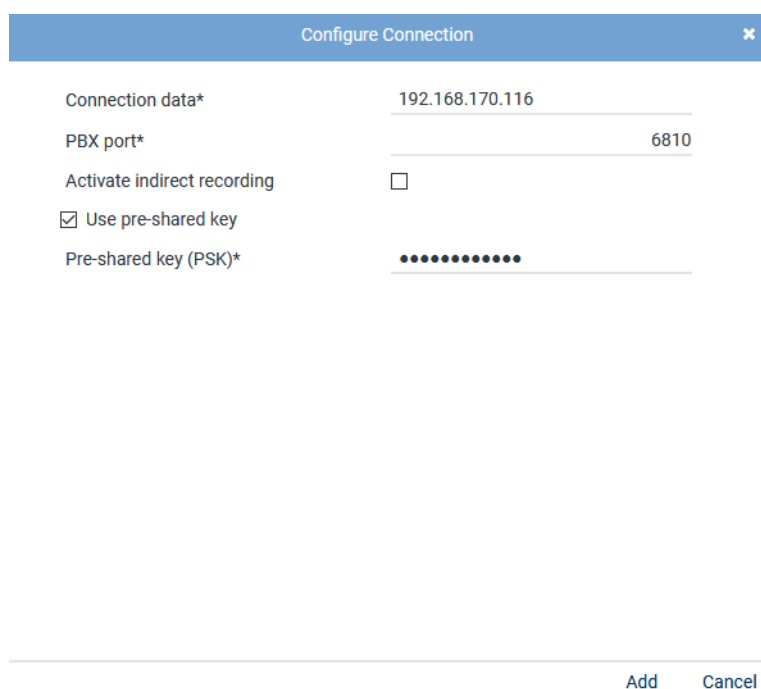


Fig. 480: Configure connection

2. Enter the following parameters:

Parameter	Value/Description
<i>Connection data</i>	Enter the link to the <a href="#">MBG</a> . Enter all <a href="#">MBGs</a> that are used including MiCollab. In the connection data, enter either the IP address or the <a href="#">FQDN</a> of 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 <a href="#">6810</a> .
<i>Activate indirect recording</i>	Activate the check box if you would like to use indirect recording.

Parameter	Value/Description
<i>Use Pre-shared key</i>	Activate the check box if the <a href="#">MBG</a> is used in PSK mode and authentication is supposed to be done by means of the pre-shared key.
<i>Pre-shared key (PSK)</i>	Enter the password for the pre-shared key. The password must be identical with the configuration in the <a href="#">MBG</a> , see <a href="#">chapter "Configure MiVoice Border Gateway for NEO access via Web Proxy"</a> , p. 17

Tab. 109: Configure connection data



A maximum of 20 MBG connections are possible.

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

### Group field Additional Data MBG

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ► to open the group field and assign the additional data to the data fields.

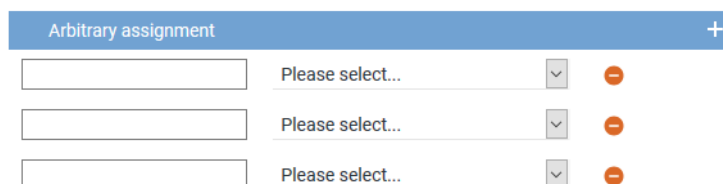



Fig. 481: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.

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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab *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. 482: 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. 483: 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 <i>CTIconnect</i> Service.
<i>Password</i>	Enter the password required to authenticate on the <i>CTIconnect</i> 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. 484: Group field Connection Data

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

Configure Connection
✕

Connection data\*

192.168.170.201

Add Cancel

Fig. 485: 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). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

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)

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



For further information about the configuration of the 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 open the group field and assign the additional data to the data fields.

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

Fig. 486: 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.

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

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

The information tagged in CustomCP fields can be used in the Recording Planner for instance to control recording behavior. The additional data can be displayed in the search and replay applications, too.



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



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

### Tab 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. 487: 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. 488: 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.

Parameter	Value/Description
<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. 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.

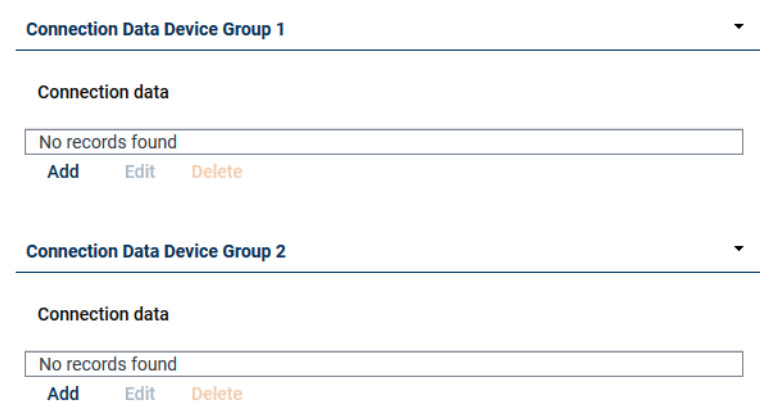


Fig. 489: Group field Connection Data

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

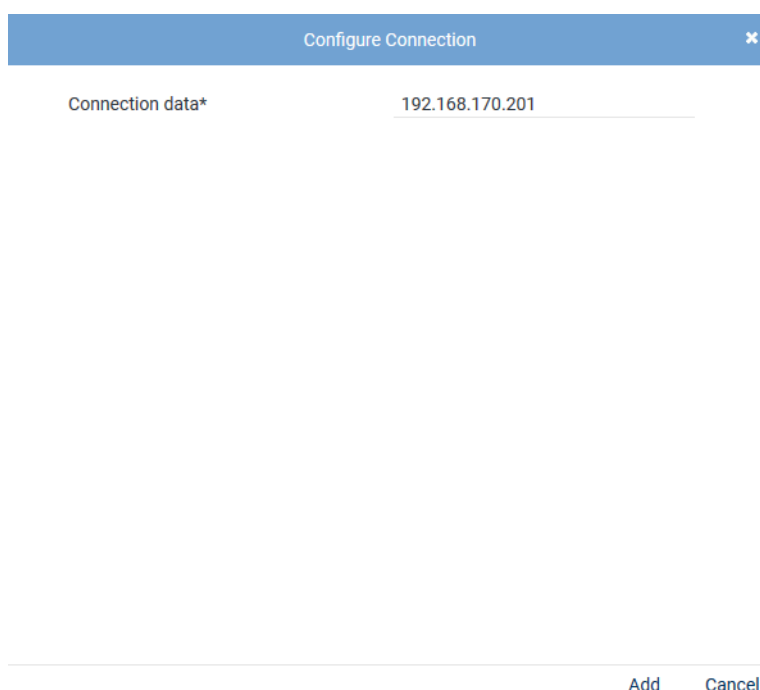


Fig. 490: Configure connection data

2. Enter the following parameters:

Parameter	Value/Description
Connection data	Enter the IP address of Mitel MiVoice Business (MiTAI-Link). In the connection data, enter either the IP address or the <a href="#">FQDN</a> .

Tab. 113: Configure connection data

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

### Group field Additional Data

The metadata delivered for a conversation with the protocol of the communication platform can be tagged and saved in Neo in user-defined additional data fields, the so-called CustomCP fields.

In this group field, you can assign the metadata delivered for a conversation with the protocol of the communication platform to the CustomCP fields in Neo so that they are available to be used elsewhere.



Start time, end time, phone number or call direction are available as default additional data and cannot be edited. The data is tagged in default additional data fields and do not have to be assigned separately.



Only those CustomCP fields are available in the drop-down list that have been configured previously in the Additional Data module. In the Additional Data module, you can define a display name, select whether the fields can be edited and are supposed to be available across the system.



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

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

- In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.






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

Fig. 491: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon  (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button *Save* in the detail view to save the settings and complete 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.

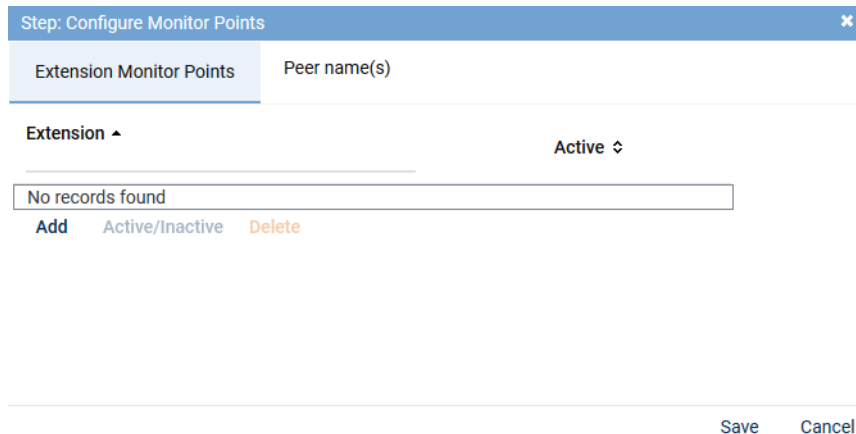


Fig. 492: Configuration step - configure monitor points

### 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.

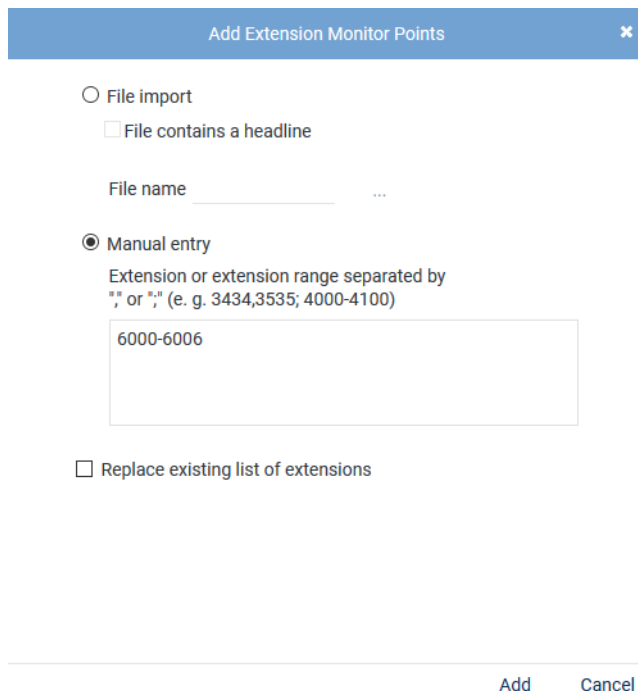




Fig. 493: Add extension monitor points

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

	<p><i>File contains headline</i></p> <p>Activate the option so that the structure can be recognized correctly upon importing the data.</p> <p>The <b>CSV</b> file must not contain more than one column. If commas or other column separators are detected in the <b>CSV</b> file, the file is considered invalid and an error message is displayed.</p> <p>Only ZIP files are supported as file format. To be able to import a <b>CSV</b> file, you must pack them in a ZIP file.</p> <p><i>File name</i></p> <p>To import a file, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Click on the button  next to the field <i>File name</i>.</li> <li>• Click on the button <i>Select File</i>.</li> <li>• Select the respective ZIP 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 the option to enter extensions or extension ranges.</p> <p>Use a hyphen for the extension range reserved for this tenant, e. g. from 6000 to 6999. Alphanumeric entries with hyphen are not recognized as range but must be entered separately.</p> <p>You can separate the individual extensions and extension ranges by means of the delimiters displayed 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 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 remain and the new extensions are added to the selected PBX.</p>

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



Step: Configure Monitor Points

Extension Monitor Points

Extension ▾

Active ⇅

6000	✓
6001	✓

Add
Active/Inactive
Delete

Save
Cancel

Fig. 494: 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. 495: 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.

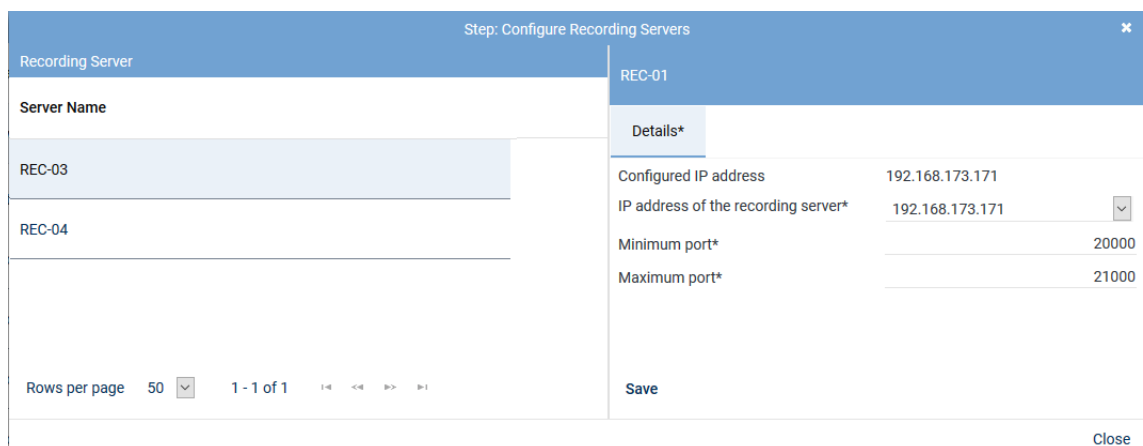


Fig. 496: Configuration step - Configure recording servers

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. 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	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
PRIVATEDATA	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
SERVICEGROUPID	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
SERVICEGROUPLIST	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRDATA1	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRLABEL1	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRDATA2	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRLABEL2	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRDATA3	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
IVRLABEL3	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>
OASID	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>

Arbitrary assignment
+

	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>	<span style="color: orange;">-</span>	
	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>	<span style="color: orange;">-</span>	
	Please select...	<span style="border: 1px solid #ccc; padding: 2px 5px;">▼</span>	<span style="color: orange;">-</span>	

Save Cancel

Fig. 497: Configure add-on for MiContact Center Enterprise

### Group field CTIconnect Module

- Enter the following parameters for the grammar:

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

Tab. 115: Configure CTIconnect module

### Group field Connection Data

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

Parameter	Value/Description
<i>Server name</i>	Enter the IP address or the name of the server where MiContact Center Enterprise runs.
<i>Port</i>	Enter the port for the connection to MiContact Center Enterprise.

Tab. 116: Group field Configure Connection Data

### Group field Additional Data

The following additional data is delivered 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

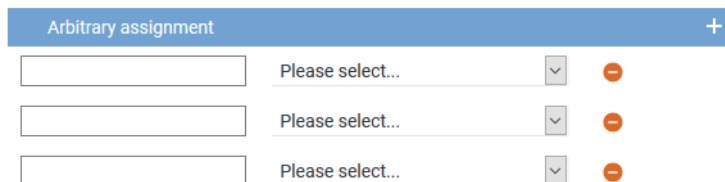



Fig. 498: Group field Additional Data - free assignment of additional data

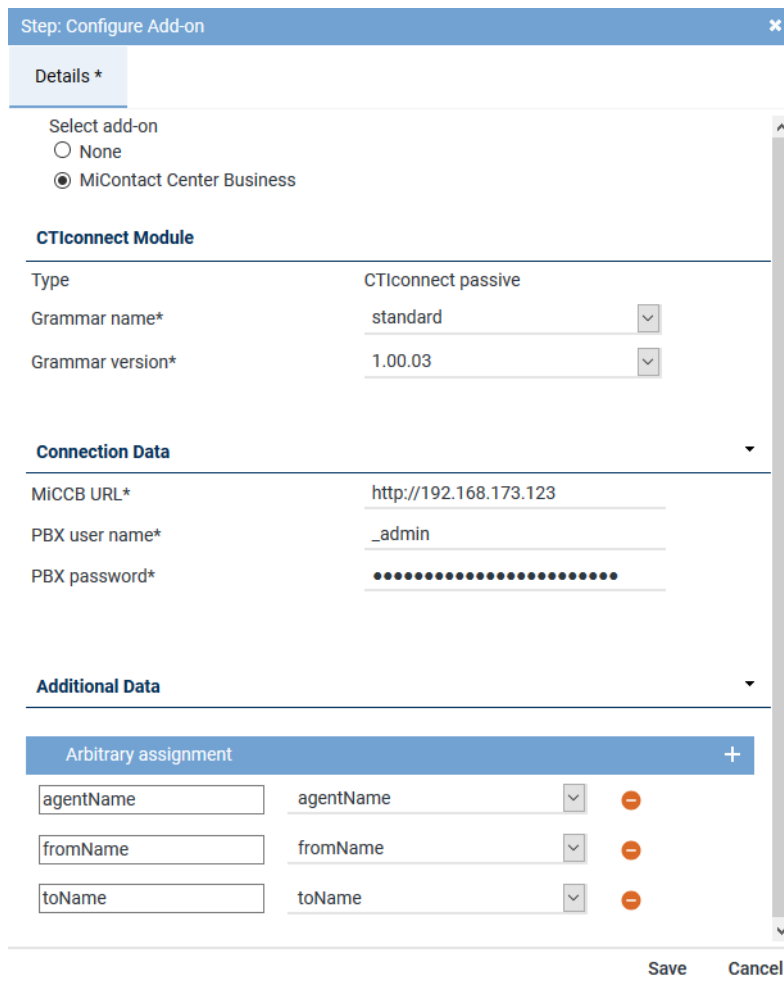
2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
3. From the drop-down list, select the respective display name that you have configured in the Additional Data module. Only those display names are displayed for which 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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### 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. 499: Configure add-on for MiContact Center Business

#### Group field CTIconnect Module

1. Enter the following parameters for the grammar:

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

Tab. 117: Configure CTIconnect module

#### Group field Connection Data

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

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

Tab. 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>agentFirstName</i>	"Nebel Carmen"
<i>agentId</i>	"5705bff7-957c-4c23-8ad1-9ed45922a7b4"
<i>agentLastName</i>	"Sample"
<i>agentName</i>	"John Sample"
<i>agentReporting</i>	"7104"
<i>allowAgentPreview</i>	"true"
<i>classificationCodeRequired</i>	"false"
<i>conversationId</i>	"3BB49626471B011E5924"
<i>conversationState</i>	"Ended"
<i>direction</i>	"Incoming"
<i>failedRouteReason</i>	"None"
<i>folder</i>	"Inbox"
<i>fromAddress</i>	"7001"
<i>fromName</i>	"John"
<i>lastAgentAction</i>	"Receive"
<i>mediaFolder</i>	"Inbox"
<i>mediaServerId</i>	"26e821d1-8bc1-40c8-b65a-55ce35d2716b"
<i>mediaServerType</i>	"Mcd"
<i>mediaSpecificInfo</i>	"MitaiVoiceCommand 1 7104 446 {"G CID":"3BB49626471B011E59AA","P C ID":"3BB49626471B011E592E","SCI D ":""}"
<i>mediaType</i>	"Voice"
<i>native</i>	"true"
<i>queueId</i>	"333168d9-ce96-4c0b-80eb-0cd524-ca379f"
<i>queueWrapUpTimeEnabled</i>	"false"
<i>supplementalDetails_callIds</i>	"446"
<i>supplementalDetails_callParticipants</i>	"7104 7001 "
<i>supplementalDetailsDisplayName_callIds</i>	"CallIds"
<i>supplementalDetailsDisplayName_callParticipants</i>	"ToName"

MiCCB additional data type	Example
<i>supplementalDetailsDisplayName_fromAddress</i>	"FromAddress"
<i>supplementalDetailsDisplayName_fromName</i>	"FromName"
<i>supplementalDetailsDisplayName_isConference</i>	"IsConference"
<i>supplementalDetailsDisplayName_toAddress</i>	"ToAddress"
<i>supplementalDetailsDisplayName_toName</i>	"CallParticipants"
<i>supplementalDetails_fromAddress</i>	"7001"
<i>supplementalDetails_fromName</i>	"Nebel Carmen"
<i>supplementalDetails_isConference</i>	"False"
<i>supplementalDetails_toAddress</i>	"7104"
<i>supplementalDetails_toName</i>	"Sample, John"
<i>targetTimeForServiceLevel</i>	"00:02:00"
<i>timeOfferedToAgent</i>	"2019-10-11T09:54:13+02:00"
<i>timeOfferedToQueue</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfferedToSystem</i>	"0001-01-01T00:00:00+00:00"
<i>timeOfLastAgentResponse</i>	"2019-10-11T09:54:19+02:00"
<i>timeOfLastCustomerResponse</i>	"0001-01-01T00:00:00+00:00"
<i>toAddress</i>	"7104"
<i>toName</i>	"Sample, John"
<i>transferCount</i>	"1.0"
<i>type</i>	"Queued"
<i>workTimer</i>	"00:00:00"

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_ani</i>	"ANI"
<i>supplementalDetailsDisplayName_recording_Decision</i>	"Recording_Decision"
<i>supplementalDetailsDisplayName_phoneNumber</i>	"PhoneNumber"
<i>supplementalDetails_recording_Decision</i>	"Yes"
<i>supplementalDetails_phoneNumber</i>	"7001"
<i>queueDialable</i>	"7500"
<i>queueName</i>	"Testqueue_1"
<i>queueReporting</i>	"P112"

### Arbitrary assignment

In the section *Arbitrary assignment*, you can configure additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ► to open the group field and assign the additional data to the data fields.



Arbitrary assignment			+
<input type="text"/>	Please select...	▼	○
<input type="text"/>	Please select...	▼	○
<input type="text"/>	Please select...	▼	○

Fig. 500: Group field Additional Data - free assignment of additional data

- Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
- 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.
- To add a new assignment, click on the icon **+** (*Create*) in the toolbar of the table.  
⇒ An additional line to add another additional data type appears.
- Click on the button **Save** in the detail view to save the settings and complete this configuration step.

### 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

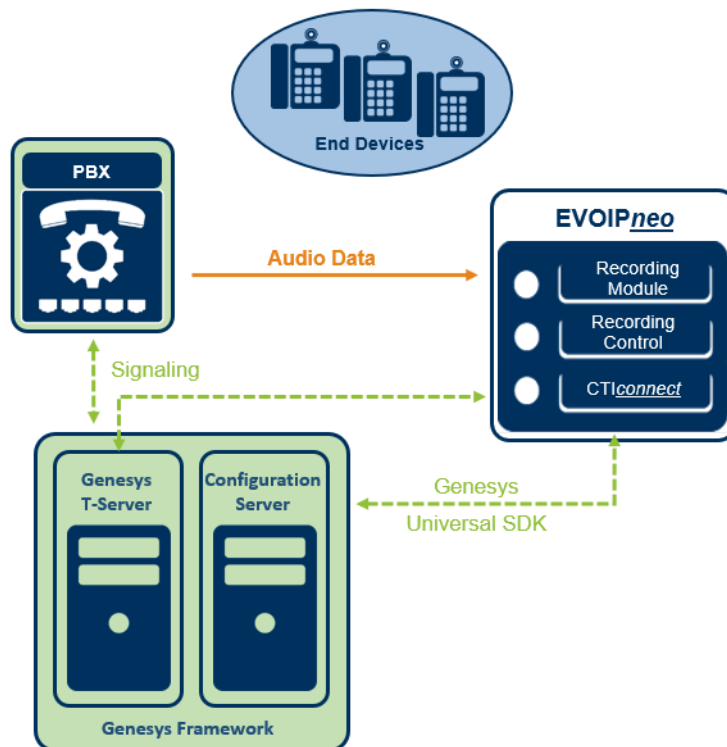


Fig. 501: Overview of the add on of Genesys T-Server



For further information about the configuration of Genesys T-Servers, see [chapter "Configure Genesys T-Server \(optional\)", p. 449](#).

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



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

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


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

#### Adjust configuration file for Genesys add-on

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

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

#### Configure add-on in the integration

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

Step: Configure Add-on

Details \*

Select add-on  
☐ None  
☒ Genesys T-Server

**CTIconnect Module**

Type CTIconnect passive  
Grammar name\* standard  
Grammar version\* 1.15.00  
T-server redundancy\* HAconnect  
Config server redundancy\* Warm standby  
T-Server application name  
T-Server password

**Connection Data**

Configuration server name  
192.168.169.178  
Add Edit Delete

**Additional Data**

Arbitrary assignment  
Please select...

Save Cancel

Fig. 502: Configure add-on for Genesys T-Server

### Group field CTIconnect Module

1. Enter the following parameters:

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

Parameter	Value/Description
<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:

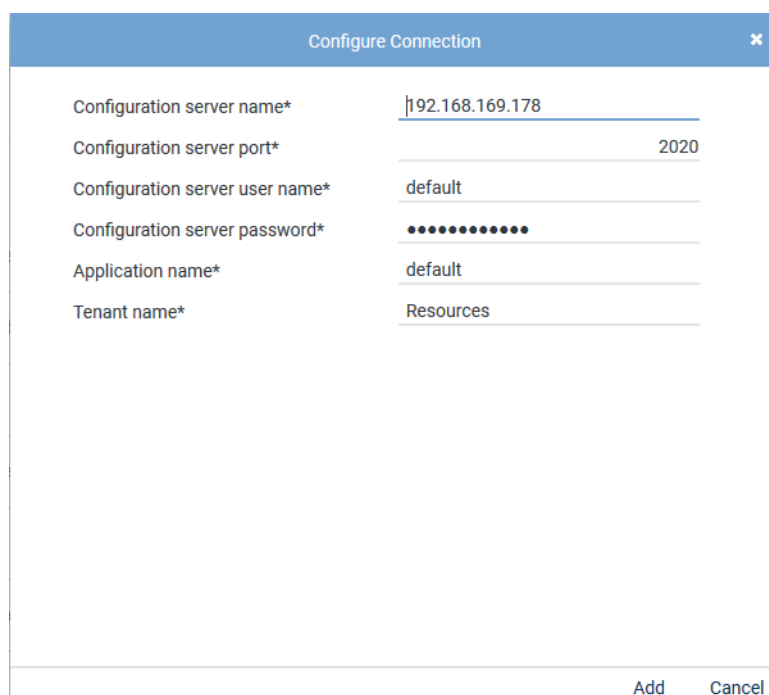


Fig. 503: Configure connection data

- 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.
<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.

Parameter	Value/Description
<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 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 additional data which is delivered additionally by the PBX or an add-on and which has not been preconfigured.

1. In the group field headline *Additional Data*, click on the arrow ▶ to open the group field and assign the additional data to the data fields.

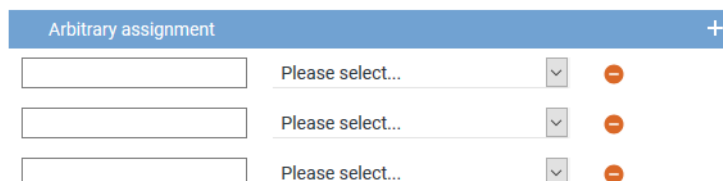




Fig. 504: Group field Additional Data - free assignment of additional data

2. Enter the name of the additional data type in the entry field on the left. Observe the exact spelling like it is used in the log file.
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 line to add another additional data type appears.
5. Click on the button *Save* in the detail view to save the settings and complete this configuration step.

### Configure miscellaneous settings

1. In the main view in the line *Configure miscellaneous settings*, click on the button  (*Edit configuration step*).
  - ⇒ The window *Step: Miscellaneous Settings* appears.

Step: Miscellaneous Settings

Details

Dispatcher
Please select...

Save Cancel

Fig. 505: Configure miscellaneous settings

- Configure the following parameters:


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





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. 506: Activate integration

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

<div> <span>+</span> <span>×</span> <span>▶</span> <span>◻</span> Integration ▾ General </div>			
Name ▾	Type ▾	Active ▾	Status ▾
<div> <span>⌵</span> Mitel MiVoice Business </div>	Mitel MiVoice Business active	✓	✓

Fig. 507: 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.

<div> <span>+</span> <span>×</span> <span>▶</span> <span>◻</span> Integration ▾ General </div>			
Name ▾	Type ▾	Active ▾	Status ▾
<div> <span>⌵</span> Mitel MiVoice Business </div>	Mitel MiVoice Business active	✓	✓

Fig. 508: Deactivate integration

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

### 8.2.3 Configure Recording Content Validation

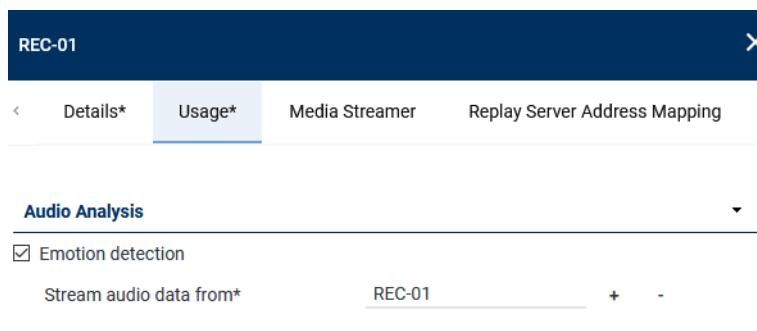
Recording Content Validation is an easy and quick possibility to check the functionality of the recording system whenever required. The information is displayed in the Notifications module. Reports can be used to visualize the results.

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. 509: Servers module - Activate emotion detection

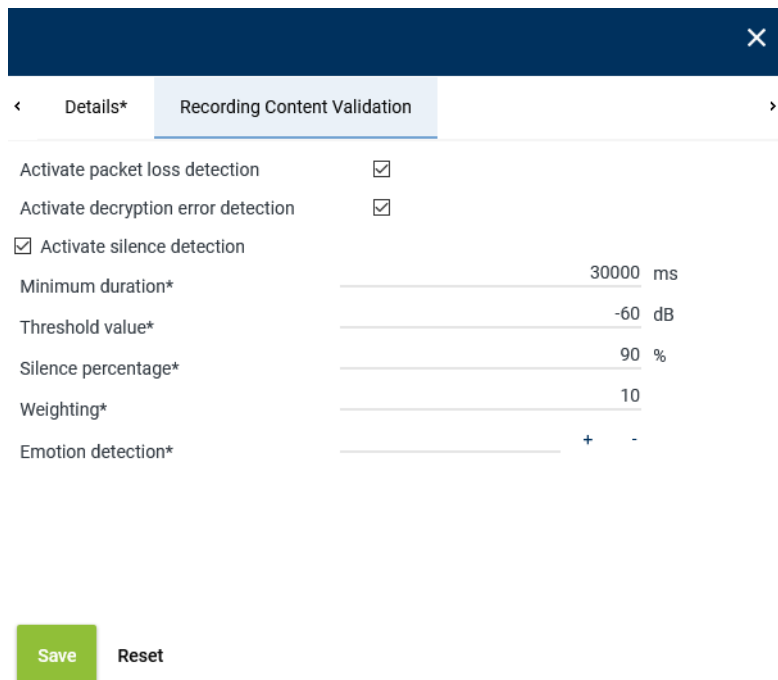
5. Activate the function *Emotion detection*.
6. By clicking on the icon **+**, select the server that emotion detection runs on.
  - ⇒ This server will then appear in the list in the Integrations module in the tab *Recording Content Validation* to configure silence detection.

### 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*



Details\* Recording Content Validation

Activate packet loss detection ☒

Activate decryption error detection ☒

☒ Activate silence detection

Minimum duration\* 30000 ms

Threshold value\* -60 dB

Silence percentage\* 90 %

Weighting\* 10


Emotion detection\* + -

Save Reset

Fig. 510: Create integration - tab Recording Content Validation

Activate packet loss detection	<input checked="" type="checkbox"/> Activate the check box to check whether packets of a recording have been lost.
<b>NOTICE!</b> Packet loss compromises audio quality. If a high percentage of packets is lost, this may result in the total loss of the recording.	



Activate decryption error detection	<input checked="" type="checkbox"/> Activate the check box to check whether errors occurred during decryption. <b>NOTICE!</b> Decryption errors result in noise which may corrupt the audio file.
Activate silence detection	<input checked="" type="checkbox"/> Activate the check box to check whether the recording contain sections of silence and under which conditions sections are recognized as silence. <b>NOTICE!</b> Detection is useful in case the PBX sends RTP packages which contain silence instead of an audio signal.
<i>Minimum duration</i>	Enter the minimum duration of silence after which a notification is supposed to be issued. Default value is 30000 ms (30 seconds).
<i>Threshold value</i>	Enter a threshold value of the audio level in dB under which the section is supposed to be considered a silence section. Default value is -60 dB.
<i>Silence percentage</i>	Enter the percentage of silence in a recording which is supposed to trigger a notification. Default value is 90 %.
<i>Weighting</i>	Enter the smoothing factor defining to which extent the audio curves (samples) are supposed to be smoothed out. The higher the value, the more signal peaks are smoothed out. Default value is 10. Values of 0-10000 can be recommended.
<i>Emotion detection server</i>	By clicking on the icon  , select the server that emotion detection runs on. The speech analysis software recognizes whether there are silence sections in the recording.

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

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

Emotion Detection

Name

REC-01

Rows per page 20

1 - 8 of 8

Add

Cancel

Fig. 511: Select server for emotion detection

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

## 8.2.4 Configure PHONEapp for Mitel

If you would like to use the XML PHONE<sub>app</sub>, 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 PHONE<sub>app</sub> 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

### 8.2.4.1 Configure Servers module

To be able to control the recording by means of PHONE<sub>app</sub>, 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*.

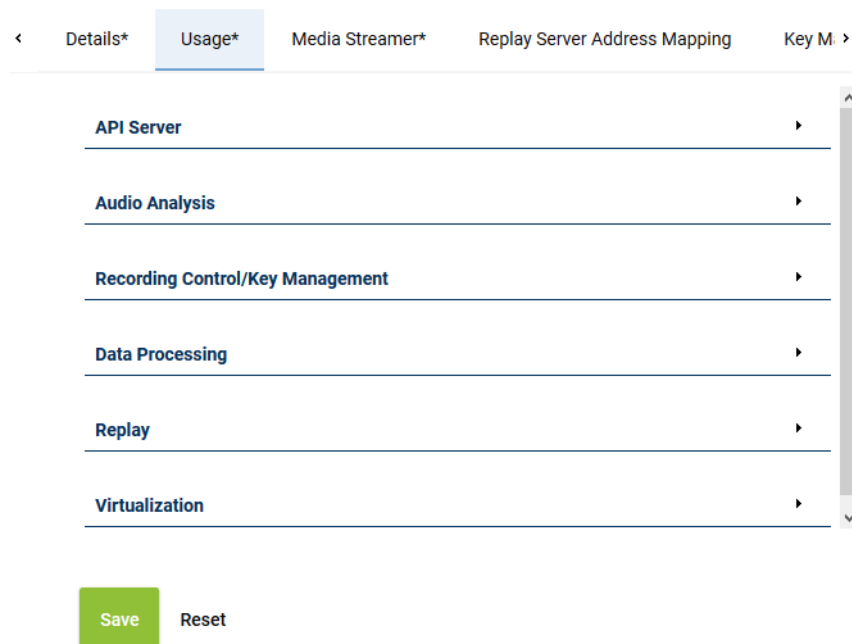


Fig. 512: Servers - tab Usage

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

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

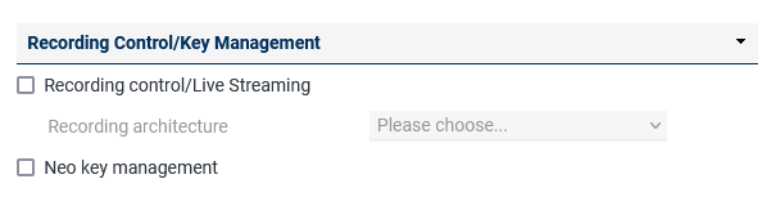


Fig. 513: Group field Recording Control/Key Management

Parameter	Value/Description
<i>Recording control/Live Streaming</i>	This recording solution does not support external recording control.
<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>Neo 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

#### 8.2.4.2 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:

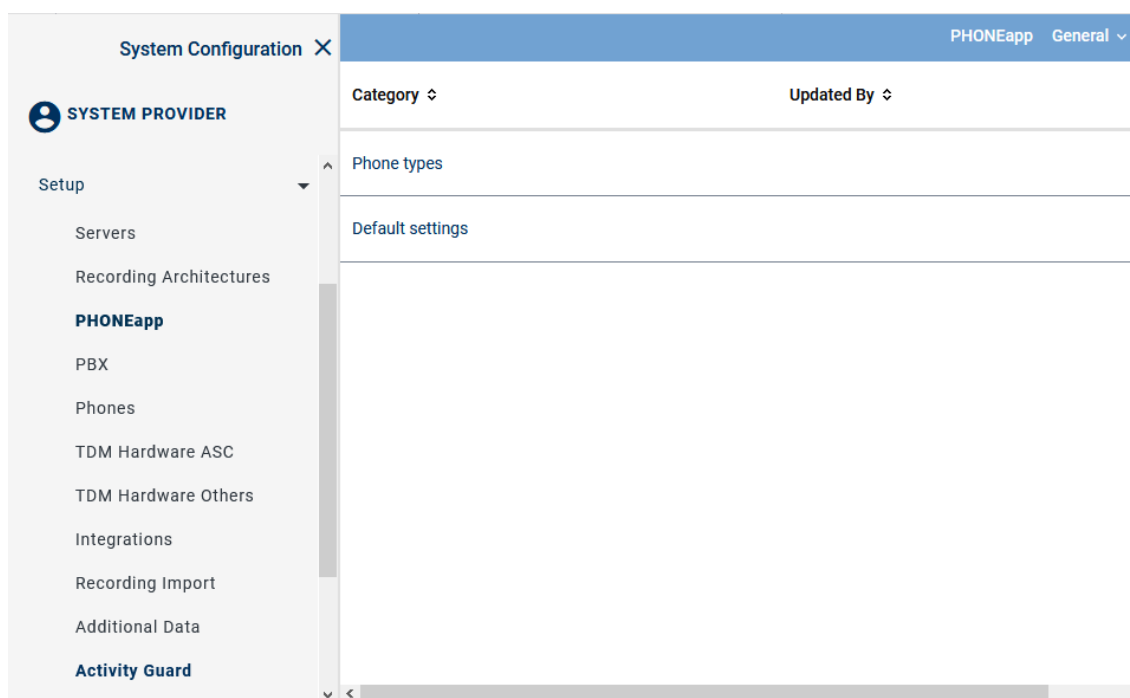


Fig. 514: PHONEapp - main view:

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

#### 8.2.4.2.1 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. 515: 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"/>
<div>Save   Reset</div> <div>OK</div>	

Fig. 516: 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.

#### 8.2.4.2.2 Category Default Settings

Define the values of the general settings for your PBX here. The default settings are divided into different group fields.

1. 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. 517: 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> (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.

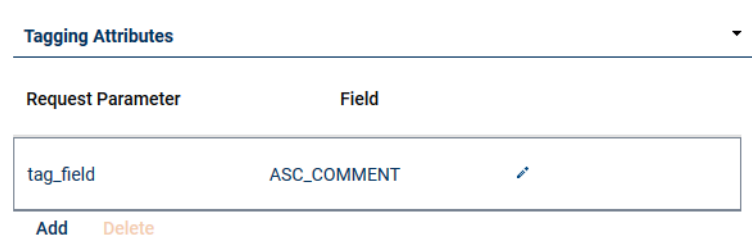


Tagging attributes should only be changed in exceptional justified cases. Incorrect changes can cause a malfunction of the PHONEapp.

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. 518: 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. 519: 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. 520: 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. 521: 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 recorded conversations. This allows associating conversations with certain topics and later on filtering or searching for these conversations. By default, the *PHONEapp* offers either comment fields to enter free text or predefined tagging fields. Users can see these attributes when pressing a certain key on the end device. Users can tag conversations during or after 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 conversations.

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



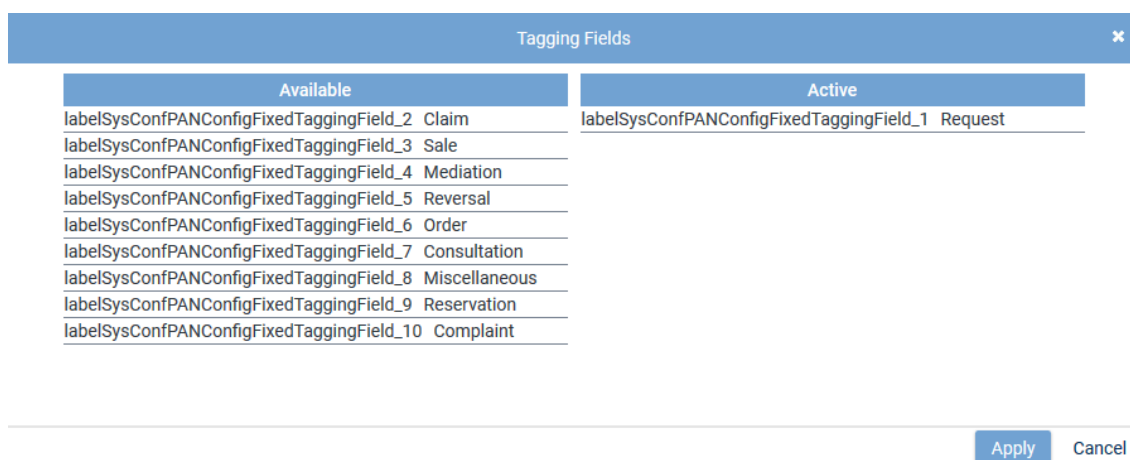


Fig. 522: Configure tagging fields

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




Available	Active
labelSysConfPANConfigFixedTaggingField_2 Claim	labelSysConfPANConfigFixedTaggingField_1 Request
labelSysConfPANConfigFixedTaggingField_3 Sale	
labelSysConfPANConfigFixedTaggingField_4 Mediation	
labelSysConfPANConfigFixedTaggingField_5 Reversal	
labelSysConfPANConfigFixedTaggingField_6 Order	
labelSysConfPANConfigFixedTaggingField_7 Consultation	
labelSysConfPANConfigFixedTaggingField_8 Miscellaneous	
labelSysConfPANConfigFixedTaggingField_9 Reservation	
labelSysConfPANConfigFixedTaggingField_10 Complaint	

Fig. 523: Edit tagging fields

The following fields are available by default in the list *Available*:

<i>Request</i>	Use this attribute to tag conversations revolving around a request.
<i>Claim</i>	Use this attribute to tag conversations revolving around a claim.
<i>Mediation</i>	Use this attribute to tag conversations revolving around a mediation.
<i>Order</i>	Use this attribute to tag conversations revolving around an order.
<i>Consultation</i>	Use this attribute to tag conversations revolving around a consultation.
<i>Reservation</i>	Use this attribute to tag conversations revolving around a reservation.
<i>Complaint</i>	Use this attribute to tag conversations revolving around a complaint.
<i>Sale</i>	Use this attribute to tag conversations revolving around a sale.
<i>Reversal</i>	Use this attribute to tag conversations revolving around a reversal.

4. To add a field, drag the selected field from the list of available fields on the left to the list *Active* in the window on the right and drop it there.
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 added fields, 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 tagging fields are displayed along with the corresponding resource string. You can adjust 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 affect future recordings. Existing taggings are not changed.



You can change the position of a tagging field by moving the selected field to the required position while holding the left mouse key down.

### 8.2.4.3 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.

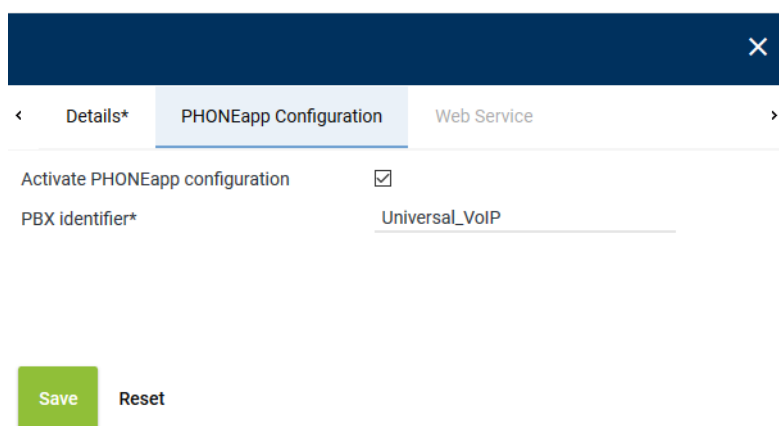


Fig. 524: Activate PHONEapp configuration

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 PHONE <u>apps</u> .. 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.

### 8.2.4.4 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:

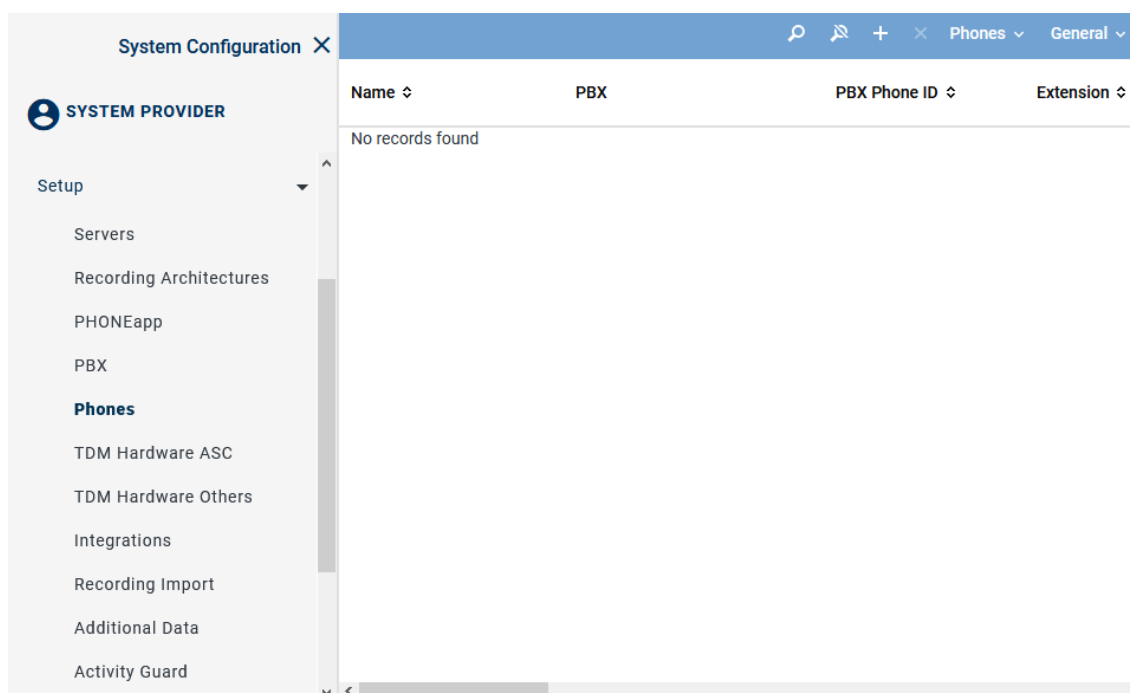


Fig. 525: Phones - main view

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





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


#### 8.2.4.4.1 Toolbar of the Phones module

The toolbar offers the following functions:



Fig. 526: Toolbar


	<i>Create</i>	Creates 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.  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 where 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.



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*.

#### 8.2.4.4.2 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.

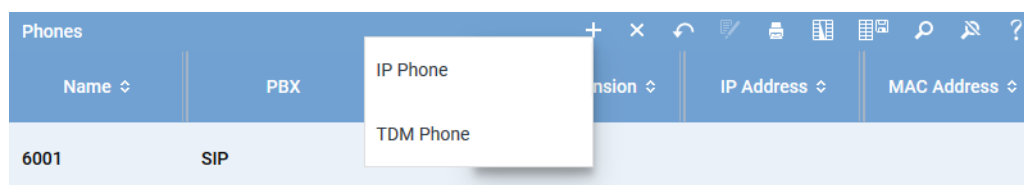


Fig. 527: Create phone

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. 528: Create phones - activate PHONEapp

The configuration parameters are closely correlated.

The following parameters are relevant for this recording solution:

- *Extension*
- *IP address*

**NOTICE!** You can configure the functionality Free Seating during the configuration of the function keys with the parameter FS, see [chapter "Configure function keys on the Mitel phone", p. 441](#).

Parameter	Value/Description
<i>Name</i>	Enter the name of the phone.
<i>PBX</i>	From the drop-down list, select the PBX where the phone has been registered.
<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 the agent logging in on this phone, only audio data will be provided that the agent is allowed to replay.</p> <p>For more information about this feature 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>	Enter the IP 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 each end device.

#### 8.2.4.4.3 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.

#### 8.2.4.5 Configure Recording Planner module

The different operation modes of call recording are configured in the Recording Planner module of the application System Configuration.



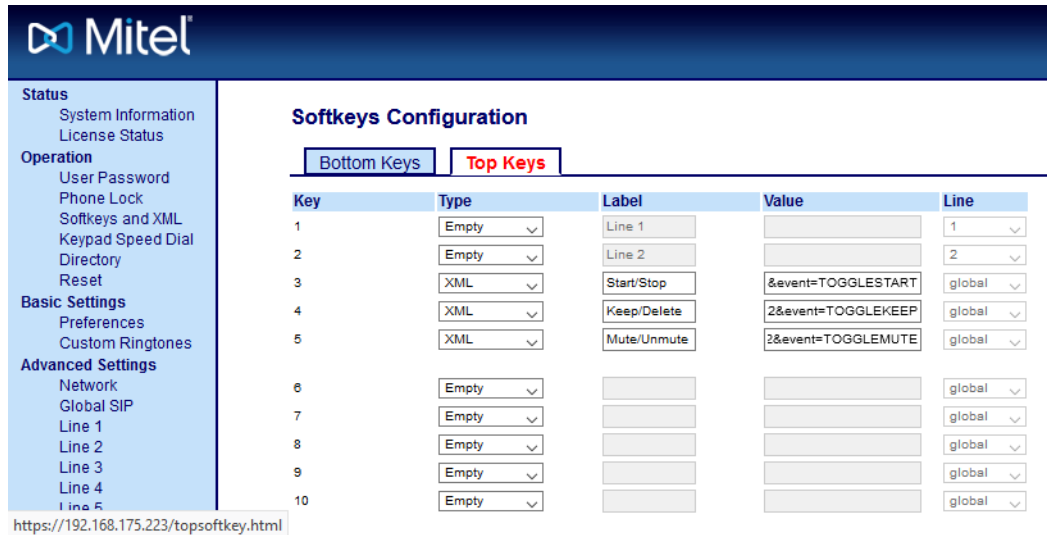
For information about the Recording Planner module refer to the administration manual for tenants *Recording Planner*.



#### 8.2.4.6 Configure function keys on the Mitel phone

To be able to use the keys and the LED display on the phone, you must configure the function keys 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. 529: Configure function keys 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.

The parameter `FS` stands for Free Seating to allow the assignment of the extension even if the IP address changes.

Replace the entry `<RECORDER-IP>` with the IP address of the XML Push Server.

Start/Stop	<code>http://&lt;RECORDER-IP&gt;/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&amp;event=TOGGLESTART&amp;FS=true</code>
Keep/Delete	<code>http://&lt;RECORDER-IP&gt;/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&amp;event=TOGGLEKEEP&amp;FS=true</code>
Mute/Unmute	<code>http://&lt;RECORDER-IP&gt;/PHONEapp/MitelPHONEApp?deviceExtension=\$\$SIPUSERNAME\$\$&amp;event=TOGGLEMUTE&amp;FS=true</code>

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> System Information License Status <b>Operation</b> User Password Phone Lock Softkeys and XML Keypad Speed Dial Directory Reset <b>Basic Settings</b> Preferences Custom Ringtones <b>Advanced Settings</b> 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	<h3>Network Settings</h3> <div> <b>IPv6 Settings</b>          IPv6 <input type="checkbox"/> Enabled       </div> <div> <b>Basic Network Settings</b>          DHCP <input checked="" type="checkbox"/> Enabled          IP Address 192.168.175.223          Subnet Mask 255.255.240.0          Gateway 192.168.168.11          Primary DNS 192.168.168.11          Secondary DNS 0.0.0.0          Hostname 692008000FE15893          LAN Port Auto Negotiation          PC Port PassThru Enable/Disable <input checked="" type="checkbox"/> Enabled          PC Port Auto Negotiation       </div> <div> <b>Advanced Network Settings</b>          DHCP Download Option Any          LLDP <input type="checkbox"/> Enabled          LLDP packet interval 30          NAT IP 0.0.0.0          NAT SIP Port 51620          NAT RTP Port 51720          Rport (RFC 3581) <input type="checkbox"/> Enabled       </div> <div> <b>HTTPS Settings</b>          HTTPS Server - Redirect HTTP to HTTPS <input type="checkbox"/> Enabled          HTTPS Server - Block XML HTTP POSTs <input type="checkbox"/> Enabled          Client Method TLS 1.2          Validate Certificates <input type="checkbox"/> Enabled          Check Certificate Expiration <input checked="" type="checkbox"/> Enabled          Check Certificate Hostnames <input checked="" type="checkbox"/> Enabled          Trusted Certificates Filename       </div>
---	---

Fig. 530: 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.

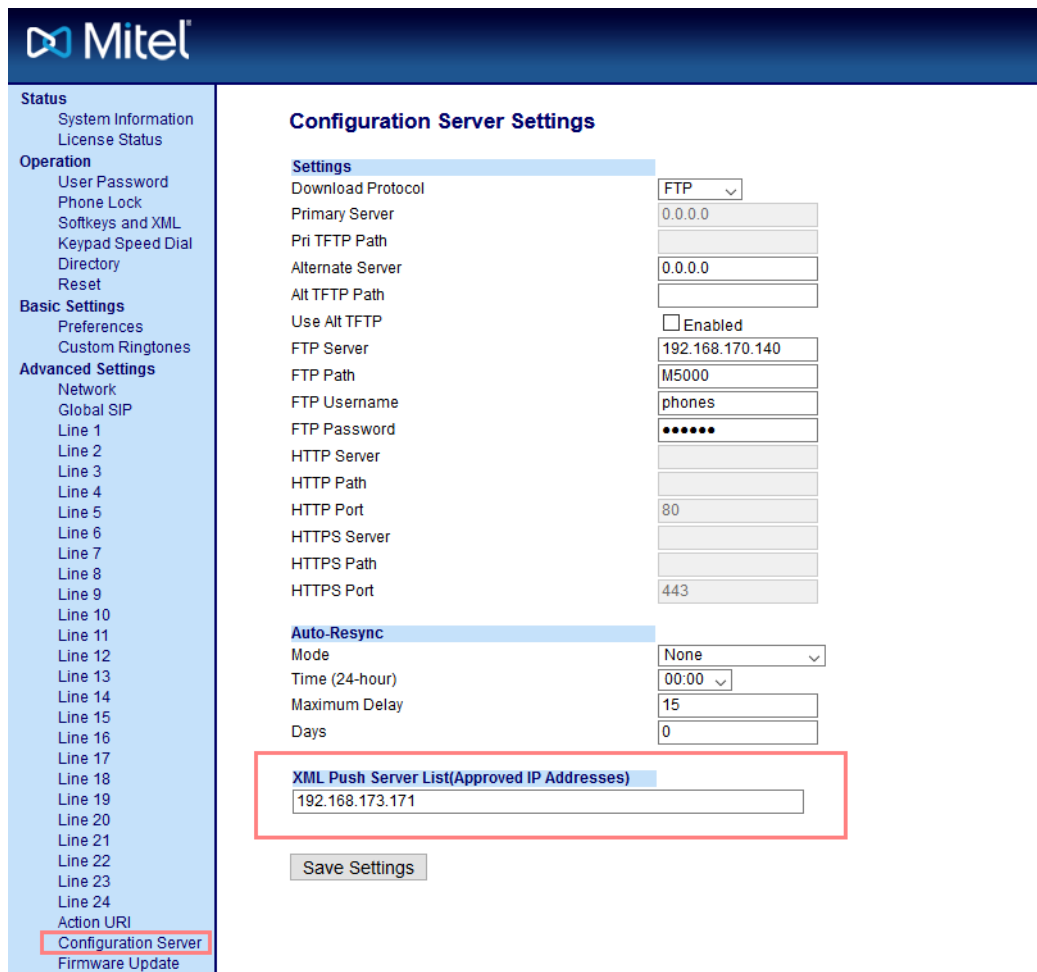


Fig. 531: Configure XML Push Server

2. In the section *XML Push Server List (Approved IP Addresses)*, enter the IP address of the recording server.
3. Click on the button *Save Settings* to apply the entries.
  - ⇒ In the display of the phone, the LED indicator shows the respective status.



Fig. 532: Assignment of the top keys and displayed status of the recording

### 8.2.5 Synchronization options

There are 2 different types of synchronization:

- Synchronization of the Recording Control Service for recording control

- Synchronization of the system storage to compare recording data

### 8.2.5.1 Synchronizing recording control

#### Recording Control Services

For parallel recording servers installed and configured in the same system architecture, synchronization of recording control can be configured.



As recording control is not supported in this recording solution, you cannot use synchronization of the Recording Control Services for recording control!

### 8.2.5.2 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. 533: Menu item Manage Synchronization Configurations

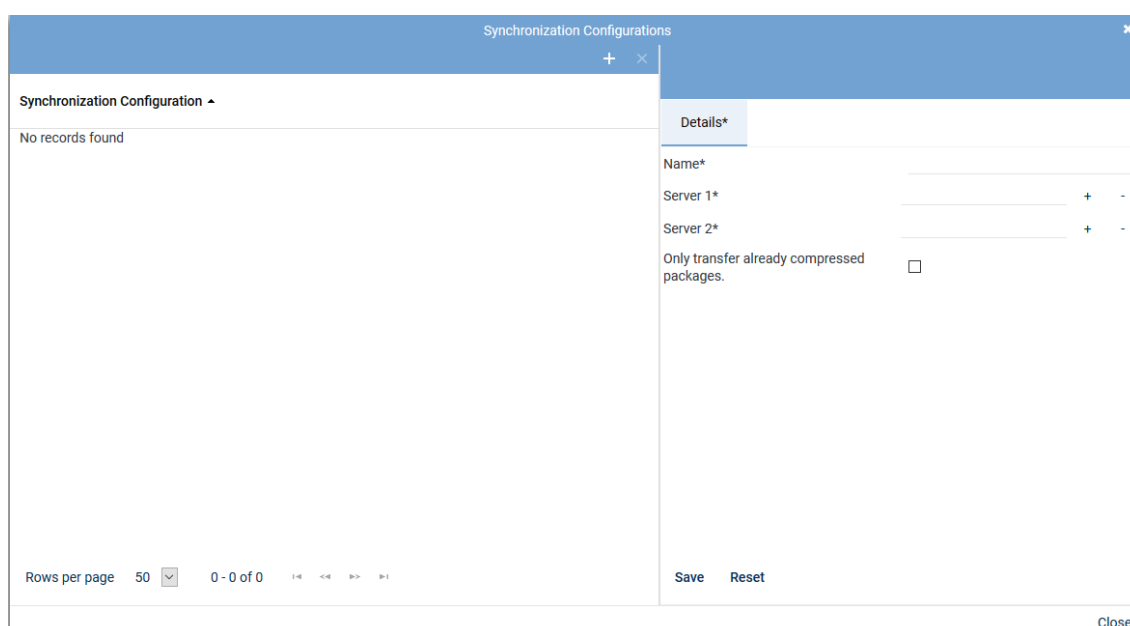




Fig. 534: Configure synchronization configurations

The following options are available:


	<b>Create</b>	Creates a new synchronization configuration, see <a href="#">chapter "Create synchronization configuration"</a> , p. 445.
	<b>Delete</b>	Deletes the selected synchronization configuration, see <a href="#">chapter "Delete synchronization configuration"</a> , p. 446.

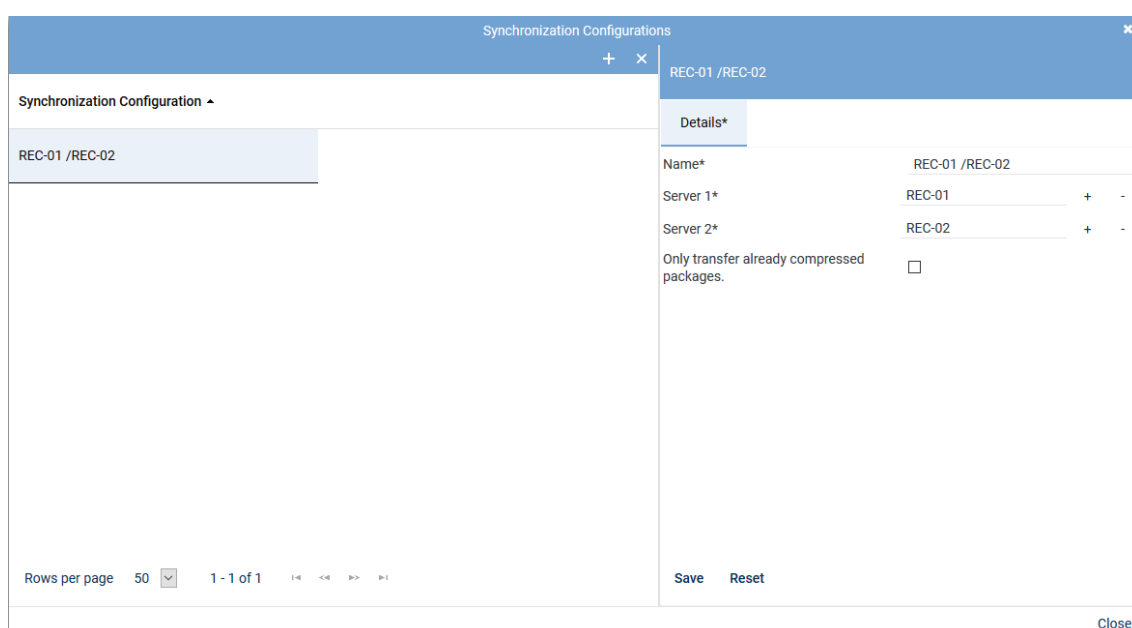
A synchronization configuration becomes active upon saving it and remains active until deleted. During this time, both system storages are regularly checked for new content and synchronized.



A server which is already used in a synchronization configuration cannot be used in another synchronization configuration.

### 8.2.5.2.1 Create synchronization configuration



- In the window *Administrate Synchronization Configuration*, click on the icon  (Create).  
⇒ The tab *Details* becomes active.



The screenshot shows the 'Synchronization Configurations' window. The left pane lists 'REC-01 / REC-02'. The right pane shows the 'Details\*' tab for this configuration. Fields include: Name\* (REC-01 / REC-02), Server 1\* (REC-01 with + and - buttons), Server 2\* (REC-02 with + and - buttons), and 'Only transfer already compressed packages.' (checkbox). At the bottom are 'Save' and 'Reset' buttons. A 'Close' button is at the bottom right of the window.


Fig. 535: Create synchronization configuration

- 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  next to the entry field to select the respective server for the synchronization of the system storage from the list of available servers.  If you would like to delete an entry in one of the entry fields, click on the button  next to the respective entry field.
<b>Only transfer already compressed packages</b>	Select whether data which has not yet been compressed is supposed to be transferred, too. <input checked="" type="checkbox"/> = Uncompressed data is transferred, too. <input type="checkbox"/> = Only compressed data is transferred.  <b>NOTICE!</b> This option is not available until you have entered and saved the two servers.

- Click on the button *Save* to apply the configuration.
- Click on the button *Close* to finish this configuration step and close the window.

#### 8.2.5.2.2 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.

#### 8.2.6 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.



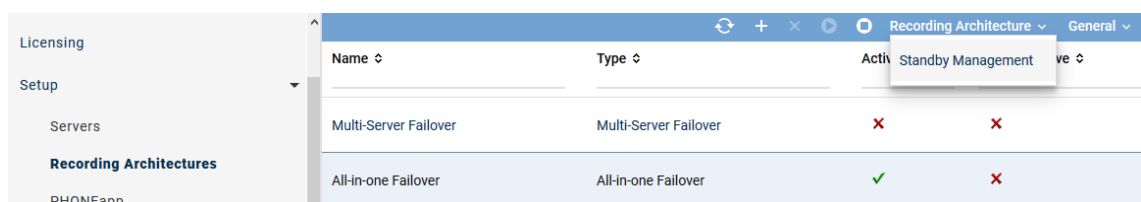
You can only make changes in standby management when the corresponding recording architecture has been activated.

##### 8.2.6.1 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.



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

Fig. 536: 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. 537: Switch server

Here, you see the assignment of the deployed components.

In the column *Status*, you can see which component is currently active.


- To activate a standby server, select the respective server in the list.
  - Click on the icon  (*Activate*) in the toolbar.
- ⇒ The status of the standby server changes from *In Standby* to *Active*.


### Activate shutdown mode for maintenance purposes

If you would like to shut down a server for maintenance purposes, you can activate shutdown mode for this server



This function is not useful for architectures for All-in-one Failover as no additional server can be activated in shutdown mode in this architecture.

- To activate shutdown mode for a server, select the respective server in the list.
- Click on the icon  (*Activate/Deactivate shutdown mode*) in the toolbar.
 

⇒ The status of the server changes from *Active* to *Shutdown Mode*.
- To deactivate shutdown mode again, click on the icon  in the toolbar again.
 

⇒ The status of the server changes from *Shutdown Mode* to *Active*.




In shutdown mode, the standby components are not activated automatically. Only those conversations which are already running are continued to be recorded. Once you make manual configurations in the standby management, you must make sure that one of the respective components relevant for recording has been activated. New recordings will not be accepted before another server has been activated manually.

### Activate failover components

For another standby server to take over the recording of new conversations, you must activate it manually.

- To activate a standby server, select the respective server in the list.

2. Click on the icon  (*Activate*) in the toolbar.
- ⇒ The status of the standby server changes from *In Standby* to *Active*.  
Only now can this server record new conversations.

### 8.2.6.2 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.

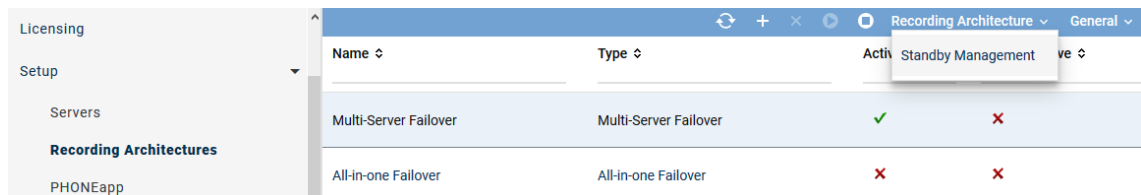


Fig. 538: Menu of the standby management

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. 539: 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/Deactivate 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.

## 8.3 Configure Genesys T-Server (optional)

### 8.3.1 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.

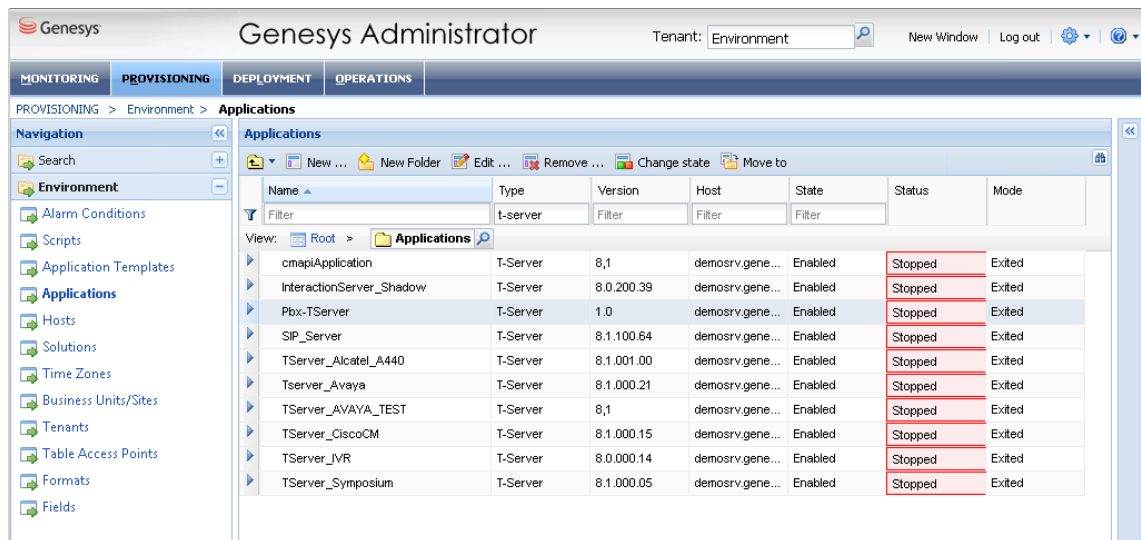


Fig. 540: Genesys Administrator - select T-Server

- 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*.

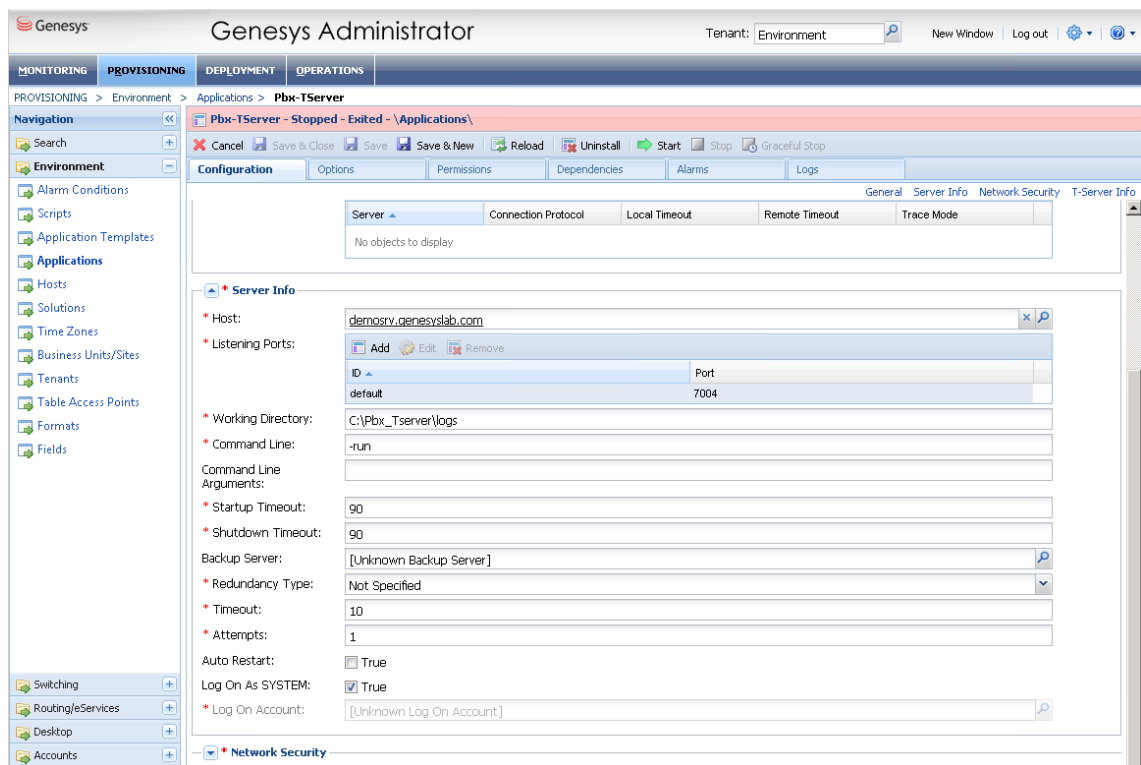


Fig. 541: Genesys Administrator - configure T-Server

- 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.

### 8.3.2

#### Configure IP address and port of the Genesys Configuration Server

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

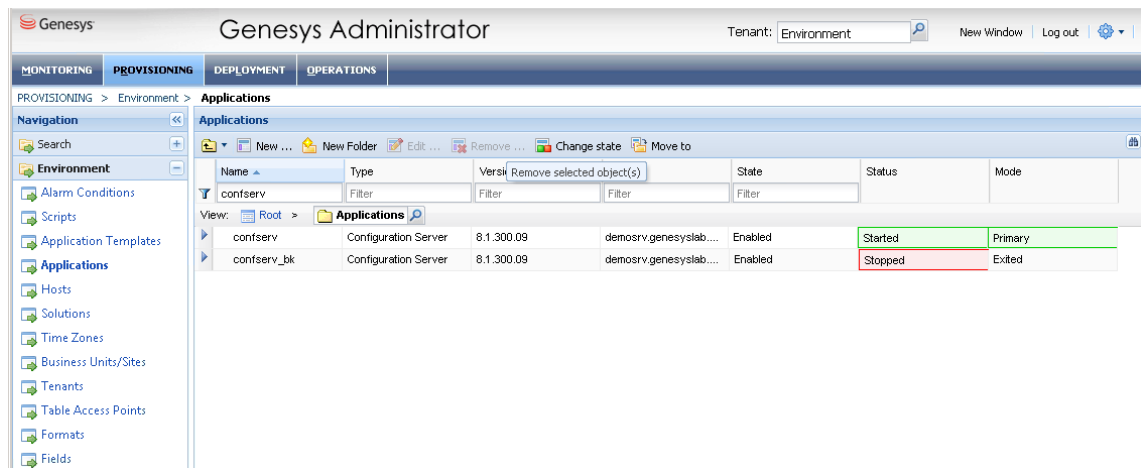


Fig. 542: Genesys Administrator - select configuration server

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

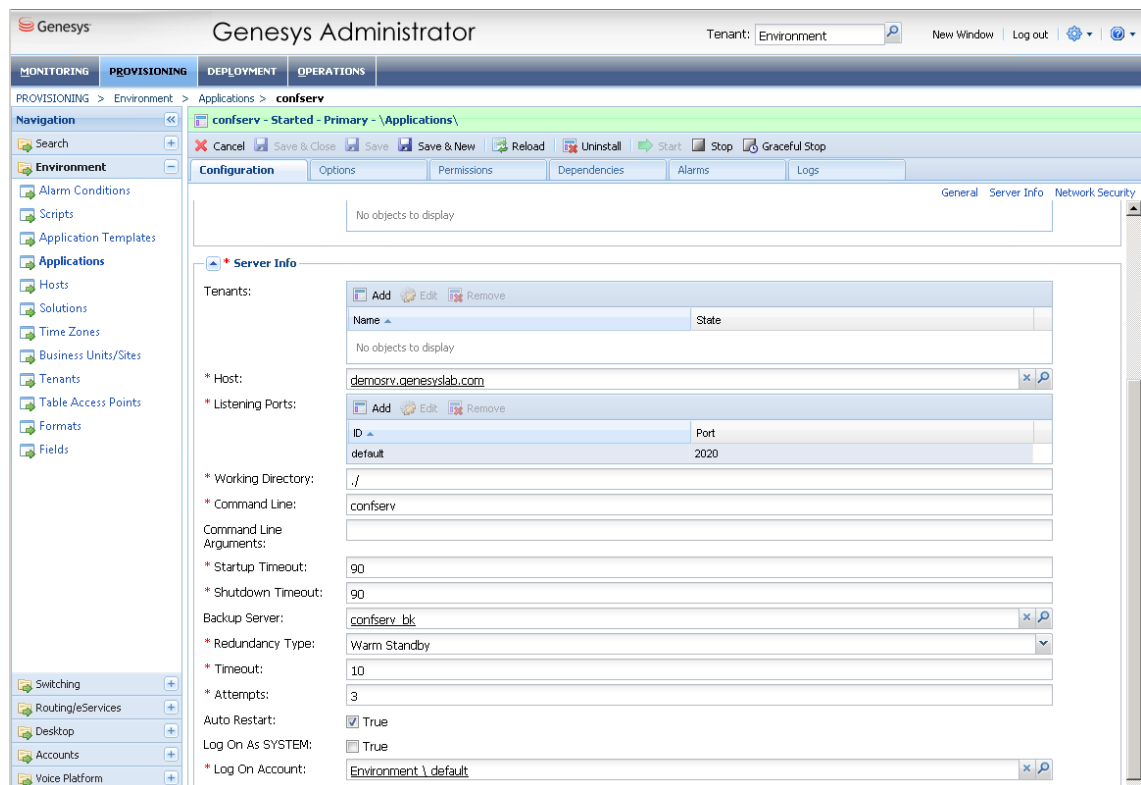


Fig. 543: Genesys Administrator - configure configuration server

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*.

### 8.3.3 Configure switch instance in the Genesys Configuration Server

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

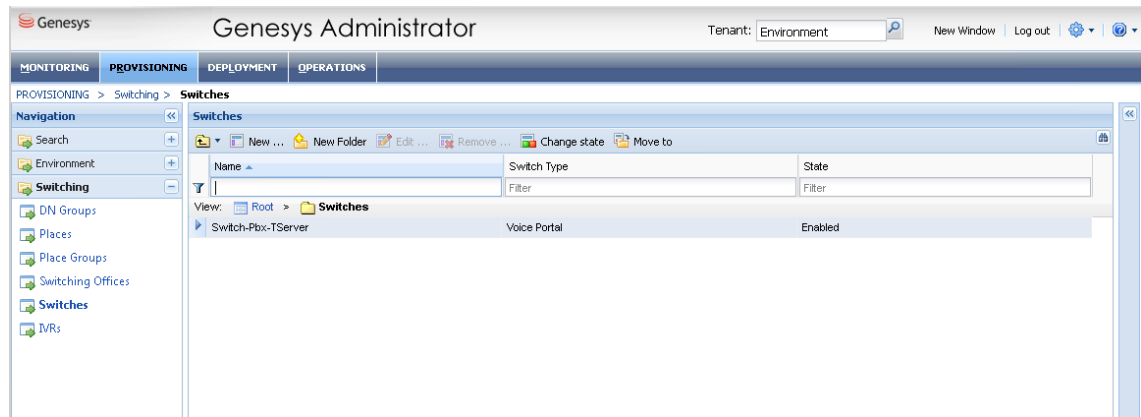


Fig. 544: Genesys Administrator - switch instances

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

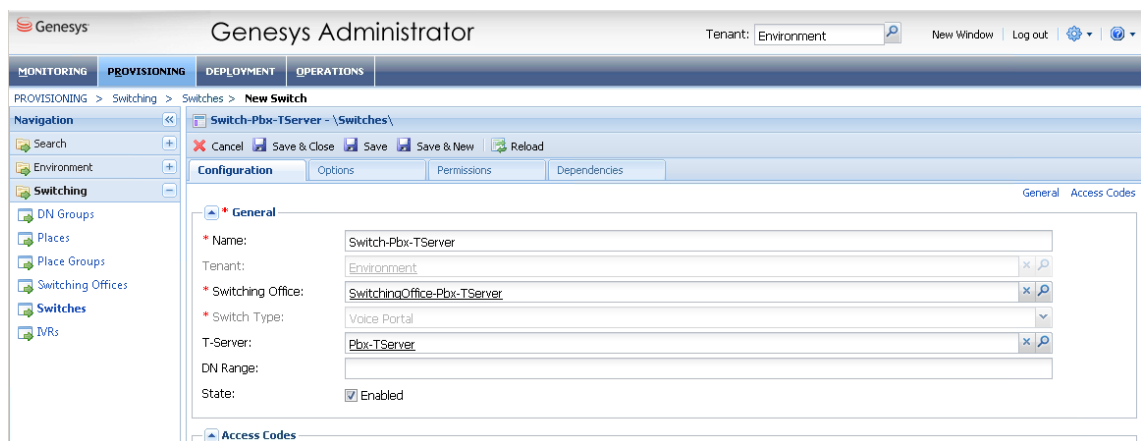


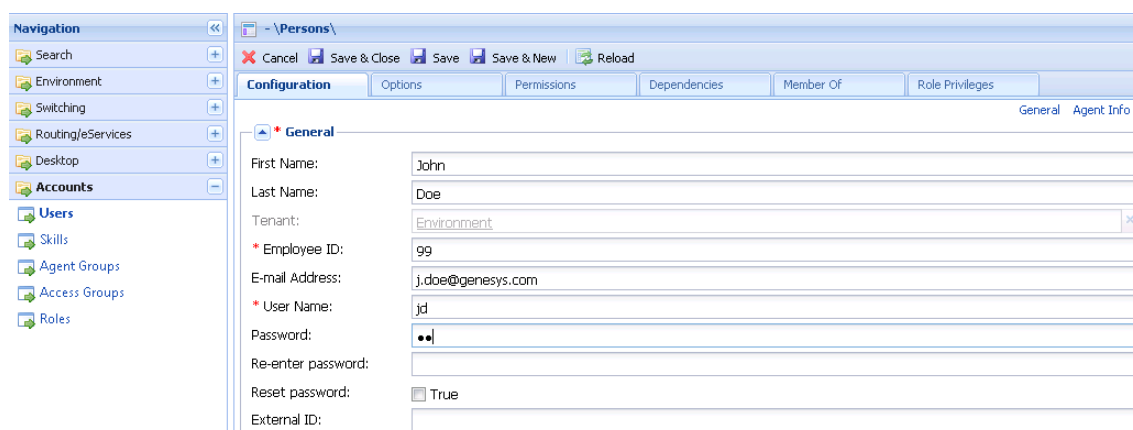
Fig. 545: Genesys Administrator - configure switch instance

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.

### 8.3.4 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.



Navigation: Search, Environment, Switching, Routing/Services, Desktop, Accounts, Users, Skills, Agent Groups, Access Groups, Roles

Persons\\*

Configuration Options Permissions Dependencies Member Of Role Privileges

General Agent Info

\* General

First Name: John

Last Name: Doe

Tenant: Environment

\* Employee ID: 99

E-mail Address: j.doe@genesys.com

\* User Name: jd

Password: [masked]

Re-enter password: [empty]

Reset password: ☐ True

External ID: [empty]

Fig. 546: 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.

## 9 Troubleshooting



Before initiating any troubleshooting measures, verify that the recording solution has been configured according to the description in the manual and check whether an up-to-date hotfix version with bug fixes is available.

**If no recording is possible, check:**

- the SSL connection
- the connection to the MiVoice Border Gateway
- the CTI connection In case, the connection could not be established: check whether there are error messages and whether the correct IP address of the Mitel PBX has been configured, see Global recording settings.
- the connection to the RIA. In case, the connection could not be established: check the firewall and the ports

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

- software version and IP address of the PBX and the MiVoice Border Gateway (secure connector)
- MAC and IP address of the affected devices

**Log level settings**

Module	Log level
RIA	<i>DEBUG</i>
RECORDING_CONTROL	<i>DEBUG</i>
RECORDING_MODULE_MANAGER	<i>DEBUG</i>
API_SERVER	<i>DEBUG</i>

**When opening a ticket for the Genesys T-Server, include the following information:**

- Log files with test calls  
**NOTICE!** Before creating any log files, adjust the settings of the log levels in the Log Level module in the System Monitoring as described below, see user manual *System Monitoring*.
- detailed description of the issue and of the scenarios of the test calls which have been made
- extension of the affected device
- employed recording solution
- Wireshark traces of the recording network interface
- software version of the Genesys T-Server

**Log level settings**

Module	Log level
RIA	<i>DEBUG</i>
RIA_ASSISTANT_FOR_GENESYS	<i>DEBUG</i>
RECORDING_CONTROL	<i>DEBUG</i>
RECORDING_MODULE_MANAGER	<i>DEBUG</i>
API_SERVER	<i>DEBUG</i>
FILE_MANAGER	<i>DEBUG</i>

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## Glossary

### API

Application Programming Interface

### API server

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

### 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)

### FQDN

Fully Qualified Domain Name

### 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

### MIR

Mitel Interaction Recording



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**PBX**

Private Branch Exchange

---

**PSK**

The pre-shared key is required for using a Web Proxy in connection with a MiVoice Border Gateway.

---

**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

---

**SIPREC**

Session Initiation Protocol Recording

---

**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, protected data transmission

---

**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 Socket Layer (SSL), is a hybrid encryption protocol for secure data transmission on the Internet.

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**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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**XML**

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