

Installation guideline



Installation manual for system providers and tenants

8/11/2022

Product line Neo, version 7.x

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

EVOIP^{neo}

EVOLUTION^{neo} / XXL / eco

INSPIRATION^{neo}

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

In the installation manuals, the installation of the recording system (hardware and software) is described.

- Installation requirements
- Hardware setup and installation
- Setup of operating systems and databases for the operation with the Neo software
- Installation of the Neo software

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

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

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

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

Login data for the administrator of the system provider:

User name:	<i>system-admin</i>
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 ≥ 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 ≥ 6.3 , the changed password remains.
Neo version ≥ 6.3	
Default password:	<i>A\$c123</i>

Tab. 1: Login data - system provider

Login data for the administrator of the 1st tenant:

User name:	<i>1st-tenant-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 ≥ 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 ≥ 6.3 , the changed password remains.
Neo version ≥ 6.3	
Default password:	<i>A\$c123</i>

Tab. 2: Login data - 1st tenant

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

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

Once all necessary installation steps have been completed, the recording system can be set up and used according to your individual requirements.

For more information refer to the **administration manuals**.



Manuals are updated in regular intervals. The latest version can be found at ASC XCHANGE (<https://www.asc.de/partner>) in *Technical documents*.

3

Installation



Observe the indicated order of the individual steps.

Step	Description and target group	Type or product	Installation manual
1	Take server into operation System provider <i>Possibility 1:</i> Software-only solution (EVOIP _{neo} software) You as the operator are responsible for the way that the servers provided by yourself are installed and taken into operation. Security advice and regulations regarding the setup of the servers can be obtained from the manufacturer of the servers in this case. When selecting and installing the servers, you have to observe the installation requirements for ASC recording systems.	EVOIP _{neo}	<ul style="list-style-type: none"> • <i>Installation requirements</i>
	<i>Possibility 2:</i> Usage of a recording server of the product line EVOLUTION- _{neo} , EVO _{flex} or of a hybrid system of ASC. (Hybrid system: Recording server of the product line EVOLUTION _{neo} in combination with EVOIP _{neo} software)	EVOLUTION _{neo} , EVOLUTION _{neo} eco, Telephone Interface (optional)	<ul style="list-style-type: none"> • <i>General information product line EVOLUTION_{neo}</i> • <i>Installation EVOLUTION_{neo}</i> • <i>Installation EVOLUTION_{neo} eco</i> • <i>Installation EVO_{flex}</i> • <i>Installation Telephone Interface (optional)</i> • <i>Installation requirements (only for hybrid systems)</i>
2	Configure operating systems System provider For information about the installation of the operating systems refer to the documentation of the manufacturer. On the client computers, no special configuration is required.	Servers	<ul style="list-style-type: none"> • <i>Configuration Microsoft Windows Server 2016</i>

Step	Description and target group	Type or product	Installation manual
			<ul style="list-style-type: none"> • <i>Configuration Microsoft Windows Server 2019</i> • <i>Configuration Microsoft Windows Server 2022</i>
		Clients	---
		Virtualization (optional)	<ul style="list-style-type: none"> • <i>Configuration Virtualization</i>
3 (optional)	Configure MS SQL database System provider For information about the installation of an MS SQL database refer to the documentation of the manufacturer.		<ul style="list-style-type: none"> • <i>Configuration Microsoft SQL Server 2014</i> • <i>Configuration Microsoft SQL Server 2016</i> • <i>Configuration Microsoft SQL Server 2017</i>
4 (optional)	Install redundant network cards <ul style="list-style-type: none"> • Teaming • Bonding • Link aggregation System provider	EVOIP ^{neo} EVOLUTION ^{neo} , EVOLUTION ^{neo} eco, EVO ^{flex}	<ul style="list-style-type: none"> • <i>Configuration of redundant network cards</i>
5	Virus protection System provider		<ul style="list-style-type: none"> • <i>Installation requirements</i>
6 (optional)	Install Dongle Manager System provider		<ul style="list-style-type: none"> • <i>Installation Dongle Manager</i>
7	Install recording software and Install certificate System provider		<ul style="list-style-type: none"> • <i>Installation Neo Suite</i>
7a (optional)	Configure redundant PostgreSQL databases System provider		<ul style="list-style-type: none"> • <i>Failover operation for PostgreSQL data-bases</i>
8	Configure servers and recording architectures System provider		<ul style="list-style-type: none"> • <i>Configuration servers and recording architectures</i>
9	Configure browser		<ul style="list-style-type: none"> • <i>Configuration browser</i>

Step	Description and target group	Type or product	Installation manual
	System provider or tenant		
10	Install client applications		
(optional)	Tenant		
		CLIENT <u>command</u>	• <i>Installation CLIENTcommand</i>
		Download Client	• <i>Installation Download Client</i>
		POWER <u>play</u> Instant	• <i>Installation POWERplay Instant</i>
		POWER <u>play</u> Pro/Station	• <i>Installation POWERplay Pro/Station</i>
		SCREEN <u>rec</u>	• <i>Installation SCREENrec</i>
11	Install speech analysis software of EML		
(optional)	System provider	EML Transcription Server EML Proxy	• <i>Installation speech analysis software of EML</i>
12	Carry out backup and disaster recovery		
(optional)	System provider	EVOIP <u>neo</u> EVOLUTION <u>neo</u> , EVOLUTION <u>neo</u> eco, EVO <u>flex</u>	• <i>Backup and disaster recovery</i>
13	Install Google Stackdriver		
(optional)	System provider		• <i>Installation Google Stackdriver</i>

Tab. 3: Installation steps

Software update

Description and target group	Type or product	Installation manual
Update server software System provider	EVOIP ^{neo} , EVOLUTION ^{neo} , EVOLUTION ^{neo} eco, EVO ^{flex}	<ul style="list-style-type: none"> • <i>Software updates</i>
Update 3rd-party components System provider	EVOIP ^{neo} , EVOLUTION ^{neo} , EVOLUTION ^{neo} eco EVO ^{flex}	<ul style="list-style-type: none"> • <i>Software updates</i>
Update client applications Tenant	CLIENT ^{command} POWER ^{play} Instant POWER ^{play} Pro/Station SCREEN ^{rec}	<ul style="list-style-type: none"> • <i>Installation CLIENT^{command}</i> • <i>Installation POWER^{play} Instant</i> • <i>Installation POWER^{play} Pro/Station</i> • <i>Installation SCREEN^{rec}</i>

Tab. 4: Software update

5 Troubleshooting



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

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

5.1 GetLogsClient

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



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

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

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

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

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