

# System Configuration

## Drives module



## Administration manual

### for tenants

5/19/2022

### Product line Neo, version 7.x

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

EVOIP<sup>neo</sup>

EVOLUTION<sup>neo</sup> / XXL / eco

EVO<sup>flex</sup> (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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## 2 Introduction

In the Drives module of the application System Configuration, you see all drives available to you. You can call up different information about these drives (see Detail view) and configure several settings (see [chapter "Configure drives", p. 19](#)).

Open the Drives module by clicking on the menu item *Drives* in the navigation bar of 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*.



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Only the system provider can install new drives.

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Always eject media by using the function in the Drives module in the application System Configuration.












Once an Neo software has been installed on the system, ejecting the medium via the Windows Explorer is not recognized properly. When ejecting the medium via the Windows Explorer, an update will not be completed and new media cannot be read in as a consequence.

This restriction applies to external drives as well.

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Click on the menu item *Drives* in the navigation bar of the application System Configuration to open the table of the main view. The main view displays all connected data drives.


<div> <div>Drives</div> <div>General</div> </div>							
Usage	Device Type	Active	Connected	Name	Path	Free Disk Space	Serial
	NAS	✓	✓	NAS1	NAS 1	<div></div>	REK
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		CTI
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		CTI
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		RC-
	DVD-ROM	✓	✗	DVD-ROM drive	F:\		RC-
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		RC-
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		REC
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		REC
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		REC
	DVD-ROM	✓	✓	DVD-ROM drive	D:\		REC

Rows per page 50

1 - 10 of 10

Fig. 1: Drives - main view

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

<i>Usage</i>	Shows the category of the drive and for which functions it is thus available.  = data drive
<i>Device type</i>	Shows the drive type.
<i>Active</i>	Shows whether the drive has been released to be used. Only drives with both the statuses <i>Active</i> and <i>Connected</i> can be used. ✓ = Drive is active; configuration of the drive has been released. ✗ = Drive is inactive; configuration of the drive has not been released.
<i>Connected</i>	Shows the technical state of the drive. Only drives with both the statuses <i>Active</i> and <i>Connected</i> can be used. ✓ = Drive has been connected. ✗ = Drive has not been connected. The status <i>Not connected</i> can signify 2 things: <ul style="list-style-type: none"> <li>Hardware-wise, the drive is no longer connected to the recording system.</li> <li>In case of <b>NAS</b> drives: The drive has not been connected to the recording system.</li> </ul>
<i>Name</i>	Name of the drive.
<i>Path</i>	Path of the drive.
<i>Free Disk Space</i>	Shows how much free disk space remains on the drive.

<i>Server</i>	<p>Name of the server that the drive has been connected to hardware- or software-wise.</p> <p>The server can be an EVOIP<sub>neo</sub> server or a recorder of the product line EVOLUTION<sub>neo</sub>.</p>
<i>Creation Date</i>	Date on which the drive has been configured, i. e. recognized automatically by the system.
<i>Updated</i>	Date on which the settings for the drive were updated for the last time.

## 3.1

## Toolbar

The toolbar offers the following functions.

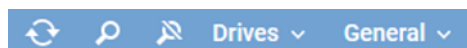






Fig. 2: Toolbar

	<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, see <a href="#">chapter "Search", p. 8</a>.</p> <p>The icon  is displayed whenever the search has been adjusted by means of a filter.</p>
	<i>Reset search</i>	Resets all manually entered search criteria.
<i>Drives</i>	<i>Eject Medium</i>	<p>Ejects the medium of the selected drive.</p> <p>The function is available for DVD and RDX drives only.</p>
	<i>Detach Drive</i>	<p>Detaches the selected drive from the recording system. The configuration of the drive remains. The drive merely receives the status <i>Not connected</i>. It can be connected again at any moment and used immediately.</p> <p>The function is only available on external drives which have not been integrated by <a href="#">NAS</a> technology.</p>
	<i>Format</i>	<p>Formats the selected medium.</p> <p>Drives for which a write protection has been activated cannot be formatted.</p>
	<i>Terminate Volume</i>	<p>Terminates the current volume on the selected medium and inserts a new medium.</p> <p>This function allows terminating volumes anytime regardless of the criteria defined in the tab <i>Volumes</i>, see <a href="#">chapter "Tab Volumes", p. 17</a>.</p>
	<i>Terminate and Migrate Archive</i>	Terminates the selected medium to be migrated.
	<i>Load Archive</i>	<p>Loads the selected, previously unloaded medium and resumes the paused job.</p> <p>This function is only available for <a href="#">NAS</a> drives.</p>
	<i>Unload Archive</i>	<p>Unloads the selected medium and that way pauses the current job.</p> <p>This function is only available for <a href="#">NAS</a> drives.</p>
<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>• Displayed information</li> <li>• Order of the displayed columns</li> <li>• Number of rows per page</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*.



### See also

 [Search](#) [► 8]

#### 3.1.1

### Search

The search function allows searching systematically for sets of data which meet certain criteria.

1. In the toolbar, click on the icon  or  (*Search*).  
⇒ The window *Search Criteria* appears.







Fig. 3: Window Search Criteria (example)

2. Set the respective search criteria.  
**NOTICE!** It depends on the respective module which search criteria are available.
3. To start the search, click on the button *Search*.  
To reset all manually entered search criteria, click on the button *Reset*.  
⇒ After running the search, only those sets of data are displayed in the main view which meet the set search criteria.
4. To display all original sets of data in the main view again, i. e. to reset the manually entered search criteria, click on the icon  (*Reset search*) in the toolbar.

By clicking on the button *Manage Searches*, you can save the defined search criteria under an unambiguous name, load saved search criteria or delete them.

By clicking on the icon , you can tag the search criterion as favorite. Criteria tagged as favorite are displayed additionally in the upper area of the window *Search Criteria* and marked with the icon .



A detailed description of the search function can be found in the user manual *System Configuration - General information*.



Click on an element in the table of the main view to display additional information about as well as functions of the selected drive in the detail view.

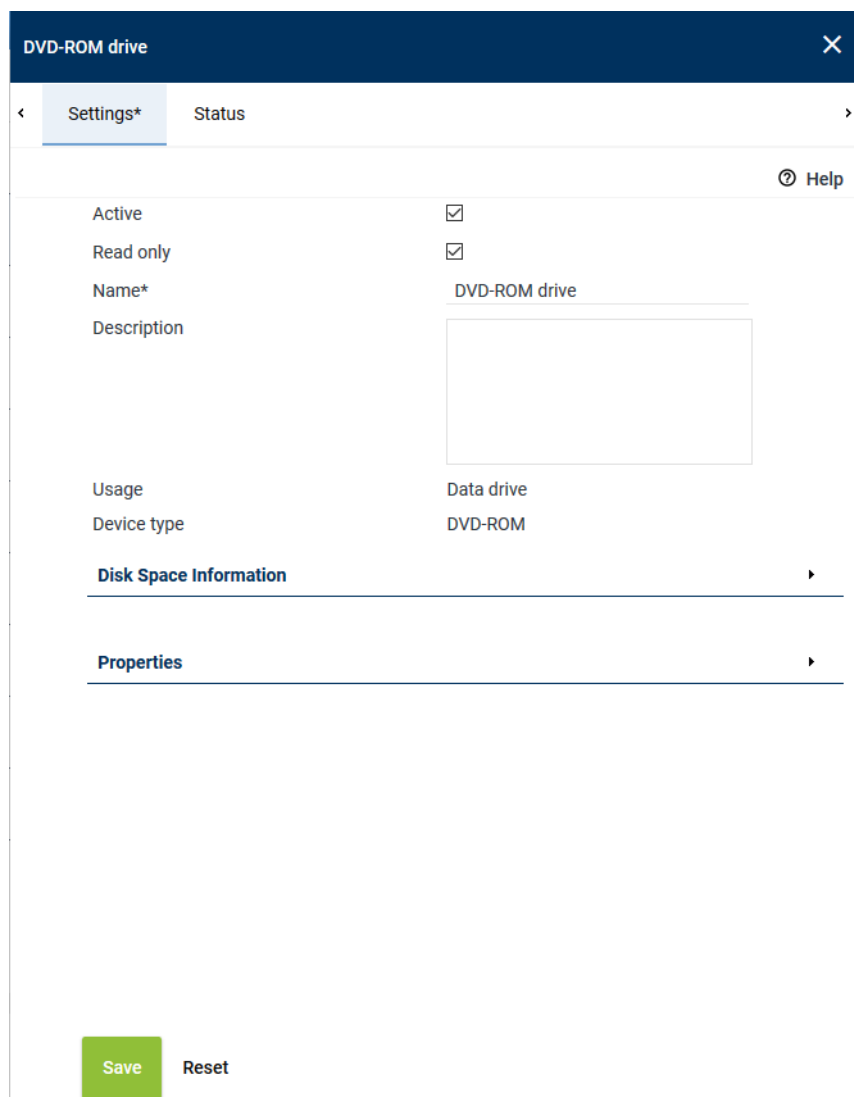


Fig. 4: Drives - detail view (example)

The detail view consists of the following tabs:

- **Settings**  
Here, you can display and edit general settings of the drive.  
See [chapter "Tab Settings", p. 10](#).
- **Status**  
Here, you can see different statuses of the drive.  
See [chapter "Tab Status", p. 12](#).
- **Network**  
This tab is only available for **NAS** drives.  
Here, you can see the network settings of the drive.  
See [chapter "Tab Network", p. 16](#).
- **Volumes**  
Here, you can display and edit the settings to create the individual volumes.

See [chapter "Tab Volumes", p. 17](#).

- *Write Protection*

Here, you can display and edit the settings of the write protection for the drive.

See [chapter "Tab Write Protection", p. 18](#).



It depends on the type of the selected drive which tabs are available.

#### 4.1

#### Tab Settings

Here, you can display and edit general options of the drive.

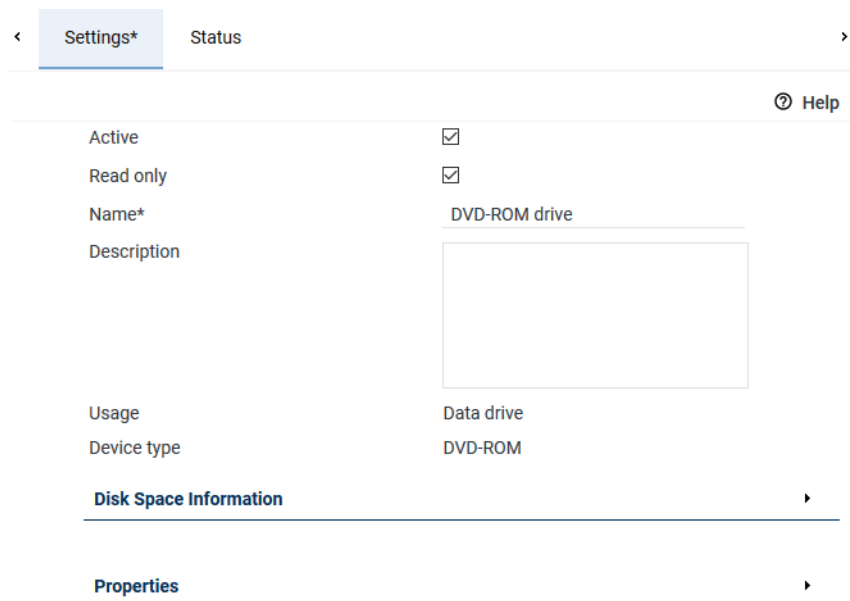


Fig. 5: Tab Settings (examples)

<i>Active</i>	Shows whether the drive has been released to be used. Only drives with the status <i>Active</i> and the status <i>Connected</i> can be used. Select whether the drive is supposed to be active. <input checked="" type="checkbox"/> = Drive is active. <input type="checkbox"/> = Drive is inactive.
<i>Read only</i>	Shows whether the drive can be used only for the replay of recordings. Select whether the drive is supposed to be used only for the replay of recordings. <input checked="" type="checkbox"/> = Drive can only be read. <input type="checkbox"/> = Drive can be read and data can be written on it. <b>NOTICE!</b> This option is only available for data drives.
<i>Name</i>	Name of the drive.
<i>Description</i>	Here, you can enter a description for the drive.
<i>Usage</i>	Shows the category of the drive and for which functions it is thus available. <ul style="list-style-type: none"> <li>• <i>Data drive</i> The drive can be used for archiving, import, and export.</li> </ul>
<i>Device type</i>	Shows the drive type.

### 4.1.1 Group field Disk Space Information

Disk Space Information	
Used space	
Free space	
Capacity	
Warning level	0.5GB
Error level	0.25GB

Fig. 6: Tab Settings - Disk Space Information

<i>Used space</i>	Shows how much disk space is already occupied on the drive.
<i>Free space</i>	Shows how much free disk space remains on the drive.
<i>Capacity</i>	Shows how much disk space is available on the drive in total.
<i>Warning level</i>	<p>Select the threshold of storage space consumption of the medium at which a warning is supposed to be issued.</p> <p><b>NOTICE!</b> It is advisable to select a value of 10 % of the drive capacity as warning level.</p> <p>In the Notifications module, you can select who is notified when a drive has reached its warning level.</p>
<i>Error level</i>	<p>Select the threshold of storage space consumption of the medium at which an error message is supposed to be issued.</p> <p><b>NOTICE!</b> It is advisable to select a value of 5 % of the drive capacity as error level.</p> <p>In the Notifications module, you can select who is notified when a drive has reached its error level.</p>

### ATTENTION!

Ensure that, when reaching the warning level, immediate action is taken to check post processing jobs (archiving/transfer) and to possibly increase storage capacity. Otherwise, recording loss is imminent as archived or transferred recordings will **not** be deleted automatically once the error level is reached.



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



Depending on the settings of your system provider, the values *warning level* and *error level* are displayed in % or GB.

### 4.1.2 Group field Properties

The content of the group field depends of the type of the drive.

Properties	
Server	D77YDX4J
Path	ScreenImportNAS
Connected	<input type="checkbox"/>

Fig. 7: Tab Settings - Properties of network drives

**Properties**

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Current file system      NFTS

Default file system      NFTS ▾

Connected      ☒

Fig. 8: Tab Settings - Properties of directly connected drives

<i>Server</i>	Name of the server that the drive has been connected to hardware- or software-wise.
<i>Path</i>	Path of the drive.
<i>Current file system</i>	File system on which the medium has been mounted.
<i>Default file system</i>	File system which is created when the medium is formatted. Select the file system from the drop-down list. It depends on the type of the drive which file systems are available.
<i>Connected</i>	Shows the technical status of the drive. Only drives with the status <i>Active</i> and the status <i>Connected</i> can be used. <input checked="" type="checkbox"/> = Drive has been connected. <input type="checkbox"/> = Drive has not been connected.

## 4.2

### Tab Status

Here, you can see different statuses of the drive in an overview.

◀ Settings\*    **Status**    ▶

---

**Status** ▶

---

**Settings** ▶

---

**Write Protection** ▶

Fig. 9: Tab Status

The tab contains the following group fields:

- *Status*  
Contains information about the availability of data on the drive.
- *Formatting*  
Contains information about the last formatting of the drive.  
**NOTICE!** This group field is only displayed for drives which can be formatted.
- *Settings*  
Contains information about the manageability of the drive.
- *Write Protection*  
Contains information about dependencies when formatting the drive and about the possibilities to overwrite existing data.

### 4.2.1 Group field Status

Contains information about the availability of data on the drive.

Status	
Name	Value
Drive status	Empty
Medium status	
Volume status	

Fig. 10: Tab Status - Status

Possible values for *drive status* are:

<i>Eject</i>	Medium is being ejected.
<i>Remove</i>	Drive is being detached from the system.
<i>Error</i>	Data of the medium cannot be read.
<i>Load</i>	Drive is being checked.
<i>Empty</i>	No medium has been inserted.
<i>Not connected</i>	Drive is not connected.
<i>Available</i>	Drive can be used.
(no entry)	Status is unknown. No drive available.

Possible values for *medium status* are:

<i>Available</i>	Medium can be used.
<i>Empty</i>	No data available on the medium.
<i>Finished</i>	Medium has been finished.
<i>Wrong format</i>	Contains data but it cannot be read. The data format does not coincide with the expected format.
<i>Update inserted</i>	Drive contains an update medium.
<i>Load</i>	Medium is being checked.
<i>Save</i>	Data is being saved.
<i>Terminate</i>	Medium is being terminated.
<i>Is formatting</i>	Medium is being formatted.
<i>Error</i>	An error occurred on the medium.
<i>Unknown format</i>	The format of the medium is unknown. The medium cannot be used.
<i>Unknown data</i>	Contains data which has not been created by the recording system, though. Data on this medium is not overwritten.
<i>Recovery not possible</i>	Data of the medium cannot be recovered.
(no entry)	Status is unknown. No medium available.

Possible values for *volume status* are:

<i>Available</i>	Volume can be used.
<i>Finished</i>	Volume has been finished.
<i>Load</i>	Volume is being checked.

<i>Save</i>	Data is being saved on the volume.
<i>Terminate</i>	Volume is being terminated.
<i>Error</i>	An error occurred in the volume.
<i>Recovery not possible</i>	Data on the volume cannot be recovered. The medium has not been formatted.
(no entry)	Status is unknown. No volume available.

#### 4.2.2 Group field Formatting



This group field is only displayed for drives which can be formatted.

Contains information about the last formatting of the drive.

Formatting	
Status	Not started
Last execution	

Fig. 11: Tab Status - Formatting

<i>Status</i>	<p>Status of the formatting.</p> <ul style="list-style-type: none"> <li><i>Not started</i> No formatting has been carried out on this drive.</li> <li><i>In progress</i> The drive is being formatted.</li> <li><i>Finished</i> The last formatting of the drive has been finished successfully.</li> <li><i>Error</i> An error occurred during the last formatting of the drive. The drive has not been formatted correctly.</li> </ul>
<i>Last execution</i>	Date on which the formatting was finished.

#### 4.2.3 Group field Settings

Contains information about the generally possible manageability of the drive hardware-wise.

Settings	
Name	Value
Detachable	×
Ejectable	×
Formattable	×
Terminable	×

Fig. 12: Tab Status - Settings

<i>Detachable</i>	Shows whether the drive can be detached from the recording system by means of the function <i>Detach medium</i> . ✓ = Drive can be detached. ✗ = Drive cannot be detached.
<i>Ejectable</i>	Shows whether the drive can contain a medium which can be ejected by means of the function <i>Eject medium</i> . ✓ = Medium can be ejected. ✗ = Medium cannot be ejected.
<i>Formattable</i>	Shows whether the medium or the drive can be formatted by means of the function <i>Format</i> . ✓ = Can be formatted. ✗ = Cannot be formatted.
<i>Terminable</i>	Shows whether the medium or the drive can be terminated in the tab <i>Volumes</i> . ✓ = Can be terminated. ✗ = Cannot be terminated.



It depends on the current status of the medium whether the respective functions, such as *Eject medium*, are actually available, see [chapter "Group field Status", p. 13](#).

### See also

📄 Group field Status [► 13]

#### 4.2.4

### Group field Write Protection

Contains information about the write protection of the drive.

If there is a write protection, either data cannot be written on the medium or the medium cannot be formatted; this depends on the kind of the write protection.

Write Protection	
Name	Value
Invalid tenant	✗
File system	✗
Drive configuration	✗
Medium configuration	✗
Volume configuration	✗
Hardware	✗

Fig. 13: Tab Status - write protection

<i>Invalid tenant</i>	<p>Shows whether the system accepts the medium as a valid medium for the tenant. If the medium contains data which cannot be mapped to the tenant whose drive this is, the write protection is activated automatically. In this case, the medium cannot be formatted.</p> <p>✓ = Write protection is active. Medium cannot be formatted.</p> <p>✗ = Medium has no write protection.</p>
<i>File system</i>	<p>Shows whether the file system of the medium can be used to write data to the medium. If the file system of the medium is not the same as the file system configured for the drive, then the write protection is activated automatically. If no other write protection has been activated to prevent this, the medium can be formatted.</p> <p>✓ = Write protection is active.</p> <p>✗ = Medium has no write protection.</p>
<i>Configuration drive</i>	<p>Shows whether the drive type (see Drive categories) allows writing data to the drive for archiving, export, etc. Only storage expansions and data drives can be used for these job types. Other drives (system storages, database drives, ...) have been disabled for these tasks and must thus be considered as write-protected.</p> <p>✓ = Drive type does not allow writing data to the drive. Write protection is active. Medium cannot be formatted.</p> <p>✗ = Drive has no write protection.</p>
<i>Configuration medium</i>	<p>Shows whether the volume has been terminated and whether it has an active write protection.</p> <p>✓ = Write protection is active. Medium cannot be formatted.</p> <p>✗ = Medium has no write protection.</p>
<i>Configuration volume</i>	<p>Shows whether the volume has been terminated.</p> <p>✓ = Write protection is active.</p> <p>✗ = Volume has no write protection.</p>
<i>Hardware</i>	<p>Shows whether the medium or the drive has an active hardware write protection.</p> <p>✓ = Write protection is active. Medium cannot be formatted.</p> <p>✗ = Write protection is not active.</p>

In the following cases, formatting the medium is not possible:

- The drive type does not allow formatting (e. g. [NAS](#), Centera, DVD-ROM).
- No medium has been inserted.
- The currently inserted, terminated medium has an active write protection.
- The medium is hardware-write-protected.
- The drive is a system drive.
- The tenant who owns the medium or the volume is not the same as the one who owns the drive.
- The drive is used in an active job.
- The drive is not connected.
- If the drive has been mapped to a tenant, only this tenant may format the drive.

### 4.3 Tab Network

This tab is only available for [NAS](#) drives.

Here, you can see the network settings of the drive.



Settings*	Status	Network*	Volumes	Tenant	Reseller
Authentication type		User name and password			
Server address*		192.168.173.171			
Server address		192.168.173.171			
Share name*		NAS 1			

Fig. 14: Tab Network

<b>Authentication type</b>	Shows the selected authentication type. <ul style="list-style-type: none"> <li><i>None</i> No authentication necessary.</li> <li><i>User name and password</i> Authentication takes place by means of the data entered in the fields User name and Password.</li> </ul>
<b>Server address</b>	IP address of the server or of the recorder to which the drive has been connected.
<b>Share name</b>	Name under which the drive is displayed in the network.

## 4.4

## Tab Volumes



The settings in this tab do not affect DVD-RAM drives since no volumes can be created on these drives.

Settings*	Status	Volumes	Write Protection
<p> <input checked="" type="radio"/> Sub-archive size  20 GB </p> <p> <input type="radio"/> Terminate after time  0 Year(s) 0 Month(s) 0 Day(s) </p> <p> <input type="radio"/> Terminate according to data  <input type="radio"/> Weekly  <input checked="" type="radio"/> Monthly  <input type="radio"/> Yearly </p>			

Please remember that for technical reasons there is an upper limit of 150 GB for volumes. This upper limit is valid for time-based configuration, too.

Fig. 15: Tab Volumes

Select how volumes are supposed to be installed.

Select one of the following options:

<b>Sub-archive size</b>	Volumes are being created. As soon as a volume has reached the entered size, it is terminated and a new volume is configured.  Configure the volume size by entering the respective value directly via the keyboard into the entry field. As an upper limit 150 GB have been preset by default; if the drive is smaller than 150 GB, the value is reduced to the respective size.
<b>Terminate after time</b>	Volumes are being created. After the entered time the volume is terminated and a new volume is configured. The entered time starts as soon as new data is archived on the volume.

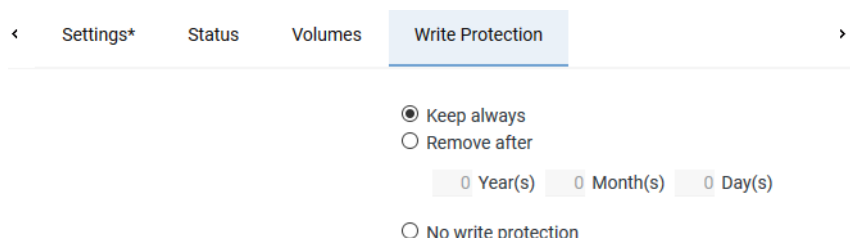
	Configure the time by entering the value directly via the keyboard into the entry fields.
<i>Terminate according to data</i>	<p>Volumes are being created. The volume is terminated periodically, depending on the start time of the conversation, and a new volume is created.</p> <p>Configure the time by activating the respective radio button.</p> <ul style="list-style-type: none"> <li>• <i>Weekly</i>: the volume is terminated one week after data has been archived on it for the first time.</li> <li>• <i>Monthly</i>: the volume is terminated one month after data has been archived on it for the first time.</li> <li>• <i>Yearly</i>: the volume is terminated one year after data has been archived on it for the first time.</li> </ul>

## 4.5

## Tab Write Protection



This tab is not available for all drives.



Settings\*   Status   Volumes   **Write Protection**

☒ Keep always  
☐ Remove after  
     0 Year(s)   0 Month(s)   0 Day(s)  
☐ No write protection

Fig. 16: Tab Write Protection

Select whether and under which conditions the medium may be overwritten.

**NOTICE!**

If the drive has been mapped to a tenant, you cannot change any settings in this tab.

<i>Keep always</i>	<p>The medium may never be overwritten.</p> <p>When the medium has been terminated, another medium has to be used.</p>
<i>Remove after</i>	<p>The medium may be overwritten after the time entered here.</p> <p>When the medium has been terminated, it is protected for the time being. After the entered time the medium can be formatted manually and used for archiving again.</p> <p>Configure the time by entering the respective value directly via the keyboard into the fields <i>Year(s)</i>, <i>Month(s)</i>, <i>Day(s)</i>.</p>
<i>No write protection</i>	<p>The medium may be overwritten immediately.</p> <p>When the medium has been terminated, it can be formatted manually immediately and used for archiving again.</p>

**ATTENTION!****Possible loss of data!**

When using the setting *No write protection*, loss of data can occur if you use the drive for archiving! A medium terminated under this setting can be formatted manually immediately and used for archiving again.



---

Only the system provider can install new drives.

---

All drives which have already been set up by the system provider and are available to you as tenant are displayed in the main view. For these drives you can adjust the following settings:

**Tab Settings**

- Name of the drive
- Description of the drive
- Whether the drive is active
- Whether the drive can be used only for the replay of recordings
- Warning level for the disk space consumption on the drive
- File system for the formatting of the drive

(This option is not available for all drives.)

Detailed information about these settings can be found in [chapter "Tab Settings", p. 10](#).

**Tab Volumes**

In the tab *Volumes*, you can adjust settings for the configuration of the individual volumes and the write protection of a drive.

Detailed information about these settings can be found in [chapter "Tab Volumes", p. 17](#).

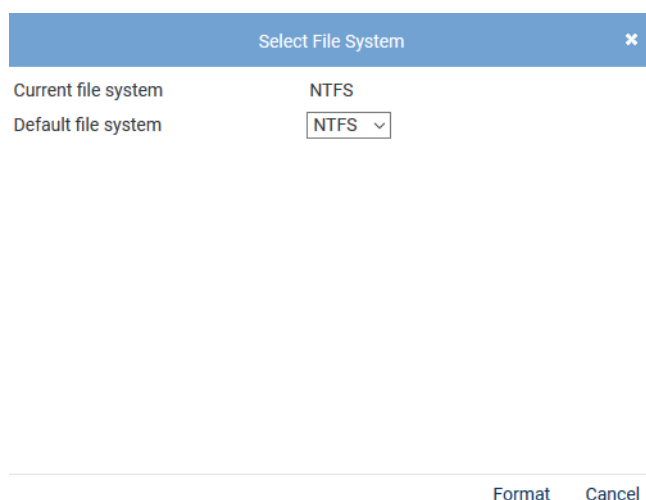
## 6 Formatting media (DVD and RDX drives)

**NOTICE! If you would like to format media, the following preconditions apply:**

- There must not be a hardware write protection for the medium.
- The drive and the medium must have been mapped to the same tenant.
- As long as a drive has been mapped to a tenant, only this tenant may eject, remove or format the medium, not the system provider, though.
- It may not be a system drive or a database drive.
- The currently inserted medium may not have an active overwrite protection.

If a job is active on the drive, the inserted medium may only be formatted if the medium:

- has been terminated or
  - is empty but the format is not identical with the preset format or
  - contains third-party or unknown data.
1. In the main view, select the drive the medium of which you would like to format.
  2. Click on the menu item *Drives > Format* in the toolbar.
  3. From the drop-down list *Default file system*, select the file system with which the medium is supposed to be formatted.



Select File System

Current file system NTFS

Default file system NTFS

Format Cancel

Fig. 17: Format drive manually

4. To format the medium with the selected file system, click on the button *Format*. To cancel the process and not format the medium, click on the button *Cancel*.

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### Glossary

#### NAS

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Network Attached Storage is a file-level computer data storage server connected to a computer network providing data access to other devices on the network. NAS is usually used to provide independent storage capacity in a computer network without major effort. (Source: Wikipedia 4th May 2017)