

Installation SCREENrec



Installation manual for tenants

8/10/2022

Product line Neo, version 7.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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1 General information

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2 Introduction

This manual describes the installation of the application **SCREENrec** and of the optional component **SCREENrec scan Editor**.

SCREENrec

SCREENrec is an application which allows recording screen content and contains the functionalities **SCREENrec**, **SCREENrec Audio**, **SCREENrec scan**, and **SCREENminer**.

The application **SCREENrec** connects the client computer with the recording server. The recordings on the client computer are controlled via the recording server. The application sends the recorded data to the recording server where it is saved and subsequently made available in the system.

There is the possibility to install the application in stealth mode. **SCREENrec** then is active in the background only and not visible for the user of the client computer. Otherwise, a program icon is created in the taskbar.



SCREENrec is a client application. It has to be installed on each client computer which is supposed to use it.

SCREENrec Audio

SCREENrec Audio is an optional function of the **SCREENrec** application.

SCREENrec records the screen; **SCREENrec Audio** the corresponding audio signal of the computer.

SCREENrec Audio allows recording the audio signal of an agent's computer. **SCREENrec Audio** behaves like a softphone and sends the audio data of the sound card to the recording system as an **RTP** stream.

Recording can be controlled automatically by means of filters created in the **SCREENrec scan Editor**. Predefined activities on the agent's screen are used to trigger and stop recording. Alternatively, recording can be started manually.

The recording contains screen content in combination with the audio of the computer. If the call is made via a physical phone instead of the computer, then the screen of the computer and the audio of the physical phone are recorded.

SCREENrec scan

SCREENrec scan is a functionality for automatic activity-based recording control depending on events on the agents' screen. **SCREENrec scan** allows allocating screen content to audio recordings. Recordings can be started or stopped if for instance a specific program is started or if a certain function is executed via mouse click. As an additional use case, **SCREENrec scan** offers the possibility to mute the recording if a certain dialog is opened (e. g. when entering sensitive data for credit card payment) and unmute it once the process has been completed (PCI-DSS-Compliance). For this, screen recording is not mandatory: it is also possible to unmute audio recordings with this functionality.

SCREENrec scan Editor

SCREENrec scan Editor is an application to define triggers for action-controlled screen recording by means of **SCREENrec scan**.

SCREENrec scan Editor enables administrators to create filters with triggers and conditions for recording, e. g.:

- Which areas of the screen are supposed to be recorded.
- Which areas of the screen are not supposed to be recorded.
- Trigger for start/stop function, e. g. when changing to another application.

- Triggers for mute/unmute function, e. g. for [PCI-DSS](#) compliance to hide credit card information.
- Triggers to add additional data, e. g. from a [CRM](#) software.

SCREEN~~rec~~ scan Editor is a vendor-independent solution compatible with most [CRM](#), [ERP](#), Office and Windows applications.



The SCREEN~~rec~~ scan Editor can only be used by an administrator and therefore should not be installed on client computers.

SCREEN~~miner~~

SCREEN~~miner~~ provides a comprehensive insight into the quality of a customer contact. It assesses the agents' workflow and reveals potential for improvement.



For information about the configuration of the SCREEN~~miner~~ Rules module refer to the administration manual for tenants *System Configuration - Configuration SCREEN~~miner~~ rules*.



If the IP address of the recording server changes, then you have to install the SCREEN~~rec~~ clients once again to adjust the new IP address. For safety reasons the IP address cannot be changed via the user interface.

System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

3.1 Client software components

If the application is installed by means of the MSI setup, the following software components must already have been installed on the client computer:

- .Net 4.5
- Java Runtime 11.0.xx

3.2 Change high DPI settings

If a scaling has been configured for the secondary screen, then the DPI settings must be adjusted manually in Windows so that the secondary screen can be recorded correctly.

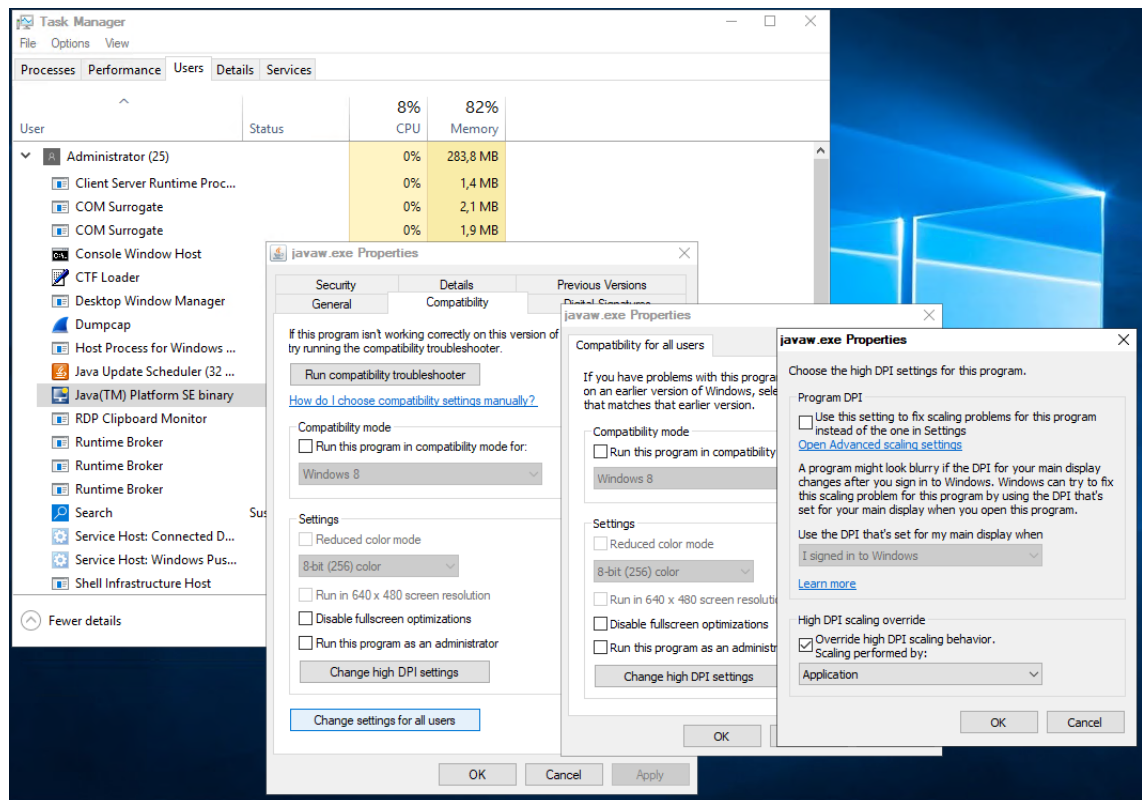


Fig. 1: Adjust DPI settings manually

1. Start the Task Manager.
2. Change to the tab *Users* and search for the *SCREENrec* client process.
3. Right-click to open the context menu of the *SCREENrec* client process and select the menu item *Properties*.
4. Change to the tab *Compatibility*.
5. Click on the button *Change settings for all users*.
6. In the opening window, click on the button *Change high DPI settings*.
7. Activate the check box under *High DPI scaling override* and select *Application* from the drop-down list.
8. Confirm the entries by clicking on the button *OK*.
9. Subsequently, restart the *SCREENrec* client.

3.3 Media Foundation for SCREENrec

To use the client application SCREENrec, Media Foundation must have been installed on the client computer which is included in the media feature pack for Windows 10 N and Windows 10 KN editions.



For more information see <https://support.microsoft.com/en-us/help/3010081/media-feature-pack-for-windows-10-n-and-windows-10-kn-editions>.

4 Installation requirements



For basic information about the used default ports refer to the installation manual *Installation requirements* in chapter *Communication matrix*.



If you have configured customer-specific ports, you have to open them in the firewall separately.

4.1 Licenses

The client application SCREENrec requires the following licenses depending on the functionalities you would like to use:

License name	Number	Description
SCREEN <u>rec</u> Seat license	1 per client computer	License for the unfiltered recording of screen activities.

Tab. 1: Licenses SCREENrec Seat

License name	Number
SCREEN <u>rec</u> scan system license	1 per recording system
SCREEN <u>rec</u> scan license	1 per client computer

Tab. 2: Licenses SCREENrec scan license

License name	Number	Description
SCREEN <u>rec</u> Audio	1 per client computer	As SCREEN <u>rec</u> Audio cannot be used without SCREEN <u>rec</u> , the package also contains the following licenses: <ul style="list-style-type: none">• SCREEN<u>rec</u>• SCREEN<u>rec</u> scan Editor• EVOIP<u>neo</u> universal port-based

Tab. 3: Licenses SCREENrec Audio

4.2 Information

Before you start the installation, make sure that the following information is available:

- IP address of the recording server

5

Overview install and configure product

The following steps have to be carried out:

1. Install the SCREENrec client on all client computers which are supposed to use the application SCREENrec, see [chapter "Install client software", p. 11](#).
2. System Configuration > Employees module in the tab *Agent Data*, configure the users of the client computers on which the application SCREENrec is supposed to run:
 - Define user as agent
 - Enter extension, PBX Agent ID or chat ID of the agent
 - Enter Windows user name as the user name of the agent **or** enter the agent's computer name
Alternatively: enter user name **and** computer name of the agent
3. In the application System Configuration > Recording Planner module > Compliance module in the recording plan you would like to use for the screen recording, activate the function *Record screen*.
4. In the application System Configuration > Recording Planner module > Compliance module, in the action node that you create for screen recording, go to the group field *External Recording Control* in the detail view and activate the usage of the client SCREENrec.

Optional for the remote usage of SCREENrec:

5. Configure the remote desktop properties on the remote computer, see [Configure remote desktop](#).

Optional for using recording filters:

6. Install the SCREENrec scan Editor on the administrator's computer, see [chapter "Install client software", p. 11](#).

Additional preconditions for the usage of the application



The **system provider** has to activate the function *Screen recording* in the application System Configuration in the Recording Architectures module in the tab *Server Assignment*.

Contact the administrator of your system provider to ensure that the required settings have been configured.



On the server of the recording system, no additional installation steps are necessary. The server software required for using the client application is installed automatically along with the software of the recording system.



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



For information about the configuration of recording plans refer to the administration manual for tenants *System Configuration - Recording Planner*.



For information about creating recording filters refer to the user manual *Usage SCREENrec scan Editor*.

6 Installation

6.1 Install client software



Note that the installation of client software requires administrator rights to be carried out.



During the installation routine, it is checked whether the required Java version has been installed on the client computer. If this is not the case, Java Runtime Environment is installed before installing the SCREENrec software. If you cancel the installation, you cannot use the application SCREENrec.

1. Insert the installation medium for the SCREENrec software.
2. Open the directory of the SCREENrec software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
 - ⇒ The version of Java Runtime Environment is checked. If the required version has not been installed, the InstallShield Wizard for Java JRE appears.

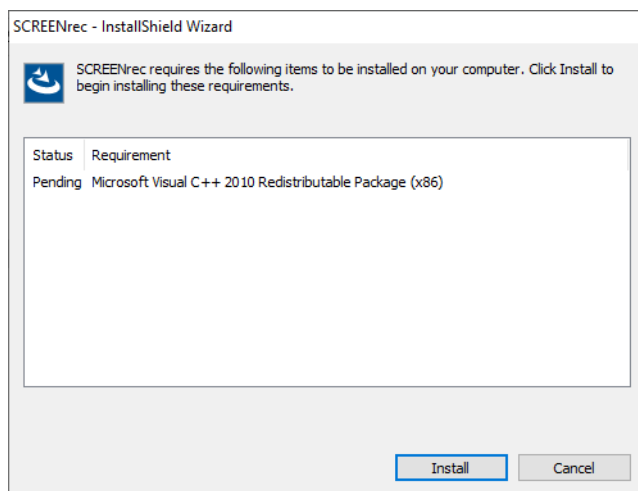


Fig. 2: Installation wizard for Java Runtime Environment

4. To completely cancel the installation, click on the button *Cancel*.
To start the installation, click on the button *Install*.
 - ⇒ The installation progress is displayed.

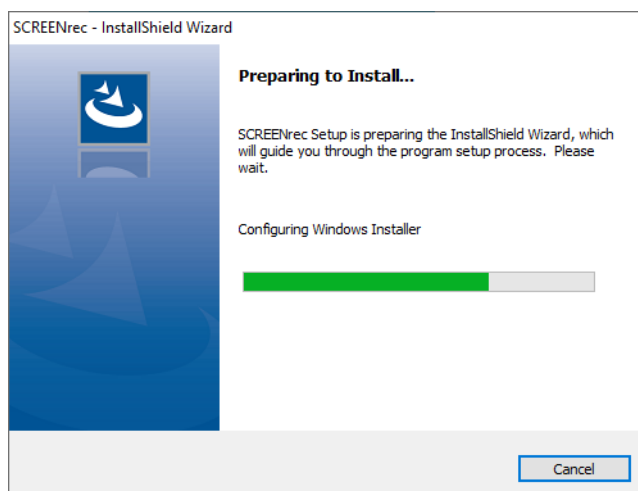


Fig. 3: Information about the installation progress

- ⇒ After the installation of Java Runtime Environment, the installation wizard for the installation of the SCREENrec software appears.

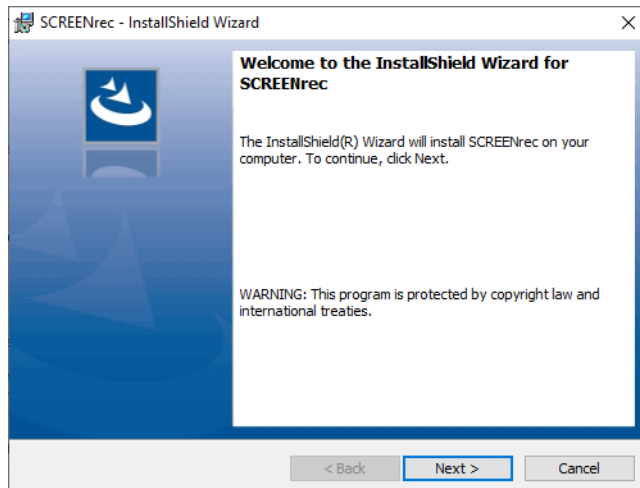


Fig. 4: SCREENrec - installation wizard welcome screen

5. Click on the button *Next* in the welcome screen to start the installation.
6. If required, change the destination folder by clicking on the button *Change*.

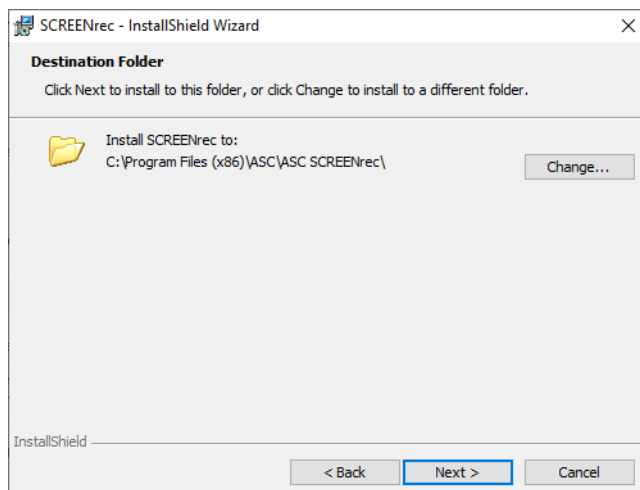


Fig. 5: Change destination folder

7. Select a destination folder.
8. Click on the button *OK* to save the settings.
9. Click on the button *Next* to continue.
10. Select a setup type.

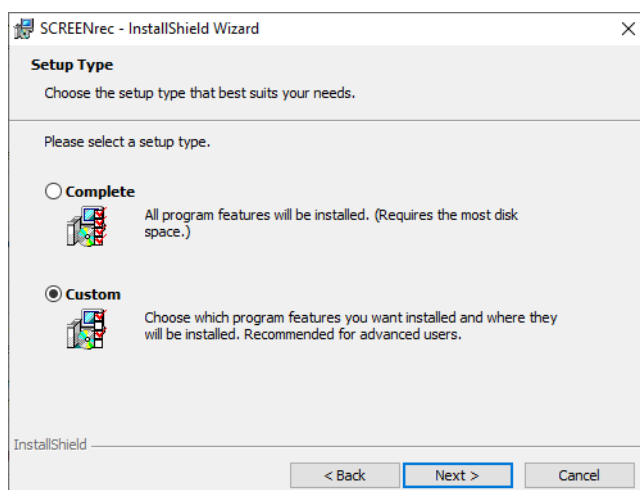



Fig. 6: Select setup type

- Select the option *Complete* if you would like to install all features.
- Select the option *Custom* if you would like to install selected features only, e. g. the SCREENrec client software without the SCREENrec scan Editor or only the SCREENrec scan Editor.

Select the option  *This feature will not be available* in the drop-down list above for the features which are not supposed to be installed.

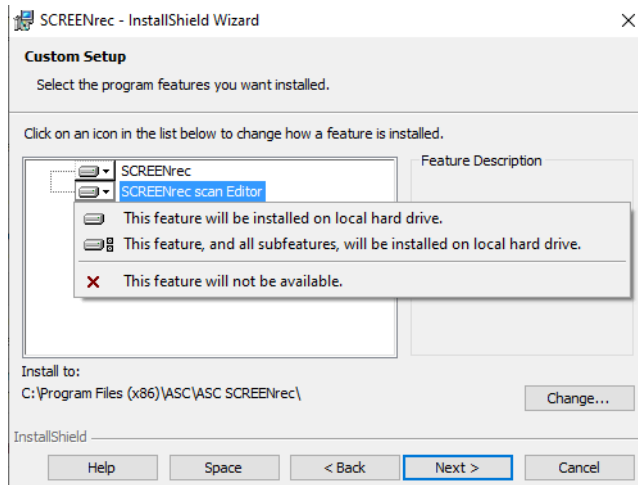


Fig. 7: Select features



The SCREENrec scan Editor allows administrators to create filter elements which define which areas of the screen or which activities are supposed to be recorded or blanked during the recording. The Editor should thus be made available to the administrator only and not be installed on the agents' client computers



To be able to use the functionality SCREENminer, SCREENrec scan Editor must have been activated on at least one client computer to create corresponding filters. Furthermore, the functionalities SCREENrec and SCREENrec scan must be activated in the following steps of the installation routine.

11. Click on the button *Next* to continue.
12. Enter the IP address of the recording server.

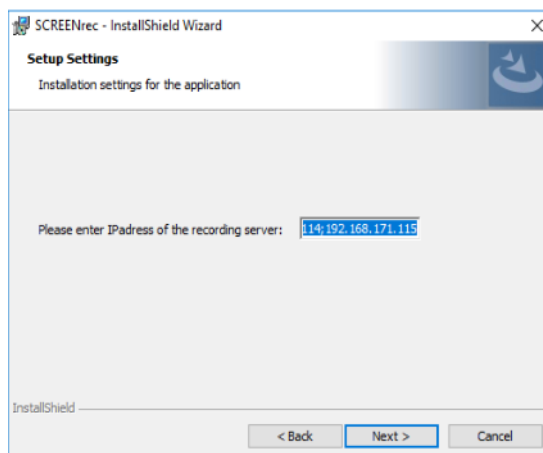


Fig. 8: Enter IP address (example)



For failover operation of the screen recording, it is possible to add several recording servers by entering the respective IP addresses separated by a semicolon or a comma in the entry field.
E. g. `192.168.171.114;192.168.171.115`

According to the setting displayed here, the **SCREENrec** client will first try to connect to `192.168.171.114` and, if this fails, then to establish a connection with `192.168.171.115`.

13. Confirm the entry by clicking on the button *Next*.

14. Activate the check box if you would like to activate the *Exchange Java Security Policies*.

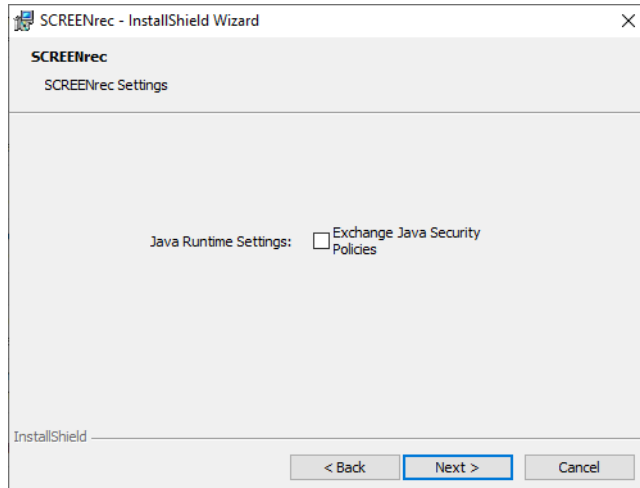


Fig. 9: Java Runtime Settings

15. Confirm the entry by clicking on the button *Next*.

16. Select whether the application is supposed to run in stealth mode.

To do so, activate the check box, if required.

☒ = Stealth mode has been activated. **SCREENrec** runs in the background and is not visible for the user of the computer.

☐ = Stealth mode has not been activated. The program icon is visible in the taskbar and indicates the recording status as well as the connection status to the server.

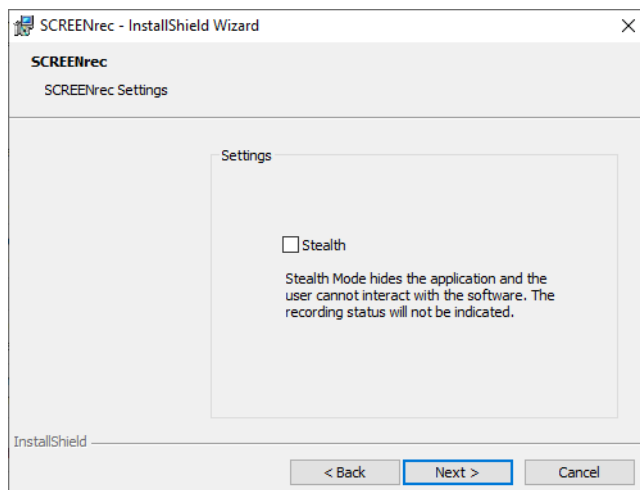


Fig. 10: Activate stealth mode

17. Confirm the entry by clicking on the button *Next*.

18. Adjust the settings of **SCREENrec**.

To do so, activate the check box, if required.

☒ = Settings has been activated.

☐ = Settings has not been activated.

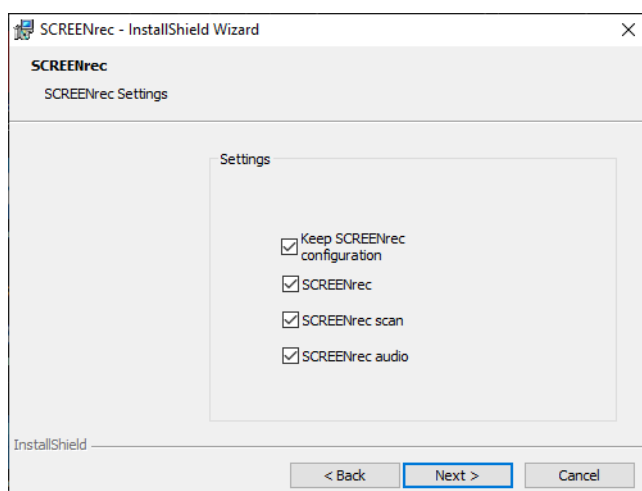


Fig. 11: Select settings

<i>Keep SCREENrec configuration</i>	Indicates whether the settings of an existing <u>SCREENrec</u> installation are supposed to be kept. <input checked="" type="checkbox"/> = Settings are kept. <input type="checkbox"/> = Settings are not kept.
<i>SCREENrec</i>	Activate <u>SCREENrec</u> if you would like to use <u>SCREENrec</u> scan and/or <u>SCREENrec</u> Audio.
<i>SCREENrec scan</i>	Activate <u>SCREENrec</u> scan if you would like to use the functionality for automatic activity-based recording control depending on events on the agents' screen.
<i>SCREENrec audio</i>	Activate <u>SCREENrec</u> Audio if you would like to record the corresponding audio signal in addition to the agent's screen.

Only activate functionalities that you have a license for. When activating a functionality for which no valid license is available, the functionality for which there is a license will not work either later on.



Some functionalities require the activation of another functionality.

SCREENrec is required to be able to use SCREENrec Audio and SCREENrec scan.

SCREENrec and SCREENrec scan are required to be able to use the functionality SCREEN-miner by means of the SCREENminer Rules module of the application System Configuration.

19. Confirm the entry by clicking on the button *Next*.

20. Start the installation by clicking on the button *Install*.

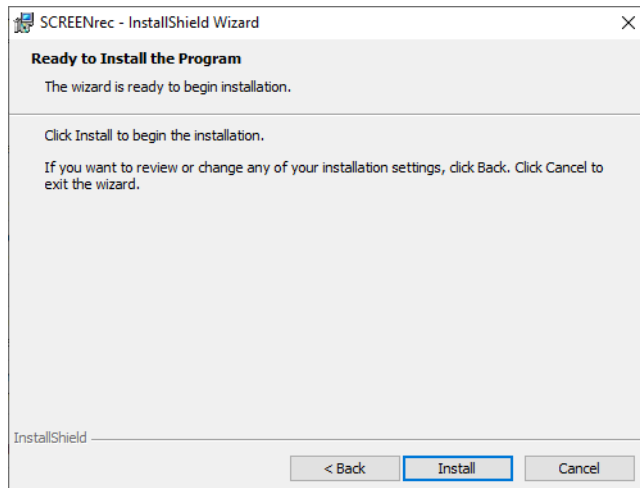


Fig. 12: Start installation

⇒ The installation progress is displayed.

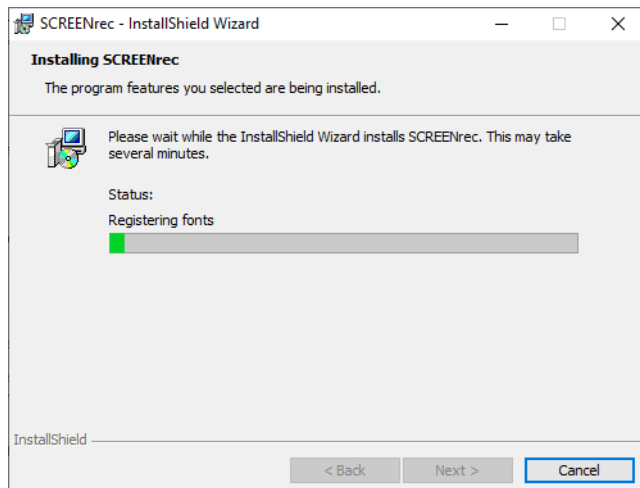


Fig. 13: Information about the installation progress

21. Finish the installation of the SCREENrec software by clicking on the button *Finish*.

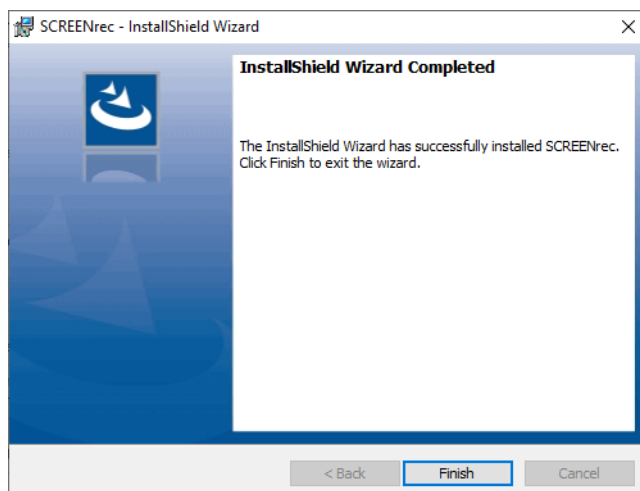


Fig. 14: Finish installation

⇒ The following service has been installed on the computer:

SCREEN<u>rec</u>	Service which monitors the application SCREEN <u>rec</u> on the client computers and starts it again if it has been closed there.
-------------------------	---



After the installation you have to reboot the computer.

After the reboot of the computer the application is launched automatically in the background.

6.2

Install client software via MSI



Basic information about the installation via [MSI](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx) can be found at:
[https://msdn.microsoft.com/en-us/library/cc759262\(v=ws.10\).aspx](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx).

To install the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

You can install with the following command:

```
msiexec.exe /i "SCREENrec.msi" /quiet
```

<i>/i</i>	Installation of the software packet <i>SCREENrec.msi</i>
<i>/quiet</i>	Starts the installation in the background.

To change the default installation, you can add the following parameters:

<i>ADDLOCAL=</i>	The following components of the application are available and can be combined for the installation:	
	<ul style="list-style-type: none"> • <i>SCREENrec</i> • <i>SCREENrecEditor</i> • <i>SCREENrec,SCREENrecEditor</i> 	
<i>BOOL_M_STEALTH=</i>	"1"	Recording mode visible
	""	Recording mode not visible
<i>BOOL_M_REC=</i>	"1"	Recording activated
	""	Recording deactivated
<i>BOOL_M_SCAN=</i>	"1"	Filtered recording activated
	""	Filtered recording deactivated
<i>CONNECTIP=</i>	IP of the recording server, e. g. 192.168.169.143	
<i>ALLUSERS=""</i>	""	User-dependent
	"1"	Computer-dependent
	"2"	Computer-dependent installation, but installs user-dependently if the executing user does not have any access rights to this computer.

Example for the user-dependent installation of *SCREENrec*, in the background, without editor, in stealth mode with recording with possible filtering and the recording server has the IP address 192.168.169.143.

```
msiexec.exe /i "SCREENrec.msi" /quiet ADDLOCAL=SCREENrec BOOL_M_STEALTH=""  
BOOL_M_REC="" CONNECTIP=192.168.169.143 ALLUSERS=""
```



Further information about the parameters for *ALLUSERS* can be found at [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

6.3

Install native messaging host für ChromeWebScan extension

ChromeWebScan is a Chrome extension enabling website-based recording control and tagging in *SCREENrec* scan client. The extension is created via the Chrome Extension API and can be installed from the Chrome webstore via the link <https://chrome.google.com/webstore/detail/chromewebscan/idnicikendbhmfpmjgdgipmfobnangg>.

ChromeWebScan requires the native messaging host *com.asc.screen.chromewebscan.port-provider* having been saved in the installation folder of the SCREENrec client. The ZIP file contains:

- ASC Webscan Port Provider.exe
- manifest.json
- Register Chrome native host - Current User.bat
- Register Chrome native host - Local Machine.bat

Save the files in the installation folder of the SCREENrec client under *>\portprovider* and subsequently execute the file *Register Chrome native host - Local Machine.bat*.

The extension can be used in so-called multi-user sessions or in single-user sessions. For this, 2 different connection modes to ChromeWebScan are available:

- Multi-user session
Default mode. If multi-user session mode has been activated, the Chrome extension starts the native messaging host and sends a port request to the default WebScan port ≥ 1339 .
Multi-user mode can be useful in terminal-server or Citrix environments where a separate SCREENrec instance (process) is started for each user session and where the port provider serves to determine the communication port for the SCREENrec instance which has been started in the same user session as the browser to avoid outside control.
- Single-user session
If single-user session mode has been activated instead of the default mode, the Chrome extension tries to connect to the default port 1339. If the connection fails, the extension requests the following 4 ports (incl. port 1343) in poll intervals of 5 seconds.

Port 1339 is the default WebScan port which you can change at any moment, though, by adjusting it as required and activating one of the 2 connection mode policies.

Change connection modes:

.reg files which are delivered with the extension allow changing the connection mode:

- For single-user session: *C:\Users\<UserName>\AppData\Local\Google\Chrome\User Data\Default\Extensions\idnicikendbhmfepmjgdgipmfobnangg\<chromewebscan version>\policies\WebScanPortRetrievalDirect.reg*
- For multi-user session: *C:\Users\<UserName>\AppData\Local\Google\Chrome\User Data\Default\Extensions\idnicikendbhmfepmjgdgipmfobnangg\<chromewebscan version>\policies\WebScanPortRetrievalViaNativeHost.reg*

For the changes to become active, Chrome must be closed and started again.



The number of users deploying SCREENrec with SCREENrec native and Web Scan (i. e. web-based triggering: HTTP API and ChromeWebScan) logged in on the same terminal server is limited to 25 users.



For applications using the Screenrec Scan HTTP-API in terminal-server environments, the used port for the current user for the HTTP API can be determined in the file *%APPDATA%\ASC\SCREENrec\port.txt* in the UserData directory.

7 Update

7 Update

For client applications, no updates are available.

Clients are updated by installing a new version. During the installation, the old version is uninstalled automatically and replaced with the new version.

8 Maintenance and troubleshooting



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

Do **not** use the functions *Repair* and *Modify* in the setup menu!



Before the application can be uninstalled, you have to exit it.

9.1

Uninstall client software

1. Open the item *Programs and Features* by clicking on *Start > Control Panel > Programs > Programs and Features*
2. Select **SCREENrec** and click on the button *Uninstall* or open the context menu with a right-click and select the menu item *Uninstall*.

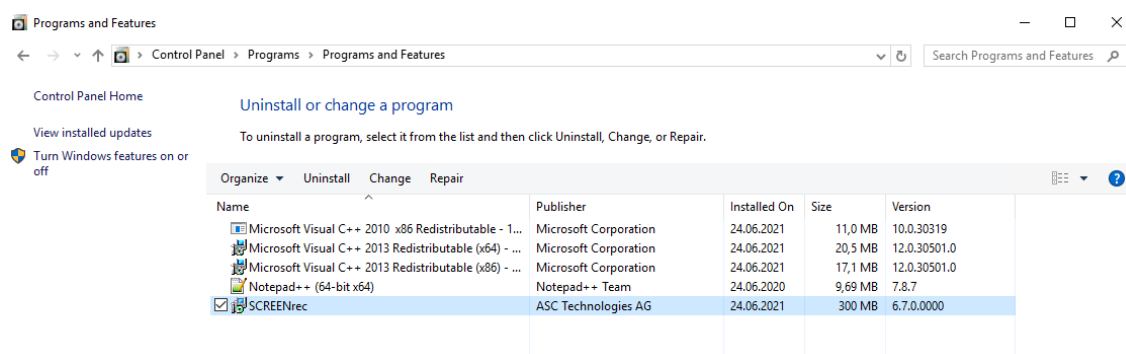


Fig. 15: Uninstall software

3. Confirm the security prompt by clicking **Yes**.

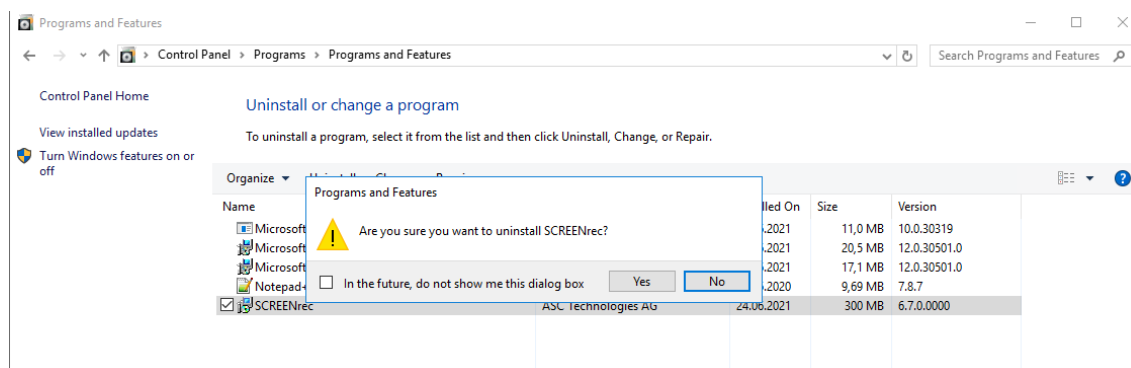


Fig. 16: Confirm security prompt

4. In order to successfully uninstall the software, you have to shut down the system and reboot it. To do so, confirm the security prompt by clicking **OK**.

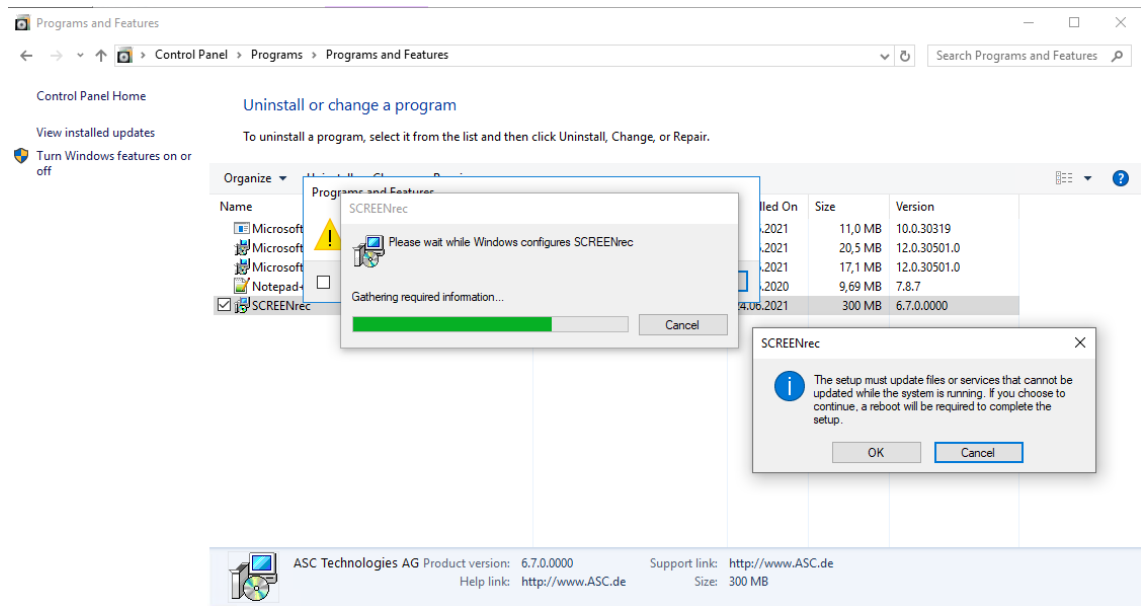


Fig. 17: Shut down system and reboot

5. Finish the uninstallation by confirming the security prompt by clicking **OK** and rebooting the system.

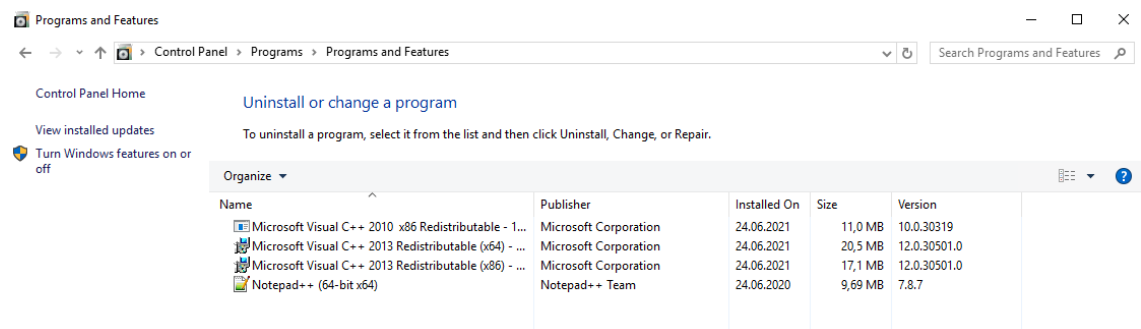


Fig. 18: Finish uninstallation

- ⇒ Uninstallation of the software is being finished.
- ⇒ The Windows service **SCREENrec** client is being removed from the client computer.



Programs such as Java which may have been installed automatically since they are necessary to use the application are not removed automatically but have to be uninstalled manually if required.

9.2 Uninstall client software via MSI

To uninstall the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

1. For the uninstallation, enter the following commands with the respective parameters in the command line prompt.

msiexec.exe /x "SCREENrec.msi"/quiet

/x Uninstalls the software packet "*SCREENrec.msi*"

/quiet Uninstalls in the background

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Glossary

CRM

Customer Relationship Management

ERP

Enterprise Resource Planning

MSI

Microsoft Installer or Windows Installer provides a runtime environment for installation routines on a Microsoft Windows operating system.

PCI DSS

Payment Card Industry Data Security Standard

RTP

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