

Administration guideline



Administration 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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General information

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The general conditions of sales and delivery of ASC in their latest version apply.

2 Introduction

Administration manuals describe (subsequent) adjustments to the system according to the individual conditions.

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

The title page of the administration 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: | 1 |
| | If the default password 1 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: | A\$c123 |

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: | 1 |
| | If the default password 1 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: | A\$c123 |

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

Part of the administration falls under the responsibility of the system provider. Information about these topics can be found in Administration guideline for system providers.

Part of the administration falls under the responsibility of the different tenants. Information about these topics can be found in Administration guideline for tenants.



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

3 Administration guideline for system providers

The following configurations have to be implemented by the system provider:

| Description of the task | Mandatory | Keywords | Manual |
|--|-----------|---|---|
| Create and administrate tenants | X | <ul style="list-style-type: none"> • System availability • Assign PBX and extensions • Contact data • Release Web Service functions | <ul style="list-style-type: none"> • <i>User management (for system providers)</i> |
| Administrare own tenant account | X | <ul style="list-style-type: none"> • Notification settings • Password rules (highly recommended) • SMTP account (highly recommended) • SSO login • LDAP login • SNMPget | |
| Create and administrate own users | | <ul style="list-style-type: none"> • Personal data • Account configuration • Function rights • Roles | |
| NOTICE! Users which have been allocated directly to a tenant are created by the administrator of the respective tenant. | | | |
| Install, assign, administrate licenses | X | | <ul style="list-style-type: none"> • <i>License administration</i> |
| Configure and manage drives | X | <ul style="list-style-type: none"> • Usage of drives • Set capacity levels • Write protection • Post compression • Format drive | <ul style="list-style-type: none"> • <i>Configuration drives</i> |

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|--|--|
| Configure integration | X | <ul style="list-style-type: none"> • Create and activate recording architectures | Individual manuals are available for the configuration of the different integrations. These manuals can be found in the sub-directories of the following directory: <ul style="list-style-type: none"> • <i>Administration\System_Provider\Integrations</i> |
| | X | <ul style="list-style-type: none"> • Configure server | |
| | X | <ul style="list-style-type: none"> • Configure PBX | |
| | X | <ul style="list-style-type: none"> • Create integration in recording system | |
| | X | <ul style="list-style-type: none"> • Configure integration | |
| Configure system notifications | X | <ul style="list-style-type: none"> • Recipient of notifications | <ul style="list-style-type: none"> • <i>Notifications module (for system providers)</i> |
| | X | <ul style="list-style-type: none"> • Notification storage | |
| | | <ul style="list-style-type: none"> • SNMP trap (recommended) | |
| Create alarm jobs to monitor the recording functionality | | <ul style="list-style-type: none"> • Monitoring recording functionality | <ul style="list-style-type: none"> • <i>Activity Guard</i> |
| Configure network switch for passive recording | | | <ul style="list-style-type: none"> • <i>Switch configuration passive VoIP recording</i> |
| Configure PHONE <u>apps</u> | | <ul style="list-style-type: none"> • Configure PBX • Configure end devices • Configure PHONE<u>app</u> in the recording system | Individual manuals are available for the configuration of the different PHONE <u>app</u> solutions. These manuals can be found in the following directory: <ul style="list-style-type: none"> • <i>Administration\System_Provider\PHONEapps</i> |
| Configure additional data of the recordings | | | <ul style="list-style-type: none"> • <i>Additional Data module</i> |
| Change the IP address of a recording server subsequently | | <ul style="list-style-type: none"> • Change IP address • Install certificate (recommended) • Update certificate | <ul style="list-style-type: none"> • <i>Configuration IP address change</i> • <i>Certificate Import Tool</i> |
| Configure function <i>Last Call Repeat</i> | | | <ul style="list-style-type: none"> • <i>Configuration Last Call Repeat Facility.</i> |
| Configure function <i>Replay via phone</i> | | | <ul style="list-style-type: none"> • <i>Configuration replay via phone (Manual for system providers and tenants)</i> |
| Import recordings | | <ul style="list-style-type: none"> • Import WAVE or MP3 formats | <ul style="list-style-type: none"> • <i>Import of recordings</i> |

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|---|---|
| Edit and adjust texts of the user interface | | | <ul style="list-style-type: none"> • <i>Resource Editor.</i> |
| Edit and change the layout of time formats | | <ul style="list-style-type: none"> • Language-related formats | <ul style="list-style-type: none"> • <i>Configuration time formats</i> |
| Backup and restore system configuration data | | <ul style="list-style-type: none"> • Backup | <ul style="list-style-type: none"> • <i>Backup of system configuration</i> |
| Import phone configurations | | <ul style="list-style-type: none"> • Import phones • Import configuration data | <ul style="list-style-type: none"> • <i>Import of phone configurations</i> • <i>XSLT management</i> (Manual for system providers and tenants) |
| Manage XSLT files | | <ul style="list-style-type: none"> • Import XSLT files • Edit XSLT files • XSLT templates • Default XSLT files | <ul style="list-style-type: none"> • <i>XSLT management</i> (Manual for system providers and tenants) |
| Configure encryption of recordings | | <ul style="list-style-type: none"> • Simple key management • Neo key management • Redundant password database | <ul style="list-style-type: none"> • <i>Encryption of recordings</i> |
| Migrating data from a V10 recording system to a Neo recording system | | <ul style="list-style-type: none"> • Migration • Export • Import • XSLT management • ASC Legacy Storage • ASC Legacy Integration • ASC Legacy Archive Medium | <ul style="list-style-type: none"> • <i>Migration</i> • <i>XSLT management</i> (Manual for system providers and tenants) |
| Transferring data from one Neo recording system to another Neo recording system | | <ul style="list-style-type: none"> • Import recordings • Export recordings | <ul style="list-style-type: none"> • <i>Export and import from Neo to Neo</i> (Manual for system providers and tenants) |
| Rebuild recordings | | <ul style="list-style-type: none"> • Rebuild • Import | <p>Closes the gap between the latest database backup and the latest current recording.</p> <ul style="list-style-type: none"> • <i>Rebuild of recordings</i> (Manual for system providers) |

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|--|---|
| Set up <i>Free Seating</i> feature | | | <ul style="list-style-type: none"> • <i>Configuration Free Seating</i> (Manual for system providers and tenants) |
| Configure EML speech analysis software to be used with the Neo recording system | | <ul style="list-style-type: none"> • Emotion detection • Real-time keyword spotting • Keyword spotting • Speech analysis • Transcription • EML Transcription Server • EML Proxy | <ul style="list-style-type: none"> • <i>Configuration speech analysis software of EML</i> |
| Initiate failover operation manually | | | <ul style="list-style-type: none"> • <i>Database Manager</i> |
| Adjust the graphic interface to your corporate identity (so-called white labeling). | | | <ul style="list-style-type: none"> • <i>Style Editor module</i> (Manuals for system providers and tenants) |
| Install or update certificates | | <ul style="list-style-type: none"> • New installation • IP address change • Expired certificate | <ul style="list-style-type: none"> • <i>Installation of the ASC recording software</i> • <i>Certificate Import Tool</i> |

Tab. 3: Administration by the system provider

If you would like to adjust the **configuration of the servers and recording architectures** subsequently, refer to the following manual:



. **Administration manual for system providers** *Configuration servers and recording architectures*

(Keywords: standby management, assign server, activate recording control, activate live streaming, virtualization, Media Streamer, applet address mapping, server usage, system storage synchronization, data processing, data transfer)



For information about how to set up the **failover operation of PostgreSQL databases** refer to the **installation manual** *Failover operation for PostgreSQL databases*.



For Microsoft SQL databases, we support the high-availability AlwaysOn Failover Cluster Instances and AlwaysOn Availability Groups. The MS SQL functionality *Dynamic Ports* is not supported for always-on.

Configure the failover operation according to the manual of the manufacturer.

3.1 Database backup



For a description of different backup and recovery scenarios refer to the installation manual for system providers and tenants *Backup and disaster recovery*.

Contact your local ASC support or call ASC support at +49 700 27278776.

3.1.1 PostgreSQL database installed by NEO setup

During the installation of the provided PostgreSQL database of the Neo recording software, a backup job is created for the PostgreSQL database which covers the last 5 days (default value).

By default, you find the files in the following directory:

- %ASCDATA%\DatabaseBackup\

The period for the backup job of the PostgreSQL database (default value: 5 days) can be changed by means of the administration tool for the database, if required.

3.1.2 Database provided by the customer

There is no predefined backup process for external databases provided by the customer.

When using an external database, you will find information about backups in the manuals of the respective manufacturer.



Information about the backup and restoration of a Microsoft SQL database can be found at <http://msdn.microsoft.com/en-us/library/ms187510.aspx>.

3.2 Recording content validation

Recording Content Validation is an easy and quick possibility to check the functionality of the recordings whenever required. The configuration takes place in the Servers module of the application System Configuration. The information is displayed in the Notifications module. Reports can be used to visualize the results.

The validity of the audio content is checked based on the following criteria:

1. *During the validation process, it is checked whether the data stream could be decrypted successfully.*

Decryption errors result in noise which may corrupt the audio file.

If the recording contains distorted audio signals, a notification is issued, if the notification *RECORDING_STREAM_DECRYPTION_ERROR* has been configured in the Notifications module.

2. *The audio data stream is checked for loss of packet.*

Packet loss compromises audio quality. If a high percentage of packets is lost, this may result in the total loss of the recording.

If packet loss has been detected in the audio data stream, a notification is created if the notification *RECORDING_STREAM_PACKET_LOSS* has been configured in the Notifications module.

3. If no audio data is received, one of the following notifications is issued in the Notifications module:

- *RECORDING_STREAM_DATA_MISSING*
- *RECORDING_STREAM_OPEN_FAILED*
- *CTICONNECT_STREAM_REQUEST_FAILED*

4. *Silence passages in the recording are calculated and compared with the configured threshold value.*

Detection is useful in case the PBX sends **RTP** packages which contain silence instead of an audio signal.

If silence passages below the configured threshold value have been detected in the audio data stream, a notification is created if the notification *RECORDING_SILENCE_DETECTED* has been configured in the Notifications module.

Check and notification are almost in real time. Results are available shortly after the end of the recording.

Preconditions

- *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.*



For information about the configuration of the Servers module refer to the administration manual for system providers of the corresponding recording solution.



For information about how to configure notifications refer to the administration manual for system providers *Notifications module*.

For recording validation, a report template can be created which can be used by the tenant as well.



For information about how to create report templates refer to the user manual INSIGHT_{neo} - *Report Templates module*.

3.3

Recording Check Mechanism



This feature can only be used in combination with bulk recording (automatic recording).

The feature Recording Check Mechanism serves to detect whether conversations conducted on the **PBX** have been recorded correctly.

CDR recording files are imported to the Neo server by the **PBX** and checked against the saved recordings. That way, it is possible to detect whether there has been a loss of recordings and which conversations are missing.

The results can be assessed in reports.

The feature is currently available for the following integrations:

- **Cisco UCM**
- Skype for Business (**SfB**)
- Mitel MiVoice MX-ONE



For more information about the configuration refer to the administration manual *Import of configuration data*.



For information about how to create report templates refer to the user manual INSIGHT_{neo} - *Report Templates module*.

3.4

Configure search filter

For the application **POWERplay** Web and for the Sessions module of the application INSPIRATION_{neo}, the default search filter can be adjusted to meet individual requirements.



The default search filter for the application POWERplay Web and for the Sessions module of the application INSPIRATIONneo is *Last 14 Days*.

For systems with mass data of ≥ 10 million conversations, the default search filter must be configured to show \leq *Last 24 Hours*.

To configure the default search filter, proceed as follows:

1. Open the Windows Explorer on the [app server](#).
2. Change to the installation directory of the ASC software, e. g. *C:\Program Files (x86)\ASC\ASC Product Suite\Updater\config*.
3. Open the file *setup.xml* to be edited in an Editor, e. g. *Notepad*.
4. Enter the following parameter in the file:
`<dayRange>Parameter</dayRange>`
5. Replace Parameter with the corresponding parameter, e. g. *HOURS_24*. For an overview of possible parameters, see [Tab. 4, p. 13](#).

| Parameter | Description |
|--------------|-----------------|
| LastHalfHour | Last 30 minutes |
| LastHour | Last hour |
| HOURS_2 | Last 2 hours |
| HOURS_6 | Last 6 hours |
| HOURS_12 | Last 12 hours |
| Today | Today |
| HOURS_24 | Last 24 hours |
| Yesterday | Yesterday |
| LastWeek | Last 7 days |
| Last14Days | Last 14 days |
| LastMonth | Last 30 days |
| Last180Days | Last 180 days |

Tab. 4: Possible parameters

Example:

```
<Setup>
<Settings>
...
<dayRange>HOURS_24</dayRange>
</Settings>
</Setup>
```

6. Restart the service *ASC ApplicationServer* to apply the changes.
 - ⇒ During the restart and the subsequent deployment process, no web GUI will be available.

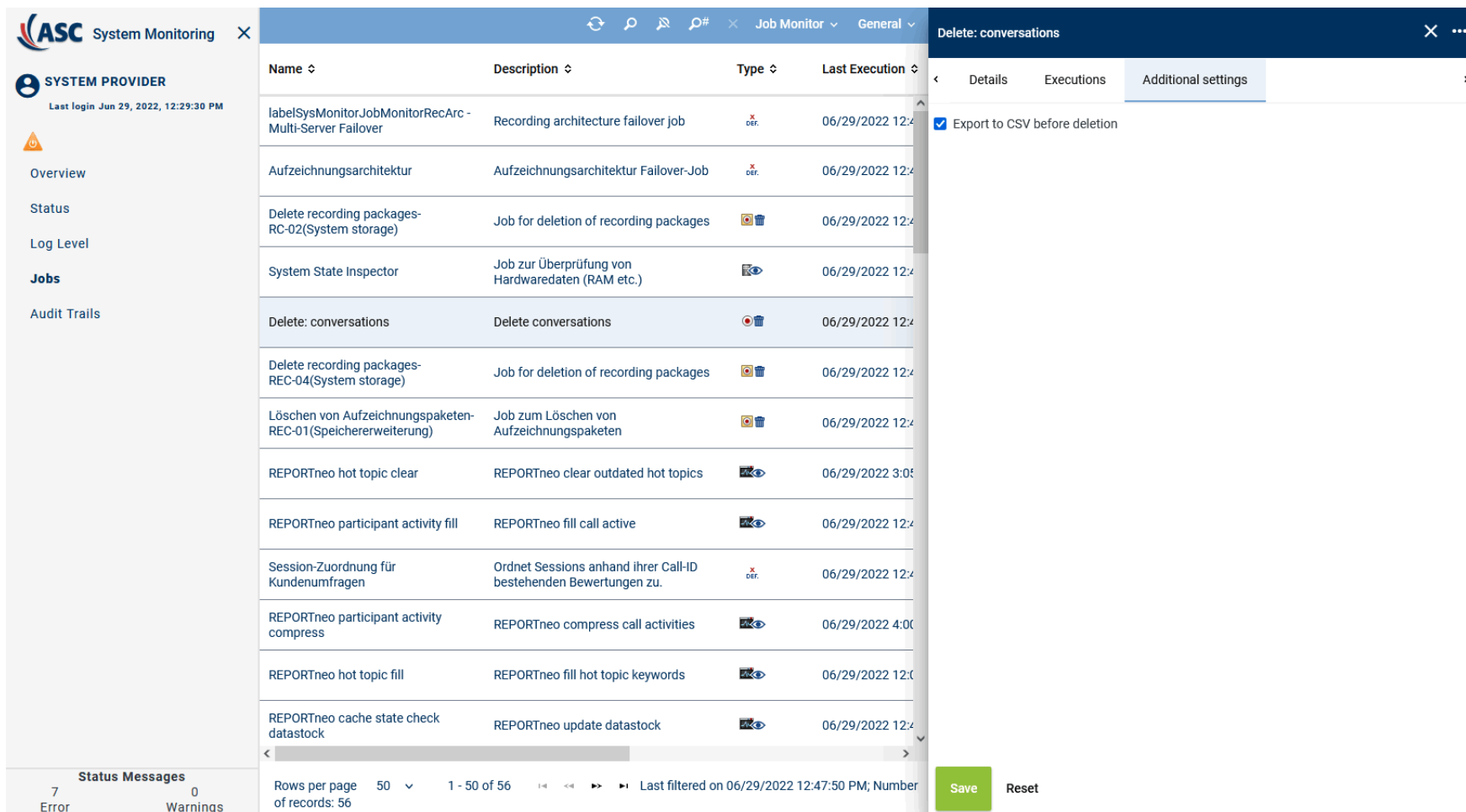
3.5

Protocolling of conversations deleted based on TTL

Conversations are deleted automatically by Neo after their predefined retention period (TTL) has expired. To meet legal compliance requirements by being able to reconstruct and prove which conversations have been deleted and when, administrators of the system provider can export a log file that provides information about deleted conversations. The file is written continuously and contains the following metadata: conversation ID, the date and time of the conversation as well as the date and time of its deletion.

To export a log file containing information about the deleted conversations, proceed as follows:

1. Log in to the application System Monitoring as system administrator.
2. In the navigation bar, select the menu item .
3. Select the job *Delete: conversations*.



ASC System Monitoring

SYSTEM PROVIDER
Last login Jun 29, 2022, 12:29:30 PM

Overview
Status
Log Level
Jobs
Audit Trails

Status Messages
7 Error 0 Warnings

| Name | Description | Type | Last Execution |
|---|--|------|-----------------|
| labelSysMonitorJobMonitorRecArc - Multi-Server Failover | Recording architecture failover job | def. | 06/29/2022 12:4 |
| Aufzeichnungsarchitektur | Aufzeichnungsarchitektur Failover-Job | def. | 06/29/2022 12:4 |
| Delete recording packages- RC-02(System storage) | Job for deletion of recording packages | | 06/29/2022 12:4 |
| System State Inspector | Job zur Überprüfung von Hardwaredaten (RAM etc.) | | 06/29/2022 12:4 |
| Delete: conversations | Delete conversations | | 06/29/2022 12:4 |
| Delete recording packages- REC-04(System storage) | Job for deletion of recording packages | | 06/29/2022 12:4 |
| Löschen von Aufzeichnungspaketen- REC-01(Speichererweiterung) | Job zum Löschen von Aufzeichnungspaketen | | 06/29/2022 12:4 |
| REPORTneo hot topic clear | REPORTneo clear outdated hot topics | | 06/29/2022 3:05 |
| REPORTneo participant activity fill | REPORTneo fill call active | | 06/29/2022 12:4 |
| Session-Zuordnung für Kundenumfragen | Ordnet Sessions anhand ihrer Call-ID bestehenden Bewertungen zu. | def. | 06/29/2022 12:4 |
| REPORTneo participant activity compress | REPORTneo compress call activities | | 06/29/2022 4:00 |
| REPORTneo hot topic fill | REPORTneo fill hot topic keywords | | 06/29/2022 12:0 |
| REPORTneo cache state check datastock | REPORTneo update datastock | | 06/29/2022 12:4 |

Rows per page 50 1 - 50 of 56 Last filtered on 06/29/2022 12:47:50 PM; Number of records: 56

Delete: conversations

Details Executions **Additional settings**

☒ Export to CSV before deletion

Save **Reset**

Fig. 1: Delete: conversations

- Open the tab *Additional Settings* and tick the check box *Export to CSV before deletion*.
- To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.



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

The file *DeletedNotifications.csv* is displayed in the following directory: C:\Program Files (x86)\ASC\ASC Product Suite\logs\Export.

3.6

Live streaming

The function *Live streaming* provides administrators, superusers, supervisors, and users with the respective rights the possibility to listen in on active recordings of specific extensions or agents for improved quality management or training purposes. Viewing active screen recordings is possible in connection with SCREENrec.

Live streaming has been implemented in Portal as well as in the Agents module of INSPIRATIONneo. In addition, live streaming is possible in the in POWERplay Pro. To enable agents to use live streaming in POWERplay Pro, the administrator of the 1st tenant must activate the corresponding user right in the Employees module of the application System Configuration. Changes in the assignment of rights are logged in an audit log.

1. To assign users the right to live streaming in POWERplay Pro, login to the application System Configuration as administrator of the system provider.
2. Open the Employees module and select the employee in the main view to whom you would like to assign the user right for live streaming.
3. In the detail view, click on the tab *Individual Function Rights* and open the group field POWERplay Pro.
4. Open the submenu item *Live Streaming* by clicking on the + and subsequently tick the check box *All function rights to the Live Streaming module*.
5. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.

Live streaming in POWERplay Pro

The main view shows an overview of the statuses of the different end devices connected to the recording system. Depending on the configuration, the statuses of the end devices are displayed differently. The context menu of the main view contains further functions which can be used for the elements of the window.

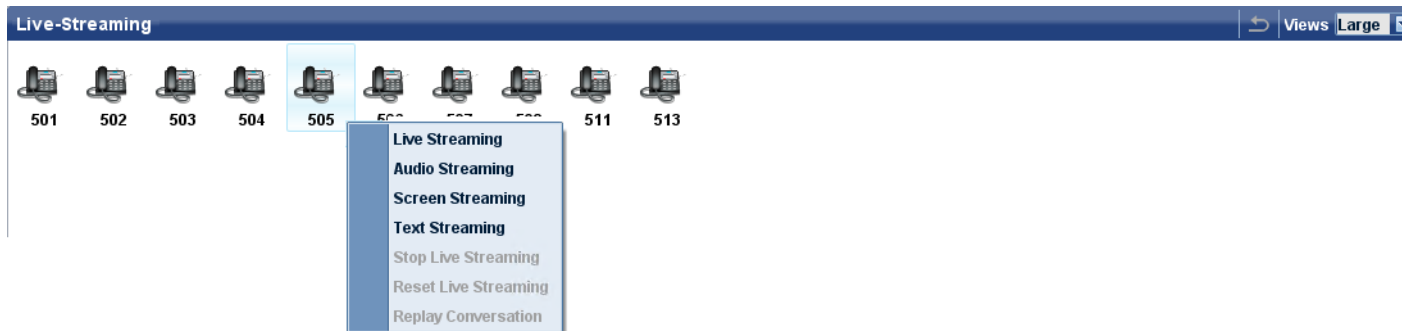


Fig. 2: Live streaming in POWERplay Pro (example)

For further information about POWERplay Pro refer to the user manual *POWERplay Pro/Station*.



Live streaming in Portal

Live streaming is available in the Portal in the , in the as well as in the .

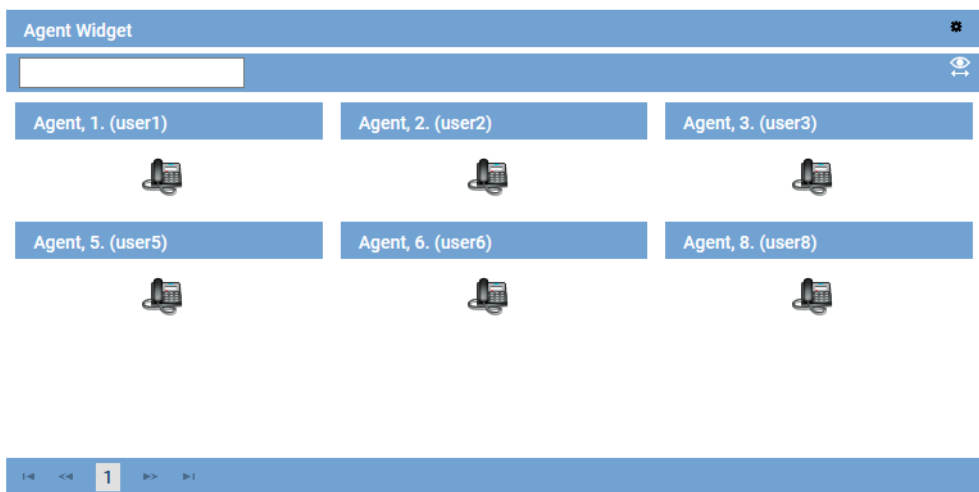


Fig. 3: Live streaming in the Agent widget (example)



For further information about the Portal refer to the user manual *Portal*.

Live streaming in Agents module

Live streaming is available in the Agents module in the tab *Live Streaming*.

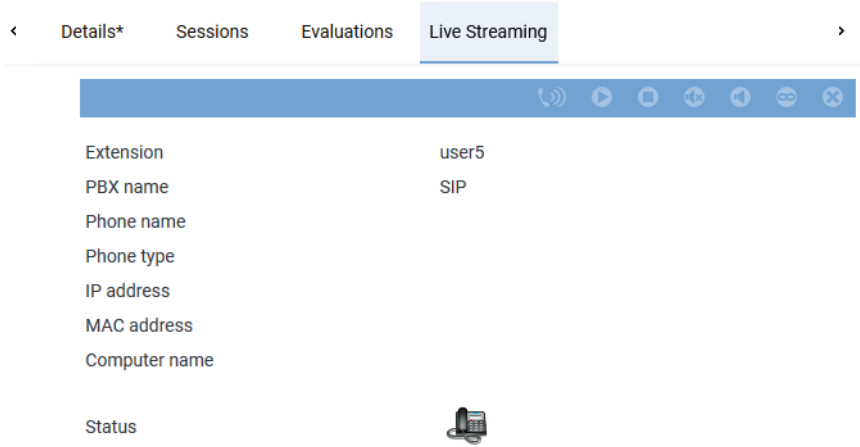


Fig. 4: Live streaming in the Agents module (example)

For further information about the Agents module refer to the user manual *INSPIRATIONneo Agents module*.



4 Administration guideline for tenants

The following configurations have to be implemented by the tenants:

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|--|---|
| Administrate own tenant account | X | <ul style="list-style-type: none"> • Notification settings • Password rules (highly recommended) • SMTP account (highly recommended) • Key management • LDAP • Web Service | <ul style="list-style-type: none"> • <i>User management (for tenants)</i> |
| Create and administrate own users | | <ul style="list-style-type: none"> • User data • Personal data • Account configuration • Function rights • Roles • Organization structures • Filter display of conversations • Conversation rules • Predefined function packages (e. g. superuser, agent, coaching advisor) | |
| Configure system notifications | X | <ul style="list-style-type: none"> • Recipient of notifications | <ul style="list-style-type: none"> • <i>Notifications module (for tenants)</i> |
| | X | <ul style="list-style-type: none"> • Notification storage • SNMP trap | |
| Create and administrate recording plans | X | <ul style="list-style-type: none"> • Compliance recording plan • Quality management recording plan • Control recording automatically • Control recording externally | <ul style="list-style-type: none"> • <i>Recording Planner</i> |

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|---|--|
| | | <ul style="list-style-type: none"> Screen recording filter Define DTMF sequences Automatic tagging of additional data | |
| Configure Time to live (TTL) | X | <ul style="list-style-type: none"> Retention period | <ul style="list-style-type: none"> <i>Recording Planner</i> |
| | X | <ul style="list-style-type: none"> Retention period | <ul style="list-style-type: none"> <i>Sessions module</i> |
| | X | <ul style="list-style-type: none"> Delete recordings Time of deletion | |
| Display information about the licenses and administrate warn levels | | | <ul style="list-style-type: none"> <i>Licensing module</i> |
| Display and adjust information about the drives | | <ul style="list-style-type: none"> Write protection Formatting | <ul style="list-style-type: none"> <i>Drives module</i> |
| Activate function <i>Replay via phone</i> | | | <ul style="list-style-type: none"> <i>Configuration replay via phone</i> (Manual for system providers and tenants) |
| Set up the function <i>Live Listening</i> for agents | | | <ul style="list-style-type: none"> <i>User management (for tenants)</i> |
| Configure operation mode for PHONE <u>apps</u> | | | <ul style="list-style-type: none"> <i>Recording Planner</i> |
| Archive recordings | | | <ul style="list-style-type: none"> <i>Archiving of recordings</i> |
| Export recordings | | <ul style="list-style-type: none"> Export in WAVE or MP3 format | <ul style="list-style-type: none"> <i>Export of recordings</i> |
| Transferring data from a Neo recording system to a Neo recording system | | <ul style="list-style-type: none"> Import recordings Export recordings Import/Export Neo/Neo | <ul style="list-style-type: none"> <i>Export and Import from Neo to Neo</i> (Manual for system providers and tenants) |
| Reconstructing damaged archiving media | | | <ul style="list-style-type: none"> <i>Reconstruction of media</i> |
| Set up CLIENT <u>command</u> application | | | <ul style="list-style-type: none"> <i>Configuration CLIENTcommand</i> |
| Set up POWER <u>play</u> Instant application | | | <ul style="list-style-type: none"> <i>Configuration POWERplay Instant</i> |
| Set up SCREEN <u>rec</u> application | | <ul style="list-style-type: none"> Screen Recording Screen recording SCREEN<u>rec</u> Audio SCREEN<u>rec</u> scan | <ul style="list-style-type: none"> <i>Configuration SCREENrec</i> |

| Description of the task | Mandatory | Keywords | Manual |
|--|-----------|---|---|
| Import configuration data | | <ul style="list-style-type: none"> • Import employees • Import user data • Import organization structure • Import evaluation templates • Import evaluations | <ul style="list-style-type: none"> • <i>Import of configuration data</i> (Manual for system providers and tenants) • <i>Import of user data</i> (Manual for system providers and tenants) • <i>XSLT management</i> (Manual for system providers and tenants) |
| Manage XSLT files | | <ul style="list-style-type: none"> • Import XSLT files • Edit XSLT files • XSLT templates • Default XSLT files | <ul style="list-style-type: none"> • <i>XSLT management</i> (Manual for system providers and tenants) |
| Create and administrate rating schemes for evaluations in INSPIRATION ^{neo} | | | <ul style="list-style-type: none"> • <i>Rating schemes administration</i> |
| Migrating data from a V10 recording system to a Neo recording system | | <ul style="list-style-type: none"> • Migration • Export • Import • XSLT management • ASC Legacy Storage • ASC Legacy Integration • ASC Legacy Archive Medium | <ul style="list-style-type: none"> • <i>Migration</i> • <i>XSLT management</i> (Manuals for system providers and tenants) |
| Set up <i>Free Seating</i> feature | | | <ul style="list-style-type: none"> • <i>Configuration Free Seating</i> (Manual for system providers and tenants) |
| Define reference processes for work items | | <ul style="list-style-type: none"> • Workflow templates • SCREEN^{miner} | <ul style="list-style-type: none"> • <i>SCREENminer rules</i> |

| Description of the task | Mandatory | Keywords | Manual |
|---|-----------|----------|---|
| Adjust the graphic interface to your corporate identity (so-called white labeling). | | | <ul style="list-style-type: none">• <i>Style Editor module</i> (Manuals for system providers and tenants) |

Tab. 5: Administration by the tenants

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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Glossary

App server

Application server or web server. In the system architectures: the server on which the Enterprise Core and the GlassFish software have been installed.

CDR

Call Detail Records are sets of data which are generated by a PBX and contain additional data such as the duration of the conversation, as well as on which line, port and end device the conversation took place.

Cisco UCM

Cisco Unified Communications Manager is a server-based IP telephony solution.

DTMF

Dialed Dual Tone Multi Frequency keys represent dialing signals on the analog connecting cable of the telephone. This is a method to transmit the phone number to the telephone network or to a PBX.

IP

Internet Protocol, basic protocol for Internet communication

LDAP

Lightweight Directory Access Protocol

MP3

With regard to audio compression, MP3 uses lossy data-compression to encode data using inexact approximations and the partial discarding of data. MP3 compression works by reducing (or approximating) the accuracy of certain components of sound that are considered (by psychoacoustic analysis) to be beyond the hearing capabilities of most humans. The remaining audio information is then recorded in a space-efficient manner.

PBX

Private Branch Exchange

RTP

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

SfB

Skype for Business

SMTP

Simple Mail Transfer Protocol is a protocol which serves to send e-mails in computer networks.

SNMP

Simple Network Management Protocol is a network protocol and serves to monitor and manage network components. The protocol does not depend on the IP network protocol for the transport. It sends notifications (traps) about the activities on the network components on its own accord.

SSO

Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.

TTL

Time to live is the retention period indicating for how long a recording is supposed to be held available in the system.

WAVE

WAVE file format is a container format to digitally save audio data and is based on the Resource Interchange File Format (RIFF) defined by Microsoft for Windows. (Source: Wikipedia 23rd February 2021)

XSLT

XSL Transformation, short XSLT, is a programming language to transform XML documents. XSLT is based on the logical tree structure of an XML document and serves to define transformation rules. XSLT programs, so-called XSLT style sheets, are designed according to the XML standard rules. (Source: Wikipedia 22nd March 2017) The style sheets are read in by dedicated software, the XSLT processors, which transform one or several XML documents into the respective output format based on these instructions.