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*Version 7.0*

**FIRST EDITION**

# ADMIN MANUAL

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## Administrator Assumptions & Warnings

The instructions in this guide assume that you have some experience operating a personal computer and working with Microsoft Windows. If you have any questions pertaining to the Windows operation, refer to your Microsoft manual or Microsoft online help. This manual also assumes that the Voice Logger has already been set up and the Installation Manual or Quick Start Guide has been followed.

### Warnings

- The Voice Logging System only works on Internet Explorer 6.0 and above.
- The Usernames and passwords are case sensitive.
  - Computer Username: administrator
  - Computer Password: poi098
    - Software Username: admin
    - Software Password: admin
      - SQL Username: sa
      - SQL Password: poi098
- Changes in the Internet Explorer Security settings are required on client computers in order to connect to the Voice Logger:
  - Set all ActiveX controls to “Enable” or “Prompt”
  - Use “Prompt” when “Enable” is listed as (not recommended)
- Windows Updates should be Disabled
- Windows Firewall on both the logger and client computers should be Disabled or configured to allow ports: 80, 8005, and 9000
- The Voice Logger should not be added to a Domain. The Voice Logger services are set to run under the local Administrator account, not a system account. The system is also configured to auto-recover and auto-logon in the case of a major problem, crash, or power outage.
- Do not connect to the server using RDP unless the /console switch is used.
- An SMTP server is needed for certain features to work properly.
- A static IP address is strongly recommended for the Voice Logger.

# Changes and Additions in REVCORD 7.0

## **Multiple Recorded Calls Into a Single Call**

In the Search screen, the user now has the ability to pick multiple calls and save them into one file using a WMA or WAV file format.

## **Auto Refresh of Search Screen**

REVCORD believes that the user interface should have consistency. There are many companies that have a separate client application for instant recall. Multiple applications can cause confusion. When setting a User's rights to have no rights and the Auto Refresh box is checked, you now have an updating Instant Recall function that shows only the last calls. If the user is given rights to Monitor, then the Search screen will also display live calls which can be rewound on the fly similar to a Tivo.

## **Alphanumeric Channels**

In previous versions of software, the channels could only be numeric. This change gives the ability to name channels using alpha and/or numeric characters. This ties into the Simple Channel Assignment and works for Advanced Groupings as well.

## **Simple Channel Assignment**

In previous versions of software, the REVCORD software used a grouping hierarchy which for many installations would be the preferred method. However, this method was better suited to more enterprise type applications. At the request of many dealers, we have now added the ability to provide simple channel assignment by User. Each User can be assigned with specific rights and extensions can be added to that user for the rights selected. If a user logs in, using the selected user, then all the pages associated with selected rights will be loaded. In the tree view, all the extensions added to the specific user will be shown. Hence all the information for the extensions attached can be viewed and not for other extensions.

## **Global Uncheck Option**

A check box has been provided in the Search Page to uncheck all the calls selected at once. If more than one call is selected from the list, then the Global Uncheck option will be checked. If the user wants to uncheck all of the calls, then removing the check from Global Check Box will remove all the calls from the list.

## **Live Call Control**

In the Live Monitor Screen, a new feature has been implemented to send:

- a) Start Recording,
- b) Stop Recording,
- c) Start SOD (Silence on Demand),
- d) Stop SOD,
- e) Email this Call
- f) Comments and Data Update

By right clicking on any channel, it will show the list of commands that can be sent for the particular channel based on that User's rights. Commands are enabled or disabled based on type of trigger (ROD or loop start), whether

channel is recording and whether channel has permissions for SOD, EOD and POD options. Users can also save comments for the particular channel and current call by selecting Comments and Data Update. This will bring a new window where all of this information can be entered.

### **Editable Search Fields**

Data can be updated for any call for specific fields directly in Search Page. The specific fields are the Custom Fields which can be defined in the UID. You can pick multiple calls so that you can provide for group editing.

### **Live Recall**

In both the Monitor and the Search page, the User will have the ability to rewind live monitored calls on the fly. In order to do this in the Search Page, the User must enable the Live Calls check box.

### **VOX Monitor**

At the request of many installers, the setup for VOX has changed. Now the installer can use a monitor function in Setup for setting VOX settings.

### **Simplified IP Updating**

There are numerous areas that the IP address can be updated. This will provide for the simplification of multiple IP updates.

### **Improved Backup Procedures**

There is now improved media detection with automatic format and labeling with the new media inserted (USB Drive or DVD RAM media). While this is in operation, the backup continues with less user intervention and controlled drive letter assignment (V: or W:). For USB drives plugged into the system the user does not have to use system tools to change drive letters. The USB drive is the preferred backup media and customers should avoid using DVD RAM unless that is a requirement.

### **Configuration Wizard Update**

For non-enterprise installations, the installer can rely 100% on our configuration wizard. It is a step by step installation process.

### **Upgrade Path**

Previously there were multiple steps in the Upgrade process. There is now an easy one step executable that will provide for a quick and efficient Upgrade.

### **Custom Field Address for VoIP**

With this additional feature, the installer can associate Dynamic IP Addresses, Static IP Addresses, MAC Addresses, or any other custom information received in the VoIP stream to channels.

### **Windows Login Service Association**

This feature is used for Free Seating. This provides for an association to a channel from a PC based on the Windows Login.

### **Drop Down PBX Configuration**

This is a drop down menu for In the past, D channel configuration had to be done manually. Now Revcord provides a drop-down list for D channel information. It provides for caller ID, dialed number, and the recording triggers. Anything beyond the base data would need additional programming from the factory.

# The Recovery DVD

## Software And Items Included On The Recovery Disk

### Recovery:

The Recovery DVD is a bootable disk that will allow for re-imaging the logger. This can be used to recover the entire system back to the factory default, or it can be used to only recover the Operating System partition. Doing so will save all calls and settings and only set the primary partition back to Factory Defaults

### Manuals:

The Admin Manual  
The Installation Guide  
User Manual

### Drivers:

All System Hardware and Motherboard Drivers  
Capture Card Drivers

### Software:

The REVCORD 7.0 Installation Software

The SQL Server Setup

WinPcap(used for VoIP)

Remote Monitoring Software:

This software can manage one to multiple recorders and will monitor all systems. The software keeps a constant connection and monitors the following:

1. CPU Usage (Shows 2 CPU's for the Dual Core System)
2. Memory Usage (Both Physical Memory and Page file)
3. Hard Drives (Total space, Available Space, and Usage)
4. Network Connections (Traffic)
5. All of the REVCORD software applications:
  - The Cascading Database Application: DBSplitter.exe
  - The Email On Demand Application: AutoEmail.exe
  - The Record On Demand Application: VSLoginSvr.exe
  - The ANIALI Application: ANIALI.exe
  - The Backup Manager Application: VMBackupServer.exe
  - The Live Monitoring App: VsRealTimeServerEx.exe
  - The Main Recording Application: VSCtiMgr.exe
  - The Call Streaming Application: VsVodSvr.exe
  - The Screen On Demand Application: Revftserver.exe

REVCORD Utility Client:

This utility resides on the agent's or dispatcher's workstation and provides for Free Seating, Record on Demand, and Screen Recording control.

## Initial Setup

The REVCORD Voice Logger comes with the following installed or setup:

- Windows XP with SP3 and all necessary Windows Updates
- Microsoft IIS 6.0
- Microsoft SQL Server with the Revcord Instance Name
- The REVCORD Voice Logging Software
- Internet Explorer 8.0
- Windows Media Player 11
- Windows Updates disabled
- Windows Firewall disabled
- Nero Burning ROM
- Mirrored RAID and RAID utility on some models

The REVCORD software is run by a single service: VSRMSAgent. Stopping that service will kill all REVCORD software.

The VSRMSAgent can launch the following executables:

- Autoemail.exe
- RevFTServer.exe
- RevRODClient.exe
- VSCTIMgr.exe
- VSLoginSvr.exe
- VsRealTimeClient.exe
- VsRealTimeServer.exe
- VsRecorderEx2.exe
- VsVODSvr.exe
- ANIALI.exe
- GSRMSViewer.exe
- GSRMSMonitor.exe
- DBBackup.exe
- DBSplitter.exe
- VMBackupServer.exe
- VMBackupAgent.exe

If you have policies that require monitoring, security, or anti-virus software, make sure that all of the listed applications are in the exclusions list.

# Connecting To The Admin Interface

## Accessing the Web Interface



Accessing the software locally is launched from a shortcut on the desktop:

The shortcut points to: <http://localhost/VoiceRec/>

For remote/client connections, you will replace “localhost” with the static IP address of the Voice Logger: <http://192.168.1.1/VoiceRec/>

## Accessing the Admin Interface

While most of the Admin functions can be completed from the Configuration Wizard, there are some items that can only be done via the admin interface.

**\*The Configuration Wizard is fully covered in the Installation Manual\***

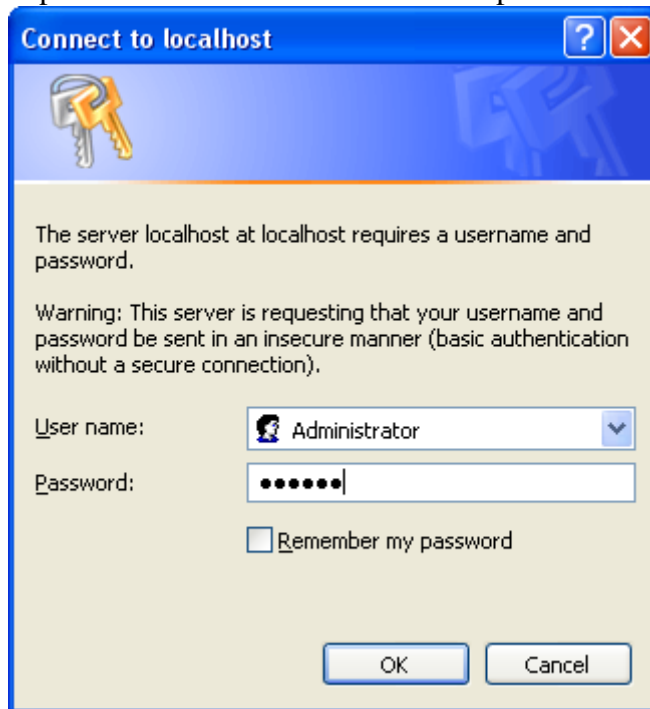
To access the Admin Interface, open the shortcut for the web access:

<http://localhost/voicerec/>

Once loaded, add “uid” or “admin” to the end of the path:

<http://localhost/voicerec/uid> or <http://localhost/voicerec/admin>

When accessing the Admin page, you will be prompted for user credentials. The expected credentials are the local computer username and password:

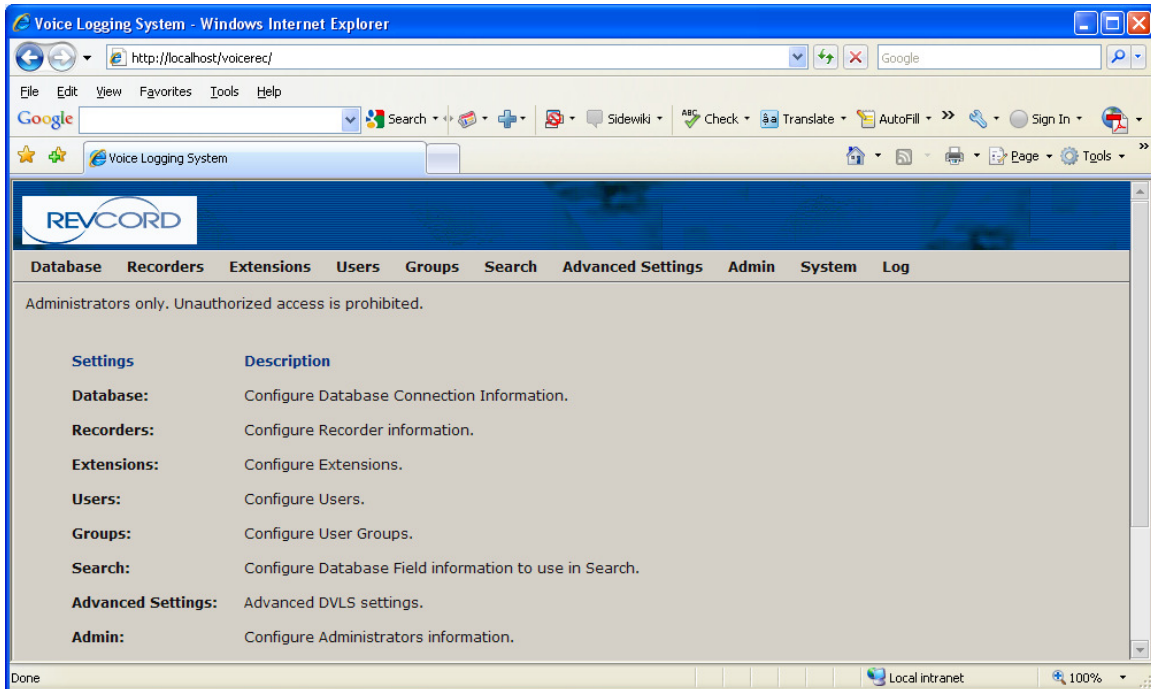


Username: Administrator

Password: poi098

## Administration Interface Main Page

The Administration Interface main page is the starting point for the Admin settings that are not covered in the Wizard.



There are 10 navigation tabs in the Admin Interface. The information below will outline those tabs and their uses:

<u>TAB</u>	<u>Description</u>
Database	Configure Database Connection information.* <b>Configured by Wizard</b>
Recorders	Configure Recorder information(IP information)* <b>Configured by Wizard</b>
Extensions	Configure Extensions * <b>Configured by Wizard</b>
Users	Configure Users * <b>Configured by Wizard</b>
Groups	Configure User Groups * <b>Configured by Wizard</b>
Search	Configure Database Field information to use in Search
Advanced Settings	Advanced Settings
Admin	Configure, Add, and Remove Administrators
System	System Settings* <b>Configured by Wizard</b>
Log	View Logs

## The Admin Page - Search Tab

The Search Tab allows the administrator to register information fields' to use and to put them in the order of preference.

Seq.	Use	Show	Where	Caption	default	Width	Height	Align	Descr.	Method	Attribute
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CallID		100	25	Left			
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	FileName		100	25	Left			
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	StartTimeIndex		0	0	Left			
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TimeIndex		0	0	Left			
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	RecorderIP		0	0	Left			
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	InHDD		0	0	Left			
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CallIndex		0	0	Left			
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	BackupID		0	0	Left			
9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	GroupName	-	100	25	Left			
10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	UserName	-	100	25	Left			
11	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TimeInfo		120	25	Left			
12	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Duration	0	80	25	Left			
13	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Ext	-	60	25	Left			

Type Num.

The Headers across the top of each column are as follows:

- SEQ: Appearance order of the field
- USE: When this box is checked, this field is useable
- SHOW: When this box is checked, this field shows up on the search page
- WHERE: When this box is checked, this field shows up on the search results pages
- CAPTION: Header of the field
- DEFAULT: Set default value for this field
- WIDTH: Width of the field
- HEIGHT: Height of the field
- ALIGN: Left, right, center
- DESCR: Description of the field

## The Admin Page – Advanced Settings

Advanced Settings allows the administrator to create or set values for the Voice Logging System.

The screenshot shows a configuration window with two sections: 'Normal Setting' and 'Advanced Setting'. The 'Normal Setting' section includes 'Search Line' (checked, value 25) and 'Search Page' (checked, value 10). The 'Advanced Setting' section includes 'Use language at' (checked, dropdown 'Server'), 'Display messages in' (checked, dropdown 'English'), 'VOD by IIS' (checked, dropdown 'Not Use'), 'VOD service directory' (checked, text 'VOD'), 'VOD TCP port' (checked, text '9000'), 'Log level' (checked, dropdown 'Debug'), 'CallTag Key' (checked, text '\*\*#'), and 'POD Key' (checked, text '#8\*'). A 'Save' button is located at the bottom.

### NORMAL SETTING

**These settings affect the search returns on the search page. Default is 25 calls per page at 10 pages for a total of 250 calls per search.**

Search Line: Total number of lines(calls) per search page

Search Page: Total number of pages

### ADVANCED SETTING

<b>Use Language at:</b>	Server or client
<b>Display Messages in:</b>	Choose display language here
<b>VOD by IIS:</b>	NOT IN USE
<b>VOD service directory:</b>	VOD
<b>VOD TCP Port:</b>	Port for VOD to use
<b>Log Level:</b>	Debug
<b>CallTag Key:</b>	**# is the default DTMF for Call Tagging
<b>POD Key:</b>	#8* is the default DTMF for Privacy On Demand

## The Admin Page – Admin

This is the section that allows you to setup or remove other Administrators in the system.

Name	Login ID	Password	Extension
<input type="checkbox"/> admin	admin	*****	0
<input type="button" value="Delete"/>		[1]	
Current		<input type="button" value="Search"/>	<input type="button" value="Add"/> <input type="button" value="Save"/>

### ADDING AN ADMINISTRATOR

Click ADD button

Add User	
<input checked="" type="checkbox"/> Number of Users	<input type="text" value="1"/>
<input checked="" type="checkbox"/> User Name	<input type="text" value="User"/>
<input checked="" type="checkbox"/> User ID	<input type="text" value="User"/>
<input checked="" type="checkbox"/> Assign Extension	<input type="text" value="0"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

#### Enter admin user information

**Number of users:** 1  
**User Name:** Name of user  
**User ID:** Usually first initial last name  
**Assign Extension:** Assign extension to user or leave as 0

When you are done entering in the information click SAVE.



Click OK to save changes

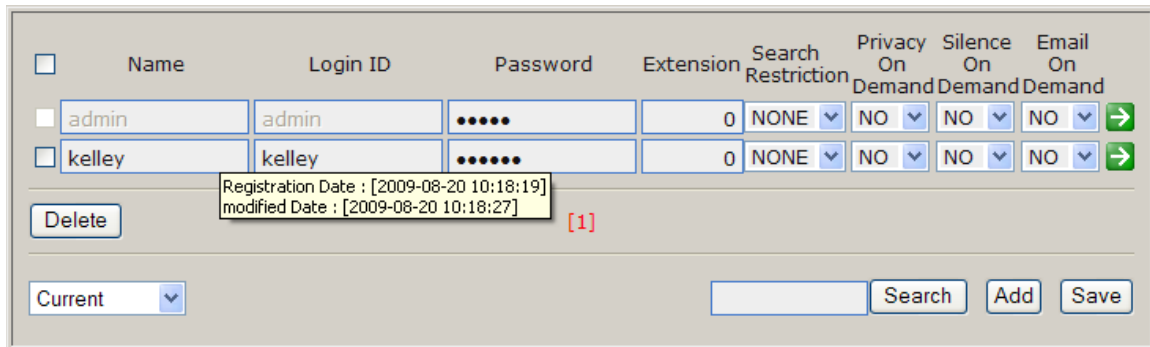
## DELETE AN ADMINISTRATOR ACCOUNT

Select administrator you want to delete and hit delete.



Click OK to delete administrator account

## CHANGING ADMIN PROPERTIES:



**Name:** The name that shows up in the system

**Login ID:** The login used for the admin user

**Password:** The password for the admin user

**Extension:** Use 0 unless this users has a recorded extension

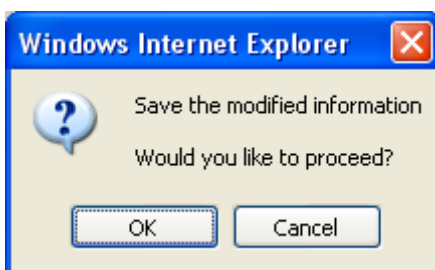
**Search Restriction:** Limit the administrators history(only go back XX hours)

**POD:** Enable/Disable Privacy On Demand

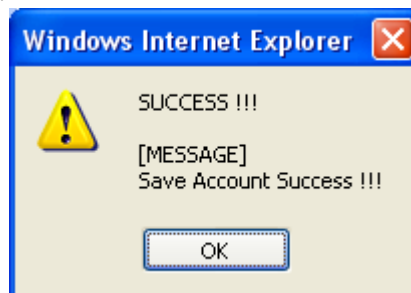
**SOD:** Enable/Disable Silence On Demand

**EOD:** Enable/Disable Email On demand

Once finished, his the **Save** button:



Select OK



Select OK

## The Admin Page – Log

Log tab allows the administrator to view log data.

The screenshot shows a web interface for viewing log data. At the top, there are four tabs for dates: [2004-11-15], [2004-11-16], [2004-11-17], and [2004-11-18]. Below these are two rows of log files:

time	09 hour	file name	WebLog.09.xml
time	14 hour	file name	WebLog.14.xml

The detailed view shows a table with the following data:

user id.	user num.	create time	access IP	log type	log code
Administrator	-1	2004-11-18 14:46:37	192.168.1.154	Log	Access

Below the table, there are several fields with their values:

- url: /voicerec/admin/system\_Login.asp
- browser info: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
- language:
- message: Logon User = Administrator

At the bottom of the detailed view, there is a link labeled "detail". At the very bottom of the interface, there is a "Clear Log" button.

Click on the date to view log files for that day.

Click on log file name to view basic log info.

Click on detail to view detailed log info.

## EXIT

Click on [ EXIT ] (bottom left corner) to exit the administration interface.

[ EXIT ] [ ADMINISTRATION ] Administrator Only (Administrator : VLTESTAR\Administrator)

## Getting Help

Please refer to your dealer or installer for Technical Support. If there is an issue that they cannot solve, they will turn the issue over to the REVCORD Technical Support Team.

For basic support and documentation:

Please refer to our website ---- <http://www.revcord.com>