

User Manual

iPECS is an Ericsson-LG Brand



Revision History

ISSUE	DATE	DESCRIPTION OF CHANGES
1.8	2014-02-28	Applied new BI

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1. iPECS CCS RECORD

1.1 CCS Record with Analog Trunk

1.1.1 **Pre-Installation Requirements**

The requirements for CCS Record are divided into two parts:

1.1.1.1 System Requirements

1.1.1.2 Installation of CCS Desk and CCS Report

1.1.1.1 System Requirements

The CCS Record Server must meet the following minimum specifications.

CCS Record Recommended Hardware										
Install Scope	Up to 8 channels a maximum of 1,600 calls per day	Up to 30 channels and a maximum of 5,000 calls per day	Up to 120 channels and a maximum of 20,000 calls per day	Up to 600 channels and a maximum of 1,000,000 calls per day						
M Dedicated Server Required	Yes	Yes	Yes	Yes						
9 9 9 9 9 9 9 9 9 9 9 9 9 9	No	No	No	No						
Virtual Server Possible	No	No	No	No						
L L Operating System G M	Windows 7 Professional or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2						
ČPU T	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz						
RAM	2 GB	4 GB	8 GB	16 GB						
3 Disk Space	500 GB	1 TB	1 TB	3 TB						
USB Port D	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware						

1.1.1.2 Installation of CCS Desk and CCS Report

Before CCS Call can be configured, the installation of CCS Report and CCS Desk must be completed. Please consult Section 2 and Section 3 for more information.

1.1.2 Installation

1.1.2.1 Connect the Analog Trunk



RJ-11 Y-splitter is used to split each Analog Trunk lines so a stream can go into the recording box. As illustrated with the diagram below, the splitter is used between the trunk and the PBX.



1.1.2.2 Install Call Recorder

Step 1 - Browse to the recording box software DVD \rightarrow Run the **CallRecorder.exe**

						- • ×	
Computer 🕨 D	VD RW	Drive (D:) Sense262 > Se	ense.2.6.2.300311 🕨	- ← S	earch Sense.2.6.2.3003	11 🔎	С
Organize 🔻 Burn to disc					:=	• •	
☆ Favorites	^	Name	<u>^</u>	Date modified	Туре	Size	
Nesktop		Files Currently on	the Disc (9)				_
bownloads		퉬 Client	1/04/2011 7:13 PM		File folder		
Recent Places	E	퉬 data		1/04/2011 7:13 PM	File folder		
SharePoint Sites		퉬 Server		1/04/2011 7:11 PM	File folder		
		autorun		31/03/2011 12:18	Setup Information	1 KB	
Cibraries		👉 CallRecorder		31/03/2011 12:18	Application	3,107 KB	
Documents		🛃 CallRecorder		31/03/2011 12:17	Windows Installer	283 KB	
J Music		CallRecorder.res		31/03/2011 12:18	RES File	9,917 KB	
Pictures		mia.lib	Date modified: 3	31/03/2011 12:18	LIB File	562 KB	
Videos		👉 VSense		31/03/2011 12:19	Application	2,819 KB	
	-						
CallRecorder Date m Application	odified Size	: 31/03/2011 12:18 AM : 3.03 MB	Date created: 31/03/20	11 12:18 AM			

Step 2 - You will be prompted to **install any prerequisites** that may be required (Service Packs, SQL Express) \rightarrow Select **Yes** to install.

Step 3 - If you are prompted to **reboot** \rightarrow Select **Yes**.

Once you log back in, the installation will continue where it left off.

Step 4 - The installer will also recommend that you **connect the recording box** to the Server via USB port and ignore/cancel the 'Found new hardware' wizard.

 \rightarrow Connect the hardware \rightarrow Click Next.

Step 5 - When presented with the option \rightarrow Select Install Server and Client \rightarrow Click Next.

Sense - InstallAware Wizard								
👸 Collecting Information								
OCollecting information	Select the components you want to install:							
O Preparing installation	Install Client Only							
O Installing								
O Finalizing installation								
	Next > Carrel							
InstallAware								

Step 6 - Depending on the **network configuration** \rightarrow Specify **workgroup** or **domain** \rightarrow You will also need to enter an **email address** for notifications \rightarrow Click **Next**.

Sense - InstallAware Wizard							
👸 Collecting I	nformation						
Collecting information	The PC you are installing on is part of a Workgroup or part of a Domain network?						
O Preparing installation	💿 Workgroup 💿 Domain						
O Installing	Enter an email account for alarms and notifications (optional):						
O Finalizing installation							
22							
6							
InstallAware	Next > Cancel						

Step 7 - Read and Agree to the license agreement \rightarrow Click Next.

Step 8 - You will need to specify the **path details** \rightarrow Click **Next**.

Application Files – Defaults to C:\Program Files\Retell\Sense
Data Folder (Temporary Storage) – Defaults to the Application Folder
Audio Storage Folder – Defaults to the Application Folder
Backup Folder
SQL Root Folder – Defaults to C:\Program Files\Microsoft SQL Server
Client Location – Default to C:\Program Files\Retell\Sense Calls

Step 9 - The installer will detect and install the device drivers.



Step 10 - The post configuration screens will be displayed to review \rightarrow No changes are required.

Options		Options	×						
Special Server Sen	rer (More) Client Client (More) VoIP	Special Server Server (More) Client Client (Ma	ore) VoIP						
Maximum SQL Server	RAM (MB) 1024 -								
Audio destination told	er: C:\ProgramData\CallHecorder\Data\Audio\	Archive disk space	True						
		Audio post processing File Move Failed	True						
Select the network der	rices to record. Multiple devices can be selected using the Ctrl key.	Audio post processing operation problems	True						
		Audio storage disk space	True						
Network devices	Intel/R) 82579V Giashit Network Connection	Call Recorder box error	True						
	Bluetooth Device (Personal Area Network)	Call Recorder box ISDN error	True						
		Call Recorder disk space	True						
		Critical Call Recorder disk space	True						
		Database communication error	True						
		Invalid G.729 license	True						
	20 00 41 W 04	Network drive access failed	True						
Mac Address:	00:22:4d:4t:ea:31,	Network drive access failed, invalid credentials	True						
IVR Messages		Scheduled archive failed	True						
		The telephone line is down	True						
Welcome message	C:\ProgramData\CallRecorder\Data\Ivr\welcomeMessage.wav	USB bandwidth	True						
		USB errors	True						
Recording started	C:\ProgramData\CallRecorder\Data\Ivr\startRecording.wav	Archiving							
		Archive account domain name							
Recording stopped	C:\ProgramData\CallRecorder\Data\Ivr\stopRecording.wav	Archive account password							
		Archive account user name							
		Archive media required free space (%)	20						
		Keep restored calls duration (days)	7						
		Audio post processing							
		Add call attributes to audio file name	False						
		Add call start time to audio file name	False						
		Add prefix string to audio file name							
		Add user name to audio file name	False						
		Audio file name attributes separator							
		Audio folder on Mitadama Comm	Falsa						
	Add call attributes to audio tile name File name format: include calling-number, called-number and call direction in file name								
Some ch	anges apply only after restarting the recorder service.								
	Cancel		Cancel						

Options		Opti	ions	1 10 12	E-E-T-	×		
Special Server (More) Client Client (More) Vo	bIP	Special Server Server (More) Client Client (More) VoIP						
- Database			Live Streaming					
Database query timeout 90			Live BTP range first Port	16384				
E Paths			Live BTP range last Port	32766				
Backup folder D:\	SenseBackun\		Streaming requests HTTP port	9801				
Temporary folder	ProgramData\CallBecorder\Data\tmp\	E	Miec	0001				
E Server address			Enable Alame	Тана				
Becorder Server address 127	0.01		Player Type	sensePlayer				
			View single database (selit view off)	Thio				
Backup folder			nable Alarms					
	Cancel			÷	ОК	Cancel		

Options	Options	
Special Server Server (More) Client Client (More) VoIP	Special Serve	r Server (More) Client Client (More) VolP
	2 d 📰	
	Misc	
Database host address 127.0.0.1		Expand to see the plug-in options
Database type sqlserver		
Hecorder Server address 127.0.0.1		
Database type Type of database used by the recorder.	VoIP Expand to see	the plug-in options
Cancel		Cancel

Step 10 - If you want to test **Sense** that calls are being received or to change configuration options \rightarrow Open **Calls** from the shortcut place on the **Desktop**.

The username is **admin**.

The password is **callrecorder**.

👉 Cal	ls												
File	Archive	Tool	s Hel	lp 🛛									
Da	e, Time, Dur		Wall Bo	oard					Misc		Add Co	omment	
From	n: 🗵 07/0		Users			Г			Max Records:	100	Add		<u> </u>
To:	07/0		Chang	e Password		mber:			Comments:				
Qui	:k: Today		Option	IS		lumber:			🔲 Show call	legs			<u></u>
Min			Device	tions		(Ext):							
Ma	c		Update	e Firmware		tion:		▼					
			Chann	el Names					Showing 96 of (314 records.			
_	Data J.T.		Audit T	Frail		L D au	L Tra	Llevel	Decete	Discritica	I. Assistent	Comment	
-	Date / Ti		DR Mai	intenance		Box	Ext	Local	Hemote	Direction	Archived	Comment	
<u> </u>	7/06/201			Incentance		1	O		46387314	Outgoing	No		
	7/06/201:	2 4:05:	22 PM	00:00:04	00:00:37	0		46376464	396820938	Incoming	No		
	7/06/201	2 4:03:	32 PM	00:00:04	00:00:42	0		46376464	396820938	Incoming	No		
	7/06/201:	2 4:01:	30 PM	00:00:04	00:00:37	0		46376464	396820938	Incoming	No		
	7/06/201:	2 3:52:	45 PM	00:00:00	00:03:29	1	0		0417735750	Outgoing	No		
	7/06/201:	2 3:47:	43 PM	00:00:00	00:03:37	1	0		46154612	Outgoing	No		
	7/06/201:	2 3:31:	37 PM	00:00:06	00:00:45	0		747376201	46635242	Outgoing	No		
	7/06/201:	2 3:30:	26 PM	00:00:06	00:00:53	0		747376201	46761203	Outgoing	No		
	7/06/201:	2 3:29:	17 PM	00:00:06	00:00:50	0		747376201	46680771	Outgoing	No		
	7/06/201:	2 3:27:	30 PM	00:00:07	00:01:29	0		747376201	0396820938	Outgoing	No		
	7/06/201:	2 3:22:	17 PM	00:00:00	00:00:46	1	0		46681212	Outgoing	No		

<u>Note</u>

If after placing tests calls this does not show up, you will need to check Tools \rightarrow Device

Options.

👉 Device Options		<u>- 🗆 ×</u>
Device: 00000		•
System Analog		
Audio Mode:	Passive	
CLI Decoration:	Off	
CII Decor' Length:	4	
CII Decor' Seperator:		
CSID:	1	
Encoding Type:	G711 ALow	
Interface Type:	CS Type Analog 💌	
ISDN Protocol:	DSS1	
Signalling Mode:	Analog High Impedance 💌	
Auto Answer:		
Firewall:		
Sending Complete:	Π	
Use OLI Number:		
OLI Number:		
Version:	0	
Flags:	None Reverse Call Direction Disable Shutdown Forwa	
Rescan Devices S	ave and Reset Save	Close

Typical configuration for Analog Trunk: Audio Mode = Passive CLI Decoration = Off Interface Type = CS Type Analog Signalling Mode = Analog High Impedance

Ensure you **Save and Reset** when finished making changes.

If there are multiple devices connected to the server, change the selected **Device** to configure the other hardware.

1.1.2.3 Configure CCS Report

To link the reports with the recorded audio files, a few things must be configured properly.

Step 1 - CCS Report connection type MUST be configured to **CTI**. This can be configured during the installation Config Wizard, or by using CCS Report Manager.

Step 2 - CCS Report Config MUST contain a valid network credentials, otherwise access to recordings will require a username and password each time.

erver Settings Mail & Subscription Settings			
Database server location	Test	After Install S	elf Diagnostic
Server Address	1650		A
	Test		
Port 7089			
Domain User Name Password			
	Test		<u></u>
	Send Url		
		Target Test Email	

Step 3 - If the CCS Record service and recording hardware is installed on a different machine to CCS Report, the **Web.config** file located in the **CCSReportWebGUI** installation folder needs to be adjusted to reflect the location of the Sense installation.

Open the **Web.config** file with Notepad (Right Click \rightarrow Open With... \rightarrow Notepad) \rightarrow Search for the line below and set the '**value**' with the <u>machine name</u> or <u>IP address</u> of the Sense machine.

<add key="SenseServer" value="localhost"/>

1.1.2.4 Configure CCS Desk

Step 1 - Run CCS Desk Manager \rightarrow Go to the Devices tab \rightarrow add the analog trunks to the Devices list.

Administration	PABX	TAPI PABX	•			
Integration						
Configuration		Number	Туре	Name	Block	
- Announcement Servers	1	Trunk	1		Open	
CCS Call Dialer Settings	1 2	Trunk	2		Open	1
CCS Chat	1 3	Trunk	3		Open	-
CCS Console	1 4	Trunk	4		Open	
- CCS IVR	a 5	Trunk	5		Open	-
- CCS Record Profiles	a 6	Trunk	6		Open	
- Devices	1 7	Trunk	7		Open	
PABX Connections	💼 8	Trunk	8		Open	
- Queue Assignments	1 9	Trunk	9		Open	
Services	10	Trunk	10)	Open	
SMTP	11	Trunk	11		Open	Ţ
- System Validation	MU164					

Step 2 - Go to the CCS Record Profiles \rightarrow add the trunks as Server Controlled devices.

Administration			CCS Record Profile	Record All	Override	Extension	Server/Local
Integration		î	Record All	Yes	Yes	Add	1
Configuration		â	Record On Demand	No	Yes	 	
- Announcement Servers		-	Add				
CCS Chat							
CCS Console							
CCS IVR							
CCS Record Profiles							
CCS Record Servers							
Devices							
PABX Connections							
Queue Assignments							
Services							
SMTP							
System	м	100					
Validation	MI	0010					

Select Extensions		×
 ✓ Trunk 0001 (1 - TAPI PABX) ✓ Trunk 0002 (2 - TAPI PABX) 		ОК
✓ Trunk 0003 (3 - TAPI PABX) ✓ Trunk 0004 (4 - TAPI PABX)		Cancel
Add Extensions as 'Server controlled'	v	
		M0177

Step 3 - Go to the CCS Record Servers \rightarrow Create a recording configuration profile \rightarrow Map the trunks into the ports.

CCS Record Serv	er Configuration			×
Name	4 Ports	Port	Connected Extension	All
		1	Trunk 0001 (1 - TAPI PAB>	Yes
		2	Trunk 0002 (2 - TAPI PAB)	Yes
Ports	4 Ports	3	Trunk 0003 (3 - TAPI PAB>	Yes
Single Recording	(Trunks)	4	Trunk 0004 (4 - TAPI PAB>	Yes
MP3 Recordings				
Hardware	Sense			
Use Call Progress	:			
AES Encryption	Γ			
Sense	e ID Port Offset			
Add				
SENSE Server	127.0.0.1			
Papart Saruer	Kontor LIPL >			
nepoit server				
M0161	OK Cancel			

Name – The name of the CCS Record Server profile.

Ports – The number of ports to be configured.

Single Recording (Trunks) – enable this if you wish to combine "multiple" calls (because of transferred) on the same trunk into one recording file. This is applicable to trunk side recording.

Hardware – <u>Sense</u> must always be selected.

When there are multiple recording devices connected to the server, **Sense ID** and **Port Offset** must be configured. Assuming there are two analog recording devices, both with 4 ports, this is the correct ID and offset configuration.

	Sense ID	Port Offset
Î	1	0
Î	2	4
	Add	

SENSE Server – the address of the SENSE Server

Report Server – the URL of the Report Server

Port / Connected Extension / All – configuration of each port and whether they are connected to a trunk, and set to record all or follow the CCS Desk agent recording profile

When the ports are set to Record All:

a. The recording files will saved into folders named by the extension number involved in the call.

b. The recording filename will contain the date and time of the call, direction, and either dialed number or caller ID.

When the ports are <u>NOT</u> set to Record All:

a. It will only record extensions that are being monitored by CCS Desk Client.

b. The CCS Desk agent recording profile will control the recording path, the folder grouping and the filename of the recording file. The agent recording profile is configured at the CCS Record tab.

CCS Record Profile Record All Override	CCS Record Profile
💼 Record All Yes Yes	Name Record All OK
Record On Demand No Yes	Override Local Setting: 🔽 Cancel
Add	Auto Record 🔽 Every Call 💌
	Hide 'No Device' Warning
Edit Person	Option to Discard
	Recordings Folder C:\CCS Record\
Name Jack	Folder Name
Integration None 💌	Agent Name M
Profile	Campaign Name
	Pie Marco
Auto Break Disabled 💌	Agent Name
User Level Standard User 💌	Phone Number
CCS Becord Profile Record All	Contact ID
	Completion Code 🔽
Calendar Profile Disabled 💌	Recording Format MP3
HotKey Profile Disabled 💌	Hide Recordings Tab
	Allow Stop
	Specify Types of call to AutoRecord
	Incoming Calls
	Cutgoing Calls
	C Queue Calis
	M0159

1.1.2.5 Activate CCS Record Server Service

The recording service is included when CCS Desk is installed however it is not enabled by default.

Step 1 - To enable CCS Recording Server service \rightarrow Launch CCS Desk Manager \rightarrow Go to the Services tab \rightarrow then Show Disabled Services.

Step 2 - **Right click** on CCS Recording Server \rightarrow Select **Configure Service** \rightarrow Click **Install**. Do <u>not</u> start the service at this stage.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
- Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		Manual	* required *	
CCS Chat	CCS Desk Email S Settings I	or CCS Recording Sei	rver matic	Email Server	Disabled
CCS LUISUE	CCS Desk HMP Ga Configure	Service	matic		Disabled
CCS Record Profiles	CCS Desk HMP Se Start CCS	Recording Server	Jal	HMP	Disabled
- CCS Record Servers	CCS Desk Gateway	Diarteu	Macomatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
- Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www.Publishing.Se	rvice Started	Automatic		
Validation	······································				

🔅 CCS Recording	Server 💶 🗖	🔀 🔅 CCS Recording	Server 💶 🗆 🗙
Service Name	RecordingServer	Service Name	RecordingServer
File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe	File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe
Install Status	Not Installed Install	Install Status	Installed Uninstall
		Startup Mode	Automatic
		Current Status	Stopped Start
	Close		Close

Step 3 – Right click on the Profile for CCS Recording Server. Select **Settings for CCS Recording Server**.

2011100	Status	Mode	Profile	Logs
CCS Desk Server	Started	Automatic		Disabled
CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
CCS Report Engine	Started	Automatic		
CCS Recording Server		Automatic	* req	in an fau CCC Deseudiel
CCS Desk Email Service		Automatic	Email	ings for CCS Recording
CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Desk Gateway	Started	Automatic		
CCS SMS Server		Manual	* required *	
CCS Dashboard Gateway	Started	Automatic		
Dialogic HMP		Manual		
TAPI	Started	Manual		
Windows IIS (www Publishing Service	Started	Automatic		
	CCS Desk Server CCS Desk PBX Server CCS Report Engine CCS Recording Server CCS Desk Email Service CCS Desk HMP Gateway CCS Desk HMP Service CCS Desk Gateway CCS SMS Server CCS Dashboard Gateway Dialogic HMP TAPI Windows IIS (www Publishing Service	CCS Desk Server Started CCS Desk PBX Server Started CCS Report Engine Started CCS Desk Enail Service CCS Desk Enail Service CCS Desk HMP Gateway Started CCS Desk HMP Service Started CCS Desk HMP Service Started CCS Desk Gateway Started CCS Desk Gateway Started CCS Dashboard Gateway Started Dialogic HMP TAPI Started Windows IIS (www Publishing Service Started	CCS Desk ServerStartedAutomaticCCS Desk PBX ServerStartedManualCCS Report EngineStartedAutomaticCCS Recording ServerAutomaticCCS Desk Email ServiceAutomaticCCS Desk HMP GatewayStartedAutomaticCCS Desk HMP ServiceStartedManualCCS Desk GatewayStartedAutomaticCCS Desk GatewayStartedAutomaticCCS Desk GatewayStartedAutomaticCCS Desk GatewayStartedAutomaticCCS Dashboard GatewayStartedAutomaticDialogic HMPManualTAPIStartedManualWindows IIS (www Publishing ServiceStartedAutomatic	CCS Desk Server Started Automatic CCS Desk PBX Server Started Manual TAPI PABX CCS Report Engine Started Automatic * req

Step 4 – Select **CCS Recording Profile** that was previously created then click **OK**.

Select Recording Server	×
Server Selection	4 Ports
	OK Cancel

Step 5 - **Right click** on CCS Recording Server → Select **Start CCS Recording Server**.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		1 x	Ports	Disabled
CCS Copsole	CCS Desk Email Service	Start C	CS Recording Server	mail Server	Disabled
	CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www Publishing Ser	vice Started	Automatic		
Validation					

1.2 CCS Record with ISDN BRI Trunk

The requirements for CCS Record are divided into two parts:

- 1.2.1.1 System Requirements
- 1.2.1.2 Installation of CCS Desk and CCS Report

1.2.1 **Pre-Installation Requirements**

1.2.1.1 System Requirements

The CCS Record Server must meet the following minimum specifications.

	CCS Record	Recommende	d Hardware	
Install Scope	Up to 8 channels a maximum of 1,600 calls per day	Up to 30 channels and a maximum of 5,000 calls per day	Up to 120 channels and a maximum of 20,000 calls per day	Up to 600 channels and a maximum of 1,000,000 calls per day
M Dedicated Server Required	Yes	Yes	Yes	Yes
9 9 9 9 9 9 9 9 9 9 9 9 9 9	CCS Record Recommended Hardwarestall ScopeUp to 8 channels a maximum of 1,600 calls per dayUp to 30 channels and a maximum of 5,000 calls per dayUp to 120 channels and a maximum of 20,000 calls per dayChannels and a maximum of 20,000 calls per dayChannels and a maximum of 1,000 calls per dayChannels and a maximum of 1,000 calls per dayChannels and a maximum of 20,000 calls per dayChannels and a maximum of alls ProsChannels and a maximum of alls Professional orNoNoal Server ating SystemNoNoNoNoNoNoating SystemWindows 7 Professional or Undows Server 2008 R2Windows Server 2008 R2Windows Server 2008 R2Windows Server 2008 R2Windows Server 2008 R2No13 2120 3.3GHz13 2120 3.3GHz13 2120 3.3GHz13 2120 3.3GHz13 2120 3.3GHz13 2120 3.3GHz2 GB4 GB8 GB1 for eac	No		
Virtual Server Possible	No	No	No	No
L L Operating System G M	Windows 7 Professional or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2
ČPU T	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz
₽ ₽AM	2 GB	4 GB	8 GB	16 GB
3 Disk Space	500 GB	1 TB	1 TB	3 TB
USB Port D	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware

1.2.1.2 Installation of CCS Desk and CCS Report

Before CCS Call can be configured, the installation of CCS Report and CCS Desk must be completed. Please consult Section 2 and Section 3 for more information.

1.2.2 Installation

1.2.2.1 Connect the ISDN BRI Trunk



From the ISDN NT unit, the BRI line must first be connected to the IN ports of the recording box. The OUT ports on the recording box will then be connected to the PBX as illustrated with the diagram below. Standard network cables are used for both connections.



1.2.2.2 Install Call Recorder

Step 1 - Browse to the recording box software DVD \rightarrow Run the CallRecorder.e	exe

Computer > DVD	RW Drive (D:) Sense262 ▶ Sense.2.6.2.300311 ▶	<u>+</u> 4 ₇ S	earch Sense.2.6.2.3003	11 P
Organize 🔻 Burn to disc			:=:	- 1 0
☆ Favorites ■ Desktop	A Files Currently on the Disc (0)	Date modified	Туре	Size
Downloads Recent Places SharePoint Sites	Client data	1/04/2011 7:13 PM 1/04/2011 7:13 PM	File folder File folder	
🛱 Libraries	Server autorun CallRecorder	1/04/2011 7:11 PM 31/03/2011 12:18 31/03/2011 12:18	Setup Information	1 KB 3,107 KB
 Documents Music Pictures Videos 	CallRecorder CallRecorder.res CallRecorder.res mia.lib CallRecorder.res C	31/03/2011 12:17 31/03/2011 12:18 31/03/2011 12:18 31/03/2011 12:19	Windows Installer RES File LIB File Application	283 KB 9,917 KB 562 KB 2.819 KB
CallRecorder Date mod Application	 The second second	11 12:18 AM		

Step 2 - You will be prompted to **install any prerequisites** that may be required (Service Packs, SQL Express) \rightarrow Select **Yes** to install.

Step 3 - If you are prompted to **reboot** \rightarrow Select **Yes**.

Once you log back in, the installation will continue where it left off.

Step 4 - The installer will also recommend that you **connect the recording box** to the Server via USB port and ignore/cancel the 'Found new hardware' wizard.

 \rightarrow Connect the **hardware** \rightarrow Click **Next**.

Step 5 - When presented with the option \rightarrow Select Install Server and Client \rightarrow Click Next.

👍 Sense - InstallAware Wizard	
👸 Collecting I	nformation
OCollecting information	Select the components you want to install:
O Preparing installation	Install Client Only
O Installing	
O Finalizing installation	
	Next > Carrel
InstallAware	

Step 6 - Depending on the **network configuration** \rightarrow Specify **workgroup** or **domain** \rightarrow You will also need to enter an **email address** for notifications \rightarrow Click **Next**.

👍 Sense - InstallAware Wizard	
🐞 Collecting I	nformation
O Collecting information	The PC you are installing on is part of a Workgroup or part of a Domain network?
O Preparing installation	💿 Workgroup 💿 Domain
O Installing	Enter an email account for alarms and notifications (optional):
O Finalizing installation	
22	
InstallAware	Next > Cancel

Step 7 - Read and Agree to the license agreement \rightarrow Click Next.

Step 8 - You will need to specify the **path details** \rightarrow Click **Next**.

Application Files – Defaults to C:\Program Files\Retell\Sense
Data Folder (Temporary Storage) – Defaults to the Application Folder
Audio Storage Folder – Defaults to the Application Folder
Backup Folder
SQL Root Folder – Defaults to C:\Program Files\Microsoft SQL Server
Client Location – Default to C:\Program Files\Retell\Sense Calls

Step 9 - The installer will detect and install the device drivers.



Step 10 - The post configuration screens will be displayed to review \rightarrow No changes are required.

Options		Options	×
Special Server Sen	rer (More) Client Client (More) VoIP	Special Server Server (More) Client Client (Ma	ore) VoIP
Maximum SQL Server	RAM (MB) 1024 -		
Audio destination told	er: C:\ProgramData\CallHecorder\Data\Audio\	Archive disk space	True
		Audio post processing File Move Failed	True
Select the network der	rices to record. Multiple devices can be selected using the Ctrl key.	Audio post processing operation problems	True
		Audio storage disk space	True
Network devices	Intel/R) 82579V Giashit Network Connection	Call Recorder box error	True
	Bluetooth Device (Personal Area Network)	Call Recorder box ISDN error	True
		Call Recorder disk space	True
		Critical Call Recorder disk space	True
		Database communication error	True
		Invalid G.729 license	True
	20 00 41 W 04	Network drive access failed	True
Mac Address:	00:22:4d:4t:ea:31,	Network drive access failed, invalid credentials	True
IVR Messages		Scheduled archive failed	True
		The telephone line is down	True
Welcome message	C:\ProgramData\CallRecorder\Data\Ivr\welcomeMessage.wav	USB bandwidth	True
		USB errors	True
Recording started	C:\ProgramData\CallRecorder\Data\Ivr\startRecording.wav	Archiving	
		Archive account domain name	
Recording stopped	C:\ProgramData\CallRecorder\Data\Ivr\stopRecording.wav	Archive account password	
		Archive account user name	
		Archive media required free space (%)	20
		Keep restored calls duration (days)	7
		Audio post processing	
		Add call attributes to audio file name	False
		Add call start time to audio file name	False
		Add prefix string to audio file name	
		Add user name to audio file name	False
		Audio file name attributes separator	
		Audio folder on Mitadama Comm	Falsa
		File name format: include calling-number, called-num	ber and call direction in file name
Some ch	anges apply only after restarting the recorder service.		
	Cancel		Cancel

Options	Options	x
Special Server (More) Client (More) VoIP	Special Server Server (More) Client Client (More) VoIP	
E Database	E Live Streaming	
Database query timeout 90	Live BTP range first Port 16384	
E Paths	Live RTP rance last Port 32766	
Backup folder D:\SenseBackup\	Streaming request HTTP pat 9911	
Temporary folder C:\ProgramData\CallBecorder\Data\tmp\	E Misc	
Deceder Converting	Diave Table Vallis True	
Recorder Server address 127.0.0.1	Hayer type senseriayer	
Backup root folder	Enable firing Call Recorder Alams	
Cancel	Cancel	

Options	Options	
Special Server (More) Client Client (More) VoIP	Special Server Server (More) Client Client (More) VolP	
E SENSE	E Misc	11
Database host address 127.0.0.1	VoIP Expand to see the plug-in options	Ш
Database type sglserver		11
Recorder Server address 127.0.0.1		
Database type Type of database used by the recorder.	VoIP Expand to see the plug-in options	
Cancel	Cancel	

Step 10 - If you want to test **Sense** that calls are being received or to change configuration options \rightarrow Open **Calls** from the shortcut place on the **Desktop**.

The username is **admin**.

The password is **callrecorder**.

👉 Ca	ls												
File	Archive	Tool	s Hel	lp 🛛									
Da	te, Time, Du	ır	Wall Bo	bard					Misc		Add Co	omment	
Fro	n: 🗵 07/0	DE	Users			Г			Max Records:	100	Add		<u> </u>
To:	07/0	DE	Chang	e Password		mber:			Comments:				
Qui	ck: Today		Option	s		lumber:			🔲 Show call	legs			<u></u>
Mir	:		Device	tions		(Ext):							
Ma	¢		Update	e Firmware		tion:		•					
			Chann	el Names					Showing 96 of 3	314 records.			
_		-	Audit T	frail			1 = -			Let a		1.0	
	Date / I	11				Box	Ext	Local	Hemote	Direction	Archived	Comment	
•	7/06/201	2	DB Mai	ntenance	•	1	0		46387314	Outgoing	No		
	7/06/201	2 4:05:	22 PM	00:00:04	00:00:37	0		46376464	396820938	Incoming	No		
	7/06/201	2 4:03:	32 PM	00:00:04	00:00:42	0		46376464	396820938	Incoming	No		
	7/06/201	2 4:01:	30 PM	00:00:04	00:00:37	0		46376464	396820938	Incoming	No		
	7/06/201	2 3:52:	45 PM	00:00:00	00:03:29	1	0		0417735750	Outgoing	No		
	7/06/201	2 3:47:	43 PM	00:00:00	00:03:37	1	0		46154612	Outgoing	No		
	7/06/201	2 3:31:	37 PM	00:00:06	00:00:45	0		747376201	46635242	Outgoing	No		
	7/06/201	2 3:30:	26 PM	00:00:06	00:00:53	0		747376201	46761203	Outgoing	No		
	7/06/201	2 3:29:	17 PM	00:00:06	00:00:50	0		747376201	46680771	Outgoing	No		
	7/06/201	2 3:27:	30 PM	00:00:07	00:01:29	0		747376201	0396820938	Outgoing	No		
	7/06/201	2 3:22:	17 PM	00:00:00	00:00:46	1	0		46681212	Outgoing	No		

<u>Note</u>

If after placing tests calls this does not show up, you will need to check Tools \rightarrow Device

Options.

✓ Device Options		
Device: 2212002B	52221	•
System BRI		
Audio Mode:	Passive 💌]
CLI Decoration:	Off	3
Cll Decor' Length:	4	3
CII Decor' Seperator:		
CSID:	0	
Encoding Type:	G711 ALow	-
Interface Type:	CS Type BRI	-
ISDN Protocol:	DSS1	-
Signalling Mode:	Passiye	-
Auto Answer:	Ē	
Firewall:		
Sending Complete:		
Use OLI Number:		
OLI Number:		-
Version:	0	-
Flags:	None Reverse Call Direction Disable Shutdown Forwa	
Rescan Devices	Save and Reset	/e Close

Typical configuration for Analog Trunk: Audio Mode = Passive CLI Decoration = Off Interface Type = CS Type BRI Signalling Mode = Passive

Ensure you **Save and Reset** when finished making changes.

If there are multiple devices connected to the server, change the selected **Device** to configure the other hardware.

1.2.2.3 Configure CCS Report

To link the reports with the recorded audio files, a few things must be configured properly.

Step 1 - CCS Report connection type MUST be configured to **CTI**. This can be configured during the installation Config Wizard, or by using CCS Report Manager.

Step 2 - CCS Report Config MUST contain a valid network credentials, otherwise access to recordings will require a username and password each time.

CCS Report Configuration	
Server Settings Mail & Subscription Settings	
Database server location	After Install Self Diagnostic
Server Address	A
localhost Test	
Network Credential Setting	
Domain User Name Password Domain User Name Password domainuser rest Test	
Send Url	× ×
	Target Test Email
Save Cancel	

Step 3 - If the CCS Record service and recording hardware is installed on a different machine to CCS Report, the **Web.config** file located in the **CCSReportWebGUI** installation folder needs to be adjusted to reflect the location of the Sense installation.

Open the **Web.config** file with Notepad (Right Click \rightarrow Open With... \rightarrow Notepad) \rightarrow Search for the line below and set the '**value**' with the <u>machine name</u> or <u>IP address</u> of the Sense machine.

<add key="SenseServer" value="localhost"/>

1.2.2.4 Configure CCS Desk

Step 1 - Run CCS Desk Manager \rightarrow Go to the Devices tab \rightarrow add the analog trunks to the Devices list.

Administration	PABX	TAI	PI PABX	v		
Integration						
Configuration		Number	Туре	Name	Block	
- Announcement Servers	1	1	Trunk	1	Open	
CCS Call Dialer Settings	1	2	Trunk	2	Open	
CCS Chat	1	3	Trunk	3	Open	
CCS Console		4	Trunk	4	Open	
- CCS IVR		5	Trunk	5	Open	
- CCS Record Profiles	<u> </u>	6	Trunk	6	Open	
- Devices	<u></u>	7	Trunk	7	Open	
- PABX Connections		8	Trunk	8	Open	
- Queue Assignments		9	Trunk	9	Open	
- Services	1	10	Trunk	10	Open	
SMTP	1	11	Trunk	11	Open	-
System Validation	MU164					

Step 2 - Go to the CCS Record tab \rightarrow add the trunks as Server Controlled devices.

unninscration		CCS Record Profile	Record All	Override	Extension	Server/Loc
ntegration	1	Record All	Yes	Yes	Add	1
onfiguration	1	Record On Demand	No	Yes	 	
- Announcement Servers		- Add				
	-	1100				
CCS Chat						
- CCS Console						
- CCS IVR						
- CCS Record Profiles						
- CCS Record Servers						
Devices						
PABX Connections						
- Queue Assignments						
Services						
SMTP						
System	- M010	:0				
	MUIC	0				

Select Extensions	×
 ✓ Trunk 0001 (1 - TAPI PABX) ✓ Trunk 0002 (2 - TAPI PABX) ✓ Trunk 0003 (3 - TAPI PABX) ✓ Trunk 0005 (5 - TAPI PABX) ✓ Trunk 0005 (5 - TAPI PABX) ✓ Trunk 0006 (6 - TAPI PABX) ✓ Trunk 0007 (7 - TAPI PABX) ✓ Trunk 0008 (8 - TAPI PABX) ✓ Trunk 0008 (8 - TAPI PABX) ✓ Trunk 0009 (9 - TAPI PABX) ✓ Trunk 0010 (10 - TAPI PABX) ✓ Trunk 0011 (11 - TAPI PABX) ✓ Trunk 0012 (12 - TAPI PABX) 	OK Cancel
Add Extensions as 'Server controlled'	M0177

Step 3 - Go to the CCS Record Server \rightarrow Create a recording configuration profile \rightarrow Map the trunks into the ports.

CCS Record Serv	er Configuration			×
Name	BRI	Port	Connected Extension	All
	1	1	Trunk 0001 (1 - TAPI PAB)	Yes
		2	Trunk 0002 (2 - TAPI PAB)	Yes
Porte	12 Parta	3	Trunk 0003 (3 - TAPI PAB>	Yes
Fuits		4	Trunk 0004 (4 - TAPI PAB>	Yes
Single Recording	(Trunks)	5	Trunk 0005 (5 - TAPI PAB)	Yes
MP3 Recordings	Г	6	Trunk 0006 (6 - TAPI PAB)	Yes
Hardware	Sense 🔻	7	Trunk 0007 (7 - TAPI PAB)	Yes
Line Call Program		8	Trunk 0008 (8 - TAPI PAB)	Yes
ACC Exemplies		9	Trunk 0009 (9 - TAPI PAB)	Yes
ALS Encryption	1	10	Trunk 0010 (10 - TAPI PAE	Yes
Sense	D Port Offset	11	Trunk 0011 (11 - TAPI PAE	Yes
Add		12	Trunk 0012 (12 - TAPI PAE	Yes
SENSE Server	127.0.0.1			
Report Server	<enter url=""></enter>			
M0161	OK Cancel			

Name – The name of the CCS Record Server profile.

Ports – The number of ports to be configured.

Single Recording (Trunks) – enable this if you wish to combine "multiple" calls (because of transferred) on the same trunk into one recording file. This is applicable to trunk side recording.

Hardware – <u>Sense</u> must always be selected.

When there are multiple recording devices connected to the server, **Sense ID** and **Port Offset** must be configured. Assuming there are two analog recording devices, both with 4 ports, this is the correct ID and offset configuration.

	Sense ID	Port Offset
Î	1	0
Î	2	4
	Add	

SENSE Server – the address of the SENSE Server

Report Server – the URL of the Report Server

Port / Connected Extension / All – configuration of each port and whether they are connected to a trunk, and set to record all or follow the CCS Desk agent recording profile.

When the ports are set to Record All:

a. The recording files will saved into folders named by the extension number involved in the call.

b. The recording filename will contain the date and time of the call, direction, and either dialed number or caller ID.

When the ports are <u>NOT</u> set to Record All:

a. It will only record extensions that are being monitored by CCS Desk Client.

b. The CCS Desk agent recording profile will control the recording path, the folder grouping and the filename of the recording file. The agent recording profile is configured at the CCS Record tab.

000 5			
CCS Reco Becord All	ord Profile	Record All	Override Ves
Record On D)emand	No	Yes
Add			
dit Person			
Mana	Look		
Name	Jack		_
Integration	None		•
Profile			-
Auto Break	Disable	d	•
User Level	Sta	andard User	•
CCS Record Pr	ofile Re	oord All	
		cola All	
Calendar Profile	· []	Disabled	<u> </u>
HotKey Profile		Disabled	•

1.2.2.5 Activate CCS Record Server Service

The recording service is included when CCS Desk is installed however it is not enabled by default.

Step 1 - To enable CCS Recording Server service \rightarrow Launch CCS Desk Manager \rightarrow Go to the Services tab \rightarrow then Show Disabled Services.

Step 2 - **Right click** on CCS Recording Server \rightarrow Select **Configure Service** \rightarrow Click **Install**. Do <u>not</u> start the service at this stage.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
- Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		Manual	* required *	
CCS Chat	CCS Desk Email S Settings I	or CCS Recording Sei	rver matic	Email Server	Disabled
CCS LUISUE	CCS Desk HMP Ga Configure	Service	matic		Disabled
CCS Record Profiles	CCS Desk HMP Se Start CCS	Recording Server	Jal	HMP	Disabled
- CCS Record Servers	CCS Desk Gateway	Diarteu	Macomatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
- Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www.Publishing.Se	rvice Started	Automatic		
Validation	······································				

CCS Recording	Server 📃 🗖	X CC5 Recording	Server _ 🔲 🗙
Service Name	RecordingServer	Service Name	RecordingServer
File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe	File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe
Install Status	Not Installed Install	Install Status	Installed
		Startup Mode	Automatic
		Current Status	Stopped Start
	Close		Close

Step 3 – Right click on the Profile for CCS Recording Server. Select **Settings for CCS Recording Server**.

Administration	Service	Status	Mode	Profile	Logs
- Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
	CCS Recording Server		Automatic	* requisett	ings for CCS Recording 1
	CCS Desk Email Service		Automatic	Email	
CCS IVR	CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
Switem	Windows IIS (www Publishing Se	rvice Started	Automatic		
Validation					

Step 4 – Select **CCS Recording Profile** that was previously created then click **OK**.

Select Recording Server			×
Server Selection	BRI		
		ОК	Cancel

Step 5 - **Right click** on CCS Recording Server → Select **Start CCS Recording Server**.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
	CCS Recording Server		A descention	Ports	Disabled
CCS Chat	CCS Desk Email Service	Start C	CS Recording Server	nail Server	Disabled
	CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
- PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www Publishing Serv	ice Started	Automatic		
Validation					

1.3 CCS Record with ISDN PRI Trunk

The requirements for CCS Record are divided into two parts:

- 9.3.1.1 System Requirements
- 9.3.1.2 Installation of CCS Desk and CCS Report

1.3.1 **Pre-Installation Requirements**

1.3.1.1 System Requirements

The CCS Record Server must meet the following minimum specifications.

CCS Record Recommended Hardware						
Install Scope	Up to 8 channels a maximum of 1,600 calls per day	Up to 30 channels and a maximum of 5,000 calls per day	Up to 120 channels and a maximum of 20,000 calls per day	Up to 600 channels and a maximum of 1,000,000 calls per day		
M Dedicated Server Required	Yes	Yes	Yes	Yes		
9 9 9 9 9 9 9 9 9 9 9 9 9 9	SQL No No		No	No		
Virtual Server Possible	No	No	No	No		
L L Operating System G M	Windows 7 Professional or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2		
ČPU T	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz		
₽ ₽AM	2 GB	4 GB	8 GB	16 GB		
3 Disk Space	500 GB	1 TB	1 TB	3 TB		
USB Port D	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware	1 for each recording hardware		

1.3.1.2 Installation of CCS Desk and CCS Report

Before CCS Call can be configured, the installation of CCS Report and CCS Desk must be completed. Please consult Section 2 and Section 3 for more information.

1.3.2 Installation

1.3.2.1 Connect the ISDN PRI Trunk



From the ISDN NT unit, the PRI line must first be connected to the PRI IN port of the recording box. The PRI OUT port on the recording box will then be connected to the PBX as illustrated with the diagram below. Standard network cables are used for both connections.



1.3.2.2 Install Call Recorder

Step 1 - Browse to the recording box software DVD \rightarrow Run the **CallRecorder.exe**

Computer > DV	D RW Drive (D:) Sense262 Sense.2.6.2.300311	- <i>€</i> ₂	Search Sense, 2.6.2.3003					
Organize ▼ Burn to disc BIE ▼ □ @								
🔆 Favorites	A Name	Date modified	Туре	Size				
📃 Desktop	 Files Currently on the Disc (9) 							
Downloads	🔡 Client	1/04/2011 7:13 PM	File folder					
	🗉 📔 🔒 data	1/04/2011 7:13 PM	File folder					
SharePoint Sites	Server	1/04/2011 7:11 PM	File folder					
E Liberrier	autorun 🖉	31/03/2011 12:18	Setup Information	1 KB				
	- CallRecorder	31/03/2011 12:18	Application	3,107 KB				
Music	CallRecorder Type: Applicat	31/03/2011 12:17	Windows Installer	283 KB				
	CallRecorder.res Size: 3.03 MB	31/03/2011 12:18	RES File	9,917 KB				
Videos	Date modified	31/03/2011 12:18	LIB File	562 KB				
VICEOS	VSense	31/03/2011 12:19	Application	2,819 KB				
	v							
CallRecorder Date mo Application	dified: 31/03/2011 12:18 AM Date created: 31/03/. Size: 3.03 MB	2011 12:18 AM						

Step 2 - You will be prompted to **install any prerequisites** that may be required (Service Packs, SQL Express) \rightarrow Select **Yes** to install.

Step 3 - If you are prompted to **reboot** \rightarrow Select **Yes**.

Once you log back in, the installation will continue where it left off.

Step 4 - The installer will also recommend that you **connect the recording box** to the Server via USB port and ignore/cancel the 'Found new hardware' wizard.

 \rightarrow Connect the hardware \rightarrow Click Next.

Step 5 - When presented with the option \rightarrow Select Install Server and Client \rightarrow Click Next.

👍 Sense - InstallAware Wizard	
Collecting I	nformation
O Collecting information	Select the components you want to install:
O Preparing installation	Install Client Only
O Installing	
O Finalizing installation	
InstallAware	Next > Cancel

Step 6 - Depending on the **network configuration** \rightarrow Specify **workgroup** or **domain** \rightarrow You will also need to enter an **email address** for notifications \rightarrow Click **Next**.

👍 Sense - InstallAware Wizard	
🐞 Collecting I	nformation
O Collecting information	The PC you are installing on is part of a Workgroup or part of a Domain network?
O Preparing installation	💿 Workgroup 💿 Domain
O Installing	Enter an email account for alarms and notifications (optional):
O Finalizing installation	
22	
6	
InstallAware	Next > Cancel

Step 7 - Read and Agree to the license agreement \rightarrow Click Next.

Step 8 - You will need to specify the **path details** \rightarrow Click **Next**.

Application Files – Defaults to C:\Program Files\Retell\Sense
Data Folder (Temporary Storage) – Defaults to the Application Folder
Audio Storage Folder – Defaults to the Application Folder
Backup Folder
SQL Root Folder – Defaults to C:\Program Files\Microsoft SQL Server
Client Location – Default to C:\Program Files\Retell\Sense Calls

Step 9 - The installer will detect and install the device drivers.



Step 10 - The post configuration screens will be displayed to review \rightarrow No changes are required.

Options		Options	×
Special Server Sen	rer (More) Client Client (More) VoIP	Special Server Server (More) Client Client (Ma	ore) VoIP
Maximum SQL Server	RAM (MB) 1024 -		
Audio destination told	er: C:\ProgramData\CallHecorder\Data\Audio\	Archive disk space	True
		Audio post processing File Move Failed	True
Select the network der	rices to record. Multiple devices can be selected using the Ctrl key.	Audio post processing operation problems	True
		Audio storage disk space	True
Network devices	Intel/R) 82579V Giashit Network Connection	Call Recorder box error	True
	Bluetooth Device (Personal Area Network)	Call Recorder box ISDN error	True
		Call Recorder disk space	True
		Critical Call Recorder disk space	True
		Database communication error	True
		Invalid G.729 license	True
	20 00 41 W 04	Network drive access failed	True
Mac Address:	00:22:4d:4t:ea:31,	Network drive access failed, invalid credentials	True
IVR Messages		Scheduled archive failed	True
		The telephone line is down	True
Welcome message	C:\ProgramData\CallRecorder\Data\Ivr\welcomeMessage.wav	USB bandwidth	True
		USB errors	True
Recording started	C:\ProgramData\CallRecorder\Data\Ivr\startRecording.wav	Archiving	
		Archive account domain name	
Recording stopped	C:\ProgramData\CallRecorder\Data\Ivr\stopRecording.wav	Archive account password	
		Archive account user name	
		Archive media required free space (%)	20
		Keep restored calls duration (days)	7
		Audio post processing	
		Add call attributes to audio file name	False
		Add call start time to audio file name	False
		Add prefix string to audio file name	
		Add user name to audio file name	False
		Audio file name attributes separator	
		Audio folder on Mitadama Comm	Falsa
		File name format: include calling-number, called-num	ber and call direction in file name
Some ch	anges apply only after restarting the recorder service.		
	Cancel		Cancel

Options	Options	x
Special Server (More) Client (More) VoIP	Special Server Server (More) Client Client (More) VoIP	
E Database	E Live Streaming	
Database query timeout 90	Live BTP range first Port 16384	
Paths	Live RTP rance last Port 32766	
Backup folder D:\SenseBackup\	Streaming request HTTP pat 9911	
Temporary folder C:\ProgramData\CallBecorder\Data\tmp\	E Misc	
	Engle Alarge Tax	
Deceder Converting	Diave Tage	
Recorder Server address 127.0.0.1	Hayer type senseriayer	
Backup root folder	Enable firing Call Recorder Alams	
Cancel	Cancel	

Options	Options	x
Special Server Server (More) Client Client (More) VolP	Special Server Server (More) Client Client (More)	
	FI Misc	
Database host address 127.0.0.1	VolP Expand to see the plug-in options	
Database type spiserver		
Becorder Server address 127.0.0.1		
Database type Type of database used by the recorder.	VoIP Expand to see the plug-in options	
Cancel	Cancel	

Step 10 - If you want to test **Sense** that calls are being received or to change configuration options \rightarrow Open **Calls** from the shortcut place on the **Desktop**.

The username is **admin**.

The password is **callrecorder**.

≁ Ca	ls														
File	Archive	: T	ools	Hel	p		_								
Da	te, Time, D	ur	Ľ	Wall Bo	bard						Misc		Add Co	omment	
Fro	n: 🗹 07	/06	Ľ	Jsers							Max Records:	100	Add		A
To:	07	/06	Ľ	Change	e Password		nber:	· 🗆			Comments:				
Qui	sk: Toda	,		Option	s		lumb	er:			🗆 Show call	legs			<u> </u>
Mir	:			Device	tions		(Ext	:):							
Ma	¢			Update	e Firmware		ion:			▼					
			١.	Channe	el Names					1	Showing 96 of 1	314 records			
		_	Ι.	Audit T	rail						ononing oo or t	5141000100.			
	Date /	Tir	1.5					Вох	Ext	Local	Remote	Direction	Archived	Comment	
•	7/06/2	012	13	DB Mai	ntenance	•	1	1	0		46387314	Outgoing	No		
	7/06/2)12 4:1	05:2	2 PM	00:00:04	00:00:37	0)		46376464	396820938	Incoming	No		
	7/06/2)12 4:1	03:3	2 PM	00:00:04	00:00:42	0	0		46376464	396820938	Incoming	No		
	7/06/2)12 4:1	01:3	0 PM	00:00:04	00:00:37	0)		46376464	396820938	Incoming	No		
	7/06/2)12 3:	52:4	5 PM	00:00:00	00:03:29	1	1	0		0417735750	Outgoing	No		
	7/06/2	012 3:	47:4	3 PM	00:00:00	00:03:37	1	1	0		46154612	Outgoing	No		
	7/06/2	012 3::	31:3	7 PM	00:00:06	00:00:45	0)		747376201	46635242	Outgoing	No		
	7/06/2	012 3::	30:2	6 PM	00:00:06	00:00:53	0)		747376201	46761203	Outgoing	No		
	7/06/2	012 3:	29:1	7 PM	00:00:06	00:00:50	0)		747376201	46680771	Outgoing	No		
	7/06/2	012 3::	27:3	0 PM	00:00:07	00:01:29	0)		747376201	0396820938	Outgoing	No		
	7/06/2	012 3:3	22:1	7 PM	00:00:00	00:00:46	1	1	0		46681212	Outgoing	No		

<u>Note</u>

If after placing tests calls this does not show up, you will need to check Tools \rightarrow Device

Options.

✤ Device Options			
Device: 2212002	B52183		•
System PRI			
Audio Mode:	Passive	•	
CLI Decoration:	Off	•	
CII Decor' Length:	4	÷	
CII Decor' Seperator:			
CSID:	0		
Encoding Type:	G711 ALow	•	
Interface Type:	CS Type PRI	-	
ISDN Protocol:	DSS1	-	
Signalling Mode:	Passike	-	
Auto Answer:	Ē		
Firewall:			
Sending Complete:			
Use OLI Number:			
OLI Number:			
Version:	0		
Flags:	None Reverse Call Direction Disable Shutdown For	wa 💌	
Rescan Devices	Save and Reset	Save	Close

Typical configuration for Analog Trunk: Audio Mode = Passive CLI Decoration = Off Interface Type = CS Type PRI Signalling Mode = Passive

Ensure you **Save and Reset** when finished making changes.

If there are multiple devices connected to the server, change the selected **Device** to configure the other hardware.

1.3.2.3 Configure CCS Report

To link the reports with the recorded audio files, a few things must be configured properly.

Step 1 - CCS Report connection type MUST be configured to **CTI**. This can be configured during the installation Config Wizard, or by using CCS Report Manager.

Step 2 - CCS Report Config MUST contain a valid network credentials, otherwise access to recordings will require a username and password each time.

Server Settings		Self Diagnostic	
Database server location	Tau	After Install Self Diagnostic	
(local)			
Server Address	1		
localhost	Test		
Port 7089			
Network Credential Setting			
Domain UserName Password	Test		
			-
	Send Url	1	
		larget lest Email	

Step 3 - If the CCS Record service and recording hardware is installed on a different machine to CCS Report, the **Web.config** file located in the **CCSReportWebGUI** installation folder needs to be adjusted to reflect the location of the Sense installation.

Open the **Web.config** file with Notepad (Right Click \rightarrow Open With... \rightarrow Notepad) \rightarrow Search for the line below and set the '**value**' with the <u>machine name</u> or <u>IP address</u> of the Sense machine.

<add key="SenseServer" value="localhost"/>

1.3.2.4 Configure CCS Desk

Step 1 - Run CCS Desk Manager \rightarrow Go to the Devices tab \rightarrow add the ISDN PRI trunks to the Devices list.

Administration	PABX	TAPI PABX	•			
Integration						
Configuration		Number	Туре	Name	Block	
- Announcement Servers	1	Trunk	1		Open	
CCS Call Dialer Settings	1 2	Trunk	2		Open	1
CCS Chat	1 3	Trunk	3		Open	-
CCS Console	1 4	Trunk	4		Open	
- CCS IVR	a 5	Trunk	5		Open	-
- CCS Record Profiles	a 6	Trunk	6		Open	
- Devices	1 7	Trunk	7		Open	
PABX Connections	💼 8	Trunk	8		Open	
- Queue Assignments	1 9	Trunk	9		Open	
Services	10	Trunk	10)	Open	
SMTP	11	Trunk	11		Open	Ţ
- System Validation	MU164					

Step 2 - Go to the CCS Record tab \rightarrow add the trunks as Server Controlled devices.

onfiguration						
🕀 Administration		CCS Record Profile	Record All	Override	Extension	Server/Local
🗄 Integration	1	Record All	Yes	Yes	Add	
Configuration	1	Record On Demand	No	Yes	 	
Announcement Servers		Add				
CCS Call Dialer Settings	-					
CCS Chat						
CCS Console						
CCS IVR						
CCS Record Profiles						
CCS Record Servers						
Devices						
PABX Connections						
- Queue Assignments						
Services						
SMTP						
System	- M01	20				
Validation	MOT	DU				

Select Extensions	×
Select Extensions Trunk 0001 (1 - TAPI PABX) Trunk 0002 (2 - TAPI PABX) Trunk 0003 (3 - TAPI PABX) Trunk 0004 (4 - TAPI PABX) Trunk 0005 (5 - TAPI PABX) Trunk 0006 (6 - TAPI PABX) Trunk 0006 (6 - TAPI PABX) Trunk 0007 (7 - TAPI PABX) Trunk 0008 (8 - TAPI PABX) Trunk 0009 (9 - TAPI PABX) Trunk 0009 (9 - TAPI PABX) 	OK Cancel
Trunk 0011 (11 - TAPI PABX) ✓ Trunk 0012 (12 - TAPI PABX) ✓ Add Extensions as 'Server controlled!	

Step 3 - Go to the CCS Record Server \rightarrow Create a recording configuration profile \rightarrow Map the trunks into the ports.

ame	PRI 10 I	ines	Port	Connected Extension Al	L
			1	Trunk 0001 (1 - TAPI PAB) Yes	
			2	Trunk 0002 (2 - TAPI PAB) Yes	
orte	12 Ports	-	3	Trunk 0003 (3 - TAPI PAB) Yes	
	121003		4	Trunk 0004 (4 - TAPI PAB) Yes	
ingle Recordin	g (Trunks)		5	Trunk 0005 (5 - TAPI PAB) Yes	
(P3 Recording	S		6	Trunk 0006 (6 - TAPI PAB) Yes	
ardware	Sense	-	7	Trunk 0007 (7 - TAPI PAB) Yes	
loo Coll Progray			8	Trunk 0008 (8 - TAPI PAB) Yes	
ISE Call Flogles	52		9	Trunk 0009 (9 - TAPI PAB) Yes	
ES Encryption			10	Trunk 0010 (10 - TAPI PAE Yes	
Sena	se ID	Port Offset	11		
Add			12		
Add			12		
ENSE Server	127.0.0.	1	12		
ENSE Server	127.0.0. <enter td="" u<=""><td>1 IRL></td><td>12</td><td></td><td></td></enter>	1 IRL>	12		

Name – The name of the CCS Record Server profile.

Ports – The number of ports to be configured.

Single Recording (Trunks) – enable this if you wish to combine "multiple" calls (because of transferred) on the same trunk into one recording file. This is applicable to trunk side recording.

Hardware – <u>Sense</u> must always be selected.

When there are multiple recording devices connected to the server, **Sense ID** and **Port Offset** must be configured. Assuming there are two analog recording devices, both with 4 ports, this is the correct ID and offset configuration.

	Sense ID	Port Offset
Î	1	0
Î	2	4
	Add	

SENSE Server – the address of the SENSE Server

Report Server - the URL of the Report Server

Port / Connected Extension / All – configuration of each port and whether they are connected to a trunk, and set to record all or follow the CCS Desk agent recording profile

When the ports are set to Record All:

a. The recording files will saved into folders named by the extension number involved in the call.

b. The recording filename will contain the date and time of the call, direction, and either dialed number or caller ID.

When the ports are <u>NOT</u> set to Record All:

a. It will only record extensions that are being monitored by CCS Desk Client.

b. The CCS Desk agent recording profile will control the recording path, the folder grouping and the filename of the recording file. The agent recording profile is configured at the CCS Record tab.

	CCS Record Profil	e Record All	Override	CCS	5 Record Profile					×
Î	Record All	Yes	Yes	N	ame	Record	All		ОК	
1	Record On Demand Add	No	Yes	C A) verride Local Setti vuto Record	ings	ব	Even Cal	Cance	
Ed	it Person			н	lide "No Device" W Iption to Discard	/arning		In roy car		
N I F	Name Jack Integration None Profile		•	B	lecordings Folder Folder Name Agent Name Queue Name Campaign Name	,	고 고 고	S Record		
ہ ر	Auto Break Disa Jser Level CCS Record Profile	bled Standard User Record All			File Name Agent Name Phone Number Contact ID Completion Code	,				
(H	Calendar Profile łotKey Profile	Disabled Disabled	•	R H	ecording Format lide Recordings Ta llow Stop	ab	MP3	Perced]	
					Cutgoing I Cutgoing I Cutgoing I	Calls Calls Vis	<i>io Ma</i> lo	necolu	м	0159

1.3.2.5 Activate CCS Record Server Service

The recording service is included when CCS Desk is installed however it is not enabled by default.

Step 1 - To enable CCS Recording Server service \rightarrow Launch CCS Desk Manager \rightarrow Go to the Services tab \rightarrow then Show Disabled Services.

Step 2 - **Right click** on CCS Recording Server \rightarrow Select **Configure Service** \rightarrow Click **Install**. Do <u>not</u> start the service at this stage.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		Manual	* required *	
	CCS Desk Email S Settings	for CCS Recording Sei	rver matic	Email Server	Disabled
	CCS Desk HMP Ga Configure	e Service	matic		Disabled
	CCS Desk HMP Se Start CC	5 Recording Server	lau	HMP	Disabled
CCS Record Servers	CCS Desk Gatewa y	Janeu	Hacomatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www.Publishing Se	ervice Started	Automatic		
System Validation					

🔅 CCS Recording	Server _ 🗖	🗵 🔅 CCS Recording	Server
Service Name	RecordingServer	Service Name	RecordingServer
File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe	File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe
Install Status	Not Installed Install	Install Status	Installed Uninstall
		Startup Mode	Automatic
		Current Status	Stopped Start
	Close]	Close

Step 3 – Right click on the Profile for CCS Recording Server. Select **Settings for CCS Recording Server**.

- Administration	Service	Status	Mode	Profile	Logs
- Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
	CCS Recording Server		Automatic	* requerer	C CCC D
	CCS Desk Email Service		Automatic	Email	ings for CCS Recordin
	CCS Desk HMP Gateway	Started	Automatic		Disabled
- CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
- Queue Assignments	Dialogic HMP		Manual		
- Services	TAPI	Started	Manual		
- JMTP - System	Windows IIS (www Publishing Se	ervice Started	Automatic		
Validation					

Step 4 – Select **CCS Recording Profile** that was previously created then click **OK**.

Select Recording Server	Þ	×
Server Selection	PRI 10 lines 💌	
	OK Cancel	

Step 5 - **Right click** on CCS Recording Server → Select **Start CCS Recording Server**.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		1 A. 4	Ports	Disabled
CCS Copsole	CCS Desk Email Service	Start C	CS Recording Server	mail Server	Disabled
	CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
- PABX Connections	CCS Dashboard Gateway	Started	Automatic		
- Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www Publishing Se	rvice Started	Automatic		

1.4 CCS Record with VoIP Trunk

The requirements for CCS Record are divided into two parts:

- 9.4.1.1 System Requirements
- 9.4.1.2 Installation of CCS Desk and CCS Report

1.4.1 **Pre-Installation Requirements**

1.4.1.1 System Requirements

The CCS Record Server must meet the following minimum specifications.

	CCS Record	Recommende	ed Hardware	
Install Scope	Up to 8 channels a maximum of 1,600 calls per day	Up to 30 channels and a maximum of 5,000 calls per day	Up to 120 channels and a maximum of 20,000 calls per day	Up to 600 channels and a maximum of 1,000,000 calls per day
M Dedicated Server Required	Yes	Yes	Yes	Yes
9 9 9 9 9 9 9 9 9 9 9 9 9 9	No	No	No	No
Virtual Server Possible	No	No	No	No
L L Operating System G M	Windows 7 Professional or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2	Windows 7 Professional x64 or Windows Server 2008 R2
ČPU T	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz	l3 2120 3.3GHz
₽ ₽AM	2 GB	4 GB	8 GB	16 GB
3 Disk Space	500 GB	1 TB	1 TB	3 TB
Network Card	Minimum 2 NICs	Minimum 2 NICs	Minimum 2 NICs	Minimum 2 NICs

<u>Notes</u>

- Only SIP trunk recording is supported with the VoIP recording.

- Site must have network switches with port mirroring capability to route SIP and RTP packets into the recording server. A network hub can be used as an alternative on small sites i.e. up to 10 stations.

1.4.1.2 Installation of CCS Desk and CCS Report

Before CCS Call can be configured, the installation of CCS Report and CCS Desk must be completed. Please consult Section 2 and Section 3 for more information.

1.4.2 Installation

1.4.2.1 Connect the VoIP Traffic



The above diagram shows a simple site with the PBX, the CCS Server and the Internet Router connected to the same Mirroring Ethernet Switch.

NIC1 – this is the connection for the server to connect to the LAN.

NIC2 – this is where the information will be presented for recording – this data is mirrored from the LAN connection of the PBX, as all SIP trunks traffic goes via the PBX. When using SIP trunks the extensions are not connected directly to the SIP provider

The reality is that only few sites will be this simple. It is advisable that the PBX and VoIP modules as applicable are all on the same switch as the connection to NIC2. A network hub can be used as an alternative to the port-mirroring network switch. Please be aware that hubs broadcast all IP packets through all its ports thus can cause network congestion and collision.



This diagram shows how the PBX and its multiple VoIP modules can be on a separate switch if required. In such case, the VoIP modules still need to be mirrored to a port on the switch where the NIC2 is attached. Thus it would still be preferable to have the PBX, VoIP modules and CCS NIC2 on the same switch.

In the above diagram, the CCS server and the Internet Router are on the same switch. This is simply how the diagram has been drawn and is not a requirement.

1.4.2.2 Install Call Recorder

Step 1 - Browse to the recording box software DVD \rightarrow Run the **CallRecorder.exe**

Computer > DV	D RW Drive (D:) Sense262 Sense.2.6.2.300311	- 4 ₂	Search Sense, 2.6.2.3003	
Organize Burn to disc			:=	•
🔆 Favorites	A Name	Date modified	Туре	Size
📃 Desktop	 Files Currently on the Disc (9) 			
Downloads	🔡 Client	1/04/2011 7:13 PM	File folder	
Recent Places	🗉 📔 🔒 data	1/04/2011 7:13 PM	File folder	
SharePoint Sites	Server	1/04/2011 7:11 PM	File folder	
E Liberrier	autorun 🖉	31/03/2011 12:18	Setup Information	1 KB
	- CallRecorder	31/03/2011 12:18	Application	3,107 KB
Music	CallRecorder Type: Applicat	31/03/2011 12:17	Windows Installer	283 KB
	CallRecorder.res Size: 3.03 MB	31/03/2011 12:18	RES File	9,917 KB
Videos	Date modified	31/03/2011 12:18	LIB File	562 KB
VICEOS	VSense	31/03/2011 12:19	Application	2,819 KB
	v			
CallRecorder Date mo Application	dified: 31/03/2011 12:18 AM Date created: 31/03/. Size: 3.03 MB	2011 12:18 AM		

Step 2 - You will be prompted to **install any prerequisites** that may be required (Service Packs, SQL Express) \rightarrow Select **Yes** to install.

Step 3 - If you are prompted to **reboot** \rightarrow Select **Yes**.

Once you log back in, the installation will continue where it left off.

Step 4 - The installer will also recommend that you **connect the recording box** to the Server via USB port and ignore/cancel the 'Found new hardware' wizard.

 \rightarrow There is **no hardware** to be connected \rightarrow Click **Next**.

Step 5 - When presented with the option \rightarrow Select Install Server and Client \rightarrow Click Next.

👍 Sense - InstallAware Wizard	
👸 Collecting I	nformation
OCollecting information	Select the components you want to install:
O Preparing installation	Install Client Only
O Installing	
O Finalizing installation	
	Next > Carrel
InstallAware	

Step 6 - Depending on the **network configuration** \rightarrow Specify **workgroup** or **domain** \rightarrow You will also need to enter an **email address** for notifications \rightarrow Click **Next**.

👍 Sense - InstallAware Wizard	
🐞 Collecting I	nformation
O Collecting information	The PC you are installing on is part of a Workgroup or part of a Domain network?
O Preparing installation	💿 Workgroup 💿 Domain
O Installing	Enter an email account for alarms and notifications (optional):
O Finalizing installation	
22	
6	
InstallAware	Next > Cancel

Step 7 - Read and Agree to the license agreement \rightarrow Click Next.

Step 8 - You will need to specify the **path details** \rightarrow Click **Next**.

Application Files – Defaults to C:\Program Files\Retell\Sense
Data Folder (Temporary Storage) – Defaults to the Application Folder
Audio Storage Folder – Defaults to the Application Folder
Backup Folder
SQL Root Folder – Defaults to C:\Program Files\Microsoft SQL Server
Client Location – Default to C:\Program Files\Retell\Sense Calls

Step 9 - The installer will detect and install the device drivers.



Step 10 - The post configuration screens will be displayed to review \rightarrow Make sure the correct **Network devices** are selected.

<u>Note</u>

On the **VoIP** tab, you can filter particular IP addresses by filling the relevant fields. If the fields are left blank then it will record all traffic connected to the VoIP mirror device.

Options	Options	C 44 15 10 10 10 10	×
Special Server Server (More) Client Client (More) VoIP	Special Server Server (More) Client Client (Mo	ore) VoIP	
Maximum SQL Server RAM (MB) 768			
	Alarms		
Audio destination folder: H:VI / Testing	Archive disk space	True	
Select the network devices to record. Mittiple devices can be selected using the Oth Key	Audio post processing rile wove railed Audio post processing operation problems	True	
Select the network devices to record, maliple devices can be selected daily the cankey.	Audio storage disk space	True	
Network devices LAN7500 USB 2.0 to Ethemet 10/100/1000 Adapter	Call Recorder box error Call Recorder box ISDN error	True	Ε
Atheros L1 Gigabit Ethemet 10/100/1000Base-T Controller	Call Recorder disk space	True	
Atheros AR5007EG Wireless Network Adapter	Critical Call Recorder disk space	True	
	Invalid G.729 license	Тгие	
Mac Address 00-0aro6-99-/11fc	Network drive access failed	True	
IVD Maaaaaa	Scheduled archive failed	True	
IVI Messages	The telephone line is down	True	
Welcome message C. V logrambata icali recorder Data VV Welcome message.wav	USB bandwidth USB errors	True	
Recording started C:\ProgramData\CallRecorder\Data\\vr\startRecording.wav Record	Archiving		
Recording stopped C:\ProgramData\CallRecorder\Data\Vvr\stopRecording.wav	Archive account domain name		
	Archive account user name		
Busy message C:\ProgramData\CallRecorder\Data\\vr\busy.wav Record	Archive media required free space (%)	20	
Ringing message C:\ProgramData\CallRecorder\Data\\vr\vinging.wav Record	Audio post processing	/	
	Add call attributes to audio file name	False	
	Add call start time to audio file name Add prefix string to audio file name	False	
	Add user name to audio file name	False	
	Audio file name attributes separator		-
	Add call attributes to audio file name	1 11 16 10 M	
	File name format: include calling-number, called-numb	ber and call direction in file name	
Some changes apply only after restarting the recorder service.			
Cancel		Canc	el
Ontions X	Options	/	×
	Options	an) 1/410	×
Options	Options Special Server (More) Client Client (More)	ore) VolP	×
Options Special Server (More) Clent Clent (More) VolP 21	Options Special Server (More) Client Client (M	ore) VoIP	×
Options Image: Clerk Clerk (More) VolP Image: Server (More) Clerk Clerk (More) VolP Image: Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Cle	Options Special Server Server (More) Client (More) Cli	ore) VoIP	
Options Image: Clerk Clerk (More) VolP Image: Server (More) Clerk Clerk (More) VolP Image: Clerk Clerk (More) VolP Image: Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk Clerk Clerk Clerk Clerk Clerk Clerk (More) VolP Image: Clerk C	Options Special Server Server (More) Client Client <th>ore) VoIP 16384 32766</th> <th></th>	ore) VoIP 16384 32766	
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Options			Options	×
Special Server Server (More) Client Client (More	ore) VoIP		Special Server Server (More) Client Client (More)	VoIP
			2 ↓	
E SENSE			E Misc	
Database host address	127.0.0.1		E VolP	Expand to see the plug-in options
Database time	salsanser		Allowed addresses	aparate coo inc plag in options
Recorder Server address	127.0.0.1		Allowed IP Banges	
	127.0.0.1		Allowed Mac address	
		1.11	Plocked addresses	
			Diocked dulesses	
			Enable pat call matching	True
			Lindble flat call filatering	10 255 255 255 172 21 255 255 102 109 255 255
			Dana DTD and	10.233.233.233,172.31.233.233,132.166.233.23;
			Careada tara	Careta ha estation
			Search type	Search by substring
			1 SF gateways	F 1
			Use Calling number from SIP Ok message	Faise
			Use Invite packet IP to determine call direction	raise
			User address filter type	No filter
Database type Type of database used by the recorder.			Allowed addresses A CSV list of user addresses. Calls with user address that	t appear on the list will be recorded.
	^ OK Cancel			A OK Cancel

IMPORTANT

If the software version is 2.6.2.300311 you <u>must</u> to complete this step to install an update patch.

Step 11 - The **2.6.2.110612 patch <u>must</u>** be installed before the VoIP recording can work properly.

 \rightarrow Extract the zip file and run **patchSetup.exe**.

								x
Sense	e.2.6.2	2.280312 >		- - - + - + + + +	Search Sense.2.6.2.	280312		Q
Organize 🔻 Inclue	de in	library 👻 Share with 👻 Burn	New fo	older				0
🔶 Favorites		Name		Date modified	Туре	Size		
🧫 Desktop		퉬 client		20/02/2008 1:20 AM	File folder			
🗼 Downloads	Ξ	퉬 server		20/02/2008 1:21 AM	File folder			
📃 Recent Places		👉 patchSetup		3/05/2012 9:54 PM	Application		84 KB	
		patchSetup.exe.original		29/03/2012 3:22 AM	ORIGINAL File		84 KB	
🥽 Libraries		ReleaseNote.pdf		29/03/2012 3:22 AM	PDF File		86 KB	
Documents								
👌 Music								
Pictures								
Videos	Ŧ							
5 items								

<u>Note</u>

If you experience problems with patch copying over files in the **%Program Files%\Retell** folder

 \rightarrow Right click the **Retell** folder \rightarrow Clear the read only flag.



Step 12 - If you want to test **Sense** that calls are being received or to change configuration options \rightarrow Open **Calls** from the shortcut place on the **Desktop**

The username is **admin**.

The password is **callrecorder**.

File Archive Tools Help	
Date Time Dur Wall Board	
From: IF 07/06 Users Max Becords: 100 - Add	<u> </u>
To: Change Password where Comments:	
Quick: Today Cablers	Y
Max Device Quons (LCX)	
Update Firmware	
Channel Names Showing 96 of 314 records.	
Audit Trail	
Date / Til Dot / Til	
7/06/2012 4:05:22 PM 00:00:04 00:00:37 0 46376464 396820938 Incoming No	
7/00/2012 4/00/2014 00:00:04 00:00:04 00:00:07 0 400/0404 00:002030 incoming No	
7/00/2012 4:03:32 FM 00:00:04 00:00:42 0 403/0404 33002030 Incoming No	
7/06/2012 4.01.30 FM 00.00.04 00.00.37 0 463/6464 36620356 INCOMPT NO	
7/06/2012 3:52:45 PM 00:00:00 00:03:23 I 0 0417735750 00:0300 No	
7/06/2012/3/4//43 PM 00/00/00 00/03/7 1 0 40/04/12 00/00/07 No	
7/06/2012 3:31:37 PM 00:00:06 00:00:45 0 74/3/6201 46635242 0utgoing No	
7/06/2012 3:30:26 PM 00:00:06 00:00:53 0 747376201 46761203 Outgoing No	
7/06/2012 3:23:17 PM 00:00:06 00:00:50 0 747376201 46680771 Outgoing No	
7/06/2012 3:27:30 PM 00:00:07 00:01:29 0 747376201 0396820938 Outgoing No	
7/06/2012 3:22:17 PM 00:00:00 00:00:46 1 0 46681212 Outgoing No	

1.4.2.3 Configure CCS Report

To link the reports with the recorded audio files, a few things must be configured properly.

Step 1 - CCS Report connection type MUST be configured to **CTI**. This can be configured during the installation Config Wizard, or by using CCS Report Manager.

Step 2 - CCS Report Config MUST contain a valid network credentials, otherwise access to recordings will require a username and password each time.

erver Settings Mail & Subscription Settings			
Database server location		Self Diagnostic After Install Self Diagnostic	1
(local)	Test		1
Server Address	Test		
Port 7089			
Network Credential Setting			
	Test		
	Send Url	۲ ۲	1
		Target Test Email	

Step 3 - If the CCS Record service and recording hardware is installed on a different machine to CCS Report, the **Web.config** file located in the **CCSReportWebGUI** installation folder needs to be adjusted to reflect the location of the Sense installation.

Open the **Web.config** file with Notepad (Right Click \rightarrow Open With... \rightarrow Notepad) \rightarrow Search for the line below and set the '**value**' with the <u>machine name</u> or <u>IP address</u> of the Sense machine.

<add key="SenseServer" value="localhost"/>

1.4.2.4 Configure CCS Desk

Step 1 - Run CCS Desk Manager \rightarrow Go to the Devices tab \rightarrow add the ISDN PRI trunks to the Devices list.

Administration	PABX	TAI	PI PABX	•		
Integration						
Configuration		Number	Туре	Name	Block	
- Announcement Servers	 1 1	1	Trunk	1	Open	
- CCS Call Dialer Settings	1	2	Trunk	2	Open	
- CCS Chat		3	Trunk	3	Open	
CCS Console	<u></u>	4	Trunk	4	Open	
CCS IVR	-	5	Trunk	5	Open	_
- CCS Record Profiles		6 F	Truck	6	Open	
CCS Record Servers		7	Trunk	7	Open	_
Devices		-	Trunk	1	Upen	_
- PABX Connections		8	Trunk	8	Open	
- Queue Assignments	1	9	Trunk	9	Open	
Services	 	10	Trunk	10	Open	
SMTP		11	Trunk	11	Open	
System	M0164					
Validation						

Step 2 - Go to the CCS Record Profiles \rightarrow add the trunks as Server Controlled devices.

Select Extensions		×
 Trunk 0001 (1 - TAPI PABX) Trunk 0002 (2 - TAPI PABX) Trunk 0003 (3 - TAPI PABX) Trunk 0005 (5 - TAPI PABX) Trunk 0005 (5 - TAPI PABX) Trunk 0006 (6 - TAPI PABX) Trunk 0007 (7 - TAPI PABX) Trunk 0008 (8 - TAPI PABX) Trunk 0009 (9 - TAPI PABX) Trunk 0010 (10 - TAPI PABX) Trunk 0011 (11 - TAPI PABX) Trunk 0012 (12 - TAPI PABX) 		OK Cancel
Add Extensions as 'Server controlled'	2	M0177

Step 3 - Go to the CCS Record Server \rightarrow Create a recording configuration profile \rightarrow Map the trunks into the ports.

			-		
lame	10 SIP ti	runks	Port	Connected Extension	All
			1	Trunk 0001 (1 · TAPI PAB)	Yes
			2	Trunk 0002 (2 · TAPI PAB)	Yes
Ports	12 Ports	-	3	Trunk 0003 (3 - TAPI PAB)	Yes
Circle Decord	fra (Trunka)	_	4	Trunk 0004 (4 - TAPI PAB)	Yes
single Necord	ang (Trunks)	-	5	Trunk 0005 (5 - TAPI PAB)	Yes
MP3 Recordin	191		6	Trunk 0006 (6 - TAPI PAB)	Yes
Hardware	Sense	-	7	Trunk 0007 (7 - TAPI PAB)	Yes
Lise Call Progr	iace .		8	Trunk 0008 (8 · TAPI PAB)	Yes
AEC Encountie		-	9	Trunk 0009 (9 - TAPI PAB)	Yes
мер епокура	<i>n</i> 1	L	10	Trunk 0010 (10 - TAPI PAE	Yes
Se	nse ID	Port Offset	11		
Add			1 12		
			12		
			12		
SENSE Server	127.0.0.1		12		
SENSE Server	r 127.0.0.1		12		

Name – The name of the CCS Record Server profile.

Ports – The number of ports to be configured.

Single Recording (Trunks) – enable this if you wish to combine "multiple" calls (because of transferred) on the same trunk into one recording file. This is applicable to trunk side recording.

Hardware – <u>Sense</u> must always be selected.

When there are multiple recording devices connected to the server, **Sense ID** and **Port Offset** must be configured. Assuming there are two analog recording devices, both with 4 ports, this is the correct ID and offset configuration.

	Sense ID	Port Offset
Î	1	0
Î	2	4
	Add	

SENSE Server – the address of the SENSE Server

Report Server – the URL of the Report Server

Port / Connected Extension / All – configuration of each port and whether they are connected to a trunk, and set to record all or follow the CCS Desk agent recording profile.

When the ports are set to Record All:

a. The recording files will saved into folders named by the extension number involved in the call.

b. The recording filename will contain the date and time of the call, direction, and either dialed number or caller ID.

When the ports are <u>NOT</u> set to Record All:

a. It will only record extensions that are being monitored by CCS Desk Client.

b. The CCS Desk agent recording profile will control the recording path, the folder grouping and the filename of the recording file. The agent recording profile is configured at the CCS Record tab.

	–		CCS Record Profile	e		×
CCS Record Profile	Record All	Uverride		[D		
TRECORD All	Yes	Yes	Name	Record All		UK
T Record Un Demand	No	Yes	Override Local Set	ttings 🔽		Cancel
Add			Auto Record	V	Every Call	-
			Hide 'No Device' \	√arning □	level en	
Edit Person			Option to Discard	Г		
			Recordings Folder	[C:	VCCS Record/	
Name Jack			Folder Name	,		
Integration Name		-	Agent Name	1		
Integration Intone			Queue Name	1		
Profile		V	Campaign Nam	e 🗆		
Auto Break Disabled		-	File Name	_		
		-	Agent Name			
User Level Star	ndard User	•	Phone Number			
CCS Record Profile Rec	ord All	T	Contact ID			
			Completion Coc	de 🔽		
Calendar Profile D	isabled	–	Recording Format	м	P3 💌	
HotKey Profile D	isabled	-	Hide Recordings T	lab 🗆		
,			Allow Stop	1		
			🗐 Specify Typ	es of call to A	utoRecord	
			Incoming	g Calls		
			Cutgoing	g Calls		
			🗖 Queue C	Calls		
						M0159

1.4.2.5 Activate CCS Record Server Service

The recording service is included when CCS Desk is installed however it is not enabled by default.

Step 1 - To enable CCS Recording Server service \rightarrow Open CCS Desk Config \rightarrow Go to the Services tab \rightarrow Enable Configuration Mode.

Step 2 - **Right click** on CCS Recording Server \rightarrow Select **Configure CCS Recording Server** \rightarrow Click **Install**. Do <u>not</u> start the service at this stage.

Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
- Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		Manual	* required *	
CCS Chat	CCS Desk Email S Settings I	or CCS Recording Sei	rver matic	Email Server	Disabled
CCS LUISUE	CCS Desk HMP Ga Configure	Service	matic		Disabled
CCS Record Profiles	CCS Desk HMP Se Start CCS	Recording Server	Jal	HMP	Disabled
- CCS Record Servers	CCS Desk Gateway	Diarteu	Macomatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
- Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
SMTP	Windows IIS (www.Publishing.Se	rvice Started	Automatic		
Validation	······································				

🔅 CCS Recording	Server 📃 🗖	X CC5 Recording	Server _ 🔲 🗙
Service Name	RecordingServer	Service Name	RecordingServer
File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe	File Path	C:\Program Files (x86)\CCS\CCS Desk \RecordingServer.exe
Install Status	Not Installed Install	Install Status	Installed
		Startup Mode	Automatic
		Current Status	Stopped Start
	Close		Close

Step 3 – Right click on the Profile for CCS Recording Server. Select **Settings for CCS Recording Server**.

Administration	Service	Status	Mode	Profile	Logs
- Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
	CCS Recording Server		Automatic	* requiset	ings for CCS Pecording 9
	CCS Desk Email Service		Automatic	Email	ings for CCS Recording 1
	CCS Desk HMP Gateway	Started	Automatic		Disabled
	CCS Desk HMP Service	Started	Manual	HMP	Disabled
CCS Record Servers	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
Switz	Windows IIS (www Publishing Ser	rvice Started	Automatic		
Validation					

Step 4 – Select **CCS Recording Profile** that was previously created then click **OK**.

Select Recording Server		×
Server Selection	10 SIP trunks	•
	ОК	Cancel

Step 5 - **Right click** on CCS Recording Server → Select **Start CCS Recording Server**.

- Administration	Service	Status	Mode	Profile	Logs
Integration	CCS Desk Server	Started	Automatic		Disabled
Configuration	CCS Desk PBX Server	Started	Manual	TAPI PABX	Disabled
Announcement Servers	CCS Report Engine	Started	Automatic		
CCS Call Dialer Settings	CCS Recording Server		A	Ports	Disabled
	CCS Desk Email Service	Start CO	IS Recording Server	nail Server	Disabled
CCS TVR	CCS Desk HMP Gateway	Started	Automatic		Disabled
CCS Record Profiles	CCS Desk HMP Service	Started	Manual	HMP	Disabled
	CCS Desk Gateway	Started	Automatic		
Devices	CCS SMS Server		Manual	* required *	
PABX Connections	CCS Dashboard Gateway	Started	Automatic		
Queue Assignments	Dialogic HMP		Manual		
Services	TAPI	Started	Manual		
Surtem	Windows IIS (www Publishing Se	rvice Started	Automatic		
Validation					
	Logs C:\			Show Disa	abled Services

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