ASLogger

(A Complete Call Recording solution)

Configuration User Manual

Version 1.4

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Document Revision History

| Version	Author	Amendment Details	Amendment Date
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Table of Contents

1 ASLogger Default Directories

❖ ASLogger software binaries directories
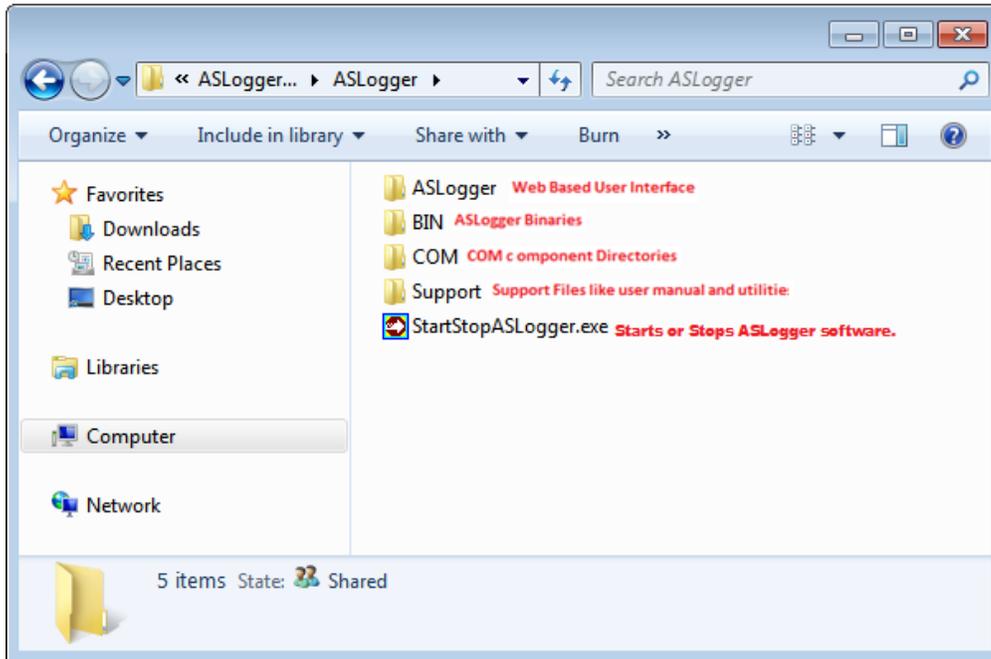
BIN Directory

BIN directory contains software exe and DLL files on which software depdends:
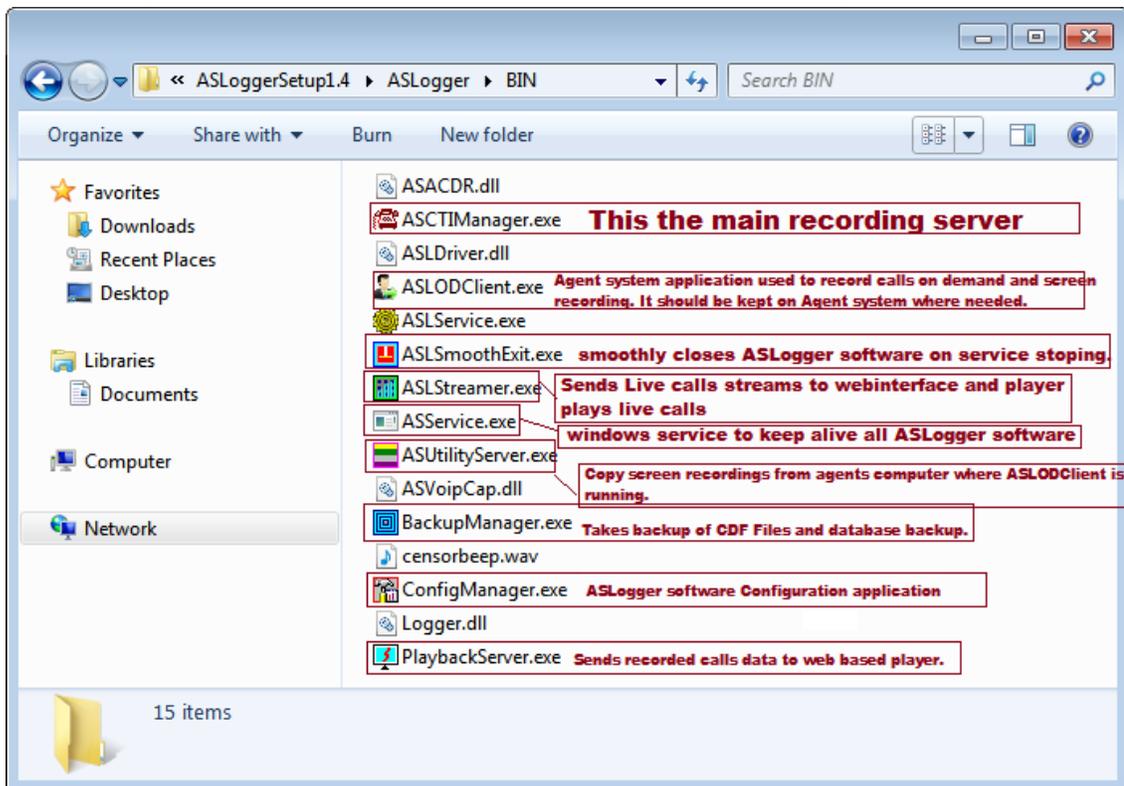
In this document each application has completion description with screenshots.

2 ASLogger Configuration Manager (C:\ASLogger\BIN\ConfigManager.exe)

ConfigManager.exe is an application that is used for ASLogger (Voice Logger) configurations. It is used to do every type of configurations i.e. Database setting, Loggers, Channels, users, group's management, IP settings and setting up different applications configuration how they ought to behave. It is the key application that is used for the whole software configurations. You can also do enterprise level configurations with the same applications therefore you should run this application on each recording server with centralized database.

Please have a look on each screenshot followed by a brief description:

2.1 Welcome screen

Click 'Next' to proceed

2.2 Database Configurations

Below is the database configuration screenshot. All applications will use this database connection information.
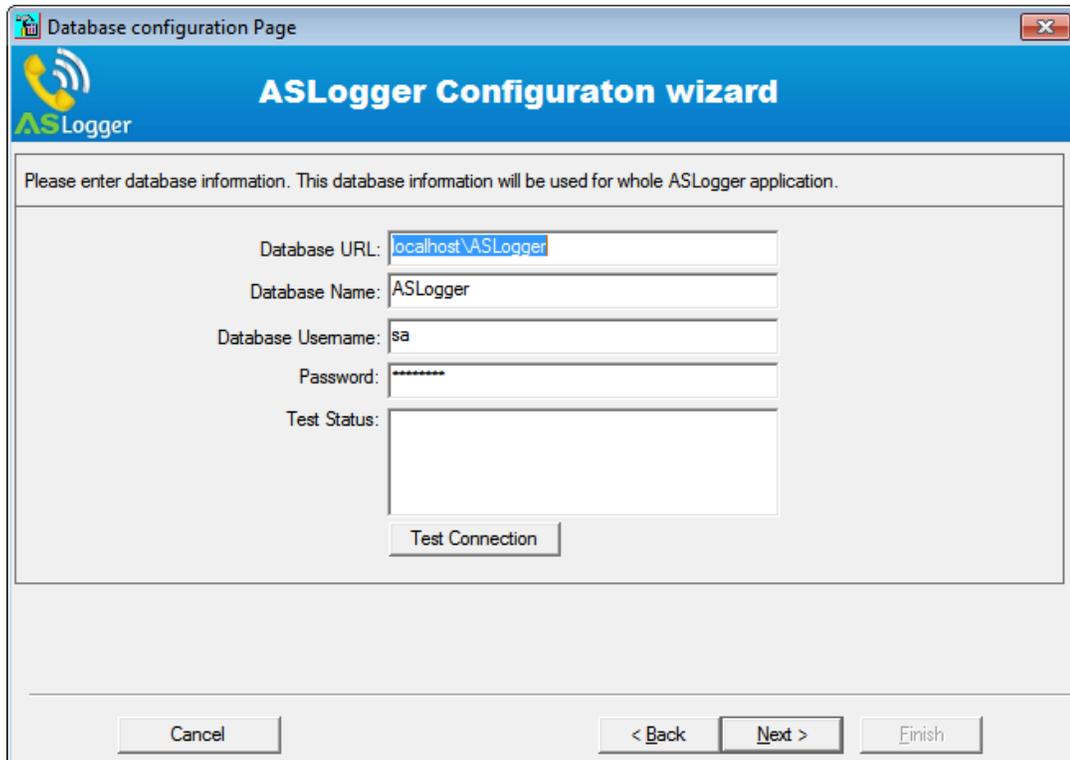
*Test the database connection and if it is successful then click next button.*

2.3 Logger Settings

ASLogger can do call logging/call Recording on multiple servers and has the ability to save calls information in centralized database server. You can add more than one Logging servers with different IP addresses in database. You can add/edit/delete logger configuration in Edit logger.
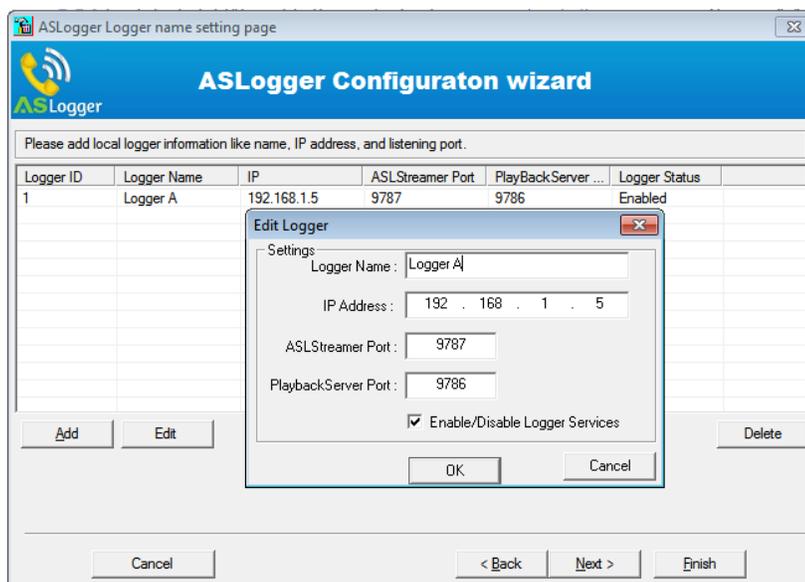
a) Please keep ASLStreamer Port and PlaybackServer ports as default.
b) If you want to disable any logging server then uncheck box "Enable/Disable Logger Services".

2.4 Local System Logger Settings

By selecting the logger for the local system add the remaining information i.e. card type, number of channels.

a) Enable Synway Card only if you have inserted Synway Call logging board in PCI slot of the system. Added number of channels should be less than or equal to the number of channels in the board(s).
b) If you are using audiocodes board then check this option otherwise uncheck it.

c) If you want to record VoIP calls then enable VoIP check box and enter the number of channels.

d) You can change SIP port but default is 5060. Keep the RTP port as default.
e) If anyone wants to encrypt calls data then he should enable 128 bit encryption check box with hidden key.
f) You can also set default extension startup. For example you set 100 then all the extension will be numbered from 101, 102, 103…., up to the number of channels added.
g) You can also assign default usernames to each extension. For example Agent101, Agent102, Agent103 …., and so on.

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2.5 Channels Management Screen

Channels behaviors are manageable. Have a look on the screenshot below.
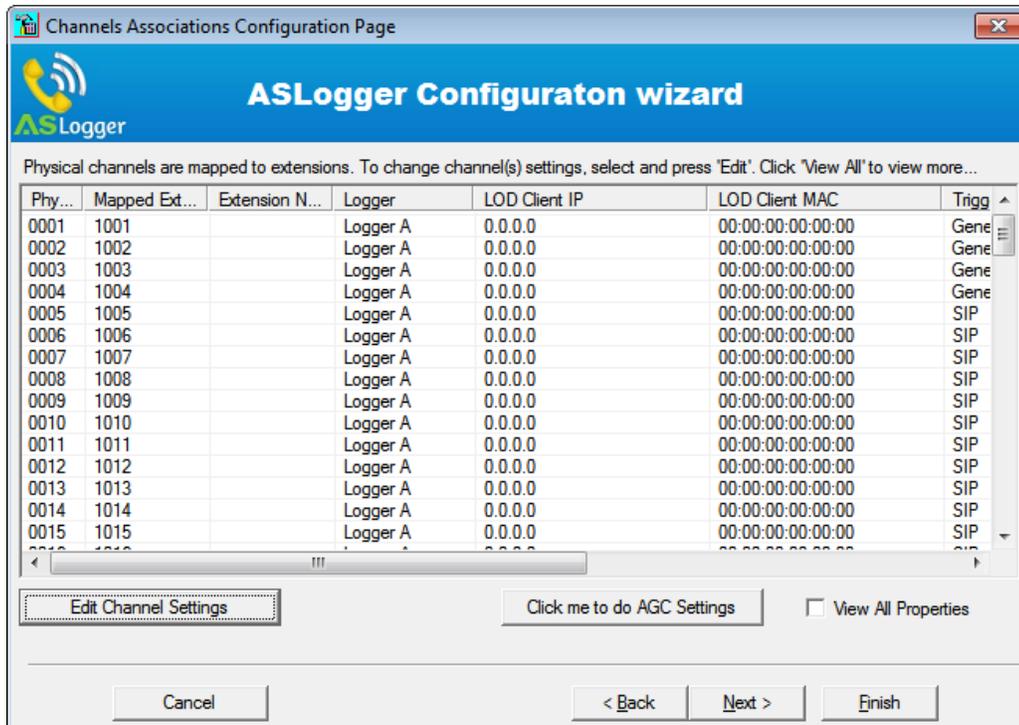
❖ If you want to change the channel settings, select one or more channels and click 'Edit Channels Settings' a pop screen will be displayed like below.

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Channel Configurations

Channel Common Properties

Physical Channel No :	3
Mapped to Extension No :	1003
Extension Name :	
Channel Logger :	Logger A
Recording Trigger :	Generic Loop Start
Vox Level :	0
	☐ Radio Channel
Record as Stream Type :	Microsoft GSM
LOD Client IP :	0 . 0 . 0 . 0
LOD Client MAC :	00:00:00:00:00:00
Line Hold on Stop Recording :	10 (Millisec)
Max Call Duration (ms) :	3600000
Save Call Files Path :	C:\ASLogger\Data\ASLogger\CallDa
Discard Calls less than (ms) :	2000

Analog Channel Properties

Automatic Gain :	1
Voltage Level :	80
Falling Threshold :	20
Delta Time :	0
Enable Beep Tone On Call Logging Start :	☐ Enable AGC ☐
Beep Tone Duration :	10 (Sec)
Caller ID Mode :	◉ DTMF Mode ○ FSK Mode
Hangup DTRM Voltage(5~48 Dflt:26) :	0

VIOP Channel Properties

IP Address :	0 . 0 . 0 . 0
	☐ Auto IP Increment
	☐ Use MAC Address
MAC Address :	00:00:00:00:00:00

Note: Use '#' sign to separate more than one subreasons to Start/Stop Logging . Example 0x3#0x8 on Aduio Start Event. Subreason must be in Hexadecimal format.

Digital Channel Properties

Logging Start On Event

OFF Hook ☐ Subreason(separator #):
On Audio Start ☐ Subreason(separator #):
Function KeyPress ☐ Subreason(separator #):

Stop Recording On

On Hook ☐ Subreason(separator #):
On Audio Stop ☐ Subreason(separator #):
Release Key Press ☐ Subreason(separator #):

Save Now Cancel

❖ **Channel common Properties:**
a) **Physical Channel No:** It is channel number that is on Call logging boar. It is not changeable.
b) **Mapped to Extension No:** Extension number that is mapped to physical channel on call logging board.
c) **Extension Name:** You can assign extension name of your own choice. It is optional parameter.
d) **Channel Logger:** It is mapping of channel to Logging server added at step **8.3 Logger Settings.**
e) **Recording Trigger:** ASLogger is supporting different types of triggers depending on input line.
   - **Analog Channels:** Generic Loop start, VOX, or Log on Demand (Record calls only if user says to record call) are used. Other triggers are set on special needs.
   - **Digital Channels:** If Call logging board is digital then select *Digital* trigger only.

- **VoIP Channels**: You can set VoIP triggers according to your VoIP traffic. Normally SIP or Raw RTP is used.
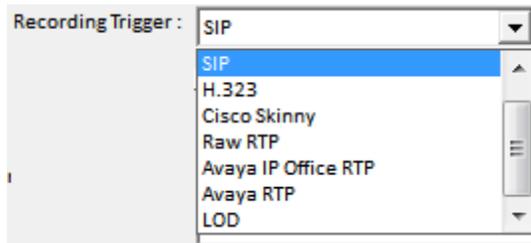
f) **Vox Level:** Vox level is enabled only when you select Vox trigger in step **e**. vox level value is ranged 0 to 31.

g) **Record as Stream Type:** It is codec that should be used to compress audio input. You must select the same 'Pre-Record CODEC' as you set in **6.11 step** during "Call logging board configurations". For VoIP channels it is not needed.

h) **LOD Client IP:** This feature is required when you want to record calls on need basis or want to record the screen activities of the Agent's PC. You must set the IP address of the PC where **ASLODClient.exe** will be executed. OR

i) **LOD Client MAC:** If your network is on DHCP then use MAC address instead of IP at step **h)**. MAC address should be written in **0f:0c:0a:00:12:99** format. Alphabets should be small.

j) **Line Hold on Stop Recording:** This feature is required only when PC or input line device works slowly. This feature is used to hold the line logically for some time so that remaining data should be written to call logging file when call is stopped. Its default value is 10 milliseconds.

k) **Max Call Duration (ms):** You can set maximum call duration for one call. If call exceeds from that duration then call will be recorded in new file name with new call. Default duration is 360000 milliseconds (1 hour).

l) **Save Call Files Path:** It is the path where recorded calls are saved. Please don't change it.

m) **Discard Calls less than (ms):** You can discard any call recorded less than duration of your set time.

❖ **Analog Channel Properties:**

These are technical terms used in telecom, if you are telecom expert then you can adjust these settings according to needs otherwise leave these settings as default.

❖ **VoIP Channel Properties:**
a) **IP Address:** Set IP address of the IP phone or system has VoIP phone software installed.
b) **MAC Address:** if your network is based on DHCP then use MAC address but check first if your VoIP network traffic has MAC address. Otherwise used fixed IP addresses. MAC address should be written in **0f:0c:0a:00:12:99** format. Alphabets should be small.

❖ **Digital Channel Properties:**

You can adjust digital channels recording start and stop options. Basically these events are generated by the telephone set.

You should take digital channels capture and understand the events and then set them where required. Default digital events will be adjusted automatically.

❖ **AGC setting:**

If you want to do AGC settings click on **'Click me to do AGC settings'**. These settings will work for analog channels only. Please keep these setting as default if you are not telecom expert.
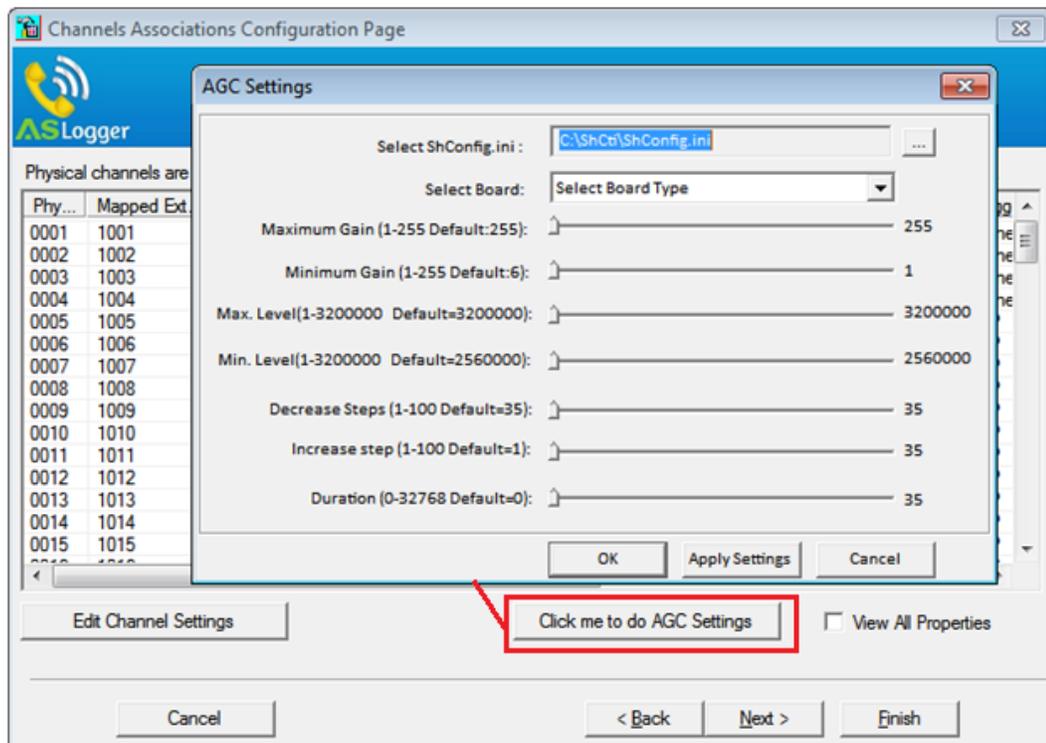
2.6 VOIP Network interface settings

This screen will find all the network interfaces on your machine. Please select one of them on which your VOIP traffic is being generated.
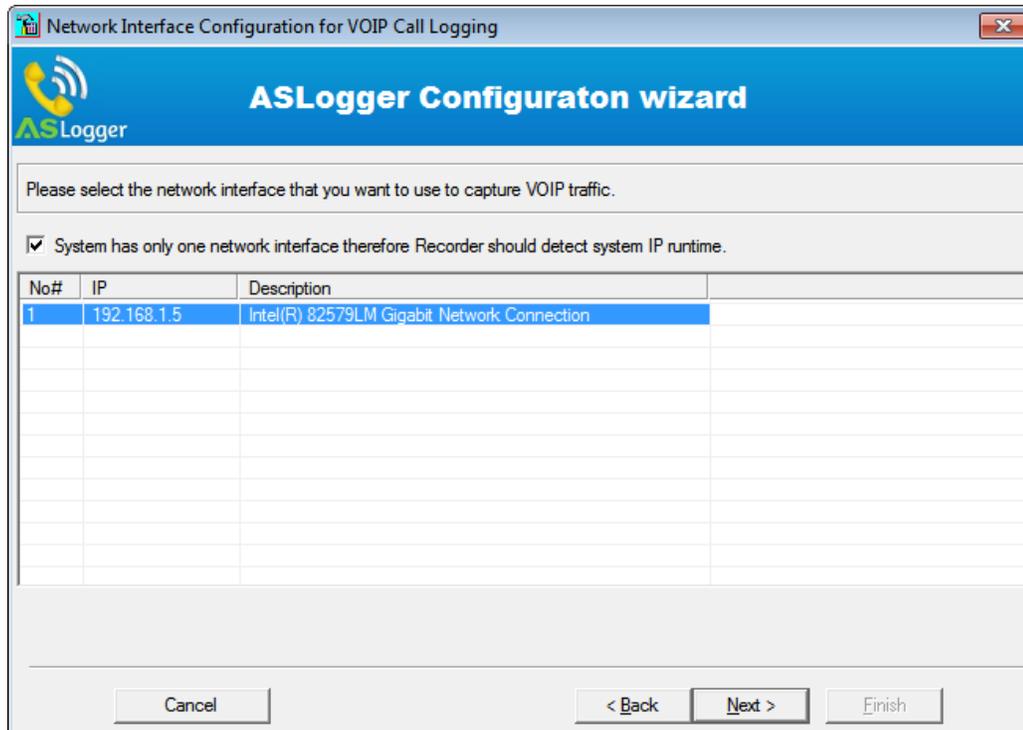
Please enable ☑ System has only one network interface therefore Recorder should detect system IP runtime.
if your PC has only one network interface.

Port mirroring (Sniffering): For VoIP call recording ASLogger uses port mirroring therefore your switch (Intelligent switch) should have port mirroring capability and port mirroring feature should be enabled on that port where ASLogger software is installed. Please use appropriate port mirroring command according to your switch type.

Cisco port mirroring command:

Switch(config)# no monitor session 1

Switch(config)# monitor session 1 source interface fastEthernet0/1

Switch(config)# monitor session 1 source interface fastEthernet0/1

Switch(config)# monitor session 1 destination interface fastEthernet0/10 encapsulation dot1q

Switch(config)# end

Reference Link: https://supportforums.cisco.com/docs/DOC-2632

2.7 Users configuration and rights Management screen

From this screen you can add extra users in addition to the channels users who can access and work on web interface. You can also manage the rights for channel users and additional users.

You can also edit/delete users from this screen. You can edit the existing channel users and add new users to perform on web interface.

❖ **Add/Edit User**

❖ *If you select **'User Type' - > Administrator** then all the rights will be assigned automatically.*
❖ ***Assign Access Rights:** If you select **'User Type' - > 'Normal User'** and want to assign access rights then select 'Yes' from '**Normal User Rights**' dropdown. '**Manage Access Rights**' button will be enabled; click and assign rights of your choice.*
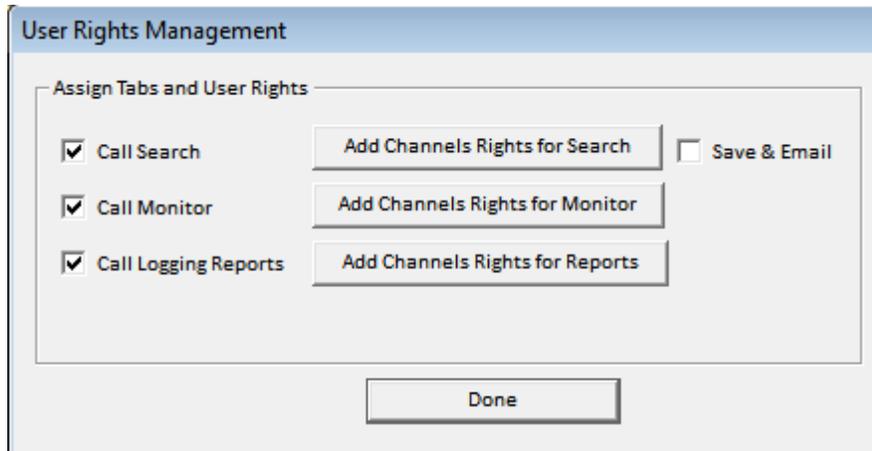
*You can add Channels rights for Search/Monitor/Reports for web user interface. By clicking any button on '**User Rights management**' screen a popup will open for add access rights on the channels like below:*
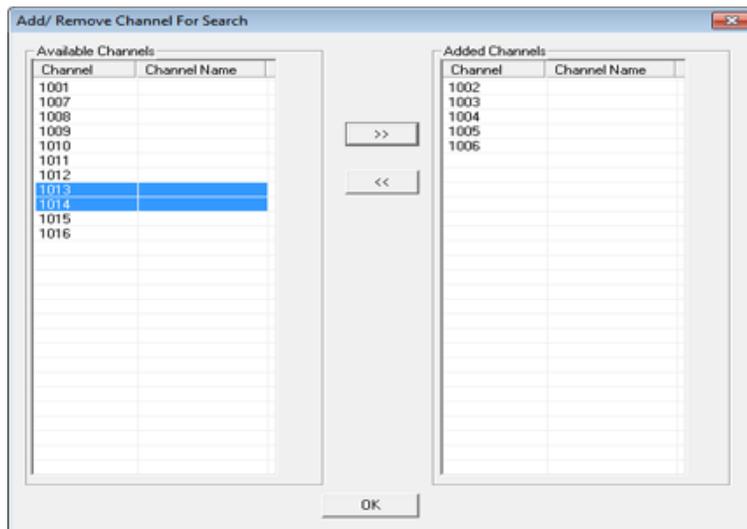
## 2.8   Users/Channels group Management

From this screen you can
- ❖ Add/delete groups
- ❖ Add/remove users/channels in groups.
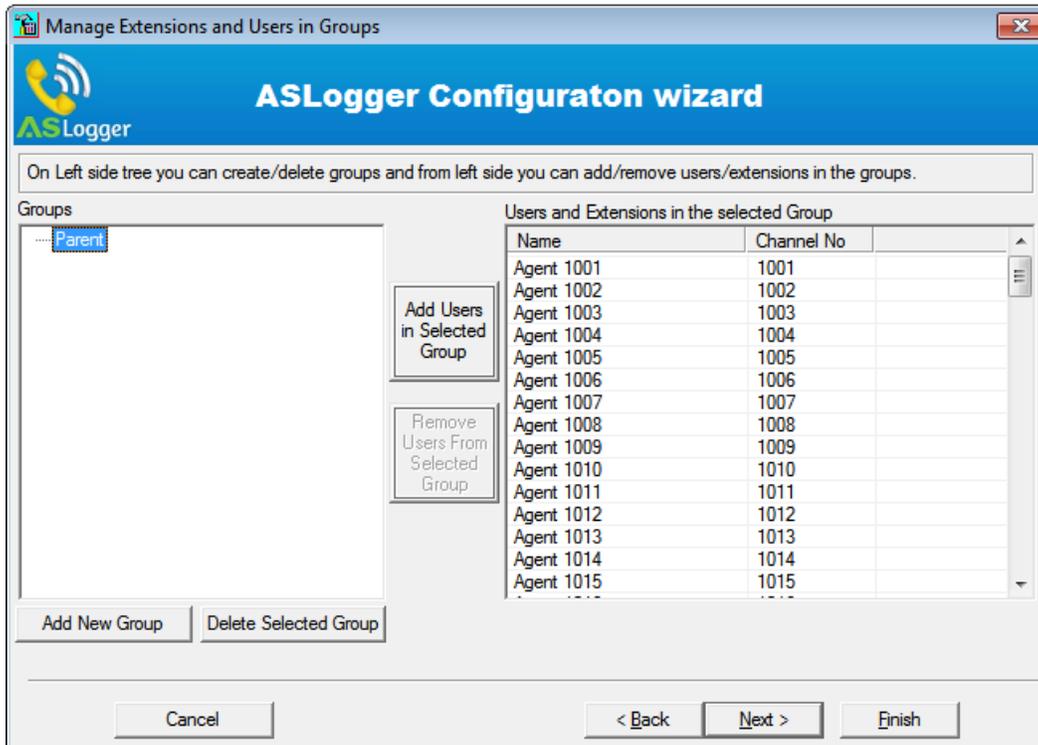
- ❖ To delete existing group please select group and click '**Delete Selected Group**'.
- ❖ To add new group select the group and click on '**Add New Group**'.
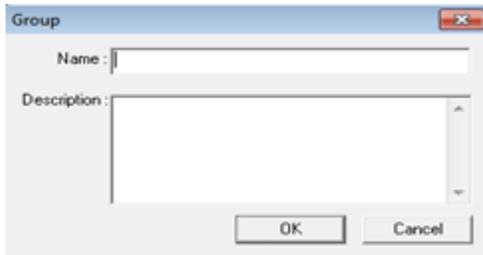
- ❖ To add users/Channels in a group, **select group from left** pan and click on '**Add Users in Selected Group'**

Adding users to group [1122]

UserID	Name	Group
Agent1001	Agent 1001	Parent
Agent1002	Agent 1002	Parent
Agent1003	Agent 1003	Parent
Agent1004	Agent 1004	Parent
Agent1005	Agent 1005	Parent
Agent1006	Agent 1006	Parent
Agent1007	Agent 1007	Parent
Agent1008	Agent 1008	Parent
Agent1009	Agent 1009	Parent

Press control key + select users you want to delete from group.

Agent1012	Agent 1012	Parent
Agent1013	Agent 1013	Parent
Agent1014	Agent 1014	Parent
Agent1015	Agent 1015	Parent

OK   Cancel

To remove users/Channels from a group, select group from left pan and click on '**Remove Users from Selected Group'.**
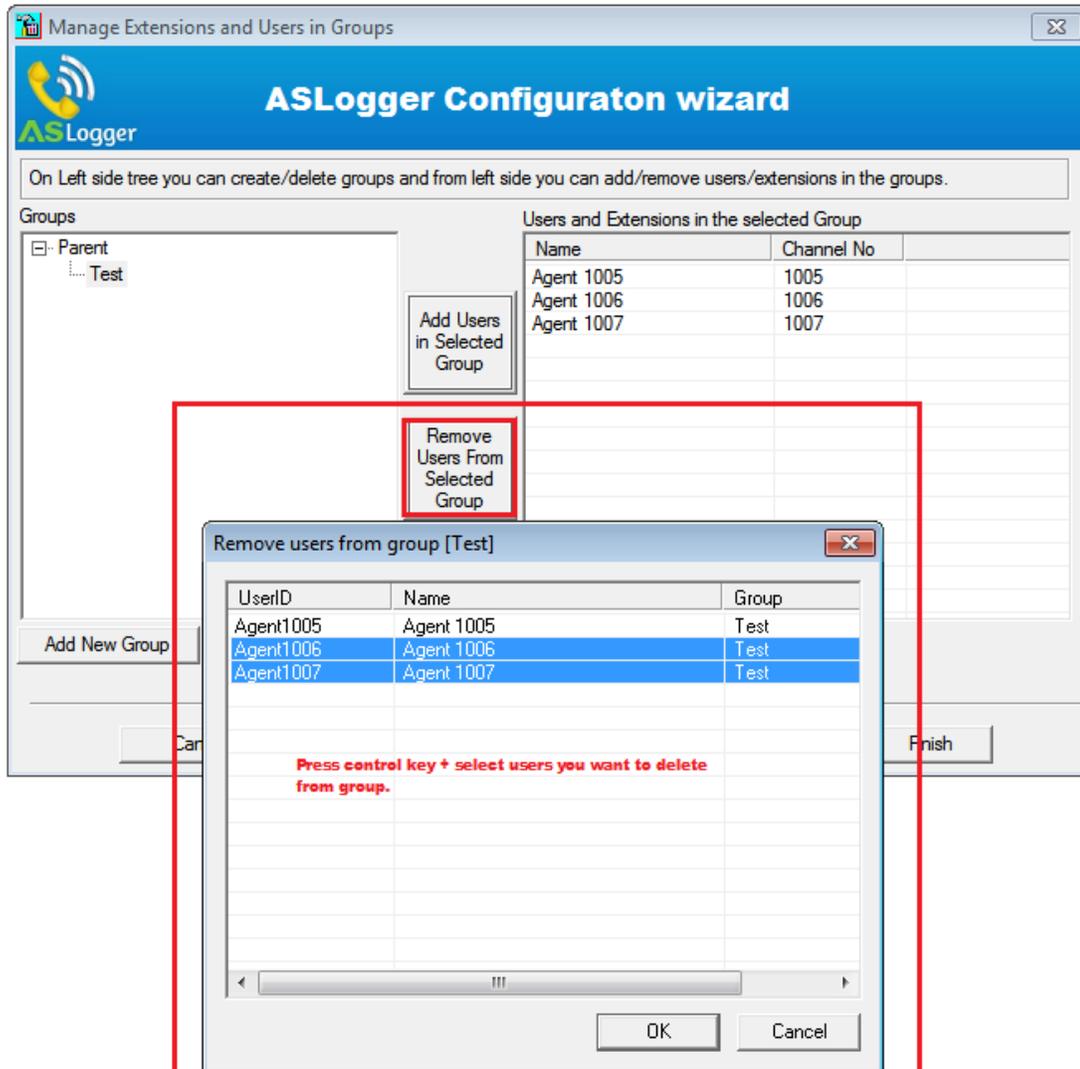
2.9 ASLogger Behavior control settings

You can configure CTI Manager Behavior. Below is the screenshot.

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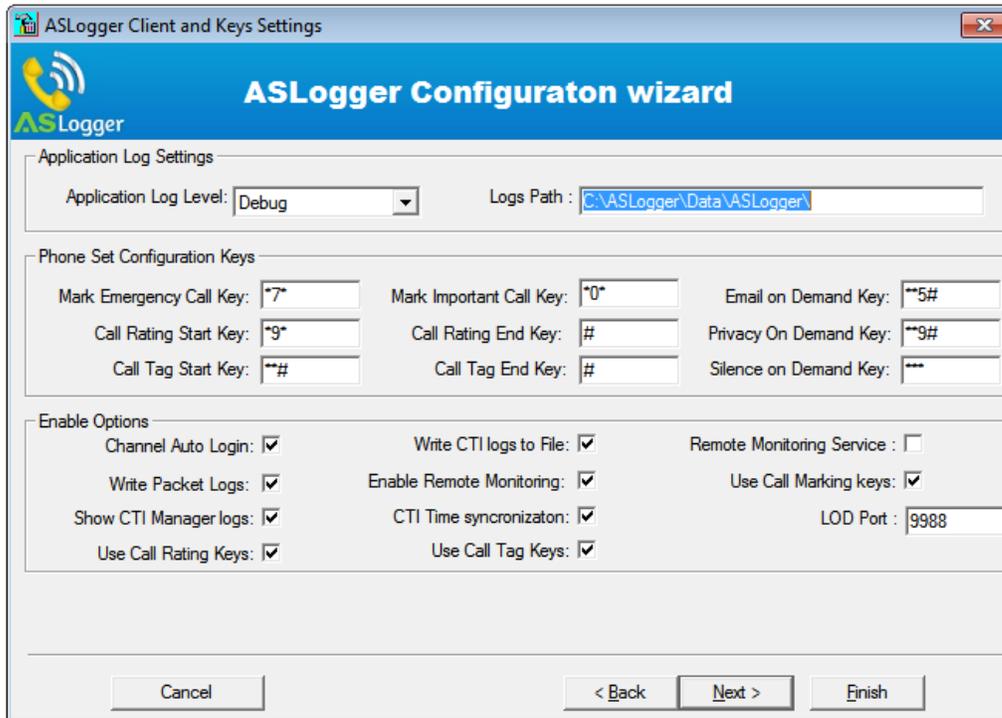
All the information is descriptive.

2.10 Applications Configuration screen
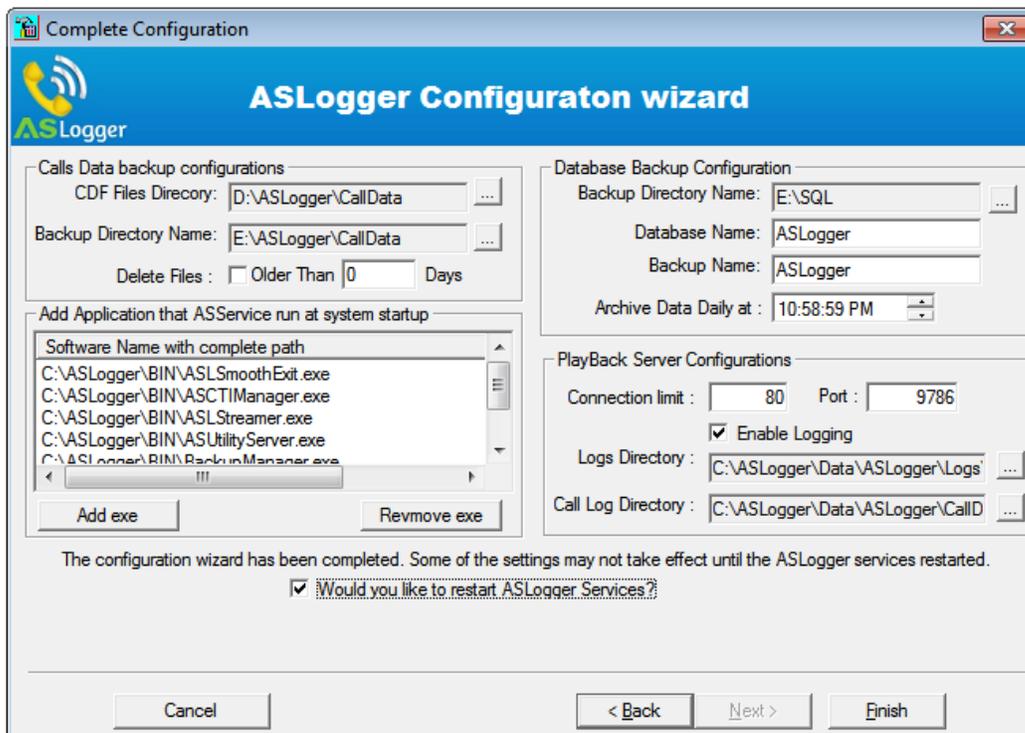
From this screen you can configure :

- ❖ 'PlaybackServer.exe'

  PlayBack Server Configurations

  Connection limit : 80   Port : 9786

  ☑ Enable Logging

  Logs Directory : C:\ASLogger\Data\ASLogger\Logs ...

  Call Log Directory : C:\ASLogger\Data\ASLogger\CallD ...

- ❖ 'BackupManager.exe'

  Calls Data backup configurations

  CDF Files Direcory : D:\ASLogger\CallData ...

  Backup Directory Name : E:\ASLogger\CallData ...

  Delete Files : ☐ Older Than 0   Days

  Database Backup Configuration

  Backup Directory Name : E:\SQL ...

  Database Name : ASLogger

  Backup Name : ASLogger

  Archive Data Daily at : 10:58:59 PM

- ❖ Add/remove applications that should be executed by 'ASService.exe' service. Please don't add any DLL to execute with service.

  List if application you can add in list:

  - ✓ ASLSmoothExit.exe (necessary to add)
  - ✓ ASCTIManager.exe
  - ✓ PlaybackServer.exe
  - ✓ ASLStreamer.exe
  - ✓ ASUtilityServer.exe
  - ✓ BackupManager.exe

  Add Application that ASService run at system startup

  Software Name with complete path

  C:\ASLogger\BIN\ASLSmoothExit.exe
  C:\ASLogger\BIN\ASCTIManager.exe
  C:\ASLogger\BIN\ASLStreamer.exe
  C:\ASLogger\BIN\ASUtilityServer.exe
  C:\ASLogger\BIN\BackupManager.exe

  Add exe   Revmove exe
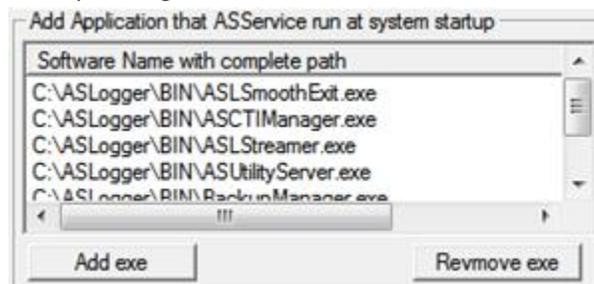
- ❖ Execute the "ASService" to run all the logger applications.

  The configuration wizard has been completed. Some of the settings may not take effect until the ASLogger services restarted.
  ☑ Would you like to restart ASLogger Services?
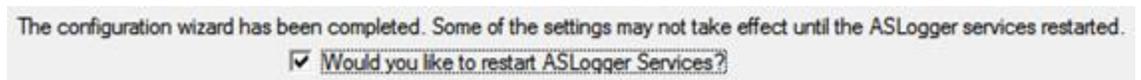
- ❖ Click '**Finish'** to complete the configurations.

❖ On finishing you will see running applications in system trey as shown below:

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