

Recording Agent User Guide

Developed by New Rock Technologies, Inc., recording agent runs on Windows OS. It collects and manages, through Web GUI, recording files generated by the OM/WROC/MX series devices (MX series devices refer to HX4E, MX8A, MX60 and MX120G).

This note describes the installation and usage of the recording agent.

Installation

Step1 Ensure that the PC to run the recording agent meets requirements in Table 1-1.

The recording agent must be installed on one of the following operating systems:

- Windows XP
- Windows 2008 server
- Windows 7
- Windows 8
- Windows 8.1
- Windows10

Table 1-1 PC Configuration Requirements

Item	Recommended Configuration
CPU	Pentium 4 2.4GHz
Memory	At least 4GB
Hard disk	The consumption of 1GB storage space for recording is: 290 hours for MP3 recording without keeping the originals, 18 hours for WAV recording without keeping the originals, 17 hours, keeping the originals in G.711, or 97 hours, keeping the originals in G.729.

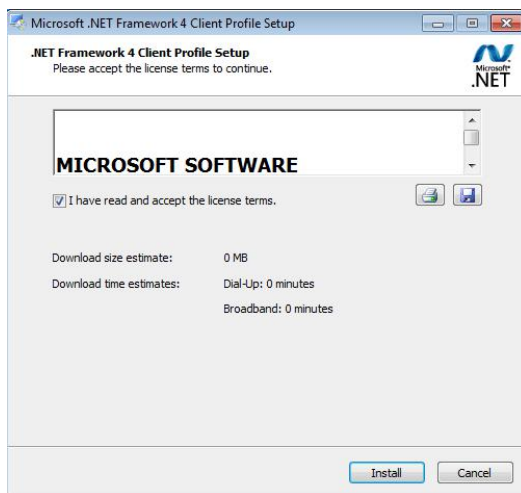
Step2 Double-click the installation file **pbxrecord.exe** and click **Next** as prompted to complete the installation.

The latest installation file is available at
http://www.newrocktech.com/ViewProduct_E.asp?id=64.

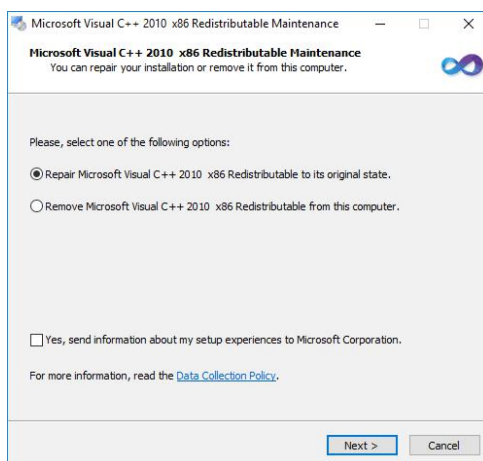
Note: to upgrade the existing recording agent, the current process needs to be stopped. The new installation will keep the existing recording files untouched.

If antivirus software pops up a dialog box to block the installation or ask whether to continue the installation, select **Allow**.

For Microsoft .NET Framework 4 is required for recording agent's running, click **Install** if the following box is popped up.



For Visual C++ is required for recording agent's running, click **Install** if the following box is popped up.



After the installation, the shortcut icon shown below will be created on the desktop:



Getting Start

Creating a Device List

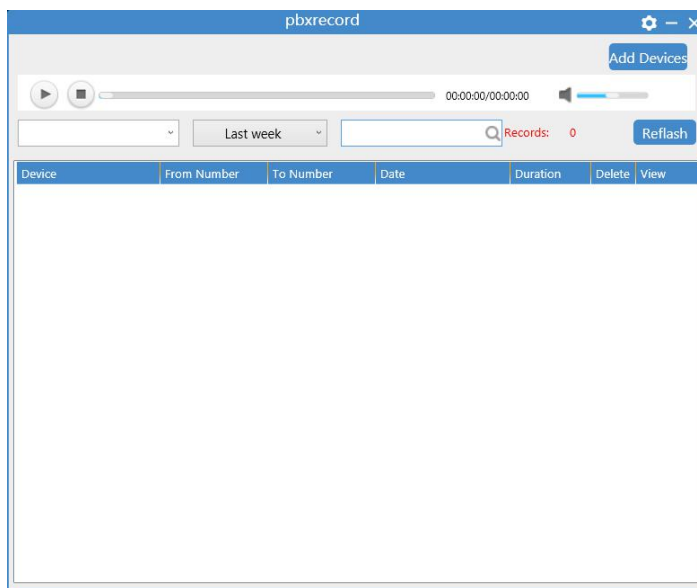
This list defines the devices (OM/WROC/MX) from which call recording files are received and managed by the agent.

There are two types of device according to the way how recording files is originally stored, on USB drive or a remote server.

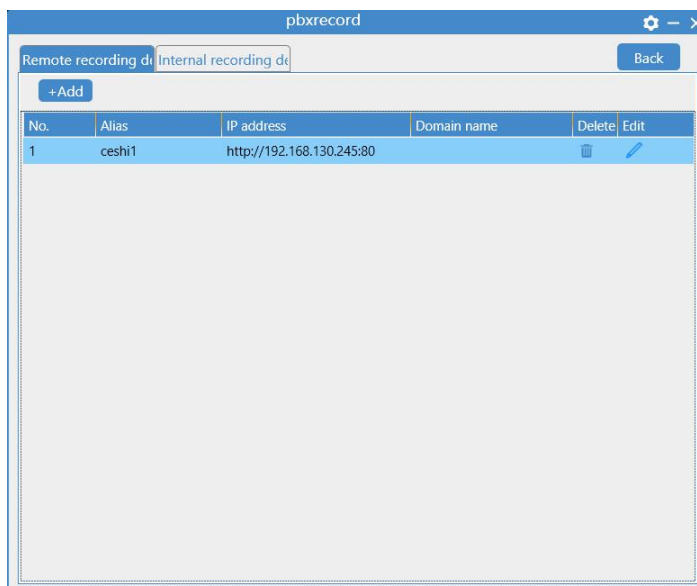
- Devices that stores recording files on a remote server
All recording files will be directly stored on the server where the Recording Agent is installed.
- Devices that stores recording files on USB drive (only applicable for OM20/OM50/OM80E)
The Recording Agent will download recording files from the added device to the server where it is installed.

Adding a device that stores recording files on remote server

Step1 Double-click the shortcut icon to run the software.



Step2 Click **Device configuration > Add**.



Step3 Fill in the device IP address and the admin password for logging in the device's Web GUI, and click **Log in**.

To log in the device successfully, the device and the PC in which the recording agent is installed should be properly interconnected. After successfully log in, the configuration for the device is available.

Extension Type	Line ID	Extension number	Total recording	On-demand recording
Analog extension	1	212	☒	☐
IP extension	2	213	☒	☐
Analog trunk	3	214	☒	☐
IP trunk	4	215	☒	☐
	5	216	☒	☐
	6	217	☒	☐
	7	218	☒	☐
	8	219	☒	☐
	9	220	☒	☐
	10	221	☒	☐
	11	222	☒	☐
	12	223	☒	☐
	13	224	☒	☐

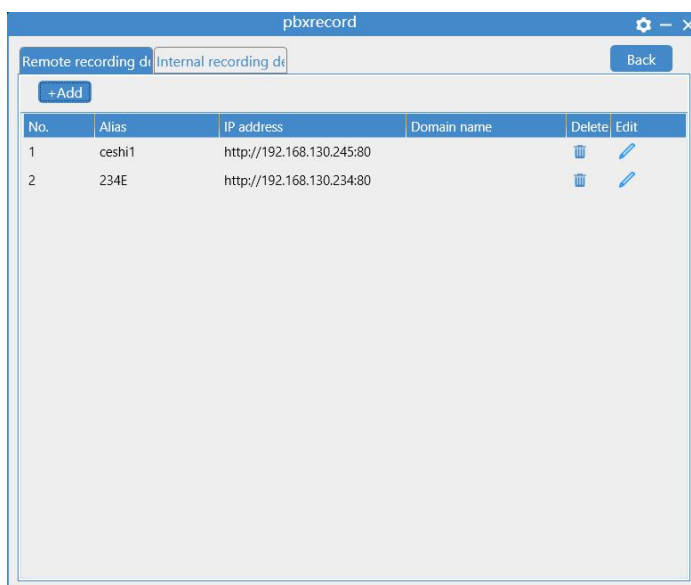
Step4 Configure the device.

Extension Type	Line ID	Extension number	Total recording	On-demand recording
Analog extension	1	200	☒	☐
IP extension	2	201	☒	☐

Item	Description
IP address	The IP address of the device whose recording files will be collected by the recording agent.
Login password	The password to log in the device's Web GUI.
Recording server	The IP address of the PC on which the recording agent is installed. It can be obtained by the recording agent automatically.
Domain name	This parameter is optional. It is used to distinguish multiple devices. Note: For MX series devices, this parameter is invalid.
Alias	Name the device in a more easy-to-remember mode.
Analog extension/IP extension	Enable the recording function for an extension. Total recording: Select this mode to record every call. On-demand recording: Select this mode to start recording only when you press the pound key (#) during a call, and the recording stops once the call is completed.

Item	Description
Analog trunk or IP trunk	Enable the recording function for a trunk. Note: Enabling the recording function on an extension or/and a trunk generates recordings for calls placed or answered on that extension or/and trunk independently. Don't enable recording for both extensions and trunks to avoid duplicated call recording.

Step5 Click **Save**, then the following box will be displayed.

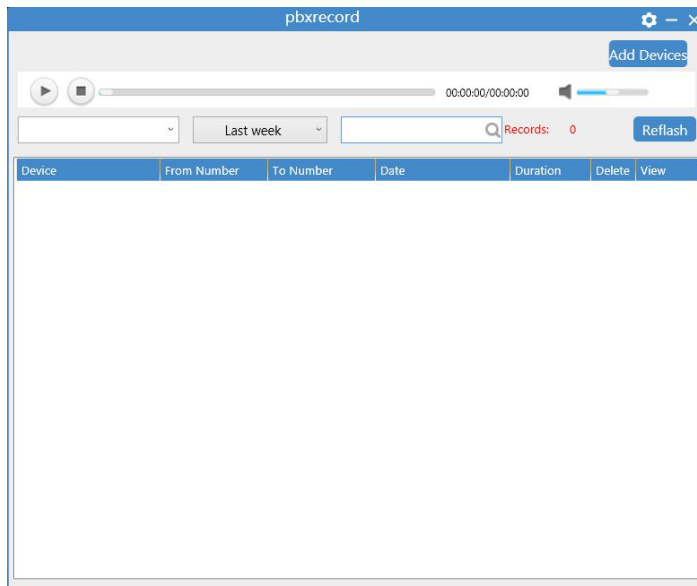


Item	Description
Add	Click Add to add more devices to the list.
Delete	Delete the login information of the device. After deleting, the recording files generated by the device can be stored all the same.
Settings	Modify the configurations of the device.

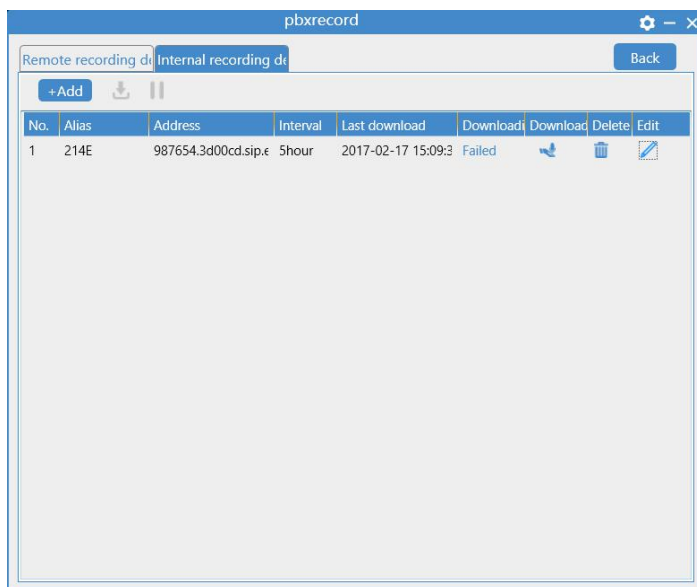
Adding a device that stores recording files on USB drive

Notice: If the device firmware version is 113 or below, please contact gs@newrocktech.com to upgrade the device version and the fspd component version.

Step1 Double-click the shortcut icon to run the Recording Agent.



Step2 Click **Add devices** > **Internal recording device** > **Add**.



Step3 Configure the device information. The Recording Agent will download the recording files from the device to store on the server.

Internal recording devices

Device information

Device alias

FSP secure code

Address ☒ IP address ☐ Registrar for external terminal(P2P traversal)

Downloading recordings from the device

Interval

Last download

Item	Description
Device Alias	The name of file folder to store recording files. Characters \, :, *, ?, ", <, and > are not allowed.
FSP secure code	Fill the device's FSP code here. The FSP code can be found out by following the steps below: Log into the device's Web GUI, and enable the FSP on Application > Recording > Built-in Storage , and restart the device. After restarting, the FPS security code can be found.
Address	● IP address Choose it when Recording Agent and the device are on the same LAN. Fill in the IP address of the device. ● Registrar for external terminal (P2P traversal) Choose it when the OM is located behind NAT while Recording Agent is in the external network. Log into the OM Web GUI, go to Basic > Remote access > P2P traversal to record the Registrar for external terminal and fill it here.

Step4 Configure the time interval to download the recording files from the device. You can select 1-24 hours or 1-10 days.

Internal recording devices

Device information

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Downloading recordings from the device

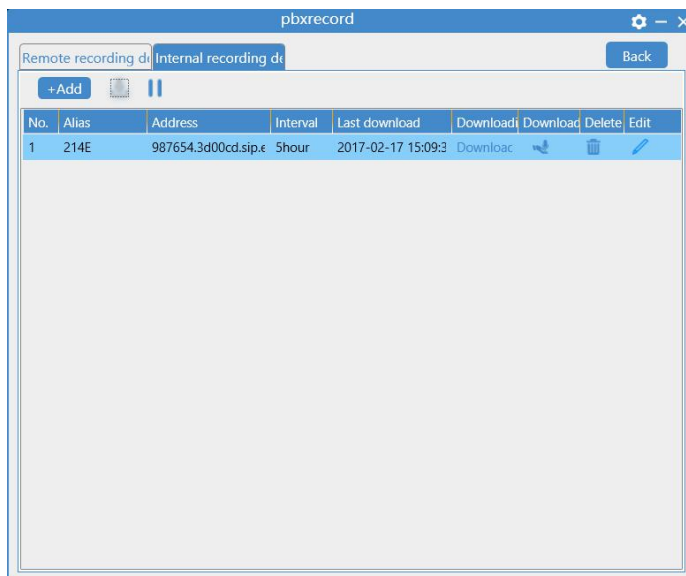
Interval

Last download

Item	Description
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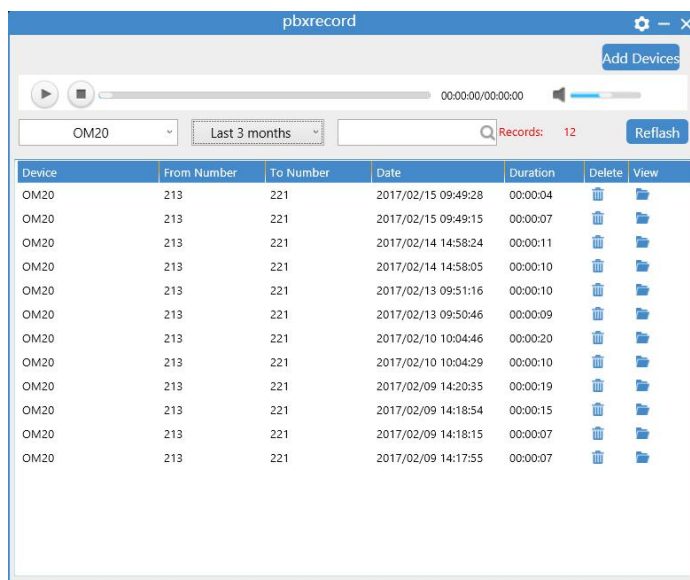
Item	Description
Interval	Time interval to download the recording files from the device.
Last download	The time tamp of last downloading the recording files from the device

Step5 Click **Save** to complete the configuration. You will see the information shown as below.



Managing the Recording Files

On the Web GUI of the recording agent, you can view, find, play, and delete recording file generated by devices on the list.



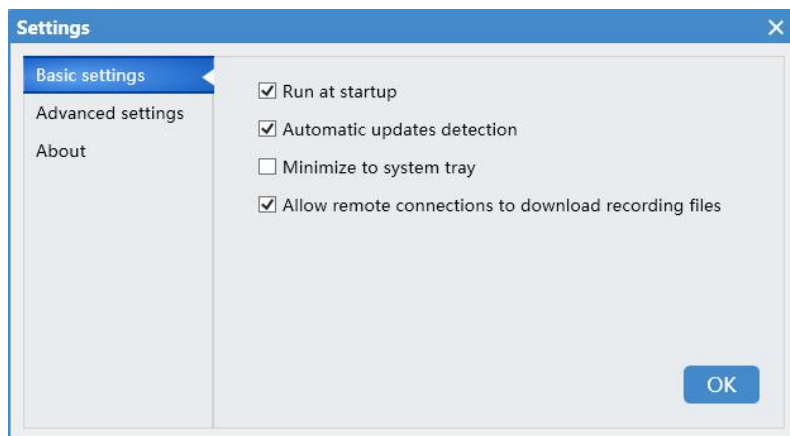
Software Settings

Click  in the top right corner of the page, you can change settings of the software.

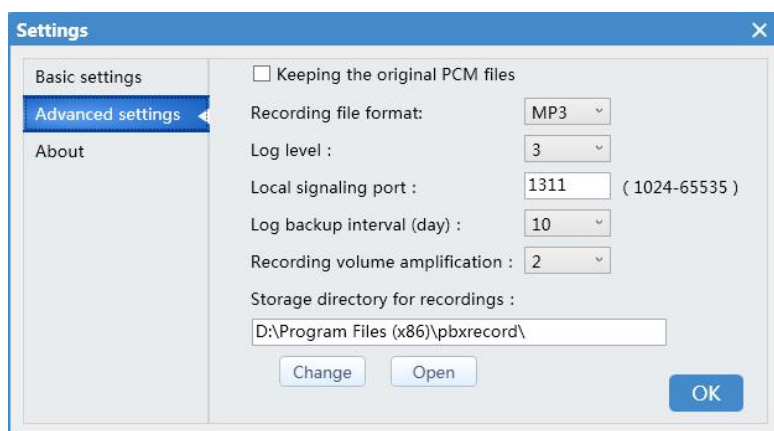
Basic settings

Note: By default, **Run at startup** and **Automatic updates detection** are enabled. Keeping the default value is recommended.

Ticking (✓) **Allow remote connections to download recording files**, allow you to download the recording files stored on the Recording Agent by entering `http://x.x.x.x:1311` (x.x.x.x refers to the IP address of Recording Agent) in browser.



Advanced settings



Item	Description
Keeping the original PCM files	Do not delete the original .pcm file. To enable it, the agent needs to be rebooted.
Recording file format	Recording files can be saved in MP3 or WAV format, and the default format is MP3.
Log level	Select one of the following levels: Note: the log with higher level contains information of lower level. 1: Critical error 2: Normal error 3: Warning 4: Debugging

	5: Informational 6: All events
Local signaling port	The port for the agent to receive messages sent from the devices. 1311 by default. It can be changed as your requirement. Note: If the port is modified here, you have to go to Device configuration page and log into every device to modify the port number in the text box of Recording server .
Log backup interval (day)	10 days by default. To view the log files, right-click the shortcut icon of recording agent and click Open file location and then double-click the log file folder.
Recording volume	2 by default. A larger value means higher volume. An excessive value may cause distorted audio.
Storage directory for recordings	It is the installation directory of the recording agent by default. It can be changed as required.

Q&A

Q1. I failed to log into the device. What did I do wrong?

Answer: Make sure the IP address of the device and its port for HTTP visit are used, for example, 192.168.1.1:8080.

Q2. How to log into the device through HTTPS?

Answer: Same as using HTTP with the exception of port number. The default port for HTTPS visit is 443.

Q3. There is no recording file generated when a call is completed, what should I do?

Answer:

Do as the following:

- 1) Make sure the IP address of the recording agent is properly configured in the **Recording server** of the device. Note: the device needs to be rebooted in case such address is modified.

If the fault persists, perform 2).

- 2) Make sure the communication between the device to the server where Recording Agent is installed exists.

For the Recording Agent with version of 2.0.3 or above, go to **Setting>Basic setting** and tick **Allow remote connections to download recording file**, and then enter <http://x.x.x.x.1331> (x.x.x.x is the IP address for Recording Agent) on a computer in the same network with the device. If it doesn't work, check the network and fix the problem first.

If it works, make a call to check if the problem has been resolved. If not, go to step 3).

- 3) Open the UDP 1311 port on the Firewall. Take the Windows 7 as an example: Choose  > **Control Panel > Windows Firewall > Advanced setting > Inbound Rules > New Rule > Port > Next**, select **UDP**, and set **Specific local ports** to **1311**, and then follow the instructions to complete the steps. Reboot the software.

If it still does not work, contact New Rock global support at gs@newrocktech.com.

Q4. I have configured a domain name for the added device, why some recordings are listed in the folder named with the device IP address?

Answer: Most likely the recording files in the folder named with the device IP address are those which were stored before the domain name is configured.

Q5. During the installation of the Recording Agent, a prompt window appears “The operation has been terminated, please try it again”, what should I do?

A: Install Visual C++. A 32 bit operating system should use vcredist_x86.exe and a 64 bit operating system should use vcredist_x86.exe or ucaredist_x64.exe.

Q6. Do I have to uninstall the previous version before the new version is installed?

A: If the previous version is 1.2.31 or above, you don't have to uninstall it but any version below 1.2.31 has to be uninstalled after you back up all the recording files.