



## ASLogger

(A Complete Call Recording solution)

# Installation Guide

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Version 1.4

**@Ahmad Software Technologies**  
**353-J3, Johar Town Near Expo**  
**Center Lahore**  
**Pakistan.**

[www.ahmadsoftware.com](http://www.ahmadsoftware.com)  
[info@ahmadsoftware.com](mailto:info@ahmadsoftware.com)

**Phone: 92-423-7849559**  
**Emergency Phone: 92-333-4758850**

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## 1 Welcome!!!

Congratulations on owning ASLogger (Voice Logger). Indeed, you made an excellent choice and we hope you will enjoy its potentials. Ahmad Software Technologies (AST) focuses on building accurate, complete and error-free solutions. Our major product is ASLogger (Voice Loggers). This product have been used by prominent Satellite channels, Engineering colleges, Banks, Telecom and other private and public sector companies for dissemination of information to their customers over the years.

ASLogger develops innovative products that offer a rich set of functionality and superb quality at ultra affordable price. AST Voice Logger is one among these products developed by ASLogger to log all the incoming and outgoing calls in an organization. With the purchase of this product, now you can have a perfect monitoring on all the incoming and ongoing calls to improve the performance of the organization.

This user guide familiarizes you to install the AST Voice Logger in the system.

## 2 Introduction to Installer Guide

ASLogger (Voice logger) is a computer-based system that logs all audio calls. This is a multi-channel voice logging system that works with audio channels, IP, analog and digital telephone lines. In this manual, the installation of ASLogger is explained. This guide is intended for technical professionals having experience in software installation and configurations on windows based systems.

ASLogger logs the call channeled through a trunk line or its extension in addition to keeping track of the caller Id, call direction, call duration and other such details. The logger is capable of monitoring and recording trunk-side, extension-side or both sides voice. Voice Logger is a user-friendly, easy-to use browser-based interface that allows businesses to keep records, improve customer services, increase security, and decrease errors.

ASLogger Voice Logger has the capability of quality voice compression maintaining the voice quality as such. Mostly, this is used as an “agent monitoring” or “call logging” tool in call centers, stock markets, banks, security agencies etc. This Voice Logger helps you to deliver premium customer service more efficiently, while reducing your costs and helping you to attract and retain customers.

### Major features of ASLogger (Voice Logger) include:

- ✓ Record Multiple Lines Analog, Digital, VoIP, ISDN, E1/T1.
- ✓ On the spot add call tagging, rating, bookmarks, comments;
- ✓ Voice compression
- ✓ Full-duplex channels
- ✓ Easy-to-operate and user-friendly
- ✓ Browser-based user interface
- ✓ Live monitoring
- ✓ Multi-login facility
- ✓ Quick Call searching, Playback and export call for standard players.
- ✓ Email Recording
- ✓ Generates Custom Reports

- ✓ Archiving capability

### 3 System Specifications

- **Operating System** : Windows 2003/XP/Windows 7/Windows 2008 R2 or above
- **Processor Speed** : 2 GHz or higher
- **Memory** : 512 MB RAM or more
- **Hard Disk Space**: Depends on the user requirements.

**Other System Requirements:** Sound card, Headphone/Speaker, LAN connection

### 4 ASLogger Prerequisite

- IIS 7.5
- .NET 4.0
- .Net Report Viewer
- Visual C++ 2010 Runtime for 64-bit OS only.
- Windows Installer 4.5
- WINPCAP
- SQL SEVER EXPRESS EDITION 2008 R2

**Note:** - Allow Installer to run as Administrator or disable UAC in windows 7.

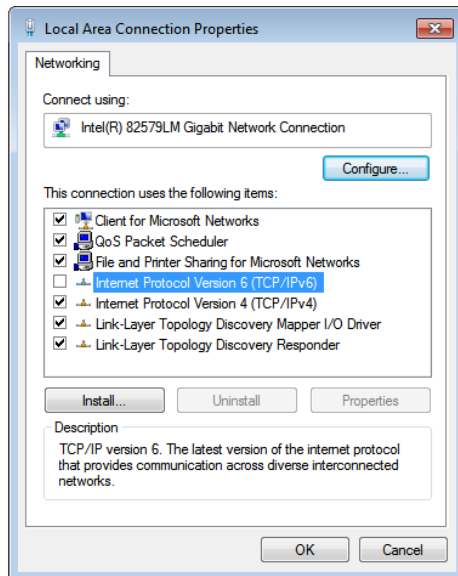
**Note:** - If you need to record only VoIP calls then skip step 6 and 7.

## 5 Quick and shortest Installation Guide Lines

(Please note that ASLogger setup do all the steps listed below however these points can help to search out if there would be any issue.)

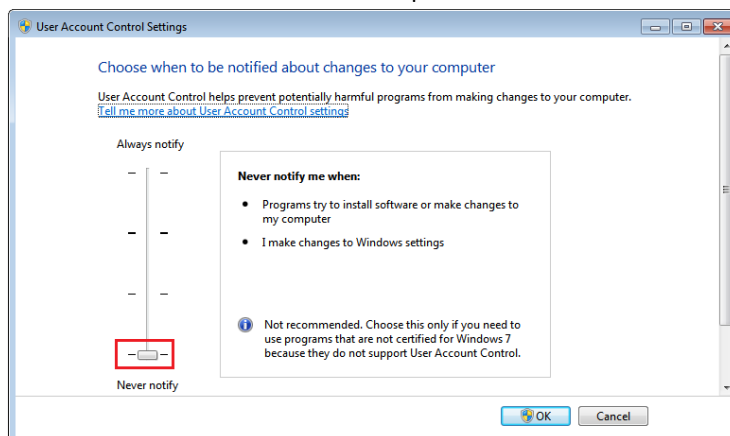
- 1) Disable IPV6.

**We are supporting IPV4 therefore disable IPV6: Below is the screenshot to disable IPV6:**



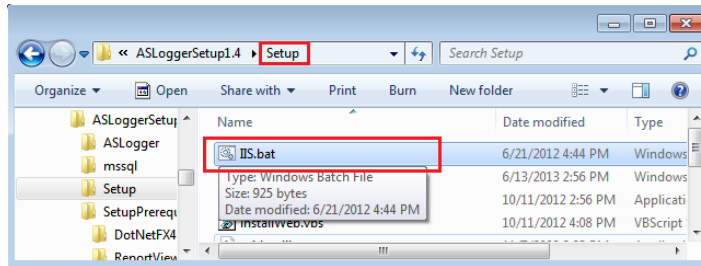
**Note: - If IPV6 will be enabled then recording server will not start.**

- 2) Disable UAC for installation only otherwise you have to run every setup with administrative rights. You can enable UAC after installation completed.

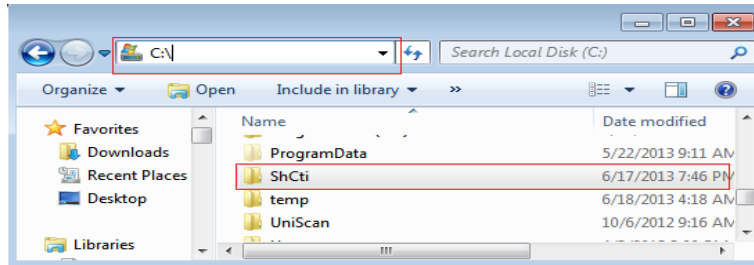


Windows restart is necessary after UAC changes.

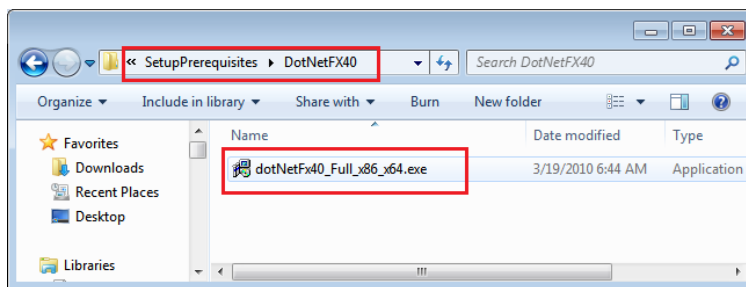
- 3) Install IIS 7.5



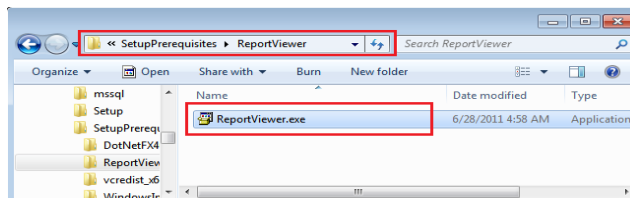
- 4) Insert Synway call logging card in PCI slot then Install driver with 32-bit version from CD. Installation drive should be C:\ Drive. After installation check if "C:\ShCti" exists.



- 5) Install .Net 4.0 and restart the system. You can find setup for .Net under your ASLogger setup directory as shown in below screenshot.



- 6) Install Microsoft reporting engine. You can find setup for Reports under your ASLogger setup directory as shown in below screenshot.



- 7) Install VC++.Net runtime libraries if OS is 64-bit. You can find it under prerequisites of ASLogger setup.  
 8) Run ASInstaller.exe setup. It will install WinpCap, SQL server Express 8 R2 and ASLogger.  
 9) Check your binaries directory if all the files are on the path with directory name "ASLogger"  
 10) Do Configurations with ASConfigManager.exe at path "Installation Path\ASLogger\Bin".  
 11) Run StartStopASLogger.exe to run ASLogger call recording software.

## 6 ASLogger Interconnection diagram

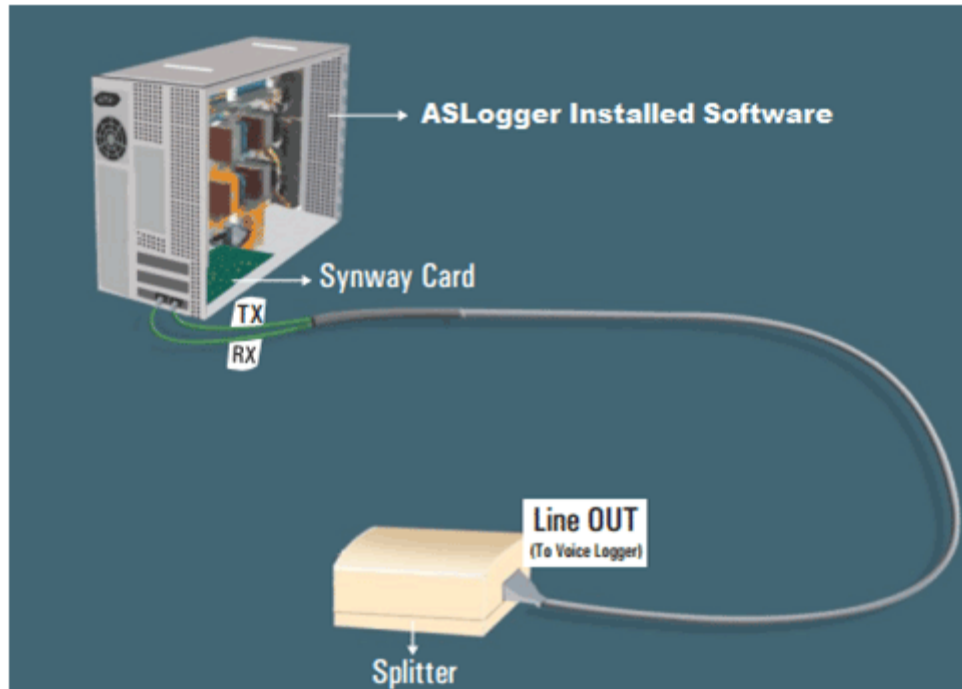


Figure 1

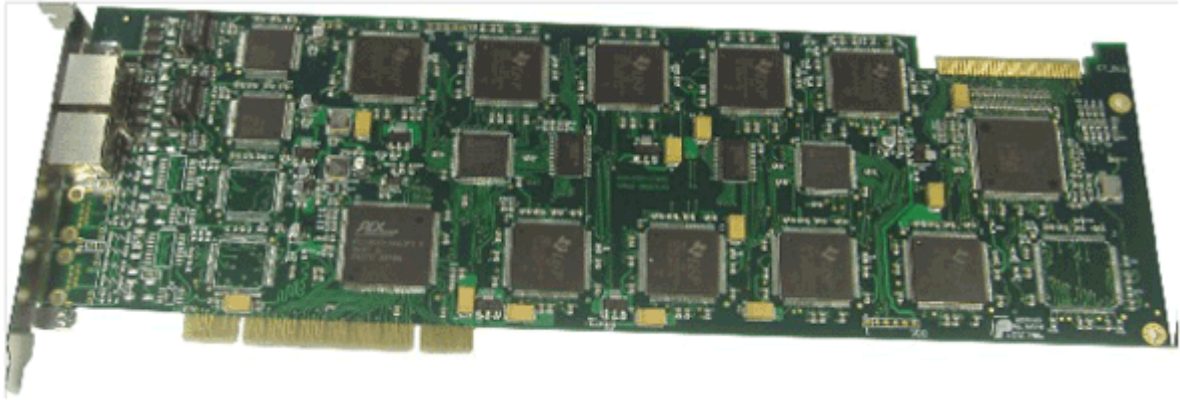
Before starting installation, insert Synway Card in PC and connect all the lines to the card.

**Note: - Close all the programs prior to the installation of Synway driver and ASLogger in the system.**

## 7 Start Synway Card Driver Installation

Insert the Synway board on the PCI slot of the computer. Install the Synway driver from the installation CD.





Synway Voice Logging Card. Figure 2

The software application for installation of the driver is incorporated in the CD that is supplied along with the voice card.

Follow the step-by-step procedure to install the Synway driver in the system.

## 7.1 Step

Connect the power plug and switch on the computer, a message box appears on the taskbar as Found New Hardware, click Cancel to exit this wizard.

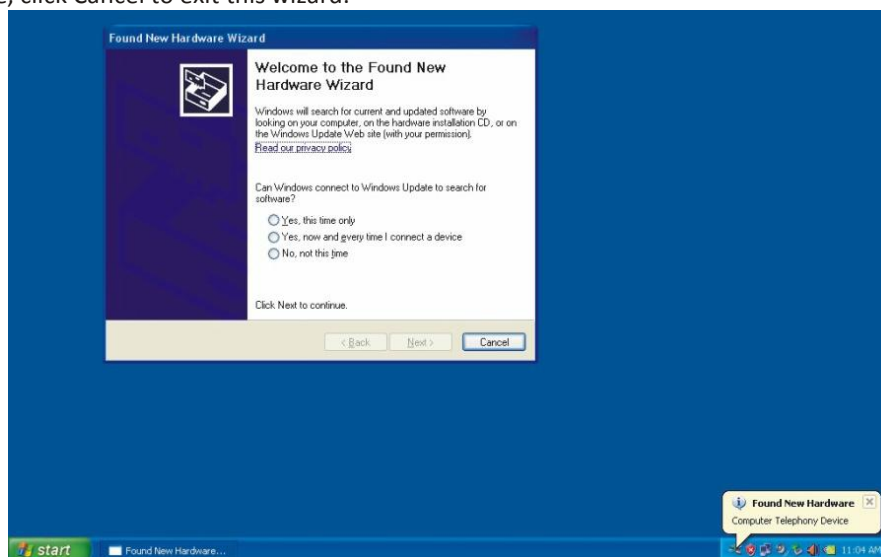


Figure 3

## 7.2 Step

Install the Synway device driver ShCti4.7 in the system from the installation CD. Insert the CD into the CD-ROM drive and run the application file SYNWAY\_PCI(USB)\_5040\_EN from this location.

A window named WinRAR self-extracting archive gets opened on the screen as shown in Fig. The driver and the tools are extracted to a destination folder i.e., C:\Program Files\SHCTISETUP.

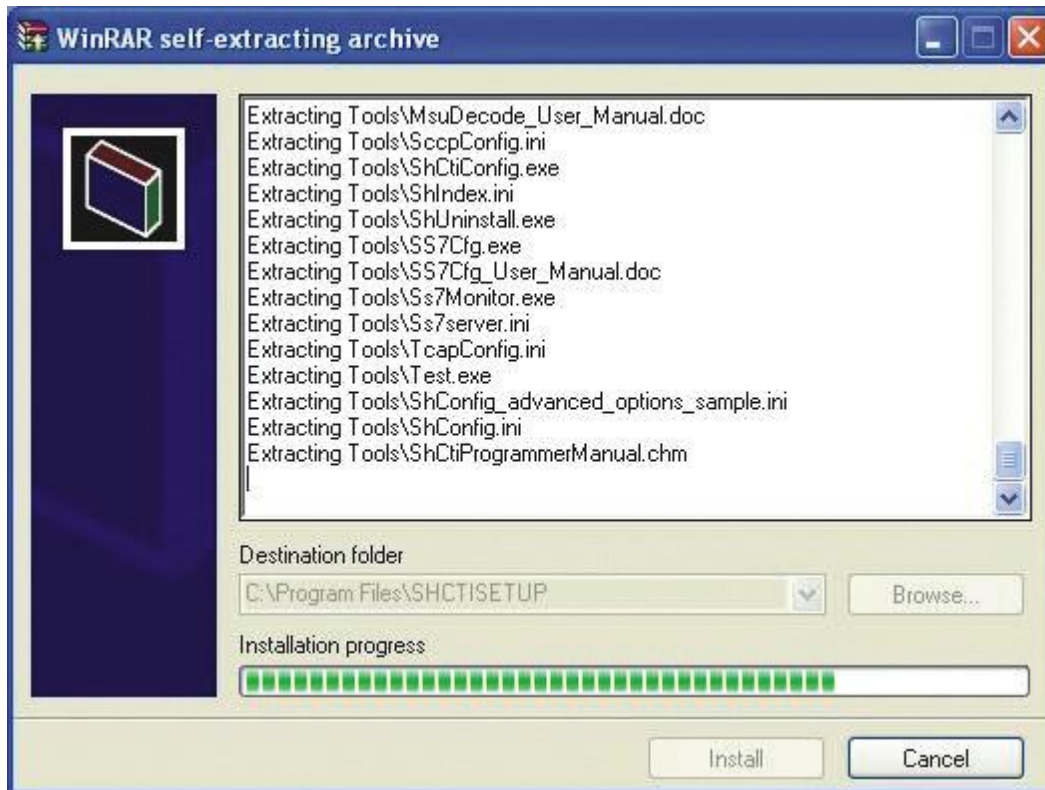


Figure 4

As the process finishes then Choose Setup Language appears on the screen.



Figure 5

You can select the language for installation from the drop-down list. The default language is English. Here, we opt for the default language and proceed to next step by clicking OK button.

### 7.3 Step

The InstallShield Wizard is prepared to guide the user during the installation process (see Fig. 6). The process will be indicated on the progress bar.



Figure 6

As the process gets over the InstallShield Wizard pops up on the screen.

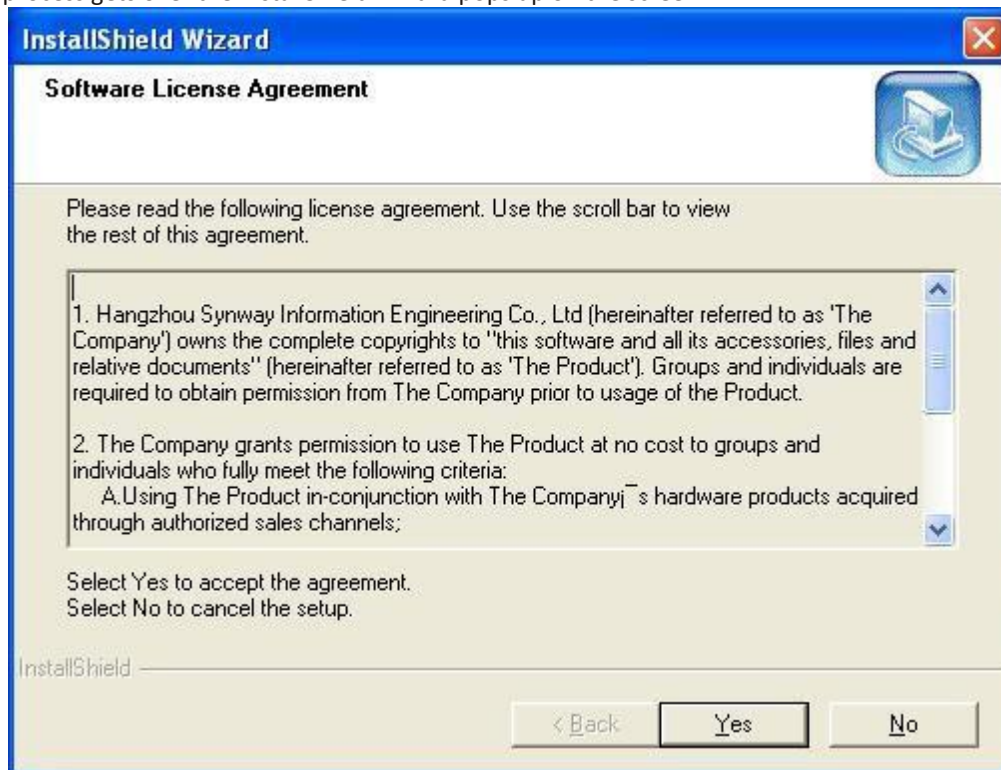


Figure 7

The Software License Agreement can be seen on the wizard. Read the instructions listed point-wise inside the window. Use Page Up/Down key or the Scroll bar to view the whole Agreement.

Click on Yes to accept the Agreement and proceed to next window.

## 7.4 Step

The **Welcome** window appears on the screen that informs the user to close all the active applications running on the system prior to the Synway driver installation.



Figure 8

Click **Next** to proceed.

## 7.5 Step

Before installing the new version of Synway driver, the wizard detects the presence of any existing version of the same driver in the system.

## 7.6 Step

The **Destination Location** copies the program files to C:\ShCti, click **Next**.

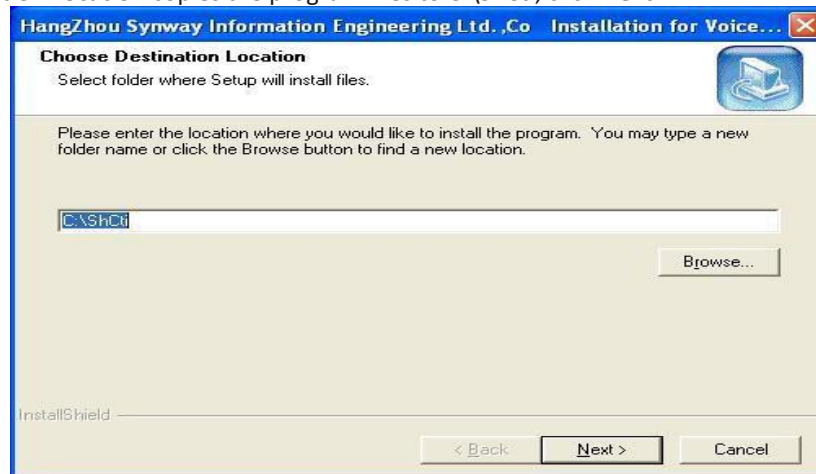


Figure 9

As the folder named **ShCti** does not exist the setup prompts the user to create the folder. Click on **Yes** to create a new folder.



Figure 10

## 7.7 Step

Click **Yes** to install the include files and the library files with the driver.

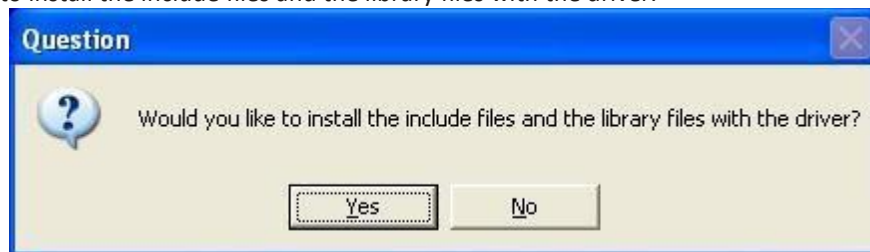


Figure 11

## 7.8 Step

The installation proceeds as shown in Fig. 12.

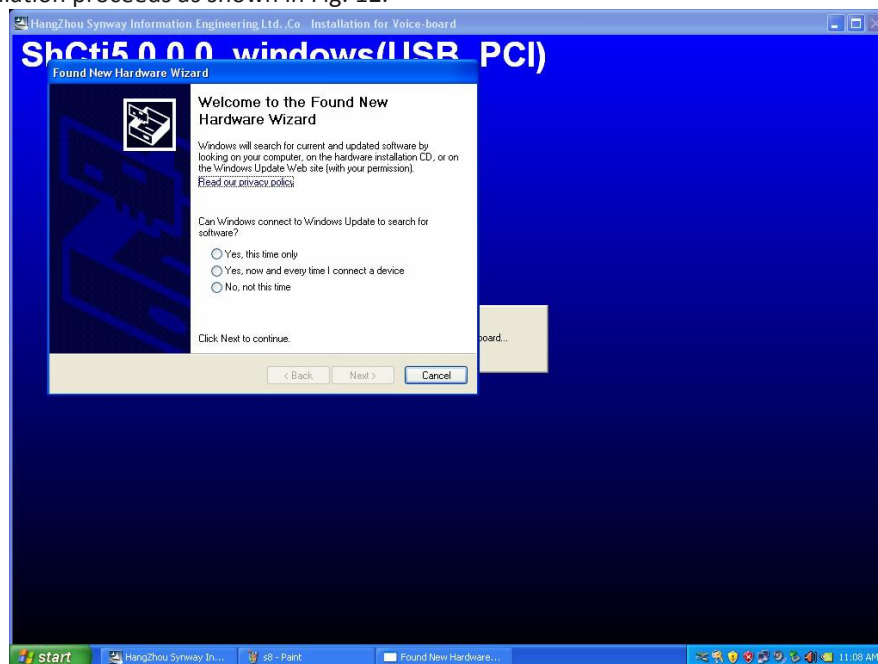


Figure 12

A warning window appears on the screen, click on the button **Continue Anyway**.





Figure 13

Installation of the voice board completes, press **OK** to confirm.



Figure 14

Again, press **OK** to continue.



Figure 15

## 7.9 Step

Click **Finish** to conclude the installation.

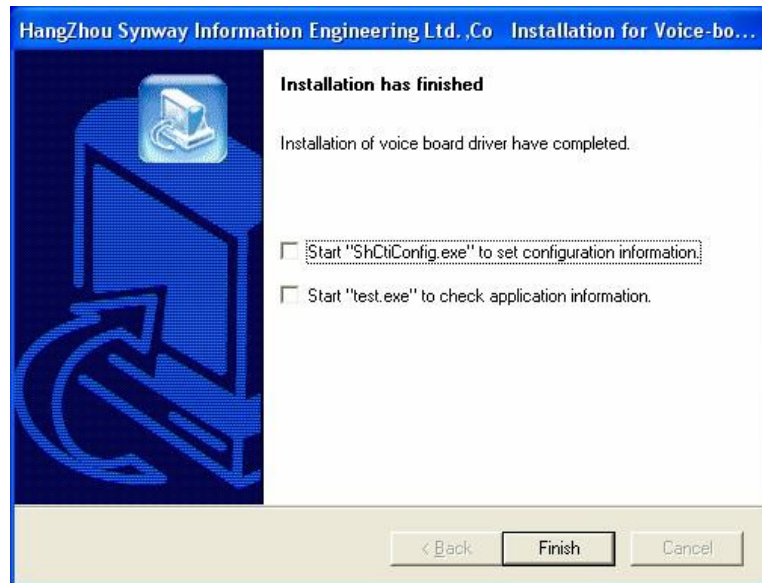


Figure 16

### 7.10 Step

Go to **Start Programs ShCti>ShCtiConfig** to proceed with the voice board configuration.

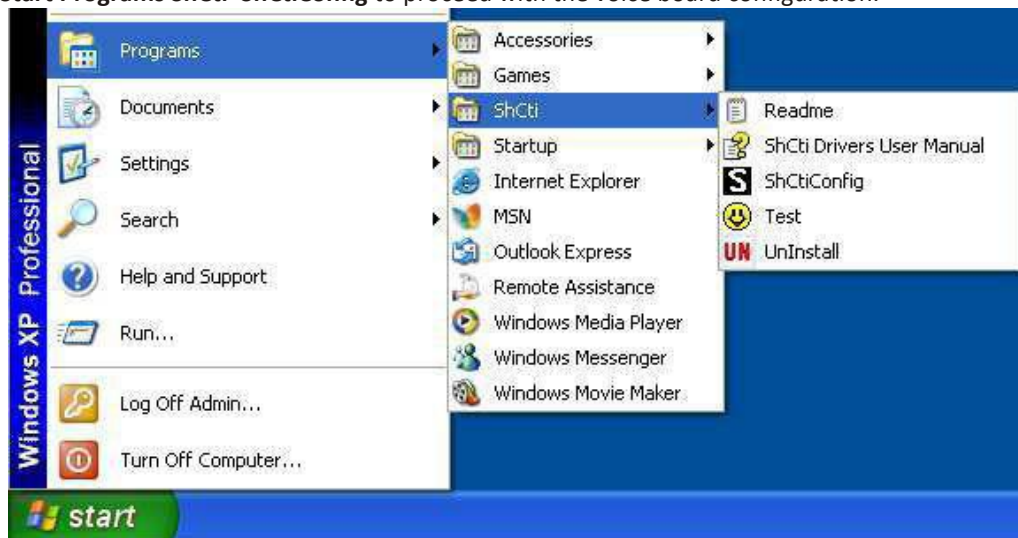


Figure 17

The connected voice board model appears within **Board Setting**, select the board and click on **Modify Board**.

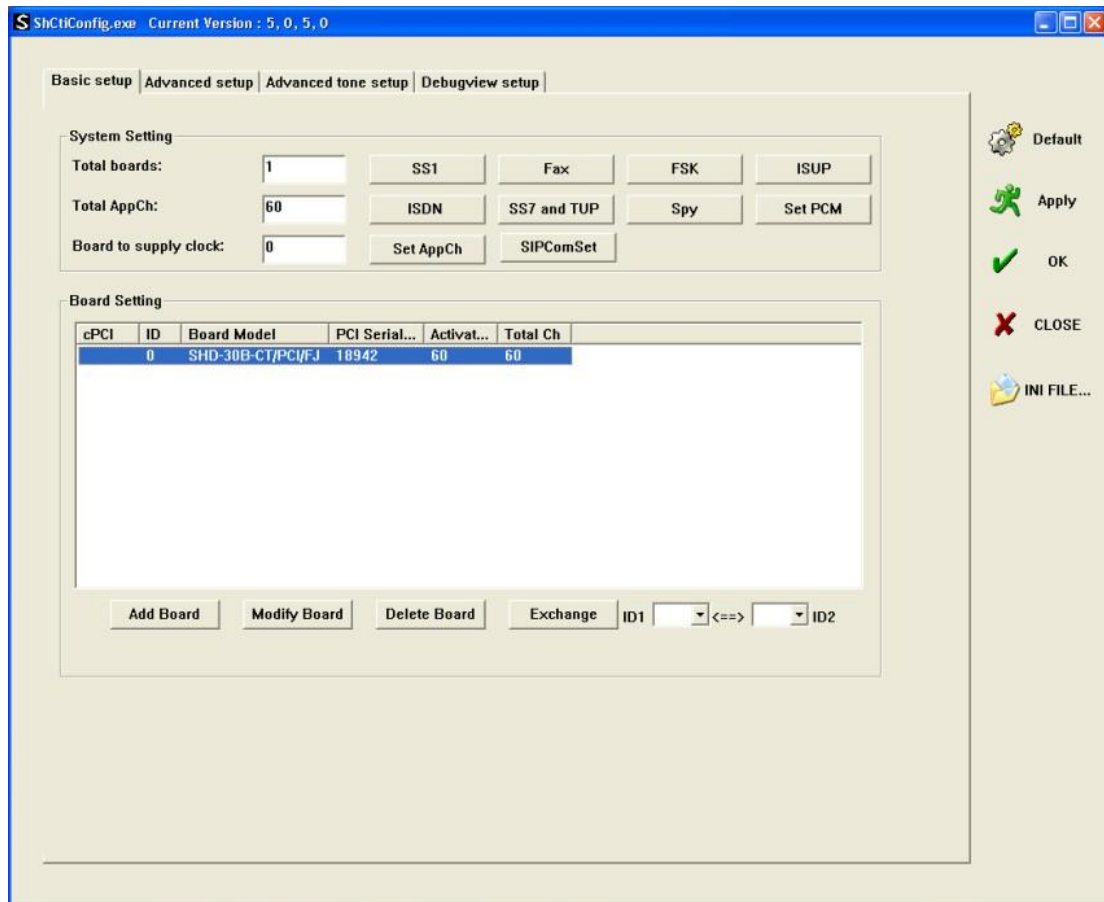
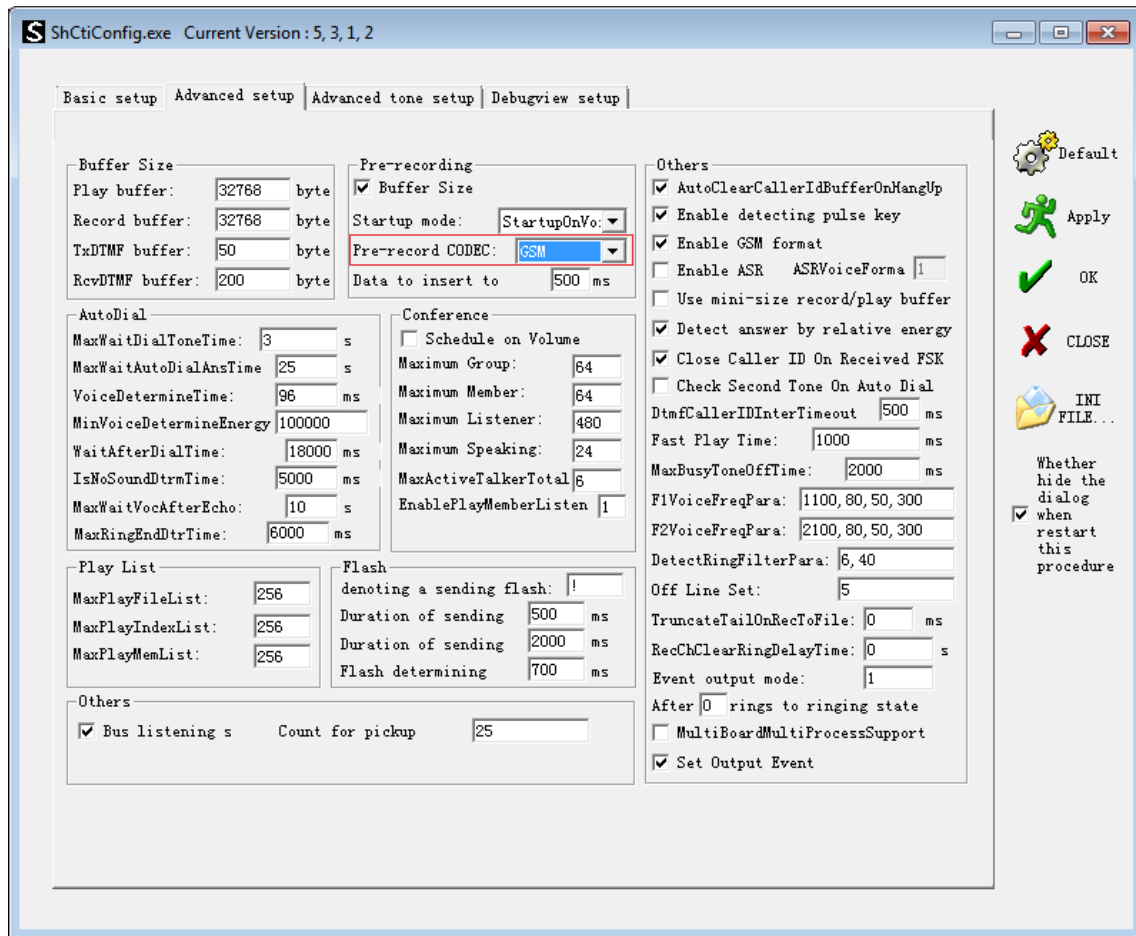


Figure 20a

### 7.11 Step

Click advanced setup and set compression code GSM, G.729a or G.723.1 as shown in below fig.





## 7.12 Step

The window for **Modify board[ID:0]** appears. There are two sub options Basic Setting and Advanced Setting. In the Advanced setting, click on the button **PCM**.

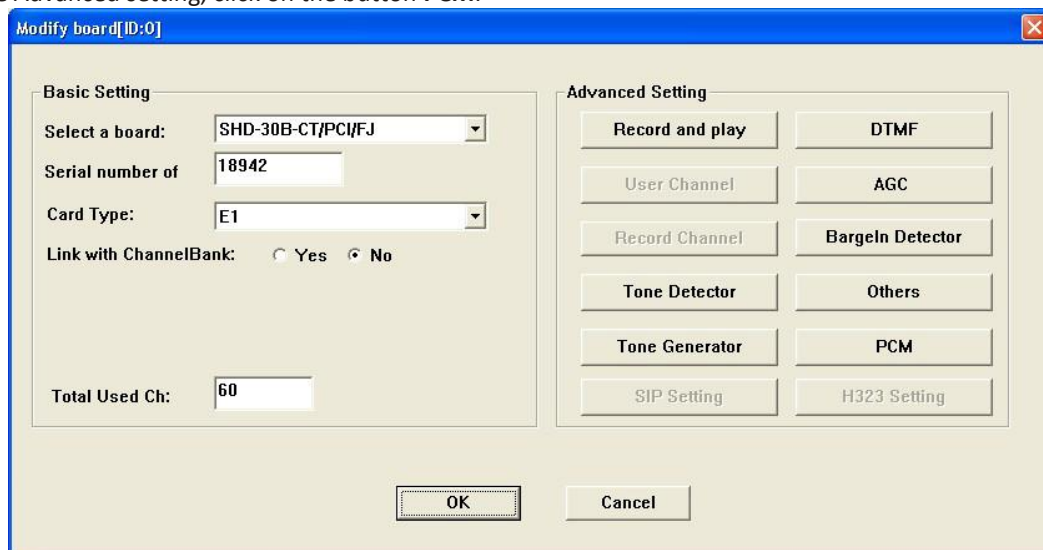


Figure 20b

### 7.13 Step

The **board[ID:0]** window appears. Click on the Board, in addition to that click on the button **Modify PCM**.

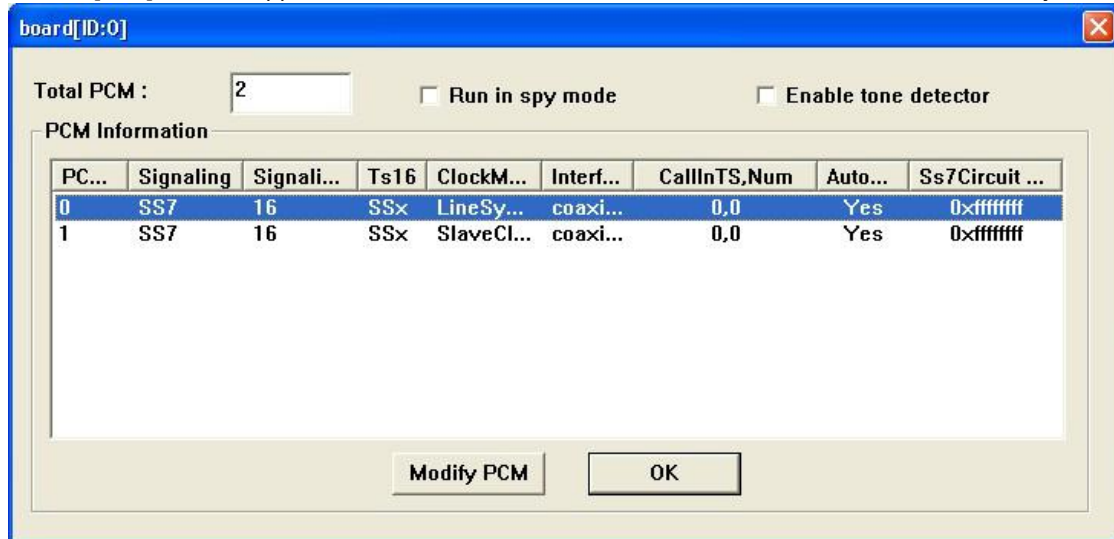


Figure 20c

### 7.14 Step

The **modify[PCM:D]** window appears. Select the **SSX**, **Link module** as **U-side** and **twisted pair** from the dropdown list. Click **OK** to proceed further.

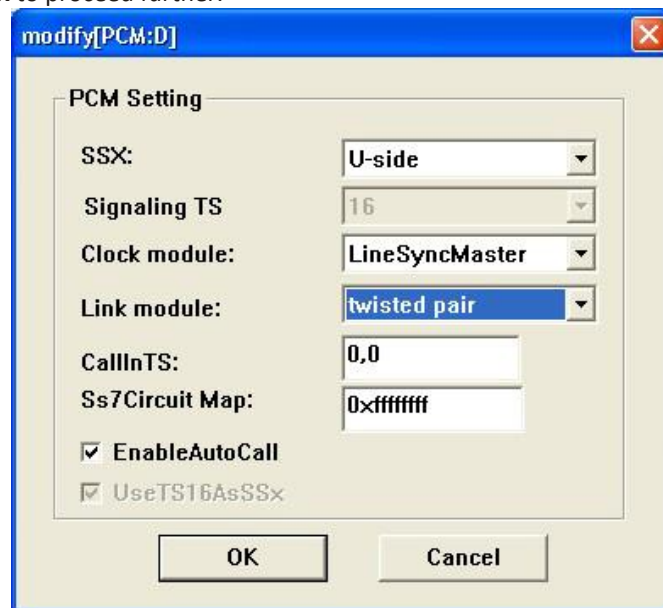


Fig. 20d

### 7.15 Step

In the **board[ID:0]** window, click on the second board then click on button **Modify PCM**.

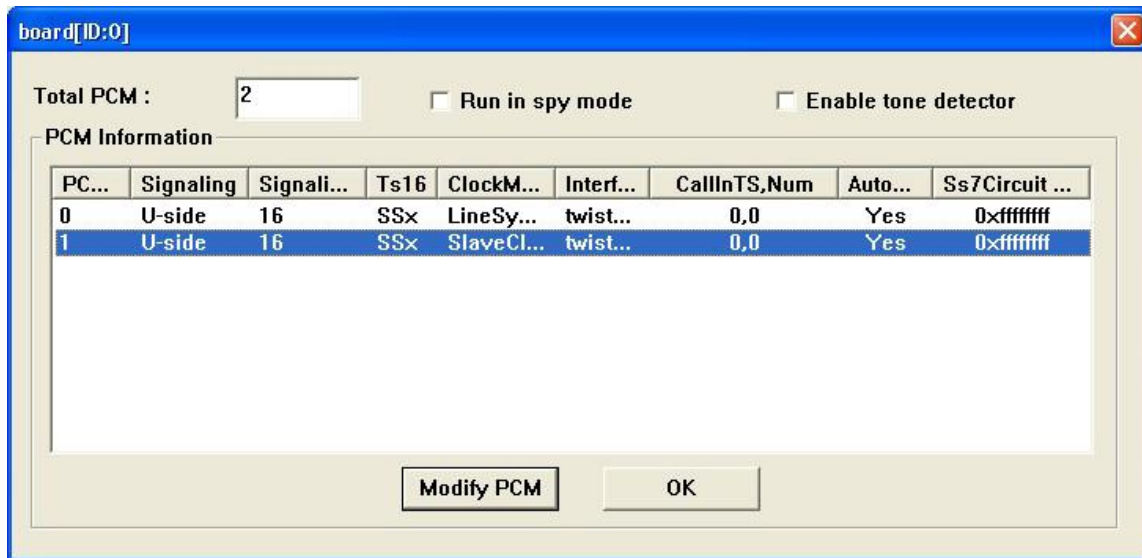


Fig. 20e

### 7.16 Step

The **modify[PCM:D]** window select the **Clock module** as **Slave Clock** from the dropdown list. Click **OK** to proceed further.

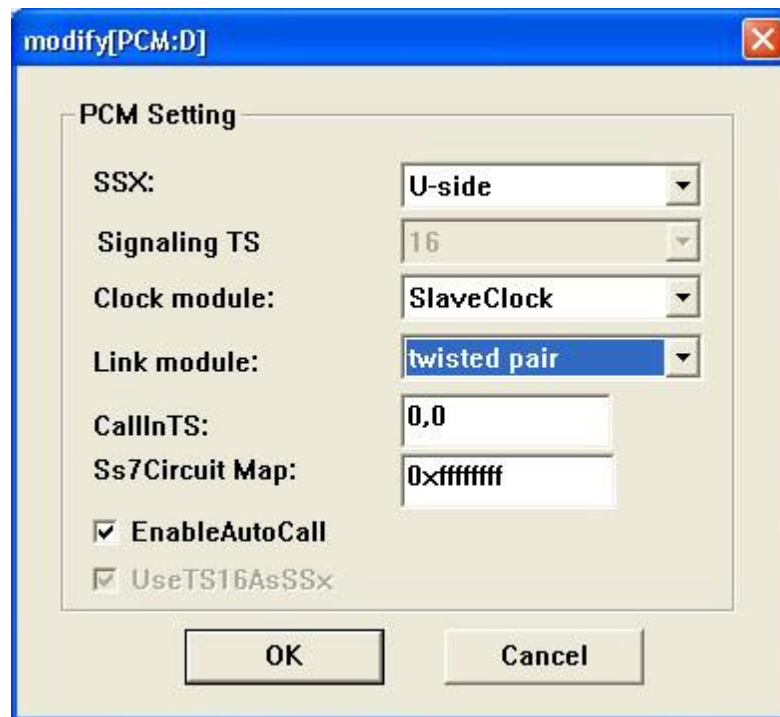


Fig. 20f

### 7.17 Step

Again click on the **Modify board[ID:0]**. Click on **Apply** in the ShCticonfig.exe window.

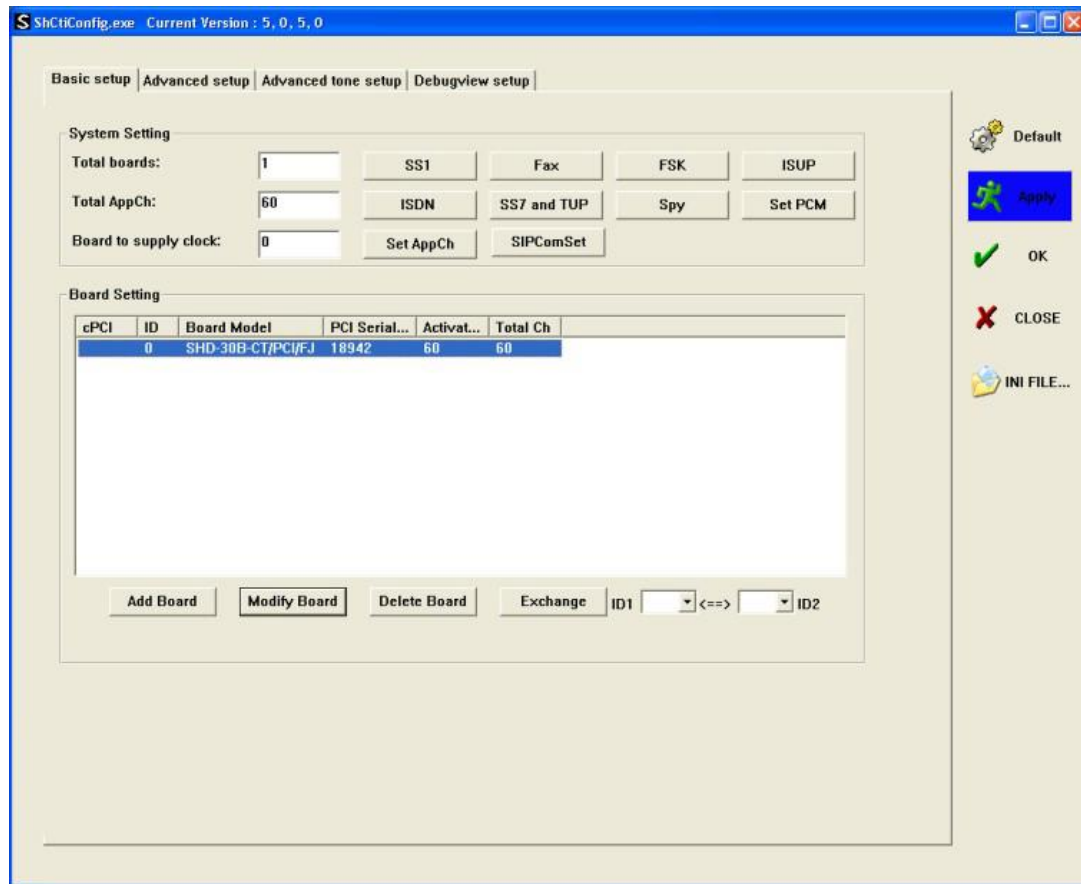


Figure 20g

### 7.18 Step

A popup window "ShCtiConfig" displays saying **Current Configuration Succeeds!** Click "OK".

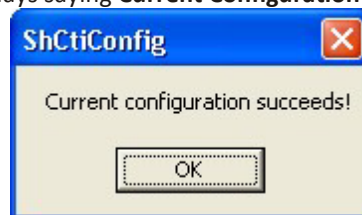


Fig. 20h

### 7.19 Step

Again click **OK** on the ShCtiConfig.exe window.

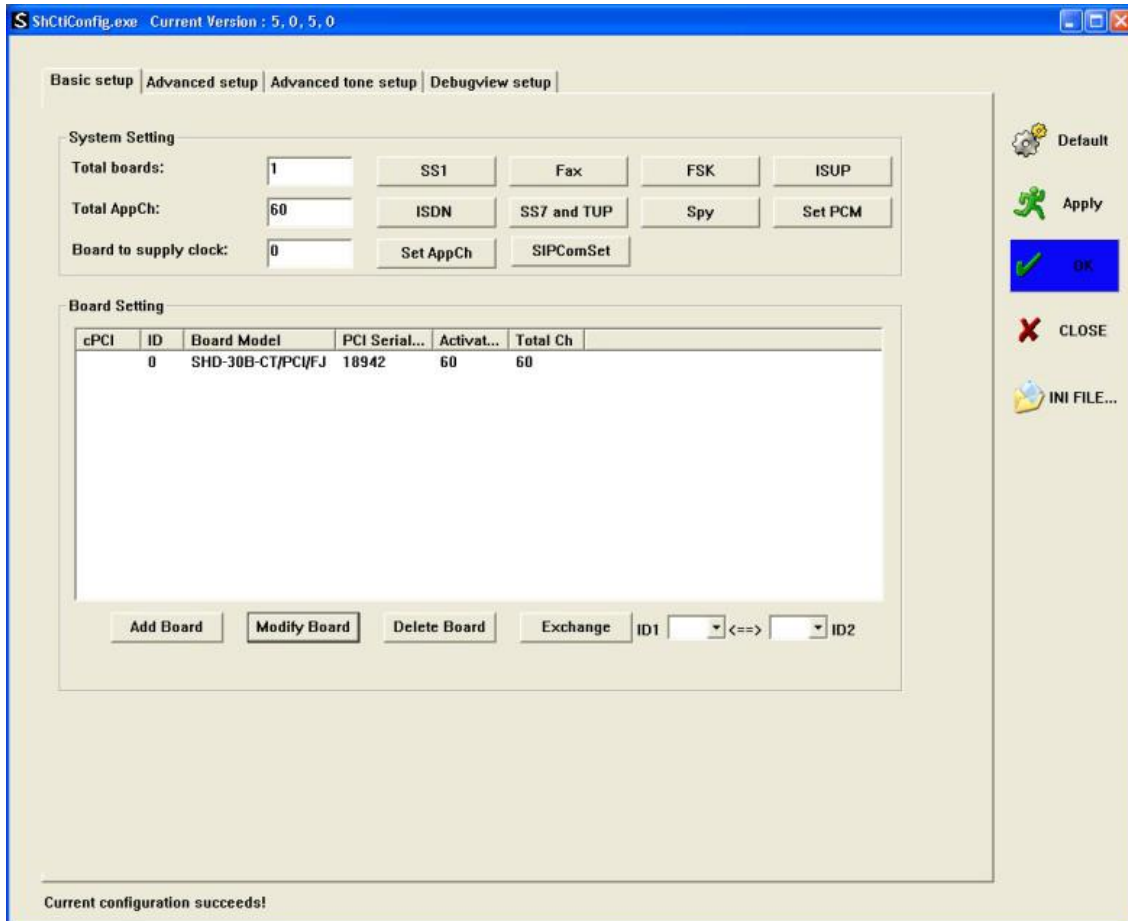


Fig. 20i

## 7.20 Step

From the task bar, right click on the Synway icon. Two options Show(s) and Close(c) will appear. Click on the Close(c) to close the process.

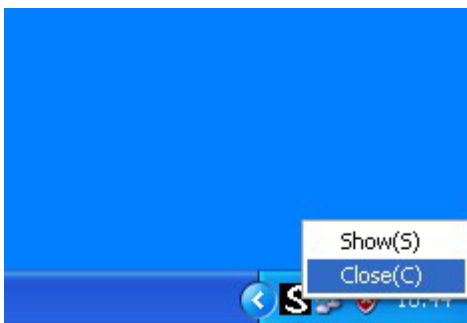


Fig. 20j

## 8 ASLogger Software Installation Guide

In this step we are going to install ASLogger Software package. Please follow the steps carefully.

### 8.1 Unzip Installation

Unzip the installation packages. Unzipped installation package screen will look like below fig. 7.1:

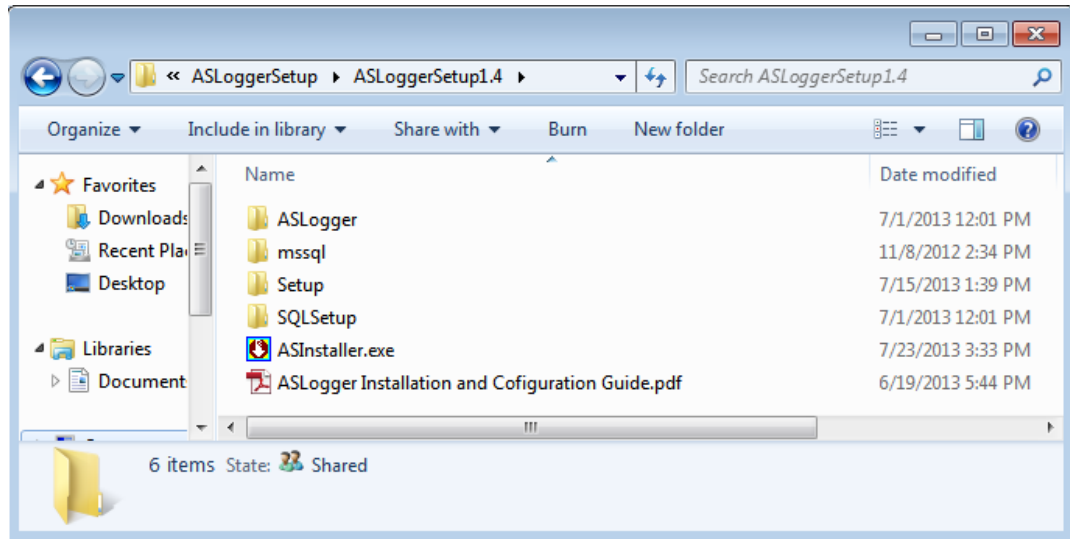


Figure 7.1

## 8.2 Run the ASInstaller.exe

Run the ASInstaller.exe with administrative rights as shown in below screen fig 7.3. Right click on ASInstaller.exe and select “Run as administrator” pop-up menu.

ASInstaller.exe will look like fig. 7.3a

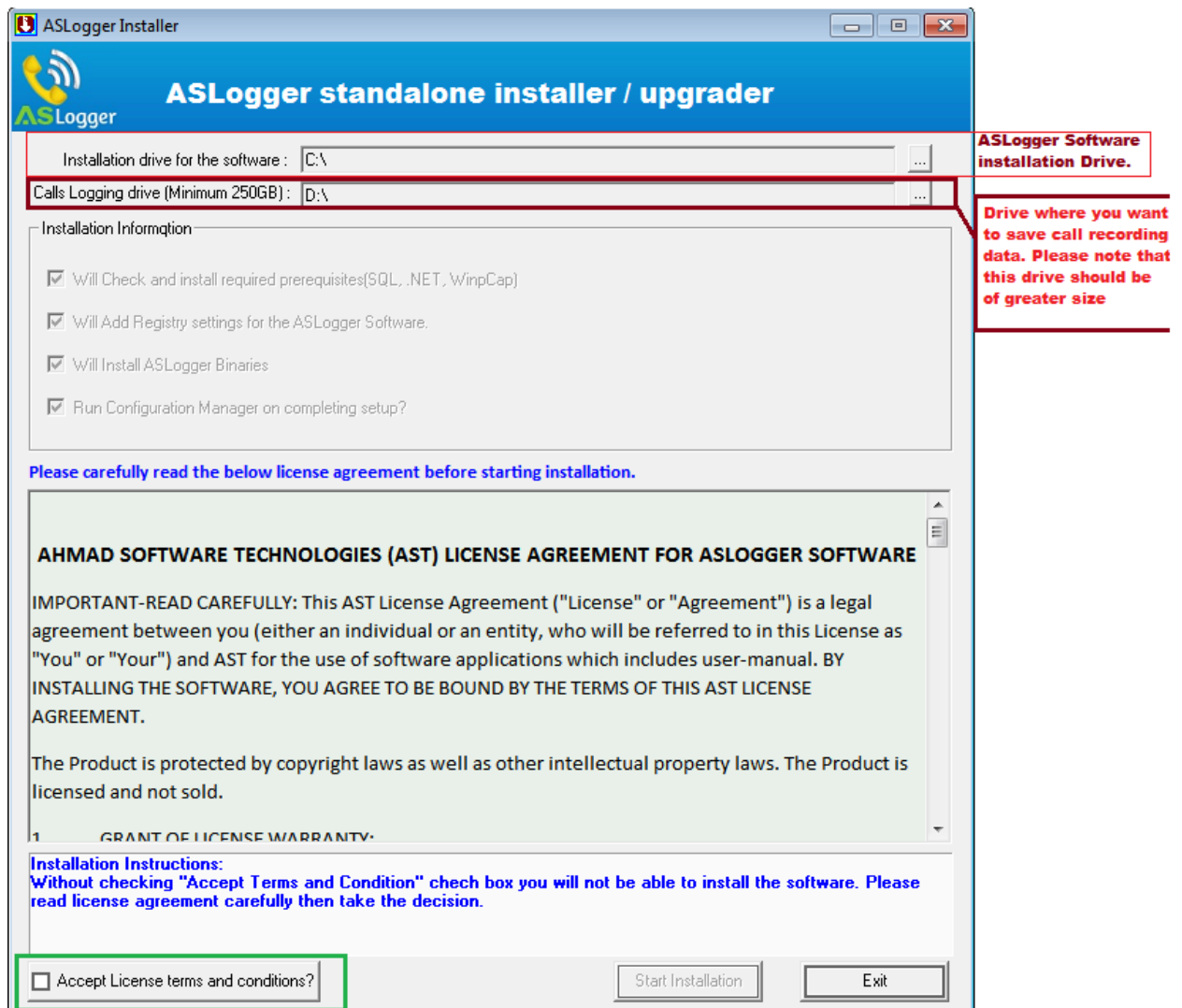



Figure 7.3a

- I) **Installation drive for the software:** ASLogger software binaries installation default path is C:\. Installation path can be changed by clicking on browse button  ahead to the default path “C:\”. It is recommended to keep the same path. After installation you can see directory “ASLogger” at the installation path. For example: “C:\ASLogger”.

- II) **Call Logging Drive (Minimum 256 GB):** Set Call Logging Drive where you want to keep recorded calls. Default is D:\ drive. After installation you can see directory "ASLogger" at the installation path. For example: "D:\ASLogger".
- III) **Installation Information:** Disabled check boxes shows information that these things will be checked and installed. ASLogger setup automatically checks prerequisites and installs if component are missing.
- IV) **License Agreement:** Read the license agreement carefully before proceeding further.
- V) **Accept License terms and conditions:** If you are agree with license agreement then check the license agreement checkbox

☐ Accept License terms and conditions?

- VI) **Start Installation:** Click the "Start Installation" button to install the software.

Start Installation

- VII) ASLogger setup will automatically install the following from setup directory.

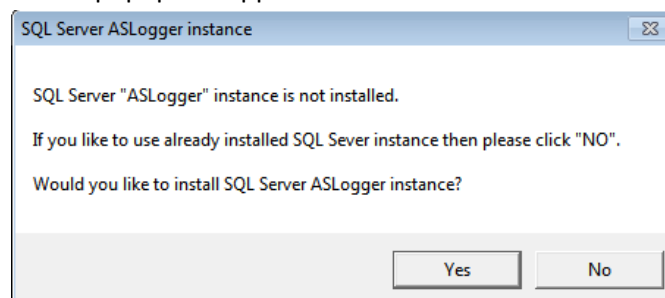
- IIS 7.0 or above
- .Net framework 4.0
- .Net Runtime libraries in case of 64 bit OS
- Report Viewer

On completing the .NET installation setup will ask you to **restart the system** so that prerequisites should be activated before installing the ASLogger software.

- VIII) During installation some screen pop-up will be appeared. Please don't touch them. Where it is necessary to touch any pop-up, explanation will be given like below steps.

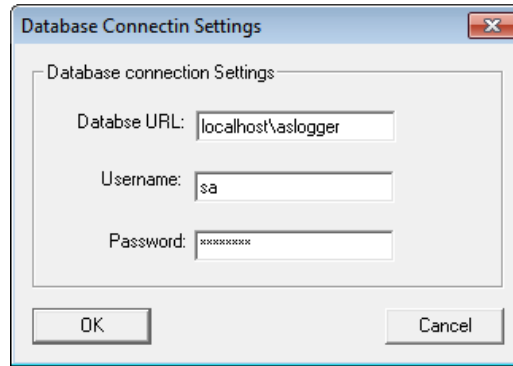
- IX) Please see installation logs in log box above "Start Installation" Button.

- X) **Install SQL Server:** A popup will appear



If SQL Server instance "ASLogger" is already installed click "**No**". A username/password popup will appear:





Fill out existing SQL server information.

- XI) WinpCap and IIS will be installed.
- XII) When installation will be completed then a message box will appear "Installation is successfully completed". Click OK. Setup is completed.
- XIII) When you will click OK on step IX) then configure manager will be started automatically. Now follow step 8 for configurations.

## 9 Upgrade/Uninstall

If the software is already installed then you can uninstall/upgrade existing software. Upgrade screen will look like below:

**ASLogger standalone installer / upgrader**

Already Installed on:

Calls Logging drive (Minimum 250GB):

Reinstall/Upgrade Options:

- ☐ Check and install required prerequisites (SQL, .NET) automatically?
- ☒ Install latest software updates?
- ☐ Latest registry updates (will overwrite existing registry settings)?
- ☐ Set VOIP IP automatically?
- ☐ Run the latest database script to update the Databases?

Database URL:  Username:  Password:

☒ Run Configuration Manager on completing setup?

Please carefully read the below license agreement before starting installation.

**AHMAD SOFTWARE TECHNOLOGIES (AST) LICENSE AGREEMENT FOR ASLOGGER SOFTWARE**

IMPORTANT-READ CAREFULLY: This AST License Agreement ("License" or "Agreement") is a legal agreement between you (either an individual or an entity, who will be referred to in this License as "You" or "Your") and AST for the use of software applications which includes user-manual. BY INSTALLING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE TERMS OF THIS AST LICENSE AGREEMENT.

The Product is protected by copyright laws as well as other intellectual property laws. The Product is licensed and not sold.

1. GRANT OF LICENSE WARRANTY:

**Installation Instructions:**  
Without checking "Accept Terms and Condition" check box you will not be able to install the software. Please read license agreement carefully then take the decision.

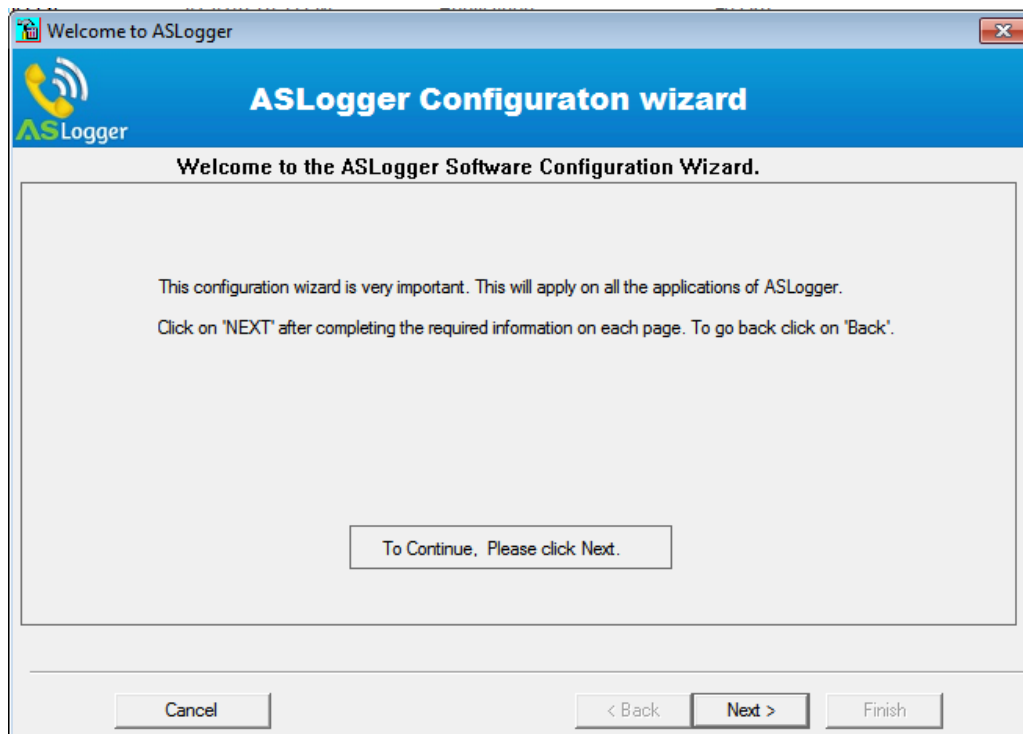
☐ Accept License terms and conditions?

## 10 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:

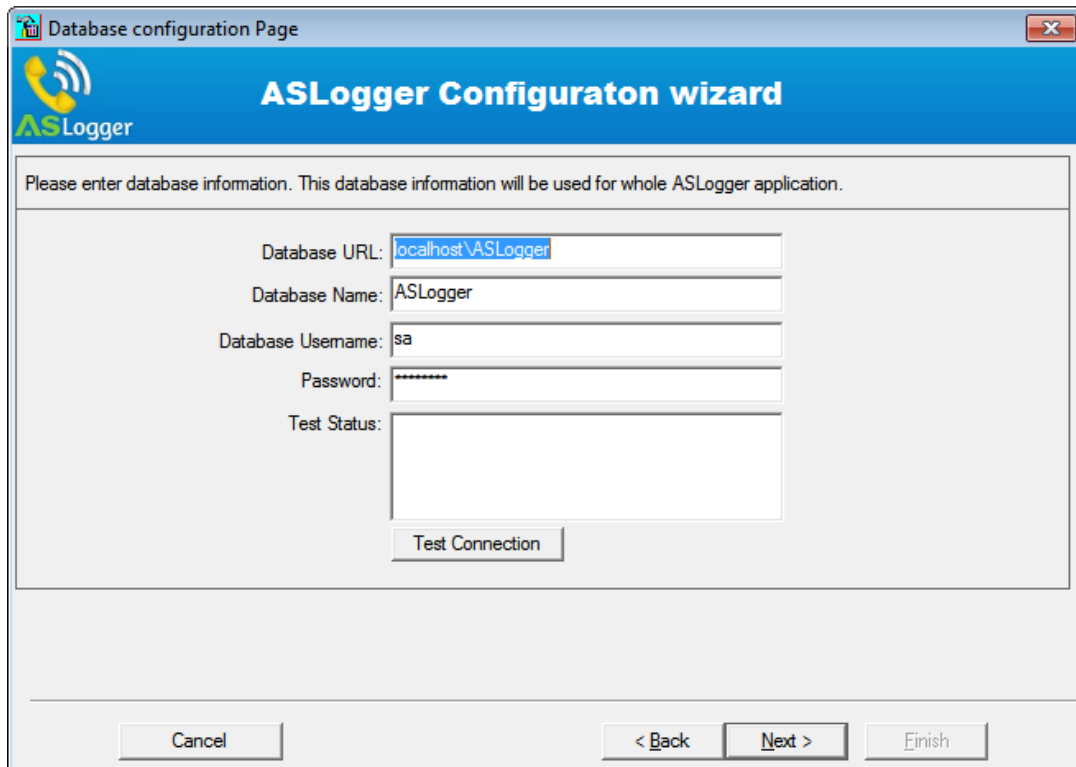
### 10.1 Welcome screen



**Click 'Next' to proceed**

### 10.2 Database Configurations

Below is the database configuration screenshot. All applications will use this database connection information.



Database configuration Page

**ASLogger Configuraton wizard**

Please enter database information. This database information will be used for whole ASLogger application.

Database URL: localhost\ASLogger

Database Name: ASLogger

Database Username: sa

Password: \*\*\*\*\*

Test Status:

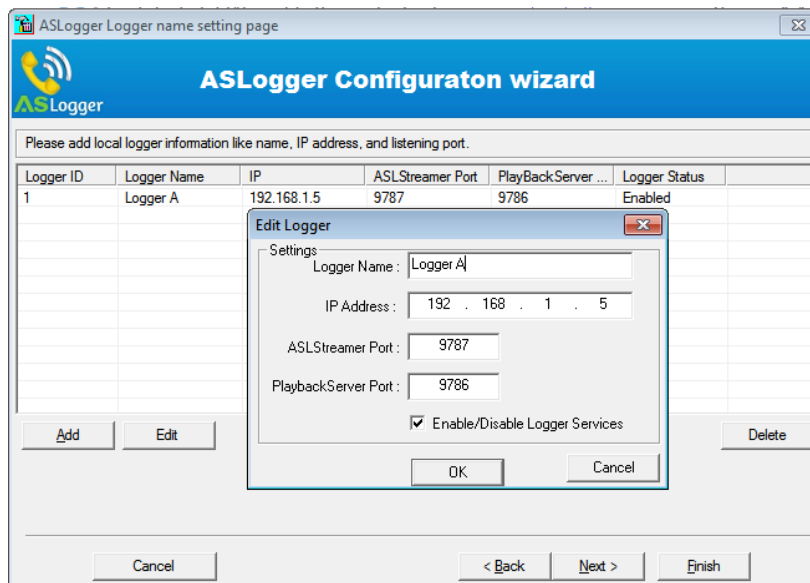
Test Connection

Cancel < Back Next > Finish

Test the database connection and if it is successful then click next button.

### 10.3 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.



ASLogger Logger name setting page

**ASLogger Configuraton wizard**

Please add local logger information like name, IP address, and listening port.

Logger ID	Logger Name	IP	ASLStreamer Port	PlayBackServer ...	Logger Status
1	Logger A	192.168.1.5	9787	9786	Enabled

Add Edit Delete

**Edit Logger**

Settings

Logger Name: Logger A

IP Address: 192 . 168 . 1 . 5

ASLStreamer Port: 9787

PlaybackServer Port: 9786

☒ Enable/Disable Logger Services

OK Cancel

Cancel < Back Next > Finish

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”.

## 10.4 Local System Logger Settings

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

The image shows the 'ASLogger Configuration Wizard' dialog box. It has a title bar with the text 'ASLogger Channels Configuration Wizard' and a close button. The main window has a blue header with the ASLogger logo and the title 'ASLogger Configuraton wizard'. Below the header, there is a 'Select Logger Server:' dropdown menu with 'Logger' selected. The main area contains several sections of settings:
 

- Enable Synway Card : ☒ Add Number of Channels for digital Analog/ Digital cards : 4 Enable Audiocodes ☐
- Enable GSM Codec on Card : ☒ Please enable GSM codec for best compression and voice quality on synway call logging
- History of Unanswered Outgoing Calls : ☒ History of Unanswered Incoming Calls : ☒ Enable AMD: ☒
- Enable VOIP : ☒ Add Number of Channels for VOIP logging : 20 SIP Port : 5060 RTP Port : 4000
- Enable Support for CUCM SIP Trunk: ☐
- ☐ Enable 128 Bit Encryption for Audio with Private Key: [password field]
- Default Extensions Start From: 1000
- Default User Startup Keyword: Agent

 At the bottom, there are three buttons: 'Cancel', '< Back', and 'Next >', and a 'Finish' button on the far right.

- 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) Enable Synway Card : ☒ Add Number of Channels for digital Analog/ Digital cards : 4 Enable Audiocodes : ☐

- c) If you are using audio codes boards then check this option otherwise uncheck it.

Enable Audiocodes : ☐

- d) If you want to compress the recording data then please enable GSM option.

Enable GSM Codec on Card : ☒ Please enable GSM codec for best compression and voice quality on synway call logging

- e) If you want to see the history of missing or unanswered calls then please enable below options.

History of Unanswered Outgoing Calls : ☒ History of Unanswered Incoming Calls : ☒ Enable AMD: ☒

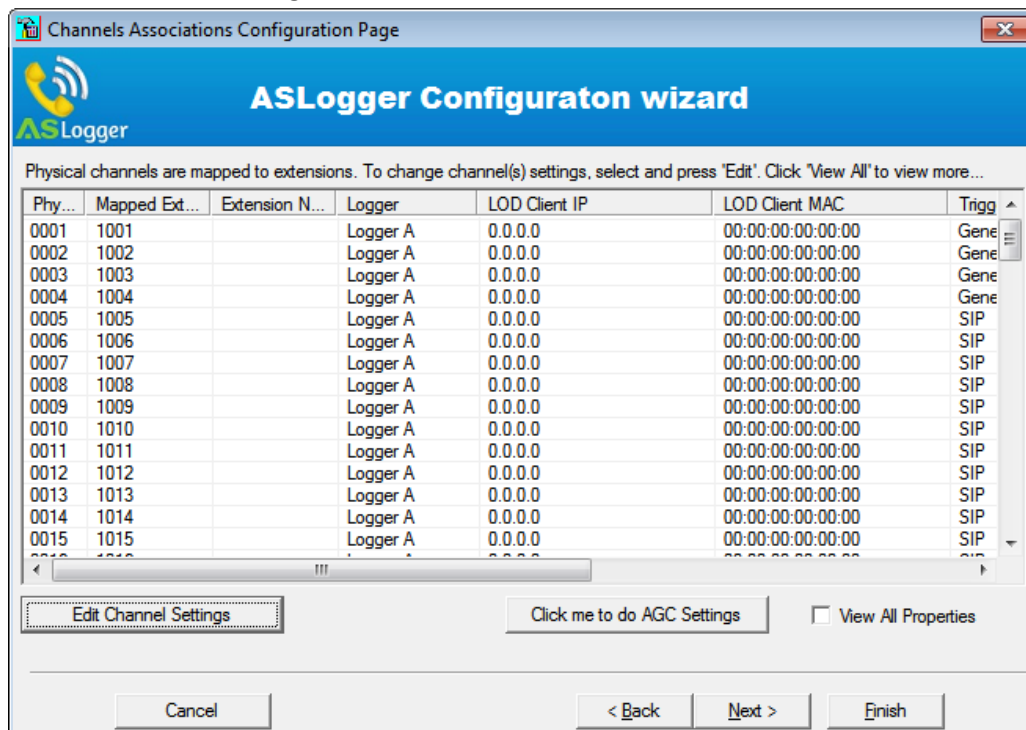
- f) If you want to record VoIP calls then enable VoIP check box and enter the number of channels.

Enable VoIP : ☒ Add Number of Channels for VOIP logging :  SIP Port :  RTP Port :

- g) You can change SIP port but default is 5060. Keep the RTP port as default.
- h) If anyone wants to encrypt calls data then he should enable 128 bit encryption check box with hidden key.
- i) 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.
- j) You can also assign default usernames to each extension. For example Agent101, Agent102, Agent103 ..., and so on.

## 10.5 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.

**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 Dft:26) : 0

**Digital Channel Properties**

**Logging Start On Event**

OFF Hook ☐ Subreason(separator #):

On Audio Start ☐ Subreason(separator #):

Function Key Press ☐ Subreason(separator #):

**Stop Recording On**

On Hook ☐ Subreason(separator #):

On Audio Stop ☐ Subreason(separator #):

Release Key Press ☐ Subreason(separator #):

**VIOP Channel Properties**

IP Address : 0 . 0 . 0 . 0

☐ Auto IP Increment

☐ Use MAC Address

MAC Address : 00:00:00:00:00:00

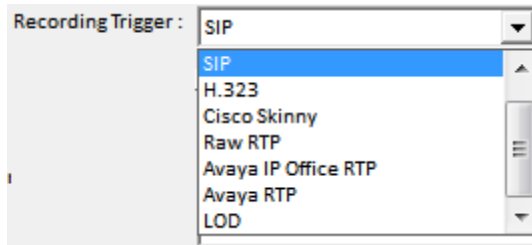
Note: Use '#' sign to separate more than one subreasons to Start/Stop Logging. Example 0x3#0x8 on Aduio Start Event. Subreason must be in Hexadecimal format.

Save Now Cancel

### ❖ Channel common Properties:

- Physical Channel No:** It is channel number that is on Call logging board. It is not changeable.
- Mapped to Extension No:** Extension number that is mapped to physical channel on call logging board.
- Extension Name:** You can assign extension name of your own choice. It is optional parameter.
- Channel Logger:** It is mapping of channel to Logging server added at step **8.3 Logger Settings**.
- 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.



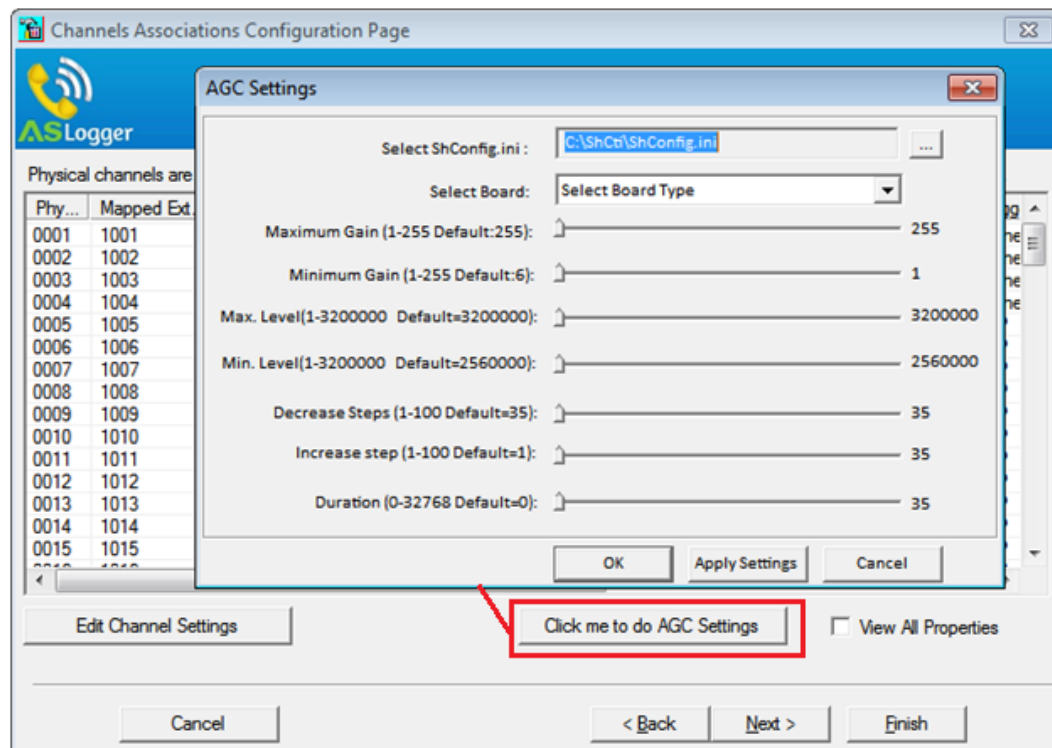
### ❖ Digital Channel Properties:

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.

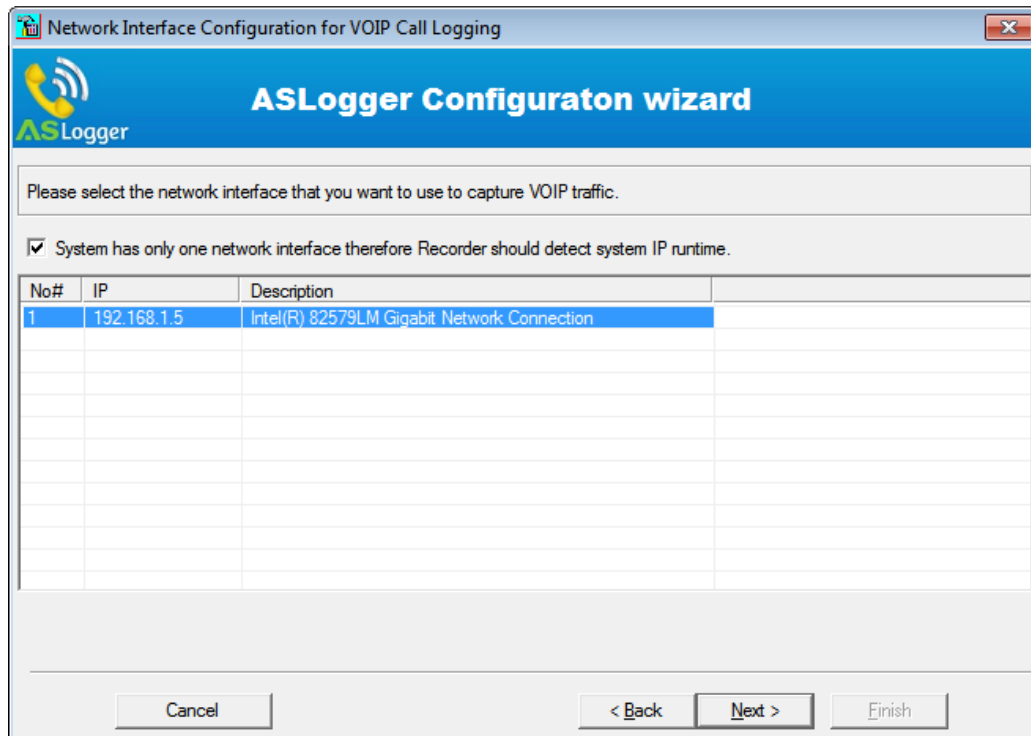
### ❖ AGC setting:

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.



## 10.6 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 (Sniffing):** 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>

## 10.7 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.

**Users Configuration Page**

**ASLogger Configuraton wizard**

Default Users are attached to each channel. Select and Edit Users and assign rights.

Name	Login	Extension	Access Rights	POD	EOD	SOD	Search Restr
Agent 1001	Agent1001	1001	No	No	No	No	None
Agent 1002	Agent1002	1002	No	No	No	No	None
Agent 1003	Agent1003	1003	No	No	No	No	None
Agent 1004	Agent1004	1004	No	No	No	No	None
Agent 1005	Agent1005	1005	No	No	No	No	None
Agent 1006	Agent1006	1006	No	No	No	No	None
Agent 1007	Agent1007	1007	No	No	No	No	None
Agent 1008	Agent1008	1008	No	No	No	No	None

Add / Edit Administrators, Normal Users (Can access Web user interface).

Name	Login	User Type	Extension	Access Rights	POD	EOD
admin	admin	Admin	0	Administrator	No	No

☐ View Advanced Settings

#### ❖ Add/Edit User

**Edit User**

User Settings

User Type: ☐ Administrator ☒ Normal User

CNIC:

User Name:  E-Mail Address:

Login ID:  Telephone Number:

Password:  Date hired:

Confirm:  Date Left:

Access To CTI Server:  Description:

Channel Number:

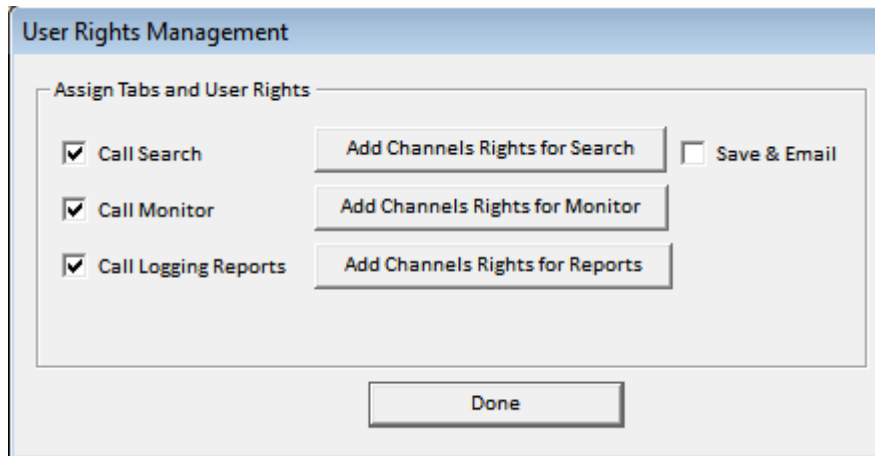
Assign Access Rights:

POD:

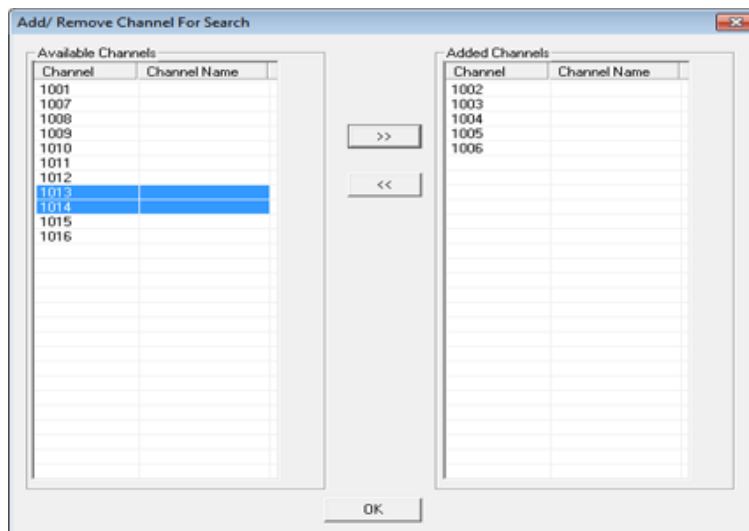
EOD:

SOD:

- ❖ 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.



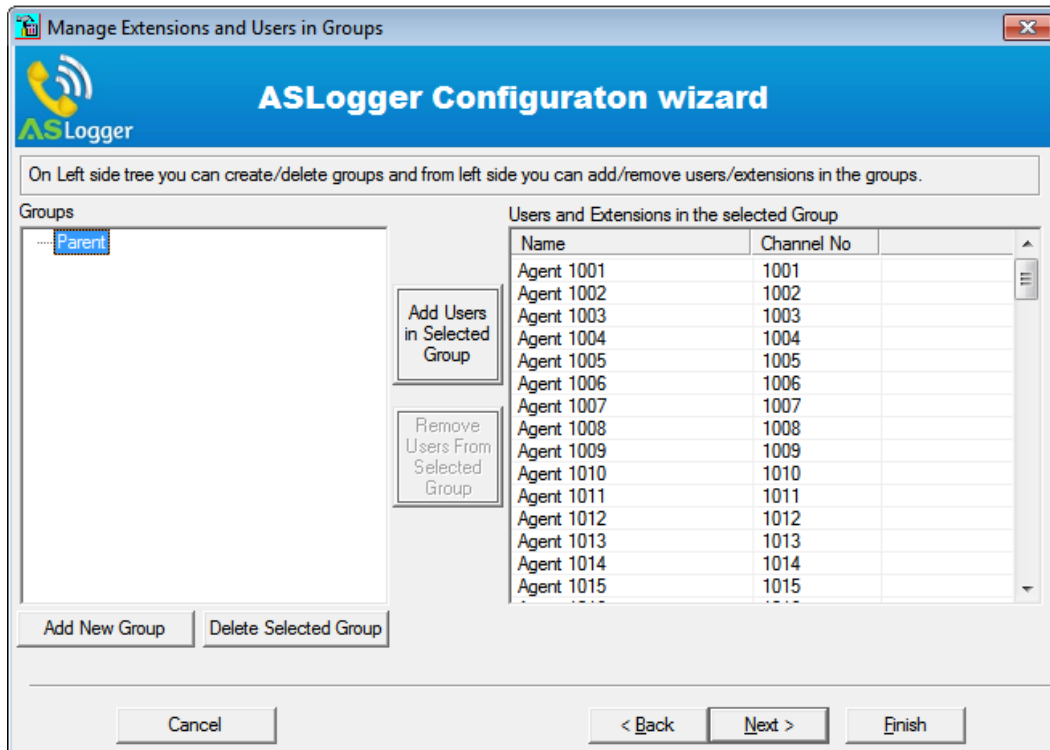
You can add Channels rights for Search/Monitor/Reports for web user interface. By clicking any button on '**User Rights management**' screen a popup will open for add access rights on the channels like below:



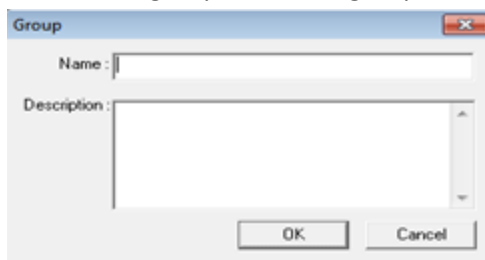
## 10.8 Users/Channels group Management

From this screen you can

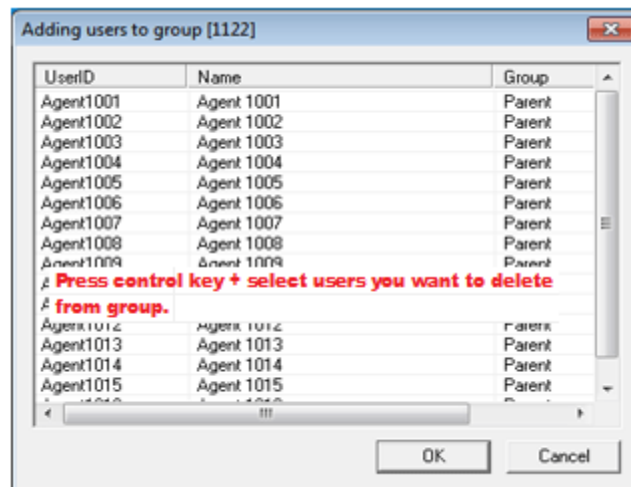
- ❖ Add/delete groups
- ❖ Add/remove users/channels in groups.



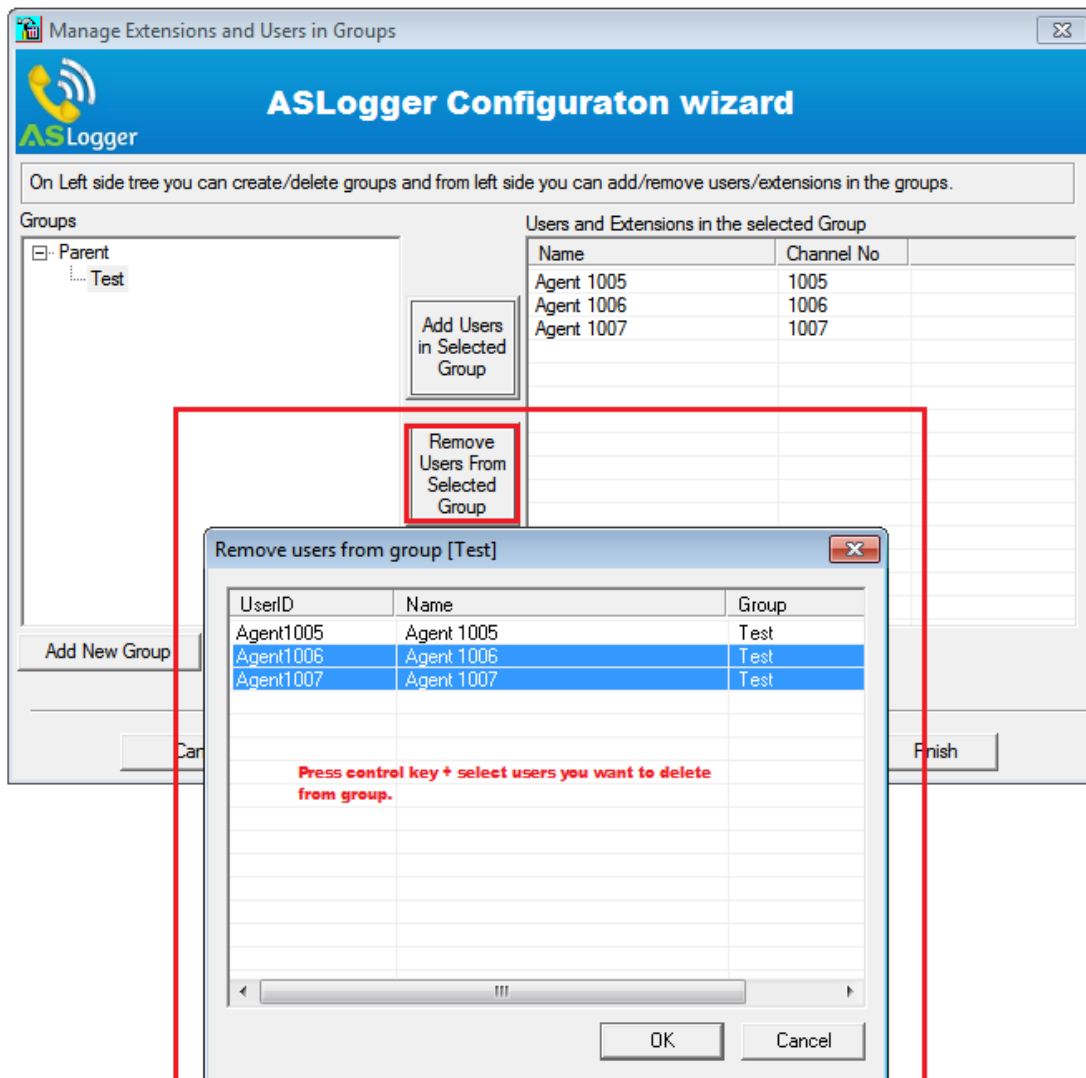
- ❖ To delete existing group please select group and click '**Delete Selected Group**'.
- ❖ To add new group select the group and click on '**Add New Group**'.



- ❖ To add users/Channels in a group, **select group from left** pan and click on '**Add Users in Selected Group**'

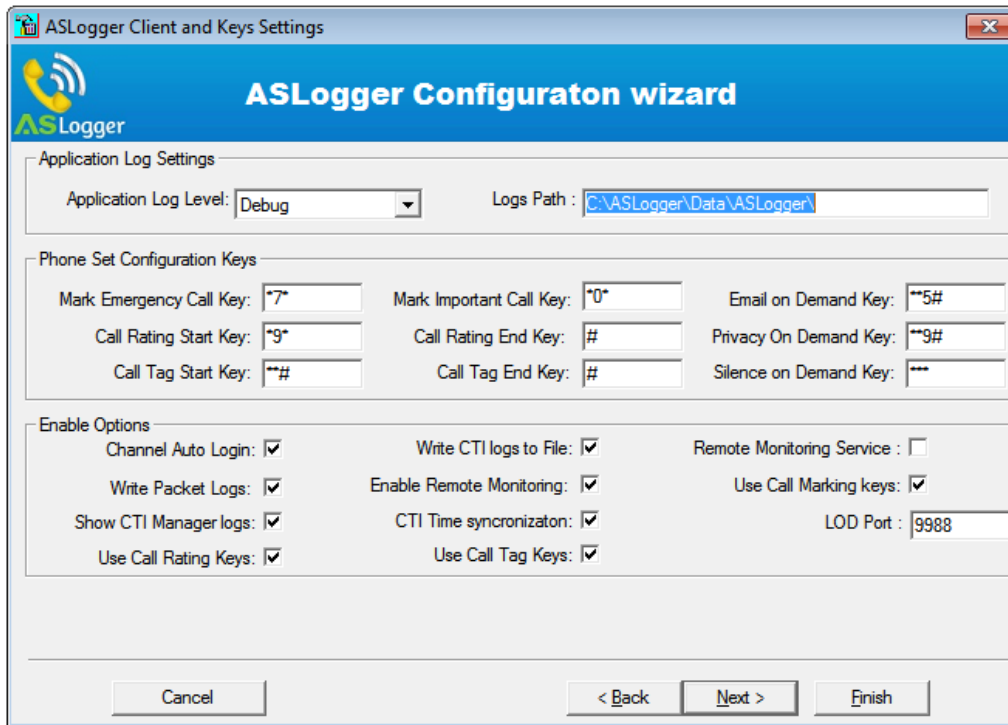


To remove users/Channels from a group, select group from left pan and click on '**Remove Users from Selected Group**'.



## 10.9 ASLogger Behavior control settings

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



**ASLogger Configuraton wizard**

**Application Log Settings**

Application Log Level:  Logs Path:

**Phone Set Configuration Keys**

Mark Emergency Call Key:  Mark Important Call Key:  Email on Demand Key:

Call Rating Start Key:  Call Rating End Key:  Privacy On Demand Key:

Call Tag Start Key:  Call Tag End Key:  Silence on Demand Key:

**Enable Options**

Channel Auto Login: ☒ Write CTI logs to File: ☒ Remote Monitoring Service: ☐

Write Packet Logs: ☒ Enable Remote Monitoring: ☒ Use Call Marking keys: ☒

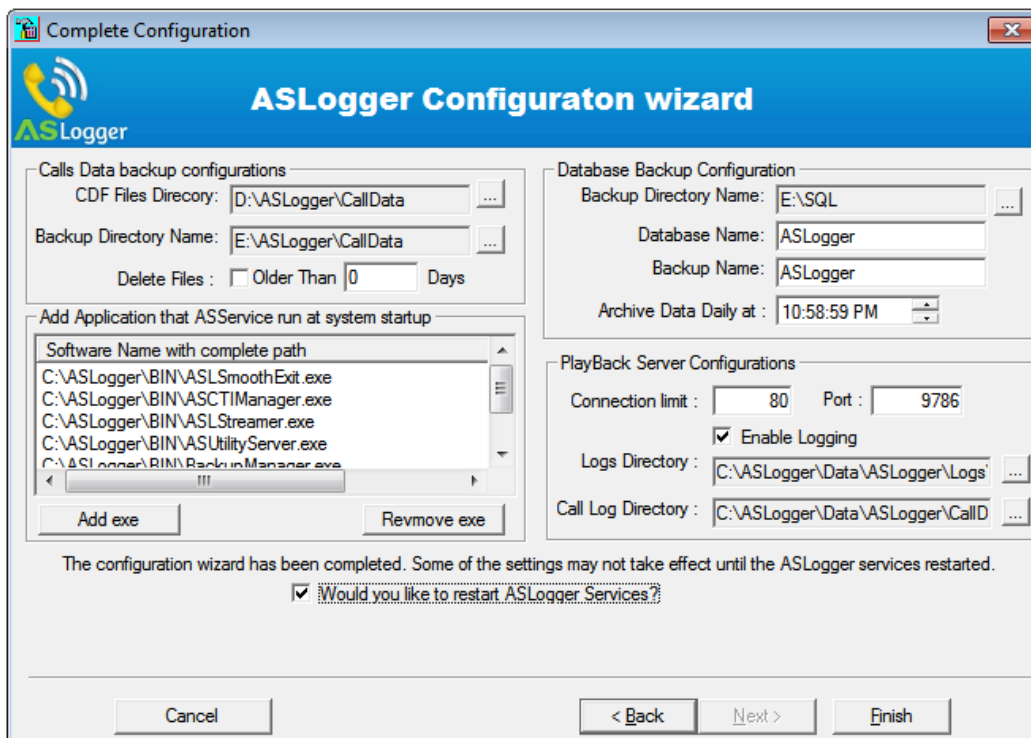
Show CTI Manager logs: ☒ CTI Time synchronization: ☒ LOD Port:

Use Call Rating Keys: ☒ Use Call Tag Keys: ☒

Buttons:

All the information is descriptive.

## 10.10 Applications Configuration screen



**ASLogger Configuraton wizard**

**Calls Data backup configurations**

CDF Files Directory:  ...

Backup Directory Name:  ...

Delete Files: ☐ Older Than  Days

**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

Buttons:

**Database Backup Configuration**

Backup Directory Name:  ...

Database Name:

Backup Name:

Archive Data Daily at:

**PlayBack Server Configurations**

Connection limit:  Port:

☒ Enable Logging

Logs Directory:  ...

Call Log Directory:  ...

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?

Buttons:

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 Directory: 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 Remove exe

## ❖ Execute the "ASService" to run all the logger applications.

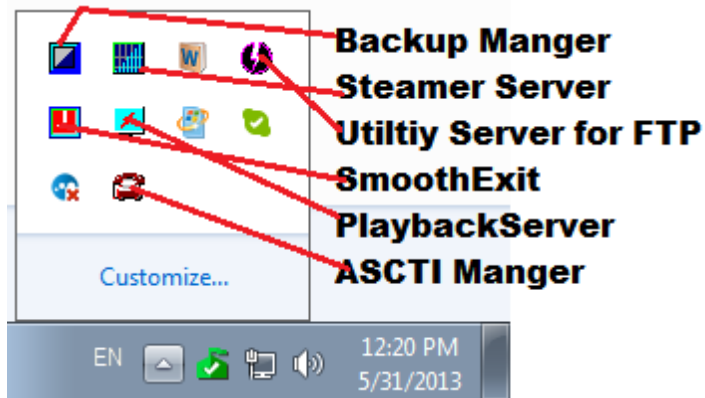
The configuration wizard has been completed. Some of the settings may not take effect until the ASLogger services restarted.

☒ Would you like to restart ASLogger Services?

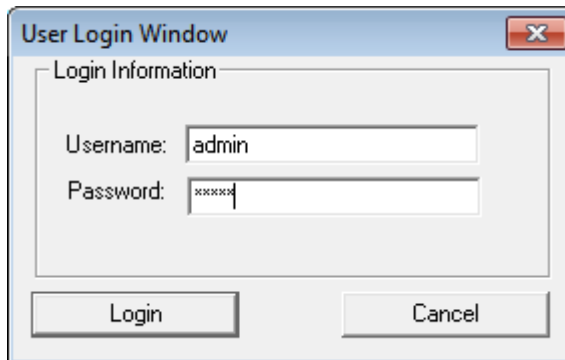
## ❖ Click 'Finish' to complete the configurations.

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

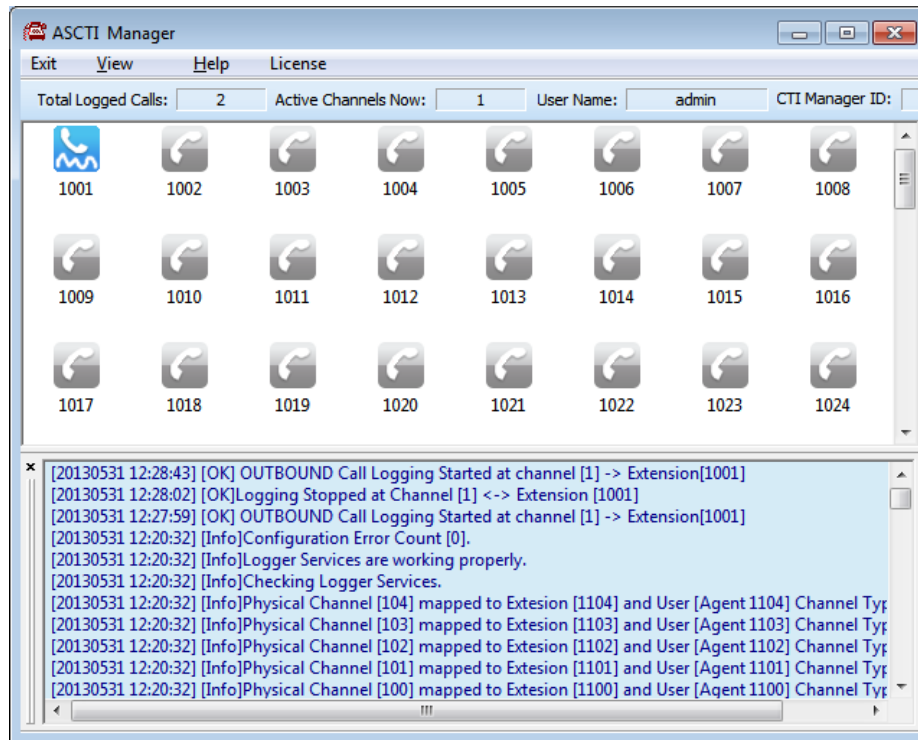




Double click on ASCTIManager icon in system tray and you will see pop-up:



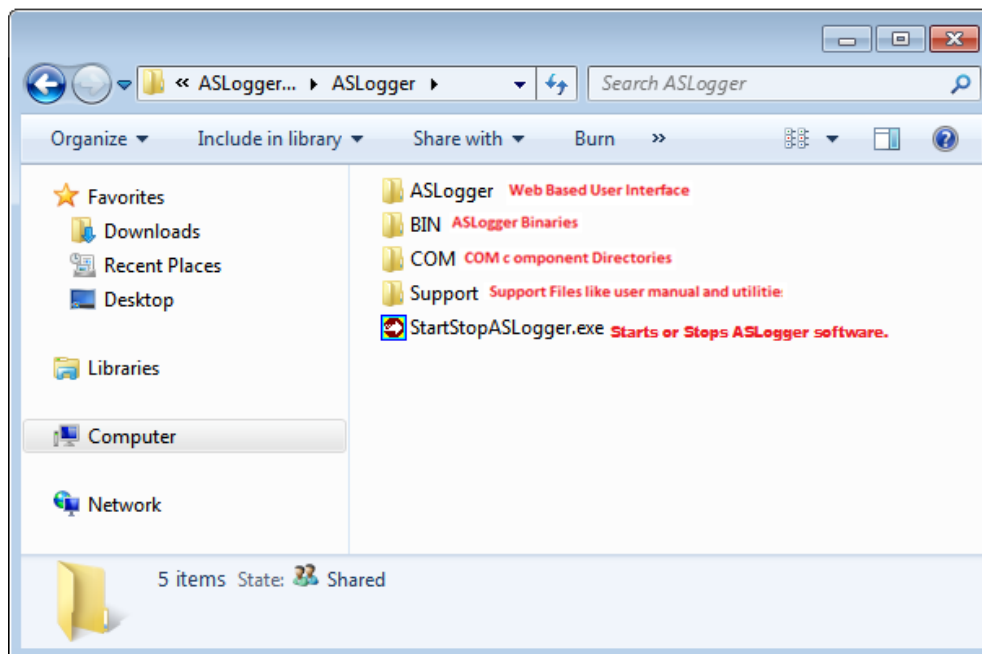
Default username and password are "admin". On successful login you will see screen like below:



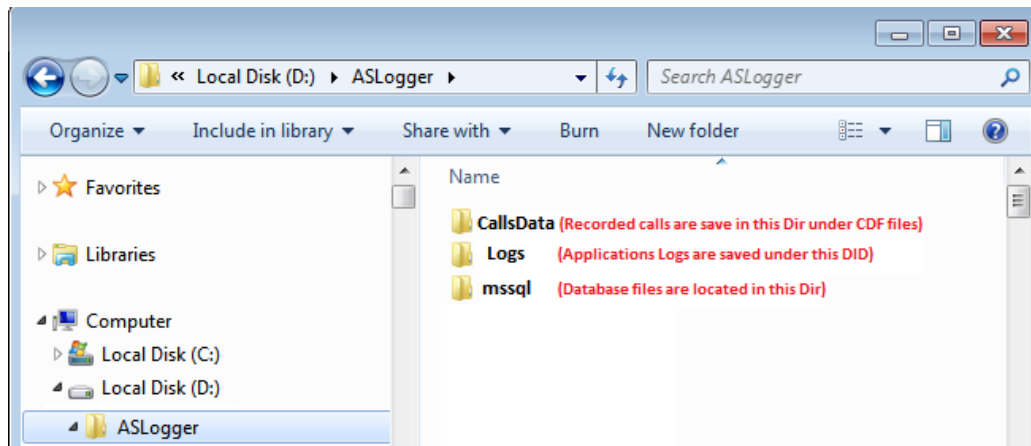
If screen look like the above then your configurations are successful.

## 11 ASLogger Installed Location and Directory structure

### ❖ Binaries Directories

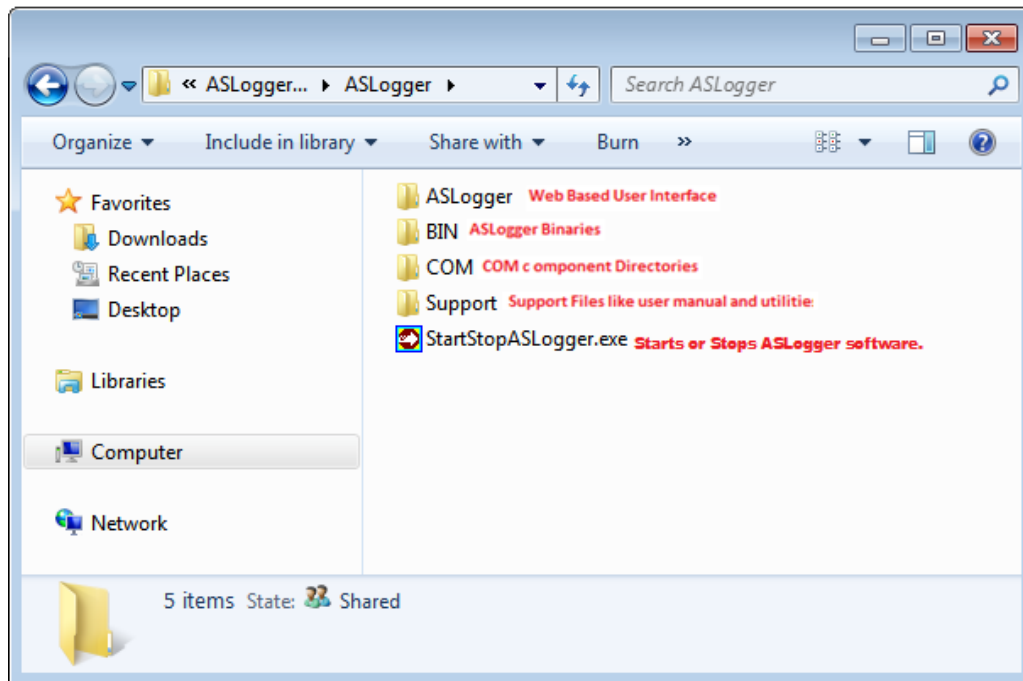


- ❖ Calls Recording, Database and Applications Logs directories



## 12 Starting and Stopping ASLogger Software

To start or stop ASLogger please run the StartStopASLogger.exe



### **13 How to understand ASLogger applications suite to use them?**

To understand ASLogger applications usage please go to the installation drive and open support directory and read user manual.