



VRManager™

Manual

MAX Communication Server
Release 8.0

September 15, 2015

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Installing VRManager

VRManager performs recorded file management — indexing, converting, tracking, playback, reporting, and other critical functions for call center customers who would like to keep recorded files for administrative, legal, or quality assurance purposes.

Requirements

Install VRManager on a *different system* than the one on which the MAXCS ACM server is installed.

VRManager Server Requirements

VRManager Server must meet the following requirements. Installation requires 1GB of available hard drive disk space; however, more space is required for CDR storage.

Operating Systems supported:

- Windows Server 2008 SP2 (32-bit)
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2012 R2 (64-bit)

Server System requirements:

- A standalone system
- 2 GHz Pentium IV or faster
- 40 GB available hard drive disk space
- 1 GB RAM
- A VRManager License must be installed at the MAXCS ACC/ACM system. (You can verify the licenses when you run MaxAdministrator by selecting **License > License Information**.)
- MAXCS ACM Release 8.0
- IDE RAID 0-1 (minimum) hard drive
- NIC
- Microsoft Internet Explorer 6.0 or later.

VRManager Client Requirements

VRManager client systems must meet the following requirements.

Operating Systems supported:

- Windows 7 (32-bit or 64-bit)
- Windows 8.1 (64-bit)
- Windows 10

Client System requirements:

- IBM/PC AT compatible system
- 1 GHz CPU or faster
- 2 GB hard drive disk space
- 1 GB RAM

Pre-Setup

The SQL 2008 Express database is installed with the VRManager Setup program. Java JRE 1.8 will be automatically installed.

Before running Setup, please ensure the following.

- File and print sharing must be active on your operating system. To verify:
 1. In the Control Panel, double-click **Network Connections**.
 2. On the Advanced menu, click **Advanced Settings**.
 3. On the **Adaptors and Bindings** page, ensure that **File and Print Sharing for Microsoft Networks** is selected.
- Make sure that **Silently succeed** is selected in the local security options named below.
 1. In the Windows Control Panel, double-click **Administrative Tools**.
 2. Double-click **Local Security Policy**.
 3. Expand **Local Policies**.
 4. Select **Security Options**.
 5. Ensure that the following option in the right pane is set to **Silently succeed** before installing:

On Windows 2003: **Devices: Unsigned driver installation behavior**.

- Problems can occur if you use a Terminal Services or Remote Desktop connection to attempt to install a new instance of SQL 2008 Express. If problems are encountered, restart the VRManager Setup program from the local computer without using Terminal Services or Remote Desktop.

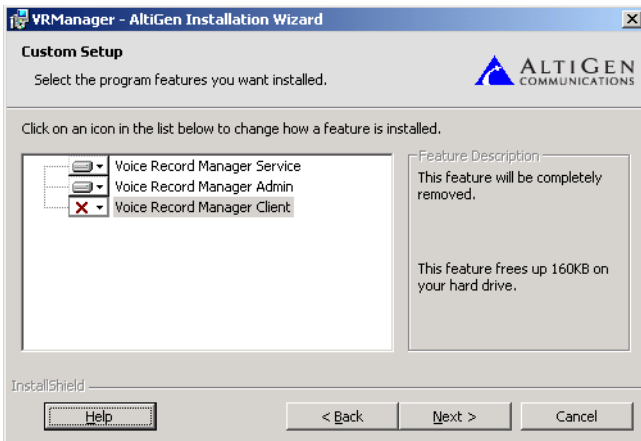
Installing VRManager Service

To install VRManager service, you will use one of two methods: **Fresh install** and **Upgrade from previous version**.

Fresh Install

If you do a fresh install, the installation program installs SQL 2008 Express and Jservice Loader on your system automatically.

1. Run the Setup program and follow the instructions on the screen.



2. In the Custom Setup screen, choose to install Voice Record Manager Service and Voice Record Manager Admin. If you plan to use VRM Client at this system, also select Voice Record Manager Client. Then click **Next**.

After installation, you can run VRManager Admin from **Start > Programs > VRManager > VRM Admin**.

Upgrading from an Earlier Version

To upgrade from an earlier release:

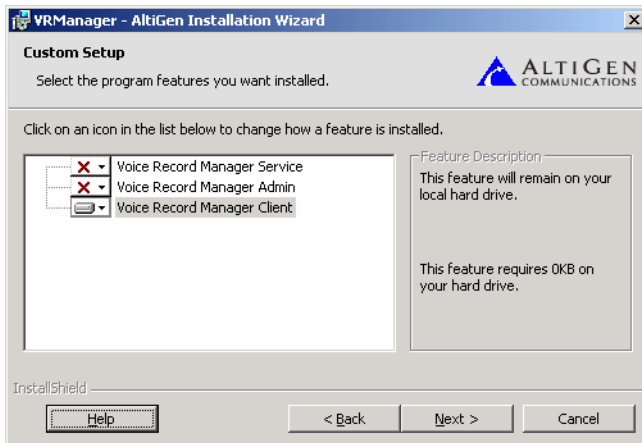
1. Stop the VRM service.
2. Run the **Setup** program.
3. Follow the installation instructions as they appear on the screen.

In the Custom Setup screen, choose to install Voice Record Manager Service and Voice Record Manager Admin. If you plan to use VRManager Client at this system, also select Voice Record Manager Client.

Installing VRManager for a Client

To install VRManager for a client system:

1. Run the Setup program and follow the instructions on the screen.



2. In the Custom Setup screen, choose to install Voice Record Manager Client or Voice Record Manager Admin.

If you install VR Admin on a client system, some **Browse** buttons will not appear.

After installation, you can run VRManager Client from **Start > Programs > VRManager > VRM Admin** or **VRM Client**. Use the “Login as Administrator” option to run VRManager.

Note: If VRManager is run behind a firewall, open TCP port 10040. (VRManager may not work behind NAT.)

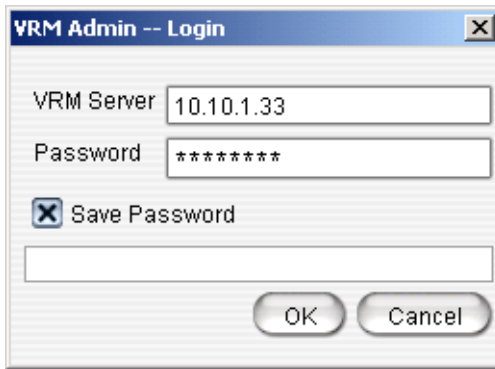
Setting Access Privileges

- The directory of centralized records in the MAXCS ACC/ACM server must be shared fully with the VRManager user. This user not only requires privilege to read/write to the shared folder, but also read/write to the local folder.
- The destination of the backup location must be valid and accessible in the local computer or remote computer. The user must have full privilege to read/write to the shared and local folders.

Using VRManager Admin

To run VRManager Admin:

1. Choose **Start > Programs > VRManager**.
2. Right-click **VRM Admin** and choose **Run as Administrator**.



3. Enter the **VRM Server** IP address or server name and **Password**. (The default password is 22222.)
4. Check the **Save Password** checkbox if you want VRM Admin to remember the password the next time the program runs.
5. Click **OK**.

Note: Each Windows user has his own VRM Admin login setting.

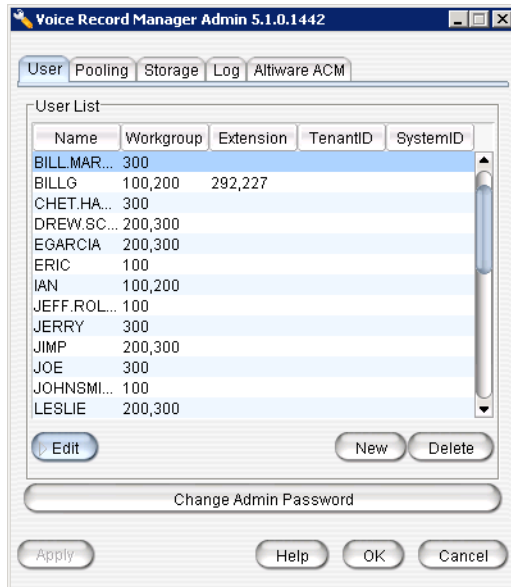
VRM Admin Window

VRM Admin has five configuration pages:

- User
- Pooling
- Storage
- Log
- AltiWare ACC/ACM

User Page

The VRM **User** page shows the User List for VRManager clients and shows the workgroups, extensions, and systems that the user can query. From this page, an administrator can add, edit, and delete users; limit their queries to certain workgroups, extensions, and systems; change user passwords; and change the VRM Admin password.



Adding Users

To add a new VRManager Client user:

1. Click **New**.

The 'New User' dialog box contains the following fields and buttons:

- User Name:
- New Password:
- Confirm Password:
- OK:
- Cancel:

Enter a User Name, Password and Password Confirmation. (The account name is not case-sensitive.)

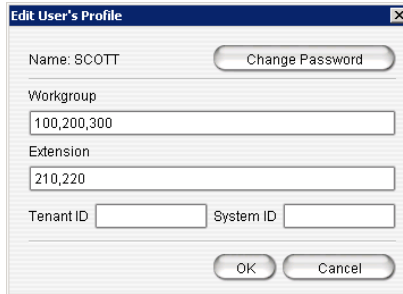
2. Click **OK**. The new user appears in the User List field.

3. To limit this user's queries to certain workgroups, extensions, and systems, select the new user and click **Edit**. Enter the workgroup numbers, the extension numbers, and system IDs. Separate entries with a comma. (To allow the user to query all workgroups or all extensions, leave those text boxes empty.)

Editing User Details

To edit a user:

1. Select the user on the User page and click **Edit**.



2. Make your changes, and click **OK**.

Changing the Admin Password

To change the VRM Admin password:

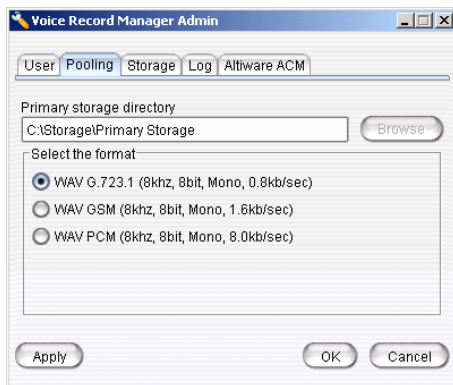
1. Click the **Change Admin Password** button.



2. Enter the information in the Old Password, New Password and Confirm Password fields, and then click **OK**.

Pooling Page

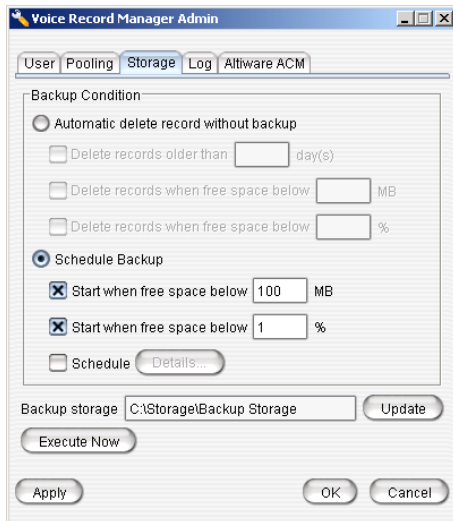
The pooling page lets you set the location of the primary storage directory. Click **Browse** to select the location. VRM Admin pools the newly recorded files from the MAXCS server, and saves them into the primary storage directory in the .wav format you select here (G.723.1, GSM, PCM).



Note: The **Browse** button is not available if VRM Admin is running on a different server than VRM Service.

Storage Page

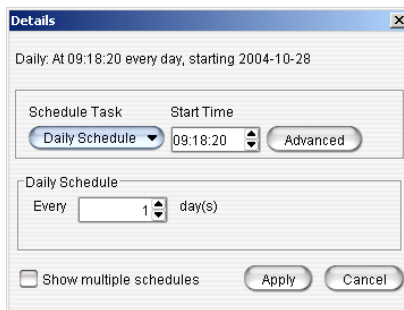
On the **Storage** page you can set backup conditions for the storage of voice records.



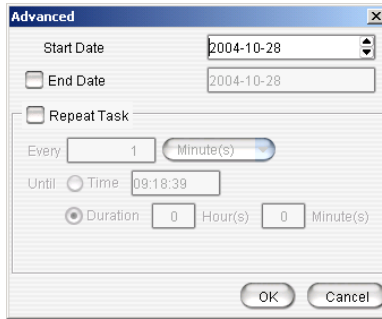
Select one of the following conditions:

- **Automatic delete record without backup** – VRM Admin will delete records without backing them up. To set additional automatic delete parameters, select any of the following options:
 - ▶ Delete records older than x day(s)
 - ▶ Delete records when free space below x MB
 - ▶ Delete records when free space below x %
- **Schedule Backup** – VRM Admin will automatically back up, then delete records. To specify backup parameters, select any of the following options:
 - ▶ Start when free space below x MB
 - ▶ Start when free space below x %

Schedule – For detailed settings, click **Details**. Use the drop-down list to select the **Schedule Task** (Daily/Weekly/Monthly), use the up/down arrows to select the **Start Time** and to define the **Daily Schedule** (every x days), **Weekly Schedule** (any day in every x weeks), or **Monthly Schedule** (any date in every month), then click **Apply**.

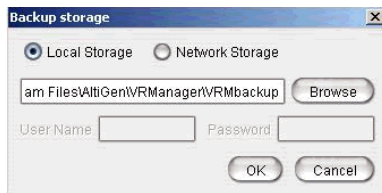


Use the **Advanced** button to set a Start Date and End Date; or check the **Repeat Task** checkbox to set up parameters for a continuous schedule, then click **OK**.



Check the **Show multiple schedules** checkbox to display and set up more than one schedule. You can add new multiple schedules, then modify them.

- **Backup Storage** – Enter the location for the backup storage, or use **Update** to select a new location.



You can enter a local path or network path. The destination of the backup location must be valid and accessible in the local computer or remote computer. The user must have full privilege to read/write to the shared and local folders. Also, VRManager supports backup to DVD/RW; simply enter the path for the DVD/RW location.

Note:The **Browse** button is not available if VRM Admin is running on a different server than VRM Service.

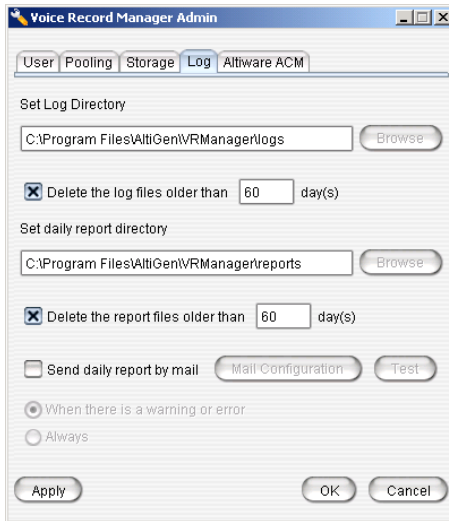
- **Execute Now button** – Click this button will begin backup of records.

When you have finished setting backup parameters, click **Apply** or **OK**.

Log Page

A log file for the VRM server is created each day named “yyymmdd.log” (for example, 20040404.log). A daily report for the VRM server is also created “yyymmdd.rpt” (for example, 20040404.rpt). The Log window allows an administrator to set the directory paths for VRM log and report.

Note: The **Browse** buttons are not available if VRM Admin is running on a different server than VRM Service.

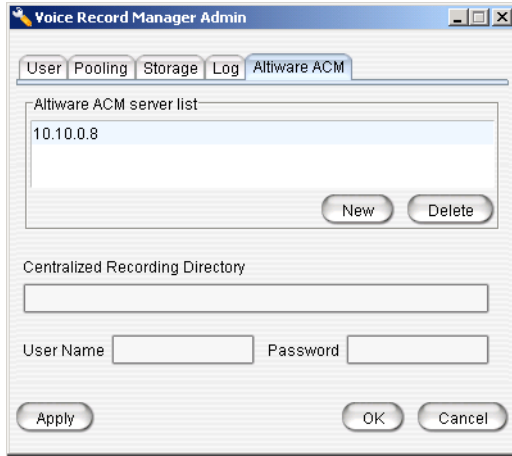


- **Set Log Directory** – Use **Browse** or enter a path to specify where you want log files to be saved; check the **Delete the log files older than x days** checkbox to delete archived log files.
- **Set Daily Report Directory** – Use **Browse** or enter a path to specify where you want daily report files to be saved; check the **Delete the log files older than x days** checkbox to delete archived daily report files.
- **Send daily report by mail** – VRM will send a report **When there is a warning or error** or **Always**. Use the **Mail Configuration** button to configure the recipient's email address. Click **Test** to send a test email.

Click **Apply** or **OK** when finished.

AltiWare ACC or ACM Page

The **AltiWare ACC** or **ACM** page displays the MAXCS ACC or ACM servers and centralized recording directories that VRManager will access. Here, administrators can add or delete MAXCS ACC/ACM servers, and specify the centralized recording directory for the specified MAXCS ACC/ACM server.



Adding Servers

To add a new MAXCS ACC/ACM server, do the following:

Add servers at the AltIServ system

1. Make sure the Centralized Storage directory is located on the local drive on the AltIServ system.
2. Share the storage directory with Full Control to a domain user or local administrator.

Add servers at the VRM Server

1. In the **AltWare ACC** or **ACM** page of VRM Admin, click **New**.



2. Enter the MAXCS ACC or ACM Server IP Address, Centralized Recording Directory (the Share name of the centralized recording folder), User Name and Password. Then click **OK**. If the user account belongs to an NT domain, you must enter "NTDOMAIN;username" in

the User Name edit box. If the account is local Administrator, just enter administrator.

After adding a new server, VRM Service immediately checks the MAXCS server for the VRManager License.

The newly added server is displayed in the MAXCS ACC or ACM Server List field.

Note: VRManager starts converting all voice recording data as soon as the MAXCS ACC/ACM Server information is added to the MAXCS ACC or ACM Server List.

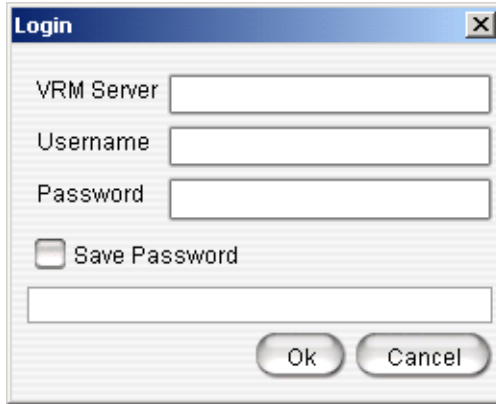
Changing the Centralized Recording Directory

To edit a MAXCS ACC/ACM server's location for the centralized recording directory, highlight the MAXCS ACC/ACM server in the server list, then input the new location in the **Centralized Recording Directory** field.

Using VRManager Client

To run VRManager Client:

1. Choose **Start > Programs > VRManager > VRM Client**.

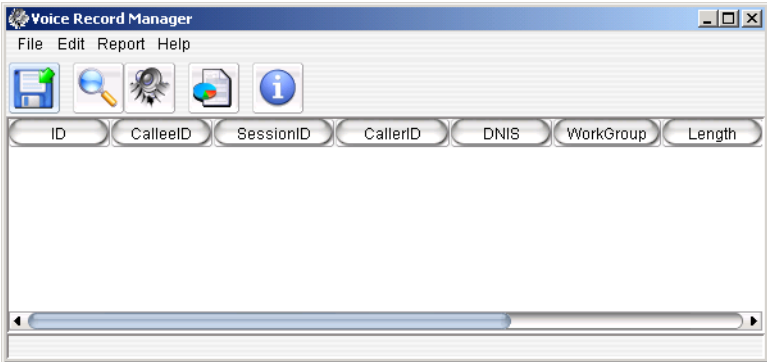


2. Enter the VRM Server IP address or server name, User name and Password.
3. Check the **Save Password** checkbox to have VRM Client remember the password the next time the program is run.
4. Click **OK**.

Note: Each Windows user has a unique VRM Client login setting.

VRM Client Main Window

When you start VRM Client, the first window you see is the VRM Client main window.



At the top is a menu bar, and below is a quick-access toolbar. At the bottom is a scroll bar for viewing the display columns.

Note: Each Windows user has a unique VRM Client display column in the main window.

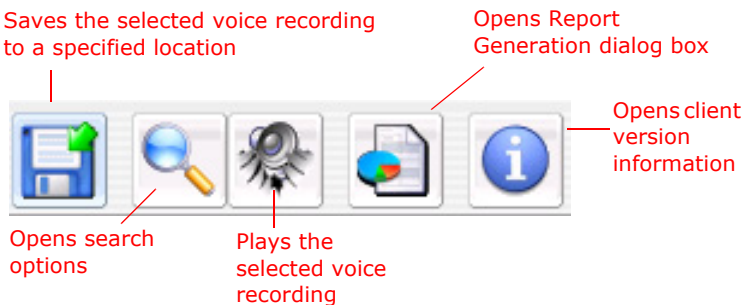
Menu Bar

Using the menus, you can perform the following functions:

- **File** – Save As, Export to File, Change Password, Exit
- **Edit** – Search, Play, Display Column, Option
- **Report** – Generate report
- **Help** – VRM Client version information

Quick Access Toolbar

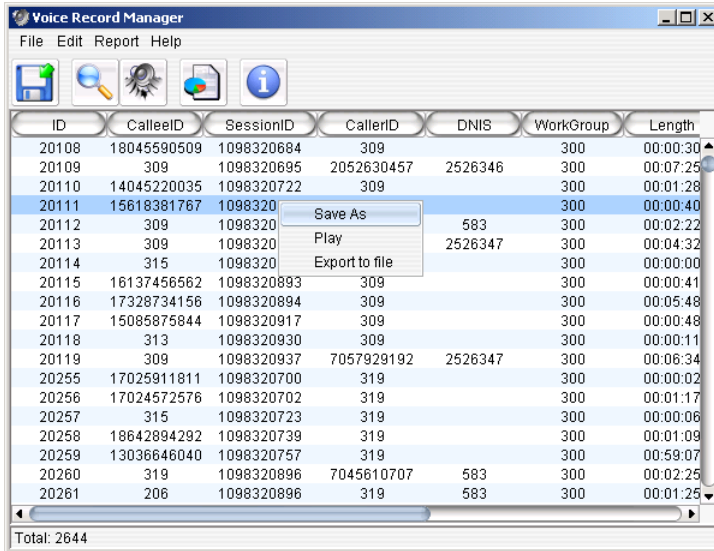
The toolbar contains buttons that are menu shortcuts.



File Menu

Saving Files

To save a file, click a voice record in the main window to highlight it, and click the **Save As** button. Or, right-click a voice record and select **Save As**.



The screenshot shows the 'Voice Record Manager' application window. The title bar reads 'Voice Record Manager'. Below the title bar is a menu bar with 'File', 'Edit', 'Report', and 'Help'. Underneath the menu bar are several icons: a folder with a plus sign, a magnifying glass, a microphone, a document with a play button, and an information icon. The main area is a table with the following columns: ID, CallerID, SessionID, CallerID, DNIS, WorkGroup, and Length. The table contains 20 rows of data. The row with ID 20111 is selected, and a context menu is open over it, showing three options: 'Save As', 'Play', and 'Export to file'. At the bottom of the window, there is a status bar that says 'Total: 2644'.

ID	CallerID	SessionID	CallerID	DNIS	WorkGroup	Length
20108	18045590509	1098320684	309		300	00:00:30
20109	309	1098320695	2052630457	2526346	300	00:07:25
20110	14045220035	1098320722	309		300	00:01:28
20111	15618381767	1098320			300	00:00:40
20112	309	1098320		583	300	00:02:22
20113	309	1098320		2526347	300	00:04:32
20114	315	1098320			300	00:00:00
20115	16137456562	1098320893	309		300	00:00:41
20116	17328734156	1098320894	309		300	00:05:48
20117	15085875844	1098320917	309		300	00:00:48
20118	313	1098320930	309		300	00:00:11
20119	309	1098320937	7057929192	2526347	300	00:06:34
20255	17025911811	1098320700	319		300	00:00:02
20256	17024572576	1098320702	319		300	00:01:17
20257	315	1098320723	319		300	00:00:06
20258	18642894292	1098320739	319		300	00:01:09
20259	13036646040	1098320757	319		300	00:59:07
20260	319	1098320896	7045610707	583	300	00:02:25
20261	206	1098320896	319	583	300	00:01:25

Export to File

To export search results to a tab-separated text file (.txt), choose **File > Export To File** from the main menu, or right-click the search results list and choose **Export To File**.

The screenshot shows the 'Voice Record Manager' application window. The menu bar includes 'File', 'Edit', 'Report', and 'Help'. The toolbar contains icons for file operations and search. The main area is a table with the following columns: ID, CallerID, SessionID, CallerID, DNIS, WorkGroup, and Length. A context menu is open over the record with ID 20111, showing options: 'Save As', 'Play', and 'Export to file'. The status bar at the bottom indicates 'Total: 2644'.

ID	CallerID	SessionID	CallerID	DNIS	WorkGroup	Length
20108	18045590509	1098320684	309		300	00:00:30
20109	309	1098320695	2052630457	2526346	300	00:07:25
20110	14045220035	1098320722	309		300	00:01:28
20111	15618381767	1098320			300	00:00:40
20112	309	1098320		583	300	00:02:22
20113	309	1098320		2526347	300	00:04:32
20114	315	1098320			300	00:00:00
20115	16137456562	1098320893	309		300	00:00:41
20116	17328734156	1098320894	309		300	00:05:48
20117	15085875844	1098320917	309		300	00:00:48
20118	313	1098320930	309		300	00:00:11
20119	309	1098320937	7057929192	2526347	300	00:06:34
20255	17025911811	1098320700	319		300	00:00:02
20256	17024572576	1098320702	319		300	00:01:17
20257	315	1098320723	319		300	00:00:06
20258	18642894292	1098320739	319		300	00:01:09
20259	13036646040	1098320757	319		300	00:59:07
20260	319	1098320896	7045610707	583	300	00:02:25
20261	206	1098320896	319	583	300	00:01:25

Change Password

To change your password:

1. Choose **File > Change Password** from the main menu.
2. Enter the necessary information in the Old Password, New Password and Confirm Password fields, then click **OK**. The new password applies at the next log in.

The 'Change User Password' dialog box contains three text input fields labeled 'Old Password', 'New Password', and 'Confirm Password'. At the bottom of the dialog are two buttons: 'Ok' and 'Cancel'.

Edit Menu

Searching Voice Records

To search voice records, choose **Edit > Search** or click **Search** in the toolbar. You can search based on the following conditions:

The screenshot shows a 'Search' dialog box with the following fields and values:

- From:** >= Aug 11, 2005 00:00
- To:** <= Aug 12, 2005 23:59
- CalleID:** = [] Length: = []
- CallerID:** = [] SessionID: = []
- DNIS:** = [] Comment: = []
- WorkGroup:** = []

The relational symbols for each condition include:

= (equal)

< (greater than)

> (less than)

>= (less than or equal to)

<= (greater than or equal to)

<> (not equal)

like (look for sub-string)

btwn (between)

in—searches the results in sets; for example, CallerID “In” “101 AND 102” means CallerID equals 101 or CallerID equals 102.

Notes

- The date/time format is the same as the system format of the operating system.
- Typing “OR” in upper case in the edit box means “or.”
- Typing “AND” in upper case in the edit box means “and.”
- To leave out a condition, leave the edit box empty.
- Only the Comment column will be editable directly from the main view window.

Searching for All an Extension's Voice Records

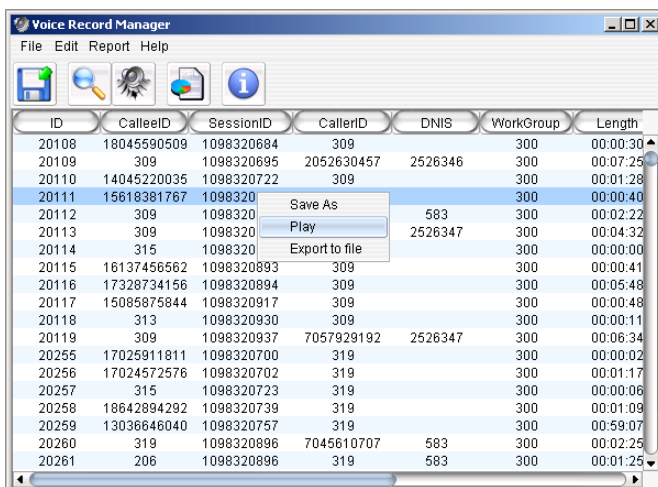
If you query a specified extension's voice records and in that query you also specify a workgroup, the query results show only the extension's voice records related to the workgroup. The results do not show non-workgroup voice records.

If you want the query results to display *all* voice records for that extension, leave the WorkGroup field blank.

Playing Voice Records

To play a voice record,

Click a voice record in the main window to highlight it, and then click the **Play** button.



ID	CalleeID	SessionID	CallerID	DNIS	WorkGroup	Length
20108	18045590509	1098320684	309		300	00:00:30
20109	309	1098320695	2052630457	2526346	300	00:07:25
20110	14045220035	1098320722	309		300	00:01:28
20111	15618381767	1098320			300	00:00:40
20112	309	1098320		583	300	00:02:22
20113	309	1098320		2526347	300	00:04:32
20114	315	1098320			300	00:00:00
20115	16137458562	1098320893	309		300	00:00:41
20116	17328734156	1098320894	309		300	00:05:48
20117	15085875844	1098320917	309		300	00:00:48
20118	313	1098320930	309		300	00:00:11
20119	309	1098320937	7057929192	2526347	300	00:06:34
20255	17025911811	1098320700	319		300	00:00:02
20256	17024572576	1098320702	319		300	00:01:17
20257	315	1098320723	319		300	00:00:06
20258	18642894292	1098320739	319		300	00:01:09
20259	13036646040	1098320757	319		300	00:59:07
20260	319	1098320896	7045610707	583	300	00:02:25
20261	206	1098320896	319	583	300	00:01:25

Note: Deleted voice files do not play.

Displaying Columns

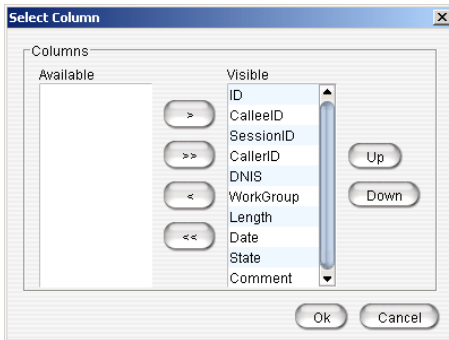
You can select which columns you want displayed in the main view window. These are the column headers you can select from:

- ID
- Callee ID
- Session ID
- Caller ID
- DNIS

- Workgroup
- Length
- Date
- State – There are three states that a record file can be in:
 - ▶ Delete: In this state, a record cannot be played or saved.
 - ▶ Backup: In this state, you must manually put the right backup media in the path if you back up the record and remove it.
 - ▶ Normal: In this state, the file can be played or saved.
- Comment

To select columns for display,

1. Choose **Edit > Select Column**. The fields in the Visible list appear as columns under the VRM toolbar.



2. Use the arrow keys (< or >) to move a field from one list to the other. You can use the << or >> buttons to move the entire group of fields from one list to the other.
3. Click **OK**.

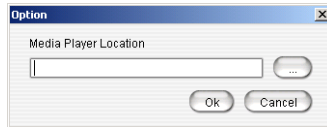
Sorting

In the main view window, you can click on a specific column heading to sort records in ascending or descending order on that field. You can use the scroll bar at the bottom of the window to view all the displayed columns.

Media Player Option

VRM client plays the selected file using a media player defined by the user.

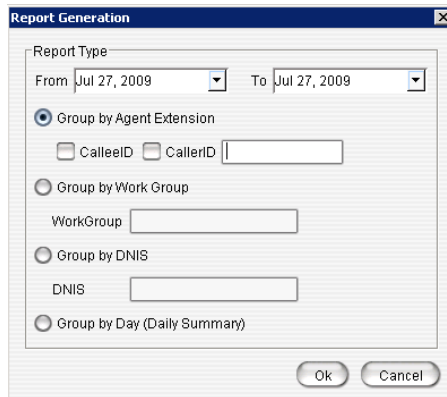
If the media player is not defined, VRManager does not play the file, and instead opens a dialog box so you can assign a media player. You can also select the media player by choosing **Edit > Option**. In the dialog box, select the Media Player Location by typing the path in the field or using the browse button (...), then click **OK**.



Report Menu

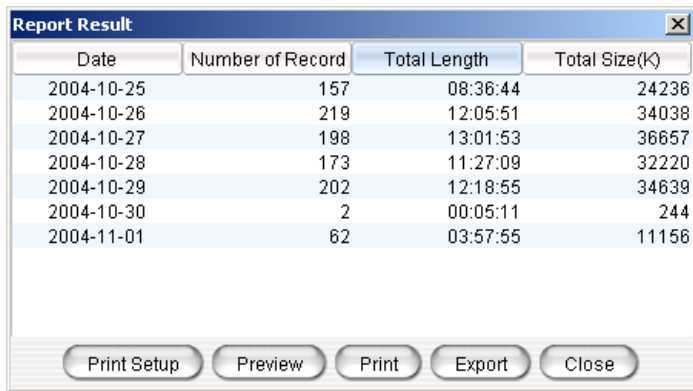
You can generate reports based on agent, workgroup, DNIS or date. To generate a report,

1. Choose **Report** from the main menu or click the **Report** button.



2. Click the Down arrow to select From and To dates from a calendar.
3. Select one of the following format options and click **OK**.
 - ▶ **Group by Agent Extension** – Select Callee ID or Caller ID, or both, and enter the agent's extension in the field.
 - ▶ **Group by Workgroup** – Enter the workgroup number in the Workgroup field.
 - ▶ **Group by DNIS** – Enter the DNIS number in the DNIS field.
 - ▶ **Group by Day (Daily Summary)** – Formats the report based on date period summary for each day.

4. A window show the selected parameters. From there, select **Print Setup**, **Preview**, **Print**, or **Export** (as a tab-separated text file).



The screenshot shows a window titled "Report Result" with a close button (X) in the top right corner. The window contains a table with four columns: "Date", "Number of Record", "Total Length", and "Total Size(K)". The data is as follows:

Date	Number of Record	Total Length	Total Size(K)
2004-10-25	157	08:36:44	24236
2004-10-26	219	12:05:51	34038
2004-10-27	198	13:01:53	36657
2004-10-28	173	11:27:09	32220
2004-10-29	202	12:18:55	34639
2004-10-30	2	00:05:11	244
2004-11-01	62	03:57:55	11156

At the bottom of the window, there are five buttons: "Print Setup", "Preview", "Print", "Export", and "Close".

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