Avaya Contact Recorder

Release 15.2

User Guide

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Avaya Contact Recorder
Release 15.2

User Guide

About This Guide

This *Avaya Contact Recorder User Guide* explains how to use the Avaya Contact Recorder system to find and retrieve recordings and to observe calls in progress using the recorder's integral search, replay and live monitoring features.

Intended audience

This guide is intended to be used by Systems Administrators and contact center staff authorized to access Avaya Contact Recorder.

The reader is expected to have basic familiarity with Windows and a supported browser.

Summary of information included in this guide

The following table provides information about this guide.

Chapter Title	Description
Chapter 1: **Accessing the System**	How to access and log in to the recorder.
Chapter 2: **Finding and Playing Recordings**	How to search for, view, listen and play recordings.
Chapter 3: **Exporting Recordings**	How to export recordings and their details.
Chapter 4: **Call Sets and Locking/Unlocking**	How to organize recordings for easier retrieval later and how to stop them from being purged.
Chapter 5: **Replay Authorization**	How to request and grant authorization to replay (if this, optional, feature is enabled).
Chapter 6: **Live Monitor**	How to observe calls in progress
Chapter 7: **Search and Delete Recordings**	How to search and delete recordings using the browser based application.
Appendix A: **Troubleshooting**	How to resolve problems.

Conventions used in this guide

The following table shows how user input, output, and instructions are highlighted in this guide, as well as special notations that you will see as you use this guide.

To show…	This style is used…	For example…
Information shown on screen	`Fixed width`	You should see the prompt below: `login:`
Characters that you should type exactly as shown	**`Fixed width, bold`**	Enter the following command: **`mount /mnt/cdrom`**
Characters that you should replace with appropriate information	***`Fixed width, bold italic`***	Browse to the new server by entering **`http://`*`servername`*`:8080`**
Menu selections, buttons and tabs	**Sans Serif, Bold**	Click on the **Install** button.
Helpful hints that can improve the efficiency or effectiveness of your work	**Tip:**	**Tip:** If no part-time licenses are available, a full time license may be used instead.
Important details that we want to make sure that you do not overlook	**Note:**	**Note:** Media Encryption may or may not show up on this form.
Advice that can help you avoid undesirable results	**Important:**	**Important:** If the network does not meet the three conditions listed, there will be no media resources.
Situations that can result in: • Harm to software • Loss of data • An interruption in service	**CAUTION:**	**CAUTION:** Perform this procedure only after normal business hours. This procedure restarts all links on the interface, and can cause a temporary loss of service.
Situations that can result in harm to hardware or equipment	**WARNING:**	**WARNING:** Make sure that the disks are the Update you require. Red Hat and other vendors still sometimes supply Update 0 disks.

Document revision history

Revision	Description of change
1.00	Initial Publication
1.01	The following changes have been made in this revision: • Updated the Deleting Recordings section • Added Monitoring Delete Job Status section
1.02	Addition to note on monitoring without an automatic trigger on page 40
1.03	Remove the note added in Rev #1.02 about manual recording of calls.

Chapter 1: Accessing the System

Avaya Contact Recorder creates audio files of calls that have occurred on your telephone system. (It may also, optionally, create screen recordings of phone users' Windows desktops.) Authorized users can search and replay recordings of interest using the browser based application described here. The Search and Replay application is accessed via a browser.

The main sections in this chapter are:

Connecting to the Application

To access the application, you will need to know the name or numerical IP address of the Avaya Contact Recorder server. Your System Administrator will know this.

The features available to you depend on the browser you are using. Export, Replay via the telephone and Live Monitor are implemented as Java Applets and hence require Internet Explorer 11.

Other browsers, that support the web Audio API, may work for search and replay but cannot support export or live monitor. ACR 15.2 has been evaluated and tested with VPAT standards when using Internet Explorer 11. VPAT testing for additional browsers will be included in a future release.

To access the application:

1. Open an appropriate browser.
2. Enter the address of the application in the form **`http://`*`myrecorder`*`:8080`** replacing ***`myrecorder`*** with the actual name or address of your recorder. The default port used by Avaya Contact Recorder is 8080. If your administrator has changed this, you should enter the port number you are given.
3. Press **Enter**

You will see the search and replay application login screen.

Note:

Your browser may be automatically redirected to an https port (8443 by default). This implies that the system has been configured for secure access only. Even if it hasn't, you may wish to use this port instead because all traffic between your browser and this port on the recorder is encrypted using SSL.

Note:

If you are using SSL (port 8443 by default) you may see a warning dialog stating that the name on the security certificate does not match that of the server. This occurs if the system administrator has not installed a valid SSL certificate and is relying on the one that ships with the product. If in doubt, check with your system administrator.

Logging In

Avaya Contact Recorder supports two access schemes. It may be integrated with your Windows Active Directory accounts or it may be using its own application accounts.

Windows Active Directory Accounts

If you have already logged on to a Windows account and the Avaya Contact Recorder server is configured with your domain and user details, then you will be taken directly to the search and replay form.

Local Application Accounts

If your existing authentication is not recognized, you will be directed to the Avaya Contact Recorder login screen.

1. Enter the user name given to you by the System Administrator.
2. Enter your password. If this is the first time you have logged in or if your password has been reset, use the temporary password given to you by your System Administrator.
3. Click **Go.**

If you logged in with a temporary password, you will automatically be redirected to the **Change Password** page where you must change this to a password of your own choice. You may be required to use a strong password - containing upper and lowercase letters, at least one digit and at least one special character (#, @, %, ! or $) - and, by default, at least 8 characters long.

Dual Sign-in

You may be presented with a further login form which requires an authorized user to enter their credentials as well before you are allowed access to the system. In this case, you should ask your system administrator for the names of one or more such users whom you can contact when you need to access the system.

Note:

If you are entitled to authorize other users, you must first log in and change your temporary password to one of your own choosing before you can authorize others.

Setting a Password

If your password needs to be reset, because it is a temporary one or has expired, you will be automatically taken to the **Change Password** page. Here you should

1. Enter your **Old Password**
2. Enter a **New Password**
3. Enter the same in the **Verify New Password** field
4. Click **Go**.

You will now be taken to the search and replay page.

Installing the Java Applet (IE only)

The first time you use the application with Internet Explorer it will attempt to download a Java applet to your PC. This is needed to replay, live monitor and export the audio and screen recordings. Your browser may prompt you to decide whether or not to download the applet. You must install it if you wish to replay or monitor recordings.

Note:

If the applet does not download successfully, consult your System Administrator.

Whenever the software on the system is upgraded, you may also be prompted to download an updated version of the applet.

Utility Links

At the top right of the page, there are some links that perform basic functions:

Refresh

Click this link to refresh the page. It acts identically to the Search button and will perform the search again using the filter settings currently entered.

Help

Click this link to access online help.

Change Password

This link is only visible if you logged into the application using an Avaya Contact Recorder account. Click it to change your password as described in Setting a Password on page 11.

Tip:

If you accessed the application via a Windows Active Directory account this link is not present.

Logout

This link is only visible if you logged into the application using an Avaya Contact Recorder account. Click it to log out of the application.

Tip:

If you accessed the application via a Windows Active Directory account this link is not present.

Logging Out

If you logged into the application using an Avaya Contact Recorder account, your session will be timed out automatically after 15 minutes of inactivity. To log out sooner, click the **Logout** link at the top right of the screen.

If you accessed the application via a Windows domain account, you remain authorized to use the application as long as your Windows authorization is valid.

Chapter 2: Finding and Playing Recordings

Avaya Contact Recorder creates audio files of calls that have occurred on your telephone system. (It may also, optionally, create screen recordings of phone users' Windows desktops.) Authorized users can search and replay recordings of interest using the browser based application described here.

The main sections in this chapter are:

Basic Search

To find the recording(s) of interest,

1. Enter the search criteria that define the recording(s) of interest. This must include a date/time range[1] and can include any combination of other search filters shown in the left-hand pane.
2. Click the **Search** button.

Recordings that match your filter settings will be shown on the right-hand side of the screen.

For each field that you can filter recordings by, you can select an appropriate "operator" and enter the corresponding parameters as shown in the table below. Note that if you clear the operator selection, your parameter(s) will not be applied to the search but will still show on screen - in case you want to apply them again.

Field Type	**Operator**	**Notes**
Date	Between	You *must* enter a range (except when searching for a specific call set). The more precise you can be with the range, the quicker your search will complete.
Duration	=	Durations are rounded to the nearest second. You can enter durations in seconds (e.g. **`90`**) or minutes and seconds (e.g. **`1:30`**)
	<	
	>	
Numeric	=	Very few fields are actually numeric (e.g. Hold count).
	<	
	>	

[1] Unless your search criteria include a Call Set as described later.

Field Type	Operator	Notes
Text	Incl	Finds recordings where the text field includes the string you type anywhere within it. For example, enter **`123`** to find all of the following: `123400` or `9871234` or `1000,12345,90000` This is by far the most useful search option as it is not affected by the order of entries within a field.
	Starts	Finds recordings where the text field **starts** with the string you type. For example, enter **`123`** to find all of the following: `123400` or `123` or `12345,90000` Take care when using this in fields that can contain lists of numbers as it will only find calls where the string you entered is the first one in the list - i.e. the whole field starts with your text, not a particular entry in the list.
	Ends	Finds recordings where the text field **ends** with the string you type. For example, enter **`123`** to find all of the following: `900123` or `123` or `90000,56123` Take care when using this in fields that can contain lists of numbers as it will only find calls where the string you entered is the last one in the list - i.e. the whole field ends with your text, not a particular entry in the list.
	Any of	Finds recordings where the text field **includes any of** the strings you type (separated by commas). For example, enter **`123,456,789`** to find all of the following: `123` or `900123,436578` or `97890111,1756000` or `4561900,8012300` The results are therefore the same as doing separate Incl searches for each of the individual items.
	None of	Finds recordings where the text field **includes none of** the strings you type (separated by commas). For example, enter **`123,456,789`** to remove all of the following from your results: `123` and `900123,436578` and `97890111,1756000` and `4561900,8012300` etc.

Note:

Any cell in the results table showing "N/A" normally means that the field is actually empty ("Not Applicable") - so you cannot search for such records by searching for the string "N/A".

Call Segments versus Sessions

A single telephone call may result in multiple recordings - or recorded "call segments" - each of which is stored as a single file. This may be due to gaps in the call. For example, when a call is placed on hold, the recording stops until the call is retrieved - at which point a new segment and hence a new recording file starts.

To allow the recorder to apply security rules according to who is connected to a call, the recorder also starts a new call segment and hence recording file, each time the parties on the call change. For example, when one party drops off a conference call leaving the other two parties to continue talking.

Sometimes it is most appropriate to search for and replay recordings at this individual "recording" or "call segment" level - in which case the results of your search will be one row per call segment that matches your criteria. The arrangement of search criteria and corresponding result columns is known as a "call segment-based" (or just "segment-based") Search and Replay Layout. Such layouts are particularly useful when you need to work at an individual file level. For example, you may wish to "lock" all recordings to do with a particular contact so they are not deleted - but it is only through a call segment layout that you can see the detailed progress of the lock request which may show that the screen recording you wanted was not archived and hence is no longer available, unlike the audio file.

If your interest in recordings is more from the perspective of how a member of staff and/or customer experienced the call, you may be better served by a "session-based" Search and Replay Layout. In this case your search results are presented with a row per "Session" rather than a row per call segment. A "session" represents one particular party's experience of the phone call. That may be the customer, the agent that initially took the call or the agent to whom the call was transferred. Each will experience the call differently and your search criteria can include details of that individual's experience - for example, how many times they were placed on hold.

Tip:

You can tell whether the search and replay layout you are looking at is "call segment-" or "session-" based by looking at the top left of the results table. There you will see either **Matching Call Segments** or **Matching Sessions** respectively.

Security Restrictions

Each recording made by the system is marked in the database with one or more “owners”. This is typically the extension number or agent number that was recorded (but can be overridden by the System Administrator). Unless your user account has rights over at least one owner of a recording, you will not be able to play it.

The right to live monitor a station or agent is also controlled by your replay rights.

To view the details of a session, you must, similarly, have replay rights over at least one recording within the session. Although you will be able to see the details of each recording that makes up the session, you may not be permitted to replay all of these.

Note:

Each user account is given access rights to specific sets of owners. You should ensure that your account is given the appropriate access rights. Otherwise you will fail to find the recordings you are looking for.

Filter Fields

The filter pane on the left-hand side lets you specify one or more criteria that define the recordings or sessions of interest. Normally these filters are empty when you first access the application but if the System Administrator has enabled the feature, they will retain your previous entry (if any) from one login to the next.

Most filters are enabled by selecting an “operator” from a drop-down list at the left and then entering text in the neighboring box. For example, selecting **Incl** (includes) and typing **1000** will select calls where that field includes the text “1000”.

Important details and tips regarding the most important fields are given below:

Tip:

The filter and column names vary depending on the type of telephone switch being recorded and how your system administrator has configured them for you. Your screen may be configured to search for and display individual recordings or it may be configured for complete "sessions".

Call (or Contact) Start Range

This is the only filter that must be applied. All searches must be bounded by a date/time range (unless your criteria include a Call Set instead).

- This refers to the timestamp of the start of the recording or session.
- By default, this is set to the whole of the current day.
- The more precise you can be with this date range, the faster your searches will be.
- Type the date or click on the calendar icon to pick a date from a calendar.

Parties

This field lists the parties connected to the call during this recording or session. These can be any of the phone numbers that were used in the call. These include internal and external numbers (e.g. ANI or dialed digits), agent identifiers, hunt group numbers, skill sets, VDN, CDNs etc. This is the most useful filter setting after **Call Start Range**.

The order in which parties are listed generally reflects the order in which they joined the call (where this can be determined). As a result, **Incl** (includes) is by far the most useful option.

Length

This field lets you select recordings by their duration.

- Greater than (>) and less than (<) filters are most useful
- Enter the duration as seconds or minutes and seconds (e.g. 80 and 1:20 are the same).

Call ID

This identifies the call and can be used to search for all recordings of a given call.

If a call is placed on hold, transferred or conferenced, additional calls may occur. These should all share the same Contact ID even though their Call ID may differ.

Contact ID

This is assigned by the Avaya Contact Recorder as it attempts to group together all related calls - including consult calls that were triggered from one initial call. Use this field to find all the recorded segments that were associated with that original call.

Session Type

Use this field to narrow your search results to just internal or external parties, just the calling (first) or called (second) parties or "other" (third and subsequent) parties associated with a particular contact.

Tip:

If you are unable to find any external parties' sessions, you may not have replay rights over the (typically) seven or more digit number ranges these parties use.

Participant

Use this field to search for sessions tracking the involvement of one or more particular stations, agents or external phone numbers in a contact.

Tip:

When an agent is logged on, the participant in a session is the Agent ID not the underlying station number.

User Defined Fields

A variety of additional fields are stored for certain types of calls. For example, the "type" of call may be set to "emergency"; dialer calls may include "jobname" etc. By default, any such additional tagging shows in this field - in the form *fieldname:value* where *fieldname* is the name of the additional information and *value* is the value of that field for the call in question. You can, for example, search for calls that have the "type" field set using the **Incl** (includes) option and entering **type**: in the adjoining text box. Use the % (percentage) character to match any character(s). For example, entering **Incl** and **type:em%** would find calls where type is "emergency" or "empty".

Call Set

You can search for calls that have previously been placed into a specific Call Set. See Chapter 4: Call Sets and Locking/Unlocking on page 28 for more details.

The trash-can icon next to the drop-down list lets you delete a call set that you no longer require.

Alternate Filter Layouts

The layout of the filter fields on your search and replay page may differ from that described above. The layout can be customized by the System Administrator.

If you see a drop-down list at the top left (between **Search Filters** and **Call Start Range**) it means that your System Administrator has configured and allowed you access to one or more alternate layouts for the Search Filters pane. Each layout is named and is selected by choosing it from this drop-down list.

These may contain more, less or different filter fields and results columns. These layouts can be used to search on additional data fields beyond the standard set described here. Each layout is either "call segment-" or "session-" based. The former gives one row in the results for every recorded call segment while the latter gives a row in the results for each "session" that matches your search criteria. The screen will say **Matching Call Segments** or **Matching Sessions** above the results table as appropriate.

Result Sets

When you perform a search, the right-hand pane shows the call segments or sessions that match the filter(s) you have specified.

Viewing Results

The system restricts result sets to a maximum number of rows (typically 100). Any search you perform will return a maximum of this many results. This is necessary to avoid accidentally overloading the recorder or the network – as could happen with a very broad query that otherwise could return millions of results.

If the number of results is more than ten, they will be split into pages of ten at a time. Click on the page selection links at the top of the results table to view a specific page or previous or next pages.

To see all the results on a single page (particularly useful if you need to print out the results) click on the **Show All** link. Click on the **Page at a time** link to return to viewing 10 results at a time.

Sorting Results

By default, results are sorted by date, with the oldest recording at the top. To change the sort order, click on an arrow at the top of the appropriate column. The sort order that is currently applied is that shown by the highlighted arrow.

Finding Related Recordings

As the recorder makes a separate recording of each “segment” of a call it is often a requirement to find all recordings that are related to a given call. This would include before and after transfers or hold and retrieve operations.

To make this easier, the **Call ID** field is actually a hot-link. Click on this link to search for all recordings within 24 hours of this one that share the same Call ID – and hence are part of the same call.

Even more powerfully, the **Contact ID** field, if present, is also a hot-link. Clicking on this link finds all recordings that are linked to this call - including consultation calls that may not share the same Call ID.

Playing Recordings

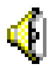
The results of your search are shown on the right-hand side of the screen. Each row contains a small graphic depicting the recording and several columns of details. This section explains how to interpret these and how to retrieve and play the recordings.

Graphic

For each row in the result set, there is a small graphic that summarizes the recordings held for the contact.

For individual segments, this takes the form of one or more icons that show details of the specific recording file as follows:

This is a screen recording.



This is an audio recording.

This call is “locked” into storage.
(See Locking and Unlocking Recordings on page 31)

When searching for and viewing sessions, however, the graphic is immediately above the details of that session. An example graphic - known as a "ribbon view" is shown (much enlarged) below:

In this picture:

- The horizontal axis represents time. You can stretch or shrink this scale using the **Pixels/min**. drop-down at the top of the results table.
- The vertical bars mark off one minute intervals (with heavier bars every ten minutes).
- Each horizontal line represents one party on the contact - in the order they joined it. So the top party is the "calling" or "first" party; the next is the called or "second" party and so on.
- A red segment indicates that the party was waiting for a call to be answered.
- A green segment indicates that the party was recorded talking.
- The brighter green line highlights the party that this session refers to. In this example, the second (called) party.
- An orange segment indicates that the party was on hold or was dialing.

  Note:

  On Demand and Meeting recordings are stored as a single continuous recording so do not note hold periods in this way and have all parties shown for the whole of the recording even if they joined or left part-way through it.

- A yellow line indicates that a screen recording was made of this party.

So, by looking at the graphic for a given contact, you can immediately visualize how long and how complex or simple the call was; how many parties were involved and whether or not there are screen recordings for each of the parties involved.

Fetching the Recording(s)

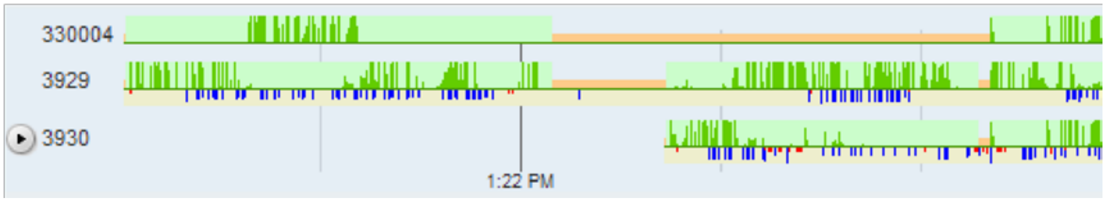
To replay recordings, you must first retrieve the audio and/or screen content from the recorder(s) or archive location in which these files are held. Simply click on the row showing the recording you want to play. It will change color and the top of the page will start to show a magnified view of the selected recording.

If the recordings are still present on a hard disk in the system, you will see the audio waveform start to appear across the top of the page within a second or two.

If any of the recordings are only available from removable archive disks, you will be prompted to insert the appropriate disk(s). Note the volume label shown on the screen for the appropriate disk and either insert that disk or ask your System Administrator to do so for you. Once the disk has been loaded, click on the row again to retrieve the file.

Seeing the Recording

As the audio and/or screen content is streamed to your PC, it is shown within an expanded version of the ribbon view at the top of the page - as shown below:



Each track is labeled at the left with the address of the party it represents. Within that track, you will see additional detail of the audio and/or screen recordings shown as follows:

- Within the green audio bars, the darker green graph indicates the volume of the audio over time.
- Where recordings were made in stereo, the recorder shows the audio for each party or parties on the appropriate track or tracks. If you see the same pattern of audio on two or more tracks, it means that the audio for these parties was recorded in a single channel and cannot be separated.
- Screen recordings are shown with a yellow background on which the level of screen activity is graphed over time in black and mouse movements are shown as red marks.

Timestamps along the bottom edge of the replay control show the time of day - with a vertical bar every minute. The horizontal scale is fixed so you may need to scroll horizontally to see the whole contact. This fixed scale ensures that the audio and screen activity levels are consistent. You will soon recognize hesitant or rushed audio and normal versus unusual activity patterns.

Tip:

If a segment shows up as a grey rectangle, this means that the recording is not available - either because it is no longer present or it could be that you are not authorized to replay this recording. There will normally be a question mark icon next to the play button. Click this for more details of the problem.

Note:

If your system has been upgraded from an earlier version of Avaya Contact Recorder, the recordings may show additional tracks - for parties that are suppressed on later versions. Similarly, screen recordings may show at the bottom of the display as they may not be associated with a specific party.

Click to Play

The simplest way to start playing the recording is by clicking on the picture. Click a little to the left of the start of the tracks if you want to play the contact from the beginning. Click anywhere within the picture to play from that point onwards.

If there are multiple screen recordings within a contact, these appear side-by-side. You may need to scroll horizontally or resize your browser window to see these.

Replay Controls

A few control buttons are shown at the left hand side of the replay control. Use these to play, pause or stop the replay.

Because screen recordings obscure the search filters and results table, you must click the Stop button to hide these when you have finished playing the contact. Pausing simply freezes their contents.

Replay via Telephone (IE 11 only)

If your system supports replay via the telephone and you are using Internet Explorer 11, you will see at the left hand side of the replay area. Click this and type the phone number you want the recorder to dial and press the Enter key to have it call you. It will ring this number and play recordings to you over the telephone rather than through your computer's soundcard. You will hear all subsequent replays through the phone. When you are done, simply hang up or click the phone icon again.

'Scale to Fit' Screen Playback

Scale to Fit is a new feature to enable display of screen recording on different sized monitors. Where the monitor is too small for screens to be scaled down in any reasonable aspect.

It is enabled via a property setting in acr.properties.

> “applet.show.scale2fit" with setting of true/false.

This setting enables the display of the checkbox with a tooltip “Scale to Fit”.

The checkbox is located at the top left-hand side of the screen next to the trackviews.

When the property does not exist or is not set, the checkbox is not displayed and the screen display defaults to unscaled.

When the Checkbox is:

- Selected: Screens scaled to fit like normal interaction before the feature was added.
- Unselected: Screens unscaled with the vertical scrollbar enabled.

Chapter 3: Exporting Recordings (IE only)

The recordings held within the Avaya Contact Recorder system and streamed to your browser are deliberately kept in a format that is not immediately playable by anyone with Windows Media Player (or similar).

You may be given the ability to export recordings to industry standard WAV files that are readily playable on most PCs.

This feature is implemented as a Java Applet and so requires that you use Internet Explorer.

The main sections in this chapter are:

Permission to Export

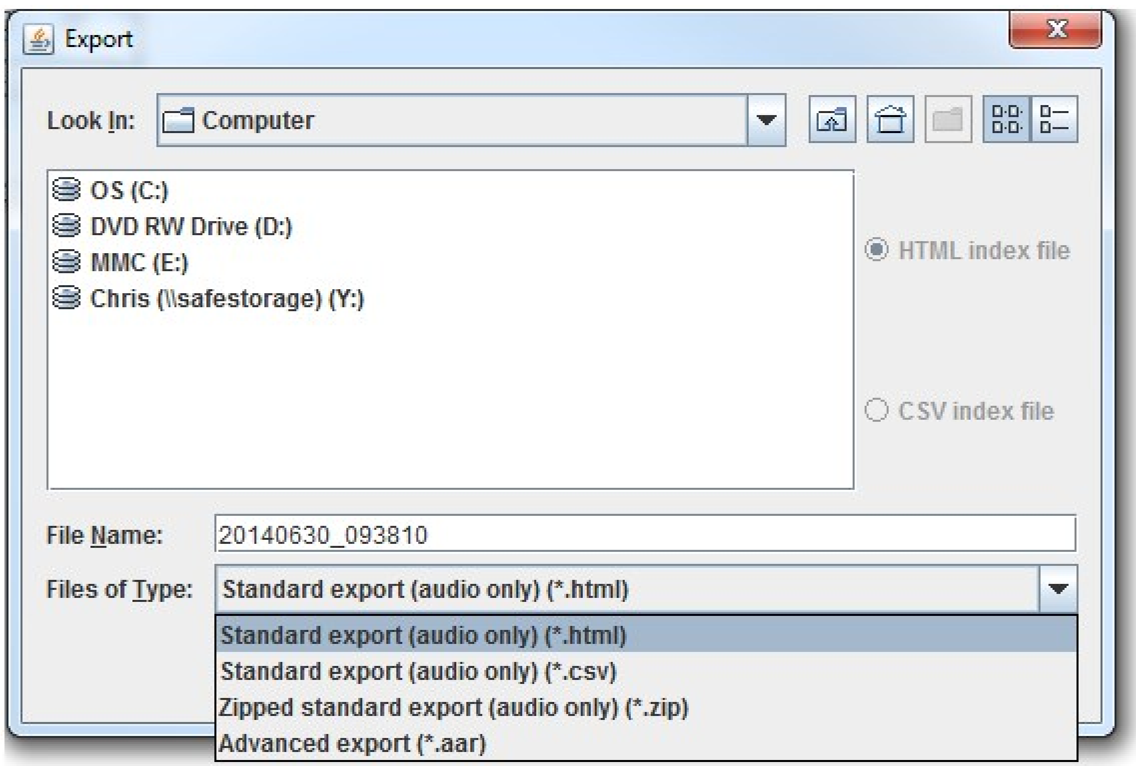
If you are able to use the feature, you will see a floppy disk icon above the right-hand column of checkboxes on the replay page.

If you are not yet authorized to play a recording, you will not be allowed to export it either. You should request authorization first and then, when this has been granted, play and export the recording.

Exporting Recordings

To export recordings,

1. Select the recordings you want to export by clicking on the check-box at the right-hand end of the required rows. You can change pages or sort your results while doing this. The checkboxes remain checked even if no longer visible. You can click the checkbox in the header row to select all recordings. If you want most of the results, you can select all of them and then unselect those you do not need.
2. Click the floppy disk icon that shows above this column of checkboxes. (If it is not present, this means that you have not been granted rights to export recordings - in which case you should consult your system administrator.)



3. Using the **Export** dialog (shown above), select the folder you want to save the recordings into. Set a filename if the default, date-based one is not appropriate.
4. Select the appropriate file type using the bottom drop-down box.

Standard Export applies to audio files only (not screen) and simply provides an audio (".wav") file for each row you checked. This is in a format (G.711 mu-law) that can be played using most media players. There are three alternative ways in which the files can be saved:

- As a wav file per recording plus an html file that you can use to play the files from your browser.
- As a wav file per recording plus a comma separated variables (".csv") file that contains details of the recordings and is suitable for importing into a spreadsheet or database.
- As above but in a single zipped file rather than as separate files. This is more convenient if you are forwarding the results on to someone else. You can choose whether the details file is in html or csv format.

Advanced Export lets you replay both audio and screen in much the same way as you do so from the replay application. The results are output as a single Avaya Advanced Replay (".aar") file which contains the recordings and the details about them. This can be opened using the offline player application.

5. Click **Export**

A dialog box shows the progress of the export. If there were problems retrieving any of the recordings, the bar will turn red and a question-mark icon will appear. Click this icon for further details of the problem.

The dialog also shows a link to **Launch offline player**. This is a standalone application that can be used to play advanced export (".aar") files. When clicked for the first time, this will install the offline player; provide a desktop icon to launch it from and will associate ".aar" files with it.

To give others access to the offline player - so that they can replay the recordings exported in Advanced mode - you can provide them with the browser link:

`http://<myrecorder>:8080/jnlp/player.jnlp`
(where ***<myrecorder>*** is the address of your Avaya Contact Recorder).

Chapter 4: Call Sets and Locking/Unlocking

If you perform complex searches, need to lock or unlock recordings or are slowly building up one or more sets of recordings that are of interest to you, then you may find Call Sets of use.

You can place recordings that you have found into a named “set” which you can later retrieve with a simple search. You can also remove calls from call sets and delete unwanted call sets.

This call set mechanism is also used to “lock” specific recordings into storage – to stop them being purged.

The main sections in this chapter are:

Note:

Call Sets are defined globally. That is, every user will see the same list of Call Sets. Which of the calls marked as being in these Call Sets they can actually search for and replay, however, is still determined by their own replay access rights. If you are not allowed to search for a call, then you will still not be able to do so even if it is placed in a Call Set.

Adding Calls to Call Sets

1. Click on the check-box to the right of each call segment or complete session you wish to place in a call set

   Tip:

   You can change pages or sort the results to find other calls within the results. Those you have checked already will remain checked as you do so.

   Tip:

   You can click the checkbox in the header row to check or uncheck all the boxes.

   Tip:

   If you want to select most of the recordings, it can be quicker to click the checkbox in the header row and then uncheck the few that you do not require.

2. Click the folder icon with the green plus sign (and popup tag **Add to Call Set**) above the checkbox column.
3. In the popup dialog that appears, either enter a new call set name or select an existing one.
4. Click **Enter**.

The selected call segments or sessions are added to the Call Set.

Note:

This does not actually copy or even retrieve the audio content of the recordings. It simply creates a cross-reference in the database between each recording and the call set.

Important:

Be careful if switching between call segment- and session-based layouts. It can be confusing if you place a whole session (probably several call segments) into a call set but then remove one or two individual call segments. You will no longer have the whole session present in the call set.

Retrieving Calls in a Call Set

To retrieve calls that are in a call set:

1. Click on the dropdown list in the Filter Pane labelled **Call Set**
2. Select the Call Set of interest to you
3. Ensure the date/time range covers the range of calls you require
4. Clear any other filter settings unless you want to restrict the results further
5. Click **Search**

The recordings in the call set and the date/time range specified will be shown on the right.

Removing Calls from Call Sets

To remove calls from a call set:

1. Display the calls in the call set of interest as above
2. Select the call(s) you wish to remove from the call set using the checkboxes at the right.
3. Click the folder icon with the red cross (and popup tag **Remove from Call Set**)
4. The recordings are removed from the call set.

Note:

This does not actually delete the recordings themselves. It merely removes the cross-reference in the database between these recordings and this call set.

Deleting Call Sets

To delete a call set:

1. Select it in the dropdown list in the Filter pane labelled **Call Set**.
2. Click on the trashcan icon next to it.
3. Confirm your decision when prompted.

Note:

This does not affect the actual recordings at all. It simply removes the cross-references between any recordings and this Call Set and then deletes the Call Set record.

Locking and Unlocking Recordings

The recording system normally keeps recordings for a planned time-span and then purges them. However, specific recordings may be of interest for longer periods and it is important that these are retained for as long as needed. This is achieved by "locking" a recording.

If your System Administrator has enabled this feature and has granted your user account the necessary rights to lock and/or unlock recordings then you will see three pre-defined Call Sets in the drop-down list near the **Search** button (on any call segment-based layout); a padlock icon above the right-hand results column and you may see a red, amber or green padlock symbol towards the left of the results columns. These let you find, control and identify locked recordings.

Important:

You can **Lock** all of the call segments in a session at once using a session-based layout. Subsequently examining or changing the state of each underlying call segment can only be done using a call segment-based layout. This is because it may not be possible to retrieve a particular segment. The more granular view afforded by a call segment-based layout lets you see this level of detail.

Call Sets

The three system-wide call sets used to manage locked recordings are:

- **Lock Failed**: Any recordings that someone asked the system to lock but could not be retrieved.
- **Lock Pending**: Recordings that someone has just asked the system to lock. Normally these will move into the Locked call set within a few minutes.
- **Locked**: Recordings that have been successfully locked into storage and will not be purged until subsequently unlocked.

If your account allows locking or unlocking of recordings, you can search for recordings that are in each of these call sets (using a call segment-based search and replay layout) in the same way you search for those in other call sets. Use the other search filters - such as the call start range - in combination with the appropriate call set as required.

When you search for recordings in any of these call sets, an additional column, labelled **Notes** appears automatically next to the padlock icons. This shows the username of the account that requested the lock, the date and time at which they requested the lock and any reason they entered at the time.

Identifying Locked Recordings

If anyone has attempted to lock a recording and has not yet unlocked it, you will see an icon of a padlock to the left of the result details whenever you use a call segment-based layout. This is shown whether you are looking specifically at one of the three lock related call sets or performing a search that happens to include a recording that has been locked.

There are three different icons:

- **A red, open padlock** : This recording was supposed to be locked but could not be locked. Your System Administrator should check for any Alarms related to this recording.
- **An amber, closed padlock** : This recording is being locked and should soon change to either a green or red padlock.
- **A green, closed padlock** : This recording has been locked successfully.

Locking Recordings

If your user account is permitted to lock recordings, you will see above the right-hand results column. To lock one or more recordings:

- First search for the recording(s) so their details are displayed.
- Select which recording(s) you want to lock by clicking the checkbox in the right-hand column next to the required recordings. To select all recordings, use the checkbox in the header row (but note that this will select all recordings across all pages of the results - not just the page of results you are currently viewing).
- Click above the right-hand column of checkboxes.
- Enter the reason for your lock request into the text box on the dialog that pops up and click **Lock**.

The recordings you selected will be placed into the **Lock Pending** call set along with your user details, the date and time of the request and the reason you entered. Within a few minutes, these will be processed and start to move automatically to the **Locked** call set or (if they cannot be retrieved) to the **Lock Failed** call set.

Tip:

A recording may only hold part of a telephone call. When calls are placed on hold and retrieved, this creates multiple recordings. When consultation calls are made, these create further recordings. Using a session-based layout lets you select all call segments that are associated with a contact using a single click.

Note:

If you attempt to lock a recording that is already locked, this will have no effect and will not change the reason shown for the original lock. You can only change this by unlocking and re-locking the recording.

Unlocking Recordings

If your user account is permitted to unlock recordings, you can do so by:

- Select some or all Locked recordings using the **Call Set** drop down (in a call segment-based layout) and, optionally any other search filters so their details are displayed.
- Select which recording(s) you want to unlock by clicking the checkbox in the right-hand column next to the required recordings. To select all recordings, use the checkbox in the header row (but note that this will select all recordings across all pages of the results - not just the page of results you are currently viewing).
- Click  above the right-hand column of checkboxes.
- Enter the reason why you are unlocking these recordings into the text box on the dialog that pops up and click **Unlock**.

The recordings you selected will be removed from the Locked call set and will later be purged from the system by the System Administrator.

Chapter 5: Replay Authorization

If your System Administrator has enabled the optional Replay Authorization procedure, you may find that you have to submit a request to obtain explicit authorization to play a recording and/or you may be asked to authorize others to replay recordings that they have requested.

The main sections in this chapter are:

Important:

The Replay Authorization process currently only supports call segment-based layouts. If you require a user to request authorization, you must not grant that user access to any session-based layouts.

Overview

The procedure is as follows:

1. Anyone requiring authorization to play one or more recordings can select these and then submit a request - giving their reason for wanting to replay the recordings.
2. An email is sent immediately to one or more "authorizers" who can grant or reject this request - either of which results in an email to the original requestor notifying him of the decision. They can then play the call for a defined period (default 48 hours) before the authorization expires.
3. A follow-up email is sent (typically daily) to the authorizer(s) for any requests still outstanding.
4. Any requests not answered in a defined time (72 hours by default) are passed on to one or more "fallback" authorizers.

If you are affected by this procedure, additional information is given in the following sections according to your role in the process.

Those Requiring Authorization

If you must seek authorization before playing a recording, you will see a checkbox and  above the left-hand column of the search results. Beneath these, you will see a checkbox on each row unless you have been authorized to play a recording - in which case a radio button is present. The table below explains the significance of these.

Left-hand column	**Meaning**	**Notes**
White checkbox	You must request authorization to play this recording.	You have not previously requested authorization for this call.
Amber checkbox	You have requested authorization to play this recording.	These recordings can also be seen by selecting your "Pending" authorization call sets.
Red checkbox	Your request to play this recording has been denied.	These recordings can also be seen by selecting your "Pending" authorization call sets.
Gray checkbox	Your authorization to play this recording has expired.	You can request authorization again.
Radio button	You are authorized to play this recording.	Click the radio button to retrieve the recording. An audio graph will appear at the top of the page. Click this to play.

You will also notice an additional section labelled Replay Requests just above the Search button. The drop down list in this box lets you select recordings that you have asked for authorization to replay. These are separated into those still **Pending** authorization by a particular user, those **Authorized** to be played, those **Rejected** and those that were granted but have now **Expired**. You can combine searches on these call sets with other fields - such as the date and time - to search within these sets of calls.

To request authorization to play one or more recordings:

1. First try to collect all associated recordings together so that a single request can be sent with a specific justification covering them all. Do this by refining the query or, if a single query cannot select all the recordings you need, first place them in a call set of your own and then search for all calls in that call set.
2. When you have the recordings on screen, check the box in the left-hand column for those you want to be allowed to play. If this is all the calls in the results (including those on other pages of results) you can simply click the checkbox in the header row to select them all at once.

3. Click the in the header row above the checkboxes and a pop-up dialog will appear.
4. Enter your reason for wanting to replay these recordings and click **OK**.

You will be advised via email when your requests are granted or denied but you can also check the progress of your requests by searching for calls in the pending, rejected and authorized call sets using the drop-down above the **Search** button.

Once a request has been granted, you can search for the call again - either using the original search or, more easily, the drop-down list of **Replay Authorization** related call sets. When you search using one of these special call sets, an additional column is inserted into the left-hand side of the results display. This shows the timestamp and reason entered for the request, rejection or authorization.

Those Providing Authorization

If you have been nominated as someone who can authorize replay requests for one or more other users, then:

1. You will receive email notifications as users request authorization. These show who is requesting recordings and their justification for this.
2. On receipt of these emails, click the link within the email to access the Avaya Contact Recorder in order to review these recordings.
3. If you are offered a choice of search filters, select a call segment-based layout (which will show **Matching Call Segments** rather than **Matching Sessions** at the top of the results table).
4. You will see a box titled **Replay Requests** containing a drop-down list of authorization related call sets just above the **Search** button. **Search** on these call sets to see the details of each recording and replay it if required to decide whether to grant or reject each request. When you search using one of these special call sets, an additional column is inserted into the left-hand side of the results display. This shows the timestamp and reason entered for the request, rejection or authorization.
5. Use the column of checkboxes on the right-hand side of the result set to select one or more calls.
6. Click the tick or cross icon above this column to grant or reject the request.
7. A pop-up dialog will appear. Enter your reason for granting or rejecting the request and click OK.

Bear in mind that you may not be the only user who has been sent this request and hence you may find that someone else has already granted or denied the request. You can access the **Pending** call set for each user that is still waiting for you to make a decision.

The system may be configured to require more than one authorization, in which case a recording may still be in your **Pending** call set even though someone else has already authorized it.

If there are any requests outstanding after 24 hours, you will receive a reminder, summarizing the pending requests. If any are still outstanding after a predefined period (72 hours by default) the request will be copied on to one or more "fallback" authorizers. These fallback authorizers can also handle requests immediately if notified manually - without having to wait for the time limit to expire.

Those Providing Fallback Authorization

In addition to being the first port of call for authorization requests, one or more users can be configured as "fallback" authorizers. Any request pending for longer than a predefined time (72 hours by default) is copied via email to these users.

If you are one of these authorizers, you can authorize or reject calls as described above under Those Providing Authorization on page 37 but you also have access to the pending call sets for all users. This allows you to authorize requests ahead of the time limit if required.

Chapter 6: Live Monitor (IE only)

"Live Monitoring" is using your PC to:

- Hear the audio of a call as it happens
- See the agent's desktop in real-time (if screen recording is installed there)
- See details of who is on the call and how the call was routed.

This feature is implemented as a Java Applet so is only available if you use Internet Explorer.

The main sections of this chapter are:

Overview

If Live Monitoring has been enabled on your system and you have been granted the necessary "role", then, from the next time you log in, you will see a **Monitor** link at the top right of the Search/Replay web page. As long as you are using Internet Explorer 11, you can click this link to bring up the live monitor window. (If it does not appear, check that pop-ups are enabled for the recorder's address).

This window is extremely simple and consists of three areas:

- **Title bar**: within which you enter the phone number or Agent ID you wish to monitor.
- **Connection status display**: immediately beneath the title bar you are shown the details of the party being monitored and the call in progress (if any).
- **Screen display**: where the monitored party's screen is shown (if available)

The audio of any live call will be sent to your computer's speakers or headset. Where recordings are made in stereo, you will hear one party (normally the internal party) on the left channel and the other parties on the right.

Note:

This stereo separation of the parties is not available if you choose to use the live monitoring mechanism within the Avaya WFO suite.

To monitor a specific phone number or agent

1. Type the phone number or agent number you want to live monitor in the one and only textbox at the top. If you enter an agent's number, you will hear all calls taken by that agent (regardless of which line they use on the phone they are logged into). If you enter a phone number that represents a station or DN you will only hear calls taken on that specific phone number. If your call center uses the same range of numbers for both agents and phones/positions then you will monitor the agent if they are logged in when you start monitoring, otherwise you will monitor the phone or position of the same number. If the number you entered is associated with a screen recording (either via a logged on, free-seating agent or a fixed-seating assignment), you will also observe that screen.
2. Click **Monitor** to request a live monitor of that phone number.

   Note:

   Monitoring a party via this mechanism does not automatically trigger recording (unlike monitoring via the Quality Monitoring application). A recording will only be made if the Bulk recording and/or Business Rules dictate.

To stop monitoring

Simply close the Monitor window or clear the text box and click **Monitor** again.

While Monitoring

Once monitoring, you can see who is involved in the call and (if configured) what the user is doing on their workstation screen.

Screen Activity

If the monitored party's screen can be observed, you will see this in the lower part of the window.

Parties

Immediately below the area you typed into, you will see a set of icons and phone numbers. These show the phone numbers and (where available) names of the station, agents and other routing numbers involved in the current call (if any) at that number. Each address is shown next to an icon and in a particular color. The colors indicate the state of the connection while the icons indicate the type of address that is shown - as described in the tables below.

Text Color	Meaning
Gray	Present but not connected.
Green	Connected and active (talking).
Red	Held (i.e. not talking)
Orange	Ringing or connecting (i.e. preparing to talk).

If the monitored user is actively talking on a call, you will see details of that call and hear the audio. If they are not active, you will see details of a held or ringing call but will not hear audio on it. If no calls are present you will only see details of the phone number, any agent ID logged on there and any associated workstation content.

Icon	Meaning	Applies to
	A telephony address	Station, Line appearance, External Party, Attendant etc.
	Workstation	The computer at which this user is logged on and from which screen recording (if enabled) is shown.

	Alias	Any form of login where an individual identifies themselves as a specific Agent, Windows domain user etc.
	Route point	A specific device number that the call has gone through - such as a trunk, DNIS,
	Group	A number the call has gone through that applies to groups or sets of calls - e.g. VDN, CDN, Skill group, Dialer campaign etc.
	Unknown	The address entered is unknown. Please check it has been entered correctly and is configured within the recording system.

Chapter 7: Search and Delete Recordings

Avaya Contact Recorder creates audio files of calls that have occurred on your telephone system. (It may also, optionally, create screen recordings of phone users' Windows desktops.) The ACR can also be configured to create archives of the recordings made and store the archives in user defined spaces. The ACR will automatically store information associated with the calls, archives and user. Authorized users can search and delete this information using the browser based application described here.

The main sections of this chapter are:

Searching Recordings

To find the recording(s) for deletion,

1. Enter the filter settings that define the recording(s) of interest. This must include a date/time range and at least one of the other search filters shown in the left-hand pane.
2. Click the **Search** button.

Recordings that match your filter settings will be shown on the right-hand side of the screen.

For each field that you can filter recordings by, select an appropriate "operator" and enter the corresponding parameters as shown in the table below. Note that if you clear the operator selection, your parameter(s) will not be applied to the search but will still show on screen - in case you want to apply them again.

Field Type	**Operator**	**Notes**
Date	Between	You *must* enter a range (except when searching for a specific call set). The more precise you can be with the range, the quicker your search will complete.
Numeric	=	Numeric field (e.g. Contact ID).
	<	
	>	
Text	Incl	Finds recordings where the text field includes the string you type anywhere within it. For example, enter **`123`** to find all of the following: `123400` or `9871234` or `1000,12345,90000` This is by far the most useful search option as it is not affected by the order of entries within a field.
	Starts	Finds recordings where the text field **starts** with the string you type. For example, enter **`123`** to find all of the following: `123400` or `123` or `12345,90000` Take care when using this in fields that contain lists of numbers as it will only find calls where the string you entered is the first one in the list - i.e. the whole field starts with your text, not a particular entry in the list.

Field Type	Operator	Notes
	Ends	Finds recordings where the text field **ends** with the string you type. For example, enter **`123`** to find all of the following: `900123` or `123` or `90000,56123` Take care when using this in fields that contain lists of numbers as it will only find calls where the string you entered is the last one in the list - i.e. the whole field ends with your text, not a particular entry in the list.
	Any of	Finds recordings where the text field **includes any of** the strings you type (separated by commas). For example, enter **`123,456,789`** to find all of the following: `123` or `900123,436578` or `97890111,1756000` or `4561900,8012300` The results are the same as doing separate Incl searches for each of the individual items.
	None of	Finds recordings where the text field **includes none of** the strings you type (separated by commas). For example, enter **`123,456,789`** to remove all of the following from your results: `123` and `900123,436578` and `97890111,1756000` and `4561900,8012300` etc.

Filter Fields

The filter pane on the left-hand side lets you specify one or more criteria that define the recordings intended for deletion. Normally these filters are empty when you first access the application but if the System Administrator has enabled the feature, they will retain your previous entry until you navigate away from the page (more specifically when navigating between the Delete and Replay pages).

Most filters are enabled by selecting an “operator” from a drop-down list at the left and then entering text in the neighboring box. For example, selecting **Incl** (includes) and typing **1000** will select calls where that field includes the text “1000”.

Contact Start Range

This filter must be applied. All searches must be bounded by a date/time range.

- This refers to the timestamp of the start and end of the recordings.
- By default, the date and time is not set.
- The more precise you can be with this date range, the faster your searches will be.
- Type the date or click on the calendar icon to pick a date from a calendar.

Participant

Use this field to search for contacts tracking the involvement of one or more particular stations, agents or external phone numbers in a contact.

Tip:

When an agent is logged on, the participant in a contact is the Agent ID not the underlying station number.

Parties

This field lists the parties connected to the call during this recording. These can be any of the phone numbers that were used in the call. These include internal and external numbers (e.g. ANI or dialed digits), agent identifiers, hunt group numbers, skill sets, VDN, CDNs etc.

The order in which parties are listed generally reflects the order in which they joined the call (where this can be determined). As a result, **Incl** (includes) is by far the most useful option.

Contact ID

This is assigned by the Avaya Contact Recorder as it attempts to group together all related calls - including consult calls that were triggered from one initial call. Use this field to find all the recorded segments that were associated with that original call.

Tip:

The contact ID is the identifier used to perform the delete. If you know they exact contact ID you can enter it here.

User Defined Fields

A variety of additional fields are stored for certain types of calls. For example, the "type" of call may be set to "emergency"; dialer calls may include "jobname" etc. By default, any such additional tagging shows in this field - in the form *fieldname:value* where *fieldname* is the name of the additional information and *value* is the value of that field for the call in question. You can, for example, search for calls that have the "type" field set using the **Incl** (includes) option and entering **type**: in the adjoining text box. Use the % (percentage) character to match any character(s). For example, entering **Incl** and **type:em%** would find calls where type is "emergency" or "empty".

Specific User Defined Fields

As mentioned, tagging is stored in a field - in the form *fieldname:value* where *fieldname* is the name of the additional information and *value* is the value of that field for the call in question.

The filter pane will automatically contain a filter for each fieldname configured in the system. The fieldname of the UDF will be displayed above the filter field.

The system restricts the maximum number of specific UDF's displayed to 5. This value will be less if fewer UDF's are configured.

To search for the value of a specific UDF the user can enter the value to search in the adjoining text box.

Search Results

The system restricts result sets to a maximum number of rows (typically 100). Any search you perform will return a maximum of this many results. This is necessary to avoid accidentally overloading the recorder or the network – as could happen with a very broad query that otherwise could return millions of results.

If the number of results is more than ten, they will be split into pages of ten at a time. Click on the page selection links at the top of the results table to view a specific page or previous or next pages.

To see all the results on a single page (particularly useful if you need to print out the results) click on the **Show All** link. Click on the **Page at a time** link to return to viewing 10 results at a time.

Sorting Results

By default, results are sorted by date, with the oldest recording at the top. To change the sort order, click on an arrow at the top of the appropriate column. The sort order that is currently applied is that shown by the highlighted arrow.

Results Details

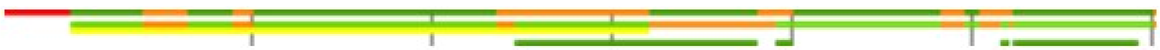
The results of your search are shown on the right-hand side of the screen. Each row in the results represents a contact found matching the search criteria.

Each row contains a small graphic depicting the recording and several columns of details. This section explains how to interpret this information.

Graphic

For each row in the result set, there is a small graphic that summarizes the recordings held for the contact.

For the deletion search results this graphic is immediately above the details of that contact. An example graphic - known as a "ribbon view" is shown (much enlarged) below:



In this picture:

- The horizontal axis represents time. You can stretch or shrink this scale using the **Pixels/min**. drop-down at the top of the results table.
- The vertical bars mark off one minute intervals (with heavier bars every ten minutes).
- Each horizontal line represents one party on the contact - in the order they joined it. So the top party is the "calling" or "first" party; the next is the called or "second" party and so on.
- A red segment indicates that the party was waiting for a call to be answered.
- A green segment indicates that the party was recorded talking.
- The brighter green line highlights the party that this session refers to. In this example, the second (called) party.
- An orange segment indicates that the party was on hold or was dialing.

  Note:

  On Demand and Meeting recordings are stored as a single continuous recording so do not note hold periods in this way and have all parties shown for the whole of the recording even if they joined or left part-way through it.
- A yellow line indicates that a screen recording was made of this party.

So, by looking at the graphic for a given contact, you can immediately visualize how long and how complex or simple the call was; how many parties were involved and whether or not there are screen recordings for each of the parties involved.

Columns

The following columns are displayed for the delete search results: -

- Contact Start – Date and time that the contact started.
- Contact ID – Unique identifier for this contact.
- Participant – The owner of this contact.
- Parties – All parties involved in the contact.
- UDF's – Any User Defined Fields tagged in this contact.

Deleting Recordings

To delete recording(s),

1. Perform a search (See Searching Recordings) to identify recordings for deletion.
2. **Review the results** to ensure the contacts matched are those you intend to delete.
3. Click the **Delete** button.

Once the delete button is pressed a dialogue appears to confirm you want to perform the action.

- Clicking OK will submit the delete request into the system. For each item a separate job will be entered to be performed overnight.

Important: For each of the results displayed, all segments of the calls within each contact will be deleted. Deleting these calls is irreversible and cannot be undone.

Once the delete request has been actioned the confirmation dialogue will be closed and the search filter and results panes are cleared.

Note:

Clicking the Delete button again will submit another delete request.

The displayed results will not update as the recordings are deleted.

Note:

The delete process may take some time to perform. Therefore, performing a search during this period may return details that are in the process of being deleted.

Monitoring Delete Job Status

Delete Job status is provided via a page placed on the **Status>Delete** tab. The option is only visible to Admin and Restricted Admin users that have the May Delete role enabled. The page gives a high-level view of the overall status of delete jobs that have been issued.

Search criteria (based on date range and status) can be used to restrict the number of jobs displayed.

Note:

The default display is the last months' worth of delete requests. This is controlled by the property setting *defaultstatusperiod=nn* (in months).

Canceling Jobs

If a Delete Job is still showing the status of Pending, then it is possible to cancel that job.

1. Select the checkbox to the right of the page
2. Click the Cancel button.

Delete Jobs in any other status do not support being canceled and the checkbox will be grayed out.

Viewing Job Details

There is a View Link for each delete job line presented. By clicking the link, you'll see a popup that displays each of the items that have been submitted for deletion on each server.

The **Server # column** has a View Alarms link that will take you to the alarms page of the corresponding server for that row.

It is perfectly normal for a server to report 0/0 under the `Inum(s) Deleted` column when the job is successful, as this means there were no recordings to be deleted on that server.

In its initial state, there will be 0/0 as the servers have not advised this server with the number of deletions it requires or the number of deletions it has done.

Appendix A: Troubleshooting

This appendix describes a number of common problems and the steps you should take to correct them. You may need to contact your System Administrator for assistance with some of these.

For most problems with Search and Replay, consider the following diagnostic approaches to narrow down the cause of the problem:

- Search for a different call, for example, one that is more recent or older; shorter or longer
- Log in as a different user with different replay restrictions

Cannot access the Replay Web Page

If you cannot reach the log in page on your browser:

1. Check the url you are using carefully. Make sure you include the colon and port number
2. Try using the fully qualified name. For example, **`recorder.bigco.com:8080`** rather than just **`recorder:8080`**
3. Try using the numeric address of the recorder
4. Try pinging the recorder
5. Try accessing the page from a machine on the network that is closer to the Avaya Contact Recorder server. For example:
    - from the other side of any firewalls
    - on the same LAN if you are having problems with WAN access
    - from the same sub-net if having problems from a different sub-net
    - from the recorder itself if having problems from the same sub-net

Cannot Log in

If you can access the log in page but cannot log in:

1. Check that the administrator has entered your account with exactly the account name you are using. Check the domain and username if using Windows accounts.
2. Check the Caps Lock key is not on. The password is case sensitive.
3. Ask the System Administrator to reset your password. Log in with a blank password and change your password when redirected to the Change Password page.

Problems downloading Java applets (IE 11 only)

The first time you access the application on Internet Explorer, it will download a Java applet to your PC. If you see error messages relating to this, your security settings may be too restrictive. Ask your System Administrator to place the recorder in the Trusted Sites or Intranet zones as described in the *Planning, Installation and Administration Guide*.

Cannot Find Any Recordings

If you get to the search page but cannot see any recordings when you perform a search:

1. Broaden your search criteria. Just enter a date range and gradually increase this range.
2. The administrator gives each user particular search and replay rights. Confirm that your rights are set correctly. Your search and replay restriction may be wrong or too narrow for the search you are attempting.

Cannot Find Specific Recordings

If you can see some recordings but not the ones you are looking for:

Relax your search criteria one at a time. It may be that one of the fields you are searching for is invalid or not as you expect.

Cannot Play Recordings

If you can see the list of calls that matched your search criteria, but cannot actually play them, look at the area at the top of the browser page where the "graph" of the audio normally shows and match your symptoms to one of the following:

HTTP 403 Error

This will occur if the clock on your PC is not close to real time. Ensure your PC is time-synched.

No Audio “graph”

This means that the recorder has not sent the audio to your PC.

1. Check the server logs for errors.
2. Note the call's 15 digit reference number (shown if you hold the mouse pointer just to the right of the radio button that you click to retrieve the recording. Ask your

System Administrator to search for that wav file in the calls path to confirm that the recorded file exists.

3. Check connectivity and available bandwidth to the client PC.

Audio graph stops in mid call

This implies that the recorder did not send all of the recording to your PC.

1. Request the same call again. There may have been a temporary network problem.
2. Request a different call. If the problem is only with one call, you may have a corrupt file on your hard disk.
3. Request the problem call from another PC on the same network. If the other PC can retrieve it successfully, identify the differences between the two client PCs; the problem is most likely at the client end.
4. Request the problem call from different sub-nets, ideally working closer to the Avaya Contact Recorder server.
5. Request the call from the recorder server's own browser. If this works and remote access does not, then the problem is likely to be in the network between server and clients.

Audio graph appears but no sound

The audio file has reached your PC successfully. The problem is most likely to be with your PC's multimedia setup or current settings.

1. Verify that your PC has a sound card.
2. Play a WAV file through Media Player or a similar application to confirm that the sound card is set up correctly.
3. Adjust any hardware volume and/or mute controls on your speakers or headphones.
4. Double-click on the icon in the system tray at the bottom right-hand corner of the screen to check that your PC's software volume controls are not set to mute or very low.
5. Ensure you are not running any other programs that may be locking the sound card exclusively. If in doubt, shut down all other programs.
6. Try another similar PC. If that works, look for differences between the multimedia setup of the two PCs.

No New Recordings Playable

If you can replay old recordings but not newly made calls, there may be a problem with the recording and/or storage components of the system.

Inconsistent Results as Daylight Saving Time Starts and Ends

When Daylight Saving Time ends and the clock falls back, the same time (e.g. 01:30) can appear in the search results twice - one hour apart. The recordings will, however, always be shown in the order that they were started (if sorted by start time).

When searching for recordings at or near the hour when the clocks change it best to 'bracket' the time change. For example, if the clocks change at 02:00, search between 00:30 and 03:30. Do not use a time point that never occurred (for example 02:30 when the clocks went forward at 02:00 to 03:00) or occurred twice (for example 01:30 when the clocks went backward from 02:00 to 01:00).

Export Will Not Work

This feature is only available on Internet Explorer 11.

If you receive a 403 (Forbidden) error or simply do not see a file/directory selection dialog when you try to use Export, this is likely to be because the client PC is not time-synched accurately.