

# How Do I Use THE CALL ARCHIVER

The Red Box Call Archiver utility can be used to export call audio and call metadata from your Red Box Recorder for sharing, storage, evaluation, etc. This Quick Question Topic is aimed at system administrators and details how to use the Call Archiver utility.

## Overview

The Red Box Call Archiver utility can be run on any Windows PC or Windows server that has access to the recorder. The utility effectively acts as a bulk export tool, and exports call audio to **.wav** files, and call metadata to **.txt** files.

You can use the utility in one of two ways:

**One-Time Export:** Simply set a date/time range and export all calls for that period.

**Continuous Export:** Set a start date/time and export all calls until the utility is stopped.

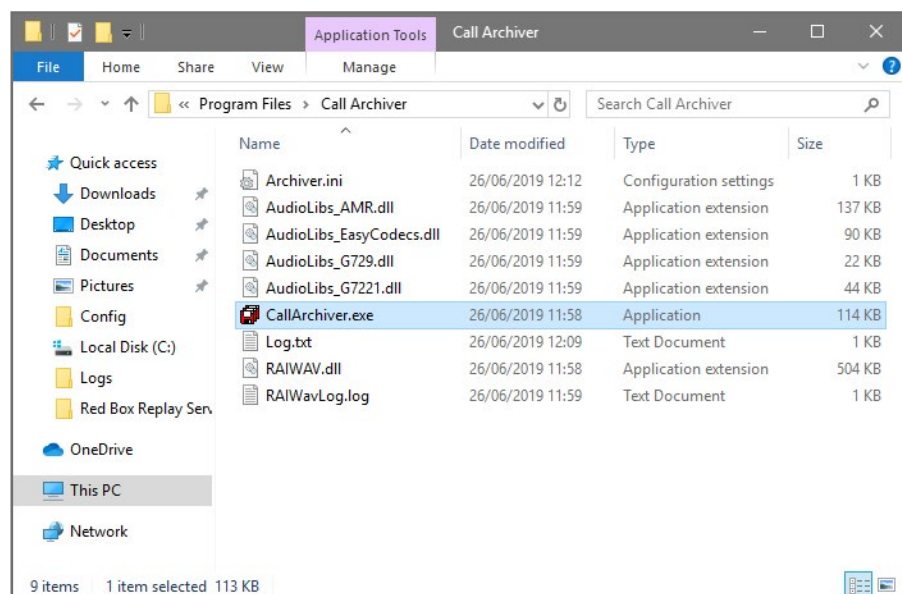
Note that once exported, the data should be regarded as “uncontrolled” so you’ll likely want to implement additional data protection measures for these files.

## Supported Recording Types

The Call Archiver currently supports voice calls and screen recorded calls. Note that for screen recorded calls, only the call audio is processed, the screen recording part is “ignored”.

## Download

Download and extract the Call Archiver zip file to a suitable folder on the target PC or server. This machine must have access to the target recorder. The zip file simply provides the main **.exe** file and a few call audio codecs. If you haven't been provided with the Call Archiver zip file, please contact Red Box support.



Your Red Box system may look different to the one used in this document.  
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## Using the Call Archiver

To run the Call Archiver, simply run the **CallArchiver.exe** file from the download folder.

Setting	Description
<b>Recorder Details</b>	Enter the recorder IP Address, and a username and password for the account to use to access call records. If you plan to use the archiver to provide <b>Continuous Export</b> , we recommend that you use a "service account" that's unlikely to change. This account must have appropriate replay and export permissions.
<b>Archive From Archive To</b>	Enter a date and time to start exporting data from and to. Tick the <b>Archive Indefinitely</b> option to provide <b>Continuous Export</b> .
<b>Other Criteria</b>	If you only want to export calls for a specific channel group, enter the channel group name here. Note that you can also make use of the "%" wildcard character in the group name (if needed).
<b>Destination</b>	Enter the required destination folder (must already exist) and select the required folder structure format.
<b>Control</b>	Tick the <b>Continue From Last Call On Application Launch</b> option to automatically start archiving when the application is run (without the need to click Start). This allows the <b>CallArchiver.exe</b> to be placed in the <b>Startup</b> folder so that it starts automatically.

When you click the **Start** button, the archiver will start to process all calls as appropriate.

- If you've selected a date range, the archiver will stop automatically once all calls have been exported.
- If you've selected the **Archive indefinitely** option, the archiver will keep running until you click **Stop**. If the server or PC running the archiver is stopped or restarted, once the archiver restarts it will continue to process calls from where it stopped.
- If the recorder is stopped or restarted, once the recorder restarts the archiver will continue to process calls from where it stopped.
- If you export the same time period multiple times using the same destination folders, the exported **.wav** and **.txt** files are simply overwritten.
- If you're planning on exporting a large amount of data (e.g. months / years of calls), we recommend that you first export a small subset of calls (e.g. 1 week) to allow you to assess how long the total process will take. Also, we recommend that you separate a large export into "manageable" segments to allow you to monitor and gauge progress efficiently.

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