

How Do I Manage Active Directory Metadata

The Enhanced Active Directory (AD) Metadata feature provides additional metadata from associated AD accounts. The feature is mainly used to support data export to the Red Box Azure Bridge (for sending to an Azure Blob Container) but can also be used to simply provide enhanced metadata for recordings.

This Quick Question topic is provided for system administrators and covers the setup and management of the Enhanced Active Directory Metadata feature as it relates to the recorder — general Windows configuration is **not** covered.

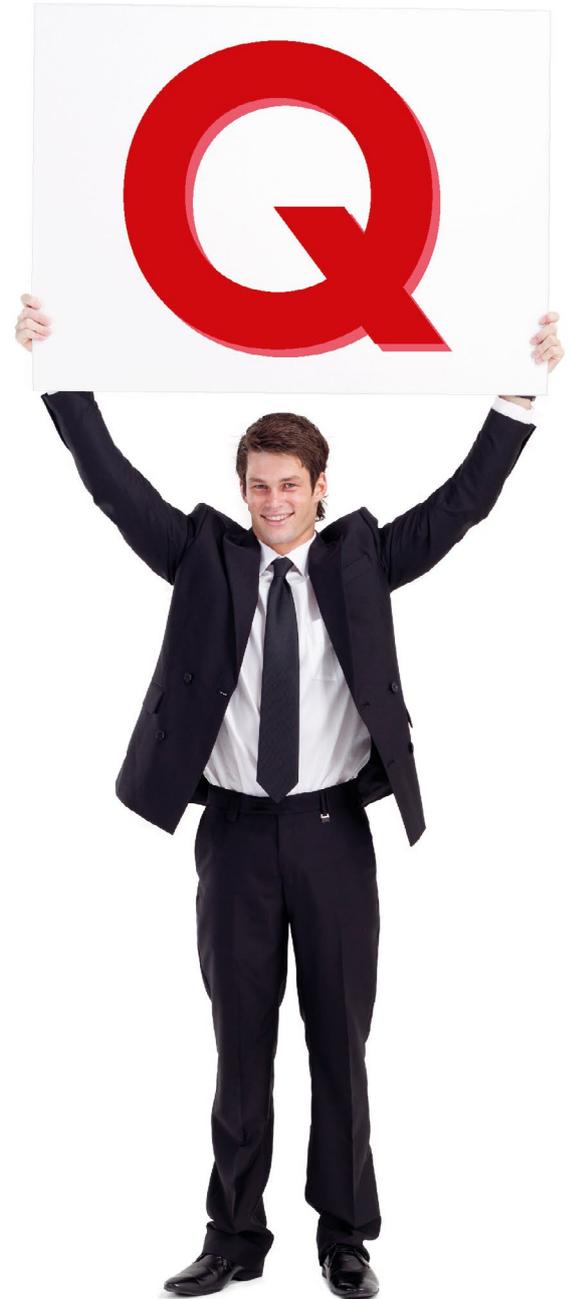
Overview

The Red Box Enhanced AD Metadata feature is used to capture AD metadata along with "standard" metadata for recorded communications.

For each recording, the Red Box recorder will attempt to match one or more "standard" Red Box metadata fields (such as **Channel Name** or **Extension Name**) to a relevant Active Directory field (like **mailNickname**), and then capture the following fields from the matched AD account. The fields used to match a recording with an AD account are configurable – see "Recorder Configuration" on page 2.

- Agent First Name
- Agent Last Name
- Agent Email Address
- Agent Department
- Agent Manager
- Agent UID (Unique ID)

As with all metadata, once you've captured the AD fields they can be viewed and searched in all relevant Quantify applications (like Search & Replay and Live Acquire), and can also be used to define replay permissions such as restricting replay to an AD Department.



Setup & Configuration

To set up and configure the Enhanced AD Metadata feature you simply need to:

1. Ensure you have the relevant license applied to the recorder – see "License" on page 2.
2. Define your Enhanced AD Metadata options on the recorder, and restart the recorder to apply the changes – see "Recorder Configuration" on page 2.

If you already have the Enhanced AD Metadata feature set up and configured, no further set up is needed. However, if you need to check your set up or make minor changes to your configuration, then follow the information provided in this Quick Question topic.

License

The Enhanced AD Metadata feature is supported in Quantify Version 5A SP2 or above, and requires an **AD Enrichment** license on the recorder:

To apply the Recorder license:



1. Login to Quantify with an administrator account and go to **Configuration > Setup > Licensing**.

From here you can check your current licenses – for the Enhanced AD Metadata feature, look for the **AD Enrichment** license in the **Recorder** section.

2. If you have a new license code, enter the code in the **New License Code** field and click **Update** to apply the license. The **AD Enrichment** license does **not** require a recorder restart.

For more information on licenses, please see the Licenses Quick Question topic.

Configure Licensing

Recorder ID:	3321
Number of Archive Devices:	0
Max Number of PP's:	5
Number of Replay or Export Clients:	20
Number of Record Channels:	200
Time Synchronisation:	Yes
Label Printing:	Yes
Network Storage:	Yes
Replay To Phone:	Yes
Record On Demand:	Yes
Call Authentication:	Yes
Call Deletion:	Yes
NAS Compression:	Yes
CallSafe:	Yes
Hosted:	Yes
Analytics:	Yes
AD Enrichment:	Yes

Recorder Configuration

Define your Enhanced AD Metadata options using the **recorder.ini** file on the recorder server.

Note: The **recorder.ini** file contains a range of configuration settings that directly impact core recorder functionality. Do **not** change any other setting without consulting Red Box. If you're unfamiliar with editing **ini** files, please contact Red Box support for help.

To configure your Enhanced AD Metadata options:



1. Make a backup copy of the **C:\Windows\recorder.ini** file on the recorder server.
2. Edit the **recorder.ini** file and add/edit the **[LDAP]** section to set options for the Enhanced AD Metadata feature. The config options are listed in the table below. A sample **[LDAP]** section is also provided at the end of this topic (see "Example recorder.ini" on page 4) – for convenience you can simply copy and paste this sample into your **recorder.ini** file and edit the values as needed.
3. After any changes have been made, you'll need to restart the recorder to apply the changes – in Quantify, go to **Configuration > Maintenance > Recorder**, select **Restart**, and then click the **Stop Recorder** button. We recommend that you perform a restart outside of normal operating hours as this can take some time.

Setting	Value
ADEnrichmentEnabled	Leave this option set to 1
ADCacheRefreshInterval	Leave this option set to 2 , or its current value.
Server	Domain name (FQDN), hostname, or IP address of the Active Directory server to use.
Port	Active Directory server port to use.
UseSSL	Use an SSL connection between the recorder and the AD server: 1 – Use SSL, 0 – Do not use SSL
Username	Username for access to the AD server. This account should have administrator permissions to search AD user account information. We recommend that you use a “service account” which is unlikely to change in the future to avoid access issues.
Password	Password for access to the AD server.
PasswordEncrypted	0 – Password is not encrypted, 1 – Password is encrypted. If you set a new password, set this field to “ 0 ”. Once the recorder has been restarted, the password will be automatically encrypted and this field will be set back to “ 1 ”.
Base	Base domain names to start searching for users.
Filter	LDAP search filter, for searching for users. For example: (&(objectClass=user)((ou:dn:=Chicago)(ou:dn:=Miami)))
PrioritizedList IdentityAD	Metadata field names to use to try and match a recording to an AD account and therefore include the relevant AD metadata within the recording. The PrioritizedList field is a priority list (comma-separated) of the Quantify metadata fields to use (for example, Channel Name, Caller Name, Called Name), and the IdentityAD field is the Active Directory field to use (for example, mailNickname). If the recorder is unable to match a call with an AD account, an event will be logged.
EmailAD DepartmentAD FNAD LNAD UIDAD	These options are used to select which Active Directory fields to use to populate the associated Quantify metadata fields – only the Selected AD Field can be modified. EmailAD= Selected AD Field which maps to AD Email DepartmentAD= Selected AD Field which maps to AD Department FNAD= Selected AD Field which maps to AD First Name LNAD= Selected AD Field which maps to AD Last Name UIDAD= Selected AD Field which maps to AD UID Note that the Active Directory objectSid field is not supported (as the Selected AD Field).
ManagerAD NameAD	If you wish to populate the Quantify AD Manager field you must use the settings for ManagerAD and NameAD (and associated Regex settings) exactly as shown in the sample recorder.ini file (see “Example recorder.ini” on page 4): <pre> ManagerAD=manager ManagerRegex=[^=]*\=[(^[,]*)],.* NameAD=name NameRegex= </pre> The corresponding Active Directory field type that actually populates the Quantify AD Manager metadata will be the same type as defined for the UIDAD/AD UID setting – that is, if UIDAD=objectGUID then the manager's GUID will be used, or if UIDAD=mail then the manager's email address is used.

Example recorder.ini

Example **LDAP** section in the **recorder.ini** file:

```
[LDAP]
ADEnrichmentEnabled=1
ADCacheRefreshMinutes=2
Server=<SERVER_IP_OR_FQDN>
Port=389
UseSSL=0
Username=<USER_NAME>
Password=<PASSWORD>
PasswordEncrypted=0
Base=OU=MyADLookup,DC=domainController,DC=local
Filter=
PrioritizedList=Extension
IdentityAD=telephoneNumber
IdentityRegex=
IdentityTrim=
; AD Field configuration
UIDAD=objectGUID
UIDRegex=
FNAD=cn
FNRegex=
LNAD=sn
LNRegex=
EmailAD=mail
EmailRegex=( [\w-\.\ ]+)
DepartmentAD=department
DepartmentRegex=
CustomAttributeAD=company
CustomAttributeRegex=
; AD Manager configuration
ManagerAD=manager
ManagerRegex=[^=]*\=[ (^,)*],.*
NameAD=name
NameRegex=
```

Note that **Regex** and **Trim** fields shown in the sample above can be used (if needed) to exclude data that may be in the AD values that you don't want to capture. For example, if you set up the **Email Address** with a full email address but you only want to capture the login name, you could use a **Regex** to remove the data after the **@** symbol.

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