

# How Do I PERFORM REGULAR HEALTH CHECKS

Maintaining your voice and data recording system is vital to ensure business continuity and ongoing compliance. In general, your recorder requires very little attention — however, Red Box provides tools to help you monitor your recording system, and associated telephony and IT infrastructure.

This Quick Question topic provides general recommendations for performing regular health checks to monitor resources, performance, and system activity. These are designed to help you stay informed, and swiftly locate and resolve potential issues.

## Overview

You can monitor a large range of events, warnings, alarms, and statistics for your recorder to give you the system intelligence that you need. This Quick Question topic identifies key areas of focus that Red Box recommends for performing simple, fast, regular (daily) health checks. If you need to add something else, to give you an extra piece of insight that you need, then just add that to your process.

In summary, focus your health checks on these five key areas:


- **Assets:** Check server and telephony network connections.
- **Devices:** Check all devices are present within the recorder, and the correct number of devices are enabled and disabled for recording.
- **Recording:** Check that communications are being recorded, and audio is present in calls.
- **Storage:** Check that recorded communications are being stored and archived as appropriate.
- **Alarms & Warnings:** Check, investigate, and clear alarms and warnings.

This all helps to ensure:


- Your key IT and telephony assets are operational.
- Devices are being recorded.
- Recorded communications are being stored.
- Alarms and warnings are being addressed appropriately.




 **Assets**  
Server and telephony network connections.

 **Devices**  
Devices present & enabled/disabled for recording.

 **Recording**  
Communications being recorded & audio present.

 **Storage**  
Recorded comms being stored & archived.

 **Alarms & Warnings**  
Check, investigate & clear.

## Health Checks

Follow the steps below to perform a health check. In general, we recommend this is performed daily.

### To perform a health check:



#### Login and open apps:

1. Login to Quantify using an administrator account that has access to the Configuration app and Quantify Insight.
2. Select **Configuration** from the Quantify main menu, and then select **Insight** from the Quantify main menu. You will now have two tabs open, one for Configuration, one for Insight.

#### Insight checks:

1. Check asset status — go to **Insight > Health** and check **System Uptime** (servers) and **Recording Activity** (telephony networks).
2. Check device numbers — go to **Insight > Recording Status > Devices Detected vs Recorded** and compare devices detected, enabled and disabled with expected counts.
3. Check recording alarms — go to **Insight > Health > Recorder Alarms** and check there are no recording alarms (general and device specific – no calls and constant calls).
4. If you have Quantify Assure - Daily System Check, check results via **Insight > Assure > Daily System Check**. Results will highlight if devices are recording, as well as checking the audio.
5. Check storage — go to **Insight > Storage** and check **NAS Oldest Call** (within your retention policy), **Callstore** ("days until full" under 30 days), and **Network Storage** (backlog under 70%).

#### Recorder checks:

1. Check the current recorder status — go to **Configuration > Status > Recorder Status**:
  - Check **Recorder Status** is **Recording** and check **Recorder Utilisation** is at an expected level.
  - Check recorder alarms — check the **Alarm** list.
  - Check calls are being recorded — check **Calls Being Recorded**
  - Check current NAS backlog — check **Network Storage Backlog** is less than 70%  
If needed you can also check the latest call stored to NAS — go to **Configuration > Management > Network Storage** and check **Newest Call**.
2. Check recorder statistics — go to **Configuration > Status > Statistics**:
  - Check calls have been recorded — check **Calls Recorded**
  - If necessary, check device statistics — check **Recordable Item Statistics**
3. Check call audio — go to **Search & Replay**, and replay a selection of recent calls as required.

#### Alarms & Warnings:

1. From **Insight**, check all alarms & warnings. Investigate and suppress as needed.
2. If necessary, you can also check alarms from **Configuration > Status > Recorder Status** and faults in **Configuration > Events > Faults**

## Config & Diag Files

In general, we recommend that you prepare and download config (Configuration) & diag (Diagnostics) files on a regular basis in order to keep a "snapshot" of your system.

- **Configuration File:** Backup of all configuration settings.
- **Diagnostics File:** Diagnostics data for the Red Box support team.
- **Prepare (Create):** Go to **Configuration > Maintenance** and click **Prepare Config** or **Prepare Diagnostic**. Enter a filename (good practice to use the recorder ID and date in the filename) and click the **Prepare** button to create the file. Note that recorder performance can be affected, although creating these files regularly can lessen the impact.
- **Download:** Go to **Configuration > Maintenance > Download Files** and select the file to download. Click the **Empty** button to clear the file folder on the recorder.

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