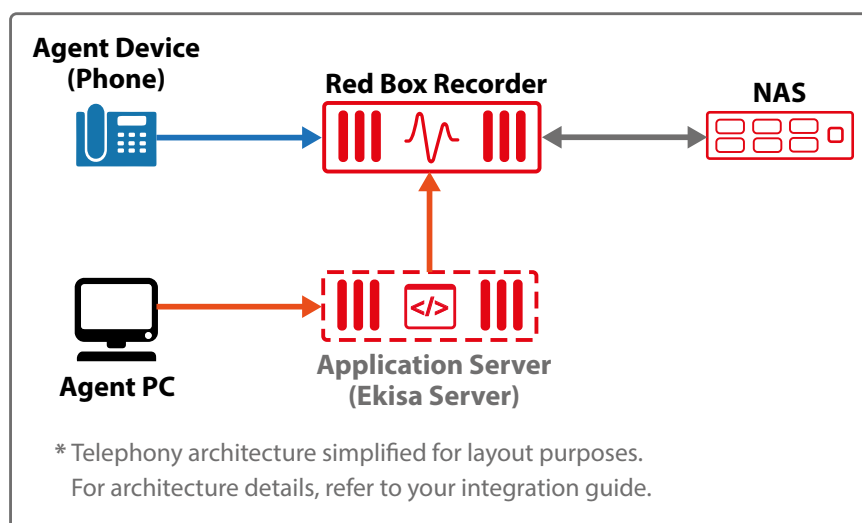


# How Do I MANAGE SCREEN RECORDING

The Red Box screen recording capability is provided by the Ekisa ScreenLogger software. Agent PCs are linked with Agent Devices (phones) so that during an active call the Agent's PC screen is recorded along with the call audio – generally known as a screen recorded call. Screen recorded calls can then be processed, searched, replayed, exported, and transcribed using the Red Box Quantify software and export services in the same way as any other call.

Your Red Box Installation Engineer will have already installed and configured your screen recording system for you. This Quick Question topic is designed for customer System Administrators and provides details on how to add (new) and update (existing) agents for screen recording, and how to modify Call Wrap Up settings.



## Prerequisites

Before you add an Agent PC to the screen recording system, you need to run the following installers on their PC:

- **EkisaWorkstationInst:** Simply follow on-screen instructions to install the service. You'll need to enter the Ekisa Server name or FQDN during installation – the server should be on the same domain as the Agent's PC in order to record the screen.
- **XVIDInst:** Run the `msi` file to install the XVID video codec – this is a specific codec optimised for use with screen recording (not required for ScreenLogger V3.x).

If you don't have the **EkisaWorkstationInst** or **XVIDInst** installers, please contact Red Box for help, or you can search for the files on an existing PC that's already being recorded.

When you add a new agent for screen recording, you'll link an Agent's PC with their phone. The phone being recorded needs to be in the Recorder's device list and set to record. To check this, login to Quantify using a system administrator account and go to **Configuration > Management > Recording** – see the "How Do I Manage Channels/ Devices" Quick Question topic for more information, if needed. Note that if the Agent's device is **not** in the recording list, you may need to refer to the specific Integration Guide from Red Box to add the device to your recording system. Again, please contact Red Box for help, if needed.

Your Red Box system may look different to the one used in this document.  
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## Add an Agent

Adding an agent to your screen recording system is a two part process. First you'll need to edit the **ekisa.ini** file on the Recorder server to link an Agent's PC with their phone, and then you need to configure the ScreenLogger software on the Ekisa server to enable the agent for screen recording.

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

## Recorder Configuration

### To configure the Recorder:



1. On the Recorder server, open the **C:\LTR\Config\ekisa.ini** file. This file is used to link an agent's workstation and device. Now open your **C:\LTR\PP\<PP\_abc.ini>** file. This **ini** file is used to set general configuration options for recording your telephony system, and also contains device details which you'll need to copy to the **ekisa.ini** file. The actual name of the **PP\_abc.ini** file will depend on your telephony system. Your Installation Engineer will have provided this file name during install and we've listed some of the common ones below, but if you don't know yours, just contact Red Box for help.

Note that sample **ini** files are shown in "Sample Recorder ini Files" on page 3.

2. In the **PP\_abc.ini** file, scroll down to the **[Extensions]** section and find the device for your agent – each device is listed in the following format, depending on your telephony system:

**<DeviceNumber>=<DeviceID or ChannelName>~<AgentID>~<LineID>~<DeviceIP>~<Port>~<DeviceSettings>**

For example: **00000002=102~6201~1~193.0.2.1~16538~N~**

You're only interested in the **<AgentID>** and **<DeviceID or ChannelName>**. Find the agent you want to add to your screen recording system and copy their **DeviceID** or **ChannelName** (this depends on your specific telephony system – only one of these will be used).

3. In the **ekisa.ini** file, scroll down to the **[Mapping]** section and add a line for the new agent:

**<DeviceID>or<ChannelName>=<WorkstationName>or<AgentName>**

For example: **102=dspence**

Use the **DeviceID** or **ChannelName** that you copied from the **PP\_abc.ini** file, and also enter either the name of the Agent's Workstation (Computer Name) or their Agent Name (Windows login name). Simply follow the same format used to define your other agents.

Note that an entry for the **DeviceID** or **ChannelName** may already exist in the **ekisa.ini** file, with the **WorkstationName** or **AgentName** set to **<undefined>**. In this case, simply replace **<undefined>** with the agent's **WorkstationName** or **AgentName**. Do **not** use duplicate entries.

4. Save and close the **ekisa.ini** file, and close the **PP\_abc.ini** file. Now restart the **CTIServer\_Ekisa** Windows service to apply the changes you made to the **ekisa.ini** file, and update the list of Agent Workstations. We recommend that you restart the service outside of normal operating hours.

To finish adding an agent, see "ScreenLogger Configuration" on page 3.

Telephony System	PP_abc.ini File
Avaya Aura AES/DMCC	PP_ActiveRecording.ini
BT ITS	PP_mtd.ini
Cisco Active	PP_ActiveRecording.ini
IP Trade	PP_ActiveRecording.ini
IPC Unigy (& Unigy 360)	PP_ActiveRecording.ini

Telephony System	PP_abc.ini File
Mitel MiVoice Business	PP_Mitel_CTI.ini
SIP Active	PP_ActiveRecording.ini
SIPREC	PP_ActiveRecording.ini
Unify OSB	PP_ActiveRecording.ini
Unify OSV	PP_ActiveRecording.ini

## Sample Recorder ini Files

As stated, the specific layout of your **ekisa.ini** and **PP\_abc.ini** file will depend on your telephony system and screen recording implementation. Here's a quick sample of each file just to illustrate the general data, but follow the specific formats already used in your own existing **ini** files.

```

ekisa.ini - Notepad
File Edit Format View Help

[Mapping]
101=jsmith
102=dspace
103=ajones
104=asmith
105=sspace
106=acarter
107=spatel
108=jjones
109=thauer
110=undefined
    
```

```

PP_ActiveRecording.ini - Notepad
File Edit Format View Help

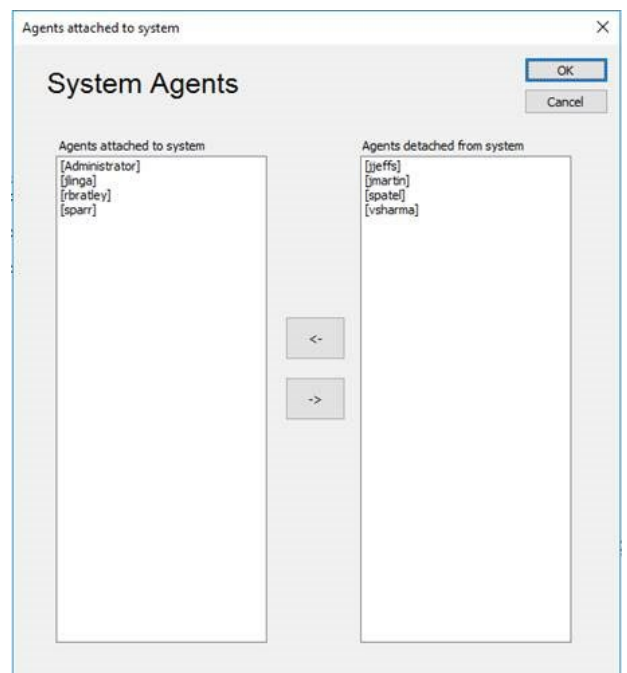
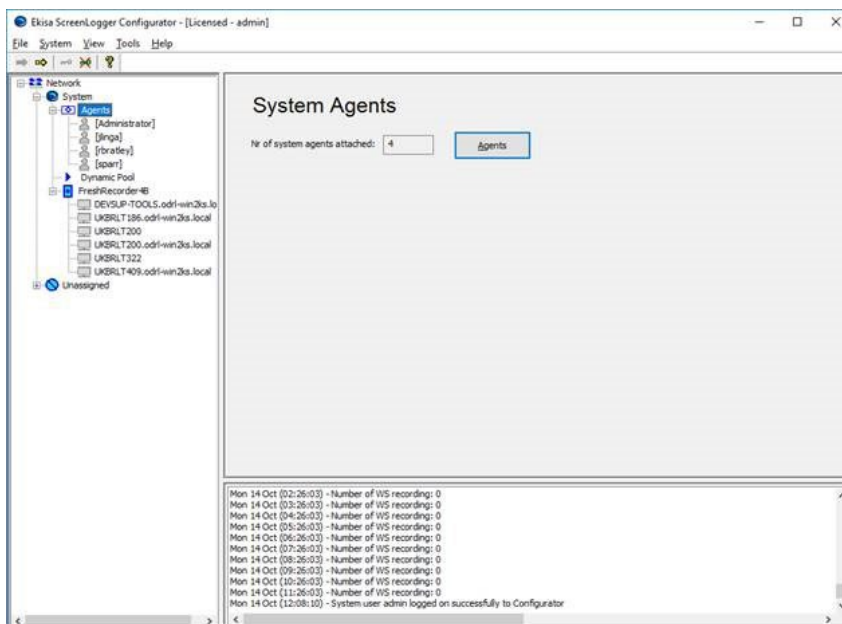
[Extensions]
Total=00000200
00000001=101~5201~1~193.0.1.1~16536~Y~
00000002=102~6201~1~193.0.2.1~16538~N~
00000003=103~5202~1~193.0.1.2~49230~N~
00000004=104~6202~1~193.0.2.2~49232~N~
00000005=105~5203~1~193.0.1.3~57520~N~
00000006=106~6203~1~193.0.2.3~57522~N~
00000007=107~5204~1~193.0.1.4~4250~Y~
00000008=108~6204~1~193.0.2.4~4252~N~
00000009=109~5205~1~193.0.1.5~45212~N~
00000010=110~6205~1~193.0.2.5~45214~Y~
00000011=111~5206~1~193.0.1.6~12292~N~
    
```

## ScreenLogger Configuration

### To configure the ScreenLogger:



1. Open the Ekisa ScreenLogger Configuration app on the Ekisa server – you can find this in **Start > Ekisa**. Login using your Ekisa administrator account details – your Installation Engineer will have provided this information during install, but if you don't know yours, just contact Red Box for help.
2. Open **Network > System > Agents** in the "Architecture" panel on the left and click on **Agents**. Now click the **Agents** button in the "Action" panel on the right. You should now see your **System Agents** list.
3. To record an Agent's PC, simply highlight the agent in the "**detached**" list and move them to the "**attached**" list. If you need to remove an agent from the attached list (stop recording an Agent's PC), just do the reverse.
4. Click **OK** when you're done. Your agent should now be showing in the **Agents** list in the Architecture panel. Your Agent's PC and call audio will now be recorded when they make or receive a call. You may want to test that everything is ok – see "Test an Agent" on page 4.



## Test an Agent

Once you've added an agent, you should check that screen data is being captured by the Ekisa ScreenLogger and then check that call audio is being recorded (along with the screen recording) and is available within Quantify.

### To test ScreenLogger:



1. Open the Ekisa ScreenLogger Configuration app on the Ekisa server, and open **Network > System > Workstations** in the "Architecture" panel on the left. Right click the **Workstation** and select **Start Test Recording**. Obviously you need to make sure that the agent's PC is logged in and being "used". After about 10 seconds, right click the workstation again and select **Stop Test Recording**.

Note that this is just a test recording within the ScreenLogger system and will not be available in Quantify.

2. Open the Ekisa Player Module app on the Ekisa server – you can find this in **Start > Ekisa > Player**. Note that your Installation Engineer will have provided login details for this app.
3. Search for the test recording and replay the recording.

If you can't find or replay the test recording, check your Recorder and ScreenLogger configuration.

### To test Quantify:



1. Make a test call to/from the Agent's phone. Also, make sure that the Agent's PC is logged in and being "used" during the call.
2. Login to Quantify, go to Search and Replay, find the call, and replay the recording. Call audio will replay in the Media Player and the screen recording will replay in a pop-up.

**Tip:** All screen recorded calls populate the **Screen Event ID** metadata field with "EVT..." and also populate the **Extra Recording** metadata field with "screen". You can use these metadata fields as a handy way to find screen recorded calls (search **Screen Event ID > EVT%** or **Extra Recording > screen**).

If you can't find or replay the test recording in Quantify, check your Recorder and ScreenLogger configuration. Also note that to replay a screen recorded call within Quantify, you need to have the Player Module and XVID video codec installed on the PC being used to replay the call – see "Player Module for Quantify" on page 6.

## Status Information

You can also use the Ekisa ScreenLogger Configuration app to check Agent and Workstation status information. Open the app on the Ekisa server (**Start > Ekisa**):

- The **Agent** and **Workstation** icons in the "Architecture" panel on the left show basic status information – Grey: Offline, Blue: Online, Red: Recording.
- Click on an Agent or Workstation in the Architecture panel to view detailed status information, such as which Agent is logged onto an individual Workstation.

## Edit an Agent

Editing an agent depends on what you need to do – disable recording or change name.

### To disable recording:



1. To completely disable recording for an agent (no call audio or screen data will be captured):
  - Login to Quantify using a system administrator account, go to **Configuration > Management > Recording** and disable the required channel.
  - Open the Ekisa ScreenLogger Configuration app on the Ekisa server, open **Network > System > Agents** in the "Architecture" panel on the left. Right click the agent and select **Detach Agent**.
2. To only disable screen recording for an agent (no screen data will be captured, but call audio will continue to be recorded and available in Quantify):
  - Open the Ekisa ScreenLogger Configuration app on the Ekisa server, open **Network > System > Agents** in the "Architecture" panel on the left. Right click the **Agent** and select **Detach Agent**.

### To change an agent's name:



1. To change an agent's name, first disable the channel for recording while you make the change – login to Quantify using a system administrator account, go to **Configuration > Management > Recording** and disable the required channel.
2. Update the name change in your telephony system and the Agent's PC login as needed.
3. On the Recorder server, open the **C:\LTR\Config\ekisa.ini** file and update the **[Mapping]** information for your agent as needed.
4. On the Recorder server, restart the **CTIServer\_Ekisa** Windows service. This will apply the changes you made to the Recorder server **ini** files and update the list of Agent Workstations that can be recorded. We recommend that you restart the service outside of normal operating hours.
5. Now open the Ekisa ScreenLogger Configuration app on the Ekisa server, open **Network > System > Agents** in the "Architecture" panel on the left and check the agent is **attached** to the system.
6. Finally, re-enable recording on the Recorder – login to Quantify, go to **Configuration > Management > Recording** and enable the required channel.

## Player Module for Quantify

To replay screen recorded calls within Quantify, you need to run the following installers on each PC you want to use to replay those calls:

- **EkisaPlayerModuleInst:** Simply follow on-screen instructions to install the player. You may need to enter the Ekisa Server name or FQDN during install.
- **XVIDInst:** Run the **msi** file to install the XVID video codec – this is a specific codec optimised for use with screen recording (not required for ScreenLogger V3.x).

If you don't have the **EkisaPlayerModuleInst** or **XVIDInst** installers, please contact Red Box for help, or you can search for the files on an existing PC that's already being used to replay screen recorded calls.

## Hot Desking

If your screen recording system is being used in a hotdesk environment (individual workstations can be used by a number of different agents), you need to make sure that the **EkisaWorkstationInst** and **XVIDInst** installers are installed on all PCs that you want to record – see "Prerequisites" on page 1.

## Licensing

Your ScreenLogger software will be licensed for the total number of concurrent workstations that can be recorded. To review your licenses, open the Ekisa ScreenLogger Configuration app on the Ekisa server (you can find this in **Start > Ekisa**) and select **Network > System**. The **Licenses Issued** panel shows the number of licenses for your system, and the **Licenses Assigned** panel shows the number of licenses currently in use. If you need to purchase additional licenses, please contact Red Box for details.

## Call Wrap Up

The "Call Wrap Up" feature provided in Quantify 5C and above allows you to extend the screen recording past the end of the audio call, allowing you to record "call wrap up" activities after the audio call has ended. To configure this feature on the recorder server, edit the **C:\LTR\Config\ekisa.ini** file and add or modify the following section:

```
[Wrapup]
CallWrapupTime=<TimeInMilliseconds>
```

Set the **<TimeInMilliseconds>** to define how long you want the screen recording to continue past the end of an audio call (1000 milliseconds = 1 second). Now restart the **CTIServer\_Ekisa** Windows service to apply the changes – we recommend that you restart the service outside of normal operating hours.

Note the following:

- The ScreenLogger software provides "keyframes" once per second, so the actual wrap up time will be approximately +/- one second.
- Setting a large call wrap up time may have a significant impact on your storage requirements.
- Playback within Quantify works in the same way as any other screen recorded call.
- If a new audio call is received by an agent during the scheduled wrap up time, the wrap up period will be cancelled for that agent and a new screen recording session will start immediately.

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