

MaxACD 7.0 Voice Recording FTPS Support

Requirements

The following components are required to implement FTPS support for MaxACD Voice Recordings.

- FileZilla Server version 0.941 or later
- MaxACD Release 7.0 or later

Configuring FTP Support on FileZilla

- 1. Open the FileZilla server interface and log in.
- 2. Choose Edit > Settings and verify settings as shown below.

FileZilla Server Options		×
General settings Welcome message IP bindings IP Filter Passive mode settings	FTP over TLS settings Enable FTP over TLS support (FTPS) Disallow plain unencrypted FTP X 500 Continent	FileZilla Server
Security settings Miscellaneous Admin Interface settings Logging	Private key file:	Browse
Speed Limits Filetransfer compression FTP over TLS settings Autoban	Key password:	Password will be stored in plaintext.
	Explicit and implicit FTP over TLS Allow explicit FTP over TLS (default: yes) Note: Explicit FTP over TLS shares the normal FTP port configure Listen for implicit FTP over TLS connections on the following ports (de 990	d on the General settings page. efault: 990):
OK	File transfer security These settings need to be enabled for file transfers to be secure. Force PROT P to encrypt file transfers when using FTP over TLS Reguire TLS session resumption on data connection when using P	ROT P

3. Click **OK**.

Note: You will change these settings later; to enable FTPS.



4. Create a recordings folder on the VRM server; name it *Recordings*.

🖦 🕑 📙 🖘 N	Martyav_boot (C:)						- 0	×
File Home	Share View							^ ?
Pin to Quick Copy access	Paste Paste shor	M tcut t	tove Copy tov Organize	New folder New	Properties • Open	Open • Edit ••• History	Select all Select none Invert selectio Select	n
\leftrightarrow \rightarrow \checkmark \uparrow	→ This PC → MA	RTYAV_BO	OOT (C:) →		✓ [™] S	earch MARTYA	/_BOOT (C:)	٩
🔮 Documents	*	∧ Nar	me		Date modified	Туре		Size 🔨
Pictures	*		AUTOUPGRADETEMP		2/1/2017 11:55 AN	A File folde		
📙 FileZilla Sen	ver		FtpsCertificate	:	2/16/2017 1:59 PN	/ File folde	·	
MArty			Logs		4/26/2016 11:35 P	M File folde		
MaxAgent			MaxACD 7.0 Application Training	g i	2/14/2017 12:17 P	M File folde		
MaxSupervi	sor		MaxACD Administrator Training	9	9/25/2016 2:25 PN	/ File folde		
			PerfLogs		7/16/2016 4:47 AN	/ File folde		
a OneDrive			Program Files	1	2/16/2017 1:16 PN	/ File folde		
💻 This PC			Program Files (x86)		2/23/2017 1:25 PN	/I File folde		
📃 Desktop			Recordings		2/24/2017 8:31 AN	A File folde		
🔮 Documents			Users		9/21/2016 3:33 PN	A File folder		
Downloads			windows		2/1/2017 11:50 AN	VI Filefolde		×
15 items 1 item	selected	~ <) ==

If you have a Windows server and a FileZilla Server as your FTP server, you can easily add additional FTP users as needed. Each user will be 'jailed' into their shared folder.

5. Open the FileZilla Server Interface from the Start menu or by clicking the desktop icon. Choose **Edit** > **Users**.

Users		×
Page: General Shared folders Speed Limits IP Filter	Account settings	Users
	Bypass userlimit of server Maximum connection count: Connection limit per IP: Eorce TLS for user login	Add Remove Rename Copy
	Description	
OK Cancel	You can enter some comments about the user	

6. Click the **Add** button.



7. Enter a username; for example, *VRM*. Click **OK**.

Add user account	×
Please enter the <u>n</u> ame of the user account that sho be added:	uld
VRM	
User should be member of the following group:	
<none></none>	\sim
<u>O</u> K <u>C</u> ancel	

Users		×
Page: General Shared folders Speed Limits IP Filter	Account settings	Users VRM Add Renove Copy
OK Cancel	You can enter some comments about the user	



8. Check the **Password** checkbox and enter the password *22222*.

Users			×
Page: General Shared folders Speed Limits IP Filter	Account settings ☐ Enable account ☐ Password: Group membership: <none> ☐ Bypass userlimit of server Maximum connection count: Connection limit per IP: ☐ D ☐ Force TLS for user login</none>	Users VRM	
OK Cancel	Description Vou can enter some comments about the user	Re <u>n</u> ame Cop <u>y</u>	

9. In the left panel, click Shared folders. Click Add below the Shared folders list.

Users		×
Page: General Shared folders Speed Limits IP Filter	Shared folders Users Directories Aliases Write Delete Delete Append Directories Create Delete Usit Usit + Subdirs Add Remove Rename Set as home dir Add Remove Add Remove Copy A directory alias will also appear at the specified location. Aliases must contain the full virtual path. Separate multiple aliases for one directory with the pipe character (1) If using aliases, please avoid cyclic directory structures, it will only confuse FTP clients.	
OK Cancel		



10. Browse to the *Recordings* folder that you created earlier, and click **OK**.

Users		×
Page: General Shared folders Speed Limits IP Filter	Shared folder: Users Dir Browse for Folder X H Please select a folder that should be added to the folders list of the selected user account. C:\Recordings Logs A	
	A direc path. 5 If using A direc A	I <u>R</u> emove ne <u>Copy</u> full virtual ents.
ОК	OK Cancel	
Cancel		

11. Check (enable) all permissions under Files and Directories for the Recordings folder. Click OK.

Users					×
Page:	Shared folders		Dia	<u>U</u> sers	
General Shared folders Speed Limits IP Filter	Directories H C:\Recordings < Add Remo: A directory alias will also ap path. Separate multiple alia If using aliases, please avo	Aliases Aliases Rename Rename pear at the specified ses for one directory str id cyclic directory str	Hies Read Write Delete Append Directories Create Directories List List + Subdirs Set as home dir d location. Aliases must with the pipe character ructures, it will only con	VRM Add Rename contain the full virtual er (1) fuse FTP clients.	emove Cop <u>y</u>
OK Cancel					



Configuring Call Recording in the MaxACD Administrator Portal

- 1. Open a web browser and connect to the MaxACD Administrator Portal by entering https://<IPAdress>/CWS.
- 2. Log in with the correct username/password. Default credentials are admin/22222.

🗲 💮 🏉 http://10.10.180.231/CWS/di 🔎 👻 🖉 Welcome to Administr 🗴		۵ ۵	(i)
	D		
Administrator Portal			
Sign-in Address: Password:			
SI	gn In		

3. Select System > Server > Call Recording.

	Admin	System User IV	R Workgroup Work H	ours License Se	ttings Logo
Multi-Lingual	SNMP Config	puration P	Presence Mapping	Redundancy	
Server	Reports	Account Code	Logout Reason Code	Call Recording	
Central Locatio	n: fp://VRM.sooocoos	g10.90.0.55/Recordings	TestFTP		
Central Locatio	90.0.55	g10 90 0 55/Recordings FTP Acce	Test FTP ss Account VRM		
Central Locatic FTP Server 10 FTP Path: R	90.0.55	g10 90 0 55/Recordings FTP Acce Password	ss Account VRM		
Central Location	vecording 90.0.55 cordings	g 10 90 0 55/Recordings FTP Acce Password	ss Account VRM		
Central Location FTP Server 10 FTP Path: Re To correctly ste 1. FTP Server	vic ftp://VRM.soccocock .90.0.55 .cordings pre recording files: must be installed and	P10 90 0 55/Recordings FTP Acce Password configured property or	ss Account VRM	ichine.	

- 4. Enable recording by checking the **Enable Centralized Recording** option.
 - For FTP Server, enter the IP address of the FileZilla FTP server that you configured earlier.
 - For *FTP Path*, enter the directory name that you created earlier (Recordings), where the files will be transmitted to on the FileZilla FTP server.



- For *FTP Access Account*, enter the FTP server User Account Name (VRM) that MaxACD can log into on the FileZilla FTP server.
- For *Password*, enter the FTP account password for the User Account Name (22222) that MaxACD can log on the FileZilla FTP server
- 5. Click the **Test FTP** button to test the configuration. A popup window should appear, indicating that the FTP test has been completed successfully.
 - **Note**: The Test FTP button will produce an error later, after you change the configuration from FTP to FTPS. This is because the button can only test FTP; it cannot be used to test FTPS connections.

Multi-Lingual	SNMP Co	onfiguration	Presence Mapping		Redundancy
Server	Reports	Account C	ode Logout Re	ason Code	Call Recording
Call Recording					
 Enable Centre 	ralized Recording				
Central Loca	tion: ftp://VRM::000000	cc@10.90.0.55/Rec	ordings Test	FTP	
s	uccess			_	
FTP Serv					
FTP Path		st has been com	leted successfully.		
	<u> </u>	st nus seen oong	inter succession.		
To correct				2	٢
To correq					
1. FTP Serv	er must be installed a	nd configured prop	erly on the Central Lo	cation mach	line.
2. FTP Path	must point to the FTF	P folder in the Cent	al Location machine.		
016 0 000	cel				

FileZilla should display a screen similar to the following figure, showing the successful login and directory creation and deletion of /cwsTestFolder/test.txt.

ALTIGEN
FileZilla Server (127.0.0.1)
File Server Edit ?
<u>4 A B 9 6 9 /c/ 00 = -</u>
Image: Control Status Image: Control Status
[000047]2/24/2017 85748 AM -vm (10 10 10 231)> 51OR cws TestFolder/test bd (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 150 Opening data channel for file upload to server of "/cwsTestFolder/test bd" (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 225 Successfully transfered "/cwsTestFolder/test bd" (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 225 Successfully transfered "/cwsTestFolder/test bd" (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 205 Successfully transfered "/cwsTestFolder/test bd" (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 250 File exists.ready for destination name. (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 250 File scats.ready for destination name. (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 250 File reamed successfully (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 250 File cmsTestFolder/test bd (000047]2/24/2017 85748 AM -vm (10 10 180 231)> 250 File cmsTestFolder/test bd

Change the Configuration to FTPS

78:57:49 AM - vm (10.10.180.231)> 200 He deleted 78:57:49 AM - vm (10.10.180.231)> BMD cwsTestFol 78:57:49 AM - vm (10.10.180.231)> 250 Directory del 78:59:49 AM - vm (10.10.180.231)> 421 Connection t

(10.10.180.231)

IP /

/2017 8:59:49 AM

angs, plea unt settings

Once FTP is working successfully, you can change the configuration to FTPS.

Transfer

1. Open the FileZilla server interface and log in. Select Edit > Settings.

- General settings	FTP over TLS settings	FileZilla Serve
Welcome message IP bindings IP Filter	Enable FTP over TLS support (FTPS)	
- Passive mode settings	X.509 Certificate	
- Miscellaneous	Private key file:	Browse
 Admin Interface settings Logging 	Certificate file:	Browse
- Speed Limits - Filetransfer compression	Key password:	Password will be stored in plaintext.
- FTP over TLS settings - Autoban	Generate new certificate	
	Explicit and implicit FTP over TLS	
	Allow explicit FTP over TLS (default: yes) Note: Explicit FTP over TLS shares the normal Listen for implicit FTP over TLS connections on the	FTP port configured on the General settings page e following ports (default: 990):
	990	

- 2. Highlight FTP over TLS settings.
 - Check the FTP over TLS support (FTPS) option.
 - Check the **Disallow plain unencrypted FTP** option, if necessary.

Progress Speed

212 bytes received 0 B/s 702 bytes sent 0 B/s 🛎 🛎



- 3. Click Generate new certificate to create new certificate.
- 4. In the next panel, enter the required information. **Do not click Generate certificate yet**.

	×				
This dialog will help you to create a new private key and a self-signed certificate, needed by FileZilla Server to accept TLS connections. Please fill out the required information. Wrong or missing information may confuse clients.					
2-Digit country code:	US				
Eull state or province:	Texas				
Locality (City):	Allen				
Organization:	Altigen				
Organization unit:	Altigen Support				
Contact <u>E</u> -Mail:					
<u>C</u> ommon name (Server address):	VRM Server/FTP				
Save key and Browse					
Generating the certificate may take some time depending on the key size.					
Generate certificate Cancel					

- 5. Create a folder on C:\ named *FtpsCertificate*.
- 6. In the Save key and certificate to this file field, browse to the new folder as shown in this figure.



7. Click **Generate certificate** to create c:\FtpsCertificate\certificate.crt. A popup acknowledges that the certificate was generated. Click **OK** to continue.



8. Browse to C:\Program Files (x86)\FileZilla Server.

📕 🛃 📕 🛛 FileZilla Server			- c	x t
File Home Share Vie	w			^ ()
← → × ↑ 🦲 « MARTYAV_	BOOT (C:) > Program Files (x86) >	FileZilla Server v Ö	Search FileZilla Server	,p
MArty	^ Name ^	Date modified	Туре	Size
MaxSupervisor	7 FileZilla Server Interfa	ce 2/8/2017 12:19	AM Application	2,706
ConeDrive	FileZilla Server	2/8/2017 12:19	AM Application	840
	FileZilla Server	2/24/2017 1:09	PM XML Document	6
This PC	e legal	2/6/2017 5:43	AM HTM File	2
Desktop	libeay32.dll	2/6/2017 5:25	AM Application extens.	. 1,380
Documents	iicense	8/10/2014 12:	66 AM Text Document	18
Downloads	e readme	2/6/2017 5:51	AM HTM File	48
h Music	ssleay32.dll	2/6/2017 5:25	AM Application extens.	357
E Pictures	👿 Uninstall	2/16/2017 1:33	PM Application	52
Videos				
MARTYAV_BOOT (C:)	v <			>
9 items 1 item selected 5.54 KB				

9. Use notepad to open the file 'FileZilla Server.xml'. Within the file, search for "Minimum TLS version"

📗 FileZilla Server - Notepad 🛛 🚽 🚽		×	📕 FileZilla Server - Notepad 🛛 — 🔲 🗙	
<u>F</u> ile <u>E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp			<u>File E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp	
type="numeric">1	<item< td=""><td>^</td><td>type="numeric">1 <item <="" td=""><td>^</td></item></td></item<>	^	type="numeric">1 <item <="" td=""><td>^</td></item>	^
type="numeric">0 name="Autoban attempts"	<item< td=""><td></td><td>type="numeric">0 <item name="Autoban attempts"</item </td><td></td></item<>		type="numeric">0 <item name="Autoban attempts"</item 	
type="numeric">10 name="Autoban type"	<item< td=""><td></td><td>type="numeric">10 <item name="Autoban type"</item </td><td></td></item<>		type="numeric">10 <item name="Autoban type"</item 	
type="numeric">0 name="Autoban time"	<item< td=""><td></td><td><pre>type="numeric">0 <item <="" name="Autoban time" pre=""></item></pre></td><td></td></item<>		<pre>type="numeric">0 <item <="" name="Autoban time" pre=""></item></pre>	
type="numeric">1	<item< td=""><td></td><td>type="numeNic">1 <item< td=""><td></td></item<></td></item<>		type="numeNic">1 <item< td=""><td></td></item<>	
type="numeric">0			type="numeric">2k/Item>	
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Name="VRM"> <optio< td=""><td>n</td><td>\checkmark</td><td>Name="VRM"> <option< td=""><td>~</td></option<></td></optio<>	n	\checkmark	Name="VRM"> <option< td=""><td>~</td></option<>	~

- 10. Change the value from 0 to 2. This will enforce TLS 1.2.
 - **Note**: If you cannot find "Minimum TLS version", try changing any configuration and save the configuration. Reopen the file and you should be able find the entry.



11. Restart the FileZilla service.

🖏 Services					□ ×
<u>File Action V</u> iew	<u>H</u> elp				
	🗟 📑 📔 🖬 🕨 🔲 🕪 🖬				
Services (Local)	Services (Local)				
	FileZilla Server FTP server	Name	Description	Status	Startup ^
	<u>Stop</u> the service <u>Restart</u> the service	Diagnostic Service Host Diagnostic System Host Distributed Link Tracking Client Distributed Transaction Coordinator dmwappushsvc DNS Client Downloaded Maps Manager Embedded Mode Encrypting File System (EFS) Enterprise App Management Service Extensible Authentication Protocol Fax File History Service	The Diagno The Diagno Maintains li Coordinates WAP Push The DNS Cli Windows se The Embed Provides th Enables ent The Extensi Enables you Protects use	Running Running Running	Manual Manual Automa Manual Automa Automa Manual Manual Manual Manual Manual Manual
		FileZilla Server FTP server		Running	Automa
		Supervision Discovery Provider Host	The FDPHO	Running	Manual
		Section Discovery Resource Publication	Publishes th	Running	Manual
		Second Service	This service	Running	Manual ♥ >
	Extended Standard				

- 12. On the MaxACD server, open the Registry Editor (regedit).
- 13. Navigate to HKEY_LOCAL_MACHINE >SOFTWARE > AltiGen Communications, Inc. > AcdProxy. Set IsFtpSecure to 1 to enable FTPS in MaxACD.

🕵 Registry Editor			
File Edit View Favorites Help Computer HKEY_CLASSES_ROOT HKEY_CURRENT_USER HKEY_LOCAL_MACHINE BCD0000000 COMPONENTS HKEY_LOCAL_MACHINE SAM SECURITY SOFTWARE 7-Zip AltGen Communications, Inc. AcdProxy PresenceServ	Name (Default) AppId DisableUpdateCo LastError PoolFQDN RegFQDN RegFQDN RemoveAEPFlag SipDomain ab SipPrefix ISFtpSecure	Type REG_SZ REG_DWORD REG_DWORD REG_SZ REG_SZ REG_DWORD REG_SZ REG_SZ REG_DWORD	Data (value not set) ACD_PROXY 0x00000000 (0) 0x00000000 (0) acd70.kino.com acdpool.kino.com 0x00000006 (111) kino.com sip:MaxACD 0x00000001 (1)



14. Shut down all of the MaxACD services, using the MaxACD Service Utility.

A MaxACD Services Utility
Start All MaxACD Services Shutdown All MaxACD Services Close
Information
Stopping AltiGen Keep Up Service OKI Stopping AltiGen CTProxy Service OKI Stopping AltiGen AutoUpgrade Service OKI Stopping AltiGen Internal Logger Service OKI Stopping AltiGen VM CNI Stopping AltiGen VM Exchange Integration Service OKI Stopping AltiGen VM Ressage Service OKI Stopping AltiGen VM Message Service OKI Stopping AltiGen VM Message Service OKI Stopping AltiGen VM SMTP Service OKI Stopping AltiGen VM SMTP Service OKI Stopping AltiGen VM AltiView Service OKI
Stopping AltiGen Java Services Loader OK!
start time 13:44:24 end time 13:45:51 duration: 87 seconds All AltiGen Services are stopped successfully.

Note: The **Test FTP** button within the MaxACD 7.0 Call Recording tab will produce an error once we change the configuration from FTP to FTPS, as shown below. As explained earlier, this button can only be used to test FTP.

Error	
	An error has been detected when connecting from MaxACD system to FTP Server. The remote server returned an error: (530) Not logged in.
	×

FileZilla will show a failed login password, as shown below.

🔁 FileZilla Server (127.0.0.1)	-		×
<u>File Server Edit ?</u>			
🗲 🖞 🕼 🕰 📽 🕴 /c/ 🗪 🎞 🗸			
FileZilla Server 0.9.60 beta Copyright 2001-2015 by Tim Kosse (tim kosse@filezilla.project.org) https://filezilla.project.org/ Connecting to server localhost:14147 Connected, waiting for authentication			
Logged on You appear to be behind a NAT router. Please configure the passive mode settings and forward a range of ports in your router. Warning: FTP over TLS is not enabled, users cannot securely log in. (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > Connected on port 21, sending welcome message (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > 220-FileZilla Server 0.9.60 beta (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > 220-written by Tim Kosse (filezilla-project.org) (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > 220-Written by Tim Kosse (filezilla-project.org) (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > S30 TLS required (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > S30 TLS required (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > S30 Login or password incorrect! (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > 530 Login or password incorrect! (000002)2/27/2017 11:53:20 AM - (not logged in) (10.10.180.231) > box corrected.			
D Account IP / Transfer Progr	ess S	opeed	
Ready 22 bytes received 0 B/s 195 bytes s	ent 0	B/s	• •



15. From the Start Menu, open VRM Admin.

VRM Admin Login	×
VRM Server	
Password	
Save Password	
(OK Cancel

- For VRM Server, enter the IP address on the VRM server.
- For *Password*, enter the password. By default, the password is 22222.
- 16. On the User tab, click New to add a new user.

🔦 Voice Record	d Manager Adm	in 7.0.0.806	;			×	
User Pooling	g Storage Lo	g MaxACI	D				
User List							
Name	Workgroup	Agent	Tenar	tID	Syster	nID	
			\ .				
Edit				lew	Del	ete	
Change Admith Password							
Apply		Help		ок	Ca	ancel	

17. Enter a user name. This must be in standard email format. Enter a password and confirm it. Click **OK**.

New User	×
User Name	
New Password	
Comfirm Password	
	OK Cancel



🔏 Voice Reco	rd Manager Adn	min 7.0.0.806			×
User Poolir	ng Storage L	og MaxACE	ק		
User List-					
Name	Workgroup	Agent	TenantID	Systen	nID
Marty					
Edit			New	Dele	te
Change Admin Password					
Apply		Help	ОК) Ca	ncel

- 18. Click the **Pooling** tab. This tab allows you to set the location of the primary storage directory.
- 19. VR Manager pools the newly recorded files from the MaxACD server and saves them into the primary storage directory in .WMA format.

Use the **Browse** button and navigate to C:\Recordings folder. Click **OK**.

🔌 Voice Record Manager Admin 7.0.0.806	-		×
User Pooling Storage Log MaxACD			
Primary storage directory			
C:/Recordings		Brow	wse)
Select the format			_
 WMA (16kb/sec) 			
			_
(Apply) (Help)	ОК		incel



20. Open File Explorer and browse to the C:\Recordings folder. Set full read/write permissions. Click **OK**.

Permissions for Recordings		×
Share Permissions		
Group or user names:		
Section Everyone		
Administrators (MARTY-V26	0\Administrators)	
	A <u>d</u> d	<u>R</u> emove
Permissions for Administrators	Allow	Deny
Permissions for Administrators Full Control	Allow	Deny
Permissions for Administrators Full Control Change	Allow	Deny
Permissions for Administrators Full Control Change Read	Allow V V V	Deny
Permissions for Administrators Full Control Change Read	Allow V V	Deny
Permissions for Administrators Full Control Change Read	Allow V V V	Deny
Permissions for Administrators Full Control Change Read	Allow V V V	Deny
Permissions for Administrators Full Control Change Read	Allow V V	Deny
Permissions for Administrators Full Control Change Read	Allow V V V	Deny

21. In VRM Admin, click the MaxACD tab. Click New.

🔧 Voice Record Manager Admin 7.0.0.806 🍡 — 🛛 🛛 🗙
User Pooling Storage Log MaxACD
MaxACD server list
Ν.
New Delete
FTP Server Directory
(Apply) (Help) OK Cancel

ALTIGEN	
Add New Server	×
ACD Server Address	
FTP Server Directory C:\Recordings	
OK Cancel	

- 22. For ACD Server Address, enter the IP Address of the MaxACD Server
- 23. For *FTP Server Directory*, enter the path for the recordings on the VRM server. Click **OK**.

The newly added server appears in the MaxACD server list.

👋 Voice Record Manager Admin 7.0.0.8	306 —		×
User Pooling Storage Log Max	ACD		
_ MaxACD server list			
10.10.180.231			
	New	De	lete
FTP Server Directory			
Apply	lelp OK		ancel

Note: After adding a new server, the VR Manager service immediately checks the MaxACD server for the VR Manager License. VR Manager starts converting all voice recording data as soon as the MaxACD server information is added to the MaxACD Server List.

You can now use VRM Client to search for Recordings as needed.