

MaxACD 7.0 Voice Recording FTPS Support

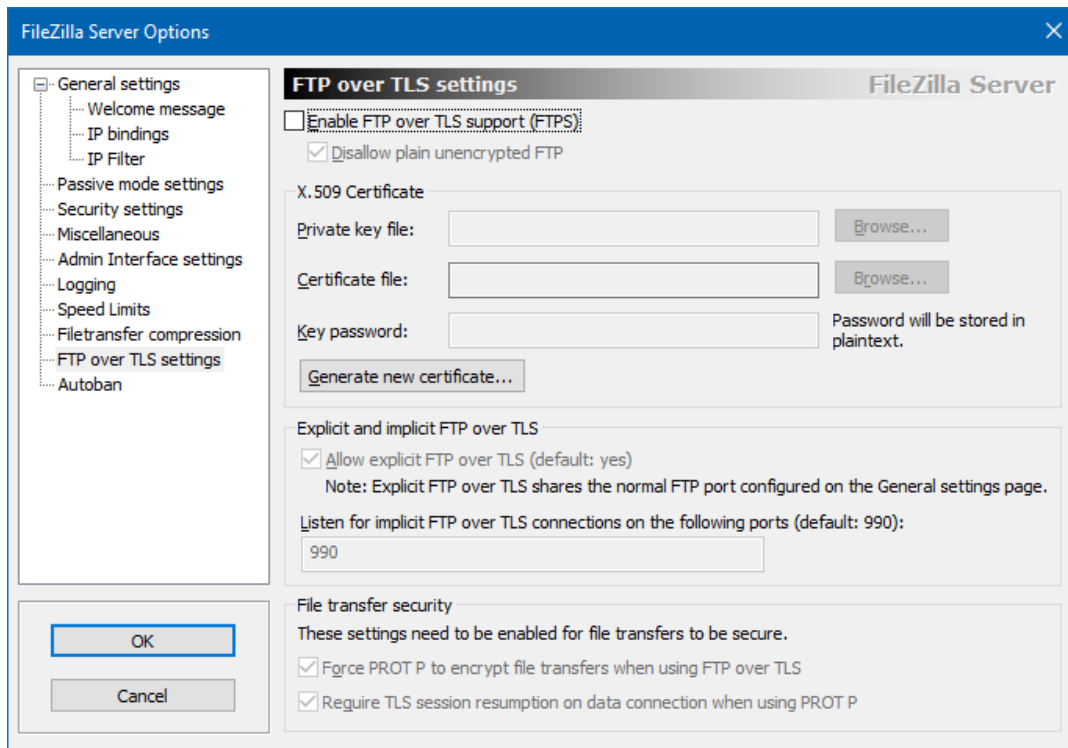
Requirements

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.



The screenshot shows the FileZilla Server Options dialog box with the 'FTP over TLS settings' tab selected. The 'General settings' sidebar is visible on the left. The main content area includes the following settings:

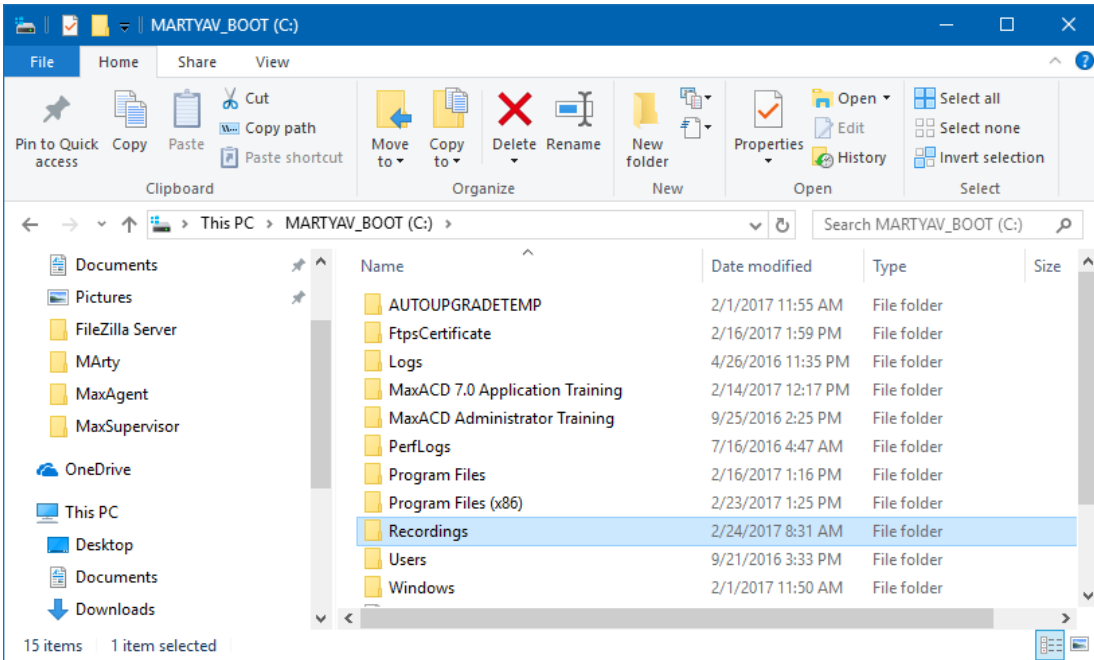
- Enable FTP over TLS support (FTPS)
- Disallow plain unencrypted FTP
- X.509 Certificate**
 - Private key file: [text box] [Browse...]
 - Certificate file: [text box] [Browse...]
 - Key password: [text box] Password will be stored in plaintext.
 - [Generate new certificate...]
- Explicit and implicit FTP over TLS**
 - Allow explicit FTP over TLS (default: yes)
Note: Explicit FTP over TLS shares the normal FTP port configured on the General settings page.
 - Listen for implicit FTP over TLS connections on the following ports (default: 990):
[text box containing 990]
- 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
 - Require TLS session resumption on data connection when using PROT P

At the bottom left, there are 'OK' and 'Cancel' buttons.

3. Click **OK**.

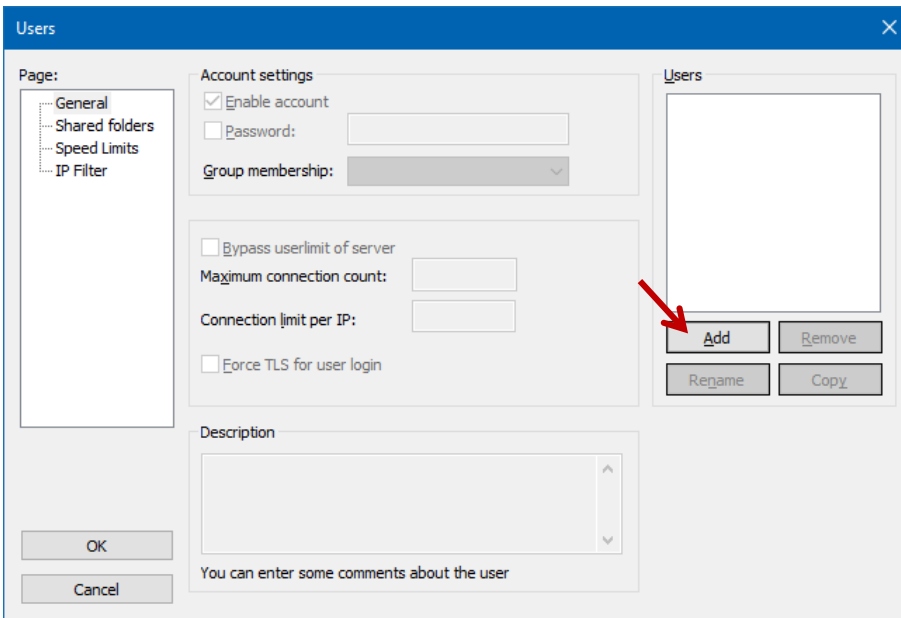
Note: You will change these settings later; to enable FTPS.

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



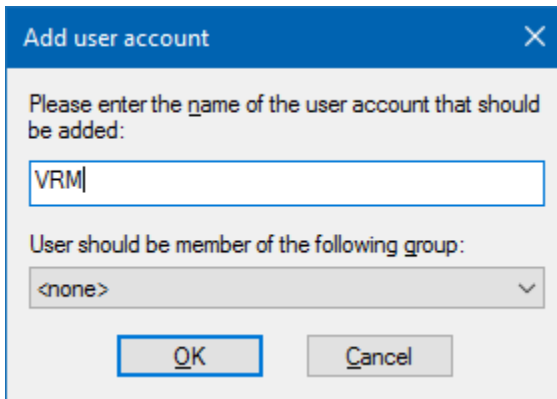
If you have a Windows server and a FileZilla Server as your FTP server, you can easily add additional FTP users as needed. Each user will be 'jailed' into their shared folder.

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



6. Click the **Add** button.

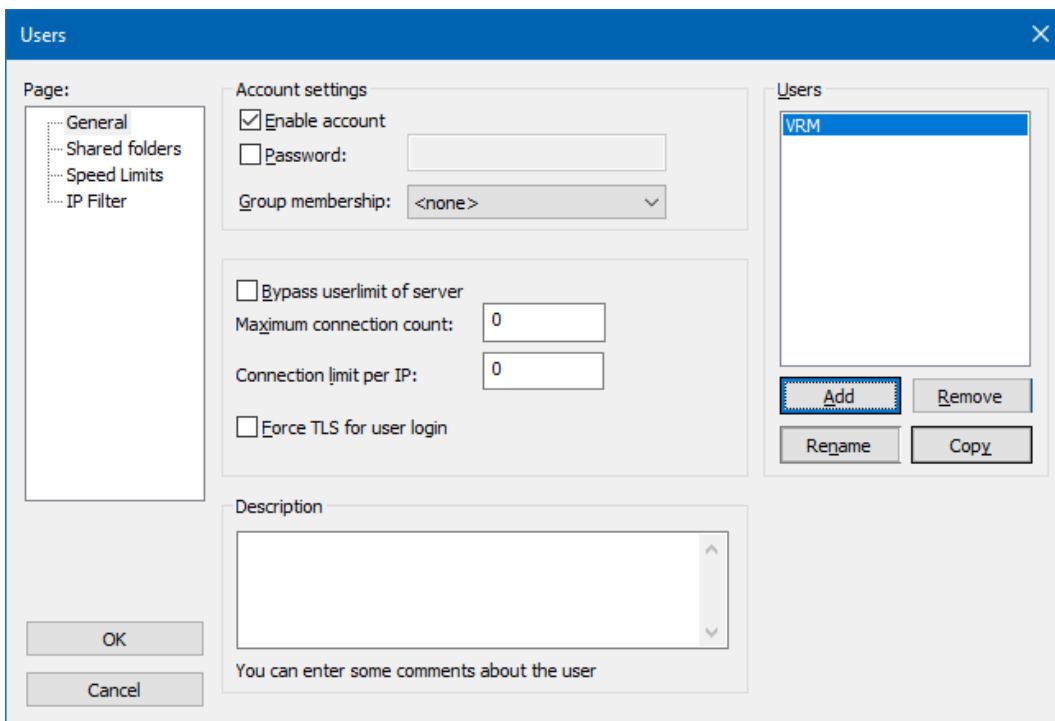
7. Enter a username; for example, *VRM*. Click **OK**.



Add user account [X]

Please enter the name of the user account that should be added:

User should be member of the following group:



Users [X]

Page:

- General
- Shared folders
- Speed Limits
- IP Filter

Account settings

Enable account

Password:

Group membership:

Bypass userlimit of server

Maximum connection count:

Connection limit per IP:

Force TLS for user login

Description

You can enter some comments about the user

Users

VRM

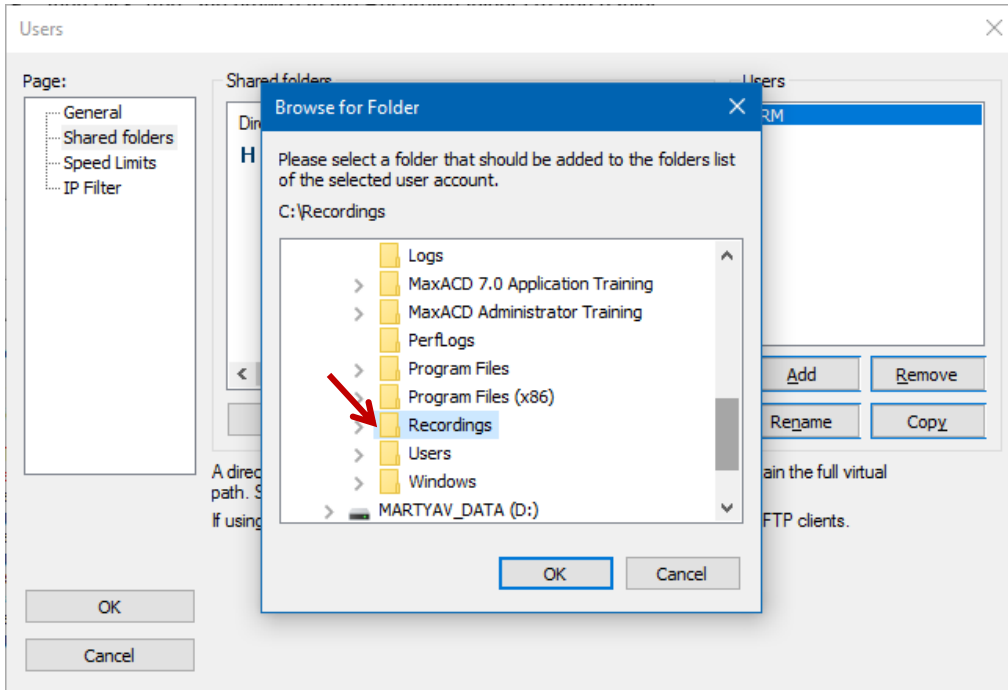
8. Check the **Password** checkbox and enter the password 22222.

The screenshot shows the 'Users' dialog box with the 'General' tab selected. In the 'Account settings' section, the 'Enable account' and 'Password' checkboxes are checked. The password field contains '22222'. The 'Group membership' dropdown is set to '<none>'. Below this, there are options for 'Bypass userlimit of server', 'Maximum connection count' (0), 'Connection limit per IP' (0), and 'Force TLS for user login'. A 'Description' text area is empty. At the bottom left are 'OK' and 'Cancel' buttons. On the right, there is a 'Users' list containing 'VRM' and buttons for 'Add', 'Remove', 'Rename', and 'Copy'.

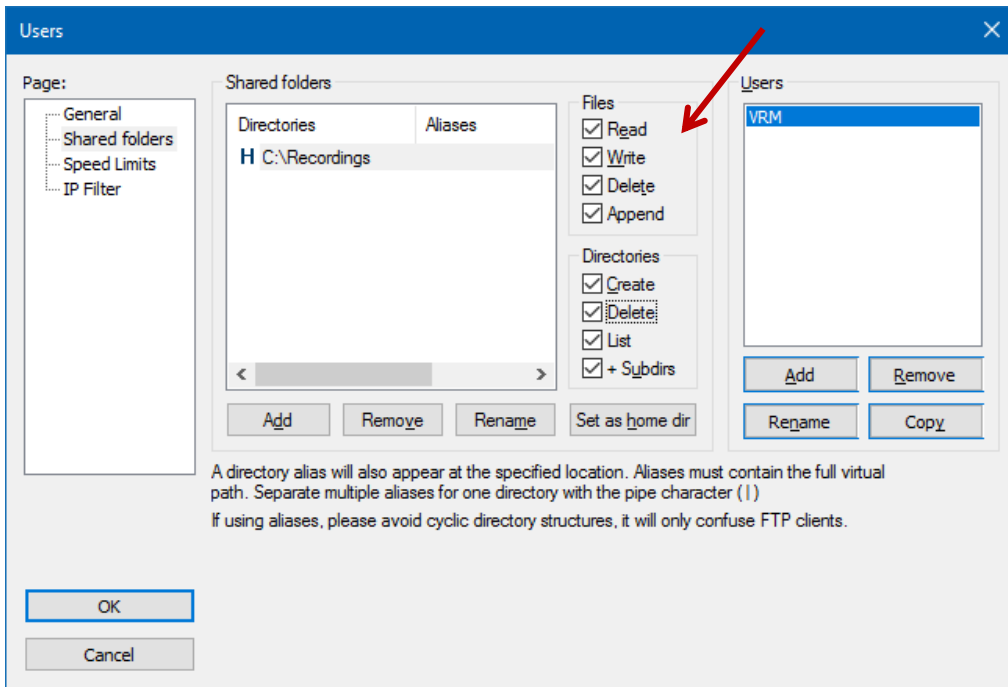
9. In the left panel, click **Shared folders**. Click **Add** below the Shared folders list.

The screenshot shows the 'Users' dialog box with the 'Shared folders' tab selected. The left panel shows 'Shared folders' highlighted. The main area is divided into 'Directories' and 'Aliases' sections. Below the 'Directories' list, the 'Add' button is highlighted with a red arrow. To the right, there are checkboxes for 'Files' (Read, Write, Delete, Append) and 'Directories' (Create, Delete, List, + Subdirs). At the bottom, there are 'Add', 'Remove', 'Rename', and 'Set as home dir' buttons. A text box at the bottom contains the following text: '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 (|) If using aliases, please avoid cyclic directory structures, it will only confuse FTP clients.' At the bottom left are 'OK' and 'Cancel' buttons. On the right, there is a 'Users' list containing 'VRM' and buttons for 'Add', 'Remove', 'Rename', and 'Copy'.

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

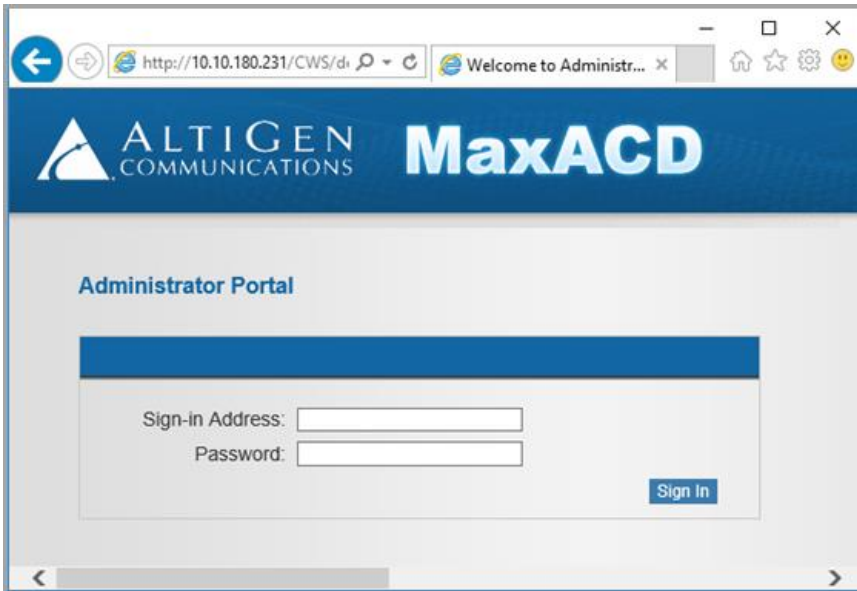


11. Check (enable) all permissions under *Files* and *Directories* for the *Recordings* folder. Click **OK**.

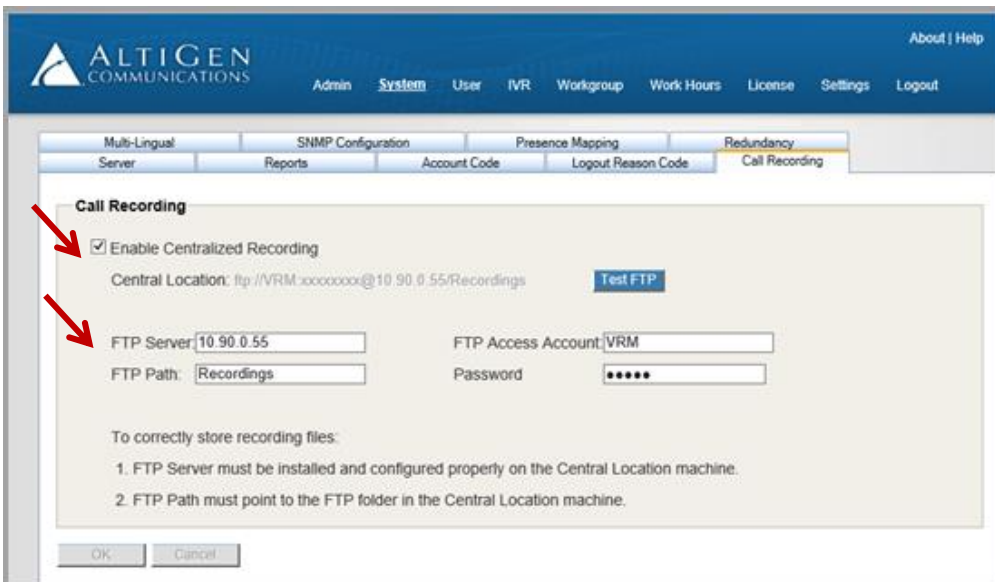


Configuring Call Recording in the MaxACD Administrator Portal

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



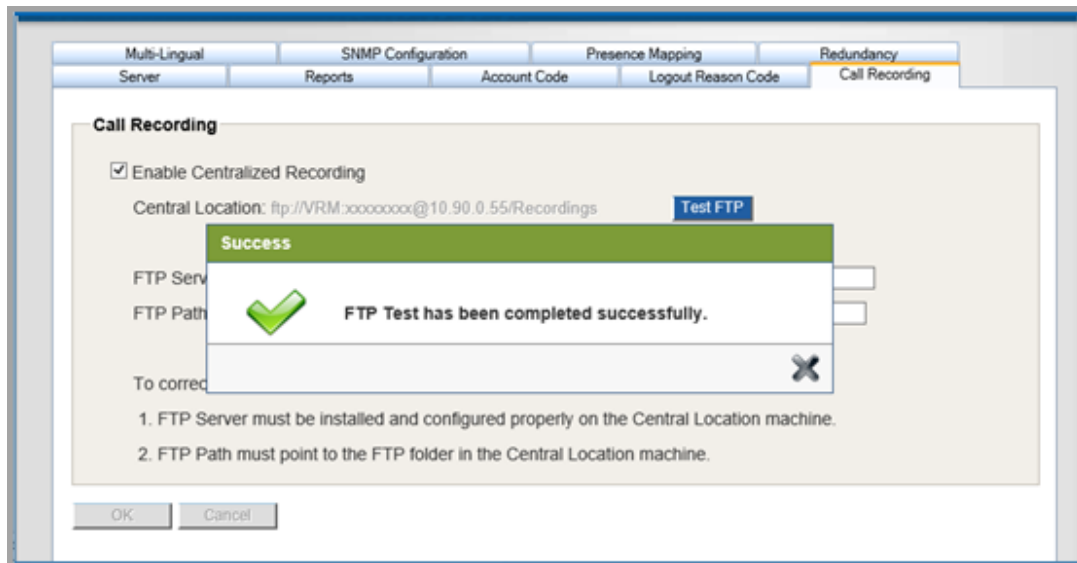
3. Select **System > Server > Call Recording**.



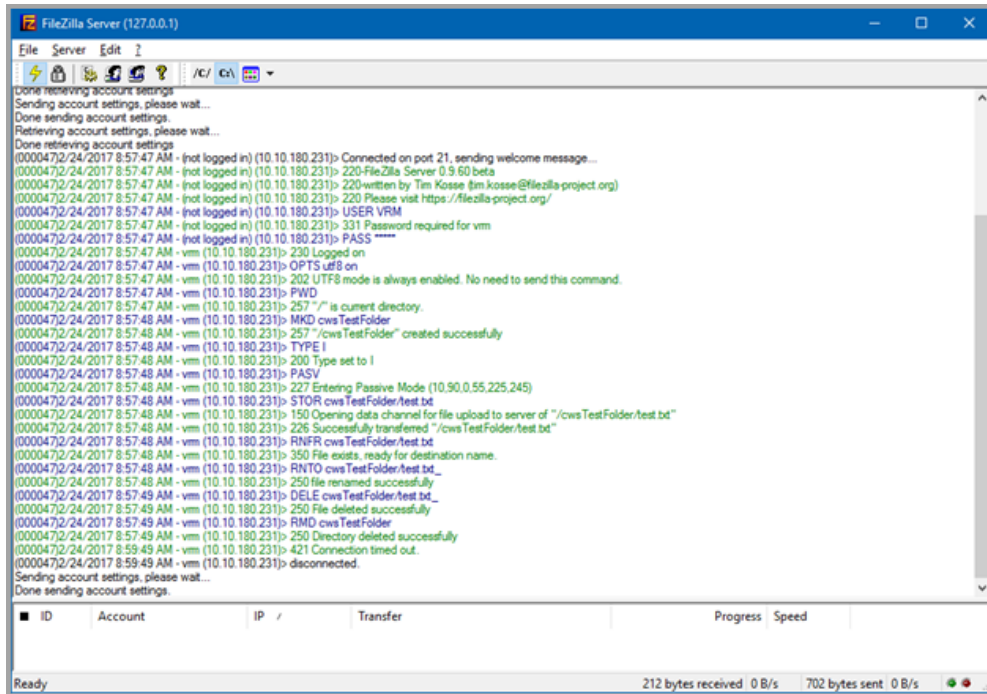
4. Enable recording by checking the **Enable Centralized Recording** option.
 - For *FTP Server*, enter the IP address of the FileZilla FTP server that you configured earlier.
 - For *FTP Path*, enter the directory name that you created earlier (Recordings), where the files will be transmitted to on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



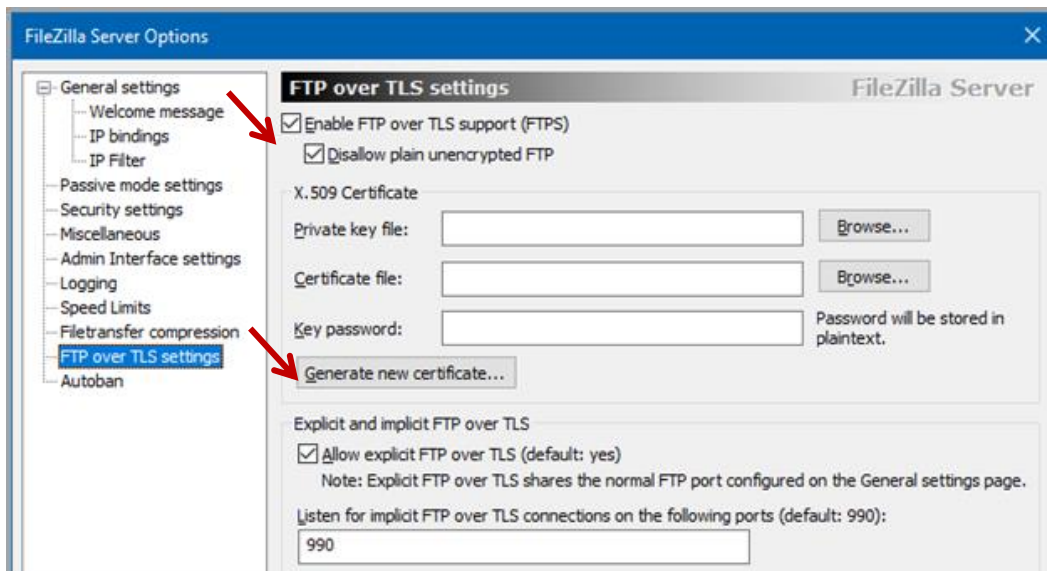
FileZilla should display a screen similar to the following figure, showing the successful login and directory creation and deletion of `/cwsTestFolder/test.txt`.



Change the Configuration to FTPS

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

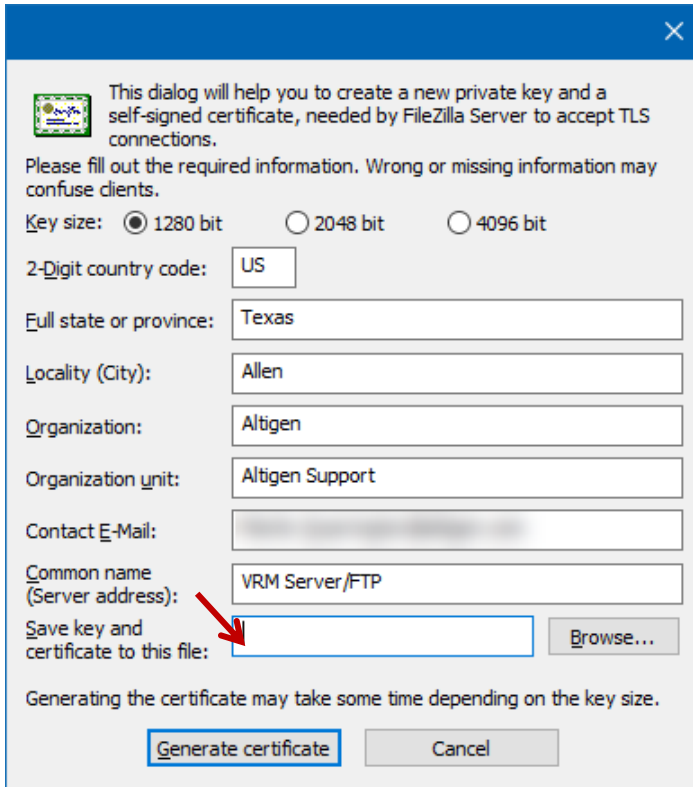
1. Open the FileZilla server interface and log in. Select **Edit > Settings**.



2. Highlight **FTP over TLS settings**.

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

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.

Key size: 1280 bit 2048 bit 4096 bit

2-Digit country code:

Full state or province:

Locality (City):

Organization:

Organization unit:

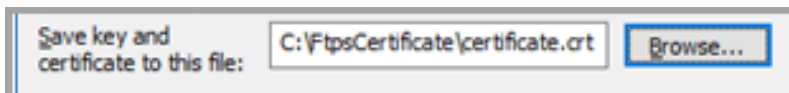
Contact E-Mail:

Common name (Server address):

Save key and certificate to this file:

Generating the certificate may take some time depending on the key size.

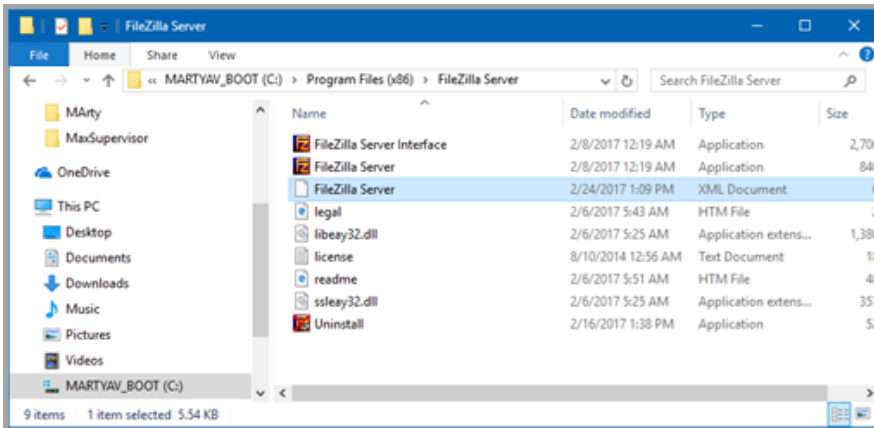
5. Create a folder on C:\ named *FtpsCertificate*.
6. In the **Save key and certificate to this file** field, browse to the new folder as shown in this figure.



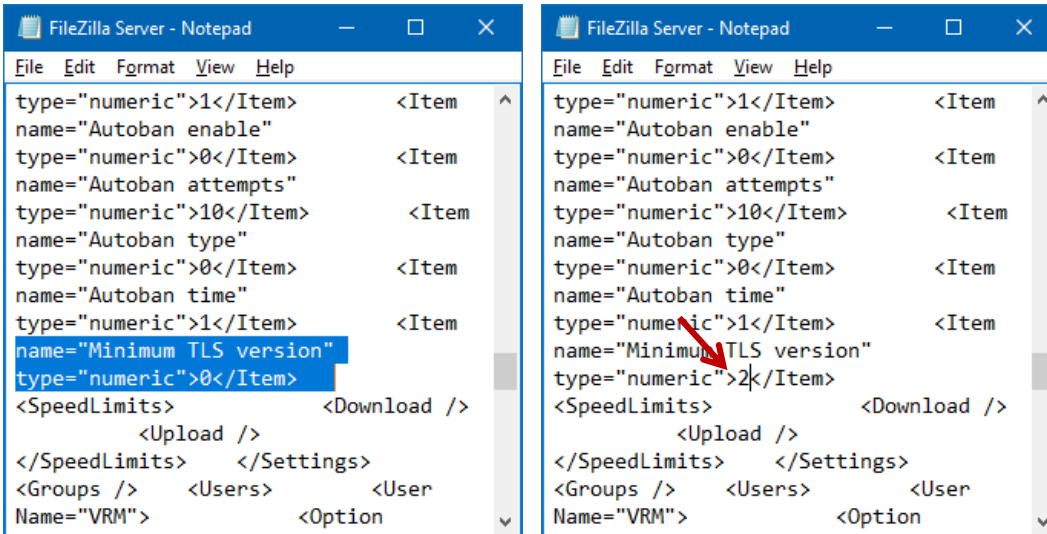
Save key and certificate to this file:

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

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



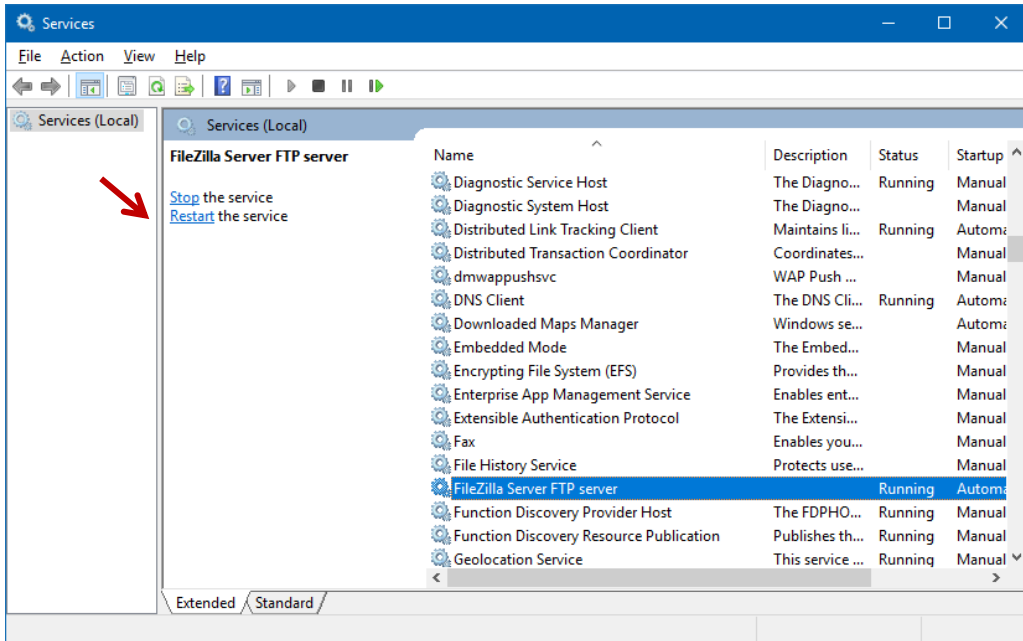
- Use notepad to open the file 'FileZilla Server.xml'. Within the file, search for "Minimum TLS version"



- Change the value from 0 to 2. This will enforce TLS 1.2.

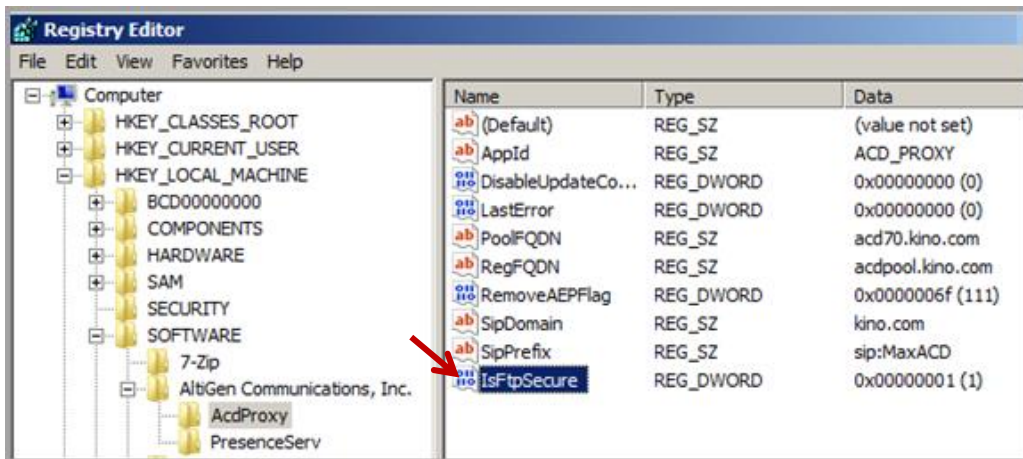
Note: If you cannot find "Minimum TLS version", try changing any configuration and save the configuration. Reopen the file and you should be able find the entry.

11. Restart the FileZilla service.

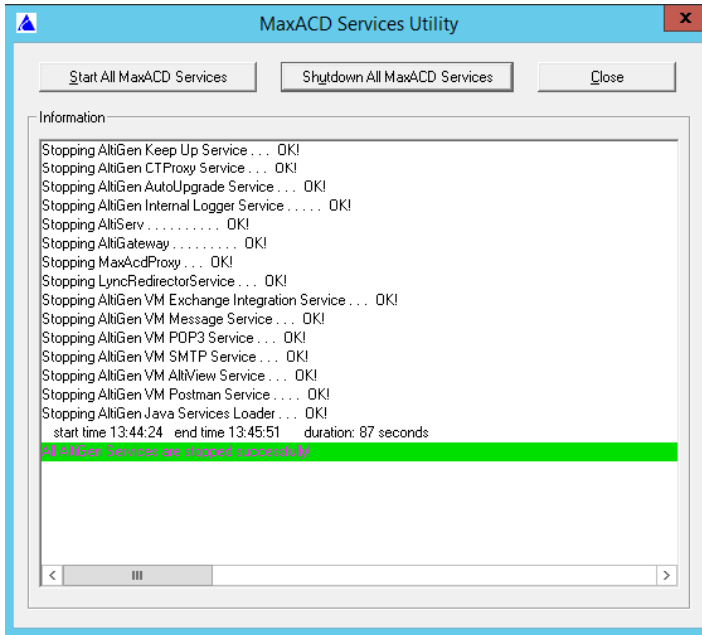


12. On the MaxACD server, open the Registry Editor (regedit).

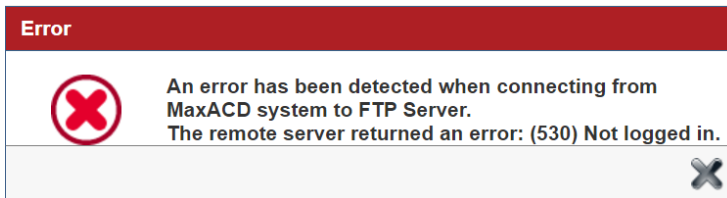
13. Navigate to HKEY_LOCAL_MACHINE > SOFTWARE > AltiGen Communications, Inc. > AcdProxy. Set **IsFtpSecure** to **1** to enable FTPS in MaxACD.



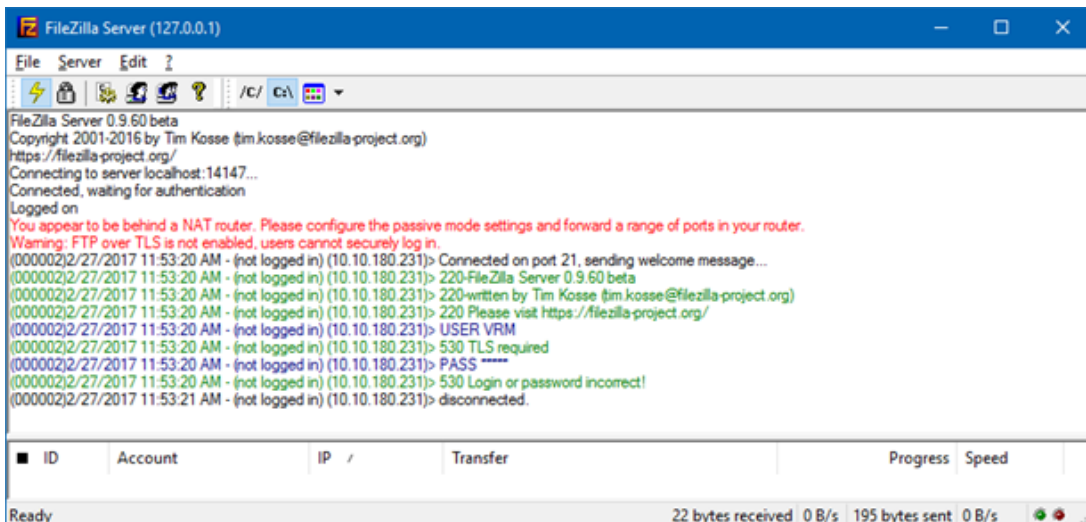
14. Shut down all of the MaxACD services, using the MaxACD Service Utility.



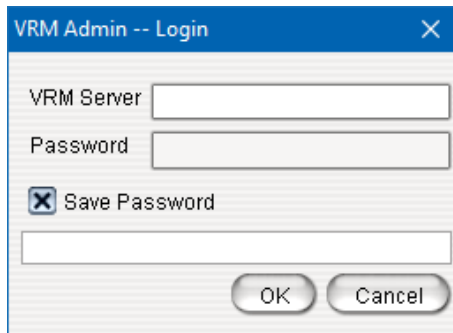
Note: The **Test FTP** button within the MaxACD 7.0 Call Recording tab will produce an error once we change the configuration from FTP to FTPS, as shown below. As explained earlier, this button can only be used to test FTP.



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

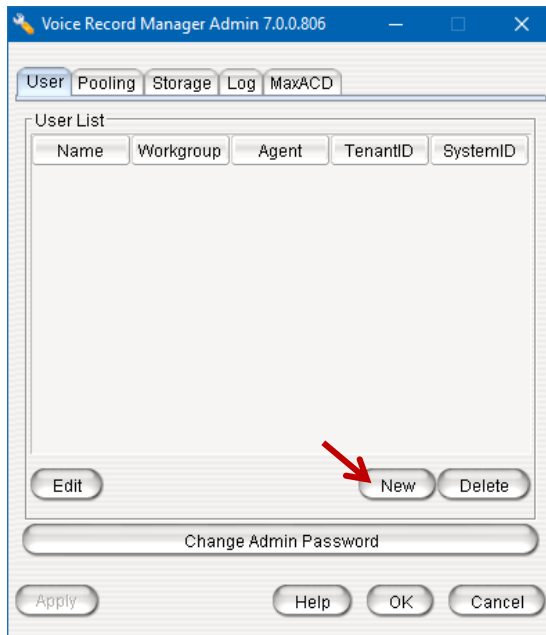


15. From the **Start** Menu, open **VRM Admin**.

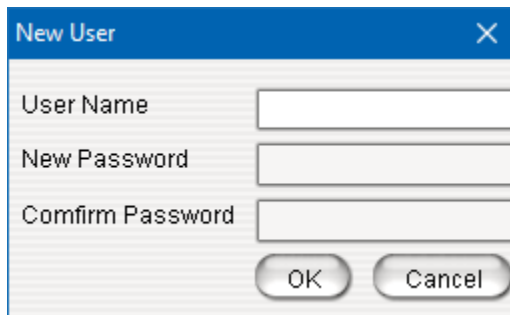


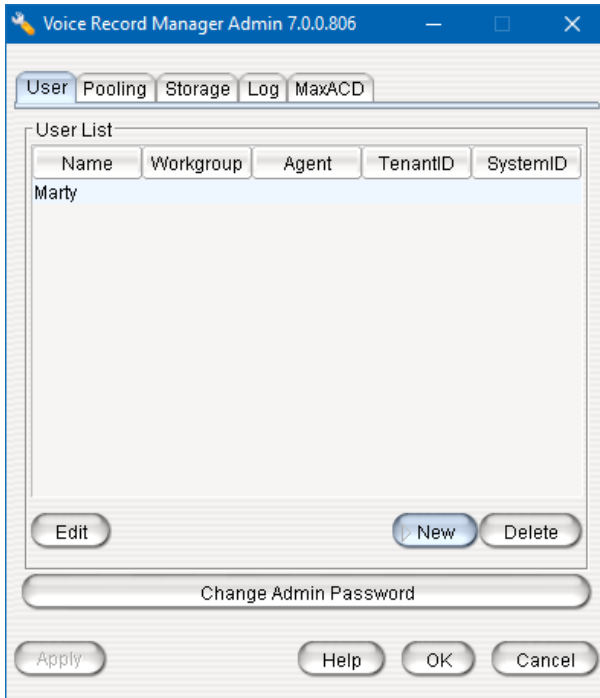
- For *VRM Server*, enter the IP address on the VRM server.
- For *Password*, enter the password. By default, the password is 22222.

16. On the *User* tab, click **New** to add a new user.



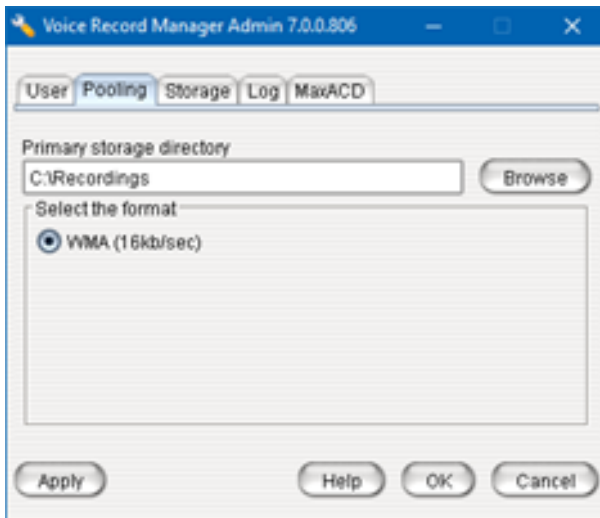
17. Enter a user name. This must be in standard email format. Enter a password and confirm it. Click **OK**.



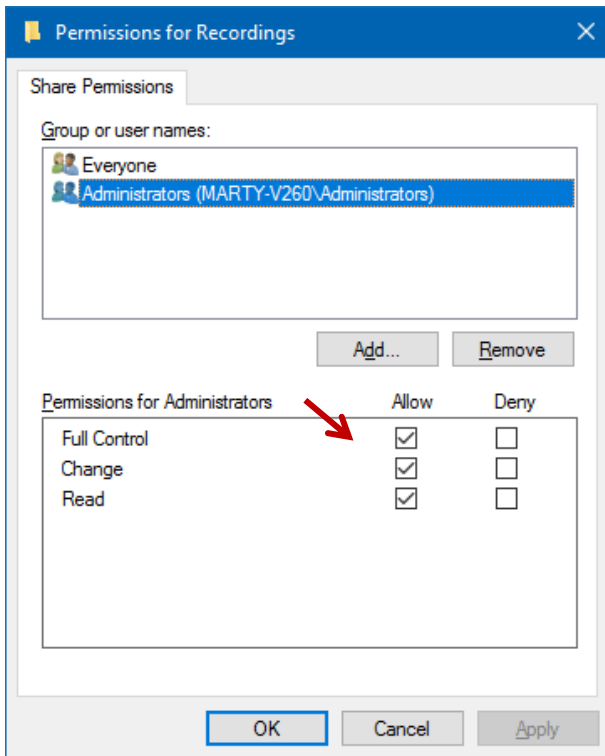


18. Click the **Pooling** tab. This tab allows you to set the location of the primary storage directory.
19. VR Manager pools the newly recorded files from the MaxACD server and saves them into the primary storage directory in .WMA format.

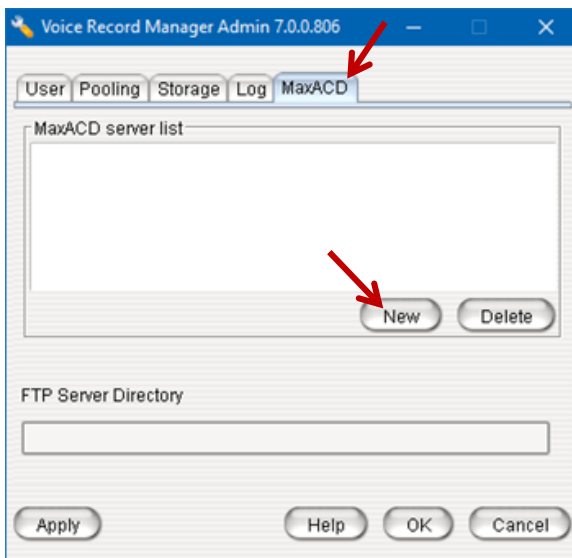
Use the **Browse** button and navigate to C:\Recordings folder. Click **OK**.

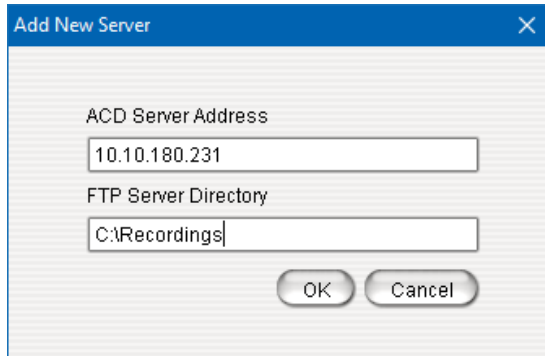


20. Open File Explorer and browse to the C:\Recordings folder. Set full read/write permissions. Click **OK**.



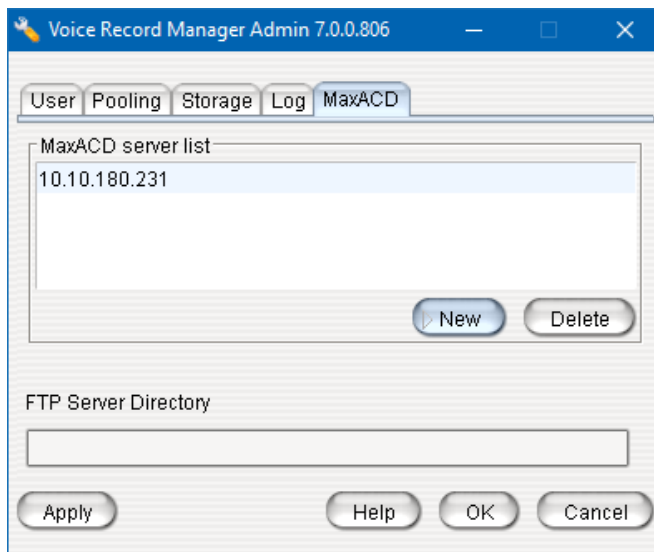
21. In VRM Admin, click the **MaxACD** tab. Click **New**.





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.



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.