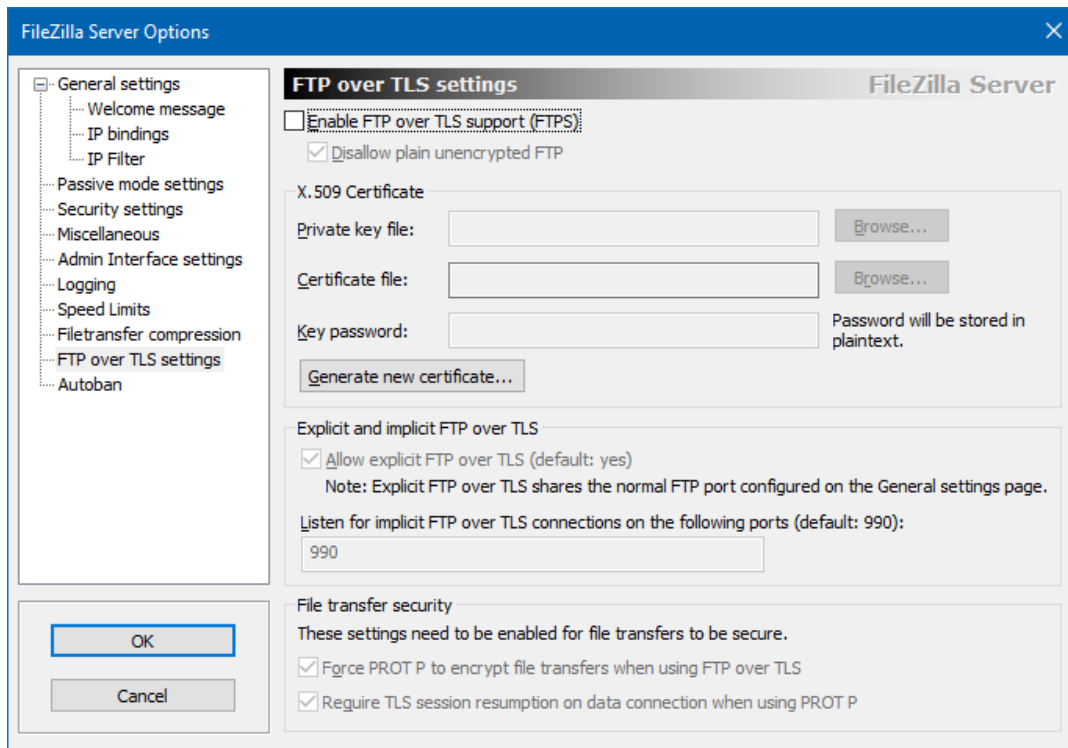# MaxACD 7.0 Voice Recording FTPS Support

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.
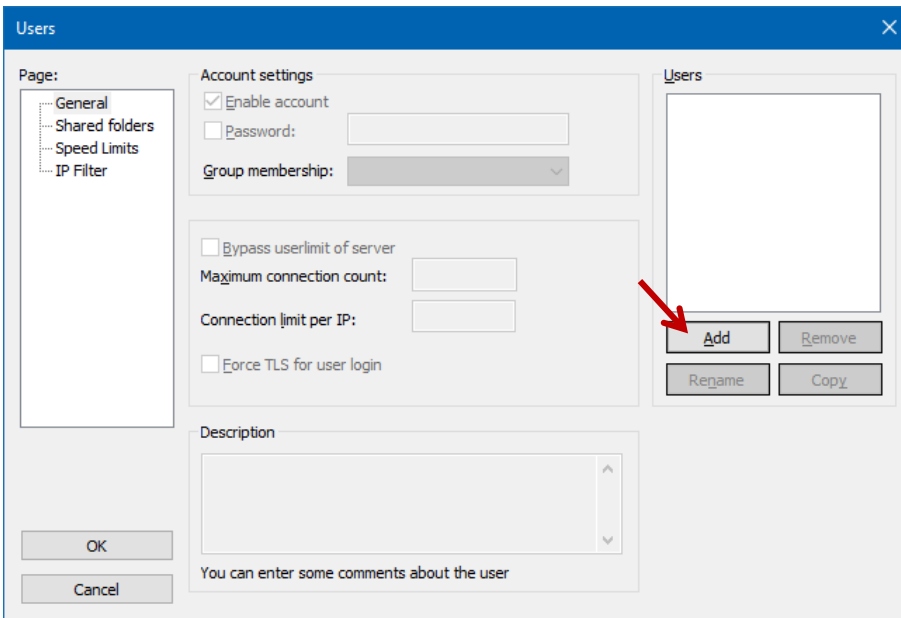

3. Click **OK**.

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

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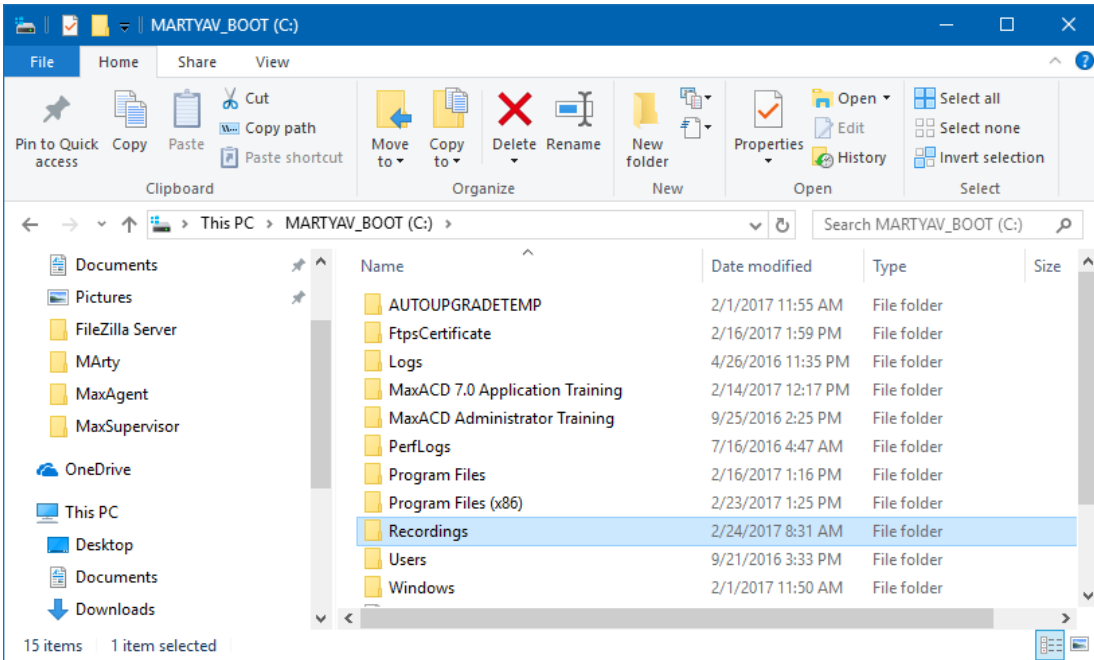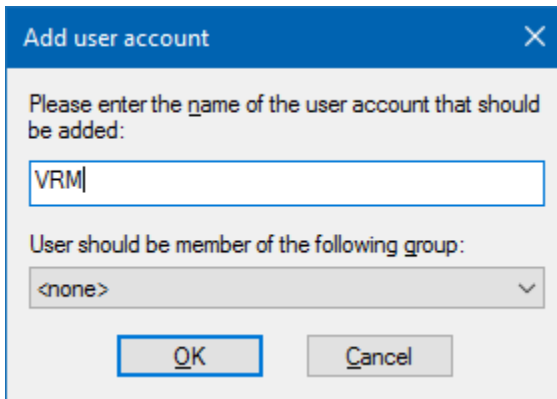

If you have a Windows server and a FileZilla Server as your FTP server, you can easily add additional FTP users as needed. Each user will be 'jailed' into their shared folder.

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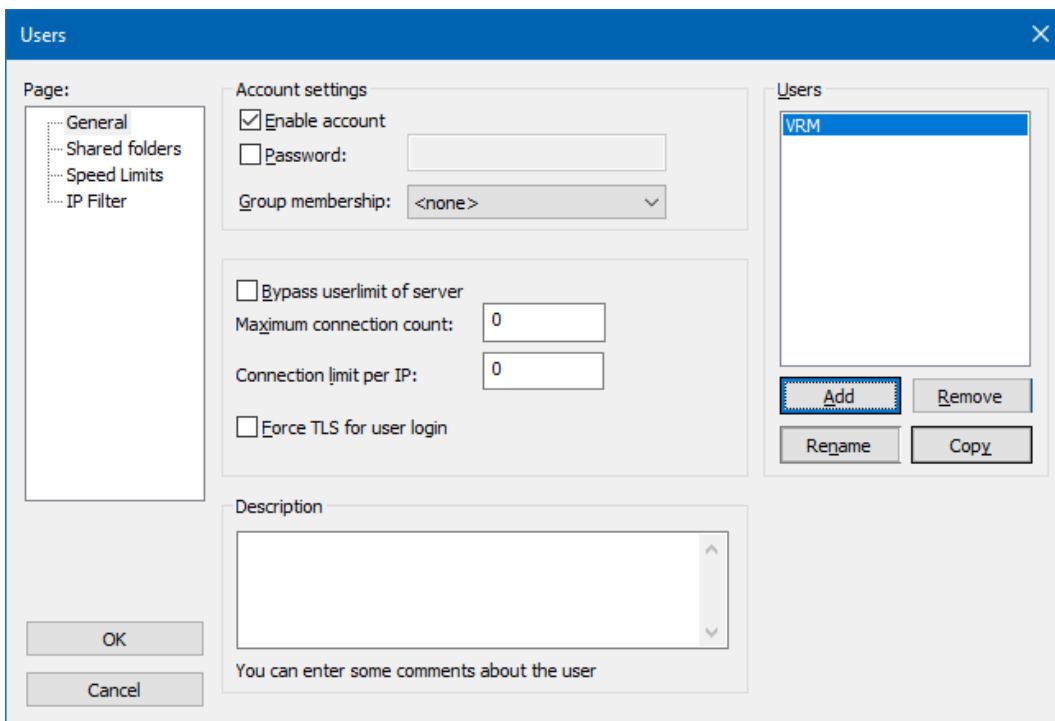

6. Click the **Add** button.

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

Add user account

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

VRM

User should be member of the following group:

<none>

OK   Cancel

Users

Page:
- General
- Shared folders
- Speed Limits
- IP Filter

Account settings

☑ Enable account

☐ Password:

Group membership: <none>

☐ Bypass userlimit of server
Maximum connection count: 0
Connection limit per IP: 0
☐ Force TLS for user login

Users

VRM

Add   Remove
Rename   Copy

Description

You can enter some comments about the user

OK
Cancel

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

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

10. Browse to the *Recordings* folder that you created earlier, and click **OK**.
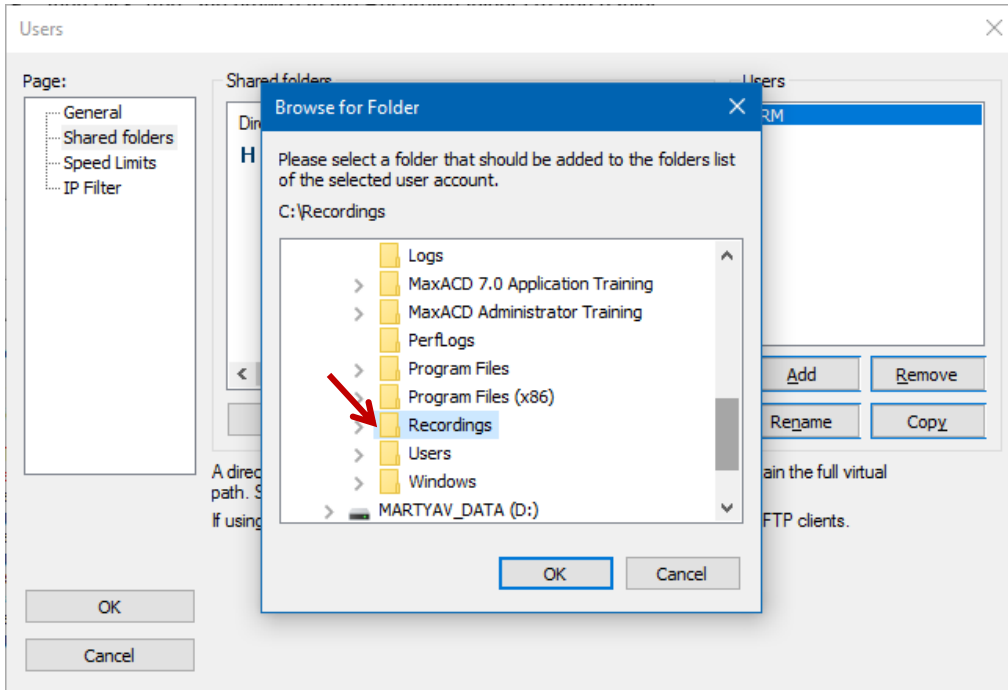
11. Check (enable) all permissions under *Files* and *Directories* for the Recordings folder. Click **OK**.
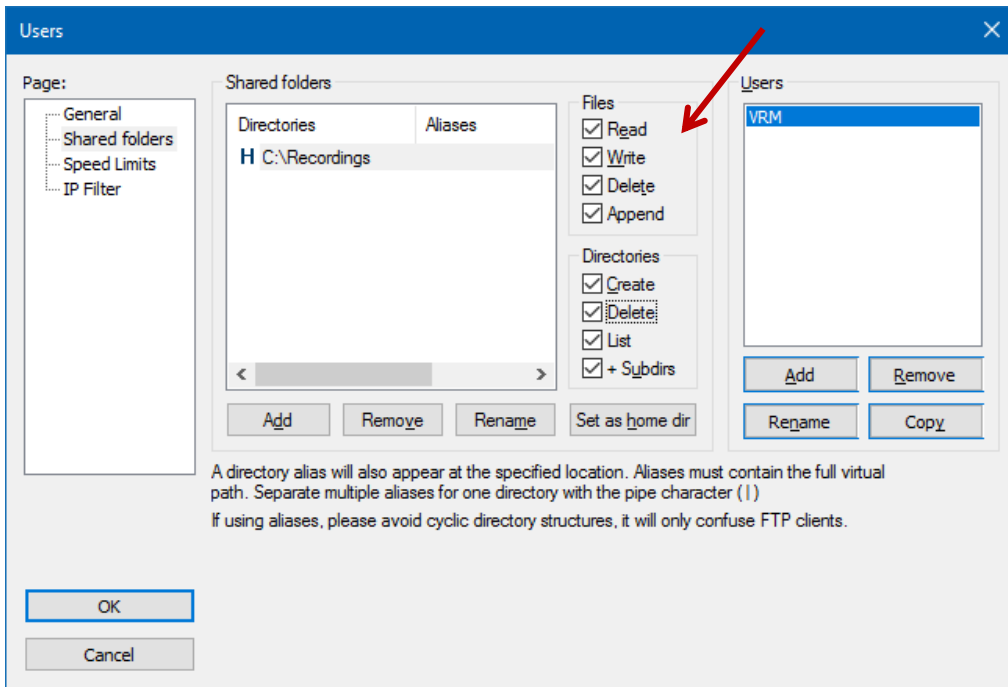
Configuring Call Recording in the MaxACD Administrator Portal

1. Open a web browser and connect to the MaxACD Administrator Portal by entering https://<IPAdress>/CWS.

2. Log in with the correct username/password. Default credentials are admin/22222.
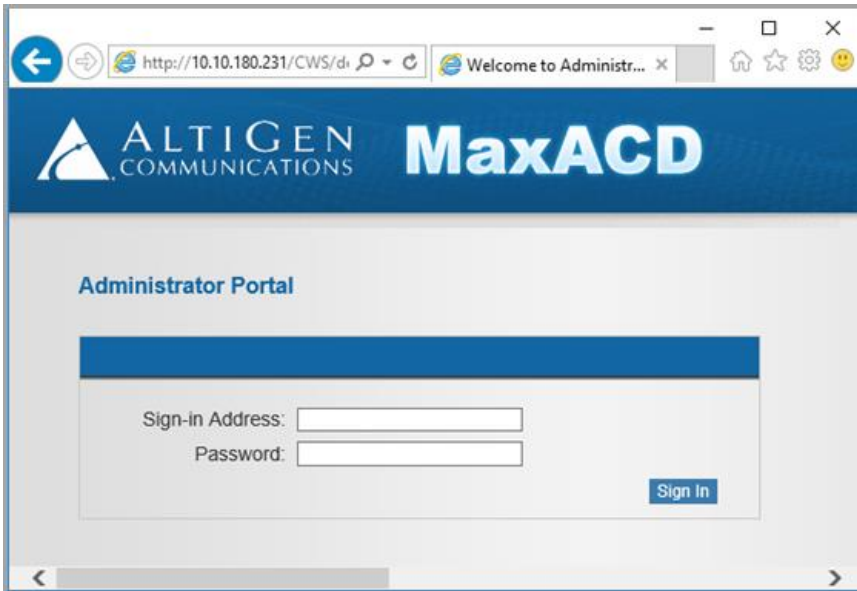
3. Select **System** > **Server** > **Call Recording**.
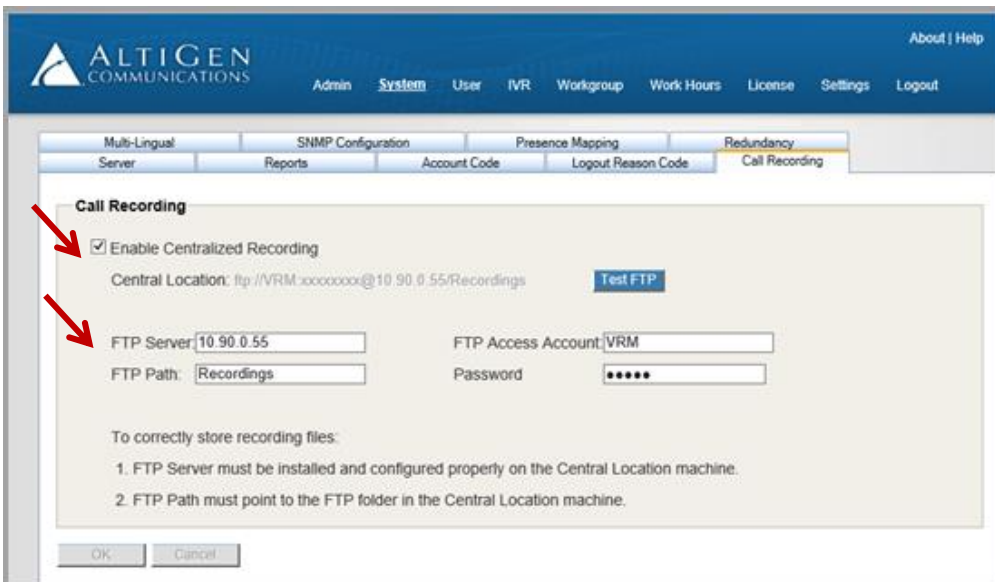
4. Enable recording by checking the **Enable Centralized Recording** option.

   - 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.
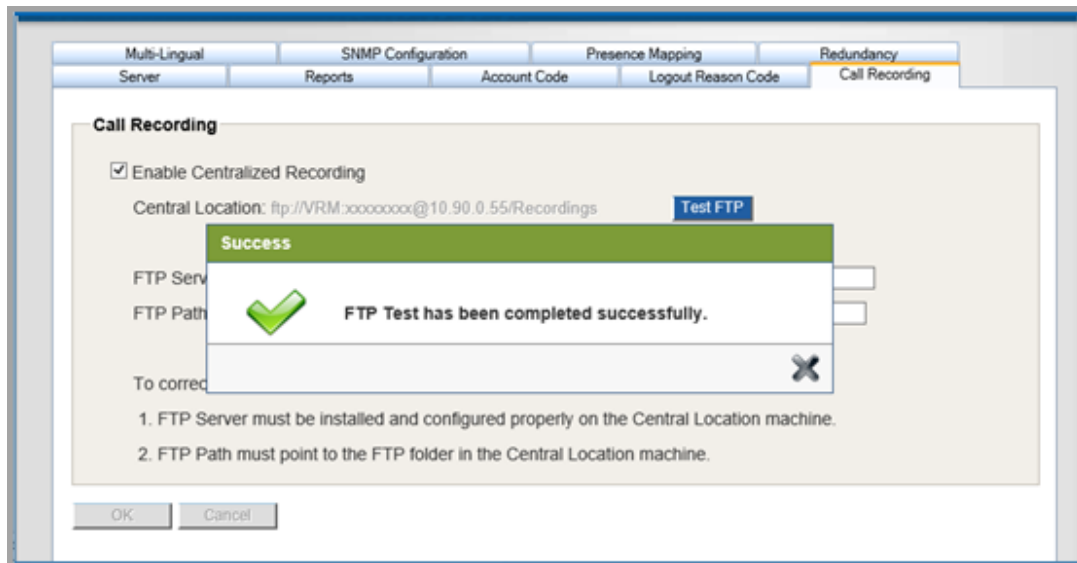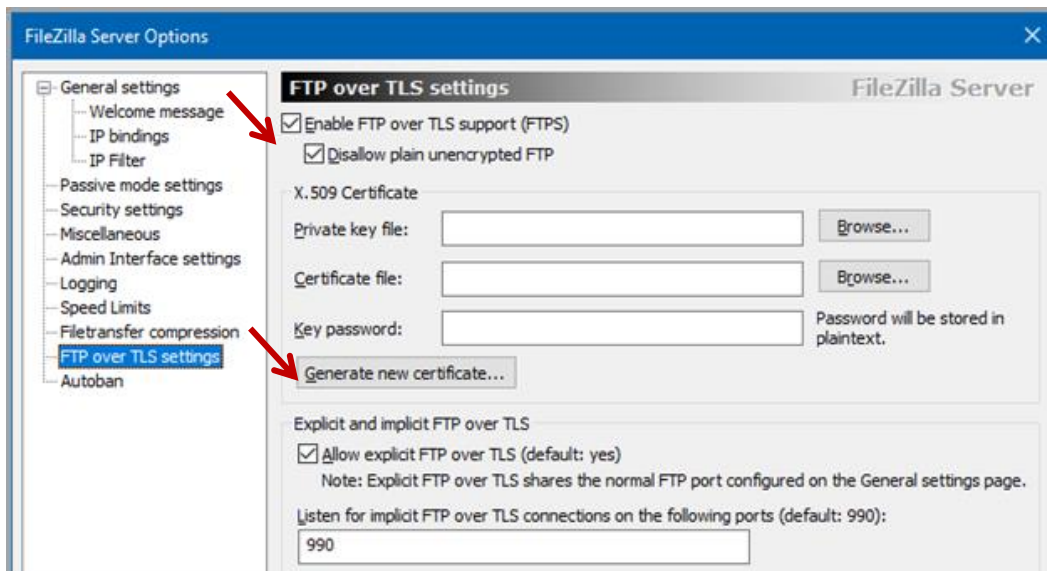

FileZilla should display a screen similar to the following figure, showing the successful login and directory creation and deletion of /cwsTestFolder/test.txt.
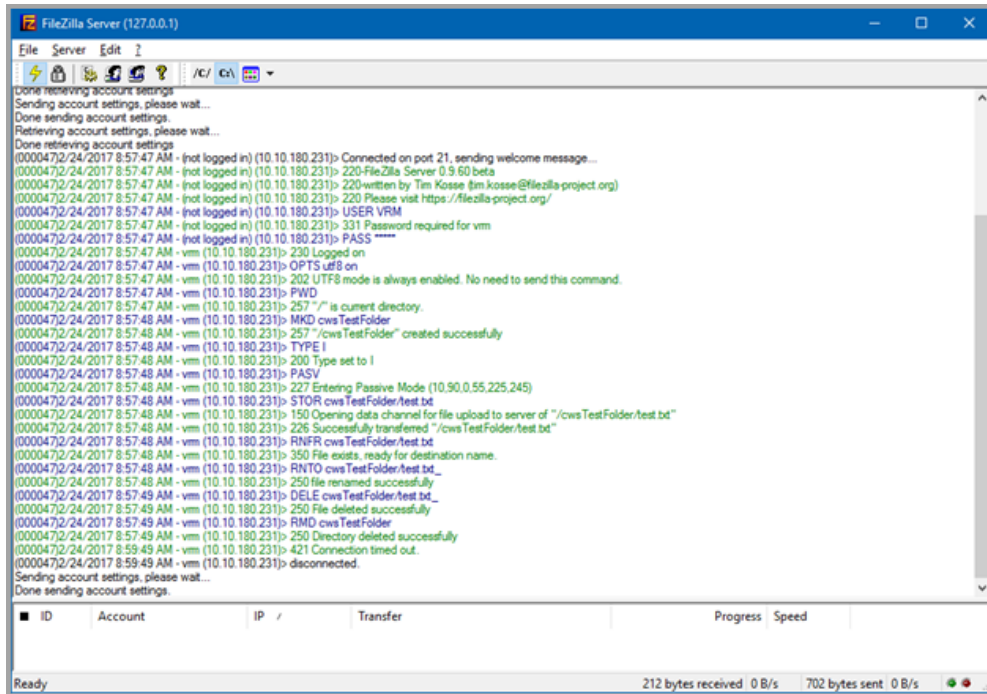
Change the Configuration to FTPS

Once FTP is working successfully, you can change the configuration to FTPS.
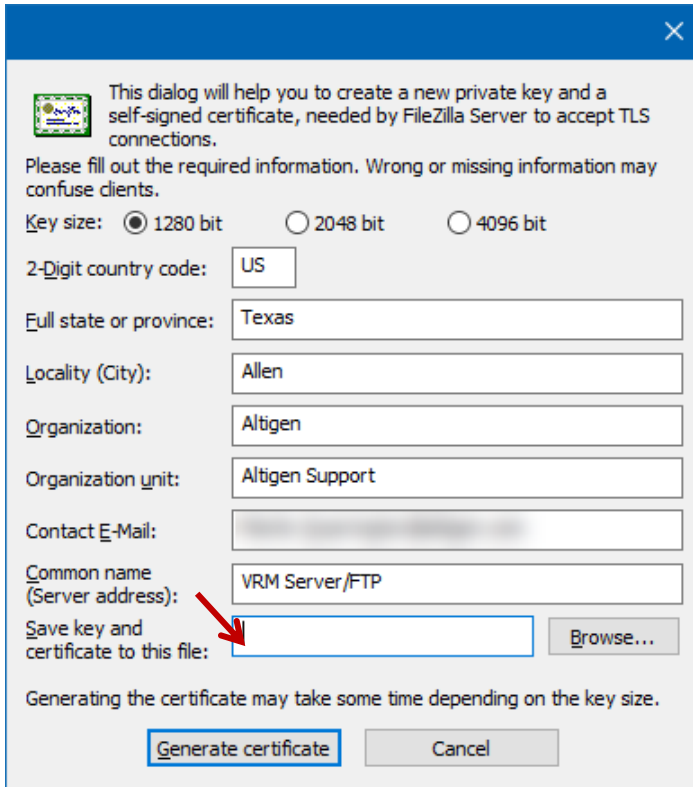
1. Open the FileZilla server interface and log in. Select **Edit** > **Settings**.

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**.
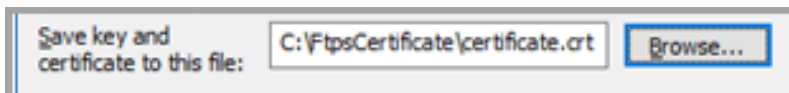
5.   Create a folder on C:\ named *FtpsCertificate*.

6.   In the **Save key and certificate to this file** field, browse to the new folder as shown in this figure.
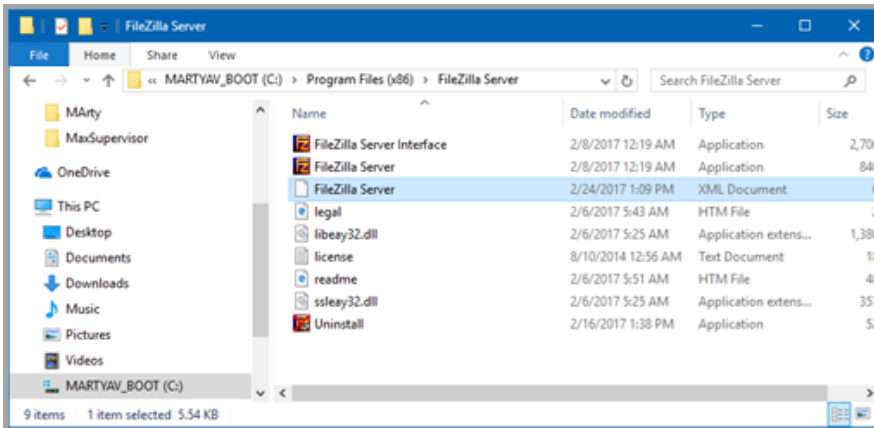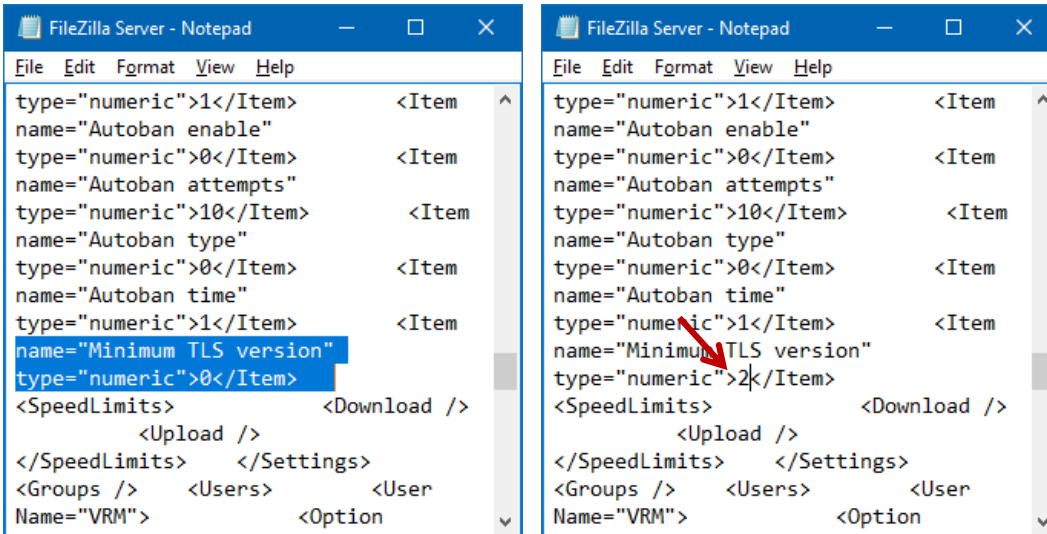

7.   Click **Generate certificate** to create c:\FtpsCertificate\certificate.crt. A popup acknowledges that the certificate was generated. Click **OK** to continue.

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

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

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.
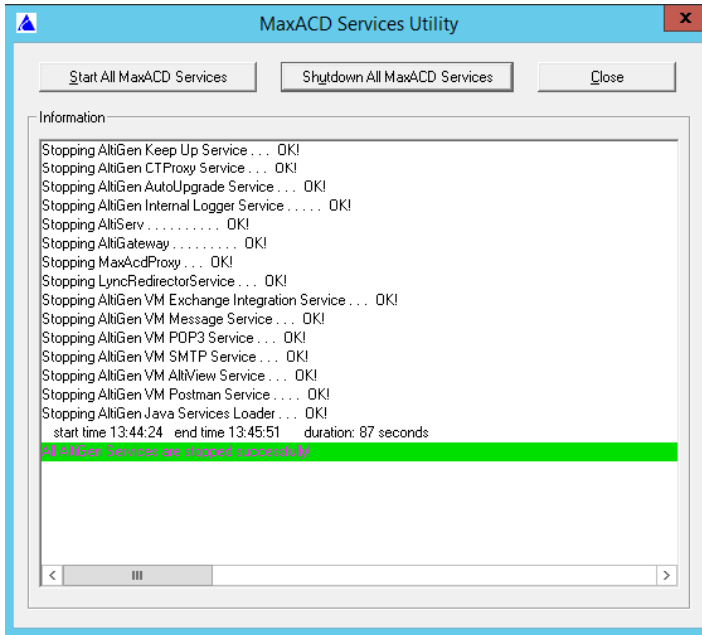
11. Restart the FileZilla service.
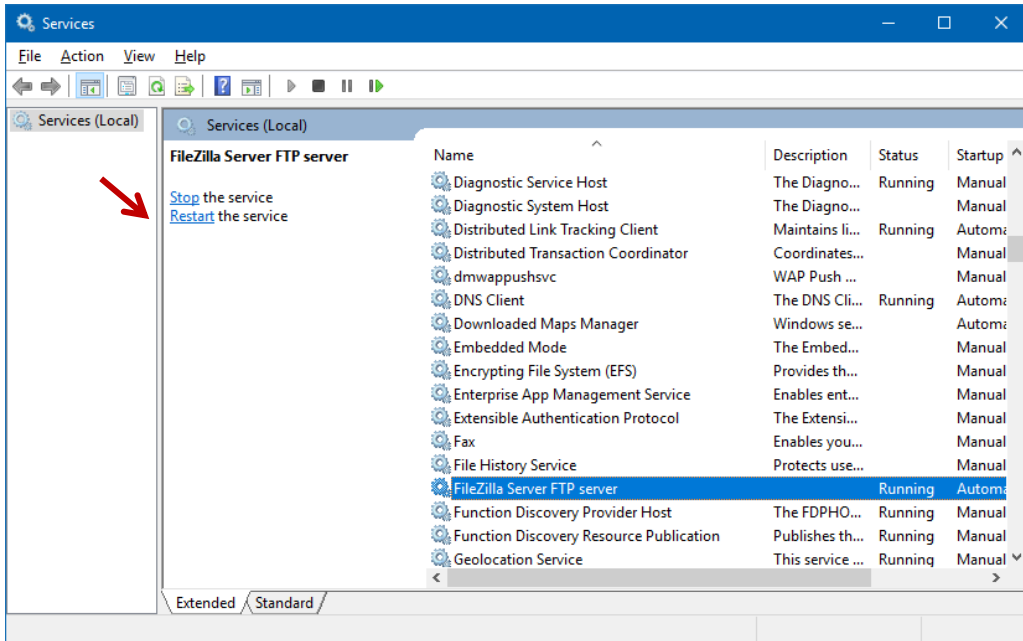
12. On the MaxACD server, open the Registry Editor (regedit).

13. Navigate to HKEY_LOCAL_MACHINE >SOFTWARE > AltiGen Communications, Inc. > AcdProxy. Set **IsFtpSecure** to **1** to enable FTPS in MaxACD.
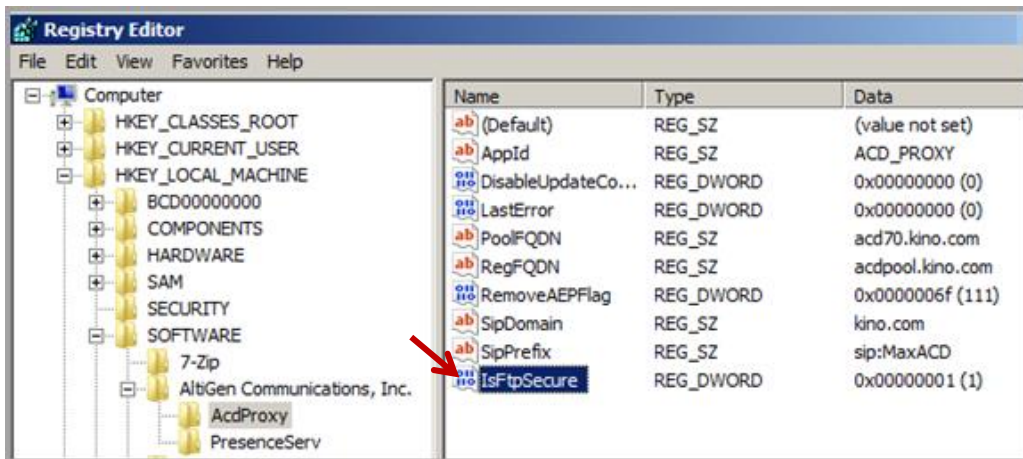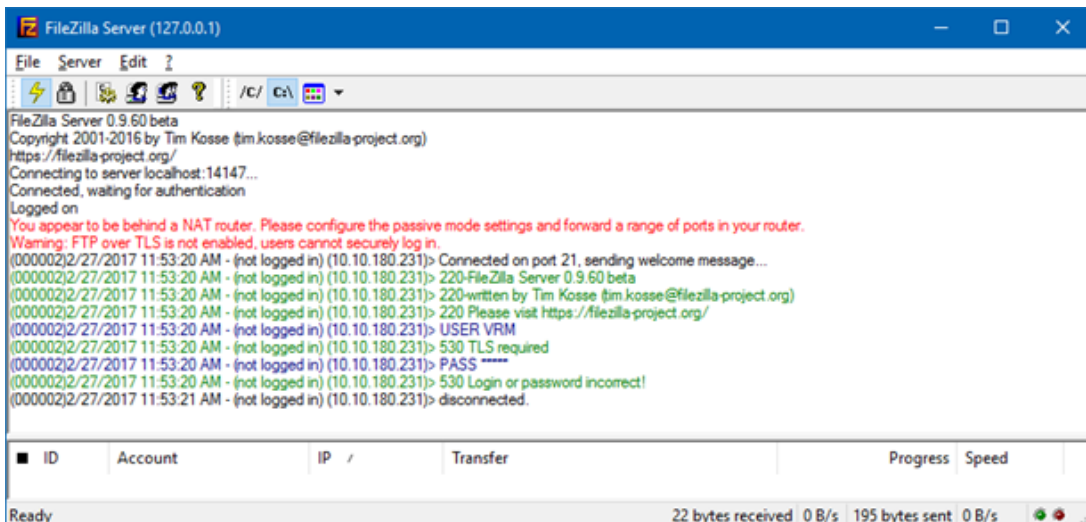
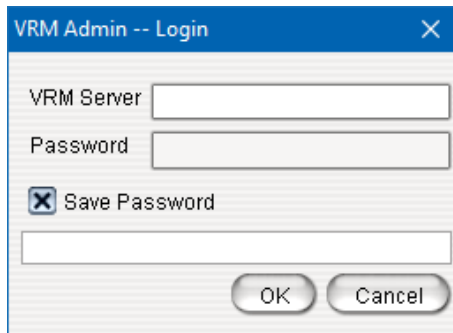14. Shut down all of the MaxACD services, using the MaxACD Service Utility.

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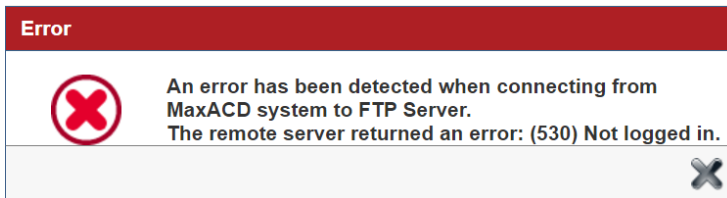
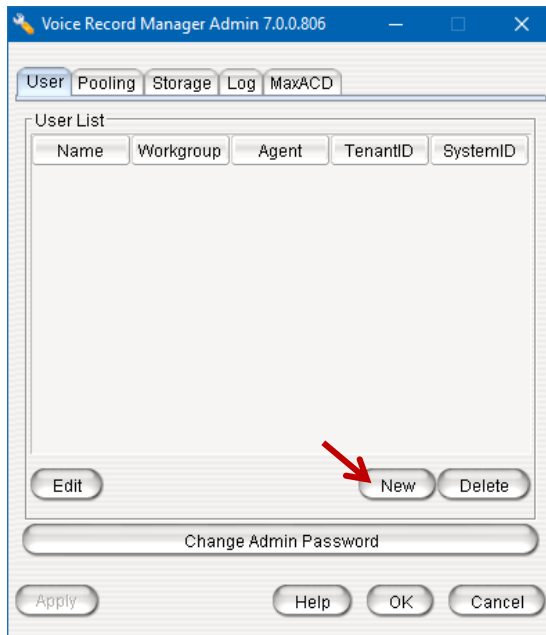FileZilla will show a failed login password, as shown below.

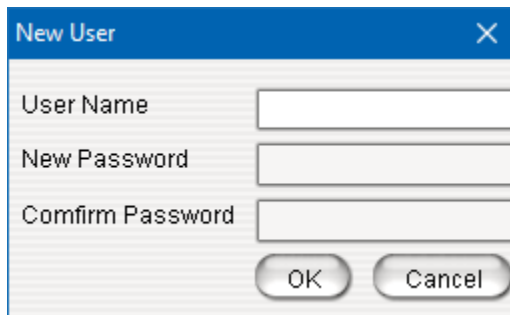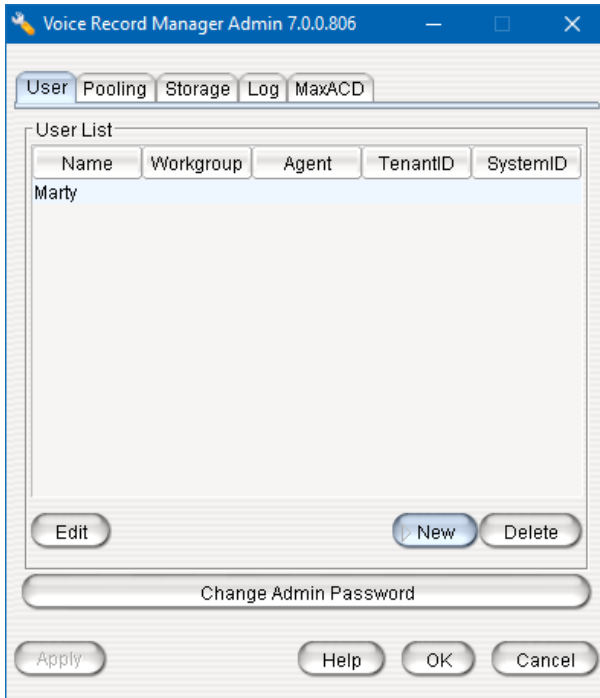15. From the **Start** Menu, open **VRM Admin**.

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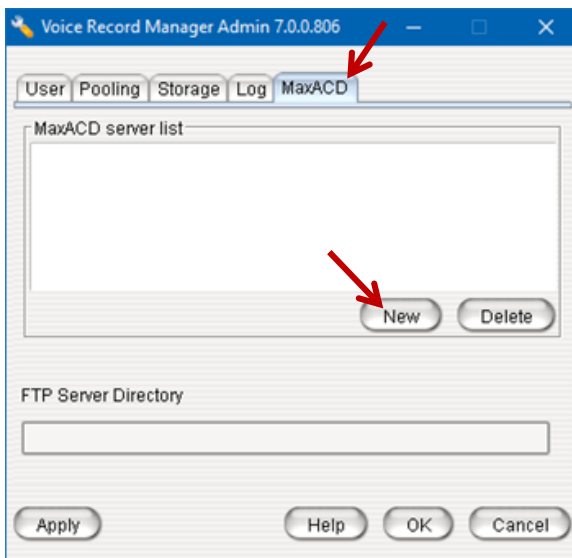
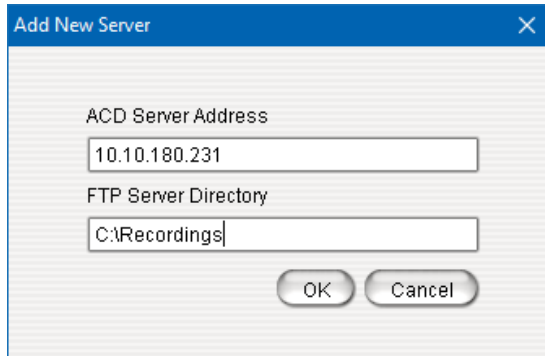Use the **Browse** button and navigate to C:\Recordings folder. Click **OK**.
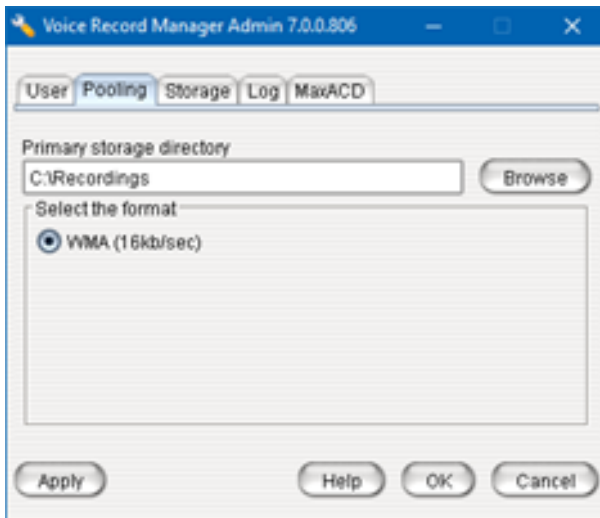
20. Open File Explorer and browse to the C:\Recordings folder. Set full read/write permissions. Click **OK**.
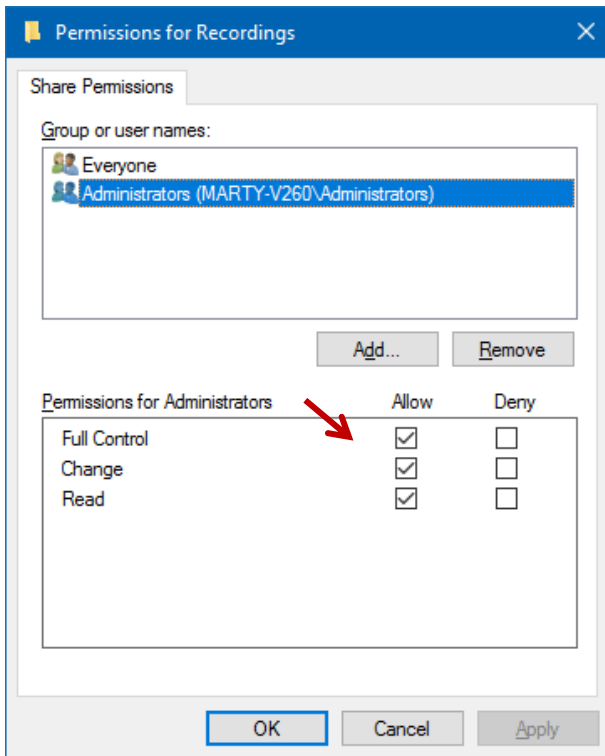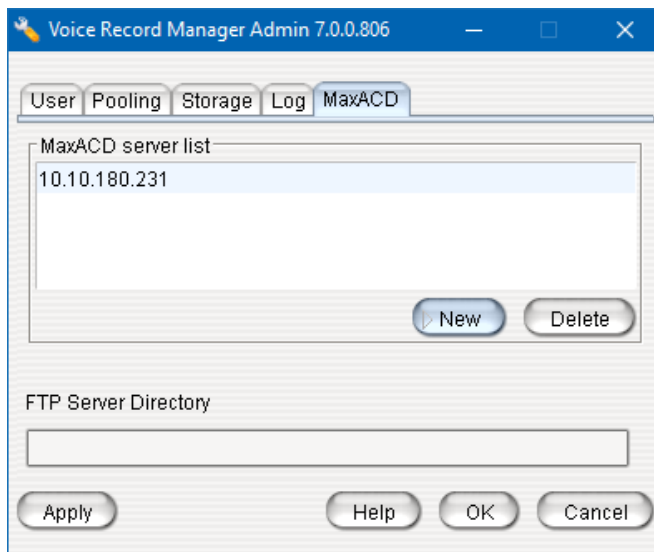

21. In VRM Admin, click the **MaxACD** tab. Click **New**.

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.