

MaxACD 7.1 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 7.1 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. Click OK.

| FileZilla Server Options | | × |
|---|---|-------|
| General settings Welcome message IP bindings IP Filter Passive mode settings Security settings Miscellaneous Admin Interface settings Logging Speed Limits Filetransfer compression FTP over TLS settings Autoban | FTP over TLS settings Enable FTP over TLS support (FTPS) Disallow plain unencrypted FTP X.509 Certificate Private key file: Certificate file: Key password: Generate new certificate Explicit and implicit FTP over TLS Allow explicit FTP over TLS connections on the following ports (d 990 | |
| OK Cancel | 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 |

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



- MARTYAV_BOOT (C:) ۳. ~ Share View Home 青 Open 🔻 🔏 Cut ₽. Ì Select all * ~ Ð 🐝 Copy path 🏓 Edit Pin to Quick Copy New Paste Move Сору Delete Rename Properties 🚺 Paste shortcut 🚱 History access to folder to Select Clipboard Organize New Open ✓ ♂ Search MARTYAV_BOOT (C:) Q ← \sim Documents * ^ Date modified Size Name Type Pictures * AUTOUPGRADETEMP 2/1/2017 11:55 AM File folder FileZilla Server FtpsCertificate 2/16/2017 1:59 PM File folder MArty 4/26/2016 11:35 PM File folder Logs MaxACD 7.0 Application Training 2/14/2017 12:17 PM File folder MaxAgent MaxACD Administrator Training 9/25/2016 2:25 PM File folder MaxSupervisor 7/16/2016 4:47 AM File folder PerfLogs a OneDrive **Program Files** 2/16/2017 1:16 PM File folder Program Files (x86) 2/23/2017 1:25 PM File folder 💻 This PC Recordings 2/24/2017 8:31 AM File folder 📃 Desktop Users 9/21/2016 3:33 PM File folder 🗄 Documents Windows 2/1/2017 11:50 AM File folder 🕹 Downloads < 15 items 1 item selected
- 3. 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.

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 Enable account Password: Group membership: | Users |
| | Bypass userlimit of server Maximum connection count: Connection limit per IP: Eorce TLS for user login | Ad Remove Rename Copy |
| | Description | |
| OK Cancel | You can enter some comments about the user | |

5. Click the **Add** button.



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

| Add user account | × |
|--|------------|
| Please enter the <u>n</u> ame of the user account the added: | nat should |
| VRM | |
| User should be member of the following grou | p: |
| <none></none> | ~ |
| <u>O</u> K <u>C</u> ancel |] |

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



| 7 | Check the Password | checkhox and | enter the | nassword 22222 |
|----|---------------------|--------------|-----------|----------------|
| /. | CHECK THE F assword | CHECKDOX and | enter the | |

| Users | | | × |
|---|---|---|---|
| Page: General Shared folders Speed Limits IP Filter | Account settings ☐ Enable account ☐ Password: Group membership: <none> <pre> </pre> Bypass userlimit of server Maximum connection count: 0 Connection limit per IP: 0 Eorce TLS for user login</none> | Users VRM Add Remove Rename Copy | |
| OK Cancel | Description | | |

8. 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 Image: Shared folders Directories Aliases Image: Break and the second secon | |
| OK Cancel | | |



| Users | | | | × |
|---|---------------------------|--|----------|---|
| Page: General Shared folders Speed Limits IP Filter | Din H Please of the | <pre>se for Folder e select a folder that should be added to the folder a selected user account. cordings Logs Logs Logs Logs MaxACD 7.0 Application Training MaxACD Administrator Training PerfLogs Program Files Program Files Program Files Users Users Users MARTYAV_DATA (D:) </pre> | × s list | Remove Add Remove Rename Copy ain the full virtual FTP clients. |
| OK Cancel | | | | 1 |

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

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

| Users | | | × |
|--|--|-------------------------|---------------|
| Page: | Shared folders | D | <u>U</u> sers |
| General Shared folders Speed Limits IP Filter | Directories Aliases H C:\Recordings H C:\Recordings Add Add Remove Rename A directory alias will also appear at the specified path. Separate multiple aliases for one directory structure of the second cyclic directory structure of the second cy | with the pipe character | ·(I) |
| OK Cancel | | | |



Configuring Call Recording in MaxAdmin

- 1. Open a web browser and open MaxAdmin. Log in with the correct username/password.
- 2. Select System > Call Recording.

| Server | Reports | Call Recording | SNMP Configuration | Redundancy |
|--------------------|---------------------------------|-----------------------------|--------------------|------------|
| Call Recording | | | | |
| | | | | |
| Recording apply to | Workgroups; they do not app | ply to MaxGroups. | | |
| Enable Centraliz | ed Recording | | | |
| Central Location | : ftp://rightone:xxxxxxxx@10.1 | 10.190.24/poc2018 | est FTP | |
| | | | | |
| ETD Sonior | | ETD Accoss Account: | | |
| FTP Server: 10.4 | 10.190.24 | FTP Access Account: | rightone | |
| FTP Path: poc | 2018 | Password | •••• | |
| | | | | |
| To correctly store | e recording files: | | | |
| 1. FTP Server n | nust be installed and configu | red properly on the Central | Location machine. | |
| | 0 | 1 1 2 | | |
| | st point to the FTP folder in t | | | |
| 3. The test resu | It is unreliable if CWS and M | axACD are not in the same | server. | |
| | | | | |
| OK Cancel | | | | |
| | | | | |

- 3. 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
- 4. Click the **Test FTP** button to test the configuration. A popup window should open, 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.



| Z FileZilla | Server (127.0.0.1) | | | | | | |
|-------------|--|------------------------|---|--------------------------------|------------|-----|---|
| le Server | r <u>E</u> dit <u>?</u> | | | | | | |
| | | × == - | | | | | |
| | g account settings | <u> </u> | | | | | - |
| | unt settings, please wait | | | | | | |
| | account settings. | | | | | | |
| | count settings, please wait | | | | | | |
| | g account settings | | Connected on port 21, sending welcome | | | | |
| | | | > Connected on port 21, sending welcome > 220-FileZilla Server 0.9.60 beta | e message | | | |
| | | | > 220-mezzia Server 0.5.60 beta > 220-written by Tim Kosse (tim kosse@file | (mo traimo ellice | | | |
| | | | > 220 Please visit https://filezila-project.or | | | | |
| | /2017 8:57:47 AM - (not logo | | | · · · · | | | |
| | | | > 331 Password required for vm | | | | |
| 0047)2/24 | /2017 8:57:47 AM - (not logg | ed in) (10.10.180.231) | > PASS ***** | | | | |
| 0047)2/24 | /2017 8:57:47 AM - vm (10. | 10.180.231)> 230 Log | ged on | | | | |
| | /2017 8:57:47 AM - vm (10. | | | | | | |
| | | | 8 mode is always enabled. No need to se | nd this command. | | | |
| | /2017 8:57:47 AM - vm (10. | | | | | | |
| | /2017 8:57:47 AM - vm (10.) | | | | | | |
| | /2017 8:57:48 AM - vm (10. | | s lestholder vsTestFolder" created successfully | | | | |
| | /2017 8:57:48 AM - vm (10. /2017 8:57:48 AM - vm (10. | | vs restroider, created successfully | | | | |
| | /2017 8:57:48 AM - vm (10. | | a set to 1 | | | | |
| | /2017 8:57:48 AM - vm (10.) | | o bel to t | | | | |
| | | | ring Passive Mode (10.90.0.55.225.245) | | | | |
| | /2017 8:57:48 AM - vm (10. | | | | | | |
| | | | ning data channel for file upload to server | of "/cwsTestFolder/test.bt" | | | |
| | | | cessfully transferred "/cwsTestFolder/test | bd" | | | |
| | /2017 8:57:48 AM - vm (10.) | | | | | | |
| | | | exists, ready for destination name. | | | | |
| | /2017 8:57:48 AM - vm (10. | | | | | | |
| | /2017 8:57:48 AM - vm (10. | | | | | | |
| 0047)2/24 | /2017 8:57:49 AM - vm (10.) /2017 8:57:49 AM - vm (10.) | 10.180.2310 DELE CI | vs restroider/test.bd_ | | | | |
| | /2017 8:57:49 AM - vm (10.) | | | | | | |
| | /2017 8:57:49 AM - vm (10.) | | | | | | |
| | /2017 8:59:49 AM - vm (10. | | | | | | |
| | /2017 8:59:49 AM - vm (10. | | | | | | |
| nding acco | unt settings, please wait | | | | | | |
| ne sending | account settings. | | | | | | |
| ID | Account | IP / | Transfer | Progress Speed | | | |
| | | | | | | | |
| | | | | | | | |
| ady | | | | 212 bytes received 0 B/s 702 b | tes sent (| B/e | |

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.

| - General settings | FTP over TLS settings | FileZilla Serve |
|--|---|---|
| Welcome message IP bindings IP Filter Passive mode settings | Enable FTP over TLS support (FTPS) Disallow plain unencrypted FTP | |
| -Security settings | X.509 Certificate | |
| - Miscellaneous | Private key file: | Browse |
| – Admin Interface settings – <mark>Logging</mark> | 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 th | I 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.



- 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- <u>D</u> igit country code: | | | | | |
| 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 certificate to this file: | 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.

| File Home Share | View | | | - ^ (|
|-------------------|--|--------------------|-----------------------|--------------|
| ← → × ↑ 📙 « Marty | VAV_BOOT (C:) → Program Files (x86) → FileZill | a Server v Ö Se | erch FileZilla Server | ,P |
| MArty | ^ Name ^ | Date modified | Туре | Size |
| MaxSupervisor | FileZilla Server Interface | 2/8/2017 12:19 AM | Application | 2,7 |
| ConeDrive | 7 FileZilla Server | 2/8/2017 12:19 AM | Application | 8 |
| | FileZilla Server | 2/24/2017 1:09 PM | XML Document | |
| 💻 This PC | e legal | 2/6/2017 5:43 AM | HTM File | |
| Desktop | libeay32.dll | 2/6/2017 5:25 AM | Application extens | 1,3 |
| Documents | iicense | 8/10/2014 12:56 AM | 1 Text Document | |
| Downloads | e readme | 2/6/2017 5:51 AM | HTM File | |
| Music | ssleay32.dll | 2/6/2017 5:25 AM | Application extens | 3 |
| Pictures | 🔣 Uninstall | 2/16/2017 1:38 PM | Application | |
| Videos | | | | |
| MARTYAV_BOOT (C:) | v « | | | |

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

| ////////////////////////////////////// | - 🗆 | × | 📕 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 name="Autoban enable" | <item< td=""><td>^</td><td>type="numeric">1 <item name="Autoban enable"</item </td><td>^</td></item<> | ^ | type="numeric">1 <item name="Autoban enable"</item | ^ |
| type="numeric">0 name="Autoban attempts" | <item< td=""><td></td><td><pre>type="numeric">0 <item <="" name="Autoban attempts" pre=""></item></pre></td><td></td></item<> | | <pre>type="numeric">0 <item <="" name="Autoban attempts" pre=""></item></pre> | |
| 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>type="numeric">0 <item name="Autoban time"</item </td><td></td></item<> | | type="numeric">0 <item name="Autoban time"</item | |
| type="numeric">1 name="Minimum TLS version" | <item< td=""><td></td><td>type="numeric">1 <item name="MinimumILS version"</item </td><td></td></item<> | | type="numeric">1 <item name="MinimumILS version"</item | |
| type="numeric">0 | • | | type="numeric">2 | |
| <speedlimits> <d <upload></upload></d </speedlimits> | ownload /> | | <speedlimits> <download></download> <upload></upload></speedlimits> | |
| <td>s></td> <td></td> <td> </td> <td></td> | s> | | | |
| <groups></groups> <users></users> | <user< td=""><td></td><td><groups></groups> <users> <user< td=""><td></td></user<></users></td></user<> | | <groups></groups> <users> <user< td=""><td></td></user<></users> | |
| Name="VRM"> <opt< td=""><td>ion</td><td>~</td><td>Name="VRM"> <option< td=""><td>Υ.</td></option<></td></opt<> | ion | ~ | Name="VRM"> <option< td=""><td>Υ.</td></option<> | Υ. |

- 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 View</u> | <u>H</u> elp | | | | |
| Þ 🔿 📊 🖬 🧔 | 📑 🛛 🖬 🕨 🖬 🚺 | | | | |
| 🔍 Services (Local) | 🔍 Services (Local) | | | | |
| | FileZilla Server FTP server | Name | Description | Status | Startup 1 |
| | | 🌼 Diagnostic Service Host | The Diagno | Running | Manual |
| | Stop the service Restart the service | 🌼 Diagnostic System Host | The Diagno | | Manual |
| | Restart the service | 🌼 Distributed Link Tracking Client | Maintains li | Running | Automa |
| | | 🌼 Distributed Transaction Coordinator | Coordinates | | Manual |
| | | 🎑 dmwappushsvc | WAP Push | | Manual |
| | | 🔍 DNS Client | The DNS Cli | Running | Automa |
| | | 🌼 Downloaded Maps Manager | Windows se | | Automa |
| | | 🌼 Embedded Mode | The Embed | | Manual |
| | | 🥋 Encrypting File System (EFS) | Provides th | | Manual |
| | | 🎑 Enterprise App Management Service | Enables ent | | Manual |
| | | 🌼 Extensible Authentication Protocol | The Extensi | | Manual |
| | | 🥋 Fax | Enables you | | Manual |
| | | 🍓 File History Service | Protects use | | Manual |
| | | 🐘 FileZilla Server FTP server | | Running | Automa |
| | | 🔍 Function Discovery Provider Host | The FDPHO | Running | Manual |
| | | 🎑 Function Discovery Resource Publication | Publishes th | Running | Manual |
| | | 🖏 Geolocation 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.

| Computer | Name | Туре | Data |
|--|--|--|--|
| HKEY_CLASSES_ROOT HKEY_CURRENT_USER HKEY_LOCAL_MACHINE BCD0000000 COMPONENTS HARDWARE SAM SECURITY SOFTWARE AltiGen Communications, Inc. AcdProxy PresenceServ | (Default) (Default) (Default) (DisableUpdateCo LastError PoolFQDN RegFQDN RegFQDN RemoveAEPFlag SipDomain SipPrefix ISFtpSecure | REG_SZ REG_DWORD REG_DWORD REG_SZ REG_SZ REG_DWORD REG_SZ REG_SZ REG_DWORD | (value not set) ACD_PROXY 0x00000000 (0) 0x00000000 (0) acd70.kino.com acdpool.kino.com 0x0000006f (111) kino.com sip:MaxACD 0x00000001 (1) |



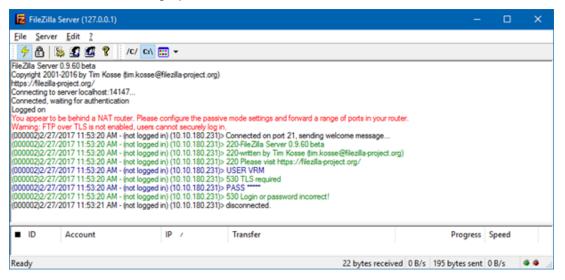
14. Shut down all of the MaxACD services, using the MaxACD Service Utility.

| MaxACD Services Utility |
|--|
| Start All MaxACD Services Shutdown All MaxACD Services Close |
| |
| Stopping AltiGen Keep Up Service OKI Stopping AltiGen CT Proxy Service OKI |
| Stopping AlliGen AutoUpgrade Service |
| Stopping AltiGen Internal Logger Service OK! |
| Stopping AltiServ OK! |
| Stopping AltiGateway 0K! Stopping MaxAcdProxy 0K! |
| Stopping Maxedui loxy OK! |
| Stopping AltiGen VM Exchange Integration Service OK! |
| Stopping AltiGen VM Message Service OK! |
| Stopping AltiGen VM POP3 Service OK! |
| Stopping AltiGen VM SMTP Service OK! Stopping AltiGen VM AltiView Service OK! |
| Stopping AltiGen VM Postman Service OK! |
| 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 MaxAdmin 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.





15. From the Start Menu, open VRM Admin.

| VRM Admin Login | × |
|-----------------|---|
| VRM Server | |
| Password | |
| 🗙 Save Password | |
| | |
| OK Cance | |

- 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 Rec | ord Manager Admin 7.0.0.806 | _ | | × |
|-------------|-----------------------------|----------|--------|------|
| User Pool | ing Storage Log MaxACD | ו | | |
| User List- | | | | |
| Name | Workgroup Agent | TenantID | System | ID |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | • | | | |
| Edit | | New | Dele | te |
| | Change Admin Pas | sword | | |
| Apply | Help | ОК |) Ca | ncel |

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 | ord Manager Admin 7.0.0.806 | — | | × |
|--------------|-----------------------------|----------|--------|-----|
| User Pool | ing Storage Log MaxACD | | | |
| User List- | | | | |
| Name | Workgroup Agent | TenantID | System | D |
| Marty | | | | |
| Edit | | New | Delet | Ð |
| | Change Admin Pass | sword | | |
| Apply | Help | ОК |) Can | cel |

- 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**.

| Noice Record Manager Admin 7.0.0.806 | | | × |
|--------------------------------------|----|-----|--------|
| User Pooling Storage Log MaxACD | | | |
| Primary storage directory | | | |
| C:/Recordings | | Bro | Arse) |
| Select the format | | | _ |
| WMA (16kb/sec) | | | |
| (Apply) (Help) | ОК | | ancel |



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: | | | | | | | |
| Everyone Administrators (MARTY-V260\Administrators) | | | | | | | |
| | u (Administrators) | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | A <u>d</u> d | <u>R</u> emove | | | | | |
| Permissions for Administrators | Allow | Deny | | | | | |
| | | | | | | | |
| Full Control | <u>У</u> | | | | | | |
| Change | | | | | | | |
| | | | | | | | |
| Change | | | | | | | |
| Change | N N N N | | | | | | |
| Change | | | | | | | |
| Change | | | | | | | |
| Change | | | | | | | |

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

| 🔧 Voice Record Manager Admin 7.0.0.806 🔪 — 🛛 🛛 🗙 | |
|--|----------|
| User Pooling Storage Log MaxACD | 2 |
| MaxACD server list | |
| | |
| | |
| | 11111111 |
| New Delete | |
| FTP Server Directory | 11111111 |
| | |
| Apply Help 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 | 7.0.0.806 | _ | | | × |
|------------------------------|-----------|-----|---------|----|-------|
| User Pooling Storage Log | MaxACD | | | | |
| _ MaxACD server list | | | | | |
| 10.10.180.231 | | | | | |
| | | New | | De | lete |
| FTP Server Directory | | | | | |
| Apply | Help | |) K) | C | 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.