

MaxACD 7.1 Voice Recording FTPS Support

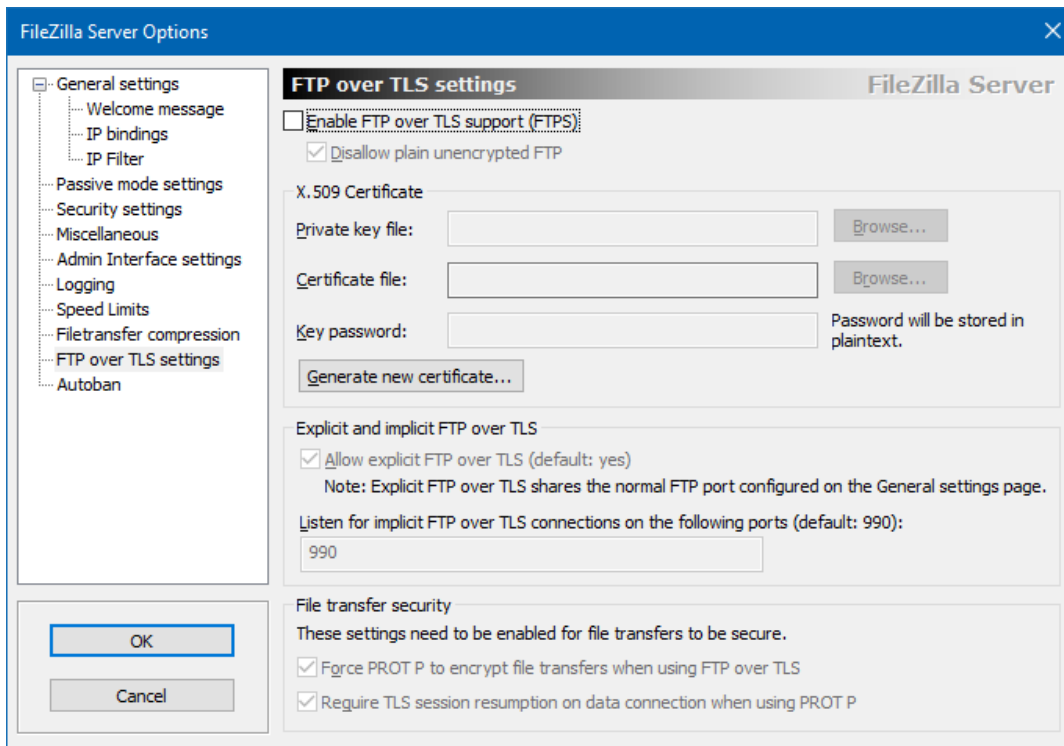
Requirements

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**.



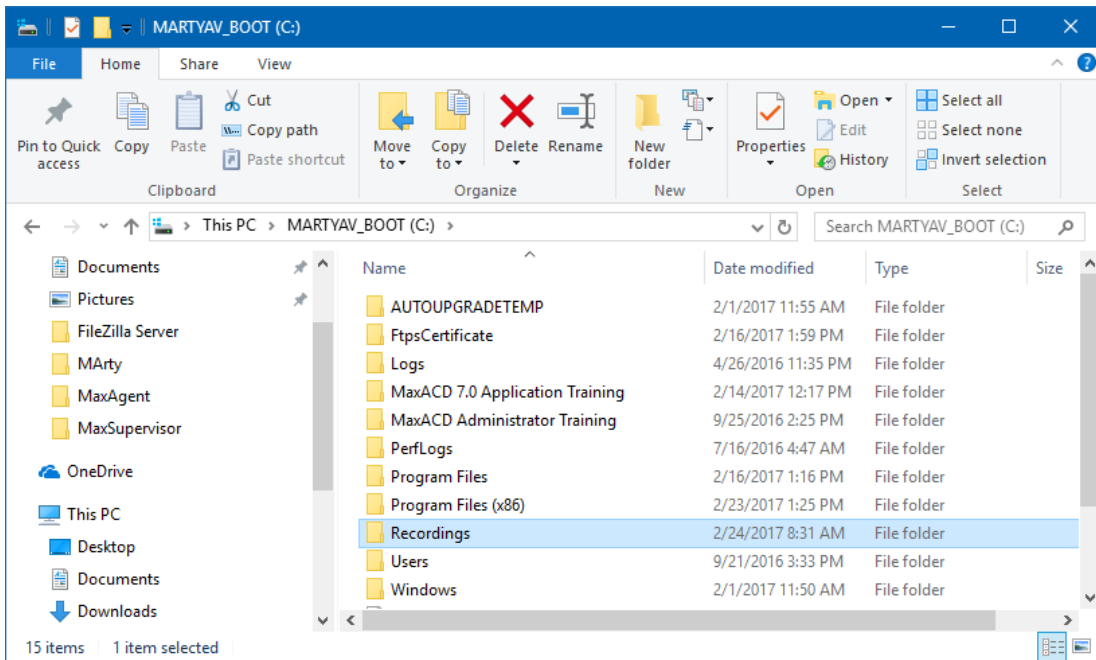
The screenshot shows the FileZilla Server Options dialog box with the 'FTP over TLS settings' tab selected. The 'General settings' sidebar is visible on the left. The main area contains the following settings:

- FTP over TLS 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

Buttons for 'OK' and 'Cancel' are located at the bottom left of the dialog.

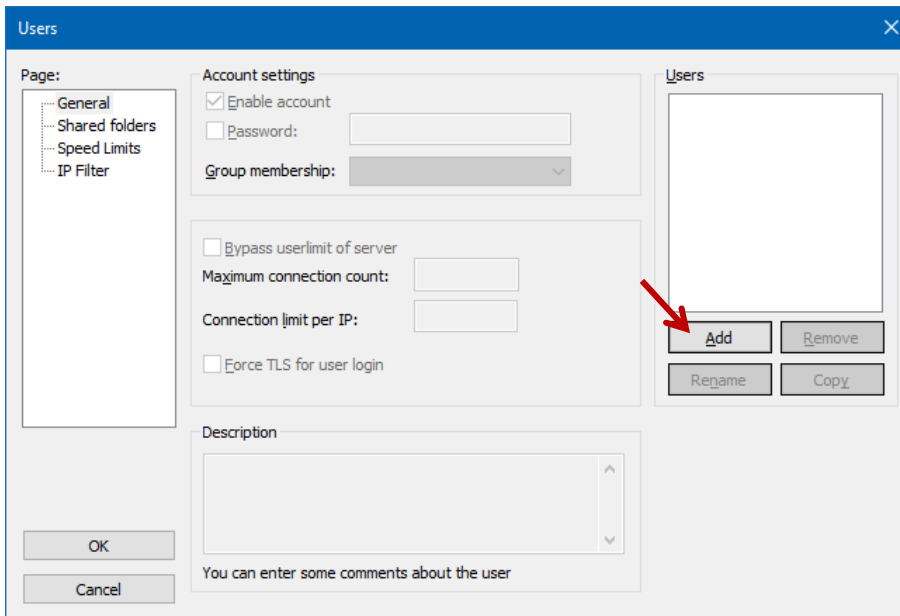
Note: You will change these settings later; to enable FTPS.

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.

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



5. Click the **Add** button.

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

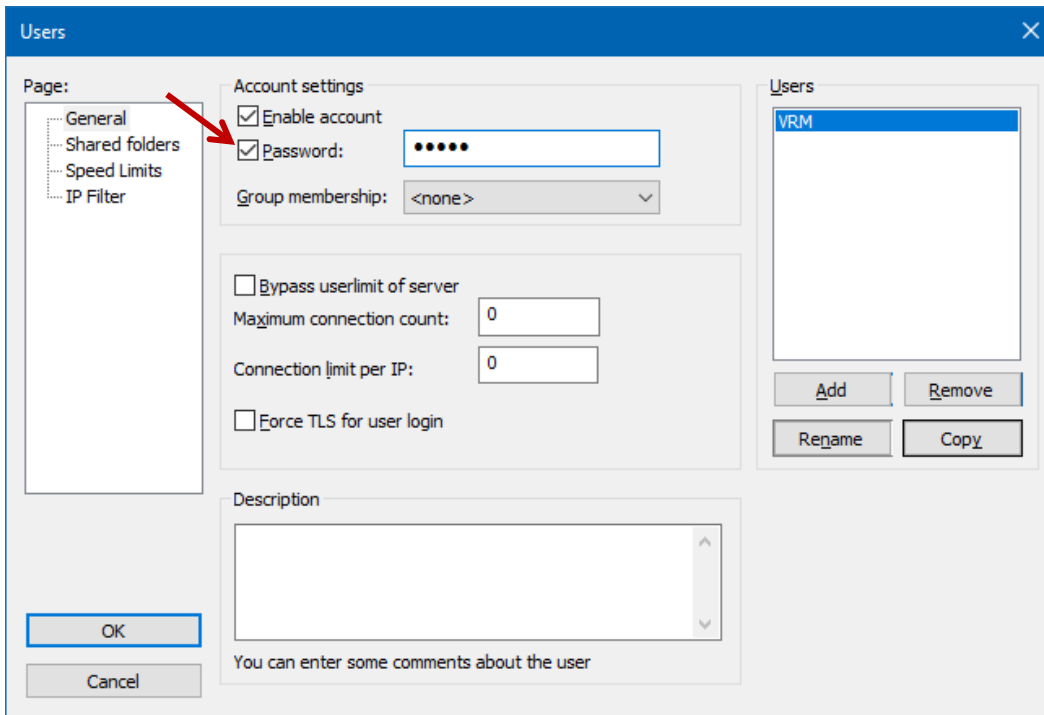
The dialog box is titled "Add user account" and has a close button (X) in the top right corner. It contains the following elements:

- Text: "Please enter the name of the user account that should be added:"
- Text input field: Contains the text "VRM".
- Text: "User should be member of the following group:"
- Dropdown menu: Shows "<none>" with a downward arrow.
- Buttons: "OK" and "Cancel".

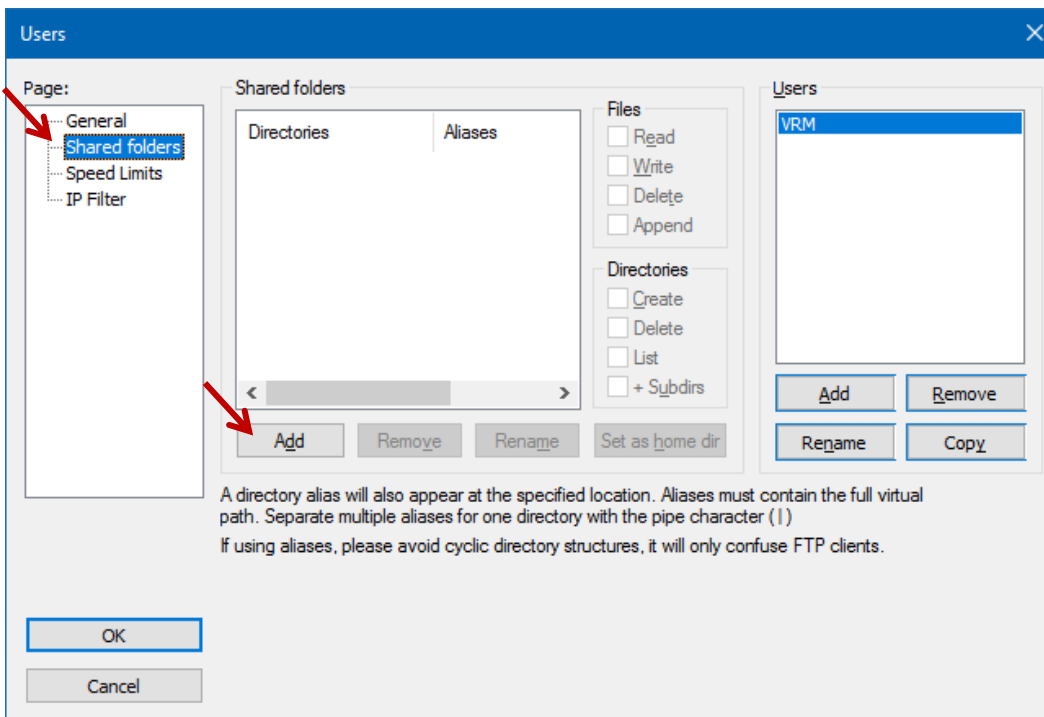
The "Users" window has a blue title bar and a close button (X) in the top right corner. It is divided into several sections:

- Page:** A sidebar on the left with a tree view containing "General", "Shared folders", "Speed Limits", and "IP Filter".
- Account settings:** A section with the following options:
 - Enable account
 - Password: [text input field]
 - Group membership: [dropdown menu showing "<none>"]
 - Bypass userlimit of server
 - Maximum connection count: [text input field with "0"]
 - Connection limit per IP: [text input field with "0"]
 - Force TLS for user login
- Description:** A text area with a scroll bar. Below it is the text: "You can enter some comments about the user".
- Users:** A list box on the right containing the name "VRM". Below the list box are four buttons: "Add", "Remove", "Rename", and "Copy".
- Buttons:** "OK" and "Cancel" buttons are located at the bottom left of the window.

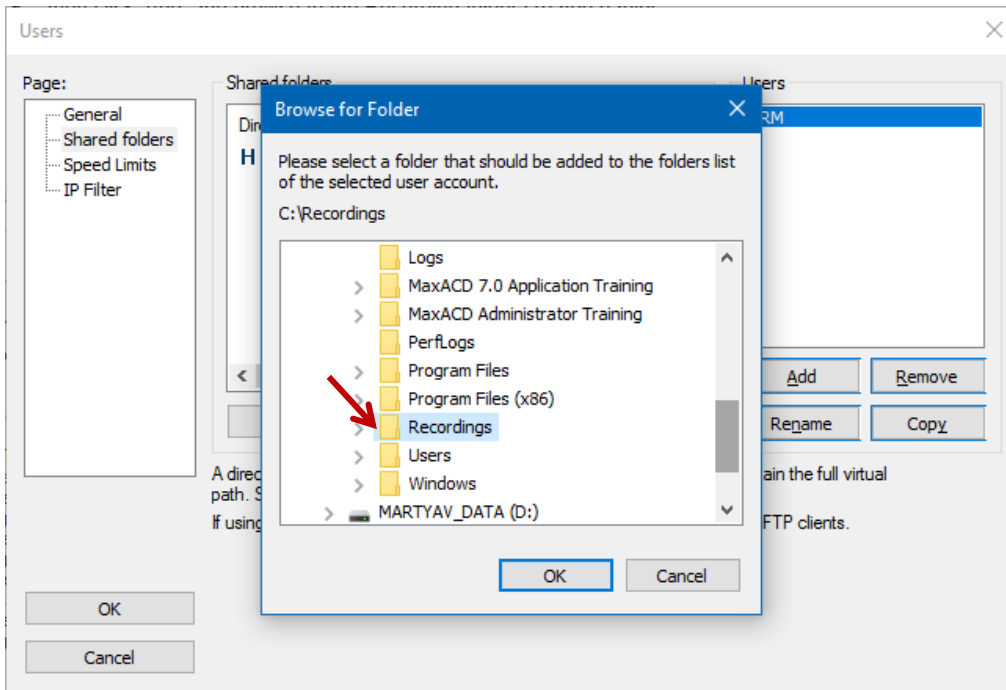
7. Check the **Password** checkbox and enter the password 22222.



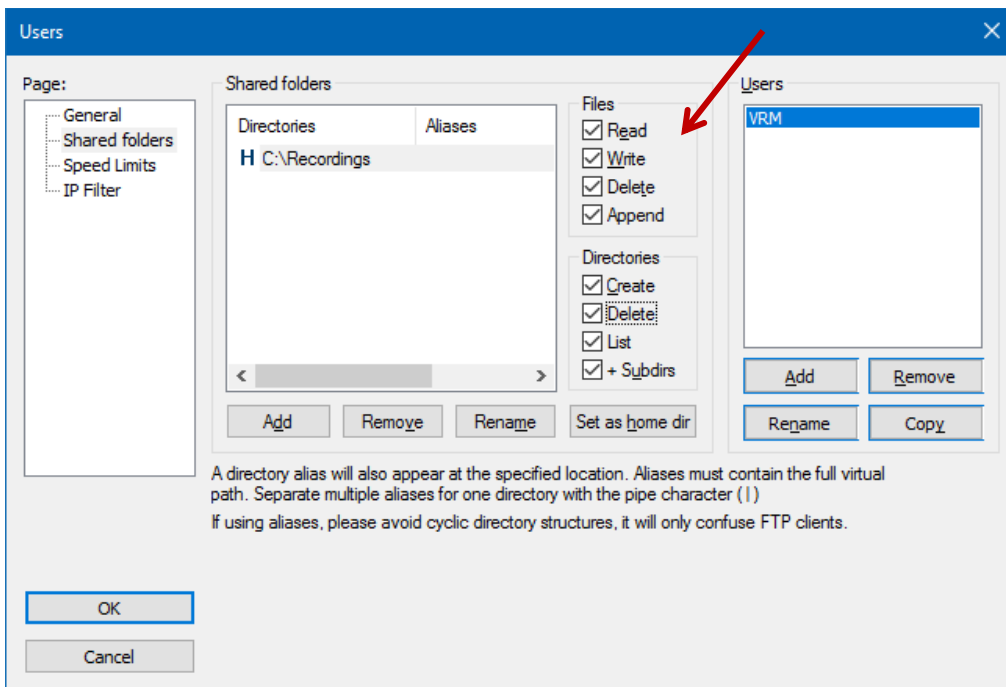
8. In the left panel, click **Shared folders**. Click **Add** below the Shared folders list.



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

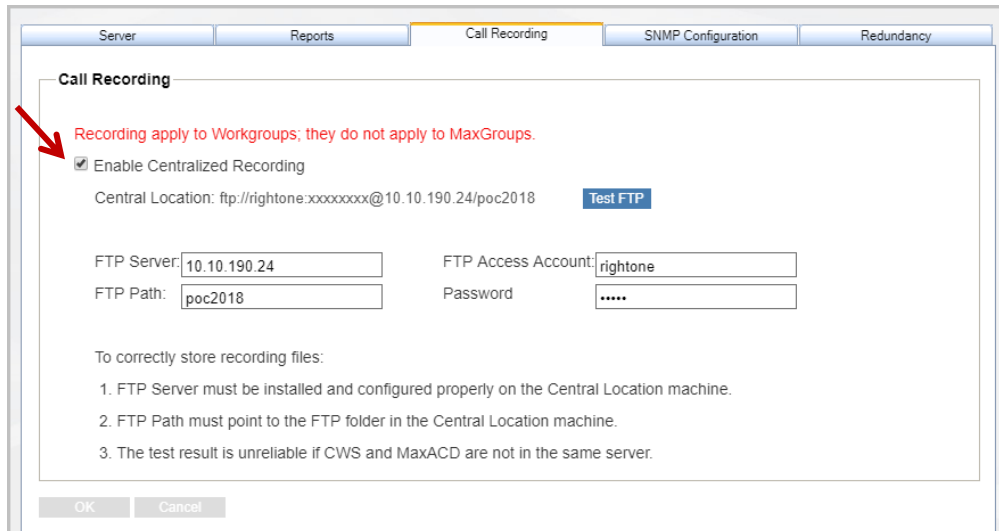


10. Check (enable) all permissions under *Files* and *Directories* for the *Recordings* folder. Click **OK**.



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**.



Call Recording

Recording apply to Workgroups; they do not apply to MaxGroups.

Enable Centralized Recording

Central Location: ftp://rightone:xxxxxxx@10.10.190.24/poc2018 **Test FTP**

FTP Server: 10.10.190.24 FTP Access Account: rightone

FTP Path: poc2018 Password:

To correctly store recording files:

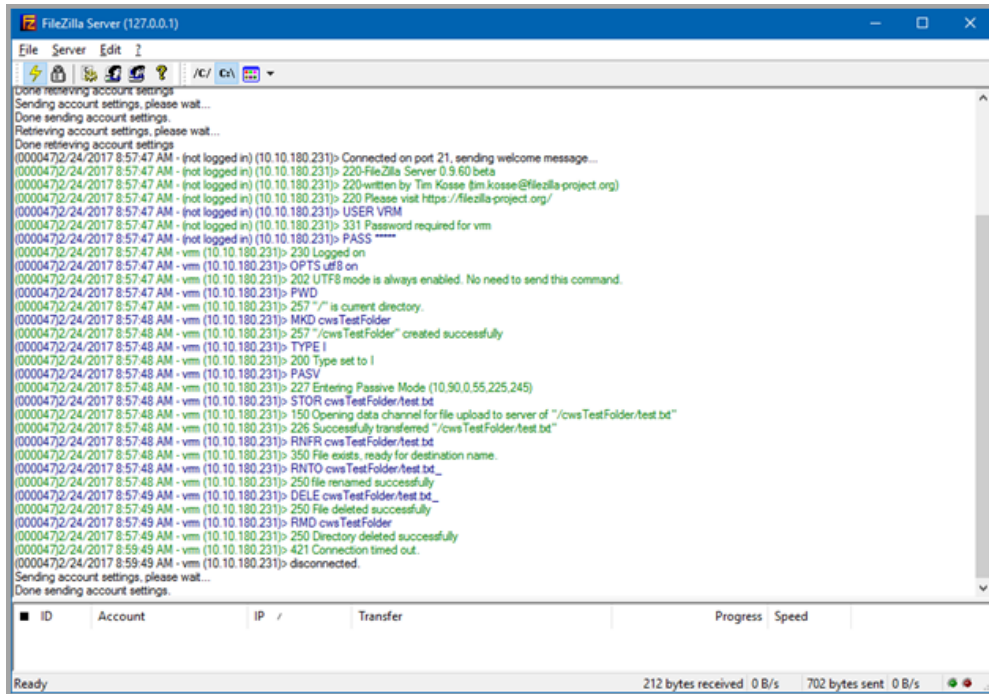
1. FTP Server must be installed and configured properly on the Central Location machine.
2. FTP Path must point to the FTP folder in the Central Location machine.
3. The test result is unreliable if CWS and MaxACD are not in the same server.

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.

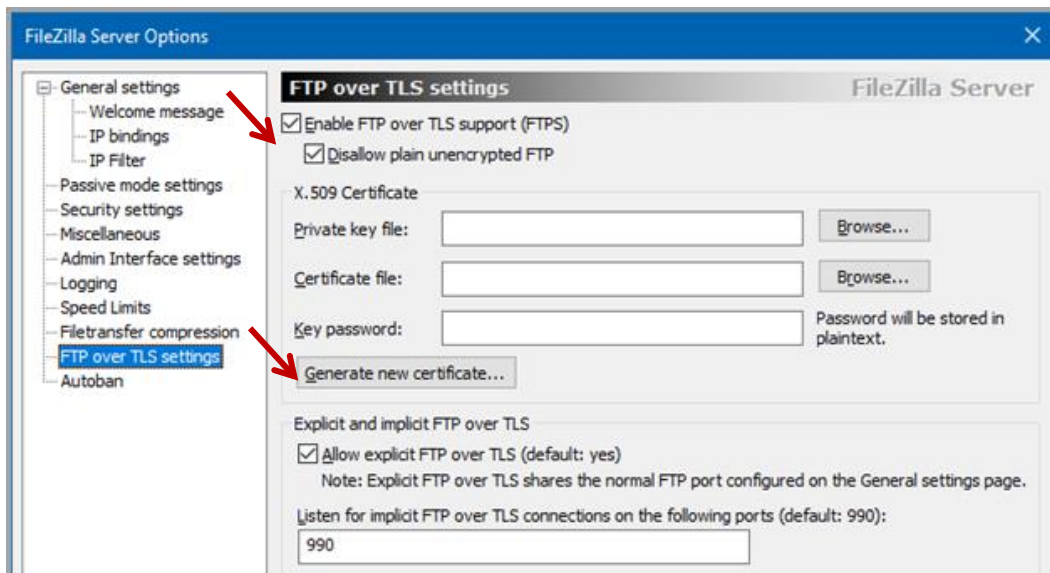
FileZilla should display a screen similar to the following figure, showing the successful login and directory creation and deletion of /cwsTestFolder/test.txt.



Change the Configuration to FTPS

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

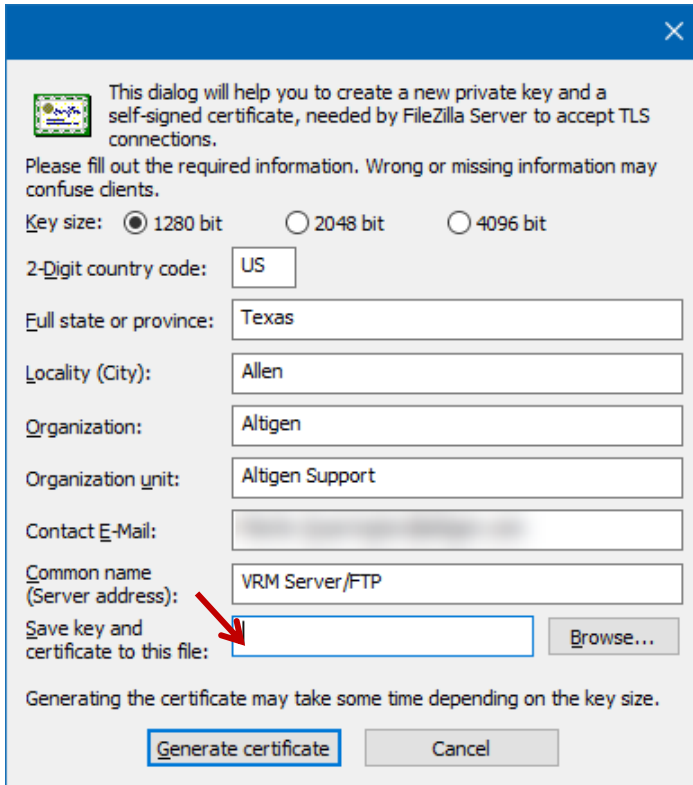
1. Open the FileZilla server interface and log in. Select **Edit > Settings**.



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:

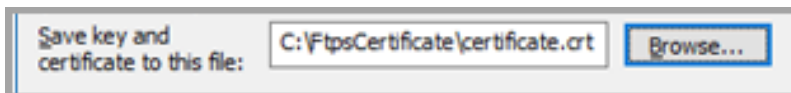
Contact E-Mail:

Common name (Server address):

Save key and certificate to this file:

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

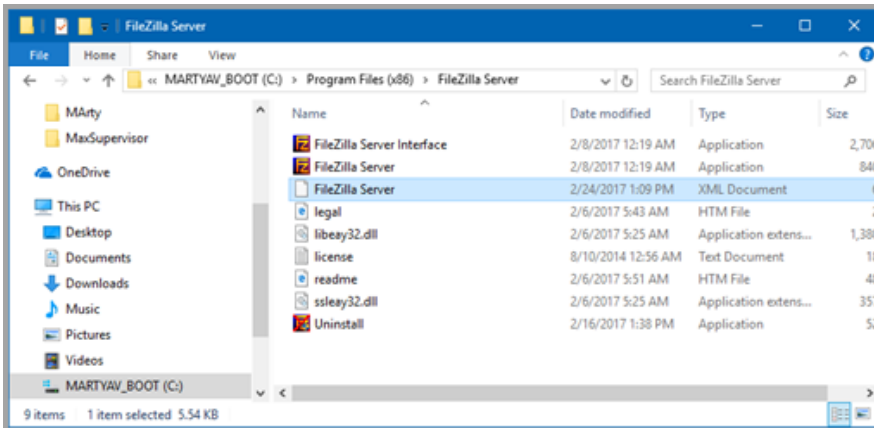
5. Create a folder on C:\ named *FtpsCertificate*.
6. In the **Save key and certificate to this file** field, browse to the new folder as shown in this figure.



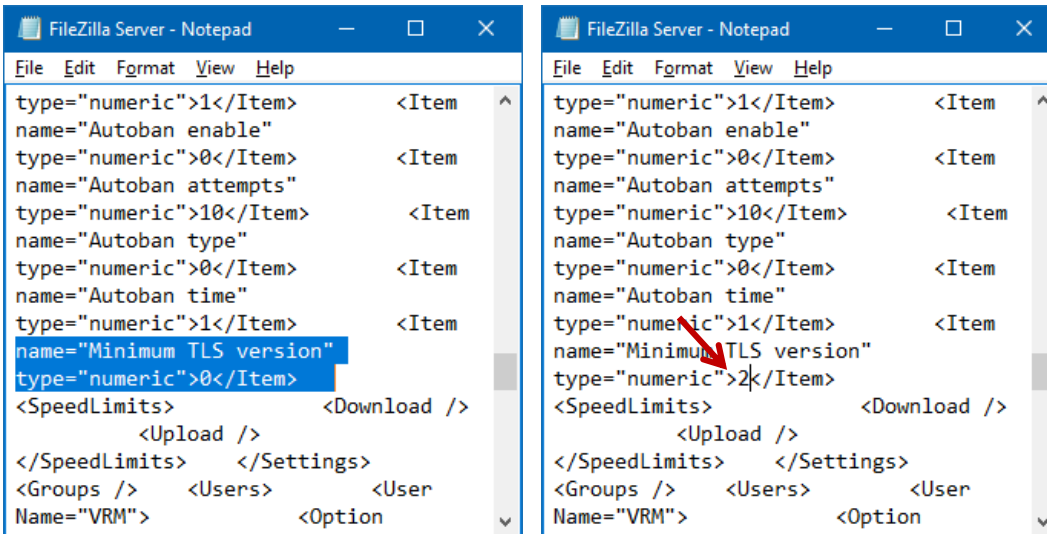
Save key and certificate to this file:

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

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



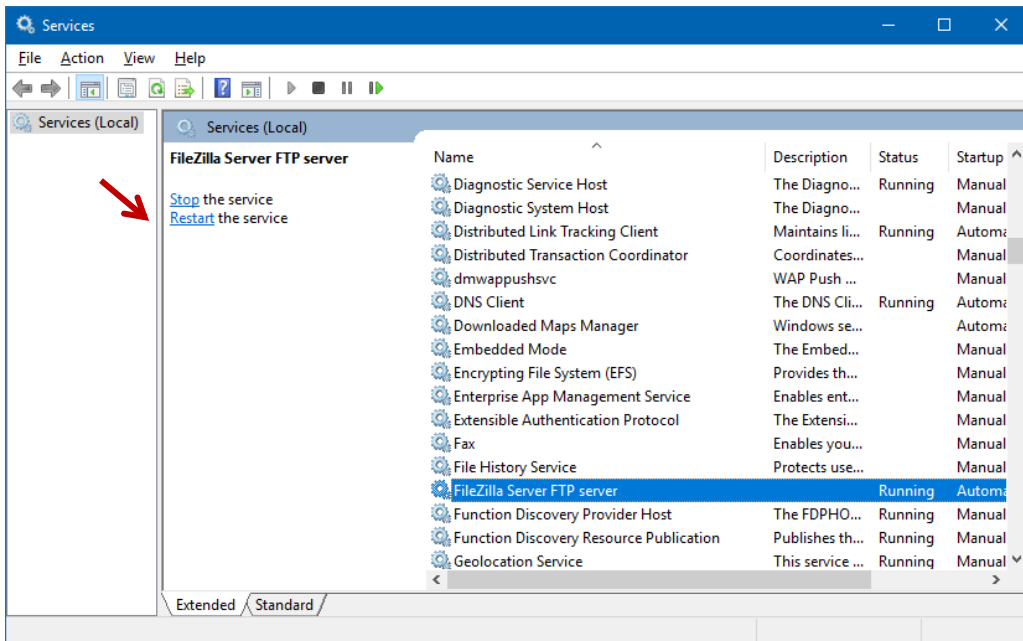
9. Use notepad to open the file *FileZilla Server.xml*. Within the file, search for “Minimum TLS version.”



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

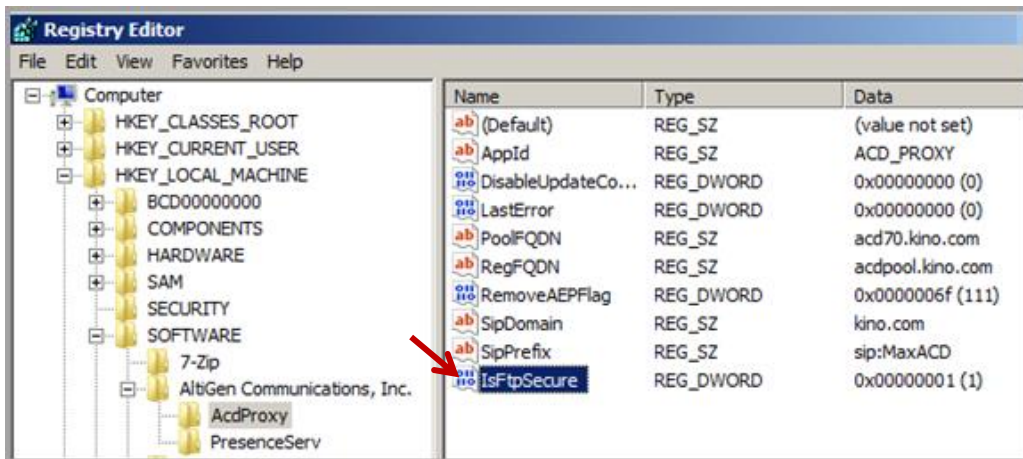
Note: If you cannot find *Minimum TLS version*, try changing any configuration and save the configuration. Reopen the file and you should be able find the entry.

11. Restart the FileZilla service.

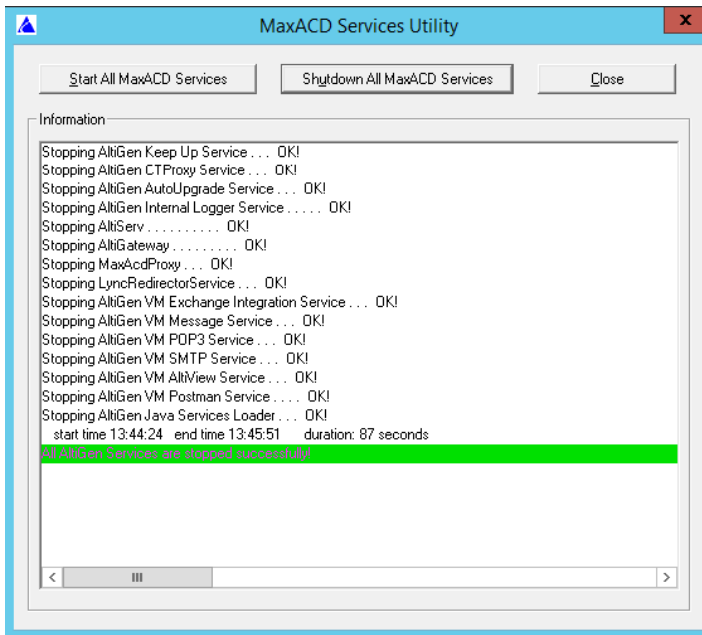


12. On the MaxACD server, open the Registry Editor (regedit).

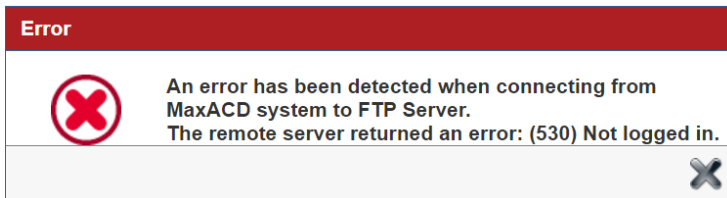
13. Navigate to HKEY_LOCAL_MACHINE > SOFTWARE > AltiGen Communications, Inc. > AcdProxy. Set **IsFtpSecure** to **1** to enable FTPS in MaxACD.



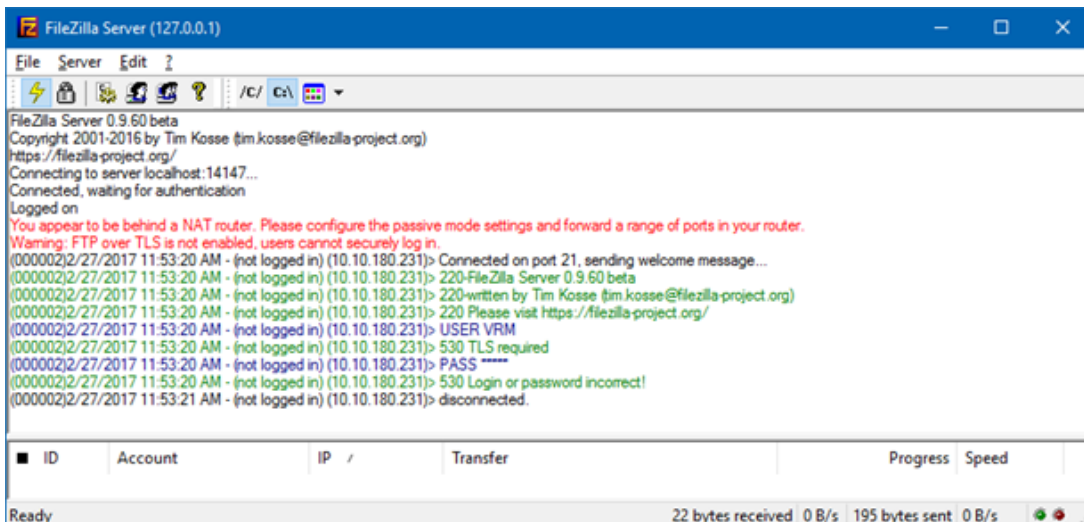
14. Shut down all of the MaxACD services, using the MaxACD Service Utility.



Note: The **Test FTP** button within the 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.



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 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 Manager Admin 7.0.0.806

User Pooling Storage Log MaxACD

User List

Name	Workgroup	Agent	TenantID	SystemID
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Edit New Delete

Change Admin Password

Apply Help OK Cancel

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

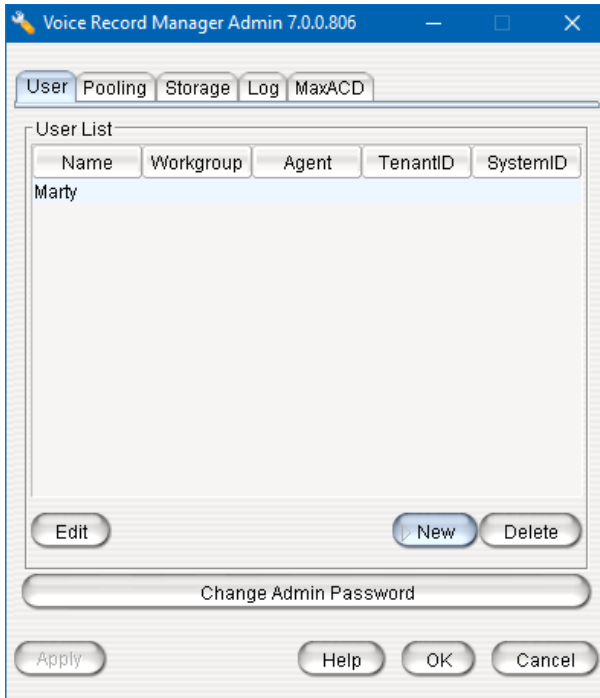
New User

User Name

New Password

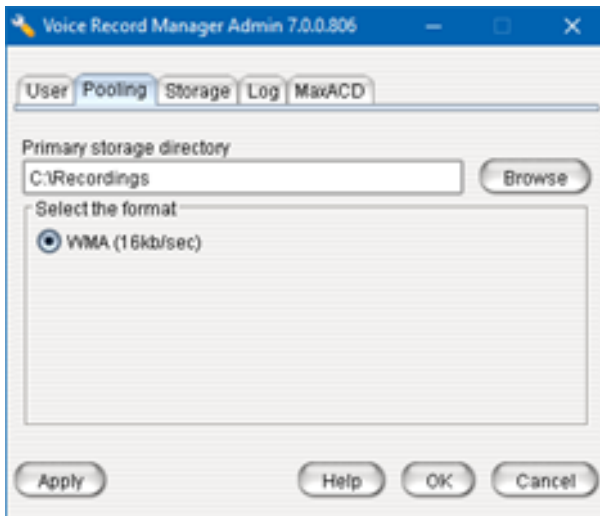
Comfirm Password

OK Cancel

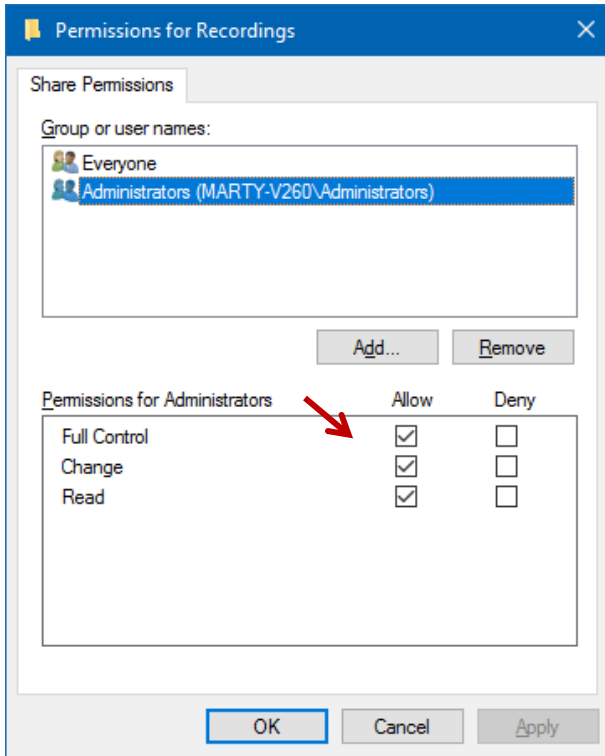


18. Click the **Pooling** tab. This tab allows you to set the location of the primary storage directory.
19. VR Manager pools the newly recorded files from the MaxACD server and saves them into the primary storage directory in .WMA format.

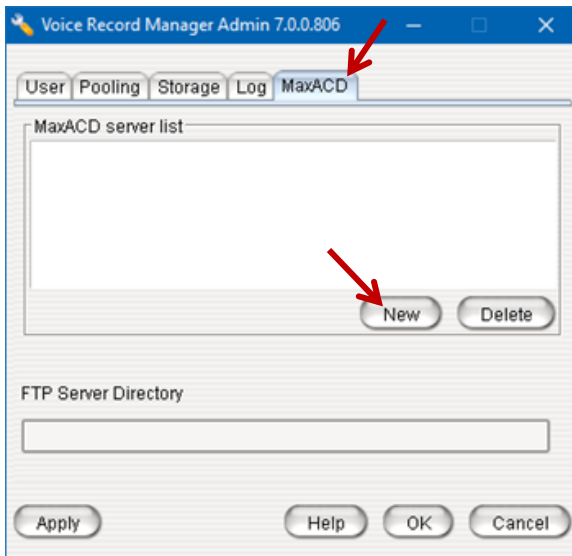
Use the **Browse** button and navigate to C:\Recordings folder. Click **OK**.

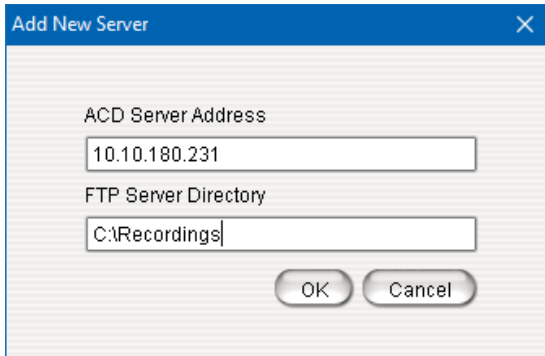


20. Open File Explorer and browse to the C:\Recordings folder. Set full read/write permissions. Click **OK**.



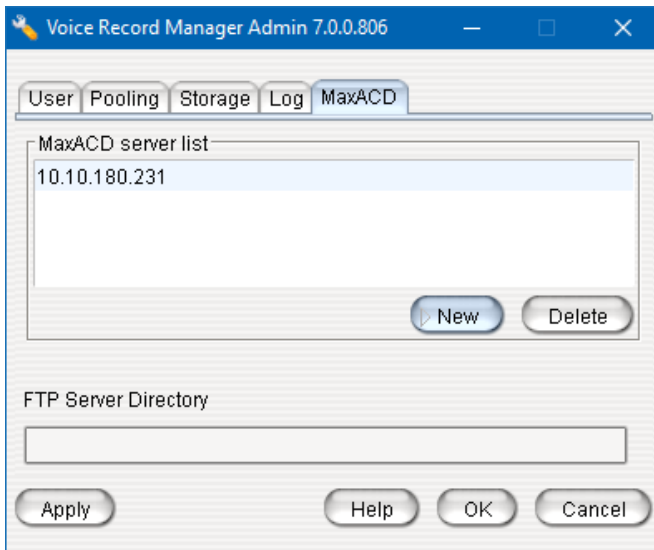
21. In VRM Admin, click the **MaxACD** tab. Click **New**.





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.