CHRONICALL

Configuration Manual

Table of Contents

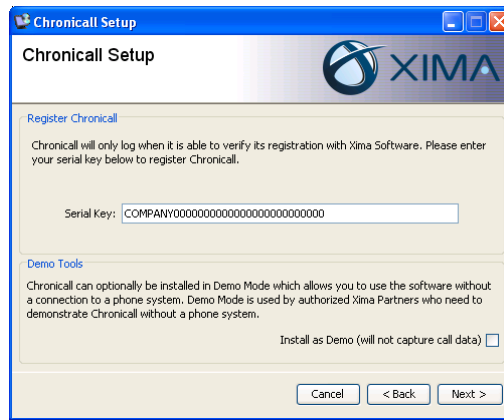# Chronicall Setup

Standard Installation
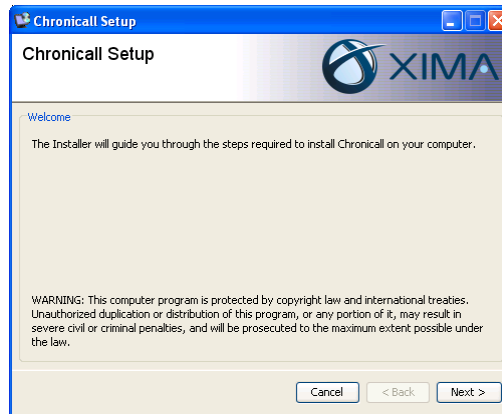
On the Welcome page, please select NEXT to get started

On the End-User License Agreement (EULA) page, please select the
radio button "I accept the agreement" then select NEXT

On the Register Chronicall page, please type in (or copy/paste) the serial key that was previously provided to you from Xima Software. Once you have entered the key correctly, please select NEXT

On the IP Office Info page, Chronicall will attempt to locate the IP Address of the Avaya IP Office. You can optionally enter the IP Address manually. You also must enter the Avaya IP Office Monitor Password (which by default is "password")

After the entries are correct, please select NEXT
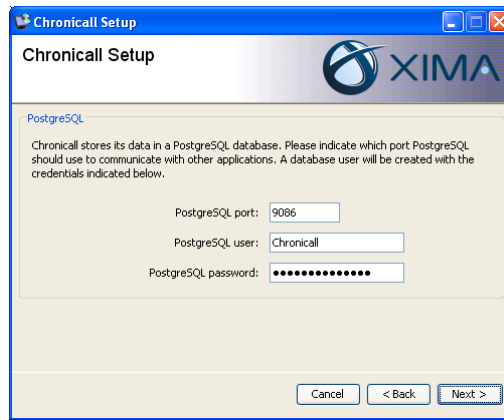
On the PostgreSQL page you have the option to specify which port, username, and password that the Chronicall Database will use.
Please press NEXT
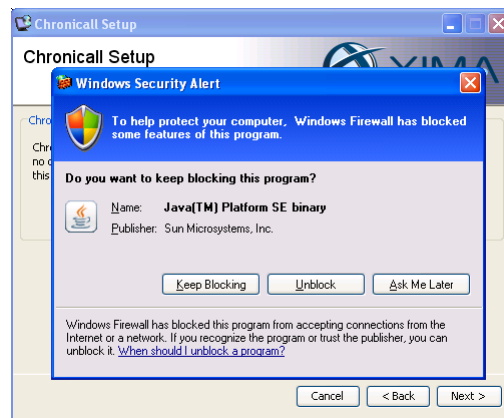
In the event that the Windows Security Alert page appears, please select UNBLOCK then select NEXT

On the Chronicall Webserver page, please select NEXT

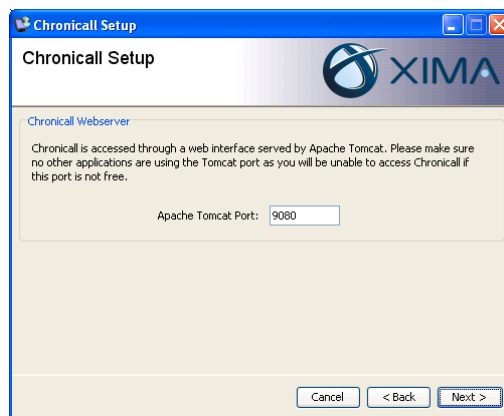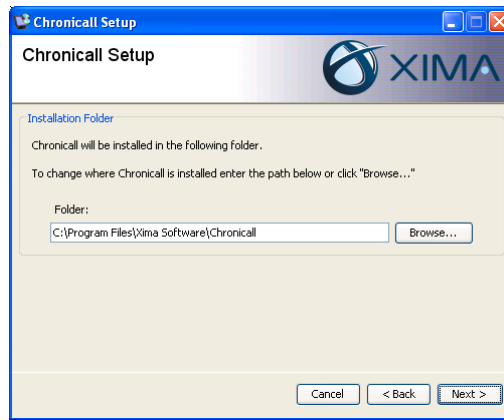On the Installation Folder page please indicate the directory where you would like to install Chronicall. Click NEXT to continue

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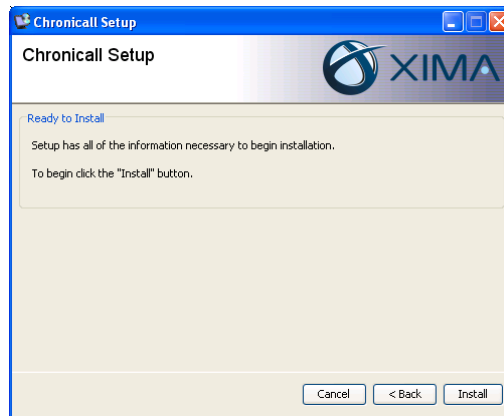
Chronicall is now ready to Install. Please select INSTALL to proceed

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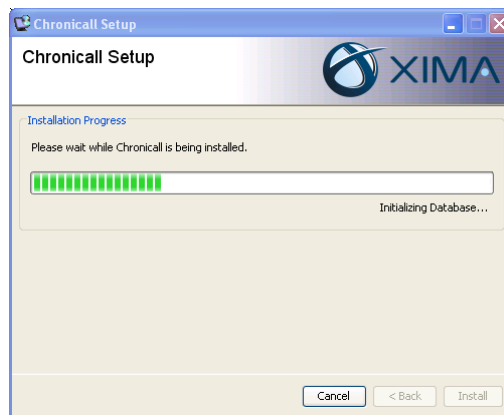
The Installation Progress page will appear and begin to monitor the application installation process (i.e. copying program files, installing the database, etc)
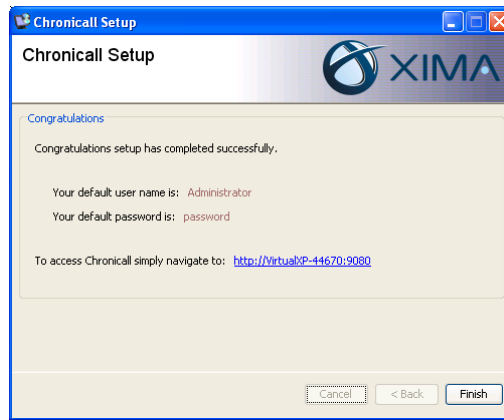
Once you have successfully installed the Chronicall software you will arrive at this congratulatory page. Please take note of the default user name and password, and path to access Chronicall. You will also find a shortcut on your desktop.

Non-standard Installation (Recording Library on Separate machine)
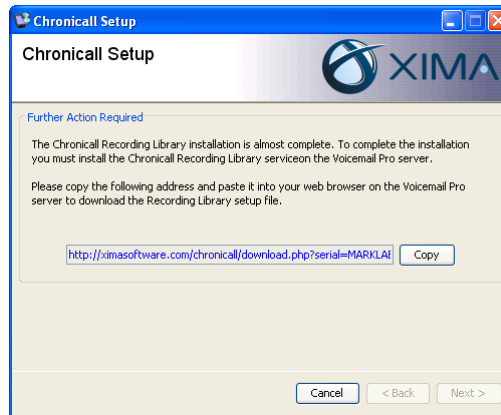
Follow the instructions from the standard installation. At the end of the installation you will see the Further Action Required page indicating that you need to install the Chronicall Recording Library service on the Voicemail Pro server.

Click the "Copy" button to copy the installation URL to your clipboard.

From the Voicemail Pro computer navigate to the URL specified and download the Recording Library Setup (xima4_setup_#_#_#.exe)

Run xima4_setup_#_#_#.exe.
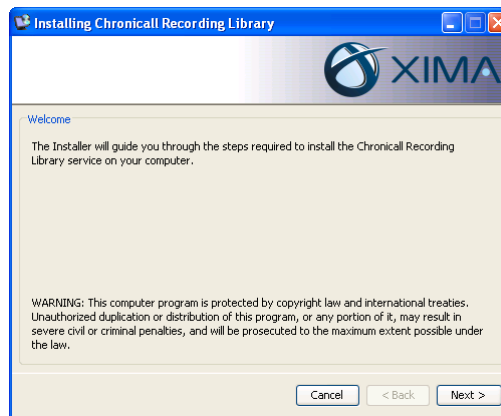
On the Welcome page, please select NEXT to get started
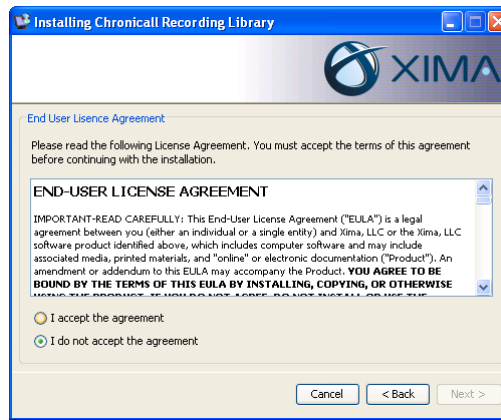
On the End-User License Agreement (EULA) page, please select the radio button "I accept the agreement" then select NEXT
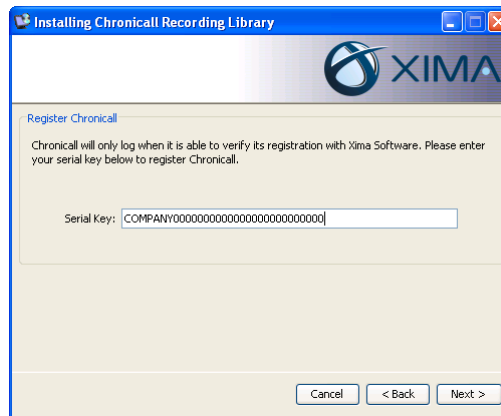
On the Register Chronicall page, please type in (or copy/paste) the serial key that was previously provided to you from Xima Software. Once you have entered the key correctly, please select NEXT
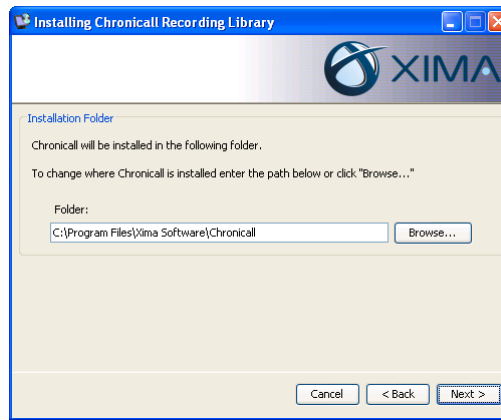

On the Installation Folder page please indicate the directory where you would like to install Chronicall. Click NEXT to continue

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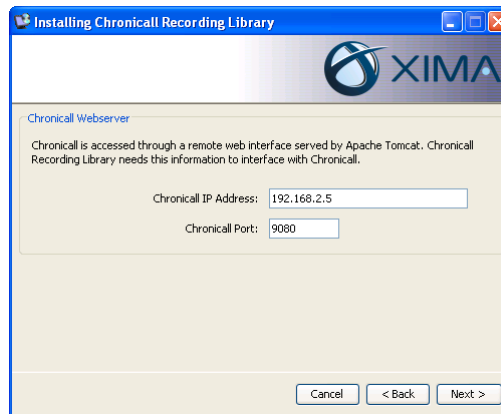
On the Chronicall Webserver page enter the IP Address and webserver port of the main Chronicall server.

Click Next to begin installation.
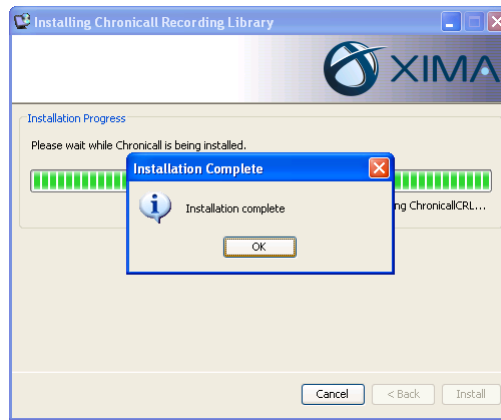
You will be notified with a message box when Chronicall Recording Library has been installed.
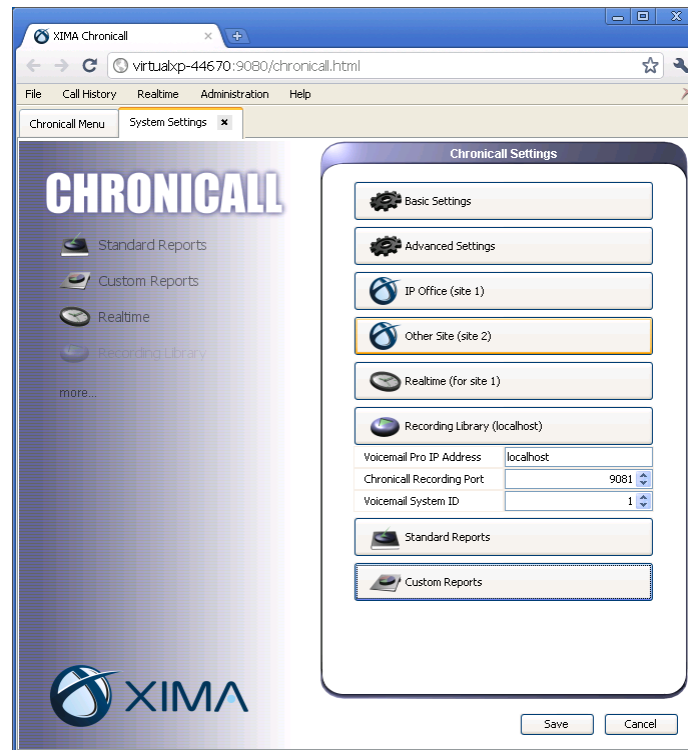
You will now need to configure the Chronicall Server so it can access the Recording Library on the Voicemail Pro computer.

Navigate to Chronicall and open the System Settings tab.

Click the Recording Library section to expand the settings.

Specify the address where you installed the Recording Library service (Voicemail Pro IP Address)

Click Save to finish.

Configuring Call Recording through Manager

Enable Call Recording at the USER level

To enable call recording at the **USER** level, please follow the instructions provided (this assumes that you have an Avaya Voicemail Pro software license on the Avaya IP Office, that you have purchased the necessary Call Recording license with Xima Software and that you are familiar with Avaya's IP Office programming software interface "Manager")
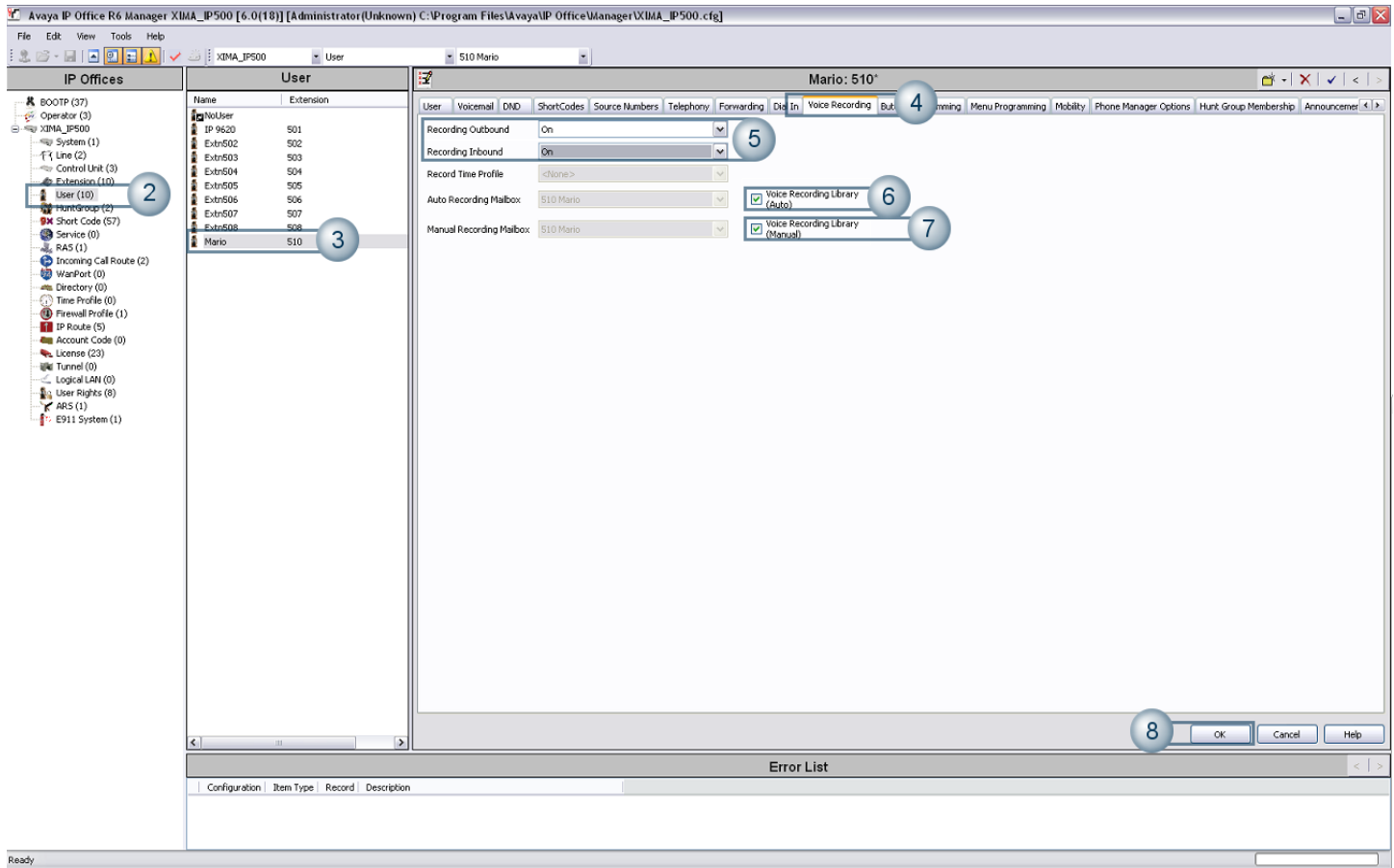
1. Open the Avaya Manager application and subsequent configuration file

2. Select **USER**

3. Select a **USER** in which you would like to begin recording conversations

4. Navigate to the "**Voice Recording**" tab

5. Select method of preference, either **"Recording Outbound"** and/or **"Recording Inbound"** and at which level (On, 50%, 10%, etc.) provided by the Avaya IP Office Manager program

6. Select the check box **Voice Recording Library (Auto)**

7. If you wish to provide the user with the ability to record calls manually then the **Voice Recording Library (Manual)** option will need to be checked

8. Once completed, press OK, Save, and Merge

Enable Call Recording at the HUNT GROUP level

To enable call recording at the HUNT GROUP level, please follow the instructions provided (this assumes that you have an Avaya Voicemail Pro software license on the Avaya IP Office and that you have purchased the necessary Call Recording license with Xima Software)
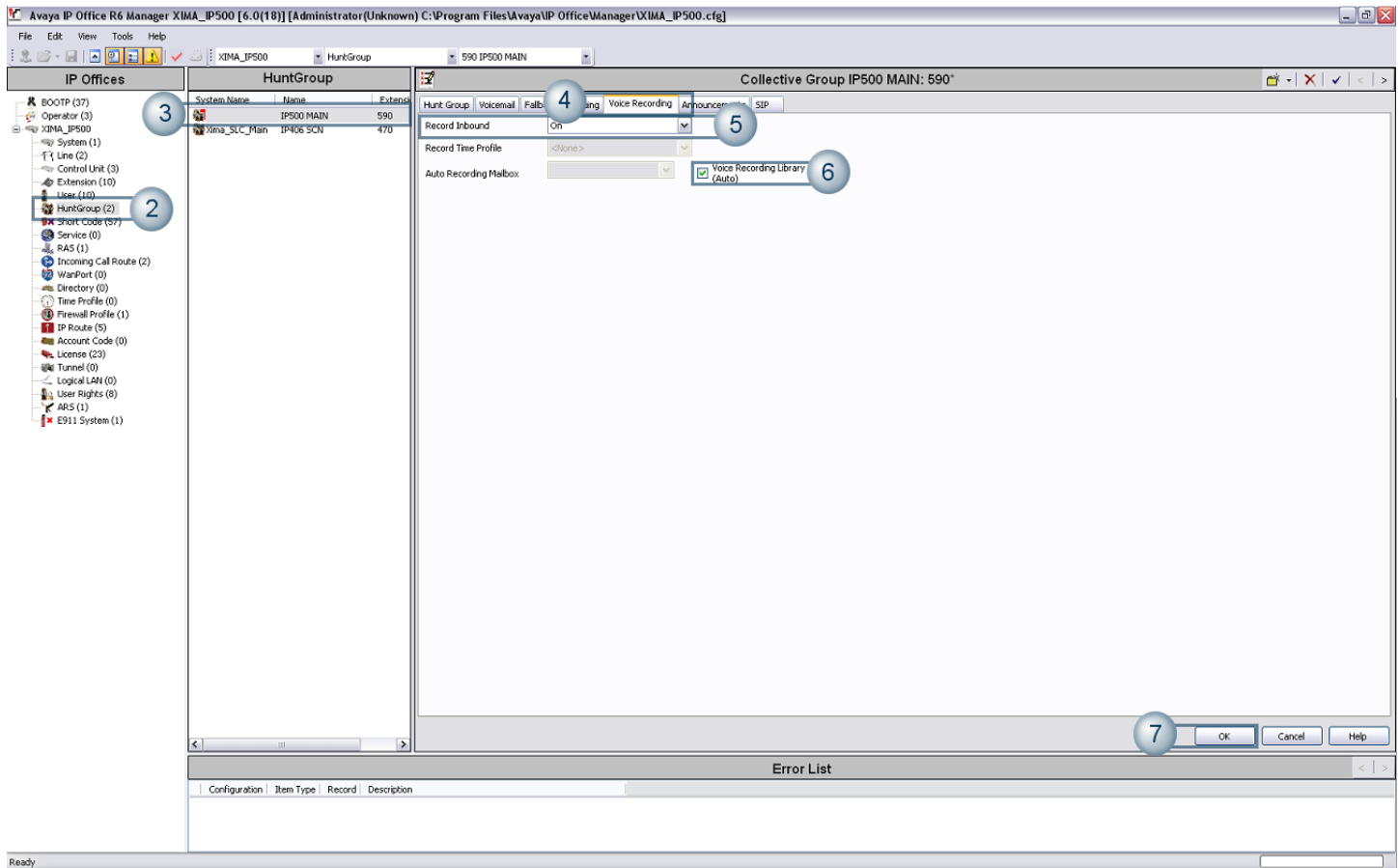

1. Open the Avaya Manager application and subsequent configuration file

2. Select **ACCOUNT CODE**

3. Select a specific **ACCOUNT CODE** in which you would like to being recording conversations

4. Navigate to the **Voice Recording** tab

5. Select **"Recording Inbound"** and method of preference (On, 50%, 10%, etc.)

6. Select the **Voice Recording Library** check box

7. Once completed, press OK, Save, and Merge

Enable Call Recording at the INCOMING CALL ROUTE level

To enable call recording at the **INCOMING CALL ROUTE** level, please follow the instructions provided (this assumes that you have an Avaya Voicemail Pro software license on the Avaya IP Office and that you have purchased the necessary Call Recording license with Xima Software)

1. Open the Avaya Manager application and subsequent configuration file

2. Select **INCOMING CALL ROUTE**

3. Select a specific **INCOMING CALL ROUTE** in which you would like to begin recording conversations

4. Navigate to the **Voice Recording** tab

5. Select **"Recording Inbound"** and method of preference (On, 50%, 10%, etc.)

6. Select the **Voice Recording Library** check box

7. Once completed, press OK, Save, and Merge
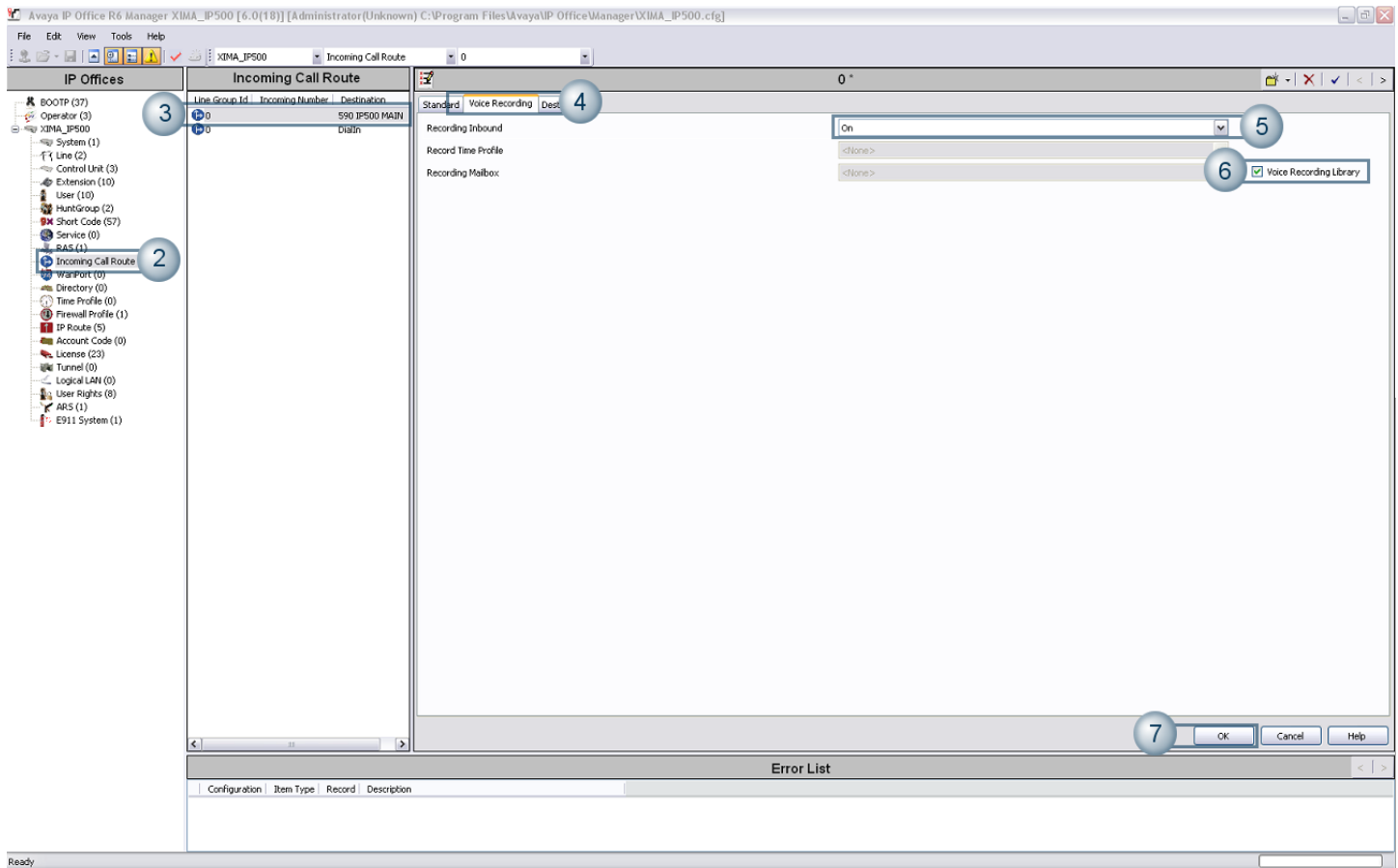
Enable Call Recording at the ACCOUNT CODE level

To enable call recording at the **ACCOUNT CODE** level, please follow the instructions provided (this assumes that you have an Avaya Voicemail Pro software license on the Avaya IP Office and that you have purchased the necessary Call Recording license with Xima Software)

1. Open the Avaya Manager application and subsequent configuration file

2. Select **ACCOUNT CODE**

3. Select a specific **ACCOUNT CODE** in which you would like to being recording conversations

4. Navigate to the **Voice Recording** tab

5. Select **"Recording Inbound"** and method of preference (On, 50%, 10%, etc.)

6. Select the **Voice Recording Library** check box
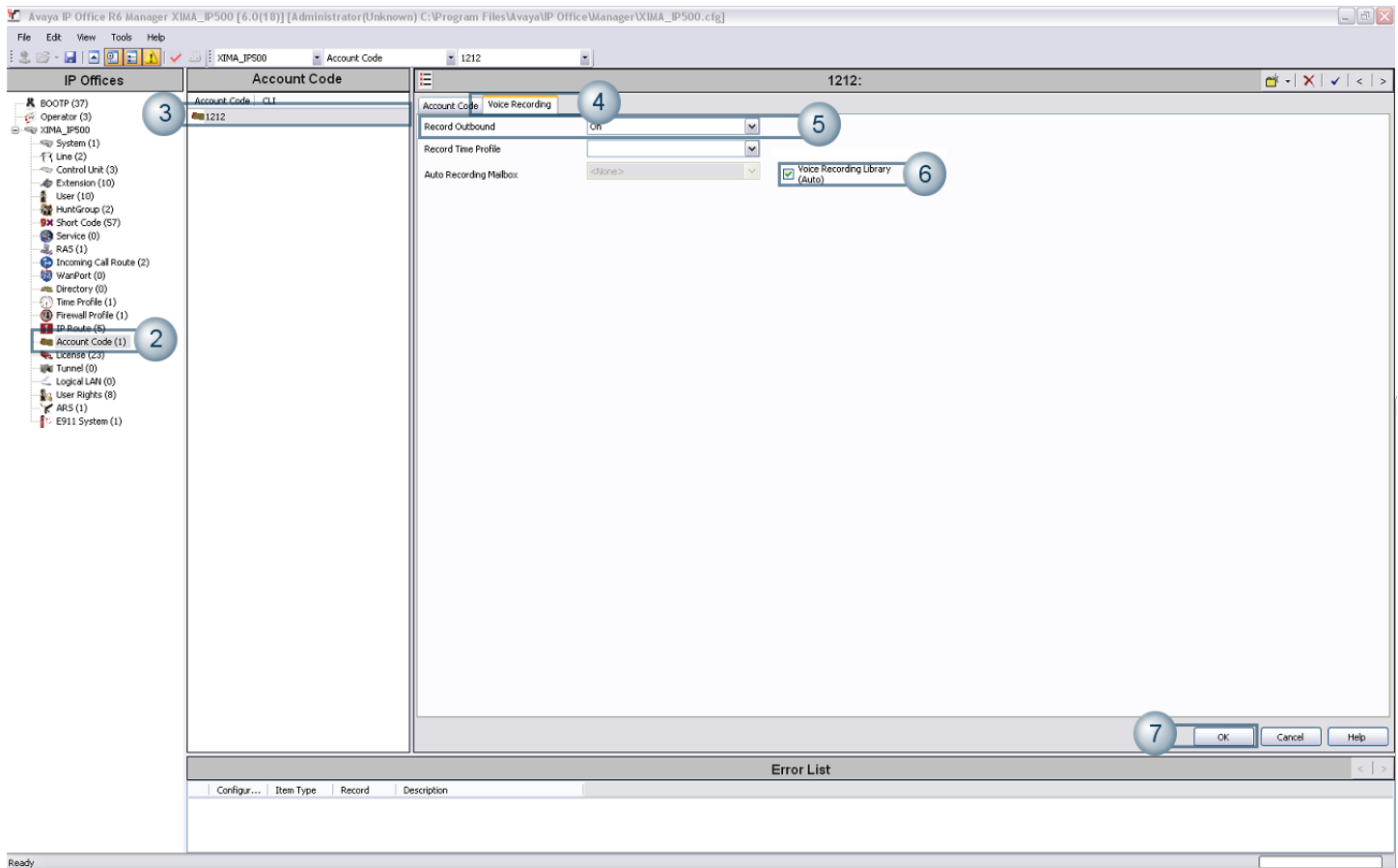
7. Once completed, press OK, Save, and Merge
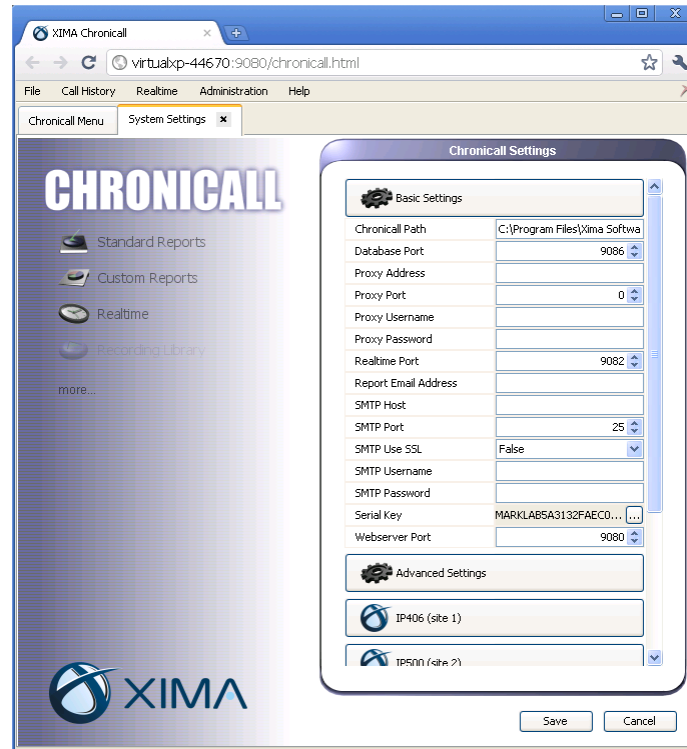
Chronicall Settings

Overview

Click on System Settings; the Chronicall Settings tab will open. Here we see what licenses are enabled for this Chronicall installation.

All installations will have Basic Settings, Advance Settings, and Standard Reports. Most will have at least one IP Office. Custom Reports, Recording Library, and Realtime are all optional.

Basic Settings

- Chronicall Path - Directory where Chronicall is installed. Do not modify without contacting support.

- Database Port - local TCP port the PostgreSQL database will use

- Proxy Address - (optional) Proxy server where outbound connections are sent

- Proxy Port - (optional) Port number used by Proxy server

- Proxy Username - (optional) Some Proxy servers have user authentication enabled. Enter Username here

- Proxy Password - (optional) Password for Proxy server

- Realtime Port - (optional) If Realtime is installed, separate TCP connections are made by web clients to this port.

- Report Email Address - (optional) Email to use when using Scheduled Reports or Recording Library's email feature.

- SMTP Host - (optional) If ISP or Firewall blocks Chronicall's internal SMTP server, Chronicall can use an external SMTP server

- SMTP Port - (optional) TCP port used by SMTP Host (default 25 for non SSL)

- SMTP Use SSL - (optional) Some mail servers use additional encryption, enable or disable depending on SMTP Host configuration

- SMTP Username - (optional)

- SMTP Password - (optional)

- Serial Key - Serial key currently in use by Chronicall. Click the button next to it to Unregister serial.

- Webserver Port - TCP port web clients will connect to. Default to 9080. i.e. http://server:9080/

Advanced Settings
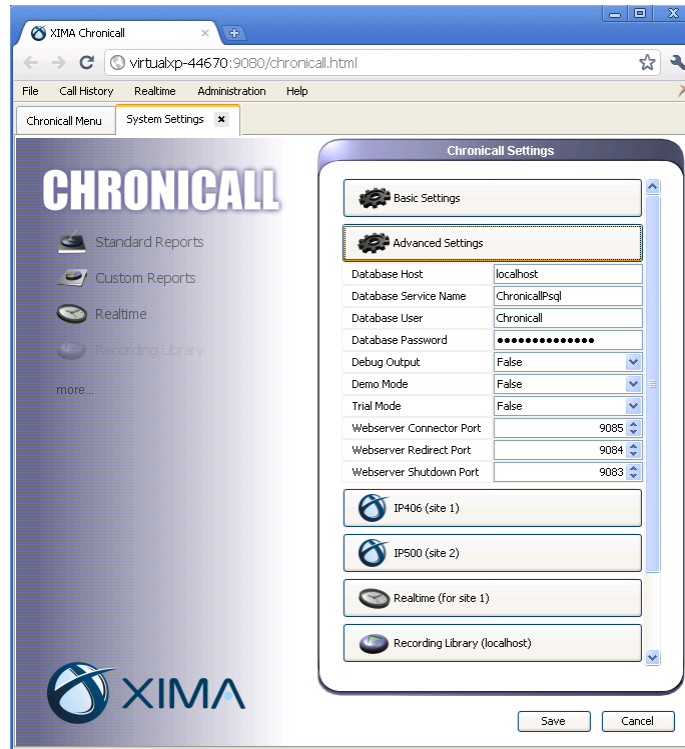
- Database Host - default localhost - Chronicall stores call data in a database. Chronicall provides a light weight PostgreSQL database, however with proper configuration can use any local or remote database. Contact support.

- Database Service Name - If using Chronicall's PostgreSQL, should not be changed. Contact support.

- Database User - If using Chronicall's PostgreSQL, should not be changed. Contact support.

- Database Password - If using Chronicall's PostgreSQL, should not be changed. Contact support.

- Debug Output - When enabled, Chronicall will add extra output to the log files. This should only be turned on during troubleshooting.

- Demo Mode - Informative field for Demo installs where no data is captured.

- Trial Mode - Informative field for Trial installs where the licenses will expire after two weeks.

- Webserver Connector Port - Internal port number used by web server. Defaults should not interfere with One-X Portal and other Tomcat web servers.

- Webserver Redirect Port - Internal port number used by web server. Defaults should not interfere with One-X Portal and other Tomcat web servers.

- Webserver Shutdown Port - Internal port number used by web server. Defaults should not interfere with One-X Portal and other Tomcat web servers.

IP Office
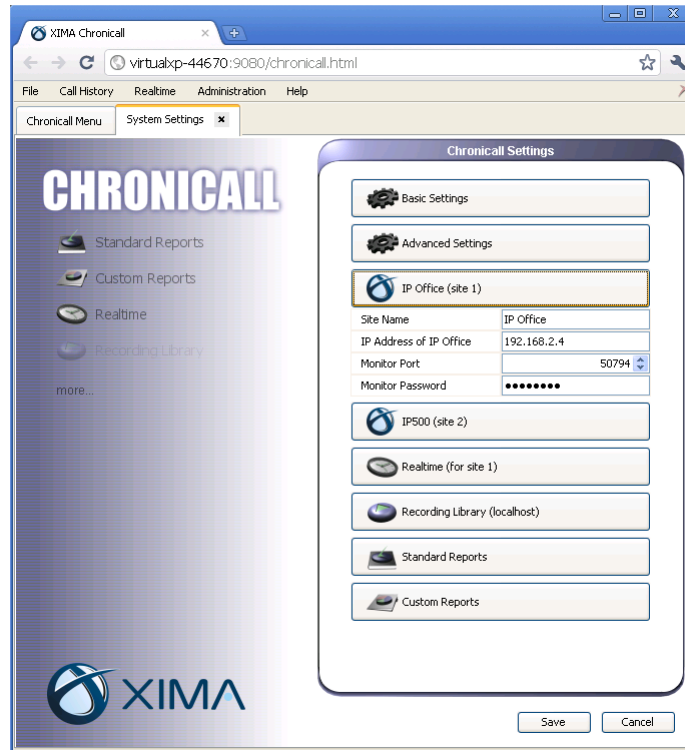
There may be more than one IP Office section for Multisite installations. Each one contains the following fields:

- Site Name - Description of IP Office.
- IP Address of IP Office - IP Address of your phone switch.
- Monitor Port - UDP port for Monitor stream configured on the IP Office (default 50794).
- Monitor Password - Monitor stream password configured on the IP Office (default "password").

If more than one IP Office is configured, contact support to verify Intersite calls are tagged properly.

Module Settings
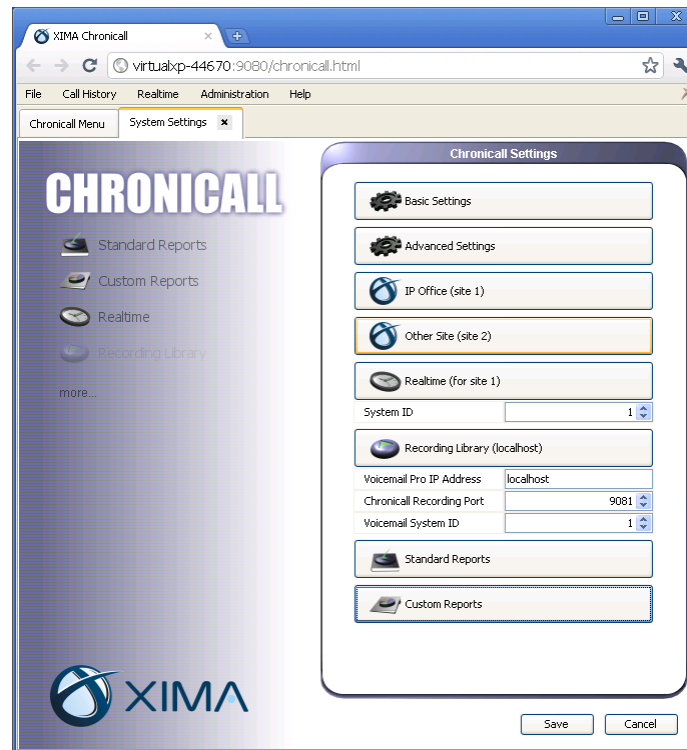
Realtime

- Each Realtime license needs a corresponding Chronicall license. Use the System ID field to reference which Chronicall license applies to this Realtime License.

Recording Library

- Voicemail Pro IP Address - This IP address (or host name) will appear in the title. Typical Chronicall installations are on the Voicemail Pro server and Recording Library is already installed. If Voicemail Pro and Recording Library are on different servers you will need to enter the remote IP Address.

- Chronicall Recording Port - The TCP port used by the Recording Library to send information to the Chronicall server (default 9081)

- Voicmail System ID – A unique identifier for each Voicemail Pro system on your network.

Standard Reports

Non-configurable area. Simply indicates the existence of the Standard Reports license.

Custom Reports

Non-configurable area. Simply indicates the existence of the Custom Reports license.