

Araña web interface

Manual

V4.1

VC2011



vidicode

Vidicode

Blauw-roodlaan 140
2718 SK Zoetermeer
The Netherlands

Phone

+31(0)79 3617181

Fax

+31(0)79 3618092

Sales

+31(0)79 3471010

Support

+31(0)79 3471005

Email

vidicode@vidicode.nl

Internet

www.vidicode.nl

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1 Introduction

Araña is a PC / Server application for providing access to the recordings made by a Vidicode Call Recorder or Voice Server and the Faxes on a Vidicode Fax Server. Araña provides an interface in the form of web pages. Araña can also be used as a backup system for the recordings or Faxes of a Call Recorder or Fax Server. Araña can be run and installed as a Windows Service for unattended operation.

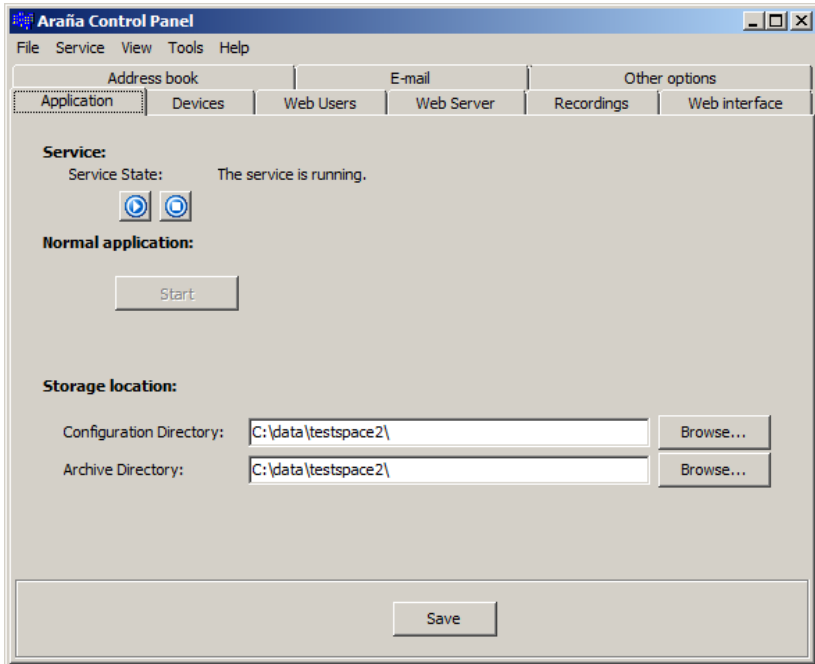
Araña comes in two versions:

- Single user: The web interface is only available to one user at a time.
- Multi user: No restrictions.

2 Control Panel

2.1 Running the application

The application can be run as either a background service (recommended) or as a normal application. This can be configured in the application tab of the configuration software.



2.1.1 Running as a service

To use the software as a Windows Service (the recommended option), the service must be installed first, this is done by the installation program itself. It can also be installed manually as follows:

- Start the Araña Control Panel and make sure you are logged in as administrator. On Windows Vista or Windows Server 2008 with "User account control" enabled, right click on the program icon, and select "Run as administrator".
- Choose menu Service, Install.

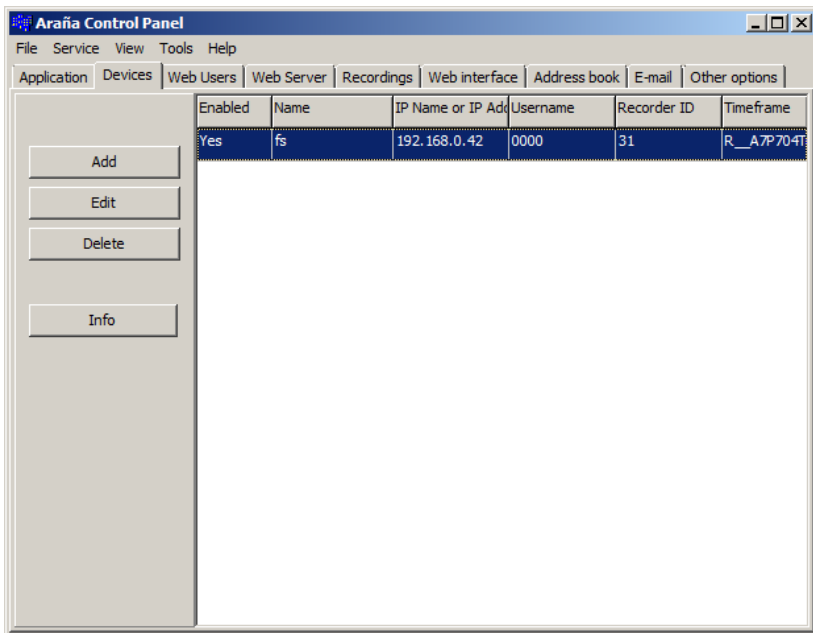
In the Windows Services screen this service will be identified as "Araña Call Recorder Access". By default, the service will start automatically when Windows starts, even when no user is logged in. You can change this in the Windows Services screen. To start or stop the service, you can use the blue start and stop buttons, or use the Windows Services screen. There is a delay before the service will stop, especially when it is in the middle of a download.

2.1.2 Running as normal application

To run the program as a normal application, press the Start button. This option is not available when the service is running. The functionality is the same as the service.

2.2 Devices

In the Devices tab you can define from which device the data must be downloaded. This can be either Call Recorders, Fax Servers or Voice Servers or a combination of devices.



The time frame defines the file name of the last known call. It is used to update efficiently by retrieving only the list of *new* calls. The Info button shows the number of records in the call listing of the call recorder.

To add a device to the list, press the **Add** button. The following screen is displayed:

The screenshot shows a dialog box titled "Device". It contains the following elements:

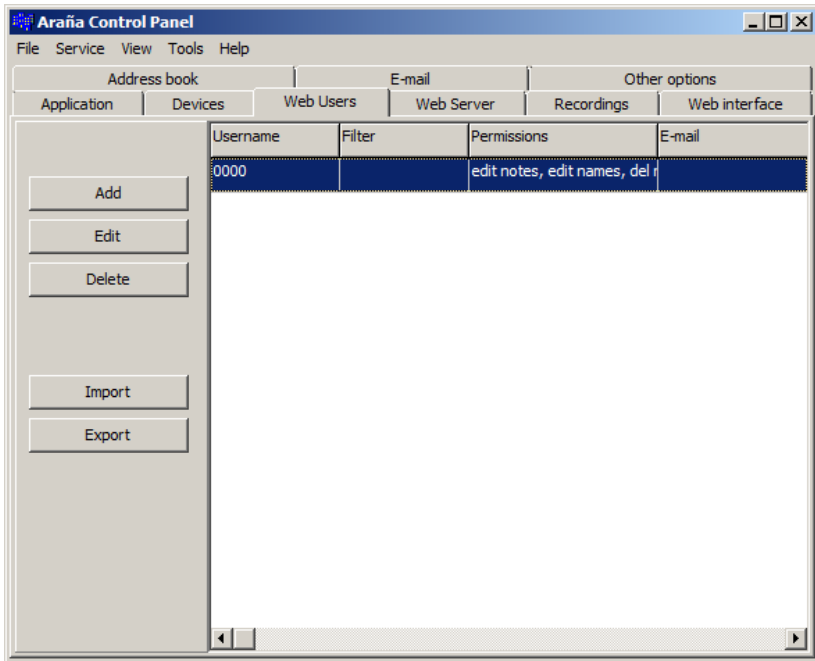
- A checked checkbox labeled "Enabled".
- A text input field labeled "Device name:".
- A text input field labeled "IP Name or IP Address".
- A text input field labeled "FTP ID".
- A text input field labeled "FTP Password".
- A text input field labeled "FTP Port" with the value "21".
- A dropdown menu labeled "Timeframe" with "Call Recorder" selected.
- A button labeled "Reset timeframe" to the right of the Timeframe dropdown.
- Buttons labeled "OK" and "Cancel" at the bottom.

The device name can be used to identify the Call Recorder, Voice Server or Fax Server. This name can be displayed in a column in the web interface.

Use "Set time frame" if you want calls after a specified date to be downloaded only, rather than all calls on the call recorder.

2.3 Web users List

In the Web Users list, the users, their visibility scope, and their permissions can be specified.



You can import and export the web user list (CSV format). To manually add a user, press the Add button. See also: § 2.3.2

2.3.1 Import web users

The web user list can be exported to and imported from a file in CSV file format. To define the CSV delimiter and separator, use menu Tools, Edit CSV options.

To import from CSV, press the **Import** button in the Web Users tab. After selecting a file, the following dialogue is displayed:

Column in CSV file	Data preview				
	Username	Password	Filter	E-mail	Permissions
Username	admin	- Do not import -			7
Password	John	- Do not import -	93401254	john@company	3
Filter	Albert	- Do not import -	93401253	albert@compar	3
E-mail	Bob	- Do not import -	93401258	bob@company	3
Permissions					

Completely replace the existing user list

OK Cancel

At the left side, select which data is stored in which data column of your CSV file. At the right side the data preview is displayed. If you want to import a new list, overwriting the existing list, check the checkbox below the data preview.

2.3.2 Add or edit a Web user

To manually add a user, press the **Add** button in the Web Users tab.

Username

Password Show password

Filter Define...

E-mail

Permissions

Edit the shared notes

Edit address book and line name list

Delete recordings

Device configuration

OK Cancel Help

The username and password set here will be used to Login on the web interface. It is not related to the account on the call recorder. The filter defines which calls can be seen by the users. It can be defined using the text field, or with the Define button, see § 2.4.

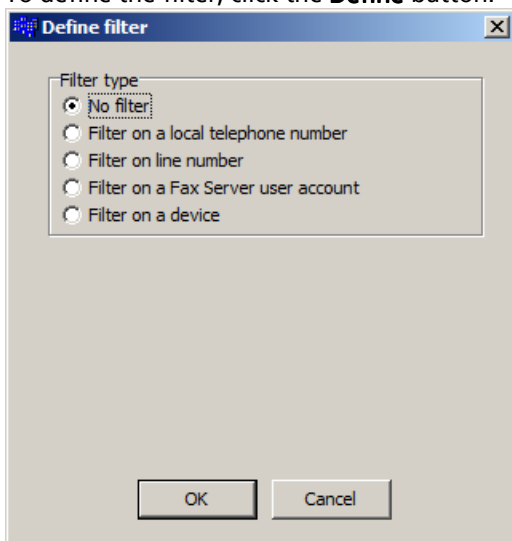
The permissions of the user can be defined:

- Edit the shared notes: Each recording can be have a text note that is displayed in a separate column in the call listing. This note is shared between users.
- Edit address book and line name list: In the address book a name can be attached to a telephone number. This is shared between users. In the line name list, a name can be attached to a line of a call recorder.
- Delete recordings: Allows the user to remove a record and the corresponding recording from the call listing. The recording on the call recorder itself will not be modified.

2.4 Call listing filter

The Call Listing Filter for a user can be defined when editing or adding a new web user.

The filter describes which calls can be seen and played back by the user. To define the filter, click the **Define** button.



You can choose one of the following filter types:

- **No filter:** all calls will be visible
- **Filter on a local telephone number** - The software will list the local telephone numbers known to the Araña software. You can select one or more of the known telephone numbers from the list. A local telephone is known only if at least one call from or to it has been retrieved in a call listing by the Araña software from the call recorder.
- **Filter on line number** - This type of filtering is useful for multi-line analogue call recorders. For example, for a 8-line analogue Call Recorder Octo, the line numbers 1 to 8 correspond to the 8 analogue lines that can be connected to the call recorder.
- **Filter on a Fax Server user account** - The software will list the user accounts on the Fax Server, as configured by the FS-Setup configuration software. This list is known to the Araña software only after it has contacted the Fax Server once.
- **Filter on a device** - The software displays a list of call recorders and fax servers. Only those device can be chosen, from which at least one non-empty call listing has been downloaded.

2.4.1 Manually defining the call listing filter

It is also possible to input the call filter in the Filter text field manually. Then, the following format must be used:

LocalPhoneNumber@RecorderId#LineNumber.

Or in other words, it consists of:

- The local phone number
- @ followed by the device ID (two characters)
- # followed by the line number
- U followed by the fax user ID (two characters)

All these elements are optional. Multiple items can be separated by commas. An empty filter means that all calls are visible. The elements must be specified one after another without spaces in between. Only calls that match all elements are visible.

It is also possible to give a user permission to multiple telephone numbers, line numbers, devices, or fax accounts. In that case, the items must be separated by commas.

Filter	Meaning
340	Calls with a local phone number that ends on 340 are visible.
340@2B	Calls with a local phone number that ends on 340 and are retrieved from call recorder with ID 2B, are visible.
@2B	Calls from call recorder with ID 2B are visible.
@2B,@1C	Calls from call recorder with ID 2B and 1C are visible.
340,341	Calls with a local phone number that ends on 340 or 341 are visible.
#5	Calls at line number 5 are visible

2.5 Web server

Enable Web Server
 Port number:
 Restrict access to this PC only
 Convert G723 codec to GSM codec before playback

Enable Web Server: Enables a web server on the specified port. If another process is already using port 80, you will need to specify another port. Use the "Open Browser" button to verify if the web server is indeed running.

Restrict access to this PC only: This option is always enabled in the Local version

Convert G723 codec to GSM codec before playback: On many PC's the G723 codec is not available, therefore this option provides a possibility to convert calls automatically to the GSM codec before playback. This results in a delay and some loss of quality for playback, but makes sure that the file is playable on more PC's. It does not alter the original file. The converted file is cached and stored on disk.

2.6 Recordings

Update list of calls and faxes automatically

Download audio files and faxes in listing automatically

Update interval: Minutes

Limit disk usage of audio files

Mb.

Current disk usage: 1 MB

Delete calls older than ...

days

Update list of calls and faxes automatically: If this option is disabled the call listing will not be updated

Download audio files and faxes in listing automatically: When this option is enabled, all call recordings and faxes will be copied from the call recorder or fax server to the data storage directory of Araña. In this way a backup can be made. When this option is not enabled, recordings will still be downloaded if a user requests a file for playback, but the user will have to wait longer for its playback, because the call has to be downloaded first from the call recorder.

Update interval: Determines how often the software will check for available new calls

Limit disk usage of audio files and faxes: When this option is enabled, and the specified limit is reached, recordings will be deleted, starting with those that are the oldest. They will not be deleted from the call recorder.

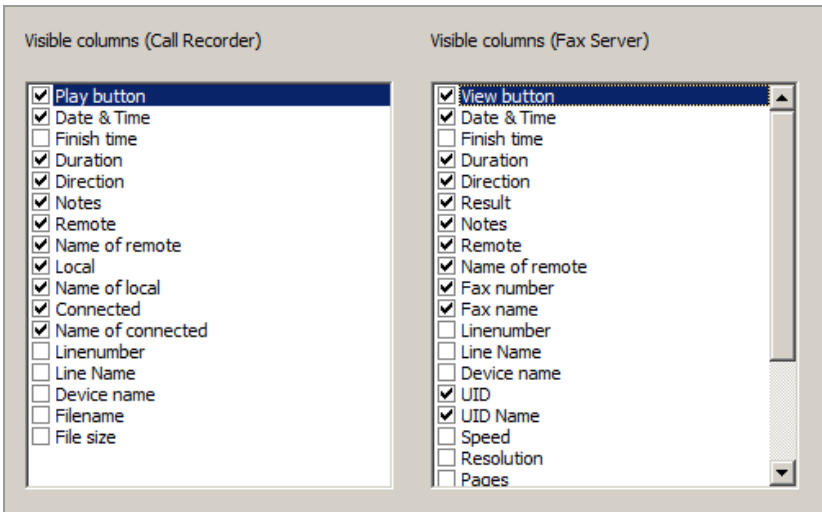
Recalculate: When you click the Recalculate button, the current disk usage will be recalculated. If you have removed files manually outside the software, press this button to let the system update its disk usage statistic.

Delete calls older than ... days: Calls (and faxes) that are older than the specified number of days will be removed automatically, including the database record. The data on the call recorder or fax server itself will remain unmodified.

- Click the Save button to save the changes made to the settings. The service must be restarted for the changes to take effect..

2.7 Web interface

In the Web interface tab, you can define which columns will be visible in the web interface.



2.7.1 Visible Columns Call Recorder

- Visible Columns (Call Recorder)
- Play button: A button to start playing the recording
- Date and time: The date and time at which the call started
- Finish time: The date and time at which the call ended
- Duration: The duration of the call
- Archiving status: Whether or not the call has been downloaded and archived on disk.
- Direction: Incoming or outgoing
- Notes: User defined and notes
- Remote number: The telephone number of the remote side
- Name of remote: The name associated with the remote number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Local number: The telephone number of the local side

- Name of local: The name associated with the local number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Connected number: The connected number is the Multiple Subscriber Number of the telephone to which a call was connected (the receiver of the call). For outgoing calls, it is a remote number, for incoming calls, it is a local number.
- Name of connected: The name associated with the connected number in the address book. Users who have the "Edit address book" permission can directly edit this column in the web interface.
- Line number: The number of the line
- Line name: User defined name associated with the line number of a call recorder
- Device name: The name of call recorder or fax server
- Filename: The file name (on the call recorder or fax server, and in the Araña storage directory)
- File size: The file size of the call recording or fax.

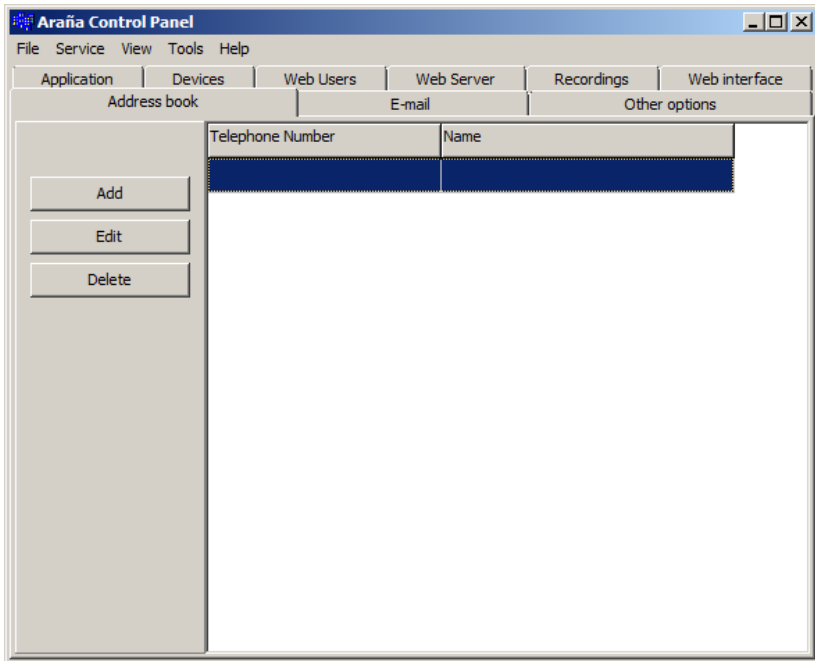
The address book and notes are shared between users.

2.7.2 Visible Columns (Fax Server)

- Columns specific to Fax Servers will be describe here.
- View button: A button to view the fax
- Result: If the fax transmission was successful or not, and if not, what the problem was
- Fax number: For outgoing faxes, this is the dialed fax number. For incoming faxes, this is a number that identifies the local fax server.
- Fax name: A name that is attached to the Fax number by the user
- UID: Two character identification of the user that sent or received the fax (local side). Fax Server users are configured with FSSetup.
- UID Name: The name of the user that sent or received the fax. This is configured with FSSetup.
- Speed: The speed of the fax transmission
- Resolution: A fax can be in Standard or Fine resolution.
- Pages: The number of pages of the fax.
- Tries: The number of attempts that were made by the Fax Server to send the fax.

- Sender: Name of the sender of the fax. Not available for incoming faxes.
- Sender e-mail: The e-mail address of the sender of the fax. Not available for incoming faxes.
- Document: The name of the document that was faxed. Not available for incoming faxes.

2.8 Address book



The address book is a list of telephone numbers and corresponding names. It is used to look up the name that belongs to a telephone number (local, remote or connected). It is used to fill the columns "Name of local", "Name of remote", "Name of connected".

2.9 E-mail

Araña is capable of sending e-mails. In order to do so, Araña needs to be provided with SMTP login information.

Araña Control Panel

File Service View Tools Help

Application Devices Web Users Web Server Recordings Web interface

Address book E-mail Other options

SMTP e-mail Configuration

Source e-mail address: arana@company.com

SMTP server address: 192.168.0.1

User ID: mail

Password: *****

Login method: NTLM (Secure Password Auth. SPA)

E-mail address of administrator: bob@company.com

Send message when disk space is below 100 Mb

Buttons: Send test e-mail, Send e-mail to web users..., Save

Source e-mail address: This email address will be used as the source or sender e-mail address when sending e-mails.

SMTP server address: The IP address or DNS name of the SMTP server.

User ID: User login name on the SMTP server, for the account that Araña may use, if authentication is required.

Password: Password that belongs to the User ID.

Login method: Choose a login method that is supported by the SMTP server.

SMTP port number: By default this is 25.

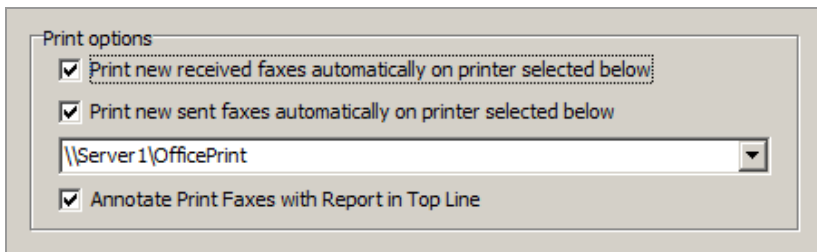
E-mail address of administrator: Notifications are sent to this e-mail address.

Send test e-mail: After clicking on this button, you can specify an e-mail address. A test e-mail will be sent to this e-mail address using the specified SMTP configuration.

Send email to web users: With this option you can compose and send an e-mail to the users in the web user lists that have an email address filled in. This can be used, for example, to send an invitation e-mail to all users including their login information. It is possible to fill in a custom subject and text for the e-mail.

Send message when disk space is below x Mb: When this option is enabled, an e-mail will be sent to the administrator when the disk space drops below the specified threshold. This is relevant when all recordings are downloaded automatically.

2.10 Fax



The screenshot shows a dialog box titled "Print options" with the following settings:

- Print new received faxes automatically on printer selected below
- Print new sent faxes automatically on printer selected below
- Printer selection: \\Server1\OfficePrint
- Annotate Print Faxes with Report in Top Line

Print new received faxes: Incoming faxes are printed to the specified printer automatically.

Print new sent faxes: Outgoing faxes are printed to the specified printer automatically. Failed faxes will not be printed.

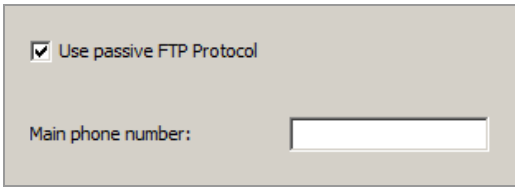
The printer can be selected from the drop-down list, or filled in manually.

The option "Download audio files and faxes in listing automatically" on the Recordings tab must be enabled for automatic printing to work.

Annotate Print Faxes with Report in Top Line: When enabled, one or two lines will be added at the top of the fax images during printing, that contain the Remote CSID and other fax information.

- Click the Save button to save the changes made to the settings. The service must be restarted for the changes to take effect.

2.11 Other options



Use passive FTP Protocol

Main phone number:

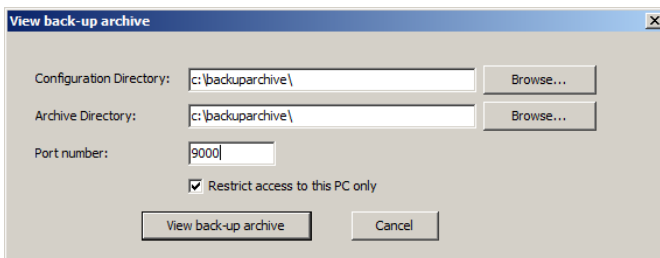
Use passive FTP protocol: Enable the passive FTP protocol if the software has problems retrieving the call listing from the call recorder because of firewall restrictions. The passive FTP protocol is not supported by some older call recorders or older firmware versions of the call recorders.

Main phone number: Fill in the last few digits that distinguish the main telephone number from other Multiple Subscriber Numbers, to improve the filtering for web users. This prevents the main phone number to be used as filtering number, when there is a more specific number available. It only effects records that are retrieved after this setting is changed.

2.12 Back up

To make a back-up, make a complete copy (using Windows Explorer or specialized back-up software) of the configuration directory and the archive directory. Usually, the configuration and archive directory is the same. To find out this directories, start the Araña Control Panel. It is displayed on the Application tab. In the configuration directory, you should see the file `craccess.db`. In the archive directory, you should see the file `callinfo.db`, as well as subdirectories for the years for which recordings have been downloaded.

To view a back-up, start the Araña Control Panel, open the **Tools** menu, and select **View back-up archive**.



View back-up archive

Configuration Directory: Browse...

Archive Directory: Browse...

Port number:

Restrict access to this PC only

View back-up archive Cancel

Fill in the configuration and archive directory of the back-up, and then click the **View back-up archive** button. The port number must be different from the main port number, to avoid conflict with the currently running Araña service. The back-up is opened in *read-only* mode.

3 Web interface

To access the web interface, only a browser is needed, and therefore it can be accessed from Windows, Mac, and Linux computers.

To access the web interface on the PC where Araña is installed, open a browser and browse to: `http://127.0.0.1/` This special IP address (127.0.0.1) refers by definition always to the same computer. If the port number is different from the default of 80, it has to be specified also, for example: `http://127.0.0.1:9000/`

To access the web interface from another PC, open a browser and enter the IP address of the computer where Araña is installed (full version). The web server is not running on the call recorder itself, so do not enter its IP address in the browser, but instead enter the IP address of the computer where Araña is installed. If, for example, Araña is installed on a computer that has IP address 192.168.0.14, and Araña is configured to run on port 80, then browse to `http://192.168.0.14/`, or when it is configured for port 9000, then browse to `http://192.168.0.14:9000/`.

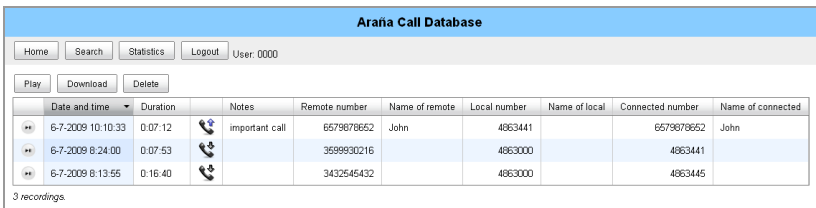
After login, the user can see the list of recordings, and playback and/or download calls, and retrieve call statistics. Edit permissions can be specified in the Web Users tab of the Araña Control Panel.

3.1 Login

The default login of the web interface is: username "admin" / Pass word "admin", or use a user name / password as defined in Web users list. The users of the web interface do **not** need the account details of the call recorder.

3.2 Call listing

After login, the call listing is displayed:



Araña Call Database									
Home		Search	Statistics	Logout	User: 0000				
Play	Download	Delete							
Date and time	Duration	Notes	Remote number	Name of remote	Local number	Name of local	Connected number	Name of connected	
6-7-2009 10:10:33	0:07:12	important call	6579878652	John	4863441		6579878652	John	
6-7-2009 8:24:00	0:07:53		3699930216		4863000		4863441		
6-7-2009 8:13:55	0:16:40		3432545432		4863000		4863445		

3 recordings.

By default, the listing is ordered on date and time, but another ordering can be selected by clicking on the column headers.

To **add a note** to a recording, click in the Note column. Type the text in the text area and press Save. You need the "Edit notes" permission to do this.

To **fill in the name** that belongs to a telephone number, click in the name column, and type the name. The name will also be associated with all other occurrences of the telephone number.

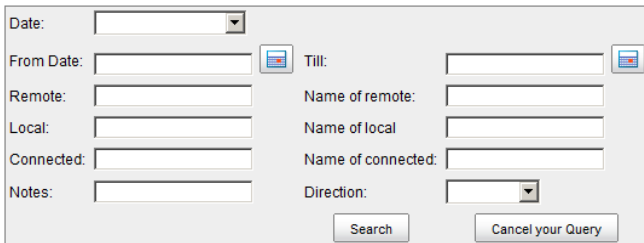
To **download a recording**, select the recording and press the Download button.

To **play a recording**, either press the Play button in the first column, or select the recording and press the Play button.

To **delete a recording**, select a recording and press the Delete button. The corresponding recording will also be deleted. The recording on the call recorder itself will not be modified. The "Delete recording" permission is necessary to delete a recording.

3.3 Searching

To **search** for a recording, press the Search button. The search area will be displayed:



The search form contains the following fields and controls:

- Date: [Dropdown menu]
- From Date: [Text input] [Calendar icon]
- Till: [Text input] [Calendar icon]
- Remote: [Text input]
- Name of remote: [Text input]
- Local: [Text input]
- Name of local: [Text input]
- Connected: [Text input]
- Name of connected: [Text input]
- Notes: [Text input]
- Direction: [Dropdown menu]
- [Search] button
- [Cancel your Query] button

Fill in (some of) the characteristics of the call, and press the Search button below. The call listing will be filtered to show only those calls that match the specified characteristics. A name is converted first to a telephone number and then the system searches for that telephone number.

3.3.1 List of faxes

The call listing can also contain faxes, if Araña is configured to access a Vidicode Fax Server. Faxes are displayed in a separate table. The list of faxes is similar to the list of calls. The visible data fields of calls and faxes

can be configured separately on the Web interface tab of the Araña Control Panel.

3.4 Statistics

To **access statistics**:

- Click **Tools** in the main menu, and choose **Statistics**.

Home
Filter
Statistics
Print..
Logout
User: 0000

Number of Calls

per year			
per month			
per week			

Time of Day

<i>histogram</i>		
------------------	--	--

Call Duration

<i>histogram</i>		
per year		
per month		
per week		

Wait time before answer

<i>histogram</i>		
per year		
per month		
per week		

Call Duration (averaged) per week
 First call: 6-7-2009. Last call: 6-7-2009.

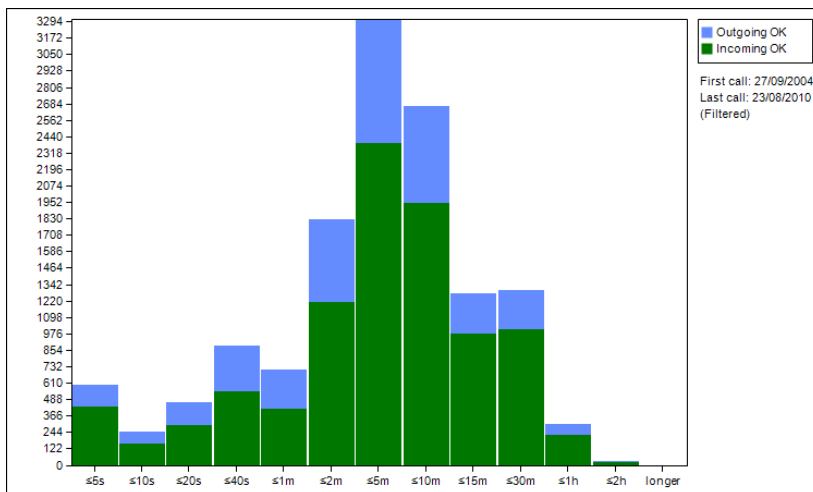
Week	Incoming OK	Outgoing OK
5-7-2009	0:12:17	0:07:12

Page generated at: 17-12-2009 12:48:10

The statistics are filtered for the user currently logged in. To retrieve global statistics, you need to login as a user that has access to all recordings.

- Click on the icon 'Table', 'Line graph' or 'Histogram' next to the statistics you wish to see.

A graph may look like this:



4 Device configuration

To open the Device Configuration screen, click on the Device Configuration button in the main screen after login. This area can only be reached when the Device Configuration permission is granted to the web user.

Device configuration is possible for the following device types:

- Call Recorder PRI
- Call Recorder BRI
- Call Recorder Octo 19 inch (the new model)

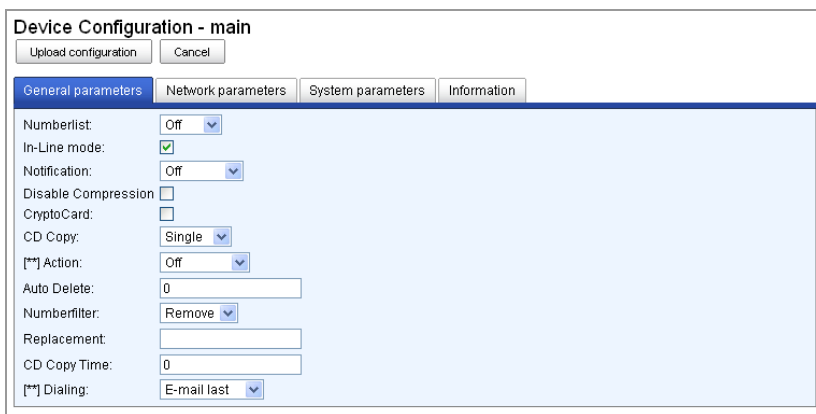
Other types of devices are not supported.

- First, select the device that should be configured:



A dialog box titled "Device configuration" with a light blue background. It contains a label "Select a device:" followed by a dropdown menu showing "main". Below the dropdown are two buttons: "OK" and "Cancel".

The software will load the current configuration of the call recorder, and display it on the web page.



A screenshot of the "Device Configuration - main" web interface. At the top, there are two buttons: "Upload configuration" and "Cancel". Below them are four tabs: "General parameters" (selected), "Network parameters", "System parameters", and "Information". The "General parameters" tab is active, showing a list of configuration options:

- Numberlist: Off (dropdown)
- In-Line mode:
- Notification: Off (dropdown)
- Disable Compression:
- CryptoCard:
- CD Copy: Single (dropdown)
- [**] Action: Off (dropdown)
- Auto Delete: 0 (text input)
- Numberfilter: Remove (dropdown)
- Replacement: (text input)
- CD Copy Time: 0 (text input)
- [**] Dialing: E-mail last (dropdown)

To apply the changes you made to the configuration:

- Click the **Upload configuration** button. The call recorder will then restart and load the new configuration. Restarting a call recording causes active recordings to be stopped.

The Information tab contains the version numbers of the loaded firmware.

5 Fax Send queue

To inspect the Fax Send Queue, choose **Check Send Queue** in the **Tools** menu. This options is only available if you have the "Device Configuration" permission and there is a Fax Server in the Araña database.

Send queue						
Device	Number of Files:					
fax	1					

fax

Date & Time	Result	Fax number	User ID	Username	Pages	Tries
17-8-2010 16:46:44		0793471049	28		?	0

After loading the information from the Fax Servers (this may take a while), the number of faxes in the send queue is displayed. If you click on a Fax Server the details of the faxes in the queue are displayed in the second table. The fax details include the User ID of the user that sent the fax, and the destination fax number.

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