

Playback Calls In Chrome And Firefox

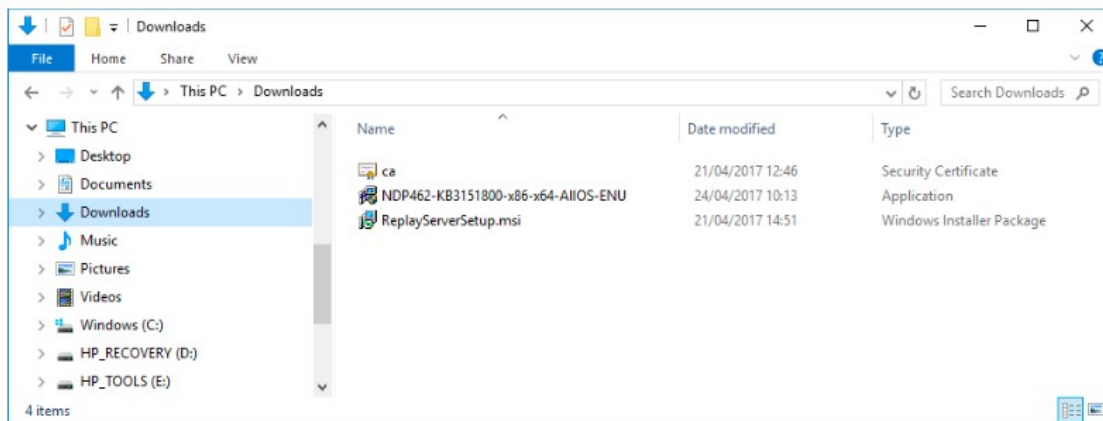
Web Browser Support

The Quantify suite of applications are all accessed using a web browser. Quantify supports Internet Explorer, Chrome and Firefox. Note that Chrome and Firefox does support most but not all Quantify applications and features — see “Supported Apps & Features” on page 2 for details.

Setup Files

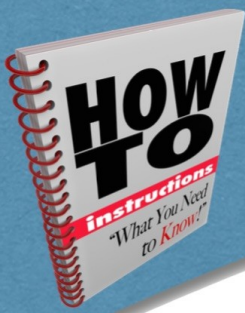
Before you set up Chrome or Firefox, load the following files onto the PC being configured.

- Red Box Replay Server installer – **ReplayServerSetup.msi** You can download from: [ReplayServerSetup Download Link](#)
- Microsoft .NET Framework 4.6.2. You can download from: www.microsoft.com/en-us/download/details.aspx?id=53344



Set Up a Client PC

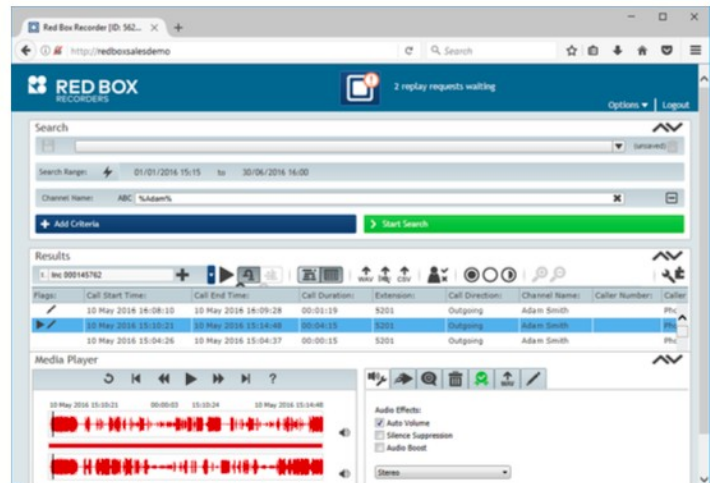
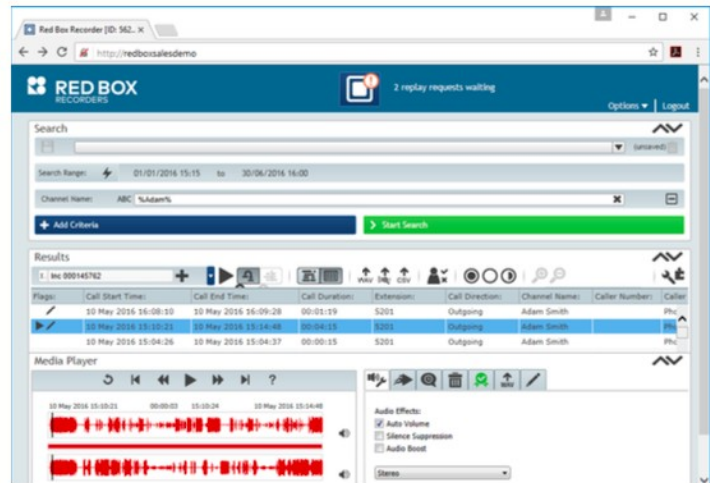
1. Install Microsoft .NET Framework 4.6.2 using the installer — just double click the installer and follow the on-screen instructions.
Note that Chrome and Firefox both require .NET 4.6.2 and Internet Explorer requires .NET 3.5. If you use IE as well as Chrome or Firefox, you will need to install **both** .NET 3.5 and .NET 4.6.2.
2. Install the Red Box Replay Server — run the **ReplayServerSetup.msi** file.
3. Set the browser zoom settings to 100%. Other settings can cause issues within Quantify such as overlapping UI elements.
4. Test the browser setup: **Quantify > Search & Replay**, search for a call, and play a call — there should be no errors. See “Troubleshooting” on page 3 if needed.

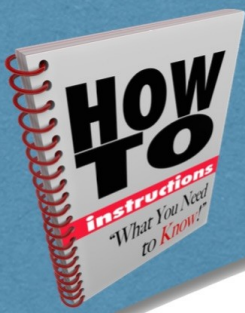


Playback Calls In Chrome And Firefox

Supported Apps & Features

Quantify Application/Feature	Supported
Search & Replay	Y
Replay - Audio, Video, IM, SMS Replay	Y
Replay - Screen Replay	N
Audio Search	Y
Monitoring/Live Acquire - Live Audio	N
Quality Management	Y
Quality Management - Admin Console	N
Event Reconstruct	N
Insight	Y
Replay Authorisation	Y
Single Sign On	Y
Configuration - Management Tab	Y
Configuration - Status Tab	Y
Configuration - Setup Tab	PART
Configuration - Events Tab	N
Configuration - Maintenance Tab	N
Configuration - QM Admin Tab	Y





Playback Calls In Chrome And Firefox

Troubleshooting

When you test your browser setup, you may encounter an error. The following common error messages and solutions should help you to resolve most setup issues.

Media Player Error:	Missing Media Player (just displays a white box)
Problem:	Microsoft .NET Framework 4.6.2 has not been installed
Solution:	Install Microsoft .NET Framework 4.6.2 using the download installer – just double click the installer and follow the on-screen instructions. If you haven't downloaded the installer, see "Setup Files" on page 1.

Media Player Error:	Can't connect to the replay server
Problem/Solution:	This problem has two different possible causes: <ol style="list-style-type: none">1. The recorder web.ini file has not been updated or the recorder has not been restarted after update. Consult your Red Box tech to resolve issue.2. ReplayServerSetup.msi has not been installed on client PC. See "Set Up a Client PC" on page 1.



For additional inquiries you can contact us at:
support@interactionic.com
(800) 285-2950