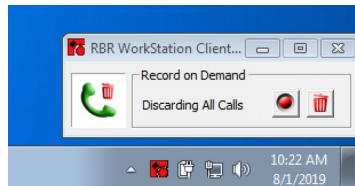
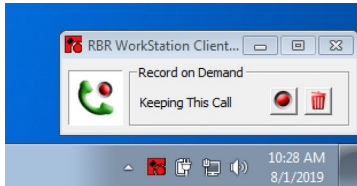


## Setup WSC Record on Demand

### Overview

WorkStation Client (WSC) from Red Box provides an optional client-side feature – **Record on Demand** that allows Client initiated “Record” or “Discard” actions through an applet running on the user’s computer.



### Client Side Configuration

#### Prerequisites

- [RBRWSC\\_Setup\\_4.4.0.8.msi](#) installation file  
(Click [here](#) to download)
- Logged into user’s computer with Windows account that has permission to install software. Typically a local administrator account. Refer to your Help Desk or I.T. Dept. for assistance if required.
- IP Address of the Red Box Recorder the WorkStation Client (WSC) will be connecting to.

#### Installation

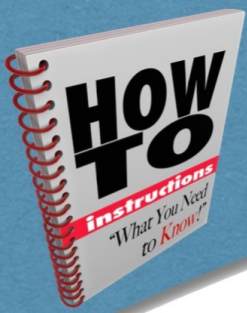
From the user’s computer, download the [RBRWSC\\_Setup\\_4.4.0.8.msi](#) file and place it in an easy to find location.

Open an Administrative Command Prompt and run the following command replacing **<path to msi file>** with location where you saved the **RBRWSC\_Setup\_4.4.0.8.msi** file and **<IP Address>** with the IP Address of your Red Box Recorder.

```
msiexec /I <path to msi file>\RBRWSC_Setup_4.4.0.8.msi /QN RECORDERADDRESS=<IP address>
```



Example if file was located in root folder of C:\ drive



## Setup WSC Record on Demand

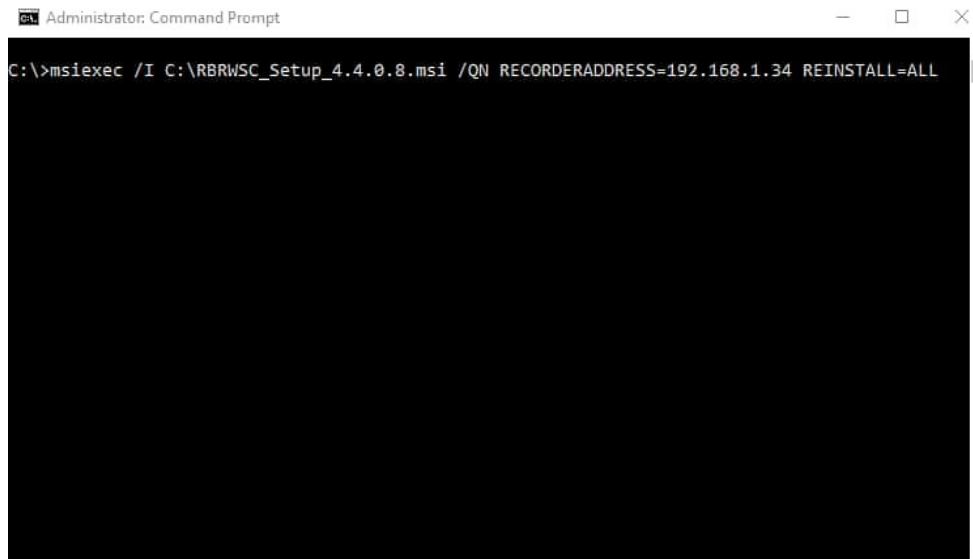
Upon installation completion there will be an icon on the desktop for RBRWSC that you can double click to run or you can reboot the computer and it will auto run at Windows login and appear in the system tray.



### Updating Recorder IP Address

To change the recorder IP address that the WorkStation Client (WSC) application will connect to, reinstall the current version of the WSC app using the following command line:

`msiexec /I <path to msi file>\RBRWSC_Setup_4.4.0.8.msi /QN RECORDERADDRESS=<new IP address> REINSTALL=ALL`



```
Administrator: Command Prompt
C:\>msiexec /I C:\RBRWSC_Setup_4.4.0.8.msi /QN RECORDERADDRESS=192.168.1.34 REINSTALL=ALL
```

Example if file was located in root folder of C:\ drive

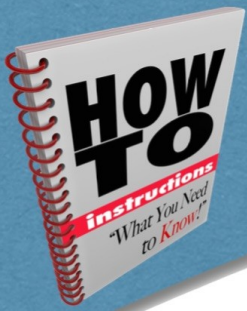
### Red Box Recorder Server Side Configuration

#### Prerequisites

- Computer hostname of user's PC running the WorkStation Client (WSC) application
- Extension number of user's phone associated with this PC
- Default assignment for Record on Demand users
  - Discard Calls by Default or Record Calls by Default

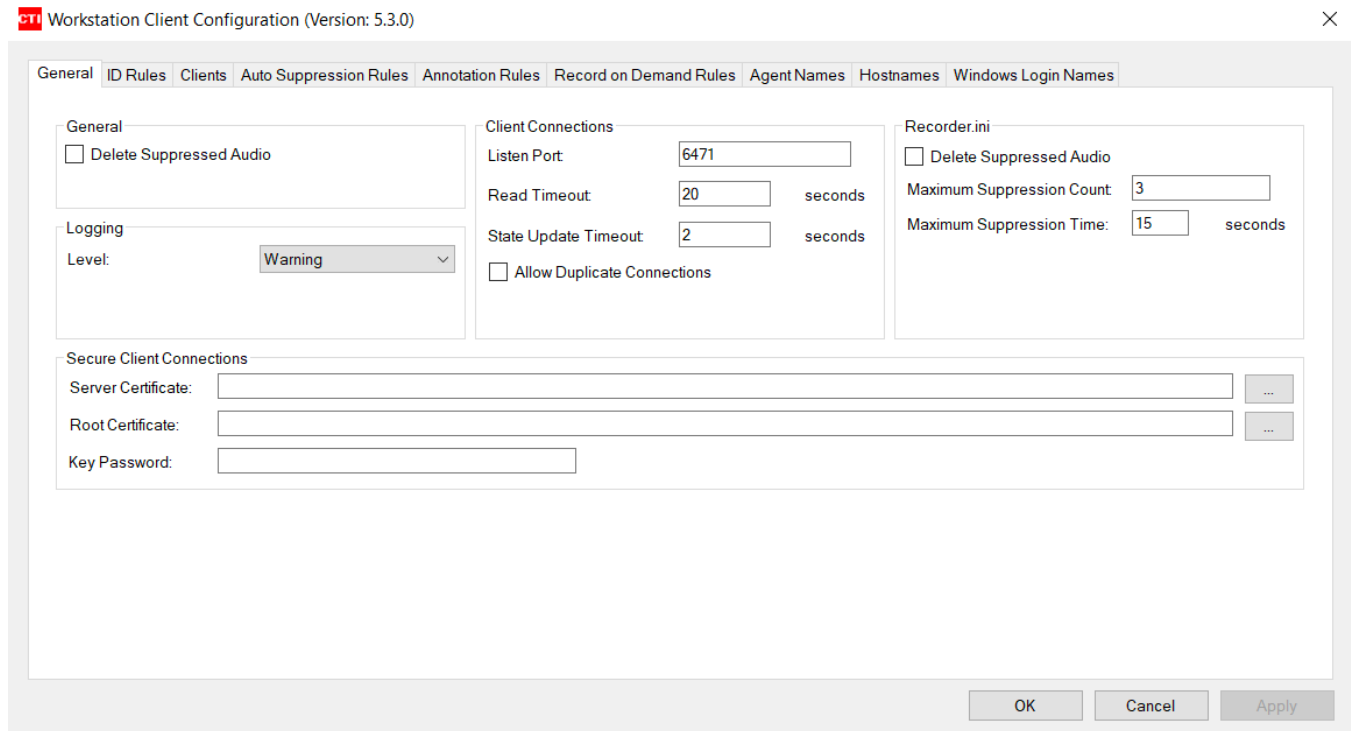
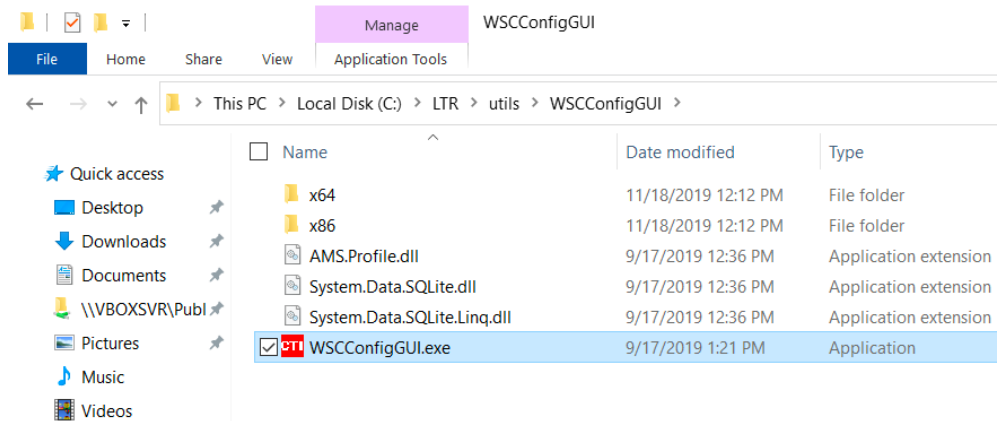
#### Configure Server Settings

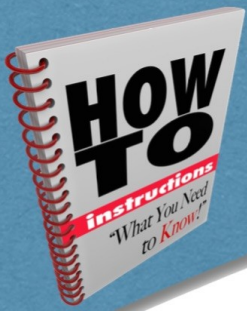
All WorkStation Client settings are configured globally on your Red Box Recorder server, using the config app — **C:\LTR\utils\WSCConfigGUI\WSCConfigGUI.exe**



## Setup WSC Record on Demand

From the Red Box Recorder Server itself, open Windows Explorer and navigate to the WSCConfigGUI.exe and launch it by double clicking it.





## Setup WSC Record on Demand

### ID Rules

*This step only needs to be done once and may have already been done by your Red Box Quantify System Administrator at the time of installation. If so, you can skip this step.*

On the **ID Rules** tab, click the **Add** button at the bottom and in the **Add / Edit ID Rule** window that opens type a descriptive name for this rule such as [HostNameToExt](#).

In the **ID Type**: dropdown box select [Host\\_Name\\_To\\_Extension](#) and click the check box in the upper right to Default this rule.

Click **OK** to accept changes.

cti Add / Edit ID Rule

Default

Name:

ID Type:

#	Method Type	Description
---	-------------	-------------

Add... Edit... Delete

**OK** Cancel

### Clients

*This step only needs to be done once and may have already been done by your Red Box Quantify System Administrator at the time of installation. If so, you can skip this step.*

On the **Clients** tab, click the **Add** button at the bottom and in the **Add / Edit Client** window that opens click the check box next to **Default** and also next to **Record on Demand** to default this task for Client machines.

cti Add / Edit Client

Default

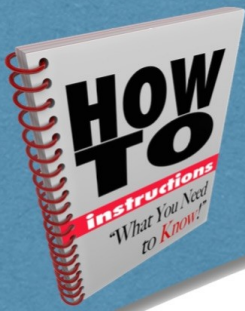
Hostname:

ID Rule:

Tasks:

- Default (unchecks others)
- Auto Suppression
- Manual Suppression
- Annotation
- Record on Demand
- Channel Naming

OK Cancel



## Setup WSC Record on Demand

### Record on Demand

This step only needs to be done once and may have already been done by your Red Box Quantify System Administrator at the time of installation. If so, you can skip this step.

On the **Record on Demand Rules** tab, click the **Add** button at the bottom and in the **Add / Edit Record on Demand Rule** window that opens type a descriptive name for this mode such as **Temporary** and in the **Mode:** dropdown box select **Temporary**. Click the check box next to Default at the top to default this mode and click **OK**.

CTI Add / Edit Record on Demand Rule

Default

Name:

Mode:  ▾

### Hostnames

This step must be done for any new workstations to be added after initial installation of recording system or if any workstations or phone extensions were replaced or changed.

On the **Hostnames** tab, if the computer running the WorkStation Client (WSC) application is not listed then click the **Add** button at the bottom and in the **Add / Edit Hostname** window that opens type the Hostname of the users computer to be added and in the **Extension Number:** field type the extension of the phone associated with that computer. Click **OK**.

CTI Add / Edit Hostname

Host Name:

Logical Channel:

Extension Number:

Rostrvm ID:

Annotation Field:  ▾ Value:

Channel Name:

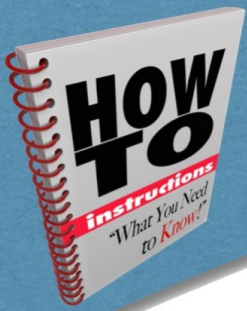
Auto Suppression Rule:  ▾

Annotation Rule:  ▾

Record on Demand Rule:  ▾

Repeat above step to add any other user's computers that will be running WorkStation Client (WSC) for Record on Demand.

When all Workstations have been added, click the **OK** button in the bottom right of the Workstation Client Configuration window to save and close utility.



## Setup WSC Record on Demand

**Important Note:** To apply the changes that were made in the Workstation Client Configuration utility, it is necessary to restart the **CTIServer\_WSC.exe\*32** process.

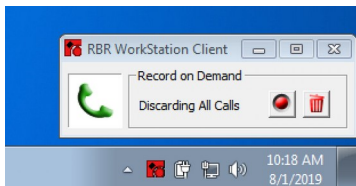
This can be accomplished in the Windows Task Manager and selecting the Details tab to list the running processes and selecting the **CTIServer\_WSC.exe\*32** process and clicking **End task** and confirming. The process will automatically restart after a few seconds with the new settings applied.

### **Configure Record on Demand in Quantify**

In Red Box Quantify Configuration, go to the **Management** tab and select **Record On Demand**. Locate the user's phone device that Record on Demand should be enabled for and select the radio button for the default assignment that should be applied for the user's calls – **Discard Calls by Default** or **Record Calls by Default**. (Typically, Discard Calls by Default)

The screenshot shows the Red Box Management interface. At the top, there is a navigation bar with 'Management', 'Status', 'Setup', 'Events', 'Maintenance', and 'All'. Below this, the 'Record On Demand' section is active. It includes a 'Show Only:' filter with a 'Device' dropdown (containing 'e.g. 5201') and a 'State' dropdown (containing 'Unassigned', 'Discarded', 'Recorded', and 'All'). A table below lists devices with columns for 'Device', 'Unassigned Devices', 'Discard Calls by Default', and 'Record Calls by Default'. One device is listed: '4090 (172.16.140.178) - Test Phone'. The 'Discard Calls by Default' radio button is selected. At the bottom, there is a message 'Devices have been updated successfully' and two buttons: 'Update' (green) and 'Reset' (red).

At the user's workstation when looking at the status of the WSC applet you will see the Record on Demand options.



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

