

Revcord Enterprise Configuration

Enterprise Configuration and Standalone Access

Terms:

VOD (Voice On Demand)

Primary Recorder (Enterprise Server)

Standalone (A standalone non enterprise configured recorder) Sub Recorder (A recorder added to and enterprise configuration) Browser (Internet Explorer, Firefox)

Tab(s) (Internet Browser Tabs)

Standard Local Access –

The workstation makes the request for file playback directly to the recorder and the user is accessing the recorder directly from the local recorder. This is accomplished via our VOD (Voice On Demand) application.

The request in this case is direct from the workstation to the recorder.

Enterprise Access-

In the enterprise configuration the workstation connects to the Web interface on a Central Server or Central Recorder. This server is configured in the Web interface to connect to all the sub recorders, instead of connecting directly to the local recorders individually or having multiple shortcuts. All access can be combined and accessed from one URL or web interface.

User access-

Each user can be assigned a channel from the primary recorder and the sub recorders after implementation of the new enterprise configuration. This also include groups from other sub recorders. Primary and Sub recorder access has not been implemented in the current configuration and will need to be included in the new configuration to be effective.

Individual Recorder Access -

A site that has more than one recorder will have to connect to different systems in different browsers or TABs to play back calls.

Example:

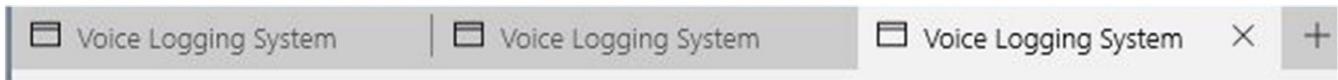
<http://10.1.10.1/VREC> - First Recorder

<http://10.1.10.2/VREC> - Second Recorder

<http://10.1.10.3/VREC> - Third Recorder

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Each one of the above recorders would have to be accessed individually in its own browsing tab.



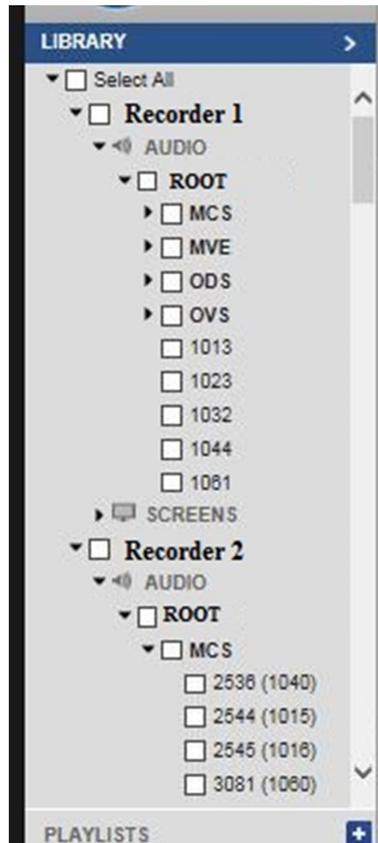
Enterprise Access-

A site that has more than one recorder will have a central Recorder staged as the Enterprise" Server. In this method a user will only have to connect to one site to gain access to all of the recorders.

Example:

<http://10.1.10.1/VREC>

When using enterprise the user will have all recorders and channels listed in the left hand tree.



In this example Recorder 1 would be the enterprise server and be configured to connect to a many as 5 sub recorders. All recorders, groups and channels will be listed in this tree format.

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You can playback calls from all recorders in the listed tree. This includes the Primary recorder and any sub recorders added to the Enterprise configuration.

Enterprise configuration notation. If there is a network loss then you will be unable to make requests from any of the sub recorders until the network connection is restored. All recorder still work and record independently from the primary recorder

Playback and Monitoring Stream Flow-

When connecting directly to the recorder from a workstation to a standalone recorder all playback and live monitor requests flow directly to and from the recorder via the VOD Server for playback and the Real-time Server for Live monitoring functions.

Example: Channel 1001 playback request to the VOD server 10.1.10.1/1001/PORT 4010 / DSF file Location stream to workstation for playback. – This is when connecting directly to a standalone recorder.

When connecting to an Enterprise Server the request will be filtered from the Primary recorder (Enterprise Server) to any sub recorders. At this time the request and stream flow is still direct to the sub recorders.

Example: Channel1001 playback request from the workstation to the Enterprise Server the request is directed to sub recorder and the stream will be a direct stream from the sub recorder. At this time the stream is not being routed or directed from the primary server. The request is still direct as is the audio stream form the sub recorder.

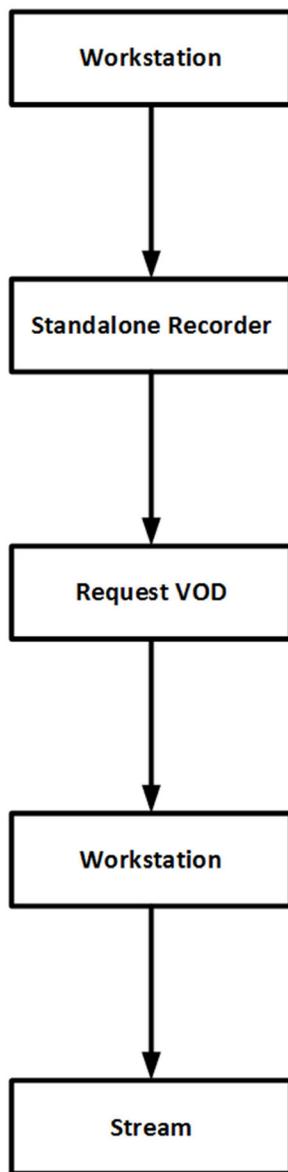
When the request is made from the Workstation the sub recorder will stream the audio directly from the sub recorder instead of through the primary enterprise server. In this case if the ports 4010,4020, or 943 are blocked or if there is no network traffic allowed from one location to anther the stream will not make it to the workstation.

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Current Standalone Diagram

Workstation -> Standalone Recorder-> Request VOD -> Workstation -> Steam

Standalone Diagram

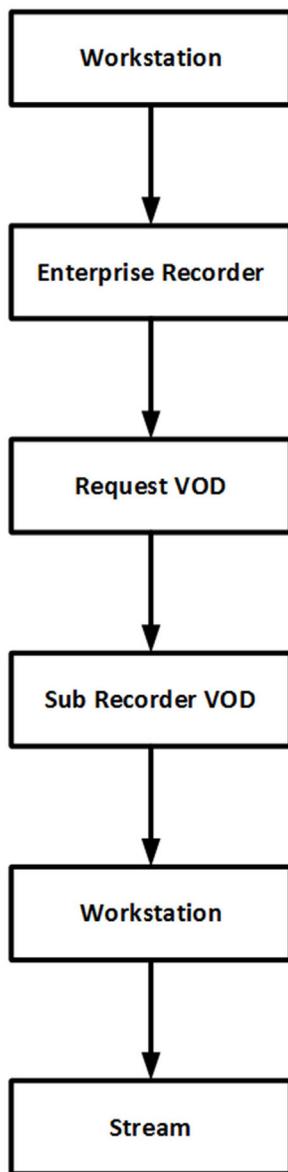


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Current Enterprise Diagram

Workstation -> Enterprise Recorder -> Request VOD -> Sub Recorder VOD -> Workstation -> Stream

Enterprise Diagram

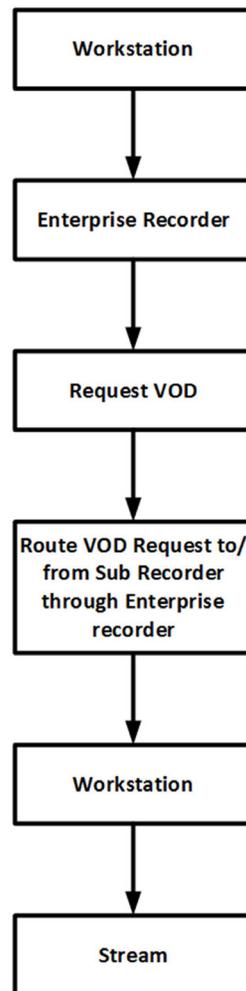


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New Proposed Enterprise Diagram

Workstation -> Enterprise Recorder -> Request VOD -> Route VOD request to and From Sub Recorder through Enterprise Recorder -> Workstation -> Stream

New Enterprise Diagram



The new proposed method would take away the direct stream request from the workstation and the sub recorders. This would allow the stream to route through the Enterprise server back to the workstation without making the direct request to the sub recorder.