

Installation Guide

VC-MDx Recorder Software

Version 2103 Author: MR, PE, RC

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1 Document History

Version	Changed
1.0	Initial version based on package v11.8.x.x - JMS
1.1	Adapted for PostgreSQL for package v12.x.x.x - RC
1901	Adapted to VC
2103	Update contents based on package v12.x.x.x - MR

2 Preliminary information

2.1 General

Be sure to read and understand the user manual thoroughly to make the best use of the system's functions and features.

In order to work with the VC-MDx software the following is prerequisite:

- You as an Operator will require Windows knowledge. You should have a basic understanding of the evaluation of recordings and of the network where the recording of calls takes place.
- You as an Administrator must have comprehensive knowledge in handling PC hardware and software. You are familiar with the existing TC and IT infrastructure in which the VC-MDx system will be integrated.

VC-MDx is a Voice Recording Software, property of VoiceCollect GmbH Germany. This software is dedicated to record calls on security environments according to the current laws in the country. VoiceCollect GmbH is not responsible for any fraudulent use, out of the initial conditions of work or out of the existing laws.

Please consider this short manual as a general document in the aim of supplying a basic understanding of the installation. The name of the files, folders and the versions must be adapted according to the files delivered.

2.2 Warranty, Liability

The warranty and liability regarding the VC-MDx Recorder and its software is granted exclusively according to the GTC of VoiceCollect GmbH, subject to an explicit written and signed deviating contractual agreement between the parties.

The VC-MDx Recorder and its software have the technical characteristics according to the specification in the order confirmation and related order documentation of VoiceCollect GmbH. Features and specifications not shown in such official documentation and confirmed by VoiceCollect GmbH are not provided.

At any time the VC-MDx Recorder and its software shall be operated in full accordance with this manual. If the VC-MDx Recorder and its software are operated otherwise or by inadequately trained persons or are run in environments for which it is not suitable or which do not correspond to the state-of-the-art technology, then VoiceCollect GmbH and its subsidiaries are not responsible for any consequences.

Changes or modifications which are not explicitly approved in writing beforehand by VoiceCollect GmbH can result in the warranty becoming null and void. VoiceCollect GmbH does not assume any responsibility for any accessories not delivered or certified by VoiceCollect GmbH.

2.3 Copyright

The VC-MDx Recorder devices, its software, and this instruction manual are protected by copyright.

The VC-MDx Recorder software is granted exclusively according to the GTC of VoiceCollect GmbH, subject to an explicit written and signed deviating contractual agreement between the parties.

This instruction manual may not be made accessible to third parties either in whole or in part, without the explicit permission of VoiceCollect GmbH. The reprinting or a reproduction in any possible form, whether photo-mechanical, print-technical, on any data carrier or even in translated form is permitted only after a written consent of VoiceCollect GmbH.

The reproduction of the VC-MDX Recorder devices and components without permission or the unauthorized reproduction of its software is punishable under civil and criminal law.

Technical modifications of the devices, modifications of the software or changes in these instructions for use are prohibited unless explicitly approved in writing beforehand by VoiceCollect GmbH.

2.4 Brands

The logos and the brand Voice *Collect* is protected by copyright and other intellectual property law and are the property of the company VoiceCollect GmbH or its affiliated companies. All other logos and brands are the logos and brands of the respective owners and are subject in general to protection under trademark, patent or other intellectual property laws. Such laws must be fully respected when operating and using the VC-MDx Recorder and its software.

3 New Installation of VC-MDx Recorder application

3.1 System Requirements:

3.1.1 Hardware ¹

- HDD is devided in 3 partitions:
 - 140 GB of Disk Space (minimum, dedicated local partition to install Operating system and VC-MDx application)
 - $\circ\,$ 20 GB of Disk Space (dedicated local partition called "Database" to install SQL Database)
 - o Rest of Free Space (dedicated local partition called "Buffer" to archive calls).
- 8 GB of RAM (minimum)
- Keyboard, Mouse, Monitor
- Ethernet connection (for Client software and VoIP channels)
- Loudspeaker / headphone
- USB Port

3.1.2 Software

- Operating System: Microsoft Windows 10 or higher, Windows Server 2019.
- Microsoft .NET Framework 4.5 and 3.5 SP1²

3.1.3 VoiceCollect Package

This package delivered should be prepared by VoiceCollect GmbH. Bad Homburg in Germany.

- "Install" DVD with the VC-MDx software:
 - VC-MDx release
 - Postgres Database version
 - Service Tools
 - $\circ~$ Drivers from VoiceCollect boards, if part of project
- VoiceCollect Boards (for different interface lines), if part of project
- USB Dongle licensed (programmed by VoiceCollect GmbH)

3.2 Interfaces Installation

- a). Before doing anything, the Recorder Machine where the VC-MDx application will be installed must be switch off, power cable removed.
- b). Insert the interface cards (if are VoiceCollect) into to Recorder Machine.
- c). Plug the power cable and boot the Recorder Machine.

¹ Optional: Depending of the order, there will be in the VoiceCollect delivered package or not (also applicable to software).

² Microsoft .NET 3.5 can be installed by using Windows feature, Microsoft .NET 4.5. provided in the Install DVD.

3.3 Prepare the Installation

To install all software please copy all files locally, we absolutely recommend putting it under "C:\Install". Next image show an example of the folders that you should have ³.



Never install/run a program from a DVD, removable device or through the network.

³ Not all folders or programs are necessary. It depends of the specific system.

3.4 Driver Installation for VoiceCollect Board

Please, skip these steps if the Recorder doesn't have any external PCI Interface.

a). Find the drivers inside the folder "*VC-MDx Drivers (v.XX.X.X.X)*" into the "Install" folder recently created in the VC-MDx Recorder (x86/x64 depending of the Operating System).



b). Open the "*Device Manager*" and the Analog board should be detected as "*Other PCI Bridge Device*".



- c). Below an example with the AI24K board:
 - I. Choose "Update Driver Software" and select "PCI AI24K" directory (for an AI24K, Analog board), supplied in the VC-MDx DVD.



	×
Update Driver Software - Other PCI Bridge Device	
How do you want to search for driver software?	
→ Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
→ B <u>r</u> owse my computer for driver software Locate and install driver software manually.	
	Cancel

		Х
~	Update Driver Software - Other PCI Bridge Device	
	Browse for driver software on your computer	
	Search for driver software in this location:	
	I\VoiceCollect\VC-MDX\VC-MDX Drivers (v12.3.2.0)\PCIAI8_16_24K V	
	✓ Include subfolders	
	\rightarrow Let me pick from a list of device drivers on my computer	
	This list will show installed driver software compatible with the device, and all driver software in the same category as the device.	
	<u>N</u> ext Can	cel

		×
\leftarrow	Update Driver Software - Other PCI Bridge Device	
	Installing driver software	

II. You get a warning from Windows security, anyway tick on "Always trust software..." then click "Install".



III. If everything was OK, you got an acknowledgment that "Windows has finished installing the driver software for this device PCI AI24K device"⁴, and the Analog board is detected as should be.



⁴ Note: other drivers are available on the "Install" DVD for other Interfaces (PCM, ISDN, AI24K, ...).

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d). Restart the Recorder Machine to be sure that new drivers are well uploaded since the beginning.

3.5 PostgreSQL Database Installation

You need the installer "postgresql-9.6.xx-x-windows-x64.exe" of PostgreSQL software.

a). Right click "*postgresql-9.6.xx-x-windows-x64.exe*" and run it "As Administrator" to launch the installer:



Fig. 1: Click "Next".



b). Wait until "Installation Directory" dialogue is shown:



Fig. 2: Default installation directory, Click "Next".

c). Select the Data Directory:

🗃 Setup		_		×
Data Directory				
Please select a directory under which to store your data. Data Directory :\Program Files\PostgreSQL\9.6\data				
InstallBuilder				
ar is valitavitistici	< Back	Next >	Can	cel

Fig. 3: Default data directory, Click "Next".



d). Set password for "postgres" user:

📲 Setup	_		×
Password			
Please provide a password for the database superuser (postgres).			
Password ****			
Retype password ****			
InstallBuilder			
< Back	Next >	Can	cel

Fig. 4: Set the default password: atis

e). Click next for port setting:

🗃 Setup	_		×
Port			
Please select the port number the server should listen on.			
InstallBuilder Sack N	lext >	Can	icel

Fig 5: Keep the default port for client connections: 5432, Click "Next".



f). Click next for advanced options:



Fig. 6: Keep the default locale, Click "Next".

g). Ready to Install:

🗃 Setup	-		×
Ready to Install			
Setup is now ready to begin installing PostgreSQL on your computer.			
InstallBuilder			
< Back	Next >	Can	cel

Fig. 7: Confirm by clicking "Next".



h). Wait until the process is finished:



Fig. 8: Installing.

i). Setup finished, do not check the option of stack builder:

🍯 Setup	– 🗆 X
Packaged by:	Completing the PostgreSQL Setup Wizard
POSTGRES	Setup has finished installing PostgreSQL on your computer.
	Launch Stack Builder at exit?
PostgreSQL	Stack Builder may be used to download and install additional tools, drivers and applications to complement your PostgreSQL installation.
(f)	
	< Back Finish Cancel

Fig. 9: Finish.

j). Edit file "pg_hba.conf" file then save.

Home Share View 	📊 🛛 🚽 🚽 🚽 data					
<pre></pre>	File Home Share	View				
Quick access Name Date modified Type Size This PC Dostmaster.opts I/03/2021 21:39 PID File IK8 Documents Dostigresql.conf I/03/2021 21:39 OON File IK8 Dounloads postgresql.conf I/03/2021 21:39 CONF File IX8 Maxic pg.jdent.conf I/03/2021 21:39 CONF File ZX8 Pittures mg.phac.onf I/03/2021 21:39 CONF File ZX8 I Local Disk (C) Local Disk (C) This file is read on server startup and when the postmaster receives * t a SIGHUP signal. Fi you edit the file on a running system, you have * t a SIGHUP signal. Fi you edit the file on a running system, you have * t os SIGHUP the postmaster for the changes to t	\leftarrow \rightarrow \checkmark \uparrow \square \rightarrow This	s PC > Local Disk (C:) > Pro	gram Files > PostgreS	QL > 9.6 > dat	ta >	
<pre>potmaster.pid 11/03/2021 21:39 PID File 1 KB potmaster.opts 11/03/2021 21:39 OPTS File 1 KB potmaster.opts 11/03/2021 21:39 OPTS File 1 KB potmolads potgresql.conf 11/03/2021 21:39 CONF File 2 XB potgresql.conf 11/03/2021 21:39 CONF File 5 KB potgresql.c</pre>		Name	Date modified	Туре	Size	
<pre>This PC Desktop Documents Docum</pre>	r Quick access	postmaster.pid	11/03/2021 21:39	PID File	1 KB	
<pre>Desktop Documents Documents Downloads Music Potytress[auto.conf 11/03/2021 21:39 CONF File 23 KB Potytress[auto.conf 11/03/2021 21:39 CONF File 1 KB Pg_Uenstorf 11/03/2021 21:39 CONF File 2 KB Pg_Uenstorf 11/03/2021 21:39 CONF File 2 KB Pg_Uenstorf 11/03/2021 21:39 CONF File 5 KB Pg_Uenstorf 11/03/2021 21:39 CONF 5 KB Pg_Uenstorf 11/03/2021 21:39 C</pre>	💻 This PC	postmaster.opts	11/03/2021 21:39	OPTS File	1 KB	
<pre>Documents Downloads Downloads Music Downloads Music Downloads Music Diversed_auto.conf 11/03/2021 21:39 CONF File 1 KB Diversed_auto.conf 11/03/2021 21:39 File 1 KB Diversed_auto.conf 11/03/2021 21:39 CONF File 2 KB Diversed_auto.conf 11/03/2021 21:39 CONF File 2 KB Diversed_auto.conf 11/03/2021 21:39 CONF File 5 KB Diversed_auto.conf 0 to a the file on a running system, you have file 5 KB Diversed_auto.conf 0 to at the file on a running system, you have file 5 KB Diversed_auto.conf 0 to at the file on a running system, you have file 5 KB Diversed_auto.conf 0 to at the file on a running system, you have file 5 KB Diversed_auto.conf 0 to at the file on a running system of a to at the file on a running system of a to at the file on a running system of a to</pre>	Desktop	postgresql.conf	11/03/2021 21:39	CONF File	23 KB	
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<pre>Pg_ident.conf 11/03/2021 21:39 CONF File 2 KB Music Pg_ibba.conf 11/03/2021 21:39 CONF File 5 KB pg_bba.conf 11/03/2021 21:39 CONF File 5 KB file Edit format View Help f</pre>		PG_VERSION	11/03/2021 21:39	File	1 KB	
<pre>phace involution in the intervent of the intervent o</pre>	Music	pg_ident.conf	11/03/2021 21:39	CONF File	2 KB	
<pre>prictures Videos Videos Local Disk(C:) Local Disk(D:) Local Disk(E:) Network Network Videos Local Disk(E:) Network Networ</pre>		pg_hba.conf	11/03/2021 21:39	CONF File	5 KB	
Wides Local Disk (C:) Local Disk (D:) Local Disk (E:) Water of the postmaster for the changes to take effect. You can # to SIGHUP the postmaster for the changes to take effect. You can # use "pg_ctl reload" to do that. # Put your actual configuration here	Pictures	🖉 pg_hba.conf - Notepad				– 🗆 🗙
<pre># Local Disk (C:) Local Disk (D:) Local Disk (D:) Local Disk (E:) # This file is read on server startup and when the postmaster receives # a SIGHUP signal. If you edit the file on a running system, you have # to SIGHUP the postmaster for the changes to take effect. You can # use "pg_ctl reload" to do that. # Put your actual configuration here #</pre>	Videos	File Edit Format View	Help			
<pre># TYPE DATABASE USER ADDRESS METHOD # IPv4 local connections: host all all 127.0.0.1/32 md5 # IPv6 local connections: host all all ::1/128 md5 # Allow replication connections from localhost, by a user with the # replication privilege. #host replication postgres 127.0.0.1/32 md5 #host replication postgres ::1/128 md5 host all all 0.0.0/0 md5</pre>	🕳 Local Disk (E:)	you need to a o need to make sten_addresses h command line	You can Idd more PostgreSQL switches.			
<pre># IPv6 local connections: host all all ::1/128 md5 # Allow replication connections from localhost, by a user with the # replication privilege. #host replication postgres 127.0.0.1/32 md5 #host replication postgres ::1/128 md5 host all all 0.0.0/0 md5</pre>		<pre># TYPE DATABASE # IPv4 local conne host all </pre>	USER ctions: all	ADDRE	.0.1/32	md5
# Allow replication connections from localhost, by a user with the # replication privilege. #host replication postgres 127.0.0.1/32 md5 #host replication postgres ::1/128 md5 host all all 0.0.0/0 md5		# IPv6 local conne	ctions:		28	md5
<pre>#host replication postgres 127.0.0.1/32 md5 #host replication postgres ::1/128 md5 host all all 0.0.0.0/0 md5</pre>		# Allow replicatio # replication priv	n connections fi ilege.	rom localhos	st, by a user w	ith the
<pre>#host replication postgres ::1/128 md5 host all all 0.0.0/0 md5 </pre>		#host replicati	on postgres	127.	0.0.1/32	md5
nost all all 0.0.0/0 md5 <		#host replicati	on postgres	::1/	128	md5
X		nost all a	11 0.0.0.0/	o mas		
		<				> .;;

Fig. 10: Additional parameter (host all all 0.0.0.0/0 md5) inserted in the last row.

k). Check the success by launching "services.msc", and then restart the service.



Fig. 11: PostgreSQL service must be in running state and of type "automatic".

I). Additional info:



Fig. 12: Prerequisites, installation launched after starting the PostgreSQL installer, if necessary.

3.6 VC-MDx Recorder Software

a). Find the "VC-MDx Recorder (vXX.X.X.X)" directory in local 'Install' folder.



- b). Select the right VC-MDx application according to the installed OS platform (x86 or x64)
- c). Double click on "setup.exe" file.



d). Select the default settings, some updates are installed before, then the 'CodeMeter'.

Cancel







🖟 CodeMeter Runtime	Kit v6.40 Setup	_	\times			
Installation Scope						
Choose the installatio	n scope and folder					
User name: vcuser						
Organization:	VoiceCollect					
Install just for you (vcuser) CodeMeter Runtime Kit v6.40 will be installed in a per-user folder and be available just for your user account. You do not need local Administrator privileges. Install for all users of this machine						
CodeMeter Runt and be available	ime Kit v6.40 will be installed in a per-machine for for all users. You must have local Administrator	older by default privileges.				
	<u>B</u> ack <u>N</u> ext	Cano	cel			

滑 CodeMeter Runtin	ne Kit v6.40 Setup	-	-	×
Custom Setup Select the way you	u want features to be instal	led.		
Click the icons in th	ne tree below to change the	way features will be instal	led.	
	Veffecter Runtime Kit WibuShellExtension Veffecter	This features installs the (Runtime Kit on your comp	CodeMeter uter.	
		This feature requires 33M drive. It has 2 of 2 subfeat The subfeatures require 2 hard drive.	IB on your hard atures selected. 22MB on your	
<	>		Proviso	
Reset	Disk Usage	Back Next	Cancel	

妃 CodeMeter Runtime Kit v6.40 Setup 🛛 —		×
Ready to install CodeMeter Runtime Kit v6.40		
Click Install to begin the installation. Click Back to review or change any of installation settings. Click Cancel to exit the wizard.	your	
Back	Can	cel



🖟 CodeMeter Runtime Kit v6.	40 Setup	_		Х
	Completed the CodeMete v6.40 Setup Wizard	r Runt	ime Kit	
	Click the Finish button to exit the Set	up Wizaro	d.	
Build 2396				
	Back	h	Cano	el

e). Finally the VC-MDx Recorder software will be installed. Please don't change the installation path.



🖟 VC-MDx Recorder		_		\times
Select Installation Folde	FL			
The installer will install VC-MDx Recorder	to the following folder.			
To install in this folder, click "Next". To in	nstall to a different folder, ente	r it below or	click "Brows	se''.
Eolder: C:\Atis\Recorder\			B <u>r</u> owse	
			<u>D</u> isk Cost	
Install VC-MDx Recorder for yourself, o	r for anyone who uses this co	mputer:		
	Cancel < [<u>B</u> ack	<u>N</u> ext :	>





妃 VC-MDx Recorder	_			×
Installing VC-MDx Recorder				
VC-MDx Recorder is being installed.				
Please wait				
Cancel < <u>B</u> ack			<u>N</u> ext:	>
妃 VC-MDx Recorder	-			×
Installation Complete				
VC-MDx Recorder has been successfully installed.				
Click "Close" to exit.				
Please use Windows Update to check for any critical updates to the .NET F	rame	work.		
Cancel < <u>B</u> ack			<u>C</u> lose	;

f). A window will appear and asks you to reboot, click "No".



g). Copy all files and folders located in "Patch" folder, then "paste replace" to installation folder.

📙 🛛 🛃 🖛 🗸 🖓 Patch					_	
File Home Share View	w					
← → ✓ ↑ 🔤 « Local Disk (0	(C:) > Install > VoiceCollect > V	C-MDx > VC-MDX Rec	order (v12.3.2.17) > Pat	ch √ č	Search Patch	
	Namo	Date modified	Turne	Size		
📌 Quick access	Name	Datemouned	туре	SIZE		
	📙 ar	12/03/2021 10:24	File folder			
Inis PC	📙 de	12/03/2021 10:24	File folder			
E Desktop	es	12/03/2021 10:24	File folder			
Documents	fr	12/03/2021 10:24	File folder			
🕂 Downloads	- Player	12/03/2021 10:24	File folder	-		
👌 Music	l pt	12/03/1 Pin to	Quick access			
Pictures	sr	12/03/1 🕀 Scan w	ith Windows Defender			
Videor	AtisControls.dll	07/01/1				
	S buffer.dll	17/08/1 Send to	0			
Local Disk (C:)	Card.dll	11/01/1 Cut				
👝 Local Disk (D:)	ChannelsCfgControls.dll	07/01/2 Copy				
🕳 Local Disk (E:)	Configurator.exe	16/01/1 Create	shortsut			
- Network	DataAcquisition.dll	15/01/2 Create	shortcut			
- Network	S DBLib.dll	13/11/2 Delete				
	GeneralStgsManagement.dll	19/07/2 Renam	e			
	S Logger.dll	07/01/2 Proper	ties			
	NetLib.dll	30/01/2				
	NPortLib.dll	10/01/2019 21:44	Application extension	26 KB		
	Patch	01/03/2019 21:22	File	1 KB		
	RecorderStructs.dll	01/03/2019 20:38	Application extension	204 KB		
	RecordsListControls.dll	01/03/2019 20:38	Application extension	784 KB		
	RemoteAdmin.dll	10/01/2019 21:37	Application extension	72 KB		
	RemoteAdminObservers.dll	07/01/2019 23:38	Application extension	28 KB		
	SearchControls.dll	13/11/2018 19:29	Application extension	352 KB		
	SecurityManagement.dll	23/10/2018 21:48	Application extension	820 KB		
	🗟 UsersManagerDatabase.dll	12/11/2018 23:08	Application extension	101 KB		
	VoiceCollect.exe	10/01/2019 21:38	Application	2,936 KB		
29 items 29 items selected						

📙 🛃 📑 🖛 Recorder							- 🗆
File Home Share	View						
\leftarrow \rightarrow \checkmark \uparrow \square \rightarrow Th	is PC > Local Disk (C:)) > Atis > Recorder		√ Ū	Search	Recorde	r
🔉 📌 Quick access	Name	^	Date modified	Туре			Size
	ar		12/03/2021 10:57	Filef	older		
🖂 💻 This PC	de		12/03/2021 10:57	File f	older		
 Desktop Documents Downloads Music Pictures Videos 	es fr logical Player pt sptt sptt	 Replace or Skip Files Copying 64 items fro The destination <u>Replace the</u> 	m Patch to Recorder has 48 files with th files in the destina	ne sam	e name	es	×
 Local Disk (C:) Local Disk (D:) 	2lin.dll ACUsersDatabi	🦻 <u>S</u> kip these f	iles				84 38
> 👝 Local Disk (E:)	AddinRec.dll AgcLib.dll API_Enregisteu	🖒 <u>L</u> et me deci	de for each file				16 8 22
	APIEnregisteur	> Fewer details					22 92

- h). Insert an USB Dongle License stick in an available port in the Recorder Machine.
- i). Double click "*CodeMeterCC.exe*" from its installation folder (*C:\Program Files* (*x86*)*CodeMeter\Runtime\bin*), to be sure that the USB Dongle License stick is detected.

File Home Share View Manage				
← → → ↑ 📙 « Loc	al Disk (C:) > Program Files (x86)	> CodeMeter > Run	time⇒ bin 🗸 🗸 🗸	ල Search bin
🔹 Quick access	Name	Date modified	Туре	Size
	S CodeMeterCC.exe	14/11/2016 12:40	Application	10,909 KB
💻 This PC	😋 CodeMeter.exe	14/11/2016 12:40	Application	4,703 KB
📃 Desktop	CmRmtAct32.dll	14/11/2016 12:40	Application extension	2,891 KB
Documents	CodeMeterWebAdmin.wbb	14/11/2016 12:40	WIBU Binary File	2,546 KB
Downloads	📧 cmu32.exe	14/11/2016 12:40	Application	1,048 KB
b Music	🚳 WibuCmTrigger32.dll	14/11/2016 12:40	Application extension	296 KB
	CodeMeter.lfr	14/11/2016 12:40	LFR File	216 KB
Pictures	CodeMeter.Ide	14/11/2016 12:40	LDE File	215 KB
🐺 Videos	CodeMeter.les	14/11/2016 12:40	LES File	215 KB
🏪 Local Disk (C:)	CodeMeter.lit	14/11/2016 12:40	LIT File	215 KB

CodeMeter Control Center			_		×
License Events					
SizeCollect 3-3851431	Name:	VoiceCollect			Ø
	Serial:	3-3851431			9
	Version:	CmStick/C 3.12			ଦ୍ୟ
	Capacity:	94 % free (315664 Bytes)			
	Status:	🔿 😋 Disabled			
		🔿 😋 Enabled until unplug	ged		
		Enabled			
	License Update	Eject Change Passv	vord		
CodeMeter is started.				Web/	Admin

The Recorder needs a USB dongle license to be able to open the application. Never remove it if the Recorder during in operation mode.

j). It is time now to reboot the Recorder Machine.

3.7 VC-MDx Configurator

Before starting the VC-MDx Recorder application you must start the VC-MDx Configurator.

a). Double click "*Configurator.exe*" from installation folder (*C:\Atis\Recorder*), or from its icon in the desktop.

- 🖓 📑 =	Application Tools	Recorder	-	- 🗆 X
File Home Share	View Manage			~ 🕜
← → • ↑ 🔒 « Lo	ocal Disk (C:) > Atis > Recorder	> v	ට Search Recorder	م
	Name	Date modified	Туре	Size
📌 Quick access	ar	12/03/2021 10:57	File folder	
💻 This PC	de	12/03/2021 10:57	File folder	
📃 Desktop	es	12/03/2021 10:57	File folder	
Documents	📊 fr	12/03/2021 10:57	File folder	
Downloads	logical	12/03/2021 10:57	File folder	
b Music	Player	12/03/2021 10:57	File folder	
Pictures	h pt	12/03/2021 10:57	File folder	
Videos	sptt	12/03/2021 10:57	File folder	
Videos	sr	12/03/2021 10:57	File folder	
Local Disk (C:)	BufferRecovery.exe	28/04/2018 12:07	Application	352 KB
👝 Local Disk (D:)	📓 Configurator.exe	16/01/2019 20:46	Application	1,508 KB
🕳 Local Disk (E:)	DebugAndRestartVC.exe	28/04/2018 12:10	Application	10 KB
A Network	VoiceCollect.exe	10/01/2019 21:38	Application	2,936 KB
INELWORK	2lin.dll	26/02/2015 17:12	Application extension	184 KB
	ACUsersDatabase.dll	30/04/2018 11:11	Application extension	38 KB
	AddinRec.dll	30/04/2018 11:12	Application extension	16 KB
	🚳 AgcLib.dll	28/04/2018 12:08	Application extension	8 KB
	ApplicationSettings.dll	30/04/2018 11:11	Application extension	92 KB
	AtisControls.dll	07/01/2019 23:38	Application extension	472 KB 🗸 🗸
126 items 1 item selecte	d 1.47 MB			

b). The default account is "Super/Super".

E Configurator	×
Language	English
User name Password	Super
с ок	Cancel

Installation Guide

VoiceCollect

c). You must create a buffer. Click on "*Buffer Configuration*" then click "*Add File*" and select a partition on the HDD with available space then enter the buffer size.

VC-MDx Configurator		- 🗆 X
Buffer Configuration		Buffer Configuration
		Channel Allocation
	All Drives	General Settings
E:	39% Total Space: 156563 MB Free Space: 95813 MB	🕵 Users
	61% Used Space: 60750 MB Buffer Space: 0 MB	🥟 Database Settings
		NAS Settings
		AUX Data Settings
		Restricted OS Access ASA-4 Settings
		Save default settings
		Load default settings
× Delete Buffer	Add File	√ок
		🖌 Apply
	✓ Apply Changes	Cancel
		₩ About Configurator

📓 Add new file buffer	×
\leftarrow \rightarrow \checkmark \Uparrow = \rightarrow This PC \rightarrow Local Disk (E:)	✓ 🔁 Search Local Disk (E:) 🔎
Organize 🔻 New folder	BII 👻 😮
> Pictures ^ Name	Date modified Type Size
> 📑 Videos	No items match your search
> 🏪 Local Disk (C:)	No terns materi your search.
> 👝 Local Disk (D:)	
> 👝 Local Disk (E:)	
v <	>
File <u>n</u> ame: fileBuffer0.buf	~
Save as type: Buffer files (*.buf)	~
∧ Hide Folders	Save Cancel

d). Create buffer file and leave 2 - 5% of free space in the partition.





e). Check the "Channel Allocation" if all cards are present.

Channel	Allocation				
Card ID	Card Name	Channels	I/O Port	Present	Channel Allocation
0	AI24K_PCI - PCI Slot 0 (PCI bus 2, device 5, function	0) 1-8		Yes	General Settings
					🕵 Users
					🥟 Database Settings
					AUX Data Settings
					Restricted OS Access
					ASA-4 Settings
					Save default settings
					Load default settings
Use VO	DIP & UP0 Interface cards Use ATIS VOIP				√ок
Show fu	Il text for channel number Use RIAB				🖌 Apply
	Use Import Agen	nt			× Cancel

f). Set the "General Settings" and "Database Settings" as default.

VC-MDx Configurator	- 🗆 X
Concerned Setting	Buffer Configuration
Coding Law External Contacts Deck recording mode Memory	Channel Allocation
	General Settings
C µ Law C Closer Copy	🕵 Users
Computer Aided Dispatch	🤊 Database Settings
Enable cable play on VCP	NAS Settings
IP Address Port O Run as Windows Service	AUX Data Settings
SNMP	
Interval: 30 🚊 Minutes	Restricted OS Access
URI:	
Password	
No of tries: 0 Retrial delay timer: 10 minutes	
	Load default settings
Enable SARP SARP IP UDP Port 8660 Timeout: 120 🛨 Seconds	
	✓ UK
	Capacit
Apply Changes	
	About Configurator
🖳 Database Settings X	
Server type:	
SQL Server Port 5432	
SQL Server Authentication	
Password:	

g). Apply, OK and quit the application.

🗸 OK

🗙 Cancel

3.8 VC-MDx Recorder

a). Start the VC-MDx Recorder application by double click "*VoiceCollect.exe*" from installation folder (*C:\Atis\Recorder*), or from its icon in the desktop.

🔜 🔁 🔜 🛨	Application Tools	Recorder	-	- 🗆 X	
File Home Share	View Manage			\sim	?
\leftarrow \rightarrow \checkmark \uparrow \square \ll Lo	ocal Disk (C:) > Atis > Recorder	~	Ö Search Recorder	م	
	Name	Date modified	Туре	Size	^
🖈 Quick access	ar	12/03/2021 10:57	File folder		
💻 This PC	de	12/03/2021 10:57	File folder		
Desktop	es	12/03/2021 10:57	File folder		
Documents	n fr	12/03/2021 10:57	File folder		
	o logical	12/03/2021 10:57	File folder		
Musia	Player	12/03/2021 10:57	File folder		
	h pt	12/03/2021 10:57	File folder		
Pictures	sptt	12/03/2021 10:57	File folder		
Videos	sr	12/03/2021 10:57	File folder		
🏪 Local Disk (C:)	📕 BufferRecovery.exe	28/04/2018 12:07	Application	352 KB	
🕳 Local Disk (D:)	📓 Configurator.exe	16/01/2019 20:46	Application	1,508 KB	
Local Disk (E:)	DebugAndRestartVC.exe	28/04/2018 12:10	Application	10 KB	
	📓 VoiceCollect.exe	10/01/2019 21:38	Application	2,936 KB	
💣 Network	2lin.dll	26/02/2015 17:12	Application extension	184 KB	
	ACUsersDatabase.dll	30/04/2018 11:11	Application extension	38 KB	
	AddinRec.dll	30/04/2018 11:12	Application extension	16 KB	
	🗟 AgcLib.dll	28/04/2018 12:08	Application extension	8 KB	
	ApplicationSettings.dll	30/04/2018 11:11	Application extension	92 KB	
	AtisControls.dll	07/01/2019 23:38	Application extension	472 KB	¥
132 items 1 item selecte	d 2.86 MB				



b). The default account is "Super/Super".

VC-MDx Recorder			
			7
	Language	English	
	lleername	Guner]
	Password		
	Four eyes password	,	
	Change password		
	√ок)	×Cancel	-

c). Tick for "Private networks ... " then click "Allow access"



d). At least you must configure the channels. Click on "*Channel Configuration*" and configure the recording mode according to the requirements.

SR SR	/1 - VC-MDx Re	ecorder - IR Buffer Re	cords - Super													-	o ×
Lock		cords <u>S</u> ettings	<u>Service Help</u>	<u>)</u>) 🔟 🔍	•	_	_	_	_	_	_	-	_		20:53	154
Status	Record ID	Channel Number	Channel Name	User ID	Called Number	Calling Number	Direction	Start Time	Stop Time	Duration	Ring Duration	Protected	DSE	Compression	Short Comment	Long Comment	-
																	5
< Displa	ived records: 0) (0 - 0) / Filtered: 0 / 1	iotal:0														>
Start Stopt Direc Reco Short	time: ime: ion: rd ID: Comment:		Calling No.: Called No.: Compression: DSE:	ment								Loop	×0.5	Speed x2 x3	▶) ② × Skip (x1) 5	→ → → → → → → → → → → → → → → → → → →	(s)
Ri ∰ IR ≇ ¶ Mi N	Buffer From: 01/01/00/ To: 01/01/00/ essages New messages Errors: 0, /a-Wz	nels 01 00:00:00 01 00:00:00 :: 0 armings: 0	Recording C	2	3 4 nel_3 channel_4 ch	5 6	7 thannel_7 cha	8 mnel_8									
			نظ Star	t All	Stop #	All 🥬	Configuration		Advanced Show all cl	channel inforr nannels	mation						

•	Channel Setti	ngs									?	×
	Al24K_PCI (Channel 1 2 3 4 5 6 7 8 8	Channels Channel Name channel_1 channel_3 channel_4 channel_5 channel_6 channel_7 channel_8	Mode No Operation	Compression 1:1 1:1 Operation Mo VOX	DSE NO NO Alode K	DSE-VOX (dB) -33 -33 22 22	Prolog 5 5 ×	Epilog 20 20 20 20 20 20 20 20	Warning Tone NO NO NO NO NO NO NO	AGC NO NO NO NO NO NO NO	-	
						√ 0k			pply	× C	ancel	

e). It can be verified the three states of a standard channel.



Channel Stopped



Channel started but waiting for voice higher than VOX level



Channel started and recording

f). Live monitoring by clicking in the active channel.

Monitoring Channel: 1	Channel Parameters Channel Name: Calling Phone: Called Phone:	channel_1	channel_1 channel_2 channel_3 channel_4 channel_5 channel_6 channel_7 channel_8
	Direction: Start Time: Card Type:	12/03/2021 21:13:11 Al24K_PCI	
40 Hz 400 Hz 4 KHz	DSE: Compression:	No 1:1	
-50 Level: -3 6	Recording Mode:	VOX	Advanced channel information

4 VC-MDx Recorder application "Run as Service"

The "Run as Windows Service" option is a special feature that is configured to launch and run in the background service, usually without any sort of user interface and without require a user to login to the OS of Recorder machine.

The primary advantage of running VC-MDx Recorder application as a service is that you can have a program start before a user to login. That can be particularly important with application that provide important services you want to be available when you're away from your computer.

Before getting started, you should be aware of a couple of important caveats to running VC-MDx Recorder application as a service:

- The application will not put an icon in the system tray and has no GUI.
- When you need to make updates or playback or configuration changes, you'll need to stop the application via "*Task Manager*", then run the program as a regular, do what you need to do, and then reboot the OS.
- Alternatively to make playback or configuration changes, you can run VC-MDx Workstation or VC-MDx Administrator software which will provide the playback function and administrative configuration function part of VC-MDx Recorder software.
- As a default the VC-MDx Recorder application is already set up to run when login to Windows, you'll need to disable that so that you don't end up with two instances running. So you can cut its shortcut file from Startup folder.

4.1 Enable "Run as Windows Service" option.

To run VC-MDx Recorder application as a service, you have to enable it via VC-MDx Configurator application, and then ensure the service is included on "*Task Scheduler*" and its shortcut file is moved from Startup folder to avoid the two instances running when login to OS.

a). Move "VoiceCollect" shortcut file from "Startup" folder to "Documents" folder.



b). Right click "Configurator.exe" and select "Run as administrator".



c). Go to "General Settings" of VC-MDx Configurator application and tick the checkbox of "Run as Windows Service", and then click "Apply Changes" and "OK".

/C-MDx Configurator				>
General Settings				Buffer Configuration
Coding Law	External Contacts	Deck recording mode	Memory D000	Channel Allocation General Settings
	O Closer	• Сору		🕵 Users
Enable CAD	VCP O VCP XML	O ILP O LLP		🥟 Database Settings
	Enable play on VCP		WIN OS Language	NAS Settings
IP Address	Port	0	Run as Windows Service	AUX Data Settings
FTP Settings URI: [User name:]			Send SNMP Traps SNMP_EXT_INFO Interval: 30 📑 Minutes	* Restricted OS Access
Password:				ASA-4 Settings
No of tries:	D 🔽 Re	trial delay timer:	10 minutes	Save default settings
SARP Enable SARP S	ARP IP	UDP Port 8660	Timeout: 120 - Seconds	Gault settings
	,			√ок
				🖌 Арріу
			✓ Apply Changes	Cancel
				About Configurator



d). Click "OK" and then restart the OS to apply changes.

🖳 Vo	C-MDx Configurator	×
i)	The VC-MDx Recorder has been configured to run as WindowsService. Please restart the system to apply changes.	

Once the OS restarted, VC-MDx Recorder application will run in the background service without require a user to login to the OS.

4.2 Verify the "Run as Service" running

a). Open "Task Scheduler" and ensure the service name "VC-Recorder" is available on it.

Task Scheduler		×
File Action View Help		
🗢 🏟 🖄 📰 🚺 🖬		
Task Scheduler (Local) Task Scheduler Library	Name Status Triggers Next Run Time Last Run Time Last Run Result Image: VC-Recorder Running At system startup 16/03/2021 17:13:36 The task is currently running. (0x41301)	Author Created
	General Triggers Actions Conditions Settings History (disabled) Name: VC-Recorder Location: Author: Description: VC-MDx Recorder runs as Windows Service Security options When running the task, use the following user account: SYSTEM Run only when user is logged on ® Run whether user is logged on rot	
	Run with highest privileges	
	Hidden Configure for: Windows Vista [™] , Windows Server [™] 2008	~

b). Open "Task Scheduler" and ensure the service name "VoiceCollect (32 bit)" is running.

🙀 Task M	ng Task Manager – 🗆 🗙											
<u>F</u> ile <u>O</u> ptio	ons <u>V</u> iew											
Processes	Performance	App history	Startup	Users	Details	Services						
	^				7%	22%	2%	0%				
Name					CPU	Memory	Disk	Network				
📑 Voi	iceCollect (32 b	it)			0%	9.3 MB	0.1 MB/s	0.2 Mbps	^			
🔳 Wi	ndows Audio D	evice Graph Is	olation		0%	4.1 MB	0 MB/s	0 Mbps				
🕀 Wi	ndows Defende	er notification	icon		0%	2.3 MB	0 MB/s	0 Mbps				
🖽 Wi	ndows Shell Exp	perience Host			0%	13.3 MB	0 MB/s	0 Mbps				
Window	vs processes	s (28)										
> 🔯 ap	pmodel (2)				0%	3.2 MB	0 MB/s	0 Mbps				
🔳 Cli	ent Server Runt	ime Process			0%	1.1 MB	0 MB/s	0 Mbps	~			
Fewer	Fewer details End task											

4.3 Disable "Run as Windows Service" option

To disable VC-MDx Recorder application runs in background service, you have to disable it via VC-MDx Configurator application, and then ensure the service is nothing on "*Task Scheduler*" and its shortcut file is re-moved from backup folder to Startup folder to run VC-MDx Recorder application automatically when login to OS.

a). Move "VoiceCollect" shortcut file from "Documents" folder to "Startup" folder.



b). Run VC-MDx Configurator application as "*Run as administrator*" and go to "*General Settings*" then uncheck the checkbox of "*Run as Windows Service*", and then click "*Apply Changes*" and "*OK*" and then restart the OS to apply changes.

<u></u> V	C-MDx Configurate	or			– 🗆 X
C	General Settings				Buffer Configuration
Γ	Coding Law External Contacts Deck recording mode Memory				Channel Allocation
	A Law	Opener	C Automatic	D000 -	General Settings
	CμLaw	C Closer	• Сору		🕵 Users
	Computer Aided Dispatch				
		Enable play on VCP	CP	WIN OS Language	NAS Settings
	IP Address	Port	0	Run as Windows Service	AUX Data Settings

5 Update of VC-MDx Recorder application

5.1 Uninstallation of the Drivers

- a). Uninstall the existing drivers for PCI interfaces.
- b). Path: "Control Panel", then "System", then "Device Manager".
- c). Select the existing board and click on "Uninstall", don't forget to add a tick in the box "Delete the driver software for this device" in order to uninstall the board properly.
- d). Proceed as above for the other PCI interfaces.
- e). Reboot the OS at the end to apply the changes.

Follow the steps 3.4 of this document to install the new drivers.

5.2 Uninstallation the VC-MDx Recorder software

- a). Click on "Control Panel", then click "Uninstall a program".
- b). Remove the "VC-MDx Recorder".
- c). Remove the "Codemeter Runtime"

Follow the steps 3.6 to 3.8 of this document to install the new software version.

*** END OF DOCUMENT ***