

# Installation Guide

## **VC-MDx Recorder Software**

Version 2103  
Author: MR, PE, RC

---

## Table of Contents

<b>1</b>	<b>Document History</b> .....	<b>3</b>
<b>2</b>	<b>Preliminary information</b> .....	<b>4</b>
2.1	General .....	4
2.2	Warranty, Liability .....	4
2.3	Copyright .....	5
2.4	Brands .....	5
<b>3</b>	<b>New Installation of VC-MDx Recorder application</b> .....	<b>6</b>
3.1	System Requirements:.....	6
3.1.1	Hardware .....	6
3.1.2	Software .....	6
3.1.3	VoiceCollect Package .....	6
3.2	Interfaces Installation.....	6
3.3	Prepare the Installation .....	7
3.4	Driver Installation for VoiceCollect Board.....	8
3.5	PostgreSQL Database Installation .....	13
3.6	VC-MDx Recorder Software.....	20
3.7	VC-MDx Configurator .....	30
3.8	VC-MDx Recorder .....	35
<b>4</b>	<b>VC-MDx Recorder application “Run as Service”</b> .....	<b>39</b>
4.1	Enable “Run as Windows Service” option.....	39
4.2	Verify the “Run as Service” running.....	42
4.3	Disable “Run as Windows Service” option .....	43
<b>5</b>	<b>Update of VC-MDx Recorder application</b> .....	<b>44</b>
5.1	Uninstallation of the Drivers.....	44
5.2	Uninstallation the VC-MDx Recorder software .....	44

# 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 *VoiceCollect* 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 <sup>1</sup>

- HDD is divided in 3 partitions:
  - 140 GB of Disk Space (minimum, dedicated local partition to install Operating system and VC-MDx application)
  - 20 GB of Disk Space (dedicated local partition called “Database” to install SQL Database)
  - 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 SP1 <sup>2</sup>

#### 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
  - 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.

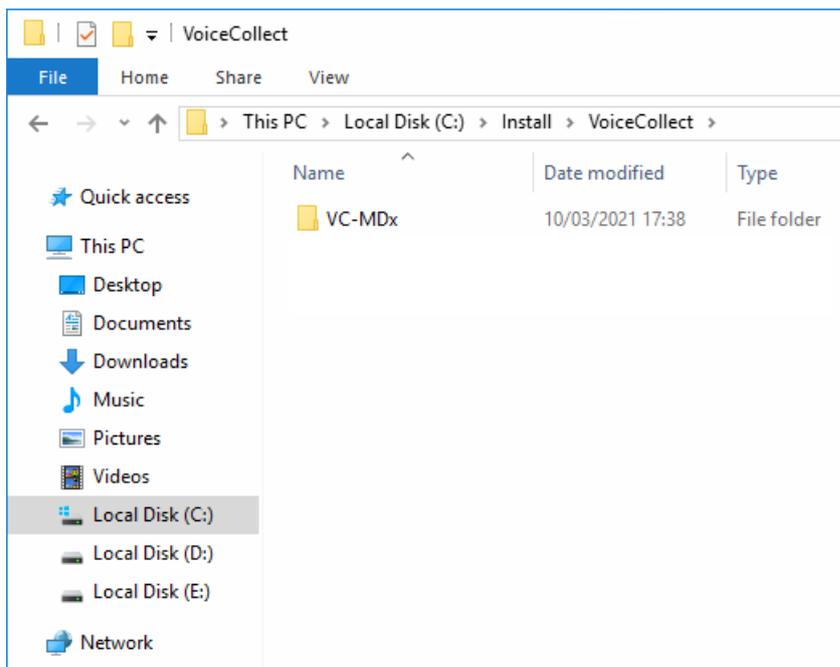
---

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

<sup>2</sup> 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 <sup>3</sup>.



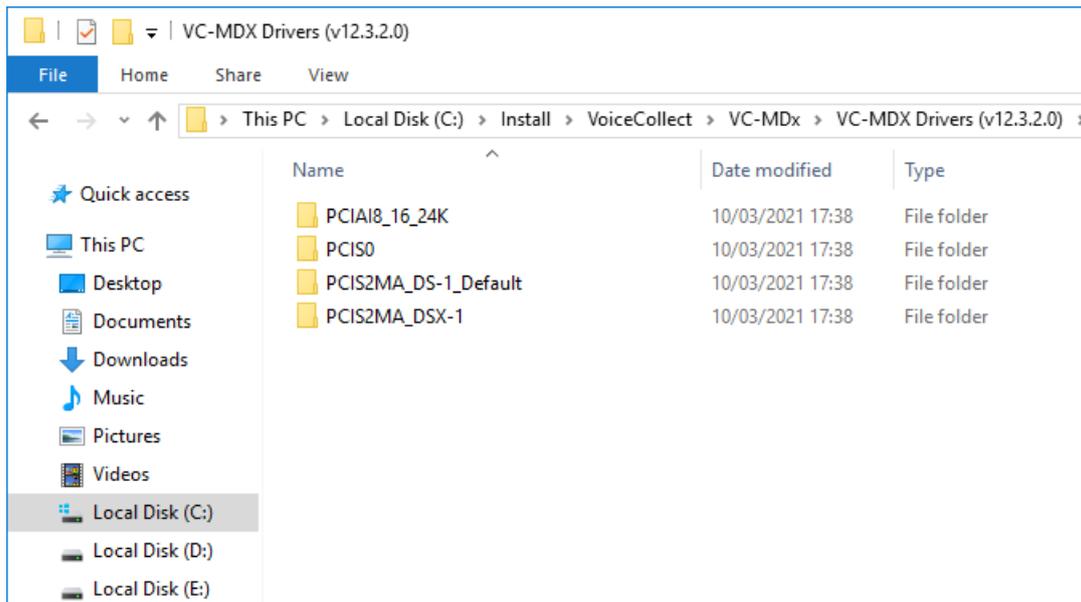
 Never install/run a program from a DVD, removable device or through the network.

<sup>3</sup> Not all folders or programs are necessary. It depends of the specific system.

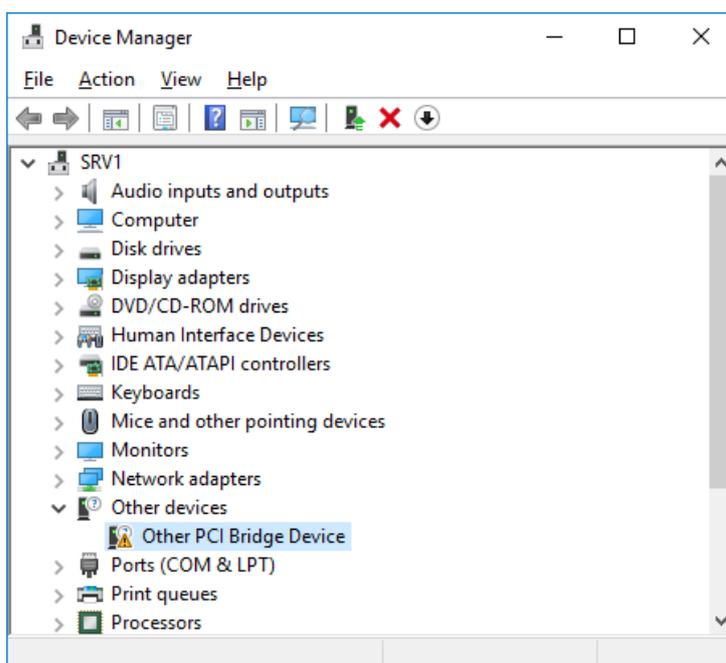
### 3.4 Driver Installation for VoiceCollect Board

 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).

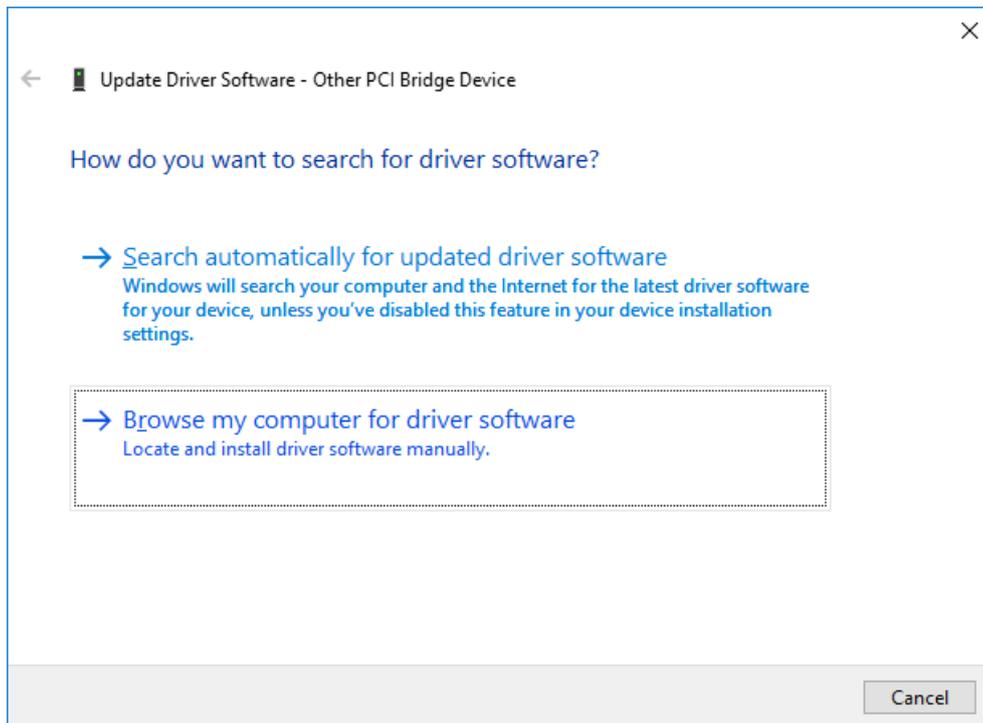
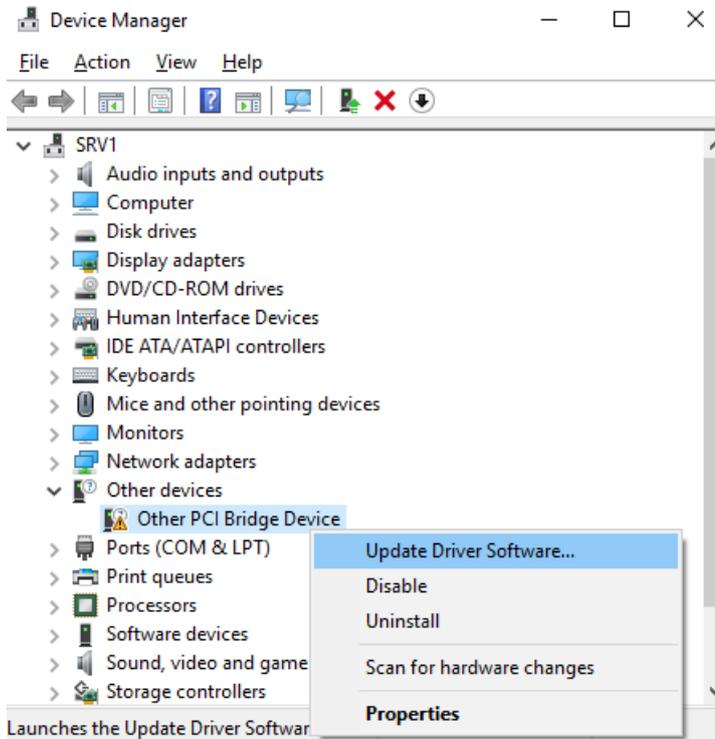


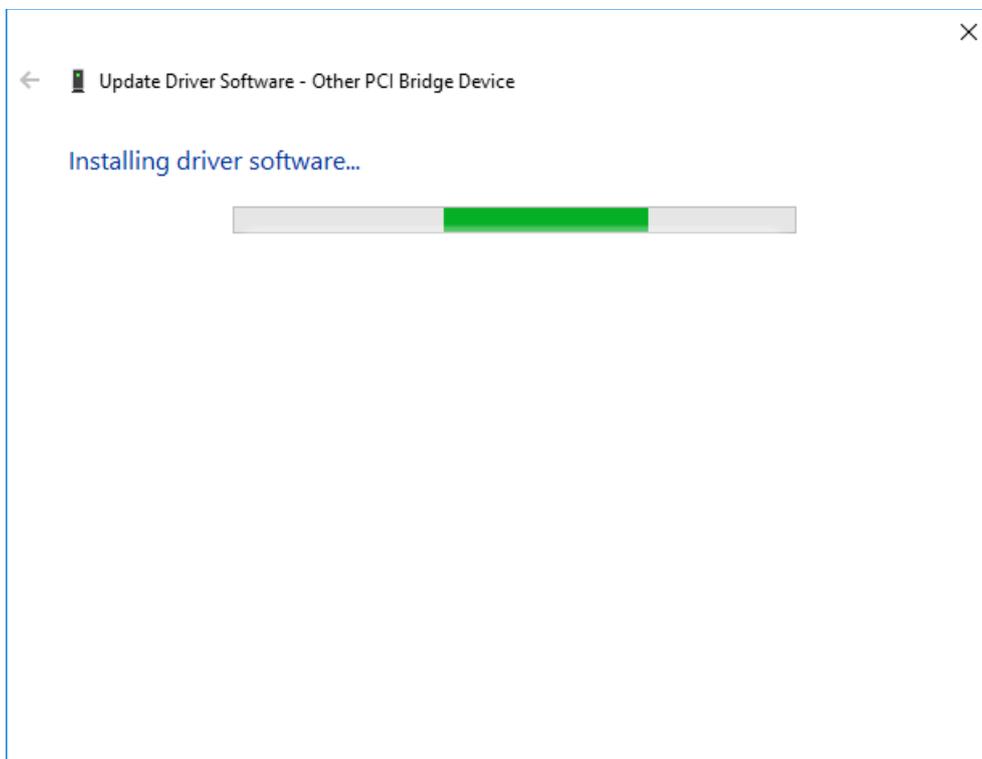
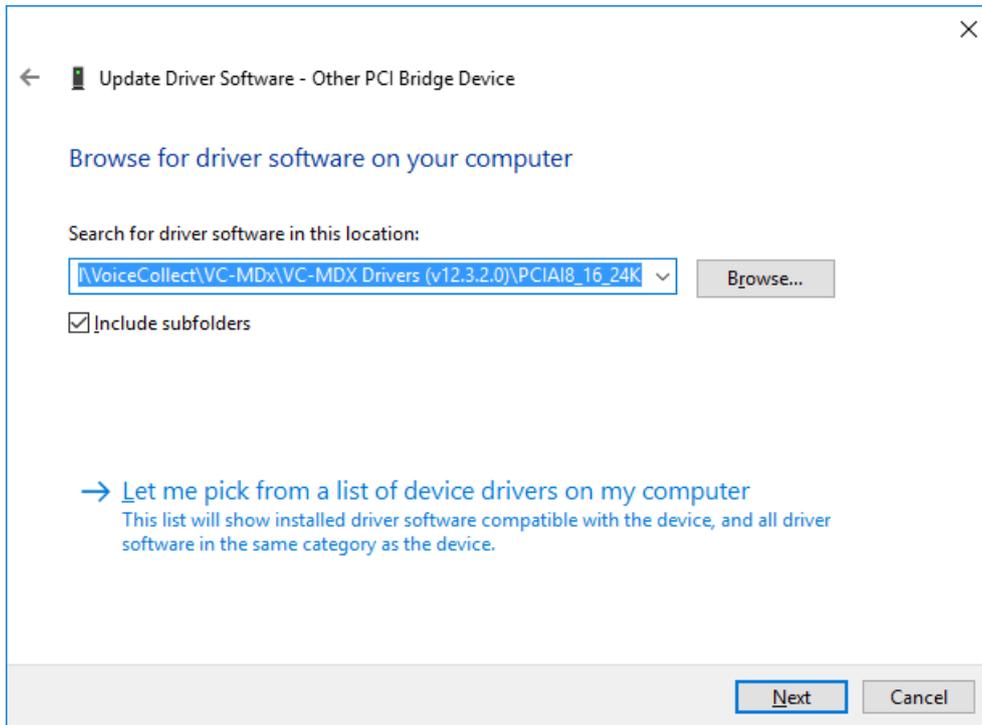
- b). Open the “Device Manager” and the Analog board should be detected as “Other PCI Bridge Device”.



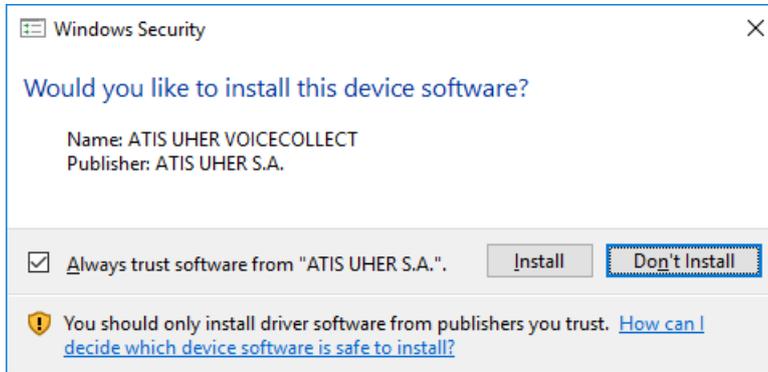
c). Below an example with the AI24K board:

- I. Choose “Update Driver Software” and select “PCI AI24K” directory (for an AI24K, Analog board), supplied in the VC-MDx DVD.

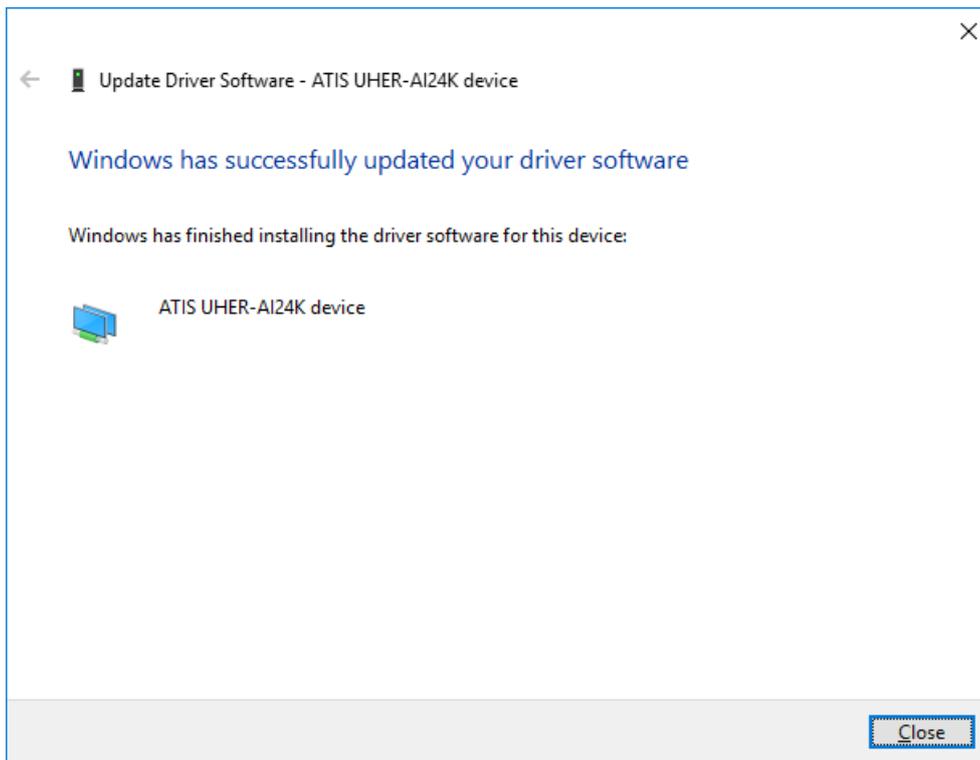




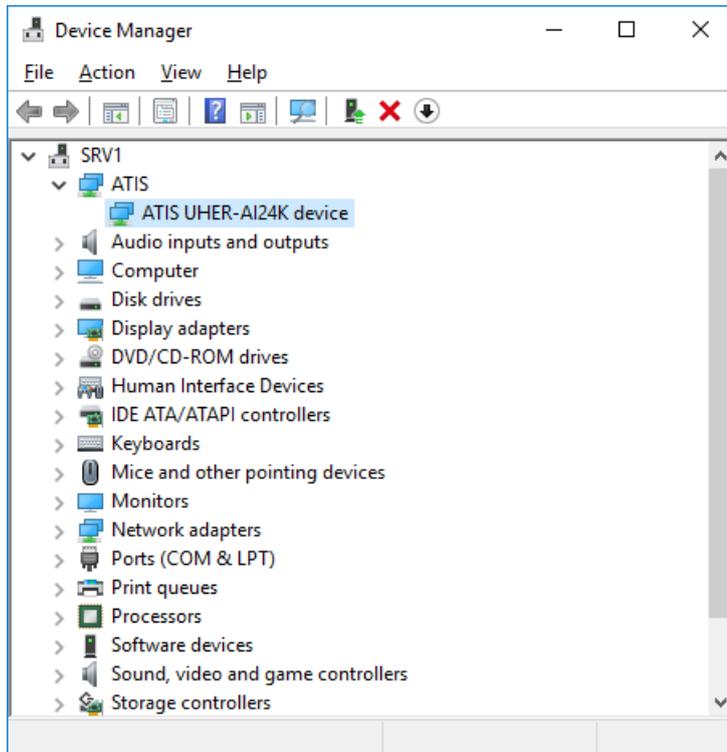
- II. You get a warning from Windows security, anyway tick on “*Always trust software...*” then click “*Install*”.



- III. If everything was OK, you got an acknowledgment that “*Windows has finished installing the driver software for this device PCI AI24K device*”<sup>4</sup>, and the Analog board is detected as should be.



<sup>4</sup> Note: other drivers are available on the “Install” DVD for other Interfaces (PCM, ISDN, AI24K, ...).



- 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:

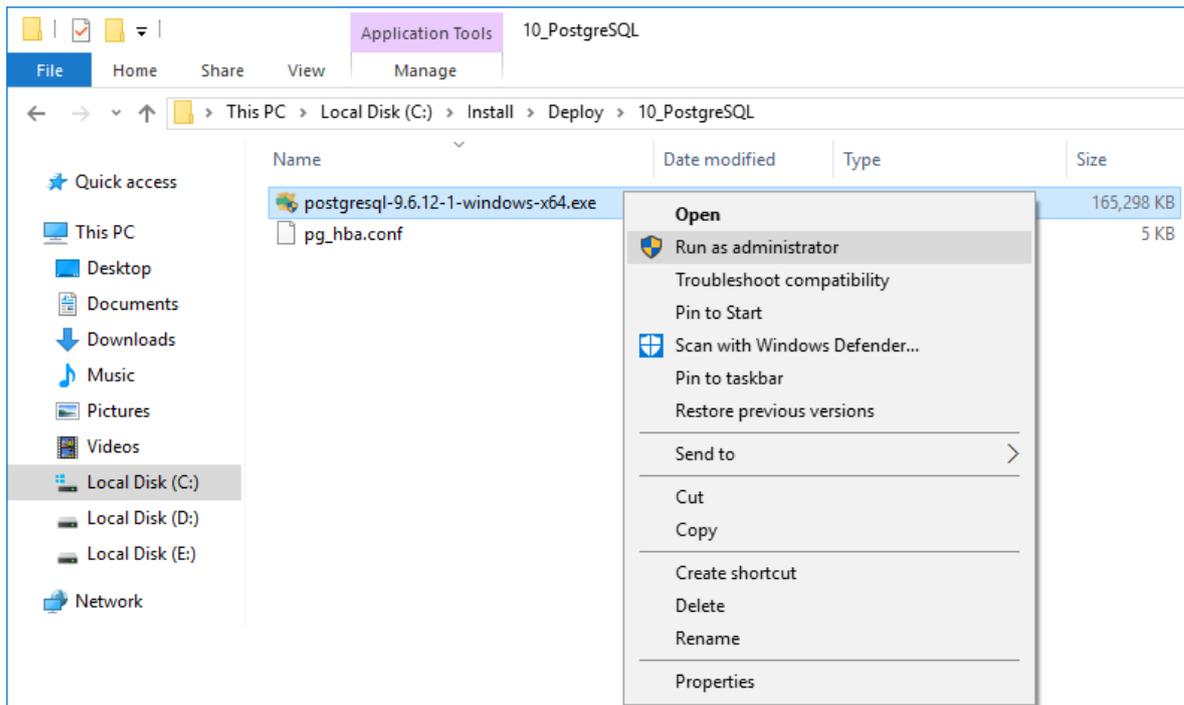


Fig. 1: Click “Next”.

b). Wait until “*Installation Directory*” dialogue is shown:

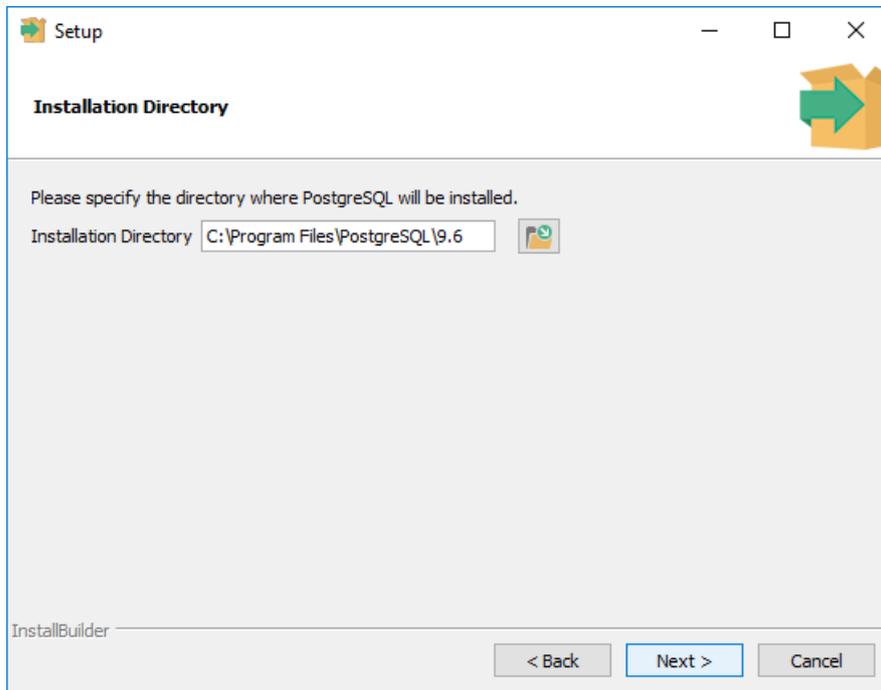


Fig. 2: Default installation directory, Click “Next”.

c). Select the Data Directory:

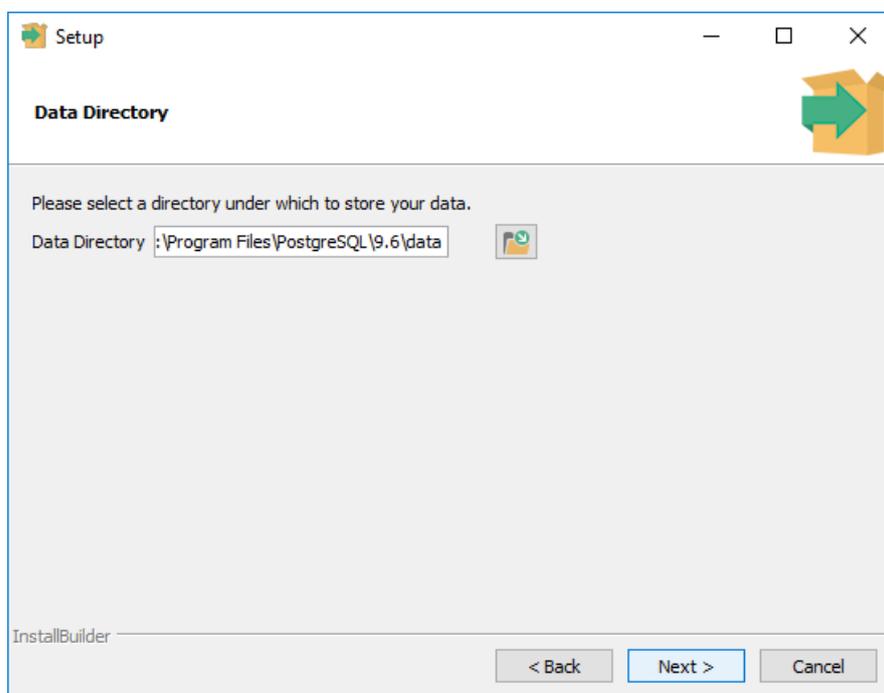


Fig. 3: Default data directory, Click “Next”.

d). Set password for “postgres” user:

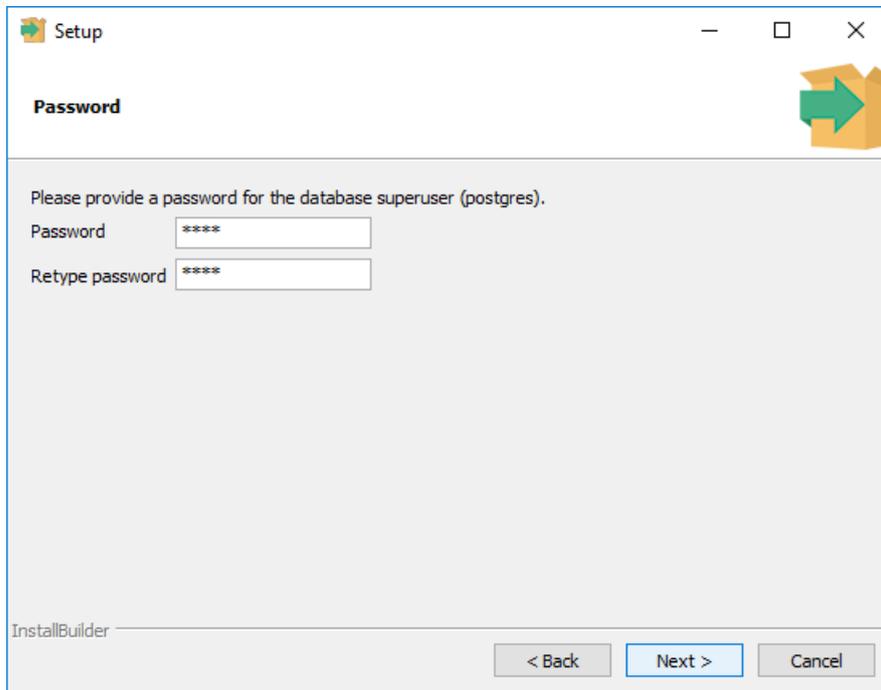


Fig. 4: Set the default password: **atis**

e). Click next for port setting:

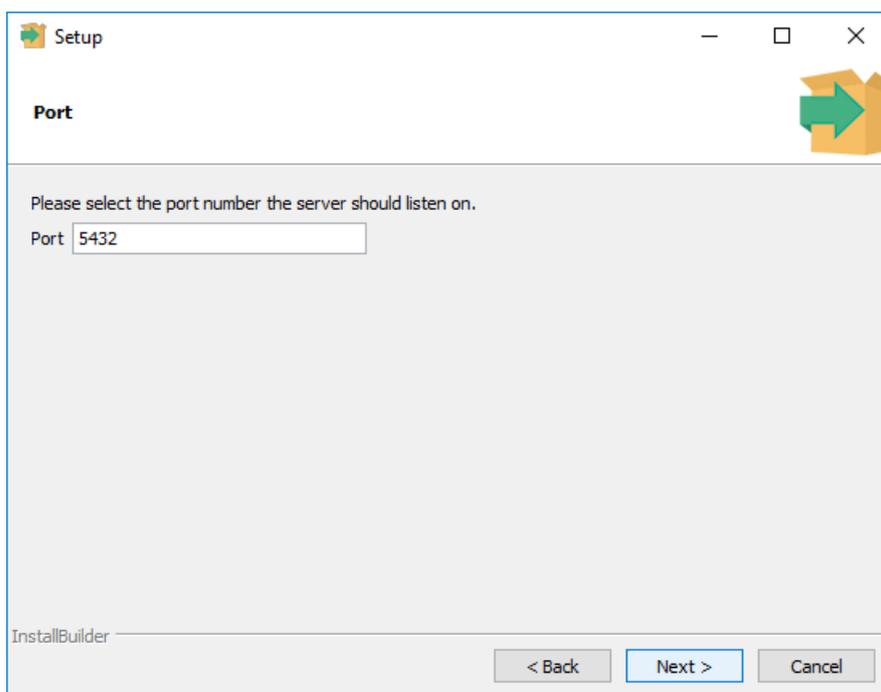


Fig 5: Keep the default port for client connections: 5432, Click “Next”.

f). Click next for advanced options:

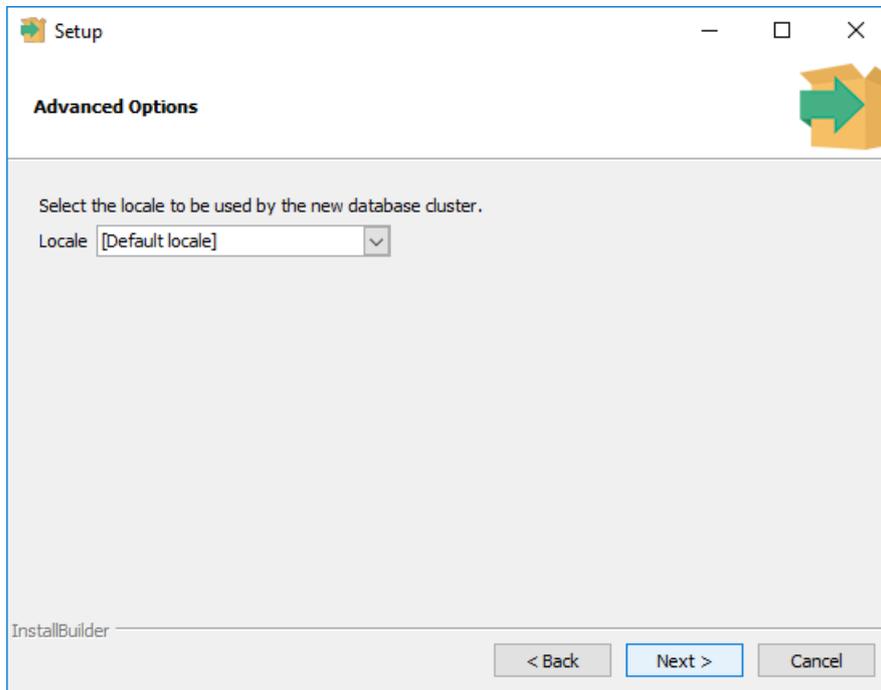


Fig. 6: Keep the default locale, Click "Next".

g). Ready to Install:

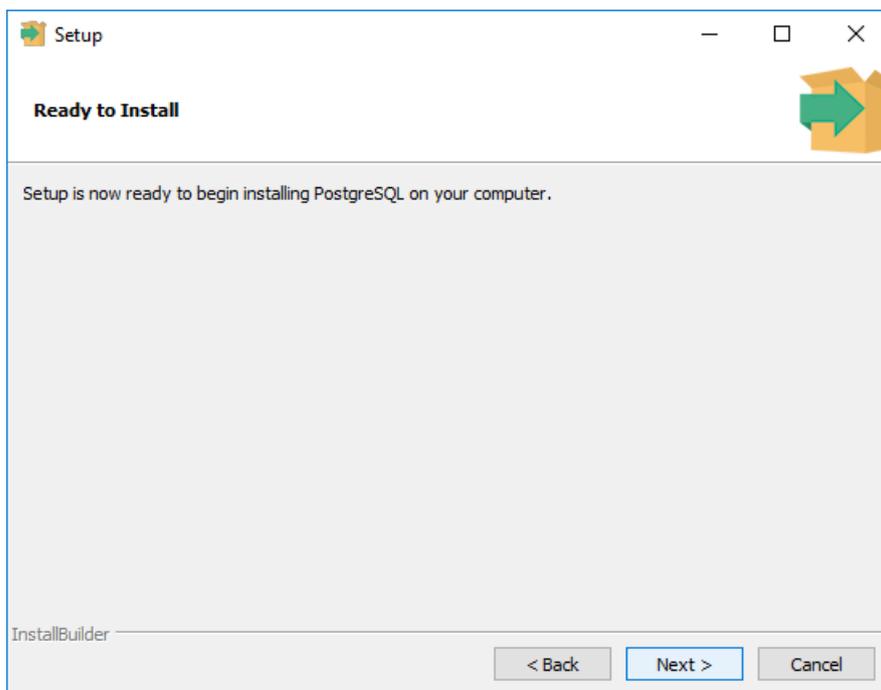


Fig. 7: Confirm by clicking "Next".

h). Wait until the process is finished:

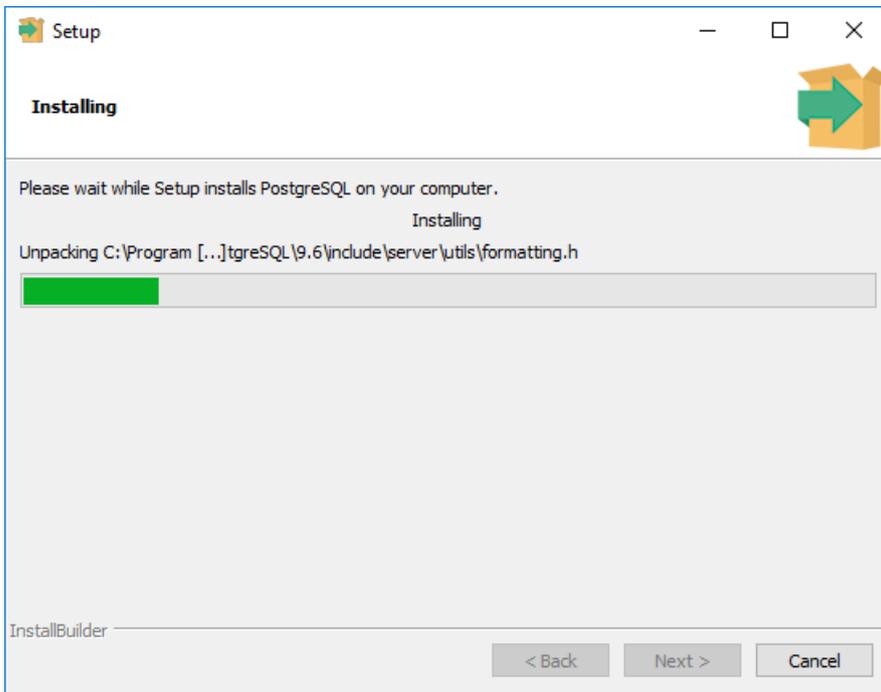


Fig. 8: Installing.

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

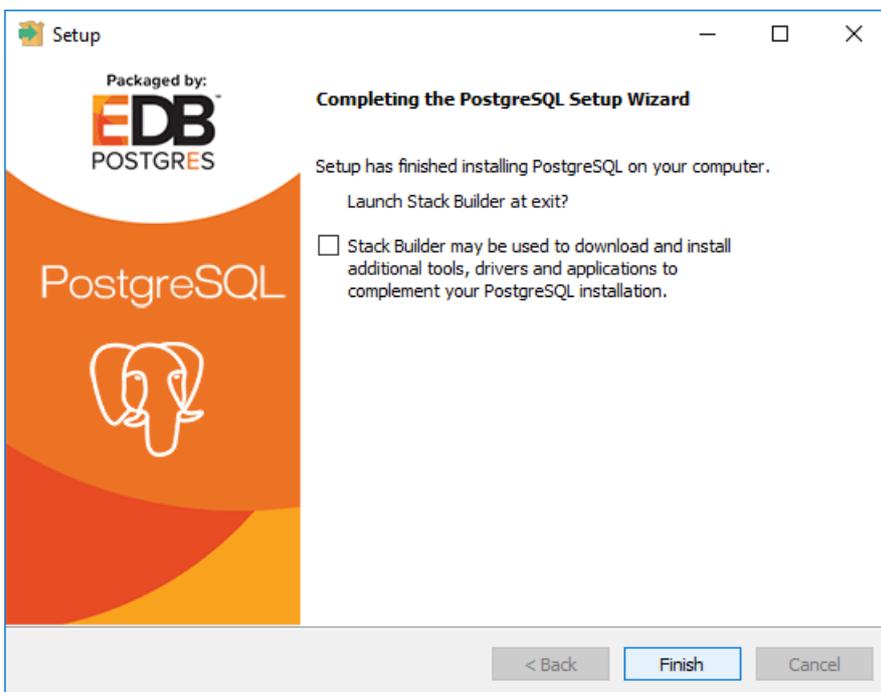


Fig. 9: Finish.

j). Edit file “pg\_hba.conf” file then save.

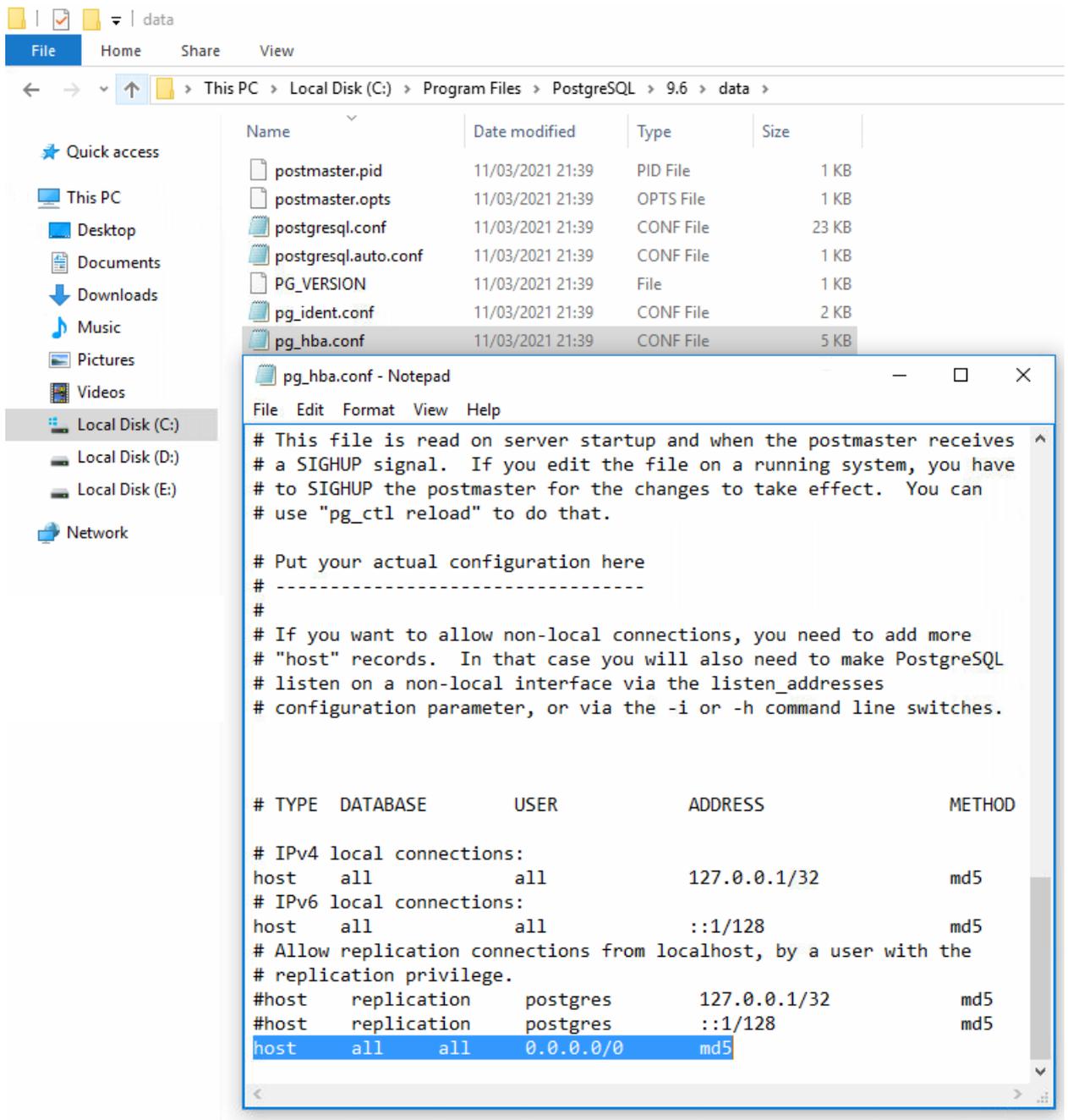


Fig. 10: Additional parameter (host all all 0.0.0.0/0 md5) inserted in the last row.

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

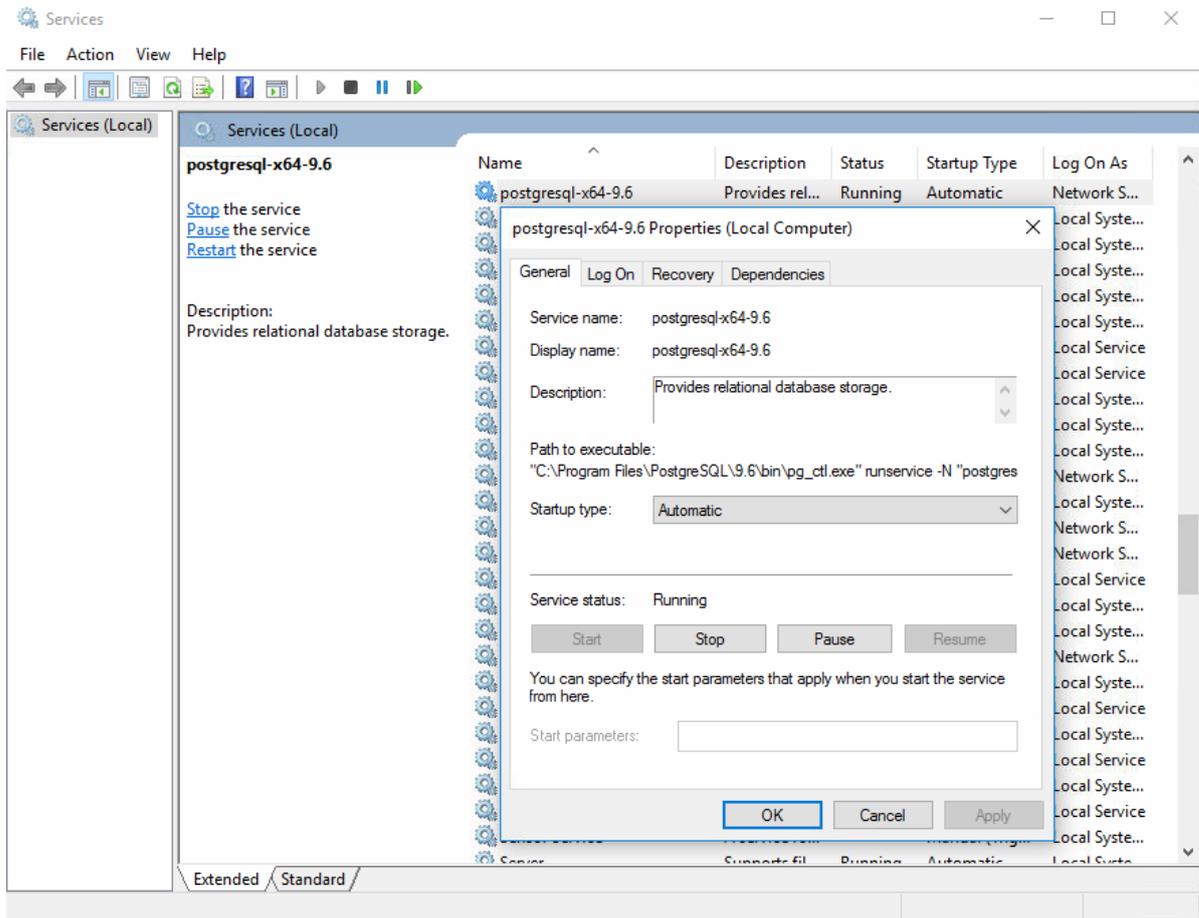


Fig. 11: PostgreSQL service must be in running state and of type “automatic”.

l). Additional info:

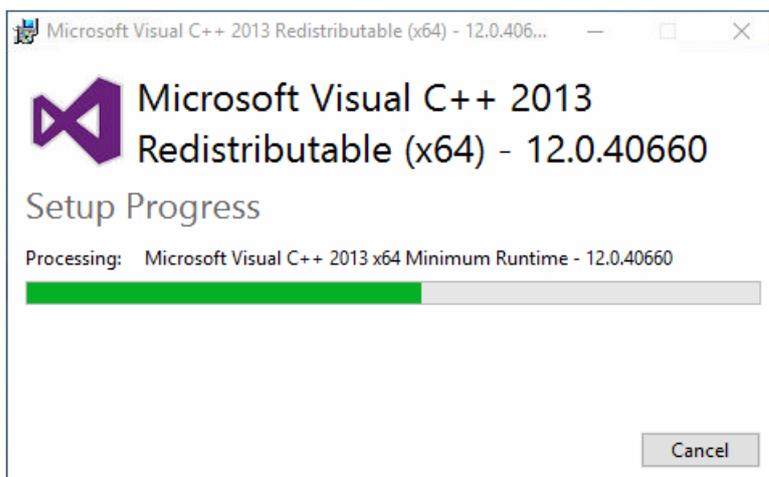
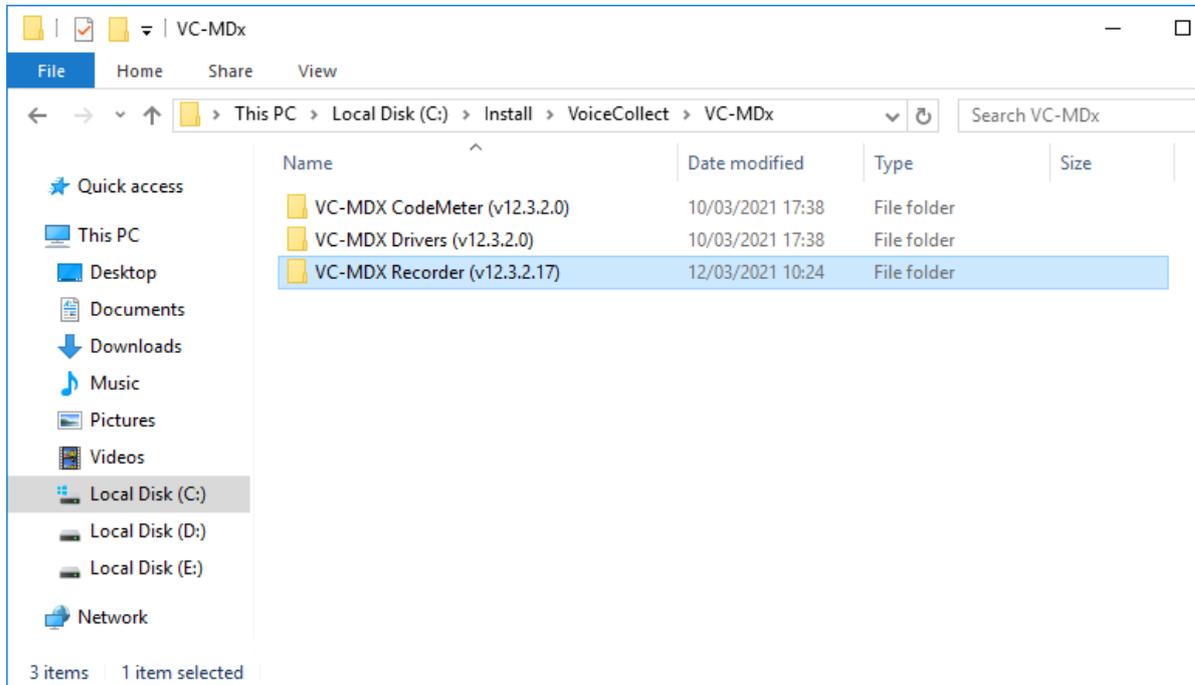


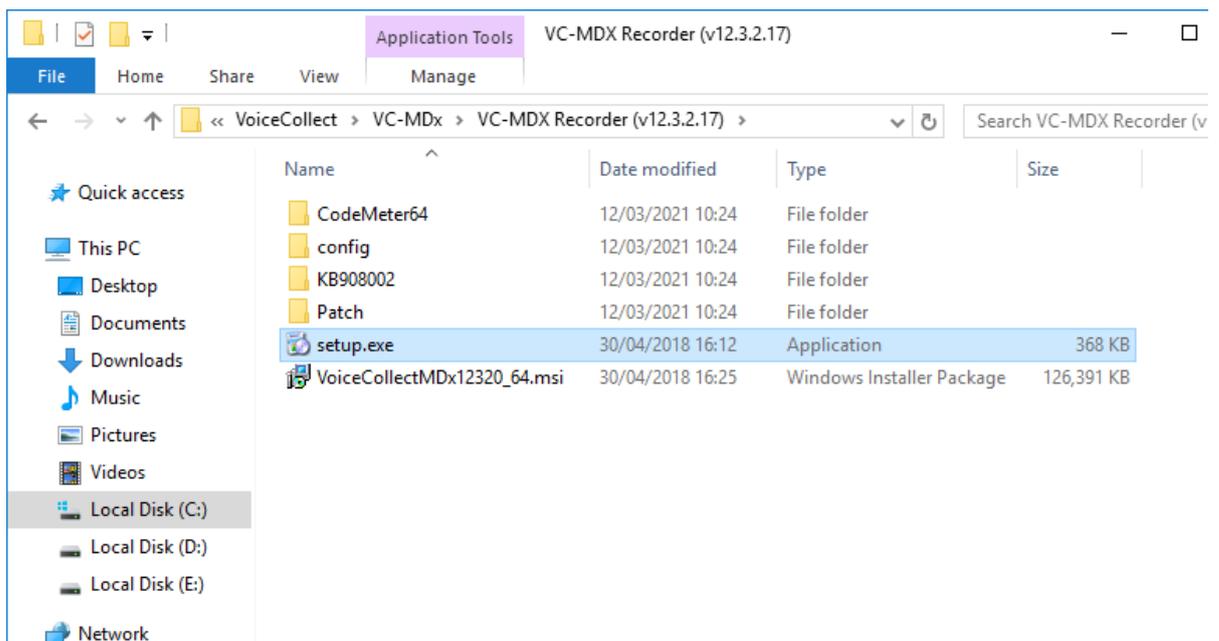
Fig. 12: Prerequisites, installation launched after starting the PostgreSQL installer, if necessary.

### 3.6 VC-MDx Recorder Software

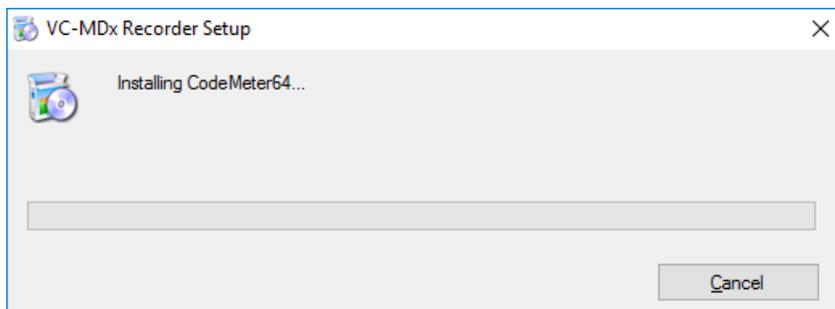
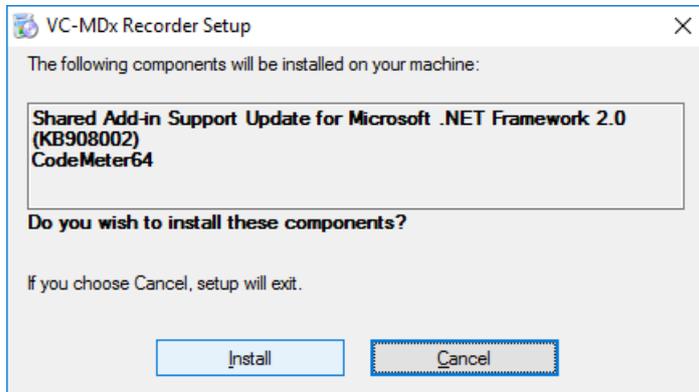
- a). Find the “VC-MDx Recorder (vXX.X.X.X)” directory in local ‘Install’ folder.

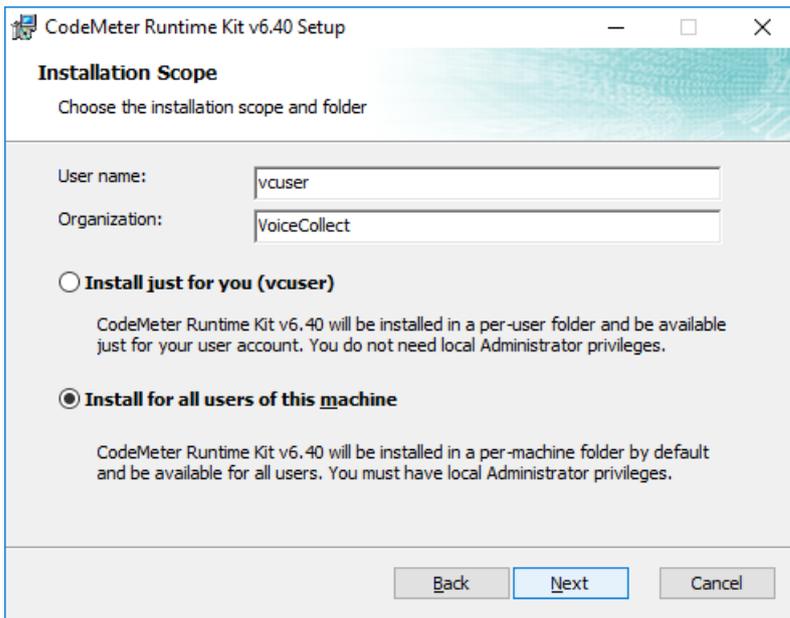
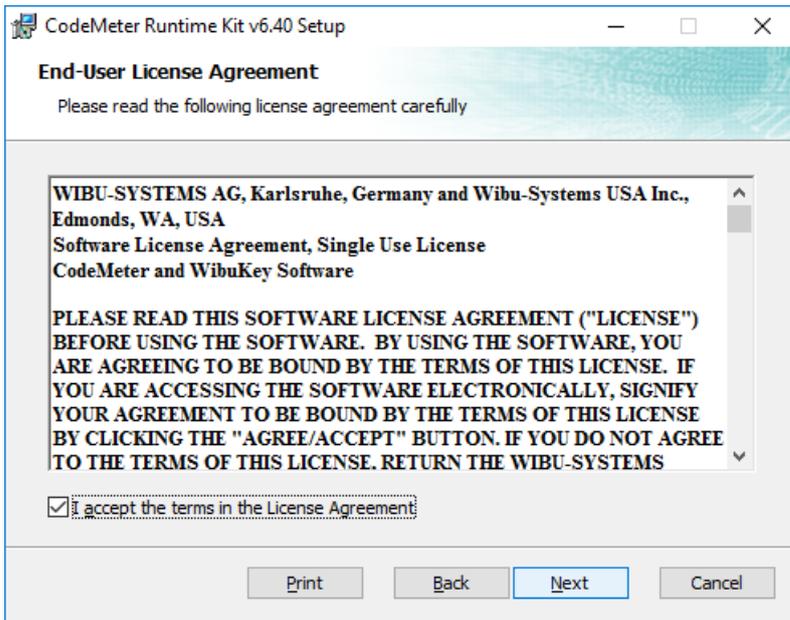


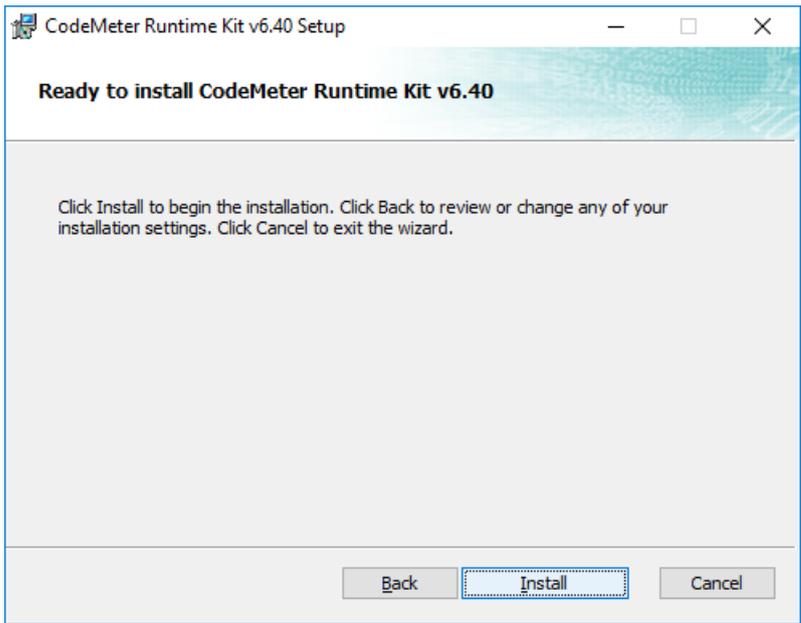
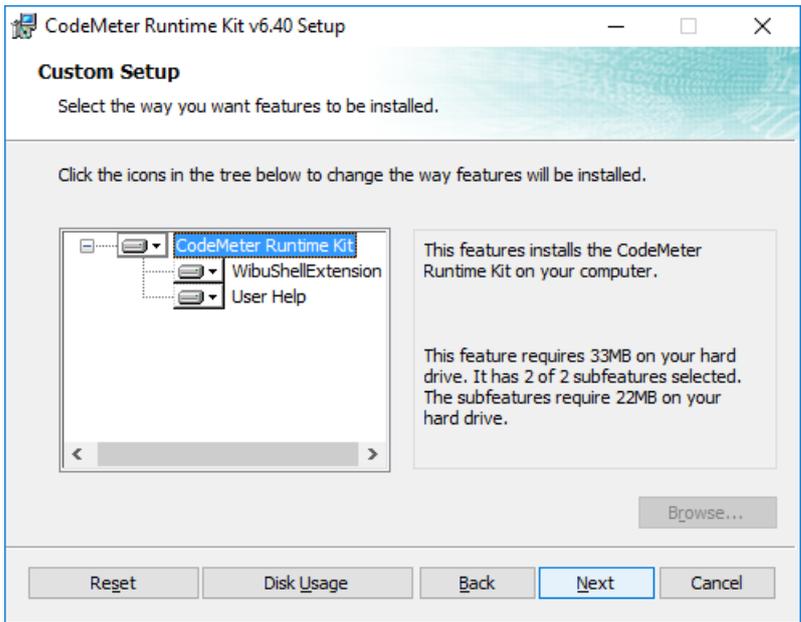
- b). Select the right VC-MDx application according to the installed OS platform (x86 or x64)  
c). Double click on “setup.exe” file.

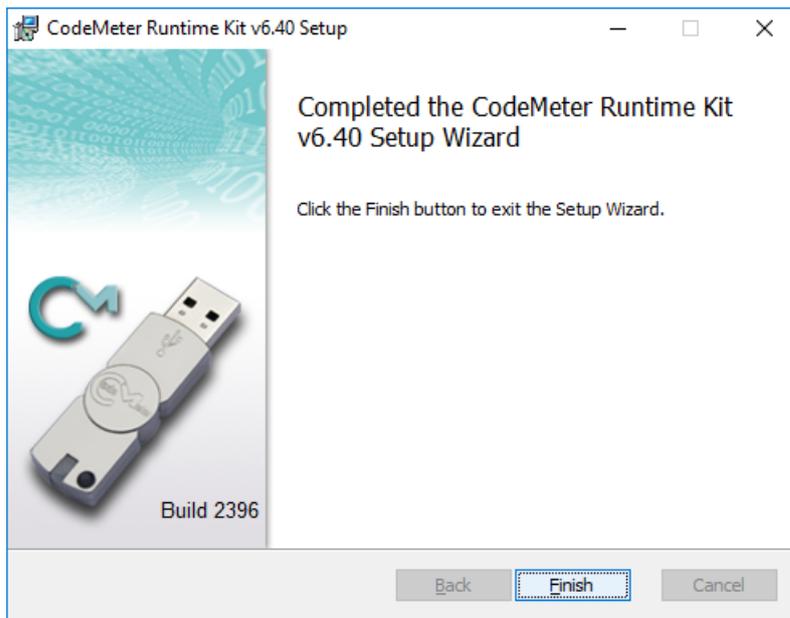
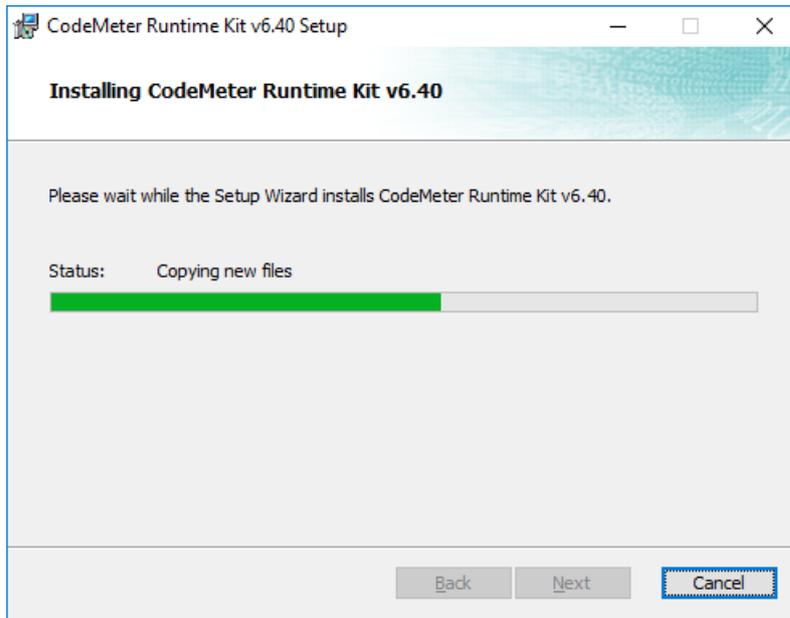


- d). Select the default settings, some updates are installed before, then the 'CodeMeter'.

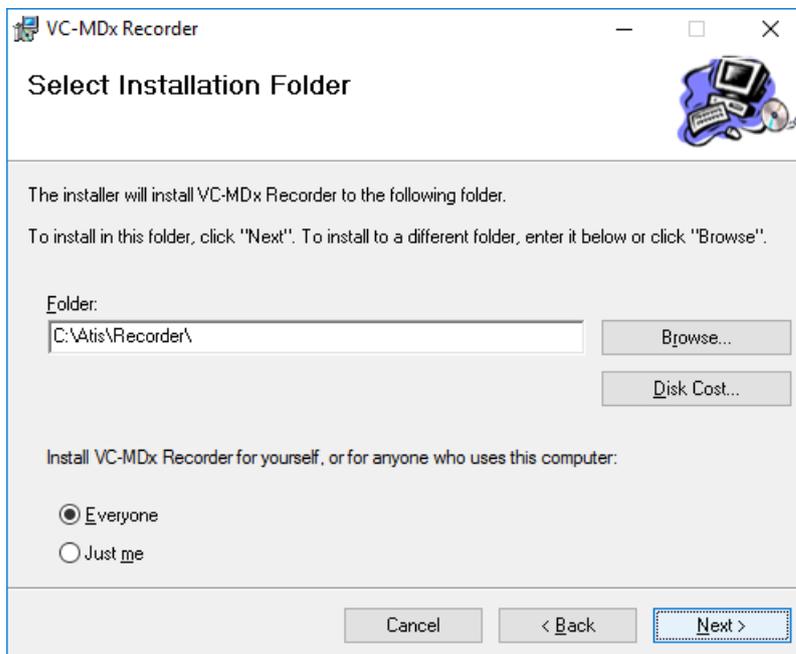
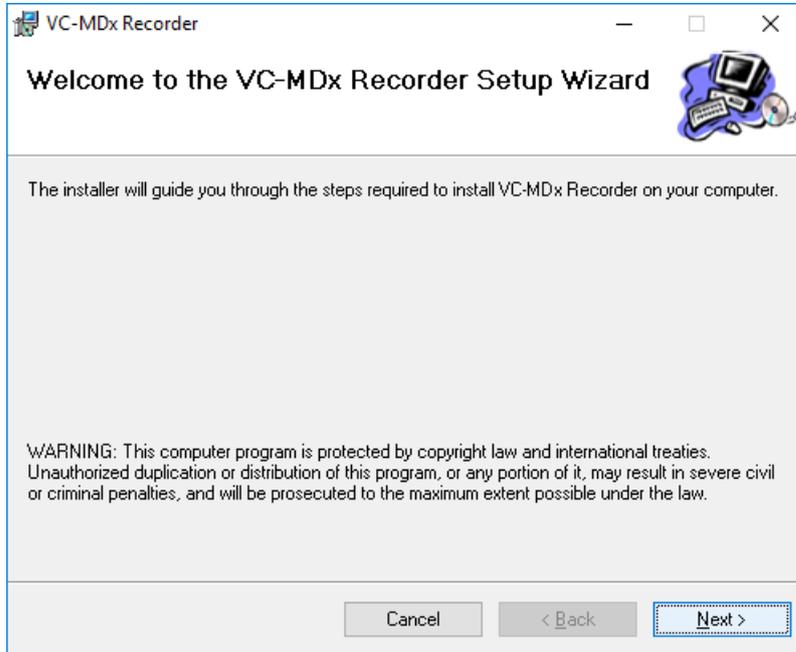


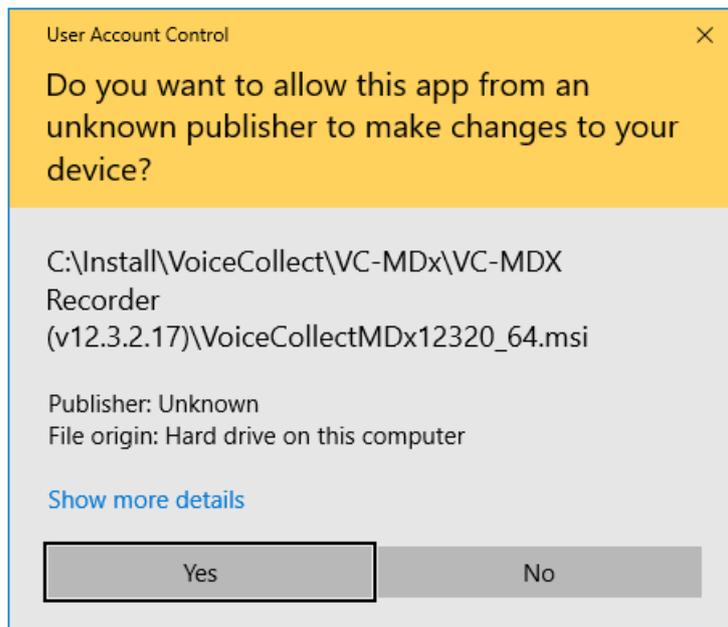
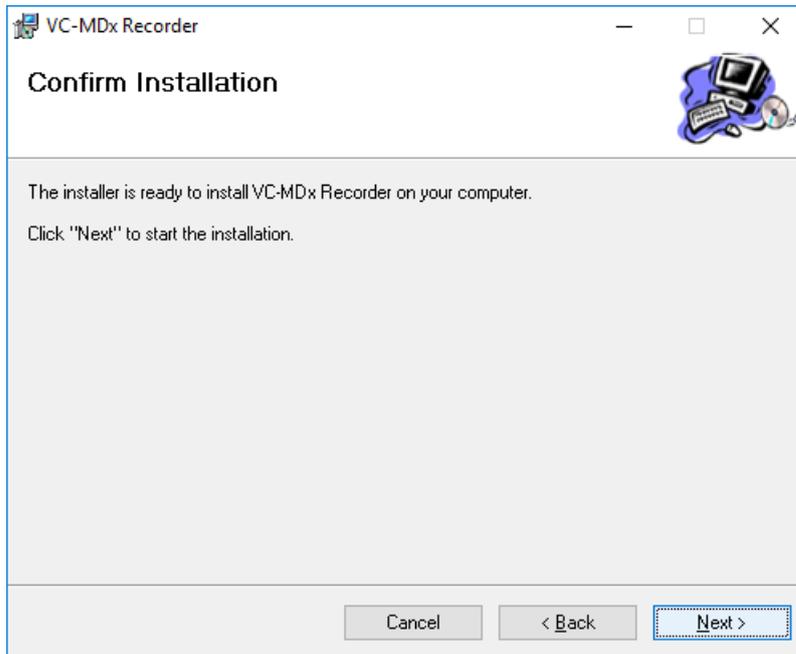


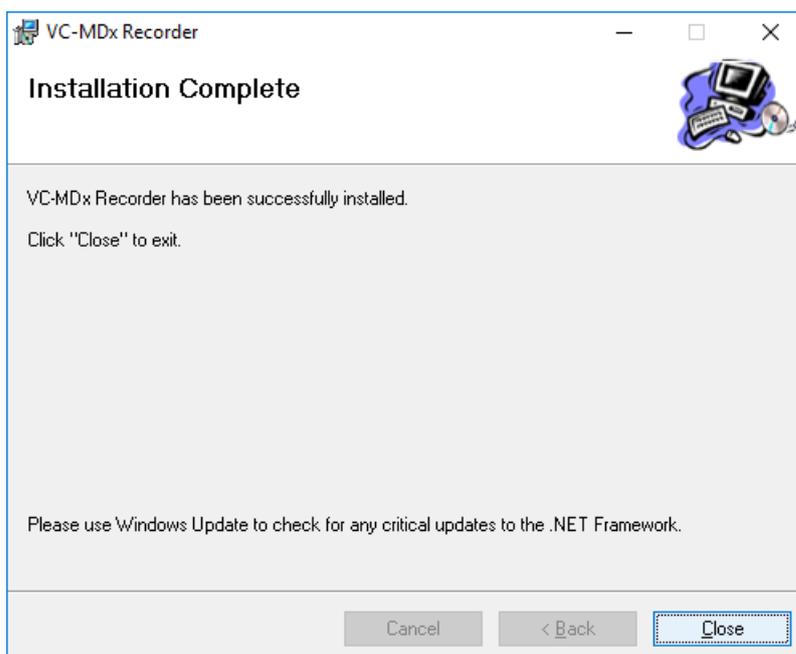
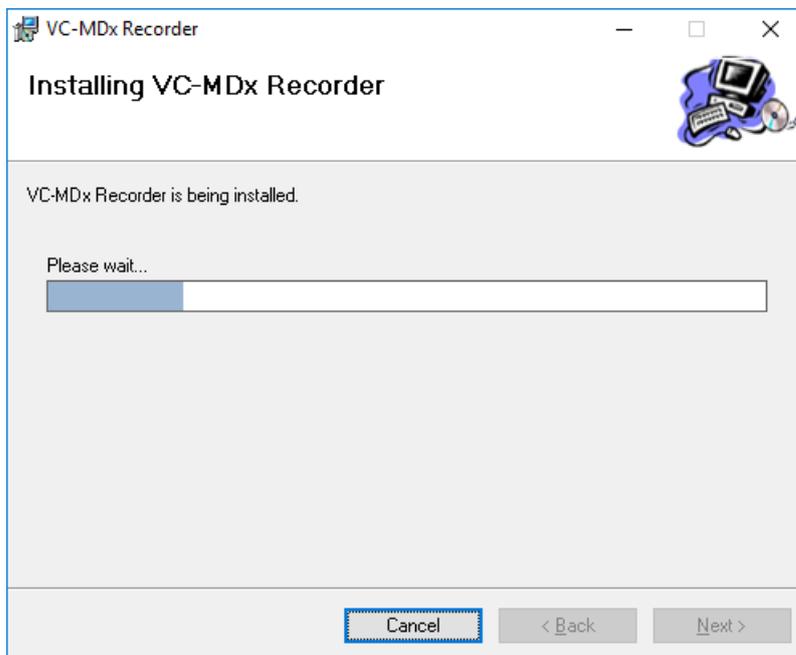




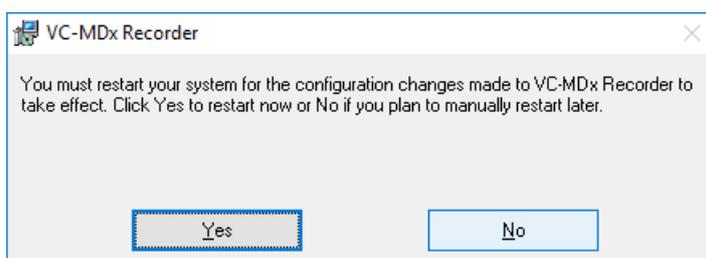
- e). Finally the VC-MDx Recorder software will be installed. Please don't change the installation path.



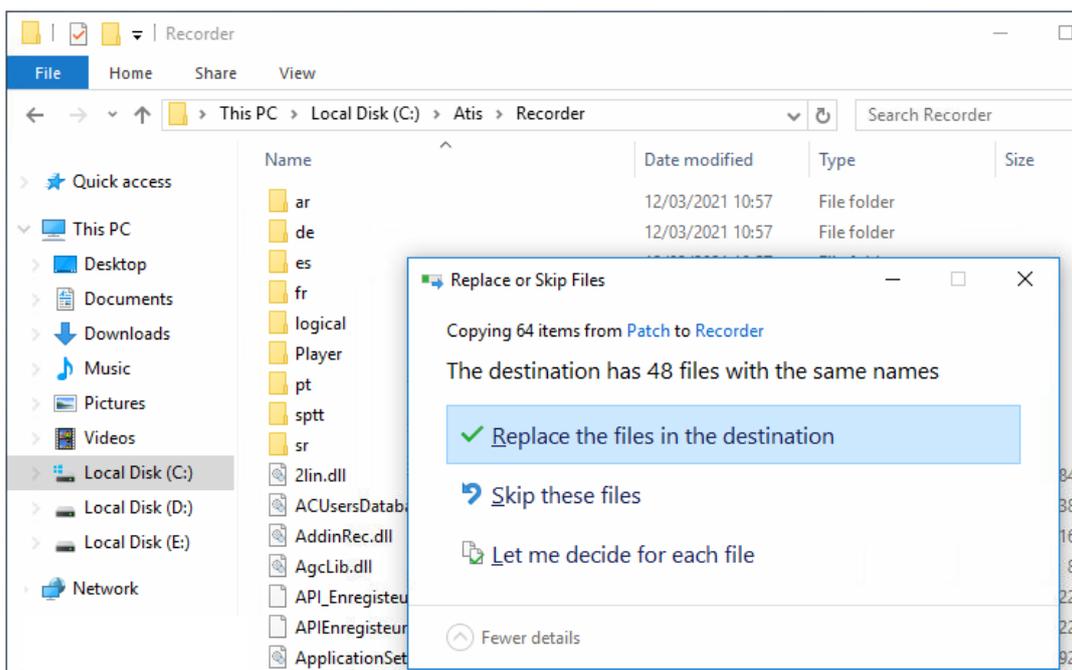
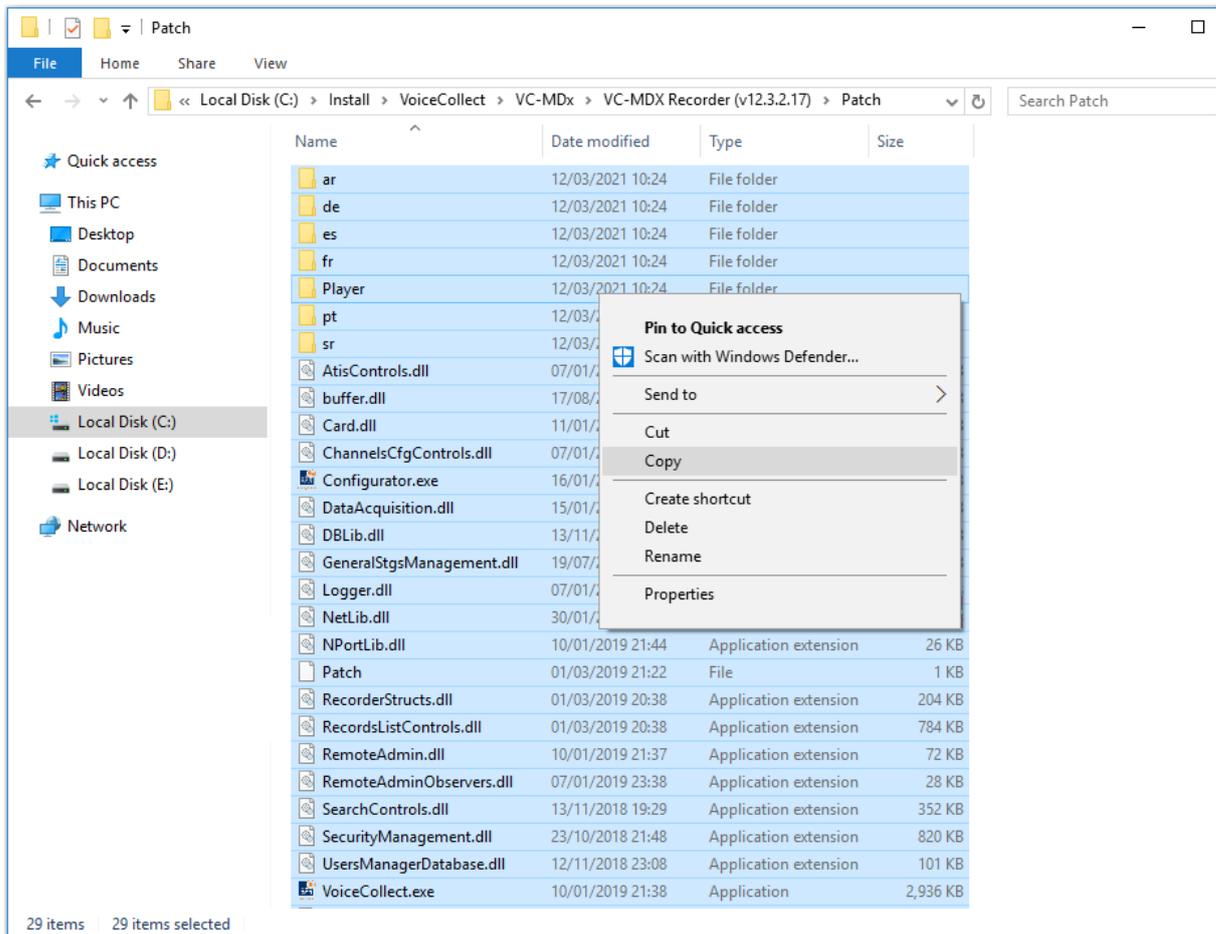




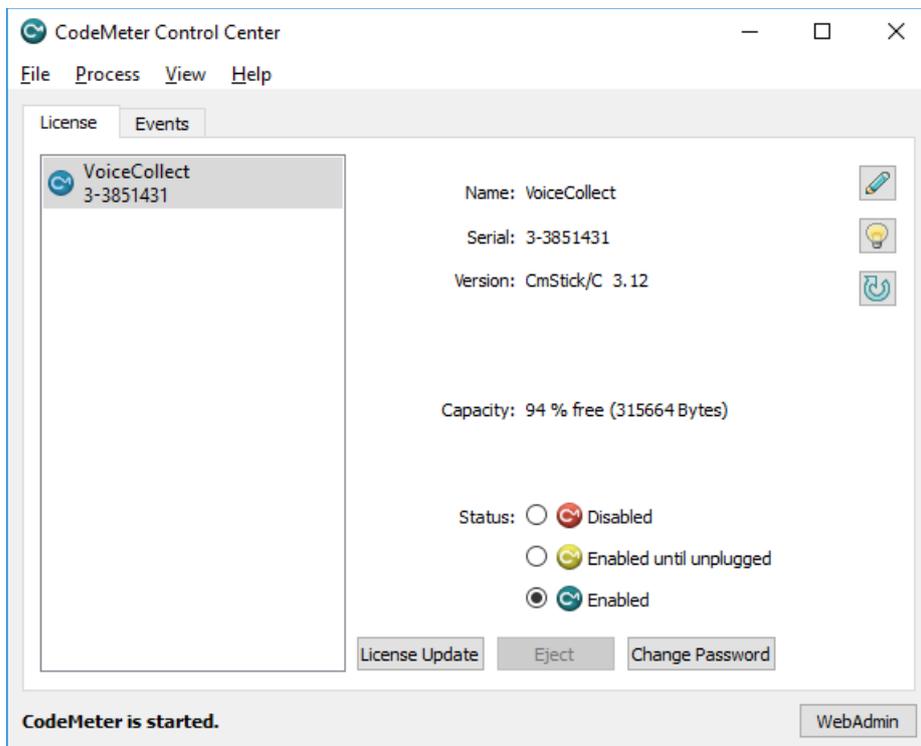
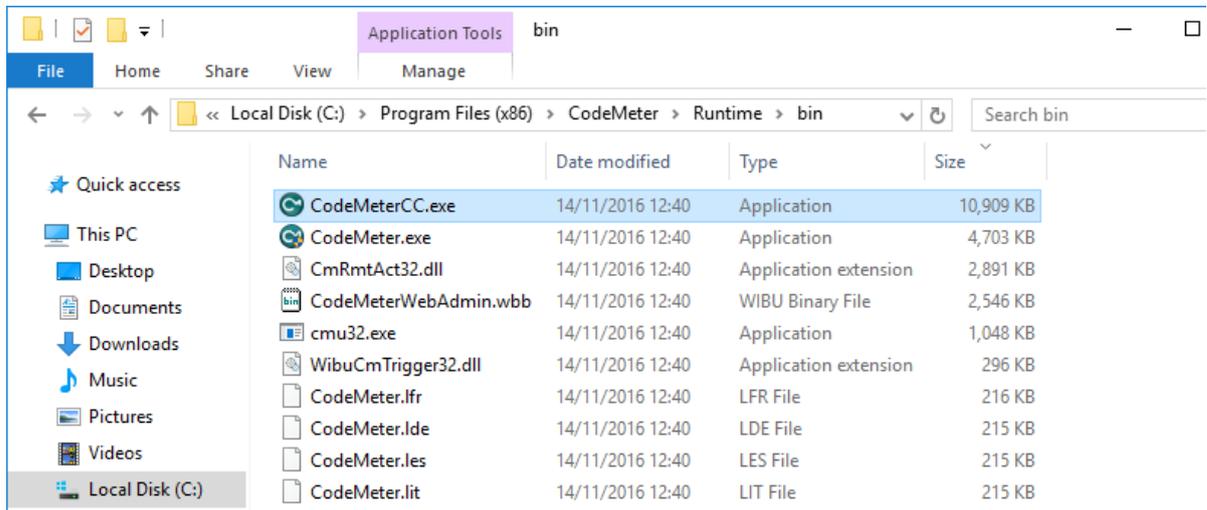
f). A window will appear and asks you to reboot, click **"No"**.



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



- 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.



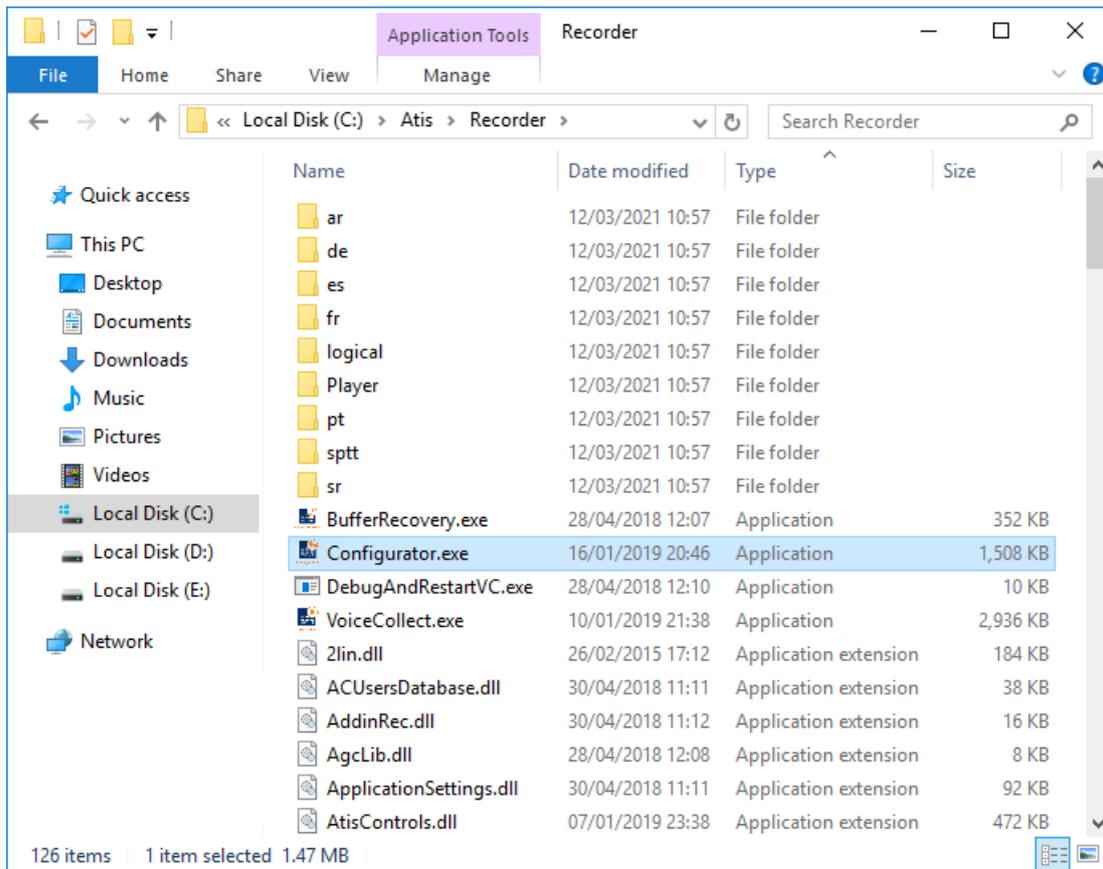
 The Recorder needs a USB dongle license to be able to open the application. Never remove it if the Recorder during in operation mode.

- 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.

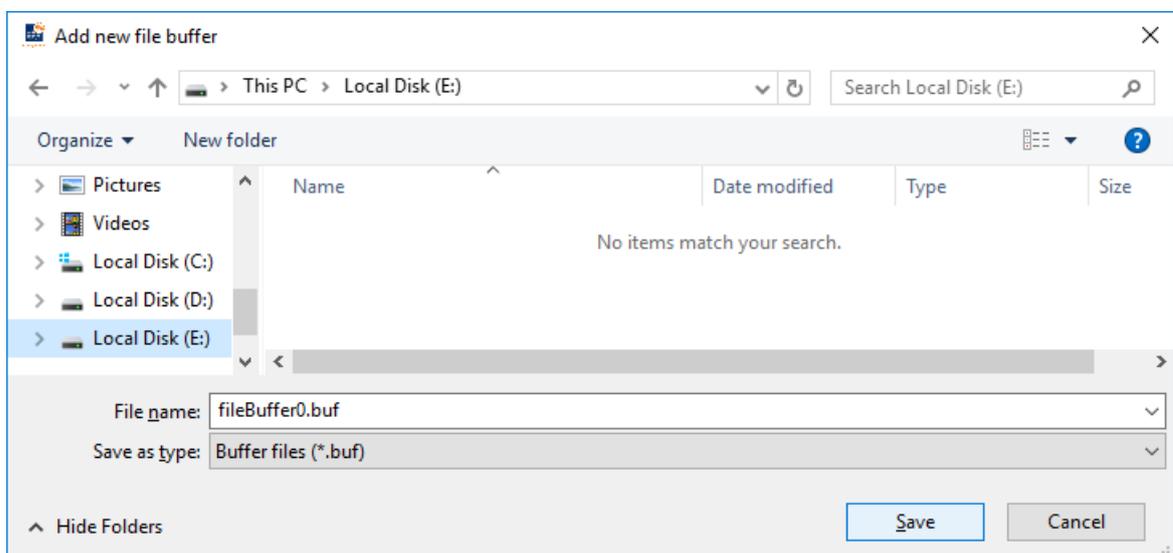
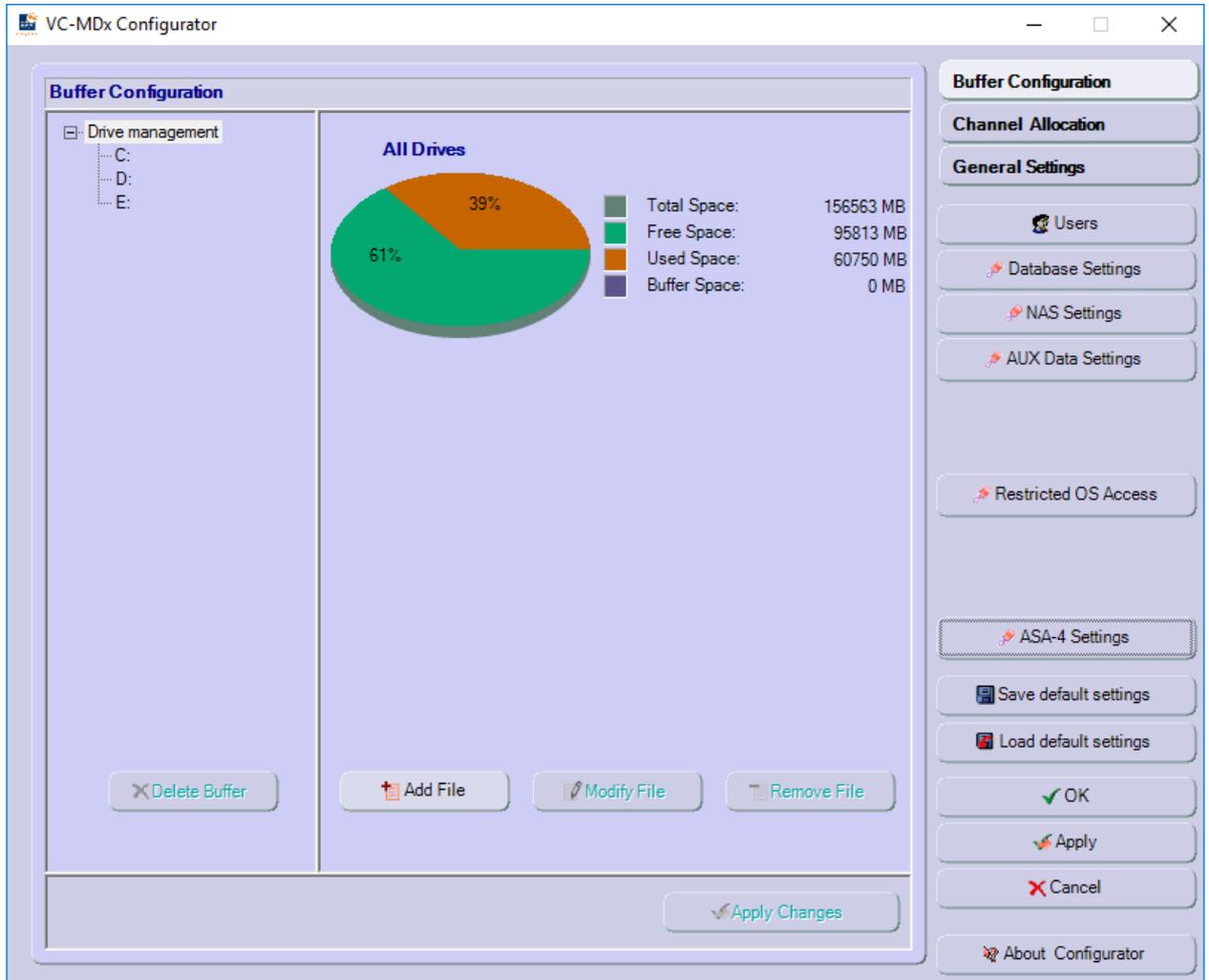
- a). Double click “Configurator.exe” from installation folder (C:\Atis\Recorder), or from its icon in the desktop.



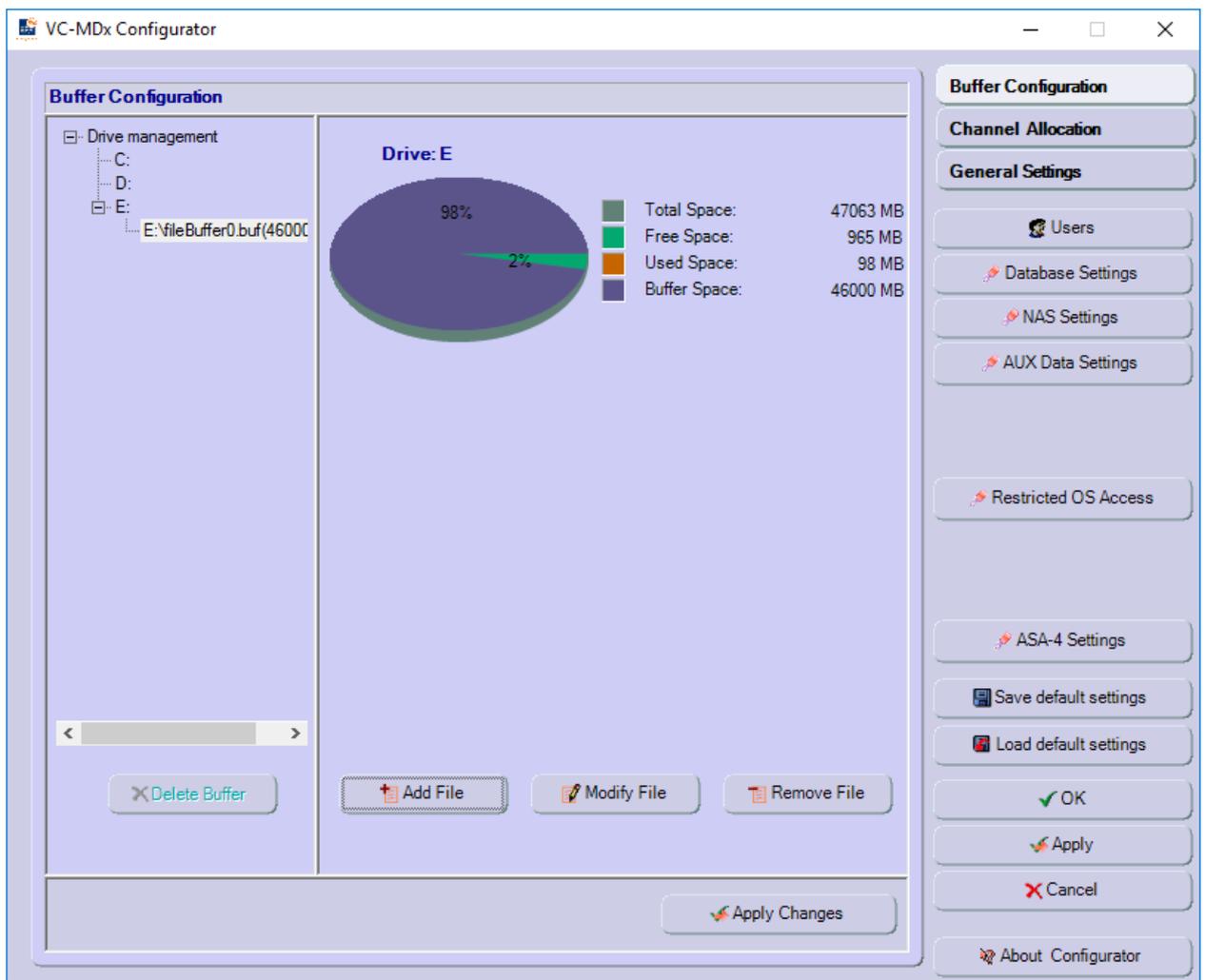
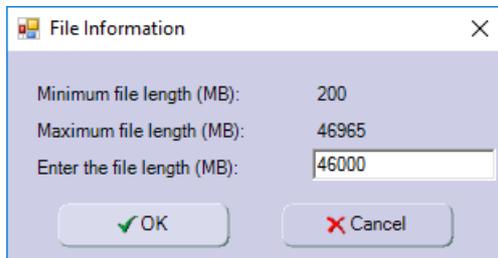
- b). The default account is “Super/Super”.



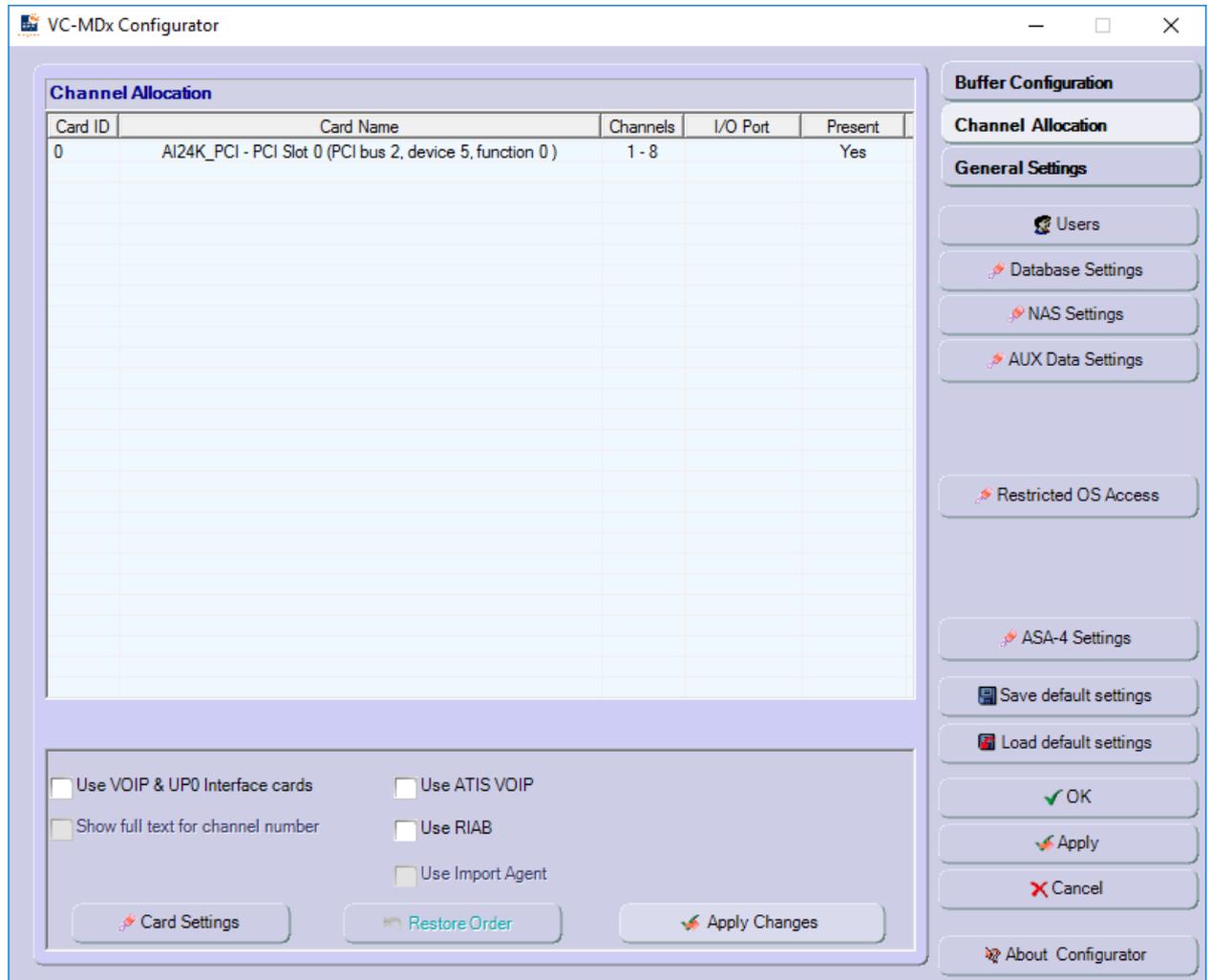
- c). You must create a buffer. Click on “*Buffer Configuration*” then click “*Add File*” and select a partition on the HDD with available space then enter the buffer size.



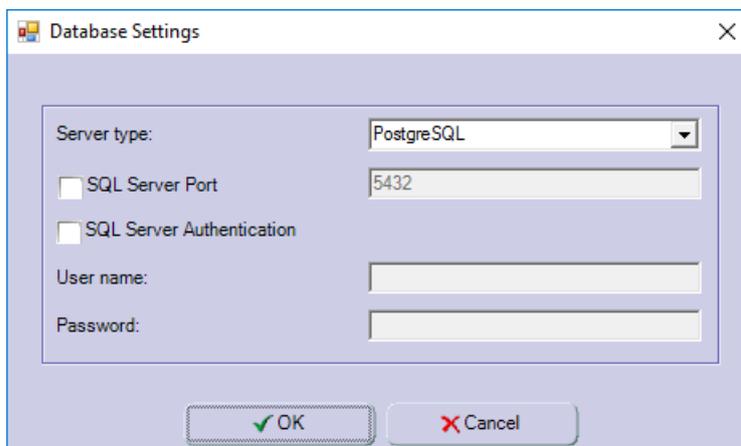
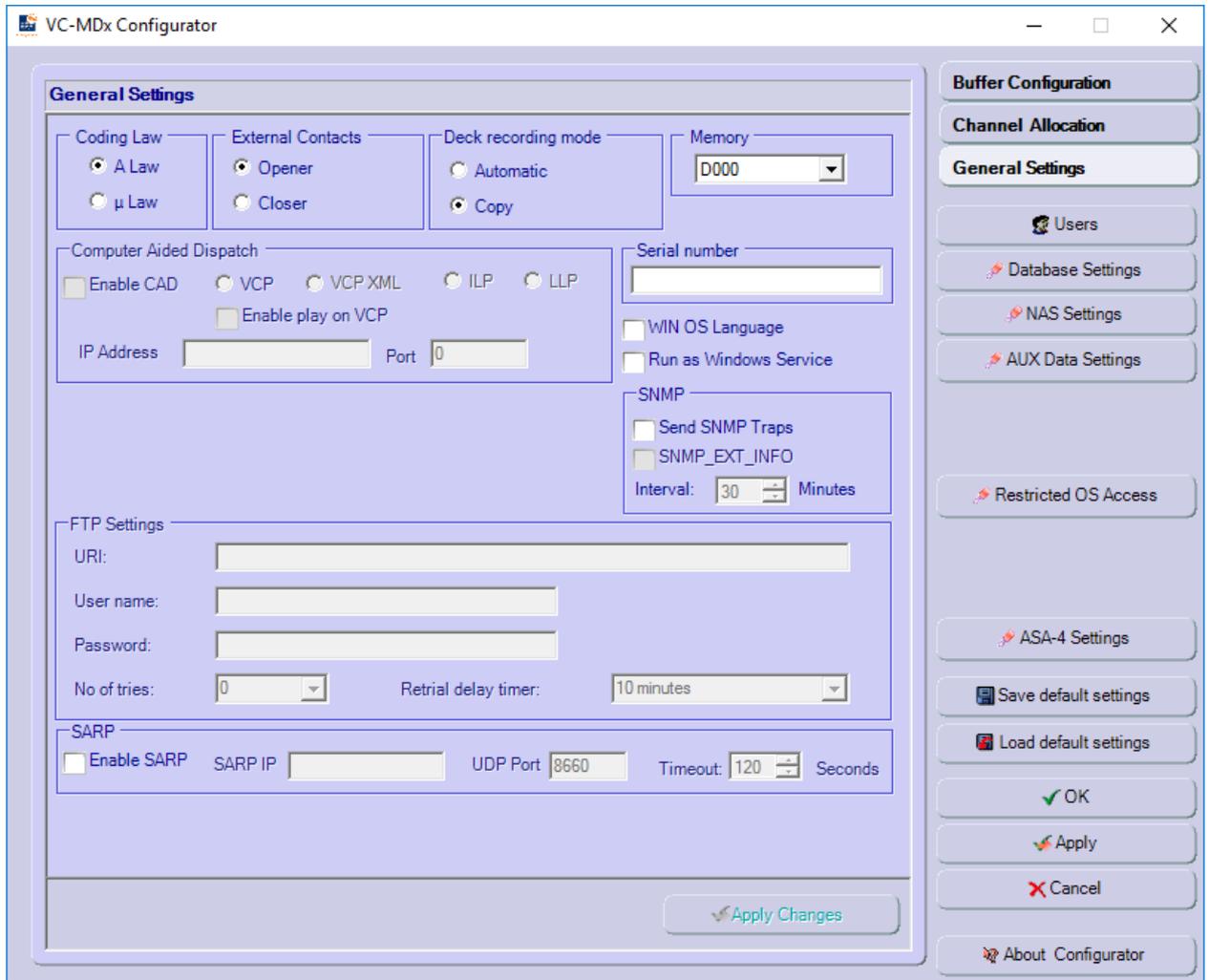
d). Create buffer file and leave 2 - 5% of free space in the partition.



e). Check the “*Channel Allocation*” if all cards are present.



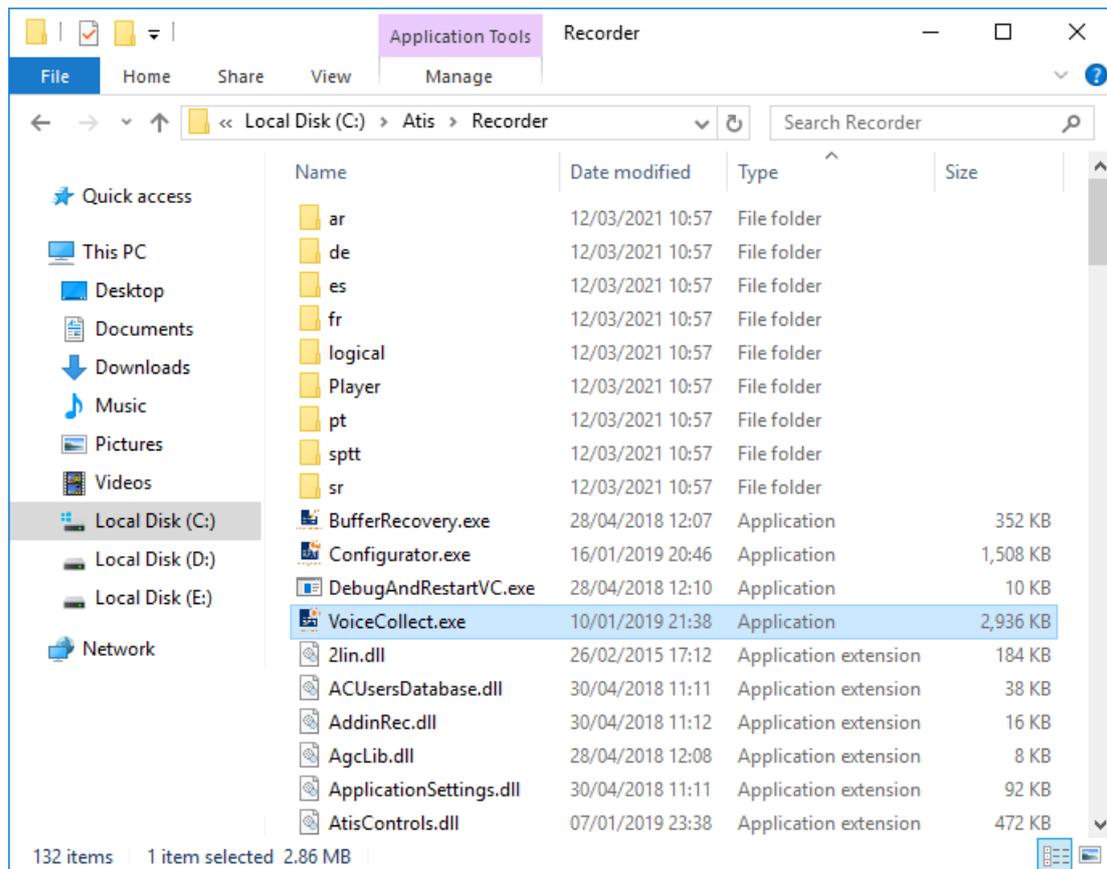
f). Set the “General Settings” and “Database Settings” as default.



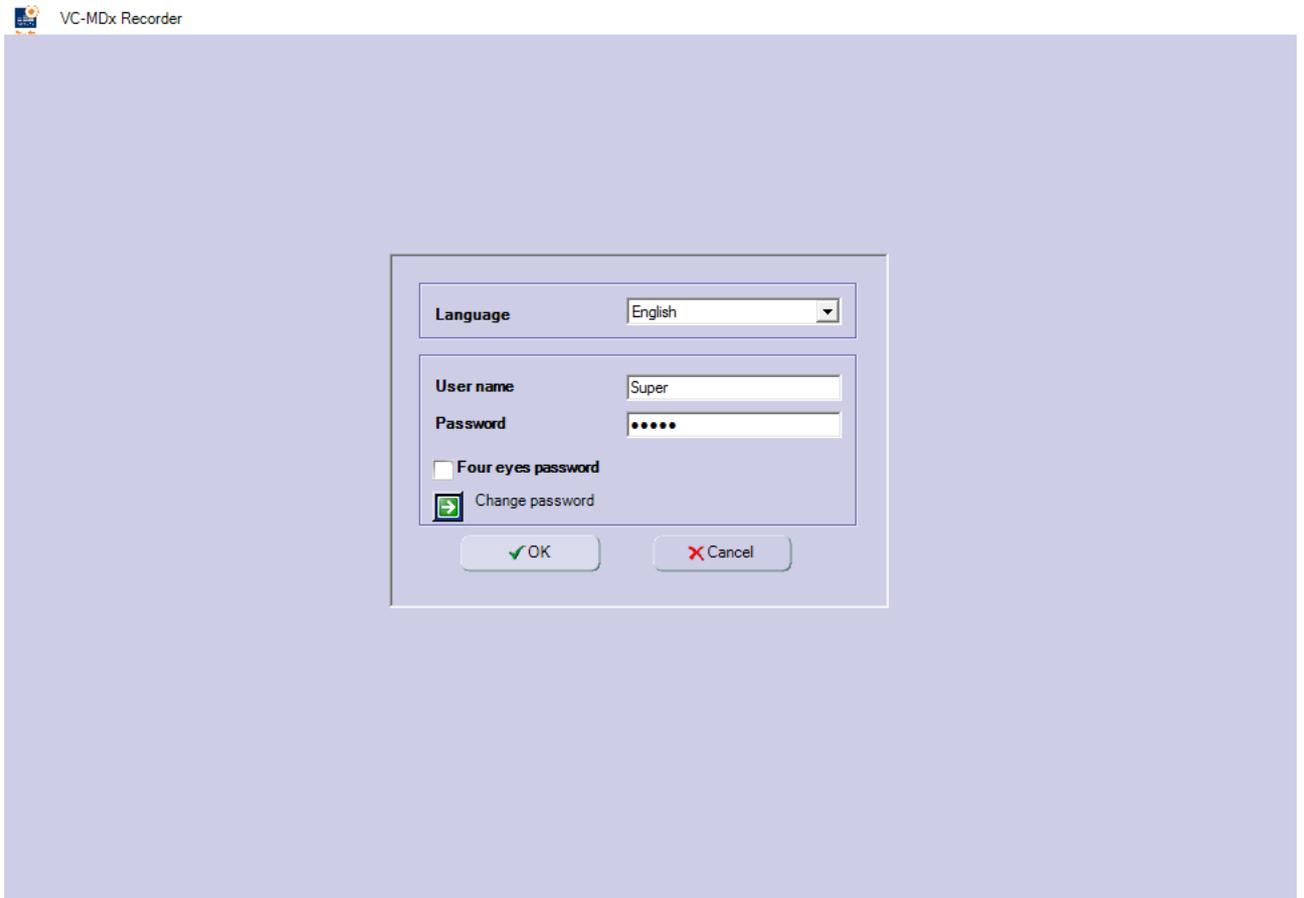
g). Apply, OK and quit the application.

### 3.8 VC-MDx Recorder

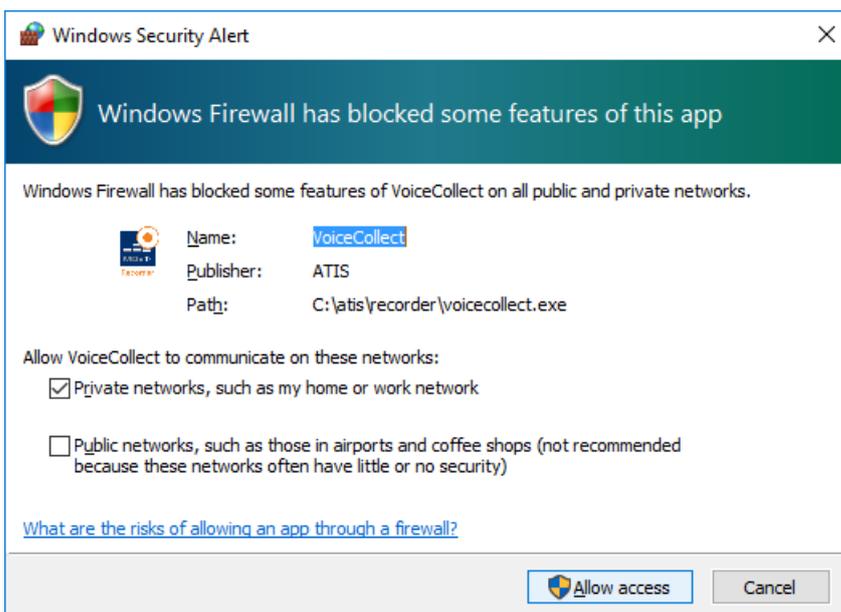
- a). Start the VC-MDx Recorder application by double click "*VoiceCollect.exe*" from installation folder (*C:\Atis\Recorder*), or from its icon in the desktop.



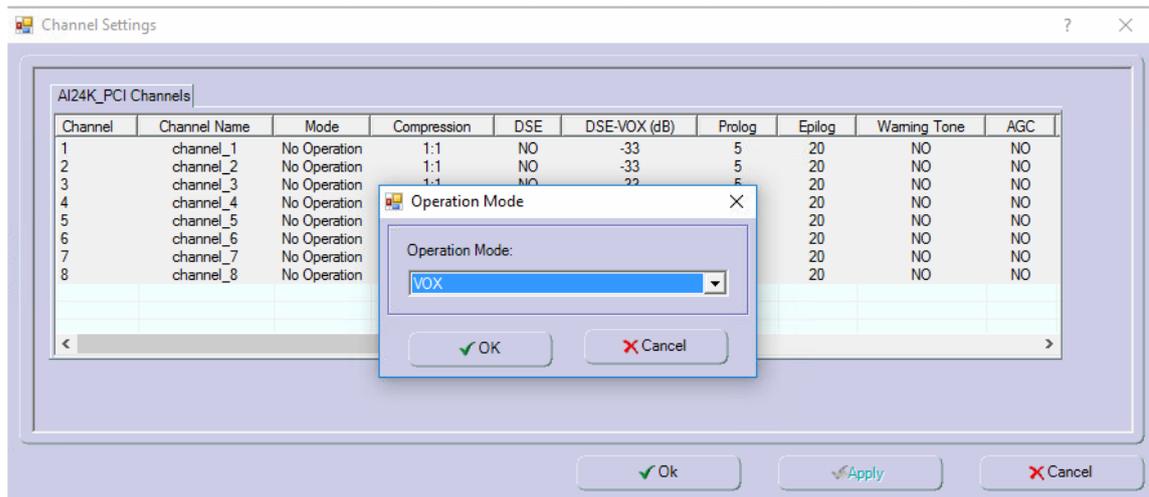
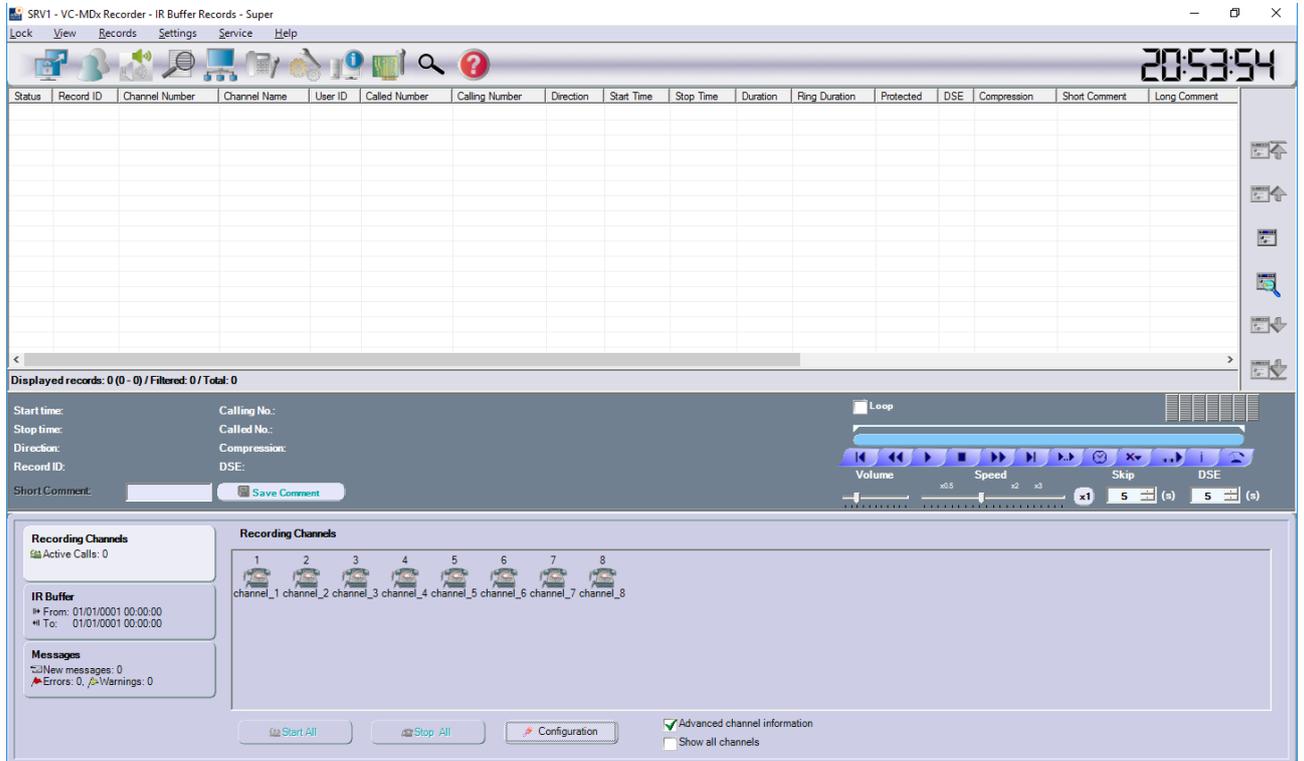
b). The default account is “Super/Super”.



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.



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.

**Recording Channels**

Monitoring Channel: 1

40 Hz      400 Hz      4 KHz  
-50      Level: -3      6

**Channel Parameters**

Channel Name: channel\_1  
Calling Phone:  
Called Phone:  
Direction:  
Start Time: 12/03/2021 21:13:11  
Card Type: AI24K\_PCI

**Setup Information**

DSE: No  
Compression: 1:1  
Recording Mode: VOX

1 2 3 4 5 6 7 8  
 channel\_1 channel\_2 channel\_3 channel\_4 channel\_5 channel\_6 channel\_7 channel\_8

Advanced channel information  
 Show all channels

## 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.

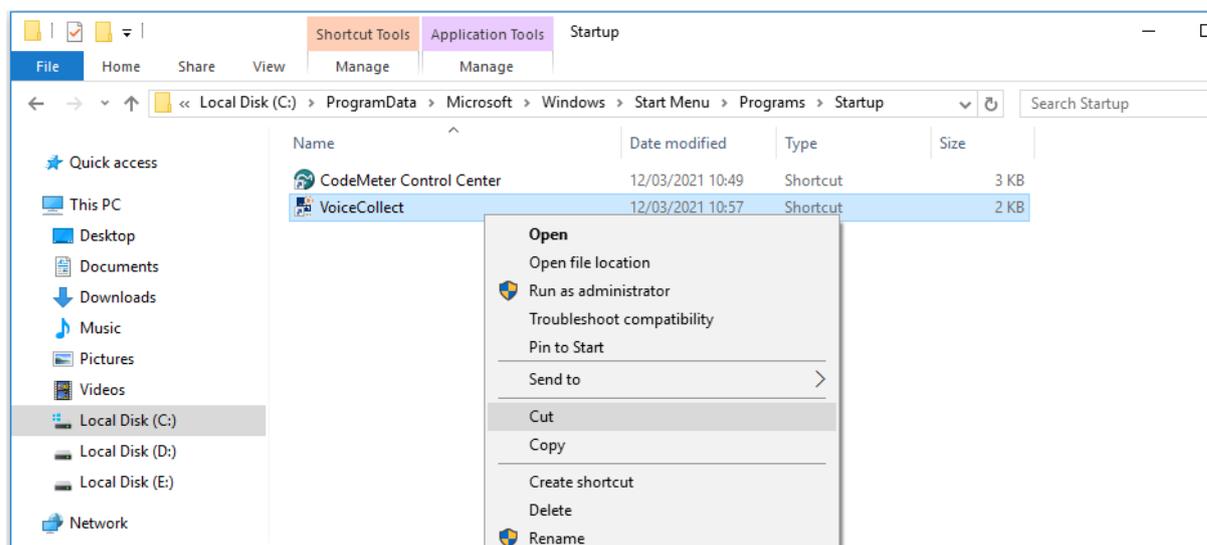
Before getting started, you should be aware of a couple of important caveats to running VC-MDx Recorder application as a service:

- 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.

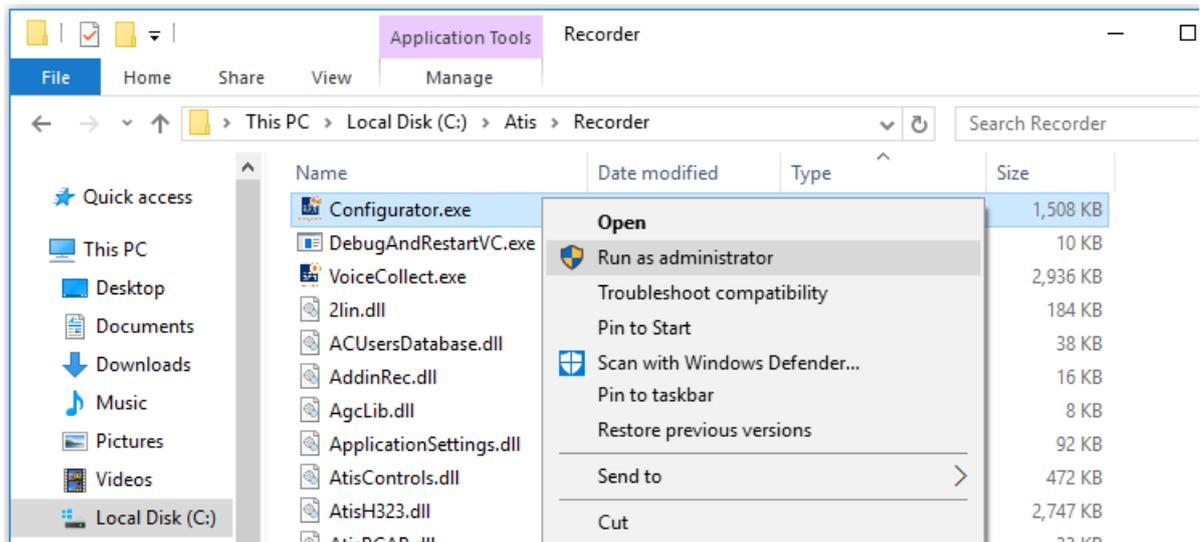
### 4.1 Enable “Run as Windows Service” option.

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.

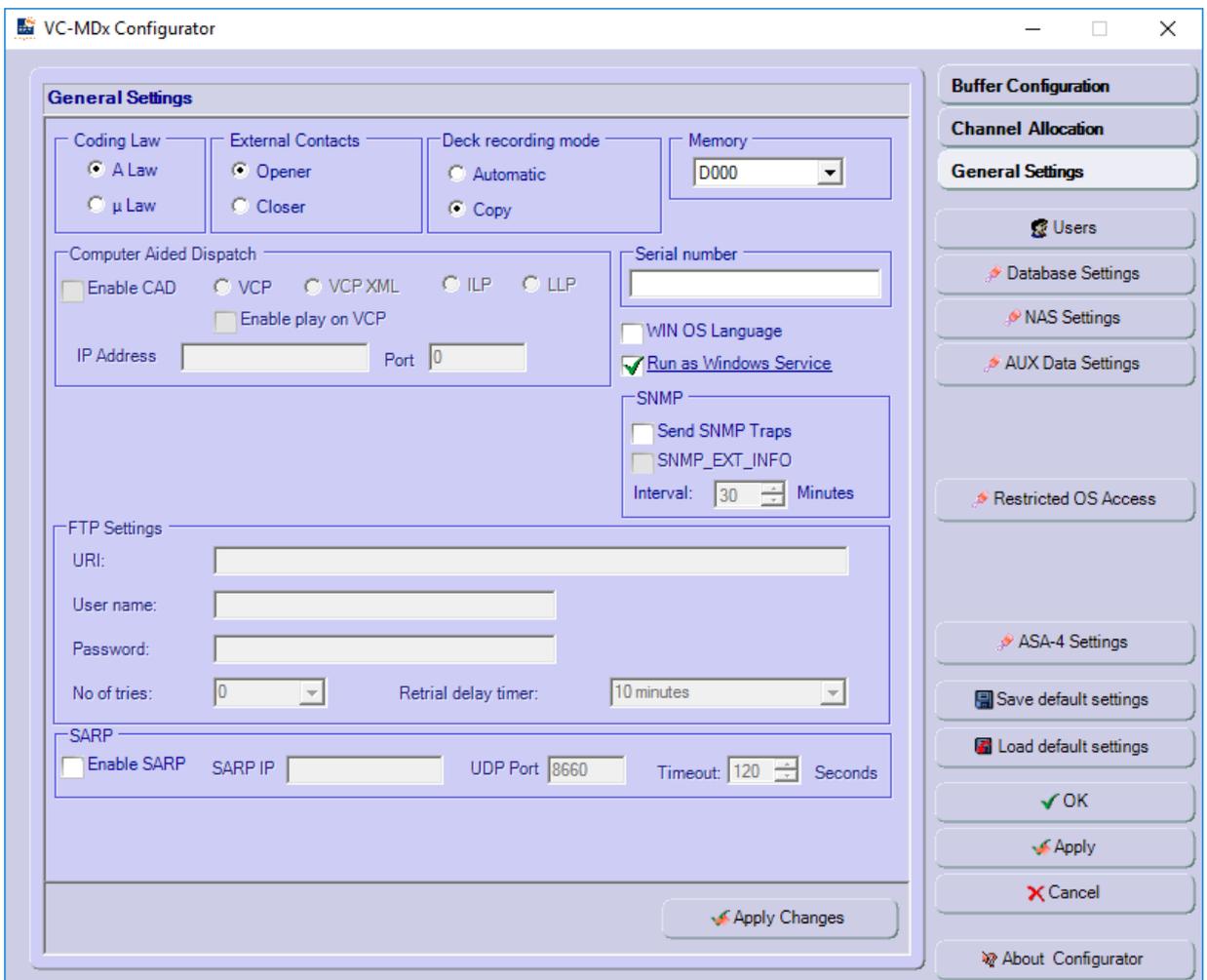
- a). Move “*VoiceCollect*” shortcut file from “*Startup*” folder to “*Documents*” folder.



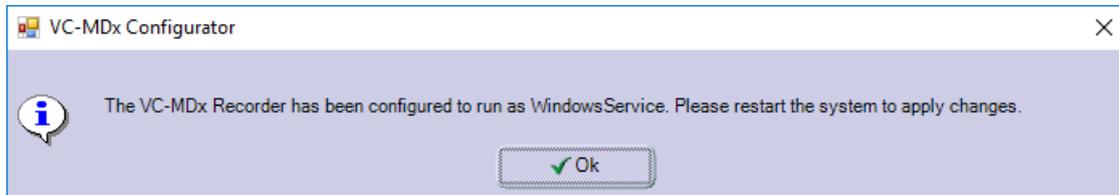
- b). Right click “Configurator.exe” and select “Run as administrator”.



- 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”.



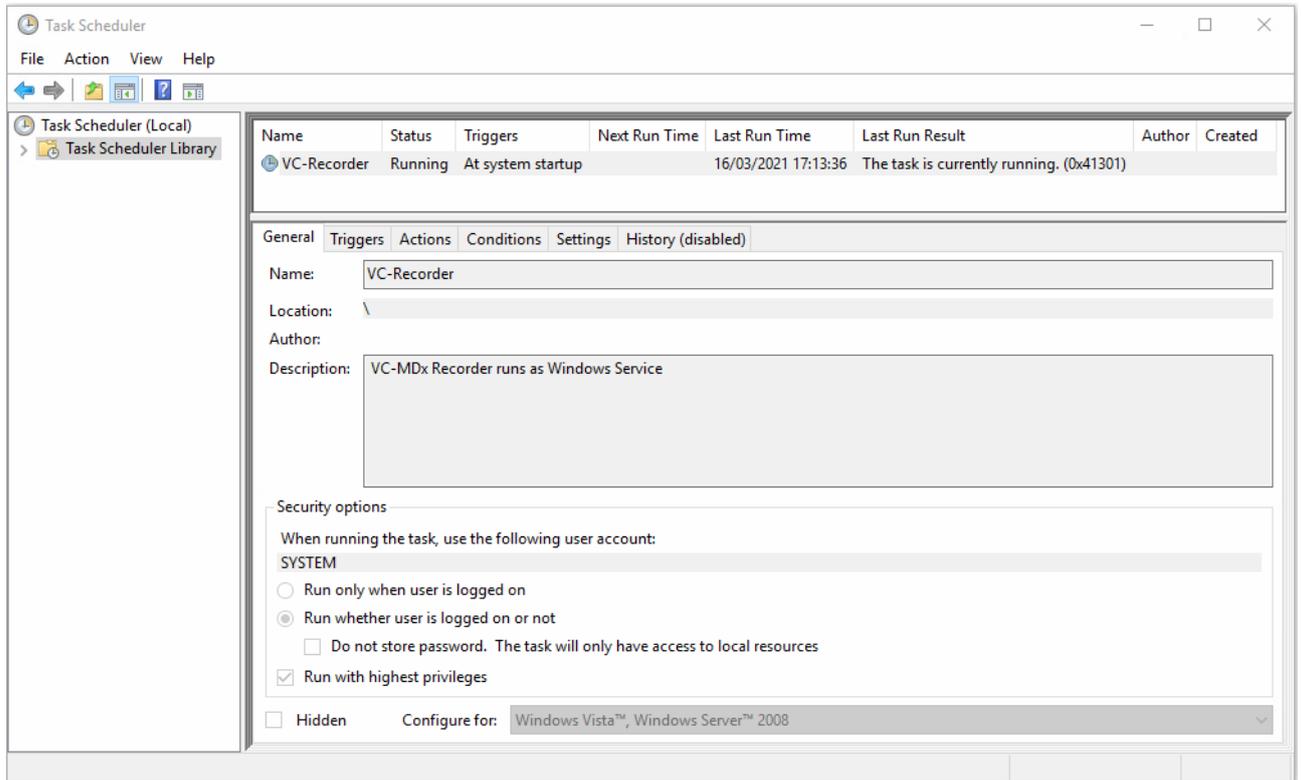
d). Click “OK” and then restart the OS to apply changes.



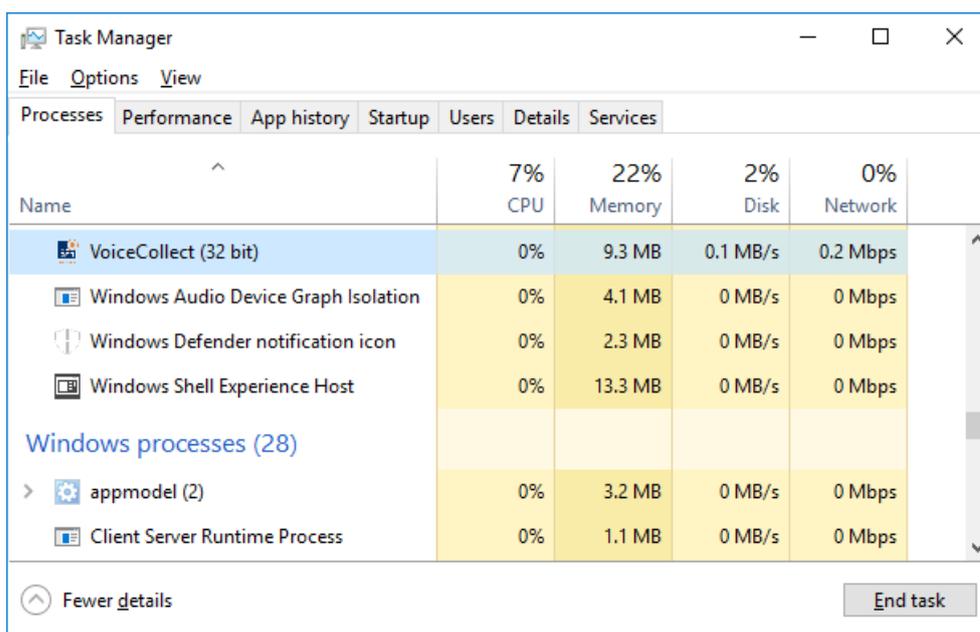
**i** Once the OS restarted, VC-MDx Recorder application will run in the background service without require a user to login to the OS.

## 4.2 Verify the “Run as Service” running

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



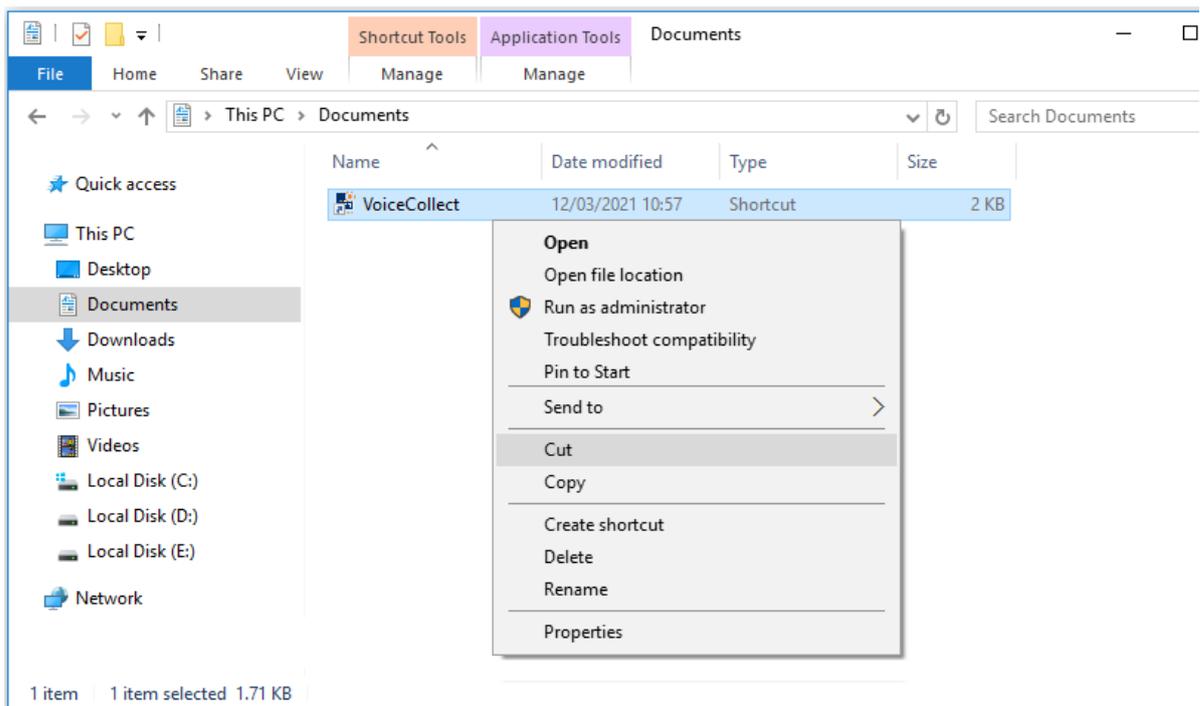
- b). Open “Task Scheduler” and ensure the service name “VoiceCollect (32 bit)” is running.



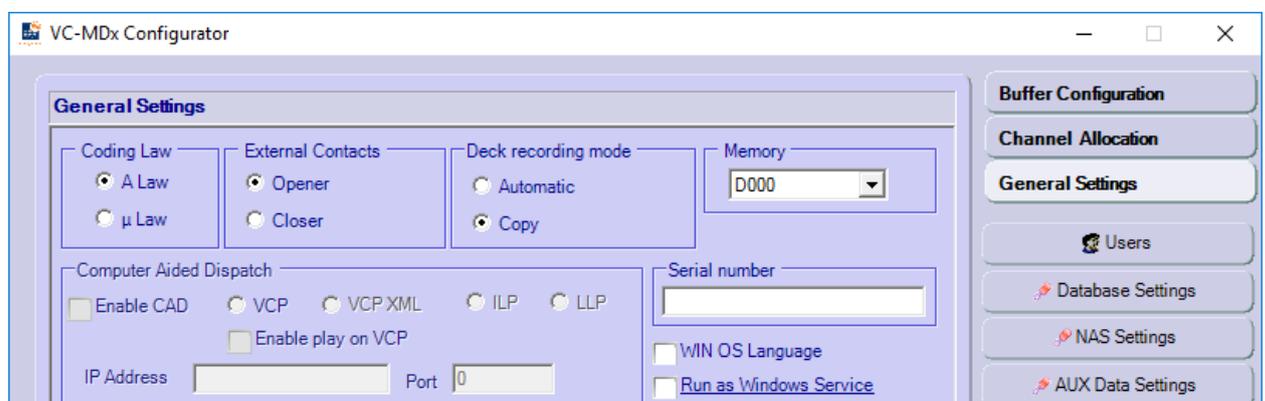
### 4.3 Disable “Run as Windows Service” option

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.



## 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 \*\*\***