2N® NetStar

2N® NetStar Records Manager

Installation and user manual

The 2N TELEKOMUNIKACE a.s. is a Czech manufacturer and supplier of telecommunications equipment.

The product family developed by 2N TELEKOMUNIKACE a.s. includes GSM gateways, private branch exchanges (PBX), and door and lift communicators. 2N TELEKOMUNIKACE a.s. has been ranked among the Czech top companies for years and represented a symbol of stability and prosperity on the telecommunications market for almost two decades. At present, we export our products into over 120 countries worldwide and have exclusive distributors on all continents.

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2N TELEKOMUNIKACE a.s. administers the FAQ database to help you quickly find information and to answer your questions about 2N products and services. On www.faq.2n.cz you can find information regarding products adjustment and instructions for optimum use and procedures „What to do if...".

2N TELEKOMUNIKACE a.s. hereby declares that the $2N^{®}$ NetStar product complies with all basic requirements and other relevant provisions of the 1999/5/EC directive. For the full wording of the Declaration of Conformity see the CD-ROM (if enclosed) or our website at www.2n.cz.

The 2N TELEKOMUNIKACE a.s. is the holder of the ISO 9001:2009 certificate. All development, production and distribution processes of the company are managed by this standard and guarantee a high quality, technical level and professional aspect of all our products.

Content

2N® NetStar Records Manager Manual

The **2N® NetStar Records Manager** allows for a simple management and rapid filtration of recorded calls according to various categories, for example number (called and calling), date and time. Immediately after login, each user will see its call records and, depending on the allocated user rights, any other user call records (Administrator, e.g.). You can play your records via your Internet browser, make comments using the **2N® NetStar Records Manager** web interface or download the records to your PC for later use.

After installation on the server, each user will be able to log in easily via its unique URL in the Internet browser. Make sure that there is a functional Internet connection to make the system work properly.

Content:

1. 2N® NetStar Records Manager Installation Wizard

Installation

Install the **2N® NetStar Records Manager** directly on a hardware PC or virtualisation platform (VMware, Oracle VM VirtualBox, etc.).

> ⚠ **Caution**
> - Make sure that the following minimum PC/virtualisation platform configuration requirements are met while installing the **2N® NetStar Records Manager** to avoid system malfunction!
>   - 64bit processor
>   - 4 GB RAM
>   - 100 GB free hard disk space

> ⚠ **Caution**
> - The size of recordings made by **2N® NetStar** is approximately 1 MB per 1 minute record. Therefore, check the capacity of your hard disk.

> ⓘ **Note**
> - Make sure before installing the **2N® NetStar Records Manager** onto a virtualisation platform that VT-x or AMD-V or any other similar virtualisation function is enabled according to the hardware PC processor type .

Example of Virtualisation Platform Installation

Connect the received ISO file with the **2N® NetStar Records Manager** installation to the CD/DVD drive in the virtualisation platform that meets the minimum configuration requirements mentioned above. Set booting from the CD/DVD drive and start the virtual PC. When the ISO file has been read, the following screen will be displayed:
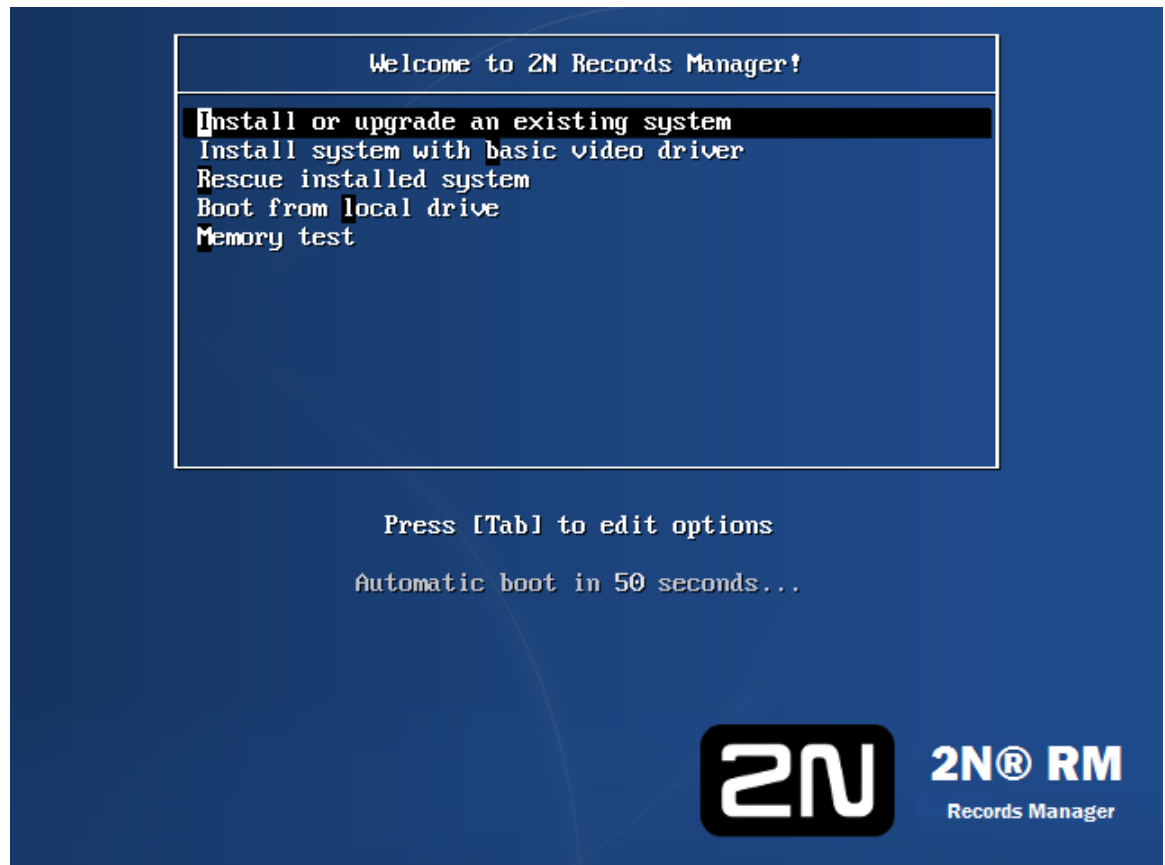
Select the first option on this screen and the first option on the next screen (Use all space) and click **Next**.

When the installation is completed, the virtual PC gets restarted. If the booting sequence was changed in the virtual PC configuration, we recommend you to return Booting from hard disk to the first place.

After booting from hard disk is completed, you will see the login window:

Log in to complete the installation process: login **admin** and password **2n**.

Upon login, the post-installation script will start automatically to complete the **2N® NetStar Records Manager** installation.

> ⚠ **Caution**
> ▪ The post-installation script takes a few minutes. Be very careful while entering data and do not interrupt or skip over the script to avoid the **2N® NetStar Records Manager** malfunction.

Language is the first script selection.

```
CentOS release 6.4 (Final)
Kernel 2.6.32-358.el6.x86_64 on an x86_64

localhost login: admin
Password:
Last login: Thu Mar  5 09:47:02 on tty1
Welcome to 2N Records Manager post installation configuration
What language version would you like to use for the following set up?
1) EN
2) CZ
#? _
```

Having selected the language version, enter the server hostname.

```
Post installation script for 2N Records Manager

Enter new hostname.
> _
```

Select the interface to be used for connection (this IP address will then be entered into the Internet browser if necessary).

If the DHCP server is available in the network, you can keep the assigned IP address or set the static IP address. If you select No, you will be invited to enter a new IP address, network mask, default gateway and primary and secondary DNS.

Now choose the type of user connection to the **2N® NetStar Records Manager** : IP address or Domain name. If you select the latter option, you will be asked to enter the domain name.

```
Post installation script for 2N Records Manager

Enter new hostname.
> rm.tel-2n.cz
Hostname was changed.
Press any key to continue.
Server uses following interfaces and IP addresses assigned to them
0) eth0: 10.0.25.243
What interface will be users connecting through? (Only one can be selected)
> 0
Use the IP address obtained from DHCP?
1) Yes
2) No
#? 1
IP address 10.0.25.243 will be used.
Press any key to continue.
Previously configured domain name was "NOT SET".
What will users use to connect?
(Domain name is recommended)
1) Domain name
2) IP Address
#? _
```

> [!WARNING] **Caution**
> - Make a corresponding record in your DNS server if the users are connected via their domain names.

Press any key to continue. Enter the **admin** user password to authorise the **2N® NetStar Records Manager** server storage. Use these access data for storage mapping in **2N® NetStar**. The password can differ from the **2N® NetStar Records Manager** server access password.

> [!NOTE] **Note**
> - Do not change the admin password for authorisation of the **2N® NetStar Records Manager** server storage until the post-installation script is completed in the configuration menu (console) displayed upon every Admin login. To change the password, select 7 in the configuration menu and enter the following:
>
>   ```
>   smbpasswd –a admin
>   ```
>
>   Having entered the command, you will be invited to enter a new password.

Now create the folder for saving records.

The service will be enabled when all the required data have been set.

```
Added user admin.
Setting up Samba (this may take a few minutes)...
Samba setup finished.
Press any key to continue.
Enter the name of new directory for storing records:

>NS40
Creating directory /home/share/NS40.
Directory /home/share/NS40 was created.
Press any key to continue.
Starting 2N Records Manager ...
Shutting down SMB services:                              [  OK  ]
Starting SMB services:                                   [  OK  ]
Starting tomcat: Using CATALINA_BASE:   /opt/apache-tomcat-7.0.39
Using CATALINA_HOME:   /opt/apache-tomcat-7.0.39
Using CATALINA_TMPDIR: /opt/apache-tomcat-7.0.39/temp
Using JRE_HOME:        /usr/lib/jvm/java-1.7.0-openjdk.x86_64
Using CLASSPATH:       /opt/apache-tomcat-7.0.39/bin/bootstrap.jar:/opt/apache-t
omcat-7.0.39/bin/tomcat-juli.jar
done.
Starting IP monitor service.
Done.
Congratulation everything is set and ready to go.

Press any key to continue._
```

Press any key to complete installation. Now log in via your Internet browser and start using the **2N® NetStar Records Manager**. The configuration menu below will be displayed upon Admin login.

```
                    ____  _  _   ____  __ __
               |___ \ | \ | | |  _ \ |  \/  |
                 __) ||  \| | | |_) || |\/| |
                / __/ | |\  | |  _ < | |  | |
               |_____||_| \_| |_| \_\|_|  |_|

                    2N Records Manager
                   Current IP:10.0.25.243
Choose action:

1) Network settings.
2) Add new directory for storing records.
3) Change language version.
4) Set local time.
5) Upgrade RM.
6) Restart service.
7) Expert configuration - Linux bash.

> _
```

> ⚠ **Caution**
> - Please set the correct time (via the NTP server - option 4, e.g.) before using the **2N® NetStar Records Manager** as correct time setting is crucial for some functions.

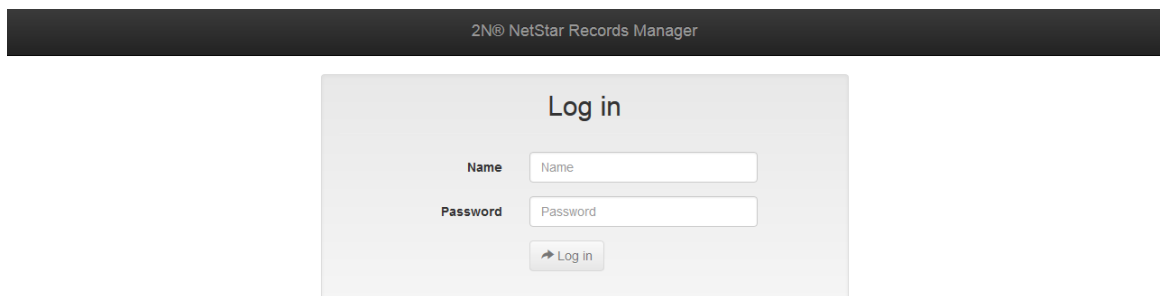# 2. 2N® NetStar Records Manager Configuration

Section content:

First Login

Having completed installation, enter the **2N® NetStar Records Manager** server IP address or domain name into your Internet browser.

> ⓘ **Note**
> - Use Internet Explorer 8 and higher, Mozilla Firefox or Google Chrome for your web login.

For the first login, use the **2N® NetStar Records Manager** server Superadmin account: name **superadmin** and password **2n**. Click the logged-in user name in the right-hand upper screen corner to change the Superadmin password after login if necessary.

The start screen is displayed after a successful login.

Click **NetStars** in the upper tool bar and then **Upload licence** to upload the **2N® NetStar Records Manager** licence.

The following data are displayed after licence upload:

- **SN** - **2N® NetStar** serial number
- **Intercoms** - count of licensed **2N® Helios** intercoms
- **NetStar servers** - count of licensed **2N® NetStar** platforms
- **Date** - last licence verification date
- **Expiration** - licence time validity

Add 2N® NetStar

Select **NetStars** in the upper tool bar and click **Add** to add **2N® NetStar**.

♫ Records   👤 Users   ★ NetStars   ⊞ Intercoms   2N® NetStar Records Manager   superadmin | ⏻ Log out

Create NetStar

		Folder ❯	Step
NetStar		NS40	➕ Add 🗑 Remove
IP			
Port			
Sys. User			
Sys. Password			
Sys. Password confirm			
Storage			

Find ✖

🗹 Save   ← Back

- **NetStar** - enter the connection name.
- **IP** - enter the **2N® NetStar** IP address.
- **Port** - define the **2N® NetStar** communication port (default port is **6543**).
- **System user** - set the **2N® NetStar** user for authentication (we recommend you to create a special user in **2N® NetStar** for this purpose).
- **System password** - enter the system user password.
- **System password (confirm)** - re-enter the system user password for confirmation.
- **Storage** - select a folder from the list to the right to which recordings shall be saved.

♫ Records   👤 Users   ★ NetStars   ⊞ Intercoms   2N® NetStar Records Manager   superadmin | ⏻ Log out

License

Find ✖

❯ **SN:** 05-0485-0016
❯ **Intercoms:** 5
❯ **NetStar servers** 1
❯ **Date** 13.03.2015 15:17:29

❯ **Expiration** Unlimited

Upload license

NetStar management

➕ Add

NetStar ❯	IP	Port	Serial number	Sys. User	Storage	Valid license	Step
NS40	10.0.25.40	6543	05-0485-0016	cc	NS40	Yes	🗹 🗑 ♫

Add Intercom

The **2N® NetStar Records Manager** server adds intercoms automatically based on the replies to the sent broadcast message. Thus, make sure that the intercoms are located in one and the same broadcast domain or that the broadcast message is resent by network elements.

Having added the intercoms, click Edit to complete the settings and activate video recording from the intercom(s).

- **Intercom** - enter the **2N® Helios** intercom name.
- **NetStar** - select the **2N® NetStar** with which the **2N® Helios** intercom is registered.
- **Telephone number** - enter the **2N® Helios** phone number.
- **Recording** - activate / deactivate recording.

> ⚠️ **Caution**
> - Make sure that the phone number matches the number under which the intercom is registered with **2N® NetStar** to avoid video recording error.

Use the **Find** field in the upper right-hand corner to search intercoms according to the following parameters (Intercom, IP, NetStar, Telephone number):

- **Intercom** - enter the **2N® Helios** name.
- **IP** - enter the **2N® Helios** IP address.
- **NetStar** - enter the IP address of the **2N® NetStar** with which the **2N® Helios** intercom is registered.
- **Telephone number** - enter the **2N® Helios** phone number.
- **Availability** - display information on **2N® Helios** availability.
- **Step**
  - **Intercom edit**
  - **Activate / Deactivate intercom**
  - **Delete intercom**

Arrange the **2N® Helios** intercoms in any column. Click on the column name to display an arrow: arrow up means descending order and arrow down means ascending order.

Users

The **Users** tab provides a list of all users from all the **2N® NetStar**s added. The users are read automatically when the **2N® NetStar** licence is added and can be updated manually by clicking the Update icon. Each user is automatically assigned the lowest role (Agent) at the beginning. Superadmin or Admin can change the user roles. The Admin, Manager and Agent roles have the following rights:

- **Admin** - has access to all records within the **2N® NetStar** it is assigned to and may set user roles.
- **Manager** - has access to its records and records of the users assigned to its group.
- **Agent** - views its records only.

> ⓘ **Note**
> - User login data and passwords are obtained from **2N® NetStar**. Change the data and password via the **Users – User rights** menu in the NsAdmin configuration tool. A subsequent password change via the **2N® NetStar Records Manager** web interface changes the password in **2N® NetStar** too.

Storage Mapping in 2N® NetStar

Storage mapping in **2N® NetStar** via the NsAdmin configuration tool is the next step. Add a physical storage in the Global data – Storage Manager menu displayed using the right mouse click (Add).

> ⚠️ **Caution**
> - Make sure that the network storage name does not include diacritics and spaces.

- Enter the storage name and confirm.
- Set Network as Storage type.
- Access port - set the **2N® NetStar Records Manager** server address in the \\ip_address\share format.
- Free size (B) - define what space shall be used; enter -1 to use the whole disk capacity.
- Login - enter admin.
- Password - enter the password used for installation (refer to Section 1 of this manual).
- Connect attempt in (s) - define when connection attempt shall be repeated after storage failure.

After storage mapping, a row will be added to the **Detected Storages** table. If all the parameters have been set correctly, the **State** column will include the **Operating** value.

Now right-click on **Voice Record**, select **Add physical storage mapping** and select the currently added storage.

Having added the storage, select the **Move evidence of files to storage** and **Keep files removed from records** options.

Enter the name of the record-saving directory created during installation into the **Path** field.

Finally, set **Record format .wav**. Refer to the **Global data - Global parameters** menu for settings.
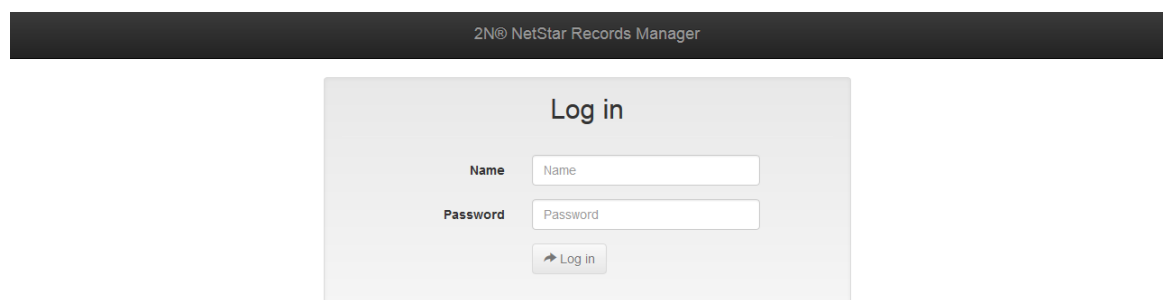
3. 2N® NetStar Records Manager User Manual

Section content:

- [Login](#)
- [Agent](#)
- [Manager](#)
- [Admin](#)

Login

Log in with the user name and password assigned to you.

Agent

The upper tool bar provides the following options:

- **Records**
- **User Settings** - change the user password if necessary.
- **Log out** - log out.

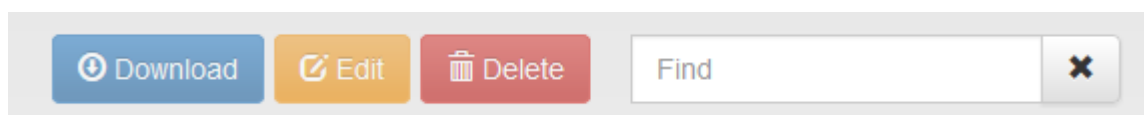The start screen displays the **Records** tab including the list of records.

Records

Use the **Find** function to search records according to Name, Calling, Called, Note or Time.

The searched string need not be precise, you can enter just a part of the string. Example: Enter '20' into the **Find** field to find all records including '20' in any column (Name, Calling, Called, Note, Time).


The following buttons are located next to the **Find** field:

- **Download** - download records to a PC.
- **Edit** - edit a note.
- **Delete**

Click the buttons to operate the currently filtered records.

There four fields below the buttons (**Time from, Time to, Calling, Called**) for more detailed search and a **Filter** button for search confirmation. Use this type of search for search in defined columns and an absolute match.
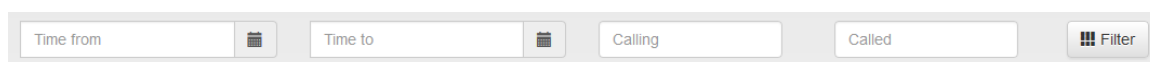
The last part of the **Records** tab provides a seven-column list of all or filtered-out records:

- **Name** - record name
- **A / V** - audio or video
- **Calling** - calling number
- **Called** - called number
- **Note** - note to record
- **Time** - recording time
- **Step** - buttons for operations with selected records

Arrange the records in any column. Click on the column name to display an arrow: arrow up means descending order and arrow down means ascending order.

The **Step** column includes four buttons for operations with selected records.

Click the first button to play a record, the second to edit a note, the third to delete a record and the fourth to save a record into a PC.

Name	A / V	Calling	Called	Note	Time ⌃	Step
2015-03-13/vr_130707315429702440.wav	🎧	302	301		13.03.2015 15:45:42	▶ 🖉 🗑 ⊙
2015-03-13/vr_130707315359783480.wav	🎧	302	301		13.03.2015 15:45:35	▶ 🖉 🗑 ⊙

There are tool bars above and below the list including the following buttons:

- **Previous records** - is applied after 10,000 records
- **First** - first list page
- **Previou**s - page preceding the current list page
- **Number of pages from 1 to 200** - list page number
- **Next** - page following the current list page
- **Last** - last list page
- **Next records** - is applied after 10,000 records

One list page displays **50 records**. When page 200 is reached (10,000 records), the **Previous records** and **Next records** buttons will become applicable and page numbering will be 1 to 200 again.
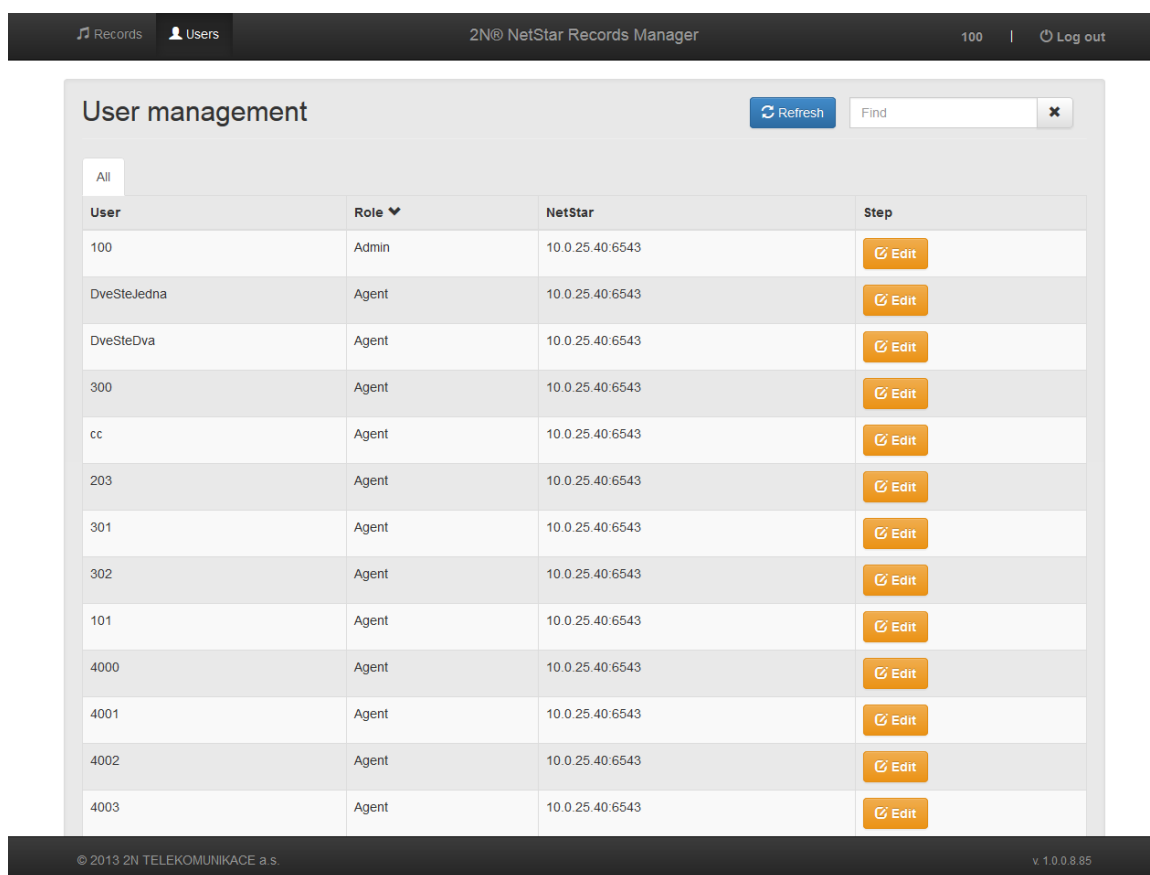
Manager

In addition to having all Agent properties, the Manager can also view records of the users assigned to its group. Admin or Superadmin assigns users to groups.

Admin

Admin has all of the above mentioned Manager properties. Moreover, it can view all records within one **2N® NetStar** and use the **Users** option in the upper tool bar.

Users

The **Users** tab includes all users of the selected **2N® NetStar**.

Use the **Find** field in the right-hand upper corner to search users according to the User, Role or NetStar (IP address/port) parameters.

The searched string need not be precise, you can enter a part of the string only. Example: Enter '20' into the **Find** field to find all records including '20' in any column (User, Role, NetStar).
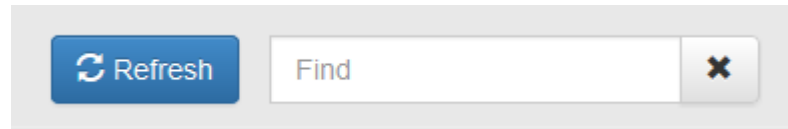
Click the **Refresh**, button next to the **Find** field to update the records in accordance with the selected **2N® NetStar** (in case users are added/deleted/renamed in **2N® NetStar**).

The user list includes four columns:

- **User** - user name
- **Role** - user role
- **NetStar** - **2N® NetStar** address and port
- **Step** - click Edit to change a user role

Arrange the records in any column. Click on the column name to display an arrow: arrow up means descending order and arrow down means ascending order.