



Screen Recording Server (SRS) Client Installation and Programming

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OVERVIEW

This document will take you through the process of creating Tracer Screen Recording (SRS) Users and installing the screen recording client on the user's PC.

The OAISYS Tracer Screen Recording Server option records an agent's desktop screen activity when the audio of their phone call is recorded.

NOTE: The screen recording is hosted on a separate server or using VMware Server from the OAISYS Tracer call recording server; it is a dedicated server for recording desktop activity and communicates with the OAISYS Tracer recording server. Network configuration is required and can be found in the [Networking Multiple OAISYS Recording Systems Guide](#).

Additional information on VMWare can be found here:

[http://www.oaisys.com/downloads/OAISYS and VMware - Creating Instances.pdf](http://www.oaisys.com/downloads/OAISYS_and_VMware_-_Creating_Instances.pdf)

The screen recording server includes the server, the screen recording software, and five (5) screen recording clients. The client application runs on the agent's PC whose screen is being recorded, and can be set up to be transparent from the user's perspective. The screen activity is saved as a screen recording file and stored with the audio recording of the phone conversation. The playback of the screen recording is synchronized with the audio playback. This functionality allows a supervisor to grade and evaluate an agent on what is said during the phone conversation, and how effectively the agent uses the PC applications during the call.

NOTE: Screen recording takes place only when audio recording is in use. If station side recording is used, and a call is placed on hold – there is no audio recording, so screen recording will not occur.

This document assumes that all configuration and initial setup of the Server has been completed. It also assumes that users have been replicated from the primary server and all extension lists are populated.



SCREEN RECORDING CLIENT PC REQUIREMENTS

To support OAISYS client applications such as Management Studio, Screen Recording desktop, and Desktop Client, the following minimum specifications should be observed.

OAISYS Client Minimum PC Requirements		
Processor	Intel Class 2.5 GHz or higher	
Operating System (OS)	Windows 7 Windows 8.1 Windows Server 2008	Windows Server 2008 R2 Windows Server 2012
Memory	1GB or higher	
Hard Drive (Available Space)	20GB or higher	
Hard Drive Speed (Min))	SATA Drives up to 3Gbps Data Rate and 7200rpm Spin Rate	
Video	VGA or better	

NOTE: Requirements may vary if more than one monitor is to be recorded per user

When launching the client using IE10 for the first time, a Windows SmartScreen message will appear stating it prevented an unrecognized app from starting, Select to Run Anyway

GENERAL INFORMATION

1. CTI is required (not required with Version 7.0 and later)
2. Multiple Screen Recording Servers can be networked together
 - a. Refer to [Networking Multiple OAISYS Recording Systems Guide](#)

NOTE: Maximum screen recording clients per server is 100

3. Desktop licenses can be static or dynamic
4. Screen Recording will work in a Windows Terminal Server environment
5. Currently support Screen Recording multiple desktop monitors per user
6. Optional Wrap Up Timer per user

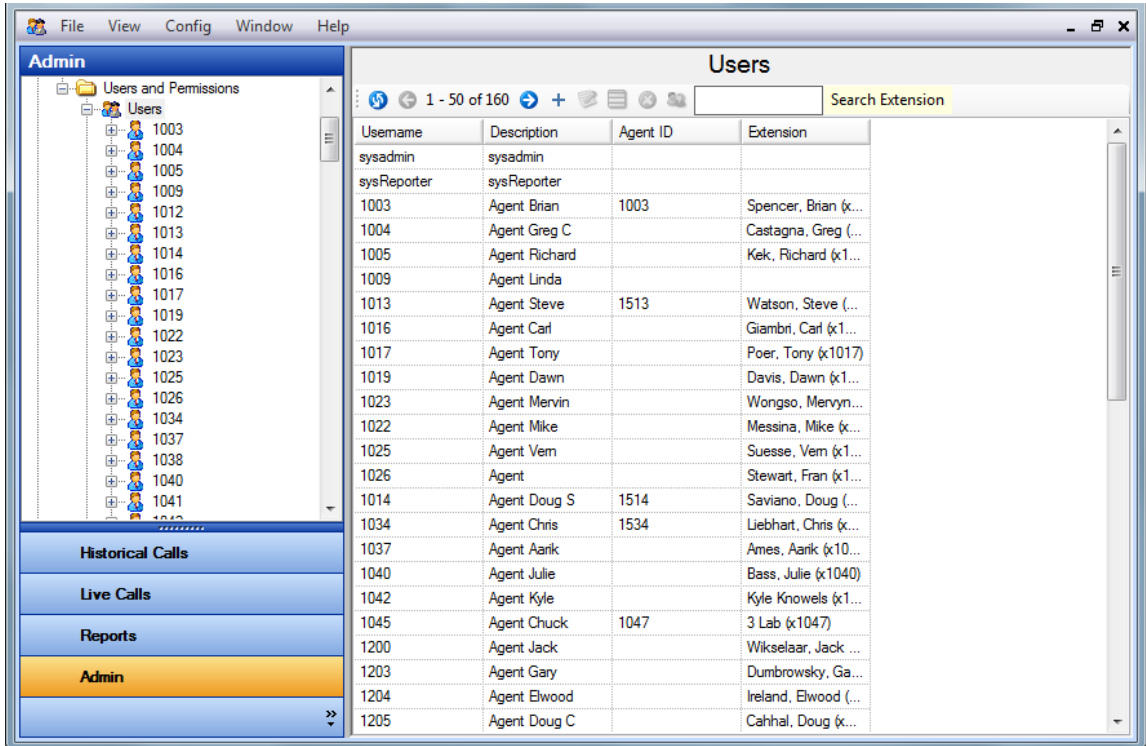
BANDWIDTH INFORMATION

0.005 to 1.5 Mbps would be the range (for minimal screen activities to full-screen movie) with 0.36 Mbps being the average expected for “typical/normal” screen activities.

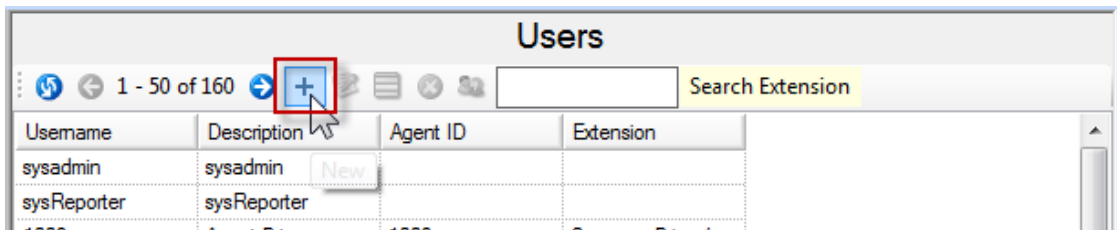
From 20MB per hour (for minimal screen activities) to 4-5 GB per hour (for full-screen movie), we estimate for “typical/normal” screen activities – 160MB per hour.

CREATING SRS USERS IN THE SRS CLIENT

1. On the OAISYS SRS Server, login to the OAISYS Client (using the sysadmin login), and go into the Users and Permissions → Users section



2. Next, click on the blue plus sign to add a new user





3. The following window will be displayed

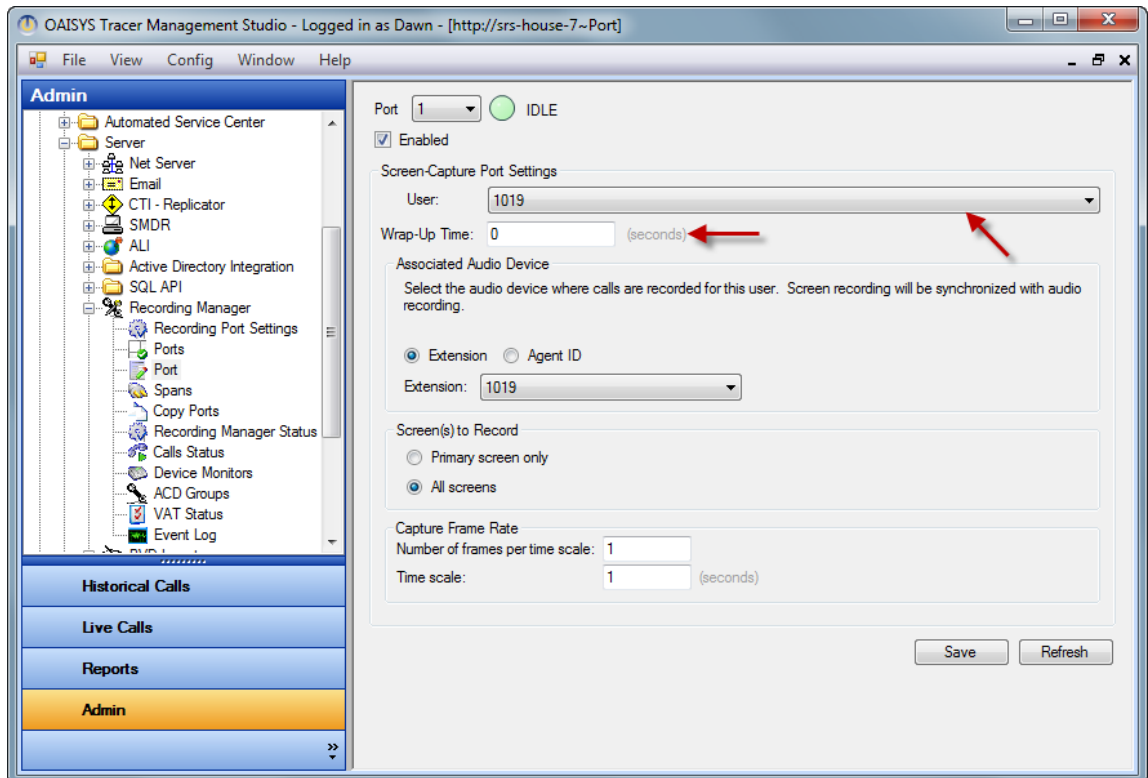
A screenshot of a web browser window titled "http://tracer-house-7.oaisys.com~Create User". The main content area is titled "Create User" and contains several input fields and checkboxes. The fields are: "User Name:", "Description:", "Email Address:", "Password:", and "Verify Password:". Below these are two checkboxes: "Allow the user to change his or her own password." (checked) and "Require the user to change the password on his or her next login." (unchecked). There is also a checkbox for "User Account Expires on:" with a date selector set to "Tuesday, September 18, 2012", and another checkbox for "Is Remote". The "User Type:" dropdown menu is set to "Knowledge Worker". At the bottom, there is a table for "Extensions" with columns "Extension" and "Effective Date", and buttons for "Add...", "Edit...", and "Remove". At the very bottom of the form are "Save" and "Cancel" buttons.

The user is generally created based on the extension number that is being recorded. The username, description, and password typically match the extension number we are going to record. You can choose alternate credentials if desired.

Next, associate an extension to this user. This will be used to tie the screen recordings to the calls made on that extension. Leave all users that are created on the SRS as the "Knowledge Worker" user type, as there are no call manager licenses created for the SRS itself.

CONFIGURE THE PORT FOR THE NEW USER

1. Go to Server → Recording Manager → Port
2. Select a Port to display the following



3. Select the user from the drop-down list beside User. You will notice that the extension associated with the user will automatically fill in under the extension section.
 - a. The Wrap-Up Time automatically defaults to zero (0); this can be programmed according to your call wrap-up standards.
 - b. Click Save to continue



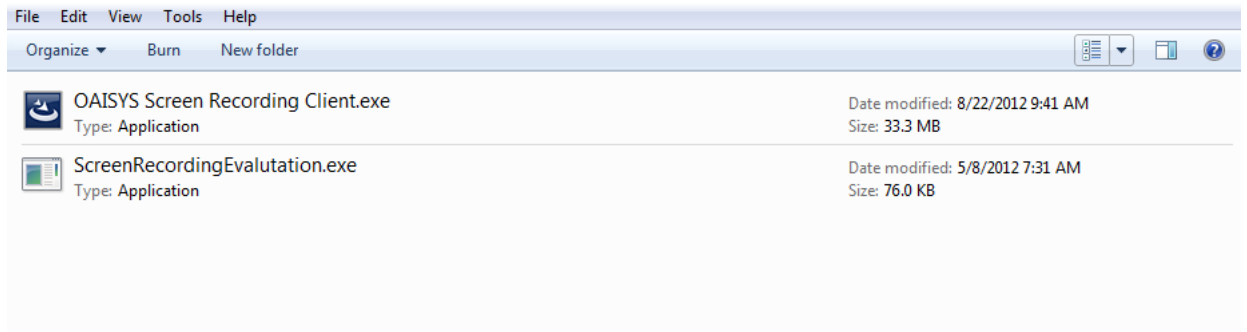
INSTALL SCREEN RECORDING ON THE USER'S PC

Installation is completed per user, not per computer so the settings are saved at a user level.

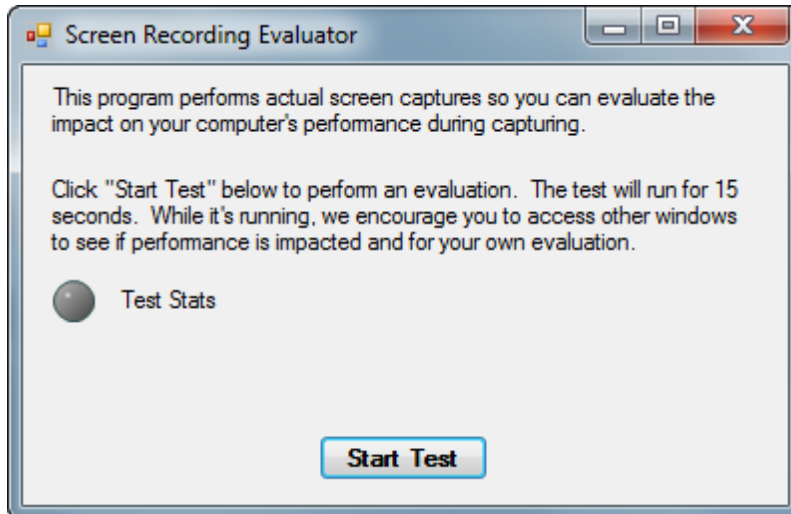
*** The user's PC must have .NET 3.5 or higher installed prior to installation of the SRS Client***

NOTE: For the initial installation, you must enable Admin rights.

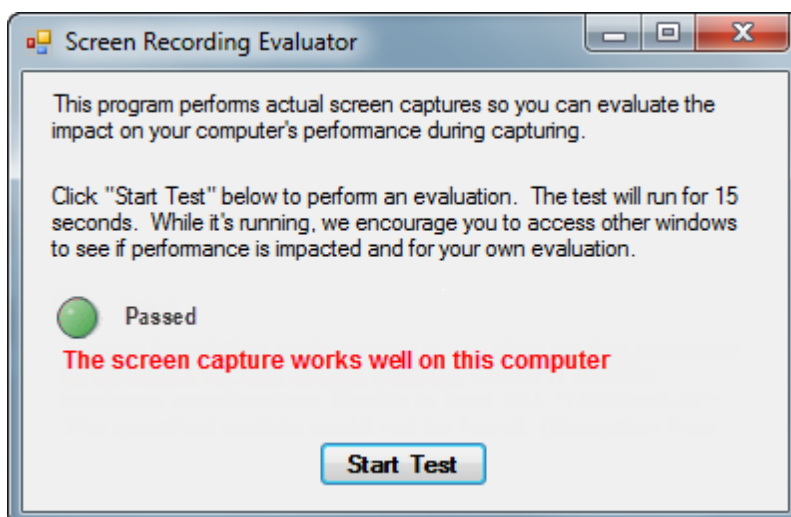
1. From the client's PC, browse the network to the SRS Server to locate a folder titled "ScreenRecordingClient".
2. Open the folder to reveal two files.



3. Move the ScreenRecordingEvaluation.exe file to the desktop → double-click to Run the file → click on Start Test



4. If the PC passes the test, continue through the remaining steps.
5. If the PC does not pass the test, locate Video Properties of the PC and disable Hardware Acceleration, then run the test again. If the PC fails the test again, it may not meet the requirements of Screen-Capture.



6. Run the installation file OAISYSScreenRecordingClient.exe. Once the



installation is complete, click Start → Run → enter the following command:
C:\progra~1\oaisys\screen~1\OAISYS.Apps.RecordingClient.exe /A

7. This will launch the following pop-up

A screenshot of the "OAISYS Screen Recorder" configuration dialog box. The dialog has a title bar with the text "OAISYS Screen Recorder". It contains three text input fields: "NetServer:" with the value "screenrec", "Username:" with the value "Demo", and "Password:" with four dots. Below these fields are three checkboxes: "Disable Video Hardware Acceleration" (unchecked), "Always automatically use this login" (checked), and "Auto start on Windows login" (checked). An "OK" button is located at the bottom right of the dialog.

NetServer: Enter the hostname of the OAISYS Screen Recording Server.

Username: Enter the user name for the user.

Password: Enter the password for the user.

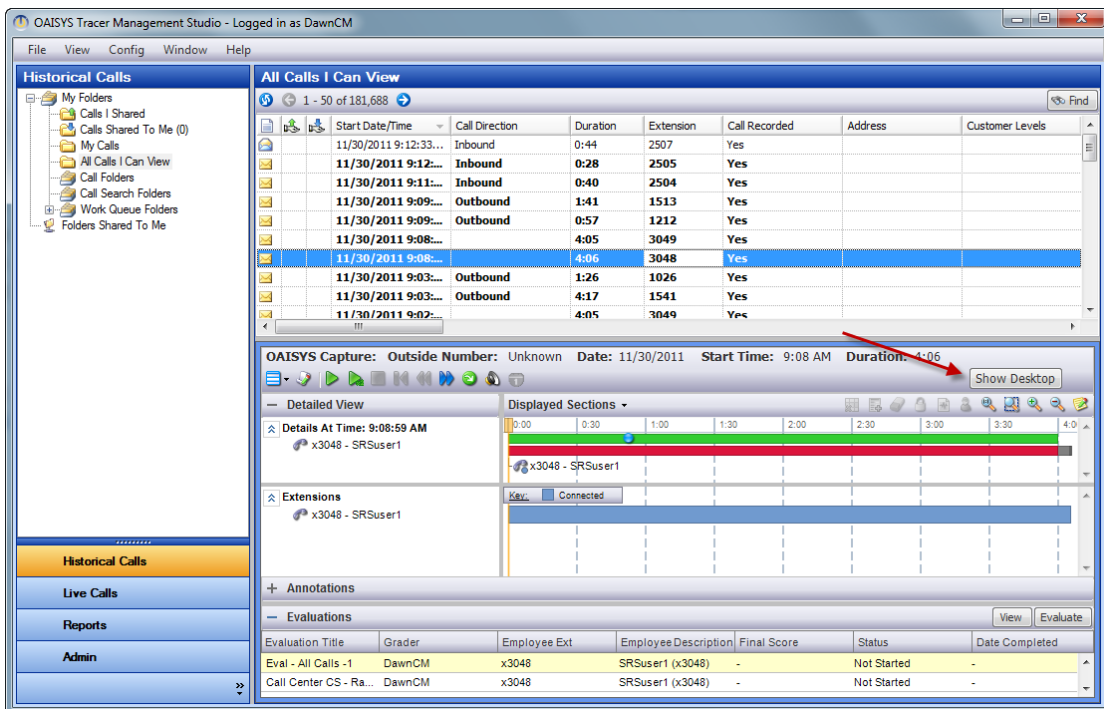
Check the boxes if you wish to

- a. Disable Video Hardware Acceleration
- b. Always automatically use this login
- c. Auto start on Windows login

8. Click OK.

SCREEN RECORDING TEST CALL

1. Make your first test call using the Screen Recording feature.
2. Verify permissions have been enabled for accessing the calls you wish to test.
3. Log into the OAISYS Client → highlight the call in the list
4. This will activate a “Show Desktop” button → click the Show Desktop button to begin audio and screen playback



The screenshot displays the OAISYS Tracer Management Studio interface. The main window is titled "All Calls I Can View" and shows a list of calls with columns for Start Date/Time, Call Direction, Duration, Extension, Call Recorded, Address, and Customer Levels. A call with extension 3048 and duration 4:06 is highlighted in blue. Below the list, the "OAISYS Capture" section shows details for the selected call, including the date (11/30/2011), start time (9:08 AM), and duration (4:06). A red arrow points to a "Show Desktop" button in the top right corner of the capture section. The interface also includes a sidebar with "Historical Calls" and "Live Calls" sections, and an "Evaluations" table at the bottom.

Start Date/Time	Call Direction	Duration	Extension	Call Recorded	Address	Customer Levels
11/30/2011 9:12:33...	Inbound	0:44	2507	Yes		
11/30/2011 9:12:...	Inbound	0:28	2505	Yes		
11/30/2011 9:11:...	Inbound	0:40	2504	Yes		
11/30/2011 9:09:...	Outbound	1:41	1513	Yes		
11/30/2011 9:09:...	Outbound	0:57	1212	Yes		
11/30/2011 9:08:...	Outbound	4:05	3049	Yes		
11/30/2011 9:08:...	Outbound	4:06	3048	Yes		
11/30/2011 9:03:...	Outbound	1:26	1026	Yes		
11/30/2011 9:03:...	Outbound	4:17	1541	Yes		
11/30/2011 9:02:...	Outbound	4:05	3049	Yes		

Evaluation Title	Grader	Employee Ext	Employee Description	Final Score	Status	Date Completed
Eval - All Calls - 1	DawnCM	x3048	SRUser1 (x3048)	-	Not Started	-
Call Center CS - Ra...	DawnCM	x3048	SRUser1 (x3048)	-	Not Started	-