



Staging and Purging

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Americas Headquarters

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CONFIGURATION & SETUP

RECORDING SPACE

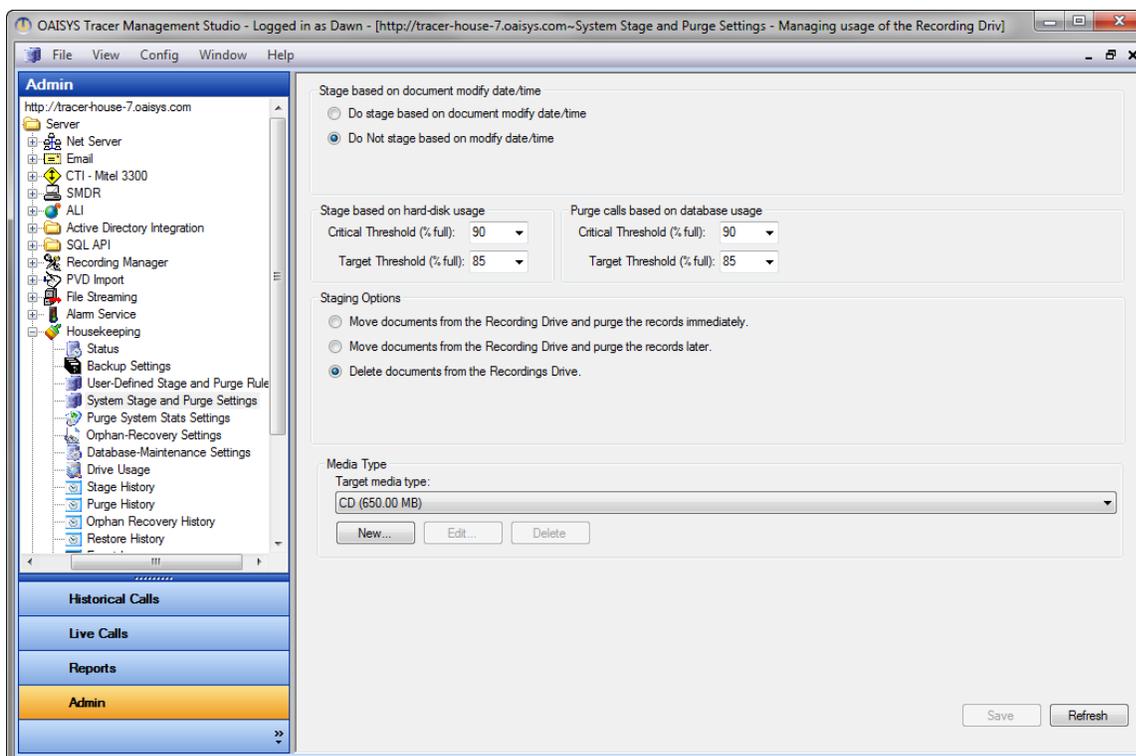
Platform (standalone model):

- ◆ Tracer Advanced: 100,000 hours
- ◆ Tracer Advanced Plus: 200,000 hours

Staging is automatically completed as new records are identified as purgable according to the the Stage/Purge Settings. At this time, recordings are moved to the defined staging area and the record is purged (either local or LAN/SAN destination). A folder must be shared at the target destination, then browse to the location from the Tracer interface.

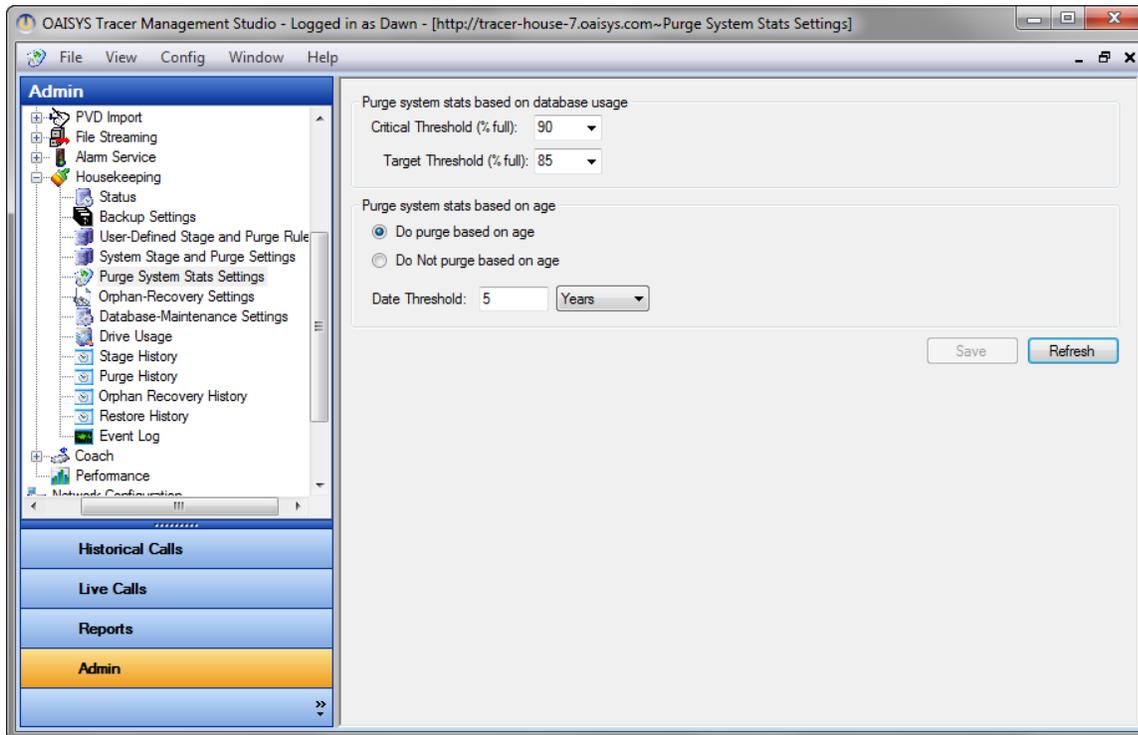
NOTE: A mapped drive is not supported.

Select an option to move or delete documents from the Recordings Drive → indicate the hard-disk usage thresholds → select to stage or not stage based on document age → select the media type from the drop down list





Indicate the purge thresholds → select to purge or not purge based on document age



Any documents with the Expiration changed will not be deleted as part of the purge. These records are marked in the database and will be skipped.

FOLDER STRUCTURE

Based on the settings above, 4.70 GB folders are created to Stage recordings. Each folder contains a year folder with subfolders defined by the month and day.

In this example, recordings from April 13, 2009 are in the directory:

```
\\DOCSERVER\CTS\DVD-1 #0000005\2009\04\13
```

Typically, 1-3 months of recordings are stored in each main directory (varies based on call volume, average length of call, etc.). You may need to check several locations to find the exact month/day combination you are looking for as months can be split across multiple year folders.



USER DEFINED STAGE AND PURGE RULES

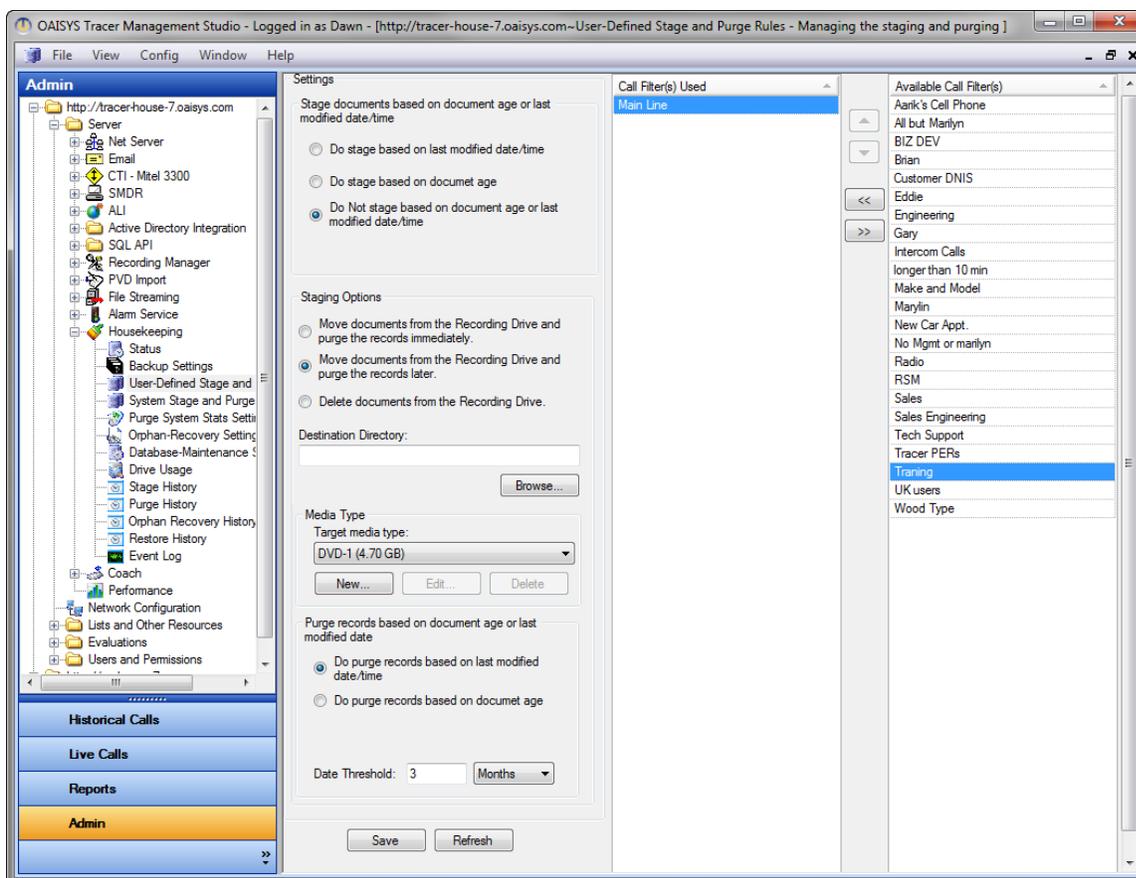
This new feature allows customers to stage and purge calls based on call filters or specific identifying information.

For example: Calls are set to purge after six months, but certain accounts must be kept for three years. This feature overrides the purge rule for accounts with special conditions.

Another use of this feature is staging based on identifying information.

For example: Vendors have discrete FTP sites, this feature enables identification by DNIS. OAISYS Administration Guide

Select one or more call filters from the available call filters → move them over to the Call Filters Used panel using the double arrows





RECOVERING DATABASE RECORDS

Indicate the time for the OAISYS system to perform the daily housekeeping tasks. You can view history, configure, and run the Staging, Purging, Orphan Recovery, Backup, and Restore functions individually from here.

From the Admin client → go to Housekeeping → Status

Under the Orphan Recovery section → select Run

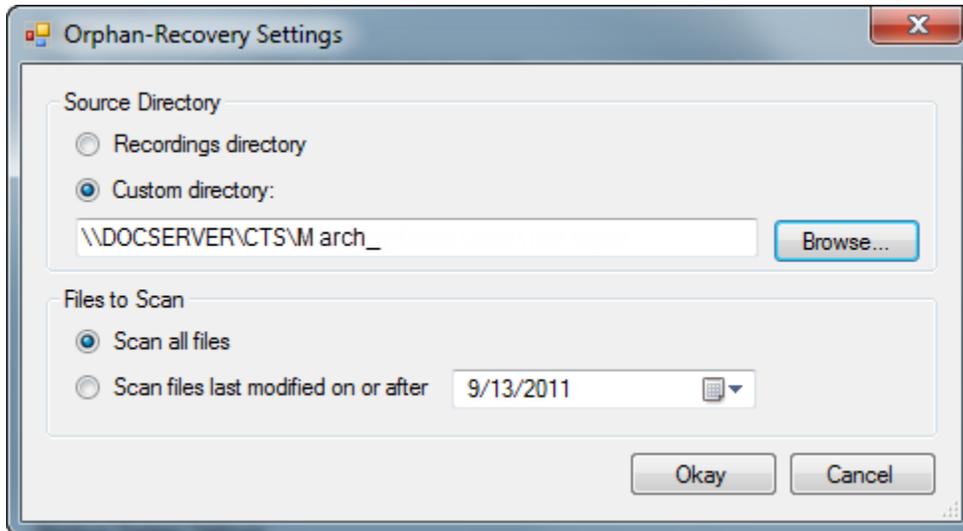
NOTE: You must have permissions enabled to access Housekeeping

The screenshot displays the OAISYS Tracer Management Studio interface. The title bar indicates the user is logged in as Dawn and the page is titled "Housekeeping Status". The interface is divided into several sections:

- Admin Panel (Left):** A tree view showing the system's structure, including "Server", "Net Server", "Email", "CTI - Mitel 3300", "SMDR", "ALI", "Active Directory Integration", "SQL API", "Recording Manager", "PVD Import", "File Streaming", "Alarm Service", "Housekeeping", "Status", "Backup Settings", "User-Defined Stage and Purge", "System Stage and Purge Set", "Purge System Stats Settings", "Orphan-Recovery Settings", "Database-Maintenance Setti", "Drive Usage", "Stage History", "Purge History", "Orphan Recovery History", "Restore History", "Event Log", "Coach", "Performance", "Network Configuration", "Lists and Other Resources", "Evaluations", "Users and Permissions", and "http://srs-house-7".
- Main Content Area:** A "Daily Housekeeping" section with a dropdown menu set to "2:00 AM" and "Save" and "Refresh" buttons. Below this are several task sections, each with a radio button, a status indicator, and "History...", "Configure...", and "Run" buttons:
 - User-Defined Stage and Purge:** Idle since 8/9/2011 1:59:55 AM (9:17:02)
 - Stage:** Idle since 8/9/2011 1:59:55 AM (9:17:02)
 - Purge:** Idle since 8/9/2011 1:59:57 AM (9:17:01)
 - Purge System Stats:** Idle since 8/9/2011 1:59:57 AM (9:17:00)
 - Orphan Recovery:** Idle since 8/9/2011 2:01:10 AM (9:15:48)
 - Backup System Settings:** Idle since 8/9/2011 2:03:20 AM (9:13:37)
 - Database Maintenance:** Idle since 8/9/2011 2:03:23 AM (9:13:34)
 - Database Copy:** Idle since 8/9/2011 2:03:23 AM (9:13:34)
 - Restore PVDs:** Idle since 7/4/2011 7:48:08 PM (-337-30-53)
 - Clean Database:** Idle since 7/4/2011 7:48:08 PM (-337-30-53)
- Bottom:** A "Run All" button.



Choose Custom Directory → browse to the location of the folder (Month/Day) you want to recover



This process will take approximately 1 hour to complete for one day of recordings. Once recovered, you can run a standard search according to the known criteria of the call to find and play the recording.