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The Downloadable PostgreSL setup file and the OrientDB Apache Tomcat web interface and chronical Desktop Application Chronical can only be installed on the DVS server. Windows 2008 or higher; 32/64-bit Linux 250GB Hard Drive (minimum) 8GB of RAM quad-core processor (minimum) ShoreTel Release 10.3 or Higher ShoreTel Connect on Premises MVoice Connect None Required RTA and RTE user profile if real-time route point created for historical data: Note: Xima Realtime license required for real reporting. VM Ware Windows 7 or above; 32/64-bit Linux Internet Explorer Java 7 or above Javascript enabled you may need to increase the hard drive and processor depending on the number of real-time agent licenses you have and if you record calls. The chart below shows the amount of RAM required to be an agent in real time. The following chart details the number of days before the disc is filled out from the record. Use this information to determine your company's needs. Suppose 8 hours per agent, a day If you use a sip barrel, it is recommended (but not required) that the port mirror be used. Note: It is recommended that no more than two devices be attached to the Chronical server. If you need more than two VRTX devices, make sure they're attached to individual standalone servers. The server supports three VRTX devices. If you encrypt records, you may need additional memory. Check the chart below for memory requirements for the number of VRTX devices and record ports (RP) updated on June 25, 2018. Chronical works on the Java platform. Download and install Java on the server where Chronical will be installed. This should be Java-based Oracle (available www.java.com) and it should be 32-bit for ShoreTel. Follow the tips for installing Java. Download the Chronical Setup file from our website in Chronical Downloads to the server where Chronical will be installed. Chronical must be installed on the headquarters server or on the DVS server (Note: DVDS is preferred. Once downloaded, start the installer as an administrator. The file will do a check for Java, and then the next Chronical Setup will appear. Please note that it may take a few minutes for the Chronical Setup window to appear. On the left, click the next one on the screen below. Choose I accept the agreement, and on the left click next time. Enter the directory where you would like to install Chronical. On the left, click Next. Register your Chronical by entering a serial key to install. Left Next. You should always install Chronical on the TAPI application server. If it is on the headquarters server, we will most likely require it to be moved to the TAPI application server. Choose if you have ShoreTel ShoreTel Center (ECC). If so, enter the IP address of the ECC server. Click on. Identify the web server port for Chronical's Tomcat web server (default settings have already been introduced - most users don't need to change those settings). Click on. Click Set to continue installation with customized settings. During installation, you may be asked to install WinPcap. If not, skip step 14. Accept the License Agreement by clicking the I agree button. Make sure the WinPcap driver is automatically run at the time of download. Click Set. Click Close WinPcap. You'll get the finishing screen as soon as Chronical completes the installation. Note the default username, default password and URL to access Chronical. Don't forget to celebrate. Go to the URL provided on the last installation screen. This will take you to the Chronical Login screen. As mentioned on the last installation screen, the default username is the Administrator, and the default password is the password. If your browser doesn't support Java, you can download and install Chronical Desktop. The master configuration will appear, as shown after Step 17, the first time you first log in to Chronical. The configuration master will ask you for the information your installation needs. Not all of the next steps will apply to each serial key. You will only be offered modules purchased. Choose which users you would like Chronical to monitor. Chronical will track call data for selected users and will not track data for users who are not selected. Checking all users will put Chronical in Auto Assigned mode, which will automatically apply the license to new users when Chronical detects them. Select the right users and then click Finish. If you have purchased a license in real time, you will be asked to choose the users you would like to view in real time. Choose the right agents and then click Finish. If you have purchased Dashboard licenses, you will be asked to select users who you would like to license dashboard. Set up the right users and then click Finish. If you purchased Xima Care, our support plan, you will be asked to ask you some contact details first. First request for your country and the postal code. Enter these details and then click Next. Enter the contact information for technical contact and then click Next. Enter the contact information for the Xima Care update contact, and then click Next. Follow these instructions if you will record calls from ShoreTel. You can skip this section if you record calls from VRTX. Setting up a call record on ShoreTel systems requires new route point with ShoreWare Director software. To do this, first open the ShoreWare Directors and select Call Management, then Route Points on the list on the left. This will allow list of current route points. From here you can create a new route point. The following fields need to be identified. Expansion: Enter the extension for the route point. This can be any free extension, and should be referenced later in Chronical. Route Point Server: Choose the name of the server on which Chronical is installed, whether it's headquarters or one of the application servers. Call Stack Depth: Enter the number of calls you would like to be able to record at the same time. Please note that there are 250 audio resources that are shared between all auto attendants, voice boxes, and route points, including this one. If you allocate more than 250 shared resources, your voicemail or auto-mail system may be affected. Rewind call: Choose Never set up, finish, save the route point. In addition to setting up the route point, make sure users have the ability to be recorded. This is done within the user group service class of which users are members. On the class service page for telephony permissions, make sure you allow your own calls to be recorded. Depending on the ShoreTel version, allowing your own calls to be recorded may look like this. The recording library is usually installed during the original Chronical installation. If Chronical is already installed, the recording library may also already be installed. You can check this by opening your local server services and checking to see if the Chronical recording library service exists. If the Chronical Recording Library service is not on the server, you can install it by downloading and running the Chronical update (not setting up the Recording Library). Once the recording library is installed, open Chronical and go to the system settings of the recording library to zgt; the recording library... Button. Click Add. (may have already been created by default, which can be edited). Choose the type of ShoreTel System or VRTX recording library on the left by clicking the arrow down and selecting a downward drop from the window. For the point of the record route, enter the extension you select for the route point. For an additional setting of the Place to Store records, here you can customize where the records will be stored. It's the default to be in the record library catalog in the Chronical catalog (default C.). Note: If your hard drive isn't very large, then you should set up a storage pool that stores records on another disk or other server. go to recording qgt; manage the rules of the recording and select it with a left click Click Add to create a new record rule. Here you will create a new rule of writing. Choose Select Rule pattern on the left and then fill out the options on the right. Once the work is complete, click OK to save the new OK rule to save a set of rules and then save the system settings. Follow these instructions if you will record calls from VRTX. You can skip this section if you record calls from ShoreTel. Connect VRTX hardware. VRTX needs to intercept network traffic running between D-Marc and PBX. An easy way to do this is to disable the backbone cable from PBX, connect it to VRTX, and then disable the other end of vRTX back to PBX (note, disabling the trunk cable will stop any active calls on that barrel). THE USB then has to be connected to a server that will have the recording library software installed on it. Download DRIVER VRTX from our Download page here chronical Downloads. Once loaded, start the installer. It only takes a minute or two. Choose your destination and click Next. Choose your destination and click Next. Click Set. Allow and complete any pop-ups that appear. Click to finish and restart the computer when needed. Once the installer is complete, open the device Manager and confirm that VRTX appears in the USB section. Now we have to tell Chronical that the VRTX barrel is connected. Do this by going into the admin (system) of the system's settings for the VRTX configuration of the VRTX configuration... Button. Find the trunk that VRTX is connected to, select it and click Edit. Upgrade the trunk configuration page to have the right information. The description of each field is below. Once completed, click OK, save the trunk configuration, and keep tweaking the system. Please refer to Create a Recording Rule for steps to create a recording rule. The name of the trunk: Used to rename the trunk. Device ID: Choose the PBX that controls the specified barrel. Line ID: This number must correspond to the trunk number. Channel range: This determines the channel range on the trunk. You can click Discover to determine what the range should be. VRTX Serial: This is where you choose the serial number on VRTX from falling down. If you don't see VRTX in the fall down the field, if Chronical detects VRTX. The Route Point configuration is unique to shoreTel. When Chronical asks for a ShoreTel configuration, it automatically fills in the Route Point configuration fields by marking each route point corresponding to the data received. However, sometimes this initial installation needs to be modified to more accurately describe the route point or even hide minor details. Get access to the point configuration by entering the system settings and expanding the configuration of the ShoreTel site. Click on ellipsis to expand the settings. The route points are organized into a table with 3 columns. Teh Teh The column lists extensions. They are not edited. The second column lists the names of the description. They can be changed to Chronical if desired. The third column lists the type of event. They can be modified to more accurately reflect what the route point is doing. If you have a third-party solution using the route point (such as a decision to record), you can set that the route point will be insignificant so that it does not create duplicate events inside the call. Call.

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