

# **CENTRAL STORAGE SOLUTION**

The DI Central Storage solution lets you store call records from any DI digital voice recorder on a network server database, providing another access point to critical data and reliable back-up. Easy to configure, it provides many archiving options. It is compatible with various SQL database types such as My SQL, Microsoft SQL, PostgreSQL, Oracle and IBM, providing flexibility, high reliability and fast performance. This plug-in comes standard with DI Reliant II and DI Voice Vault II recorders.

#### **ARCHIVING CONFIGURATION AND SCHEDULER**

Simple to set-up and configure - just input your server IP address, configure the SQL database type, connect to a network server, and you are ready to archive. If your IT department wants the flexibility to manage traffic, archiving can be set up on a scheduled basis (e.g. daily, weekly, etc).

ietup   Archiving Scheduler   User   Enable Central Storage archiving Server Settings		
Central Storage Server IP Address	10.153.30.106	Ping
Central Storage Network Status	Online	
Server Database Type	MySQL •	
Recorder Machine ID	di_user_demo	
Central Storage Connection Status	Connected	Connect
		Connect





#### SELECTIVE ARCHIVING AND PURGING

Sometimes, you will only need to transfer certain call records to a Central Storage server. Users or administrators might want to archive recorder calls occurring during a specific time frame, by call data such as CLID, DTMF, etc., or by channel. The Selective Archiving function provides you with the flexibility to configure as a customer service program or a public safety event dictate. Additionally, call records might need to be purged. You can configure the "Retention Period" and its schedule, and all recorders beyond that period will be purged.

)I Central Storage Interface	
Central Storage Setup Archiving Configuration Archive Status Transaction log	
Selective Archiving Database Restore Retention Period	
Start Date & Time String Designator Channels	
Enable selective archiving by data column & string designator	
Select data column to archive: Enter a string designator:	
CallerID • 858-292-2720?	
Start Selective Archiving Stop Selective Archiving	
Archiving scheduled to start on 11/25/2009 at 14:43:48.	
Start Archiving Stop Archiving	Cancel

entral Storage Setup	Archiving C	Configuration	Archive Status	Transaction log	
Selective Archiving	Database Re	estore F	Retention Period		
Retenti	on Period:	30	days		
	Purge	1	time a day, every	day(s)	
			at	10 : 39 : 5 👙	
	Status	•			
Enable purgi	ng		Disable purging		_
Archiving scheduled to	start on 11/25	/2009 at 14	:43:48.		-
-					

### www.dynamicinst.com

## **CENTRAL STORAGE SOLUTION**

#### SYSTEM STATUS

This allows you to quickly verify your system configuration. You can also easily view the first and last records transferred, as well as the total number of records transferred.

#### **EVENT LOGS**

Event logs help you retain set-up changes and activity through the Central Storage Solution. This provides a history for troubleshooting, should a problem or network interruption occur. These logs are also stored within the complete recorder.

12/14/2009 2:25:46 PM - Trying to find if SQL table (oztest12_records or _audio) exists 12/14/2009 2:25:46 PM - Nring to verify SQL database (oztest12_records and _audio) 12/14/2009 2:25:46 PM - Nring to find if SQL table (oztest12_records or _audio) exists 12/14/2009 2:25:01 PM - Trying to find if SQL table (oztest12_records or _audio) exists 12/14/2009 2:25:01 PM - Trying to find if SQL table (oztest12_records or _audio) exists 12/14/2009 2:25:01 PM - Trying to find is the number and index from SQL database 12/14/2009 2:25:01 PM - Trying to find is the number and index from SQL database 12/14/2009 2:25:01 PM - Trying to find is the number and index from SQL database 12/14/2009 2:26:01 PM - Trying to find is the number and index from SQL database 12/16/2009 5:06:11 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is the number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 5:15:47 AM - Trying to find is SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 5:15:47 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio)	Storage Setup	Archiving Configuration	Archive Status	Transaction log	
12/14/2009 2:25:46 PM - Trying to verify SQL database (oate=112_records and _audio) 12/14/2009 2:25:46 PM - No transfer started because no transfer mode was selected 12/14/2009 2:25:40 PM - Trying to find if SQL table (oatest12_records or _audio) valids 12/14/2009 2:25:01 PM - Trying to find if SQL table (oatest12_records and _audio) 12/14/2009 2:25:01 PM - Trying to find if SQL table (oatest12_records and _audio) 12/14/2009 2:25:01 PM - Trying to find if SQL table (oatest12_records and _audio) 12/14/2009 2:25:01 PM - Trying to find if SQL table (oatest12_records and _audio) 12/15/2009 9:15:11 AM - Trying to Trying to table (oatest12_records and _audio) 12/15/2009 9:06:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 5:05:31 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oatest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find ist file number and index firm SQL database	1/2000 2:2E:46 DM	Taxing to find if COL table	(artart13 monda	or audia) avista	
12/14/2009 2:29:01 PM - Trying to find if SQL table (catest12_records or_audo) exists 12/14/2009 2:29:01 PM - Trying to verify SQL database (catest12_records and_audo) 12/14/2009 2:29:01 PM - Transfer will start from file number -75 and index-17276 12/15/2009 9:16:11 AM - Trying to find f SQL table (catest12_records and_audo) 12/15/2009 9:16:11 AM - Trying to find f SQL table (catest12_records and_audo) 12/15/2009 9:16:11 AM - Trying to find f SQL table (catest12_records and_audo) 12/15/2009 9:06:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:32 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:34 - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:31 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 5:08:31 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo) 12/16/2009 10:28:13 AM - Trying to find if SQL table (catest12_records and_audo)					1
12/14/2009 2:29:01 PM - Trying to verify SQL database (otte=T12_records and _audio) 12/14/2009 2:29:01 PM - Transfer will start from file number=75 and index=17276 12/15/2009 9:15:11 AM - Trying to find if SQL table (oxtest12_records or _audio) exists 12/15/2009 9:15:11 AM - Trying SQL database (oxtest12_records or _audio) exists 12/16/2009 5:08:32 AM - Trying to werify SQL database (oxtest12_records or _audio) exists 12/16/2009 5:08:32 AM - Trying to trind if SQL table (oxtest12_records or _audio) exists 12/16/2009 5:08:32 AM - Trying to trind if SQL database (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find isst file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find isQL table (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find iSQL table (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find iSQL table (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find iSQL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find iSQL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find isqL table (oxtest12_records					
12/14/2009 2:29:01 PM - Trying to find last file number and index from SQL database' 12/14/2009 2:29:01 PM - Transfer will start from file number 75 and index=17276 12/15/2009 9:16:11 AM - Purging SQL database (oztest12_records or _audio) exists 12/15/2009 9:16:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to the file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find ist file number and index from SQL database					-
12/14/2009 2:29:01 PM - Transfer will start from file number=75 and index=1276 12/15/2009 9:16:11 AM - Trying to find if SQL table (oxtest12_records or _audio) exists 12/15/2009 9:16:11 AM - Purging SQL database (oxtest12_records or _audio) 12/15/2009 9:16:11 AM - Purging SQL database (oxtest12_records or _audio) 12/15/2009 5:08:32 AM - Trying to refit SQL table (oxtest12_records or _audio) 12/16/2009 5:08:32 AM - Trying to refit SQL database (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find ist file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find if SQL table (oxtest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oxtest12_records or _audio) exists 12/16/2009 9:15:47 AM - Trying to find if SQL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find ist file number and index from SQL database 12/16/2009 10:25:13 AM - Trying to find ist file number and index from SQL database Shutdown CS Interface					
12/15/2009 91:51:11 AM - Trying to find if SQL table (oztest12_records or _audio) exists 21/15/2009 91:61:11 AM - Furging SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if the number and index from SQL database 12/16/2009 5:08:32 AM - Trying to Trial staft from file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to Trial staft from file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to Trial staft from file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Furging SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (oxtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if sQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is file number and index from SQL database Shutdown CS Interface					
12/15/2009 91:51:11 AM - Purging SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 5:08:32 AM - Trying to renify SQL database (oztest12_records and _audio) 12/16/2009 5:08:32 AM - Trying to find last file number and index from SQL database 12/16/2009 5:08:32 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 9:15:47 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 9:15:47 AM - Purging SQL database (oztest12_records or _audio) exists 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 10:25:13 AM - Trying to find is SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
12/15/2009 5:08:32 AM - Trying to find if SQL table (catted):2 records of _audio) exists 12/16/2009 5:08:32 AM - Trying to find if SQL table (catted):2 records and _audio) 12/16/2009 5:08:32 AM - Transfer will start from file number=77 and index from SQL database 12/16/2009 5:08:32 AM - Transfer will start from file number=77 and index =9166 12/16/2009 9:15:47 AM - Trying to find if SQL table (catted):2 records or _audio) exists 12/16/2009 9:15:47 AM - Furging SQL database (catted):2 records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (catted):2 records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (catted):2 records and _audio) 12/16/2009 10:25:13 AM - Trying to find if sQL table (catted):2 records and _audio) 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
12/15/2009 5:08-32 AM - Trying to find last file number and index from SQL database 12/16/2009 5:08-32 AM - Transfer will start from file number=77 and index=9166 12/16/2009 9:15:47 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 9:15:47 AM - Purging SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find ist file number and index from SQL database Shutdown CS Interface					
12/16/2009 5:08:32 AM - Transfer will start from file number=77 and index=9166 12/16/2009 9:15:47 AM - Trying to find if SQL bable (cstestL2_records or_autio) exists 12/16/2009 9:15:47 AM - Furging SQL database (cstest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find if SQL table (cstest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to verify SQL database (cstest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find is the number and index from SQL database 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database					
12/15/2009 9:15:47 AM - Trying to find if SQL table (axtest12_records or _audio) exists 12/16/2009 9:15:47 AM - Purging SQL database (axtest12_records or _audio) exists 12/16/2009 10:25:13 AM - Trying to find if SQL table (axtest12_records or _audio) exists 12/16/2009 10:25:13 AM - Trying to verify SQL database (axtest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
12/15/2009 91:5:47 AM - Purging SQL database (oztest12_records and _audio) 12/15/2009 10:25:13 AM - Thying to find if SQL table (oztest12_records -audio) exists 12/16/2009 10:25:13 AM - Trying to verify SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database \$\sec{1}\$ shutdown CS Interface					
12/15/2009 10:25:13 AM - Trying to find if SQL table (oztest12_records or _audio) exists 12/16/2009 10:25:13 AM - Trying to verify SQL database (oztest12_records and _audio) 12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
12/15/2009 10:25:13 AM - Trying to verify SQL database (oztest12, records and _audio) 12/15/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
12/16/2009 10:25:13 AM - Trying to find last file number and index from SQL database Shutdown CS Interface					
	5/2009 10:25:13 AM	- Trying to find last file no	mber and index fro	m SQL database	
	utdown CS Interfac				
	deown co memor	•			
Archiving to Central Server database has stopped.	ing to Central Serve	r database has stopped.			
					_
Start Archiving Stop Archiving	Start Archivin	Stop Archivir	7		Ok

#### PLAYBACK

The DI Central Storage Solution also includes a free, web based version of Courier Playback. This simple, but powerful tool, allows the authorized user, based upon privileges at the recorder, to search and playback retrieved calls.



## CENTRAL STORAGE UTILITY REQUIREMENTS

Recorder: DI Reliant II Version 7.0 Operating System: Windows Server 2003/2008, 32 bit edition Databases: Microsoft SQL 2000, 2003, 2008, MySQL 5.1 Processor: P4 Core 2 Duo, Xenon recommended RAM: 2GB, 4GB recommended For playback: IIS 6.0, 7.0

Dynamic Instruments can provide you with a fully configured server if required. Please contact us for more details.

## **COMPLETE RECORDING SOLUTIONS**

**Enhanced Courier** - Remote client: administration, supervision, search and retrieval application.

**ReBOUND** - Instant recall software: allows quick and easy retrieval of the latest communications from contact center agent positions.

**DI-ROD** - "Record On Demand": selective recording solution for agent, supervisor and manager lines.

**DI InSight** - Performance evaluation: quality evaluation and performance improvement application designed to automate assessments.

**NetFLARE** - System health monitoring: remote system status and alarm notification.



3030 Veterans Road West - Staten Island, New York 10309800-622-6224Sales@aatcomm.com

Visit us on the Web @ www.aatcomm.com



3860 Calle Fortunada San Diego, CA 92123 Toll Free: 800-793-3358 Tel: +1-858-278-4900 Fax: +1-858-278-9700 diinfo@dynamicinst.com www.dynamicinst.com

Central Storage Rev 1209

## www.dynamicinst.com